

The Mass Transportation Authority (MTA) is the agency authorized to provide public transportation services in Flint and Genesee County. The MTA's services include primary fixed routes, secondary routes(running only during designated times), dial-a-ride (known as Your Ride), specialized services for elderly and persons with disabilities, and maintenance of the Greater Flint Transportation Center, Community Service Centers, and Amtrak Rail Station in Flint.

The MTA is a public corporation led by a Board of Directors. Board members volunteer their time at no pay. Members have open meetings the third Thursday of each month at 1401 South Dort Highway, Flint, Michigan.

GENERAL INFORMATION

The MTA is here to provide you with safe, reliable transportation services. If you have a question, suggestion or complaint about our service, or need information about route or time schedules, please contact us at one of the numbers listed below Monday through Friday between 8:00 a.m. and 5:00 p.m.

Customer Service Information
(810) 767-0100
Toll Free: 1-844-792-7011

Administration Offices: (810) 767-6950
After Hours: (810) 780-8981

Hearing Impaired:
Communication Access Center
V/TTY: (810) 239-3112
Fax: (810) 239-1601
www.cacdhhs.org

Open Monday-Friday 8:00 a.m. to 5:00 p.m.

www.mtaflint.org



1401 S. Dort Hwy
Flint, MI 48503
(810) 767-0100

www.mtaflint.org



CUSTOMER SERVICE GUIDE



*Primary Routes, Peak Period,
Your Ride, Regional,
Specialized, Intercity and Rail
Service Information*

Transportation For Wherever Life Takes You



When you think about all the ways public transportation helps people, it should come as no surprise to find the MTA behind the wheel.

Taking people to work...to day care, preschool, high school and college...to medical appointments and daily dialysis treatments...to local community agencies...and on local and regional shopping trips.

In short, where public transportation goes, community grows.

The MTA is more than a bus ride. It's an essential service making an important contribution to the quality of life in Genesee County.



MTA SYSTEM-WIDE SERVICES

14 PRIMARY ROUTES
Serving the greater Flint area.

PEAK PERIOD SERVICE
Peak service during busier early morning hours and mid-afternoons.

YOUR RIDE SERVICE
Curb-to-Curb service is available throughout Genesee County.

SPECIALIZED SERVICES
Serving clients of local community agencies, the elderly and persons with disabilities.

OUT-OF-TOWN BUS SERVICE
Indian Trails bus line operates out of the MTA Transportation Complex at 1401 S. Dort Hwy. Indian Trails provides bus service to destinations throughout Michigan.

AMTRAK RAIL SERVICE
The Amtrak rail passenger station operates at 1407 South Dort Highway adjacent to the MTA's administrative offices. Passengers can leave their cars in a safe parking lot and enjoy direct service to Chicago and Port Huron.

REGIONAL TRANSPORTATION
Work-related service to destinations outside Genesee County.

MTA Regional Transportation Service

MTA Northrup-Abrams Transportation Center

Think of Regional Transportation as your direct round-trip connection to places outside Genesee County. Rely on the MTA's comfortable vehicles and friendly professionals to get you where you need to go in our expanded service area.

Regional Fares

All passengers (<i>One-Way Fare</i>).....	\$3.00
Monthly Pass (<i>All passengers</i>).....	\$80.00
System-wide (<i>All passengers</i>).....	\$95.00

Monthly System Pass provides unlimited access to all MTA services 7 days a week.

Service Hours

Monday through Friday (except as noted in schedule). Please contact the MTA Customer Service Department for special holiday hours (810) 767-0100.

How Service Works

Regional service trips originate at the MTA Customer Service Center at Harrison and Second Street in Downtown Flint. Other pickup options are available based on individual need. Contact MTA Customer Service at (810) 767-0100 for more details.

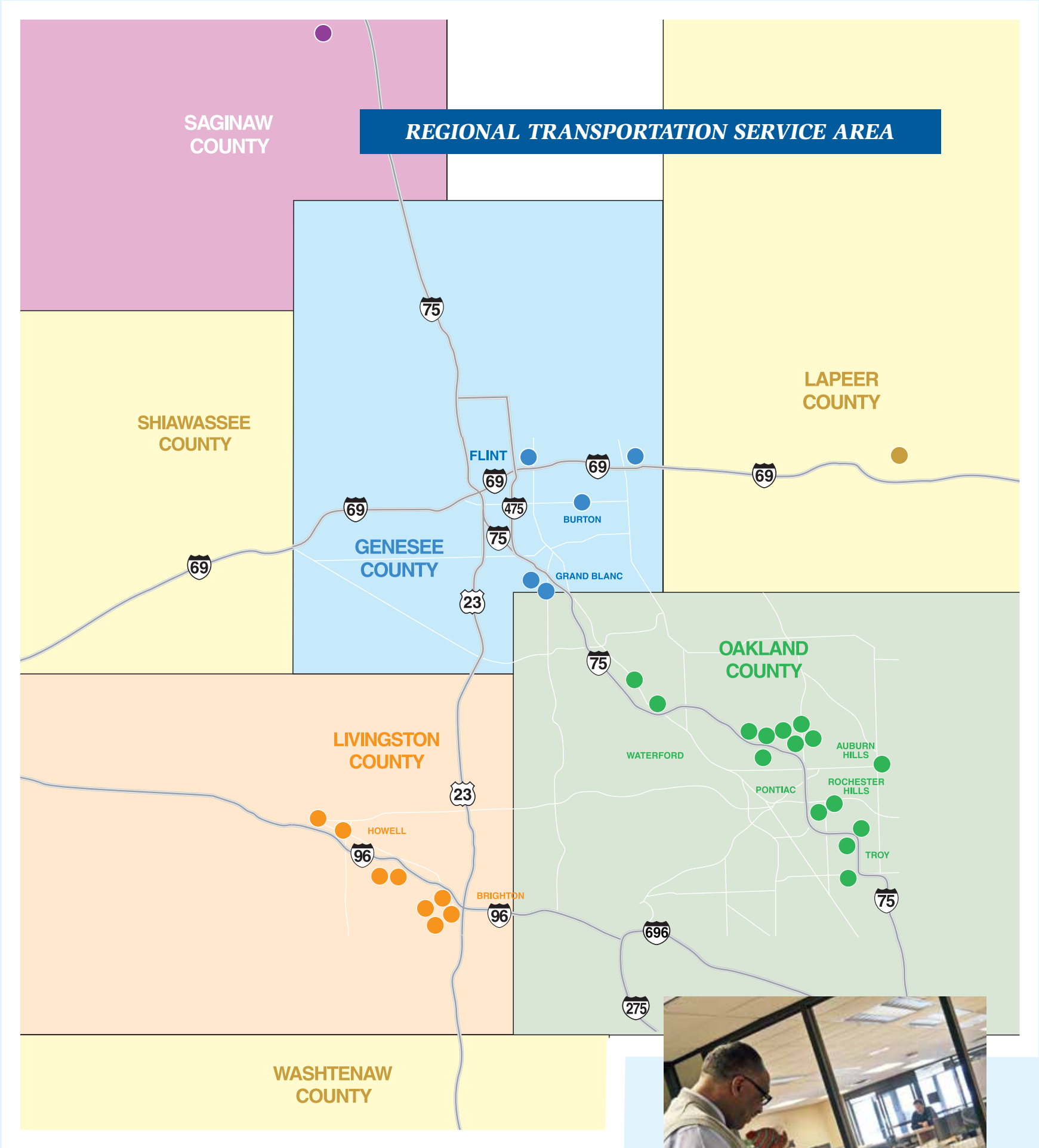
Work-Related Service Hours

Service is provided 24 hours a day, 7 days a week. To request this service, call MTA Your Ride at (810) 233-4751.

Transit Options

- Board a fixed route bus and transfer at the MTA Northrup-Abrams Transportation Center.
- Take a Your Ride van from suburban areas to the MTA Northrup-Abrams Transportation Center.
- Arrange personal transportation from your home to the MTA Northrup-Abrams Transportation Center.
- Drive to the MTA Northrup-Abrams Transportation Center and leave your vehicle in a public parking lot.
- Where fixed route service is available in the Flint area, Your Ride is reserved for persons who have mobility limitations.

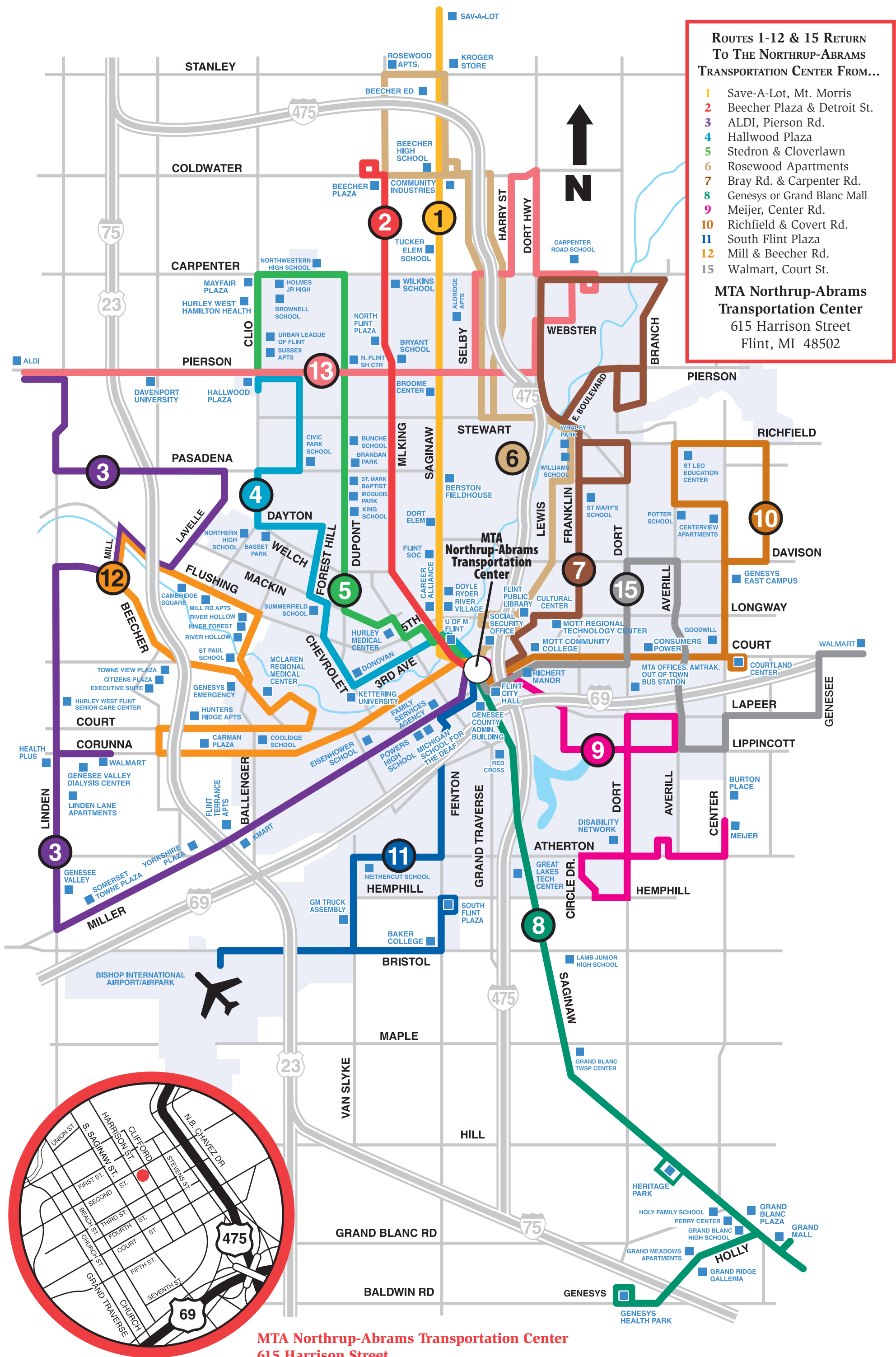
Customer Service Information (810) 767-0100



For specific routes, locations and schedule times, please refer to the printed Regional Transportation schedules or call the MTA Customer Service Department at (810) 767-0100.



Primary Route System Map



MTA Primary Route Services

PRIMARY ROUTES

Scheduled bus routes in the Flint Service Area which serve passengers throughout the day and into the evening hours. Primary fixed routes are designed to travel major traffic arteries leading to secondary arteries where all major businesses, shopping centers, hospitals, colleges, and other institutions of our community are located.

Peak Period Service

Routes designed to run primarily during peak periods with selected stops, providing specialized service to the general public, workers and student populations. Hours are 6:00 AM to 5:30 PM Monday-Friday.

See individual Route Guides for service schedules.

The MTA does not operate buses on the following legal holidays: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

FARES

The MTA has an exact fare policy. Passengers are requested to have the Correct Change in any denomination of coins. Operators Do Not Carry change. We ask that you deposit your fare directly into the farebox. If you use our pass program, please have your pass ready to show to the operator.

Primary & Peak Period Fixed Routes

General Public	\$1.75
ADA Certified	\$0.85
Reduced Fare Eligible*	\$0.85
Transfers	\$0.10
Children under 42 inches	FREE
<i>(When accompanied by an adult)</i>	

Prices indicate one-way fares.
*Seniors 65 and older or on Medicare and persons with disabilities

TRANSFERS

Transfers are issued to provide continuous trips between two points not served by a single line, and they are to be used by the person to whom they were issued.

The MTA transfer policy is as follows:

- Transfers are issued on all inbound trips and outbound trips from downtown.
- No transfer may be used on the same line from which it was issued.
- All transfers must be used within forty-five minutes from the time of issuance.
- Passengers transferring between fixed route and Your Ride services must pay a 10 cent transfer fee.
- Passengers presenting a valid system-wide pass are not required to pay a transfer fee.

MONTHLY PASSES

Monthly bus passes can be purchased from the MTA Northrup-Abrams Transportation Center and Passes may be obtained at the Indian Trails Bus terminal located at 1407 S. Dort Hwy. 8:30 a.m. – 11:30 a.m. and 12:30 p.m.-4:30 p.m., Phone number is (800) 292-3831.

Primary & Peak Period Fixed Routes

General Public	\$55.00
Students (K-12) 40 Rides	\$55.00
ADA Certified	\$27.50
Reduced Fare Eligible*	\$27.50
System-wide (All Passengers)	\$95.00
Regional	\$80.00

*Seniors 65 and older or on Medicare and persons with disabilities

For information about Reduced Fare Cards, contact the MTA Customer Service at (810) 767-0100.

WHERE TO BOARD THE BUS

MTA buses stop to pick up and let off passengers at designated bus stop locations. Bus stop signs are located at most primary route bus stop locations. You may also board the bus at the MTA’s Customer Service Center, centrally located in downtown Flint.



SHELTERS

Bus shelters are provided at many bus stops throughout the area for your convenience and protection in bad weather. As a courtesy to others, please do not leave litter or other debris behind. If you or your neighborhood is interested in adopting a bus shelter, please call us at: (810) 767-0100.

HOW TO IDENTIFY YOUR BUS

Every bus is identified with a route name and number which can be seen over the windshield. The route names and numbers are the same as the routes shown in this guide.

HOW TO BOARD THE BUS

- Wait at a bus stop sign. It’s a good idea to arrive a few minutes ahead of the scheduled departure time.
- As the bus approaches, look for the route name and number above the windshield. On some streets more than one route may be running, so be sure you board the bus that you want.
- Wait until the bus comes to a complete stop, then board at the front of the bus.
- Have your bus pass or exact fare ready when you board the bus. The farebox will accept coins or bills.
- If you need to transfer to another bus to complete your trip, ask the bus operator for a transfer when you board the bus.

HOW TO GET OFF THE BUS

- The large transit coaches have signal strips mounted on the wall. As the bus nears your destination, about one block away, push the strip that is along side of your seat. A buzzer will signal the operator that you want to get off.
- When the bus comes to a complete stop along a route, you may exit. If you are on a large transit bus, exit through the rear door. Exit a small transit bus through the front door. If you will be crossing the street, wait for the bus to leave. Watch for traffic before going on.

PERSONS WITH DISABILITIES

Passengers who need to board a primary route bus using a wheelchair lift will find a lift equipped transit bus operating on basic primary routes every hour. Passengers who are not able to use a transit bus because of a disability are eligible for curb-to-curb service known as Your Ride. For more details see the Your Ride section.

LOST AND FOUND

The Lost and Found Department is located in the MTA Northrup-Abrams Transportation Center at 615 Harrison Street in Flint. If you lose an article on one of our buses you should call Customer Service at (810) 767-0100. All articles must be identified and claimed at the MTA Northrup-Abrams Transportation Center. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.

PASSENGER CONDUCT & SAFETY RULES

- Riders should not move to board a bus until it is completely stopped and the door is open.
- Riders should stay in their seats, if possible, when the bus is in motion.
- Riders should leave their seats only after the bus has come to a complete stop at a bus stop.
- All baby strollers should be folded and placed out of the aisle and in between the seats.
- Bus rules prohibit smoking, eating food and drinking beverages while on the bus.
- Riders should not put any part of the body outside a window.
- Loud talking, shouting or disorderly conduct is very distracting to the operator and should be avoided.
- Any damage to the bus shall be paid for by the rider causing the damage.
- All riders should help to keep the bus clean and sanitary on the inside.
- Dress appropriately when riding MTA buses or transferring at the MTA Northrup-Abrams Transportation Center.
- Be courteous and obedient to your bus operator at all times.

These Rules Are Not Intended To Be Complete, They Serve As A Guide Only.

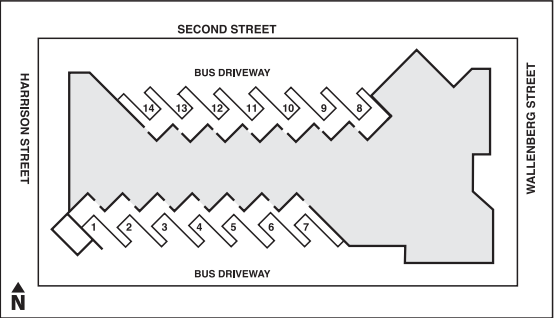


Primary Route System Map

ROUTE LEGEND

	1	North Saginaw
	2	ML King Ave.
	3	Miller-Linden
	4	Civic Park
	5	Dupont
	6	Lewis-Selby
	7	Franklin
	8	South Saginaw
	9	Lapeer Rd.
	10	Richfield Rd.
	11	Fenton Rd.
	12	Beecher-Corunna
	13	Crosstown North
	15	Dort-Averill

Routes 1-12 & 15 originate and transfer through the MTA Northrup-Abrams Transportation Center in Downtown Flint



BAY	ROUTE	BAY	ROUTE
1	M.L. KING	8	MILLER/LINDEN
2	DUPONT	9	FENTON
3	CIVIC PARK	10	FRANKLIN
4	N. SAGINAW	11	LEWIS/SELBY
5	LAPEER RD	12	RICHFIELD
6	LIVINGSTON CNTY	13	S. SAGINAW
7	Regional & G.L.C.M.	14	BEECHER/CORUNNA

Primary Route Service Hours:
Monday-Friday 6:30 am - 10:30 pm
(10:30 pm is last bus out of downtown)
Saturday 6:30 am - 10:30 pm
(10:30 pm is last bus out of downtown)
Sunday 9:00 am - 7:00 pm

Please refer to individual MTA Primary Route Guides for departure and arrival times for routes 1-13.



Your Ride Personalized Public Transit

PERSONALIZED PUBLIC TRANSIT

Your Ride is personalized public transit service designed for use by persons who are unable to use fixed route bus service. Your Ride should be used only when your age (65 and older) or disability prevents you from using fixed route bus service or fixed route services are not available to you. Your Ride curb to curb is available throughout Genesee County to those who qualify.

FARES

The MTA has an exact fare policy. Passengers who board must pay the exact fare or show their monthly pass to the drivers. Passengers should not pay the full round trip fare on boarding the vehicles as a different driver may be assigned for pickup. Operators do not carry change.

Your Ride Service

General Public	\$3.50
ADA Certified	\$2.25
Reduced Fare Eligible*	\$2.25

Prices indicate one-way fares.

Monthly Pass

General Public	Not Available
ADA/Reduced Fare Eligible* 60 Rides ...	\$40.00

**Seniors 65 & older or on Medicare and persons with disabilities*

SERVICE HOURS

Monday-Saturday 6:30 a.m. - 10:30 p.m.
Sunday 9:00 a.m. - 7:00 p.m.

WORK-RELATED SERVICE

Anytime 7 days a week
For work trips between 11:30 p.m. and 6:30 a.m. there is a \$5.00 fare.

HOW YOUR RIDE SERVICE WORKS

Your Ride transportation is provided through local service centers. There are eleven Your Ride Service Centers, each working to serve the transportation needs of residents in the surrounding service area. Make all your arrangements by calling Your Ride at (810) 767-5541.

Trips outside your service area

At times, Your Ride trips to locations outside of your immediate service area may transfer through the MTA Northrup-Abrams Transportation Center in downtown Flint. At the Center, you can transfer to vehicles going to specific locations within the city and to locations throughout Genesee County.

Trips into and out of Flint

Your Ride service in Flint is reserved for persons with disabilities and senior citizens. Other passengers can use the fixed route bus system for travel within Flint. Passengers traveling into Flint on Your Ride may transfer to the fixed route system at the downtown Flint Northrup-Abrams Transportation Center. Likewise, passengers traveling from Flint to suburban areas may take a bus to the downtown Flint Transportation Center and transfer to a Your Ride vehicle. There is a transfer fee of ten cents. Passengers transferring from a bus must schedule Your Ride transportation through Your Ride.

YOUR RIDE PASSENGER SERVICE

Curb-To-Curb

For most passengers, this means that at your confirmed pickup time you should meet the Your Ride van at the curb or streetside for your pickup.

For the safety of our passengers and drivers, the following guidelines are in place:

- Drivers may only assist ambulatory passengers up or down one step, or the curb.
- Drivers may not assist passengers in wheelchairs up or down any steps.
- In the winter, drivers may not assist passengers from the door to the Your Ride van if the driveway, walk or ramp needs to be shoveled.
- Before daylight or after dark, drivers will not go to the door to get passengers. Passengers will be contacted by Your Ride when the van has arrived to pick them up.
- Your Ride drivers do not help passengers prepare for their trips.

- Upon arrival, passengers should stay seated until the driver announces that they can get off. The driver will be available to assist every passenger on and off the Your Ride vehicle. Passengers can bring any parcels on board the van that they and/or their aides can carry on and off the van in one trip.
- Your Ride drivers are not qualified to give any medical assistance.

PERSONAL CARE ASSISTANT (PCA) AND COMPANION

- Passengers who cannot travel alone should bring a PCA. Trip reservations should be made for both passenger and PCA at the same time. If a passenger is certified as ADA eligible, their PCA is not charged a fare.
- Passengers may bring a travel companion. The companion must pay the appropriate fare. Additional companions will be accommodated based on available space.

SCHEDULING A TRIP

Call Your Ride 7 days in advance. Calls should be received no later than 2:00 p.m. on the day before your scheduled trip. For Saturday, Sunday or Monday trips, call before 2:00 p.m. on the Friday before that weekend.

- Subscription service is available for passengers who make the same trip on a regular basis.
- Passengers who are eligible under Americans with Disabilities Act (ADA) can call until 5 p.m. the day before.
- Be as complete and specific as possible when you make your reservation. Tell Your Ride about any physical abilities or disabilities that may affect your trip. Need assistance? Let them know if it will cause a problem if your van is early or late. Give the exact address to your pickup/drop-off locations and details, such as door location, etc.
- Call after 5 p.m. the day before to confirm your ride. Be sure to get the call-taker’s name. You will be given a 30-minute pickup “window.” The driver could arrive any time during that 30-minute period.
- At times when there are high levels of travel requests, your pickup times may need to be negotiated to accommodate your request.

INTERACTIVE VOICE RESPONSE SYSTEM

The MTA’s Interactive Voice Response System (IVRS) gives passengers several inquiry options using a touch tone phone keypad. When a passenger calls Your Ride, the call will be answered by the IVRS. After a brief greeting and opening bulletins, a passenger will be given the following choices:

- 1) Confirm a ride
- 2) Cancel a ride
- 3) Book a ride
- 4) Check on a scheduled ride
- 5) Contact customer service
- 6) Listen to frequently asked questions and answers about service
- 7) Manage an account
- 0) Trip Coordinator/New Clients

The IVRS gives MTA passengers the flexibility to request or check on rides at their convenience, including outside normal office hours. If a passenger prefers to speak with a trip coordinator, the passenger can press the number 0 on the phone keypad. This also applies to ADA clients who need to schedule a ride.

NEW CLIENTS

New clients need to set up an initial appointment with a trip coordinator to obtain a client ID# and a password. Coordinators are available during office hours 8 a.m.-5 p.m., Monday through Friday.

For further IVRS instruction, contact the MTA Customer Service Department at (810) 767-0100.

WAITING FOR YOUR RIDE TO ARRIVE

- Be ready to go at the beginning of your pickup window. The driver will not wait more than five minutes for you to come out to the vehicle.
- The driver may come before your scheduled pickup window. If the van arrives early, it will wait until the scheduled pickup window.
- If the van is more than 15 minutes late, call Your Ride. The staff person will check on your van and, if necessary, send a different one to

To schedule or confirm a trip, call Your Ride Monday-Friday 8:00 a.m. - 5:00 p.m.

- **Burton**1401 S. Dort Hwy.
North: Carpenter Rd.; South: Maple Rd.; East: Vassar Rd.; West: Center Rd. to Lippincott to Dort to Hemphill to S. Saginaw
- **Clio**8095 N. Clio Rd.
North: Willard Rd.; South: Dodge Rd.; East: Genesee Rd.; West: Sheridan Rd.
- **Davison** 3227 N. State Road
North: Carpenter Rd; South: Horton Rd; East: Washburn Rd; West: Vassar Rd.
- **Fenton**..... 2100 Copper Ave.
North: Ray Rd; South: Lovejoy Rd; East: Fenton Rd; West: Sheridan Rd.
- **Flint East**1401 S. Dort Hwy.
North: Carpenter Rd; South: Hemphill Rd/Lippincott; East: Center Rd. to Lippincott to Dort Hwy.; West: Clio to Pasadena to ML King to S. Saginaw
- **Flint West**1401 S. Dort Hwy.
North: Pasadena; South: Maple Rd; East: ML King/ S. Saginaw; West: I-75 to Corunna to Linden Rd.
- **Flushing** 1425 E. Pierson Rd.
North: Dodge Rd; South: Calkins Rd; East: I-75 to Carpenter to Clio Rd. to Pasadena back to I-75; West: Sheridan Rd.
- **Grand Blanc**5051 S. Dort Hwy.
North: Maple Rd; South: Ray Rd; East: Vassar Rd; West: Linden Rd.
- **Mt. Morris**8095 N. Clio Rd.
North: Dodge Rd; South: N. Carpenter Rd; East: Vassar Rd; West: I-75
- **Otisville**3227 N. State Rd (Davison)
North: Willard Rd; South: Dodge Rd./Carpenter Rd; East: Washburn Rd; West: Genesee/Vassar Rd.

pick you up. If you have to leave the pickup location to make your phone call, and miss your pickup, the Your Ride staff will instruct the driver to return and pick you up so you must call to confirm your pickup time.

- Tell the driver who you are, so she or he knows that you are the right person to be picked up.
- Have correct fare or a monthly pass available when boarding the vehicle. Drivers do not make change. If you are paying a fare, please pay only one way at a time. ***Do not pay for a round trip upon boarding.***

WHAT TO EXPECT

- Your Ride trips may take up to 60 minutes. If you need to arrive at a certain time, you may be picked up as much as 90 minutes ahead of your scheduled appointment because of other trips scheduled on the same day. This will ensure that you are on time for your scheduled appointment.
- You can use Your Ride for one-way or round trips. Your return trip must be at least one half hour after you are dropped off. The van will drop you off and go to its next stop.
- You will be given a pickup time window when you call for your trip. Your pickup time may change depending on other calls received during the day. You must call to check on your service request. Your Ride will contact persons whose requests are unaccommodated.

CHANGING OR CANCELLING A TRIP

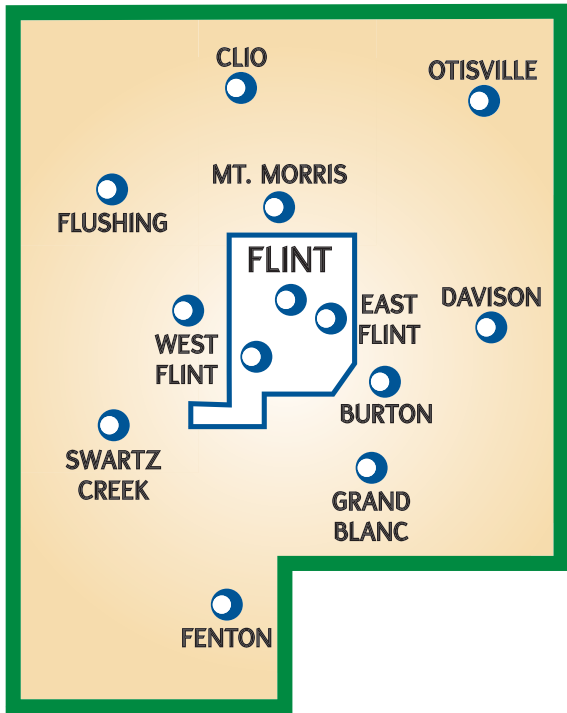
- If your plans change, cancel your reservation as soon as possible. To cancel a reservation, call at least 60 minutes before your scheduled pickup window. If you do not cancel at least 60 minutes in advance, you will be marked as a no show.
- Late cancellations are considered no shows. You will be notified if you have a high rate of no shows.
- If you need to change your service request, you must call by 2:00 p.m. the day before your scheduled trip. Passengers eligible under ADA can call until 5 p.m. the day before.
- If time permits, the driver will wait five minutes. If you are not ready to go by then, the driver must leave to pickup other passengers in order to remain on schedule. If you are not ready to go within your pickup window you will be marked a no show.

Transit Services

Your Ride at (810) 767-5541

City boundaries are shown in italic below each city.

- **Swartz Creek**3462 S. Dye Rd.
North: Calkins Rd; South: Ray Rd; East: I-75 to Corunna Rd. to Linden Rd.; West: Sheridan Rd.



OUR SERVICE COMMITMENT TO PERSONS WITH DISABILITIES

As the provider of public transportation in Genesee County, the Mass Transportation Authority is committed to meeting the transit needs of persons with disabilities in our operating area. In the Flint Service area, where fixed route service is available, eligibility to use Your Ride is reserved for persons who have a disability or are over age 65. In areas outside the Flint service area, Your Ride services are available to all individuals.

The MTA is in full compliance with the Americans with Disabilities Act (ADA). Information on applying for an ADA certification card can be obtained by calling (810) 767-0100.

For Your Ride Service and information, call (810) 767-5541

TIPS FOR SUCCESSFUL TRANSPORTATION:

BE READY – Your Ride may be there anytime within the half-hour pickup window, be ready at the start of that window.

BE THOROUGH – When booking a trip, let us know who and what you are bringing with you. This helps us prepare to meet your needs. Knowing that you’re bringing additional people and/or items such as a laundry basket or small grocery cart helps the driver plan accordingly.

BE PATIENT – If you can schedule your ride to get you to your appointment a little early, it will help when unavoidable slow-downs occur such as construction, traffic, etc. Scheduling trips a little early instead of at the exact appointment time will help ensure you get there on time.

BE PROACTIVE – Call and confirm your ride the day before your trip to ensure it is booked properly.

BE RESPECTFUL AND CONSIDERATE – Follow Passenger Conduct and Safety Rules. Only bring items that are allowed onto the vehicle. Trying to bring prohibited items or excessive amounts of groceries may slow the driver down and have a negative impact on other riders.

BE POLITE – Drivers are instructed to be professional and to limit talk to required interactions and friendly “Good Morning” or “Good Afternoon” type greetings. This allows our driver to focus on the road to get you to your destination in the most timely and safe manner without distraction.



More Services



SPECIALIZED SERVICES

These transportation services are designed for clients of local community agencies serving the elderly and persons with disabilities. The MTA, in a cooperative and coordinated effort with local agencies, provides funds to agencies to meet transportation needs beyond the MTA transportation program. Service includes taking clients to and from agency appointments, as well as to personal and medical appointments out of town through the **Highway to Health** program. Bilingual information is also available. For more information, please contact Jewish Community Services at (810) 767-5922. Or call the MTA Customer Service Department at (810) 767-0100.

RIDE TO GROCERIES

Ride to Groceries services Flint Eastside residents in need of reaching the grocery store through a call-in service and a limited access bus route.



RIDES TO WELLNESS

Rides to Wellness provides residents with transportation to medical facilities in the Flint area. Rides to Wellness also provides service to veterans throughout Genesee County.

OUT-OF-TOWN BUS SERVICE

Indian Trails bus line operates out of the MTA Transportation Complex at 1401 S. Dort Hwy. Indian Trails provides bus service to destinations throughout Michigan with the MTA Northrup-Abrams Transportation Center serving as a link between in-town and out-of-town travel. For more information about out-of-town routes, times and fares, call (810) 232-1114 or 232-1116.

AMTRAK RAIL SERVICE

The Amtrak rail passenger station operates at 1407 South Dort Highway in Flint, adjacent to MTA administrative offices. The station was built and is maintained by the MTA. Passengers can leave their cars in a safe parking lot and enjoy direct service to Chicago and Port Huron. For information about Amtrak service, call 1-800-872-7245.



**For More Information Call
MTA Customer Service
(810) 767-0100**

SUBSCRIPTION SERVICE

If you need Your Ride service on the same day at the same time on a regular basis, you can make arrangements in advance with subscription service. It’s an ideal way to plan personal transportation to and from work or school, going to the doctor or even grocery shopping. If you need to cancel a regularly scheduled pickup while on subscription service, please call the MTA one day in advance. For more information, or to subscribe, call Your Ride at (810) 767-5541.

PASSENGER CONDUCT AND SAFETY RULES

- You should not board a van until it is completely stopped and the door is open.
- Passengers should be mindful of MTA’s policy on packages or bags. Only two bags, or as much as a passenger can carry in one trip are allowed on board. Drivers do not assist with carrying packages or groceries.
- You must stay in your seat at all times.
- Van rules prohibit smoking, eating food and drinking beverages while in the van.
- Weapons are prohibited.
- You should wait until the van is completely stopped and the door open before leaving.
- Loud talking or shouting is disturbing to other passengers and distracting to the driver, and must be avoided.
- Any damage to the van shall be paid for by the rider causing the damage.
- You should help to keep the van clean inside.
- Please dress appropriately when riding a MTA Your Ride van or making a transfer. The MTA defines appropriate dress as clothing worn at school, work, or an office. Shoes/footwear and shirts are required.
- Be courteous and cooperative to your van operator. Your help will enable the driver to make your ride safe.
- You must use a seat belt.

THESE RULES ARE NOT INTENDED TO BE COMPLETE, THEY SERVE AS A GUIDE ONLY.

For a more complete list of MTA Public Conduct rules, contact the MTA customer service department.