

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, Peak Routes, Regional Routes, Your Ride, Rides to Wellness, and maintenance of the Transportation Center, Community Service Centers, and Amtrak Rail Station in Flint.

The MTA is a government authority 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.

SERVICE ANIMALS

Service animals are allowed to accompany individuals with disabilities on MTA vehicles and in MTA facilities. Contact Customer Service at (810) 767-0100 or visit our website at www.mtaflint.org for more information about our Service Animal policy.

GENERAL INFORMATION

The MTA is here to provide you with safe, reliable transportation services. If you have a question, suggestion or comment about our service, or need information about route or time schedules, please contact us at one of the numbers listed below Monday - 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

Hearing Impaired:

Communication Access Center

V/TTY: (810) 239-3112

Fax: (810) 239-1601

www.cacdh.org

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

MTA public information is available in alternative formats, as well as translated into Spanish, upon request.

www.mtaflint.org

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.



MASS TRANSPORTATION AUTHORITY

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

www.mtaflint.org



@MTAflint

1/25



YOUR RIDE SERVICE GUIDE



Serving
Genesee County
Residents

YOUR RIDE SERVICES

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 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. - 7:30 p.m.

WORK-RELATED SERVICE

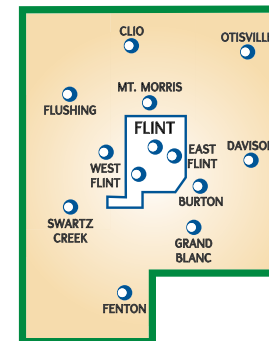
Anytime 7 days a week
 For work trips between 11:30 p.m. and 6:30 a.m. there is a \$5.00 fare.

YOUR RIDE SERVICE CENTERS

To schedule or confirm a trip, call Your Ride at (810) 767-5541

Monday-Friday 8 a.m. - 5 p.m. *City boundaries are shown in italic below each city.*

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



MTA REDUCED FARE ELIGIBILITY CARD

The MTA Reduced Fare Eligibility card enables you to ride Your Ride for a discounted fare. A reduced fare card is available for seniors 65 and older, persons with disabilities and Medicare card holders.

The MTA Reduced Fare Eligibility card is NOT an ADA (Americans with Disabilities Act) Card. The reduced fare card does not give the card holder priority service. It does allow for reduced fares.

Call (810) 767-0100 about applying for a reduced fare card.

TRANSFERS

- Persons with disabilities and senior citizen riders from suburban areas will be able to move within the Your Ride system at the downtown MTA Northrup-Abrams Transportation Center.
- Only senior citizens and persons with disabilities are eligible for Your Ride service within the City of Flint. Persons who are not considered eligible must change over to the regular fixed route bus service at the Northrup-Abrams Transportation Center. Fares may apply.
- Likewise, fixed route bus riders who would like to use Your Ride to travel to locations outside the City of Flint operating area will be required to pay the appropriate Your Ride fare and schedule the ride in advance.

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 at least one day in advance.

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 who are unable to use fixed route services. Other passengers can use the fixed route bus system for travel within Flint. Your Ride can also be used by individuals who do not live along a fixed route. 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 or arrange a transfer at other convenient bus route locations. Fares may apply. Passengers transferring from a fixed route bus must schedule Your Ride transportation at least one day in advance 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.
- Door-to-door service is provided when requested to passengers who are eligible under Americans with Disabilities Act (ADA).
- 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.

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

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.

UPDATING CLIENT INFORMATION

Clients should contact Your Ride if they have any changes to their address, telephone number, or transportation needs (such as a transition from ambulatory to wheelchair or walker).

ADDITIONAL YOUR RIDE SERVICE INFORMATION

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 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.

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.

OUR SERVICE COMMITMENT

As the provider of public transit 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 65 or older. 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.