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: 1-888-767-6950
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.cadhh.org
Open Monday-Friday 8:00 a.m. to 5:00 p.m.

www.mtaflint.org

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

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 (One-Way Fare) ............... $3.00
- Monthly Pass (All passengers) ............... $80.00
- System-wide (All passengers) ............... $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 Customer Service Center.
- Take a Your Ride van from suburban areas to the Customer Service Center.
- Drive to the Customer Service 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.
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 on 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 a.m. to 5:30 p.m 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

(When accompanied by an adult)

Prices indicate one-way fares.
*Sensiors 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.
• 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's downtown Flint Customer Service Center and at Kroger Food Stores. For a list of Kroger Food Stores that sell passes call the Customer Service Center at (810) 767-0100.

Primary & Peak Period Fixed Routes
General Public .............................................. $55.00
Students (K-12) ............................................ $55.00
ADA Certified ........................................... $27.50
Reduced Fare Eligible* ................................ $27.50
System-wide (All Passengers) ...................... $95.00
Regional ..................................................... $80.00

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

Where to Board The Bus
MTA buses stop at 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 Customer Service 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 downtown Flint Customer Service 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 Customer Service 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.
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 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 providing curb-to-curb service.

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 who do 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.

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. Regardless of where you want to travel in Genesee County, the service center nearest to your home will arrange the trip. You may plan a trip within your local service area, or you may travel to a different service area. Make all arrangements through your local Your Ride Service Center.

Trips outside your service area

At times, Your Ride trips to locations outside of your immediate service area may transfer through the MTA Transfer 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 Transfer 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 their local Your Ride Service Center.

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 street side for your pickup.

The following limitations may apply:

- Drivers may only assist ambulatory passengers up to one step, or the curb.
- Drivers may not assist passengers in wheelchairs up or down any steps.
- All wheelchair passengers must have foot rests on chairs for transportation.
- 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 You Ride when the van has arrived to pick them up.
- Your Ride drivers do not help passengers prepare for their trips.
- Passengers who cannot travel alone should bring an aide. Trip reservations should be made for both passenger and aide at the same time. If passengers are certified as ADA eligible, their aides are 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.
- 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 wheelchairs 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.

Scheduling a Trip

Call your nearest Service Center to reserve your trip. Calls should be received no later than 2:00 p.m. on the day before your scheduled trip.

- 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 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.

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 a service center, the call will be answered by the IVRS. After a brief greeting and opening bulletin, a passenger will be given seven 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

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 rides.

Fares

<table>
<thead>
<tr>
<th>Category</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Public</td>
<td>$3.50</td>
</tr>
<tr>
<td>ADA Certified</td>
<td>$2.25</td>
</tr>
<tr>
<td>Reduced Fare Eligible*</td>
<td>$2.25</td>
</tr>
</tbody>
</table>

Monthly Pass

<table>
<thead>
<tr>
<th>Category</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Public</td>
<td>Not Available</td>
</tr>
<tr>
<td>Students (K-12) 40 Rides</td>
<td>$55.00</td>
</tr>
<tr>
<td>Reduced Fare Eligible* 60 Rides</td>
<td>$40.00</td>
</tr>
<tr>
<td>System-wide (All Passengers)</td>
<td>$95.00</td>
</tr>
<tr>
<td>Regional</td>
<td>$80.00</td>
</tr>
</tbody>
</table>

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

To schedule or confirm a trip, call the Your Ride (boundaries shown in italic below) Monday-Friday:

- Burton         .............. (810) 767-5555
- Center Service Center .............. (810) 772-4751
- Davison        .............. (810) 807-8070
- Fenton          .............. (810) 767-8080
- Flint East .............. (810) 767-9555
- Lithium to Dort Hwy.
- West: To Pasadena to ML King to S Saginaw
- Flint West .............. (810) 767-9555
- North: Pasadena, South: Maple Rd., East: ML King/S Saginaw
- West: I-75 to Corumula to Linden Rd.
- Flushing         .............. (810) 807-8070
- West: Sheridan Rd.
- Grand Blanc ..... (810) 807-8070
- West: I-775
- Mt. Morris       .............. (810) 807-8070
- Northville      .............. (810) 767-9555
- Swartz Creek    .............. (810) 767-9555
- West: Sheridan Rd.

New clients need to set up an initial appointment with a trip coordinator at the appropriate service center 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 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 the scheduled appointment time 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 trip or a round trip. 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. This can change, depending on other calls received after yours, so you must call to confirm your pickup time.

Your Ride Personalized Public Transit Services

- Burton: 1401 S. Dort Hwy.
- Center Service Center: (810) 772-4751
- Davison: 3251 N. State Road
- Fenton: 2000 Copper Ave.
- Flint East: 1401 S. Dort Hwy.
- Lithium to Dort Hwy.
- West: 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 Corumula to Linden Rd.
- Flushing: 1415 E. Pierson Rd.
- West: Sheridan Rd.
- Grand Blanc: 3501 S. Dort Hwy.
- Mt. Morris: 8005 N. Clinic Rd.
- Northville: 3251 N. State Rd.
- (810) 807-8070
- Swartz Creek: 3462 S. Dye Rd.
- West: Sheridan Rd.

*Seniors 65 and older or on Medicare and persons with disabilities.
Your Ride Personalized Public Transit Services

North: Calkins Rd; South: Ray Rd; East: Linden Rd; West: Sheridan Rd.

- West: Genesee/Vassar Rd.
- North: Willard Rd; South: Dodge Rd./Carpenter Rd; East: Washburn Rd;
- North: Dodge Rd; South: N. Carpenter Rd; East: Vassar Rd; West: I-75

- West: Sheridan Rd.
- North: Dodge Rd; South: Calkins Rd; East: I-75 to Carpenter to Clio Rd. to Pasadena;

- Lippincott to Dort Hwy.; West: Clio to Pasadena to ML King to S. Saginaw

(boundaries shown in italic below)

Swartz Creek
Otisville
Grand Blanc
Flushing
Flint East
Fenton
Burton

(810) 780-8910
(810) 780-8960
(810) 767-5992
(810) 777-0100

8095 N. Clio Rd.
1425 E. Pierson Rd.
1401 S. Dort Hwy.
1401 S. Dort Hwy.
3251 N. State Road.
1401 S. Dort Hwy.

8095 N. Clio Rd.
5051 S. Dort Hwy.

(810) 780-8950
(810) 780-8970

8095 N. Clio Rd.
5051 S. Dort Hwy.

(810) 780-8910

Passengers transferring between fixed route
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
nearest Your Ride Community Service Center.

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
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.

Changing or Cancelling a Trip
If your plans change, cancel your reservation
as soon as possible. To cancel a reservation
call your community service center at least 60
minutes before your scheduled pickup
window. If you do not cancel at least 60
minutes in advance, you will be marked
a no show.
- If you need to change your reservation, 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.
- Cancellations are considered missed trips.
You will be notified if you have a high rate
of missed trips.
- If time permits, the driver will wait a few
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.

Transfers
- Passengers with disabilities and senior citizen
riders from suburban areas will be able to move
within the Your Ride system at the downtown
MTA Transfer Center at no additional cost.
- 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 Downtown
Service Center for a fare of 10 cents.
- 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.
- 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.

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
nearest Your Ride Community Service Center.

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.
- 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.
- 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 or sign a waiver
Carried by drivers exempting MTA from
liability.

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.

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. In order to use
Your Ride instead of the regular buses, passengers
must have an MTA Eligibility Card. Please call the
Customer Service Department at (810) 767-0100.
The MTA is in full compliance with the Americans
with Disabilities Act (ADA).

The Americans with Disabilities Act establishes
for persons with disabilities that qualify a national
transit eligibility card. Information on how to
obtain a national ADA card can be obtained by
calling (810) 767-0100. The national ADA card
offers, for persons that qualify, access to all
public transit in the U.S.

For Your Ride Service
Or Information,
Call The MTA Community Service Center Nearest You
From The Listing Above

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’s Customer
Service 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.