Services Overview and Community Support

About Thunder Bay Transportation Authority

- Regional transportation provider serving Alpena, Alcona, Montmorency, and Presque Isle counties
  - Our Mission: To provide safe, quality, dependable, and affordable public transportation services
  - Supports riders of all ages and abilities
  - TBTA focuses on both public transit and specialized ride services that help people access daily needs like work, shopping, medical care, and social visits

What Services Does TBTA Offer?

- Dial-A-Ride (DART) – demand-response transportation
- Contract services for non-emergency medical and out-of-county transportation
- Community-focused and scheduled transportation services
- Rides to Wellness program

Dial-A-Ride (DART)

- Door-to-door, demand-response transportation
  - Riders must schedule a trip
  - Shared rides within the service area
  - Designed for all riders – especially helpful for seniors, people with disabilities, students, and residents without regular transportation
  - Ideal for daily needs, appointments, and errands

DART Scheduling and Fares

- Rides are scheduled in advance
  - Affordable fares with reduced rates for seniors and riders with disabilities
    - City Residents: about $1.50 per trip
    - Seniors or riders with disabilities: about $0.75 per trip
    - Non-city riders pay more
  - Standing ride orders available for recurring trips
  - One hour pick up window
  - Coupon booklets are available for purchase at the office or on the bus

Contract Services

- Transportation to healthcare appointments
  - Provided through contracts with agencies and partners
  - Non-emergency transportation
  - Scheduled in advance to ensure reliability
  - Often covered by insurance depending on eligibility
- School and group transportation are available
- An individual can also contract a personal ride

Rides to Wellness

- Medical and Wellness Transportation
  - One-on-one, door-to-door transportation
  - Available to all residents of Alpena county
  - Monday – Friday, 8:00am to 4:00pm
  - $15.00 a ride, one-way. Can make one additional stop for an extra $10.00
  - Riders may bring a companion with them **FREE** of charge

Mobility Management

- Brandi Anderson – Mobility Manager
  - Assists with understanding available transportation options
  - Helps determine which option best fits individual needs
  - Assists with coordination and scheduling of eligible rides
  - Provides travel training to build confidence using transportation services
  - Helps ease concerns for first time riders
  - Available for community outreach and education

Contact: mobility@thunderbaytransportation.com
(989) 354-2487, Option 2

Why These Services Matter

- Community Benefits
  - Improves access to healthcare, education, employment, and daily needs
  - Helps seniors, individuals with disabilities, and people with mobility challenges feel less isolated
  - Supports independence and quality of life
  - Reduces transportation barriers in the community

Coming Soon! Montmorency Micro-Transit (MMT)

- TBTA was recently awarded an Infrastructure Project Authority Fund grant from the State of Michigan
  - TBTA will be expanding services in Montmorency County
  - Launch the new service February 2027
  - Will locally base two vehicles in the county allowing TBTA to respond more efficiently to requests and reduce the amount of time and mileage spent traveling from another location
  - Improve access to essential destinations, including medical services, employment, shopping, senior services, and community programs
  - Connections to Alpena for additional services and transportation options
  - Reduces transportation barriers in the community

Get Started Today

- **How to Access TBTA Services**
  - Connect with the Mobility Coordinator (989) 354-2487, extension 2
  - Contact the TBTA office (989) 354-2487
  - Call the Dial-A-Ride (DART) dispatch (989) 356-4596
  - Ask about Rides to Wellness

- **Tips for Riders**
  - Book your ride ahead of time
  - Have your appointment details ready
  - Confirm fare