

FREQUENTLY ASKED QUESTIONS

How do I get a Heart City Rider (HCR) or Goshen Transit Service (GTS) card?

You can register at several sites in your community. The sites are shown on this website.

Is there a charge to register?

No, there is no charge to register.

I lost my card. How can I replace it?

Call MACOG toll-free at 574-674-8894 to request a replacement card.

How will I know what my fare will be?

Fares are based on mileage. Your driver will have a rate chart that shows the fares by mileage. You can view this rate card on this website.

How many people can ride with me?

One person can ride with you for free. Additional riders are charged 40 cents per adult and 20 cents per child. You may all share the total fare equally if you wish.

Will the driver come to my door to help me get to the vehicle?

No, all HCR/GTS service is curb-to-curb. If you need assistance, you can bring along one person to accompany and help you at no extra cost.

Will the HCR or GTS vehicle wait for me while I shop?

The driver will provide a three minute courtesy wait before leaving. If you return within the three minute courtesy wait the trip continuation is considered a one-way trip. If your business takes longer than three minutes the driver may leave and you must call to request another trip.

Will the Driver help me carry bags?

The driver will assist you with two bags of groceries or other items.

I use a wheelchair. How will I board a HCR or GTS van?

You will use a ramp to board. It folds out from the passenger door. The driver will assist you with boarding and securing your wheelchair.

How will my wheelchair be secured?

All wheelchairs are secured onboard with a six-point tie-down system that includes a shoulder belt and lap belt extension.

How do I cancel a HCR or GTS Trip?

You must call the service provider within 2 hours of your requested trip time.

I use oxygen. Can I ride HCR or GTS?

Yes, but your oxygen tank should be securely mounted on your wheelchair. If you are ambulatory, your oxygen tank must be in a safely secured portable carrier.

Can I bring my service animal onboard?

Yes, it may be brought onboard and must be leashed at all times. All other animals must be contained in a pet carrier that is easily carried.

Do the HCR/GTS vehicles have child seats?

No. The rider is responsible for bringing the baby in its car seat and securing it in the vehicle.

Can my child ride the HCR/GTS vehicle alone?

A child must be age 12 or over to ride alone.

Can I smoke in the HCR/GTS vehicle?

No, smoking is prohibited.

Can I eat or drink in the HCR/GTS vehicle?

No, eating and drinking is prohibited to eliminate litter and spills. Any food or drink carried onboard must be unopened.

How do I file a complaint?

You may call MACOG toll-free at 574-674-8894 and ask to file a transit complaint. Or you may mail your written complaint to MACOG at 227 W. Jefferson, Room 1120, South Bend, IN 46601.