

Scheduling a Trip

Once you receive your Paratransit ADA Card, you are eligible to ride. To schedule a trip call the cab company listed below:

Ace Cab Co. (574) 295-6886

When scheduling a trip, tell the cab service that you are a Paratransit ADA rider. Riders will be asked to provide their name, address, and rider identification number. Also, please have complete names and addresses for both pick-up and drop-off locations available for the dispatcher when scheduling. Paratransit ADA riders are encouraged to call in advance to schedule rides for future dates when possible. Advanced scheduling will allow the service provider to more efficiently meet riders' needs and plan in advance.

When the cab arrives, give the driver your Paratransit ADA card and photo ID. The driver will swipe the card to verify your trip before your ride begins. You are required to have both your photo ID and your Paratransit ADA card in order to receive the discounted fare.

If you have lost your Paratransit ADA card and would like to request a new one, call (574) 674-8894 or write to the address listed on the back. You must have your Interurban Trolley Paratransit ADA card with you when you ride. Arrangements can only be made through MACOG to continue your ADA rides. Worn cards will be exchanged free of charge.

Discounted Fare

The Interurban Trolley Paratransit ADA fare is just \$2.00 for each one-way passenger trip within the designated corridor. Your assistant, friend, or relative may ride with you free of charge (please make sure to tell the dispatcher).

Cab fares outside the corridor, but within the Goshen Transit Service or Heart City Rider service area, are charged on approved rates for the cab services. Your Paratransit ADA card is not applicable outside the Paratransit ADA corridor.

Contact Us

If you have any questions, concerns, or comments, you may call at (574) 674-8894 between 8:00 am – 4:30 pm, Monday through Friday, e-mail, or mail them to Michiana Area Council of Governments at the address listed below.

To use a Text Telephone (TTY) call the Indiana Telecommunications Relay System toll free at 711 or (800) 743-3333, 24 hours a day, seven days a week.

Information regarding this program is also available in Spanish.



Michiana Area Council of Governments
227 W. Jefferson Blvd.
1120 County-City Building
South Bend, IN 46544

Phone: (574) 674-8894
Fax: (574) 287-1840
Email: macogdir@macog.com

Paratransit ADA Program

Services for people
that are unable to use
the Interurban Trolley



Serving the designated Interurban Trolley corridor between the southeast corner of Goshen to the North Pointe Plaza in Elkhart and from Bittersweet in Mishawaka to Ivy Tech on CR 18 in Elkhart

**For More Information Call
(547) 647-8894**

Interurban Trolley Paratransit ADA Service

Paratransit service for the Interurban Trolley is a general public transportation service for disabled persons who are unable to use the Interurban Trolley fixed route service. The paratransit service is in the same general service area that the regular Trolley buses operate. (See the service area map on the right.)

The Interurban Trolley Paratransit ADA service uses accessible minivans equipped with ramps. Service is curb-to-curb. It operates seven days a week, 24 hours a day, including holidays. You may take as many rides as the system has available.

The Interurban Trolley Paratransit ADA service provides a way for persons whose physical or mental disabilities prevent them from using a regular Interurban Trolley bus to travel in Elkhart and Goshen, Indiana.

Getting a Paratransit ADA Card

All Interurban Trolley buses are lift-equipped, however, if you are disabled and/or unable to use the Interurban Trolley bus service you may be eligible to use the paratransit service. You must complete an application documenting your disability or reasons you are unable to ride the regular Interurban Trolley bus service. Anyone who wishes to use the Interurban Trolley Paratransit ADA service must apply and be found eligible prior to using the paratransit services. The Paratransit ADA card is free.

You may call MACOG at (574) 674-8894 to request an ADA Eligibility Application. You can also get a copy of this application at www.interurbantrolley.com. Click on "ADA Access" and click "Print a Paratransit ADA Application." Mail your completed application to MACOG.

You may be required to provide a physician's verification of your disability for the Interurban Trolley Paratransit ADA card.

You will receive a response to your application within 21 days of its receipt at MACOG. If you do not receive your eligibility determination within 21 days, you will be presumed as eligible until or unless your application is later denied.

ADA eligibility determination is required a minimum of every three years.

If you are found eligible for the Paratransit ADA card, you will receive your plastic identification card with your personal ID number on it. Please keep your Paratransit ADA card with you at all times. You must present it and your photo ID each time you use the Interurban Trolley Paratransit ADA service.

The Interurban Trolley Paratransit ADA Corridor

The Interurban Trolley Paratransit ADA service operates within the normal corridor of the Interurban Trolley. The Interurban Trolley Paratransit ADA corridor is the grey area shown in the map below. Transportation using Heart City Rider or Goshen Transit Service is limited to the designated service areas. It can also be viewed at www.interurbantrolley.com for more detail. Click on the designated link and follow the instructions on the site. Destinations can also be verified by contacting MACOG at (574) 674-8894; this is a toll-free number.

