

FREQUENTLY ASKED QUESTIONS Heart City Rider/Goshen Transit Service

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

You can register at several sites in your community.

Elkhart Registration Sites

Housing Authority
1396 Benham Avenue

ADEC Industries
27 Industrial Parkway

Work One
430 Waterfall Drive

Council on Aging
2555 Oakland Avenue.

IN Vocational Rehabilitation
347 W. Lusher Avenue

Youth Services
330 W. Lexington Avenue
Suite 202

Goshen Registration Sites

The Window
223 S. Main Street

Goshen Housing Authority
1011 W. Lincoln Avenue, Suite 100

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.

Where can I ride?

You can ride anywhere in the Goshen Transit Service and Heart City Rider service area which covers most of the urbanized area. A service area map is posted at www.macog.com or is available by request by calling 674-8894.

Can I ride between Elkhart and Goshen with my card to get a discount?

You must have a HCR card and a GTS card to take an Inter-City ride. Show the driver both of your cards and you will receive up to \$6.00 off your fare. However, your total trip must be at least 5 miles long to get the entire discount.

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 the rate card at www.macog.com or request one by calling 674-8894.

What is the Fare Discount?

If you are able to walk, your fare will be discounted up to \$3.00. If you use a wheelchair, your trip will be discounted up to \$9.60. Viewing the rate card will help you determine your fare. You can view this rate card at www.macog.com or request one by calling 674-8894.

Can I use my HCR or GTS card to get a discount on rides outside of the Service Area?

You can use your HCR or GTS card for the discount if your trip originates inside the service area. If your ride begins outside the service area you will not get a discount, and must pay the full fare. A service area map is posted at www.macog.com or is available by request by calling 674-8894.

How many people can ride with me?

One person can ride with you for free. Additional riders are charged 40¢ per adult and 20¢ 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 services are curb-to-curb. If you need assistance, you can bring along one person at no extra cost to accompany and help you.

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, your trip will continue as the same one-way trip. If your business takes longer than three minutes the driver can 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 at least 30 minutes before your requested trip time to cancel a trip.

What happens if I don't cancel my HCR or GTS trip?

A "No Show" trip occurs when you do not cancel a ride you have requested. If a taxi or van is sent and you are not there to take your ride, it will be considered a No Show trip. If you have more than two No Show trips in a six month period, you may be suspended from riding.

I use oxygen. Can I ride HCR or GTS?

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

Can I bring my service animal onboard?

Yes, it may be brought onboard but it 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 or a Title VI complaint?

You may call MACOG toll-free at 674-8894 and ask to file a transit complaint. Or you may mail your written complaint to MACOG at 227 W. Jefferson Blvd., Room 1120, South Bend, IN 46601 or by e-mail to macogdir@macog.com.

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