

### **Who Is a Goshen Transit Service Rider?**

You are. If you are 12 years of age or older and reside within the urbanized portion of Goshen, you can be a Goshen Transit Service rider. There is no age limit for persons with disabilities. However, children under 12 years of age who are disabled must be accompanied by an adult.

### **What Will Goshen Transit Service Do for Me?**

Goshen Transit Service (GTS) is a subsidized cab or van program open to the general public. This program targets the elderly, disabled, and unemployed persons. There is a restriction on the number of trips, and all service is curb to curb.

### **How Do I become a Goshen Transit Service Rider?**

If you reside within the service area limits of the GTS program, you must register at one of the Registration Sites listed below. Take a picture ID and another form of identification with you when you register.

#### **The Window**

223 S. Main Street  
Goshen, IN 46526

**Goshen Housing Authority**  
1101 W. Lincoln Ave. Suite 100  
Goshen, IN 46526

When you register, you will receive a punch card and a return envelope. Please keep your GTS punch card with you. You must show this card and a picture ID each time you ride Goshen Transit Service.

### **How Do I Get a Ride?**

After you have registered and received your GTS punch card, you are eligible to ride. Call either of the cab companies listed below:

**Ace Cab**  
**295-6886**

**Maple City Taxi**  
**534-0026**

### **What Do I Say?**

You must tell the cab company, "I am a Goshen Transit Service rider. My ID number is \_\_\_\_\_. I would like a ride from \_\_\_\_\_ (place) at \_\_\_\_ o'clock (time). I will be riding to \_\_\_\_ (place)." When the cab arrives, give your GTS punch card and picture ID card to the driver. The driver will fill out a voucher and return your cards to you. You will also be asked to complete and sign the voucher form.

### **Can I Ride if I Don't Have My Photo ID or My Punch Card?**

No. The driver must see these cards to give you the discounted rate. If you don't have a GTS punch card you must register at one of the registration sites.

### **What Will the Goshen Transit Service Program Pay?**

As a GTS rider you will be given a 50% fare discount—up to \$3.00 per one-way trip. For example, if your total one-way fare is \$6.50, the GTS program will pay \$3.00; you must pay the remaining \$3.50. If the total fare is \$5.00, you will pay \$2.50, and the GTS program will pay \$2.50. The enclosed rate sheet will help you estimate your fare.

Persons who use wheelchairs and require ramp or lift equipment to board will receive up to a \$9.60 discounted fare. Any person presenting a Medicare card (duly issued to that person pursuant to Title II or XVII of the Social Security Act) may obtain a half fare discount upon request during off peak hours from 7:00 p.m. to 6:00 a.m.

**NO DISCOUNT WILL BE OFFERED IF TRIP DESTINATION IS OUT OF THE SERVICE AREA.**

### **If I Have Lost My Card, Can I Still Use Goshen Transit Service?**

No. You must show your punch card and ID card each time you ride. If you need to replace your card, call MACOG at (574) 674-8894. Or you can write to MACOG at 227 W. Jefferson, 1120 County-City Building South Bend, IN 46601.

### **When Can I Ride GTS?**

Goshen Transit Service is available 24 hours a day, 7 days a week, even on Holidays!

### **Can I Take as Many Rides as I Want?**

No. You will receive up to 40 one-way rides every month. When you complete the punches on your card, send it to MACOG and a new card will be issued to you.

### **Where Can I Go?**

GTS riders may travel anywhere within the Goshen urbanized area. You may also ride to Elkhart if you register for the Heart City Rider program.

### **What Happens When My Card is All Punched?**

Simply mail your used card to MACOG in the envelope provided. A new card will be mailed back to you after your eligibility has been verified.

### Must I Share a Ride When I Use GTS?

Yes. All similar origins and destinations may be coordinated by the cab company. You can also share the cab fare, saving both riders money.

### Wait Time

Up to a 3 minute courtesy wait time will be provided to the rider by the cab operator. This will be treated as a one way trip. No wait fees may be charged to the rider.

### What If I Go Over My Limit?

The number of trips you take is monitored by computer. Additionally, the cab drivers will only give you the discounted fare if you have an authorized punch card and picture ID. If you have used all your ride punches you can continue to take trips; but, you will have to pay the full fare. Mail your used card to MACOG for a new card.

### Who Do I Call if I Have Questions About This Program?

Visit one of these Registration Sites if you have questions:

**The Window**  
**223 S. Main St.**  
**Goshen, IN 46526**

**Goshen Housing Authority**  
**1101 W. Lincoln Ave., Ste. 100**  
**Goshen, IN 46526**

If you have any concerns or complaints you may e-mail them to [www.macogdir.com](http://www.macogdir.com) or call **MACOG at (574)674-8894 Monday-Friday 8:00am-4:30pm.**

**To use a Text Telephone (TTY) call the Indiana Telecommunications Relay System toll free at (800) 743-3333, 24 hours a day, seven days a week. Information is also available in Spanish.**

### Did You Know...

- You can travel from Goshen to Elkhart or from Elkhart to Goshen and receive a double discount. All you have to do is be registered for both.
- **GTS** and the **Heart City Rider** programs: The Goshen Housing Authority and The Window can also sign you up to use Heart City Rider.
- You can Share Your Fare by Sharing your Ride. Ride with a friend. There is no extra charge for a second person to share your trip. Add a third and fourth friend, and the extra charge is only 40 cents each. Share the fare with your friends, and you will all save money!

**Goshen Transit Service**  
**24 Hours per Day**  
**7 days per Week**



MACOG  
227 W. Jefferson Blvd.  
1120 County City Building  
South Bend, IN 46601  
[www.macog.com](http://www.macog.com)

**Half the Fare**  
**Gets You**  
**There**



**...Going**  
**Your Way**