

## **FREQUENTLY ASKED QUESTIONS – INTERURBAN TROLLEY**

### ***What is the fare?***

\$1.00 for a one-way trip, exact change required.

### ***Is there a charge for transfers?***

No, transfers are issued free. Transfers are only available for the continuation of a one-way trip

### ***Are there any special fares?***

Persons aged 65 and older, disabled persons who have a Medicare card, and persons who have a Handi-Card may ride for half-fare during non-peak hours. You must also show a photo id to get the discounted fare.

### ***What are the Non-Peak Hours?***

Monday – Saturday during these hours:

5:00 am – 7:00 am, 11:00 am – 3:00 pm, and 6:00 pm -7:00 pm

### ***Is there service on Sundays or Holidays?***

No, the Interurban Trolley operates Monday – Saturday. It does not operate on Sundays or major holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

### ***Where does the Interurban Trolley go?***

It operates in Elkhart and Goshen. A service area map and the route schedules are available at [www.interurbantrolley.com](http://www.interurbantrolley.com) or by calling MACOG toll free at 674-8894.

### ***Do the Interurban Trolleys have bike racks?***

Yes. Bike racks are installed on the rear of the trolley. The bike rack can hold two bikes. Bike riders are responsible for loading their bike on the bike rack, and for retrieving it when exiting the trolley. If the bike rack is full, bicycle riders will have to wait for the next trolley if they still wish to use the Interurban Trolley.

### ***I am disabled. How do I get a Handi-Card?***

Contact MACOG toll-free at 674-8894 to request a Handi-Card application. A Handi-Card application is also available at [www.interurbantrolley.com](http://www.interurbantrolley.com). Return the completed application to MACOG, 227 W. Jefferson Blvd., Room 1120, South Bend, IN 46601. You will receive a determination within 21 days.

***What is the benefit of having a Handi-Card?***

if you are eligible and are issued a Handi-Card, you can ride the Interurban Trolley for half-fare during non-peak times.

***I use a wheelchair. How will I board the Interurban Trolley?***

You must use the lift. It is located at the middle door on the trolley. 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.

***I use oxygen. Can I ride the interurban Trolley?***

Yes, but your oxygen tank should be securely mounted on your wheelchair. If you do not use a wheelchair, 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.

***How do I apply for ADA eligibility?***

If you are unable to use the Interurban Trolley due to your disability you may apply to determine if you are ADA eligible. An ADA application is available at [www.interurbantrolley.com](http://www.interurbantrolley.com). If you don't have a printer, call MACOG toll-free at 674-8894 to request an ADA application. Return the completed application to MACOG, 227 W. Jefferson Blvd., Room 1120, South Bend, IN 46601. You will receive a determination within 21 days.

***What is the benefit of having an ADA Card?***

If you are eligible and are issued an ADA Card, you can ride the paratransit system operated by Heart City Rider and Goshen Transit Service for \$2.00 when traveling in the ADA corridor. A map of the ADA corridor is included when your ADA card is issued.

***Can I ride outside of the ADA corridor and get the ADA fare?***

No. The beginning and the end of your trip must be inside the corridor to get the \$2.00 fare.

***How can I see if the place I want to go to is in the ADA corridor?***

You can check addresses at [www.interurbantrolley.com](http://www.interurbantrolley.com) by clicking on the [www.macoggis.com](http://www.macoggis.com) link and follow the directions. If the address comes up on the list that is generated from your inquiry, it is inside the corridor. You can also call MACOG toll-free at 674-8894 for assistance.

***My home is just outside the ADA corridor. Can I get a special fare?***

Requests for a special fare from outside the corridor are considered on a case-by-case basis. Send your written request, with your address included, to MACOG, 227 W. Jefferson Blvd., Room 1120, South Bend, IN 46601.

***How many bags or items can I carry onboard the Interurban Trolley?***

You must be able to carry on all your bags or items in one trip without assistance from the driver.

***Can I smoke onboard the Interurban Trolley?***

No, smoking is prohibited.

***Can I eat or drink on the Interurban Trolley?***

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