

2026 Interurban Trolley Service Changes

May 13, 2026





Executive Summary

The Interurban Trolley is planning to reduce 6.4% of fixed-route bus service hours and 7.4% of fixed route bus service miles on June 1, 2026. These changes are expected to impact 3.8% of average weekly passengers.

These reductions are aimed at the least productive service in the system, eliminating 11 of the top 15 most expensive trips to operate per passenger. The goal of these changes is to increase the operational efficiency of the Interurban Trolley and be good stewards of the Federal, State, and local government funding that MACOG receives to administer the Interurban Trolley.

The Weekday service changes are as follows:

- 30** On weekdays, the first two trips will start at Walmart on Ash at 5:14am and 5:44am, these trips presently start at Lincolnway & Bittersweet or the Mishawaka Transfer Center (these trips leave too early to connect with any Transpo trips)
- 32** Have service begin an hour later at 6:00am and end a half-hour earlier at 6:30pm.
- 33** No changes, it's the most productive route on the Interurban Trolley with a cost per rider of \$5.34, the current system average is \$11.02.
- 35** Service will begin one hour later at 6:00am, and end 40 minutes earlier at 6:21pm.
- 50** Discontinue the 5:30am departure from the Elkhart Transfer Center and 6:30am departure from the Goshen Walmart, there will still be buses running a half-hour earlier and a half-hour later.



The Saturday service changes are as follows:

- 30** Discontinue the first two and a half hours of service that operates between Bittersweet Road and Elkhart exclusively between 5:30am and 7:30am. The first Route 30 trip will now leave South Street Station at 7:33am, and the Elkhart Transfer Center at 8:32am.
- 32** Service will begin an hour later at 6:00am and end a half-hour earlier at 6:27pm (same as weekdays).
- 33** Shift service by a half-hour for better connections. Buses will stop at the Elkhart Transfer Center at the bottom (:30 of the hour) instead of at the top of the hour (:00), with service now operating from 5:30am to 6:25pm.
- 35** Service will begin 90 minutes later at 6:30am from Downtown Elkhart, and end 64 minutes earlier at 5:51. Buses will now leave Downtown Elkhart at the bottom of the hour (:30) instead of the top of the hour (0:00).
- 50** Bus service will only operate hourly, this brings Route 50 service to be the same as all transit service throughout the region on Saturdays, it is presently the only half-hourly route on Saturdays. Buses will now leave Elkhart hourly, at the bottom of the hour (:30) from 5:30am to 5:30pm. This will result in a final-trip being one-half hour later than today's last 5:00pm trip.

Based on APC data, these changes affect approximately 14 passengers per weekday (about 1.4% of weekday passengers) and 138 passengers per Saturday (approximately 22% of Saturday passengers). These service cuts will save approximately 5.5 hours of service per weekday (approximately 4.4% of today's weekday hours), and 34.5 hours on Saturdays (approximately 44% of today's Saturday service hours).

Under the Interurban Trolley's contract that pays our service provider per revenue vehicle hour we can expect cost savings of approximately \$71,800 for the rest of CY 2026 (assuming a start date of June 1) and \$123,750 in CY 2027.

The changes in overall service hours to the Interurban Trolley fixed-route service will require shifting Saturday Access hours to be begin a half-hour later and end a half-hour later. The service on Saturdays will now run from 5:30am to 7:30pm (Last pick-up scheduled for 7:00pm) instead of 5:00am to 7:00pm (last pick-up at 6:30pm) as today's hours. This will affect three Saturday Access passengers who presently have pick-up windows that begin between 5:00am and 5:30am, representing 5% of Saturday Access ridership.



Introduction - Why Service Changes are Being Proposed

MACOG, the administrator of the Interurban Trolley, has seen the operating costs of its trolley operation steadily increase, with a 55% increase in operating costs from 2019 through 2026.¹ At the same time, our funding sources have remained completely flat in the case of state funding² while 5307 federal formula funding increased 43% from 2019 through 2026.³ In addition the lack of an increase in state and local funding creates challenges because MACOG doesn't have the required money to match these increasing Federal Funds.

1. This is based on the cost per service hour to the MACOG service provider of \$55.25 in 2019, and \$85.50 in 2026.

2. Indiana Public Mass Transportation Funds haven't increased at all since 2012

3. Federal 5307 Formula Funding to the Elkhart-Goshen Urbanized Area in 2019 was \$2,044,263 and \$2,935,067 in 2026, MACOG is the only direct recipient of these funds.

MACOG has decided on to cut a total 7.4% of fixed route bus service miles and 6.4% of bus fixed-route bus service hours.

These cuts will affect 14 passengers per weekday (about 1.4% of total weekday ridership) and 138 per Saturday (approximately 22% of Saturday Ridership), resulting in approximate cost savings of \$71,800 for the rest of CY 2026 (assuming a start date of June 1, 2026) and \$123,750 in CY 2027. This will reduce the overall average rider cost from \$11.02 to \$9.62, a decrease of 12.7%.

Weekday Service Changes

MACOG is planning to cut 5.5 hours of Weekday Service at the beginning and/or end of the service day on Routes 30, 32, 35 and 50, representing about 4.4% of weekday service. The service cuts will affect approximately 14 passengers, just 1.4% of average daily

passengers.⁴ These trips cost on average \$33 per passenger to provide, compared to a weekday average for the whole system of \$10.78.

The 14 passengers who will be affected can be broken down as follows:

- 7.8 passengers per day on Routes 30, 32 and 35 will need to start their early morning trips up to one hour later
- 2 passengers per day on Routes 32 and 35 will need to finish their journeys to their final destination one hour earlier before the end of service with service now ending earlier
- 4.4 passengers per day on Route 50 who currently ride the bus that leaves Elkhart at 5:30am and Goshen at 6:30am will have to take a bus a half-hour earlier or a half hour later.

These cuts will provide \$476⁵ in savings per weekday in 2026, saving approximately \$71,000 for the remainder of FY 2026⁶ and \$123,749 in FY 2027.

4. MACOG used data from the Urban Transportation Associates Automatic Passenger Counters for the first quarter of 2025 from January through March 2026 for all of this data, except for analyzing ridership of early morning Weekday Route 30 trips due to low samples (caused by malfunctioning equipment) on the buses normally operating this equipment where 2025 full year (January through December) was used instead.

5. This is based on an hourly rate of \$85.50 per revenue vehicle hour for calendar year 2026 (that rises \$1 to \$86.50 in 2027) the MACOG contract with Royal Excursion. It assumes fuel prices of \$4.00 or lower, per the MACOG contract with Royal Excursion. The contract does allow a fuel surcharge of 1% of the hourly rate for every 15 cent increment in fuel price above \$4.00 per gallon. The fuel cost is based on the Department of Energy's (www.eia.gov) average fuel price for the Midwest Region and is determined on a weekly basis. The fare revenue from passengers (ranging from Free to \$1 per day) was not factored into these calculations.

6. These assume the service cuts will begin on June 1, 2026.

Saturday Service Changes

MACOG is planning to cut 39.4 hours of service per day. These service changes will affect approximately 138 of the 622 passengers who board the Interurban Trolley on Saturdays representing 22% of passengers. These trips cost approximately \$24.44 per passenger to provide, versus an average of \$12.26 per passenger.

These service changes will realign Interurban Trolley Saturday service to be in line with Transpo's Saturday service where all bus routes run hourly. Today Route 50-Red is the only half-hourly Saturday bus route in the entire MACOG region. This bus route will now run hourly leaving Elkhart from 5:30am to 5:30pm and leaving Goshen between 6:30am and 6:30pm, this is a half-hour longer span of service than today.

In order to facilitate timed transfers to and from Route 30 (which on Saturday sees all service operated by South Bend Transpo) that already operates hourly today, leaving Elkhart at the bottom of the hour (on the :30). The Saturday Route 33 and Route 35 buses will also be retimed to have buses now leaving Downtown Elkhart at :30 minutes after, instead of on the hour (:00).

Route 32 Green service since it operates as two half-hourly loops will receive the same service cuts as on Weekdays, and will still operate the same as today.

Based on APC data, these service cuts will affect 12 riders at the beginning of the service day on the average Saturday:

- Under 2 average daily passengers will have their first trip 2 and a half-hours later on Route 30
- About 4 average daily passengers will have their first trip an hour and half-later on Routes 30 and 35
- 3 passengers on Route 32 will now have their first trip an hour later
- Fewer than 3 passengers will now have their first trip 30 minutes later on Route 30 and 35.

At the end of the service day:

- Just under 1 passenger on the average service day will need to begin their trip 90 minutes earlier on Route 35
- Just under half a passenger (one every other week on average) would need to begin their trip an hour earlier on Route 32

10 passengers on Routes 33 and 35 will see their service end a half-hour earlier.⁷

Route 50 service cuts will see 124 riders required to take a trip that is a half-hour earlier or a half-hour later than their current trip since service is proposed to be reduced to hourly from every 30 minutes as it is today.

These service cuts are expected to save \$97,898 for the remainder of 2026 and \$170,765 for the full 2027 calendar year.

Route 30

The Route 30-Yellow¹ service changes all involve early morning service. On weekdays these service changes only affect passengers boarding only between the Mishawaka Transfer Center (too early for connections) and the Walmart on Ash. Weekday service will see a total of 30 minutes of early morning service discontinued, affecting approximately 1 bus passenger who rides only every 3 days (0.3 riders).

On Saturdays this will involve discontinuing all early morning service between Lincolnway & Bittersweet and the Elkhart Transfer Center. The first trip from Lincolnway & Bittersweet will now be at 8:05am instead of 5:30am, and the first departure from Elkhart towards Lincolnway & Bittersweet will be at 8:32am instead of 6:00am (this trip continuing all the way to Downtown South Bend). A total of 4.41 early morning Saturday riders will be affected.

On Weekdays, the details of the Route 30 service cut involves both of the early morning trips for the two buses the Interurban Trolley contributes to this service. Currently the 1st Route 30 bus enters service at Lincolnway & Bittersweet at 5:05am and the 2nd Route 30 bus enters service at the Mishawaka Transfer Center at 5:23am. These buses will now enter service at the Walmart on Ash Road at 5:14am and 5:44am instead.

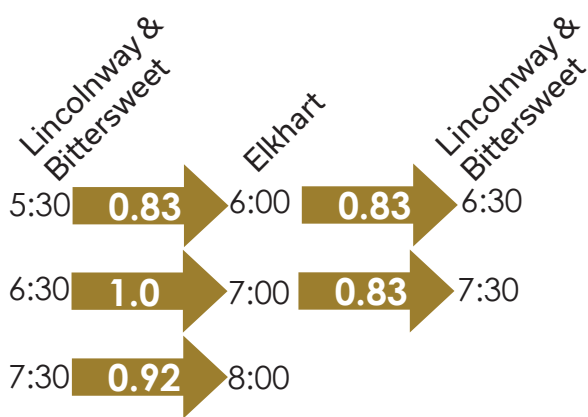
The 30 minutes of weekday service costs \$42.75 per day to provide, meaning that the occasional passenger (Average ONs of 0.3 riders) who rides the bus is subsidized at a cost of \$142.50 per ride. This compares to the average cost of \$12.06 of transporting a Route 30 Rider on the Interurban Trolley on a weekday.

1. The Route 30 yellow route is jointly operated by South Bend Transpo. Transpo is responsible for approximately half the service on weekdays and all service along the full route between South Bend, Mishawaka, and Elkhart on Saturdays. For the purposes of this analysis only trips that MACOG operates have been analyzed because MACOG doesn't offer a financial contribution to Transpo and Transpo service changes which are proposed for August 2026 and could affect Route 30, may create further Route 30 changes.

7. Route 33 isn't seeing any service cuts, service hours will just shift to be a half-hour earlier.

On Saturdays the Interurban Trolley will no longer operate any Saturday Route 30 service. All service will now be operated by South Bend Transpo with buses now leaving South Bend hourly from 7:33am until 4:33pm, and Elkhart from 8:32am until 5:32pm. Currently the Trolley operates Route 30 only in the early morning hours with three buses leaving Lincolnway and Bittersweet at 5:30am, 6:30am, and 7:30am.²

These early departures see very minimal ridership today:



The new first Route 30 trip will now leave South Street Station in Downtown South Bend at 7:33am, stopping at Lincolnway & Bittersweet at 8:05am, and arrive in Downtown Elkhart at 8:27am. This bus departs Downtown Elkhart at 8:32, with the first trip now arriving at Lincolnway & Bittersweet at 8:52am, before continuing to South Bend. This means the following:

- 1.6 average daily passengers will need to travel two and a half hours later.
- 1.83 average daily passengers will now have an hour and a half wait.
- 0.92 passengers will see an extra half-hour wait.

This early morning Route 30 service costs \$213 per day to provide, costing \$48.47 per rider to provide. This compares with the average cost per Saturday passenger of \$12.26 throughout the system. The rest of Saturday service under the joint-routing agreement with Transpo is operated and funded by Transpo.

2. These buses presently interline at 8:00am and become Route 50 #4, with currently early Saturday morning Route 50 service departing Elkhart at 5:30am and 6:30am before half-hourly service begins for the remainder of the service day.

Route 32

Route 32-Green service cuts throughout the service week Monday through Saturday will see a total of one hour of early morning service discontinued, and the last half-hour of evening service discontinued, saving 90 minutes of service per day. These savings will total \$134 per service day.

On weekdays these impact approximately 5 passengers per day, with an average cost per passenger of \$22.66, which compares unfavorably with Route 32's average costs of \$7.48 per weekday passenger.

Saturday will see the impacts to approximately 4 passengers per day, with an average cost per passenger of \$32.80, versus the average passenger cost of \$9.79 cents per trip on the route throughout Saturday.

At the same time as this service cut MACOG is also planning to implement a long delayed (due to construction in Downtown Elkhart) service change to Route 32 Green. This will improve service to the most frequent destinations on the Southwest Loop to provide bi-directional service to Faith Mission and Rosedale Apartments. Buses will leave downtown via the Benham Avenue underpass and service Faith Mission in both directions, before turning left onto Indiana Avenue and right onto Oakland Avenue resuming regular service. Northwest Loop service will replace Southwest Loop service by turning left onto Oakland Avenue stopping at the Elkhart Health Department and Church Community Services before turning right onto Indiana Avenue to return to the original Northwest Loop.

Currently Route 32 provides 14 trips of Southwest Loop service leaving the Elkhart Transfer Center on the top of the hour from 5:00am to 6:00pm, and 14 Northwest Loops of service leaving the Elkhart Transfer Center on the bottom of the hour from 5:30am to 6:30pm.

These service cuts will result in the following:

- 13 loops of Southwest Loop service, leaving Elkhart hourly from 6:00am to 6:00pm
- 12 loops of Northwest Loop service, leaving Elkhart hourly from 6:30am to 5:30pm.

The Southwest Loop has greater ridership than the Northwest Loop, with 102 average weekday boardings, compared to only 57 average weekday boardings for the Northwest Loop.

On Weekdays, the discontinued trips will see 4 passengers,³ needing to start their trips an hour later, and just under 2 passengers (1.83 average daily boardings) who will need to start their final trips an hour early with the last Northwest Loop now leaving Downtown Elkhart at 5:30pm.

On Saturdays, the discontinued trips will see fewer than 3 passengers who will need to start their trips an hour later, and about a passenger every other Saturday who will need to begin their trip an hour earlier with the last Northwest Loop leaving Downtown Elkhart at 5:30pm.

3. 1.8 average daily boardings for the 5:00am Southwest Loop, 2.04 average daily boardings for the 5:30am Northwest Loop.



Route 35

Weekday service changes to the Orange Line involves cutting one hour of early morning service with the bus now entering service at 6:00am and having the final 6:00pm loop end service at Hively and Main Street at 6:21pm (where any passengers needing to get back to Downtown Elkhart can transfer to later Route 50 service leaving this stop at 6:45pm).

These weekday service cuts will affect approximately 5 riders per day, whose trips cost approximately \$34.17 per passenger to provide. This compares to Route 35's average costs of \$12.03 per passenger. These service cuts will save 1 hour and 34 minutes of time for a total of \$134 per day.

These weekday service cuts will see approximately 3.71 morning passengers having to start their trip (and arriving at their destination) one hour later and approximately 1 evening passenger needing to start their trip an hour earlier.

Saturday Orange Line changes are a bit more complicated, service will be shifted to now leave the Elkhart Transfer Center at the bottom of the hour (:30 minutes after the hour) instead of at the top of the hour (:00) as buses leave today. These buses will run hourly between 6:30am and 5:30pm, reducing the overall span of the service day from 14 hours to 12 hours, with the final 5:30pm trip ending at Hively & Main at 5:51pm, in the same fashion as proposed weekday service (passengers will have a 6:15pm Route 50 departure to Downtown).

The Saturday service changes will affect approximately⁴ 7 daily passengers. These passengers presently cost approximately \$36 dollars per trip to provide, compared to the average cost of \$17.46 per Route 35 Saturday passenger.

4. This assumes all just under 2 passengers currently traveling at 6:00am will now travel at 6:30am. To make the statistics a fair comparison.

The breakdown of how all passengers will be affected by needing to start their trip earlier or later is as follows:

- Just over 2 passengers won't have service until 90 minutes later in the day (present 5:00am loop ridership)
- Just over 2 passengers won't have service until 30 minutes later (present 6:00am loop passengers)
- Just under 5 passengers will need to begin their trips to their final destinations a half-hour earlier (passengers on the 5:00pm loop who presently ride beyond Hively & Main, and passengers on 6:00pm loop who are riding only to Hively and Main)
- Just under 1 passenger will need to begin their final trip 90 minutes earlier, the ridership of the present 6:00pm departure of Route 35 beyond Hively & Main Street is 0.85, passengers needing this part of the loop will now need to be at the Elkhart Transfer Center at 4:30pm.

The figures above only cover first trip and last trip times and ignores the fact that the remaining 63 average Orange Line passengers on Saturdays will now need to re-time their trips to be taken either a half-hour early or later. These changes to service retiming's will improve connectivity with all other buses on Saturday. Today passengers needing connections to Route 30 must wait a half-hour for their connection on Saturday, with this service change Route 35 buses will pulse with Route 30 and a bus on all other routes on the half-hour (:30).

These changes to Saturday Route 35 service will save \$220 per service Saturday.

Route 50

Route 50 is the trolley's most resource intensive route with 4 buses operating on the route providing service every 30 minutes on a two hour round-trip.⁵ Keeping service on Route 50 throughout the day on weekdays at every 30 minutes is important for regional connectivity. MACOG is proposing to discontinue two hours of early morning Route 50 service (one round-trip). Unlike the other service cuts this won't decrease the span of service of the Route 50, instead it will discontinue the 5:30am Route 50 trip, meaning there will now be a gap in service departing Elkhart between 5:00am and 6:00am, and a gap in service departing Goshen between 6:00am and 7:00am.

This Route 50 #3 trip is one of the least productive trips seeing approximately 2.5 passengers per day northbound, and a similar number of 2.5 passengers per day southbound, with costs of approximately \$38.86 per passenger, compared to the Route 50 weekday average cost of \$13.36 per passenger trip. These passengers will now need to take buses either a half-hour earlier or a half-hour later.

On Saturdays the Route 50 Red is the only transit route throughout the region to still operate service every 30 minutes. All of today's thirty-minute Transpo Routes and the jointly-operated Route 30 connecting South Bend, Mishawaka, and Elkhart are reduced to every sixty-minutes on Saturday. At present, the only service reductions on Saturdays on Route 50 are in the span of service with each bus running a span of 12 hours per day (leaving Elkhart from 5:30am to 5:00pm) instead of the 14 hours span per bus on weekdays. There is presently no 6:00am departure from Elkhart because this bus is interlined to run early morning local Route 30 service (that is also proposed to be discontinued).

5. Route 30 has the same operating characteristics as a 2 hour loop, requiring 4 buses to operate between South Bend and Elkhart. Since the route is operated via an inter-agency agreement between both the Interurban Trolley and Transpo, the Interurban Trolley is only responsible for funding and operating 2 of the 4 buses needed to operate this route.

Therefore, to streamline the coverage-based Saturday bus service throughout the region, MACOG is proposing to reduce Route 50 service to hourly but expand the span of service slightly to now have buses depart Elkhart hourly from 5:30am to 5:30pm and Goshen hourly from 6:30am to 6:30pm. These trips will have timed connections with all other routes at the Elkhart Transfer Center since Route 33, and Route 35 service will be retimed to stop there at the bottom (:30 minutes after) the hour on Saturdays. This will also maintain connections to Route 30. Changing Saturday Route 33 and Route 35 service was chosen to preserve regional connectivity since Route 30 is timed to connect to most Transpo routes at South Street Station in Downtown South Bend and would no longer be as well timed if its service shifted to leave on the hour (:00).

Cutting Saturday service on Route 50 was also chosen because it was the second least productive Saturday route with an average cost per passenger of \$14.81 (only the Orange Line is higher at \$17.46 per passenger), The data also shows that of the 265 total Saturday those on the Route 50 #1 and Route 50 #3 buses that are proposed for discontinuation are at slightly under half of the 352 daily passengers at 124 passengers riding these buses per day.

Route 33

Route 33 Blue is the Interurban Trolley's most productive route. Average weekday service costs are \$6.51 per passenger, with Saturday costs of just \$6.80 per passenger. No service cuts are proposed to Route 33, just a slight shift in Saturday service.

The reason no weekday service cuts are planned is because this route sees above average ridership throughout the day with its first weekday trip at 5:00am averaging over 6 passengers, and the last 6:00pm trip averaging 5 passengers.

On Saturdays, Route 33 operates hourly, departing Elkhart from 6:00am (instead of 5:00am on weekdays) until 6:00pm. It is proposed to shift this service by 30 minutes earlier to run between 5:30am and 5:30pm. The shift will create better connections to all other transit routes, as when Saturday Route 50 service is reduced to hourly buses will leave Elkhart :30 minutes after the hour. Today Route 33 lacks connections to Route 30 on Saturdays, with passengers needing to wait in Downtown Elkhart for 30 minutes, rescheduling Saturday Route 33 service creates a pulse of all routes on Saturday that doesn't exist today, reducing travel times.

This service change will affect approximately 5 Route 33 passengers on the average Saturday who currently take the 6:00pm last trip on Saturday, and will now need to take the 5:30pm trip. Since these changes are just changing the span of service not reducing service, they are cost-neutral.

ACCESS Service Changes

These service changes will create minimal impact for MACOG's paratransit service for persons with disabilities who are unable to use the fixed route service. The access service day is defined as the same hours as the Interurban Trolley fixed-route service (defined as when the earliest bus enters revenue service and the last bus finishes revenue service) with the last trip pick-up scheduled beginning 30 minutes before the end of the service days.

Today's service hours are:

- Monday–Friday from 5:00am to 8:00pm, last pickup: 7:30pm
- Saturday from 5:00am to 7:00pm, last pickup: 6:30pm

The proposed service hours (based on the fixed-route service) see no changes on weekdays, but will shift Saturday service to operate 30 minutes later with the same number of service hours from 5:30am to 7:30pm, with a new last pick-up time of 7:00pm.

This service change will affect 3 recurring Saturday Access Riders.⁶ Two of these riders are going to dialysis and one is going to work. These riders will need to have pick-up windows scheduled to be at most a half-hour later. Average Saturday Access ridership is 59 trips per Saturday, so this service change will affect 5% of Saturday Access riders.

The financial impacts of having Access service run later into Saturday evening are minimal since MACOG operates Access service under a contract where the service provider is paid a fixed-rate per trip delivered. It is possible that the extra half-hour of Access service may result in a few more riders able to use the service, which creates an additional expense to MACOG but these costs are expected to be minimal because of the minimal shift in service hours.

Public Outreach Process for this service Change

According to FTA Circular C 9030.1D MACOG must follow specific procedures to solicit public comment before raising a fare or carrying out major changes or modifications of transit services. The MACOG Policies and Procedures Manual requires a detailed public comment, legal advertisement, and formal approval by the MACOG policy board for "Major" service reductions, defined as those that reduce operating hours by 10% or more. "Major" service modifications that expand transit service are defined as those that increase operating hours or route mileage by 10% or more.

Since these service reductions only involve 6.4% of fixed route bus service hours and 7.4% of fixed-route bus service miles, MACOG is not required to have a formal public comment process, since both of these statistics are under the 10% threshold.

As part of public outreach for the implementation of these service changes to inform trolley riders, MACOG is planning to create a public information website with the ability to receive comments (these comments will be considered for future trolley service changes) on the MACOG Engage Website. MACOG is also planning to have staff stationed at the Elkhart Transfer Center at various times over the two weeks before the service change, and is targeting the first morning and evening of the service change, along with the first Saturday of the new service being in effect, to monitor and provide customer service at the Elkhart Transfer Center.

At all of these events MACOG will have comment cards and collect feedback from the public on the effects of these service changes that could be implemented during additional service change days in the future. These will be in addition to the comment form on the MACOG Engage Website for this service change.

MACOG informed the Transit Advisory Committee about the proposed changes at its February 2026 Meeting, and is planning to share the detailed service changes at its May 2026 Meeting.

The plan was presented to the MACOG Transportation Technical Advisory Committee along with the Policy Board at their May 2026 Meetings.

MACOG received approval from the MACOG Policy Board under Resolution 15-26.

6. All Saturday Manifests were analyzed in MACOG's VIA Dispatching software from January 1, 2026 through April 25, 2026 and there were a total of three recurring rides scheduled during this timeframe. No non-recurring rides were scheduled with pick-up windows starting between 5:00am and 5:30am.

2026 Interurban Trolley Service Changes

Michiana Area Council of Governments

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