COTA Mainstream and other services
Hello!

In this presentation we are going to go over the paratransit services COTA provides, as well as other COTA services that might be useful.

THIS INCLUDES:

- CORE COTA Mainstream
- COTA Mainstream On-Demand
- Travel Training
- COTA//Plus
MAINSTREAM services
What is Paratransit?

• Paratransit provides transportation for people with disabilities that are unable to use the regular, fixed route service in their transit service area

• All of COTA’s fixed route transit lines have ramps are wheelchair accessible

• If a person cannot use fixed route for any reason, they may be eligibility for COTA Mainstream, the paratransit service in Franklin County
Mainstream Eligibility

- Eligibility is not based on a medical diagnosis or type of disability
- Eligibility is based on a person’s functional ability to use the fixed route system
- **Must meet eligibility threshold**
  - Someone who cannot navigate the transit system without assistance
  - Someone who is unable to reach a transit stop
- Eligibility can be unconditional, conditional, or temporary
Apply to Mainstream

- More information can be found at: COTA.com/Mainstream
- Call (614) 275-5828 to request an application
- Monthly Mainstream Orientation is provided to all new Mainstream customers
COTA Mainstream

- Shared-ride, origin-to-destination service
- **$3.50 flat rate** per one-way trip
- Same hours as COTA's fixed-route service
- Origin and destination **must be within** ¾ of a mile of a transit stop
- Schedule rides up to **1-7 days in advance**
- Pick up window
- Web booking trips is coming soon
Mainstream On Demand

- Must be a COTA Mainstream customer
- Private ride, point-to-point service
- Cost: $5 for first 5 miles and then $1 per mile
- Runs throughout in Franklin County
- Hours:
  - Monday-Friday: 5:30 a.m. to 10:00 p.m.
  - Saturday-Sunday: 7:30 a.m. to 7:30 p.m.
- Book up to an hour in advance
other COTA SERVICES

COTA CUSTOMER CARE

Our Customer Care Advocates can answer any questions and help you find your vehicle.

(614) 228-1776 | www.cota.com
Travel Training

• Available for groups or individuals
• Tailored to the group needs and geography
• Hands-on ability to experience COTA services in a friendly environment
• Instills confidence in new COTA customers
• Teaches our new fare payment system

Travel Training Basics

Choosing the Correct Bus
How to Ride the Bus
Common Sense Rules & Tips
COTA CUSTOMER CARE

Our Customer Care Advocates can answer any questions and help you find your vehicle.

(614) 228-1776 | www.cota.com

COTA//PLUS services
Our region’s first public micro-transit service, COTA//Plus offers an equitable first-last mile solution to neighborhoods with mobility needs.

- Corner-to-corner service anywhere in zone
- Base fare of $3/ride
- Connection to a transit stop has no fare
- Use the COTA//Plus app or call to request a ride
- 6- to 15-minute wait time
- Call 614-308-4400 or visit COTA.com/cotaplus
Grove City Service Area

- Operates Monday – Friday: 5:30 a.m. to 8 p.m.

- Service area includes Village of Urbancrest, Mt. Carmel, City of Grove City, Grove City Town Center, South-Western Career Academy, Evans Center and Southpark Industrial Area

- Some special events coverage
Westerville Service Area

- Operates Monday – Friday: 5:30 a.m. to 8 p.m.
- Service area includes City of Westerville, Otterbein, Uptown and Polaris
- Some special events coverage
South Side Service Area

- Operates seven days a week: 5:30 a.m. to 8 p.m.
- Service area includes German Village, Brewery District, Nationwide Children’s Hospital, Reeb Avenue Center and the Marion Franklin Community Recreation Center
- Connects to Lines: 1, 4 (Indianola/Lockbourne), 5 (W 5th Ave/ Refugee), 8 (Karl/ S High/Parsons), 11, 22 (OSU/Rickenbacker) and 11
Northeast On-Demand Zone

- Operates seven days a week: 5 a.m. to 11 p.m.
- Operates from transit stop to transit stop
- Mirrors COTA fixed-route fares
- Service area includes Northeast Columbus, Gahanna and New Albany
WE PROVIDE SOLUTIONS that connect people to prosperity through innovation, dedication and teamwork.”