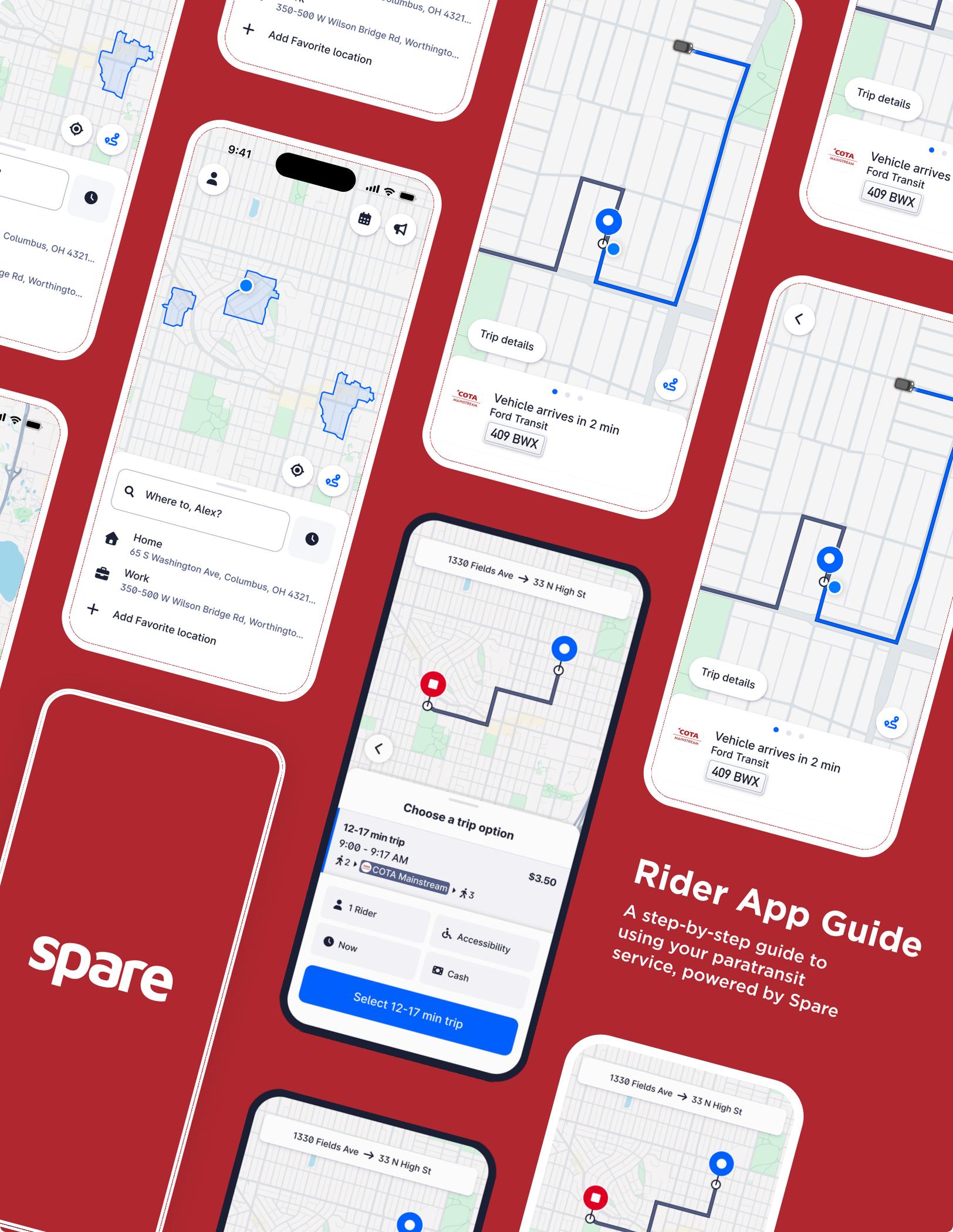


spare



# Rider App Guide

A step-by-step guide to using your paratransit service, powered by Spare

350-500 W Wilson Bridge Rd, Worthingto...  
+ Add Favorite location

9:41  
Columbus, OH 4321...  
ge Rd, Worthingto...  
Where to, Alex?  
Home  
65 S Washington Ave, Columbus, OH 4321...  
Work  
350-500 W Wilson Bridge Rd, Worthingto...  
+ Add Favorite location

Trip details  
Vehicle arrives in 2 min  
Ford Transit  
409 BWX

Trip details  
Vehicle arrives  
Ford Transit  
409 BWX

Trip details  
Vehicle arrives in 2 min  
Ford Transit  
409 BWX

1330 Fields Ave → 33 N High St  
Choose a trip option  
12-17 min trip  
9:00 - 9:17 AM  
2 → COTA Mainstream → 3 \$3.50  
1 Rider  
Now  
Accessibility  
Cash  
Select 12-17 min trip

1330 Fields Ave → 33 N High St

1330 Fields Ave → 33 N High St

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# Download the App



Search “COTA Mainstream” in the Apple App Store or Google Play

- Tap Get or Install

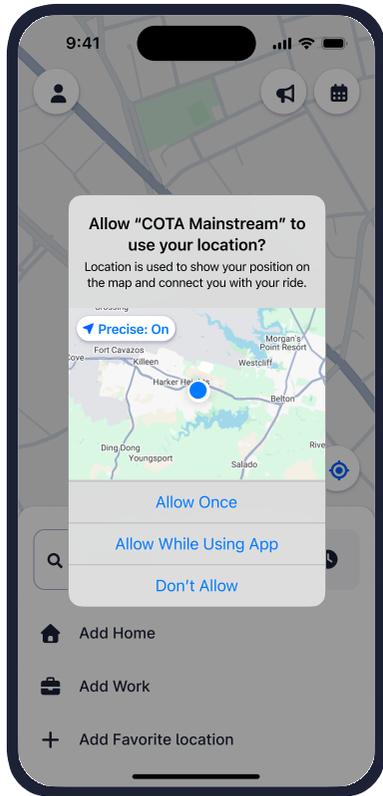


Open the app from your home screen

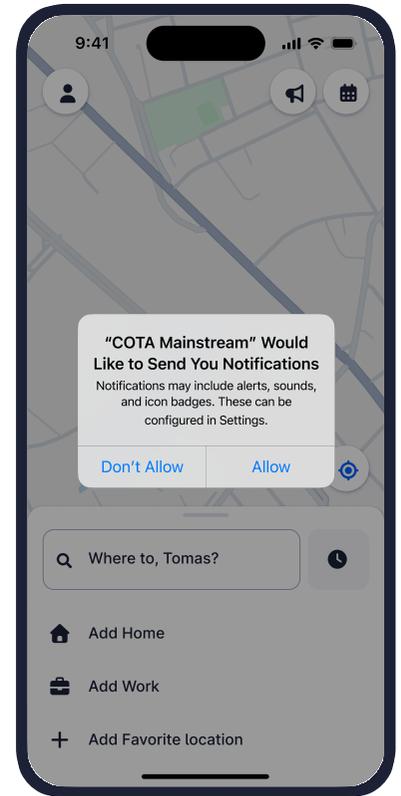


# Enable Permissions

For the best experience, allow:



**Location: Set to *A/ways* for accurate pickup details**



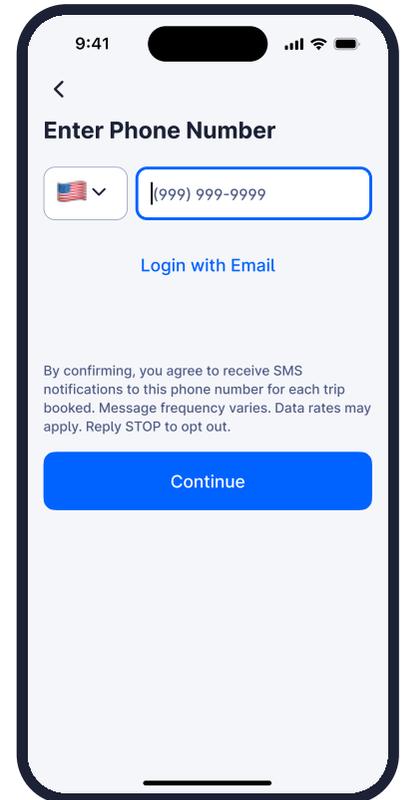
**Notifications: To receive ride updates and arrival alerts**



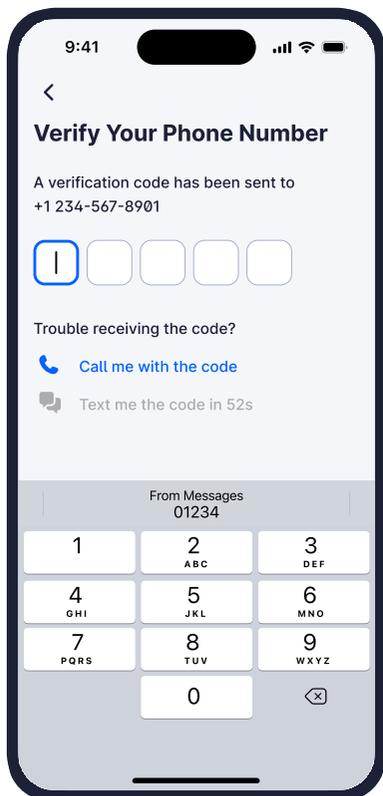
# Login & Account Setup



Tap Log In



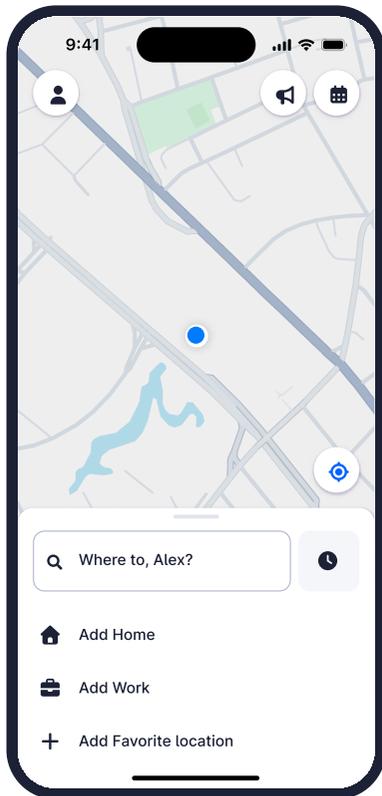
Enter your mobile phone number



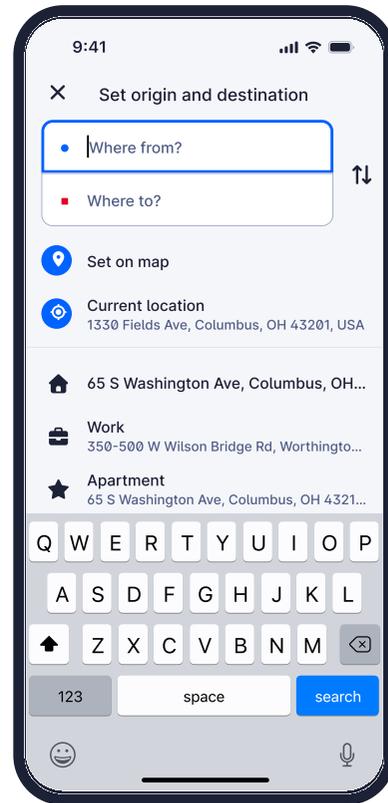
Enter the verification code sent by text or automated phone call



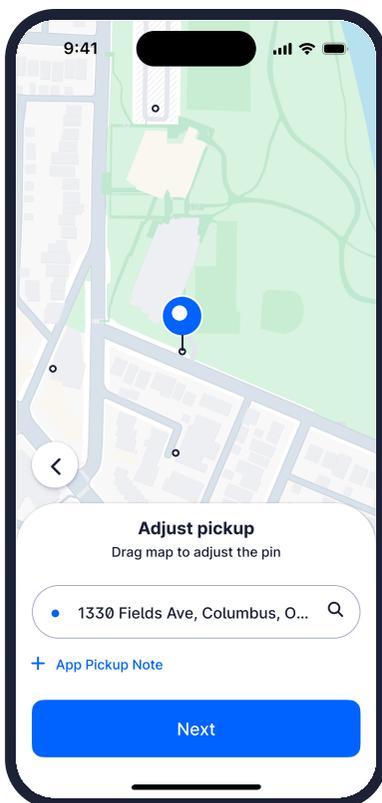
# Set Pickup & Dropoff Locations



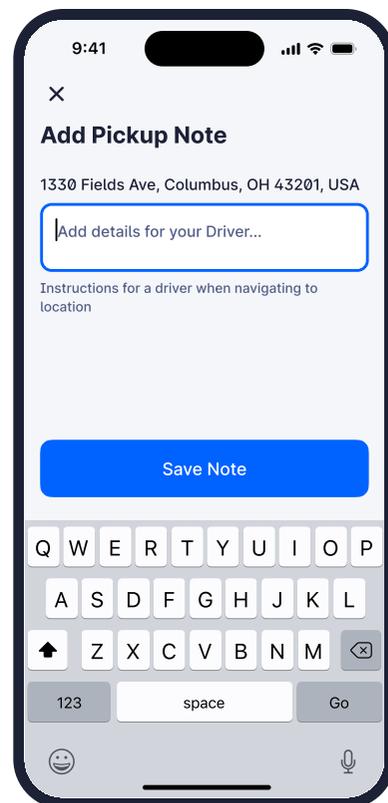
From the home screen, tap **Where to?**



Enter pickup and dropoff addresses



Adjust your pickup pin on the map for precision

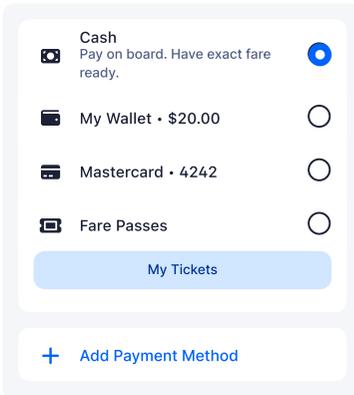
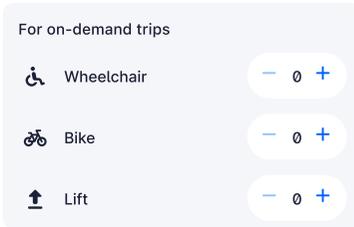
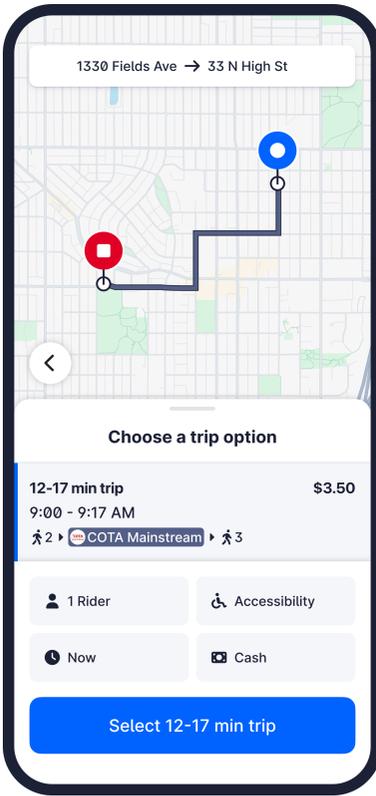


Add pickup notes if needed



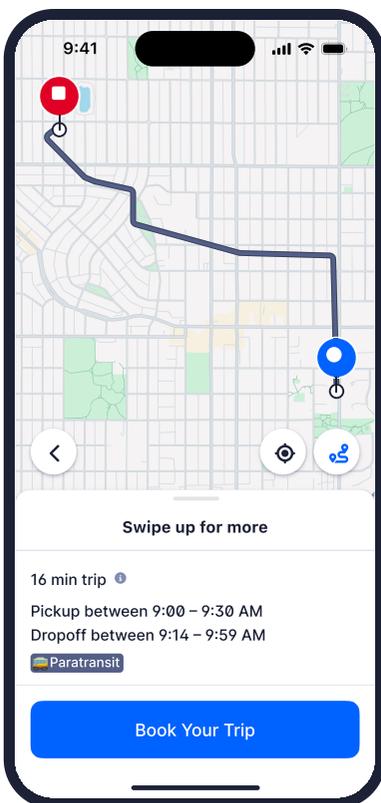


# Customize Your Trip



## Choose Now, Leave At, or Arrive By

- Select number of riders
- Add accessibility needs:
  - Mobility devices
  - Service animals
  - Medical equipment
- Choose how to pay (account balance, cash, ticket, or pass)

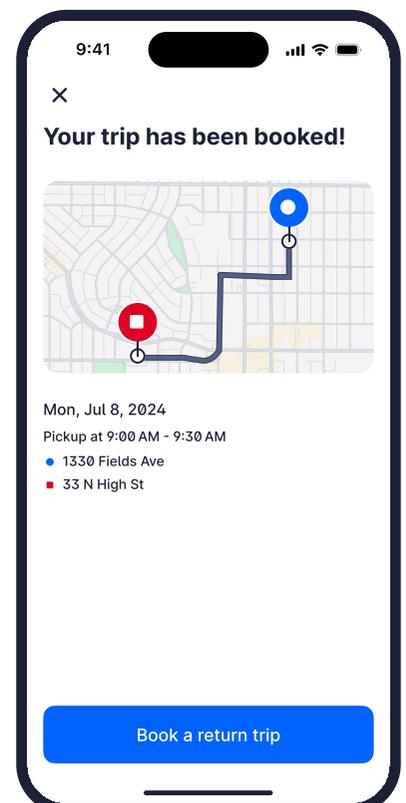


## Book Your Ride

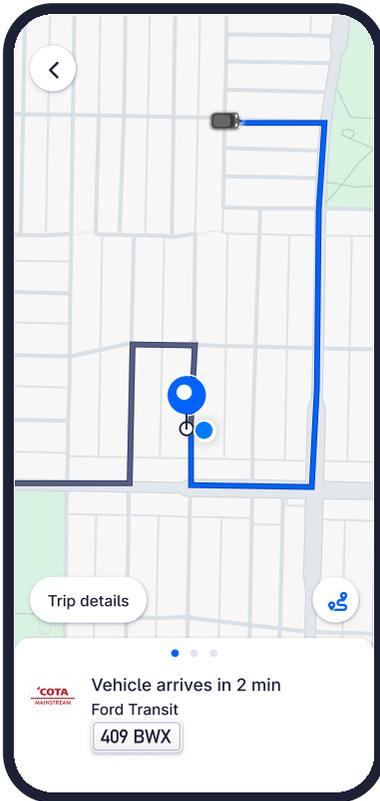
- Review available trip options
- Compare **fare** and **trip duration**
- Tap **Book Your Trip**



## Review trip details and optionally book a return trip



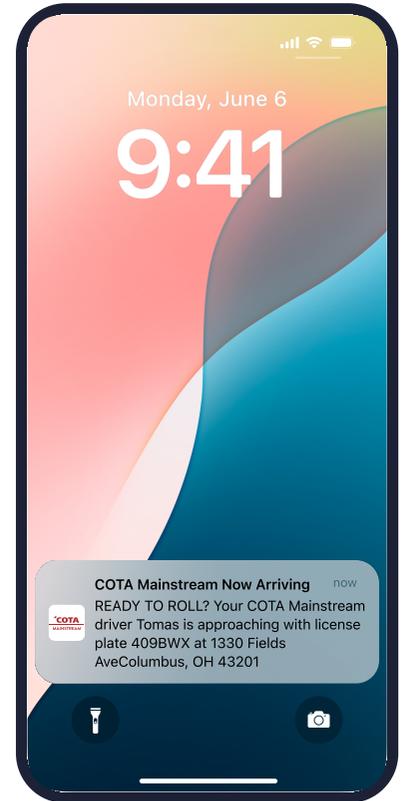
# Tracking & Notifications



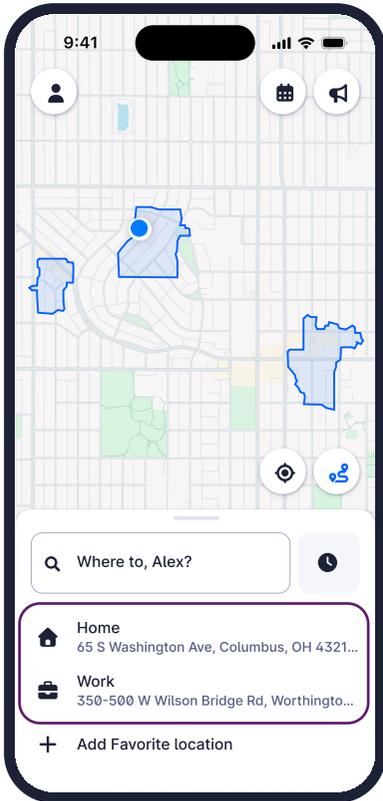
Track your vehicle in real time



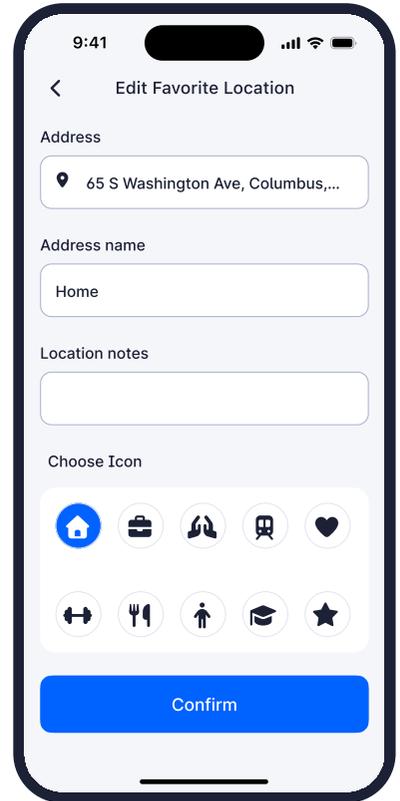
Receive alerts when your ride is approaching



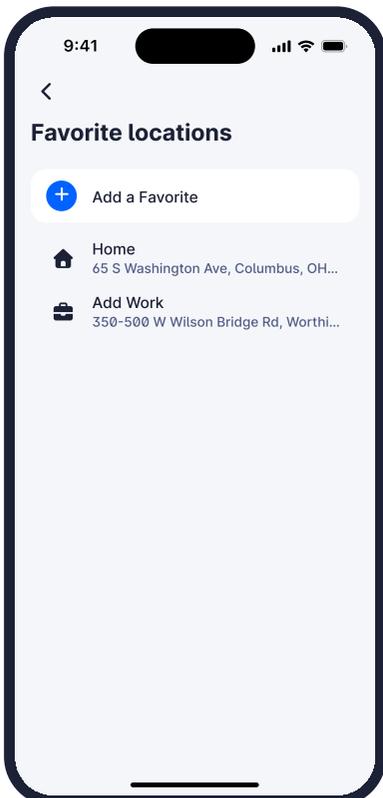
# Favorite Locations



Save frequently used places like Home or Work



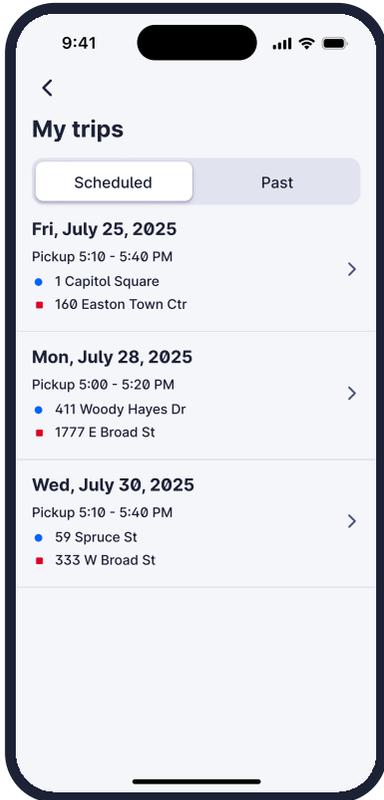
Assign icons for easy recognition



Access favorites from the home screen or profile settings



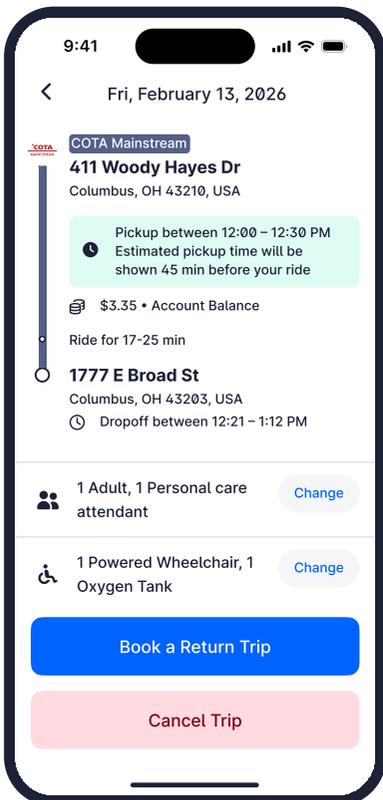
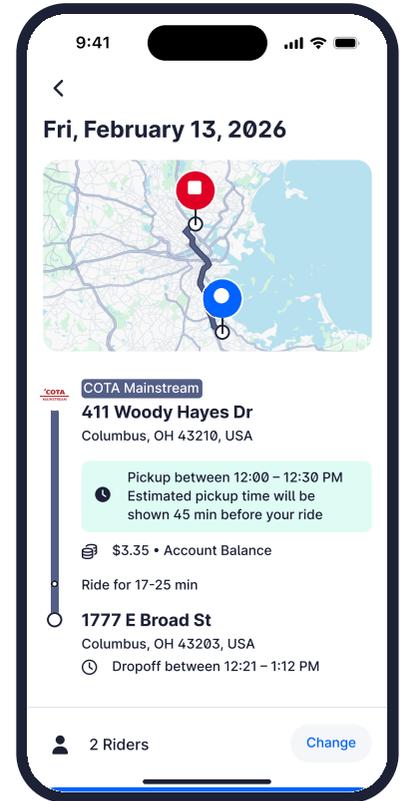
# Managing Trips



View upcoming and past trips in My Trips



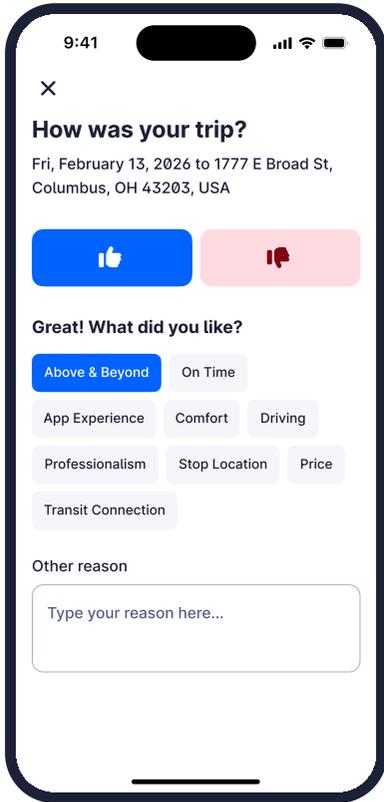
Open trip details for more information



Cancel a trip if plans change



# Rate Your Ride



## After each trip:

- Give a thumbs up or down
- Select what went well or what could improve
- Add comments to help improve service

