

Transit Benefits Talking Points



Fixed-Route Buses

- Operates 38 bus lines across 562 square miles in Central Ohio
- Fares are capped at \$4.50/day or \$62/month with the Transit app or COTA Smartcard
- Acceptable fare payments: cash, paper pass, student pass, Smartcard, Transit app and Google and Apple Pay
- Free transfers are valid within a two-hour window
- Equipped with free high-speed Wi-Fi and USB charging ports
- All buses are accessible and accommodate mobility devices, including a bike rack on the front of the vehicle
- Provides real-time tracking and trip planning tools via the Transit app and at COTA.com/tripplanner
- Expanded midnight service offers second- and third-shift workers and night owls more options to ride later
- More information: COTA.com/services/cota-bus

COTA//Plus (On-Demand Transportation)

- Convenient curb-to-curb service within designated zones for just \$3 per ride
- Available in Grove City, Westerville and the South Side
- Complimentary rides to COTA bus stops within the service zone
- Easily book rides through the free COTA//Plus app or by calling 614-308-4400
- Enjoy your first ride free with promo code FIRSTRIDE
- Eligible reduced fare customers can apply discounts via the Concessions feature
- Accessible vehicles available upon request
- Driven by COTA-trained Operators who've passed extensive background checks
- More information: COTA.com/cotaplus

COTA Mainstream (Paratransit)

- Door-to-door service for people whose functional limitations prevent them from using fixed-route service
- \$3.50 per ride for eligible riders
- Must apply and be approved by COTA Mobility Services to use the service
- Book in advance by phone or online
- Same-day service available through Mainstream On-Demand (UZURV)
- More information: COTA.com/mainstream

COTA Zoo Bus

- Easy, affordable rides to the Columbus Zoo and Zoombezi Bay
- Runs daily from Memorial Day to Labor Day and weekends from early May to Memorial Day and from Labor Day through October
- \$2 per adult, \$1 per child (under 12), free for kids under 5
- Receive \$5 Zoo admission when you ride the Zoo Bus OR a \$10 discount on Zoombezi Bay

SPECIAL PROGRAMS:

Educational Pass Program

- Eligible students ride free during the school year, including weekends, holidays and school breaks
- Students simply use their Student Success Card, school-issued COTA Smartcard, BuckID or university ID card to pay their fare
- Students register with their participating school
- Tap the card on the validator or swipe their BuckID when boarding
- Student summer passes are available from May to September
- Learn more at COTA.com/educationalpass

Reduced Fare Program

- Provides eligible customers with half-price fares
- Must apply in person at COTA's Customer Experience Center at 33 N. High St. and be approved
- Eligibility includes:
 - Veterans
 - Medicare cardholders
 - Individuals aged 65 and older
 - Social Security Disability Insurance (SSDI) recipients
 - Individuals with disabilities
 - Participants in qualifying public assistance programs (e.g., SNAP, Medicaid, Ohio Works First)
- Learn more at COTA.com/riding-cota/discount-fares

No Fare During Extreme Weather

- Fares are waived when the National Weather Service Forecast Office in Wilmington issues a heat advisory or warning or a cold advisory or warning
- Fares will be waived for the remainder of each day in which the heat or cold advisory or warning is declared
- This applies to COTA's fixed-route bus service, Mainstream services and COTA//Plus

LinkUS

LinkUS is Central Ohio's transportation and growth plan to expand COTA transit service and make historic investments into sidewalks, bikeways and trails. This transformative initiative will create a network of bus rapid transit lines and supporting infrastructure that connects communities, creates opportunities and drives economic growth throughout the region.