



This Card Deck will explain the eligibility and approval process for COTA's Paratransit service, COTA Mainstream and Mainstream On-Demand.



CARD 1 OF 13



COTA Mainstream is a service that offers shared, origin-to-destination rides for individuals who are not able to fully access COTA's fixed-route service due to functional limitations. Eligible riders can choose from two Mainstream options: Mainstream and Mainstream On-Demand.



CARD 2 OF 13



To use COTA Mainstream, you must first complete an application. The form is available at COTA.com/Mainstream. You can also request one by calling the Mainstream office at 614-275-5828 or picking one up at 1330 Fields Ave., Columbus, OH 43201.

Part 1 of the application should be filled out by you, and Part 2 should be completed by a licensed professional, such as a doctor or therapist, most familiar with you. Mainstream customers must be at least eight years old to use the service.



CARD 3 OF 13

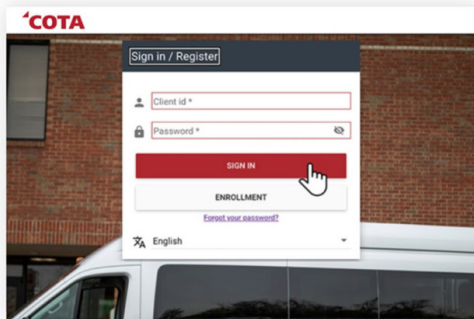


After completing the application, call our Mobility Coordinator at 614-275-5833 to schedule an appointment to complete an interview and functional assessment with a COTA Eligibility Administrator. Both parts of the application must be completed within 90 days of scheduling the interview and assessment. If not, the application will expire, and both parts will need to be completed again.

All assessments take place at the COTA Mobility Services Facility, located at 1330 Fields Ave., Columbus, OH 43201. The Mobility Coordinator will assist with scheduling a Mainstream ride for the assessment if needed.



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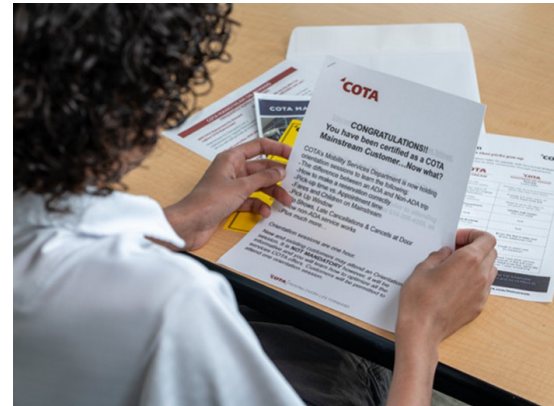


Following your interview and functional assessment, you'll receive a notification of your eligibility status — approved or denied — by U.S. mail within 21 days. If a determination isn't made within that time, you may be granted temporary eligibility to use Mainstream services until an official decision is provided.

Please note: eligibility for Mainstream is not based on financial need.



CARD 5 OF 13



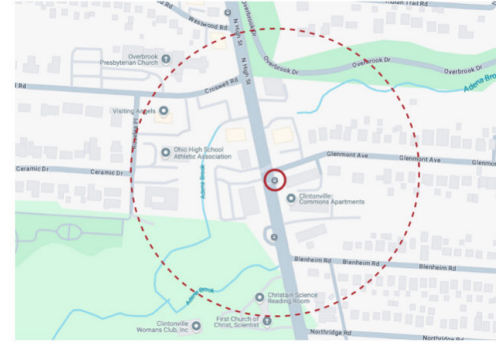
If approved, you will receive a welcome letter and packet in the U.S. mail. This includes the COTA Accessibility Guide, your Mainstream ADA ID client number, a list of important Mainstream phone numbers and information about web booking. You will also receive information to attend an optional, though encouraged, Mainstream orientation held monthly at Mobility Services. If you are denied eligibility, you have the right to appeal the decision.



CARD 6 OF 13



The ADA considers fixed-route vehicle service to be “the primary mode of public transportation for everyone, including people with disabilities.” Under the ADA, COTA Mainstream serves as a “safety net” for only those persons whose functional capacity, imposed by their disability, prevents them from riding COTA fixed-route vehicles. Disability alone does not qualify a person to use COTA Mainstream under the ADA.



COTA Mainstream ADA service area is defined as being within $\frac{3}{4}$ -mile distance of a fixed-route service line. Hours of operation for both the origin and destination locations are the same as the hours of operation for fixed-route service. Any origin or destination location more than $\frac{3}{4}$ of a mile from a fixed-route service line or trips made outside of the fixed-route hours of operation in any area are considered to be non-ADA. COTA Mainstream ADA service trips must be scheduled 1-7 days in advance. Non-ADA service is provided upon space availability.





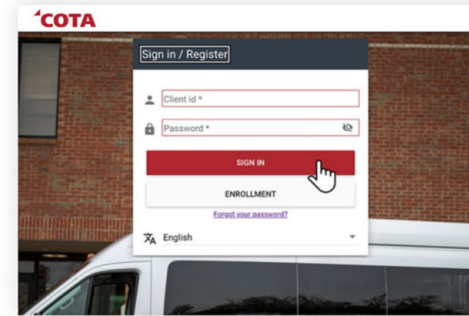
For ADA trips, Mainstream costs \$3.50 per one-way trip (ticket). Monthly passes are available for \$105. Mainstream customers can ride fixed-route service free of charge with their ADA ID card.

Tickets and passes can be purchased at COTA's Mobility Services, the COTA Customer Experience Center (33 N. High St., Columbus, OH 43215) or by calling 614-308-4355 to buy over the phone.

You will need your Mainstream ADA ID client number to make a reservation and when riding. Accepted payment methods include cash (exact change), a Mainstream ticket or a monthly pass.



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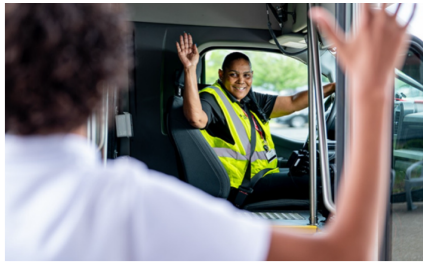
COTA Mainstream trips may be scheduled 1-7 days in advance by calling the Reservations Department at 614-272-3033 or using our Mainstream web booking system.

Reservation hours are Monday–Friday: 7 a.m.–6 p.m. and Saturday and Sunday: 8 a.m.–6 p.m.

For assistance with web booking, visit COTA.com/Mainstream to view the Web Booking Guide and FAQ.



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With Mainstream On-Demand, powered by UZURV, you can reserve Non-ADA trips up to 30 days in advance, request your favorite Operator and bring guests (if space permits), a Personal Care Attendant (PCA) or a service animal.

The fare depends on trip mileage, which is calculated at the time of booking. The cost is \$5 for the first 5 miles and \$1/mile after that. The minimum fare is \$5. Payment is accepted by credit or debit card only.

To schedule a trip, call the UZURV Call Center at 614-344-4488 at least one hour in advance. You will need your Mainstream ADA ID client number to make a reservation and to ride.

Mainstream On-Demand Service Hours:
Monday–Friday: 5:30 a.m.–10 p.m. and
Saturday and Sunday: 7:30 a.m.–7:30 p.m.

Mainstream On-Demand Call Center
Hours: Monday–Friday: 5:30 a.m.–8 p.m.
and Saturday and Sunday: 7:30 a.m.–7:30 p.m.



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Columbus metropolitan area visitors who are actively eligible and approved for paratransit service in another area can get Mainstream Visitor Status for 21 days in a rolling 365-day period. To apply for Visitor Status, have your current paratransit provider mail or email verification to our office.

COTA Mobility Services
1330 Fields Ave.
Columbus, OH 43201

Email: pullinstl@COTA.com
Phone: 614-275-5833



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If the visitor does not have paratransit in their home area and the individual's disability is not apparent, a certification of the disability by their healthcare provider is needed. We will also require the applicant to provide the following:

1. Full name
2. Full address and phone number
3. Personal Care Attendant authorization status
4. Service animal status

Once we receive the information, we will contact the applicant within one business day.

