

COTA MAINSTREAM

Web Booking- Frequently Asked Questions

Q: I never received an email when I tried to enroll?

A: The enrollment email will be from trapeze@cota.com; check your spam folder to see if it ended up there. If you can't find the email, you can call Mainstream Reservations (614-272-3033) and they will reset your enrollment so you can try again.

Q: How do I change the email address I enrolled with?

A: Log into Web Booking, click My Profile, and edit your email address. Web Booking will send a verification email to the new address you've entered, and you must click the link in that email to verify your new email address before you can continue using Web Booking.

Q: Can I book Mainstream On-Demand trips with Web Booking?

A: Not currently. You will need to continue to call the Mainstream On-Demand (UZURV) call center (614-344-4488) to book and manage your On-Demand rides.

Q: I have conditional eligibility for Mainstream; am I able to book trips through Web Booking?

A: Because conditional eligibility requires an agent to make a determination if a trip request matches the conditions of your eligibility, you will need to call Mainstream Reservations to book new trips. However, you'll still be able to use Web Booking to review/cancel trips and track your vehicle before pickup.

Q: How do I select my fare payment method when booking a trip?

A: By default, Web Booking will select the \$3.50 cash fare; if you wish to use a different fare payment method, you can call Mainstream Reservations and ask to change your default fare type. Web Booking will then use the payment method you've selected.

Note that you may pay your fare on the vehicle with any valid fare media or ID, regardless of how the trip was booked. You will always be able to ride Mainstream if you have a valid pass, ticket, or ID.

Q: I filled out all the information to book a trip, but I don't see my trip listed on the Trips page?

A: To confirm and schedule your booking, you'll need to press the red "CONFIRM BOOKING" button once you've clicked "BOOK TRIP" and reviewed the information on the page. If you close your browser before confirming, Mainstream has no way to know if you've accepted the presented pickup window or not, and we won't be able to schedule the booking. Be sure to always confirm the booking before closing your browser.

If you believe you have completed this step and your trip is not appearing, you can call Mainstream Reservations to check the status of your rides.

Q: I am trying to add a PCA or companion, but the page says "You have not added any additional passengers" when I try to book my trip?

A: Make sure you press the "ADD PASSENGER" button after selecting the passenger type and their special equipment. You will see the additional passenger appear below the selection boxes.

Q: Why isn't the vehicle moving towards my pickup location on the imminent arrival map? They seem to be sitting/moving in the wrong direction.

A: The vehicle is likely picking up or dropping off another customer. Keep in mind Mainstream is a shared-ride service. In rare cases, the vehicle's GPS tracking may be delayed or suffering a technical fault. If the vehicle has not arrived after your pick-up window (30 minutes after your scheduled pick-up time), contact the Dispatch office at (614) 272-3007.

Q: How much trip history is displayed in the Trips screen?

A: The most recent 50 trips are displayed.

Q: When I submit an address change request or comment through Web Booking, who receives the request?

A: The feedback/address change request is sent as an email to the Mainstream Reservations department (trips@cota.com). If your request requires follow-up, a Mainstream agent may reach back out to you via email or phone.