

HERE FOR *your* QUESTIONS

COTA Customer Care

(614) 228-1776

- Monday through Friday, 6 a.m. to 8 p.m.
- Saturday and Sunday, 8 a.m. to 6 p.m.
- Holidays, 8 a.m. to 5 p.m. (Closed Thanksgiving, Christmas and New Year's Day)

Lost and Found

(614) 228-4112

Website

cota.com

Customer Experience Center

33 N. High St.

- Monday through Friday, 8 a.m. to 5 p.m.
- Closed weekends and holidays

servicing THOSE WHO SERVED US

At COTA, it's always our pleasure to serve Central Ohio.

We're especially honored, though, to serve those who defended our nation.

Veterans have a long, proud and active role in our organization and we do not take their selflessness for granted.

Our gratitude goes to you.

our FARE PROGRAMS

PROGRAMS FOR VETERANS, SENIORS AND CUSTOMERS WITH UNIQUE NEEDS



   
@COTAbus





GET YOUR DISCOUNT ID



Apply and get your discount ID card at our Customer Experience Center, Monday through Friday, 8:00 a.m. to 5 p.m.



Purchase your Discount Passes at the Customer Experience Center or a participating pass outlet or retail location.



Use your discount ID and discount passes or reduced fare to ride.

OUR REDUCED FARE OPTIONS

KEY CARD

All veterans qualify for a COTA Key Card. This card provides a 50% fare discount and is available regardless of disability status. Simply show proof of your veteran status when applying for your card.

Key Cards are also available for Medicare card holders and disabled customers. You must show proof of disability with a Medicare Card, Social Security Disability Award Letter or reduced fare application completed by a licensed medical professional.

SENIOR

Customers 65 years and older qualify for a senior discount of 50%. Your photo ID and proof of age (Drivers License, State ID or Birth Certificate) is needed when applying.

Please call **(614) 228-4112** with any questions about your application. There is a \$10 fee for all lost or stolen ID cards.

FOR *your* SAFETY AND COMFORT

ACCESSIBILITY FEATURES ON FIXED ROUTES

- Vehicles equipped with ramps or lifts for mobility devices
- “Kneeling” function lowers front of vehicle for easy boarding
- Transit stops announced and displayed aboard vehicles
- Service animals welcome
- No fare required for Personal Care Attendants (PCAs)

our MAINSTREAM SERVICE

If you have unique mobility needs preventing you from using fixed routes, COTA Mainstream and Mainstream On-Demand are for you.

Mainstream is a shared-ride service and Mainstream On-Demand provides private, pre-scheduled trips.

Both are origin-to-destination services and require an application process.

For more information or to request an application, please contact COTA Mobility Services at paratransit@cota.com or **(614) 275-5828**.

PURCHASE *your* DISCOUNTED PASS

You can only purchase a Discount Pass at the Customer Experience Center or participating pass outlet.

Discount Passes are not available for purchase aboard vehicles.

Discount Passes & Fares

Discount 31 Day Pass	\$31.00 with Discount ID
Discount Day Pass	\$2.25 with Discount ID
One-way	\$1.00 with Discount ID

Present your Discount ID and buy your Discount Pass at:

- COTA Customer Experience Center, 33 N High St., Columbus, OH 43215
- Any participating Kroger or Giant Eagle retail location
- Designated pass outlets

For a complete list of locations, visit cota.com or call **(614) 228-1776**.

