

COTA//Plus is an on-demand service that offers point-to-point shared rides within a defined geographic area. You can schedule a ride by downloading the COTA//PLUS app on Google Play or the App Store, or you can call in your request to 614.308.4400 and provide your pick-up and drop-off addresses. The Westerville zone of service began operations on August 24, 2020 and operates Monday-Friday from 5:30 am – 8:00 pm.



COVID-19 CLEANING

All vehicles are thoroughly cleaned with a CDC-approved disinfectant every night, including all surfaces; and hand sanitizer is available on all vehicles. For your protection, all customers and operators are required to wear a face mask that covers their nose and mouth. For more information, please visit cota.com/coronavirus.

1. WHAT LOCATIONS ARE INCLUDED IN THE WESTERVILLE ZONE?

The zone includes all of Westerville, plus a portion of the City of Columbus and connects to the CMAX Line, Line 102 (Polaris/N. High Street), and Line 43 (Westerville – Rush Hour).

2. HOW MUCH DOES IT COST?

\$3.00 per ride (less than half the cost of other ride hailing services) or FREE if you transfer to/from a COTA transit stop in the Westerville zone. Promo codes are available to seniors, students, keycard & disabled customers. Visit us at cota.com/cotaplus for details and eligibility.

3. HOW DO I PAY THE FARE?

On the app, you will be required to put a credit, debit or pre-paid cash card into your profile when you set up your COTA//Plus account; the fare will be drawn from the card on file. If you request a ride over the phone, you will provide a card to a payment processing vendor and will be charged for the fare when the ride is completed.

4. HOW LONG MIGHT I WAIT FOR COTA//PLUS TO ARRIVE AFTER REQUESTING A TRIP?

Actual wait times vary, but in most cases the vehicle will arrive in 6-15 minutes (allow 20 minutes for an ADA wheelchair accessible vehicle, which is available upon request).

5. WHAT DOES THE COTA//PLUS VEHICLE LOOK LIKE/HOW DO I KNOW THIS RIDE IS FOR ME?

The COTA//Plus passenger van seats 6-10 people and will be branded with the blue and green COTA//Plus brand. When you schedule on the app, you will receive a text message with the vehicle license plate and estimated arrival time.



6. CAN I USE COTA//PLUS TO TRAVEL OUTSIDE THE WESTERVILLE ZONE?

COTA//Plus is only authorized to provide travel within Westerville and portions of the City of Columbus included in the zone of service, such as Polaris Fashion Place.

7. MAY I BRING A SERVICE ANIMAL OR AIDE WITH ME? IS IT FREE FOR THEM TO RIDE?

Yes, service animals and health aides are allowed and it is FREE for them to ride.

8. WILL I NEED TO WALK TO GET PICKED-UP FROM MY ORIGIN/DESTINATION ADDRESS?

You may need to walk a short distance (average of 300 feet) from your desired pick-up/drop off location to ensure we can securely park the vehicle and ensure a safe boarding.

9. IS IT SAFE?

Yes! Our vehicles are equipped with inward and outward facing cameras, our Operators receive extensive training and must pass a background check, and our vehicles are regularly maintained.

