Tips for COTA Mainstream On-Demand Riders

1. Riders who opt-in for text message alerts will receive a text including the driver's name, estimated time of arrival (ETA), vehicle model, color, and license plate number. Riders are encouraged to compare the license plate number in the text with the license plate on the vehicle. Riders who opt-out of text message alerts may let the customer service representative know they would prefer a phone call at the driver's arrival.

2. UZURV Drivers are requested to wear a red COTA Mainstream On-Demand polo shirt. All vehicles will have the blue UZURV 360 logo sticker on the front windshield.

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4. UZURV driver vehicles will have a "COTA Mainstream On-Demand Powered by UZURV" magnet on the vehicle to help identify who they are for our riders.

5. To schedule a will-call trip, please indicate you want a will-call return during the reservation process with UZURV. When you are ready to be picked up, call UZURV call center at (614) 344-4488 and a driver will pick you up within 1 hour.

6. Trips may be cancelled up to 2 hours prior to the scheduled pick-up time at no charge to the rider. If a scheduled trip is cancelled or changed after the 2 hour window, the rider will be charged the full co-pay for the trip.

7. Trips for unaccompanied minors (individuals under the age of 18) must be booked by a responsible adult. When scheduling the trip, be sure to mention the rider is an unaccompanied minor and provide an emergency contact number for a responsible adult. UZURV has partnered with TriStar Transportation, who will fulfill trips for unaccompanied minors.

8. COTA passes such as COTA Mainstream Pass, C-Pass, student passes (The Ohio State University, Capital University, Columbus College of Art and Design, Columbus City Schools), COTA guest passes and retiree passes will not be accepted on the COTA Mainstream On-Demand service.