

COTA Plus FAQs

What is Microtransit?

Microtransit is an on-demand mobility solution that offers point-to-point, shared ride service, operating on a more flexible schedule than fixed-route service. The goal is to use microtransit within a defined zone to connect to COTA's nearby bus stops. Trips can be scheduled through a mobile application or by phone.

What is COTA Plus?

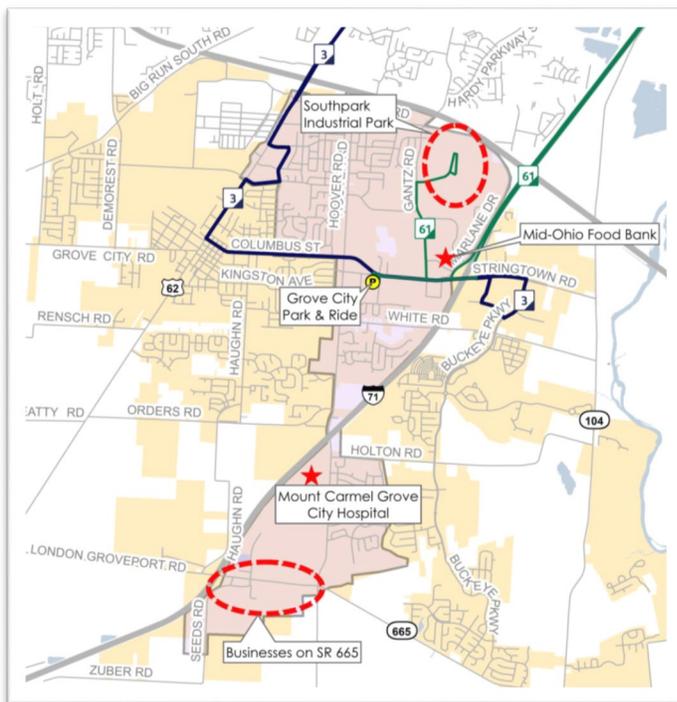
COTA Plus is the name and brand of COTA's new microtransit pilot project coming to Grove City in July 2019. COTA bus customers will be able to request microtransit service through a mobile phone app or call COTA Customer Service to book trips.

Why is COTA launching a microtransit service?

COTA is dedicated to enhancing mobility options for the Central Ohio community. Working with Grove City staff, COTA identified a clear gap that exists between our bus service and a growing business and residential community.

Where will COTA Plus be available in Grove City?

The map below shows the defined zone where COTA Plus service will be available. It includes the new Mt. Carmel Grove City Hospital, Southpark Industrial Park, businesses along State Route 665 and residential areas in between. The defined zone will also connect people to the COTA Park & Ride in Grove City. Please keep in mind that this is a pilot project, and COTA will evaluate the need to expand the service at a later time.



How do I book a trip?

COTA Plus can be booked by downloading the Via to their smartphone. There you can enter your location and your destination. Via will dispatch a driver to pick you up within 15 minutes.

When does COTA Plus launch?

COTA Plus launches Monday, July 15. This is true on-demand service, so you will only be able to schedule a ride on the same day. The goal is for COTA Plus to provide flexibility and pick up customers within 15 minutes of booking.

What are the hours of operation?

When COTA Plus launches July 15, it will operate Monday through Friday from 5:30 a.m. to 8:00 p.m. COTA will monitor the success of the project and could add weekend hours at a later time.

What is the cost of fare?

COTA Plus is free if you use it to connect to a COTA Bus. You only pay the cost of bus fare! If you want to use COTA Plus for direct service from pickup to destination, you will be charged a \$3.00 fare. Remember, you can only be picked up or dropped off within the pilot's defined zone. You will need to set up an account if you are paying for the service, because cash will not be accepted on the COTA Plus trip. Cash is still accepted on a COTA Bus trip.

How do I book a trip?

There are two ways to book a COTA Plus Trip! First is the [Via app](#), which you can download for free to your Apple or Android device. You will need to set up an account, including your name, phone number and payment information. You can also book your trip with COTA Customer Service at (614) 228-1776.

Are there discounts available?

COTA Plus discounts are similar to discounts for COTA fixed-route service. Seniors, Key Card holders and ADA will be charge \$2.00 per ride. Remember if you use COTA Plus to connect to or from a COTA Bus, you will not be charged for riding COTA Plus. C-pass members, students and children under 12 can also use COTA Plus for free.

Why is COTA providing this pilot service instead of private mobility companies?

COTA is a long-time community partner who has a proven track record of providing service to underserved areas. COTA is providing the service as the request of Grove City leaders, Mt. Carmel Health Systems and other area employers.

Why was Grove City selected as the site of the microtransit pilot project?

COTA selected Grove City because of its emerging employment base and need for additional access to fixed-route bus service. We want to help maintain transport access for Mt. Carmel employees and patients. Many Grove City leaders also expressed a need to expand public transit service in the area.

Why is only a portion of Grove City part of the pilot project and not the entire community?

COTA Plus will be providing transit access to a much needed area, a portion of the community that is experiencing rapid growth. COTA wants to make sure we helping the public maintain a connection to health care and new jobs. We also want to make sure this pilot project maintains its commitment to providing service within 15 minutes. If this pilot project proves successful, COTA hopes to expand our service. We are also seeking additional funding partners to enhance our service.

How is COTA Plus different from another new service by COTA called Mainstream On-Demand?

COTA Mainstream On-Demand serves our customers with disabilities. It is operated by a company called UZURV, which specializes in single rider trips for the disabled community. These trips can be anywhere within COTA's service area and will cost more per trip than COTA Plus. The trips must be booked two (2) hours in advance. COTA Plus operates within a defined zone and can serve many more riders for a lower cost and is expected to offer a maximum wait time of no more than 15 minutes.

How will I know my COTA Plus trip is safe?

COTA Plus will be operated by trained COTA operators. They will wear a COTA-branded uniform and will also drive a COTA Plus-branded Ford Transit vehicle. When you book your trip, Via app will send you a message with the name of the driver and the vehicle that will pick you up.