



MAINSTREAM

COTA's Mainstream is a complementary demand-response, shared-ride public transportation service for individuals whose disability prevents them from using the fixed-route bus service.

Application Process

Individuals may call 614-275-5828 to receive a Mainstream application. Part I is completed by the applicant and Part II must be completed by a licensed professional who is most familiar with the functional limitations imposed by the condition. Qualified individuals will receive a status notification via U.S. mail, within 21 days after the application is completed and received by the Mobility Services office.

Reservations

Eligible customers may call the Mainstream reservation lines up to 7 days prior to and at least one day in advance.

Fares

\$3.00 - ADA trip
\$3.50 - Non-ADA trip
\$89.00 - Monthly Pass

Service Area

The Americans with Disabilities Act qualified service area is defined as being within 3/4 mile distance of a fixed-route bus line. The service area is only valid during fixed-route hours of operation at the origin and destination locations. Locations outside of the 3/4 mile and outside the fixed-route hours of operation in that area will be considered non-ADA. Non-ADA service is provided upon availability.

Accompanying Customers on Mainstream

Mainstream customers may be accompanied on eligible trips to and/or from the same location by a Personal Care Attendant (PCA).

One PCA per eligible customer is allowed to travel without paying additional fare. Companions may travel with eligible customers based on space availability. Companions must pay full fare. Children age 6 and under may travel without paying additional fare. Children 7 and older must pay full fare.



Other Mobility Programs

Sedan Voucher Program -

COTA contracts with Urban Express to offer sedan transportation service to eligible Mainstream users. The service is available 24 hours a day, 7 days a week. Reservations may be scheduled up to 1 hour prior to the trip time. A maximum of 20 vouchers may be purchased per month at the cost of \$4.00 each.

Will Call Program -

COTA contracts with Urban Express to offer Will Call service to eligible Mainstream users. This service is available to customers who are receiving ongoing, long-term medical treatment (i.e. dialysis, chemotherapy, radiation, etc.) The service is available Monday through Friday from 5:00 a.m. until 9:00 p.m. The cost is \$3.50 per one-way trip.

CONTACT NUMBERS

COTA Mobility Services:

614-275-5828

COTA Connection:

614-228-1776

(press #1, then press #8)

COTA Information Line:

614-308-4300

Urban Express:

614-253-7000



**Central Ohio
Transit Authority**

**Mobility Services
Department**

Mainstream