

For questions regarding service, contact the COTA Mobility Services Department at 275-5828.



How To Use the Service

- ◇ Customers must be eligible Paratransit users.
- ◇ Customers must contact Urban Express directly.
- ◇ Customers must pay \$3.50 per one-way trip and show a valid COTA ADA I.D. card.
- ◇ Personal Care Attendants (PCA) ride at no charge.

CONTACT NUMBERS

**URBAN EXPRESS
TRANSPORTATION:
614-253-7000**

**COTA CONNECTION:
614-228-1776**

**COTA MOBILITY
SERVICES:
614-275-5828**

**Central Ohio
Transit Authority
Mobility Services
Department**

**Will
Call
Program**



Will Call Program

COTA has contracted with Urban Express to offer a Will Call service to eligible Paratransit users.

Will Call Program Eligibility

Current eligible Mainstream customers who are receiving on-going, long-term medical treatment (dialysis, chemotherapy, etc.) are eligible to use the Will Call Program. The Will Call Program does not replace Mainstream and customers do not have to use the service if they choose not to.

How the Service Works

The customer will contact Urban Express directly to take them to their medical treatment appointment and for the return trip. In order to assist with receiving timely service, calls for return trips should be made at least one-hour prior to pickup.

Will Call Program Hours

The service is available Monday through Friday from 5:00 a.m. until 9:00 p.m. when most medical treatment facilities are in operation.

Will Call Program Cost

The cost for Will Call is \$3.50 per one-way trip.

Customers can pay for this service in the following manner:

- Cash
- A \$3.50 (Non-ADA) ticket
- A \$3.00 ticket with a \$0.50 upcharge
- A Mainstream Monthly Pass

