

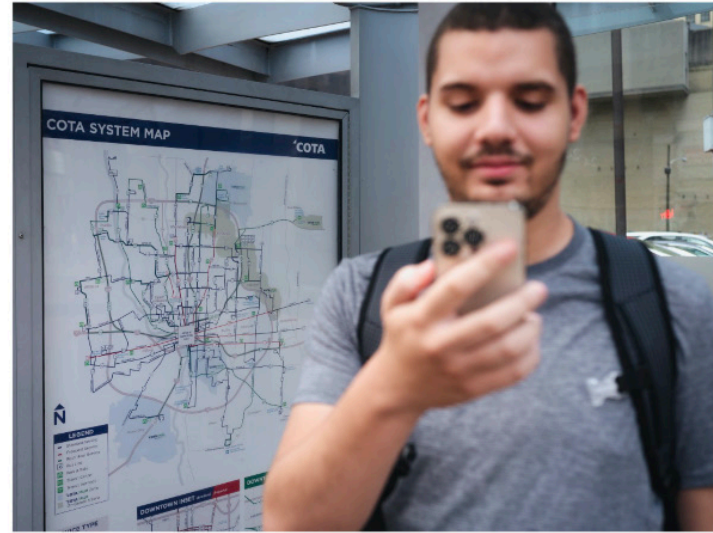


COTA

This card deck will provide you with useful tips while riding a COTA vehicle. Click NEXT to get started!



CARD 1 OF 16



COTA

Plan your trip in advance. To learn how to plan your trip, read the card deck titled "Planning your trip." Be prepared for inclement weather and have a back up plan in case your trip does not go as planned.



CARD 2 OF 16

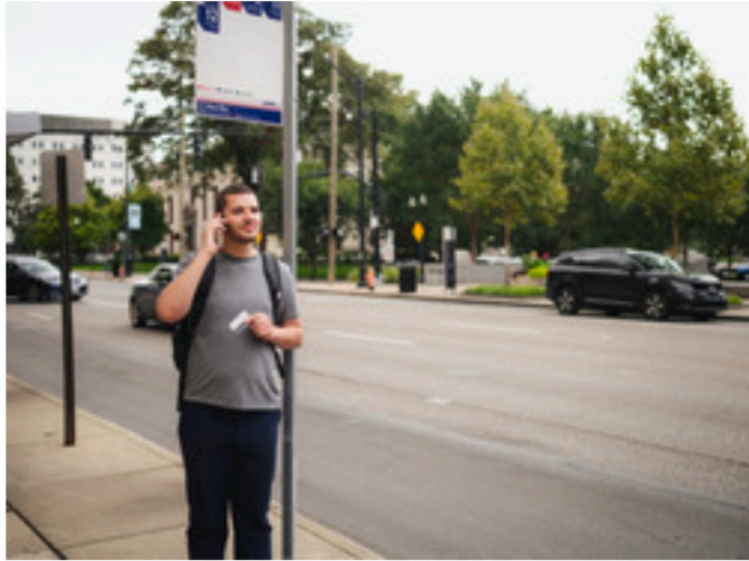


On your travel day, arrive at your transit stop a few minutes early. Look for the stop number listed at the top of the transit stop sign. Ensure that it matches the stop number you have planned to be at.



Wait for the vehicle near your transit stop. Some transit stops serve multiple lines. Transit stops that serve multiple lines have a bold number, street names and color. Always check the route number and name at the top of each vehicle as it arrives at the stop. Once you see the vehicle that matches your route number and name approaching, step toward the transit stop sign.





If your COTA vehicle does not come at the scheduled time and/or your Transit app is not showing an accurate display time for its arrival, text the stop number on the transit sign to 95292. This will give you text message updates about your vehicle. You can also call 614-228-1776 to speak with a Customer Care Advocate.



All COTA vehicles are equipped with bicycle racks on the front of the vehicle. If you are traveling with a bicycle, tell the Operator that you would like to load your bike.



When you arrive at your destination, let the Operator know that you need to get your bike. Return the bicycle rack back to the folding position.



If you have a mobility device or need help getting on or off the bus, let the Operator know. They can lower the bus or deploy the ramp.





Have your fare method ready. See the card deck titled "Fares and Ways to Pay" to learn more about how to pay for your ride with COTA. You can insert your cash fare in the fare box, scan the Transit app or scan your COTA Smartcard on the validator. Ask the Operator for a transfer if needed.

CARD 9 OF 16



During your ride, locate a seat. If there are no available seats, find a rail or strap to hold. Make sure you are behind the white or yellow passenger line on the floor. If you are using a wheelchair, the Operator will assist you with safely securing your device.

CARD 10 OF 16



While you ride, be aware of your surroundings. COTA vehicles are equipped with charging ports and offer free Wi-Fi for your use. For rules and tips for riding, see the card deck called: "Getting Help, Having a Safe Trip and Rules and Tips for Riding."



CARD 11 OF 16



COTA vehicles announce upcoming stops in different ways. The stops can be announced over an audio announcement. Listen for the announcement of your stop during your travel.



CARD 12 OF 16



The upcoming stop can also be shown in scrolling text at the front of the vehicle. If you're using the Transit app, you can follow along as you ride. Use those to know when you should get off the vehicle.



Let the Operator know that you would like to get off at the next stop. Pull the yellow cord above the window.





COTA

If possible, exit through the back door of the vehicle. If the door does not open automatically, touch it to open. You can exit at the front of the vehicle if you need the bus to be lowered or the ramp deployed. You can also exit at the front if you need to get your bike.



CARD 15 OF 16



COTA

Be Safe! After you get off, move away from the vehicle quickly. Wait for the vehicle to leave the curb before crossing the street. The vehicle is big, and cars cannot see you waiting to cross the street.



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