

This Card Deck will show you how to have a safe trip and how to get help riding COTA. Click NEXT to get started!

CARD 1 OF 9



There are many ways to receive help when using COTA. Call 614-228-1776 to reach COTA's Customer Care Advocates. They can help answer any questions about your trip. You can also find the number on our transit stop sign.

CARD 2 OF 9



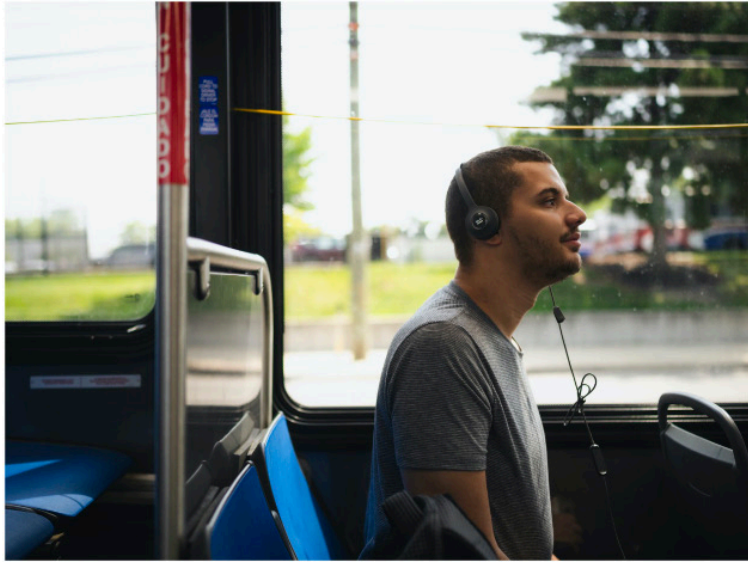
If you need help at any time while riding COTA, speak to the Vehicle Operator. They can help you with route information. They can also help you if you are feeling uncomfortable or see suspicious activity. Stand behind the white line when communicating with your Operator.

CARD 3 OF 9



Consider telling someone about your trip. Tell them you are taking COTA. Tell them where you are going. You can also share your route. It's always good to be early and prepared.

CARD 4 OF 9



COTA

If you have a device, turn down the volume. You can also wear headphones.



CARD 5 OF 9



COTA

Priority seating is located in the front of the vehicle. It is for people with a disability or those travelling with mobility devices. It is also for people who may need extra space.



CARD 6 OF 9

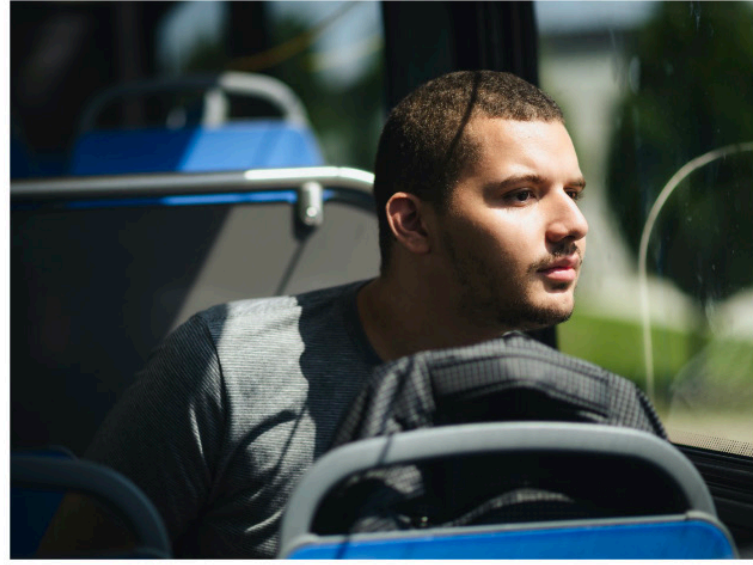


COTA

There is no smoking, eating or drinking allowed on COTA vehicles.



CARD 7 OF 9



COTA

Keep your belongings with you at all times. Hold them on your lap or at your feet. Keep them in sight at all times.



CARD 8 OF 9



If you have lost or forgotten an item on COTA, call 614-228-1776 right away. To help you, they may ask you questions. Tell them what your route number was. You can also tell them what day and time you were travelling.