



NEWS RELEASE

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COTA Announces Focused Service to Meet Community Mobility Needs during Coronavirus Outbreak

COLUMBUS, Ohio — The Central Ohio Transit Authority (COTA) will be moving to focused service beginning Tuesday, March 17, allowing COTA to be flexible to address changing community needs, while maintaining service to the vast majority of existing routes. Customers can get updated schedule information from the following sources:

- The COTA Customer Information Center at 614-228-1776;
- COTA.com;
- Updated routes posted on transit vehicles as service changes;
- News organizations, which will receive regular updates from COTA.

In addition, the Transit App and Google Maps will update with information as we enter adjusted service into our system.

Focused service will allow COTA to reallocate transportation capacity to align with priority community services during this time of need. COTA Leadership is in continued contact with Governor Mike DeWine's Office, Mayor Andrew Ginther, state and local health officials and schools to understand the need.

With the announcement of breakfast and lunch distribution centers for Columbus City School children, COTA wants to remind the community that children under 48 inches tall always ride COTA at no charge. During this challenging time, children taller than 48 inches who need to access a meal at these [school food locations](#) can make the COTA operator aware they need a ride for no charge as well.

"These are challenging times and COTA is working to ensure our system is nimble to adapt to the changing mobility needs of our community," said COTA President/CEO Joanna M. Pinkerton. "This means evaluating where our resources are needed most, including for residents who must still get to work, receive health services, need access to food, and rely on social programs that help their families."

[Mainstream and Mainstream On-Demand](#), which serves hundreds of senior citizens and ADA customers daily, will continue with normal service this week.

COTA's Customer Information Center and Customer Experience Center will remain open during regular business hours. Customers with questions can call the COTA Customer Information Center at 614-228-1776.

COTA remains committed to our "Stop the Spread" campaign, including the implementation of thorough sanitation measures on all transit vehicles, as well as transit centers and terminals. COTA has invested in extra staff to ensure sanitation is in compliance with guidelines provided by the Centers for Disease Control & Prevention. For more information on COTA's "Stop the Spread Campaign," click [here](#).

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COTA is the recipient of the 2018 American Public Transportation Association's Outstanding Public Transportation Award and provides nearly 19 million passenger trips in Central Ohio each year. As the region's mobility systems integrator, COTA is driven each day to solve the mobility needs of the community by utilizing technology, establishing community partnerships and applying sustainability principles that provide equitable access to jobs, healthcare and education.

cota.com

To request this information in an alternative format, call (614) 228-1776.