



## *Dear Friends & Neighbors,*

The holiday season is approaching, and with it, cooler weather. That means COTA is in high gear making preparations to ensure our customers can reach their destinations — whether it's to the grocery store, a polling location, a holiday event or somewhere else — safely and effectively throughout the colder months.

We are also excited to share that our proud tradition of **waiving all transit fares on Election Day to all customers and to our American heroes on Veterans Day will continue**, thanks to COTA's Board of Trustees. To help improve access to polling locations, we will waive fares so **customers can easily board any COTA transit vehicle on Tuesday, Nov. 7.**



## ***Plan Your Trip to the Polls***

Voters can check polling locations on the [Franklin County Board of Elections website](#). Once a voter has found their polling location, they can plan their trip with the Trip Planner at [COTA.com](#) or through the [Transit app](#).

Customers can take COTA's fixed-route transit, COTA Mainstream, Mainstream On-Demand and COTA//Plus to reach their polling location on Nov. 7.

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## ***Celebrating Our Nation's Heroes***

Our Veterans and active military have given so much to our country and this community — we are forever grateful for their sacrifice. It is our honor to once again celebrate their service by offering Veterans access to our entire system at no cost to them on Veterans Day.

### **Veterans Ride at No Cost to Them on Nov. 10-11**

All Veterans and active military service members can board any of COTA's services at no cost to them on Nov. 10-11 when they:

- Provide military-issued identification to the Operator when boarding
- Wear a Veterans hat or article of clothing
- Or verbally identify as a Veteran or active member of the military





### Honoring COTA's 94 Veterans

COTA will recognize our nearly 100 Veteran employees with a breakfast and ceremony on Nov. 10. In addition to this annual event, we are proud to provide an inclusive environment, opportunities and support to COTA's Veterans and their families through our Veterans Employee Resource Group (VERG), which has grown to 113 members. These employees are committed to helping our local Veterans by assisting in community events that connect them to crucial services year round.

### Supporting Veterans Year Round

We are honored to be able to serve those who have served us and offer Veterans half-price fares every day. [Learn more about the discount here.](#)

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### *Breaking Ground at the Mobility Center at Rickenbacker*

We are also excited to announce that on Oct. 4, we broke ground on the new Mobility Center at Rickenbacker alongside partners, which include the [State of Ohio](#), [Columbus State Community College](#), [Mid-Ohio Food Collective](#) and more.

**This groundbreaking paves the way for a sustainable transportation hub that will:**

- Connect COTA's fixed-route service to the Groveport Rickenbacker Employee Access Transit (GREAT) shuttle and other county connections, increasing mobility options for tens of thousands of employees
- Be equipped with a food pantry, daycare, community garden, educational center and even more features to support the region and its economic stability
- Be designed with sustainability in mind as an all-electric facility with a rain garden, electric charging locations and other eco-friendly features



### ***Be Prepared: Winter Weather on the Way***

As winter draws nearer and the promise of snow looms, remember that COTA waives fares during Level 2 and 3 Snow Emergencies in Franklin County. Avoid dangerous driving conditions and move with COTA instead.

**Regardless of Snow Emergencies, customers can prepare to ride with us this winter by:**

- **Dressing warmly.** Wear layers and waterproof clothing.
- **Wearing bright colors.** Bright clothing helps our Operators recognize customers during low visibility.

- **Planning ahead.** Use COTA.com's Trip Planner or the Transit app to plan ahead and account for potential delays due to inclement weather.



As always, we are *grateful* for the opportunity to  
*move every life forward* in any weather.

*Joanna*  
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President/CEO

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