

# DOWNTOWN C-PASS EMPLOYEE FAQ

## How can I get a Downtown C-pass?

Since District property owners pay for the Downtown C-pass, you must first work in an eligible property. Here is the [eligibility map](#). Second, you must also work an average of 15 hours a week and plan to for at least two months. Then, just talk to your HR manager to get your Downtown C-pass.

## How long does the program run?

The program is currently funded through December 31, 2020.

## Will this bus pass cost me anything?

No. It's free to you. Downtown property owners in the Capital Crossroads Special Improvement District with support from MORPC are picking up the cost of unlimited access to the entire COTA bus system for people who work in their district.

## Is there a special bus pass I'll receive?

Yes, the C-pass requires a special credential, and you have several options. [This sheet](#) offers an overview of the different credential types. Your employer will work with you to select a C-pass credential.

## Can I have both types of COTA credentials?

No. You may only have one active credential at a time. But, you can switch during the program if you want. Contact your C-pass account manager to update your credential choice.

## Will the smartphone app work with any smartphone?

The smartphone app works with both iPhone and Android devices. Unfortunately, it will not work with Windows phones at this time.

## Is the C-pass only for commuting to work?

No. It offers unlimited access on all COTA routes any time, any day of the year. That includes all regular lines and special routes like the CMAX, AirConnect and Zoo Bus from downtown to the Columbus Zoo & Aquarium. C-pass even covers bus fares for OSU football service from the Park & Rides at Ohio State Fairgrounds (must pay for parking) or Crosswoods (parking is free) to the Horseshoe on game day! It also includes paratransit services if the rider meets disability requirements ([review requirements on COTA's website here](#)).

## What happens if I leave my job?

Your C-pass will be de-activated because the program is only available for eligible employees.

## Can I let my spouse or a friend borrow my C-pass?

No. If you share your pass with someone, you will be disqualified from the program. This program is only valid for eligible employees in the district.

## I've never even ridden the bus. Should I still get a C-pass?

Yes! The pass costs you nothing, so why not? We've got lots of [commuting resources](#) to become more familiar with commuting options. And just because you get a pass, doesn't mean you must use it every day. You can use it as much or as little as you want.

The CBUS Circulator is a great way to try the bus. It's free circulator that runs up and down High Street between the Brewery District/German Village and the Short North. Hop on for a lunch outing to the Short North—it runs every 10-15 minutes.

## But what happens if school calls and my child is sick, or I need to unexpectedly work overtime and miss the last bus?

Gohio Commute offers Emergency Ride Home, which provides up to four free taxi rides per year for just these reasons. Visit [Gohio Commute](#) for more information and a complete list of resources. You can always contact the Mid-Ohio Regional Planning Commission with questions or to request a customized (and complimentary) commuting options consultation.

## Why is this program happening?

Downtown property owners in the Capital Crossroads Special Improvement District recognized the parking crunch was impeding Downtown development. Without a feasible or cost-effective parking solution, the owners turned to transit to help ease the parking woes. A 2015 study revealed transit ridership nearly doubled when employees were given access to a free transit pass.

**i More questions?** We're happy to help. Contact us at (614) 591-4184 or [info@downtowncpass.com](mailto:info@downtowncpass.com). [DowntownCpass.com](http://DowntownCpass.com).

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