

DOWNTOWN C-PASS EMPLOYER FAQ

What companies are eligible?

You can view eligible buildings on [this map](#). Companies register employees who work in eligible buildings. Contact us at info@downtowncpass.com or (614) 591-4184 if you have more questions.

How long does the program run?

Enrollment is open at DowntownCpass.com.

The program is funded through December 31, 2020.

How much does it cost?

There is no cost to employer or employee. It's funded by Capital Crossroads Special Improvement District property owners, Mid-Ohio Regional Planning Commission, and other generous [funders](#).

How does my company participate?

Companies administer the benefit to employees. First, designate an account manager within your company. Then create an account at DowntownCpass.com. You'll upload eligible employees and select COTA credentials. Once you're up and running, you'll add new employees and delete those who leave your company.

Please also review the [C-pass Employer Agreement](#). Contact us at info@downtowncpass.com or (614) 591-4184 if you have more questions.

Are all my associates eligible?

Employees must work at least 15 hours on average each week to be eligible for the C-pass. Unpaid interns can also participate as long as they meet other eligibility requirements.

We have some contract employees. Are they eligible?

Yes, if they work at least 15 hours on average each week and are expected to serve at least a two-month tenure at your office. You can either administer the benefit or their employer can. Please have them contact Program Director Kacey Brankamp at (614) 591-4504 for more information.

Is there a special bus pass?

Yes, the C-pass requires a special credential, and you have several options. [This sheet](#) offers an overview of the different credential types. You may offer two credential options for your company, but the employee may only have one.

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. Employees may download it on either work-issued or personal cell phones.

Can employees use the pass for non-work trips?

Yes, the C-pass is an unlimited pass good 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 or Crosswoods to the Horseshoe on game day!

Are employees who use paratransit services eligible?

Of course! The Downtown C-pass includes paratransit services if the rider meets [disability requirements](#).

What happens when an associate leaves our company?

Your designated company account manager needs to login at DowntownCPass.com and deactivate the associate by deleting him from the member portal. The account manager will receive a reminder email once a month to verify eligible employees in the member portal.

I don't think our associates ride the bus or would even know how. Should we still sign up?

Yes! The passes are free to your company and employee, so why not? We've got lots of [commuting resources](#) to become more familiar with commuting options. And just because employees get a pass doesn't mean they must use it every day.

The CBUS Circulator is a great way to try the bus. It's a 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.

See if you have an internal commuting champion. This person might already ride the bus, bike or walk, and can encourage others to try it out and help answer questions.

You can also schedule an orientation for your employees with C-pass staff to discuss all kinds of commuting options.

But what happens if an associate gets sick, needs to unexpectedly work overtime or has an emergency?

Gohio Commute offers Emergency Ride Home, which provides up to four free taxi rides per year for just these reasons. Visit [Gohio Commute](#) for a complete list of resources. Learn more and register (you must sign up in advance).

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.

Property owners and community partners launched the Downtown C-pass to see if a transit incentive would help bring more jobs downtown, stabilize low-wage positions and shift attitudes and behaviors toward commuting in Columbus.

More questions?

Contact us at [\(614\) 591-4184](tel:6145914184) or info@downtowncpass.com.
DowntownCpass.com.



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