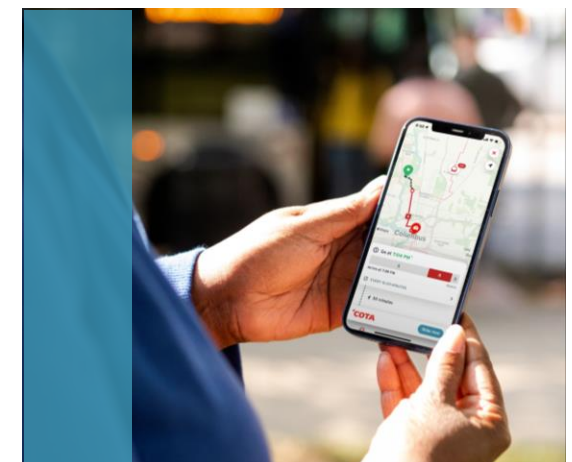
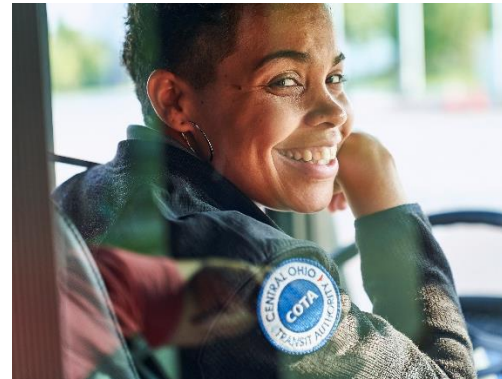
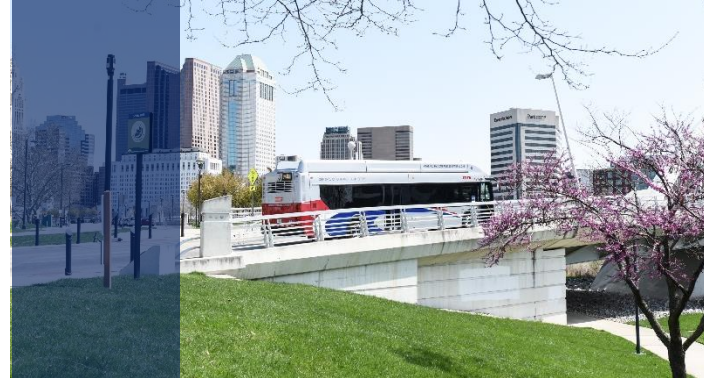


welcome!

THIS MEETING
WILL START
SHORTLY.

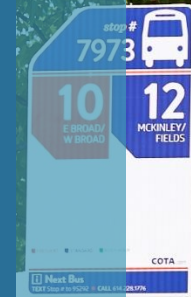


COTA

May 2024

SERVICE CHANGE MEETINGS

Jan. 16 & 18, 2024



Meeting Format

This meeting is held in person in the COTA Boardroom located at 33 N. High St. It is also streaming on Facebook Live.

We are also recording this public comment meeting. The recording will be posted on our website at COTA.com following the meeting.

HOW TO COMMUNICATE WITH COTA

Time for questions and comments is available after the presentation. If joining by Facebook Live, submit comments and questions via the comment box. Please be considerate of meeting attendees and COTA staff.

Feedback can also be submitted at COTA.com/contact or by calling the Customer Care Center at 614-228-1776.





New Customer Care Hours to Better Serve You

New Customer Care Hours

Mon-Fri: 6 a.m.-9 p.m.

Sat, Sun: 8 a.m.-6 p.m.

Holidays: 8 a.m.-5 p.m.



Increasing & Retaining Our Workforce

COTA has explored creative ways to recruit and hire new Operators. **Thanks to these hiring efforts, COTA increased service in September 2023 and maintained these levels in January. We are happy to announce we plan to increase service again in May.**

COTA will continue to adjust transit schedules each trimester when we can add more service hours.



COTA is HIRING!

Anyone interested in a rewarding career at COTA can learn more and apply at [COTA.com/careers](https://www.cota.com/careers).

- **Competitive Hourly Wages** including annual bonuses.
- **Comprehensive insurance:** medical, dental, vision
- Health flexible spending accounts
- **Retirement/savings benefits:** Ohio Public Employees Retirement System (OPERS), Deferred Compensation Plan
- Vacations, holiday, sick pay
- **New:** Full-paid family leave for all full-time and part-time COTA employees
- Domestic partner benefits
- Monthly student loan payment stipend (after six months)
- Biometric screening, fitness and wellness reimbursement
- Personal training and development, job advancement and Employee Assistance Program (EAP)



April Hiring Event

Join us on April 24 from 10 a.m. to 5:30 p.m. at 1333 Fields Ave. for our Transit Operator Hiring Event and learn what it takes to move our city forward every day. You could leave this event with a job offer!

- Chat with COTA Operators to learn what it takes to keep Central Ohio moving.
- Learn about wages, benefits and training.
- Experience the hiring process, including onsite interviews.
- Drug screenings and background checks to be completed later.



LinkUS

Central Ohio's Comprehensive Transportation & Growth Initiative

By 2050, Central Ohio will grow to 3.15 million people. LinkUS is a carefully researched plan to address that growth while connecting communities and creating opportunities for a more equitable and sustainable region.

LinkUS means Central Ohio's future will include...

- Faster, more reliable public transportation through Bus Rapid Transit (BRT)
- Safe, expanded bike and pedestrian paths
- Walkable communities
- Increased affordable housing options
- 60,000+ new jobs by 2030
- New and enhanced community resources and amenities

Learn more and influence our plans at

LinkUsColumbus.com

New Look for Schedule Brochures

We collected customer feedback regarding our service brochures and how they could better serve the community. Our new and improved brochures rolled out with January service changes and are now designed in an easy-to-print format for customers who need to take them on the go.

Thank you to all the customers who shared feedback with us to make these improvements.

1 KENNY / LIVINGSTON *frequent* COTA

MOVING YOU FORWARD

FARES

STANDARD, FREQUENT, RUSH HOUR	\$2	Half-price fares are available for Seniors, Veterans, Key ID holders and those on Income Assistance. For more information about discounts, passes and fare capping, visit COTA.com/fares .
CHILDREN AGES 5-12 Ages 4 and under ride at no cost	\$1	
WITH ADA CARD	No Fare	
DAYPASS	\$4.50	
31-DAY PASS	\$62	

VEHICLE FREQUENCY

STANDARD	FREQUENT	RUSH HOUR
Mon-Fri: 5 a.m.-11 p.m. Sat, Sun: 5 a.m.-10 p.m. Departure times 16-60 minutes apart	Mon-Fri: 5 a.m.-11 p.m. Sat, Sun: 5 a.m.-10 p.m. Departure times 15 minutes or less	Mon-Fri: 6:30 a.m.-9 a.m. and 3 p.m.-6 p.m.

USING YOUR SCHEDULE

NORTH → Direction of the line

→ Stop intersection or landmark

→ Timepoint / Transfer Zone

→ Departure time
PM times shown in **BOLD**

← LATE-NIGHT LINEUP
← ARRIVAL DEPARTURE AT STOP

LEGEND

- Standard Service
- Frequent Service
- Direction
- Timepoint
- Transfer/Timepoint
- Transfer Line
- Transfer Terminal
- Park and Ride

TRANSFERS

This vehicle line has transfer stops in Downtown. There are 2 Transfer Zones that allow transfer to Lines 1-11 and CMAA. All lines stop in each zone with the exception of Line 10, which only stops in Zone 2.

WESTBOUND/NORTHBOUND

ZONE 1: N High St & E Long St Stop 5910
ZONE 2: S High St & E Broad St Stop 6464
ZONE 3: E Mound St & S High St Stop 1797

EASTBOUND/SOUTHBOUND

ZONE 1: N High St & W Long St Stop 4101
ZONE 2: N High St & W Broad St Stop 2900
ZONE 3: E Fulton St & S High St Temporary Construction Stop

COTA.com | Need help? COTA Customer Service (614) 228-1776 | Effective as of Jan. 1, 2024

TRANSIT APP

Download the Transit app to plan, track and pay for your trips.

Only pay for what you use!
Fares are capped at \$4.50 a day or \$62/month when you use the app or a COTA Smartcard.

COTA.com/transitapp

HOLIDAY SERVICE

Please note: COTA observes Sunday schedules on holidays, including New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving and Christmas.

1 KENNY / LIVINGSTON *frequent* COTA

LINE 1 MAP

FARES

STANDARD, FREQUENT, RUSH HOUR	\$2	Half-price fares are available for Seniors, Veterans, Key ID holders and those on Income Assistance. For more information about discounts, passes and fare capping, visit COTA.com/fares .
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COTA.com | Need help? COTA Customer Service (614) 228-1776 | Effective as of Jan. 1, 2024

LOCAL DESTINATIONS

- Reynoldsburg Park and Ride
- Livingston & Barnett Park and Ride
- Nationwide Children's Hospital
- Downtown
- The Ohio State University
- Riverside Methodist Hospital
- Carriage Place Shopping Center

1 KENNY / LIVINGSTON *frequent* COTA

MONDAY-FRIDAY

SOUTH / EAST

Reynoldsburg Park and Ride	Livingston Ave & Johnson Rd	Livingston Ave & James Rd	Livingston Ave & Champion Ave	Livingston Ave & Parsons Ave	E Fulton St & S High St	N High St & W Broad St	N High St & W Long St	University Shopping Center	Riverside Hospital	North Broadway & Riverside Hospital	University Shopping Center	North Broadway & Riverside Hospital	University Shopping Center	Reynoldsburg Park and Ride
A	B	C	D	E	F	LATE NIGHT	ZONE 1	ZONE 2	ZONE 3	G	H	I	J	K
4:46	4:54	5:03	-	5:07	5:19	-	5:28	5:30	5:35	5:39	5:41	5:50	5:56	6:07
-	-	-	5:14	5:21	5:33	-	5:43	5:45	5:50	5:54	5:56	6:05	6:11	6:22
5:15	5:23	5:32	-	5:36	5:48	-	5:58	6:00	6:05	6:09	6:11	6:20	6:26	6:37
-	-	-	5:44	5:51	6:03	-	6:13	6:15	6:20	6:24	6:26	6:35	6:41	6:52
5:45	5:53	6:02	-	6:06	6:18	-	6:28	6:30	6:35	6:39	6:41	6:50	6:56	7:07
-	-	-	6:13	6:20	6:32	-	6:43	6:45	6:50	6:54	6:56	7:05	7:11	7:22
6:14	6:22	6:31	-	6:35	6:47	-	6:58	7:00	7:05	7:09	7:11	7:20	7:26	7:37
-	-	-	6:42	6:49	7:02	-	7:13	7:15	7:20	7:24	7:27	7:37	7:44	7:55
6:43	6:51	7:00	-	7:04	7:17	-	7:28	7:30	7:35	7:39	7:42	7:52	7:59	8:10
-	-	-	7:12	7:19	7:32	-	7:43	7:45	7:51	7:55	7:58	8:08	8:15	8:26
7:13	7:21	7:30	-	7:34	7:47	-	7:58	8:00	8:06	8:10	8:13	8:23	8:30	8:41
-	-	-	7:42	7:49	8:02	-	8:13	8:15	8:21	8:26	8:29	8:39	8:46	8:57
7:43	7:51	8:00	-	8:04	8:17	-	8:28	8:30	8:36	8:41	8:44	8:54	9:01	9:12
-	-	-	8:12	8:19	8:32	-	8:43	8:45	8:51	8:56	8:59	9:10	9:17	9:28
8:13	8:21	8:30	-	8:34	8:47	-	8:58	9:00	9:06	9:11	9:14	9:25	9:32	9:43
-	-	-	8:42	8:49	9:02	-	9:13	9:15	9:21	9:26	9:29	9:41	9:48	9:59
8:43	8:51	9:00	-	9:04	9:17	-	9:28	9:30	9:36	9:41	9:44	9:56	10:03	10:14
-	-	-	9:11	9:18	9:31	-	9:43	9:45	9:51	9:56	9:59	10:12	10:19	10:30
9:12	9:20	9:29	-	9:33	9:46	-	9:58	10:00	10:06	10:11	10:14	10:27	10:34	10:45
-	-	-	9:41	9:48	10:01	-	10:13	10:15	10:21	10:26	10:29	10:42	10:50	11:01
9:42	9:50	9:59	-	10:03	10:16	-	10:28	10:30	10:36	10:41	10:44	10:57	11:05	11:16
-	-	-	10:11	10:18	10:31	-	10:43	10:45	10:51	10:56	10:59	11:12	11:20	11:31
10:12	10:20	10:29	-	10:33	10:46	-	10:58	11:00	11:06	11:11	11:14	11:27	11:35	11:46
-	-	-	10:40	10:47	11:00	-	11:13	11:15	11:22	11:27	11:31	11:44	11:52	12:03
10:41	10:49	10:58	-	11:02	11:15	-	11:26	11:30	11:37	11:42	11:46	11:59	12:07	12:18
-	-	-	11:10	11:17	11:30	-	11:43	11:45	11:52	11:57	12:01	12:14	12:22	12:33
11:11	11:19	11:28	-	11:32	11:45	-	11:58	12:00	12:07	12:12	12:16	12:29	12:37	12:48
-	-	-	11:40	11:47	12:00	-	12:13	12:15	12:22	12:27	12:31	12:44	12:52	13:03
11:41	11:49	11:58	-	12:02	12:15	-	12:28	12:30	12:37	12:42	12:46	12:59	1:07	1:18
-	-	-	12:10	12:17	12:30	-	12:43	12:45	12:52	12:57	1:00	1:13	1:21	1:32
12:11	12:19	12:28	-	12:32	12:45	-	12:58	1:00	1:07	1:12	1:16	1:28	1:36	1:47
-	-	-	12:40	12:47	1:00	-	1:13	1:15	1:22	1:27	1:30	1:43	1:51	2:03

9

A photograph of a white COTA bus with blue and red stripes, parked at a bus stop. Several people are waiting at the stop. The background shows trees and a clear sky. The text 'service CHANGES' is overlaid on the left side of the image.

service CHANGES

The following service adjustments are proposed to begin on Monday, May 6, 2024.

Workforce Outlook for May 2024

COTA's growing ranks of Transit Operators made it possible to restore service to our community in September 2023 and maintain service levels in January 2024.

COTA currently anticipates expanding some service offerings in May 2024. Public input helps COTA prioritize which of the following recommendations will be made in May.





Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2024!

Zoo service begins Saturday, May 4 and operates on weekends until Memorial Day. Beginning Memorial Day, May 27 and running through Labor Day, Sept. 2, the Zoo Bus will operate seven days a week.

Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, Independence Day and Labor Day.

For more information about COTA Zoo Bus service, visit COTA.com/ZooBus or call (614) 228-1776. For Zoo and Zoombezi Bay hours, visit columbuszoo.org.

Proposed Changes

The following changes are **not** dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
9 W Mound/Brentnell	More direct southbound route through downtown Columbus. Some transit stop locations would change.	Transit Operator feedback. More direct travel through downtown.
71 Hilliard	Extend Line 71 to Hilliard United Methodist Church Park and Ride.	Customer request for service north of Renner Road.
74 Smoky Row	COTA is proposing to close St. Peters Park and Ride.	Low usage. St. Andrews Park and Ride is available nearby.
All lines	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.
Zoo Bus	Zoo Bus service will resume.	Seasonal service during summer months.

Key: rationale / public feedback

Priority Service Increases

- These potential changes are proposed as priority improvements.
- **Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which changes will be made in May.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
3 Northwest/Harrisburg	Weekday: every 45 minutes	Proposed: Weekday frequency improvement to every 30 min.	Growing ridership. Customer request.
23 James/Stelzer	Weekday: every 30 minutes	Proposed: Weekday frequency improvement to every 15 min.	Growing ridership. Customer request.
34 Morse	Weekday: every 30 minutes	Proposed: Weekday frequency improvement to every 20 min.	Growing ridership. Customer request.

Key: rationale / public feedback

Other Proposed Service Increases

- The following changes are identified as options **should workforce resources grow beyond current expectations.**
- **Not all proposed service increases will be possible,** but public feedback will help COTA prioritize which changes will be made in May.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
23 James/Stelzer	Sunday: every 60 minutes	Proposed: Sunday frequency improvement to every 30 min.	Growing ridership. Customer request.
34 Morse	Saturday & Sunday: every 60 minutes	Proposed: Sunday and Saturday frequency improvement to every 30 min.	Growing ridership. Customer request.

Key: rationale / public feedback

Other Proposed Service Increases

- The following changes are identified as options should **workforce resources grow beyond current expectations**.
- **Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which changes will be made in May.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
<p>1 Kenny/Livingston 2 E Main/N High 10 E Broad/W Broad CMAX</p>	<p>Weekdays: every 15/30 minutes all day Saturday: every 20 minutes/40-minute branches</p>	<p>Proposed: Frequency improvement to every 10 min between 2 p.m. and 5 p.m. on weekdays. Frequency improvement to 15 min on Saturdays with 30-min branches.</p>	<p>Growing ridership. Customer request.</p>
<p>7 Mt Vernon</p>	<p>All days: every 30 minutes & 60-minute branches</p>	<p>Proposed: Weekday frequency improvement to every 15 min with 30-min branches.</p>	<p>Growing ridership. Customer request.</p>
<p>All Standard & Frequent Lines</p>	<p>Saturdays: every 9 p.m. & 10 p.m. lineups Sundays: Lineups all day</p>	<p>Proposed: Add 11 p.m. lineup on Saturdays and Sundays for Lines 1-11, CMAX and 102. Operate crosstown lines 1 hour later on weekends.</p>	<p>Growing ridership. Customer request.</p>

Key: rationale / public feedback

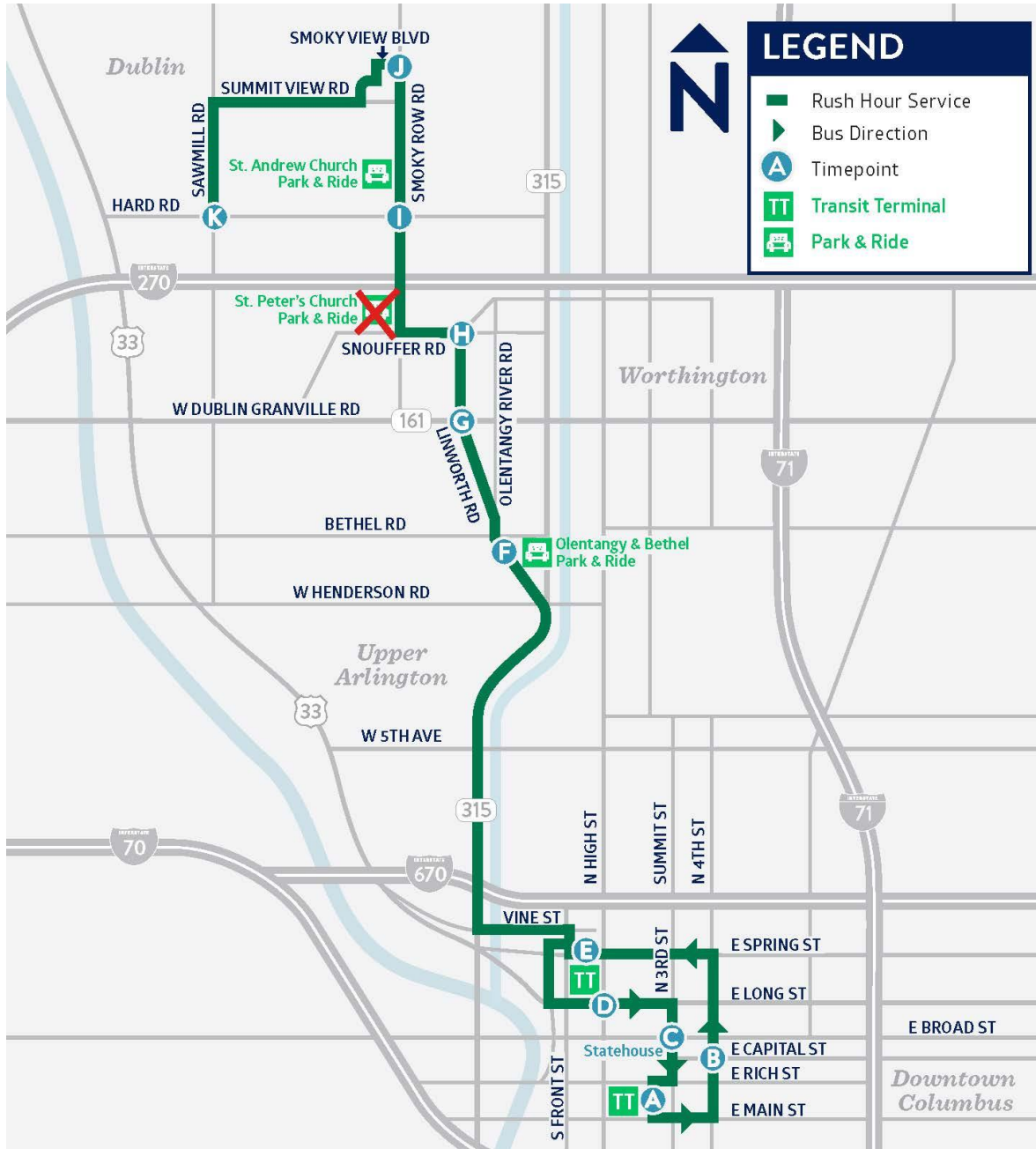
Line 9 Southbound Route Change in Downtown



Due to Transit Operator feedback, COTA is proposing that Line 9 take the following route through downtown

Columbus: From Nationwide Boulevard heading westbound, turn left on High Street, then right on Spring, then left on Marconi to continue along the existing route.

Line 9 would stop serving westbound Stop 7513 on Nationwide at High and southbound Stop 6321 on Front at Nationwide. Line 9 would instead serve southbound Stop 4100 on High at Nationwide and westbound stop 3142 on Spring at Front.



St. Peters Park and Ride on Line 74 would close

Due to low usage, COTA is proposing to close **St. Peters Park and Ride**. The transit stops in front of St. Peters Park and Ride would remain open, but the parking spaces would no longer be reserved for COTA customers. Nearby St. Andrews Park and Ride would remain open to customers who wish to park their cars and ride transit.

Line 71 extension to Hilliard UMC Park and Ride

Due to customer feedback, COTA is proposing to use Hilliard United Methodist Church Park and Ride as the new end of line location for Line 71 in Hilliard.

Under this proposal, Line 71 would return to serving all stops between Renner Road and Cemetery Road along Hilliard-Rome Road and Main Street.





Improving Access to CMAX Service

Streamlining the number of stops along Cleveland Avenue is one factor that helps CMAX travel faster than a typical transit line. However, some customers have trouble accessing stops that are spaced farther apart.

COTA is seeking feedback on how to better balance the competing interests of fast CMAX service with more accessible station locations. Options being considered include adding one or more new CMAX stations along Cleveland Avenue.

Due to area construction, changes to CMAX stop spacing likely could not take place until September 2024 at the earliest.

Q&A Chat

Have a question about the proposed service changes?

- If joining in person, please wait for the host to call guests up to the podium.
- If joining via Facebook Live, please comment with questions in the livestream.
- Visit COTA.com/contact to suggest how we can improve COTA's service.



Final service changes will be announced at the April public information meetings. Join in on **April 4 at 6 p.m.** OR **April 9 at noon.**

“ We provide solutions that *connect* people to prosperity through innovation, dedication and teamwork.”

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