

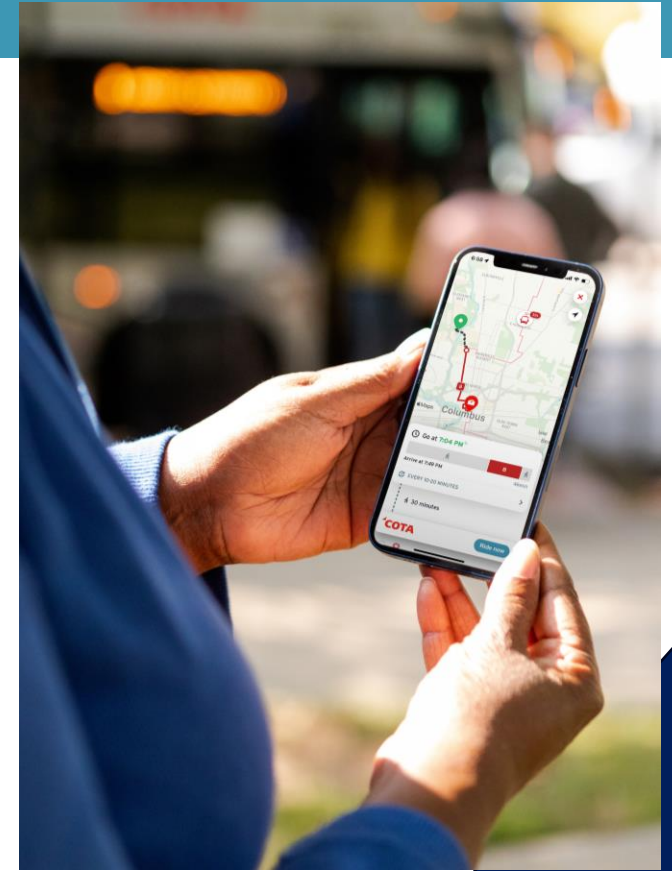
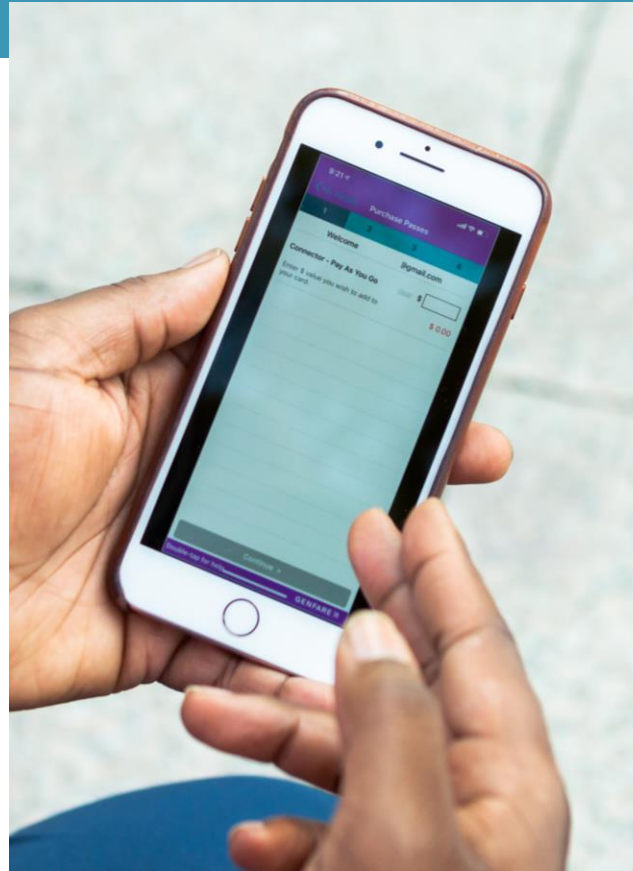
Transfer Your Funds From the COTA Connector App

The COTA Connector App will be discontinued on **Dec. 31, 2026.**

Transfer your funds to the Transit app & get a \$4.50 credit!



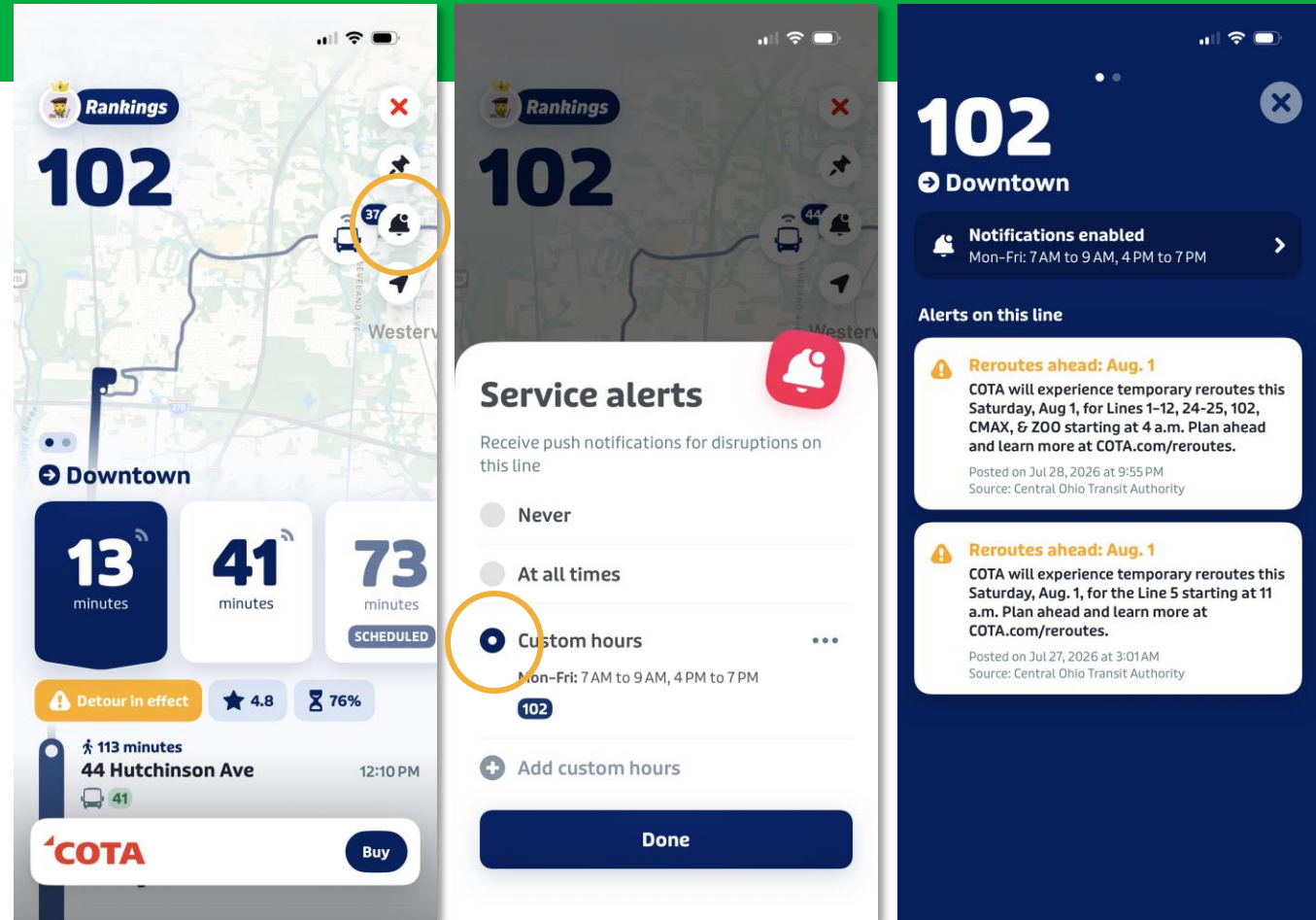
*Balance
Transfer
Form*



Subscribe to Transit App Alerts

- Select your route
- Tap the bell icon
- Choose your notification times

Tap the yellow box with a warning triangle to view alerts for your line.



Tap to Pay

Riders can now use
Tap To Pay to ride COTA.

*It's just one more way
to move your way!*

Learn more at **COTA.com/tap**.



NOW ACCEPTING



VISA

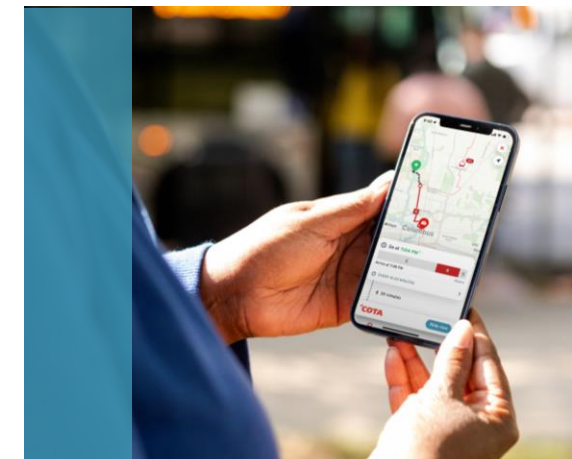
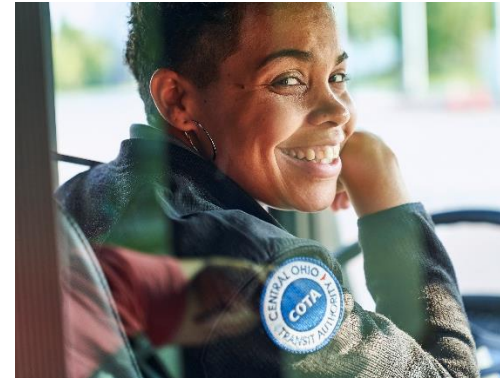
Apple Pay

G Pay

SAMSUNG pay

welcome!

THIS MEETING
WILL START
SHORTLY.



TITLE VI Notice

COTA adheres to a policy of non-discrimination to ensure that no person is excluded from participation in, denied the benefits of or subjected to discrimination on the grounds of race, color or national origin, with regard to both COTA services and facilities.



‘COTA

September 2026

**SERVICE CHANGE
PUBLIC
INFORMATIONAL
MEETINGS**

AUG. 6 & 11, 2026



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.

A recording of the public information meeting will be posted on our website at **COTA.com/servicechanges** following the meeting.

HOW TO COMMUNICATE WITH COTA

There will be time for questions and comments after the presentation. After the Q&A session, attendees are welcome to stay and speak directly with Planners and COTA staff.

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 COTA Customer Care at **614-228-1776**.



Service Delivery

We know missed trips, long waits and last-minute cancellations have disrupted your day. We understand your frustration — providing reliable service remains our highest priority

What's Behind It:

- Fleet maintenance issues at COTA
- There is a nationwide recall for the batteries within the 50 electric buses in our fleet.
- Relying more on our CNG buses, putting more miles on them, requiring more repairs.

What We're Doing About It:

- Strengthening vehicle maintenance processes
- Working closely with the manufacturer to complete recall repairs as quickly as possible.
- 38 new buses are arriving August-October, with 38 additional buses on the way by 2027.
- Installing new charging stations on routes
- Improving communication to YOU

Short-Range Transit Plan (SRTP) Update

Planning the future of transit in Central Ohio.

Adopted by the COTA Board of Trustees on July 22, 2026

A five-year plan (2027–2031) built on data, rider and community feedback and local partnerships, advancing smarter service, better connections and the LinkUS vision.

WHAT THIS MEANS FOR RIDERS:

- Recommendations roll out over the next five years.
- COTA will share each recommendation and timeline with the public first.
- COTA will monitor ridership and gather rider input before any change.
- If a change removes a service in use, COTA will identify alternative mobility options.

View the plan at COTA.com/srtp.



Service CHANGES

The following service adjustments will begin on Monday, Sept. 7, 2026.



Summary of September 2026 Final Service Changes

LINE	LINE NAMES	CURRENT SERVICE	CHANGES
1	Kenny/Livingston	Travels between Carriage Place and Reynoldsburg Park and Ride through Downtown. Some trips turn back early at Riverside Hospital.	Will split into two routes and passengers will have to transfer in Downtown: 1 Kenny (North): will operate between Ohio State Outpatient Care Dublin & Downtown Columbus 1 Livingston (East): will operate between Reynoldsburg Park and Ride and Downtown Columbus
30	Hilliard-OSU	New line connecting Hilliard, Upper Arlington, OSU and Downtown Columbus • Starts south of Hilliard UMC Park and Ride on Heritage Club Dr • Travels on Neil Ave to Downtown • Buses run every 30 minutes 7 days a week	
32	N Broadway	Travels between Hilliard UMC Park and Ride and Easton Transit Center	Service west of Kingsdale Shopping Center will be discontinued. Will travel between Easton Transit Center and Kingsdale Shopping Center

Summary of September 2026 Final Service Changes

LINE	LINE NAMES	CURRENT SERVICE	CHANGES
<i>Line 73 & Zoo Bus</i>	Dublin & Zoo Bus	Dublin Park and Ride is located on the northeast corner of Dale Dr and Banker Dr	Zoo Bus and Line 73 will pick up riders at a new Park and Ride location at the northwest corner of Dale Dr and Bridge Park Ave.

Minor schedule improvements will be considered for all lines.

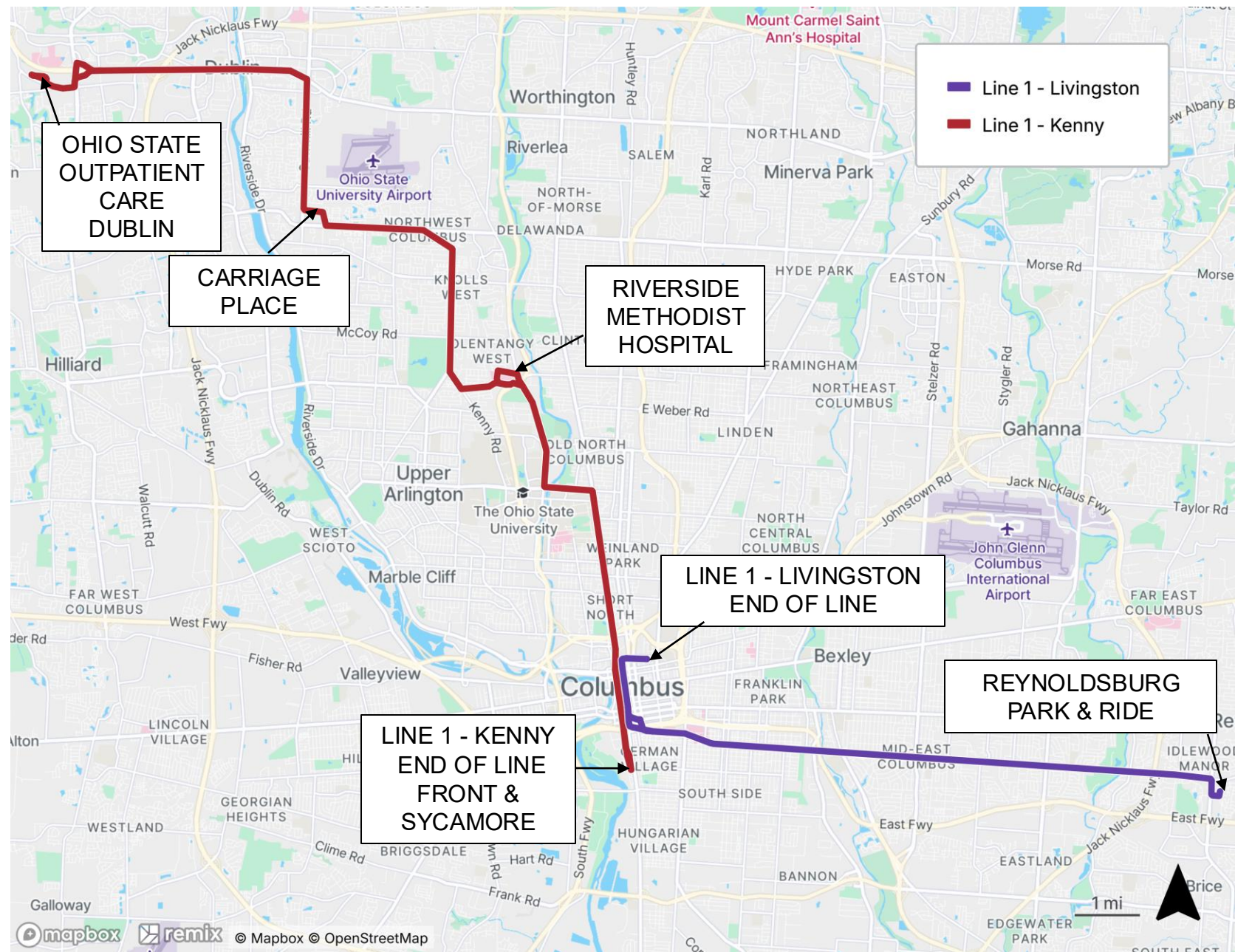
LINES	CHANGES	RATIONALE
<i>21, 22 & 24</i>	Adjust schedules to improve on-time performance.	Continuous improvement.

Line 1 Kenny/ Livingston Split and Extension

- **Current service:** Operating from Carriage Place to Reynoldsburg Park and Ride.
- **September Changes:** Split Line 1 Kenny/Livingston into two lines, Line 1 Kenny and Line 1 Livingston.

Extend Line 1 Kenny north from Carriage Place to Ohio State Outpatient Care Dublin. Every other trip will run between Downtown and Riverside Hospital.

- **Frequency:** Both lines run every 15 minutes, with the new extension on Line 1 Kenny running every 30 minutes.
- **Rationale:** LinkUS Initiative, new connections and better Operator experience.



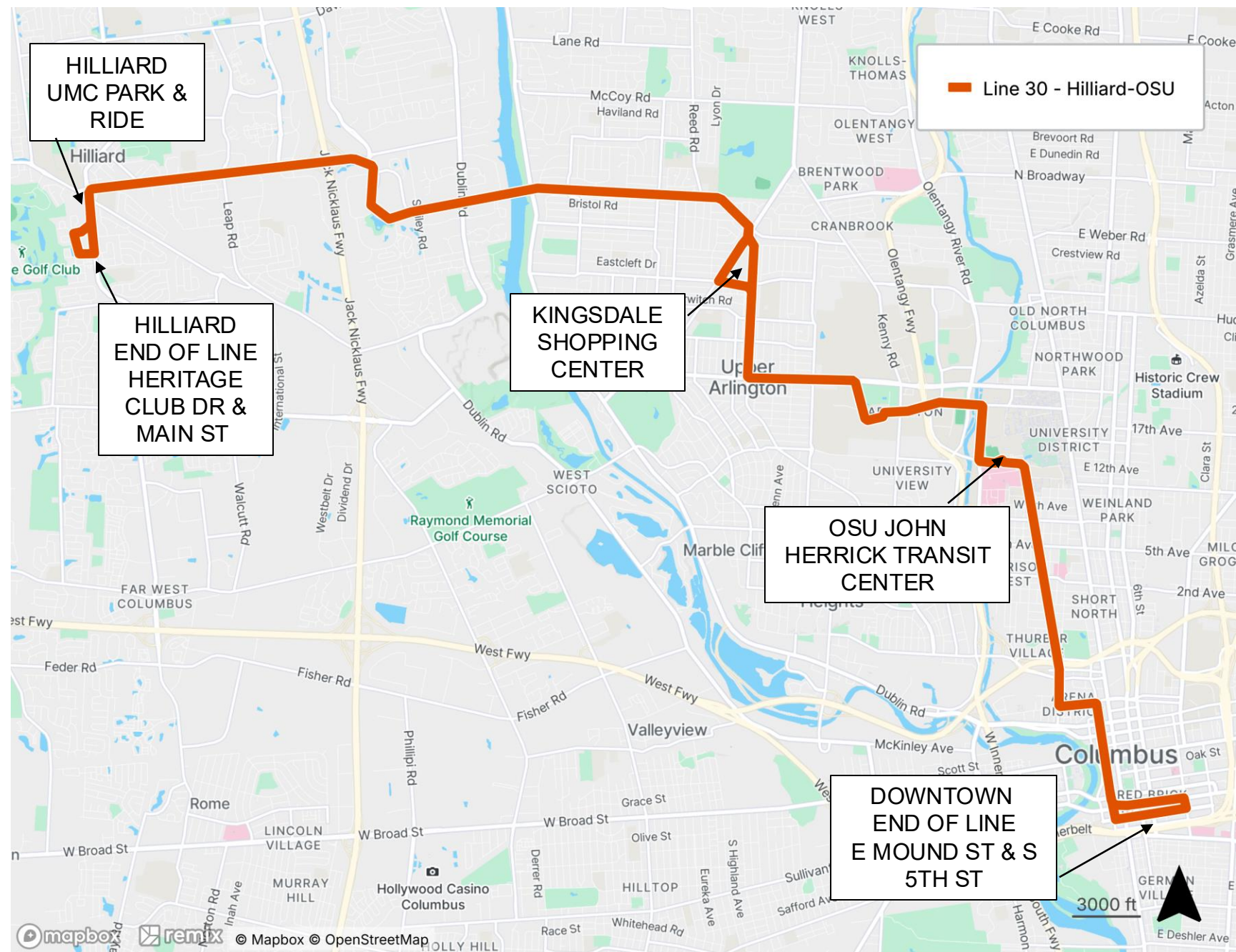
Line 1 Kenny/ Livingston Split Downtown and End of Lines

- **Overlapping stops:** Line 1 **Kenny** and Line 1 **Livingston** will serve overlapping stops on High Street between Nationwide Blvd and Rich St.
- The overlapping stops provide opportunities for customers to transfer between Line 1 Kenny and Line 1 Livingston.



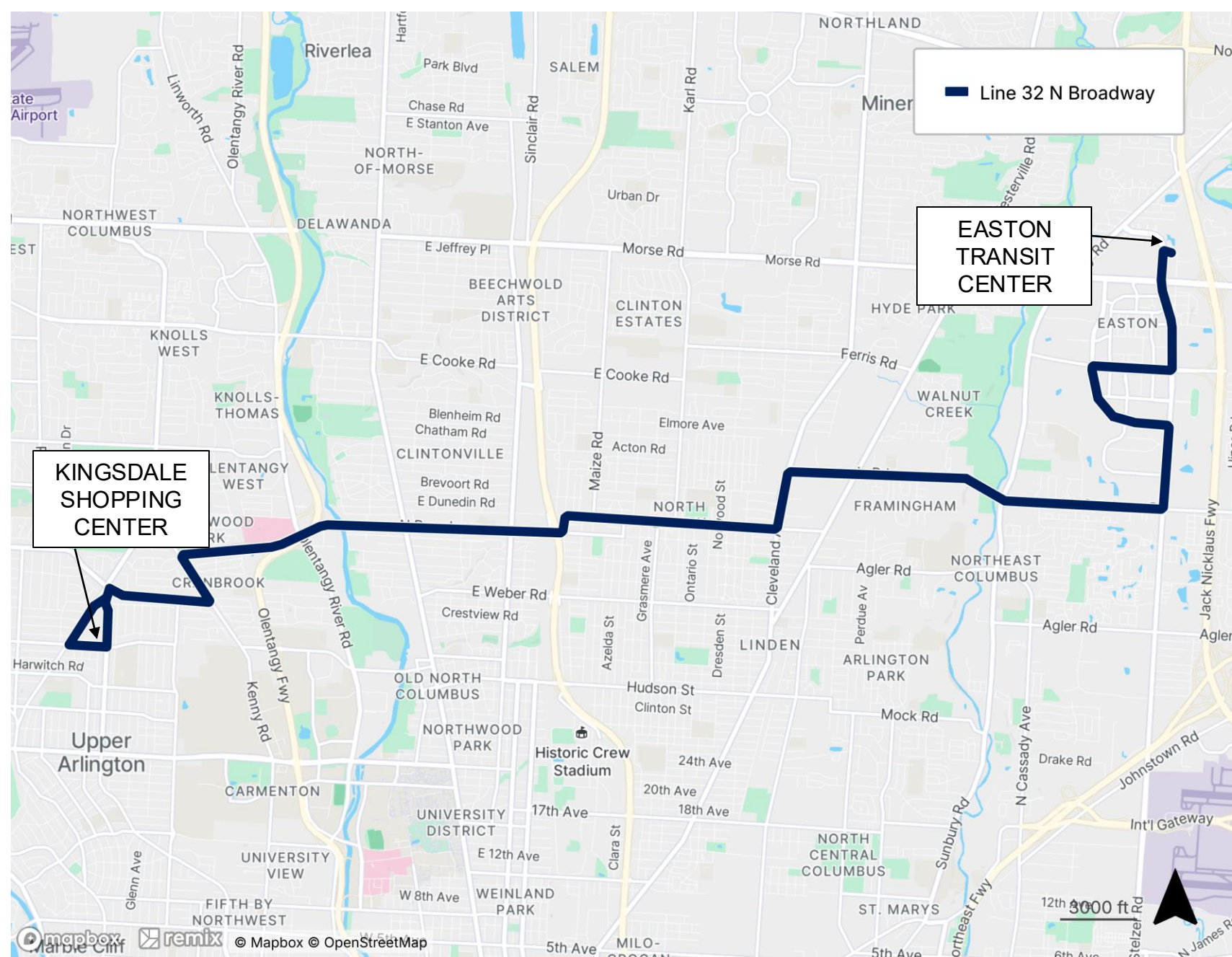
Line 30 Hilliard-OSU New Line

- **September Service:** Line 30 will connect Hilliard, Upper Arlington, OSU Main Campus and Downtown Columbus via Neil Ave.
- **Frequency:** Buses will run every 30 min., seven days a week.
- **Rationale:** LinkUS Initiative and new connections.



Line 32 N Broadway Alignment Change

- **Current service:** Operates from Hilliard Park and Ride through Upper Arlington to Easton Transit Center.
- **September changes:** Line 32 will no longer serve areas west of Kingsdale Shopping Center, only running between Kingsdale Shopping Center and Easton Transit Center.
- **Frequency:** will remain every 60 min.
- **Rationale:** New Line 30 will provide service west of Kingsdale Shopping Center, allowing for more efficient and streamlined service.

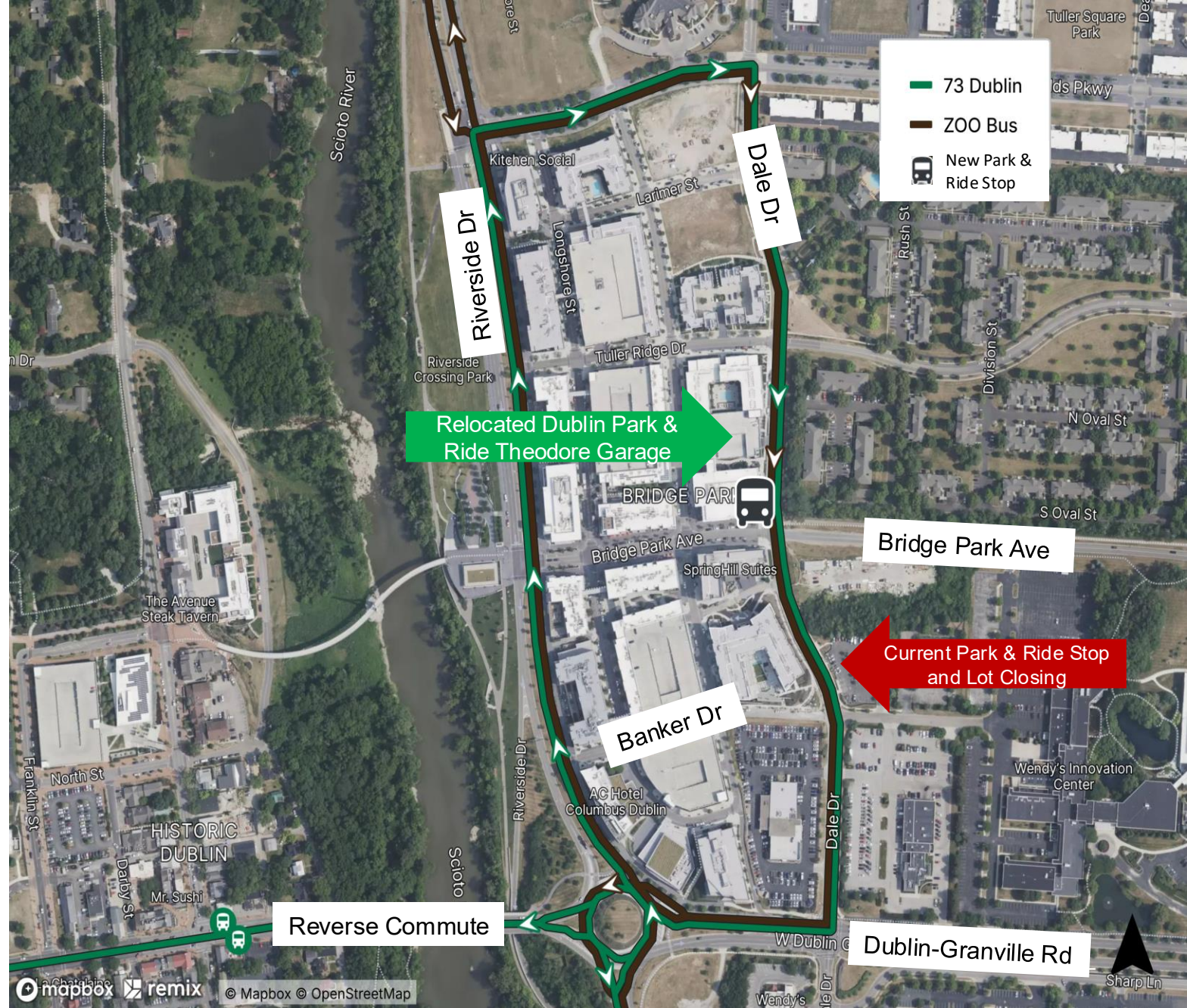


Dublin Park and Ride Location

- **Current service:** Line 73 and Zoo Bus pick up riders at the Dublin Park and Ride on Dale Dr.
- **September changes:** Zoo Bus and Line 73 will pick up riders at a new Park and Ride location at the northwest corner of Dale Dr and Bridge Park Ave.

Riders may park in the Theodore Garage for free while using COTA service.

- **Rationale:** The existing Dublin Park and Ride will close and a new park and ride will open in the near future.





Zoo Bus Service

COTA's seasonal Zoo Bus continues through fall 2026!

The Zoo Bus offers a convenient, affordable way to enjoy a day at the Zoo for under \$10, or to soak up the sun at Zoombezi Bay with a \$10 off voucher.

Zoo Bus Schedule 2026

- **Daily:** Now through – Sept. 7
- **Friday, Saturday and Sunday:** Sept. 8–Oct. 31

Zoo Bus will follow COTA's holiday/Sunday schedule for Labor Day, Monday, Sept. 7.

For more information about the COTA Zoo Bus, visit COTA.com/ZooBus or call 614-228-1776.

For Zoo and Zoombezi Bay hours, visit columbuszoo.org.

September Service Changes Open House

Join us for a community open house to learn more about September service changes, including changes to Line 1 and the introduction of the new Line 30.

Tuesday, Aug. 25, 2026 | 6–8 p.m.

**Bob Crane Community Center, Event Center C
3200 Tremont Rd., Upper Arlington, Ohio 43221**

Get route information, ask questions and learn how these changes may affect your trip.

Public Feedback

Below is a summary of feedback we gathered during the May 2026 Service Change Public Comment meetings.

<i>Comment summary:</i>	<i>Staff Action:</i>
Please check and make sure materials are not left on the bus (e.g., religious brochures)	Staff reminded service line to remove any non-COTA material nightly.
Please check bike racks on buses.	We check bike racks on each preventative maintenance check before a bus pulls out of the garage. If the bike rack is broken, please alert your Operator, who will report it to maintenance.

Public Feedback

Comment summary:

We heard requests for more trips on Line 43, 45 and 61, and SRTP proposal comments.

Answer:

Adopted by the COTA Board of Trustees on July 22, 2026
A five-year plan for transit improvements (2027–2031), built on data and system analysis, rider and community feedback and collaboration with local partners. The SRTP highlights opportunities for smarter service, better connections and a transit system that meets the needs of our growing region and helps us deliver on the LinkUS vision.

Please keep sharing your feedback! While we cannot address all requests at once, we will do our best to address your requests in the future. You can share feedback at public meetings and at COTA.com/contact.

Q&A Chat

Have a question about the final 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 feedback or questions in the comment section.
- Visit COTA.com/contact to suggest how we can improve COTA's service.



**Public Comment Meetings for the January 2027 Service
Changes will be held on Sept. 17, 2026, at 6 p.m. &
Sept. 22, 2026, at noon**



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

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