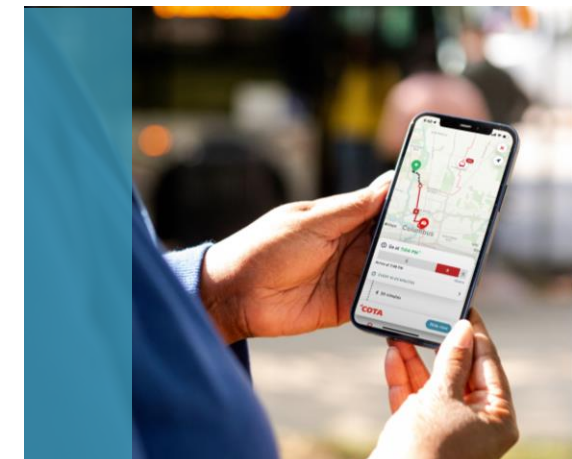
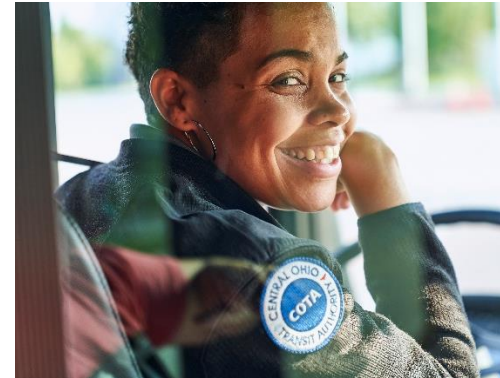


*welcome!*

THIS MEETING  
WILL START  
SHORTLY.



**‘COTA**

***September 2025***

**SERVICE CHANGE  
PUBLIC COMMENT  
MEETINGS**

May 14 & 20, 2025





# 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 comment meeting will be posted on our website at **COTA.com** following the meeting.

## HOW TO COMMUNICATE WITH COTA

There will be time for questions and comments 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**.



# Recruiting to Increase COTA Service

COTA has explored creative ways to recruit and hire new Operators. **Thanks to these hiring efforts, COTA has increased service each trimester since September 2023. We are excited to announce plans to improve and increase service again in September.**

COTA will continue adjusting transit schedules each trimester, aiming to add more service hours.





# Late-Night Service Expansion

Recent service changes that began on May 5 included expanded late-night service hours, with most bus lines operating past midnight Mondays through Saturdays.

**These major service changes are made possible thanks to the LinkUS initiative**, the region's comprehensive mobility and growth strategy that was approved by Central Ohio voters last November. The late-night improvements represent one of the first tangible investments delivering on LinkUS promises and positioning COTA on a path to ultimately becoming a 24-hour transit system.



**MIDNIGHT**  
*in* **MOTION**

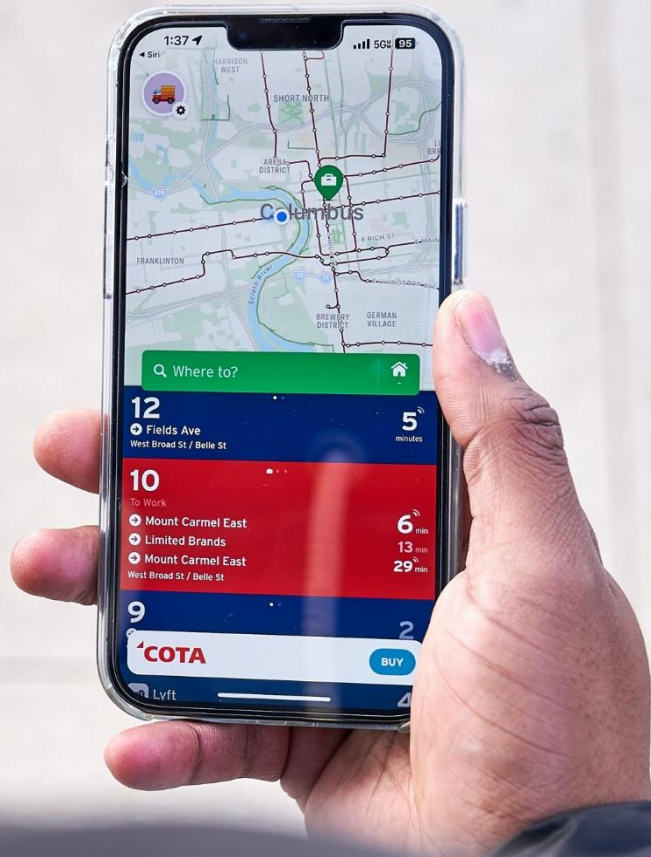
# COTA is HIRING

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

- **New competitive hourly wages** including annual bonuses
- **Comprehensive insurance:** medical, dental, vision
- Health flexible spending accounts (HSAs)
- **Retirement/savings benefits:**  
Ohio Public Employees Retirement System (OPERS),  
Deferred Compensation Plan
- Vacations, holiday, sick pay
- 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)







# *New* Mobile Ticketing Via Transit App

COTA is introducing a new digital fare payment option: mobile ticketing. This is designed to make the rider experience more convenient and entice riders to use a digital payment method, in lieu of cash or paper passes.

- Mobile ticketing allows riders to purchase a 1-Day or 31-Day Pass through the Transit app, which they may then scan on the validator when boarding.
- 31-Day passes are good for 31 days upon activation.
- Customers may activate the pass immediately or save it for later use.
- The mobile ticket will disappear from the Transit app when it expires.

# Trade in Your Discount Key Card for 31 Free Rides

Refresh your ride with a simpler way to pay! Now's the perfect time to switch from your Discount Key Card to a digital fare option. Trade in your Discount Key Card by June 12 and enjoy 31 free rides to get you started.

## Why make the switch?

- **Simple & Convenient:** Digital fare options are easy to use and available anytime, anywhere — whether you choose the **Transit app** or a **COTA Smartcard**.
- **Flexible:** Pay as you go or purchase a 31-Day Pass whenever it suits you best.
- **31 Free Rides:** For a limited time, you'll get 31 free rides when you make the switch before June 12.

## What You Need to Do:

- Visit COTA's Customer Experience Center at 33 N. High St.
- Have an active email account and know your corresponding password so we can help you make the switch to digital in just a few easy steps.

Make the change today and enjoy the benefits of a fresher, smarter way to ride! Learn more at [COTA.com/KeyCard](https://COTA.com/KeyCard).







# Safety/Cleanliness Reporting Option

Riders can report safety or cleanliness concerns conveniently and anonymously to COTA through our new messaging platform application. At COTA, providing a smooth, comfortable ride to our passengers is of utmost importance, and this new tool gives riders three easy options to report safety or cleaning issues by:

- **Calling 614-228-1776 for assistance**
- **Submitting a report online to [COTA.com/report](https://COTA.com/report)**
- **Scanning the QR code posted throughout the coach to directly report a concern**

In the event of a life-threatening emergency, customers should call 911.



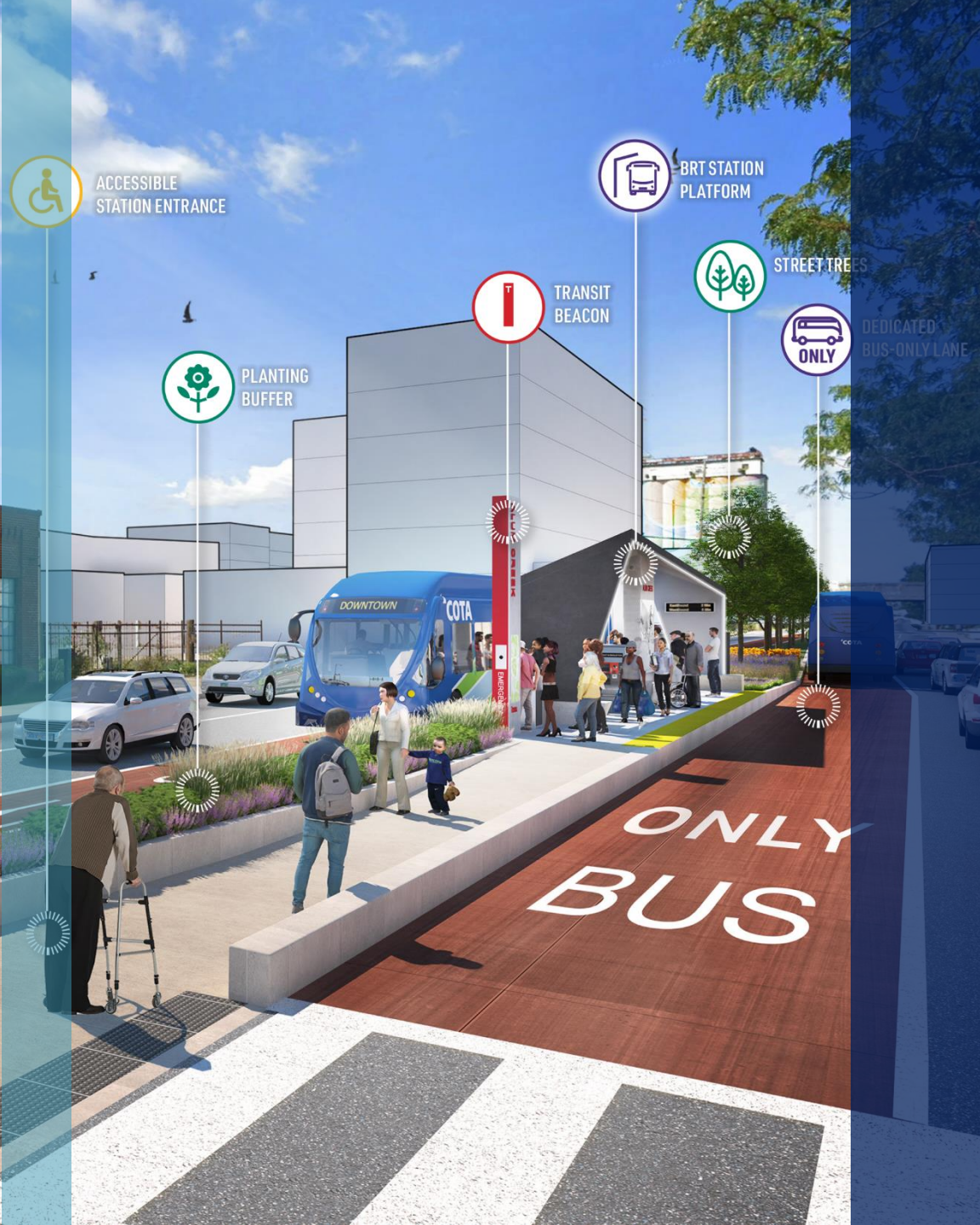
# Your Ticket to Summer Freedom

## Student Summer Pass

- Enjoy unlimited COTA access from May 15 to Sept. 15 for just \$62.
- From May 15 to Sept. 15, Central Ohio K-12 and university students can ride COTA all summer long — no limits, no hassle. Whether you're heading to work, meeting friends or exploring Columbus, your ride's covered.
- Pick up your Student Summer Pass for \$62 at the COTA Customer Experience Center (33 N. High St.) with your student ID. Learn more at [COTA.com/ssp](https://COTA.com/ssp).







# LinkUS

## Central Ohio's Comprehensive Transportation & Growth Initiative

### What's Next?

- **Happening Now:**

- Community engagement continues
- 10 transit-supportive infrastructure projects are under construction — including sidewalks, trails and bikeways throughout COTA's service area

- **Summer 2025:**

- LinkUS Progress Report will be released this month
- Look for community briefings and more public outreach over the next several months

- **Fall 2025:**

- Northwest BRT corridor will reach 30% design
- LinkUS team will share updates on the East Main BRT corridor at 60% design

- **2026:**

- Construction on West Broad Street BRT corridor will begin

Follow our progress at [LinkUSColumbus.com](https://LinkUSColumbus.com)



# *service* CHANGES

The following service adjustments  
are proposed to begin on  
Monday, Sept. 1, 2025.





# September 2025 Growth and Improvements

COTA's growing team of transit Operators made it possible to increase service for our community in May 2025.

**Public input will help COTA prioritize the improvements that will be made in September 2025.**



# Zoo Bus Service

COTA's seasonal Zoo Bus has returned!

- **May 10-25:** Weekends Only
- **May 26-Sept. 1:** Daily
- **Sept. 2-Oct. 31:** Friday, Saturday & Sunday

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

For more information about COTA Zoo Bus service, visit [COTA.com/ZooBus](https://COTA.com/ZooBus) or call 614-228-1776.

For Zoo and Zoombezi Bay hours, visit [columbuszoo.org](https://columbuszoo.org).





# Proposed Service Increases

**Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which of the following changes will be made in September.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
<b>34</b> Morse	Weekday: every 15 minutes Weekend: every 30 minutes	Saturdays: every 15/20 minutes	Growing ridership. <b>Customer request.</b> High productivity on weekends.
<b>102</b> Polaris/ N High	Weekday: every 30 minutes Weekend: every 60 minutes	Saturdays: every 30 minutes	Growing ridership. <b>Customer request.</b> High productivity on weekends.
<b><i>All Rush Hour Only Lines</i></b>	Select trips during Rush Hour commute times on weekdays only	Review adding one or more trips on lines experiencing increased demand	Growing ridership due to return to office orders. <b>Customer request.</b>

**Key:** rationale / public feedback

# Other Service Changes

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

LINE	CHANGES	RATIONALE
<i>All Lines</i>	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.

Key: rationale / public feedback



# 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.
- You may also leave feedback directly related to service changes through our [survey form](#) or scan the QR code
- Visit **COTA.com/contact** to leave general comments related to how we can improve COTA's service.



**Final service changes** will be announced at the August public information meetings.  
Join in on **Aug. 7 at 6 p.m.** and **Aug. 12 at noon.**



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

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