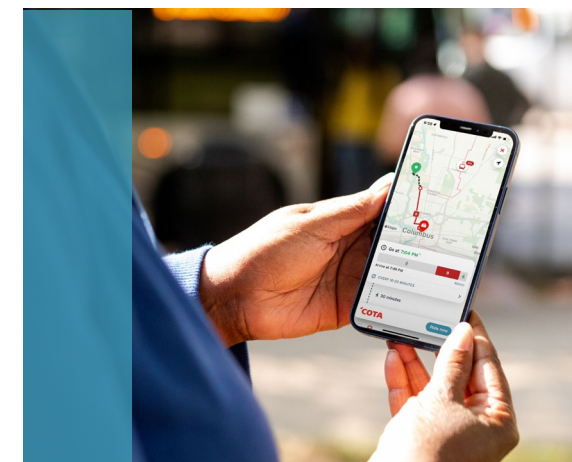


*welcome!*

THIS MEETING  
WILL START  
SHORTLY.





**‘COTA**

*January 2026*

# SERVICE CHANGE PUBLIC COMMENT MEETINGS

Sept. 9 & 11, 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**.







# More Improvements Coming in 2026

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.**

**While there are a few modifications in January, you can expect more improvements later next year once COTA's Board of Trustees approves the 2026 budget.**

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









# Zoo Bus Service

Reminder! Seasonal Zoo Bus service will extend into  
September and October on weekends only

- **Sept. 2–Oct. 31:** Friday, Saturday & Sunday

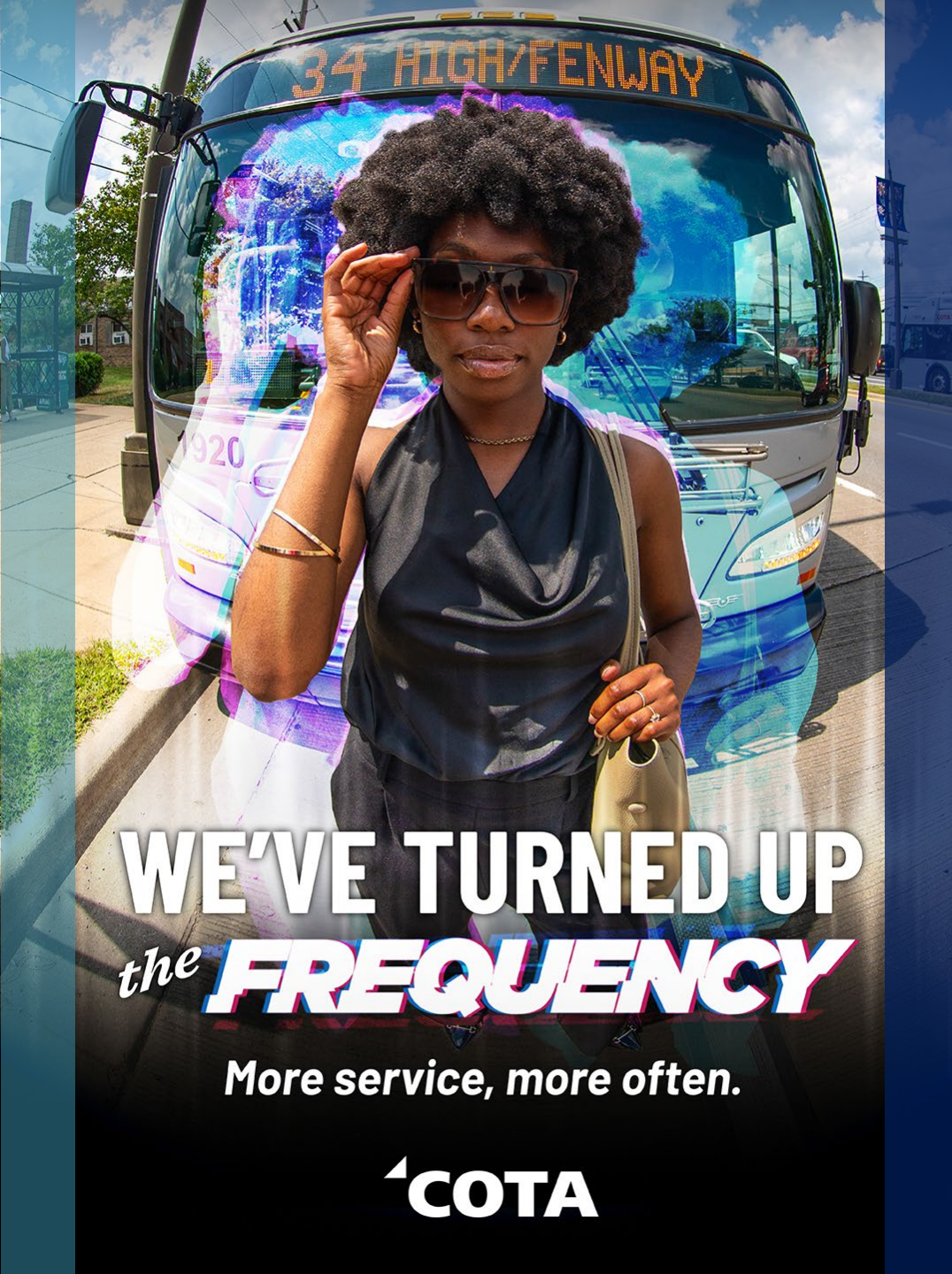
The Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, Juneteenth, Independence Day and Labor Day.

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).







# WE'VE TURNED UP *the* **FREQUENCY**

**More service, more often.**

**COTA**

## We Turned Up the Frequency

In September 2025, we put your feedback in motion and turned up the frequency! With increased weekend and downtown bus frequency, COTA is helping you get to work, run your errands and visit friends faster.

- Line 34: Increased to every 15 minutes on Saturdays
- Line 45: Added one morning and one afternoon trip
- Line 52: Added one morning and one afternoon trip
- Line 72: Added one morning and one afternoon trip
- Line 102: Increased to every 30 minutes on Saturdays



# SHARE YOUR COTA EXPERIENCE

***Take Our Customer Satisfaction Survey***



**TAKES LESS THAN 15 MINUTES**



**AVAILABLE IN MULTIPLE LANGUAGES**

Share your feedback at  
**[cotasurvey.com](https://cotasurvey.com)**.



**COTA**

English | Español | नेपाली | العربية | Af-Soomaali



# *service* CHANGES

The following service adjustments  
are proposed to begin on  
Monday, Jan. 5, 2026.





# January 2026 Growth and Improvements

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

**Public input will help COTA prioritize the improvements that will be made in January 2026.**





# Summary of January 2026 Proposed Service Changes

LINES	LINE NAMES	CHANGES
<b>22</b>	OSU/Rickenbacker	Extension to new Mobility Center at Rickenbacker
<b>24</b>	Hamilton	Extension to new Mobility Center at Rickenbacker
<b><i>Construction Impacts</i></b>		Transit terminals upcoming construction and general construction impacts
<b><i>MCAR (Mobility Center at Rickenbacker)</i></b>		Opening in January
<b><i>Zoo Bus</i></b>		Seasonal service ending on Oct. 31

# Schedule Adjustments

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.
<i>Rush Hour Service</i>	Staff is currently monitoring rush hour service and may implement additional trips as needed to support demand.	Due to an increase demand traveling to and from Downtown.

Key: rationale / public feedback



# Mobility Center at Rickenbacker *Opening January 2026*

Located at the southwest corner of  
Shook Road and London-Groveport Road  
at 6675 Shook Rd., Columbus, Ohio 43217

Serving COTA Lines 22 OSU/Rickenbacker  
and 24 Hamilton with connections to  
**GREAT Workforce Shuttles** and space for  
future rural transit agency connections.

The center will be home to amenities such as:

- Indoor waiting area
- Conference room
- Bike/scooter share facilities
- Mid-Ohio Food Collective





# Line 22 OSU / Rickenbacker Alignment Extension

- **Current service:**
  - **SB:** Alum Creek Dr–Rohr Rd–Port Rd–London–Groveport Rd
  - **NB:** Alum Creek Dr–Spiegel Dr–Port Rd–West on Rohr Rd–Continue on Alum Creek Dr
- **Changes:** Reroute to end at the new Mobility Center at Rickenbacker (MCAR) located at 6675 Shook Rd.
- **Service starting Jan 5:** Line 22 will no longer end at the marathon stop at Alum Creek Drive and London-Groveport Road and instead end south of London-Groveport Road at MCAR.
- **Rationale:** To serve the new mobility center and improve rider experience.





# Line 24 Hamilton Alignment Extension

- **Current service:**
  - **SB:** Hamilton Road–Green Pointe Dr–Rohr Rd–Port Rd–London–Groveport Rd
  - **NB:** Alum Creek Dr–Port Rd–Rohr Rd–Green Pointe Dr–Hamilton Rd
- **Changes:** Reroute to end at the new Mobility Center at Rickenbacker (MCAR) located at 6675 Shook Rd.
- **Service starting Jan 5:** Line 24 will no longer end at the marathon stop at Alum Creek Drive and London-Groveport Road and instead end south of London-Groveport Road at MCAR.
- **Rationale:** To serve the new mobility center and improve rider experience.





# Line 102 Polaris Pkwy/N High Alignment Change & New Stops

- **Current service:** Line 102 utilizes High Cross Blvd to form a loop in the Crosswoods area currently.
- **Changes:**
  - **NB:** no changes.
  - **SB:** E Campus Blvd–Huntington Park Dr–Hutchinson Ave–Vantage Dr–East on Dimension Dr–North on High Cross Blvd–Continue on E Campus Blvd. SB stops will be added to accommodate the change.
- **Service starting Jan 5:** Will no longer utilize High Cross Blvd all the way south to Hutchinson Ave.
- **Rationale:** To improve the efficiency of Line 102 in the Crosswoods area.





# Upcoming Pantograph Construction Schedule

COTA will be starting construction on pantographs (overhead electric charging) at several transit terminals, including Westview, Spring St, Easton and Northland terminals. Below is the construction schedule outlining when work will be completed at each location:

- **Northland** – Q4 2025
- **Easton** – Q1 2026
- **Spring St** – Q2 2026
- **Westview** – Q2 2026

Please note that some routes and layover locations may be affected during this time. Check [www.cota.com](http://www.cota.com) for updates or call COTA's Customer Care Center at 228-1776.



# General Construction Impacts

COTA recognizes that construction-related disruptions can be inconvenient for our customers. We appreciate your patience and understanding as we work to maintain safe and reliable service.

To help riders stay informed, we're sharing details about current and upcoming long-term construction impacts that may affect service:

CONSTRUCTION PROJECT	IMPACT
<b>E Broad St Phase 1 Widening (City of Columbus) – I-270 to Outerbelt St</b>	<ul style="list-style-type: none"><li>• Sub Phase 1 on the north side of E Broad St, expected to last into early 2026</li><li>• Sub Phase 2 will last well into 2026</li></ul>
<b>W Broad St Widening (ODOT) – Camp Chase Railroad to Hollywood Casino Drive</b>	<ul style="list-style-type: none"><li>• Sub Phases 1 &amp; 2 (occurring concurrently now) to be completed by the end of 2025<ul style="list-style-type: none"><li>• The SE corner of E Broad St &amp; S Wilson Rd is likely to remain impacted into early 2026</li></ul></li></ul>
<b>E Broad St Improvements Phase 3 (Whitehall) – Parkview Blvd to 4650 E Broad St</b>	<ul style="list-style-type: none"><li>• Sub Phase 1 on north side of E Broad St until very late September 2025</li><li>• Sub Phase 2 on the south side of E Broad St will begin very late Sept / early October 2025 and last into the Spring of 2026</li></ul>
<b>Cleveland Ave &amp; E Hudson St Intersection Improvements (Columbus &amp; ODOT)</b>	<ul style="list-style-type: none"><li>• Varying and continued impacts to stops immediately adjacent to the intersection on Cleveland Ave and on E Hudson St will continue into late 2025 / early 2026.</li></ul>
<b>E Broad St &amp; Hamilton Rd Intersection Improvements (ODOT)</b>	<ul style="list-style-type: none"><li>• Ongoing work at the NE &amp; NW corners of the intersection will continue until around mid-October 2025.</li><li>• Work on the SW corner of the intersection will begin around mid-October 2025 and last into mid to late 2026.</li></ul>

Reroute alignments may be modified due to construction impacts. Check [www.cota.com](http://www.cota.com) for updates or call COTA's Customer Care Center at 228-1776.



# Sunday Lineups Feedback

COTA is considering making changes to Sunday Lineups, and we need your input to help guide the decision-making process.

Possible changes include:

- Keep lineups the same
- Remove lineups prior to 9 p.m. and keep lineups at 9 p.m. and later
- Remove half-hour lineups for Lines 1,2,7,8 and 10; keep the rest of the lineups the same

Your feedback is vital! We encourage you to attend one of our public comment meetings either in person or virtually to share your thoughts. You can also take our Service Change Public Comment Survey here: [Sunday Lineups Feedback](#).

The Sunday Lineups Feedback survey can also be found on our website at [COTA.com/servicechanges](https://COTA.com/servicechanges).



# Public Feedback

Below is a summary of feedback we've received during the past two service changes:

**Comment:** Is there an update on a way to add an email to the cleanliness reporting system to get a status update?

**Answer:** Unfortunately, we have confirmed that the system is limited to only sending text confirmation, not email.

**Comment:** There needs to be more trips on Lines 41 and 43 and more frequency on 35.

**Answer:** Staff is currently monitoring rush hour and crosstown service and will evaluate potential adjustments, including additional trips or increased frequency, as part of the January 2026 Service Change.

**Comment:** Could Line 9 operate on 30-minute service during weekday peak hours in the future?

**Answer:** COTA is evaluating opportunities to increase frequency on this line to better meet rider demand.

**Comment:** Update on restoring Line 6 to Cleveland Ave?

**Answer:** Staff will be looking at this during the Short-Range Transit Plan (SRTP) process.

As part of the Short-Range Transit Plan (SRTP) process, staff will review all transit lines to identify opportunities for improvement. This may include increasing frequency or adjusting routes to better serve riders. Public engagement opportunities will begin in March, giving community members the chance to share input and help shape service enhancements through 2031.



# 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 December public information meetings.  
Join us on **Dec 4 at 6 p.m.** and **Dec. 9 at 12 p.m.**



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

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