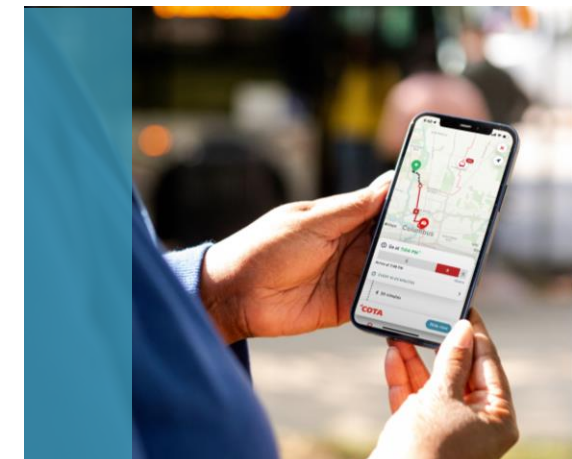
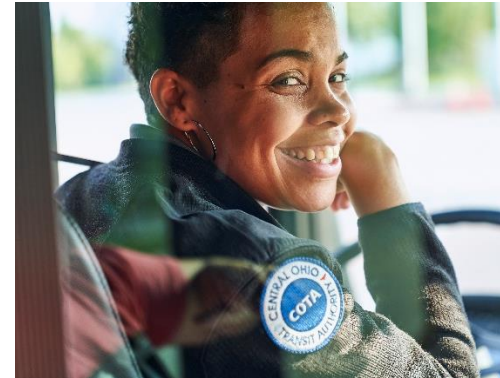


*welcome!*

THIS MEETING  
WILL START  
SHORTLY.



**‘COTA**

*January 2026*

**SERVICE CHANGE  
PUBLIC  
INFORMATION  
MEETINGS**

Dec. 4 & 9, 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 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. 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**.





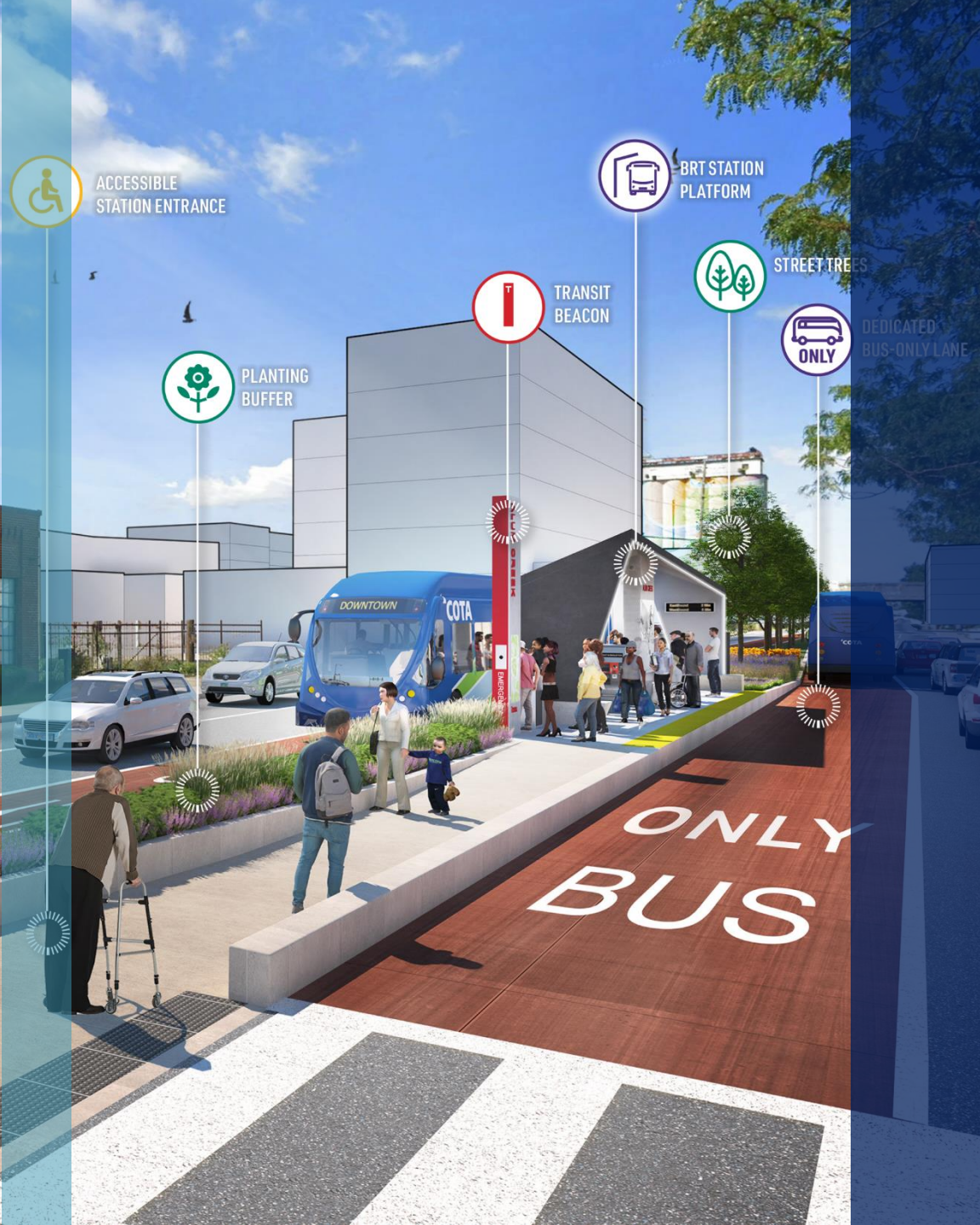
# More Improvements Coming in 2026

Thanks to increased Operator staff levels and community support, COTA has **increased service each trimester since September 2023.**

**While there are a few modifications in January 2026, 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.





# LinkUS

## *Central Ohio's Comprehensive Transportation & Growth Initiative*

- **Progress in 2025:**

- Midnight Lineup
- Increased frequency on several weekend routes and weekday express routes
- 83 projects approved for the first 150 miles of new sidewalks, bikeways and trails

- **Proposed in 2026:**

- Improving frequency
- Investment in more vehicles for fixed-route bus lines, Mainstream and COTA/Plus
- Launch of Line 30 (Dublin-Hilliard-Upper Arlington-OSU)
- Launch of a new COTA/Plus zone
- Final preparation for West Broad Street BRT construction
- Continuing the design of the East Main Street and Northwest corridors
- Short-Range Transit Plan
- East-West Transit Feasibility Study

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

# Digital Payment Overview



## PAYING WITH **CASH**



= **\$8** *or more*  
**PER DAY**



## **DIGITAL** PAYMENT



= **\$4.50** *or less!*  
**PER DAY**

# Digital Payment Overview

## Benefits

- Lowest fare guaranteed
- Quick boarding
- Easy to reload
- More secure
- Reduced fares available

## Coming Soon: Tap to Pay!

Get all the same benefits with just a tap. Starting Jan. 5, 2026, you can pay your fare with a tap-enabled credit or debit card, Apple Pay®, Google Pay™ or Samsung Pay®

# PAY YOUR WAY



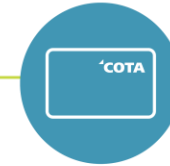
## TRANSIT APP

### PAY AS YOU GO

- ➔ Add funds in the **app** or at the **CEC**
- ➔ Day or calendar month fare capping

### BUY A PASS

- ➔ Purchase a Day or 31-Day Pass in the app or at the CEC
- ➔ Pay for a day or 31-day period



## SMARTCARD

### PAY AS YOU GO

- ➔ Add funds at **passes.cota.com** or at the CEC
- ➔ Day or calendar month fare capping

### BUY A PASS

- ➔ Purchase a Day or 31-Day Pass online or at the CEC
- ➔ Pay for a day or 31-day period



# *service* CHANGES

The following service adjustments will 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 January 2026.

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



# Summary of January 2026 Final Service Changes

LINE	LINE NAMES	CHANGES
<b>3</b>	Northwest/Harrisburg	Reroute ending – returning to regular route
<b>22</b>	OSU/Rickenbacker	Extension to new Mobility Center at Rickenbacker
<b>24</b>	Hamilton	Extension to new Mobility Center at Rickenbacker
<b>71</b>	Hilliard	Additional trips
<b>102</b>	Polaris Pkwy/N High	Alignment change and new stops
<b><i>MCAR (Mobility Center at Rickenbacker)</i></b>		Opening in January 2026
<b><i>Schedule Adjustments</i></b>		Improve on time performance



# Schedule Adjustments

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

LINE	CHANGES	RATIONALE
<i>Lines 3, 22, 24 and SmartRide New Albany</i>	Minor schedule adjustments on <b>all days of the week (Weekdays, Saturdays and Sundays)</b>	Continuous improvement
<i>Lines 5, 25, 45, 61, 71, 102 and CMAX</i>	Minor schedule adjustments on <b>weekdays only</b>	Continuous improvement
<i>Lines 1 and 2</i>	Minor schedule adjustments on <b>Sundays only</b>	Continuous improvement
<i>Zoo Bus</i>	Seasonal Zoo Bus service ended on Oct. 31, 2025. Zoo Bus will be back in May 2026 for more adventures!	Seasonal Service

# 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:

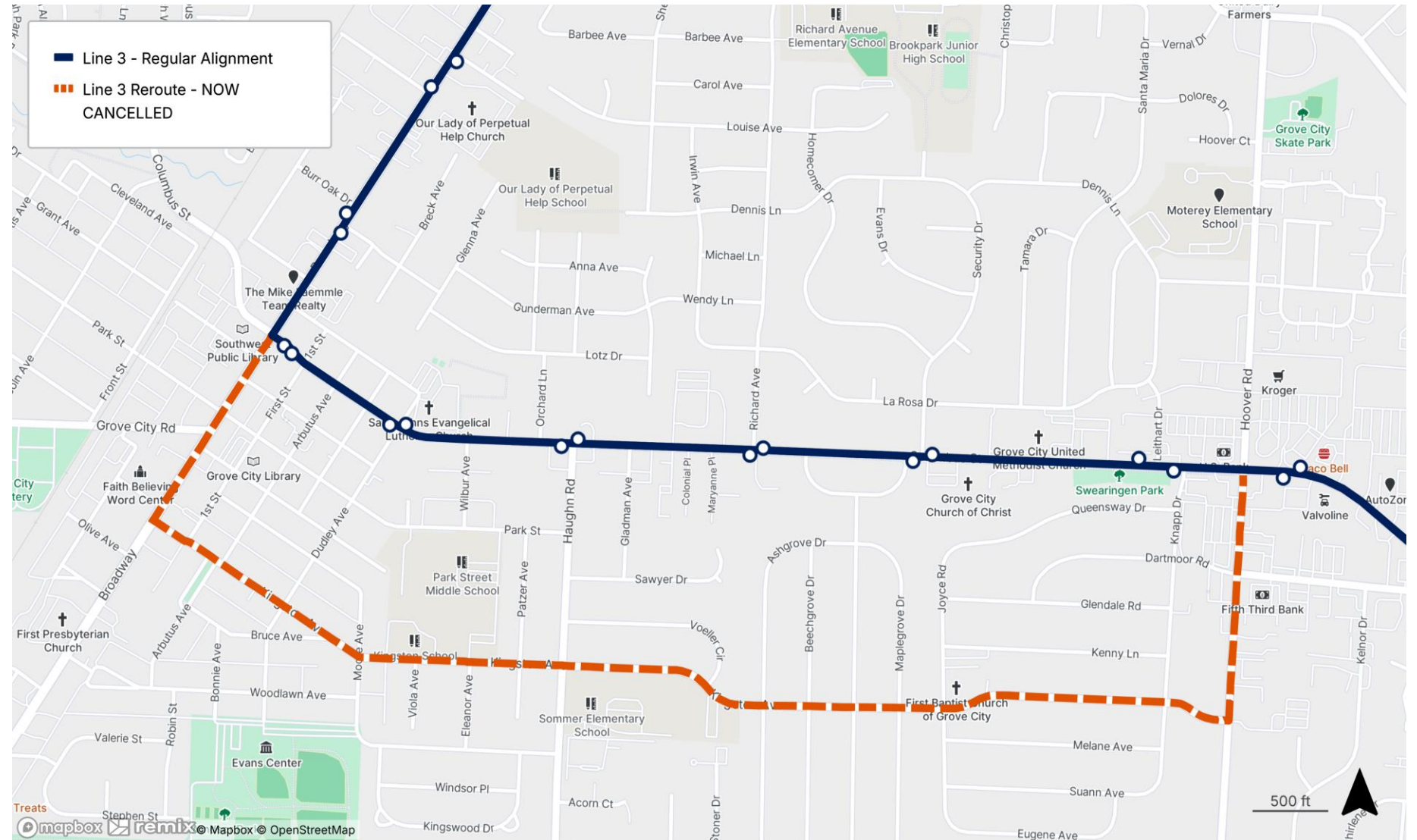
- Indoor waiting area
- Conference room
- Bike/scooter share facilities
- Mid-Ohio Food Collective





# Line 3 Northwest/Harrisburg Reroute Ending

- **Background:**  
Due to construction, Line 3 has been on reroute since November 2024, traveling on Kingston Ave. in both directions. Four temporary stops were placed on Kingston Ave.
- **What's Changed:**  
As of Nov. 27, Line 3 has returned to its regular route on Columbus St.
- **Rationale:**  
Construction has ended.





# 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

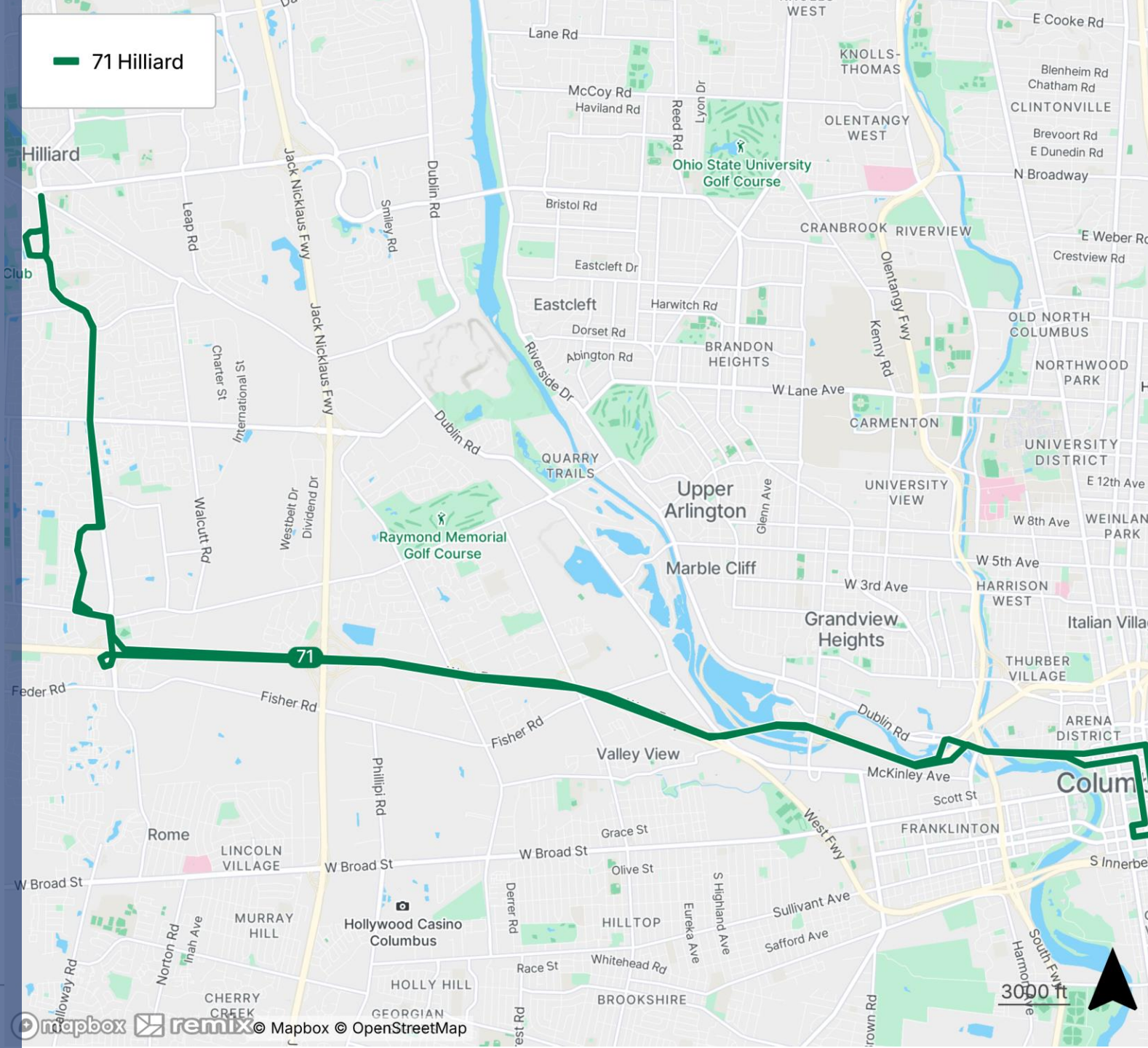
- **Current service:**
  - **SB:** Hamilton Road–Green Pointe Dr–Rohr Rd–Port Rd–London–Groveport Rd
  - **NB:** Alum Creek Dr–Port Rd–Rohr Rd–Green Pointe Dr–Hamilton Rd
- **Changes:** Reroute to end at the new Mobility Center at Rickenbacker (MCAR) located at 6675 Shook Rd.
- **Service starting Jan. 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 71 Hilliard Additional Trips

- **Current service:** 1 AM trip to downtown and 1 PM trip from downtown.
- **Changes:** COTA will be adding an additional AM trip and PM trip to and from downtown to the schedule
- **Service starting Jan. 5:** 2 AM trips to downtown and 2 PM trips from downtown.
- **Rationale:** Due to the Governor's return-to-work order and increased demand to travel to and from Downtown Columbus.





# 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.
- **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.



# Public Feedback

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

**Comment:** Make sure to put information on closing stops to inform riders.

**Answer:** Commuter bulletins are posted at closed or impacted stops, and updates are shared on COTA's website and social media channels as soon as they become available.

**Comment:** COTA needs to have 24-hour bus service.

**Answer:** COTA plans to introduce 24-hour service on select, high-ridership and geographically dispersed lines. Final network design and an implementation timeline will be developed during the Short-Range Transit Plan update (see below).

**Comment:** Can you do a Smartcard demonstration at the next meeting?

**Answer:** Yes, demonstrations for Smartcards, the Transit app and Tap to Pay will be available in person after the meeting. For those joining us on Facebook Live, we are unable to livestream the demonstrations, but you learn how to use a Smartcard by watching the video on the [How to Ride](#) page at COTA.com.

**Comment:** What is COTA's philosophy on Operator changeover?

**Answer:** Operator changes typically occur during shift transitions, most often in the downtown area. The latest union contract also allows for additional time between shifts.

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 2026, giving community members the chance to share input and help shape service enhancements through 2031.



# 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 questions in the comment section.
- Visit [COTA.com/contact](https://COTA.com/contact) to suggest how we can improve COTA's service.



**Public Comment Meetings for the May 2026 Service Changes  
will be held on Jan. 15, 2026, at 6 p.m. & Jan. 20, 2026, at noon**



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

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