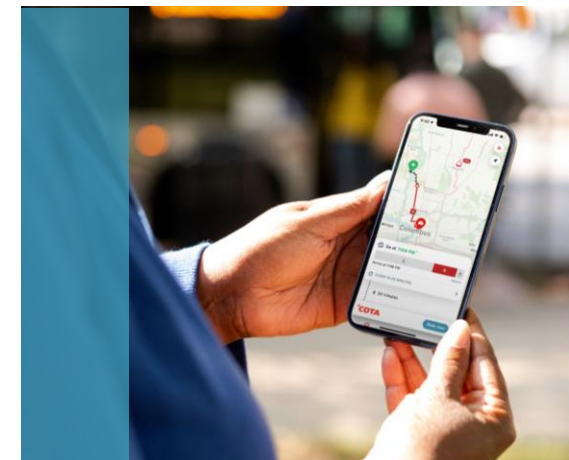
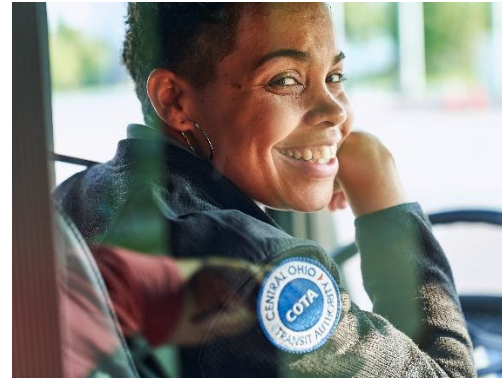
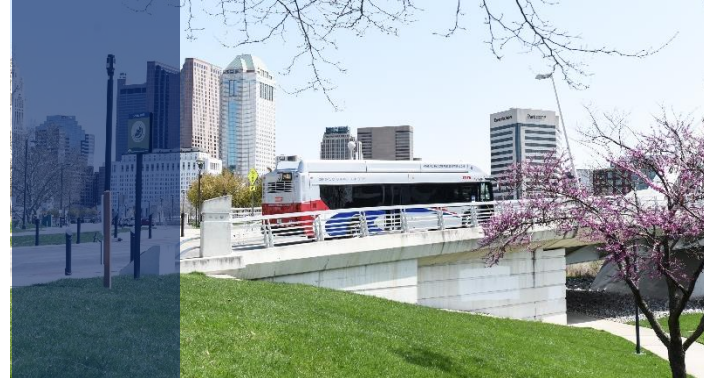


welcome!

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

May 2026

**SERVICE CHANGE
PUBLIC
INFORMATIONAL
MEETINGS**

April 9 & 14, 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. 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**.

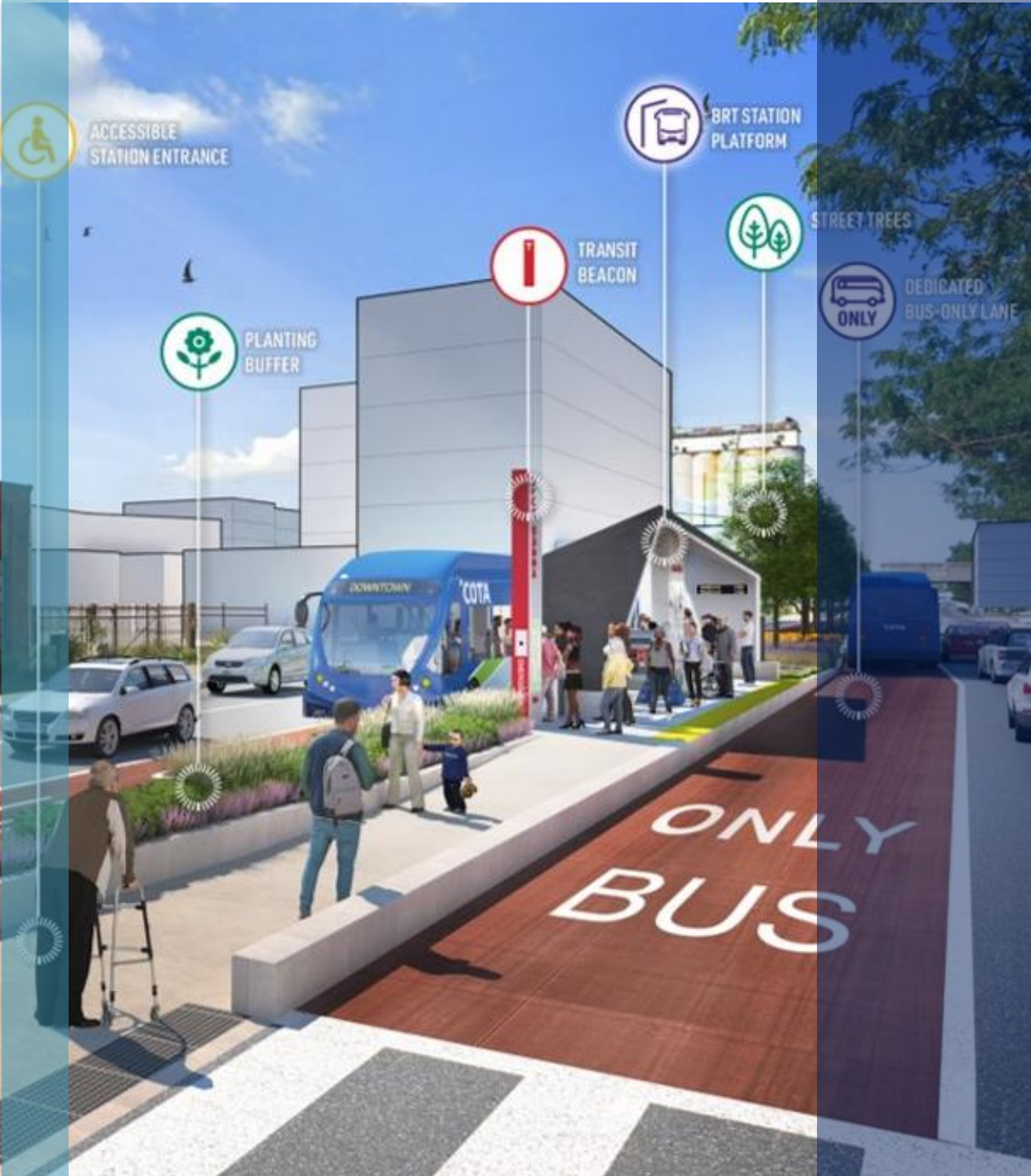




More Transit Improvements in 2026

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

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



LinkUS

Central Ohio's Comprehensive
Transportation & Growth Initiative

Planned for 2026

- Improving frequency
- Investment in more vehicles for fixed-route bus lines, Mainstream and COTA//Plus
- Launch of Line 30 (Hilliard-Upper Arlington-OSU)
- Announcing 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
- West Broad Transit-Oriented Development Plan

Follow our progress at LinkUSColumbus.com/progress

COTA Mainstream Update

- COTA Mainstream has a **new online booking tool and app** to schedule, manage and track rides from your smartphone or computer
- No need to call to schedule trips
- Log in using the primary phone number or email address on your Mainstream account.
- Digital payment option coming this summer!



To further improve accessibility and convenience for customers, a future update will include digital payment options.

Learn more at COTA.com/mainstream.





Tap to Pay

Riders can now use tap to pay to ride COTA. It's just one more way to move your way!

How It Works:

- **Tap:** Place your smart device or tap-enabled Visa or Mastercard near the validator when you board.
- **Pay:** Wait for the green checkmark and familiar ping to confirm your payment is accepted.
- **Go:** You're ready to ride!

Ready to tap in?

Learn more at COTA.com/tap.

NOW ACCEPTING



VISA

Apple Pay

G Pay

SAMSUNG pay

Student Summer Pass Program

Stay Connected All Summer Long

Beginning May 15, COTA's Student Summer Pass Program is back, offering four months of unlimited transit for just \$62.

- Unlimited rides on fixed-route buses, COTA//Plus and COTA Mainstream for qualified riders
- Valid May 15–Sept. 15
- Open to all students ages 5 and older at any Central Ohio school, college, university or trade school

How to Get Started

- Visit the COTA Customer Experience Center at 33 N. High St.
- Bring a valid student ID or proof of enrollment and \$62 cash or credit



COTA Connector App

In 2026, COTA will begin to phase out the Connector app to better streamline the digital systems customers use to ride COTA.

For trip planning and tracking, switch to:

- The Transit app
- COTA's Trip Planner at COTA.com

For digital payments, switch to:

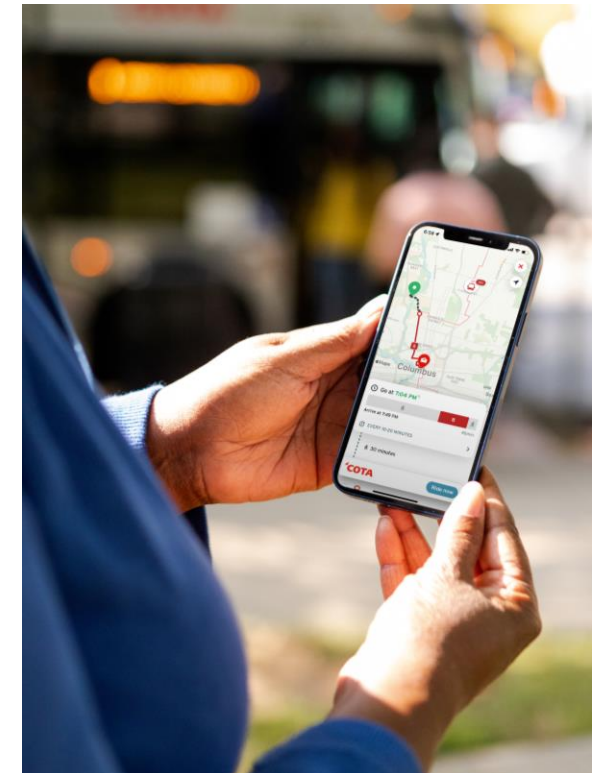
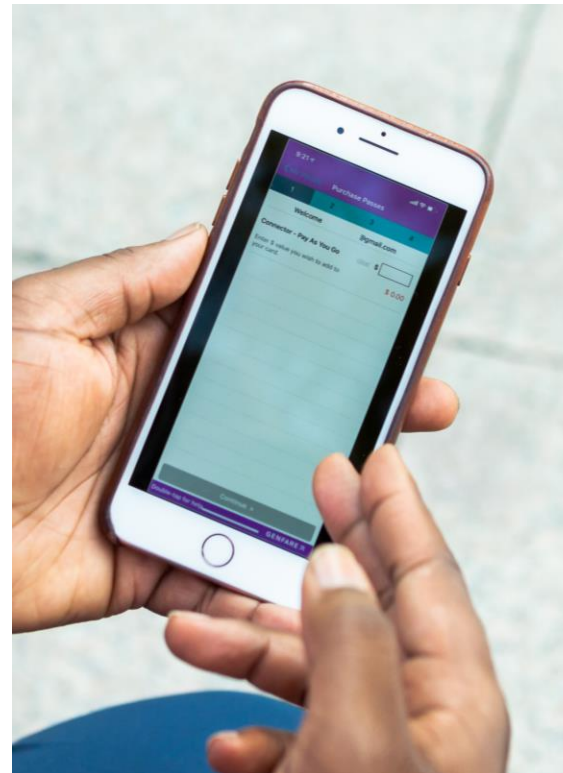
- The Transit app
- COTA Smartcard
- Tap to Pay

**Transfer Your Funds in April —
Get a \$4.50 Credit**

Customers can transfer their Connector app balances to the Transit app before **the app is discontinued on Dec. 31, 2026.**



*Balance
Transfer
Form*



Short-Range Transit Plan (SRTTP) Update

Planning the future of transit in Central Ohio.

- A five-year plan for transit improvements (2027–2031)
- This plan highlights opportunities for smarter service, better connections and a transit system that meets the needs of our growing region.

HOW IT'S BUILT:

- Data and system analysis
- Feedback from riders and communities
- Collaboration with local partners

WHY IT MATTERS:

- Improves current service and delivers on the LinkUS vision
- Prioritizes future investments
- Helps shape transit across Central Ohio

NEXT STEPS:

- Holding public meetings and conducting a survey at the end of April through early May

Learn more and give feedback at COTA.com/srtp



Service CHANGES

The following service adjustments will begin on Monday, May 4, 2026.



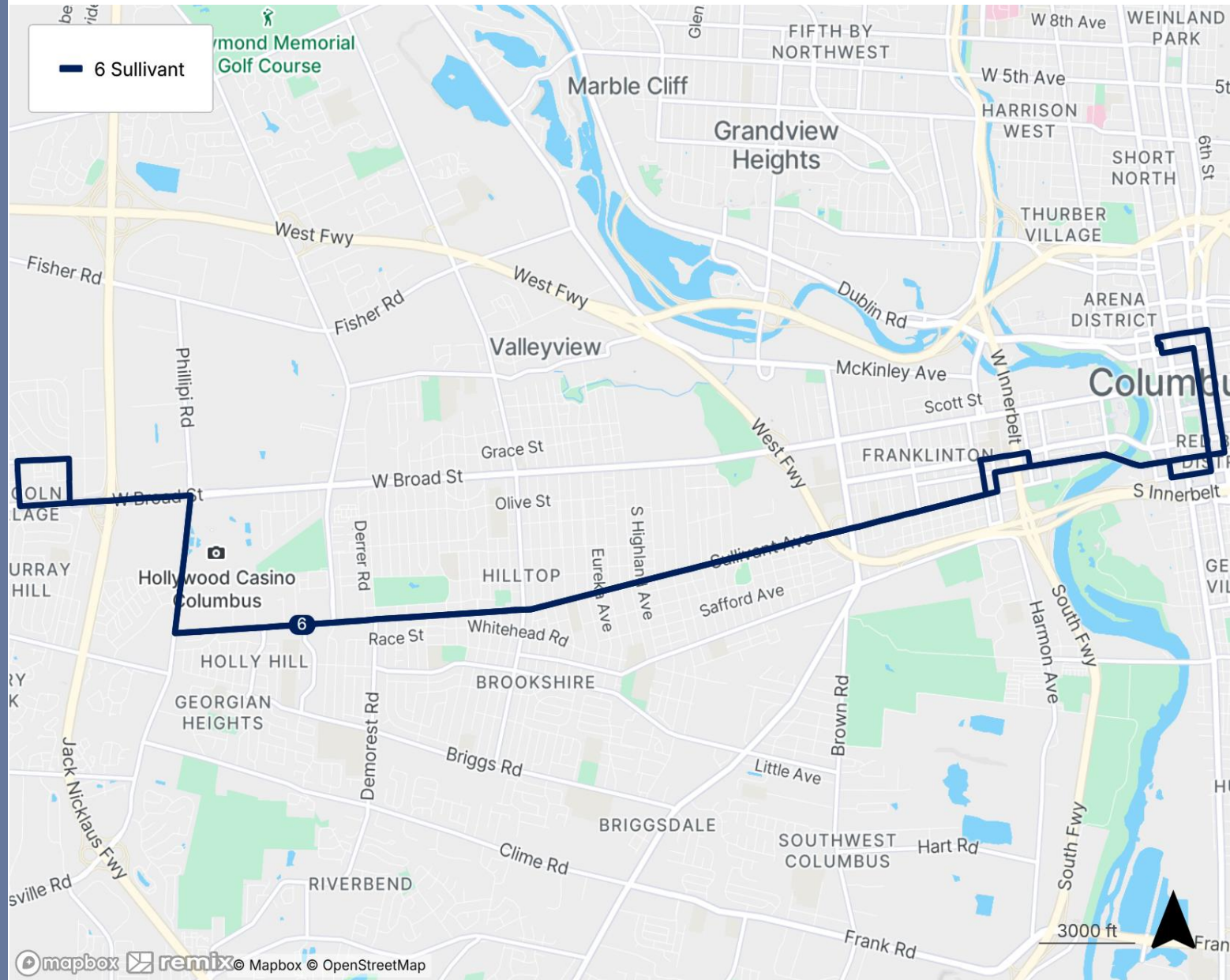
Summary of May 2026 Final Service Changes

| LINE | LINE NAMES | CURRENT SERVICE | FINAL CHANGES |
|-----------------------|------------|---|---|
| 6 | Sullivant | Daily trips every 30 minutes | Weekday service: Trips every 15 minutes |
| 61 | Grove City | Rush Hour service | Realignment to improve efficiency entering and exiting Downtown Columbus. |
| 74 | Smoky Row | Rush Hour service | Realignment based on Operator recommendation |
| <i>Zoo Bus</i> | | Seasonal service. Currently not operating. | Seasonal Zoo Bus service will return to weekend-only service beginning Saturday, May 9. Daily service begins on Memorial Day, Monday, May 25. |

| LINE | FINAL CHANGES |
|-----------------------|--|
| 10, 22, 35, 73 | Minor schedule improvements on Weekdays, Saturday and Sunday to improve on-time performance. |

Line 6 Sullivant Increased Frequency

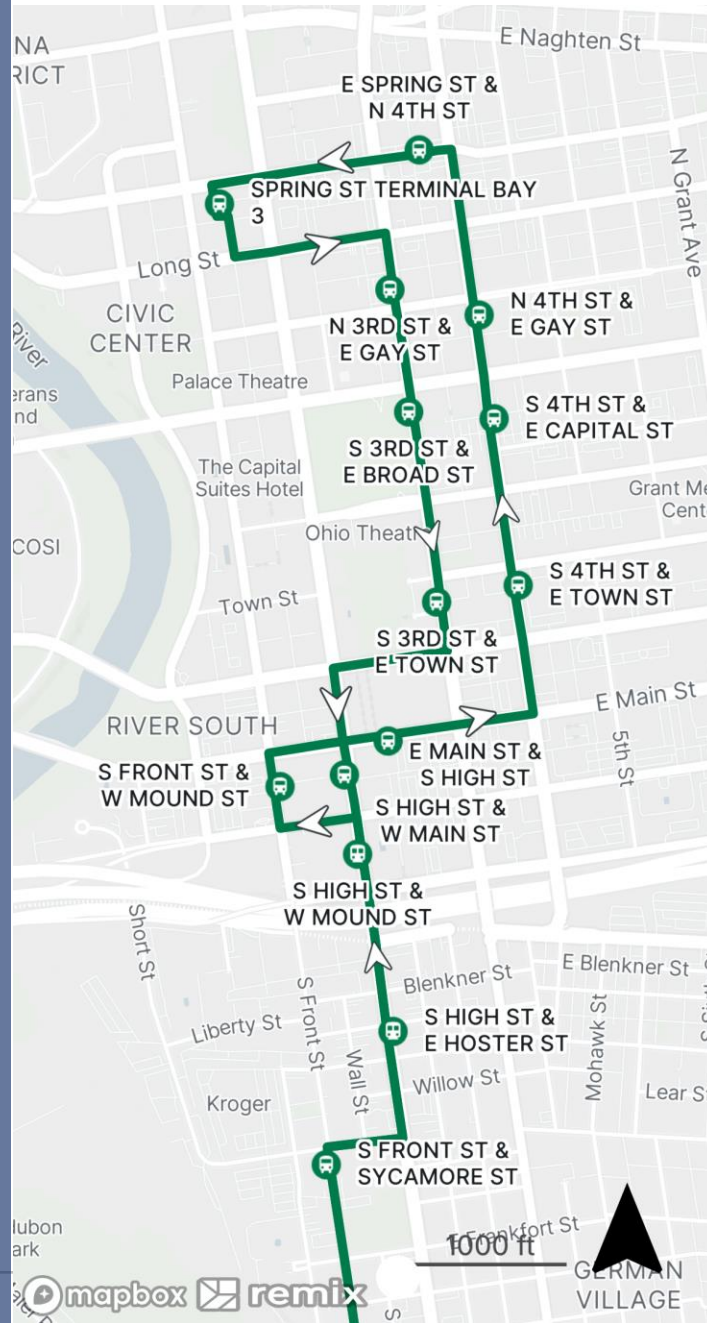
- **Current service:** Trips every 30 minutes on weekdays and weekends.
- **Final changes:** Trips every 15 minutes on weekdays. Trips every 30 minutes on weekends.
- **Rationale:** **Customer request**, growing ridership and high ridership on weekdays.



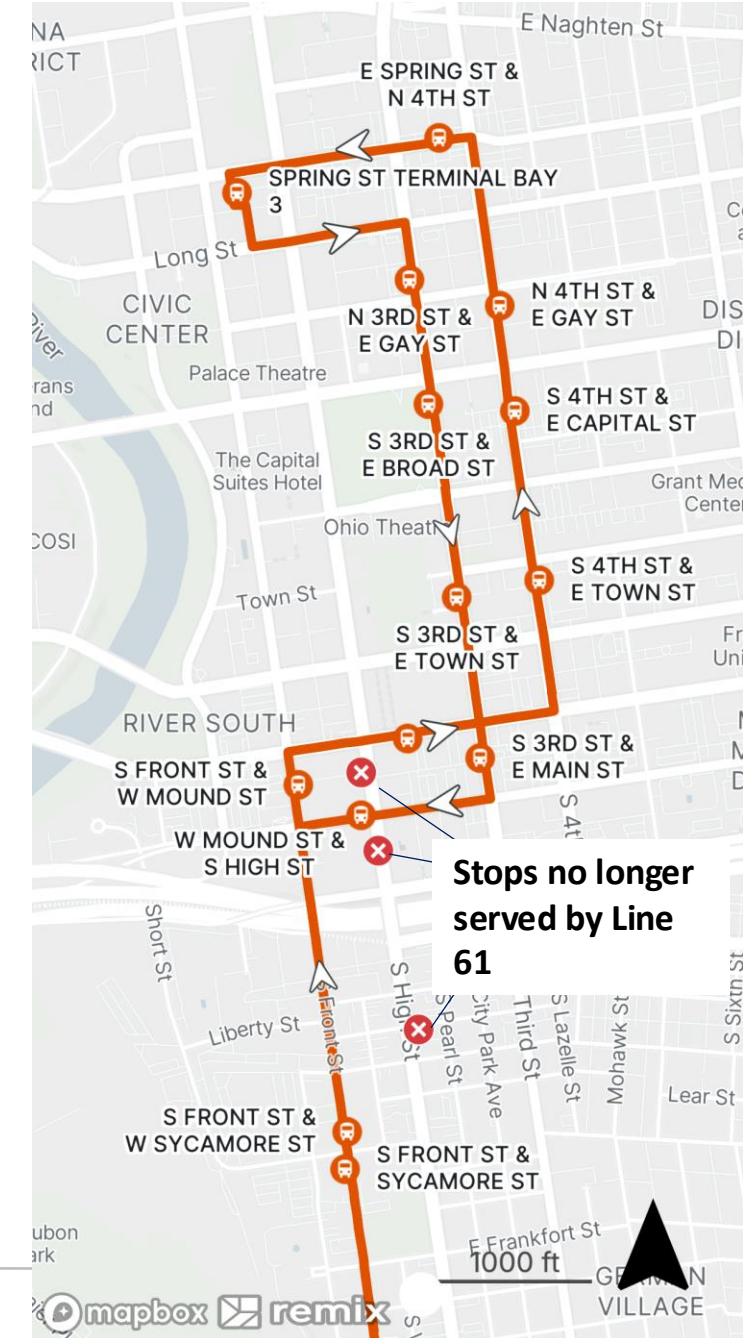
Line 61 Grove City Realignment

- **Current service:** To access Downtown Columbus, Line 61 currently travels via S. Front St. and S. High St. to Greenlawn Ave. to enter and exit I-71.
- **Final changes:** Streamline service to use Front St. from Main St. to Greenlawn Ave. instead of High St.
- **Rationale:** Faster, more direct service south of Downtown Columbus and **customer feedback.**

JANUARY 2026 ALIGNMENT



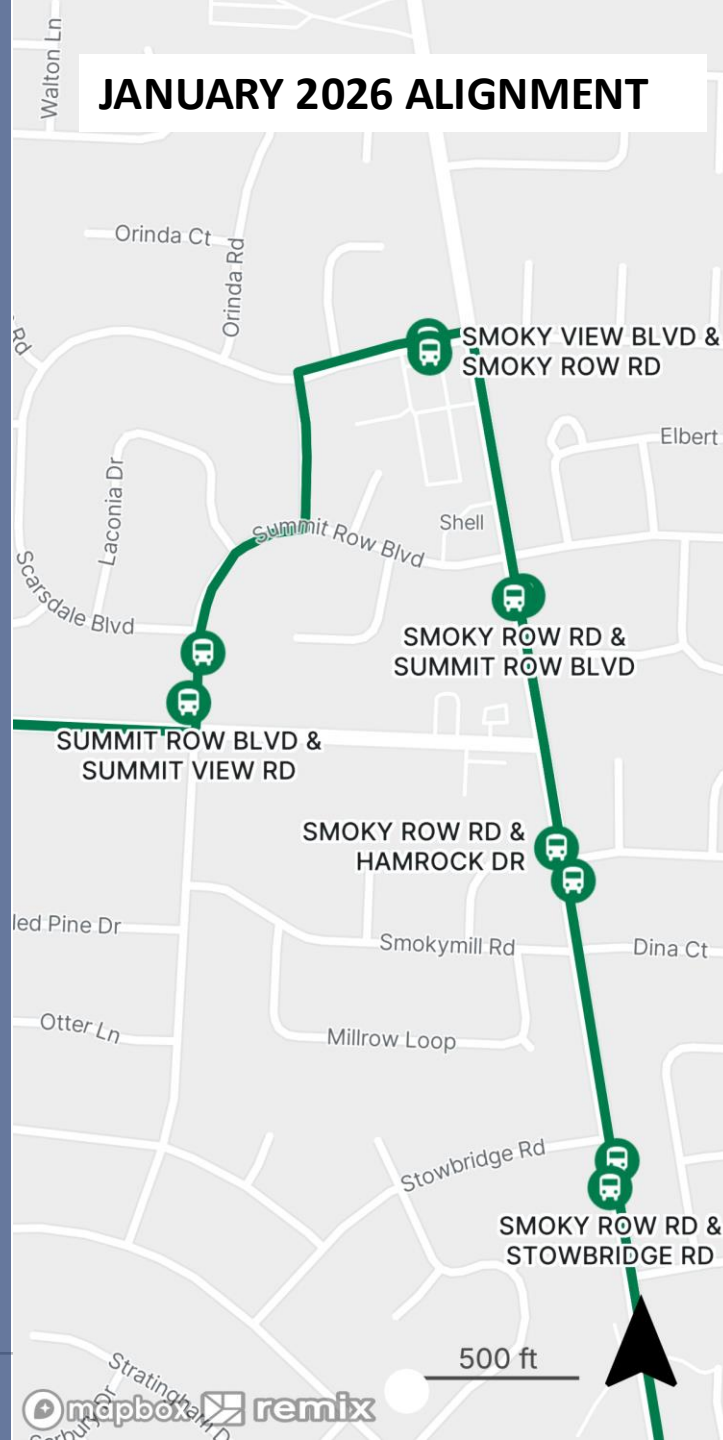
NEW MAY 2026 ALIGNMENT



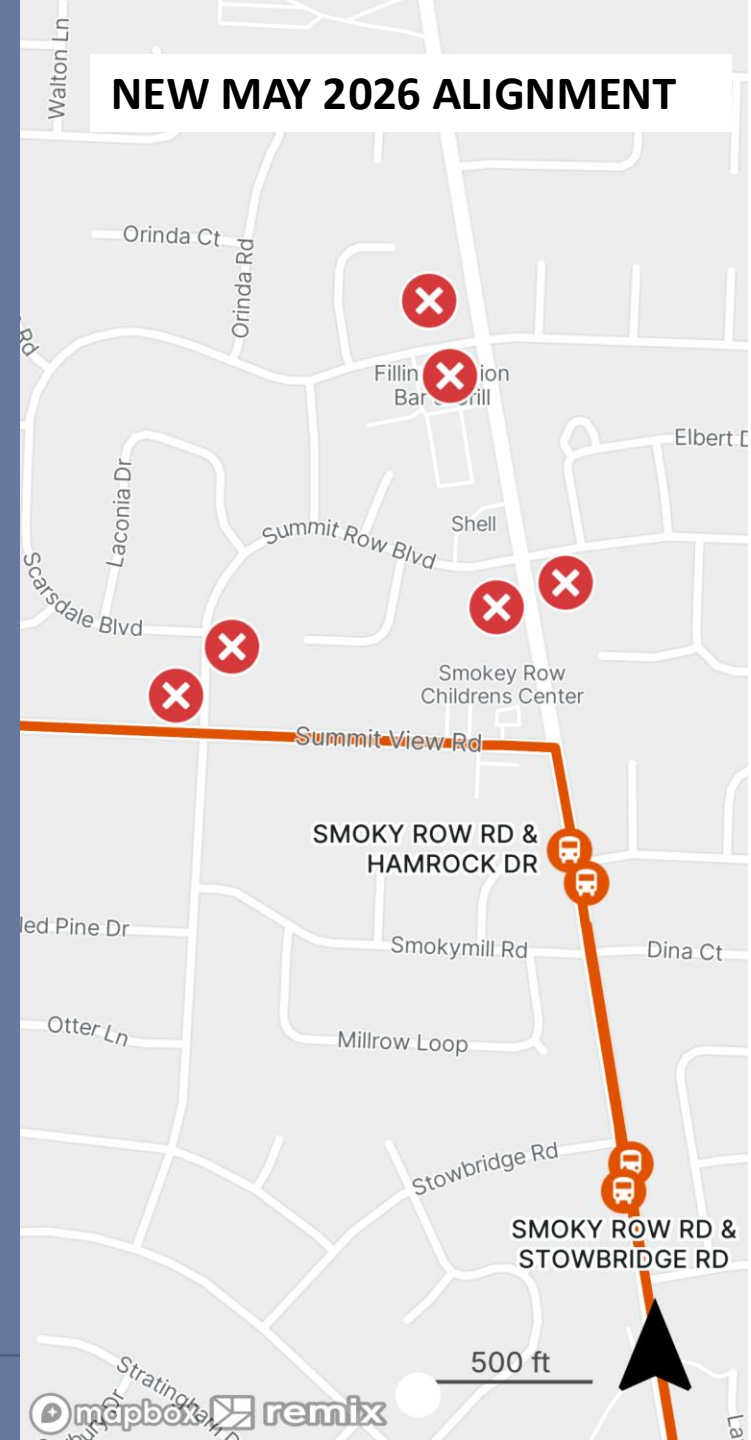
Line 74 Smoky Row Realignment

- **Current service:** North on Smoky Row Rd., west on Smoky View Blvd, south on Winooski St. and west on Summit View Rd.
- **Final changes:** North on Smoky Row Rd. and west on Summit View Rd.
- **Rationale:** Operator feedback and a lack of ridership in the area north of Summit View Rd.

JANUARY 2026 ALIGNMENT



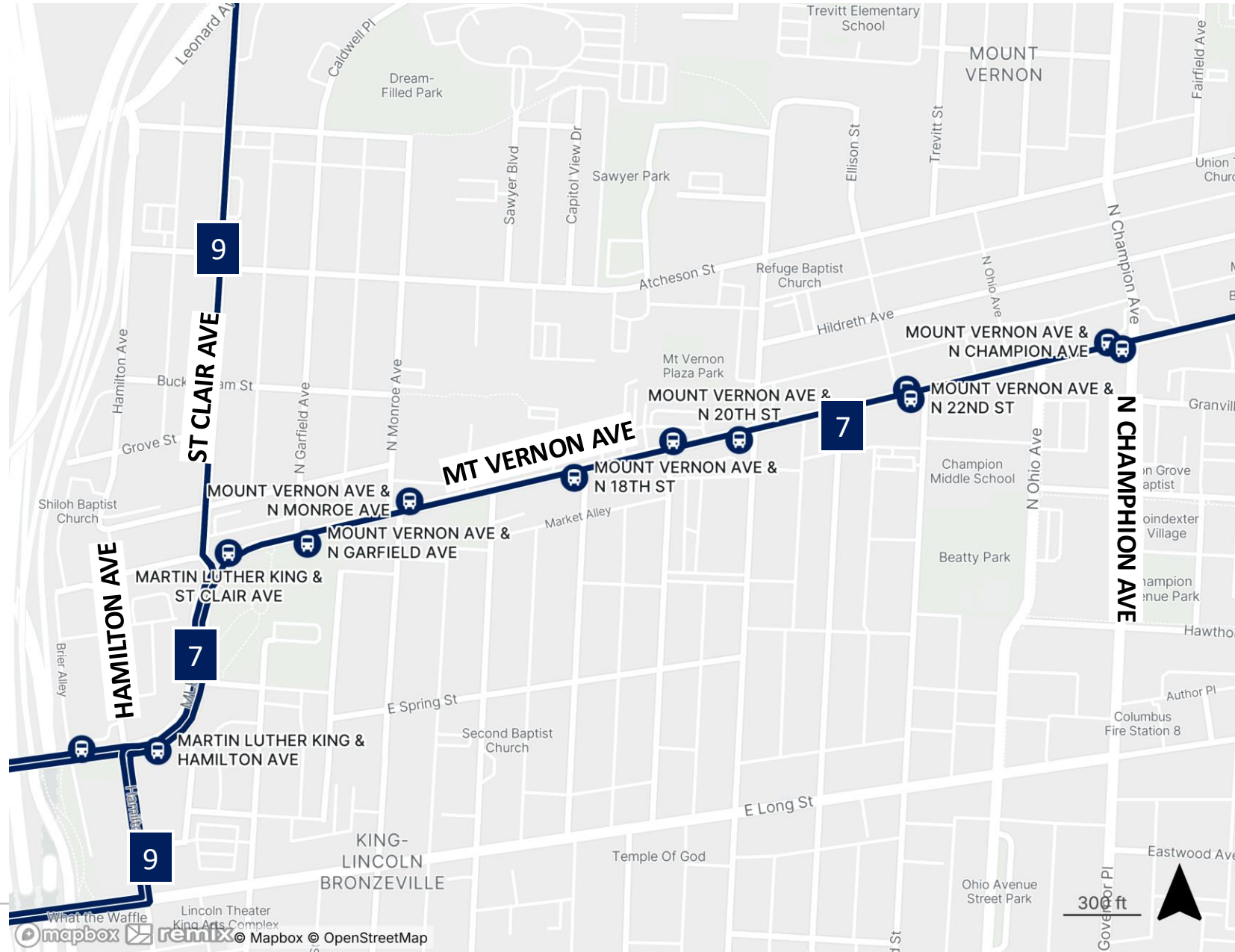
NEW MAY 2026 ALIGNMENT



Mt. Vernon Avenue Phase 1 - Construction Impacts

- Multimodal improvements are planned along MLK Jr. Blvd. and Mt. Vernon Ave. in the King-Lincoln Bronzeville neighborhood between Hamilton Ave. and N. Champion Ave. (See Map).
- Customers can expect service impacts on **Lines 7 Mt. Vernon** and **9 W Mound/Brentnell** beginning June 2026 lasting through summer 2027.
- Planned improvements include protected bike lanes, floating bus islands and curb bump-outs.

Construction may cause reroutes in the area. Visit COTA.com/reroutes or call COTA's Customer Care at 614-228-1776 for service alerts and scheduled reroutes.





Zoo Bus Service

COTA's seasonal Zoo Bus will return May 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

- **Saturday and Sunday:** May 9–24
- **Daily: Memorial Day to Labor Day:** May 25–Sept. 7
- **Friday, Saturday and Sunday:** Sept. 8–Oct. 31

Zoo Bus follows COTA's holiday/Sunday schedule on Memorial Day, Juneteenth, Independence Day and Labor Day.

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

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

Zoo Bus Alignment and Schedule

| STOPS TO THE ZOO MONDAY-SUNDAY P.M. TIMES IN BOLD | | | | | |
|---|------------------------|--------------------------|------------------------------|------------------------------|--------------|
| E State St & S High St | S High St & E Broad St | W Spring St & N Front St | Riverside Dr & Nottingham Rd | Dublin Dale Dr Park and Ride | Columbus Zoo |
| 8:00 | 8:01 | 8:05 | 8:20 | 8:32 | 8:43 |
| 10:00 | 10:01 | 10:05 | 10:19 | 10:31 | 10:44 |
| 1:15 | 1:16 | 1:20 | 1:34 | 1:46 | 1:59 |
| 3:15 | 3:16 | 3:20 | 3:34 | 3:46 | 3:59 |
| 5:15 | 5:16 | 5:20 | 5:35 | 5:47 | 5:59 |

| STOPS FROM THE ZOO MONDAY-SUNDAY P.M. TIMES IN BOLD | | | |
|---|------------------------------|------------------------------|------------------------|
| Columbus Zoo | Dublin Dale Dr Park and Ride | Riverside Dr & Nottingham Rd | E State St & S High St |
| 9:00 | 9:10 | 9:23 | 9:42 |
| 11:15 | 11:25 | 11:38 | 11:57 |
| 2:15 | 2:25 | 2:38 | 2:57 |
| 4:15 | 4:25 | 4:38 | 4:57 |
| 6:15 | 6:25 | 6:38 | 6:57 |



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> |
|--|---|
| Consider running 24-hr service. | Staff is looking into 24/7 service during the Short-Range Transit Plan process, and if viable, would run a small network of lines first. |
| COTA riders expressed that closing the Line 22 and 24 stop at the Marathon Station on London-Groveport Rd. at Alum Creek Dr would make travel less convenient. | A southbound stop will be opened on Alum Creek Dr south of London-Groveport Rd. Staff is working on adding a new northbound stop on Alum Creek Dr north of London-Groveport Rd. |

Public Feedback

Comment summary:

Answer:

Buses are not showing up.

We are seeing issues with bus availability. We have plans to fix these issues by ordering more Compressed Natural Gas (CNG) buses later this year that will help with availability.

We heard requests for more trips on Line 31, 33 and 35 and a request to extend line 25 to serve the Groveport Rd. Library.

As part of the Short-Range Transit Plan 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.

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



**Public Comment Meetings for the September 2026
Service Changes will be held on May 14, 2026, at 6 p.m.
& May 19, 2026, at noon**



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

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