

welcome!

THIS MEETING
WILL START
SHORTLY.



^COTA

May 2026

**SERVICE CHANGE
PUBLIC COMMENT
MEETINGS**

Jan. 15 & 20, 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**.

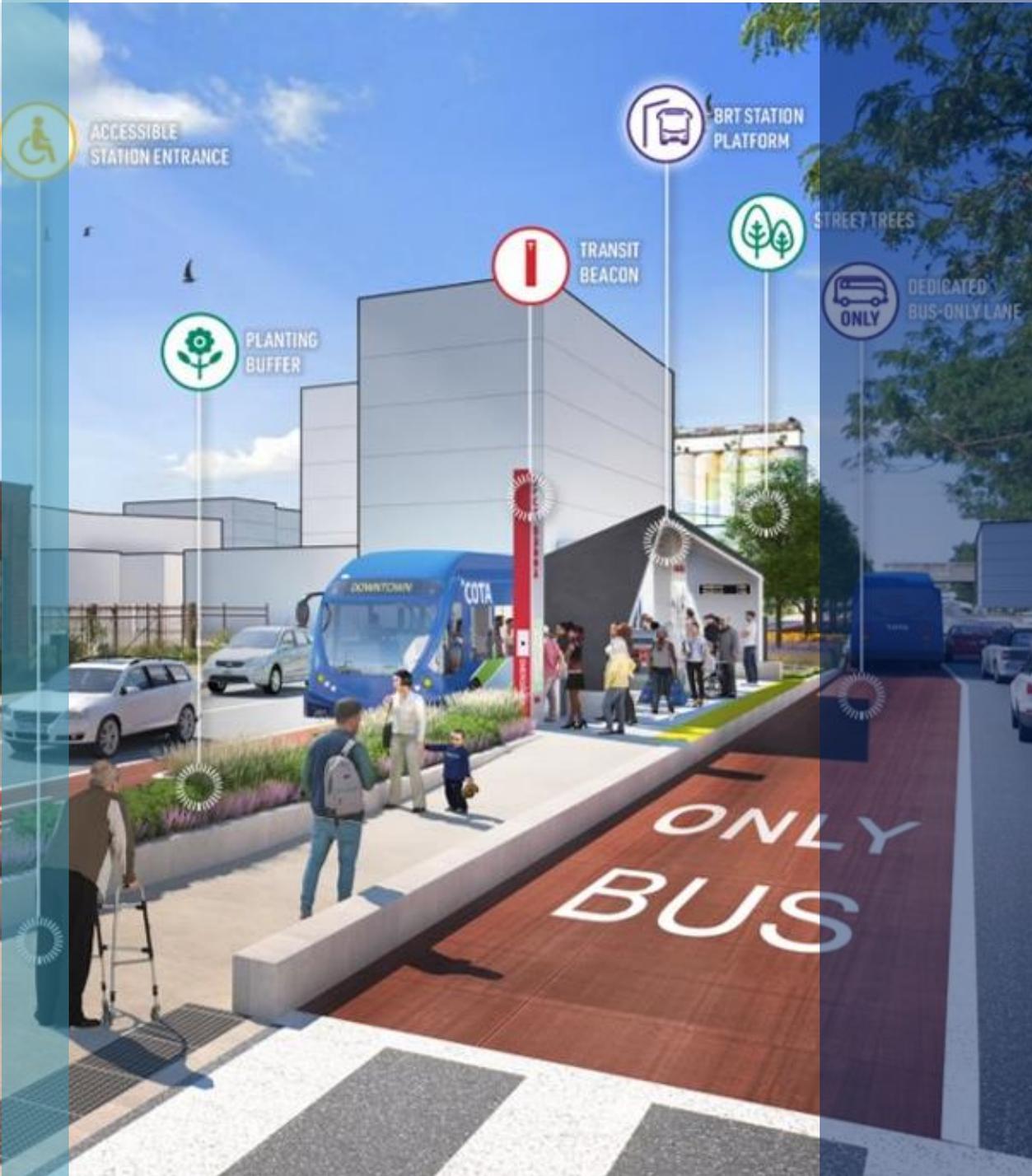




More Improvements Coming in 2026

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 (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

COTA Mainstream Update



In 2026, COTA will launch a **new customer-facing app through Spare Technologies** for COTA Mainstream. The app and online portal will allow Mainstream customers to book, manage and track rides directly from their smartphones or PC, eliminating the need to call in for scheduling. This digital upgrade aligns with COTA's ongoing commitment to improving accessibility, convenience and customer satisfaction.

A digital payment option will be included with this new service.





Tap to Pay

Riders can now tap a smart device or tap-enabled card to ride COTA. It's just one more way to move your way!

How It Works:

- **Tap:** Place your smart device or tap-enabled card 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.

service CHANGES

The following service adjustments are proposed to begin on Monday, May 4, 2026.



Mobility Center at Rickenbacker

Opening Jan. 26, 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.

Starting Jan. 26, Lines 22 and 24 will no longer end at the Marathon stop. They will extend service to the new Mobility Center at Rickenbacker.



May 2026 Growth and Improvements

COTA's growing team of transit Operators made it possible to increase service for our community in January 2026.

Public will help COTA prioritize the improvements that will be made in May 2026.



Summary of May 2026 Proposed Service Changes

Proposed changes.

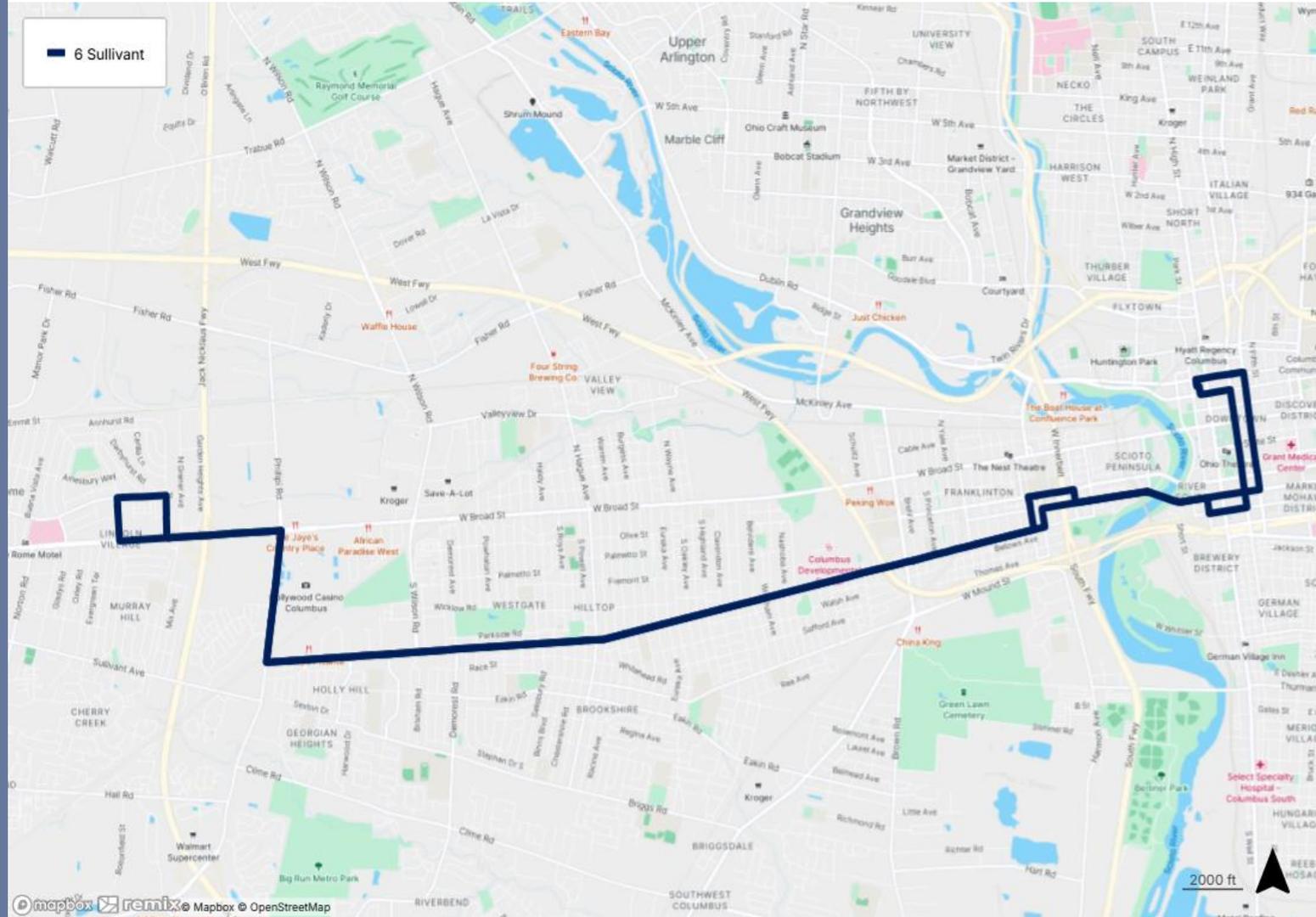
LINE	LINE NAMES	CURRENT SERVICE	POPOSED CHANGES
6	Sullivant	7-Days a week: trips every 30 minutes	Weekday service: Trips every 15-20 minutes Saturday/Sunday service: Trips every 30 minutes (no change)
61	Grove City	Rush Hour-only service	Realignment to improve efficiency entering and exiting downtown Columbus.
74	Smoky Row	Rush Hour-only 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. Seven-day a week service begins Memorial Day.

Minor schedule improvements will be considered for all lines.

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

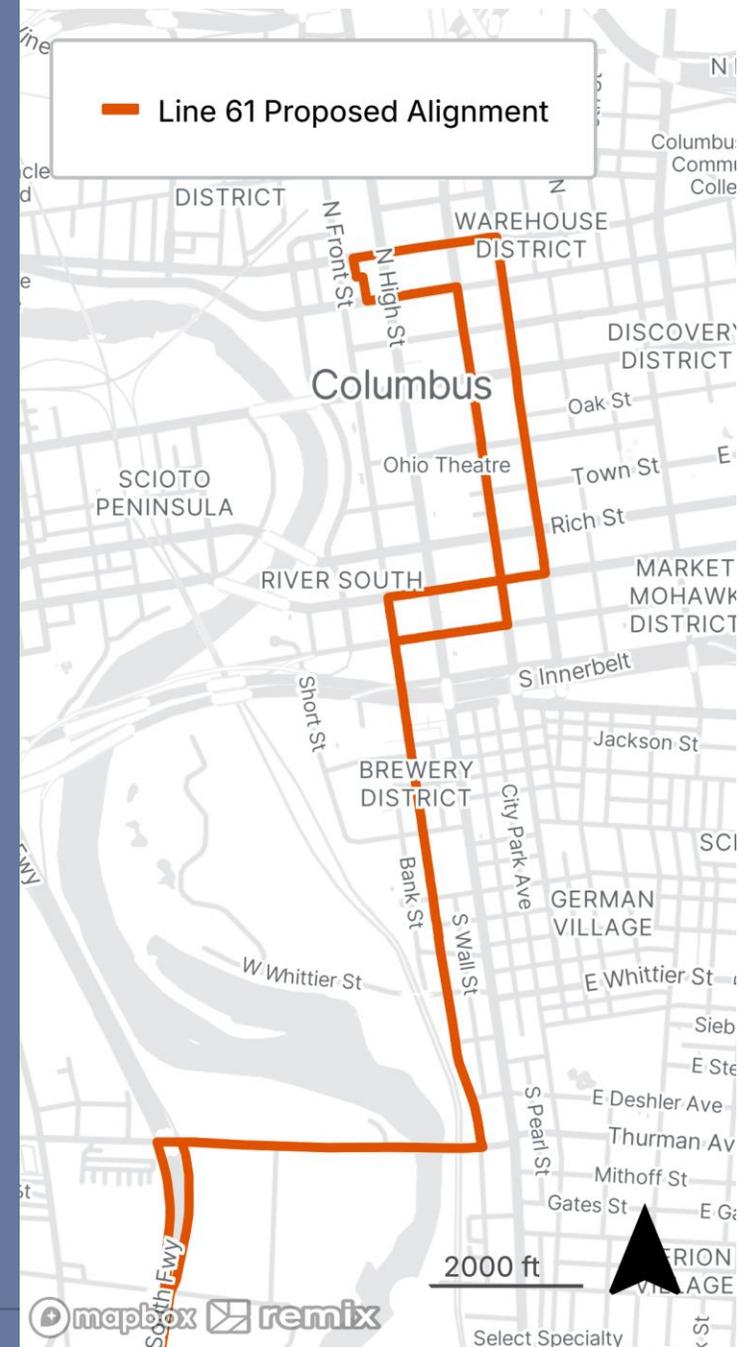
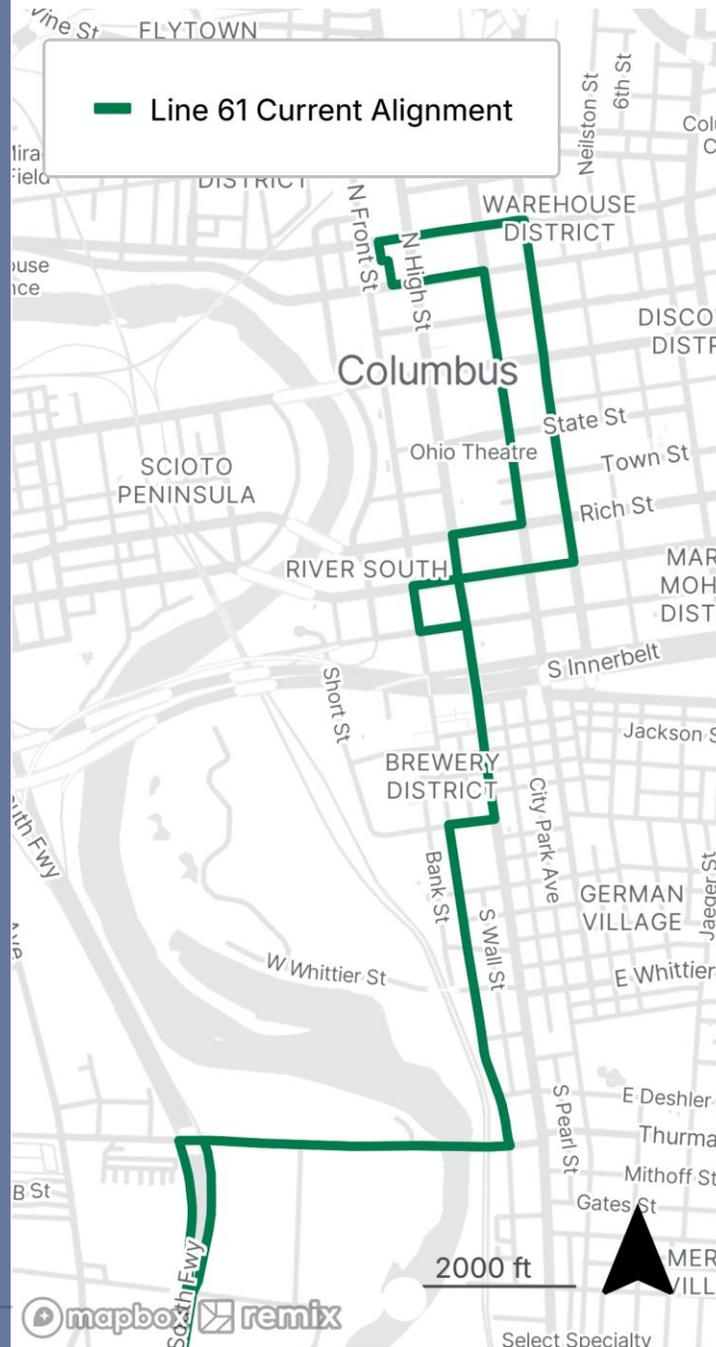
Line 6 Sullivant Increased Frequency

- **Current service:** Trips every 30 minutes on weekdays and weekends.
- **Proposed Changes:** Trips every 15 or 20 minutes on weekdays. Trips every 30 minutes on weekends.
- **Rationale: Customer request**, growing ridership and high ridership on weekdays.



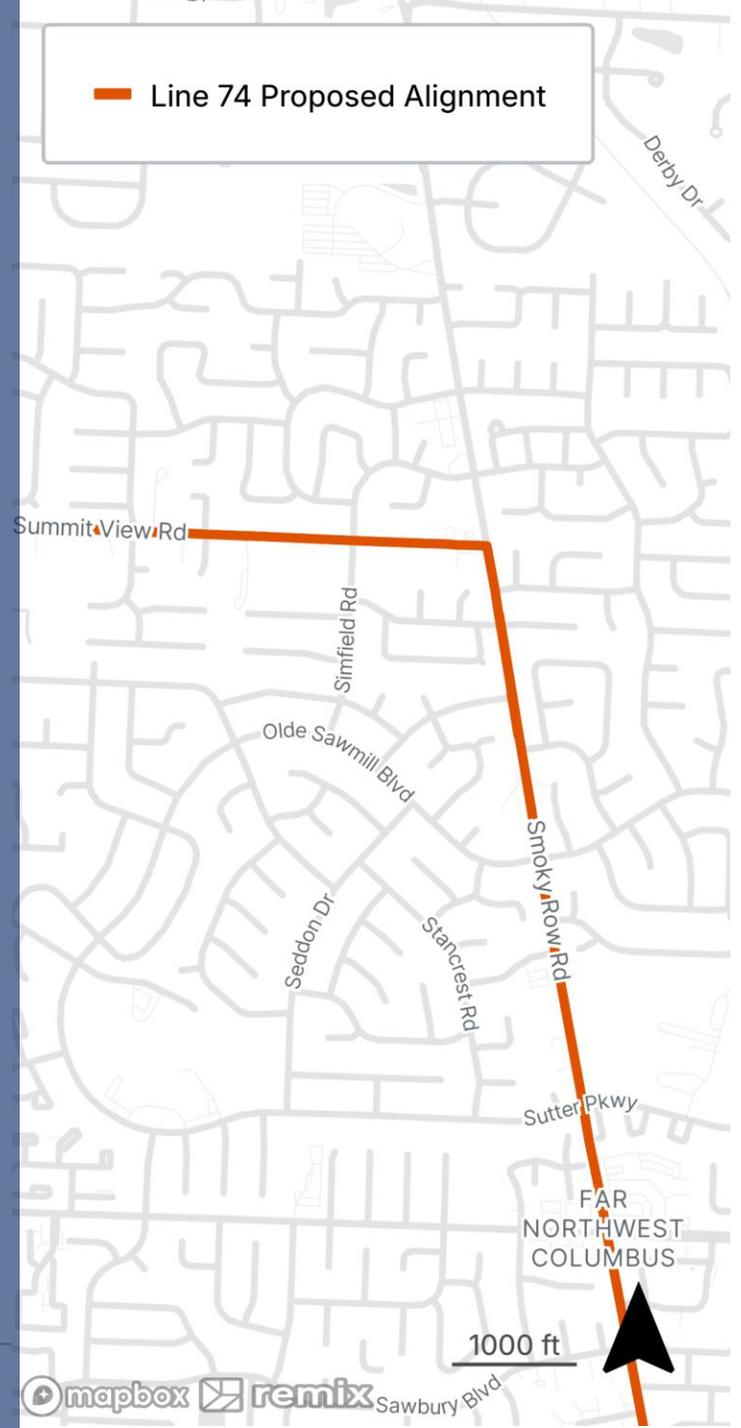
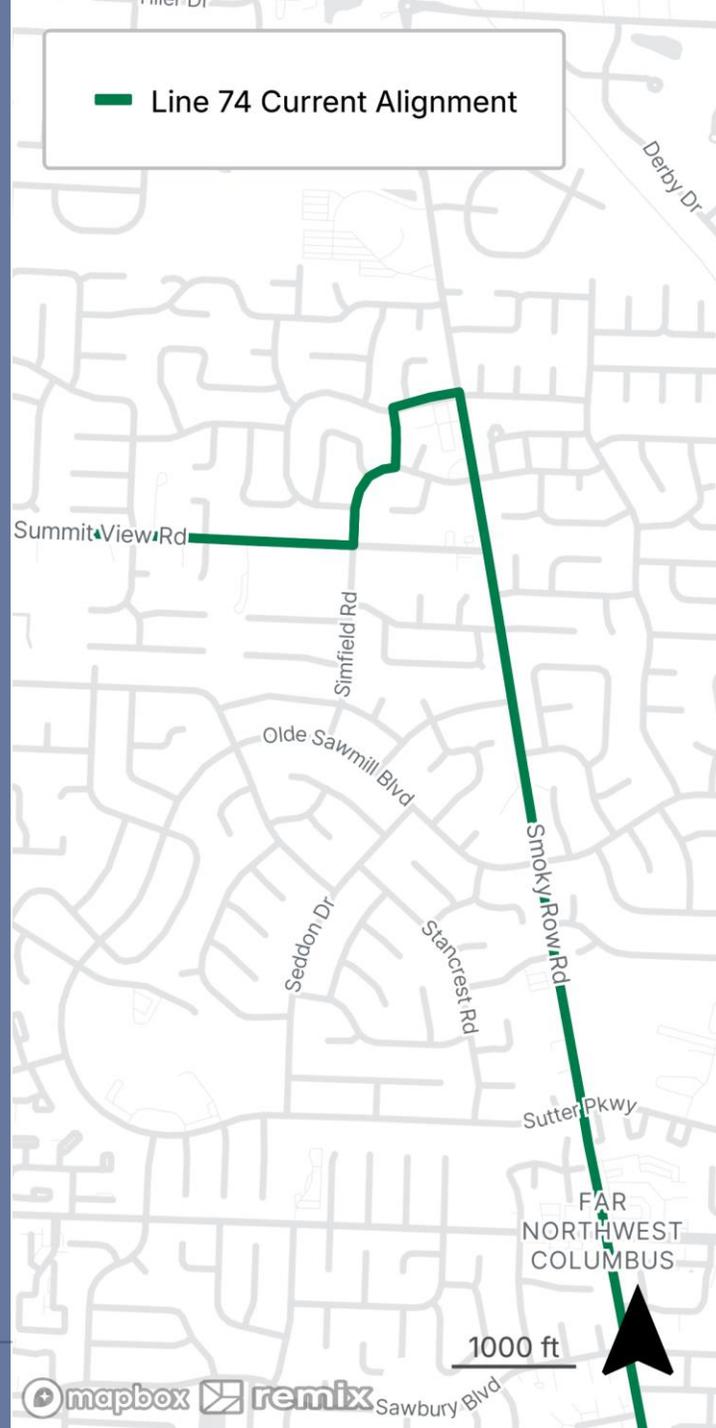
Line 61 Grove City Realignment

- **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.
- **Changes:** Streamline service to use Front Street from Main St to Greenlawn Ave.
- **Rationale:** Faster, more direct service south of Downtown Columbus and **customer feedback.**



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.
- **Changes:** North on Smoky Row Rd and west on Summit View Rd.
- **Rationale:** Operator feedback and of lack of ridership in the area north of Summit View Rd.





Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2026!

Weekend-only Zoo service begins on Saturday, May 9 and operates on Saturdays & Sundays only until Memorial Day. The Zoo Bus will operate seven days a week beginning Memorial Day, Monday, May 25, through Labor Day, Monday, Sept. 7.

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

After Labor Day, the Zoo Bus will operate on Friday, Saturdays and Sundays only until the last day of service on Saturday, Oct. 31.

For more information about the COTA Zoo Bus service, **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)**.

Public Feedback

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

<i>Comment summary:</i>	<i>Staff Action:</i>
<p>Consider streamlining Line 61 to enter and exit downtown Columbus via Front Street.</p>	<p>Staff agree Line 61 should be streamlined and presented a new alignment for the May 2026 service changes.</p>
<p>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.</p>	<p>A new southbound stop will be opened on Alum Creek Dr south of London-Groveport Rd. Staff is evaluating the feasibility of adding a new northbound stop on Alum Creek Dr north of London-Groveport Rd.</p>

Public Feedback

Comment summary:

Answer:

Do Mainstream riders benefit from expanded fixed-route bus service?

Yes. When COTA increased fixed-route operating hours past midnight, Mainstream operating hours are also extended. When COTA adds new fixed-route bus stops, trips starting or ending within three-fourths of a mile, those new bus stops become Mainstream eligible.

We heard requests for more trips on Line 33 and 35, streamlined service to the Airport, complaints about missed trips on the 24 and 22, requests for improved communication of reroutes and detours and more.

Please keep sharing your feedback! Staff can't address all requests, but we will do our best to address requests in the future. You can share feedback at public comment meetings and any time at COTA.com/contact.

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 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](https://www.cota.com/contact) to leave general comments related to how we can improve COTA's service.



Final service changes will be announced at the April public information meetings.
Join us on **April 9 at 6 p.m.** and **April 14 at 12 p.m.**



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

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