SERVICE CHANGES

Effective Monday, September 4, 2017
What is Emergency Ride Home (ERH)?

Transit, Carpooling, vanpooling, walking, and biking are economical and sustainable ways to commute to work, but what happens if you have an emergency, become ill, or have unexpected overtime and cannot make your rideshare arrangement home from work?

Now you can register for the Emergency Ride Home (ERH) Program. In case of the unexpected, you can take a taxi home for free.

To register, simply fill out the registration form at gohiocommute.com/erh and indicate your interest in the Emergency Ride Home (ERH) Program. Program staff will screen your application and will contact you within 72 hours with an access code, if approved.

COTA is committed to ensuring that no person is denied or subject to discrimination in receipt of services on the basis of race, color, national origin or any other characteristic prohibited by law.
Riders have responsibilities, too. The following rules have been adopted by the Central Ohio Transit Authority (COTA) pursuant to Ohio Revised Code 306.35. To learn more about COTA’s Code of Conduct, visit cota.com/code.
Travel times have been adjusted on the following lines to improve on-time performance:

**FREQUENT**
1. Kenny/Livingston (Weekdays)
2. E Main/N High (All Days)
3. W 5th Ave/Refugee (All Days)
4. Cleveland/Sullivant (All Days)
5. Mt Vernon (All Days)
6. Karl/S High (All Days)
7. E Broad/W Broad (All Days)
8. James/Stelzer (All Days)
9. Morse (Weekdays)

**STANDARD**
1. N High/Polaris Pkwy (All Days)
2. Northwest/Harrisburg (All Days)
3. Indianola/Lockbourne (All Days)
4. W Mound/Brentnell (All Days)
5. Bryden/Maize (All Days)
6. McKinley/Fields (All Days)
7. OSU-Rickenbacker (All Days)
8. Hamilton (Weekdays)
9. Hudson (All Days)
10. N Broadway (All Days)

**RUSH HOUR**
1. Arlington/1st Ave (Weekdays)
2. Sharon Woods (Weekdays)
3. Reynoldsburg (Weekdays)
4. Canal Winchester (Weekdays)
5. Grove City (Weekdays)
6. Hilliard (Weekdays)
7. Tuttle (Weekdays)
8. Smoky Row (Weekdays)

**NEW ALIGNMENT**
**7 MT VERNON (TO AIRPORT)**

**Goal:** Resume direct service on **Line 7 MT VERNON (TO AIRPORT)** trips to the entrance of the Chalmers P. Wylie VA Ambulatory Care Center, when construction moves to a different area of campus

**Proposed Stop:** Just south of the VA entrance

Date: 7/11/2017
Document Path: J:\Service_Changes\2017_Sep\GIS\Line 7_VA_Sept2017.mxd
NEW END OF LINE: MT CARMEL EAST HOSPITAL
10 E BROAD/W BROAD (TO HAMILTON)

Goal: Extend service to Mt. Carmel East Hospital on Line 10 E BROAD/W BROAD

Proposed Extension: The eastbound Line 10 (TO HAMILTON) trips will extend about 1.5 miles and end at Mt Carmel East Hospital, instead of the former Golf Center at Whitehall Community Park

Line 10 (to Reynoldsburg) will be unaffected

RETURN TO NORMAL ALIGNMENT
11 BRYDEN/MAIZE

Goal: Restore Line 11 BRYDEN/MAIZE to its normal route along Joyce Ave, following the completion of construction of southbound Joyce Ave between E Hudson St & E 17th Ave

Normal Southbound Route: Heading east on Hudson St

- Continue east on Hudson St
- South on Joyce Ave
- Resume existing route

Northbound alignment continues same route
ROUTE CHANGE 11 BRYDEN/MAIZE (SOUTH/EAST)

Goal: Restore Line 11 BRYDEN/MAIZE southbound access to Kroger from Holtzman Ave

South/East Route Change: from Bryden Rd

- South on Holtzman Ave
- West on E Main St
- South on Nelson Rd
- East on Livingston Ave
- South on Alum Creek Dr
- Resume existing route

Route change already in effect, due to emergency sewer work at discontinued stop starting August 4
**ROUTE CHANGE**

**12 MCKINLEY/FIELDS (EASTBOUND)**

**Goal:** Improve on-time performance in Downtown Columbus on Line 12 MCKINLEY/FIELDS eastbound

**New Eastbound Route:** to Fields Operations, from McKinley Ave

- South on N Souder Ave
- East on W Gay St
- South on N Davis St
- East on W Broad St
- North on W Front St
- East on W Long St
- North on N 4th St
- Resume existing route

**ROUTE CHANGE**

**12 MCKINLEY/FIELDS (WESTBOUND)**

**New Westbound Route:** to McKinley Operations, from N 3rd St

- West on Chestnut St
- South on N High St
- West on W Broad St
- North on N Souder Ave
- Resume existing route
ALIGNMENT ADJUSTMENT
23 JAMES/STELZER

Goal: Restore service to Eastland Manor and other senior housing, without impacting frequency for other customers

Alignment Adjustment: in northbound direction towards Easton, from Eastland Mall

- North on Hamilton Rd
- West on Macsway Ave
- North on Kimberly Pkwy E
- West on Kimberly Pkwy N
- Resume existing route

Southbound direction is the same in reverse

TEMPORARY ROUTE CHANGE
41 CROSSWOODS-POLARIS, 42 SHARON WOODS, 43 WESTERVILLE, 44 EASTON, 45 NEW ALBANY, 46 GAHANNA

Goal: Help relieve rush hour congestion on W Long St, due to construction at the intersection of High St and Long St

Temporary Route Change: Lines 41-46 will be temporarily rerouted to High St between COTA Transit Terminal and Spring St/Long St, instead of using Front St and Marconi Blvd

Changes go into effect August 14
TEMPORARY ROUTE CHANGE
51 REYNOLDSBURG,
52 CANAL WINCHESTER, 61 GROVE CITY

Goal: Help relieve rush hour congestion on W Long St, due to construction at the intersection of High St and Long St

Route Change: Lines 51, 52 and 61 will temporarily discontinue service to the Long St and High St stop. Passengers should board at the Spring St Terminal.

Change goes into effect August 14
EXPRESS SERVICE

Buses operate three hours before and two hours after each home game.

Drop-off and pickup on campus at Neil Ave. and 17th Ave., one block from Ohio Stadium.

Express Locations

❖ OHIO EXPO CENTER
at the Ohio State Fairgrounds
717 E. 17th Ave., Columbus, OH 43211

❖ CROSSWOODS PARK & RIDE
7460 Huntington Park Dr., Columbus, OH 43235

<table>
<thead>
<tr>
<th></th>
<th>Ohio Expo Center</th>
<th>Crosswoods Park &amp; Ride</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>$5.00</td>
<td>FREE</td>
</tr>
<tr>
<td>Express Adult Fare*</td>
<td>$5.50</td>
<td>$5.50</td>
</tr>
<tr>
<td>Express Child Fare#</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

*13 years of age & over
#Children 48” tall & over, through 12 years of age
Children under 48” tall ride free (limit 3 with paying adult)

For more Information

cota.com/osufootball 614-228-1776

OTHER COTA LINES TO CAMPUS
COTA has seven lines that run in the campus area.

1 KENNY/LIVINGSTON

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5am-7:30am</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>7:30am-8:30pm</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>8:30pm-10pm</td>
<td>Every 20-30 minutes</td>
</tr>
<tr>
<td>10pm-12am</td>
<td>Every 30-40 minutes</td>
</tr>
</tbody>
</table>

2 N HIGH/E MAIN

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5am-8am</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>8am-8:30pm</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>8:30pm-10pm</td>
<td>Every 20-30 minutes</td>
</tr>
<tr>
<td>10pm-12am</td>
<td>Every 60 minutes</td>
</tr>
</tbody>
</table>

21 N HIGH/POlaris Parkway

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5am-10pm</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>10pm-12am</td>
<td>Every 60 minutes</td>
</tr>
</tbody>
</table>

8 KARL/S HIGH

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5am-8am</td>
<td>Every 30 minutes</td>
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<tr>
<td>8am-8:30pm</td>
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<td>Every 20-30 minutes</td>
</tr>
<tr>
<td>10pm-12am</td>
<td>Every 20-35 minutes</td>
</tr>
</tbody>
</table>

22 OSU/RICKENBACKER

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5am-9:30pm</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>9:30pm-11:30pm</td>
<td>Every 60 minutes</td>
</tr>
</tbody>
</table>

31 HUDSON

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:30am-9:30pm</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>9:30pm-11pm</td>
<td>Every 60 minutes</td>
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NIGHT OWL
Thursday, Friday & Saturday Evenings

<table>
<thead>
<tr>
<th>Times</th>
<th>Frequency</th>
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</thead>
<tbody>
<tr>
<td>7pm-3am</td>
<td>Every 30 minutes</td>
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ONE-WAY FARE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult - 13 years &amp; over</td>
<td>$2.00</td>
</tr>
<tr>
<td>Child - 48” tall &amp; over, through 12 years of age</td>
<td>$1.00</td>
</tr>
<tr>
<td>Child - under 48” (limit 3 with paying adult)</td>
<td>FREE</td>
</tr>
</tbody>
</table>
CATCH THE CBUS

IT’S FREE IT’S EASY

Every 10-15 Minutes from the Brewery District to the Short North

COTA is proud to connect more people with more places.

With recent expansion to the Rickenbacker area, New Albany, Easton Town Center, Polaris, the launch of COTA AirConnect and the continuation of CBUS, we are committed to enhance the connectivity of our region, and to connect job seekers with jobs.

At COTA, we move people and people move us.

visit COTA.COM to learn more
NEW FAREBOXES

- New fareboxes will be installed this fall
- Fareboxes will allow mobile and smart card payments in the future
- Mobile ticketing will be available in late 2017
- Smart cards will launch in 2018

CUSTOMER WIFI

- Wireless internet access for smart phones, tablets, laptops and other devices will be available!
- Access already available on CBUS and the COTA AirConnect
- Access will be available on all buses by September
- Unlimited 4G speeds

Graphic for display purposes only—actual fare amount and route information not shown.
Fares are evaluated every three years, as described in COTA's Long Range Transit Plan.

Fares were last adjusted on January 1, 2012.

A public comment period will be held, prior to staff recommending fare adjustments to the COTA Board of Trustees.

Public meetings will be held in October.

Fare adjustments would go into effect on January 1, 2018.
**FARES**

- **One-way**
  - Local: $2.00
  - Express: $2.75
  - with ADA card: Free
  - Senior ID or Key ID: $1.00

Exact fares can be paid in cash or by using a pass. **No change is given.**

- **One-way with transfer**
  - Local > Local: Free
  - Express > Express: Free
  - Local > Express: $0.75 extra per trip
  - Express > Local: Free

Ask your operator for a transfer when you board your bus. Transfers are good only with cash or RideTickets. **Transfers expire after two hours and are not valid for return trips.**

- **Children's fares**
  - Under 48*: Free with adult (limit 3)*
  - Over 48* up to age 12: $1.00 each way

*Does not include groups. Ages 13+ are charged regular fares.

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**PASSES**

A variety of passes are available for those who ride regularly.

- **By day**
<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Local ($4.50)</th>
<th>Express ($0.75 extra per trip)</th>
<th>Discount ($2.25)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Day Pass</td>
<td>$4.50</td>
<td>$0.75</td>
<td>$2.25</td>
</tr>
<tr>
<td>7 Day Pass</td>
<td>$25.00</td>
<td>$0.75</td>
<td>—</td>
</tr>
<tr>
<td>31 Day Pass</td>
<td>$62.00</td>
<td>$85.00</td>
<td>$31.00</td>
</tr>
</tbody>
</table>

Most passes can be purchased at most Kroger and Giant Eagle locations, at our **Pass Sales Office at 33 N. High Street**, or at any of our ticket vending machines. Visit **COTA.com** for more locations. 1 Day Passes can be purchased **on the bus for $4.50**.

- **By ride**
<table>
<thead>
<tr>
<th>Ride Ticket</th>
<th>Local ($4.00)</th>
<th>Express ($5.50)</th>
<th>Discount ($2.00)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$4.00</td>
<td>$5.50</td>
<td>$2.00</td>
</tr>
<tr>
<td>5</td>
<td>$10.00</td>
<td>$13.75</td>
<td>$5.00</td>
</tr>
<tr>
<td>10</td>
<td>$20.00</td>
<td>$27.50</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

RideTickets are only available at ticket vending machines.

- **Summer Youth Pass**
  From June 1 to August 31, Youth Passes for riders 17* and younger—and OSU Opt-In Passes for enrolled OSU students—are $62.00. Available only at our Pass Sales Office at 33 N. High Street. **credentials required**

- **Discount Pass ID cards**
  Riders over 65, Medicare card holders and riders with disabilities may apply for a Discount Pass ID card.
Pay and find the perfect seat
Enter at the front. Insert the exact fare (bills or coins) or swipe your pass, and grab a seat.

Signal to stop
Pull the yellow cord when your stop is approaching.

Depart the bus
Exit through the rear door, located at the middle of the bus.

READING A TIMETABLE
It only takes a few seconds to read a timetable (or to learn how).

1. Select a timetable based on your travel day and destination.
2. Find your closest bus stop at the top of the timetable. Buses stop between scheduled points on a timetable.
3. Locate a convenient departure time by reading down the column with your bus stop.
4. Determine your arrival time: Find the box where the row with your departure time meets the column with your destination.

Visit cota.com to view maps and schedules, or to use our interactive trip planner.
COTA offers services to meet the needs of the active senior citizen. From shopping to visiting friends, COTA helps central Ohioans get more out of life.

COTA offers discount fares for seniors with your free COTA Senior ID. A COTA Senior ID qualifies you for discounts on monthly passes and DayPasses. Passes are sold at the COTA Pass Sales office, the Ticket Vending Machine and participating central Ohio Kroger and Giant Eagle stores.

Applicants must be at least 65 years of age to apply. All reduced-fare applicants must provide a picture ID and Social Security card when applying. Seniors must show proof of age (driver’s license, State ID card or birth certificate).

Senior IDs are made at COTA's Pass Sales office, 33 N. High St., Monday-Friday, 9 a.m.-4 p.m. only. IDs are valid for three years.

COTA offers free travel training to senior organizations. COTA staff will come to your location to provide transit information and how-to-ride education. To schedule a COTA representative for your group, call (614) 275-5828.

Visit COTA.com/seniors for more information.
Park & Rides take the hassle out of going to work. Simply leave your car at your Park & Ride location, jump on the bus, sit back and relax while COTA does the driving. COTA will take you to your place of business quickly, safely and comfortably for less money and less hassle. Park & Ride locations and lines serving them are listed below.

**Crosswoods** 7460 Huntington Park Dr. (near E. Campus View Boulevard and Huntington Park Drive) **2L, 41**

**Delawanda** 4939 N. High St. (at Rathbone Avenue and N. High Street) **2, 2L, 33**

**Dublin** 4363 Dale Dr. **73, Zoo Bus (summer only)**

**Easton Transit Center** 4260 Stelzer Rd. **7, 9, 23, 24, 25, 31, 32, 34, 44, 45**

**Gender Road** 5336 Gender Rd. **52**

**Great Southern** 3747 S. High St. (at S. High Street and Obetz Road) **8**

**Griggs Dam** Griggs Dam Reservoir (near Riverside Drive and Fishinger Road) **32, 73, Zoo Bus (summer only)**

**Grove City** 2321 Old Stringtown Rd. (at Stringtown Road and Parkmead Drive) **3, 61**

**Hilliard** 4199 Parkway Ln. (at Cemetery Road and Parkway Lane) **21, 32, 71**

**Hilliard United Methodist Church** 5445 Scioto Darby Rd. (near Scioto Darby Road and Main Street) **21, 71**

**Indianola and Morse** 4720 Indianola Ave. (at Indianola Avenue and Morse Road) **11, 34**

**Livingston and Barnett** 3380 E. Livingston Ave. (at Livingston Avenue and Barnett Road) **1, 23**

**New Albany International Business Park** 5202 Forest Dr. **45**

**Northern Lights** 3561 Cleveland Ave. (at Cleveland Avenue and Innis Road) **6, 32**

**Olentangy and Bethel** 4990 Olentangy River Rd. (at Olentangy River Road and Bethel Road) **74**

**Renner Road** 5608 Renner Rd. (at Renner Road and Hilliard Rome Road) **71**

**Reynoldsburg** 2100 Birchview Dr. (near Brice Road and Eastgreen Boulevard) **1, 51**

**Royal Plaza (Gahanna)** 71 N Stygler Rd (at Royal Plaza Shopping Center on Agler Road) **46**

**Southampton** 3311 W. Broad St. (at W. Broad Street and Southampton Avenue) **10**

**St. Andrew Church** 1985 Swansford Dr. (at Swansford Drive and Smoky Row Road) **74**

**St. Peter’s Church** 6899 Smoky Row Rd. (near Snouffer Road and Smoky Row Road) **74**

**Westerville** 312 W. Main St. (near W. Main Street and Cleveland Avenue) **43**

**Westwoods** 55 Westwoods Blvd. (at W. Broad Street and Westwoods Boulevard) **9, 10, 21**

**Whitehall** 4540 E. Broad St. (near E. Broad Street and Hamilton Road) **10**

For additional information on our Park & Rides, visit COTA.com/park-and-ride
**City Year**  
COTA partners with City Year Columbus to give unlimited transportation to Corps members. City Year is a group of young leaders who go into academically challenged schools for one year to mentor students and change lives. Thank you City Year.

**Columbus City Schools**  
COTA maintains a pass program with Columbus City Schools. Check with your school for more information.

**CCAD students**  
If you’re a Columbus College of Art & Design student, you can use your active CCAD student ID to ride any COTA bus. Just swipe your valid ID when you board.

**Capital University**  
If you’re a Capital University student, you can use your active Capital student ID to ride any COTA bus. Just swipe your valid ID when you board.

**OSU students**  
Ohio State students who are currently enrolled in classes have access to COTA’s entire system. Students must swipe their valid BuckID upon boarding the bus.

**OSU Faculty & Staff**  
Ohio State University staff and faculty can use their BuckID as a monthly local COTA pass. All OSU faculty and staff members who are eligible for pre-tax payroll deduction may enroll in the program. In addition to a pre-tax deduction, faculty and staff get a $4.00 discount on the regular monthly local COTA pass. For more information, visit COTA.com/osu or talk with an OSU HR representative.

**Franklin County**  
Franklin County employees can receive an 80 percent discount on 31-day passes via payroll deduction. Check with your HR representative.

**Customer Service**  
(614) 228-1776  
Monday-Friday, 6 a.m.-8 p.m.  
Saturday-Sunday, 8 a.m.-6 p.m.  
Holidays, 8 a.m.-5 p.m.  
(Closed Thanksgiving, Christmas and New Year’s Day.)

**COTA Pass Sales**  
33 N. High St.  
Columbus, OH 43215  
Monday-Friday, 8 a.m.-5 p.m.

**Lost and Found**  
(614) 228-1776  
To claim a lost item, you must provide an accurate description of the item and a photo ID at COTA’s Pass Sales office, 33 N. High St., Monday-Friday, 8am-5pm

**Mobility Services**  
(614) 275-5828

**Accessible Information**  
(614) 228-1776

**TTY/TTD**  
(614) 275-5878

**Web**  
COTA.com

**Social Media**  
facebook.com/cotabus  
@COTAbus
We’re committed to excellence, whether we’re serving our customers, employees or taxpayers. We deliver quality transportation services and conduct business courteously, safely, ethically and reliably. And we demonstrate leadership that’s fiscally responsible and environmentally conscientious. Because at the Central Ohio Transit Authority, while we move people—it’s really people that move us.

*People like you.*

facebook.com/cotabus

@COTAbus

COTA.com

33 N. High St., Columbus, Ohio 43215  (614) 228-1776