

Request for Bus Stop Changes

Thank you for contacting the Central Ohio Transit Authority!

COTA welcomes comments from our community and, when possible, addresses requests for changes to a bus stop.

Our Development Division continuously evaluates our bus stops, in order to effectively dedicate our limited resources to meet the needs of our community. Stop location and amenity decisions are guided by our Bus Stop Design guide, which can found at <http://www.cota.com/bus-stop-design-guide>.

Stop Location: Stop placement is determined based on the proximity from nearby stops, access to destinations, and – above all – customer safety. All stops must be approved by the applicable city or county.

Stop Amenities: COTA primarily determines where to place shelters, benches, trash cans and other amenities based on ridership (how often the stop is used). Bus stops with at least 35 customer boardings per weekday are generally eligible for amenities. We also review planned residential and business development, community factors such as safety, input from our bus operators and available financial resources.

If COTA determines that your request does not meet the requirements included in our Bus Stop Design Guide, we are happy to work with your community to determine alternative solutions.

Request for Bus Stop Changes

Please provide information to begin the assessment process. We appreciate as many information as possible to appropriately and completely assess your request.

Requestor

Name: _____

Affiliation/Organization/Business (if applicable): _____

Address: _____

Phone Number: _____

Email: _____

Date of Request: _____

Amenity Type Requested

Bus Stop: Add Remove Relocate

Pole and sign only.

Bench: Add Remove Relocate

Two-seated metal bench. Approx. Cost: \$850[†].

Shelter: Add Remove Relocate

10'x4' or 12'x2' shelters available. Approx. Cost: \$5,400[†].

[†] Additional construction costs may occur, based on existing infrastructure conditions

Lighting: Add Remove Relocate

Solar-powered lighting. Requires shelter. Approx. Cost: \$2,000.

Trash Can*: Add Remove Relocate

All-weather metal trash can. Approx. Cost: \$950.

*Trash containers are available onboard all COTA buses.

Description of Location

Nearest address or intersection: _____

Direction of travel: Northbound Southbound Eastbound Westbound

If Current Stop

Stop ID (four digit number located on bus stop sign): _____

Do you use this stop to ride COTA? Yes No

If so, how often? Daily Regularly Rarely

Please attach a photo of the location or surrounding area.

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Reason for Request

Community Impact

Names of other interested parties – customers, community organizations, neighborhood leaders, business owners

Have you or your community already taken steps to address these issues? If yes, please explain.

What other ideas do you have to address these issues (other than this request)?

Are you or your community willing to contribute to the cost of installing these amenities (see page 2 for approximate costs)?

Yes No

Are you or your community willing to partner with COTA to maintain these amenities (general clean-up, trash pickup, reporting damage) through the Adopt-A-Stop Program?

Yes No

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Additional resources

COTA works closely with our municipal, civic and nonprofit partners to provide solutions. Check out these other resources available to address bus stop changes:

Columbus Service Center (311): 311.columbus.gov
Submit a request for non-emergency city services.

Columbus Department of Neighborhoods: columbus.gov/neighborhoods
Learn about community advocacy groups and other neighborhood services.

Columbus Department of Public Service: columbus.gov/publicservice
Provides services including roadway and sidewalk improvements, street lighting, trash and recycling collection, and snow removal.

Keep Columbus Beautiful: columbus.gov/publicservice/Keep-Columbus-Beautiful
City of Columbus community improvement program focused on litter, recycling and beautification.

Adopt An Area: columbus.gov/publicservice/keep-columbus-beautiful/Adopt-An-Area
City of Columbus program to empower Columbus residents, organizations and business to keep their community's major corridors and neighborhood roads. Participants are recognized by signs posted in the adopted area.

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Thank you again for your request.

Upon receipt, COTA will review your request for bus stop changes – including amenities – to determine eligibility. Please expect a response from COTA within the next 10 business days.

Please note: All changes must be approved by the applicable city or county. Amenities can take up to one year to be installed based on site conditions and available resources.