

COTA

welcome!

**THIS MEETING WILL
START SHORTLY**



MEETING PURPOSE

THANK YOU FOR JOINING US AND *participating.*

The purpose of this meeting is to take public comment on the **Income Assistance pilot program** and the **proposed service changes** that will take effect on September 5, 2022

No final decisions have been made for the September 2022 service change.

Meeting Format

We are recording this meeting. The recording will be posted on our website at COTA.com. If you are joining us by computer or phone, please know we cannot see or hear you. Please be considerate of meeting attendees and COTA staff.

Click to add text

HOW TO COMMUNICATE WITH COTA

If joining by computer, submit comments and questions via the Q&A Chat Box. If joining by phone, please direct all question or comments to COTA's Customer Care Center at (614) 228-1776. If joining by Facebook Live, please submit your question by commenting in the livestream.



How to Use Q&A Chat

The screenshot displays a Zoom meeting interface. At the top, a menu bar includes 'File', 'Edit', 'Share', 'View', 'Audio & Video', 'Participant', 'Event', and 'Help'. The main content area features a blue slide with the COTA logo in the top right corner. The slide text reads 'Thank You for Joining!' in large white font, with the subtitle 'The meeting will start shortly' below it. A vertical toolbar on the left side of the slide contains icons for mute, video, and search. At the bottom of the slide, a '1' is visible in the bottom right corner. On the right side of the interface, a 'Participants' panel is open, showing a search bar and expandable sections for 'Panelists (1)' and 'Attendees'. At the bottom of the Zoom window, a control bar includes a 'Mute' button, a smiley face icon, a three-dot menu, and a red 'X' icon. On the far right of this bar, the 'Participants' and 'Chat' buttons are shown, with the 'Chat' button highlighted by an orange box and a red circle containing the number '1' above it.

How to Use Q&A Chat

The screenshot displays a Zoom meeting interface. The main content area shows a blue slide with the COTA logo and the text "Thank You for Joining! The meeting will start shortly". A number "1" is visible in the bottom right corner of the slide. The top menu bar includes "File", "Edit", "Share", "View", "Audio & Video", "Participant", "Event", and "Help". On the right side, there are two panels: "Participants" and "Chat". The "Participants" panel shows a search bar and lists "Panelists (1)" and "Attendees". The "Chat" panel is highlighted with an orange border and contains a text input field, a "To:" dropdown menu set to "All Panelists", and the instruction "Please place your questions here? Please direct all questions to All Panelists." The bottom toolbar includes "Mute", a smiley face icon, a three-dot menu, and a red "X" icon. On the far right, a red circle with the number "2" is present.

2

How to Use Q&A Chat

The screenshot displays a Zoom meeting interface. The main window shows a blue background with the COTA logo and the text "Thank You for Joining! The meeting will start shortly". A vertical toolbar on the left contains icons for mute, video, and chat. The bottom toolbar includes "Mute", a smiley face icon, a three-dot menu, and a red "X" icon. On the right, a "Participants" panel is open, showing a search bar and sections for "Panelists (1)" and "Attendees". Below it, a "Chat" panel is open, showing a "To:" dropdown menu set to "All Panelists". A text box in the chat panel contains the instruction: "Please place your questions here? Please direct all questions to All Panelists." This text box is highlighted with an orange border. A red circle with the number "3" is positioned to the right of the chat panel.

3

The background image shows the interior of a bus with rows of blue seats. A window on the right side shows another bus parked outside. The text is overlaid on this image.

Income Assistance PILOT PROGRAM

Public Comment on Fare Changes

NO
Fare increases
UNDER
CONSIDERATION



Income Assistance Pilot Program

COTA's Board of Trustees approved a six-month pilot that extends eligibility for 50% transit discounts to individuals who receive public income assistance.

- **Pilot Period: March 1- August 31**
- **Proof of Participation Accepted**
 - SNAP
 - Publicly funded childcare
 - Ohio Works First cash assistance
 - Prevention, Retention and Contingency emergency assistance
 - Medicaid
 - Temporary Assistance to Needy Families
- **Eligibility: One Year**

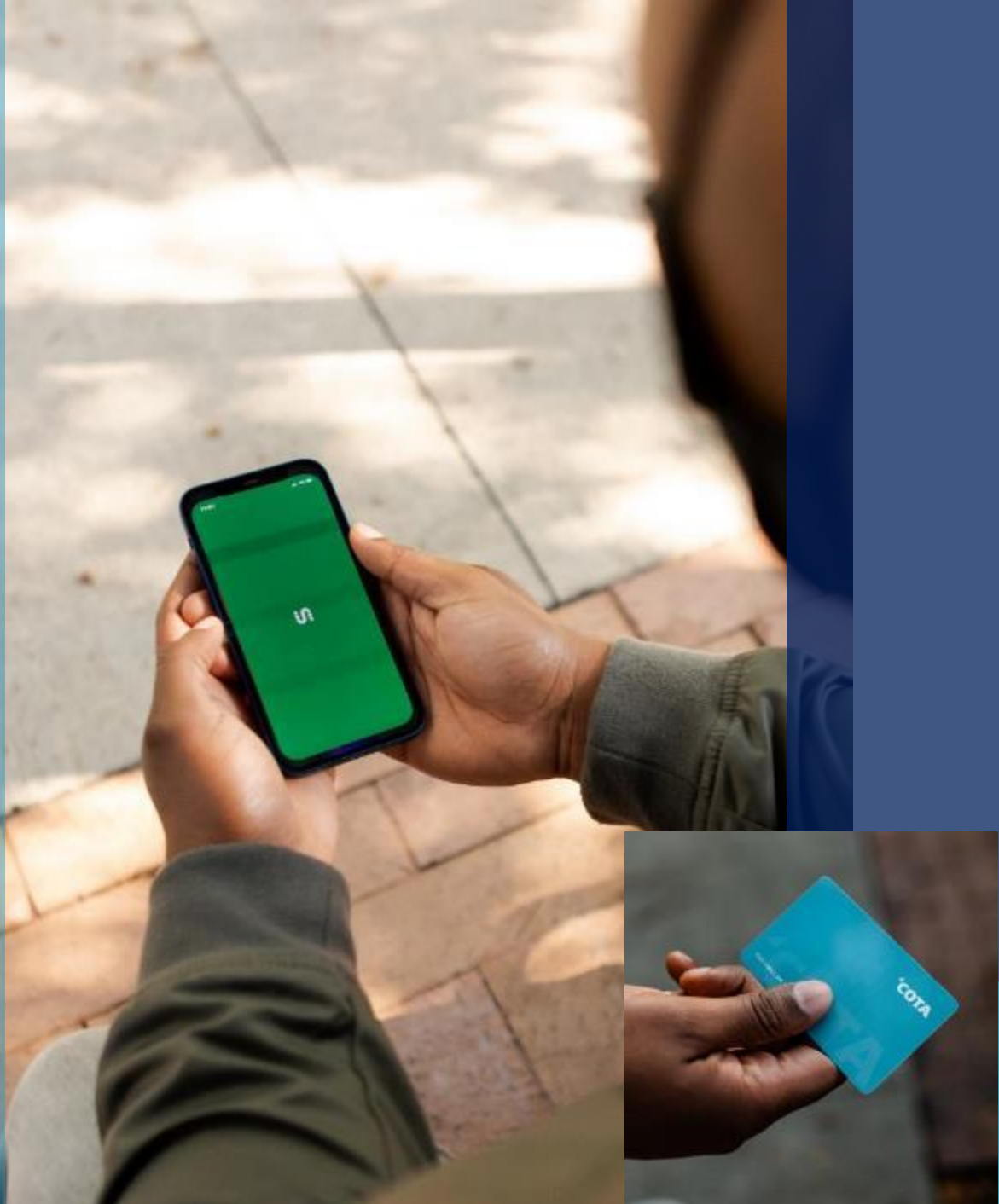


How to Apply

Customers can apply for the discount program at the COTA Customer Experience Center (33 N. High St.). Hours of operation are 8 a.m. to 5 p.m. Monday-Friday.

Customers who qualify for COTA's Income Assistance Program will need to use one of our payment methods included in COTA's new digital fare payment system to receive the discount.

You can set up an account through the Transit app or obtain a COTA Smartcard at the Customer Experience Center.



Important Dates to Remember

Next meeting

Tuesday, May 24 at noon

Attend and participate in the public meetings by joining:

- In Person
- Virtually
- Phone

Additional meetings

**Thursday,
June 9 at 6 p.m.**

and

**Tuesday,
June 14 at noon**

Final Approval

**COTA Board of Trustees
Meeting**

Wednesday, July 27 at 9 a.m.

Q&A Chat

Have a question about the Income Assistance Pilot Program?

- If joining via WebEx, submit comments via the chat box.
- If joining via phone, please wait to unmute yourself until directed by the moderator.
- If joining via Facebook Live, please comment your questions in the livestream.
- Visit cota.com/contact to learn more about this program.

up next: Proposed Service Changes



COVID-19 Policy Updates

How is COTA keeping customers and employees safe? COTA will continue to provide the following measures to keep customers and employees safe:

- Cleaning and sanitization on all transit vehicles and at high-ridership stops
- Installed operator barriers on fixed-route fleet
- Proper ventilation
- Hand sanitizer
- **Mask policy was lifted on April 19**





Workforce Challenges

Like most organizations, COTA is impacted by the nationwide worker shortage. COTA continues to recruit and hire new transit operators, but those new hires are not enough to offset retirements and other departures.

COTA will continue to adjust transit schedules due to unprecedented workforce challenges.

The adjustments will be made to improve service reliability and help minimize adverse service impacts to our customers and staff.



COTA is HIRING!

COTA is actively recruiting, hiring and training new operators. Anyone interested in a rewarding career at COTA can learn more and apply at [COTA.com/careers](https://www.cota.com/careers).

- COTA's starting wage for operators in training has been increased to \$17.50/hour.
- Upon completion of training, operators' wage increases to \$21.10/hour.
- Operators can make more than \$33/hour in 5 years
- COTA is in the top 5% among peer agencies for wage & benefits

SERVICE REQUESTS

COTA will continue to document requests for service and work to restore service hours.

service CHANGES

The following service adjustments are **proposed** to begin on Monday, September 5, 2022.

No final decisions have been made for the September 2022 service change.

Summary of Changes

LINES	LINE NAME	CHANGES
1	Kenny / Livingston	Frequency reduction
2	N High / E Main	Frequency reduction
3	Northwest / Harrisburg	Frequency reduction
4	Indianola / Lockbourne	Frequency reduction and route change
6	Cleveland / Sullivant	Span of service and route change
8	Karl / S High / Parsons	Frequency reduction
10	E Broad / W Broad	Frequency reduction
11	Bryden / Maize	Frequency reduction and route change
22	OSU / Rickenbacker	Frequency reduction

LINES	LINE NAME	CHANGES
24	Hamilton	Route name change
31	Hudson	Frequency reduction
102	Polaris Pkwy / N High	Frequency reduction
C M A X		Frequency reduction
Zoo Bus		Seasonal service will end on October 31
AirConnect		Partial service will end on August 30
All Rush Hour Lines 41, 42, 43, 44, 45, 46, 51, 52, 61, 71, 72, 73, 74, 75		Discontinue service

Disclaimer: Lines may be added or removed as on-time performance information becomes available.

Frequency Reductions – *frequent*

LINES	LINE NAME	CURRENT FREQUENCY	PROPOSED CHANGES
1	Kenny / Livingston	15 minutes between Reynoldsburg and Riverside Hospital & 30 minutes between Riverside Hospital and Carriage Place seven days a week	20 minutes between Reynoldsburg and Riverside Hospital & 40 minutes between Riverside Hospital and Carriage Place on Sundays only
2	E Main / N High	15 minutes between Westview Turnaround and Great Eastern & 30 minutes between Great Eastern and Main & Hanson seven days a week	20 minutes between Westview Turnaround and Great Eastern & 40 minutes between Great Eastern and Main & Hanson on Sundays only
8	Karl / S High / Parsons	15 minutes between Boardwalk & Shapter and downtown & 30 minutes south of downtown seven days a week	20 minutes between Boardwalk & Shapter and downtown & 40 minutes south of downtown on Sundays only
10	E Broad / W Broad	15 minutes between Westwoods and Mt Carmel East Hospital & 30 minutes between Mt Carmel and Limited Brands seven days a week	20 minutes between Westwoods and Mt Carmel East Hospital & 40 minutes between Mt Carmel and Limited Brands on Sundays only
C MAX		15 minutes between downtown and Northland Transit Center & 30 minutes between Northland and Westerville seven days a week	20 minutes between downtown and Northland Transit Center & 40 minutes between Northland and Westerville on Sundays only
All Frequent Lines (1, 2, 8, 10, C MAX)		Varies by line	All lines will run every 30 minutes before 7am

Disclaimer: All changes are proposed. No final decisions have been made for the September 2022 Service Change.

Frequency Reductions – *standard*

LINES	LINE NAME	CURRENT FREQUENCY	PROPOSED CHANGES
3	Northwest / Harrisburg	30 minutes Monday through Friday & 60 minutes on Saturday and Sunday	45 minutes Monday through Friday & 60 minutes on Saturday and Sunday
4	Indianola / Lockbourne	30 minutes seven days a week	60 minutes from 9am to 3pm and after 8pm & 30 minutes remainder Monday through Friday. 60 minutes Saturday & Sunday only.
6	Cleveland / Sullivant	60 minutes on Cleveland Ave & 30 minutes west of Downtown seven days a week	Discontinue service on Cleveland Ave & 30 minutes west of Downtown seven days a week
2 2	OSU-Rickenbacker	15 minutes south of Broad Street and 30 minutes remainder Monday through Friday & 30 minutes Saturday and Sunday	15 minutes south of Broad Street and 30 minutes remainder Monday through Friday & 40 minutes Saturday and Sunday
3 1	Hudson	30 minutes seven days a week	60 minutes on Saturday and Sunday only
1 0 2	N High / Polaris Pkwy	30 minutes seven days a week	60 minutes on Saturday and Sunday only

Disclaimer: Lines may be added or removed as on-time performance information becomes available.

All changes are proposed. No final decisions have been made for the September 2022 Service Change.

Frequency Reductions – *rush hour*

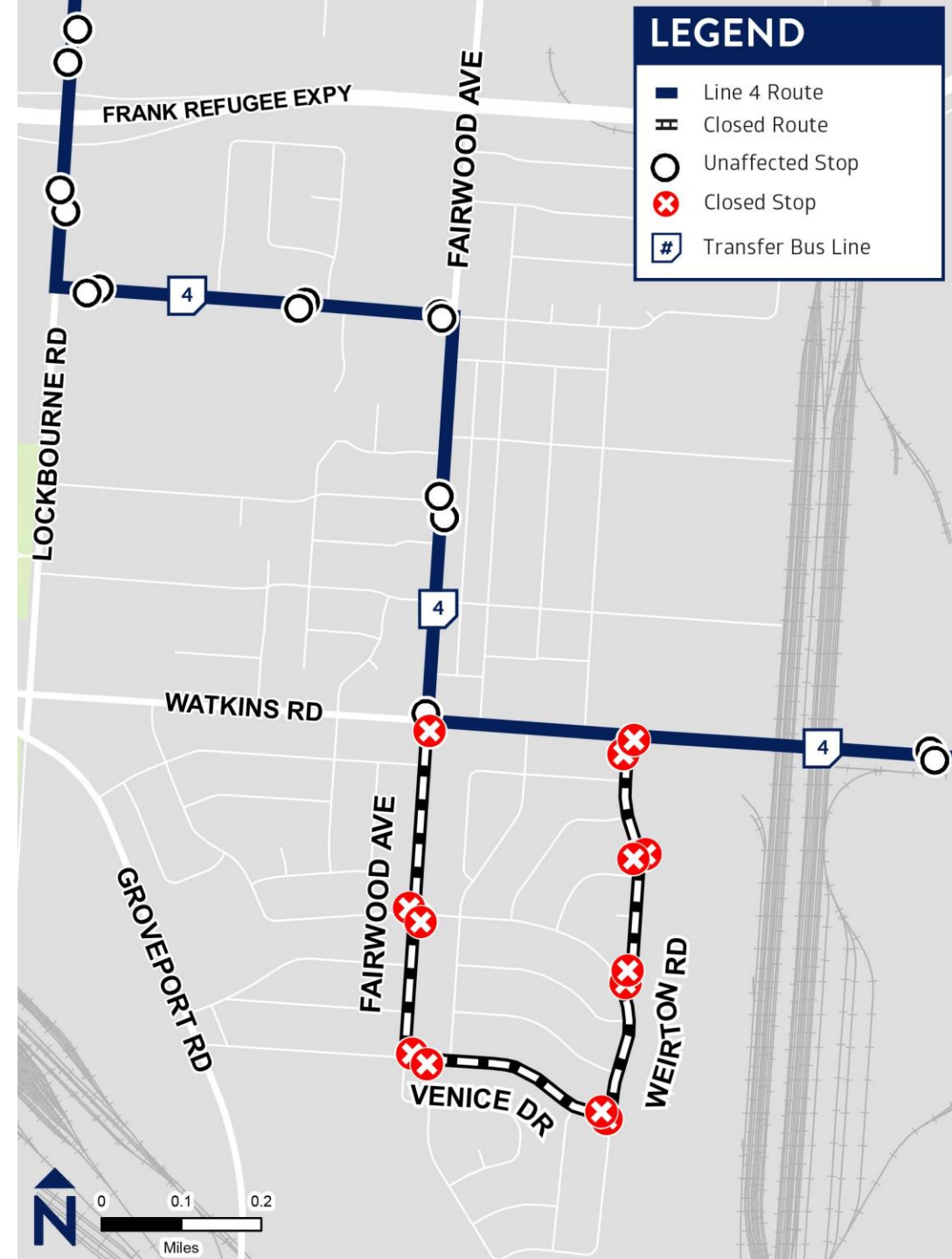
LINES	LINE NAME	CURRENT FREQUENCY	PROPOSED CHANGES
4 1	Crosswoods / Polaris	Weekday AM / PM peak	Temporarily discontinue service
4 2	Sharon Woods	Weekday AM / PM peak	Temporarily discontinue service
4 3	Westerville	Weekday AM / PM peak	Temporarily discontinue service
4 4	Easton	Weekday AM / PM peak	Temporarily discontinue service
4 5	New Albany	Weekday AM / PM peak	Temporarily discontinue service
4 6	Gahanna	Weekday AM / PM peak	Temporarily discontinue service
5 1	Reynoldsburg	Weekday AM / PM peak	Temporarily discontinue service
5 2	Canal Winchester	Weekday AM / PM peak	Temporarily discontinue service
6 1	Grove City	Weekday AM / PM peak	Temporarily discontinue service
7 1	Hilliard	Weekday AM / PM peak	Temporarily discontinue service
7 2	Tuttle	Weekday AM / PM peak	Temporarily discontinue service
7 3	Dublin	Weekday AM / PM peak	Temporarily discontinue service
7 4	Smoky Row	Weekday AM / PM peak	Temporarily discontinue service
7 5	Arlington / 1 ST Ave	Weekday AM / PM peak	Temporarily discontinue service

Line 4 Routing Change

In order to provide a simple, more direct route to and from Alum Creek Drive. COTA is proposing to **remove Line 4 Indianola/Lockbourne along Venice Dr and Weirton Rd**.

Line 4 would remain on Watkins Rd in both directions. Stops along Venice Dr and Weirton Rd would permanently close.

Customers impacted by this change are encouraged to use **COTA//Plus South Side zone**. COTA//Plus South Side operates from 5:30am to 8:00pm seven days a week. Customers can request a ride using the COTA//Plus mobile app.

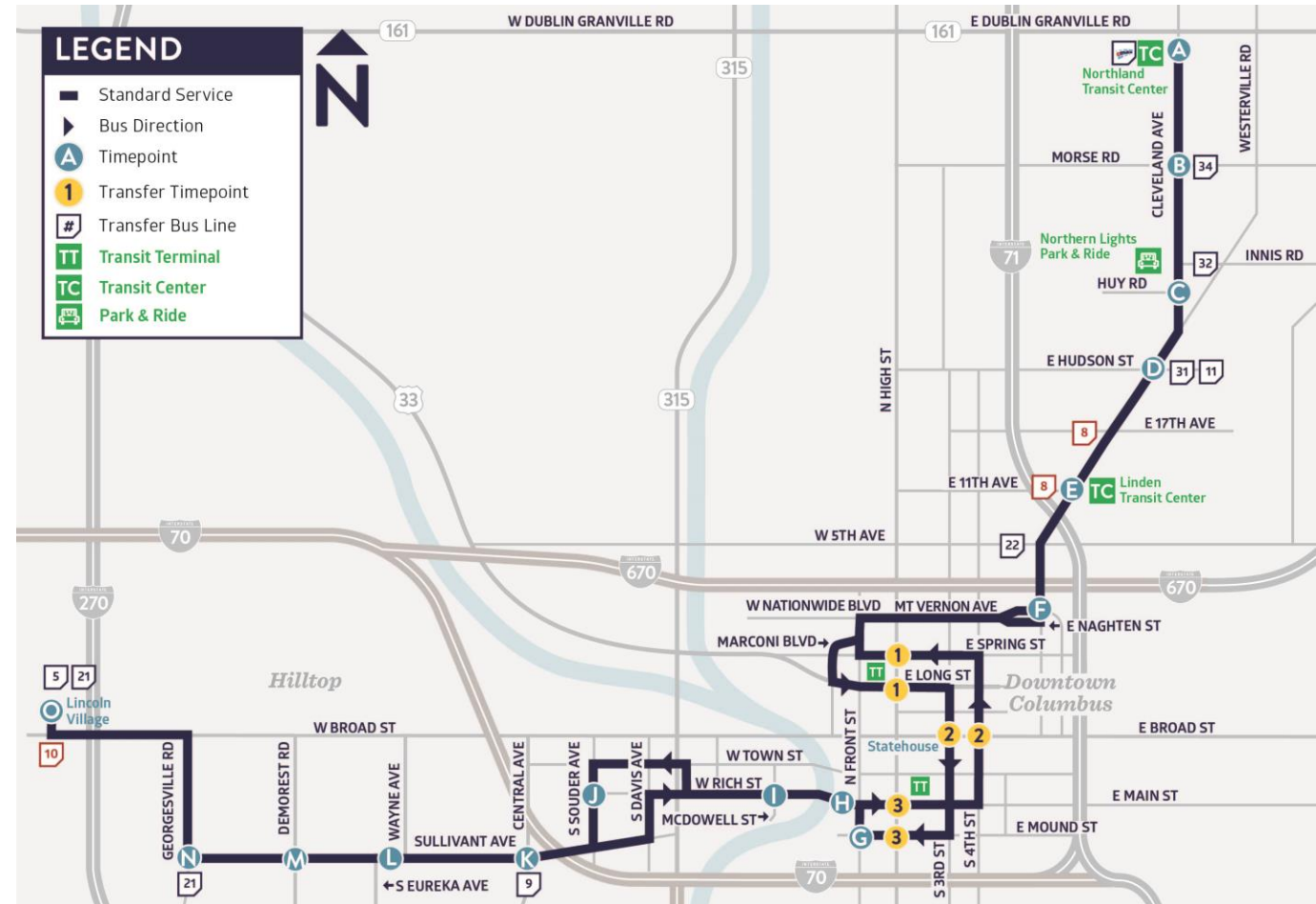


Line 6 Routing Change

COTA is proposing **Line 6 Cleveland/Sullivant no longer operate along Cleveland Ave**. Instead, Line 6 would operate every 30 minutes from downtown Columbus to Lincoln Village.

Customers traveling north of downtown Columbus are encouraged to use COTA's CMAX.

CMAX, COTA's rapid transit line, operates every 15 minutes between downtown Columbus and Northland Transit Center. This line features traffic signal priority and LCD real-time, next bus arrival information screens. **After 7:00pm, CMAX would serve all existing Line 6 stops.**

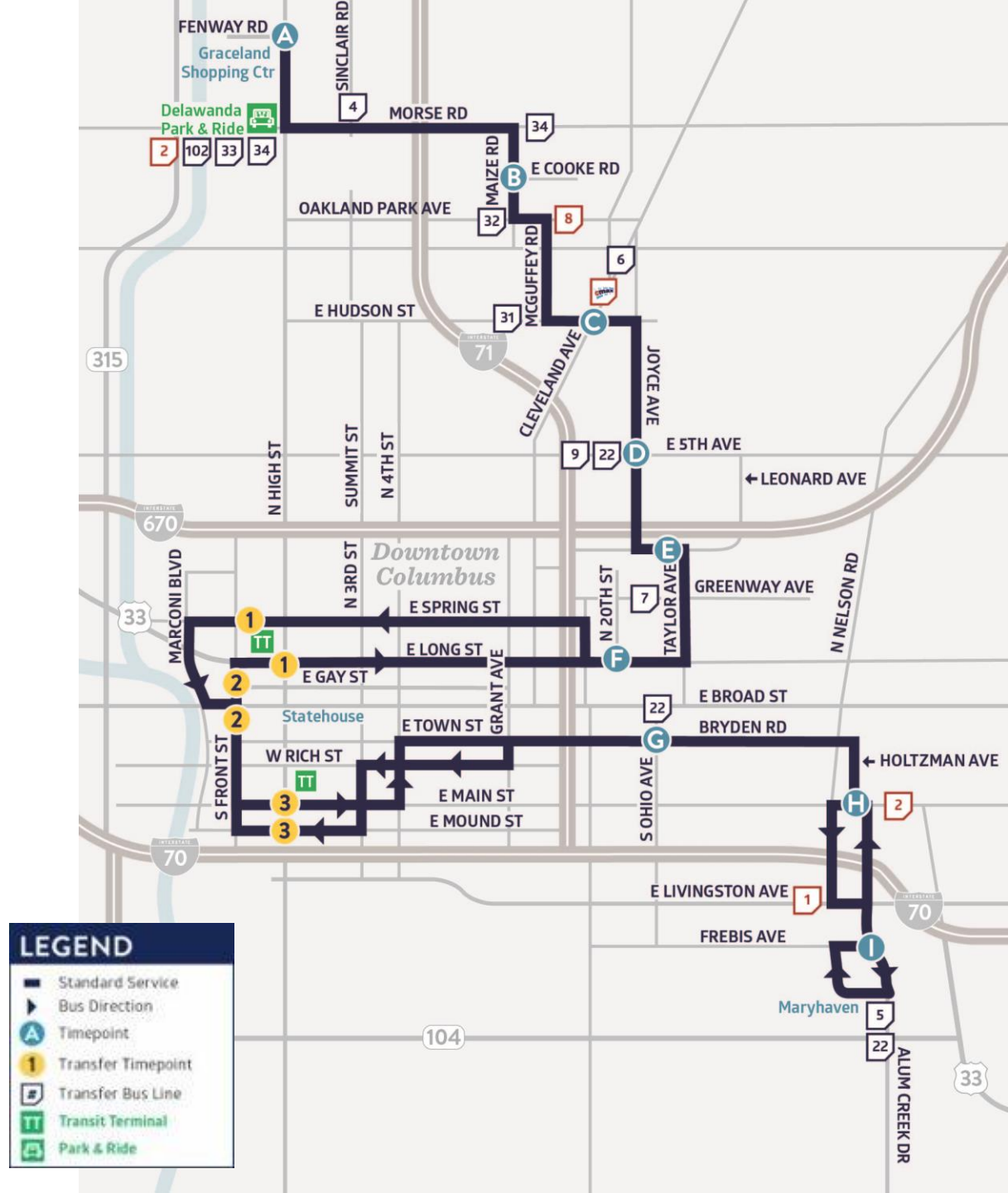


Line 11 Routing Change

COTA is proposing to discontinue **Line 11 Bryden/Maize south of downtown Columbus**. Instead, Line 11 would operate between the COTA's Westview Turnaround and downtown Columbus, every 60 minutes.

Customers traveling west of downtown Columbus are encouraged to use **Line 2 E Main/N High**. Line 2 operates every 15 minutes between downtown Columbus and the Kroger near the intersection of Holtzman Ave & E Main St.

Customers traveling south of Downtown are encouraged to use **Line 1 Kenny/Livingston** to transfer into COTA//Plus South Side Zone. Line 1 operates every 15 minutes between downtown Columbus and the South Side Zone. COTA//Plus South Side operates from 5:30am to 8:00pm seven days a week. Customers can request a ride using the COTA//Plus mobile app.





Line 24 Hamilton Name Change

COTA is proposing to rename Line 24 operating south of Eastland Mall!

Currently Line 24 operates hourly between Easton Transit Center and Eastland Mall.

Between Eastland Mall & Rickenbacker, Line 24 operates as a weekday only circulator. Line 24 passengers traveling south of Eastland Mall must transfer to a Line 24 vehicle with a destination header displaying “Rickenbacker”.

This service run hourly service from 6am to 9pm. **No changes will be made to alignment or frequency.**

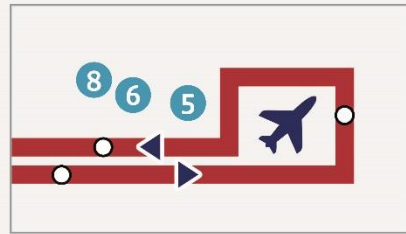
Zoo Bus Service

Zoo Bus service will end on Halloween!

Zoo service began Saturday, May 7 and will continue to operate on weekends until Memorial Day. Beginning Memorial Day, Monday, May 30 and running through Labor Day, Monday, Sept. 5, the Zoo Bus will operate 7 days a week. Beginning Friday, Sept 9 Zoo Bus will return to Friday, Saturday, and Sunday only service until Halloween, Oct 31

The Zoo Bus operates according to the holiday/ Sunday schedule on Memorial Day, Independence Day and Labor Day. [For more information about 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).





LEGEND

○ Stops

■ Route

DESTINATIONS

★ Convention Center

● COTA Transit Terminal

● Hotels

- 1 Courtyard
- 2 Sonesta
- 3 Doubletree Suites
- 4 Drury Inn & Suites
- 5 Fairfield Inn Airport
- 6 Hampton Inn Airport
- 7 Hampton Inn & Suites
- 8 Hilton Garden Inn Airport
- 9 Hilton Downtown
- 10 Holiday Inn
- 11 Hyatt Regency
- 12 Le Meridien, The Joseph
- 13 The Lofts
- 14 Hotel LeVeque
- 15 Red Roof PLUS+
- 16 Renaissance Hotel
- 17 Residence Inn
- 18 Sheraton Capitol Square
- 19 The Westin
- 20 Canopy by Hilton

AirConnect Service for Events

Select AirConnect event service will end on August 30!

AirConnect began operating on April 30 during select events to address anticipated ridership demand. Operating between John Glenn International Airport and downtown Columbus, this service will end in August.

Service operates from 6 a.m. to 9:30 p.m., with trips every 30 minutes during select events only. Visit cota.com/airconnect to learn more.



AirConnect Service for Events

EVENTS	DATES OF SERVICE
APTA Mobility Conference	April 30 – May 5
US Chess Elementary Championship	May 12 – May 16
Plexus Worldwide – 2022 Ignite Convention	June 21 – June 25
Church of God in Christ, Inc. – 2022 Auxiliaries Ministry Convention	July 3 – July 10
AmericanHort Cultivate '22	July 15 – July 20
Thirty-one Gifts	July 20 – July 25
Fraternal Order of Eagles – 2022 International Convention	July 29– August 5
Americas Print Show 2022	August 16 – August 20
National Guard Association General Conference & Exhibition	August 25 – August 30

2109

special EVENTS

NATURAL GAS



SCOTIA

2026

KINGSDALE SC

2026



THIS BUS IS
ENABLED



2109

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PISE CON CUIDADO



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COTA offers the safest, easiest and most affordable way for you and your family to get to Red, White & BOOM! For just \$4 round trip, you can skip the traffic and pricey parking and get dropped off right at the celebration.

Learn more at COTA.com/boom



Q&A Chat

Have a question about the proposed service changes?

- If joining via WebEx, submit comments via the chat box.
- If joining via phone, please wait to unmute yourself until directed by the moderator.
- If joining via Facebook Live, please comment your questions in the livestream.
- Visit cota.com/contact to suggest how we can improve COTA's service.

Final service changes will be announced at the August Public Meetings!

Thursday, August 18 at 6pm

Tuesday, August 23 at noon



“WE PROVIDE SOLUTIONS
that connect people to prosperity

through innovation, dedication and teamwork.”

FOLLOW US



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new & upcoming
**PROGRAMS
AND EVENTS**

COTA's *new* Way to Pay

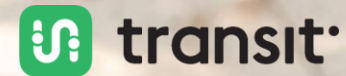
In November 2021, COTA launched our partnership with the Transit app. This mobile app offers a revolutionary new way to plan, track and pay for COTA rides, making our mobility solutions more affordable, accessible and safe.



COTA Smartcards available for those without smartphones

BENEFITS

- **Fare capping**
\$4.50/day and \$62/month
- Simplified two-hour fares
- Network of up to 350 retailers where customers can load funds to their COTA accounts



Income Assistance Pilot Program

COTA's Board of Trustees approved a 6-month pilot program that extends eligibility for transit discounts to individuals who receive public income assistance.

- **Launched March 1**
- **Proof of participation accepted**
 - SNAP
 - Publicly funded childcare
 - Ohio Works First cash assistance
 - Prevention, Retention and Contingency emergency assistance
 - Medicaid
 - Temporary Assistance to Needy Families





Transit Amenity Contribution Program

COTA launched a new program that invites customers to be a part of improving the mobility experience.

Through the new program, customers can:

- **Request an Amenity**
Customers can request replacements and repairs for amenities including trash cans, benches, shelters and lights at a transit stop.
- **Contribute Toward a New Amenity**
You can help improve the mobility experience in your neighborhood by contributing toward a new amenity.
- **Adopt-A-Stop**
When you or your organization signs up to Adopt-a-Stop, you agree to help pick up litter and empty the COTA-provided trash receptacles at the adopted location.

Student Summer Pass Program

Introducing our new *Student Summer Pass Program!* This is an easy and affordable summer pass program for Central Ohio K-12 schools and local universities that gives eligible students ages 5 and older **unlimited access** to COTA from June 1 to Sept. 15, 2022.

- \$62/student per term
- 3.5 Months of Unlimited Rides
- Includes COTA/Plus & Mainstream (if eligible)

Stay tuned for details!

