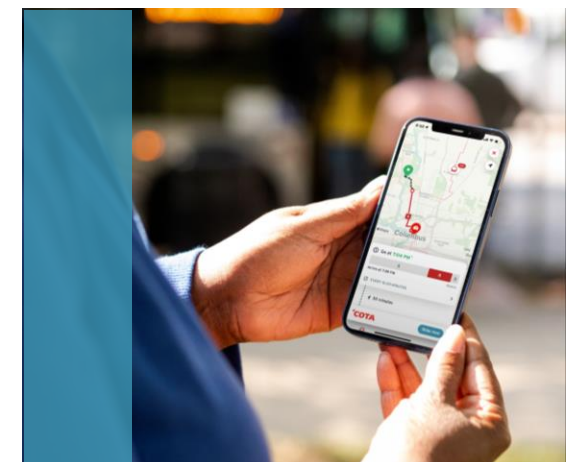
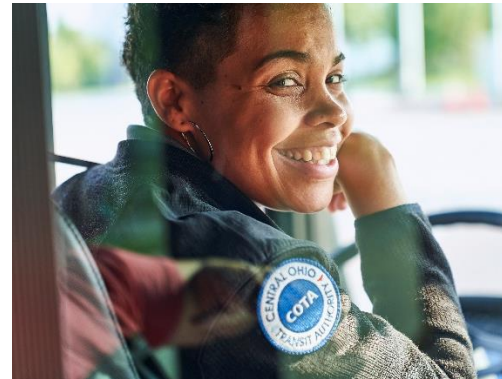


welcome!

THIS MEETING
WILL START
SHORTLY.

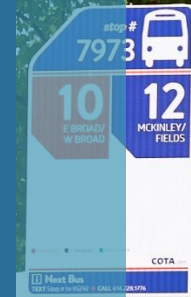


COTA

May 2024

SERVICE CHANGE MEETINGS

April 4 & 9, 2024



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.

We are also recording this public information meeting. The recording will be posted on our website at COTA.com following the meeting.

HOW TO COMMUNICATE WITH COTA

Time for questions and comments is available 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.





Updated Customer Care Hours to Better Serve You

Customer Care Hours

Mon-Fri: 6 a.m.-9 p.m.

Sat, Sun: 8 a.m.-6 p.m.

Holidays: 8 a.m.-5 p.m.



Increasing & Retaining Our Workforce

COTA has explored creative ways to recruit and hire new Operators. **Thanks to these hiring efforts, COTA increased service in September 2023 and maintained these levels in January. We are happy to announce we will increase service again in May 2024.**

COTA will continue to adjust transit schedules each trimester when we can add more service hours.



COTA is HIRING!

Anyone interested in a rewarding career at COTA can learn more and apply at [COTA.com/careers](https://www.cota.com/careers).

- **Competitive hourly wages**, including annual bonuses.
- **Comprehensive insurance**: medical, dental, vision
- Health flexible spending accounts
- **Retirement/savings benefits**: Ohio Public Employees Retirement System (OPERS), Deferred Compensation Plan
- Vacations, holiday, sick pay
- **New**: Full-paid family leave for all full-time and part-time COTA employees
- Domestic partner benefits
- Monthly student loan payment stipend (after six months)
- Biometric screening, fitness and wellness reimbursement
- Personal training and development, job advancement and Employee Assistance Program (EAP)



April Hiring Event

Join us on April 24 from 10 a.m. to 5:30 p.m. at 1333 Fields Ave. for our Transit Operator Hiring Event and learn what it takes to move our city forward every day.

- Chat with COTA Operators to learn what it takes to keep Central Ohio moving.
- Learn about wages, benefits and training.
- Experience the hiring process, including onsite interviews.
- Drug screenings and background checks to be completed later.



LinkUS

Central Ohio's Comprehensive Transportation & Growth Initiative

By 2050, Central Ohio will grow to 3.15 million people. LinkUS is a carefully researched plan to address that growth while connecting communities and creating opportunities for a more equitable and sustainable region.

LinkUS means Central Ohio's future will include...

- Faster, more reliable public transportation through Bus Rapid Transit (BRT)
- Safe, expanded bike and pedestrian paths
- Walkable communities
- Increased affordable housing options
- 60,000+ new jobs by 2030
- New and enhanced community resources and amenities

Learn more and influence our plans at

LinkUSColumbus.com

Schedule Brochure Improvements

We collected customer feedback regarding our service brochures and how they could better serve the community. Our improved brochures rolled out with January service changes and are now designed in an easy-to-print format for customers who need to take them on the go.

Thank you to all the customers who shared feedback with us to make these improvements.

1 **KENNY / LIVINGSTON** *frequent* COTA

MOVING YOU FORWARD

FARES

STANDARD, FREQUENT, RUSH HOUR Free transfers valid for two hours	\$2	Half-price fares are available for Seniors, Veterans, Key ID holders and those on Income Assistance. For more information about discounts, passes and fare capping, visit COTA.com/fares .
CHILDREN AGES 5-12 Ages 4 and under ride at no cost	\$1	
WITH ADA CARD	No Fare	
DAYPASS	\$4.50	
31-DAY PASS	\$62	

VEHICLE FREQUENCY

STANDARD	FREQUENT	RUSH HOUR
Mon-Fri: 5 a.m.-11 p.m. Sat, Sun: 5 a.m.-10 p.m. Departure times 15-60 minutes apart	Mon-Fri: 5 a.m.-11 p.m. Sat, Sun: 5 a.m.-10 p.m. Departure times 15 minutes or less	Mon-Fri: 6:30 a.m.-9 a.m. and 3 p.m.-6 p.m.

USING YOUR SCHEDULE

NORTH → Direction of the line

→ Stop intersection or landmark

→ Timepoint / Transfer Zone

→ Departure time
PM times shown in BOLD

→ Arrival DEPARTURE AT STOP ← Late-Night Lineup

Lineups are times when most major lines arrive Downtown at the same time for transfers, occurring all day Sunday and after 9 p.m. Monday-Saturday. See schedule for times.

TRANSIT APP

Download the Transit app to plan, track and pay for your trips.

Only pay for what you use!
Fares are capped at \$4.50 a day or \$62/month when you use the app or a COTA Smartcard.

COTA.com/transitapp

HOLIDAY SERVICE

Please note: COTA observes Sunday schedules on holidays, including New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving and Christmas.

TRANSFERS

This vehicle line has transfer stops in Downtown. **There are 2 Transfer Zones that allow transfer to Lines 111 and CMAX, all lines stop in each zone with the exception of Line 10, which only stops in Zone 2.**

WESTBOUND/NORTHBOUND

ZONE 1: N High St & E Long St Stop 5910
ZONE 2: N High St & E Broad St Stop 6464
ZONE 3: E Mound St & S High St Stop 1797

EASTBOUND/SOUTHBOUND

ZONE 1: N High St & W Long St Stop 4101
ZONE 2: N High St & W Broad St Stop 2900
ZONE 3: E Fulton St & S High St *Temporary Construction Stop*

COTA.com | Need help? COTA Customer Service (614) 228-1776 | Effective as of Jan. 1, 2024

1 **KENNY / LIVINGSTON** *frequent* COTA

LINE 1 MAP

LEGEND

- Standard Service
- Frequent Service
- Direction
- Timepoint
- Transfer Timepoint
- Transfer Line
- Transfer Terminal
- Park and Ride

LOCAL DESTINATIONS

- Reynoldsburg Park and Ride
- Livingston & Barnett Park and Ride
- Nationwide Children's Hospital
- Downtown
- The Ohio State University
- Riverside Methodist Hospital
- Carriage Place Shopping Center

COTA.com | Need help? COTA Customer Service (614) 228-1776 | Effective as of Jan. 1, 2024

1 **KENNY / LIVINGSTON** *frequent* COTA

MONDAY-FRIDAY

► SOUTH / EAST

Stop	A	B	C	D	E	F	LATE NIGHT	ZONE 1	ZONE 2	ZONE 3	G	H	I	J	K
Parkside Dr & McKinley Blvd	4:46	4:54	5:03	-	5:07	5:19	-	5:28	5:30	5:35	5:39	5:41	5:50	5:56	6:07
North Broad & Riverside Hospital	-	-	-	5:14	5:21	5:33	-	5:43	5:45	5:50	5:54	5:56	6:05	6:11	6:22
University Shopping Center	5:15	5:23	5:32	-	5:36	5:48	-	5:58	6:00	6:05	6:09	6:11	6:20	6:26	6:37
N High St & Chittenden Ave	-	-	-	5:44	5:51	6:03	-	6:13	6:15	6:20	6:24	6:26	6:35	6:41	6:52
N High St & W Long St	5:45	5:53	6:02	-	6:06	6:18	-	6:28	6:30	6:35	6:39	6:41	6:50	6:56	7:07
N High St & W Broad St	-	-	-	6:13	6:20	6:32	-	6:43	6:45	6:50	6:54	6:56	7:05	7:11	7:22
E Fulton St & S High St	6:14	6:22	6:31	-	6:35	6:47	-	6:58	7:00	7:05	7:09	7:11	7:20	7:26	7:37
N High St & E Long St	-	-	-	6:42	6:49	7:02	-	7:13	7:15	7:20	7:24	7:27	7:37	7:44	7:55
Liveston Ave & Parsons Ave	6:43	6:51	7:00	-	7:04	7:17	-	7:28	7:30	7:35	7:39	7:42	7:52	7:59	8:10
Liveston Ave & Champaign Ave	-	-	-	7:12	7:19	7:32	-	7:43	7:45	7:51	7:55	7:58	8:08	8:15	8:26
Liveston Ave & James Rd	7:13	7:21	7:30	-	7:34	7:47	-	7:58	8:00	8:06	8:10	8:13	8:23	8:30	8:41
Liveston Ave & Johnson Rd	-	-	-	7:42	7:49	8:02	-	8:13	8:15	8:21	8:26	8:29	8:39	8:46	8:57
Reynoldsburg Park and Ride	7:43	7:51	8:00	-	8:04	8:17	-	8:28	8:30	8:36	8:41	8:44	8:54	9:01	9:12
	-	-	-	8:12	8:19	8:32	-	8:43	8:45	8:51	8:56	8:59	9:10	9:17	9:28
	8:13	8:21	8:30	-	8:34	8:47	-	8:58	9:00	9:06	9:11	9:14	9:25	9:32	9:43
	-	-	-	8:42	8:49	9:02	-	9:13	9:15	9:21	9:26	9:29	9:41	9:48	9:59
	8:43	8:51	9:00	-	9:04	9:17	-	9:28	9:30	9:36	9:41	9:44	9:56	10:03	10:14
	-	-	-	9:11	9:18	9:31	-	9:43	9:45	9:51	9:56	9:59	10:12	10:19	10:30
	9:12	9:20	9:29	-	9:33	9:46	-	9:58	10:00	10:06	10:11	10:14	10:27	10:34	10:45
	-	-	-	9:41	9:48	10:01	-	10:13	10:15	10:21	10:26	10:29	10:42	10:50	11:01
	9:42	9:50	9:59	-	10:03	10:16	-	10:28	10:30	10:36	10:41	10:44	10:57	11:05	11:16
	-	-	-	10:11	10:18	10:31	-	10:43	10:45	10:51	10:56	10:59	11:12	11:20	11:31
	10:12	10:20	10:29	-	10:33	10:46	-	10:58	11:00	11:06	11:11	11:14	11:27	11:35	11:46
	-	-	-	10:40	10:47	11:00	-	11:13	11:15	11:22	11:27	11:31	11:44	11:52	12:03
	10:41	10:49	10:58	-	11:02	11:15	-	11:26	11:30	11:37	11:42	11:46	11:59	12:07	12:18
	-	-	-	11:10	11:17	11:30	-	11:43	11:45	11:52	11:57	12:01	12:14	12:22	12:33
	11:11	11:19	11:28	-	11:32	11:45	-	11:58	12:00	12:07	12:12	12:16	12:29	12:37	12:48
	-	-	-	11:40	11:47	12:00	-	12:13	12:15	12:22	12:27	12:31	12:44	12:52	13:03
	11:41	11:49	11:58	-	12:02	12:15	-	12:28	12:30	12:37	12:42	12:46	12:59	1:07	1:18
	-	-	-	12:10	12:17	12:30	-	12:43	12:45	12:52	12:57	1:00	1:13	1:21	1:32
	12:11	12:19	12:28	-	12:32	12:45	-	12:58	1:00	1:07	1:12	1:16	1:28	1:36	1:47
	-	-	-	12:40	12:47	1:00	-	1:13	1:15	1:22	1:27	1:30	1:43	1:51	2:03

MONDAY-FRIDAY

COTA | MOVING EVERY LIFE *forward*

9



service CHANGES

The following service adjustments
will begin on Monday, May 6, 2024.

Workforce Outlook for May 2024

COTA's growing ranks of Transit Operators made it possible to restore service to our community in September 2023 and maintain service levels in January 2024.

COTA will expand service in May 2024. Changes for May are final, but public input we receive today will help COTA prioritize future service changes.



Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2024!

Zoo service begins Saturday, May 11, and operates on weekends until Memorial Day. Beginning Memorial Day, May 27, and running through Labor Day, Sept. 2, the Zoo Bus will operate seven days a week.

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 or call (614) 228-1776. For zoo and Zoombezi Bay hours, visit columbuszoo.org.



Summary of Changes

The following changes were **not** dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
9 W Mound/Brentnell	More direct southbound route through downtown Columbus. Some transit stop locations will change.	Transit Operator feedback. More direct travel through downtown.
12 McKinley/Fields	On weekends, Line 12 will only serve McKinley Operations. Weekend service will no longer go to Fields Operations.	Opening of newly renovated McKinley Operations.
71 Hilliard	Extend Line 71 to Hilliard United Methodist Church Park and Ride.	Customer request for service north of Renner Road.
74 Smoky Row	St. Peters Park and Ride will close to customer parking. Stops at that location will remain open to customers.	Low usage. St. Andrews Park and Ride is available nearby.
Zoo Bus	Zoo Bus service will resume.	Seasonal service during summer months.

Key: rationale / public feedback

Schedule Adjustments

The following changes were **not** dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
<ul style="list-style-type: none"> 1 Kenny/Livingston 4 Indianola/Lockbourne 8 Karl/ S High/Parsons 22 OSU-Rickenbacker 43 Westerville 72 Tuttle 73 Dublin CMAX 	<p>Minor schedule adjustments to improve on-time performance.</p>	<p>Continuous data-based improvement. Responding to seasonal changes.</p>

Key: rationale / public feedback

Summary of Changes

The following **service increases** are thanks to COTA's growing operator workforce.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
3 Northwest/Harrisburg	Weekday: every 45 minutes	Weekday: every 30 minutes	Growing ridership. Customer request.
7 Mt Vernon	All days: every 30 minutes & 60-minute branches	Weekday: every 15 minutes, 30-minute branches Saturday & Sunday: every 30 minutes, 60-minute branches	Growing ridership. Customer request.
23 James/Stelzer	Weekday: every 30 minutes Saturday: every 30 minutes Sunday: every 60 minutes	Weekday: every 15 minutes Saturday: every 30 minutes Sunday: every 30 minutes	Growing ridership. Customer request.
34 Morse	Weekday: every 30 minutes Saturday & Sunday: every 60 minutes	Weekday: every 15 minutes Saturday & Sunday: every 30 minutes	Growing ridership. Customer request.

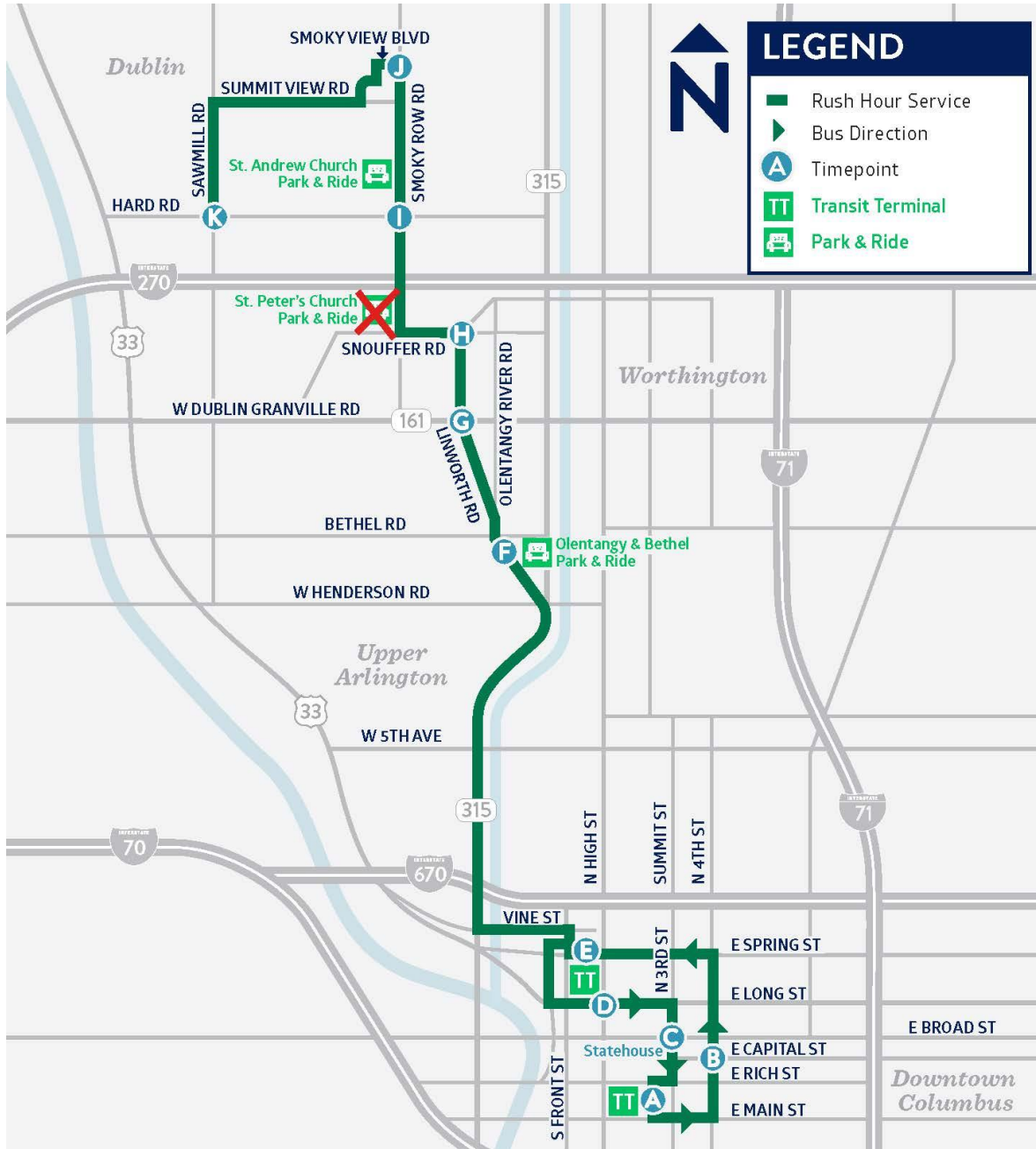
Key: rationale / public feedback

Line 9 Southbound Route Change in Downtown



Due to Transit Operator feedback, Line 9 will take the following route through downtown Columbus: From Nationwide Boulevard heading westbound, turn left on High Street, then right on Spring, then left on Marconi to continue along the existing route.

Line 9 will stop serving westbound Stop 7513 on Nationwide at High and southbound Stop 6321 on Front at Nationwide. Line 9 will instead serve southbound Stop 4100 on High at Nationwide and westbound Stop 3142 on Spring at Front.



St. Peter Park and Ride on Line 74 will close

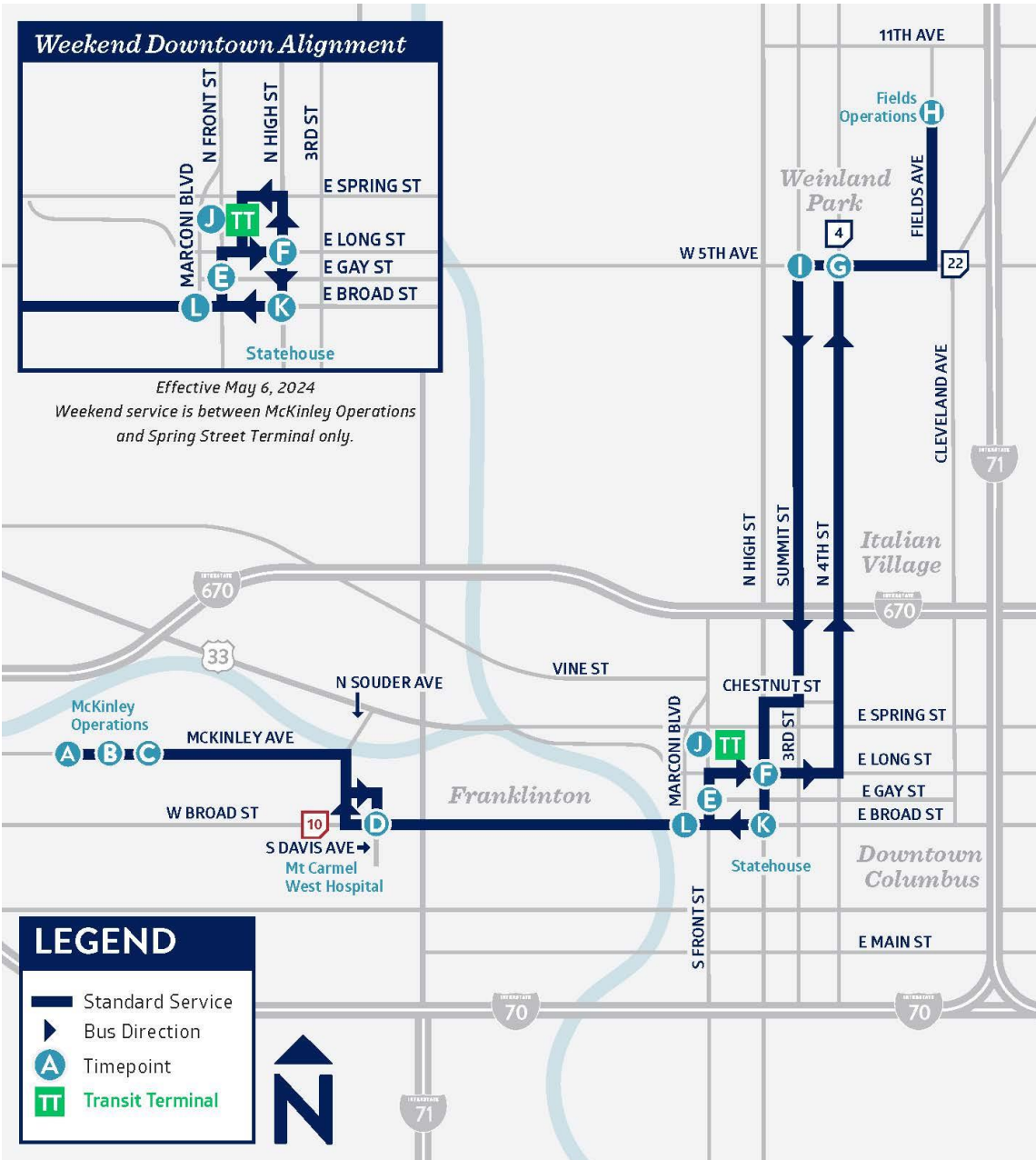
Due to low usage, COTA will close St. Peter Park and Ride.

The transit stops in front of St. Peter Park and Ride will remain open, but the parking spaces will no longer be reserved for COTA customers. Nearby St. Andrew Park and Ride will remain open to customers who wish to park their cars and ride transit.

Line 71 extension to Hilliard UMC Park and Ride

Due to customer feedback, COTA will extend Line 71 to the Hilliard United Methodist Church Park and Ride. Line 71 will return to serving all stops between Renner Road and Cemetery Road along Hilliard-Rome Road and Main Street.





Line 12 will serve McKinley Operations on Weekends

Due to the opening of the newly renovated McKinley Operations, **Line 12 will serve McKinley Operations on weekends instead of Fields Operations.** Line 12 will no longer serve Fields Operations on the weekends.



Improving Access to CMAX Service

Streamlining the number of stops along Cleveland Avenue is one factor that helps CMAX travel faster than a typical transit line. However, some customers have trouble accessing stops that are spaced farther apart.

COTA is seeking feedback on how to better balance the competing interests of fast CMAX service with more accessible station locations. Options being considered include adding one or more new CMAX stations along Cleveland Avenue.

Due to area construction, changes to CMAX stop spacing likely could not take place until September 2024 at the earliest.

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 share comments and questions in the livestream.
- Visit COTA.com/contact to suggest how we can improve COTA's service.



**Public comment meetings for the
September 2024 Service Change will be held on
May 16 at 6 p.m. and May 21 at noon.**

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

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