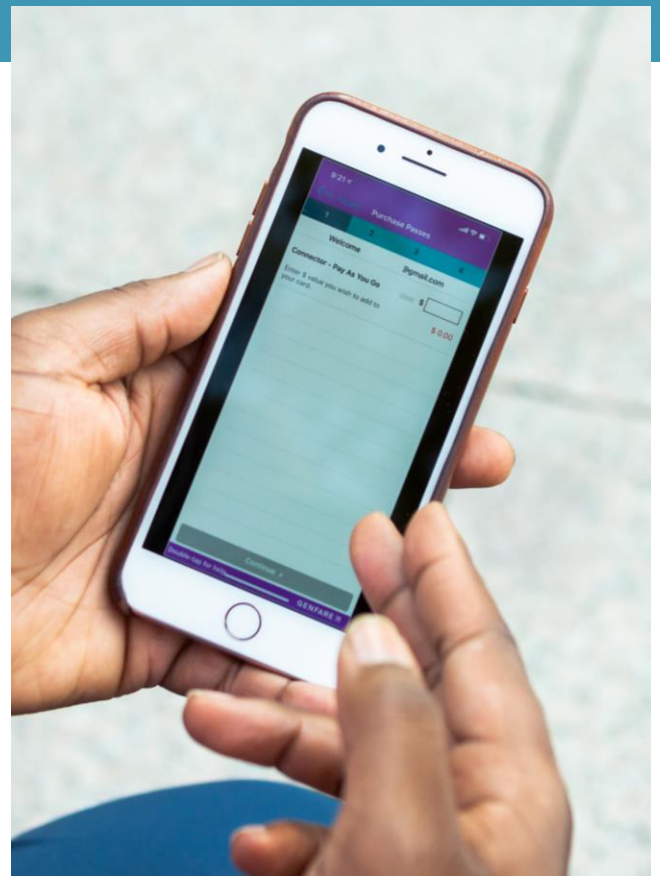
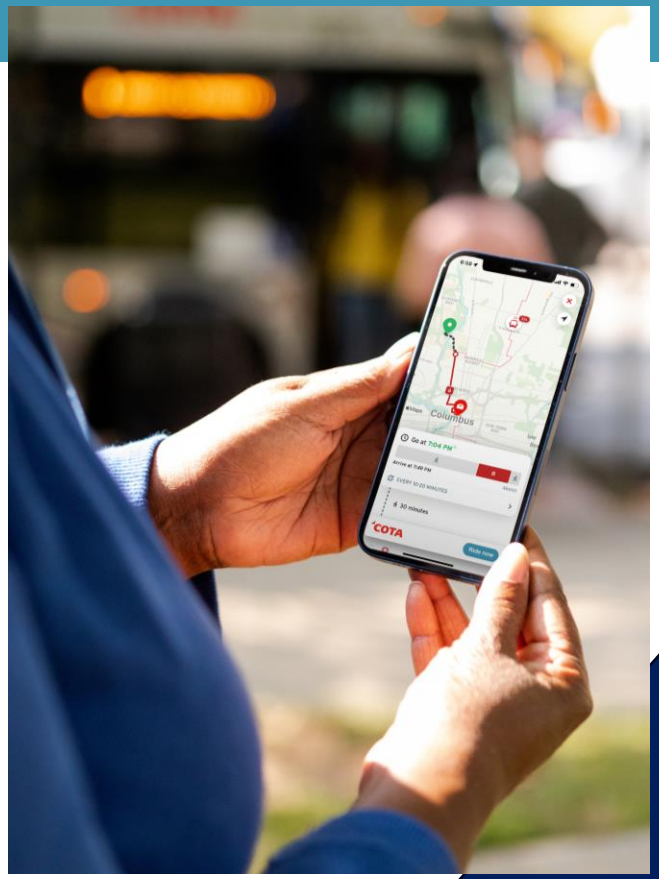
Transfer Your Funds From the COTA Connector App

The COTA Connector App will be discontinued on **Dec. 31, 2026.**

Transfer your funds to the Transit app & get a $4.50 credit!

Balance Transfer Form

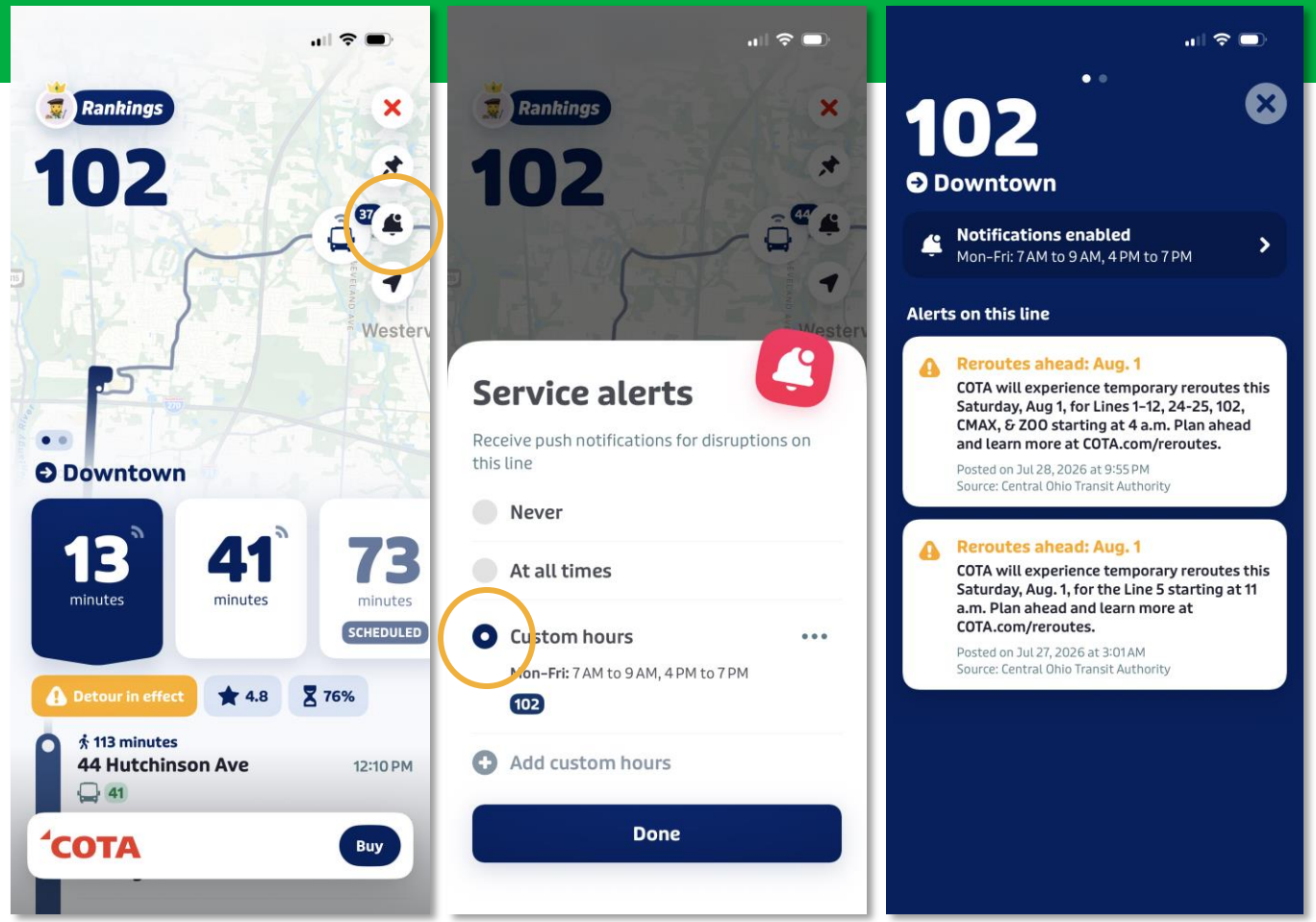




Subscribe to Transit App Alerts

- Select your route
- Tap the bell icon
- Choose your notification times

Tap the yellow box with a warning triangle to view alerts for your line.

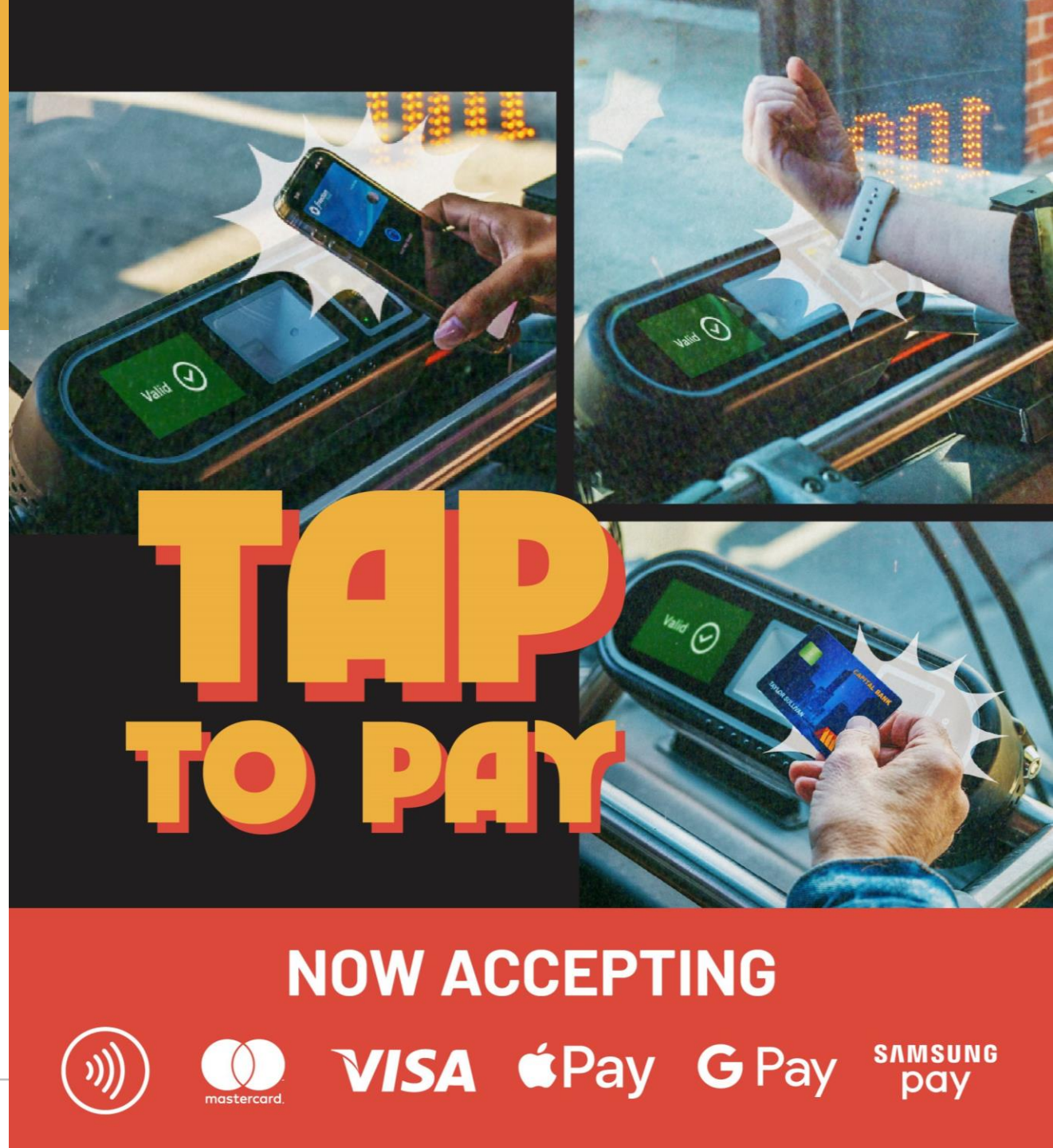


Tap To Pay

Riders can now use
Tap To Pay to ride COTA.

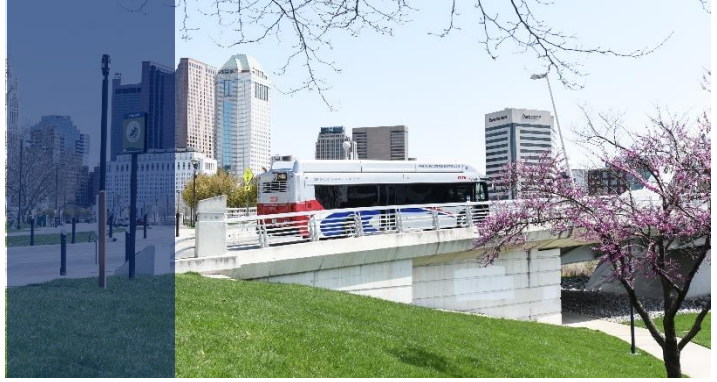
It's just one more way to move your way!

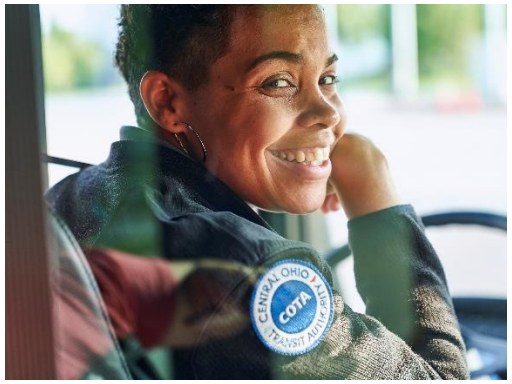
Learn more at **COTA.com/tap**.



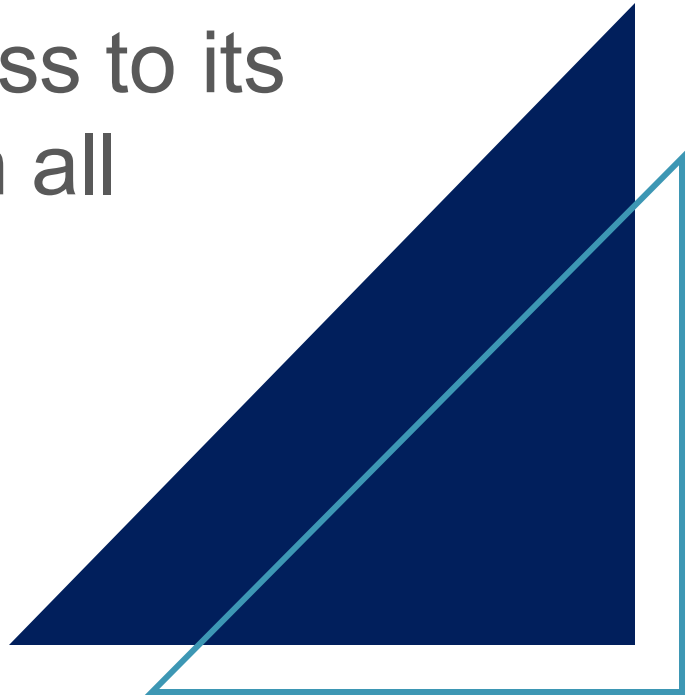
welcome!

THIS MEETING WILL START SHORTLY.





COTA prohibits discrimination in the provision of its programs, services, activities, and benefits on any basis prohibited by applicable federal or state law. COTA is committed to providing equal access to its programs and services and will comply with all applicable federal and state civil rights and nondiscrimination requirements.



COTA

January 2027

SERVICE CHANGE PUBLIC COMMENT MEETINGS

Sept. 17 & 22, 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. After the Q&A session, attendees are welcome to stay and speak directly with Planners and COTA staff.

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 COTA Customer Care at **614-228-1776**.

Service Delivery

We know missed trips, long waits and last-minute cancellations have disrupted your day. We understand your frustration — providing reliable service remains our highest priority

What's Behind It:

- Fleet maintenance issues at COTA
- There is a nationwide recall for the batteries within the 50 electric buses in our fleet.
- Relying more on our CNG buses means putting more miles on them, requiring more repairs.

What We're Doing About It:

- Strengthening vehicle maintenance processes
- Working closely with the manufacturer to complete recall repairs as quickly as possible.
- 38 new buses are arriving now at COTA. Majority will be in service this month with the remaining being added to the fleet in October.
- 38 additional buses on the way in 2027.
- New charging stations on routes to keep electric buses on road.
- Improving communication to YOU

Introducing the Customer Experience Action Plan

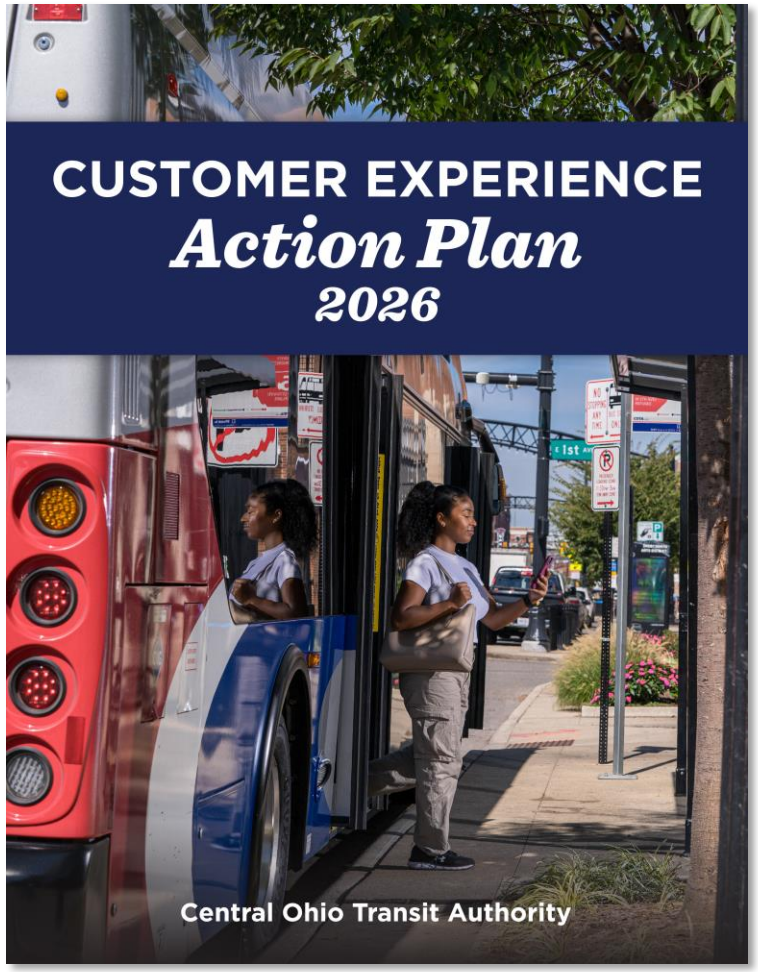
We’re turning your priorities into real, measurable progress.

We asked riders what would improve their experience, and their answers became the blueprint for this plan.

The Customer Experience Action Plan includes 44 initiatives, from modernizing the Mainstream booking process to expanding customer notification systems — 31 of which are already underway.

Every quarter, we’ll share what’s changing and why so you can follow the progress for yourself.

Learn more at COTA.com/experience.



LinkUS PROGRESS

What We've Delivered So Far

16.5% More COTA Bus Service
Goal: 45% by 2050

163K+ Added
Service Hours

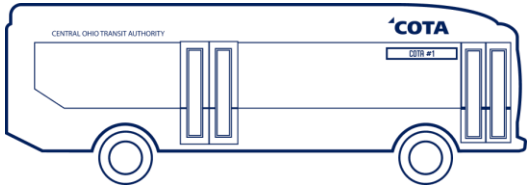
15 Lines With Expanded
Hours

91 New Operators

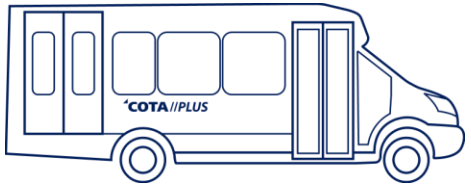
37 Sidewalk, Bikeway
and Trail Projects
Funded in 2026

8 Lines With
Improved Frequency

What's Next:



76 New CNG Buses
added to the fleet by 2027



New COTA//Plus Zone
planned for early 2027

Follow the real, measurable progress your support has made possible at **linkuscolumbus.com/progress**

service CHANGES

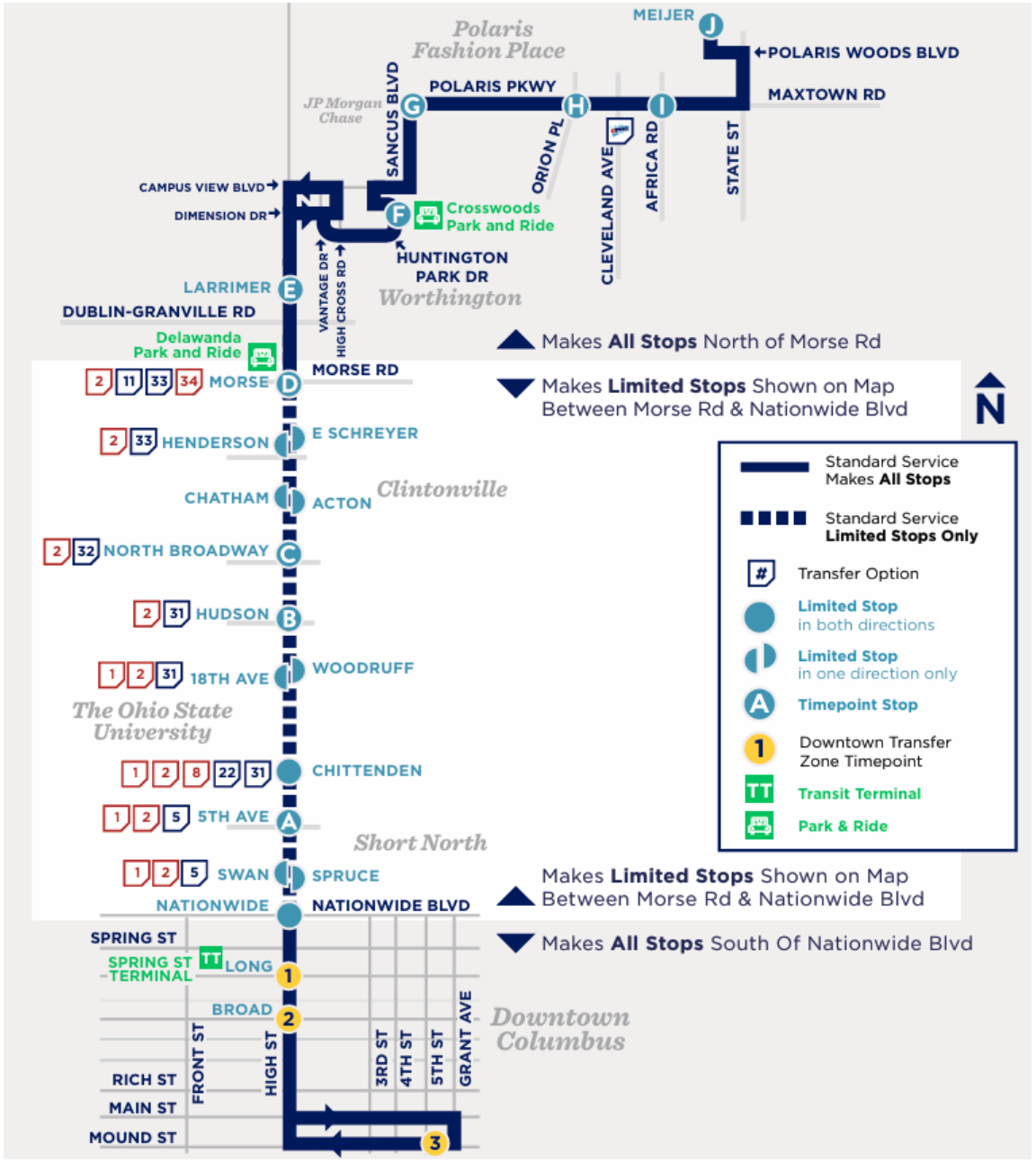
The following service adjustments are proposed to begin on Monday, Jan. 4, 2027.

Line 102 Header Change

COTA is proposing to change the header flips on the bus. We have two proposed changes to help make it easier for riders to be informed about Line 102.

- Change the header sign on the front and side of Line 102 buses to include "Limited Stops" messaging. The proposed change to 102 would read:
  - Flip 1: 102 POLARIS/N HIGH
  - Flip 2: 102 LIMITED STOPS
  - Flip 3: 102 TO DOWNTOWN or 102 TO POLARIS

- Record a custom audio message that will play outside the front door of the bus when the door opens letting riders know the bus makes limited stops. Suggested audio:
  - “102 North to Polaris. This is a limited stop bus.”
  - “102 South to Downtown. This is a limited stop bus.”



Schedule Adjustments

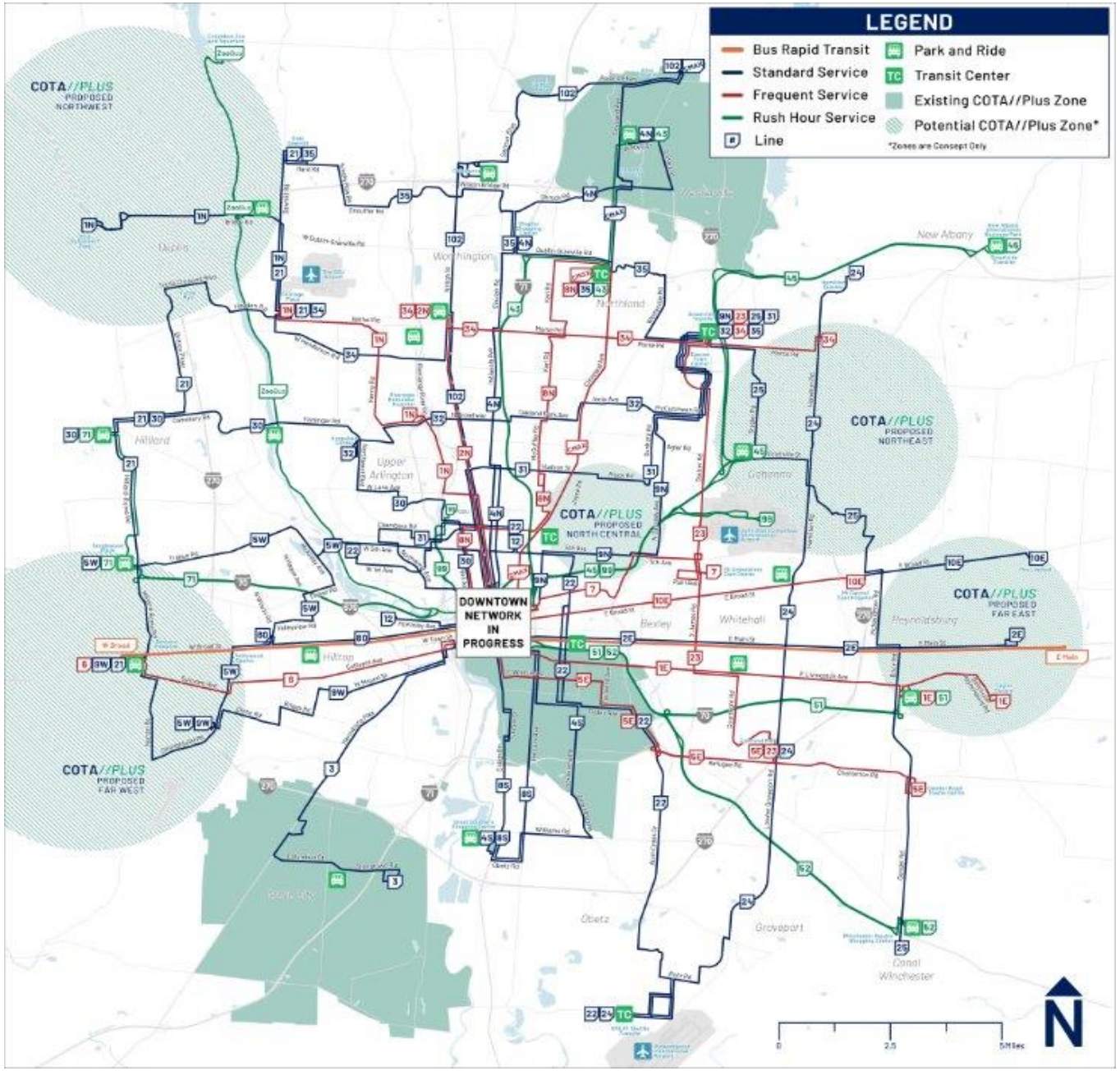
The following changes are **not** dependent on workforce resources increasing.

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

Key: rationale / **public feedback**

New COTA//Plus Zone Launch!

- **Current service:** COTA currently operates three COTA//Plus zones in Grove City, Westerville and the South Side Columbus.
- **Proposed changes:** COTA is proposing to launch a new COTA//Plus Zone in the first quarter of 2027
- **Rationale:** **LinkUS Initiative and new connections.**



Proposed Network Under Consideration

We Need Your Feedback!

Discontinue Sunday Lineups

Current Line-Ups

Sunday and Late-night Lineups are scheduled times when Lines 1–11, 102 and CMAX meet in Downtown Columbus to provide transfer opportunities. Buses remain at these locations for 10 minutes.

Monday–Friday & Saturday: 10 p.m., 11 p.m., midnight

Sunday: 5:30 a.m.–10 p.m., every 30 and 60 minutes

COTA is considering discontinuing Sunday lineups, either eliminating them, ending them before 9 p.m. or operating them hourly. We need your input to help determine which option best serves riders.

Public Feedback

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

Comment Summary:	*Staff Action:*
Please check and make sure people area aware of no smoking on the bus	No smoking or use of any tobacco product, including e-cigarettes, is allowed on any COTA property, including vehicles, shelters and terminals. Unfortunately, every area cannot be monitored continuously; however, if someone is smoking on the bus, please alert your Operator immediately. For violations at bus shelters, a no-smoking sign and a phone number for reporting violations.
Please bring back paper schedules for customers.	The Customer Experience Center regularly prints brochures for people in the lobby. Our brochures were redesigned to be easily printed at home, at your place of business or at a local library – but riders may also call COTA to request a printed copy be mailed to their address. We also urge customers to plan trips using the Transit app, which provides real-time information, including reroutes or cancellations.

Public Feedback

Comment summary:	*Answer:*
I hear a lot of complaints of distance between stops on Cleveland Ave.	CMAX makes fewer stops for faster service, but this is at the trade-off for longer walks for some riders. COTA must carefully consider these trade-offs before adding new stops. Additionally, federal requirements related to the federally funded fast transit service line (CMAX) limit COTA's ability to add new stops without FTA approval. The FTA's approval to change CMAX is exclusive to the FTA and is not automatic; it involves a significant review of the service for the entire CMAX line. COTA staff is investigating stop spacing on Cleveland Ave and working with the FTA to determine whether additional stops should and can be added.
We heard feedback on the Short-Range Transit Plan recommendations regarding Lines 9, 11, 33, and 41.	We will continue monitoring ridership and conducting a thorough analysis of all routes, with particular attention to those proposed for discontinuation or realignment as part of the SRTP. **No decisions will be made without additional feedback from our customers and community members.**

Please keep sharing your feedback! While we cannot address all requests at once, we will do our best to address your requests in the future. You can share feedback at public meetings and at COTA.com/contact.

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** to leave general comments related to how we can improve COTA's service.

Final service changes will be announced at the December public information meetings. **Join us on Dec. 2 at 6 p.m. and Dec. 8 at noon.**

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

FOLLOW US

@cotabus

@cotabus

@COTAbus

@COTAbus

@COTAbus

Central Ohio Transit Authority