



January 2022 Service Change

Thursday, October 14th, 2021 at 6 p.m.

Tuesday, October 19th, 2021 at noon

Meeting Purpose

Thank you for joining us and participating in this community discussion.

The purpose of this meeting is to take public comments on **proposed service changes that will take effect on Monday, January 3, 2022**. COTA will also present **adjustments to its fare policy**.



Meeting Format

We are recording this meeting to document customer feedback. If you are joining us by computer or phone, please know we cannot see or hear you. During the meeting, please ask questions and submit comments via the Q&A Chat. Please be considerate of meeting attendees and COTA staff.

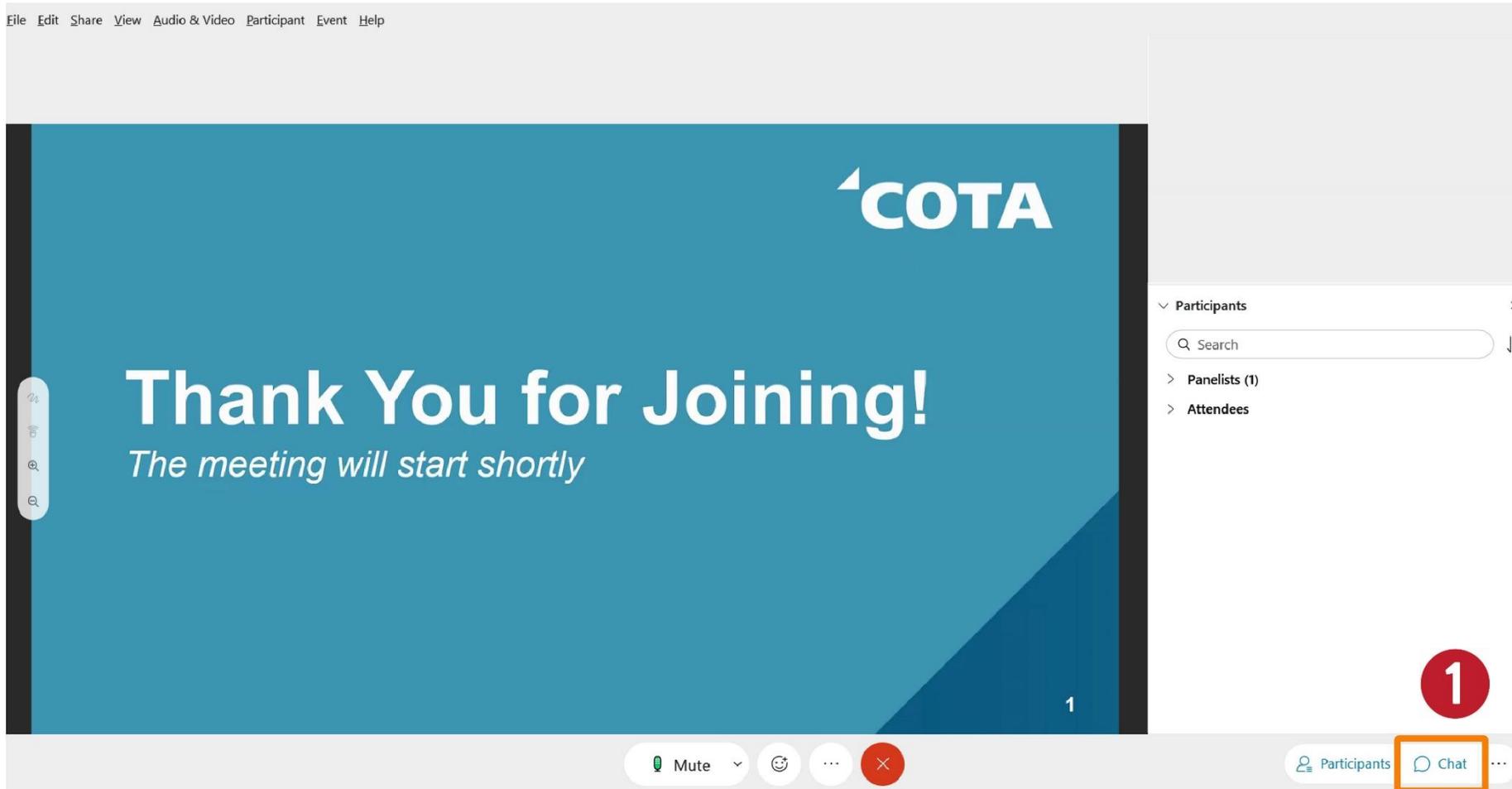
HOW TO COMMUNICATE WITH COTA!

If joining by computer, submit comments via the chat box. If joining by phone, please wait to unmute yourself until directed by the moderator. If joining by Facebook Live, please submit your question by commenting in the livestream.



How to Use Q&A Chat

Locate and select the **Chat** button at the bottom right corner of your screen.



How to Use Q&A Chat

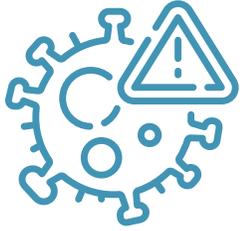
In the 'To' drop-down list, select 'All Panelists'

The screenshot shows a Zoom meeting interface. The main content area displays a blue slide with the COTA logo and the text "Thank You for Joining! The meeting will start shortly". A red circle with the number "1" is positioned at the bottom right of the slide. On the right side, the "Participants" panel is open, showing a search bar and a list with "Panelists (1)" and "Attendees". Below it, the "Chat" panel is open, highlighted with an orange border. The "To:" dropdown in the chat panel is set to "All Panelists", and a red circle with the number "2" is placed next to it. The chat panel contains the text: "Please place your questions here? Please direct all questions to All Panelists." The bottom toolbar includes "Mute", a smiley face icon, a red "X" icon, and buttons for "Participants" and "Chat".

How to Use Q&A Chat

Enter your question in the chat text box and press **Enter** on your keyboard

The screenshot shows a Zoom meeting interface. The main window displays a blue slide 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, chat, and search. The bottom toolbar includes "Mute", a smiley face icon, a three-dot menu, and a red close button. On the right, a "Participants" panel is open, showing a search bar and expandable sections for "Panelists (1)" and "Attendees". Below it, a "Chat" panel is open, showing a "To:" dropdown menu set to "All Panelists" and a text input box containing the instruction: "Please place your questions here? Please direct all questions to All Panelists." A red circle with the number "3" is overlaid on the right side of the chat panel.



COVID-19 Policy Updates

How is COTA keeping customers and employees safe?

COTA will continue to follow federal laws which still require masks to be worn on all transit vehicles.

COTA will also 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





Workforce Challenges

COTA will continue to adjust its transit schedules due to unprecedented workforce challenges caused by the ongoing COVID-19 pandemic.

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

COTA continues to recruit, hire and train new operators, while dealing with higher-than-usual attrition.



COTA is Hiring Operators

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/about-us/careers](https://www.cota.com/about-us/careers).

Service Requests

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

JANUARY 2022 SERVICE CHANGE

The following service adjustments are proposed to begin on Monday, January 3, 2022. Changes will include frequency adjustments and alignment modifications.

PROPOSED JANUARY SERVICE CHANGE

Summary of Changes

The proposed service changes would take effect starting January 3rd, 2022.

LINES	LINE NAME	CHANGES
1	Kenny/Livingston	Restore short turn and frequency adjustment
2	E Main/ N High	Restore short turn and frequency adjustment
3	Harrisburg/Northwest	Frequency adjustment
4	Indianola/Lockbourne	Frequency adjustment
10	E Broad/W Broad	Restore short turn and frequency adjustment
22	OSU/Rickenbacker	Frequency adjustment

LINES	LINE NAME	CHANGES
23	James/Stelzer	Frequency adjustment
24	Hamilton	Frequency adjustment & discontinuing peak service to Rickenbacker
25	Brice	Frequency adjustment & restoring service to Easton
34	Morse	Frequency adjustment
102	N High/Polaris Pkwy	Frequency adjustment
CMAX		Restore short turn and frequency adjustment

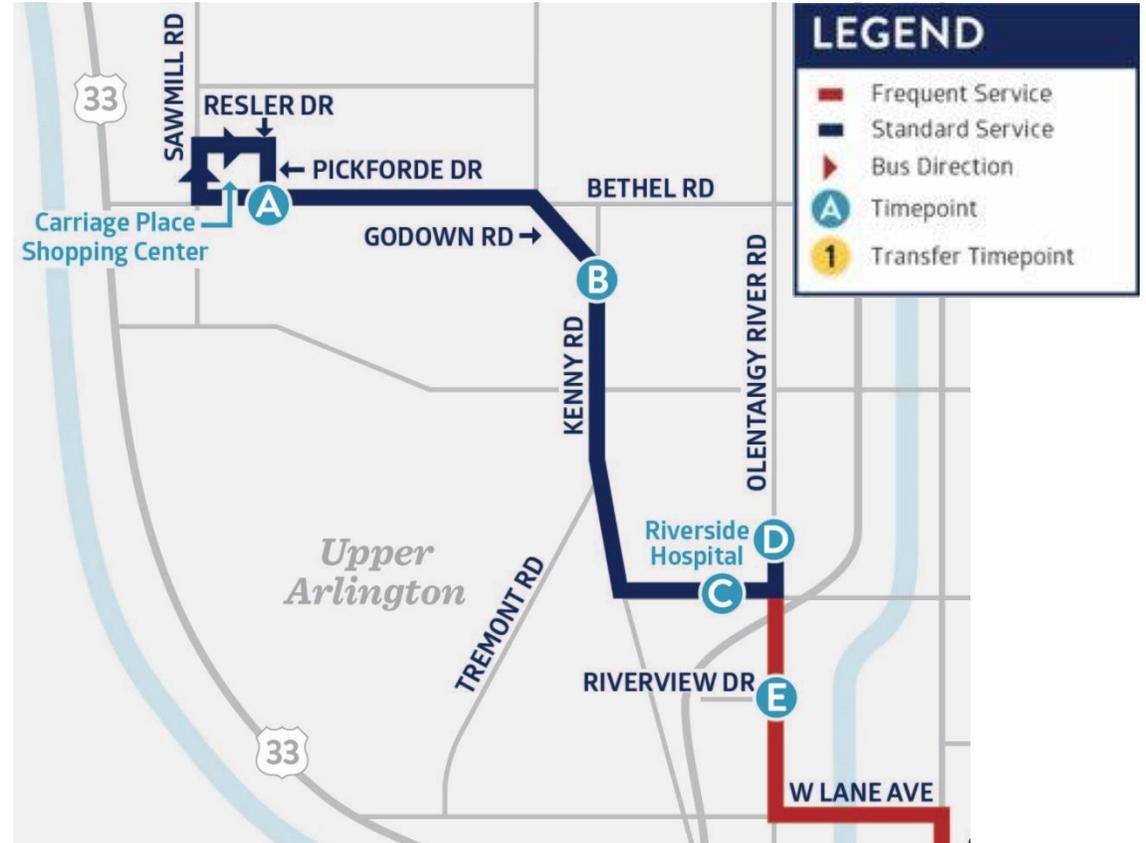
PROPOSED JANUARY SERVICE CHANGE

Line 1 Routing Change

Line 1 will return to Riverside Hospital using Thomas Lane. Trips from Carriage Place Shopping Center to Riverside Hospital will run every 30 minutes. Check the destination header on the front of the bus to ensure you board the correct bus.



Line 1: Current Northern Alignment

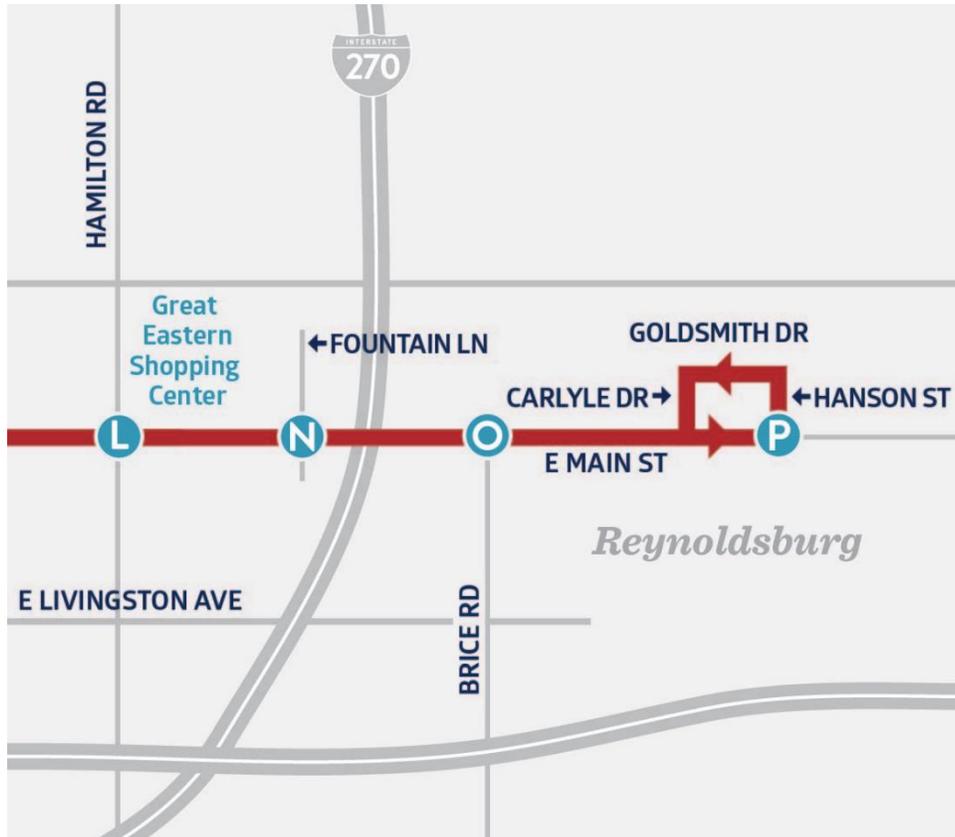


Line 1: Proposed Northern Alignment

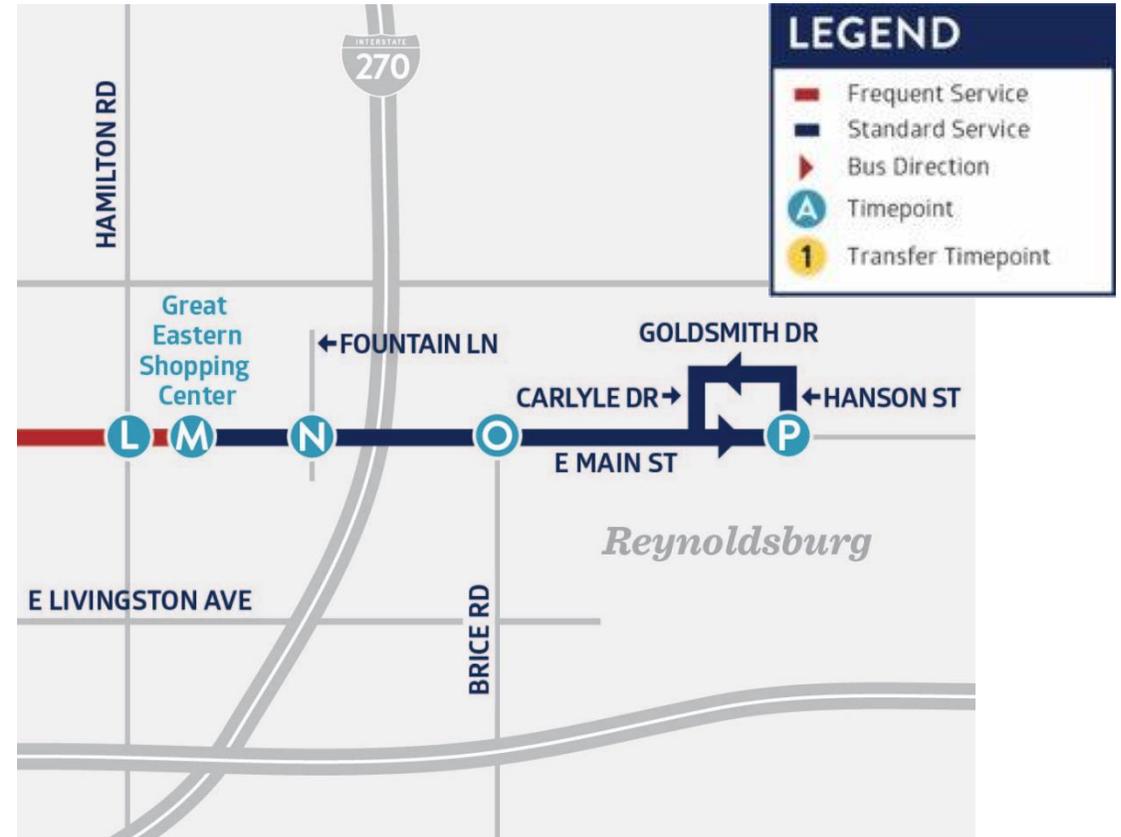
PROPOSED JANUARY SERVICE CHANGE

Line 2 Routing Change

Line 2 will return to the Great Eastern Shopping Center layover. Trips from Great Eastern to the end-of-line will run every 30 minutes. Check the destination header on the front of the bus to ensure you board the correct bus.



Line 2: Current Eastern Alignment

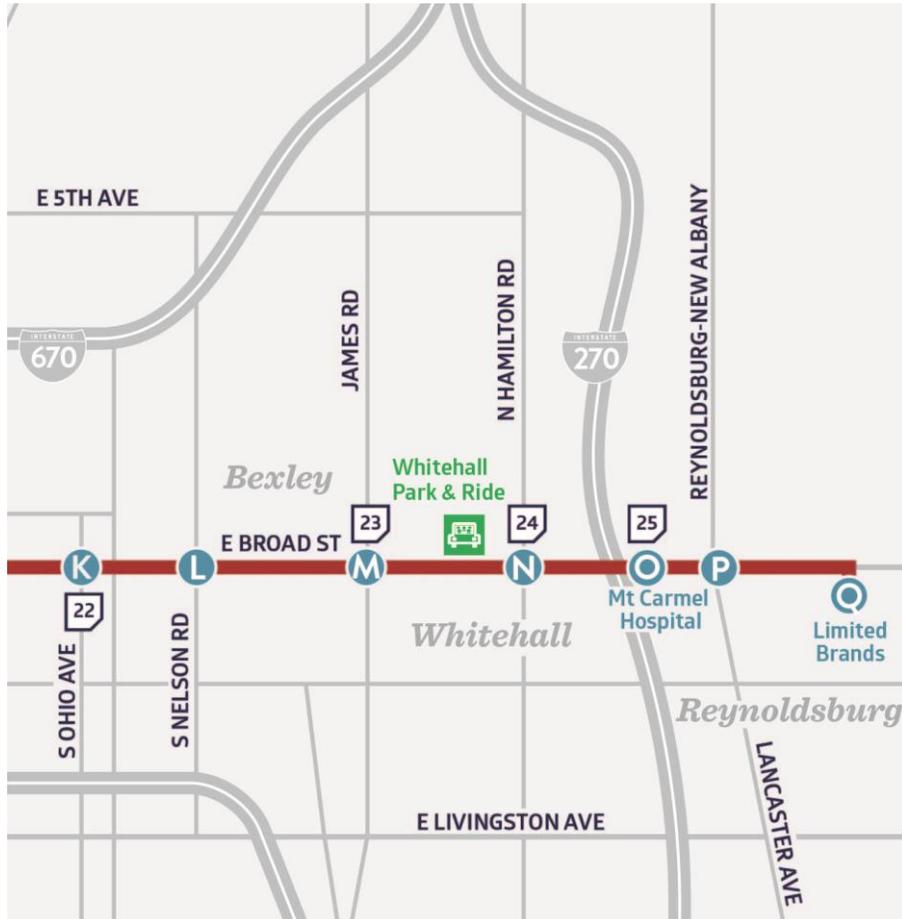


Line 2: Proposed Eastern Alignment

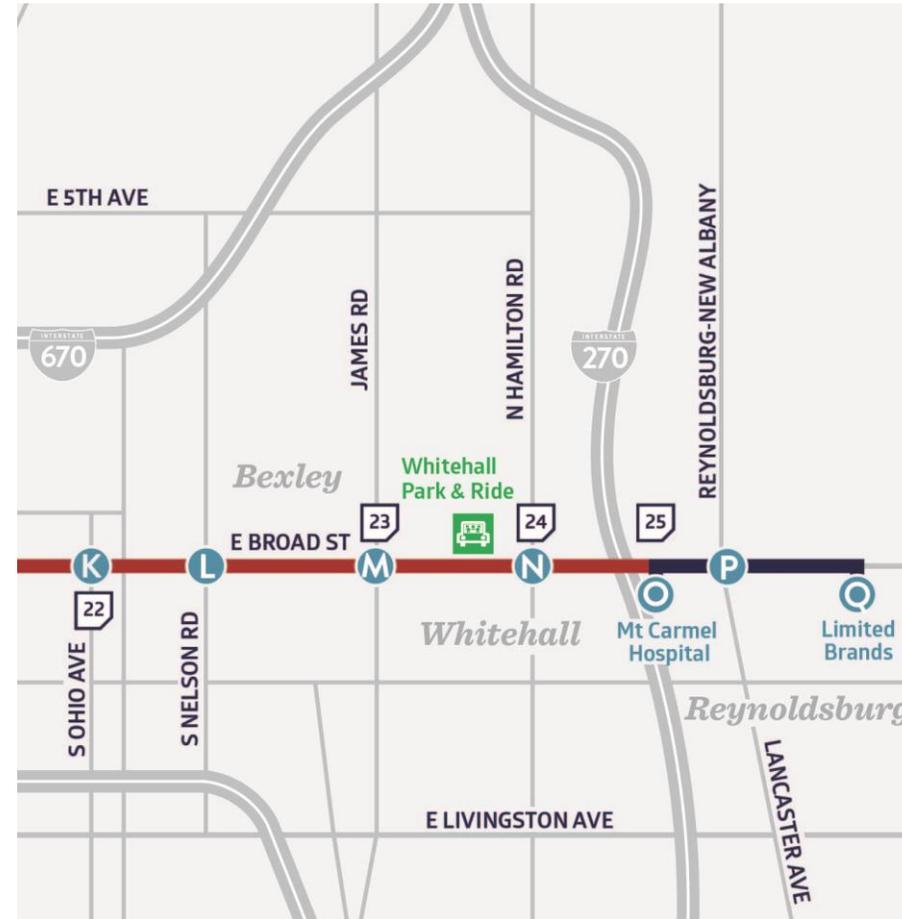
PROPOSED JANUARY SERVICE CHANGE

Line 10 Routing Change

Line 10 will return to Mt. Carmel East Hospital. Trips from L Brands to Mt. Carmel East Hospital will run every 30 minutes. Check the destination header on the front of the vehicle to ensure you board the correct bus.



Line 10: Current Eastern Alignment

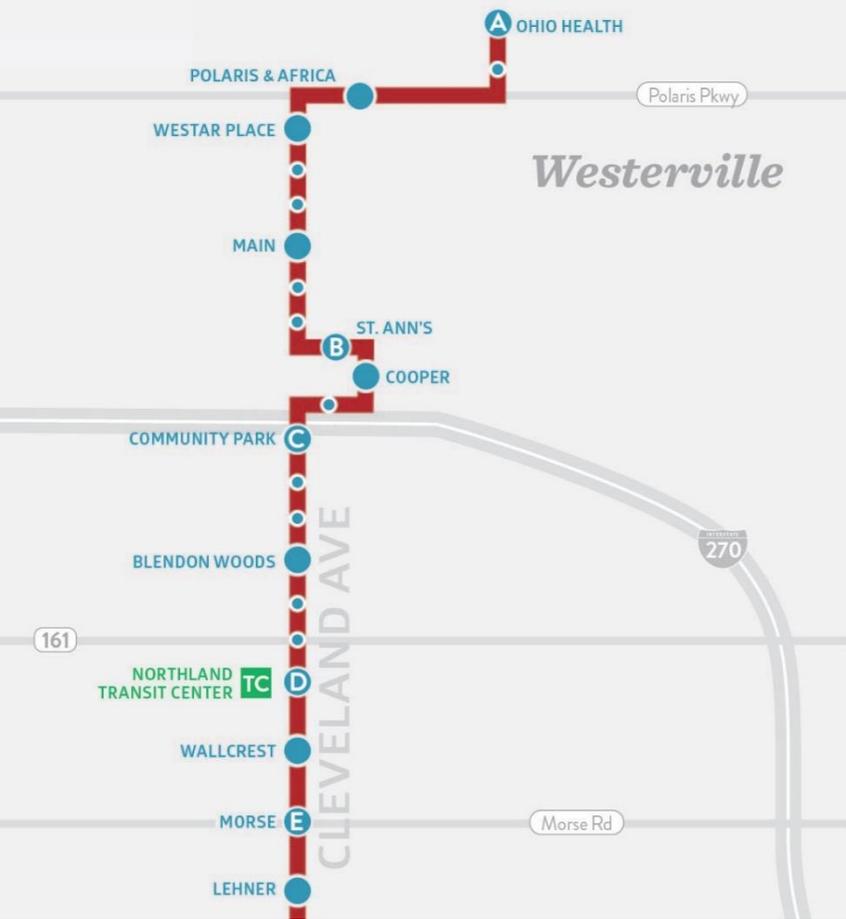


Line 10: Proposed Eastern Alignment

PROPOSED JANUARY SERVICE CHANGE

CMAX Routing Change

CMAX will resume short turning at Northland Transit Center. Trips from Northland Transit Center to Westerville will run every 30 minutes. Check the destination header on the front of the bus to ensure you board the correct bus.



CMAX: Current Northern Alignment



CMAX: Proposed Northern Alignment

PROPOSED JANUARY SERVICE CHANGE

Line 24 Route Change

Line 24 will no longer serve Rickenbacker. Trips from Easton Transit Center to Eastland Mall will run every 60 minutes.

Line 24: Current Alignment

Runs from Easton Transit Center to Eastland every 30 minutes with hourly service to Rickenbacker Monday through Friday during rush hour.

Line 24: Proposed Alignment

Discontinue service to Rickenbacker. Will operate between Easton Transit Center and Eastland Mall with trips every hour.

LEGEND

- Standard Service
- Rush Hour Service
- Bus Direction
- Timepoint
- Transfer Bus Line
- Transit Center



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Line 24 Route Change

Line 24 will no longer serve Rickenbacker. Trips from Easton Transit Center to Eastland Mall will run every 60 minutes.

Line 24: Current Alignment

Runs from Easton Transit Center to Eastland every 30 minutes with hourly service to Rickenbacker Monday through Friday during rush hour.

Line 24: Proposed Alignment

Discontinue service to Rickenbacker. Will operate between Easton Transit Center and Eastland Mall with trips every hour.



LEGEND

- Standard Service
- Rush Hour Service
- Bus Direction
- Timepoint
- Transfer Bus Line
- Transit Center



PROPOSED JANUARY SERVICE CHANGE

Line 25 Route Change

Line 25 will return to Easton Transit Center. Trips from Canal Winchester Park & Ride to Easton Transit Center will run every 60 minutes.

Line 25: Current Alignment

Runs from Canal Winchester Park & Ride to Mt. Carmel East Hospital. Route north of Broad Street covered by COTA's Northeast Bus On-Demand zone. Trips every 45 minutes.



Line 25: Proposed Alignment

Restore suspended service north of Broad Street to Easton Transit Center. Line 25 will no longer layover at Mt. Carmel East Hospital. Trips every 60 minutes.



PROPOSED JANUARY SERVICE CHANGE

Line 25 Route Change

Line 25 will return to Easton Transit Center. Trips from Canal Winchester Park & Ride to Easton Transit Center will run every 60 minutes.

Line 25: Current Alignment

Runs from Canal Winchester Park & Ride to Mt. Carmel East Hospital. Route north of Broad Street covered by COTA's Northeast Bus On-Demand zone. Trips every 45 minutes.

Line 25: Proposed Alignment

Restore suspended service north of Broad Street to Easton Transit Center. Line 25 will no longer layover at Mt. Carmel East Hospital. Trips every 60 minutes.



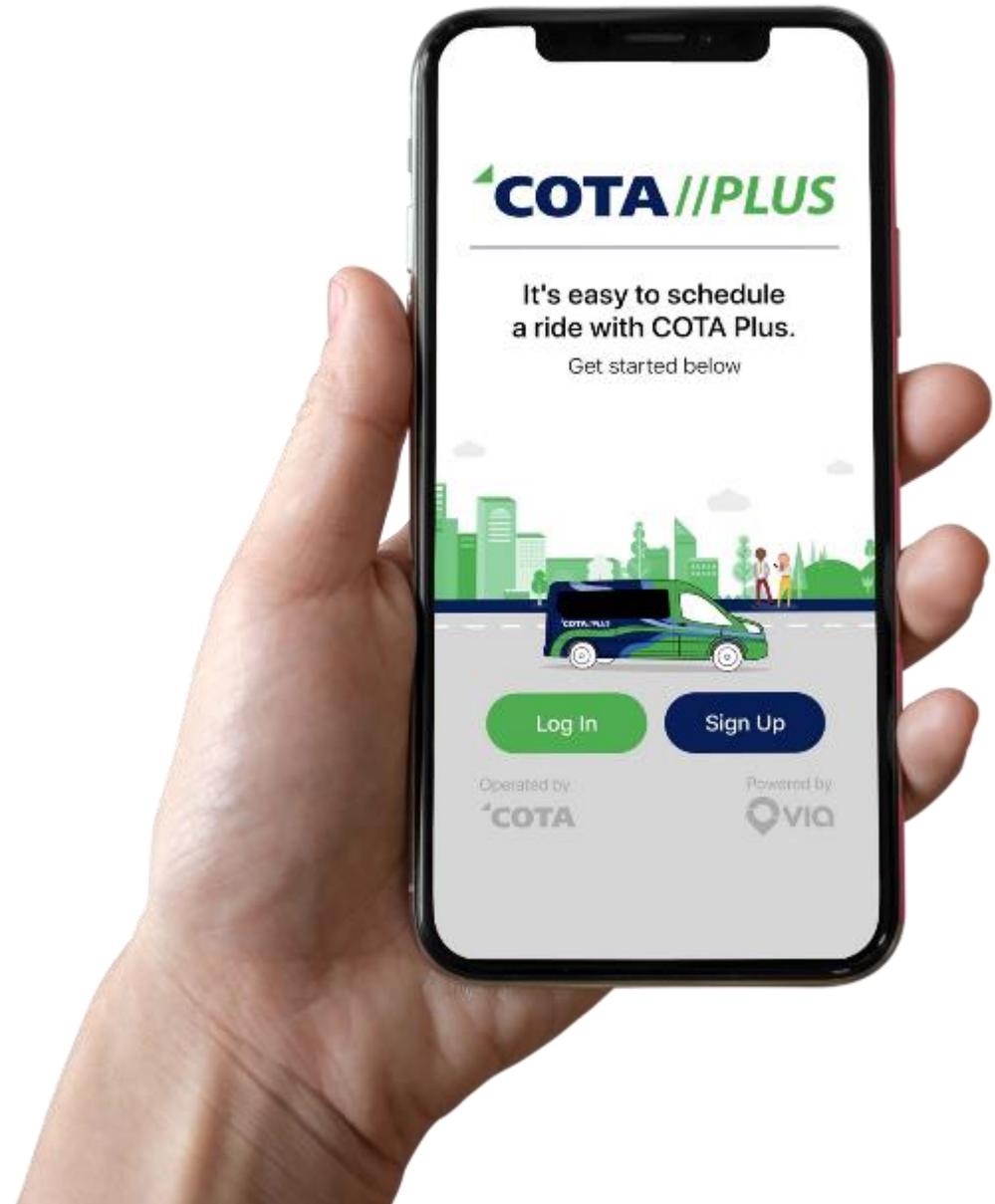
Frequency Adjustments

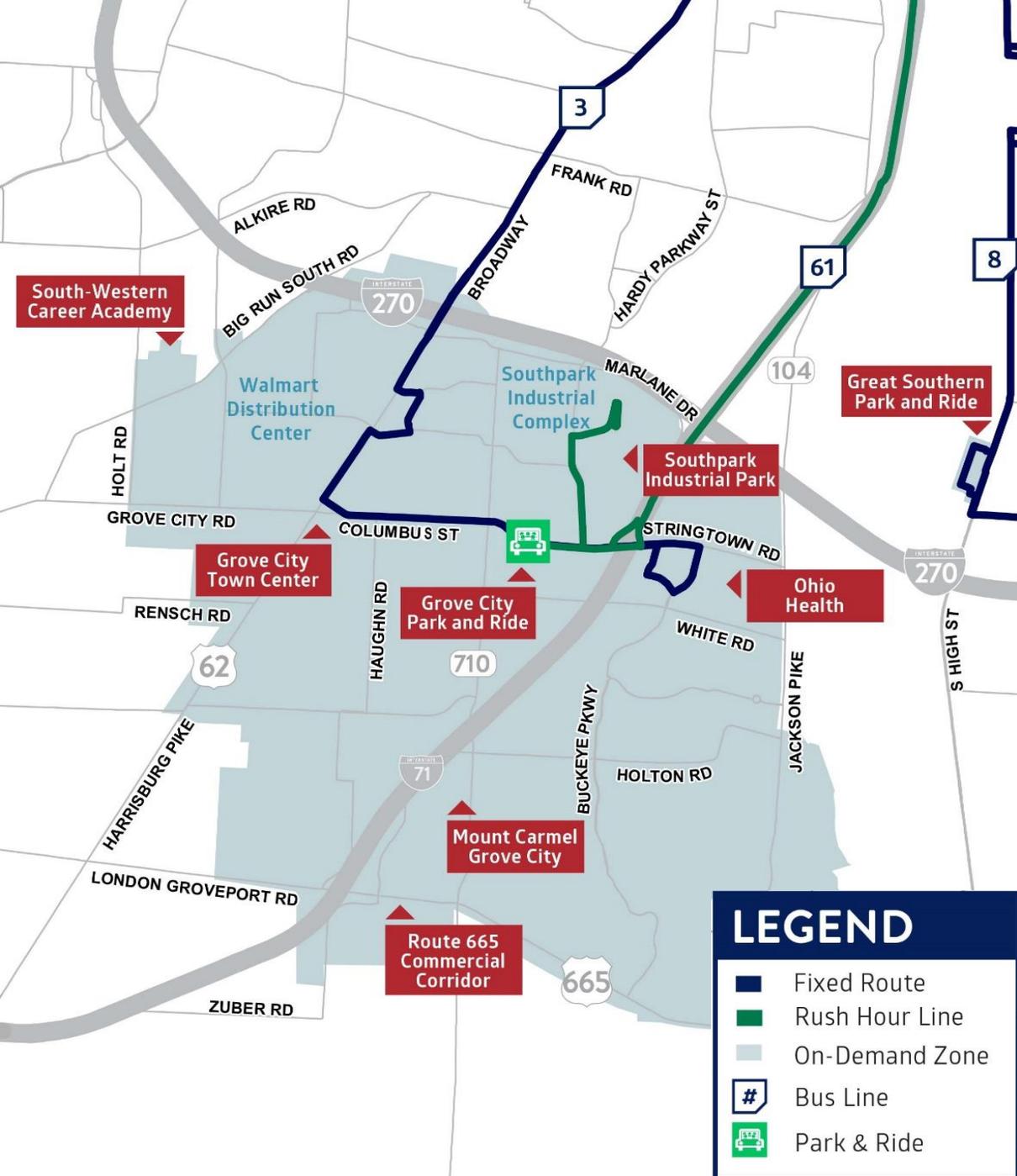
PROPOSED JANUARY
SERVICE CHANGE

LINE NUMBER	LINE NAME	CURRENT FREQUENCY	RECOMMENDED FREQUENCY
1	Kenny/Livingston	10 minutes until 6 p.m. with 15 minutes remainder — seven days a week	15 minutes core service and 30 minutes Riverside Hospital to Carriage Place — seven days a week
2	E Main/N High	10 minutes 10 a.m. to 6 p.m. with 15 minutes remainder — seven days a week	15 minutes core service and 30 minutes Great Eastern to eastern end of line
3	Northwest/Harrisburg	30 minutes — seven days a week	30 minutes — weekdays 60 minutes — Saturday & Sunday
10	E Broad/W Broad	10 minutes on W Broad Street and 15 minutes remainder — seven days a week	15 minutes core service and 30 minutes Mt. Carmel East Hospital to eastern end of line
22	OSU/ Rickenbacker	15 minutes south of Broad Street with 30 minutes remainder — seven days a week	15 minutes south of Broad Street and 30 minutes remainder — weekdays 30 minutes all day — Saturday & Sunday
23	James/Stelzer	30 minutes — seven days a week	30 minutes — weekdays 60 minutes — Sunday
24	Hamilton	30 minutes and 60 minute peak service to Rickenbacker — seven days a week	60 minutes — seven days a week (discontinue service to Rickenbacker)
34	Morse	30 minutes — seven days a week	30 minutes — weekdays 60 minutes — Saturday & Sunday
102	N High/Polaris Pkwy	30 minutes — seven days a week	60 minutes — seven days a week
CMAX		10 minutes from 3 p.m. to 6 p.m. with 15 minutes remainder	15 minutes core service and 30 minutes Northland Transit Center to Westerville

COTA//PLUS

COTA//Plus is an innovative mobility solution for Grove City, Westerville, South, and Northeast Columbus! With the COTA//Plus mobile app, customers can request affordable on-demand rides from point A to point B. It is safe and reliable transportation at your beck and call.





Grove City

COTA//Plus Grove City encompasses OhioHealth Grove City, Grove City Town Center, Walmart Distribution Center and more.

Maximum ETA of 15 minutes and can go anywhere in the designated zone.

Hours of Operation:

*Monday through Friday
5:30 a.m. to 8 p.m.*

Westerville

COTA//Plus Westerville includes service to Otterbein, Uptown and Polaris.

Maximum ETA of 15 minutes and can go anywhere in the designated zone.

Hours of Operation:

*Monday through Thursday
5:30 a.m. to 8 p.m.*

*Friday
5:30 a.m. to 11 p.m.*

**Limited additional service will be available during special events in Westerville*



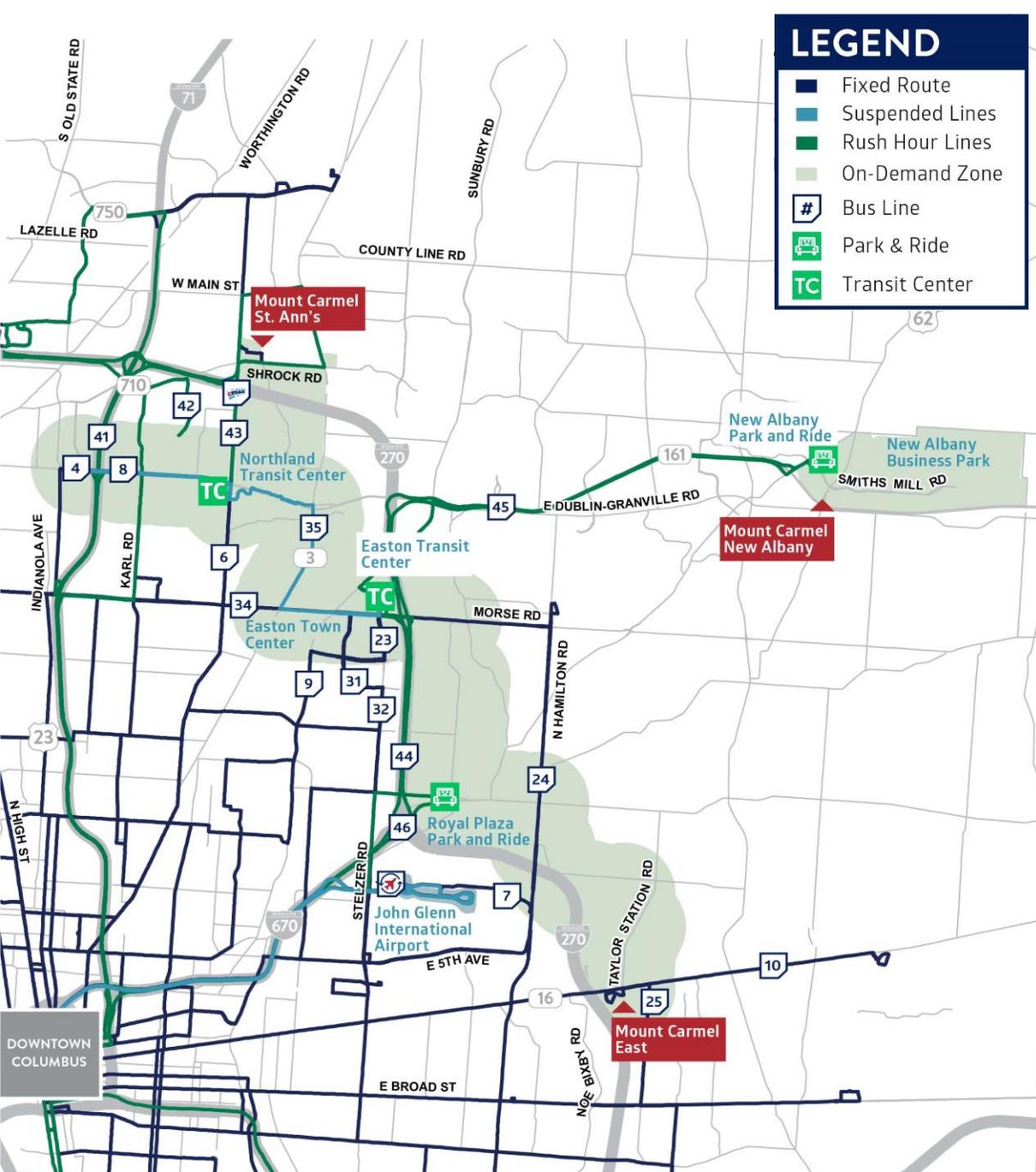
Northeast Bus On-Demand

COTA//Plus Northeast On-Demand provides transit access for riders experiencing reduced or lost fixed-route service in parts of northeast Columbus, Gahanna and New Albany.

Maximum ETA of 45 minutes and can go anywhere in the designated zone.

Hours of Operation:

*Monday through Sunday
5 a.m. to 11 p.m.*





South Side

On South Side, COTA//Plus provides service to German Village, the Brewery District, Nationwide Children's Hospital, Reeb Avenue Center, the Marion Franklin Community Center and more.

Maximum ETA of 15 minutes and can go anywhere in the designated zone.

Hours of Operation:

*Monday through Sunday
5:30 a.m. to 8 p.m.*

LEGEND

- Fixed Route
- Rush Hour Line
- On-Demand Zone
- # Bus Line
- Park & Ride

Zoo Bus Service

COTA's seasonal Zoo Bus will end this month!

Zoo Bus will continue to operate on Friday, Saturday and Sunday only until Sunday, October 31.

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.



MOVING EVERY LIFE FORWARD

Fare Policy & Payments

COTA NEW EQUITABLE FARES

The new structure either reduces or maintains transit fares for all customers by introducing:



*Fare Capping**

Ensures customers pay no more than

\$4.50 a day

\$62 per month

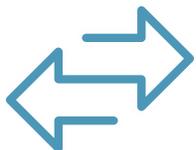
**only with use of the Transit app or COTA Smartcard*



Flat Rate Fare

Eliminates the 75-cent upcharge on rush hour lines. This makes the

**STANDARD FARE \$2
ON ALL LINES.**



Simplified Transfers

**TWO-HOUR
ACCESSIBILITY**

for any fare paid in place of the one-way restriction.



Simplified Child Discounts

Eliminates height specifications for children and allows

**4 & UNDER: NO FARE
5 – 12: \$1**

Coming Soon

New Fare Payment System

On Nov. 1, 2021, COTA will introduce an exciting new fare payment system. The benefits of this new system include:

- Fare capping (\$4.50/day and \$62/month)
- 2-hour fares
- Smartphone and Smartcard payment options



Upcoming No-Fares Days

Tuesday, Nov. 2 — Election Day

Thursday, Nov. 11 — Veterans Day

Veterans & Active Military Only
Valid ID Required

Question & Answer Chat

Have a question about the 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.

Coming up Next: Fare Policy & New Fare Payment System



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