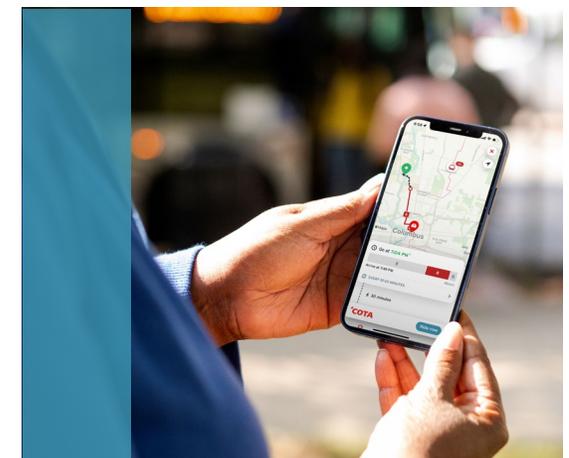


welcome!
THIS MEETING
WILL START
SHORTLY



^COTA
SEPTEMBER 2025
SERVICE CHANGE
INFORMATIONAL
MEETINGS

Aug. 7 & 12, 2025



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](https://www.cota.com/servicechanges) following the meeting.

HOW TO COMMUNICATE WITH COTA

There will be time for questions and comments 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](https://www.cota.com/contact) or by calling the Customer Care Center at **614-228-1776**.





Recruiting to Increase COTA Service

COTA has explored creative ways to recruit and hire new Operators. **Thanks to these hiring efforts, COTA has increased service each trimester since September 2023. We are excited to announce plans to improve and increase service again in September 2025.**

COTA will continue adjusting transit schedules each trimester, aiming to 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).

- **New competitive hourly wages** including annual bonuses
- **Comprehensive insurance:** medical, dental, vision
- Health flexible spending accounts (HSAs)
- **Retirement/savings benefits:**
Ohio Public Employees Retirement System (OPERS),
Deferred Compensation Plan
- Vacations, holiday, sick pay
- 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)



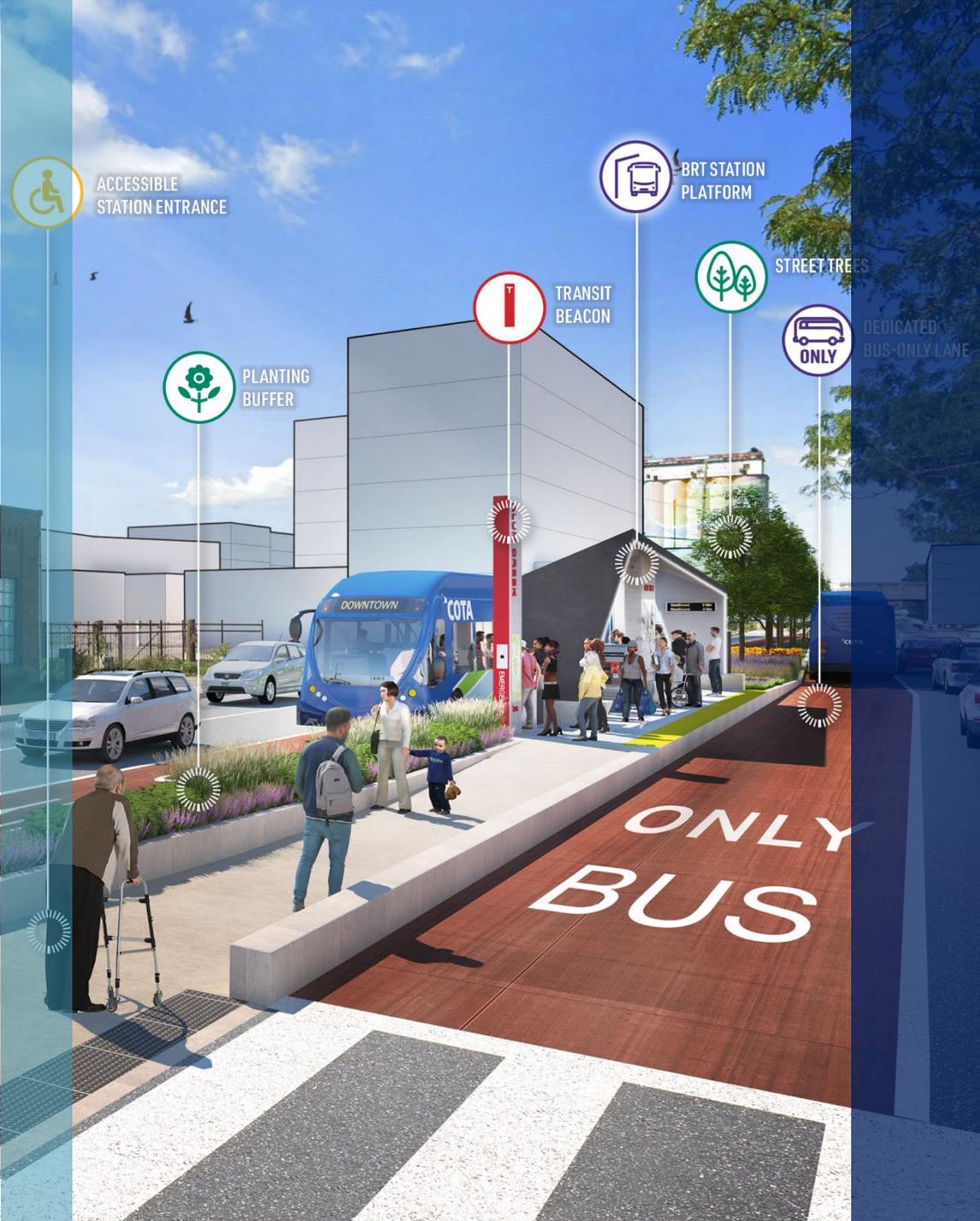


Safety/Cleanliness Reporting Option

Riders can now report safety or cleanliness concerns conveniently and anonymously to COTA through our new messaging platform application. At COTA, providing a smooth, comfortable ride to our passengers is of utmost importance, and this new tool gives riders three easy options to report safety or cleaning issues:

- **Call 614-228-1776 for assistance**
- **Submit a report online to COTA.com/report**
- **Scan the QR code posted throughout the coach to directly report a concern**

In the event of a life-threatening emergency, customers should call 911.



LinkUS

Central Ohio's Comprehensive Transportation & Growth Initiative

What's Next?

- **Happening Now:**

- Community engagement continues.
- In March, the COTA Board of Trustees approved funding for 83 projects over the next five years that will help create 150 miles of sidewalks, bikeways and trails throughout COTA's service area.

- **Summer 2025:**

- LinkUS Progress Report will be released this September
- Look for community briefings and more public outreach over the next several months

- **Fall 2025:**

- Northwest BRT line will reach 30% design
- LinkUS team will share updates on the East Main BRT line at 60% design

- **2026:**

- Construction on West Broad Street BRT line will begin

COMING SOON!

COTA Line 30

Proposed Launch: Sept. 2026

The Ohio State University, Upper Arlington, Hilliard & Dublin

- Possible destinations: Wexner Medical Center, Martha Moorehouse, OSU Agriculture and Veterinary Campuses, Shops on Lane Avenue, Kingsdale Shopping Center and the new Bob Crane Community Center, Franklin County Fairgrounds, Mount Carmel Hilliard, OSU Dublin Outpatient Center, Dublin Methodist Hospital
- Held a public meeting on June 24 and shared a public feedback survey
- Survey closed July 11, 2025. COTA staff are collecting all feedback and will post updated information on COTA.com soon



service CHANGES

The following service
adjustments will begin on
Monday, Sept. 1, 2025.





Zoo Bus Service

Zip to the Zoo on COTA's Zoo Bus!

- **May 26-Sept. 1:** Daily
- **Sept. 2-Oct. 31:** Friday, Saturday & Sunday

The Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, Juneteenth, Independence Day and Labor Day.

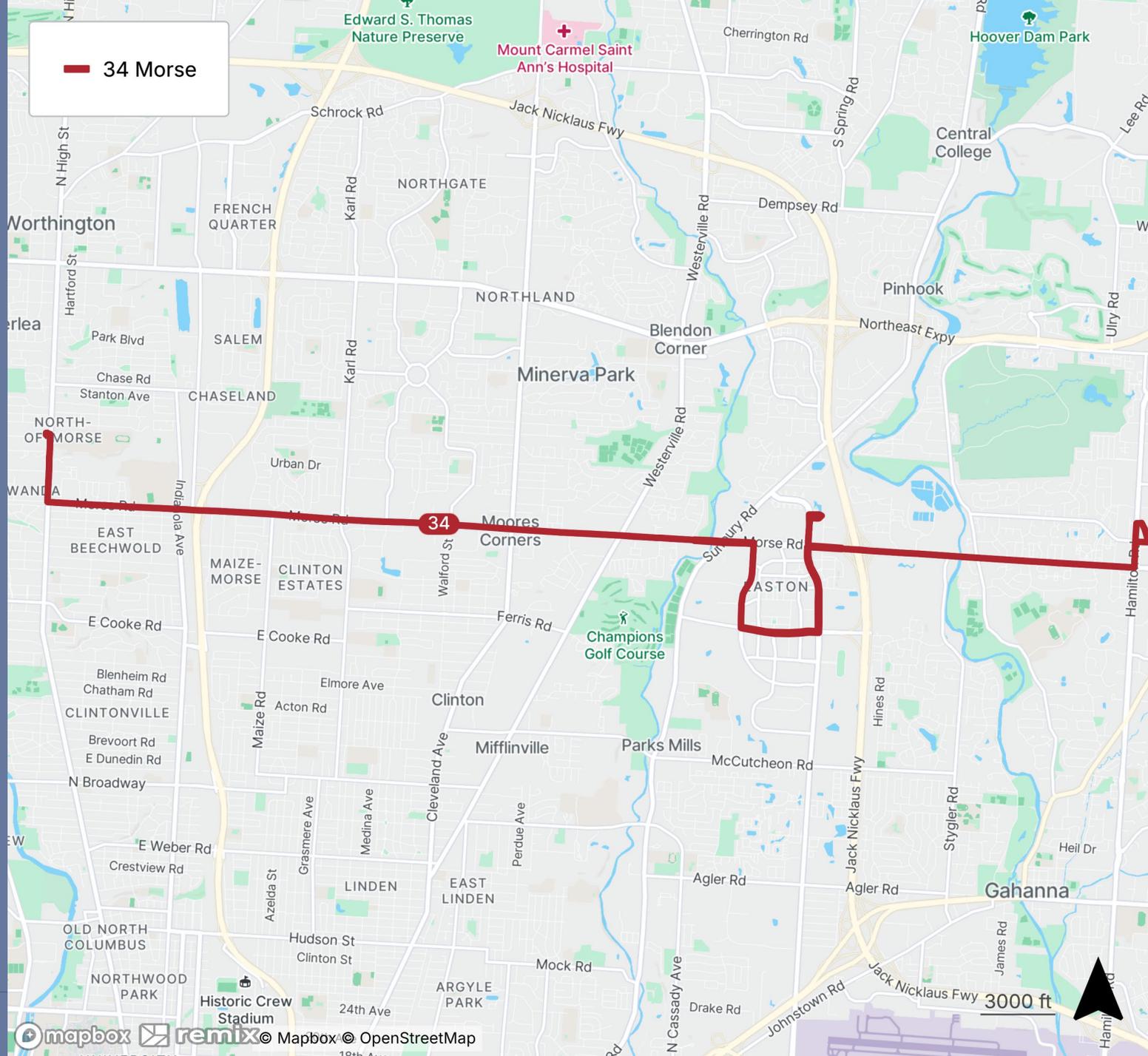
For more information about COTA Zoo Bus service, visit COTA.com/ZooBus or call **614-228-1776**.

For Zoo and Zoombezi Bay hours, visit columbuszoo.org.



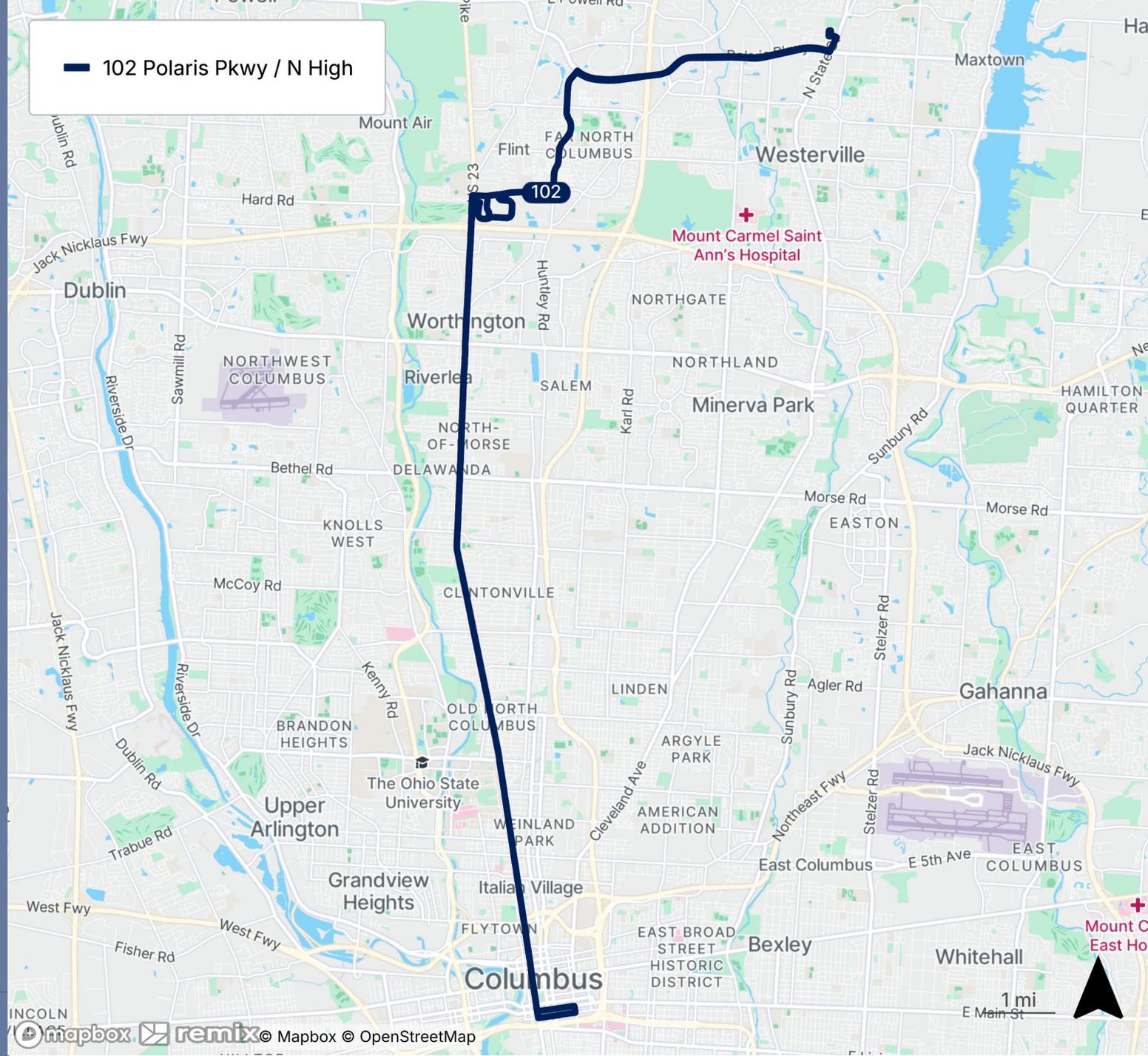
Line 34 Morse Road Frequency Increase

- **Current service:**
 - Weekday: every 15 minutes
 - Saturday: every 30 minutes
 - Sunday: every 30 minutes
- **Changes:**
 - Saturday: every 15 minutes
- **Service starting Sept. 1:**
 - Weekday: every 15 minutes
 - Saturday: every 15 minutes
 - Sunday: every 30 minutes
- **Rationale:** Growing ridership. **Customer request.** High productivity on weekends.



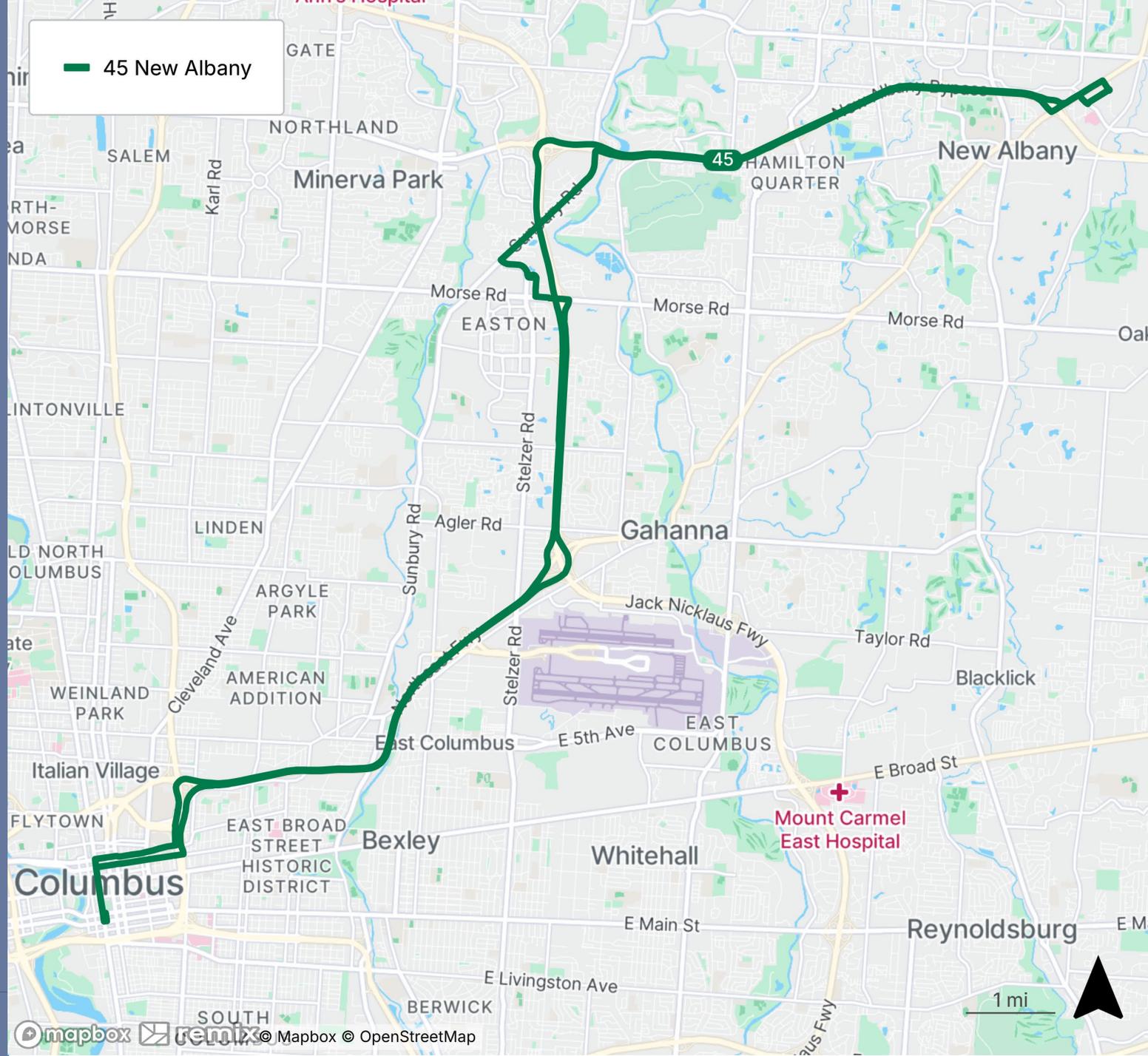
Line 102 Polaris Pkwy/ N. High St. Frequency Increase

- **Current service:**
 - Weekday: every 30 minutes
 - Saturday: every 60 minutes
 - Sunday: every 60 minutes
- **Changes:**
 - Saturday: every 30 minutes
- **Service starting Sept. 1:**
 - Weekday: every 30 minutes
 - Saturday: every 30 minutes
 - Sunday: every 60 minutes
- **Rationale:** Growing ridership. **Customer request.** High productivity on weekends.



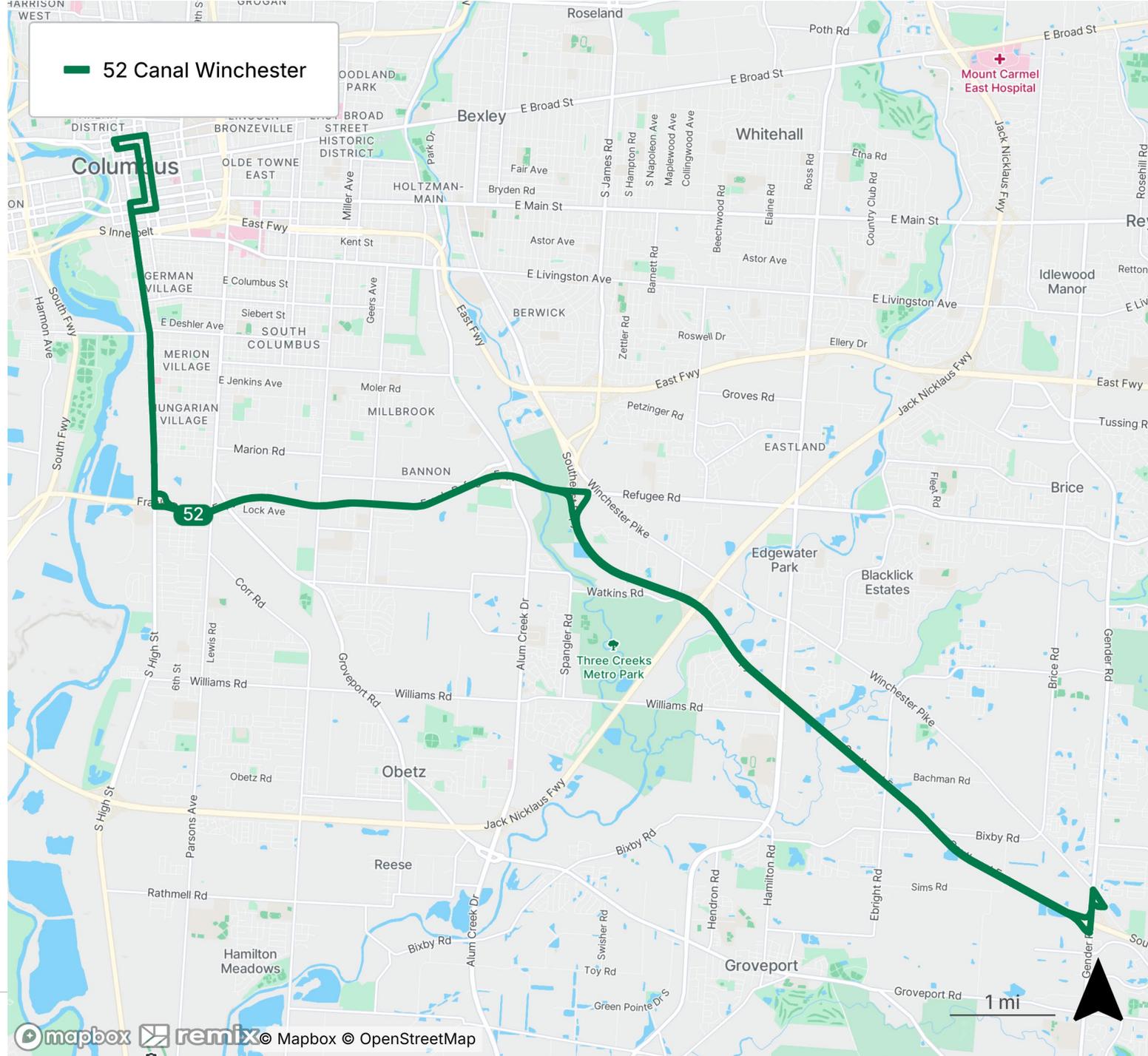
Line 45 New Albany Additional Trips

- **Current service:** 1 AM trip to downtown and 1 AM reverse commute trip from downtown, 1 PM trip to downtown and 1 PM reverse commute trip from downtown
- **Changes:** COTA will add 1 AM trip to downtown and 1 PM from downtown
- **Service Starting Sept. 1:** 2 AM trips to downtown and 1 AM reverse commute trip from downtown, 2 PM trips from downtown and 1 PM reverse commute to downtown
- **Rationale:** Due to the Governor's return to work order and increased demand to travel to and from Downtown Columbus



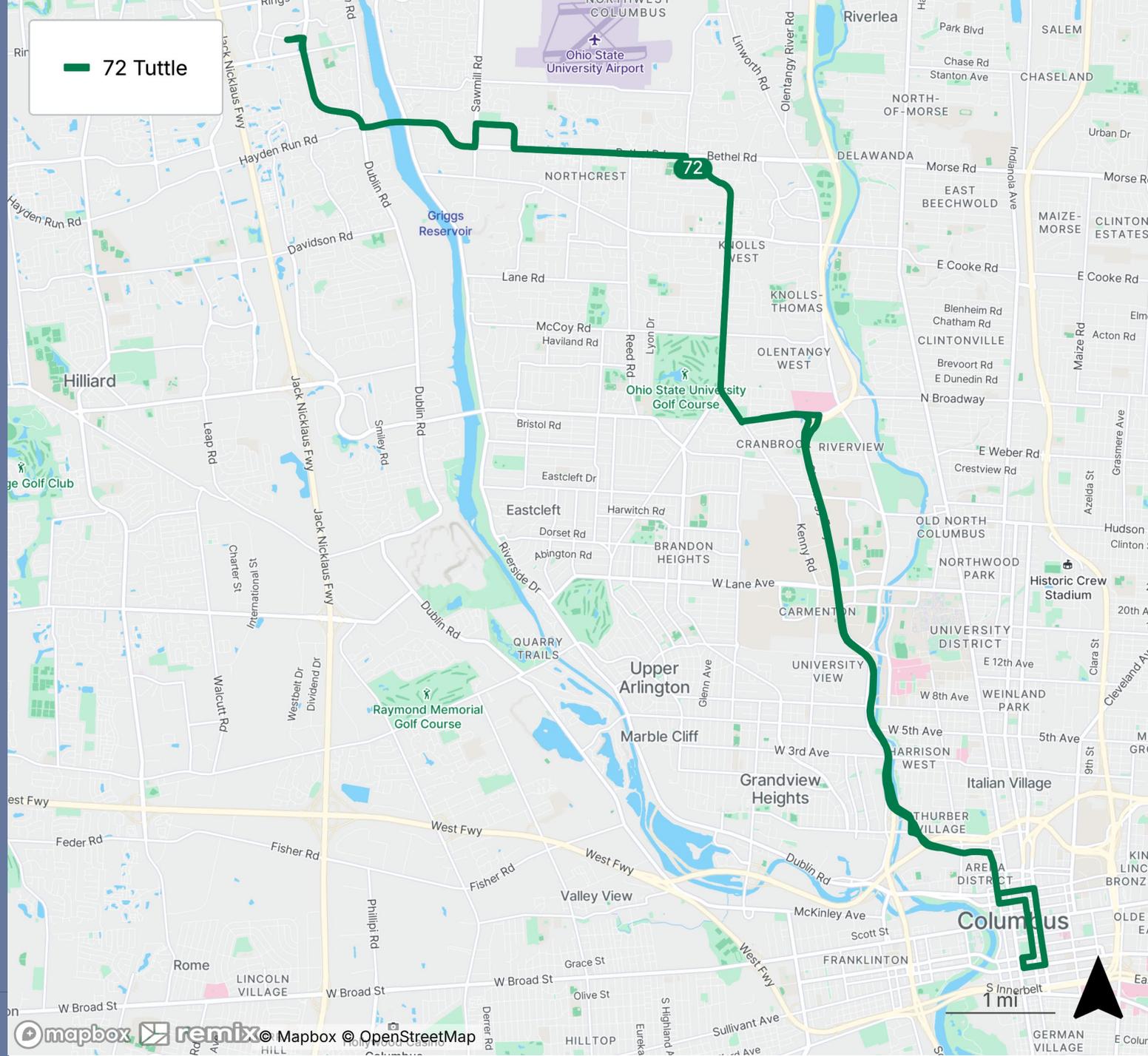
Line 52 Canal Winchester Additional Trips

- **Current service:** 2 AM trips to downtown and 2 PM trips from downtown
- **Changes:** COTA will add 1 AM trip to downtown and 1 PM trip from downtown to the schedule
- **Service Starting Sept. 1:** 3 AM trips to downtown and 3 PM trips from downtown
- **Rationale:** Due to the Governor's return to work order and increased demand to travel to and from Downtown Columbus



Line 72 Tuttle Additional Trips

- **Current service:** 1 AM trip to downtown and 1 PM trip from downtown
- **Changes:** COTA will be adding 1 AM trip to downtown and 1 PM trip from downtown to the schedule.
- **Service Starting Sept. 1:** 2 AM trips to downtown and 2 PM trips from downtown
- **Rationale:** Due to the Governor's return to work order and increased demand to travel to and from Downtown Columbus



Schedule Adjustments

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

LINE	CHANGES	RATIONALE
Weekday: 2, 3, 10, 25, 32, 33, 34, 42, 45, 46, 52, 61, 72, 73, 75, 102 Saturday: 3, 12, 34, 102 Sunday: 12	Minor schedule adjustments on weekdays, Saturdays and/or Sundays.	Improve on-time performance

Key: rationale / public feedback

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 comment with questions in the comment section.
- Visit COTA.com/contact to suggest how we can improve COTA's service.



Public Comment Meetings for the January 2025 Service Changes will be held on [Sep 9 at 12 p.m.](#) and [Sept. 11 at 6 p.m.](#)



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

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