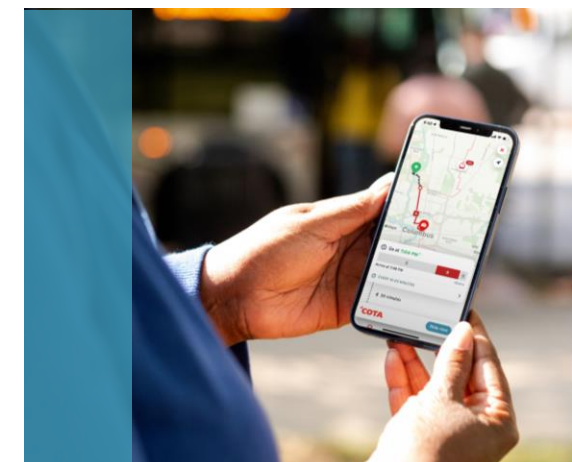
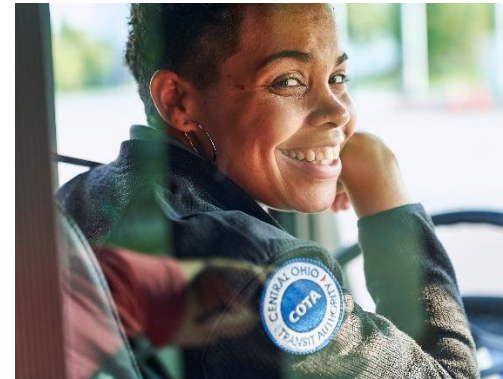


welcome!

**THIS MEETING
WILL START
SHORTLY.**



↑COTA

May 2025

**SERVICE CHANGE
PUBLIC COMMENT
MEETINGS**

Jan. 16 & 21, 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 comment meeting will be posted on our website at **COTA.com** 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** 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 May.**

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)



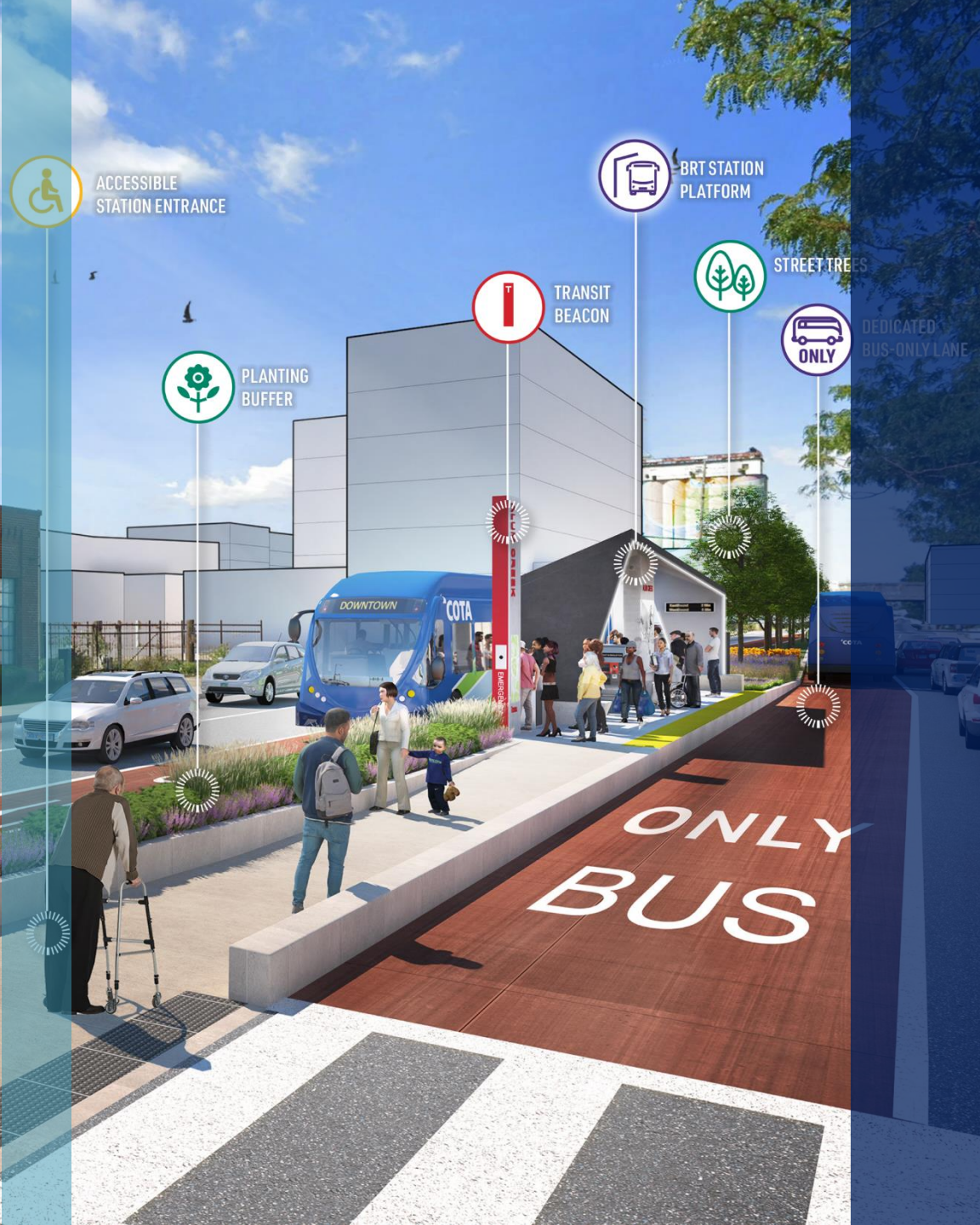


Safety/Cleanliness Reporting Option

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 by:

- **Calling 614-228-1776 for assistance**
- **Submitting a report online to COTA.com/report**
- **Scanning 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

Thanks to Central Ohio voters, we are ready to get to work modernizing and expanding our transit system.

What's Next?

LinkUS will allow us to significantly **expand COTA services by 45%**, ensuring fast, reliable options for everyone. Over the next 25 years, you can expect:

- **5** Rapid Transit Lines
- **8** new COTA//Plus zones
- **14 new** or improved transit lines
- **Increased** existing service with more frequency
- **500+ miles** of sidewalks, bikeways and trails
- **New and improved** transit-supportive infrastructure including transit centers, Park and Rides, shelters and more.



**MORE
COTA**



**MORE
SIDEWALKS**



**MORE
OPPORTUNITY**

LinkUS

Projected Timeline

Customers will begin seeing improvements next year, starting with improved frequency and expanded hours of operation to provide more late-night service and transit support for second- and third-shift workers.

Bus Rapid Transit

By 2031, three rapid transit lines are planned to be in operation.

- **West Broad Street Corridor**
- **East Main Street Corridor**
- **Northwest Corridor**

Safer and expanded sidewalks, bikeways and trails

By 2031, our communities will have more than 150 miles of sidewalks, bikeways and trails under construction or completed.

We are committed to transparency and will provide regular progress updates throughout the year. Follow our progress at

COTA.com/LinkUS.



IMPROVEMENTS IN *every* *community*



LinkUS Impacts Every Community in COTA's Service Area

Franklin County and Portions of:

Delaware, Fairfield, Licking and Union Counties

17 Cities:

Bexley, Canal Winchester, Columbus, Dublin, Gahanna, Grandview Heights, Grove City, Groveport, Hilliard, New Albany, Obetz, Pickerington, Reynoldsburg, Upper Arlington, Westerville, Whitehall and Worthington

8 Villages:

Brice, Harrisburg, Lockbourne, Marble Cliff, Minerva Park, Riverlea, Urbancrest and Valleyview

17 Townships:

Blendon, Brown, Clinton, Franklin, Hamilton, Jackson, Jefferson, Madison, Marion, Mifflin, Norwich, Perry, Plain, Pleasant, Prairie, Sharon, Truro and Washington

service CHANGES

The following service adjustments are proposed to begin on Monday, May 5, 2025.



May 2025 Growth and Improvements

COTA's growing team of transit Operators made it possible to increase service for our community in January 2025.

Public input will help COTA prioritize the improvements that will be made in May 2025.



Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2025!

Zoo service begins Saturday, May 10, and operates on weekends until Memorial Day. Beginning Memorial Day, May 26, and running through Labor Day, Sept. 1, the Zoo Bus will operate seven days a week.

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.



Proposed Service Increases

Not all proposed service increases will be possible, but public feedback will help COTA prioritize which of the following changes will be made in May.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
34 Morse	Weekday: every 15 minutes Weekend: every 30 minutes	Weekend: every 15-20 minutes	Growing ridership. Customer request . High productivity on weekends.
102 Polaris/ N High	Weekday: every 30 minutes Weekend: every 60 minutes	Weekend: every 30 minutes	Growing ridership. Customer request . High productivity on weekends.
Midnight Lineups	Weekday: every 8 p.m., 9 p.m., 10 p.m., & 11 p.m. Saturdays: every 9 p.m. & 10 p.m. lineups Sundays: Lineups all day	Add midnight lineup on weekdays and Saturdays for Lines 1-11, 102 and CMAX.	Growing ridership. Customer request .

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

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.
- Visit [COTA.com/contact](https://www.cota.com/contact) to suggest how we can improve COTA's service.



Final Service Changes will be announced at the April public information meetings. Join in on [April 10 at 6 p.m.](#) and [April 15 at noon.](#)

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

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