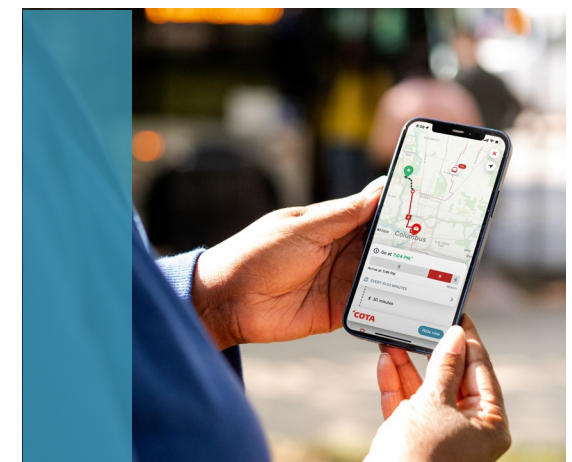
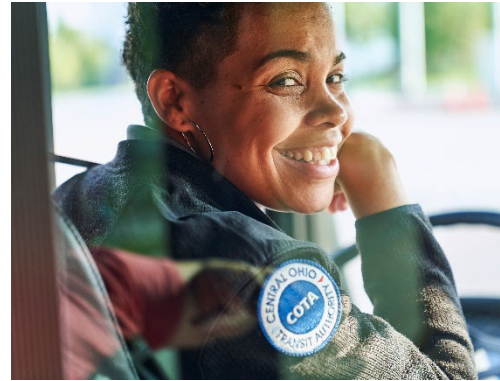


welcome!

THIS MEETING WILL START SHORTLY



‘COTA

May 2025

SERVICE CHANGE INFORMATIONAL MEETINGS

April 10 & 15, 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**.





Updated Customer Care Hours to Better Serve You

Customer Care Hours

Monday-Friday: 6 a.m.-10 p.m.

Saturday and Sunday: 8 a.m.-6 p.m.

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



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)



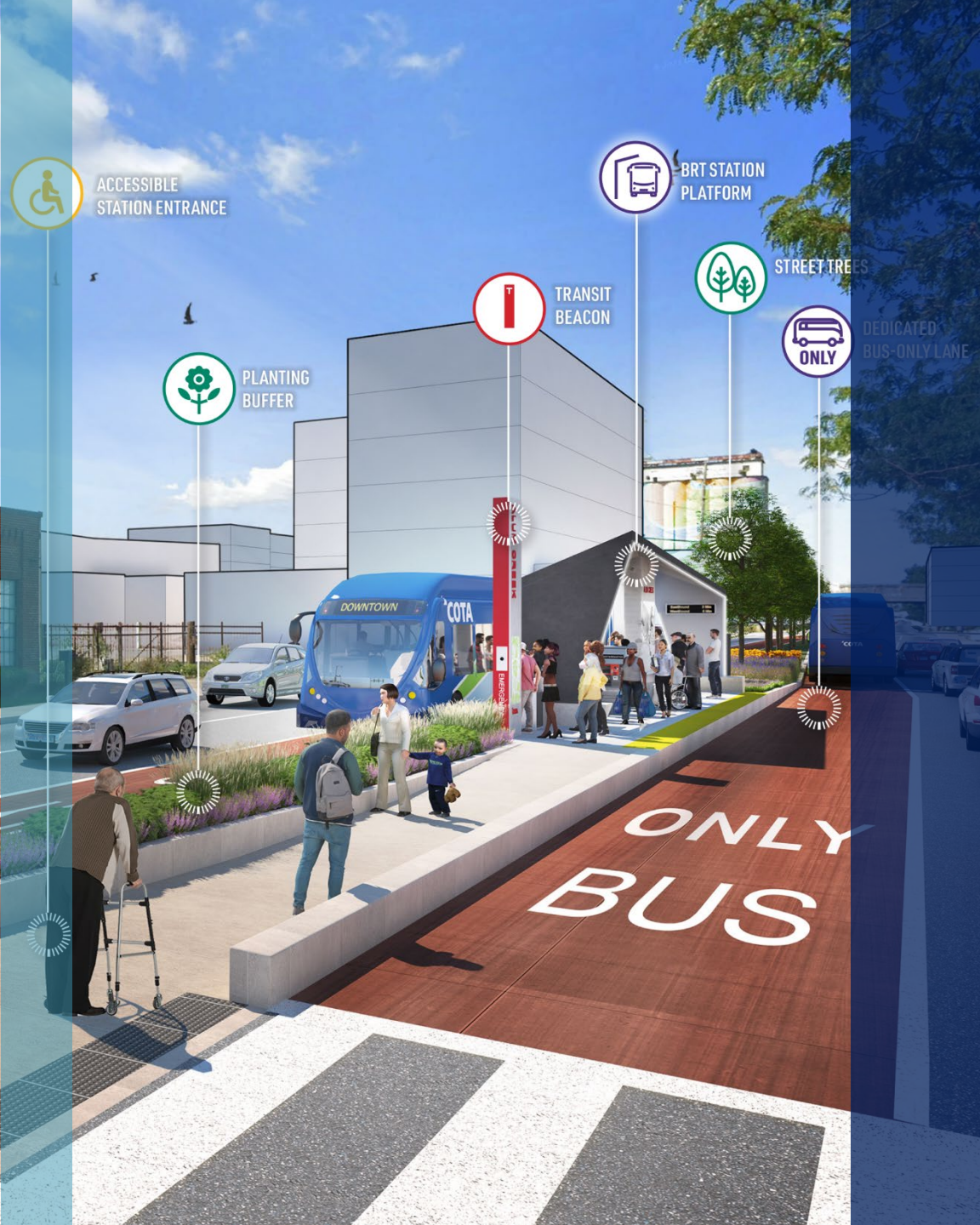


Safety/Cleanliness Reporting Option

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 this 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 the early 2030s, 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 the early 2030s, 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 will 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 helped COTA prioritize the improvements that will be made in May 2025.



Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2025!

Zoo Bus 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.

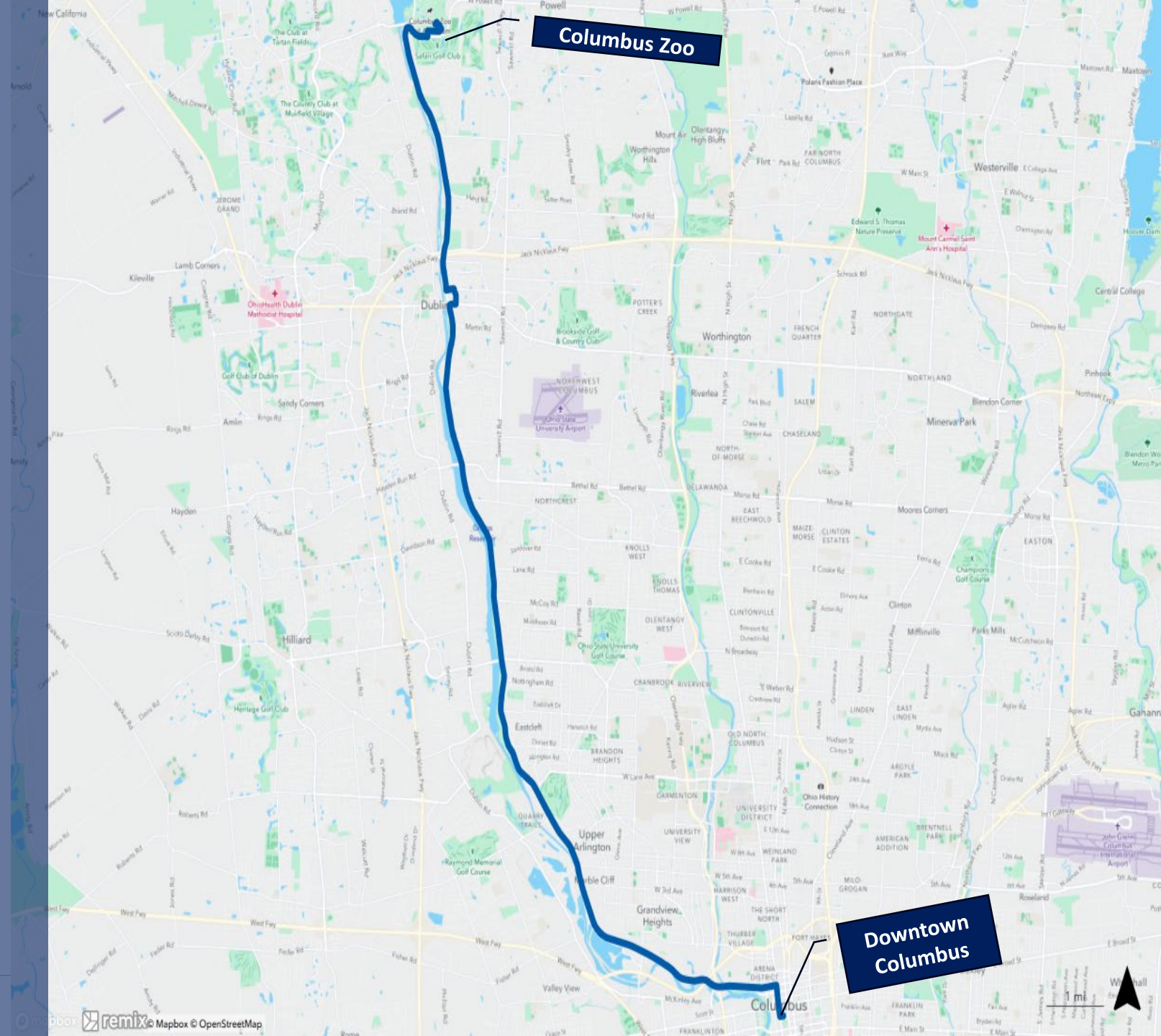
Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, Juneteenth, Independence Day and Labor Day.

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.



Zoo Bus Schedule Adjustment

- **Current service:** Service begins May 10 and operates on weekends. Beginning Memorial Day, May 26, through Labor Day, Sept. 1, Zoo Bus operates 7 days a week.
- **Changes:** Will adjust schedules to match operating hours for 2025.
 - **Departs Zoo**
 - 9 a.m., 11:15 a.m., 2:15 p.m., 4:15 p.m. & 6:15 p.m.
 - **Departs State St. & High St.**
 - 8 a.m., 10 a.m., 1:15 p.m., 3:15 p.m. & 5:15 p.m.
- **Rationale:** Match Zoo operating hours to better serve riders and employees.



Extend Service Past Midnight

The following changes are thanks to **COTA's growing workforce**.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
Local Lines (1-11, 102, CMAX)	Current lineups are: Weekday: every 9 p.m., 10 p.m., & 11 p.m. Saturdays: every 9 p.m. & 10 p.m. Sundays: Lineups all day	Add midnight lineup on weekdays and Saturdays for Lines 1-11, 102 and CMAX. Weekdays: every 10 p.m., 11 p.m., 12 a.m. Saturdays: every 10 p.m., 11 p.m., 12 a.m.	Growing ridership. Customer request.
Crosstown Lines (21-25, 31-34)	Crosstown lines do not serve downtown Columbus and do not participate in lineups. All Days: service ends by around 11 p.m.	Extend service later for better connections with midnight lineups. All days: service ends by around 12 a.m.	Growing ridership. Customer request.

Key: rationale / public feedback

Schedule Adjustments

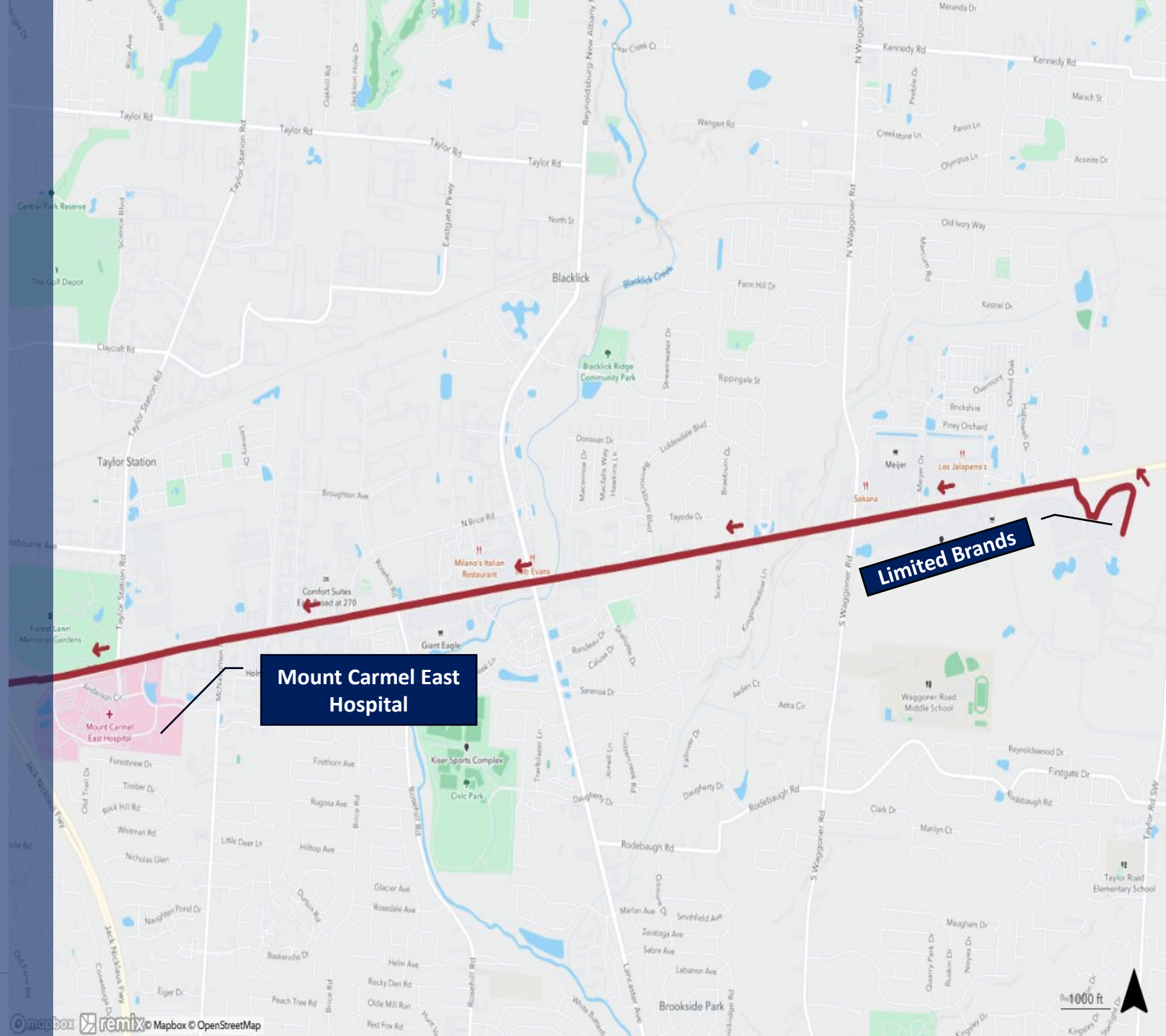
The following changes were **not** dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
Local lines: 1-11, CMAX, & 102 Crosstown lines: 21-25, & 31-34 Rush hour lines: 41, 44, 51, 72, 73, 74, 75 Zoo Bus	Minor schedule adjustments on weekdays, Saturdays and/or Sundays.	Improve on-time performance, adjustments for midnight lineup, and align zoo operating hours.

Key: rationale / public feedback

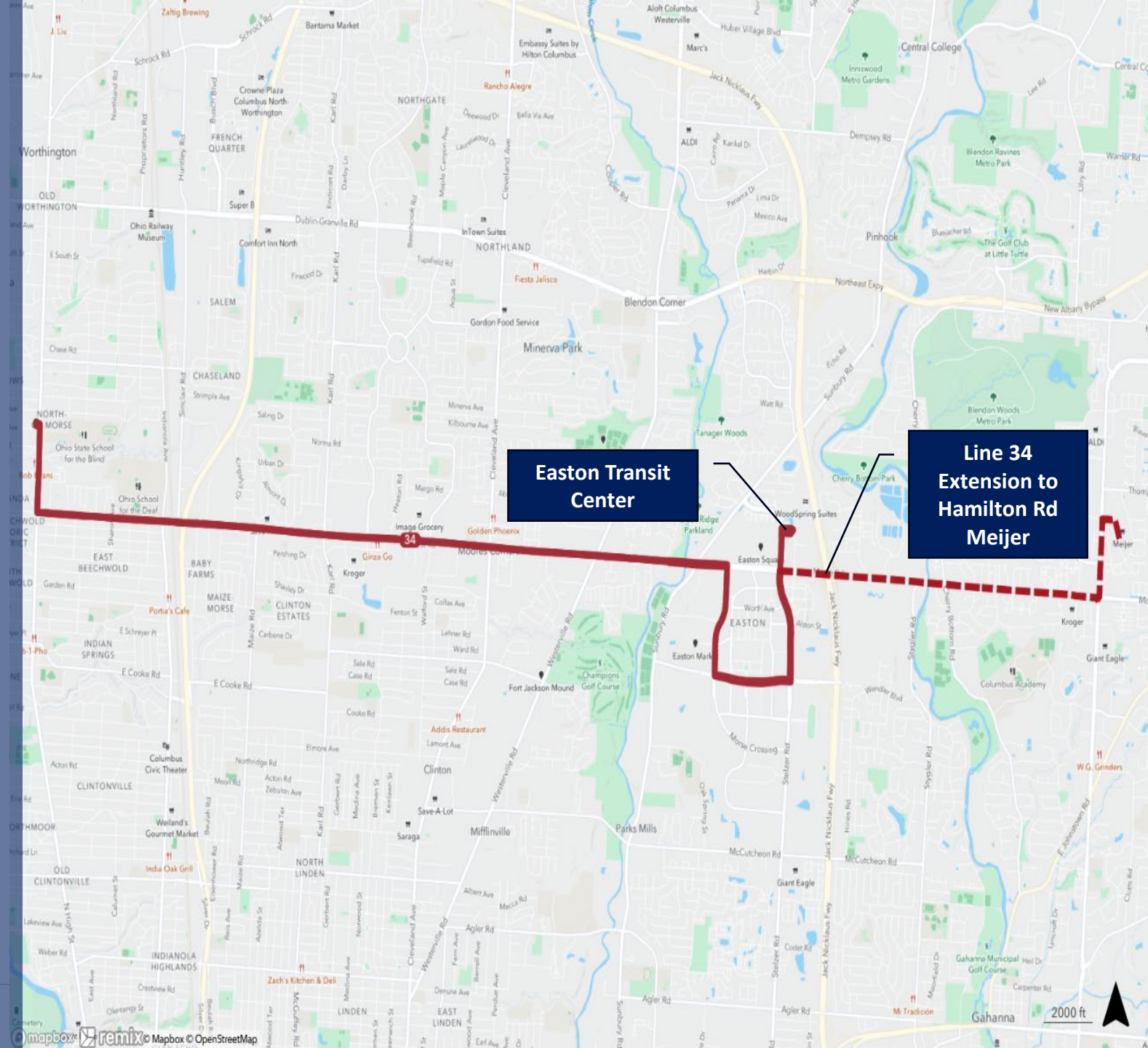
Line 10 E Broad W Broad Route Change

- **Current service:** Westbound Limited pattern enters Mt. Carmel Hospital property. Eastbound does not enter Mt. Carmel East Hospital and enters Limited property.
- **Changes:** Westbound from Limited will stay on Broad St and not enter the Mt. Carmel Hospital property. On Sundays, the Westbound buses from Limited will enter Mt. Carmel.
- **Rationale:** Due to construction on E Broad.



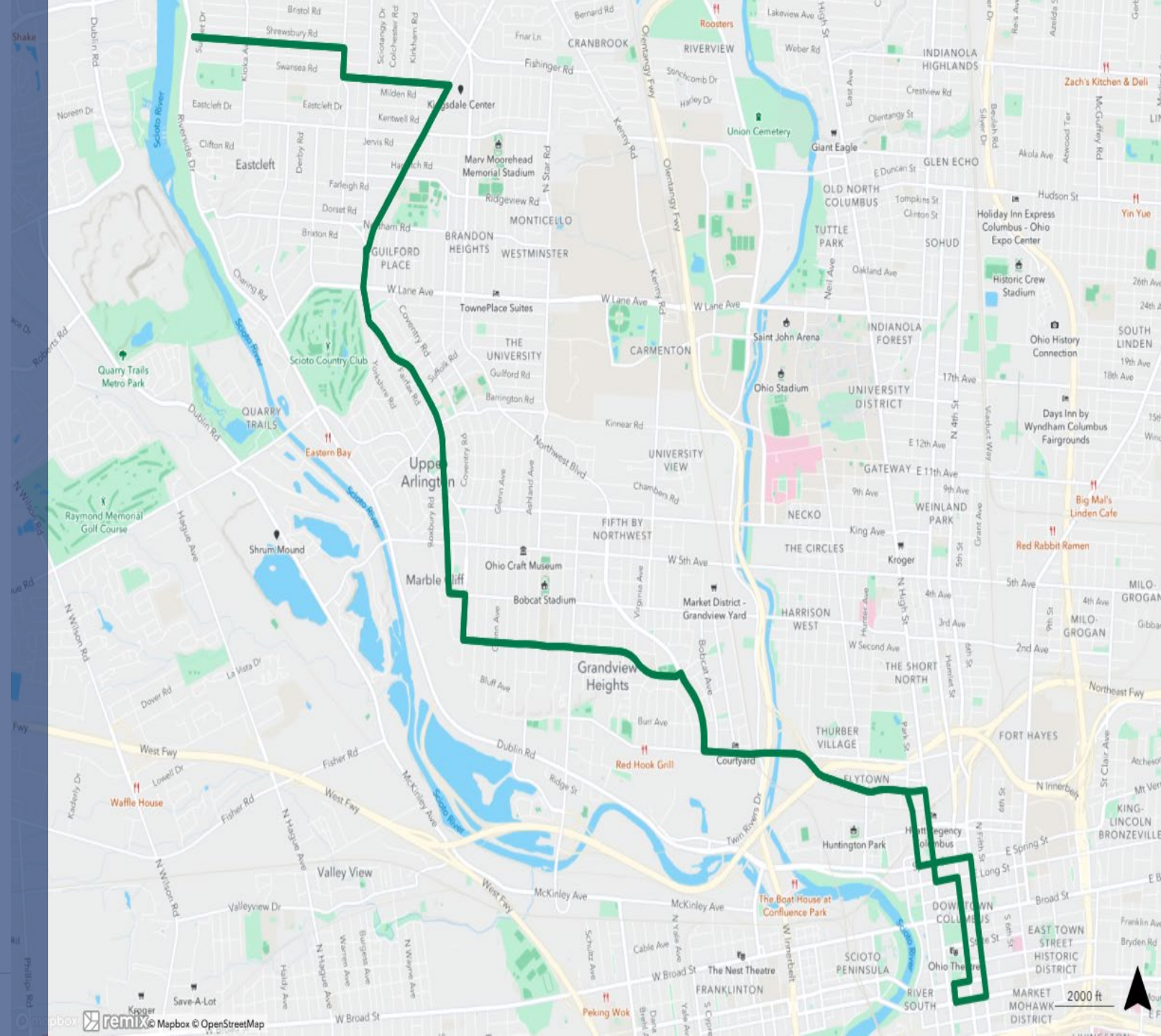
Line 34 Morse Extension

- **Current service:** Layover at Easton Transit Center.
- **Changes:** Line 34 will be extended from Easton Transit Center to Hamilton Road Meijer. Line 34 will layover at Meijer instead of Easton Transit Center.
- **Rationale:** Improve service on Morse Road.



Line 75 Arlington/ 1st Ave One AM Trip

- **Current service:** 2 AM trips and 1 PM trip.
- **Changes:** Two AM trips will be consolidated into one AM trip.
- **Rationale:** Due to low ridership.



New Late-Night & Sunday Lineup Locations

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. **Some lineup locations changed in January 2025. Midnight lineups will begin in May 2025.**

Monday-Friday: 10 p.m., 11 p.m., 12 a.m.

Saturday: 10 p.m., 11 p.m., 12 a.m.

Sunday: 5:30 a.m.-10 p.m.

See the schedule brochures for specific lineup times for each route.



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



Public Comment meetings for the September 2025 Service Change will be held on **May 14 at 6 p.m. and **May 20 at noon.****



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

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