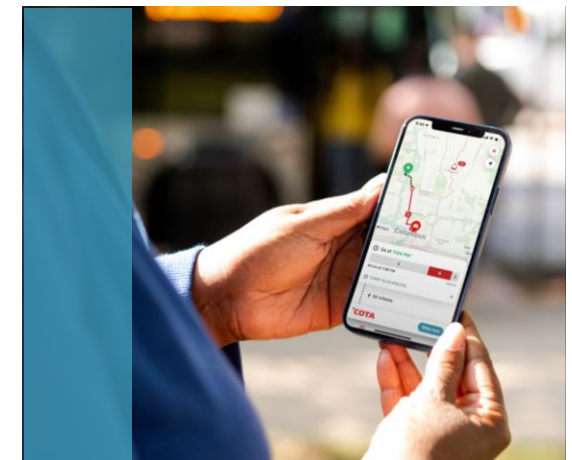
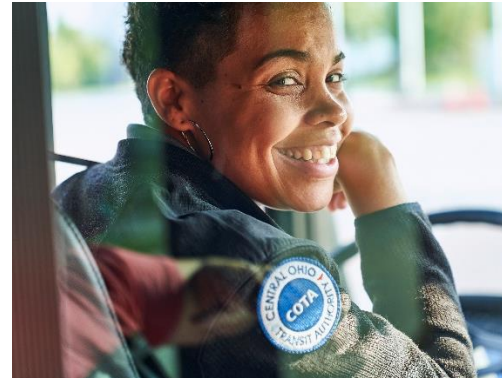
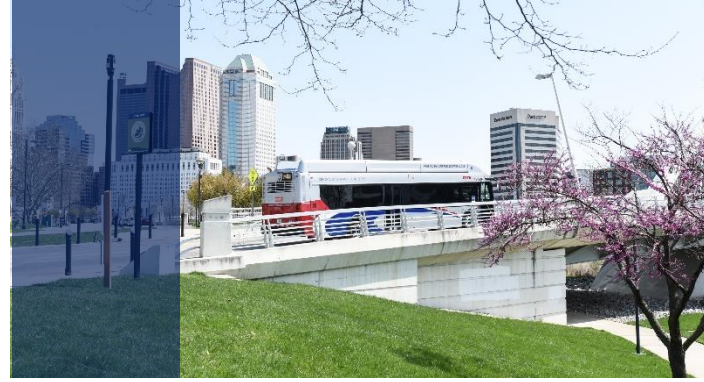


*welcome!*  
THIS MEETING  
WILL START  
SHORTLY



**^COTA**

*January 2025*

**SERVICE CHANGE  
INFORMATIONAL  
MEETINGS**

Dec. 5 & 10, 2024





# 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 continued to increase service each trimester since September 2023. We are happy to announce we plan to improve and increase service again in January.**

COTA will continue to adjust transit schedules each trimester with the goal of adding 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)







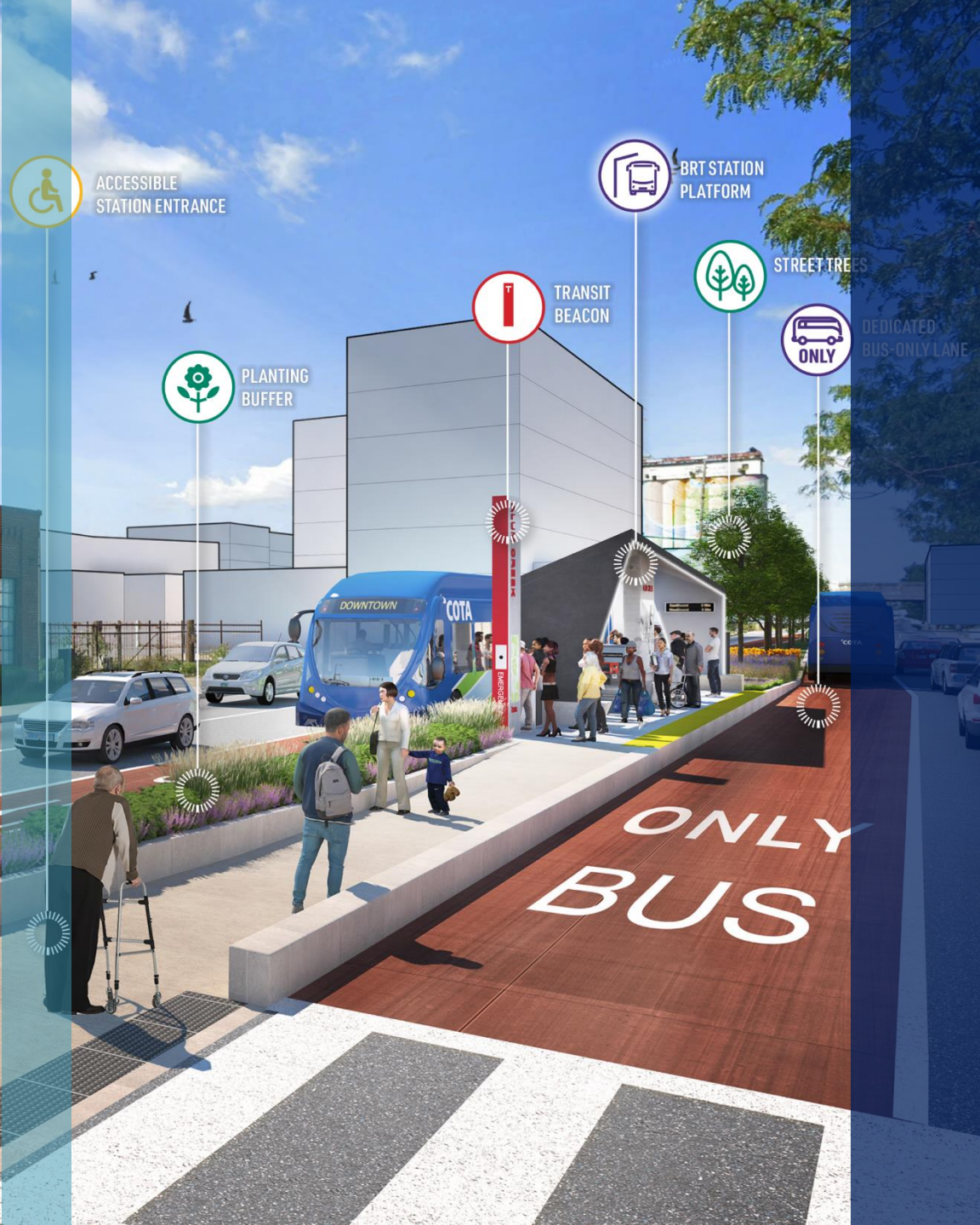
# Safety/Cleanliness Reporting Option

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](https://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 2030, three rapid transit lines are planned to be in operation.

- West Broad Street Corridor: 2028
- East Main Street Corridor: 2029
- Northwest Corridor: 2030

## Safer and expanded sidewalks, bikeways and trails

By 2030, 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](https://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



# *construction* IMPACTS

The following service adjustments will begin  
on Monday, Dec. 16, 2024.



# *Update* E. Hudson Street Improvements Completed

Lines 11 & 31 will return to using the new and improved Hudson Street starting **Monday December 16, 2024**. The long-term detour to Weber Rd will end. To help inform riders, COTA will post bulletins at bus stops, play audio announcements on vehicles, publish commuter alerts, and promote the change on social media.

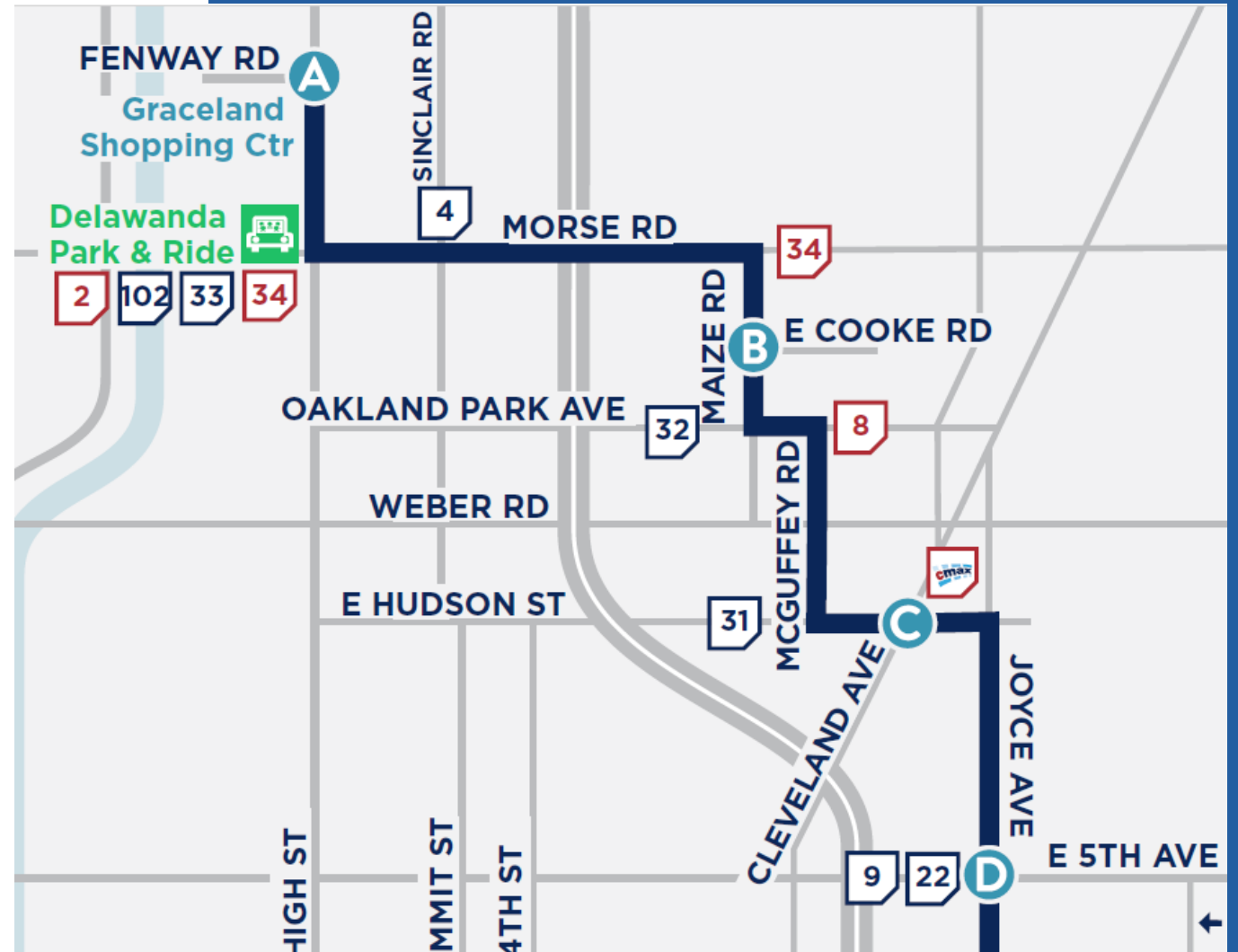


Image source: Columbus Underground

## *Line 11*

# Bryden/Maize Returning to Hudson Street

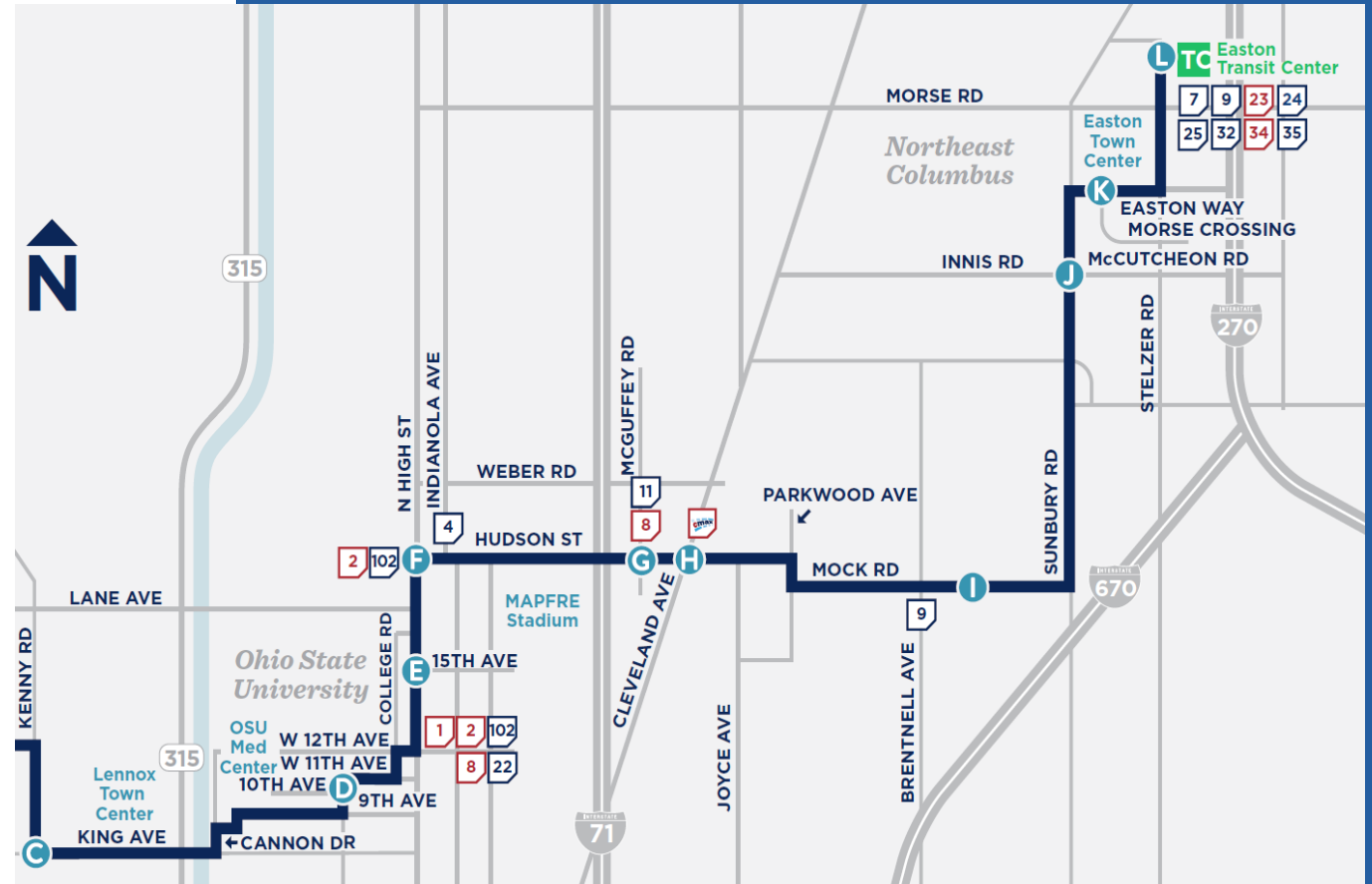
Due to completed street improvements on Hudson St., Line 11 will no longer detour to Weber Rd. The line will return to its regular route on Hudson St **starting on Monday December 16, 2024.**





# Line 31 Hudson Returning to Hudson Street

Due to completed street improvements on Hudson St., Line 31 will no longer detour to Weber Rd. The line will return to its regular route on Hudson St starting on Monday December 16, 2024.



# *service* CHANGES

The following service adjustments will begin on  
Monday, Jan. 6, 2025.





# Workforce Outlook for January 2025

COTA's growing team of transit Operators made it possible to increase service for our community in September 2024. As we continue to hire, our expanded workforce will support an additional service increase in January 2025.

**Public input helped COTA prioritize the improvements that will be made in January 2025.**

Feedback we receive today will be considered for future service changes.



# Schedule Adjustments

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

LINE	CHANGES	RATIONALE
<ul style="list-style-type: none"> <li><b>4</b> Indianola/Lockbourne</li> <li><b>5</b> W 5th Ave/Refugee</li> <li><b>7</b> Mt Vernon</li> <li><b>8</b> Karl/S High/Parsons</li> <li><b>9</b> W Mound/Brentnell</li> <li><b>10</b> E Broad/W Broad</li> <li><b>11</b> Bryden/Maize</li> <li><b>21</b> Hilliard-Rome</li> <li><b>31</b> Hudson</li> <li><b>33</b> Henderson</li> <li><b>72</b> Tuttle</li> <li><b>CMAX</b></li> </ul>	<p>Minor schedule adjustments on weekdays, Saturdays and/or Sundays.</p>	<p>Improve on-time performance.</p>

**Key:** rationale / public feedback



# Final Service Increases

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

LINE	CURRENT SERVICE	CHANGES	RATIONALE
<i><b>C</b>MAX</i>	Weekday: every 15 minutes Saturday: every 20 minutes Sunday: every 30 minutes	Saturday: every 15 minutes Sunday: every 15 minutes	Growing ridership. <b>Customer request</b> . Highest weekend productivity line.

**Key:** rationale / public feedback

# Summary of Route Changes

COTA is changing how several lines will travel through downtown Columbus and returning service to Hudson Street.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
<b>3</b> Northwest/Harrisburg <b>4</b> Indianola/Lockbourne <b>7</b> MT Vernon <b>8</b> Karl/S High, Parsons <b>9</b> W Mound/Brentnell <b>10</b> E Broad/W Broad <b>11</b> Bryden/Maize <b>72</b> Tuttle <b>74</b> Smoky Row	In downtown Columbus, COTA operates one-way northbound on North Front Street, with one-way southbound service using Marconi Blvd.	COTA will operate in both directions on North Front Street in downtown Columbus. Service on Marconi Blvd will be discontinued. Some bus stop and Sunday & Late Night Line-Up locations will change.	Use more direct routes through downtown after City of Columbus converts North Front Street to two-way traffic.
<b>11</b> Bryden/Maize <b>31</b> Hudson	Service detour to Weber Rd between I-71 and Cleveland Ave.	Returning service back to regular route on Hudson St <b>beginning Monday December 16, 2024.</b>	Hudson St street improvements completed.

**Key:** rationale / public feedback



# New Late-Night & Sunday Lineup Locations

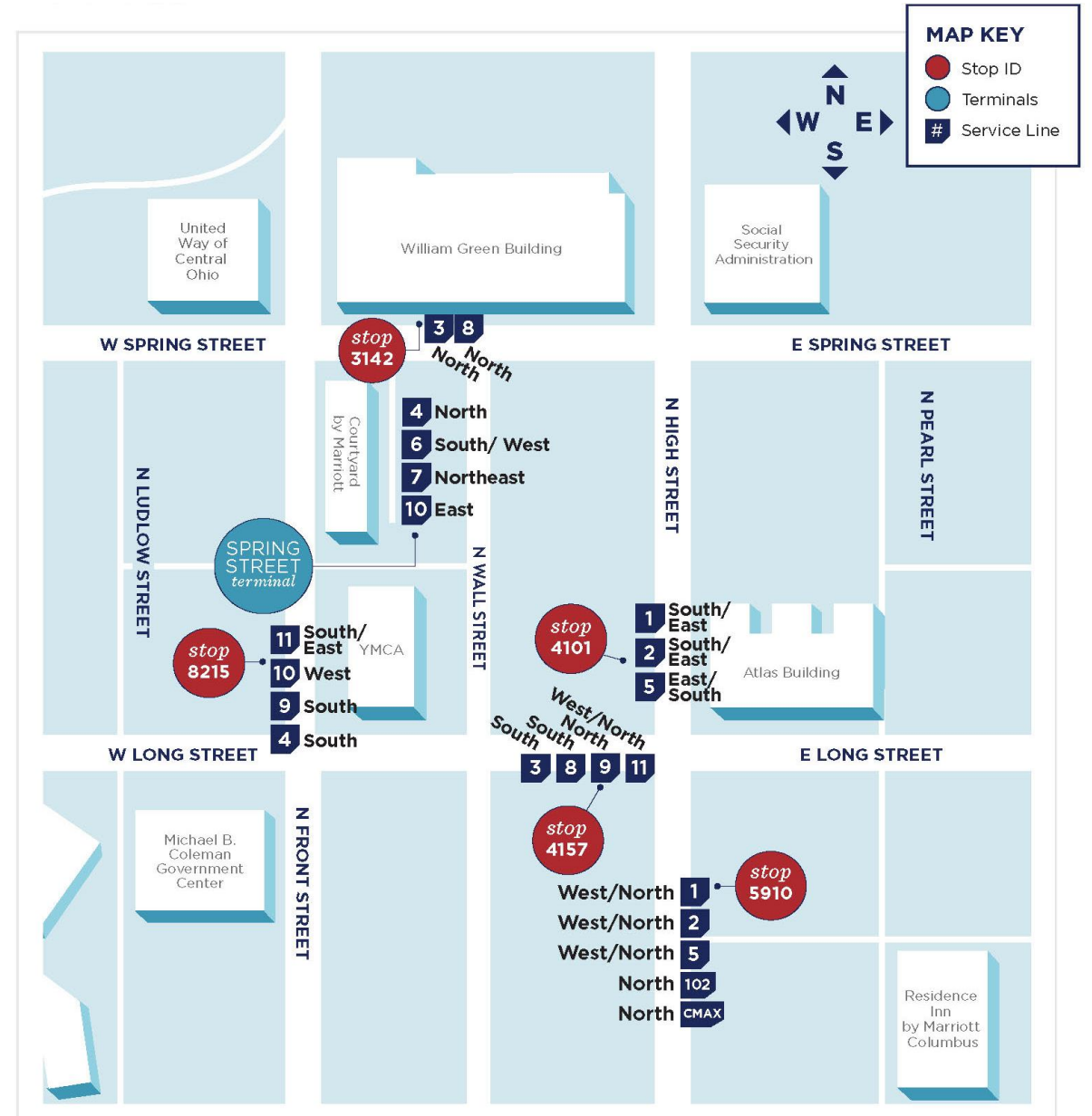
Sunday and Late-night Lineups are scheduled times when Lines 1–11, 102 and CMAX meet in downtown Columbus to provide transfer opportunities. Buses remain at these locations for 10 minutes.

**Monday-Friday:** 9 p.m.-11 p.m.

**Saturday:** 9 p.m.-10 p.m.

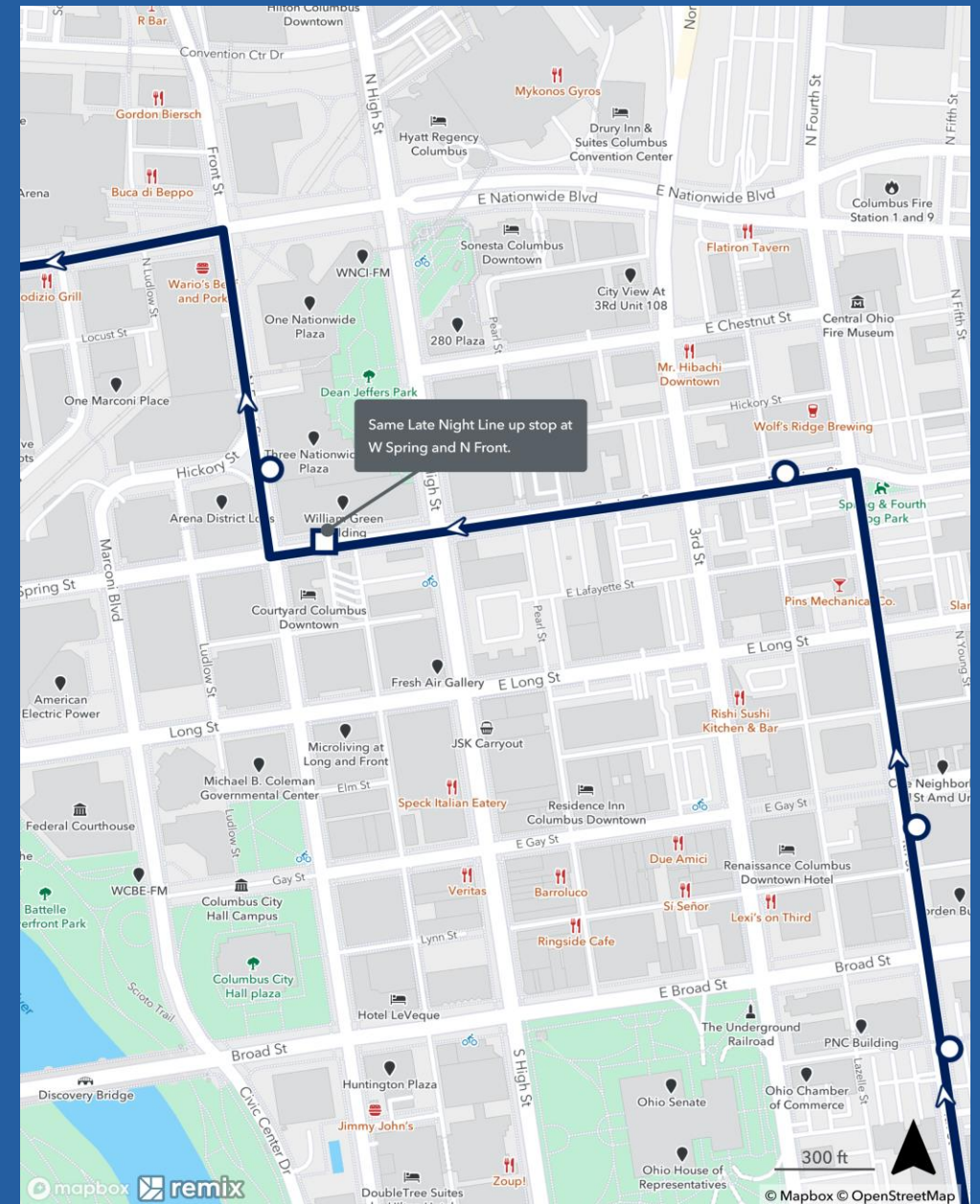
**Sunday:** 5:30 a.m.-10 p.m.

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



# Line 3 Northbound (No changes)

Line 3 will continue its same route northbound through downtown Columbus. The late-night lineup location will use the same stop at W. Spring St. & N. Front St.

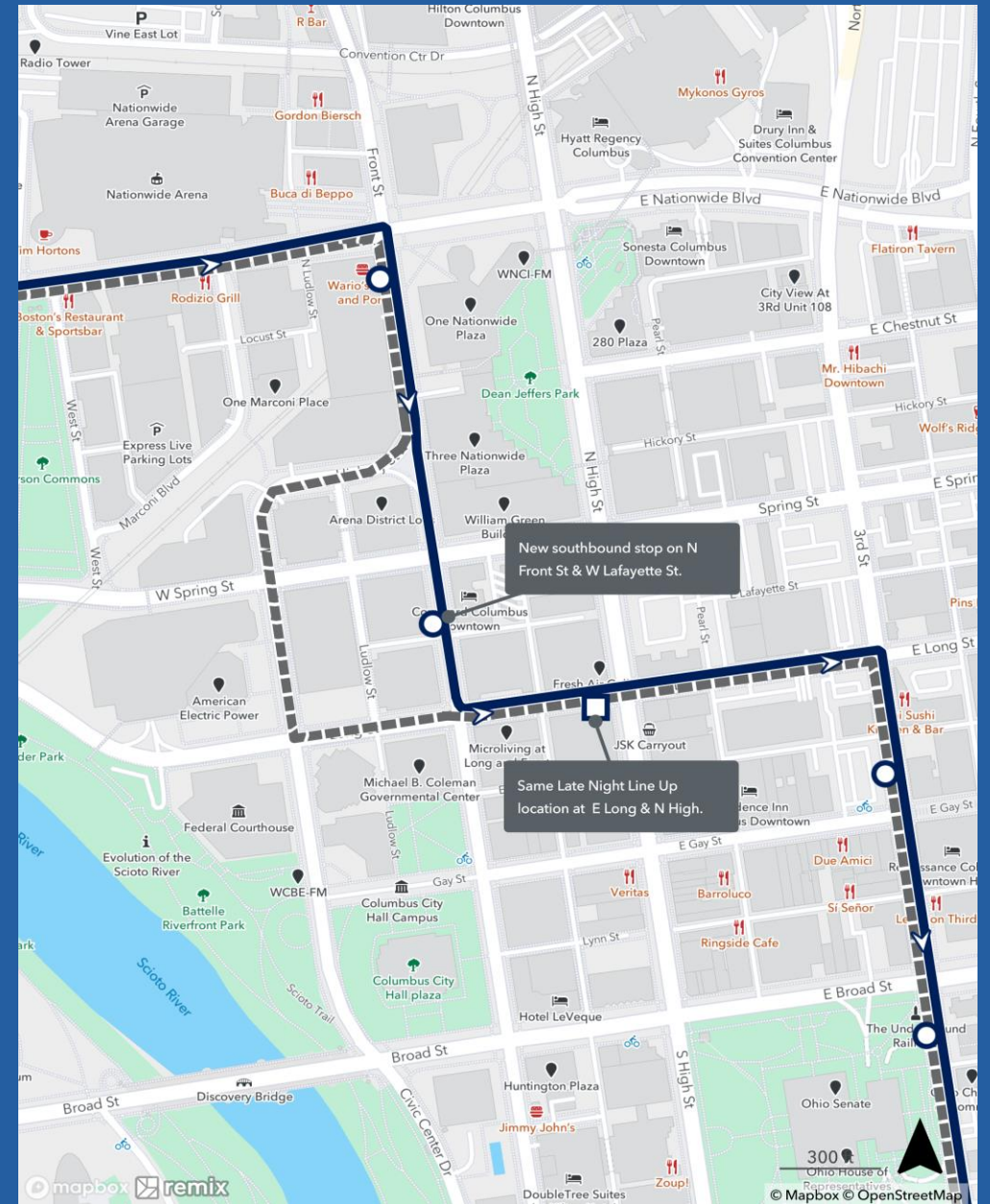




# Line 3

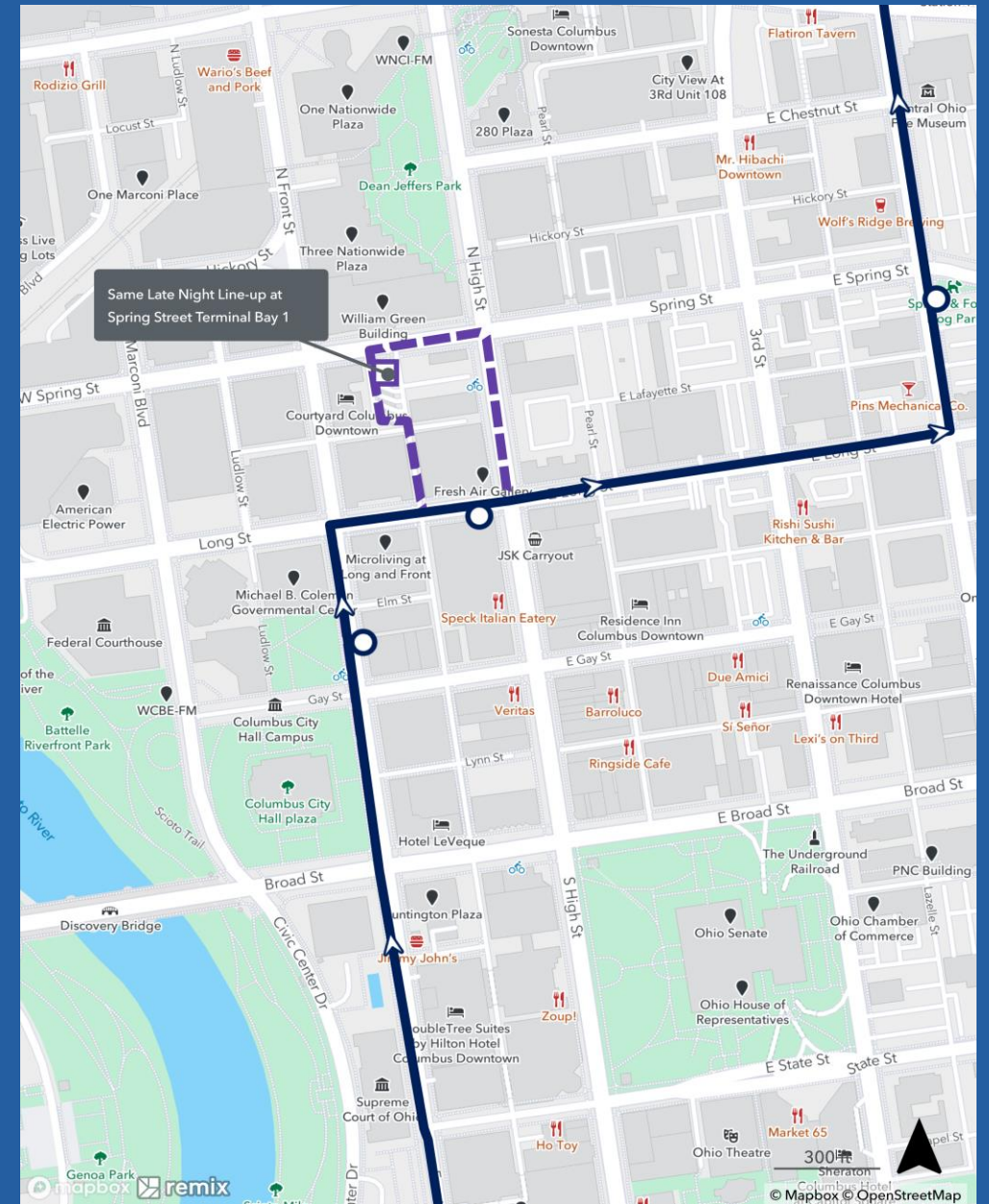
## Southbound Front Street Alignment & New Stop

Line 3 will take the following route through downtown Columbus: head south on Front Street, make a stop at a new location at N. Front St. and W. Lafayette St., then turn left on Long St. to resume its regular route. This line will continue to use the same late-night stop at E. Long St. & N. High St.



# Line 4 Northbound (No changes)

Line 4 will travel through downtown Columbus along its regular route, heading north on Front St. and turning right on Long St. It will continue to serve the same late night lineup location at Spring St. Terminal, Bay 1.

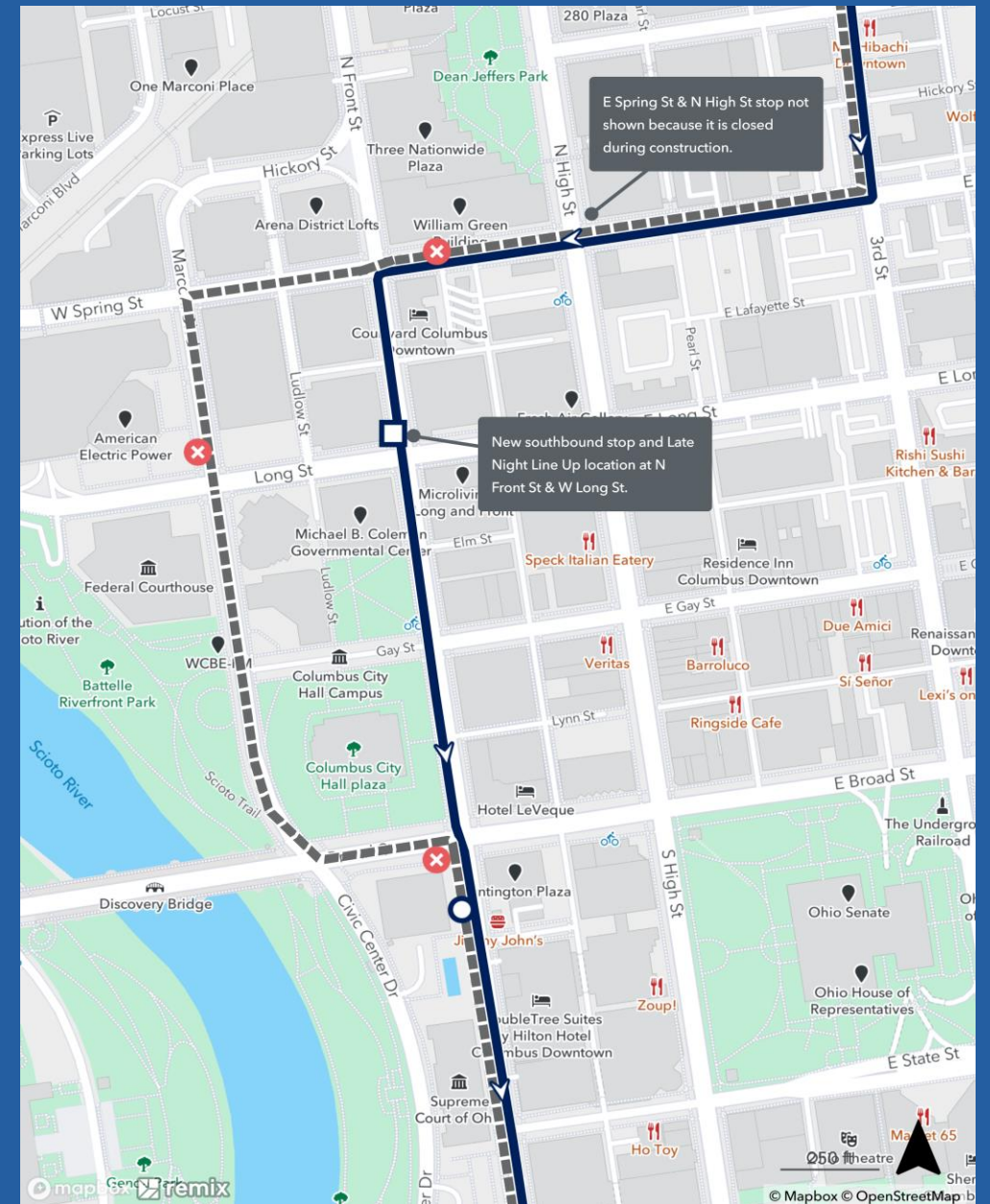




# Line 4

## Southbound Front Street Alignment & New Late-Night Lineup Location

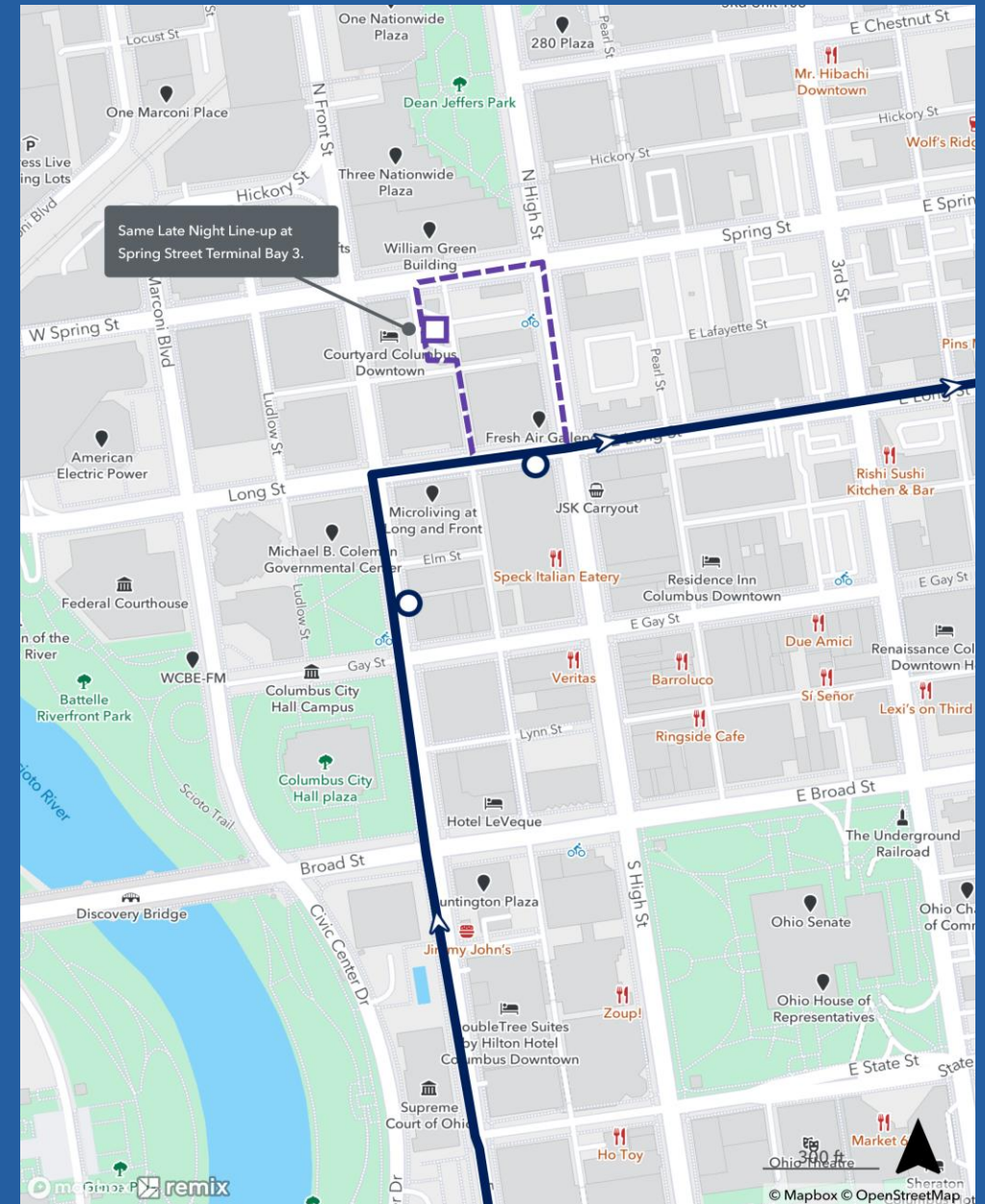
Line 4 will take the following route through downtown Columbus: from W Spring St buses will turn left onto N Front St and continue south past W Broad St along the existing route. A new stop will be added on N Front St. & W Long St., which will also serve as a late-night lineup location. The E. Spring St. & N. High St. stop is not shown because it is closed during construction.





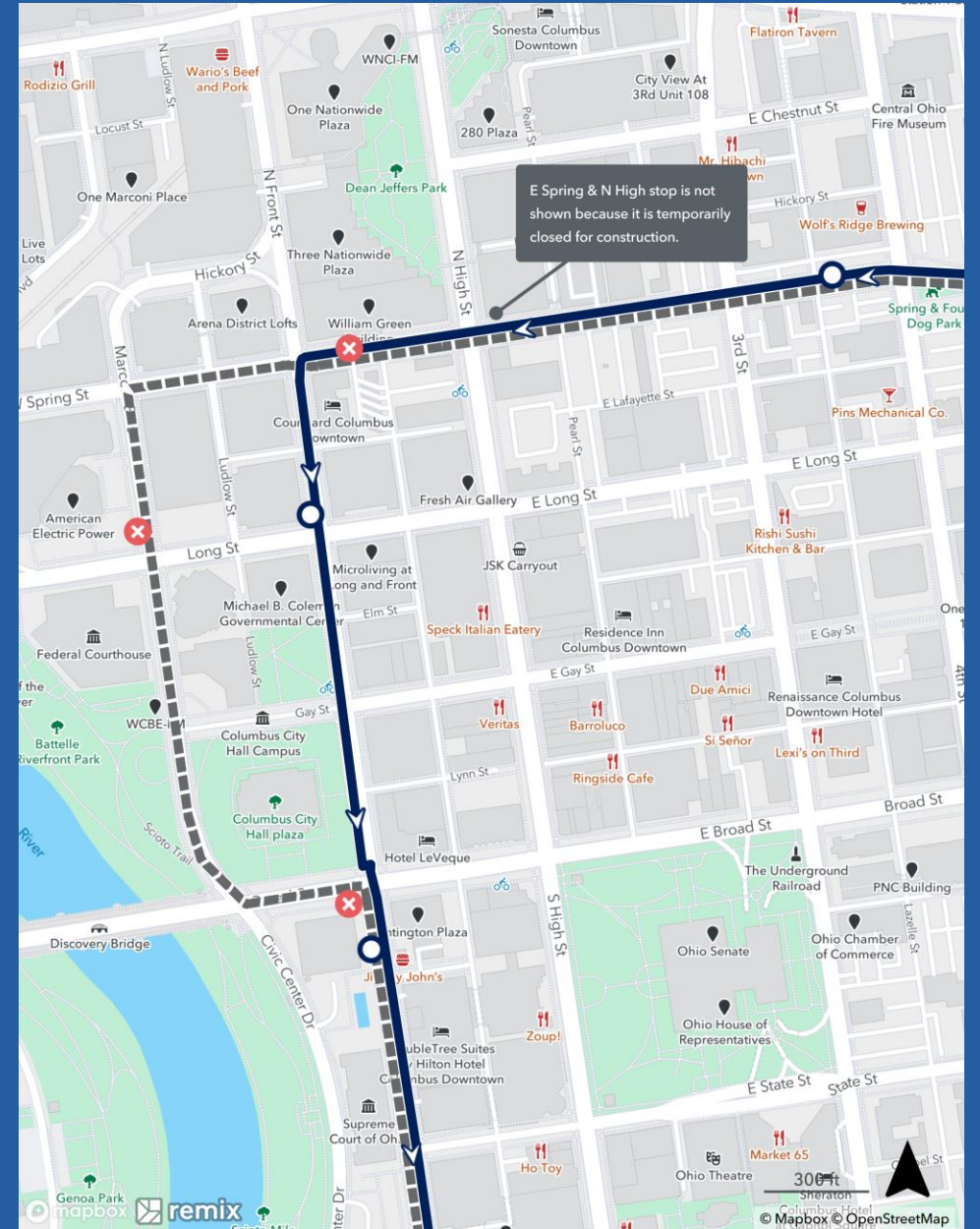
# Line 7 Northbound (No changes)

Line 7 will travel through downtown Columbus along its regular route, heading north on Front St. and turning right on Long St. It will continue to serve the same late-night lineup location at Spring St. Terminal, Bay 3.



# Line 7 Southbound Front Street Alignment

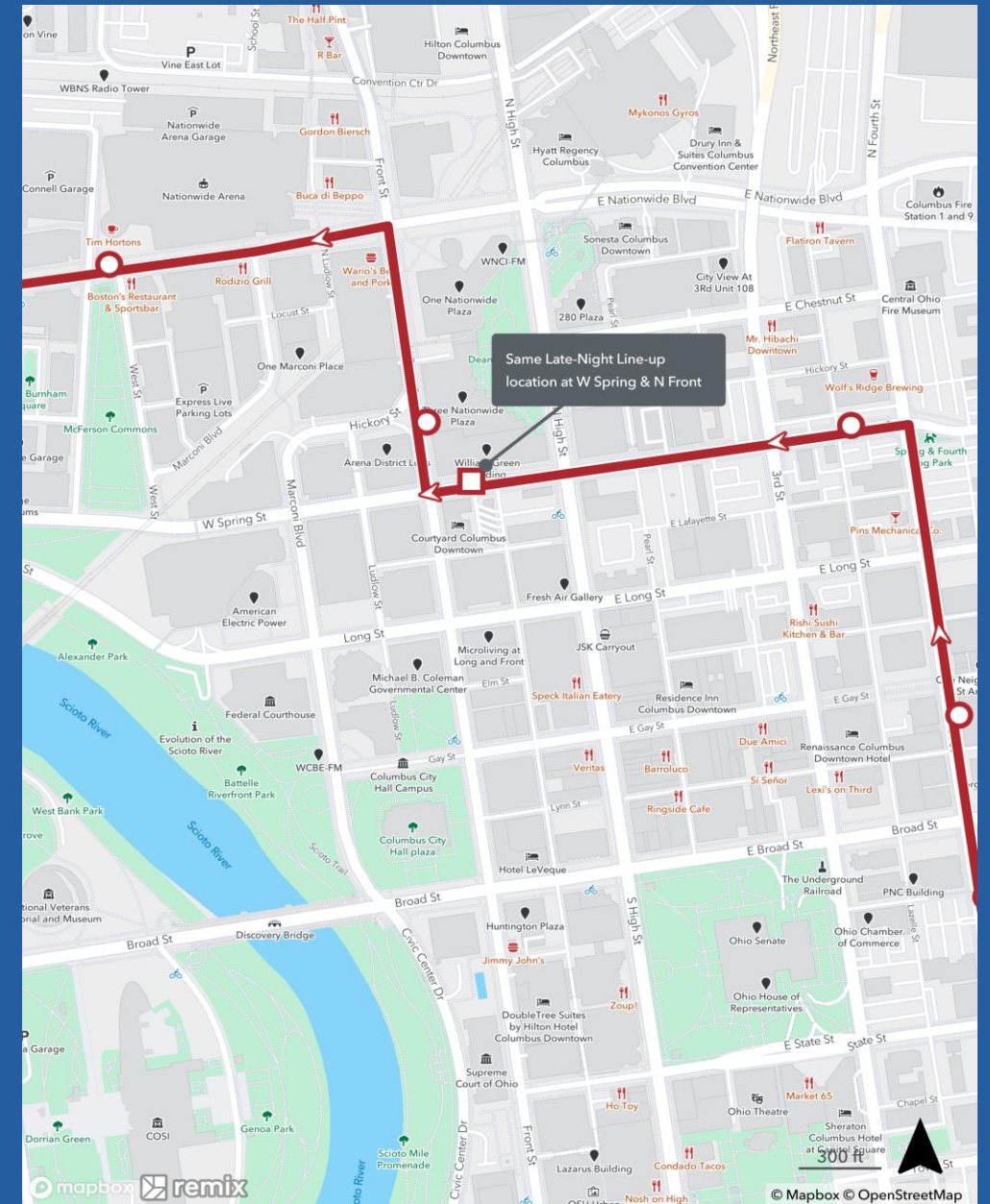
Line 7 will travel through downtown Columbus, heading west on Spring St. before turning left onto N. Front St. This line will make a new stop at N. Front St. & W. Long St. The E. Spring St. & N. High St. stop is not shown because it is closed during construction.





# Line 8 Northbound (No changes)

Line 8 will travel through downtown Columbus along its regular route, heading west along W. Spring St. before turning right on N. Front St. It will continue to serve the same late-night lineup location at W. Spring St. & N. Front St.

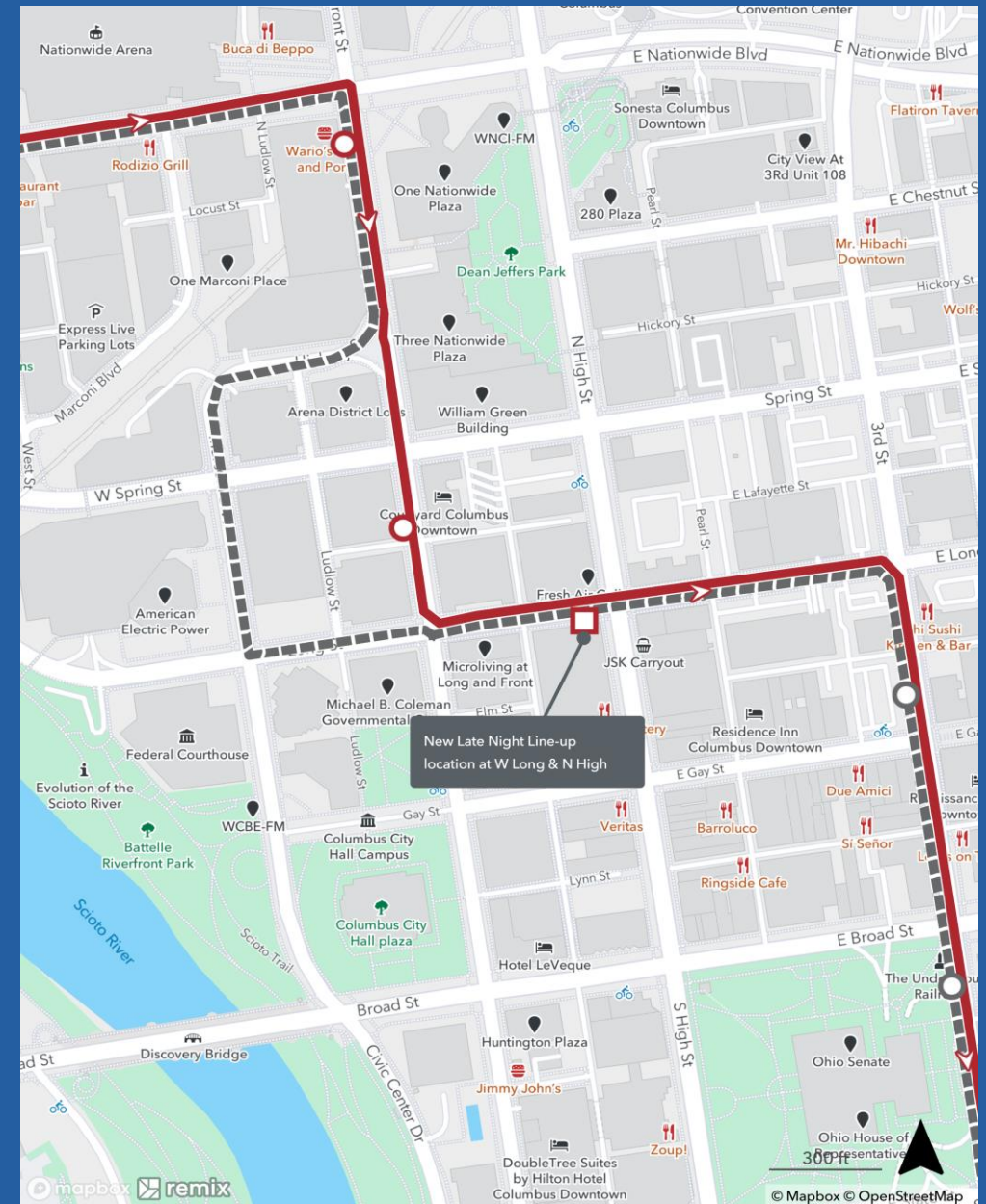




# Line 8

## Southbound Front Street Alignment & New Late-Night Lineup Location

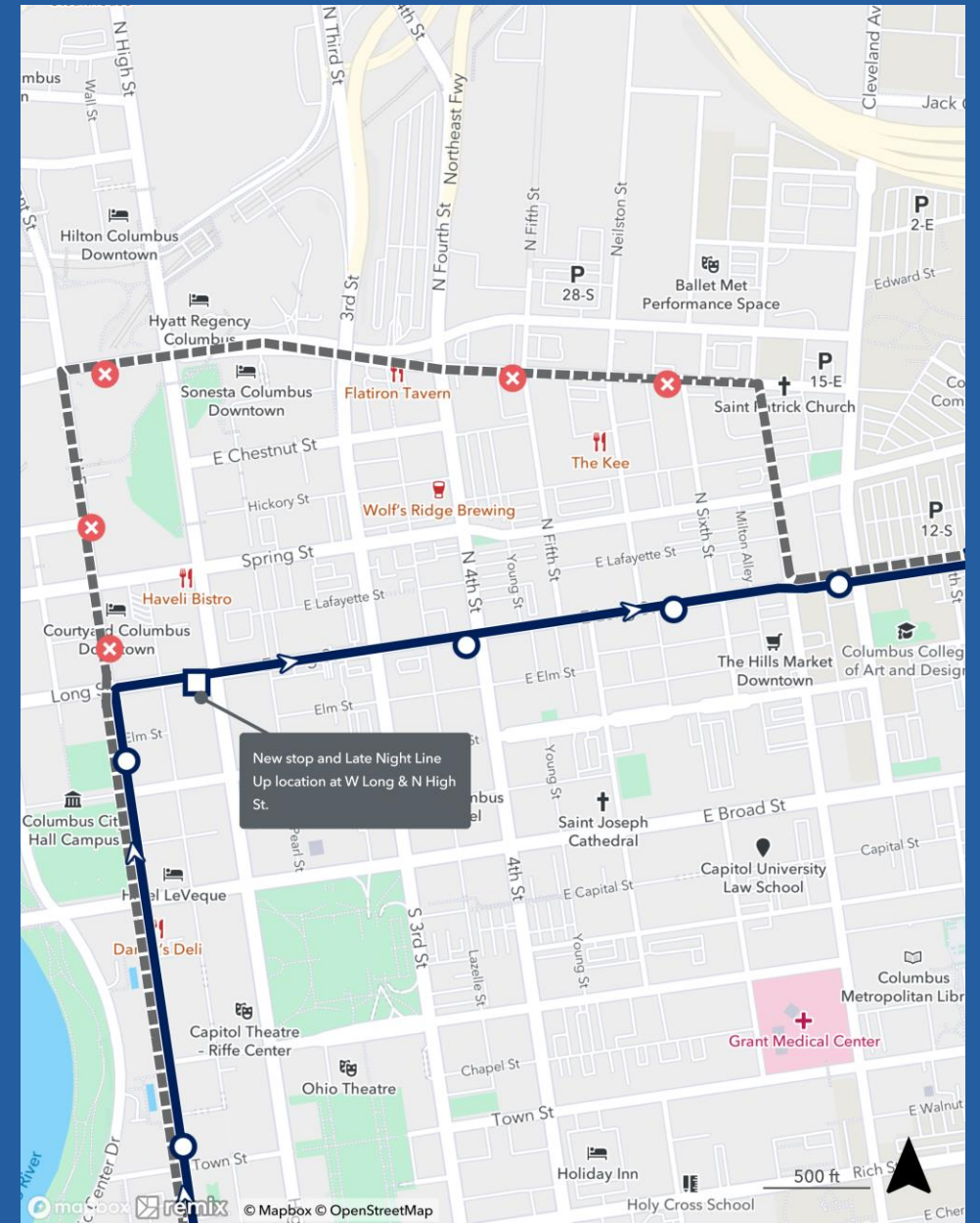
Line 8 will travel through downtown Columbus, heading south on N. Front St. before turning left onto W. Long St. to continue its regular route. The line will serve a new late-night lineup location at W. Long St. & N. High St.



## Line 9

# Northbound Front Street Alignment & New Late-Night Lineup Location

Line 9 will travel through downtown Columbus, heading north on Front St. before turning right onto Long St. to continue past I-71. This line will serve a new stop at W. Long St. & N. High St. and will be a late-night lineup location.

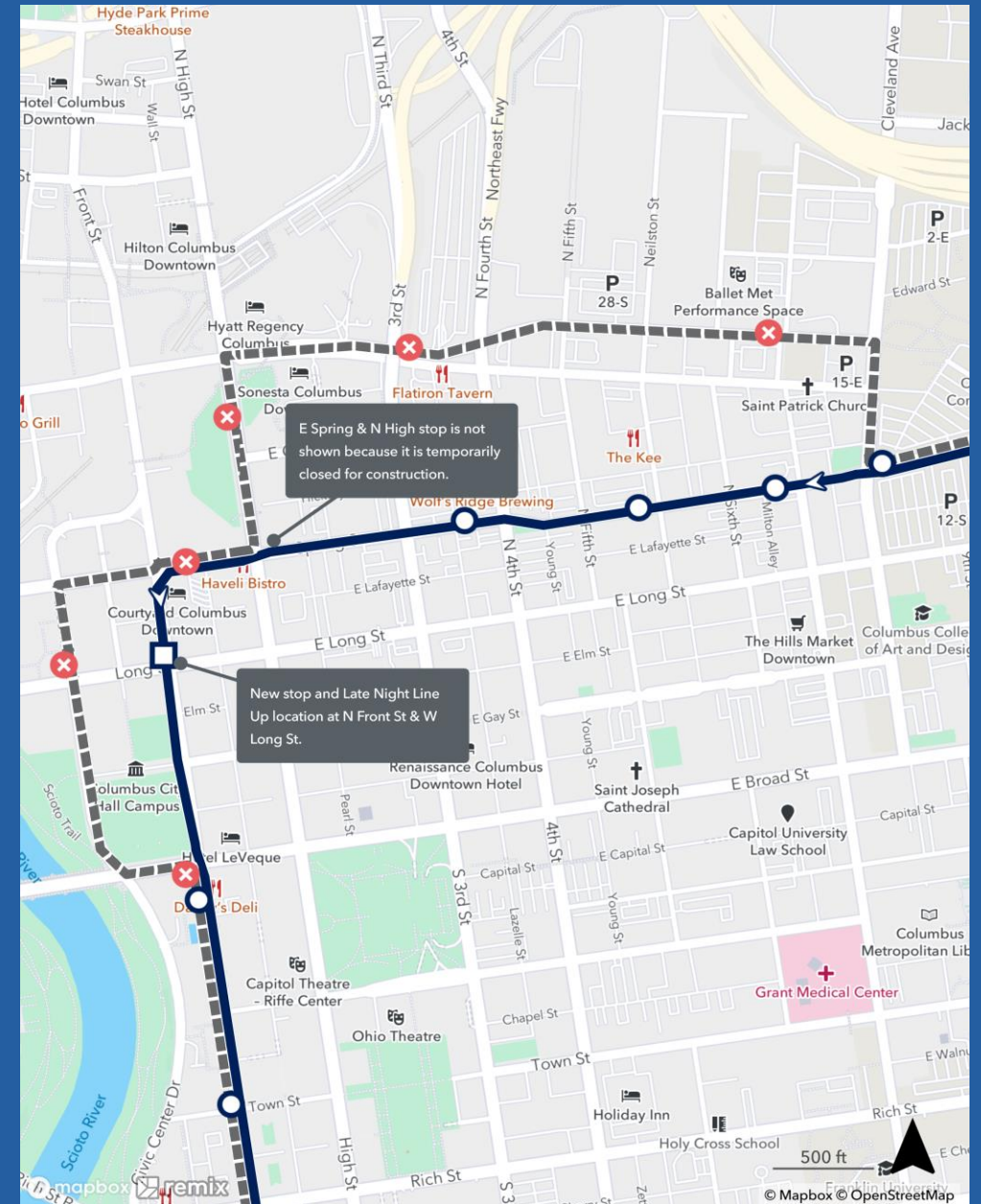




## Line 9

# Southbound Front Street Alignment & New Late-Night Lineup Location

Line 9 will travel through downtown Columbus, heading west on Spring St. before turning left onto Front St. to continue its regular route. A new stop and late-night lineup location will be added at N. Front St. & W. Long St. Please note that the bus stop at E. Spring St. & N. High St. is temporarily closed due to construction and is not shown on the map.



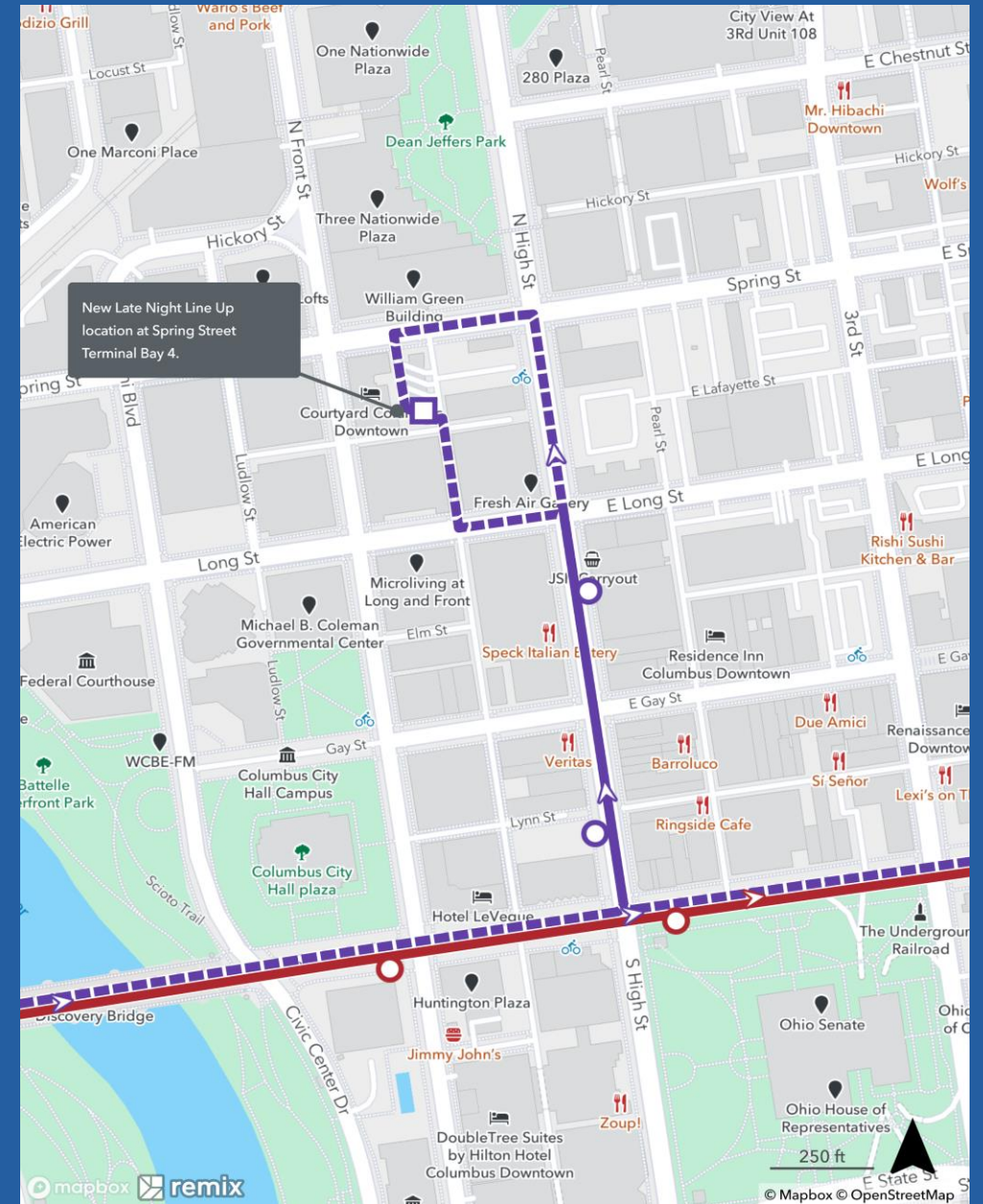


# Line 10

## Eastbound New Late-Night Lineup Location

### Line 10 will travel through downtown Columbus

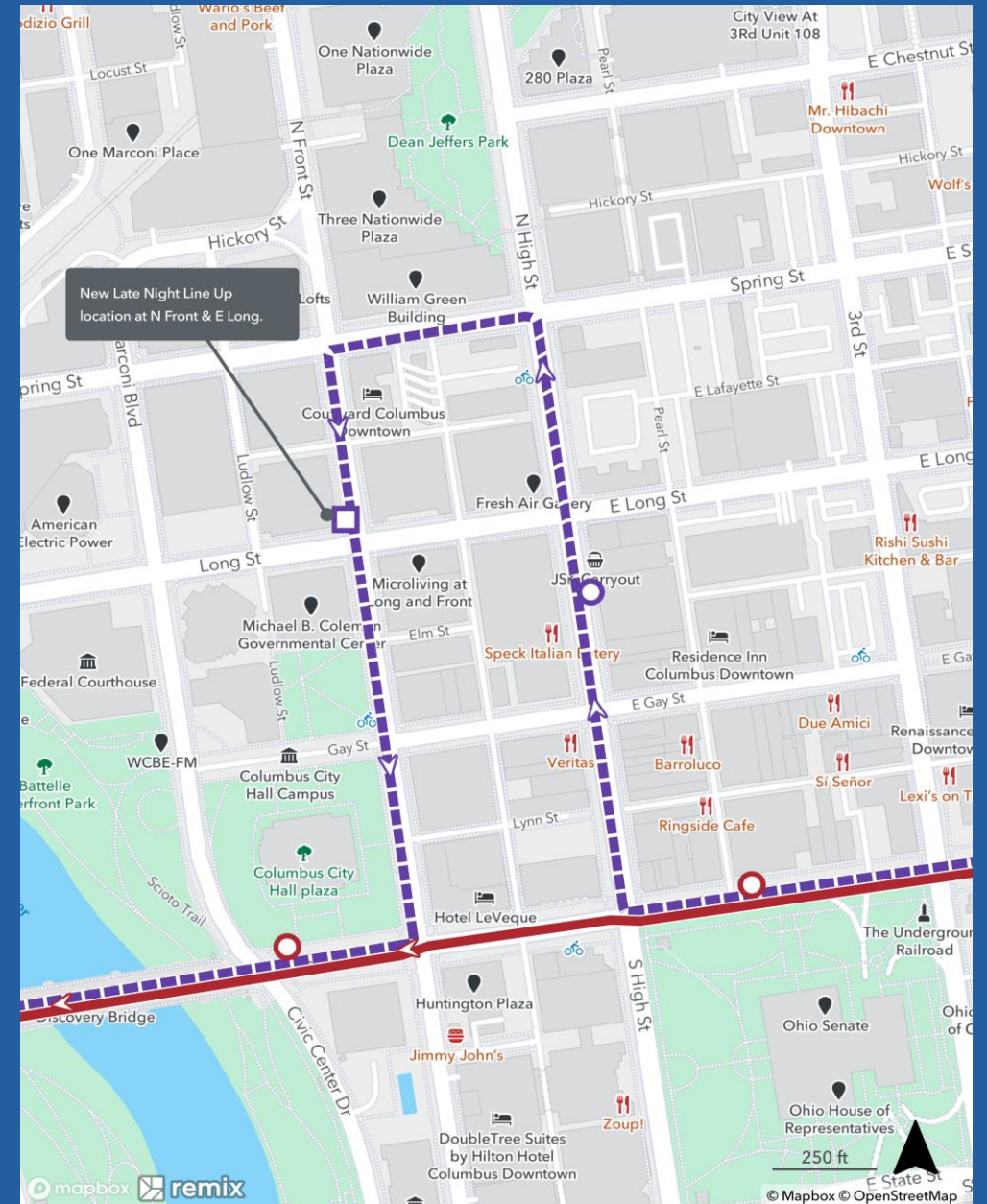
heading east on Broad St. before turning left on High St., then left onto Spring St. into the new late-night lineup location at Spring St. Terminal, Bay 4. The bus will then turn right onto Wall St., left onto Long St., right onto High St. and left onto Broad St. to resume its regular route.



# Line 10

## Westbound Front St Alignment & New Late-Night Line Up Location

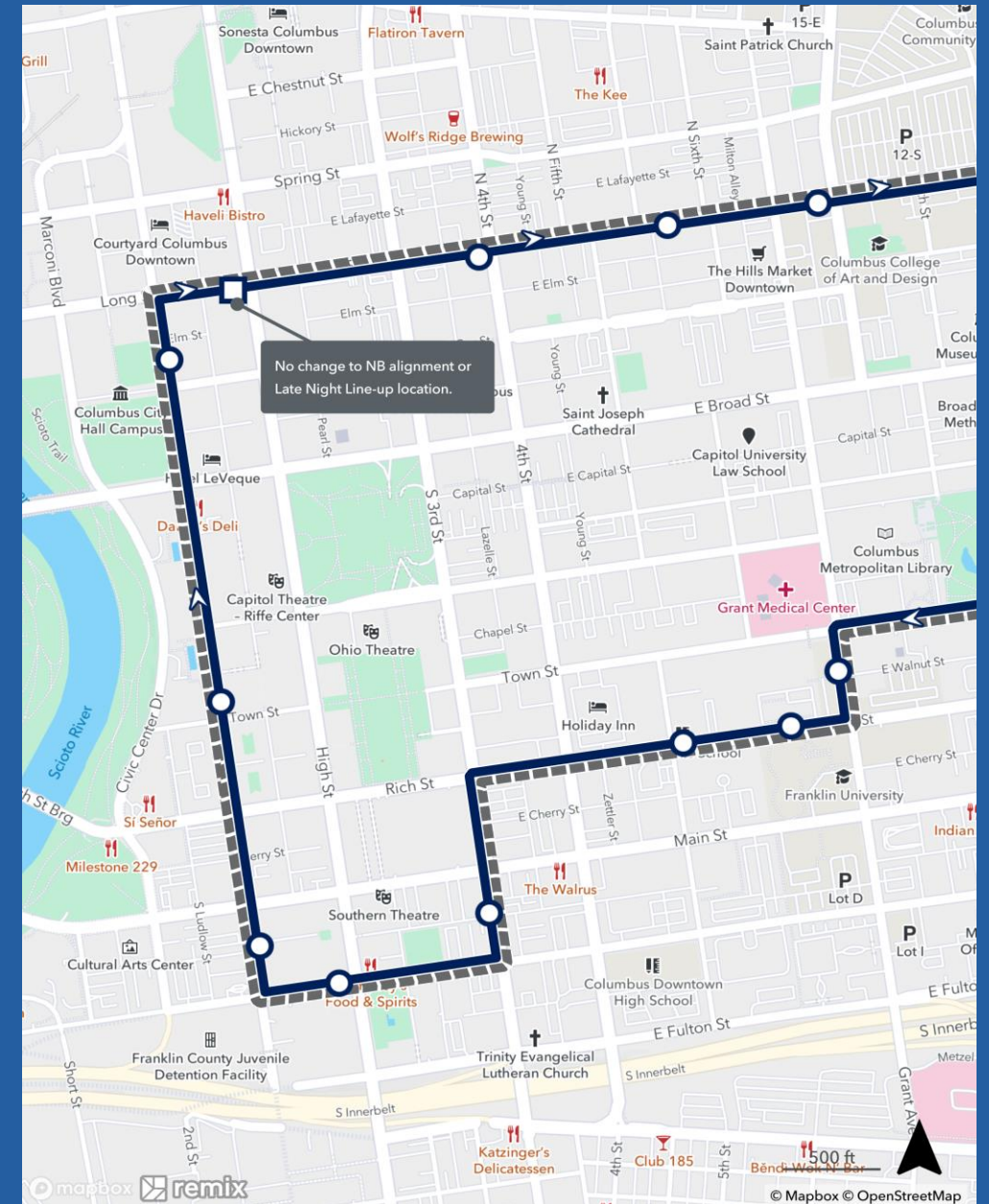
Line 10 will travel through downtown Columbus heading west on Broad St., then right on High St., left onto Spring St, and left on Front St to serve the new late-night lineup location at N. Front St. & W. Long St. After the Line-up the bus will turn right on Broad St. to continue its regular route.





# *Line 11* Northbound (No changes)

Line 11 will travel through downtown Columbus, following its regular northbound route. The late-night lineup location will remain the same at W. Long St. & N. High St.

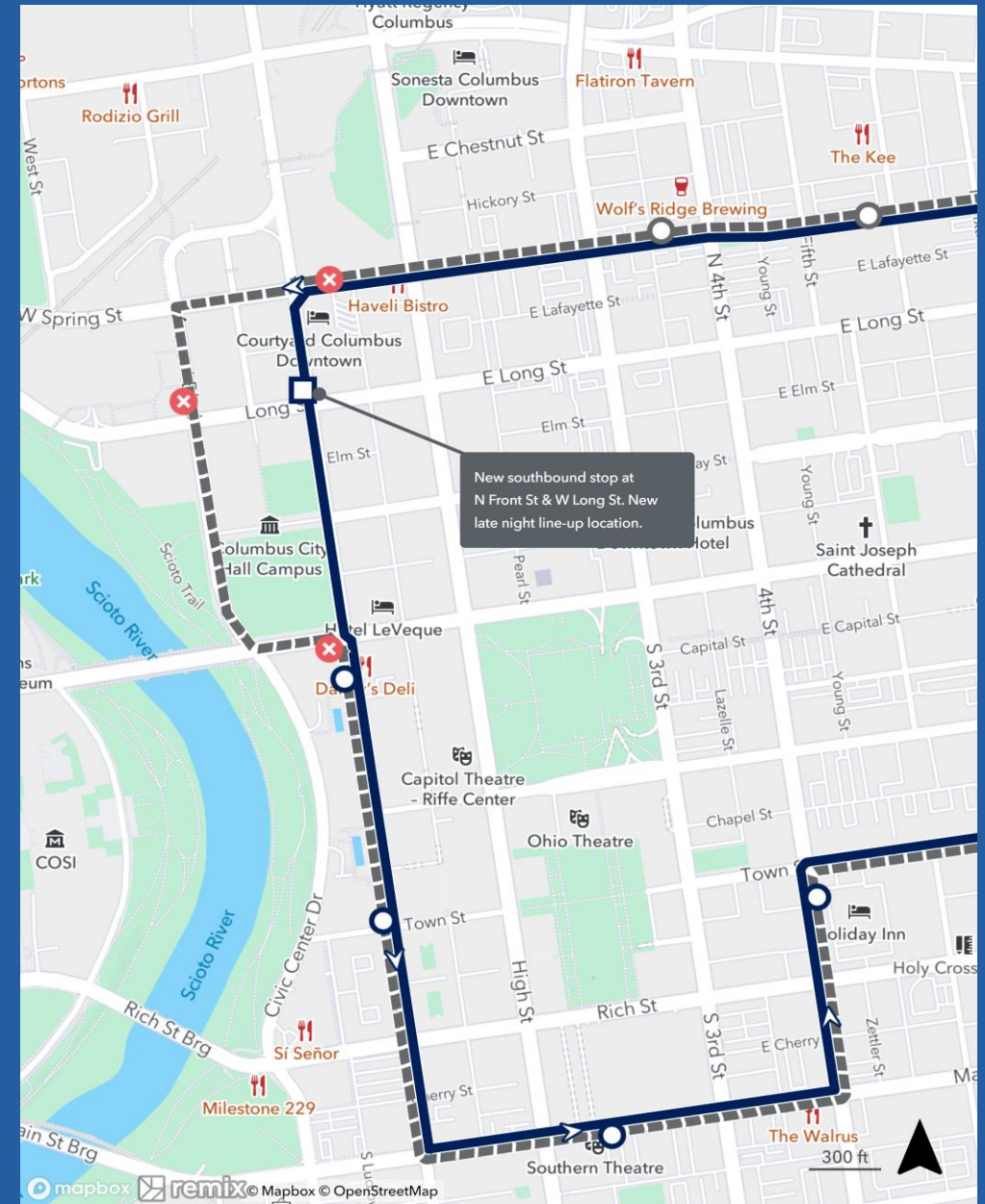




## Line 11

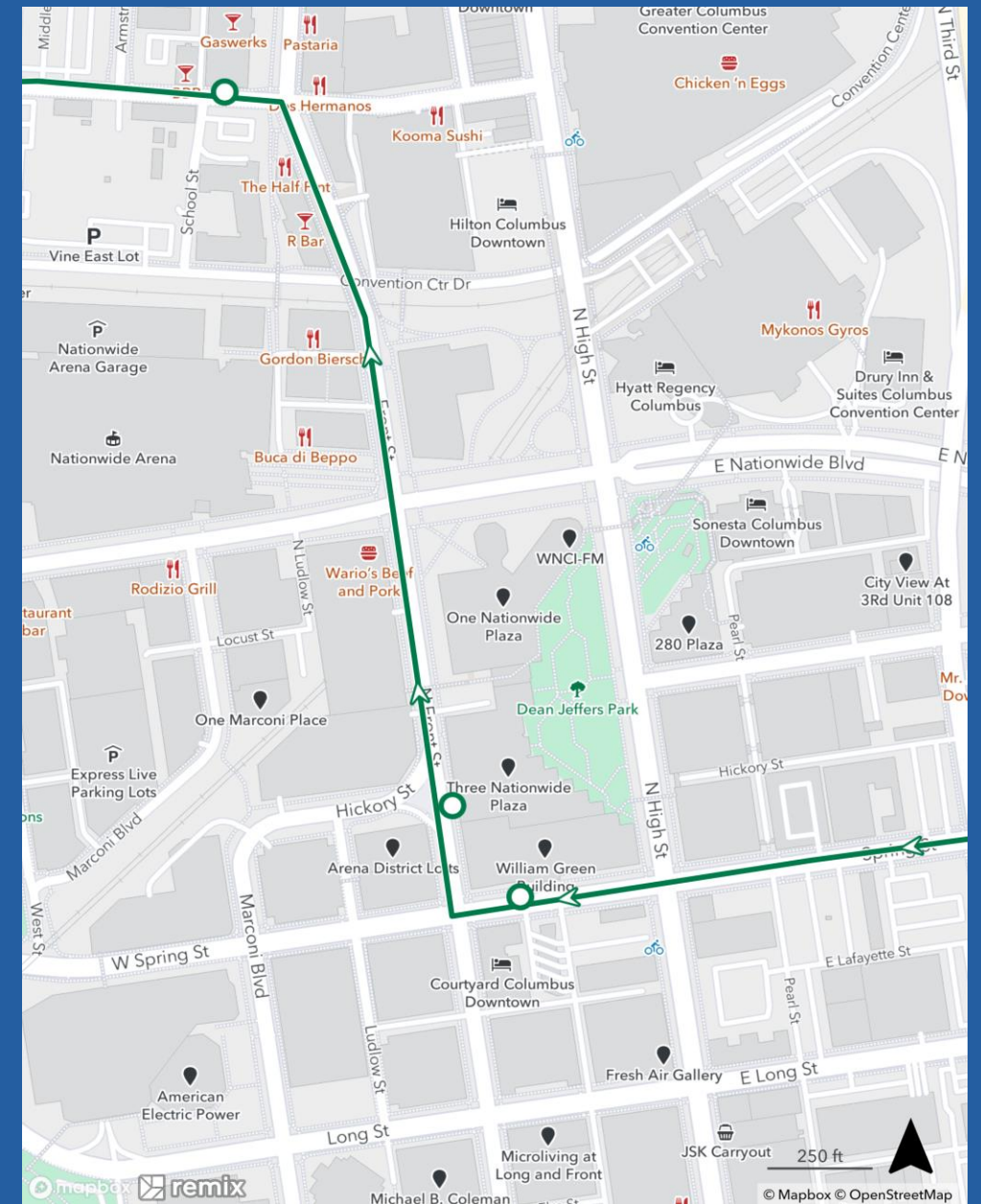
# Southbound Front Street Alignment & New Late-Night Lineup Location

Line 11 will travel through downtown Columbus, turning left onto Front St. instead of continuing toward Marconi Blvd. Stops on Marconi will no longer be served by Line 11. A new southbound stop will be added at N. Front St. & W. Long St., which will also serve as a late-night lineup location.



# *Line 72* Northbound (No changes)

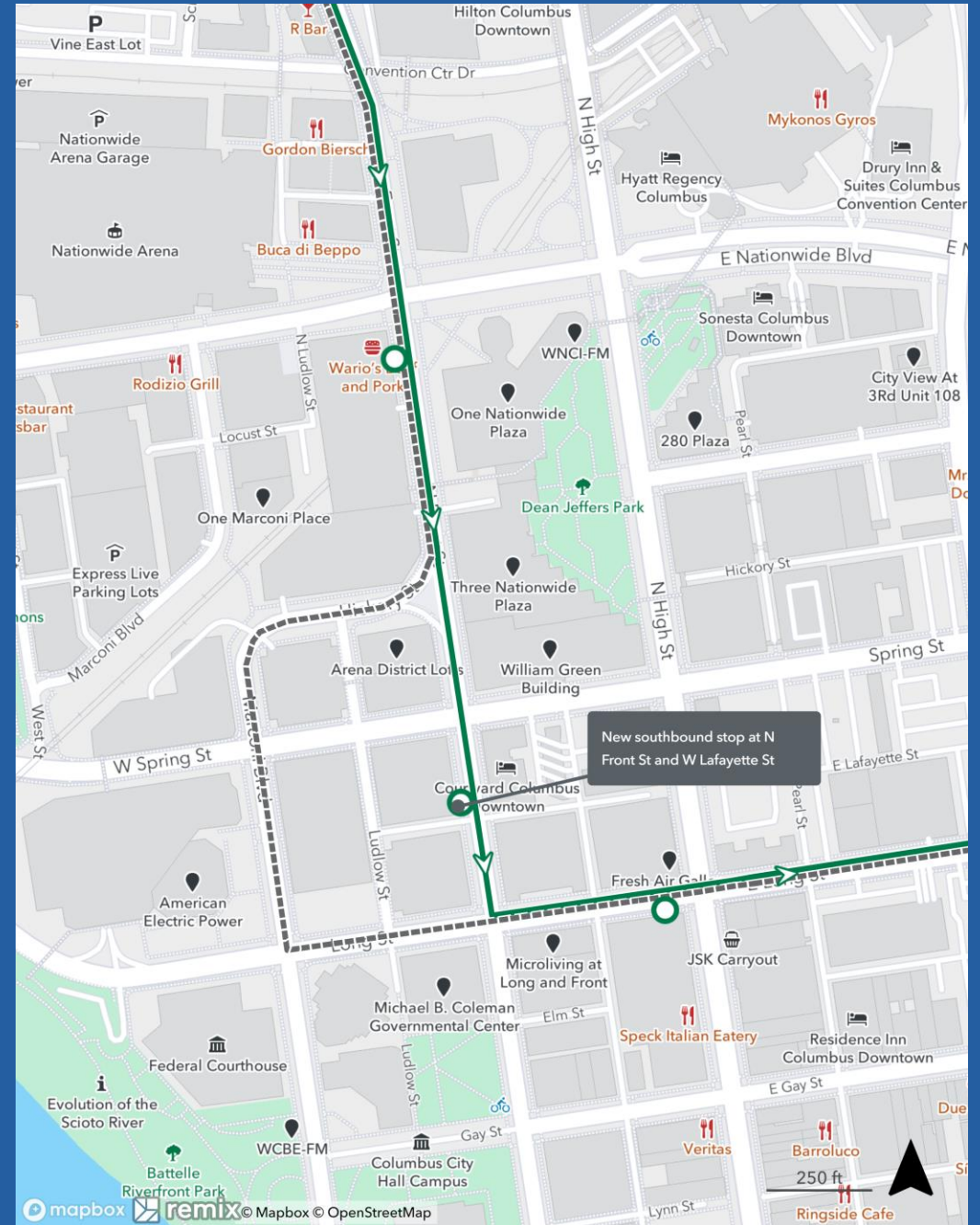
Line 72 will maintain its regular northbound route through downtown Columbus.



# Line 72

## Southbound Front Street Alignment & New Stop

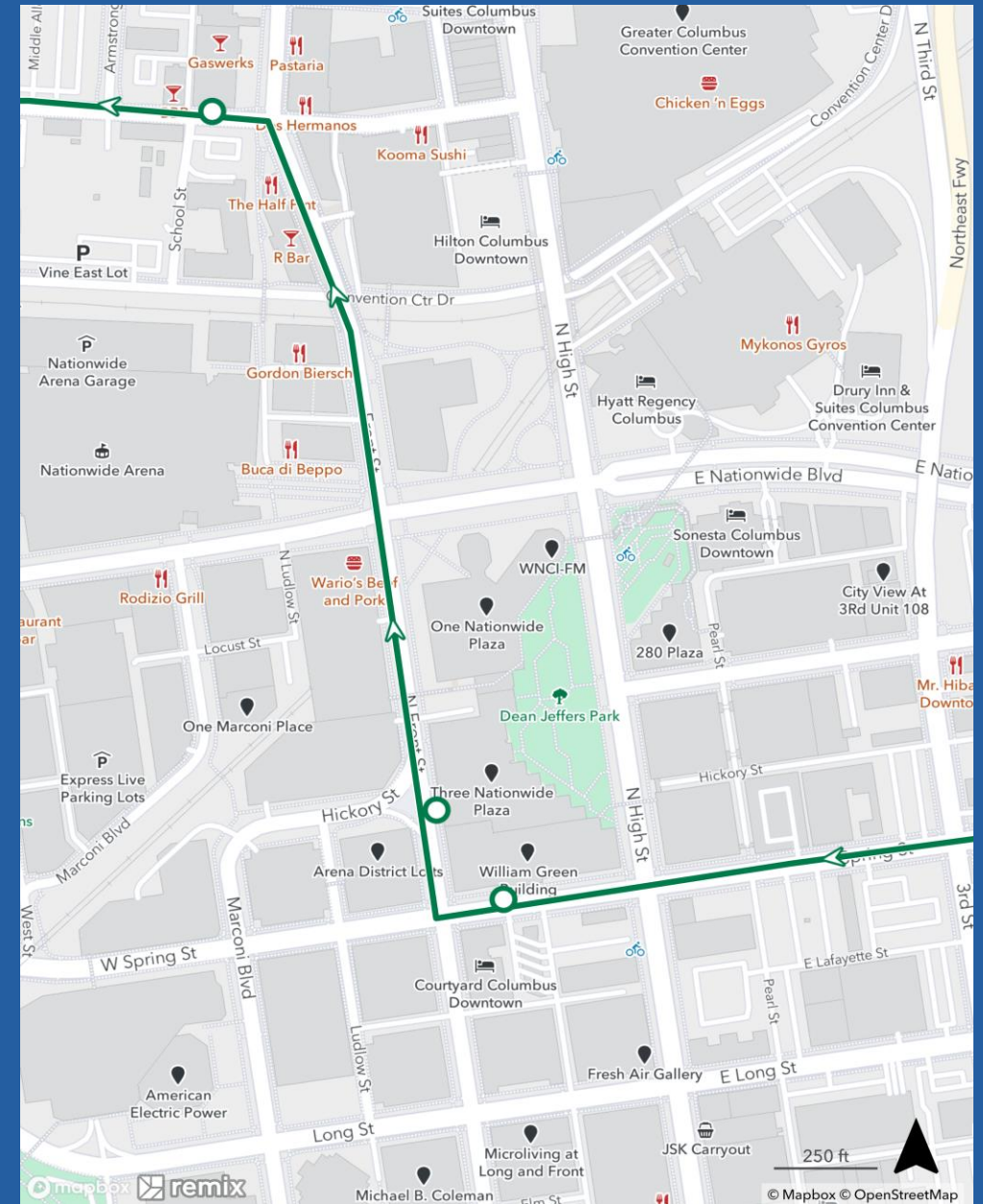
Line 72 will travel through downtown Columbus heading head south on Front St. and then left onto Long St. A new stop will be added at N. Front St. & W. Lafayette St. No existing stops will be removed.





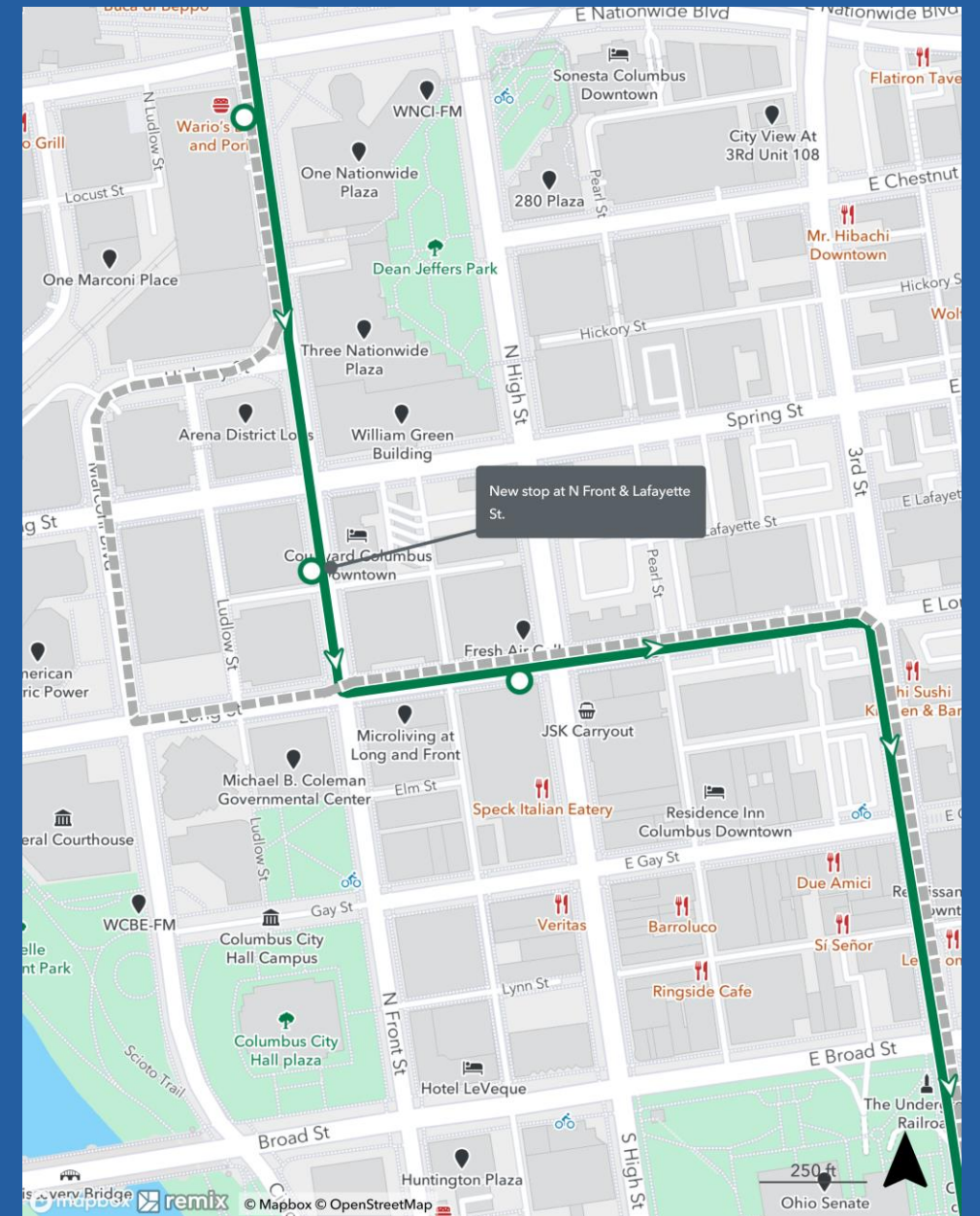
# Line 74 Northbound (No changes)

Line 74 will maintain its regular northbound route through downtown Columbus.



# *Line 74* Southbound Front Street Alignment & New Stop

Line 72 will travel through downtown Columbus heading head south on Front St. and then left onto Long St. A new stop will be added at N. Front St. & W. Lafayette St. No existing stops will be removed.



# 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](https://COTA.com/contact) to suggest how we can improve COTA's service.



Public meetings for the May 2025 Service Change will be held on **Jan. 16 at 6 p.m.** and **Jan. 21 at noon.**



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

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