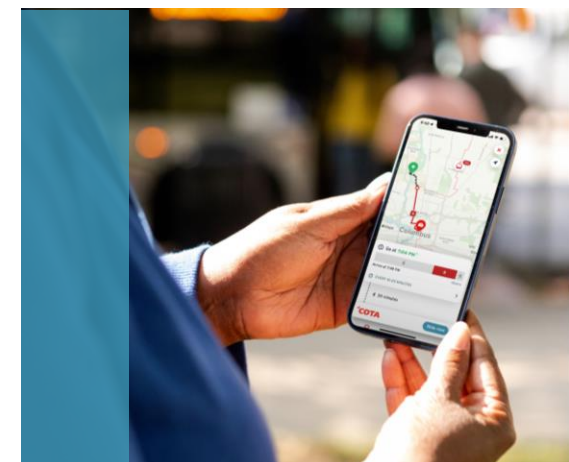
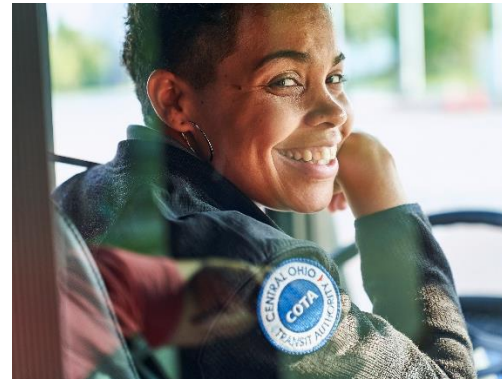
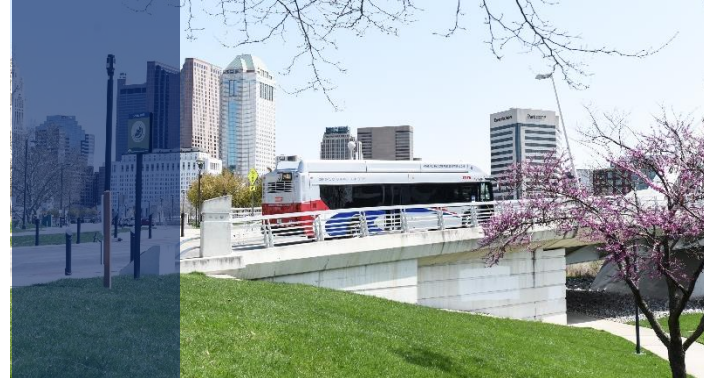


welcome!

THIS MEETING
WILL START
SHORTLY.



TITLE VI Notice

COTA adheres to a policy of non-discrimination to ensure that no person is excluded from participation in, denied the benefits of or subjected to discrimination on the grounds of race, color or national origin, with regard to both COTA services and facilities.



^COTA

September 2026

**SERVICE CHANGE
PUBLIC COMMENT
MEETINGS**

May 14 & 19, 2026



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** 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**.





More Transit Improvements in 2026

Thanks to increased Operator staff levels and community support, COTA has **increased service each trimester since September 2023.**

COTA will continue adjusting transit schedules each trimester, aiming to add more service hours.

LinkUS PROGRESS

What We've Delivered So Far

8.5%

More COTA Bus
Service Goal:
45% by 2050

81

New Operators

86K+

Added
Service Hours

60.6

Miles of Sidewalks,
Bikeways and Trails
in Development

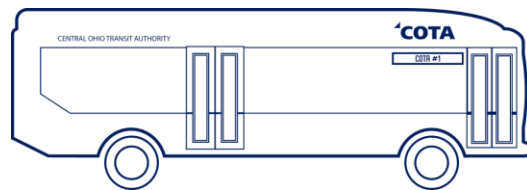
13

Lines With Expanded
Hours

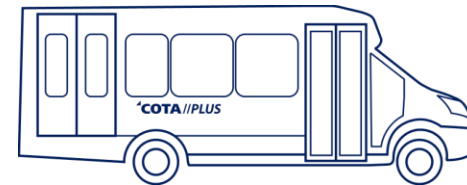
8

Lines With
Improved Frequency

What's Next:



New Line 30
planned for fall 2026



New COTA//Plus Zone
planned for fall 2026

Follow the real, measurable progress your support has made possible at linkuscolumbus.com/progress

COTA Mainstream Update

- COTA Mainstream has a **new online booking tool and app** to schedule, manage and track rides from your smartphone or computer
- No need to call to schedule trips
- Log in using the primary phone number or email address on your Mainstream account.

To further improve accessibility and convenience for customers, digital payment options are now available.

Learn more at COTA.com/mainstream.





Tap to Pay

Riders can now use tap to pay to ride COTA. It's just one more way to move your way!

How It Works:

- **Tap:** Place your smart device or tap-enabled Visa or Mastercard near the validator when you board.
- **Pay:** Wait for the green checkmark and familiar ping to confirm your payment is accepted.
- **Go:** You're ready to ride!

Ready to tap in?

Learn more at COTA.com/tap.

NOW ACCEPTING



VISA

Apple Pay

G Pay

SAMSUNG pay

Student Summer Pass Program

Stay Connected All Summer Long

Beginning May 15, COTA's Student Summer Pass Program is back, offering four months of unlimited transit for just \$62.

- Unlimited rides on fixed-route buses
- Valid May 15–Sept. 15
- Open to all students or recent graduates ages 5 and older at any Central Ohio school, college, university or trade school

How to Get Started

- Visit the COTA Customer Experience Center at 33 N. High St.
- Bring a valid student ID or proof of enrollment and \$62 cash or credit



COTA Connector App

In 2026, COTA will begin to phase out the Connector app to better streamline the digital systems customers use to ride COTA.

For trip planning and tracking, switch to:

- The Transit app
- COTA's Trip Planner at COTA.com

For digital payments, switch to:

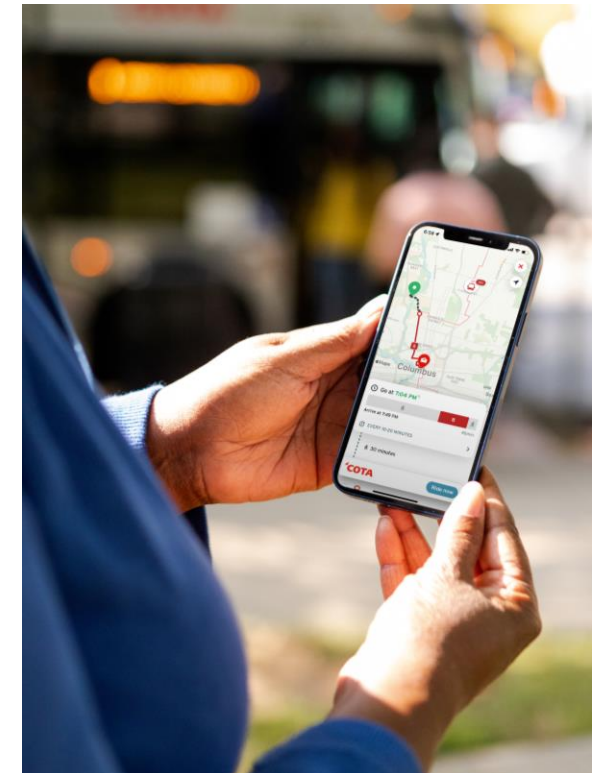
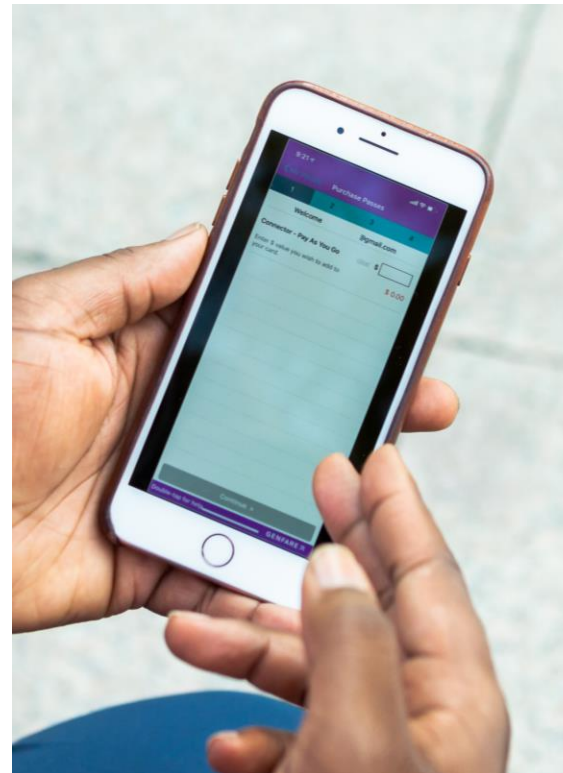
- The Transit app
- COTA Smartcard
- Tap to Pay

Transfer Your Funds and Get a \$4.50 Credit

While supplies last, customers can receive a credit by transferring their balances to the Transit app before **the Connector app is discontinued on Dec. 31, 2026.**



*Balance
Transfer
Form*



service CHANGES

The following service adjustments are proposed to begin on Monday, Sept. 7, 2026.



Summary of September 2026 Proposed Service Changes

LINE	LINE NAMES	CURRENT SERVICE	POPOSED CHANGES
1	Kenny/Livingston	Travels between Carriage Place and Reynoldsburg Park & Ride through Downtown. Some trips turn back early at Riverside Hospital.	Will split into two routes and passengers will have to transfer in Downtown: North: will operate between Dublin OSU Outpatient Care & Downtown Columbus East: will operate between Reynoldsburg P&R and Downtown Columbus
30	Hilliard/OSU	New line connecting Hilliard, Upper Arlington, OSU, and Downtown Columbus <ul style="list-style-type: none"> • Starts south of Hilliard UMC Park & Ride on Heritage Club Dr • Travels on Neil Ave to Downtown • Buses run every 30 minutes 7 days a week 	
32	N Broadway	Travels between Hilliard UMC Park & Ride and Easton Transit Center	Service west of Kingsdale Shopping Center will be discontinued. Will travel between Easton Transit Center and Kingsdale Shopping Center

Summary of September 2026 Proposed Service Changes

LINE	LINE NAMES	CURRENT SERVICE	POPOSED CHANGES
<i>Line 73 & Zoo Bus</i>	Dublin & Zoo Bus	Dublin Park & Ride #7498 is located on the northeast corner of Dale Dr and Banker Dr	Zoo Bus and Line 73 will pick up riders at a new location located at the northwest corner of Dale Dr and Bridge ParkAve.
<i>COTA//Plus Zone</i>	Current zones: Grove City, Westerville, South Side Columbus		Launch new zone in the Fall.

Minor schedule improvements will be considered for all lines.

LINE	CHANGES	RATIONALE
<i>All Lines</i>	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.

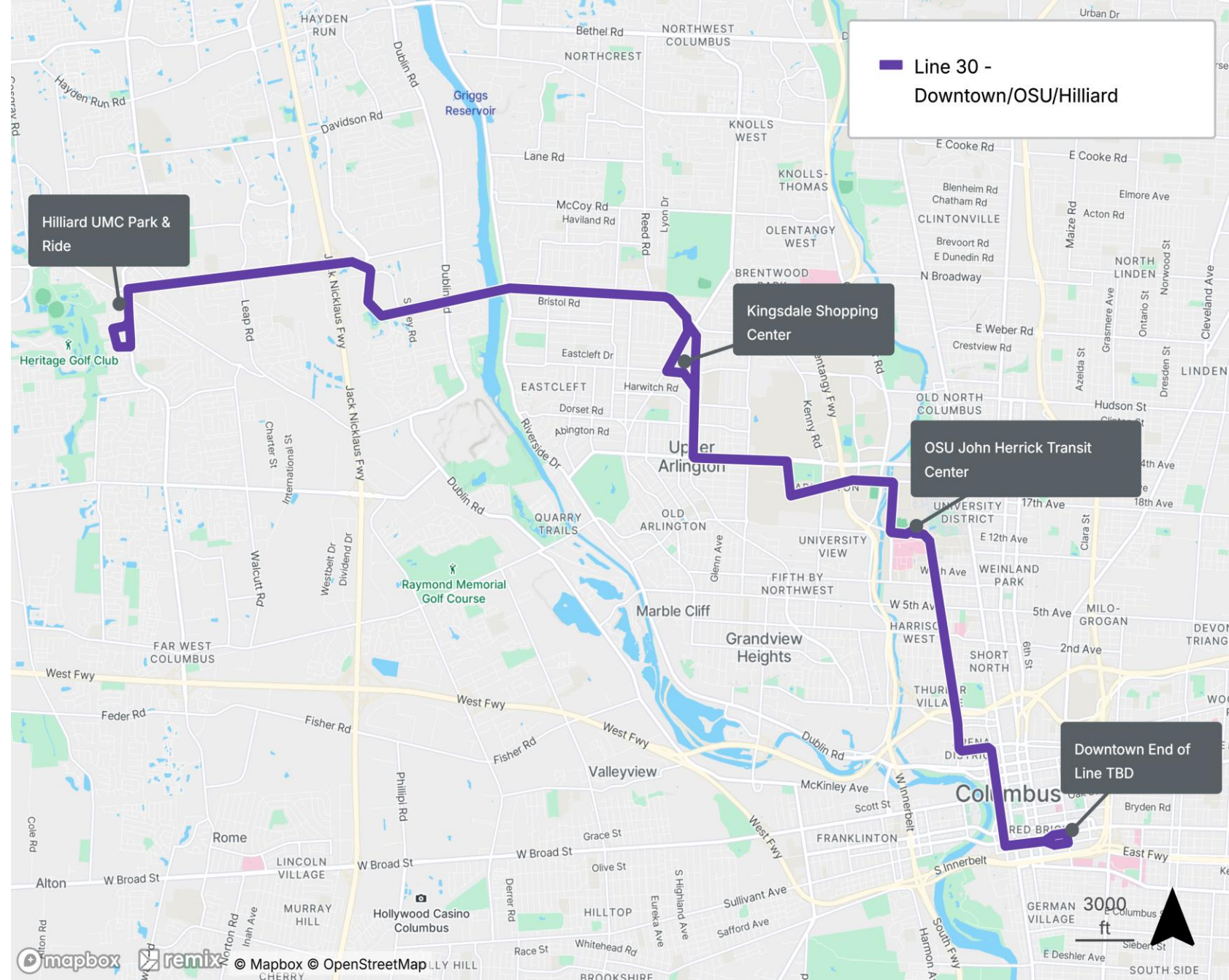
Line 1 Kenny/ Livingston Extension and Split

- **Current service:** Operating from Carriage Place through Downtown Columbus to Reynoldsburg Park & Ride.
- **Proposed Changes:** Extend north from Carriage Place to Dublin OSU Outpatient. Split the Line 1 Downtown Columbus. Every trip will operate between Downtown and Riverside.
- **Rationale:** LinkUS Initiative, new connections and better operator experience.



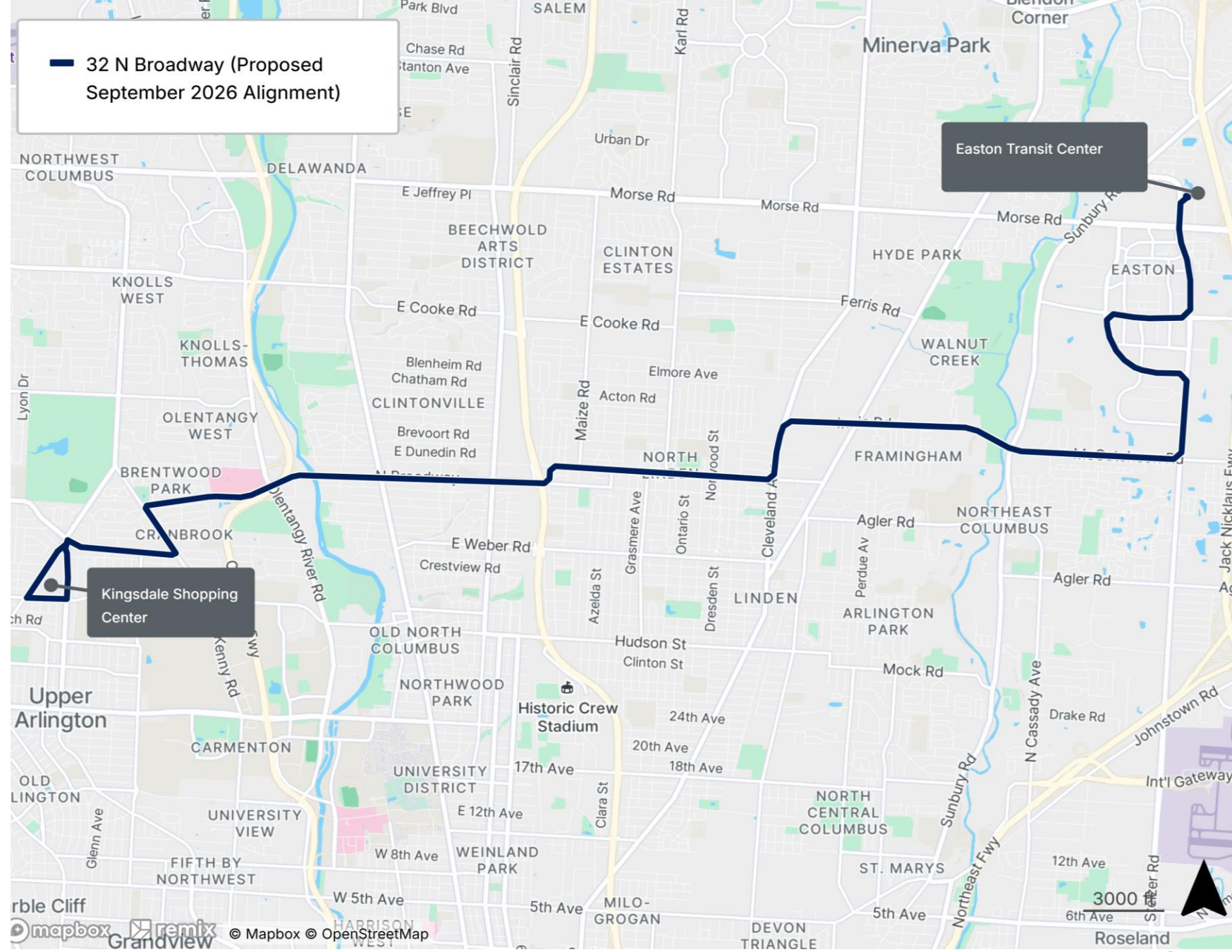
Line 30 Hilliard/OSU New Line

- **Proposed Service:** Line 30 will connect Hilliard, Upper Arlington, OSU Main Campus and Downtown Columbus via Neil Ave.
- **Frequency:** Buses will run every 30 minutes, seven days a week.
- **Rationale:** LinkUS Initiative and new connections.



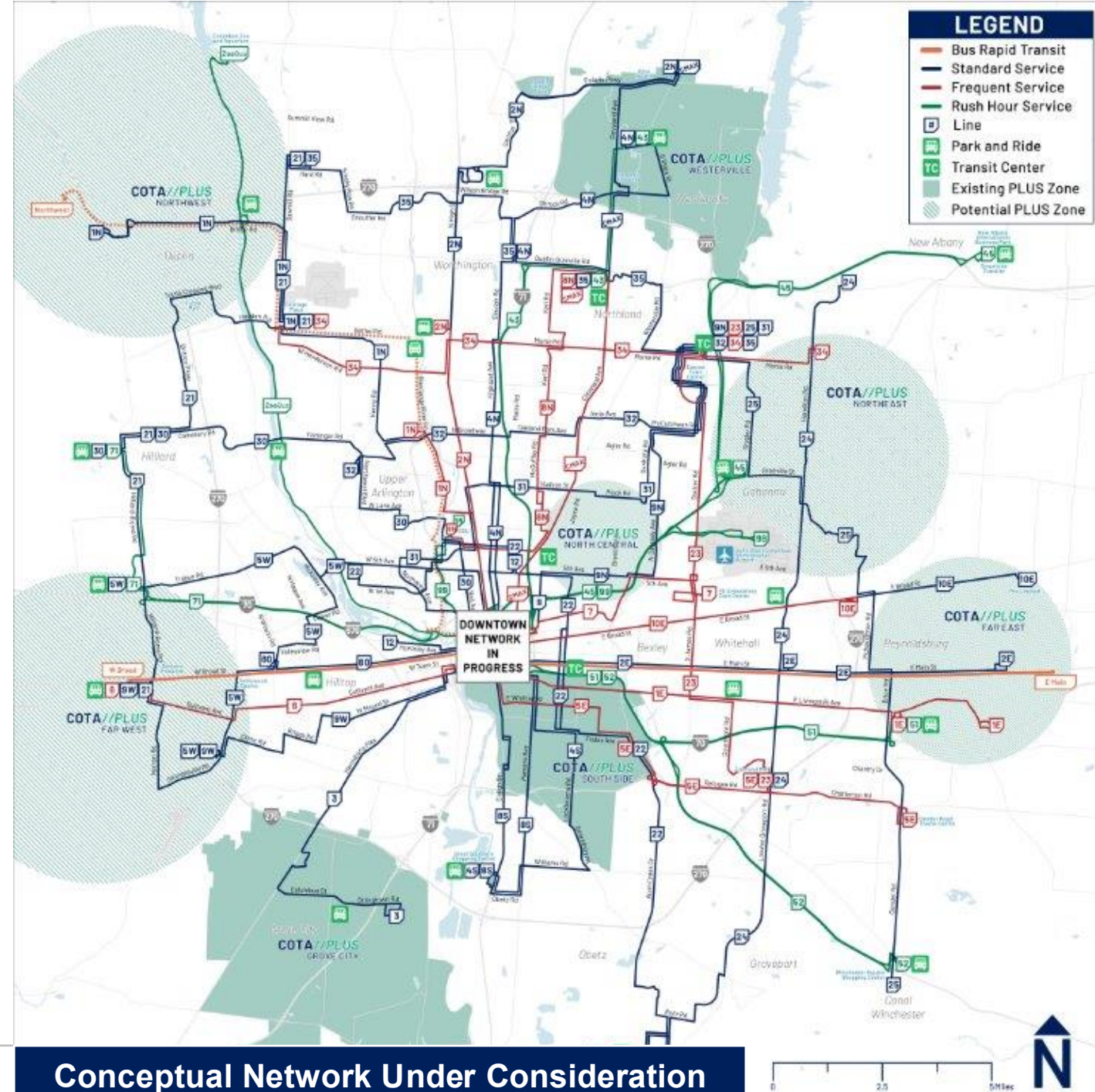
Line 32 N Broadway Alignment Change

- **Current service:** Operates from Hilliard Park & Ride through Upper Arlington to the Easton Transit Center.
- **Proposed changes:** Service will no longer travel west of Kingsdale Shopping Center. Line 32 will only operate between Easton Transit Center and Upper Arlington.
- **Rationale:** New Line 30 will provide service beyond Kingsdale Shopping Center, allowing for more efficient and streamlined service.



New COTA//Plus Zone Launch!

- **Current service:** COTA currently operates three COTA//Plus zones in Grove City, Westerville, and South Side Columbus.
- **Proposed changes:** COTA is proposing to launch a new COTA//Plus Zone in the Fall.
- **Public Engagement:** This summer.
- **Rationale:** LinkUS Initiative and new connections.



Dublin Park & Ride Location

- **Current service:** Line 73 and Zoo Bus pick up riders at Dublin Park & Ride on Dale Dr.
- **Proposed changes:** Zoo Bus and Line 73 will pick up riders at a new location located at the northwest corner of Dale Dr and Bridge Park Ave.

Riders may park at the Theodore Garage while using COTA service.

- **Rationale:** Dublin Park & Ride will be closed and a new park and ride will be open in the near future.



Public Feedback

Below is a summary of feedback we gathered during the January 2026 Service Change Public Information meetings.

<i>Comment summary:</i>	<i>Staff Action:</i>
Is there a phone number to call for support outside of business hours (before 8 AM or after 5 PM)?	Yes, you can call 614-228-1776. Our customer care center is open Mon-Fri from 6am-9pm, Sat-Sun: 8am-6pm, and holidays from 8am-5pm.
When is the Spring St Terminal expected to reopen?	Due to an electrical fire at the former YMCA building, the Spring St Terminal reopening has been pushed to late June or early July.

Public Feedback

Comment summary:

Answer:

Bring back CBUS for the summer.

External funding would be required for COTA to operate CBUS. Fare-free service depends on securing a sponsor. Should CBUS return, it may follow a different route than before.

We heard requests for more trips on Line 43, another stop in the Short North for Line 102, Airport service, complaints about bus no shows, snow removal, and number conventions.

Please keep sharing your feedback! Staff can't address all requests, but we will do our best to address requests in the future. You can share feedback at public comment meetings and any time at COTA.com/contact.

As part of the Short-Range Transit Plan (SRTP) process, staff will review all transit lines to identify opportunities for improvement. This may include increasing frequency or adjusting routes to better serve riders. Public engagement opportunities have already begun, giving community members the chance to share input and help shape service enhancements through 2031.

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.
- You may also leave feedback directly related to service changes through our [survey form](#) or scan the QR code
- Visit COTA.com/contact to leave general comments related to how we can improve COTA's service.



Final service changes will be announced at the August public information meetings.
Join us on **Aug. 6 at 6 p.m.** and **Aug.11 at noon**



Safe, reliable and convenient connections for our growing community.

FOLLOW US



COTA.com

