



service CHANGES

The following service adjustments are proposed to begin on Monday, May 6, 2024.

Workforce Outlook for May 2024

COTA's growing ranks of Transit Operators made it possible to restore service to our community in September 2023 and maintain service levels in January 2024.

COTA currently anticipates expanding some service offerings in May 2024. Public input helps COTA prioritize which of the following recommendations will be made in May.





Zoo Bus Service

COTA's seasonal Zoo Bus will return May 2024!

Zoo service begins Saturday, May 4 and operates on weekends until Memorial Day. Beginning Memorial Day, May 27 and running through Labor Day, Sept. 2, the Zoo Bus will operate seven days a week.

Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, 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 Changes

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

LINE	CHANGES	RATIONALE
9 W Mound/Brentnell	More direct southbound route through downtown Columbus. Some transit stop locations would change.	Transit Operator feedback. More direct travel through downtown.
71 Hilliard	Extend Line 71 to Hilliard United Methodist Church Park and Ride.	Customer request for service north of Renner Road.
74 Smoky Row	COTA is proposing to close St. Peters Park and Ride.	Low usage. St. Andrews Park and Ride is available nearby.
<i>All lines</i>	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.
<i>Zoo Bus</i>	Zoo Bus service will resume.	Seasonal service during summer months.

Key: rationale / public feedback

Priority Service Increases

- These potential changes are proposed as priority improvements.
- **Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which changes will be made in May.

LINE	CHANGES	RATIONALE
3 Northwest/Harrisburg	Proposed: Weekday frequency improvement to 30 min.	Growing ridership. Customer request.
23 James/Stelzer	Proposed: Weekday frequency improvement to 15 min.	Growing ridership. Customer request.
34 Morse	Proposed: Weekday frequency improvement to 20 min.	Growing ridership. Customer request.

Key: rationale / public feedback

Other Proposed Service Increases

- The following changes are identified as options **should workforce resources grow beyond current expectations.**
- **Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which changes will be made in May.

LINE	CHANGES	RATIONALE
23 James/Stelzer	Proposed: Sunday frequency improvement to 30 min.	Growing ridership. Customer request.
34 Morse	Proposed: Sunday and Saturday frequency improvement to 30 min.	Growing ridership. Customer request.

Key: rationale / public feedback

Other Proposed Service Increases

- The following changes are identified as options should **workforce resources grow beyond current expectations**.
- **Not all proposed service increases will be possible**, but public feedback will help COTA prioritize which changes will be made in May.

LINE	CHANGES	RATIONALE
1 Kenny/Livingston 2 E Main/N High 10 E Broad/W Broad CMAX	Proposed: Frequency improvement to 10 min between 2 p.m. and 5 p.m. on weekdays. Frequency improvement to 15 min on Saturdays with 30-min branches.	Growing ridership. Customer request.
7 Mt Vernon	Proposed: Weekday frequency improvement to 15 min with 30-min branches.	Growing ridership. Customer request.
<i>All Standard & Frequent Lines</i>	Proposed: Add 11 p.m. lineup on Saturdays and Sundays for Lines 1-11, CMAX and 102. Operate crosstown lines 1 hour later on weekends.	Growing ridership. Customer request.

Key: rationale / public feedback

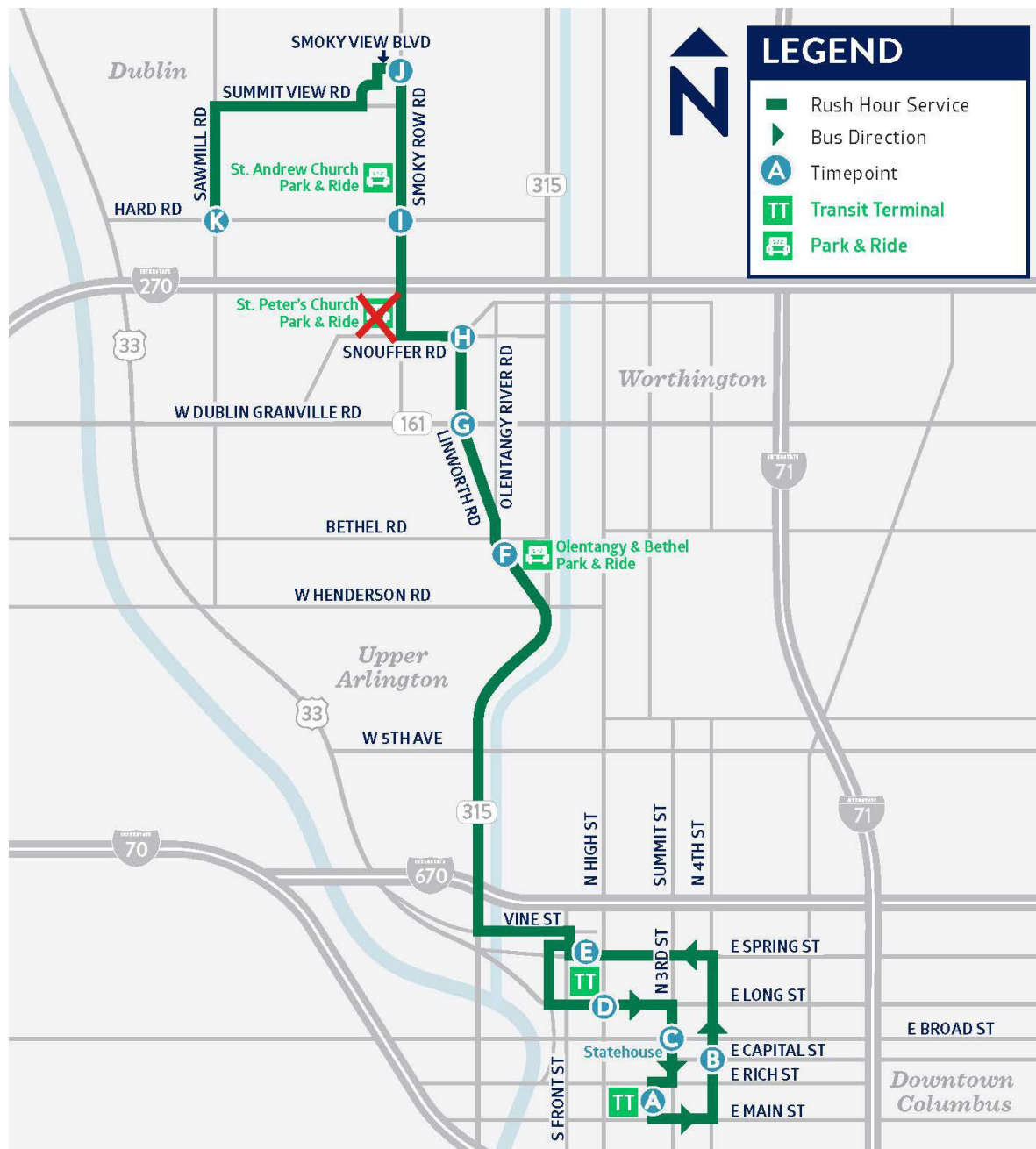
Line 9 Southbound Route Change in Downtown

Due to Transit Operator feedback, COTA is proposing that Line 9 take the following route through downtown

Columbus: From Nationwide Boulevard heading westbound, turn left on High Street, then right on Spring, then left on Marconi to continue along the existing route.

Line 9 would stop serving westbound Stop 7513 on Nationwide at High and southbound Stop 6321 on Front at Nationwide. Line 9 would instead serve southbound Stop 4100 on High at Nationwide and westbound stop 3142 on Spring at Front.





St. Peters Park and Ride on Line 74 would close

Due to low usage, COTA is proposing to close **St. Peters Park and Ride**. The transit stops in front of St. Peters Park and Ride would remain open, but the parking spaces would no longer be reserved for COTA customers. Nearby St. Andrews Park and Ride would remain open to customers who wish to park their cars and ride transit.

Line 71 extension to Hilliard UMC Park and Ride

Due to customer feedback, COTA is proposing to use Hilliard United Methodist Church Park and Ride as the new end of line location for Line 71 in Hilliard.

Under this proposal, Line 71 would return to serving all stops between Renner Road and Cemetery Road along Hilliard-Rome Road and Main Street.





Improving Access to CMAX Service

Streamlining the number of stops along Cleveland Avenue is one factor that helps CMAX travel faster than a typical transit line. However, some customers have trouble accessing stops that are spaced farther apart.

COTA is seeking feedback on how to better balance the competing interests of fast CMAX service with more accessible station locations. Options being considered include adding one or more new CMAX stations along Cleveland Avenue.

Due to area construction, changes to CMAX stop spacing likely could not take place until September 2024 at the earliest.