

COTA *Updates & Service Changes*

MORPC Community Advisory Committee

April 28, 2025



Mobility Center at Rickenbacker



Mobility Center at Rickenbacker





Updated Customer Care Hours to Better Serve You

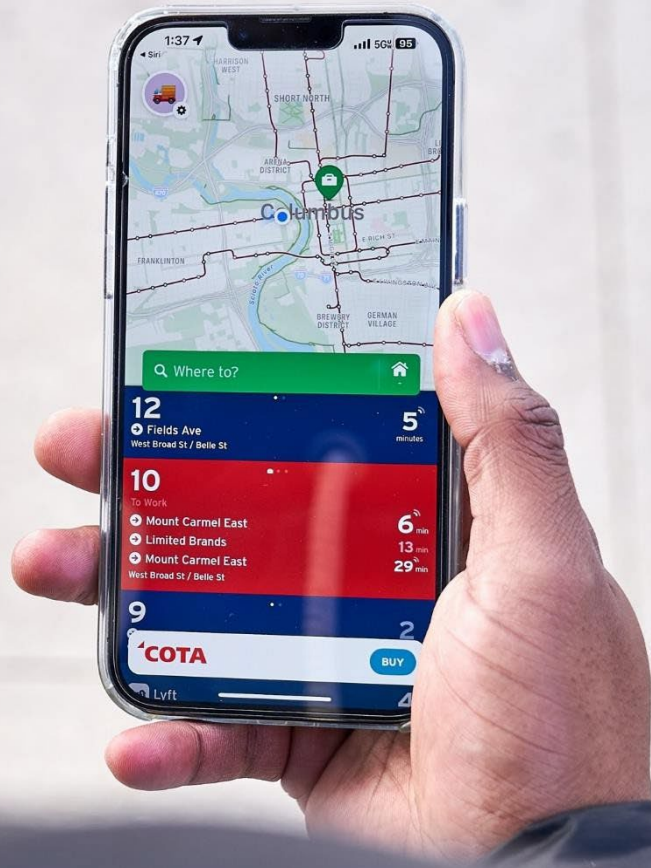
Customer Care Hours

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

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

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

Phone number: 614-228-1776



Transit App New Mobile Ticketing

COTA is introducing a new digital fare payment option: **mobile ticketing**. This is designed to make the rider experience more convenient and entice riders to use a digital payment method, in lieu of cash or paper passes.

Mobile ticketing allows riders to:

- Purchase a 1-day or 31-day pass through the Transit App; present the QR code for scanning on the validator when boarding.
- 31 Day passes are good for the 31 days upon activation.
- Customers may activate the pass immediately or save it for later use.
- The mobile ticket will disappear from the Transit app when it expires.

Extending 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, 42, 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.

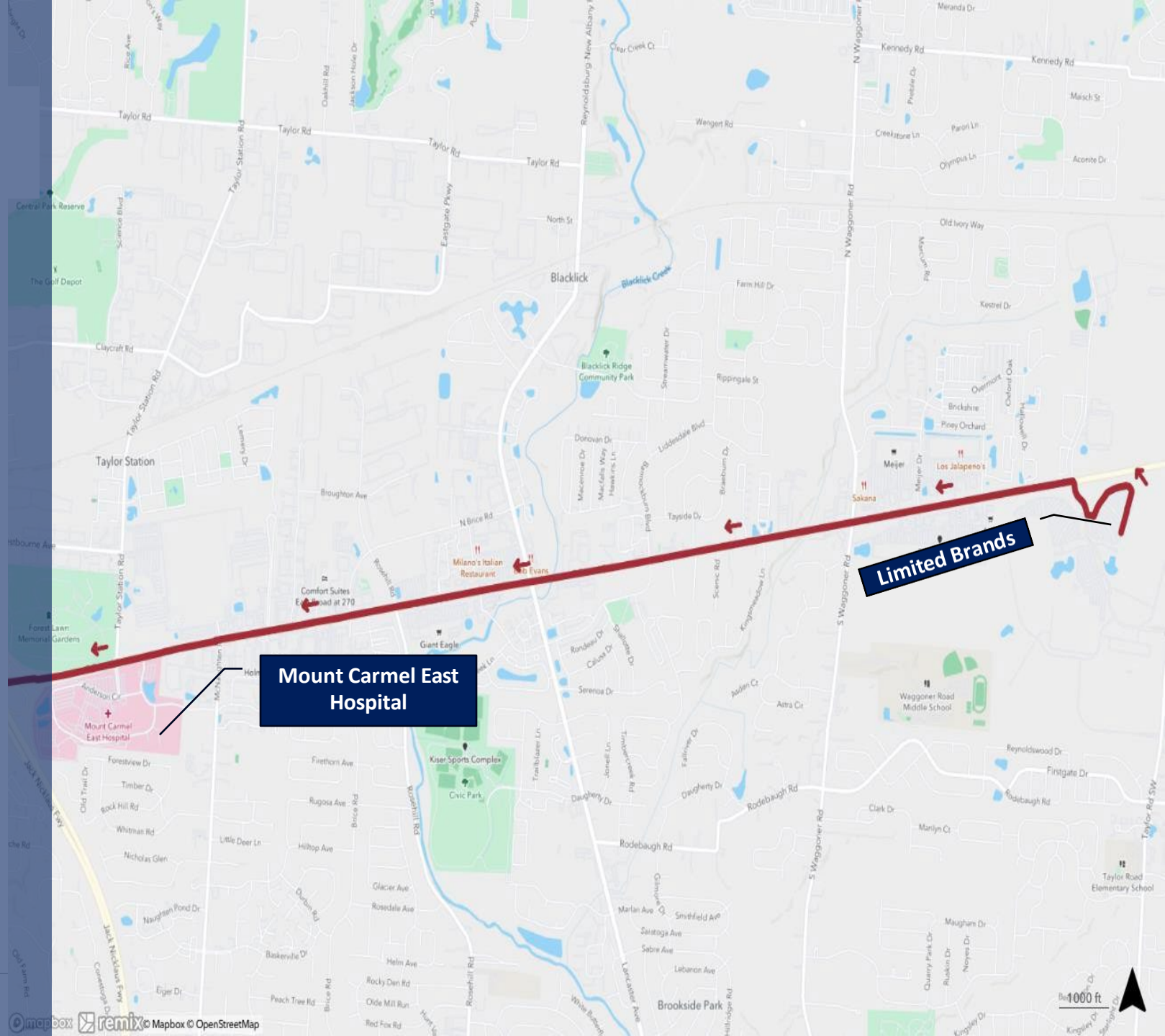
Key: rationale / public feedback

Line 10

E Broad / W Broad

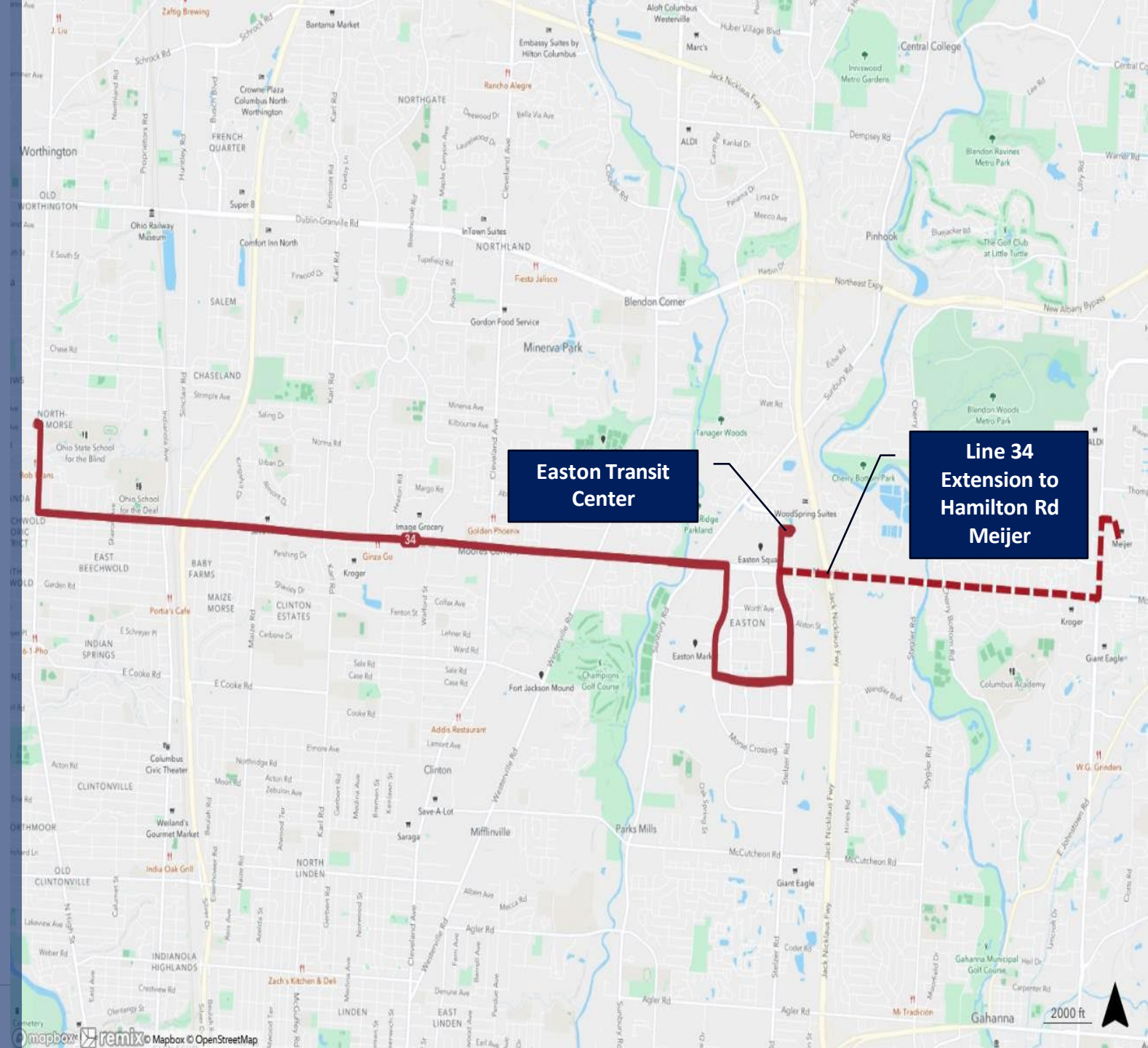
Route Change

- **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.



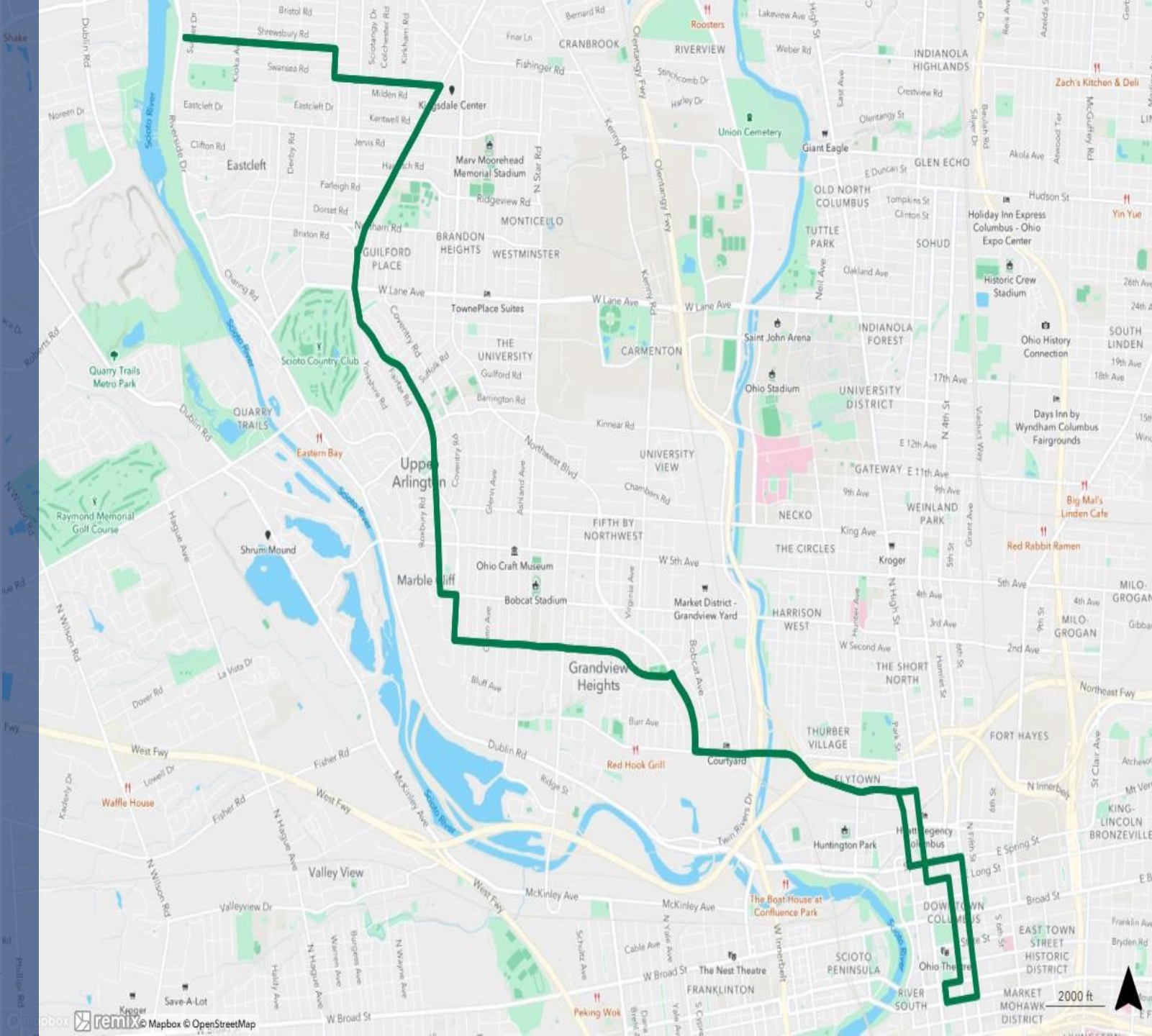
Line 34 Morse Extension

- **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

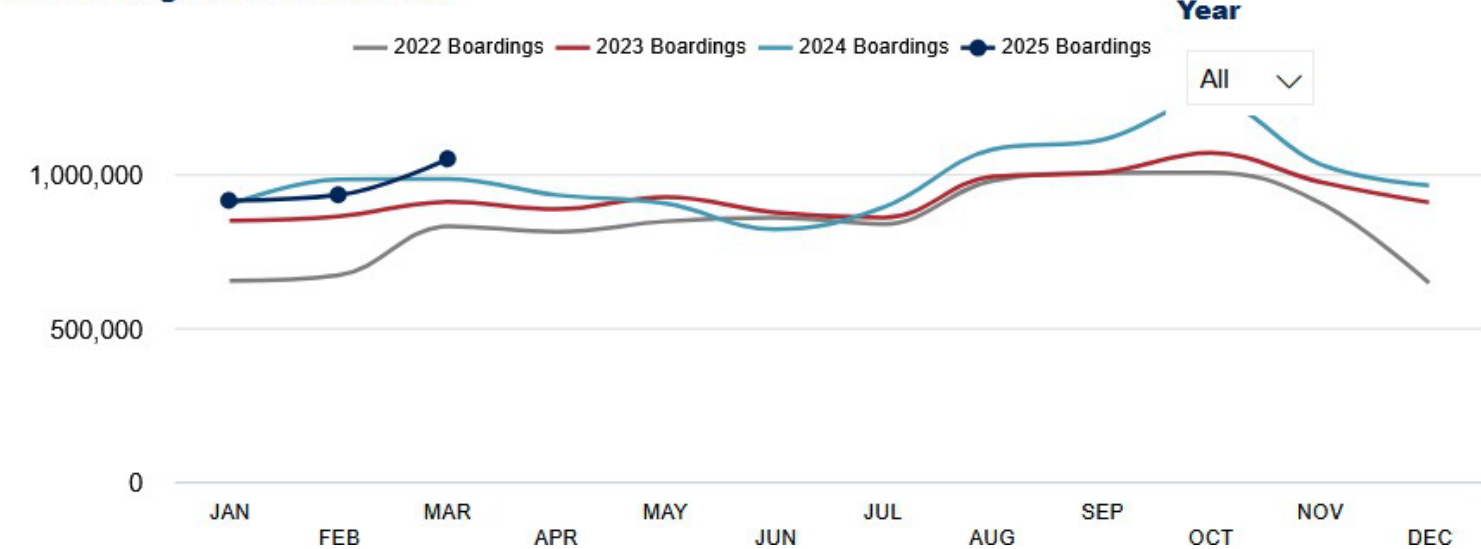
- **Current service:** 2 AM trips and 1 PM trip.
- **Changes:** Two AM trips will be consolidated into one AM trip.
- **Rationale:** Due to low ridership.



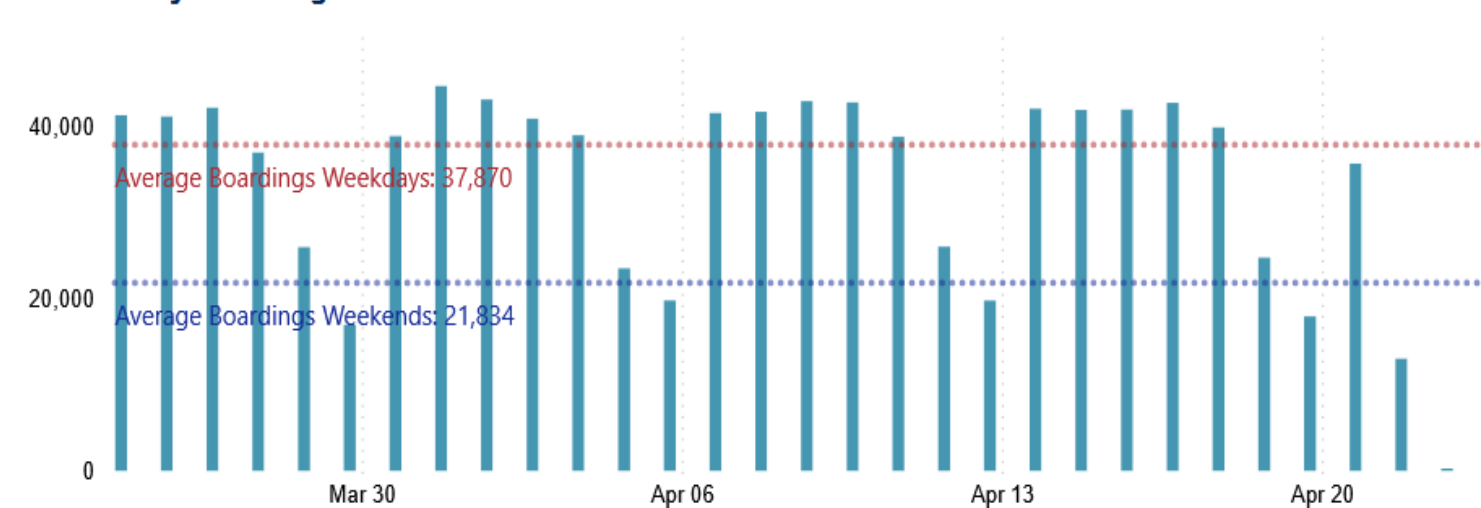
Ridership

LAST 30 DAYS	LAST 365 DAYS
3/25/2025 to 4/23/2025	4/24/2024 to 4/23/2025
Total Boardings	Total Boardings
1,007,813	11,938,612
Same Period Last Year	Prior 365 Days
890,277	11,344,988
Difference	Difference
117,536	593,625
% Change	% Change
13.20%	5.23%

Time Intelligence for All Routes



Last 30 Days Boardings for All Routes



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

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