



# APPENDIX A

*Municipal Meeting Summaries*

SHORT RANGE  
*transit plan*  
2023-2027

*October 2023*



**COTA**

# SHORT RANGE TRANSIT PLAN

## City of Bexley

Date	Time	Location
11/15/2022	11:30AM – 1PM	Bexley City Hall

### Attendees:

Andy Bashore, Bexley

Kathy Rose, Bexley

Sam Metcalf, Bexley

Jason Sudy, Bexley/OHM

Elliott Doza – COTA

Devayani Puranik – COTA

Josh Sikich – HDR

Amy Snell - HDR

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

There was a brief update on LinkUS. The project team decided against going to the ballot in November 2022. Looking forward to a ballot measure in 2024, as funding is key to this project. The LPA for Northwest Corridor will go to the COTA Board and to FTA for Fall 2023.

Bexley's LinkUS top priorities:

- Concern over the potential loss of parking on East Main Street with the creation of bus-only lanes for BRT
- Mixed support regarding multi-story density. Some corridors are more acceptable for density than others.
- Top priority is safe bike and pedestrian infrastructure. Particularly North to South and connections along Alum Creek and Hanford Village Park.

## COTA Operations

COTA shared that the Short Range Transit Plan is a 2-5 year solution for transit operations based on available funding. The purpose of this meeting and plan is to prioritize community needs and to gather input. There is a current operator shortage that is causing a lot of service and frequency cuts. COTA is continuing to hire and train operators as available. Bexley is well served by 3 routes – line 1, 2, and 10 which all experience high frequency (every 15 minutes).

## SRTP Objectives + Discussion

The SRTP will focus on COTA's current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## City of Bexley Updates

There are three main corridors in Bexley, Livingston Avenue, Main Street, and Broad Street and the conversation was broken into these three corridors.

### **Livingston Avenue**

This road recently changed from 4 lanes to 3 lanes, and received high praise from the community. There is a new Senior Center located at an old church at the boundary of Bexley and Columbus. There is a Livingston Corridor Plan, a joint initiative by the City of Columbus and Bexley, and will be implemented in the coming years. The street redesign was a part of this plan.

The Southwest Bexley Plan –mainly a land use plan came to fruition after Capital University started purchasing land within the neighborhood. Capital does not have a master plan and has experienced a lot of turnover which is a concern for the City. Parking concerns exist around Capital University.

Anything zoned commercial along Livingston Avenue could become redeveloped. There is a funeral home along the corridor that will close. There is a 40-unit condemned affordable housing near the Bexley/Columbus border that could be redeveloped along Livingston. However, that is highly contested by the neighbors.

From College to Montrose, that stretch of roadway will continue to become pedestrian oriented over the years. The City is implementing Bike Boulevard signage. There is an opportunity to work with COTA and include wayfinding to bus routes.

### **Main Street**

Main Street has more commercial and activity on this corridor than Livingston and Broad Street. The design standards allow 3-5 story buildings without issue. Developers could potentially go hire but would require a process. The City has formalized parking restrictions for the corridor. However, at this time, no developer is assembling land on Main Street for new development.

Capital University has discussed a possible redevelopment along Main. The Trinity Lutheran Seminary is now apartments for Capital students. The Gateway South area contains older dormitories, which the City has seen proposals but developers have not approached Capital. First year students must live on campus, but most of the students do commute and put pressure on parking along Main Street. There could be collaboration during Capital Orientation and COTA to learn about fixed route services to reduce parking demand/pressure along Main.

There will be a trailhead along the river from Main to Livingston. The COGO stations in Bexley are very popular. There will be no bike lanes on Drexel as the community vetoed the proposal.

### **Broad Street**

This street is zoned completely residential, despite the schools, synagogues, and other religious institutions. There will be no land use changes. The focus on this street is primarily reducing speeds by creating mid-block crossings and placing speed signage. There could be increased opportunities for COGO stations as this is a very walkable street. City of Columbus is also looking to create pedestrian improvements to the North of Bexley on Cassidy.

### **General Comments**

Main Street and Livingston are the two streets that service Bexley residents with businesses, destinations, and services. Micromobility is viewed as a safety threat and scooters are not really wanted. Private Micromobility, scooters and also golf carts, are becoming popular. If COTA was interested in creating mobility hub stations, they could be most successful around civic/institutional uses, such as City Hall or near Capital University.

City of Bexley does not operate any senior transportation. There is a private provider, the Bexley Beat, that donates services throughout the City and is also for hire.

Bexley residents are increasingly working from home more. They have seen an uptick in permits for home offices/accessory dwellings.

All of Bexley's masterplans can be found on their website.

## **Closing Remarks**

Josh and Amy thanked everyone for participating in the meetings. Devayani shared that more information will be forthcoming and encouraged any information sharing.

# SHORT RANGE TRANSIT PLAN

## City of Dublin

Date	Time	Location
10/18/2022	9AM – 10:30 AM	5200 Emerald Parkway

### Attendees:

Jeannie Willis - Dublin

Kirby Dearth - Dublin

J.M. Rayburn - Dublin

Jenny Rauch – Dublin

Elliott Doza – COTA

Devayani Puranik – COTA

Paul A. Hammersmith – Dublin

Christopher Will - Dublin

John Gardocki - MORPC

Mae Thompson - HDR

Josh Sikich – HDR

This summary reflects the general notes and topics discussed for this meeting to the best of the knowledge of the notetaker. If you have any questions or find any errors, please contact Mae Thompson at [Mae.Thompson@hdrinc.com](mailto:Mae.Thompson@hdrinc.com).

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

John Gardocki gave an update on LinkUS and described the implications of not going to the ballot this year for an increase in sales tax. He said that the LinkUS project team is currently working towards 30% design on Broad/East Main LinkUS Corridors. This year COTA decided not to pursue the FTA Ratings for these corridors. He discussed the LinkUS Community Action Plan as a guide to move LinkUS forward. The group briefly discussed previous conversations the City of Dublin and LinkUS had in the past. The items below were extracted since they were relevant to the SRTP.

- Interest in increased fixed route services to access job opportunities in their City
- Interest in developing a multi-modal hub.
- Would like the Northwest BRT to serve Ohio University Branch Campus
- Would support a COTA//Plus type circulator service
- Looking at trail connections to the Olentangy Greenway
- Dublin is looking into modernizing the zoning code due to the creation of “mini-cities

## COTA Operations

Elliott shared that a shortage of operators is the largest challenge. COTA is experiencing current labor shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

Josh presented information about the SRTP and the primary objective of serving as a tool to guide the next five years. The SRTP will focus on COTA’s current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## Dublin Updates

Josh described the map activity and asked the group about new developments in the City of Dublin. The area discussed as most active was Bridge Street and Bridge Park. Some of the plans include the development of a 5-6 story building and an increase of population both residential and office workers.

Regarding areas that need services, the City receives many calls about Mt. Carmel. It was also discussed that connecting to the Dublin Methodist Hospital would make sense. IGS needs transit support. Quantum needs transit support and has called multiple times; it was said they are back in the office.

It was discussed that there will be trail improvements in a park along Frantz Road.

Development in the southwest area has received inquiries for single-family housing and townhouses.

The City is working with OSU to discuss components of residential housing.

A question was posed about the City’s role in regionalism. It was discussed that developers in Dublin are thinking about transit differently. In new developments, there was a discussion of needing more transit-supportive infrastructure.

The Dublin Connector was discussed as a service for employers and seniors. Some of the top destinations include Stanley Steamer and Wendy Headquarters.

In the upcoming year, Dublin will be completing a Community Plan which will look at mobility in the City. The City would like to look at trail access and zoo access using transit.

The group discussed the perception of transit in the City. The desire for transit primarily comes from businesses. It was shared that for the Dublin Connector 80% of ridership are seniors or people with disabilities. There is a desire for Dublin to have more microtransit.

In the community, the top complaint is traffic specifically along Emerald Parkway. There was a micromobility study and pilot program in the City, and one takeaway was to integrate more with Bird and COTA from a public survey. There were also complaints from people about the scooters.

In the coming days, the City of Dublin is meeting with community members to discuss questions about COTA and LinkUS. There will be a public involvement process for the Community Plan. The City Council is in process of evaluating COTA Bus Stops. There is movement from the council to improve COTA Bus Stops. Some members have the desire to add many features including smart signs, heating, cooling, and new benches. On the other hand, some council members want to take a more holistic approach of having the basics at all stops. The City recently completed a bus stop audit, there are 45 in the City of Dublin.

The City Council would like to see more and better service. Additionally, they have expressed interest in having COTA Plus Service. It was discussed that there was a desire to work with COTA to provide microtransit service options. They said that COTA has a larger reputation, and it would be beneficial to use a name people trust versus Dublin Connector. One challenge with the Dublin Connector was for employers to know if it would continue and be reliable.

One challenge that the City has heard from parents specifically is school transportation. Currently, school transit is handled by the school district, not the City. It was discussed that concern primarily comes from dual-working parents and students with after-school activities all around the City. It was also discussed that the West Innovation District has a program with OSU and 1200 students to connect them with hospital internships. This program will require students to travel often.

It was discussed that Line 1 will be an important element of connecting people with LinkUS at Carriage Place.

The group also discussed a need for a stronger connection between Marysville in the northwest corner of the City of Dublin. It was shared that there is an informal park and ride on US 33, a section of old pavement. Union County has expressed in the past a need for more connection between Dublin and Marysville.

To better connect north to south, it was shared that it would be nice to have a connection between Dublin and Hilliard.

The group discussed a gap in the workforce in the healthcare sector. It was shared that all of the hospitals in the area are struggling to find people to for open positions. There is a new OSU hospital opening and concern of how to get people to these new jobs.

In the City of Dublin there is an opportunity to look at housing and understand what types of new housing is needed. It was shared that “Dublin is what Dublin is” and there is a desire to keep the community the same. There hasn’t been a desire to broaden the type of housing stock, but there are a variety of jobs that offer a wide range of incomes. It is important to have housing for all income levels.

For public meetings, the City shared that they used a hybrid approach.

## Closing Remarks

Josh thanked everyone for participating in the meetings. He shared more information will be shared as the project progresses. Devayani and Elliott encouraged any information sharing and thanked everyone for their time.



# SHORT RANGE TRANSIT PLAN

## Grandview Heights

Date	Time	Location
11/14/2022	2:30PM – 4:00 PM	Grandview Heights City Hall

### Attendees:

Darryl Hughes – Grandview Heights

Matt Ferris – E.P. Ferris

P’Elizabeth Koelker – Grandview Heights

Elliott Doza – COTA

Devayani Puranik – COTA

Greta Kearns – Grandview Heights

John Gardocki - MORPC

Josh Sikich – HDR

Amy Snell - HDR

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
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## LinkUS Update

John Gardocki gave an update on LinkUS and said that the LinkUS project team is currently working towards 30% design on Broad/East Main LinkUS Corridors. On Wednesday, the LPA for Northwest Corridor will go to the COTA Board and to FTA for Fall 2023. This year COTA decided not to pursue the FTA Ratings for these corridors. He discussed the LinkUS Community Action Plan as a guide to move LinkUS forward.

Grandview’s LinkUS top priorities:

- Want more east-west connections via bike trails and sidewalks
- Interest in completing the Heritage Trail
- Eager to partner on projects that would allow residents to travel over/under the railroad tracks to access the greenways and Olentangy River Road
- Grandview Heights is supportive of increased density at Lennox Town Centre.

- Grandview has a Joint Economic Development Zone (JEDZ) with Clinton Township for plans to increase density on 3<sup>rd</sup> and 5<sup>th</sup> Avenues

## COTA Operations

Elliott shared that a shortage of operators is the largest challenge. COTA is experiencing current labor shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

The SRTP will focus on COTA's current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## City of Grandview Heights Updates

Amy described the map activity and asked the group about new developments in the City. The area discussed as most active was Goodale and Grandview Avenue and 33 (Dublin Road) and Grandview with upcoming multi-family housing and business developments that straddle the Grandview Heights and City of Columbus border.

The Goodale corridor has transformed over the past decade to a more walkable corridor. The City has a grant application in with the OPWC for a complete street construction for 1st Avenue. This road design will include transit stop concrete pads and bump outs for safer pedestrian crossings.

Grandview Crossing will be developed on both City of Columbus and City of Grandview land. The residential will be located within Columbus and the roads will have an easement for public use. Elliott did mention that COTA is keeping an eye on the Grandview Crossing development, but there are safety concerns with ODOT to stop on 33. The larger tenant at the Crossing is BMW, where there will be 500-700 parking spaces.

Grandview is moving its Civic campus further south to restore the current campus to parkland. There is a planned senior living complex within the neighborhood. Generally, this is a very young neighborhood, no senior transportation, and 1.3 square miles and walkable. The COGO stations are well utilized, and are up 35% from last year. Grandview currently does not allow scooter companies due to lack of options of where to park them.

The biggest transit complaints are the lack of options to get to Franklinton, both by bus, walking, and bicycling. There is also a lack of bus service to the parks within Grandview. Line 75 is very well utilized within the community. The school kids do use it and convenient for workers

heading downtown. The businesses and retail complain about the lack of workers, but they are more concerned with the perception of lack of parking over the lack of transit.

Elliott and Devayani explained other services besides fixed transit that they offer, including Mainstream Paratransit and the COTA//Plus zones. Transit stops warrant a shelter if ADA compliance is met and that the ridership meets 35 boardings per day. COTA is currently launching an Adopt a Stop program for community ownership within the transit system.

## Closing Remarks

Josh and Amy thanked everyone for participating in the meetings. Devayani and Elliott shared that more information will be forthcoming and encouraged any information sharing.

# SHORT RANGE TRANSIT PLAN

## Grove City

Date	Time	Location
9/30/2022	1:30 PM – 3 PM	Grove City Hall

### Attendees:

Kyle Rauch – Director of Development

Brittney Seebach – Economic Development  
Manager

Elliott Doza – COTA - Webex

Devayani Puranik - COTA

Kim Shields – Community Development  
Manager

John Gardocki - MORPC

Amy Snell- HDR

Josh Sikich – HDR

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
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## LinkUS Update

John Gardocki gave an update on LinkUS. He said that AECOM, is currently working towards 30% design on Broad/East Main LinkUS Corridors. This year COTA decided not to pursue the FTA Ratings for these corridors. Through the LinkUS outreach, COTA met with Grove City in Spring of 2022 to gather feedback on LinkUS. Through that process, COTA understands Grove City would like to eventually be part of the LinkUS system, and that they do not feel connected to City of Columbus due to various land uses that make public transit connections difficult.

## COTA Operations

Devayani gave a general update on COTA operations. COTA is experiencing current labor shortages and needs to balance community needs with limited resources. They are continuing to look at how to optimize and modernize transit services.

Elliott discussed the long-standing partnership between COTA and Grove City, particularly with the COTA//Plus service. There is a lot of opportunity to expand service hours and also region in the future depending on needs and funding.

## SRTP Objectives + Discussion

### Grove City Updates

Grove City continues to grow and expand housing, mixed-use, and businesses. Typically, Grove City residents work north of the City, while people who work in Grove City live to the south of the City. There is not a need for a connection between Grove City to the East. Grove City is continuing to improve its pedestrian and bicycle access. There has been an increase in truck traffic along US-665 due to the Rickenbacker development.

The Park and Ride facility is in a good location and well kept. The COTA//Plus service is paid 75% by Grove City and 25% by COTA. There has been some negative feedback regarding operator on-time performance and attitude, particularly specific times of the day that may interfere with breaks. The existing bus stops on fixed route services are in good condition. There could be ADA accessibility updates on Parkway Center.

Grove City sees an opportunity for bus service along Hoover Road as there will be 8000 – 9000 jobs along the future overpass. However, the overall wish list is to have more frequent fixed route service, possible deviations to support nearby developments, and more solutions for workforce and medical patient transportation for FedEx and Mt. Carmel Hospital. Ohio Health has expressed that they would like additional COTA service off Springtown Road for their facilities. Grove City would like to focus on transit for job access. It is important to continuously market transit services to business HR departments frequently due to turnover. The hotels have expressed wanting weekend service for visitors.

Centered around Broadway and Columbus Street, there will be increased density with the redevelopment of Beulah Park. This will be a mixed-use town center, with over 200 units of housing, a Food Hall with various restaurants and businesses, and a new streetscape/archway that extends Columbus Street to connect Broadway and Beulah Park. Generally, Grove City believes that the fixed route service on Broadway will be able to adequately serve the area. This redevelopment is intended to be pedestrian focused.

There will be an increase in residential development along US-104/Jackson Pike. Grove City is looking to increase pedestrian/bicycle options. The Bluegrass, former Buckeye Ranch sits between Mount Carmel Hospital and US-665 and is looking to provide workforce housing development. The City Council has been slow to adopt high-density apartment housing which is needed in areas with large workforces.

Grove City is working to increase access to additional developable land by creating an overpass over I-71 in the next 5-7 years. They hope this will increase jobs. They are not looking for manufacturing businesses, but more technology, health, and science type of businesses. The Swaco land is zoned and in the next 25 years, there are hopes it will become a Southwest Innovation development.

There will also be a new Ohio Health medical building coming to Columbus Street.

The Walmart Distribution Center, near Beulah Park, is a concern for the workforce to get to shift jobs. Currently served by COTA//Plus, regular fixed-route service is about 1 mile away from Broadway, but the entrance to the facility is to the North, making pedestrian access a challenge. There are 1000 jobs at this distribution center.

## Closing Remarks

Grove City is willing to provide data on the new developments (both residential and commercial/business) that were discussed today. The City has a strong social media following to get information out, and is willing to assist in sharing any information related to COTA and the SRTP. "Bang the Table" is a new municipality resource that allows residents to respond to changes/scenarios and it has been a success in receiving input. Public engagement for residents and businesses might be best for when there are possible changes to react to.

# Workshop Summary

City of Hilliard  
City of Upper Arlington

September 8, 2022, 9:00 -10:30 AM  
In- Person

Upper Arlington City Hall  
3600 Tremont Road  
Upper Arlington, Ohio 43221

## Attendees:

John Talentino, City of Hilliard, [jtalentino@hilliardohio.gov](mailto:jtalentino@hilliardohio.gov)

Letty Schamp, City of Hilliard, [lschamp@hilliardohio.gov](mailto:lschamp@hilliardohio.gov)

Chad Gibson, City of Upper Arlington, [cgibson@uaoh.net](mailto:cgibson@uaoh.net)

John Gardocki, MORPC, [jgardocki@morpc.org](mailto:jgardocki@morpc.org)

Devayani Puranik, COTA, [puranikd@cota.com](mailto:puranikd@cota.com)

Elliott Doza, COTA, [dozaec@cota.com](mailto:dozaec@cota.com)

Josh Sikich, HDR, [josh.sickich@hdrinc.com](mailto:josh.sickich@hdrinc.com)

Amy Snell, HDR, [amy.snell@hdrinc.com](mailto:amy.snell@hdrinc.com)

Presentation slides and printed paper maps of each community were provided to guide this workshop. In addition, an online interactive map at this link ([REMIX LINK](#)) helps reflect comments from the meeting. If meeting participants have additional comments, feel free to click "Post Comment" at the top right of the screen. Alternatively, feel free to write back comments by email.

## Welcome + Introductions

The meeting began with welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were to provide an update on COTA and LinkUS, share information about the Short Range Transit Plan goals and project timeline, to discuss transit priorities, connections, and developments in the area, and to identify growth, needs, and challenges for transit in each community.

## LinkUS Update + What we Heard:

John Gardocki gave an update on LinkUS. He said that with AECOM, they are currently working towards 30% design on Broad/East Main Corridor. At this time, COTA did not put forward for FTA rating. COTA, through the LinkUS outreach, met with UA and Hilliard in the Spring 2022 to gather feedback on LinkUS. He stated that the Transit Supportive Infrastructure (TSI) process is still being discussed how to best be implemented, and that UA (through Jack) has been a partner in attending these workshops at MORCP.

Chad Gibson asked if LinkUS will go to the Ballot in Fall 2023. Josh said it is still undecided and that the partners will continue to evaluate. The partners are still pursuing funding through other ways.

## COTA Operations Today

Elliott Doza began by saying that COTA is currently reducing service every trimester, and that it has been in the news recently. Devayani Puranik commented that COTA is continuing to move forward. COTA recently won a \$27 million FTA Low- and No-Emission Grant to replace diesel buses that have exceeded their useful life and replace them with battery electric buses and chargers.

## Short Range Transit Plan

### CITY OF HILLIARD UPDATES

#### Development Updates:

The City of Hilliard Comprehensive Plan will be adopted in Early 2023. John Talentino said that in the next 5 years, there will be more redevelopment in Hilliard as developers who live in Hilliard are interested in their hometown and there are opportunities to densify, rather than expand the city.

John T. said there are challenges for employers getting employees to jobs and that new office developments are coming online in the next 5 years. A new theme of density along Britton Parkway and Mill Run is to focus on density rather than just freeway office space. Workers want to live in a mixed-use type of environment.



City of Hilliard received a technical assistance grant from MORPC to focus on densifying Cemetery Road through redevelopment of smaller lots. There is a significant opportunity and City Council has been approving more density. This development would be market rate.

Letty Schamp stated that the Historic District of Hilliard is booming and that they are not looking to add additional parking but more pedestrian connections to nearby parking uses (such as the schools), and neighborhoods to encourage more walking/biking.

The 2014 parking code changed the minimum required parking, and it is currently sufficient. Hilliard has changed its focus to bike and pedestrian prioritization – particularly around the Big Darby area.

### **Transportation Updates:**

Letty commented that along Cemetery Road there is some utilization of buses. While the 2017 Transit System Redesign increased ridership overall for COTA, the TSR hurt Hilliard. In Letty's experience it can take up to three hours to go to Downtown. She gave the following suggestions to improve transit ridership in Hilliard:

- Buses could go faster with dedicated lanes – give a reason for individuals to ride transit by not being stuck in the same congestion as drivers.
- LinkUS on arterials is fantastic. EW corridor- is good space.
- Having dedicated space on the freeway system could be key.
- ODOT hard shoulder running is not focused on COTA, this could be a key to success for suburban communities.

Hilliard is focusing on Bike and Pedestrian connections, including a beltway to improve local congestion within the city boundaries. Hilliard also uses Streetlight data, which has shown that certain roads with 5 lanes, are not used to their full capacity. These roads are now 20 years old, and Hilliard is questioning how to redevelop roadways.

### **Hilliard Priorities:**

- OSU to Hilliard Connection
- Cemetery Road Corridor Redevelopment
- Britton Parkway Development
- Truman Road Development
- Cemetery to the Grigg's Park and Ride
- Amtrak Connection
- Increase and connections to shared use paths

## UPPER ARLINGTON UPDATES

### Development Updates:

Chad started the conversation that UA is experiencing over a billion dollars of construction. This is a historic amount of development. There is also a large redevelopment of the Ohio State Western Campus parkland, now called the Innovation District. Its boundaries are Lane Avenue, Kinnear Road, Northstar, and Kenny Road and just outside of UA. It has yet to be determined how this will affect Upper Arlington

Lane Avenue will receive its second hotel in the next few years. The current hotel on Lane Avenue is at a 95% occupied rate.

Kingsdale Shopping Center has three huge developments being built, including senior housing, market rate apartments, and a community center.

The Golden Bear Shopping Center at the corner of Fishinger and 33 will be redeveloped into office, retail, and residential.

The city is getting push back from residents regarding traffic impacts from an already built out neighborhood. The neighborhood is concerned with too much growth and lack of affordability.

The next corridor to see development will be Henderson Road. The Arlington Center Office complex now has two main tenants, National Church Residences and GOSH Enterprises. There is also now a completed sidewalk to the south on Henderson Road within UA providing pedestrian amenities.

### Transportation Updates:

UA received a large grant to rebuild Fishinger Road. This will add a new side path to the north, and a sidewalk to the south. This construction should be complete by the end of 2023. Chad commented that there is currently no bus service on Fishinger due to the lack of pedestrian amenities, but maybe in the future the bus service on Nottingham could move to Fishinger. Elliott said there is an opportunity there because the current route has difficult sharp turns of transit operators. In addition, the Griggs Park and Ride has visibility and grade challenges, particularly in the wintertime. UA would like to see the Griggs Park and Ride used for Hilliard and UA residents. There could be a relocation closer to the developments along Fishinger Road.

Lane Avenue is a key priority for Upper Arlington. UA would like to see future bus service on Lane to support its development and to connect to the future LinkUS BRT on Olentangy. The bike share's, COGO, busiest location in UA is at Lane Avenue. Data has shown that bikes and scooters come from Ohio State campus, and there is a lot of pedestrian movement for the Whole Foods at Lane Avenue shopping center. There have been conversations with SHARE but it never took off.

## Upper Arlington Priorities

- Lane Avenue transit service, to link development to the future to LinkUS BRT
- OSU Connection – Cemetery, Fishing, Lane Avenue for Hilliard and UA residents.

## General Discussion

Elliott asked if the communities are concerned about Senior Transportation. Hilliard and UA are not concerned at the moment. Both communities said that there are private shuttles or services that currently operate within their boundaries. Elliott commented that there is a COTA//Plus in Westerville that operates until 8pm and that it is a partnership where Westerville pays COTA to fund COTA//Plus and that it is not just a senior service. Hilliard currently has SHARE, which is funded by 5310. It was suggested that COTA should talk to Preferred Living Developer as they are a huge developer in the region.

## Closing Remarks

COTA just began this process and will reach out via email to provide updates throughout this process. Participants offered to help by providing support for future public meetings and providing pertinent background data for COTA's SRTP.

Participants also noted that COTA facilities are in good condition and have a good relationship with COTA where issues are resolved quickly.

*Meeting notes compiled by Amy Snell. If there are errors or corrections, please email [amy.snell@hdrinc.com](mailto:amy.snell@hdrinc.com) by 9/16/2022.*

## SHORT RANGE TRANSIT PLAN

### City of New Albany + Licking County Engagement Meeting

Date	Time	Location
9/30/2022	11:00 AM – 12:30 PM	New Albany Village Hall WebEx

#### Attendees:

Matt Allison – Licking County Transit  
Charles Henderson – Licking County Transit  
Jackie Russell – New Albany  
Elliott Doza – COTA - Webex  
Devayani Puranik - COTA  
Kimberly Sharp – COTA

Jennifer Chrysler – New Albany  
Steve Mayer – New Albany  
John Gardocki - MORPC  
Amy Snell- HDR  
Josh Sikich – HDR

### Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

### Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
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- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

### LinkUS Update

John Gardocki gave an update on LinkUS. He said that AECOM, is currently working towards 30% design on Broad/East Main LinkUS Corridors. This year COTA decided not to pursue the FTA Ratings for these corridors. Through LinkUS outreach, COTA staff met with New Albany in Spring of 2022 to gather feedback on LinkUS. Through that process, COTA is aware that New Albany is interested in Newark to New Albany fixed route service, a Northern East express route, and a connection between Easton and the Airport.

### COTA Operations

Devayani gave a general update on COTA operations. COTA is experiencing current labor shortages, and needs to balance community needs with limited resources. They are continuing to look at how to optimize and modernize transit services. The County Connections study

completed in Spring 2022 shows that workforce and medical transportation between county lines is a large community need,.

Elliott discussed the Northeast on-demand bus service which has been operating since 2020 around the Easton and 161/New Albany area. There has been some success, and COTA is interested in future mobility services.

## SRTP Objectives + Discussion

### New Albany Updates

New Albany is heavily focused on the future of the Hamilton corridor. Hamilton is expanding from 2 to 4 lanes, and has plans for several hundred apartment units and townhomes. Most of this development to the south and north of 161.

There will also be increased development in Jersey Township, just east of Mink Road. This land is owned by the New Albany Company.

Transit is needed in New Albany. Amgen and Amazon Distribution are two companies that have specifically asked for increased transit options. Residents have requested more access to the town center. There will continue to be an increase in development and office buildings that will bring more employees to the area. Ohio Health purchased 60 acres for a large future medical building. There are other employers, such as Google and Meta that are more data centers and will not have employees to support transit.

The Park and Ride facility within City of New Albany works well. New Albany would partner on amenity improvements (shelter space) if more service is provided. There is a second Park and Ride facility that is not active. It is owned by the City of New Albany but is used for construction equipment and storage space illegally. There is an opportunity to use this space for a future meeting point between Licking County transit services and COTA. This park and ride would need to be reconfigured for smoother bus operations. Kim said a long term goal for this Park and Ride could be similar to the mobility center at Rickenbacker Mobility Center. This is outside of COTA service area, so funding would have to be strategic and creative, using joint partnerships and federal grants.

COTA and New Albany have partnered with an electric vehicle grant in the past. . However, it did not move forward.

City of New Albany operated Smartride with good success. Smartride operated from the COTA Park and Ride to the various business parks for free. This was paid for by the City of New Albany Economic Development fund (\$225,000/year) for a 3-year pilot. It had 6 trips, in the AM and then in the PM and businesses adjusted shift changes with collaboration from COTA and MORPC. On-going outreach and marketing are important to the success due to high turnover of

jobs in these industries. However, Smartride was used by all skilled employees, including high earners and designers.

With the pandemic and COTA service adjustments, the usage has limited as there is currently only one bus/trip. Businesses have been asking for increased transit options for workers with the return-to-work policies, in particular the return of Smartride as it was advertised but currently does not exist. There are association fees charged to businesses to pay for the transit service, \$1600/acre/year, and currently they are not getting the service they were promised when locating to the area. There is currently only one Smartride shuttle – and it is modeled after the old Line 45. Employers have received feedback that the COTA On-Demand service is confusing, and that they want the Smartride to return.

Another long-term goal could be overhaul SR-161 or parallel road for transit use (Central, College, Walnut, Morse, or Green Chapel Roads).

## Licking County Updates

Licking County Transit (LCT) has a COTA employee “on loan” – Matt Allison. This role supports the capacity of LCT to assist with county connections and the update of a transit development plan. Currently, Licking County operates an on-demand service. They are looking into creating a fixed route service. The original plan called for six routes before the pandemic. Now, they are trying to implement the first two routes. In December, the TDP will be complete.

Prior to COVID, 40% of cars in New Albany are bypass, using US 62 or SR-161. There is an untapped potential of riders to the east.

There has been interest and limited discussions around connecting universities with one another. This could be the backbone of a fixed route service – from Ohio State Newark campus, Denison University, to the Ohio State Main Campus in Columbus.

In the New Albany/Licking County area, there are 19,000 jobs. With Intel, there will be 24,000 jobs, which does not include the projected 7000 construction workers and the projected additional phases and supportive tech businesses.

## Closing Remarks

New Albany residents would be more active in an online forum and able to respond to solutions and scenarios, opposed to a hearing of existing conditions, so a spring public meeting would be most useful. The City also has access to a resident and business e-blast where they are able to embed links to surveys.

From the discussion, short, medium, and long term – hypothetical ideas - came to light. Kim would like to continue these conversations through strategy sessions, possibly including Intel, ODOT, and other key partners before the public meetings happen in the Spring.

**Short Term:** Possibly increase COTA frequency to existing Park and Ride and New Albany to restart the Smartride service to provide service to needed businesses.

**Medium Term:** Possibly reinvest in the second Park and Ride in Licking County to provide service to the east of New Albany and into the new phases of development

**Long Term:** Possibly reconfigure IR-161 for transit (or parallel road) to bring service across New Albany to Licking County and beyond. Recreate the second Park and Ride in Licking County to be like the Rickenbacker Airport Park and Ride facility.

# SHORT RANGE TRANSIT PLAN

## Canal Winchester and Groveport

Date	Time	Location
10/18/2022	11:30AM -1 PM	Canal Winchester

### Attendees:

BJ King – Groveport	Lucas Haire – Canal Winchester
Bob Dowler – Groveport	Matt Peoples – Canal Winchester
Andrew Moore – Canal Winchester	John Gardocki - MORPC
Elliott Doza – COTA	Mae Thompson - HDR
Devayani Puranik - COTA	Josh Sikich – HDR

This summary reflects the general notes and topics discussed for this meeting to the best of the knowledge of the notetaker. If you have any questions or find any errors, please contact Mae Thompson at Mae.Thompson@hdrinc.com.

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

Devayani Puranik gave an update on LinkUS. She said that this year COTA decided not to pursue the sales tax initiative or FTA Ratings for the East Main and West Broad corridors. The LinkUS project team is currently working on establishing MOU agreements to prepare for the initiative going to the ballot. Devayani shared that the LinkUS work is still moving forward.

A question about what the realization point or “trigger point” for going to the ballot is. Devayani said there are many factors including funding options, partnerships, and priorities for voters. She said LinkUS is monitoring all of these factors to decide when to go to the ballot.

Below are items discussed in previous LinkUS meetings with Groveport and Canal Winchester.

Canal Winchester



- Interest in increased fixed route services for workforce access
- Completing a Comprehensive Master Plan, with more opportunities for apartments and industrial development.
- Trail and pedestrian improvements are a top priority

#### Groveport

- Interested in COTA//Plus services, or other types of transit options to serve the Rickenbacker Industrial Park area
- Would like to see services in Fairfield and Pickaway County, so that Groveport is not the end of the line

A discussion about LinkUS continued with the group. It was shared that the perception of spending money on transit-supportive infrastructure could be better used. Representatives suggested that money for expanding highways could be a better use.

Representatives from Groveport shared that there is a need to move the workforce more efficiently from north to south, especially to Rickenbacker. It was discussed that these jobs typically do not have a remote option. For both Groveport and Canal Winchester, manufacturing is a key driver for the local economy.

From observation, ridership levels have continued to be consistent through the pandemic at Rickenbacker., It is a shared feeling that there ar an increase in employers, however, transit options are not being considered.

## COTA Operations

Elliott shared that a shortage of operators is the biggest challenge. COTA is experiencing labor shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

Josh presented information about the SRTP and the primary objective of serving as a tool to guide the next five years. The SRTP will focus on COTA's current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## Canal Winchester and Groveport Updates

Josh opened the discussion by identifying the places of development. Places that were identified were:

- 4200 unit development along Brice Road corridor from north to south.

- Along Pike and Canal, there will be 300 and 900 residential units. These will be serviced through the City of Columbus.
- There are plans for improvements along US 33, including at 270 and US 33 new loop ramps, plans to widen lanes to Fairfield, and create an interchange at Bixby Road. There is a need for alternative ways to access US 33.

The implications of Intel were discussed and indicated that the impact would span further than Licking County. There is a concern about traffic impacts and a question of where Intel impacts fizzle out. It was shared that small towns are losing the feeling of a small town. In places like Canal Winchester and Groveport, there is a shared sense that development will happen if the land is available, which both municipalities have available land.

One concern is how to move people to these new job sites that are difficult to access without a car. It was discussed that from a new job site development could be a mile, however, walking or accessing the site is unsafe. For people, without a car living near the interchange, a safe pedestrian crossing doesn't exist.

The group discussed the desire to have an increased frequency of Route 25 and the desire to connect this to Groveport and west to trails.

In May, Canal Winchester is planning to adopt the Comprehensive Plan. Recently they completed a thoroughfare program that included transportation planning and trails for the next 20 years.

A mobility hub was discussed in Groveport given the proximity to Rickenbacker. It was discussed that for Groveport there needs to be a new alignment to these new job markets and connections to other transit systems. There was a pilot program during the pandemic which was unsuccessful from east to west into Groveport.

There is a need for transit for a large refugee population between Brice and Pike. Additionally, there is tax credit housing along Gender Road and north of Winchester and Pike. There has been a need for transit on Gender Road for the past 4-5 years.

It was shared that if Route 25 had more options and increased frequency it would be used more.

The Canal Winchester Park and Ride is well maintained, but it was shared that the constant usage is unknown. At this park and ride are the only EV chargers in Canal Winchester, and they are being used.

Through discussion, most of the development that will occur will be outside of the COTA service area.

It was discussed that Pickerington wants service which points to a regional problem for transit. Devayani shared more about the County Connections Playbook. A regional system was stated as being desired.

For public engagement, turnout is low in public meetings. It was discussed that a survey would be a better way to capture input. There was a suggestion to target warehouses for feedback and the SE Commission to share the survey broadly.

Canal Winchester has an online bi-monthly newsletter. They had 100 people over the course of three days engage and comment on the Comprehensive Plan.

Groveport has a Department of Community Affairs that can help spread the word about meetings and surveys.

## Closing Remarks

Josh shared that the SRTP will continue into Spring 2023. Josh said the next step would be reaching out about how to engage the public in these two cities. Devayani and Josh thanked everyone for attending.

# SHORT RANGE TRANSIT PLAN

## City of Westerville

Date	Time	Location
9/30/2022	10 AM – 11:30 AM	Westerville Development Building (64 E Walnut)

### Attendees:

Karl Craven – Planning & Development Director	John Gardocki - MORPC
Carolyn Thurman – Deputy Director	Mae Thompson - HDR
Elliott Doza - COTA	Josh Sikich – HDR
Devayani Puranik - COTA	

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## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan (SRTP) goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

John Gardocki gave an update on LinkUS and described the implications of not going to the ballot this year for an increase in sales tax. He said that the LinkUS project team is currently working towards 30% design on Broad/East Main LinkUS Corridors. This year COTA decided not to pursue the FTA Ratings for these corridors. He discussed the LinkUS Community Action Plan as a guide to move LinkUS forward. John said that the goal is to have a slate of Transit Supportive (TSI) Infrastructure projects for the next 4-5 years.

Karl asked about the progress in developing criteria for TSI project selection process. John responded and said there is some work being done to create that process, however a lot of the criteria will be developed after the ballot initiative. Devayani added that the LinkUS partners are establishing MOUs, formal and informal, to support the process of TSI and other elements of LinkUS.

Earlier this year LinkUS connected with the City of Westerville to gather feedback. Through the process, a few key items were highlighted related to the Short Range Transit Plan. The group discussed the topics below:

- Desire more east-west connections across central Ohio.
- Interested in increased COTA//Plus services to and from schools in Westerville and ~~Genoa Township~~ Linden Township
- Increase transit marketing
- Improvements to the frequency of CMAX
- Discussions with Metro Parks for a trail system extension near I-270
- Development on Dempsey Road

Carolyn noted that an increase in COTA//Plus service should look at the Linden Township as a priority, more than the Genoa Township. She said there is a concern about student transportation because of the municipal service area does not “cover” students outside of the Westerville boundary.

In the group discussion, Karl asked if COTA can create a bus lane on 161? He said that Route 3 would end in Westerville, but the county roads won’t be able to support the number and cars. Carolyn added that it would be helpful to have guidance from COTA on how jurisdictions should respond to Intel. Devayani responded and said that COTA and people at Intel are discussing transportation options. She said that ODOT has received pressure to consider transit as part of the roadway expansion.

## COTA Operations

Elliott shared that a shortage of operators is the largest challenge. COTA is experiencing current labor shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

Josh presented information about the SRTP and the primary objective of serving as a tool to guide the next five years. The SRTP will focus on COTA’s current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## City of Westerville Updates

Josh introduced the map activity to identify the places of development. Places that were identified were:

- Along State Street by the Post Office

- 230 Multifamily homes off Sunbury Road
- Along County Road there is a possible development of Chick-fil-A
- Westerville is building a new courthouse east of the lake off Tradewind Drive
- Along County Line Road and West Road there will be 88 new townhouses on the southwest corner.
- ODOT discussed a new interchange near Africa

Places that were identified as difficult for the workforce to access include:

- Uptown has complained of a struggle to find employees.
- Hot Chicken Takeover is struggling to get employees to the Polaris area
- Cheryl's cookies experience the challenge of connecting transit and their employees

Services that were identified as challenging to access via transit include:

- The Food Pantry in the Brookside neighborhood

Karl discussed that the city creates a citizen survey every other year. The largest problem that is consistently listed is traffic. He explained that this survey has been the same for a long time, it can be difficult to extract information about traffic concerns.

Carolyn said that COTA//Plus is filling a gap for people in Linden Township. The COTA//Plus service allows people to access retail services.

In terms of transit services, Karl said that Kim Sharp had thought a fixed route would be beneficial through Brookside. He added that in Brookside there would be 1 million dollars in sidewalk improvements next year.

A discussion about the implications of Intel led to a conversation about an opportunity for additional Park and Rides. A question of having two park and rides on the east side was discussed. Karl added that the old Kohl's site could have potential.

Devayani added that COTA wants to integrate mobility options at new park and ride locations.

Carolyn added that there is not a lot of housing being built and little green space. She said the City is working on a new zoning code. The council is supportive and would like to see a plan.

A question of how to connect the west side of Westerville could be feasible. With COTA//Plus the senior bus was to be eliminated, but it continues to operate. This is a discussion for COTA and the City of Westerville concerning the contract and negotiated terms. Access to COTA//Plus has been difficult for seniors at Sunbury.

Park and Ride conditions were discussed and bus stops. Carolyn and Karl said that the lack of trash reciprocals was a complaint. They would like to see more marketing materials about COTA//Plus within the shelters.

Carolyn asked if there has been a sidewalk conditions analysis around bus stops for cities to be able to improve. Devayani to send the file.

To engage the public, Carolyn and Karl indicated that they had more in person comments recently. There is a Wednesday email blast about the city. SRTP could use the email blast or print publication to advertise public engagement efforts.

Karl suggested reaching out to the Chamber of Commerce for public engagement as well. He said they would have more influence by zip code. Karl said there is also the Uptown Association as another entity to reach out to.

There were not hot button issues that the City has heard. Karl and Carolyn suggested keeping the routes, increasing frequency, continue COTA//Plus, promote and market COTA//Plus, and there is potential for a new Park and Ride for access to Intel.

Devayani shared more about County Connections, a project to better understand and create connection points across county borders. Both Carolyn and Karl like this idea to approach transit as regional.

## Closing Remarks

Josh thanked everyone for participating in the meetings. He shared that more information will be shared as the project progresses. Devayani and Elliott encouraged any information sharing and thanked everyone for their time.

# SHORT RANGE TRANSIT PLAN

## City of Whitehall & City of Reynoldsburg

Date	Time	Location
10/18/2022	3:30 – 5:00 PM	7232 East Main St. Reynoldsburg, OH 43068

### Attendees:

Ryan Andrews- City Engineer  
Megan Meyer – Whitehall  
Erik Meyer - Reynoldsburg  
Devayani Puranik – COTA

Elliott Doza – COTA  
John Gardocki – MORPC  
Josh Sikich – HDR  
Mae Thompson – HDR

This summary reflects the general notes and topics discussed for this meeting to the best of the knowledge of the notetaker. If you have any questions or find any errors, please contact Mae Thompson at [Mae.Thompson@hdrinc.com](mailto:Mae.Thompson@hdrinc.com).

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

John Gardocki gave an update on LinkUS and described the implications of not going to the ballot this year for an increase in sales tax. He said that the LinkUS project team is currently working towards 30% design on Broad/East Main LinkUS Corridors. This year COTA decided not to pursue the FTA Ratings for these corridors. He discussed the LinkUS Community Action Plan as a guide to move LinkUS forward. The group briefly discussed previous conversations between the City of Reynoldsburg and the City of Whitehall and LinkUS. The items below were extracted since they were relevant to the SRTP.

Whitehall



- Interested in increased economic development opportunities along East Main Street with the BRT implementation
- There is a need for workforce housing
- Greenways are important to their community. Willing to partner with LinkUS to expand their trail access
- Recently completed their first Complete Streets project, looking to implement more.

#### Reynoldsburg

- Would like to see increased fixed route services, particularly to in their areas.
- Would also like to see new services to transport workers to new Intel site and other job hubs in Licking County from their community
- Excited to be apart of the East Main BRT project in their historic downtown. Hoping that this will reduce speeds of other traffic in their community
- Completing a Complete Streets corridor study
- Current zoning allows for 7 stories of development. Looking to future opportunities along Brice Road such as a park and future development.

## COTA Operations

Elliott shared that a shortage of operators is the largest challenge. COTA is experiencing current labor shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

Josh presented information about the SRTP and the primary objective of serving as a tool to guide the next five years. The SRTP will focus on COTA's current operations, future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## City of Whitehall and City of Reynoldsburg Updates

Mae described the map activity and asked the group about new developments in the City of Whitehall and the City of Reynoldsburg.

Some of the City of Whitehall developments include:

- On the Southwest Corner of Broad and Hamilton
- A new company in the Alliance Center
- New office and rental development on NE corner of Broad Street and Hamilton Road
- Affordable housing at Homeport for seniors
- On Main Street there is new affordable housing on an old junkyard - 14 acres

- Enclave on Main is 102 apartments of affordable housing
- On Yearling and Rickenbacker there will be 30 new multifamily housing
- On Broad- the Kroger will be renovated, and the land north of the Kroger could be redeveloped.

In a community survey, City of Whitehall residents desired more affordable housing. It was discussed that in 2025 there are new trails planned.

Megan from Whitehall shared that there are challenges with school transportation. She suggested a route that goes north to south on Yearling.

For the City of Reynoldsburg, there are many developments in the area. All are cataloged on GIS on their website. Some of the developments discussed were:

- At the end of the line, 250 multifamily units in the next two years in Licking County
- Near Summit H.S. there will be a new traditional subdivision
- New primary care doctor on Main and Carlyle- the lot will be about 200 employees
- South of Broad and Taylor, new Limited warehouse. This will transform greenfield into logistics warehouse.
- 80 townhouses off of Waggoner Road
- Near Main and Lancaster there will be new townhouses
- It was discussed that a lot of the development will occur toward the east side of Reynoldsburg.
- On Brice and Main there will be a new library.
- A new development in the next 2 years is expected as hotels and shopping areas in the Brice and Main area.

It was mentioned that Reynoldsburg is a charter member, and COTA can serve parts of Licking County.

Etna and Bath and Body Works have complained about worker access. Erik from Reynoldsburg said that a connection to Etna is large gap that needs to be filled.

Elliott mentioned that COTA is working on reworking service at airports, 5<sup>th</sup> Avenue, and down to Whitehall possibly.

It was discussed that there are great east-west connections for Reynoldsburg and Whitehall. However, the north-south connections are limited. For Whitehall, the preferred option would be Yearling Road. For Reynoldsburg, route options could include Taylor Road, Mink Road, or Waggoner Road.

Whitehall expressed that for LinkUS their LPA was in support of Broad. Megan said there is a desire for more frequency on Broad and Main. She said the last-mile connections are important and access to trails– a question if scooters could be a good option.

Megan said technology is important, but going cashless is scary because many riders in Whitehall still pay by cash.

It was discussed that a mobility hub could be placed on Broad and Hamilton.

On the topic of engagement, both Megan and Erik have not had much success lately. The BRT LinkUS meetings could have been better attended. Megan suggested meeting people where they are, on the bus for a survey.

If there is a Whitehall meeting in the Spring, Megan suggested having it in Whitehall. Erik suggested engaging the City Council and going on the Mayor's YouTube show in Reynoldsburg.

## Closing Remarks

Josh thanked everyone for participating in the meetings. He shared that more information will be shared as the project progresses. Devayani and Elliott encouraged any information sharing and thanked everyone for their time.

# SHORT RANGE TRANSIT PLAN

## City of Gahanna

Date	Time	Location
11/09/2022	3:30 PM – 5:00 PM	City of Gahanna Office

### Attendees:

Nate Strum – City of Gahanna

Preston Brown- City of Gahanna

Stephania Ferrell – City of Gahanna

Tim Komlanc – City of Gahanna

Devayani Puranik - COTA

Elliott Doza - COTA

John Gardocki – MORPC

Amy Snell – HDR

Josh Sikich – HDR

Mae Thompson - HDR

This summary reflects the general notes and topics discussed for this meeting to the best of the knowledge of the notetaker. If you have any questions or find any errors, please contact Mae Thompson at [Mae.Thompson@hdrinc.com](mailto:Mae.Thompson@hdrinc.com).

## Welcome + Introductions

Amy Snell welcomed everyone to the meeting, and each participant introduced themselves.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan (SRTP) goals and project timeline
- Discuss transit priorities, connections, and developments in the area
- To identify growth, needs, and challenges for transit in each community

## LinkUS Update

John Gardocki gave an update on LinkUS and described the implications of not going to the ballot this year for an increase in sales tax. He said that LinkUS is continuing to move forward and follow the Community Action Plan, which was released in June. John said the LinkUS team is continuing work on West Broad and East Main. He said that MORPC is leading the Transit Supportive Infrastructure (TSI) group to create greenways and bikeways, which he said connects to efforts in the City of Gahanna.

## COTA Operations

Elliott Doza said the SRTP is intended to modify the network through a lens of equity and understand where to connect. Elliott shared that a shortage of operators is the largest challenge.

COTA is experiencing operator shortages and needs to balance community needs with limited resources. The system of split shifts is challenging to recruit new people; however, COTA is actively thinking of new ways to recruit and retain transit operators.

## SRTP Objectives + Discussion

Amy presented information about the SRTP and the primary objective of serving as a tool to guide the next five years. She said the SRTP would focus on COTA's current operations, and future transit enhancements, and prioritize expenditures, service, and funding. The SRTP will engage various levels of the public and stakeholders.

## City of Gahanna Updates

It was discussed that Rapid5 had been an active project within the City. Rapid5 utilizes waterways and bike trails to connect people with natural resources across the many cities.

Stephania said that along with Rapid5, the City has been working on connecting parks within the City. Friendship Park has been a focus to connect access to parks. It was shared that the goal is to create a regional park system. Stephania shared that in terms of transportation, access to parks like Big Walnut will be important to support various modes of transit.

Stephania said that one of the goals is to have Clark Park, the furthest park to the east, be connected to the west through trails. She shared that there is a scenic byway as part of Franklin County just east of the City. She shared that another desire for the City is to connect the main trails to communities and suburbs.

One area of concern for the City is the intersection of Claycraft Road and Taylor Station Road. There are two bus stops at this intersection. Pedestrians frequently walk along Taylor Station Road to Claycraft Road for jobs, that either get off or dropped off on Broad Street in front of Mt. Carmel East. There are no sidewalks along Taylor Station Road and a railroad crossing. Part of the improvements would be to extend the multi-use path. It was shared that many individuals rely on transit. The City of Gahanna has been in contact with the City of Columbus, and they would like together to make the accommodations needed in this area.

It was shared that there has been interest in the Big Walnut trail by the airport. South of 270 by Big Walnut Creek Center Drive, there is interest in housing for this site. It would be a draw for people working at the airport.

A comment was made that Hamilton Road continues to be a robust corridor.

There is a new library in Gahanna, but there is limited transit access. Currently there is route 24 and 25 that serves this area, but the transit stop is not easily accessible to the library. The closest station would be Lincoln Circle.

It was discussed that there is interest in the Creekside area for a 5.5-acre multiuse housing complex on Mill Street between Carpenter and Walnut. The project is expected to be \$180 million over the course of 5 years.

Employers that are interested in transit include Donanto and AB Safegate. It was shared that employers are interested in attracting new talent. It was discussed that if talent can't easily get to employers, they will find jobs closer to home.

It was shared that Creekside is an area with many businesses that rely on transit. Many employees are in high school and can't drive.

In terms of micromobility, Bird reached out to the City of Gahanna to see if scooters would be appropriate in the City. Preston a map that shows the commercial corridors, neighborhoods, and job centers. He shared that, at this time, it did not make sense to have scooters based on these areas. It was discussed that the City of Gahanna does not have a code allowing scooters.

Access to the airport was discussed, and if there was interest from the airport to have people access the airport by bike or walking paths. It was shared that service to the airport has not been a priority; the challenge is that most of the land by the airport is FAA protected.

Concerning traffic in the area, the City sees an impact from Jefferson Township. There has been an increase in traffic.

It was discussed that in terms of daytime growth, the City is fairly balanced. It was shared that there has been an increase in people working from home.

Elliott shared that COTA will be looking at how to serve the south of 270 and Hamilton. One option that could be explored could be pre-scheduled trips and on-demand.

It was asked what City staff have heard from residents about transit. Comments that were discussed included:

- The senior center is moving locations, and there is concern about mobility options at the center and visitors.
- It is expected that closing on the property for City services and the police station will happen in November. Seniors are worried about how to access City services.

It was discussed that traffic at intersections was one of the main complaints in Gahanna. Overall, it was shared that there are not a lot of pressing issues, unlike in 2019 when voters voted on an income tax levy. It was shared that residents don't like change.

The Mayor asked if there was an opportunity to partner with COTA. It was discussed that there could be an opportunity to help facilitate school and senior transportation services. It was shared that the schools are moving their athletic facilities toward Jefferson Township. Elliott mentioned

that in other cities, COTA has taken over senior transportation by splitting the costs with the city. The service options could be discussed further.

It was mentioned that another area for service could be for large events like Holiday Lights. The Mayor commented that Visit Gahanna has a mission for people to see the City, while there is also a need to get people around the City who live here.

One of the major redevelopment is Crescent at Central Park just southwest of the I-270 interchange with Hamilton Road. It will offer 112 acres of premier office, retail, and residential development.

It was discussed that the interchange off of Hwy 62 and the Jefferson Township sees much traffic at Agler and Stylger. It was shared that the congestion from the people getting off the highway people going north to south causes traffic delays.

Tom asked what the SRTP is doing beyond 0-5 years. Devayani answered that LinkUS funding would be key to expanding mobility in the region. COTA is exploring different scenarios and where services will need to go, like to Intel or the airport. LinkUS will establish eight new COTA//Plus zones and add hours for fixed-route. LinkUS is looking at 2050 and what is possible based on previous studies.

Amtrak was discussed as they may reestablish service throughout the state. John said there could be a potential stop at Crossroads and one downtown. He said a NOFO is coming out in December to begin looking at a passenger rail program. John said the whole phase and study could take five years.

There was little discussion about Park and Rides or specific improvements to other transit stops not mentioned before.

It was discussed that in the spring, SRTP would have public meetings. It was asked if people in Gahanna have been attending public meetings this year. It was shared that the public has come to the public meetings. It was also shared that there are multiple ways to communicate with residents, like a newsletter, City email blast, and a quarterly physical magazine.

It was discussed that if there were a recommendation in the SRTP to put a BRT through Old Gahanna, that would be a concern. It was stated that in Gahanna, people don't know what they don't know about transit. There could be more information and education about demand response.

## Closing Remarks

Amy and Devayani thanked everyone for attending the meeting, and COTA will be in touch with the next steps, specifically for the spring.

# SHORT RANGE TRANSIT PLAN

## Union County

Date	Time	Location
11/8/2022	2PM – 3:30 PM	Union County Department of Health

### Attendees:

Andrew Binegar, BCAP	Marc Dilsaver, Marysville
Terry Emery, Marysville	Bill Narducci, Union County
Ashley Gaver, Marysville	Ashley Miller, UCHD, Mobility Manager
Eric Phillips, Marysville – Union County	Shawn Sech, UCHD
Kyle Hoyng, Marysville	John Gardocki - MORPC
Josh Roth – COTA	Amy Snell - HDR
Devayani Puranik – COTA	Josh Sikich – HDR

## Welcome + Introductions

The meeting began with a welcome and introductions of each participant.

## Meeting Objectives

Objectives for this meeting were:

- To provide an update on COTA and LinkUS,
- Share information about the Short Range Transit Plan goals and project timeline,
- Discuss transit priorities, connections, and developments in the area,
- To identify growth, needs, and challenges for transit in each community and how COTA can be part of the transit needs in Union County.

## Union County

Union County receives 5310 funds for senior transportation services. This begins by 3:30 in the morning in order to care for dialysis patients.

The GoOhio bus transportation service has a stop in Union County at a food pantry on the east side of town. There are no Uber/Lyft services to request rides. This has caused a major workforce issue, even for visitors to the Honda plant.

There are many job opportunities within Union County. It has been a struggle for these companies to hire workforce. Many of these job opportunities have three shifts. If there were transit along 33 that would be the ideal location from Dublin to Marysville. Along this route, there is Honda, TRC, and Scotts



with over 1200 people. It is estimated that about 50% of the workforce travels in and out of the county daily, with workers coming from Franklin County.

Union County is interested in anything technologically advanced. They are interested in being a pilot for AV systems. They recently submitted a grant for the City of Marysville for a \$3 million proposal for an AV people mover system.

Union County is beginning to see increased residential density. Recently approved 800 apartments in the Uptown area but have approved over 2000 apartments in the last few years. These apartments will be market rate as the housing market has increased for single family dwellings.

Individuals with lower socioeconomic circumstances have moved into northern Union County, which has caused issues with human/health services.

Union County is working with Ohio State to propose an autonomous electric shuttle and would like to focus on connections to Bridge Park in Dublin.

COTA is interested in Union County and its development as there is pressure to reach job centers. COTA relies on individuals using transit services to go to work. There could be an opportunity to create a technologically savvy collaboration for the workforce and access. Union County is interested in pilot projects to showcase needs for workforce transit. There can be collaboration with the COG board. COTA will send a delegate to these meetings to stay informed with Union County.

## Closing Remarks

Josh thanked everyone for participating in the meetings. Devayani shared that more information would be forthcoming and encouraged any information sharing.



# APPENDIX B

*COTA//Plus Service Profiles*

SHORT RANGE  
*transit plan*  
2023-2027

Draft



**COTA**

# COTA PLUS

## ZONE: Grove City

**Description:** On-Demand service operating throughout Grove City including service to the Village of Urbancrest, Mt. Carmel, and Grove City.

**Key Points of Interest:** Grove City Town Center, South-Western Career Academy, Grove City Park and ride, Ohio Health, SouthPark Industrial Area.

### Operating Characteristics

	Span
Weekday	5:30 a.m. - 8:00 a.m.
Saturday	No Service
Sunday	No Service

### Annual Statistics

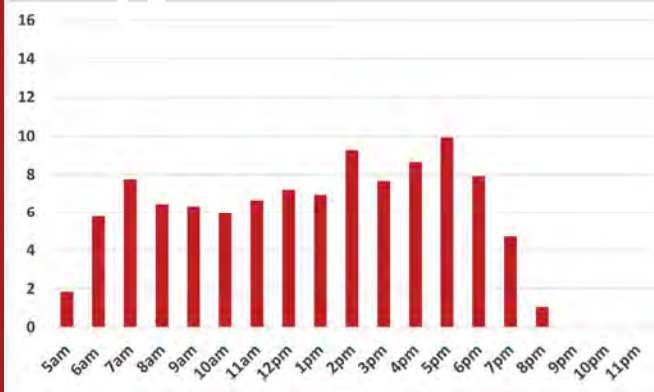
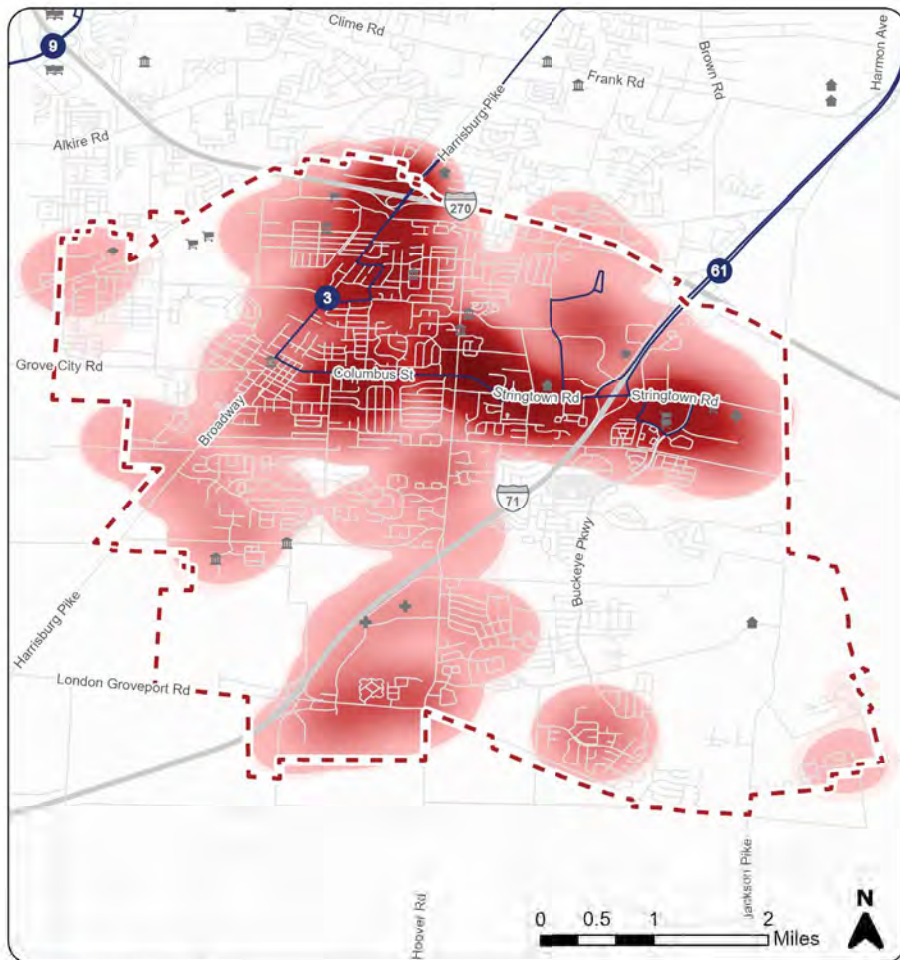
		Rank
Revenue Hours	10,460	3/4
Revenue Miles	124,705	2/4
Ridership	24,929	2/4
Productivity*	2.4	2/4

\*passengers per revenue hour



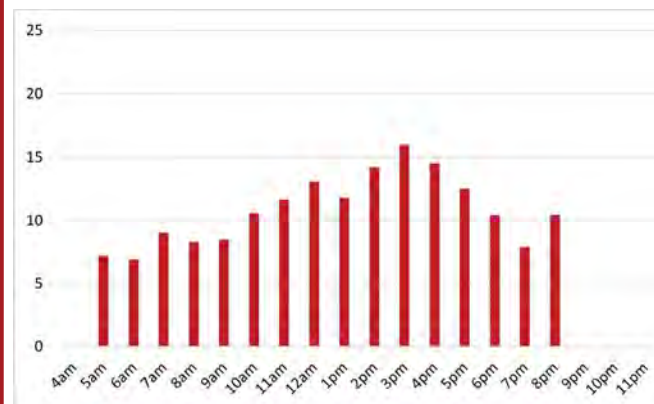
**Total Weekday Ridership (Jan-April 2022)**

**Average Weekday Ridership by Hour**



- Attractions**
- Community
  - Education
  - Medical
  - Shopping
  - Multi-Family Housing
- Other**
- COTA Plus Zone (dashed red line)
  - COTA Routes (solid blue line)

**Average Weekday Wait Time by Hour (Min)**







# COTA PLUS

**Description:** On-Demand service operating throughout Grove City including service to the Village of Urbancrest, Mt. Carmel, and Grove City.

## ZONE: Grove City

**Key Points of Interest:** Grove City Town Center, South-Western Career Academy, Grove City Park and ride, Ohio Health, SouthPark Industrial Area.

### Daily Statistics

	 Average Daily Ridership	Rank	 Passengers per Hour	Rank	 Passengers per Mile	Rank	 Peak Vehicles	Rank
<b>Weekday</b>	107	2/4	5.4	2/4	0.4	3/4	5	1/4
<b>Saturday</b>	NA	/2	NA	/2	NA	/2	NA	/2
<b>Sunday</b>	NA	/2	NA	/2	NA	/2	NA	/2

### Route Assessment

#### Strengths

- Fairly long span of service on weekdays
- Average wait times below 15 minutes during most time periods
- Expands coverage beyond the reach of the current fixed-route network
- Multi-modal connection opportunities
- Moderate productivity at 2.4 passengers per revenue hour

#### Weaknesses

- Low ridership east of Buckeye Pkwy., south of White Rd.
- No weekend service
- Limited fixed-route connections

#### Opportunities

- Restructure zone to eliminate low ridership area east of Buckeye Pkwy., south of White Rd.
- Expand coverage north to Broad St., primarily west of I-270 to pick up Route 9 coverage along Georgesville Rd. and Norton Rd., serve planned transit center on Broad St., and service more housing and employment

# COTA PLUS

## ZONE: Northeast

**Description:** On-Demand service operating throughout Northeast Franklin County including service in parts of Northeast Columbus, Gahanna, and New Albany.

**Key Points of Interest:** Northland Transit Center, Mount Carmel St. Ann's, Mount Carmel New Albany, Mount Carmel East, Easton Town Center, Easton Transit Center, Royal Plaza Park and Ride.

### Operating Characteristics

#### Span

Weekday	5:00 a.m. - 11:00 p.m.
Saturday	5:00 a.m. - 11:00 p.m.
Sunday	5:00 a.m. - 11:00 p.m.

### Annual Statistics

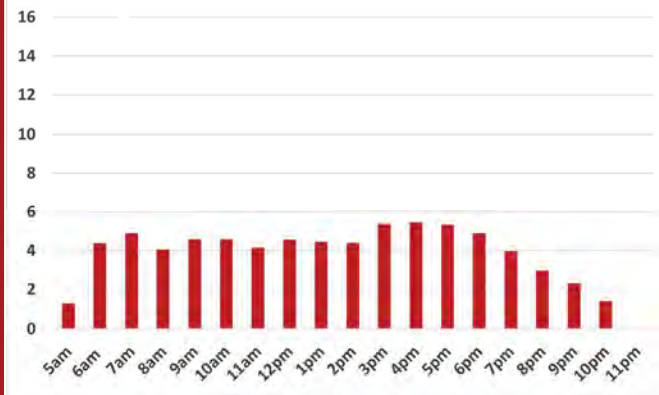
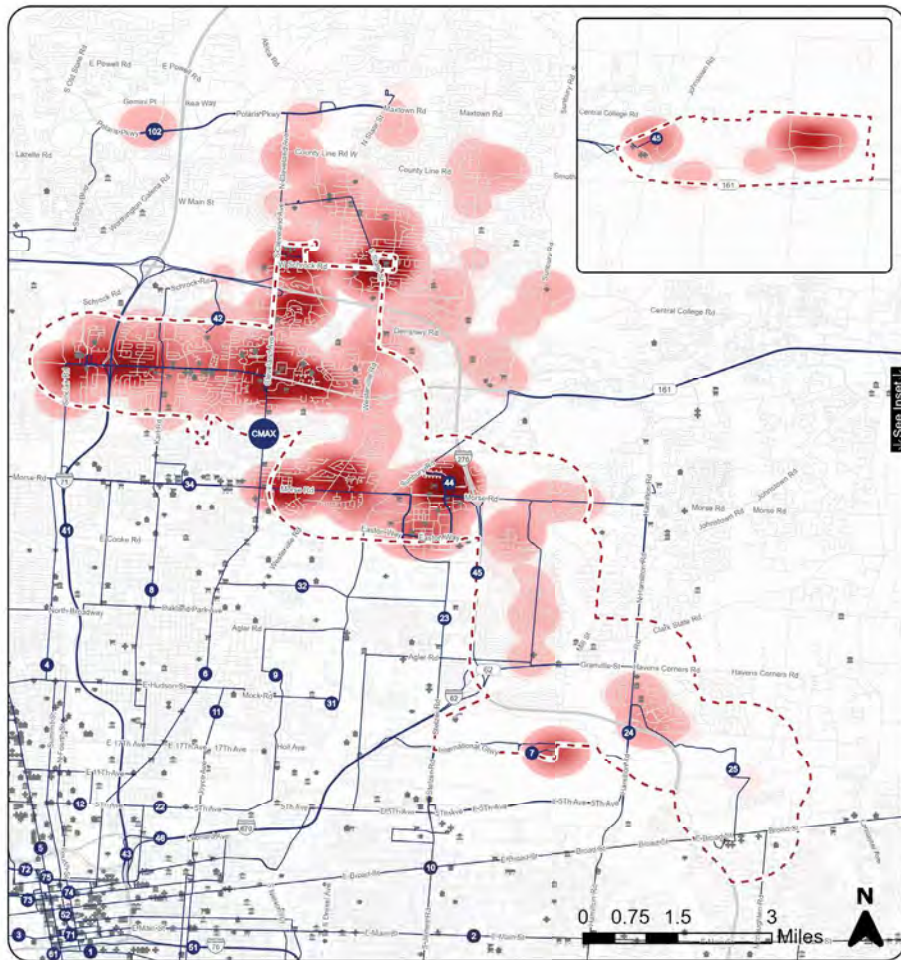
		Rank
Revenue Hours	10,960	1/4
Revenue Miles	144,230	1/4
Ridership	15,104	3/4
Productivity*	1.4	4/4

\*passengers per revenue hour

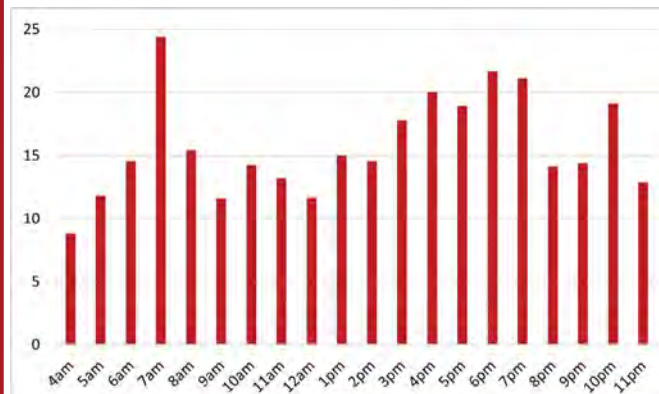


**Total Weekday Ridership (Jan-April 2022)**

**Average Weekday Ridership by Hour**



**Average Weekday Wait Time by Hour (Min)**



**Northeast Weekday Ridership January - April 2022**



#### Attractions

- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

#### Other

- COTA Plus Zone
- COTA Routes

# COTA PLUS

## ZONE: Northeast

**Description:** On-Demand service operating throughout Northeast Franklin County including service in parts of Northeast Columbus, Gahanna, and New Albany.

**Key Points of Interest:** Northland Transit Center, Mount Carmel St. Ann's, Mount Carmel New Albany, Mount Carmel East, Easton Town Center, Easton Transit Center, Royal Plaza Park and Ride.

### Daily Statistics



**Average Daily Ridership**



**Passengers per Hour**



**Passengers per Mile**



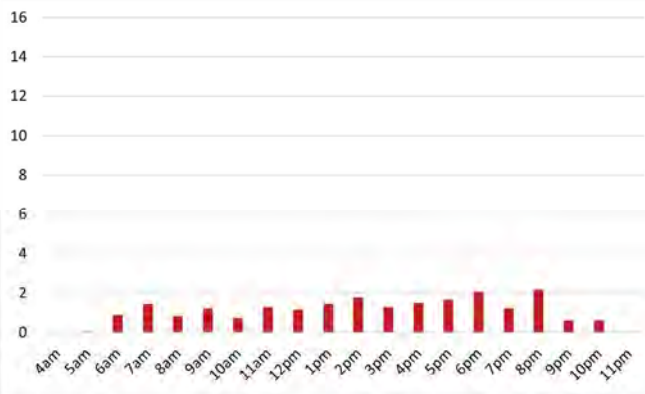
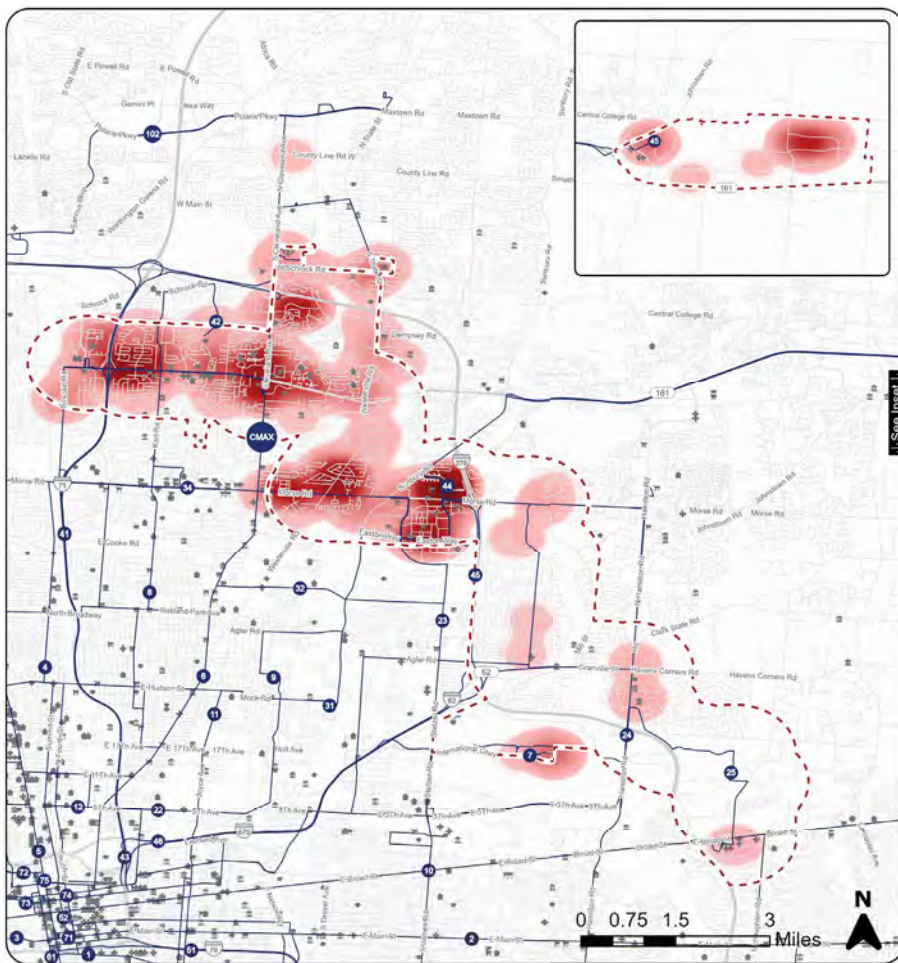
**Peak Vehicles**

	Average Daily Ridership	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Peak Vehicles	Rank
<b>Weekday</b>	47	4/4	2.4	4/4	0.2	4/4	2	4/4
<b>Saturday</b>	32	2/2	1.1	2/2	0.2	2/2	2	1/2
<b>Sunday</b>	38	2/2	1.3	2/2	0.2	2/2	2	1/2

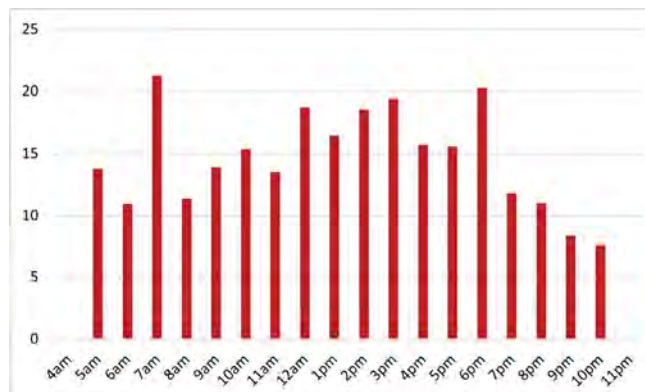


**Total Saturday Ridership (Jan-April 2022)**

**Average Saturday Ridership by Hour**



**Average Saturday Wait Time by Hour (Min)**



# COTA PLUS

## ZONE: Northeast

**Description:** On-Demand service operating throughout Northeast Franklin County including service in parts of Northeast Columbus, Gahanna, and New Albany.

**Key Points of Interest:** Northland Transit Center, Mount Carmel St. Ann's, Mount Carmel New Albany, Mount Carmel East, Easton Town Center, Easton Transit Center, Royal Plaza Park and Ride.

### Route Assessment

#### Strengths

- Extensive span of service
- 7-day-a-week service
- Destination-rich environment
- Expands coverage beyond the reach of the current fixed-route network
- Multi-modal connection opportunities

#### Weaknesses

- Limited pick-up locations, as buses serve designated stops only
- Low ridership south of Morse Rd., east of I-270
- Relatively low productivity at just 1.4 passengers per revenue hour
- Relatively long wait times (more than 20 minutes) during peak periods

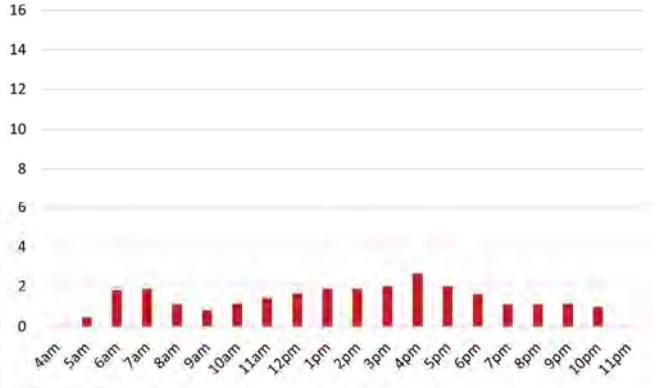
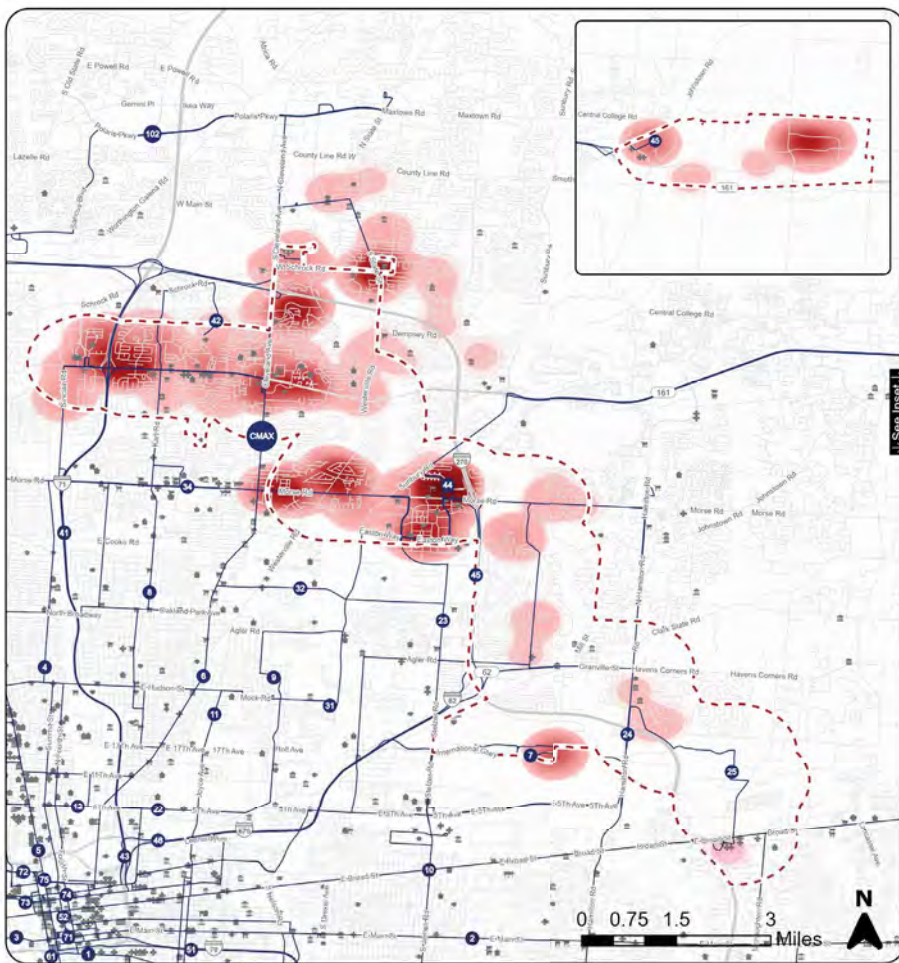
#### Opportunities

- Restructure zone to eliminate low ridership area south of Morse Rd., east of I-270 in order to reduce wait times and improve productivity
- Convert zone to full microtransit service, rather than on-demand bus service to improve accessibility and create consistency with other COTA Plus services
- Combine resources of Northeast and Westerville zones to create a Northern Arc zone stretching from Dublin to New Albany and utilizing a distance-based pricing model to expand coverage while incentivizing shorter trips



### Total Sunday Ridership (Jan-April 2022)

### Average Sunday Ridership by Hour



#### Northeast Sunday Ridership January - April 2022



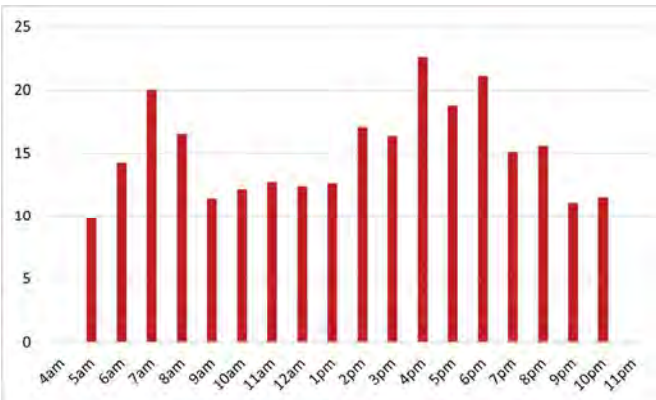
#### Attractions

- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

#### Other

- COTA Plus Zone
- COTA Routes

### Average Sunday Wait Time by Hour (Min)



# COTA PLUS

## ZONE: Southside

**Description:** On-Demand service operating throughout South Columbus including service to German Village, the Brewery District, and Nationwide Children's Hospital.

**Key Points of Interest:** Reeb Avenue Center, Marion Franklin Community Recreation Center, IMPACT Community Action, South Specialty Hospital, FACCES Family Center, Jewish Community Center of Greater Columbus, John Maloney Health Center.

### Operating Characteristics

	Span
Weekday	5:30 a.m. - 8:00 p.m.
Saturday	5:30 a.m. - 8:00 p.m.
Sunday	5:30 a.m. - 8:00 p.m.

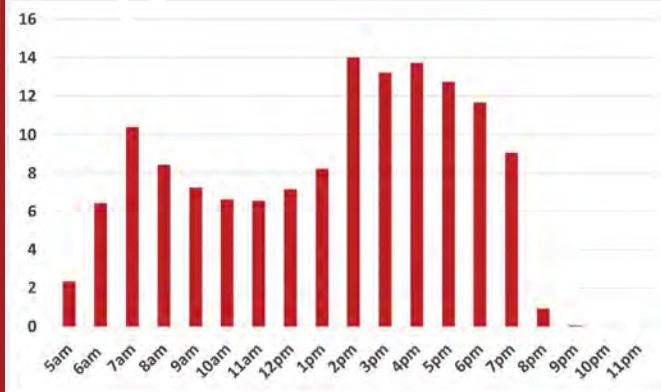
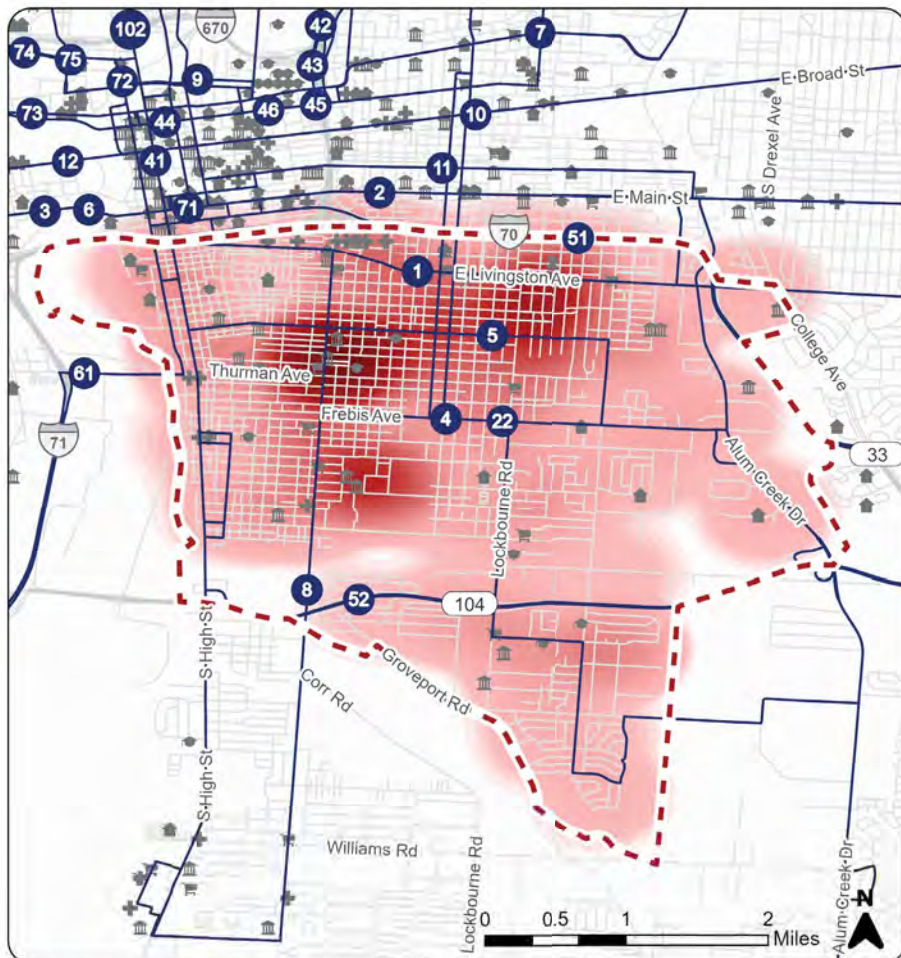
### Annual Statistics

		Rank
Revenue Hours	10,562	2/4
Revenue Miles	115,627	3/4
Ridership	38,971	1/4
Productivity*	3.7	1/4

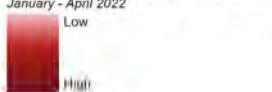
\*passengers per revenue hour

### Total Weekday Ridership (Jan-April 2022)

### Average Weekday Ridership by Hour



### Southside Weekday Ridership January - April 2022



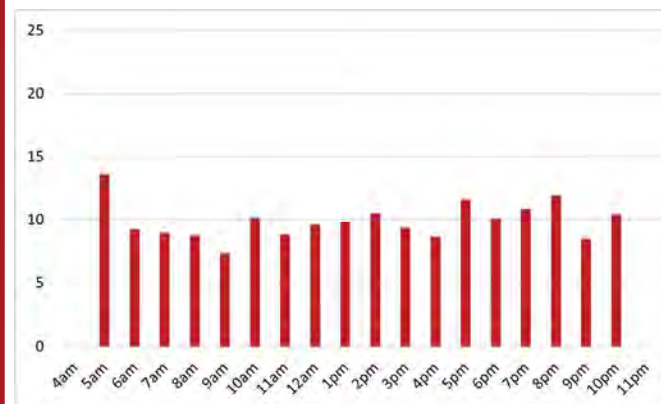
### Attractions

- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

### Other

- COTA Plus Zone
- COTA Routes

### Average Weekday Wait Time by Hour (Min)





# COTA PLUS

## ZONE: Southside

**Description:** On-Demand service operating throughout South Columbus including service to German Village, the Brewery District, and Nationwide Children's Hospital.

**Key Points of Interest:** Reeb Avenue Center, Marion Franklin Community Recreation Center, IMPACT Community Action, South Specialty Hospital, FACCES Family Center, Jewish Community Center of Greater Columbus, John Maloney Health Center.

### Daily Statistics

Average Daily Ridership

Passengers per Hour

Passengers per Mile

Peak Vehicles

		Rank
Weekday	111	1/4
Saturday	68	1/2
Sunday	68	1/2

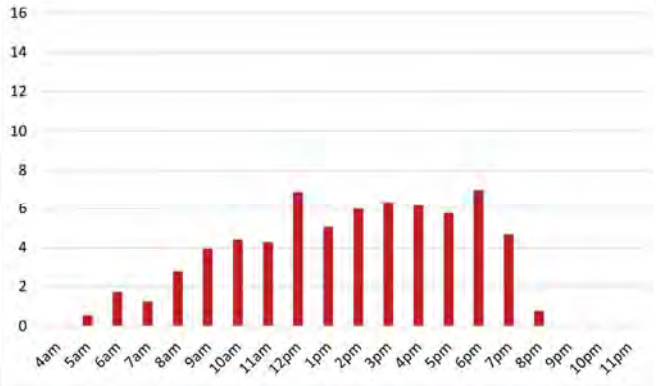
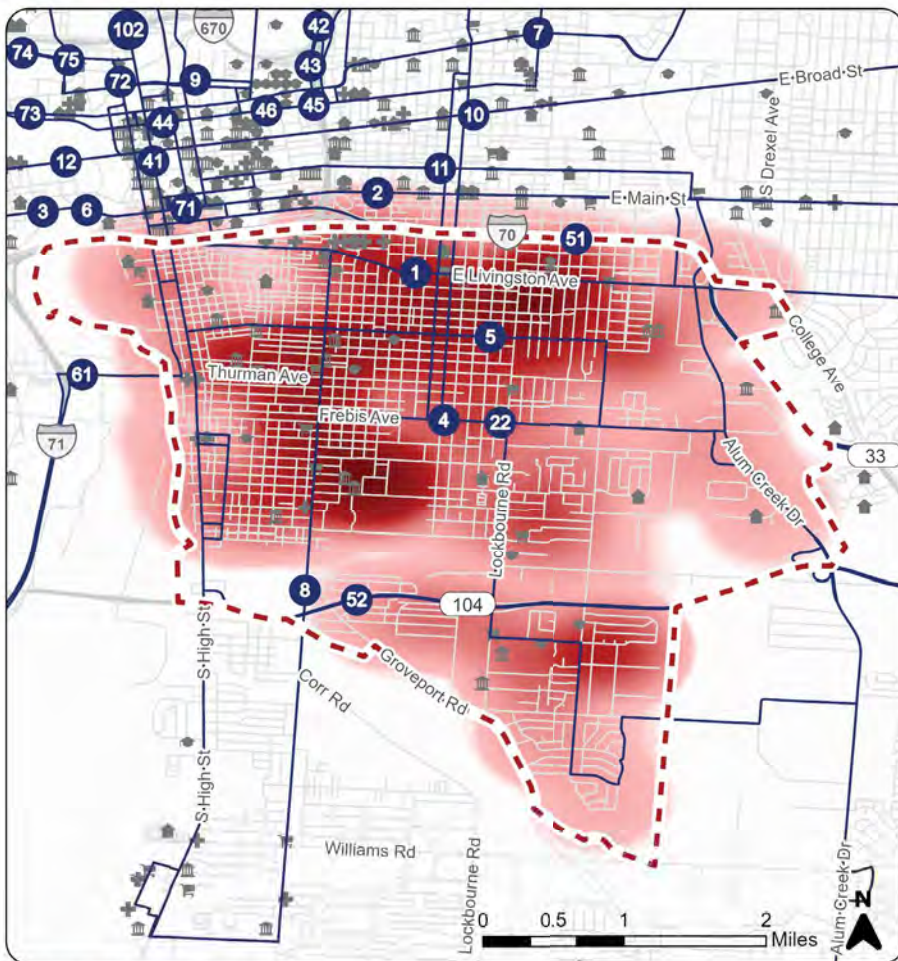
		Rank
Weekday	5.6	1/4
Saturday	3.4	1/2
Sunday	3.4	1/2

		Rank
Weekday	0.7	1/4
Saturday	0.7	1/2
Sunday	0.7	1/2

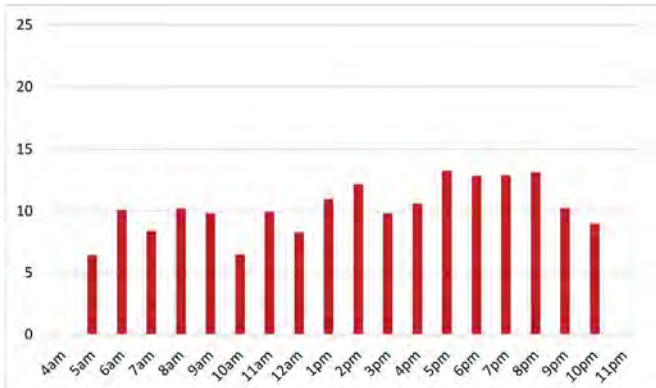
		Rank
Weekday	5	1/4
Saturday	3	2/2
Sunday	3	2/2

### Total Saturday Ridership (Jan-April 2022)

### Average Saturday Ridership by Hour



### Average Saturday Wait Time by Hour (Min)



#### Southside Saturday Ridership January - April 2022



#### Attractions

- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

#### Other

- COTA Plus Zone
- COTA Routes

# COTA PLUS

## ZONE: Southside

**Description:** On-Demand service operating throughout South Columbus including service to German Village, the Brewery District, and Nationwide Children's Hospital.

**Key Points of Interest:** Reeb Avenue Center, Marion Franklin Community Recreation Center, IMPACT Community Action, South Specialty Hospital, FACCES Family Center, Jewish Community Center of Greater Columbus, John Maloney Health Center.

### Route Assessment

#### Strengths

- Fairly long span of service
- 7-day-a-week service
- Provides local circulation and extensive connections to fixed-route services
- Relatively high productivity at 3.7 passengers per revenue hour
- Average wait times below 15 minutes during all time periods

#### Weaknesses

- Weekday wait times highest during first hour of the day, indicating potential need to ramp up peak service levels earlier
- Weekday wait times rise at the end of the service day, indicating potential demand for higher service levels/later service
- Several large concentrations of multi-family housing just outside the eastern zone boundary that are not well served by COTA Plus or fixed-route service

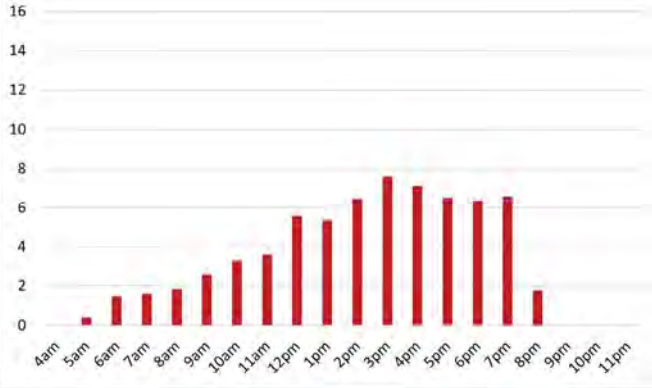
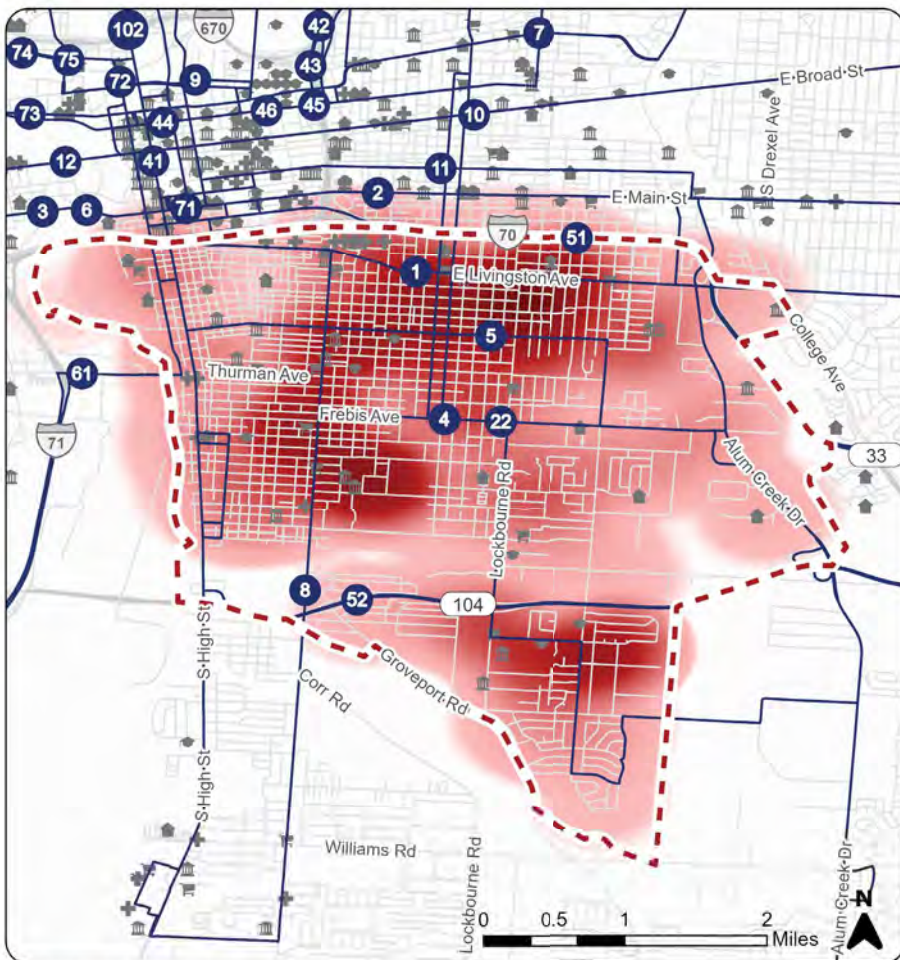
#### Opportunities

- Expand zone east to restructure zone to College Avenue to capture several large multi-family housing complexes and industrial/logistics parks
- Consider later service and operating more vehicles during early morning/evening service periods to meet demand and maintain high service quality

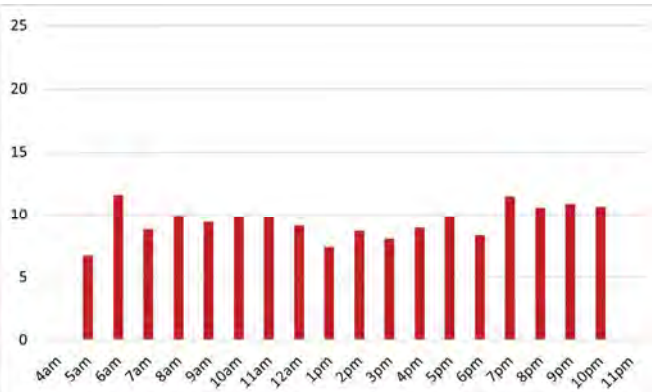


### Total Sunday Ridership (Jan-April 2022)

### Average Sunday Ridership by Hour



### Average Sunday Wait Time by Hour (Min)



#### Southside Sunday Ridership

January - April 2022



#### Attractions

- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

#### Other

- COTA Plus Zone
- COTA Routes

# COTA PLUS

## ZONE: Westerville

**Description:** On-Demand service operating throughout Westerville including service to Otterbein, Uptown, and Polaris.

**Key Points of Interest:** Polaris Fashion Place, Mount Carmel St. Ann's, Westerville Park and Ride, Otterbein University, Uptown Westerville, Worthington Industries, OhioHealth Westerville.

### Operating Characteristics

	Span
Mon.-Wed.	5:30 a.m. - 8:00 p.m.
Thurs.-Fri.	5:30 a.m. - 11:00 p.m.
Sat.-Sun.	No Service

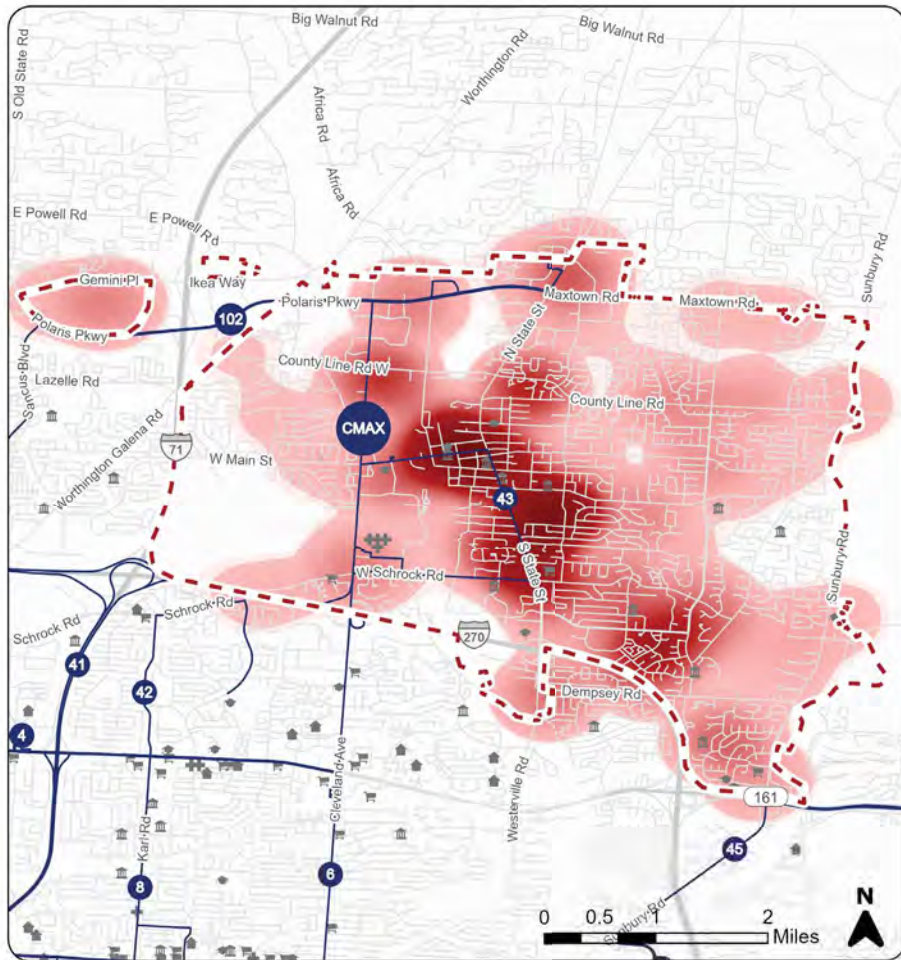
### Annual Statistics

		Rank
Revenue Hours	5,327	4/4
Revenue Miles	44,242	4/4
Ridership	12,369	4/4
Productivity*	2.3	3/4

\*passengers per revenue hour

Total Mon-Wed Ridership (Jan-April 2022)

Average Mon-Wed Ridership by Hour



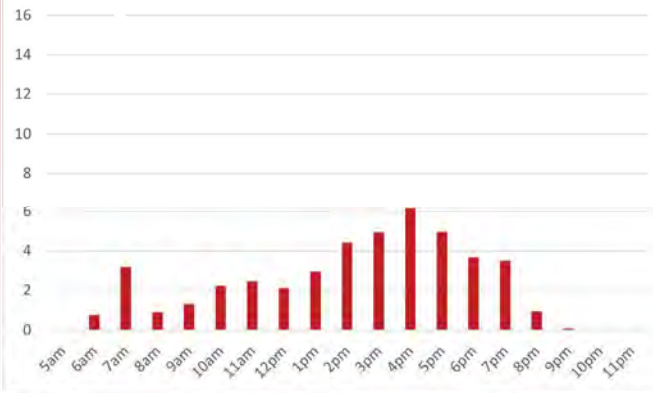
**Westerville Monday-Wednesday Ridership**  
January - April 2022

**Attractions**

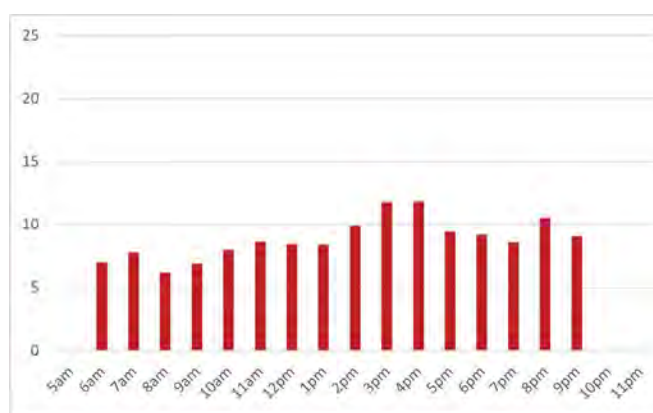
- Community
- Education
- Medical
- Shopping
- Multi-Family Housing

**Other**

- COTA Plus Zone
- COTA Routes



Average Mon-Wed Wait Time by Hour (Min)



# COTA PLUS

## ZONE: Westerville

**Description:** On-Demand service operating throughout Westerville including service to Otterbein, Uptown, and Polaris.

**Key Points of Interest:** Polaris Fashion Place, Mount Carmel St. Ann's, Westerville Park and Ride, Otterbein University, Uptown Westerville, Worthington Industries, OhioHealth Westerville.

### Daily Statistics



**Average Daily Ridership**



**Passengers per Hour**



**Passengers per Mile**



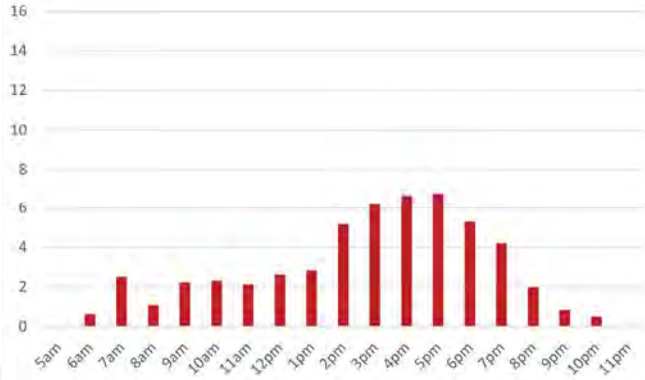
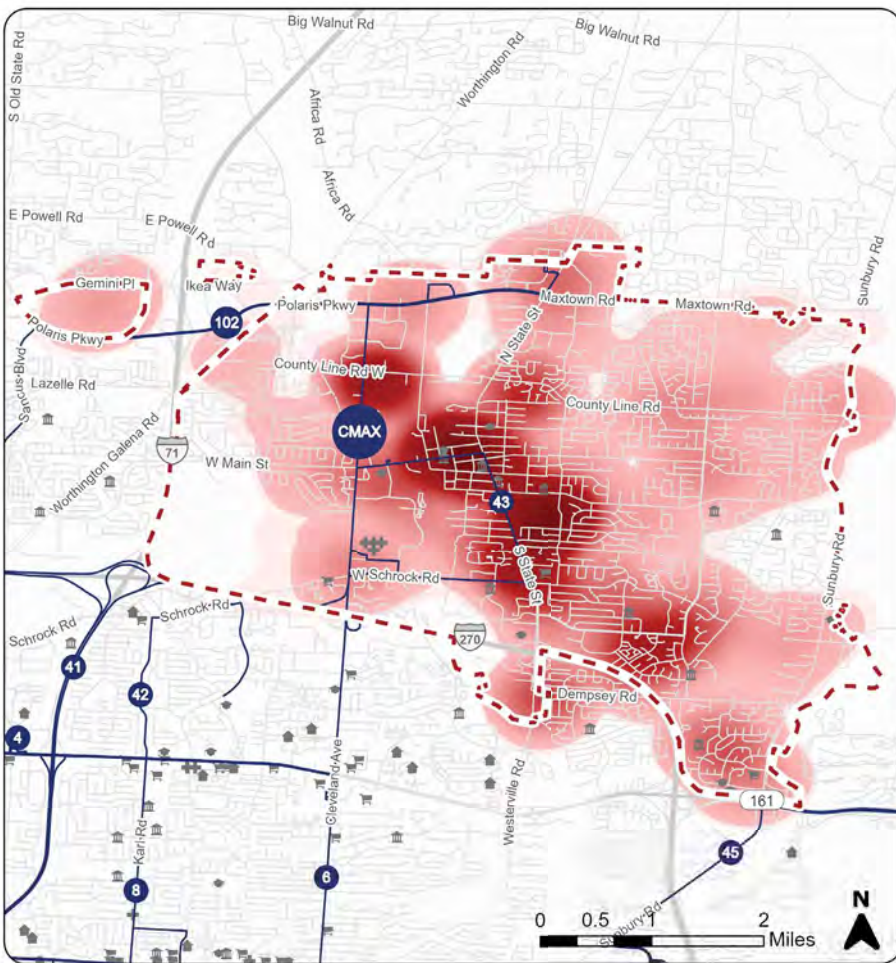
**Peak Vehicles**

	Average Daily Ridership	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Peak Vehicles	Rank
<b>Weekday</b>	48	3/4	2.4	3/4	0.5	2/4	3	3/4
<b>Saturday</b>	NA	/2	NA	/2	NA	/2	NA	/2
<b>Sunday</b>	NA	/2	NA	/2	NA	/2	NA	/2

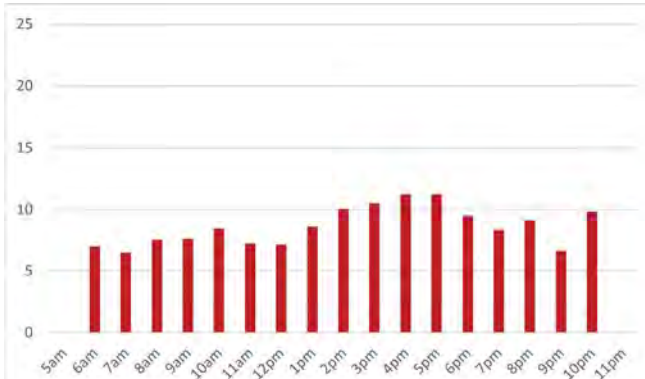


**Total Thurs-Fri Ridership (Jan-April 2022)**

**Average Thurs-Fri Ridership by Hour**



**Average Thurs-Fri Wait Time by Hour (Min)**



**Westerville Thursday-Friday Ridership**  
January - April 2022

- Attractions**
  - Community
  - Education
  - Medical
  - Shopping
  - Multi-Family Housing
- Other**
  - COTA Plus Zone
  - COTA Routes

# COTA PLUS

## ZONE: Westerville

**Description:** On-Demand service operating throughout Westerville including service to Otterbein, Uptown, and Polaris.

**Key Points of Interest:** Polaris Fashion Place, Mount Carmel St. Ann's, Westerville Park and Ride, Otterbein University, Uptown Westerville, Worthington Industries, OhioHealth Westerville.

### Route Assessment

#### Strengths

- Fairly long span of service of weekdays
- Average wait times below 15 minutes during all time periods
- Expands coverage beyond the reach of the current fixed-route network
- Multi-modal connection opportunities
- Moderate productivity at 2.3 passengers per revenue hour

#### Weaknesses

- Low ridership west of Cleveland Ave., south of Main St.
- No weekend service
- Several large concentrations of commercial, retail, and multi-family housing in the gap between the western zone boundary and Polaris satellite zone, that are not well served by COTA Plus or fixed-route service

#### Opportunities

- Restructure zone to eliminate area west of Cleveland Ave., south of Main St.
- Expand coverage west to Old State Rd., primarily north of Park Rd. to pick up several large concentrations of commercial, retail, and multi-family housing
- Combine resources of Northeast and Westerville zones to create a Northern Arc zone stretching from Dublin to New Albany and utilizing a distance-based pricing model to expand coverage while incentivizing shorter trips



# APPENDIX C

*COTA Fixed Route Service Profiles*

SHORT RANGE  
*transit plan*  
2023-2027

Draft



**COTA**

# ROUTE: 1

## Kenny/Livingston

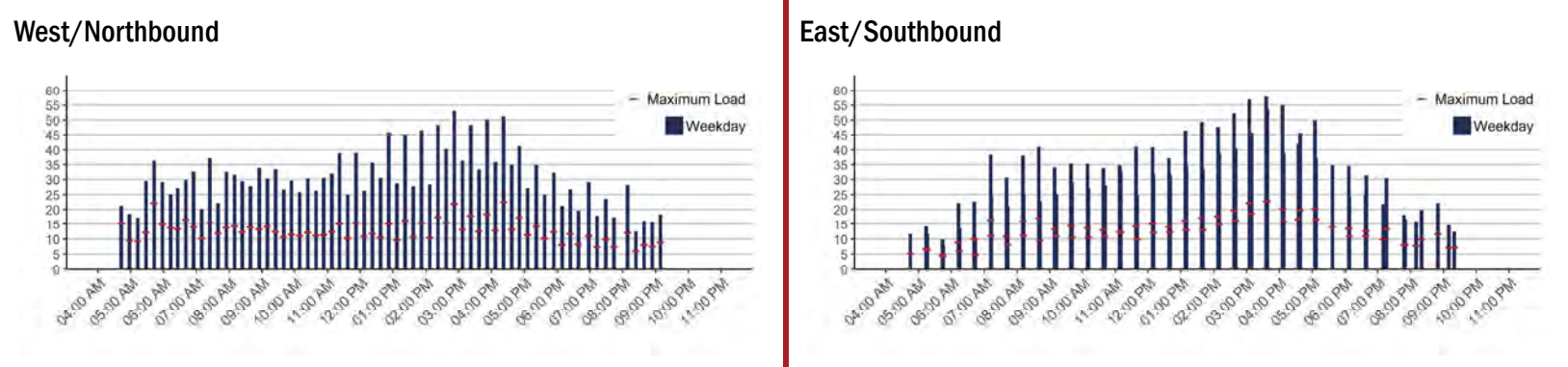
**Description:** Frequent service operating from Pickforde Dr & Bethel Rd to Reynoldsburg Park and Ride via N High St and Livingston Ave

**Key Points of Interest:** Reynoldsburg Park and Ride, Livingston & Barnett Park and Ride, Nationwide Children's Hospital, Downtown, The Ohio State University, Riverside Methodist Hospital, Carriage Place Shopping Center

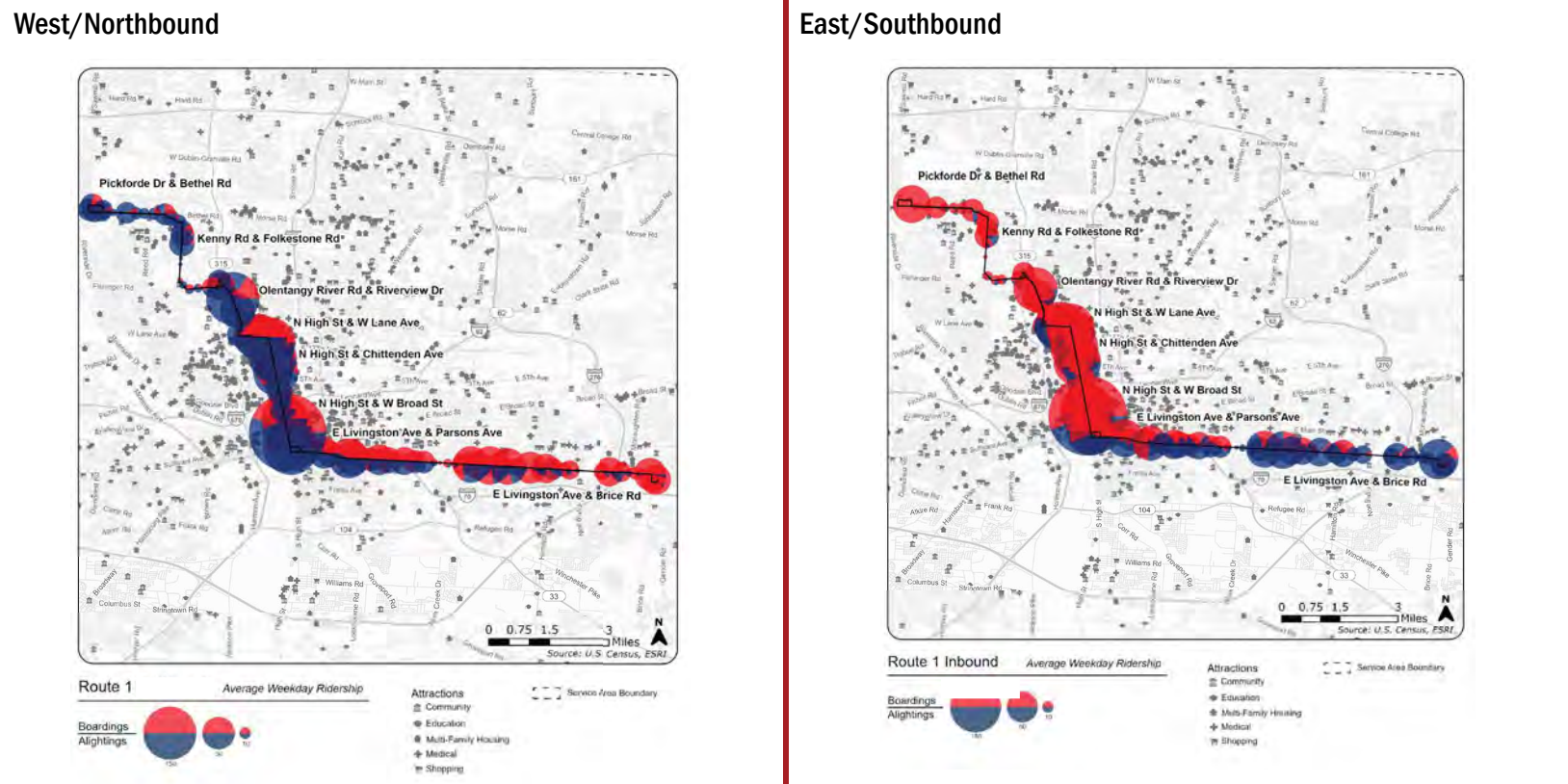
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	4:45 AM - 9:10 PM	15 min	30 min	104,025	1,424,880	1,199,934	21%	15%
Saturday	4:45 AM - 9:10 PM	15 min	30 min				63%	
Sunday	4:45 AM - 9:10 PM	20 min	40 min					

### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 1

## Kenny/Livingston

**Description:** Frequent service operating from Pickforde Dr & Bethel Rd to Reynoldsburg Park and Ride via N High St and Livingston Ave

**Key Points of Interest:** Reynoldsburg Park and Ride, Livingston & Barnett Park and Ride, Nationwide Children's Hospital, Downtown, The Ohio State University, Riverside Methodist Hospital, Carriage Place Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

### Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

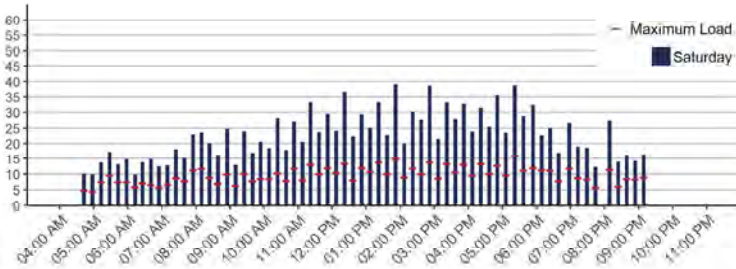


Passengers per Trip

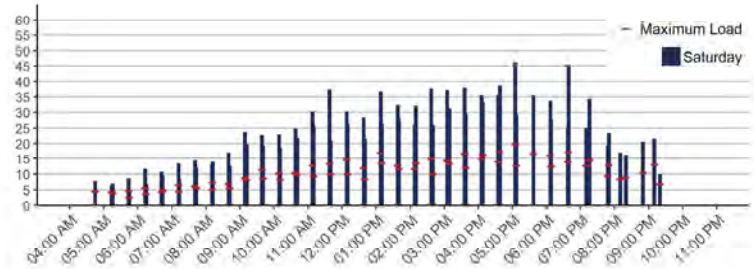
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	3,680	2/39	12.9	7/39	0.8	5/39	20.2	3/39
Saturday	2,775	2/24	9.7	7/24	0.7	6/24	15.2	3/24
Sunday	2,022	2/24	7.1	7/24	0.5	6/24	11.1	3/24

### Saturday Ridership by Trip

#### West/Northbound

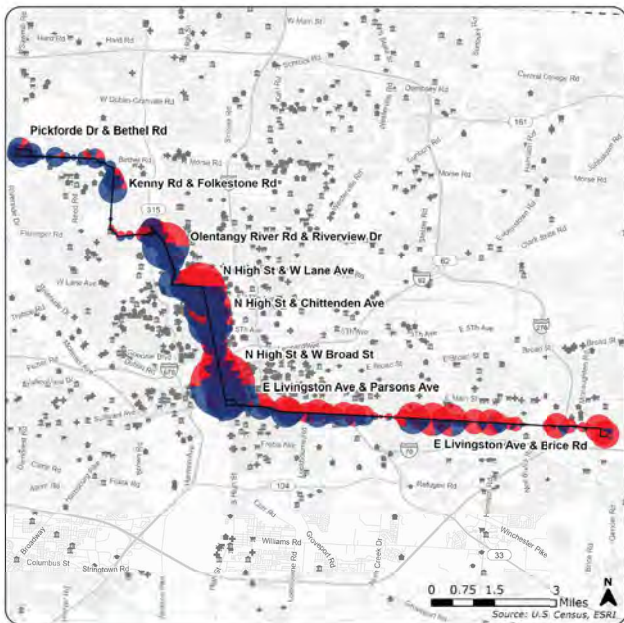


#### East/Southbound

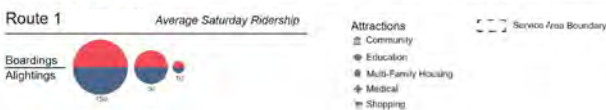
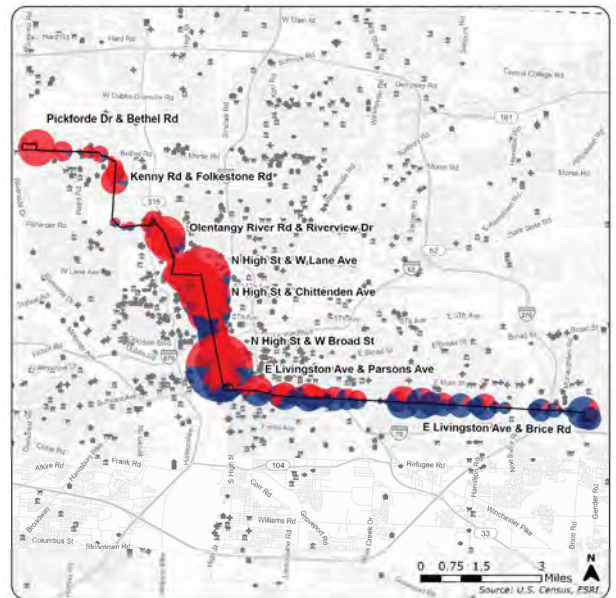


### Saturday Ridership by Stop

#### West/Northbound



#### East/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 1

## Kenny/Livingston

**Description:** Frequent service operating from Pickforde Dr & Bethel Rd to Reynoldsburg Park and Ride via N High St and Livingston Ave

**Key Points of Interest:** Reynoldsburg Park and Ride, Livingston & Barnett Park and Ride, Nationwide Children's Hospital, Downtown, The Ohio State University, Riverside Methodist Hospital, Carriage Place Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

### Route Assessment

#### Strengths

- Frequent service along primary trunk of route
- Seven-day-a-week service
- Easy-to-remember clockface frequency
- Strong ridership and productivity
- Fairly direct and streamlined alignment
- Strong anchors and good mix of ridership generators

#### Weaknesses

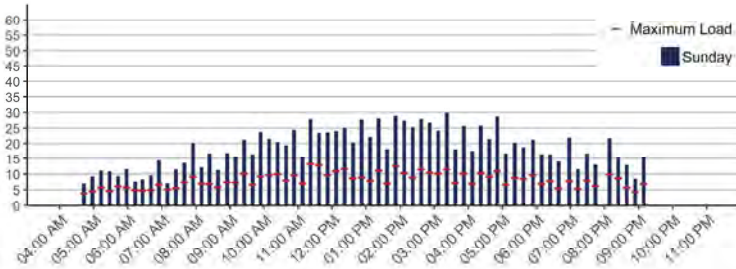
- Relatively poor on-time performance
- Very frequent stop spacing
- Low ridership along Kenny Road south of Folkstone and along Livingston Avenue between College Avenue and Wellesley Road
- Potential for confusion among passengers boarding downtown, as route serves markets east and north of downtown Columbus

#### Opportunities

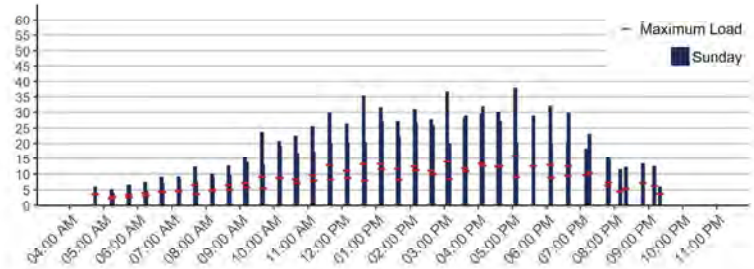
- Consolidate stops to improve running speeds and on-time performance
- Change route number downtown to avoid potential for passengers accidentally boarding bus traveling out of their intended direction
- Consider enhanced corridor treatments such as dedicated or queue-jump lanes to improve service performance and the overall user experience
- Consider CMAX overlay in the corridor to improve travel times, on-time performance, and service appeal among prospective choice riders
- Establish park-and-ride in the Kenny Road corridor to serve adjacent auto-oriented neighborhoods

### Sunday Ridership by Trip

#### West/Northbound

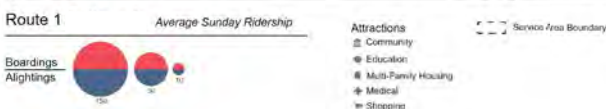
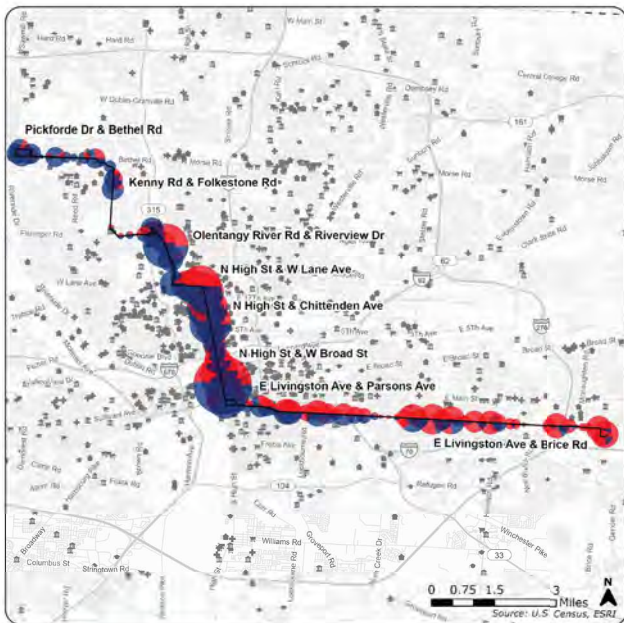


#### East/Southbound

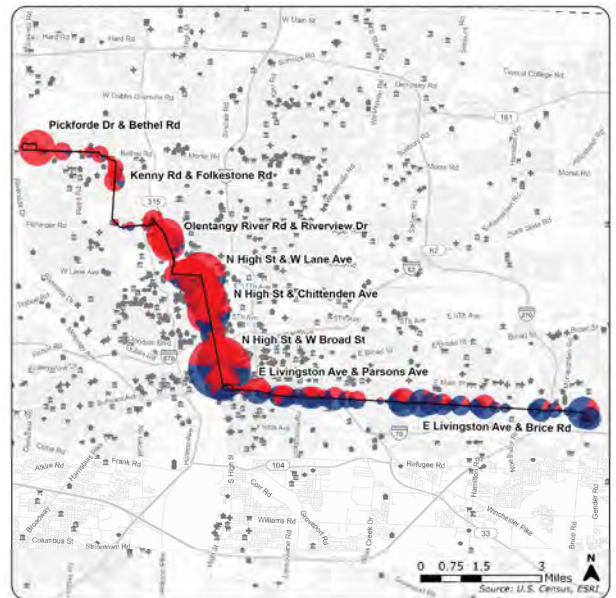


### Sunday Ridership by Stop

#### West/Northbound



#### East/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 2

E Main/N High

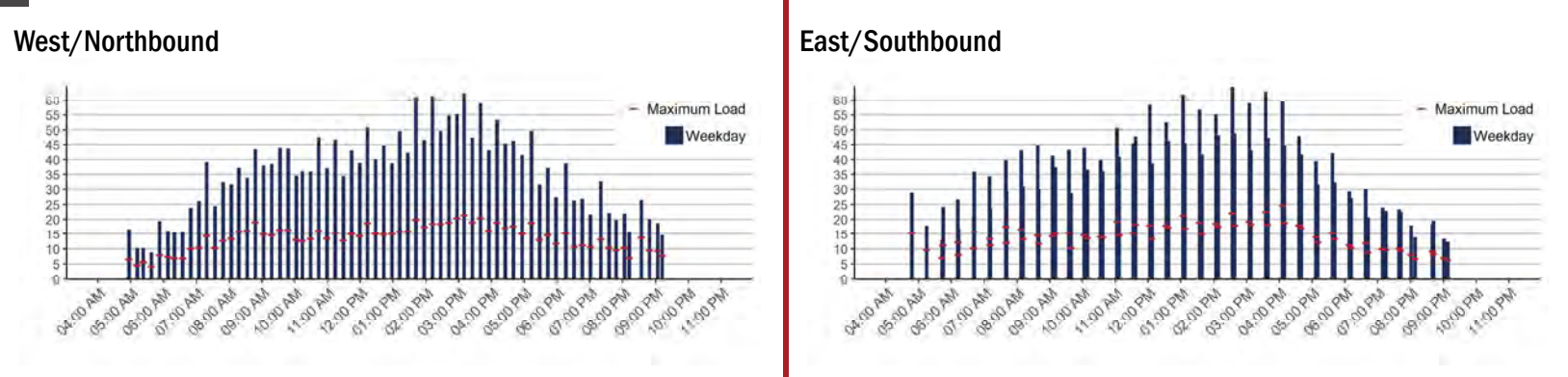
**Description:** Frequent service operating from Great Eastern Westbound to Westview Turnaround via E Main St and N High St

**Key Points of Interest:** Great Eastern Shopping Center, Near East Transit Center, Downtown, The Ohio State University, Delawanda Park and Ride, Graceland Shopping Center

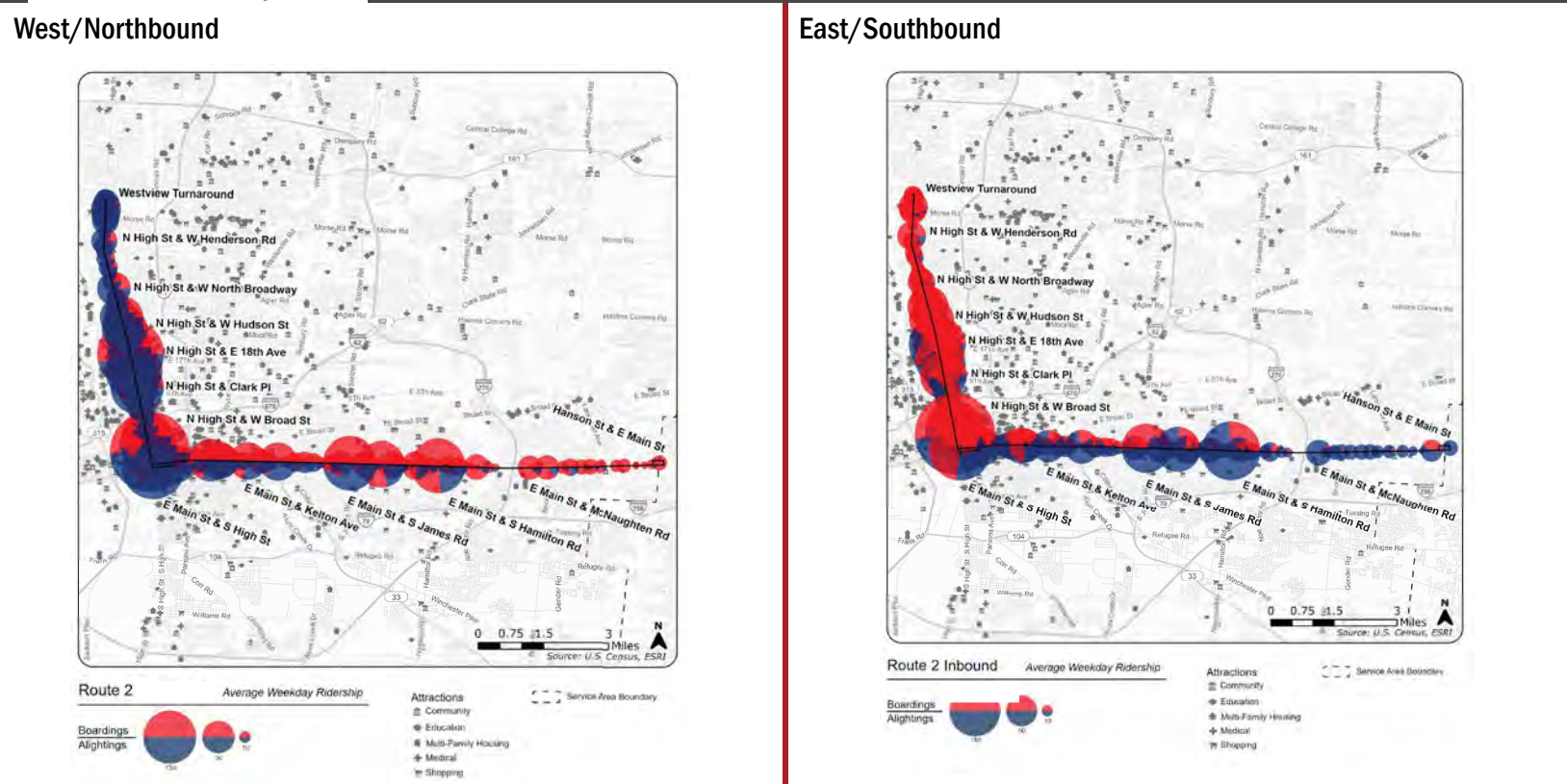
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	Trips
		Peak	Off-Peak					
Weekday	6:41 AM - 9:08 PM	15 min	30 min	101,470	1,191,411	1,371,285	3/39	
Saturday	6:41 AM - 9:08 PM	15 min	30 min					
Sunday	6:46 AM - 8:57 PM	20 min	40 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 2

E Main/N High

**Description:** Frequent service operating from Great Eastern Westbound to Westview Turnaround via E Main St and N High St

**Key Points of Interest:** Great Eastern Shopping Center, Near East Transit Center, Downtown, The Ohio State University, Delawanda Park and Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



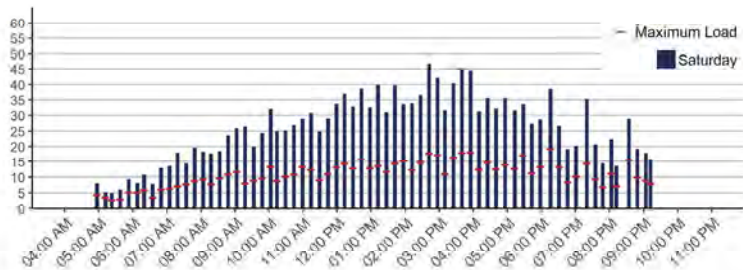
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	4,174	1/39	15.0	5/39	1.1	2/39	25.5	1/39
Saturday	3,255	1/24	11.7	5/24	1.0	2/24	19.8	1/24
Sunday	2,371	1/24	8.5	5/24	0.7	2/24	14.5	1/24

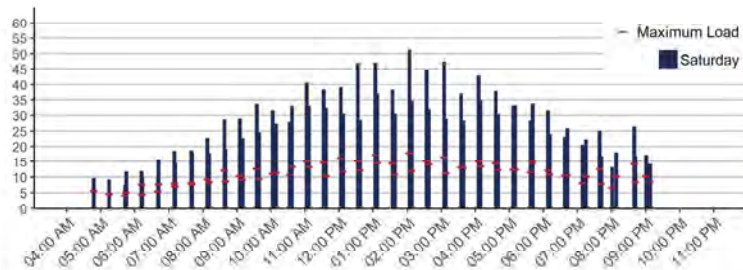


## Saturday Ridership by Trip

### West/Northbound

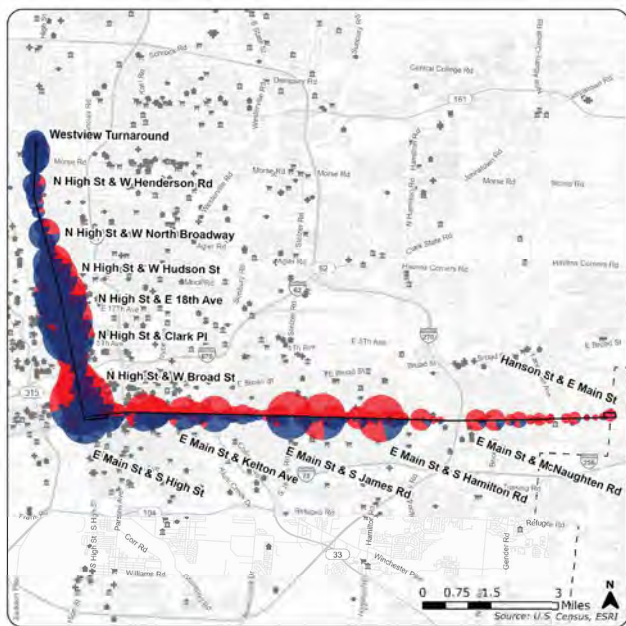


### East/Southbound

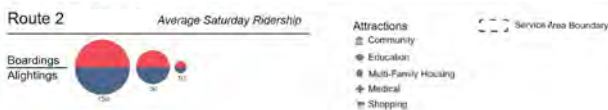
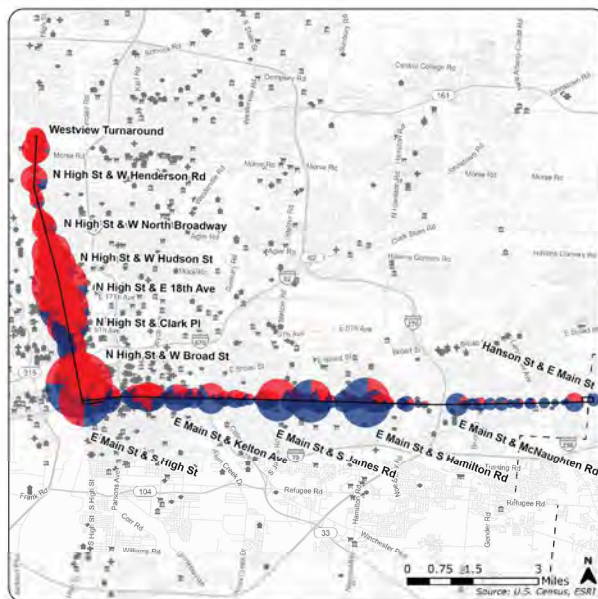


## Saturday Ridership by Stop

### West/Northbound



### East/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 2

E Main/N High

**Description:** Frequent service operating from Great Eastern Westbound to Westview Turnaround via E Main St and N High St

**Key Points of Interest:** Great Eastern Shopping Center, Near East Transit Center, Downtown, The Ohio State University, Delawanda Park and Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Frequent service along primary trunk of route
- Seven-day-a-week service
- Easy-to-remember clockface frequency
- Strong ridership and productivity
- Very direct and streamlined alignment
- Strong anchors and good mix of ridership generators

### Weaknesses

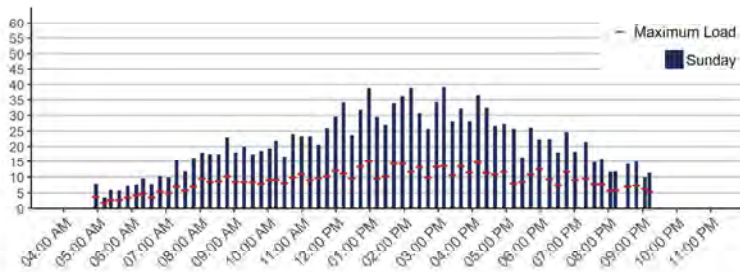
- Relatively poor on-time performance
- Very frequent stop spacing (For example, one block of E. Main Street, between Maplewood and Collingwood Avenue, has two stops in each direction)
- Route ends just short of a potentially strong ridership generator at Kroger on Taylor Road
- Potential for confusion among passengers boarding downtown, as route serves markets east and north of downtown Columbus

### Opportunities

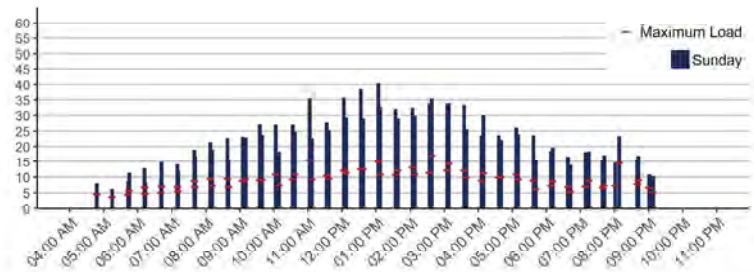
- Consolidate stops to improve running speeds and on-time performance
- Consider bulb outs at bus stops along High Street to allow buses to stay in travel lane when boarding and alighting passengers and thus reduce delays associated with merging back into traffic after a stop
- Extend eastern end of the route to Kroger on Taylor Road in order to create a stronger anchor. If buses are permitted to use this location as a turn-around, it could also serve as a mini park-and-ride
- Change route number downtown to avoid potential for passengers accidentally boarding bus traveling out of their intended direction

## Sunday Ridership by Trip

### West/Northbound

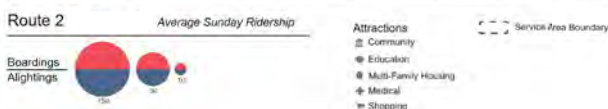
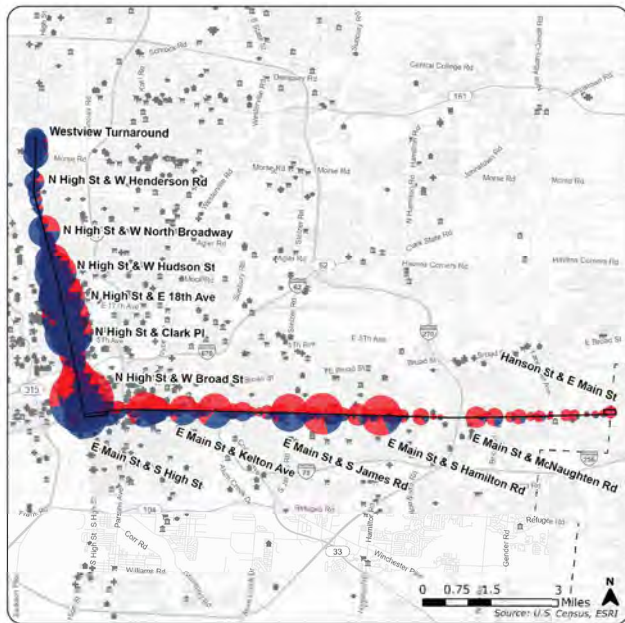


### East/Southbound

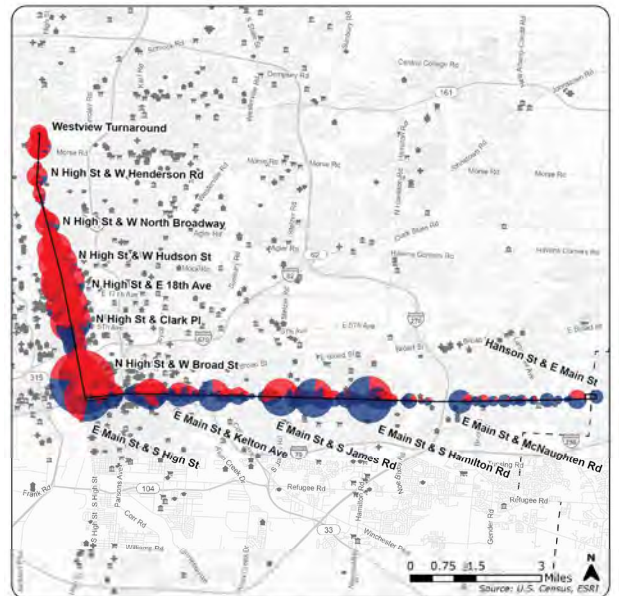


## Sunday Ridership by Stop

### West/Northbound



### East/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 12

McKinley/Fields

**Description:** Standard service operating from Fields Avenue Garage to McKinley Transportation Garage via Summit St and Broad St

**Key Points of Interest:** COTA McKinley Transportation Garage, Downtown, COTA Mobility Services, COTA Fields Garage

\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank
		Peak	Off-Peak				
Weekday	7:04 AM - 9:30 PM	20 min	30 min	10,330	158,804	107,683	25/39
Saturday	7:04 AM - 9:30 PM	20 min	30 min				
Sunday	7:04 AM - 9:30 PM	20 min	30 min				

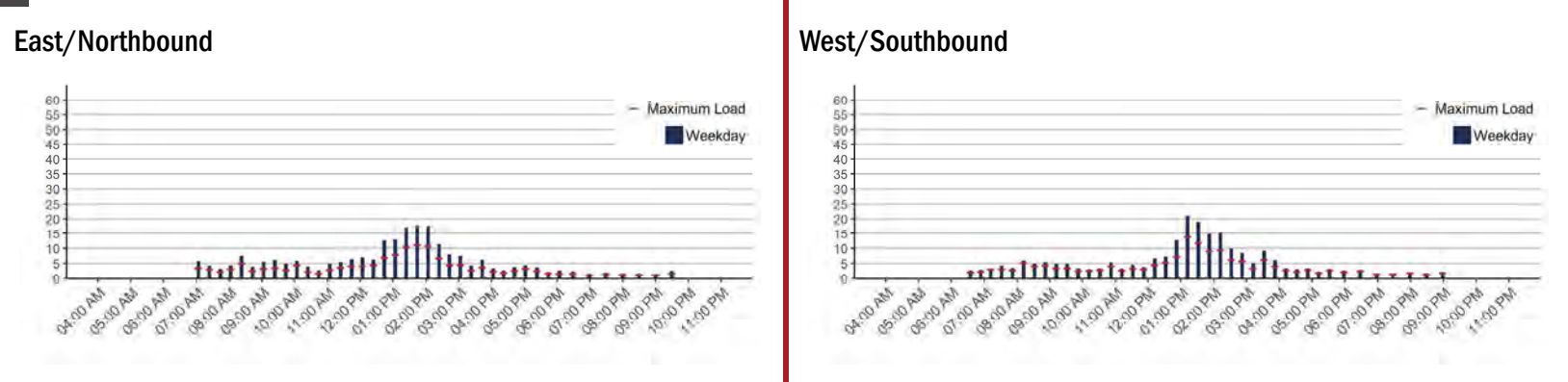
**Trips**

On-Time 70%

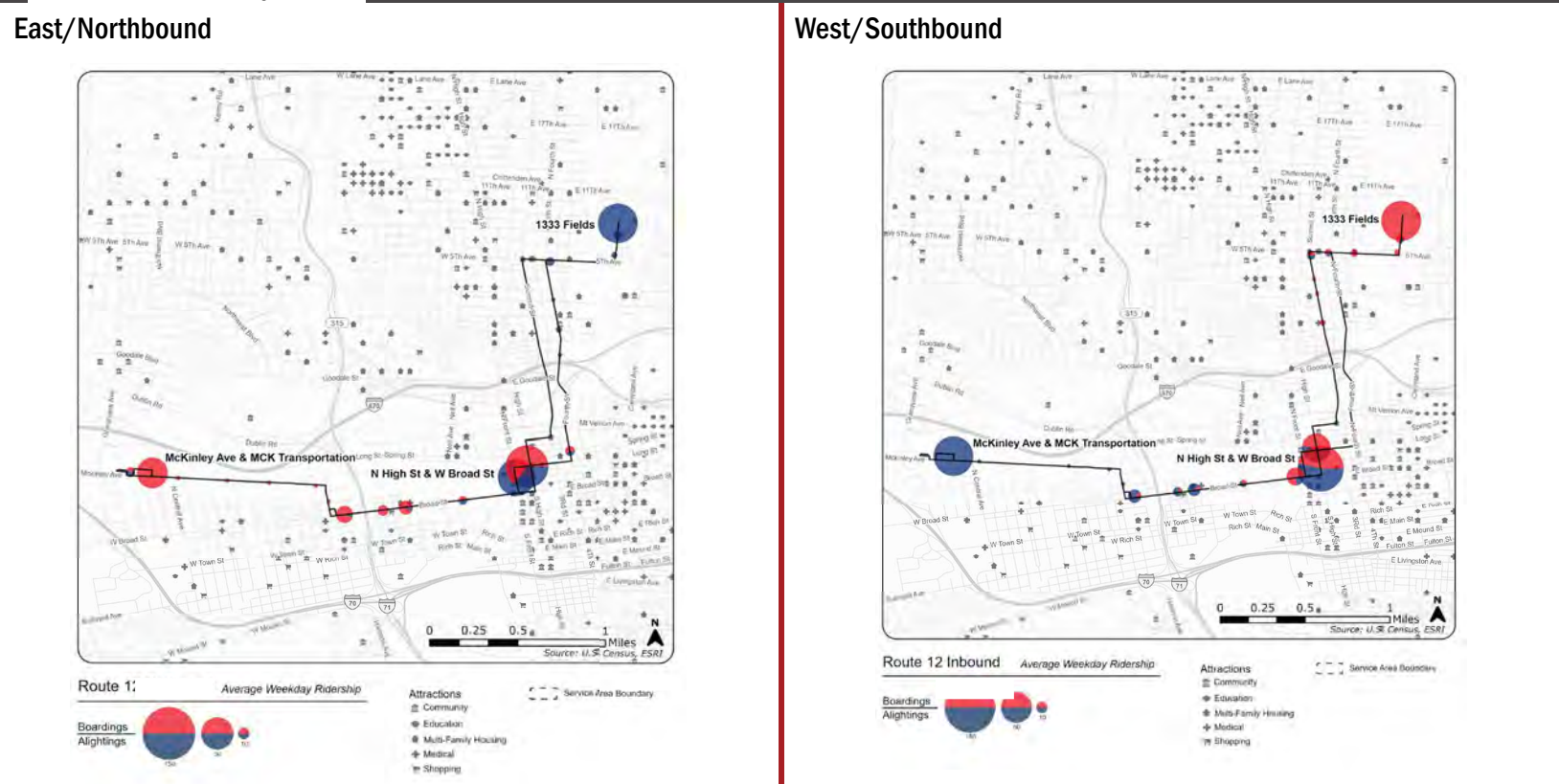
Late 11%

Early 18%

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 12

McKinley/Fields

**Description:** Standard service operating from Fields Avenue Garage to McKinley Transportation Garage via Summit St and Broad St

**Key Points of Interest:** COTA McKinley Transportation Garage, Downtown, COTA Mobility Services, COTA Fields Garage

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



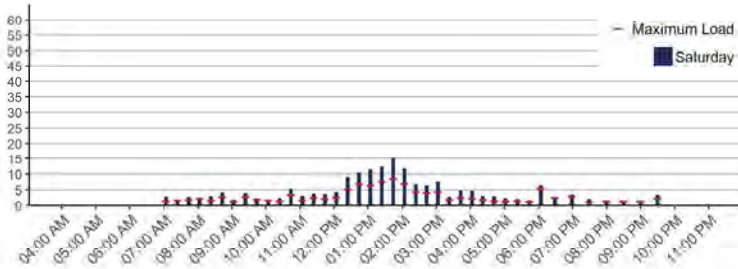
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	322	18/39	11.5	12/39	0.7	8/39	3.9	25/39
Saturday	266	18/24	9.2	10/24	0.6	9/24	3.2	23/24
Sunday	204	18/24	7.1	9/24	0.5	9/24	2.5	23/24

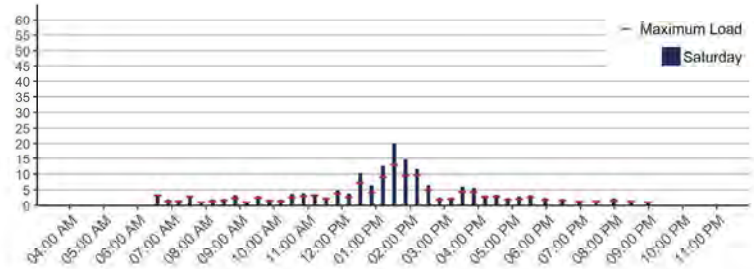


## Saturday Ridership by Trip

### East/Northbound

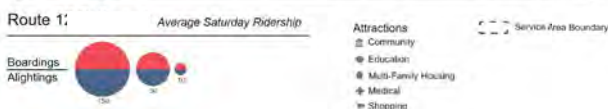
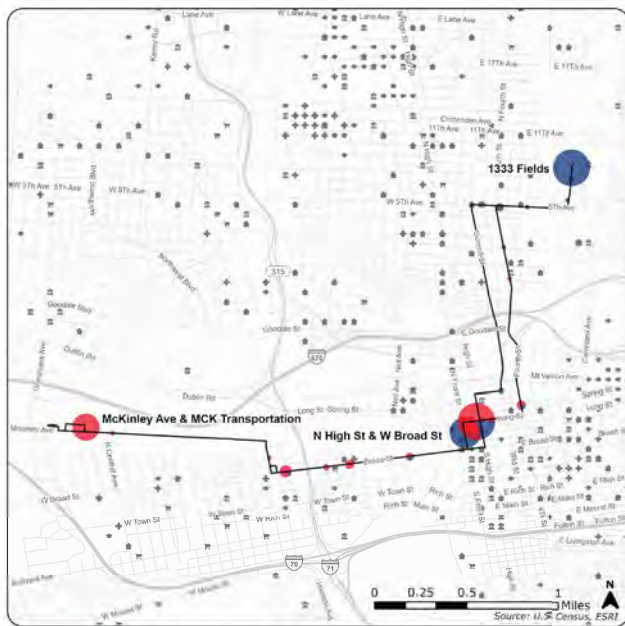


### West/Southbound

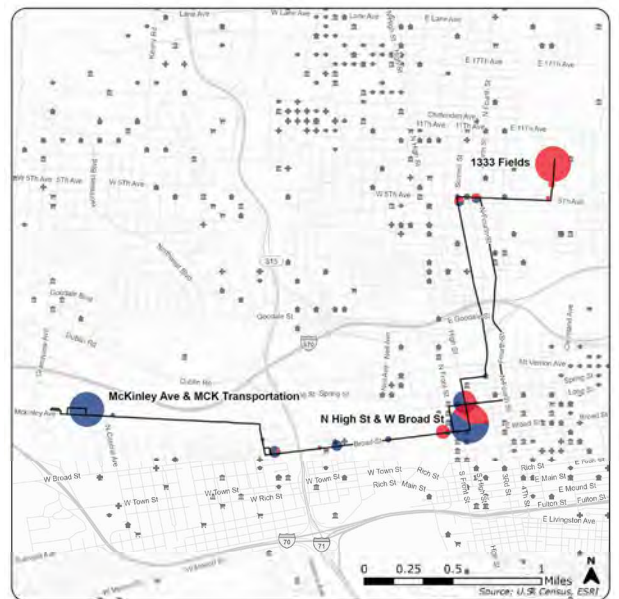


## Saturday Ridership by Stop

### East/Northbound



### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 12

McKinley/Fields

**Description:** Standard service operating from Fields Avenue Garage to McKinley Transportation Garage via Summit St and Broad St

**Key Points of Interest:** COTA McKinley Transportation Garage, Downtown, COTA Mobility Services, COTA Fields Garage

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Frequent service between two COTA garages and downtown Columbus, providing access to jobs and services at COTA and near-by industrial areas, as well as likely facilitating shift changes for COTA staff
- Seven-day-a-week service
- Easy-to-remember clockface frequency
- Relatively high on-time performance

### Weaknesses

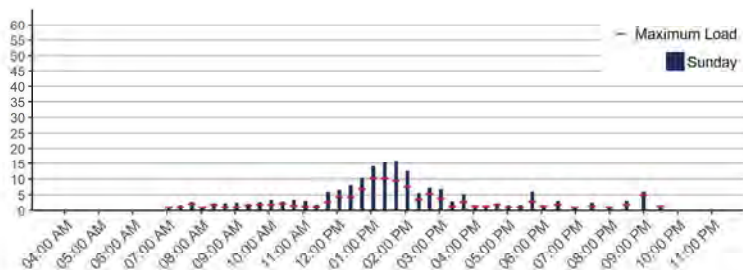
- Relatively low ridership and productivity, especially during traditional commuting periods
- Few ridership generators besides COTA garages and downtown Columbus
- Inconsistent northbound and southbound alignments through downtown, with opposite stops more than one block apart

### Opportunities

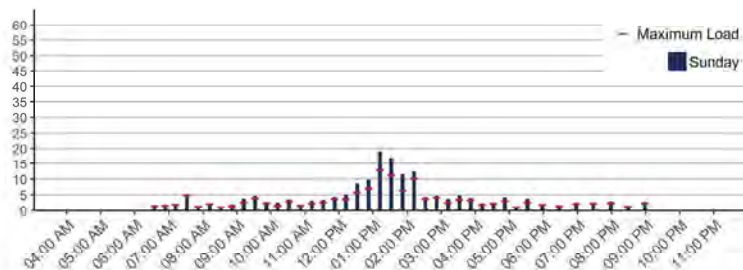
- Establish park-and-rides at or near Fields and McKinley Garages to create additional ridership opportunities, especially during peak commuting periods when Route 12 is significantly underutilized. Both garages are near major highway access ramps, which could make remote lots appealing for downtown commuters for whom relatively fast access to their cars is important.
- Realign routes to operate further along busy Broad and High Street corridors, to increase effective corridor service frequency and provide relief to heavy-ridership routes with poor on-time performance.
- Shift service from Chestnut to Spring Street downtown, to create more consistent northbound and southbound alignments

## Sunday Ridership by Trip

### East/Northbound

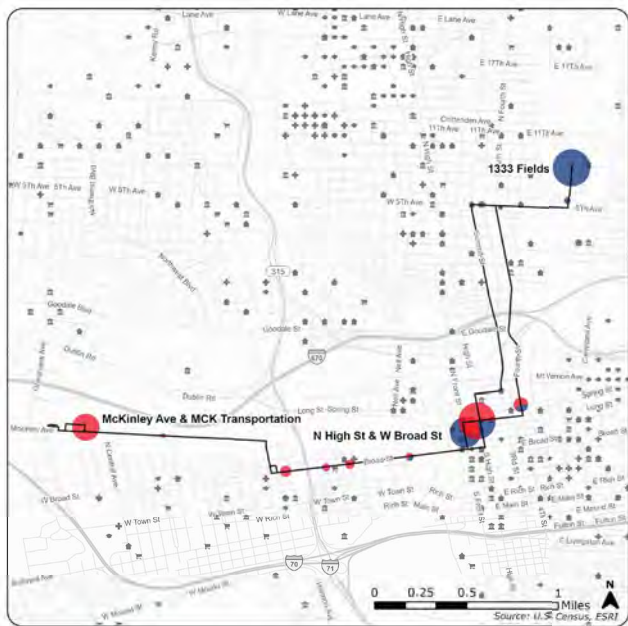


### West/Southbound

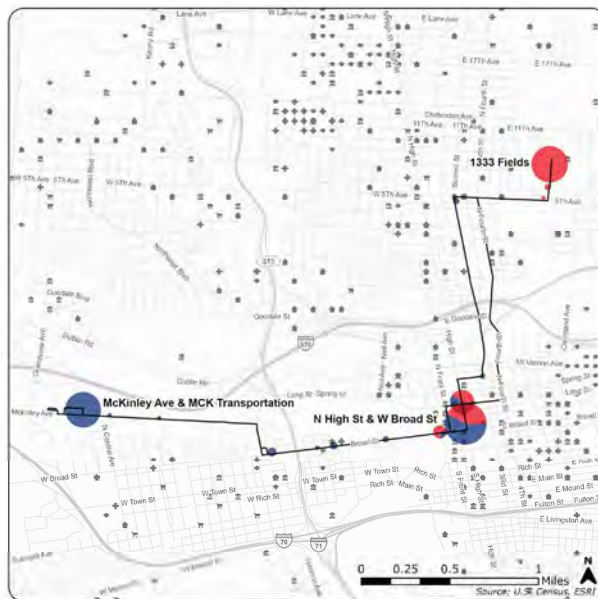


## Sunday Ridership by Stop

### East/Northbound



### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 21

Hilliard Rome

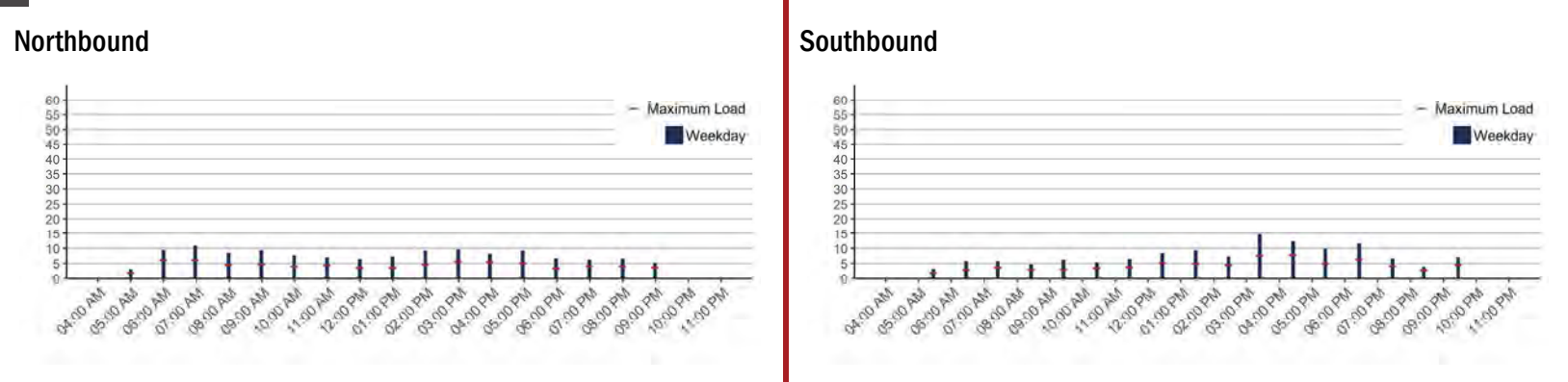
**Description:** Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Pickforde Dr & Bethel Rd via Hilliard Rome Rd and Britton Pkwy

**Key Points of Interest:** Westwoods Park & Ride, Renner Rd Park & Ride, Hilliard United Methodist Church Park & Ride, The Mall at Tuttle Crossing, Carriage Place Shopping Center

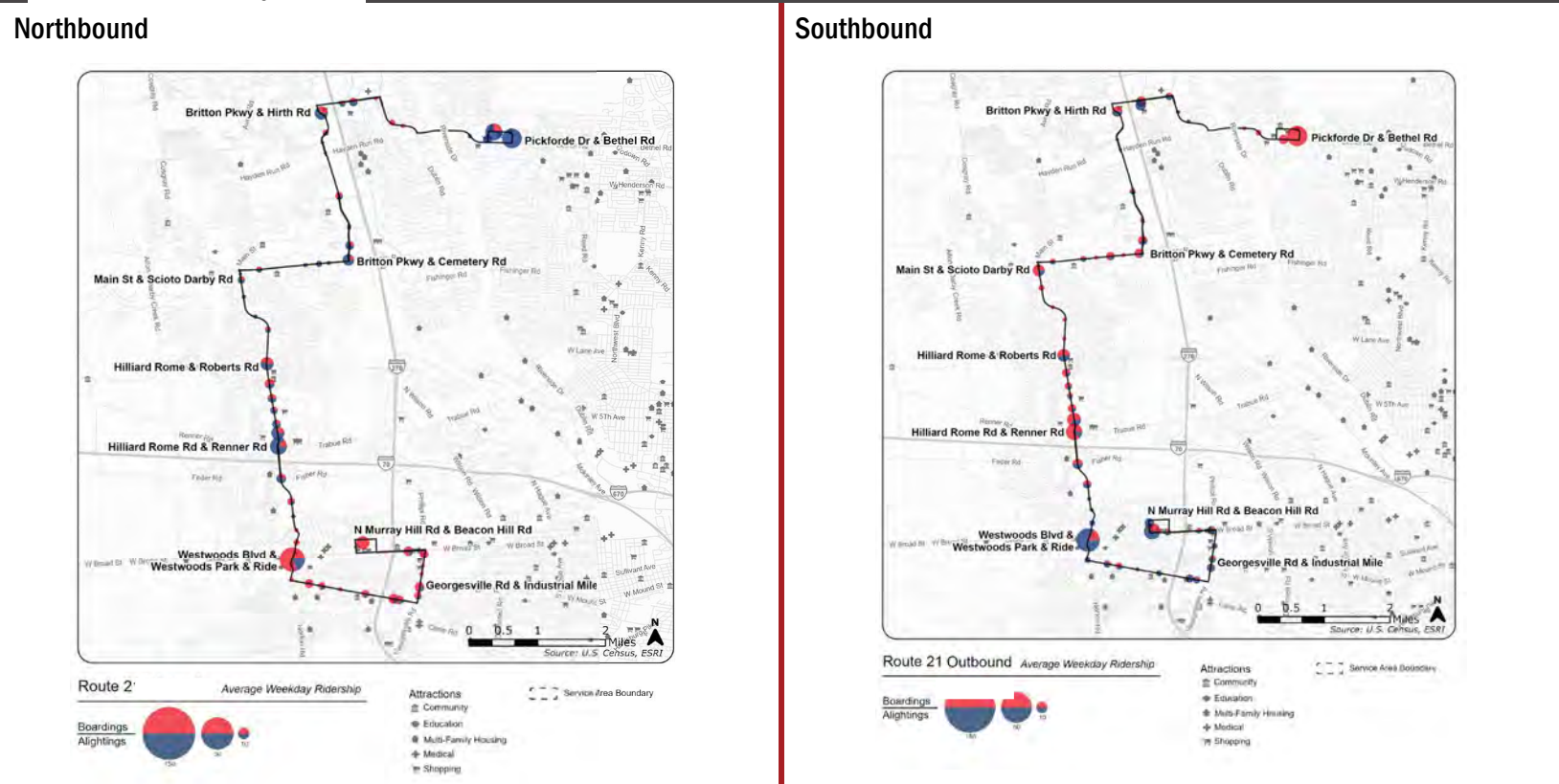
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:00 AM - 8:59 PM	60 min	60 min	13,140	242,123	62,907	15%	14%
Saturday	5:00 AM - 8:59 PM	60 min	60 min				69%	
Sunday	5:00 AM - 8:59 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 21

Hilliard Rome

**Description:** Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Pickforde Dr & Bethel Rd via Hilliard Rome Rd and Britton Pkwy

**Key Points of Interest:** Westwoods Park & Ride, Renner Rd Park & Ride, Hilliard United Methodist Church Park & Ride, The Mall at Tuttle Crossing, Carriage Place Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



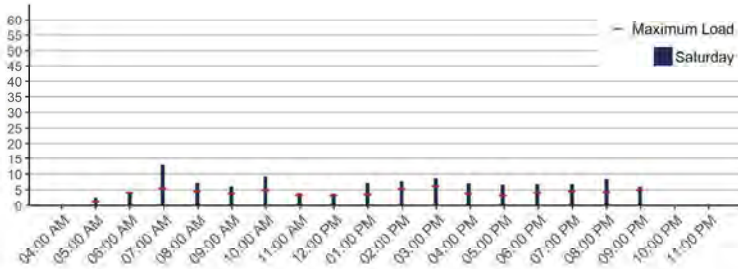
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	180	22/39	5.0	26/39	0.2	24/39	5.3	21/39
Saturday	191	22/24	5.3	19/24	0.3	23/24	5.6	19/24
Sunday	123	22/24	3.4	22/24	0.2	23/24	3.6	21/24

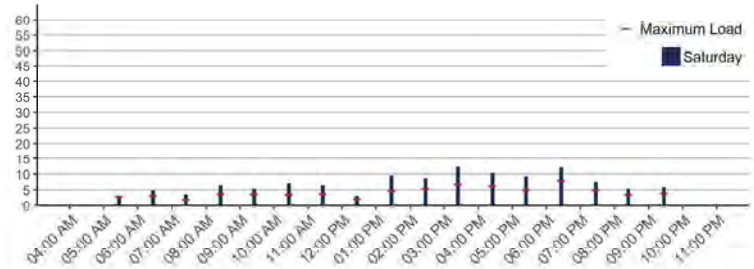


## Saturday Ridership by Trip

### Northbound

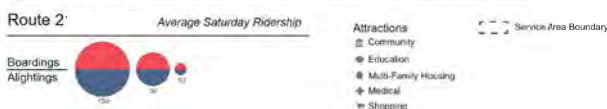


### Southbound



## Saturday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 21

Hilliard Rome

**Description:** Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Pickforde Dr & Bethel Rd via Hilliard Rome Rd and Britton Pkwy

**Key Points of Interest:** Westwoods Park & Ride, Renner Rd Park & Ride, Hilliard United Methodist Church Park & Ride, The Mall at Tuttle Crossing, Carriage Place Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Hourly service along key commercial corridor serving west Columbus and Hilliard
- Easy-to-remember clockface frequency
- Destination rich environment including three Walmarts and other large retail centers
- Seven-day-a-week service
- Consistent alignment in northbound and southbound directions
- Multiple connection opportunities to other COTA services, including downtown connections

### Weaknesses

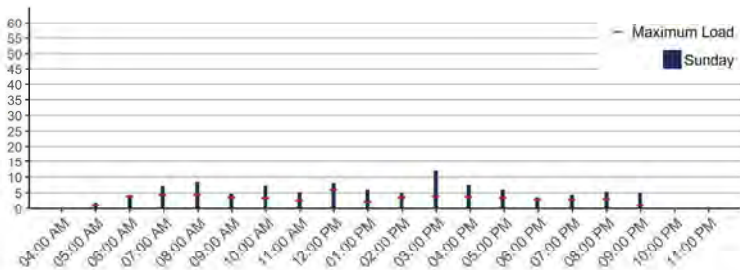
- Low ridership and poor productivity, with an average of 5.3 passenger per trip on weekdays
- Challenging pedestrian environment with limited sidewalks, sprawling apartment complexes, and retail developments set far back from major arterial roads

### Opportunities

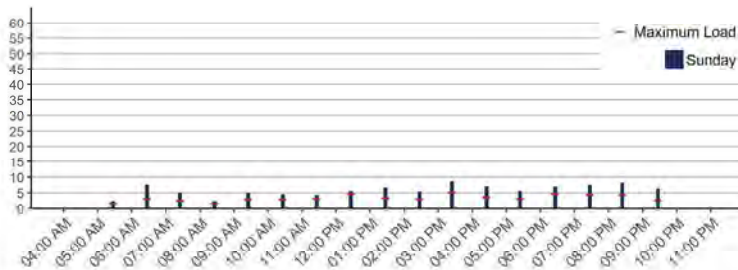
- Shift service north of Davidson Road from Britton Parkway to Edwards Farms Road, where there is a large concentration of multi-family housing.
- Shift end of the line from Walmart on Bethel Road to Dublin Methodist Hospital via Walmart on Tuttle Crossing Boulevard to serve new multi-family housing developments and create new job access opportunities.
- Consider replacing route with microtransit service that is better suited for lower-density and auto-oriented environments

## Sunday Ridership by Trip

### Northbound

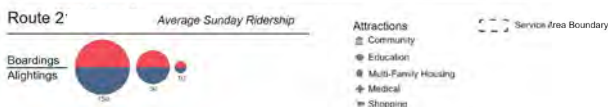


### Southbound



## Sunday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:22

## OSU/Rickenbacker

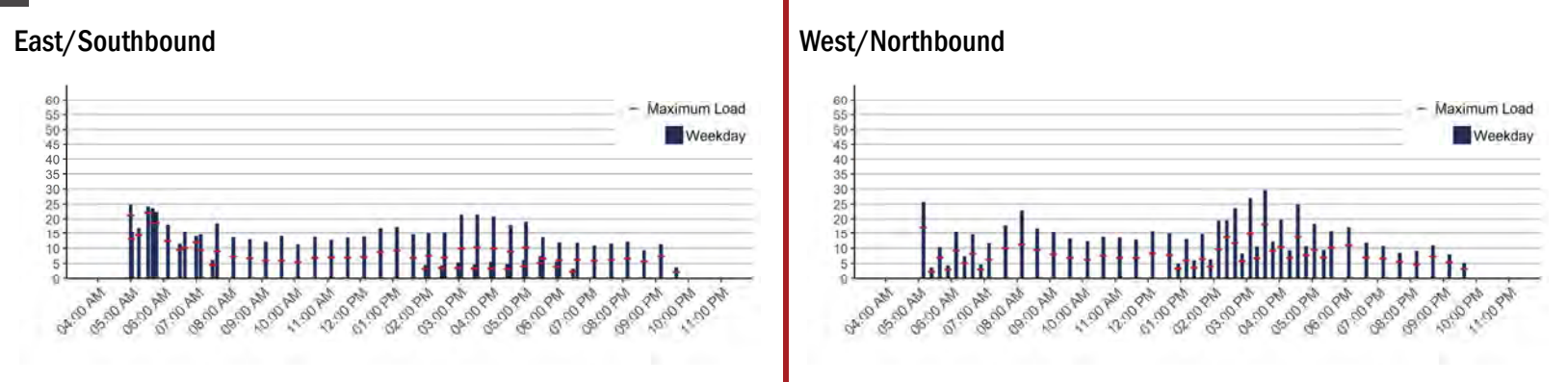
**Description:** Standard service operating from 1333 Fields Ave to London-Groveport Rd & Alum Creek Dr via S Ohio Ave and Alum Creek Dr

**Key Points of Interest:** Rickenbacker Airport, Maryhaven, Near East Transit Center, COTA Mobility Services, The Ohio State University, Grandview Yard

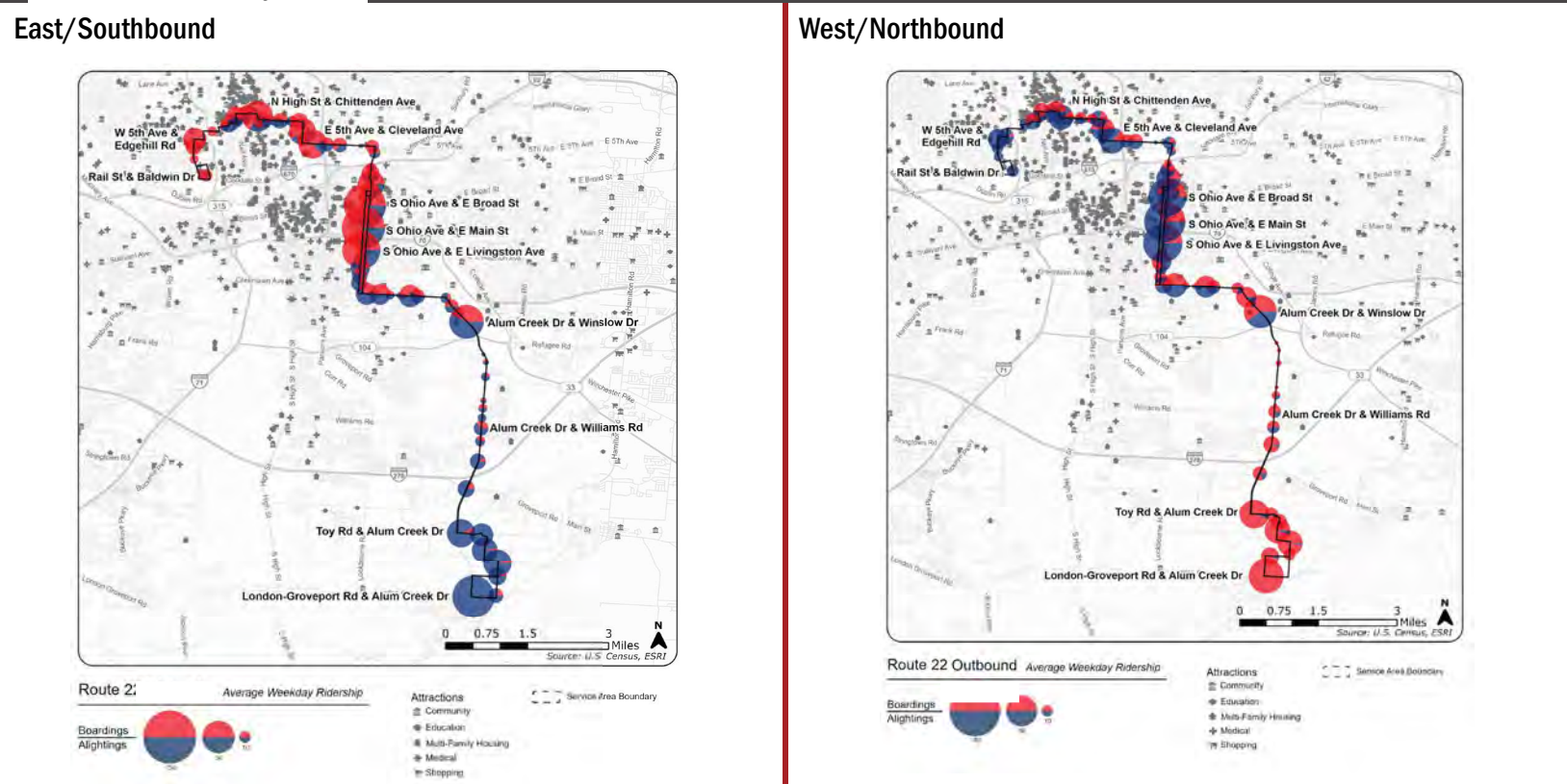
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	Trips
		Peak	Off-Peak					
Weekday	5:00 AM - 5:47 AM	15 min	30 min	37,595	636,071	383,952	6/39	
Saturday	5:00 AM - 5:47 AM	30 min	30 min					
Sunday	5:00 AM - 5:47 AM	15 min	40 min					

### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:22

## OSU/Rickenbacker

**Description:** Standard service operating from 1333 Fields Ave to London-Groveport Rd & Alum Creek Dr via S Ohio Ave and Alum Creek Dr

**Key Points of Interest:** Rickenbacker Airport, Maryhaven, Near East Transit Center, COTA Mobility Services, The Ohio State University, Grandview Yard

\* On-Time Performance and Ridership data from January to March 2022.

### Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

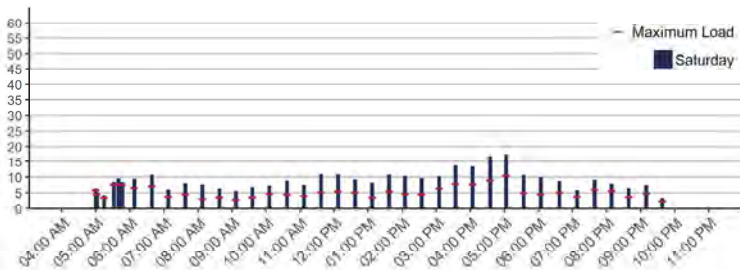


Passengers per Trip

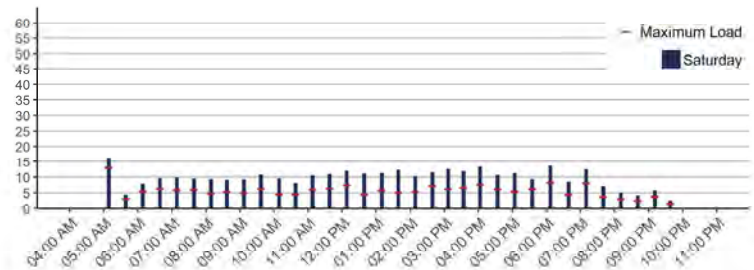
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	1,227	7/39	11.9	10/39	0.6	14/39	12.4	10/39
Saturday	746	8/24	7.2	16/24	0.4	15/24	7.5	14/24
Sunday	558	7/24	5.4	16/24	0.3	15/24	5.6	13/24

### Saturday Ridership by Trip

#### East/Southbound

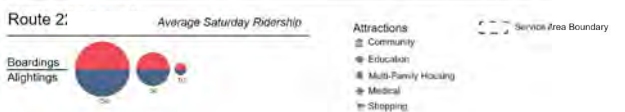
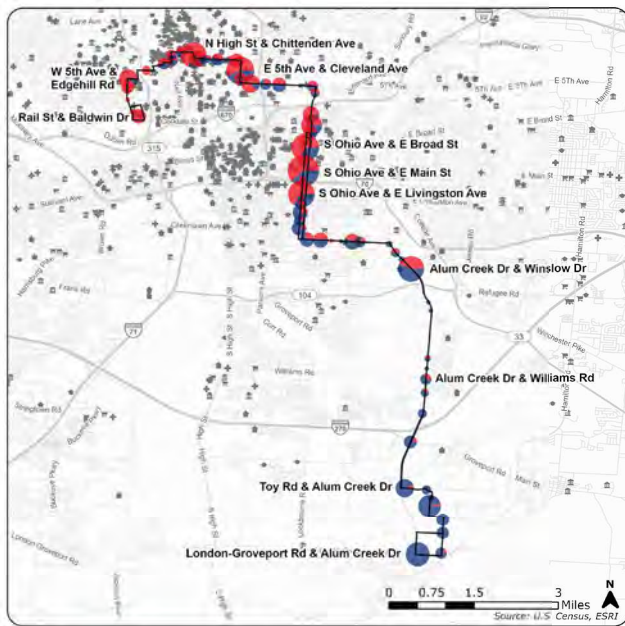


#### West/Northbound

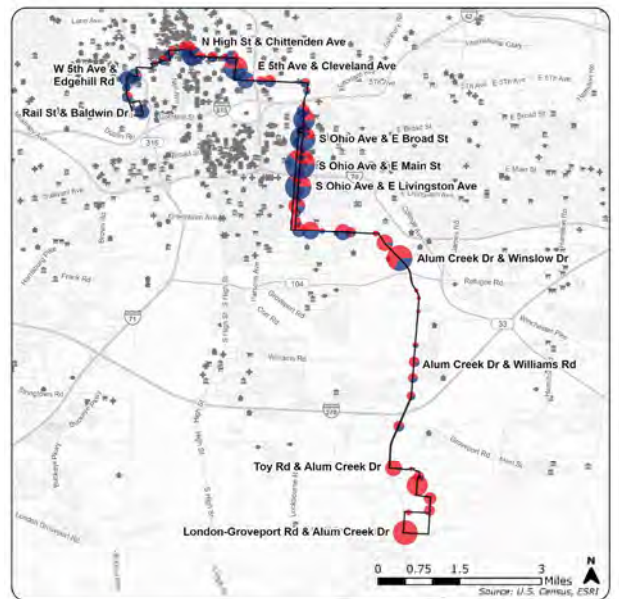


### Saturday Ridership by Stop

#### East/Southbound



#### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:22

## OSU/Rickenbacker

**Description:** Standard service operating from 1333 Fields Ave to London-Groveport Rd & Alum Creek Dr via S Ohio Ave and Alum Creek Dr

**Key Points of Interest:** Rickenbacker Airport, Maryhaven, Near East Transit Center, COTA Mobility Services, The Ohio State University, Grandview Yard

\* On-Time Performance and Ridership data from January to March 2022.

### Route Assessment

#### Strengths

- Frequent service linking OSU with commercial and industrial areas, including Rickenbacker Airport, to the southeast and retail and residential areas to the southwest
- Seven-day-a-week service
- Easy-to-remember clockface frequency
- Relatively strong weekday ridership and productivity, with an average of 12.4 passengers per trip
- Consistent alignment between directions of service, with the exception of some one-way street pairs
- Multiple connection opportunities to other COTA services, including downtown connections

#### Weaknesses

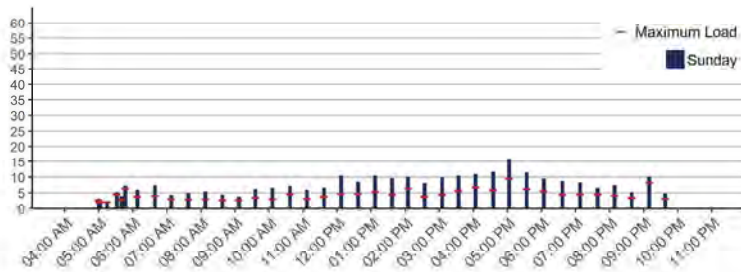
- Relatively poor on-time performance
- First trip of the morning in each direction has among the highest ridership of the day, suggesting pent up demand for earlier service
- High ridership at the southern end of the line, despite the absence of a strong anchor, suggesting that demand likely exists to extend the route further south toward Rickenbacker Airport
- Apparent disconnect between service supply and demand as highest ridership segments of the route (north of Broad Street) have lower frequency during off-peak periods than segment with lower ridership (likely done to facilitate connections for passengers traveling from downtown to Rickenbacker Airport area)
- Low ridership along Alum Creek Drive
- No direct access to grocery stores from neighborhoods along Alum Creek Drive
- Very frequent stop spacing in some segments of the route

#### Opportunities

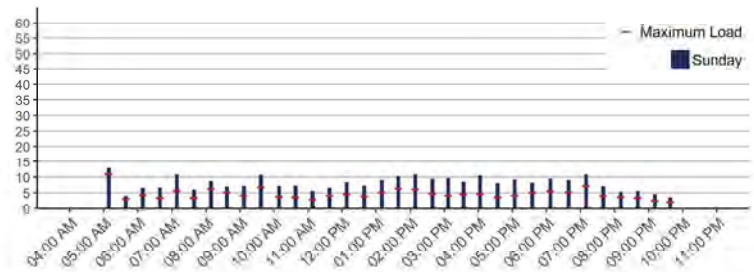
- Consolidate stops to improve running speeds and on-time performance
- Consider extending the route into Rickenbacker Airport for better job access opportunities
- Swap segments with Route 4 at Frebis Avenue so that Route 22 serves downtown. Neighborhoods along Alum Creek Drive are far from OSU and likely have a greater propensity for travel to downtown than to the university. Swapping segments with Route 4 would give residents of the Alum Creek Drive corridor a one-seat rides to downtown, as well as direct service to a grocery store (IGA on Parsons Avenue), which they currently lack

### Sunday Ridership by Trip

#### East/Southbound

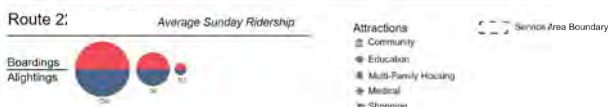
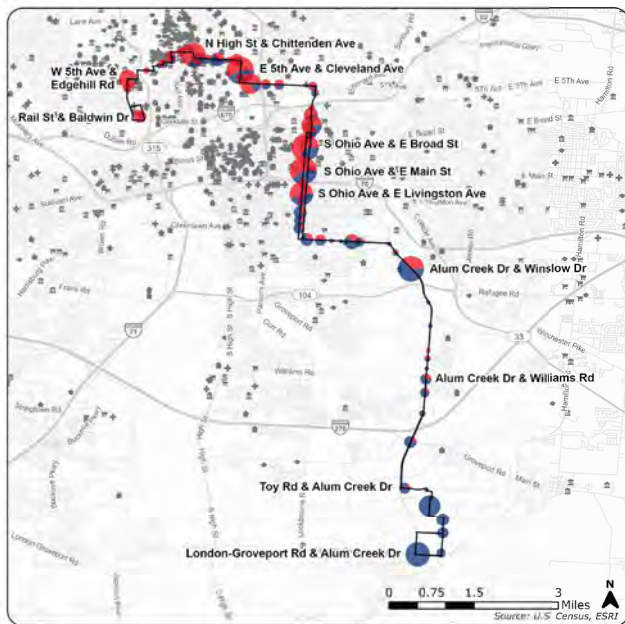


#### West/Northbound

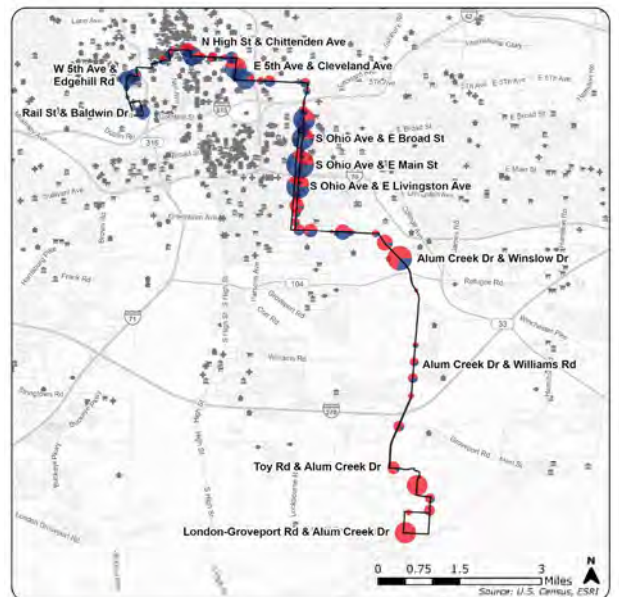


### Sunday Ridership by Stop

#### East/Southbound



#### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 23

James/Stelzer

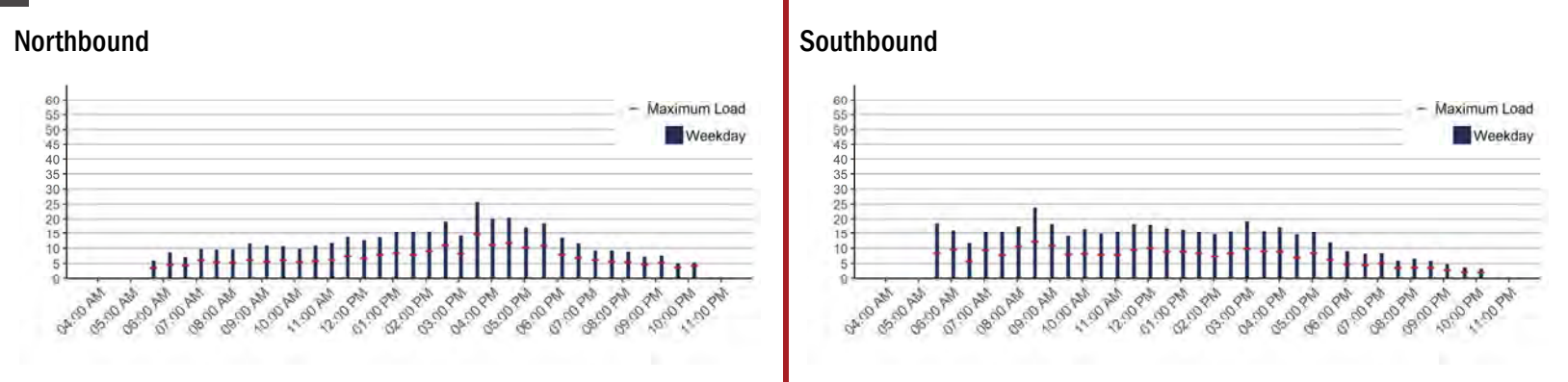
**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

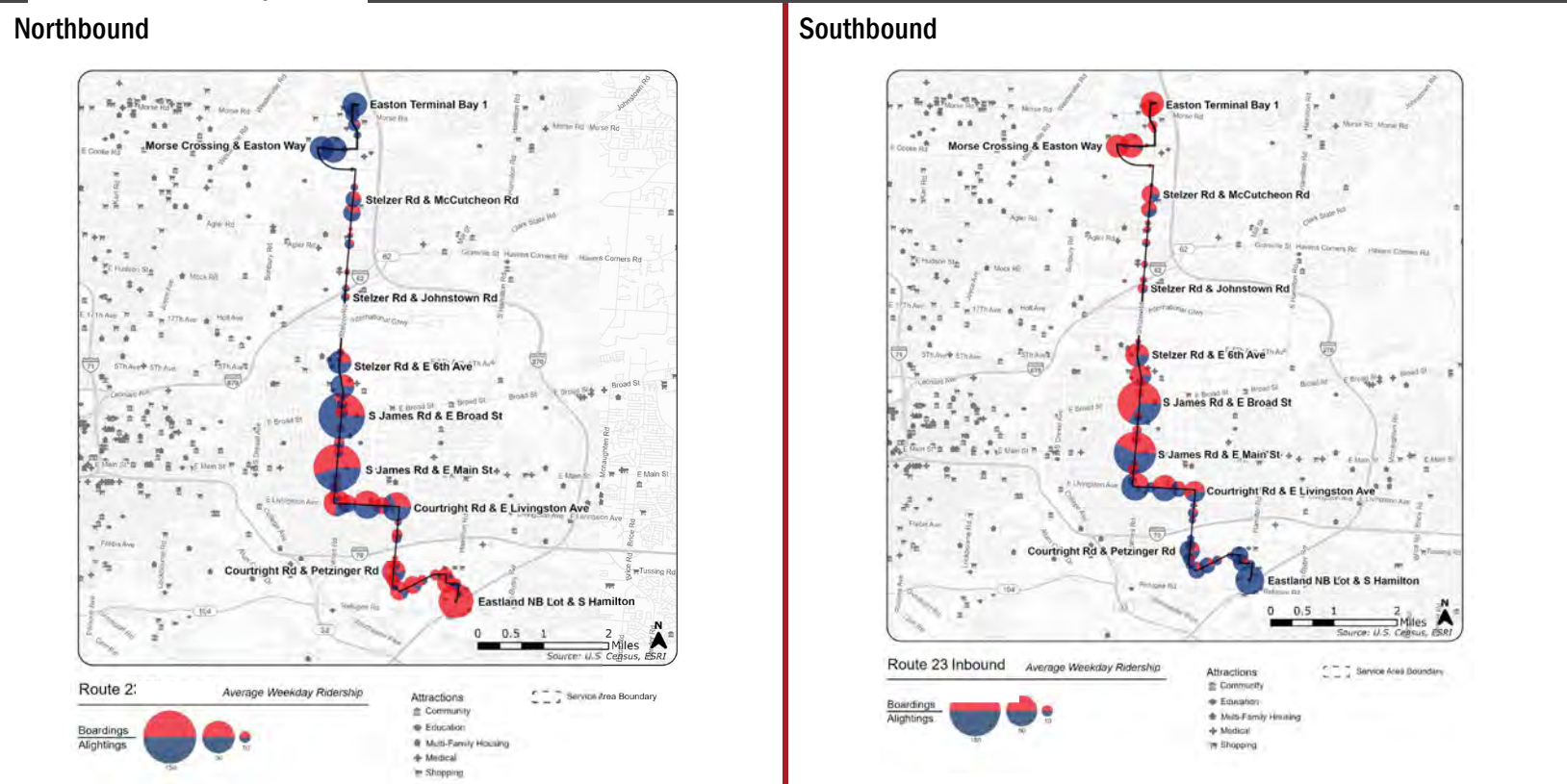
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	Trips
		Peak	Off-Peak					
Weekday	5:34 AM - 10:09 PM	30 min	30 min	18,615	334,822	275,085	17/39	
Saturday	5:34 AM - 10:09 PM	30 min	30 min					
Sunday	5:34 AM - 10:09 PM	60 min	75 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 23

James/Stelzer

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

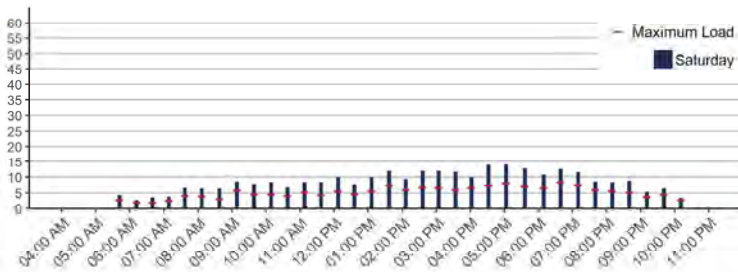


Passengers per Trip

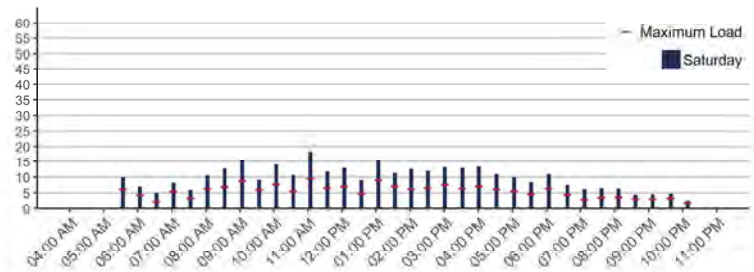
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	826	10/39	16.2	3/39	0.7	9/39	12.1	11/39
Saturday	709	9/24	13.9	2/24	0.8	4/24	10.4	9/24
Sunday	477	10/24	9.3	2/24	0.5	5/24	7.0	10/24

## Saturday Ridership by Trip

### Northbound

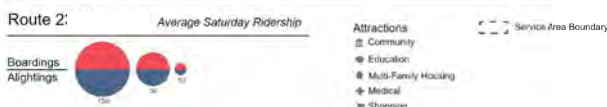
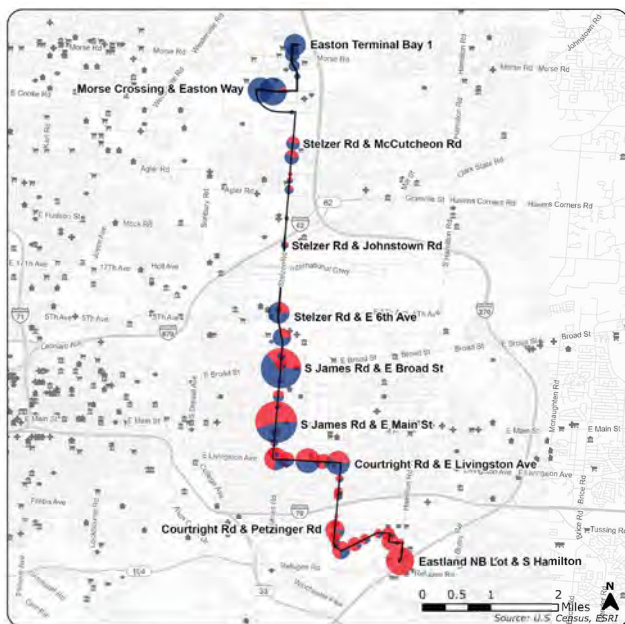


### Southbound

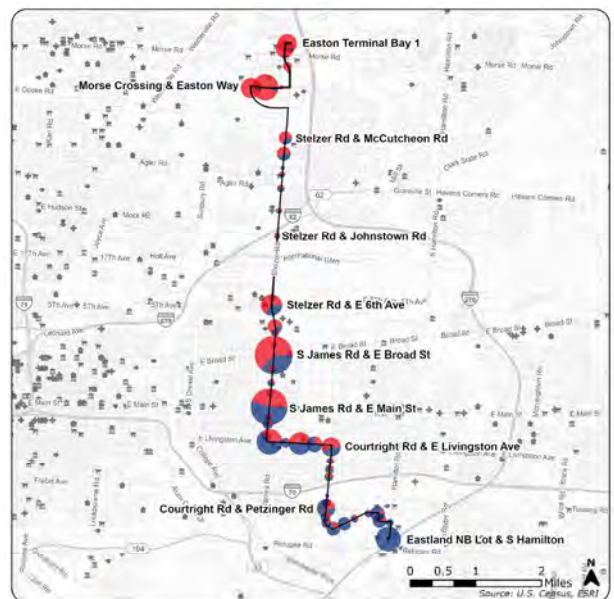


## Saturday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 23

James/Stelzer

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Relatively frequent and easy-to-remember clockface frequency
- Seven-day-a-week service
- Fairly direct and symmetrical alignment
- Relatively strong ridership and productivity at 16.2 weekday passengers per hour
- Multiple connection opportunities to other COTA services, including downtown and airport connections

### Weaknesses

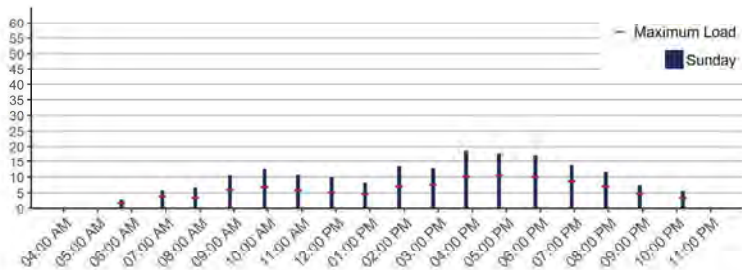
- Relatively poor on-time performance
- Low ridership along Stelzer Road, including in the vicinity of John Glenn Columbus International Airport
- High ridership on first southbound trip in the morning, suggesting pent up demand for earlier southbound service

### Opportunities

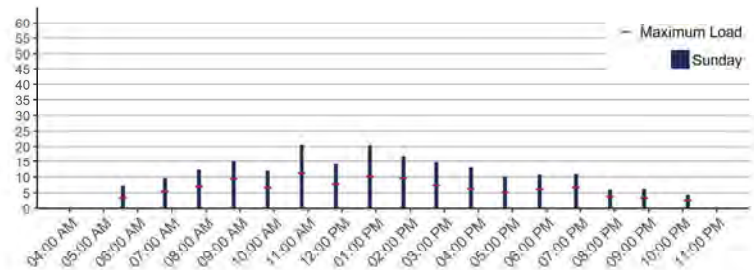
- Add stops along Stelzer Road in the vicinity of John Glenn Columbus International Airport to facilitate connections to the airport via airport shuttles. Access to the airport is available via Rout 7, but this route is relatively infrequent, and connections with Route 23 may not always be well-timed. Adding stops on Stelzer Road near 17th Street would allow riders to utilize the airport's remote parking shuttles to access the airport terminal
- Consider splitting Route 23 into two routes in the vicinity of John Glenn Columbus International Airport, with both routes serving the airport directly, in order to provide more one-seat rides to job access opportunities at the airport. Ridership activity along Stelzer Road suggests that there is relatively little through ridership past the airport

## Sunday Ridership by Trip

### Northbound

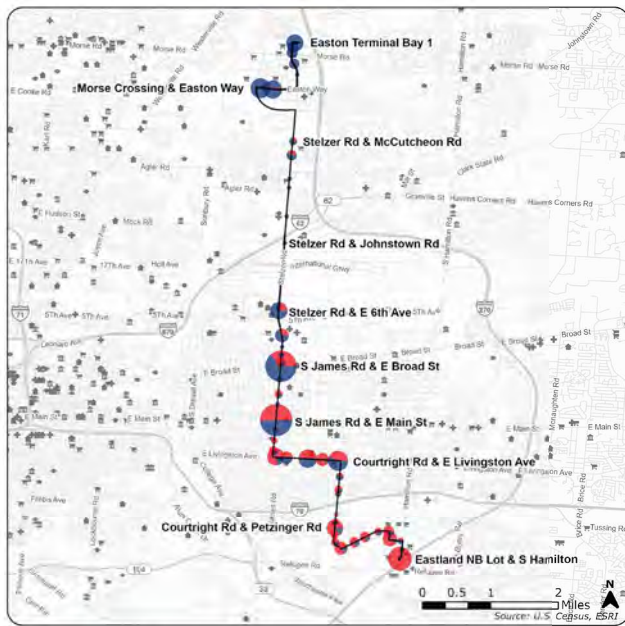


### Southbound

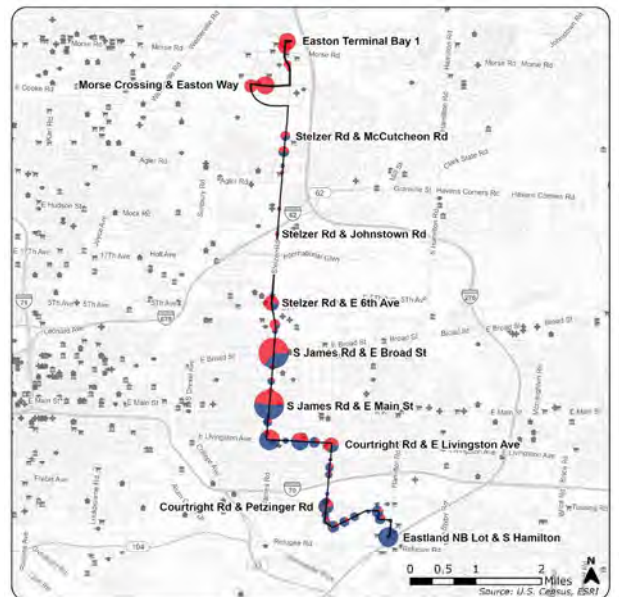


## Sunday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE:3

Northwest/Harrisburg

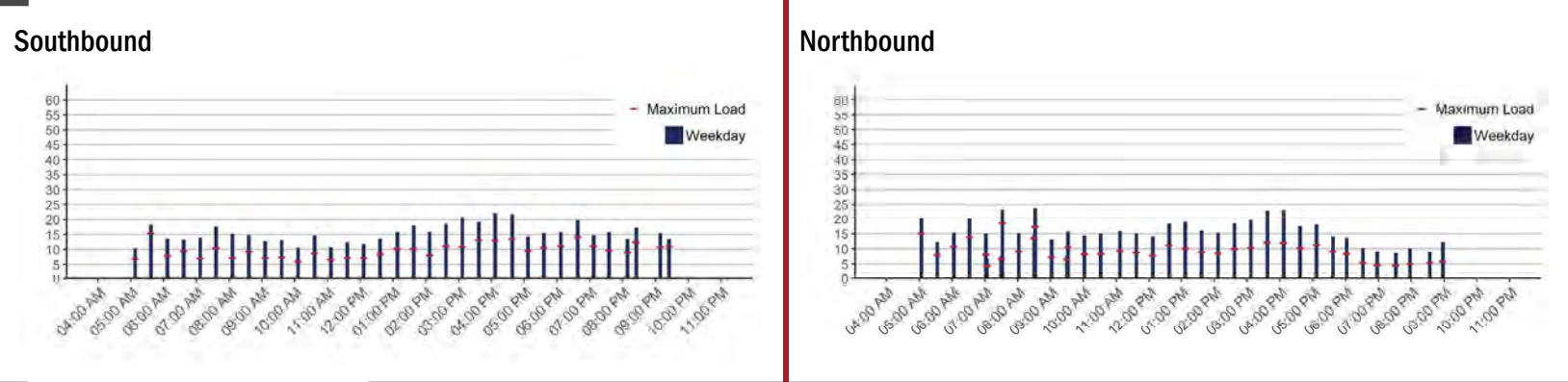
**Description:** Standard service operating from Northwest Blvd & Giant Eagle to Parkway Centre Dr & Stringtown Rd via Mound St and Harrisburg Pike

**Key Points of Interest:** Parkway Centre, Grove City Park and Ride, Central Point Shopping center, Downtown, Arena District, Grandview Yard, Upper Arlington, Kingsdale Shopping Center

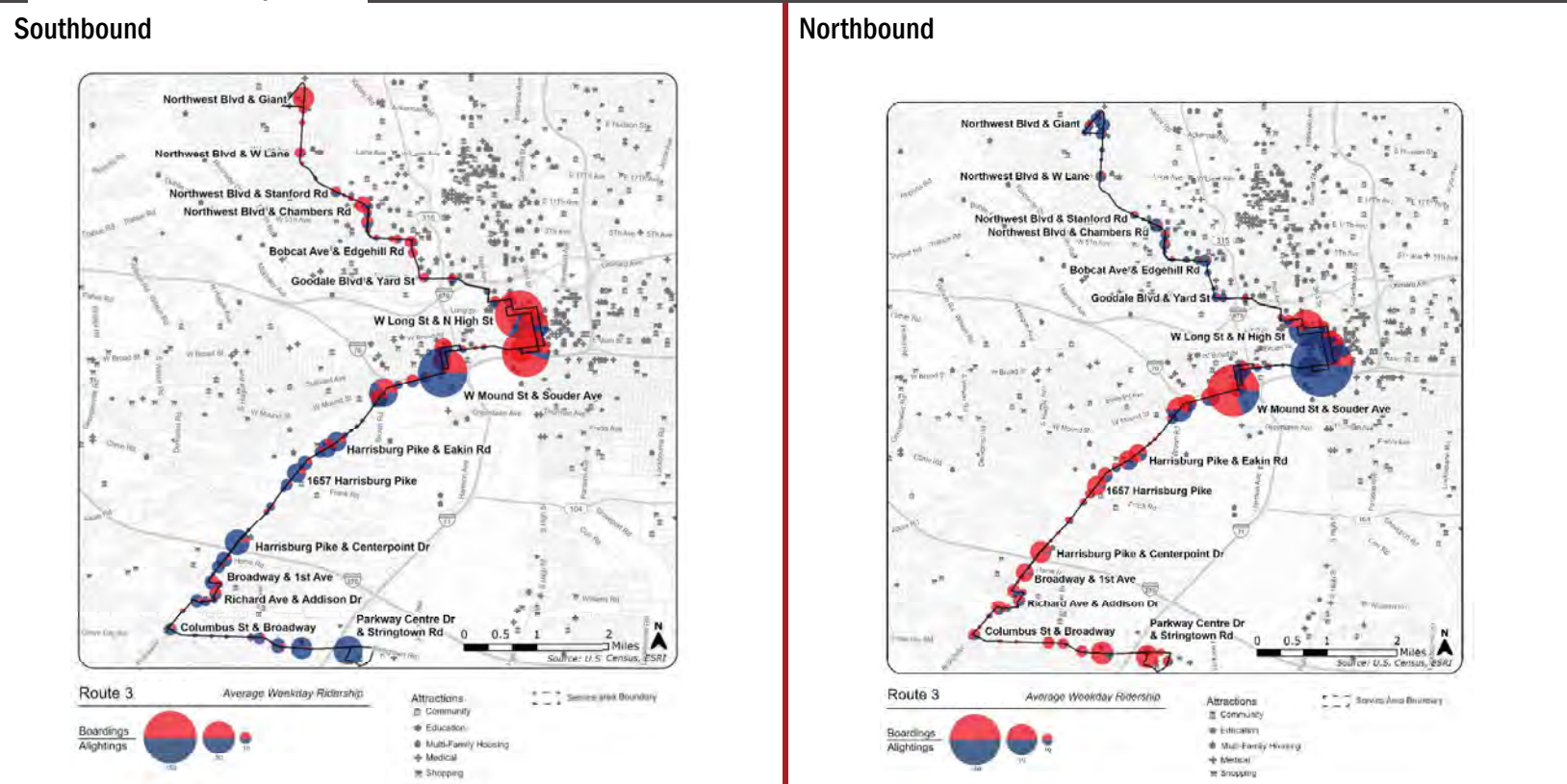
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	Trips
		Peak	Off-Peak					
Weekday	4:53 AM - 9:28 PM	45 min	45 min	31,445	480,632	322,423	9/39	
Saturday	5:35 AM - 9:28 PM	60 min	60 min					
Sunday	5:35 AM - 9:28 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:3

Northwest/Harrisburg

**Description:** Standard service operating from Northwest Blvd & Giant Eagle to Parkway Centre Dr & Stringtown Rd via Mound St and Harrisburg Pike

**Key Points of Interest:** Parkway Centre, Grove City Park and Ride, Central Point Shopping center, Downtown, Arena District, Grandview Yard, Upper Arlington, Kingsdale Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



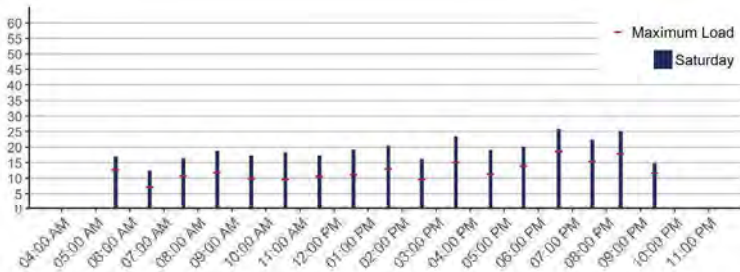
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	994	8/39	11.6	11/39	0.7	11/39	14.0	8/39
Saturday	752	7/24	8.7	11/24	0.6	11/24	10.6	8/24
Sunday	516	8/24	6.0	12/24	0.4	11/24	7.3	9/24

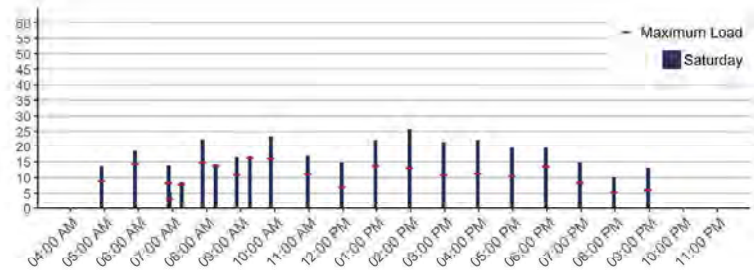


## Saturday Ridership by Trip

### Southbound

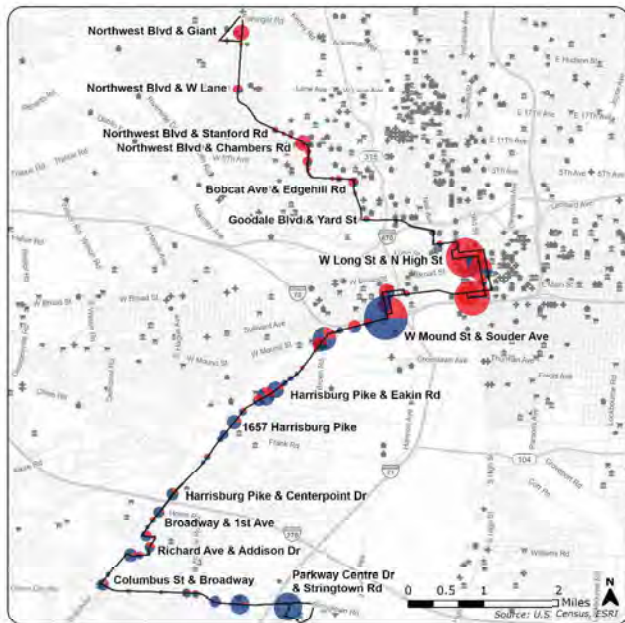


### Northbound

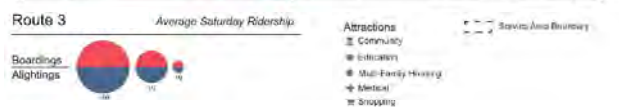
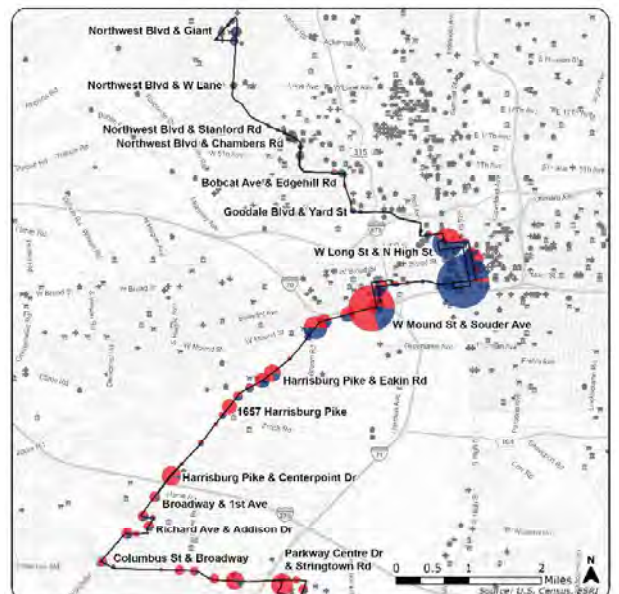


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:3

Northwest/Harrisburg

**Description:** Standard service operating from Northwest Blvd & Giant Eagle to Parkway Centre Dr & Stringtown Rd via Mound St and Harrisburg Pike

**Key Points of Interest:** Parkway Centre, Grove City Park and Ride, Central Point Shopping center, Downtown, Arena District, Grandview Yard, Upper Arlington, Kingsdale Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Radial service connecting communities and retail centers northwest and southwest of Columbus, including Upper Arlington, and Grove City to downtown Columbus
- Seven-day-a-week service
- Several strong anchors and major ridership generators including Walmart, a BMV office, downtown Columbus and two Krogers

### Weaknesses

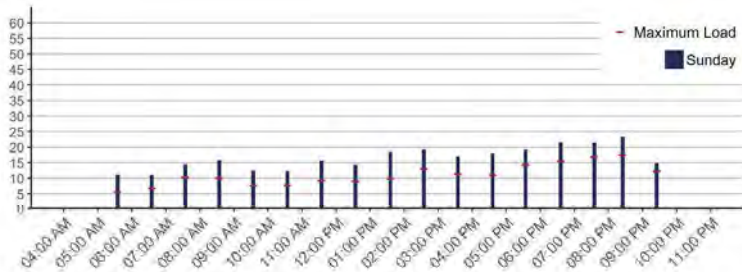
- Relatively infrequent and non-clockface frequency on weekdays
- Several segments of low ridership along Harrisonburg Pike and Northwest Boulevard
- Challenging pedestrian environment along Harrisonburg Pike, with few sidewalks between Jack Nicklaus Freeway and Frank Road
- Relatively poor on-time performance

### Opportunities

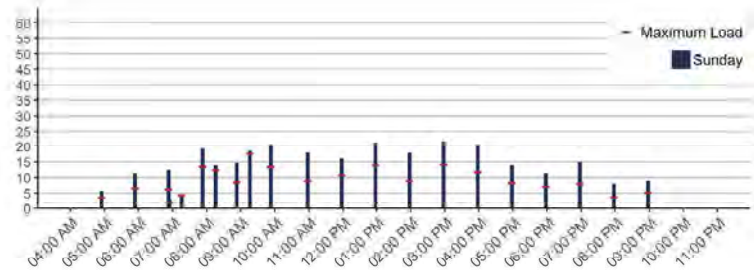
- Operate route every 30-minutes during weekday commute times, and hourly at other times, in order to provide simplified clockface schedules.
- Shift route alignment from Columbus Street, west of Hoover Road, to Hoover Road, Southwest Boulevard, and Broadway. This alignment would better serve Kroger on Hoover Road, a large concentration of multi-family housing near Sonora Drive, and restaurants on Broadway north of Southwest Boulevard, while eliminating several low-ridership stops on Broadway and Columbus Street
- Shift route alignment from Vine Street to Neil Avenue, Thurber Drive, Michigan Avenue, and Goodale Street. This alignment would better serve Giant Eagle Supermarket and a large concentration of multi-family housing along Thurber Drive
- Shift route alignment from Northwest Boulevard, west of Northstar Road, to Northstar Road and Lane Avenue. This alignment would better serve Whole Foods and other ridership generators along Lane Avenue
- Consider extending COTA Plus Grove City zone to Frank Road to better serve a segment of the Harrisonburg Pike corridor that is difficult to serve effectively with fixed-route service.

## Sunday Ridership by Trip

### Southbound

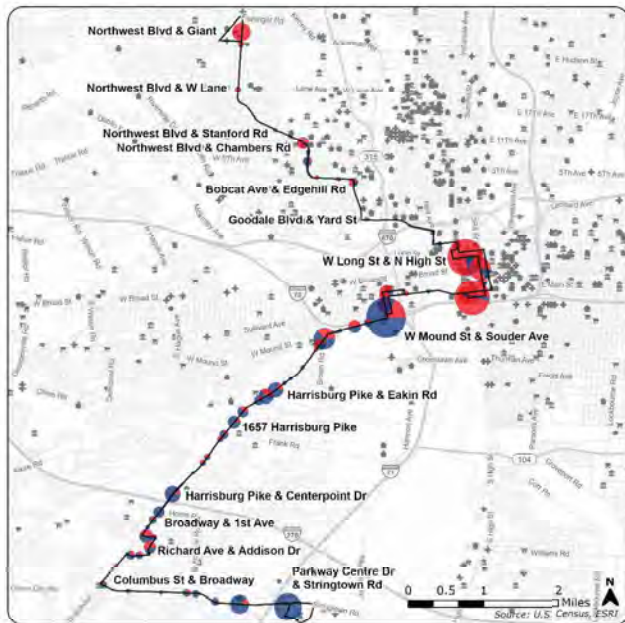


### Northbound

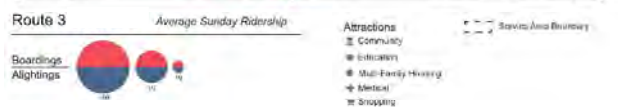
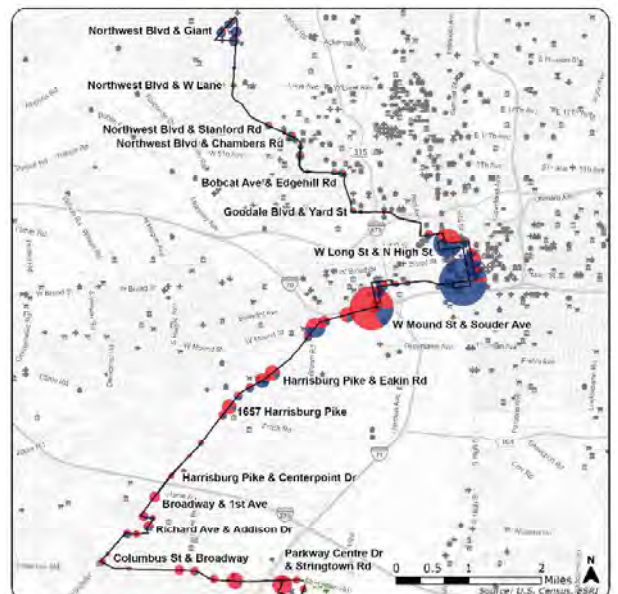


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 4

Indianola/Lockbourne

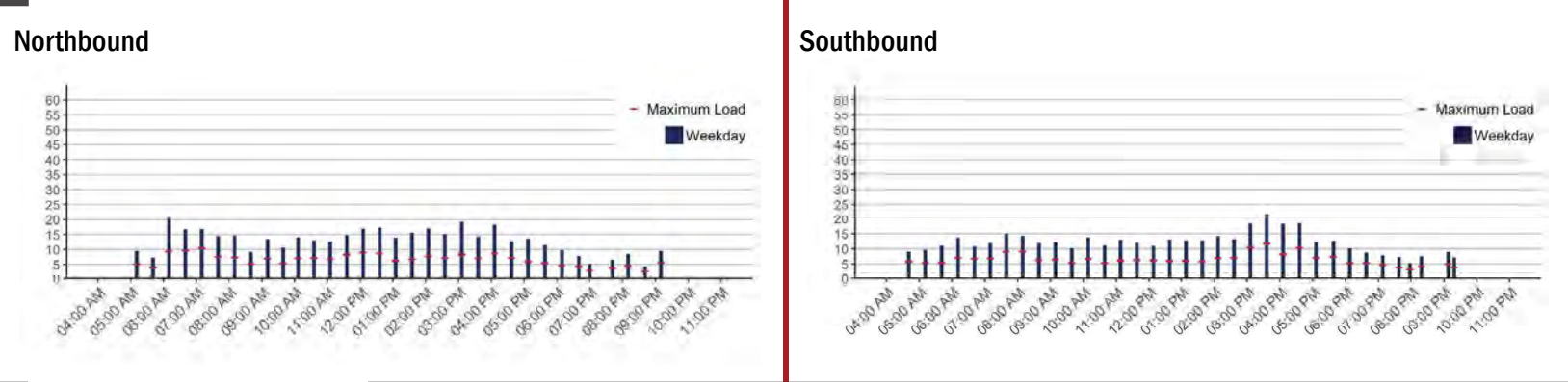
**Description:** Standard service operating from Boardwalk St & Shapter Ave to Thimbleberry Rd & Alum Creek Dr via Indianola Ave and High St

**Key Points of Interest:** Marion-Franklin High School, Nationwide Children's Hospital, German Village, Downtown Columbus

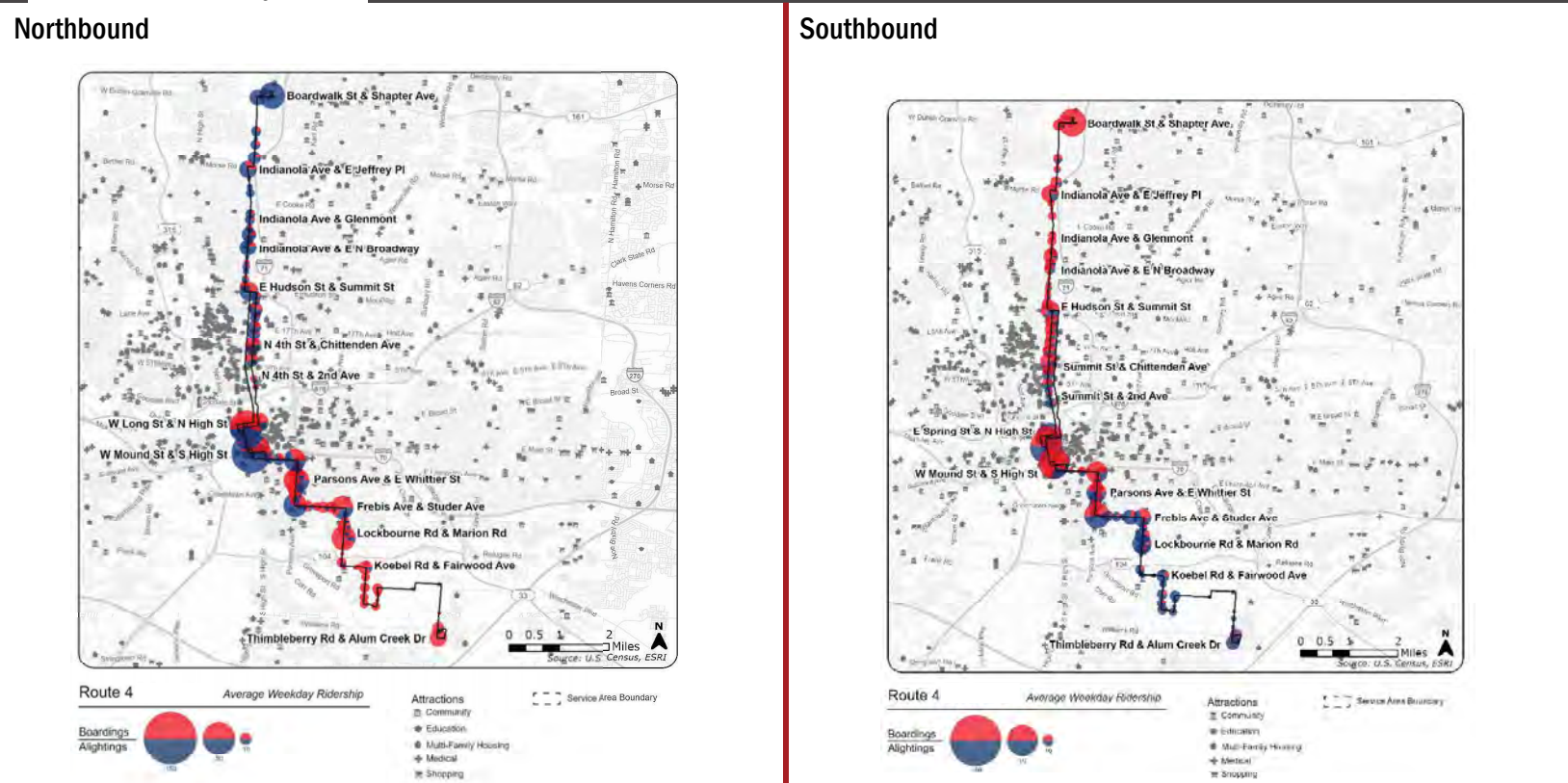
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	Trips
		Peak	Off-Peak					
Weekday	4:41 AM - 9:19 PM	60 min	60 min	31,025	508,456	190,909	10/39	
Saturday	4:41 AM - 9:19 PM	60 min	60 min				9/39	
Sunday	4:41 AM - 9:19 PM	60 min	60 min				15/39	

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 4

## Indianola/Lockbourne

**Description:** Standard service operating from Boardwalk St & Shapter Ave to Thimbleberry Rd & Alum Creek Dr via Indianola Ave and High St

**Key Points of Interest:** Marion-Franklin High School, Nationwide Children's Hospital, German Village, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

### Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

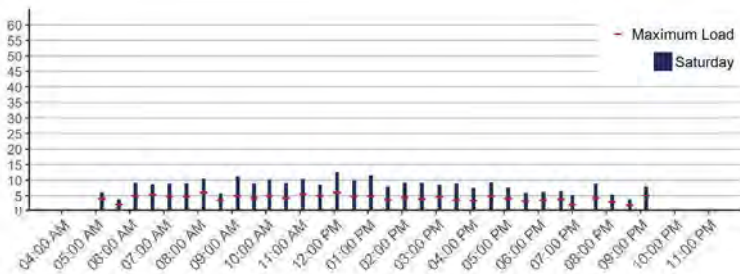


Passengers per Trip

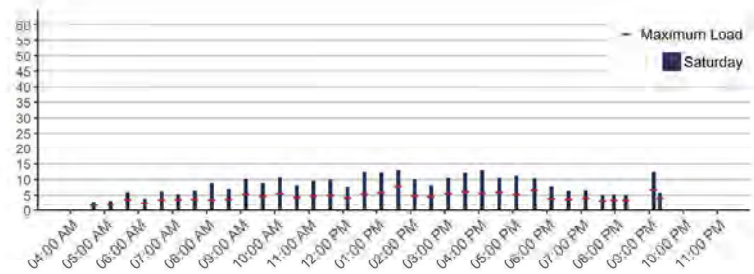
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	597	14/39	7.0	19/39	0.4	18/39	8.8	15/39
Saturday	421	15/24	5.0	20/24	0.3	20/24	6.2	15/24
Sunday	288	16/24	3.4	24/24	0.2	22/24	4.2	18/24

### Saturday Ridership by Trip

#### Northbound

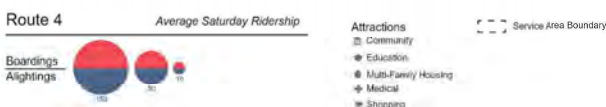
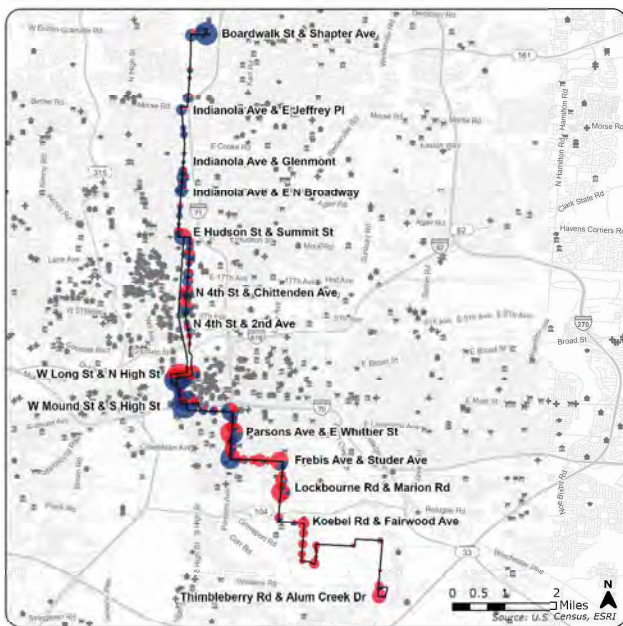


#### Southbound

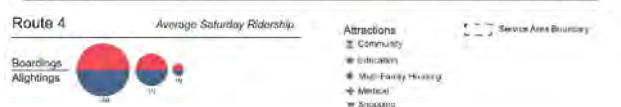
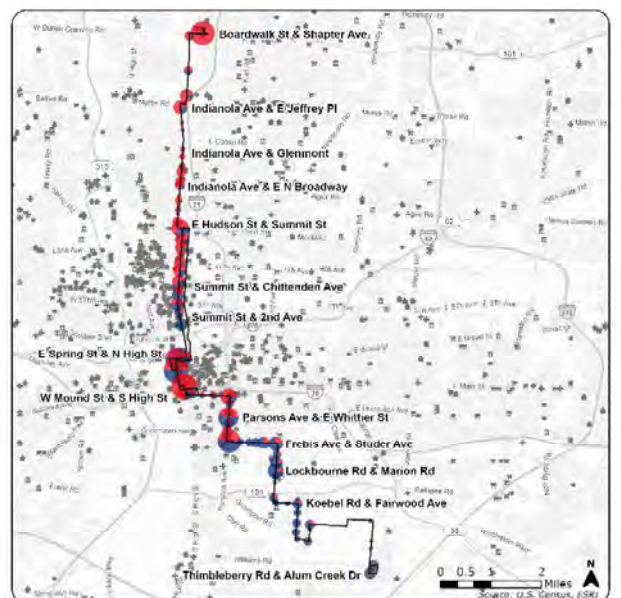


### Saturday Ridership by Stop

#### Northbound



#### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 4

## Indianola/Lockbourne

**Description:** Standard service operating from Boardwalk St & Shapter Ave to Thimbleberry Rd & Alum Creek Dr via Indianola Ave and High St

**Key Points of Interest:** Marion-Franklin High School, Nationwide Children's Hospital, German Village, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

### Route Assessment

#### Strengths

- Hourly service along key commercial corridors including Sinclair Road, Indianola Avenue, Parsons Avenue, and Lockbourne Road
- Easy-to-remember clockface frequency
- Seven-day-a-week service
- Consistent alignment in northbound and southbound directions (other than one-way street pairs)
- Multiple connection opportunities to other COTA services, including OSU connections

#### Weaknesses

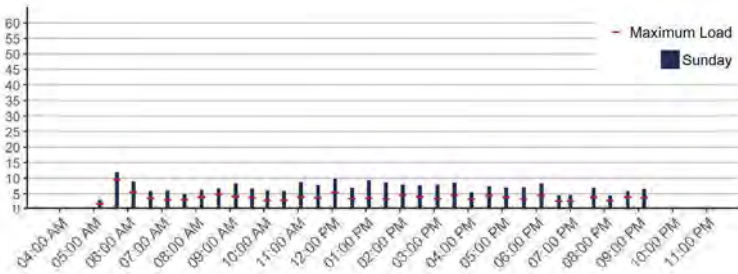
- Relatively low ridership and productivity, especially on weekends
- Fairly weak anchors at both ends of the line
- Relatively low-density corridors and adjacent neighborhoods south of Frebis Avenue and north of Weber Road
- Very low ridership and productivity on Sundays, with just 3.4 passengers per hour and 4.2 passengers per trip
- Fairly poor on-time performance

#### Opportunities

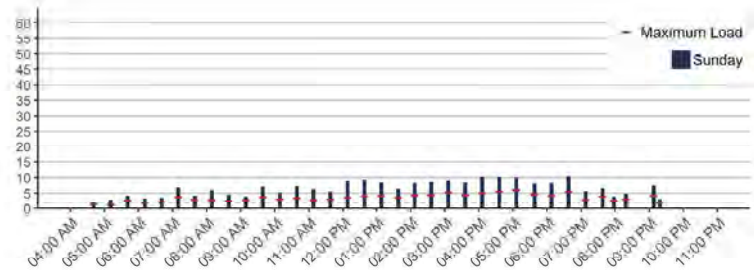
- Consider 30-minute service frequency during peak weekday commuting periods to better facilitate connections to other routes
- Streamline service on Watkins Road due to low ridership south of Watkins Road
- Restructure southern end-of-line alignment to operate as a clockwise loop including Watkins Road, Spangler Road, Williams Road, and Alum Creek, in order to add service to a concentration of multi-family housing near Spangler Road.
- Consider swapping segments with Route 22 at Frebis Avenue to better align service with likely travel patterns. If Route 4 travels north toward OSU, bypassing downtown, shift service from Champion/Ohio Avenue to Livingston Avenue, 18th Street, and Main Street to provided better access to Nationwide Children's Hospital, while eliminating low-ridership stops between Main Street and Livingston Avenue
- Extend northern end-of-the line north from near Dublin Granville Road to provide job access opportunities to Amazon on Busch Boulevard, Anheuser-Busch, and the Social Security Administration office, and Kroger on Worthington Woods Boulevard. This extension would create one-seat access to groceries and connection opportunities to Route 102

### Sunday Ridership by Trip

#### Northbound

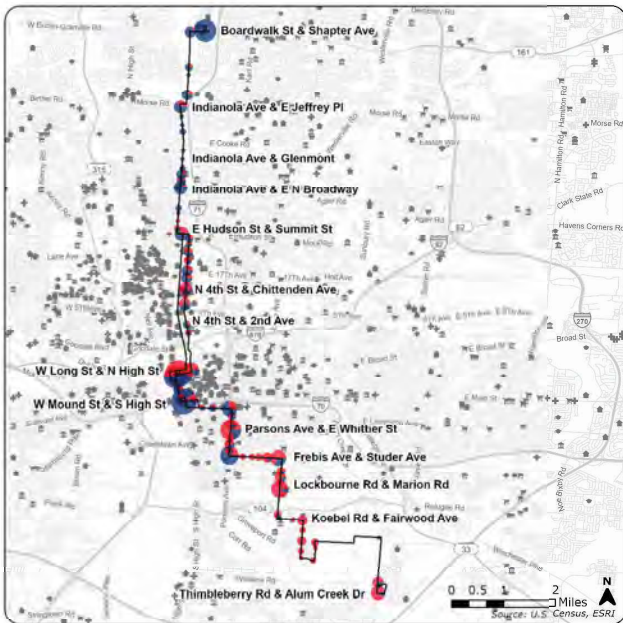


#### Southbound

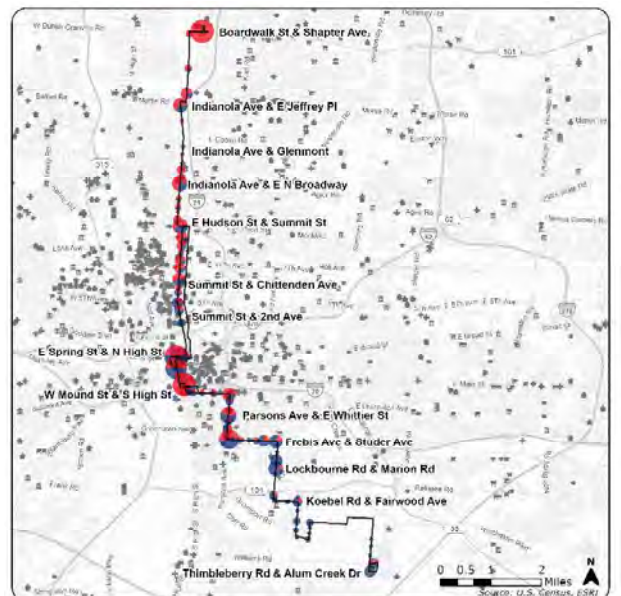


### Sunday Ridership by Stop

#### Northbound



#### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:5

## W 5th Ave/Refugee

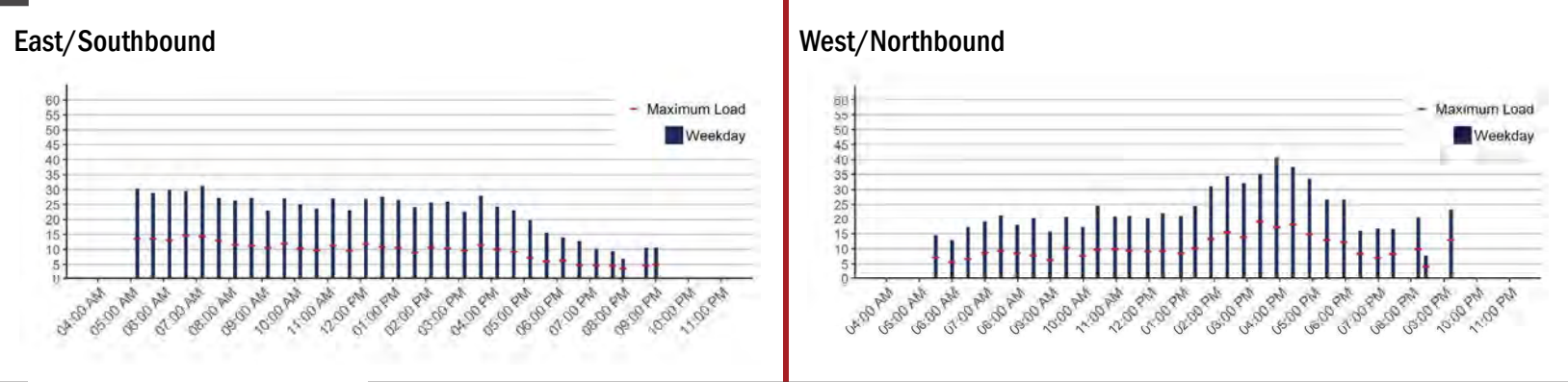
**Description:** Standard service operating from Gender Road Towne Centre to N Murray Hill Rd & Beacon Hill Rd via W 5th Ave and Refugee Rd

**Key Points of Interest:** Renner Road Park & Ride, Downtown Columbus, Eastland Mall, Gender Road Towne Centre

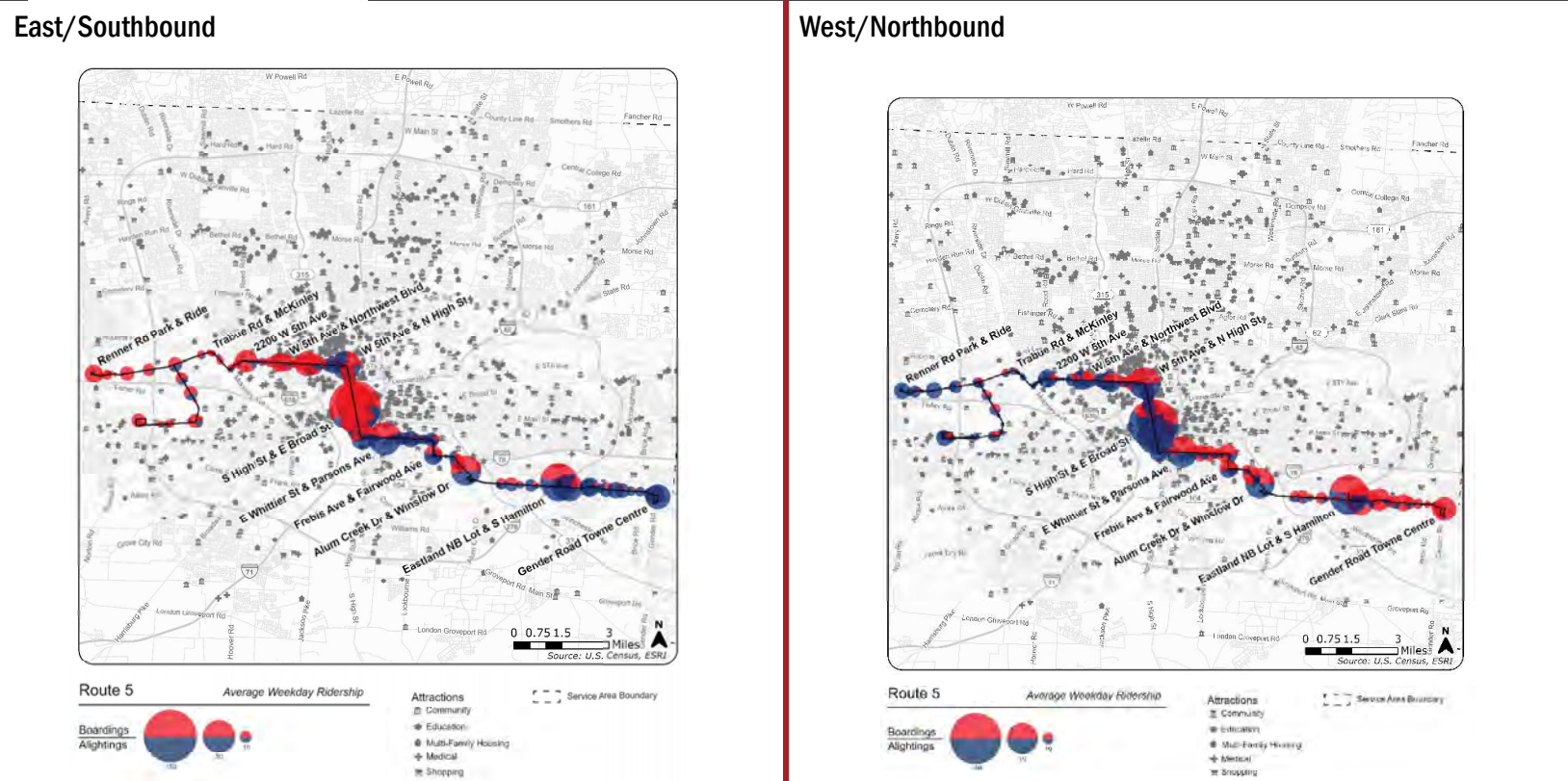
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:41 AM - 8:43 PM	30 min	60 min	35,825	586,621	401,527	18%	17%
Saturday	5:41 AM - 8:43 PM	30 min	60 min				63%	
Sunday	5:41 AM - 8:43 PM	30 min	60 min					

### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 5

## W 5th Ave/Refugee

**Description:** Standard service operating from Gender Road Towne Centre to N Murray Hill Rd & Beacon Hill Rd via W 5th Ave and Refugee Rd

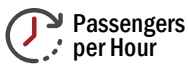
**Key Points of Interest:** Renner Road Park & Ride, Downtown Columbus, Eastland Mall, Gender Road Towne Centre

\* On-Time Performance and Ridership data from January to March 2022.

### Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



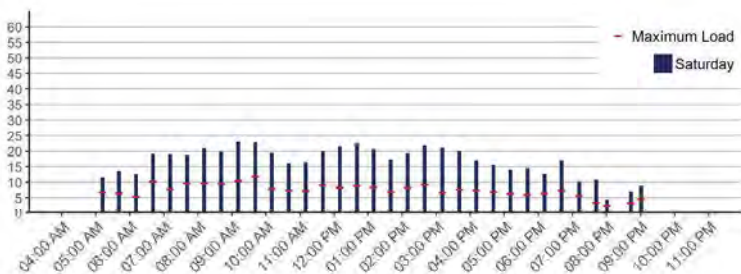
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	1,227	6/39	12.5	9/39	0.7	10/39	18.9	5/39
Saturday	939	6/24	9.5	9/24	0.6	10/24	14.4	4/24
Sunday	685	6/24	7.0	10/24	0.4	10/24	10.5	4/24

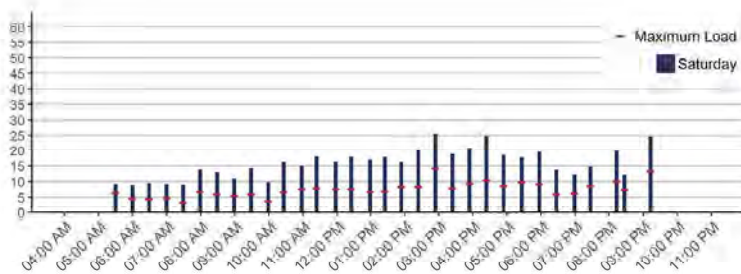


### Saturday Ridership by Trip

#### East/Southbound

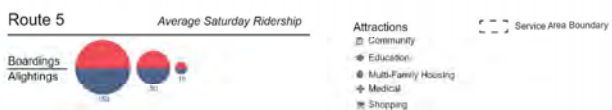
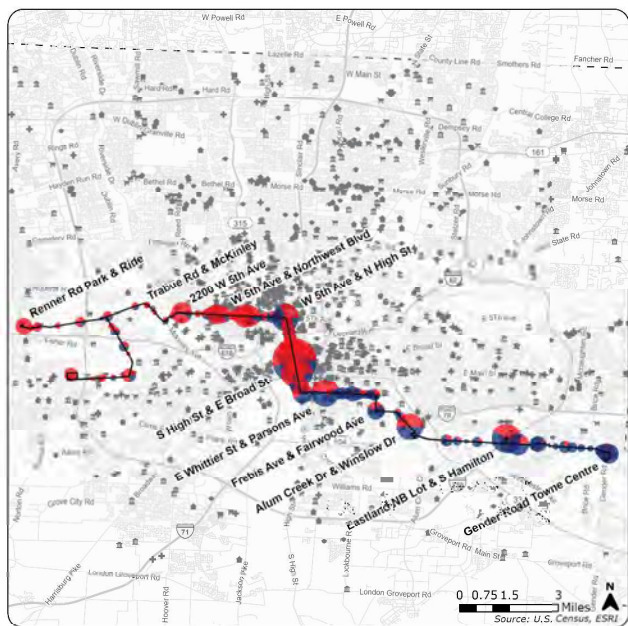


#### West/Northbound

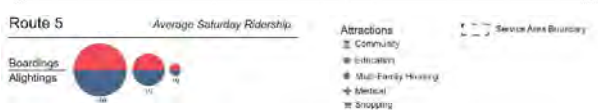
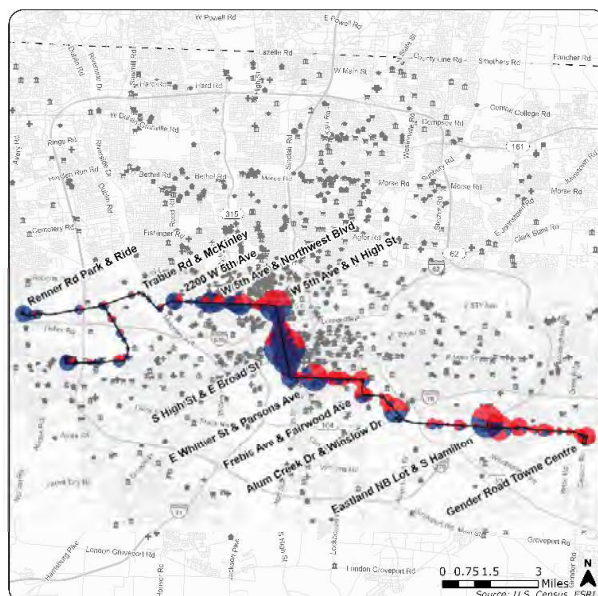


### Saturday Ridership by Stop

#### East/Southbound



#### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE:5

## W 5th Ave/Refugee

**Description:** Standard service operating from Gender Road Towne Centre to N Murray Hill Rd & Beacon Hill Rd via W 5th Ave and Refugee Rd

**Key Points of Interest:** Renner Road Park & Ride, Downtown Columbus, Eastland Mall, Gender Road Towne Centre

\* On-Time Performance and Ridership data from January to March 2022.

### Route Assessment

#### Strengths

- Moderately frequent service along main trunk of route
- Fairly high ridership and productivity, with an average of 18.9 passengers per trip on weekdays
- Easy-to-remember clockface frequency
- Seven-day-a-week service
- Consistent alignment in eastbound and westbound directions (other than one-way street pairs)
- Strong anchors and good mix of ridership generators

#### Weaknesses

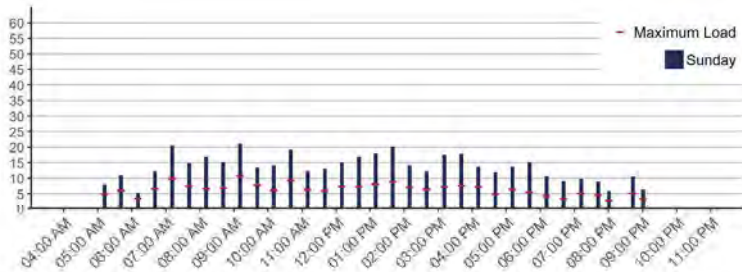
- Very frequent stop spacing along some segments of the route,
- Poor on-time performance
- Relatively low density and auto-oriented operating environment outside of US-33 on the east and west sides
- Route ends just short of a potentially strong ridership generator at OhioHealth Doctors Hospital on W. Broad Street

#### Opportunities

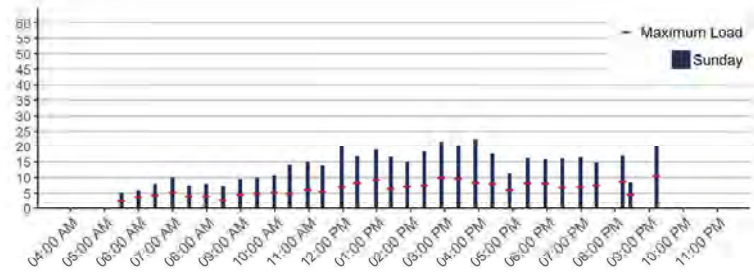
- Consolidate stops to improve running speeds and on-time performance
- Establish park-and-ride in the Refugee Road corridor (Gender Road Kroger and/or Eastland Mall) to serve adjacent auto-oriented neighborhoods
- Extend route to OhioHealth Doctors Hospital on W. Broad Street in order to create a stronger anchor.

### Sunday Ridership by Trip

#### East/Southbound

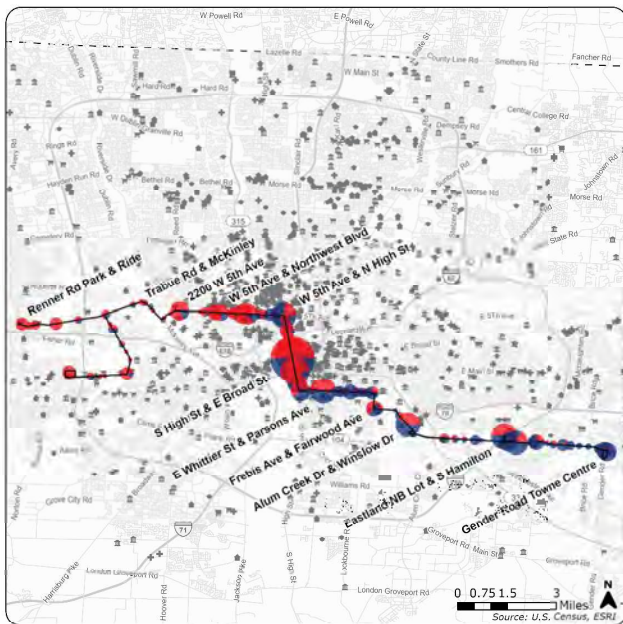


#### West/Northbound

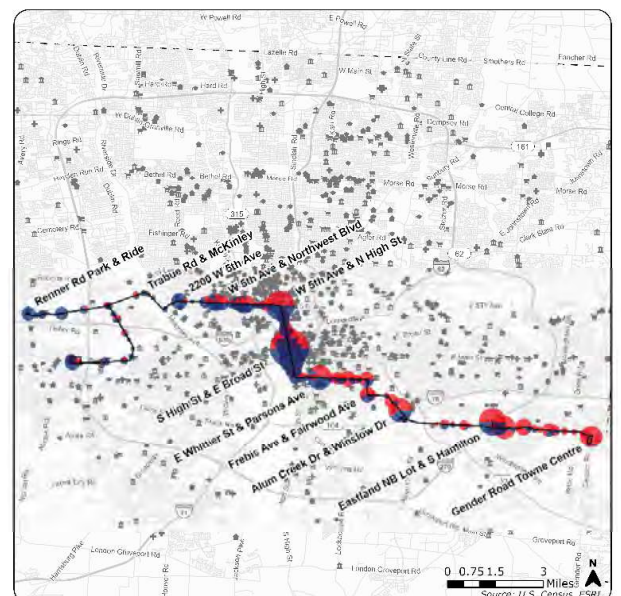


### Sunday Ridership by Stop

#### East/Southbound



#### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

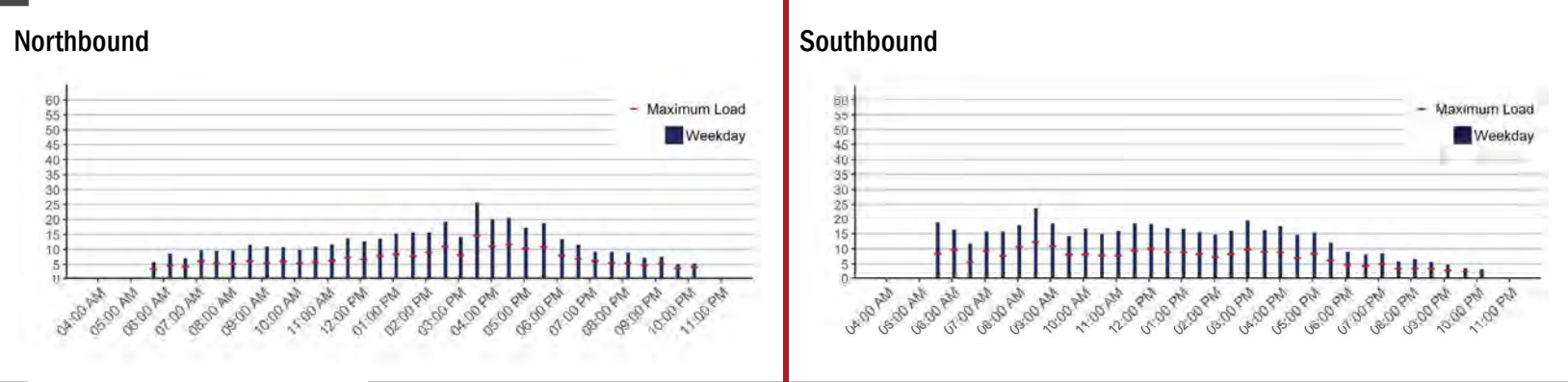
**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

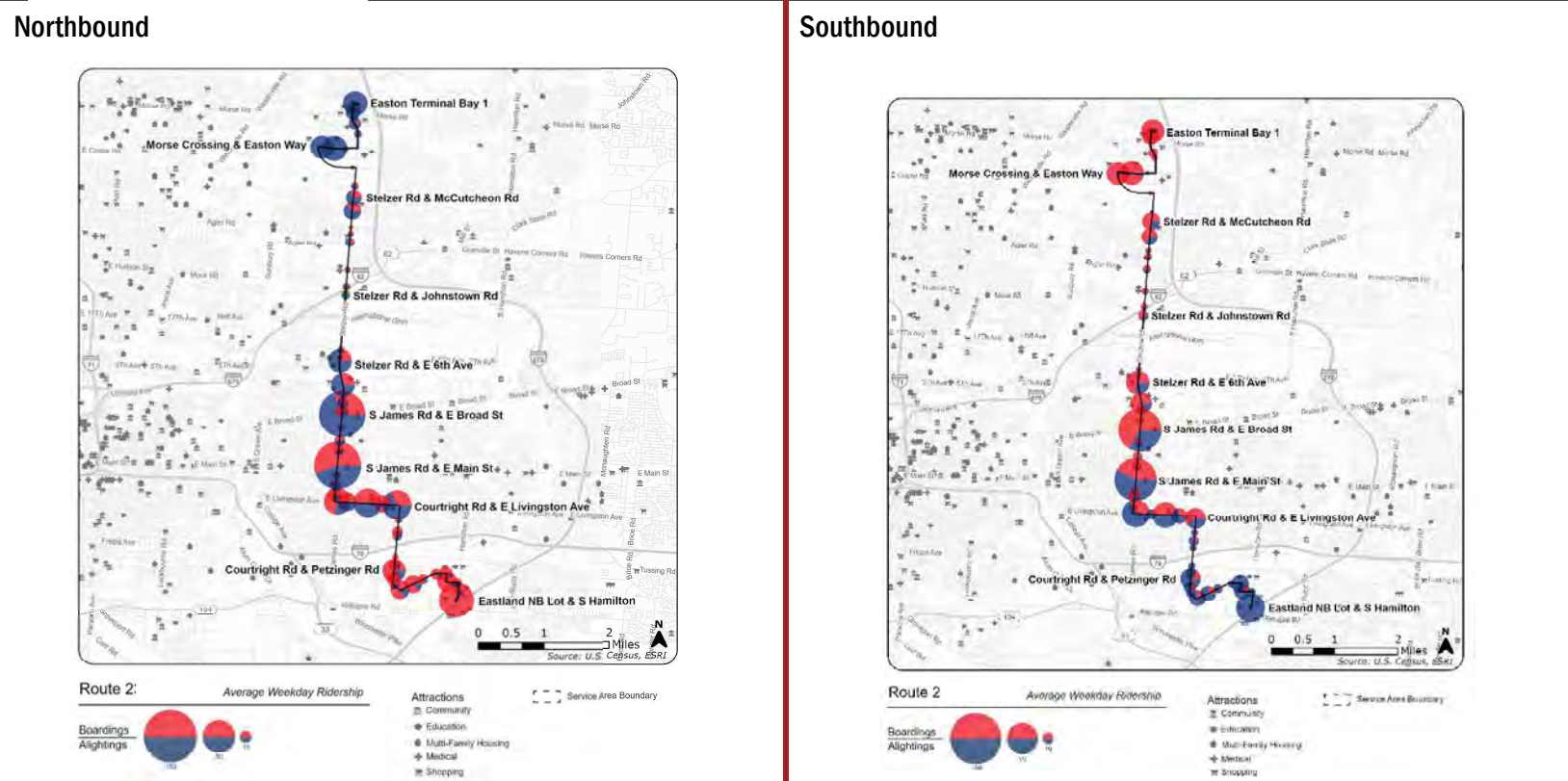
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:34 AM - 10:09 PM	30 min	30 min	18,615	334,822	275,085	16%	17%
Saturday	5:34 AM - 10:09 PM	30 min	30 min	17/39	15/39	11/39	65% On-Time	
Sunday	5:34 AM - 10:09 PM	60 min	75 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

Description: Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

Key Points of Interest: Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



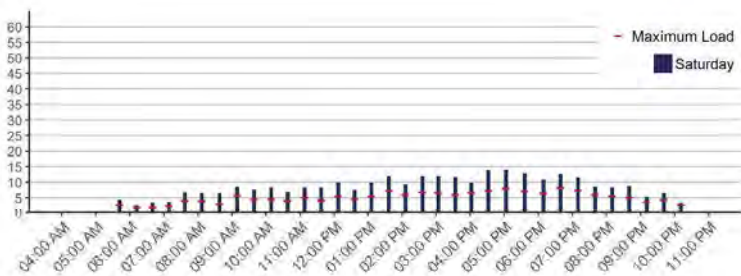
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	826	10/39	16.2	3/39	0.7	9/39	12.1	11/39
Saturday	709	9/24	13.9	2/24	0.8	4/24	10.4	9/24
Sunday	477	10/24	9.3	2/24	0.5	5/24	7.0	10/24

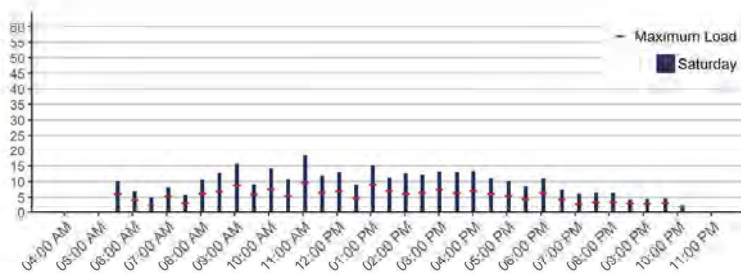


## Saturday Ridership by Trip

### Northbound

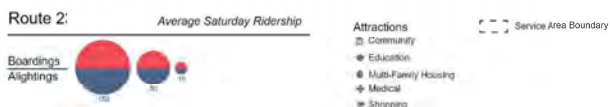
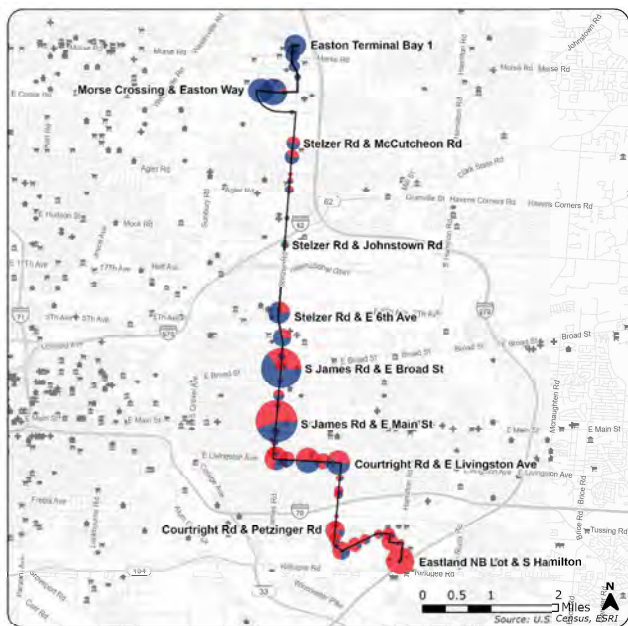


### Southbound

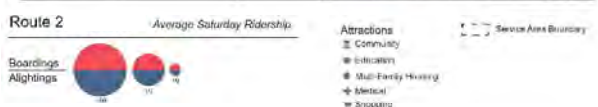
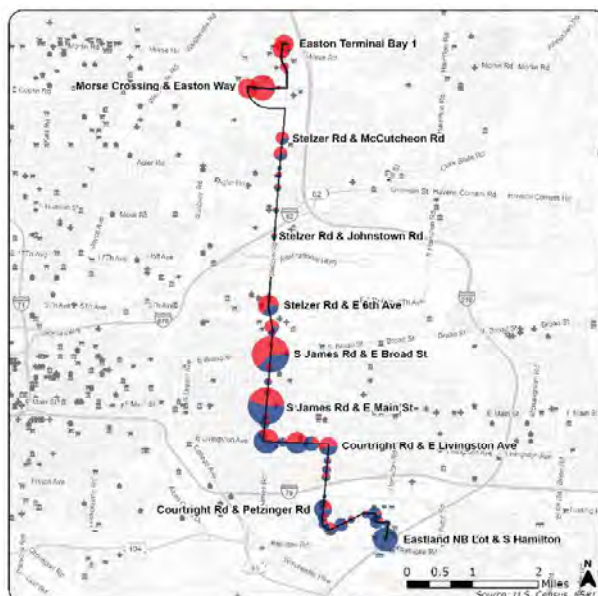


## Saturday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Relatively frequent and easy-to-remember clockface frequency
- Seven-day-a-week service
- Fairly direct and symmetrical alignment
- Relatively strong ridership and productivity at 16.2 weekday passengers per hour
- Multiple connection opportunities to other COTA services, including downtown and airport connections

### Weaknesses

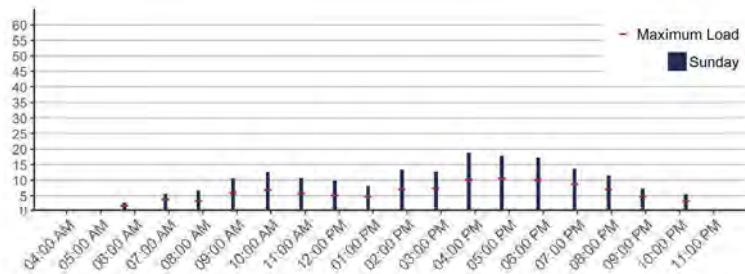
- Relatively poor on-time performance
- Low ridership along Stelzer Road, including in the vicinity of John Glenn Columbus International Airport
- High ridership on first southbound trip in the morning, suggesting pent up demand for earlier southbound service

### Opportunities

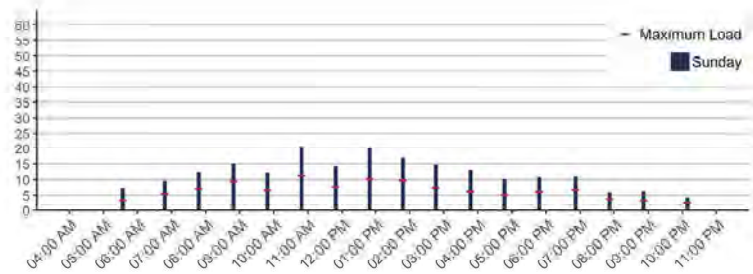
- Add stops along Stelzer Road in the vicinity of John Glenn Columbus International Airport to facilitate connections to the airport via airport shuttles. Access to the airport is available via Route 7, but this route is relatively infrequent, and connections with Route 23 may not always be well-timed. Adding stops on Stelzer Road near 17th Street would allow riders to utilize the airport's remote parking shuttles to access the airport terminal
- Consider splitting Route 23 into two routes in the vicinity of John Glenn Columbus International Airport, with both routes serving the airport directly, in order to provide more one-seat rides to job access opportunities at the airport. Ridership activity along Stelzer Road suggests that there is relatively little through ridership past the airport

## Sunday Ridership by Trip

### Northbound

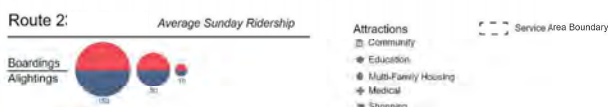
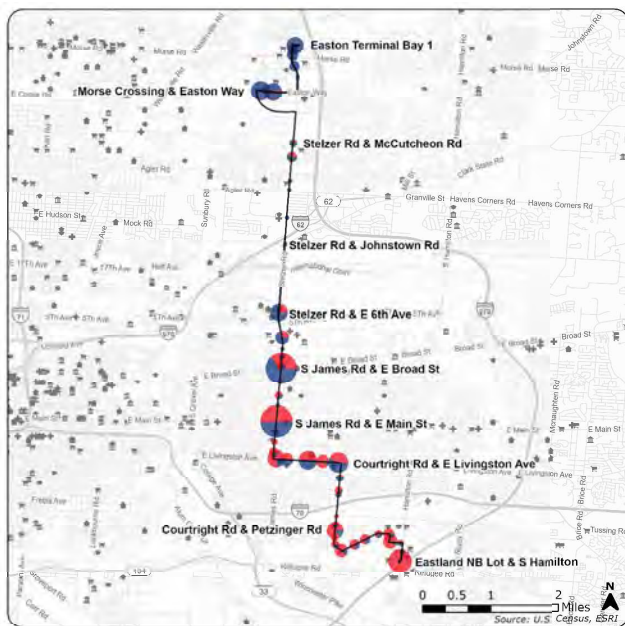


### Southbound

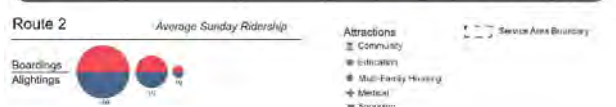
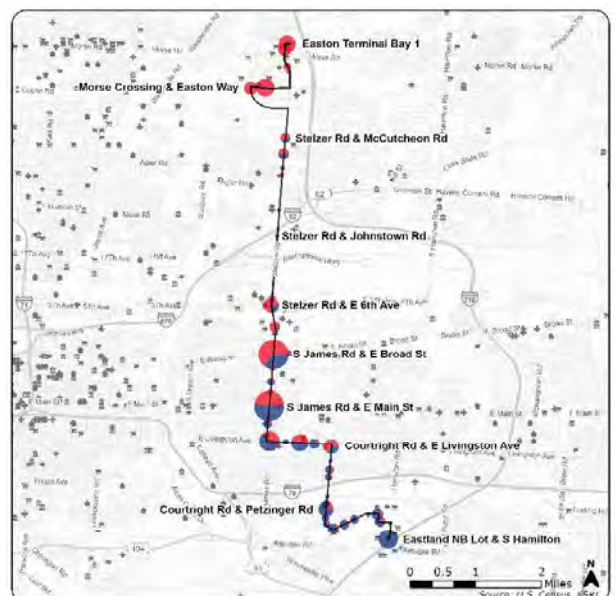


## Sunday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

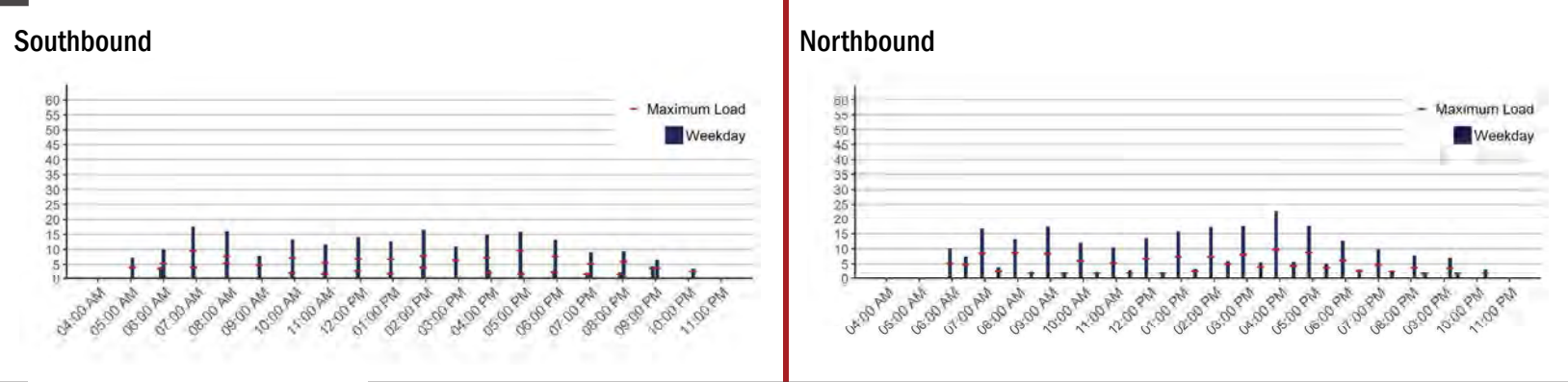
**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

**Key Points of Interest:** Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

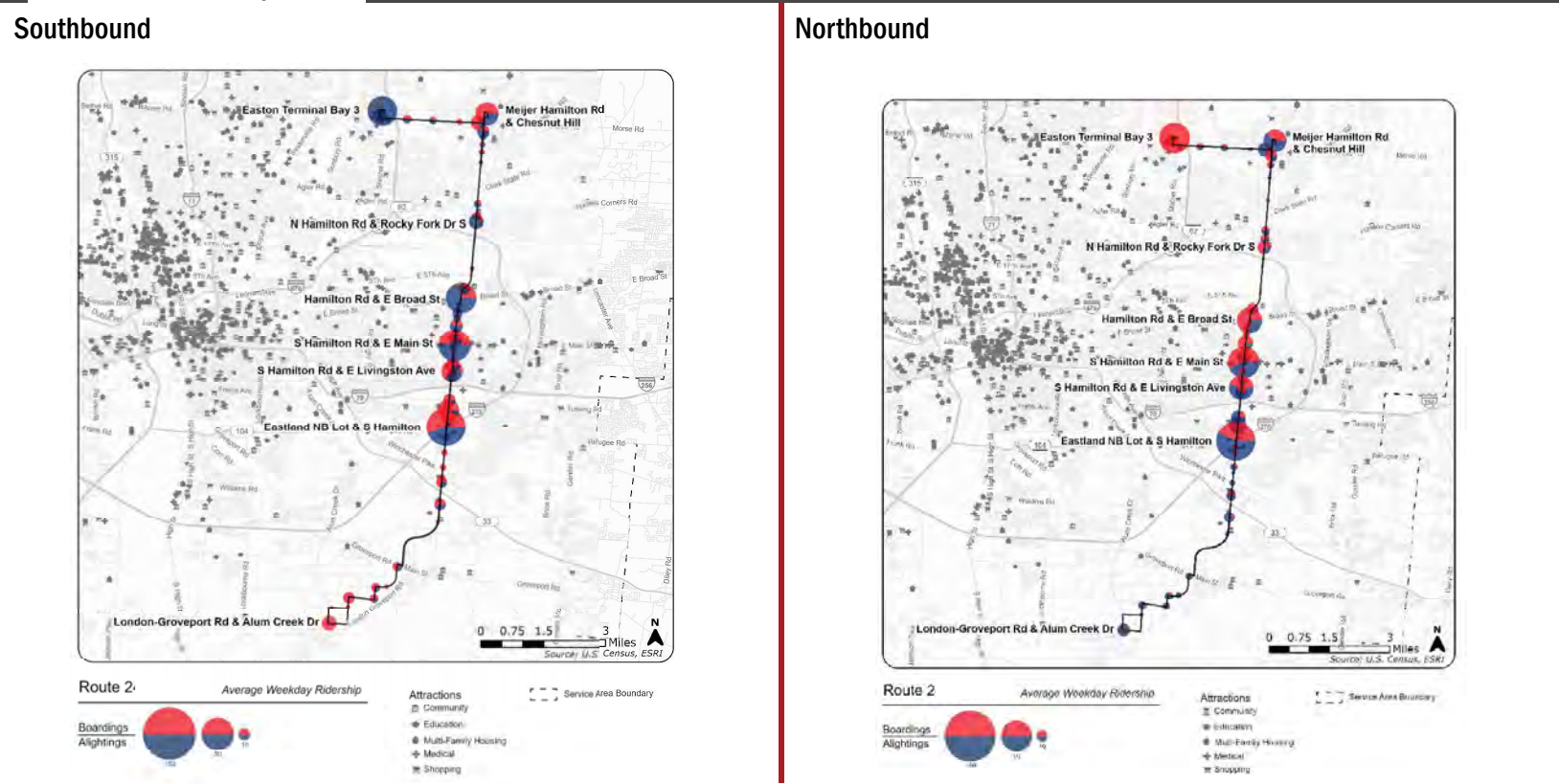
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank
		Peak	Off-Peak				
Weekday	5:11 AM - 11:14 PM	60 min	60 min	21,535	374,986	160,926	14/39
Saturday	5:03 AM - 10:56 PM	60 min	60 min				
Sunday	5:03 AM - 10:56 PM	60 min	60 min				

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

Description: Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

Key Points of Interest: Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



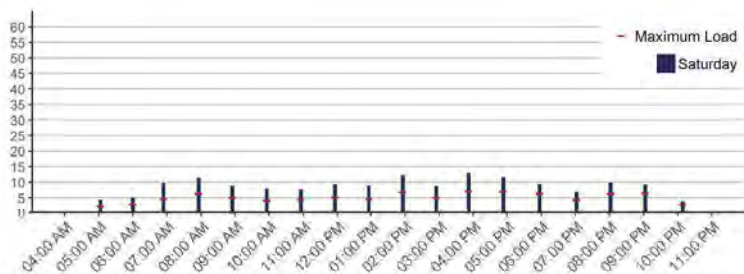
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	496	16/39	8.4	17/39	0.4	19/39	7.3	20/39
Saturday	361	17/24	6.1	17/24	0.4	16/24	5.3	21/24
Sunday	269	17/24	4.6	17/24	0.3	16/24	4.0	20/24

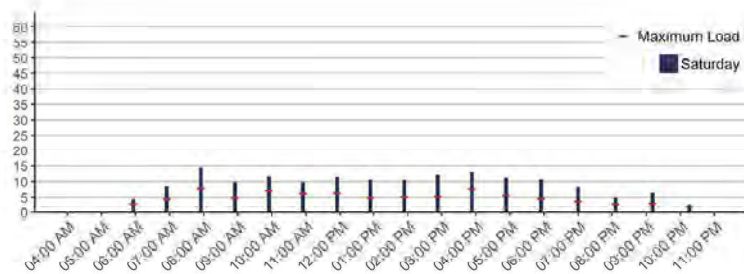


## Saturday Ridership by Trip

### Southbound

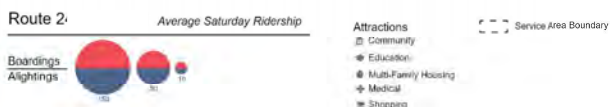
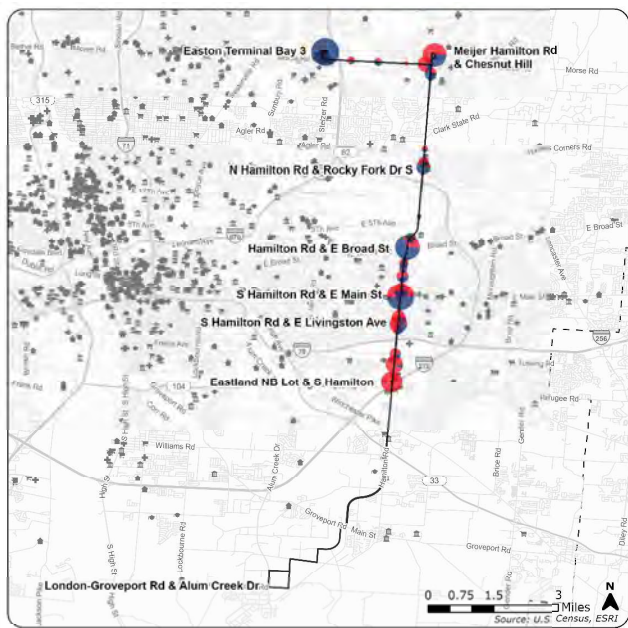


### Northbound

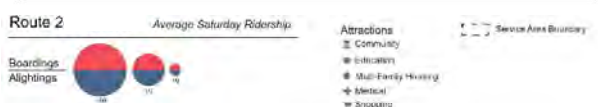
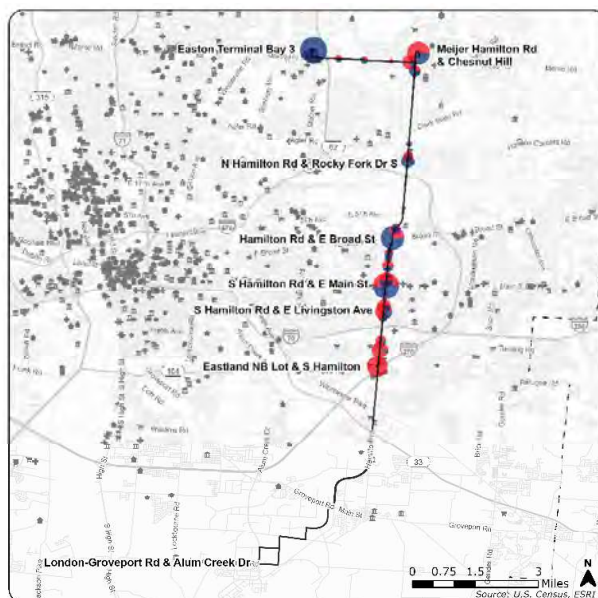


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

**Key Points of Interest:** Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Approximately hourly service linking Easton to Rickenbacker International Airport via Hamilton Road, a key commercial corridor
- Seven-day-a-week service between Easton and Eastland Mall
- Nearly clockface frequency (some trips are 61 minutes apart)
- Fairly direct and symmetrical route
- Provides connections to other COTA routes, including downtown connections

### Weaknesses

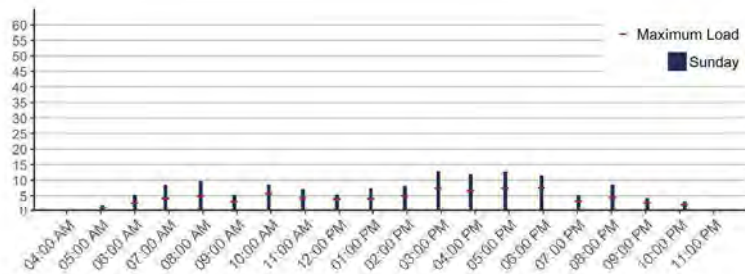
- Low ridership, except between Broad Street and Eastland Road, and at the ends of the line
- Relatively low-density, auto-oriented corridor, especially south of Refugee Rd
- Relatively poor on-time performance

### Opportunities

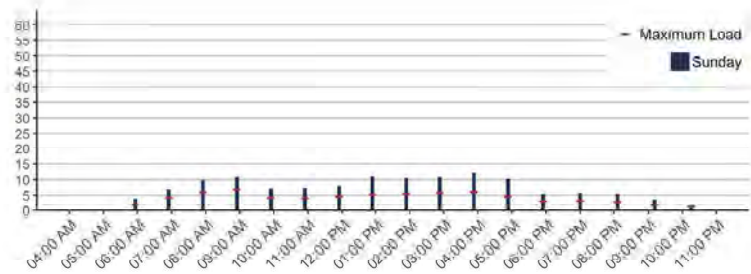
- Operate route between Eastland Mall and John Glenn Columbus International Airport to increase job-access opportunities at and around the airport and focus fixed-route service where conditions are most supportive. From Hamilton Road, buses could take either Broad Street and Yearling Road, or Poth Road to 5th Avenue to Stelzer Road to access the airport
- Restructure route to serve Walmart on Morse Road via the current Route 7 alignment to strengthen Route 24 and simplify Route 7, which currently has two branches.
- Expand COTA Plus Northeast zone to include the Hamilton Road corridor from Clark State Road to Thompson Road, north of Meijer
- Add a new COTA Plus zone anchored at Eastland Mall and serving the Hamilton Road Corridor.

## Sunday Ridership by Trip

### Southbound

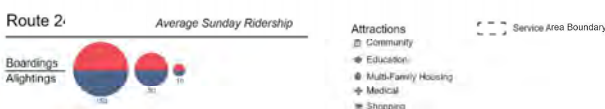
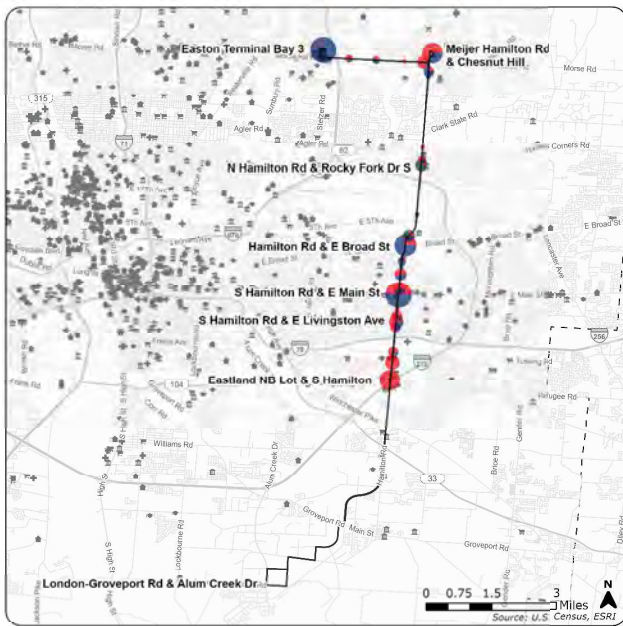


### Northbound

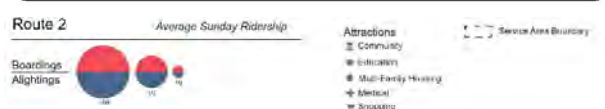
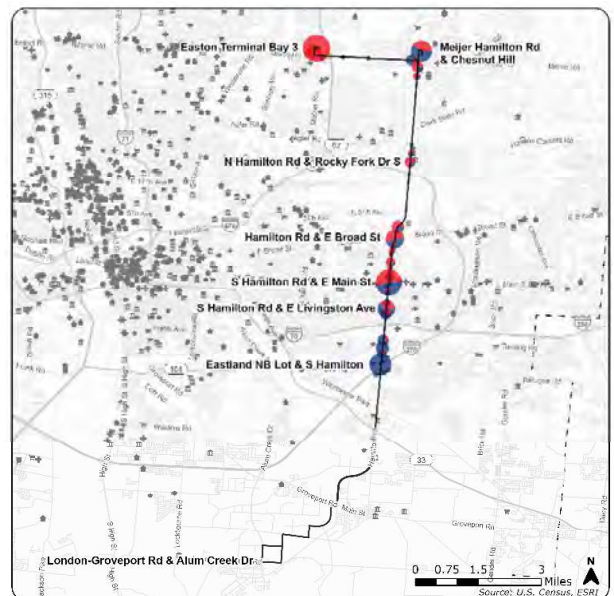


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:6

Sullivant

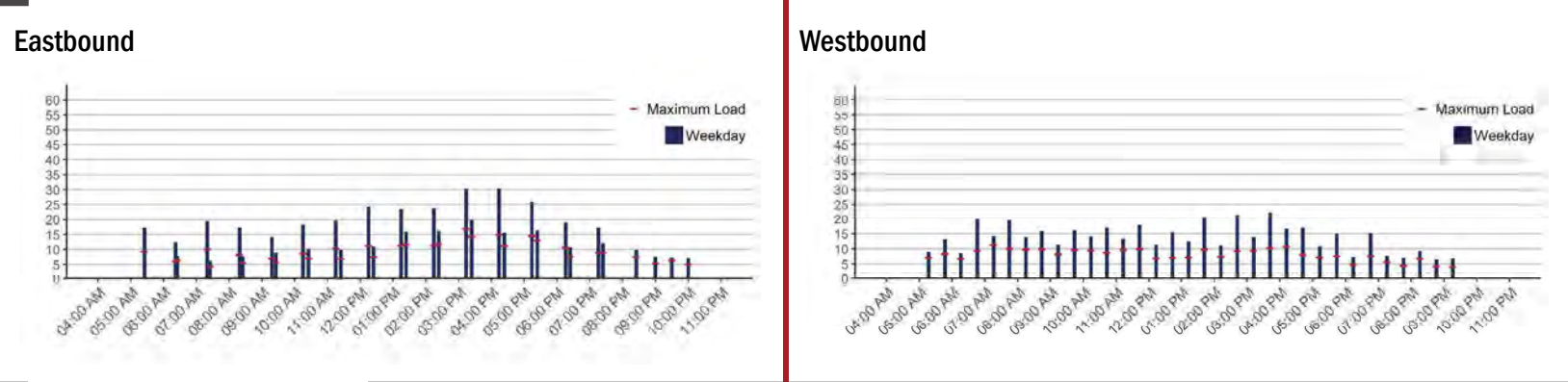
Description: Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Spring St Terminal Bay 2 via Sullivant Ave

Key Points of Interest: Downtown Columbus, COSI, Franklinton, Westgate Community Recreation

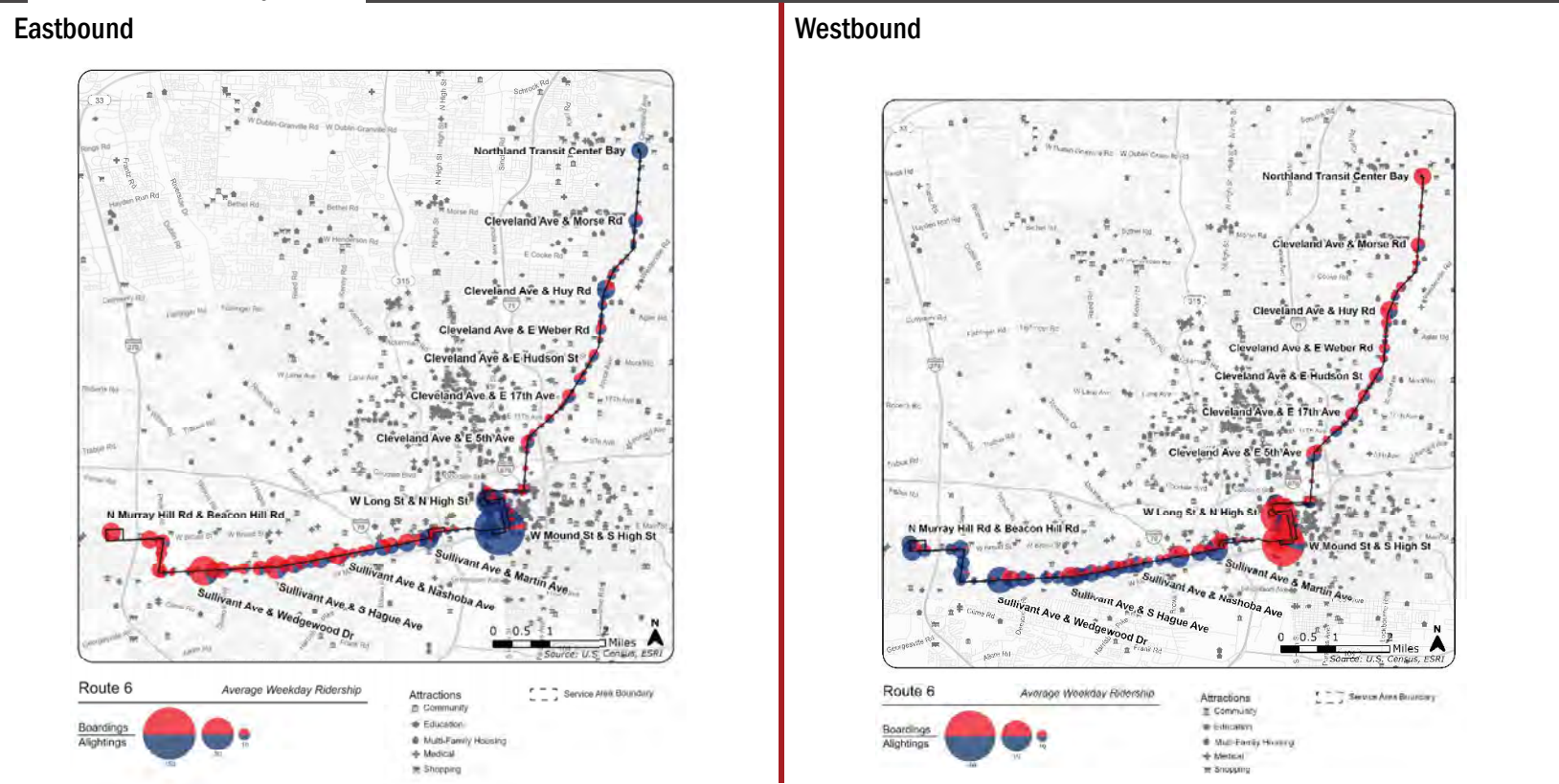
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	5:17 AM - 9:16 PM	30 min	30 min	22,995	330,716	276,618	13/39	
Saturday	5:17 AM - 9:16 PM	30 min	30 min					
Sunday	5:17 AM - 9:16 PM	30 min	30 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE:6

Sullivant

Description: Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Spring St Terminal Bay 2 via Sullivant Ave

Key Points of Interest: Downtown Columbus, COSI, Franklinton, Westgate Community Recreation

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

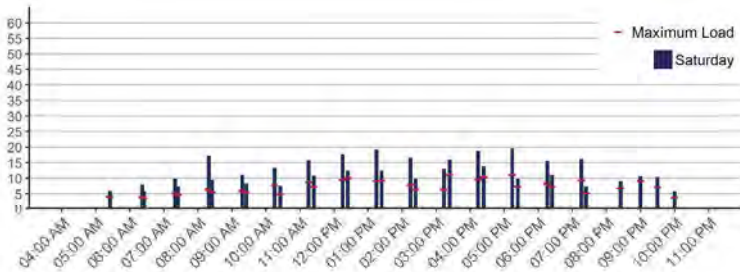


Passengers per Trip

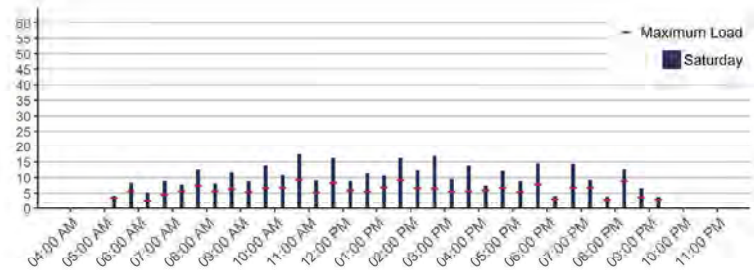
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	839	9/39	13.3	6/39	0.8	4/39	12.7	9/39
Saturday	654	11/24	10.4	6/24	0.7	5/24	9.9	10/24
Sunday	495	9/24	7.9	6/24	0.5	4/24	7.5	8/24

## Saturday Ridership by Trip

### Eastbound

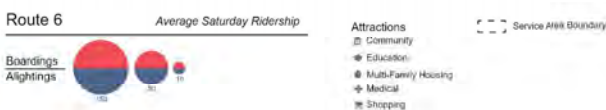
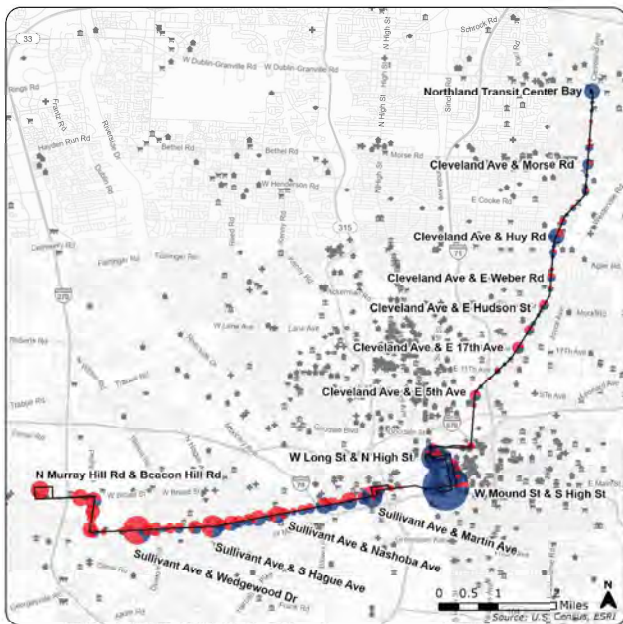


### Westbound

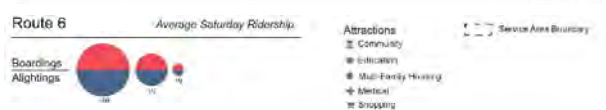
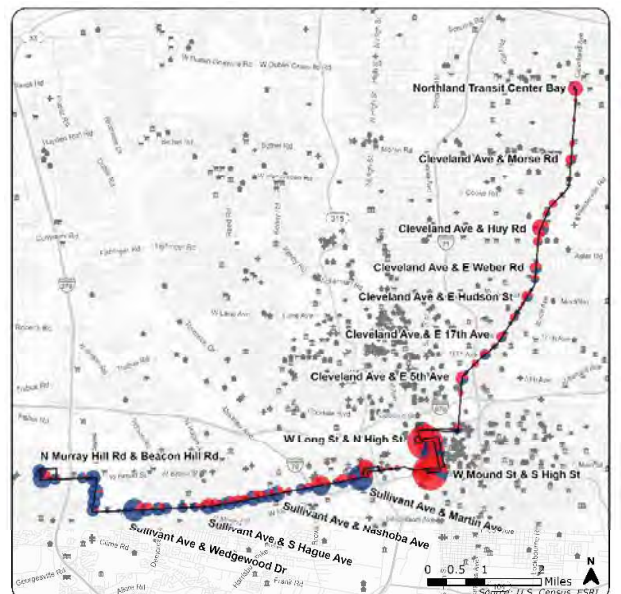


## Saturday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 6

Sullivant

**Description:** Standard service operating from N Murray Hill Rd & Beacon Hill Rd to Spring St Terminal Bay 2 via Sullivant Ave

**Key Points of Interest:** Downtown Columbus, COSI, Franklinton, Westgate Community Recreation

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Consistent 30-minute service all day, connecting Lincoln Village with downtown Columbus
- Easy-to-remember clockface frequency
- Seven-day-a-week service
- Direct and streamlined alignment
- Consistent routing in eastbound and westbound directions, with the exception of some one-way street pairs
- Serves corridor with several pockets of high transit need
- Strong ridership along Broad Street and in the Sullivant Avenue corridor

### Weaknesses

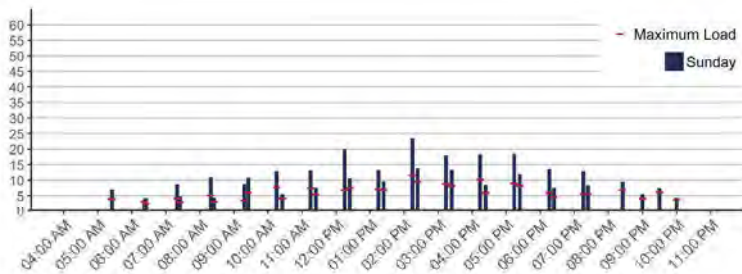
- Relatively poor on-time performance
- Very frequent stop spacing in some segments of the route
- Route ends just short of a potentially strong ridership generator at OhioHealth Doctors Hospital on W. Broad Street

### Opportunities

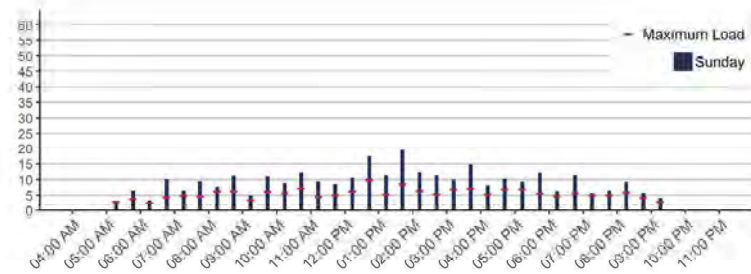
- Consolidate stops to improve running speeds and on-time performance
- Consider restructuring western end of the route to pick up Sullivant Avenue segment currently served by Route 21. This would help shorten and simplify Route 21 and provide a more appealing transit option for prospective riders in the neighborhoods adjacent to Sullivant Avenue, between Georgesville Road and Westwoods Boulevard, including a large concentration of multi-family housing. From Sullivant Avenue, outbound buses could proceed north on Westwoods and north on Broad Street to Lincoln Village, adding service to Westland High School, Aldi, and OhioHealth Doctor's Hospital

## Sunday Ridership by Trip

### Eastbound

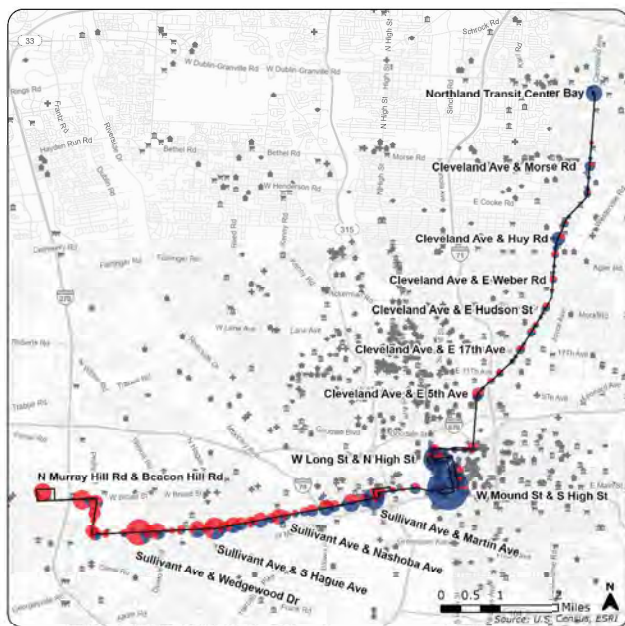


### Westbound

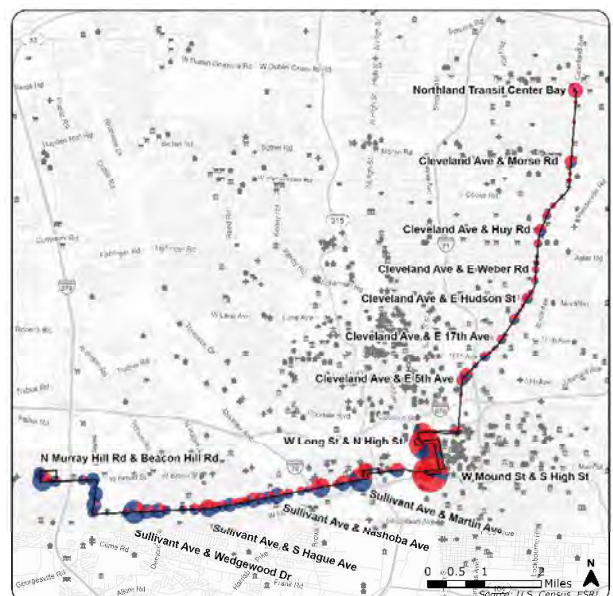


## Sunday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

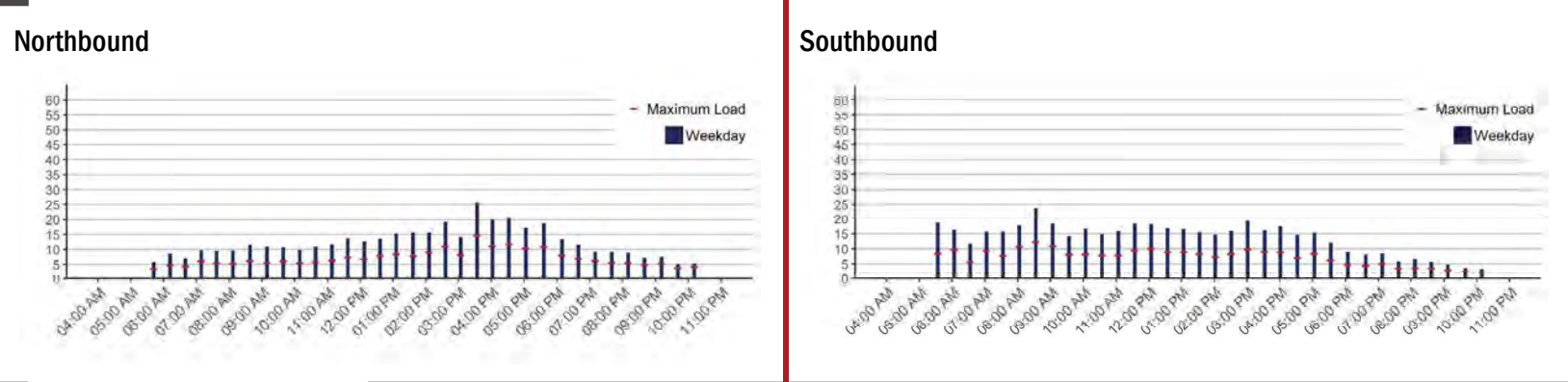
**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

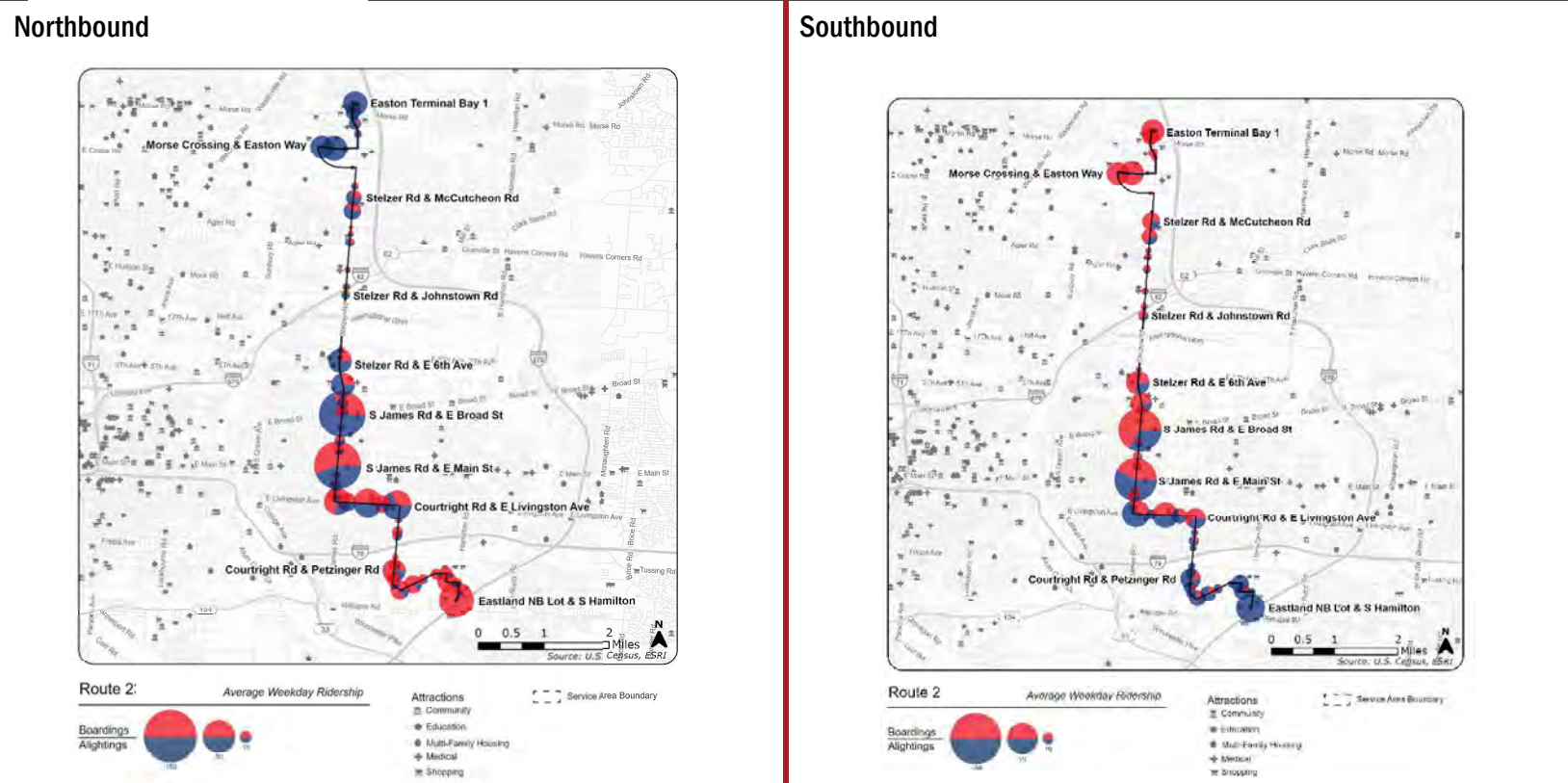
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:34 AM - 10:09 PM	30 min	30 min	18,615	334,822	275,085	16%	17%
Saturday	5:34 AM - 10:09 PM	30 min	30 min	17/39	15/39	11/39	65%	
Sunday	5:34 AM - 10:09 PM	60 min	75 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

Description: Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

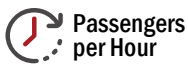
Key Points of Interest: Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



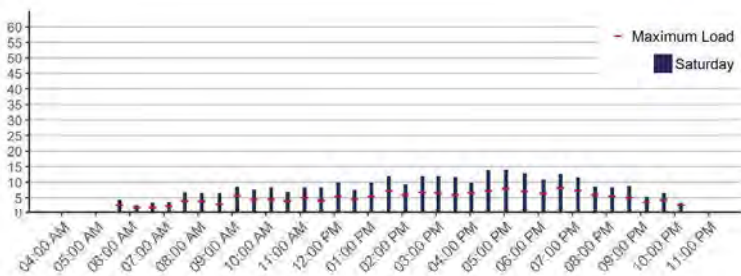
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	826	10/39	16.2	3/39	0.7	9/39	12.1	11/39
Saturday	709	9/24	13.9	2/24	0.8	4/24	10.4	9/24
Sunday	477	10/24	9.3	2/24	0.5	5/24	7.0	10/24

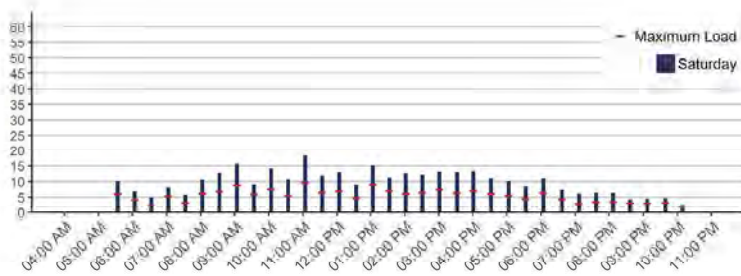


## Saturday Ridership by Trip

### Northbound

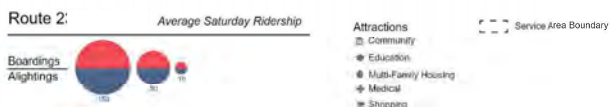
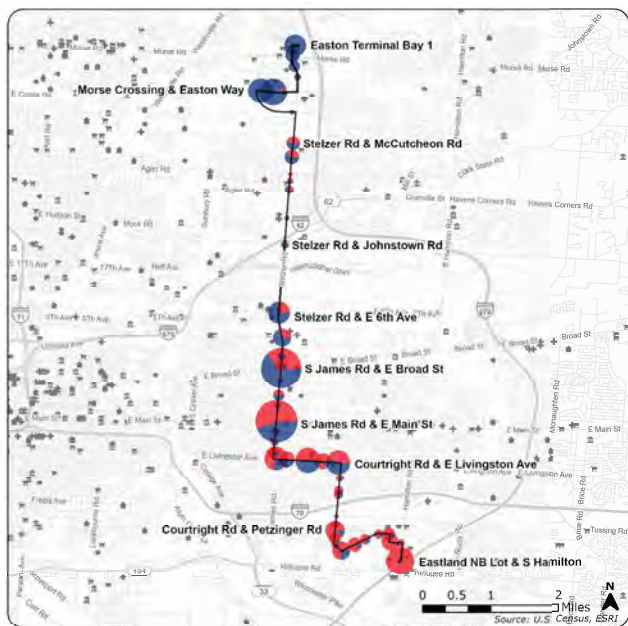


### Southbound

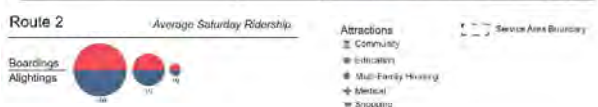
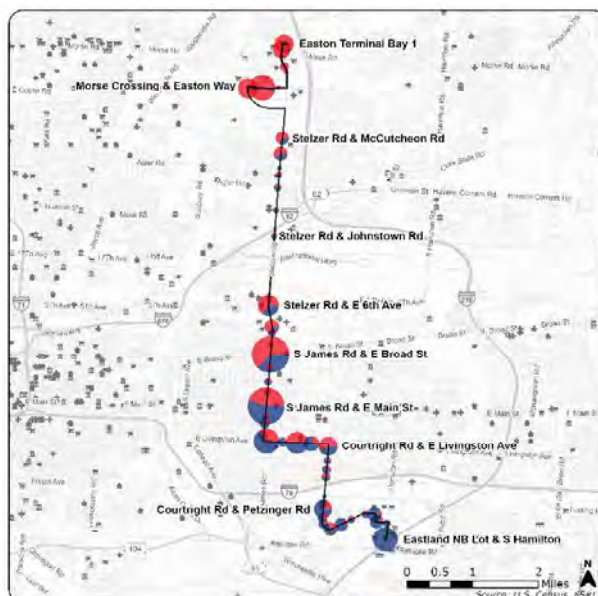


## Saturday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:23

James/Stelzer

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 1 via S James Rd and Stelzer Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, John Glenn Int'l Airport, Chalmers P Wylie VA Ambulatory Care Center, Livingston Barnett Park & Ride, Eastland Mall

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Relatively frequent and easy-to-remember clockface frequency
- Seven-day-a-week service
- Fairly direct and symmetrical alignment
- Relatively strong ridership and productivity at 16.2 weekday passengers per hour
- Multiple connection opportunities to other COTA services, including downtown and airport connections

### Weaknesses

- Relatively poor on-time performance
- Low ridership along Stelzer Road, including in the vicinity of John Glenn Columbus International Airport
- High ridership on first southbound trip in the morning, suggesting pent up demand for earlier southbound service

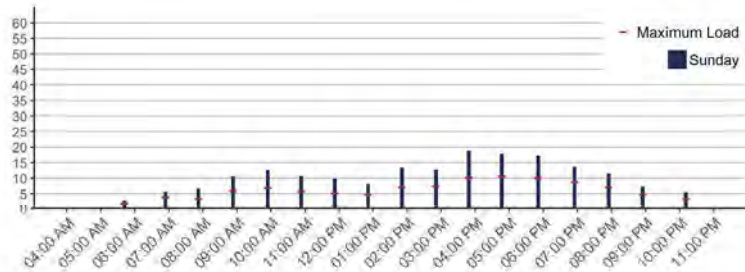
### Opportunities

- Add stops along Stelzer Road in the vicinity of John Glenn Columbus International Airport to facilitate connections to the airport via airport shuttles. Access to the airport is available via Route 7, but this route is relatively infrequent, and connections with Route 23 may not always be well-timed. Adding stops on Stelzer Road near 17th Street would allow riders to utilize the airport's remote parking shuttles to access the airport terminal
- Consider splitting Route 23 into two routes in the vicinity of John Glenn Columbus International Airport, with both routes serving the airport directly, in order to provide more one-seat rides to job access opportunities at the airport. Ridership activity along Stelzer Road suggests that there is relatively little through ridership past the airport

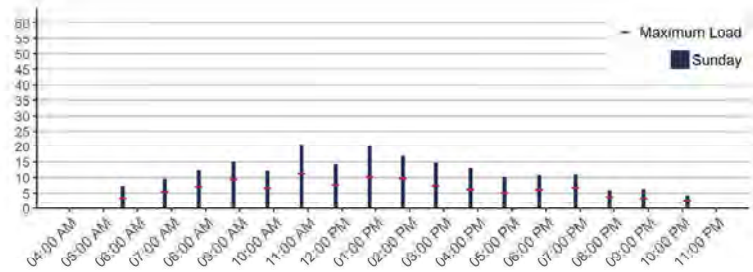


## Sunday Ridership by Trip

### Northbound

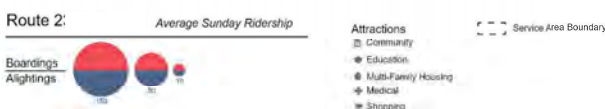
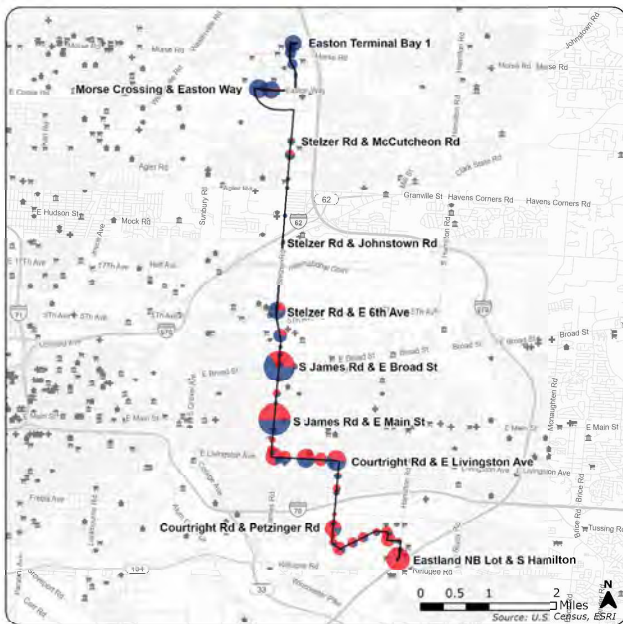


### Southbound

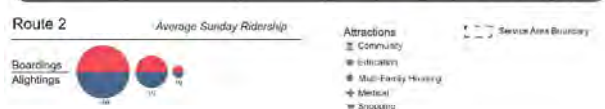
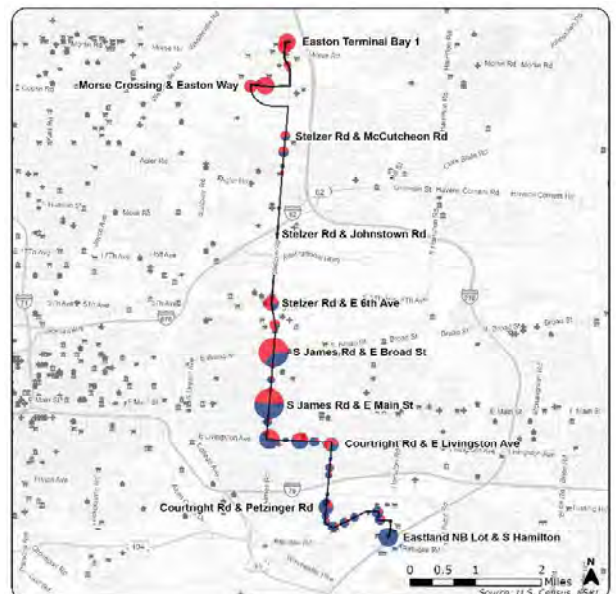


## Sunday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

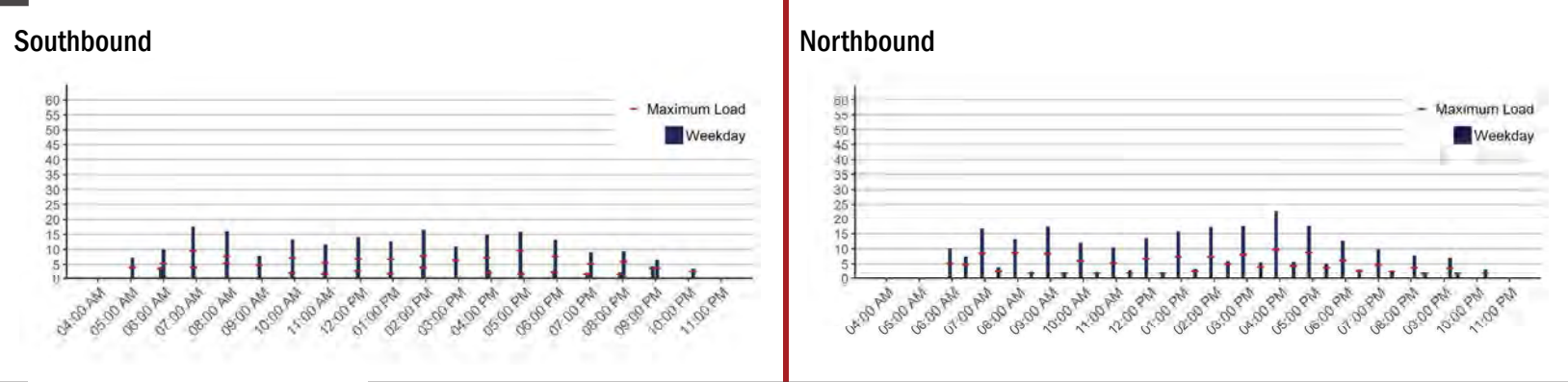
**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

**Key Points of Interest:** Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

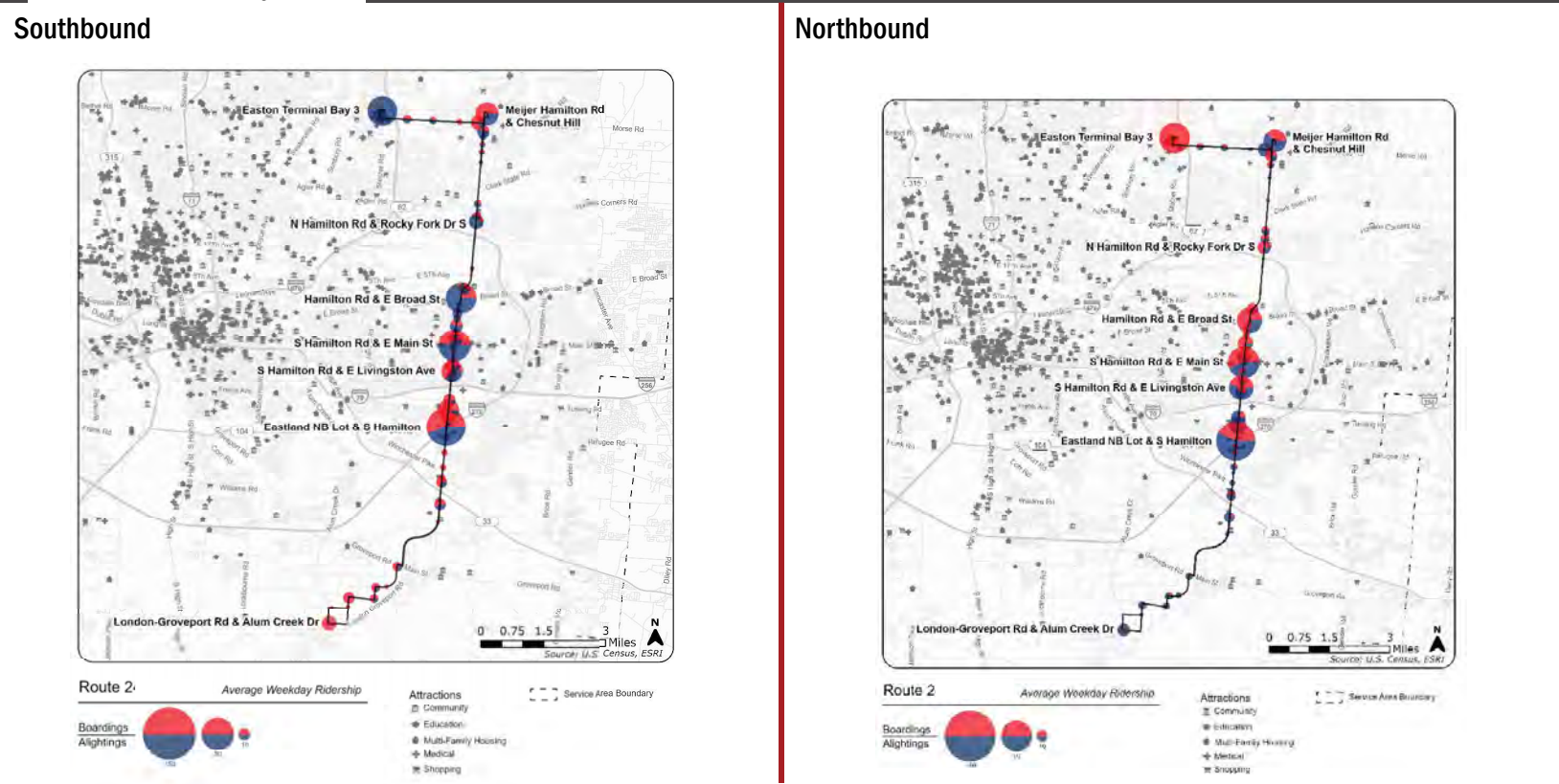
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank
		Peak	Off-Peak				
Weekday	5:11 AM - 11:14 PM	60 min	60 min	21,535	374,986	160,926	14/39
Saturday	5:03 AM - 10:56 PM	60 min	60 min				
Sunday	5:03 AM - 10:56 PM	60 min	60 min				

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

**Key Points of Interest:** Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



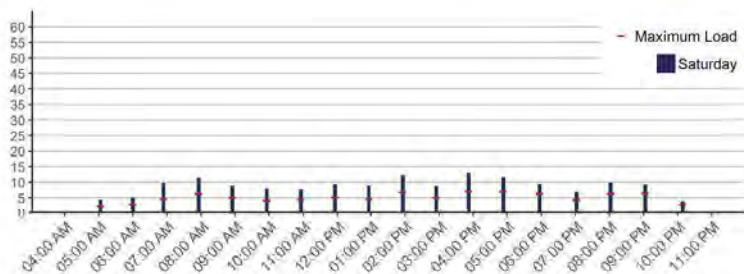
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	496	16/39	8.4	17/39	0.4	19/39	7.3	20/39
Saturday	361	17/24	6.1	17/24	0.4	16/24	5.3	21/24
Sunday	269	17/24	4.6	17/24	0.3	16/24	4.0	20/24

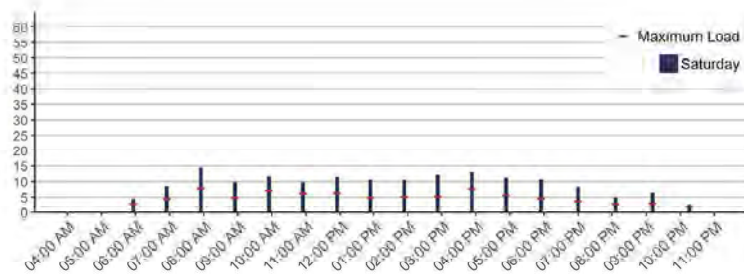


## Saturday Ridership by Trip

### Southbound

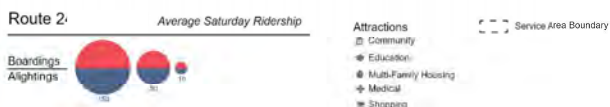
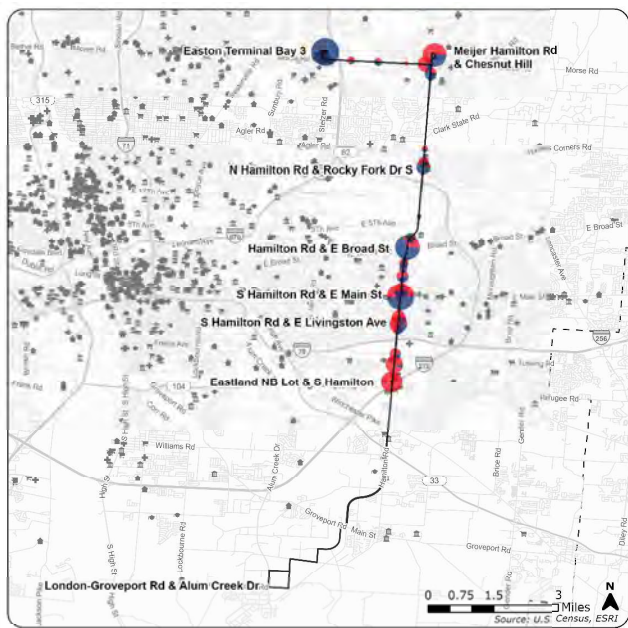


### Northbound

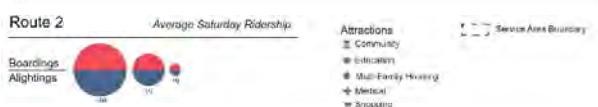
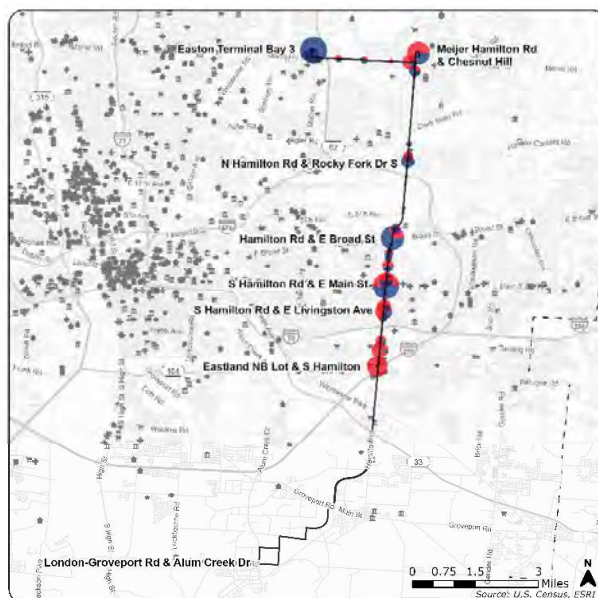


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 24

Hamilton

**Description:** Standard service operating from Eastland Nb Lot & S Hamilton Rd to Easton Terminal Bay 3 via Hamilton Rd

**Key Points of Interest:** Easton Transit Center, Stone Ridge Plaza Shopping Center, Meijer on Hamilton Rd, Hunters Ridge Shopping Center, Eastland Mall, Rickenbacker Airport

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Approximately hourly service linking Easton to Rickenbacker International Airport via Hamilton Road, a key commercial corridor
- Seven-day-a-week service between Easton and Eastland Mall
- Nearly clockface frequency (some trips are 61 minutes apart)
- Fairly direct and symmetrical route
- Provides connections to other COTA routes, including downtown connections

### Weaknesses

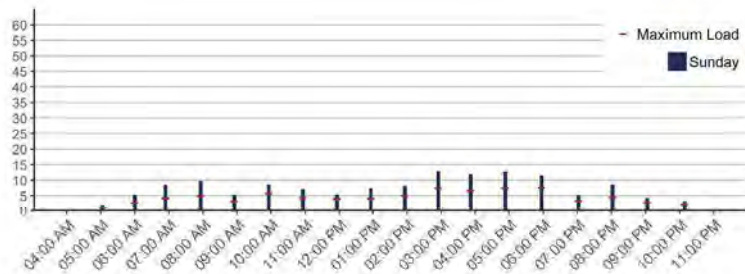
- Low ridership, except between Broad Street and Eastland Road, and at the ends of the line
- Relatively low-density, auto-oriented corridor, especially south of Refugee Rd
- Relatively poor on-time performance

### Opportunities

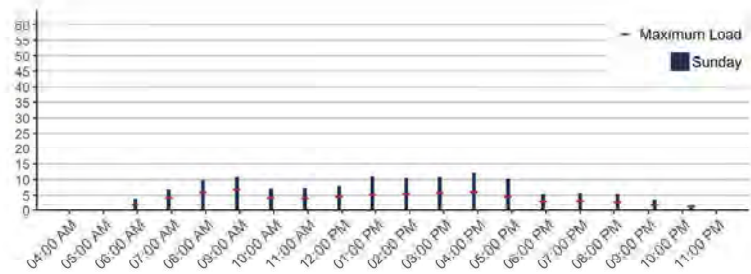
- Operate route between Eastland Mall and John Glenn Columbus International Airport to increase job-access opportunities at and around the airport and focus fixed-route service where conditions are most supportive. From Hamilton Road, buses could take either Broad Street and Yearling Road, or Poth Road to 5th Avenue to Stelzer Road to access the airport
- Restructure route to serve Walmart on Morse Road via the current Route 7 alignment to strengthen Route 24 and simplify Route 7, which currently has two branches.
- Expand COTA Plus Northeast zone to include the Hamilton Road corridor from Clark State Road to Thompson Road, north of Meijer
- Add a new COTA Plus zone anchored at Eastland Mall and serving the Hamilton Road Corridor.

## Sunday Ridership by Trip

### Southbound

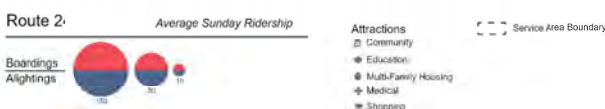
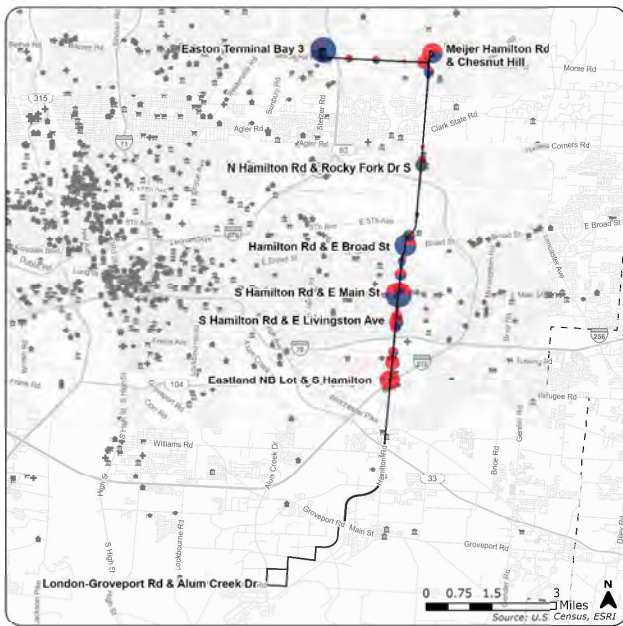


### Northbound

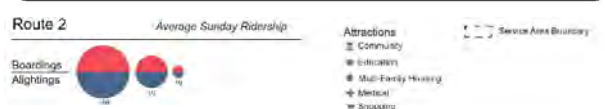
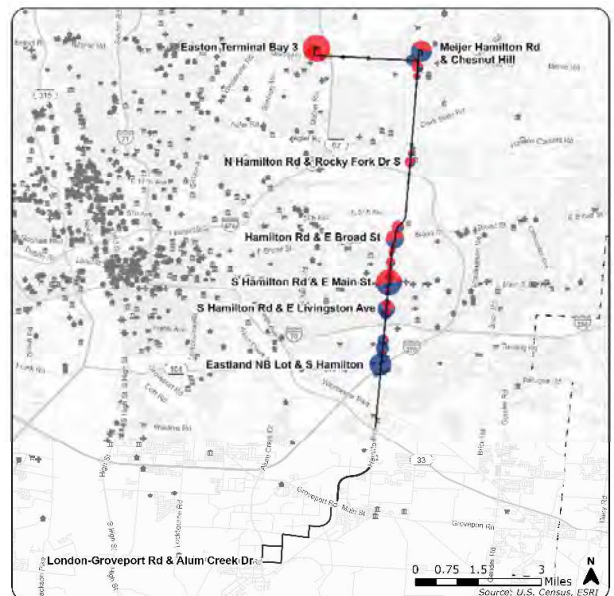


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 25

Brice

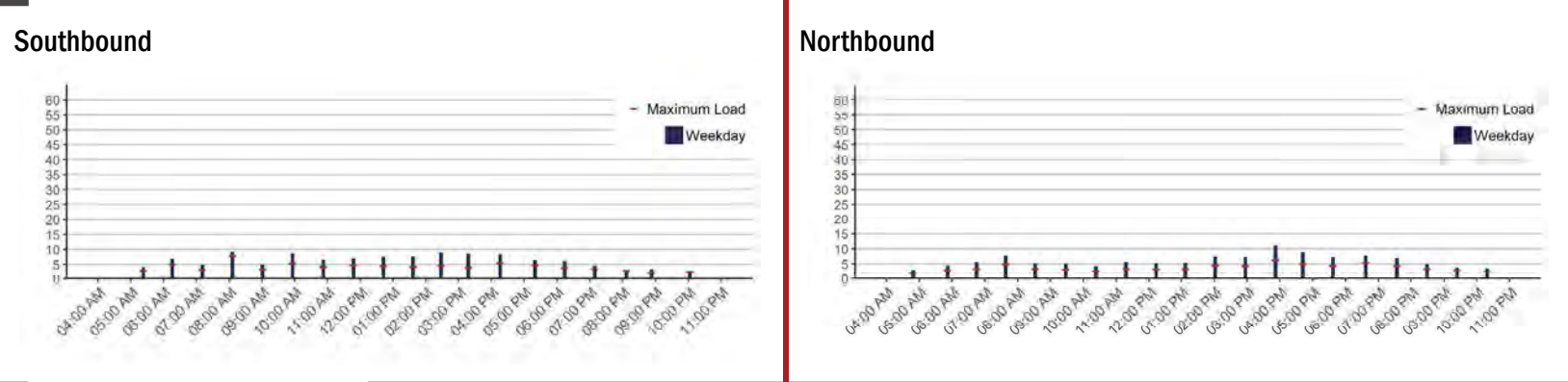
**Description:** Standard service operating from Canal Winchester Park & Ride to Easton Terminal Bay 4 via Brice Rd and Hamilton Rd

**Key Points of Interest:** Canal Winchester Park & Ride, Winchester Square Shopping Center, Gender Rd Towne Centre, Reynoldsburg Park & Ride, Mt Carmel East Hospital, Gahanna Park & Ride, Easton Town Center, Easton Transit Center

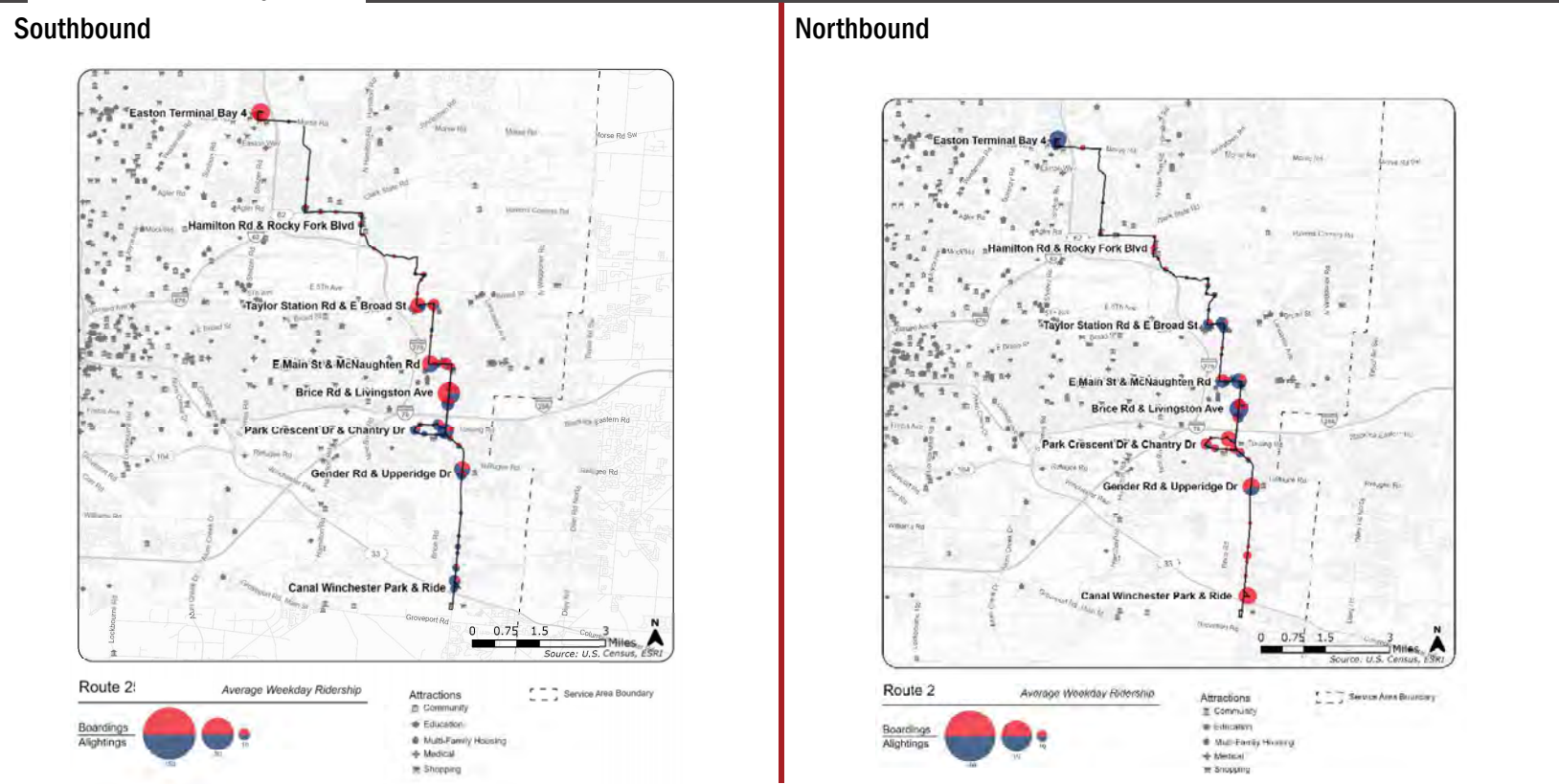
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:23 AM - 10:03 PM	55 min	55 min	10,585	208,459	57,213	16%	16%
Saturday	5:23 AM - 10:03 PM	55 min	55 min				67%	
Sunday	5:23 AM - 10:03 PM	55 min	55 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 25

Brice

Description: Standard service operating from Canal Winchester Park & Ride to Easton Terminal Bay 4 via Brice Rd and Hamilton Rd

Key Points of Interest: Canal Winchester Park & Ride, Winchester Square Shopping Center, Gender Rd Towne Centre, Reynoldsburg Park & Ride, Mt Carmel East Hospital, Gahanna Park & Ride, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



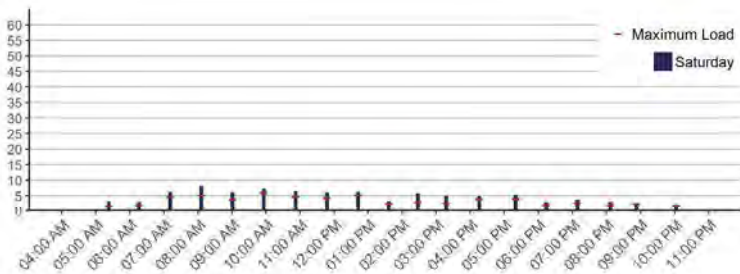
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	173	23/39	6.0	24/39	0.2	25/39	3.8	27/39
Saturday	138	23/24	4.8	22/24	0.2	24/24	3.0	24/24
Sunday	101	23/24	3.5	21/24	0.2	24/24	2.2	24/24

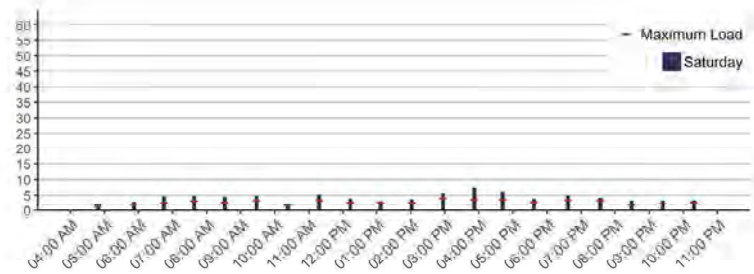


## Saturday Ridership by Trip

### Southbound

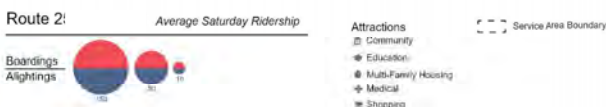
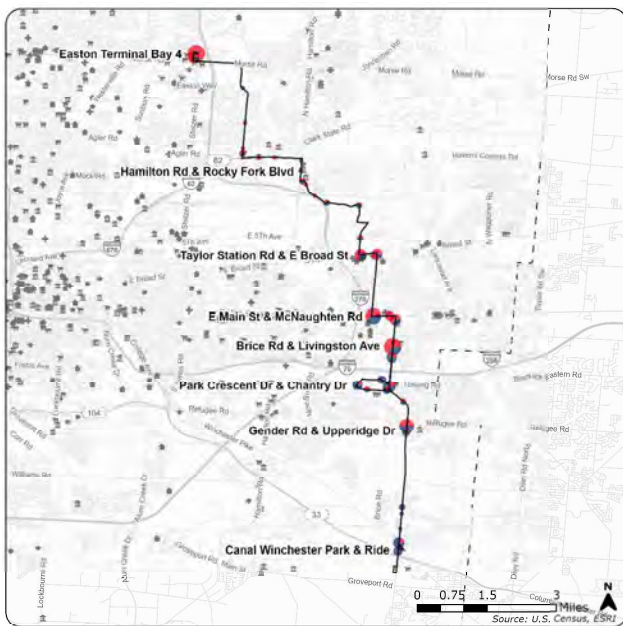


### Northbound

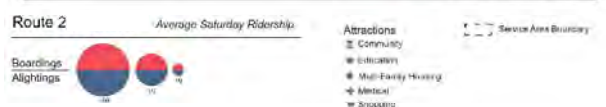
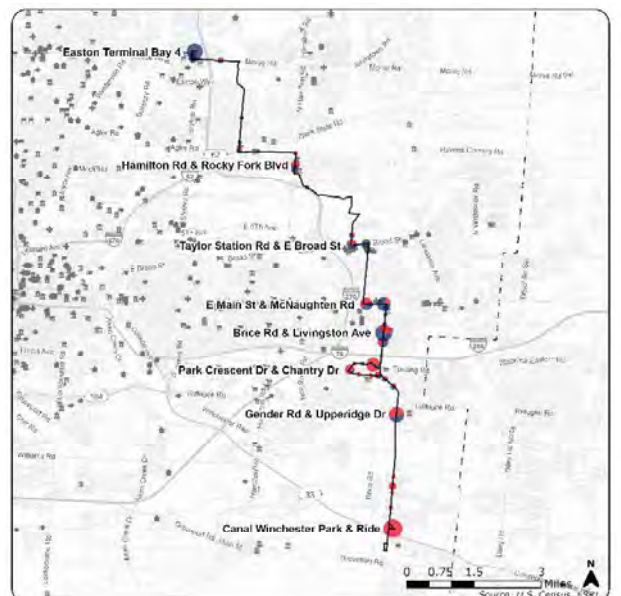


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 25

Brice

**Description:** Standard service operating from Canal Winchester Park & Ride to Easton Terminal Bay 4 via Brice Rd and Hamilton Rd

**Key Points of Interest:** Canal Winchester Park & Ride, Winchester Square Shopping Center, Gender Rd Towne Centre, Reynoldsburg Park & Ride, Mt Carmel East Hospital, Gahanna Park & Ride, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Daily service along fairly destination-rich corridors, including Brice Road, E. Broad Street, and Morse Road
- Substantial mix of ridership generators including two Walmarts, three Krogers, Mt. Carmel East Hospital, and several park-and-rides
- Provides connections to other COTA routes, including downtown connections
- Fairly direct route with consistent alignment in eastbound and westbound directions

### Weaknesses

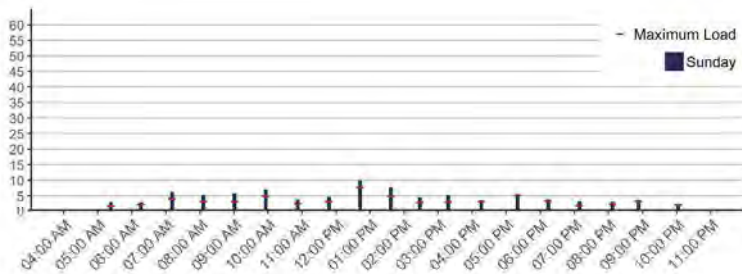
- Low ridership and poor productivity, with an average of 3.8 passengers per trip on weekdays
- Irregular and non-clockface service frequency
- Circuitous deviation from Brice Road along Scarborough Boulevard, Alshire Road, Park Crescent Drive and Chantry Drive with relatively little ridership gain
- Redundent coverage with COTA Plus Northeast Zone
- Relatively poor on-time performance
- Southern end-of-line is stops short of providing convenient access to Walmart

### Opportunities

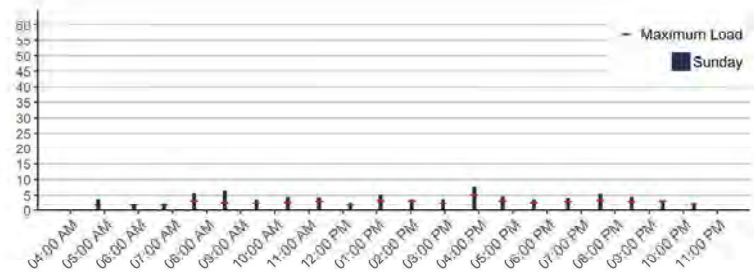
- Restructure southern end-of-line turn-around to provide closer access to Walmart
- Streamline route by eliminating unproductive deviation serving Park Crescent Drive
- Provide hourly service
- Consider replacing route with microtransit service that is better suited for lower-density and auto-oriented environment
- Eliminate weekend service due to very low ridership

## Sunday Ridership by Trip

### Southbound

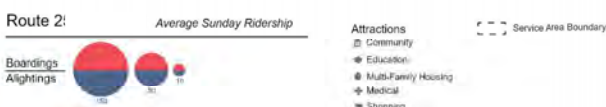
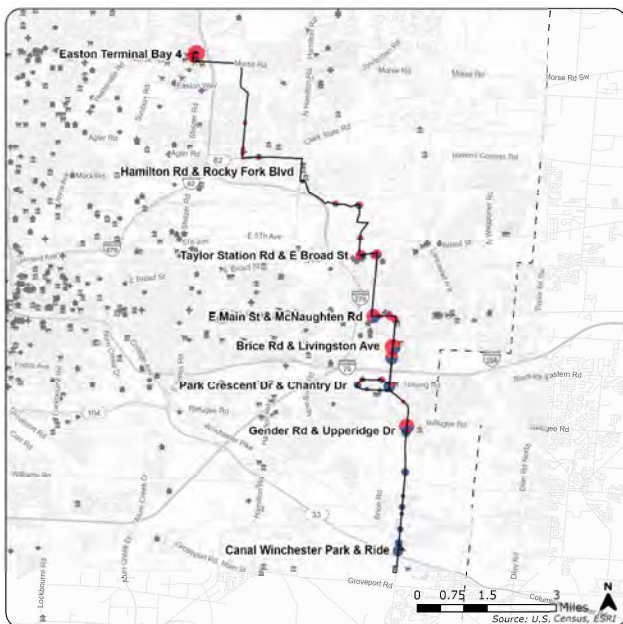


### Northbound

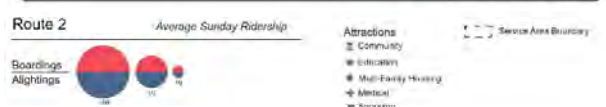
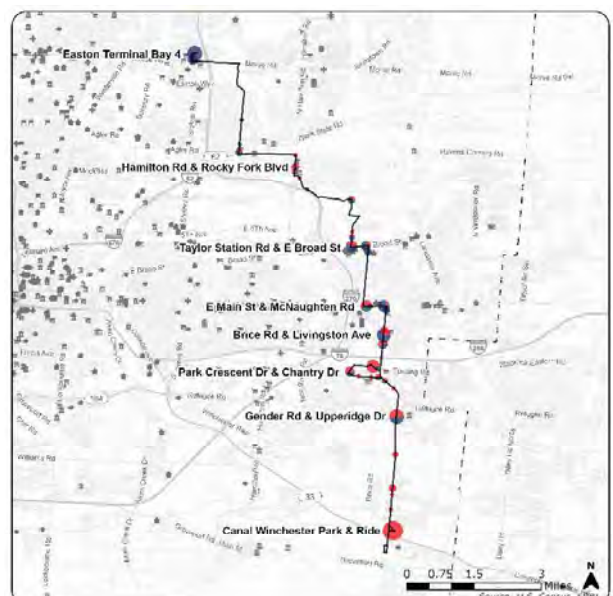


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 7

Mt Vernon

**Description:** Standard service operating from E Mound St & S 4th St to Easton Terminal Bay 9 via Mount Vernon Ave and N Cassidy Ave

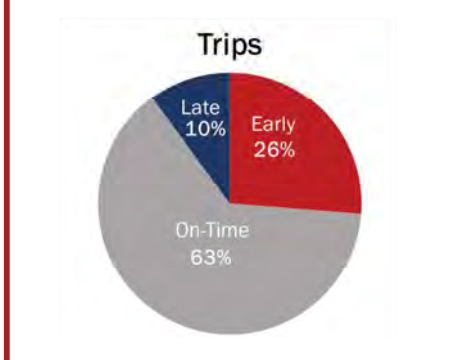
**Key Points of Interest:** Downtown, King Arts Complex, Franklin County East Opportunity Center, Columbus Africentric Early College, VA Ambulatory Care Center, John Glenn Columbus Int Airport (CMH), Northeast Columbus, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

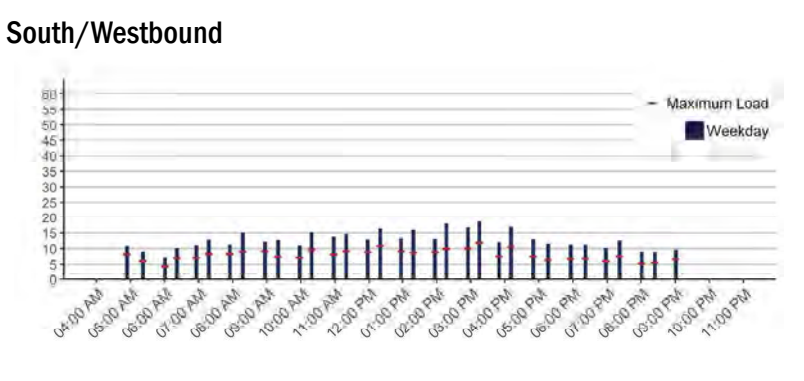
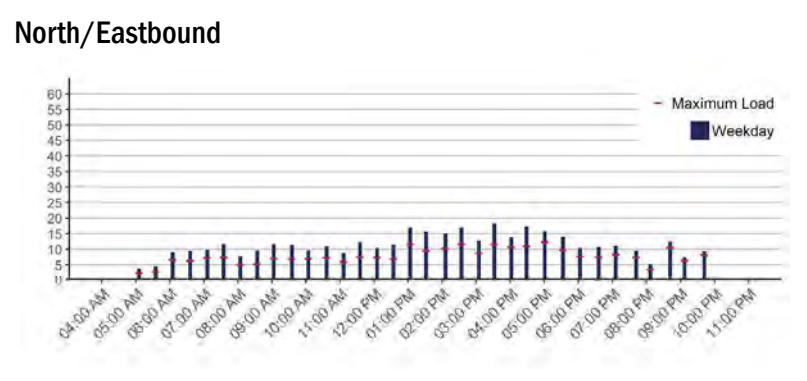
## Operating Characteristics | Annual Statistics | On-Time Performance

	Span	Frequency	
		Peak	Off-Peak
Weekday	5:35 AM - 9:42 PM	30 min	60 min
Saturday	5:35 AM - 9:42 PM	30 min	60 min
Sunday	5:35 AM - 9:42 PM	30 min	60 min

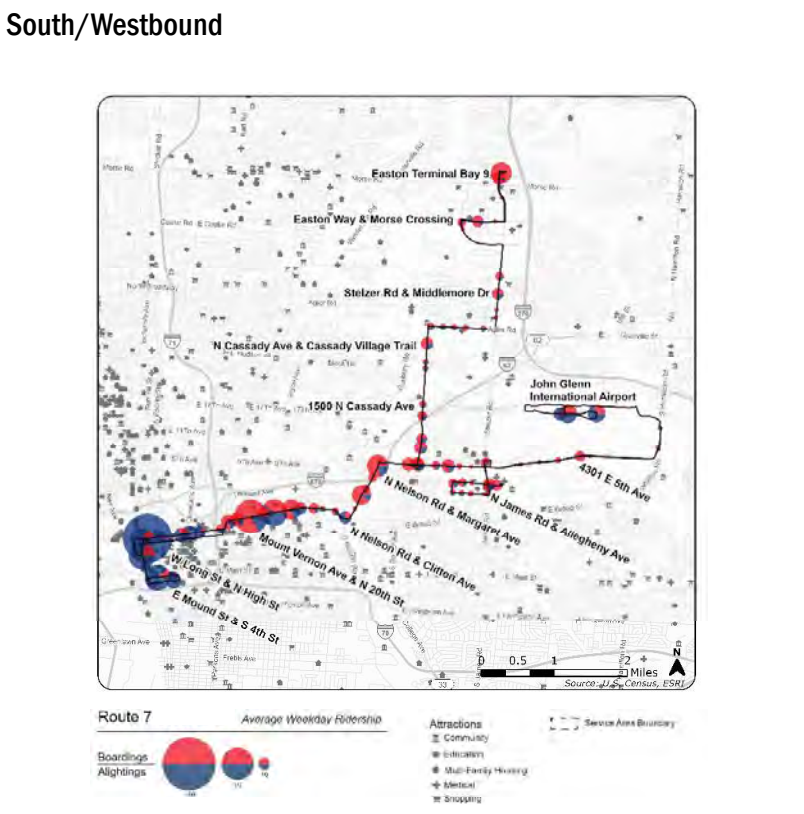
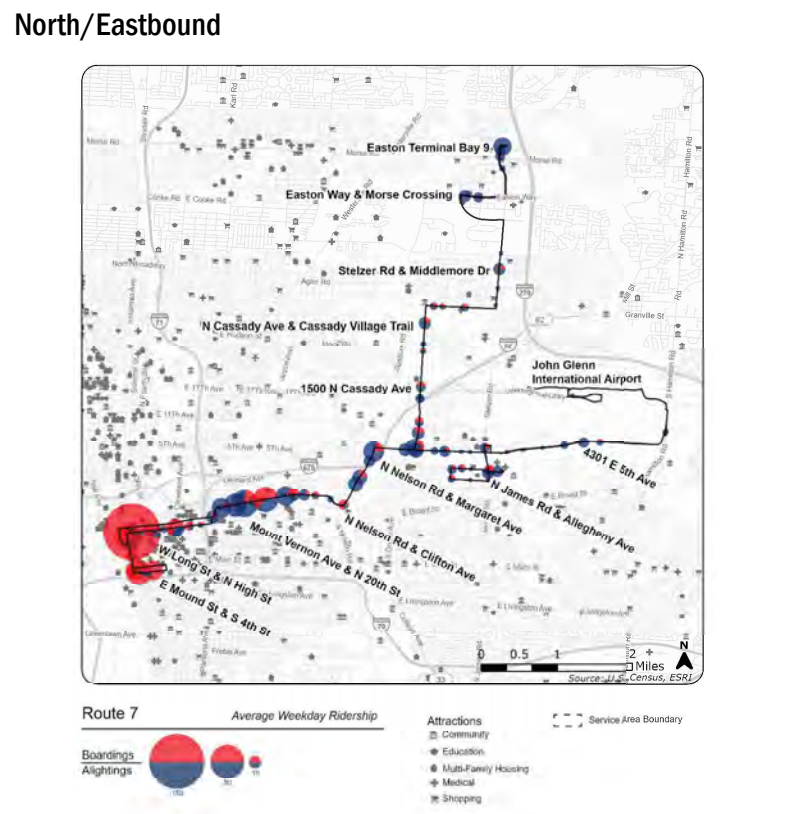
		Rank
Revenue Hours	23,725	12/39
Revenue Miles	370,340	13/39
Ridership	229,731	14/39



### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 7

Mt Vernon

**Description:** Standard service operating from E Mound St & S 4th St to Easton Terminal Bay 9 via Mount Vernon Ave and N Cassady Ave

**Key Points of Interest:** Downtown, King Arts Complex, Franklin County East Opportunity Center, Columbus Africentric Early College, VA Ambulatory Care Center, John Glenn Columbus Int Airport (CMH), Northeast Columbus, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



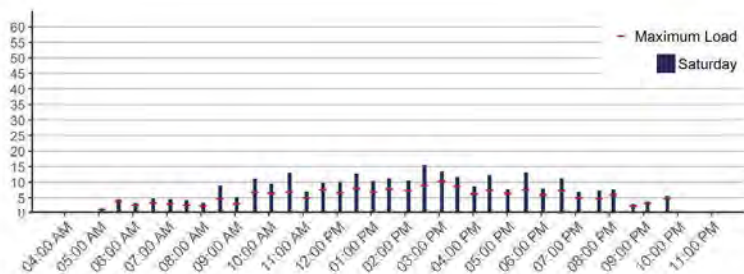
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	710	13/39	10.9	14/39	0.6	12/39	10.6	13/39
Saturday	517	13/24	7.9	14/24	0.5	13/24	7.7	13/24
Sunday	377	13/24	5.8	13/24	0.4	12/24	5.6	14/24

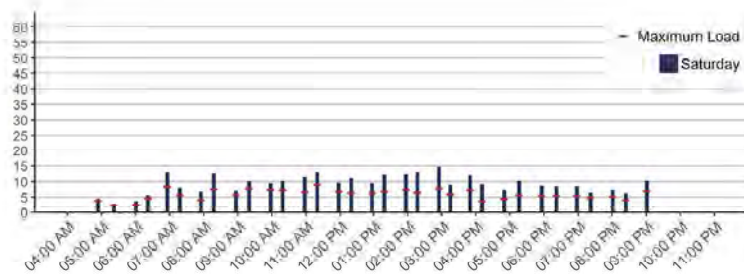


## Saturday Ridership by Trip

### North/Eastbound

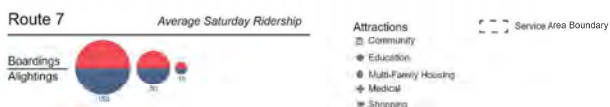
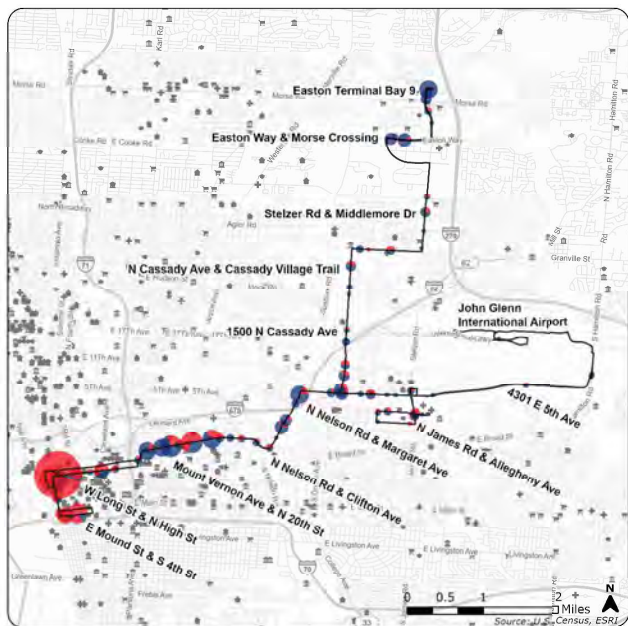


### South/Westbound

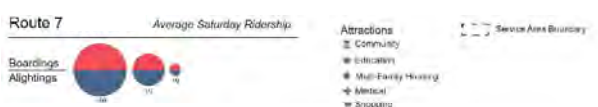
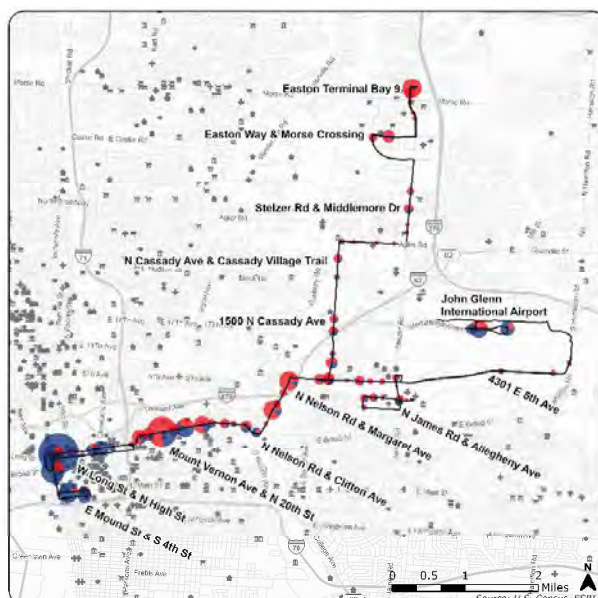


## Saturday Ridership by Stop

### North/Eastbound



### South/Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 7

Mt Vernon

**Description:** Standard service operating from E Mound St & S 4th St to Easton Terminal Bay 9 via Mount Vernon Ave and N Cassidy Ave

**Key Points of Interest:** Downtown, King Arts Complex, Franklin County East Opportunity Center, Columbus Africentric Early College, VA Ambulatory Care Center, John Glenn Columbus Int Airport (CMH), Northeast Columbus, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Moderately frequent service during peak periods along primary trunk of route
- Seven-day-a-week service
- Mostly clockface frequency
- Strong ridership along primary trunk
- Strong anchors and good mix of ridership generators, including the VA and John Glenn International Airport

### Weaknesses

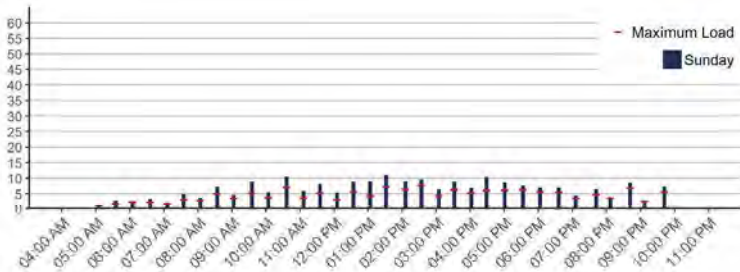
- Low ridership at most stops along both branches
- Relatively infrequent service along branches
- Insufficient service frequency to attract choice airport travelers or facilitate convenient airport connections from other COTA routes
- Poor on-time performance
- Somewhat circuitous alignment to serve VA

### Opportunities

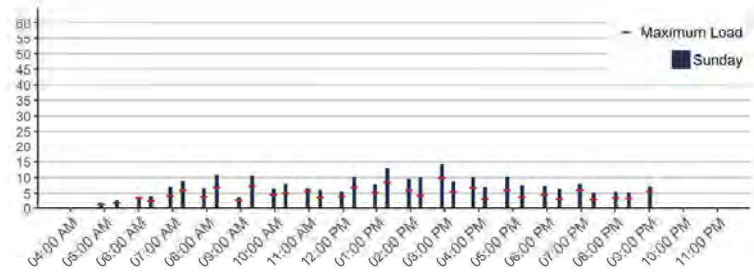
- Restructure route to simplify service to VA. From E. 5th Avenue, outbound buses could turn south onto Cassidy Avenue, east onto Maryland Avenue, and north on Gould Road to enter the VA from Allegheny Avenue. After serving the VA, buses could continue north on Stelzer Road and serve the airport from International Gateway
- Shift Easton branch service to another route in order to maintain 30-minute service frequency to the VA and airport.

## Sunday Ridership by Trip

### North/Eastbound

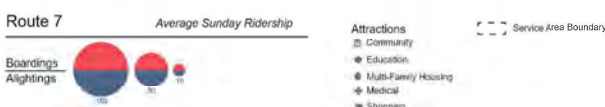
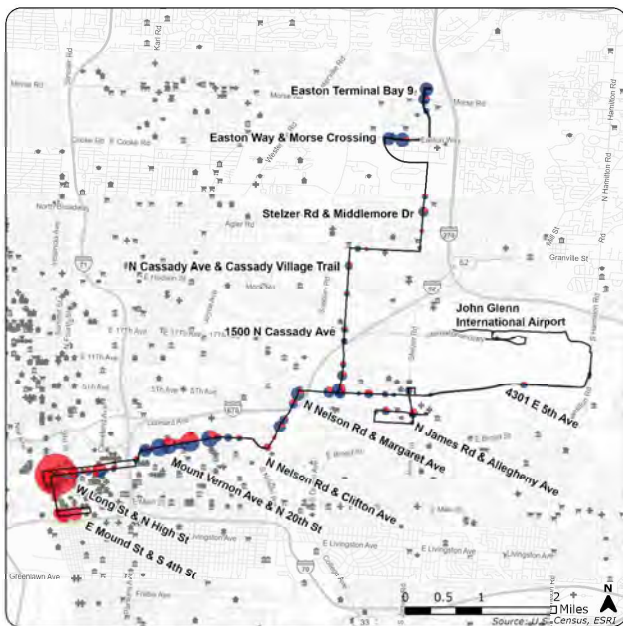


### South/Westbound

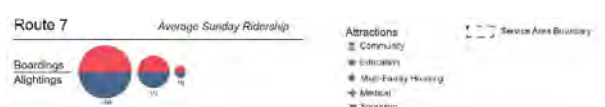
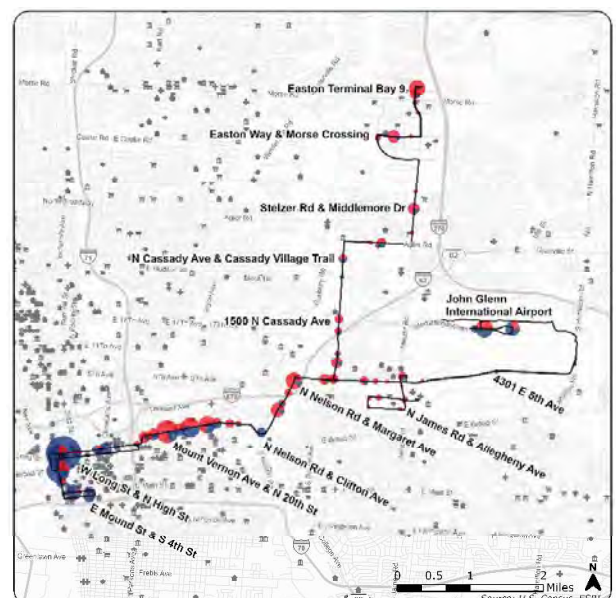


## Sunday Ridership by Stop

### North/Eastbound



### South/Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 8

Karl/S High/Parsons

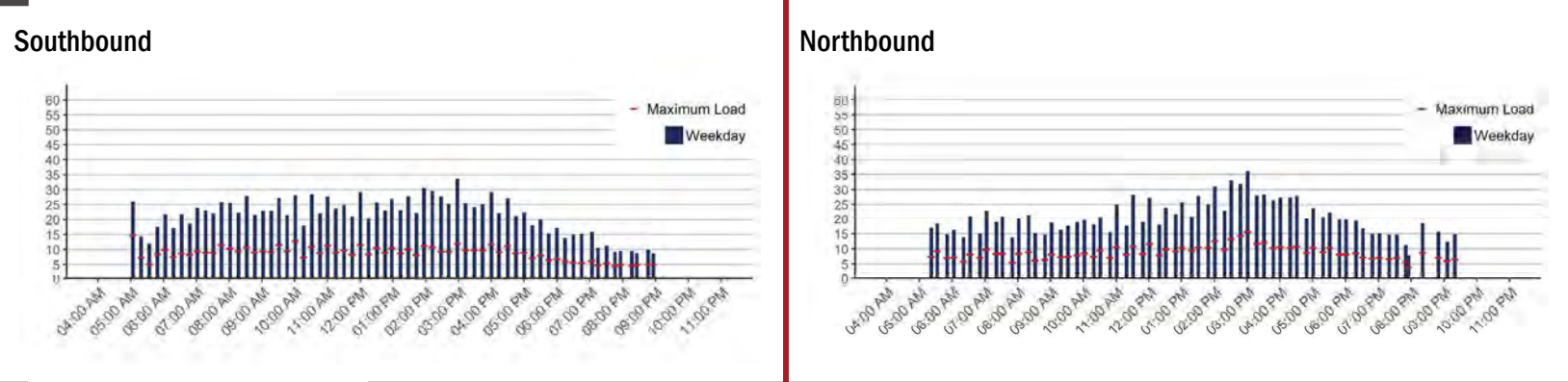
**Description:** Frequent service operating from Boardwalk St & Shapter Ave to Great Southern Park and Ride via Karl Rd and S High St

**Key Points of Interest:** Great Southern Park and Ride, Select Speciality Hospital Care, German Village, Downtown, Arena District, Victorian Village, The Ohio State University, Linden Transit Center, Frankling County Department of Job & Family Services

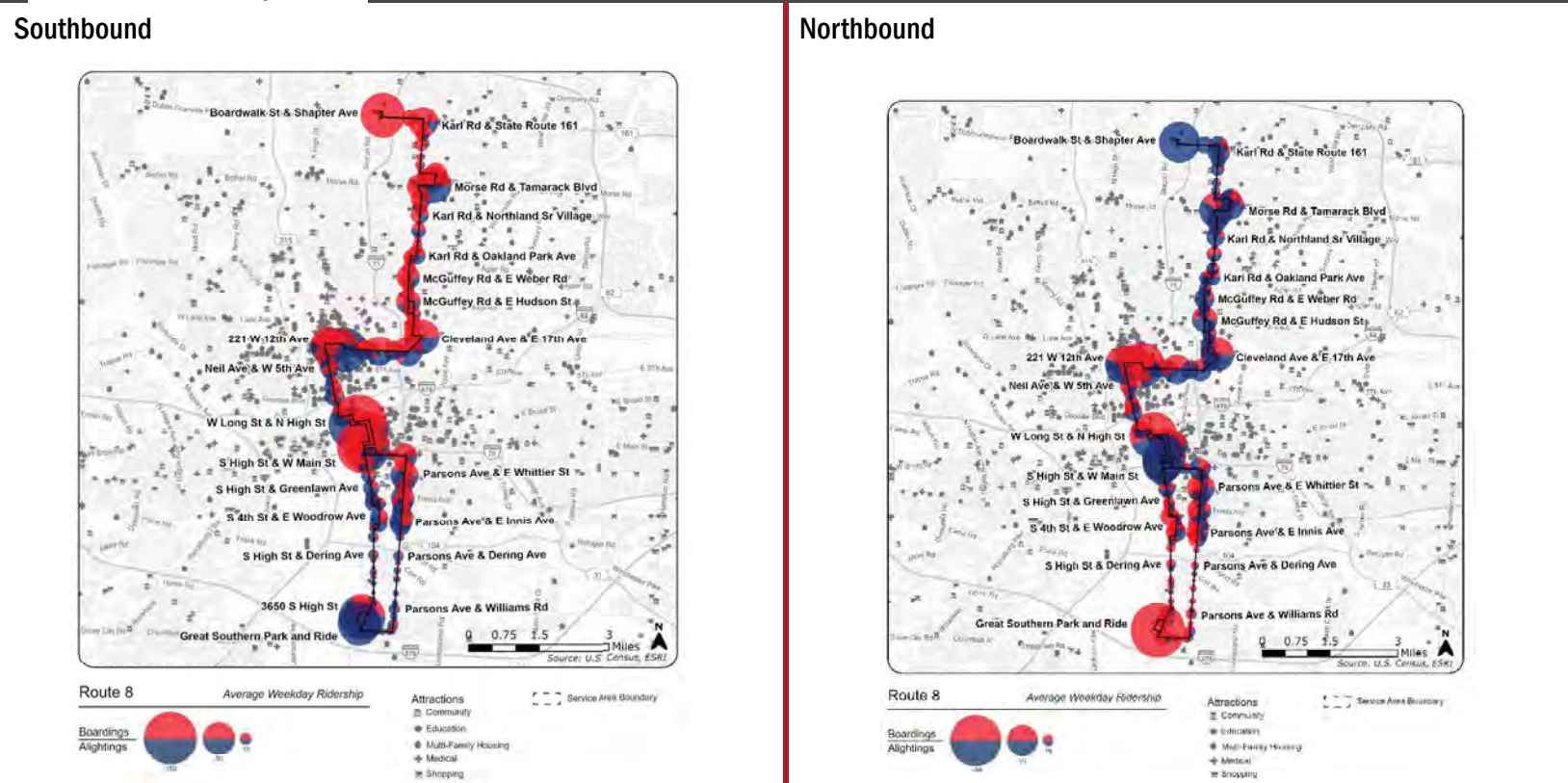
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	5:04 AM - 8:56 PM	15 min	30 min	69,405	988,738	796,540	5/39	
Saturday	5:04 AM - 8:56 PM	15 min	30 min					
Sunday	5:04 AM - 8:56 PM	15 min	30 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 8

Karl/S High/Parsons

**Description:** Frequent service operating from Boardwalk St & Shapter Ave to Great Southern Park and Ride via Karl Rd and S High St

**Key Points of Interest:** Great Southern Park and Ride, Select Speciality Hospital Care, German Village, Downtown, Arena District, Victorian Village, The Ohio State University, Linden Transit Center, Frankling County Department of Job & Family Services

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

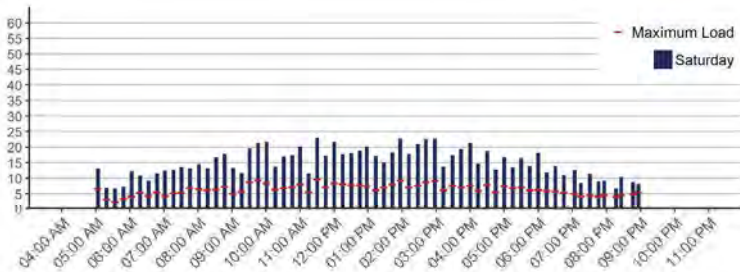


Passengers per Trip

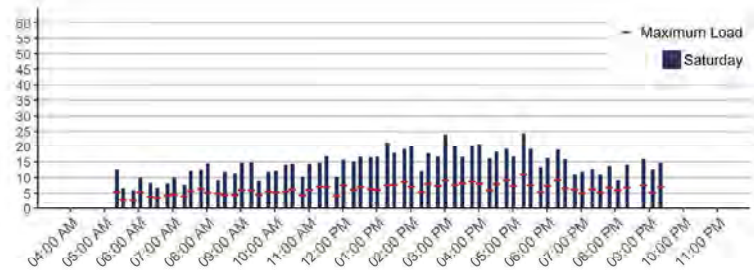
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	2,439	4/39	12.8	8/39	0.8	7/39	18.9	4/39
Saturday	1,850	4/24	9.7	8/24	0.7	8/24	14.3	5/24
Sunday	1,351	4/24	7.1	8/24	0.5	8/24	10.5	5/24

## Saturday Ridership by Trip

### Southbound

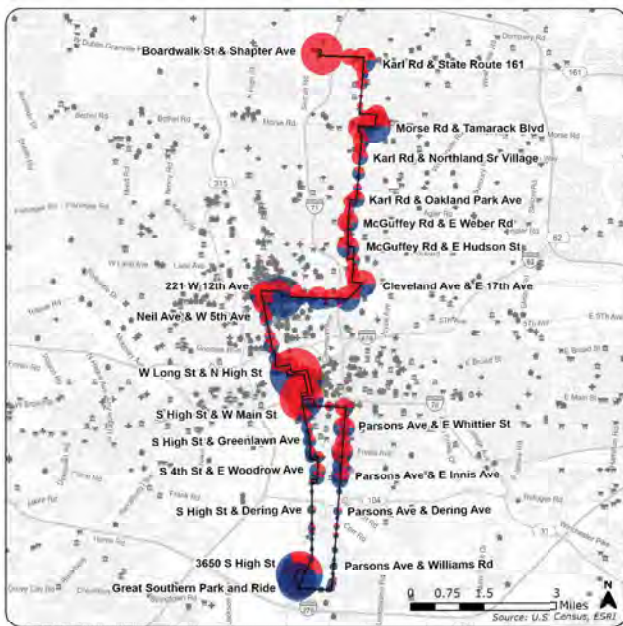


### Northbound

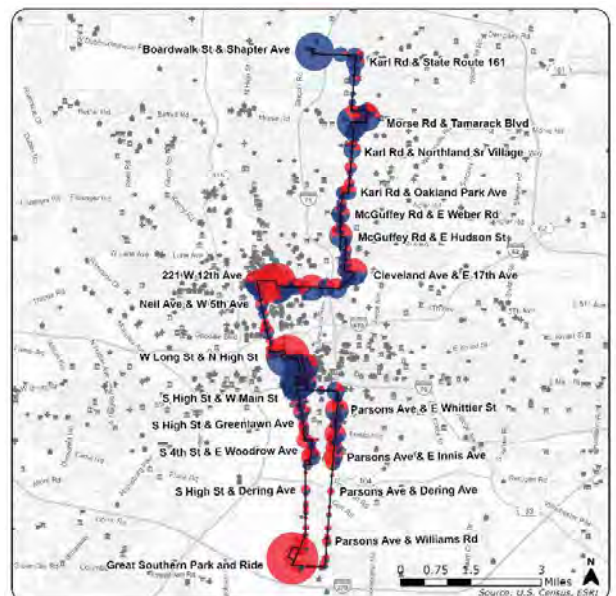


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 8

Karl/S High/Parsons

**Description:** Frequent service operating from Boardwalk St & Shapter Ave to Great Southern Park and Ride via Karl Rd and S High St

**Key Points of Interest:** Great Southern Park and Ride, Select Speciality Hospital Care, German Village, Downtown, Arena District, Victorian Village, The Ohio State University, Linden Transit Center, Frankling County Department of Job & Family Services

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Frequent service north of downtown, including to OSU and several key corridors such as Neil Avenue, 11th Avenue, Hamilton Avenue, McGuffey Road, and Karl Road
- Moderate service frequency south of downtown as route alternates between Parsons Avenue and High Street
- High ridership and productivity with 18.9 weekday passengers per trip
- Strong anchors and good mix of ridership generators
- Seven-day-a-week service
- Easy-to-remember clockface frequency

### Weaknesses

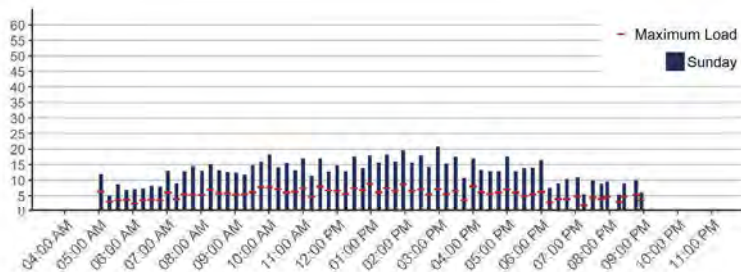
- Relatively poor on-time performance
- First trip of the morning in each direction has among the highest ridership of the day, suggesting pent up demand for earlier service
- Fairly strong ridership on last trip of the day, suggesting demand for later service
- Relatively high ridership along Obetz Road, despite the absence of a strong anchor, suggesting that demand likely exists for service south of Obetz Road
- Weak anchor on northern end of the line
- Alternating alignments south of downtown may create some confusion among riders

### Opportunities

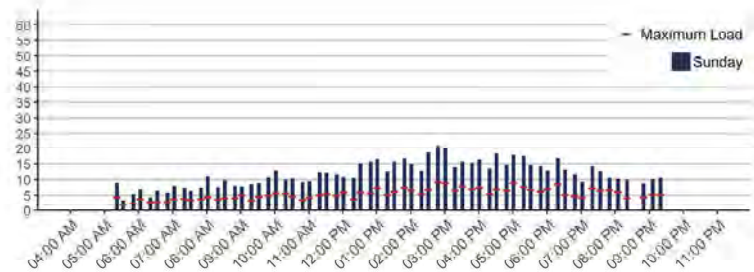
- Combine segments of southern branches into one strong branch that would justify higher service frequency available north of downtown. For example, following Parsons Avenue alignment to Williams Road and then taking Williams to High Street, would combine the highest ridership stops on both branches
- Interline (and rename) High Street branch with another route, like Route 6, which has more appropriate service frequency
- If southern branches of route are unlinked, consider extending weaker branch along Obetz Road to Parsons Avenue and operating as far south as the Enchanted Acres mobile home park, south of I-270
- Add at least one additional morning and evening departure to meet demand

## Sunday Ridership by Trip

### Southbound

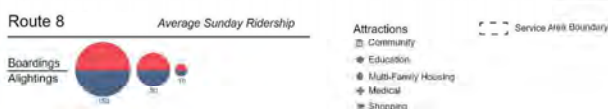
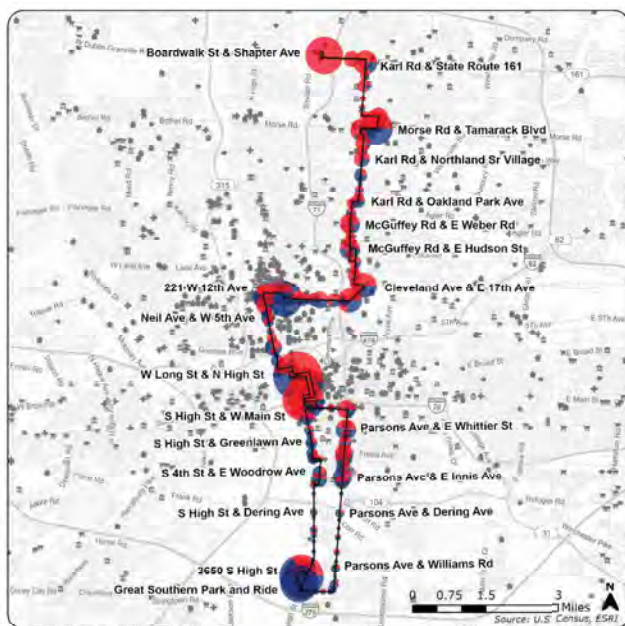


### Northbound

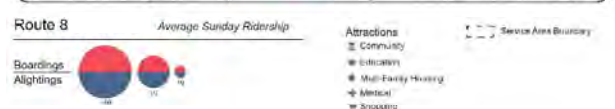
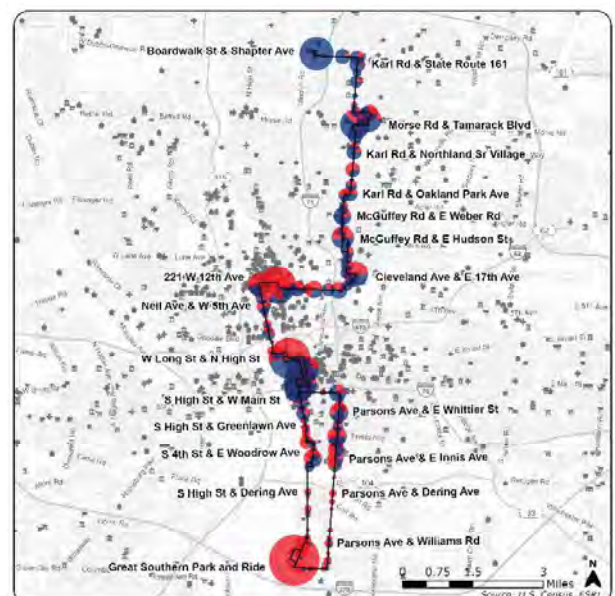


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:31

Hudson

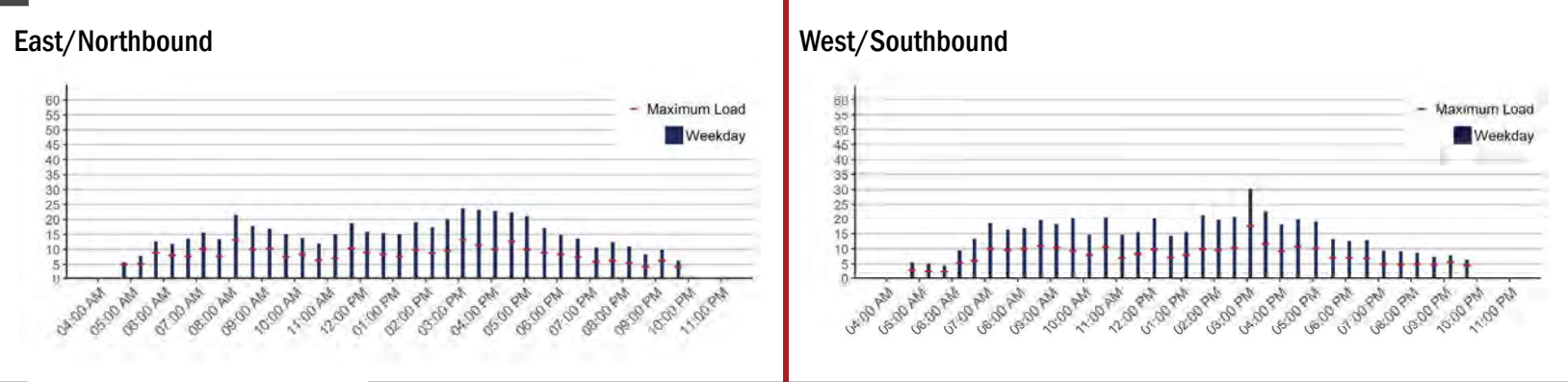
**Description:** Standard service operating from Easton Terminal Bay 7 to Rail St and Baldwin Dr via E Hudson St and N High St

**Key Points of Interest:** Grandview Yard, OSU Wexner Medical Center, The Ohio State University, Easton Town Center, Easton Transit Center

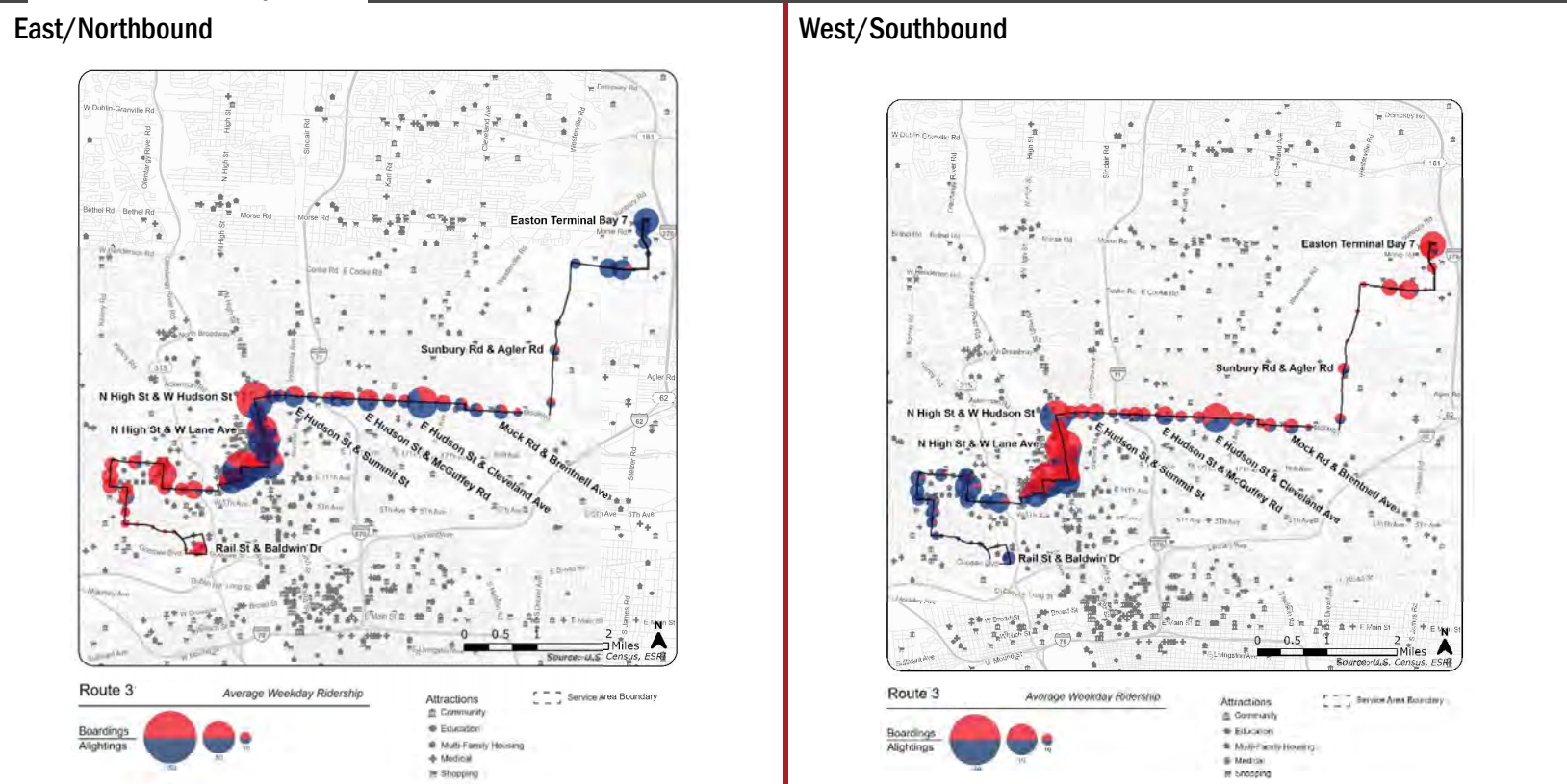
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	4:48 AM - 9:42 PM	60 min	60 min	28,105	420,973	258,969	11/39	
Saturday	4:48 AM - 9:42 PM	60 min	60 min					
Sunday	4:48 AM - 9:42 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 31

Hudson

**Description:** Standard service operating from Easton Terminal Bay 7 to Rail St and Baldwin Dr via E Hudson St and N High St

**Key Points of Interest:** Grandview Yard, OSU Wexner Medical Center, The Ohio State University, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



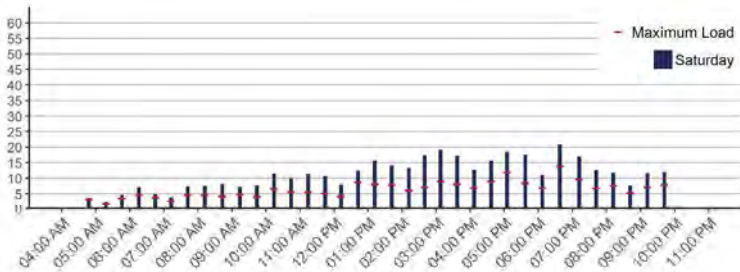
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	792	11/39	10.3	15/39	0.6	13/39	11.3	12/39
Saturday	623	12/24	8.1	13/24	0.5	12/24	8.9	12/24
Sunday	426	12/24	5.5	14/24	0.4	13/24	6.1	12/24

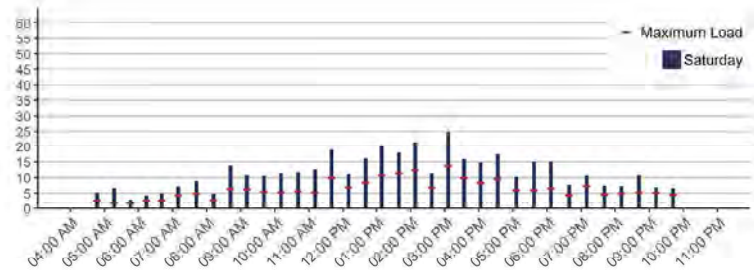


## Saturday Ridership by Trip

### East/Northbound

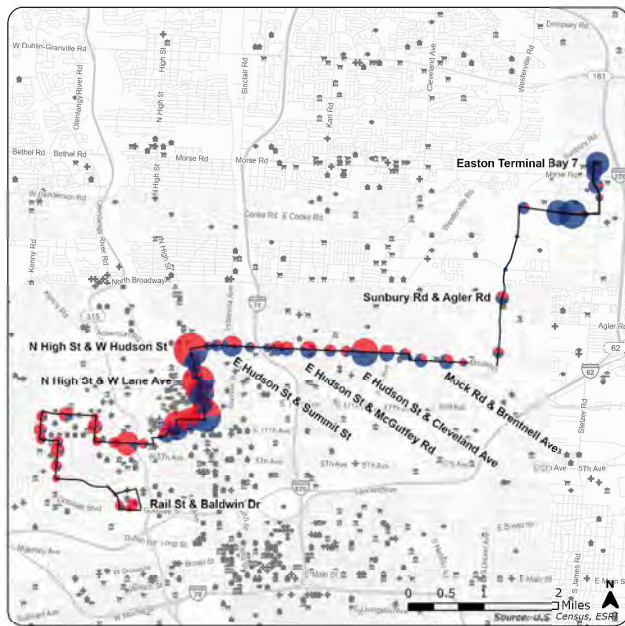


### West/Southbound

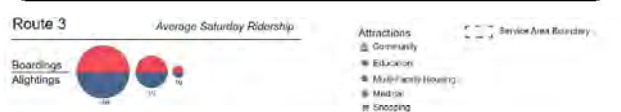
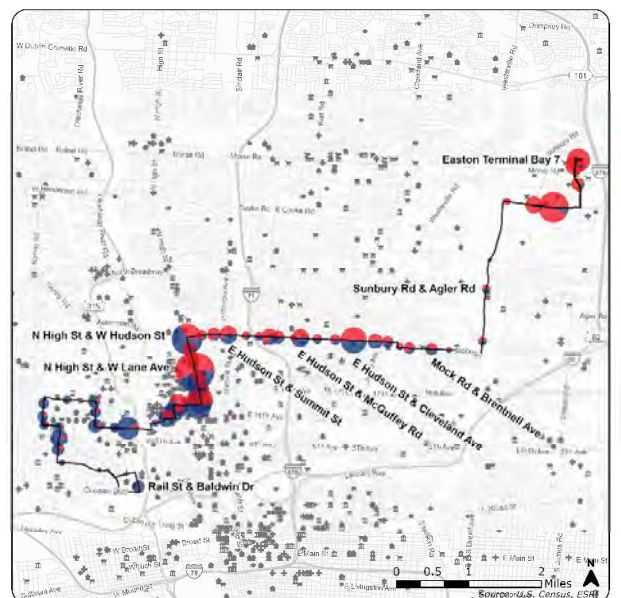


## Saturday Ridership by Stop

### East/Northbound



### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 31

Hudson

**Description:** Standard service operating from Easton Terminal Bay 7 to Rail St and Baldwin Dr via E Hudson St and N High St

**Key Points of Interest:** Grandview Yard, OSU Wexner Medical Center, The Ohio State University, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Approximately hourly service linking Easton to OSU and neighborhoods to the southwest including University View, Fifth by Northwest, and Grandview Heights
- Seven-day-a-week service
- Relatively strong ridership and productivity, with an average of 11.3 passengers per trip on the weekdays
- Consistent alignment in east/northbound and west/southbound directions
- Relatively strong on-time performance compared to other routes

### Weaknesses

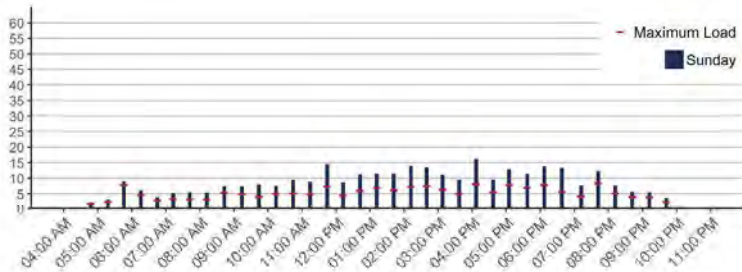
- Very low ridership along Sunbury Road and W. First Avenue corridors
- Challenging pedestrian environment along parts of Sunbury Road with limited sidewalks
- Inconsistent frequency with trips spaced between 57 and 61 minutes apart

### Opportunities

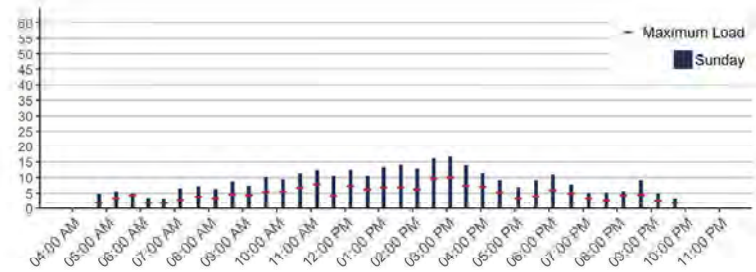
- Shift northern end of route from Sunbury to Stelzer Road via Agler Road. The route could continue north on Stelzer to Easton Way, then north again on Morse Crossing to Morse Road. This alignment would add service to Target, Giant Eagle, and several multi-family housing communities. Restructure southern end of route to operate bi-directionally on Yard Street, with a smaller end-of-line loop utilizing either Rail Street or Bobcat Avenue. This alignment would better serve the emerging high-density development along Yard Street
- Consider 30-minute service frequency during peak weekday commuting periods to better facilitate connections to other routes

## Sunday Ridership by Trip

### East/Northbound

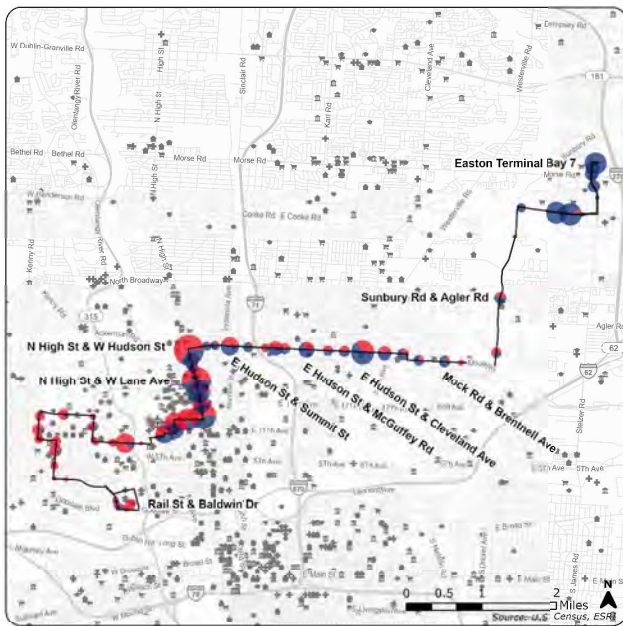


### West/Southbound

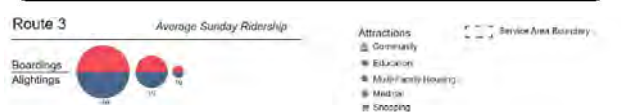
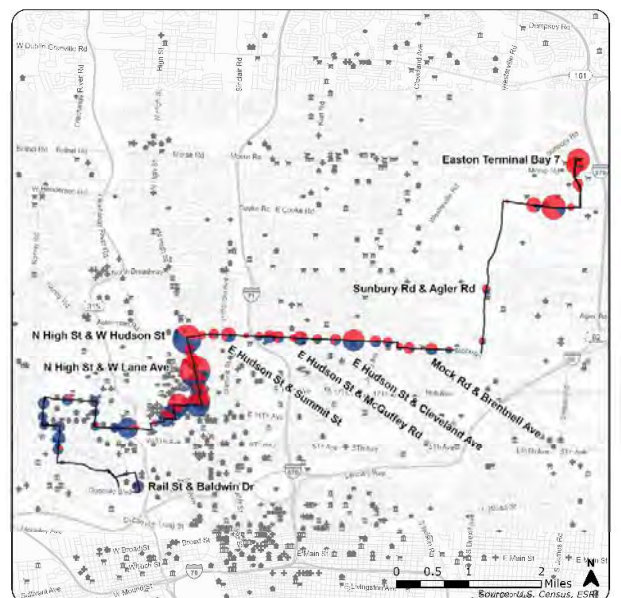


## Sunday Ridership by Stop

### East/Northbound



### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:32

North Broadway

**Description:** Standard service operating from Easton Terminal Bay 6 to Heritage Club Dr & Main St via Oakland Park Ave and N Broadway

**Key Points of Interest:** Hilliard UM Church Park & Ride, Hilliard Cemetery Rd Park & Ride, The Market at Mill Run, Griggs Dam Park & Ride, Kingsdale Shopping Center, Riverside Hospital, Northern Lights Park & Ride, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	4:53 AM - 9:51 PM	60 min	60 min	13,323	246,740	85,700	22/39	
Saturday	4:53 AM - 9:51 PM	60 min	60 min					
Sunday	4:53 AM - 9:51 PM	60 min	60 min					

## Weekday\* Ridership by Trip

### Westbound

### Eastbound

## Weekday Ridership by Stop

### Westbound

### Eastbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:32

North Broadway

**Description:** Standard service operating from Easton Terminal Bay 6 to Heritage Club Dr & Main St via Oakland Park Ave and N Broadway

**Key Points of Interest:** Hilliard UM Church Park & Ride, Hilliard Cemetary Rd Park & Ride, The Market at Mill Run, Griggs Dam Park & Ride, Kingsdale Shopping Center, Riverside Hospital, Northern Lights Park & Ride, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



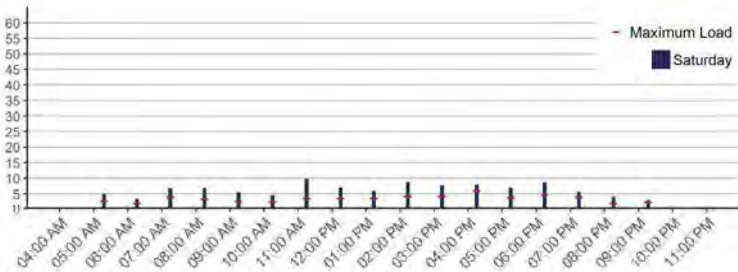
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	263	21/39	7.2	18/39	0.3	21/39	7.5	18/39
Saturday	195	21/24	5.3	18/24	0.3	22/24	5.6	20/24
Sunday	145	21/24	4.0	19/24	0.2	21/24	4.1	19/24

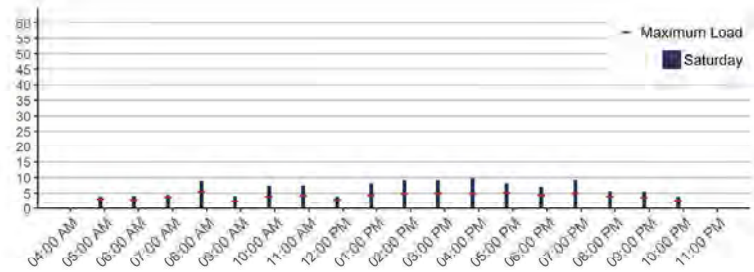


## Saturday Ridership by Trip

### Westbound

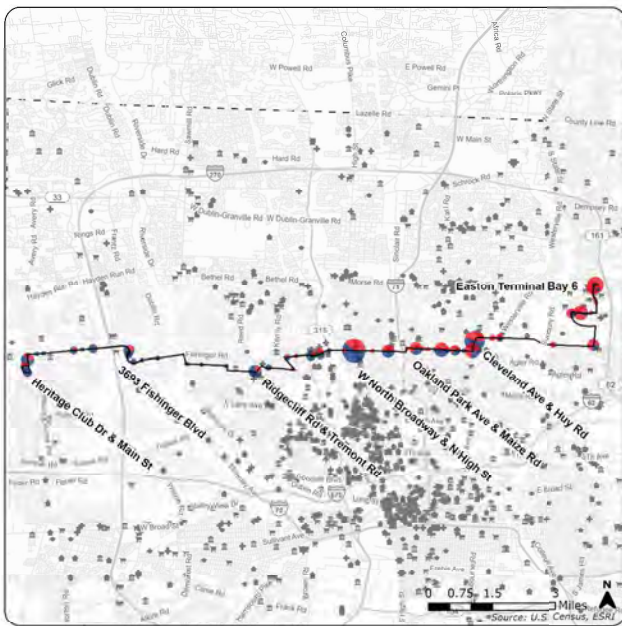


### Eastbound

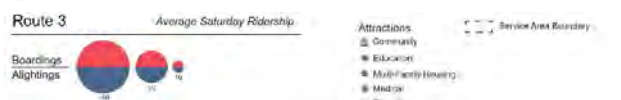
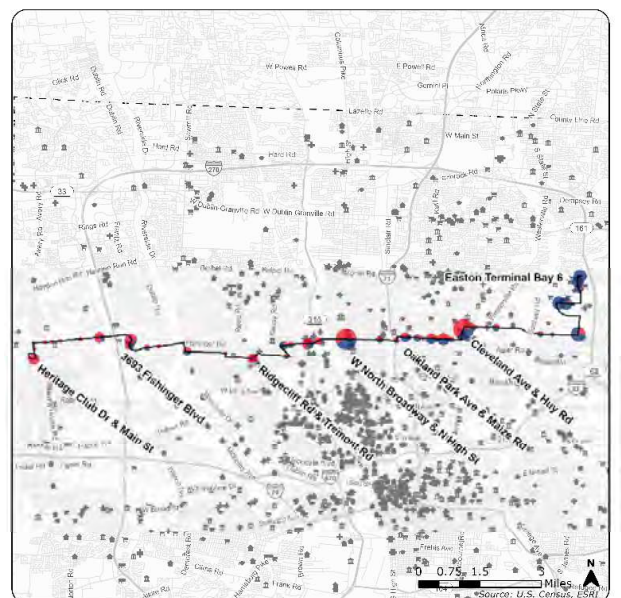


## Saturday Ridership by Stop

### Westbound



### Eastbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:32

North Broadway

**Description:** Standard service operating from Easton Terminal Bay 6 to Heritage Club Dr & Main St via Oakland Park Ave and N Broadway

**Key Points of Interest:** Hilliard UM Church Park & Ride, Hilliard Cemetary Rd Park & Ride, The Market at Mill Run, Griggs Dam Park & Ride, Kingsdale Shopping Center, Riverside Hospital, Northern Lights Park & Ride, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Approximately hourly service linking Easton and Hilliard to several key commercial centers and Riverside Hospital
- Seven-day-a-week service
- Provides connections to many other COTA services, including downtown connections
- Consistent alignments in eastbound and westbound directions
- Relatively strong on-time performance compared to other routes

### Weaknesses

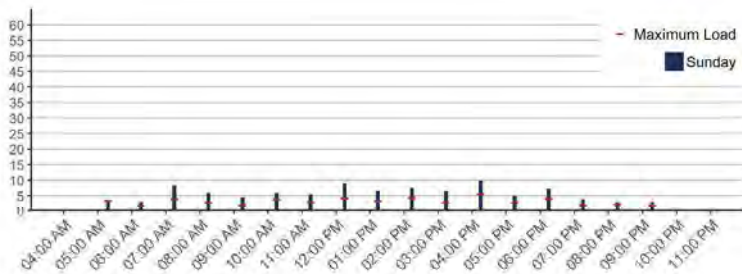
- Low ridership and productivity, especially along western portion of the route
- Long stretches through single-family residential neighborhoods with low density and few ridership generators

### Opportunities

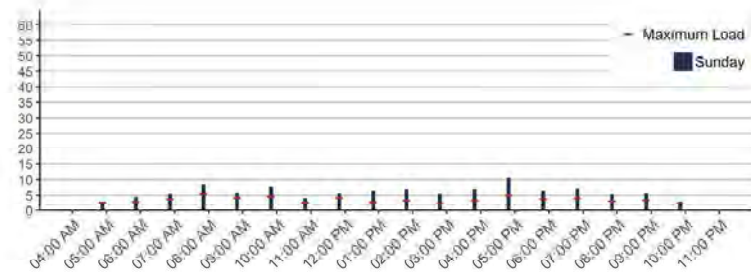
- Consider making OhioHealth Riverside Methodist Hospital the western terminus of the route, due to low ridership west of this location
- Replace fixed-route service with COTA Plus microtransit service west of OhioHealth Riverside Methodist Hospital. Potential COTA Plus zone could include neighborhoods south of Hayden Run Road, north of Trabue Road, and east of Alton Darby Creek Road

## Sunday Ridership by Trip

### Westbound

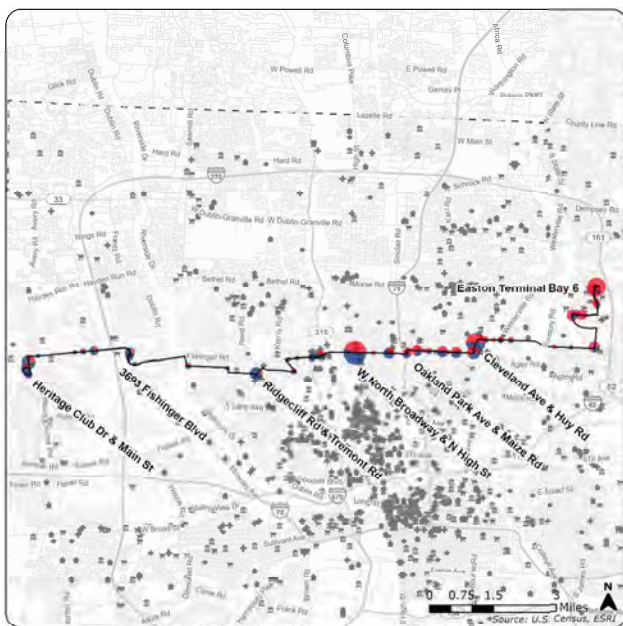


### Eastbound

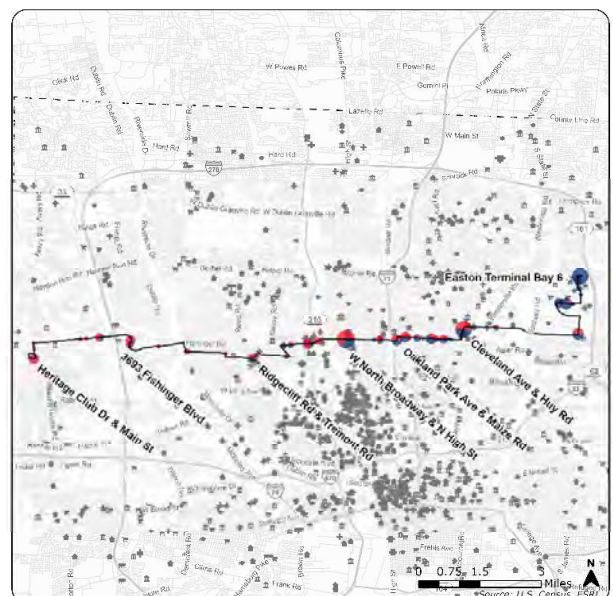


## Sunday Ridership by Stop

### Westbound



### Eastbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:9

## W Mount/Brentwell

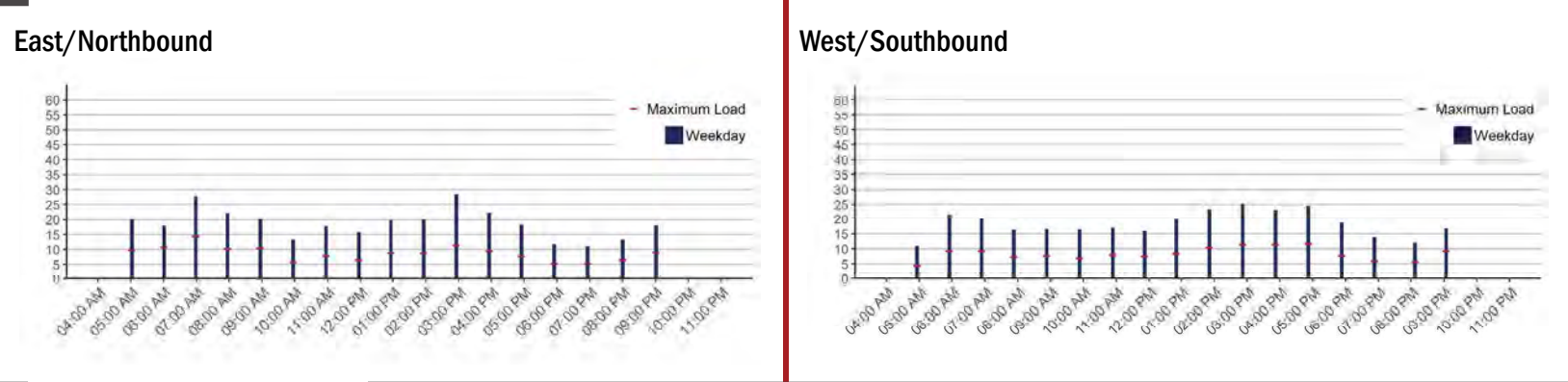
**Description:** Standard service operating from Easton Terminal Bay 8 to Westwoods Park and Ride via Brentnell Ave and W Mound St

**Key Points of Interest:** Westwoods Park & Ride, Georgesville Square, Central Point Shopping Center, Franklinton, Downtown, Brentnell Community Center, Northeast Columbus, Easton Town Center, Easton Transit Center

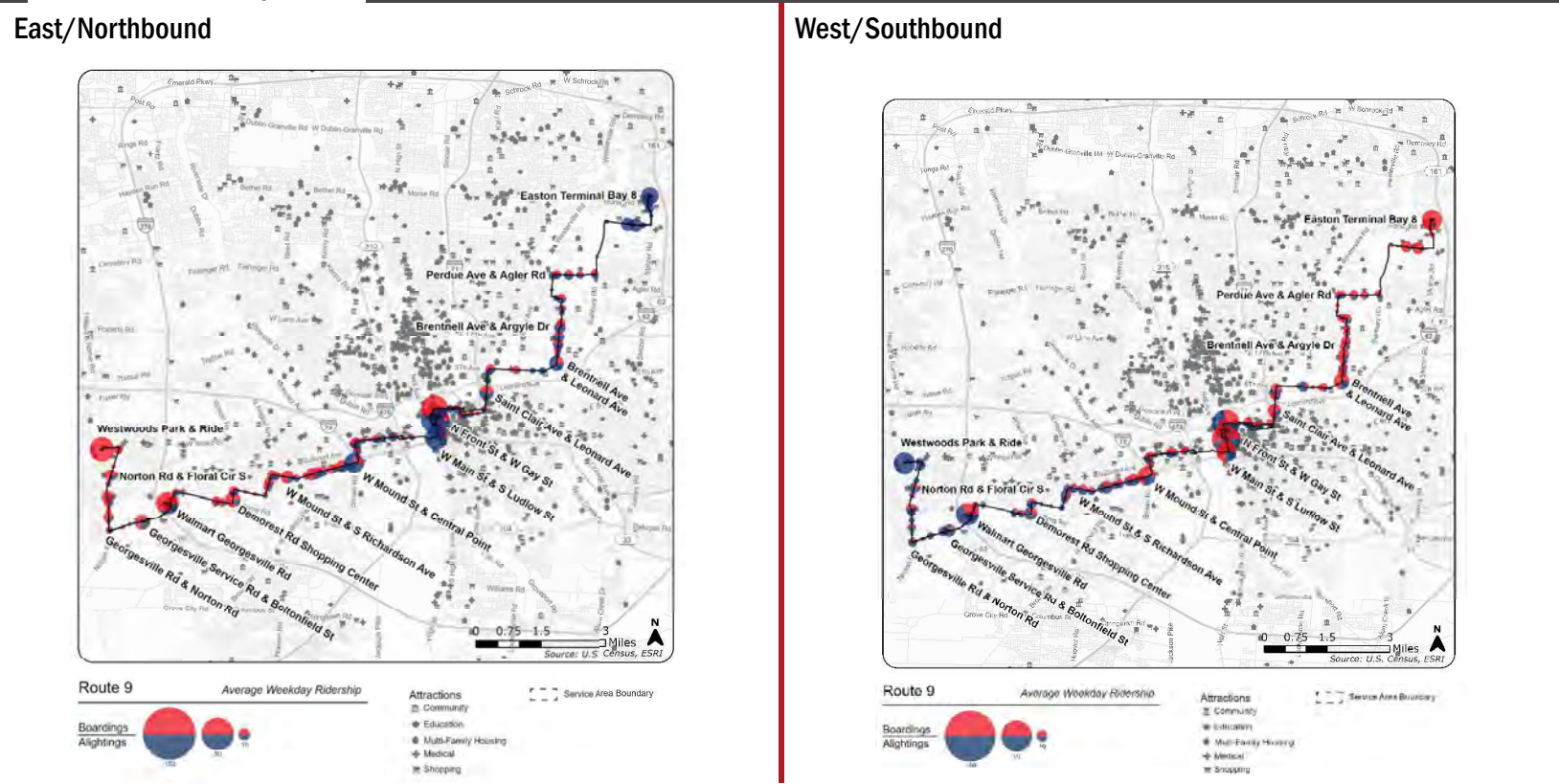
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	4:56 AM - 9:04 PM	60 min	60 min	21,199	339,278	178,286	15/39	
Saturday	4:56 AM - 9:04 PM	60 min	60 min					
Sunday	4:56 AM - 9:04 PM	60 min	60 min					

### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE:9

## W Mount/Brentwell

**Description:** Standard service operating from Easton Terminal Bay 8 to Westwoods Park and Ride via Brentnell Ave and W Mound St

**Key Points of Interest:** Westwoods Park & Ride, Georgesville Square, Central Point Shopping Center, Franklinton, Downtown, Brentnell Community Center, Northeast Columbus, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

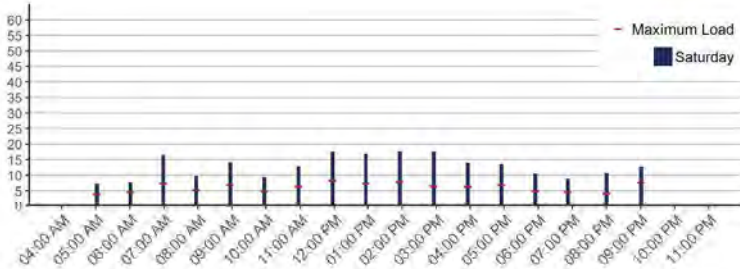
### Daily Statistics



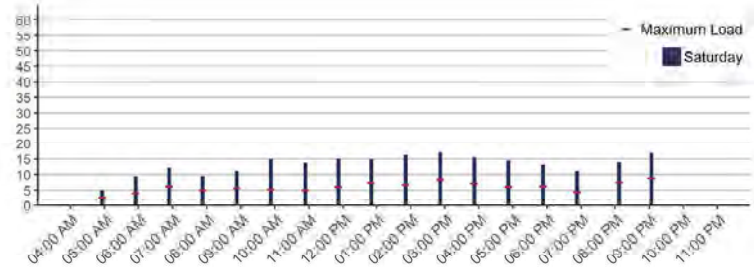
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	539	15/39	9.3	16/39	0.5	15/39	15.8	6/39
Saturday	432	14/24	7.4	15/24	0.5	14/24	12.7	6/24
Sunday	318	14/24	5.4	15/24	0.3	14/24	9.4	6/24

### Saturday Ridership by Trip

#### East/Northbound

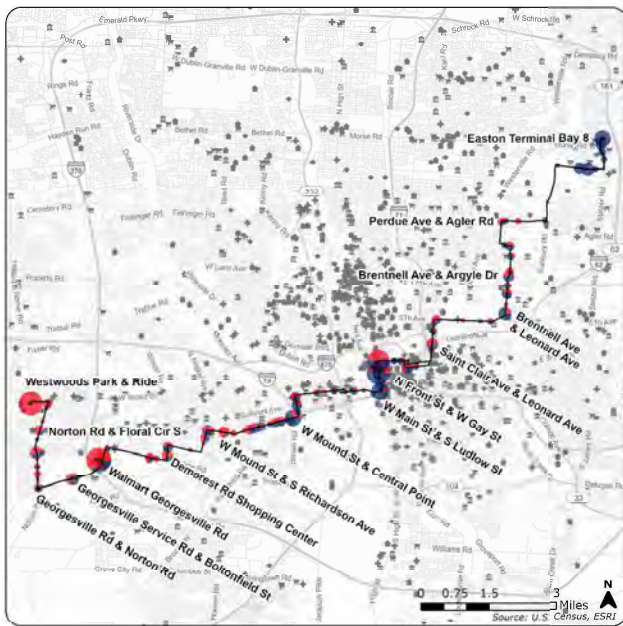


#### West/Southbound

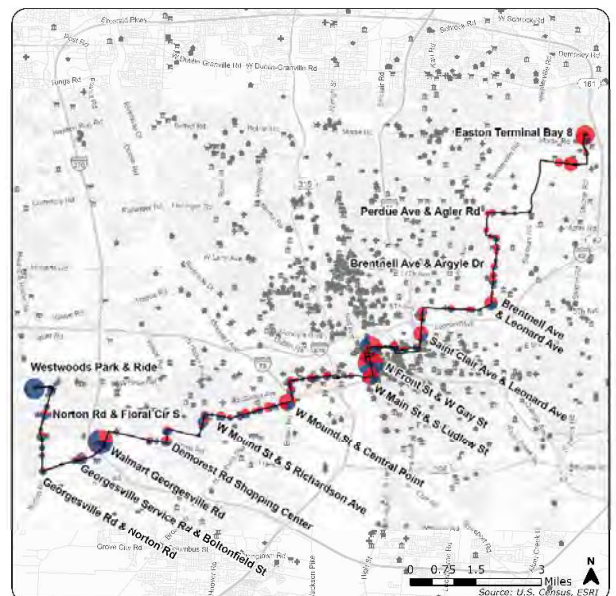


### Saturday Ridership by Stop

#### East/Northbound



#### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:9

W Mount/Brentwell

**Description:** Standard service operating from Easton Terminal Bay 8 to Westwoods Park and Ride via Brentnell Ave and W Mound St

**Key Points of Interest:** Westwoods Park & Ride, Georgesville Square, Central Point Shopping Center, Franklinton, Downtown, Brentnell Community Center, Northeast Columbus, Easton Town Center, Easton Transit Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Approximately hourly service operating between the Westwood Park-and-Ride and the Easton Transit Center via downtown Columbus
- Seven-day-a-week service
- Consistent alignments in eastbound and westbound directions
- Fairly high productivity with an average of 15.8 weekday passengers per trip

### Weaknesses

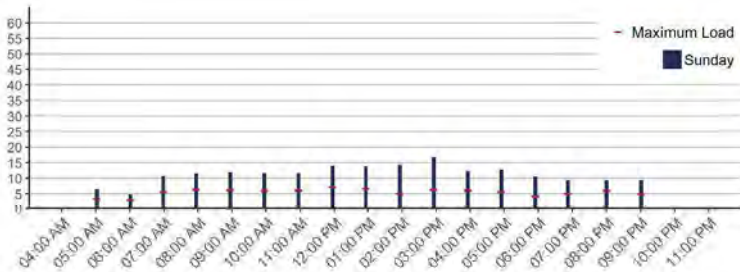
- Relatively poor on-time performance
- Very frequent stop spacing in some segments, potentially contributing to poor on-time performance
- Increasing ridership toward the end of the service day, suggesting potential demand for later service
- Very low ridership along Sunbury Road, where Route 9 overlaps with Route 31
- Low ridership along Norton Road corridor despite relatively high transit potential based on density and demographics
- Challenging pedestrian environment along Norton Road due to barriers such as walls and gates around communities

### Opportunities

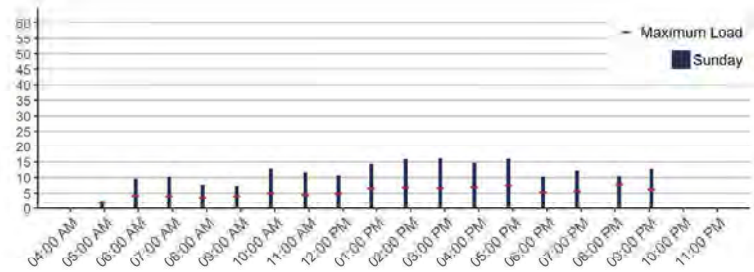
- Consider truncating Route 9 at Walmart on Georgesville Road and replacing service further west with COTA Plus microtransit service. Microtransit could be more effective in serving gated communities in an area that otherwise has strong anchors and transit-supportive densities
- Shift Route 31 service from Sunbury Road to Agler and Stelzer Road to strengthen Route 9 by reducing competition for limited ridership
- Shift Route 9 alignment from Stelzer Road to Morse Crossing to improve access to Easton Town Center and Target
- Establish new Easton COTA Plus Zone anchored at Walmart on Morse Road. Easton has a high concentration of poorly-performing fixed-route segments serving auto-oriented neighborhoods and developments
- Extend service by one hour on weekdays and Saturdays to meet likely demand

## Sunday Ridership by Trip

### East/Northbound

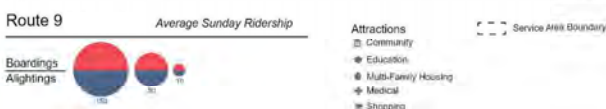
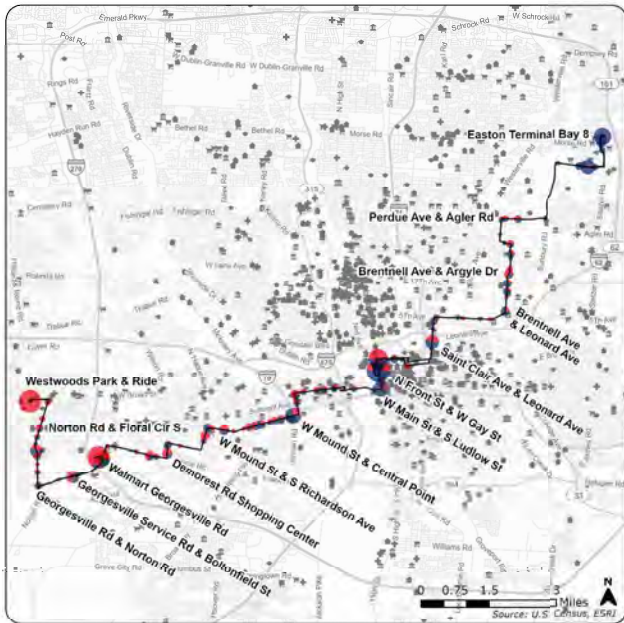


### West/Southbound

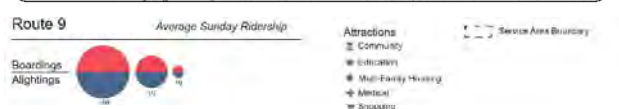
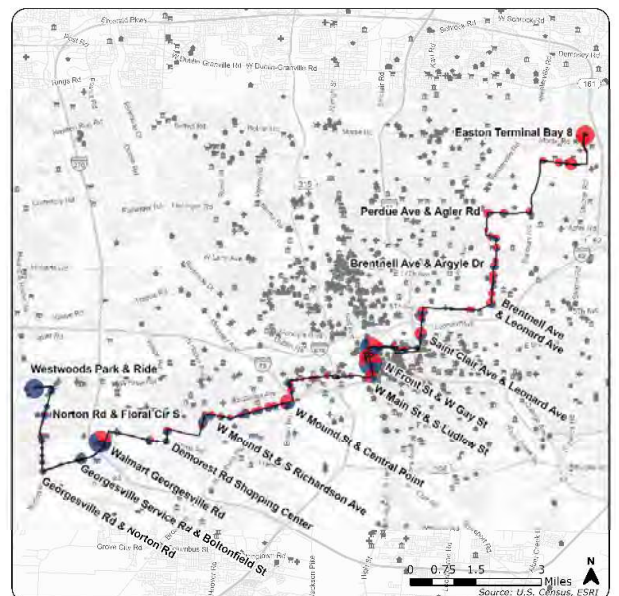


## Sunday Ridership by Stop

### East/Northbound



### West/Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 10

E Broad/W Broad

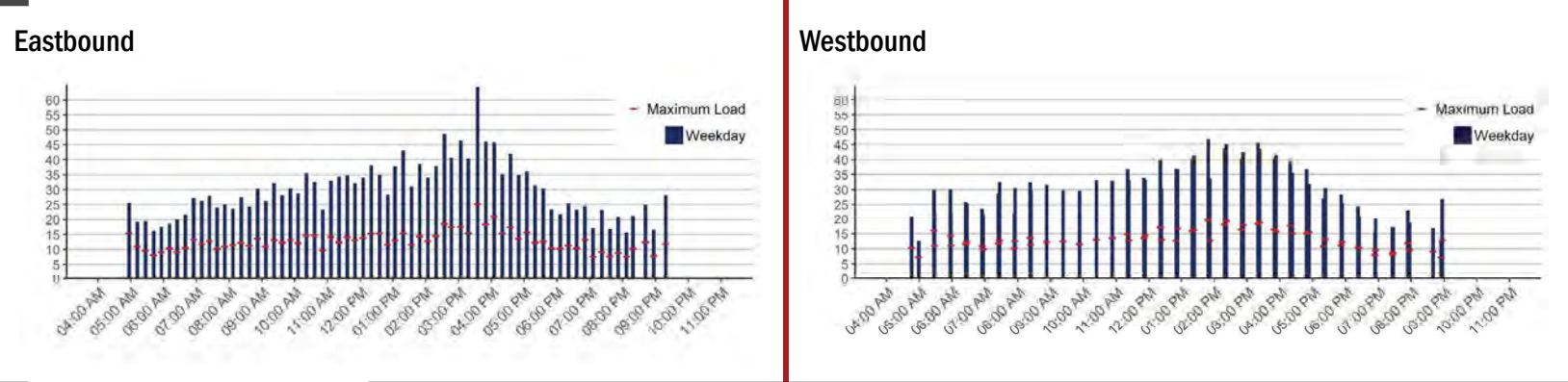
**Description:** Frequent service operating from E Broad St & Limited Stop 1 to Westwoods Park and Ride via E Broad St and W Broad St

**Key Points of Interest:** Westwoods Park & Ride, Westland Mall, Downtown Columbus, Whitehall Park & Ride, Mt Carmel East Hospital, Limited Brands Logistic Center

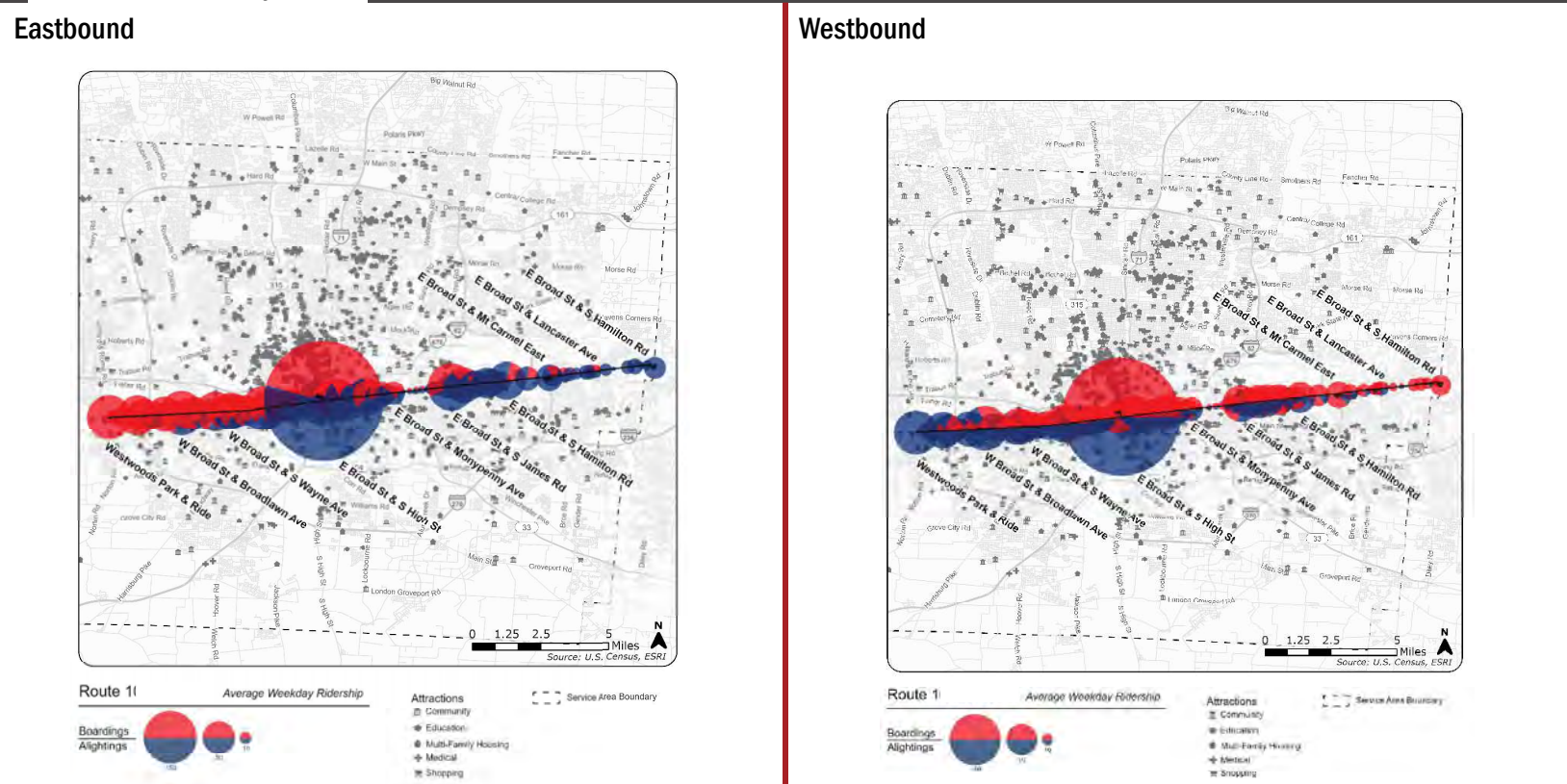
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	4:46 AM - 8:57 PM	15 min	30 min	75,555	1,071,560	1,175,957	18%	22%
Saturday	4:46 AM - 8:57 PM	30 min	30 min				58%	
Sunday	4:46 AM - 8:57 PM	20 min	45 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 10

E Broad/W Broad

Description: Frequent service operating from E Broad St & Limited Stop 1 to Westwoods Park and Ride via E Broad St and W Broad St

Key Points of Interest: Westwoods Park & Ride, Westland Mall, Downtown Columbus, Whitehall Park & Ride, Mt Carmel East Hospital, Limited Brands Logistic Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



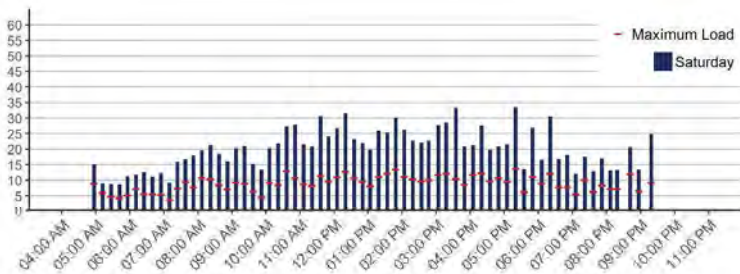
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	3,633	3/39	17.6	2/39	1.1	1/39	22.6	2/39
Saturday	2,656	3/24	12.8	3/24	0.9	3/24	16.5	2/24
Sunday	1,919	3/24	9.3	3/24	0.7	3/24	11.9	2/24

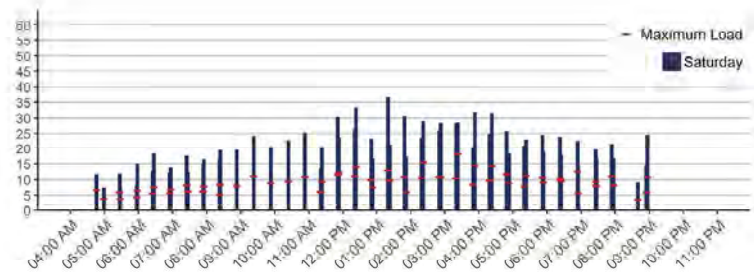


## Saturday Ridership by Trip

### Eastbound

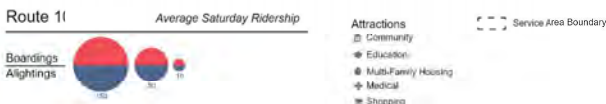
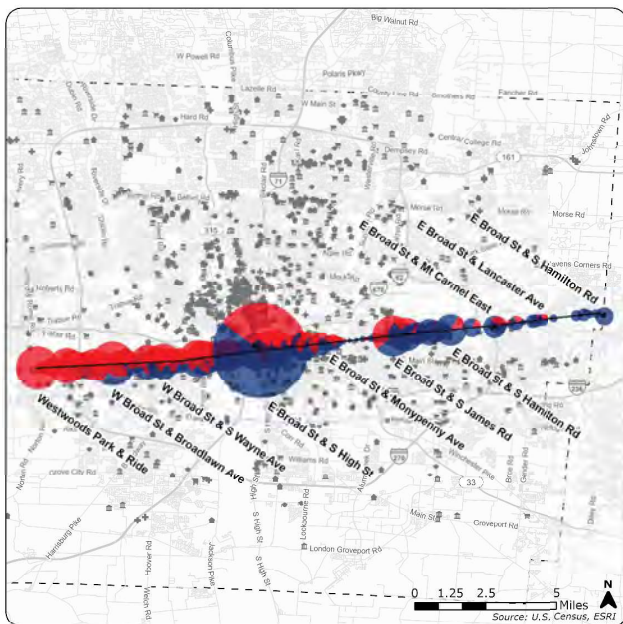


### Westbound

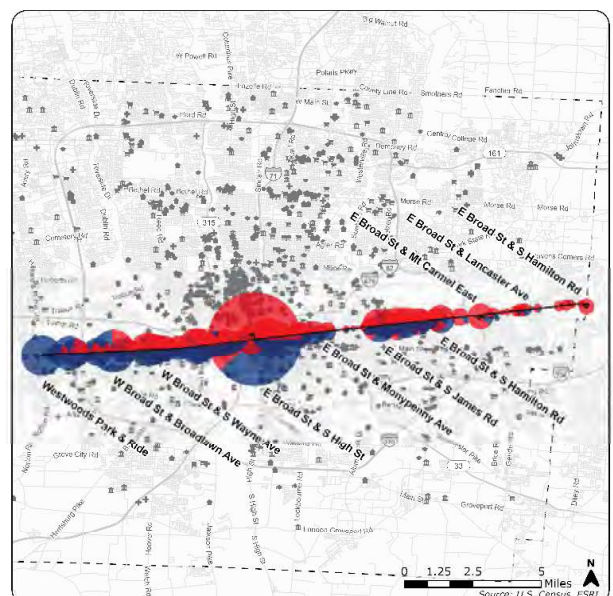


## Saturday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 10

E Broad/W Broad

**Description:** Frequent service operating from E Broad St & Limited Stop 1 to Westwoods Park and Ride via E Broad St and W Broad St

**Key Points of Interest:** Westwoods Park & Ride, Westland Mall, Downtown Columbus, Whitehall Park & Ride, Mt Carmel East Hospital, Limited Brands Logistic Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Frequent service along primary trunk of route, between Westwood Park-and-Ride and Whitehall Park-and-Ride
- Seven-day-a-week service
- Very direct and streamlined alignment
- Strong ridership and productivity with an average of 22.6 weekday passengers per trip
- Good mix of ridership generators

### Weaknesses

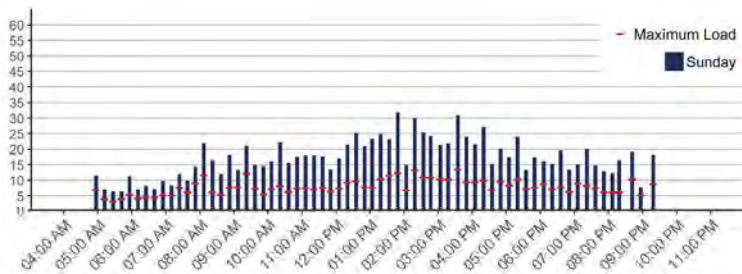
- Very frequent stop spacing in some segments
- Poor on-time performance, potentially due to very frequent stop spacing
- Route ends just short of a potentially strong ridership generator at Kroger on W. Broad Street
- Low ridership along E. Broad Street, east of Waggoner Road, despite relatively high transit potential due to high concentration of typical ridership generators (i.e. retail, multi-family housing)

### Opportunities

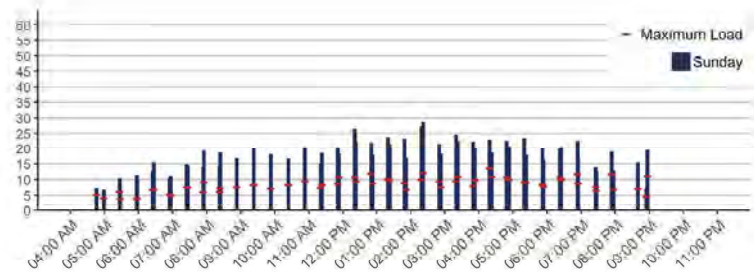
- Consolidate stops to improve running speeds and on-time performance
- Extend western end of the route to Kroger on W. Broad Street in order to create a stronger anchor
- Coordinate with Blacklick and Reynoldsburg traffic engineers regarding future plans for Theodore Drive. If Roadway is extended to OH-16, more direct service could be provided to Meijer, Target, TS Tech Americas, and several multi-family housing communities

## Sunday Ridership by Trip

### Eastbound

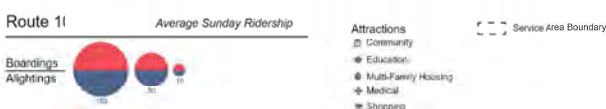
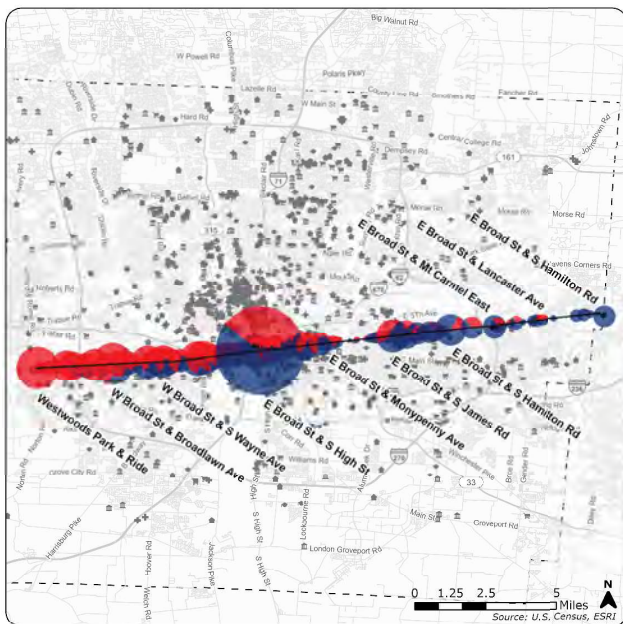


### Westbound

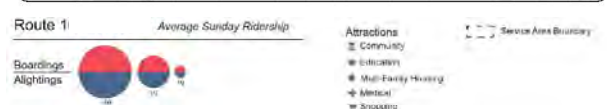
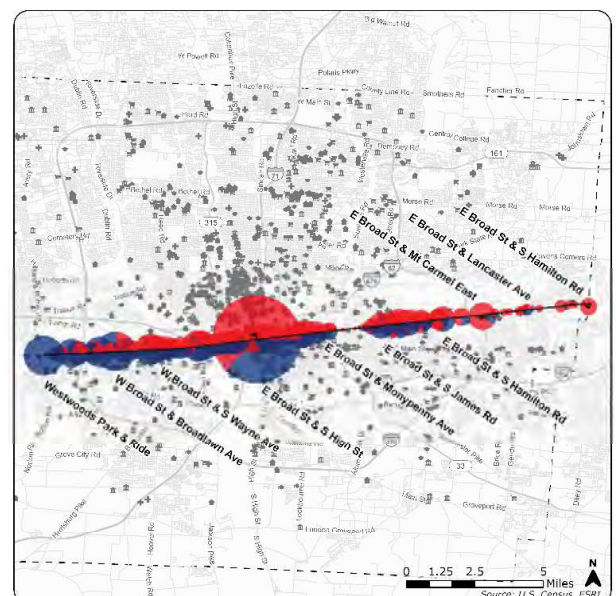


## Sunday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 11

Bryden/Maize

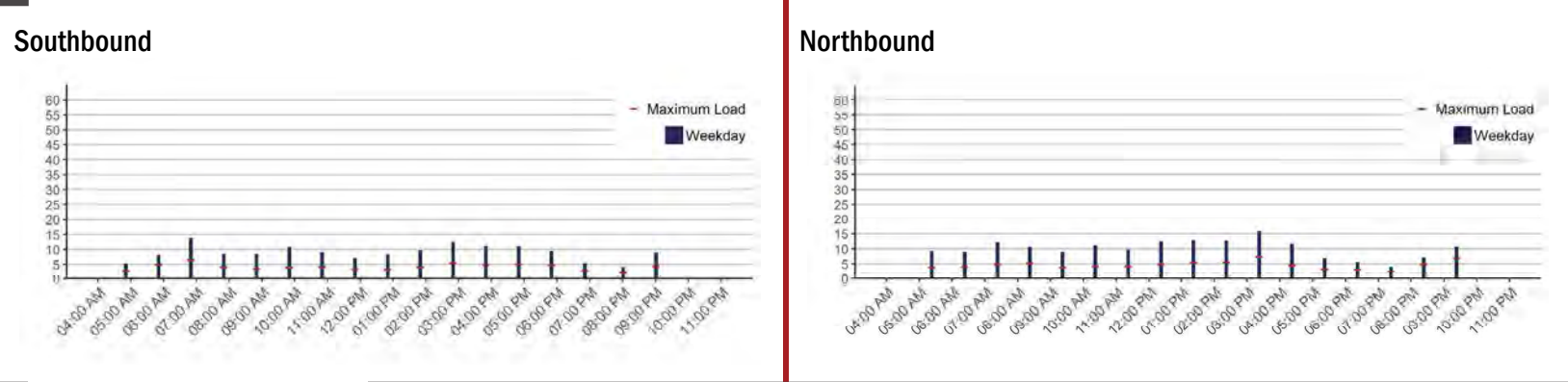
**Description:** Standard service operating from 1755 Alum Creek Dr to Westview Turnaround via Maize Rd and Bryden Rd

**Key Points of Interest:** Maryhaven, Grant Medical Center, Downtown, Columbus State Community College, OSU Carepoint East, St. Stephens Community House, Delawanda Park & Ride, Graceland Shopping Center

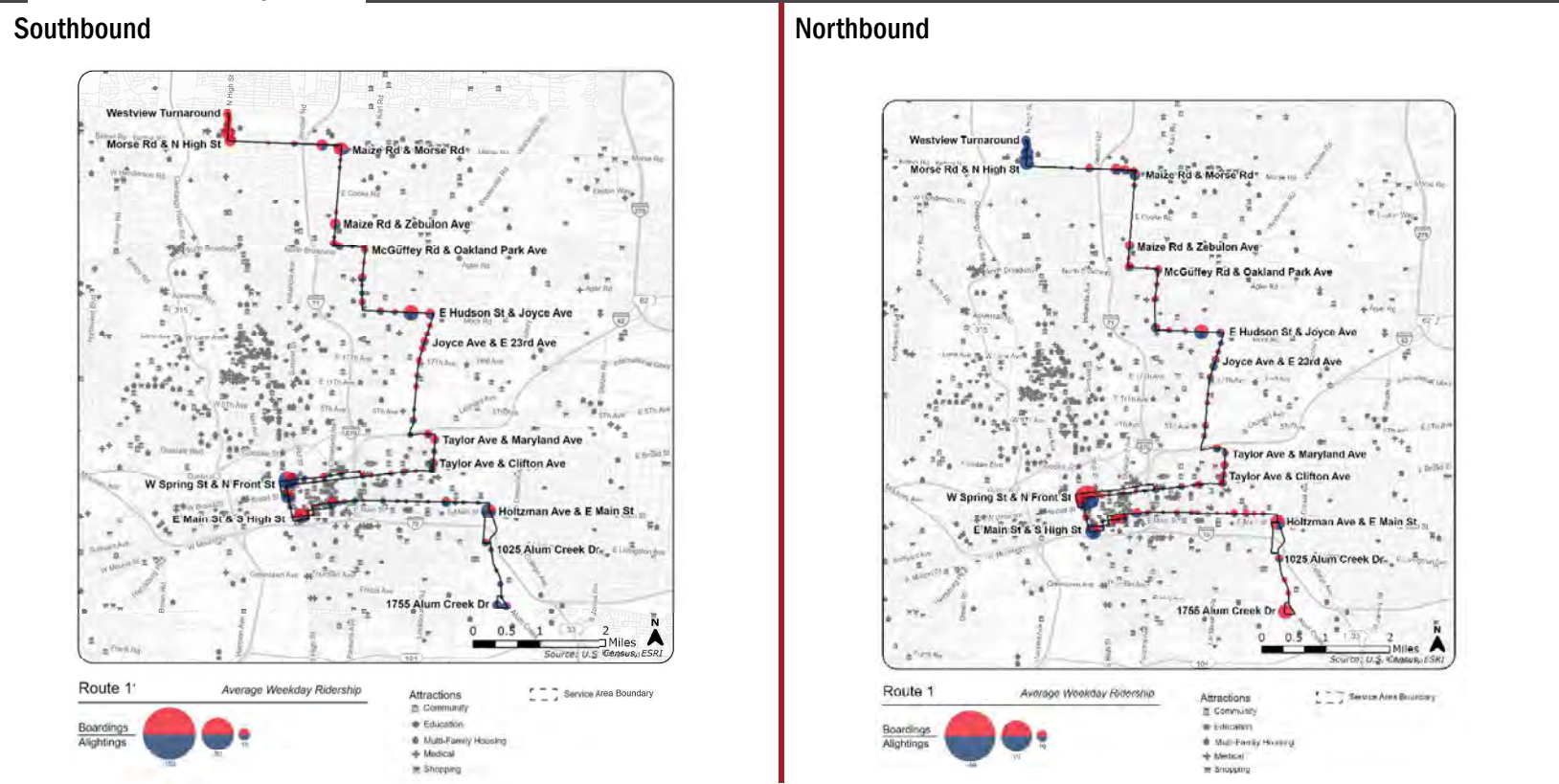
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				On-Time	Late
Weekday	5:23 AM - 9:23 PM	60 min	60 min	16,480	237,681	91,170	62%	21%
Saturday	5:23 AM - 9:23 PM	60 min	60 min					
Sunday	5:23 AM - 9:23 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 11

Bryden/Maize

Description: Standard service operating from 1755 Alum Creek Dr to Westview Turnaround via Maize Rd and Bryden Rd

Key Points of Interest: Maryhaven, Grant Medical Center, Downtown, Columbus State Community College, OSU Carepoint East, St. Stephens Community House, Delawanda Park & Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



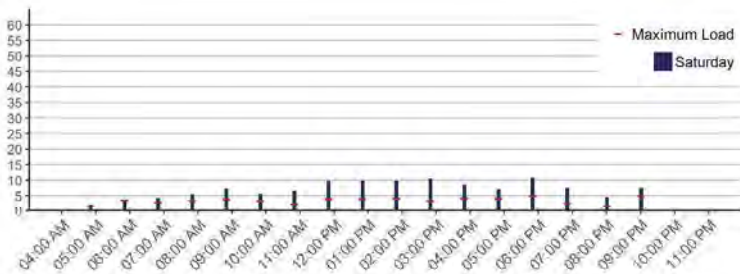
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	281	20/39	6.2	21/39	0.4	17/39	8.3	16/39
Saturday	202	20/24	4.4	24/24	0.3	19/24	5.9	16/24
Sunday	154	20/24	3.4	23/24	0.2	19/24	4.5	15/24

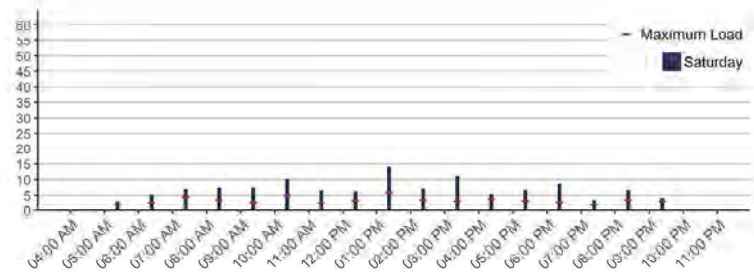


## Saturday Ridership by Trip

### Southbound

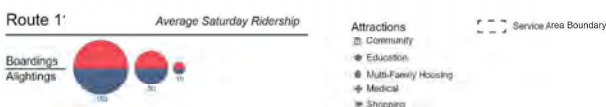
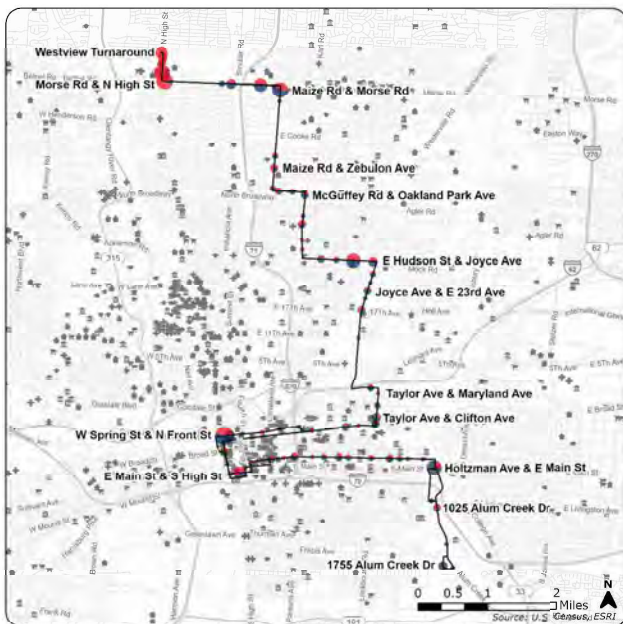


### Northbound

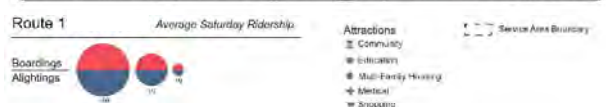
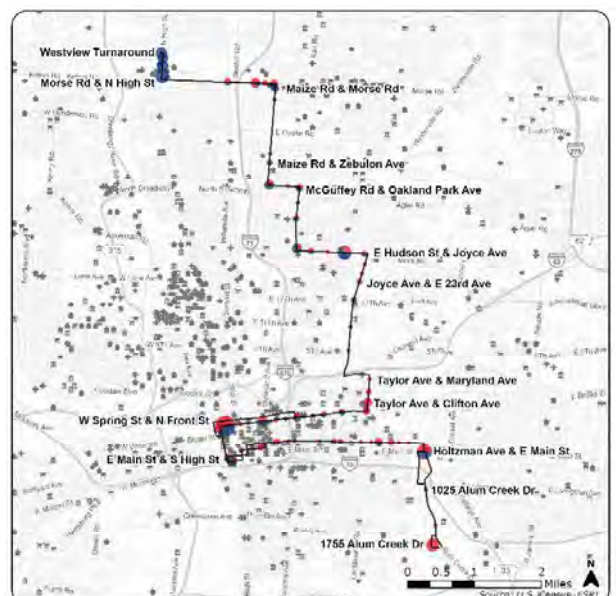


## Saturday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 11

Bryden/Maize

**Description:** Standard service operating from 1755 Alum Creek Dr to Westview Turnaround via Maize Rd and Bryden Rd

**Key Points of Interest:** Maryhaven, Grant Medical Center, Downtown, Columbus State Community College, OSU Carepoint East, St. Stephens Community House, Delawanda Park & Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Hourly service providing access to key community resources including Alvis House, Ohio Bureau of Motor Vehicles, Columbus State Community College, Ohio State East Hospital, and Columbus Alternative High School
- Easy-to-remember clockface frequency
- Seven-day-a-week service

### Weaknesses

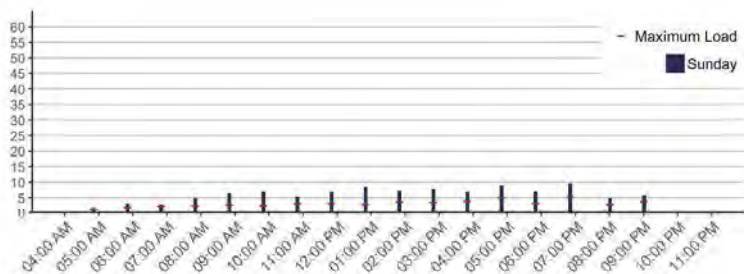
- Inconsistent northbound and southbound alignments between Main Street and Livingston Avenue
- No bus stops (or ridership) along either Nelson Road or Alum Creek Drive, north of Livingston Avenue
- Circuitous alignment created by linking Joyce Avenue corridor and Alum Creek Drive corridors together via downtown
- Very low weekend ridership
- Poor on-time performance

### Opportunities

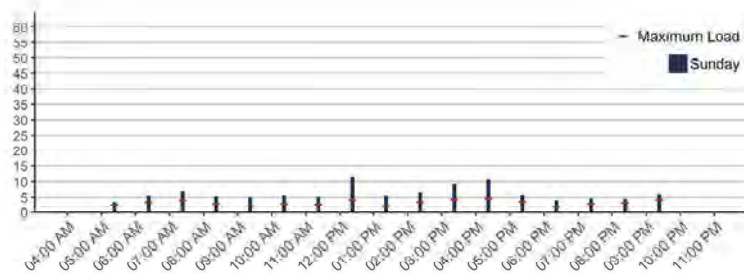
- Consolidate service between Main Street and Livingston Avenue along Nelson Road and coordinate with City of Columbus to place stops north and south of I-70 where there job access opportunities and a residential neighborhood, respectively
- Swap segments between Route 11 and Route 3 to reduce perception of out-of-direction travel. Southeast branch of Route 11 could be paired with northwest branch of Route 3, while southwest branch of Route 3 could be paired with northeast branch of Route 11
- Eliminate weekend service (or at least Sunday service) due to low ridership

## Sunday Ridership by Trip

### Southbound

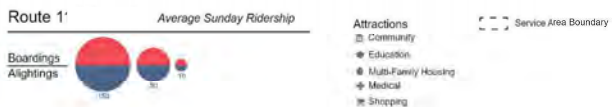
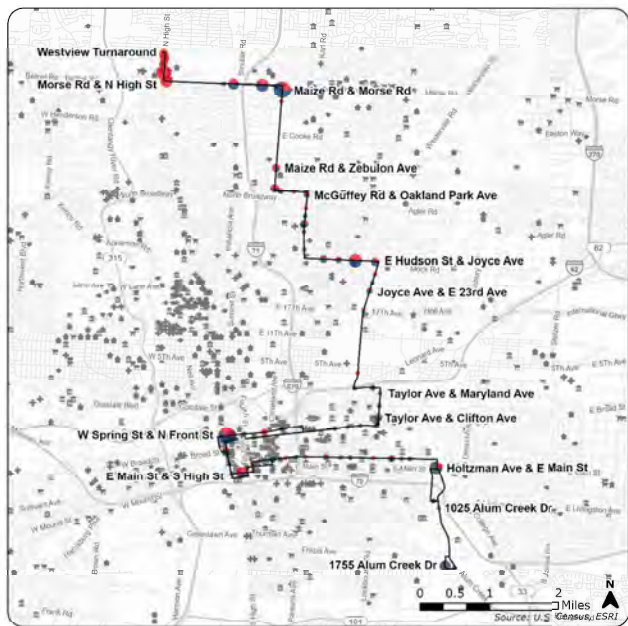


### Northbound

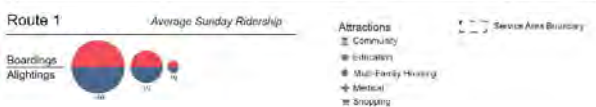
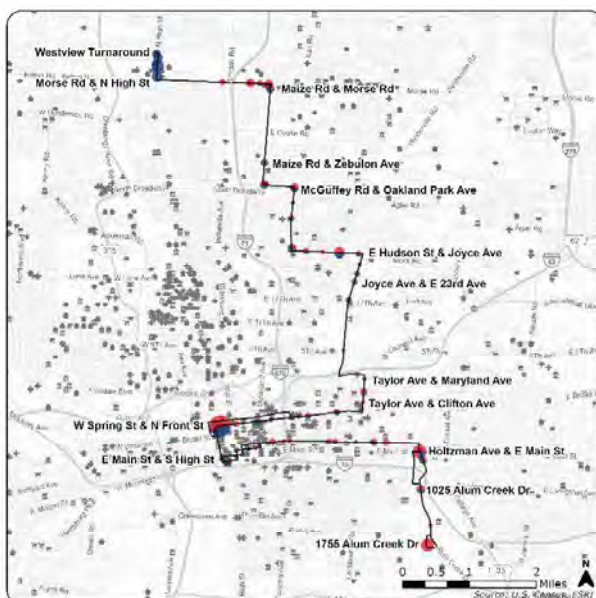


## Sunday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE:33

Henderson

**Description:** Standard service operating from 2555 Summer Dr to Westview Turnaround via Sawmill Rd and W Henderson Rd

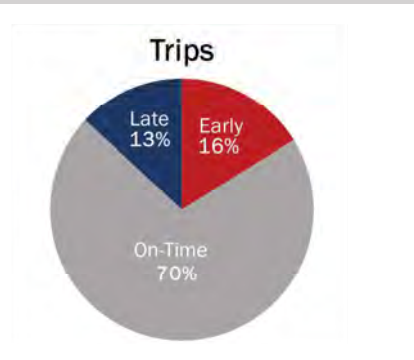
**Key Points of Interest:** Graceland Shopping Center, Delawanda Park & Ride, Carriage Place Shopping Center, Bridge Street District, Dublin Park & Ride, Dublin Metro Place, Sun Center, Sawmill Plaza, Olde Sawmill Square

\* On-Time Performance and Ridership data from January to March 2022.

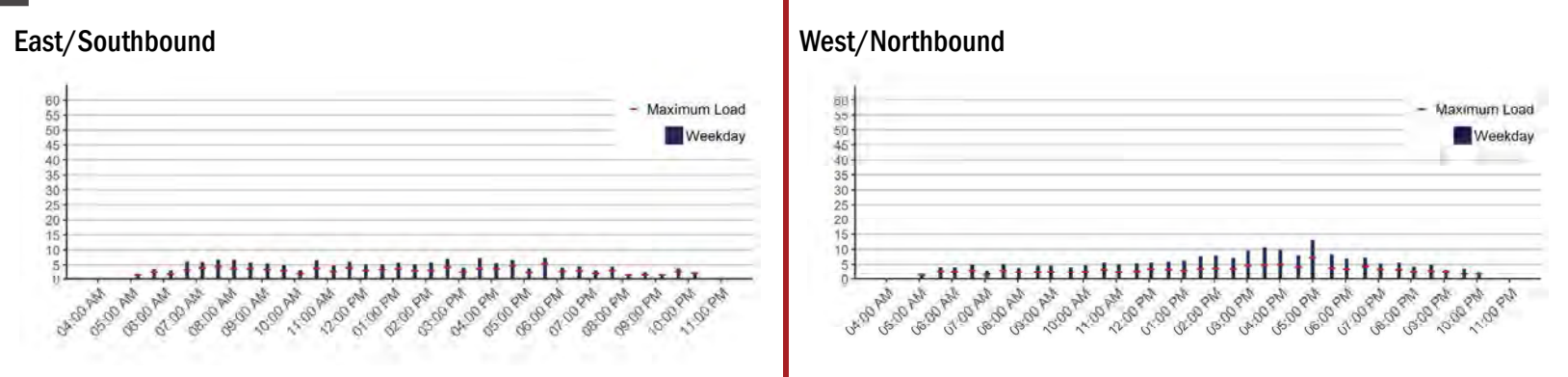
## Operating Characteristics | Annual Statistics | On-Time Performance

	Span	Frequency	
		Peak	Off-Peak
Weekday	5:39 AM - 9:37 PM	30 min	60 min
Saturday	5:39 AM - 9:37 PM	30 min	60 min
Sunday	5:39 AM - 9:37 PM	30 min	60 min

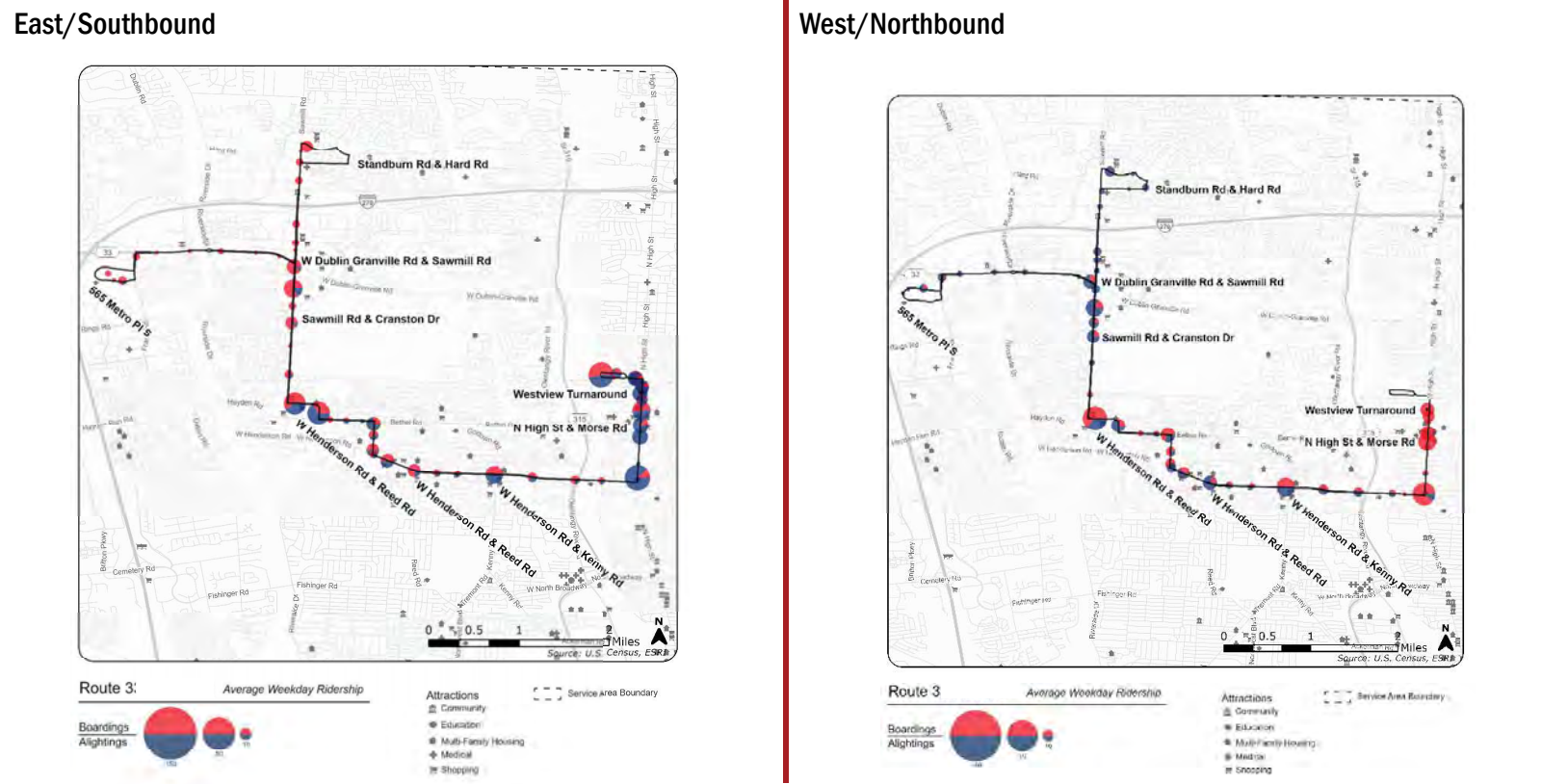
		Rank
Revenue Hours	18,615	17/39
Revenue Miles	283,952	19/39
Ridership	99,319	21/39



### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:33

Henderson

Description: Standard service operating from 2555 Summer Dr to Westview Turnaround via Sawmill Rd and W Henderson Rd

Key Points of Interest: Graceland Shopping Center, Delawanda Park & Ride, Carriage Place Shopping Center, Bridge Street District, Dublin Park & Ride, Dublin Metro Place, Sun Center, Sawmill Plaza, Olde Sawmill Square

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile

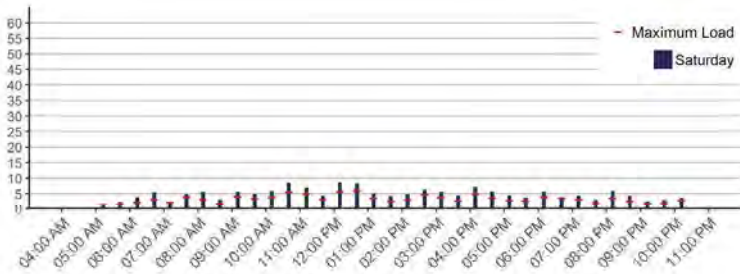


Passengers per Trip

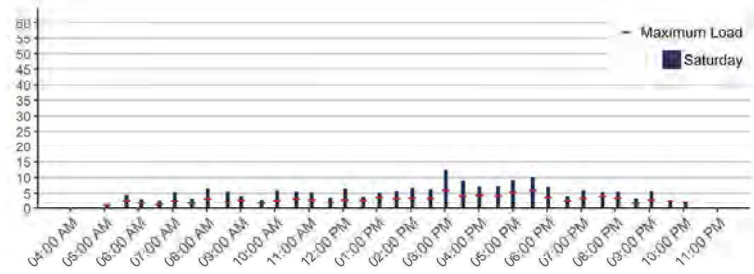
	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	292	19/39	5.7	25/39	0.3	22/39	4.2	23/39
Saturday	252	19/24	4.9	21/24	0.3	17/24	3.6	22/24
Sunday	203	19/24	4.0	18/24	0.3	17/24	2.9	22/24

## Saturday Ridership by Trip

### East/Southbound

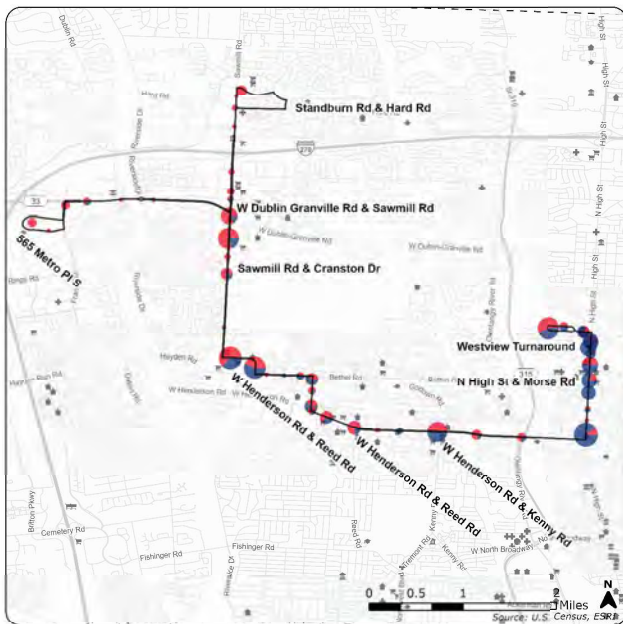


### West/Northbound

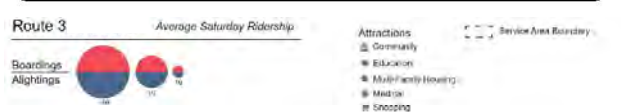
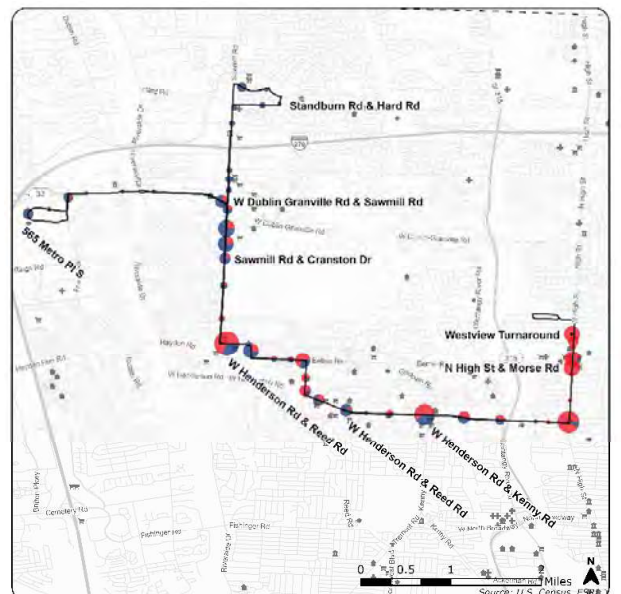


## Saturday Ridership by Stop

### East/Southbound



### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:33

Henderson

**Description:** Standard service operating from 2555 Summer Dr to Westview Turnaround via Sawmill Rd and W Henderson Rd

**Key Points of Interest:** Graceland Shopping Center, Delawanda Park & Ride, Carriage Place Shopping Center, Bridge Street District, Dublin Park & Ride, Dublin Metro Place, Sun Center, Sawmill Plaza, Olde Sawmill Square

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Moderately frequent service along primary trunk of route
- Operates in destination-rich environment, including planned developments neighborhoods near The Ohio State University Airport
- Seven-day-a-week service
- Consistent alignments between opposite directions of service
- Relatively strong on-time performance compared to other COTA routes

### Weaknesses

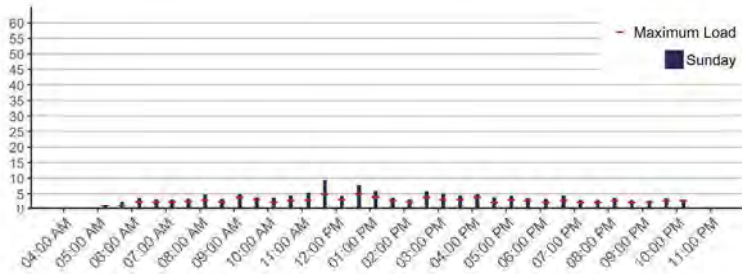
- Low ridership and productivity, with an average weekday productivity of just 4.2 passengers per hour
- Challenging pedestrian environment due to suburban style development patterns which make it difficult to effectively provide service to potential ridership generators located more than ¼ mile from the route's alignment
- Reduced frequency on the route's two branches serving Dublin's Metrocenter and Olde Sawmill Square, respectively

### Opportunities

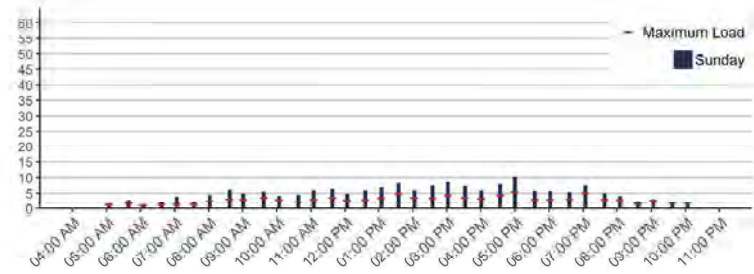
- Eliminate Metrocenter branch due to low ridership, and in order to provide higher service frequency to Olde Sawmill Square
- Replace fixed-route service to Metrocenter with a Dublin COTA Plus microtransit zone
- Eliminate weekend service due to low ridership

## Sunday Ridership by Trip

### East/Southbound

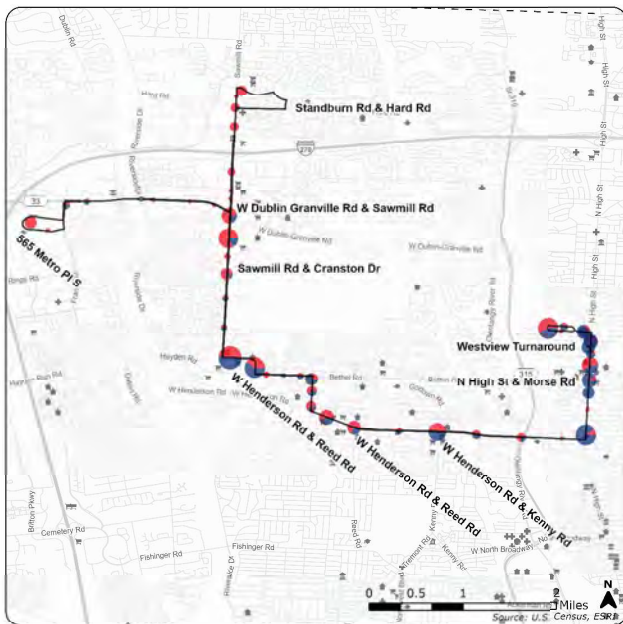


### West/Northbound

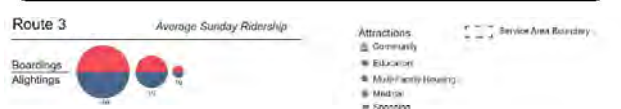
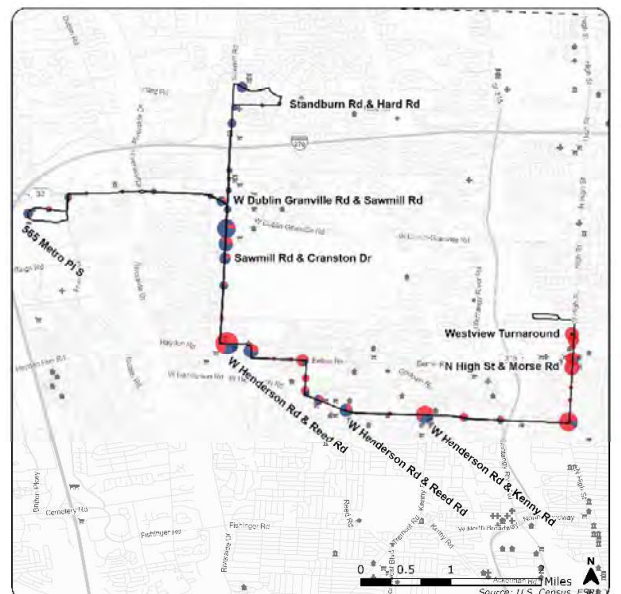


## Sunday Ridership by Stop

### East/Southbound



### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 61

Grove City

**Description:** Rush hour service operating from Grove City Park and Ride to Spring St Terminal Bay 3 via Springtown Rd and S Front St

**Key Points of Interest:** Grove City Park & Ride, Southpark Industrial Complex, Downtown Columbus

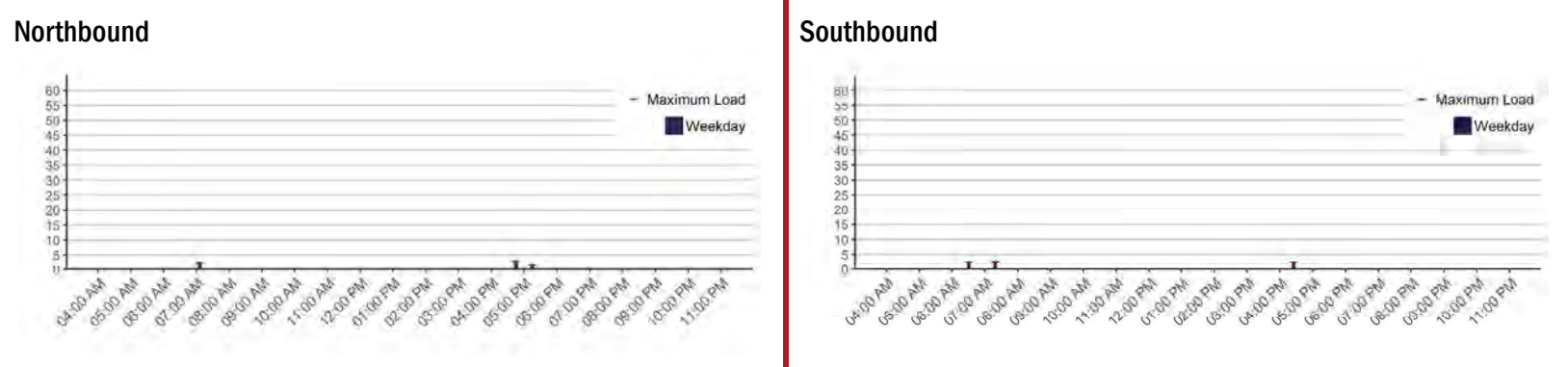
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank
		Peak	Off-Peak				
Weekday	7:32 AM - 5:30 PM	NA min	NA min	700	10,236	2,079	33/39
Saturday	No Service	NA min	NA min				
Sunday	No Service	NA min	NA min				

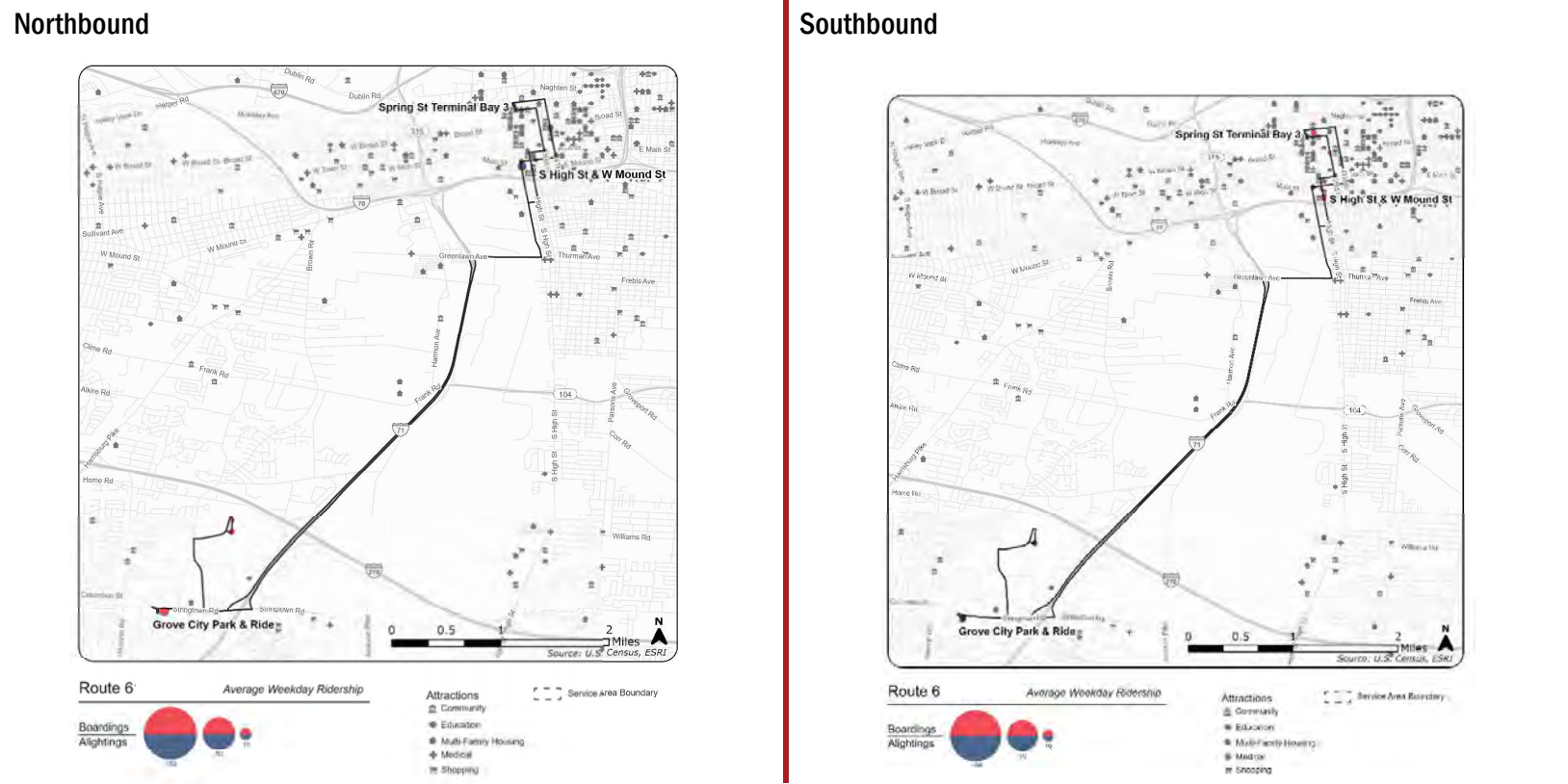
**Trips**

- On-Time: 27%
- Early: 71%
- Late: 1%

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 61

Grove City

**Description:** Rush hour service operating from Grove City Park and Ride to Spring St Terminal Bay 3 via Springtown Rd and S Front St

**Key Points of Interest:** Grove City Park & Ride, Southpark Industrial Complex, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
Weekday	12	32/39	3.0	31/39	0.1	29/39	2.0	31/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

Northbound

Southbound



### Saturday Ridership by Stop

Northbound

Southbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 61

Grove City

**Description:** Rush hour service operating from Grove City Park and Ride to Spring St Terminal Bay 3 via Springtown Rd and S Front St

**Key Points of Interest:** Grove City Park & Ride, Southpark Industrial Complex, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides a faster alternative to Route 3, with direct rush hour service from Grove City to Downtown Columbus
- Consistent alignment in northbound and southbound directions, with the exception of some one-way street pairs downtown
- Provides only fixed-route service to Southpark industrial area
- Very few late trips

### Weaknesses

- Very low ridership and productivity, with an average of just two passengers per trip and three passengers per hour on weekdays
- Very limited service

### Opportunities

- Eliminate route due to low ridership and reinvest resources elsewhere. Grove City is already served by Route 2 and a COTA Plus zone that includes the Southpark industrial area
- Extend route north to provide one-seat service to other key regional destinations including OSU and the Wexner Medical Center. This could include an interline with another express route serving communities to the north of Columbus
- Expand schedule to accommodate more work shifts as system demand rises



## Sunday Ridership by Trip

Northbound

Southbound



## Sunday Ridership by Stop

Northbound

Southbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 71

Hilliard

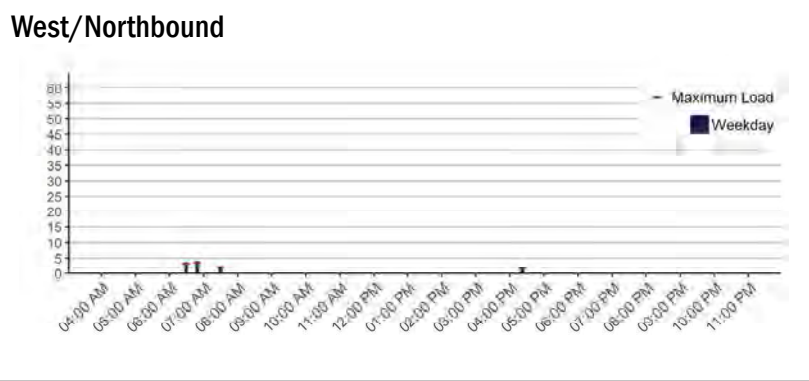
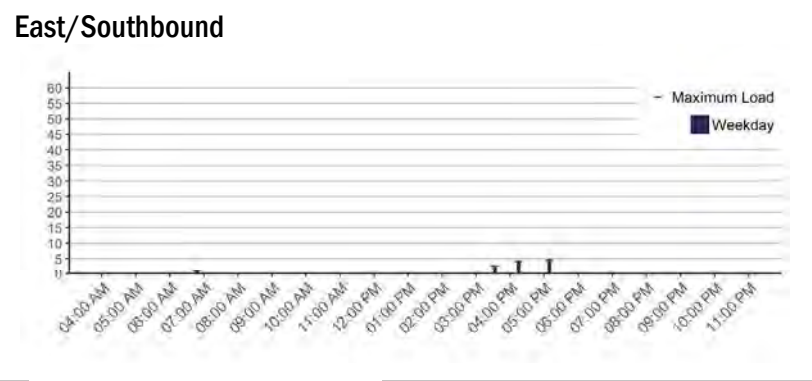
Description: Rush hour service operating from COTA Transit Terminal Bay 3 to Hilliard Park and Ride via N 4th St and Hilliard Rome Rd

Key Points of Interest: Hilliard Cemetary Rd Park & Ride, Hilliard United Methodist Church Park & Ride, Renner Rd Park & Ride, Downtown Columbus

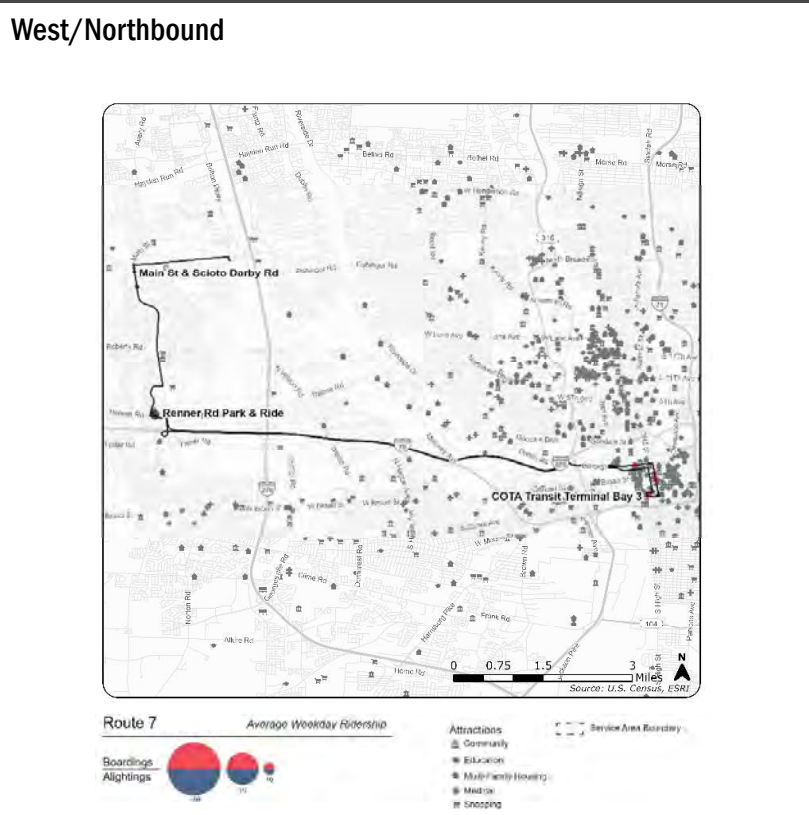
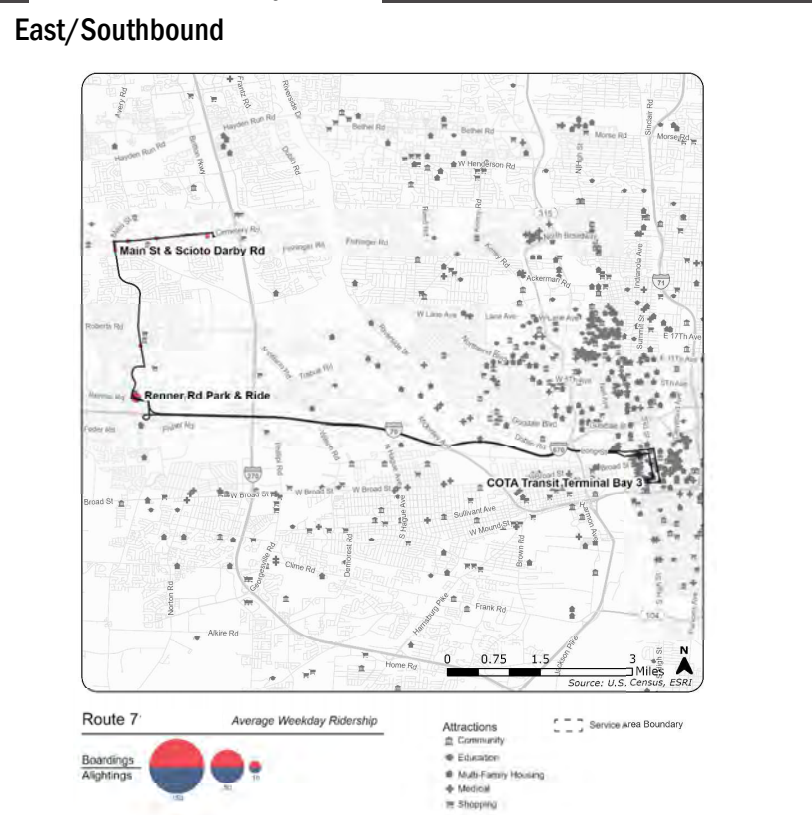
\* On-Time Performance and Ridership data from January to March 2022.

	Span	Frequency		Annual Statistics		Rank	On-Time Performance
		Peak	Off-Peak	Revenue Hours	Revenue Miles		
Weekday	5:12 PM	NA min	NA min	1,050	20,337	30/39	
Saturday	No Service	NA min	NA min			32/39	
Sunday	No Service	NA min	NA min			33/39	

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 71

Hilliard

**Description:** Rush hour service operating from COTA Transit Terminal Bay 3 to Hilliard Park and Ride via N 4th St and Hilliard Rome Rd

**Key Points of Interest:** Hilliard Cemetary Rd Park & Ride, Hilliard United Methodist Church Park & Ride, Renner Rd Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	13	30/39	2.2	34/39	0.1	32/39	1.7	34/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

East/Southbound

West/Northbound



### Saturday Ridership by Stop

East/Southbound

West/Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 71

Hilliard

**Description:** Rush hour service operating from COTA Transit Terminal Bay 3 to Hilliard Park and Ride via N 4th St and Hilliard Rome Rd

**Key Points of Interest:** Hilliard Cemetary Rd Park & Ride, Hilliard United Methodist Church Park & Ride, Renner Rd Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides weekday rush hour service from Hilliard directly to Downtown Columbus
- Consistent alignment in both directions (other than one way street pairs downtown)
- Consistent alignment in northbound and southbound directions, with the exception of some one-way street pairs downtown
- Very few late trips

### Weaknesses

- Redundency with Route 21 between Hilliard Cemetery Road Park-and-Ride and Renner Road Park-and-Ride
- Very low ridership and productivity, with an average of just 1.7 passengers per trip and 2.2 passengers per hour on weekdays
- Very limited service

### Opportunities

- Truncate route out Renner Road Park-and-Ride to reduce redundancy with Route 21 and to save operating resources
- Consider new express service operating from Hilliard Cemetery Road Park-and-Ride to downtown via I-270
- Eliminate route due to low ridership and reinvest resources elsewhere. Renner Road Park-and-Ride is already served by Route 2 and Route 5
- Expand schedule to accommodate more work shifts as system demand rises



## Sunday Ridership by Trip

East/Southbound

West/Northbound



## Sunday Ridership by Stop

East/Southbound

West/Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 72

Tuttle

Description: Rush hour service operating from 5139 Parkcenter Ave to COTA Transit Terminal Bay 7 via Kenny Rd and E Long St

Key Points of Interest: The Mall at Tuttle Crossing, Carriage Place Shopping Center, Riverside Methodist Hospital, Downtown Columbus

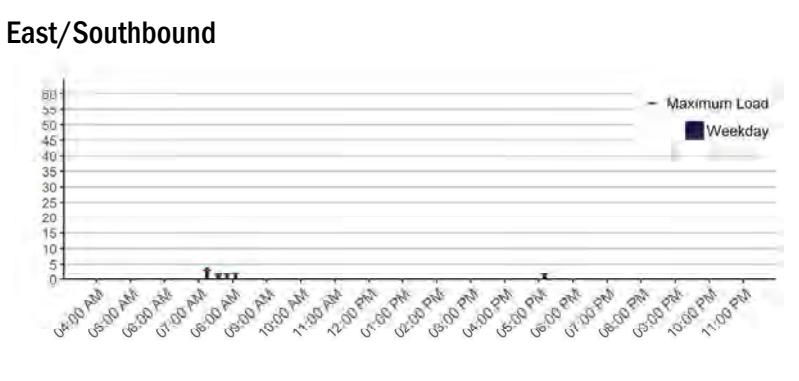
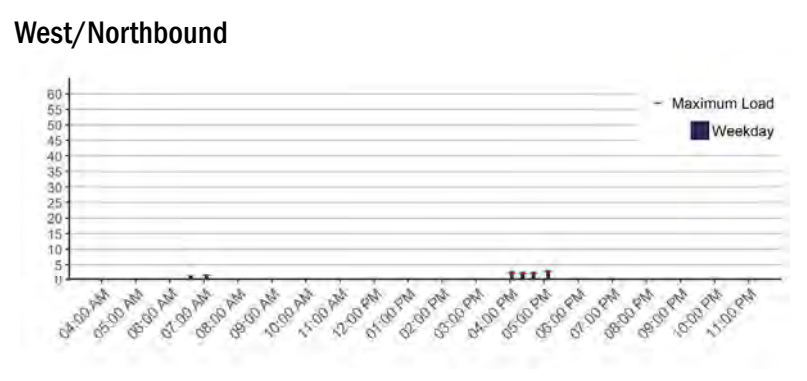
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank
		Peak	Off-Peak				
Weekday	7:03 AM	NA min	NA min	1,750	28,670	2,382	27/39
Saturday	No Service	NA min	NA min				
Sunday	No Service	NA min	NA min				

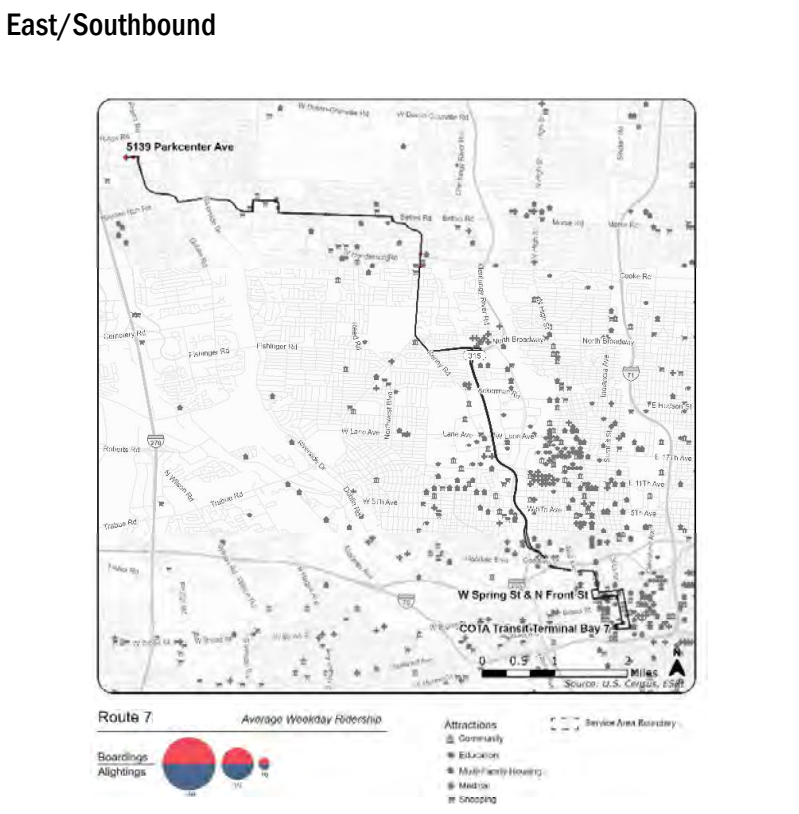
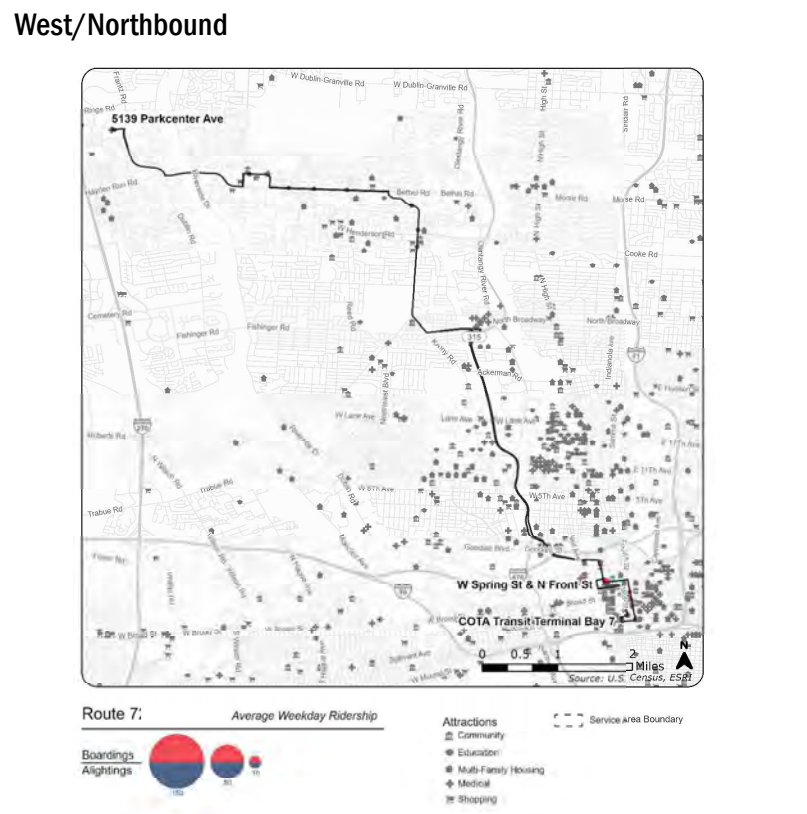
### Trips

Category	Percentage
Early	68%
On-Time	28%
Late	3%

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 72

Tuttle

**Description:** Rush hour service operating from 5139 Parkcenter Ave to COTA Transit Terminal Bay 7 via Kenny Rd and E Long St

**Key Points of Interest:** The Mall at Tuttle Crossing, Carriage Place Shopping Center, Riverside Methodist Hospital, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
Weekday	14	29/39	1.4	38/39	0.1	38/39	1.2	38/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

West/Northbound

East/Southbound



### Saturday Ridership by Stop

West/Northbound

East/Southbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 72

Tuttle

**Description:** Rush hour service operating from 5139 Parkcenter Ave to COTA Transit Terminal Bay 7 via Kenny Rd and E Long St

**Key Points of Interest:** The Mall at Tuttle Crossing, Carriage Place Shopping Center, Riverside Methodist Hospital, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides weekday rush hour service from Tuttle area directly to Downtown Columbus
- Serves several activity centers, including Carriage Place Shopping Center and Riverside Hospital
- Very few late trips

### Weaknesses

- Confusing service brochures due to route map that suggests reverse commute service available
- Low ridership and productivity, with an average of just 1.2 passengers per trip and 1.4 passengers per hour on weekdays
- Very limited service Low ridership and productivity
- Poor on-time performance, with most trips arriving early

### Opportunities

- Establish a park-and-ride in Tuttle area to attract commuters
- Restructure route to operate from Tuttle area to downtown via I-270 for faster commuter service
- Expand service to include a combination of direct trips serving downtown and limited-stop trips serving downtown via Hilliard Park-and-Ride
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere



## Sunday Ridership by Trip

West/Northbound

East/Southbound



## Sunday Ridership by Stop

West/Northbound

East/Southbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 73

Dublin

Description: Rush hour service operating from COTA Transit Terminal Bay 9 to Dublin Dale Dr Park and Ride via N 4th St and Riverside Dr

Key Points of Interest: Dublin Dale Dr Park & Ride, Dublin Metro Place, Griggs Dam Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

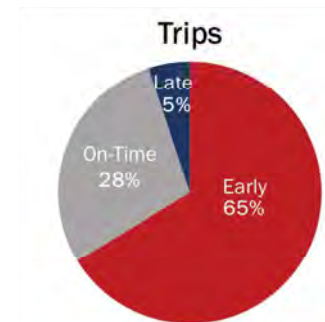
## Operating Characteristics

	Span	Frequency			
		Peak	Off-Peak	Peak	Off-Peak
Weekday	7:30 AM - 5:06 PM	NA	min	NA	min
Saturday	No Service	NA	min	NA	min
Sunday	No Service	NA	min	NA	min

## Annual Statistics

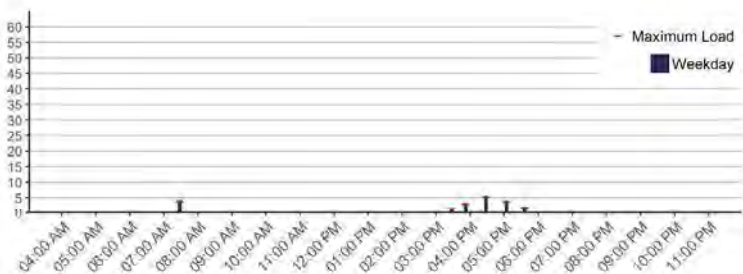
		Rank
Revenue Hours	1,750	27/39
Revenue Miles	31,297	28/39
Ridership	3,893	30/39

## On-Time Performance

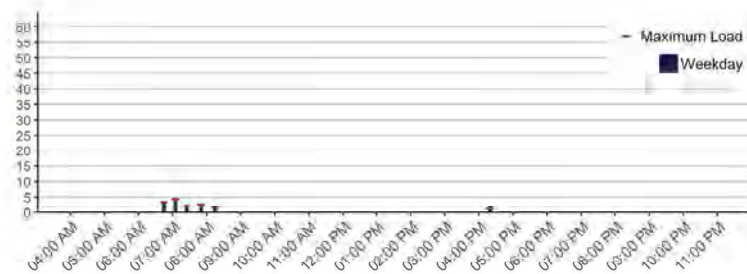


## Weekday\* Ridership by Trip

### East/Southbound

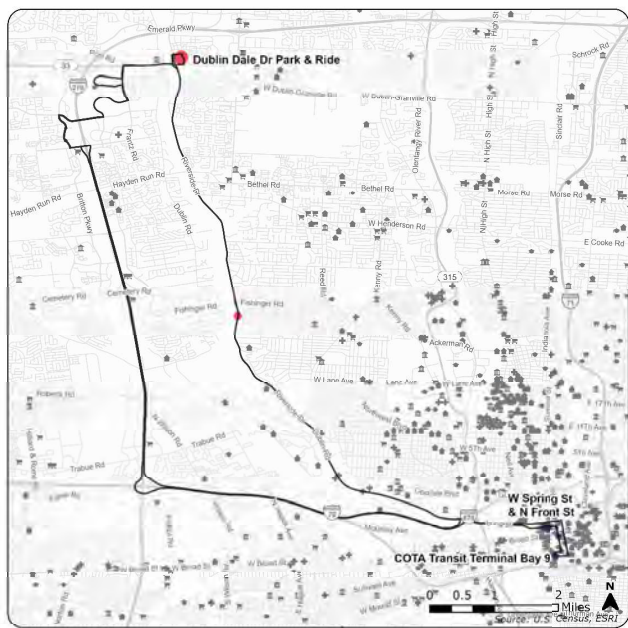


### West/Northbound

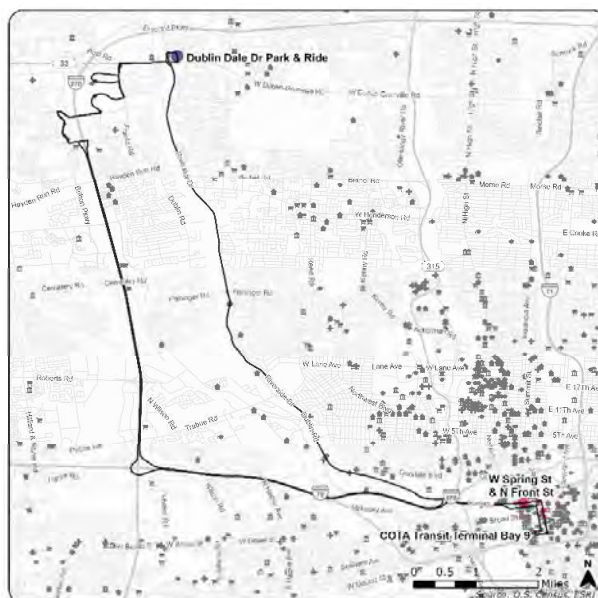


## Weekday Ridership by Stop

### East/Southbound



### West/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 73

Dublin

**Description:** Rush hour service operating from COTA Transit Terminal Bay 9 to Dublin Dale Dr Park and Ride via N 4th St and Riverside Dr

**Key Points of Interest:** Dublin Dale Dr Park & Ride, Dublin Metro Place, Griggs Dam Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
Weekday	22	26/39	2.2	35/39	0.1	33/39	1.9	33/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

East/Southbound

West/Northbound



### Saturday Ridership by Stop

East/Southbound

West/Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 73

Dublin

**Description:** Rush hour service operating from COTA Transit Terminal Bay 9 to Dublin Dale Dr Park and Ride via N 4th St and Riverside Dr

**Key Points of Interest:** Dublin Dale Dr Park & Ride, Dublin Metro Place, Griggs Dam Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides limited-stop rush hour service between Dublin and Downtown Columbus
- Strong anchors with Dublin job centers on one end and downtown job centers on the other
- Very few late trips

### Weaknesses

- Very low ridership and productivity, with an average of just 1.9 passengers per trip and 2.2 passengers per hour on weekdays
- Very limited service

### Opportunities

- Consider adding a variant serving downtown via OSU and OH-315. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere



## Sunday Ridership by Trip

East/Southbound

West/Northbound



## Sunday Ridership by Stop

East/Southbound

West/Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 74

Smoky Row

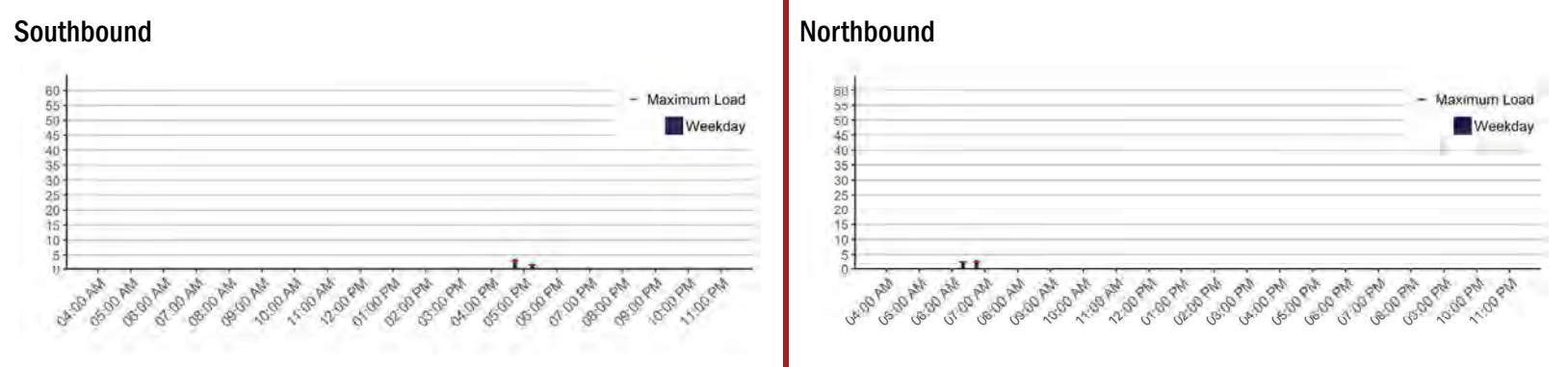
**Description:** Rush hour service operating from COTA Transit Terminal Bay 7 to Sawmill Rd & Hard Rd via N 4th St and Smoky Row Rd

**Key Points of Interest:** Olde Sawmill Square Shopping Center, St. Andrew Park & Ride, St. Peter's Park & Ride, Linworth Road Community Park, Olentagy & Bethel Park & Ride, Downtown Columbus

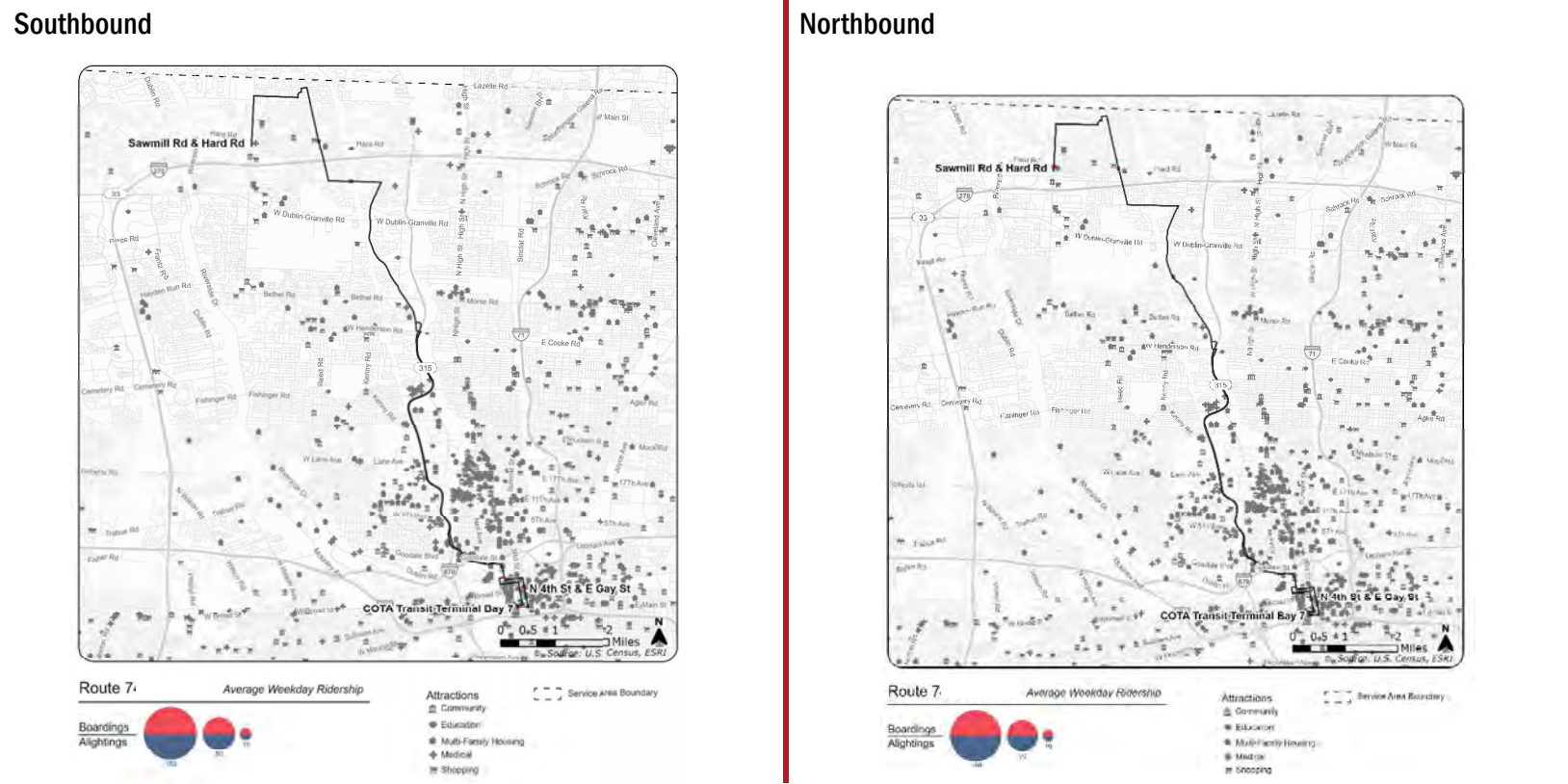
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				On-Time	Late
Weekday	5:17 PM	NA min	NA min	350	6,167	1,000	70%	7%
Saturday	No Service	NA min	NA min					
Sunday	No Service	NA min	NA min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 74

Smoky Row

**Description:** Rush hour service operating from COTA Transit Terminal Bay 7 to Sawmill Rd & Hard Rd via N 4th St and Smoky Row Rd

**Key Points of Interest:** Olde Sawmill Square Shopping Center, St. Andrew Park & Ride, St. Peter's Park & Ride, Linworth Road Community Park, Olentagy & Bethel Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	6	36/39	2.9	32/39	0.1	31/39	2.9	28/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

Southbound

Northbound



### Saturday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 74

Smoky Row

**Description:** Rush hour service operating from COTA Transit Terminal Bay 7 to Sawmill Rd & Hard Rd via N 4th St and Smoky Row Rd

**Key Points of Interest:** Olde Sawmill Square Shopping Center, St. Andrew Park & Ride, St. Peter's Park & Ride, Linworth Road Community Park, Olentangy & Bethel Park & Ride, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides weekday limited-stop rush hour service from Far Northwest area to downtown Columbus
- Provides multiple access points including three park-and-rides
- Relatively few late trips

### Weaknesses

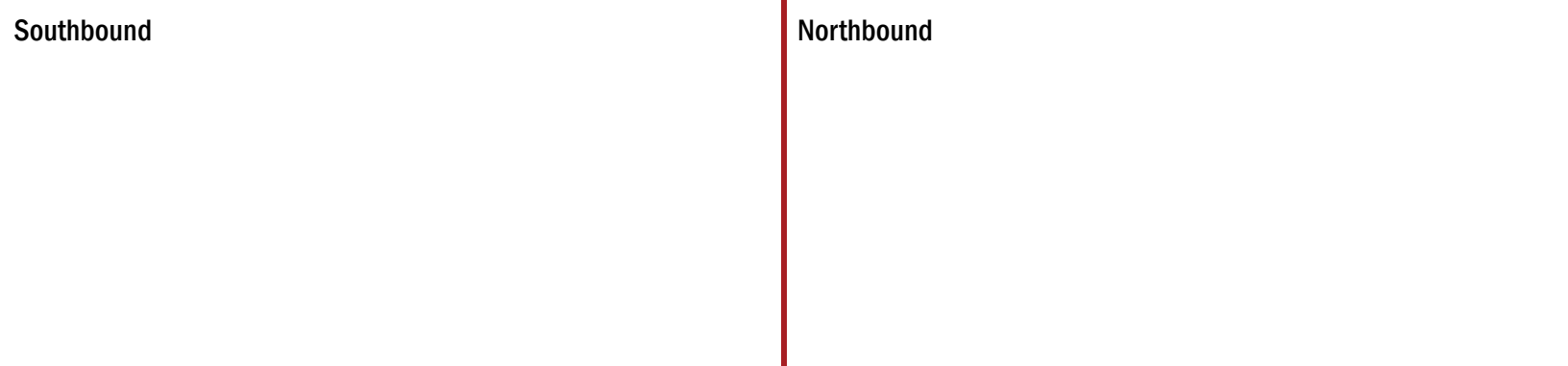
- Very low ridership and productivity, with an average of just 2.9 passengers per trip and 2.9 passengers per hour on weekdays
- Very limited service
- Relatively long travel times

### Opportunities

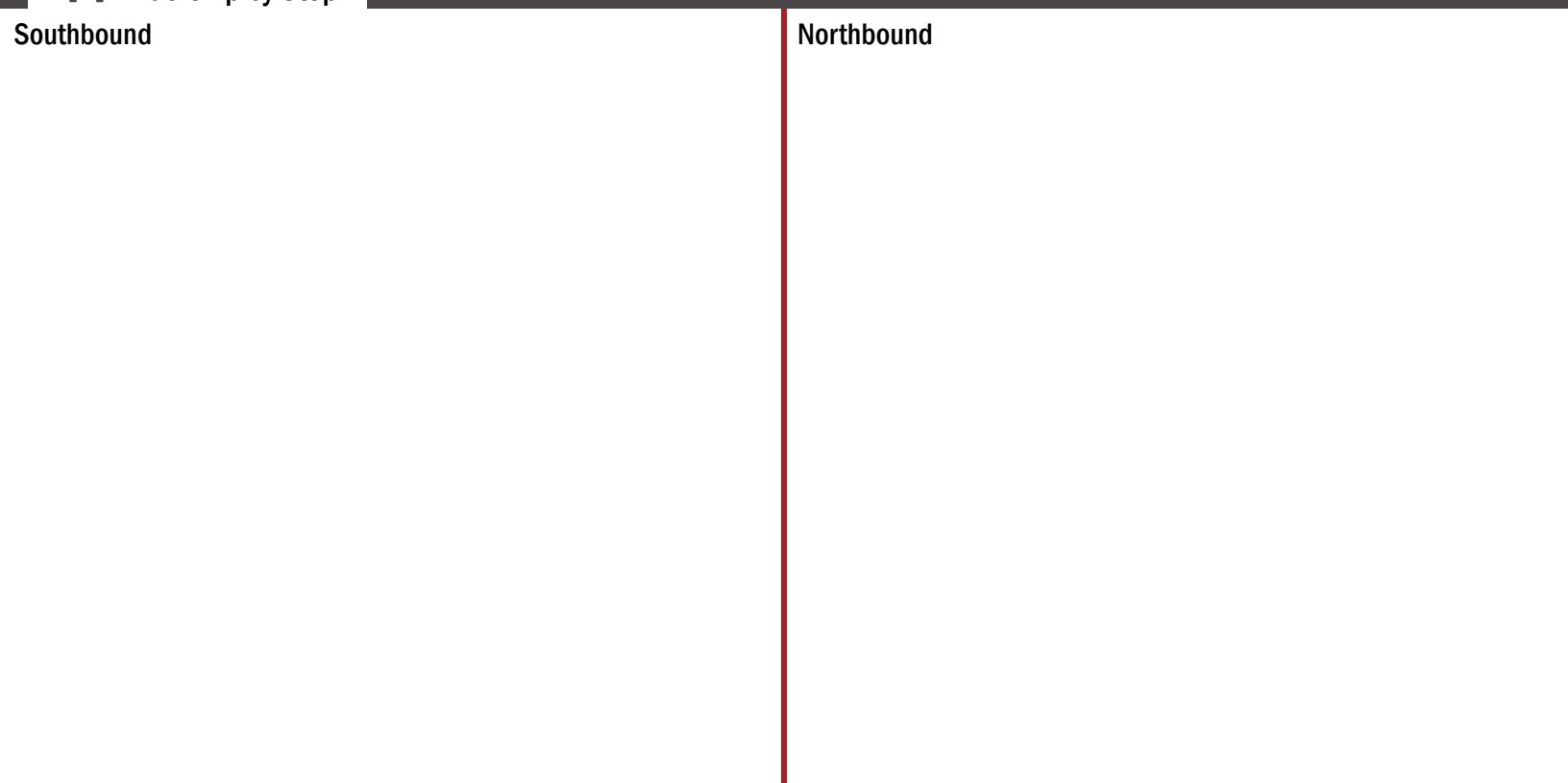
- Truncate route at St. Andrew Park-and-Ride due to low ridership and to conserve resources
- Restructure route to operate along OH-315 between Henderson Road and I-270 to allow for faster service
- Consider adding a variant serving downtown via OSU. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
- Replace limited stop and peak-period-only service with all day local fixed-route or microtransit service along the current Route 74 alignment to better facilitate local mobility
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere



## Sunday Ridership by Trip



## Sunday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:34

Morse

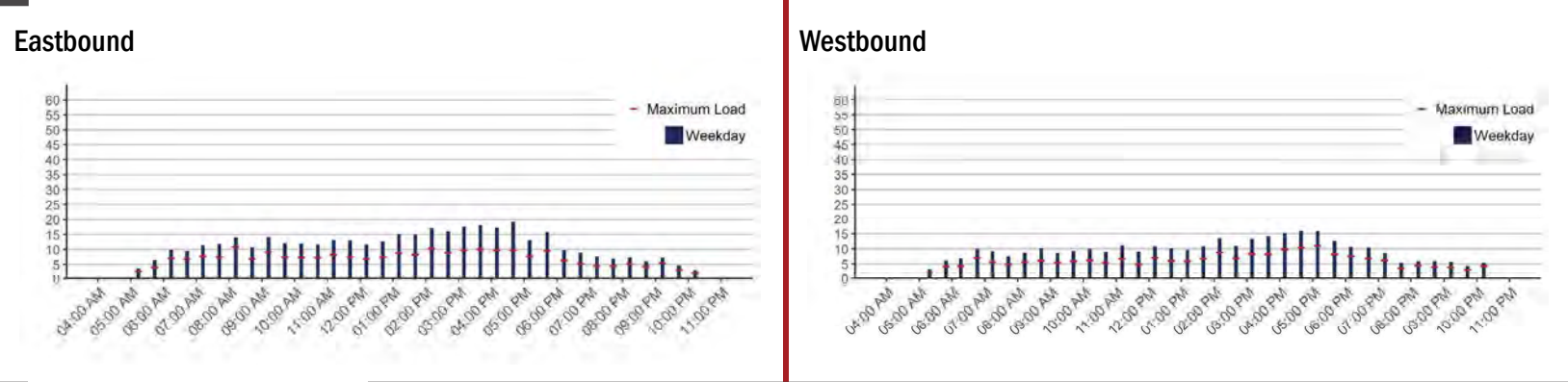
Description: Frequent service operating from Easton Terminal Bay 2 to Westview Turnaround via Morse Rd

Key Points of Interest: Easton Transit Center, Easton Town Center, Morse Center, Frankling Department of Job and Family Services, Indianola & Morse Park & Ride, Delawanda Park & Ride, Graceland Shopping Center

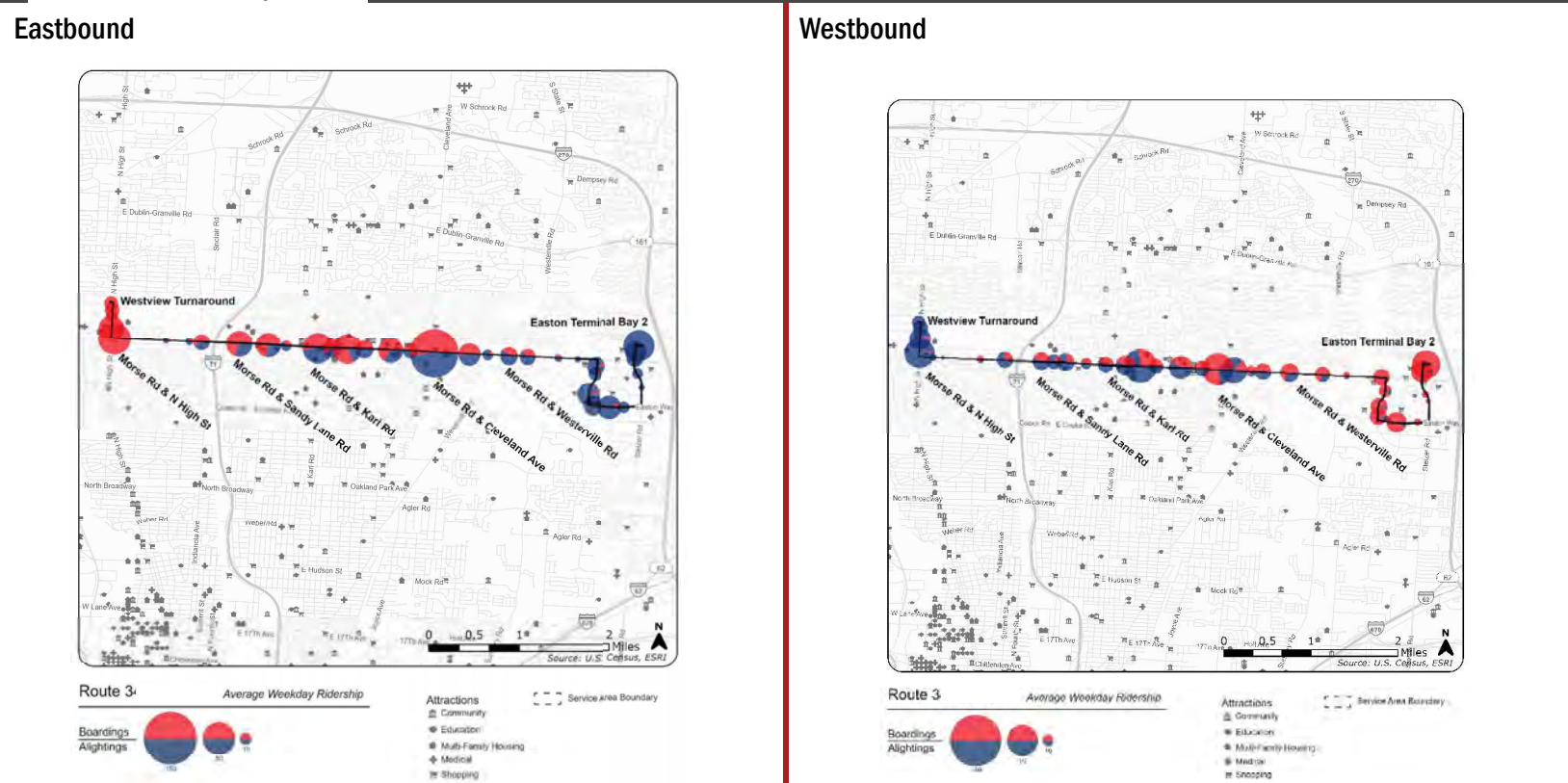
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	5:19 AM - 10:13 PM	30 min	30 min	14,206	210,061	244,482	21/39	
Saturday	5:19 AM - 10:13 PM	30 min	30 min					
Sunday	5:19 AM - 10:13 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:34

Morse

Description: Frequent service operating from Easton Terminal Bay 2 to Westview Turnaround via Morse Rd

Key Points of Interest: Easton Transit Center, Easton Town Center, Morse Center, Frankling Department of Job and Family Services, Indianola & Morse Park & Ride, Delawanda Park & Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



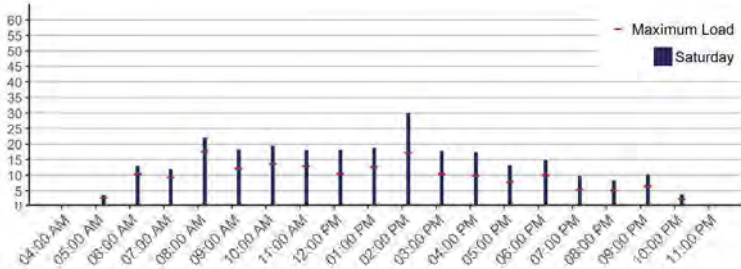
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	714	12/39	18.3	1/39	0.9	3/39	10.2	14/39
Saturday	670	10/24	17.2	1/24	1.2	1/24	9.6	11/24
Sunday	475	11/24	12.3	1/24	0.8	1/24	6.8	11/24

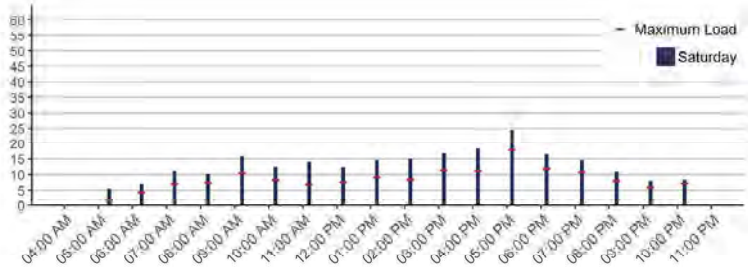


## Saturday Ridership by Trip

### Eastbound

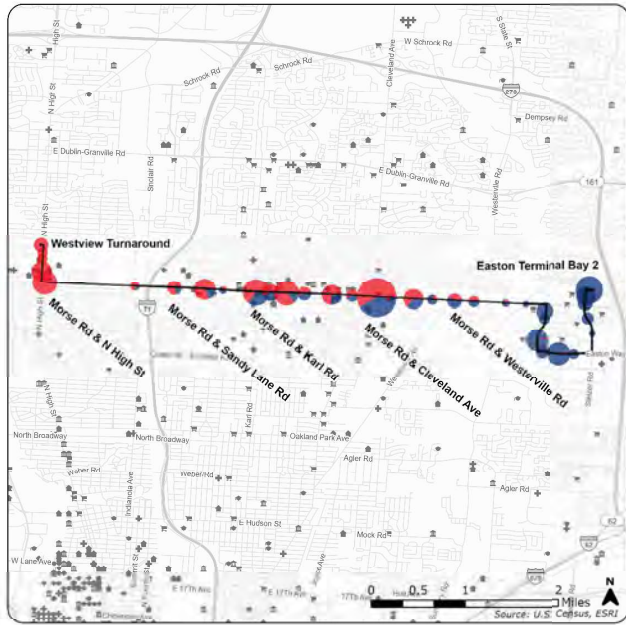


### Westbound

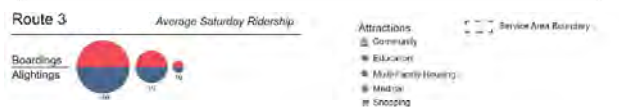
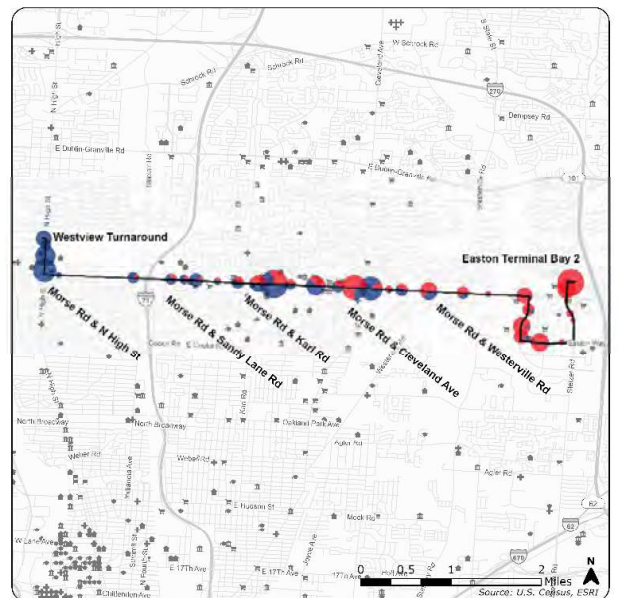


## Saturday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE:34

Morse

**Description:** Frequent service operating from Easton Terminal Bay 2 to Westview Turnaround via Morse Rd

**Key Points of Interest:** Easton Transit Center, Easton Town Center, Morse Center, Frankling Department of Job and Family Services, Indianola & Morse Park & Ride, Delawanda Park & Ride, Graceland Shopping Center

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Consistent 30-minute service all day, along Morse Road, a key commercial corridor
- Strong anchors and robust mix of ridership generators
- Seven-day-a-week service
- Consistent and direct alignment in eastbound and westbound direction
- Strong productivity with 18.3 weekday passengers per hour
- Multiple connections to northbound/southbound COTA routes

### Weaknesses

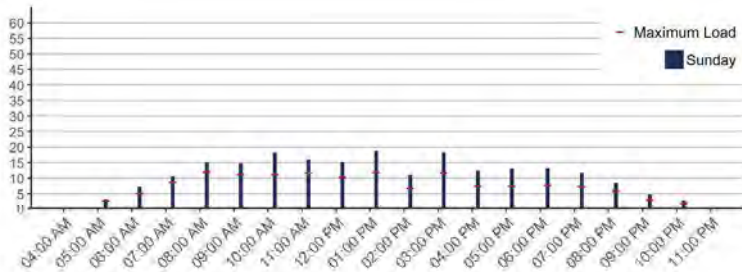
- Relatively poor on-time performance
- Frequent stop spacing in some segments. For example, three westbound stops within 1/3 mile between 4th Street and Maize Road
- Low ridership between N. High Street and Indianola Avenue and between OH-3 and Sunbury Road

### Opportunities

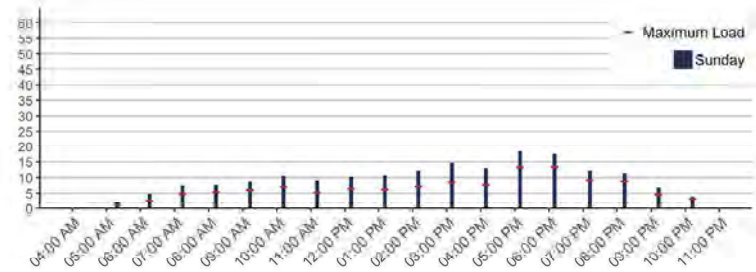
- Consolidate stops to improve running speeds and on-time performance
- Better align stops with crosswalks along Morse Road between OH-3 and Sunbury Road to improve bus stop access
- Coordinate with City of Columbus to add crosswalks (and pedestrian activated signals or warning lights) along Morse Road between N. High Street and Indianola Avenue to improve bus stop access

## Sunday Ridership by Trip

### Eastbound

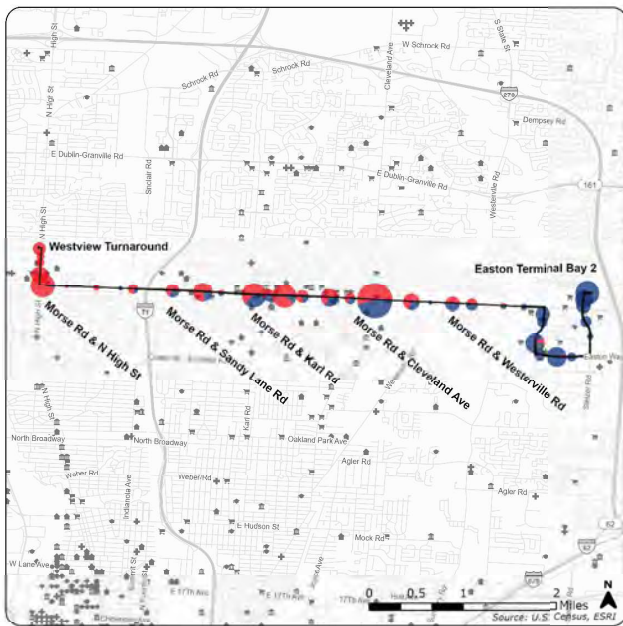


### Westbound

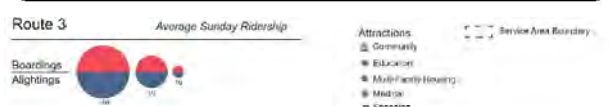
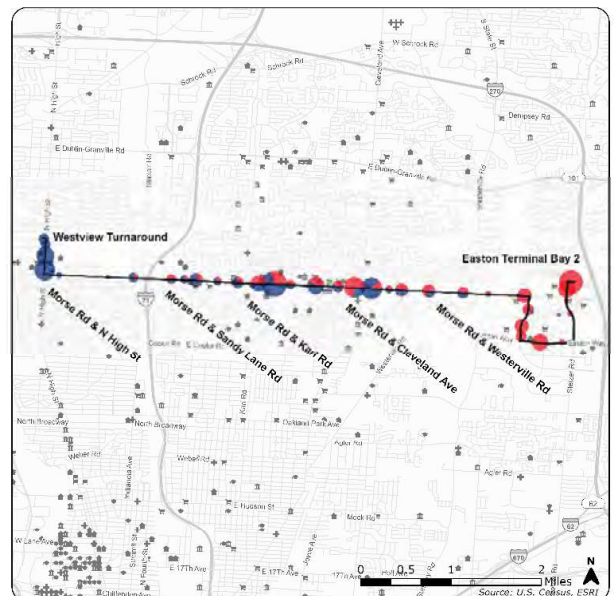


## Sunday Ridership by Stop

### Eastbound



### Westbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 41

## Crosswoods/Polaris

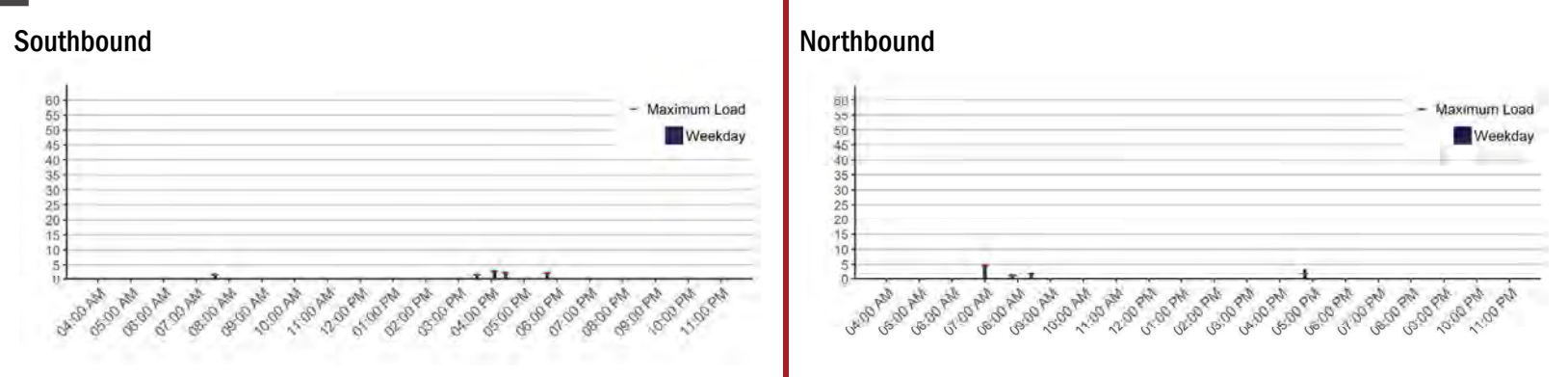
**Description:** Rush hour service operating from COTA Transit Terminal Bay 4 to Crosswoods Park and Ride via High St and Polaris Pkwy

**Key Points of Interest:** Crosswoods Park & Ride, JP Morgan Chase McCoy Building, Polaris Fashion Place, Downtown Columbus

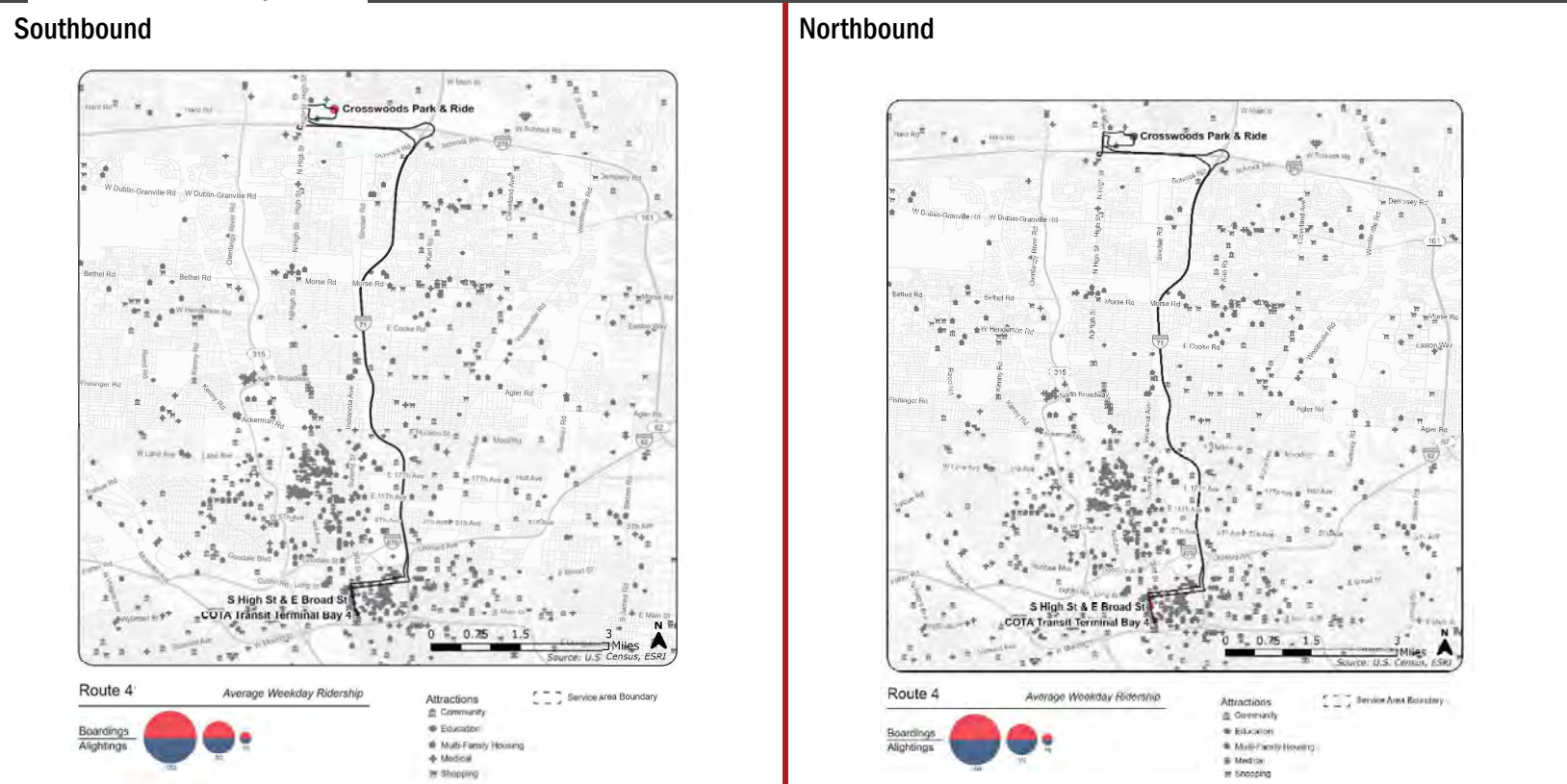
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	5:00 PM	NA min	NA min	16,450	284,314	158,431	20/39	
Saturday	No Service	NA min	NA min				18/39	
Sunday	No Service	NA min	NA min				18/39	

### Weekday\* Ridership by Trip



### Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 41

Crosswoods/Polaris

**Description:** Rush hour service operating from COTA Transit Terminal Bay 4 to Crosswoods Park and Ride via High St and Polaris Pkwy

**Key Points of Interest:** Crosswoods Park & Ride, JP Morgan Chase McCoy Building, Polaris Fashion Place, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
Weekday	13	31/39	2.1	36/39	0.1	36/39	1.4	37/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

Southbound

Northbound



### Saturday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 41

Crosswoods/Polaris

**Description:** Rush hour service operating from COTA Transit Terminal Bay 4 to Crosswoods Park and Ride via High St and Polaris Pkwy

**Key Points of Interest:** Crosswoods Park & Ride, JP Morgan Chase McCoy Building, Polaris Fashion Place, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides a faster alternative to route 102, with direct rush hour service between Crosswoods Park-and Ride and downtown Columbus
- Direct and streamlined alignment
- Very few late trips

### Weaknesses

- Very low ridership and productivity, with an average of just 1.4 passengers per trip and 2.1 passengers per hour on weekdays
- Limited service

### Opportunities

- Present Route 41 as a variant of Route 102 to increase awareness of the service. Some passengers stick to the route they know, so re-branding Route 41 as a variant of Route 102 and showing express trip on the Route 102 schedule may increase awareness of the route among the higher-ridership Route 41 passengers
- Consider adding a variant serving downtown via OSU. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership. Crosswoods Park-and-Ride already has service to downtown with Route 102



## Sunday Ridership by Trip

Southbound

Northbound



## Sunday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 42

Sharon Woods

Description: Rush hour service operating from COTA Transit Terminal Bay 6 to Sharon Woods Blvd & Skywae Dr via N High St and Karl Rd

Key Points of Interest: Sharon Woods, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Operating Characteristics

	Span	Frequency	
		Peak	Off-Peak
Weekday	5:15 PM	NA min	NA min
Saturday	No Service	NA min	NA min
Sunday	No Service	NA min	NA min

## Annual Statistics

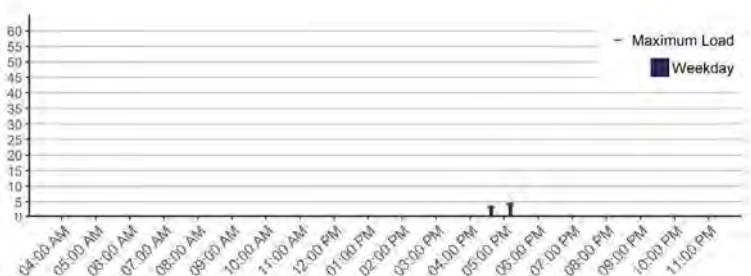
		Rank
Revenue Hours	9,205	26/39
Revenue Miles	143,906	26/39
Ridership	38,016	26/39

## On-Time Performance

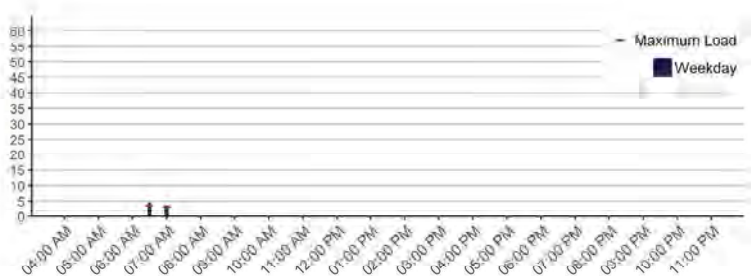


## Weekday\* Ridership by Trip

### Southbound

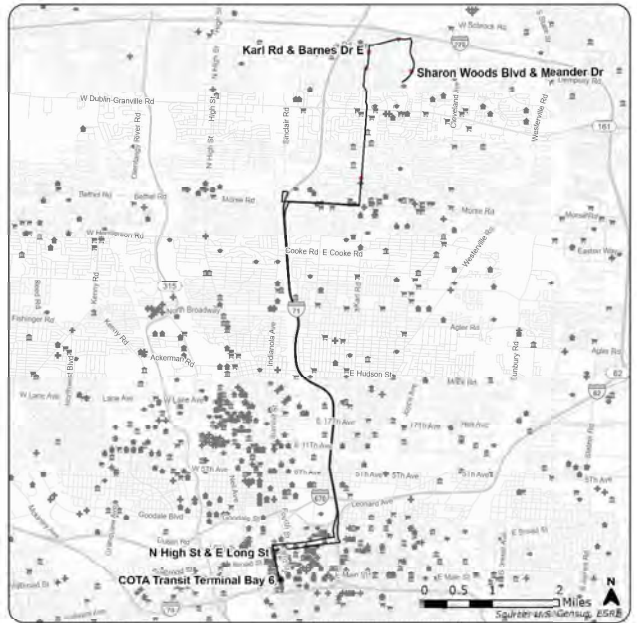


### Northbound

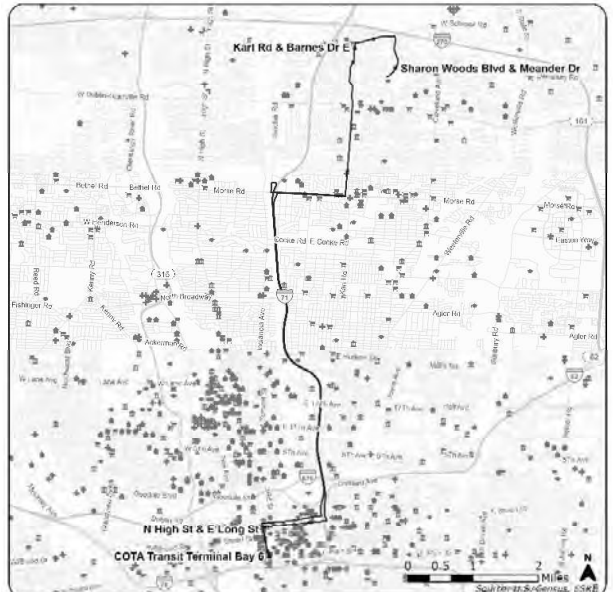


## Weekday Ridership by Stop

### Southbound



### Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 42

Sharon Woods

Description: Rush hour service operating from COTA Transit Terminal Bay 6 to Sharon Woods Blvd & Skywae Dr via N High St and Karl Rd

Key Points of Interest: Sharon Woods, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
Weekday	8	35/39	3.9	29/39	0.1	26/39	3.9	26/39
Saturday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
Sunday	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

Southbound

Northbound



### Saturday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 42

Sharon Woods

**Description:** Rush hour service operating from COTA Transit Terminal Bay 6 to Sharon Woods Blvd & Skywae Dr via N High St and Karl Rd

**Key Points of Interest:** Sharon Woods, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides weekday limited-stop rush hour service from Sharon Woods/Northgate/Forest Park areas to downtown Columbus
- Very few late trips

### Weaknesses

- Low ridership and productivity, with an average of just 3.9 passengers per trip and 3.9 passengers per hour
- Very limited service
- Some redundancy with Route 8 along Karl Road
- Ridership may be limited by lack of park-and-rides along route

### Opportunities

- Establish park-and-ride in the vicinity of Morse Road and I-71 to facilitate commuter access
- Consolidate Routes 41, 42, and 43 to provide more departure times from a recommended park-and-ride along I-71, while continuing to provide local access variants north of Morse Road via either express route extensions or expanded Northland COTA Plus zone
- Eliminate route due to low ridership. Sharon Woods and Northgate areas are already connected to downtown with Route 8 and, to a lesser degree, CMAX service
- Expand schedule to accommodate more work shifts as system demand rises and consider inline stations along I-71 at key cross-streets to facilitate local bus connections



## Sunday Ridership by Trip

Southbound

Northbound



## Sunday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 43

Westerville

**Description:** Rush hour service operating from COTA Transit Terminal Bay 6 to Westerville Park and Ride via N High St and Cleveland Ave

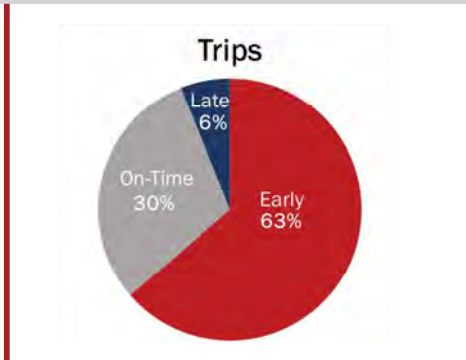
**Key Points of Interest:** Westerville Park & Ride, Mount Carmel St. Ann's, Northland Transit Center, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

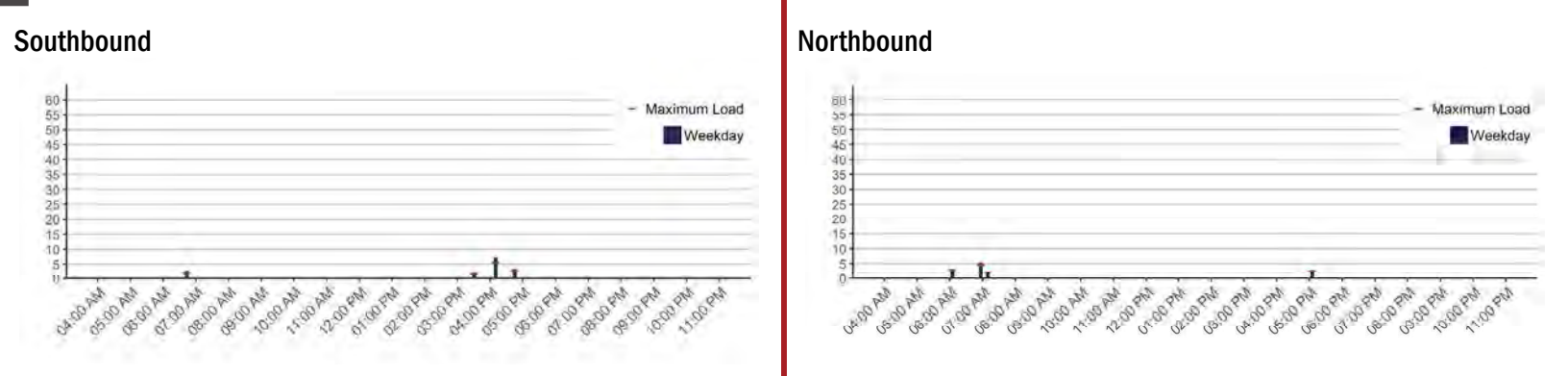
## Operating Characteristics | Annual Statistics | On-Time Performance

	Span	Frequency	
		Peak	Off-Peak
Weekday	6:45 AM - 5:05 PM	NA min	NA min
Saturday	No Service	NA min	NA min
Sunday	No Service	NA min	NA min

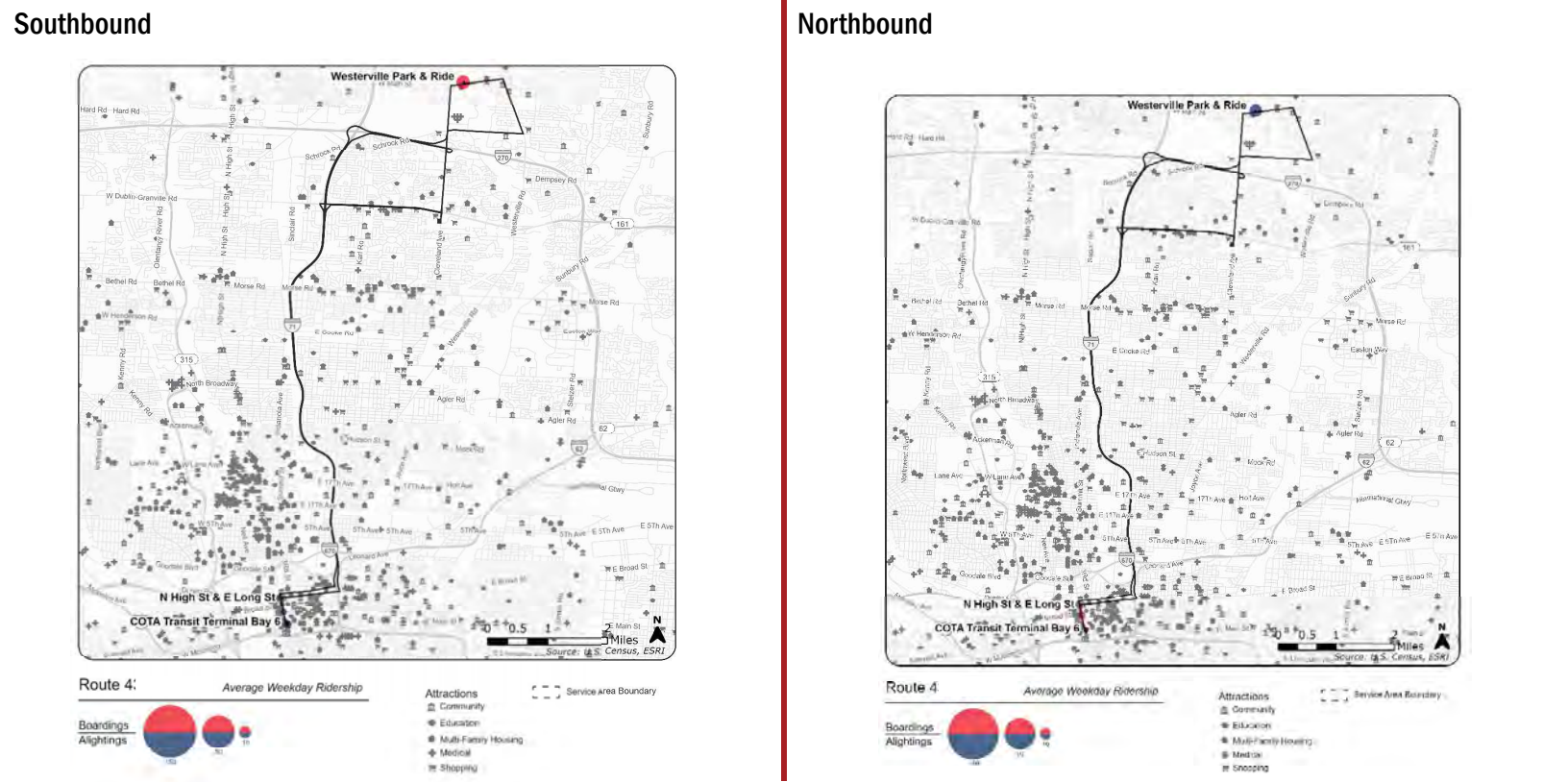
		Rank
Revenue Hours	1,523	29/39
Revenue Miles	32,461	27/39
Ridership	5,447	27/39



## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 43

Westerville

**Description:** Rush hour service operating from COTA Transit Terminal Bay 6 to Westerville Park and Ride via N High St and Cleveland Ave

**Key Points of Interest:** Westerville Park & Ride, Mount Carmel St. Ann's, Northland Transit Center, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



Passengers per Trip

		Rank		Rank		Rank		Rank
<b>Weekday</b>	15	28/39	2.3	33/39	0.1	34/39	1.9	32/39
<b>Saturday</b>	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24
<b>Sunday</b>	No Service	-/24	No Service	-/24	No Service	-/24	No Service	-/24



### Saturday Ridership by Trip

Southbound

Northbound



### Saturday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 43

Westerville

**Description:** Rush hour service operating from COTA Transit Terminal Bay 6 to Westerville Park and Ride via N High St and Cleveland Ave

**Key Points of Interest:** Westerville Park & Ride, Mount Carmel St. Ann's, Northland Transit Center, Downtown Columbus

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Provides weekday limited-stop rush hour service between Westerville Park-and-Ride and downtown Columbus
- Offers both commute and reverse-commute service
- Provides a faster alternative to CMAX service between Westerville area and downtown Columbus
- Very few late trips

### Weaknesses

- Low ridership and productivity, with an average of just 1.9 passengers per trip and 2.3 passengers per hour on the weekdays
- Service is limited to one morning trip and one evening trip in each direction

### Opportunities

- Consolidate Routes 41, 42, and 43 to provide more departure times from a recommended park-and-ride along I-71, while continuing to provide local access variants north of Morse Road via either express route extensions or expanded Northland COTA Plus zone
- Eliminate route due to low ridership. Westerville area is already connected to downtown with CMAX service
- Expand schedule to accommodate more work shifts as system demand rises and consider inline stations along I-71 at key cross-streets to facilitate local bus connections



## Sunday Ridership by Trip

Southbound

Northbound



## Sunday Ridership by Stop

Southbound

Northbound

\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 101

CMAX

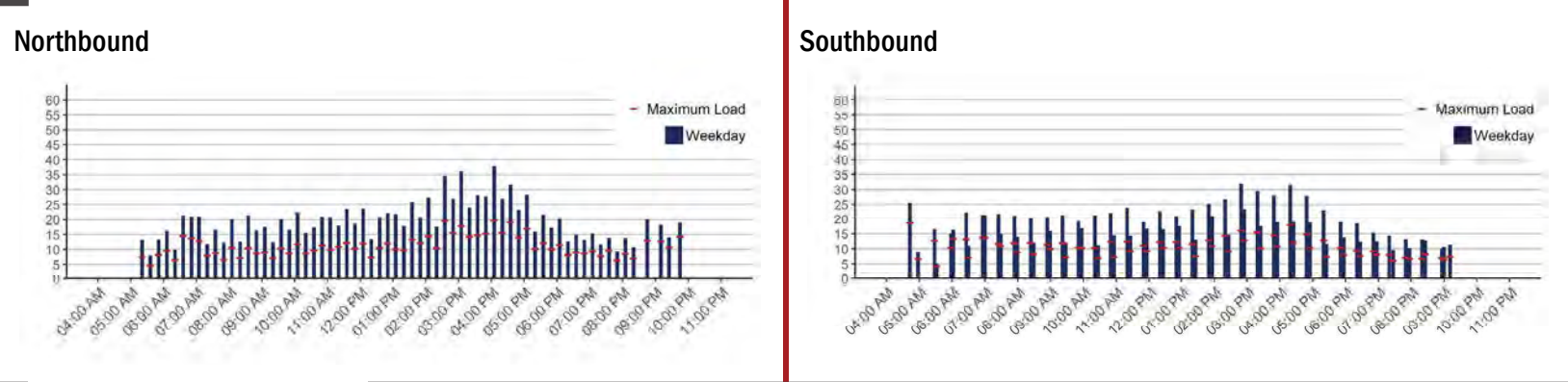
**Description:** BRT service operating from E Mound St & S 4th St to Northland Transit Center Bay 1 via S High St and Cleveland Ave

**Key Points of Interest:** Downtown, Ohio Statehouse, Columbus State Community College, Linden Transit Center, Northern Lights Park & Ride, Northland Transit Center, Mount Carmel St. Ann's, Ohio Health Westerville

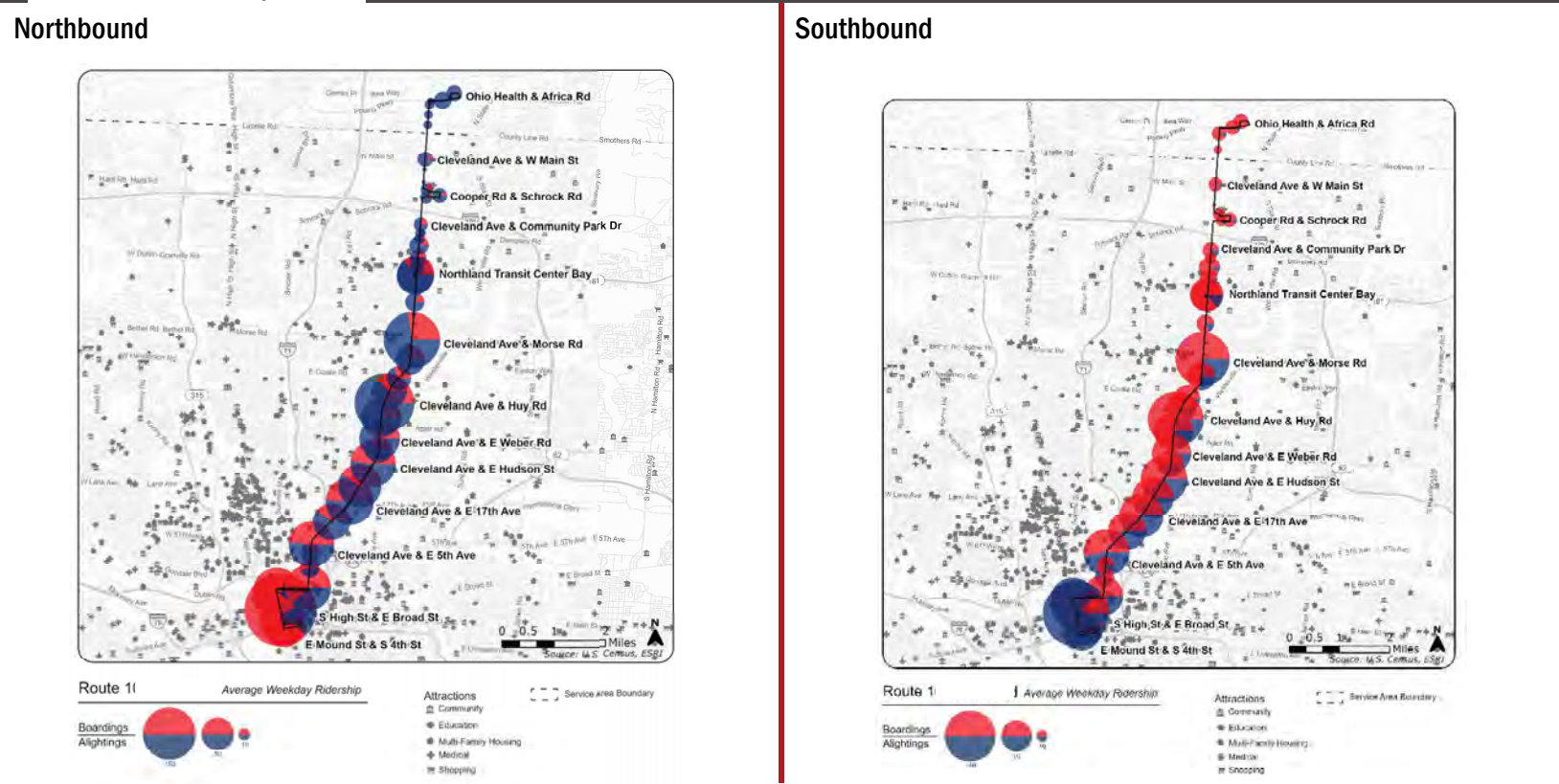
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Rank	
		Peak	Off-Peak					
Weekday	6:51 AM - 8:20 AM	15 min	30 min	35,700	600,398	548,108	8/39	
Saturday	6:51 AM - 8:20 AM	15 min	30 min				7/39	
Sunday	6:55 AM - 8:15 PM						6/39	

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 101

CMAX

Description: BRT service operating from E Mound St & S 4th St to Northland Transit Center Bay 1 via S High St and Cleveland Ave

Key Points of Interest: Downtown, Ohio Statehouse, Columbus State Community College, Linden Transit Center, Northern Lights Park & Ride, Northland Transit Center, Mount Carmel St. Ann's, Ohio Health Westerville

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



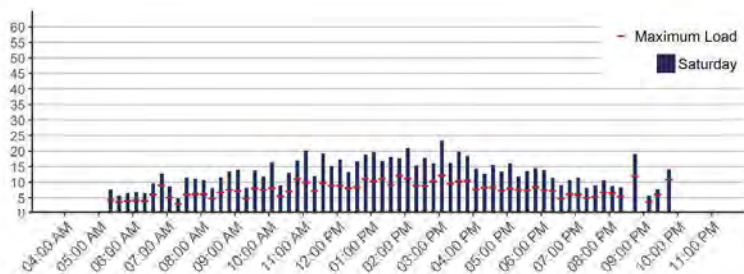
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	2,149	5/39	15.4	4/39	0.8	6/39	14.9	7/39
Saturday	1,657	5/24	11.8	4/24	0.7	7/24	11.5	7/24
Sunday	1,209	5/24	8.6	4/24	0.5	7/24	8.4	7/24

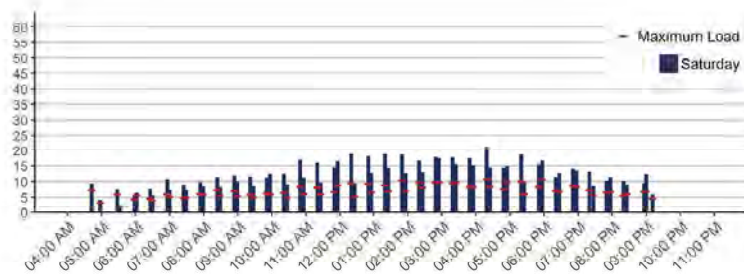


## Saturday Ridership by Trip

### Northbound

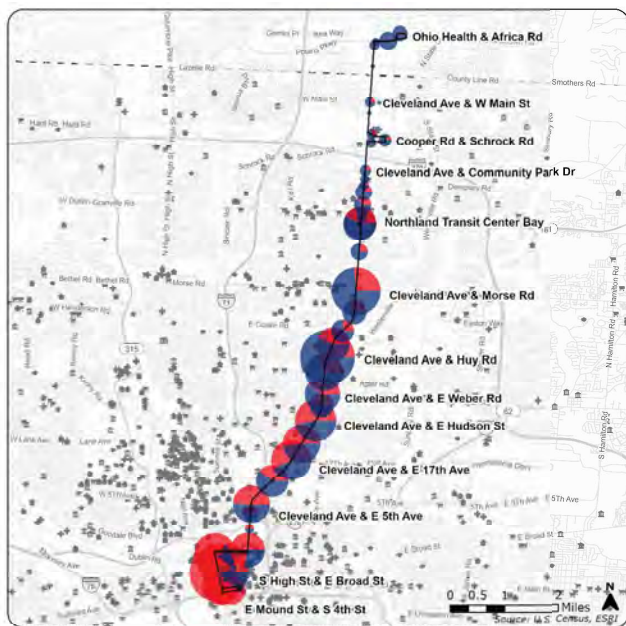


### Southbound

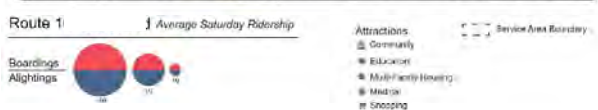
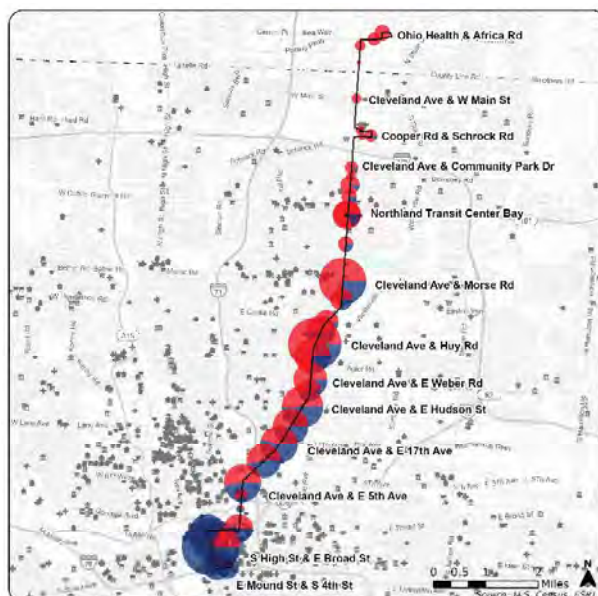


## Saturday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# ROUTE: 101

CMAX

**Description:** BRT service operating from E Mound St & S 4th St to Northland Transit Center Bay 1 via S High St and Cleveland Ave

**Key Points of Interest:** Downtown, Ohio Statehouse, Columbus State Community College, Linden Transit Center, Northern Lights Park & Ride, Northland Transit Center, Mount Carmel St. Ann's, Ohio Health Westerville

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Consistent 15-minute service between Westerville and downtown Columbus, via Cleveland Avenue and High Street, two key commercial corridors
- Strong anchors and robust mix of ridership generators
- Seven-day-a-week service
- Direct and consistent alignment in both directions
- Limited stop service with enhanced shelters

### Weaknesses

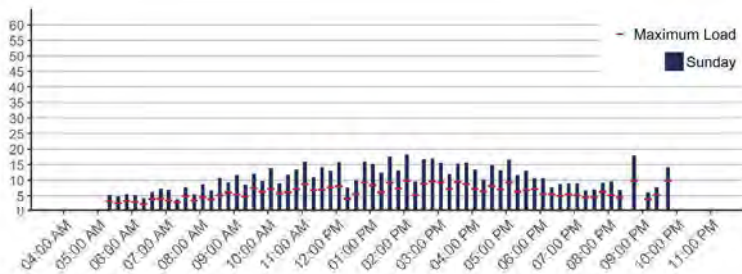
- Poor on-time performance
- Relatively low ridership between Mt. Carmel Saint Ann's Hospital and Executive Campus Drive
- Strong anchors and robust mix of ridership generators
- Relatively high ridership at the start and end of the service day, suggesting demand for earlier and later service

### Opportunities

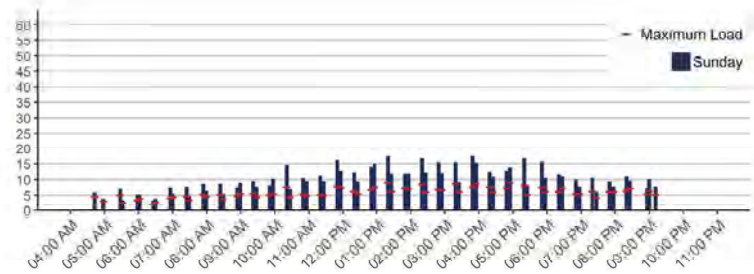
- Add at least one earlier southbound departure in the morning (weekdays only) and one later northbound departure in the evening (all days)
- Consider corridor treatments such as bus lanes, bus bulbs, and queue jump features to improve on-time performance
- End route at Saint Ann's Hospital to reduce route length and potentially improve on-time performance. Service north of hospital is covered by COTA Plus Westerville zone

## Sunday Ridership by Trip

### Northbound

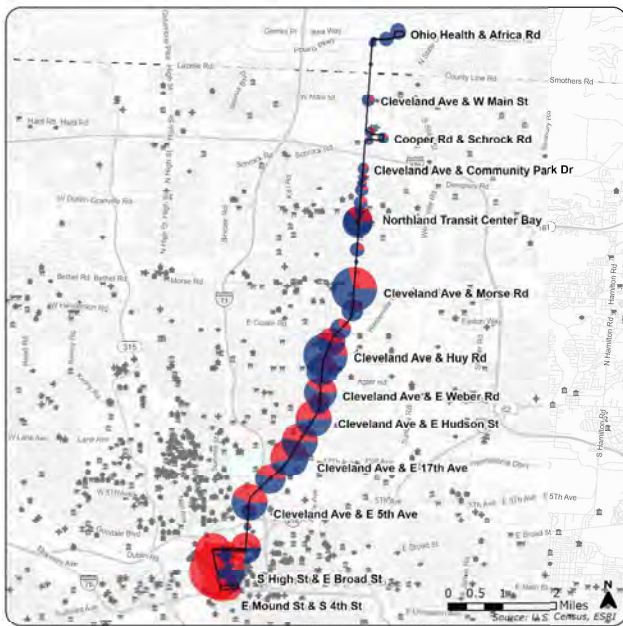


### Southbound

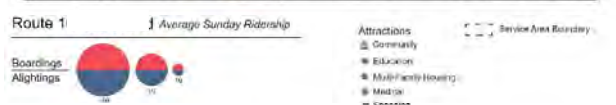
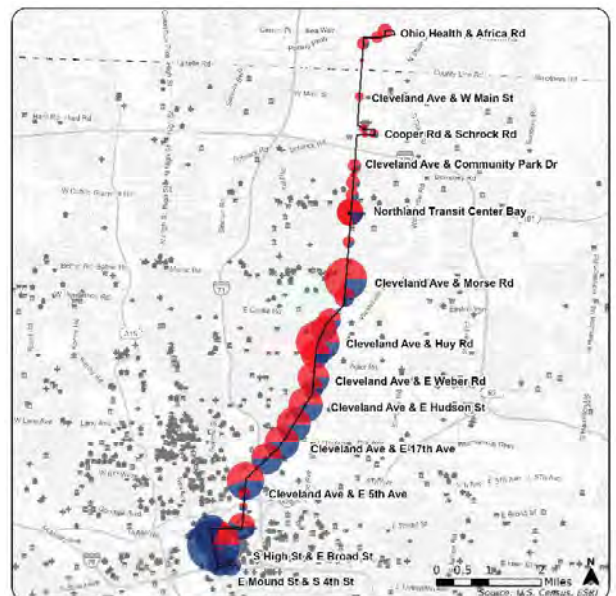


## Sunday Ridership by Stop

### Northbound



### Southbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 102

Polaris Pkwy/N High

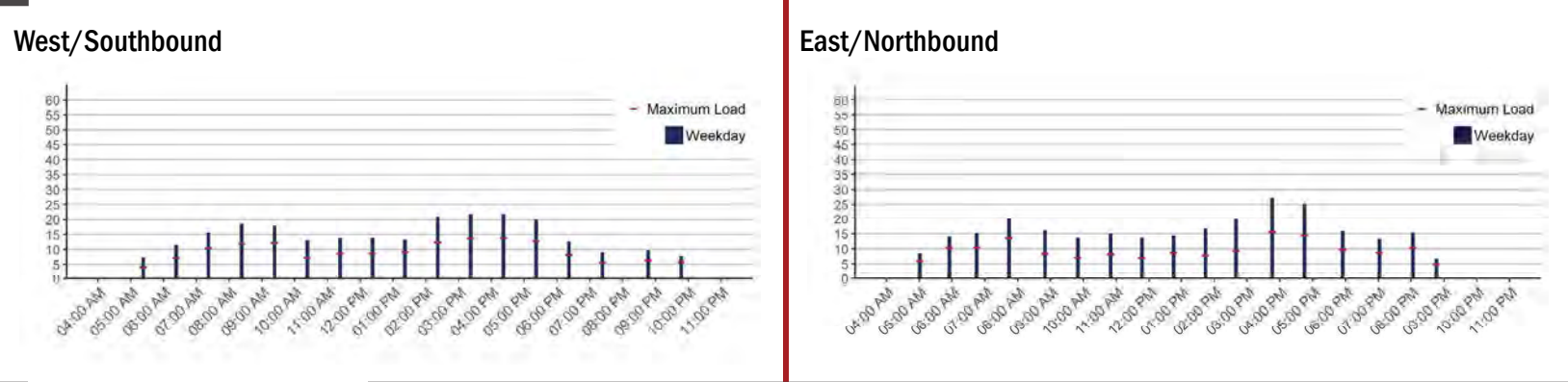
**Description:** Standard service operating from COTA Transit Terminal Bay 2 Leave to Meijers and Polaris Woods Blvd via N High St and Polaris Pkwy

**Key Points of Interest:** Downtown Columbus, Ohio State University, Delawanda Park & Ride, JP Morgan Chase, Polaris Fashion Place, OhioHealth Westerville, Meijer Westerville

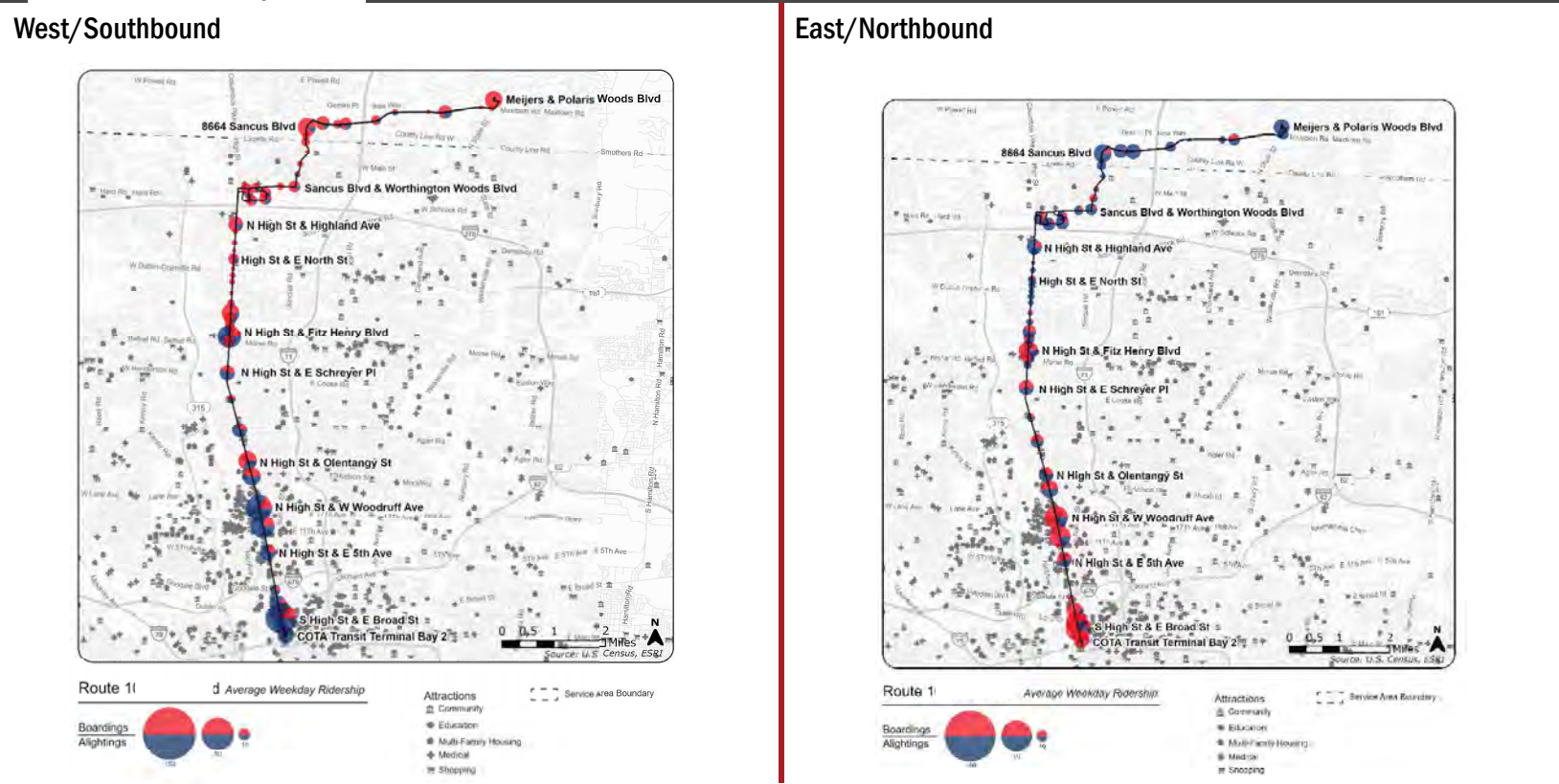
\* On-Time Performance and Ridership data from January to March 2022.

Operating Characteristics				Annual Statistics			On-Time Performance	
	Span	Frequency		Revenue Hours	Revenue Miles	Ridership	Trips	
		Peak	Off-Peak				Late	Early
Weekday	5:23 AM - 9:47 PM	60 min	60 min	20,528	321,958	124,830	11%	22%
Saturday	5:23 AM - 9:47 PM	60 min	60 min				66%	
Sunday	5:23 AM - 9:47 PM	60 min	60 min					

## Weekday\* Ridership by Trip



## Weekday Ridership by Stop



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 102

Polaris Pkwy/N High

**Description:** Standard service operating from COTA Transit Terminal Bay 2 Leave to Meijers and Polaris Woods Blvd via N High St and Polaris Pkwy

**Key Points of Interest:** Downtown Columbus, Ohio State University, Delawanda Park & Ride, JP Morgan Chase, Polaris Fashion Place, OhioHealth Westerville, Meijer Westerville

\* On-Time Performance and Ridership data from January to March 2022.

## Daily Statistics



Average Daily Boardings



Passengers per Hour



Passengers per Mile



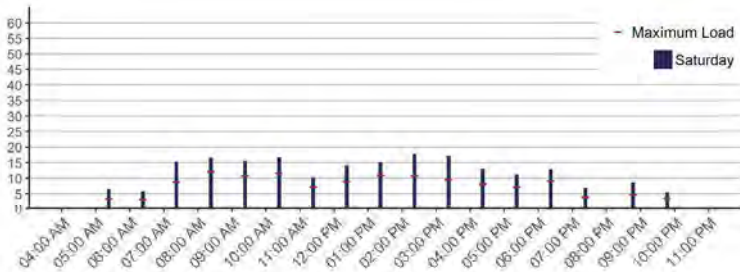
Passengers per Trip

	Average Daily Boardings	Rank	Passengers per Hour	Rank	Passengers per Mile	Rank	Passengers per Trip	Rank
Weekday	490	17/39	6.1	23/39	0.4	20/39	7.4	19/39
Saturday	380	16/24	4.7	23/24	0.3	21/24	5.8	18/24
Sunday	291	15/24	3.6	20/24	0.2	20/24	4.4	16/24

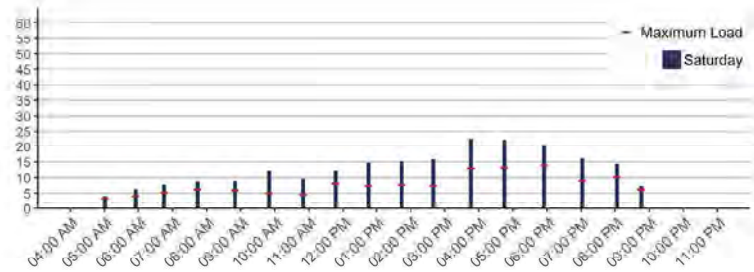


## Saturday Ridership by Trip

### West/Southbound

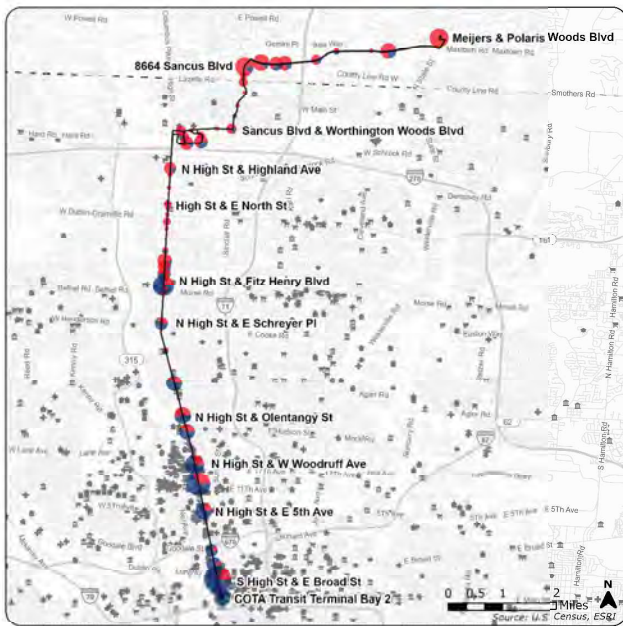


### East/Northbound

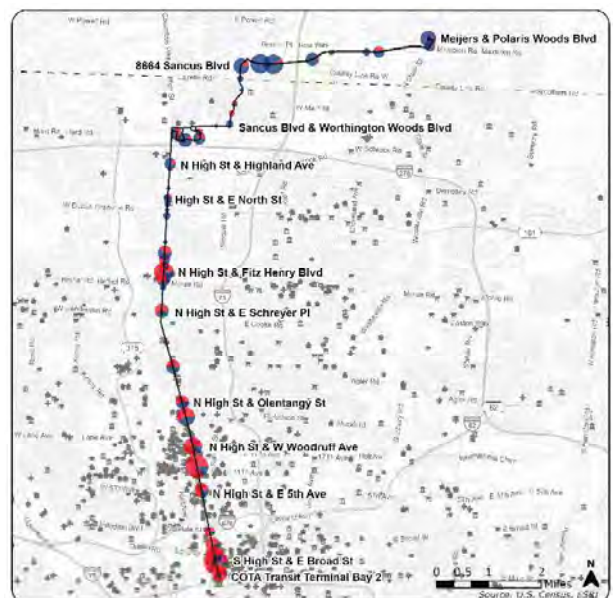


## Saturday Ridership by Stop

### West/Southbound



### East/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.

# ROUTE: 102

Polaris Pkwy/N High

**Description:** Standard service operating from COTA Transit Terminal Bay 2 Leave to Meijers and Polaris Woods Blvd via N High St and Polaris Pkwy

**Key Points of Interest:** Downtown Columbus, Ohio State University, Delawanda Park & Ride, JP Morgan Chase, Polaris Fashion Place, OhioHealth Westerville, Meijer Westerville

\* On-Time Performance and Ridership data from January to March 2022.

## Route Assessment

### Strengths

- Hourly service from Polaris area to downtown Columbus, via Polaris Parkway and High Street, two key commercial corridors
- Easy-to-remember clockface frequency
- Strong anchors and robust mix of ridership generators
- Seven-day-a-week service
- Provides service to two park-and-rides (Crossroads and Delawanda)
- Consistent alignment in northbound and southbound directions

### Weaknesses

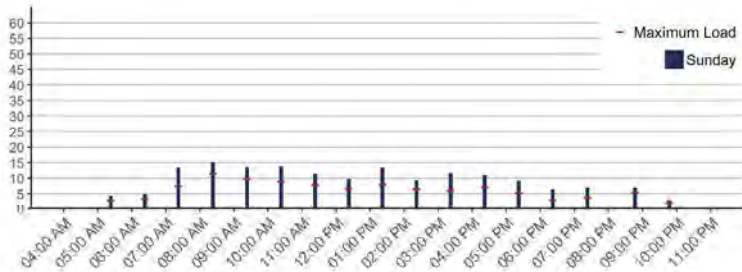
- Relatively low productivity, with 6.1 passengers per hour on weekdays
- Low ridership between Stanton Avenue and Lazelle Road
- Poor on-time performance
- Frequent stop spacing in some segments. For example, there are three stops within 1/4 mile on High Street, between North Street and Dublin Granville Road.

### Opportunities

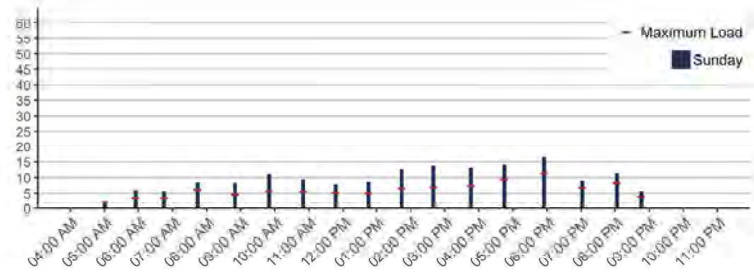
- Consolidate stops to improve running speeds and on-time performance
- Establish park-and-ride near Polaris to improve ridership opportunities
- Consider high service frequency during peak periods to attract riders

## Sunday Ridership by Trip

### West/Southbound

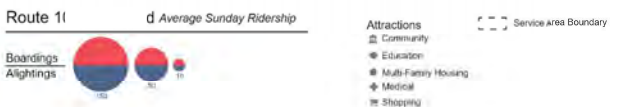
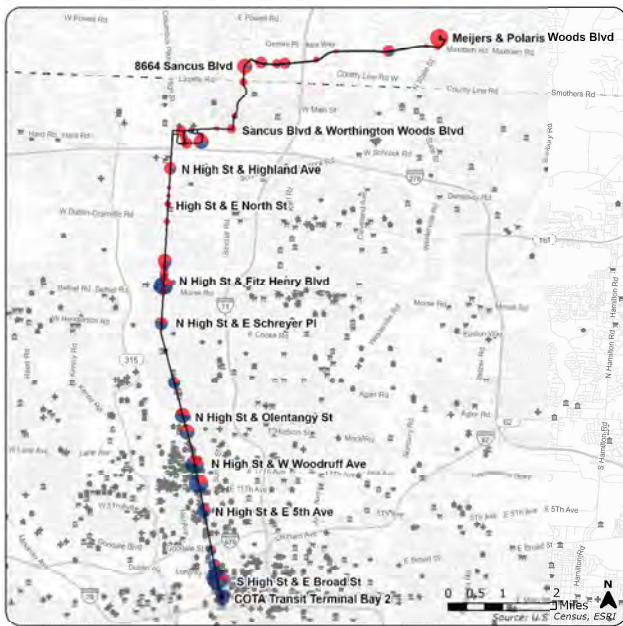


### East/Northbound

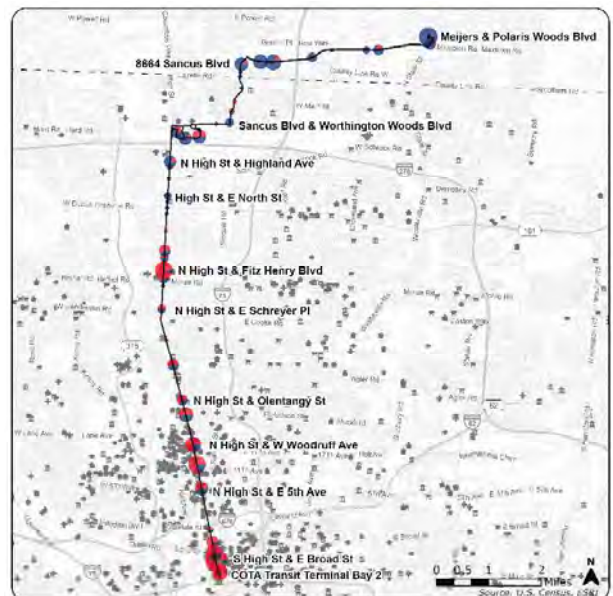


## Sunday Ridership by Stop

### West/Southbound



### East/Northbound



\*Please note that the trip times in trip ridership charts reflect data from the January to March 2022 APC exports, while the the span and frequency of service to the right reflect January to March 2022 GTFS service data.



# APPENDIX D

*Route Profile Meeting Summaries*

SHORT RANGE  
*transit plan*  
2023-2027

Draft



**COTA**

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #2

Date	Time	Location
12/15/2022	11:00AM-12:00PM	WebEx

### Attendees:

Amber Boyd	Andrew Neutzling
Paul Evans	Devayani Puranik
Michael Smith	Amy Snell- HDR
Zach Sunderland	Josh Sikich – HDR
Elliott Doza	Mae Thompson – HDR
Andrew Merrill	Boris Palchik - Foursquare

## Service Planning Workshop

There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 3:

#### Strengths:

- Radial service connecting communities and retail centers – including Downtown Columbus, Upper Arlington and Grove City
- Seven-day-a-week service
- Strong anchors – Walmart, BMV, Downtown, and two Krogers

#### Weaknesses:

- Infrequent and non-clockface frequency on weekdays
- Low Ridership segments, Harrisonburg Pike, and Northwest Blvd.
- -Challenging pedestrian environment
- Poor on-time performance.

#### Opportunities:

- Operate route every 30 minutes during weekday commute – hourly other times – simply clockface schedules.

#### Comments:

- o This service was 30 minutes until September 2022 (Operator Shortage issue – every COTA line currently has reduced service, running about 63% of pre-pandemic weekday hours)

- Suggestion of 30 minute weekday and 60 minute weekend may be workable in the short-term
- Shift route alignment in Grove City from Columbus, west of Hoover Road, to Southwest Boulevard, and Broadway to better serve Kroger and a large concentration of multi-family housing near Sonora and restaurants.  
*Comments:*
  - Title VI reasons for why it currently operators in that alignment, despite ridership
  - Grove City has recently made pedestrian improvements, so there may be pushback
  - Going through Hoover may be OK
  - Broadway & Columbus Street is the center of Grove City's historic village, and the city is currently renovating their downtown area in the near future
- Shift route alignment from Vine Street to Neil Avenue to serve Giant Eagle and multi-family housing along Thurber Drive  
*Comments:*
  - Previous to TSR, the old Line 3 went to Michigan to cross river via 3<sup>rd</sup> Avenue
  - The Grocery store currently does not exist but has plans to be redeveloped in the near future. <https://columbusunderground.com/plan-unveiled-for-redevelopment-neil-avenue-shopping-center-bw1/>
  - There are road network concerns in this area. The streets in Harrison West are pretty tight with parking on both sides. Brick streets.
  - May add too much time, but there could be a balance with ridership. This could make sense in the long term if redevelopment happens.
- Shift route alignment in UA, from Northwest Boulevard to Northstar and Lane Avenue.  
*Comments:*
  - Would need to talk to Upper Arlington. They would like Lane Avenue service, but more so to Ohio State and not necessarily to the south
  - There could be an opportunity to connect with Ohio State CABS shuttles in the future with their development. There is a consideration to realign Line 1 to go down Lane Avenue.
  - The north side of Lane Avenue has on-street parking for most of the stretch from Northwest to Northstar
  - Would serve Whole Foods and the new developments along North Star and Lane
- Extend COTA Plus Grove City zone to Frank Road to serve the Harrisonburg Pike corridor  
*Comments:*
  - Could explore the COTA Plus data to see if riders are using it in this area.

**Comments from Customer Database:**

- Need earlier service to serve the UPS on Harrisburg Pike and Walmart Warehouse on Stringtown Road.

- Line 3 could circle around onto Harmon Avenue in the evenings to pick up women passengers who work the night shift. Safety concerns.

**Route 4:****Strengths**

- Hourly service along key corridors: Sinclair, Indianola, Parsons, and Lockbourne
- Clock-face Frequency
- Seven-day-a-week service
- Consistent alignment in north and southbound directions
- Connection to OSU transit services

**Weaknesses:**

- Low ridership, especially on weekends and Sunday in particular
- Fairly weak anchors at both ends of line
- Low density corridors and adjacent neighborhoods south of Frebis and north of Weber
- Poor on-time performance

**Opportunities:**

- Consider 30-minute frequency on weekday community periods
- Streamline service on Watkins Road

*Comments:*

- o Equity concerns. The neighborhood fought hard for this service, despite its low ridership.
- Restructure southern end of line to operate as a clockwise loop to add service to a multi-family concentration along Spangler Road

*Comments:*

- o Lacks sidewalk infrastructure. Not sure if this would be appropriate use of service dollars. Must work with existing conditions for this analysis.
  - o With the one-way loop, customers would have to exit at the end of line, which is next stop. Boardings would be impacted – service not useful.
- Swap segments with Route 22 at Frebis Avenue to provide better access to Nationwide Children's Hospital and eliminating low-ridership stops between Main Street and Livingston.

*Comments:*

- o There could potential be some pushback from the hospital.
  - o Also it currently intersects with two important frequent routes for transfers.
- Extend the northern end-of-line to provide more access to Amazon, Anheuser-Busch, Social Security Administration office, and Kroger.

*Comments:*

- o Positive feedback for this change. COTA was unaware of this social security office outpost.
  - o There could be an opportunity to build a Mobility Center for this end of line.



**Comments from Customer Database:**

- Consider increasing the length of this route into Polaris area (Lazelle Rd., north of 270) – further than 161 as the service seems to be duplicative of other transit services along High Street. Able to give rider access to north suburbs without dealing with traffic on High Street.
- Increase frequency to 30 minutes
- Add earlier morning service towards Alum Creek Drive.
- North on High Street to Buttles, right on Buttles to 4<sup>th</sup>.

**Route 5:****Strengths:**

- Moderate frequent service
- Fairly high ridership and productivity
- Clockface frequency
- Seven-day-a-week service
- Consistent alignment
- Strong anchors and mix of ridership generators

**Weaknesses:**

- Frequent stop spacing and poor on-time performance
- Low density and auto-oriented
- Route ends short of a potential strong ridership generator – OhioHealth Doctors Hospital on W. Broad

**Opportunities:**

- Consolidate stops to improve running speeds and on-time performance
- Establish park and ride in the Refugee Road corridor (Gender Road Kroger and/or Eastland Mall) to serve adjacent auto-oriented neighborhoods
- Extend route to OhioHealth Doctors Hospital on W. Broad

*Comments:*

- o The route is not supposed to extend this far west to begin with. There was a layover previously at the Casino. The route should stop short of 270.
- o Maybe consider a second run for this stretch.
- o It would be good to end at the hospital.

**Comments from Customer Database:**

- Too many turns
- Overcrowding
- More Frequency
- Add evening frequency back
- Destination Sign is confusing - Refugee via Trabue and it turned on Wilson. Why?
- Would like the route to go along 5<sup>th</sup> Avenue into Grandview Yard
- Connect with Noe Bixby, similar to the 23

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #3

Date	Time	Location
12/19/2022	3:00PM-4:00PM	WebEx

### Attendees:

Amber Boyd	Devayani Puranik
Zach Sunderland	Amy Snell- HDR
Michael Smith	Josh Sikich – HDR
Elliott Doza	Mae Thompson – HDR
Andrew Merrill	Boris Palchik - Foursquare
Andrew Neutzling	

## Service Planning Workshop

There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 6:

#### Strengths:

- Consistent 30-minute service all day, connects Lincoln Village with downtown Columbus
- Easy to remember clockface frequency
- Seven day a week service
- Direct and streamlined alignment
- Consistent routing in eastbound and westbound directions
- Service corridor with high pockets of transit need

#### Opportunities:

- Consolidate stops to improve running speeds and on-time performance
- Restructure western end of the route to pick up Sullivant Avenue segment currently served by Route 21. Shorten and simplify Route 21 and provide a more appealing transit option for prospect riders in the neighborhoods adjacent to Sullivant avenue – between Georgesville Road and Westwoods Boulevard – large concentration of multi-family housing. From Sullivant

- Strong ridership along Broad Street in Sullivant Avenue

#### Weaknesses:

- Poor on-time performance
- Frequent stop spacing in some segments of the route
- Route ends just short of a potential strong ridership generators at OhioHealth Doctors Hospital

Avenue, outbound buses could proceed north on Westwoods and north on Broad Street to Lincoln Village, adding service to Westland High School, Aldi, and OhioHealth Doctor's Hospital

*Comments:*

- High concentration of multi-family, mobile home park
- Makes sense – like to restructure this area due to the West Broad BRT and use Sullivant. There is a concern about the gap between Sullivan and Broad,
- Casino asked COTA to vacate property. They will eventually be building a hotel to the area.
- There could be a possible transit center in the area where the lines meet (6,9,21, 10).
- Could the 6 deviate through Lincoln Park on its way out to the 21 alignment?
- Latino Grocery Store – La Plaza Tapatia
- Recommended Route 6 to be a frequent route (pre-covid).
- People were served on Georgiesville Road but it was cut during the redesign.
- It is beneficial to go to Broad Street for transfers

**Comments from Customer Database:**

- Increase frequency every 30 minutes.

**Route 23:**

**Strengths**

- Frequent and clockface, running every 30 minutes
- Seven day a week service
- Direct and symmetrical alignment
- Strong ridership and productivity
- Multiple connection opportunities to other COTA services, including downtown and airport.

**Weaknesses:**

- Poor on-time performance
- Low ridership along Stelzer Road, near John Glenn Columbus Airport
- High ridership on first segment, suggesting pent up demand for earlier southbound service

**Opportunities:**

- Add stops along Stelzer to facilitate connections to the airport.

*Comments:*

- Parking Lots may be gated with no pedestrian access. Issue with the Airport
- Consider asking Shuttles to make a stop before getting to parking lot gate. There were engineering drawings for stops and shelters to make the connection in 2017. The airport was not supportive at the time.
- Consider splitting Route 23 into two routes near the Airport, with both routes supporting the airport to provide more one-seat rides to job access opportunities at the airport.

*Comments:*

- Easton is a large anchor
- Open to looking at this further.
- It is surprising the data does not show larger Southbound ridership in the PM from people working and traveling home from Easton.

**Comments from Customer Database:****Route 24:****Strengths:**

- Hourly service linking Easton to Rickenbacker via Hamilton Road
- Seven Day a week service
- Nearly Clockface frequency
- Connections to other COTA Routes

**Weaknesses:**

- Low ridership, except between Broad and Eastland Road, and near the ends of the line.
- Low density, auto oriented corridor south of Refugee Road
- Poor on-time performance

**Opportunities:**

- Operate route between Eastland Mall and Airport to increase Job-access opportunities to and around the airport. From Hamilton Road, buses could take either Broad and Yearling, or Poth Road to 5<sup>th</sup> Avenue to Stelzer Road to access airport

*Comments:*

- City of Whitehall might be trying to redevelop the apartments
- Whitehall requested that COTA use Yearling to have a North/West Connection
- Restructure route to serve Walmart on Morse via Route 7 alignment to strengthen the 24 and simply route 7

*Comments:*

- Concerns that leg would want service to downtown.
- If the 7 and 24 share stops for a segment the transfer might be acceptable, or if they meet at Cassady and E. 5<sup>th</sup> Avenue.
- Expand COTA Plus zone to include Hamilton Road corridor from Clark State Road to Thompson Road, north of Meijer

*Comments:*

- Could be good. Hesitant as the future of the northeast line is union.
- Add a new COTA Plus zone anchored at Eastland Mall and serve the Hamilton Road Corridor.

*Comments:*

- Hesitant to remove the segment south because Rickenbacker will be important as times goes on.

**Comments from Customer Database:**

- Modify route to include stopping at stores – Hobby Lobby, Target, and Meijer.
- Extend the route past the Meijer to the Hamilton Quarter. It is a 1.9 mile walk from Hamilton/Morse Road bus stop to a new shopping complex. OSU opened a facility at 6100 N. Hamilton Road and would like the bus to extend to its location.
- Bus stop is requested at the Whitehall Senior Center
- Travel to Groveport on weekends for work at the warehouse. Continue to go to Rickenbacker as people depend on the bus for work.
- Increase frequency to the stops in Groveport to every 30 minutes. Please consider a train to Groveport.
- Connect Route 7 and Route 24 near the Airport

**Route 25:****Strengths:**

- Daily service along destination rich corridors, including Brice, broad, and Morse
- Mix of ridership generators including 2 walmarts, 3 Krogers, Mt. Carmel East, and several Park and rides
- Connections to other COTA routes, including downtown connections
- Consistent alignments

**Weaknesses:**

- Low ridership and poor productivity
- Irregular and non-clockface frequency
- Circuitous deviation from Brice Road along Scarborough Blvd, Alshire Rd, Park Crescent Drive, and Chantry Drive with little ridership gain
- Redundant coverage with COTA Plus Northeast Zone
- Poor on-time performance
- Southern end-of-line stops short of providing convenient access to Walmart

**Opportunities:**

- Restructure southern end of line turn around to provide closer access to Walmart  
*Comments:*
  - o Private Road issues
  - o Repeated access issues shows that it would be worthwhile for COTA to work on access partnerships.
- Streamline route by eliminating unproductive deviation serving park crescent drive  
*Comments:*
  - o Used to go out there for JCPenny Outlet. Now has closed/become a warehouse/Call Center.
  - o There is a Far East Pride Center/Community Center
  - o There are some apartments, motels
- Provide hourly service

*Comments:*

- Currently giving 55 minute services
- It was chosen to reduce layovers because they would be extremely long, and still add a couple extra trips
- Consider replacing route with microtransit.

*Comments:*

- No replacement of service – but will be investing the service elsewhere, no reduction of operator demand due to union contracts
- Consider eliminating weekend service

**Comments from Customer Database:**

- Pandemic service cuts hurt riders going to Tech Center Drive for work, and to church in Canal Winchester.

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #4

Date	Time	Location
12/21/2022	2:00PM-3:00PM	WebEx

### Attendees:

Amber Boyd	Devayani Puranik
Zach Sunderland	Amy Snell- HDR
Michael Smith	Josh Sikich – HDR
Elliott Doza	Mae Thompson – HDR
Andrew Merrill	Boris Palchik - Foursquare
Andrew Neutzling	

## Service Planning Workshop

There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 7:

#### Strengths:

- Moderately frequent service during peak periods
- Seven-day-a-week service with clockface frequency
- Strong Ridership on trunk
- Strong anchors and good mix of ridership generators
- Low ridership at most stops along both branches
- Infrequent service along both branches
- Insufficient service frequency to attract choice airport connections
- Poor on-time performance
- Somewhat circuitous alignment to serve VA

#### Weaknesses:

#### Opportunities:

- Restructure route to simplify service to VA. From E.5<sup>th</sup> Avenue, outbound buses could turn south onto Cassidy Avenue, east onto Maryland Avenue, and north on Gould Road to enter the VA from Allegheny Avenue. After serving the VA, buses could continue north on Stelzer and serve the airport

#### Comments:

- o How will this impact Route 24?

- The goal for Route 7 should be to increase service to the airport, residential areas, and the VA.
- Need to consider Title VI with the stretch between Stelzer and Cassidy.
- Consider access to Ohio Dominican University.
- Shift Easton branch service to another route in order to maintain 30-minute frequency to the VA and airport.

**Comments from Customer Database:**

- Increase frequency due to overcrowding and peak evening commute times.
- Bus 7 should have a separate number for one heading to Airport and other going to Easton.
- Suggest that it return to Route 16 in the past, where it came to Nelson Road and Long Street – it was very important to elderly people, students, and working people.

**Route 8:****Strengths:**

- Frequent service north of downtown including OSU and key corridors such as Neil Avenue, 11<sup>th</sup>, Hamilton, McGuffey, and Karl
- Moderate service frequency south of downtown
- High ridership and productivity
- Strong anchors and good mix of ridership generators
- Seven-day-a-week service and clockface frequency
- Poor on-time performance
- First trip of the morning in each direction has highest ridership, suggesting demand for earlier service
- Strong ridership on last trip of day, suggesting later service
- High ridership along Obetz Road, despite strong anchor indicating service south of Obetz Road
- Weak anchor on the northern end of line
- Alternating alignments south of downtown may create confusion.

**Weaknesses:****Opportunities:**

- Combine segments of southern branches into one strong branch that would justify higher service frequency available north of downtown. Example: Use Parsons as a Route that comes along, and cuts across Williams, to High Street – keeping it on the same frequency.
- Interline and rename the high street branch with another route, like Line 6, then extend it further south to the mobile home parks

**Comments:**

- COTA would like to keep the access they currently have at the anchor, Great Southern. Even if the line does not end here, it could still deviate through the



- parking lot. Great Southern has 2 property owners, the southern owner does not want COTA on their property.
  - Could consider increased service to 15 minute, but would rather expand the coverage.
  - Rathmell Road seems like the most likely end point if bus goes further south. Could consider the Rickenbacker Area Mobility Center to be the future EOL.
  - The Columbus Housing Authority will be building a new housing complex next to a Lowe's housing complex. Opportunity for COTA to partner for layover/access to the site for customers and operators with restrooms.
  - Along Obetz Road, there will be a new Senior Housing complex.
  - If southern branches of route are unlinked, consider extending weaker branch along Obetz Road to Parsons and operate as far south as the Enchanted Acres Mobile Home Park, south of I-270
- Comments:*
- Could Line 4 cover Parsons Avenue?
  - Line 7 could be another interline option because it ends Downtown
  - Add at least one additional morning and evening departure to meet demand.

**Comments from Customer Database:**

- Confusion between the Line 8 routes and getting on wrong bus. Should be separate Routes.
- Line 8 was better served on High Street
- Line 8 and Line 5 should be better connected in order to transfer
- Connection to Scioto Downs

**Route 31:****Strengths:**

- Approx. hourly service linking Easton to OSU and neighborhoods to the southwest.
- Seven-day-a-week service
- High ridership and productivity
- Consistent alignment
- Strong on-time performance

**Weaknesses:**

- Very low ridership along Sunbury and W. 1<sup>st</sup> Ave
- Challenging pedestrian environment along parts of Sunbury Road
- Inconsistent frequency with trips spaced 57 and 61 minutes apart.

**Opportunities:**

- Shift northern end of route from Sunbury to Stelzer Road via Agler Road. The route could continue north on Stelzer to Eason Way, then north again on Morse Crossing to Morse Road. – Serves a Target, Giant Eagle, and multi-family housing communities

*Comments:*

- COTA very positive with this switch.  
Originally constructed to just access Easton faster
- Is there a way to better connect Mifflin High School with transit service? Possibly work with Morse Crossing to create a pedestrian crossing.
- Restructure southern end of route to operate bi-directionally on Yard Street, with a smaller end of loop utilizing either rail street or bobcat.

*Comments:*

- Developer is Nationwide and has dictated the route.
- Can note it, but not sure if its something they want approach it.
- Maybe its something to consider cutting this route before Grandview Yards, or moving it south Franklinton? Possibly layover/turn around at McKinley Garage. Meets the requests from Grandview Heights.
- Franklinton then could go through Grandview with a destination to OSU from the Westside.
- Consider 30 minute frequency during commuter periods.

*Comments:*

- Used to have 30 minute frequency prior to covid.

### Comments from Customer Database:

- Travel down Myrtle Avenue to go past Linden Park
- Increase frequency to access OSU Wexner Medical Center
- Add service to Brittany Hills subdivision, too far of a walk to Mock Road

### Route 32:

#### Strengths:

- Appx. Hourly service linking Easton and Hilliard to several key commercial centers and Riverside Hospital
- Seven-day-a-week service
- Connects to other COTA services, including Downtown
- Consistent alignments

- Strong on-time performance in comparison

#### Weaknesses:

- Low ridership and productivity, especially along western portion of route
- Single-family residential neighborhood stretches with low density and few ridership generators.

#### Opportunities:

- Consider Riverside Methodist Hospital to be the western terminus of the route. Microtransit zone to the neighborhood in Hilliard

*Comments:*

- Need to work with Union on replacing service elsewhere.

- What about fixed route that went to Ohio State as a better destination anchor
- What about ending it at Kingsdale instead of the Hospital? New senior and multi-family housing is being built.
- If split at Riverside, the western line could take Olentangy to Ackerman to High to the OSU John Herrick TC

**Comments from Customer Database:**

- Ridgecliff Road is a residential street with children and cars parked on both sides. Suggested that the bus travel Zollinger Road instead.
- Bus Stop request along Ferris Road and Woods Edge both East and Westbound to access a post office and a community with no sidewalks.

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #5

Date	Time	Location
12/27/2022	11:00AM-12:00PM	WebEx

### Attendees:

Amber Boyd	Tim McAlea
Michael Smith	Devayani Puranik
Elliott Doza	Amy Snell- HDR
Andrew Merrill	Mae Thompson – HDR
Andrew Neutzling	Boris Palchik - Foursquare

## Service Planning Workshop

The Route Profile Meeting began with introductions and a review of how these meetings will be organized. Amy and Boris will send out profile packets a few days before the meeting in order for participants to review them in advance. There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 9:

#### Strengths:

- Hourly service operating between Westwood Park-and-Ride and Easton Transit Center via Downtown
- Seven-day-a-week service
- Consistent alignments in eastbound and westbound directions
- Fairly high productivity

- Relatively poor on-time performance
- Frequent stop spacing
- Increase of ridership towards end of service day, suggestion potential demand for later service
- Low ridership along Sunbury Road
- Low ridership along Norton Road despite high transit potential demographics
- Challenging pedestrian environment along Norton Road

#### Weaknesses:

#### Opportunities:

- Consider truncating Route 9 at Walmart on Georgesville Road and replace service further west with COTA Plus. This is due to the land-use with fencing.
  - o Elliott had a similar thought – adding to the Hilltop Zone or a Western Zone that extends even farther of 270.

- Shift Route 31 service from Sunbury Road to Agler and Stelzer Road to strengthen Route 9 by reducing competition
  - o Should consider having the 31 take Agler to Stelzer and the 9 take McCutcheon to Stelzer - based mainly on that transit propensity index layer in the map
- Shift Route 9 alignment from Stelzer to Morse Crossing to improve access to Easton Town Center and Target
  - o Good suggestion to make it more effective
- Establish a new Easton COTA Plus Zone anchored at Walmart on Morse Road.
  - o The fixed routes will still continue to travel through this area, with or without COTA//Plus so if the routes can be made more effective, that would be ideal.
- Extend service by one hour on weekdays and Saturdays to meet likely demand

**Comments from Customer Database:**

- Requests to make the route more frequently – every 30 minutes

**Route 10:****Strengths**

- Frequent service between along primary trunk of route between Westwood Park and Ride and Whitehall Park and Ride
- Seven-day-a-week service
- Very Direct and Streamline
- Strong Ridership
- Good Mix of ridership generators

**Weaknesses:**

- Very frequent stop spacing
- Poor on-time performance
- Route ends just short of a strong ridership generator at Kroger on W. Broad
- Low ridership along E. Broad Street, east of Waggoneer Road, despite relatively high transit potential.

**Opportunities:**

- Consolidate stops to improve running speeds and on-time performance
- Extend western end of the route to Kroger on W. Broad to create a stronger anchor
  - o Possibility that COTA will already be there with a Transit Center (LinkUS). Also want one at Georgesville/Broad for COTA//Plus. Not sure where they are on land acquisition.
- Coordinate with Blacklick and Reynoldsburg traffic engineers for Theodore Drive. If Roadway is extended to OH-16, more direct service could be provided to Meijer, Target, TS Tech Americas, and several multi-family housing communities.
  - o Not aware of any plans for this roadway.
  - o Unsure if this deviation would be possible. Need to determine if they are to connect the Line 10 with the East Main BRT. – it will end near a Kroger
  - o Need to check if the roads are public-owned and wide enough for buses

**Comments from Customer Database:**

- Add additional coaches due to buses being too full and being passed in the morning
- Extend hours for the Limited bus for 2<sup>nd</sup> shift workers getting off at 10pm.
- Bus is always arriving late.
- Stop request EB after the Limited Brands on E. Broad Street

**Route 11:****Strengths:**

- Hourly service providing access to Alvis House, BMV, CSCC, Ohio State East Hospital, and Columbus Alternative High School
- Seven-day-a-week service
- Clockface frequency
- No bus stops (or ridership) along Nelson or Alum Creek Drive, north of Livingston
- Circuitous alignment created by linking Joyce Avenue corridor with Alum Creek Drive
- Low weekend ridership
- Poor on-time performance

**Weaknesses:**

- Inconsistent northbound and southbound alignments between Main Street and Livingston

**Opportunities:**

- Consolidate service between Main Street and Livingston Avenue along Nelson Road and coordinate with City of Columbus to place stops north and south of I-70 where the job access opportunities and a residential neighborhood are.
  - o The current alignment is for safe bus turns. It must be considered with this approach
- Swap segments between Route 11 and Route 3 to reduce perception of out-of-direction travel. Southeast branch of Route 11 could be paired with NW branch of Route 3. SW branch of Route 3 could be paired with NE branch of Route 11.
  - o These lines typically have different headways. But maybe it could be done? Likes the legibility of this.
    - Line 3 is at 45 minutes right now. Would be half hour if the cuts were currently not in place.
  - o Not suggesting a cross town, it would cut out the CCSC and may perform worse.
    - The Downtown Alignment is OK – it does go a more west than it probably should. If swapping segments, it might be a good opportunity to adjust.
    - Downtown alignments will be reconsidered with LinkUS. Front Street will be bi-directional.
- Eliminate weekend service (or at least Sunday) due to low ridership
  - o Push back will come from the Olde Towne East Community
  - o

**Comments from Customer Database:**

- Request of more frequency
- Return the route to Atcheson Street going in both directions

**Route 33:****Strengths:**

- Frequent Service along primary trunk of route
- Destination rich environment
- Seven-day-a-week service
- Consistent alignment
- Relatively strong on-time performance

**Weaknesses:**

- Low ridership and productivity
- Challenging pedestrian environment due to development patterns being more than ¼ mile from route alignment
- Reduced frequency on the route's two branches serving Dublin and Olde Sawmill Square.

**Opportunities:**

- o Eliminate Metrocenter branch due to low ridership and in order to provide higher service frequency to Olde Sawmill Square
- o Replace fixed route service to Metrocenter with a Dublin COTA Plus zone
  - In LinkUS, there is a COTA Plus Zone for Dublin, so it is considered.
  - Northwest Corridor will also end near this area.
  - What about a deviation through Whole Foods? Not sure if it will be better or worse from an access point. There is also a Goodwill Store along Sawmill that would be missed. Generally a good ridership generator.
  - No streetlights, sidewalks, bad pedestrian infrastructure.
- o Eliminate weekend service due to low ridership

**Comments from Customer Database:**

- Evening service to the Walmart on Sawmill Road – through fixed route or COTA Plus. Walmart is struggling to keep employees due to the lack of service

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #6

Date	Time	Location
01/03/2023	2:00PM-3:00PM	WebEx

### Attendees:

Amber Boyd	Amy Snell- HDR
Michael Smith	Mae Thompson – HDR
Elliott Doza	Josh Sikich - HDR
Andrew Merrill	Boris Palchik – Foursquare
Andrew Neutzling	Paul Evans
Tim McAlea	Veronica Patterson
Devayani Puranik	

## Service Planning Workshop

The Route Profile Meeting began with introductions and a review of how these meetings will be organized. Amy and Boris will send out profile packets a few days before the meeting in order for participants to review them in advance. There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 61:

#### Strengths:

- Provides a faster alternative to Route 3, with direct rush hour service from Grove City to Downtown
- Consistent alignment in northbound and southbound directions
- Provides only fixed-route service to Southpark industrial area
- Very few late trips

#### Weaknesses:

- Very low ridership and productivity
- Very limited service
  - o Used to provide more service but was cut due to COVID. Now the issue is lack of operators. Have seen customers use COTA Plus to connect with the park and ride in the past.



**Opportunities:**

- Eliminate route due to low ridership and reinvest resources elsewhere. Grove City is already served by Route 3 and a COTA Plus zone that includes the Southpark industrial area
  - o Not opposed to curbing and cutting rush hour lines that could overall improve service alternative ways. However, need to explore and find creative and alternative ways – such as vanpooling, carpool, or contract, to balance the service. Emilie is looking for bold solutions.
    - COTA does not operate vanpool service, but MORPC does which there could be a partnership in the near future.
    - Consider Short Term and Long Term type language – suspension, expand, explore for the final document.
  - o COTA//Plus with a Downtown Island would be inefficient.
- Extend route north to provide one-seat service to other key regional destinations, including OSU and Wexner Medical Center. Could include an interline with another express route serving communities to the north of Columbus
- Expand schedule to accommodate more work shifts as the system demand rises

**Comments from Customer Database:**

- Customers use this line to go to the County Courthouse Complex.

**Route 71:****Strengths**

- Provides weekday rush hour service from Hilliard directly Downtown
- Consistent alignment in both directions
- Very few late trips

**Weaknesses:**

- Redundancy with Route 21 between Hilliard Cemetery Road P-n-R and Renner Road P-n-R
- Very low ridership and productivity
- Very limited service

**Opportunities:**

- Truncate route out Renner Road Park and Ride to reduce redundancy with Route 21 and save operating resources
  - o Was considered in the past, but kept it from a request from Hilliard/Customers. It is still not appealing based on the data

- Consider new express service operating from Hilliard Cemetery Road Park and Ride to downtown via 270
  - o Currently working with the City of Hilliard to sell the park and ride for a potential Amtrak station in the future. The City is interested in service from this location to Ohio State.
  - o Missed opportunity is not having an express bus to Ohio State.
  - o Prior to TSR, there was two separate rush hour rides in Hilliard.
- Eliminate route due to low ridership and reinvest resources elsewhere. Renner Road Park and Ride is already served by Route 2 and Route 5
  - o Route 21, not Route 2 covers the Park and Ride
- Expand schedule to accommodate more work shifts as system demand rises

**Comments from Customer Database:**

- None.

**Route 72:****Strengths:**

- Provide weekday rush hour service from Tuttle area directly to Downtown
- Serves several activity centers ,including Carriage Place Shopping Center and Riverside Hospital
- Very few late trips

**Weaknesses:**

- Confusing service brochures due to route map that suggests reverse commute service available
  - o Could be an old map – June 2022 was when it published via the Way Back Machine
  - o There was a reverse commute at one time.
- Low ridership and productivity
- Very limited service.
- Poor on-time performance with trip arriving early

**Opportunities:**

- Establish a park and ride in Tuttle area to attract commuters
  - o Has not been discussed prior.
- Restructure route to operate from Tuttle area to downtown via 270 for faster commuter service
  - o Cut the reverse commute so they no longer use 270. There used to be a Nationwide Satellite campus that would attract riders into Hilliard area.
  - o 72 used to have pretty high ridership, with Henderson and Kenny Road area being one of the highest stops, which is why 315 is used.

- Expand service to include a combination of direct trips serving downtown and limited-stop trips serving downtown via the Hilliard Park and Ride
  - o This is an option, but its hard to understand the future of rush hour lines right now.
  - o 72 could extend to the Dublin Park & Ride and provide some 72 trips to OSU and then downtown
- Eliminate route due to low ridership and reinvest resources elsewhere

**Comments from Customer Database:**

- Wants this route to be considered as part of the NW LinkUS

**Route 73:****Strengths:**

- Provides limited-stop rush hour service between Dublin and Downtown
- Strong anchors with Dublin job centers on one end and downtown job centers on the other
- Very few late trips

**Weaknesses:**

- Low ridership and productivity
- Very limited service

**Opportunities:**

- Consider adding a variant serving downtown via OSU and 315. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
  - o Used to have 6 trips but was cut with COVID as ridership.
  - o Hard to decide if now is the time to realign it given the climate of post-COVID. COTA has come to an agreement that the rush hour lines will be low ridership and low productivity, but prioritize connections to other lines.
  - o 73 could serve the new development at Grandview and Dublin Road if we can figure out where to place a stop.
  - o Connecting to Ohio State could be the future of a lot of rush hour routes
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere

**Comments from Customer Database:**

- Would like service for throughout morning and afternoon to accommodate all day schedules

**Route 74:****Strengths:**

- Provides weekday limited-stop rush hour service from Far Northwest area to downtown
- Provides multiple access points, including 3 park and rides
- Relatively few late trips

**Weaknesses:**

- Very low ridership and productivity
- Very limited service
- Relatively long travel times

**Opportunities:**

- Truncate route at St. Andrews Park and Ride due to low ridership and conserve resources
  - o Always been low productivity. This route has been up for elimination in the past.
  - o Commuters on Smoky Row were very vocal years ago which is why the service remains today.
- Restructure route to operate along 315 between Henderson Road and 270 to allow for faster service
- Consider adding a variant serving downtown via OSU. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
- Replace limited stop and peak period only service with all day local fixed route or Microtransit service along the current Route 74 alignment to better facilitate local mobility
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere

*Comments:*

- o Most of 74 is duplicative of the proposed NW Corridor
- o Access to property and roadway is single lane in each direction
- o There could be more of a need local service opposed express to downtown
- o A solution to this could be removal with a vanpool/carpool option. Area does not have density in order to recommend a COTA//Plus zone. Also uncertain with the funding.
- o Line 33 will connect to the BRT if passengers want to connect to Downtown at Bethel Road.

**Comments from Customer Database:**

- Customer on Smoky Row would like this line to reinstated post-COVID.

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #7

Date	Time	Location
1/9/2023	11:00AM-12:00PM	WebEx

### Attendees:

Amber Boyd	Devayani Puranik
Paul Evans	Amy Snell- HDR
Michael Smith	Josh Sikich – HDR
Zach Sunderland	Mae Thompson – HDR
Elliott Doza	Boris Palchik - Foursquare
Andrew Merrill	

## Service Planning Workshop

There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 34:

#### Strengths:

- Consistent 30-minute service all day along Morse Road
- Strong anchors and mix of ridership generators
- Seven-day-a-week service
- Consistent and direct alignment
- Strong productivity
- Multiple connections to other COTA routes

#### Weaknesses:

- Poor on time performance
- Frequent stop spacing
- Low ridership between N. High Street and Indianola Avenue

#### Opportunities:

- Consolidate stops to improve running speeds and on-time performance
- Better align stops with crosswalks along Morse Road

- The Crosswalk was recently added.
- This route used to have 15 minute service, was performing decently until COVID. Now operating at 30 minutes, and is sufficient.
- It's possible but need to align the bus stop movements with Capital Projects in order for the City to include bus pads and shelter work within the scope of work for roadway work. Aul said that the area will have roadway improvements in the future.
- Coordinate with City of Columbus to add crosswalks (and pedestrian activated signals) along Morse Road between N. High and Indianola to improve bus stop access
  - COTA currently reviews plans from the City for roadway, crosswalk designs.
  - The COTA Design guide does show preference to locating bus stops near crosswalks.

**Comments from Customer Database:****Route 41:****Strengths**

- Provide a faster alternative to route 102, direct rush hour service between Crosswoods Park and Ride and Downtown
- Direct and streamlined alignment
- Very few late trips

**Weaknesses:**

- Low ridership
- Limited Service

**Opportunities:**

- Present Route 41 as a variant of Route 102 to increase awareness of the service. This could be an express trip on the Route 102 schedule.
  - This line used to have a lot more service and did fairly well.
  - This opportunity feeds into the larger question if COTA will restore rush hour and trip frequencies.
  - Possible to include the 41 within the 102 timetable.
- Consider adding a variant serving downtown via OSU.
  - This is possible once LinkUS comes online with the NW corridor, using 315 to hop on and hop off. Outside the scope, ~2030 timeframe.
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership.
  - No.

**Comments from Customer Database:****Route 42:**

**Strengths:**

- Provides weekday limited-stop rush hour service from Sharon Woods/Northgate/Forest Park area to downtown Columbus
- Very few late trips

**Weaknesses:**

- Low ridership and productivity
- Very limited service
- Some redundancy with Route 8 along Karl Road
- Ridership may be limited by lack of park and rides along route

**Opportunities:**

- Establish park and ride in the vicinity of Morse Road and I-71 to facilitate commuter access
  - o Ineffective to establish a park and ride within the 270 boundary. Possibly could brand it as something other than a Park and Ride. – a Central Transit Hub for connections. Especially to consolidate stops.
  - o This is similar to what the Northland Transit Center is supposed to accomplish.
- Consolidate Routes 41, 42, and 43 to provide more departure times from recommended park and ride, while providing local access variants north of Morse Road via either express route extensions or expanded Northland COTA//Plus zone
  - o There has been a consideration in the past to have an on-demand area to the Northeast and feed the CMAX with the service. This would eliminate the Sharon Woods Route.
- Eliminate route due to low ridership
  - o This is a legacy line where there was community push back in the past.
- Expand schedule to accommodate more work shifts as system demand rises and consider in-line stations along I-71 at key cross streets to facilitate bus connections

**Comments from Customer Database:****Route 43:****Strengths:**

- Provides weekday limited-stop rush hour service between Westerville Park and Ride and downtown
- Offers both commute and reverse commute service
- Provides a faster alternative to CMAX between Westerville area and downtown
- Very few late trips

**Weaknesses:**

- Low ridership and productivity
- Service is limited to one morning trip and one evening trip

**Opportunities:**

- Expand schedule to accommodate more work shifts as system demand rises and consider inline stations
  - o This would take a lot of infrastructure.
  - o ODOT concerns. They have not been willing to discuss these treatments in past.
  - o I-71 is looking to create Smart Lanes
  - o There could be a way to connect with the CABS service.

**Route 101:****Strengths:**

- Consistent 15-minute service between Westerville and Downtown, via Cleveland Avenue
- Strong anchors and ridership generators
- Seven-day-a-week service
- Direct and consistent alignment in both directions
- Limited stop service with enhanced shelters
- Strong anchors and robust mix of ridership generators

**Weaknesses:**

- Poor on-time performance
- Low Ridership between Mt. Carmel St. Ann's and Executive Campus Drive
- High ridership at the start and end of service, suggesting demand for earlier and later service

**Opportunities:**

- Add at least one earlier southbound departure in the morning (weekday) and on later northbound departure in the evening (all days)
  - o Would be interesting to look at specific boardings by stop
  - o Removed Line 6 on Cleveland Avenue which could be increasing ridership on CMAX
- Consider corridor treatments, such as bus lanes, bus bulbs, and queue jump features to improve on time performance
- End route at St. Ann's Hospital to reduce route length and potentially improve on-time performance. Service north of hospital is covered by COTA//Plus Westerville.
  - o There was to be a large greenfield development off Cooper Road – if this development happens, it could be a good stopping point for the route.

**Route 102:****Strengths:**



- Hourly service from Polaris area to Downtown via High Street
- Clockface frequency
- Strong anchors and ridership generators
- Seven-day-a-week service
- Provides service to two park and rides
- Consistent alignment in northbound and southbound directions

**Weaknesses:**

- Low productivity
- Low ridership between Stanton and Lazelle
- Poor on-time performance
- Frequent stop spacing in some segments

**Opportunities**

- Consolidate stops to improve running speeds and on-time performance
- Establish park and ride near Polaris to improve ridership opportunities
  - o There is a desire for this, however there is lack of land opportunity. There was an agreement with Chase parking lot but no longer.
  - o Very challenging pedestrian environment.
  - o The greater Polaris area is continuing to be redeveloped, there could be opportunities to collaborate.
- Consider high service frequency during peak periods to attract riders.

# SHORT RANGE TRANSIT PLAN

## Route Profiles Meeting Summary #8

Date	Time	Location
1/13/2023	1:00PM-2:00PM	WebEx

### Attendees:

Amber Boyd	Zach Sunderland
Paul Evans	Andrew Merrill
Tim McAlea	Amy Snell- HDR
Andrew Neutzling	Josh Sikich – HDR
Devayani Puranik	Mae Thompson – HDR
Michael Smith	Boris Palchik - Foursquare

## Service Planning Workshop

There will be 4-6 routes reviewed for each meeting. Route Profile meetings will continue to be scheduled until all routes have been reviewed. Strengths, Weaknesses, and Opportunities can be found on the third page of each route profile.

### Route 44:

#### Strengths:

- Provides weekday rush hour service between Easton and Downtown
- Provides faster and more direct alternative to local Lines 7 and 9
- Very few late trips

#### Weaknesses:

- Low ridership and productivity

#### Opportunities:

- Present Route 44 as a variant of Route 9 to increase awareness of the service. This would be consider an express trip on the Route 9.
  - o Good idea to consider, especially now that they have flat fares for express service.
- Expand service
- Eliminate Route

### Comments from Customer Database:

- Increase operating hours in the morning.

**Route 45:****Strengths**

- Provides weekday limited stop rush hour service between New Albany, Easton, and Downtown
- Complements Route 44 with additional departure times to/from Easton Transit Center
- Provides only fixed-route service to New Albany
- Offers both commute and reverse commute service

**Weaknesses:**

- Low ridership and productivity

**Opportunities:**

- Present Routes 44 and 45 as a single route to help increase awareness of departure times that riders of both routes may find useful
  - o COTA has already begin looking at this. This could be a short term solution, but long term there needs to be more service along 161 to the Intel site, which could be the expansion of the current line, or a new line.
  - o The stop by Easton added fairly recently as there used to be two alignments.
  - o Limited parking at the Easton Transit Center – but the good part of stopping at Easton is all the fixed route access that stop.
  - o COTA currently has bus on demand going from Easton to New Albany right now. Low density and Urban sprawl in these areas
- Expand schedule to accommodate more work shifts as demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere

**Comments from Customer Database:**

- Earlier service to get downtown by 7am
- More frequent service
- Use the deadhead bus that drops people off at New Albany to pick up passengers in the AM get downtown.

**Route 46:****Strengths:**

- Provides weekday rush hour service between Gahanna and Downtown
- No late trips

**Weaknesses:**

- Low ridership and productivity with an average of 2 passengers per trip and 4 passengers per hour
- Very limited service

**Opportunities:**

- Expand schedule to accommodate more work shifts as demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere
  - o Possibly create a mini-transit hub around the airport
  - o Airport would want the AirConnect back, more than regular fixed route service.
  - o COTA wants to rebrand, relaunch, AirConnect in some type of way. But was not considering the Gahanna Express as a way to connect. Could be something to consider.

**Comments from Customer Database:****Route 51:****Strengths:**

- Provides weekday rush hour service between Reynoldsburg and Downtown
- Simple and direct alignment
- Provides faster alternative to Route 1
- Very few late trips
- Offers both commute and reverse-commute service
- Relatively stronger ridership in the peak direction, compared to other rush hour routes

**Weaknesses:**

- Limited Service
- Overall ridership is low

**Opportunities:**

- Shift westbound schedule later by 30 minutes in the afternoon, as ridership is very low on first trip but high on last trip of the day
  - o Historically one of COTAs strongest Park and Ride lines
  - o This is one of the ones we want to preserve, and add to if we can.
- Add one additional afternoon trip to accommodate more work and commuting schedules
- Present Route 51 as a variant of Route 1 to increase awareness of service.
  - o Like the ideas of pairing rush hour line with local lines to try to build awareness and ridership from existing customers

**Comments from Customer Database:**

- Would like earlier AM service

**Route 52:****Strengths:**

- Provides weekday rush hour service between Canal Winchester Park and Ride and Downtown
- Provides only direct, one-seat service option between Canal Winchester area and downtown
- Few late trips
- Relatively stronger ridership compared to other rush hour routes

**Weaknesses:**

- Very limited service
- Overall ridership remains low

**Opportunities:**

- Consider expanding schedule, including adding mid-day service as Route 52 is the only service providing direct link between the Canal Winchester area and downtown
- Add microtransit service along the Gender Road corridor to complement Route 5, which would allow for midway trips to/from the Canal Winchester area when Route 52 is not operating.
  - o Wonder if there could be a more direct connection to the Rickenbacker from the Park and Ride, maybe through Microtransit.
- Eliminate route due to the low ridership and reinvest resources elsewhere.
  - o City of Columbus is seeing a substantial growth in this area in Southeast Columbus, showing that transit will still be needed.
  - o The outbound US33 in the afternoon peak is always pretty awful, but will continue to get worse when more will be built.
  - o Adding extra stops along a route of all-day network of expresses would make more rapid style service/spacing which could help ridership. Example: Orange Line in Minneapolis with stops right on the highway exits.
    - Reynoldsburg express could make a quick stop at Children's hospital, or northern express popped off 315 quickly at OSU.
    - Line 1 "Plus"

**Comments from Customer Database:**

- Winchester Pike is closed due to a bridge being built. Drivers seem to be unaware of this and get stuck in traffic finding their way to Gender Road and the Terminal.



# APPENDIX E

*Customer Service Database Feedback*

SHORT RANGE  
*transit plan*  
2023-2027



**COTA**



# COTA Transit Service Feedback

Short Range Transit Plan 2023 - 2027

Feedback from Customer Database,  
Municipality, and Service Planning Staff

*Columbus, Ohio*  
January 2023

***Draft 1/24/2023***



## Line 1: Kenny/Livingston

### Customer Database:

- Bus stop on Sawmill Road near Target cause traffic to backup into the intersection
- Bus stop on North Broadway and High Street cause traffic to backup into the intersection
- Re-instate the bus stop on Thomas Lane @ Riverside Hospital
- Need the route to run later
- Need more frequency near Bethel Road
- Full service needs to be restored to Carriage Place, not just to Riverside Hospital
- Destination Signs on the bus is confusing and sometimes incorrect between Sawmill and Riverside Hospital

### Municipality Comments:

- Livingston Avenue was recently redesigned to encourage safer car and pedestrian movements.
- Line 1 will be an important element of connecting people (Dublin) with LinkUS at Carriage Place

## Line 2: E Main/N High

### Customer Database:

- Concrete pad needed on E Main at Oak Valley (ID# 6355)
- Unsafe bus stop – E. Main and Enfield Road EB – Post office parking lot exit
- Stop spacing on #2 is not frequent enough for disabled customers
- Route would be better served to end in Reynoldsburg for all routes during PM rush
- Incorrect Destination Signs to get to Reynoldsburg
- Operate service late night on OSU Game Days
- Stroller Policy needs to be adjusted in order to accommodate passengers safely.

### Municipality Comments:

- Parking on Main Street in Bexley is important to businesses
- A mobility hub near City Hall and Capital University could be successful, especially given the COGO station data.
- There could be an opportunity to partner with Capital University for student orientation to encourage transit use and reduce parking demand/pressure along Main Street.
- Reynoldsburg wants increased fixed route service, with more connections from North to South and connect further east.

### Service Planning Opportunities:

- Consolidate stops to improve running speeds and on-time performance
  - These weaknesses can go hand in hand with one another
  - With LinkUS, there will be underlying service along Main Avenue because BRT stops will be ½ mile apart.



- Consider bulb outs at bus stops along High Street
  - Very political street – lost fight during the Short North Streetscape project years ago. This could be a collaboration with COTA Government Affairs
  - After 10pm, TNC/Taxis are able to use bus stops as boarding zones. This is a pilot program but will be extended through 2023 as late night service will not return.
- Extend eastern end of route to Kroger on Taylor Road
  - This could be considered. Kroger is in Reynoldsburg and within Service Area. There could be potential issues with the landowner for stop/turn around.
  - There could be an opportunity to work with communities to change land use policies to help transit agencies get access to retail properties with supermarkets.
  - There is a BRT station proposed past Taylor Road at a future development called Eastwood across from Ohio Agricultural Campus.
- Change route numbers downtown to avoid passenger confusion
  - This was a change with the system redesign. This could be an opportunity but not a priority for COTA. Might be more interested in changing the names/directions but not the actual route number.

## Line 3: Northwest/Harrisburg

### Customer Database:

- Add bus stop at Vine and Neil so people in the Short North could ride and not have to cross a freeway exit.
- Return to a consistent 7 day a week schedule
- Increase frequency
- Incorrect Destination Signs when heading South and North.
- Need earlier service to UPS on Harrisburg Pike and Walmart Warehouse on Stringtown Road
- Line 3 could circle around on to Harmon Avenue in the evenings for night shift. Safety concerns.

### Municipality Comments:

- Grandview would like a connection to Franklinton.
- ADA concerns with bus stops along Buckeye Parkway?

### Service Opportunities:

- Operate route every 30 minutes during weekday commute – hourly other times – simply clockface schedules.
  - This service was 30 minutes until September 2022 (Operator Shortage issue – every COTA line currently has reduced service, running about 63% of pre-pandemic weekday hours)
  - Suggestion of 30 minute weekday and 60 minute weekend may be workable in the short-term

- Shift route alignment in Grove City from Columbus, west of Hoover Road, to Southwest Boulevard, and Broadway to better serve Kroger and a large concentration of multi-family housing near Sonora and restaurants.
  - Title VI reasons for why it currently operators in that alignment, despite ridership
  - Grove City has recently made pedestrian improvements, so there may be pushback
  - Going through Hoover may be OK
  - Broadway & Columbus Street is the center of Grove City's historic village, and the city is currently renovating their downtown area in the near future
- Shift route alignment from Vine Street to Neil Avenue to serve Giant Eagle and multi-family housing along Thurber Drive
  - Previous to TSR, the old Line 3 went to Michigan to cross river via 3<sup>rd</sup> Avenue
  - The Grocery store currently does not exist but has plans to be redeveloped in the near future. <https://columbusunderground.com/plan-unveiled-for-redevelopment-neil-avenue-shopping-center-bw1/>
  - There are road network concerns in this area. The streets in Harrison West are pretty tight with parking on both sides. Brick streets.
  - May add too much time, but there could be a balance with ridership. This could make sense in the long term if redevelopment happens.
- Shift route alignment in UA, from Northwest Boulevard to Northstar and Lane Avenue.
  - Would need to talk to Upper Arlington. They would like Lane Avenue service, but more so to Ohio State and not necessarily to the south
  - There could be an opportunity to connect with Ohio State CABS shuttles in the future with their development. There is a consideration to realign Line 1 to go down Lane Avenue.
  - The north side of Lane Avenue has on-street parking for most of the stretch from Northwest to Northstar
  - Would serve Whole Foods and the new developments along North Star and Lane
- Extend COTA Plus Grove City zone to Frank Road to serve the Harrisonburg Pike corridor
  - Could explore the COTA Plus data to see if riders are using it in this area.

## Line 4: Indianola/Lockbourne

### Customer Database:

- No bus stop labels between Neruda and 7<sup>th</sup> Avenue on 4<sup>th</sup> Avenue
- Return frequency to every 30 minutes
- Increase length of route into Polaris Area
- Add earlier morning service towards Alum Creek Drive
- Several wheelchair customers utilize this route, which leads to overcrowding and delays.

- Title VI Concerns – it is racist running the #4 hourly, especially connecting to the #22 to get to Warehouses during the Holiday season. Very high population of black riders being targeted.

#### **Municipality Comments:**

- None

#### **Service Opportunities:**

- Consider 30-minute frequency on weekday community periods
- Streamline service on Watkins Road
  - Equity concerns. The neighborhood fought hard for this service, despite its low ridership.
- Restructure southern end of line to operate as a clockwise loop to add service to a multi-family concentration along Spangler Road
  - Lacks sidewalk infrastructure. Not sure if this would be appropriate use of service dollars. Must work with existing conditions for this analysis.
  - With the one-way loop, customers would have to exit at the end of line, which is next stop. Boardings would be impacted – service not useful.
- Swap segments with Route 22 at Frebis Avenue to provide better access to Nationwide Children’s Hospital and eliminating low-ridership stops between Main Street and Livingston.
  - There could potential be some pushback from the hospital.
  - Also it currently intersects with two important frequent routes for transfers.
- Extend the northern end-of-line to provide more access to Amazon, Anheuser-Busch, Social Security Administration office, and Kroger.
  - Positive feedback for this change. COTA was unaware of this social security office outpost.
  - There could be an opportunity to build a Mobility Center for this end of line.

## **Line 5: W 5<sup>th</sup> Avenue/Refugee**

#### **Customer Database:**

- Eliminate stop #2765. Stop is confusing and operators do not stop at the stop.
- Return frequency to every 15 minutes and evening service
- Too many turns
- Overcrowding
- Confusing destination sign
- Go into the Grandview Yard
- Connect with Noe Bixby, similar to the 23

#### **Municipality Comments:**

- Grandview would like a connection to Franklinton

### **Service Opportunities:**

- Consolidate stops to improve running speeds and on-time performance
- Establish park and ride in the Refugee Road corridor (Gender Road Kroger and/or Eastland Mall) to serve adjacent auto-oriented neighborhoods
- Extend route to OhioHealth Doctors Hospital on W. Broad
  - The route is not supposed to extend this far west to begin with. There was a layover previously at the Casino. The route should stop short of 270.
  - Maybe consider a second run for this stretch.
  - It would be good to end at the hospital.

## **Line 6: Sullivant**

### **Customer Database:**

- Return the stop back to its old location. Drivers cannot see customers on the other side of Wrexhan and Sullivant.
- Bus Stop safety concerns (drugs) at 1327 Sullivant. Currently a youth serving organization called We Amplify Voices. Was a Boys & Girls Club.
- Return route to Cleveland Avenue for elderly walking longer to catch the CMAX
- Continue the route to the Northland Transit Center

### **Municipality Comments:**

- None

### **Service Opportunities:**

- Consolidate stops to improve running speeds and on-time performance
- Restructure western end of the route to pick up Sullivant Avenue segment currently served by Route 21. Shorten and simplify Route 21 and provide a more appealing transit option for prospect riders in the neighborhoods adjacent to Sullivant avenue – between Georgesville Road and Westwoods Boulevard – large concentration of multi-family housing. From Sullivant Avenue, outbound buses could proceed north on Westwoods and north on Broad Street to Lincoln Village, adding service to Westland High School, Aldi, and OhioHealth Doctor’s Hospital
  - High concentration of multi-family, mobile home park
  - Makes sense – like to restructure this area due to the West Broad BRT and use Sullivant. There is a concern about the gap between Sullivan and Broad,
  - Casino asked COTA to vacate property. They will eventually be building a hotel to the area.
  - There could be a possible transit center in the area where the lines meet (6,9,21, 10).
  - Could the 6 deviate through Lincoln Park on its way out to the 21 alignment?
  - Latino Grocery Store – La Plaza Tapatia
  - Recommended Route 6 to be a frequent route (pre-covid).

- People were served on Georgiesville Road but it was cut during the redesign.
- It is beneficial to go to Broad Street for transfers

## Line 7: Mt Vernon

### Customer Database:

- Requesting bus stop to access the church: 4601 E.5<sup>th</sup> Avenue
- Increase frequency due to overcrowding and peak evening commutes
- Have a separate number for heading to Airport and the other going towards Eason
- Suggest that it return to Route 16 from the past, where it came to Nelson Road and Long Street

### Municipality Comments:

- Consider having service on Yearling Road near Whitehall

### Service Opportunities:

- Restructure route to simplify service to VA. From E.5<sup>th</sup> Avenue, outbound buses could turn south onto Cassidy Avenue, east onto Maryland Avenue, and north on Gould Road to enter the VA from Allegheny Avenue. After serving the VA, buses could continue north on Stelzer and serve the airport
  - How will this impact Route 24?
  - The goal for Route 7 should be to increase service to the airport, residential areas, and the VA.
  - Need to consider Title VI with the stretch between Stelzer and Cassidy.
  - Consider access to Ohio Dominican University.
- Shift Easton branch service to another route in order to maintain 30-minute frequency to the VA and airport.

## Line 8: Karl/S High/Parsons

### Customer Database:

- Add a shelter to Mitoff and High Street
- Incorrect destination signs
- Revert back to letter codes to distinguish routes
- Too many passengers board the wrong southbound bus.
- 17<sup>th</sup> Avenue has horrible traffic and consistently holds up traffic at the intersection of 17<sup>th</sup> and Cleveland Avenue.
- Extend the service south to the Casino to reach the “Far South Columbus” neighborhood, within the Columbus City Limits.
- Line 8 better served on High Street. Line 8 and 5 should be better connected to transfer
- Connection to Scioto Downs

### Municipality Comments:

- None

### **Service Opportunities:**

- Combine segments of southern branches into one strong branch that would justify higher service frequency available north of downtown. Example: Use Parsons as a Route that comes along, and cuts across Williams, to High Street – keeping it on the same frequency.
- Interline and rename the high street branch with another route, like Line 6, then extend it further south to the mobile home parks
  - COTA would like to keep the access they currently have at the anchor, Great Southern. Even if the line does not end here, it could still deviate through the parking lot. Great Southern has 2 property owners, the southern owner does not want COTA on their property.
  - Could consider increased service to 15 minute, but would rather expand the coverage.
  - Rathmell Road seems like the most likely end point if bus goes further south. Could consider the Rickenbacker Area Mobility Center to be the future EOL.
  - The Columbus Housing Authority will be building a new housing complex next to a Lowe's housing complex. Opportunity for COTA to partner for layover/access to the site for customers and operators with restrooms.
  - Along Obetz Road, there will be a new Senior Housing complex.
- If southern branches of route are unlinked, consider extending weaker branch along Obetz Road to Parsons and operate as far south as the Enchanted Acres Mobile Home Park, south of I-270
  - Could Line 4 cover Parsons Avenue?
  - Line 7 could be another interline option because it ends Downtown
- Add at least one additional morning and evening departure to meet demand.

## **Line 9: W Mound/Brentnell**

### **Customer Database:**

- Unsafe bus stop at Mound/Ryan and has caused accidents at the intersection.
- #9 is not well aligned to transfer to the #11.
- Provide access to the Somerset neighborhood. Agler, Cassady, Sunbury, McCutcheon, Stelzer area.
- Need to access Northern Lights and run more frequent.
- Westwood Park and Ride – complaint being dropped off on grass and not concrete for wheelchair. Driver didn't let her off at designated stop.

### **Municipality Comments:**

- None

### **Service Opportunities:**

- Consider truncating Route 9 at Walmart on Georgesville Road and replace service further west with COTA Plus. This is due to the land-use with fencing.

- Elliott had a similar thought – adding to the Hilltop Zone or a Western Zone that extends even farther of 270.
- Shift Route 31 service from Sunbury Road to Agler and Stelzer Road to strengthen Route 9 by reducing competition
  - Should consider having the 31 take Agler to Stelzer and the 9 take McCutcheon to Stelzer - based mainly on that transit propensity index layer in the map
- Shift Route 9 alignment from Stelzer to Morse Crossing to improve access to Easton Town Center and Target
  - Good suggestion to make it more effective
- Establish a new Easton COTA Plus Zone anchored at Walmart on Morse Road.
  - The fixed routes will still continue to travel through this area, with or without COTA//Plus so if the routes can be made more effective, that would be ideal.
- Extend service by one hour on weekdays and Saturdays to meet likely demand

## Line 10: E Broad/W Broad

### Customer Database:

- Safety Concerns on E. Main and McNaughten Road
- Safety Concerns on E. Main and Cardinal Park Road – no lights, sidewalks, crossings, and overgrown landscaping that limits visibility
- Move stop #4241 at Broad and Viotis near the traffic light to safely cross 6 lanes of traffic.
- Later service is needed near the Limited Brands HQ
- Better align schedules for transfers from the #10 to the #25
- Destination signs for limited service are not always accurate and cause confusion.
- Additional coaches in the AM as customers are being passed.

### Municipality Comments:

- Bexley sees this as a more residential street throughout their neighborhood and will encourage pedestrian and bicycle facilities
- City of Columbus is working with Vision Zero initiatives to create a safer street
- Reynoldsburg wants increased fixed route service, with more connections from North to South and connect further east.

### Service Opportunities:

- Consolidate stops to improve running speeds and on-time performance
- Extend western end of the route to Kroger on W. Broad to create a stronger anchor
  - Possibility that COTA will already be there with a Transit Center (LinkUS). Also want one at Georgesville/Broad for COTA//Plus. Not sure where they are on land acquisition.
- Coordinate with Blacklick and Reynoldsburg traffic engineers for Theodore Drive. If Roadway is extended to OH-16, more direct service could be provided to Meijer, Target, TS Tech Americas, and several multi-family housing communities.

- Not aware of any plans for this roadway.
- Unsure if this deviation would be possible. Need to determine if they are to connect the Line 10 with the East Main BRT. – it will end near a Kroger
- Need to check if the roads are public-owned and wide enough for buses

## Line 11: Bryden/Maize

### Customer Database:

- Bus Stop #4880 signage does not have #11 listed as a stop
- Bus Stop #7791 signage does not have #11 listed as a stop
- Stop at 5th & Rich – unsafe stop with drug deals and usage
- This route should continue to serve the Kroger's on Main Street for those living at Rich & Grant. It was served by the #2 but was cut.
- Return route to Atcheson Street

### Municipality Comments:

- None

### Service Opportunities:

- Consolidate service between Main Street and Livingston Avenue along Nelson Road and coordinate with City of Columbus to place stops north and south of I-70 where the job access opportunities and a residential neighborhood are.
  - The current alignment is for safe bus turns. It must be considered with this approach
- Swap segments between Route 11 and Route 3 to reduce perception of out-of-direction travel. Southeast branch of Route 11 could be paired with NW branch of Route 3. SW branch of Route 3 could be paired with NE branch of Route 11.
  - These lines typically have different headways. But maybe it could be done? Likes the legibility of this.
    - Line 3 is at 45 minutes right now. Would be half hour if the cuts were currently not in place.
  - Not suggesting a cross town, it would cut out the CCSC and may perform worse.
    - The Downtown Alignment is OK – it does go a more west than it probably should. If swapping segments, it might be a good opportunity to adjust.
    - Downtown alignments will be reconsidered with LinkUS. Front Street will be bi-directional.
- Eliminate weekend service (or at least Sunday) due to low ridership
  - Push back will come from the Olde Towne East Community

## Line 12: McKinley/Fields

### Customer Database:



- None

#### **Municipality Comments:**

- None

#### **Service Opportunities:**

- Establish park-and-rides at or near Fields and McKinley Garages to recreate ridership opportunities
  - This could be a partnership with the City of Columbus for Downtown Employees
  - Comments regarding how parking downtown is not expensive, and that this is not a needed service and would not be useful.
  - Slowing down the route is not ideal, it is the backbone of the rest of operations and can cost COTA additional money with overtime.
- Realign routes to operate further along busy Broad and High Street to provide relief from heavy-ridership routes with poor on-time performance
  - o Turning radius issues with Central Avenue to Broad Street so should remain on McKinley
  - o Discussion on how this Route is primarily for Transit Operators. It is considered a “shuttle” and would like to see it increase in frequency.
  - o There are customers who use this route to get medication around Fields Avenue
  - o There has been past consideration to extend Line 12 further west along McKinley to serve many newer apartment buildings
  - The area around McKinley is changing – CoverMyMeds recently opened at McKinley and Souder. Increased development is expected.
- Shift service from Chestnut to Spring Street to create consistent north-southbound alignments

## **Line 13: (Discontinued)**

#### **Customer Database:**

- Grandview Heights would like this bus to continue. Community initiative called “COTA School Bus” to transport children safely to Stevenson Elementary in Grandview Heights

#### **Municipality Comments:**

- None

## **Line 21: Hilliard Rome**

#### **Customer Database:**

- Continue to serve Tuttle Mall regularly
- Adjust schedules to accommodate transfers between Line 21 and 33
- Connections at the Casino and Westwood’s Park and Ride could be improved, particularly with evening service and frequency.

### **Municipality Comments:**

- Connection to Line 1 will continue to be important for LinkUS
- Informal park and ride at US 33 for Dublin Residents
- Cemetery Road Corridor will undergo future development and transit service will continue to be necessary for this road.

### **Service Opportunities:**

- Shift service north of Davidson Road from Britton Parkway to Edwards Farms Road where large concentration of multi-family housing
  - This is a plausible recommendation. This was looked at when considering a NW Bus On-Demand zone in 2020. It lacked sidewalks, and apartment complexes are set back from the street.
  - Need to determine what roads are public for bus service, particularly around Tuttle Mall. No longer have access to stop on the property.
  - Keep bus service along Cemetery Road for future Hilliard developments
  - Large development on Truman between Cemetery and Davidson
- Shift end of line from Walmart on Bethel to Dublin Methodist Hospital via Walmart on Tuttle Crossing Boulevard to serve new multi-family housing and create new job access opportunities
  - Need to maintain Bethel Road service as a main transfer point for riders
  - Like the idea of serving the Hospital, it was looked at in the past, but no outcomes. This could be an opportunity for COTA/Plus.
- Consider replacing the route with Microtransit
  - Consider creating a sidewalk inventory – current municipality sidewalk records are often spotty. The mere presence of a sidewalk also does not guarantee accessibility, as there are other safety considerations (such as drainage ditches). Should look at specific areas that COTA is considering.
  - Need to have an approach about how to add service without sidewalks or ADA connection

## **Line 22: OSU - Rickenbacker**

### **Customer Database:**

- Serve more businesses on Groveport, not just Amazon.
- Increase late night service on Alum Creek & Toy Road northbound.
- Turning onto Long Street is too tight of a turn for buses. Should go to Hawthorne and turn.
- Possibly inaccuracies or confusion with schedules – claims it runs 7 days a week
- Connection to Champion Avenue
- Line should go further than Broad and Governors Place
- Holiday season creates overcrowding on route

### **Municipality Comments:**

- Interested in additional transit options to serve Rickenbacker

- Transit service into Fairfield and Pickaway Counties

### **Service Opportunities:**

- Consolidate stops to improve on-time performance
- Extend the route into Rickenbacker Airport
  - The Mobility Center is scheduled to start construction in Fall 2023. It will not be at the airport but there are other warehouse facilities nearby it can serve.
  - Service has actually increased throughout COVID.
  - There is residential (old base housing) in this area, along with warehouse/job growth.
- Swap segments with Route 4 at Frebis Avenue so that Route 22 serves downtown. Determine neighborhood propensity for travel to downtown rather than OSU to give residents of Alum Creek Drive one-seat rides to downtown, and direct service to a grocery store (IGA on Parsons)
  - There is great on-demand service between COTA stops and a network of stops near employers.
  - There are headway issues with this route with going North.
  - This alignment could be a future Southeast Corridor Alignment

## **Line 23: James-Stelzer**

### **Customer Database:**

- Increase late night service

### **Municipality Comments:**

- None

### **Service Opportunities:**

- Add stops along Stelzer to facilitate connections to the airport.
  - Parking Lots may be gated with no pedestrian access. Issue with the Airport
  - Consider asking Shuttles to make a stop before getting to parking lot gate. There were engineering drawings for stops and shelters to make the connection in 2017. The airport was not supportive at the time.
- Consider splitting Route 23 into two routes near the Airport, with both routes supporting the airport to provide more one-seat rides to job access opportunities at the airport.
  - Easton is a large anchor
  - Open to to looking at this further.
  - It is surprising the data does not show larger Southbound ridership in the PM from people working and traveling home from Easton.

## Line 24: Hamilton Road

### Customer Database:

- Add bus stop on Morse Road, in front of Chestnut Hills Apartments
- Request a bus stop on the west side of Hamilton Road, just south of 5<sup>th</sup> Avenue, with a push button signal activation to cross the street. This would help #24 and #7 bus stop to connect to Airport.
- Shelter was removed at S HAMILTON & ARAGON. Would like it to be reinstated.
- Return frequency to every 30 minutes
- Modify current route to include Hobby Lobby, Target, and Meijer
- Should travel to Groveport on the weekends
- Possibly inaccuracies or confusion with schedules – claims it runs M-F

### Municipality Comments:

- Add/Move bus stop in front of the new library, along route 24 and 25 in Gahanna.
- Consider adding service to Yearling Road in Whitehall

### Service Opportunities:

- Operate route between Eastland Mall and Airport to increase Job-access opportunities to and around the airport. From Hamilton Road, buses could take either Broad and Yearling, or Poth Road to 5<sup>th</sup> Avenue to Stelzer Road to access airport
  - o City of Whitehall might be trying to redevelop the apartments
  - o Whitehall requested that COTA use Yearling to have a North/West Connection
- Restructure route to serve Walmart on Morse via Route 7 alignment to strength the 24 and simply route 7
  - o Concerns that leg would want service to downtown.
  - o If the 7 and 24 share stops for a segment the transfer might be acceptable, or if they meet at Cassady and E. 5<sup>th</sup> Avenue.
- Expand COTA Plus zone to include Hamilton Road corridor from Clark State Road to Thompson Road, north of Meijer
  - o Could be good. Hesitant as the future of the northeast line is union.
- Add a new COTA Plus zone anchored at Eastland Mall and serve the Hamilton Road Corridor.
  - o Hesitant to remove the segment south because Rickenbacker will be important as times goes on.

## Line 25: Brice

### Customer Database:

- Cuts impact riders going to Tech Center Drive for work, and Church in Canal Winchester

### Municipality Comments:

- Desire to increase frequency and extend route to Groveport.
- Need transit service along Gender Road in Canal Winchester
- Enhance the access between #10 and #25 along Taylor Station Road
- Look at opportunities to connect with Intel?

### **Service Opportunities:**

- Restructure southern end of line turn around to provide closer access to Walmart
  - Private Road issues
  - Repeated access issues shows that it would be worthwhile for COTA to work on access partnerships.
- Streamline route by eliminating unproductive deviation serving park crescent drive
  - Used to go out there for JCPenny Outlet. Now has closed/become a warehouse/Call Center.
  - There is a Far East Pride Center/Community Center
  - There are some apartments, motels
- Provide hourly service
  - Currently giving 55 minute services
  - It was chosen to reduce layovers because they would be extremely long, and still add a couple extra trips
- Consider replacing route with microtransit.
  - No replacement of service – but will be investing the service elsewhere, no reduction of operator demand due to union contracts
- Consider eliminating weekend service

## **Line 31: Hudson**

### **Customer Database:**

- Return frequency to 30 minutes, at least during peak rush hour times.
- Suggests the route go down East Hudson Street, turn left onto McGuffey, and then right on Weber. This will reach a lot of disabled people between Silver Drive and Cleveland Avenue that cannot get the bus.
- Place stop at Weber and McGuffey for the #31 to connect with the #8
- Incorrect Destination Signs when heading West, North, and East.
- With operator shortages, customer would prefer later/extended hours of routes opposed to frequency and less hours.
- Travel down Myrtle Avenue to go past Linden Park
- Increase frequency to Wexner Medical Center
- Add service to the Brittany Hills subdivision. Mock Road is too far of a walk.

### **Municipality Comments:**

- None

### **Service Opportunities:**

- Shift northern end of route from Sunbury to Stelzer Road via Agler Road. The route could continue north on Stelzer to Eason Way, then north again on Morse Crossing to Morse Road. – Serves a Target, Giant Eagle, and multi-family housing communities
  - COTA very positive with this switch. Originally constructed to just access Easton faster
  - Is there a way to better connect Mifflin High School with transit service? Possibly work with Morse Crossing to create a pedestrian crossing.
- Restructure southern end of route to operate bi-directionally on Yard Street, with a smaller end of loop utilizing either rail street or bobcat.
  - Developer is Nationwide and has dictated the route.
  - Can note it, but not sure if its something they want approach it.
  - Maybe its something to consider cutting this route before Grandview Yards, or moving it south Franklinton? Possibly layover/turn around at McKinley Garage. Meets the requests from Grandview Heights.
  - Franklinton then could go through Grandview with a destination to OSU from the Westside.
- Consider 30 minute frequency during commuter periods.
  - Used to have 30 minute frequency prior to covid.

## Line 32: N Broadway

### Customer Database:

- Return frequency to every 30 minutes
- Title VI complaint – discriminating underprivileged seniors and disabled individuals in the Linden area with the bus stop change on Cleveland and Oakland Park being on the SE Corner, and that the stops are too far away in this area.
- Ridgecliff is a residential street with children and cars parked on both sides. Suggested the bus travel along Zollinger Road.
- Bus stop request along Ferris Road and Woods Edge E/W bound - access to a post office and community with no sidewalks

### Municipality Comments:

- Cemetery Road Corridor will undergo future development and transit service will continue to be necessary for this road.
- Hilliard wants a frequent fixed route service to Ohio State

### Service Opportunities:

- Consider Riverside Methodist Hospital to be the western terminus of the route. Microtransit zone to the neighborhood in Hilliard
  - Need to work with Union on replacing service elsewhere.
  - What about fixed route that went to Ohio State as a better destination anchor
  - What about ending it at Kingsdale instead of the Hospital? New senior and multi-family housing is being built.

- If split at Riverside, the western line could take Olentangy to Ackerman to High to the OSU John Herrick TC

## Line 33: Henderson

### Customer Database:

- Consider an Electric Vehicle.
- Evening service to Walmart on Sawmill Road – through fixed route or COTA//Plus. Walmart is struggling to keep employees due to the lack of service.

### Municipality Comments:

- None

### Service Opportunities:

- Eliminate Metrocenter branch due to low ridership and in order to provide higher service frequency to Olde Sawmill Square
- Replace fixed route service to Metrocenter with a Dublin COTA Plus zone
  - In LinkUS, there is a COTA Plus Zone for Dublin, so it is considered.
  - Northwest Corridor will also end near this area.
  - What about a deviation through Whole Foods? Not sure if it will be better or worse from an access point. There is also a Goodwill Store along Sawmill that would be missed. Generally a good ridership generator.
  - No streetlights, sidewalks, bad pedestrian infrastructure.
- Eliminate weekend service due to low ridership

## Line 34: Morse

### Customer Database:

- Increase service, particularly earlier morning service
- Dangerous connection between the CMAX and line 34
- Add a stop near 2900 Easton Square Place. There are roughly 800 employees in this building – 20 minute walk from the closest stop (#6870)
- Customers with disabilities struggle to walk to Elks Road, request the stop to be returned to Sharon Avenue

### Municipality Comments:

- None

### Service Opportunities:

- Consolidate stops to improve running speeds and on-time performance

- Better align stops with crosswalks along Morse Road
  - The Crosswalk was recently added.
  - This route used to have 15 minute service, was performing decently until COVID. Now operating at 30 minutes, and is sufficient.
  - It's possible but need to align the bus stop movements with Capital Projects in order for the City to include bus pads and shelter work within the scope of work for roadway work. Aul said that the area will have roadway improvements in the future.
- Coordinate with City of Columbus to add crosswalks (and pedestrian activated signals) along Morse Road between N. High and Indianola to improve bus stop access
  - COTA currently reviews plans from the City for roadway, crosswalk designs.
  - The COTA Design guide does show preference to locating bus stops near crosswalks.

## Line 35: (Discontinued)

### Customer Database:

- Return route. Customers now walk 20-30 minutes to Karl Road or Cleveland Avenue to catch the bus.

### Municipality Comments:

- None

## Line 41: Crosswoods-Polaris

### Customer Database:

- Return frequency and timetables

### Municipality Comments:

- None

### Service Opportunities:

- Present Route 41 as a variant of Route 102 to increase awareness of the service. This could be an express trip on the Route 102 schedule.
  - This line used to have a lot more service and did fairly well.
  - This opportunity feeds into the larger question if COTA will restore rush hour and trip frequencies.
  - Possible to include the 41 within the 102 timetable.
- Consider adding a variant serving downtown via OSU.
  - This is possible once LinkUS comes online with the NW corridor, using 315 to hop on and hop off. Outside the scope, ~2030 timeframe.
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership.
  - No.



## Line 42: Sharon Woods

### Customer Database:

- Adjust travel times of express buses to reflect new travel patterns
- Return service and route time tables to pre-covid levels.

### Municipality Comments:

- None

### Service Opportunities:

- Establish park and ride in the vicinity of Morse Road and I-71 to facilitate commuter access
  - Ineffective to establish a park and ride within the 270 boundary. Possibly could brand it as something other than a Park and Ride. – a Central Transit Hub for connections. Especially to consolidate stops.
  - This is similar to what the Northland Transit Center is supposed to accomplish.
- Consolidate Routes 41, 42, and 43 to provide more departure times from recommended park and ride, while providing local access variants north of Morse Road via either express route extensions or expanded Northland COTA//Plus zone
  - There has been a consideration in the past to have an on-demand area to the Northeast and feed the CMAX with the service. This would eliminate the Sharon Woods Route.
- Eliminate route due to low ridership
  - This is a legacy line where there was community push back in the past.
- Expand schedule to accommodate more work shifts as system demand rises and consider in-line stations along I-71 at key cross streets to facilitate bus connections

## Line 43: Westerville

### Customer Database:

- Return early AM express route
- Several Court House employees take this route which have strict office hours and the timetable does not map.

### Municipality Comments:

- None

### Service Opportunities:

- Expand schedule to accommodate more work shifts as system demand rises and consider inline stations
  - This would take a lot of infrastructure.

- ODOT concerns. They have not been willing to discuss these treatments in past.
- I-71 is looking to create Smart Lanes
- There could be a way to connect with the CABS service.

## Line 44: Easton

### Customer Database:

- Increase operating hours in the morning.

### Municipality Comments:

- None

### Service Opportunities:

- Present Route 44 as a variant of Route 9 to increase awareness of the service. This could be considered an express trip on the Route 9.
  - Good idea to consider, especially now that they have flat fares for express service.
- Expand service
- Eliminate Route

## Line 45: New Albany

### Customer Database:

- Earlier service to get downtown by 7am
- More frequent service
- Use the deadhead bus that drops people off at New Albany to pick up passengers in the AM get downtown.

### Municipality Comments:

- Increase frequency to existing Park and Ride
- Increase transit options for workers, easy to understand, and transfer
- Restore the Smart Ride Program

### Service Opportunities:

- Present Routes 44 and 45 as a single route to help increase awareness of departure times that riders of both routes may find useful
  - COTA has already begin looking at this. This could be a short term solution, but long term there needs to be more service along 161 to the Intel site, which could be the expansion of the current line, or a new line.
  - The stop by Easton added fairly recently as there used to be two alignments.

- Limited parking at the Easton Transit Center – but the good part of stopping at Easton is all the fixed route access that stop.
- COTA currently has bus on demand going from Easton to New Albany right now. Low density and Urban sprawl in these areas
- Expand schedule to accommodate more work shifts as demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere

## Line 46: Gahanna

### Customer Database:

- None

### Municipality Comments:

- Would like the bus stop to be closer to the newly constructed Library

### Service Opportunities:

- Expand schedule to accommodate more work shifts as demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere
  - Possibly create a mini-transit hub around the airport
  - Airport would want the AirConnect back, more than regular fixed route service.
  - COTA wants to rebrand, relaunch, AirConnect in some type of way. But was not considering the Gahanna Express as a way to connect. Could be something to consider.

## Line 51: Reynoldsburg

### Customer Database:

- Would like earlier AM service

### Municipality Comments:

- None

### Service Opportunities:

- Shift westbound schedule later by 30 minutes in the afternoon, as ridership is very low on first trip but high on last trip of the day
  - Historically one of COTAs strongest Park and Ride lines
  - This is one of the ones we want to preserve, and add to if we can.
- Add one additional afternoon trip to accommodate more work and commuting schedules
- Present Route 51 as a variant of Route 1 to increase awareness of service.
  - Like the ideas of pairing rush hour line with local lines to try to build awareness and ridership from existing customers

## Line 52: Canal Winchester

### Customer Database:

- Winchester Pike is closed due to a bridge being built. Drivers seem to be unaware of this and get stuck in traffic finding their way to Gender Road and the Terminal.

### Municipality Comments:

- None

### Service Opportunities:

- Consider expanding schedule, including adding mid-day service as Route 52 is the only service providing direct link between the Canal Winchester area and downtown
- Add microtransit service along the Gender Road corridor to complement Route 5, which would allow for midway trips to/from the Canal Winchester area when Route 52 is not operating.
  - o Wonder if there could be a more direct connection to the Rickenbacker from the Park and Ride, maybe through Microtransit.
- Eliminate route due to the low ridership and reinvest resources elsewhere.
  - o City of Columbus is seeing a substantial growth in this area in Southeast Columbus, showing that transit will still be needed.
  - o The outbound US33 in the afternoon peak is always pretty awful, but will continue to get worse when more will be built.
  - o Adding extra stops along a route of all-day network of expresses would make more rapid style service/spacing which could help ridership. Example: Orange Line in Minneapolis with stops right on the highway exits.
    - Reynoldsburg express could make a quick stop at Children's hospital, or northern express popped off 315 quickly at OSU.
    - Line 1 "Plus"

## Line 61: Grove City

### Customer Database:

- Customers use this line to go to the County Courthouse Complex

### Municipality Comments:

- Find transit solutions for workforce and medical patients, specifically medical patients and workforce at Mt. Carmel Hospital.

### Service Opportunities:

- Eliminate route due to low ridership and reinvest resources elsewhere. Grove City is already served by Route 3 and a COTA Plus zone that includes the Southpark industrial area

- Not opposed to curbing and cutting rush hour lines that could overall improve service alternative ways. However, need to explore and find creative and alternative ways – such as vanpooling, carpool, or contract, to balance the service. Emilie is looking for bold solutions.
  - COTA does not operate vanpool service, but MORPC does which there could be a partnership in the near future.
  - Consider Short Term and Long Term type language – suspension, expand, explore for the final document.
- COTA//Plus with a Downtown Island would be inefficient.
- Extend route north to provide one-seat service to other key regional destinations, including OSU and Wexner Medical Center. Could include an interline with another express route serving communities to the north of Columbus
- Expand schedule to accommodate more work shifts as the system demand rises

## Line 71: Hilliard

### Customer Database:

- Route must arrive downtown before 8am for those who work Downtown.
- Extend service past the Hilliard Rome Park and Ride

### Municipality Comments:

- Hilliard wants a frequent fixed route service to Ohio State

### Service Opportunities:

- Truncate route out Renner Road Park and Ride to reduce redundancy with Route 21 and save operating resources
  - Was considered in the past, but kept it from a request from Hilliard/Customers. It is still not appealing based on the data
- Consider new express service operating from Hilliard Cemetery Road Park and Ride to downtown via 270
  - Currently working with the City of Hilliard to sell the park and ride for a potential Amtrak station in the future. The City is interested in service from this location to Ohio State.
  - Missed opportunity is not having an express bus to Ohio State.
  - Prior to TSR, there was two separate rush hour rides in Hilliard.
- Eliminate route due to low ridership and reinvest resources elsewhere. Renner Road Park and Ride is already served by Route 2 and Route 5
  - Route 21, not Route 2 covers the Park and Ride
- Expand schedule to accommodate more work shifts as system demand rises

## Line 72: Tuttle

### Customer Feedback:

- More buses are needed due to Nationwide employees and Ohio State students

- Consider this route to be apart of NW LinkUS

#### **Municipality Comments:**

- None

#### **Service Opportunities:**

- Establish a park and ride in Tuttle area to attract commuters
  - Has not been discussed prior.
- Restructure route to operate from Tuttle area to downtown via 270 for faster commuter service
  - Cut the reverse commute so they no longer use 270. There used to be a Nationwide Satellite campus that would attract riders into Hilliard area.
  - 72 used to have pretty high ridership, with Henderson and Kenny Road area being one of the highest stops, which is why 315 is used.
- Expand service to include a combination of direct trips serving downtown and limited-stop trips serving downtown via the Hilliard Park and Ride
  - This is an option, but its hard to understand the future of rush hour lines right now.
  - 72 could extend to the Dublin Park & Ride and provide some 72 trips to OSU and then downtown
- Eliminate route due to low ridership and reinvest resources elsewhere

## **Line 73: Dublin**

#### **Customer Database:**

- Increase frequency

#### **Municipality Comments:**

- None

#### **Service Opportunities:**

- Consider adding a variant serving downtown via OSU and 315. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
  - Used to have 6 trips but was cut with COVID as ridership.
  - Hard to decide if now is the time to realign it given the climate of post-COVID. COTA has come to an agreement that the rush hour lines will be low ridership and low productivity, but prioritize connections to other lines.
  - 73 could serve the new development at Grandview and Dublin Road if we can figure out where to place a stop.
  - Connecting to Ohio State could be the future of a lot of rush hour routes
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere

## Line 74: Smoky Row

### Customer Database:

- Customer on Smoky Row would like this line to reinstated post-COVID.

### Municipality Comments:

- Worthington would like increased transit service to the park and ride at Smoky Row.

### Service Opportunities:

- Truncate route at St. Andrews Park and Ride due to low ridership and conserve resources
  - Always been low productivity. This route has been up for elimination in the past.
  - Commuters on Smoky Row were very vocal years ago which is why the service remains today.
- Restructure route to operate along 315 between Henderson Road and 270 to allow for faster service
- Consider adding a variant serving downtown via OSU. Trips could alternate between the two variants to attract new riders while continuing to offer direct service to downtown for existing riders
- Replace limited stop and peak period only service with all day local fixed route or Microtransit service along the current Route 74 alignment to better facilitate local mobility
- Expand schedule to accommodate more work shifts as system demand rises
- Eliminate route due to low ridership and reinvest resources elsewhere
  - Most of 74 is duplicative of the proposed NW Corridor
  - Access to property and roadway is single lane in each direction
  - There could be more of a need local service opposed express to downtown
  - A solution to this could be removal with a vanpool/carpool option. Area does not have density in order to recommend a COTA//Plus zone. Also uncertain with the funding.
  - Line 33 will connect to the BRT if passengers want to connect to Downtown at Bethel Road.

## \*Line 75: Arlington/1<sup>st</sup> Ave

### Customer Database:

- Maintain same level of service as of 2021-22 in order to get to Stevenson Elementary School.

### Municipality Comments:

- Well used within the community, especially for school children

## Line 101 (CMAX):

### Customer Database:

- Add a stop at Cleveland Avenue & Weldon
- Destination Signs at the Departure bays are not consistent.
- Buses are rarely on-time
- Buses should run until 4am.

### Municipality Comments:

- None

### Service Opportunities:

- Add at least one earlier southbound departure in the morning (weekday) and on later northbound departure in the evening (all days)
  - Would be interesting to look at specific boardings by stop
  - Removed Line 6 on Cleveland Avenue which could be increasing ridership on CMAX
- Consider corridor treatments, such as bus lanes, bus bulbs, and queue jump features to improve on time performance
- End route at St. Ann's Hospital to reduce route length and potentially improve on-time performance. Service north of hospital is covered by COTA/Plus Westerville.
  - There was to be a large greenfield development off Cooper Road – if this development happens, it could be a good stopping point for the route.

## Line 102: Polaris Pkwy/N High

### Customer Database:

- Frequency should be every 10 minutes to access Ohio State and Downtown. Service needs to be returned because the bus is full in the afternoon, making passengers wait for the next bus.
- Route should not be every hour
- Run service post-OSU Football games to connect to Delawanda Park & Ride

### Municipality Comments:

- Westerville would be interested in adding a Park and Ride on the east side of the City.
- Increase frequency on Line 102 in the Worthington area

### Service Opportunities:

- Consolidate stops to improve running speeds and on-time performance
- Establish park and ride near Polaris to improve ridership opportunities
  - There is a desire for this, however there is lack of land opportunity. There was an agreement with Chase parking lot but no longer.



- Very challenging pedestrian environment.
- The greater Polaris area is continuing to be redeveloped, there could be opportunities to collaborate.
- Consider high service frequency during peak periods to attract riders.

## Line 121: (Discontinued)

### Customer Database:

- Restore the Circulator to increase tourism and return to work downtown.

### Municipality Comments:

- None

## Line 131: (Discontinued)

### Customer Database:

- Add trash cans
- Reinstate the Night Owl bus

### Municipality Comments:

- City of Columbus would like this route to be reinstated.

## Line 152 (AirConnect):

### Customer Database:

- AirConnect should run year round with regular service.

### Municipality Comments:

- None

## COTA Plus Feedback

- Issues trying to get a ride in a timely manner.
- Driver never arrived – labeled as a No Show
- “Not Available”
- Students are monopolizing the system, making customers use Uber instead.
- Fare confusion with “plus one” and transfers.
- More vans and availability needed in Grove City
- COTA Plus App issues
- Move stop from S. Front/Liberty instead of S. Front/W. Beck for safety reasons.

## Fixed Route Comments:

- Sensory disorder and the repetition of ads on the bus affect him. Require the bus stop announcements to help navigate the system and can disseminate the information that is played over the intercom.
- Request that Bus schedules be made in large font, general colors for those that are visually impaired.
- Replace signage at St. Peters and St. Andrews Park and Ride so they are more visible.
- Consider a design competition for attractive bus shelters to protect passengers from sun, wind, rain, and snow.
- Consider renaming bus routes to roads that buses travel on (Example #1 Kenny serves only 1/3 of Kenny Road but High Street and 315 is served a greater distance)
- Consider a bus from Northern Lights to Kroger on Morse Road the 1<sup>st</sup> through the 6<sup>th</sup> of every month.
- Consider a time board in each Kroger Store with bus times and a machine to buy fare or add money to smart cards
- Consider mini information centers – on each side of town for customers
- There should be COTA information at all senior development centers and apartment buildings.
- Add additional park and ride lots in strategic places
- Renner Road Park and Ride is used for a Vanpool to Dayton. Complains that parking is used for semi-trucks, construction vehicles, and equipment that is limiting parking for transit.
- Concerned for the wellbeing of seniors and disabled customers with the end of line policy
- Complaint over Greyhound and COTA underneath and attached to the Commons parking garage causing transient people loitering.
- 24 hour a day service is what Central Ohio deserves
- Consider a bus line to the OhioHealth Dublin Methodist Hospital.
- Consider a bus to IKEA
- Bus connection near 4151 Executive Pkwy – near “Fortis College”. 300+ students in need of transportation

## Larger Service-related Municipality Comments:

- **Canal Winchester:** Need for more transit on Gender Road
- **Dublin:** COTA//Plus interest; connection to Line 1
- **Grandview Heights:** Connect to Franklinton
- **Grove City:** Interest in being apart of LinkUS; extend COTA//Plus services; consider transit service along Hoover Road
- **Groveport:** COTA//Plus interest, Mobility Hub given proximity to Rickenbacker, ease of moving workforce to and from Rickenbacker
- **Hilliard:** COTA//Plus to reduce parking demands for residents in the Downtown Hilliard area.
- **Reynoldsburg:** New services to Intel and Licking County; connect North, South, and to the East

- **Westerville:** Increase COTA//Plus services to and from Westerville and Linden Township, Add a new Park and Ride on the East side of the city.
- **Whitehall:** Consider service along Yearling Road
- **Worthington:** Consider service on along Huntley Road,
- **Upper Arlington:** Use Fisinger Road for transit service with new TSI improvements; consider transit service along Lane Avenue; market Griggs Park and Ride for Hilliard and UA residents.

**Note:**

*Data from the Customer Feedback Database that has been categorized as "Feedback Sub Type Description" of:*

- |  |                                   |
|--|-----------------------------------|
| - <i>ADA Complaint</i>                 | - <i>Title VI</i>                 |
| - <i>Bus Ride Inquiry</i>              | - <i>Strollers</i>                |
| - <i>Bus Stop or Shelter Change</i>    | - <i>Service Availability</i>     |
| - <i>Bus Stop Request</i>              | - <i>Service Delivery</i>         |
| - <i>Incorrect Destination Signage</i> | - <i>Public Forum Comments</i>    |
| - <i>Operating Procedures</i>          | - <i>Request Service Addition</i> |
| - <i>Operating Hours</i>               | - <i>Park and Ride</i>            |



# APPENDIX F

*Service Monitoring and Design Standards*

SHORT RANGE  
*transit plan*  
2023-2027



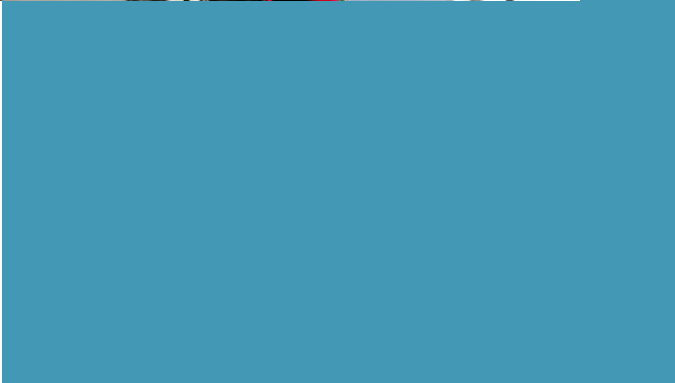
**COTA**



# COTA Service Monitoring and Design Standards

Short Range Transit Plan 2023 - 2027

*Columbus, Ohio*  
July 25, 2023



# Service Monitoring and Design Standards

The Transit System Redesign (TSR) bus network was developed through public input and based on the concept of allocating resources between two service goals: efficient, high-ridership service and lower ridership coverage service that serves essential locations such as employment centers. New service design and monitoring standards were developed to support the underlying principles of the TSR. See Section 5 for more information regarding the TSR.

Performance standards are the primary criteria for route evaluation and recommendation processes and are applied to both service changes and the design and monitoring of new routes. Service changes occur every trimester and are designed to improve the productivity of existing and planned services. They include schedule, frequency, and alignment changes.

COTA's Route and Schedule Design Standards codify good transit planning and operational practices. These guidelines and standards serve several purposes:

- To inform decision-makers, who may not have a background in the transit industry, about good transit practices;
- To provide an objective basis for planning new services and evaluating existing services;
- To serve as a compass for both staff and decision-makers who often may be caught up in reactive responses to external factors; and
- To support the route performance evaluation process and standards described in the second set of performance monitoring indicators.

A second set of indicators, Route Performance Evaluation Measures, are used in an annual evaluation of existing services that generate recommendations for service changes designed to improve the productivity of existing and planned services.

The recommended Route and Schedule Design Standards and Route Performance Evaluation Process are described in the following sections.

## Service Categories

A key part of the TSR is redefining how each service is categorized. Local and crosstown categories are replaced with frequent (15 minute or better), standard 30-minute and 60-minute service type categories. The express, peak only, service category changes to rush hour. An explanation of each category is below.

1. Frequent: 15-Minute or better Service – Operates every 15 minutes most of the day, seven days a week. Makes all stops along alignment, connecting downtown Columbus to surrounding communities or connecting communities to each other.

2. Standard: 30-Minute Service – Operates every 30 minutes most of the day, seven days a week. Makes all stops along alignment, connecting downtown Columbus to surrounding communities or connecting communities to each other.
3. Standard: 60-Minute Service – Operates every 60 minutes most of the day, seven days a week. Makes all stops along alignment, connecting downtown Columbus to surrounding communities or connecting communities to each other.
4. Rush Hour Service – Operates during select times, usually during the AM and PM peak travel periods during weekdays only. Makes limited stops with closed-door service (no stopping) between two areas, primarily between suburban areas and downtown Columbus. Express service that travels to Downtown in the AM and from Downtown in the PM is considered “commute service”, while service that operates in the opposite direction is “reverse commute”.

Additionally, service performance will be evaluated by its purpose, either ridership for high frequency lines or coverage for 60-minute and express lines. 30-minute service will be split between ridership and coverage. A discussion of determining which category a service falls into is found below.

**Figure 1 Service Type**

SERVICE TYPE	MAP COLOR	ALL-DAY FREQUENCY	PURPOSE
<b>Frequent Network</b>	Red	< = 15 min	Ridership
<b>30-minute Service</b>	Blue	30 min	Mixed
<b>60-minute Service</b>	Blue	60 min	Coverage
<b>Rush Hour (Express)</b>	Green	peak trips only	Coverage

Exceptions may exist to these definitions, such as limited-stop service, which makes select stops along its alignment rather than all stops. Limited-stop service would fall into the appropriate frequency category as an exception to the stop design characteristics.

It is conceivable that at some point there could be ridership-justified Express services, though this is likely only when the costs and inconvenience of driving alone reach a level that pushes larger numbers of people to seek an alternative.

## Design Standards

Design standards guide COTA when implementing new service or modifying current service in response to public requests and changes in land-use, employment, and operations. The goal of the standards are to provide a systematic process to answer the simple question, “Should this proposed change in service be implemented?”

The results are recommendations to aid decision makers in determining if a proposal should be implemented. Four primary steps are taken when considering proposed changes to fixed-route bus service. While COTA may consider other factors and take additional steps, these four form the foundation of examining proposed changes.

1. **Designing service** – This includes a proposed alignment, frequency and span of service.
2. **Determine if service should be implemented** – A three step process to determine if the service would improve the network overall.
3. **Evaluate cost of service** – Estimation of cost of service.
4. **Analyze Title VI and Environmental Justice impacts** – Ensure the change in service does not discriminate against special populations.

### **Designing Service**

Proposed new bus service or modifications to bus service must be designed with a set of criteria that ensures a high quality, effective design based on the goal of the proposal (ridership or coverage).

To develop a proposal for new service or modifying current service, the proposal must have a clear purpose to either generate ridership with 30 minute or better service or serve locations more difficult to reach, in less dense areas, with less frequent 30 to 60 minute service, or express service.

An initial alignment must be drawn based on the purpose of the proposal generally following the guidelines below:

- **Ridership lines** (higher frequency, higher ridership) should be linear with minimal to no deviations, serving areas with high population and job density, ample sidewalk connections and continuous development while not overlapping other ridership lines. Ridership lines should serve only the busiest corridors.
- **Coverage lines** (lower frequency, lower ridership) should be designed to serve as many jobs and population as possible while deviating from the main alignment only to increase the number of people served. Coverage lines typically serve suburban areas or areas between two higher-frequency lines.

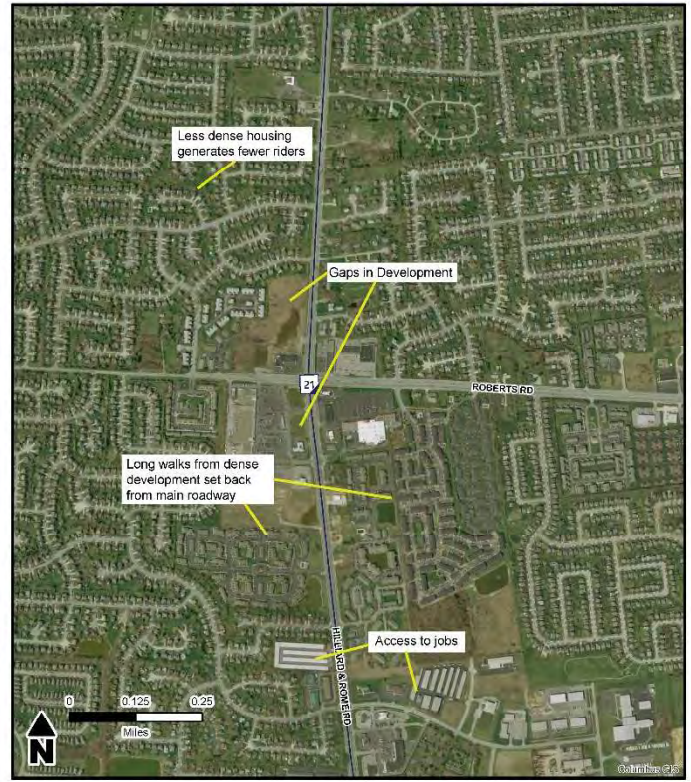
Figures 2 and 3 show the difference between the corridors where ridership lines typically service and coverage lines. Ridership lines typically serve denser areas with a more grid-like street network providing direct access to destinations via sidewalks. Coverage lines typically serve more suburban areas, with less density but jobs sites.



**Figure 2 Ridership Corridor Characteristics**



**Figure 3 Coverage Corridor Characteristics**



**SERVICE FREQUENCY**

Frequency is how often a bus serves any particular stop on a bus line per hour. As an example, if two buses arrive every hour then the frequency is 30 minutes and likewise if six buses arrive then the frequency is 10 minutes. The exception are express lines that operate during AM and PM rush hour, these services are measured in trips per period (AM or PM).

Service frequency is dependent upon two factors, first the purpose of the service (ridership or coverage) and second the population and job densities surrounding the alignment. The purpose of the service is described in Table 4-1 while the frequency of service by population and employment density is found in Table 4-2. The exception is express (rush hour) service that is more dependent on how competitive a service can be with the car, accounting for traffic congestion, cost, travel time, etc.

Figure 4 Service Levels to Residential and Employment Densities

Level of Service	Min. Residential Density per acre	Min. Employment Density per acre
60 min.	4-5 du	50-80 employees
30 min.	6-9 du	80-200 employees
15 min.	10-11 du	200-500 employees
10 min.	12-15+ du	500+ employees

COTA measures the density within ¼ mi. of service, taking into account that an area may have high residential density but low employment density, or vice versa. In these cases, the best frequency should be assigned. The results will guide the decision on what frequency to assign to proposed service. Other factors, such as available budget, proximity to nearby service and physical characteristics of a roadway are also considered.

**ALIGNMENT: ROUTE DIRECTNESS STANDARDS**

Service should be as direct as possible to minimize travel times while still fulfilling the purpose of a proposed change. Ridership service should be as direct as possible, operating on major arterial roadways, while coverage service can deviate to serve locations of importance, such as job centers, medical facilities and apartment complexes.

These deviations can be in the middle of the alignment or at the end. End-of-line deviations are preferred to mid-route since, typically, there are fewer riders on the bus near the end of the line than the middle. Mid-route deviations require riders not boarding or alighting in the deviation to ride through, adding time to their trip.

When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through. The following standards shall be applied to deviations and/or terminal loops based on purpose of the service:

**Ridership Lines**

- To the extent possible, two-way service shall be provided on the same street;

- No mid-route or end-on-line deviations or loops shall be operated without substantial justification

### **Coverage Lines**

- To the extent possible, two-way service shall be provided on the same street;
- Deviations from the line alignment to serve activity centers will be made only when the deviation serves more residents and jobs (see Section 4.2.1 for more information);
- Additional time to operate route deviations should not exceed five minutes (one-way) or 10% of the one-way travel time, whichever is less;
- Terminal loops shall not exceed 25% of a route's total length.
- Rush Hour (Express) service shall be routed in the most direct manner possible.

Service that is split into two names, which is two lines that are connected and share the same number (#2 N. High/E. Main, for example) shall be treated as two distinct lines for this standard.

### **ALIGNMENT: ROUTE VARIATIONS**

It is sometimes more efficient to provide service to a certain area with one route having several branches than to operate several different routes. In addition, some bus trips on a route may not go to the end of the line due to very low ridership in that area at a particular time of day (this is known as a "short-turn"). These actions can result in a system that is much more difficult for current as well as potential transit passengers to understand and utilize. Therefore, to provide a user-friendly service and to encourage maximum use of the system by all current and potential riders, the following standards for branches and short turn shall apply:

- No line shall have more than two (2) distinct branches;
- No line shall have more than one (1) short turn; and
- Service that is split into two names, that is two lines that are connected and share the same number (#2 N. High/E. Main, for example) shall be treated as two distinct lines for this standard.

## HOURS OF OPERATION

At a minimum, all service should operate during the following times.

### **Minimum Hours of Operation**

#### Weekday

Frequent & Standard 5:30 a.m. to 11:30 p.m.

Rush Hour (Express) 6:00 to 8:30 a.m. and 4:00 to 6:30 p.m.

#### Saturday

Frequent & Standard 6:30 a.m. to 10:30 p.m.

Rush Hour (Express) Not operated

#### Sunday and Holidays

Frequent & Standard 6:30 a.m. to 9:30 p.m.

Rush Hour (Express) Not operated

Due to differences in ridership levels and funding limitations, some variation in start/end times among routes are expected. For this reason, the proposed spans of service are intended as guidelines rather than standards.

### **Determining Recommendation for Implementation**

To determine if a service request should be implemented, a three step process was developed to evaluate if the service improves the characteristics of all ridership lines, all coverage lines or should not be implemented. The process is outlined below:

1. Does the requested additional service or modification of service increase the characteristics of all ridership lines? If so, consider implementing, if not go to step 2.
2. Does the request increase ridership growth in the long term due to changes in land-use or demographics? If so, re-evaluate under step 1 using future estimates. If not, go to step 3.
3. Does the request increase the characteristics of all coverage lines? If so, consider implementing, if not, consider not implementing.

The process accounts for the availability of resources to implement this service and strategies to take if service is not available. Details are of each step follow.

#### **1. Does the requested additional service or modification of service increase the characteristics of all ridership lines?**

To answer this question, the five characteristics of a proposed change must be measured against the average of all ridership lines.

- *Density* – Improves average population and employment density of ridership network with frequencies indicated by dwelling units and employees per acre (Table 4-2). Denser areas generate more ridership as more people and jobs have access to transit, increasing transit competitiveness with the personal automobile. This is calculated by measuring the number of units and employees within  $\frac{1}{4}$  mi. of the proposed change and comparing this number to the average of the ridership network.

If the density surrounding the proposed change is greater than the average of the entire ridership network, then the proposal is considered to serve a dense area.

- *Uniqueness* - Service does not overlap and compete for riders within  $\frac{1}{4}$  mi. Overlapping segments or segments of another line within  $\frac{1}{4}$  mi. of proposed service are removed from the calculations of the four other metrics unless the segment with overlapping service requires additional frequency. Need for additional frequency is determined by examining factors such as whether the current frequency along a segment matches the need of the surrounding density and/or if service traveling through these areas is overloaded.

If the total length of overlapping service is less than that of the entire ridership network, then the proposal is considered unique.

- *Continuity of Development* - Service does not cross large gaps that do not have any destinations, such as vacant land, bridges and open space. Continuous destinations are important to generate ridership throughout the day. This is determined by measuring the linear footage along a line that travels through these areas.

If the linear footage of areas lacking continuity is less than the average of the entire ridership network, then the proposal is considered to have continuous development.

- *Linearity* - Alignment is straight and lowers total deviations in network. This is calculated by identifying the major trip generators and drawing a straight line between the points along the street network finding the shortest path between nodes. That is then subtracted from the total length of the proposed line. Major trip generators include employment centers, universities, dense residential neighborhoods, etc.

If the average is equal to or greater than the average for the entire high-ridership network then it is linear. If the average is near the average for the high-ridership network and there is a very strong justification for any deviations then consider the line linear.

- Walkability - Area around service is easy and safe to walk in, improving passenger safety. This metric is based off of a measure of how walkable an area is using sources such as Walk Score ([www.walkscore.com](http://www.walkscore.com))

If this score is greater than the entire ridership network then the proposal is considered walkable.

A proposed change will be considered ridership purpose if the majority of metrics are better than that of the entire ridership network. If this is true, then COTA will consider implementing the service. If this is not true, proceed to step 2.

## **2. Does the request increase ridership in the long term?**

If an area served by the proposed change is expected to develop in the near future, that is more jobs and people will be within ¼ mi. of service, this growth can be included in the calculations in step 1.

To incorporate potential future ridership potential into the calculation of metrics, identify sites of future development along a proposed line. Determine if the development is funded or is likely to be funding by contacting the municipality or government associated with approval of the development site, the developer or another entity with associated information.

If the site is funded or likely to be funded, ask for the estimated number of dwelling units and/or employees to be generated by the site. Incorporate those calculations into the density calculation in step 1. then re-evaluate based on the new numbers.

If the proposed service is then considered a ridership line COTA will consider implementing the service taking into consideration when the expected development will occur. If not, proceed to step 3.

## **3. Does the request increase coverage in an efficient way?**

If it is determined that the proposed service is not high ridership, then evaluate the line based on coverage.

Calculate the total number of jobs and residents within ¼ mile of the service, including an increased service shed for park and rides. Determine the estimated annualized cost of service.

If budget for coverage line exists, determine if the new service improve the coverage network's performance. If the cost per resident and job brought into the coverage network is equal to or higher than the average cost per resident or job of the entire coverage network then consider implementing as a coverage service.

If no budget for additional coverage services exist, compare the performance of the proposed service with that of existing service. If it is projected to be higher, that is the

cost per resident or job is greater, then consider reallocating service from lower performing lines.

If not, then consider not implementing the proposed service.

### **Evaluate cost of service**

As mentioned in Section 4.2.2, availability of resources to implement changes to service is dependent on available service hours. If COTA is able to continue to expand service, decision makers must determine if a proposed change to service should be implemented. If so, the added service must follow the guidelines of allocation 70 percent of service to ridership service and 30 percent to coverage.

If resources are not available, that is COTA cannot expand service, then decision makers must decide if service should be reallocated from likely less productive service to fulfill the requested service. This must be done while preserving the 70 percent ridership to 30 percent coverage allocation of resources. Proposed changes to ridership service should be fulfilled by reallocating resources from ridership lines, while proposed changes for coverage service should be reallocated from coverage lines.

Specialized services that are developed through partnerships with public and private entities may not meet COTA's design standards.

### **Analyze Title VI and Environmental Justice Impacts**

Once it is determined that there are available resources to implement the proposed service, a Title VI and Environmental Justice impact analysis must occur. As a federally funded and regulated transit provider through the FTA, COTA has a responsibility to adhere to the objectives of Title VI of the Civil Rights Act of 1964 as well as the policies set forth in the Executive Order on Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (1994).

Part of this adherence is analyzing how proposed changes effect minority and low-income communities. This analysis compares effected populations to that of COTA's entire service area. More information about this process can be found in Section 4.8.

If a proposed changed is found to not be in compliance with Title VI, COTA may decide to modify or not implement the proposed change.

## **Service Monitoring**

Critical to the success of COTA is monitoring how fixed-route bus service is performing in relation to its purpose (ridership or coverage) and making adjustments to ensure resources are allocated in the most-cost effective manner possible. Service is analyzed by service category established in the service monitoring table below. As such, each line must be assigned to appropriate categories.

Service shall be monitored and updated every two years with the update of the Short-Range Transit Plan. Service found not performing well would be subject to modifications. The table below displays the service monitoring standards which includes minimum frequency, minimum

span of all-day frequency (frequent, 30 minute, 60 minute or trips per peak for Rush Hour), minimum total span for weekday, Saturday and Sunday, on-time performance goals, maximum load, average boardings per revenue hour and percentage of population and jobs within entire network.

The ridership metric measures the average productivity (riders per revenue hour) of each service category. The productivity standards shown here are not acceptable minimums, but rather an acceptable average across all lines in the category. On any one line, productivity less than 2/3 of this average should be considered cause for review.

This approach is especially important for the Frequent Network because it is a network. Relying too narrowly on-line-by-line evaluation can miss the strong level of interdependence.

For the Express network, it is important to set the standard in terms of total service hours, not revenue hours. The difference is deadhead time – time spent traveling out of service, typically between the operating base and the point where the bus enters or leaves the line. Reporting boardings/revenue hour therefore conceals the real cost of one-way express services, artificially inflating their performance. For this reason, targets for express services should be expressed as boardings/total vehicle hour.

To set a starting goal, the ridership metric is based on the most productive trimester from the fixed-route bus network in 2016. Figure 4-4 displays the productivity of COTA's 2016 fixed-route bus network by service category.

The coverage metric measures the percentage of population and jobs served by COTA's entire network. The primary outcome of coverage service is a basic level of access to as many people and jobs as possible. The measure of this outcome is the percentage of the COTA service area's residents and jobs that are within a fixed access distance of service. COTA's standard is that 50 percent of population and jobs will be within ¼ mi. of service.

The coverage analysis will need to be periodically updated as development patterns change. These metrics may be modified with the update of each Short-Range Transit Plan.

### **Results of Service Monitoring**

To properly monitor the characteristics of each line type, each line was broken into segments based upon its frequency and purpose. Five service categories exist:

- 1) Frequent segments and lines, that are classified as ridership allocation
- 2) 30-minute segments and lines that can be categorized as either ridership, coverage or if an entire line is 30 minute it can be mixed between the two
- 3) 60-minute segments and lines, that are classified as coverage allocation
- 4) Rush Hour lines that are classified as coverage allocation
- 5) Special and seasonal service which include the Zoo Bus and AirConnect.



**Figure 5 Service Monitoring**

	Characteristics of Service								Metrics	
									Ridership	Coverage
Service Category	Prevailing Purpose	All Day Frequency (min)	Min. Duration of All Day Frequency 7-days a week (hrs)	Min.Span of Weekday Service (hrs)	Min. Spanof Saturday Service (hrs)	Min. Span of Sunday Service (hrs)	On-Time Performance (%)	Max % of seated capacity at peak load periods	Boardings/ Revenue Hour Average	% of pop + jobs within ¼ mile
Frequent	Ridership	15	14	18	17	15	76%	120%	23.03	-
30-Minute	Mixed*	30	14	18	17	15	76%	120%	17.72	-
60-Minute	Coverage	60	14	14	14	14	76%	120%	12.64	59%
Rush Hour	Coverage	2 trips/peak	-	-	-	-	-	100%	3.86**	-

\*30-Minute lines can be ridership or coverage

\*\*Rush Hour uses total service hours instead of revenue

When service was designed for the Transit System Redesign in 2017, the lines and service were set to meet the minimum characteristics of service. Due to the impacts of COVID-19 and the subsequent operator shortage, most of the lines currently do not meet these requirements.

**Results of Metrics**

The ridership metric for each service category compares that line segment’s productivity to the average productivity across all lines in that service category. The January 2022, May 2022 and September 2022 trimesters were used to conduct the analysis.

- For frequent segments and lines the average productivity is 23.03. All the frequent segments and lines are above 15.4 which is 2/3 of 23.03, with the exception of Line 8 Karl/High/Parsons and Line 22 OSU-Rickenbacker.
- For 30 minutes segments and lines the average productivity is 17.72. The 30-minute portion of Line 33 Henderson falls below 11.9 which is 2/3 of 17.78. This route segment should be considered for review. Other notable findings include:
  - o Line 3 Northwest/Harrisburg has also been reduced to 45-minute frequency and thus does not meet the frequency requirements for 30-minute lines.
  - o Line 23 James/Stelzer does not meet the frequency requirement of Sundays because it runs every 60-minutes
- For 60-minute segments and lines the average productivity is 12.64. Line 5 W 5th Ave/Refugee and 25 Brice have segments that fall below 8.5 which is 2/3 of 12.64.
- For Rush Hour lines the productivity is 3.86. Two of the lines fall below 2.6 which is 2/3 of 3.86: Line 45 New Albany (2.4) and Line 72 Tuttle (4.8).
  - o Most rush hour lines were reduced to one morning and one afternoon trip during the COVID-19 pandemic and subsequent operator shortage. It is still undetermined whether or not more trips will be added to these lines as ridership continues to recover.

The purpose of coverage lines are to ensure that COTA’s network provides access to service to more than 50% of the taxing service area. In 2022, COTA’s network provides access to 1.3 million population and jobs. The total number of jobs and population in the taxing service area

is 2.187 million. The 1.3 million represents about 59% and exceeds the 50%. Due to this, at this time this warrants that the coverage service is meeting the needs of the service area.

**Figure 6 High Frequency Metrics**

Frequent		Characteristics of Service					Metrics	
Line #	Prevailing Purpose	All Day Frequency (min)	Min. Duration of All Day Frequency 7 days a week (hrs)	Min. Span of Weekday Service (Hrs)	Min. Span of Saturday Service	Min. Duration of Sunday Service	Boardings / Revenue Hour Average	% compared to Average
		15	14	18	17	15	23.03	
1	Ridership	N	N	Y	Y	Y	24.11	105%
2	Ridership	N	N	Y	Y	Y	25.65	111%
8	Ridership	N	N	Y	Y	Y	16.20	70%
10	Ridership	N	N	Y	Y	Y	25.66	111%
22	Ridership	N	N	Y	Y	Y	14.25	62%
101	Ridership	N	N	Y	Y	Y	27.34	119%

Figure 7 Standard Frequency (30 min) Metrics

30-Minute		Characteristics of Service					Metrics	
Line #	Prevailing Purpose	All Day Frequency (min)	Min. Duration of All Day Frequency 7 days a week (hrs)	Min. Span of Weekday Service (Hrs)	Min. Span of Saturday Service	Min. Duration of Sunday Service	Boardings / Revenue Hour Average	% compared to Average
		30	14	18	17	15	17.72	
1	Coverage	Y	Y	Y	Y	Y	24.11	136%
2	Coverage	Y	Y	Y	Y	Y	25.65	145%
3	Mixed	N	N	Y	Y	Y	15.47	87%
5	Mixed	Y	Y	Y	Y	Y	17.82	101%
7	Ridership	Y	Y	Y	Y	Y	15.33	87%
8	Ridership	Y	Y	Y	Y	Y	16.20	91%
10	Coverage	Y	Y	Y	Y	Y	25.66	145%
12	Ridership	Y	Y	Y	Y	Y	16.46	93%
22	Mixed	Y	Y	Y	Y	Y	14.25	80%
23	Mixed	Y	N	Y	Y	Y	20.28	114%
33	Coverage	Y	Y	Y	Y	Y	9.64	54%
34	Ridership	Y	Y	Y	Y	Y	23.29	131%
101	Ridership	Y	Y	Y	Y	Y	12.62	71%

Figure 8 Standard Frequency (60 min) Metrics

60-Minute		Characteristics of Service					Metrics	
Line #	Prevailing Purpose	All Day Frequency (min)	Min. Duration of All Day Frequency 7 days a week (hrs)	Min. Span of Weekday Service (Hrs)	Min. Span of Saturday Service	Min. Duration of Sunday Service	Boardings/ Revenue Hour Average	% compared to Average
		60	14	14	14	14	12.64	
4	Mixed	Y	Y	Y	Y	Y	11.79	93%
5	Coverage	Y	Y	Y	Y	Y	7.47	59%
6	Ridership	Y	Y	Y	Y	Y	18.48	146%
7	Ridership	Y	Y	Y	Y	Y	15.33	121%
9	Coverage	Y	Y	Y	Y	Y	13.21	105%
11	Coverage	Y	Y	Y	Y	Y	8.33	66%
21	Coverage	Y	Y	Y	Y	Y	8.85	70%
24	Coverage	Y	Y	Y	Y	Y	15.70	124%
25	Coverage	Y	Y	Y	Y	Y	6.74	53%
31	Coverage	Y	Y	Y	Y	Y	14.31	113%
32	Coverage	Y	Y	Y	Y	Y	9.66	76%
33	Coverage	Y	Y	Y	Y	Y	9.64	76%
102	Coverage	Y	Y	Y	Y	Y	12.62	100%

**Figure 9 Rush Hour Frequency Metrics**

Rush Hour		Characteristics of Service	Metrics	
Line #	Prevailing Purpose	All Day Frequency (min)	Boardings/ Service Hour Average	% compared to Average
		<i>2 trips/peak</i>	3.86	
41	Coverage	N	2.85	74%
42	Coverage	N	4.27	111%
43	Coverage	N	3.05	79%
44	Coverage	N	3.10	80%
45	Coverage	N	2.40	62%
46	Coverage	N	4.00	104%
51	Coverage	Y	6.23	161%
52	Coverage	Y	5.87	152%
61	Coverage	N	3.43	89%
71	Coverage	N	4.13	107%
72	Coverage	N	2.52	65%
73	Coverage	Y	4.22	109%
74	Coverage	N	2.58	67%
75	Coverage	N	4.18	108%

**Figure 10 Line Design Characteristics**

		Design Characteristics				
		Density (Pop + Jobs per Acre)	Uniqueness (Linear Miles of Non-Overlapping Service)	Continuity of Development (Pct of Route Miles with Development)	Linearity	Walkability (% of Route Miles with Sidewalk)
<b>Frequent</b>						
1	Ridership	37.2	59.5%	83.4%	95.0%	87.5%
2	Ridership	39.1	33.2%	93.9%	100.0%	99.3%
8	Ridership	46.0	43.5%	93.8%	79.0%	89.3%
10	Ridership	22.7	72.8%	97.3%	100.0%	89.2%
101	Ridership	31.7	59.0%	87.7%	95.0%	98.1%
	Total Average	35.3	53.6%	91.2%	93.8%	92.7%
<b>30- Minute</b>						
1	Coverage	16.8	60.5%	84.8%	100.0%	76.2%
2	Coverage	10.6	89.0%	83.3%	100.0%	37.5%
3	Mixed	26.3	51.2%	97.6%	96.0%	93.4%
5	Mixed	26.0	59.6%	63.7%	95.0%	99.5%
7	Ridership	49.8	58.4%	85.4%	90.0%	93.5%
8	Ridership	15.2	43.5%	93.8%	79.0%	89.3%
10	Coverage	9.5	95.0%	89.3%	100.0%	37.5%
12	Ridership	43.0	22.2%	91.8%	97.0%	74.3%
22	Mixed	18.4	81.6%	91.8%	91.0%	92.4%
23	Mixed	9.9	55.0%	73.9%	86.0%	72.8%
33	Coverage	16.7	57.3%	97.1%	100.0%	100.0%
34	Ridership	16.4	36.0%	88.9%	81.0%	98.7%
101	Ridership	8.7	83.6%	54.6%	90.0%	74.9%
	Total Average	20.6	61.0%	84.3%	92.7%	80.0%

## Alignment of Categories with Service Purpose

The guidelines for allocating 70 percent of resources to ridership service and 30 percent to coverage service requires a method of assigning routes to one of the two categories. Assigning a route of one of the two purposes is straightforward except in the case of 30-minute service.

The following methodology is to be used:

- Frequent lines are ridership justified. The expensive concentration of resources on certain streets is an inefficient way to provide coverage but seems to be essential for the best ridership outcomes, as demonstrated by the high performance of frequent lines in the existing network.
- Hourly lines are coverage justified. This minimal level of service generates poor productivity wherever it is operated. Instead, the purpose of this level of service is about extending a basic level of access to as many people or jobs as possible. This implies spreading resources thinly across a large area, which is the coverage goal.
- Express lines are coverage justified. Currently, the Columbus area lacks the traffic congestion, downtown-parking costs and other disincentives to driving that would motivate nine-to-five long-distance commuters to seek alternatives to driving in large numbers. This may change over time and it is possible that a ridership-justified express service could emerge in the future.
- Half-hourly lines may have a mixture of both purposes. Segments may be:
  - Ridership-justified, because they are top performers in the half-hourly category and ready for promotion to frequent service as soon as resources permit; or
  - Coverage-justified, if the necessary conditions for very high ridership are not present, but ridership is still high enough to justify the frequency. Typically, this means that the line is unlikely to graduate into the Frequent Network, but is more productive than it would be if the service were cut to hourly.

### ASSIGNING CATEGORIES TO LINE SEGMENTS

One challenge of using frequency-based or purpose-based standards is that part of a line may be in one category and part in another. Many lines in the proposed network have an inner frequent segment, which is clearly ridership-justified and less frequent tails, or branches that could be considered coverage-justified.

In these cases:

- If the low-frequency portion of a line is less than 10% of the total revenue hours, the entire line can be analyzed in the higher-frequency category.

- Otherwise, the frequent and infrequent segments will be separated and assigned to separate categories.
- If a low frequency arises from a mid-route split or minor variant, the line will be identified in the higher-frequency category.

To analyze the productivity of an inner versus an outer line segment, where the inner segment has higher frequency and usually higher ridership, the following analytical method is used:

- For ridership: Using APC data, the total inbound boardings and outbound alightings<sup>1</sup> that occur on the outer segment is identified. These two numbers are added together to get the total ridership that makes some use of the outer segment.
- This number is subtracted from the total line ridership to get boardings assignable entirely to the inner frequent segment.

For cost drivers such as vehicle hours or revenue miles:

- Using a costing tool such as Transitmix.net, the cost of operating the frequent inner segment alone, excluding the outer segment, is calculated.
- The cost to the inner segment is assigned. The difference between that cost and the line's full cost to the outer segment is calculated.

It is not necessary that this calculation be calibrated to actual costs, so long as the percentage split emerging from the analysis is correct. Several other input versus output metrics can be counted in similar ways.

### **On-time Performance**

To ensure that transit riders have confidence that service will perform reliably in accordance with the public timetables prepared and distributed by COTA, on-time performance standards have been established. A vehicle is considered "on-time" when its arrival is from zero to 4 minutes and 59 seconds after the scheduled time. A vehicle is considered "late" when it arrives five minutes or more after the scheduled time. To improve the quality of service provided on express lines, in 2010, COTA revised the policy on arriving at stops early.

Express (rush hour) buses can arrive at stops up to five minutes early after leaving the last stop outside of Downtown in the morning and after leaving the last stop within Downtown in the evening. Reverse-commute (rush hour) express buses from Downtown to the suburbs are allowed to arrive five minutes early after leaving the last stop within Downtown in the morning and after leaving the last stop outside of Downtown in the evening.

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<sup>1</sup> This method counts each trip once and does not double-count trips that are entirely within the outer segment. If there are difficulties with counting alightings, simply count the total inbound boardings and double, presuming most trips are round trips, to capture the trips alighting in the segment.



It is impossible to achieve and maintain 100% on-time performance due to varying traffic and weather conditions, construction activity, detours, accidents, and other external factors. Nevertheless, every effort will be made to ensure that all COTA buses operate on time.

For measurement purposes, COTA's 2022 target was 74% and goal was 75%. 2 of 23 of COTA's all-day service lines meet this target. These lines include Line 12 McKinley/Fields (77%) and Line 33 Henderson (78%). Line 21 Hilliard Rome and Line 7 Mt Vernon were just below the target goal at 74% and 75%. 8 other lines were above 72%. COTA's scheduling team adjusts schedules each service change/trimester to improve the on-time performance. These lines will be focused on for adjustments in 2023. The tables below illustrate the on-time performance metrics for all active lines:

Figure 11 On-time Performance

Line #	On-time Performance (%)
Target	>76%
1	69%
2	68%
3	62%
4	72%
5	64%
6	72%
7	75%
8	65%
9	73%
10	68%
11	73%
12	77%
21	74%
22	69%
23	73%
24	68%
25	71%
31	73%
32	73%

Line #	On-time Performance (%)
Target	>76%
33	78%
34	73%
41	51%
42	60%
43	52%
44	46%
45	65%
46	54%
51	59%
52	57%
61	53%
71	55%
72	46%
73	66%
74	48%
75	69%
101	70%
102	48%
141	69%
152	70%

Special Seasonal Service	On-time Performance (%)	Boardings/Revenue Hour Average
141 Seasonal	69%	10.29
152 Seasonal	70%	4.93

**Missed Trips**

COTA, like all other transit agencies, misses scheduled trips due to a shortage of drivers, mechanical problems, or accidents. The percentage of trips operated is defined as the ratio of trips actually operated divided by the scheduled number of trips. The annual objective shall be to operate a minimum of 99% of scheduled trips.

**Load Standards**

COTA’s load standards are frequently checked to make sure that there are no trips that are exceeding the 120% for all-day and 100% loads for Rush Hour service. The information is

compiled through customer comments, feedback and APC data. If a trip exceeds these load standards on a normal basis, schedule adjustments will be made or additional buses will be added to alleviate over-crowding.

**Figure 12 Load Standards**

Time Period	Frequent	30-Minute	60-Minute	Rush Hour
Weekday				
<i>AM, PM peak</i>	120%	120%	120%	100%
<i>Midday</i>	100%	100%	100%	100%
<i>Night</i>	100%	100%	100%	100%
Saturday	100%	100%	100%	100%
Sunday	100%	100%	100%	100%

These load standards should be applied to the average ridership and number of seats per bus for a period of 60 minutes. Passenger loading on individual bus trips may exceed the standard. If the load standard is exceeded for any 60-minute period, COTA will evaluate the potential for improving the service frequency. If the standard is exceeded for particular trips, but not for a sustained 60-minute period, COTA will evaluate the possibility of adjusting schedule times to focus more service before and after the overloaded trip(s).

The intent of load standards is to balance passenger comfort and safety with operating costs. These standards define maximum passenger loads at different times of day to ensure acceptable levels of rider comfort and safety, while providing COTA good operating efficiencies. The load standards shown below represent the total number of riders as a percent of the number of seats on the bus:

The maximum time that an individual passenger should be expected to stand on a given trip is 15 minutes. If standards are exceeded, an improvement to frequency should be considered.

### **Monitoring Service and Addressing Deficiency**

The role of service standards is to provide measurable benchmarks against which performance can be monitored. The standards provide a clear signal when some aspect of performance is unacceptable. That signal should trigger an evaluation of the problem and a plan of action for resolving it.

The frequency and nature of monitoring varies by the type of standard:

- *Frequency, Span, Stop Spacing, and Coverage* are the outcome of planning activities and can be verified for compliance with the standards at the time a plan is proposed and adopted. System-wide coverage should also be reviewed whenever updated population and jobs data is available, to observe whether coverage rates have changed due to shifts in population and job locations even as the system has remained static.

- *On-Time Performance* is available on at least a monthly basis. These standards should be achievable on average over each month, though exceptions may be made for long periods of severe weather. On-time performance problems should be addressed as quickly as possible.
- *Productivity* should be achieved as an annual average including a complete cycle of seasons. Any new service or network element should be allowed to run an entire year before judgments are made about inadequate productivity of certain segments. Appropriate marketing – especially distinctive branding and marketing of the Frequent Network – is a key precondition for success at that layer.

The following guidelines apply to the monitoring of standards:

- Productivity outcomes are the result of an entire network layer of a given frequency. Thus, the standard presented in the table is the average across the entire layer that should be achieved, while a deficiency for a single line is identified only when that line drops below two thirds of that standard. This is important to ensure that the interdependence of elements of a network is recognized when a line is declared deficient.
- Productivity standards are segment-based, so they will require segment-level assessment of ridership.
- To capture the interdependence of Frequent lines, any low-performing Frequent line should be analyzed as follows before considering reducing its frequency:
  - Does the line have an inner segment which connects with other frequent lines and outer segments that do not?

If so, look at the productivity of these outer segments in isolation to see if these are the cause of poor performance.

If so, the segmentation of the line can be revised and the outer segment demoted to a lower frequency and service category.

- Does the line show strong evidence of high transfer volumes at key frequent network intersections?

If so, assume that any service reduction will cause ridership drops not just on the line under study but also on the intersecting line.

- On-Time performance should be reviewed on the route level based on monthly reports. It is usually possible to determine whether a delay problem correlates with a particular route segment, a particular time of day, a

particular operator, or a particular vehicle type. The appropriate action will depend on this analysis.

### **Updating Service Purposes as Networks and Performance Change**

In the service standards Table 4-3, the purpose column indicates the intention behind each kind of service: ridership or coverage.

In the future, it will be necessary to update this evaluation as ridership evolves. This updating is not necessary for monitoring the service standards, since half-hourly services have their own standards that reflect their mixed purpose, but it is necessary to determine whether the overall split of the budget between ridership and coverage matches the adopted policy.

The primary challenge is the 30-minute category. Frequent services are all ridership-justified. Hourly services are all, by definition, coverage services. Express services should be presumed to be coverage services until they begin to perform in a range where – measured in boardings/vehicle hour – they begin to match the performance of the Frequent Network. At that point, a category of ridership-justified Express services can be created.

When determining the purpose of a half-hourly service, the following considerations can be used.

- If the segment's productivity is in the range of Frequent Network services, then it is a ridership service.
- If the segment's productivity, compared to that of the total network, is below the percentile defined by the percentage of the network devoted to coverage, then it is a coverage service. For example, the current allocation assigns 30% of service to the coverage goal, so if the productivity of the route is in the bottom 30% system-wide, it can be assigned to that coverage goal.
- If ridership is clearly very different on one part of a segment than another, divide the segment into smaller segments and assign purpose separately and see if this produces segments satisfying the above criteria.

In certain cases:

- If there are clear reasons to expect ridership to improve dramatically soon, such as imminent development or redevelopment, provisionally assign the line to the ridership purpose. Any such imminent improvement should be an improvement in one or more of the necessary features for ridership that arise from the built form: density, walkability, linearity, and continuity.
- If the built environment is mostly unfavorable to transit (in terms of generally low density, walkability, linearity, and continuity) and shows little sign of changing for the better, assign the line to the coverage purpose.

There is no way to remove professional judgment from the process of inferring intentions from services completely, which is why the allocation of service between ridership and coverage is a guideline. Allocating service to one of the purposes may change during re-evaluation processes.

#### **REVIEWING 30-MINUTE PURPOSE RANKING**

When a 30-minute segment is assigned to a ridership or coverage purpose, it should be reviewed in the following terms:

- Half-hourly segments categorized as ridership may be in line for promotion to the Frequent Network as resources permit. However, there may be cases such as segments driven by a daytime-only or peak demand where the service may stabilize at 30-minute base frequency for maximum productivity, and continue to satisfy the standard for a ridership-justified line (i.e. the Frequent Network standard).
- In this case, service should be reviewed by whether its frequency is warranted, as opposed to the hourly frequency that is typical of coverage service. There may be extenuating circumstances in some cases – for example, no resources may be saved by reducing the frequency, or the frequency may be created by hourly branches further out that cannot be cut further.

## **Data Collection and Service Change Process**

Route performance data is used to evaluate service. COTA collects data in a number of ways:

- 170 buses equipped with Automatic Passenger Counters (APC) provide COTA with travel time, passenger activity at the bus stop level, passenger load data, and other statistics used in route planning. As of January 2022, COTA operates an active fleet of 297 buses
- Electronic fareboxes collect revenue and ridership data through customer and driver interaction with the units. COTA's entire active fleet of fixed-route buses is equipped with these fareboxes.
- The current system includes coin/bill insertion (which registers fare input based on size, so all bills are classified as \$1), a magnetic stripe pass read only swipe reader, and a Ticket Reading and Issuing Machine. Additionally, the operator has access to a keypad that allows recording of fares that are not readable by the farebox.
- Currently, the fareboxes support exact change cash payments and COTA's magnetic fare cards. The 2011 farebox upgrades allowed for magnetic verification of each OSU student ID presented as fare payment. February 2017, COTA entered into an agreement with GenFare (a division of SPX) for the upgrade of the fare management system. The system would encourage the use of pre-paid and mobile ticketing fare.

The Development Division recommends service changes and then prepares a list of changes that are reviewed by the Board of Trustees and the President/CEO. The final set of service changes is then directed to the offices and departments that have responsibility for the implementation of new service. The division staff monitors the progress of each service change to ensure the process stays on schedule. Changes are scheduled three times a year on the first Monday of January, May, and September.

## **Bus Stop Design Guide**

### **Purpose**

This COTA Bus Stop Design Guide is intended to act as a guide for municipalities and developers when creating and reviewing development proposals to ensure consistency with COTA standards for appropriate bus stop design. The manual is available for review and download at [www.COTA.com](http://www.COTA.com).

In general, COTA is solely responsible for the siting and installation of new bus stops and facilities. COTA staff provides recommendations regarding where bus stops will be placed and what amenities, if any, will be installed. COTA then works with the appropriate jurisdiction to determine the final location for the bus stop and then obtain the necessary permits for its installation. If COTA constructs concrete passenger pads or shelters at a bus stop, it is responsible for ensuring that all federal, state, and local regulations, including the Americans with Disabilities Act (ADA), are met.

While it is COTA's role to provide public transit service in the central Ohio region and to install bus stops, it is the role of municipalities and developers to provide infrastructure for pedestrians, motorists, and bicyclists to access that transit service. Thus, when new development or redevelopment occurs at or near an existing COTA bus stop location, it is the developer's (or municipality's) responsibility to ensure that the bus stop can be adequately served by COTA's transit vehicles and easily accessed by transit customers while adhering to ADA requirements.

COTA encourages developers to take existing and proposed bus stops into account from the beginning of the planning and design processes. Developers and local officials should seek the guidance of COTA staff when making design decisions on development and local infrastructure that affect transit stops in the early planning stages to minimize potential conflicts later in the development process. Please note, that it is the responsibility of the developer to ensure that all applicable local regulations are met, particularly when they are more stringent than COTA guidelines.

### **Goals**

These guidelines will help COTA, developers, and municipalities meet the needs of the community by pursuing the following goals:

- Bus stops should be placed in convenient locations that do not compromise the safety of customers, pedestrians, bicyclists, or vehicles.

- Bus stops should be spaced to maximize efficiency of transit service while not requiring riders to walk excessive distances (i.e. greater than one half mile) to the nearest bus stop.
- Bus stops should be clearly and consistently identifiable with up-to-date information for riders about services at the bus stop.
- Bus stops should have appropriate amenities based on the usage of that stop and the surrounding land use.
- Bus stops should be accessible. Americans with Disabilities Act (ADA) considerations will be given top priority in the siting and design of new and existing bus stops.
- Bus stops should be well-maintained and free of trash and vandalism.
- Facilities surrounding bus stops such as roadways and pedestrian amenities should be transit-supportive and designed according to sound engineering practices.

## **Bus Stop Spacing Guidelines**

Bus stops should be spaced to balance the need for a quick in-vehicle travel time with consideration given to the distance customers must travel to access the bus stop. When stops are spaced closely together, customers have convenient access to service; however, closely spaced stops result in a longer ride for customers because of the number of times the bus needs to decelerate, come to a complete stop, and then accelerate and re-merge into traffic. Having fewer stops along a bus route can require some customers to travel further to the nearest stop, which may be difficult for those with mobility limitations. At the same time, greater distances between stops reduces the in-vehicle travel time and benefits the transit agency through reduced maintenance costs of underutilized bus stops. Optimally spacing bus stops can have positive impacts on the quality of service as well as operational effectiveness and efficiency.

The following bus stop spacing guidelines (Table 4-6) were developed based on the review of research studies on the optimal spacing of bus stops, existing bus stop spacing standards at other transit agencies, and feedback from the public, municipalities, and other stakeholders.



**Figure 13 Bus Stop Spacing Guidelines**

<b>Density</b>	<b>Bus Stop Spacing Range</b>
High Density, CBD, Shopping (>20 persons/acre)	500 – 700 ft.
Fully developed residential area (10 – 20 persons/acre)	700 – 850 ft.
Low density residential (3 – 10 persons/acre)	850 – 1200 ft.
Rural (or Express Bus Service) (0 – 3 persons/acre)	1200+ ft.

In addition to the above general guidelines, COTA also uses the following criteria when determining actual bus stop placement:

- Ridership – COTA will prioritize removing stops with low ridership rather than stops with very high ridership, which may result in uneven spacing on portions of the lines, if for example two very high ridership stops exist in close proximity to each other;
- Crosswalks- COTA will prioritize placing new stops at intersections with safe crosswalks to discourage unsafe pedestrian crossings, which may result in uneven stop spacing on portions of the lines;
- Accessibility – COTA may choose not to place or to remove stops along unsafe roadways with no pedestrian amenities, even if the spacing guidelines call for more closely spaced stops;
- Special Populations – COTA may place stops more closely together if the stops are in close proximity to concentrations of people with mobility limitations, elderly populations, or medical facilities;
- Nearby Destinations – COTA may place stops more closely than the guidelines call for if there are major trip-generating destinations such as employment centers; and
- Transfer Opportunities – COTA may place stops more closely together than recommended if it is necessary to do so in order to make transfers possible between multiple lines.

## **Bus Stop Inventory and ADA Improvements**

The bus stop is the primary location where passengers interact with the transit service. Thus, it is important that COTA has an accurate and detailed information regarding the physical and service-related attributes of each bus stop in the system. COTA staff began a detailed inventory of all bus stops in late 2012. Bus stops are inventoried with a handheld computer device that

can collect several attributes of each bus stop, such as the presence of shelters and sidewalks, as well as GPS location and photographs.

One of the major goals of this bus stop inventory is to take stock of the pedestrian accessibility to each of COTA's bus stops, with particular attention paid to accessibility for persons with limited mobility and adherence to the standards put forth by the Americans with Disabilities Act (ADA). With the accessibility information gathered during the bus stop inventory process, COTA's long-term goal is to regularly pursue funding opportunities to improve bus stops and increase accessibility.

## **Title VI Adherence and Environmental Justice**

In addition to the previously discussed evaluation procedures, COTA's planning process is sensitive to the needs of minority communities. As a federally funded and regulated transit provider through the FTA, COTA has a responsibility to adhere to the objectives of Title VI of the Civil Rights Act of 1964 as well as the policies set forth in the Executive Order on Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (1994).

### **Title VI**

The objectives of the FTA Title VI program are as follows:

- To ensure FTA-assisted benefits and related services are equitably distributed without regard to race, color or national origin;
- To ensure that both the level and quality of transit services provide equal access and mobility for any person without regard to race, color or national origin;
- To prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- To ensure that access to the planning and decision-making process is open and provided without regard to race, color or national origin;
- To ensure that decisions on the location of transit facilities and services are made without regard to race, color or national origin; and
- To ensure meaningful access to programs and activities by persons with limited English proficiency.

These objectives are the basis for the implementation of the FTA Title VI program. To comply with these objectives, COTA has adopted the suggested methodology and framework set forth in the Title VI reporting guidelines (FTA Circular 4702.1B) for compliance assessment.

By using this methodology, COTA will monitor and compare performance of all its routes based on level of service and quality of service criteria. To facilitate this evaluation, COTA will continue to collect data relating to its service standards, such as load factor, vehicle

assignment, frequency, and on-time performance. These analyses will be conducted on a route-by-route basis each service change period, thus enabling a system-wide evaluation. Where a variance exists, these findings will be used to modify service delivery in order to comply with the Title VI program's stated objectives.

In 2019, COTA submitted a new Title VI triennial report to FTA, which documented the results of this methodology and showed COTA's compliance with the Title VI regulations during years 2016-2019.

### **Environmental Justice (EJ)**

Although no formal report is required, FTA requires transit providers to incorporate environmental justice and non-discrimination principles into transportation planning and decision-making processes as well as environmental review for specific projects. The two primary classes considered are minorities and low-income populations.

Three main principles guide the EJ process:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

EJ policy requires analysis of transit activities if a low-income and/or minority population is impacted by such activities. The analysis compares the impacts of low-income and minority populations to those of non-low-income and non-minority populations. COTA reviews the results of the analysis to guide decision makers in choosing alternative actions that reduce the difference in impacts between low-income and minority populations and non-low-income and non-minority populations.