

The Central Ohio Transit Authority (COTA) is actively monitoring the coronavirus (COVID-19) pandemic, and I am writing today to update you regarding our response.

First, we are focused on the health, safety and well-being of our employees, our families, our clients, and our neighbors. Please visit <https://www.cota.com/coronavirus/> to learn more and join COTA in the fight to stop the spread of infectious disease.

Second, COTA announced on Friday, March 13, 2020 that it will evaluate the mobility needs of the community daily and may take action to re-direct service to meet those needs. In order to enable the organization to do this, COTA's Leadership Team, with the support of the Board of Trustees, declared a state of emergency. The declaration, which took effect on Friday, was made after similar action was taken by Gov. Mike DeWine and the City of Columbus.

Following the declaration, and in response to the statewide closing of schools and the number of commuters now working from home, COTA will begin to implement Focused Service as early as **Tuesday, March 17, 2020**. At the moment, there are only planned changes to the Lines 71, 72, and 73 (NW Franklin Co./Dublin) effective tomorrow.

Focused Service still provides service to our entire system, but at a different scale. It will likely include frequency reductions on commuter routes to build capacity for alternate needs in the near future, and is designed to be more focused on the areas of greatest need.

Service changes may include:

- a potential reduction in Rush Hour lines in and out of Downtown Columbus,
- a potential reduction in frequency across all lines, and/or
- a temporary suspension of service on specific lines (most drastic measure).

As service may fluctuate throughout this public health emergency, COTA is directing customers to stay up to date on information by:

- visiting COTA's [Major Service Change Announcements website](#),
- subscribing to COTA Rider Alerts (<https://www.cota.com/rider-service-alerts/>), and/or
- calling COTA's Customer Care Center at 614-228-1776.

COTA's Corporate Communications and Marketing team will work to inform our customers of these service modifications which may change day-to-day. This will include alerting the media, utilizing social media, on-board messaging and other touchpoints. In addition, we will provide the Customer Information Center, Customer Experience Center, and bus operators with talking points to help address customer concerns.

As the coronavirus situation is evolving daily, we will continue to assess service to respond to changing mobility patterns in the community. More information will be shared as it becomes available.

Thank you for your support and patience during this unique time and under these difficult circumstances.