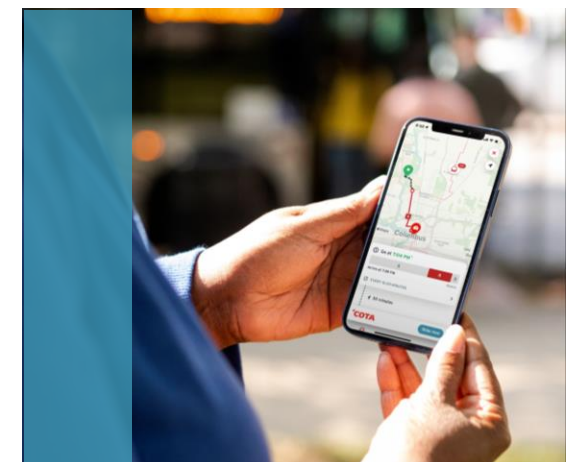
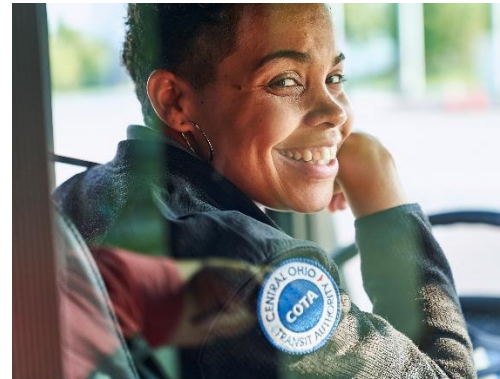


welcome!

THIS MEETING
WILL START
SHORTLY.



^COTA

September 2024

**SERVICE CHANGE
INFORMATION
MEETINGS**

August 8 & 13, 2024



Meeting Format

This meeting is held in person in the COTA Boardroom located at 33 N. High St. It is also streaming on Facebook Live.

A recording of the public comment meeting will be posted on our website at **COTA.com** following the meeting.

HOW TO COMMUNICATE WITH COTA

There will be time for questions and comments after the presentation. If joining by Facebook Live, submit comments and questions via the comment box. Please be considerate of meeting attendees and COTA staff.

Feedback can also be submitted at **COTA.com/contact** or by calling the Customer Care Center at **614-228-1776**.





Increasing & Retaining Our Workforce

COTA has explored creative ways to recruit and hire new Operators. **Thanks to these hiring efforts, COTA has continued to increase service each trimester since September 2023. We are happy to announce we plan to improve and increase some service again this September.**

COTA will continue to adjust transit schedules each trimester when we can add more service hours.

COTA is HIRING!

Anyone interested in a rewarding career at COTA can learn more and apply at [COTA.com/careers](https://www.cota.com/careers).

- **New competitive hourly wages** including annual bonuses
- **Comprehensive insurance:** medical, dental, vision
- Health flexible spending accounts (HSAs)
- **Retirement/savings benefits:** Ohio Public Employees Retirement System (OPERS), Deferred Compensation Plan
- Vacations, holiday, sick pay
- Full-paid family leave for all full-time and part-time COTA employees
- Domestic partner benefits
- Monthly student loan payment stipend (after six months)
- Biometric screening, fitness and wellness reimbursement
- Personal training and development, job advancement and Employee Assistance Program (EAP)



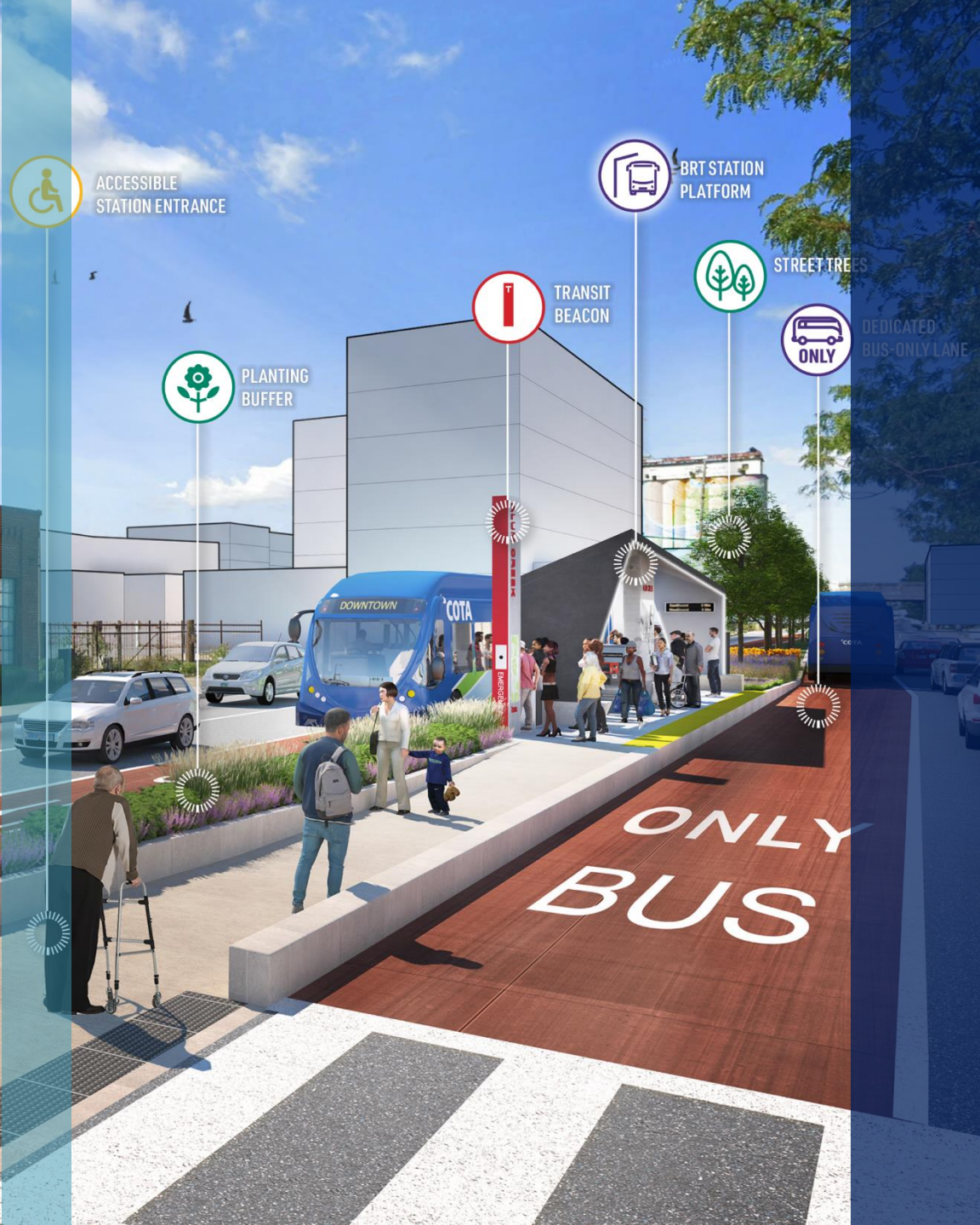


Safety/Cleanliness Reporting Option

Riders can now report safety or cleanliness concerns conveniently and anonymously to COTA through our new messaging platform application. At COTA, providing a smooth, comfortable ride to our passengers is of utmost importance, and this new tool gives riders three easy options to report safety or cleaning issues by:

- **Calling 614-228-1776 for assistance;**
- **Submitting a report online to [COTA.com/report](https://www.cota.com/report); or**
- **Scanning the QR code posted throughout the coach to directly report a concern.**

In the event of a life-threatening emergency, customers should call 911.



LinkUS

Central Ohio's Comprehensive Transportation & Growth Initiative

By 2050, Central Ohio will grow to 3.15 million people. LinkUS is a carefully researched plan to address that growth while connecting communities and creating opportunities for a more equitable and sustainable region.

LinkUS means Central Ohio's future will include...

- Faster, more reliable public transportation through Bus Rapid Transit (BRT)
- Safe, expanded sidewalks, bikeways and trails
- Walkable, connected communities
- Increased affordable housing options
- 60,000+ new jobs by 2030
- New and enhanced community resources and amenities

Learn more and influence our plans at

LinkUsColumbus.com

MORE COTA
MORE SIDEWALKS
MORE OPPORTUNITY



MOVING OUR REGION FORWARD, *together*

- **Faster, more reliable public transportation**
45% more service hours

creating walkable communities with more access to work, healthcare, home and entertainment
- **Safer and expanded sidewalks, bikeways and trails**
500+ miles
- **More opportunity**
Building the infrastructure to grow our economy

Support existing communities

FUNDING TO BRING CUSTOMERS MORE COTA, SIDEWALKS, TRAILS AND BIKEWAYS

November 5 COTA LEVY

COTA's Board of Trustees voted to place a ballot initiative **on the November 5, 2024 ballot** to fund LinkUS, COTA's comprehensive transit and growth plan.



HOW WILL THE LEVY FUNDS BE *used?*

COTA Levy funds will be used to expand sidewalks, bikeways, and trails in COTA's Service Area

Franklin County and Portions of:

Delaware, Fairfield, Licking and Union Counties

17 Cities:

Bexley, Canal Winchester, Columbus, Dublin, Gahanna, Grandview Heights, Grove City, Groveport, Hilliard, New Albany, Obetz, Pickerington, Reynoldsburg, Upper Arlington, Westerville, Whitehall, and Worthington

8 Villages:

Brice, Harrisburg, Lockbourne, Marble Cliff, Minerva Park, Riverlea, Urbancrest, and Valleyview

17 Townships:

Blendon, Brown, Clinton, Franklin, Hamilton, Jackson, Jefferson, Madison, Marion, Mifflin, Norwich, Perry, Plain, Pleasant, Prairie, Sharon, Truro, and Washington



service CHANGES

The following service adjustments will begin on Monday, September 2, 2024.



Workforce Outlook for September 2024

COTA's growing ranks of transit Operators made it possible to increase service for our community in May 2024.

COTA will improve some service offerings in September 2024. Public input helped COTA prioritize the changes that will be made in September.





Zoo Bus Service

COTA's seasonal Zoo Bus has been extended into Fall! Zoo Bus operates seven days a week between Memorial Day, May 27, and Labor Day, Sept. 2.

Between Labor Day, Sept. 2 and Oct. 27, Zoo Bus will operate Fridays, Saturdays and Sundays only with the final day of service on Oct. 27.

Zoo Bus operates according to the holiday/Sunday schedule on Labor Day.

When you ride COTA, you get \$5 admission to the Zoo and \$10 off admission to Zoombezi Bay.

For more information about COTA Zoo Bus service, **visit COTA.com/ZooBus or call (614) 228-1776**. For Zoo and Zoombezi Bay hours, visit **columbuszoo.org**.

Schedule Adjustments

The following changes were not dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
<ul style="list-style-type: none"> 1 Kenny/Livingston, 2 E Main/ N High, 3 Northwest/Harrisburg, 4 Indianola/Lockbourne 5 W 5th Ave/Refugee, 8 Karl/S High/Parsons, 10 E Broad/ W Broad, , 35 Dublin-Granville <p>CMAX</p>	<p>Minor schedule adjustments on weekdays</p>	<p>Improve on-time performance</p>

Key: rationale / public feedback

Final Route & Stop Changes

LINE	CURRENT SERVICE	CHANGES	RATIONALE
12 McKinley/Fields	Service between McKinley and Spring Street Terminal on weekends – no service to Fields on weekends	Operate between both McKinley and Fields on weekends and no longer serve Spring St Terminal	Continuous improvement
102 Polaris / N High	Final stop and layover at E Mound St & S 4th St in downtown Columbus	Final stop and layover at E Mound St & S 5th St instead of S 4th St	Will help reduce congestion at E Mound St & S 4th St

Key: rationale / public feedback

Final Service Increases

The following changes were dependent on workforce resources increasing.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
24 Hamilton	Weekday: every 60 minutes along entire route Weekend: every 60 minutes between Easton Transit Center and Eastland Mall. No service to Rickenbacker.	Weekday: frequency improvement to every 30 minutes along entire route. Weekend: Extend service to Rickenbacker on weekends. Service every 60 minutes along entire route.	Growing ridership. Customer request . COTA's most productive hourly line.
75 Arlington/1st Ave	Weekday: one AM/one PM Trip	Additional AM trip	Customer request to align with the start time at Stevenson Elementary School

Key: rationale / public feedback

Q&A Chat

Have a question about the proposed service changes?

- If joining in person, please wait for the host to call guests up to the podium.
- If joining via Facebook Live, please comment with questions in the livestream.
- Visit COTA.com/contact to suggest how we can improve COTA's service.



**Public meetings for the
January 2025 Service Change will be held on
Sep. 12 at 6 p.m. and Sep. 17 at noon.**

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

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