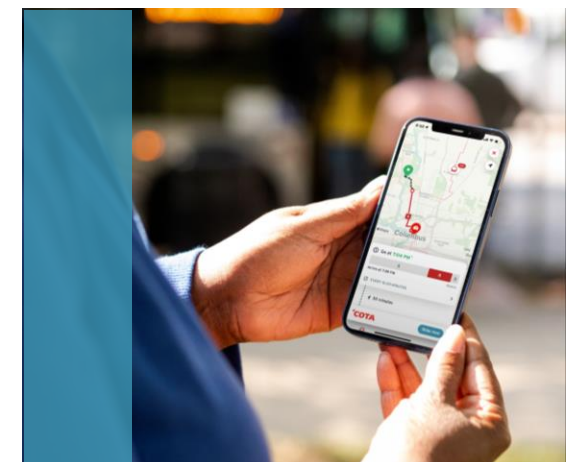
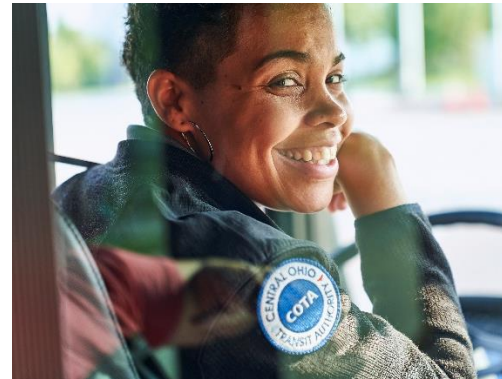


welcome!

THIS MEETING
WILL START
SHORTLY.



COTA

January 2024

**SERVICE
CHANGE
MEETINGS**

Sept. 14 & 19, 2023



Meeting Format

Those joining us in-person are in the COTA Boardroom located at 33 N. High St. This meeting is also streaming on Facebook Live.

We are recording this public information meeting. The recording will be posted on our website at COTA.com following the meeting.

HOW TO COMMUNICATE WITH COTA

Time for questions and comments is available 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](https://www.cota.com/contact) or by calling the Customer Care Center at 614-228-1776.





Workforce Challenges

Like most industries in the United States, COTA remains impacted by the nationwide worker shortage. COTA continues to explore creative ways to recruit and hire new Operators in this climate. **Thanks to these hiring efforts, COTA restored some services in September 2023.**

COTA will continue to adjust transit schedules due to unprecedented workforce challenges. We hope to continue adding even more service in future trimesters as we are able to hire, train and retain more Operators.

Recruitment

Transit agencies across the nation are facing a shortage of Operators, which has resulted in reduced service.

COTA has embarked on a robust recruitment campaign to address workforce needs throughout the organization and return to normal service hours as soon as possible. Efforts include:

- A revamped and revitalized careers landing page
- Internal and external recruitment incentives, including monetary referral and hiring bonuses upwards of \$2,000
- Making candidates with Commercial Drivers Licenses (CDL) eligible to receive \$2,500 sign-on bonuses
- A strategic marketing communications campaign that boasts benefits and increased wages
- Partnering with local and state organizations to host hiring events





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).

- COTA's Operator training wages start at \$21.50/hour. Operators can make more than \$33/hour after five years.
- **Comprehensive insurance:** medical, dental, vision
- Health flexible spending accounts
- **Retirement/savings benefits:** Ohio Public Employees Retirement System (OPERS), Deferred Compensation Plan
- Vacations, holiday, sick pay
- **New:** Full-paid family leave for all full-time and part-time COTA employees
- **New:** Domestic partner benefits
- **New:** 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)



October Hiring Event

Join us on Oct. 25 from 10 a.m.–6 p.m. at 1333 Fields Ave. for our Transit Operator Hiring Event and learn what it takes to move our city forward every day. You could leave this event with a job offer!

- Chat with COTA Operators to learn what it takes to move our city forward every day.
- Enjoy free food, music and a fun atmosphere.
- Experience the hiring process, including onsite interviews. Drug screenings and background checks to be completed at a later date.



service CHANGES

The following service adjustments are proposed to begin on Monday, Jan. 1, 2024.

Workforce Outlook for January 2024

COTA's growing ranks of Transit Operators made it possible to restore service to our community in September 2023. COTA projects a stable number of Operators through January 2024. **COTA is not proposing significant service additions or any reductions for January 2024.**



Priority Service Increases

The following changes are proposed as priority improvements should workforce resources increase.

LINE	CHANGES	RATIONALE
23 James/Stelzer	Weekday frequency improvement to 15 min. <i>This change is only possible if workforce resources increase.</i>	Growing ridership. Customer request.
24 Hamilton	Weekday frequency improvement to 30 min. <i>This change is only possible if workforce resources increase.</i>	Growing ridership. Customer request.
34 Morse	Weekday frequency improvement to 15 min. Saturday frequency improvement to 30 min. <i>This change is only possible if workforce resources increase.</i>	Growing ridership. Customer request.

Key: rationale / public feedback

Summary Proposed Changes

The following changes are not dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
<i>71</i> Hilliard	<p>Cemetery Road Park and Ride and Hilliard UMC Park and Ride will close.</p> <p>The new end of line for Line 71 will be Renner Road Park and Ride.</p>	Redevelopment of Hilliard Cemetery Road Park and Ride. Low ridership north of Renner Road Park and Ride.
<i>CMAX</i>	COTA staff will assess options to improve access to CMAX stations.	Customer request for better access to CMAX after discontinuation of Line 6 on Cleveland Avenue.
<i>All lines</i>	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.

Key: rationale / public feedback

Line 71 would end at Renner Road

Due to low ridership and a development proposal from the City of Hilliard, the **Hilliard Cemetery Road Park and Ride will close**. As part of this change, COTA is looking for a new end of line location for Line 71 in Hilliard.

COTA is proposing to use Renner Road Park and Ride as the new end of line location for Line 71 in Hilliard. Under this proposal, Line 71 would no longer serve stops north of Renner Road Park and Ride, including the stops at the Hilliard United Methodist Church Park and Ride.





Improving Access to CMAX Service

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

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

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.



Final service changes will be announced at the December public meetings. Join in on **Dec. 7 at 6 p.m.** OR **Dec. 12 at noon.**

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

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