**COTA September 2024 Service Change Presentation**

0:00
All right, everyone, thank you for joining us today.

0:02
It is Tuesday, August 13th, 2024 and we are going to go over the service changes for that'll be effective on September 2nd.

0:17
Just a reminder, this is being held at the Coda Boardroom located here at 33 N High St., and we're also streaming on Facebook Live.

0:26
We will have a recording of the public comment meeting and it'll be posted on our website following our meetings.

0:33
There will be time for questions and comments after the presentation.

0:36
If you're joining us by Facebook Live, just submit those comments in the comment box.

0:42
And if you are joining us in person, we'll call you up after the presentation.

0:47
Just reminder to be considerate of meeting attendees and Code of staff feedback.canalsobesubmitted@coda.com/contact or by calling the Customer Care Center at 614-228-1776.

1:03
We continue to work on increasing and retaining our workforce.

1:07
We've explored several creative ways to do that.

1:10
Thanks to those efforts, we continue to increase our service each trimester and we've done so since September 2023.

1:17
And we will continue.

1:19
We are announcing that we will improve and increase some service again this September.

1:25
CODA will continue to adjust those transit schedules each trimester so we can add more service hours.

1:33
A reminder that Coda is always hiring, especially operators.

1:38
You can learn more at coda.com/careers.

1:41
But we offer competitive hourly wages including annual bonuses, comprehensive insurance for medical, dental and vision, flexible spending accounts, health flexible spending accounts, retirement savings through our O per system or deferred comp and deferred compensation.

2:01
We also offer vacation, holidays, sick pay.

2:05
We also have fully paid family leave for full time and part time code employees for those who are starting or expanding their families.

2:14
We also offer domestic partner benefits as well.

2:18
We have a monthly student loan stipend, so after six months employed here, we will pay $100 a month towards your student loans.

2:28
We also offer biometric screening, fitness and Wellness reimbursement, and personal and development opportunities as well.

2:39
We want to tell you about a new feature that we are offering to help you when you're on board.

2:43
Our customers can now report any safety or cleanliness concerns conveniently and anonymously to Coda through the new messaging platform application.

2:56
Making sure that you have a smooth, comfortable ride is utmost importance, so this new tool offers 3 easy options.

3:04
To report any safety or cleaning issues.

3:09
You can call Customer Care, of course at 614-228-1776.

3:13
We also have an online report as coded.com/report or you can scan a QR code located on the coach and directly report that concern.

3:25
And of course, if you have an an an emergency, you should call 911.

3:32
We want to also, before we get to the presentation, remind you about the Link Us plan.

3:39
By 2050, we are looking at growing by 3.1 million people.

3:44
So Link Us is a carefully researched plan to address that growth and connect our communities with more equitable and sustainable solutions.

3:54
So we will talk a little bit about some of those on the next slide.

3:59
But some of those include like walkable communities, more sidewalks and trails as well as expanded Coda Transit.

4:07
But let's look at it a little bit closer.

4:11
So with Link, as you look at more Coda, more sidewalks and more opportunities.

4:17
So that means 45% more service hours.

4:21
That includes expanded service of our existing lines, creation of additional lines and expansion of our Coda Plus network.

4:28
That's our micro transit network, up to 8 new zones as well as rapid transit, looking at up to five rapid transit corridors.

4:40
We are offering expanded networks of sidewalks, bikeways and trails up to 500 plus miles.

4:48
We have 83 projects already planned by the end of 2030 for in that and then of course more opportunities.

4:55
So link us will help us build an infrastructure to grow our economy and support existing communities and help better connect them.

5:04
So we want to remind everyone that that decision is up to you.

5:08
And that will be on the November 5th levy.

5:10
That low November 5th ballot will be a code of levy and the code of Board of Trustees and May made that plan, made that move to put that on the ballot.

5:21
So we wanted to let you know about that.

5:24
And for everyone who's wondering what communities would be impacted, virtually every community will benefit from this.

5:33
The levy funds will be used in our service area, which is all of Franklin County and portions of Delaware, Fairfield, Licking and Union counties.

5:42
That includes 17 cities.

5:44
I'm not going to go through all of them for you, but they're on the screen there, eight villages as well as 17 townships.

5:51
So every corner, every community will see an impact from this, a positive impact for this.

5:58
All right, I want to go ahead and pass it over to Kenny to take a look at the service changes that would be in effect for Monday, September 2nd, 2024.

6:07
Thank you Jeff.

6:08
I will be going over some service changes.

6:11
So the following service adjustments I will get into will begin on Monday, September 2nd, 2024.

6:20
Starting off looking at the workforce outlook for September 2024.

6:24
Coda's growing ranks of transit operators made it possible to increase service for our community in May 2024.

6:32
Coda will improve some service offerings in September.

6:36
Public input help Coda prioritize the changes that will be made in September.

6:43
Next.

6:43
Looking at Zoo bus service, Kota seasonal Zoo bus has been extended into fall.

6:49
Zoo bus operate seven days a week between Memorial Day, May 27th and Labor Day, September 2nd.

6:56
Between Labor Day, September 2nd and October 27th, Zoo Bus will operate Fridays, Saturdays, and Sundays only, with the final day of service on October 27th.

7:07
Zoo Bus operates according to the Holiday Sunday schedule on Labor Day, and when you ride Coda, you get $5 admission to the zoo and $10 off admission to some boozy Bay.

7:18
For more information about Coda Zoo Bus service, visit coda.com/zoobus or call 614-228-1776.

7:30
Schedule adjustments.

7:32
Looking at a number of lines here on the screen, starting off with one Kenny Livingston Line 2, E Main, North High Line 3, NW Harrisburg Line 4, Indianola, Lochburn Line 5, W 5th Ave.

7:48
Refugee Line 8, Carl South High and Parsons Line 10, E Broad, West Broad Line 35, Dublin, Granville and C Max will all receive minor schedule adjustments on weekdays.

8:02
The rationale for these changes to improve on time performance looking at some final routes and stop changes.

8:13
Line 12 McKinley fields currently as servicing between McKinley and Spring Street Terminal and weekends.

8:20
No service to fields on weekends.

8:23
Changes would be to operate between both McKinley and Fields on weekends and no longer serving Spring Street Terminal.

8:30
Rationale for these changes is the continuous improvement for Line 12, Line one O 2, Polaris North High.

8:38
Currently it runs its final stop and layover at East Mound SE Mound St.

8:43
and S 4th Street in downtown Columbus.

8:47
Changes for this line the final stop and layover at East Mound St.

8:51
and S 5th St.

8:53
instead of S 4th St.

8:54
So just to help reduce congestion at East Mound St.

8:57
and S 4th St., then looking into some final service increases.

9:05
Line 24 Hamilton currently operates on weekdays every 60 minutes along the entire route, weekends every 60 minutes between Easton Transit Center and Eastland Mall and no service to Rickenbacker.

9:20
Changes to this line.

9:21
Weekday service frequency improvement to every 30 minutes along the entire route.

9:27
Weekend Extend service to Rickenbacker on weekends and service every 60 minutes along the entire route.

9:36
Rationale for these changes Growing ridership.

9:38
Customer request Coda's most productive hourly line, Line 24, Line 75 Arlington 1st Ave.

9:47
currently operates on weekdays.

9:50
1:00 AM trip and 1:00 PM Trip Changes.

9:54
For this line, we're adding an additional AM trip.

9:57
We received customer requests to align with the start time at Stevenson Elementary School.

10:05
Now, I'll turn it over to Jeff for our Q and A portion.

10:08
Yeah.

10:08
So if you're joining us in person, we're just gonna call you up to the podium and you can ask your question and we'll provide some a response for you.

10:17
And if joining via Facebook, just go ahead and leave those comments in the live stream.

10:21
We've got a couple.

10:22
We'll answer those throughout the Q and A portion.

10:27
And remember, if you ever have a a question or comment, you can visit coda.com/contact to suggest how you can prove code of services.