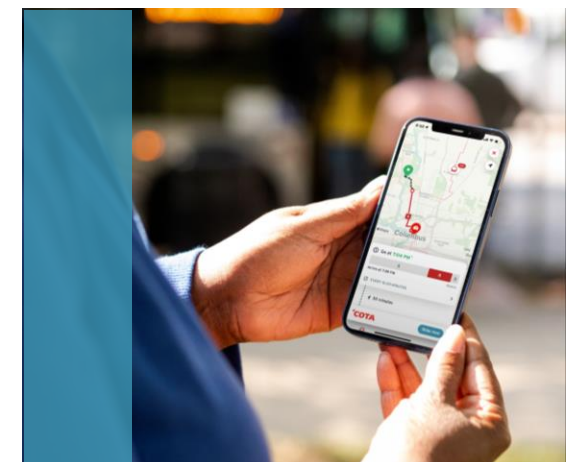
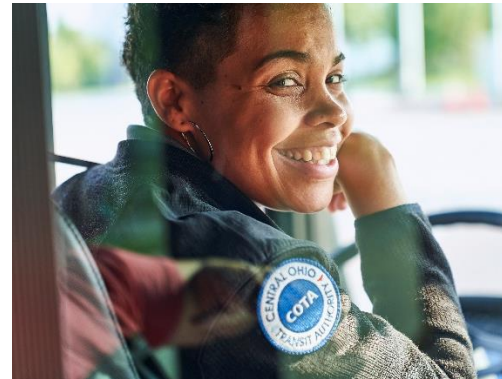


welcome!

THIS MEETING
WILL START
SHORTLY.



COTA

September 2023

**SERVICE
CHANGES**

MAY 18, 2023



COTA

September 2023

**SERVICE
CHANGES**

MAY 23, 2023



MEETING PURPOSE

THANK YOU FOR JOINING US AND *participating.*

The purpose of this meeting is to take public comments on the **proposed service changes** that will take effect on Sept. 4, 2023. *No final changes have been made for the September 2023 service changes.*



Meeting Format

We are recording this meeting. The recording will be posted on our website at COTA.com. If you are joining us by computer or phone, please know we cannot see or hear you. Please be considerate of meeting attendees and COTA staff.

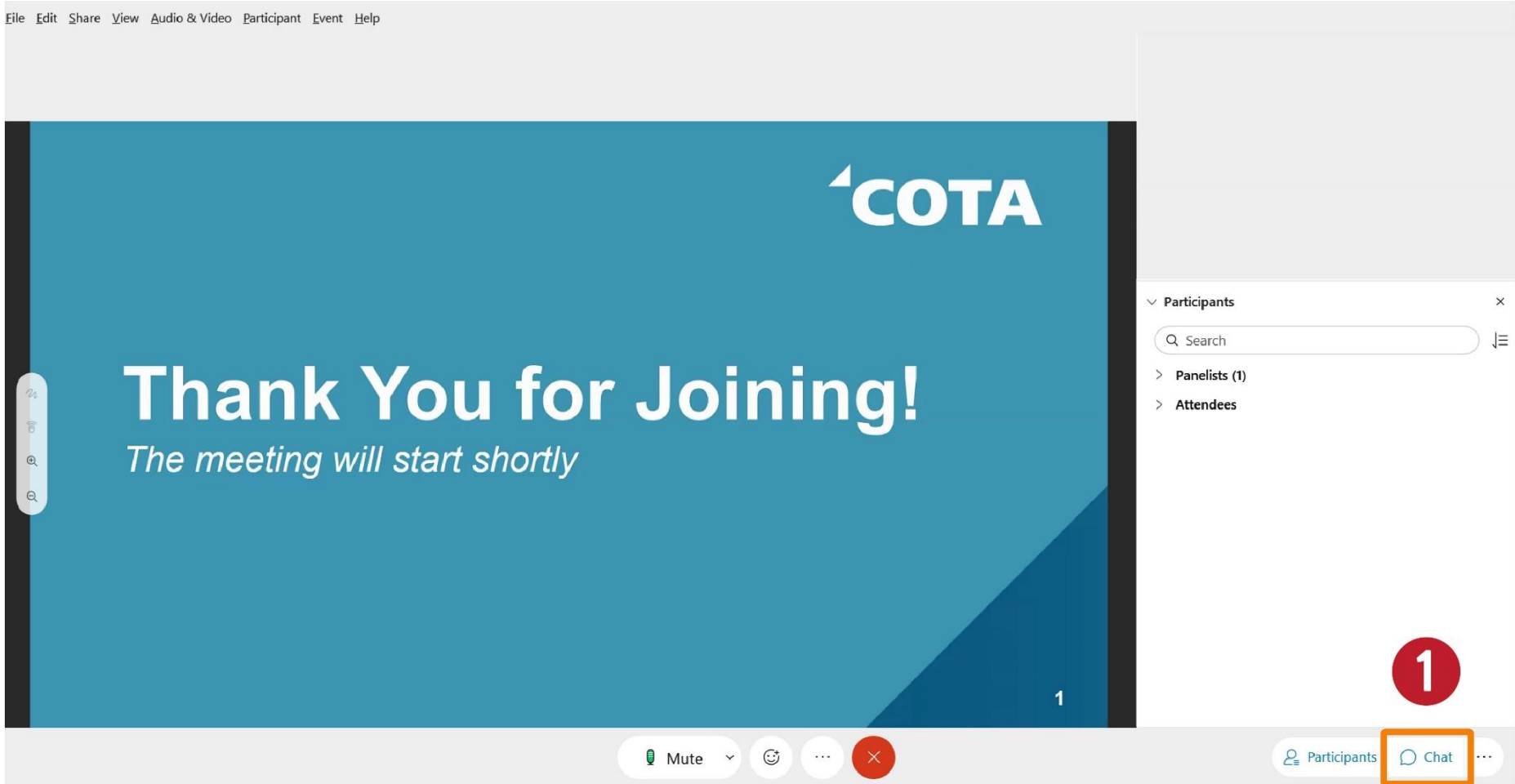
HOW TO COMMUNICATE WITH COTA

If joining by WebEx, submit comments and questions via the Q&A Chat Box. If joining by phone, please direct all questions or comments to COTA's Customer Care Center at (614) 228-1776.

If joining by Facebook Live, please submit your question by commenting in the livestream.



How to Use the Q&A Chat



How to Use the Q&A Chat

The screenshot shows a Zoom meeting interface. The main content area displays a blue slide with the COTA logo and the text "Thank You for Joining! The meeting will start shortly". A red circle with the number "1" is positioned at the bottom right of the slide. On the right side, there is a "Participants" panel and a "Chat" panel. The "Chat" panel is highlighted with an orange border and a red circle with the number "2" next to it. The "Chat" panel contains a "To:" dropdown menu set to "All Panelists" and a text input field with the instruction "Please place your questions here? Please direct all questions to All Panelists." The Zoom control bar at the bottom includes a "Mute" button, a "Participants" button, and a "Chat" button.

How to Use the Q&A Chat

The screenshot shows a Zoom meeting interface. The main window displays a blue slide with the COTA logo and the text "Thank You for Joining! The meeting will start shortly". A vertical toolbar on the left contains icons for Q&A, Mute, and Search. The bottom toolbar includes Mute, Reaction, More, and Close buttons. On the right, a "Participants" panel is open, showing a search bar and lists for "Panelists (1)" and "Attendees". Below it, a "Chat" panel is open, showing a "To:" dropdown set to "All Panelists" and a text input area with the instruction "Please place your questions here? Please direct all questions to All Panelists." highlighted by an orange box. A red circle with the number "3" is positioned to the right of the chat panel.



Workforce Challenges & Reduced Service

Like most organizations, COTA is impacted by the nationwide worker shortage. COTA continues to recruit and hire new Transit Operators, but those new hires have not been enough to offset retirements and other departures.

COTA will continue to adjust transit schedules due to unprecedented workforce challenges. The adjustments will be made to improve service reliability and help minimize adverse service impacts to our customers and staff. We hope to begin adding service in future trimesters when 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:** Domestic partner benefits
- **New:** Monthly student loan payment stipend (after 6 months)
- Biometric screening, fitness and wellness reimbursement
- Personal training and development, job advancement and Employee Assistance Program (EAP)



service CHANGES

The following service adjustments are **proposed** to begin on Monday, Sept. 4, 2023.

No final decisions have been made for the September 2023 Service Change.



Line 4 Routing Change

In order to provide a simple, more direct route to and from Alum Creek Drive, **COTA is proposing to remove Line 4 from Venice Drive and Weirton Road.**

Instead, Line 4 would remain on Watkins Road in both directions. Stops along Fairwood Avenue, Venice Drive, and Weirton Road would permanently close.

Customers impacted by this change are encouraged to use COTA//Plus South Side. COTA//Plus South Side operates from 5:30 a.m. to 8 p.m. seven days a week. Learn more by visiting COTA.com/cotaplus.



W 12th Ave Reroute

Based on feedback from the Ohio State University, **COTA is proposing to realign Lines 8, 22 and 31 from W 12th Avenue.** Instead, Lines 8, 22 and 31 would use W 11th Avenue.

Stops on W 12th Avenue would permanently close.

Staff would identify new stop locations along W 11th Ave and W 12th Ave.

Line 35 Restoration

Due to service impacts caused by COVID-19, Line 35 Dublin-Granville was temporarily discontinued. Based on passenger feedback, COTA is proposing to restore Line 35 Dublin-Granville.

New: Would operate every 60 minutes between Worthington and New Albany, with connections to Northland and Easton.

Between Easton and New Albany, Line 35 would operate as an express service. No new stops would be added east of Easton Transit Center.

The COTA//Plus Northeast On-Demand zone would be discontinued.





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COTA//PLUS

Northeast On-Demand

COTA is proposing to discontinue the Northeast On-Demand zone. The Northeast On-Demand zone launched during the pandemic to provide service to passengers impacted by suspended fixed-route service in parts of northeast Columbus, Gahanna, Westerville and New Albany.

The Northeast On-Demand operates from 5 a.m. to 11 p.m. seven days a week. Lines 25 Brice and 45 New Albany have been restored.

Line 35 Dublin-Granville would be restored.



Zoo Bus Service

COTA is proposing to extend Zoo Bus service out to **Halloween!** Zoo Bus service began Saturday, May 6, and will continue to operate on weekends until Memorial Day. Beginning Memorial Day, May 29, and running through Labor Day, Sept. 4, Zoo Bus will operate seven days a week. **Beginning Friday, Sept. 8, Zoo Bus would operate only on Friday–Sunday through Halloween, Oct. 31.**

Zoo Bus operates according to the holiday/Sunday schedule on Memorial Day, Independence Day and Labor Day.

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





Zoom to BOOM!

Skip the fuss and ride with us!

COTA offers the safest, easiest and most affordable way for you and your family to get to Red, White & BOOM!

For just \$4 round trip, you can skip the traffic and pricey parking and get dropped off and picked up right at the celebration.

Look for more information about Red, White & BOOM! beginning in June on COTA.com.



new & ongoing
**CONSTRUCTION
IMPACTS**

Ohio Health Riverside Hospital Women's Center Construction

Due to the construction of the Ohio Health Comprehensive Women's Health Center, stops on Riverside Hospital property are estimated to close July 2023 lasting into summer of 2024.

During this time, [Line 1 to Riverside Hospital](#) will be rerouted to Ohio Health Parkway. Passengers impacted by this change should use the temporary end of line stop on Ohio Health Parkway

Line 1 to Sawmill & Bethel will be unaffected by this change. [Visit COTA.com/alerts](http://COTA.com/alerts) to learn more.



Q&A Chat

Have a question about the proposed service changes?

- If joining via WebEx, submit comments via the chat box.
- If joining via phone, please wait to unmute yourself until directed by the moderator.
- 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 August public meetings! Join in on **August 17 at 6 p.m.** OR **August 22 at noon.**

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

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