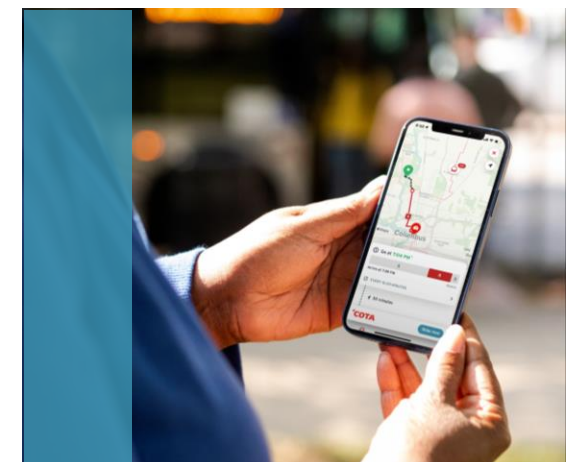
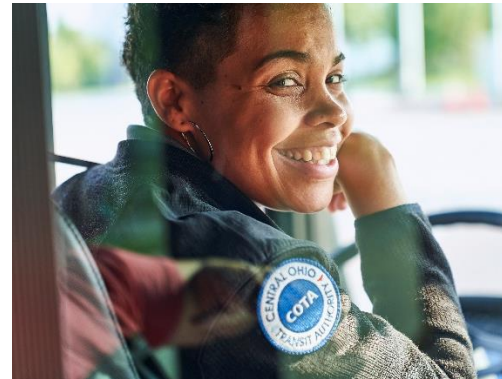


welcome!

THIS MEETING
WILL START
SHORTLY.



^COTA

January 2025

**SERVICE CHANGE
PUBLIC COMMENT
MEETINGS**

September 12 & 17, 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**.





Recruiting to Increase COTA Service

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 service again in January.**

COTA will continue to adjust transit schedules each trimester with the goal of adding 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)



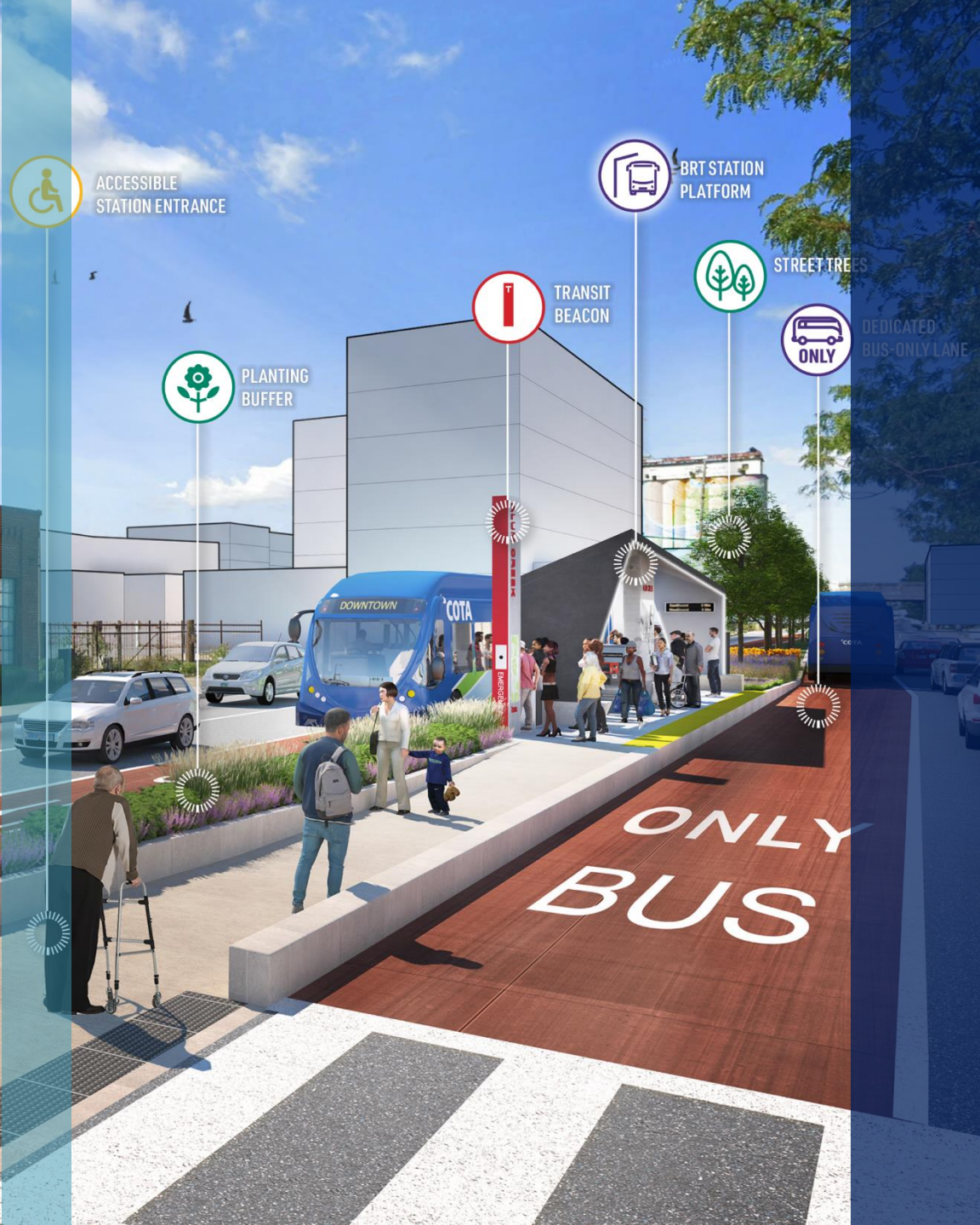


Safety/Cleanliness Reporting Option

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**
- **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



**MORE
COTA**



**MORE
SIDEWALKS**



**MORE
OPPORTUNITY**

LinkUS: Improving Access

- **Faster, more reliable public transportation**
45% more service hours including new rapid transit, COTA//Plus, and fixed route services meaning better access to work, healthcare, home and entertainment
- **Safer and expanded sidewalks, bikeways and trails**
500+ miles of projects
- **More opportunity**
Building the infrastructure to grow our economy

Supporting existing communities

Learn more and influence our plans at
LinkUSColumbus.com



IMPROVEMENTS IN *Every* *community*



LinkUS Impacts Every Community 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 are proposed to begin on Monday, Jan. 6, 2025.



Workforce Outlook for January 2025

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

Public input will help COTA prioritize the improvements that will be made in January 2025.





Zoo Bus Service

Weekend-only service on COTA's seasonal Zoo Bus has been extended into Fall!

Zoo Bus will operate Fridays, Saturdays and Sundays only, with the final day of service occurring on Oct. 27.

When you ride COTA, you get \$5 admission to the Zoo.

For more information about COTA Zoo Bus service, **visit [COTA.com/ZooBus](https://www.cota.com/ZooBus) or call (614) 228-1776.**

For Zoo hours, visit **[columbuszoo.org](https://www.columbuszoo.org)**.

Proposed Changes

The following changes are **not** dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
<i>All Lines</i>	Staff will assess options to adjust schedules to improve on-time performance.	Continuous improvement.

Key: rationale / public feedback

Proposed Service Increases

Not all proposed service increases will be possible, but public feedback will help COTA prioritize which of the following changes will be made in January.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
3 Northwest/Harrisburg	Weekday: every 30 minutes Weekend: every 60 minutes	Weekend: every 30 minutes	Growing ridership. Customer request. High productivity for hourly line.
7 MT Vernon	Weekday: every 15/30 minutes Saturday: every 30 minutes Sunday: every 60 minutes	Weekend: every 15-20 minutes	Growing ridership. Customer request. High productivity on weekends.
23 James/Stelzer	Weekday: every 15 minutes Weekend: every 30 minutes	Weekend: every 15-20 minutes	Growing ridership. Customer request. High productivity on weekends.

Key: rationale / public feedback

Proposed Service Increases

Not all proposed service increases will be possible, but public feedback will help COTA prioritize which of the following changes will be made in January.

LINE	CURRENT SERVICE	CHANGES	RATIONALE
34 Morse	Weekday: every 15 minutes Weekend: every 30 minutes	Weekend: every 15-20 minutes	Growing ridership. Customer request . High productivity on weekends.
CMAx	Weekday: every 15 minutes & 30-minute branches Saturday: every 20 minutes & 40-minute branches Sunday: every 30 minutes	Saturday: every 15-20 minutes & 30-minute branches Sunday: every 15-20 minutes	Growing ridership. Customer request . Highest weekend productivity.

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](https://www.cota.com/contact) to suggest how we can improve COTA's service.



Final Service Changes will be announced at the December public information meetings. Join in on Dec. 5 at 6 p.m. and Dec. 10 at noon.

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

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