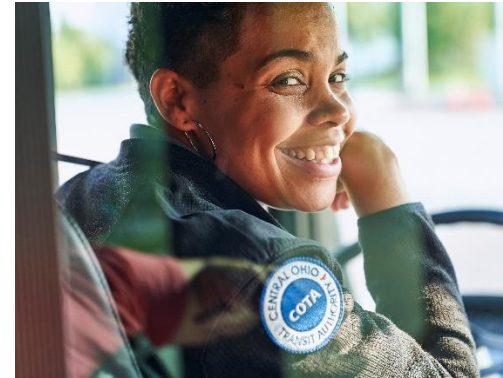


welcome!
THIS MEETING
WILL START
SHORTLY.



COTA

January 2024

SERVICE CHANGE MEETINGS

Dec. 7 & 12, 2023



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.

We are also 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.





New Customer Care Hours to Better Serve You

COTA's Call Center will expand their hours of operation until 9 p.m. on weekdays beginning Jan. 2, 2024.

New Customer Care Hours

Mon-Fri: 6 a.m.–9 p.m.

Sat, Sun: 8 a.m.–6 p.m.

Holidays: 8 a.m. – 5 p.m.



Increasing & Retaining Our Workforce

Throughout 2023, COTA has explored creative ways to recruit and hire new Operators in this climate. **Thanks to these hiring efforts, COTA increased service in September 2023 and will maintain these levels in January 2024.**

COTA will continue to adjust transit schedules due to unprecedented workforce challenges. We plan to add more service in future trimesters as we continue to hire, train and retain more Operators.



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.
- Signing bonuses up to \$2,500
- **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)

New Look for Schedule Brochures

We collected customers feedback regarding our service brochures and how they could better serve the community. Our new and improved brochures will roll out with January service changes and are now designed in an easy-to-print format for customers who need to take them on the go.

Thank you to all the customers who shared feedback with us in order to make these improvements.

1

KENNY / LIVINGSTON

frequent

COTA

MOVING YOU FORWARD

FARES

STANDARD, FREQUENT, RUSH HOUR	\$2	Half-price fares are available for Seniors, Veterans, Key ID holders and those on Income Assistance. For more information about discounts, passes and fare capping, visit COTA.com/fares .
CHILDREN AGES 5-12	\$1	
WITH ADA CARD	No Fare	
DAYPASS	\$4.50	
31-DAY PASS	\$62	

VEHICLE FREQUENCY

STANDARD	FREQUENT	RUSH HOUR
Mon-Fri: 5 a.m.-11 p.m.	Mon-Fri: 5 a.m.-11 p.m.	Mon-Fri: 6:30 a.m.-9 a.m. and 3 p.m.-6 p.m.
Sat, Sun: 5 a.m.-10 p.m.	Sat, Sun: 5 a.m.-10 p.m.	
Departure times: 15-60 minutes apart	Departure times: 15 minutes or less	

USING YOUR SCHEDULE

NORTH

Direction of the line

Stop intersection or landmark

Timepoint / Transfer Zone

Departure time

PM times shown in BOLD

ARRIVAL DEPARTURE AT STOP

Late-Night Lineup

Lineups are times when most major lines arrive Downtown at the same time for transfers, occurring all day Sunday and after 9 p.m. Monday-Saturday. See schedule for times.

TRANSFERS

This vehicle line has transfer stops in Downtown. There are 3 Transfer Zones that allow transfer to Lines 1-11 and CMAX. All lines stop in each zone with the exception of Line 10, which only stops in Zone 2.

WESTBOUND/NORTHBOUND

ZONE 1: N High St & E Long St

Stop 5910

ZONE 2: S High St & E Broad St

Stop 6464

ZONE 3: E Mound St & S High St

Stop 1797

EASTBOUND/SOUTHBOUND

ZONE 1: N High St & W Long St

Stop 4101

ZONE 2: N High St & W Broad St

Stop 2900

ZONE 3: E Fulton St & S High St

Temporary Construction Stop

TRANSIT APP

Download the Transit app to plan, track and pay for your trips.

Only pay for what you use!
Fares are capped at \$4.50 a day or \$62/month when you use the app or a COTA Smartcard.

COTA.com/transitapp

HOLIDAY SERVICE

Please note: COTA observes Sunday schedules on holidays, including New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving and Christmas.

1

KENNY / LIVINGSTON

frequent

COTA

LINE 1 MAP

LEGEND

- Standard Service
- Frequent Service
- Direction
- Timepoint
- Transfer Timepoint
- Transfer Line
- Transit Terminal
- Park and Ride

LOCAL DESTINATIONS

• Reynoldsburg Park and Ride

• Livingston & Barnett Park and Ride

• Nationwide Children's Hospital

• Downtown

• The Ohio State University

• Riverside Methodist Hospital

• Carriage Place Shopping Center

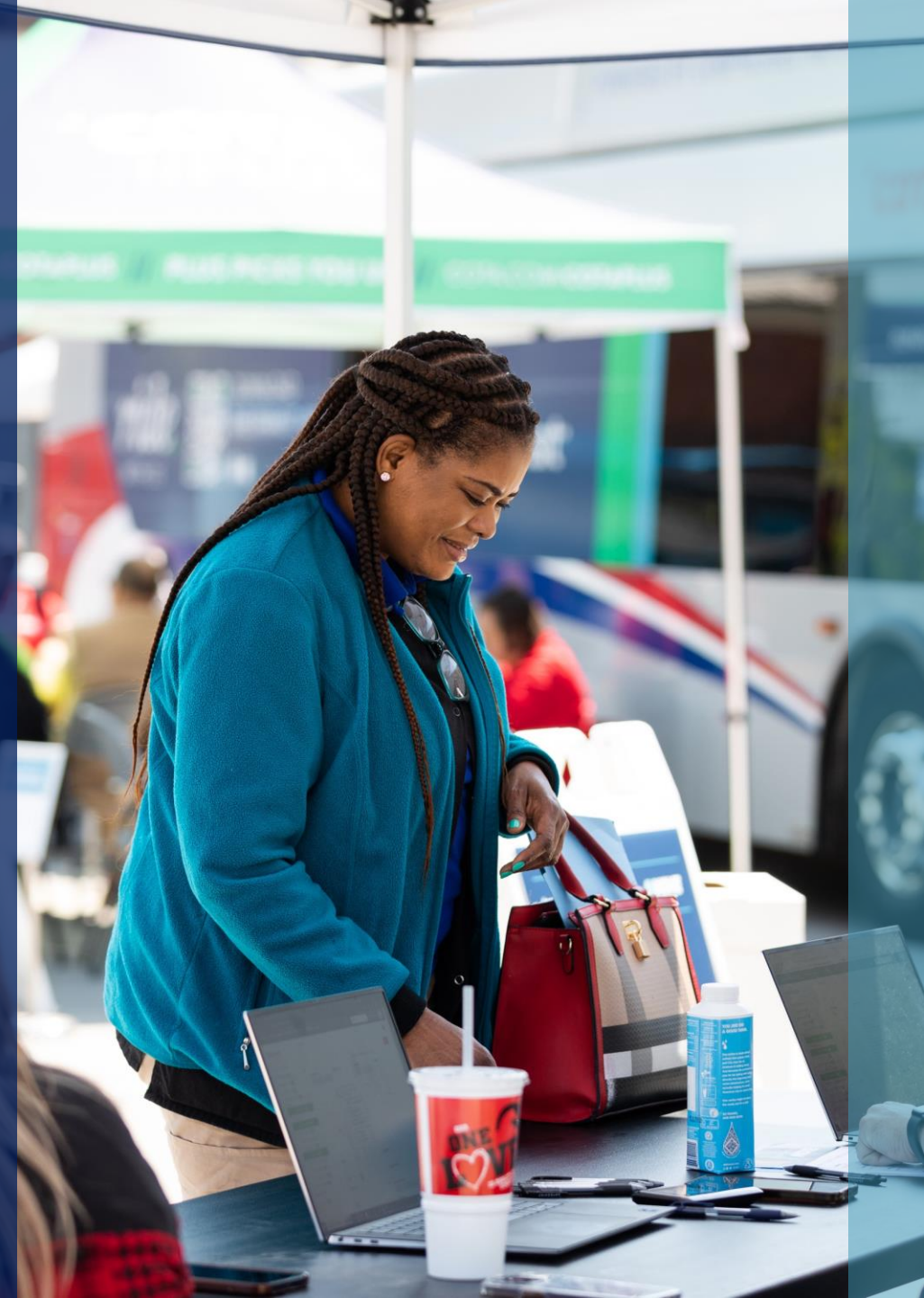
COTA.com | Need help? COTA Customer Service (614) 228-1776 | Effective as of Jan. 1, 2024

2

1 KENNY / LIVINGSTON frequent		COTA	
SOUTH / EAST		MONDAY-FRIDAY	
Pickup at Reynoldsburg Park and Ride	Reynoldsburg Park and Ride	Drop at Reynoldsburg Park and Ride	Reynoldsburg Park and Ride
A	B	C	D
4:46	4:54	5:03	-
-	-	-	5:07
-	-	-	5:19
-	-	-	5:28
-	-	-	5:30
-	-	-	5:35
-	-	-	5:39
-	-	-	5:41
-	-	-	5:50
-	-	-	5:56
-	-	-	6:07
-	-	-	6:11
-	-	-	6:22
-	-	-	6:26
-	-	-	6:37
-	-	-	6:41
-	-	-	6:52
-	-	-	6:56
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-	-	-	7:59
-	-	-	8:10
-	-	-	8:26
-	-	-	8:30
-	-	-	8:41
-	-	-	8:46
-	-	-	8:57
-	-	-	9:01
-	-	-	9:12
-	-	-	9:17
-	-	-	9:28
-	-	-	9:32
-	-	-	9:43
-	-	-	9:48
-	-	-	9:59
-	-	-	10:04
-	-	-	10:10
-	-	-	10:19
-	-	-	10:27
-	-	-	10:34
-	-	-	10:45
-	-	-	10:50
-	-	-	10:51
-	-	-	10:57
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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 making any service reductions for January 2024.**





service CHANGES

The following service changes are final and will begin on Monday, Jan. 1, 2024.

Schedule Adjustments

The following changes are not dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
1 Kenny/Livingston, 2 E Main/ N High, 3 Northwest/Harrisburg, 5 W 5th Ave/Refugee, 8 Karl/S High/Parsons, 10 E Broad/ W Broad, 11 Bryden/Maize, 32 N Broadway	Minor schedule adjustments on weekdays	Improve on-time performance
25 Brice & 33 Henderson	Minor schedule adjustments on all days	Improve on-time performance

Key: rationale / public feedback

Time and Alignment Changes

The following changes are not dependent on workforce resources increasing.

LINE	CHANGES	RATIONALE
45 New Albany	The inbound morning trip and outbound evening trip will no longer stop at Easton Transit Center. The outbound morning trip and inbound afternoon trip will continue to stop at Easton Transit Center.	Customer request for more direct service between New Albany and downtown Columbus. The new Line 35 is an alternative connection between New Albany and Easton Transit Center.
71 Hilliard	Cemetery Road Park and Ride will close. Hilliard UMC Park and Ride will remain open to serve lines 21 Hilliard-Rome and 32 N Broadway. The new end of line for Line 71 will be Renner Road Park and Ride.	Redevelopment of Hilliard Cemetery Road Park and Ride. Low ridership north of Renner Road Park and Ride.
CMAX Key: rationale / public feedback	COTA staff will assess options to improve access to CMAX stations. No changes are proposed currently.	Customer request for better access to CMAX after discontinuation of Line 6 on Cleveland Avenue.



Line 71 ends 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**.

COTA will use Renner Road Park and Ride as the new end of line location for Line 71 in Hilliard. Line 71 will no longer serve stops north of Renner Road Park and Ride, including at the Hilliard United Methodist Church Park and Ride.

Hilliard UMC Park and Ride will remain open to serve lines 21 Hilliard-Rome and 32 N Broadway.

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.

No changes are proposed for January 2024. COTA staff will continue to evaluate CMAX and propose changes during a future service change.



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 comment meetings for the May 2024 Service Change
will be held **January 16 at noon** and **January 18 at 6p.m.**

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

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