



Customer Advisory Committee Minutes January 9, 2024: 5:30 pm to 6:45 pm Mott Branch Library ~ 1010 Dorr Street, Toledo

Committee Members Present: Brandon Brown, Kenneth Schumaker, Becky Opperman, Jennifer Seibel, Cindy Kerr

Committee Members Absent: Mary Finch, Shawn (Cleo) McNeal, Katie Watson, Rebecca Blair, Delores Anderson, Loren Sengstock, Sara Soper

TARTA Staff Present: Susan Gettum - Chief of Staff and Rick Bailey, Chief Customer Experience & Mobility Officer

- **Brief Updates from TARTA Staff & Committee Members**
 - Recap Of 2023 (Susan)
 - Shared the On The Move In 2023 booklet with highlights from the past year
 - Expansion into Oregon (Rick and Susan)
 - Ken rode the #2 to Oregon to Walmart!
 - Other updates from Rick:
 - Electric Vehicles TARPS - procedural and training documentation being created. Should be able to do trial runs in late February and some in service in March.
 - Customer Service surveys will start in March with our consultants at TransPro. All three service types will have surveys - fixed (in-person), TARPS and Flex (both over the phone).
 - Hub Assessment - current work is being undertaken to bring the building up to code starting with fencing. Also, new bus shelters will be added on the other side of Huron Street, along with some landscaping.
 - We are working with a new vendor to install new bus stop signs throughout the fixed route service area.
 - TARPS is undergoing an operational assessment to study how the system operates as well as reviewing the utilization of the software used to schedule shifts and rides
 - Staffing at TARPS: New full time Mobility Specialist has been hired and has started which will was up on the backlog of applications. We will also be adding a new Mobility Manager position (funded by a grant by ODOT), and a Quality Assurance Coordinator who handle customer complaints system wide.
 - In April we will join with our partner The Ability Center and do a training day at their facility.
 - Flex - 1st Anniversary (Susan)

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- Shared spreadsheet with FLEX numbers from launch day (January 23, 2023) to December 31, 2024.
 - Seven new Flex vehicles have been added to the fleet.
 - FYI Since the new schedule started (January 7) Met Demand for FLEX has increased from 70% average to 97% average for these few days!
 - Stakeholder's Group (Brandon Brown)
 - Brandon shared that he was asked to sit on the Stakeholder's Group to assess the future of the hub. The group has met twice.
- Future Tools for Committee members ~ New Communications Team Members in 2024 (Susan)
 - *Community Affairs Manager - Courtesy Cards etc.*
 - *Senior Digital Resource Specialist - Website, Maps*
- New Business
 - Ken Schumaker: Better connection between City of Toledo & TARTA street geometrics
 - Ken spoke about TARTA working with the City of Toledo regarding turning radiuses at corners on certain routes and had some specific locations that are of concern:
 - Main Library Michigan Ave to Madison - traffic stop bar should be moved back
 - Broadway Mile - Western to the Zoo #31 detour
 - Would cut outs work better?
 - Susan talked about how new routes are driven before to test street geometrics and turning radiuses but there is a need for older routes to be reevaluated.
- Set Next Meeting Date
 - **March 20** - does this work for everyone?