



TOLEDO AREA REGIONAL TRANSIT AUTHORITY

RESOLUTION NO. 10-23

AUTHORIZING THE CREATION OF THE CUSTOMER ADVISORY COMMITTEE

WHEREAS, the Governance Committee of the Board has determined that it is necessary and appropriate to form a Customer Advisory Committee (CAC) comprised of volunteers who are passionate customers of TARTA and who are in a position to provide recommendations, insight and advice in areas such as planning, operations, services and other matters that impact the customer experience from the perspective of the rider; and

WHEREAS, the Governance Committee recommends that the Customer Advisory Committee (CAC) be created by the Toledo Area Regional Transit Authority and that the Governance Committee be charged with identifying potential volunteer members of the Customer Advisory Committee (CAC) and;

WHEREAS, after the Customer Advisory Committee (CAC) has been created and begun its work it will, from time to time, report back to this Board with recommendations, insight and advice.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE TOLEDO AREA REGIONAL TRANSIT AUTHORITY, OHIO:

SECTION 1. That the Customer Advisory Committee (CAC) is hereby created.

SECTION 2. That the Governance Committee be charged with identifying, through an application process or otherwise, volunteers who are willing to serve on the Customer Advisory Committee (CAC) who use public transit on a regular basis and who are in a position to provide recommendations, insight and advice from the perspective of the rider in areas to include planning, operations, services and other TARTA matters that impact the customer experience.

SECTION 3. That the recommended composition of the Customer Advisory Committee (CAC) be brought back to this Board for approval.

SECTION 4. That this resolution shall be effective immediately upon its adoption.

ADOPTED: February 16, 2023

President

ATTEST:

Secretary-Treasurer