



DATE: May 22, 2024  
TIME: 5:30 PM – 6:45 PM  
FACILITATOR: Susan Gettum  
LOCATION: Mott Library – Community Room A

**Committee Mission** – The volunteer Customer Advisory Committee (CAC) is a group of passionate customers who use public transit on a regular basis in the Toledo area. They will provide recommendations, insight and advice from the perspective of the rider in the areas of planning, operations, services and other TARTA matters that impact the customer experience. The Customer Advisory Committee (CAC) members will also provide outreach of TARTA's services within their own community.

#### AGENDA

- Welcome and One-Word Check-In (ice breaker) – Sarah Soper
- Introduction of TARTA staff present
- Update on Projects:
  - Working with the **Communications Team on deliverables** – Courtesy Cards, full-service maps, website, etc. **Becky Opperman and Ken Schumaker (lead)**
  - **Increase public awareness of TARTA** – educate those not familiar with public transportation. Find ways to make sure the public knows about TARTA services, especially those individuals with mental illness or other disabilities. **Loren Sengstock (lead), Rebecca Blair, Cindy Kerr, Sarah Soper**
  - **Create stakeholder list** to push flyers/announcements out to their networks. **Brandon Brown (lead), Jen Seibel**
- TARTA's Diversity Equity and Inclusion update / Staff Workgroup – Jason Daniels, JAYRAMON
- Brief Updates from TARTA Staff:
  - TARPS/Third Party: Sylvester Jones, Operations Manager
  - Customer Advisory Committee New Members Update – Susan Gettum
- New Business
- Set Next Meeting Date – choose one:
  - Tuesday August 6
  - Wednesday August 7
  - Wednesday August 14

Please notify Susan Gettum at [sgettum@tarta.com](mailto:sgettum@tarta.com) or 419-245-5235 if you require special assistance.

#### How to get to the Mott Library 1010 Dorr Street, Toledo:

- By TARTA Fixed Route #5
- By TARPS or Flex – Call 419-382-9901 to book ride or use TARTA Flex App
- By Bicycle – bike racks available
- By private vehicle – free parking available

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