



DATE: March 20, 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) - Susan
- Introduction of TARTA staff present
 - Susan Gettum, Chief of Staff, Customer Advisory Committee Facilitator
 - Laura Koprowski, TARTA CEO
 - Mary Morrison, TARTA Board of Trustee President
 - Rick Bailey, Chief Customer Experience & Mobility Officer
 - Jessica Rood, Customer Experience Manager
- Report to the Community 2023 Report – hand out copies
- Introduction to Projects - Susan
 1. Working with the **Communications Team on deliverables** – Courtesy Cards, full-service maps, website, etc.
 2. **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.
 3. **Create stakeholder list** to push flyers/announcements out to their networks.
- Brief Updates from TARTA Staff
 - Rick Bailey
 - Human Resources team update/job fairs – Susan
- New Business
- Set Next Meeting Date – choose one:
 - Tuesday May 21
 - Wednesday May 22
 - Wednesday May 29

Please notify Susan Gettum at 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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TARTA.COM