



DATE: October 18, 2023  
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 prospective 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 to Group and Committee Intros - Susan Gettum, Chief of Staff
- Introduction of TARTA staff present
  - Susan Gettum, Chief of Staff, Customer Advisory Committee Facilitator
  - Mary Morrison, TARTA Board of Trustee President (via Phone)
  - Rick Bailey, Chief Customer Experience & Mobility Officer
- Brief Updates from TARTA Staff
  - Transit Hub & TARPS (Rick)
  - Expansion into Oregon (Susan)
  - Flex (Susan and Rick)
  - TARTA Next Event - November 15, 2023: 8 am Glass City Center
- Committee Member Bios and Pictures
- Tools for Committee members
  - Courtesy cards
  - Why TARTA works for me
  - Full size maps
  - Other?
- TARTA Website feedback
- New Business
- Set Next Meeting Date

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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