



TOLEDO AREA REGIONAL TRANSIT AUTHORITY

RESOLUTION NO. 27-24

APPROVING THE 2025 PERFORMANCE MANAGEMENT PROGRAM

WHEREAS, the Toledo Area Regional Transit Authority (TARTA) Performance Management Program for 2024 has been effective at measuring and communicating the organization's progress in achieving its intended Success Outcomes of Employee Ownership, Quality of Customer Experience, Financial Health and Community Betterment; and

WHEREAS, the organization is committed to maintaining high standards of performance and accountability in 2025, and recognizes the importance of sustaining and improving its Performance Management Program to further drive organizational success and to achieve its mission and vision; and

WHEREAS, TARTA has developed 2025 metrics to measure the progress on achieving its Success Outcomes and a workplan with tactics to achieve the Success Outcomes.

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

SECTION 1. That the TARTA Board of Trustees approves the 2025 Performance Management Program which focuses on measuring the following success outcomes: 1) Employee Engagement, 2) Customer Satisfaction, 3) Community Betterment, and 4) Financial Health.

SECTION 2. That the TARTA Board of Trustees approves the 2025 metrics and work plan in order to implement the Performance Management Program success outcomes.

SECTION 3. That quarterly presentations on the progress of the 2025 Performance Management Program will be provided to the TARTA Board of Trustees.

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

ADOPTED: December 19, 2024

President

ATTEST:

Secretary-Treasurer