



DATE: August 9, 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 - 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
- Tangible Goals for 2023 - led by Committee Co-Chairs and Vice Chair
- Brief Updates from TARTA Staff
 - Transit Hub (Rick)
 - Rider Survey (Rick)
 - Expansion into Oregon (Susan)
 - Future fare capping/TransitApp (Susan)
- New Business
- Set Next Meeting Date

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

1127 West Central Avenue, P.O. Box 792
Toledo, Ohio 43697-0792
P: 419.243.7433 | F: 419.243.8588

TARTA.COM