



TOLEDO AREA REGIONAL TRANSIT AUTHORITY

RESOLUTION NO. 25-23

AUTHORIZING THE GOVERNANCE COMMITTEE TO MAKE
APPOINTMENTS TO THE CUSTOMER ADVISORY COMMITTEE

WHEREAS, the Governance Committee of the Board has determined that it is necessary and appropriate to form a Customer Advisory Committee (CAC) comprised of volunteers who are passionate customers of TARTA and who are in a position to provide recommendations, insight and advice in areas such as planning, operations, services and other matters that impact the customer experience from the perspective of the rider; and

WHEREAS, this Board created the Customer Advisory Committee (CAC) through passage of Resolution No. 10-23, with said resolution charging the Governance Committee with identifying, through an application process or otherwise, volunteers who are willing to serve on the Customer Advisory Committee (CAC) who use public transit on a regular basis and who are in a position to provide recommendations, insight and advice from the perspective of the rider in areas to include planning, operations, services and other TARTA matters that impact the customer experience; and

WHEREAS, the Governance Committee has received applications for membership on the Customer Advisory Committee (CAC) and now seeks to appoint members of this committee so that its work can begin.

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

SECTION 1: That the Governance Committee is hereby charged with reviewing the applications for membership on the Customer Advisory Committee (CAC) and appointing those it deems best able to provide recommendations, insight and advice in areas such as planning, operations, services and other matters that impact the customer experience from the perspective of the rider.

SECTION 2: That the Governance Committee, after appointing the members of the Customer Advisory Committee (CAC), shall thereafter report back to this Board as to its composition and membership.

SECTION 3: That the Strategic and Operational Planning Committee is charged with monitoring the Customer Advisory Committee (CAC) and, as the work of the Customer Advisory Committee (CAC) progresses, shall from time to time, report back to this Board with CAC's recommendations, insight and advice.

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

ADOPTED: April 20, 2023

President

ATTEST:

Secretary-Treasurer