



DATE: January 9, 2024  
TIME: 5:30 PM – 6:45 PM  
FACILITATOR: Susan Gettum  
LOCATION: Mott Library – Community Room B

**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 and Introduction of TARTA staff present
  - Susan Gettum, Chief of Staff, Customer Advisory Committee Facilitator
  - Mary Morrison, TARTA Board of Trustee President
  - Laura Koprowski, Chief Executive Officer
  - Rick Bailey, Chief Customer Experience & Mobility Officer
- Brief Updates
  - Recap Of 2023 – Laura Koprowski
  - Expansion into Oregon
  - Flex – 1<sup>st</sup> Anniversary (Susan)
  - Stakeholder's Group – Brandon Brown
- Committee Member Bios and Pictures
- Future Tools for Committee members ~ New Communications Team Members in 2024
  - *Community Affairs Manager – Courtesy Cards etc.*
  - *Senior Digital Resource Specialist – Website, Maps*
- 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

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

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