



DATE: May 24, 2023
TIME: 5:30 PM – 6:45 PM
FACILITATOR: Susan Gettum
LOCATION: TARTA Transit Hub

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
 - Rick Bailey, Chief Customer Experience & Mobility Officer
- Code of Conduct for Group
- Introduction of Customer Advisory Committee members and individual hopes for CAC
- Establish Chair and Vice-Chair for Committee
- Meeting schedule for future
- Goals for rest of 2023 including reporting to the Board of Trustees

Customer Advisory Committee Code of Conduct:

Members of the Customer Advisory Committee (CAC) will:

- **Arrive on time.** Meetings will start promptly.
- **Treat everyone with respect, empathy, and kindness.** Refrain from offensive behavior or language, harassment or discrimination.
- **Take turns talking.** Share the airtime and engage in ways that will allow space for others.
- **Come eager** to learn, share feedback and challenges, and engage with others.
- **Contribute** to discussions, or other CAC functions in a positive and productive manner. Assume positive intent.
- **Stay on topic** and be brief.
- **Actively listen** with full attention before preparing to speak. Honor all experiences and expertise equally.
- **Communicate** with other CAC participants by using welcoming and inclusive language.
- **Use this interactive forum** to share successes, challenges, questions, and goals to help drive a productive discussion. **Trust the process!**
- While in TARTA’s Transit Hub, follow the Hub Code of Conduct (<https://tarta.com/tarta-transit-hub-2/>)

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