



Customer Advisory Committee Minutes October 1, 2025: 5:30 pm to 6:45 pm Mott Branch Library ~ 1010 Dorr Street, Toledo

Committee Members Present: Brandon Brown, Cindy Kerr, Jennifer Seibel, Jodie Summers, Joyce Allen, Tina Sprouse.

Committee Members Absent: Angie Goodnight, Becky Opperman, Katie Watson, Rebecca Blair, Sara Soper, Lisa Justice.

TARTA Staff and Board Members Present: Jessica Rood-*Customer Care Manager*, Susan Gettum-*Chief of Staff*, Richard Russell-*Outreach and Education Coordinator*, Sylvester Jones-*Paratransit Operations Manager*, Andy Cole-*Communication and Marketing Manager*, Laura Koprowski-*Chief Executive Officer*.

- Introductions
- TARTA Staff Updates:
 - Jessica Rood- Moving forward with CAC logo
 - Kwinlyn Tyler (unable to attend, Jessica Rood filled in)-
 - Parade update-TARTA will be participating in:
 - Rossford Halloween parade Oct 26th
 - More information will be emailed to CAC members
 - TARTA Community Update

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- October 23rd 2025 registration and networking begin at 8am, Community Update 9am-10am
 - An invitation will be sent via email to CAC members
 - Sylvester Jones-
 - Mobility Specialist will be selling passes at the time of assessments at the Knapp Street location.
- EXMI Strategic Plan consultants'
 - Provide Strategic plan feedback
 - CAC members provided honest and thoughtful feedback to EXMI, driven by questions, conversations and real-life experiences.
 - This activity has fulfilled one of the CAC's goals for the committee.
- Other Business:
 - Andy Cole
 - Asked CAC to be photographed while boarding their TARTA ride from Mott Branch Library.
 - These photos will be used to help promote and market TARTA services
 - This activity is helping to fulfill a CAC goal of increasing public awareness
- **Next Meeting Date - mark your calendars:**
 - Wednesday, December 3, 2025, at 5:30 pm at Mott Library in Community Room A&B

Remaining 2025 Meeting dates:

- December 3, 2025