



Customer Advisory Committee Minutes  
February 4, 2025: 5:30 pm to 6:45 pm  
Mott Branch Library ~ 1010 Dorr Street, Toledo

Committee Members Present: Becky Opperman, Brandon Brown, Jennifer Seibel, Jodie Summers, Lisa Justice, Tina Spouse.

Committee Members Absent: Angie Goodnight, Cindy Kerr, Joyce Allen, Katie Watson, Rebecca Blair, Sara Soper.

TARTA Staff: Jessica Rood-Customer Care Manager, Richard Russell-Outreach and Education Coordinator, Kwinlyn Tyler- Community Affairs Manager, Kali Sawaya-Transit Project Planning Manager.

- Introductions/Ice Breaker
- TARTA Staff Updates:
  - Kwinlyn Tyler -
    - CAC Ambassador Opportunities
    - 2025 Annual Report
    - Ohio Loves Transit Day
      - Free rides Feb 14<sup>th</sup> and 17<sup>th</sup>
  - Richard Russell-
    - 5310 funding, swag ideas that would be beneficial to the disabled and elderly demographic.
  - Kali Sawaya-
    - BRT VR experience
    - BRT survey and information

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- Fixed Route reflection:
  - Concerns regarding routes in East Toledo were addressed by planning team and TARTA
  - Online was nicely updated
  - After 6pm bus needs to ensure it is on time or you will miss all of them
  - Less frequency is something to get used to
  - The new line up was an area of concern at first
- Next Meeting Date - mark your calendars:
  - Wednesday, April 1, 2026, at 5:30 pm at Mott Library in Community Room A/B

Remaining 2026 Meeting dates:

- April 1<sup>st</sup>, 2026
- June 3<sup>rd</sup>, 2026
- August 5<sup>th</sup>, 2026
- October 7<sup>th</sup>, 2026
- December 2<sup>nd</sup>, 2026