

For Immediate Release  
Media Contact: Laura Koprowski,  
Chief Communications and  
Customer Experience Officer  
[lkoprowski@tarta.com](mailto:lkoprowski@tarta.com)  
Office: 419.245.5219  
Mobile: 419.764.5951



## TARTA Hosts Virtual Customer Forum on November 19

(TOLEDO, Nov. 12, 2020) - The Toledo Area Regional Transit Authority (TARTA) will host its first virtual Customer Forum on November 19, 2020 from 6p.m. - 7p.m. The forum is open the public and all TARTA riders including those who use the Toledo Area Regional Paratransit Service (TARPS) and Call-A-Ride. The webinar-style public meeting will explore topics related to customer experience, proposed new service changes and results from a TARPS customer survey. In addition, the forum will include a question and answer session with TARTA staff members.

"To build a public transportation system that is viable for our region, we must gain a greater understanding of how satisfied our customers are with our current service," said Kimberly A. Dunham, TARTA CEO. "The Customer Forum will facilitate a safe way for customers to engage and submit feedback that will be critical to TARTA's future transformation."

Registration and additional details about the Customer Forum are available at [www.tarta.com](http://www.tarta.com) or calling 419-243-7433. Customers and the public should submit their questions ahead of time by sending them to **customer-relations@tarta.com**.

TARTA's Customer Satisfaction Survey about the fixed bus route system and Call-A-Ride service is still open for public participation. Customers can complete the survey online at [www.tarta.com](http://www.tarta.com) or by calling 567-343-5767.

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### About TARTA

The Toledo Area Regional Transit Authority (TARTA) provides a vital link in the Toledo metro area to jobs, education, health care and other destinations. It enables everyone in our community to have access to transportation regardless of their age, race, physical ability or economic background. TARTA is underway with exploring and introducing new initiatives and service options that will enhance convenience and customer experience while moving Toledo into the future of public transit.