

TARTA



20
24

ANNUAL REPORT



PAVING THE ROAD TO A NEW TARTA

With new vehicles on the road, updates completed and continuing at facilities and a rebrand of paratransit services in progress, TARTA has a different look than in recent years.

However, it is not enough to look different. The idea is to be different, and thanks to the hard work of so many, that is becoming a reality.

TARTA's transformation has continued in 2024 with the introduction of service to the City of Oregon, the expansion of our on-demand TARTA Flex service, the rebranding of our paratransit services and sorely-needed updates to TARTA facilities and bus stops.

As wonderful as it is to be able to make improvements to the service, it would not be possible without equal attention to improving TARTA's work culture. Changing the culture at TARTA has been a particular focus for our leadership and human resources teams. From initiatives to increase employee engagement to investing in their professional development to increased retention, we have taken a series of steps designed to improve the day-to-day work environment of the team that connects so many northwest Ohioans to essential destinations.

In addition to employee feedback, many of the suggestions about how to refine and improve TARTA's

services came directly from customers who use it. In November, we were fortunate to bring together more than 300 customers and community members at our 2nd annual Community Update event, sharing with them numerous upcoming changes and improvements to TARTA services and plans for the future including:

- The rebrand of our paratransit services
- The introduction of fare-capping through the TARTA Card
- An update on our zero-emission initiative

Not only does TARTA look better, but we are proud to be serving our community better. Our Board of Trustees, leadership team, and employees have worked hard to make the new TARTA a reality, and will continue to do so in 2025 to ensure we are the reliable, efficient transportation service this area needs and deserves.

Thank you for your support and partnership in fulfilling TARTA's mission of empowering people to make connections.

Laura Koprowski, TARTA CEO

Kendra Smith,
TARTA Board of Trustees President



TARTA continues to modernize and expand its system and build on the improvements already made. This would not be possible without the leadership of an experienced team of transit professionals in the office and a dedicated group of community leaders volunteering on the Board of Trustees.

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lkoprowski@tarta.com

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jkarasek@tarta.com

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codingbe@tarta.com

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sgettum@tarta.com

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ubarrera@tarta.com

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MORE ON BOARD IN '24

TARTA used a major portion of its inaugural Community Update event in 2023 to preview the debut of service to Oregon, which fulfilled one major promise made when Lucas County and Rossford voters passed the sales tax levy to fund TARTA in 2021.

One year later, the results speak for themselves, with a 56 percent rise in ridership on Route 2 and a 22 percent hike in riders system-wide. Passenger counts also rose on both TARTA's paratransit service and TARTA Flex on-demand, due in part to the expansion of all three services to the Oregon area.

Reaching new destinations wasn't the only factor in the dramatic rise in ridership on Route 2, as when service was expanded the frequency on the route increased as well. Customers from Sylvania to downtown Toledo to Oregon can now catch a Route 2 bus every 30 minutes during operating hours, which has made a difference for employers such as Mercy Health St. Charles and ProMedica Flower hospitals and several grocery stores and retail locations along that route.

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Since frequency was cut for budgetary reasons on many routes in the years leading up to 2021, TARTA has heard from so many customers to whom more options for catching the bus would make a world of difference. We continue to listen, and the results of raising frequency on Route 2 sends a clear message. In the future, TARTA has set a goal to add 3 more routes to its list of those with 30-minute frequency.

Extensions to fixed route service are just part of the puzzle. With TARTA Flex service now available in nearly every part of Lucas County and Rossford, recent improvements have made public transportation a viable option for thousands more northwest Ohioans.

By aggressively pursuing competitive grant funding and continuing to be fiscally responsible, TARTA plans to continue to find innovative ways to connect people to jobs and medical facilities, deliver mobility services to low-income families, and provide options to riders with special mobility needs. We're connecting an increasing number of customers to the opportunities this wonderful community provides, and we've only just begun.



A FRESH LOOK FOR PARATRANSIT

TARTA remains committed to improving the level of service for customers, clients and loved ones who depend on paratransit services every day. Late in 2024, that commitment took a new form with the rebranding of paratransit services to TARTA Move.

The new name reflects a continued focus on providing accessible and efficient service for paratransit customers, and also brings all TARTA services under the same umbrella. The change was announced at the Community Update in November, along with the unveiling of the first re-branded vehicle.

Paratransit vehicles will be re-wrapped over the course of 2025, and rider guides, promotional

materials, ID cards and passes are in the process of being redesigned.

Outside of the rebrand of the former TARPS vehicles, nothing will change about the way customers book a ride, the outstanding help provided to customers by our dedicated customer service representatives, or the service from our operators that earned our paratransit team a 98 percent customer satisfaction rate. TARTA Move looks forward to providing a road to independence to Lucas County and Rossford residents with mobility challenges for years to come.



YOUTH SUMMER BLAST PASS

TARTA's Youth Summer Blast Pass program grew exponentially in its second year, providing a no-cost path to jobs, educational opportunities and other essential destinations for young people for all of June, July and August.

Through partnerships with Greater Toledo Community Foundation, Lucas County and the City of Toledo, the Blast Pass provided free rides on all TARTA services to pass-holders ages 6 through 19. This program helps familiarize youth with the public transit system and removes the barrier of cost to those looking to reach summer activities.

Passes were applied for online and distributed digitally, or at one of the dozens of public events TARTA personnel took part in during the spring and summer months. A partnership with the Toledo Lucas County Public Library made the passes available at every branch in the Toledo area.

In 2024, northwest Ohio youth received over 2,300 passes and took 36,915 rides using the Blast Pass, removing financial and travel barriers for students from every part of the area. This program continues to put youth in touch with employment, educational and recreational opportunities. Program participation in 2024, represented a 15 percent rise in passes distributed and more than doubled the number of rides taken from the program's first year.

TARTA looks forward to finding more innovative ways of connecting youth in northwest Ohio with where they need to go every day.



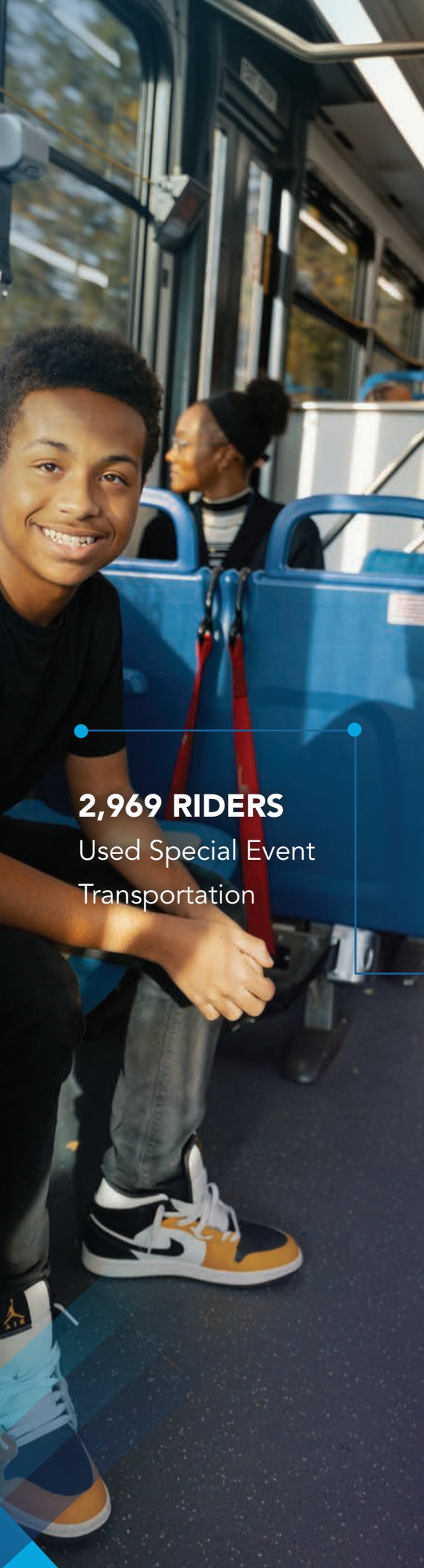
**2354 PASSES
ISSUED IN 2024**

1,454 Physical Passes

900 Digital Passes

36,915 Total Rides





2,969 RIDERS
Used Special Event
Transportation

BIG EFFORT FOR BIG EVENTS

While fixed-route, paratransit and Flex services already connect northwest Ohioans with the events that make this area great, TARTA's ramped-up Special Event Transportation (SET) made it even easier in 2024.

TARTA had increased ridership on its express services from park-and-ride locations to events, as it continued to reduce traffic troubles and the need to pay for parking for customers. SET service last year included:

- Toledo Jeep Fest Express
- Glass City JazzFest Express
- Muddy Shuttle, to Friday and Saturday home games for the Toledo Mud Hens
- Walleye Shuttle, to Saturday home games for the Toledo Walleye
- Maumee Uptown Music Fest
- Roche de Boeuf Festival
- Glass City Marathon
- Toledo Mini Marathon
- Several area fireworks displays
- Trips to landmarks and games for area school children and community groups, as available vehicles and operators made them possible

Community members can request special transportation by visiting [TARTA.com/set](https://www.tarta.com/set).



NATIONAL WEEK WITHOUT DRIVING

From September 30 to October 6, TARTA proudly participated in the national Week Without Driving initiative for the first time. This event, which reached all 50 states for the first time this year, spotlights the barriers faced by nondrivers and promotes more accessible and sustainable transportation options. For one week, participants refrained from driving themselves, instead relying on buses, bikes, ride sharing, carpooling or walking to meet their daily needs.

“When we listen to nondrivers and prioritize their needs, we create communities that are more inclusive and connected for everyone.”

- Anna Letitia Zivarts

To cap off this impactful week, TARTA had the privilege of welcoming Anna Letitia Zivarts, a leading advocate for nondriver equity and accessibility, as a featured guest speaker at its Community Update in November. Anna, the Director of the Disability Mobility Initiative at Disability Rights Washington, has been the driving force behind the national expansion of the Week Without Driving. Her book, *When Driving Is Not an Option*, offers deep insights into the challenges involuntary nondrivers face daily and provides actionable solutions for creating inclusive transit systems.

“The Week Without Driving isn’t just about raising awareness—it’s about driving change,” Anna shared during her visit. “When we listen to nondrivers and prioritize their

needs, we create communities that are more inclusive and connected for everyone.”

In addition to Anna’s visit, TARTA’s efforts to promote the Week Without Driving included a bus wrap that received national attention, a press conference featuring community partners from the Area Office on Aging and The Sight Center, and a segment on WTOL-TV. Local leaders who participated in the initiative to gain first-hand insight into the realities faced by nondrivers included Toledo City Council members Carrie Hartman and Mac Driscoll, SSOE CEO Vince DiPofi, and TARTA Board Trustee Dr. Willie Perryman. Their commitment highlights the growing recognition of transportation access as a community priority.

On a national scale, the Week Without Driving saw unprecedented growth in 2024, with participation tripling compared to previous years. Over 450 organizations and nearly 500 elected officials and decision-makers joined the effort.

TARTA looks forward to participating in Week Without Driving events in the future and supporting this effort to ensure that everyone can enjoy the great things northwest Ohio had to offer, regardless of their ability to drive.



RIDE MORE, SAVE MORE

TARTA continues to upgrade its technology and look for innovative ways to ensure that the cost of riding public transit isn't a barrier for those looking to connect with the community.

The TARTA Card, introduced at the Community Update in November, is another step in that direction, giving riders a new way to save on their commute. The TARTA Card brings the benefit of fare-capping to northwest Ohio customers for the first time, allowing riders to enjoy the unlimited rides that come with an extended pass without paying the entire cost up front.

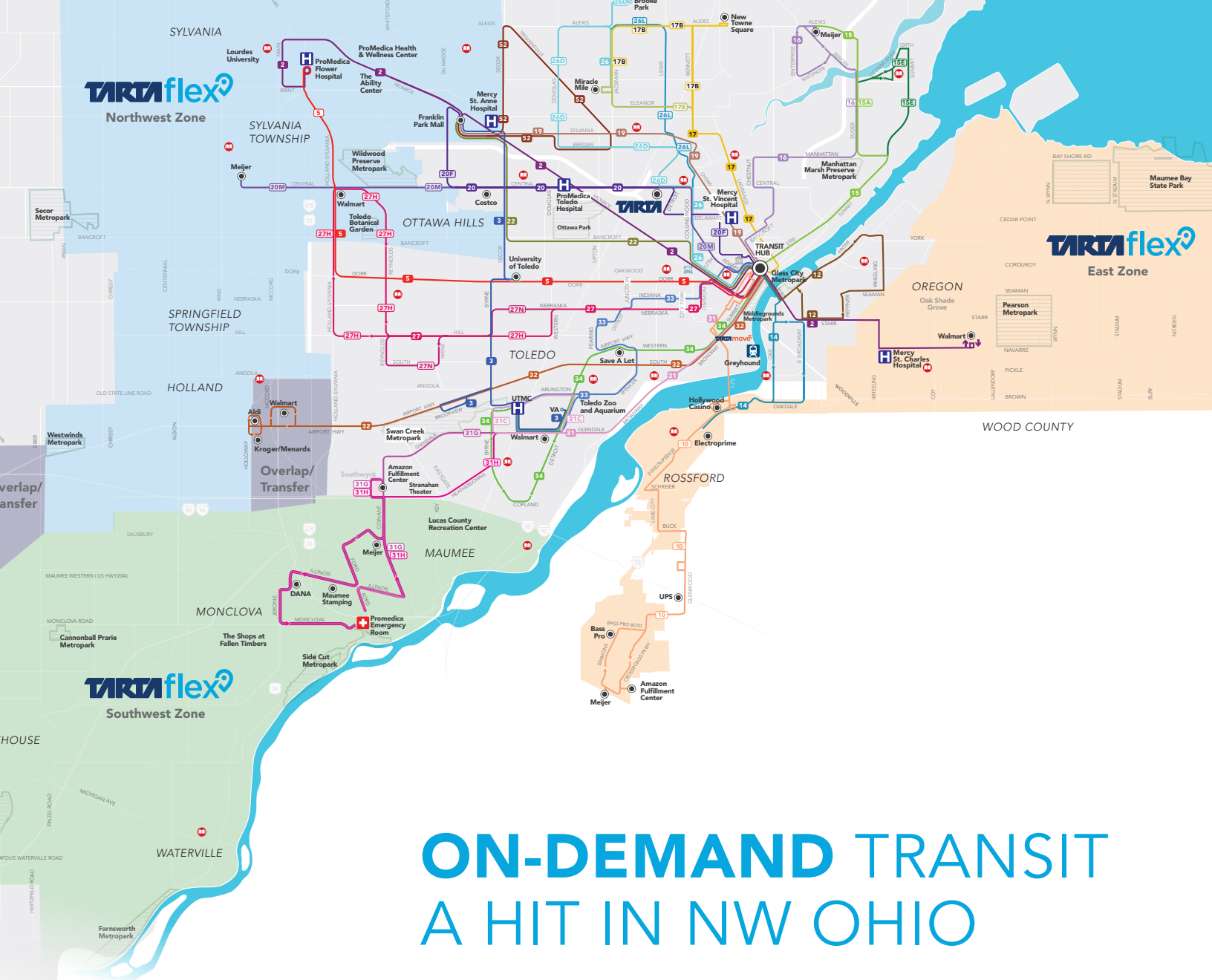
As long as a customer is using the TARTA card, they'll never pay more than \$3 per day, \$15 per week, or \$45 per 31-day period. The Card can be purchased at

TARTA's Transit Hub from an Information Operator, and also purchased through the EZFare or Transit apps.



The TARTA Card, which can save regular fixed-route riders up to \$39 a month, will also be available in 2025 to paratransit and TARTA Flex on-demand customers.





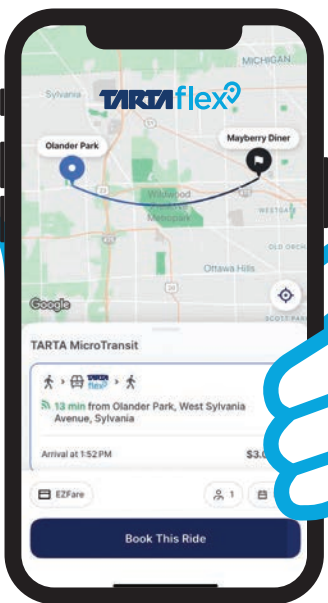
ON-DEMAND TRANSIT A HIT IN NW OHIO

The TARTA Flex on-demand service celebrates two full years of operation in early 2025.

Customers have responded, as ridership of Flex quickly doubled that of the Call-A-Ride system it replaced, and those numbers have only continued to go up. Flex allows customers to request rides within three transit zones. Opportunities to use this affordable service grew in 2024 with the addition of Oregon to the Eastern zone, which had already included Rossford.

Flex has been a useful tool for riders within suburban communities who wish to connect to the TARTA fixed-route line closest to them. Capacity for this service was doubled due to demand soon after launch, and there are currently 16 accessible Flex vehicles on the road. All told, more than 8,000 commuters have registered for a TARTA Flex account.

Find out more about Flex and which zone could get you where you need to go at tarta.com/flex.





BY THE NUMBERS

OUR FLEET

- 70** Buses
- 34** Paratransit Vehicles
- 16** Microtransit Minivans
- 9** Misc. Vehicles



TOTAL TRIPS PERFORMED (2024)

- 1,977,279** Fixed Route
- 119,993** Paratransit
- 50,769** TARTA Flex



OUR TEAM (2024)

- 302** Employees
- 173** Operators
- 17** Mechanics
- 14** Customer Service Personnel



ON-TIME PICKUP

71%
Fixed-Route

96.57%
TARTA Move



MOST POPULAR FIXED-ROUTES (WITH 2024 TRIP NUMBERS)

2	Flower Hospital via Toledo Hospital	258,461
5	Flower Hospital/Walmart via Dorr	180,357
19	Franklin Park Mall via Cherry/Sylvania	169,736
31	UTMC or Maumee via Glendale	168,361
32	Holland/Spring Meadows via South/Airport	118,507
15	Meijer Alexis via Suder or Summit	109,365
22	Franklin Park Mall/UT Campus/Bancroft	100,228
17	Miracle Mile/LeGrange/Bennett or Eleanor	97,639
16	Meijer Alexis via Manhattan	92,766
26	Miracle Mile via Douglas/Lewis	91,715
14	Hollywood Casino via East Broadway	91,249
20	Franklin Park Mall/Meijer via Central/Collingwood	88,643
14	Hollywood Casino/East Broadway	91,249
10	Meijer Rossford via Amazon Rossford	88,013

TARTA'S BUDGET

2024 Operating and Non-operating Revenue

\$46,798,191

2025 Operating and Non-operating Revenue

\$47,392,305
Anticipated

2024 Operating Expenses

\$40,604,863

2025 Operating Expenses

\$44,733,565

THE SURVEY SAYS

Efforts put into culture development and customer service in recent years by TARTA continue to produce positive results, according to a 2024 survey of the people who depend on public transit in northwest Ohio.

This customer satisfaction survey shows steadily climbing scores for TARTA services, along with numbers a step above both industry averages.

A Net Promoter Score (NPS) uses questions to gauge the likelihood that a rider would recommend a service to a friend or neighbor, and the enthusiasm with which they would do so.

According to April's survey, the NPS for TARTA's fixed route services is 57, well above the public transportation industry standard (28) and 41 points above TARTA's score in a similar poll taken in March of 2022.

TARTA's paratransit service has an NPS of 59, eight points above industry standard and 10 points above where it stood for the team two years ago.

This spring's survey marked the first conducted for TARTA Flex. TARTA's on-demand pilot program owns an NPS score of 57, with an overall satisfaction rate of 97 percent.

The overall customer satisfaction rate for fixed route services sits at 85 percent, which is eight points above industry average and 11 points above TARTA's satisfaction rate in November of 2020. Overall satisfaction with paratransit service is 98 percent, which remains six points above industry average.

PROVIDING VALUE TO THE COMMUNITY

TARTA's focus on community betterment has made a difference. As a survey of community members conducted in the fall of 2024 indicated, you don't need to be a regular rider of public transportation to see TARTA's value to Lucas County and Rossford.

Ninety-one percent of those who responded to the survey indicated that they strongly agree TARTA makes the community better, despite the fact that the vast majority of the respondents do not regularly take the service. Those polled recognized TARTA's most valuable areas of service were:

- Providing access to employment opportunities for northwest Ohioans
- Providing a path to independence for people with special mobility needs
- Providing transportation to essential destinations for families and individuals

Seventy-nine percent of respondents agreed that TARTA provides access to jobs in the community. The survey also indicated that TARTA is outpacing transit agencies across the country in key categories:

- 93 percent of people agreed that TARTA is valuable to the community, 5 points above the average for transit systems
- 42 percent indicated TARTA is valuable to them personally, 11 points above the national average

TARTA is more than just a way to get from Point A to Point B. It is proud to be a part of a thriving community, looks to continue to build on recent improvements to refine the mobility system so many individuals and businesses depend on every day.



- 86% are most satisfied with personal security onboard buses
- 84% are most satisfied with how easy it is to purchase and pay fares
- 83% are most satisfied with personal security at bus stops
- 83% are most satisfied with how safely buses are operated
- 63% are least satisfied with bus cleanliness



Industry standard: 28



Industry standard: 57

- 99% are most satisfied with drivers operating vehicles safely
- 99% are most satisfied with safety from accidents when getting in and out of vehicle
- 99% are most satisfied with drivers knowing how to get to your destination
- 91% are least satisfied with travel time



- 99% are most satisfied with ease of locating vehicle upon arrival
- 99% are most satisfied with how drivers operating vehicles safely
- 99% are most satisfied with driver courtesy and helpfulness
- 99% are most satisfied with travel time
- 85% are least satisfied with real-time service information





UPGRADES AT STOPS, TARTA FACILITIES

With TARTA services going through a major transformation, it only made sense to do the same for TARTA buildings, to the benefit of both team members and people who depend on

replaced with new flooring, furniture, lighting and food options. In addition, a much-needed technology upgrade was completed at the Central Avenue dispatch center.



These upgrades underscore TARTA's commitment to a better work environment, a better riding experience, and putting the entire mobility system in the position to support sustained growth.

public transportation every day. These upgrades underscore TARTA's commitment to a better work environment, a better riding experience, and putting the entire mobility system in the position to support sustained growth.

The restrooms aren't the only new thing at the Hub, as new offices were placed in the Huron Street building after extensive renovation work. The office area of the Hub now hosts the security and communications teams and two conference rooms.

Upgraded shelters and signs began appearing at TARTA bus stops in early 2024, and continue to be placed as needed. Signs indicate which routes arrive at each stop, and enhanced shelters provide lighting, protection from the elements, and information on TARTA services.

Construction began late last year on the front apron of the Central Avenue garage, the fencing and the employee parking lot. The lot is expected to be completed by spring of next year.

Long overdue projects were completed at TARTA's Central Avenue garage, including a complete replacement of the roof and TARTA's first new bus wash since opening its doors in 1971. In late 2024, new employee restrooms were completed at both Central Avenue and the Transit Hub, and the drivers lounge at Central Avenue was completely

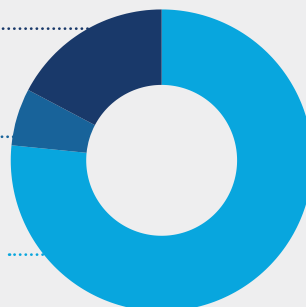
On the horizon for TARTA and its customers is a new mobility hub on the Monroe Street side of Franklin Park Mall. While this project is still in the planning stages, amenities may include upgraded lighting and shelters, ticket vending machines, charging stations, and more. Different modes of transit and amenities available in a single location would make both reaching the mall and supporting local businesses easier.

2025 CAPITAL IMPROVEMENT BUDGET

Local
\$2,633,706

State Grants
\$935,538

Federal Grants
\$11,678,580



ANTICIPATED 2025 CAPITAL PROJECTS

- 10 new fixed route diesel buses
- Ticket vending machines
- Two non-revenue vehicles
- EV maintenance renovations
- Bus stop location improvements
- Renovations for Transit Hub and TARTA Move building
- Development of transit center
- Central Avenue façade and lot improvements
- Board room improvements
- Customer service software



NEW ROSA PARKS MURAL TAKES SHAPE IN HUB

Customers waiting for their ride at the TARTA Transit Hub at 612 N. Huron Street in Toledo may have noticed some new scenery—a tribute to a transit icon and the mother of the civil rights movement.

A new mural honoring the life and legacy of Rosa Parks is now on display on the rear wall of the public section of the Hub. This work was created by Toledoan Mercé Culp, also known as Urban Digitz, in collaboration with the Arts Commission of Greater Toledo.

“I want to thank the Arts Commission for their guidance on this project, and for helping shine a light on the honor, courage and legacy of Rosa Parks, whose impact on public transportation and our nation cannot be overstated,” said TARTA CEO Laura Koprowski. “Access to important destinations should be available to everyone, so that our entire community has a chance to raise their quality of life. Rosa Parks stood for those ideals and we are challenged to follow them.”

This work replaces a previous tribute to Rosa Parks installed at the Hub on Rosa Parks Day in 2023, which included space for visitors to share what Rosa Parks and her drive for justice meant to them. In February of this year, TARTA and the Toledo Chapter of the NAACP recognized Rosa Parks Day with an event where TARTA and City of Toledo officials and NAACP

members read to children at Toledo Lucas County Public Library locations.



“The Arts Commission is honored to partner with TARTA on this public art project that pays tribute to civil rights icon Rosa Parks and honors her act of defiance on December 1st, 1955,” said Arts Commission Director of Art in Public Places Nathan Mattimoe.

“Mercé Culp’s vibrant mural captures Rosa Park’s strength and dignity and serves as a vibrant tribute to her unwavering courage and pivotal role in the fight for racial equality and justice. The mural also honors the vital service that TARTA provides to so many of our fellow Toledoans.”

MOVING IN SAFETY

TARTA understands how important it is that every customer not only get where they're going, but can do so in a manner that makes them feel safe and comfortable. With that in mind, personnel and technology efforts in recent years have been focused on safety for both customers and Team TARTA members.

The number of Toledo Police Department officers on duty at the Transit Hub has increased in each of the last two years and now includes officers on both the morning and evening shifts. TARTA also employs a private security company to work shifts both inside the Transit Hub and at other locations.

TARTA Safety Ambassadors each shift help boost the safety presence both inside and outside of the Transit Hub, and can also answer passenger questions about service and bus locations. A new partnership with Lucas Metropolitan Housing helps to maintain safety outside the Transit Hub after its closure.

TARTA's technology upgrades also enhance safety, with the addition in the last two years of more surveillance cameras at the Hub, Central Avenue and paratransit facilities, improved communication tools for operators, and video surveillance on every TARTA bus.





PLANS FOR THE FUTURE

TARTA continues to outpace industry standings when it comes to securing competitive grants from state and federal sources. With close to \$40 million in competitive grants secured in recent years, TARTA has been able to modernize its fleet, facilities and services.

This success has also led to funding for a study surrounding Bus Rapid Transit (BRT), which has the potential to bring a big city transit option to our community. BRT, which is already in use in municipalities our size across the country, is designed to boost the capacity, reliability and frequency found on normal bus transit lines. While BRT is a fraction of the cost of putting in a train or a light rail line, it provides many of the same benefits, like faster boarding and greater frequency. In other communities, it has also spurred economic growth.

For a look at what BRT is and its potential impact, TARTA doesn't have to look far. The Cleveland Regional Transit Authority's Healthline is an award-winning system and one of the biggest success stories for Bus Rapid Transit in the United States. TARTA's leadership team and other local leaders got an up-close look at this project during a visit in 2024.

TARTA is in the first stages of researching BRT and whether or not a modified version of it is right for this region. The same grant funding the BRT study is also funding a study of the public transportation needs of Wood County, and if TARTA could be part of the solution in filling those infrastructure gaps.



TARTA'S TEAM CULTURE

The strongest advertisement for public transportation in northwest Ohio continues to be the amazing individuals that form Team TARTA. As evidenced by this summer's strong customer survey numbers, TARTA team members are seen as capable, helpful and compassionate as they continue to help TARTA fulfill its mission.

A number of steps were taken over the course of 2024 to improve team culture and give TARTA employees a strong chance at success, advancement, and fulfilled in their career.

- TARTA launched M-PACT (Mentorship Program Advancing Career Trajectories), which matched new operators with experienced mentors to guide new hires through a successful career transition. This program was set up in partnership with ATU Local 697.
- TARTA's new Human Resources team completely changed the organizational recruiting strategy, bringing in career-minded individuals and putting together innovative events like Drive The Bus. That event – which allowed applicants to drive a full-size bus around a course to find out if driving was for them – and others led to four operator graduations in 2024 and a nearly full complement of drivers on TARTA's fixed-route team.
- For the first time, TARTA offered tuition reimbursement to employees through its RISE program (Reinvestment Initiative for Staff Education).
- TARTA's ERRO (Employee Recognition, Retention and Outreach) Initiative continued to honor employees for going above and beyond the scope of their regular duties and plan employee appreciation events throughout the course of the year.
- In early 2024, TARTA strengthened its Mission, Vision & Values, in consultation with Team TARTA members who took part in feedback sessions. TARTA's Mission is Empowering People to Make Connections, its Vision is establishing itself as the leader in quality and innovative mobility options that better our community.

TARTA improved employee areas of its facilities and sought team member input on the creation of its success goals (see other stories in this publication for more on these topics).

WHAT TARTA'S SUCCESS GOALS ARE, AND WHY THEY MATTER:

With the help of input from employees TARTA established four success goals this year to provide a roadmap to continuous improvement and highlight the quality of our organization to our community.



EMPLOYEE OWNERSHIP

Everyone TARTA employee is an owner of our shared success. We strive to provide a culture and opportunities for employees to develop a career at TARTA. The commitment of Team TARTA members to our organizational values is essential to ensure continued progress. The skill Team TARTA brings to the job every day and the professionalism we display in public is our calling card.



CUSTOMER EXPERIENCE

It's all about the customer. TARTA depends on its team members to do what they can to make riding TARTA safe, accessible, and the easiest part of their day.



FINANCIAL HEALTH

TARTA is an agency funded by taxpayers, which makes it pivotal that every team member demonstrate sound financial judgement. Our commitment to staying on budget is critical to staying on mission for our community.



COMMUNITY BETTERMENT

TARTA connects the communities it serves. People in Lucas County and Rossford have more access to jobs, healthcare, education, shopping, family and friends. Our TARTA Zero emission initiative is improving the environment around us.

GLAD TO BE IN THE GLASS CITY

TARTA is more than just a way to get from Point A to Point B: We are part of a community that we are proud to serve. Team members ensured TARTA had a presence and made an impact at community events in 2024, with strong volunteer efforts at:

- Toledo Jeep Fest
- Susan G. Komen Race for the Cure
- Boys and Girls Clubs Bowl for Kids Sake
- Blade Holiday Parade
- Uptown Maumee Holiday Light Parade
- Toledo African American Festival
- Toledo Pride Parade
- Rossford Halloween Parade
- Dugout at Fifth Third Field
- Glass City Marathon Expo

Eleven community groups continued to bring services directly to customers at the Transit Hub through TARTA's Hub of Hope, and the Mobility Management team conducted informational travel trainings at schools, community centers and senior centers all over northwest Ohio. Keep an eye out in early 2025 for job fairs featuring businesses located on specific TARTA routes.

TARTA HONOR ROLL

Several Team TARTA members were recognized for their excellence in 2024, both internally and externally.

TARTA's paratransit team earned the Ohio Public Transit Association's Collaborative Excellence Award, conferred at OPTA's Ohio Needs Transit Conference in Columbus in November. This honor was bestowed for the team's efforts in becoming a Certified Autism Center by underdoing training on how to make rides more comfortable and convenient for sensory-sensitive passengers.

An OPTA Milestone Award went to Information Operator Lynette Stanley, also conferred at the Ohio Needs Transit Conference. Lynette, whose endless well of knowledge and sunny disposition have helped TARTA customers find their way to essential destinations for 28 years, is the third Team TARTA member in as many years to be recognized with this honor.

TARTA's Employee Recognition, Retention and Outreach (ERRO) Initiative honored team members who went above and beyond the scope of their job duties with the Golden Recognition Award. Honorees include:

- Paratransit Dispatcher Carrie Bishop
- Transportation Supervisor Frank Duffy
- Operator Nathaniel Hicks
- Operator Angela Hummer
- Mechanic Matthan Martin
- Operator Adena Spaythe
- Operator Thomas Starkey
- Operator Tonya Steward

TARTA

1127 WEST CENTRAL AVENUE
TOLEDO, OHIO 43697
P: 419.243.7433
F: 419.243.8588
TARTA.COM