



# **Guilford County Transportation and Mobility Services Transportation Advisory Board (TAB)**

## **Member Manual**





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## INTRODUCTION

This manual is designed to provide:

- Detailed guidance for Guilford County Transportation and members of the Transportation Advisory Board (TAB) in regard to the roles and responsibilities of the TAB and its members.
- Information intended to help TAB members function more effectively in their advisory and oversight roles.
- Assistance to the officials of Guilford County Transportation and its TAB officers to structure the TAB appropriately and to assist it in functioning as effectively as possible.
- In contrast to governing boards which have the authority to make policy and take actions that legally bind their agencies, TABs, as their name would imply, generally serve in only an advisory capacity.

## FEDERAL PERSPECTIVE

The Federal Transit Administration (FTA) needs to ensure that federally funded projects are selected, and federal funds are distributed **“in a fair and equitable manner.”** FTA believes that this objective can be achieved by having TABs that adequately represent the entire population served and that are **actively engaged**.

## NC DEPARTMENT OF TRANSPORTATION/PUBLIC TRANSPORTATION DIVISION (NCDOT/PTD) PERSPECTIVE

Grantees receiving federal funds are required to have a Transportation Advisory Board (TAB). A TAB is typically made up of stakeholders from the service area and is representative of the various target audiences in the service area, including one or more actual passengers of the transportation system. An actively engaged TAB is expected to discuss unmet needs in the service area, service design, scheduling, billing rates and fares and monitor patterns of complaints about the transportation service. The TAB should monitor issues concerning possible Conflict of Interest and violations of the Ethics Policy. The TAB also monitors compliance with federal regulations and the status of deficiencies noted in any official federal, state or local review or report. This should ensure that such deficiencies are not ignored, resulting in possible loss of federal or state funding.

## Requirement for TAB or Governing Board

The TAB is a locally formed advisory group based on the following NCDOT/IMD guidelines and requirements: Each applicant is REQUIRED to have a Transportation Advisory Board (TAB) or a Governing Board if an Authority or non-profit organization. A TAB is made up of stakeholders from the service area that care about the services provided by the transit system. The make-up of the TAB is representative of the various target audiences in the service area and includes one or more actual passengers of the transit system. An “ACTIVELY ENGAGED” TAB is expected to discuss unmet needs in the service area, service design and scheduling, billing rates and fares, and to resolve complaints. They also monitor compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report. The TAB’s a locally formed group based on the following guidelines and requirements.

### TAB Composition

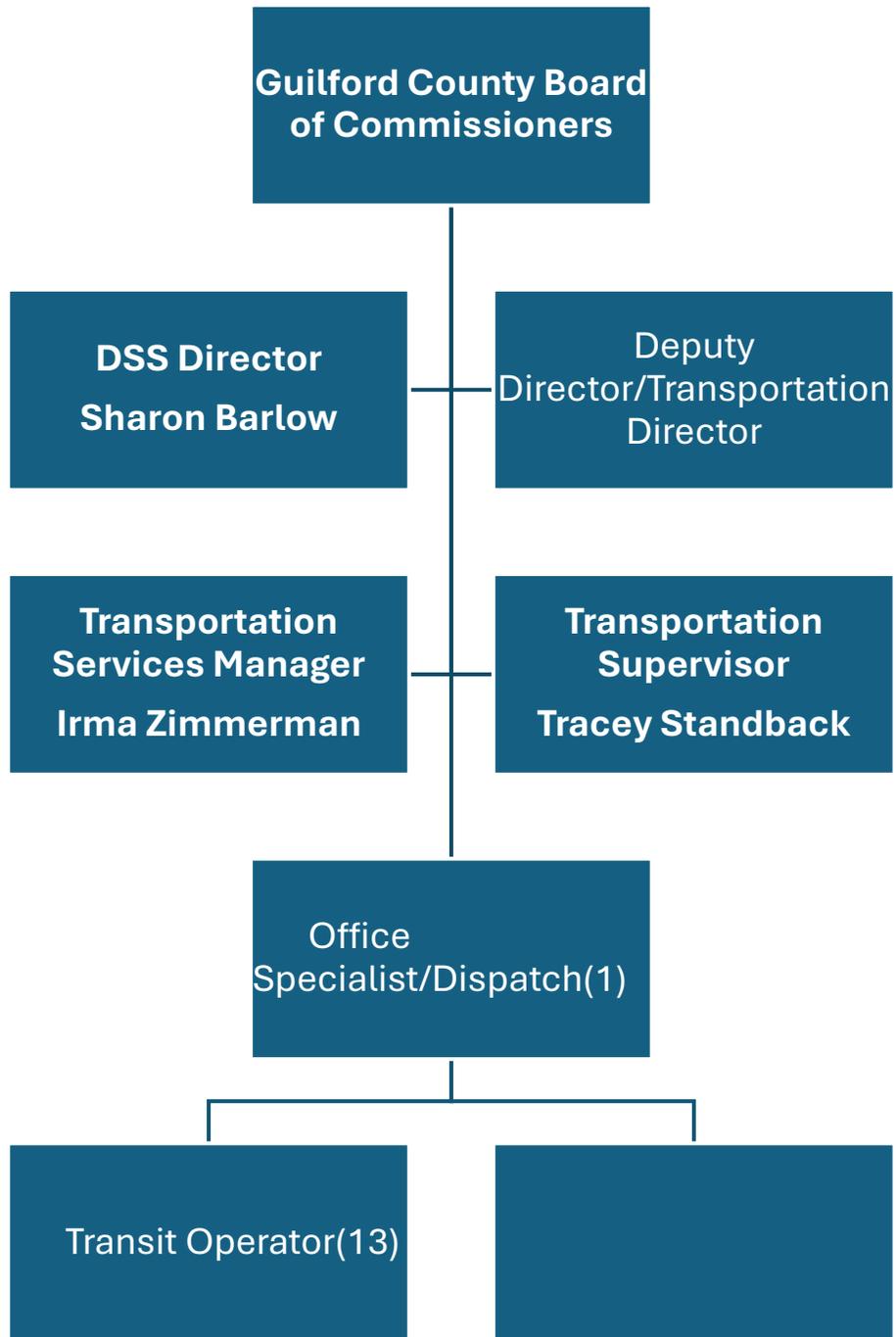
Categories	Public Human Service Agencies	Transportation Providers	Public and Business Sectors	Government and Governmental Affiliates	Transit User
<b>Suggested number of representatives from each category</b>	<i>3-5</i>	<i>1-2</i>	<i>4-5</i>	<i>3-5</i>	<i>1-3</i>
TAB members should be individuals that have knowledge about the transit needs of the general public including the elderly, minority, disabled, Limited English Proficiency (LEP), or low-income populations living in the service area.	<ul style="list-style-type: none"> <li>• Senior Services</li> <li>• DSS</li> <li>• Vocational Rehabilitation</li> <li>• Head Start</li> <li>• Sheltered Workshop</li> <li>• Health Dept.</li> <li>• Veterans Admin.</li> <li>• Smart Start</li> <li>• Mental Health</li> <li>• Housing Authority</li> <li>• HS Transit Users</li> </ul>	<ul style="list-style-type: none"> <li>• Private transportation providers</li> <li>• Intercity bus providers</li> <li>• Ambulance providers</li> <li>• Regional Authority</li> <li>• Urban System</li> <li>• Faith based services</li> <li>• Volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Chamber of Commerce</li> <li>• Major employers</li> <li>• DBE Businesses</li> <li>• Hospital/Dialysis Center Staff</li> <li>• Non-profit organizations</li> <li>• Employment Transit Users</li> <li>• General Public Transit Users</li> <li>• Public Citizens</li> </ul>	<ul style="list-style-type: none"> <li>• MPO</li> <li>• RPO</li> <li>• Economic Development</li> <li>• Employment Security Commission</li> <li>• Job Link and/or Career Centers</li> <li>• Elected Officials</li> <li>• County Government staff</li> <li>• Community College</li> <li>• EOC Director</li> </ul>	<ul style="list-style-type: none"> <li>• Passenger(s) that currently utilize the transit system</li> </ul>

## Requirement for TAB or Governing Board:

**\*Representatives from Emergency Management and the local Rural Planning Organization or Metropolitan Planning Organization are encouraged to attend at least 1 TAB meeting per year, if possible, to understand the priorities of the transit system; offer advice on what they can do for, or need from public transportation and to build strong working relationships.**

- The TAB must include representatives from the elderly, minority, Limited English Proficiency (LEP), disabled and/or low-income populations in the service area **or** include individuals that represent these consumer groups that will challenge the transit system to be more sensitive to their needs or to discuss unmet needs of their consumer group). Census data should be consulted to determine which groups should be represented and the size of the representation needed.
- Requires that *Guilford County Transportation* hold TAB meetings on at least a quarterly basis to maintain ongoing communications. Holding regular, frequent TAB meetings is one means of seeking public involvement and ongoing administrative accountability.
- If a grant sub-recipient serves as an “umbrella” agency for programs in addition to transportation services, then the Executive or Governing Board may not serve as the TAB. There may be an overlapping of members from the Executive or Governing Board, but there must be a separate TAB that meets the requirements.
- If the applicant is a transportation authority or a non-profit organization that only provides transportation, the Executive or Governing Board can serve as the TAB. In this case, the composition of the Executive or Governing Board will have to meet the program requirements to serve as the TAB or consider creating a separate TAB that does meet the requirements.
- IMD expects, at a minimum, a quarterly TAB meeting for the community transportation system to maintain ongoing communication as one means of seeking public involvement, and ongoing administrative oversight. TAB meetings must be open to the public and the public must be notified of the scheduled meetings through such means as posting notices on agency websites; local news media; flyers etc. Additionally, meeting minutes must be published and distributed to IMD Regional Grant Specialist, with original file copies maintained by the transportation system for a minimum of five (5) years.
- All TAB or Governing Board members must sign an annual Conflict of Interest form, and the signed form must be attached as an application document.

**Organizational Structure of Guilford County**



## **GUILFORD COUNTY TRANSPORTATION ADVISORY BOARD CALENDAR**

Guilford County Transportation Advisory Board will meet quarterly on the 3<sup>rd</sup> Tuesday in January, April, July and October. This allows appropriate review of the information prior to submission to NCDOT/IMD.

Note: this schedule may change based on future dates from NCDOT-IMD.

Date	Action
January	Operating Statistics and Financial reports for previous fiscal year. (This will provide perspective to the TAB about the transportation system's performance the previous year.)
April	Grant applications for NCDOT/IMD for Sections 5310 (Elderly/Disabled), 5311 (Non-urbanized Area Formula) etc. process begins.
July	Grant applications NCDOT/IMD for ROAP (Rural Operating Assistance Program) funding.
October	Grant applications for NCDOT/PTD for Sections 5310 (Elderly/Disabled), 5311 (Non-urbanized Area Formula) are due - NCDOT/IMD funding approvals announced later in December

Other topics worked into the schedule of meetings as appropriate are:

1. The five-year planning process and document known as the Community Connectivity Plan (CCP)
2. Review and updates of the priorities in the statewide Local Coordinated Plan (LCP) which is the FTA-required plan for all human service transportation programs
3. Results of passenger (or citizen) satisfaction surveys and discussion of those results
4. Marketing strategies
5. Public outreach, involvement and advocacy strategies
6. Recommendations for candidates to replace TAB members who are leaving the board
7. Fully allocated costs for services (*include model in the manual*)
8. Agency contracts (*include contract template in the manual*)
9. Monthly expenses vs revenues, monthly contract billing (*include service cost development in the manual*)
10. Driver and staff training (*include training agenda for operations and administrative staff*)
11. Capital purchases, vehicle utilization and replacements
12. Conflict of Interest/Ethics Policies for TAB members (*include polices in the manual*)
13. TITLE VI Plan (*include plan in the manual*)
14. Annual budgets

15. Develop System Goals and Objectives; prioritize, a plan to organize the board to accomplish those goals
16. Identify board member training to ensure effective functioning
17. Success Planning, Scoring and the Implications
18. [OTHER]

## ROLES AND RESPONSIBILITIES

A key role for the TAB is to review public transportation services, projects and funding with an eye toward whether they are being fairly and equitably distributed to community residents. Specific roles will be subject to the needs and desires of the public transportation agency that serves the community. The TAB focuses on current policy and services while developing plans for the future of public transportation.

### Roles for the TAB

Category	Roles/Responsibility
<b>General</b>	<p>Serves as the advisory body to Guilford County Transportation as lead agency in the operation of public transportation in the [county (or region).] Advises on all public transportation matters including proposed routes, service changes, ridership policies, fare structures, funding and budgets. <u>Recommends necessary changes to existing transportation rules and laws.</u></p> <ul style="list-style-type: none"> <li>• Serves as a liaison between the public transportation system/authority and service area residents.</li> <li>• Works with local agencies, organizations and units of local government to maintain a coordinated and cost-effective approach to the delivery of transportation services. Monitors transportation services to the community to ensure an efficient operation.</li> <li>• Assists in formulation of an agency mission, vision, goals, objectives and strategies for shaping the future of public transportation system/authority.</li> <li>• Reviews public transportation services, projects and funding to ensure that they are being fairly and equitably distributed to residents of the community served. Provides advice and guidance on policies and programs. Recommend improvements.</li> <li>• Performs other functions and responsibilities as may be requested or prescribed by the governing board (if governing and advisory are separate)</li> </ul>

Category	Roles/Responsibility
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Reviews specific planning proposals and provides comments with respect to concerns of various segments of the population in regard to their public transportation needs.</li> <li>• Contributes to the long-range planning of a comprehensive and viable public transportation system.</li> <li>• Participates in the development or update of Community Connectivity Plan (CCP) and statewide Local Coordinated Transportation plan (LCP). <b>Best Practice:</b> <u>[Do not “rubber stamp” a plan. Ask questions about things that warrant discussion.]</u></li> <li>• Reviews various projects and issues related to coordinated public transportation and makes recommendations for better coordination.</li> <li>• Identifies unmet service needs.</li> <li>• Assists in prioritizing needs.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Recommends service improvements including proposed routes, service changes, ridership policies, and fare structures.</li> <li>• Assists public, private non-profit, and private agencies in providing transportation services to their clients. Coordination with other providers.</li> <li>• <b>*Best Practice* - <u>Serves as Grievance Committee for passenger and service issues.</u></b></li> </ul>
<b>Finance/Budget</b>	<ul style="list-style-type: none"> <li>• Advises on public transportation financial matters including funding, budgets, fares, billing rates and methods.</li> <li>• Reviews and comments on proposed operating and capital budgets. Asks questions as necessary as to how funds are being spent.</li> <li>• <b>*Proven Best Practice* – appoint Finance Committee and Chair (meet monthly)</b></li> </ul>
<b>Oversight</b>	<ul style="list-style-type: none"> <li>• Monitors compliance with federal regulations and the status of deficiencies noted in any official federal, state or local review or report.</li> <li>• Evaluates the operational and financial performance of the public transportation system on a regular basis including detailed reviews of invoices, receipts and payments. Success Planning, Scoring and the Implications</li> <li>• Immediately addresses concerns or issues.</li> </ul>
<b>Outreach</b>	<ul style="list-style-type: none"> <li>• Disseminates information and holds forums to solicit public input.</li> <li>• Participates in other community outreach efforts.</li> </ul>
<b>Advocacy</b>	<ul style="list-style-type: none"> <li>• Serves as a citizen’s advocacy group dedicated to improving and expanding the area’s public transportation system.</li> <li>• Promotes regional and statewide advocacy for alternative transportation modes and demand management strategies.</li> <li>• Assists in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.</li> </ul>

**TAB RESPONSIBILITIES: RECRUITING A TRANSPORTATION DIRECTOR**

The TABs responsibilities toward a Transportation Director are:

- Counsels and advises by giving their judgements, expertise and familiarity with the local setting
- Consults with the Transportation Director on all matters that the Board is considering
- Delegates authority for all executive functions
- Allows staff to be responsible to the Transportation Director (TAB does not interfere with day-to-day operations)
- Shares all communications with the Transportation Director
- Provides support to the Transportation Director and staff in carrying out their professional duties
- Supports the Transportation Director in all decisions and actions consistent with the policies of the Board and the standards of the organization
- Holds the Transportation Director accountable for the supervision of the organization
- Evaluates the work of the Transportation Director (*If transportation is part of county government or the director is a county employee, the TAB information may go to the County Manager for final evaluation*)

## **EFFECTIVE TRANSPORTATION ADVISORY BOARDS**

### ***Number of Members***

Guidance from NCDOT/PTD recommends that the TAB have between 11 - 17 members. *Guilford County Transportation* has [8] members that adequately represent the diverse services needs in the community and surrounding area. (*A good faith effort must be shown that adequate representation was solicited*)

### ***Board Member Qualifications***

The TAB must represent the agencies and/or stakeholders as per funding requirements [see page 2]. *Guilford County Transportation* TAB consists of the following: (All positions on the TAB should be listed here)

- Health Department
- Senior Services
- Veteran Services Administration
- Private Transportation Provider
- Non-Profit Organization
- Public Citizens
- RPO
- EOC Director
- Volunteers

### ***Orientation for New TAB Members***

Good orientation is the hallmark of effective boards. **All new TAB members shall attend an orientation session prior to their first TAB meeting or no later than 60 days after becoming a member.** Orientation will provide information regarding roles and responsibilities, as well as the transportation services that are provided by the system.

Following are some topics that will be discussed during orientation:

- History of the system
- Mission and/or vision statement of the system
- The goals and objectives of the system, and its goal-setting process
- An overview of services provided, and customers/clients served
- An overview of how the funds is distributed fairly and equitably per FTA requirement
- An overview of agency finances, funding sources and reporting (*provide audits*)
- A summary of future plans, programs and/or projects
- Information about key agency personnel and their roles
- A review of expected TAB roles and responsibilities
- A discussion of how the TAB interacts with management and staff
- A description of the relationship between the TAB and the governing board (if applicable)

From the orientation session you should:

- Know and understand the specific responsibilities of a TAB member
- Be familiar with any Acts (federal and state) that govern the transportation system/authority
- Know and understand your legal responsibilities as a board member
- Understand the deficit financing and the regulations associated with state and federal funding
- Know when the TAB meetings are held
- Understand the importance of transportation policies and their relationship to transportation service
- Have an overall picture of the transportation system/authority, the services it provides and the people it serves
- Know who the other board members are and something about their professional background
- Be familiar with the Transportation Director, their background and other appropriate staff
- Be familiar with the **Open Meeting Act** as it applies to the board and committee meetings
- Know the basic goals and objectives of the transportation system or service of which you are a board member
- Know how the transportation system is funded and have a general understanding of the annual application process and their due dates
- Know if the board has committees, what those committees are and the purpose of each committee
- Be aware of **Conflicts of Interest/Ethics** polices and laws governing such conflicts (Public Official and Employee Ethics Law)
- Be familiar with the by-laws of the transportation system
- Be familiar with the history of the transportation system

This manual is aimed at providing guidance to your expected roles and responsibilities, information about the transportation system, its history, the names and contact information of key staff members and other TAB members, etc.

- Meeting times, dates and locations
- Contact information for key staff and other TAB members
- Agency bylaws
- Summary information about state and federal grant programs and funding sources
- Fully Allocated Cost model
- Agency Contract template
- Service Cost Development process
- Training list
- List of acronyms
- Conflict of Interest/Ethics Policies
- Title VI Policy
- *ETC.*

## Meeting Frequency

The TAB is required to meet at least quarterly. Depending on needs and situations, there may be times that it will be necessary to meet more often.

Another alternative is to hold quarterly meetings of the full TAB and then have more frequent meetings by TAB committees (see below).

## Committees

### **\*Proven Best Practice\* - formation of a Financial/Budget Committee with the Finance Officer serving as chair.**

Having appropriate committees allows certain designated topics to be discussed and analyzed in some detail. The committee can then make summary recommendations to the full TAB at a regular meeting which means the full TAB does not have to spend as much time on that matter.

*Example: utilizing a marketing committee (responsible for promoting the agency at public events, advertising promotion, and publicizing meetings); a policies and procedures committee (responsible for developing procedures and ensuring that the agency follows all relevant county, state and federal policies). Other possible committees; service evaluation/service planning and long-range planning; [**“Best Practice” a grievance committee for service and passenger complaints. There should be a measure of grievance above the transportation director.**]*

## Board Terms

There is a need in any organization/board for continuity. If all the board members turn over at the same time, there is a loss of institutional memory. It is therefore more effective to seek to maintain a mixture of old and new board members. Guilford County Transportation TAB member selection and terms limits are as follows:

TAB Members are appointed by the Guilford County Board of Commissioners

## **Effective Meetings**

A key to effective boards is running effective meetings. The TAB Chair is in control of the meeting.

The TAB Chair will work with the transportation manager to decide on an agenda in advance of the meeting agenda quarterly. A decision will be made about the supporting information needed to allow TAB members to understand and discuss relevant issues. This material should be provided to all TAB members at least five (5) days prior to the meeting.

1. Reports distributed to board members will be executive summaries that:
  - a. Clearly state the issue
  - b. List of possible solutions
  - c. Make recommendations for appropriate action(s)
2. Procedures for decision-making, what and how issues are assigned to committees. The method of the committee reporting back to the full TAB should be understood and agreed to by all members.
3. Oral reports will provide background and context for the issues under discussion.
4. Meetings will adhere closely to the agenda, thereby keeping discussion focused and allowing the meeting to end at the scheduled time.
5. Minutes will be taken and distributed to TAB members for review and approval.
6. **Minutes are required to be signed by the secretary/or designee and the TAB Chair, upon approval, and prior to submission to the assigned MDS.**

## ***Regular Meetings with Director/Manager***

*\*Proven Best Practice\* - the transportation director/manager holds a regular meeting with the TAB Chair – preferably monthly.*

## ***Board Retreats***

Board retreats are an excellent way for TAB members to get to know each other better and to learn how to work together more cohesively. At *Guilford County Transportation and Mobility Services retreat*, members will discuss how well they operate as a board, review current projects and issues and develop or review plans for the future. *Guilford County Transportation and Mobility Services **will hold a retreat** at least once a year.* The retreat will last from *one-half to a full day*. Key staff from the transportation system/authority will present information and answer questions.

## ***Meeting Attendance***

TAB members are asked to make a commitment to attending meetings on a regular basis. If meeting attendance is a problem with particular members [e.g. *if they miss more than 2 of 4 meetings – (this guideline should be included in the bylaws)*], a member may be asked to resign in order to make room for a more active member. If such a TAB member is appointed by one of the client human service agencies, that agency will be asked to select someone else.

## **Compensation**

*Guilford County Transportation board members are volunteers who do not receive compensation. Reimbursement requests for out-of-pocket expenses for any transit related expenses will be considered on a case-by-case basis.*

## **ACTIVELY ENGAGED TRANSIT ADVISORY BOARD**

Guilford County Transportation uses the steps below to provide a framework for structuring TAB meeting agendas throughout the year:

1. Review/draft/update TAB bylaws to comply with the program requirements for a balanced, diverse membership.
2. Review and adjust representation of current TAB as needed.
3. Identify and cultivate a TAB champion, who will help advocate for and support an active role for the TAB.
4. Provide new members with an orientation session and a TAB Member Manual.
5. Discuss Conflict of Interest/Ethics policy and acknowledgement forms.
6. Discuss Title VI Policy and acknowledgement form.
7. *[If the TAB is already using board committees consider: “are those the correct committees?” If the TAB is not using a committee structure, consider the advantages and disadvantages of adopting one, and proceed accordingly].*
8. At the first meeting of the fiscal year (or at a TAB retreat at the beginning of the year):
  - a. The Transportation Director/Manager will make a presentation in regard to the plans, programs and challenges expected that year.
  - b. Review the meeting schedule for the year.
  - c. Discuss expectations regarding meeting attendance.
  - d. Review the roles and responsibilities of the TAB.
  - e. Review the mission, goals and objectives of the transportation system. Recommend changes as needed.
9. Work closely with the Transportation Director/Manager throughout the year to identify areas where the TAB can be most helpful.
10. Develop a plan or process for appropriate and regular communications with the *Guilford County Board of Commissioners or other governing entities as needed*. At the end of each year, the TAB shall conduct a “self-assessment” *[formal or informal process listed here]*. What did the TAB do well? What problems were encountered? What changes should be made in the following year in order to be more effective? Who will be responsible for making the changes?

## **OPEN MEETING REQUIREMENT**

Guilford County Transportation complies with the “Open Meeting” law which requires official meetings to be open to any person, and that written notice of the meeting be posted at least 48 hours prior to the meeting. Guilford County Transportation publishes the meeting notice in the following locations:

Website/local paper, etc.

Public bodies include various committees or commissions that are part of or closely associated with state or local government. The law applies to public bodies that exercise a legislative, policymaking, quasi-judicial, administrative, or advisory function. Therefore, advisory committees or boards generally fall under the purview of the law. The full text of the law is available in North Carolina General Statutes Article 33, Chapter 143.

## **CONFLICT OF INTEREST**

Members of the Advisory Board shall not advise or recommend to staff of the transportation system or its governing board, any actions that would result in personal or financial gain for the member or his/her family or relatives, or in which the member’s interest conflict or could be construed to conflict with those of the transportation system. All TAB members must sign a Conflict-of-Interest form prior to their first meeting and then annually. A copy of this form will be submitted to NCDOT-PTD during the grant application process. The original will be kept in the TAB meeting minutes file. A copy of the form for your signature is located in this manual.

## **TITLE VI AND NONDISCRIMINATION**

In accordance with FTA Circular 4702.1B – “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” and Group 01.D – “Nondiscrimination Assurance” of the FTA Certifications & Assurances, recipients of FTA funding are prohibited from discriminating against participants and beneficiaries of transportation programs based on **race, color, national origin, religion/creed, sex, age and disability**. The TAB is obligated to ensure that the policies and plans it approves and administers do not intentionally or unintentionally discriminate against any person on these grounds. All TAB members will read and comply with the TITLE VI policy as required by NCDOT.

The policy manual is available in the Transportation Director/Manager’s office or online at \_\_\_\_\_ for your convenience. A copy of this form for your signature stating compliance agreement is in this manual. (See Appendix B)

### ***Title VI Program Plan***

Guilford County Transportation must prepare and submit a Title VI Program (“the Plan”) to NCDOT every three (3) years or as regulations change. The purpose of the Plan is to demonstrate and document how the transportation system/authority is complying with Title VI requirements. NCDOT has developed a template to assist public transportation systems/authorities in meeting this requirement, which includes sections for providing inclusive public involvement and meaningful access to LEP persons.

The TAB/Governing Board must review and approve the Plan prior to each submission to NCDOT. The template includes an acknowledgment page for Board approval. A copy of the official Board resolution or meeting minutes may also be provided as evidence that the Plan has been adopted.

## ***Title VI Coordinator***

The transportation system will designate and make known to the TAB and stakeholders, including NCDOT, a Title VI Coordinator who will have the responsibility for and must be capable of effectively administering and promoting an active Title VI program. Additionally, the Coordinator must be assigned adequate authority and responsibility to carry out the system's Title VI obligations. The TAB/Governing Board must approve the Title VI Coordinator. Meeting minutes should be provided to the assigned MDS as evidence that the coordinator was approved.

## ***TAB Racial and Gender Breakdown***

Transportation systems that have transportation-related **non-elected** (*specify elected/non-elected*) planning boards, advisory councils, or committees, the membership of which is selected by the system, must provide:

- 1) A table depicting the racial breakdown of the membership of such committees
- 2) A description of efforts made to encourage the participation of minorities on such committees
- 3) NCDOT also requires the inclusion of gender in the breakdown. TAB members are encouraged to provide their race and gender to Guilford County *Transportation and Mobility Services* Title VI Coordinator upon request, for reporting purposes.

*Note: If a TAB member chooses not to provide their information, the Title VI Coordinator shall then use his or her best judgment to report that member's race and gender.*

## ***Contact***

For more information on Title VI obligations for your system, please contact your assigned MDS at NCDOT Public Transportation Division. If further assistance is required, the NCDOT Office of Civil Rights Title VI Nondiscrimination Program can be reached at 919-508-1808.

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# Guilford County Transportation Bylaws

(Guilford County Transportation and Mobility Services) TRANSPORTATION ADVISORY BOARD

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**ARTICLE 1: Name**

The name of this Board shall be the Guilford County Transportation Advisory Board, hereafter stated as TAB.

**ARTICLE II: Roles and Responsibilities**

The TAB shall perform the following roles and responsibilities:

Category	Roles and Responsibilities
General	<ul style="list-style-type: none"> <li>• Serves as the advisory body to Guilford County Transportation and Mobility Services as lead agency in the operation of public transportation in the [county or region].</li> <li>• Serves as a liaison between the public transportation <i>system</i> and service area residents.</li> <li>• Works with local agencies, organizations and units of local government to maintain a coordinated and cost-effective approach to the delivery of transportation services.</li> <li>• Assists in formulation of a <i>system's</i> mission, vision, goals, objectives and strategies for shaping the public transportation <i>system's</i> future.</li> <li>• Reviews public transportation services, projects and funding to ensure that they are being fairly and equitably distributed to residents of the community served.</li> <li>• Performs other functions and responsibilities as may be requested or prescribed by the transportation <i>system's</i> governing board.</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Reviews planning proposals and provides comments with respect to concerns of various segments of the population in regard to their public transportation needs.</li> <li>• Contributes to the long-range planning of a comprehensive and viable public transportation <i>system</i>.</li> <li>• Participates in the development or update of the Community Connectivity Plan (CCP), and the statewide Local Coordinated Plan (LCP).</li> <li>• Reviews various projects and issues related to coordinated public transportation and makes recommendations for better coordination. [<i>Best Practice: Do not "rubber stamp" a plan presented to you. Ask questions about issues warranting attention.</i>]</li> <li>• Identifies unmet service needs.</li> <li>• Assists in prioritizing needs.</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Recommends service improvements including proposed routes, service changes, ridership policies, and fare structures. Assists public, private non-profit, private, and voluntary agencies in providing transportation services to their clients.</li> </ul>
Finance/Budget	<ul style="list-style-type: none"> <li>• Advises on public transportation financial matters including funding, budgets, fares, billing rates and methods.</li> <li>• Reviews and comments on proposed operating and capital budgets.</li> <li>• * Best Practice: Forms a Finance Committee</li> </ul>

Category	Roles and Responsibilities
Oversight	<ul style="list-style-type: none"> <li>• Monitors compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report.</li> <li>• Evaluates the operational and financial performance of the public transportation system.</li> </ul>
Outreach	<ul style="list-style-type: none"> <li>• Disseminates information and holds forums to solicit public input. Participates in other community outreach efforts.</li> </ul>
Advocacy	<ul style="list-style-type: none"> <li>• Serves as a citizen’s advocacy group dedicated to improving and expanding the area’s public transportation system.</li> <li>• Assists in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.</li> </ul>

*[NOTE: The roles and responsibilities listed can be adopted or modified, where needed, to meet particular local needs and circumstances.]*

ARTICLE III: Composition

1. Number and Qualifications

The Guilford County Transportation Advisory Board is composed of the following members:

Chair, Vice Chair, Members

2. Appointment

*The TAB members are appointments by the Board of County Commissioners. Other appointment methods include:*

- a. The TAB with input from the transportation system director*
- b. The transportation director with input from Advisory Board members*
- c. The transportation director and Advisory Board Chair*
- d. The board of a Transportation Authority with concurrence by County Commissioners*
- e. Contracting or client agencies designate a representative, etc.*

3. Terms and Replacements

Members of the TAB are on the Board because they represent a contract or client agency and shall serve until, they resign or are replaced. Other members shall serve *[two-year terms]*. *Such members are limited to serving two consecutive terms.*

4. Orientation

New Board Members shall receive orientation and a TAB member manual to educate them regarding the nature and purpose of the Advisory Board, the role of the transportation system/authority and their roles and responsibilities as Board Members.

5. Compensation

*Advisory Board members will serve without compensation but may be reimbursed for reasonable out-of-pocket expenses as approved by* Victor Isler, County Manager.

*[Systems Compensation Policy should go here]*

#### 6. Vacancies

Vacancies on the TAB shall be filled by the *Guilford County Board of Commissioners*. The person appointed shall serve for the unexpired portion of the term. Vacancies of representatives of contracting or client agencies may be filled by the directors of those agencies.

#### 7. Attendance

Any member of the Board with unapproved absences of *[Ex. more than one-half of the regular meetings in a 12-month period]* shall lose his/her status as a member of the Board and shall be replaced. Absences due to illness or death of an immediate family member shall be considered approved absences and shall not affect the member's status. As soon as a member has *[missed one-half of the regular meetings]*, he/she will be notified in writing of the attendance policy.

#### 8. Agency Appointments and Alternates

The Director of contracting or client organizations may appoint a primary delegate and an alternate to represent the organization on the TAB. In the absence of the primary delegate, the alternate shall represent the organization and shall have full voting privileges.

### ARTICLE IV: Regular Meetings

#### 1. Dates and Locations

- a. Regular meetings of the TAB will be held *[at least quarterly per funding requirement]*. The *[date, location, and time of meetings]* will be established by the *[Chair of the Advisory Committee]*. *[Many Advisory Boards meet monthly or bi-monthly. Meeting times and places could also be arranged by the transportation director/manager.]*
- b. Special meetings of the TAB may be called by the Chair as deemed necessary to carry out the duties of the Board, or by any two Board Members who give the Chair written notice of a desire to call a meeting.
- c. The board agenda package will be provided to Board Members with a minimum of five (5) working days in advance of the meeting date, except in the event of an emergency meeting.
- d. Public notice of all meetings will be provided in compliance with NC General Statute 143-318.12. *[TAB members may be given a copy of this statute as part of Orientation]*

#### 2. Quorum

A majority of appointed Board Members shall constitute a quorum for the transaction of business for any meeting of the Board. If a quorum is not physically present, a telephone poll vote may be taken by the presiding officer. The vote by poll will be verified by signature (or e-mail reply) within two working days.

*[Some Advisory Boards specify the exact number of Board Members that need to be present for there to be a quorum. Attendance criteria should be addressed here.]*

### 3. Open Meetings

Meetings shall be open to the public except where the purpose of the meeting is:

- a. To advise officials of the transportation system/authority about personnel matters
- b. Advice about clientele problems including termination-of-use privileges
- c. To hear and investigate a charge or complaint by or against an individual Board Member
- d. To plan, conduct or hear reports concerning investigations of alleged criminal misconduct
- e. To prevent the disclosure of information that is privileged or confidential pursuant to the laws of North Carolina or of the United States.

## ARTICLE V: Officers

### 1. Number and Title

The principal officers of the TAB shall be Chair, Vice-Chair, and Secretary.

*[Other example: designate three officers as an Executive Committee that can meet to deal with emergency matters when it is not possible to call a meeting of the entire Advisory Board. Any actions taken by the Executive Committee are to be communicated to the full board as soon as possible.]*

### 2. Election and Terms

The Chair, Vice-Chair, and Secretary shall be elected by the TAB for a term of one year at its first meeting of the fiscal year. Consecutive terms may be served.

### 3. Duties

The Chair shall preside at all meetings of the Board and shall represent the Board in approved activities. *[The Chair]* will be responsible for scheduling and submitting notices for all meetings to the membership of the Board. The Chair should act in a professional and mature manner; exhibit leadership; stay informed about all matters affecting the transportation *system/authority* and have good communication skills.

- a. *To schedule all special meetings, call meetings to order, open agenda items for action, moderate all discussions, and advocate all procedural rules.*

- b. *To rule on points of parliamentary procedure (Robert’s Rules of Order), including the right to rule out of order any motion patently offered for obstructive or dilatory purposes.*
- c. *To determine whether a speaker has gone beyond reasonable standards of courtesy in his or her remarks, and to entertain and rule on objections from members in this regard.*
- d. *To call a brief recess at any time.*
- e. *To adjourn in an emergency.*

The Vice Chair shall perform the duties of the Chair in his/her absence. The Secretary shall record and keep a file of the minutes of all Board meetings.

*[Note: a staff member of the transportation system could be given the duties of the Board Secretary]*

#### 4. Vacancies

Any vacancy in any office elected by the Advisory Board may be filled by the Advisory Board for the unexpired portion of the term. *[In many cases vacancies have to be filled by the governing body. State adopted procedure here.]*

#### Article VI: Committees

*\*Best Practice: Appoint a Finance Committee that will meet at least every other month.*

The Finance Officer should Chair this committee. The TAB may designate other committees as it shall determine necessary. Minutes must be taken at each committee meeting and should be filed with the official board minutes. Minutes must be signed by the Secretary and the TAB Chair. Reports from each committee shall be given to the full membership of the Board. All meeting minutes once approved and signed must be submitted to the assigned MDS.

*[Example: “Appeals Committee” to hear appeals regarding paratransit service/” Marketing Committee” meets to discuss new brochure design or newspaper ads]*

#### ARTICLE VII: Rules of Order

At all meetings of the Board, and of such committees as may be established by it, parliamentary procedure shall be governed by the latest edition of Robert’s Rules of Order as modified by the rules of the Board. *[A copy of the latest edition must be available at each meeting].*

#### ARTICLE VIII: Code of Ethics/Conflict of Interest

Members of the Advisory Board shall not advise or recommend to staff of the transportation system/authority or its governing board, any actions that would result in personal or financial gain for the member or his/her family or relatives, or in which the member’s interest conflict or could be construed to conflict with those of the transportation system/authority. Each member must sign a Conflict-of-Interest form annually.

#### ARTICLE IX: Governing Board

The governing board of the transportation system may direct the TAB regarding matters relating to it and may overrule or re-direct its actions as deemed necessary.

ARTICLE X: Amendments

These by-laws may be adopted, altered, or repealed by the TAB by two-thirds of the voting members at any regular or special meeting. Notice or copies of the proposed amendments shall be distributed to Board Members at least five (5) days prior to any action.

*[Note: Some agencies require only a majority vote for amendments. Where the bylaws are adopted or approved by a governing board, bylaw amendments must sometimes be made by that board.]*

These By-Laws were adopted by *[Guilford County Transportation Advisory Board]* on *[date]*.

Signatures:

*[Governing Board Chair]* \_\_\_\_\_  
(Melvin Alston)

*[Advisory Board Chair]* \_\_\_\_\_  
(Robert Gerkin)

*[Advisory Board Secretary]* \_\_\_\_\_

# FUNDING INFORMATION FOR TRANSIT ADVISORY BOARDS

## ***State and Federal Grant Programs and Funding***

Federal, state and local government are partners in funding public transportation activities, each contributing a portion of the costs. Relative funding proportions can vary from program to program. The federal-state-local partnership, along with farebox revenue, represents a funding patchwork for public transportation.

States vary greatly in their funding of public transportation. North Carolina's state funding comes primarily from motor fuel taxes and highway use taxes.

## ***Rural Funding***

**COMMUNITY TRANSPORTATION PROGRAM (CTP)**, a combination of federal and state funds, provides most of the funding for North Carolina's rural transportation systems. The CTP application incorporates the following three programs into a single packet:

### **Eligible Recipients:**

State and local governments, nonprofit organizations (including Indian tribes and groups) and public transportation operators in non-urbanized areas.

### **1. Non-urbanized Area Formula Program (FTA Section 5311)**

**Funding Source:** Federal

**Purposes:** Funds capital, operating and administrative purposes. Maximum federal participation of 80% for administrative and capital costs. NCDOT matches 5% state funds for administrative costs and 10% for capital costs. Small urban fixed route systems and regional community transportation systems are eligible to apply for up to 50% of the net operating costs associated with general public routes.

**Eligible Recipients:** State and local governments, nonprofit organizations (including Indian tribes and groups) and public transportation operators in non-urbanized areas are eligible subrecipients.

### **2. Rural Capital Program (Composed of three programs that have been consolidated)**

**Purpose:** Provides up to 90% federal and/or state participation. Funds are for the purchase of vehicles, communications equipment and related capital equipment; the purchase or upgrade of computer equipment, file servers, software, printers, telephone systems, mobile data terminals, automatic vehicle locators and other technologies; and the purchase or renovation of facilities for administrative and/or operating use. Funds cover up to 90% of feasibility planning, land acquisitions, design and construction costs.

**Funding Source:** Federal and State

**Eligible Recipients:** Community transportation system grantees including local governments and nonprofit organizations (including Indian tribes and groups) in non-urbanized areas and in urbanized area counties where there is not a consolidated urban/rural transportation system.

### **3. Human Service Transportation Management Program**

**Funding Source:** State

**Purposes:** Funds the administrative costs associated with the transportation of consolidated human service transportation systems and systems operating in urbanized area counties where a consolidated countywide transportation system does not exist. Provides up to 85% of eligible costs.

**Eligible Recipients:** Consolidated human service and community transportation systems operating in urbanized area counties where a consolidated countywide transportation system does not exist. Grantees include local governments and nonprofit organizations.

### **ELDERLY AND DISABLED INDIVIDUALS' TRANSPORTATION PROGRAM (FTA SECTION 5310)**

**Funding Source:** Federal

**Purposes:** Funds capital projects. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses. NOTE: Computers, office furniture, equipment are NOT eligible expenses.

**Eligible Recipients:** State and local governments, nonprofit organizations (including Indian tribes and groups) and public transportation operators in non-urbanized areas.

### **REGIONAL AND INTERCITY PROGRAM**

**Funding Source:** State and Federal

**Purposes:** Funds intercity bus service in underserved areas of North Carolina that connect to the national intercity network. Also provides state funds for Travelers' Aid programs that assist homeless, stranded or indigent travelers with their intercity transportation needs through the purchase of bus tickets. Provides up to 50% of net operating costs. Section 5311(f) funds used to support a portion of NCDOT share.

**Eligible Recipients:** Community transportation systems; other public, private nonprofit and private for-profit transportation providers; public transportation authorities; intercity bus providers; local public bodies including counties and municipalities; Indian tribes and regional or local planning organizations.

**RURAL OPERATING ASSISTANCE PROGRAM (ROAP)** (Composed of three separate funding sources, allowing for one application.)

**Eligible Recipients:** County governments

### **1. Elderly and Disabled Transportation Assistance Program (EDTAP)**

**Funding Source:** State

**Purposes:** Provides **operating assistance** for the transportation of the state's elderly and disabled citizens. Funds up to 100% of cost of service.

**Eligible Recipients:** County governments.

## **2. Rural General Public Program**

**Funding Source:** State

**Purposes:** Funds community transportation systems that serve the public in the state's rural area. Provides up to 100% of the cost of service.

**Eligible Recipients:** County governments

## **3. Employment Transportation Assistance Program**

**Funding Source:** State

**Purposes:** Funds transportation service to employment for low-income individuals. Provides up to 100% of the cost of service.

**Eligible Recipients:** County governments

## **RURAL PLANNING PROGRAM**

**Funding Source:** Federal and State

**Purposes:** Funds the updating of local community transportation plans, regional transportation feasibility studies and special studies. Provides up to 100% of cost of regional feasibility studies (90% of implementation plan) and 90% of local planning studies.

**Eligible Recipients:** Lead transportation agencies including local governments, transportation authorities, nonprofit organizations and Indian tribes.

## **RURAL TRANSIT ASSISTANCE PROGRAM (RTAP) (FTA SECTION 5311 (B) (2))**

**Funding Source:** Federal

**Purposes:** Funds training, technical assistance, research and related support activities. Maximum of 100% federal participation.

**Eligible Recipients:** NCDOT is the grant recipient; however, funds can be contracted or passed through to other entities.

## **1. Apprentice and Intern Programs**

**Funding Source:** State

**Purposes:** Funds the work experience for selected recent graduates and graduate students in public transportation. Apprentices, who are recent graduates, work full time for a 12-month period. Interns, who are graduate students, work approximately 12 weeks full time during the summer between their two years of graduate school and approximately 10 hours a week during the fall and spring semesters of their second year. Funds up to 90% of eligible costs.

**Eligible Recipients:** All state transportation systems are eligible to receive reimbursement of project costs for salary, benefits and travel within specified guidelines.

## **2. Transportation Demand Management (TDM) Program**

**Funding Source:** State and Federal (Congestion Mitigation and Air Quality)

**Purposes:** Funds programs that encourage ride-sharing arrangements such as carpools and vanpools and the use of public transportation and other alternative transportation in an effort to reduce congestion and vehicle emissions. State funds are matched dollar-for-dollar by local funds.

**Eligible Recipients:** Public bodies responsible for promotion of TDM activities that may provide services such as carpool/vanpool matching and vehicles for use in vanpooling. It is the intent of the program to fund only one organization per region with the temporary exception of the Triangle area but requiring that certain program components, such as marketing activities, be coordinated in one regional marketing program.

Source: NCDOT Public Transportation Division

# ACRONYMS

- **FTA – Federal Transit Administration**
- **NCDOT – North Carolina Department of Transportation**
- **PTD – Public Transportation Division**
- **ROAP – Rural Operating Assistance Program**
- **EDTAP – Elderly and Disabled Transportation Assistance Program**
- **ETAP – Employment Transportation Assistance Program**
- **RGP – Rural General Public**
- **DSS – Department of Social Services**
- **ADA – American with Disabilities Act**
- **CCP – Community Connectivity Plan**
- **LCP – Local Coordinated Plan**
- **RPO – Rural Planning Organization**
- **MPO- Metropolitan Planning Organization**
- **UPTAS – Uniform Public Transportation Accounting System**
- **CMAQ – Congestion Management and Air Quality**
- **STP – Surface Transportation Program**
- **TDP- Transportation Development Plan**
- **TAB – Transportation Advisory Board**
- **Op Stats – Operating Statistics**
- **MDS – Mobility Development Specialist**
- **CTP – Community Transportation Program**
- **LEP – Limited English Proficiency**
- **EEO – Equal Employment Opportunity**
- **STI – Strategic Transportation Investment**

(Add others as appropriate)

APPENDIX A

CONFLICT OF INTEREST

**GUILFORD COUNTY TRANSPORTATION ADVISORY BOARD  
CONFLICT OF INTEREST POLICY ACKNOWLEDGEMENT**

*Guilford County* requires each TAB member, staff member, and Board of County Commissioners member annually (1) to review Guilford County's Policy on Conflicts of Interest and Disclosure of Certain Interests; and (2) to acknowledge by their signature that the individual is acting in accordance with the letter and spirit of such Policy.

I hereby certify that I have reviewed, and agree to abide by, the Guilford County's Policy on Conflicts of Interest and Disclosure of Certain Interests that is currently in effect.

---

Signature of TAB Member

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Date

---

Witness

---

Date

APPENDIX B

TITLE VI

GUILFORD COUNTY TRANSPORTATION AND MOBILITY SERVICES ADVISORY BOARD

ACKNOWLEDGEMENT OF POLICY

On behalf of Guilford County *Transportation and Mobility Service's*, I hereby acknowledge receipt of the Title VI Nondiscrimination Plan, have reviewed and agreed to abide by the Guilford County *Transportation and Mobility Transportation's* Title VI policy. I am committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Guilford County Transportation services and activities on the basis of race, color, national origin, sex, age, religion, or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.

\_\_\_\_\_  
Signature of TAB Member

\_\_\_\_\_  
DATE

\_\_\_\_\_  
Witness

\_\_\_\_\_  
DATE

# ROLES AND RESPONSIBILITIES FOR TRANSIT BOARD MEMBERS/TAB MEMBERS

## CODE OF ETHICS

CODE OF ETHICS FOR THE \_\_\_\_\_  
*Agency/Authority*

The Ethical \_\_\_\_\_ Official/Employee should:

- Properly administer the affairs of the *System/Authority*
- Promote decisions that only benefit the public interest
- Actively promote public confidence in the *System/Authority*
- Keep safe all funds and other properties of the *System/Authority*
- Conduct and perform the duties of the office diligently and promptly dispose of the business of the *System/Authority*
- Maintain a positive image to pass constant public scrutiny
- Evaluate all decisions so that the best service or product is obtained at a minimal cost without sacrificing quality and fiscal responsibility
- Inject the prestige of the office into everyday dealings with the public, employees and associates
- Maintain a respectful attitude towards employees, other public officials, colleagues and associates
- Effectively and efficiently work with governmental agencies, political subdivisions and other organizations in order to further the interest of the *System/Authority*
- Faithfully comply with all laws and regulations applicable to the *System/Authority* and impartially apply them to everyone

The Ethical \_\_\_\_\_ Official Employee should NOT:

- Engage in outsider interests that are not compatible with the impartial and objective performances of his or her duties
- Improperly influence or attempt to influence other officials or employees to act in his or her own benefit
- Accept anything of value from any source that if offered to influence his or her actions as a *System/Authority*
- Accept anything valued at more than \_\_\_\_\_ per year from any source (*check your local policy*)

Above all, the ethical *System/Authority* employee or appointed official accepts the responsibility that his or her mission is that of servant and steward to the public.

Adopted by the \_\_\_\_\_ Date: \_\_\_\_\_  
*System Authority*

