

TRANSIT RIDERS ADVISORY COMMITTEE

Charter

Metropolitan Public Transportation Authority | Adopted August 12, 2026

1. Purpose

The Transit Riders Advisory Committee (TRAC) assists the Board by sharing the perspective of the Authority's customers on the safety, security, reliability, and quality of its operations and impact of policies and practice. The Committee shall support the Board by providing insights and advice for improvements that will result in a more accessible and functional transit system for all residents in its geographical service area, including elderly persons and those living with disabilities, living in housing that is affordable for low-income people, and living in remote areas. The Committee will represent the needs of riders, increase rider input to influence the Authority's planning, operations, and services, and advise on other matters of concern to customers.

2. Authority

The Committee is an advisory committee established under Article VI, Section 6.04 of the Bylaws. It is advisory and recommendatory to the Board and has no independent authority to direct staff or bind the Authority.

3. Scope of Responsibilities

- Become familiar with the Authority's policies, plans, services, programs, and system.
- Review and analyze issues related to transit in the greater community.
- Share rider experience on all modes (including bus, rail, paratransit, and microtransit) and how proposed changes may impact riders and the greater community in the service area.
- Provide insights into opportunities for improvements to plans and operations from a customer perspective, including reviewing and providing feedback on new customer-facing technology.
- Provide input on approaches to customer service and public engagement.
- Submit written reports to the Operations and Safety Committee with timely advice on operations, plans and policy changes that would encourage greater use of public transportation.
- Assist the Board in any manner the Board deems appropriate.

4. Membership and Qualifications

The Committee shall consist of fifteen (15) members. Nine (9) members shall be active transit riders with a mix of express bus, local bus, Blue Line, Gold Line, microtransit, and STS riders. Two (2) members shall be active transit riders with disabilities, who also serve as chair and vice-chair of the peer advisory committee, Mobility Access Committee. The remaining members may be non-riders who serve as community leaders or service providers and who work with constituents served by public transit (such as people with a range of disabilities, unhoused individuals, individuals in the education sector, refugees, or English-language learners). The composition of this Committee should represent diversity in experience, transit modes used, geography, demographics, socioeconomic, gender, and other aspects reflective of the residents in the Authority's service area. All advisory positions are unpaid volunteer positions.

5. Appointment and Terms

Members are appointed by the Chair of the Board in consultation with the Executive Committee, as provided in Article VI, Section 6.04 of the Bylaws. Half of the initial members will serve until December 31, 2028. The other half of the initial members will serve full three-year terms as will subsequent members. The Chair of the Board will decide on the process to determine the term lengths for the initial members. Any vacancies will be filled by the Chair of the Board in consultation with the Executive Committee for the remainder of the applicable term.

6. Chair

The Chair of the Board will designate the chair and vice chair for the Committee or the process for their designation. The Chair of the Committee presides at meetings of the Committee and approves the agenda in consultation with the staff liaison. The Vice Chair of the Committee presides in the absence of the Chair of the Committee.

7. Meetings and Quorum

The Committee meets monthly. Meetings are scheduled in coordination with the Operations and Safety Committee and MPTA Board annual meeting calendars. A quorum is a majority of all members. Each member is expected to attend all committee meetings.

8. Voting and Action

A majority of all Committee members must vote affirmatively for any action to be taken. If a quorum is present but a matter fails to receive a majority of all members, the matter does not pass. The Committee shall not act by written consent outside of a duly noticed meeting.

9. Staff Support

The Chief Executive Officer of the Authority shall designate a staff liaison to the Committee. The staff liaison prepares agendas and materials, maintains minutes, drafts reports, and coordinates meeting logistics. The staff liaison is not a member of the Committee and may not vote on any matter before the Committee.

10. Reporting to the Board

The Chair of the Committee or a designee thereof shall report to the Operations and Safety Committee at each regular meeting on TRAC activities and recommendations since TRAC's last Committee meeting. Written reports will also be shared with the Board of Trustees.

11. Access to Information

The Committee may request information or analysis from staff as needed.

12. Open Meetings Compliance

All meetings are subject to the North Carolina Open Meetings Law, G.S. Chapter 143, Article 33C. Meetings shall be duly noticed and open to the public.

13. Public Comments

Members of the public may provide oral comments at Committee meetings as set forth in the agenda for any regular meeting of the Committee. Members of the public may also submit comments to the Committee at any time in writing. Any such comments should be submitted through the Chair or appropriate Authority staff. The Chair or appropriate Authority staff shall have responsibility for ensuring that Committee members are informed about all comments received and shall provide information about relevant public comments received on matters on the agenda for a Committee meeting prior to the meeting so that Committee members have an opportunity to review the comments. The public comment period shall follow the procedure provided for public address to the Board in the Board Rules and Operating Procedures, except that the session shall be no more than thirty (30) minutes long and speakers are limited to no more than three (3) minutes each. Individuals cannot yield their time to another person.

Adopted by the Board of Trustees of the Metropolitan Public Transportation Authority on this 12th day of August, 2026.

David Howard, MPTA Chairperson

Christy Miller Long, MPTA Secretary