[i]GREATER ROANOKE TRANSIT COMPANY (GRTC)
CHARTER FOR THE TRANSIT PASSENGER ADVISORY COMMITTEE (TPAC)

Authority
The Transit Passenger Advisory Committee (TPAC) is to be established and its members appointed by the GRTC Board of Directors, effective July 15, 2019.

Purpose
The Transit Passenger Advisory Committee will provide advice and recommendations to the GRTC Board of Directors on transit service, facilities, plans and policies that are specific to GRTC.

Scope
The Committee will:

- Advise the GRTC Board of Directors on issues related to Valley Metro local fixed route services, Starline Trolley, Smart Way commuter services, STAR, MetroFLX and any future transit service projects as requested by the GRTC Board President;
- Provide input on transit service planning documents current and future to the GRTC Board of Directors; and
- Provide a forum for citizens to comment on local and regional transit issues and services.
- Provide input on strategies to improve ridership, connectivity, and transit access throughout the service area;
- Identify key issues or challenges in the transit system that need to be addressed;
- Promote equitable transit services;
- Actively engage with the represented communities to gather input on transit services, concerns, and suggestions;
- Provide input on transit service planning documents and discuss proposed service changes and other expansion opportunities with an eye toward improving mobility for the community; and
- Provide recommendations to the GRTC Board of Directors on issues related to Valley Metro

Membership
The Committee will be made up of nine (9) members appointed by the GRTC Board of Directors. The Committee will designate a member to serve as Chair, Vice-Chair, and Secretary.

Membership will be composed of:

- Four (4) representatives from the City of Roanoke representing diverse perspectives and neighborhoods within the City of Roanoke. These representatives will focus on understanding and communicating the diverse transit needs of Roanoke's residents, advocating for improved services and equitable transit access across the city.

- One (1) representative from the City of Salem: Represents the transit needs and interests of Salem residents. Gathers feedback from the Salem community about transit services and communicates concerns, suggestions, and ideas to the committee.
- One (1) representative from the Town of Vinton: Represents the transit needs and interests of Vinton residents. Gathers feedback from the Vinton community about transit services and communicates concerns, suggestions, and ideas to the committee.
- One (1) representative from the STAR passenger/disabled community: Advocates for the needs and concerns of riders with disabilities and those who rely on specialized transit services like STAR. Ensures that accessibility and inclusive transit options remain a priority in decision-making.
- One (1) representative from the local business community: Focuses on the transit needs of businesses, employees, and customers. Works to identify ways transit can support local economic development and improve access for workers traveling to and from their jobs.
- One (1) Roanoke Valley-Alleghany Regional Commission staff member: Provides expertise on regional planning and transportation issues, ensuring that the committee's recommendations align with broader regional goals. Acts as a liaison between the committee and regional transportation initiatives.

Officers and Responsibilities:

Chair:
The designated Chair will work with GRTC staff to prepare meeting agendas and will distribute the agenda seven (7) days prior to each meeting. The Chair will facilitate meetings, lead discussions, ensure all agenda items are addressed, and send invitations and reminders to TPAC members for each meeting. During the meeting, the Chair will record a bulleted list of recommendations to the GRTC Board for agenda items, as needed. This list will be reviewed for the TPAC members at the end of each meeting. After TPAC members have reviewed the meeting minutes, the Chair will develop a “presentation in writing” to the GRTC Board to be delivered with the minutes at the following GRTC Board meeting. This presentation will include the bulleted list of recommendations and will be delivered to GRTC staff at least seven (7) days prior to the GRTC Board meeting.

Vice-Chair:
The Vice-Chair will assist the chair, including filling duties when the chair is unavailable. The Vice-Chair will also serve as the head of the accessibility subcommittee.

Secretary:
The Secretary will record the minutes of each meeting. Following the meeting, the Secretary will type and distribute the minutes to TPAC members (within 4 business days) for comment (and deliver minutes to Valley Metro staff. TPAC members will have three (3)

business days to reply with comments. The Secretary will revise the minutes and send to GRTC staff for final review and inclusion in the GRTC Board Agenda Packet. The Secretary will also document the discussion items in need of follow-up for the next meeting and will send that list to the Chair and GRTC staff.

Terms

With the exception of the initial appointments of members by the Board, each member's term of office will be for two-year terms, commencing as of July 1. The Board shall appoint four (4) members to serve initial terms each ending on June 30, 2020, and appoint the remaining five (5) members to serve for terms ending June 30, 2021. Thereafter, all members' terms shall be for two (2) years, commencing as of July 1 following expiration of the term. Members can be reappointed for two additional consecutive terms. Vacancies on the Committee shall be filled by the Board and persons appointed to fill any such vacancy shall serve for the balance of the term of the member who created the vacancy.

Future Membership:

Six (6) months prior to the end of a member's final term, the GRTC board, in coordination with staff will open the process to receive applications to fill the role. Applications will be collected by and reviewed by the GRTC board and staff to fill representative roles. If a role remains unfilled, the GRTC staff will coordinate with a GRTC Board member for a possible appointment to the position. If there is no candidate, GRTC staff will choose the best candidate from the applications available.

Operator Liaison

A bus operator may be appointed as a participant at TPAC meetings. To help the Committee make more informed recommendations, the operator will be able to share knowledge of daily operations, common rider issues, and other challenges. This role will act as a liaison between the passengers of the TPAC and operators.

Meetings:

Regular TPAC Meetings will be scheduled on the second Thursday in the months of February, April, June, August, October, and November. Meetings will be held at the Valley Metro Passenger Transfer Center, or at such other location the Committee may designate, beginning at 6:30 p.m. All meetings will be open to the public. A quorum for any TPAC Meeting shall constitute five (5) members, provided that at least one (1) Member in attendance is a representative recommended by the City of Roanoke.

TPAC members must notify the chair of upcoming absences. If a member misses three (3) meetings within a single calendar year without notifying the committee prior to the meeting, the GRTC board and staff will review the membership to determine continued eligibility. If unplanned circumstances prevent a member from participating, that member may request six months' leave. During that time, missed meetings will be recorded as notified absences. If a TPAC member is dismissed or expresses a desire to end the term

early, GRTC staff will notify the GRTC board and begin the process of replacing that role immediately (see “Future Membership”).

Accessibility Subcommittee

The Committee may establish a subcommittee to meet separately and address issues of transit accessibility. The Accessibility Subcommittee will report to the Transit Passenger Advisory Committee on matters that require discussion or action by the full Committee. All meetings of an Accessibility Subcommittee shall be open to the public.

GRTC Staff Liaison

An employee of GRTC will be named as the Staff Coordinator and will serve as staff liaison to the Committee. Other GRTC staff may be called on to make presentations and lead discussions with the Committee as appropriate to the issues being considered.

GRTC staff will work with TPAC Chair to develop each meeting’s agenda, prepare presentation materials and during meetings, present as needed. GRTC staff will provide a final review of the minutes and the Chair’s presentation-in-writing to the GRTC Board and include these documents in the GRTC Board Agenda Packet. GRTC Staff will present the GRTC Board.

Reporting

The Committee will report its findings and recommendations on transit issues to the GRTC Board President or designee in writing. The Committee findings, recommendations, and meeting minutes will be presented at the subsequent GRTC Board of Directors Meeting.

[1] Updated 0/15/25

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