



Empowering people, transforming lives

# **Transportation Advisory Board (TAB)**

## **Member Manual**

*Revised: May 4, 2023*

**WNCSource TAB  
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# **INTRODUCTION**

## **What is TAB?**

The Transportation Advisory Board (TAB) serves as the advisory board for WNCSource Transportation and Henderson County, NC. The board serves as a liaison between the WNCSource Transportation, the Transportation Director, the County, and citizens of the community. The board shall consult, advise and make recommendations to the Director of WNCSource Transportation in matters affecting service design, service scheduling, service fares, unmet needs in the service area, marketing, and performance measures.

This manual is designed to provide:

- Detailed guidance for WNCSource 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 WNCSource 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 authority to make policy and take actions that legally bind their agencies, TABs, as their name would imply, 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.

## **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.

The TAB is a locally formed advisory group based on the following NCDOT/PTD guidelines and requirements:

### **Recommended TAB Composition**

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.

<b>Categories</b>			
<b>Public Human Service Agencies</b>	<b>Transportation Providers</b>	<b>Public and Business Sectors</b>	<b>Government and Governmental Affiliates</b>
<i>3-5</i>	<i>1-2</i>	<i>4-5</i>	<i>3-5</i>
<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 Department</li> <li>• Veterans Administration</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>

**Per written guidance from NCDOT/PTD:**

- The TAB should 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 assist the transit system to be more sensitive to their needs or to discuss unmet needs of their consumer group). Census data will be consulted to determine which groups should be represented and the size of the representation needed. A TAB member may represent more than one category, e.g. be a transit user and a representative of a faith-based organization.
- Requires that WNCSOURCE/Apple Country Public Transit will 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.
- Positions required to serve on TAB is the Rural Planning Organization (RPO) Director and the Emergency Operations Center (EOC) Director (designee will be allowed with written notice from the EOC Director to the Transit Director. Notice must be kept in the TAB information folder.

NCDOT/PTD guidance on whether governing boards can also serve as a TAB is provided as follows:

- 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.

### **Organizational Structure of WNCSOURCE**



## **WNCSOURCE TRANSPORTATION ADVISORY BOARD MEETINGS SCHEDULE**

Meetings will be held quarterly on the third Thursday of February, May, August and November.

Meetings are currently being held virtually @ 10:00 am via Google Meets. Electronic invitations will be sent to board members no later than one week before each meeting.

Possible topics:

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
8. Agency contracts
9. Driver and staff training
10. Capital purchases, vehicle utilization and replacements
11. Conflict of Interest/Ethics Policies for TAB members
12. TITLE VI Plan
13. Annual budgets
14. Compliance

## 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.

Category	Roles/Responsibility
<b>General</b>	<ul style="list-style-type: none"> <li>• Serves as the advisory body to WNCSource Transportation as lead agency in the operation of public transportation in Henderson County. Advises on all public transportation matters including proposed routes, service changes, ridership policies, fare structures, funding and budgets. Recommends necessary changes to existing transportation rules and laws.</li> <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. Recommends improvements.</li> </ul>
<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 regards 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).</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> </ul>

<b>Category</b>	<b>Roles/Responsibility</b>
<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.</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>• Assists in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.</li> </ul>



# **EFFECTIVE TRANSPORTATION ADVISORY BOARDS**

## ***Number of Members***

Guidance from NCDOT/PTD recommends that the TAB have between 11 - 17 members. *Currently* WNCSource Transportation has 20 members that adequately represent the diverse services needs in the community and surrounding area.

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

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

- 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 are distributed.
- An overview of agency finances, funding sources and reporting
- A summary of future plans, programs and/or projects
- Information about key agency personnel and their roles

## ***Responsibilities of TAB Members***

- Be a regular attendee at all TAB meetings
- Gain a general understanding of transportation policies and their relationship to transportation service
- Have a general understanding 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 how the transportation system is funded and have a general understanding of the annual application process and their due dates
- Understand Conflicts of Interest/Code of Ethics as it applies to TAB members
- Be familiar with the history of the transportation system

## **TAB Manual**

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
- List of acronyms
- Conflict of Interest/Ethics Policies
- Title VI Policy

### **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.

### **Committees**

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.

### **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 Director to decide on an agenda in advance of the meeting. The Vice Chair will serve in the absence of the Chair. 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:
  - i. Clearly state the issue
  - ii. List possible solutions
  - iii. 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 allow 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 be signed by a designee and the TAB Chair, upon approval, and prior to submission to the assigned MDS.

### **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, 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**

WNCSource Transportation board members are volunteers who do not receive compensation.

## **ACTIVELY ENGAGED TRANSIT ADVISORY BOARD**

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

- 1) Review/draft/update WNCSource TAB bylaws to comply with the program requirements for a balanced, diverse membership.
- 2) Review and adjust representation of current TAB as needed.
- 3) Provide new members with an orientation session and a TAB Member Manual.
- 4) Discuss Conflict of Interest/Code of Ethics policy and acknowledgement forms.
- 5) Discuss Title VI Policy and acknowledgement form.
- 6) Work closely with the Transportation Director throughout the year to identify areas where the TAB can be most helpful.

## **OPEN MEETING REQUIREMENT**

WNCSource 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. WNCSource Transportation publishes the meeting notice in the following locations:

- 1) WNCSource Website - <https://wncsource.org>
- 2) WNCSource Transportation Office - 526 7<sup>th</sup> avenue East Hendersonville, NC 28792
- 3) WNCSource Main Office - 220 King Creek Boulevard • Hendersonville, NC 28793

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, policy-making, 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 interests 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.

## **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 WNCSource TAB members will read and comply with the TITLE VI policy as required by NCDOT.

WNCSource Title VI policy is available in the Transportation Director’s office or online at WNCSource.org for your convenience. A copy of this form for your signature stating compliance agreement is located in this manual. (See Appendix B)

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

WNCSource Transportation must prepare and submit a Title VI Program 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 WNCSource governing board 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.

# WNCSource Transportation Bylaws

## WNCSOURCE TRANSPORTATION ADVISORY BOARD

### ARTICLE 1: Name

The name of this Board shall be the WNCSource 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 WNCSource Transportation as lead agency in the operation of public transportation in Henderson County.</li> <li>• Serves as a liaison between the public transportation system 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 system’s mission, vision, goals, objectives and strategies for shaping the public transportation system’s 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 system’s 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 system.</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.</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> <li>• When a vote is needed, and there are multiple representatives from the same agency, that agency shall identify one voting representative.</li> <li>• Perspective Board members may fill out an application that will be reviewed by the Chair and Vice Chair. Chair and Vice Chair may recommend candidate to the full board for approval.</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>• May Form a Finance Committee</li> </ul>

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>

### **ARTICLE III: Composition**

1. Board Members: A complete list of WNCSource Transportation Advisory Board members is attached as an addendum.
2. Appointment  
Members of the TAB may be appointed or selected as describe below:
  - i. The TAB with input from the Transportation Director
  - ii. The Transportation Director with input from Advisory Board members
  - iii. The Transportation Director and Advisory Board Chair
  - iv. The Transportation Director
  - v. Contracting or client agencies designate a representative.
  - vi. Perspective Board members may fill out an application that will be reviewed by the Chair and Vice Chair. Chair and Vice Chair may recommend candidate to the full board for approval.
3. Terms and Replacements  
Members of the TAB are on the Board because they represent a contracting or client agency, represent an agency that uses or needs transportation services and shall serve until they resign or are replaced.
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  
Board members will serve without compensation.
6. Attendance  
Good attendance by board members is imperative to accomplishing the goals and mission of the TAB. Therefore, WNCSource TAB members are expected to attend all meetings or have a representative from their organization attend.
7. 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**

- i. Regular meetings of the TAB will be held at least quarterly. The date, location, and time of meetings will be established by the Chairman of the Board. Meetings will be held virtually at this time.
- ii. 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.
- iii. The board agenda package will be provided to Board Members a minimum of five (5) working days in advance of the meeting date, except in the event of an emergency meeting.
- iv. Public notice of all meetings will be provided in compliance with NC General Statute 143-318.12.

### **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 or electronic 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.

### **3. Open Meetings**

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

- i. To advise officials of the transportation system/authority about personnel matters
- ii. To advise about clientele problems including termination-of-use privileges
- iii. To hear and investigate a charge or complaint by or against an individual Board Member
- iv. To plan, conduct or hear reports concerning investigations of alleged criminal misconduct
- v. 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 a Chair and Vice-Chair.

### **2. Election of Officers**

The Chair and Vice-Chair shall be elected by the full TAB annually during the last meeting of the calendar year. Potential candidates for TAB officer vacancies may be nominated in one of the following ways:

- i. The TAB with input from the Transportation Director
- ii. The Transportation Director with input from Advisory Board members
- iii. The Transportation Director and Advisory Board Chair or Vice Chair
- iv. The Transportation Director
- v. Perspective TAB Officers may fill out an application for the vacant position. Applications will be reviewed by three (3) TAB members appointed to a special committee by the Chair, Vice Chair, and Transportation Director or Assistant Director.



### 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 of 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.

#### Specific Duties of the Chair:

- i. To schedule all special meetings, call meetings to order, open agenda items for action, moderate all discussions, and advocate all procedural rules.
- ii. 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.
- iii. 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.
- iv. To call a brief recess at any time.
- v. 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.

### 4. Vacancies

A vacancy in an elected office (Chair and Vice Chair) will be filled appointment by the Advisory Board, remaining officer and Transportation Director.

## **ARTICLE VI: Committees**

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. Examples of Committees may include: Finance, Grievance, Executive, Appeals, Marketing

## **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 rules of the Board.

**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 interests 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.

These By-Laws were adopted for WNCSource Transportation TAB on \_\_\_\_\_

**Signatures:**

Advisory Board Chair \_\_\_\_\_ Date \_\_\_\_\_

Transportation Director \_\_\_\_\_ Date \_\_\_\_\_

# 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

**APPENDIX A**

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

WNCSource Transportation requires each TAB member, annually to review WNCSource Transportation Policy on Conflicts of Interest and Disclosure of Certain Interests; and 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 WNCSource Transportation Policy on Conflicts of Interest and Disclosure of Certain Interests that is currently in effect.”

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

**APPENDIX B**

**TITLE VI**

**TRANSPORTATION ADVISORY BOARD**

**ACKNOWLEDGEMENT OF POLICY**

On behalf of WNCSource Transportation, I hereby acknowledge receipt of the Title VI Nondiscrimination Plan, have reviewed and agreed to abide by the WNCSource Transportation 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 WNCSource 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

## APPENDIX C

### CODE OF ETHICS

#### CODE OF ETHICS FOR THE WNCSource TRANSPORTATION TAB MEMBERS

The Ethical Tab Member should:

- Properly administer the affairs of the WNCSource Transportation
- Promote decisions that only benefit the public interest
- Actively promote public confidence in the WNCSource Transportation
- Conduct and perform the duties of the office diligently and promptly dispose of the business of WNCSource Transportation
- 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 TAB into everyday dealings with the public, employees and associates
- Effectively and efficiently work with governmental agencies, political subdivisions and other organizations in order to further the interest of the WNCSource Transportation
- Faithfully comply with all laws and regulations applicable to WNCSource Transportation and impartially apply them to everyone

The Ethical TAB Member 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 an WNCSource Transportation TAB Member

Above all, the ethical WNCSource Transportation TAB Members accepts the responsibility that his or her mission is that of servant and steward to the public.

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Signature of TAB Member

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DATE

**APPENDIX D**

2022-2023 Western Carolina Community Action Transit Advisory Board

<u><b>TAB Officers</b></u>		
<p><b>Noah Rose - Chair</b>                      P.O. Box 1312                      Flat Rock, NC 28731                      828-699-9000  <a href="mailto:NoahWNCS@outlook.com">NoahWNCS@outlook.com</a>                      WNCSource Board Secretary, TAB Chair, Retired DSS</p>	<p><b>Victoria Cortez – Co-Chair</b>                      Henderson County Emergency Services                      2529 Asheville Hwy                      Hendersonville, NC 28791                      828-697-4527  <a href="mailto:vcortes@hendersoncountync.gov">vcortes@hendersoncountync.gov</a>                      H Co Emergency Mgmt. Planner</p>	
<u><b>General Board</b></u>		
<p><b>Adam Olenik</b>                      Thrive                      218 West Allen, Suite B                      Hendersonville, NC 28739                      828-697-1581  <a href="mailto:aolenik@thrive4health.org">aolenik@thrive4health.org</a>                      Clubhouse Director</p>	<p><b>Bonnie Wilson</b>                      WNCSource                      P.O. Box 685                      Hendersonville, NC 28793-0685                      828-698-8571  <a href="mailto:bwilson@wncsource.org">bwilson@wncsource.org</a>                      Transportation Support Specialist</p>	<p><b>Brandi Claybrooks</b>                      NC Dept. of Transportation                      Mail Service Center 1550, 1 South                      Wilmington Street                      Raleigh, NC 27699-1550                      919-707-4679  <a href="mailto:blclaybrooks@ncdot.gov">blclaybrooks@ncdot.gov</a>                      Transportation Program Consultant I</p>
<p><b>Chelsea Brackins</b>                      NCDHHS – Vocational Rehabilitation                      578 Upward Road – Suite 6                      Flat Rock, NC 28731                      828-435-7230  <a href="mailto:chelsea.brakins@dhhs.nc.gov">chelsea.brakins@dhhs.nc.gov</a></p>	<p><b>Cheri Matthews</b>                      40-C Cedar Bluffs Drive                      Hendersonville, NC 28792                      828-417-4662  <a href="mailto:gwipp1971@gmail.com">gwipp1971@gmail.com</a>                      Transportation Client</p>	<p><b>David White</b>                      WNCSource                      P.O. Box 685                      Hendersonville, NC 28793-0685                      828-693-1711  <a href="mailto:dwhite@wncsource.org">dwhite@wncsource.org</a>                      Chief Executive Officer</p>
<p><b>Hope Prather</b>                      Vocational Solutions                      2110 Spartanburg Hwy                      East Flat Rock, NC 28726-2135                      828-692-9626 x-353  <a href="mailto:hprather@vocsol.com">hprather@vocsol.com</a>                      Production Coordinator</p>	<p><b>Jackie Hawkins</b>                      Blue Ridge Community Health Services                      P.O. Box 5151                      Hendersonville, NC 28793                      828-692-4289  <a href="mailto:jhawkins@brchs.com">jhawkins@brchs.com</a>                      Director of Practice Operations</p>	<p><b>Janna Bianculli, MPA &amp; C.URP</b>                      Henderson County Planning Dept.                      100 N. King Street                      Hendersonville, NC 28792-5053                      828-694-6557  <a href="mailto:jpg Peterson@hendersoncountync.gov">jpg Peterson@hendersoncountync.gov</a>                      Senior Planner</p>

<p><b>Jeff Roper</b>  WNCSource  P.O. Box 685  Hendersonville, NC 28793-0685  828-698-8571 work : 828-974-1203 cell  <a href="mailto:jroper@wncsource.org">jroper@wncsource.org</a>  Transportation Director</p>	<p><b>Kim Hall, Tab Secretary</b>  WNCSource  P.O. Box 685  Hendersonville, NC 28793-0685  828-693-1711 ext. 133  <a href="mailto:khall@wncsource.org">khall@wncsource.org</a>  Executive Assistant</p>	<p><b>Peggy Allen</b>  The Hope Center of Hendersonville  552 Ridge Road  Hendersonville, NC 28792  828-692-0905  <a href="mailto:peggy@thehopecenterofhendersonville.org">peggy@thehopecenterofhendersonville.org</a>  Executive Director</p>
<p><b>Richard Reagan</b>  30 Muir Ln  Hendersonville, NC 28791  847-612-9095  <a href="mailto:RReagen21@gmail.com">RReagen21@gmail.com</a>  Retired former owner logistics  business and low vision business</p>	<p><b>Scott Adams</b>  Land of Sky Regional Council  339 New Leicester Hwy – Suite 140  Asheville, NC 28806-2087  828-251-7447  <a href="mailto:scott@landofsky.org">scott@landofsky.org</a>  Transportation Planner</p>	<p><b>Shannon Perry</b>  PO Box 912  Mountain Home, NC 28758  (828) 290-0649  <a href="mailto:Shannonperry1986@aim.com">Shannonperry1986@aim.com</a>  Content/Copywriter Self-employed</p>
<p><b>Stephanie Cole</b>  Council on Aging Henderson County  105 King Creek Blvd  Hendersonville, NC 28792-4846  828-435-3111  <a href="mailto:scole@coahc.org">scole@coahc.org</a>  Director of Programs</p>	<p><b>Tim Jones</b>  Hendersonville Rescue Mission  639 Maple Street  Hendersonville, NC 28792-3754  828-697-1354  <a href="mailto:tim@hendersonvillerescuemission.com">tim@hendersonvillerescuemission.com</a>  Vice President, Chief Operations Officer</p>	<p><b>Tim McFalls</b>  Henderson County Emergency Services  2529 Asheville Hwy  Hendersonville, NC 28791  828-697-4527  <a href="mailto:tmcfalls@hendersoncountync.gov">tmcfalls@hendersoncountync.gov</a>  Logistics Officer</p>
<p><b>Trina Stokes, MBA</b>  Advent Health Hendersonville  80 Brownsberger Circle  Fletcher, NC 28732  828-650-8258  <a href="mailto:trina.stokes@adventhealth.com">trina.stokes@adventhealth.com</a>  Manager I Strategic Planning</p>		

Updated: 5/4/2023