



**PROCEDURES OF THE
REGIONAL TRANSIT AUTHORITY OF CENTRAL MARYLAND
RTA RIDER QUARTERLY FORUM**

ARTICLE I: NAME

The name of the advisory group shall be the **RTA Rider Quarterly Forum**.

ARTICLE II: MISSION

A. MISSION STATEMENT

The **RTA Rider Quarterly Forum** exists to provide a structured, inclusive platform for riders and stakeholders to share feedback on public transit services in Central Maryland. The Forum seeks to foster transparency, inform service improvements, and ensure community voices are integral to RTA decision-making processes.

B. ROLES AND RESPONSIBILITIES

The Forum will:

1. Serve as a mechanism for RTA to receive direct feedback from riders and stakeholders.
 2. Facilitate open discussions on service and accessibility issues affecting fixed-route and mobility services.
 3. Provide the Central Maryland Transportation & Mobility Commission (CMTMC) with summaries of feedback and actionable insights to guide transit planning and policy decisions.
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ARTICLE III: PARTICIPATION

A. OPEN PARTICIPATION

1. The Forum is open to all riders, stakeholders, and members of the public.
2. No formal membership or long-term commitment is required for participation.

B. INCLUSIVITY

1. The RTA will promote the Forum to ensure representation from diverse community groups, including riders of fixed-route and paratransit services.
2. Outreach will prioritize accessibility and language inclusivity to engage all segments of the community.

ARTICLE IV: MEETINGS

A. FREQUENCY AND SCHEDULING

1. The Forum will convene quarterly, within the same month the CMTMC meetings are held. The Forum will always be held prior to the CMTMC meeting.
2. Meeting dates will be announced at least 30 days in advance.

B. MEETING FRAMEWORK

1. Meetings will follow a structured 1-hour agenda including:
 - Welcome and Introductions.
 - Updates from RTA on recent initiatives.
 - Open Feedback Session.
 - Optional Stakeholder Presentations.
 - Closing and Next Steps.
2. Meetings will be conducted in hybrid formats (in-person and via Zoom) to maximize accessibility.
3. Public participation will be governed by a code of conduct to ensure respectful and productive discussions.

C. OPEN TO PUBLIC

1. Meetings will comply with Maryland's Open Meetings Act.
2. All persons attending are expected to maintain order and adhere to time limits set for public comments.

ARTICLE V: STAFF SUPPORT

A. FORUM STAFF COORDINATOR

The RTA Planning and Special Projects Manager (or designee) will serve as the Forum Staff Coordinator.

B. STAFF COORDINATOR DUTIES

The Staff Coordinator will:

1. Schedule meetings and secure venues.
2. Develop and distribute meeting agendas and materials.
3. Facilitate meetings or designate a facilitator.

4. Record and summarize feedback provided during the Forum.
5. Coordinate follow-up actions and communicate progress to the community.

C. MEETING DOCUMENTATION

1. Meeting minutes will include:
 - Date, time, and location of the meeting.
 - Key discussion points and feedback themes.
 - Actions proposed or taken.
 - List of participants and stakeholders.
 2. Minutes will be posted on the RTA website following the Forum.
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ARTICLE VI: FEEDBACK AND FOLLOW-UP

A. FEEDBACK PROCESSING

1. All feedback received during the Forum will be categorized by themes (e.g., accessibility, service reliability, rider experience).
2. Relevant RTA departments will be assigned actionable items based on feasibility and priority.

B. REPORTING BACK

1. Progress on actionable items will be summarized and presented at the next Forum.
 2. A summary report will also be shared with the CMTMC and made available on the RTA website.
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ARTICLE VII: CODE OF CONDUCT

A. PARTICIPANT GUIDELINES

1. All participants are expected to communicate respectfully and remain focused on transit-related topics.
2. Disruptive behavior, including interrupting speakers or making personal attacks, is prohibited.

B. ENFORCEMENT

1. The facilitator has the authority to address violations of the code of conduct, including removing disruptive individuals if necessary.
 2. Participants who repeatedly violate the code of conduct may be barred from future Forums.
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