



ALEXANDRIA TRANSIT COMPANY (DASH)

ADVISORY COMMITTEE GUIDELINES

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NOTICE: *These are the operating guidelines for the DASH Advisory Committee. These guidelines can only be changed with approval of the DASH General Manager. Proposed edits are to be submitted to the General Manager for review, thereafter the General Manager shall consider and discuss with the Committee prior to rendering a determination on the approved changes.*

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Section 2: PURPOSE

The DASH Advisory Committee (DAC) exists to provide a communication link between DASH, its customers and the Alexandria community for the purposes of providing input to DASH leadership on a wide variety of service-related issues, improving customer outreach, and promoting an overall excellent customer experience for DASH riders. The DAC is an advisory body, and does not set or establish DASH policy, alter service standards, influence contracts, modify service or routes, or affect personnel matters.

The Committee serves the following primary roles:

- A.** Assists DASH staff in the execution of the organizations mission and programs/services;
- B.** Participates in discussions about service-quality, service-related issues and potential solutions with DASH staff;
- C.** Provides advisory input to DASH staff and leadership on key decisions;
- D.** Identifies customer needs and assesses whether or not those needs are being met by current DASH services and policies.
- E.** Serves as DASH Ambassadors in the community, helping to communicate information about DASH to existing, new and prospective riders;
- F.** Assists DASH staff with the planning, execution and evaluation of public outreach programs and activities in support of DASH decision-making processes;
- G.** Communicates with DASH Staff as needed in helping to inform decision-makers regarding service quality, capacity and reliability; and where needed advocates for change to positively affect the experience of DASH riders.

Section 3: MEMBERSHIP

3.1 Membership

- A.** The DASH General Manager appoints members to the Committee in accordance with the requirements set forth in these Guidelines.
- B.** Membership rosters and contact information for the Committee are posted on the DASH website and updated as needed when members resign or are otherwise removed from an Advisory Committee role.
- C.** DASH shall provide a designated Staff Committee Liaison who serves the roles of coordination of the meeting agendas, assisting in facilitation of meetings, and working with the members to advance the success of the committee.
- D.** The Advisory Committee receives no financial compensation for time and/or attendance associated with any Committee activity.

3.2 Application for Membership

- A. Advisory Committee positions will be posted publicly by DASH, including advertisements on DASH buses, and the DASH website (www.dashbus.com). Positions may be actively recruited through community organizations and City Commissions including, but not limited to, the Commission on Aging, and the Commission on Persons with Disabilities.
- B. A person interested in membership in any DASH Advisory Committee shall complete a brief membership application and include a letter of interest/intent or resume demonstrating their relevant qualifications and purpose for serving on the Committee. Assistance in completing such an application shall be made available upon request.
- C. Committee members may also recommend to the General Manager additional persons to be considered for membership.
- D. A list of all open seats on the Advisory Committee and the expiration of the terms of the current members shall be maintained by DASH staff and shall be posted on the DASH website at www.dashbus.com.

3.3 Composition of the Committee

- A. The Committee shall be composed of a total of not less than nine (9) and not more than fourteen (14) members.
- B. It shall be the effort of DASH to ensure that wherever possible, membership in the Committee is diverse and representative of all riders and community members.
- C. Every two years - a new Chairperson and Vice Chairperson shall be elected by a plurality of the committee members seated at that time. Such person shall serve this role until the expiration of their current term on the committee, regardless of their reappointment status.

3.4 Term / Term Limits

- A. The term of an individual serving on a committee shall be as follows:
 - i A term is two (2) calendar years from the anniversary date of appointment to the Committee. (For example, if appointed July 15, the term shall expire on July 15 after two calendar years)
 - ii Following the expiration of a term, members seeking to remain on the committee shall reapply to the General Manger.
 - iii Members may serve not more than three (3) consecutive terms for a combined total of six (6) years.
 - iv A Chairperson or Vice Chairperson may not hold their positions for more than two consecutive terms, or four (4) years.
 - v An individual who served previously and term-limited out must wait at least one (1) calendar year before reapplying to serve.

3.5 Attendance Requirements / Absences

- A. Members of the Committee must attend at least 50% of regularly scheduled meetings.
- B. Notification of a pending absence should be given to the designated DASH staff committee liaison prior to the meeting.
- C. A member who misses more than 50% of regularly scheduled meetings may be recommended to the General Manager for removal.
- D. Any member once removed due to unexcused absences will not be eligible for reappointment for a minimum of two (2) years.

3.6 Removal

- A. Any member of the Committee who fails to adhere to these guidelines or demonstrates a blatant disregard for the duties in serving upon the Committee shall be considered for removal.
- B. In such case where a removal is considered, the Chairperson and/or Vice Chairperson shall meet with the General Manager to discuss the issues and recommend an action regarding that person's seat.
- C. The General Manager shall make the final determination as to the recommendation of the Chairperson or Vice Chairperson following consideration of the facts and the recommendation of the rest of the Committee Members if deemed necessary.

Section 4: MEETINGS

4.1 Regular Meetings

- A. Regular meetings shall be held on a date, time and location to be determined by the Staff Committee Liaison after conferring with the committee regarding availability and access to meeting space. The committee shall meet, at a minimum, four (4) times a year but may meet more often if deemed necessary. Meetings will typically be held at the DASH Offices (3000 Business Center Drive, Alexandria, VA 22314), but alternate locations may be considered at the discretion of Committee members in order to promote attendance, facilitate community interaction or to observe a service-related issue in person.
- B. The committee may elect to meet more frequently as necessary or desired with the concurrence of the Staff Committee Liaison.
- C. Individuals requiring assistance to reach the DASH Offices or other Committee meeting locations may request for special transportation to be provided and pre-arranged by DASH free of charge. Such transportation shall be limited to and from the individuals primary place of residence or employment. Such transportation may be provided in groups to or from the nearest accessible Metrorail Station, or DASH bus stop, as determined by DASH Management.

4.2 Committee Actions

- A. The Committee will maintain the authority to take positions on key organizational decisions related to service and customer experience. To this end, the Committee may draft and endorse advisory letters on key issues that will be provided to the General Manager and/or Senior Management Team for consideration.
- B. In order to meet quorum requirements for actions to be taken, at least half of the Committee members must be in attendance. For example, if the Committee is comprised of 12 members, at least six (6) members must be present for the Committee to take any action under consideration.
- C. Advisory letters may be drafted by Chairperson, Vice Chairperson, or a designated Committee member. DASH staff can assist with letter preparation as needed.
- D. Advisory letters to DASH leadership must be endorsed by the Committee by a “Modified Consensus” voting process. Under this process, the Committee members must come to a consensus in order to take action on an issue, however, one member can vote against the action and the action would still be passed. If two Committee members vote against the action, the action does not pass. Members also have the ability to vote to abstain, which does not count against the consensus vote.
- E. If the Committee votes to take action on an issue, appropriate DASH staff will provide updates and explanations at future Committee meetings, as needed, to follow-up on the issue until it is fully resolved.

4.3 Special Meetings

- A. A special meeting of the Advisory Committee may be called by the Chairperson or a simple majority of voting members with the concurrence of the Staff Committee Liaison. Members shall be given ten days written or verbal notice prior to said meeting. The notice must set forth items to be considered and no other items shall be considered.

4.4 Public Feedback and Solicitation

- A. Each Committee Member shall, at least once a year, participate in a DASH special event for the purpose of joining DASH staff in soliciting customer feedback about DASH programs and services as they relate specifically to the Committee.
- B. Such special events may be in a variety of formats including but not limited to, a public meeting, an event at a community organization, condominium association, senior home, community center, bus stop information tables, participation in a community event or street fair, Metro stop information stand, customer surveys or any combination thereof.

- C. Committee Member input from special events shall be reviewed and discussed by the Committee which shall then provide any formal recommendations to DASH staff for improvement or for recognition of excellent service.

4.5 Access to Meetings

- A. All meetings of the Advisory Committee shall be open to the public. No person shall be denied access to any meeting of the Committee unless that person is disruptive or otherwise prevents or impedes the business of the meeting. Guests/public speakers to the committee may be accommodated at the discretion of the Chairperson and/or Vice Chairperson.
- B. Meeting information shall be advertised on the DASH website no less than 10 days in advance of the meeting date.
- C. Members of the Committee may participate utilizing audio/video conferencing when it is available and feasible if they so desire. DASH shall make appropriate accommodations to the extent feasible to facilitate this connection. Should it be deemed infeasible or excessively burdensome at any point by DASH, then such option shall be discontinued.

4.6 Parliamentary Procedure

- A. Generally, Robert's Rules of Order, revised, shall govern the business procedures of the committee in all cases not provided for in these guidelines.