



Connect Transit Ambassador Rules of Engagement

Article I: Naming of Participants

The name of the organization comprised of individually appointed Ambassadors is the Connect Transit Ambassadors, hereinafter referred to as "CTA."

The Connect Transit Board of Trustees, hereinafter referred to as the "Board".

Article II: Purpose

The purpose of the CTA is to:

- Act as an educational arm of the organization to reach out to the public.
- Advocate for the betterment and advancement of Connect Transit.
- Increase public participation in the functions of Connect Transit.
- Serve as a focused, educated forum for public input and feedback to Connect Transit.

Article III: Scope of Work

To exceed the purpose and expectations of this program, the CTA will:

- Support the efforts of the Board, General Manager, and staff to increase public understanding and confidence in the benefits of Connect Transit.
- Help facilitate and support the efforts of the Board, General Manager, and staff to improve communications with community and local business leaders concerning the economic, social, and environmental impact of Connect Transit in the Bloomington-Normal area.
- Foster a better understanding of the benefits of transit among riders and nonriders of Connect Transit.
- Provide insight and participate in certain community outreach activities either hosted by Connect Transit, or those in which Connect Transit participates.
- Introduce and talk about Connect Transit in as many venues as is open to the Ambassador.

- Participate in periodic surveys for the purpose of evaluating the committee's effectiveness and to recommend improvements to the CTA program.

The CTA is an advisory group which gains insight through personal interaction with transit services or through liaison activities with the community.

The CTA is:

- A volunteer group, representative of the community.
- Focused on supporting, advising, and providing insight to Connect Transit.
- Encouraged to review and understand Connect Transit policies.

The CTA is not:

- A voting body.
- Capable of contracting or incurring obligations on behalf of Connect Transit.
- An agent of Connect Transit.

Article IV: Composition

The CTA will be comprised of 8-12 members selected from a variety of demographics including, but not limited to, the following:

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|------------------------------|--|
| • College/University Student | • High School Student |
| • Community Constituent | • Public Planning Body/Commission |
| • Connect Mobility Rider | • Rural Community Member |
| • Economic Development | • Small, Medium, Large Business & Industry |
| • Environmentalist | |
| • Fixed Route Rider | |
| • Health & Wellness Advocate | |

At least one member of Connect Transit's Board of Trustees will serve as a liaison to the CTA. In addition, one Connect Transit staff member will serve as an organizer and liaison to the CTA.

Article V: Membership Selection Process

Section 1: Selection Process

The CTA will be selected through an application and interview process to ensure fair and equitable community representation. Following interviews, recommendations for inclusion as an Ambassador will be made to the Board by the General Manager or their designee. Ambassadors will be appointed by the Board Chair with approval by the Board.

Below is the complete appointment process:

1. Application Completion
2. Interviews
3. Recommendations to the Board
4. Appointment by the Board
5. Public Announcement of Ambassadors

Section 2: Vacancies

In the event of a vacancy prior to the expiration of the term of an Ambassador, it will be up to the discretion of the Connect Transit General Manager or their designee as to whether the vacancy will be filled.

If it is decided that the vacancy should be filled, the CTA Liaison will be responsible for either:

1. Recommending candidates who applied for an Ambassador appointment previously, but who was not selected to participate.
2. Conducting another selection and appointment process as detailed in Section 1

Article VI: Term of Appointment

Each Ambassador will serve for ten months. During this time, there will be 6 total meetings. These are the dates for the FY23 term:

- | | |
|----------------------|--------------------|
| • August 16, 2022 | • January 17, 2023 |
| • September 20, 2022 | • March 21, 2023 |
| • November 15, 2022 | • May 16, 2023 |

Each Ambassador may submit a request to stay in the program at the end of the term in May; meeting attendance and ability to participate will be considered in the reapplication process. A maximum of 3 consecutive terms may be served.

It is the expectation that Ambassadors will miss no more than 2 meetings in 1 term served. Absences must be communicated to the Connect Transit liaison. Remote participation will be considered.

Article VII: Compensation

Bus passes will be presented to each Ambassador at the start of their term and terminated at the end of their term. Ambassadors will also receive Connect Transit apparel and other branded gear that identifies them as an Ambassador of Connect Transit.

Article VIII: Miscellaneous

Connect Transit's Board of Trustees reserves the right to revise the rules of engagement as needed and will present revisions to the CTA for feedback. The CTA program may be discontinued and reconstituted as necessary to ensure an effective public engagement process.