

MTA Advisory Committee for Transit Accessibility Guidelines

I. Purpose

The Advisory Committee for Transit Accessibility (ACTA) is a volunteer advisory group that partners with the Metropolitan Transportation Authority (MTA) to improve accessibility across all modes of service, including subways, buses, Access-A-Ride paratransit, Metro-North Railroad, Long Island Rail Road, and Bridges & Tunnels.

ACTA provides a structured forum for people with disabilities, older adults, caregivers, and accessibility advocates to share lived experiences and offer actionable recommendations. ACTA members serve as liaisons between the community and the MTA, gathering and communicating feedback about barriers, needs, and opportunities for improvement.

ACTA plays a vital advisory role by:

- Highlighting the needs of riders with disabilities and other impacted communities
- Identifying barriers to accessibility across the transit system
- Recommending practical, community-informed improvements
- Supporting open and ongoing communication between the MTA and the public

II. Roles & Responsibilities

A. ACTA Members

ACTA will consist of no more than fifteen (15) total members appointed, consisting of the following representatives:

- 7 Community Representatives:
 - Must be individuals with disabilities who are active transit users, or legal guardians/caregivers of an individual with a disability.
 - Should represent a range of disabilities (mobility, sensory, cognitive, etc.).
- 5 Organizational Representatives:
 - From disability advocacy or service organizations.
 - Serve as conduits between agencies and broader communities.
- 3 Government/Transit Agency Representatives:
 - Provide technical, operational, and policy context.
 - Serve as links for follow-through on ACTA input.

All ACTA members are expected to contribute to ACTA's effectiveness through consistent engagement, respectful dialogue, and active collaboration with MTA staff and fellow members.

Members are expected to:

- Provide a short biography (no more than five (5) sentences) to the MTA Accessibility Office, which will be displayed on the ACTA webpage of MTA's website.
- Provide an active email address and phone number to the MTA Accessibility Office to ensure timely communication. Personal contact information will be kept confidential and not shared with the public.
- Elect a Chair, Vice Chair and Secretary to serve as ACTA leadership working in conjunction with the MTA Accessibility Office.
- Attend scheduled meetings regularly and actively participate in discussions (minimum of three out of four meetings annually).
- Share lived experiences, community concerns, and ideas related to accessibility on MTA services.
- Collaborate respectfully with other committee members and MTA staff to discuss issues related to accessibility.
- Review, analyze and prepare recommendations on issues and policies, capital projects, compliance with local, state and federal legislation relating to the provision of accessible services at the MTA and other issues that might be presented by MTA staff.
- Act as a resource group to MTA staff who interact with people with disabilities and seniors to answer and test areas related to accessible technology, customer communications, and general accessible design as needed.
- When able, volunteer their time to participate in station visits, or other outreach efforts that support the mission of ACTA.
- Participate in subcommittees, established as needed.
- Members are expected to keep information shared by MTA staff confidential and not share or use confidential information for their use or against the MTA in any legal or administrative action.

In order to accomplish these responsibilities members shall:

- Educate themselves about the MTA system, the ADA as it relates to transportation accessibility issues, accessibility features, paratransit operations, and fare policies.
- Establish annual goals for ACTA that align with MTA's accessibility goals.
- Recuse themselves from any matter before ACTA in which they have a conflict of interest.

Participation in ACTA is entirely voluntary, and members do not receive compensation or employee benefits, and are not employees of the MTA .

B. ACTA Chair

The ACTA Chair is responsible for setting the tone for meetings, encouraging inclusive dialogue, and representing ACTA when needed. Key responsibilities of the Chair include:

- Working with the MTA Accessibility Office to develop and approve meeting agendas.
- Presiding over all ACTA meetings, ensuring discussions remain organized, respectful, and on topic.
- Representing ACTA at MTA meetings, public forums, or other events, when invited or appropriate.
- Monitoring overall member engagement and helping to address participation concerns.
- Supporting the Vice Chair and Secretary in fulfilling their duties.
- The Chair serves a two-year term and may be re-elected to serve an additional term.

C. ACTA Vice Chair

The Vice Chair works closely with the Chair to ensure smooth operation of the committee. In the absence of the Chair, the Vice Chair will assume leadership and other responsibilities. The Vice Chair may also assist in coordinating committee activities, including subcommittees or special projects. Additional responsibilities include:

- Assisting with agenda development and meeting facilitation.
- Acting as the Chair when the Chair is unavailable.
- Supporting communication and coordination among subcommittees.
- Assisting with tracking follow-up items and special projects, as assigned by the Chair or the MTA Accessibility Office.
- The Vice Chair serves a two-year term and may be re-elected to serve an additional term.

D. ACTA Secretary

The Secretary plays a key role in ensuring clear documentation and communication across the committee. Responsibilities include:

- Taking meeting notes and drafting summary minutes that include attendance, key discussion points, action items, and comments in quarterly meetings.
- Submitting meeting summaries to the MTA Accessibility Office within ten (10) business days following each meeting.
- Ensuring a record of committee leadership, member participation, subcommittee assignments, and attendance.
- Assisting with communications, including meeting reminders and shared documents.

- The Secretary serves a two-year term and may be re-elected to serve an additional term.

E. The MTA

The MTA Accessibility Office shall designate a dedicated staff member to serve as the facilitator for all ACTA meetings and email communications (“MTA Facilitator”). The MTA Facilitator will be the primary point of contact between the MTA and the committee, ensuring smooth meeting logistics, timely communication, and coordination. The MTA Facilitator will work with ACTA leadership to create meeting agendas, attend ACTA meetings and discuss ACTA member issues.

The MTA Accessibility Office is responsible for maintaining a dedicated ACTA webpage on the MTA website. This webpage will include:

- ACTA’s purpose statement
- Biographies of all ACTA members
- Agendas for all scheduled meetings
- Meeting minutes

All official ACTA documentation — including meeting materials, minutes, notes, and records — will be stored and managed by the MTA Accessibility Office. Upon request by any ACTA member, these materials will be promptly distributed. The MTA will post meeting documents from the Secretary within seven (7) business days. To support inclusive and accessible participation, the MTA Accessibility Office will provide and manage the digital platform used for ACTA meetings and other official gatherings. Accommodations will be provided through the MTA upon request.

The MTA Accessibility Office will create and maintain two email listservs for ACTA use:

- 1) ACTA Members – This email listserv will be for members-only as well as the staff of the MTA Accessibility Office.
- 2) Public – This email listserv, which will be posted on the MTA website, will be for anyone who signs up for this listserv to receive notice of ACTA meetings.

F. Appointments and Terms

- The MTA Accessibility Office will consider comments from ACTA Committee members. However, all final appointment decisions are solely the responsibility of the MTA Accessibility Office.
- A general application will be posted on the ACTA webpage and promoted by the MTA on designated channels. Applications will be available for fifteen (15) business days.
 - All applicants must submit a resume, a letter of intent, and a biography.
- ACTA members shall serve a term of two (2) years and may serve up to two (2) terms consecutively. Members can reapply after one (1) term has passed.

- The Chair, Vice Chair and Secretary shall serve a term of two (2) years and may be re-elected for one additional consecutive term.

G. Election

- ACTA members shall elect a Chair, Vice Chair and Secretary from among its appointed members at the beginning of each two-year term. The election shall be conducted by a majority vote of the full ACTA membership during a duly convened meeting at which a quorum is present.
- Nominations for Chair, Vice Chair and Secretary may be submitted by any ACTA member, including self-nominations, and must be received by the MTA Accessibility Office prior to scheduled voting meetings.
- In the event of a vacancy in the Chair role during a term, ACTA shall hold a special election to fill the position for the remainder of the term. The Vice Chair shall assume the responsibilities of the Chair until the vacancy is filled.

H. Vacancies

When ACTA vacancies occur, the MTA Accessibility Office will announce openings at the ACTA meetings, and by posting notices on the ACTA webpage of the MTA website and in the MTA Accessibility Office Newsletter. Each notice will outline the available positions along with detailed membership and application criteria.

I. Termination

- Any ACTA member may resign at any time by submitting written notice to the Chair, Vice Chair, and MTA Accessibility Office. Resignations take effect immediately unless otherwise stated.
- The MTA Accessibility Office may remove a member for any of the following reasons:
 - Missing more than two (2) quarterly meetings in a calendar year without advanced notice to the Chair.
 - Providing false or misleading information during the application process.
 - Engaging in repeated disruptive conduct, including harassment or discriminatory remarks in ACTA or MTA meetings.
 - Moving out of the MTA service area or otherwise becoming unavailable to serve.
 - Violating any provisions herein.

J. Conflict(s) of Interest

- ACTA members must be vigilant about the existence of any circumstances, interests, or relationships which might create or might be reasonably perceived by others as constituting a conflict of interest. If an ACTA member is uncertain as to whether a given situation creates a real or apparent conflict of interest, such member must promptly disclose that situation to and seek guidance from the MTA Accessibility Office. ACTA members must adhere strictly to the conflict of interest guidance they receive from the MTA Accessibility and Legal Office(s).
- Example: It could be a conflict of interest if a member receives, directly or indirectly, monetary compensation or other valuable consideration in connection with work related to public transportation policies, operations, or services within the MTA region. This includes, but not limited to, members who:
 - Are bidding for or seeking work as a consultant or contractor with the MTA or its subsidiaries and affiliates;
 - Are employed by, or affiliated with, an organization that has a current or pending contract with the MTA or its subsidiaries and affiliates; or
 - Are employed by, or affiliated with, an organization that has filed or has active legal action against the MTA or its subsidiaries and affiliates.
- ACTA members must disclose this relationship in writing to the MTA Accessibility Office. Disclosures will be reviewed by the MTA Accessibility Office in consultation with MTA Legal Department and recorded in ACTA meeting minutes. If the MTA determines that a disclosed relationship presents an actual or perceived conflict of interest, the member may be subject to removal from ACTA for the duration of the conflict.

III. Meetings

ACTA shall hold four (4) quarterly meetings. These meetings are intended to foster open dialogue on accessibility-related issues and initiatives.

A. Notice and Accessibility

The MTA Accessibility Office shall provide at least fourteen (14) days' notice of each quarterly meeting on the ACTA webpage of the MTA website and email ACTA members and interested community participants. Public participants must RSVP in advance via the registration link provided by the MTA Accessibility Office. The MTA will provide reasonable accommodation for attendees with at least seven (7) days' advance notice.

B. Meeting Format and Location

The quarterly meetings may be held, in agreement with MTA and the ACTA Chair:

- At MTA offices (with virtual attendance option)
- Virtually via an MTA Zoom digital platform
- In the field (e.g., site visits or project tours), with fourteen (14) days' notice. Site visits may or may not include a virtual option. If a virtual option is not possible, and members are unable to attend, there will be no penalty for absence.

The quarterly meetings will be digitally recorded, unless they are on a site visit. Any ACTA member may request a copy from the MTA Accessibility Office. All meeting recordings will be available on the ACTA website for the current and previous term.

C. Additional Meetings

The ACTA Chair, or by a majority of ACTA members, with at least seven (7) days' notice to all members, may convene additional meetings, when necessary to address internal business, committee strategy, or specific projects. The MTA Facilitator or another staff member from the MTA Accessibility Office will attend any additional meetings that are scheduled. The MTA Accessibility Office will provide a virtual platform for any additional meetings if required. Accommodations will be provided with advance notice.

D. Quorum and Voting

A quorum for ACTA meetings shall consist of a majority of ACTA members. No official vote or action may be taken without a quorum.

All formal decisions or recommendations of ACTA must be approved by a majority vote of members present at a meeting where quorum has been established.

IV. Guideline Amendments

The MTA reserves the right to revise these Guidelines at any time. Prior to implementing changes, the MTA Accessibility Office will notify ACTA members and provide an opportunity for comment. While all feedback will be considered in good faith, final decisions regarding amendments rest solely with the MTA.