

**Arlington Transit Advisory Committee
Accessibility Subcommittee
Meeting Minutes
December 20, 2018
5:00 p.m.
2100 Clarendon Boulevard
Azalea Conference Room**

Attendees:

Members: Alexa Mavroidis, William Staderman, Laura Miles MacNeil, Hershel Kanter

TAC Members: John Carten

County Staff: Lynn Rivers, William Jones, Andy Wexler

Contractors:

- Diamond Transportation – Tom Furlong, Jeff Wellborn
- Red Top Cab – John Sawyer, David Berg, Brian Shaw, Josh McCullough
- STAR Call Center – Eunice Copeland, Sabrina Brown, Mary Blyther

Public: Karen Melick, RaeCarole Tekeste

Introductions

Attendees introduced themselves.

Approval of Minutes

The October meeting minutes were approved with edits, and will be posted at <https://commissions.arlingtonva.us/transit-advisory-committee/>.

Public Comments

One STAR rider advised that upcoming renovations at her apartment building will prevent STAR's larger vehicles from pulling up in front; instead, they will have to enter and exit through the parking garage. She asked whether the providers can start providing callbacks to notify her and other STAR users in the building when their rides have arrived. The STAR Call Center will make notes in the system, and may perform a site visit to see what other steps can be taken.

Several STAR riders complemented the new Red Top employee drivers for their courtesy and professionalism. By contrast, the quality of service from independent contractor drivers is noticeably worse. One rider asked why riders cannot choose providers, stating that she would prefer to use Diamond when possible.

Several riders and Subcommittee members stressed the need for consistent callouts. Red Top indicated that automatic confirmation texts had been disabled; reservation confirmations often happen overnight, so they did not want to disturb customers at late hours.

Transit Bureau Updates and Subcommittee Discussion

Review of FY 2018 STAR Service Evaluation Report

Bureau staff provided an overview of FY 2018 key performance indicators, performance trends from FY 2017 to FY 2018, and a preliminary look at FY 2019 first quarter performance. Ridership declined from FY'17 to FY'18, due largely to competition from MetroAccess and ridesharing companies (Uber, Lyft, etc.). Subcommittee discussion focused on how to address no-shows and the reasons for higher MetroAccess costs.

Subcommittee Decision-Making Process

The Subcommittee and Bureau staff examined how information and input flows between the Subcommittee and other stakeholder groups, including the full TAC, Transportation Commission, Disability Advisory Committee, County Manager, and County Board. Future discussions will focus on how to streamline communication and improve efficiency.

Preferred Methods of Communication

Transit Bureau staff sought the Subcommittee's input on how to make meeting materials more accessible. Suggestions included using formats that would be compatible with automatic text readers and various types of assistive software. The County will ensure that meeting materials are properly archived and available for public viewing.

Ms. Mavroidis noted that community members often contact her directly about meeting materials, and asked County staff to notify her when materials are made public.

Contract Performance

Red Top described how it has improved STAR training for its drivers. Refresher training will be conducted quarterly going forward.

For the last few months Red Top and the STAR Call Center have been meeting every two weeks to review day-to-day operational issues. Both sides agreed that these meetings have been very beneficial, and that Red Top's understanding of STAR rules and policies has improved as a result.

Review of Red Top Corrective Action Plan

The Subcommittee and Transit Bureau discussed what metrics can be used to measure whether Red Top service is improving or not. Bureau staff noted that the rate of complaints per Red Top rider, a key performance indicator, has remained relatively low even during the difficult ownership transition. The Subcommittee, in turn, expressed concern that underreporting and/or barriers to reporting may affect complaint data, keeping it from reflecting the true quality of Red Top service.

The Transit Bureau will work with the STAR Call Center to make customer comment data available for Subcommittee review.

Other Business

No other business was discussed.

Adjournment 6:25 PM

Next Meeting Date: Thursday, February 21, 2019, 5:00pm, Courthouse Plaza Azalea Conference Room