

Arlington Transit Advisory Committee
Accessibility Subcommittee
Meeting Minutes
April 18, 2019
7:00 p.m.
2100 Clarendon Boulevard
Conference Room 311

Attendees:

Members: Alexa Mavroidis, Hershel Kanter

County Staff: Lynn Rivers, William Jones, Andy Wexler

Contractors:

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

Public: Mazen Basrawi, Carlota Cobo, Suzanne Kamel, Jihan Noizet, Rae Carole Tekeste

Introductions and Approval of Minutes

Attendees introduced themselves. The meeting did not have a quorum of Subcommittee members, so the February meeting minutes were tabled. The Subcommittee will consider both the February and April minutes at its next scheduled meeting in June.

Staff Updates

Transit Bureau staff are continuing to update the second quarter customer comment data, as the Subcommittee requested in February. Once completed, the information will be shared with the Subcommittee and posted on the County web site.

An updated Arlington Transit web site (www.arlingtontransit.com) went live earlier in April. Links to STAR information, including web, Word, and PDF versions of the STAR Rider Guide, have been preserved or updated, and all information remains available to the public.

Reading of Written Comments

No written comments were received.

Public Comment Open Forum and Discussion

Members of the public shared their concerns about the following topics:

- Red Top's on-time performance seems to have declined in recent weeks, particularly for morning pick-ups. These have never been a problem before, so the change is noteworthy and worrisome. Some customers have arrived late to work or had difficulty dropping off their children at preschool as a result.

- Communication between Red Top and customers is inconsistent and prone to extremes. Sometimes customers get as many as five call-out phone calls before the scheduled pick-up time, from both drivers and dispatchers, and the callers often seem impatient or annoyed with them. Other times, they do not receive call-out text messages, or cannot call their driver when needed. More consistency would be appreciated.
 - Red Top will investigate and follow up with the customers. Duplicate calls may be coming from two or more dispatchers working independently, or from dispatchers responding to drivers pushing the call-out button on their tablets.
 - The Subcommittee praised Red Top for acknowledging these problems and being willing to address them, rather than simply assuming that technology upgrades would fix them.
- STAR's rules on changing trips are overly restrictive. Some customers would like the ability to make interim stops between pick-up and drop-off to care for their service animals or run errands. They also feel they cannot make "reasonable changes" to their trips; for example, changing the drop-off location by four blocks still requires 24 hours' advance notice.
 - Bureau staff explained that shared-ride scheduling constraints and geographic limits on service limit STAR's ability to provide interim stops.
- A customer reported that Diamond had not turned on the air conditioning in its vehicles, resulting in a hot ride several weeks ago. Customers have also heard rumors of new cameras being installed in Diamond vehicles, and would like to know more about them.
- Ms. Mavroidis advised that STAR customers continue to share concerns with her about how the County shares Subcommittee meeting info with the public.
 - Bureau staff committed to providing better notification in the future through updates to the TAC web site, STAR rider alerts, direct e-mails to registered STAR customers, etc.

Adjournment 8:31 PM

Next Meeting Date: Thursday, June 20, 2019, 5:00pm
Courthouse Plaza Azalea Conference Room