

**Arlington Transit Advisory Committee**  
**Accessibility Subcommittee**  
**Meeting Minutes**  
**June 20, 2019**  
**5:00 p.m.**  
**2100 Clarendon Boulevard**  
**Azalea Conference Room**

**Attendees:**

**Members:** Alexa Mavroidis, William Staderman, Laura Miles MacNeil

**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:** Vikram Agarwal, Catherine Bonnette, Paul D’Addario, Scherrone Dunham, Joe Hobson, Phil Maggio, Karen Melick, Katherine Murray

**Introductions and Approval of Minutes**

Attendees introduced themselves. The February and April meeting minutes were approved, and will be posted at <https://commissions.arlingtonva.us/transit-advisory-committee/>.

**Public Comments**

The following is a summary of topics discussed during the public comment period:

- NOTE: Two attendees also brought written comments to be added to the meeting record (see Appendix A).
- Many attendees expressed frustration over the shortage of STAR-qualified Red Top drivers at certain times of day, certain days of the week, and/or for return trips from certain destinations outside Arlington. Customers have experienced lengthy travel delays and undue stress and anxiety as a result, and sometimes end up using other transportation options instead of STAR for these trips.
- Some attendees believe the County’s contract with Red Top does not have adequate quality control and performance standards, which has led to degradation of service
- STAR’s 45-minute requirement for advance notice of trip changes can cause customers to be no-showed, even when the events that necessitate the changes are beyond their control.
- STAR companion fares can become prohibitively expensive when customers’ children grow older and are no longer eligible for discounts.

- Many attendees discussed specific problems with STAR trips they had taken recently. Bureau staff reminded the group that contacting the STAR Call Center remains the best way to address these types of problems, and that the Subcommittee cannot assist in such cases.
- Despite these concerns, most attendees said they were pleased with STAR overall and are grateful for the services of the providers and Call Center. Some attendees felt that the tone of public comments at previous meetings were antagonistic and overly critical.

### **STAR On-Time Performance (follow-up from April meeting)**

Bureau staff continue to monitor the performance of Diamond, Red Top, and the STAR Call Center, including the providers' on-time performance, and will provide more detailed information to the Subcommittee at a later time.

Public comments continued regarding how to address early pickup calls. The Bureau may use spot checks and/or Call Center data to determine whether pickups are being made within the specified timeframe.

### **Transit Bureau Updates**

The Bureau continues to monitor Red Top's progress on its corrective action plan and will work with both Red Top and Diamond to improve communications with customers during pickups.

Public comments continued regarding electronic scooters, which are currently the subject of a County demonstration project. One attendee reported being struck by them on several occasions while walking on the sidewalk, and others have witnessed collisions between scooters and wheelchairs. Users often park them haphazardly on sidewalks, creating obstacles for wheelchairs and visually impaired pedestrians. Bureau staff will share these comments with the DES staff members responsible for the demonstration project, and also with the full TAC.

### **Other Business**

No formal business matters were discussed.

Public comments continued on various issues pertaining to Red Top, including credit card readers in Red Top vehicles, the number of drivers who participate in STAR, and the perceived relationship between the shortage of available STAR vehicles and driver reluctance to accept STAR trips.

### **Adjournment 6:16 PM**

**Next Meeting Date: Thursday, August 15, 2019, 5:00pm  
Courthouse Plaza, Cherry/Dogwood Conference Rooms**