

**Arlington Transit Advisory Committee
Accessibility Subcommittee
Meeting Minutes
August 15, 2019
5:00 p.m.
2100 Clarendon Boulevard
Cherry/Dogwood Conference Rooms**

Attendees:

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

County Staff: William Jones, Andy Wexler

Contractors:

- Diamond Transportation – Tom Furlong
- Red Top Cab – John Sawyer, Josh McCullough
- STAR Call Center – Eunice Copeland, Sabrina Brown, Mary Blyther

Public: Paul D'Addario, Joseph DePhillips, Harold Krivell, Phil Maggio, Karen Melick, Katherine Murray, Quincy Springs, RaeCarole Tekeste

Introductions and Approval of Minutes

Attendees introduced themselves. The June 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:

- One written comment was submitted prior to the meeting and added to the meeting record (see Appendix A).
- Return trips from outside the County on Red Top remain unreliable, particularly in the evening. Red Top often does not have enough qualified drivers on duty to complete STAR trips, which strands riders and forces them to make other travel arrangements on the fly. Customers are frustrated that this happens despite STAR trips are booked in advance.
- Other problems with Red Top also persist, such as inconsistent call-outs and broken taxi meters.
- Several attendees asked for amendments to STAR policies to allow modifications to first daily trips and same-day booking on a space-available basis. County staff will research the rationales behind the current policies and report back to the Subcommittee before proposing any policy changes.
- Some attendees feel the County has not adequately followed up on issues raised at previous meetings, and believe their concerns are not being heard and taken seriously.

County staff will try to follow up on concerns more promptly, both with the Subcommittee and with attendees directly.

- One attendee, a graduate student, asked how the Transportation Commission is addressing Amazon HQ2. The Subcommittee and County staff clarified the difference between the TC and TAC, and explained how to find HQ2 information on the County web site.

STAR FY 2019 Service Performance

County staff presented a summary of STAR key performance indicators for FY 2019, including ridership, trip cancellations, and no-shows. Ridership increased on Diamond but fell for Red Top and STAR overall. Cancellations and no-shows also decreased. The Subcommittee expressed interest in seeing late pick-up and on-time performance data in the future.

Other Business

No formal business matters were discussed.

Adjournment 6:16 PM

Next Meeting Date: Thursday, October 17, 2019, 7:00pm
Courthouse Plaza, Conference Room 311
(Note: This meeting will be a bi-annual public comment forum.)