

Arlington Transit Advisory Committee
Accessibility Subcommittee
Meeting Minutes
June 17, 2021
5:00 p.m.

Microsoft Teams Meeting

Attendees:

Members: Alexa Mavroidis, Laura MacNeil, Herschel Kanter

County Staff: William Jones, Andy Wexler, Cala Fils

Public: Roseann Ashby, Paul D’Addario, Joseph DePhillips, Emily Zhang

Introductions

Attendees introduced themselves. The April meeting minutes were approved.

Public Comments

Members of the public discussed the following topics:

- Two attendees would like to know when the STAR Call Center might resume Saturday hours.
- Three attendees would like Diamond to provide call-out phone calls and text messages when vehicles arrive for pick-ups, similar to the notifications Red Top currently provides.
- One attendee is offering to transfer funds from her deceased father’s MetroAccess account, and would like help finding a STAR rider who could use it.

STAR Policy Changes for Fiscal Year 2023 – Initial Discussion

County staff presented an overview of the process they plan to use for reviewing current STAR policies and developing and implementing changes to them. The purpose of this project is to evaluate current policies to meet changing rider needs in the wake of the COVID-19 pandemic, clarify rider expectation, and streamline STAR service and operations. A summary of the project goals, process, tentative schedule, and public outreach strategy can be viewed online at <https://commissions.arlingtonva.us/transit-advisory-committee/>.

As part of the process, the County will conduct industry research to compare STAR with other paratransit programs that supplement large federally-designated regional paratransit providers. The County will share the results of the analysis with the Subcommittee.

Customer Service Report

County staff presented a report on customer comments received since the last Subcommittee meeting on April 22, regarding STAR and accessibility-related issues with ART. The report lists

the number of complaints by issue type; and provides additional information on trends, investigations, resolutions, etc. It also includes the County's responses to questions asked by members of the public at previous Subcommittee meetings. The full report can be viewed online at <https://commissions.arlingtonva.us/transit-advisory-committee/>.

This report will become a standing agenda item at future Subcommittee meetings, covering the time period since the last meeting.

Other Business

Ms. Mavroidis informed the Subcommittee that she can no longer attend meetings on Thursday afternoons or evenings. The group will decide on a new meeting date and time, and County staff will notify the public.

County staff reminded attendees to continue using the STAR Call Center to share complaints, concerns, and comments about service.

Adjournment 6:13 PM

Next Meeting Date: August 2021 via Teams
Date and time TBD