

Arlington Transit Advisory Committee Accessibility Subcommittee Meeting Agenda

August 16, 2021

**Microsoft Teams Meeting
Call-in Phone Number: (347) 973-6905
Phone Conference ID: 186 977 393#**

- 5:00 pm Introductions**
- 5:05 pm Public Comments**
- 5:15 pm STAR FY 2021 Service Performance**
- 5:30 pm Current STAR Service Levels**
- 5:40 pm Customer Service Report**
- 5:50 pm Other Business**

Adjournment

Accessibility Subcommittee

Public Comment Period

Time Limit: Three (3) Minutes per speaker

STAR

Specialized Transportation for Arlington Residents



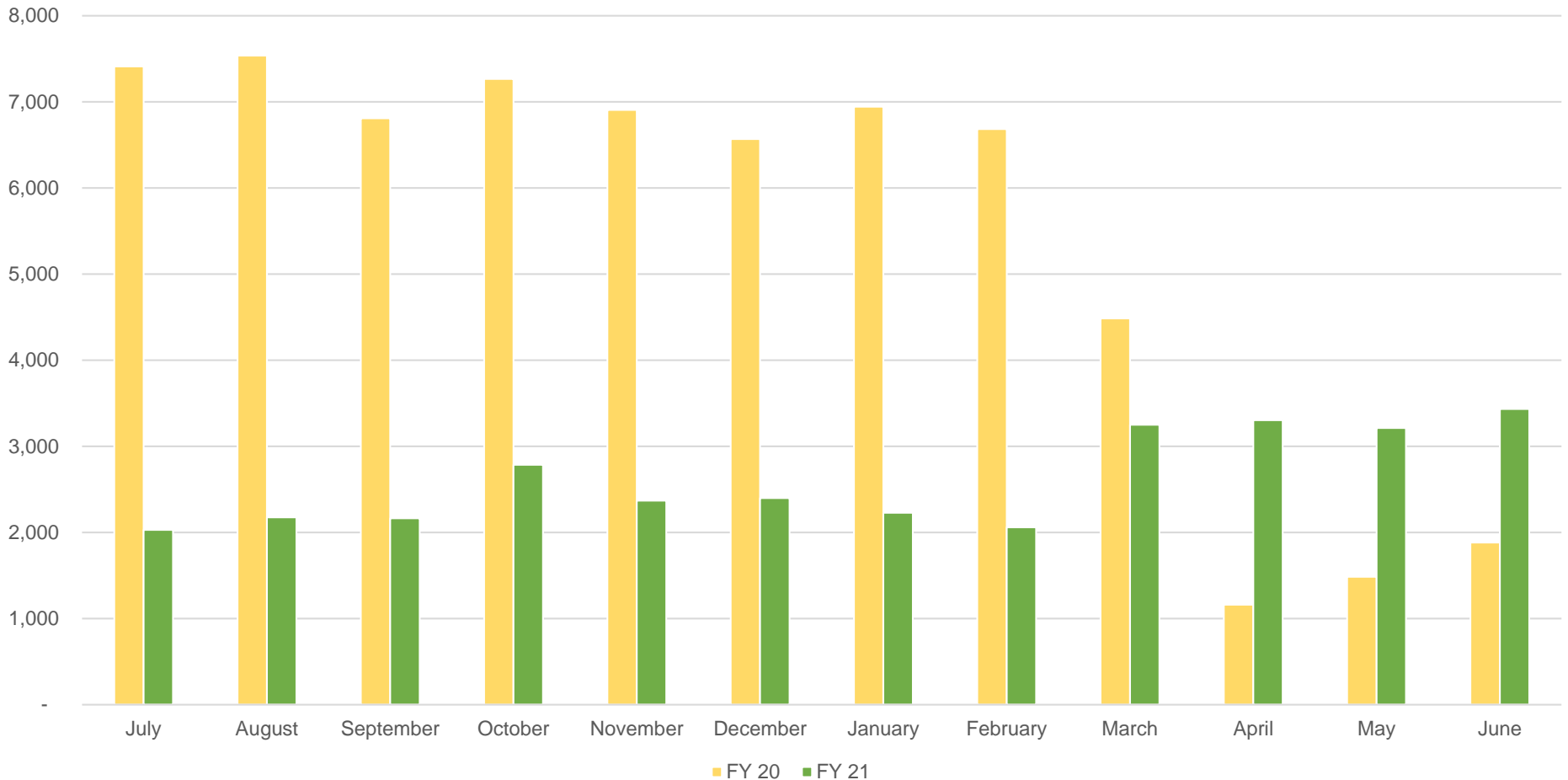
FY 2021 Service Evaluation



STAR: FY 21 Highlights

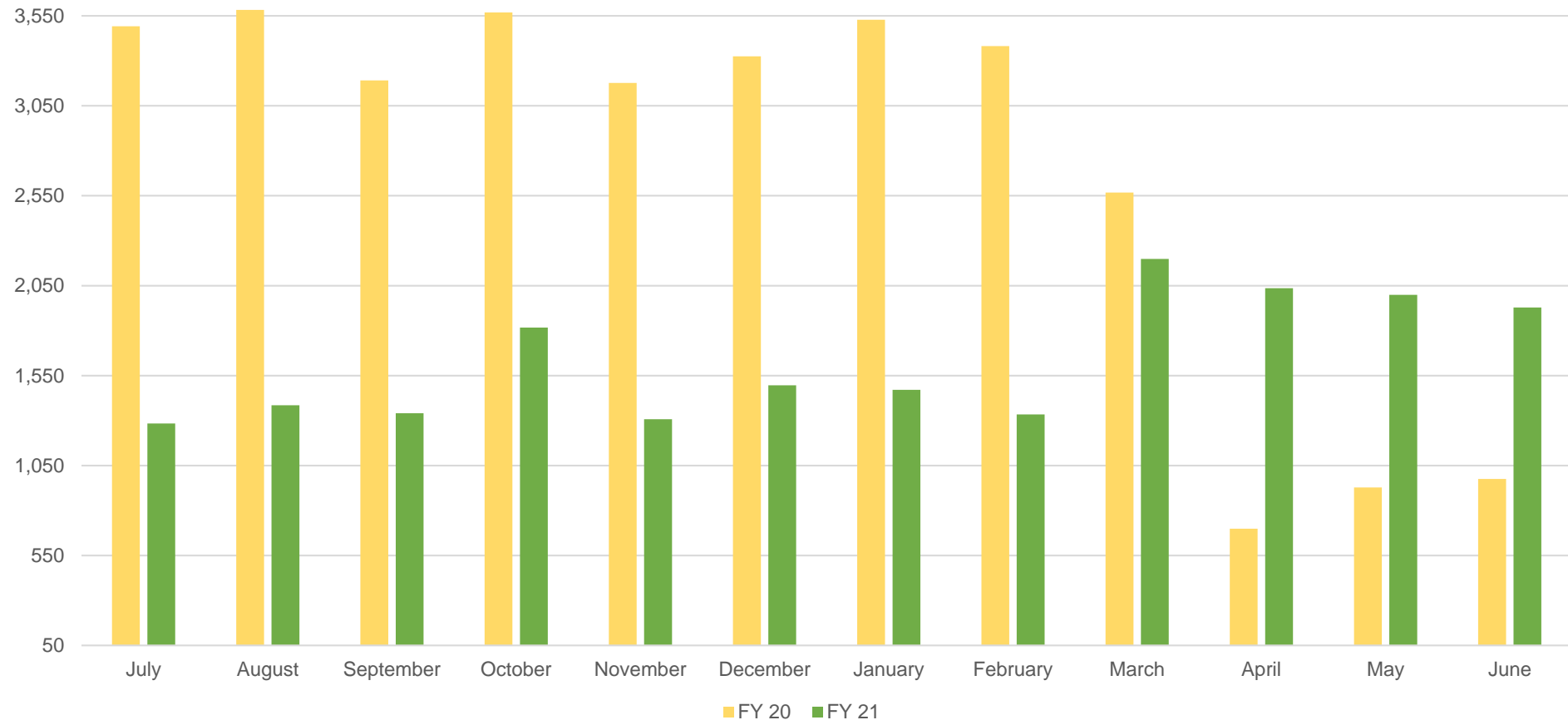
- 1,709 unduplicated MetroAccess-certified users
- 31,928 scheduled trips in FY 21
- 26,020 completed trips in FY 21
- 31,769 Passengers carried on STAR in FY 2021 (19,599 – Diamond; 12,170 – Red Top Cab)
- % Rides Provided by Zone (fare): 57% Z-1 (\$4.00); 34% Z-2 (\$5.50); 8% Z-3 (\$9.50)
- Cost per Ride: \$51.54 for all STAR rides
- 1.6 Passengers per service hour on STAR Services (Diamond and Red Top)
- 1.7 Complaints per 1,000 rides (59 total comments: 6 commendations and 53 complaints)

STAR Ridership FY 20 & FY 21



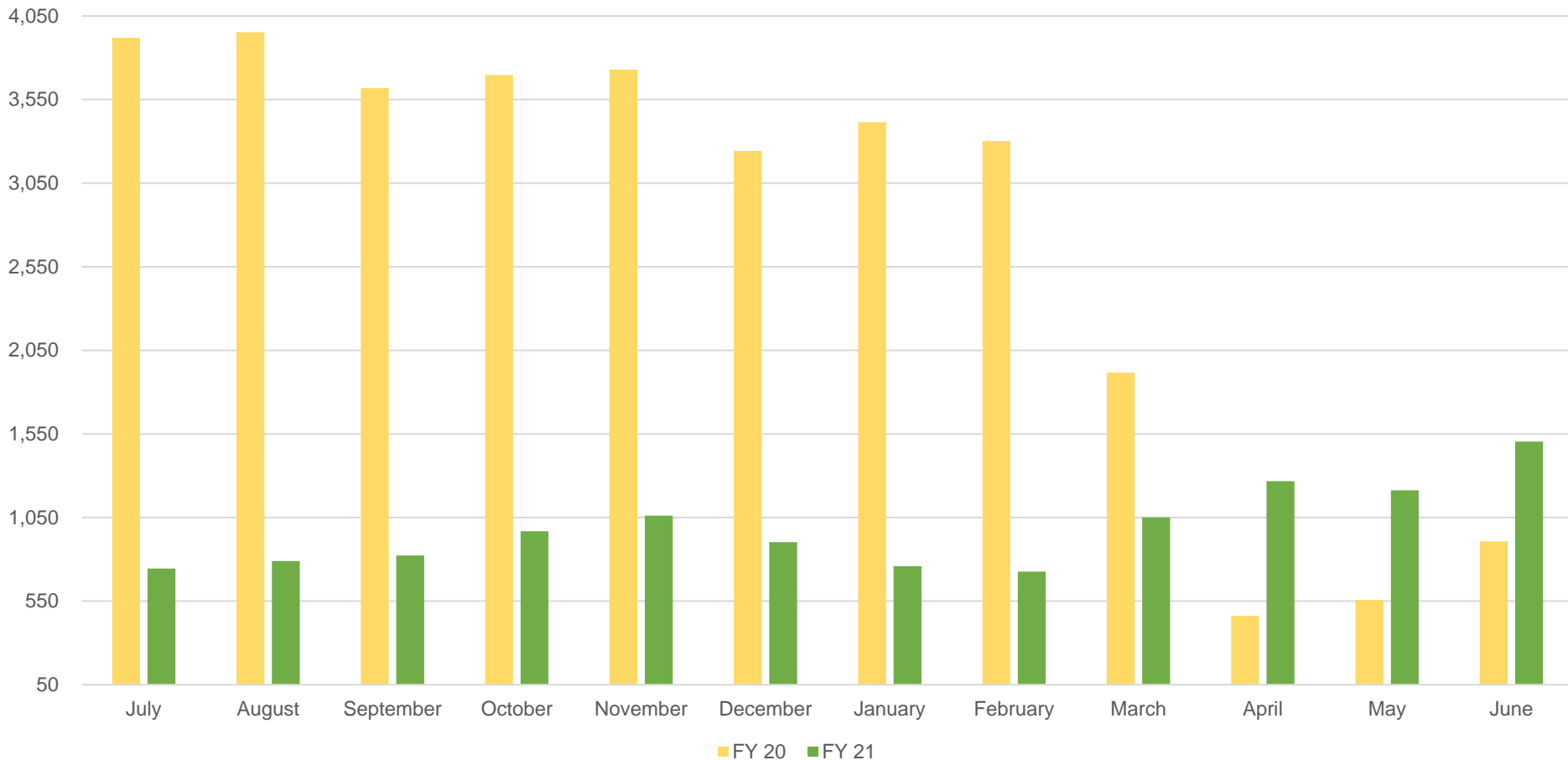
From FY 2020 to FY 2021 total STAR ridership decreased of 51.7% due to the covid-19 pandemic starting from March 2020.

Diamond Ridership FY 20 & FY 21



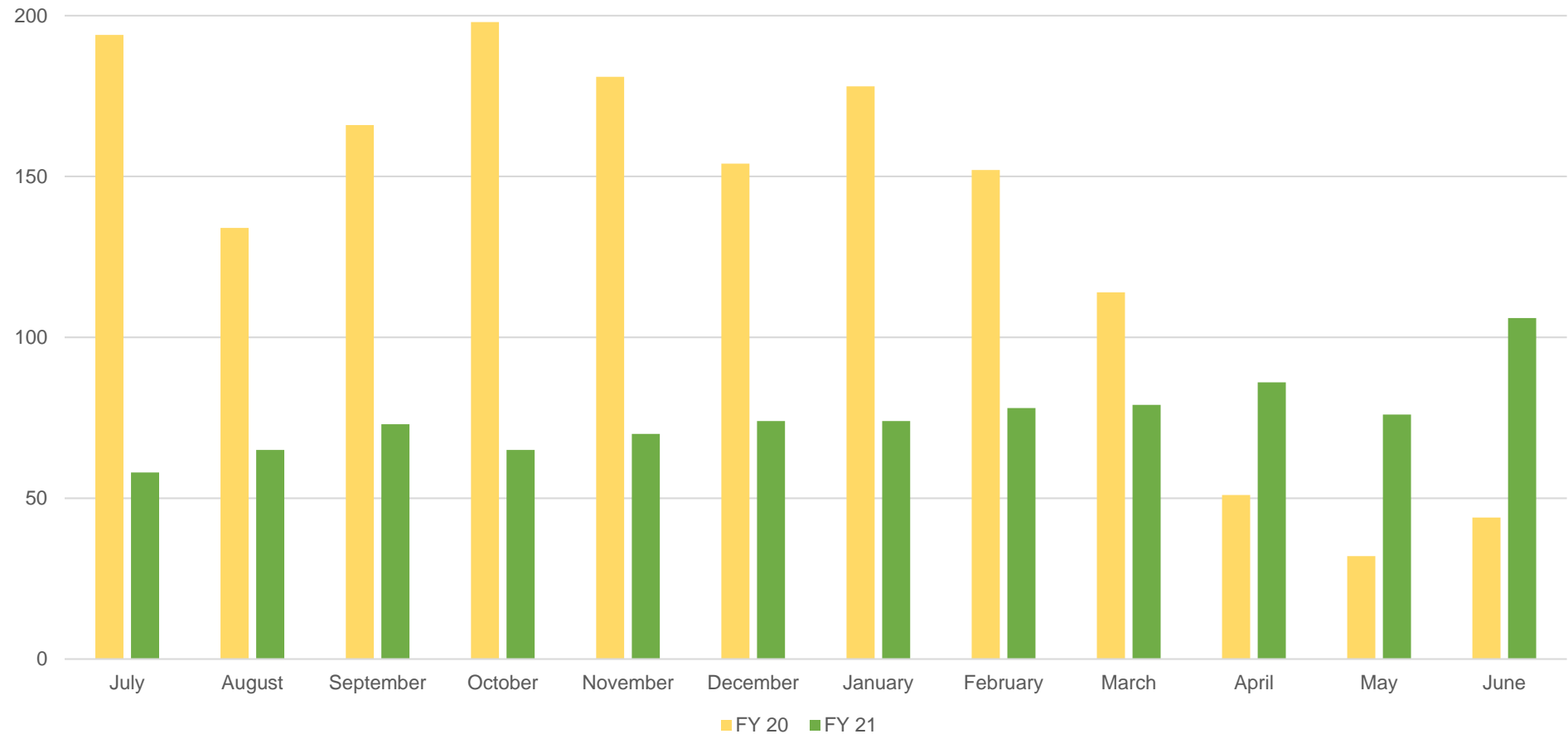
STAR ridership on Diamond fell from 32,418 in FY 2020 to 19,599 in FY 2021, a decrease 39.5%.

Red Top Ridership FY 20 & FY 21



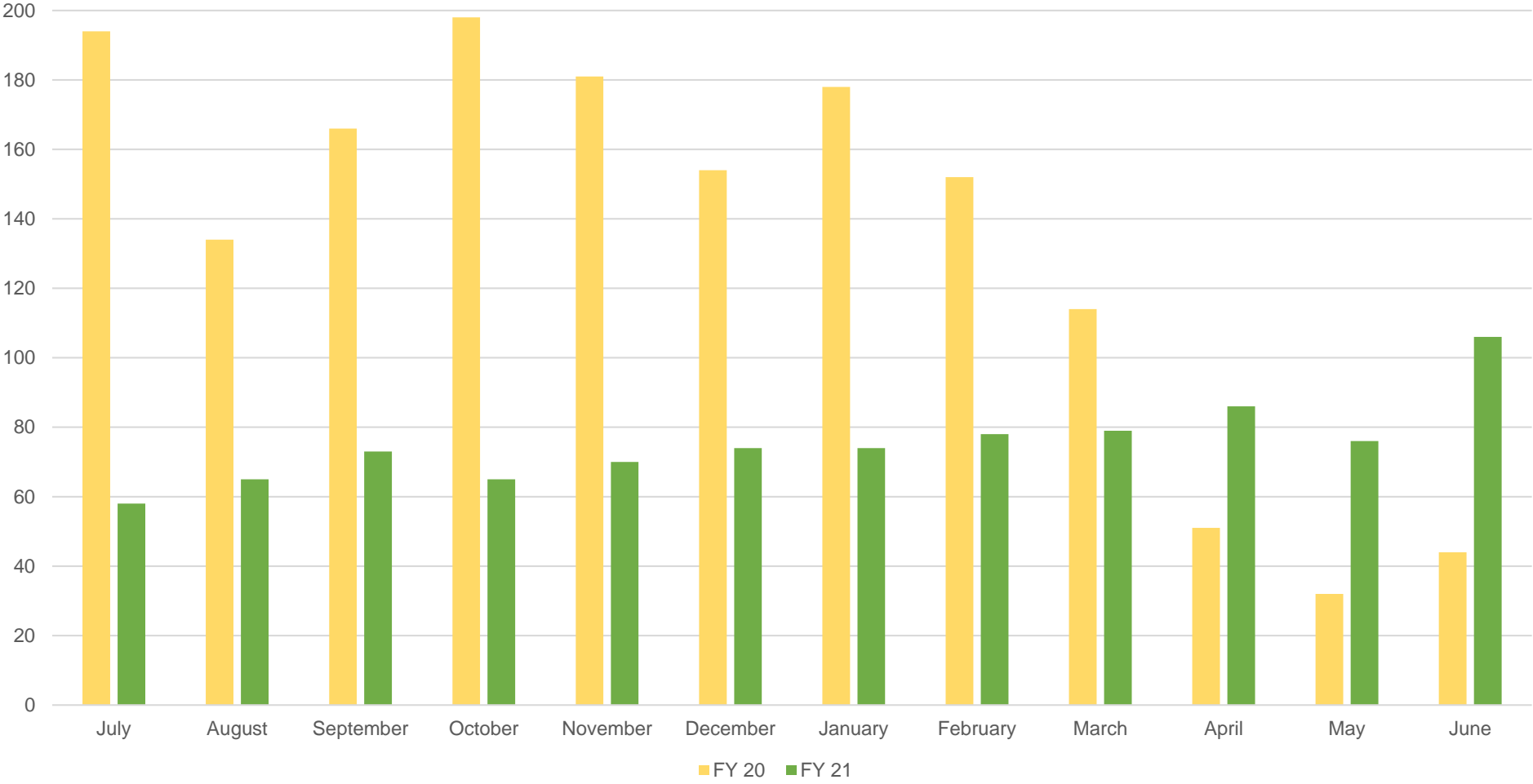
STAR ridership on Red Top fell from 32, 719 in FY 2020 to 11,809 in FY 2021, a decrease of 63.9. And for the month of April, May and June in FY 2021, there's an increase in ridership.

STAR Trip Cancellations FY 20 & FY 21



Trip cancellations decreased 32.9% from 1,131 in FY 2020 to 736 in FY 2021.

STAR No Shows FY 20 & FY 21



No-shows decreased 43.4% from 1,598 in FY 2020 to 904 in FY 2021.

Next Steps & Questions

- Monthly and Quarterly Reports for FY 2021 appear on the Arlington Transit website (<https://arlingtontransit.com>) on the 'Accountability & Transparency' Page
- STAR Ridership and performance are included within the reports.

Current STAR Service Levels

- STAR Service Hours have continued to remain the same;
- However providers are working to recruit, hire, and train drivers for service;
- Red Top Cab is experiencing shortage of available wheelchair vehicles;
- Trips are being scheduled on Diamond to accommodate requested trips.

STAR Service Levels

Next Steps

- Call Center Office and Providers are working to ensure capacity is available to provide anticipated increase in requested trips.

STAR Call Center Office:

- Call Center Operating Hours to switch back to normal hours in mid September (Date TBA)

Customer Service Report

June 16 – July 31, 2021

- **Total Complaints - 22**
- **Complaints by Issue Type**
 - Accuracy - 1
 - Complaints About Passengers - 1
 - Driver No-show - 8
 - Late Pick-Up - 8
 - Other - 3
 - Passenger Assistance - 1

Notes:

- Driver No-Show, Late Pick-Up – These issue types account for 16 of the STAR complaints (73%) during the period. Both STAR providers are having difficulty meeting demand due to labor shortages, which is part of a nationwide economic trend during the COVID recovery. The providers are actively working to recruit new drivers.
- Multiple complaints from individual customers – Four STAR customers submitted two or more complaints, accounting for a total of nine complaints (41% of the total) during the period.
- No accessibility related customer comments on ART during the period.

Questions? Next Meeting

Next Subcommittee Meeting:

3rd week in October

Date to be determined between Monday October 18th and Thursday October 21st.