STAR

Spare Rider App Training

Spare AI Voice Testing

FY26 Performance Overview – Rocco Visconti

Transit Advisory Committee

September 8, 2026



Spare App Training

- Spare app training will be held on **September 22, 2026, from 6:00pm to 7:00pm. The meeting will be virtual.**
- The meeting will cover the basics of spare, setting up an account, and utilizing the software.
- The meeting will be held virtually via Microsoft Teams.
- Notification via STAR Call Center email announcement, as well notification through Spare's application directly will go out this week.
- The TAC will also receive notification of the meeting details.

Spare AI Voice Training

- Arlington Transit is planning to test out the use of Artificial Intelligence (AI) Voice models to assist with STAR call center operations. AI Voice provided by Spare would be able to complete basic call center duties 24/7, even at times when operators are not present.
- Arlington Transit is currently working with both members of the TAC Accessibility Subcommittee and general STAR users to test the efficacy and accuracy of this technology.

Spare AI Voice Training (Cont.)

- Arlington staff is looking to see an average rating of 4 for overall rating of the AI Agent. Additionally, ≥95% of responses for questions regarding AI accuracy, questions 6-9, must demonstrate accurate results. A successful or unsuccessful outcome of this testing period is not a guarantee of project implementation.
- Testers must be registered STAR users. Follow-up for test participants will be sent and testing will begin soon.

STAR Metrics

- **Provider cancellations improved substantially during the latter part of the year.** Provider-cancelled trips fell from **12.8% of scheduled trips in July** to **9.5% in June**. More importantly, after reaching **15.3% in January**, the rate declined for four consecutive months to **7.98% in April**, before remaining below 10% in May and June. This shows a meaningful improvement in STAR's ability to deliver scheduled service.

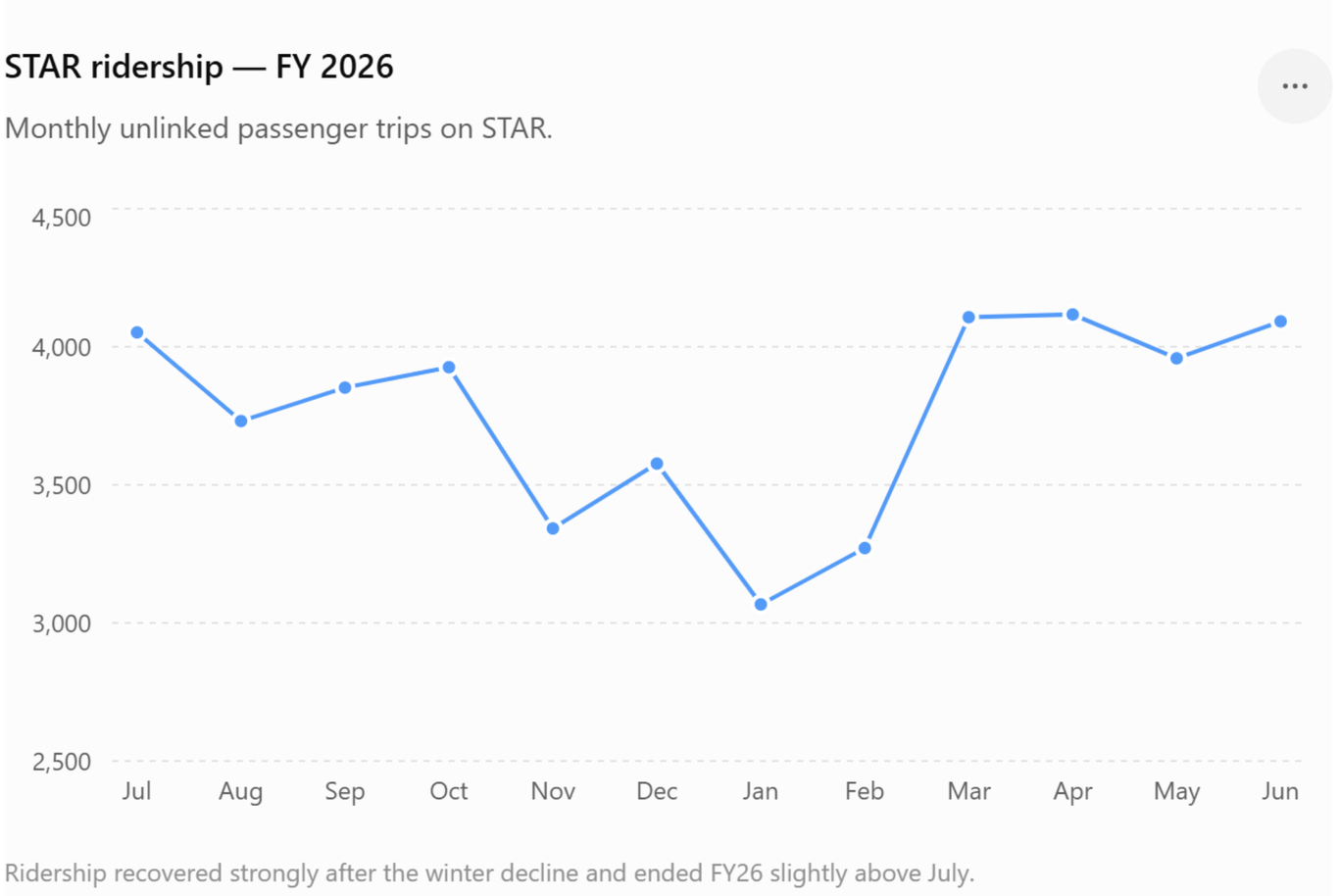
- **June ended the fiscal year with a notable rebound in on-time performance.** On-time pickups increased to **94.9% in June**, up from roughly **91–92% during March, April, and May**. Late pickups simultaneously dropped from **256 in May to 160 in June**, a reduction of about **38% in one month**.

- **Excessively late pickups also improved sharply at year-end.** Trips arriving more than 30 minutes past the pickup window fell from **40 in May to 17 in June**, cutting the number of excessively late pickups by more than half.

STAR Metrics (2)

- Unlinked passenger trips bottomed out at **3,067 in January** before rising to **4,107 in March and** 4,117 **in April**. June finished at **4,092 passengers**, about **33% above January** and slightly above the **4,052 passengers recorded at the beginning of the fiscal year in July**.

- **Completed trips followed a similar pattern.** STAR completed only **2,601 trips in January**, but service rebounded to **3,568 trips in March** and remained above **3,400 trips per month from March through June**. This indicates that the winter decline was temporary rather than a sustained reduction in service utilization.



STAR Metrics – FY26 vs FY25

- **Service reliability improved:** FY26 on-time performance rose by about **4 percentage points**, while late pickups and provider-missed trips fell substantially compared with FY25.

- **Decline in complaints:** Complaints declined by roughly **12%**, and call-center performance improved, with a higher share of calls answered and consistently faster response times.

- **Ridership:** Annual ridership was down about **3%**, but STAR posted double-digit year-over-year ridership increase from March through June 2026.

Payment: Credit/Debit Metrics

- **Admin bookings are slowly declining while Rider App usage is surging** — Admin dropped ~8% (4,081 → 3,730/month) while Rider App more than doubled (276 → 629/month), signaling a clear shift toward rider self-service, particularly since May 2026.
- **Website users are switching to the app** — Bookings via Rider Web fell from 60 in Jul 2025 to as low as 8 by early 2026, with only a modest recovery since. Riders moving off Web appear to be migrating to the App.
- **Cash payments are declining** — Cash dropped ~38% from 2,692 trips in Jul 2025 to 1,676 in Jul 2026, the most significant payment-side change over the period.
- **Digital payments are on the rise, driven by Wallet** — Wallet launched in Feb 2026 and quickly grew to ~650–694 trips/month, with Credit Card also climbing steadily to ~130–182/month. Together, these new digital options are directly replacing cash and aligning with the broader shift to app-based self-service booking.

ART arlington transit

STAR Specialized Transit for Arlington Residents

THANK YOU

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