



Transit Accessibility Subcommittee Meeting Notes

MEETING DATE: Tuesday, May 9, 2023
MEETING LOCATION: Online via Microsoft Teams
MEETING TIME: 5:00pm – 6:00pm
COMMITTEE
ATTENDEES: Alexis Mavroidis- Chair, Herschel Kanter
STAFF ATTENDEES: Lynn Rivers, Clinton Edwards, Pierre Holloman, Paul Mounier, Kirk Dand, Steven Frazier, Rocco Visconti, Hui Wang, Lauren Breyer

1. Public Comment

- a. Public encouraged Arlington staff to work with STAR and providers to increase service levels.
- b. Public comment asked for STAR Accessibility Subcommittee meeting announcement to be sent several days in advance of meeting.

2. Approval of the Meeting Notes

- a. The meeting notes were approved.

3. Performance Metrics

- a. Staff reviewed the STAR Metrics report showing on time performance, ridership, and other metrics.
- b. Subcommittee members asked about trips missed by provider. Staff stated service providers have a working plan of action to increase staffing levels.
- c. The subcommittee shared that focus should be placed on people who missed a trip back home, and not leaving people stranded should have a higher level of importance when assigning rides over other trips. Staff stated it will be evaluated.

4. Metrics Dashboard

- a. Staff shared the prototype for the STAR metrics dashboard.
- b. Staff asked the subcommittee members to choose less than ten of the metrics to be displayed on STAR metrics dashboard.
- c. Subcommittee members will be given time to decide which metrics get displayed.

5. STAR Public Engagement

- a. Staff went over Arlington County's public values regarding public engagement. Staff announced that a round of public engagement will be held to allow the public to help decide the future of STAR and STAR policies.
- b. Staff expressed that the proposed STAR policy changes have been fully eliminated.
- c. The subcommittee expressed their approval of the elimination of the proposed STAR policy changes.
- d. The subcommittee asked about the ability to amend "will call" policies, staff stated these policies will be addressed with the public engagement process.