

**Arlington Transit Advisory Committee**  
**Accessibility Subcommittee**  
**Meeting Minutes**  
**April 22, 2021**  
**5:00 p.m.**

**Microsoft Teams Meeting**

**Attendees:**

**Members:** Alexa Mavroidis, Herschel Kanter, Laura MacNeil

**County Staff:** Lynn Rivers, William Jones, Kirk Dand, Andy Wexler, Cala Fils

**Introductions**

Attendees introduced themselves. The February meeting minutes were approved with minor edits.

**Public Comments**

No members of the public were present, and the County did not receive any written comments before the meeting. The service providers also did not attend.

**STAR FY 2021 Service Performance**

County staff provided a summary of STAR's service performance during the third quarter of Fiscal Year 2021 and for the fiscal year to date. The report will be sent to the Subcommittee as a handout and posted on the TAC web page (<https://commissions.arlingtonva.us/transit-advisory-committee/>).

STAR ridership and total trips remain low due to the COVID pandemic, but month-over-month ridership is increasing somewhat. As reopening continues, the fourth quarter may show improvement compared to FY 2020. Passengers per hour and per trip have remained fairly steady, while operating costs and subsidies have increased due to lower revenue. Customer complaints are higher in the third quarter but lower for the year; most were against Red Top, but no specific issue trends were noted.

**Discussion of Transit On-Demand Regional Study**

WMATA has begun studying flexible on-demand transit service in the National Capital region, to better understand the services that currently exist locally and consider how to expand on-demand service regionwide. On-demand service may help mitigate the effects of Metrobus service reductions due to COVID. Key program considerations will include program design, operation and management; and positive outcomes such as improved service efficiency and customer satisfaction.

WMATA hosted a regional summit in February to discuss the topic with its local partners, including Arlington. STAR was highlighted as Arlington's paratransit complement to MetroAccess since the County currently has no on-demand flex service. Several years ago the

County studied flex service as a possible alternative to certain ART routes and presented its findings to the full TAC. The Bureau plans to solicit public input on future transit needs and desires as part of the Transit Strategic Plan update in the fall.

The Subcommittee recognized the potential value of expanded on-demand service to STAR customers, but cautioned that the vehicles and reservation platforms must be made accessible to all riders, including those with sensory or other disabilities.

### **Other Business**

The Subcommittee requested an update on the County's STAR Call Center procurement. Ms. Rivers advised that only the procurement evaluation committee can discuss potential bidders for the new contract at present. Mr. Jones will meet with County procurement on April 23, and County staff will update the full TAC in May. The current vendor's contract will run through at least the end of May as the procurement process concludes.

The County will implement new procedures to ensure timely preparation and external communications for future Subcommittee meetings.

### **Adjournment 6:20 PM**

**Next Meeting Date:** June 17, 2021 via Teams  
5:00 p.m.