



# Accessibility Subcommittee Meeting

June 17, 2021

# Meeting Agenda

June 17, 2021

- 5:00 pm Introductions
- 5:05 pm Public Comments
- 5:15 pm STAR Policy Changes for Fiscal Year 2023 – Initial Discussion
- 5:30 pm Customer Service Report
- 5:40 pm Other Business
- Adjournment

## Goals of Policy Review:

1. Review policies in light of transportation changes during pandemic
2. Clarify passenger expectations in using STAR service
3. Streamline and improve STAR service and operations

## Proposed Process:

1. Gather internal and external feedback on current policies
2. Industry Review: Research the practices of similar paratransit programs (# of vehicles, population size served)
3. Draft Proposed Policies to be updated
4. Present draft policy changes to Accessibility Subcommittee
5. Gather public feedback on draft policy changes
6. Refine as needed, present to Accessibility Subcommittee for final approval
7. Implement new policies

## Proposed Schedule

- FY 21 Service Review (Aug)
- Industry Research Review (Late Summer/Early Fall)
- Draft Policy Changes Presented to Subcommittee (Dec/Jan)
- Policy Changes for Final Approval (Apr/May)

## Proposed Outreach Activities

- Online Surveys and Feedback Forms
- Accessibility Committee Meetings (October and February)
- Public Meetings (TBD)

# Customer Service Report

**For the period of:  
April 22 – June 16, 2021**

## **STAR**

Total Complaints -12

Complaints by Issue Type

- Accuracy - 1
- Discrimination - 2
- Driver No-show - 4
- Fare Dispute - 1
- Late Pick-Up - 1
- Other - 2
- Safe Operation - 1

## **ART**

Total Complaints - 3

Complaints by Issue Type

- ADA - 0
- Discrimination - 0
- Mechanical (WC ramp) - 0
- Courtesy - 1
- Missed Stop - 1
- Safety Issue - 1

- 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.
- Upcoming passenger survey to gauge return to work will be on Arlington Transit website (Month of July)



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## STAR

**Total Complaints 12**

### Complaints by Issue Type

<b>Accuracy</b>	<b>1</b>
<b>Discrimination</b>	<b>2</b>
<b>Driver No-show</b>	<b>4</b>
<b>Fare Dispute</b>	<b>1</b>
<b>Late Pick-Up</b>	<b>1</b>
<b>Other</b>	<b>2</b>
<b>Safe Operation</b>	<b>1</b>

### Notes

- Discrimination – Both complaints are from one customer, who believes drivers are refusing to accept trips because the customer has a service animal. The Call Center and service provider investigated, and noted that the customer’s stated vehicle preferences make their trips harder to schedule.
- Driver No-Shows – Two of the complaints are from one customer about standing-order trips. All are from the same provider. County staff will address this matter with the provider.
- Fare Dispute, Late Pick-Up, Other (1 of 2) – All of these complaints are from the same customer, regarding incidents between June 10 and June 12. The Call Center will investigate and resolve these issues.



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**ART  
(Accessibility-related issues only)**

**Total Complaints 3**

**Complaints by Issue Type**

<b>ADA</b>	<b>0</b>
<b>Discrimination</b>	<b>0</b>
<b>Mechanical (WC ramp)</b>	<b>0</b>
<b>Courtesy</b>	<b>1</b>
<b>Missed Stop</b>	<b>1</b>
<b>Safety Issue</b>	<b>1</b>

**Notes**

- **Courtesy and Missed Stop** – Both complaints are from the same customer, who claimed that buses had passed by because the customer uses a wheelchair. Operations staff called back several times to try to gather more information, but the customer did not return their calls, so the complaints could not be verified. County staff will attempt to follow up with the customer.
- **Safety** – The complaint is from a non-rider who observed a bus operator not helping a disabled rider board the bus. Operations staff investigated and coached the operator to assist riders whenever possible.





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**Answers to questions from  
previous Subcommittee meetings**

Q: How to make STAR trips for the next day when the office is closed for inclement weather?

A: Arlington County is evaluating potential strategies to enable passengers to book trips when the Call Center office is closed for severe weather.

Q: What is the process for notifying STAR users of future Subcommittee meeting by other means besides the STAR Call Center?

A: We used STAR alerts for this meeting and will continue to work on other communications options.

Q: With the office no longer open on Saturdays (or Sundays before Monday holidays) is there a way to book a trip if the need arises for a medical trip?

A: Medical trips can be booked same-day. While the process for COVID vaccinations has evolved, staff will monitor the need for possible alternatives for vaccinations during the fall. As passenger levels and activity increase, the County will evaluate when to resume Saturday Call Center hours.

Q: Will there be a virtual option for meetings once the opportunity for in-person meetings resumes?

A: Yes, the County is working to have the capabilities to hold meetings in-person and virtually. Subcommittee meetings will stay virtual for the foreseeable future.

Q: What have the STAR service providers done to ensure operators and passengers are safe when using the service?

A: STAR service providers keep the vehicles clean throughout the day as passengers get in and out. Deep cleaning of Diamond vehicles takes place at the end of the driver's shift. As a reminder, face masks are required at all times.