

Arlington Transit Advisory Committee Accessibility Subcommittee Meeting Agenda

January 18, 2022



Microsoft Teams Meeting
Call-in Phone Number: (347) 973-6905
Phone Conference ID: 549 891 123#

- 5:00 pm** **Introductions**
- 5:05 pm** **Public Comments**
- 5:15 pm** **STAR FY 2022 Q2 Service Performance**
- 5:25 pm** **STAR Policy Changes for Fiscal Year 2023**
- Presentation of Industry Research Review
 - Update on Process and Timeline
- 5:55 pm** **Other Business**

Adjournment

Accessibility Subcommittee

Public Comments

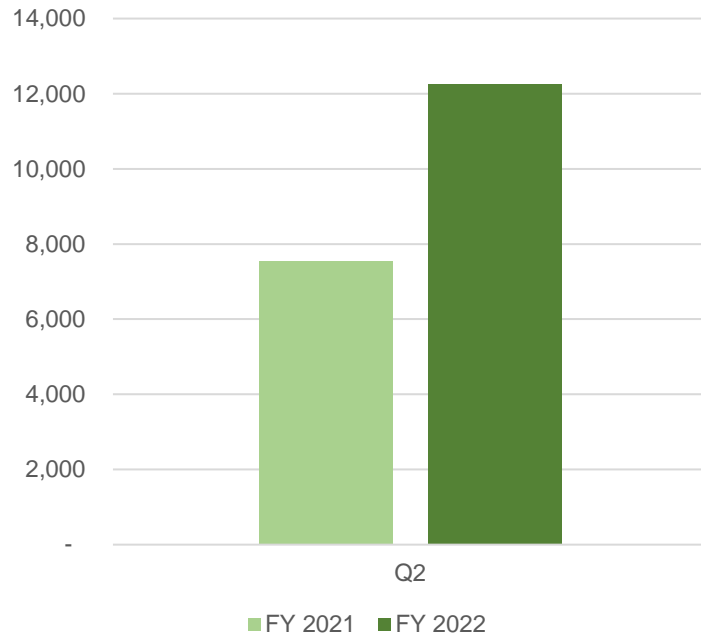
Time Limit: Three (3) Minutes per speaker

STAR FY 22 Q2 Service Performance

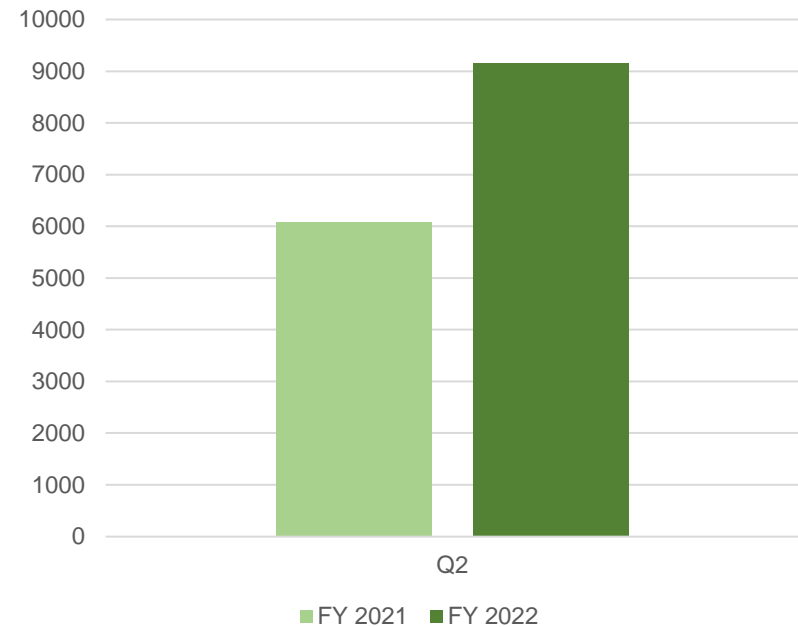
Ridership by Provider	Q2 FY 21	Q2 FY 22	% Change	YTD 2021	YTD 2022	% Change
Diamond	4,621	5,708	23.5	8,631	11,637	34.8
Red Top	2,932	6,456	123.3	5,290	11,833	123.7
Total Ridership	7,553	12,254	62.2	13,921	23,470	68.6

STAR carried 12,254 riders in the second quarter of Fiscal Year 2022, a 62.2% increase from the second quarter of FY 2021.

STAR Ridership



STAR Trips

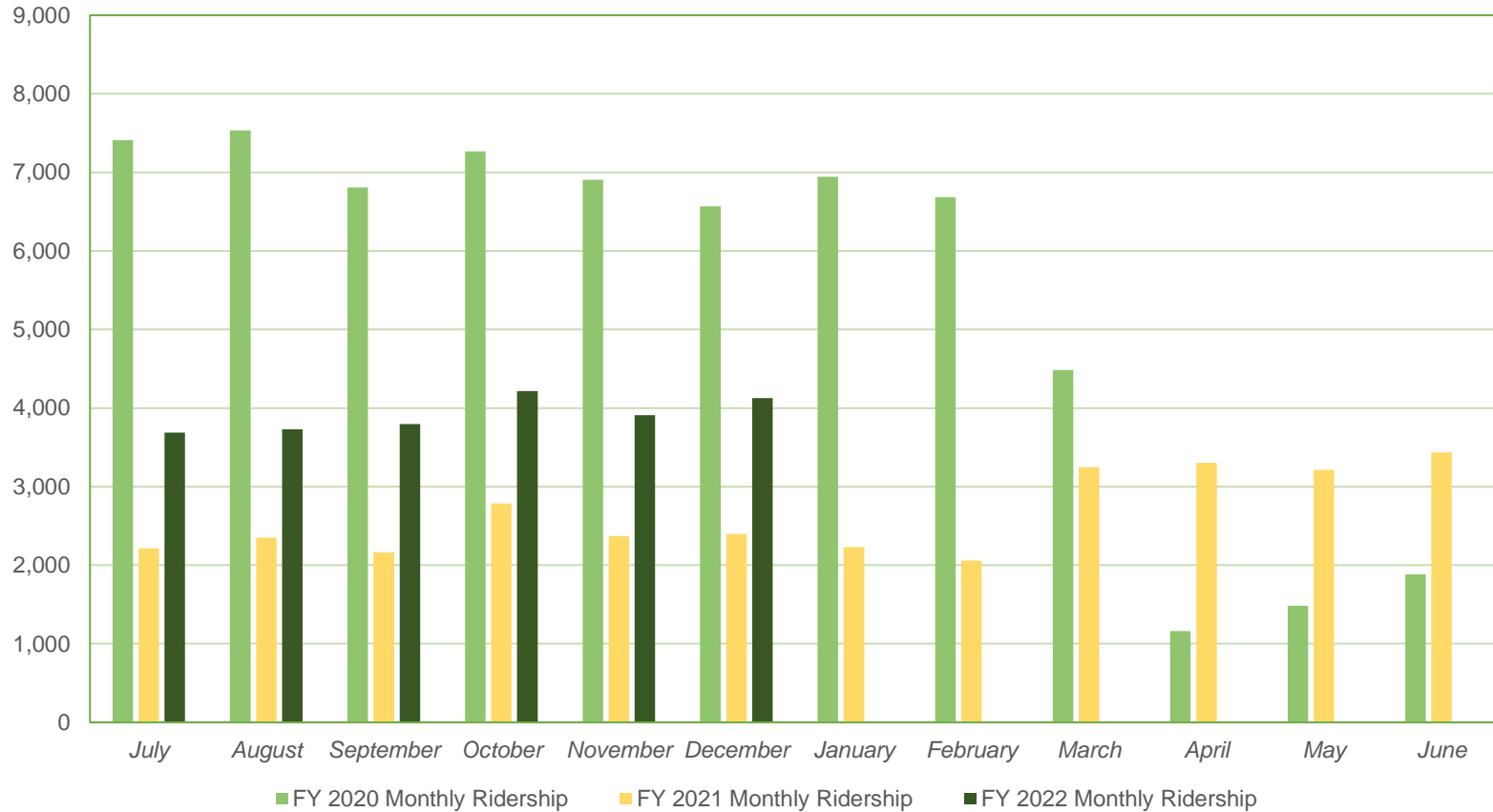


STAR FY 22 Q2 Service Performance

FY 2022 Q2 PERFORMANCE STATISTICS

	Q2 2021	Q2 2022	% Change	YTD 2021	YTD 2022	% Change
Revenue Hours Operated	4,716	6,537	38.6	9,415	13,047	38.6
Revenue Miles Operated	41,973	75,832	80.7	89,436	142,819	59.7
Trips Provided	6,083	9,163	50.6	11,963	18,326	53.2
Operation Cost	378,504	527,799	39.4	773,179	1,000,615	29.4
Cost per Hour	80.26	80.74	<1.0	82.12	76.69	-6.6
Cost per Passenger	50.11	43.07	-14.1	55.54	42.63	-23.2
Cost per Trip	62.22	57.60	-7.4	64.63	54.60	-15.5
Revenue Per Passenger	5.86	3.85	-34.3	6.22	3.97	-36.2
Subsidy per Passenger	44.25	39.22	-11.4	49.32	38.66	-21.6
Cost Recovery Ratio %	13.24	9.81	-25.9	10.27	10.28	<1.0
No shows	209	311	48.8	405	639	57.8

STAR Monthly Ridership



STAR's second quarter ridership of 12,254 in FY 2022 represents a 40.9% decrease from 20,740 in FY 2020 but a 62.2% increase from 7,553 in FY 2021.

STAR Policy Changes for FY 2023

- Goals of this effort are:
 - Review policies in light of transportation changes during pandemic
 - Clarify passenger expectations in using STAR service
 - Streamline and improve STAR service and operations
- Reviewing peer agency policies in specific policy areas

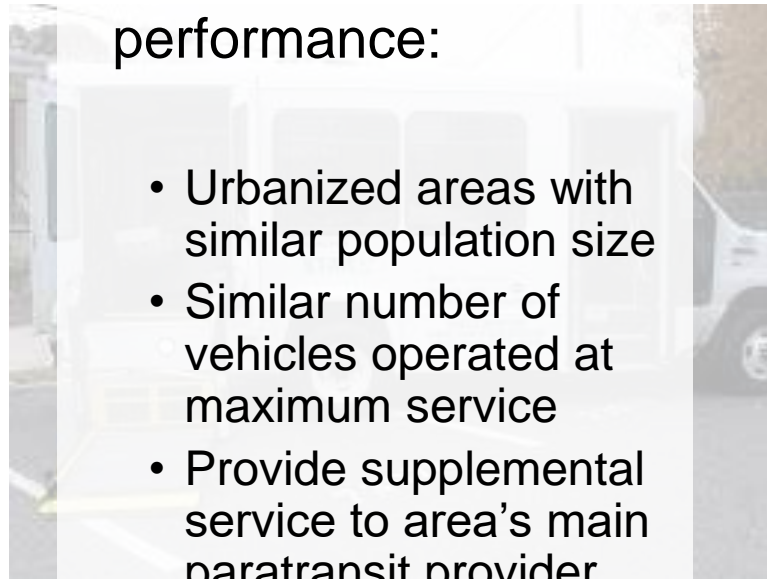
STAR Policy Changes for FY 2023

Compare current STAR policies to similar U.S. paratransit agencies plus **MetroAccess**

Comparison Agencies:

- **Go Triangle** – Raleigh-Durham, NC
- **Gwinnett County Transit** – Lawrenceville, GA
- **SamTrans** – San Mateo, CA
- **MetroAccess**

- Systems were chosen based on operational characteristics and performance:



- Urbanized areas with similar population size
- Similar number of vehicles operated at maximum service
- Provide supplemental service to area's main paratransit provider
- MetroAccess: also serves DC region



STAR Policy Changes for FY 2023

- Topics Covered

- Reasonable Accommodations
- Will-Call Return Trips
- Where Is My Ride?
- Trip Service Times and Locations
- Passenger Assistance
- Pick-Up Window
 - Drivers
 - Customers
- Cancellation Advance Notice

STAR Policy Changes for FY 2023

Reasonable Accommodations

- Rules vary. One agency follows ADA rules, another allows RA's only if they do not fundamentally alter service.
- One agency prohibits requests for specific vehicles and non-shared rides.
- MetroAccess has no specific policy. PCAs ride free. Drivers cannot perform PCA duties.

STAR Policy Changes for FY 2023

Will-Call Return Trips

- One agency will put certain types of return trips on same-day hold.
- Some agencies, including MetroAccess, have no-strand policies for missed return trips, but warn that wait times for these trip will be longer.
- MetroAccess asks customers to schedule their outgoing and return trips at the same time.

STAR Policy Changes for FY 2023

Where Is My Ride?

- One agency offers customizable text alerts.
- MetroAccess uses call-outs when possible but does not guarantee them.
- Agencies with policies ask customers to wait 20-30 minutes past scheduled pickup to call.
- None of the agencies explicitly allow customers to call the providers directly.

STAR Policy Changes for FY 2023

Trip Service Times and Locations

- Times
 - Some agencies specify hours of service.
 - Others say the service operates only when fixed route service operates.

STAR Policy Changes for FY 2023

Trip Service Times and Locations

- Locations
 - Agencies that serve a single jurisdiction limit service to within the jurisdiction, except for transit stations or hospitals just across the border.
 - Agencies that serve multiple counties limit service to within $\frac{3}{4}$ mile of fixed route service. MetroAccess only operates when Metrorail and Metrobus do.

STAR Policy Changes for FY 2023

Passenger Assistance

- Rules on what drivers can and cannot do vary by agency.
- Several agencies do not allow drivers to enter buildings, operate mobility devices, wait with customers, and/or carry packages over a certain number or weight.

STAR Policy Changes for FY 2023

Pick-Up Window - Drivers

- One agency uses 20-minute window, MetroAccess and one other use 30 minute, one uses 60 minutes.
- All agencies require drivers to wait for five minutes.

STAR Policy Changes for FY 2023

Pick-Up Window - Customers

- Two agencies, including MetroAccess, require customers to be ready at the start of the pickup window.
- One requires customers to be ready at scheduled pickup time.
- One says driver will wait five minutes.

STAR Policy Changes for FY 2023

Cancellation Advance Notice

- All agencies require one or two hours' advance notice, and issue warnings and suspensions for repeated cancellations.
- The thresholds for warnings and suspensions vary by agency.

STAR Policy Changes for FY 2023

- **Next Steps**

- Conclusion of Industry Research Review (Jan)
- Draft Policy Changes Presented to Subcommittee (March)
- Policy Changes for Final Approval (May)
- Implementation of New Policies (July 1)

Questions? Next Meeting

Next Subcommittee Meeting:

March 8, 2022

5:00 pm

(Same day as the
January TAC meeting)