

Arlington Transit Advisory Committee Accessibility Subcommittee Meeting Agenda

May 10, 2022



Microsoft Teams Meeting
Call-in Phone Number: (347) 973-6905
Phone Conference ID: 703 227 345#

5:00 pm Introductions

5:05 pm Public Comments

5:15 pm STAR FY 2022 Q3 Service Performance

5:25 pm STAR Policy Changes for Fiscal Year 2023

- **Update on Process and Timeline**

5:45 pm Other Business

Adjournment

Accessibility Subcommittee

Public Comments

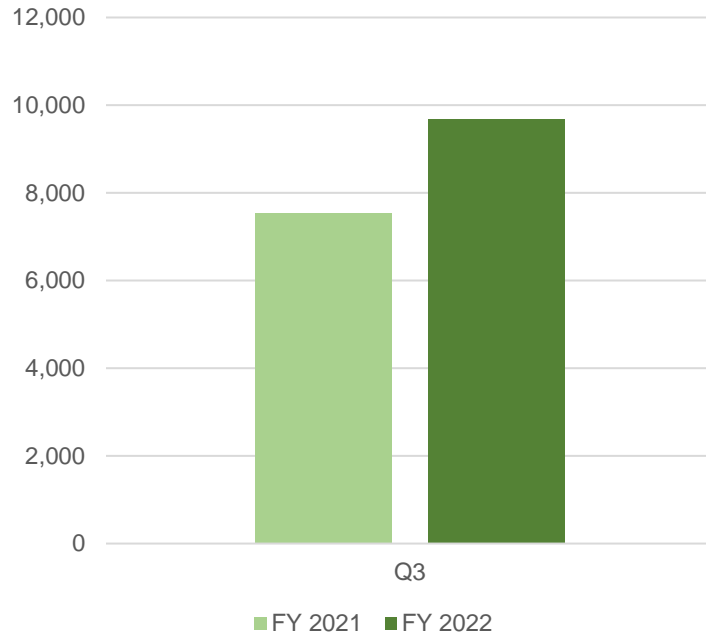
Time Limit: Three (3) Minutes per speaker

STAR FY 22 Q3 Service Performance

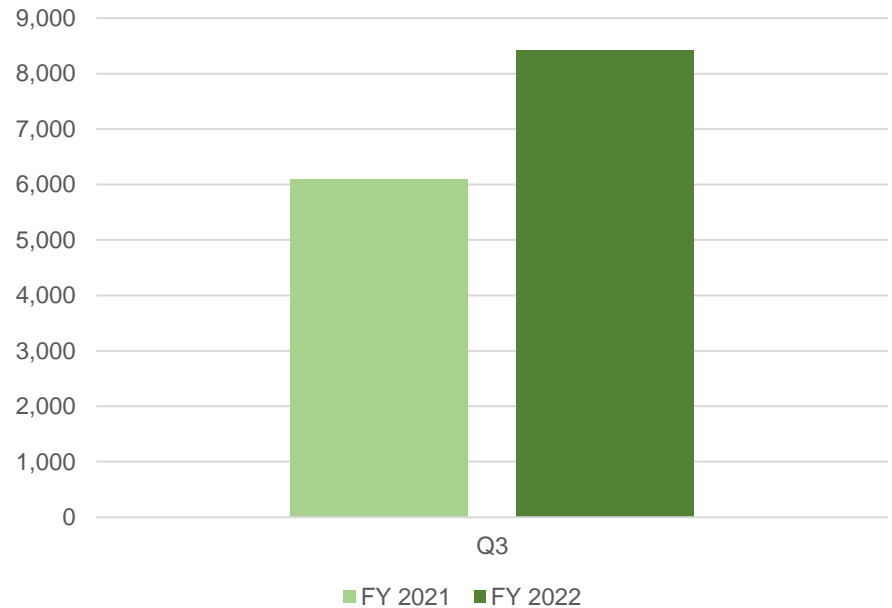
Ridership by Provider	Q3 FY 21	Q3 FY 22	% Change	YTD 2021	YTD 2022	% Change
Diamond	5,004	4,634	-7.4	13,635	16,068	17.9
Red Top	2,535	5,038	98.7	7,825	16,135	106.2
Total Ridership	7,539	9,672	28.3	21,460	32,203	50.1

STAR carried 9,672 riders in the third quarter of Fiscal Year 2022, a 28.3% increase from the third quarter of FY 2021.

STAR Ridership



STAR Trips

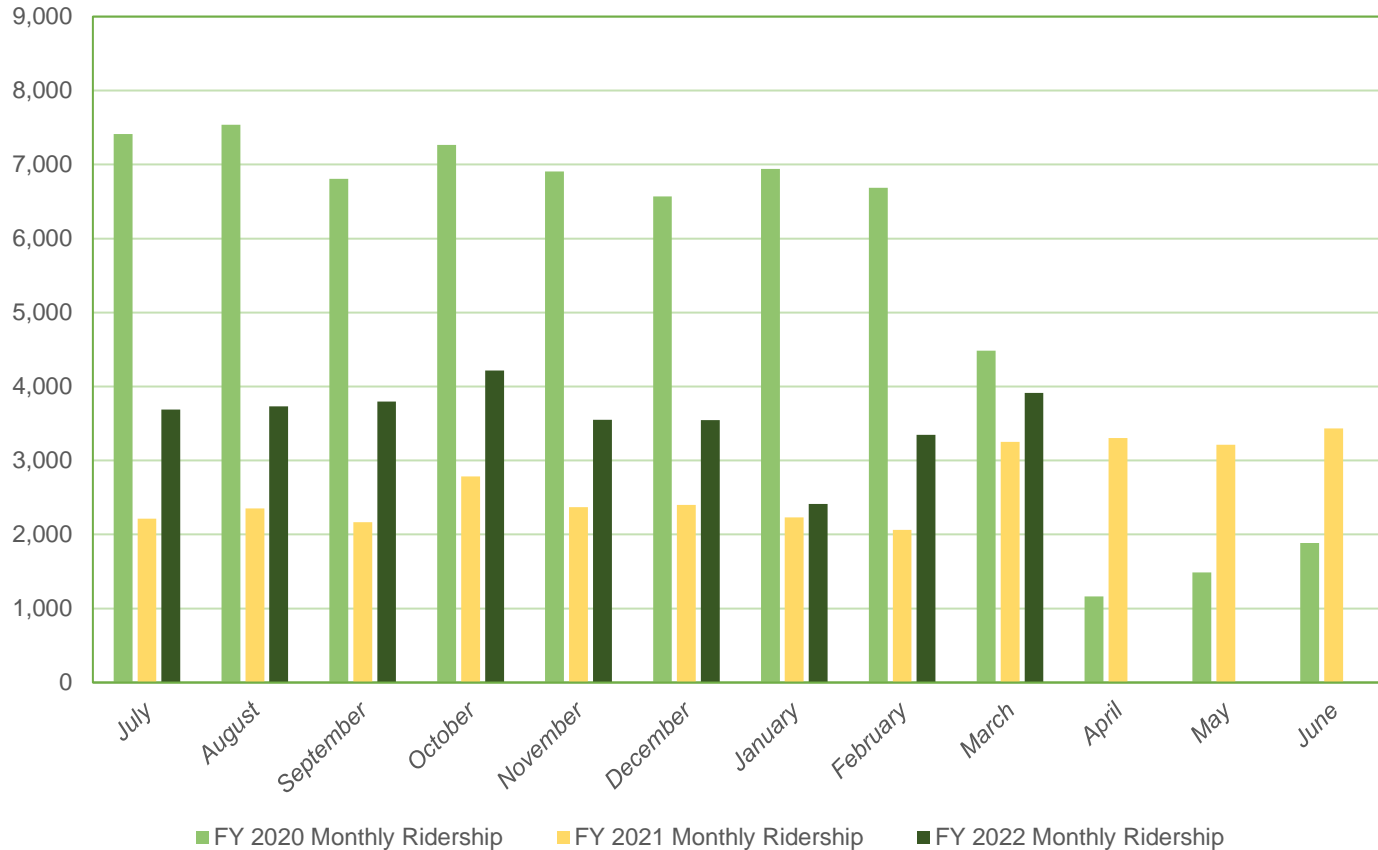


STAR FY 22 Q3 Service Performance

FY 2022 Q3 PERFORMANCE STATISTICS

	Q3 2021	Q3 2022	% Change	YTD 2021	YTD 2022	% Change
Revenue Hours Operated	5,047	4,898	-3.0	14,462	17,932	24.0
Revenue Miles Operated	44,385	60,165	35.6	133,821	196,718	47.0
Trips Provided	6,091	8,423	38.3	18,054	26,749	48.2
Operation Cost	406,785	475,088	16.8	1,179,964	1,475,703	25.1
Cost per Hour	80.60	97.00	20.3	81.59	82.29	0.9
Cost per Passenger	53.96	49.12	-9.0	54.98	45.83	-16.7
Cost per Trip	66.78	56.40	-15.5	65.36	55.17	-15.6
Revenue Per Passenger	5.64	4.09	-27.5	6.02	4.13	-31.4
Subsidy per Passenger	48.31	45.03	-6.8	48.97	41.70	-14.8
Cost Recovery Ratio %	11.68	9.09	-22.2	10.94	9.89	-9.6
No shows	231	276	19.5	636	915	43.9

STAR Monthly Ridership



STAR's third quarter ridership of 9,672 in FY 2022 represents a 48.6% decrease from 18,812 in FY 2020 but a 28.3% increase from 7,539 in FY 2021.

STAR Policy Changes for FY 2023

Updates Since March Subcommittee Meeting

- Recap of Subcommittee concerns
- April meeting with DHS

Project Timeline Update

STAR Policy Changes for FY 2023

March Subcommittee Meeting

- More info on FTA reasonable modification guidelines?
- Will-call return trips are important because doctor visits can run long
- How to check vehicle arrival times when Call Center is closed?

STAR Policy Changes for FY 2023

March Subcommittee Meeting

- More info on Zone 2 trips beginning and ending outside Arlington?
- Clearly explain rationale for changes
- Make info accessible in multiple ways, especially for low-vision customers

STAR Policy Changes for FY 2023

April 22 Meeting between Transit Bureau and DHS Aging and Disability Services

- Shorter pick-up window may be hard for customers with mobility issues
- Can MetroAccess handle will-call return trips?
- Will customers get no-showed for changing return trip times?
- Will Transit Bureau measure impact of changes?

STAR Policy Changes for FY 2023

April 22 Meeting between Transit Bureau and DHS Aging and Disability Services

- More info on FTA reasonable modification guidelines?
- Can other agencies comment on policy changes?
- Work collaboratively with Commission on Aging
- Share info in different ways to reach all audiences

STAR Policy Changes for FY 2023

Next Steps

- Public Meeting #1 (Late May/early June)
- Review of Public Feedback (Beginning after public meeting #1)
- Public Meeting #2 (Mid-summer 2022)
- Policy Change Recommendations for Final Approval (Late summer 2022)
- Implementation of New Policies (Fall 2022)

Questions? Next Meeting

Next Subcommittee Meeting:

July 12, 2022

5:00 pm

(Same day as the
July TAC meeting)