

DISABILITY ADVISORY COMMISSION MEETING MINUTES

MEETING MINUTES OF THE HYBRID ARLINGTON COUNTY DISABILITY ADVISORY COMMISSION

Monday, April 20, 2026

The **DISABILITY ADVISORY COMMISSION** convened its meeting at **7:06PM** on **April 20, 2026**.

PRESENT (IN-PERSON) Commissioner Elizabeth Priaulx,
Commissioner Bryant Atkins
Commissioner Andrew An

PRESENT (VIRTUALLY) Commissioner Laura Kim, participated virtually from home (via Teams) per VA. CODE § 2.2-3701 that prevented their physical attendance.

Commissioner Marilyn McAlice, participated virtually from home (via Teams) per VA. CODE § 2.2-3701 that prevented their physical attendance.

ABSENT Commissioner Karen Audant
Commissioner Duncan Barron
Commissioner Justin Boatner

STAFF Courtney Sales

SUMMARY OF PRESENTATIONS/DISCUSSIONS

Public Comment

Gerald Samtei introduced a new mobile application currently in development, designed to address service gaps for individuals with disabilities who require on-demand transportation.

Key Features & Goals:

- On-Demand Service: The app aims to provide real-time transportation scheduling similar to ride-share platforms (e.g., Uber), addressing the limitations of systems like STAR that require advanced scheduling.
- Accessibility Integration: The presenter noted that the app includes features designed to accommodate various disabilities, drawing from personal experience and feedback regarding barriers in current transit systems.
- Pricing & Coordination: There was a brief discussion regarding the structuring of pricing and potential discount programs for users. The developer is looking to align the technology with existing county transit efforts, such as the "Micro" and "Spare" programs.

Commission Feedback & Recommendations:

- ADA Compliance Review: Commissioners recommended that the developer consult with an expert in the transportation and technology provisions of the Americans with Disabilities Act (ADA) prior to the official launch. This is to ensure the interface is fully accessible to all groups, including those with low vision.
- Regional Launch: The presenter informed the commission that the app is scheduled to launch on June 1st, covering the Maryland, D.C., and Virginia (DMV) area. Coordination with the Department of Motor Vehicles in these jurisdictions is underway.
- Ongoing Support: The Commission offered to help connect the developer with ADA technology experts and encouraged further communication regarding proposals or technical questions.

Action Items:

- Contact Information: The guest was encouraged to provide contact details to the liaison (Courtney Palmer Sales) to receive commission resources and maintain communication regarding the project's progress.

STAR Program Audit Presentation Wayne Scott (County Auditor), Shirley Roth (Assistant County Auditor), Wayne Scott and Shirley Roth presented findings from an audit of the STAR (Specialized Transit for Arlington Residents) program, focusing on oversight and data quality. The audit examined safety, reliability, and ADA compliance of vendors.

- Key Findings:
 - Data Accuracy: Trip manifests were often entered incorrectly, leading to "false" violations of service standards (e.g., rides appearing to exceed two hours due to poor data entry).
 - Deductions: The County was not consistently taking contractually allowed financial deductions for vendor performance failures.
 - Financial Recovery: Auditors recommend recovering over \$108,000 from We Drive You due to billing errors extrapolated over five years.
 - No-Show Data: Recommended using "no-show" data to identify trends and improve efficiency rather than just tracking individual instances.

STAR Program Response & Improvements

Clinton Edwards provided updates on corrective actions taken since the audit:

- Contract Amendments: Amendments have been signed to include specific penalty amounts for preventable crashes and failed inspections.
- ADA Oversight: A new ADA compliance checklist was developed in December 2025. The County has begun independent biannual inspections of the fleet rather than relying solely on vendor self-reporting.
- Customer Service: Bi-weekly meetings are now held to review customer complaints. Vendors must investigate and provide details within seven days.

Site Plan Review Committee (SPRC) & Planning Commission Presentation Matt Pfeiffer

Matt discussed the public review process for new developments.

- Process Overview: Staff clarified that the Planning Commission's recommendations are separate from County staff's technical recommendations.
- Public Engagement: Every site plan now has a project webpage with online feedback forms and narrated slide presentations.
- Matt encouraged DAC members to join SPRC rosters to provide specific feedback on accessibility features early in the design phase

Action Items

- Commissioner Marilyn McAlice requested assistance to find contact information for several state delegates and senators (including Patrick Hope and Adele McClure) to invite them to the May meeting.

MOTIONS & ACTIONS/VOTES

Commissioner Bryant moved to approve the commission's March 9, 2026, meeting minutes.

- Commissioner Andrew seconded the motion.
- The Commission unanimously supported the motion 5-0.

Absent

Commissioner Karen

Commissioner Duncan

Commissioner Justin

Meeting adjourned at **8:46PM**