



Transit Accessibility Subcommittee Meeting

Notes

MEETING DATE: Tuesday, March 14, 2023
MEETING LOCATION: Online via Microsoft Teams
MEETING TIME: 5:00pm – 6:00pm
COMMITTEE
ATTENDEES: Alexis Mavroidis- Chair, Herschel Kanter, Laura McNeil
STAFF ATTENDEES: Lynn Rivers, Clinton Edwards, Pierre Holloman, Paul Mounier, Kirk Dand, Angie De La Barrera, Brian Shelton

1. Public Comment

Some members of the public offered commendations that our service was appreciated.

A speaker requested to know why officials from Red Top and Diamond were not present at recent meetings, despite attending past ones.

Bonnie Ryan (public) made comment that when an individual is under temporary disability status or is reinstating their disabilities, the eligible trips made through STAR should be expanded to include places like church, and not just medical appointments.

Doris Ray (public) requested that the STAR TAS (Technical Advisory Subcommittee) begin at a later time so that people have time in the afternoons to attend the meetings (7:00 PM was suggested).

Kent Keyser (public) seconded the question of why Red Top and Diamond officials haven't attended the meetings.

A speaker asked if the recordings of the STAR TAS will be posted somewhere publicly, and the notification of the posting will be sent out to the members of the TAS.

2. Approval of the Meeting Notes

The meeting notes were approved.

3. Proposed Taxi Rate Increase

Angie De La Barrera and Brian Shelton presented the proposed taxi rate increase as well as the methodology that led to the increase in taxi rates.

A speaker asked if it would be possible to see a breakdown of the split in taxi revenue between the drivers and the taxi companies.



4. STAR Service Metrics Report

Clinton Edwards presented the STAR Service Metrics report.

Alexa Mavroidis- TAS Chair asked if there was a way to discern a customer no-show from a driver no-show on the metrics report.

Kent Keyser (public) asked if a cab not showing up was considered a trip cancellation, and if it was also counted as a customer cancellation.

Paul Daddario (public) requested that the cancellation section of the metrics report be broken into cancellations because they couldn't find a cab to fulfill the request vs. cancellations by person making the initial request.

Bonnie Ryan requested that the cancellations due to provider be further broken down by provider (Diamond vs. Red Top).

5. Upcoming Public Outreach

Lynn Rivers presented the plan for upcoming public outreach on the proposed policy changed for STAR.

Bonnie Ryan (public) stated that she believed there were several problems with the initial survey found on the ART website, and that the methodology needed to be tweaked, and suggested we go to the public for what needs to be changed with the survey.

A speaker reiterated that they were confused as to why Red Top and Diamond officials were no longer at the meetings.

Several members stated that they were not able to access the meeting's chat function and requested that all attachments and notes be sent through e-mail via the list used to send the invite to the meeting.