

Proposed Policy Changes – FY 2023



Transit Bureau
March 2022

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

Reviewed peer agency policies in specific policy areas

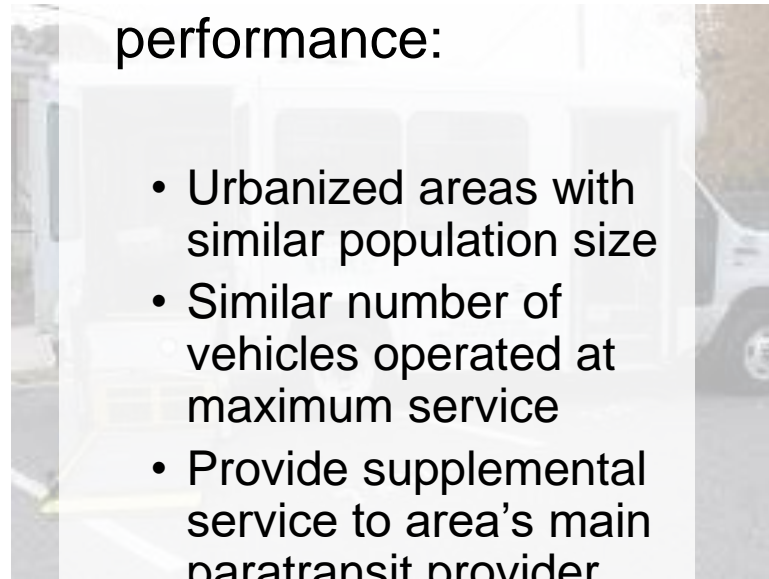
STAR Policy Changes for FY 2023

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
- Cancellation Advance Notice

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Reasonable Accommodations

Current policy

- Doctor's note required

Proposed policy

- Follow FTA rules
- Customers cannot choose vehicle type

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Will-Call Return Trips

Current policy

- Allowed for medical appointments, return from travel, etc.

Proposed policy

- Not allowed – all trips must be booked in advance
- Call Center will try to re-book when possible, but wait times will be longer

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Where Is My Ride?

Current policy

- Customers may call 5 minutes after scheduled arrival time

Proposed policy

- Customers may call 10 minutes after scheduled arrival time

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Trip Service Times and Locations

Current policy

- Limited Zone 2 trips completely outside Arlington
- Service within 3/4 mile of fixed route transit during STAR operating hours

Proposed policy

- All trips must start or end in Arlington
- Service within 3/4 miles of fixed route transit when route operates

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Passenger Assistance

Current policy

- Curb to curb service
- Driver will help customers get in or out of vehicle, but cannot leave vehicle unattended

Proposed policy

- ** No change **

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Pick-Up Window

Current policy

- Driver will ask for call-out 5 minutes after arrival
- No-show after 10 minutes

Proposed policy

- 30-minute window for drivers: 0-30 min after scheduled pick-up time
- Customers ready and visible at scheduled pick-up time
- Driver will ask for call-out upon arrival if customer not visible
- No-show after 5 minutes

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Cancellation Advance Notice

Current policy

- Poorly worded – 45 or 60 minutes?
- No penalty for repeat on-time cancellations

Proposed policy

- Late cancellations: less than 60 min before scheduled pick-up
- Repeat On-Time Cancellation: 4+ on-time cancels in 30-day period
- Both are subject to discipline under Suspension policy

STAR Policy Changes for FY 2023

Next Steps

- Draft Policy Changes Presented to Subcommittee (Today)
- Public Meeting (April/May)
- Review of Public Feedback (May)
- Public Meeting (Summer 2022)
- Policy Change Recommendations for Final Approval (late Summer 2022)
- Implementation of New Policies (Fall 2022)

Questions? Next Meeting

Next Subcommittee Meeting:

May 10, 2022

5:00 pm

(Same day as the
May TAC meeting)