# Proposed Policy Changes – FY 2023







Transit Bureau March 2022



#### 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

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







#### **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

# **Reasonable Accommodations**

#### **Current policy**

• Doctor's note required

- Follow FTA rules
- Customers cannot choose vehicle type

# **Will-Call Return Trips**

#### **Current policy**

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

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

# 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

# **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

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

# **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 \*\*

# **Pick-Up Window**

#### **Current policy**

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

- 30-minute window for drivers: 0-30 min after scheduled pickup 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

# **Cancellation Advance Notice**

#### **Current policy**

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

- 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

#### **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)