

**ARLINGTON TRANSIT  
Title VI Program Update  
2020-2023 Update**

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Division of Transportation**

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## CHAPTER 1 – INTRODUCTION

### 1.1 Arlington County Transit Bureau’s Commitment and Assurances to Civil Rights

Arlington County, through the Transit Bureau, which is part of the Department of Environmental Services (DES), Division of Transportation has prepared this update of Arlington Transit (ART)’s Title VI Program to ensure that the level and quality of ART’s fixed route service and the demand response service Specialized Transit for Arlington Residents (STAR) are provided in a nondiscriminatory manner and the opportunity for full and fair participation is offered to passengers and others in the community. Additionally, through this program ART has reviewed the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

Title VI of the Civil Rights Act of 1964 prohibits discrimination against an individual or group, intentional or unintentional, on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Arlington County, through the Transit Bureau is a direct recipient of Federal Transit Administration (FTA) grant funds to support transit-related activities. Since the County receives grant funds, it is required to conform to Title VI of the Civil Rights Act of 1964 and its amendments, as stipulated by FTA.

As part of the County’s provision of Title VI assurances that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of the County’s services on the basis of race, color or national origin, the contents of this program update have been prepared in accordance with Section 601 of the Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

“No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

—Civil Rights Act of 1964

“Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.”

—Executive Order 13166

## 1.2 Arlington Transit – Local Bus Service for Arlington County

ART is Arlington’s local bus service which is provided by Arlington County. ART is driven by the people it serves and is honored to serve Arlington residents, commuters, businesses, schools, and visitors on its buses each day. ART buses operate on clean-burning Compressed Natural Gas (CNG) and are fully Americans with Disabilities Act (ADA) accessible with wheelchair ramps and priority seating. ART serves several high-level Federal agencies and facilities, such as the Pentagon, Transportation Security Administration (TSA), United States Marshals Service, United States Department of State, Federal Deposit Insurance Corporation (FDIC), and Defense Advanced Research Projects Agency (DARPA).

Arlington is also served by regional bus and heavy rail provided by the Washington Metropolitan Area Transit Authority (WMATA), commuter rail provided by the Virginia Railway Express (VRE) and by neighboring transit systems: Alexandria’s DASH, DC Circulator, Fairfax Connector, Loudoun County Transit, and Potomac and Rappahannock Transportation Commission’s (PRTC) OmniRide.

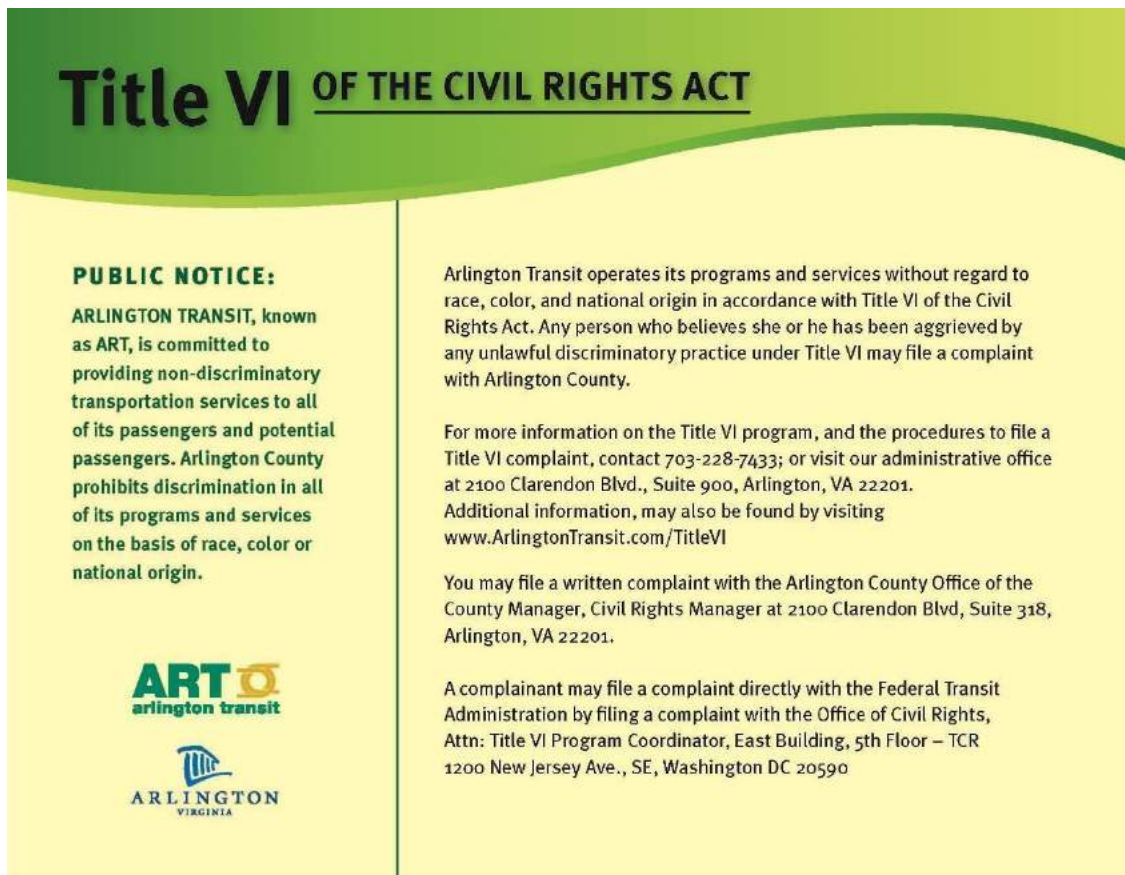
STAR is the paratransit component of ART. STAR is a shared ride paratransit service intended as the alternative for Arlington residents to the regional paratransit service, MetroAccess. Both STAR and MetroAccess provide a comparable level of transportation as provided by ART, WMATA Metrobus and Metrorail. STAR riders share trips if they are generally traveling in the same direction at the same time. Trips are scheduled without regard to the purpose of the trip. All rides are arranged in advance through the STAR Call Center, or through STAR on the Web.

## CHAPTER 2 – GENERAL REQUIREMENTS

### 2.1 Notice to the Public

To make ART/STAR riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, ART has presented the following language, in both English and Spanish, on the County's website, on ART's website, on bus cards inside the buses and signage in all Commuter Stores located in Arlington County. The notice is shown below in Figure 2.1.

Figure 2.1: ART Title VI Notice of Public Rights



**Title VI** OF THE CIVIL RIGHTS ACT

**PUBLIC NOTICE:**  
ARLINGTON TRANSIT, known as ART, is committed to providing non-discriminatory transportation services to all of its passengers and potential passengers. Arlington County prohibits discrimination in all of its programs and services on the basis of race, color or national origin.

ARLINGTON TRANSIT  
arlington transit

ARLINGTON  
VIRGINIA

Arlington Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Arlington County.

For more information on the Title VI program, and the procedures to file a Title VI complaint, contact 703-228-7433; or visit our administrative office at 2100 Clarendon Blvd., Suite 900, Arlington, VA 22201. Additional information, may also be found by visiting [www.ArlingtonTransit.com/TitleVI](http://www.ArlingtonTransit.com/TitleVI)

You may file a written complaint with the Arlington County Office of the County Manager, Civil Rights Manager at 2100 Clarendon Blvd, Suite 318, Arlington, VA 22201.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor – TCR 1200 New Jersey Ave., SE, Washington DC 20590

### 2.2 Your Civil Rights

The Arlington Transit is committed to providing non-discriminatory transportation services to all its passengers and potential passengers. Arlington County prohibits discrimination in all its programs and services based on race, color, or national origin.

ART and STAR operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Arlington County's Transit Bureau.

The responsibility for day-to-day operations of the Title VI program, including the investigation of Title VI complaints, has been assigned to the Title VI Compliance Officer. However, all ART and STAR employees share in the responsibility for implementing this program.

For more information on the Title VI program, and the procedures to file a Title VI complaint, contact 703-228-3444; or visit our administrative office at 2100 Clarendon Blvd., Suite 900, Arlington, VA 22201. Additional information may also be found by visiting <https://www.arlingtontransit.com/accessibility/title-vi/>.

You may file a written complaint with Arlington County Department of Transportation, Title VI Compliance Officer at 2100 Clarendon Boulevard, Suite 900, Arlington, VA 22201.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

### 2.3 Discrimination Complaint Procedures

Arlington County has established procedures and processes for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated or retaliated against on the basis of race, color, or national origin by ART may file a Title VI complaint by completing and submitting the agency's Title VI complaint form available (both in English and Spanish) on the County's website through this link <https://www.arlingtonva.us/Government/Topics/Human-Rights> or on the ART's website through this link <https://www.arlingtontransit.com/accessibility/title-vi/>.

English and Spanish copies of the ART/STAR's Title VI Complaint Forms (**Figures 2.2 and 2.3**) are also provided below.

# Title VI Program Complaint Form



Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin be excluded from, participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance."

Please fill in the *required* information, then either print and mail the completed form to the provided address **OR** attach the pdf to an email. Contact information is located at the bottom of page 2.

1 Today's Date: \_\_\_\_\_

2 Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Preferred Method of Contact (phone or e-mail): \_\_\_\_\_

3 Person discriminated against (if someone other than Complainant):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

4 What was the discrimination complaint based on? (check all that apply):

Race  Color  National Origin  Other \_\_\_\_\_

5 Date of alleged incident resulting in discrimination: \_\_\_\_\_

6 Describe the alleged discrimination. Explain what happened and who was responsible? If more space is needed, attach any written materials or other information that you believe supports your complaints on an additional sheet of paper.

7 Where did the incident take place? Provide location, bus number, ART employee name/ID Number, etc.

8 Witness(es) (if applicable). Please provide their contact information.

Witness Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

Witness Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

9 Did you file this complaint with any other federal, state, or local agency or with a Federal or State court (check the appropriate space)?

Yes  No

If yes, check all that apply:

Federal Agency  Federal Court  State Agency  State Court  Local Agency

10 Please provide contact information of the agency/court where the complaint was filed.

Agency: \_\_\_\_\_

Name/Title: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

11 If you need any special accommodations for communication regarding this complaint, please specify which alternative format you require.

Large Print (specify size): \_\_\_\_\_  TDD  Audio  Other: \_\_\_\_\_

Signature and date required below.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

If you feel that you have been discriminated against, a formal complaint may be filed with Arlington County Transit's Title VI Compliance Specialist within 180 days after the date of the alleged discrimination. These procedures do not deny you the right to file formal complaints with other state or federal agencies. **Once completed, please mail or deliver the completed and signed form to:**

Arlington County  
Transit Bureau  
Title VI Compliance Specialist  
2100 Clarendon Blvd  
Arlington, VA 22201

You may also save the completed pdf and send as an attachment to:  
[ART@commuterpage.com](mailto:ART@commuterpage.com)

### 2.3.1 Complaint Procedure

The following is a summary of the procedures that Arlington Transit uses for investigation and resolution of Title VI customer complaints.

- Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Arlington Transit (also known as ART or STAR) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints must be received within 180 days of the alleged incident and must be complete.
- Once the complaint is received, the investigator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office.
- Arlington Transit has 90 days to investigate the complaint. If more information is needed to resolve the case, the Title VI Coordinator may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Arlington Transit can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- After the investigator reviews the complaint, she/he will issue one of two letters to the complainant:
  - o (a) a closure letter that summarizes the allegations and states that there was not a violation of Title VI and that the case is closed; or
  - o (b) a letter of findings that summarizes the allegations, the interviews regarding the alleged incident and explains whether disciplinary actions were taken such as additional training of the staff member or other corrective actions that may occur.
- If the Complainant wants to appeal the decision, they may appeal to the Arlington County Transit Bureau of the Department of Transportation Office within 10 business days. This appeal will be provided to the Arlington County's Assistant County Manager. The Assistant County Manager's decision will be upheld unless the County Manager finds that it constituted an abuse of discretion.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590.



## **SPANISH VERSION OF THE TITLE VI COMPLAINT PROCEDURES AND THE COMPLAINT FORM**

### ***Procedimiento para Consultas, Radicar y Procesar Querellas del Título VI de la ley de Derechos Civiles Relacionadas con el Sistema de Transito del Condado de Arlington***

Arlington Transit está comprometido a proveer servicios de transporte no discriminatorio a todos sus pasajeros y potenciales pasajeros. El Condado de Arlington prohíbe la discriminación basados en raza, color o nacionalidad; en todos sus programas y servicios.

ART y STAR operan sus programas y servicios sin importar la raza, color o nacionalidad de acuerdo al Título VI del Acto de Derechos Civiles (Civil Rights Act). Cada persona que crea que él o ella han sido víctima de cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con la oficina de Tránsito del Condado de Arlington (Arlington County Transit Bureau).

La responsabilidad para operaciones diarias del programa de Título VI, incluyendo la investigación de quejas de Título VI, ha sido asignado al Oficial de Cumplimiento del Título VI (Compliance Officer). Sin embargo, todos los empleados de ART y STAR comparten la responsabilidad de implementar este programa.

Para más información sobre el programa de Título VI o si tienes quejas, por favor contacte al Oficial de Cumplimiento del Título VI al (703) 228 – 3333. Comentarios pueden ser también enviados a esta dirección:

#### **Title VI Compliance Office**

**Arlington County Transit Bureau**

**2100 Clarendon Boulevard, Suite 900**

**Arlington, VA 22201**

Cualquier persona que crea que han sido, ya sea individualmente, o como miembro de un grupo específico, sujetos a discriminación por su raza, color o nacionalidad; puede someter una queja con el Condado de Arlington. Una queja por escrito debe ser sometido en los 180 días después de la fecha de la alegada discriminación. Todas quejas deben ser firmadas e incluir su información de contacto.

#### ***Procedimiento para la Investigación de Querellas***

Estos procedimientos abarcan todas las quejas bajo el Título VI del Acto de Derechos Civiles de 1964, Orden Ejecutiva 12898 “Acciones Federales para Abordar la Justicia Ambiental en Poblaciones de Bajo Ingreso y de Minorías” (1994), y la Orden Ejecutiva 13166 “Mejorando el Acceso a Servicios para Personas con conocimiento limitado del Inglés” (2000), por alegada discriminación en cualquier programa o actividad administrada por Arlington Transit.

La siguiente es un resumen de los procedimientos que Arlington Transit usa para investigación y resolución de quejas de clientes del Título VI.

Cualquier persona que cree que él o ella ha sido discriminado en contra de su raza, color o nacionalidad por Arlington Transit (También conocido como ART o STAR), puede someter una

queja de Título VI completando y sometiendo la forma de quejas de Título VI. Las quejas deben ser recibidas en los 180 días después de la fecha de la alegada discriminación y deben estar completadas.

Cuando la queja ha sido recibida, el investigador revisará la forma para determinar si nuestra oficina tiene jurisdicción. El querellante recibirá una carta de confirmación informando si la queja será investigada por nuestra oficina.

Arlington Transit tiene 90 días para investigar la queja. Si se necesita más información para resolver el caso, el coordinador de Título VI puede contactar al querellante. El querellante tiene 30 días laborales de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el querellante o no recibe la información adicional en esos 30 días laborales, Arlington Transit puede cerrar el caso administrativamente. Un caso puede ser cerrado administrativamente si el querellante no quiere continuar con el caso.

Luego que el investigador revise la queja, el/ella puede emitir una de dos cartas al querellante:

(a) una carta de cierre que resume las alegaciones y establece que no hubo una violación del Título VI y que el caso está cerrado; o

(b) una carta del veredicto que resume las alegaciones, las entrevistas realizadas sobre el alegado incidente y explicar si se tomó acción disciplinaria, como entrenamiento adicional del personal o algunas acciones correctivas que pudieron ocurrir

Si el Querellante quiere apelar la decisión, pueden apelar a la Oficina de Transito del Condado de Arlington del Departamento la Oficina de Transportación en los próximos 10 días laborales. Esta apelación será proporcionada al asistente del Manejador del Condado de Arlington. La decisión del Asistente del Condado de Arlington será confirmada a menos que el Manejador del Condado encuentre que constituyó un abuso de discreción.

Una persona también puede someter una queja directamente a la Administración de Transito Federal a:

**Federal Transit Administration**

**Office of Civil Rights**

**Attention: Complaint Team**

**East Building, 5th Floor – TCR**

**1200 New Jersey Avenue SE**

**Washington, DC 20590**

# Programa del Título VI

## Formulario de reclamación



El Título VI de la Ley de Derechos Civiles de 1964 establece que "Ninguna persona en los Estados Unidos deberá, en base a su raza, color, u origen nacional, ser excluida de participar en, ser negada los beneficios de, o ser sujeta a discriminación por ningún programa o actividad que reciba ayuda federal."

Complete la información *requerida*, luego imprima y envíe por correo el formulario completo a la dirección proporcionada *O* adjunte el pdf a un correo electrónico. La información de contacto se encuentra en la parte inferior de la página 2.

1 Fecha: \_\_\_\_\_

2 Nombre del demandante: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

Número/s de teléfono: \_\_\_\_\_

Dirección de correo electrónico: \_\_\_\_\_

Método preferido de contacto (teléfono o correo electrónico): \_\_\_\_\_

3 Persona discriminada (si es alguien diferente al reclamante):

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

Número/s de teléfono: \_\_\_\_\_

4 ¿En qué se basó la reclamación por discriminación? (marque todo lo que corresponda):

Raza  Color  Origen nacional  Other \_\_\_\_\_

5 Fecha del presunto incidente que dio lugar a la discriminación: \_\_\_\_\_

6 Describa la presunta discriminación. Explique qué ocurrió y quién fue el responsable. Si necesita más espacio, adjunte cualquier material escrito u otra información que crea que apoya sus reclamaciones en una hoja adicional.

7 ¿Dónde tuvo lugar el incidente? Indique lugar, número de autobús, nombre/número de identificación del empleado de ART, etc.

**8** Testigo/s (si corresponde). Indique su información de contacto.

Nombre del testigo: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

Número/s de teléfono: \_\_\_\_\_

Nombre del testigo: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

Número/s de teléfono: \_\_\_\_\_

**9** ¿Presentó esta reclamación ante alguna otra agencia federal, estatal o local o ante un tribunal federal o estatal (marque el espacio correspondiente)?

Si  No

Si la respuesta es sí, marque todo lo que corresponde:

Agencia federal  Tribunal federal  Agencia estatal  Tribunal estatal  Agencia local

**10** Proporcione la información de contacto de la agencia/del tribunal donde se presentó la reclamación.

Agencia: \_\_\_\_\_

Nombre/cargo: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

Dirección de correo electrónico: \_\_\_\_\_

Número/s de teléfono: \_\_\_\_\_

**11** Si necesita alguna adaptación especial para la comunicación en relación con esta reclamación, especifique qué formato alternativo necesita.

Letra grande (indique tamaño): \_\_\_\_\_  TDD  Audio  Otro: \_\_\_\_\_

Firma y fecha requeridas a continuación.

Firma: \_\_\_\_\_ Fecha: \_\_\_\_\_

Nombre en letra de imprenta: \_\_\_\_\_

Si usted considera que ha sido discriminado, puede presentar una reclamación formal ante el Especialista en Cumplimiento del Título VI de Arlington County Transit dentro de los 180 días posteriores a la fecha de la presunta discriminación. Estos procedimientos no le niegan el derecho a presentar reclamaciones formales ante otras agencias estatales o federales. **Una vez completado, envíe por correo o entregue el formulario completo y firmado a:**

Arlington County  
Transit Bureau  
Title VI Compliance Specialist  
2100 Clarendon Blvd  
Arlington, VA 22201

También puede guardar el pdf completo  
y enviarlo como archivo adjunto a:  
[ART@commuterpage.com](mailto:ART@commuterpage.com)

### **2.3.2 Title VI Investigations, Complaints, and Lawsuits.**

For the past three years, there has not been any transit-related Title VI investigations, complaints, and lawsuits to report.

## **2.4 Arlington County's Public Participation Plan (PPP)**

The purpose of the Arlington County's Public Participation Plan (PPP) is to provide a meaningful process that allows citizens, County officials, representatives of the disabled, low- and moderate-income persons, minority groups and other interested parties with reasonable opportunities to be involved in the County's transportation planning process. The County values and welcomes public participation in its transportation planning and program efforts, initiatives and decision-making process.

### **2.4.1 Key Principles**

Arlington County's PPP has been prepared to ensure that no one is precluded from participating in Arlington Transit's service planning and development process. It ensures that:

- Potentially affected community members will and continue to have appropriate opportunities to participate in decisions about proposals and activities that affect their environment and/or health.
- The contribution of the community and the general public continue to influence Arlington County's decision making.
- The concerns of all participants involved are considered in the decision-making process; and
- Arlington County continues to seek out and facilitate the involvement of those potentially affected.

Through an open public process, Arlington County has developed a PPP to encourage and guide public involvement efforts and enhance access to Arlington County's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The PPP describes the overall goals, guiding principles and outreach methods that the County uses to reach its riders.

### **2.4.2 Early, Continuous and Meaningful**

The steps outlined in the public participation plan offer early, continuous and meaningful opportunities for the public to be involved in the identification of impacts of proposed transportation decisions within the County. It is a guide for how the County engages its diverse community. The County may continue to improve its public participation methods over time based on feedback from all its riders and community members including low-income, minorities, the LEP population as well as all customer and community-based organizations.

### 2.4.3 Goals of the Public Participation Plan

The principal goals of the County's PPP include:

- Expand participation in County decision-making processes.
- Train both interested members of the public and staff in those processes; and
- Improve the quality of County government's processes and set realistic expectations for broader participation in decision-making.

The County continues to implement the following public engagement strategies to augment the minimum outreach requirements as appropriate to the plan, project, or service.

As part of the County's PPP guidelines, ART continues to seek out and consider viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities regarding proposed transportation decisions. All efforts are made to include the following PPP practices:

- Coordinate with individuals, institutions or organizations to implement community-based public involvement strategies to reach out to members of the affected minority, LEP and low-income communities.
- Provide opportunities for public participation through means other than written communications such as meetings with informal community gatherings as well as discussions with individuals who reach out to us or respond to our notices.
- Use locations, facilities and meeting times that are convenient and accessible to low income, minorities, LEP communities and those with disabilities.
- Use different meeting sizes or formats depending on the type and number of public participation opportunities; and
- Implement DOT Policy Guidance regarding responsibilities to LEP persons.

### 2.4.4 Outreach Efforts – Alerting Riders and Encouraging Engagement

ART uses various outreach methods such as attending community events and civic association meetings, posting signage on buses and at key locations, e-newsletters, surveys, social media, and sending info to civic associations, BIDs and residential properties to engage all users, including minority and Limited English Proficient users, in the decision-making process for fare and service changes.

Some of the public outreach efforts within the past three years have included direct mail pieces to promote specific ART routes to encourage ridership; holding public meetings to get feedback about service changes; having informational tables at local events, festivals and farmers markets; holding informational sessions and travel trainings for Hispanic groups and Senior Citizens; and visiting County middle and high schools to promote transit and sell Student SmarTrip cards.

**See APPENDIX C – Summary of Outreach Events** for details of 2018 – 2020 outreach events

attended.

- The ART website, [www.arlingtontransit.com](http://www.arlingtontransit.com) has been enhanced to be more user-friendly, resulting in over 40,825 average monthly visits. The website includes a Google Translate button that can be used to translate information on the website into various languages. Bus schedules are provided on the website both electronically and in a printer-friendly format. The ART website also has links to other related Arlington County interactive mobility websites such as Walk Arlington [www.walkarlington.com](http://www.walkarlington.com), iRide [www.arlingtontransit.com/iride](http://www.arlingtontransit.com/iride), Capital Bikeshare [www.capitalbikeshare.com](http://www.capitalbikeshare.com), Bike Arlington [www.bikearlington.com](http://www.bikearlington.com), Car Free Diet [www.carfreediet.com](http://www.carfreediet.com) and Dieta-Cero Auto (Spanish Version of Car Free Diet) [www.dietaceroauto.com](http://www.dietaceroauto.com) .
- ART Alerts is a system on the ART website that users may subscribe to and receive service information about specific routes or the entire bus system via text message or email. Currently 1107 subscribers receive ART Alerts. The alerts inform riders of service disruptions, upcoming service changes and can also be used for public outreach if ART needs feedback on proposed service changes, etc.
- The “ART Service Changes” e-newsletter is sent out periodically to provide service updates and currently has 1,258 subscribers.
- Feedback about ART service can be given via Customer Comment Forms found on the ART website, by calling the ART Customer Call Center and by posting a comment on ART’s social media. ART will periodically conduct surveys both online and on-board the buses to get feedback on service and proposed service changes.
- The ART website has links to several social media pages. Facebook, Twitter, Instagram and YouTube provide open and alternative options to interact with customers and visitors. Customers can submit comments and questions about service via ART’s social media platforms and receive a response back from ART staff.
- ART has also partnered with software applications such as Moovit, Transit, City Mapper and Nextdoor to synchronize ‘real time’ schedule information, e-mail message alerts and the ability to access ‘real time’ information through web-enabled mobile phone apps for customers and other patrons’ access. Interactions with customers via their mobile phone devices have increased the County’s public outreach capabilities.

#### 2.4.5 Arlington Transit Outreach Mediums (Bi-lingual)

The County’s public outreach processes include the following mediums:

- Print – Newspapers and other periodicals
- Outdoor – Advertising on-board buses’ interior space and in bus shelters
- Website – ART has assembled a comprehensive website with automatic alerts with Google Translate
- Web-Based Feedback - (Report It, Shout It, Suggest It, and How Are We Doing) and Email – ART has developed an email newsletter which now reaches over 1107 opt-in readers

- Social Media – ART has used Facebook 1,223+ followers, Twitter 1,816+ followers, Instagram 459+ followers, and 80 subscribers on YouTube since 2020 to help engage community. Also, ART is able to post various transit information on Nextdoor sites for the various civic associations
- Radio, Television (if available and appropriate)
- ART bus Seat Drops, On-board Flyers – ART regularly uses flyers to provide riders with details of service changes and schedules of public meetings and hearings
- On- Board Scrolling messages and On-Board Audio Messaging
- In Terminals, Shirlington Transit Center, Commuter Stores, and Metrorail Stations (if applicable and feasible)
- Coordination with Community Events, Civic and Community Associations
- Direct Mail to Community Partners
- Emailing info to Civic Association presidents and Business Improvements Districts (BIDs) to pass onto the residents and businesses in their area
- Public Information Sessions and Public Hearings
- Legal Notices

ART is committed to ensuring that the accessibility of its services, information, and methods of obtaining community feedback in the decision-making process are aligned with the expectations of the community and with federal Title VI regulations.

#### 2.4.6 Addressing Comments: The Incorporation of Public Comments into Decisions

All comments received through the PPP are given careful, thoughtful consideration. Because there are several different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are assembled into a single document for presentation to the County Manager and County Board for consideration. This has been demonstrated during the **2018 Fiscal Year Fare Change and The ART 41, 42, 43 & 75 Schedule Changes Effective September 30, 2018** processes stated under ***APPENDIX D and E - The Service/Fare Changes Procedures.***

#### 2.4.7 Identification of Stakeholders

##### Our Community Partners

ART staff maintains an open line of communication and sends information to all association presidents through a distribution list as demonstrated during the **2018 Fiscal Year Fare Change and The ART 41, 42, 43 & 75 Schedule Changes Effective September 30, 2018** processes stated above under ***APPENDIX D and E - The Service/Fare Changes Procedures.*** Staff may also attend monthly meetings to present information and to answer questions. ART, with support



from the Arlington County Commuter Services (ACCS) Bureau, has assembled a list of stakeholders with whom we regularly communicate through email and direct mail. A complete list of community stakeholders can be obtained by contacting Arlington County.

## 2.5 Language Assistance Plan - Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs and activities, Arlington County uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Arlington County's Transit and Commuter Services Bureaus determine if communications are effective with LEP persons and informs language access planning.

The **Four Factor Analysis**, as required by FTA C 4702.1B, U.S. Department of Transportation Regulations, 49 CFR Part 21, is our local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by ART, STAR, and other transit programs and services.
2. The frequency with which LEP persons come into contact with ART's programs and services.
3. The nature and importance of ART's services and programs in people's lives; and
4. The resources available to Arlington County for LEP outreach, as well as the costs associated with that outreach.

### 2.5.1 Factor 1 – Number of LEP Persons Served in Arlington County

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter ART's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier. To do this, Arlington County evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are.

Data for this review is derived from the United States Census Bureau's American Community Survey (ACS) 2017 – 5-year estimate data. Data was reviewed for Arlington County in its entirety as demonstrated above under the LEP heading. The most common foreign languages spoken in Arlington County, VA are Spanish or Spanish Creole, Russian, Italian, Greek, Amharic, Twi, Swahili, Mongolian, Korean, Vietnamese, Chinese, Hindi, Arabic, Urdu, Farsi, and Tagalog.

Due to the County's diversity and land-space limitation, the blocks of LEP households are mixed and residential are spread across the county. It is not surprisingly that the densities of population, housing, and employment are all positively correlated with ART and other public transit ridership. The map in **Figure 2.4** below provides a spatial display of Limited English Proficiency population analysis of block groups of LEP households.

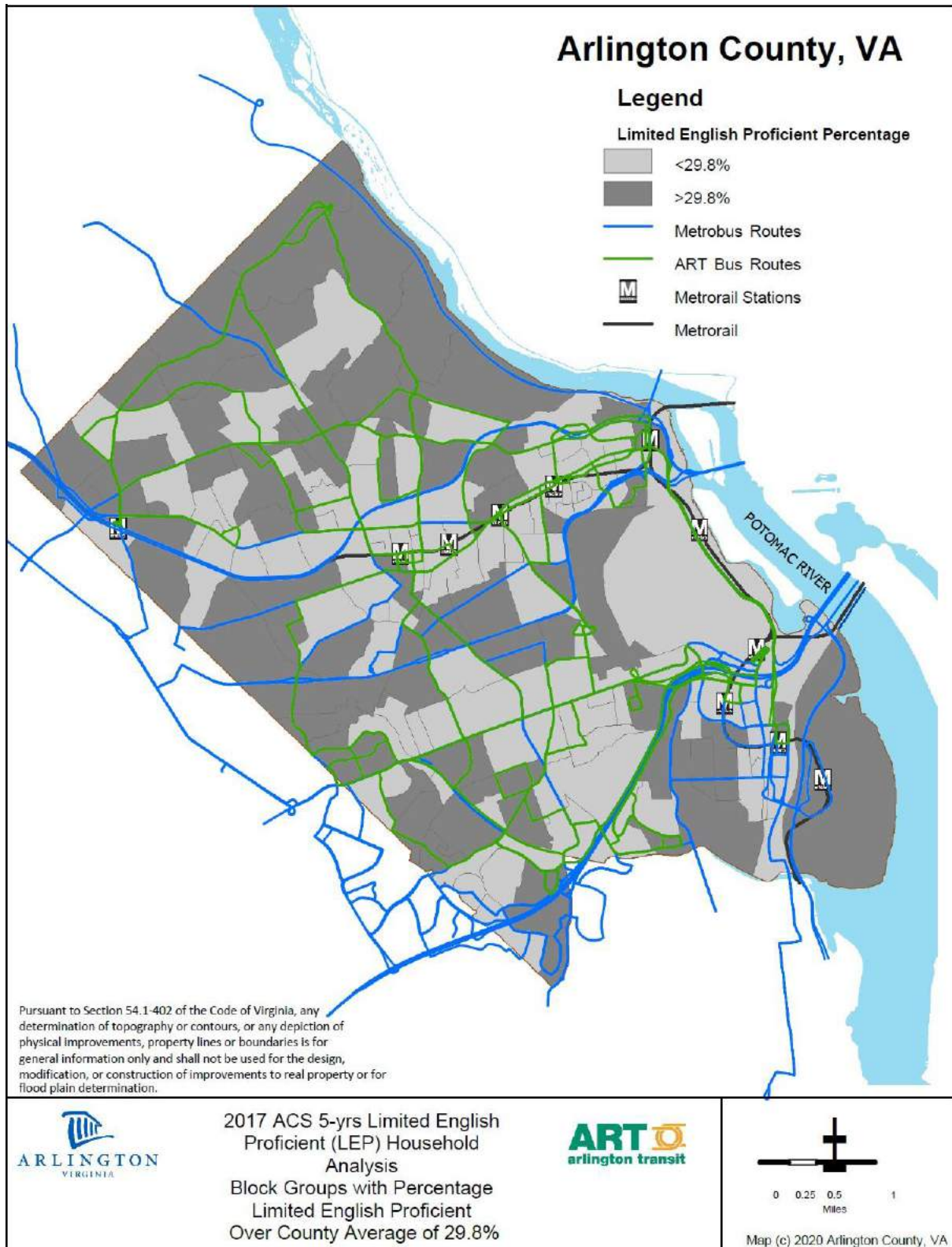
Shown in the table below, there are 219,590 households in Arlington County with 17,815 households that speak another language and speak English “Less than Well”; these households are considered Limited English Proficiency (LEP). Spanish is spoken in 9,136 households that are classified LEP and account for 4.2 percent of the total households Countywide and over 50 percent of LEP households in Arlington County. All other languages for households that are identified as LEP account for 8,679 or just under 4.0 percent of households Countywide.

**Table 2.1 - Language Spoken at Home - Population 5 years and over (Percent)**

	Households	LEP Percent of Total Households
<b>All Households</b>	<b>219,590</b>	<b>17,815</b>
Arlington County LEP Population	LEP Households Speaks English "Less than Well"	LEP Percent of Total Households
Spanish:	9,136	4.2%
Chinese (incl. Mandarin, Cantonese):	1,572	0.7%
Other Indo-European languages:	1,516	0.7%
Other Asian and Pacific Island languages:	1,343	0.6%
Other and unspecified languages:	1,194	0.5%
Arabic:	782	0.4%
Korean:	640	0.3%
Vietnamese:	422	0.2%
French, Haitian, or Cajun:	411	0.2%
Russian, Polish, or other Slavic languages:	410	0.2%
German or other West Germanic languages:	222	0.1%
Tagalog (incl. Filipino):	167	0.1%
<b>Total</b>	<b>17,815</b>	<b>8.1%</b>

All vital documents will continue to be translated into Spanish. Phone translation services will continue to be offered for all other languages.

**Figure 2.4 - Percent Overall Population Who Speak Language Other Than English at Home**



## 2.5.2 Factor 2 – Frequency of LEP Use

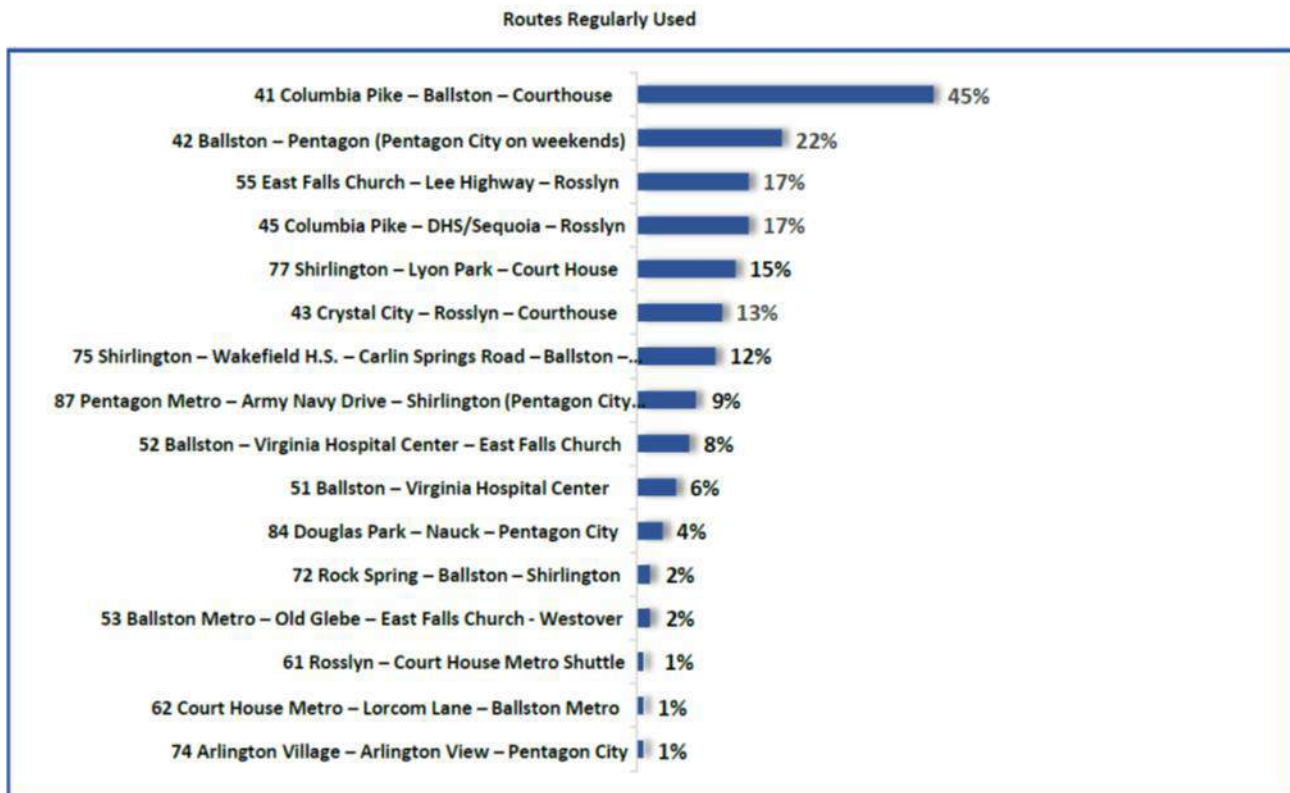
The relationship between technology and travel has evolved to the point that almost everyone has smartphones. The availability of WIFI and 3G/4G/5G connectivity, in addition to phone apps, has improved the accessibility of transit information and made commuters very savvy. Access to information on transportation options is an important step toward removing language barriers and facilitating the use of transit. ART offers a variety of methods to access real-time transit information (RTTI), including on their website, through the phone, through third-party applications, and on dynamic messaging screens. For most riders, Google Maps/Apple Maps are the tools used most often to access real-time information. ART riders and users of other modes of public transportation also use other real-time information platforms (such as Moovit, Transit, and City Mapper) and social media (such as Facebook, Instagram, Twitter and NextDoor). These efforts facilitate increased ridership by making public transportation more competitive to other modes or maximize participation of subgroups in the population such as seniors and the LEP populations.

Over the past few decades, transit in Arlington experienced dynamic trends in ridership. Transit use has grown steadily as the County’s residential and working population expanded. The overall transit ridership in Arlington increased as the various transit systems that service the County saw service improvements and route expansions. In fact, ART grew from an annual ridership of roughly 700,000 in Fiscal Year (FY) 2005 to over 1.4 million in FY 2019.

Three corridors in the County—the Rosslyn-Ballston Metro Corridor, the Route 1 Metro Corridor (composed of Pentagon City and Crystal City), and Columbia Pike—are the main focus of transit-oriented development, a priority of County land use policy. Over the past decade, Arlington has grown in employment density and population density, with most of this growth concentrated in the major planning corridors. Employment growth has been and is projected to be greater than residential population growth.

The **Figure 2.5 – ART’s Most Regularly Served Routes** below states that in 2019 45% of riders regularly use route 41; this is followed by 22% who regularly use route 42 and 17% who regularly use route 55. Overall, riders report regularly using an average of two different ART bus routes. **See more details in Mobility Lab’s 2019 Arlington Transit (ART) Satisfaction Study** at this link <https://mobilitylab.org/research-document/arlington-transit-art-satisfaction-study-2019/>.

**Figure 2.5 - ART's Most Regularly Used Routes**



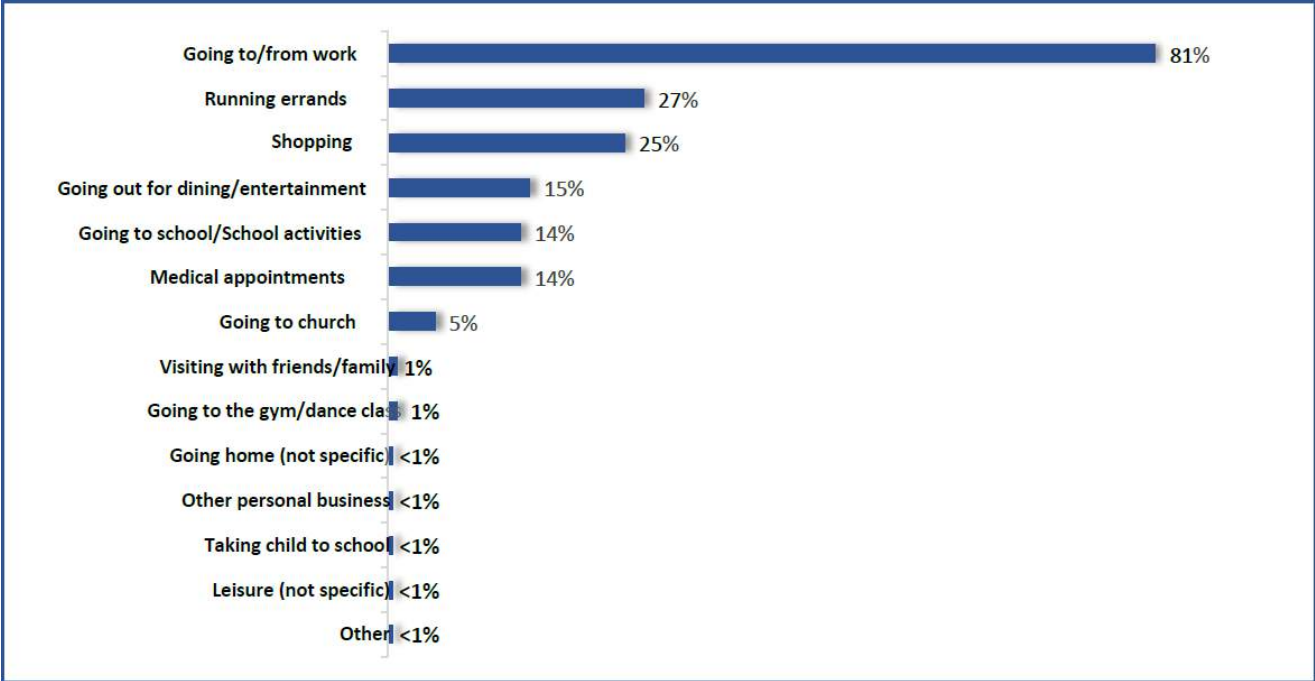
### 2.5.3 Factor 3: The Importance of Arlington County Transit Service to People's Lives

Access to public transportation is a primary need of the LEP population who typically do not have access to an automobile or other transportation to jobs, health care, government services and recreation. Because of the essential nature of the services and the importance of public transit in the lives of our bus passengers, the County works to ensure that language is not a barrier to access our services.

According to **Mobility Lab's 2019 Arlington Transit (ART) Satisfaction Study – Figure 2.6** chart below, most riders use the ART bus to travel to and/or from work (81%), while 27% use ART to run errands, and 25% use ART to shop, among others. ART riders choose to ride ART because it is convenient (55%), affordable (33%), takes them where they want to go (31%), and is easy to use (29%). Please see more at this link <https://mobilitylab.org/research-document/arlington-transit-art-satisfaction-study-2019/>.



**Figure 2.6 – Reason for ART Bus Trips**



**2.5.4 Factor 4 - Resources and Costs for LEP Outreach**

The ART website has the ability to convert the website into multiple languages with the inclusion of the Google Translator link. ART also works closely with the staffs at Arlington County’s 14 Recreation Centers and provides service within ¼ mile walking distance from all Centers – most are on an ART route. Because of this close relationship, ART has been “tapping” into the many language assistance programs offered through the Community Centers. Also, the Arlington Community Outreach Program has several Outreach Specialists that are based in Outreach Centers located throughout the County.

The centers are strategically located in low-income neighborhoods with high concentrations of immigrants. Each Outreach Specialist is bilingual, and some are even multilingual, providing services in Spanish, Amharic, French and Arabic. In addition to being bilingual (or multi-lingual), each Specialist is also bicultural; meaning that they live and understand the culture of the languages they speak. ART also has “on-the-spot” translation services provided by the Specialists.

The County’s Commuter Services Bureau also employs a bilingual Outreach Specialist who assists ART with public outreach to the Hispanic community. The Outreach Specialist provides translations for documents, crafts specific messages to reach the Hispanic community and holds meetings with Spanish speaking populations.

The County provides the resources for ART to translate any documents that may be critical to ART or to the Transit Bureau’s services. Documents that were determined to be critical to ART’s transit system that have been and will continue to be translated to Spanish include the following:

- Route and schedule information
- Fare and payment information
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about paratransit and ADA bus service
- Emergency information
- Fare and Service Changes
- Title VI Complaint Procedures and Form
- Title VI Notice to The Public of the Rights Provided By Title VI

In addition, in 2018 and 2019 the Dieta Cero-Auto Program conducted and attended 65 and 72 focused meetings and events respectively within the Hispanic community.

ART was also represented by a bilingual translator at more than 105 and 108 community outreach programs and events throughout Arlington County in 2018 and 2019 respectively.

The Arlington County Schools have interpreters for many of the languages including a recently added part-time translator for Mongolian. Because of ART's unique position in the County as the community bus service, there is a close relationship between the bus service and all the County's language resources.

#### Translation Cost Analysis

Based on the word count of recent core products prepared by the County and translation costs based on invoices from October 2018 to June 2019, the approximate cost of translating materials or documents into Spanish, Amharic and Mongolian languages are shown below.

**Table 2.2: Translation Cost Analysis**

Language	Cost per Word	Number of Words	Cost for Documents	Translated Meetings	Others
<b>Spanish</b>	\$0.15	22,889	\$3,434.08	\$603.50	\$255.00
<b>Amharic</b>	\$0.15	18,625	\$2,794.48	\$193.50	\$0.00
<b>Mongolian</b>	\$0.155	146	\$22.63	\$0.00	\$0.00

### **2.5.5 Outcomes: Language Assistance Monitoring**

Language assistance monitoring processes and procedures have been established and the Language Assistance Plan is being monitored throughout the year and documented at least semi-annually. The monitoring procedures include those identified in the Handbook for Public

Transportation Providers and by the FTA Office of Civil Rights.

These guidelines include obtaining semi-annual feedback from the Arlington County Commuter Stores, the Mobile Commuter Store, one-on-one customer surveys, conducting semi-annual monitoring and documenting levels of customer service, bus operators and community outreach.

- Internal monitoring to determine if appropriate responses are being made to requests from persons with limited English proficiency.
- Monitor for opportunities for new language assistance and how to provide language assistance to areas not previously served such as Mongolian, Amharic or French.
- Routinely assure that all critical documents are kept up to date. A document review will be conducted semi-annually. The review is not limited to but will include the following:
  - Route and schedule information
  - Fare and Payment Information
  - Service Announcements
  - Safety and Security Announcements
  - Complaint and Comment Form
  - Outreach Related to Opportunity for Public Comments
  - Information about Paratransit and ADA Bus Service
  - Emergency Information
  - Fare and Service Changes
  - Title VI Complaint Procedures and Complaint Form
  - Title VI Notice to The Public of the Rights Provided by Title VI

## Decision Making Bodies

### 2.6 Decision Making Bodies - Non-Elected Committees and Councils

The County has been striving to have its transit committees be inclusive and representative of the areas that it serves. Efforts have and continue to be made to recruit committee members with diverse backgrounds. Over the past three years various methods have been used, including outreach at community events, direct mail pieces, social media, messaging on-board ART buses, outreach to seniors at Community Centers and attending community meetings in minority areas to talk about opportunities to apply.

The County's Transit Bureau maintains a list depicting the racial/ethnicity breakdown of the membership of its transit-related non-elected planning boards, advisory committees and descriptions of efforts made to encourage the participation of minorities on its committees. Below is a list of the County's non-elected advisory committees, including each committee's roles and responsibilities.



**Table 2.3 – Racial/Ethnicity Breakdown of Non-Elected Committee Membership**

Body	White	Black/African American	Hispanic	Asian/Pacific Islander	American Indian	Total Number of Members
Transportation Commission	10	0	2	0	0	12
Transit Advisory Commission	12	1	1	1	0	15
Accessibility Advisory TAC Subcommittee	4	0	0	0	0	4
Commission on Aging Transportation Committee	11	3	2	1	0	17

**Transportation Commission** advises the County Board on issues related to Arlington’s streets, transit systems, pedestrian traffic, taxicabs and bicycles, as well as how each of these relate to the Master Transportation Plan. The commission is comprised of no fewer than seven members and no more than 13 members. The members are appointed by the County Board to four-year terms, and the chairman is designated by the County Board annually. The Commission generally meets at 7:30 p.m. on selected Thursdays in County Board Room 307, 2100 Clarendon Blvd in Arlington. The agendas and video recordings of meetings are posted on the County’s website. The Transportation Commission meetings are streamed live on Comcast Channels 25 & 74 and on Verizon FiOS 39 & 40 in the County.

**Transit Advisory Committee (TAC)** has oversight responsibility for transit services provided in Arlington County, including ART, STAR, Metrobus, Metrorail, and MetroAccess. The TAC is a fifteen-member committee appointed by the County Manager. The TAC usually meets the second Tuesday of each month from 7:00 p.m.-9:00 p.m. Each meeting begins with a public comment period.

**TAC Accessibility Advisory Subcommittee** reviews accessibility issues including access to transit vehicles, stops and stations and the specialized transit services provided by Metrorail, Metrobus, ART, STAR and MetroAccess. The subcommittee usually meets the fourth Thursday of the month in the Birch Conference Room. Each meeting begins with a public comment period. This sub-committee met seven times in 2018 and five times in 2019 to discuss and address various transit related issues concerning ART, STAR, Red Top Cab and Diamond Cab in the County.

The meeting schedules, agendas and minutes for TAC and TAC-Accessibility Advisory Subcommittee are posted at the County’s website.

**Commission on Aging** is a group of residents experienced in matters concerning older people, advises the Arlington Agency on Aging and the Arlington County Board on aging issues. The Commission is a 17-member council of people who live or work in the County. Commission members elect their own officers and interview and recommend prospective members to the County Board, who appoints new members. Members serve on at least one committee and may act as liaisons to local, regional and state organizations. A term of service is 3 years, with two consecutive terms allowed. Each year at the end of September, approximately one-third of Commission members reach the end of their terms. The Commission typically holds interviews with prospective members during May and June. Applications may be submitted at any time and will be held for consideration until the next opening occurs. The Commission's agendas are posted to its web page prior to every meeting and minutes from every meeting also are posted on the County's web page.

## 2.7 Title VI Facility Equity Analysis - Arlington Transit Bus Maintenance and Storage Facility

Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part."

As per the FTA requirements in Circular 4703.1 (Environmental Justice), Title VI equity analyses for the location of facilities must occur in the planning stage before a preferred site has been selected. Sites were evaluated and ranked as part of the site selection analysis. The Title VI analysis represents just one of the criteria used in the evaluation.

Arlington County has undertaken a facility planning effort to design and build a new maintenance facility within Arlington County that will help to consolidate the four current facilities that would improve service delivery. This new proposed facility will service as a comprehensive transit operations and maintenance facility to house operations, administration, fleet maintenance, bus storage, parts storage, and wash facility. Arlington County wants to house this facility on land to provide local bus service from a centralized location in order to be near the existing fleet facilities and in a location that will reduce deadhead hours. The County identified three location alternatives.

ART started FY 2020 with sixteen (16) fixed bus routes and Complementary Americans with Disabilities Act (ADA) Paratransit services, Specialized Transit for Arlington Residents (STAR). The Complementary ADA Paratransit Service provides on-demand transportation services for individuals who, due to a disability, are unable to use the fixed route service. The County currently has three operational facilities for ART: ART House used for administrative services, the Light Maintenance Facility and the Farrington Garage used for heavy maintenance services. The Farrington Garage is located outside Arlington County in Fairfax County.

The County looked for sites to replace the current heavy maintenance facility (Farrington Garage) in Fairfax County with a new facility within Arlington County. This proposed facility will service as a comprehensive transit operations and maintenance facility to house operations, administration,

fleet maintenance, bus storage, parts storage, and wash facility. Arlington County wants to house this facility on land to provide local bus service from a centralized location in order to be near the existing fleet facilities and in a location that will reduce deadhead hours. The County identified three location alternatives.

The purpose of this study was to analyze the top three locations identified in the site selection analysis to ensure that the alternatives and final selected location were selected without regard to race, color, or national origin. This study also compared the equity impacts of the three alternatives. The following three candidate sites were evaluated for use by Arlington County:

	Location	Size in Acres	Ownership Status
Site 1	601 S. Carlin Springs Road	11.5	Owned
Site 2	Old Dominion & 26th Street	7.6	Owned
Site 3	2629 Shirlington Road	2.6	Owned

While location, size, price, and other criteria were used to select the three candidate properties, Arlington County analyzed demographics to ensure the site selection would have no disparate impact due to race, color, or national origin. Arlington County used U.S. Census Tract Block Group in comparison to Arlington County as a whole.

In Arlington County according to the 2017 American Community Survey 5-Year Estimates, 13.9% of individuals over the age of five have limited English proficiency; 28.5% of the population is minority (not white); 5.5 % of the population is below 75% of the county median income level; the median income is \$112,109.

**Table 2.4: Demographic Data**

	Location	Census Block Groups	Minority	Income Under \$25K	Median Income	LEP
	<b>All Arlington County</b>	<b>All Arlington County</b>	<b>28.5%</b>	<b>5.5%</b>	<b>\$112,109.00</b>	<b>13.9%</b>
Site 1	601 S. Carlin Springs Road	Block Group 1, Census Tract 1021	50.2%	24.1%	No data	77.3%
		Block Group 1, Census Tract 1022	60.2%	24.5%	No data	37.4%
Site 2	Old Dominion & 26th Street	Block Group 4, Census Tract 1005	15.8%	7.0%	\$176,389.00	17.3%
Site 3	2629 Shirlington Road	Block Group 2, Census Tract 1031	51.0%	12.0%	\$45,069.00	10.0%

*Source: Data from U.S. Census Bureau 2017 American Community Survey 5-year estimates.*

Arlington County reviewed benefits and burdens of each site to determine any impacts that might adversely affect the community. There was no potential displacement of residents at any of the three sites considered in this site selection.

Table - Benefits and Burdens

	Location	Zoning	Benefit	Burden/Adverse Impact
Site 1	601 S. Carlin Springs Road	S-D: Special Development District	-Existing parking infrastructure -Existing Building	-Adjacent Residential Properties -Active business on-site -Proximity to core service
Site 2	Old Dominion & 26th Street	P-S: Public Service District	-Current use	-Adjacent Residential Properties -Proximity to core service
Site 3	2629 Shirlington Road	M-1: Light Industrial	-Current use -Zoning (Industrial) -Proximity to core service and major transfer point -Keeps deadhead hours low	-Adjacent Residential Properties

Site 3 is contained in a block-group with 51.0% minority population; however, there are three factors that mitigate the adverse impacts.

1. The parcels under consideration are zoned M-1 “Light Industrial”; the proposed facility would be a “by-right” land-use.
2. The parcels under consideration do not sit directly adjacent to any residential parcels and are separated from residential parcels by other industrial use, commercial or hotel district zoned parcels and sits adjacent to an interstate highway.
3. The Shirlington Transit Station is less than ½ mile away from the proposed facility. There is already significant transit activity in the area, the installation of the new facility would not greatly increase the transit bus traffic.

Table - Equity Impact Comparison

	Site 1	Site 2	Site 3
Who would be impacted by selecting this site?	Nearby residences.	Nearby residences and existing County activity at site.	Nearby residences
Will selecting this site require the displacement of business?	No.	Possible removal of current county use	No
List similar facilities nearby: maintenance, storage, operations, etc.	None	None	Shirlington Transit Center

**For summary, though Site 3 is contained in a block-group with 51% minority, mitigating factors significantly reduce the disproportionate burden and has been considered for locating the new facility. The parcels were selected because they fit criteria for size and ownership, and It meets Title VI requirements because there is no disproportional burden or disparate impact.**

**For Details, please see APPENDIX F - Title VI Facility Equity Analysis - Arlington Transit Bus Maintenance and Storage Facility.**

## 2.8 Board Approval and Adoption Of Policy



KENDRA JACOBS  
CLERK TO  
THE COUNTY BOARD

### ARLINGTON COUNTY, VIRGINIA OFFICE OF THE COUNTY BOARD

2100 CLARENDON BOULEVARD, SUITE 300  
ARLINGTON, VIRGINIA 22201-5406  
(703) 228-3130 • FAX (703) 228-7430  
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**MEMBERS**  
MATT DE FERRANTI  
CHAIR  
KATIE CRISTOL  
VICE CHAIR

CHRISTIAN DORSEY  
TAKIS KARANTONIS  
LIBBY GARVEY

### CERTIFICATION

I hereby certify that at its December 12<sup>th</sup>, 2020 Regular Meeting, on a consent motion by CHRISTIAN DORSEY, Member, seconded by TAKIS KARANTONIS, Member, and carried by a vote of 4 to 0, the voting recorded as follows: Libby Garvey, Chair - Aye, Christian Dorsey, Member - Aye, Katie Cristol, Member - Absent, Matt de Ferranti, Member - Aye, and Takis Karantonis, Member - Aye, the County Board of Arlington, Virginia, approved the **C.M. RECOMMENDATIONS** in the attached County Manager's report dated December 9<sup>th</sup>, 2020.

**SUBJECT:** 2020 Update of the Arlington Transit Bureau's Title VI (of the Civil Rights Act of 1964) Program Plan to ensure that Arlington Transit's (ART) fixed route service and the demand response service (STAR) are provided in a nondiscriminatory manner with an opportunity for full and fair participation.

Given under my hand this 7<sup>th</sup> day of January 2021.

SEAL

Kendra M. Jacobs, Clerk  
Arlington County Board





## ARLINGTON COUNTY, VIRGINIA

County Board Agenda Item  
Meeting of December 12, 2020

**DATE:** December 9, 2020

**SUBJECT:** 2020 Update of the Arlington Transit Bureau's Title VI (of the Civil Rights Act of 1964) Program Plan to ensure that Arlington Transit's (ART) fixed route service and the demand response service (STAR) are provided in a nondiscriminatory manner with an opportunity for full and fair participation.


**C. M. RECOMMENDATION:**

Adopt the updated Arlington Transit Bureau Title VI Program for Arlington Transit's (ART) fixed route service and the demand response service (STAR).

**ISSUES:** The Federal Transit Administration (FTA) requires all direct grantees to update and submit their board approved Title VI Program every three years.

**SUMMARY:** FTA circular 4702.1B guidelines for grant recipients require all grantees to demonstrate compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C., by submitting a Title VI Program to the FTA regional civil rights officer once every three years. The updated program must be approved by the grantee's board of directors or appropriate governing entity responsible for policy decisions prior to submission to FTA.

**BACKGROUND:** Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance, such as from the Department of Transportation. Arlington County, through the Transit Bureau is a direct recipient of Federal Transit Administration (FTA) grant funds to support transit-related activities. Since the County receives grant funds, it is required to conform to Title VI of the Civil Rights Act of 1964 and its amendments, as stipulated by FTA. The FTA Title VI requirements incorporates Presidential Executive Order 13166 "improving Access to Services for Persons with Limited English Proficiency" which addresses services to those individuals with Limited English Proficiency (LEP).

County Manager:	MJS / MLC
County Attorney:	
Staff: Francis Tettey/DES	17.

## CHAPTER 3 - SERVICE STANDARDS AND POLICIES

### 3.1 Major Service Change, Disparate Impact, and Disproportionate Burden Policies

In accordance with the requirements of FTA Circular 4702.1B, Title VI Requirements for Federal Transit Administration Recipients, the County must establish policies for what constitutes a major service change, disparate impact, and disproportionate burden for use in future service equity and fare equity analyses. The County originally established these policies and their accompanying thresholds. According to the Circular, the County must revisit these policies every three years and make revisions as necessary.

***As at the time of the proposed service and fare changes in 2018, the status of the ART Transit was considered as a small transit agency so there was no equity analysis conducted for the service and fare changes.***

The use of these policies to evaluate proposed service and fare changes prior to implementation is designed to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

A major service change is a numerical threshold in change of service that determines when changes are large enough in scale for the individual transit system to require a subsequent service equity analysis.

FTA C 4702.1B defines disparate impact and disproportionate burden as follows:

*“The transit provider shall develop a policy for measuring disparate impacts. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly, regardless of mode, and cannot be altered until the next Title VI Program submission.” (FTA C 4702.1B, Chap. IV-13)*

*“The transit provider shall develop a policy for measuring disproportionate burdens on low-income populations. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly, regardless of mode.” (FTA C 4702.1B, Chap. IV-17)*

FTA C 4702.1B requires that if a disparate impact on minority communities is found, the County must determine ways to avoid, minimize, or mitigate the impact. Arlington County can only implement a proposed change that results in a disparate impact, if substantial legitimate justification exists, and there are no alternatives meeting the same legitimate objectives. The County is committed to adequately addressing any adverse impacts that result in a disproportionate burden to low-income communities.

### 3.1.1 Major Service Change Policy

Arlington Transit defines a major service change as any service change meeting at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles by 25% or the revenue miles operated by the lesser of 25%, or by 250,000 annual revenue service miles at one time or cumulatively in any period within 36 consecutive months.
2. A revision to an existing transit service that increases or decreases the revenue hours operated by at least 25% or by 25,000 annual RSH at one time or cumulatively in any period within 36 consecutive months.
3. A change of more than 25% at one time or cumulatively over any period within 36 consecutive months in the number of total revenue trips scheduled on routes serving a rail or BRT station, or an off-street bus terminal serving at least 4 bus routes.
4. A change of more than 20% of the total system revenue miles or revenue hours in any 12-month period.
5. The implementation of a new transit route that results in a net increase of more than 25,000 annual revenue hours or 250,000 annual revenue miles: and,
- 6.

### 3.1.2 Fare Changes Policy

Arlington Transit defines and addresses fare change equity evaluation and provides the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes, but is not limited to permanent fare changes, temporary changes, promotional fare changes and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special discount programs for students, groups or employers.
2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Arlington County in advance of the approval of the proposed fare or fare media change by the County Board. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
  - a. A change is instituted that provides free fares for all passengers.
  - b. Temporary fare reductions are provided to mitigate for other actions taken by ART.
- c. Promotional fare reductions are less than six months in duration. An equity analysis



must be conducted prior to making any temporary fare change into a permanent part of the fare system.

### 3.2 Transit Service Standards

ART has developed a set of quantifiable service standards and policies. These service standards were updated through two separate planning studies: FY 2019-28 Transit Development Plan in 2019 and the FY 2019 Master Transportation Plan Update in 2019. Both studies were presented through public outreach efforts and have been adopted by the Arlington County Board.

These service standards and policies include:

- Vehicle Load
- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability

#### 3.2.1 Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. ART service will be monitored on a regular basis to balance passenger demand and fleet supply, adjust based upon changing demographics, travel conditions, and to ensure safe and reliable service. ART uses a peak hour load factor to measure passenger demand and to determine if more buses are needed. As ART is contained within the Metrobus Service Area, the information related to two of Metrobus network types are included as a reference. PrTN is referencing the County’s Premium Transit Network with ART’s PTN designated for Primary Transit network and STN for Secondary Transit Network.

**Table 3.1 – Vehicle Load**

Network Type	Peak Load Factor	Off Peak Load Factor
<b>Metrobus PCN (County’s PrTN)</b>	<b>1.2</b>	<b>1.0</b>
<b>Metrobus Local</b>	<b>1.2</b>	<b>1.0</b>
<b>ART PTN</b>	<b>1.2</b>	<b>1.0</b>
<b>ART STN</b>	<b>1.0</b>	<b>1.0</b>
<b>ART STN Peak</b>	<b>1.0</b>	<b>1.0</b>

### 3.2.2 Headways (Frequencies)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. ART buses are scheduled with a variety of frequencies based generally on demand. However, as part of the planning efforts in the TDP and MTP, ART has two general standards for frequencies throughout the system. As noted in the previous section, information related to two of Metrobus network types are included as a reference. The table below references the minimum frequencies for each service network.

**Table 3.2 - Service Frequency (in Minutes)**

Service	Weekday Peak	Weekday Off Peak	Saturday Peak	Saturday Off Peak	Sunday Peak	Sunday Off Peak
<b>ART PTN</b>	15	15	15	15	15	15
<b>ART STN</b>	30	30	30	30	30	30
<b>Metrobus PCN/PrTN</b>	10	15	20	20	20	20
<b>Metrobus Framework</b>	20	30	30	60	30	60

Note: Most Metrobus service is operated with branches within Arlington County. Frequencies are increased on corridors within the County.

### 3.2.3 On-Time Performance

On-Time performance or adherence to published schedules is a standard that ART strives to achieve in a safe and effective manner. The on-time performance guideline considers the percentage of time that a route performs within the following window: Zero minutes early and 5 minutes late. The percentage allowed for on-time performance should not be less than 95 percent of all timepoints (measured at all timepoints) for all ART service networks.

### 3.2.4 Service Availability

ART strives to make transit available to as many people within its service area as possible. below show the percentage of the minority/non-minority and low income/non-low-income population served by transit within the ART service area. The percentages in the tables reflect the proportion of individuals within ¼ mile of a transit stop. As the data shows, minority and low-income populations have better access to transit than both non-minority/non-low-income populations and the population within the entire service area.

ART currently provides transit service that 85.5% of all residents of Arlington County are within a 1,300 foot (1/4 mile) walk of bus service. Consideration is given to new markets as demand warrants and as resources become available. Due to ART service operating entirely within the Metrobus Service Area, the percentage of residents with access to transit is about 90%.

**Table 3.3 - Walking Distance (1/4 mile) to ART and Metrobus Stops**

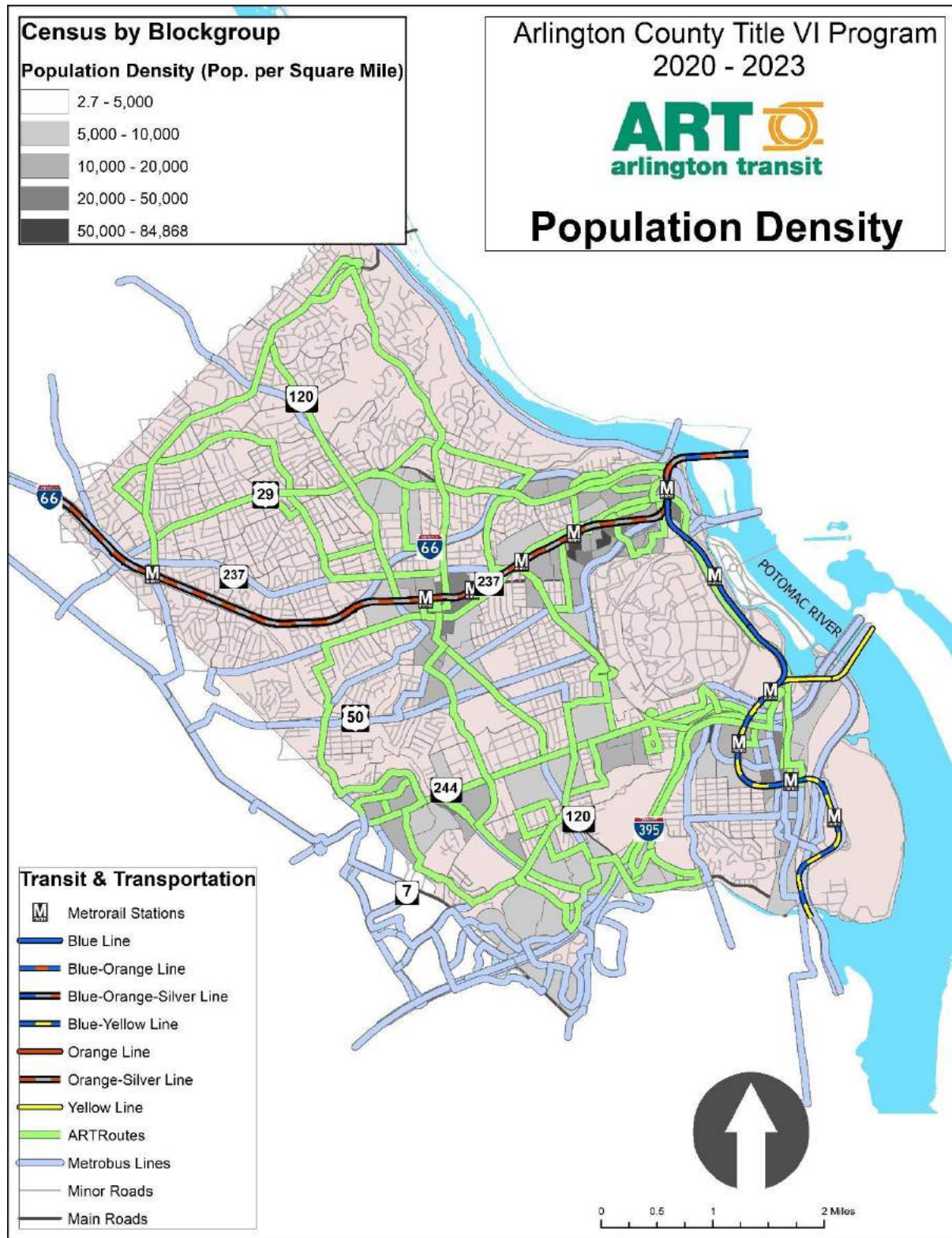
<b>Total Population</b>			85.5%
<b>Minorities</b>			89.2%
<b>Low Income</b>			91.1%

## CHAPTER 4 - DEMOGRAPHIC AND SERVICE PROFILE MAPS

Arlington County is a county in the Commonwealth of Virginia, and it is situated in Northern Virginia on the southwestern bank of the Potomac River directly across from the District of Columbia, of which it was once a part. The county is a high-density urban county about 26 square miles large and is the second largest "principal city" of the Washington metropolitan area.

According to the U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates there are 263,464 residents that live in Arlington County. Very high population densities are found along the Metrorail lines. The Orange and Silver lines operating along the Wilson Boulevard and Clarendon Boulevard and the Blue and Yellow lines operating along Route 1 and through Crystal City and Pentagon City. In addition, high population densities are found along and south Columbia Pike. **Figure 4.1** on the next page shows the population density by blockgroup as calculated from U.S. Census Bureau. Unless otherwise noted, data used in this report is from the U.S. Census Bureau 2015-2019 American Community Survey 5-Year Estimates.

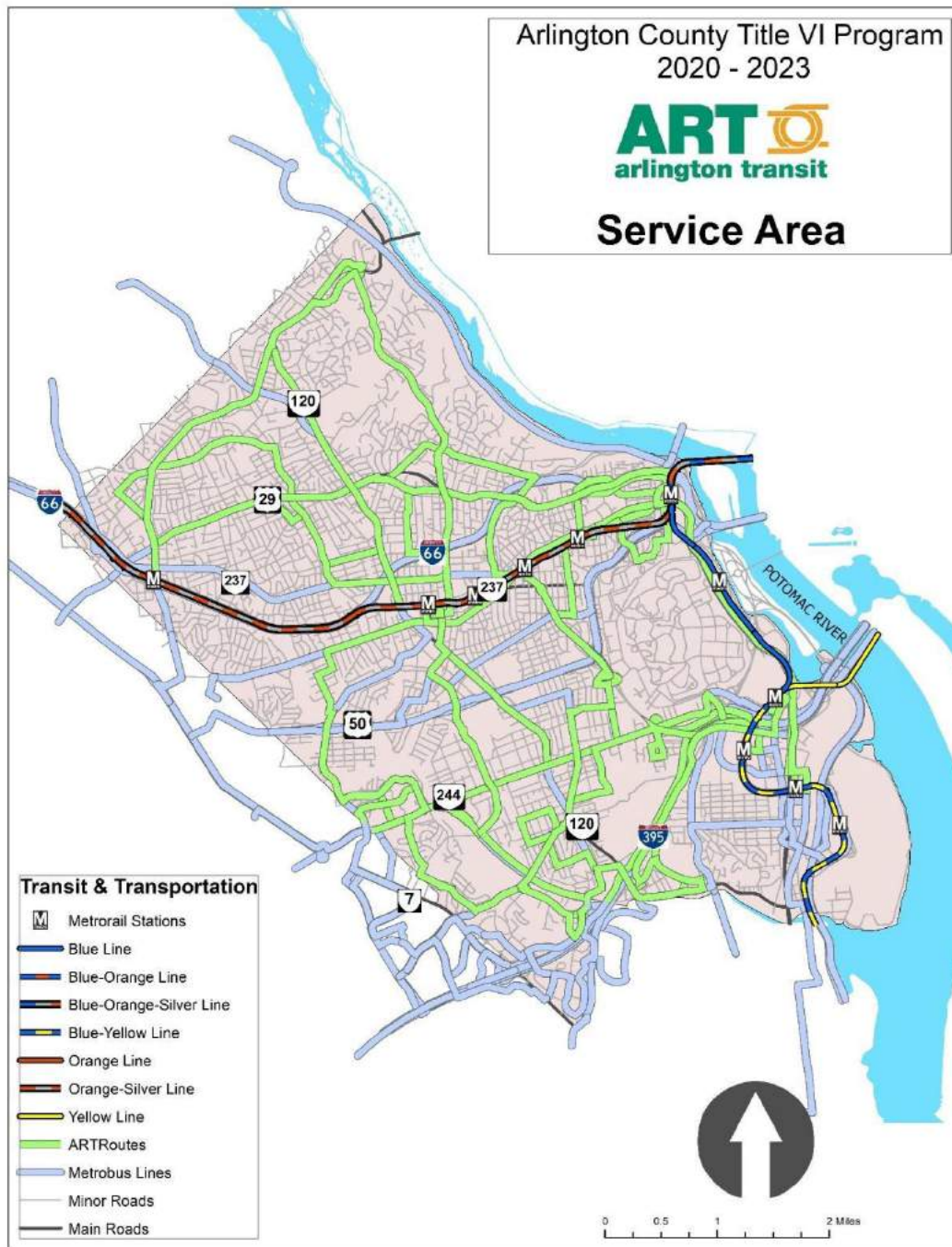
**Figure 4.1 – Population Density**





Arlington is also served by regional bus and heavy rail provided by the Washington Metropolitan Area Transit Authority (WMATA), commuter rail provided by the Virginia Railway Express (VRE) and by neighboring transit systems: Alexandria’s DASH, DC Circulator, Fairfax Connector, Loudoun County Transit, and Potomac and Rappahannock Transportation Commission’s (PRTC) OmniRide. **Figure 4.2** below displays Arlington County’s Transit service area.

**Figure 4.2: Arlington County Transit Service Area**



## 4.1 Population and Ethnicity Characteristics

The demographics of the Arlington County neighborhood or metropolitan area influence transit ridership, as certain populations are more likely than others to take transit. Traditionally, racial minorities, immigrants, students, and younger age groups (including millennials) are among the groups to be more likely to use transit. Generally, the usage of transit depends on the cost, time, level of service, safety, reliability and comfort, convenience, sustainability, perceptions of other modes and loyalty.

The minority populations are shown in the following table. The average minority population (by Block Group) across Arlington County is 38.5 percent.

Any blockgroup that has a minority population over 38.5 percent is considered a minority blockgroup.

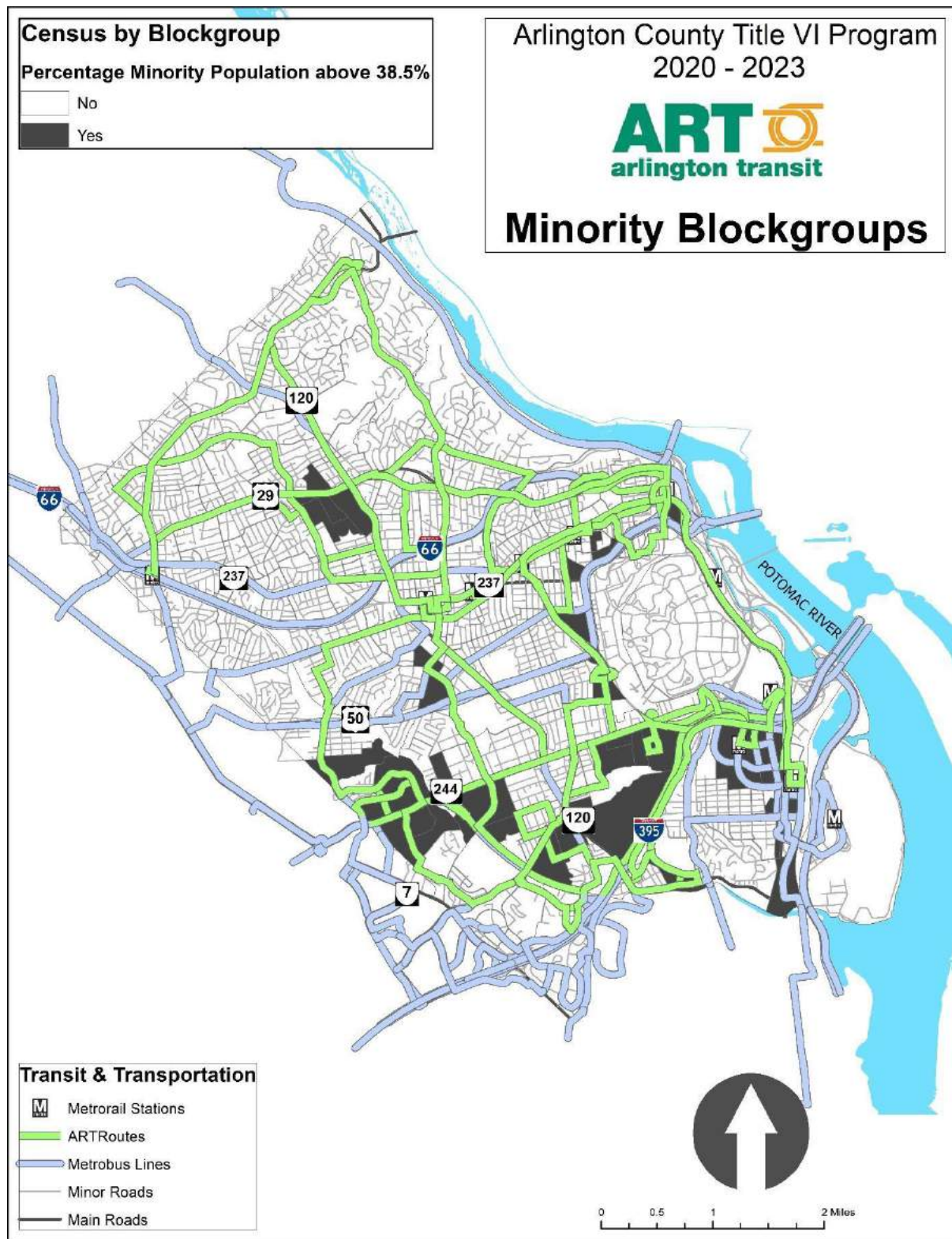
ART operates more than 50 buses in peak service, so the demographic service profile is shown below for this plan update. **Figure 4.3** shows minority populations residing in blockgroups within Arlington County where the minority population exceeds 38.5 percent.

**Table 4.1 – Breakdown of Arlington County’s Population**

Arlington County	Population	Percentage
<b>Total population</b>	<b>233,464</b>	<b>100</b>
White alone	143,563	61.5
Hispanic or Latino (of any race)	36,375	15.6
Asian alone	23,824	10.2
Black or African American alone	20,740	8.9
Two or more races	7,308	3.1
Some other race alone	901	0.4
American Indian and Alaska Native alone	554	0.2
Native Hawaiian and Other Pacific Islander alone	199	0.1
<b>Minority Population</b>	<b>89,901</b>	<b>38.5</b>



**Figure 4.3: Minority Population**



Shown in the **Table 4.2** below, there are 219,590 households in Arlington County with 17,815 households that speak another language and speak English “Less than Well”; these households are considered Limited English Proficiency (LEP). Spanish is spoken in 9,136 households that are classified LEP and account for 4.2 percent of the total households Countywide and over 50 percent of LEP households in Arlington County. All other languages for households that are identified as LEP account for 8,679 or just under 4.0 percent of households Countywide.

**Table 4.2 – Arlington County Households**

	Households	LEP Percent of Total Households
All Households	219,590	17,815
Arlington County LEP Population	LEP Households Speaks English "Less than Well"	LEP Percent of Total Households
Spanish:	9,136	4.2%
Chinese (incl. Mandarin, Cantonese):	1,572	0.7%
Other Indo-European languages:	1,516	0.7%
Other Asian and Pacific Island languages:	1,343	0.6%
Other and unspecified languages:	1,194	0.5%
Arabic:	782	0.4%
Korean:	640	0.3%
Vietnamese:	422	0.2%
French, Haitian, or Cajun:	411	0.2%
Russian, Polish, or other Slavic languages:	410	0.2%
German or other West Germanic languages:	222	0.1%
Tagalog (incl. Filipino):	167	0.1%
<b>Total</b>	<b>17,815</b>	<b>8.1%</b>

All vital documents will continue to translated into Spanish. Phone translation services will continue to be offered for all other languages.

## 4.2 Income Characteristics

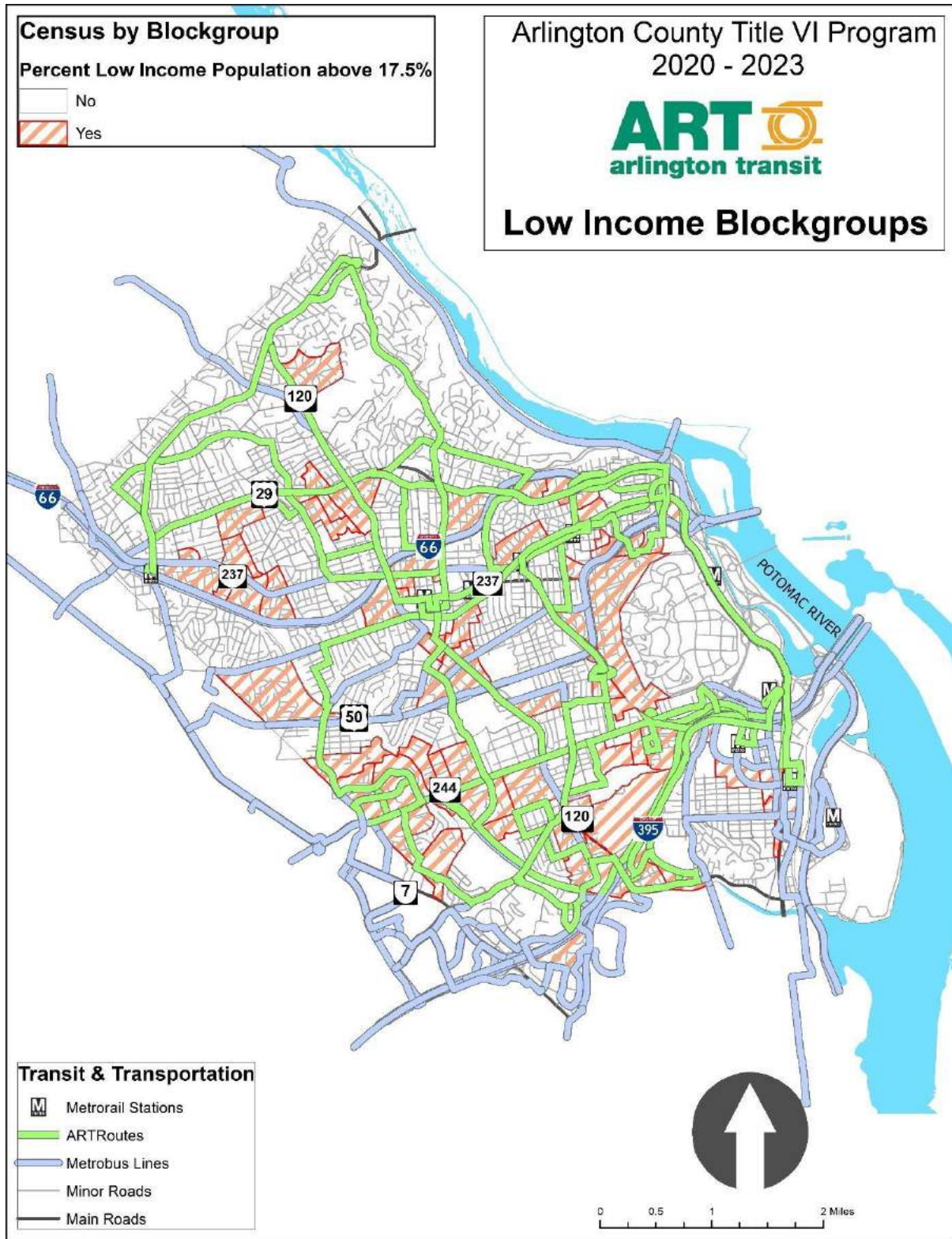
Arlington County’s Department of Housing and Community Development defines low-income households as households where the income is less than 50 percent of the Metropolitan Statistical Area (MSA) median household income, adjusted for family size. In keeping with that definition, Arlington County utilized the HUD Fair Market Rents (FMR) income limits to determine the area median income; for the Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area. Therefore, a low-income household is defined as households making \$50,000 or less. Income was generated using U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimate because this is the most recent dataset that included blockgroup data at the time of drafting of this document. The **Table 4.3** below shows 17.5 percent of Arlington County’s households earn \$50,000 or less and **Figure 4.4** shows the blockgroups where over 17.5 percent of households earn less than \$50,000.

**Table 4.3 – Arlington County Household Income**

Household Income	Household Income percentage	
Less than \$10,000	4,281	4.0%
\$10,000 to \$14,999	1,713	1.6%
\$15,000 to \$24,999	3,639	3.4%
\$25,000 to \$34,999	3,425	3.2%
\$35,000 to \$49,999	5,673	5.3%
\$50,000 to \$74,999	12,737	11.9%
\$75,000 to \$99,999	13,058	12.2%
\$100,000 to \$149,999	21,727	20.3%
\$150,000 to \$199,999	15,734	14.7%
\$200,000 or more	25,153	23.5%
Median income (dollars)	\$ 120,071.00	
Mean income (dollars)	\$ 154,331.00	
Low Income	\$ 50,000.00	17.5%



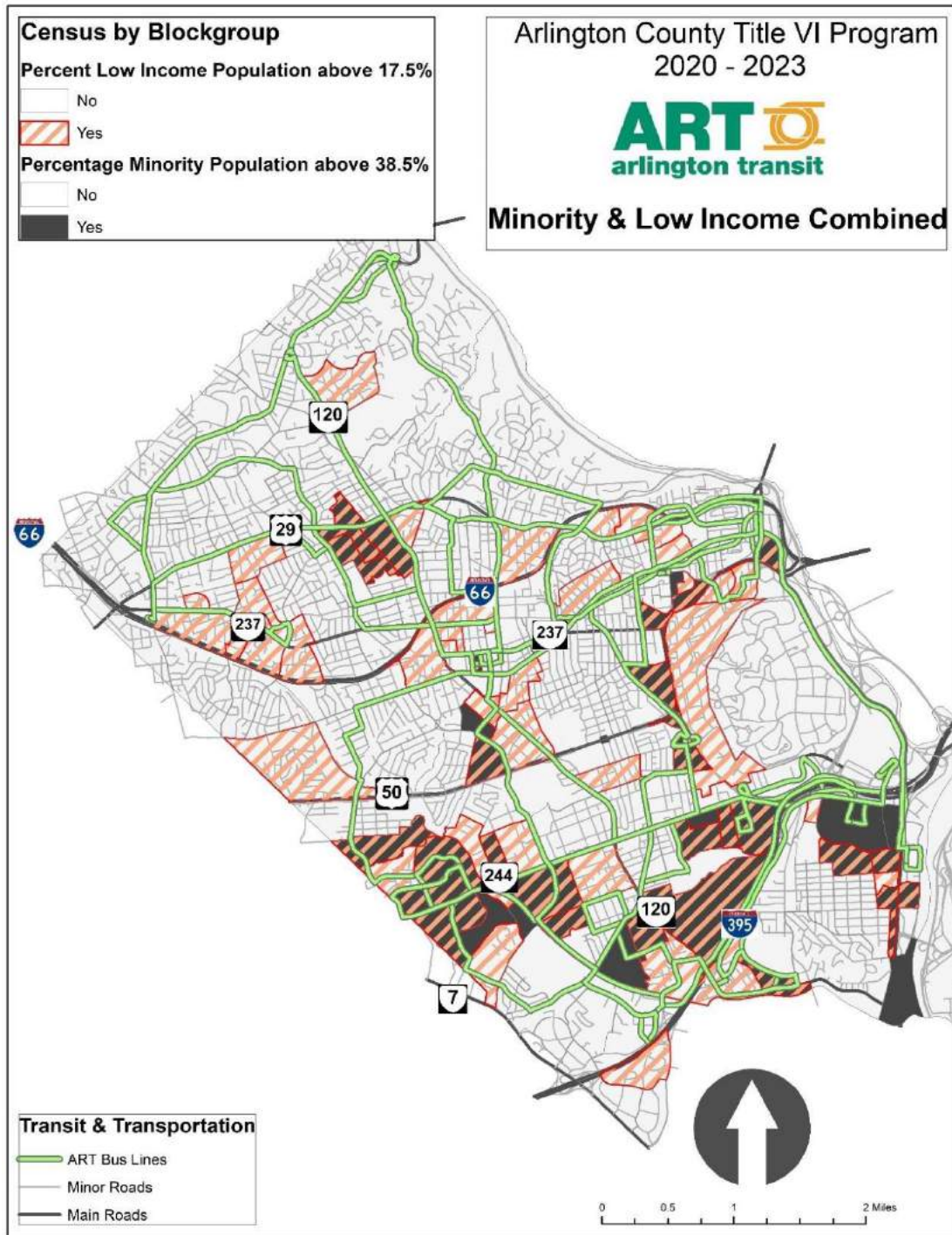
Figure 4.4: Low Income Population



### 4.3 Composite Minority & Low-Income Characteristics

To better understand the minority and low-income population distribution pattern, each census block group in the County is identified in **Figure 4.5** as one that has either minority or low-income or combined.

**Figure 4.5 – Minority & Low Income Combined**



#### 4.4 Bus Routing Demographic Characteristics

The following tables and maps below show the bus routing demographic characteristics within minority and low income blockgroups.

**Table 4.4 – Bus Routes within Minority Blockgroups**

Route	Percentage in Minority Blockgroups
45	54.20%
74	45.90%
42	30.80%
75	29.80%
41	26.40%
72	26.00%
87	25.10%
84	24.40%
51	18.80%
55	9.80%
52	8.30%
43	6.80%
61	4.20%
53	0.70%
62	0.70%

**Table 4.5 – Bus Routes within Low Income Blockgroups**

Route	Percent in Low Income blockgroup
41	64.40%
45	63.40%
75	45.20%
55	44.40%
87	43.20%
72	42.20%
51	40.60%
61	39.90%
84	38.40%
42	36.10%
74	34.20%
62	21.80%
52	21.20%
53	20.00%
43	5.10%



Figure 4.6 – Calculating Minority Routes

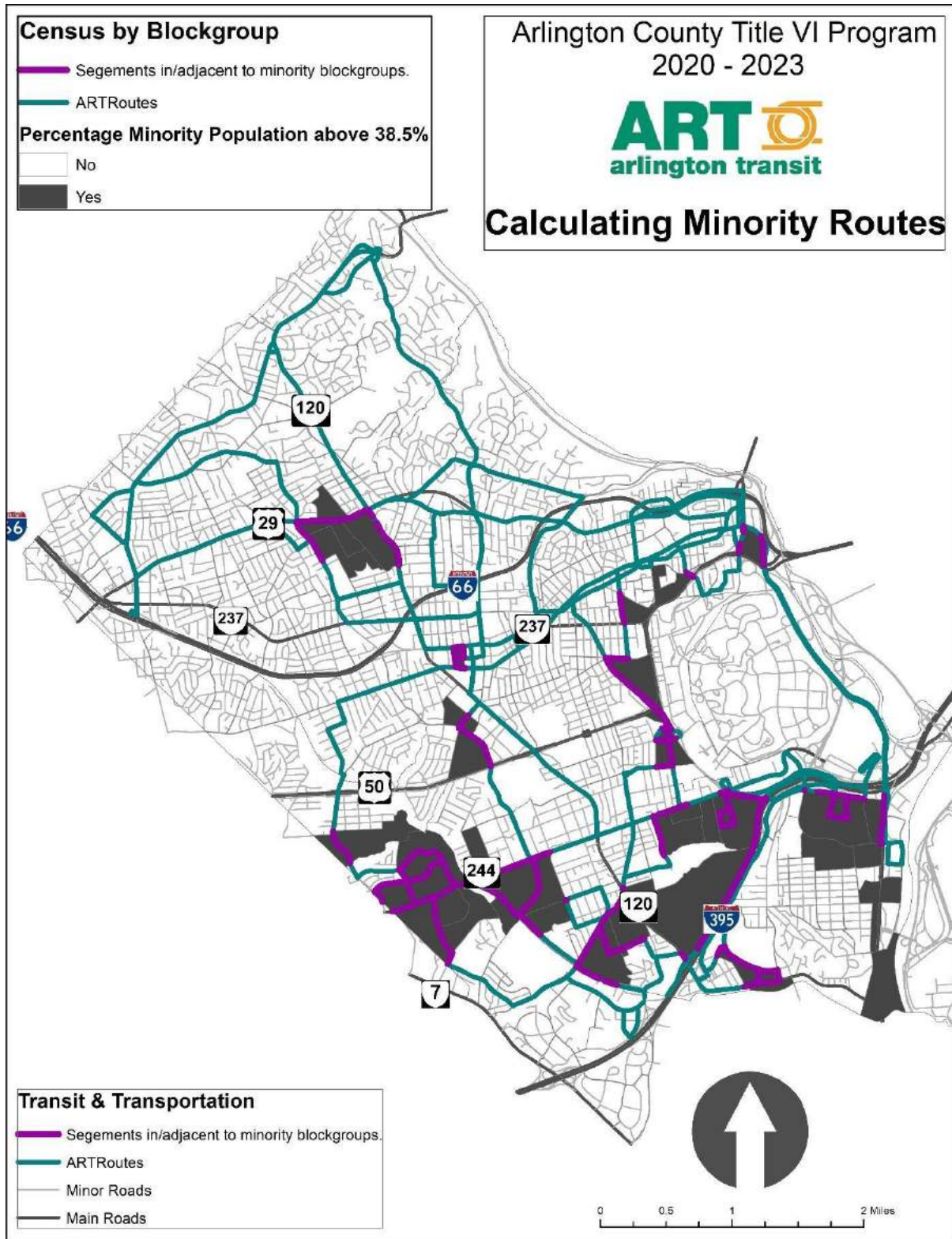
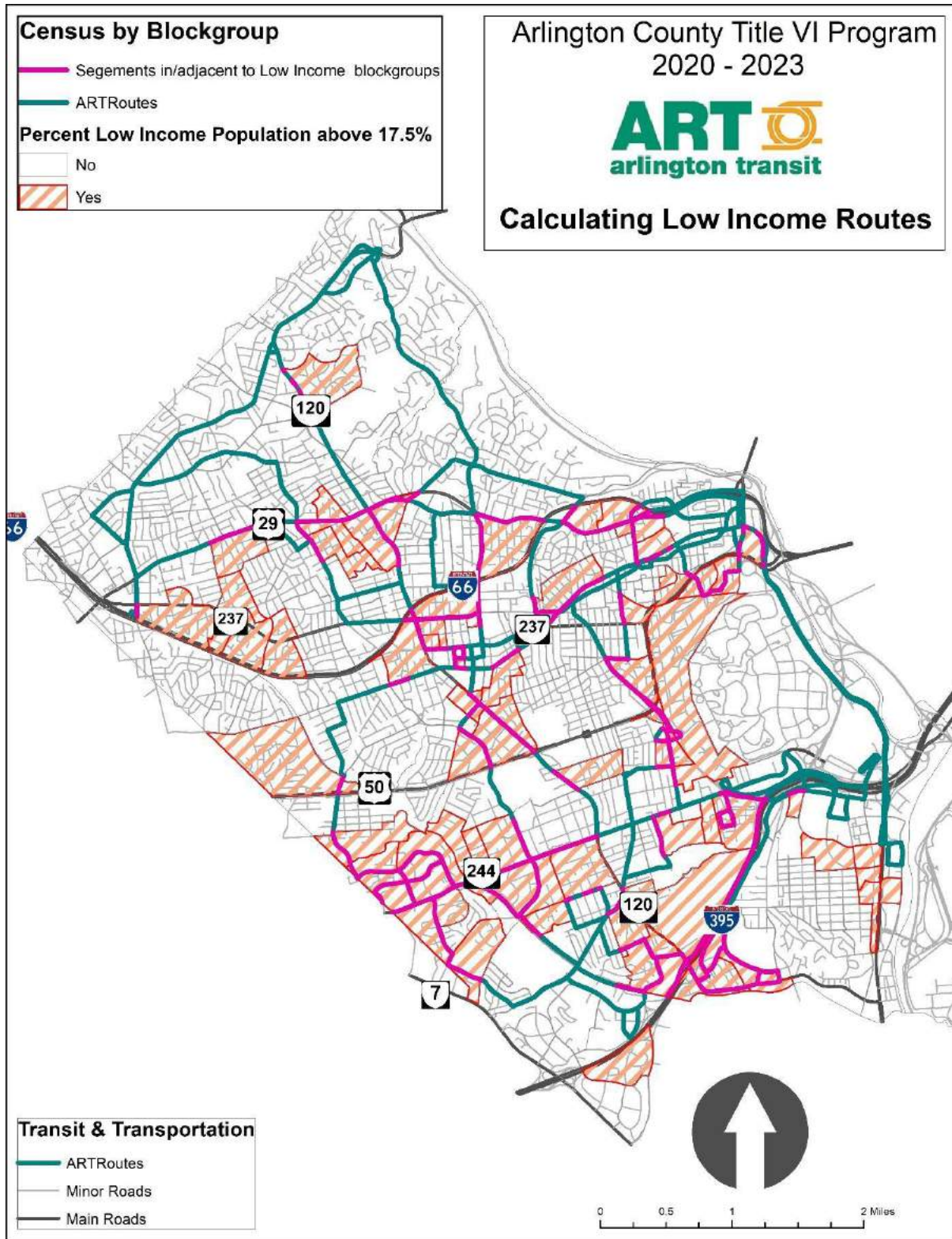


Figure 4.7 – Calculating Low Income Routes



## 4.5 Demographic Ridership and Travel Patterns Collected by Surveys

In November 2018 through March 2019, the Mobility Lab Research Team, operated by Destination Sales and Marketing Group Ltd. (DS&MG), a division of the Arlington County Commuter Services Bureau (ACCS), collaborated with the Arlington County Transit Bureau to conduct an **Arlington Transit (ART) Satisfaction Study** in the County. In this research study, the research team focused on the ART bus system, with the aim to understand the motivation and barriers for using ART buses. The full report can be viewed through this link <https://mobilitylab.org/research-document/arlington-transit-art-satisfaction-study-2019/>.

A series of four focus groups were held between November 28 and 29, 2018. Given the natural attrition that typically occurs, a total of 12 to 13 participants were recruited for each group with the goal of seating 8 to 10 per group. In total, 32 participants participated in this research, with eight participants in each group. Each group lasted approximately two hours and was overseen by a professional focus-group moderator from WBA Research.

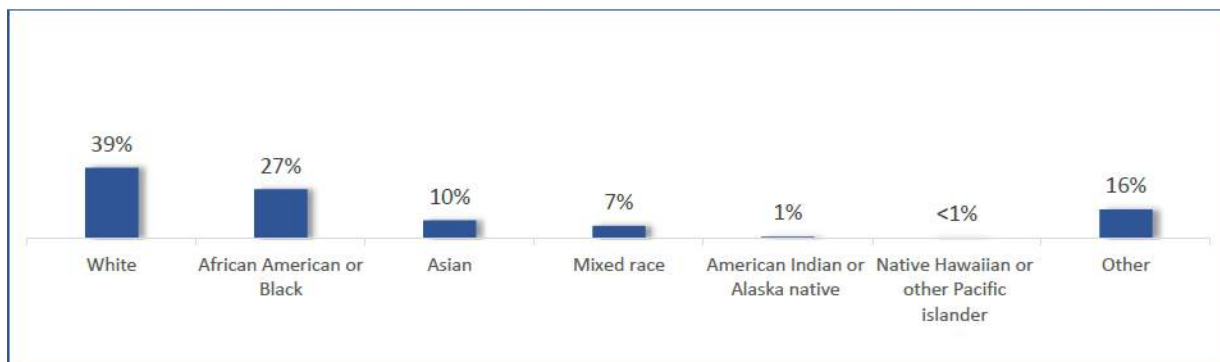
In total, the on-board survey completed surveys with ART riders representing 993 trips across weekdays and weekends. Of this number, 912 interviews were completed in English (92%) and 81 were completed in Spanish (8%).

For the on-line survey, most respondents who started and qualified for this research survey completed the survey. Overall, 399 online panel surveys were completed between March 6, 2019 and March 28, 2019. As this research was not designed to capture only the opinions of Arlington County residents but also those who commute to the area, there is no defined population to compare this sample to in order to assess how representative these results are in comparison to the demographics of Arlington County.

Overall, the majority of those surveyed live within two blocks of a bus stop (71%), suggesting that limited access to a bus line should not be considered a barrier to transit usage among this population. Furthermore, awareness of the bus stop is high, with only 4% indicating they do not know where the nearest bus stop is located.

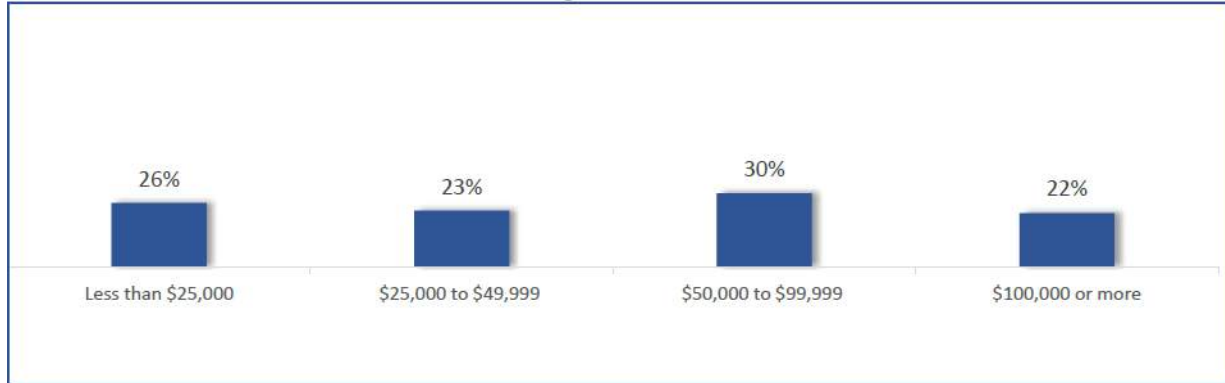
ART riders surveyed were racially and ethnically diverse; 39% of riders identified as White, followed by 27% who identified as African American or Black, 10% who identified as Asian, 7% identified as Mixed Race and 16% as Other Race, shown in **Figure 4.8**.

**Figure 4.8 – Ethnicity / Race of ART Bus Riders Surveyed**



However, the income reported by riders is varied, with roughly one-fourth making less than \$25,000 a year and over \$100,000 a year (26% and 22%, respectively). The average income reported by ART riders overall is \$62,600. **Figure 4.9** illustrates the range of responses.

**Figure 4.9 – Average Income Levels for ART Bus Riders Surveyed**





## CHAPTER 5 - SERVICE MONITORING

### 5.1 Equitable Service and Amenities

Arlington Transit reviews the distribution and location of transit amenities to provide equitable distribution throughout its service area regardless of an area's socioeconomic demographics. ART provides guidelines for proposing, planning, and implementing transit stop amenities in the Bus Stop Guidelines (2017). ART analyzes amenity requests using specific stop criteria, including average daily boarding counts, property ownership status, minimum area requirements, and infrastructure requirements. The maps on the following pages show the current distribution of ART owned and maintained shelters and benches throughout the HRT system.

As defined, ART's service area is designated as 38.5% minority and 17.5% low-income. As evidenced through the following table and maps, ART amenities are distributed equitably throughout its service area.

#### 5.1.1 Transit Amenities

Arlington County strives to perceive the transit network as a first-class transportation system, by providing customers with transit amenities including stops that protect against inclement weather and information about service. The bus stops and shelters must always be well lit and offer a safe, secure location. For the following specific amenities, levels of improvements are based on the daily number of boardings, including transfers, per stop. All stops should have a level concrete pad, reliable pedestrian access, adequate lighting, route and schedule information.

Stops with 40 or more boardings a day should also have a bus shelter with bench, a system map, and a trash receptacle. Stops with more than 300 boardings a day should also have a transit station, real-time travel information, and racks for bicycles and scooters.

There are a total of 1160 bus stops in Arlington County; the total of ART bus stops in Arlington County are over 600; total shared bus stops (ART/WMATA) are 240; ART-only bus stops are 332; and bus shelters in Arlington County are 283.

Stops, shelters and benches are placed according to the Metrobus Stop Design Guidelines and the March 2020 updated Arlington's Bus Stop Guidelines & Standards Manual. These guidelines take into consideration of stops for local and special needs.

**Table 5.1: Distribution of Bus Stop Amenities by Minority and Low-Income Areas**

	<b>% Minority</b>	<b>% Low Income</b>	<b>% in Minority and Low Income</b>		<b>Total Stops with Amenities</b>	<b>Total Number of Stops</b>	<b>% of Stops with Amenities</b>
Benches	19%	37%	42%		332	1,160	28%
Shelters	21%	38%	41%		283	1,160	24%

Figure 5.1 – Bus Stop with Shelters Amenities

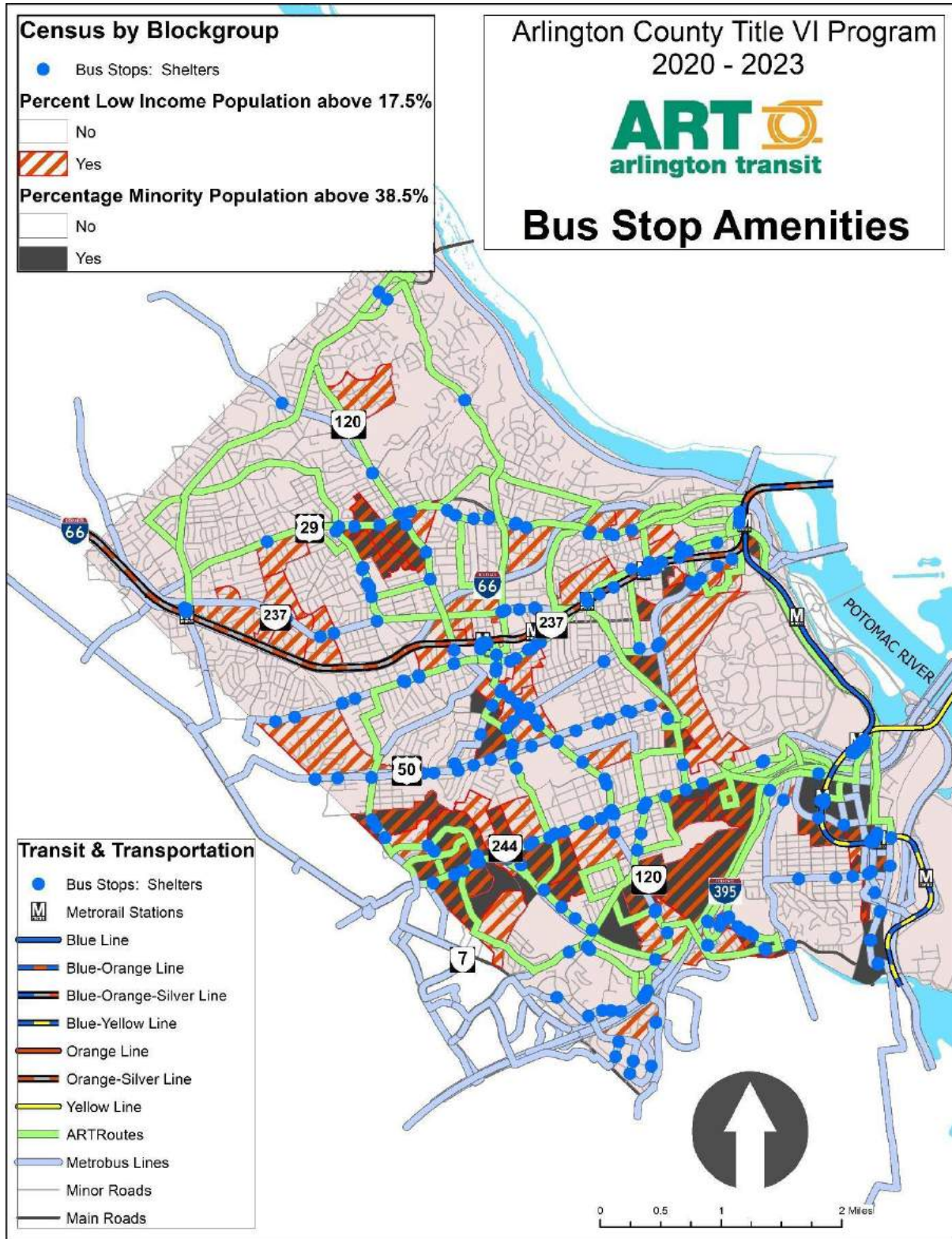




Figure 5.2 – Bus Stop with Bench Amenities

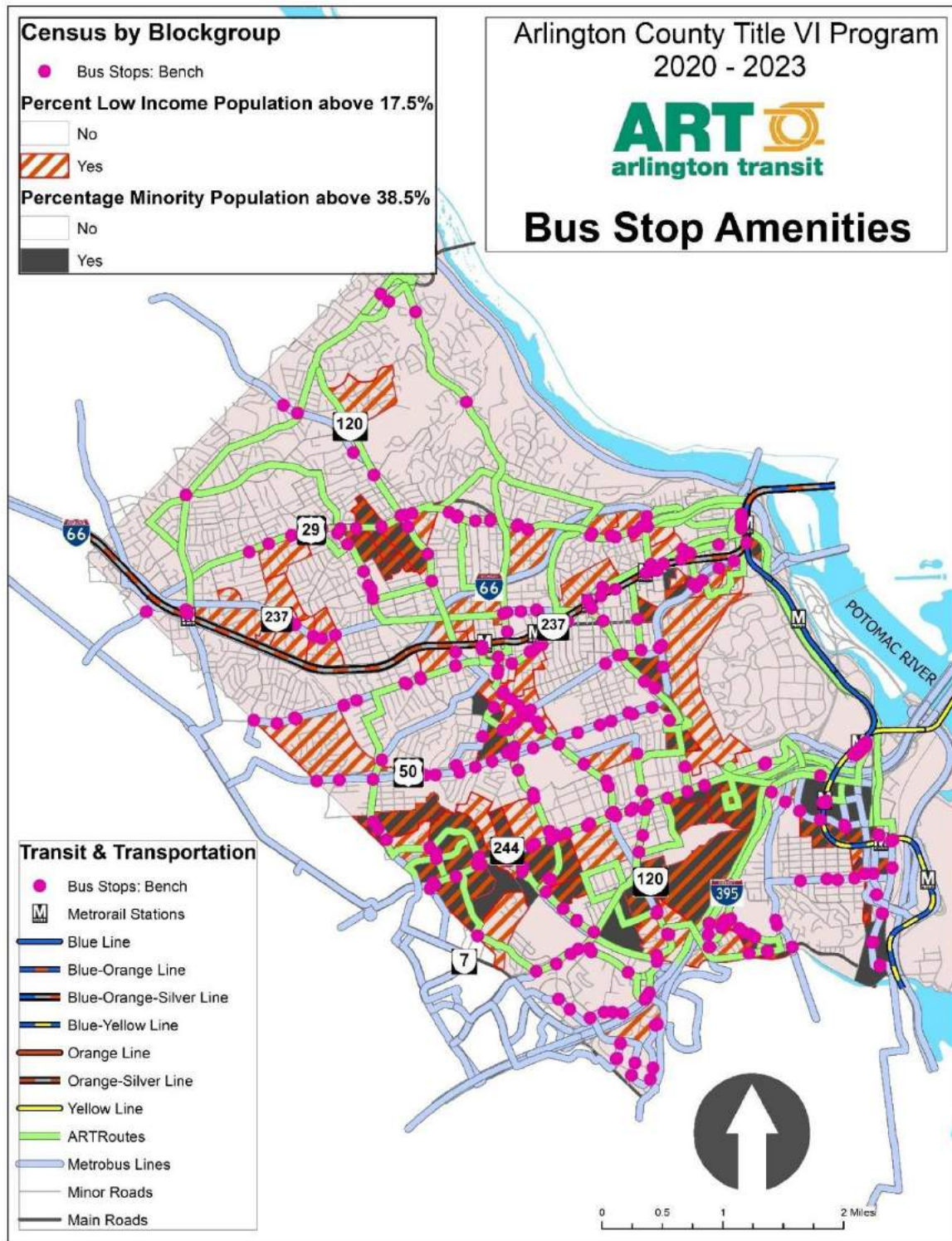
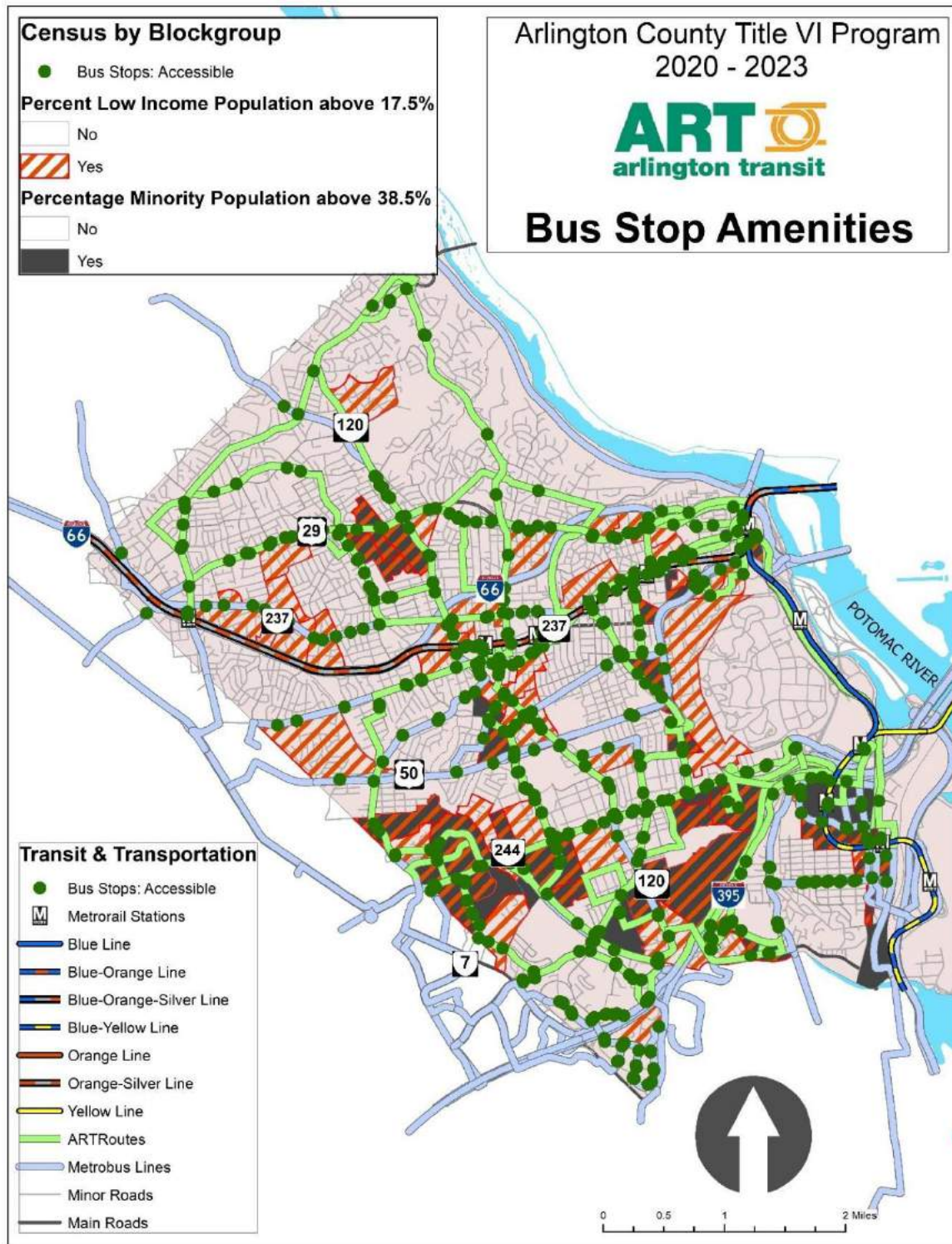


Figure 5.3 – Bus Stop with Accessibility Amenities



### 5.1.2 Vehicle Assignment Policy

Buses are assigned on a random basis with no specific route assignment based on the age of the vehicle. The only vehicle requirement is related to a service that is associated with capacity. Routes having the greatest ridership are assigned vehicles with an adequate passenger capacity.

**Table 5.2 – ART Vehicle Fleet Makeup**

Make	Seated Capacity	Standing Capacity	Total Capacity	Preferred Load	Quantity
2007 NABI 35' Low Floor CNG	30	15	45	30	8
2008 NABI 35' Low Floor CNG	30	15	45	30	12
2010 NABI 31' Low Floor CNG	25	13	38	25	12
2011 NABI 31' Low Floor CNG	25	13	38	25	3
2014 NABI 40' Low Floor CNG	38	19	57	45	8
2015 NABI 40' Low Floor CNG	38	19	57	45	8
2019 New Flyer 35' XN40 CNG	35	15	50	30	14
2019 New Flyer 40' XN40 CNG	39	19	58	45	13



## CHAPTER 6 - SERVICE AND FARE CHANGES

### 6.1 Major Service Changes Since 2017

ART implemented two service changes in October and December 2018. Due to the nature of ART's service profile being less than 50 peak buses in operation and the percentage of revenue hours within the service change, a service equity analysis was not conducted.

**Table 6.1 – List of 2018 Service Changes**

Route	Schedule Change, Service Enhancement, Expansion, or New Service	Change in Revenue Hours (Daily)	Additional FY 19 Revenue Hours (Total)	Service Change Date
41	Additional Service on Sundays from 9:30 pm to 12-midnight. New schedule for Weekday, Saturday, and Sunday	25.0 (Sundays)	1,150	October 1, 2018
42	Weekday Peak Frequency from 16 minutes to 15 minutes and off-peak frequency from 34 minutes to 30 minutes (due to traffic and schedule adherence); New schedule for Weekday, Saturday, and Sunday	10 (Weekday)	1,860	October 1, 2018
43	New schedule for weekdays to improve connections to Metroway, Metrorail, and other regional service providers. Also to make temporary routing in Courthouse permanent.	No change	No additional revenue hour	October 1, 2018
45	Additional service on Sundays until 11:05pm; Weekday peak frequency from 25 minutes to 20 minutes due to traffic and schedule adherence. <b>Potential realignment</b> from S. Four Mile Run Dr to S. Frederick St (btw Columbia Pike and S. George Mason Dr).	10.5 (Sundays) 10 (Weekday)	325 (Sundays) + 1,350 (Weekdays) = 1,675	December 16, 2018
51	Weekday peak frequency from 30 minutes to 35 minutes (unless interlining possible with route 52) due to traffic and schedule adherence.			December 16, 2018
52	Weekday peak frequency from 30 minutes to 35 minutes (unless interlining possible with route 51) due to traffic and schedule adherence.			December 17, 2018
55	New weekday schedule to improve schedule adherence.	No change	No additional revenue hour	December 16, 2018

Route	Schedule Change, Service Enhancement, Expansion, or New Service	Change in Revenue Hours (Daily)	Additional FY 19 Revenue Hours (Total)	Service Change Date
74	New weekday schedule to improve schedule adherence and coordinate layover space with route 84	No change	No additional revenue hour	December 17, 2018
75	Make current unscheduled weekday school trip official as a 7:15am northbound trip from Shirlington to Arlington Blvd and new weekday schedule to improve schedule adherence	0.42 (Weekdays when school is in session)	42 (Weekdays when school is in session – approximately 100 school days)	October 1, 2018
77	Option 1: Additional round trip added during weekday peak periods to improve schedule adherence or Option 2: Weekday peak period frequency reduced to 35 minutes due to schedule adherence.	2.0 (Option 1) 7.3 (Option 2)	270 (Option 1) 985.5 (Option 2)	December 17, 2018
84	New weekday schedule to improve schedule adherence and coordinate layover space with route 74	No change	No additional revenue hour	December 17, 2018
87	New weekday schedule to improve schedule adherence and coordinate layover space with route 42	No change	No additional revenue hour	December 16, 2018
NEW	New Weekday Service: Operates between Williamsburg/N. Glebe Rd to Ballston and Shirlington via N/S George Mason Drive (using Metrobus 22 routing). Weekday span of service (6:00am to 8:00pm) Peak frequency – 20 minutes Off peak frequency – 30 minutes.	52.5	7,088	December 17, 2018

ART continues to use the County's PPP when considering fare changes, modifications to routes and schedules and other transit planning projects such as:

- Any change of more than 25% of the revenue hours or route miles on a given transit route or a branch of a route for an individual day (weekday, Saturday or Sunday) measured as happening at one time or within a single year.
- Any change to the span of service on a given transit route of 2 hours or more for an individual day (weekday, Saturday or Sunday). A span of service is defined as the time from the start of the first trip to the start of the last trip on a given route.
- The introduction of any new transit route with the exception of supplemental services designed to reduce potential overcrowding on regular (scheduled) transit routes; or
- The discontinuation of a route or portion of a route with no alternative service within ¼ mile.

The County's PPP includes many new mediums extending beyond the traditional approach. While

there may be minor variations in the outreach process from time-to-time, the outline below provides the brief steps for engaging riders in the decision-making process regarding a fare or service change.

- Fare and service proposals are developed from subject matter experts within the County or a result of previous public input.
- Proposals are then reviewed by the ART Transit Advisory Committee (County Manager appointments), Transportation Commission (County Board appointments) and/or the County Board (if applicable) and approved to continue.
- Once approved, a timeline is developed that includes the final service/fare change dates, the bilingual system timetable and website updates and the printed documents in advance of proposed changes both in English and Spanish.

***Examples - Documentation Process for ART 2018 Fiscal Year Fare Change Process Initiated by the Washington Metropolitan Area Transit Authority (WMATA) and The ART 41, 42, 43 & 75 Schedule Changes Effective September 30, 2018. – See Appendix D and E***

## **CHAPTER 7 - PROGRAM SPECIFIC REQUIREMENTS**

### **7.1 Title VI Monitoring (from 2020 Title VI Plan)**

The results of the ongoing monitoring of service standards as defined in Arlington County's 2020 draft plan for ART service can be obtained by contacting Arlington County.

### **7.2 Subrecipient Compliance**

During this report period, Arlington County's Transit Bureau did not engage with any subrecipients due to limited receipt of FTA federal funding. The Transit Bureau is not a subrecipient, meaning that as a non-Federal entity it does not receive a subaward from a pass-through entity to carry out part of or any Federal program.

### **7.3 Grants, Reviews, and Certifications**

#### **7.3.1 Pending Applications for Financial Assistance**

Arlington County has no pending applications for financial assistance from any federal agency other than the FTA.

#### **7.3.2 Pending FTA Grants**

Arlington County has no pending grants.

#### **7.3.3 Open FTA Grants**

VA-04-0028-01 Access Improvements to Pentagon City Station

VA-95-X113-00 Ballston Multimodal Improvements – CMAQ

VA-95-X062-00 Columbia Pike Bus Stop Improvements

VA-04-0021-00 Columbia Pike Bus Improvements

VA-04-0021-01 Columbia Pike Bus Stop Improvements – 5309 Bus

VA-95-X104-00 Access Improvements to Pentagon City- CMAQ/RSTP

6673-2019-1 Crystal City Metrorail Station East Entrance

VA-04-0028-00 Design of Improvements to PC Station



### **7.3.4 Civil Rights Compliance Reviews in the Past 3 Years**

Arlington County has not been the subject of any such reviews since its 2017 submission.

### **7.3.5 Previous Triennial Review Findings**

Arlington County has not undergone a Triennial Review.

## **7.4 Contact**

For additional information on Arlington County's Title VI Plan Program, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Person with Limited English Proficiency, please contact:

**Dennis Leach, Director, Division of Transportation**

**Arlington County**

**2100 Clarendon Blvd., Suite 900**

**Arlington, Virginia 22201**

**Lynn Rivers, Bureau Chief, Transit Bureau**

**Arlington County**

**Division of Transportation**

**2100 Clarendon Blvd., Suite 900**

**Arlington, Virginia 22201**

**Francis Tettey, Civil Rights Compliance Specialist**

**Arlington County**

**Division of Transportation**

**2100 Clarendon Blvd., Suite 900**

**Arlington, Virginia 22201**

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## **APPENDICES**

APPENDIX A: 2019 CERTIFICATES AND ASSURANCES

APPENDIX B: TITLE VI PUBLIC NOTICE DISPLAYS

APPENDIX C: SUMMARY OF 2018 – 2020 OUTREACH EVENTS

APPENDIX D: ART 2018 FISCAL YEAR FARE CHANGE PROCESS INITIATED BY THE WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)

APPENDIX E: - THE ART 41, 42, 43 & 75 SCHEDULE CHANGES EFFECTIVE SEPTEMBER 30, 2018

APPENDIX F: TITLE VI FACILITY EQUITY ANALYSIS - ARLINGTON TRANSIT BUS MAINTENANCE AND STORAGE FACILITY.



## APPENDIX A – 2019 Certificates and Assurances

Certifications & Assurances   FY 2019 C&A Affirmations		
<b>Recipient Details</b>		
<b>Recipient ID</b> 6673	<b>Recipient Name</b> Arlington, County Of	
<b>Certification and Assurance Information</b>		
<b>Fiscal Year</b> 2019	<b>Original Certification Date</b> 8/12/2019	
<b>Assigned Date</b> 3/13/2019	<b>Latest Certification Date</b> 8/12/2019	
<b>Due Date</b> 6/11/2019		
<b>Published Certifications and Assurances</b>		
FTA CERTIFICATIONS AND ASSURANCES		
<b>Certifications and Assurances</b>		
<b>Certification History</b>		
Certification Date: 8/12/2019   Official: Dennis Leach   Attorney: Stephen Madsaac		
Category	Title	Certified
01	Certifications and Assurances Required of Every Applicant	
02	Tax Liability and Felony Convictions	
03	Lobbying	
04	Private Sector Protections	
05	Transit Asset Management Plan	
06	Rolling Stock Buy America Reviews and Bus Testing	
07	Urbanized Area Formula Grants Program	
08	Formula Grants for Rural Areas	
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	
12	State of Good Repair Grants	
13	Infrastructure Finance Programs	
14	Alcohol and Controlled Substances Testing	

Category	Title	Certified
15	Rail Safety Training and Oversight	<input checked="" type="checkbox"/>
16	Demand Responsive Service	<input checked="" type="checkbox"/>
17	Interest and Financing Costs	<input checked="" type="checkbox"/>
18	Construction Hiring Preferences	<input checked="" type="checkbox"/>

1 - 18 of 18

### Documents

#### Existing Documents

Document	Description	Uploaded By	Date
No items available			

### Affirmation of Applicant

**Affirmation of Applicant** BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

**Official's Name** Dennis Leach

I accept the above

**Certification Date** Jul 22, 2019

### Affirmation of Attorney

**Affirmation of Applicant's Attorney** As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

**Attorney's Name** Stephen MacIsaac

I accept the above

**Certification Date** Aug 12, 2019

CANCEL



## APPENDIX B – Title VI Public Notice Displays

### Example of Title VI Public Notice Display in ART/STAR Transit Buses



## Example of Title VI Public Notice Display in County Commuter Stores

**Título VI DE LA LEY DE DERECHOS CIVILES**

**AVISO PÚBLICO:**  
ARLINGTON TRANSIT, conocido como ART, tiene el compromiso de proporcionar servicios de transporte no discriminatorios a todos sus pasajeros y potenciales pasajeros. El Condado de Arlington prohíbe la discriminación en todos sus programas y servicios por motivos de raza, color u origen nacional.

ART  
arlington transit

ARLINGTON  
VIRGINIA

Arlington Transit opera sus programas y servicios sin importar la raza, el color y el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por alguna práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja ante el Condado de Arlington.

Para más información sobre el programa del Título VI y los procedimientos para presentar una queja del Título VI, llame al 703-228-7433; o visite nuestra oficina administrativa en 2100 Clarendon Blvd., Suite 900, Arlington, VA 22201. También puede obtener más información en [www.ArlingtonTransit.com/TitleVI](http://www.ArlingtonTransit.com/TitleVI).

Usted puede presentar una queja por escrito ante la Oficina del Administrador del Condado de Arlington, Administrador de Derechos Civiles en 2100 Clarendon Blvd, Suite 318, Arlington, VA 22201.

Los demandantes puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja en la Oficina de Derechos Civiles - Atención: Coordinador del programa de Título VI, East Building, 5th Floor - TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

**Title VI OF THE CIVIL RIGHTS ACT**

**PUBLIC NOTICE:**  
ARLINGTON TRANSIT, known as ART, is committed to providing non-discriminatory transportation services to all of its passengers and potential passengers. Arlington County prohibits discrimination in all of its programs and services on the basis of race, color or national origin.

ART  
arlington transit

ARLINGTON  
VIRGINIA

Arlington Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Arlington County.

For more information on the Title VI program, and the procedures to file a Title VI complaint, contact 703-228-7433; or visit our administrative office at 2100 Clarendon Blvd., Suite 900, Arlington, VA 22201. Additional information, may also be found by visiting [www.ArlingtonTransit.com/TitleVI](http://www.ArlingtonTransit.com/TitleVI)

You may file a written complaint with the Arlington County Office of the County Manager, Civil Rights Manager at 2100 Clarendon Blvd, Suite 318, Arlington, VA 22201.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor - TCR 1200 New Jersey Ave., SE, Washington DC 20590



## APPENDIX C – Summary of 2018 – 2020 Outreach Events



### ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020

#### Outreach Events July – September 2017

The **Car-Free Diet Outreach Team** attends community events around Arlington and promotes biking, walking and taking transit. ART and Metrobus brochures are taken to each event, as well as any fliers and promotional materials ART asks them to take (such as iRide materials, etc..). **The Outreach Team attended the following events July – September 2017:**

Date	Event
7/1	Civitan Open Air Market
7/2	MOM 30th Year Anniversary
7/4	4th of July Celebration
7/19	Central Library
7/20	Summer Movie Nights AMCC
7/27	Shirlala Music Festival
8/20	Marymount Farmer's Market
8/6	Westover Farmer's Market
8/18	Arlington County Fair
8/19	Arlington County Fair
8/20	Arlington County Fair
8/22	Our Shared Street Pop-up
8/25	Fairlington Farmer's Market
8/26	Wags & Whiskers Festival
9/7	Crystal City Sparket Market
9/9	Arlington Village Urban Market
9/10	Crystal City Sip & Salsa
9/16	Nauck Civic & Community Pride
9/17	Crystal City Pups & Pilsners
9/23	Clarendon Day
9/23	Prio Bangla Festival
9/30	Arlington Farmer Market

The **Diversity Marketing and Outreach Manager** attends events and meets with groups in Arlington to talk about using transit in Arlington. Her presentations are often in both English and Spanish. She takes information about ART, Metrobus, STAR, Senior transportation programs and iRide with her. She attended the following events that focused on either ART or STAR in July – September 2017:

Date	Event
8/14	Informational table at Arlington DHS Sequoia Center. English and Spanish.
8/24	Bus training bringing an ART bus to seniors at Arlington Mill Community and Senior Center. English and Spanish.



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

9/5	Informational table at Arlington DHS Sequoia Center. English and Spanish.
9/15	Discussions with clients of Gates of Ballston’s Community Outreach Program, with focus on iRide. English and Spanish.
9/28	Discussions with clients of Mary Marshall Assisted Living (ART, STAR, Super Senior Taxi and other services). English and Spanish.

The ART Outreach Team attended events over the summer to promote the Student SmarTrip card and the student discount on ART being extended to elementary school students. These events were geared towards kids and families. The team took iRide brochures and fliers, ART and Metrobus schedules, ART giveaways and info about biking and walking.

Date	Event
7/12	Columbia Pike Library ( <i>Traveling Trolley w/elem students</i> )
7/19	Shirlington Branch Library ( <i>Traveling Trolley w/elem students</i> )
7/21	Rosslyn Movie Festival
7/26	Columbia Pike Library ( <i>Traveling Trolley w/elem students</i> )
8/2	Glencarlyn Library ( <i>Traveling Trolley w/elem students</i> )
8/22	Our Shared Streets Pop-up Mobile Store sold 56 Student SmarTrip Cards
8/25	Rosslyn Movie Festival

The ART Outreach Team also visited several of the middle and high schools in Arlington to promote transit and sell Student SmarTrip cards. The outreach team goes to the schools during lunch and provides info about ART, Metrobus and iRide. The Mobile Commuter Store also goes to sell Student SmarTrip cards.

Date	School/Event	Mobile Store?	# of Cards Sold
9/13	Arlington Community HS – Lunch Visit	Y	8
9/13	Drew Model Elem School Back to School Night	N	-
9/14	HB Woodlawn Back to School Night	N	-
9/20	Yorktown HS – Lunch Visit	Y	16

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

9/27	Wakefield HS – Lunch Visit	Y	24
9/27	Wakefield HS Back to School Night	N	-
9/28	Williamsburg MS Back to School Night	N	-
10/4	HB Woodlawn – Lunch Visit	Y	39

**Marketing**

- The new Car-Free Diet brochure came out in August and was included in the August/September Citizen newsletter that is mailed to all Arlington residents. The brochure included information about ART and Metrobus and has a transit map that shows all of the ART and Metrobus routes in the County.
- Worked with the Arlington Food Assistance Center to promote the Stuff-a-Bus food drive event that took place in September. The event was promoted on ART’s Twitter and Facebook page, blog post on ART website, Insider e-newsletter, via Car-Free Diet’s social media, DES’s social media, ATP’s social media. 2,999 pounds of food was collected over one weekend!
- Worked with DES Communications to plan and promote the ribbon cutting for the new ART Light Maintenance Facility.
- Bus cards reminding riders to take their belongings with them were designed and printed.
- Designed center spread for the November/December Citizen newsletter. The spread promotes ART and features information about weekend service, late night service, tools to help plan a trip, accessibility on the bus and SmarTrip.
- Updated the Senior Transportation Brochure (English version) with the new ART and STAR fares. Did a reprint.
- Marketing to promote iRide, the Student SmarTrip card and the student discount fare being extended to elementary school students:
  - Designed new iRide flier promoting the student card and the fare being extended to elementary students. The flier is taken to events, it was posted on Peachjar (APS’ online system for sending parents info), sent to DHS for their clients, Commuter Stores, community pools, ATP residential school events, etc...
  - iRide posters promoting the student card were created and sent to the middle and high schools, community centers and libraries to post.



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

- iRide bus cards promoting the student card were created and sent to the ART House to put on the buses.
  - Info about the student card, iRide and the student fare was posted on ART’s website and social media, on the County’s homepage and social media, Car-Free Diet’s social media, ATP’s social media, article in the Citizen newsletter, info in the Insider e-newsletter, web banner on ACCS webpages, e-Boards that are posted in County buildings and ArlTV, APS’s e-newsletter, APS posted on their social media, some of the individual schools posted on their social media, info sent to civic associations to post on listservs or NextDoor.
  - iRide kiosks at the middle and high schools were updated and restocked. Panels were updated with the new student fare info, iRide and ART brochures were replenished and the kiosks were moved to places where students could better see them.
  - Outreach Team is visiting the middle and high schools during lunch to promote the card and the Mobile Store goes to sell the cards (see list of visits above). Also attended several back-to-school nights to provide information to parents.
- Two more stops were adopted through the Adopt-a-Stop program, bringing the total of adopted ART bus stops to 89.
  - Continue to maintain ART’s webpage and social media with up-to-date information. Respond to customer comments/questions that are received on social media. Let riders know about upcoming holiday service, detours and bus stop relocations.

**Outreach Events October - December 2017**

**The Car-Free Diet Outreach Team** attends community events around Arlington and promotes transit, biking and walking. ART and Metrobus brochures are taken to each event, as well as any fliers and promotional materials ART asks them to take (such as iRide materials, etc.). **The Outreach Team attended the following events October - December 2017:**

Date	Event
10/4/17	Red Cross Blood Drive at Westover Library
10/8/17	Car-Free Diet at Westover Farmer’s Market
10/14/17	Live in Arlington Information Fair
10/15/17	Latino American Festival
10/15/17	US Freedom Walk Festival
10/21/17	Fall Heritage Festival
10/22/17	Marine Corps Family Festival





**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

10/29/17	Car-Free Diet at the Columbia Pike Farmers Market
11/3/17	Beach Party Bingo Family Night
11/4/17	7 <sup>th</sup> Annual Arlington Puzzle Fest
11/4/17	Fall Festival at Shirlington
11/11/17	Annual Fine Art & Craft Show and Sale
11/16/17	Arlington Public Schools Transition Fair
11/25/17	Car-Free Diet at Arlington Farmers Market
12/1/17	Winter Wonderland Family Night
12/3/17	Artist Expo
12/21/17	Welcome Winter at Westover Library
12/21/17	Made in Arlington Pop Up Retail Shop

**The Diversity Marketing and Outreach Manager** attends events and meets with groups to talk about using transit in Arlington. Her presentations are often in both English and Spanish. She takes information about ART, Metrobus, STAR, Senior transportation programs and iRide with her. **The Diversity Marketing and Outreach Manager presented at the following events that focused on either ART or STAR in October - December 2017:**

Date	Event
10/16/17	Campbell Elementary School - 1st Grade Students
10/16/17	Dieta Cero-Auto/ART Monthly Outreach Visit to DHS
10/23/17	Program for Employment Preparedness (PEP)
10/24/17	Exploring ART Bus at Campbell School
10/25/17	Langston HS Continuation Program
11/13/17	Dieta Cero-Auto/ART Monthly Outreach Visit to DHS
12/7/17	Travel Training for Seniors at Arlington Mill Community Center
12/07/17	ART Bus Familiarization for Seniors
12/13/17	Dieta Cero-Auto/ART Monthly Outreach Visit to DHS
12/22/17	Gates of Ballston

**The ART Outreach Team** visited several of the middle and high schools in Arlington to promote transit and sell Student SmarTrip cards. The outreach team goes to the schools during lunch and provides info about ART, Metrobus and iRide. The Mobile Commuter Store also goes to sell Student SmarTrip cards. The Outreach Team also attends other school related events to promote iRide.

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

Date	School/Event	Mobile Store?	# of Cards Sold?
10/4/2017	HB Woodlawn	Y	39
10/23/2017	Middle School Info Night	N	-
10/25/2017	Gunston Middle School	Y	40
10/30/2017	High School Info Night	N	-
11/1/2017	Washington Lee High School	Y	23

**Marketing**

- Center spread promoting ART and ART services in the November/December Citizen newsletter. Circulation of The Citizen is ~116,000 residential households. The spread included info about weekend service, late night service, using ART to commute to work, web tools that can make riding easier, SmarTrip cards and accessibility on the bus.
- Using the info and graphics from the Citizen spread, a “Where Can ART Take You?” blog series was created and then posted on ART’s social media. Topics include:
  - Web tools to use to ride (*ART of Getting Around*. Posted on 10/25)
  - Various types of SmarTrip Cards & Commuter Store resources (*Ride ART the Smart Way*. Posted on 11/2)
  - Using ART to Commute to Work (*Ride ART. Relax. Repeat*. Posted on 11/8)
  - Features that make riding ART accessible for all (*The Accessibility of ART*. Posted on 11/29)
  - Weekend service and where it can take you (*Let ART be Your Weekend Ride*. Posted on 11/15)
  - Late night service and where it can take you (*A Night Out is More Fun with ART*. Posted on 11/21)
- Promoted ART 43 as a Blue Line alternative during Crystal City and National Airport Metro station closures on October 14 & 15. Did a blog post, posted info on social media, sent info to the civic associations & BIDs along the 43 route, info posted on NextDoor.
- Put together and sent out information about route detours for the Marine Corps Marathon on Oct. 22. Did a blog post with the detour info, posted info on social media, sent info to the civic associations and BIDs along the ART 43, 45 and 55 routes.
- Promoted the “Boo-gie” Bus event that National Express did for Halloween on Oct. 28. Did a blog post promoting the event, posted on social media, emailed info to the civic associations and various groups near the event, eBoard. Put together materials to hand out at the event.
- Put together and sent out info letting the public know that as of Dec. 3 ART buses will no longer turn right at red lights.



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

- Put together flyer for ART holiday service that can be used at the Commuter Stores and put on the buses.
- Put together flyer promoting the iRide Student SmarTrip card as a holiday gift parents can get their kids. Flyer was posted on Peachjar to all Elementary and Middle Schools.
- Entered the “Where Can ART Take You?” spread in the APTA AdWheel marketing contest.
- Coordinated updated signage for the Shirlington bus station – maps for the Metrobus bays and new RCHs and adopt-a-stop signs for the ART bus bays
- Promoted the WMATA “Getting Metro Back on Track” Forum on ART and CFDs social media.
- Working with ATP and the Diversity Marketing and Outreach Manager to plan ART bus visits to Elementary schools during Love the Bus Week in February. Plan is to have an ART bus visit a different elementary school each day that week and talk with the students about riding the bus.
- Consulted with the Communications Team about the Lee Highway/Washington Blvd Bus Stop Consolidation and Accessibility Improvements Project. Discussed best way to communicate with riders about the project.
- Posted info about holiday service or Veterans Day, Thanksgiving, Christmas and New Year’s (bus signs, on social media, etc...)
- The CarFreeNearMe app launched in December. It’s a trip planning app that helps users plan trips using local transit. ART bus routes are included as options for getting around.
- Two more stops were adopted through the Adopt-a-Stop program, bringing the total of adopted ART bus stops to 91.
- Continue to maintain ART’s webpage and social media with up-to-date information. Respond to customer comments/questions that are received on social media. Let riders know about upcoming holiday service, detours and bus stop relocations.

**Outreach Events January 2018 – March 2018**

**The Car-Free Diet Outreach Team** attends community events around Arlington and promotes transit, biking and walking. ART and Metrobus brochures are taken to each event, as well as any fliers and promotional materials ART asks them to take (such as iRide materials, etc..). **The Outreach Team attended the following events January – March 2018:**

Date	Event
------	-------



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

1/3/2018	Red Cross Blood Drive at Westover Library
1/10/2018	Family Fun Winter Crafts at Aurora Hills Library
1/26/2018	Happy Hour and Open House at Central Library
1/29/2018	Immigration & Naturalization Workshop at Shirlington Library
2/10/2018	Families Unplugged: Valentine’s Paint & Play at Walter Reed Community Center
2/24/2018	Feel the Heritage Festival at Charles Drew Community Center
2/24/2018	Tax Perpetration Fair at Columbia Pike Library
2/24/2018	Chinese New Year at Pentagon City Mall
2/24/2018	Families Unplugged: Valentine’s Paint & Play at Arlington Mill Community Center
2/24/2018	Read, Create & Explore – Family Fun at Shirlington Library
3/10/2018	NoVA Teen Book Festival
3/17/2018	Your Child Development Fair at Kenmore Middle School
3/24/2018	Arlington Farmers Market in Courthouse
3/25/2018	Columbia Pike Farmers Market
3/31/2018	Women Making History Fair at Central Library

**The Diversity Marketing and Outreach Manager** attends events and meets with groups to talk about using transit in Arlington. Her presentations are often in both English and Spanish. She takes information about ART, Metrobus, STAR, Senior transportation programs and iRide with her. **The Diversity Marketing and Outreach Manager presented at the following events that focused on either ART or STAR in January – March 2018:**

Date	Event
1/10/2018	Family Story Time Rush at Central Library
1/16/2018	DHS Sequoia Visit
1/23/2018	CCDA Employment Training
1/25/2018	California University
1/28/2018	Arlington Coin Laundry
1/30/2018	CCDA Employment Training in Spanish
2/5/2018	Arlington PEP Program at Career Center
2/12/2018	DHS Sequoia Visit
2/15/2018	Club de Madres – Campbell Elem
2/20/2018	Presentation at REEP (one in afternoon, one in evening)
2/26/2018	Giant – Penrose Square

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

2/27/2018	CCDA Employment Training
2/28/2018	Club de Madres – Randolph Elem
2/28/2018	AFAC Food Distribution
3/5/2018	DHS Sequoia Visit
3/7/2018	Mobile Commuter Store at Gates of Ballston
3/14/2018	Ashlawn Girl Scout Visit to Shirlington Bus Station
3/24/2018	Pop-up at Jaleo in Crystal City
3/25/2018	Pop-up at Glebe Rd Market
3/27/2018	CCDA Employment Training

The ART Outreach Team visited several of the middle and high schools in Arlington to promote transit and sell Student SmarTrip cards. The outreach team goes to the schools during lunch and provides info about ART, Metrobus and iRide. The Mobile Commuter Store also goes to sell Student SmarTrip cards. The Outreach Team also attends other school related events to promote iRide.

Date	School/Event	Mobile Store?	# of Cards Sold?
2/7/2018	New Directions	Y	9
2/9/2018	APS Summer Activities Fair	Y	34
2/13/2018	Love the Bus Week at Henry Elem Travel Training w/ART Bus	N	--
2/14/2018	Love the Bus Week at HB Woodlawn	Y	20
2/16/2018	Love the Bus Week at Key Elem Travel Training w/ART Bus	N	--
2/21/2018	New Directions School	Y	9
2/28/2018	Thomas Jefferson Middle School	Y	37
3/7/2018	Arlington Community HS	Y	11
3/7/2018	Arlington Mill Senior Center Travel Training	N	--
3/14/2018	Yorktown High School	Y	17
3/21/2018	Wakefield High School	Y	15

**Marketing**

- Placed 3 targeted Facebook ads promoting weekend service, late night service and ART in general. The ads increased the awareness of ART and encouraged people to ride. Stats for the ads:

**Weekend Service ad** ran for 1 week from January 2 – January 9

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

It targeted men and women, ages 18 – 65+ living in Arlington, VA

The ad:

- reached 3,023 people
- got 31 clicks
- has a total of 14 likes
- was shared once
- 7 more people liked ART’s Facebook page since the ad was posted.

**Late Night Service ad** ran for 1 week from January 24 - 31

Targeted men and women, ages 19 - 65+ living in Arlington, VA + 10 miles

- Reached 2,195 people
- got 40 clicks
- 2 shares
- 9 likes

**ART of Getting Around ad** ran for 1 week from February 15 - 22

Targeted men and women, ages 19 - 65+ living in Arlington, VA + 10 miles

- Reached 1,979 people
- got 57 clicks
- total of 8 likes
- 2 shares

- Worked with ATP to organize, promote and implement Love the Bus Week school events for the week of February 12 – 16. The events were mostly travel trainings so that students could learn about how to ride the ART bus. An ART bus was present at 2 of the events. Events included:
  - Travel Training presentation at HB Woodlawn
  - Travel Training at Henry Elementary School – included having an ART bus at the event
  - ART bus and Mobile Commuter Store event at HB Woodlawn
  - Travel Training at Discovery Elementary School
  - Travel Training at Key Elementary School – included having an ART bus at the event
- Updated the Adopt-a-Stop database and contacted current adopters to see if they still wanted to participate in the program. Removed anyone from the database who no longer wanted to participate. Also updated the Adopt-a-Stop map and made sure that all of the stops eligible to adopt are shown on the map.
- Developed marketing campaign at Pentagon City Mall to promote ART 42 and 87 weekend service to the mall. The campaign is a joint effort with the Car-Free Diet and Dieta Cero-Auto programs. The campaign includes 3-sided table tents that will be put on the tables in the Food Court area and digital display ads in both English and Spanish that will be shown on information kiosks in the mall. The campaign will run for 2 months, April – June.





**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

- Consulted with the Communications Team about the Lee Highway/Washington Blvd Bus Stop Consolidation and Accessibility Improvements Project. Discussed best way to communicate with riders about the project.
- Started working with Pulsar Advertising to devise a short-term marketing plan for the remainder of the fiscal year to promote ART and increase ridership.
- Three more stops were adopted through the Adopt-a-Stop program.
- Continue to maintain ART’s webpage and social media with up-to-date information. Respond to customer comments/questions that are received on social media. Let riders know about upcoming holiday service, detours and bus stop relocations.

**Outreach Events April 2018 – June 2018**

4/2/2018	DHS Sequoia Visit	Hispanic Outreach
4/7/2018	Easter Service (Amharic)	Hispanic Outreach
4/7/2018	Friends of Library Book Sale	
4/7/2018	Civitan Open Air Market	
4/9/2018	Arlington Mill Community Center’s Earth Fest	
4/11/2018	iRide at Washington-Lee High School	
4/14/2018	APC Health Fair	Hispanic Outreach
4/14/2018	Arlington Homeshow & Garden Expo	
4/18/2018	Randolph Elementary club de madres	Hispanic Outreach
4/18/2018	iRide at Gunston MS	
4/21/2018	Teen Summer Expo	
4/21/2018	Annual Healthy Kids Day	
4/21/2018	Arlington Palooza	
4/25/2018	iRide at Bishop O’Connell HS	
4/28/2018	Arlington Pediatric Center Health Class	Hispanic Outreach
4/28/2018	Annual Move Me Festival	
5/2/2018	iRide at Williamsburg Middle School	
5/3/2018	iRide at Arlington Career Expo	
5/3/2018	Crystal City Crafts Market	



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

5/7/2018	DHS Sequoia Visit	Hispanic Outreach
5/12/2018	Festival Argentino	Hispanic Outreach
5/12/2018	Arlington Urban Village Market	
5/12/2018	Animal Welfare League's Walk for the Animals	
5/13/2018	Reto DCA Commuter Challenge Begins	Hispanic Outreach
5/17/2018	Swanson for their STEM night - ELIZABETH's	Hispanic Outreach
5/18/2018	Bike to Work Day	
5/19/2018	Touch-a-Truck Event	
5/19/2018	Military Appreciation Day	
5/20/2018	Taste of Arlington	
5/26/2018	Reto DCA Commuter Challenge Ends	Hispanic Outreach
5/26/2018	Arlington's Farmers Market	
5/30/2018	Club de Madres - CaBi training with Henry Dunbar	Hispanic Outreach
5/30/2018	Intensive Adult ESL Education & Employment Program (REEP)	Hispanic Outreach

6/2/2018	Civitan Open Air Market	
6/2/2018	Marymonut Farmers Market	
6/4/2018	DHS Sequoia	Hispanic Outreach
6/9/2018	Clarendon Cup	
6/10/2018	Crystal City Cup	
6/16/2018	Columbia Pike Blues Festival	
6/16/2018	Arlington Pediatric Center	Hispanic Outreach
6/17/2018	Concurso Nacional & International de la Danza de Salay	Hispanic Outreach
6/24/2018	Firefly Festival	
6/24/2018	Festival Colombiano	Hispanic Outreach
6/29/2018	Rosslyn Movie Festival	

**Outreach Events July 2018 – December 2018**

7/2/2018	DHS Sequoia	Hispanic Outreach
7/4/2018	36th Annual Douglas Park 4th of July Celebration	

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

7/9/2018	Open Door Monday @ AMCC	
7/10/2018	FRESHFARM Market	
7/10/2018	Parks & Rec Field Day Event for Teens	
7/11/2018	Rosslyn's Farmers Market	
7/11/2018	Promote iRide at Wakefield Summer School Site w/MCS	
7/13/2018	DeSanguashington at Lubber Run Amphitheater	Hispanic Outreach
7/13/2018	Promote iRide at Kenmore Summer School Site w/MCS	
7/14/2018	Arlington Mill Farmers Market	
7/15/2018	Columbia Pike Farmers Market	
7/22/2018	Festival Peruando de Arlington	Hispanic Outreach
7/27/2018	Fridays at the Fountain	
8/4/2018	Civitan Open Air Market	
8/4/2018	Marymount Farmers Market	
8/6/2018	DHS Sequoia	Hispanic Outreach
8/7/2018	Our Shared Street Pop Up	
8/12/2018	Festival Ecuatoriano	Hispanic Outreach
8/17/2018	Arlington County Fair	
8/18/2018	Arlington County Fair	Hispanic Outreach
8/19/2018	Arlington County Fair	
8/20/2018	Promote iRide at Teen Field Day Event w/MCS & Outreach Team	
8/23/2018	Food Truck Thursdays	
8/25/2018	Wags and Whiskers	
9/1/2018	Arlington Courthouse Farmers' Market	
9/2/2018	Fairlington Farmers Market	
9/5/2018	DHS Sequoia	Hispanic Outreach
9/8/2018	Rosslyn Jazz Fest	
9/8/2018	Stuff-the-Bus	
9/9/2018	Stuff-the-Bus	
9/12/2018	REEP (AMCC)	Hispanic Outreach
9/12/2018	iRide at HB Woodlawn	
9/15/2018	Nauck Community Day	Hispanic Outreach





**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

9/19/2018	iRide at Wakefield HS	
9/19/2018	Pop-up at MOM's Organic Market	
9/20/2018	Free Ride Day on ART	
9/22/2018	Clarendon Day	Hispanic Outreach
9/22/2018	Prio Bangla Multicultural Festival	Hispanic Outreach
9/26/2018	iRide at Washington-Lee HS	
9/29/2018	Crystal City Oktoberfest	
9/29/2018	CHEW	Hispanic Outreach
9/30/2018	Giant - Lee Highway	
10/1/2018	DHS Sequoia	Hispanic Outreach
10/5/2018	Festival Latino Americano of Arlington	Hispanic Outreach
10/10/2018	REEP Syphax (Computer Lab) Customized Engagement	Hispanic Outreach
10/13/2018	Arlington Fun Ride	
10/13/2018	Arlington's Housing Information Fair	
10/13/2018	6th Annual Race for Every Woman 5k Run/Walk	Hispanic Outreach
10/16/2018	iRide at New Directions School	
10/17/2018	iRide at Gunston MS	
10/20/2018	Fall Heritage Festival	
10/20/2018	Shucktoberfest	
10/20/2018	17th Annual International US Freedom Walk Festival	
20/21/2018	Westover Farmers Market	
10/22/2018	Middle School Info Night	
10/23/2018	The Carlin - Customized Engagement for seniors	Hispanic Outreach
10/24/2018	iRide at Yorktown HS	
10/29/2018	High School Info Night	
10/30/2018	REEP Syphax Customized Engagement	Hispanic Outreach
10/31/2018	REEP Syphax	Hispanic Outreach
11/3/2018	AAC's 15th+E163:E174 annual Día de los Muertos Celebration	Hispanic Outreach
11/3/2018	Marymount Farmers Market	
11/3/2018	The Arlington Civitan Open Air Market	

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

11/4/2018	Artist Expo and Craft Fair	
11/5/2018	DHS Sequoia	Hispanic Outreach
11/5/2018	LADO - Customized Engagement	Hispanic Outreach
11/7/2018	iRide at Williamsburg Middle School	
11/14/2018	Club de Madres - Customized Engagement	Hispanic Outreach
11/18/2018	Pop-Up @ Glebe Market	Hispanic Outreach
11/18/2018	Fuerza Contra Alzheimers	Hispanic Outreach
11/20/2018	Arlington Turkey Trot (packet pickup)	
11/25/2018	Expo Feria de las Americas	Hispanic Outreach
11/30/2018	Miracle on 23rd Street	
12/1/2018	Santa Bowl	
12/1/2018	Jingle Bell Run	
12/3/2018	DHS Sequoia	Hispanic Outreach
12/3/2018	Liberty's Promise - Customized Engagement	Hispanic Outreach
12/6/2018	Arlington Public School Transition Fair (rescheduled from Nov 15)	
12/7/2018	Family Night @ The Mill: Party at the North Pole	
12/8/2018	Free Winter Wonderland at Penrose Square	
12/10/2018	Pop-up @ AFAC	Hispanic Outreach
12/11/2018	Electric Scooter Safety Program at Central Library	
12/12/2018	Club de Madres – ART Bus Tour	Hispanic Outreach
12/15/2018	Nauck Community Holiday Fellowship at	
12/21/2018	APC Christmas	Hispanic Outreach

**Outreach Events January 2019 – June 2019**

Date	Event	
1/3/2019	Red Cross	
1/10/2019	Family Fun Winter Crafts	



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

1/10/2019	Family Story Time Rush	Hispanic Outreach
1/16/2019	DHS Sequoia Visit	Hispanic Outreach
1/23/2019	CCDA Employment Training	Hispanic Outreach
1/25/2019	California University students	Hispanic Outreach
1/26/2019	Happy Hour & Open House	
1/28/2019	Arlington Coin Laundry	Hispanic Outreach
1/29/2019	Immigration & Naturalization Workshop	
1/30/2019	CCDA Employment Training - Spanish	Hispanic Outreach
2/5/2019	Arlington PEP Program	Hispanic Outreach
2/7/2019	iRide at New Directions School	
2/9/2019	iRide at APS Summer Activities Fair	
2/10/2019	Families Unplugged: Valentine's Paint & Play	
2/12/2019	DHS Sequoia Visit	Hispanic Outreach
2/13/2019	Clarendon Mardi Gras Parade	
2/14/2019	Love the Bus Week Event	
2/15/2019	Club de Madres	Hispanic Outreach
2/16/2019	Love the Bus Week Event	
2/20/2019	Intensive Adult ESL Education & Employment Program (REEP)	Hispanic Outreach
2/20/2019	Intensive Adult ESL Education & Employment Program (REEP)	Hispanic Outreach
2/21/2019	iRide at New Directions School	
2/24/2019	Feel the Heritage Festival	
2/24/2019	Tax Preparation Fair	
2/24/2019	Chinese New Year	
2/24/2019	Families Unplugged: Valentine's Paint and Play	
2/24/2019	Read, Create & Explore - Family Fun	
2/26/2019	Giant – Penrose Square	Hispanic Outreach
2/27/2019	CCDA Employment Training	Hispanic Outreach
2/28/2019	iRide at Thomas Jefferson Middle School	
2/28/2019	Club de Madres	Hispanic Outreach
2/28/2019	AFAC Food Distribution	Hispanic Outreach
3/5/2019	DHS Sequoia Visit	Hispanic Outreach





**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

3/7/2019	iRide at Arlington Community HS	
3/7/2019	Arlington Mill Senior Center - ART Bus Training	Hispanic Outreach
3/7/2019	Mobile Commuter Store Gates of Ballston	Hispanic Outreach
3/10/2019	NoVa Teen Book Festival	
3/14/2019	iRide at Yorktown High School	
3/14/2019	Ashlawn Girls Scout Visit to Shirlington Transit Center and Commuter Store	Hispanic Outreach
3/17/2019	Your Child Development Fair	
3/21/2019	iRide at Wakefield High School	
3/24/2019	Pop-Up at Jaleo (Crystal City)	Hispanic Outreach
3/24/2019	Arlington Farmers Market	
3/25/2019	Columbia Pike Farmers Market	
3/25/2019	Pop-Up Glebe Road Market	Hispanic Outreach
3/27/2019	CCDA Employment Training	Hispanic Outreach
3/31/2019	Women Making History Fair	
4/2/2019	DHS Sequoia Visit	Hispanic Outreach
4/4/2019	Intensive Adult ESL Education & Employment Program (REEP)	Hispanic Outreach
4/7/2019	Easter Service (Amharic)	Hispanic Outreach
4/7/2019	Friends of Library Book Sale	
4/7/2019	Civitan Open Air Market	
4/9/2019	Arlington Mill Community Center's Earth Fest	Hispanic Outreach
4/11/2019	iRide at Washington-Lee High School	
4/14/2019	APC Health Fair	
4/14/2019	Arlington Homeshow & Garden Expo	
4/18/2019	Randolph Elementary club de madres	Hispanic Outreach
4/18/2019	iRide at Gunston MS	
4/21/2019	Teen Summer Expo	
4/21/2019	Annual Healthy Kids Day	
4/21/2019	Arlington Palooza	
4/25/2019	iRide at Bishop O'Connell HS	
4/28/2019	Arlington Pediatric Center Health Class	Hispanic Outreach
4/28/2019	Annual Move Me Festival	
5/2/2019	iRide at Williamsburg Middle School	
5/3/2019	iRide at Arlington Career Expo	

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

5/3/2019	Crystal City Crafts Market	
5/7/2019	DHS Sequoia Visit	Hispanic Outreach
5/12/2019	Festival Argentino	Hispanic Outreach
5/12/2019	Arlington Urban Village Market	
5/12/2019	Animal Welfare League's Walk for the Animals	
5/13/2019	Reto DCA Commuter Challenge Begins	Hispanic Outreach
5/17/2019	Swanson for their STEM night - ELIZABETH's	Hispanic Outreach
5/18/2019	Bike to Work Day	
5/19/2019	Touch-a-Truck Event	
5/19/2019	Military Appreciation Day	
5/20/2019	Taste of Arlington	
5/26/2019	Reto DCA Commuter Challenge Ends	Hispanic Outreach
5/26/2019	Arlington's Farmers Market	
5/30/2019	Club de Madres - CaBi training with Henry Dunbar	Hispanic Outreach
5/30/2019	Intensive Adult ESL Education & Employment Program (REEP)	Hispanic Outreach
6/2/2019	Civitan Open Air Market	
6/2/2019	Marymonut Farmers Market	
6/4/2019	DHS Sequoia	Hispanic Outreach
6/9/2019	Clarendon Cup	
6/10/2019	Crystal City Cup	
6/16/2019	Columbia Pike Blues Festival	
6/16/2019	Arlington Pediatric Center	Hispanic Outreach
6/17/2019	Concurso Nacional & International de la Danza de Salay	Hispanic Outreach
6/24/2019	Firefly Festival	
6/24/2019	Festival Colombiano	Hispanic Outreach
6/29/2019	Rosslyn Movie Festival	

**Outreach Events July 2019 – September 2019**

**The Car-Free Diet Outreach Team** attends community events around Arlington and promotes taking transit, biking and walking. ART and Metrobus brochures are taken to each event, as well as any fliers and promotional materials ART asks them to take (such as iRide materials, etc.). **The Outreach Team attended 19 events July 2019 – September 2019. See list below:**

**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

Date	Event
7/4/19	37th Annual Douglas Park 4th of July Celebration
7/4/19	2019 Annual Barcroft Fourth of July Parade and Barbeque
7/6/19	Arlington Civitan Open Air Market
7/7/19	Fairlington Farmers Market
7/27/19	Marymount Farmers Market
7/28/19	Westover Farmers Market
8/3/19	The Beehive Club Inc. Presents An All You Eat Soulful Crabfeast
8/16 – 8/18/19	Arlington County Fair
8/22/19	Our Shared Street Pop-up Event
9/4/19	Fresh Farm Rosslyn Market
9/7/19	Civitan Open Air Market
9/7/19	Rosslyn Jazz Festival
9/8/19	Fairlington Farmers Market
9/14/19	Arlington Disaster Relief Trials 2019 - Finish Festival
9/21/19	Prio Bangla Multicultural Street Festival
9/21/19	Clarendon Day
9/22/19	Columbia Pike Farmers Market
9/22/19	Westover Farmers Market
9/29/19	3rd Annual Valley Fest Street Festival

**The Dieta Cero Auto Outreach Team** attends events geared towards the Hispanic community and meets with minority groups in Arlington to talk about using transit. Presentations are often in both English and Spanish. Information about ART, Metrobus, STAR, Senior transportation programs and iRide are provided at all events and presentations. **The Dieta Cero Auto outreach team attended 15 events that focused on either ART or STAR in July 2019 – September 2019. See the list below:**

Date	Event
7/9/19	DHS Sequoia
7/16/19	The Brookdale (Customized Engagement)
7/18/19	AMCC - REEP (Customized Engagement)
7/30/19	AMCC - REEP (Customized Engagement)
8/3/19	Expobol 2019
8/11/19	Festival Ecuatoriano
8/13/19	DHS Sequoia
8/13/19	The Brookdale ART Bus tour (Customized Engagement)
8/15/19	Arlington Mill Senior Center (Customized Engagement)





**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

8/16 – 8/18/19	Arlington County Fair
8/22/19	Our Shared Street Pop-up Event
9/5/19	AMCC -- REEP (Customized Engagement)
9/10/19	DHS Sequoia
9/21/19	Prio Bangla Multicultural Street Festival
9/29/19	Glebe Market Pop-up

The ART Outreach Team also visited some of the schools in Arlington to promote transit and sell Student SmarTrip cards. The Outreach Team goes to the schools during lunch and provides info about ART, Metrobus and iRide. The Mobile Commuter Store also goes to sell Student SmarTrip cards. **The ART Outreach Team visited the following schools in July 2019 – September 2019:**

Date	School/Event	Mobile Store?	# of Cards Sold
7/10/19	Summer School Visit at Kenmore MS	Y	8
7/10/19	Summer School Visit at Washington-Liberty HS	Y	28
9/11/19	Visit to Washington-Liberty HS	Y	14
9/12/19	HB Woodlawn Back-to-School Night	N	N/A
9/18/19	Visit to Jefferson MS	Y	29
9/19/19	Visit to Wakefield HS	Y	20
9/25/19	Visit to Gunston MS	Y	33
9/26/19	Visit to Career Center	Y	25

**Marketing**

- Promoted Try Transit Week (Sept. 16 – 20) and ART’s Free Ride Day (Sept. 19)
  - Social media posts (ART, Car-Free Diet, DES, ATP, County)
  - Info posted on Nextdoor pages of all civic associations
  - Info sent to BIDs to post on their social media and listservs
  - Info sent to ATP to post on social media, send to clients and take info to events
  - Info sent to DES to post on social media and listservs/newsletters
  - Info posted in County buildings and on ARLTV
  - Fliers posted at Commuter Stores
  - Outreach Team took fliers to community events
  - Posted on County website and social media
  - Info included in Inside Arlington newsletter
  - Fliers posted on ART buses
  
- Coordinated ART Prize Patrol during Try Transit Week (Sept. 16 – 20)



**ART Marketing and Outreach Report – Quarter 1 2018 – Quarter 1 2020**

- Throughout the week, Transit staff rode all the ART bus routes at various times handing out umbrellas to riders as a “thank you” for riding ART.
- Coordinated the volunteers to hand out giveaways
- Worked with vendor to order umbrellas and have ART logo put on them
  
- ART Rider Satisfaction Study
  - Reviewed and provided edits for the final presentation of the study
  - The study results were presented to County staff in September
  
- Promoted iRide and the Student SmarTrip Card:
  - The Outreach Team and Mobile Commuter Store visited several middle and high schools during lunch to promote and sell Student SmarTrip cards (see list of visits above). A total of 157 cards were sold during the school visits.
  - The Mobile Commuter Store staff was able to set-up their equipment inside the schools to sell Student SmarTrip cards. This meant students didn’t have to go outside to the Mobile Store to buy a card and made it more convenient for them to purchase one.
  
- Updated Senior Transportation Brochure
  - Worked with the Department of Aging to update information in the Transportation Services for Older Adults and Persons with Disabilities brochure
  - Provided feedback on an updated layout for the brochure
  
- Coordinated the ART Bus Stop Survey Project
  - All ART bus stops will be surveyed to take inventory of what equipment is at each stop and what needs to be repaired or replaced
  - Created spreadsheets for the survey team to use to record information
  - Serving as liaison between the survey team and Transit staff
  
- Created bus stop signage for the Columbia Pike Transit Stations project
  
- Increased ART’s Instagram usage and now have 239 followers.
- Created sponsored posts that ran on both Instagram and Facebook to create awareness about ART and target specific demographics or routes.
  
- Continue to maintain ART’s webpage and social media with up-to-date information. Respond to customer comments/questions that are received on social media. Let riders know about upcoming holiday service, detours and bus stop relocations.

Proposed Fare Change Process PowerPoint



# Request to Advertise Proposed Revisions to the ART & STAR Passenger Fare Schedule Non-Codified Ordinance

Arlington County Board Meeting  
April 22, 2017



## Proposed ART Fare Changes

Fare Category	Current	Proposed	Why?
<b>Adult</b>	\$1.75	\$2.00	Match Metrobus Adult Fare increase, and offset increases in ART operating expenses
<b>Half-Fare for Seniors, People with Disabilities and Students</b>	\$0.85	\$1.00	Match Metrobus Senior/Disability Fare increase, and offset increases in ART operating expenses
<b>Elementary School Students</b>	\$1.75	\$1.00	Introduce students to transit at a younger age through the iRide program & respond to parental requests.

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## Proposed ART Fare Changes, Cont'd

Fare Category	Current	Proposed	Why?
<b>Adult Fare Media – eliminate ART Tokens</b>	SmarTrip, Cash, Metrobus Token or ART token	SmarTrip, Cash, or Metrobus Token	Riders are no longer buying ART tokens. Bags of tokens are taking up space.
<b>Fare for MetroAccess rides on ART</b>	Free	Free	No change
<b>MetroAccess Personal Care Assistant Fare on ART</b>	\$1.75	Free	More people with disabilities would be able to ride transit if an aide could assist them to and from bus stops and transferring between routes

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# Proposed STAR Fare Changes

Fare Category	Current	Proposed	Why?
<b>Zone 1</b> (rides within Arlington)	\$3.50	\$4.00	Fare would stay double the ART Adult fare
<b>Zone 2</b> (rides connecting Arlington with D.C., Fairfax Hospital, and Northern Virginia inside the beltway)	\$5.00	\$5.50	Maintain \$1.50 fare differential for longer trips, and offset increases in STAR operating expenses
<b>Zone 3</b> (rides connecting Arlington with points in Maryland and western Fairfax County)	\$9.00	\$9.50	Maintain fare differential for longest trips, and offset increases in STAR operating expenses. MetroAccess is still an alternative, at a maximum cost per ride of \$6.50.

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# Public Outreach Plan

Forum	Date & Time
<b>Transportation Commission</b> (Board Room)	May 4, 2017 at 7:30 PM
<b>Transit Advisory Committee</b> (Cherry & Dogwood Rooms, 1 <sup>st</sup> Floor)	May 9, 2017 at 7:00 PM
<b>County Board Meeting</b> (Board Room)	May 20, 2017 at 8:30 AM
<b>Written Comments may be provided in advance</b>	
<b>(ART)</b> <a href="http://www.arlingtontransit.com/pages/contact-us/#">http://www.arlingtontransit.com/pages/contact-us/#</a>	
<b>(STAR)</b> <a href="http://www.arlingtontransit.com/pages/star/star-service-comments/">http://www.arlingtontransit.com/pages/star/star-service-comments/</a>	

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## Recommendation

- Authorize the Advertisement of a public hearing to consider these amendments to ART & STAR Fares.
- Public Hearing would be May 20, 2017
- Any changes approved after that public hearing would be effective Sunday, June 25, 2017

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## Proposed Base Local Bus Fares Region-Wide

- \$2.00 – WMATA, ART, Fairfax Connector, Montgomery Ride On
- \$1.75 - Fairfax CUE
- \$1.60 - Alexandria DASH
- \$1.55 – PRTC Local Service
- \$1.25 - Prince Georges The Bus
- \$1.00 - DC Circulator, most Loudoun County local routes

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# **Transportation Commission Meeting Agenda for Fare Change**



ARLINGTON COUNTY, VIRGINIA

Transportation Commission  
Meeting Agenda

May 4, 2017 - Thursday  
7:30 P.M.

County Board Room

**Citizen Comment on Matters not on the Agenda**

**ART & STAR Fare Increase â€“ Action**

ART & STAR Fare Increase DRAFT Board Report

ART & STAR Fare Increase FOA's

**Taxi Ordinance Changes â€“ RTA**

Taxi Ordinance Changes DRAFT Board Report

**Glebe Road Bike Access Study â€“ Info**

**Neighborhood Complete Street Program Update â€“ Info**

**Century Center Site Plan â€“ Action**

Century Center Site Plan

**Rosslyn Streetscape Plan â€“ Action**

Rossly Streetscape Elements Plan

**Next Meeting â€“ June 1st Thursday â€“ Info**

**Other Commission Business**



**Draft Copy of Ordinance for Proposed County Board Meeting for Fare Change Discussed at the Transportation Commission**



**ARLINGTON COUNTY, VIRGINIA**

**County Board Agenda Item  
Meeting of May 20, 2017**

**DATE:** April 14, 2017

**SUBJECT:** Ordinance Amending and Reenacting the Arlington Transit ("ART") Passenger Fare Schedule by Increasing ART and Specialized Transportation for Arlington Residents ("STAR") Fares and adoption of same, to Become Effective on June 25, 2017.

**C. M. RECOMMENDATION:**

Amend and Reenact a Non-Codified Ordinance, amending the Passenger Fare Schedule for the Arlington Transit ("ART") Transportation System and Specialized Transportation for Arlington Residents ("STAR"), to become effective on June 25, 2017 (Attachment A).

**ISSUES:** This is a request for fare increases for the ART and STAR transportation systems to help offset higher Fiscal Year 2018 operating costs.

**SUMMARY:** ART Transit bus fares historically have tracked with the Washington Metropolitan Area Transit Authority ("WMATA") Metrobus rate following the regional convention concerning fare simplification and the uniform fare collection structure. On March 23, 2017, the WMATA Board voted to raise fares. Arlington Transit proposes a commensurate fare increase to help offset the cost of providing transportation services, including increased contractual costs for operation and maintenance and the cost of cash revenue collection. Other transit systems in the region (Fairfax Connector, Montgomery County Ride-On) also have proposed fare increases to offset higher operating costs.

For Paratransit services, the Zone 1 STAR passenger contribution historically coincides with WMATA base MetroAccess rate, set at double the Metrobus rate. Specialized Transit for Arlington Residents (STAR) provides a local alternative to WMATA's MetroAccess ADA paratransit service. The Zone 1 STAR passenger contribution for trips within Arlington is \$3.50, set at double the ART full fare.

County Manager:

County Attorney:

Staff: Steve Yaffe, DES



This proposal includes raising the ART adult fare from \$1.75 to \$2.00 and the ART discount fare for seniors, students and people with disabilities from \$0.85 to \$1.00. The STAR Zone 1 fare would increase from \$3.50 to \$4.00 and the STAR Zone 2 and Zone 3 fares would increase \$0.50, from \$5.00 to \$5.50 and from \$9.00 to \$9.50, respectively. These fare increases would offset increases in operating costs of 6% for ART and 5% for STAR.

This proposal also includes extending the iRide half fare program to elementary school students, extending the program allowing free use of ART by personal care attendants accompanying MetroAccess-certified riders, and withdraw the ART adult fare tokens from circulation. Those individuals still in possession of ART tokens would be able to exchange them for Metrobus tokens or add the value of those tokens to their SmarTrip cards.

**BACKGROUND:** Arlington County has operated a transit system since FY 1987 when State Transit Funds were approved for an eight-month pilot period to operate the Arlington Trolley in Crystal City. In FY 1989, the County Board approved annual funding for the Arlington Transit (ART) mass transportation service. All ART and STAR service changes and fare increases have since been approved by the County Board.

**DISCUSSION:** The proposed non-codified ordinance (Attachment A) addresses the amount of ART and STAR fares and contains provisions for free regional bus-to-bus transfers valid within a two hour period. All STAR riders are certified eligible for MetroAccess rides and thereby may ride ART, Metrorail and all other local transit services, except Alexandria DASH, at no charge.

These fare changes would coincide with the Metrobus fare changes that will be effective June 25, 2017: \$2.00. An ART adult fare of \$2.00 would generate approximately \$250,000 in additional revenue, which assumes a one percent decrease in ridership based upon historical and current ridership trends.

The current STAR Zone 1 fare of \$3.50 is double the ART base fare of \$1.75. STAR Zone 1 fares are proposed to increase by \$0.50 up from \$3.50 to \$4.00 for a one-way trip. STAR Zone 1 has 48% of all STAR trips. The current STAR Zone 2 and Zone 3 fares would increase by \$0.50 to \$5.50 and \$9.50, respectively.

The ART and STAR operating budget must absorb increases in operational costs. The proposed fare increase for Zones 1, 2 and 3 will generate approximately \$20,000, \$18,000 and \$4,000, respectively for a total of \$42,000 to help offset an estimated \$663,000 for ART and \$58,000 for STAR.

Ridership among elementary school students is expected to increase sufficiently to match the revenue loss from children ages 6-11 who currently ride ART at the full fare. Children up to age 6 ride free on ART. Extending free rides to the personal care attendants of MetroAccess users will enable more MetroAccess and STAR users to meet some of their travel needs using ART. ART has the capacity to accommodate these additional rides.



### **Community Outreach**

Staff notified the Transit Advisory Committee (TAC) of the proposed fare increases by e-mail on Thursday, March 30, 2017. This fare increase was discussed at the regularly scheduled meeting on April 11, 2017 and at the TAC Accessibility Subcommittee meeting on April 20, 2017. Staff posted on the ART website an overview of the proposed fare changes and a listing of opportunities for public comment, and shared this information with the community through County, DES and ART communications channels. The community was notified of their opportunity to present testimony at the May 4, 2017 meeting of the Transportation Commission and the May 9, 2017 meeting of the Transportation Advisory Committee and at this County Board meeting, as well as through the ART and STAR websites. Staff provided notification to the Transit Advisory Committee, Disability Advisory Commission, Transportation Commission and Transportation Committee of the Commission on Aging of the proposed fare increases and presented information and responded to questions to the first three organizations to facilitate Committee comments on the proposed action. As of (date), a total of X comments have been received regarding the proposed ART fare changes, of which Y (y%) were opposed and Q comments regarding the proposed STAR fare changes, of which R (r%) were opposed. The main concerns expressed regarding ART fare changes were A & B. The major concerns expressed regarding STAR fare changes were C & D.

The Transit Advisory Committee voted to Z the proposed fare increases at their meeting of May 9, 2017. The Transportation Commission voted to recommend that the County Board Z the proposed fare increases at their May 4, 2017, meeting. Both the Disability Advisory Commission and the Transportation Committee of the Commission on Aging reviewed the proposals without taking an official position.

The May 20, 2017 public hearing was advertised in the Washington Times. Notices of the public hearing, the May 4<sup>th</sup> Transportation Commission meeting and the May 9<sup>th</sup> Transit Advisory Committee meeting, were posted on ART buses in both English and Spanish and in large print on vehicles dedicated to the STAR program. ART and STAR alerts were sent to all text and email subscribers and posted on the ART website. In addition, the public has had opportunities to submit comments on-line.

**FISCAL IMPACT:** The fare increases are projected to produce \$250,000 in additional ART revenue in FY 2018 and the increase in STAR fare will reduce STAR operating expenses by an estimated \$42,000 for FY 2018. The fiscal impact of the other proposed changes is expected to be negligible. The additional revenues are included in the FY 2018 Adopted Budget.

**Transit Advisory Committee Meeting Agenda for Fare Change**

**Arlington Transit Advisory Committee  
Meeting Agenda  
May 9, 2017  
7:00 p.m.  
2100 Clarendon Boulevard  
“Cherry” and “Dogwood” Conference Room**

- 7:00 pm Public Comment (Including Comment on Proposed Fare Increase)
- 7:10 pm Approval of Meeting Notes from April 11, 2017
- 7:15 pm TAC Recommendation on Proposed Fare Increase for ART and STAR
- 7:30 pm VRE Crystal City Station Expansion – *Smiti Sonagi (VRE)*
- 8:00 pm Metrobus Service Changes – *Andre Stafford (Metro)*
- 8:10 pm Columbia Pike Transit Stations – *staff*
- 8:25 pm Virginia Transit Association Annual Conference – *Steve Yaffe (staff)*
- 8:35 pm June Bus Tour of Transit Projects – *staff*
- 8:40 pm Report from Accessibility Subcommittee
- 8:50 pm Additional Items from Committee Members and Staff
- 9:00 pm Adjournment
- Next **Planned** Meeting Date: Tuesday, June 13, 2017



## **Transit Advisory Committee Meeting Notes for Fare Change**

### **Arlington Transit Advisory Committee**

#### **Meeting Notes**

**May 9, 2017**

**(Approved July 11, 2017)**

#### **Present:**

John Carten  
Erika Chiang  
Carlota Cobo  
Herschel Kanter  
Laura MacNeil  
Linda Massaro  
Alexa Mavroidis  
William Stadenman  
Richard Hartman (staff)  
Lynn Rivers (staff)  
Steve Yaffe (staff)  
Bee Huelgler (staff)  
Cristin Tolen (staff)  
Jim Curren (staff)  
Sonali Soneji (VRE)  
Andre Stafford (Metro)  
Pamela Van Hine (Pedestrian Advisory Committee)

John Carten opened the meeting at 7:02 p.m.

There were no speakers during the public comment period. The April 11, 2017, meeting notes were approved.

#### **1. Proposed Fare Increase.**

Steve Yaffe described the proposed fare increase on ART and STAR, to be considered at the County Board's May meeting. The basic ART fare would rise from \$1.75 to \$2.00 to match the planned increase in Metrobus fares. The STAR Zone 1 fare would rise from \$3.50 to \$4.00. Also, tokens would be eliminated and the half-price fare currently available to high-school students would be made available to elementary school students. The fare increase would take effect June 25.

Mr. Yaffe said that the Transportation Commission had endorsed the fare increase. John Carten asked for a motion for the TAC to endorse the increase. Herschel Kanter made the motion, which was seconded by Linda Massaro. The motion was approved unanimously.

## **Recessed County Board Meeting Agenda for Fare Change**

**ARLINGTON COUNTY, VIRGINIA**

**3:00 P.M. County Board Business and Reports**

**6:30 P.M. Consent Items**

**No earlier than 6:45 P.M. Regular Hearing Items**

### **I. COUNTY BOARD BUSINESS AND REPORTS**

**• County Board Reports**

**• Appointments**

**• Regional Reports**

**• County Manager Reports**

**Williamsburg Field Lighting Recommendation Timeline**

**Ambulance Fees - Performance Audit**

**The following items to be heard beginning at 6:30 p.m.**

### **II. CONSENT ITEMS (Items removed from the Consent Agenda on Saturday, May 20, 2017)**

#### **Site Plans Requests, Amendments and Reviews**

1. **SP #39 Site Plan Amendment Review for an outdoor café (associated with Continental Pool Lounge at the Rosslyn Gateway South building) located outside of public rights-of-way, located at 1901 N. Fort Myer Drive (RPC #16-020-001 and 16-020-006).**



CM Recommendation (1) Find that the APS Education Center and David M. Brown Planetarium potentially meet at least two of the eleven designation criteria as outlined in Â§11.3.4 of the Arlington County Zoning Ordinance (ACZO) but not recommend further staff evaluation. (2) Deny the proposed local historic district designation request for the APS Education Center and David M. Brown Planetarium (also referred to herein as the Education Center Complex). In addition, (3) Direct the County Manager to have County staff collaborate with APS staff to consider the potential for the adaptive reuse of some or all of the Education Center Complex as part of future planning for the site.

#36-Staff Presentation

Board Report #36 (Posted 05-20-2017)

37. Ordinance amending and reenacting the Arlington Transit Passenger Fare Schedule by increasing ART and Specialized Transportation for Arlington Residents (STAR) fares and adoption of same, to become effective on June 25, 2017.

C.M. Recommendation: Amend and reenact a non-codified ordinance, amending the passenger fare schedule for the Arlington Transit ("ART") Transportation System and Specialized Transportation for Arlington Residents ("STAR"), to become effective on June 25, 2017 (Attachment A of the staff report)

CM Recommendation: Amend and reenact a non-codified ordinance, amending the passenger fare schedule for the Arlington Transit ("ART") Transportation System and Specialized Transportation for Arlington Residents ("STAR"), to become effective on June 25, 2017 (Attachment A of the staff report)

#37-Staff Presentation

Board Report #37 (Posted 05-13-2017)

38. An ordinance to amend, reenact, and recodify Chapter 63 (Utility Tax) of the Arlington County Code relating to the Residential Utility Tax On Electricity and Gas Rates, Effective July 1, 2017.

C.M. Recommendation: Adopt the amendments (as attached to the staff report) to Chapter 63, of the Code of Arlington County, Virginia, to increase the residential utility tax rates, effective July 1, 2017.

CM Recommendation: Adopt the amendments (as attached to the staff report) to Chapter 63, of the Code of Arlington County, Virginia, to increase the residential utility tax rates, effective July 1, 2017.

Board Report #38 (Posted 05-15-2017)

**IV. ADDITIONAL ITEMS**

**GENERAL INFORMATION**

The Arlington County Board generally meets once a month on Saturdays with a corresponding recessed meeting on Tuesday within a week of the initial regular meeting. The Board typically does not meet during the month of August. The meetings are open to the public. For more information, or to obtain the meeting schedule, telephone the County Board Office at 703-228-3130 (TTY 703-228-4611) on weekdays from 8 a.m. to 5 p.m.

# Approval May 2017 Board Minutes

May 23, 2017 - Page 1

A Recessed Meeting of the County Board of Arlington County, Virginia, held in Room 307 of 2100 Clarendon Boulevard thereof on Tuesday, May 23, 2017 at 3:03 p.m.

**PRESENT:** JAY FISETTE, Chair  
KATIE CRISTOL, Vice Chair  
CHRISTIAN DORSEY, Member  
LIBBY GARVEY, Member  
JOHN VIHSTADT, Member

**ALSO PRESENT:** MARK SCHWARTZ, County Manager  
STEPHEN MacISAAC, County Attorney  
HOPE L. HALLECK, Clerk

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### Statement of Participation for Libby Garvey, Member

The Chair was notified by Libby Garvey, Member that she was unable to attend the meeting as result of a temporary disability which prevents her physically from attending the meeting, and that she would like to participate by phone from South 14<sup>th</sup> Street in Arlington. This is allowed by law and the Board's policy, and arrangements were made for her participation.

Without objection, the Board approved Ms. Garvey's participation by phone in the meeting.

### Mr. Fiset, Chair read the Statement on Westover Beer Garden

Part of Arlington's success has been in creating active public spaces and a vibrant pedestrian realm. We recognize the value of lively and safe community gathering spaces which bring people together and help knit the fabric of our various neighborhoods - places such as the Westover Beer Garden.

Over the years we have worked closely with the Westover neighborhood and business owner to allow live music and an expanded beer garden in their neighborhood. Despite early concerns from many neighbors, the experiment in this predominantly residential neighborhood has been welcomed by most neighbors.

We have recently heard from the owner and many patrons that they would like the opportunity to expand the outdoor seating at the Westover Beer Garden beyond the number currently permitted by law. As it turns out, the long-standing County Code places significant restrictions on outdoor seating for retail establishments – and specifically prohibits flexibility if governed through a use permit, while allowing more flexibility if sought through a site plan amendment.

The Westover Beer Garden is governed by a use permit, thus the County Board, under the current law, has no authority to allow more outdoor seats than the number of indoor seats.

Today, the County Board is directing the County Manager to undertake a process to revisit and revise the County Code as it relates to outdoor seating. Specifically, we intend to provide more equity between establishments governed by site plans – where the Board has some flexibility to determine the appropriate number of outdoor seats – and establishments that are governed by use permits – where the Board, at this time, has no such flexibility.

We have asked the Manager to work through the standard review process, using the Zoning Ordinance Review Committee of the Planning Commission, and to develop recommendations by the fall – with the goal of County Board action by October 2017.

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**COUNTY BOARD RECESSED MEETING**

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**I. COUNTY BOARD BUSINESS AND REPORTS**

**• County Board Reports**

The Chair recognized Dean Emel for his services on Advisory Commissions in Arlington.

The Chair introduced the Building Safety Month proclamation for May 2017.

Christian Dorsey, Member announced a proclamation naming May 2017 Older Americans Month.

Christian Dorsey, Member also recognized and presented Aging Champion Awards to the honorees Brenda Cox, Peggy Jones, Jim Morris, Susan Doles, Rosemary Locke, Dan Palizzi, Barbara Green, John Hummel, Tom Fonseca, Meals on Wheels of Northern Virginia, Alease Brooks, and Charles Jackson.

The County Manager recognized Gabriela Acurio, Deputy County Manager.

The Chair recognized and shared information about Arlington's Commuter Stores. He also introduced Dennis Leach who gave a brief remark regarding the three locations.

The Chair also discussed his recent trip to Ivano-Frankivsk and gave a brief presentation.

The Chair announced Armed Forces Cycling Classic taking place on June 10<sup>th</sup> and 11<sup>th</sup>.

The Chair also announced the 22<sup>nd</sup> Annual Columbia Pike Blues Festival taking place on June 17<sup>th</sup>.

The Chair introduced Katie Brown-Henry, of the Neighborhood College Division, who awarded certificates to the 26 graduates.

The Chair also gave a statement regarding the Westover Beer Garden.

John Vihstadt, Member announced that the Hughes School as part of the Arlington Historical Society will be hosting a Gala Reception in honor of Military and First Responders.

Christian Dorsey, Member announced the Food Truck Drive event that is taking place on June 10<sup>th</sup>.

Christian Dorsey, Member talked about the Arlington Celebration of Foster parents in which he attended. He also presented a brief video clip of the Foster Parents of the year, Allen and Twilla Mack, who were honored at the event.

Katie Cristol, Vice Chair gave an update on the Joint Facilities Advisory Commission and the Interactive Public Forum on May 24, 2017; and she announced the Joint Work Session on June 27<sup>th</sup> where JFAC scenarios will be discussed.

Katie Cristol, Vice Chair gave an update on Virginia Railway Express (VRE); announcing the June 7, 2017 meeting.

**• Appointments**

On motion by JAY FISETTE, Chair to:

**Arlington Partnership for Children, Youth, and Families**

Appoint James Tuomey for a term ending May 31, 2019

**Commission for the Arts**



The motion was adopted and carried by a vote of 4 to 1, the voting recorded as follows: JAY FISETTE, Chair - Aye, KATIE CRISTOL, Vice Chair - Aye, CHRISTIAN DORSEY, Member - Aye, LIBBY GARVEY, Member - Aye, JOHN VIHSTADT, Member – No.

The motion was adopted and carried by a vote of 4 to 1, the voting recorded as follows: JAY FISETTE, Chair - Aye, KATIE CRISTOL, Vice Chair - Aye, CHRISTIAN DORSEY, Member - No, LIBBY GARVEY, Member - Aye, JOHN VIHSTADT, Member – Aye.

[Board Report #36 \(Posted 05-20-2017\)](#)

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**37. ORDINANCE AMENDING AND REENACTING THE ARLINGTON TRANSIT PASSENGER FARE SCHEDULE BY INCREASING ART AND SPECIALIZED TRANSPORTATION FOR ARLINGTON RESIDENTS (STAR) FARES AND ADOPTION OF SAME, TO BECOME EFFECTIVE ON JUNE 25, 2017.**

Following a duly advertised public hearing, at which there were speakers, a motion was made by CHRISTIAN DORSEY, Member, seconded by JAY FISETTE, Chair to amend and Reenact a Non-Codified Ordinance, amending the Passenger Fare Schedule for the Arlington Transit ("ART") Transportation System and Specialized Transportation for Arlington Residents ("STAR"), to become effective on June 25, 2017 (Attachment A). The motion was adopted and carried by a vote of 5 to 0, the voting recorded as follows: JAY FISETTE, Chair - Aye, KATIE CRISTOL, Vice Chair - Aye, CHRISTIAN DORSEY, Member - Aye, LIBBY GARVEY, Member - Aye, JOHN VIHSTADT, Member – Aye.

Attachment A

AMENDMENT AND RENACTMENT OF A NON-CODIFIED ORDINANCE REVISING THE PASSENGER FARE SCHEDULE FOR THE ARLINGTON TRANSIT ("ART") TRANSPORTATION SYSTEM AND THE SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS ("STAR") PROGRAM, TO BECOME EFFECTIVE ON JULY 1, 20147.

BE IT ORDAINED by the County Board of Arlington County, Virginia, that the following non-codified ordinance is amended and reenacted to revise the passenger fare schedule for the Arlington Transit ("ART") Transportation System and the Specialized Transit For Arlington Residents ("Star") Program, to become effective on July 1, 20147:

ARLINGTON TRANSIT  
("ART") PASSENGER  
FARE SCHEDULE

One-way base fare-cash/token and SmarTrip Card .....~~\$1.75~~\$2.00

One-way base fare ~~discount~~discounted fare with a SmarTrip Card after transferring from Metrorail ...~~\$1.25~~\$1.50

One-way base fare upon presentation of valid Virginia Hospital Center-Arlington employees with hospital ID.....free

One-way base fare for senior citizens and persons with disabilities, upon presentation of valid WMATA ID or Medicare card .....~~\$0.85~~\$1.00

One-way base fare for persons with disabilities and their personal care attendant, upon presentation of a valid WMATA MetroAccess card .....\$0.00



One-way base fare for students with a valid Arlington school ID.....\$0.85\$1.00, or token or i-Ride SmarTrip card

Bulk discount for i-Ride tokens, packet of ten .....\$8.50-\$10.00

**SPECIALIZED TRANSIT FOR ARLINGTON RESIDENTS ("STAR")  
PASSENGER FARE SCHEDULE**

Zone 1.....\$3.50\$4.00

Zone 2.....\$5.00-\$5.50

Zone 3.....\$9.00-\$9.50

The remaining portions of the Non-Codified Ordinance Amending and Reenacting A Passenger Fare Schedule for the Arlington Transit ("ART") Transportation System, enacted by the County Board on April 22, 2014, and effective on July 1, 2014, not amended hereby shall remain in effect as previously enacted.

[Board Report #37 \(Posted 05-13-2017\)](#)

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**38. [AN ORDINANCE TO AMEND, REENACT, AND RECODIFY CHAPTER 63 \(UTILITY TAX\) OF THE ARLINGTON COUNTY CODE RELATING TO THE RESIDENTIAL UTILITY TAX ON ELECTRICITY AND GAS RATES, EFFECTIVE JULY 1, 20017.](#)**

Following a duly advertised public hearing, at which there were speakers, a motion was made by JAY FISETTE, Chair, seconded by KATIE CRISTOL, Vice Chair to adopt the attached amendments to Chapter 63, of the Code of Arlington County, Virginia, to increase the residential utility tax rates, effective July 1, 2017. The motion was adopted and carried by a vote of 5 to 0, the voting recorded as follows: JAY FISETTE, Chair - Aye, KATIE CRISTOL, Vice Chair - Aye, CHRISTIAN DORSEY, Member - Aye, LIBBY GARVEY, Member - Aye, JOHN VIHSTADT, Member - Aye.

**Attachment I**

**AN ORDINANCE TO AMEND, REENACT, AND RECODIFY CHAPTER 63 (UTILITY TAX) OF ARLINGTON COUNTY CODE RELATING TO THE RESIDENTIAL UTILITY TAX ON ELECTRICITY AND GAS RATES, EFFECTIVE JULY 1, 20017. BE IT ORDAINED** that Chapter 63 of the Arlington County Code is amended, reenacted, and recodified as follows, effective July 1, 20017:

**Chapter 63 UTILITY TAX**

\*\*\*

**§ 63-2. Levy; tax rate; rate payment.**

There is hereby imposed and levied by Arlington County upon each and every consumer of a utility service a tax in the following amounts with respect to each utility service, which tax in every case shall be collected by the service provider from the consumer and shall be paid to the service provider for the use of Arlington County at the time the purchase price or such charge shall become due and payable under the agreement between the consumer and the service provider. There shall be no tax computed on bills submitted on sales of electric utility service for resale.

# Regional Fare Change Request Forms

## REGIONAL CONFIGURATION CHANGE REQUEST FORM

Agency Name: Arlington Transit (ART), Requesting Official: Jason Davis Date: 5/1/2017

**TYPE:**

**MAGNITUDE:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Fare/Fee Change                 | <input type="checkbox"/> Major Restructure           |
| <input type="checkbox"/> Transfer Matrix                            | <input checked="" type="checkbox"/> Multiple Changes |
| <input type="checkbox"/> New Products                               | <input type="checkbox"/> Minor Changes               |
| <input type="checkbox"/> Operational Parameters                     | <input type="checkbox"/> Single Change               |
| <input type="checkbox"/> Experimental                               | <input type="checkbox"/> Informational               |
| <input checked="" type="checkbox"/> Change/Add/Delete Route/Pattern |  |

Reason for Change Increased regional fares

Narrative:

ART is increasing bus fares to coincide with Metro bus fare increases.  
Full Fare increase to \$2.00  
S/D Increase to \$1.00  
Student Fare Increase to \$1.00

Priority:

- Emergency  
 Urgent  
 Normal  
 Within the next 6 months

Date Required: TBD YES NO

- Will this change affect other Agencies?  YES  NO
- Will this change require other Agencies Official Approval?  YES  NO
- Will this change require additional reports?  YES  NO

Explain:

Will this change require existing reports to be modified?  YES  NO

Explain:

Routing:  
dotoole@wmata.com  
gfreeman@wmata.com

- AFC Engineering  
 Program Office  
 Operations Committee  
 Finance Committee  
 Marketing/CPOS Committee(s)  
 Full Regional Partnership

Date Received: \_\_\_\_\_

Reply sent:

Date: \_\_\_\_\_

## REGIONAL CONFIGURATION CHANGE REQUEST FORM

**Agency Name:** Arlington Transit (ART) **Requesting Official:** Steve Yaffe **Date:** 5/31/2017

**TYPE:**

**MAGNITUDE:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Fare/Fee Change | <input type="checkbox"/> Major Restructure |
| <input type="checkbox"/> Transfer Matrix            | <input type="checkbox"/> Multiple Changes  |
| <input type="checkbox"/> New Products               | <input type="checkbox"/> Minor Changes     |
| <input type="checkbox"/> Operational Parameters     | <input type="checkbox"/> Single Change     |
| <input type="checkbox"/> Experimental               | <input type="checkbox"/> Informational     |

Reason for Change Arlington County/Arlington Transit (ART) Fare Changes

Narrative: Arlington Transit is submitting to WMATA our final fare changes to be included in the fare table. ART has received County Board approval for the fare changes to take effect Sunday June 25, 2017. The following changes to the fare table are: Regular cash or token \$2.00; Regular fare paid with SmarTrip card \$2.00; Metrorail to ART bus transfer \$1.50; Senior cash or token (with WMATA ID or Medicare card) \$1.00; Senior fare with Senior SmarTrip card \$1.00; Fare for persons with disabilities and their personal care attendant (with valid MetroAccess card) \$0.00;

Priority:

- Emergency  
 Urgent  
 Normal  
 Within the next 6 months

Date Required: 6/25/2017 YES NO

Will this change affect other Agencies?  YES  NO

Will this change require other Agencies Official Approval?  YES  NO

Will this change require additional reports?  YES  NO

Explain: N/A

Will this change require existing reports to be modified?  YES  NO

Explain: N/A

Routing: gfreeman@wmata.com dotoole@wmata.com	<input type="checkbox"/> AFC Engineering <input type="checkbox"/> Program Office <input type="checkbox"/> Operations Committee <input type="checkbox"/> Finance Committee <input type="checkbox"/> Marketing/CPOS Committee(s) <input type="checkbox"/> Full Regional Partnership	Date Received: _____ <input type="checkbox"/> Reply sent: Date: _____
---	--	---



# New ART Fares Effective June 25, 2017

Starting Sunday, June 25, ART fares will increase to the following:

**Adult Fare:** \$2.00

**Senior Citizens** (65+): \$1.00

**People w/Disabilities**

(w/WMATA ID or Medicare card): \$1.00

**K-12 Students**

(w/school ID, iRide token or Student SmarTrip card): \$1.00

Transfers using a SmarTrip card will be free between ART buses and between ART and Metrobus. There will be a 50¢ discount for transfers between ART and Metrorail.

Transfers must be made within 2 hours.



703-228-RIDE (7433)  
Arlingtontransit.com





# Incremento de Tarifas ART Efectivo junio 25, 2017

A partir del domingo 25 de Junio, las tarifas de ART aumentarán como sigue:

**Boleto Adulto: \$2.00**

**Adultos Mayores** (Senior 65+): \$1.00

**Personas con Discapacidad**  
(con ID WMATA o tarjeta Medicare): \$1.00

**Estudiantes Jardín-12 grado**  
(con ID escuela, iRide token o tarjeta iRide SmarTrip): \$1.00

Transbordos con tarjeta SmarTrip serán gratis entre ART y Metrobus. Habrá un descuento de 50¢ para transbordos entre ART y Metrorail. Transbordos deben hacerse dentro de 2 horas.



703-228-RIDE (7433)  
Arlingtontransit.com

# APPENDIX E - The ART 41, 42, 43 & 75 Schedule Changes Effective September 30, 2018

## Various Public Notifications for Scheduled Bus Routes Changes

ART 41, 42, 43 & 75 Schedule Changes Effective September 30

Page 1 of 1



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Search



**Reduced STAR Call Center Hours Effective April 2: Greetings,** Starting on Thursday April 2, the STAR Call Center will operate on a reduced schedule. The Call Center will be open Monday – Friday 8 am – 5 pm and closed on Saturday. There are no changes to STAR service hours. Learn more at [ArlingtonTransit.com/reduced-service](http://ArlingtonTransit.com/reduced-service) [View all ART Alerts \(/riding-art/service-alerts/\)](#)



**Rear Boarding and Free Fares Due to COVID-19:** Bus riders will enter and exit all ART buses using the rear doors only. Customers who require the use of a wheelchair ramp can still enter the bus through the front door. Fare collection will be suspended on all ART buses. Learn more at [ArlingtonTransit.com/rear-boarding](http://ArlingtonTransit.com/rear-boarding) [View all ART Alerts \(/riding-art/service-alerts/\)](#)

[Home \(/\)](#) » [About ART \(/about/\)](#) » [ART News \(/about/art-news/\)](#) » [ART 41, 42, 43 & 75 Schedule Changes Effective September 30 \(/about/art-news/art-41-42-43-75-schedule-changes-effective-september-30/\)](#)

## ART 41, 42, 43 & 75 Schedule Changes Effective September 30

September 17, 2018

Schedule changes will go into effect for the ART 41, 42, 43 and 75 bus routes starting on Sunday, September 30, 2018. The changes are being made based on input from the FY 2017-26 Transit Development Plan (TDP), current County budget proposals, and an analysis of on-time performance, ridership, corridor studies and service productivity.

The planned schedule changes are:

**ART 41** - Additional Service on Sundays from 9:30 pm to 12-midnight.

**ART 42** - Weekday Peak Frequency improvement from 16 minutes to 15 minutes and off-peak frequency from 34 minutes to 30 minutes to improve schedule adherence; New schedule for Weekday, Saturday, and Sunday. ART 42 will also start operating Sunday service on the major holidays of Thanksgiving, Christmas, New Year's Day, Memorial Day, 4th of July, and Labor Day.

**ART 43** - New schedule for weekdays to improve connections to Metroway, Metrorail, and other regional service providers. Northbound stop at Court House Metro Station (Wilson Blvd and N. Veitch Street) will be made permanent. ART 43 will also start operating Sunday service on the major holidays of Thanksgiving, Christmas, New Year's Day, Memorial Day, 4th of July, and Labor Day.

**ART 75** – A northbound trip from Shirlington to Ballston will be added at 7:10 am to accommodate bus overcrowding of students traveling to Kenmore Middle School. New schedule to improve schedule adherence.

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### About User Comments

The User Comments form is a way to share your thoughts with other visitors to this page. If you have a comment or question for Arlington Transit staff, please [contact Arlington Transit \(/contact/\)](#).

Comments posted here will be published on this page after approval. A valid email address is required to post a comment. Your email address will not be displayed, or used for any purpose except to contact you about your comment or question.

Comments for this thread are now closed



0 Comments   ART - Arlington Transit   Disqus' Privacy Policy   Login

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This discussion has been closed.

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## ART 41, 42, 43 & 75 Schedule Changes for Next Door

Post to the following civic association pages:

Arlington Mill  
Columbia Forest

### ART 41 and 75 Schedule Changes Effective September 30

On September 30, schedule changes will go into effect for the ART 41 and 75 bus routes that operate in your neighborhood. The changes include:

**ART 41** – A new Sunday schedule will go into effect with additional service added from 9:30 am – midnight. The weekday and Saturday schedules will remain the same. View the new schedule: <https://bit.ly/2NvmzhC>

**ART 75** – Time adjustments will be made to improve service and a northbound trip from Shirlington to Ballston will be added at 7:10 am to accommodate bus overcrowding of students traveling to Kenmore Middle School. View the new schedule: <https://bit.ly/2PVZaCZ>

Schedule changes will also be made to the ART 42 and 43 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

Post to the following civic association pages:

Ashton Heights  
Ballston – VA Square

### ART 41, 42 and 75 Schedule Changes Effective September 30

On September 30, schedule changes will go into effect for the ART 41, 42 and 75 bus routes that operate in your neighborhood. The changes include:

**ART 41** – A new Sunday schedule will go into effect with additional service added from 9:30 am – midnight. The weekday and Saturday schedules will remain the same. View the new schedule: <https://bit.ly/2NvmzhC>

**ART 42** – Weekday peak frequency will improve from every 16 minutes to every 15 minutes and off-peak frequency from every 34 minutes to every 30 minutes. There will also be some time tweaks made to the Saturday and Sunday schedules to improve service. View the new schedule: <https://bit.ly/2gl7Fll>

**ART 75** – Time adjustments will be made to improve service and a northbound trip from Shirlington to Ballston will be added at 7:10 am to accommodate bus overcrowding of students traveling to Kenmore Middle School. View the new schedule: <https://bit.ly/2PVZaCZ>

Schedule changes will also be made to the ART 43 route. Learn more at [arlingtontransit.com](http://arlingtontransit.com)



**Post to the following civic association pages:**

Clarendon-Courthouse

**ART 41 and 42 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 41 and 42 bus routes that operate in your neighborhood. The changes include:

**ART 41** -- A new Sunday schedule will go into effect with additional service added from 9:30 am - midnight. The weekday and Saturday schedules will remain the same. View the new schedule: <https://bit.ly/2NvmzhC>

**ART 42** -- Weekday peak frequency will improve from every 16 minutes to every 15 minutes and off-peak frequency from every 34 minutes to every 30 minutes. There will also be some time tweaks made to the Saturday and Sunday schedules to improve service. View the new schedule: <https://bit.ly/2g17FlI>

Schedule changes will also be made to the ART 43 and 75 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

**Post to the following civic association pages:**

Colonial Village

**ART 41 and 43 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 41 and 43 bus routes that operate in your neighborhood. The changes include:

**ART 41** -- A new Sunday schedule will go into effect with additional service added from 9:30 am - midnight. The weekday and Saturday schedules will remain the same. View the new schedule: <https://bit.ly/2NvmzhC>

**ART 43** -- Time adjustments will be made to improve connections to Metroway, Metrorail, and other regional service providers. The northbound stop at Court House Metro Station (Wilson Blvd and N. Veitch Street) will be made permanent. View the new ART 43 schedule here: <https://bit.ly/2xErBxE>

Schedule changes will also be made to the ART 42 and 75 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

**Post to the following civic association pages:**

Lyon Village  
Randor/Ft. Myer Heights  
Buckingham  
Alcova Heights  
Arlington Heights  
Douglas Park  
Barcroft  
Forest Glen

**ART 41 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 41 bus route that operates in your neighborhood. The changes include a new Sunday schedule with additional service added from 9:30 am - midnight. The weekday and Saturday schedules will remain the same. View the new schedule:

<https://bit.ly/2NvmzhC>

Schedule changes will also be made to the ART 42, 43 and 75 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

**Post to the following civic association pages:**

Lyon Park Civic Assoc  
Penrose Civic Assoc  
Columbia Heights Civic Assoc  
Arlington View Civic Assoc  
Foxcroft Heights Civic Assoc  
Aurora Highlands Civic Assoc

**ART 42 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 42 bus route that operates in your neighborhood. The changes include improved weekday peak frequency from every 16 minutes to every 15 minutes and off-peak frequency from every 34 minutes to every 30 minutes. There will also be some time tweaks made to the Saturday and Sunday schedules to improve service. View the new schedule:

<https://bit.ly/2q17FlI>

Schedule changes will also be made to the ART 41, 43 and 75 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

**Post to the following civic association pages:**

Radnor/Ft. Myer Heights

North Rosslyn

Crystal City

**ART 43 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 43 bus route that operates in your neighborhood. The changes include time adjustments to improve connections to Metroway, Metrorail, and other regional service providers. The northbound stop at Court House Metro Station (Wilson Blvd and N. Veitch Street) will be made permanent. View the new ART 43 schedule here:

<https://bit.ly/2xErBxE>

Schedule changes will also be made to the ART 41, 42 and 75 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)

**Post to the following civic association pages:**

Shirlington

Claremont

Columbia Forest

Glencarlyn

Bluemont

Ashton-Heights

**ART 75 Schedule Changes Effective September 30**

On September 30, schedule changes will go into effect for the ART 75 bus route that operates in your neighborhood. The changes include time adjustments to improve service and a northbound trip from Shirlington to Ballston will be added at 7:10 am to accommodate bus overcrowding of students traveling to Kenmore Middle School. View the new schedule: <https://bit.ly/2PVZaCZ>

Schedule changes will also be made to the ART 41, 42 and 43 routes. Learn more at [arlingtontransit.com](http://arlingtontransit.com)



**Transit Advisory Committee Meeting Agenda for Scheduled Bus Routes Change**

***Arlington Transit Advisory Committee  
Meeting Agenda***

**Tuesday, September 11, 2018**

**7:00 PM**

**Ellen M. Bozman Government Center**

**2100 Clarendon Boulevard**

**“Cherry” and “Dogwood” Conference Room**

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from May 8, 2018 Meeting
- 7:15 pm MTP Bicycle Element (staff)
- 7:35 pm ART Service Update (staff)
- 7:55 pm ART Proposed Fall 2018 Service Changes (staff)**
- 8:20 pm STAR Service Update (staff)
- 8:30 pm WMATA Update (staff)
- 8:40 pm Report from Accessibility Subcommittee
- 8:50 pm Additional Items from Committee Members and Staff
- 9:00 pm Adjournment

**NEXT PLANNED TAC MEETING:  
TUESDAY, NOVEMBER 13, 2018**



**Transit Advisory Committee Meeting Notes for Scheduled Bus Routes Change**

**Arlington Transit Advisory Committee**

**Meeting Notes**

**September 11, 2018**

**7:00 p.m.**

**Ellen M. Bozman Government Center**

**2100 Clarendon Boulevard**

**“Cherry” and “Dogwood” Conference Room**

**TAC Members Present:**

John Carten  
Alexa Mavroidis  
Laura MacNeil  
Deidre Grant  
Andrew McAllister  
Conor Courtney  
Richard Price  
Takis Karantonis  
Harvey Berlin  
Erika Chiang  
Carlota Cobo  
James Davenport

**Attendees Present:**

Pierre Holloman (staff)  
William Jones (staff)  
Tim Roseboom (staff)  
Ritch Viola (staff)  
Andre Stafford (WMATA)

**Call to Order**

- John Carten opened the meeting at 7:03 pm.

**Introductions**

- John Carten noted that Linda Massaro has resigned from the TAC.

**Public Comment**

- No public comments submitted, no speakers from the public.

**Approval of Meeting Notes from May 8, 2018**

- May 8, 2018 meeting notes were approved unanimously.

**Recap of July Transit Capital Projects Bus Tour – Pierre Holloman**

- Pierre Holloman provided an overview of the tour which included a look at the new bus tunnel and transit facilities along N Moore Street in Rosslyn, an update from Virginia Railway Express (VRE) on the Crystal City Station Improvements Project, a briefing and ride along the alignment for the Crystal City Potomac Yard Transitway Extension, view of bus stop improvements in South Arlington, and briefing on proposed transit improvements and amenities along Columbia Pike. The tour also



#### **ART Service Update – William Jones**

- William Jones noted two items as part of this update: 1) ART's and STAR's fourth quarter fiscal year 2018 report and 2) ART's service. Regarding ART's and STAR's fourth quarter fiscal year 2018 report, ART's ridership decreased 14% in the fourth quarter of fiscal year 2018 as compared to the fourth quarter of fiscal year 2017 and STAR ridership saw a 4% decrease over the same period. The TAC noted several possible reasons for ridership declines including but not limited to a shift in employment locations for Federal government workers and contractors from places such as the Pentagon to places outside of Arlington such the District and Fairfax County, shifts to Uber and Lyft, and increase in teleworking. For the fourth quarter, ART's on-time performance stood at 83% as compared to 92% during the fourth quarter of fiscal year 2017. Increased traffic was expressed as a concern regarding on-time performance. Regarding STAR, the number of trip cancellations decreased 22% during the fourth quarter of fiscal year 2018 as compared to the same period in fiscal year 2017; however, no shows increased 15% in the fourth quarter of fiscal year 2018 as compared to the same period in fiscal year 2017.
- Regarding ART's service, ART has been dealing with service reliability issues since the start of fiscal year 2018. Large percent of the reliability issues have been the result of maintenance issues which have caused missed trips and impacted the perception of ART. Staff is holding ART's contractor accountable through financial liquidated damages for missed trips. Staff continues to stress the need for ART's contractor to better maintain ART's fleet. In recent months, ART's contractor has made wholesale management changes in terms of maintenance, increased financial resources towards maintenance and have brought in staff from around the country to help fix maintenance issues. ART's contract has also developed a state of good repair action plan to ensure better service reliability. It was noted that the existing contract with ART's contract provider is over ten years old. In the future as part of any new contract for ART services, key performance indicators will be established, holding all future contractors of ART to a higher standard. It was also noted by several TAC members that reliable and on-time service will help draw people back to ART.
- William Jones noted that the TAC will review ART's service evaluation metrics and report at the November 2018 TAC meeting. The evaluation metrics and report will help ART understand which bus routes are not performing to standards and will help staff look at which areas where people are still riding ART and where routes could be either improved, made more efficient, or cut.

#### **ART Proposed Fall 2018 Service Changes – William Jones**

- William Jones stated that on September 30, 2018 there will be some schedule changes for ART 41 (additional service on Sundays and a new schedule for weekday, Saturday, and Sunday), ART 42 (reduce peak frequency from 16 minutes to 15 minutes and off peak frequency from 34 minutes to 30 minutes), ART 43 (new schedule to improve connections based on Metroway, VRE, and Metrorail schedules), ART 75 (making the current unscheduled weekday school trip as a 7:15 am northbound trip from Shirlington to Arlington Blvd and a new weekday schedule to improve schedule adherence).
- As part of proposed December 2018 service changes, on October 9, 2018 at Arlington Mill Community Center and on October 11, 2018 at a location TBD in north Arlington, ART will hold public meetings to go over proposed service changes. Proposed changes include a new proposed route connecting Shirlington to Marymount University via Ballston Metrorail Station as well as proposed additional Sunday service on ART 45 and schedule changes to the ART 51, 52, 55, 74, 77, 84, and 87.

A survey to obtain feedback will be posted on the ART website as part of public engagement.

- TAC Member, Carlota Cobo, requested additional service for the ART 77 and noted a missed trip on the ART 77 on Thursday, September 6, 2018. William Jones noted that the service evaluation for ART 77 will be used as the tool to justify additional services for the ART 77.

#### **STAR Service Update – William Jones**

- In lieu of the Report from the Accessibility Subcommittee, TAC Member, Alexa Mavroidis, provided a recap of several issues noted at the August Accessibility Subcommittee meeting including: complaints regarding Red Top outsourcing its call center, STAR clients missing trips carried by Red Top and no response from Red Top on where vehicles are and what time a vehicle may show. It was noted that most of the problems occur when the STAR Call Center is closed. It was also noted that Red Top was to develop a corrective action plan and such plan was to be shared with the Accessibility Subcommittee; however, the Subcommittee only received an abbreviated version from staff.





# **ART 41, 42, 43 & 75 Schedule Changes Effective September 30**

Changes include:

**ART 41** – Additional late night Sunday service

**ART 42** – Time adjustments to improve frequency

**ART 43** – Time adjustments to improve connections

**ART 75** – Time adjustments and northbound trip added at 7:10 am for Kenmore students

View the new schedules at [arlingtontransit.com](http://arlingtontransit.com)





# **ART 41, 42, 43 y 75**

## **Cambios de horarios**

**A partir del 30 de septiembre**

Los cambios incluyen:

**ART 41** – Servicio adicional el domingo a la noche

**ART 42** – Ajustes de tiempo para mejorar la frecuencia

**ART 43** – Ajustes de tiempo para mejorar las conexiones

**ART 75** – Ajustes de tiempo y se agregó viaje en dirección norte para los estudiantes de Kenmore

Ver los nuevos horarios en [arlingtontransit.com](http://arlingtontransit.com)

**APPENDIX F- Title VI Facility Equity Analysis - Arlington Transit Bus Maintenance and Storage Facility.**

## Title VI Facility Equity Analysis 2020

### Arlington Transit Bus Maintenance and Storage Facility.



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# Title VI Facility Equity Analysis

## 1. Background and Project Description

Arlington Transit (ART) started Fiscal Year (FY) 2020 with sixteen (16) fixed bus routes and Complementary Americans with Disabilities Act (ADA) Paratransit services, Specialized Transit for Arlington Residents (STAR). The Complementary ADA Paratransit Service provides on-demand transportation services for individuals who, due to a disability, are unable to use the fixed route service. The County has three operational facilities: ART House, the Light Maintenance Facility and the Farrington Garage. The Farrington Garage is located outside Arlington County in Fairfax County. Arlington County operates ART with financial support from the Virginia Department of Rail and Public Transportation (DRPT), the County's General Fund, fares collected and private contributions from business. Arlington County contracts for operations and maintenance services for ART with a third-party service provider.

The County is now looking for to replace the current maintenance facility (Farrington Garage) in Fairfax County with in Arlington County. This facility will service as a comprehensive transit operations and maintenance facility to house operations, administration, fleet maintenance, bus storage, parts storage, and wash facility. Arlington County wants to house this facility on land to provide local bus service from a centralized location. Locations near the existing fleet facilities and in a location that will reduce deadhead hours are preferred by Arlington County. The County identified three location alternatives.

## 2. Study Purpose

The purpose of this study is to analyze the top three locations identified in the site selection analysis to ensure that the alternatives and final selected location were selected without regard to race, color, or national origin. This study also compares the equity impacts of the three alternatives. The following three candidate sites were evaluated for use by Arlington County:

	Location	Size in Acres	Ownership Status
Site 1	601 S. Carlin Springs Road	11.5	Owned
Site 2	Old Dominion & 26th Street	7.6	Owned
Site 3	2629 Shirlington Road	2.6	Owned

As per the Federal Transit Administration (FTA) requirements in Circular 4703.1 (Environmental Justice), Title VI equity analyses for the location of facilities must occur in the planning stage before a preferred site has been selected. Sites will be evaluated and ranked as part of the site selection analysis. The Title VI analysis represents just one of the criteria used in the evaluation.

## 3. Title VI Compliance Requirements

The Arlington County is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI and required by guidelines in FTA Circular 4702.1.B (Title VI).

Title 49 CFR Section 21.5(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR Part 21, Appendix C, Section 3(iv) provides that “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.”

Arlington County Transit Bureau is required to conduct a Title VI equity analysis to demonstrate that the facility is selected without regard to race, color, or national origin. Per guidance in the circular, the analysis must:

- Include outreach to persons potentially impacted by the siting of the facility;
- Compare impacts of various siting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other; facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

If disparate impacts are identified, the least discriminatory alternative must be implemented.  
Site Selection Process.

The new ART Operations and Maintenance Facility must meet several important criteria:

- Environmental Conditions;
- Surrounding Land Use;
- Surround bus service/deadhead miles;
- Utility Availability and Drainage Ease;
- Historical Significance; and
- Site Equity Analysis.

Arlington County studied potential locations and reviewed available properties that would have the adequate space for the facility. Arlington County considered all properties that had enough space for the facility and proximity to the County’s Fleet Facility. All other County land was either too small or too far away from the County’s Fleet Facility to be desirable.

No neighborhood in the Arlington County was disqualified from the selection process. Race, color, and national origin of residents were not considered during the identification or evaluation of potential sites.

#### 4. Benefits and Burdens Analysis

Arlington County reviewed benefits and burdens of each site to determine any impacts that might adversely affect the community. There was no potential displacement of residents at any of the three sites considered in this site selection.

Site 1: There is an active business on Site 1, which currently serves as a medical center. The businesses maybe displaced if Site 1 is chosen; businesses not displaced will lose a significant amount of parking to due bus storage. Site 1 is zoned S-D, “Special Development District” and is adjacent bound on the north by R-6, “One-family Dwelling District”, the south and east S-3A, “Special District” and Fairfax County to the west. Access is via

S. Carlin Springs Road designated as an “Other Principal Arterial”. ART buses will need to travel north to Route 50 or south to Columbia Pike during pull-on. There is bus service in the area.

Site 2: There is a current public use on Site 2 designated as a winter road treatment storage. It is unclear if this use will need to be relocated. Site 2 is zoned P-S, “Public Service District” and is bound on all sides by R-10 or R-6 zoning, “One-family Dwelling District”. Access is via Old Dominion Drive designated as an “Other Principal Arterial”, and buses will need to travel significant distance during pull-on and pull-off as most ART service is in the southern part of the county. There is bus service in the area.

Site 3: The County currently leases Site 3 and is using it for transit bus service. Previously, the site was used for school bus storage. Site 3 is zoned M-1, “Light Industrial”. The site is bound on by RA-H, RA8-18, RA 7-16 and R14-26, “Apartment Dwelling District”; M-2, “Service Industrial” and M-1 to the north and west and Interstate 395 to the south and east. Access is via Shirlington Road, which is designated as a, “Minor Arterial”. Buses will travel less than a quarter mile to access Four Mile Run, “Other Primary Arterial” or Interstate 395. There is significant bus service in the area. Site 3 is less than a half-mile from The Shirlington Transit Center that provides service that connects directly to all other major transit hubs within the County.

*Table - Benefits and Burdens*

	Location	Zoning	Benefit	Burden/Adverse Impact
Site 1	601 S. Carlin Springs Road	S-D: Special Development District	-Existing parking infrastructure -Existing Building	-Adjacent Residential Properties -Active business on-site -Proximity to core service
Site 2	Old Dominion & 26th Street	P-S: Public Service District	-Current use	-Adjacent Residential Properties -Proximity to core service
Site 3	2629 Shirlington Road	M-1: Light Industrial	-Current use -Zoning (Industrial) -Proximity to core service and major transfer point -Keeps deadhead hours low	-Adjacent Residential Properties

Figure 1: Proposed Locations



## 5. Alternatives Equity Analysis and Cumulative Impacts

While location, size, price, and other criteria were used to select the three candidate properties, Arlington County analyzed demographics to ensure the site selection would have no disparate impact due to race, color,



or national origin. Arlington County used U.S. Census Tract Block Group in comparison to Arlington County as a whole.

In the Arlington County according to the 2017 American Community Survey 5-Year Estimates, 13.9% of individuals over the age of five have limited English proficiency; 28.5% of the population is minority (not white); 5.5 % of the population is below 75% of the county median income level; the median income is \$112,109.

*Table 2: Demographic Data*

	Location	Census Block Groups	Minority	Income Under \$25K	Median Income	LEP
	<b>All Arlington County</b>	<b>All Arlington County</b>	<b>28.5%</b>	<b>5.5%</b>	<b>\$112,109.00</b>	<b>13.9%</b>
Site 1	601 S. Carlin Springs Road	Block Group 1, Census Tract 1021	50.2%	24.1%	No data	77.3%
		Block Group 1, Census Tract 1022	60.2%	24.5%	No data	37.4%
Site 2	Old Dominion & 26th Street	Block Group 4, Census Tract 1005	15.8%	7.0%	\$176,389.00	17.3%
Site 3	2629 Shirlington Road	Block Group 2, Census Tract 1031	51.0%	12.0%	\$45,069.00	10.0%

*Source: Data from U.S. Census Bureau 2017 American Community Survey 5-year estimates.*

Figure 2

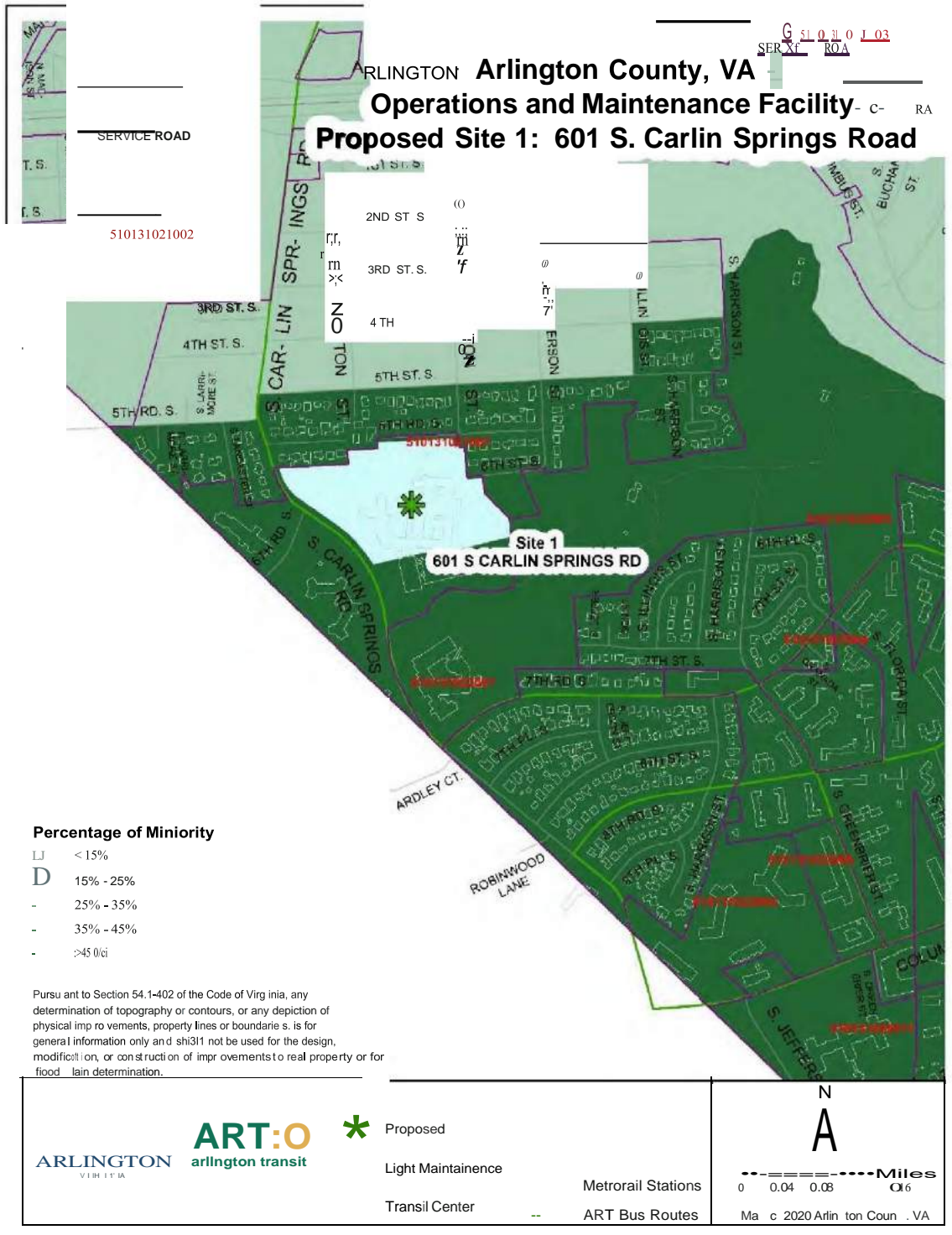


Figure 3

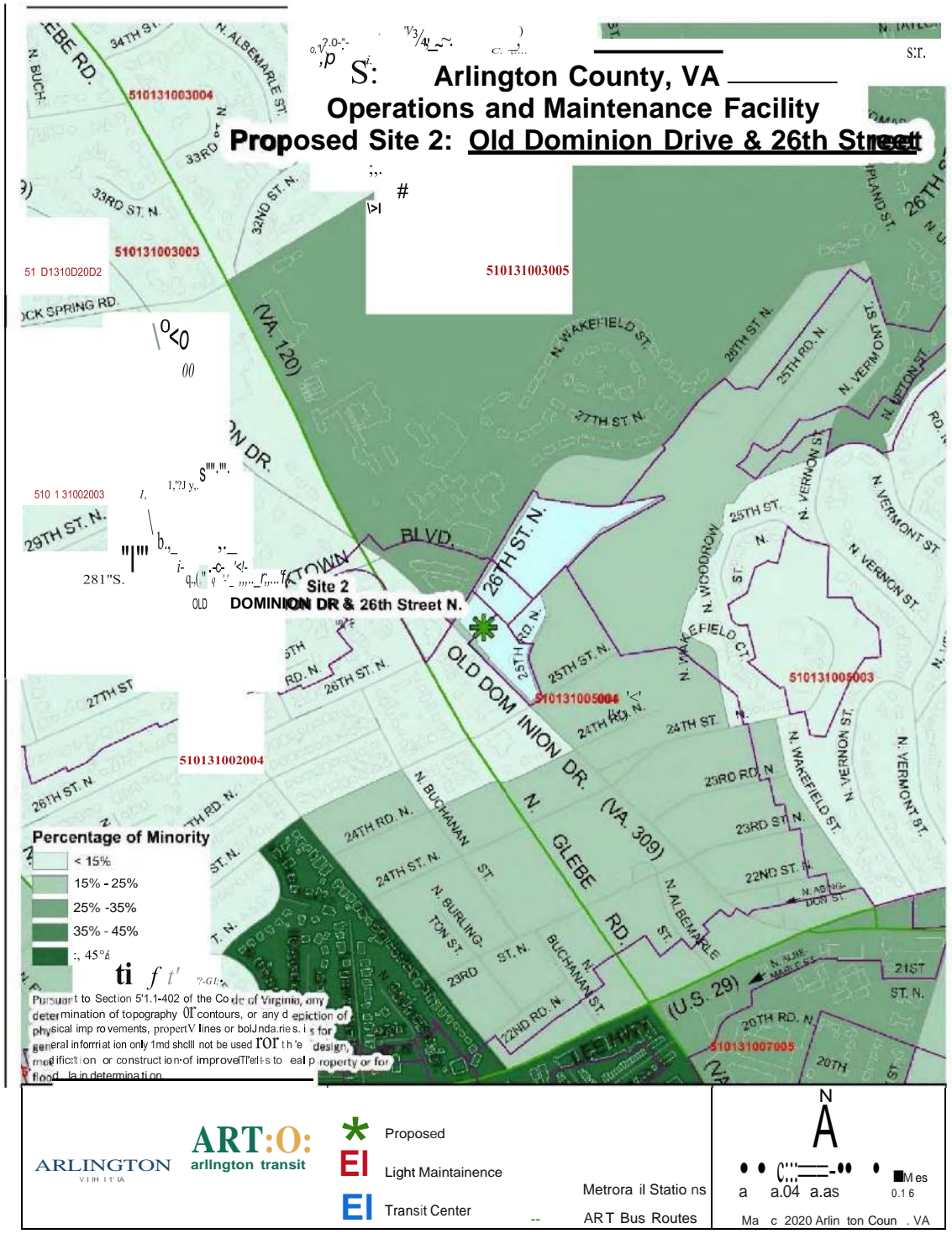




Figure 4

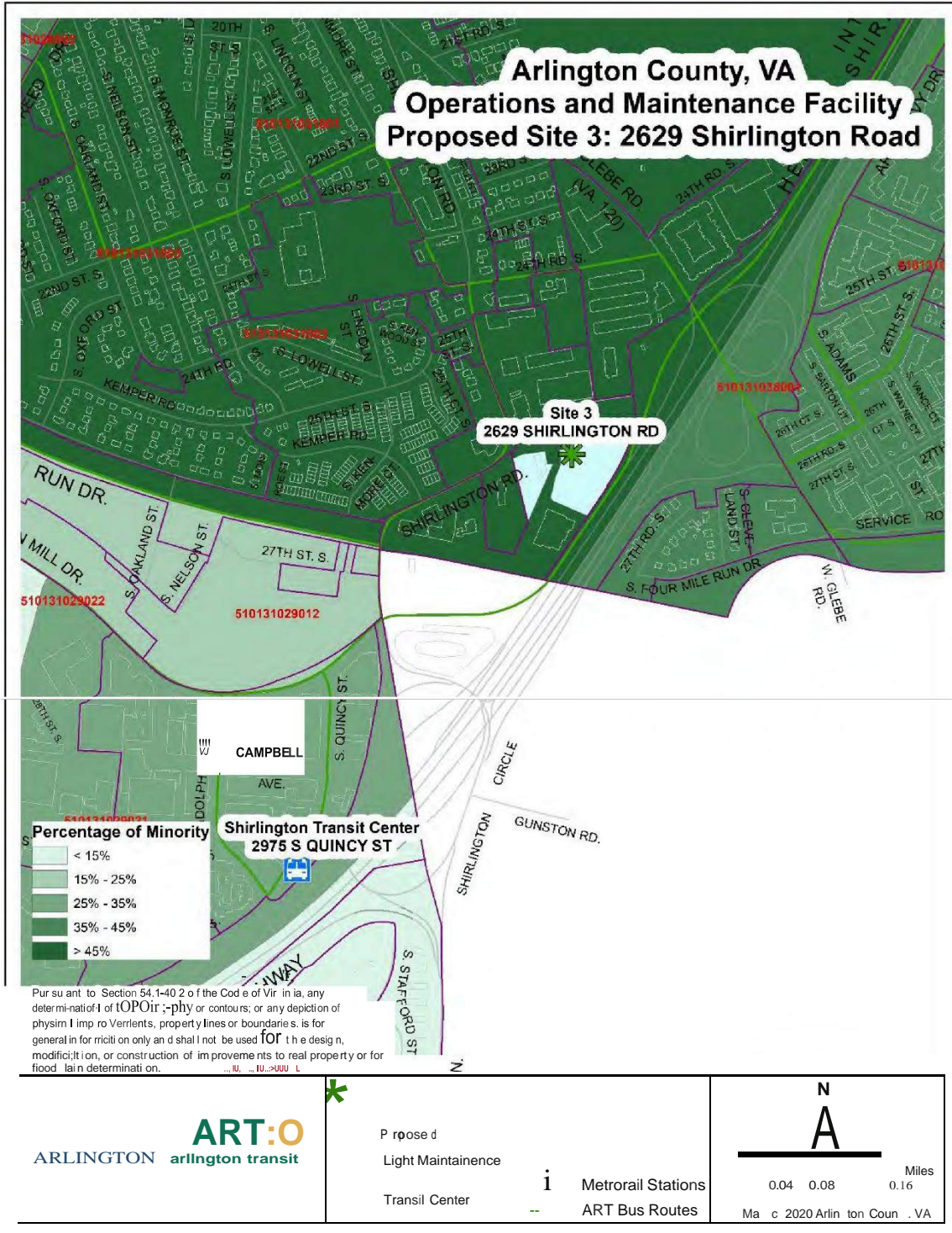




Figure 1: Site 1 Income Analysis

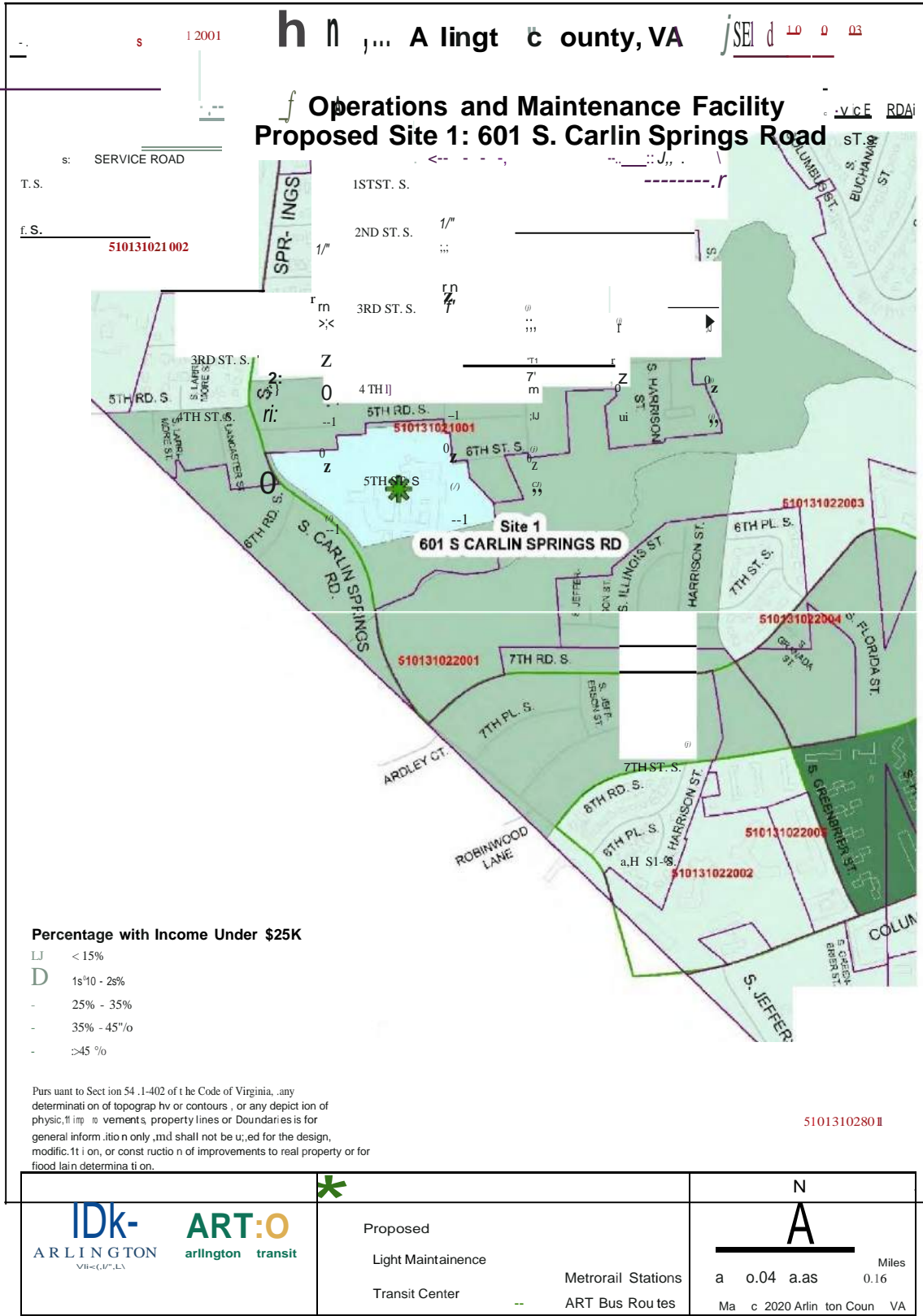


Figure 2: Income Analysis

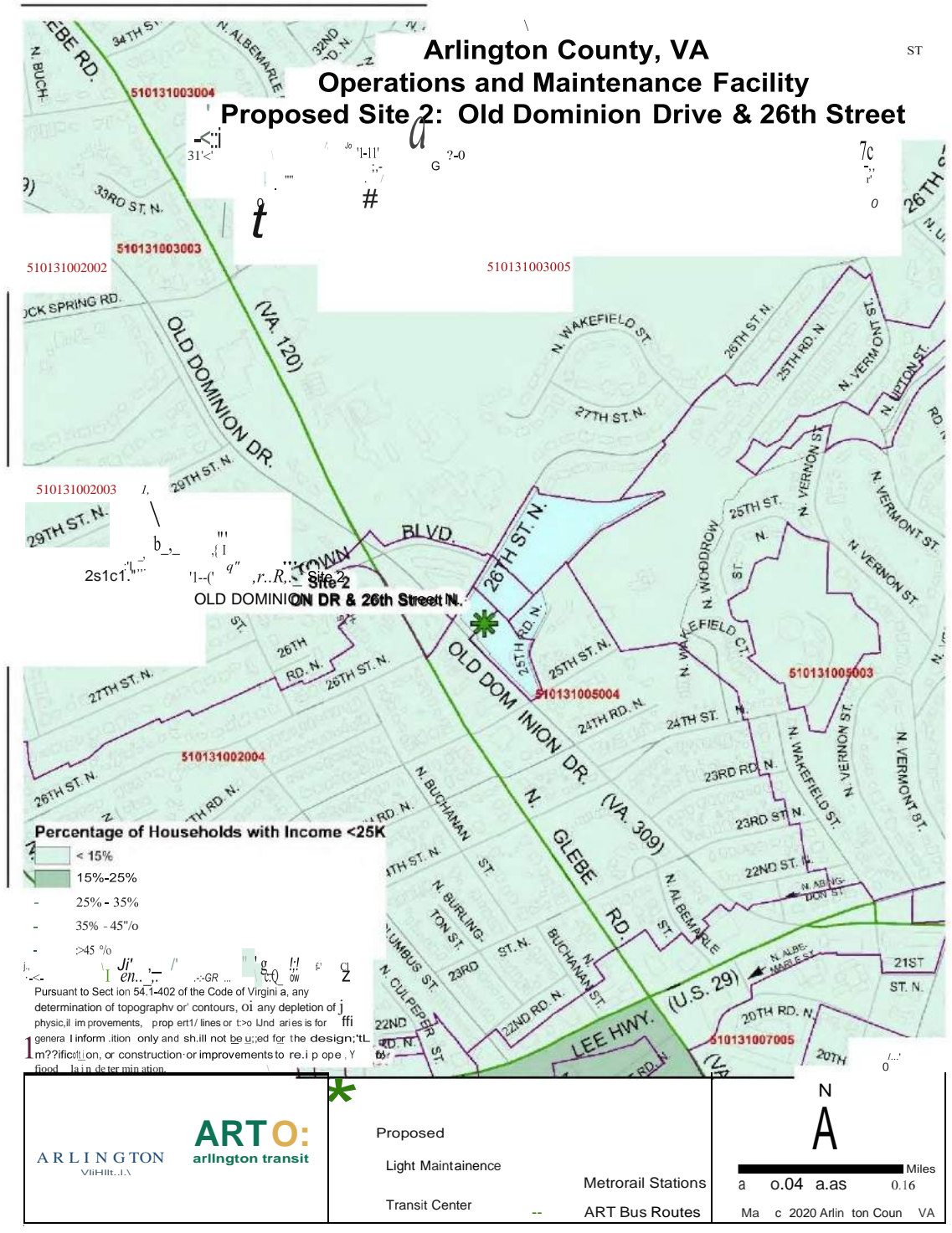


Figure 3: Site 3 Income Analysis

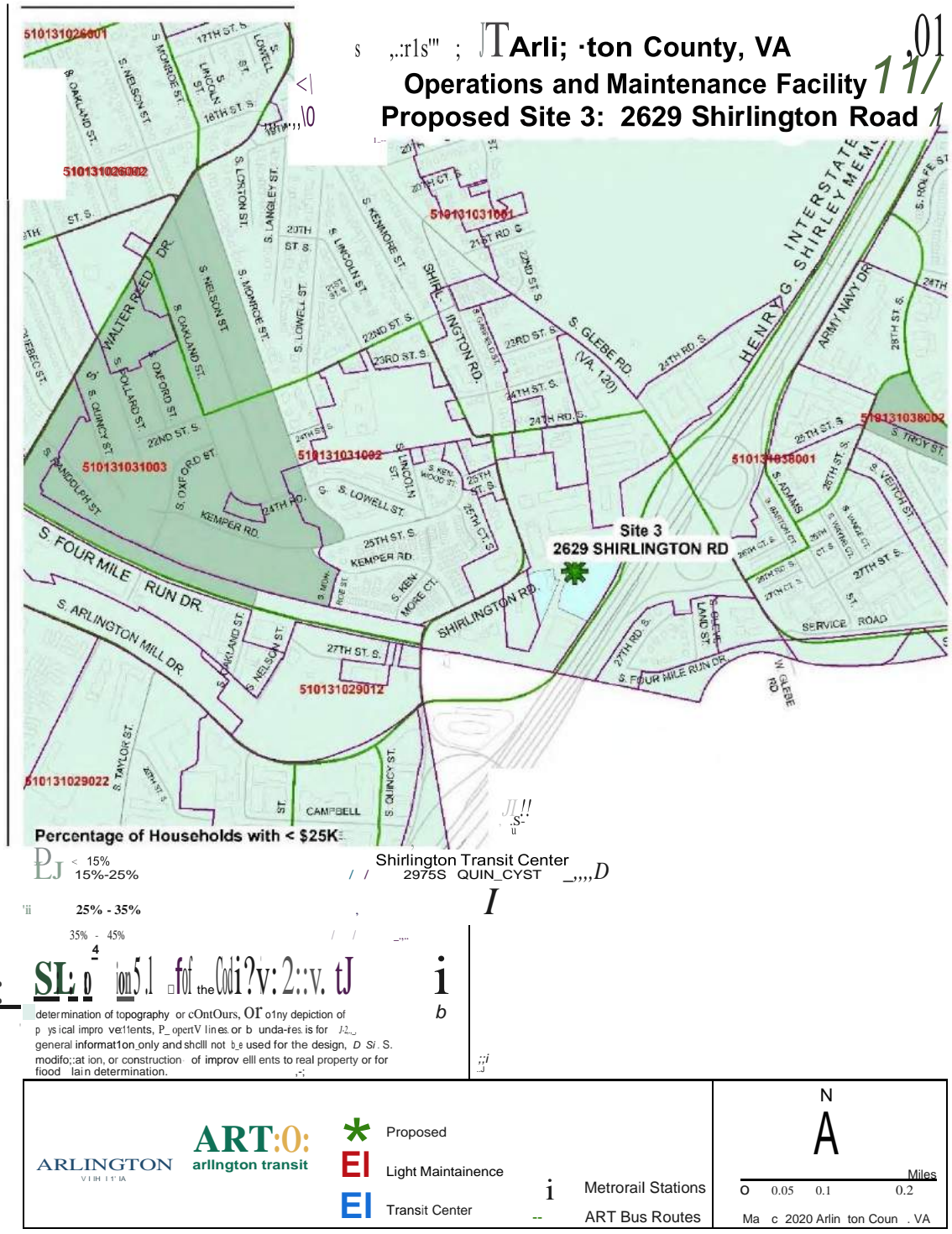




Figure 4: Site 1 LEP Analysis

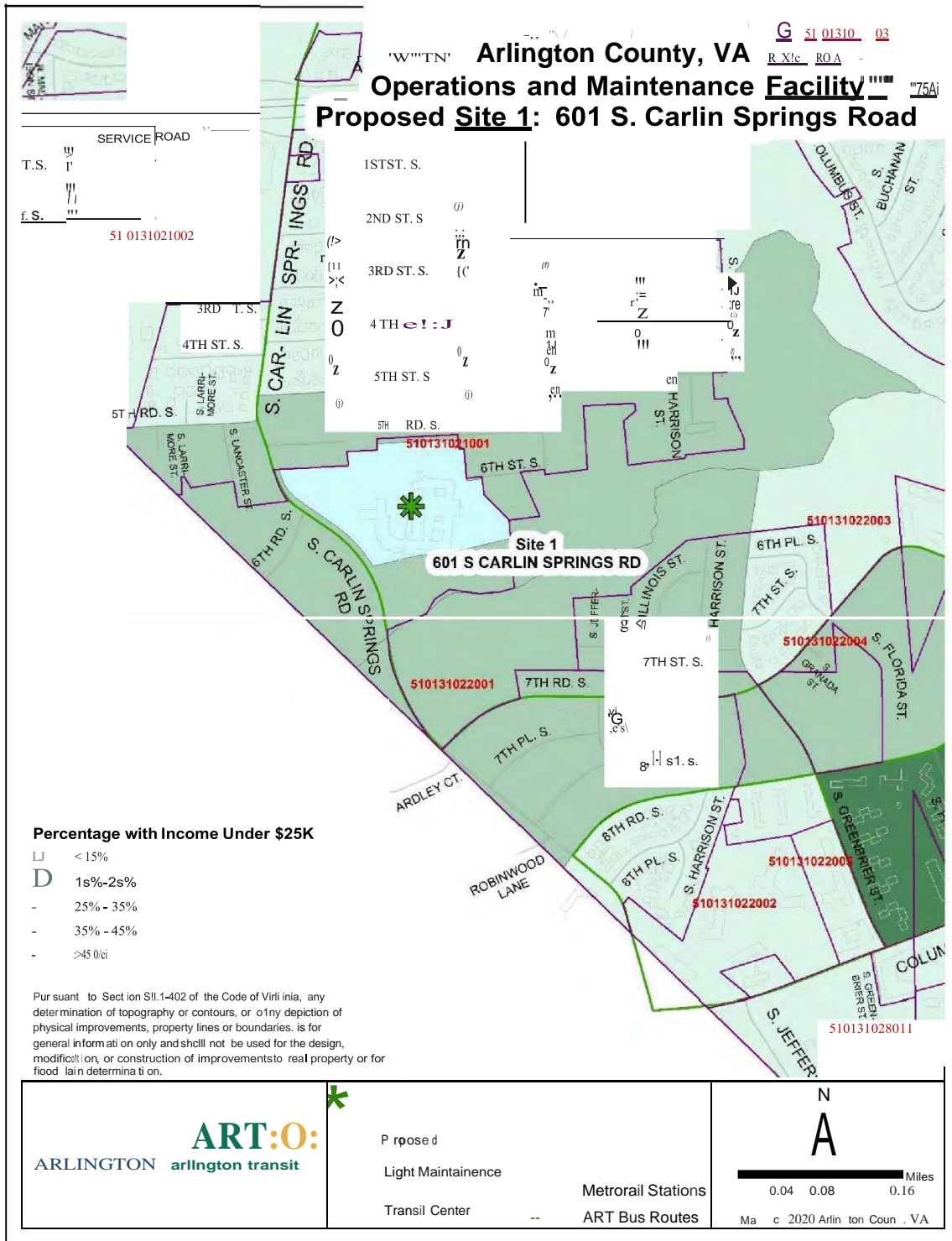




Figure 5: Site 2 LEP Analysis

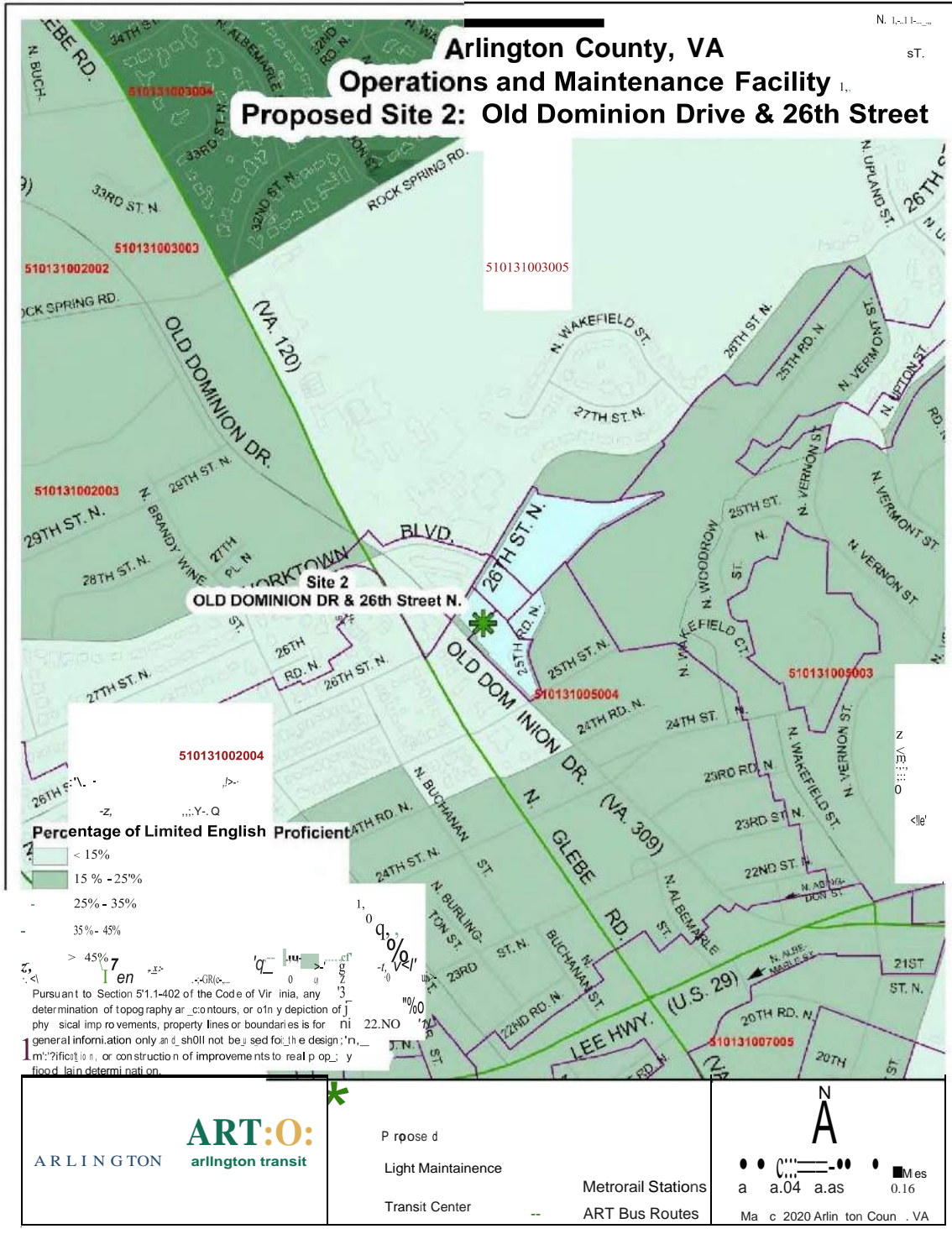


Figure 6: Site 3 LEP Analysis

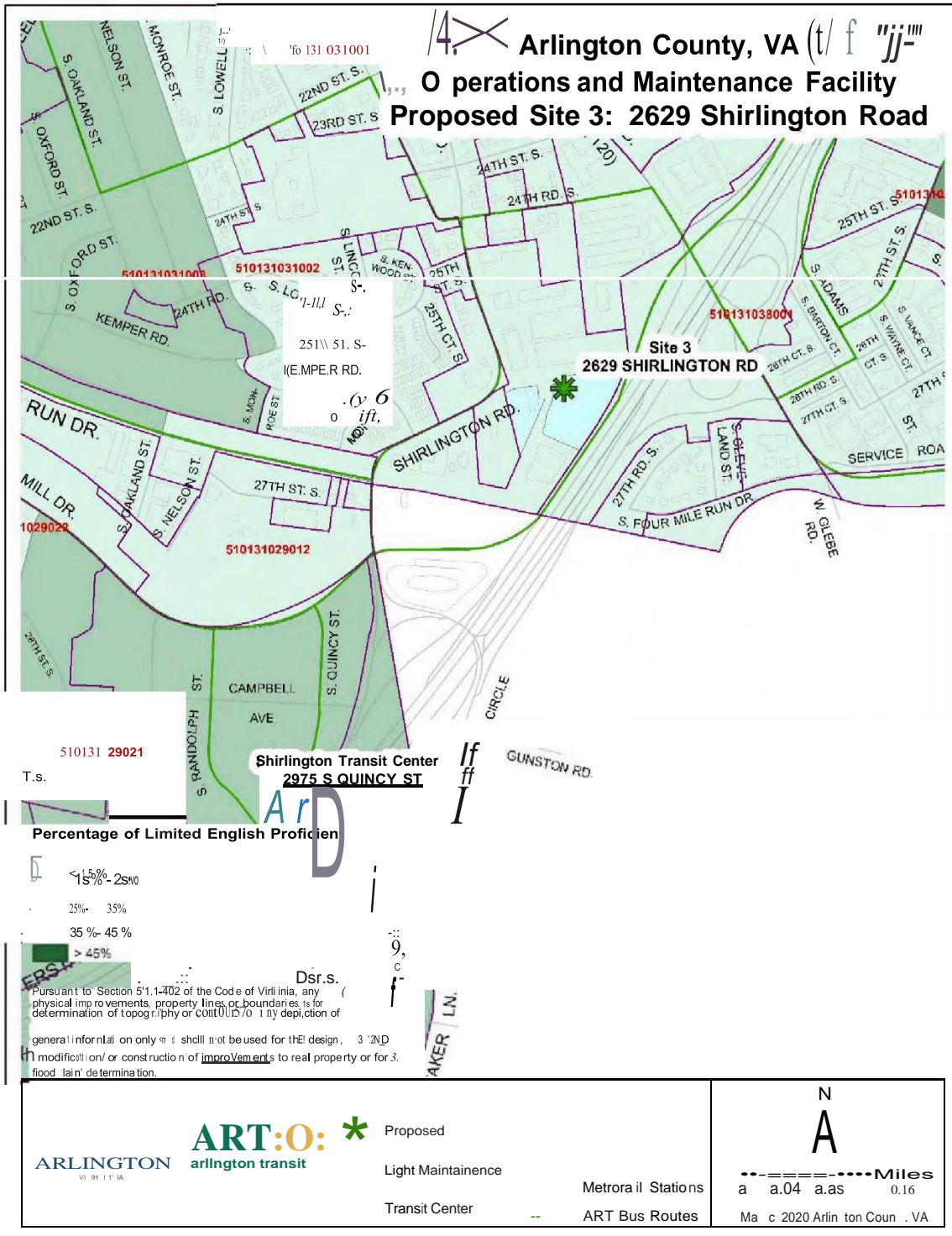


Table - Equity Impact Comparison

	Site 1	Site 2	Site 3
Who would be impacted by selecting this site?	Nearby residences.	Nearby residences and existing County activity at site.	Nearby residences
Will selecting this site require the displacement of business?	No.	Possible removal of current county use	No
List similar facilities nearby: maintenance, storage, operations, etc.	None	None	Shirlington Transit Center

## 6. Summary

Site 1 is most likely eliminated from consideration due to an unequitable disproportionate burden; Sites 2 and 3 can still be considered.

Site 1 is contained in a blockgroup that has 50.2% minority population and the adjacent block group to the south has a 60.2% minority population and residential parcels are directly adjacent to the site all sides. Due to disproportionate burden, Site 1 should be removed from consideration for the new facility.

Site 2 is contained in a blockgroup that is 15.8% minority. There is no disproportional burden associated with Site 2; Site 2 can still be considered for locating the new facility.

Site 3 is contained in a blockgroup with 51.0% minority population; however, there are three factors that mitigate the adverse impacts.

1. The parcels under consideration are zoned M-1 “Light Industrial”; the proposed facility would be a “by-right” land-use.
2. The parcels under consideration do not sit directly adjacent to any residential parcels and are separated from residential parcels by other industrial use, commercial or hotel district zoned parcels and sits adjacent to an interstate highway.
3. The Shirlington Transit Station is less than ½ mile away from the proposed facility. There is already significant transit activity in the area, the installation of the new facility would not greatly increase the transit bus traffic. Though Site 3 is contained in a blockgroup with 51% minority, mitigating factors significantly reduce the disproportionate burden; Site 3 can still be considered for locating the new facility.