

ARLINGTON TRANSIT
Title VI Program
2024-2026 Update

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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 non-discriminatory, safe, reliable, and equitable manner. ART Transit ensures that full and fair participation is offered to all those that reside, work, and travel throughout the County. 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.

The County Board approved Title VI policies were developed with public participation as they were presented at to the Board session during the 2020-2023 Title VI Plan update. ART's Service Standards were also adopted by the County Board as well as the results of the Service Monitoring through the last update adoption.

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.

Arlington County also agree to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances for its applications to the Federal Transit Administration (FTA) in the federal fiscal year. This is available as [Appendix A](#).

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, on the Public Notice boards at the County’s Bozman and Courthouse buildings and signage in all Commuter Stores located in Arlington County. These notices are shown in [Appendix B](#).

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 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

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 – 3444. 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

2.3.2 Title VI Investigations, Complaints, and Lawsuits.

For the past three years, there have been four transit-related Title VI investigations and complaints, but no lawsuits. These cases were all misclassified as discrimination when in fact they were not discriminatory. All the complaints were investigated and were resolved by reviewing related bus videos, meeting with the drivers involved, and having resolution efforts with the complainants. The related documentations are attached under [Appendix C](#).

2.4 Arlington County's Transit Public Participation Plan (PPP)

The Arlington County's Public Participation Plan (PPP) is an-ongoing progression which is overseen by Arlington County Commuter Services (ACCS) that encourage the implementation of Transportation Demand Management (TDM) initiatives in the county by promoting public transportation. The PPP promotes the maximum efficient utilization of existing public and private transit system within the County.

The purpose of the 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, allowing everyone to have a voice equitably.

In a County-wide effort, there is also an Online Public Participation Policy which applies to all online platforms used by Arlington County Government. Arlington County uses online participation as a limited public forum for residents to conduct orderly and civil discourse – to move the conversation forward on a particular topic.

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, giving every stakeholder equal opportunity to express their views and input.

Through an open and on-going public process, Arlington County's public participation plan is 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, pop-up events at respective bus stations and county schools, and sending info to civic associations, Business Improvement Districts (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 D](#) – *Summary of Outreach Events* for details of 2020 – 2023 outreach events.

ART have partnered with Arlington Food Assistance Center (AFAC) to promote the Stuff-a-Bus food drive event. This partnership provides dignified access to free groceries, which allows families to devote their limited financial resources to obligations such as housing, utilities, medication, and other basic needs.

2.4.5 Arlington Transit (ART) Low and Reduced Fare Pilot Programs

Arlington County conducted two ART Low and Reduced Fare Program pilots to assist low-income residents, and students who would benefit most from transportation assistance. Beginning February 2022, the pilot programs aimed to provide data points for further study of the needs and feasibility of future low- or no-fare assistance programs. These programs were supported by the American Rescue Plan Act funds to aid individuals who have been negatively impacted by the COVID-19 pandemic.

Low-Income Fare Assistance Pilot Program

Arlington County's Department of Human Services identified 7,200 low-income Arlington residents enrolled in SNAP (Supplemental Nutrition Assistance Program) and TANF (Temporary Assistance for Needy Families) prior to March 2022, to be eligible for a no-fare experimental program. Eligible participants received an invitation to collect SmarTrip cards preloaded with \$150 (the approximate value of 75 trips). This program aimed to provide more data on residents who are in most need or have greatest interest in a no-fare plan.

APS Student Fare-Less Pilot Program

Arlington Public Schools (APS) assisted the Department of Environmental Services (DES) in identifying 2,400 students. These middle and high school students live in an area not served by APS yellow school buses, attend Immersion or Montessori schools outside of their home school zone, or at the further edges of a walk-zone.

Students participating in the pilot program received a pre-registered iRide SmarTrip card which automatically reloaded with \$10 a week during the school year, through June 2023. (This subsidy did not include summer break and spring break.) These cards gave students free access to ART Bus to help them get to school. The related cards were distributed in six APS schools, and more cards were distributed as registrations indicated.

This pilot studied ridership behavior and patterns of students that helped to determine the unique needs of young passengers. As of fall 2022, all trips on ART bus were free to students with an iRide SmarTrip card.

The ART website, <https://www.arlingtontransit.com/> has been enhanced to be more user-friendly by providing clear links for information and real-time data, resulting in over 45,500 average monthly visits in 2022.

- The ART 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 <https://www.walkarlington.com/>, iRide <https://www.arlingtontransit.com/about/programs/iride-for-arlington-students/>, Capital Bikeshare <https://capitalbikeshare.com/>, Bike Arlington <https://www.bikearlington.com/>, Car Free Diet <https://www.carfreediet.com/> and Dieta-Cero Auto (Spanish Version of Car Free Diet) <https://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 1013 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.
- 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, YouTube, Nextdoor, and RSS (Really Simple Syndication) Feed provide open 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 bus trips schedules are available on software applications such as Google Maps, Apple Maps, Moovit, Transit, and Citymapper that synchronize ‘real time’ schedule information, 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.

2.4.6 Arlington Transit Outreach Mediums “Bilingual”

As of December 2022, the County’s public outreach processes include the following mediums:

- Print – Flyers, yard signs, and brochures posted in high foot traffic places and transit hubs.
- 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 – with over 1013 opt-in readers.
- Social Media – ART has used Facebook 1,300+ followers, Twitter 1,836+ followers, Instagram 879+ followers, and 121 subscribers on YouTube at the end of 2022 to help engage community. Also, ART is able to post various transit information on Nextdoor sites for the various civic associations in the County.
- 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.
- County Board Meetings, Advisory Groups, Committees and Commissions, 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.

2.4.7 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 ART FY 2020 - 2022 Service Changes Due COVID-19 Pandemic*** processes stated under ***[APPENDIX E](#) and [APPENDIX F](#) – ART FY 2020 - 2022 Fare Changes Due to the COVID 19 Pandemic Procedures***. There were no fare changes between 2020 through 2023.

2.4.8 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 ART FY 2020 - 2022 Service Changes Due COVID-19 Pandemic** processes stated **under APPENDIX E and APPENDIX F – ART FY 2020 - 2022 Fare Changes Due to the COVID 19 Pandemic 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) 2021 – 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.

Shown in the table below, there are 222,455 households in Arlington County with 19,524 households that speak another language and speak English “Less than Well”; these households are considered Limited English Proficiency (LEP). Spanish is spoken in 10,638 households that are classified LEP and account for 4.8 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 8,886 or just under 4.0 percent of households Countywide.

Table 2.1 – 2021 ACS 5-Year Language Spoken at Home - Population 5 years and over (Percent)

	Households	LEP Percent of Total Households
All Households	222,455	19,524
Arlington County LEP Population	LEP Households Speaks English "Less than Well"	LEP Percent of Total Households
Spanish:	10,638	4.8%
Other Indo-European languages:	2,894	1.3%
Other Asian and Pacific Island languages:	3,915	1.8%
Other and unspecified languages:	2,077	0.9%
	19,524	8.80%

2.5.2 Factor 2 – Frequency of LEP Use

Arlington residents and transit users recognize that transit is essential to a thriving community. This means that transit must ensure equitable access to jobs and that population growth is facilitated and managed equitably for all. The Arlington transit network is mature and has been serving the needs of residents and visitors for many years. This does not mean, however, that every area is equally served or even that all travel needs are currently being met.

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 still 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. However, due to the Covid-19 pandemic, ART ridership has fallen from 2.8 million in 2019 to 1.7 million in 2022. For STAR, ridership has also fallen from 85,000 in 2019 to 44,000 in 2022.

As part of the travel pattern gaps analysis of the on-going Arlington Transit Strategic Plan, it is seen in the regional travel analysis that the District of Columbia and Fairfax County are the largest generators of trips to Arlington County within the Washington regional area. Within Arlington County, major activity center destinations include Crystal City, Rosslyn, Ballston, Pentagon City, and the Columbia Pike Town Center areas.

The Rosslyn, Clarendon, Crystal City, Pentagon City, Columbia Pike Town Center, and Ballston meet or exceed the Washington regional area and Arlington activity center averages for population growth. The most significant growth in Arlington's activity centers is expected in Pentagon City, with an estimated 178 percent increase in jobs through 2030. Multiple activity centers are anticipated to see employment growth in the single digits, while four activity centers (Columbia Pike Town Center, Columbia Pike Village Center, Rosslyn, and Shirlington) are expected to report negative job growth through 2030 – many of these declines are expected to be offset by population growth. The Pentagon and National Airport are also major destination centers for the county, which are anticipated to see a significant increase in foot traffic moving forward.

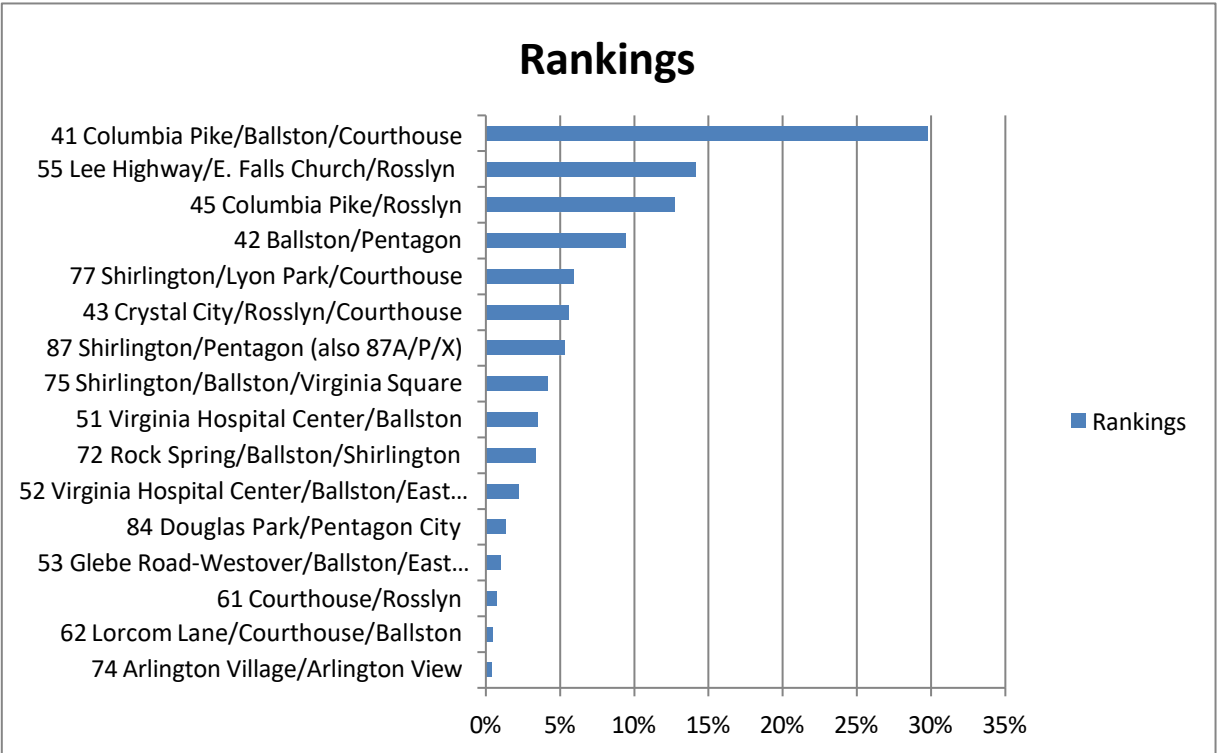
Table 2.2 - ART's 2019 – 2022 Ridership by Routes

ROUTE	PASSENGERS / RIDERS				TOTAL PASSENGERS / RIDERS
	FY 2019	FY 2020	FY 2021	FY 2022	
41 Columbia Pike/Ballston/Courthouse	736,028	691,649	515,826	575,120	2,518,623
42 Ballston/Pentagon	272,476	228,814	121,176	175,055	797,521
43 Crystal City/Rosslyn/Courthouse	223,691	129,829	41,133	75,273	469,926
45 Columbia Pike/Rosslyn	331,252	317,730	192,482	237,470	1,078,934
51 Virginia Hospital Center/Ballston	92,420	82,820	63,113	57,990	296,343
52 Virginia Hospital Center/Ballston/East Falls Church	71,358	54,301	25,361	38,140	189,160
53 Glebe Road-Westover/Ballston/East Falls Church	50,114	26,821		8,405	85,340
55 Lee Highway/E. Falls Church/Rosslyn	426,396	359,024	178,640	231,760	1,195,820
61 Courthouse/Rosslyn	28,725	22,460		7,527	58,712
62 Lorcom Lane/Courthouse/Ballston	19,623	14,741		4,014	38,378
72 Rock Spring/Ballston/Shirlington	62,385	102,264	48,427	71,555	284,631
74 Arlington Village/Arlington View	18,104	13,372		3,954	35,430
75 Shirlington/Ballston/Virginia Square	121,591	91,409	52,142	86,342	351,484
77 Shirlington/Lyon Park/Courthouse	153,541	152,706	89,033	106,235	501,515
84 Douglas Park/Pentagon City	52,188	40,426	6,020	10,670	109,304
87 Shirlington/Pentagon (also 87A/P/X)	169,308	138,926	58,467	83,314	450,015
System Total	2,829,200	2,467,292	1,391,820	1,772,824	8,461,136

The **Table 2.3 – ART's Most Regularly Served Routes** below states that between the period of 2019 through 2022, 30% of riders regularly use route 41; this is followed by 14% who regularly use route 55 and 13% who regularly use route 45.

ROUTE	Rankings
41 Columbia Pike/Ballston/Courthouse	30%
55 Lee Highway/E. Falls Church/Rosslyn	14%
45 Columbia Pike/Rosslyn	13%
42 Ballston/Pentagon	9%
77 Shirlington/Lyon Park/Courthouse	6%
43 Crystal City/Rosslyn/Courthouse	6%
87 Shirlington/Pentagon (also 87A/P/X)	5%
75 Shirlington/Ballston/Virginia Square	4%
51 Virginia Hospital Center/Ballston	4%
72 Rock Spring/Ballston/Shirlington	3%
52 Virginia Hospital Center/Ballston/East Falls Church	2%
84 Douglas Park/Pentagon City	1%
53 Glebe Road-Westover/Ballston/East Falls Church	1%
61 Courthouse/Rosslyn	1%
62 Lorcom Lane/Courthouse/Ballston	0%
74 Arlington Village/Arlington View	0%

Figure 2.1 - 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.

Covid-19 was an unprecedented, rapidly changing pandemic with significant impacts to the health and economic well-being of our community. The early months of the pandemic required Arlington Transportation to reduce staffing levels in the field and find ways to ensure the health and safety of County employees and contractors, while continuing to deliver projects and services and responding to new pandemic-related assignments. The long-term effects of the pandemic -- on our health and safety, on transportation trends, and on the funding that supports the County’s transportation system are not yet known.

Arlington Transit bus operations were scaled back to a modified Saturday schedule while preserving 7-day-a-week service on high ridership routes to support essential workers. There were reduced weekday bus operator staffing from 105 to 46, placing remaining operators on rotation to reduce field exposure, and secured PPE for bus operators and other field personnel.

Enhanced cleaning/disinfection protocols were implemented for all ART buses and worked with contract providers to establish enhanced cleaning/disinfection for all STAR paratransit service.

Planned rear door boarding, free fare, and passenger seat designations for social distancing were implemented on all ART buses for the safety and well-being of ART operators and riders.

As part of the development of the 2022-2031 Transit Strategic Plan, attention was focused on surveying customers to learn about their priorities, challenges, and concerns for improving bus service. The survey offered four potential responses to this question and the table below provides a summary of travel behavior responses. The majority of respondents indicated they use transit (ART, Metrobus, STAR, MetroAccess, or Metrorail) as their main travel mode. In addition, more respondents indicated they use transit for travel purposes occasionally than for travel to work and school.

Table 2.4 | Breakdown of Transit Use Frequency of Respondents

How Often do you use Transit?	No. of Responses	Share of Responses
I use transit as my <u>primary method</u> of travel	80	44%
I use it <u>occasionally</u>	49	27%
I use transit to <u>commute</u> to my job or my school	43	24%
I <u>never</u> use transit	8	4%

In terms of areas of improvement, the top five most desired features according to respondents were frequency, coverage, real-time arrival information, direct service/no transfers, and reliability. Personal safety at waiting areas was also a key concern.

The respondents were asked to what degree they thought the goals reflected their safety, quality, and performance priorities for transit in Arlington. Although more males responded overall, the responses between males and females were mostly aligned, with the majority of male and female respondents choosing “Agree” or “Strongly Agree” to the question. The responses were similar across racial demographics as well, with the majority of responses being “Agree” or “Strongly Agree” across all races.

The respondents were asked to what degree they thought the goals reflected their Equity and Sustainability priorities for Transit in Arlington. Although more males responded overall, the responses between males and females were mostly aligned, with the majority of male and female respondents choosing “Agree” or “Strongly Agree” to this question. The responses were similar across racial demographics as well, with the majority of responses being “Agree” or “Strongly Agree” across all races.

The respondents were asked to what degree they thought the goals reflected their communication and collaboration priorities for Transit in Arlington. Although more males responded overall, the responses between males and females were mostly aligned, however, females chose “Agree” or “Strongly Agree” slightly more than males, while males chose “Neither Agree or Disagree” more often than females did. The responses were similar across racial demographics as well, with the majority of responses being “Agree” or “Strongly Agree” across all races.

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, between 2020 and 2022 the Dieta Cero-Auto Program conducted and attended over 135 focused meetings and events respectively within the Hispanic community.

ART was also represented by bilingual translators at over 500 community and school outreach programs and events throughout Arlington County between 2020 and 2022.

The Arlington County Schools have interpreters for many of the languages spoken by families in the County. 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 2019 to June 2023, the approximate cost of translating materials or documents into Spanish, Amharic and Mongolian languages are shown below.

Table 2.5: Translation Cost Analysis

Language	Cost per Word	Number of Words	Cost for Documents	Translated Meetings
Arabic	\$0.24	83	\$15.77	\$10.69
Spanish	\$0.18	4,793	\$800.07	\$1,210.45
Amharic	\$0.32	83	\$26.56	\$6.22
Russian	\$0.00	0	\$0.00	\$101.39
Vietnamese	\$0.00	0	\$0.00	\$86.64
Farsi	\$0.00	0	\$0.00	\$25.32
Mongolian	\$0.26	83	\$21.58	\$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 Russian, Chinese, Mongolian, Vietnamese, Arabic, Farsi, 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 2.6 – Racial/Ethnicity Breakdown of Non-Elected Committee Membership

Body	Caucasian	Black/African American	Hispanic	Asian / Pacific Islander	American Indian	Total Number of Members
Transportation Commission	11	1	0	2	0	14
Transit Advisory Commission	13	0	1	1	0	15
Accessibility Advisory TAC Subcommittee	3	0	0	0	0	3
Commission on Aging Transportation Committee	10	1	3	2	0	16

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. Transportation Commission meetings are hybrid—held in-person and available online through Microsoft Teams. The agendas and video recordings of meetings are posted on the County’s website. <https://www.arlingtonva.us/Government/Commissions-and-Advisory-Groups/Transportation-Commission>

Transit Advisory Committee (TAC) advises the County Manager and staff on the implementation of the transit element of the Master Transportation Plan and on issues related to transit in Arlington, including Metrorail, Metrobus, Virginia Railway Express (VRE), Arlington Transit (ART) and STAR. The TAC also provides advice and recommendations to the County Manager on transit service, facilities, plans and policies, and budget issues that are specific to Arlington County. The Committee will help with Arlington County’s ongoing efforts to maintain and build an inclusive, open, and engaged environment where differences of beliefs, opinions, and values are integral to success. The TAC is a fifteen-member committee appointed by the County Manager who live or work in Arlington County. 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 and the public is welcome to attend. Meeting notes are posted when approved by the committee. <https://www.arlingtonva.us/Government/Commissions-and-Advisory-Groups/Transit-Advisory-Committee>

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. The meeting schedules, agendas and minutes for TAC and TAC-Accessibility Advisory Subcommittee are posted at the County's website. <https://www.arlingtonva.us/Government/Commissions-and-Advisory-Groups/Transit-Advisory-Committee>

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. <https://www.arlingtonva.us/Government/Commissions-and-Advisory-Groups/COA>

2.7 Title VI Facility Status - Arlington Transit Bus Maintenance and Storage Facility

Arlington County undertook a Title VI Facility Equity Analysis during the last review for its' facility 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.

- Arlington County broke ground to start construction on Wednesday, June 15, 2022, on the new facility. Since that time, various construction activities have been completed including:
 - o Excavation
 - o Build up in elevation of the site with new retaining walls around the western and southern portions of the eastern site.
 - o Installation of new retaining wall adjacent to the stream channel which intersects both parcels of land as well as dredging the stream channel.
 - o Installation of structural steel for the Operations and Maintenance Building, the project accomplished a topping off of such with a steel roof structure in March 2023.
- Construction is ongoing including the installation of new box culverts to support a bridge over and water flow for the stream channel, filling out the operations and maintenance building, and installing steel and other infrastructure for the employee and visitor parking garage.
- Substantial completion is expected in July 2024 with a target opening date for operations and maintenance in the spring of 2025.
- The facility's Title VI Facility Equity Analysis is attached at Appendix A-4.

2.8 Board Approval and Adoption Of Policy



KENDRA JACOBS
CLERK TO THE
COUNTY BOARD

ARLINGTON COUNTY, VIRGINIA OFFICE OF THE COUNTY BOARD

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ARLINGTON, VIRGINIA 22201-5406
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MEMBERS
CHRISTIAN DORSEY
CHAIR
LIBBY GARVEY
VICE CHAIR

TAKIS KARANTONIS
MATT DE FERRANTI
TANNIA TALENTO

CERTIFICATION

I hereby certify that at its November 11, 2023, Regular Meeting, on a consent motion by LIBBY GARVEY, Vice-Chair, seconded by TAKIS KARANTONIS, Member, and carried by a vote of 5 to 0, the voting recorded as follows: Christian Dorsey, Chair - Aye, Libby Garvey, Vice-Chair - Aye, Takis Karantonis, Member - Aye, Matt de Ferranti, Member - Aye, and Tannia Talento, Member - Aye, the County Board of Arlington, Virginia, approved the C.M. **RECOMMENDATIONS** in the attached County Manager's report dated October 27, 2023

SUBJECT: Arlington Transit Bureau Title VI Program Plan - 2024-2026 Update

Given under my hand this 27th day of November, 2023.



A blue ink handwritten signature, appearing to be "K. Jacobs", written over a horizontal line.

Kendra M. Jacobs, Clerk
Arlington County Board

By: Mason Kushnir, Deputy Clerk



ARLINGTON COUNTY, VIRGINIA

County Board Agenda Item
Meeting of November 11, 2023

DATE: October 27, 2023

SUBJECT: Arlington Transit Bureau Title VI Program Plan – 2024-2026 Update.

C. M. RECOMMENDATION:

Adopt the updated Title VI Program.

ISSUES: The Federal Transit Administration (“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. There are no known issues at the date of this report.

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 from the Department of Transportation. 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).

DISCUSSION: The County’s Title VI Program for Transit will expire on November 30, 2023. FTA Circular 4702.1b requires grantees to demonstrate their compliance with the Title VI requirements by submitting their Title VI Programs to FTA every three years. Title 49 CFR Section 21.9(b) requires recipients to “keep such records and submit to the Secretary timely, complete and accurate compliance reports at such times, and in such form, and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether

County Manager: *MJS / MLC*

County Attorney: *MNC* *Dennis [Signature]*

Staff: Francis Tettey / David Frye – DES / Transportation

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.

This is a broad public engagement process that defines the avenues of informing the public regarding topics including any change in the major service and fare change policy, disparate impact policy, and disproportionate burden policy. The County diligently engages the public through its public participation plan and outreach mediums, as well as informing all related stakeholders and community partners.

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 revenue service hours 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 bus rapid transit 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.

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.

Adverse Effects

We must define and analyze the adverse effects related to this major service change, paying attention to the fact that elimination of this route will likely have a greater adverse effect than a reduced frequency (headway change) in service. We must analyze the service between the existing and proposed service and have to consider the degree of the adverse effects when planning service changes.

Disparate Impact Policy

A disparate impact occurs when the difference between minority riders and non-minority riders affected by a proposed service change or fare change is 10 percent or greater.

Disproportionate Burden Policy

A disproportionate burden occurs when the difference between low-income riders and non-low-income riders affected by a proposed service change or fare change is 10 percent or greater.

Analysis Framework

We will describe the dataset(s) used in the analysis and provide the reason for the dataset(s) selected, as well as the techniques and/or technologies used to collect the data.

If using general population for the comparison population, we will describe the geographic level (e.g., Census block, Census block group, TAZ, etc.) at which we measure the minority and low-income concentrations.

If using ridership as the comparison population, we will describe how we determine the minority and low-income ridership of the affected routes and the system. There should be public outreach for this service change before implementation.

3.2 Transit Service Standards

ART has developed a set of quantifiable service standards and policies. These service standards are updated through deliverables for the 2022-2031 Arlington Transit Strategic Plan. The goals and objectives developed for the 2022-2031 Transit Strategic Plan were informed by Arlington Transit's Vision and Mission. The vision for transit is to ***provide a safe, equitable, accessible, reliable, and convenient transportation system that effectively and efficiently sustains the environment, economy, and quality of life in Arlington.***

Arlington Transit's mission is to ***move Arlington forward by working together to plan, build, operate, and maintain the transit network.***

The Transit Strategic Plan was presented through public outreach efforts and on the verge of being 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.

This metric is typically used to identify routes with overcrowded buses and diminished passenger comfort, but it can also serve as an indicator of routes with low productivity. If a route's passenger load factor is very low, it can mean that transit systems are providing too much service, resulting in buses that carry too few passengers and are potentially operating at a loss.

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
Metrobus PCN (County's PrTN)	1.2	1.0
Metrobus Local	1.2	1.0
ART PTN	1.2	1.0
ART STN	1.0	1.0
ART STN Peak	1.0	1.0

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.

Service frequency refers to how often buses arrive at a particular stop which has implications on how long customers must wait for bus service. The higher the frequency, the less wait time, which helps make the service more attractive to potential riders and spontaneous trips. Headways are the amount of time between transit vehicle arrivals at a stop. The conventional transit delivery practice was to operate more frequent service during peak hours and less frequent service during off-peak hours that is sufficient to provide an adequate level of basic mobility and meet demand. It is important to efficiently balance service hours across the network to meet the demand for frequency on as many routes as possible.

The ART Title VI plan defines Headways/Frequencies service standards. Of most concern is adhering to these standards during Weekday Peak service. While Arlington continues to adhere to the same service guidelines, pandemic-related changes in travel patterns and reduced ridership has resulted in significantly lower levels of peak period demand. It will be important to continually evaluate how ridership recovery occurs and whether the service standards should be revisited to better optimize service delivery.

Table 3.2 - Service Frequency (in Minutes)

Service	Weekday Peak	Weekday Off Peak	Saturday Peak	Saturday Off Peak	Sunday Peak	Sunday Off Peak
ART PTN	15	15	15	15	15	15
ART STN	30	30	30	30	30	30
Metrobus PCN/PrTN	10	15	20	20	20	20
Metrobus Framework	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. The table below analyzed observed headways during peak hours by Route from FY 2019 – FY 2022. Overall, the PTN and STN networks meet the minimum peak service frequency targets, however, four individual routes did not (Routes 41, 51, 52 and 62), generally by one or two minutes. However, in the PM Peak, Route 62’s headway is nine minutes longer than the 30-minute standard.

**Table 3.3 - Service Headway – ART Service Standards
Headways by Route (Peak Service Period Only)**

Route	Network Type	Max Headway (AM Peak)	Max Headway (PM Peak)	Target
41	Primary	16	15	15
42	Secondary	15	15	30
43	Secondary	10	10	30
45	Secondary	21	23	30
51	Secondary	31	32	30
52	Secondary	31	32	30
53	Secondary	24	25	30
55	Primary	12	12	15
61	Secondary	25	23	30
62	Secondary	29	39	30
72	Secondary	30	30	30
74	Secondary	30	30	30
75	Secondary	27	30	30
77	Secondary	26	27	30
84	Secondary	18	20	30
87	Secondary	19	21	30
Headway	Primary	14	13.5	15
Headway	Secondary	24	25.5	30

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.

The on-time performance (OTP) evaluation identifies routes with issues or strengths in service delivery. Issues with on-time performance can affect the way the public views the system or route’s reliability. In addition, low on-time performance could suggest that these routes need to be examined for overcrowding on vehicles, traffic congestion along the route, or other factors impacting the ability to adhere to the schedule. A bus is considered not to be on time if it departs at a time point one or more minutes ahead of schedule or departs more than five minutes later than scheduled. Goal/Target: 95% Average Route OTP: 85.2%.

Table 3.4 - On-Time Performance (OTP) by Route (FY 2019 – FY 2022)

Route	OTP
41	84.8%
42	87.3%
43	96.5%
45	83.7%
51	94.3%
52	80.8%
53	86.0%
55	89.7%
61	90.0%
62	91.1%
72	80.4%
74	80.2%
75	84.4%
77	87.8%
84	73.5%
87	73.4%
Average OTP (Systemwide)	85.2%

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 3.5 - Walking Distance (1/4 mile) to ART and Metrobus Stops

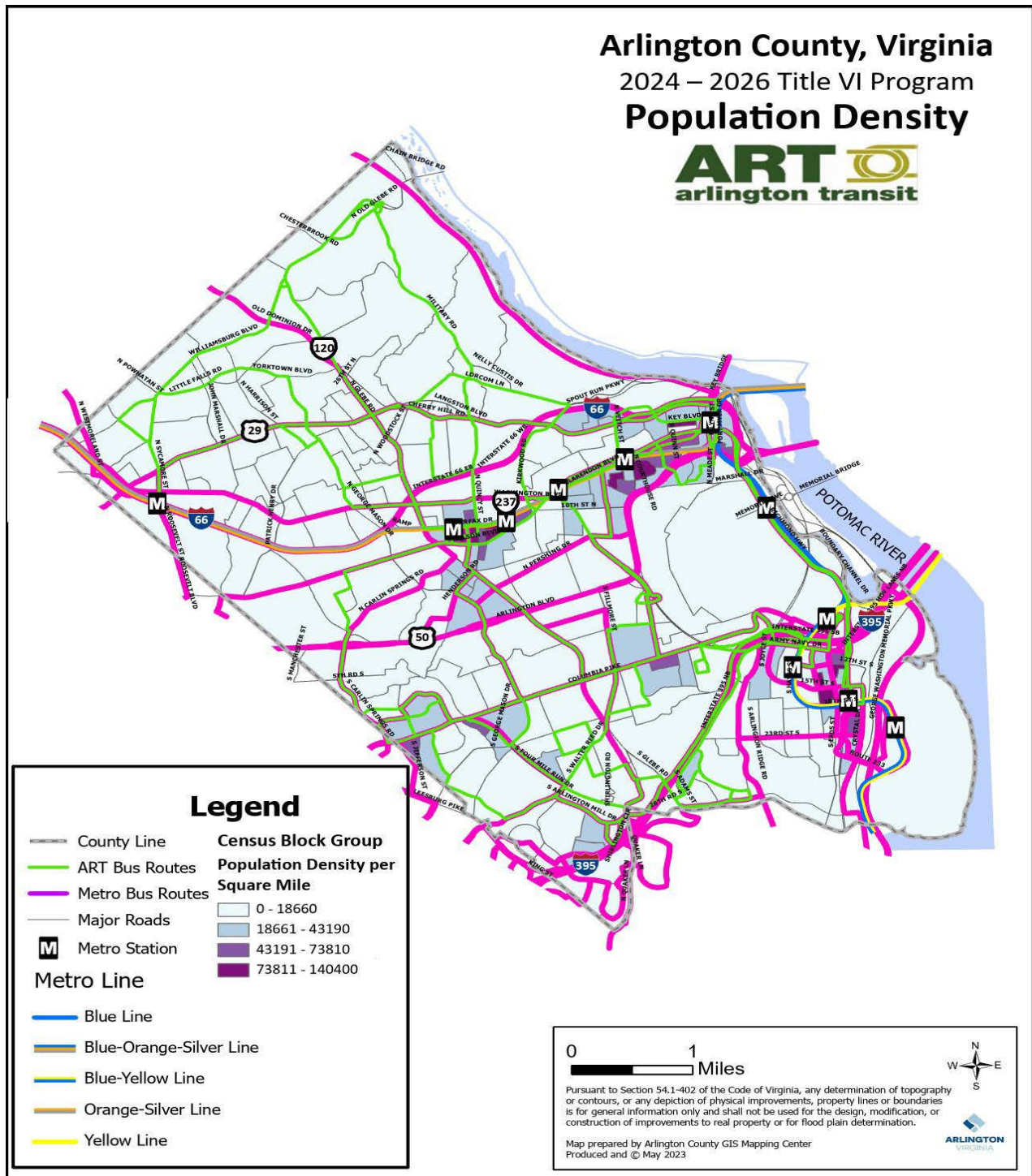
Total Population			85.5%
Minorities			89.2%
Low Income			91.1%

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.

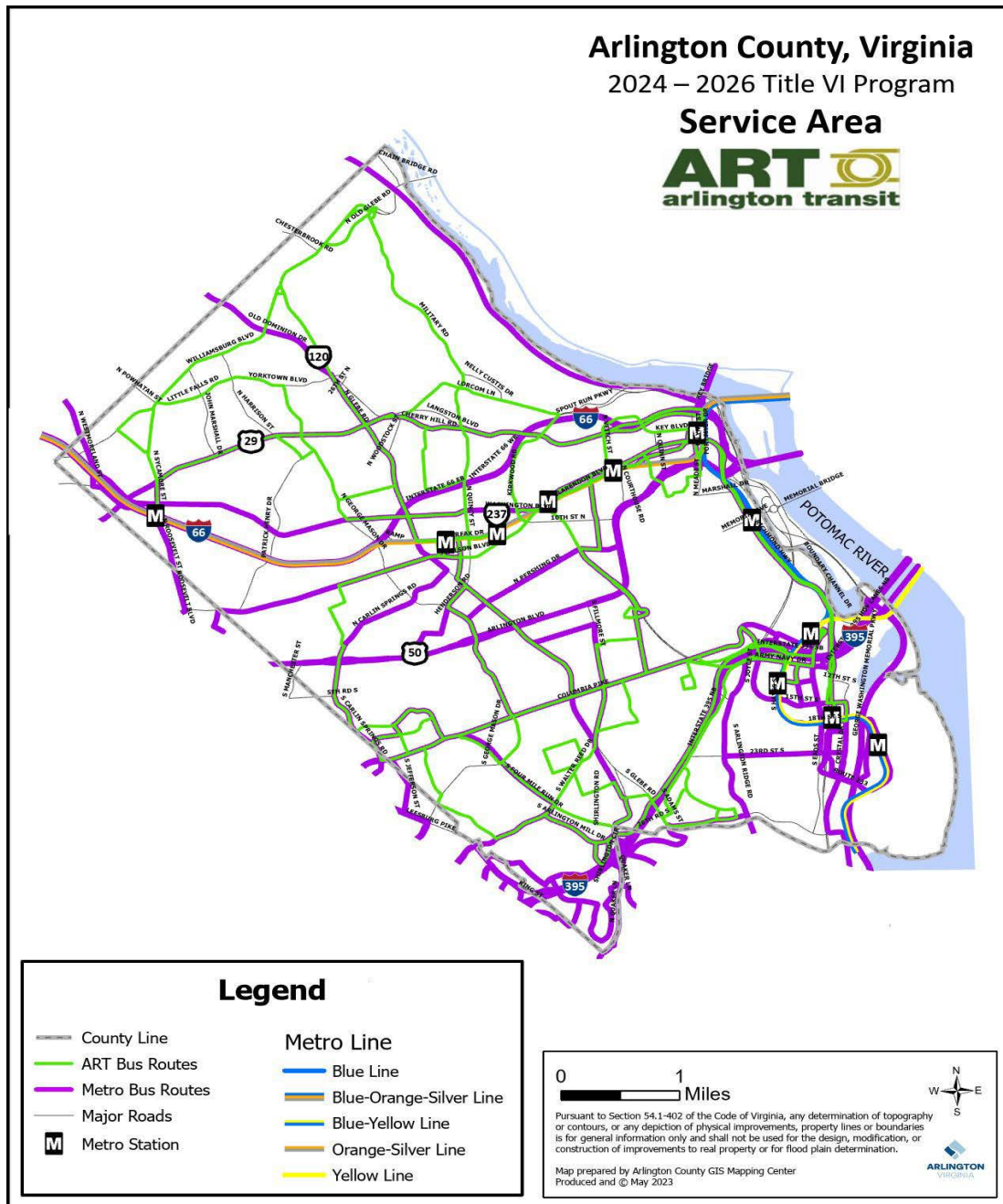
According to the U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates there are 235,764 residents that live in Arlington County. Very high population densities are found along the Metrorail lines. The Orange and Silver lines operating along the Wilson Boulevard and Clarendon Boulevard 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 2017-2021 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 link to Arlington County’s Race and Ethnicity’s Dashboard is listed below [2021Race&EthnicityDash_Datasheet_1_30_23.xlsx \(arlingtonva.us\)](#)

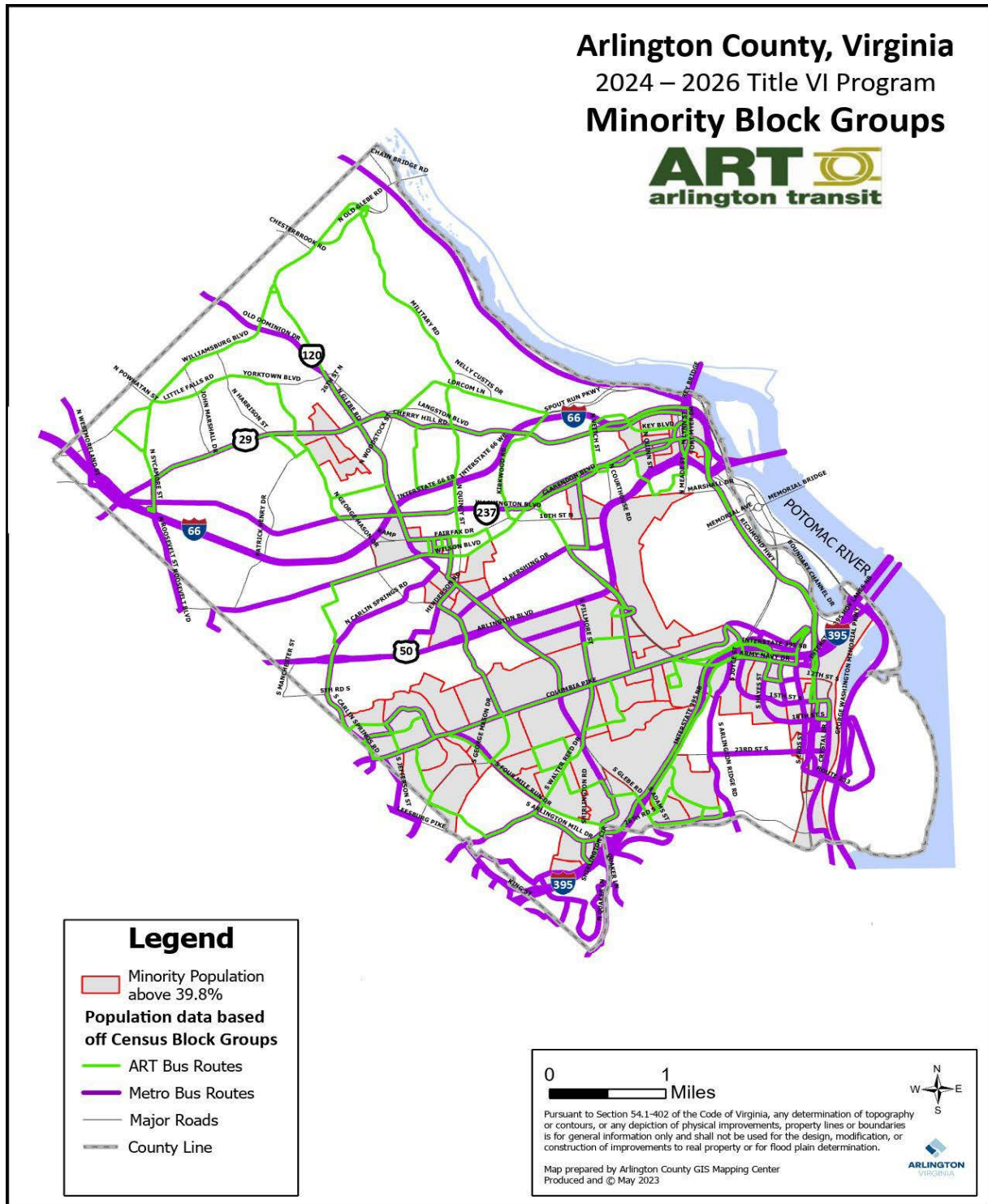
The minority populations are shown in the following table. The average minority population (by Block Group) across Arlington County is 39.8 percent.

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 39.8 percent.

Table 4.1 – 2021 Demographic ACS 5-Year Breakdown of Arlington County’s Population

Arlington County	Population	Percentage
Total population	235,764	100
White alone	141,931	60.2
Hispanic or Latino (of any race)	36,594	15.5
Asian alone	24,010	10.2
Black or African American alone	21,429	9.1
Two or more races	10,160	4.3
Some other race alone	1,131	0.5
American Indian and Alaska Native alone	406	0.2
Native Hawaiian and Other Pacific Islander alone	103	0.0
Minority Population	93,833	39.8

Figure 4.3: Minority Population



Shown in the **Table 4.2** below, there are 222,455 households in Arlington County with 19,524 households that speak another language and speak English “Less than Well”; these households are considered Limited English Proficiency (LEP). Spanish is spoken in 10,638 households that are classified LEP and account for 4.8 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 8,886 or just under 4.0 percent of households Countywide.

Table 4.2 – 2021 Social ACS 5-Year Arlington County Households

	Households	LEP Percent of Total Households
All Households	222,455	19,524
Arlington County LEP Population	LEP Households Speaks English "Less than Well"	LEP Percent of Total Households
Spanish:	10,638	4.8%
Other Indo-European languages:	2,894	1.3%
Other Asian and Pacific Island languages:	3,915	1.8%
Other and unspecified languages:	2,077	0.9%
	19,524	8.80%

Most vital documents will continue to be translated into Spanish and others as requested. Some of the requested documents translated between 2020 through 2022 were Amharic, Mongolian, Farsi, and Arabic. Phone translation services for Spanish will continue to be offered, as well as other requested languages such as Arabic, Russian, Vietnamese, Chinese, Farsi and Mongolian.

4.2 Income Characteristics

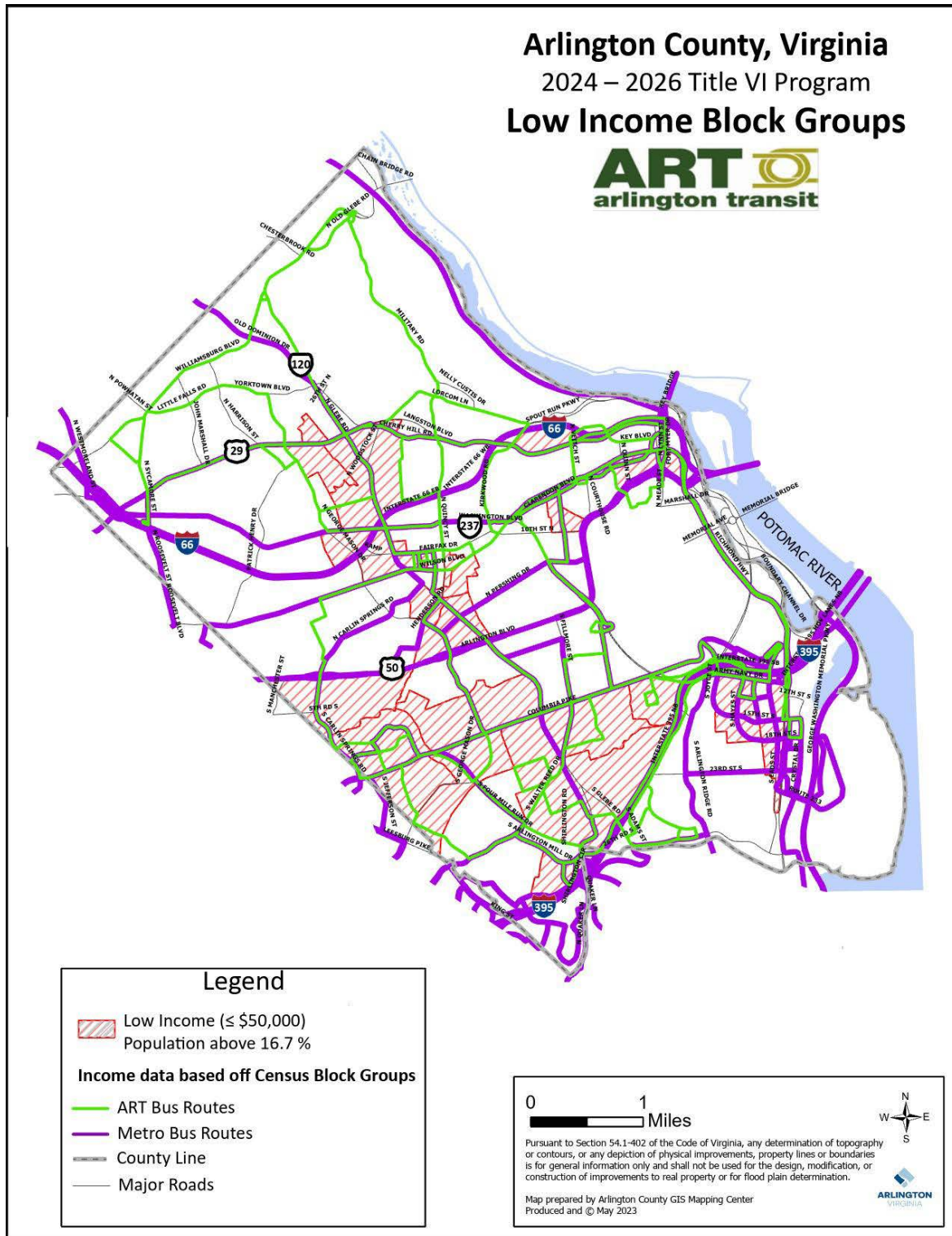
Arlington County’s Department of Housing and Community Development defines low-income households as households where the income is less than 50 percent of the Metropolitan Statistical Area (MSA) median household income, adjusted for family size. In keeping with that definition, Arlington County utilized 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, 2017-2021 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 16.7 percent of Arlington County’s households earn \$50,000 or less and **Figure 4.4** shows the blockgroups where over 16.7 percent of households earn less than \$50,000.

Table 4.3 – 2021 Economic and Income - ACS 5-Year - Arlington County Household Income - 2021

Household Income	Household Percentage	
	Less than \$10,000	3,826
\$10,000 to \$14,999	1,590	1.5%
\$15,000 to \$24,999	3,722	3.4%
\$25,000 to \$34,999	3,344	3.1%
\$35,000 to \$49,999	5,641	5.2%
\$50,000 to \$74,999	12,102	11.0%
\$75,000 to \$99,999	12,965	11.80%
\$100,000 to \$149,999	20,765	19.0%
\$150,000 to \$199,999	16,240	14.8%
\$200,000 or more	29,333	26.8%
Median income (dollars)	\$ 128,145.00	
Mean income (dollars)	\$ 165,900.00	
Low Income	\$ 50,000.00	16.7%

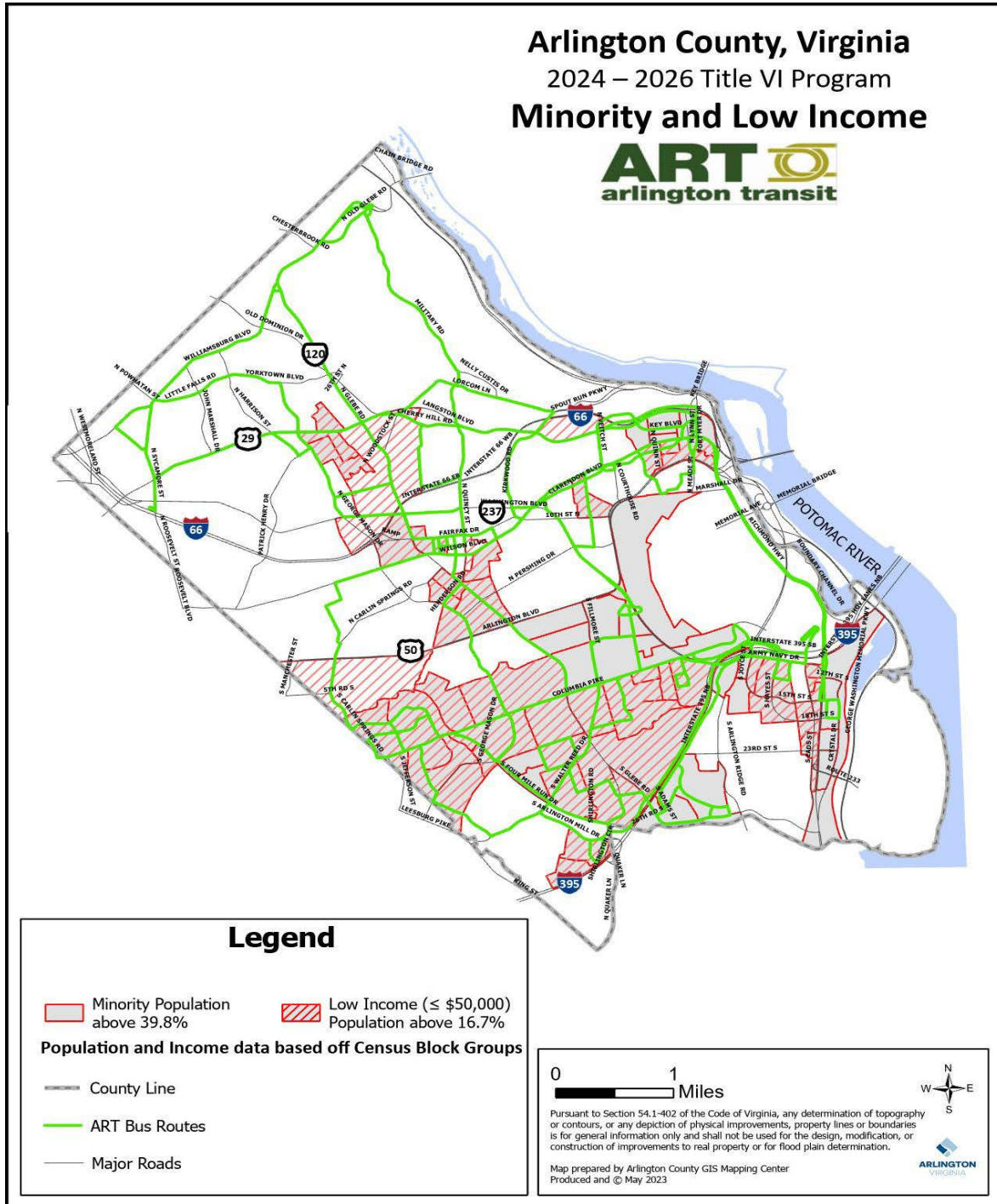
Figure 4.4: Low Income Population



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

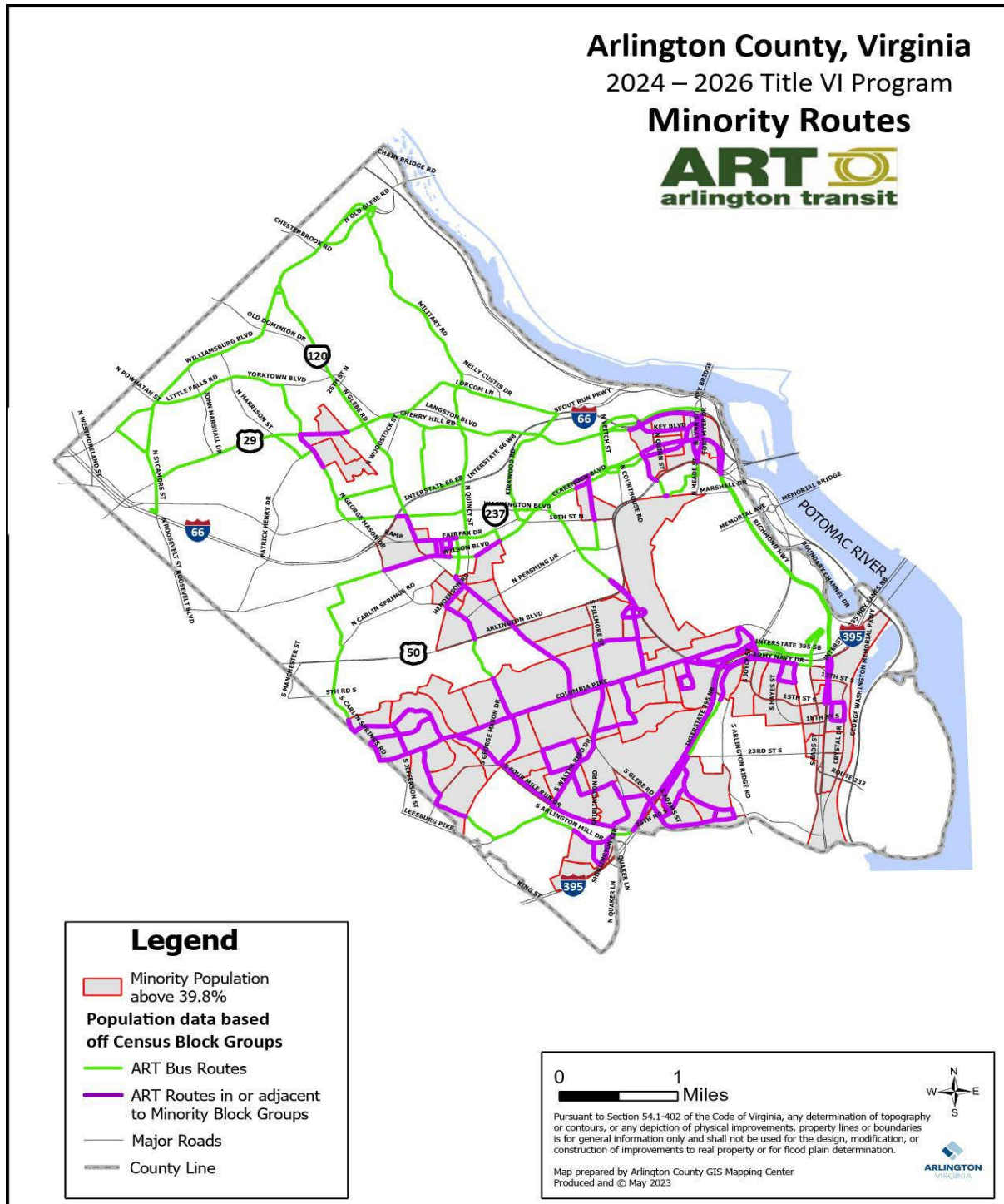
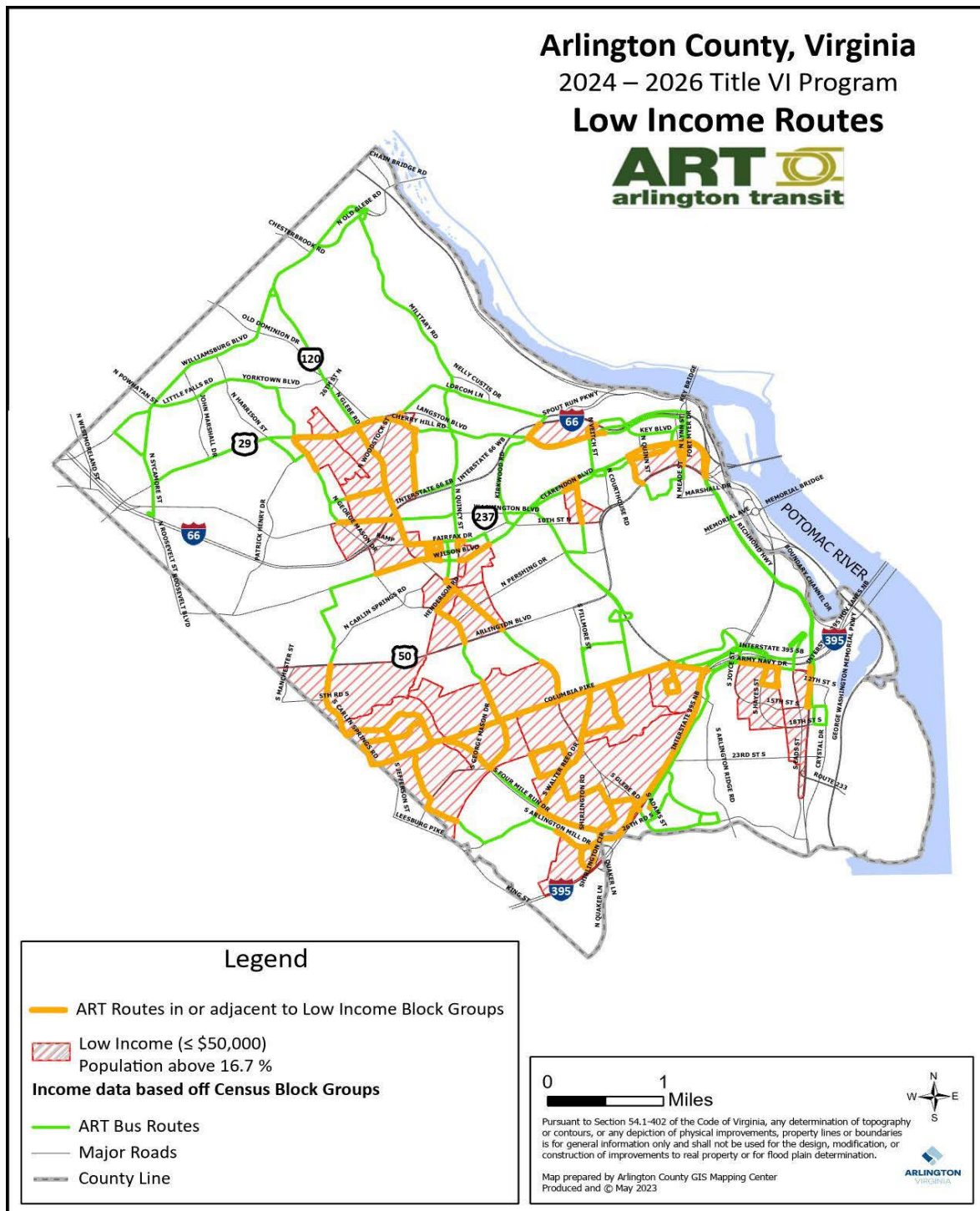


Figure 4.7 – Calculating Low Income Routes



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.

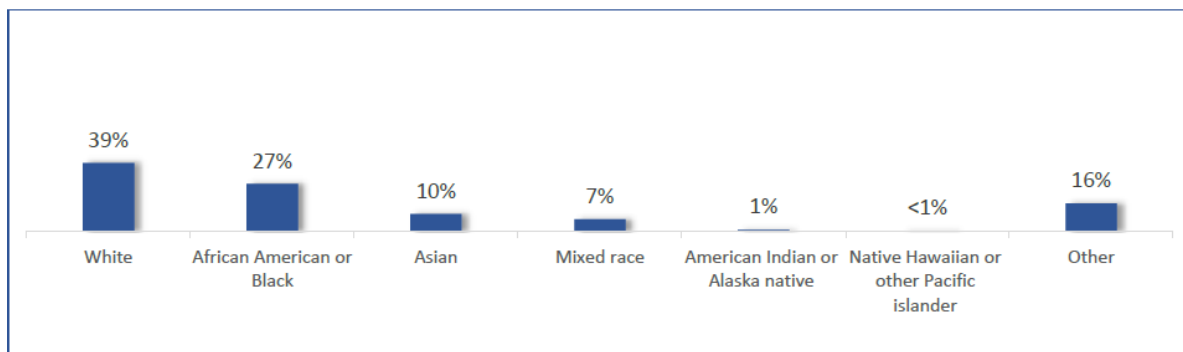
In total, the on-board survey completed surveys with ART riders representing 993 trips across weekdays and weekends. Of this number, 912 interviews were completed in English (92%) and 81 were completed in Spanish (8%).

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.

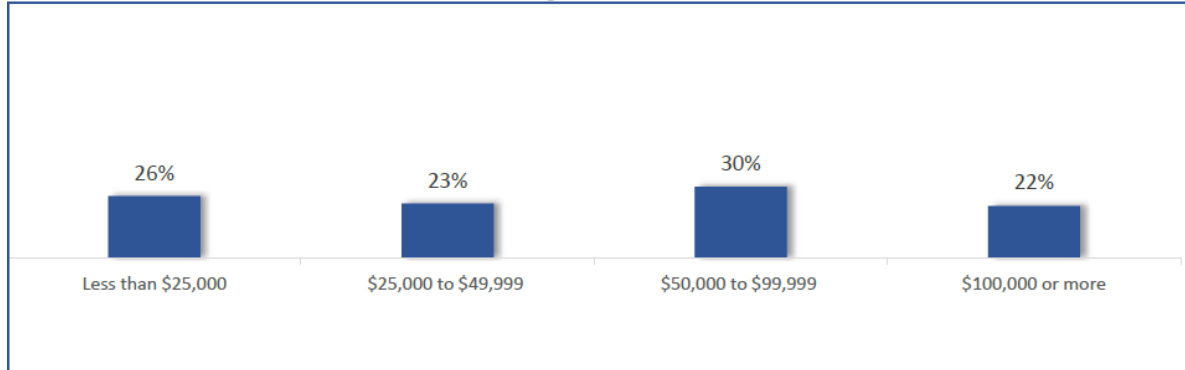
ART riders surveyed were racially and ethnically diverse; 39% of riders identified as White, followed by 27% who identified as African American or Black, 10% who identified as Asian, 7% identified as Mixed Race and 16% as Other Race, shown in **Figure 4.8**.

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 39.8% minority and 16.7% 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.

The Arlington Transit Bureau requires internal and external stakeholders to take existing and proposed bus stops and routes into account from the beginning of the planning and design processes. The Arlington Transit Bureau reviews site plans to identify transit needs, opportunities, and provide feedback. Ongoing communication between the Arlington Transit Bureau and other stakeholders is necessary to solidify details of:

- Bus routes and modifications;
- Bus stop locations and amenity placement;
- Bus stop design, including ADA-compliance and adherence to federal regulations; and,
- Temporary bus reroutes, and bus stops because of construction and/or emergencies.

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.

The following are the number of bus stops and bus shelters Arlington County:

Total Bus Stops in Arlington County: 1004

Total ART stops in Arlington County: 638

Total shared bus stops (ART/WMATA): 276

ART only stops: 362

WMATA only stops: 366

Bus Shelters in Arlington County: 307

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

	% Minority	% Low Income	% Minority and Low Income		Total Stops with Amenities	Total Number of Stops	% of Stops with Amenities
Benches	21%	39%	40%		362	1,004	36%
Shelters	23%	40%	37%		307	1,004	31%

Figure 5.1 – Bus Stop with Shelters Amenities

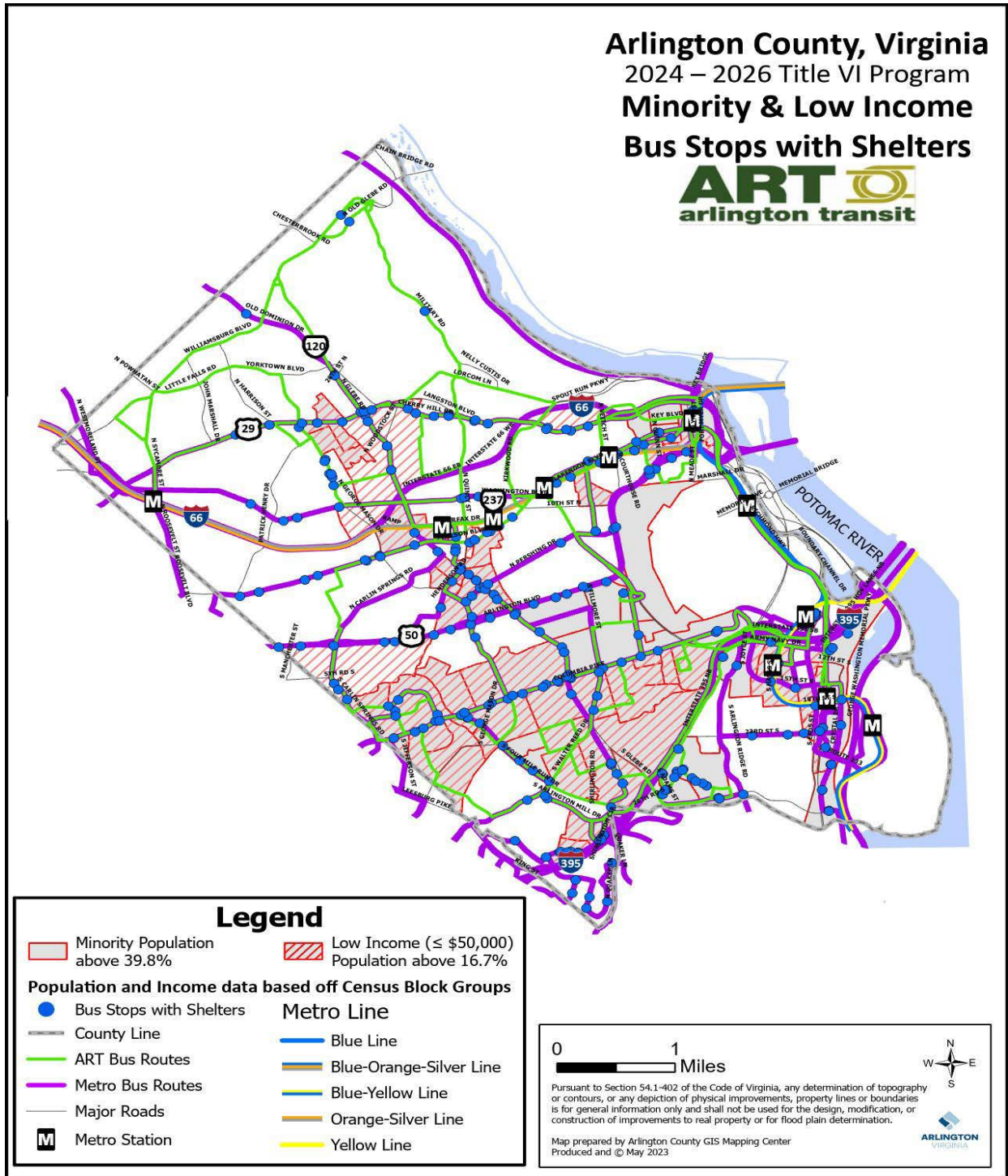


Figure 5.2 – Bus Stop with Bench Amenities

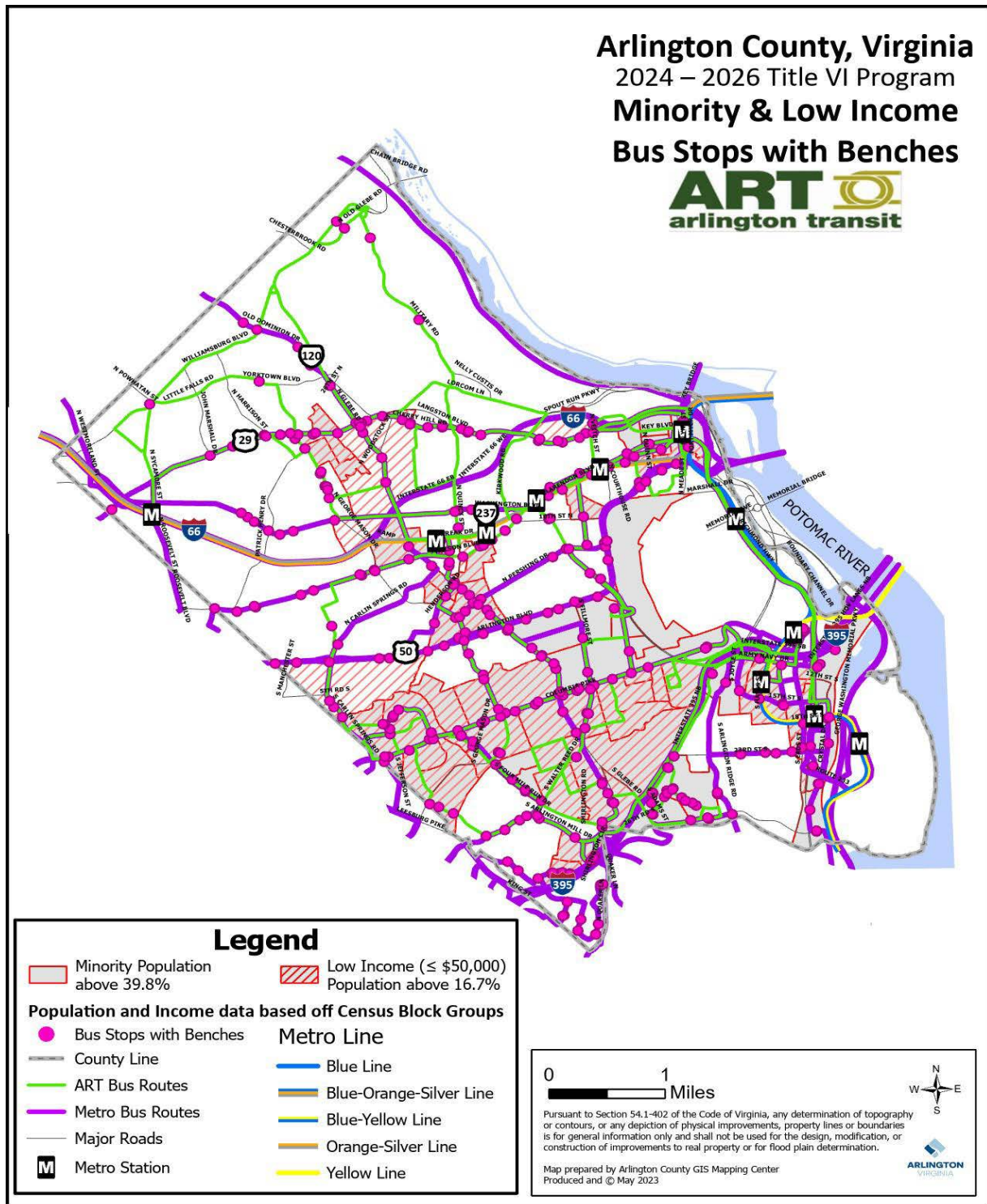
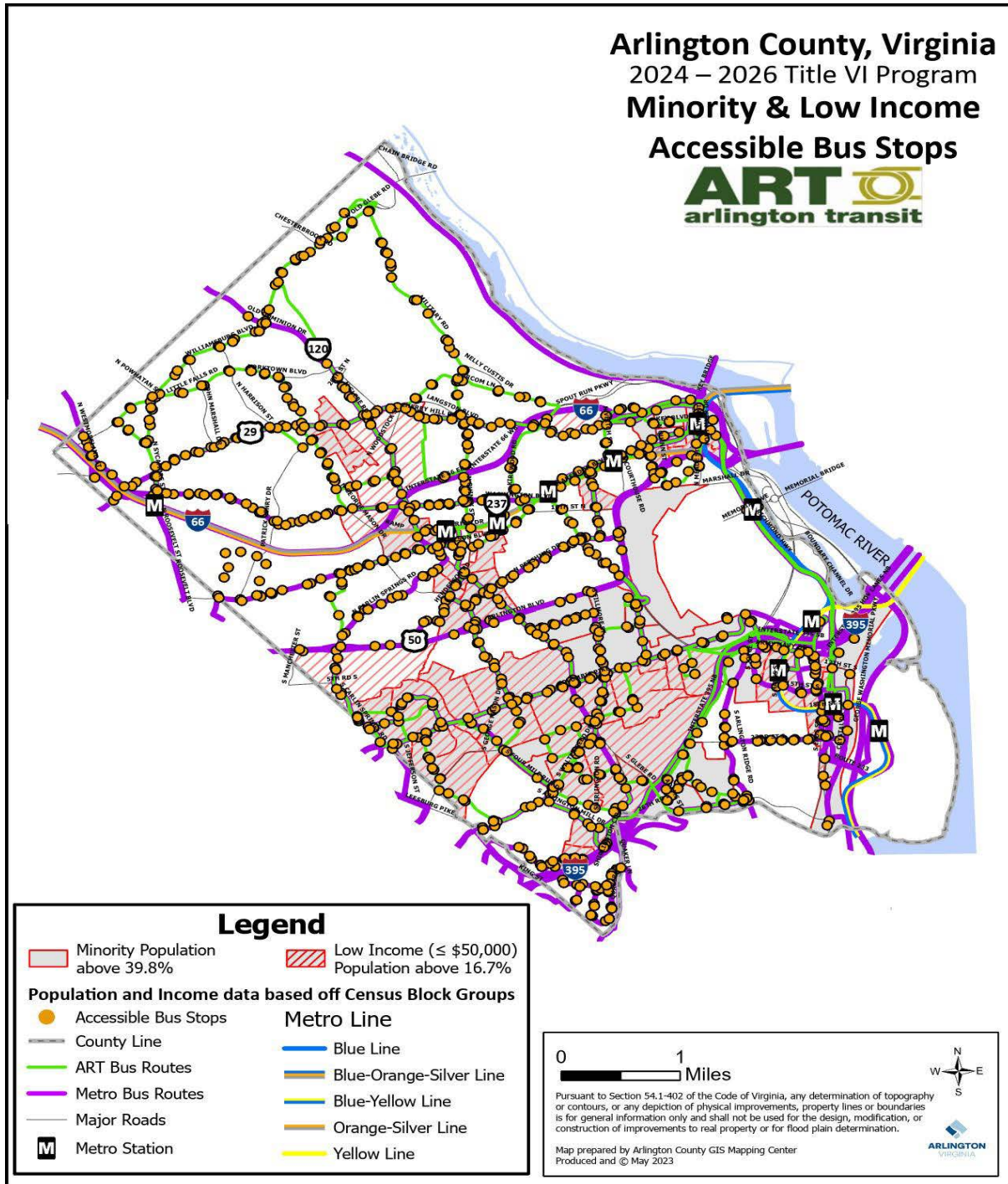


Figure 5.3 – Bus Stop with Accessibility Amenities



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
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
2017 New Flyer 40' XN40 CNG	39	19	58	45	13
2019 New Flyer 35' XN35 CNG	35	15	50	30	14
2022 New Flyer 40' XN40 CNG	39	19	58	45	19

CHAPTER 6 - SERVICE AND FARE CHANGES

6.1 Major Service Changes Since 2020

ART implemented an emergency services and operations plan changes in March 2020, June 2020, and August 2020 due to the COVID 19 pandemic. These changes were in accordance with the issuance of CDC, Federal, the State / Commonwealth of Virginia health guidelines and emergency response to the growing outbreak of Covid-19. These changes were demonstrated during **the ART FY 2020 - 2022 Service Changes Due COVID-19 Pandemic** processes stated **under APPENDIX E and APPENDIX F – ART FY 2020 - 2022 Fare Changes Due to the COVID 19 Pandemic Procedures.**

Table 6.1 – List of 2020 - 2023 Service Changes Due to COVID 19 Pandemic

Date	Service Change	Title VI Analysis	Notes
3/16/2020	ART 41, 42, 45, 51, 55, 77 and 87 will operate on Saturday schedules with the following changes: ART 42 & 87 will terminate at the Pentagon instead of Pentagon City ART 45 will start 1 hour early at 6:30 am ART 43 will operate every 20 minutes from 6 am to 11 pm following its weekday route Routes 52, 53, 61, 62, 72, 74, 75 Suspended.	Not Triggered	Temporary reduction of service due to the pandemic.
6/29/2020	Routes 72 & 75 return to service	Not Triggered	Reinstating temporary suspended routes.
8/23/2020	ART 41, 42, 45, 51, 55 and 87 will operate regular Sunday service on August 23 and operate regular weekday service starting on Monday, August 24. ART 43, 75 and 77 will operate regular weekday service starting on Monday, August 24. ART 72 will continue to operate a modified weekday schedule. (PDF) ART 52 and 84 will start operating regular weekday service on Monday, August 24. ART 53, 61, 62 and 74 will remain out of service. ART 55 and 87 will have minor weekday schedule changes that will go into effect	Not Triggered	Reinstating temporary suspended routes/increasing service on temporarily reduce in service

	on Monday, August 24. View the new weekday schedules.		
8/29/2020	ART 55 and 87 weekday schedule changes will go into effect on Monday, August 24. The changes are slight tweaks to the weekday bus schedules to help improve on-time performance.	Not Triggered	Minor schedule changes. No changes in hours or routing.
9/7/2021	ART 53, 61, 62 and 74 resumed operating after being out of service since March 2020 due to the COVID-19 pandemic.	Not Triggered	Reinstating temporary suspended routes.
12/19/2021	ART 45 Columbia Pike-DHS/Sequoia-Rosslyn and ART 72 Rock Spring-Ballston-Shirlington will have minor; changes will better align with Metrobus schedules to allow for less wait time when transferring from Arlington Transit to Metrobus.	Not Triggered	No change in service hours
3/27/2022	ART 52 and ART 75 midday headways will be reduced to meeting Secondary Transit Network (STN) guidelines for 30-minute frequency	Not Triggered	Overall improvement to frequency. Minor schedule change - does not trigger analysis.
1/3/2023	Adjusted one afternoon trip on ART 75 to serve Kenmore Middle School	Not Triggered	Only 1 trip affected
6/25/2023	Frequency increase to Route 41 & Route 45	Not Triggered	Overall improvement to frequency. Minor schedule change - does not trigger analysis.

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.

CHAPTER 7 - PROGRAM SPECIFIC REQUIREMENTS

7.1 Title VI Monitoring (from 2020-2023 Title VI Plan)

The results of the ongoing monitoring of service standards as defined in Arlington County's 2020-2023 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-95-X062-00 Columbia Pike Bus Stop Improvements

VA-04-0021-00 Columbia Pike Bus Improvements

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

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 2020-2023 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:

Hui Wang, 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: CERTIFICATIONS AND ASSURANCES](#)

[APPENDIX B: TITLE VI PUBLIC NOTICE DISPLAYS](#)

[APPENDIX C: THE ART COMPLAINTS TICKETS AND RESOLUTIONS](#)

[APPENDIX D: ART MARKETING AND OUTREACH EVENTS FOR FY 2020 - 2023](#)

[APPENDIX E: ART FY 2020 – 2022 SERVICE CHANGES DUE TO COVID 19 PANDEMIC](#)

[APPENDIX F: ART FY 2020-2022 FARE CHANGES DUE TO COVID 19 PANDEMIC](#)

APPENDIX A – 2023 Certifications and Assurances

ARLINGTON, COUNTY OF | ARLINGTON COUNTY | 6673

Summary Applications/Awards TrAMS Users Locations Designated Recipient Related Actions

Certifications & Assurances | FY 2023 C&A Affirmations

Recipient Details

Recipient ID

6673

Recipient Name

ARLINGTON, COUNTY OF

Certification and Assurance Information

Fiscal Year 2023

Original Certification Date 4/14/2023

Assigned Date 1/27/2023

Latest Certification Date 4/14/2023

Due Date 4/27/2023

Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020, however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR Part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.

List of All Applicable Agencies

PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 4/14/2023 | Official: Hui Wang | Attorney: MinhChau Corr

Category	Title	Cer
01	Certifications and Assurances Required of Every Applicant	
02	Public Transportation Agency Safety Plans	
03	Tax Liability and Felony Convictions	
04	Lobbying	
05	Private Sector Protections	
06	Transit Asset Management Plan	
07	Rolling Stock Buy America Reviews and Bus Testing	
08	Urbanized Area Formula Grants Program	
09	Formula Grants for Rural Areas	

10	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	←
Category	↑ Title	Cer
11	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	←
12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	←
13	State of Good Repair Grants	←
14	Infrastructure Finance Programs	←
15	Alcohol and Controlled Substances Testing	←
16	Rail Safety Training and Oversight	←
17	Demand Responsive Service	←
18	Interest and Financing Costs	←
19	Cybersecurity Certification for Rail Rolling Stock and Operations	←
20	Tribal Transit Programs	←
21	Emergency Relief Program	←
1 - 21 of 21		

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 the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

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 Hui Wang
 I accept the above

Certification Date Apr 12, 2023

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 MinhChau Corr

| I accept the above

Certification Date Apr 14, 2023

CANCEL

APPENDIX B – Title VI Public Notice Displays

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



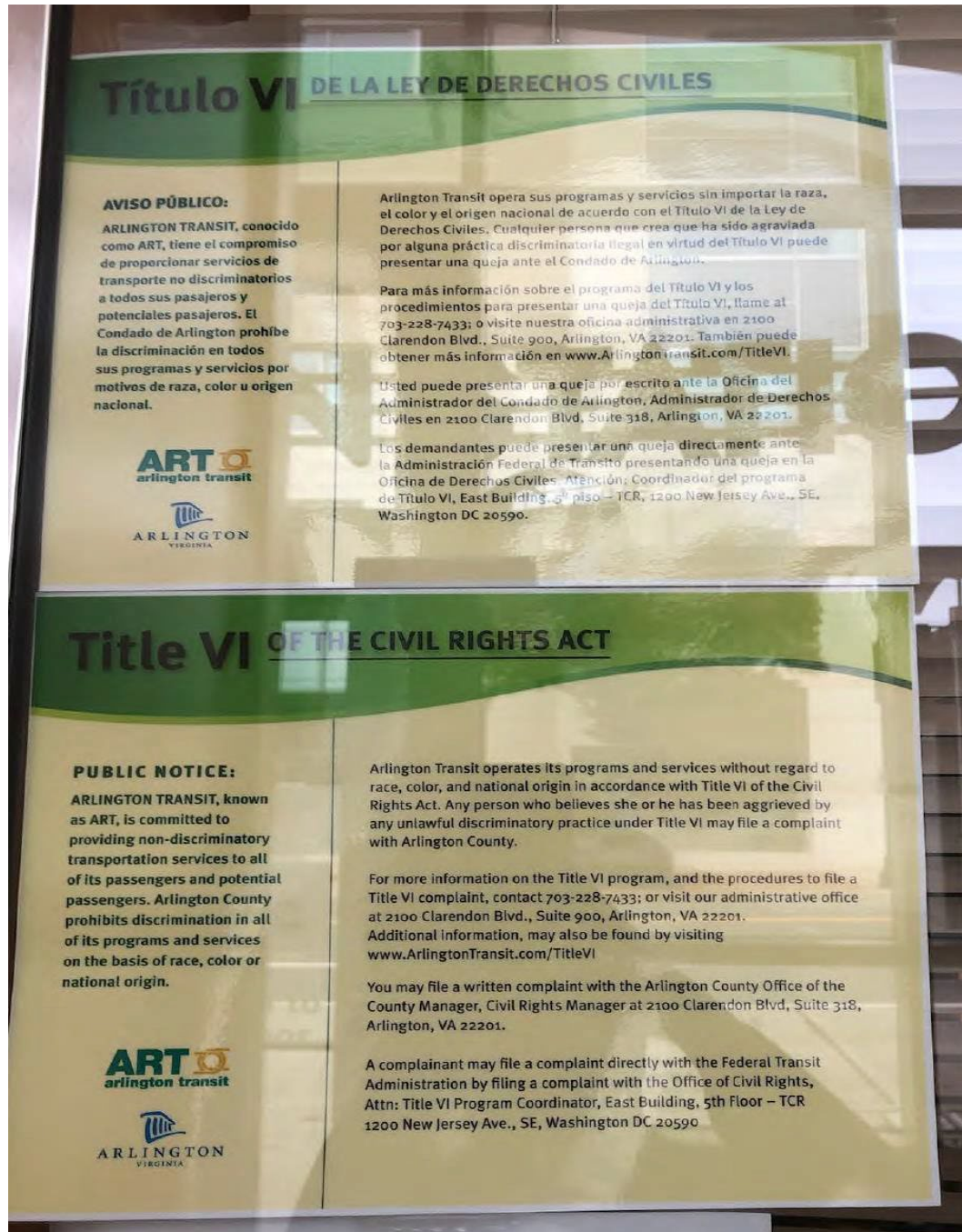
Title VI Public Notice Display in County's Bozman Office Building Notice Board



Title VI Public Notice Display in County's Courthouse Building Notice Board



Example of Title VI Public Notice Display in County Commuter Stores



APPENDIX C – ART Bus Complaints Tickets and Resolutions

Ticket # 19757 Discrimination Complaint and Resolution

CommuterPage Arlington County, VA v 5.8

02:46 PM (2)

ART Comment Ticket System: Ticket Entry

[Basic Admin Menu](#) | [Manage Account](#) | [Log Out](#)

[Edit Ticket 19757](#)

[Tickets](#) | [Enter a Ticket](#) | [Issue Editor](#) | [Issue/Recipient Link](#)

TICKET ENTRY DETAILS			
Agent:	Tucker, Samantha	Date:	04/22/2022
		Time:	03:24:58 PM
		Received By:	Phone ▼

COMMENT DETAILS	
Incident Date:	04/22/2022 [#]
	<input type="checkbox"/> Multiple dates or not applicable
Route:	<div style="border: 1px solid black; padding: 2px;"> 51 ▲ 52 53 54 55 ▼ </div>
Incident Time:	3 : 20 PM ▼
License Plate:	<input type="text"/>
Vehicle Number:	<input type="text"/>
Direction:	Rosslyn ▼
Incident Location:	Rosslyn MetroRail Station
Operator Name:	Max Pleng
Operator Number:	249
Issue Type:	Discrimination ▼
Weather Conditions:	Pleasant ▼
Complaint Commendations:	<div style="border: 1px solid black; padding: 5px; min-height: 40px;"> Bus driver let the white rider get on the bus while he took his break at McDonalds but wouldn't let the black riders (mother and son) get on the bus </div>
Additional Comments:	<div style="border: 1px solid black; height: 40px;"></div>
Updates:	<div style="border: 1px solid black; height: 40px;"></div>

UPDATES		
Date	Updated By	Memo
05/25 08:43 AM	Jamillah Turner	Ticket Updated
04/28 06:30 PM	William Jones	Video being sought for this observation. This incident has to be fully investigated per County protocols as it has been described as discrimination. Ticket will be reopened (WJ/TSM - 4/28/22)
04/27 01:25 PM	Jamillah Turner	Ticket Updated
04/27 09:34 AM	Jamillah Turner	operator identified
04/27 08:13 AM	Jamillah Turner	Customer called back yesterday evening, she says the incident occurred around 4 pm on Friday.

04/26 02:54 PM	Jamillah Turner	When about to board the bus, the operator let one lady on. when Customer called back, she says her son was going towards the bus too, he shut the door in his face and told them to wait until he came back from McDonald's. Her son says he's seen this operator before and has witnessed him do this to another black man. Thinks it was bus number 5058 but can't remember. She will ask her son when he returns home later. Will begin investigating...
04/26 02:46 PM	Jamillah Turner	Contacted the customer, no answer, I LVM. Will begin investigating.
04/22 03:27 PM	Samantha Tucker	Ticket Updated

CUSTOMER DETAILS	
Customer Name:	Angela Crawford
Customer Address & Zip Code:	
Customer Phone 1:	571-982-9278 Home ▾
Customer Phone 2:	Home ▾
Email Address:	
Language:	English ▾
Preferred Contact Method:	None ▾

RESOLUTION	
Ticket Status:	Closed ▾
Resolution:	but says he didn't mean any harm and it was not intentional. Drive cam shows the woman he let on the bus was already standing at the bus stop. The woman and her son were far away from the bus stop, he had a small amount of time to grab a bite before returning to his trip.
Additional Action(s) Taken:	

<input checked="" type="checkbox"/> OPERATOR NOT AT FAULT
<input type="button" value="Update Ticket"/>

19757 Full Resolution

Spoke to the operator, he understands the customers perspective but says he didn't mean any harm and it was not intentional. Drive cam shows the woman he let on the bus was already standing at the bus stop. The woman and her son were far away from the bus stop, he had a small amount of time to grab a bite before returning to his trip.

Ticket # 19781 Discrimination Complaint and Resolution

ART Comment Ticket System: Ticket Entry

Edit Ticket 19781

[Tickets](#) | [Enter a Ticket](#) | [Issue Editor](#) | [Issue/Recipient Link](#)

TICKET ENTRY DETAILS			
Agent:	Turner, Jamillah	Date:	04/29/2022
		Time:	03:49:15 PM
		Received By:	Phone <input type="text"/>

COMMENT DETAILS	
Incident Date:	04/26/2022 <input type="text"/> [#] <input type="checkbox"/> Multiple dates or not applicable
Incident Time:	8 : 04 AM <input type="text"/>
Route:	<input type="text"/> <ul style="list-style-type: none"> 61B 62 72 74 75
License Plate:	<input type="text"/>
Vehicle Number:	<input type="text"/>
Direction:	Virginia Square <input type="text"/>
Incident Location:	Four Mile Run & Drew Elementary near beltway/exit <input type="text"/>
Operator Name:	Alimneh Tadesse <input type="text"/>
Operator Number:	5 <input type="text"/>
Issue Type:	Discrimination <input type="text"/>
Weather Conditions:	Select One <input type="text"/>
Complaint Commendations:	<p>Customer says: This morning an operator did not allow 5 black children to board his bus because they didn't have any money. They told him they'd be late for school he yelled at them and said I don't care, no money you don't get on speaking very harsh to them and scolding them. 3 blocks later another male black student, he told him no I'm not taking you and the boy needed a dollar. A girl on the bus had a dollar and she gave it to the boy. The woman said a child is never rejected from the bus. Operator left his seat, walked outside and started dialing someone. She says she comes from a versatile family from all walks of life and noticed that he only behaved this way to the black American children and feels it was discriminatory because they are adolescent, black Americans, and from south Arlington. She says he witnessed these children were very decent and sweet children and is really shocked at what she witnessed. The man was not considering the other people on the bus he needed to get to work. They were all late to work/school.</p>
Additional Comments:	I called this customer in response to a different complaint, (ticket # 19756). During that conversation, she mentioned the above details.
Updates:	<input type="text"/>

UPDATES		
Date	Updated By	Memo
08/02 11:49 AM	Robert Glover	Ticket Updated

05/25 08:43 AM	Jamillah Turner	Ticket Updated
04/29 04:07 PM	Jamillah Turner	Spoke to the operator along with another manager today around 3:40 pm. Operator rose his voice, was aggressive and unapologetic. I contacted OPM, who requested an incident report and the operator to report to him on Monday May 2 at 9 am.

CUSTOMER DETAILS	
Customer Name:	Elizabeth Silva
Customer Address & Zip Code:	
Customer Phone 1:	571-278-6344 Home ▾
Customer Phone 2:	Home ▾
Email Address:	
Language:	English ▾
Preferred Contact Method:	None ▾

RESOLUTION	
Ticket Status:	Closed ▾
Resolution:	Operator was counseled on how he handled the situation. He stated that the kids ignore him every day when he tells them they have to either swipe their iRide card or pay \$1.00. Although the Operator was stern, he was not raising his voice. His natural tone as a primary native foreign language speaker is elevated and somewhat aggressive in nature. The Operator did not deny the children a ride nor make them get off the bus. He was counseled on the proper way to approach coaching younger passengers on the policies of fare collection, and viewed the video of the interaction as to recognize how his approach could be viewed as yelling and disciplinary. OPM issued a disciplinary verbal warning to the Operator as this was not a recognized pattern of behavior. There has not been and repeat behavior from this Operator.
Additional Action(s) Taken:	

<input type="checkbox"/> OPERATOR NOT AT FAULT
<input type="button" value="Update Ticket"/>

Ticket # 21318 Discrimination Complaint and Resolution

Edit Ticket 21318

[Tickets](#) | [Enter a Ticket](#) | [Issue Editor](#) | [Issue/Recipient Link](#)

TICKET ENTRY DETAILS							
Agent:	Washington, Cherron	Date:	06/12/2023	Time:	08:48:00 AM	Received By:	Phone <input type="checkbox"/>

COMMENT DETAILS			
Incident Date:	06/09/2023 <input type="text" value="[#]"/> <input type="checkbox"/> Multiple dates or not applicable	Incident Time:	4 : 00 PM <input type="text"/>
Route:	<input type="text" value="62"/> 72 74 75 77	License Plate:	<input type="text"/>
Incident Location:	<input type="text" value="shirlington"/>	Vehicle Number:	<input type="text" value="5409"/>
Operator Name:	<input type="text" value="Argu Yidnekachew"/>	Direction:	<input type="text" value="Courthouse"/>
Operator Number:	<input type="text" value="79"/>	Issue Type:	<input type="text" value="Discrimination"/>
Weather Conditions:	<input type="text" value="Pleasant"/>	Complaint	the time of the bus ride would be between 3:30-4pm.
Additional Comments:	he would like a supervisor to call him back. He said he works at capital hill and he is an attorney. Caller is also requesting that video footage not be deleted. I ensured him that the supervisor would not commit such actions and we will do our absolute best to gather as much information as possible	Commendations:	The student got off at Columbia pike and Walter reed drive- near the Walgreens caller is saying his son got on the bus near shirlington on friday 6.9.23. 8 students got on the bus and was not forced to pay. the driver stopped his son and told him he had to pay. The student had a regular smartrip card but there were no funds on it. Another student offered to pay for him and the driver said no. The father is wondering why his son was stopped but not the other students. " he asked what his friends looked like and he said they are black and spanish" He feels that his son was discriminated against because he is white. The other students were black and spanish. The father is saying that if he does not get a call back he will ride the bus and record himself to get the drivers info. He said the bus driver was either ethopian or black
Updates:	<input type="text"/>		

UPDATES

Date	Updated By	Memo
06/14 01:51 PM	Jamillah Turner	Ticket Updated
06/14 01:51 PM	Jamillah Turner	Ticket Updated
06/13 11:15 AM	Jamillah Turner	Forwarded to OPM
06/13 11:12 AM	Jamillah Turner	Block 7710
06/13 11:08 AM	Jamillah Turner	Talked to the dad, Investigation complete.
06/12 09:00 AM	Cherron Washington	Ticket Updated

CUSTOMER DETAILS	
Customer Name:	Chris Hall
Customer Address & Zip Code:	
Customer Phone 1:	910-787-2797 Home <input type="button" value="v"/>
Customer Phone 2:	<input type="text"/> Home <input type="button" value="v"/>
Email Address:	<input type="text"/>
Language:	English <input type="button" value="v"/>
Preferred Contact Method:	None <input type="button" value="v"/>

RESOLUTION	
Ticket Status:	Closed <input type="button" value="v"/>
Resolution:	<p>It doesn't appear he wants to move forward with the discrimination complaint. OPM assured him he would talk to the operator to make sure it does not happen again and clarify the expectation of student's free rides, etc... The operator understands why his actions were perceived as discriminatory then explained this was not his intention or in his heart. However, he does understand the way it was perceived from the student's perspective.</p>
Additional Action(s) Taken:	<input type="text"/>

<input checked="" type="checkbox"/> OPERATOR NOT AT FAULT
<input type="button" value="Update Ticket"/>

Ticket # 21529 Discrimination Complaint and Resolution

CommuterPage Arlington County, VA v 5.8

05:03 PM (2)

ART Comment Ticket System: Ticket Entry

Basic Admin Menu | Manage Account | Log Out

Edit Ticket 21529

[Tickets](#) | [Enter a Ticket](#) | [Issue Editor](#) | [Issue/Recipient Link](#)

TICKET ENTRY DETAILS			
Agent:	Busey, Evelyn	Date:	08/07/2023
Time:	08:53:51 AM	Received By:	Voicemail ▼

COMMENT DETAILS	
Incident Date:	08/04/2023 <input type="text" value="#"/> <input type="checkbox"/> Multiple dates or not applicable
Incident Time:	3 : 08 PM ▼
Route:	<input type="text" value="43"/> <input type="text" value="45"/> <input type="text" value="51"/> <input type="text" value="52"/> <input type="text" value="53"/>
License Plate:	<input type="text" value="none"/>
Vehicle Number:	<input type="text" value="none"/>
Direction:	(Select a Direction) ▼
Incident Location:	<input type="text" value="East Falls Church Station"/>
Operator Name:	<input type="text" value="none"/>
Operator Number:	<input type="text" value="none"/>
Issue Type:	Discrimination ▼
Weather Conditions:	Pleasant ▼
Complaint Commendations:	<p>Assumed her nationality and then started talking to her rudely. said that her location of address did not exist. Said the driver was questioning everything she said making her feel very nervous. And as a result, she lost her backpack with keys inside. Description: Blue/with white letters. I asked the passenger would she prefer her complaint to be listed under discrimination or lost and found. Customer "disclination." Customer also is requesting a call back as soon as possible.</p>
Additional Comments:	<p>Incident occurred Friday, 8/4/23 @ approximately 4:30pm. Voicemail received Sat. @ 11:30 am. Ticket entered. 8/7/2023.</p>
Updates:	<input type="text"/>

UPDATES		
Date	Updated By	Memo
08/07 02:08 PM	Jamillah Turner	Ticket Updated
08/07 01:38 PM	Jamillah Turner	Lost bag found and was turned in. Currently waiting for transport to L&F pick up location. Customer will be contacted after transport is confirmed.
08/07 11:33 AM	Jamillah Turner	Contacted the customer, she provided details of the incident: Hoping driver would have dropped off the keys/bag. Guy questioned her employment, what

		are doing out here, are you PR you sound PR. Perfecting her English, walked 2 miles, he told her to get off the bus this is our stop. Taunting her for 10-15 minutes got off 4 stops early, left bag on the bus. She was so upset she forgot her bag. Blue and White bag Gordan Ramsey. Incident happened on the bus not at EFC station. Got off the EFC metro train around 4:30 pm and boarded the bus at EFC around 4:30 pm.
08/07 09:21 AM	Evelyn Busey	Ticket Updated
08/07 09:06 AM	Evelyn Busey	Ticket Updated

CUSTOMER DETAILS	
Customer Name:	Adrienne Rodriguez
Customer Address & Zip Code:	none
Customer Phone 1:	240-470-3319 Cell <input type="button" value="v"/>
Customer Phone 2:	2404703319 Cell <input type="button" value="v"/>
Email Address:	none
Language:	English <input type="button" value="v"/>
Preferred Contact Method:	Phone <input type="button" value="v"/>

RESOLUTION	
Ticket Status:	Closed <input type="button" value="v"/>
Resolution:	Our investigation is complete, and we did not see nor hear any indications of discrimination. The woman's lost bag was found and turned in by the operator. The dispatch/supervisor is currently working on getting the item transported to our lost and found pick up location. Afterwards, the customer will be contacted to arrange for pick up.
Additional Action(s) Taken:	

<input checked="" type="checkbox"/> OPERATOR NOT AT FAULT
<input type="button" value="Update Ticket"/>

APPENDIX D – ART Marketing and Outreach Events FY 2020 – 2022



ART Marketing and Outreach Report – October 2019 – December 2022

Outreach

The Car-Free Diet Outreach Team attended community events around Arlington and promoted 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 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.

The Diversity Marketing and Outreach Manager also attended events and met with groups in Arlington to talk about using transit in Arlington. Her presentations are often in both English and Spanish. She distributed information about ART, Metrobus, STAR, Senior transportation programs and iRide. The following events were organized for ART or STAR in October 2019 – December 2019:

Date	Event	
10/1/2019	DHS Sequoia	Hispanic Outreach
10/5/2019	Festival Latino Americano of Arlington	Hispanic Outreach
10/10/2019	REEP Syphax (Computer Lab) Customized Engagement	Hispanic Outreach
10/13/2019	Arlington Fun Ride	
10/13/2019	Arlington's Housing Information Fair	
10/13/2019	6th Annual Race for Every Woman 5k Run/Walk	Hispanic Outreach
10/16/2019	iRide at New Directions School	
10/17/2019	iRide at Gunston MS	
10/20/2019	Fall Heritage Festival	
10/20/2019	Shucktoberfest	
10/20/2019	17th Annual International US Freedom Walk Festival	
10/21/2019	Westover Farmers Market	
10/22/2019	Middle School Info Night	
10/23/2019	The Carlin - Customized Engagement for seniors	Hispanic Outreach
10/24/2019	iRide at Yorktown HS	
10/29/2019	High School Info Night	
10/30/2019	REEP Syphax Customized Engagement	Hispanic Outreach
10/31/2019	REEP Syphax	Hispanic Outreach



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11/3/2019	AAC's 15+E168:F179th annual Día de los Muertos Celebration	Hispanic Outreach
11/3/2019	Marymount Farmers Market	
11/3/2019	The Arlington Civitan Open Air Market	
11/4/2019	Artist Expo and Craft Fair	
11/5/2019	DHS Sequoia	Hispanic Outreach
11/5/2019	LADO - Customized Engagement	Hispanic Outreach
11/7/2019	iRide at Williamsburg Middle School	
11/14/2019	Club de Madres - Customized Engagement	Hispanic Outreach
11/18/2019	Pop-Up @ Glebe Market	Hispanic Outreach
11/18/2019	Fuerza Contra Alzheimers	Hispanic Outreach
11/20/2019	Arlington Turkey Trot (packet pickup)	
11/25/2019	Expo Feria de las Americas	Hispanic Outreach
11/30/2019	Miracle on 23rd Street	
12/1/2019	Santa Bowl 2018	
12/1/2019	Jingle Bell Run	
12/3/2019	DHS Sequoia	Hispanic Outreach
12/3/2019	Liberty's Promise - Customized Engagement	Hispanic Outreach
12/6/2019	Arlington Public School Transition Fair (rescheduled from Nov 15)	
12/7/2019	Family Night @ The Mill: Party at the North Pole	
12/8/2019	Free Winter Wonderland at Penrose Square	
12/10/2019	Pop-up @ Arlington Food Assistance Center	Hispanic Outreach
12/11/2019	Electric Scooter Safety Program at Central Library	
12/12/2019	Club de Madres – ART Bus Tour	Hispanic Outreach
12/15/2019	Nauck Community Holiday Fellowship at	
12/21/2019	APC Christmas	Hispanic Outreach

Outreach for 2020

Date	Event	



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01/03/2020	Dancing Through the Decades Family Night @ the Mill	
01/11/2020	APAH Community Education Fair	
01/18/2020	Paint, Build, Create	
01/19/2020	Arlington's Tribute to Martin Luther King Jr.	
01/21/2020	Mary Marshall	Hispanic Outreach
01/23/2020	Family Market	
01/23/2020	AMCC - ART Bus Tour	Hispanic Outreach
01/25/2020	Arlington Coin Laundry Pop-up	Hispanic Outreach
01/26/2020	Cultural Care Au Pair-Ice Skating	
01/27/2020	Arlington Food Assistance Center Pop-Up	Hispanic Outreach
01/30/2020	The Carlin	Hispanic Outreach
01/31/2020	Free Tax Prep Assistance at Columbia Pike Library	
02/01/2020	Free Tax Prep/Karaoke at Columbia Pike Library	
02/01/2020	Lunar New Year Celebration	
02/03/2020	DHS Sequoia	Hispanic Outreach
02/06/2020	Arlington Free Clinic	Hispanic Outreach
02/07/2020	Annual Summer Activities Fair	
02/07/2020	Annual Summer Activities Fair	
02/11/2020	Mary Marshall - ART Bus Tour	Hispanic Outreach
02/20/2020	Under Twos Storytime/Craft Tea	
02/21/2020	Langston Community Center Pop Up	
02/22/2020	Your Childs Development Resource Fair	
02/23/2020	Iwo Jima 75th Anniversary-Marine Corp Memorial	
02/29/2020	11th Annual Move Me Festival	
02/29/2020	2020 Heritage Festival	
03/02/2020	Arlington Free Clinic	Hispanic Outreach
03/04/2020	Washington Liberty HS	
03/06/2020	Free Tax Prep	
03/07/2020	Pop-up at El Pike Restaurant	Hispanic Outreach
03/08/2020	DC Antique Photo & Postcard Show 2020	



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03/08/2020	Rock at The Rink	
03/09/2020	Pop-up at Glebe Rd Market	Hispanic Outreach
03/10/2020	HB Woodlawn HS	
08/18/2020	GMU (Virtual)	Hispanic Outreach
08/19/2020	Langston-Brown Community Center (Virtual)	Hispanic Outreach
08/24/2020	Columbia Pike Farmers Market	
09/01/2020	George Mason University	
09/01/2020	George Mason University	
09/19/2020	Lubber Run Farmers Market	
09/19/2020	Lubber Run Farmers Market	
09/20/2020	Westover Farmers Market	
09/20/2020	Westover Farmers Market	
09/29/2020	Virginia Hospital Center (Virtual)	Hispanic Outreach
09/29/2020	Virginia Hospital Center (Virtual)	Hispanic Outreach
11/04/2020	Club de Madres (Virtual)	Hispanic Outreach
11/07/2020	Lubber Run Farmers Market	
11/08/2020	Columbia Pike Farmers Market	
11/14/2020	Arlington Farmers Market	
11/15/2020	Fairlington Farmers Market	
11/22/2020	Westover Farmers Market	
11/23/2020	15th Annual Turkey Trot (swag pick up)	
11/24/2020	15th Annual Turkey Trot (swag pick up)	
12/05/2020	Photos with Santa at the Plaza (in-person)	
12/08/2020	Arlington Food Assistance Center	Hispanic Outreach
12/10/2020	Barcroft Mobile Market (in-person)	Hispanic Outreach
12/12/2020	Phoenix bikes Outdoor Bike Sale (in-person)	
12/13/2020	Columbia Pike Farmer Market (in-person)	
12/17/2020	English Conversation Class (Virtual)	
12/17/2020	Thomas Jefferson Environmental Club (Virtual)	Hispanic Outreach
12/19/2020	Arlington Farmers Market (in-person)	
12/20/2020	Westover Farmers Market (in-person)	



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Outreach for 2021

Date	Event	
01/07/2021	Kenmore MS Information Night (Virtual)	
01/10/2021	Columbia Pike Farmers Market (in-person)	
01/13/2021	Arlington Food Assistance Center (in-person)	Hispanic Outreach
01/13/2021	BYB (Virtual)	Hispanic Outreach
01/16/2021	Arlington Farmers Market (in-person)	
01/18/2021	MLK Day of Service (in-person)	
01/20/2021	Club de Madres (Virtual)	Hispanic Outreach
01/24/2021	Westover Farmers Market (in-person)	
01/26/2021	Take and Make Craft Pick Up (in-person)	
01/29/2021	Carlin Springs Family Market (in-person)	Hispanic Outreach
02/08/2021	Car-Free Diet virtual session with the libraries (Virtual)	
02/10/2021	APS Bus Meal Delivery @ Walter Reed (in-person)	
02/11/2021	ACC Environmental Club (Virtual)	Hispanic Outreach
02/17/2021	APS School Meal Pick Up @ Swanson MS (in-person)	
02/19/2021	APS School Meal Pick Up @ Kenmore MS (in-person)	
02/24/2021	APS School Meal Pick-Up @ Wakefield HS (in-person)	
02/25/2021	Arlington Food Assistance Center (in-person)	Hispanic Outreach
02/26/2021	APS School Meal Pick Up @ Jefferson MS (in-person)	
02/26/2021	APS School Meal Pick Up @ Washington-Liberty HS (in-person)	
03/01/2021	APS School Meal Pick Up - Campbell Elementary School	
03/01/2021	APS School Meal Pick Up - Randolph Elementary	
03/03/2021	APS School Meal Pick Up - Gunston Middle School	
03/03/2021	Arlington Food Assistance Center @ Assembly of God Church	Hispanic Outreach
03/09/2021	Yorktown Environmental Club	Hispanic Outreach
03/19/2021	Arlington Food Assistance Center	Hispanic Outreach
03/20/2021	Arlington Farmers Market	
03/21/2021	Columbia Pike Farmers Market	
03/26/2021	Carlin Springs Family Market	Hispanic Outreach



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03/28/2021	Westover Farmers Market	
03/29/2021	Car-Free Diet virtual session with the libraries	
04/04/2021	Westover Farmers Market	
04/05/2021	Arlington Food Assistance Center	Hispanic Outreach
04/10/2021	Arlington Food Assistance Center @ Clarendon United Methodist Church	Hispanic Outreach
04/11/2021	National Cherry Blossom Festival	
04/12/2021	PEP (Virtual)	Hispanic Outreach
04/17/2021	Arlington Farmers Market	
04/18/2021	Columbia Pike Farmers Market	
04/21/2021	APS School Meal Pick-up - Kenmore Middle School	
04/24/2021	Earth Day Clean Up	
04/24/2021	Lubber Run Farmers Market	
04/24/2021	Spring Native Plant Sale - Pick-up	
04/26/2021	APS School Meal Pick-up - Carlin Springs Elementary School	
05/06/2021	English Lang. Learners - Beginners (Virtual)	Hispanic Outreach
05/08/2021	Virginia Brewery Running Series	
05/11/2021	Arlington Food Assistance Center	Hispanic Outreach
05/11/2021	English Lang. Learners - Advanced (Virtual)	Hispanic Outreach
05/13/2021	Barcroft Mobile Market	Hispanic Outreach
05/16/2021	Westover Farmers Market	
05/21/2021	Carlin Springs Family Market	Hispanic Outreach
05/23/2021	Columbia Pike Farmers Market	
05/25/2021	Crystal City Farmers Market	
05/27/2021	Virginia Railway Express (VRE) Crystal City Station	
05/27/2021	Edu-Futuro ELP (Virtual)	Hispanic Outreach
05/29/2021	Arlington Farmers Market	
06/05/2021	Lubber Run Farmers Market	
06/09/2021	MCS Visit to Yorktown High School	
06/09/2021	ELI at CaBi Station (hands-on)	Hispanic Outreach
06/10/2021	MCS Visit to Yorktown High School	



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06/10/2021	Barcroft Mobile Market	Hispanic Outreach
06/12/2021	Arlington Farmers Market	
06/13/2021	Westover Farmers Market	
06/16/2021	Arlington Food Assistance Center	Hispanic Outreach
06/18/2021	JoGo in Crystal City	
06/18/2021	Carlin Springs Family Market	Hispanic Outreach
06/20/2021	Columbia Pike Farmers Market	
06/20/2021	Fairlington Farmers Market	
06/26/2021	National Landing Market	
06/29/2021	Crystal City Farmers Market	
07/09/2021	Lubber Run Community Center Re-opening	
07/10/2021	Lubber Run Farmers Market	
07/11/2021	Westover Farmers Market	
07/13/2021	Bus Stop Relocation Pentagon City	
07/13/2021	REC on Wheels	
07/13/2021	Vitality Living	Hispanic Outreach
07/14/2021	Bus Stop Relocation Pentagon City	
07/15/2021	Bus Stop Relocation Pentagon City	
07/15/2021	Arlington Food Assistance Center	Hispanic Outreach
07/15/2021	Barcroft Mobile Market	Hispanic Outreach
07/15/2021	The Carlin	Hispanic Outreach
07/18/2021	Columbia Pike Farmers Market	
07/22/2021	MCS Visit to Yorktown High School	
07/24/2021	Arlington Farmers Market	
07/27/2021	Crystal City Farmers Market	
07/29/2021	AM Bus Stop Relocation Ballston Metro	
07/29/2021	PM Bus Stop Relocation Ballston Metro	
07/31/2021	National Landing Market	
08/01/2021	Bus Stop Relocation Ballston Metro AM	
08/02/2021	Bus Stop Relocation Ballston Metro AM	
08/02/2021	Bus Stop Relocation Ballston Metro PM	
08/03/2021	Bus Stop Relocation Ballston Metro AM	
08/03/2021	Bus Stop Relocation Ballston Metro PM	



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08/03/2021	Live 55+ Show (Virtual)	Hispanic Outreach
08/11/2021	REEP - Level 250 (Virtual)	Hispanic Outreach
08/11/2021	REEP - Level 400 (Virtual)	Hispanic Outreach
08/15/2021	Rainbow Rock Band Performance	
08/20/2021	Arlington County Fair	Hispanic Outreach
08/21/2021	Arlington County Fair	Hispanic Outreach
08/22/2021	Arlington County Fair	Hispanic Outreach
08/24/2021	Crystal City Farmers Market	
08/25/2021	East Falls Church Metro AM - (Promoting ART's Return to Full Service)	
08/25/2021	East Falls Church Metro PM (Promoting ART's Return to Full Service)	
08/26/2021	Pentagon City Metro AM (Promoting ART's Return to Full Service)	
08/26/2021	Pentagon City Metro PM (Promoting ART's Return to Full Service)	
08/27/2021	Arlington Food Assistance Center	Hispanic Outreach
08/29/2021	Fairlington Farmers Market	
08/31/2021	Rosslyn Metro AM (Promoting ART's Return to Full Service)	
08/31/2021	Rosslyn Metro PM (Promoting ART's Return to Full Service)	
09/01/2021	Courthouse Metro AM (Promoting ART's Return to Full Service)	
09/01/2021	Courthouse Metro PM (Promoting ART's Return to Full Service)	
09/02/2021	Ballston Metro AM (Promoting ART's Return to Full Service)	
09/02/2021	Ballston Metro PM (Promoting ART's Return to Full Service)	
09/09/2021	iRide at HB Woodlawn	
09/12/2021	Columbia Pike Farmers Market	
09/14/2021	Our Shared Streets	
09/18/2021	Festival Argentino	Hispanic Outreach
09/20/2021	Arlington Food Assistance Center	Hispanic Outreach
09/21/2021	iRide at Wakefield High School	
09/21/2021	Crystal City Farmers Market	
09/22/2021	Mary Marshall (In-person)	Hispanic Outreach
09/24/2021	Fridays at the Fountain	
09/25/2021	Long Bridge Aquatic Center Grand Opening Celebration	



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09/29/2021	Langston Brown Senior Center (In-person)	Hispanic Outreach
10/01/2021	National Landing Movies in the Park	
10/02/2021	National Landing Oktoberfest	
10/07/2021	iRide at Williamsburg Middle School	
10/09/2021	Home Run for the Homeless	
10/16/2021	Celebrate the Latino Experience in Arlington	Hispanic Outreach
10/19/2021	Arlington Food Assistance Center	Hispanic Outreach
10/20/2021	REEP (Level 350)	Hispanic Outreach
10/23/2021	Live-in Arlington Information Fair	
10/23/2021	Shucktoberfest	
10/25/2021	Arlington Career Center (Culinary Students)	Hispanic Outreach
10/30/2021	Boo-Pa-Looza	
10/31/2021	Fairlington Farmers Market	
10/31/2021	Trick or Treat at The Village at Shirlington	
11/01/2021	AMCC (55+ Seniors)	Hispanic Outreach
11/01/2021	Día de los Muertos	Hispanic Outreach
11/03/2021	Arlington Food Assistance Center	Hispanic Outreach
11/10/2021	Arlington Community High School	Hispanic Outreach
11/11/2021	Ballston Farmers Market	
11/13/2021	APS Transition Fair	
11/13/2021	Cherrydale Farmers Market	
11/20/2021	Arlington Farmers Market	
11/23/2021	Arlington Turkey Trot (Packet Pickup)	
11/24/2021	Arlington Turkey Trot (Packet Pickup)	
11/28/2021	Westover Farmers Market	
11/30/2021	Liberty's Promise	Hispanic Outreach
12/02/2021	Light Up the Village at Shirlington	
12/02/2021	Syphax Center (Virtual)	Hispanic Outreach
12/04/2021	The Crossing Clarendon Holiday Market	
12/09/2021	Columbia Pike Library Holiday Truck Treats/ Kids Craft Noon	



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12/09/2021	Barcroft Mobile Market	Hispanic Outreach
12/09/2021	Environmental Club	Hispanic Outreach
12/10/2021	Teen Sports Night	
12/11/2021	Wakefield HS Boosters Winter Bazaar	
12/16/2021	Arlington Food Assistance Center	Hispanic Outreach
12/18/2021	Family Play Time	
12/18/2021	National Landing Holiday Market	
12/18/2021	Ornament Workshop Families Unplugged	

Outreach for 2022

Date	Event	
1/11/2022	Yorktown HS Environmental Club	Hispanic Outreach
1/12/2022	Kids Club Gaming Unplugged / Intro to Sewing	
1/12/2022	English Learners Class (1 & 2)	Hispanic Outreach
1/13/2022	Barcroft Mobile Market	Hispanic Outreach
1/15/2022	Arlington Farmers Market	
1/17/2022	MLK Day of Service	
1/21/2022	Arlington Food Assistance Center	Hispanic Outreach
1/22/2022	Family Play Time/Open Swim	
1/23/2022	Columbia Pike Farmers Market	
1/23/2022	Westover Farmers Market	
1/29/2022	Arts and Crafts Show	
2/7/2022	ART Pilot iRide Card Distribution at HB Woodlawn	
2/7/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
2/7/2022	ART Pilot iRide Card Distribution at Wakefield High School	
2/8/2022	ART Pilot iRide Card Distribution at HB Woodlawn	
2/8/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
2/8/2022	ART Pilot iRide Card Distribution at Washington-Liberty	
2/10/2022	Barcroft Mobile Market	Hispanic Outreach
2/10/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
2/10/2022	ART Pilot iRide Card Distribution at Washington-Liberty	



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2/11/2022	ART Pilot iRide Card Distribution at Arlington Career Center	
2/12/2022	Arlington Farmers Market	
2/13/2022	Will You Be my Galentine	
2/14/2022	Open Mic Night	
2/14/2022	ART Pilot iRide Card Distribution at Arlington Career Center	
2/15/2022	ART Pilot iRide Card Distribution at Wakefield High School	
2/15/2022	ART Pilot iRide Card Distribution at Gunston Middle School	
2/16/2022	ART Pilot iRide Card Distribution at Gunston Middle School	
2/19/2022	Open Bounce/Drop-in Basketball	
2/20/2022	Open Skate	
2/20/2022	Westover Farmers Market	
2/22/2022	REEP- Level 250-300 class	Hispanic Outreach
2/23/2022	Langston HS Lions Period	Hispanic Outreach
2/26/2022	Arlington Hard Cider and Donut Fest	
2/26/2022	Family Play Time/Open Swim	
2/28/2022	Arlington Food Assistance Center	Hispanic Outreach
3/1/2022	Free Tax Prep/Indoor Family Story Time	
3/5/2022	Free Tax Prep	
3/7/2022	English Learners – Cabi station visit & Ride sales	Hispanic Outreach
3/7/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
3/7/2022	ART Pilot iRide Card Distribution at Arlington Career Center	
3/8/2022	REEP-AMCC (Level 100 & 200 classes)	Hispanic Outreach
3/8/2022	ART Pilot iRide Card Distribution at HB Woodlawn	
3/8/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
3/8/2022	ART Pilot iRide Card Distribution at Wakefield High School	
3/9/2022	ART Pilot iRide Card Distribution at Washington-Liberty	
3/10/2022	Barcroft Mobile Market	Hispanic Outreach
3/11/2022	ART Pilot iRide Card Distribution at Arlington Career Center	
3/14/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
3/14/2022	ART Pilot iRide Card Distribution at Gunston Middle School	
3/15/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
3/15/2022	ART Pilot iRide Card Distribution at HB Woodlawn	
3/15/2022	ART Pilot iRide Card Distribution at Wakefield High School	
3/17/2022	ART Pilot iRide Card Distribution at Gunston Middle School	



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3/18/2022	ART Pilot iRide Card Distribution at Washington-Liberty	
3/19/2022	Arlington Farmers Market	
3/20/2022	Westover Farmers Market	
3/26/2022	Blossom Kite Festival	
3/26/2022	Long Bridge fun/Open Swim	
3/26/2022	Community Marketplace (AMCC)	Hispanic Outreach
3/27/2022	Columbia Pike Farmers Market	
3/28/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Mill Community Center	
3/29/2022	Arlington Food Assistance Center	Hispanic Outreach
3/29/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Food Assistance Center	
3/29/2022	ART DHS Pilot SmarTrip Card Distribution at Lubber Run Community Center	
3/30/2022	ART DHS Pilot SmarTrip Card Distribution at Lubber Run Community Center	
3/31/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Mill Community Center	
3/31/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Food Assistance Center	
4/2/2022	Civitan Open Air Market	
4/2/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Food Assistance Center	
4/4/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Mill Community Center	
4/5/2022	ART DHS Pilot SmarTrip Card Distribution at Lubber Run Community Center	
4/6/2022	ART DHS Pilot SmarTrip Card Distribution at Lubber Run Community Center	
4/7/2022	ART DHS Pilot SmarTrip Card Distribution at Arlington Mill Community Center	
4/8/2022	Decades Rewind Concert: Mason 50th	
4/17/2022	Westover Farmers Market	
4/22/2022	Earth Day at Pentagon	
4/23/2022	Arlington Teen Summer Job Fair	
4/23/2022	Earth Day Clean Up	
4/23/2022	Live In Arlington Information Fair	
4/23/2022	Arlington Community Market Place	Hispanic Outreach
4/27/2022	Arlington Food Assistance Center	Hispanic Outreach
4/29/2022	TJMS International Night	
4/30/2022	Lubber Run Farmers Market	
5/3/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
5/4/2022	ART Pilot iRide Card Distribution at Kenmore Middle School	
5/5/2022	Arlington Food Assistance Center	Hispanic Outreach
5/5/2022	ART Pilot iRide Card Distribution at Wakefield High School	
5/5/2022	ART Pilot iRide Card Distribution at Gunston Middle School	



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5/6/2022	ART Pilot iRide Card Distribution at Arlington Career Center	
5/6/2022	ART Pilot iRide Card Distribution at HB Woodlawn	
5/7/2022	Civitan Open Air Market	
5/14/2022	Long Bridge Open Swim/Family Fun	
5/17/2022	REEP-AMCC (Level 100 & 200 classes)	Hispanic Outreach
5/17/2022	REEP-AMCC (Level 400/450)	Hispanic Outreach
5/20/2022	Bike to Work Day @ Ballston	
5/20/2022	Bike to Work Day @ Columbia Pike	
5/20/2022	Bike to Work Day @ Rosslyn	
5/21/2022	The Village at Shirlington (Spring Fling Block Party)	
5/21/2022	Community Marketplace	Hispanic Outreach
5/21/2022	Festival Argentino	Hispanic Outreach
5/23/2022	ART DHS Pilot SmarTrip Card Distribution at Walter Reed CC	
5/26/2022	ART DHS Pilot SmarTrip Card Distribution at Walter Reed CC	
5/28/2022	Arlington Farmers Market	
5/29/2022	Westover Farmers Market	
6/2/2022	ART DHS Pilot SmarTrip Card Distribution at Walter Reed Community Center	
6/4/2022	Armed Forces Cycling Classic (Crystal City)	
6/4/2022	Civitan Open Air Market	
6/5/2022	Armed Forces Cycling Classic (Clarendon)	
6/9/2022	Barcroft Mobile Market	Hispanic Outreach
6/11/2022	Lubber Run Farmers Market	
6/18/2022	Columbia Pike Blues Festival	
6/19/2022	Columbia Pike Farmers Market	
6/24/2022	Lubber Run Drop-in Activities	
6/25/2022	Arlington Pride Festival	
6/25/2022	Community Marketplace	Hispanic Outreach
6/30/2022	Arlington Food Assistance Center	Hispanic Outreach
7/2/2022	Civitan Open Air Market	
7/3/2022	Fairlington Farmers Market	
7/4/2022	31st Annual Douglas Park Parade & Picnic	
7/11/2022	Arlington Food Assistance Center	Hispanic Outreach



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7/14/2022	The Jefferson	Hispanic Outreach
7/16/2022	Arlington Farmers Market	
7/23/2022	Family Fun/Open Swim	
7/23/2022	Green Valley Annual Antique & Classic Car Show	
7/23/2022	Community Marketplace	Hispanic Outreach
7/28/2022	Family Storytime and Ocean Chemistry Science	
8/2/2022	National Night Out	
8/2/2022	Arlington Food Assistance Center	Hispanic Outreach
8/4/2022	Ballston MEGA Market	
8/6/2022	Bridges' Safe at Home Kickball Tournament	
8/7/2022	Señorita Pro Bolivia 2022	Hispanic Outreach
8/10/2022	REEP AMCC	Hispanic Outreach
8/18/2022	The Carlin	Hispanic Outreach
8/19/2022	Arlington County Fair	
8/20/2022	Arlington County Fair	
8/21/2022	Arlington County Fair	
8/27/2022	Lubber Run Farmers Market	
8/27/2022	Penrose Apartments Plaza Movie Nights	
9/3/2022	Civitan Open Air Market	
9/7/2022	Arlington Food Assistance Center	Hispanic Outreach
9/8/2022	Barcroft Mobile Market	Hispanic Outreach
9/10/2022	Columbia Pike Wellness Festival	
9/10/2022	Rosslyn Jazz Festival	
9/17/2022	Family Playtime/Open Swim	
9/17/2022	Green Valley Day	
9/22/2022	The Carlin	Hispanic Outreach
9/24/2022	Beckett's Celtic Festival	
9/24/2022	Clarendon Day	
9/24/2022	Lubber Run Farmers Market	
9/25/2022	Arlington Valleyfest	
10/1/2022	Civitan Open Air Market	



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10/6/2022	Arlington Food Assistance Center	Hispanic Outreach
10/10/2022	The Jefferson	Hispanic Outreach
10/11/2022	Culpepper Gardens	Hispanic Outreach
10/13/2022	GMU Transportation Fair	
10/15/2022	Fall Heritage Festival	
10/22/2022	Live in Arlington Information Fair	
10/22/2022	Community Marketplace	Hispanic Outreach
10/29/2022	Cherrydale Farmers Market	
10/29/2022	Fall Friends Book Sale @ Central Library	
10/29/2022	Trick or Treat at Shirlington Village	
10/30/2022	Columbia Pike Farmers Market	
11/1/2022	Día de los Muertos	Hispanic Outreach
11/1/2022	REEP - AMCC	Hispanic Outreach
11/2/2022	Fall Career Fair	
11/5/2022	Forever Grateful Market	
11/5/2022	Long Branch at 50 Celebration	
11/18/2022	Arlington Food Assistance Center	Hispanic Outreach
11/19/2022	Teen Volunteer Fair	
11/21/2022	Commission on Aging (virtual)	Hispanic Outreach
11/22/2022	Arlington Turkey Trot – Packet pickup	
11/23/2022	Arlington Turkey Trot – Packet pickup	
11/26/2022	Open Swim/Children’s Play Time	
11/28/2022	Liberty’s Promise	Hispanic Outreach
12/1/2022	Light Up the Village at Shirlington	
12/3/2022	Crystal City Wellness Morning	
12/3/2022	LAC Show & Sale	
12/5/2022	Arlington Food Assistance Center “Outdoors	Hispanic Outreach
12/6/2022	REEP at AMCC – Level 100	Hispanic Outreach
12/8/2022	Arlington Community High School	Hispanic Outreach



ART Marketing and Outreach Report – October 2019 – December 2022

12/8/2022	DCA Barcroft Mobile Market	Hispanic Outreach
12/10/2022	Arlington Public Schools Transition Fair	
12/10/2022	Wakefield HS Winter Bazaar/Holiday Shop	
12/14/2022	Winter Open House at Central Youth Services	

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...



ART Marketing and Outreach Report – October 2019 – December 2022

- iRide posters promoting the student card were created and sent to the middle and high schools, community centers and libraries to post.
 - 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.

APPENDIX E - ART FY 2020 - 2022 Service Change Due to the COVID 19 Pandemic

Proposed March 2020 Service Reduction

Arlington Transit Advisory Committee

Meeting Agenda

Tuesday, March 10, 2020

7:00 PM

**Ellen M. Bozman Government Center
2100 Clarendon Boulevard
Dogwood and Cherry Conference Rooms**

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:03 pm Public Comment
- 7:10 pm Approval of Minutes from January 21, 2020 Meeting
- 7:15 pm WMATA Budget, Ridership, Platform Work Update (staff)
- 7:45 pm Columbia Pike Transit Stations Construction Update (staff)
- 8:00 pm Ballston Multimodal Project Construction Update (staff)
- 8:10 pm Arlington Transit (ART) Update (staff)**
- 8:30 pm STAR 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, MAY 12, 2020**

Arlington Transit Advisory Committee

Meeting Notes

March 10, 2020

7:00 p.m.

**Ellen M. Bozman Government Center
2100 Clarendon Boulevard
913 Conference Room**

TAC Members Present:

John Carten
Herschel Kanter
Richard Price
James Davenport
Takis Karantonis
Kate Garman
Alexa Mavroidis
Harvey Berlin

Attendees Present:

Lynn Rivers (staff)
Pierre Holloman (staff)
William Jones (staff)
Kirk Dand (staff)
Andre Stafford (WMATA)

Call to Order

- John Carten opened the meeting at 7:04 pm.

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present within the room. New TAC member Kate Garman was introduced and provided a summary of her background in transit and policy. Kirk Dand was introduced as the County's new WMATA Coordinator.

Public Comment

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

Approval of Meeting Notes from January 21, 2020 TAC Meeting

- The meeting notes were approved unanimously.

Approval of the Meeting Notes from the 2/20/2020 Accessibility Subcommittee Meeting

- The Accessibility Subcommittee meeting notes were approved unanimously by a simple majority of TAC members present.

WMATA Budget, Ridership, Platform Work Update – Kirk Dand

- Kirk Dand provided brief history of his background in public transportation. Mr. Dand noted that WMATA's proposed FY21 budget included cuts to Metrobus as well as expansion of hours and service for Metrorail. Mr. Dand stated the County sent a letter to WMATA on the proposed Metrobus service cuts. It was mentioned that the Northern Virginia Transportation Commission has also sent two letters to WMATA on

the proposed Metrobus service cuts. WMATA had extended their public comment period to March 9, 2020. At the WMATA Proposed FY2021 Budget Public Hearing in Ballston, over 60 individuals voiced concerns regarding the proposed Metrobus service cuts. Approximately 30 individuals spoke at the public hearing held in Maryland and over 100 individuals spoke at the public hearing held at WMATA's headquarters in the District.

- Mr. Dand noted the following which were included in WMATA's proposed FY2021 Budget:
 - Proposed eliminate 7A and 7Y, not supported by Arlington - both routes are up 9% compared to previous year
 - Eliminate 22A trips and convert all 22C trips to 22F trips, not supported by Arlington
 - Changes to the 7A,F, 23B, and 23T, not supported by Arlington
 - 2A reduction to eliminate last trip in each direction, would be reluctantly supported by Arlington if WMATA provided proper notification to customers of the change
 - Changes to 16C and 16E, not supported by Arlington as there is a higher concentration of minority and low-income individuals who utilize both routes. Also, ridership is up 7% compared to last year.
 - 16E eliminate Sunday morning service, not supported by Arlington as ridership is up 80% compared to last year
 - 16G Proposal to eliminate the 16G and increase 16H trips, not supported by Arlington
 - Changes to 16Ym, not supported by Arlington support
 - Arlington supports increase of pass products and such products should be made available to Arlington Transit (ART) if the level of revenue sharing is the same as the current 7-day pass agreement
 - Arlington opposes the \$0.25 cash surcharge to cash paying customers on bus
 - Arlington opposes the proposed full bus to rail transfer discount but agreeable to an incremental increase of \$0.50 to \$1.00
- Several TAC members noted that many transit systems around the county are going to a cashless and other forms of quicker fare payment solutions. It was noted that currently there is not any transit agency in the Metropolitan Washington area which are utilizing off-vehicle fare collection. It was noted that there does not seem to be a push by transit agencies to implement technology to pay for trips via smartphones. Mr. Dand noted that WMATA was working on a smartphone solution which is expected to made available in the summer 2020.
- Regarding ridership, Metrorail ridership has seen increases over the course of the end of FY19 and into FY20. Ridership at Metrorail stations in Arlington have also seen vast improvement compared to other stations in the system throughout FY21. Metrobus ridership is trending down; however, Arlington Transit's (ART) ridership has been on an upswing in FY20.

- Mr. Dand noted that WMATA sent a letter to the County on the upcoming summer platform work as well as the closer of the parking lot at the East Falls Church Metrorail Station. WMATA will begin construction laydown at the East Falls Church Metrorail station on March 15. Those utilizing parking at the East Falls Church Metrorail station have been encouraged to use the Ballston garage as an alternate. The East Falls Church Metrorail station is expected to be closed for the summer platform work on May 23.

Columbia Pike Transit Stations Construction Update – Pierre Holloman

- Pierre Holloman noted that construction on the first four Columbia Pike Transit Stations started in December 2019. Mr. Holloman noted that the Contractor is installing all underground foundations as part of the initial work as well as installing concrete bus pads in the roadways. This work is expected to last through the spring and into the summer depending on finding and relocating undiscovered underground utilities. Mr. Holloman noted that the Contractor started work at the eastbound Columbia Pike at S Four Mile Run station in December; however, there was an undiscovered underground conflict which the County and Contractor are looking to resolve. Mr. Holloman stated that there was an underground conflict with a previous building foundation at the westbound Columbia Pike @ S Buchanan station discovered in January; however, the County and Contractor found a solution to complete this work. It was noted that work for the first four Transit Stations is divided into two phases: 1) installing the underground foundations, conduit, and bus pads and 2) installing the station shelters after all foundation work has been completed. Going forward, Mr. Holloman noted that the foundation work as well as conduits and bus pad will be installed as part of the Columbia Pike Multimodal Project.
- Several TAC members noted that unfound utilities have been a common issue along Columbia Pike and other areas within the County for years. Several TAC members also expressed some frustration with the amount of time it has taken for the County to get to construction on the Columbia Pike Transit Stations project. It was noted by the TAC that Columbia Pike is the busiest bus corridor in Northern Virginia and the transit stations will be an enhancement to further increase ridership.

Arlington Transit (ART) & STAR Service Update – William Jones

- William Jones stated that ART has seen a 10.4% increase in ridership between FY19 and FY20. ART's January 2020 ridership was higher than January 2019. Since March 2019, ART has seen a month over month increase in ridership trend. Several TAC members noted that they have seen more people on ART over the last year. It was noted that better service reliability has been noticeable, and there were several compliments on the new buses. Mr. Jones stated that On-Time-Performance (OTP) has experienced challenges over the years; however, the improvements by ART's new service provider are taking shape as OTP jumped from January to February. ART's new service provider, First Transit, has utilize strategic spare buses as backups on the ART 41 and ART 45. Mr. Jones noted that there will not be any service changes in June; however, there will be some schedule adjustments.
- Mr. Jones noted that STAR has seen a 5% downward trend in ridership, a decrease about 2600 fewer riders between FY19 and FY20. Several TAC members inquired if this was actually a positive trend as typically transit agencies would want to see increases in fix route service and decreases in paratransit services. Mr. Jones noted that this is typically true; however, it is possible the increases on ART and decreases

on paratransit can be contributed to ADA improvements of bus stops, improvements to ART service, individuals using paratransit utilizing TNCs such as Uber and Lyft and change in commutes.

- TAC members asked how many years and/or how many miles does Arlington Transit use to replace buses. Mr. Jones noted that Arlington Transit's buses use a 12-year lifecycle and/or 400,000 to 500,000-mile lifecycle before replacing a bus. Mr. Jones stated that currently the average age of ART's fleet is 6 years.
- Several TAC members inquired about how Arlington Transit plan to respond to the pending covid-19 pandemic. Mr. Jones noted that the Transit Bureau is working with service providers for both ART and STAR to ensure all vehicles are deep cleaned at night and cleaned/sanitized throughout the day. Mr. Jones noted the Transit Bureau is working with WMATA as well as with the Pentagon on how to modify service if needed as there is uncertainty on when there will be a significant increase in cases in this region. Several TAC members noted that cities, regions, and countries in Asia and Europe have went to complete shutdowns including no public transit to help reduce and/or eliminate the spread. It was noted that it was uncertain if the US will go into a complete shutdown.

Report from Accessibility Subcommittee

- Alexa Mavroidis mentioned that draft meeting minutes for the February 2020 Accessibility Subcommittee were provided to the TAC prior to approval earlier in the meeting. There was nothing else to report out.

Additional Items from Committee Members and Staff

- Nothing reported.

Adjournment

- The meeting was adjourned at 8:48 pm.

Next Meeting

The next meeting is scheduled for Tuesday, May 12, 2020.



Search

Home » About ART » ART Blog » Arlington Transit Bus Service Reduced Starting March 16

Arlington Transit Bus Service Reduced Starting March 16

March 14, 2020

Edited to note: Starting Thursday, April 2, the STAR Call Center will operate on a reduced schedule: Monday – Friday, 8:00 am – 5:00 pm. Closed on Saturday. There are no changes to STAR service hours.

Arlington Transit has been closely monitoring COVID-19-related developments and has decided to operate reduced bus service to help slow the spread of the virus.

Beginning Monday, March 16, ART [41](#), [42](#), [45](#), [51](#), [55](#), [77](#) and [87](#) will operate on [Saturday schedules](#) with the following changes:

- ART 42 & 87 will terminate at the Pentagon instead of Pentagon City
- ART 45 will start 1 hour early at 6:30 am
- ART [43](#) will operate every 20 minutes from 6 am to 11 pm following its weekday route

All other ART routes will not operate.

Real time schedule information will not be available for the ART 42, 43, 45 and 87 routes. For all other ART routes, real time schedules will be available starting Thursday, March 19. For all schedules, please call 703-228-RIDE (7433) or consult the [Arlington Transit website](#).

[STAR service](#) will continue to provide normal service. Starting Thursday, April 2, the STAR Call Center will operate on a reduced schedule. The Call Center will be open Monday – Friday, 8:00 am – 5:00 pm and closed on Saturday.

Passengers are requested not to schedule medical trips if showing signs of illness. Please speak with your medical provider first and make other transportation arrangements avoiding public transportation.

ART and STAR services will be monitored daily and may be subject to change in response to the latest conditions.

In addition, [ART will continue to follow these steps](#) to keep passengers safe:

- Educate bus operators on the virus and the need to wash hands regularly and properly.
- Distribute hand sanitizers for each employee.
- Install hand sanitizer dispensers at all facility entrances.
- Deep clean and sanitize all buses thoroughly at the end of each night by using approved disinfectant to wipe down all stanchions, hand rails, passenger seats, windows and all components in the driver's area.
- Review cleaning protocols and encourage good personal hygiene habits

Visit [Arlington County's web site](#) for information from the Arlington County Public Health Division.

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Search

Home » About ART » ART Blog » ART 72 and 75 Bus Service Returning June 29

ART 72 and 75 Bus Service Returning June 29

June 22, 2020

Starting on Monday, June 29, ART [72](#) and [75](#) will be returning to weekday bus service.

[ART 72](#) will operate a modified weekday schedule from 6:09 am – 9:33 pm. Buses will run every 30 minutes between Rock Spring, the Ballston Metro station and the Shirlington Bus Station. [View the schedule here](#) (PDF)

[ART 75](#) will operate a [regular weekday schedule](#). The 5:30 a.m. and 9:30 p.m. departures from Shirlington Bus Station and the 10:10 p.m. departure from Virginia Square Metro station will not operate.

ART [41](#), [42](#), [45](#), [51](#), [55](#), [77](#) and [87](#) will continue to operate on [Saturday schedules](#) with the following changes:

- ART 42 & 87 will terminate at the Pentagon instead of Pentagon City
- ART 45 will start 1 hour early at 6:30 am
- ART [43](#) will operate every 20 minutes from 6 am to 11 pm following its weekday route

All other ART routes will not operate.

Real time information is available for all operating routes. Schedule information can also be obtained by calling 703-228-RIDE (7433) or consulting the [Arlington Transit website](#).

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Search

Home » About ART » ART Blog » ART Bus Service to Increase Starting on August 23

ART Bus Service to Increase Starting on August 23

August 07, 2020

Starting on Sunday, August 23, Arlington Transit will increase bus service. The majority of service will be restored to pre-Covid levels while Arlington Transit continues to take precautions to keep passengers and operators safe.

ART [41](#), [42](#), [45](#), [51](#), [55](#) and [87](#) will operate regular Sunday service on August 23 and operate regular weekday service starting on Monday, August 24.

ART [43](#), [75](#) and [77](#) will operate regular weekday service starting on Monday, August 24.

ART [72](#) will continue to operate a [modified weekday schedule](#). (PDF)

ART [52](#) and [84](#) will start operating regular weekday service on Monday, August 24.

ART [53](#), [61](#), [62](#) and [74](#) will remain out of service.

ART [55](#) and [87](#) will have minor weekday schedule changes that will go into effect on Monday, August 24. [View the new weekday schedules](#).

When riding ART, all passengers must:

- Wear a face mask or face covering while on the ART buses.
- Enter and exit all ART buses using the rear doors. Customers who require the use of a wheelchair ramp can still enter the bus through the front door. Fare collection will remain suspended on all ART buses.
- Practice social distancing at the bus stops and on the buses when possible.

To keep passengers and operators safe and help slow the spread of COVID-19, Arlington Transit is taking the following steps:

- Cleaning and sanitizing the buses throughout the day.
- Deep cleaning and sanitizing all buses thoroughly at the end of each night by using approved disinfectant to wipe down all stanchions, hand rails, passenger seats, windows and all components in the driver's area.
- Sanitizing the HVAC system on the buses with a cleaning agent designed to kill germs and prevent them from being recirculated in the bus.
- Placing signage on seats to block them off to create more space between passengers.
- Requiring all passengers to wear a face mask or covering while on the bus.
- Adding more buses into service to prevent crowding.

Watch the video to learn more about what Arlington Transit is doing to keep passengers and operators safe:



Visit [Arlington County's web site](#) for information from the Arlington County Public Health Division.



Search

Home » About ART » ART Blog » ART 55 and 87 Schedule Changes Effective August 24

ART 55 and 87 Schedule Changes Effective August 24

August 07, 2020

ART [55](#) and [87](#) weekday schedule changes will go into effect on Monday, August 24. The changes are slight tweaks to the weekday bus schedules to help improve on-time performance.

No changes will be made to the ART 55 and 87 weekend schedules.

View the new schedules below.

[ART 55 Schedule Effective August 24](#) (PDF)

Slight changes will be made to the weekday bus schedule to improve on-time performance. No changes will be made to the Saturday and Sunday schedules.

[ART 87 Schedule Effective August 24](#) (PDF)

Slight changes will be made to the weekday bus schedule to improve on-time performance. No changes will be made to the Saturday and Sunday schedules.

About User Comments

Arlington Transit Advisory Committee

Meeting Agenda

Tuesday, September 8, 2020

7:00 PM

Microsoft Teams Meeting

Dial In Option: [+1 347-973-6905](tel:+13479736905) (Toll)

Conference ID: 830 779 877#

- 7:00 pm Call to Order
- 7:01 pm General Introductions and Brief Introduction of Arlington's New Transit Capital Program Manager
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from March 10, 2020 Meeting
- 7:15 pm Ballston Multimodal Project Construction Update
- 7:25 pm Columbia Pike Transit Stations Construction Update
- 7:35 pm Virginia Railway Express Covid-19 Response Update
- 7:40 pm WMATA Covid-19 Response and Summer Platform Work Update
- 8:00 pm Arlington Transit & STAR Covid-19 Response Update
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, NOVEMBER 10, 2020**

**Arlington Transit Advisory Committee
Meeting Notes**

Tuesday, September 8, 2020

7:00 PM

Microsoft Teams Meeting

Dial In Option: [+1 347-973-6905](tel:+13479736905) (Toll)

Conference ID: 830 779 877#

TAC Members Present:

Herschel Kanter
Alexa Mavroids
John Carten
Richard Price
Andrew McAllister
Erika Chiang
Kate Garman
Harvey Berlin

Attendees Present:

Lynn Rivers (staff)
Pierre Holloman (staff)
William Jones (staff)
Robin McElhenny (staff)
Kirk Dand (staff)
Paul Mounier (staff)
Eric Balliet (staff)
Jiaxin Tong
Dwight Hlustick

Call to Order

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

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present within the room. Arlington's new Transit Capital Program Manager, Robin McElhenny, was introduced and provided a summary of her background.

Public Comment

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

Approval of Meeting Notes from March 10, 2020 TAC Meeting

- The meeting notes were approved unanimously.

Columbia Pike Transit Stations and Ballston Multimodal Project Construction Update

- Robin McElhenny provided a summary of construction activities for the Columbia Pike Transit Stations and Ballston Multimodal projects. The Columbia Pike Transit Station project includes providing 23 transit stations along Columbia Pike. The project is

divided into five phases and currently Phase I is under construction. Phases II-V are being coordinated with the Columbia Pike Multimodal Improvements project. Sagres Construction is currently under contract to construct the first four Transit Stations, Sagres completed site work for the initial four stations (Eastbound S Four Mile Run, Westbound S Buchanan, Westbound S Oakland, and Westbound S Glebe) in September 2020. It was noted that Future Systems, the manufacturer of the shelters which will be installed is expected to complete a mock-up in the fall of 2020 and will start producing shelters by the winter of 2021.

- The Ballston Multimodal Project includes planning, design, and construction of various improvements around the entrance of the Ballston-MU Metrorail Station including but not limited to new bus bays, new bus shelters, utility relocations, and sidewalk improvements. The project is being constructed in four phases. Phase I is currently under construction and includes relocating utilities, installing storm drains, constructing new bus bays as well as new sidewalk, curb, and gutters. This project is expected to be completed by the late fall of 2021.
- Regarding the Columbia Pike Transit Stations project, the TAC inquired if Covid-19 has impacted the budget. It was noted that Arlington already had contracts in place before the Covid-19 pandemic began; moreover, prices were set by such contracts. The TAC inquired about when would Phase I and all remaining Phases be completed. It was noted that Arlington is working with Future Systems, the shelter manufacturer to issue a notice to proceed with the mock-up. Once the mock-up was completed, it would be about six months to have the shelters installed. It was also noted that future phases of the Columbia Pike Transit Stations project will be coordinated with work being completed for the Columbia Pike Multimodal project. Lastly, the TAC inquired if the final design (the mock-up) would be made public before such were installed. It was noted that Future Systems will provide photos of the mock-up to staff during the process.

Virginia Railway Express Covid-19 Response Update

- Pierre Holloman provided an update on VRE's Covid-19 response. VRE has been collecting fares and has been operating on a reduced "S" schedule since March 2020 with one additional supplemental trip on the Fredericksburg Line. VRE is currently operating 5 morning and 5 afternoon trains on the Fredericksburg Line and 4 morning and 4 afternoon trains on the Manassas Line. VRE's Amtrak step-up program has been suspended since March 2020. As ridership continues to slowly increase and to help ensure the ability to social distance onboard the trains, VRE will continue to add cars to the six car sets and add roundtrip trains back to the schedule.
- VRE has received the same amount of operating assistance for FY21 Q1 from the Commonwealth as received for Quarter 1 of FY2020. VRE has also received a good amount of CARES Act funding which equates to about two years of fare revenues. At this time, local jurisdictions are not being asked to bear the burden of fare revenue shortfalls as VRE staff will not be proposing any increase in jurisdictional contribution this year.

WMATA Covid-19 Response and Summer Platform Work Update

- Kirk Dand provided an update on WMATA's Covid-19 response and summer platform work. On January 29, 2020, WMATA activated its Pandemic Task Force in response to the announcement of the novel coronavirus Covid-19. WMATA began to verify inventory levels of critical supplies such as disinfectant and personal protective equipment, placed orders to increase supply levels to assure preparedness, suspended all non-essential business travel for employees, and began to provide briefings to employees and

stakeholders. On February 27, 2020, WMATA provide a public briefing alerting the public to follow CDC recommendations on hygiene practices for effective prevention of the spread of the virus. On March 6, 2020, WMATA entered Phase II of its Pandemic Response Plan and strongly encouraged everyone to follow the recommendations from the CDC and listed out the recommendations on its website and through the media. On March 12, 2020, WMATA provided its second public briefing on Covid-19 and on March 13, 2020, WMATA escalated its response to Phase III of its Pandemic Response Plan.

- In order to maximize social distancing, WMATA implemented mandatory telework for administrative employees, combined with remote work assignments for selected employees whose job functions were not essential to operate trains and buses. On March 16, 2020 WMATA reduced service on rail and bus; rail had reduced frequencies and hours and bus went to a Saturday supplemental schedule. On March 20, 2020, WMATA further reduced service. Rail frequencies were reduced, and bus went to a Sunday schedule with no supplemental routes. On March 22, 2020, WMATA announced “Limited service for essential trips only; public urged to stay home; use Metro only if no other options available” On March 24, 2020, Metrobus implemented rear door boarding systemwide with fares waived. On March 28, 2020, WMATA further reduced weekend service on rail and bus and again urged the public to travel only if it is essential. On March 30, 2020 Metro closed the first and last cars on trains; and, on April 6, 2020 Metro further reduced the operating hours of rail and bus. On May 11, 2020, WMATA released the preliminary details of the Pandemic Recovery Plan. On May 18, 2020, WMATA made the wearing of face coverings mandatory. On June 28, 2020, WMATA opened 15 stations that had previously been closed. WMATA added operating hours and increased frequency on rail in August 2020 as well as dramatically increased bus service. Ridership has dropped significantly on both rail and bus. Metrorail ridership is about 85% down from normal and Metrobus has seen increases since March; however, ridership remains about 58% of normal ridership.
- Regarding the summer platform work, East Falls Church Metrorail station opened ahead of schedule on August 23, 2020. Vienna and Dunn Loring Metrorail stations were re-opened on September 8 marking the successful completion of the 2020 scheduled Platform Improvement Project. Platform reconstruction at the National Airport Metrorail station began on August 7, 2020 to address critical structural issues presented by crumbling concrete in need of immediate repair; the station has three (3) tracks and therefore can accommodate the reconstruction work without affecting service to the station. The station will remain open during the duration of the work. The work will focus on reconstructing the concrete and granite platform edge and installing new slip-resistant tiles on the platform. The installation of other customer experience improvements, such as new customer shelters and information screens, will be completed at a later date.
- On September 1, 2020, WMATA announced that SmarTrip is now available on iPhone and Apple Watch. This is a first of its kind in North America thanks to integration between WMATA, Apple, and Cubic Transportation Systems. There is also a new SmarTrip application in the App Store which allows customers to check their balance, add funds, set up Auto Reload, and even manage SmartBenefits. Through the use of SmarTrip on the iPhone and Apple Watch, customers will no longer need to wait in line to add value or buy a card. SmarTrip on iPhone and Apple watch is currently available on the iPhone 8 and later as well as the Apple Watch series 2 and later. WMATA hopes for a similar application to work on Android phones and watches in the future.
- The TAC inquired about the timeline on the Silver Line to Dulles. It was noted that this project is being delivered by MWAA and was on track as WMATA has advertised for the

hiring and training of individuals who will operate the Silver Line. It was also noted that as part of the FY2021 budget, all compact jurisdictions are paying for the start-up cost with potentially of starting service in March 2021. With potentially budget issues as a result of Covid-19 and no additional CARES Act funding, this date may get pushed.

- The TAC also inquired about using SmartBenefits as part of the iPhone and Apple Watch integration. It was noted that SmartBenefits are tied directly to a SmarTrip card; moreover, the SmarTrip card is transferred to the iPhone and Apple Watch integration and one can use SmartBenefits as part of the wallet integration of this technology. The TAC asked if the disability farecard is linked to the iPhone and Apple Watch integration. Staff confirmed that the disability farecard is linked to the iPhone and Apple Watch integration.
- Lastly, the TAC noted that NVTC was making a statement for the need for federal funding for WMATA and asked if local officials have put together a letter to congress. Staff was not aware of this occurring as this would normally come through the County Board and/or County Manager first.

Arlington Transit & STAR Covid-19 Response Update

- William Jones noted on Thursday, March 12, 2020 the Commonwealth issued a state of emergency in response to the growing outbreak of Covid-19. On March 16, 2020, the Transit Bureau introduced and implemented its emergency service plan with guidance from local and state health officials. This plan sought to provide the appropriate level of service for essential trips per the CDC, Federal, and state guidelines. ART began to operate a Saturday service level with adjusted frequencies from Monday through Saturday on routes 41, 42, 45, 51, 55, 77, and 87. On March 24, 2020, the Transit Bureau instituted rear door boarding and suspended fare collection on ART. Social distancing guidelines of 6' separation were implemented with a maximum range of 8 to 12 passengers based on guidance from DRPT. On May 29, 2020, the Commonwealth required that all individuals on buses wear face coverings; moreover, ART implemented the face covering requirement for riders. On June 29, 2020, ART 72 and 75 returned to service. ART has operated with the ability to provide additional trips on bus routes to increase capacity and maintain social distancing guidelines.
- ART implemented many safety measures including but not limited to enhanced cleaning of all areas on the bus especially touch points, disinfecting the seats, providing PPE, installing hand sanitizer refill stations, incorporating no-contact dispatching, issuing daily sanitization packets to employees, blocking off seating, and establishing rigid social distancing requirements and maximum occupancy standards for each ART facility.
- On April 2, 2020, the STAR Call Center began to operate on a reduced schedule Monday – Friday from 8:00 am – 5:00 pm and closed on Saturdays. There were no changes to STAR service hours. Passengers on STAR were asked to not schedule medical trips if showing signs of illness.
- On August 23, 2020, ART increased service particularly routes 41, 42, 43, 45, 51, 52, 55, 77, 84, and 87 (weekday service span and frequencies for peak and off-peak services). The ART 41, 42, 45, 51, 55, 77, and 87 began operating normal Saturday service and the ART 41, 42, 45, 51, 55, and 87 began operating normal Sunday service. It was noted that the ART 75 will not operate school trips. ART 53, 61A, 61B, 62, and 74 will remain suspended until further notice. ART will continue to monitor ridership conditions and return to work activities to determine if any of the weekday rush hour services should resume service.

- ART's on time performance for August 2020 was approximately 85% which is up from August 2019 (about 75%). ART's ridership saw a significant drop after the start of the pandemic as August 2020 ridership was approximately 125,000 compared to about 264,000 in August 2019. Overall ridership on ART has been slowly trending up since the start of the pandemic. STAR trips have decreased since the start of the pandemic; however, ridership is slowly recovering. In June 2019, STAR ridership was about 6,600 as compared to June 2020 where STAR ridership was about 2,000. STAR will continue to operate regular service with social distancing and other Covid-19 requirements in place until further notice.
- The TAC inquired when does staff foresee ART collecting fares again. Staff noted that at this time, ART is not anticipating collecting fares but is working with WMATA and other regional providers to find solutions for operator barriers (which would limit contact between operators and passengers) which would move the process forward for fare collection. The TAC asked how many times has ART faced overcrowding conditions on buses since the start of the pandemic. Staff noted there has been overcrowding in the morning rush hours as well as the 4:00 pm – 5:00 pm hours on the ART 41 and 45; however, ART has provided three additional buses to make additional trips on such routes to meet demands and social distancing guidelines.
- The TAC inquired about usage of shared mobility devices during the pandemic. Staff noted that they will obtain the data from ACCS and email it to the TAC.

Report from Accessibility Subcommittee

- Alexa Mavroidis noted that in February 2020, the Accessibility Subcommittee talked about issues related to Red Top Cab. There was not a meeting in August; however, staff noted that they will work to hold a meeting of the Subcommittee in the fall of 2020.

Additional Items from Committee Members and Staff

- Nothing reported.

Adjournment

- The meeting was adjourned at 8:33 pm.

Next Meeting

The next meeting is scheduled for Tuesday, November 10, 2020.



Search

Home » About ART » ART Blog » Arlington Transit Returns to Full Bus Service on September 7

Arlington Transit Returns to Full Bus Service

August 16, 2021

Update 9/29/21: [Arlington Transit](#) returned to full bus service on Tuesday, September 7. ART [53](#), [61](#), [62](#) and [74](#) resumed operating after being out of service since March 2020 due to the COVID-19 pandemic.

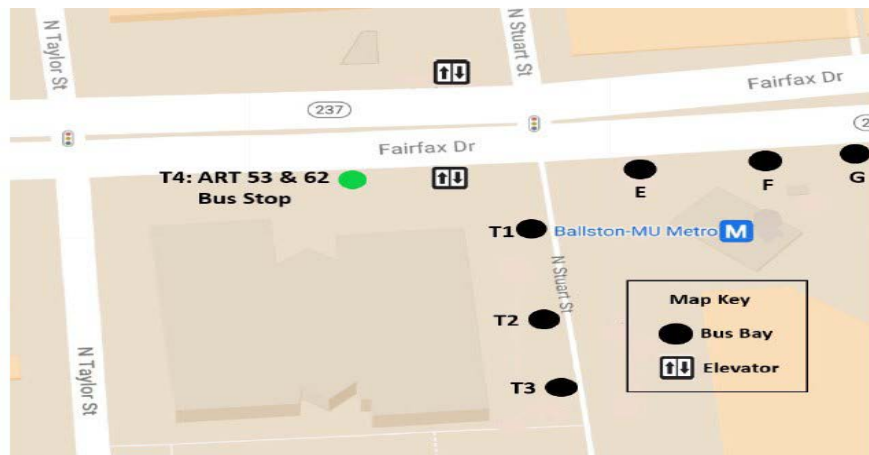
Once the four rush-hour-only routes are reinstated, Arlington Transit will be operating full service with no restrictions on seating capacity. Riders are required to wear face masks when riding ART buses and any public transportation.

The [ART 72](#) route will continue to operate on a [modified weekday schedule](#) (PDF).

Due to [construction at the Ballston Metro station](#), the ART 53 and 62 bus stop will be located near the Metro elevator on Fairfax Drive before N Stuart Street (see map below).

For up-to-date information about ART service and specific routes, [sign-up to receive ART Alerts via text message or email](#).

Ballston Metro Station Bus Bay Map



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**Arlington Transit Advisory Committee
Meeting Agenda**

Tuesday, September 14, 2021

7:00 PM

Microsoft Teams meeting

[Click here to join the meeting](#)

Or call in (audio only)

[+1 347-973-6905](#)

Phone Conference ID: 829 372 843#

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from July 20, 2021 Meeting
- 7:12 pm TAC Vice Chair Nominations Announcement
- 7:15 pm Columbia Pike Transit Stations Update
- 7:50 pm Arlington Transit & STAR Update
- 8:05 pm School Zone Slow Zones
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, NOVEMBER 9, 2021**

**Arlington Transit Advisory Committee
Meeting Notes
September 14, 2021
7:00 PM
Microsoft Teams Meeting**

TAC Members Present:

John Carten
Deidre Grant
Richard Price
Erika Chiang
Alexa Mavroidis
Laura MacNeil
Kate Garman
James Davenport

Attendees Present:

Lynn Rivers (staff)
Pierre Holloman (staff)
Kirk Dand (staff)
Robin McElhenny (staff)
Diana Isaza (staff)
Paul Mounier (staff)
Christine Baker (staff)
Jim Larsen (staff)
Michelle Congdon (staff)
Jay Lawson (staff)
Jiaxin Tong
M. Garret

Call to Order

- John Carten opened the meeting at 7:01 pm.

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present.

Public Comment

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

Approval of Meeting Notes from July 20, 2021 TAC Meeting

- The amended meeting notes were approved unanimously.

TAC Vice Chair Nominations Announcement

- John Carten noted the TAC is seeking a Vice Chair position. Nominations shall be sent to Pierre Holloman by no later than October 31, 2021. If nominations are received and accepted, the TAC will vote on its next Vice Chair at the November 9, 2021 TAC meeting.

Columbia Pike Transit Stations Update

- Kirk Dand provided an overview of existing and proposed Premium Transit Network services which operate along Columbia Pike. In 2018, the first phase was implemented with restructuring of the Metrobus 16 line. In spring 2023, it is anticipated that the second phase including the Metrobus 16M to Crystal City will be implemented as well as a simplified limited stop Metrobus service for frequent, faster trips to the Pentagon and points in DC.
- Jay Lawson provided an update on the Columbia Pike Transit Stations projects. It was noted that the goals include:
 - Gateway to the Premium Transit Network
 - Help transform Columbia Pike into a vibrant, walkable “Main Street”
 - Accommodate ridership on Virginia’s busiest bus corridor
 - Support attractiveness and reliability of transit
 - Support Columbia Pike growth and redevelopment
- Mr. Lawson stated that as of December 2020, foundations and platforms for the first 8 stations (westbound: S Glebe, Oakland, Buchanan, Dinwiddie, Greenbrier and eastbound: Greenbrier, Columbus, Four Mile Run) have been substantially completed. Temporary bus shelters have been installed at the first 8. In November 2020, Arlington’s shelter manufacturer, Future Systems, identified a stability issue while assembling a prototype kit-of-parts shelter which was designed by Parsons (Engineer of Record). The kit-of-parts prototype did not meet structural stability requirements due to significant torsional motion around its central column when subjected to lateral loads. In December 2020 – February 2021, Parsons revised the shelter design; however, Future Systems raised constructability concerns with the revised design. Such design challenges continued to increase costs and delays on the project.
- Mr. Lawson noted that design work on the kit-of-parts shelter began in 2015; however, in the spring of 2016, the Arlington County Board directed the County Manager to investigate options for a prefabricated shelter to reduce cost. In October 2016, the County Board approved staff’s recommendation to adopt a hybrid approach which maintained the kit-of-parts design and allowed potential contractors to propose different ways to build and install shelters. In June 2019, a contract was awarded to Future Systems to fabricate all 23 Columbia Pike Transit Station shelters and amenities. In July 2019, the Arlington County Board approved a contract with Sagres Construction Corporation to build the foundations, platforms, and install shelters and amenities at four locations (westbound: S Glebe, Oakland, Buchanan, and eastbound S Four Mile Run). Work on foundations and platforms by Sagres began in early 2020 and were substantially completed in the fall of 2020. In December 2020, foundation and platform work on the other four stations were completed as part of the Columbia Pike Multimodal project. The remaining foundation and platform work for the Columbia Pike Transit Stations project will be constructed under the Columbia Pike Multimodal project.
- As a result of the challenges, costs, and delays related to the kit-of-parts design, it was designed that Arlington shall move forward with a modular prefabricated design with

modifications which would meet the design intent called upon in 2015 and 2016 as well as provide many of the same amenities as the kit-of-parts design in terms of seating, lighting, real time bus information, public art and a map display. It is anticipated that the prefabricated design with modifications shelters will be installed by spring/summer 2022 at the noted 8 locations.

- The TAC asked if there were more details which could be shown related to the shelter, real-time sign, and station flag. Mr. Lawson noted the County and Future Systems are currently working to further develop the design and a better drawing will be provided. The information shown in the presentation was to provide an understanding of the concept design and where items would be placed in relation to the platform.
- The TAC noted this project has taken a long time to move forward. One TAC member noted that this is disappointing news as this project has had setback after setback and the stations were supposed to get attention and high priority after the cancellation of the streetcar project. Several TAC members inquired if the County could have anticipated the structural and torsional issues before the design was finalized as design began four to five years prior to the prototype development. The TAC also questioned the public outreach related to the design change and if this item has been brought to other groups such as the Transportation Commission. Mr. Lawson noted that the Arlington County Board chose to move forward with the prefabricated design with modifications during the CIP adoption in July 2021. Lynn Rivers noted this went to the Arlington County Board first and there have been meetings with the Columbia Pike Revitalization Organization, Pike Presidents' Group, and with the chair of the Transportation Commission. Mr. Lawson stated the change to the prefabricated design with modifications is an attempt to meet expectations and the goal of this briefing to the TAC is to bring the TAC up to speed on where things stand as of today and to note the expected delivery of the project.

Arlington Transit (ART) & Specialized Transportation for Arlington Residents (STAR) Update

- Paul Mounier provided a detailed overview of ART and STAR's FY2021 Service Evaluation Report. It was noted that public outreach and data play a critical role with both ART and STAR as such helps staff to evaluate the system/services, make changes to schedules and services, and feeds into the budget and transit development plan discussion. In FY2021, ART carried 1,391,820 passengers, a decrease of 43.5% from FY2020. During FY2021, ART did not operate on a full schedule and fare collection started in January 2021. Routes 53, 61, 62, and 74 did not operate in FY2021 due to the covid-19 pandemic and low demand. These routes returned to service on September 7, 2021. ART continues to work with its contractor, First Transit, to address service challenges. Masks are still required on board all ART buses. On time performance increase by 13% from FY 2020 at 77% to 87% in FY 2021.
- On January 6, 2021, ART had a suspension of service due to the incident at the US Capitol; a total of 84 trips were missed. Due to severe weather (snow, freezing rain and sleet) on 2/17 and 2/18, ART operated on a limited service; as a result, ART missed a total of 495 trips for those two events. There were 45 less road calls in FY2021 compared to FY2020. Maintenance continues to make strides in maintaining the fleet and reducing the number of road calls.
- In FY2021, 31,928 trips were scheduled for STAR, and 26,020 were completed. A total of 31,769 passengers were carried on STAR in FY 2021 (19,599 via Diamond and 12,170 via

3

Red Top Cab). In terms of ridership by each zone, Zone 1 represented 57% of all trips, Zone 2 represented 34% of all trips, and Zone 3 represented 8% of all trips. The average cost per trip for STAR in FY2021 was \$51.54, and the average passengers per service hour for both Diamond and Red Top combined was 1.6 passengers. STAR received 1.7 complaints per 1,000 rides in FY2021 (59 comments, 6 commendations, and 53 complaints). From FY20 to FY21 total STAR ridership decreased of 51.7% due to the covid19 pandemic starting from March 2020. STAR ridership on Diamond fell from 32,418 in FY20 to 19,599 in FY21, a decrease of 39.5%. STAR ridership on Red Top fell from 32,719 in FY20 to 11,809 in FY21, a decrease of 63.9. And for the month of April, May, and June in FY21, there's an increase in ridership. Trip cancellations decreased 32.9% from 1,131 in FY20 to 736 in FY21. No shows decreased 43.4% from 1,598 in FY20 to 904 in FY21.

- It was noted that monthly and quarterly reports for ART and STAR are on the Arlington Transit website (<https://arlingtontransit.com>) on the Accountability & Transparency page.

School Zone Slow Zones

- Christine Baker provided an overview of Demonstration School Slow Zones Proposed Plans & Locations which has been developed by Arlington County Transportation Engineering & Operations, Arlington Public Schools (APS), and the Safe Routes to School program. It was noted that slower speeds around schools is beneficial for everyone as: one in four crashes in Arlington involves speeding, every year, there are 10+ crashes involving speeding around schools, and the risk of injuries and deaths increases as vehicle speed increases. It is critical that school zones are made safe because children are still learning how to travel safely.
- Creating new school zone guidelines is recommended in the Vision Zero Action Plan:
 - School Zone Guidelines will set standards for speed limits, typical signs, crosswalks, pavement markings, and other aspects in areas within 600 feet of school access points.
 - Arlington plans to make all school zone speed limits as 20 or 25mph as part of the guidelines either dynamically using beacons at arrival/dismissal times or statically using new permanent slow zones.
 - The purpose of these school slow zone demonstrations is to test the proposed school slow zone treatments in a few locations to see how they work before we invest countywide.
- Infrastructure characteristics on local/neighborhood streets within 600ft of a school access point include:
 - "Speed Limit 20" sign with a "School" sign on top "NEW" signs as we roll out the program
 - "20 MPH" pavement markings to reinforce that the speed limit is constant. Used primarily where transitioning from a higher volume/speed road to a lower volume/speed road OR adjacent to school
 - "End of School Zone" or speed limit signs where slow zone ends
 - School Crossing signs and high visibility markings at crosswalks within the slow zone
 - Remove "When Flashing" from school beacon signs in areas with existing beacons that now qualify for static school slow zones; continue to operate school beacons during school arrival/ dismissal

- Eleven APS schools and one private school have been identified to demonstrate the school slow zone concept in different environments and assess if the materials effectively reduce vehicle speeds. Staff will collect before/after speed data to assess the effectiveness of the school slow zones with before data to be collected Sept – Nov 2021 and after data to be collected Feb – April 2022. Staff will gather feedback from the community during the demonstration and feedback to be collected and assessed in spring of 2022
- The TAC inquired if the change in speed limits require a change to local, state, or federal regulations. It was noted that yes, regulations had to be changed to accommodate the 25 mph. The TAC also inquired if there has been an uptick in the number of parents driving kids back to school compared to kids who take the school bus, an ART bus, or walk. It was noted that there will be follow up discussions with APS to understand any emerging trends. The TAC also asked about the approaches used on arterial and local roads in terms of speed limits as well as the ability to turn right on red and the lack of sidewalks in some areas in Arlington. It was noted that staff will be checking to see how this demonstration works on neighborhood streets as such will help determine how it will be applied on arterials.

Report from Accessibility Subcommittee

- Alexa Mavroidis mentioned there was discussion regarding the number of wheelchair accessible vehicles being provided for STAR. It was noted by staff during the subcommittee meeting that the issue related to not having enough drivers. Overall, this is a concern, and the subcommittee and staff are looking at best practices in terms of a recommendation on how to resolve this issue. The subcommittee would like to ensure that individuals can get and book rides when wheelchair vehicles are requested/needed. Lynn Rivers noted that she will follow up with William Jones regarding the shortage of wheelchair accessible vehicles; and noted, the STAR Call Center contract has been signed. First Transit is the awardee of the new contract.

Additional Items from Committee Members and Staff

- John Carten asked if staff can provide more clarity regarding how much bus miles decrease in FY2021, how is ART responding to changes in ridership trends (it was noted that ridership seems to be higher outside of the traditional peak hours) and how will changes impact the budget. Lynn Rivers noted that staff get back to the TAC on these items.
- James Davenport asked where does ART stand with free fares. It was noted that DASH is going to free fares and other transit operators around the DC Metro area are considering free fares. Lynn Rivers noted that several fare ideas are being considered including but not limited to a targeted fare program for low-income individuals. It was noted that many of Arlington's transit services is operated by WMATA; moreover, in looking at free fares there has to be an equity lens and well as coordination on what the impacts will be to ART and Metrobus.

Adjournment

- The meeting was adjourned at 8:32 pm.

Next Meeting

- The next meeting is scheduled for Tuesday, November 9, 2021.



Search

Home » About ART » ART Blog » Schedule Changes to ART 45 & 72 Starting December 19

Schedule Changes to ART 45 & 72 Starting December 19

November 19, 2021

ART 45 Columbia Pike-DHS/Sequoia-Rosslyn and ART 72 Rock Spring-Ballston-Shirlington will have minor schedule changes starting December 19, 2021. These changes will better align with Metrobus schedules to allow for less wait time when transferring from Arlington Transit to Metrobus.

The ART 45 schedule will change to better align with Metrobus 4B and a timepoint will be added at N. Barton St. and N. Pershing St. The route will run Monday – Friday from 5:30 am - 11:40 pm; Saturday from 7:23 am – 12:21 am; and Sunday from 6:43 am – 11:41 pm. [View the new schedule.](#)

The ART 72 schedule will change to better align with Metrobus 22A. The route will run Monday – Friday from 6:24 am – 9:48 pm. [View the new schedule.](#)

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**Arlington Transit Advisory Committee
Meeting Agenda**

Tuesday, November 9, 2021

7:00 PM

Microsoft Teams meeting

Join on your computer or mobile app

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Or call in (audio only)

[+1 347-973-6905](#)

Phone Conference ID: 753 377 16#

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from September 14, 2021 Meeting
- 7:12 pm Approval of the 2022 TAC Meeting Calendar
- 7:14 pm TAC Vice Chair Nominations & Vote
- 7:20 pm Arlington Transit Operations & Maintenance Facility Update
- 7:45 pm Arlington Transit Strategic Plan Update (Coverage vs Frequency)
- 8:10 pm WMATA Metrorail Update
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, JANUARY 11, 2022**

**Arlington Transit Advisory Committee
Meeting Notes
November 9, 2021
7:00 PM
Microsoft Teams Meeting**

TAC Members Present:

John Carten
Alexa Mavroidis
Harvey Berlin
Herschel Kanter
James Davenport
Richard Price

Attendees Present:

Lynn Rivers (staff)
Kirk Dand (staff)
Paul Mounier (staff)
Robin McElhenny (staff)
Cala Fils (staff)
Jay Lawson (staff)
John Mir (staff)
Lauren Breyer (staff)
Pierre Holloman (staff)
Andre Stafford (WMATA)
Antoine Buie (WMATA)
Jiaxin Tong

Call to Order

- John Carten opened the meeting at 7:05 pm.

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present.

Public Comment

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

Approval of Meeting Notes from September 14, 2021 TAC Meeting

- The amended meeting notes were approved unanimously.

Approval of the 2022 TAC Meeting Calendar

- 2022 TAC Meeting Calendar with the following change, move January 11, 2022 TAC meeting to January 18, 2022 due to TRB.

TAC Vice Chair Nominations & Vote

- John Carten noted the Vice Chair vote would be delayed until the January 2022 meeting and thanked both James Davenport and Richard Price for being willing to act as Vice Chair if elected.

Arlington Transit (ART) Operations & Maintenance Facility Update

- Stantec provided an update on the Arlington Transit Operations and Maintenance Facility. Construction is expected to start in the summer of 2022 and be completed by spring 2025. The TAC asked about comments which were provided during the fall Public Facilities Review Committee meetings regarding the ART logo placement on the employee parking facility and neighborhood/public use of the employee parking facility.

Arlington Transit (ART) Strategic Plan Update (Coverage vs Frequency)

- Paul Mounier provided an overview of the start of ART's Strategic Plan Update process. It was noted that all large DPRT transit providers must complete and comply with the Strategic Plan Update. The TAC noted the Strategic Plan shall be based on the goals of ART and tough on strategies for service. It was also noted that the Transportation Commission would love to provide input as part of the outreach efforts with the Strategic Plan Update. Jiaxin Tong asked if transit signal priority will be part of this update and will there be a look at transit signal priority along high-capacity corridors. It was noted that all high-capacity corridors will feature specific recommendations. The TAC also noted that existing and the future of Metrorail service will have an impact on what goes into and comes out of the Strategic Plan Update.

WMATA Metrorail Update

- Kirk Dand noted that as of 11/8/21, WMATA has 40 trains in service and testing of the 7000 series railcars have begun. It was noted that as of 11/8/21, WMATA's current reduced service levels will remain until 11/30/21. It was also noted that MWAA announced substantial completion of Silver Line Phase 2 as of 11/8/21. The TAC requested an update of the WMATA budget at the January 2022 TAC meeting. The TAC also inquired on how the transportation infrastructure bill would impact WMATA and improve safety and reliability.

Report from Accessibility Subcommittee

- It was stated that STAR was planning policy changes. STAR did a peer review and will be preparing a white paper comparing policies. Such will be released in the coming weeks. It was noted the policy changes seemed more favorable to riders than existing policies.

Additional Items from Committee Members and Staff

- None

Adjournment

- The meeting was adjourned at 8:36 pm.

Next Meeting

- The next meeting is scheduled for Tuesday, January 18, 2022.



Search

Home » About ART » ART Blog » ART 52 and 75 Schedule Changes Effective March 28

ART 52 and 75 Schedule Changes Effective March 28

March 16, 2022

[ART 52](#) and [ART 75](#) weekday schedule changes go into effect on Monday, March 28. These changes will add more midday service to each route.

View the schedules below.

[ART 52 Ballston-Virginia Hospital Center-East Falls Church \(PDF\)](#),

Midday frequency will increase from 60 minutes to 30 minutes. New schedule effective March 28.

[ART 75 Shirlington-Wakefield H.S.-Carlin Springs Rd.-Ballston-Virginia Square \(PDF\)](#).

Midday frequency will increase from 40 minutes to 30 minutes. New schedule effective March 28.

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Arlington Transit Advisory Committee

Meeting Agenda

Tuesday, January 18, 2022

7:00 PM

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 347-973-6905 141687902#](#)

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from November 9, 2021 Meeting
- 7:12 pm TAC Vice Chair Nominations & Vote
- 7:20 pm Overview of Arlington's Mobility Hub Concept
- 7:35 pm WMATA Budget & Service Update
- 8:00 pm Arlington Transit and STAR Updates (Service, Ridership, Strategic Plan)
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- Pending Topics for Discussion for March 8, 2022 Meeting:
- Floating Bus Stop Islands
 - CIP & Capital Project Updates
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, MARCH 8, 2022**

Arlington Transit Advisory Committee
Meeting Notes
January 18, 2022
7:00 PM
Microsoft Teams Meeting

TAC Members Present:

John Carten
Harvey Berlin
Erika Chiang
James Davenport
Deidre Grant
Herschel Kanter
Andrew McAllister
Richard Price

Attendees Present:

Pierre Holloman (staff)
Lauren Breyer (staff)
Kirk Dand (staff)
William Jones (staff)
Robin McElhenny (staff)
Paul Mounier (staff)
Andre Stafford (WMATA)
Jiaxin Tong
Sue Gutierrez

Call to Order

- John Carten opened the meeting at 7:05 pm.

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present.

Public Comment

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

Approval of Meeting Notes from November 9, 2021 TAC Meeting

- The amended meeting notes were approved unanimously.

TAC Vice Chair Vote

- John Carten noted there were two nominations received for the TAC Vice Chair: James Davenport and Richard Price. It was also noted that Pierre Holloman sent out the poll link to all TAC members at 6:45 pm and the poll would close after the Overview of Arlington's Mobility Hub Concept agenda item to give TAC members more time to vote. James Davenport was elected as Vice Chair by a vote of 5 to 3.

Overview of Arlington's Mobility Hub Concept

- Pierre Holloman provided an overview of Arlington's Mobility Hub guidebook and pilot concept design. The concept of a mobility hub is a place where people can connect to multiple modes of transportation to make their trip safe, convenient, and reliable. Overall, mobility hubs help with promoting economic development, enhancing public spaces, improve pedestrian experience, and advance goals to create a connected urban transportation environment. In terms of placemaking, mobility hubs can combine various elements of different modes of transportation as well as public art, street furniture, parklets, lighting, landscaping, street trees, wayfinding, and digital kiosks. It was noted that the Court House neighborhood was selected as the initial pilot location as it met several key metrics in terms of being on a highly traveled corridor and connections among many modes of transportation.
- Mr. Holloman stated staff is seeking funding through Capital Improvement Plan for FY2023 to initiate a concept design for a hub in the Court House neighborhood. If funding is provided, the pilot hub would be constructed in calendar year 2023 and staff will analyze the usage to develop lessons learned. If the pilot is successful, staff will seek to install similar hubs throughout Arlington with a focus on equity.
- The TAC inquired if a location on Columbia Pike was considered and what would be the most ideal place to have a hub on Columbia Pike. Mr. Holloman noted that Columbia Pike was considered as part of the pilot; specifically, Columbia Pike @ Dinwiddie and Columbia Pike @ S Four Mile Run. However, due to various factors including on-going construction, those locations were not selected to be part of the initial pilot. Mr. Holloman also noted that locations in Pentagon City, Green Valley, Ballston, Shirlington, along Langston Blvd, and Rosslyn were considered.
- The TAC noted that leveraging development opportunities as well as public private partnerships will be a help to push these hubs forward in the future.

WMATA Budget & Service Update

- Kirk Dand provided an update on WMATA's proposed FY2023 budget which totals \$2.282B. The proposed budget is using federal relief funds at the sum of \$715.8 million to balance the FY2023 budget. This leaves \$151.3M in federal relief funds remaining for use towards the FY2024 budget. This budget assumes that systemwide ridership is restored to 53% of pre-pandemic ridership. The proposed FY2023 budget also includes recommendations for fare initiatives and discounts including a \$2 flat fare for late night rail, discount monthly passes, discount 7-day unlimited pass, and an add value bonus.
- Personnel costs make up majority of the proposed operating budget, about 68%. The proposed FY2023 budget also seeks to obtain additional resources need to respond to the Washington Metrorail Safety Commission (WMSC) requirements and includes additional positions to provide 24/7 coverage at the Rail Operator Control Center and to train first responders across the DMV. Risks and considerations to the proposed FY2023 budget include Covid-19 variants and long-term vaccine effectiveness, inflation, uncertainty and/or changes with federal funding, Silver Line Phase 2 acceptance and readiness, and additional WMSC operating and maintenance requirements. Regarding the Silver Line Phase 2, WMATA is currently undertaking testing and related activities towards determining

operational readiness. It was noted that WMATA is taking a pause on reintroducing the 7000 series railcars back into service and it may be months before the 7000s return to service.

- Several TAC members were shocked by the announcement of WMATA's CEO Paul Wiedefeld's retirement and inquired when will the 8000 series railcars come online. Mr. Dand noted the 8000 series railcars have yet to be procured and it will be a few years before they are in service. The TAC noted the changes in trip patterns on Metrorail with seeing more people ride outside of the rush hour period and on weekends and inquired if the region is moving towards a 24/7 economy as travel may be less important during the peak periods but more important during the off-peak times. The TAC asked what the impacts to Arlington's contribution for the proposed FY2023 budget are. Mr. Dand noted there is not a major impact due to the 3% cap; however, FY2024 will be a different story.

Arlington Public Schools (APS) Student Fare-less Transit Pilot

- William Jones provided an overview of the APS Student Fare-less pilot. The goal for APS pilot includes having approximately 2,400 middle and high school students participating using a pre-load Arlington Transit iRide card. The 18-month pilot is supported by the federal American Rescue Plan. The pilot will inform Arlington Transit's operation decisions regarding free APS student public transit and support evaluation of the Arlington Transit's fare study in the fall of 2022. The target start date for this pilot is February 1, 2022 and will run through the 2022-2023 school year. Approximately \$479,000 (FY2022) and \$878,000 (FY2023) was set aside by the Arlington Board for this pilot. Staff will track usage as well as ridership on board Arlington Transit buses and trip patterns. Next steps include:
 - Coordination with Arlington Commuter Services, the Convention Store, and marketing teams
 - Prepare cards for distribution
 - Send invitation letters and information to pilot participants
 - Schedule Arlington Commuter Services staff at participating schools for card distribution
- Distribution to begin February 1: Once received, card usage can begin immediately
- William Jones also noted that all 16 Arlington Transit bus routes are in operation, ridership in December 2021 saw a 36% increase from December 2020 and year-to-date, ridership is up about 28% compared to the fiscal year 2021. STAR ridership has been trending up and Red Top Cab has seen an increase of trips as a result of pandemic challenges with Diamond Transportation. It was stated that staff is working on the Transit Strategic Plan and is currently looking to bring a consultant on board to help and staff will be seeking feedback from the public through surveys and other tools through the Strategic Plan process. An initial survey will hopefully be sent out by the March TAC meeting.
- The TAC asked which APS students are eligible for the pilot and will other students be able to participate in the future. It was noted that students at Washington & Liberty High School, Wakefield High School, HB Woodlawn and the Arlington Career Center are eligible. It was also noted that staff will work with APS through this process to help determine how to move forward in the future. The TAC noted it will be important to get younger people motivated to use transit as such will help gain momentum and turn individuals into future transit riders.

Report from Accessibility Subcommittee

- William Jones stated the subcommittee will now take place on the same day as TAC. The subcommittee will meet from 5:00 pm – 6:00 pm. It was noted that staff will provide

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suggested policy changes to the subcommittee and the TAC at the March meetings. These proposed policy changes will seek engage both the TAC and the subcommittee as well as STAR users on how STAR will move forward.

- The TAC asked if the suggested policy changes will be marked as a draft? It was noted that yes, staff will mark it as a draft. The TAC also asked if staff will take and consider public feedback before there is a final decision regarding the policy changes. Mr. Jones stated, yes staff will take and consider public feedback and outlined an approach where public feedback will be provided, staff will analyze and note which elements are able to be changed in the policy and which elements are not including the reasons why. The TAC also asked if there was ever a policy for STAR which would only allow for people to use MetroAccess to get to points into the District and Maryland. Mr. Jones noted that he will look into such but was not aware of such prior policy.

Additional Items from Committee Members and Staff

- Pierre Holloman noted upcoming agenda items include the proposed FY23-FY32 Capital Improvement Plan and Floating Bus Stop Islands. Mr. Holloman asked TAC members to contact him if there are any items which they would like to be on a future agenda.

Adjournment

- The meeting was adjourned at 8:45 pm.

Next Meeting

- The next meeting is scheduled for Tuesday, March 8, 2022.

**Arlington Transit Advisory Committee
Meeting Agenda**

Tuesday, March 8, 2022

7:00 PM

Microsoft Teams meeting

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Phone Conference ID: 812 135 790#

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from the January 18, 2022 Meeting
- 7:12 pm WMATA Budget & Service Update
- 7:35 pm FY2023 – FY2032 Capital Improvement Plan (Transit Project)
- 7:50 pm Transit Capital Projects Update
- Ballston Multimodal
 - Ballston West Entrance
 - East Falls Church Bus Bay Expansion
- 8:10 pm Proposed STAR Policy Changes
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- Pending Topics for Discussion for the May 10, 2022 Meeting:
- Floating Bus Stop Islands
 - Crystal City East Entrance Project Update
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, MAY 10, 2022**

Arlington Transit Advisory Committee
Meeting Notes
March 8, 2022
7:00 PM
Microsoft Teams Meeting

TAC Members Present:

John Carten
James Davenport
Alexa Mavroidis
Richard Price
Harvey Berlin
Herschel Kanter

Attendees Present:

Lynn Rivers (staff)
Pierre Holloman (staff)
Lauren Breyer (staff)
Kirk Dand (staff)
Robin McElhenny (staff)
Paul Mounier (staff)
Andy Wexler (staff)
Alexander Cumana
Sue Gutierrez

Call to Order

- John Carten opened the meeting at 7:06 pm.

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present.

Public Comment

- Derrick Santos submitted the following comments:
 - "I applaud the student free fare pilot as a start, but it falls short because it leaves students left out such as my son and create some tension at school among some students. It should be free for all students since many teens travel around beyond school time and on weekends and these students are potential customers."
 - "We heard in 2016 that the transit stops on Columbia Pike would be completed in 2017, then 2018, then 2020 and now 2022 and many of us wonder why it is taking so long especially hearing rumors that the stations in Crystal City are going under construction soon and that project started years later according to our civic association president so why has it taken so long for Columbia Pike?"
 - I support many of the projects on your list and hope to see more lights at bus stops in the future and quicker service for buses in the future.

Approval of Meeting Notes from January 18, 2022, TAC Meeting

- The amended meeting notes were approved unanimously.

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WMATA Budget & Service Update

- Kirk Dand noted WMATA has completed the public comment period for their proposed FY2023 budget and comments are being reviewed by WMATA staff. A press release was sent out on March 8 which noted service on the Metrorail Yellow Line between Pentagon and L'Enfant Plaza will close for eight months beginning September 10, 2022. During this shutdown period, WMATA will make repairs to the Yellow Line bridge and tunnel areas to include but not be limited to rehabbing steel-lined tunnel near L'Enfant Plaza and replacing communication lines. It was also stated that due to construction of the Potomac Yard Metrorail station, there will be a six-week closure of stops south of the National Airport Metrorail station.
- Mr. Dand mentioned that WMATA received a grant award from the American Relief Act for \$120 million which will be applied to WMATA's FY2024 budget. The FY2023 budget is expected to go to WMATA's Finance Committee on 3/10/22, and it is expected that the WMATA Board will vote on the FY2023 budget at their March 24, 2022, meeting. It was also noted that as of today, WMATA is looking at a deficit in FY2024.
- The TAC inquired about Arlington's share in the FY2023 budget. It was noted that Arlington's subsidy in the FY2023 budget is about \$79 million, and there is a 3% cap for Northern Virginia localities; moreover, Arlington cannot pay more than a 3% over the prior year's budget each year. The TAC also asked if the Yellow Line closure press release was a surprise to Arlington staff. Mr. Dand noted this issue was brought to the attention of compact members over a year ago. The TAC asked if there will be bus shuttles during the shutdown. It was stated that it is believed at such time that WMATA may plan to utilize bus bridges from Blue/Yellow Line stations in Arlington as well as from stations in Alexandria and Fairfax County.

FY2023 – FY2032 Capital Improvement Plan (CIP)

- Robin McElhenny provided an overview of the proposed FY2023 – FY2032 Transit Capital Improvement Plan. Regarding process, the TAC was encouraged to share their thoughts on the proposed CIP utilizing the Engage Arlington online portal. It is anticipated that the Arlington County Board will hold work sessions on the proposed CIP in the June timeframe; and is expected to adopt the FY2023 – FY2032 CIP at the Board's July meeting. Highlights include funding plans to complete several key transit capacity enhancement projects including but not limited to new facilities for bus and Metrorail stations, bus stop accessibility improvements, and fleet replacement and expansion for Arlington Transit. It was stated that some projects in the proposed CIP are expected to be completed by the end of calendar year 2022 including but not limited to the Pentagon City Second Elevator project and the Ballston Multimodal Improvements project. To address the public comment received, it was mentioned it is expected that the first 8 stations for the Columbia Pike Transit Stations project are expected to be completed by the spring/summer of 2022.
- The TAC asked what were the largest sources of outside funds that were either currently allocated to or anticipated for transit projects in the proposed CIP. It was noted that a significant amount of existing funding comes from the Northern Virginia Transportation Authority (NVTA) and the Virginia Department of Rail and Public Transportation (DRPT) as

well as some funding from the Northern Virginia Transportation Commission (NVTC) and the Federal Transit Administration (FTA). The proposed CIP assumes potential future funding requests to NVTA, DRPT, NVTC and FTA depending on the project.

- The TAC asked about Arlington Transit's fleet replacement and expansion schedule and how such will tie in with Zero-Emission-Bus (ZEB) technology as well as if additional buses will be needed to accommodate ZEB. It was noted that the proposed CIP assumes Battery-Electric-Buses (BEB) as a ZEB solution for future fleet replacements and fleet expansion. It was also noted there is an on-going ZEB study to help determine which ZEB technology would work best for Arlington Transit's future. Regarding ZEB, the TAC also inquired when Arlington Transit would consider federal funding. It was noted that Arlington Transit would consider and potentially seek federal funding once a fleet transition plan is completed. Also, regarding funding, the TAC noted that BEBs and BEB infrastructure is expensive and asked if such program was funded by the Commonwealth, would a match be required. It was stated that a local match would be required if funding from the Commonwealth was received.

Transit Capital Projects Update

- Robin McElhenny provided an update on three projects: Ballston Multimodal Improvement, Ballston-MU Metrorail Station West Entrance, and East Falls Church Bus Bay Expansion. For the Ballston Multimodal Improvement project, the following was noted:
 - Phase 1: Fairfax Dr – substantially complete with bus bays in service
 - Phase 2: N Stuart St – bus bays built and planter installation underway expected completion summer 2022
 - Phase 3: N Stuart St – plaza work to start in spring 2022
 - Phase 4: Fairfax Dr – plaza work underway
- Regarding Ballston-MU Metrorail Station West Entrance, the County submitted funding applications in the amount of \$80M requested via NVTA's 70% regional funding program and \$4.5M requested through NVTC's I-66 Commuter Choice Program. Regarding the project, Arlington's on-call consultant, STV, is advancing the 35% design of the new entrance. The design must comply with WMATA's current design criteria and standards which offers several challenges as such has changed since the initial plans were developed in the early to mid-2000s. Additional changes to the plans include additional elevators, the size of mechanical equipment (increased), additional emergency egress stairs, and the approach for opening the station's vault wall.
- On the East Falls Church Bus Bay Expansion project, Arlington issued a task order to STV for design and engineering services in October 2021. The 30% design is underway and the 60% design is expected to be completed by the end of May 2022. In the current schedule, the 100% design is expected to be completed by August 2022. It was noted that the goal is to issue an Invitation to Bid (ITB) by the fall of 2022 with construction beginning in calendar year 2023. Regarding public outreach, there was a virtual community meeting on March 1, 2022, a WMATA Compact Public Hearing is expected in the spring/summer of 2022, and there are station pop-up events planned for this spring.

Proposed STAR Policy Changes

- Andy Wexler noted the goals for proposed changes include:
 - Review policies considering transportation changes during pandemic
 - Clarify passenger expectations in using STAR service

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- Streamline and improve STAR service and operations
- As part of this process, staff reviewed peer agency policies in specific policy areas including: WMATA's MetroAccess, Go Triangle (Raleigh-Durham, NC), Gwinnett County (Lawrenceville, Georgia), and SamTrans (San Mateo, CA). These systems were chosen based on their operational characteristics and performance as compared to STAR. The following proposed changes were noted:
 - *Reasonable Accommodations*
 - Current policy: Doctor's note required
 - Proposed policy: Follow FTA rules; Customers cannot choose vehicle type
 - *Will-Call Return Trips*
 - Current policy: Allowed for medical appointments, return from travel, etc.
 - Proposed policy: Not allowed – all trips must be booked in advance; Call Center will try to re-book, when possible, but wait times will be longer
 - *Where Is My Ride?*
 - Current policy: Customers may call 5 minutes after scheduled arrival time
 - Proposed policy: Customers may call 10 minutes after scheduled arrival time
 - *Trip Service Times and Locations*
 - Current policy: Limited Zone 2 trips completely outside Arlington; Service within 3/4 mile of fixed route transit during STAR operating hours
 - Proposed policy: All trips must start or end in Arlington; Service within 3/4 miles of fixed route transit when route operates
 - *Pick-Up Window*
 - Current policy: Driver will ask for call-out 5 minutes after arrival; No-show after 10 minutes
 - Proposed policy: 30-minute window for drivers: 0-30 min after scheduled pick-up time; Customers ready and visible at scheduled pick-up time; Driver will ask for call-out upon arrival if customer not visible; and No-show after 5 minutes
 - *Cancellation Advance Notice*
 - Current policy: Poorly worded – 45 or 60 minutes; No penalty for repeat on-time cancellations
 - Proposed policy: Late cancellations less than 60 min before scheduled pick-up; Repeat On-Time Cancellation: 4+ on-time cancels in 30-day period; and Both are subject to discipline under Suspension policy
- Next Steps include a public meeting in April/May 2022, public feedback during the spring/summer 2022 as well as another public meeting in the summer 2022 with an anticipated recommendation for final approval in late summer 2022 with the proposed or revised (based on public feedback) policies being implemented in the fall of 2022.
- The TAC requested an update on the process as well as feedback received as part of the public feedback sessions. Staff noted that feedback will be shared with the TAC and an update is expected in the May – July timeframe. The TAC also raised questions regarding the policy changes and if there was support from the Accessibility Subcommittee as well as

TAC users. The TAC also asked for more clarity in explaining why these policy changes are being made and how this would fit with MetroAccess as this may impact some STAR users.

Report from Accessibility Subcommittee

- Alexa Mavroidis noted staff provided a presentation on the proposed STAR policy changes just before the TAC meeting. It was noted that from a rider's perspective, the proposed policy changes are of great concern. There are concerns about medical will calls using STAR as an individual does not know how long it may take during an appointment. There were also questions on how and if the proposed policy changes are comparable to Arlington Transit's fix route service and would such impact STAR's role as a demand response/paratransit service. Last, it was stated that more time is needed to have open discussions and to obtain feedback from STAR users and the public prior to implementing these proposed policy changes as there is a feeling staff is rushing to push this through.

Additional Items from Committee Members and Staff

- Pierre Holloman noted upcoming agenda items include Floating Bus Stop Islands, updates on the proposed STAR policy changes, and Transit Signal Priority. Mr. Holloman asked TAC members to contact him if there were any items of interest for future agendas.

Adjournment

- The meeting was adjourned at 8:29 pm.

Next Meeting

- The next meeting is scheduled for Tuesday, May 10, 2022.



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Schedule Changes to ART 72 & 75 Starting January 3, 2023

January 03, 2023

ART 72 Rock Spring-Ballston-Shirlington and ART 75 Shirlington-Wakefield H.S.-Carlin Springs Rd.-Ballston-Virginia Square will have minor schedule changes starting January 3, 2023. These changes will improve on-time performance and coordinate school arrival and departure times.

ART 72 runs Monday – Friday from 6:24 am – 9:48 pm. [View the new schedule.](#)

ART 75 runs Monday – Friday from 5:30 am – 10:44 pm. [View the new schedule.](#)

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Arlington Transit Advisory Committee

Meeting Agenda

Tuesday, May 9, 2023

7:00 PM

Microsoft Teams meeting

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Phone Conference ID: 330 737 324#

- 7:00 pm Notice of Meeting Recording & Call to Order
- 7:01 pm Introductions
- 7:03 pm Public Comment
- 7:08 pm Approval of Minutes from the March 14, 2023, Meeting
- 7:10 pm Arlington Transit Operations & Maintenance Facility Update
- 7:25 pm WMATA Better Bus Network Redesign Update
- 7:50 pm WMATA Metrorail Fare Changes, Potomac Yard Opening, Upcoming Station Closures
- 8:05 pm Ballston-MU Metrorail Station West Entrance Update
- 8:20 pm Report from the Accessibly Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
JULY 18, 2023 (TRANSIT CAPITAL PROJECTS TOUR)**

**Arlington Transit Advisory Committee
Meeting Agenda**

Tuesday, November 15, 2022

7:00 PM

Microsoft Teams meeting

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Phone Conference ID: 810 765 435#

- 7:00 pm Call to Order
- 7:01 pm Introductions
- 7:03 pm Public Comment
- 7:05 pm Approval of Minutes from the September 13, 2022, Meeting
- 7:07 pm Approval of TAC 2023 Meeting Schedule
- 7:10 pm Arlington Transit Zero Emission Bus Study Update
- 7:35 pm WMATA Better Bus Initiative and Network Redesign Update
- 8:00 pm Arlington Transit Strategic Plan Update
- 8:15 pm Floating Bus Stop Island Update
- 8:20 pm Report from the Accessibly Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
 - TAC Charter Changes
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
JANUARY 2023 TBD**

**Arlington Transit Advisory Committee
Meeting Notes
November 15, 2022
7:00 PM
Microsoft Teams Meeting**

TAC Members Present:

John Carten
James Davenport
Ronald Decker
Alexa Mavroidis
Richard Price
Frank Krol
Alex Cumana
Erika Chiang
Andrew McAllister
Patrick
Kate Garman
Harvey Berlin

Attendees Present:

Greg Emanuel (staff)
Lynn Rivers (staff)
Pierre Holloman (staff)
Robin McElhenny (staff)
Kirk Dand (staff)
Paul Mounier (staff)
Diana Isaza (staff)
Ryan Jones (staff)
Lauren Breyer (staff)
Edwin Montano (staff)
Carly Macias
Mike Shindledecker
Paul Elman
Andre Stafford
William Jones
Al Himes
Sue Gutierrez
Steven Waters

Call to Order

- James Davenport opened the meeting at 7:03 pm.

Introductions

- James Davenport led roll call of TAC members present, Arlington staff, and others present.

Public Comment

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- There were no public comments

Approval of Minutes from the September 13, 2022 Meeting

- The amended meeting notes were approved unanimously.

Approval of TAC 2023 Meeting Schedule

- Pierre Holloman noted that the next TAC meeting is scheduled to take place on January 17, 2023 to avoid conflicts with the Transportation Research Board (TRB) annual meeting and conference. The TAC 2023 meeting schedule was approved unanimously.

Arlington Transit Zero Emission Bus (ZEB) Study Update

- Paul Elman kicked off the presentation by introducing the consultant team working on this study which included himself and Mike Shindledecker with Kimley Horn and Carly Macias with HDR. Carly Macias provided an overview of the ZEB scope and timeline as well as noted Arlington Transit ZEB demonstrations with Gillig and Proterra.
- The study includes a comparison of various vehicle propulsions from Compressed Natural Gas (CNG) which is the current fuel source for Arlington Transit buses as well as Battery Electric Buses (BEB) and Hydrogen Fuel Cell Electric Buses (FCEB). It was noted that FCEB becomes more effective with more vehicles but do have an initial higher capital cost compared to BEB but the infrastructure cost per bus decrease as more buses are added. BEB cost scale with the deployment size as chargers need to be procured and installed for every new bus added and electric utility infrastructure may need to be expanded. The benefits and challenges for BEB and FCEB were provided. Some benefits noted for BEB included zero tailpipe emissions, quiet operations, and potential for lower maintenance cost due to the absence of an engine. Some challenges with BEB include high capital cost, range limitations and replacement ratios which would require additional bus paring areas, battery degradation leading to lower range over time, and significant power upgrades for full fleet conversion. Some of the benefits noted for FCEB include zero tailpipe emissions, quiet operations, potential for lower maintenance costs, no range limitations, and operations and fueling similar to CNG. Some challenges with FCEB include high upfront capital cost, FCEBs are more expensive than a base BEB, and difficulty to find affordable green hydrogen. It was state that there are several regional clean hydrogen initiatives which may lower costs and provide a green hydrogen fuel source for public transit buses.
- An overview of Arlington Transit's history with CNG was provided and it was stated that CNG emissions include less particulate mater than diesel. Renewable Natural Gas (RNG) would be another opportunity for Arlington Transit as RNG has a negative carbon intensity rating, meaning it takes more carbon out of the environment than it produces.
- Based on route modeling, it was noted that most BEB scenarios will require fleet expansion for Arlington Transit due to operations and range limitations. FCEB would allow for a 1:1 replacement of Arlington Transit's current CNG fleet. Larger batteries for BEB would increase range but the cost of such vehicles is more expensive and weigh more. Diesel heaters on BEBs would increase range in colder weather months but such would result in emissions. On-route charging would also increase range for BEB but such would be a challenge to install due to land ownership and increase the rate of battery degradation.
- As Arlington Transit has constrained sites, adding BEB or FCEB infrastructure would reduce parking spaces. The current Arlington Transit Operations and Maintenance Facility which is under construction was designed and being constructed to accommodate BEB infrastructure.
- The ZEB study is expected to be completed in early 2023 and will include a final fleet transition recommendation. It was also noted that Arlington Transit will need to replace 15 aging CNG buses in 2023
- The TAC and members of the public had various questions outlined below:

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- Question from the TAC: What is involved in reducing the cost of hydrogen?
 - Response from Carly Macias: Strategic investments for hydrogen providers would help reduce cost and there is some optimism in the industry that cost will come down as subsidies/funding are being provided to start regional hydrogen hubs.
- Question from the TAC: What is the cost of electric for charging the fleet?
 - Response from Carly Macias: It depends on how the transition plan is implemented as such impacts the cost of utility upgrades as well as coordination with Dominion Energy.
- Question from the TAC: For the emissions by vehicle type, what is the output for a FCEB that is not powered by clean hydrogen?
 - Response from Carly Macias: The output equates to the assumption that hydrogen would be delivered by a truck which results in unavoidable emission from breaking and etc.
- Question from the TAC: Is the new Arlington Transit facility being equipped and accommodate power for BEB?
 - Response from Pierre Holloman: Yes, the County Board authorized a base contract amount which includes underground infrastructure to support BEB. A future request by a change order will be required to include the above ground infrastructure which is currently in the 60% design phase. The 100% design is expected in early 2023.
- Question from the TAC: Is the County planning to seek funds from IIJA to potentially pay for this conversion for the fleet?
 - Response from Lynn Rivers: The County is considering IIJA funding and look at all potential funding opportunities.
- Question from the TAC: With all the constraints, wouldn't RNG make more sense and is there the availability to convert CNG to Hydrogen tanks?
 - Response from Greg Emanuel: RNG is being looked into and considered as part of the equation. Response from Carly Macias: CNG tanks cannot be retrofitted to accommodate hydrogen.
- Question from the TAC: As batteries degrade, can you replace them?
 - Response from Carly Macias: Yes, batteries can be replaced via battery packs but it would be important to run a Cost Benefit Analysis first based on fleet size and operational needs.
- Question from the TAC: Is there an opportunity to lease batteries?
 - Response from Carly Macias: Yes
- Question from the TAC: Will there be an opportunity to ride the Proterra BEB demonstration and will there be a schedule to note which days the bus will be in operation?
 - Response from Pierre Holloman: Yes, there will be such opportunity and the schedule will be shared with the TAC via email prior to the days such bus will be in operation. It was noted that schedule will also be posted to the ZEB demonstration page.
- Question from the public: If other transit providers are starting to move away from BEBs, why is Arlington Transit going forward with such?
 - Response from Carly Macias: Technology is still emerging, and every fleet and operational need is different. There are different reasons why some transit providers in California are moving away from BEB and to FCEB, range is one of the biggest factors.

WMATA Better Bus Initiative and Network Redesign Update

- William Jones with WMATA provided an overview of the WMATA Better Bus Initiative and Network Redesign study. The guiding principles include ensure a customer-focused and regional perspective; engage and communicate authentically, inclusively, and transparently; ensure equity is a value throughout the project; allow customers' input, region's needs, data, and service guidelines to drive decisions; attract customers with frequent, reliable, connective service; and make cost-effective and data-driven business decisions. Slated outcomes from this study include FY2025 network recommendations as well as future recommendations which may include

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increasing mode share and ridership; expanding frequency at different times of the day/week and reducing impacts of climate change; Metrobus' role and relationship with other transit providers; and how Metrobus service is funded. It is expected that by the start of 2024, the new bus network will be implemented.

- As part of the study, WMATA is partnering with local bus providers including Arlington Transit to collaboratively work to design a network which can enhance effectiveness of bus service throughout the region. There is an extensive public outreach component which includes stakeholder engagement to get input on priorities and an online survey. It was noted the survey was shared with the TAC in October 2022. Additional online and in-person public engagement opportunities are expected to occur in the spring and summer 2023. To date there have been over 10,000+ in-person interactions at public events and 4,813 online surveys and 43 video testimonials completed as of 11/8/2022. Regarding next steps, WMATA is expected to complete and public existing conditions and market assessment findings as well as provide and update to the WMATA Board. Phase II of the study is expected to start in late November – early December 2022.
- Question from the TAC: Who are the principal consultants working on this study?
 - Response from William Jones: Kimley Horn is the lead but also Cambridge Systematics and Foursquare are working on this study as well.
- Question from the public: Will this study look at renaming routes as well as identify new connections?
 - Response from William Jones: This is something which is being looked into.

Arlington Transit Strategic Plan Update

- Paul Mounier provided an overview on the importance of the Transit Strategic Plan as it is a requirement by the Commonwealth of Virginia, but this plan also helps Arlington Transit understanding community needs and provides an opportunity to look at service and maximizing investments in transit. The Strategic Plan is a living document for the planning, management, and policy processes for Arlington Transit and STAR. In terms of service strategy, this plan will look to identify gaps and needs which are currently not being addressed and will look to delivery service which addresses needs and equity. The Arlington Transit Vision statement and mission were shared. The vision statement notes, "A safe, equitable, accessible, reliable, and convenient transportation system that effectively and efficiently sustains the environment, economy, and quality of life in Arlington." The mission statement notes, "Move Arlington forward by working together to plan, build, operate and maintain the transit network." An overview of the goals and objectives were provided, and a request was made to obtain the TAC's input on such via an online survey. It was noted that there were various in-person pop-up public engagement events were ongoing to solicit input on the goals and objectives as well as some questions related to existing service in terms of reliability and safety. It was noted that there will be a second round of in-person and online public engagement which will focus on fleet and facility analysis, draft service improvements, and capital and operational funding which will all lead to final recommendations and an implementable service plan. It is anticipated that the County Board will take action on the proposed Strategic Plan in June 2023.
- Comment from the public: Please consider a fare equality analysis for the bus as it is \$2 to ride the bus and \$2 to ride Metrorail on weekends and late in the evenings.
- Comment from the public: Arlington Transit needs to provide more and better service during the day and on Saturdays (rider noted they use ART for shopping and taking kids to the park).

Floating Bus Stop Island Update

- Paul Mounier noted that work is still ongoing to develop guidelines at the Arlington and regional level for floating bus stops. A draft of the guidelines are currently being reviewed internally among

4

staff from different areas in the Division of Transportation. Additional information will be shared with the TAC in 2023.

- Comment from the TAC: The big issue which has to be addressed is persons with visual and mobility impairments accessing the floating bus stop and crossing the bike lane. This has to be considered for safety and accessibility.
- Question from the TAC: Is there a list of floating bus stop proposals to show where they will be implemented?
 - Response from Paul Mounier: Yes, there is a current list and such can be included in the future update to the TAC on this initiative.

Report from Accessibility Subcommittee

- Alexa Mavroidis stated there was not anything to report at the Accessibility Subcommittee meeting was canceled. It was noted that there are still lingering questions related to the STAR policy updates. Lynn Rivers noted that the STAR policy updates are currently being tabled until 2023 and there will be more engagement opportunity to obtain feedback in 2023.

Additional Items from Committee Members and Staff

- Pierre Holloman noted the draft TAC Charter Changes presented at the September 13, 2022, TAC meeting are currently on-hold as there are still a few coordination items with the Pedestrian Advisory Committee and Bicycle Advisor Committee charters which are being discussed among staff liaisons. It was noted that this will be an item which may move forward either at the January 2023, March 2023, or May 2023 TAC meeting.

Adjournment

- The meeting was adjourned at 8:39 pm.

Next Meeting

- The next meeting will be Tuesday, January 17, 2023.

**APPENDIX F - ART FY 2020 - 2022 Fare Change Due to the COVID 19
Pandemic**

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

Tuesday, September 8, 2020

7:00 PM

Microsoft Teams Meeting

Dial In Option: [+1 347-973-6905](tel:+13479736905) (Toll)

Conference ID: 830 779 877#

- 7:00 pm Call to Order
- 7:01 pm General Introductions and Brief Introduction of Arlington's New Transit Capital Program Manager
- 7:05 pm Public Comment
- 7:10 pm Approval of Minutes from March 10, 2020 Meeting
- 7:15 pm Ballston Multimodal Project Construction Update
- 7:25 pm Columbia Pike Transit Stations Construction Update
- 7:35 pm Virginia Railway Express Covid-19 Response Update
- 7:40 pm WMATA Covid-19 Response and Summer Platform Work Update
- 8:00 pm Arlington Transit & STAR Covid-19 Response Update
- 8:20 pm Report from Accessibility Subcommittee
- 8:25 pm Additional Items from Committee Members and Staff
- 8:30 pm Adjournment

**NEXT PLANNED TAC MEETING:
TUESDAY, NOVEMBER 10, 2020**

Arlington Transit Advisory Committee
Meeting Notes
Tuesday, September 8, 2020
7:00 PM
Microsoft Teams Meeting

Dial In Option: [+1 347-973-6905](tel:+13479736905) (Toll)

Conference ID: 830 779 877#

TAC Members Present:

Herschel Kanter
Alexa Mavroids
John Carten
Richard Price
Andrew McAllister
Erika Chiang
Kate Garman
Harvey Berlin

Attendees Present:

Lynn Rivers (staff)
Pierre Holloman (staff)
William Jones (staff)
Robin McElhenny (staff)
Kirk Dand (staff)
Paul Mounier (staff)
Eric Balliet (staff)
Jiaxin Tong
Dwight Hlustick

Call to Order

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

Introductions

- John Carten led roll call of TAC members present, Arlington staff, and others present within the room. Arlington's new Transit Capital Program Manager, Robin McElhenny, was introduced and provided a summary of her background.

Public Comment

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

Approval of Meeting Notes from March 10, 2020 TAC Meeting

- The meeting notes were approved unanimously.

Columbia Pike Transit Stations and Ballston Multimodal Project Construction Update

- Robin McElhenny provided a summary of construction activities for the Columbia Pike Transit Stations and Ballston Multimodal projects. The Columbia Pike Transit Station project includes providing 23 transit stations along Columbia Pike. The project is

divided into five phases and currently Phase I is under construction. Phases II-V are being coordinated with the Columbia Pike Multimodal Improvements project. Sagres Construction is currently under contract to construct the first four Transit Stations, Sagres completed site work for the initial four stations (Eastbound S Four Mile Run, Westbound S Buchanan, Westbound S Oakland, and Westbound S Glebe) in September 2020. It was noted that Future Systems, the manufacturer of the shelters which will be installed is expected to complete a mock-up in the fall of 2020 and will start producing shelters by the winter of 2021.

- The Ballston Multimodal Project includes planning, design, and construction of various improvements around the entrance of the Ballston-MU Metrorail Station including but not limited to new bus bays, new bus shelters, utility relocations, and sidewalk improvements. The project is being constructed in four phases. Phase I is currently under construction and includes relocating utilities, installing storm drains, constructing new bus bays as well as new sidewalk, curb, and gutters. This project is expected to be completed by the late fall of 2021.
- Regarding the Columbia Pike Transit Stations project, the TAC inquired if Covid-19 has impacted the budget. It was noted that Arlington already had contracts in place before the Covid-19 pandemic began; moreover, prices were set by such contracts. The TAC inquired about when would Phase I and all remaining Phases be completed. It was noted that Arlington is working with Future Systems, the shelter manufacturer to issue a notice to proceed with the mock-up. Once the mock-up was completed, it would be about six months to have the shelters installed. It was also noted that future phases of the Columbia Pike Transit Stations project will be coordinated with work being completed for the Columbia Pike Multimodal project. Lastly, the TAC inquired if the final design (the mock-up) would be made public before such were installed. It was noted that Future Systems will provide photos of the mock-up to staff during the process.

Virginia Railway Express Covid-19 Response Update

- Pierre Holloman provided an update on VRE's Covid-19 response. VRE has been collecting fares and has been operating on a reduced "S" schedule since March 2020 with one additional supplemental trip on the Fredericksburg Line. VRE is currently operating 5 morning and 5 afternoon trains on the Fredericksburg Line and 4 morning and 4 afternoon trains on the Manassas Line. VRE's Amtrak step-up program has been suspended since March 2020. As ridership continues to slowly increase and to help ensure the ability to social distance onboard the trains, VRE will continue to add cars to the six car sets and add roundtrip trains back to the schedule.
- VRE has received the same amount of operating assistance for FY21 Q1 from the Commonwealth as received for Quarter 1 of FY2020. VRE has also received a good amount of CARES Act funding which equates to about two years of fare revenues. At this time, local jurisdictions are not being asked to bear the burden of fare revenue shortfalls as VRE staff will not be proposing any increase in jurisdictional contribution this year.

WMATA Covid-19 Response and Summer Platform Work Update

- Kirk Dand provided an update on WMATA's Covid-19 response and summer platform work. On January 29, 2020, WMATA activated its Pandemic Task Force in response to the announcement of the novel coronavirus Covid-19. WMATA began to verify inventory levels of critical supplies such as disinfectant and personal protective equipment, placed orders to increase supply levels to assure preparedness, suspended all non-essential business travel for employees, and began to provide briefings to employees and

stakeholders. On February 27, 2020, WMATA provide a public briefing alerting the public to follow CDC recommendations on hygiene practices for effective prevention of the spread of the virus. On March 6, 2020, WMATA entered Phase II of its Pandemic Response Plan and strongly encouraged everyone to follow the recommendations from the CDC and listed out the recommendations on its website and through the media. On March 12, 2020, WMATA provided its second public briefing on Covid-19 and on March 13, 2020, WMATA escalated its response to Phase III of its Pandemic Response Plan.

- In order to maximize social distancing, WMATA implemented mandatory telework for administrative employees, combined with remote work assignments for selected employees whose job functions were not essential to operate trains and buses. On March 16, 2020 WMATA reduced service on rail and bus; rail had reduced frequencies and hours and bus went to a Saturday supplemental schedule. On March 20, 2020, WMATA further reduced service. Rail frequencies were reduced, and bus went to a Sunday schedule with no supplemental routes. On March 22, 2020, WMATA announced “Limited service for essential trips only; public urged to stay home; use Metro only if no other options available” On March 24, 2020, Metrobus implemented rear door boarding systemwide with fares waived. On March 28, 2020, WMATA further reduced weekend service on rail and bus and again urged the public to travel only if it is essential. On March 30, 2020 Metro closed the first and last cars on trains; and, on April 6, 2020 Metro further reduced the operating hours of rail and bus. On May 11, 2020, WMATA released the preliminary details of the Pandemic Recovery Plan. On May 18, 2020, WMATA made the wearing of face coverings mandatory. On June 28, 2020, WMATA opened 15 stations that had previously been closed. WMATA added operating hours and increased frequency on rail in August 2020 as well as dramatically increased bus service. Ridership has dropped significantly on both rail and bus. Metrorail ridership is about 85% down from normal and Metrobus has seen increases since March; however, ridership remains about 58% of normal ridership.
- Regarding the summer platform work, East Falls Church Metrorail station opened ahead of schedule on August 23, 2020. Vienna and Dunn Loring Metrorail stations were re-opened on September 8 marking the successful completion of the 2020 scheduled Platform Improvement Project. Platform reconstruction at the National Airport Metrorail station began on August 7, 2020 to address critical structural issues presented by crumbling concrete in need of immediate repair; the station has three (3) tracks and therefore can accommodate the reconstruction work without affecting service to the station. The station will remain open during the duration of the work. The work will focus on reconstructing the concrete and granite platform edge and installing new slip-resistant tiles on the platform. The installation of other customer experience improvements, such as new customer shelters and information screens, will be completed at a later date.
- On September 1, 2020, WMATA announced that SmarTrip is now available on iPhone and Apple Watch. This is a first of its kind in North America thanks to integration between WMATA, Apple, and Cubic Transportation Systems. There is also a new SmarTrip application in the App Store which allows customers to check their balance, add funds, set up Auto Reload, and even manage SmartBenefits. Through the use of SmarTrip on the iPhone and Apple Watch, customers will no longer need to wait in line to add value or buy a card. SmarTrip on iPhone and Apple watch is currently available on the iPhone 8 and later as well as the Apple Watch series 2 and later. WMATA hopes for a similar application to work on Android phones and watches in the future.
- The TAC inquired about the timeline on the Silver Line to Dulles. It was noted that this project is being delivered by MWAA and was on track as WMATA has advertised for the

hiring and training of individuals who will operate the Silver Line. It was also noted that as part of the FY2021 budget, all compact jurisdictions are paying for the start-up cost with potentially of starting service in March 2021. With potentially budget issues as a result of Covid-19 and no additional CARES Act funding, this date may get pushed.

- The TAC also inquired about using SmartBenefits as part of the iPhone and Apple Watch integration. It was noted that SmartBenefits are tied directly to a SmarTrip card; moreover, the SmarTrip card is transferred to the iPhone and Apple Watch integration and one can use SmartBenefits as part of the wallet integration of this technology. The TAC asked if the disability farecard is linked to the iPhone and Apple Watch integration. Staff confirmed that the disability farecard is linked to the iPhone and Apple Watch integration.
- Lastly, the TAC noted that NVTC was making a statement for the need for federal funding for WMATA and asked if local officials have put together a letter to congress. Staff was not aware of this occurring as this would normally come through the County Board and/or County Manager first.

Arlington Transit & STAR Covid-19 Response Update

- William Jones noted on Thursday, March 12, 2020 the Commonwealth issued a state of emergency in response to the growing outbreak of Covid-19. On March 16, 2020, the Transit Bureau introduced and implemented its emergency service plan with guidance from local and state health officials. This plan sought to provide the appropriate level of service for essential trips per the CDC, Federal, and state guidelines. ART began to operate a Saturday service level with adjusted frequencies from Monday through Saturday on routes 41, 42, 45, 51, 55, 77, and 87. On March 24, 2020, the Transit Bureau instituted rear door boarding and suspended fare collection on ART. Social distancing guidelines of 6' separation were implemented with a maximum range of 8 to 12 passengers based on guidance from DRPT. On May 29, 2020, the Commonwealth required that all individuals on buses wear face coverings; moreover, ART implemented the face covering requirement for riders. On June 29, 2020, ART 72 and 75 returned to service. ART has operated with the ability to provide additional trips on bus routes to increase capacity and maintain social distancing guidelines.
- ART implemented many safety measures including but not limited to enhanced cleaning of all areas on the bus especially touch points, disinfecting the seats, providing PPE, installing hand sanitizer refill stations, incorporating no-contact dispatching, issuing daily sanitization packets to employees, blocking off seating, and establishing rigid social distancing requirements and maximum occupancy standards for each ART facility.
- On April 2, 2020, the STAR Call Center began to operate on a reduced schedule Monday – Friday from 8:00 am – 5:00 pm and closed on Saturdays. There were no changes to STAR service hours. Passengers on STAR were asked to not schedule medical trips if showing signs of illness.
- On August 23, 2020, ART increased service particularly routes 41, 42, 43, 45, 51, 52, 55, 77, 84, and 87 (weekday service span and frequencies for peak and off-peak services). The ART 41, 42, 45, 51, 55, 77, and 87 began operating normal Saturday service and the ART 41, 42, 45, 51, 55, and 87 began operating normal Sunday service. It was noted that the ART 75 will not operate school trips. ART 53, 61A, 61B, 62, and 74 will remain suspended until further notice. ART will continue to monitor ridership conditions and return to work activities to determine if any of the weekday rush hour services should resume service.

- ART's on time performance for August 2020 was approximately 85% which is up from August 2019 (about 75%). ART's ridership saw a significant drop after the start of the pandemic as August 2020 ridership was approximately 125,000 compared to about 264,000 in August 2019. Overall ridership on ART has been slowly trending up since the start of the pandemic. STAR trips have decreased since the start of the pandemic; however, ridership is slowly recovering. In June 2019, STAR ridership was about 6,600 as compared to June 2020 where STAR ridership was about 2,000. STAR will continue to operate regular service with social distancing and other Covid-19 requirements in place until further notice.
- The TAC inquired when does staff foresee ART collecting fares again. Staff noted that at this time, ART is not anticipating collecting fares but is working with WMATA and other regional providers to find solutions for operator barriers (which would limit contact between operators and passengers) which would move the process forward for fare collection. The TAC asked how many times has ART faced overcrowding conditions on buses since the start of the pandemic. Staff noted there has been overcrowding in the morning rush hours as well as the 4:00 pm – 5:00 pm hours on the ART 41 and 45; however, ART has provided three additional buses to make additional trips on such routes to meet demands and social distancing guidelines.
- The TAC inquired about usage of shared mobility devices during the pandemic. Staff noted that they will obtain the data from ACCS and email it to the TAC.

Report from Accessibility Subcommittee

- Alexa Mavroidis noted that in February 2020, the Accessibility Subcommittee talked about issues related to Red Top Cab. There was not a meeting in August; however, staff noted that they will work to hold a meeting of the Subcommittee in the fall of 2020.

Additional Items from Committee Members and Staff

- Nothing reported.

Adjournment

- The meeting was adjourned at 8:33 pm.

Next Meeting

The next meeting is scheduled for Tuesday, November 10, 2020.



Search

Home » About ART » ART Blog » Fare Collection and Front Door Boarding to Resume on ART Buses Starting January 3

Fare Collection and Front Door Boarding to Resume on ART Buses Starting January 3

December 21, 2020

[Click here](#) to view this post in Spanish.

All [Arlington Transit - ART](#) buses will resume front door boarding and fare collection starting on Sunday, January 3, 2021. Riders will board buses through the front door and will pay their fare at the fare box using a SmarTrip card or exact change. The regular [ART bus fare](#) for a one-way trip is \$2.00.

Riders can also use the new [SmarTrip card app](#) downloaded on an iPhone or Apple watch to pay their fare. The app is currently not available for Android phones.

[Fare collection was suspended in March 2020](#) and riders were asked to board buses through the rear doors to protect the health and safety of bus operators and riders from Covid-19. Plexiglass barriers have since been installed in the driver's area to provide a shield between bus operators and passengers as they board the bus.

All passengers are required to wear a face mask while riding ART buses.

With these new changes in place, Arlington Transit continues to make sure passengers and bus operators are safe. The following measures continue to be in place to help prevent the spread of COVID-19:

- ART buses are deep cleaned every day with approved disinfectants to wipe down all poles, hand rails, passenger seats, windows and all components in the driver's area.
- The HVAC system is sanitized with a cleaning agent designed to kill germs and prevent them from being recirculated in the bus.
- Signs have been placed on seats to block them off to encourage social distancing between passengers.

- When needed, additional buses are placed into service to prevent crowding on the buses.

All passengers should: wear a face mask, social distance onboard the buses and at bus stops and wash their hands frequently.

See the steps ART is taking to keep passengers and operators safe, and to help slow the spread of COVID-19.

Arlington Transit January 2021 | Service u...



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Search

Home » About ART » ART Blog » Rear Boarding and Free Fare on ART Buses Starting March 24

Rear Boarding and Free Fare on ART Buses Starting March 24

March 23, 2020

Starting Tuesday, March 24, [Arlington Transit – ART](#) 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. ART will also be suspending fare collection on all ART buses since the farebox is located at the front door.

These measures are being put in place to protect bus operators and reduce the spread of the COVID-19 virus. [ART will continue to take precautions](#) to keep passengers and bus operators safe, including deep cleaning and sanitizing all buses thoroughly at the end of each night.

Arlington Transit encourages social distancing on all buses and asks that riders use ART for essential travel only.

ART will continue to operate [Saturday service](#) on ART [41](#), [42](#), [45](#), [51](#), [55](#), [77](#) and [87](#) with the following changes:

- ART 42 & 87 will terminate at the Pentagon instead of Pentagon City
- ART 45 will start 1 hour early at 6:30 am
- ART [43](#) will operate every 20 minutes from 6 am to 11 pm following its weekday route

All other ART routes will not operate.

Real time schedule information will not be available for the ART 42, 43, 45 and 87 routes. For all schedules, please call 703-228-RIDE (7433) or consult the [Arlington Transit website](#).

[STAR service](#) will continue to provide normal service.

ART and STAR services will be monitored daily and may be subject to change in response to the latest conditions.



Search

Home » About ART » ART Blog » El pago de pasajes y el embarque por la puerta delantera se reanudan en los autobuses de ART el 3 de enero

El pago de pasajes y el embarque por la puerta delantera se reanudan en los autobuses de ART el 3 de enero

December 28, 2020

Todos los autobuses de [Arlington Transit - ART](#) reanudarán el embarque por la puerta delantera y el pago de pasajes el domingo 3 de enero de 2021. Los pasajeros abordarán los autobuses por la puerta delantera y pagarán el pasaje en la caja de pasajes con una tarjeta SmarTrip, el cambio exacto o la nueva aplicación [SmarTrip](#).

Debido a la pandemia de COVID-19, el cobro de pasajes en los autobuses de ART se suspendió en marzo y se pidió a los pasajeros que embarcaran por las puertas traseras para proteger la salud y la seguridad de los operadores y de los pasajeros del autobús. Se han instalado barreras de plexiglás en el área del conductor en todos los autobuses de ART para proporcionar un escudo entre los operadores de autobuses y los pasajeros cuando reanudan el embarque en la parte delantera del autobús.

El pasaje regular del autobús ART para un viaje de ida es de \$2.00, con tarifas con descuento para personas mayores, personas con discapacidades y estudiantes de jardín de infantes a 12.º grado. Se requiere que todos los pasajeros usen un cubreboca mientras viajan en los autobuses de ART.

Arlington Transit continúa garantizando la seguridad de los pasajeros y de los operadores de autobuses. Las siguientes medidas continúan vigentes para ayudar a prevenir la propagación de la COVID-19:

- Los autobuses ART se limpian en profundidad todos los días, con desinfectantes aprobados, limpiando todos los postes, pasamanos, asientos de pasajeros, ventanas y todos los implementos en el área del conductor.

- El sistema HVAC está desinfectado con un agente de limpieza diseñado para matar los gérmenes y evitar que vuelvan a circular en el autobús.
- Se colocan carteles en los asientos para bloquearlos y fomentar el distanciamiento social entre los pasajeros.
- Cuando sea necesario, se pondrán en servicio autobuses de ART adicionales para evitar la aglomeración en los autobuses.

A todos los pasajeros se les pide que hagan su parte: usar un cubreboca, mantener distancia social a bordo de los autobuses y en las paradas del autobús, y lavarse las manos con frecuencia. Para obtener más información, visite [ArlingtonTransit.com](https://www.ArlingtonTransit.com).



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ARLINGTON TRANSIT - Title VI Program - 2024-2026 Update

The updates to this Title VI document include the following elements and the related pages:

1. Updated the 2023 Certifications and Assurances write-up to include the link to the certification. Page 6
2. Reviewed and updated the Title VI Notice to the Public to include the link and photos of the various groups of notices. Page 7
3. Included the list of Title VI Investigations, Complaints, and Resolutions with the related link. Page 16
4. Updated the Outreach Efforts – Alerting Riders and Encouraging Engagement write up and included the link to the ART Marketing and Outreach Events FY 2020 – 2023. Page 19
5. Included the write-up for Arlington Transit (ART) Low and Reduced Fare Pilot Programs. Page 18
6. Updated the average monthly visits and subscribers for the ART website, as well as the software applications for ART riders. Page 19
7. Updated the various social media metrics for the Arlington Transit Outreach Mediums (Bilingual). Pages 19 & 20
8. Updated the “Addressing Comments: The Incorporation of Public Comments into Decisions” with the links for Appendix E and F. Page 20
9. Updated “Our Community Partners” write up and included the links for Appendix E and F. Page 21
10. Updated the write-up for “Factor 1 – Number of LEP Persons Served in Arlington County” and included updated languages spoken in the County and the data for “2021 ACS 5-Year Language Spoken at Home - Population 5 years and over (Percent)”. Pages 21 & 22
11. Updated the write-up for “Frequency of LEP Use” with ridership numbers. Pages 23, 24 & 25
12. Updated the write-up for “Factor 3: The Importance of Arlington County Transit Service to People’s Lives” with data. Pages 25 & 26
13. Updated the write-up for “Factor 4 - Resources and Costs for LEP Outreach” with the of meetings organized and the Translation Cost Analysis. Pages 27 & 28
14. Updated the write-up for “Outcomes: Language Assistance Monitoring”. Pages 28 & 29
15. Updated the write-up for “Decision Making Bodies - Non-Elected Committees and Councils” with committee overviews, current membership numbers and demographics. Pages 29, 30 & 31
16. Updated the write-up for “Title VI Facility Status - Arlington Transit Bus Maintenance and Storage Facility” with the current state of affairs. Page 31
17. Updated the write-up for “Major Service Change, Disparate Impact, and Disproportionate Burden Policies” to include the Adverse Effects and the Analysis Framework. Pages 34, 35 & 36
18. Updated the write-up for “Transit Service Standards”, Vehicle Load, On-time Performance and Service Availability to include related data. Pages 36 through 40
19. Updated the write-up for “CHAPTER 4 - DEMOGRAPHIC AND SERVICE PROFILE MAPS” to include the U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates and related data and GIS generated maps. Page 41 through 53
20. Updated the write-up for “CHAPTER 5 - SERVICE MONITORING” to include “Equitable Service and Amenities” and “Transit Amenities” to include bus stops numbers and related GIS maps. Pages 56 through 60

21. Updated the write-up for "Vehicle Assignment Policy" to include the ART Fleet Makeup numbers. Page 61
22. Updated the write-up for "CHAPTER 6 - SERVICE AND FARE CHANGES" to include the list of 2020 - 2023 Service Changes Due to COVID 19 Pandemic and links to the Appendixes. Pages 62, 63 & 64
23. Updated the "Open FTA Grants" list. Page 65
24. Updated the "Contact" list. Page 66
25. Updated the Appendixes. Page 68
26. Updated the "APPENDIX A – 2023 Certificates and Assurances". Pages 69 through 71
27. Updated the "APPENDIX B – Title VI Public Notice Displays". Pages 72 through 74
28. Updated the "APPENDIX C – ART Bus Complaints Tickets and Resolutions". Pages 75 through 82
29. Updated the "APPENDIX D – ART Marketing and Outreach Events FY 2020 – 2022". Pages 83 through 99
30. Updated the "APPENDIX E - ART FY 2020 - 2022 Service Change Due to the COVID 19 Pandemic". Pages 100 through 148
31. Updated the "APPENDIX F - ART FY 2020 - 2022 Fare Change Due to the COVID 19 Pandemic". Pages 149 through 159

TITLE VI PROGRAM CHECKLIST

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

General Requirements (Chapter III)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
- Service standards

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Requirements of States (Chapter V)

States must submit:

- All requirements set out in Chapter III (General Requirements)
- The requirements set out in Chapter IV (Transit Provider) if the State is a provider of fixed route public transportation
- Demographic profile of the State
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the State’s transportation system investments that identifies and addresses any disparate impacts
- A description of the Statewide planning process that identifies the transportation needs of minority populations
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance
- Description of the procedures the agency uses to provide assistance to potential subrecipients, including efforts to assist applicants that would serve predominantly minority populations

Requirements of MPOs (Chapter VI)

Metropolitan Planning Organizations and other planning entities must submit:

- All requirements set out in Chapter III (General Requirements)

FTA C 4702.1B

- The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation
- Demographic profile of the metropolitan area
- A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
- Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)

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.

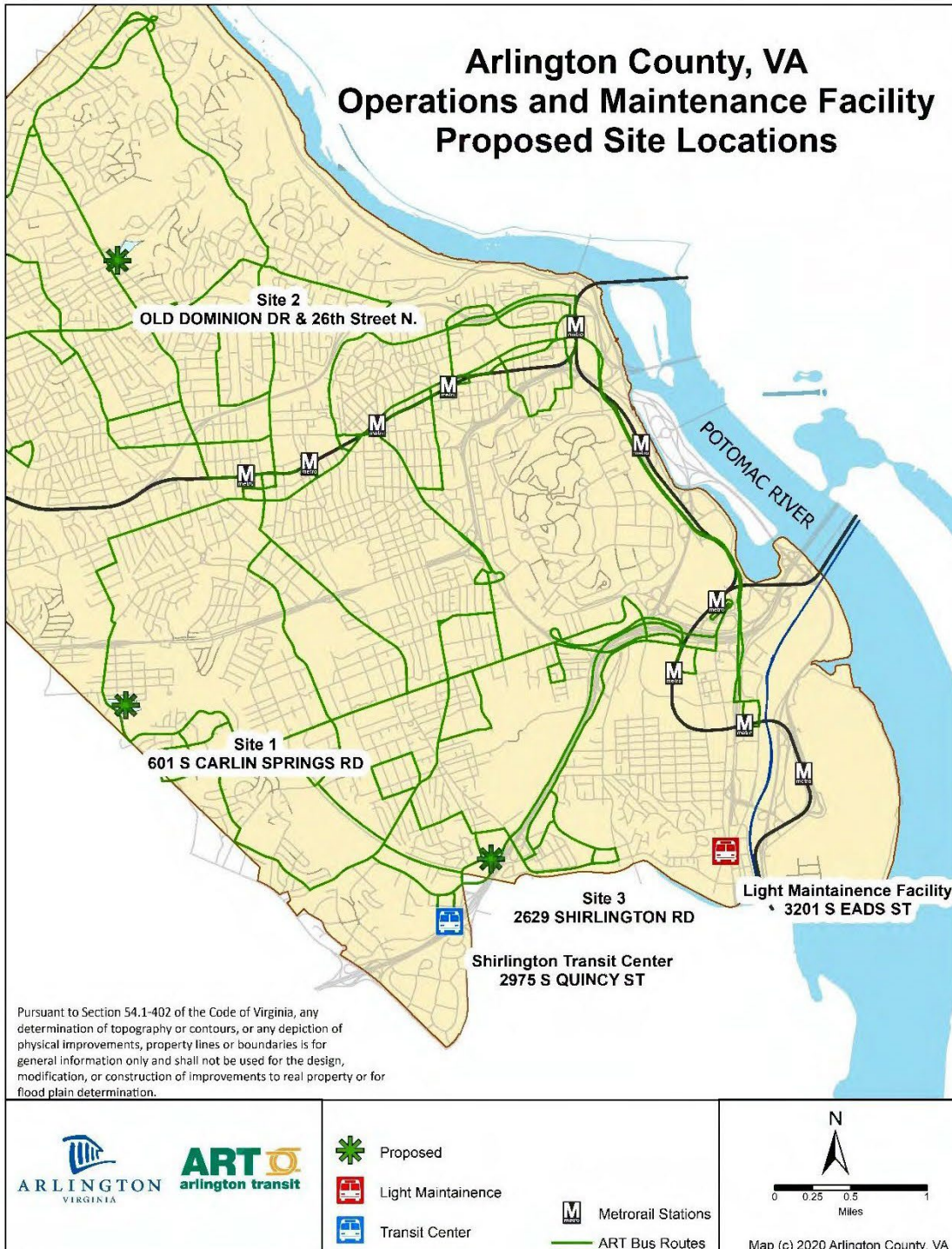
Site 2: There is a current public use on Site 2 designated as a winter road treatment storage. It is unclear if this use will need to be relocated. Site 2 is zoned P-S, “Public Service District” and is bound on all sides by R-10 or R-6 zoning, “One-family Dwelling District”. Access is via Old Dominion 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
	All Arlington County	All Arlington County	28.5%	5.5%	\$112,109.00	13.9%
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

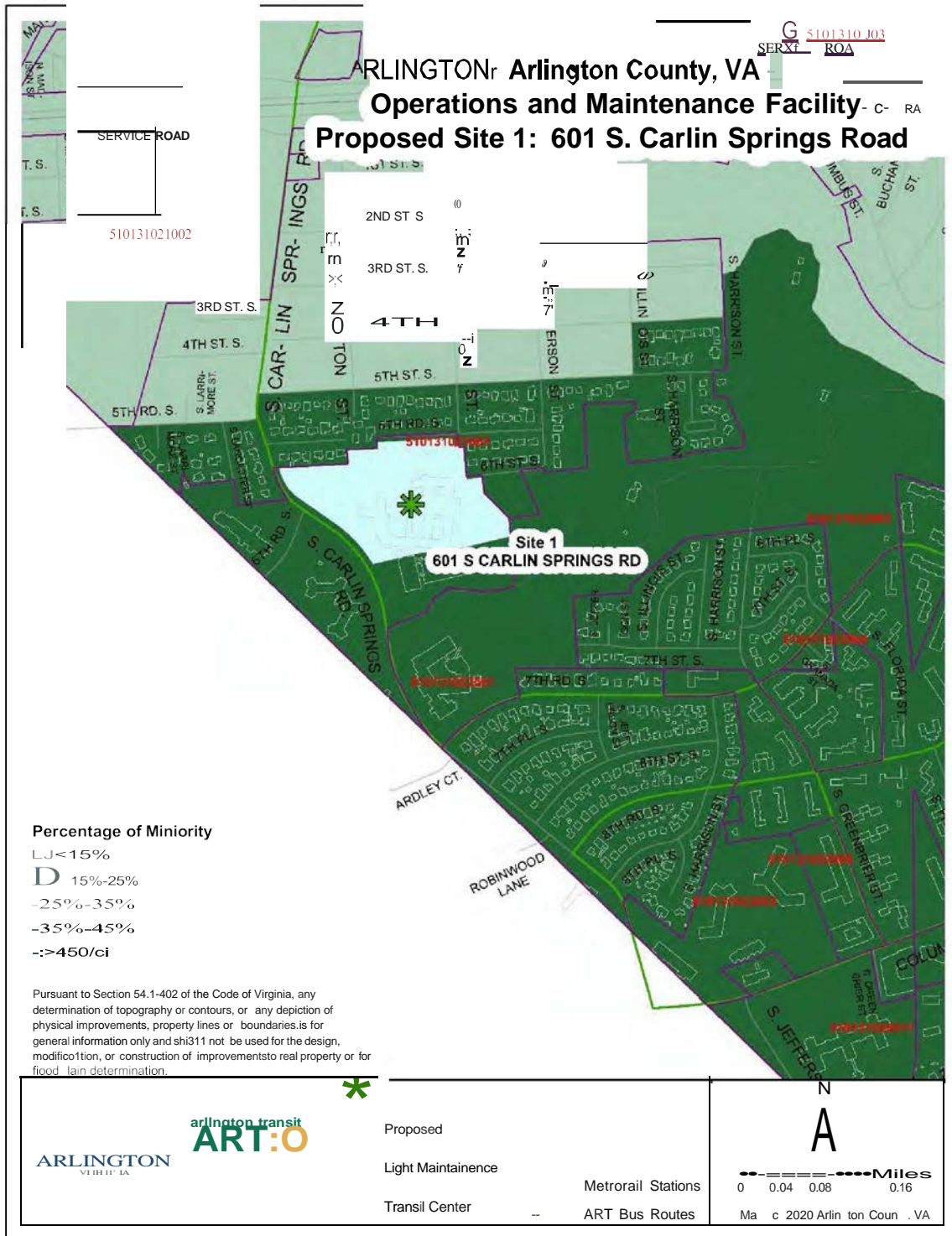


Figure 3

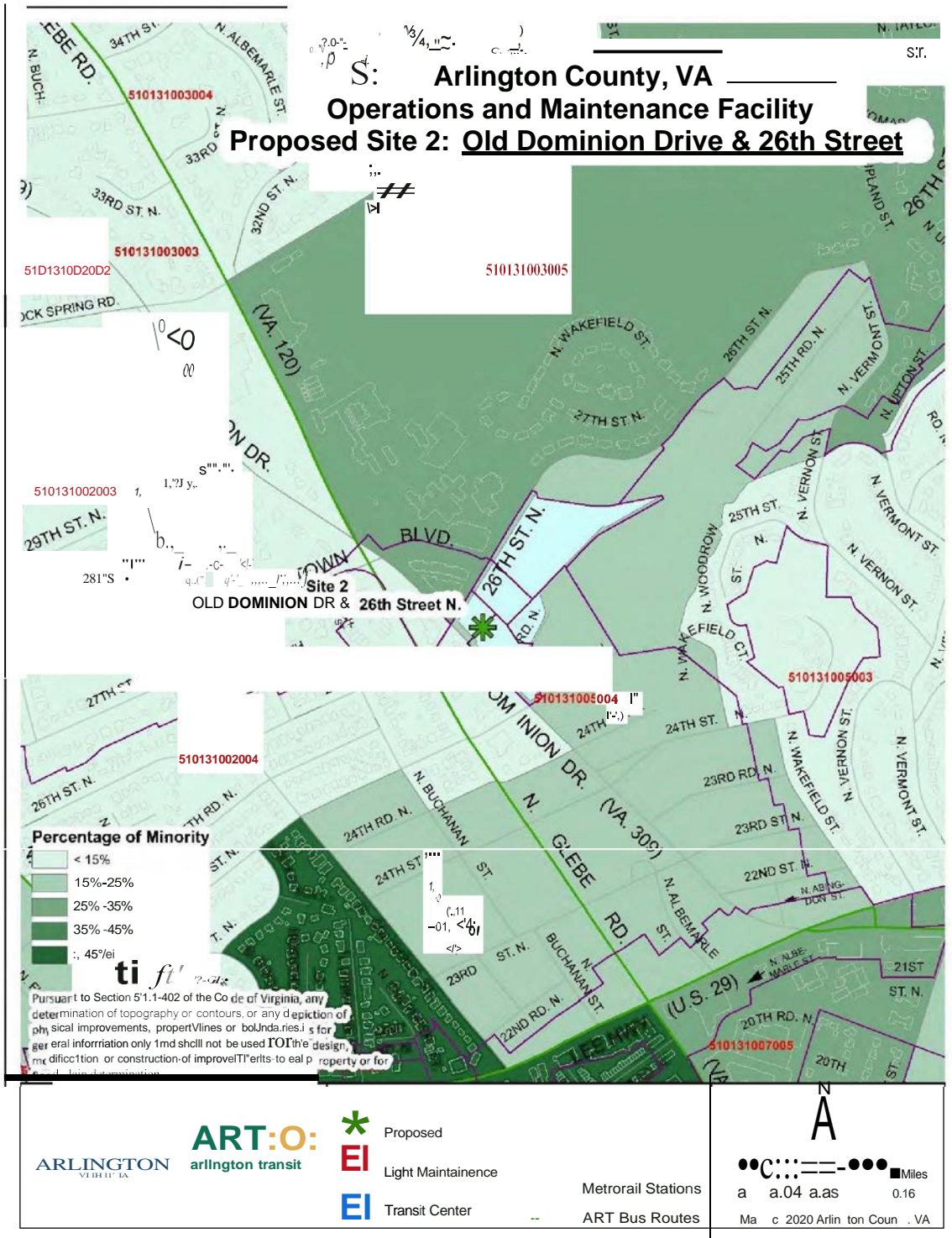


Figure 4

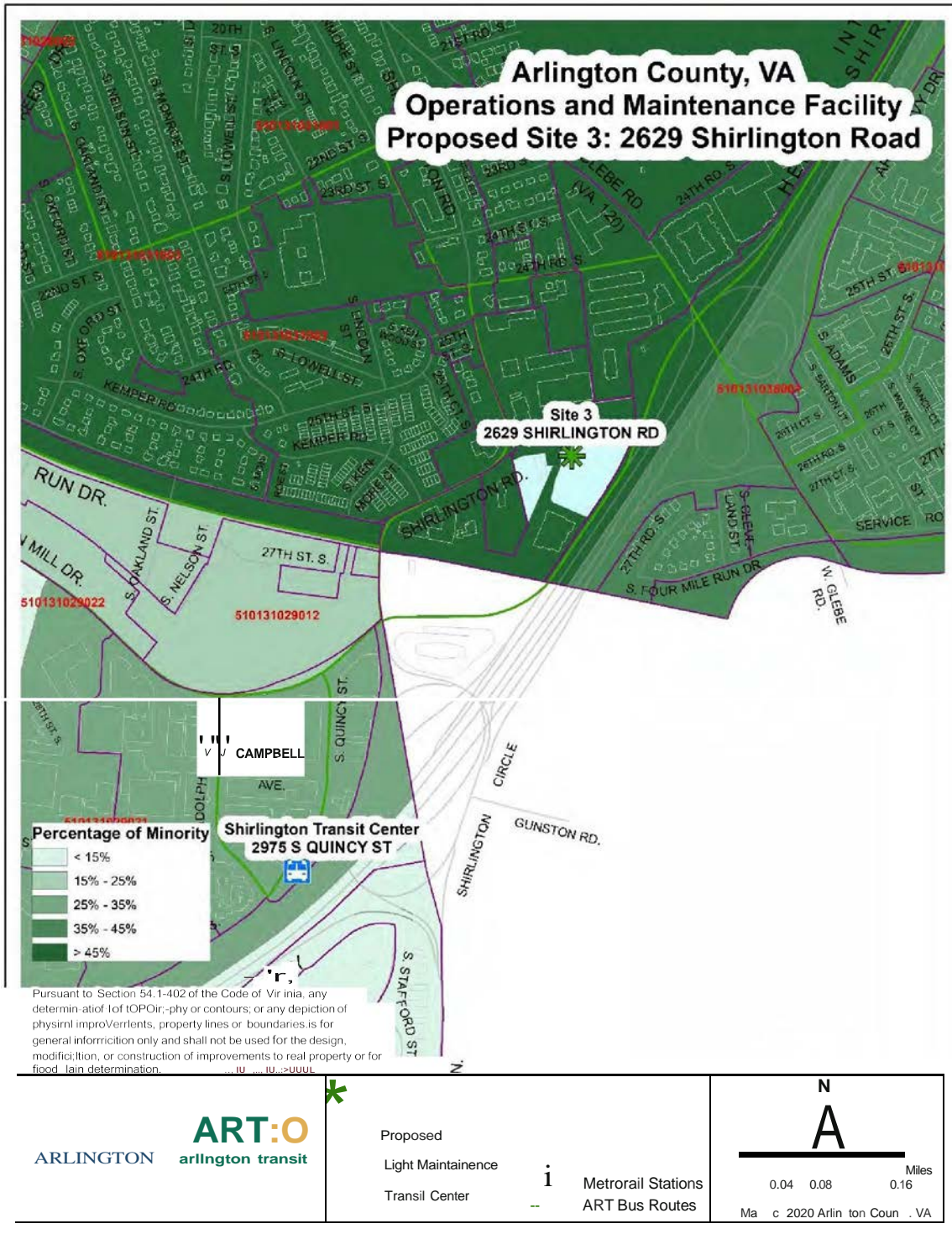


Figure 1: Site 1 Income Analysis

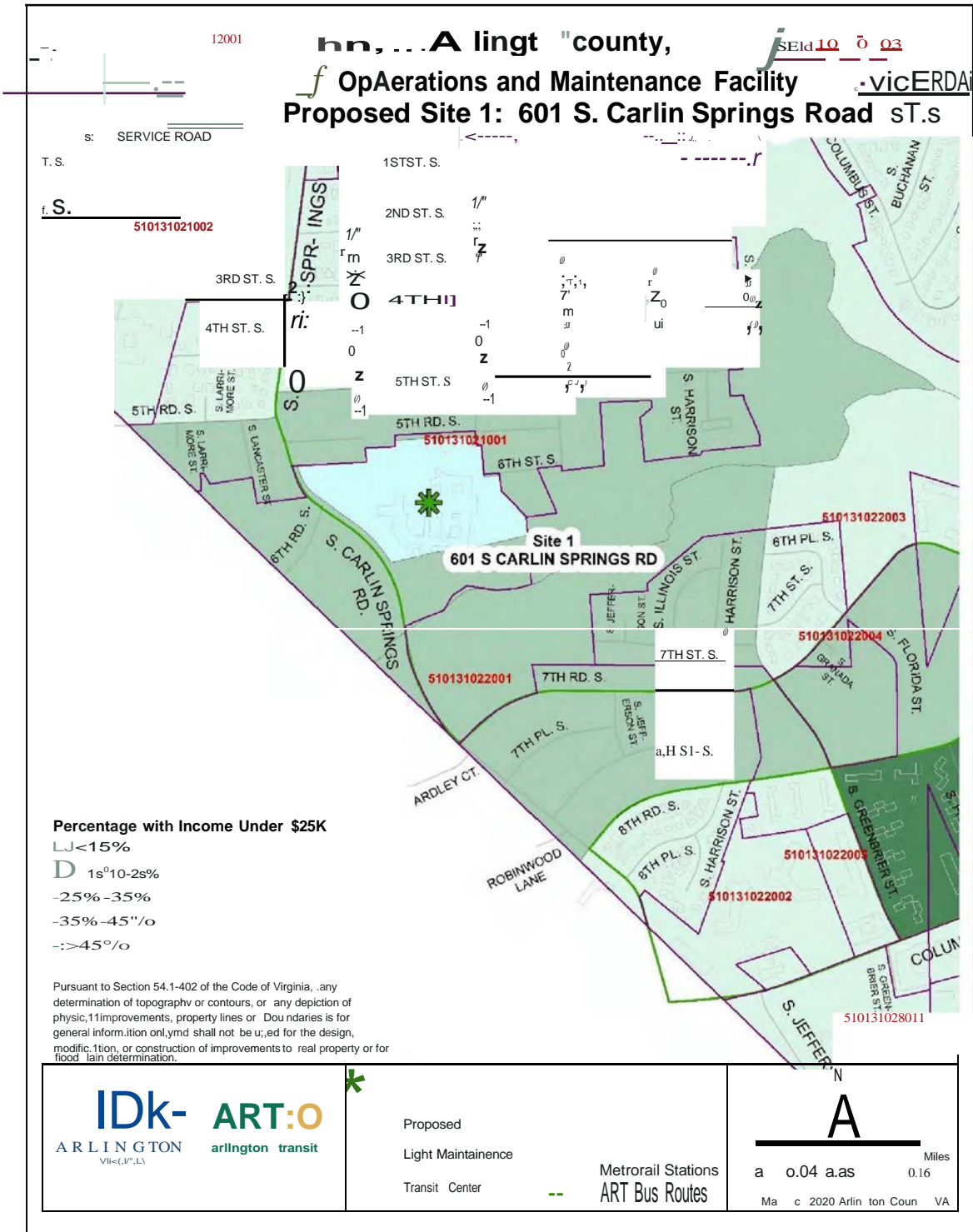


Figure 3: Site 3 Income Analysis

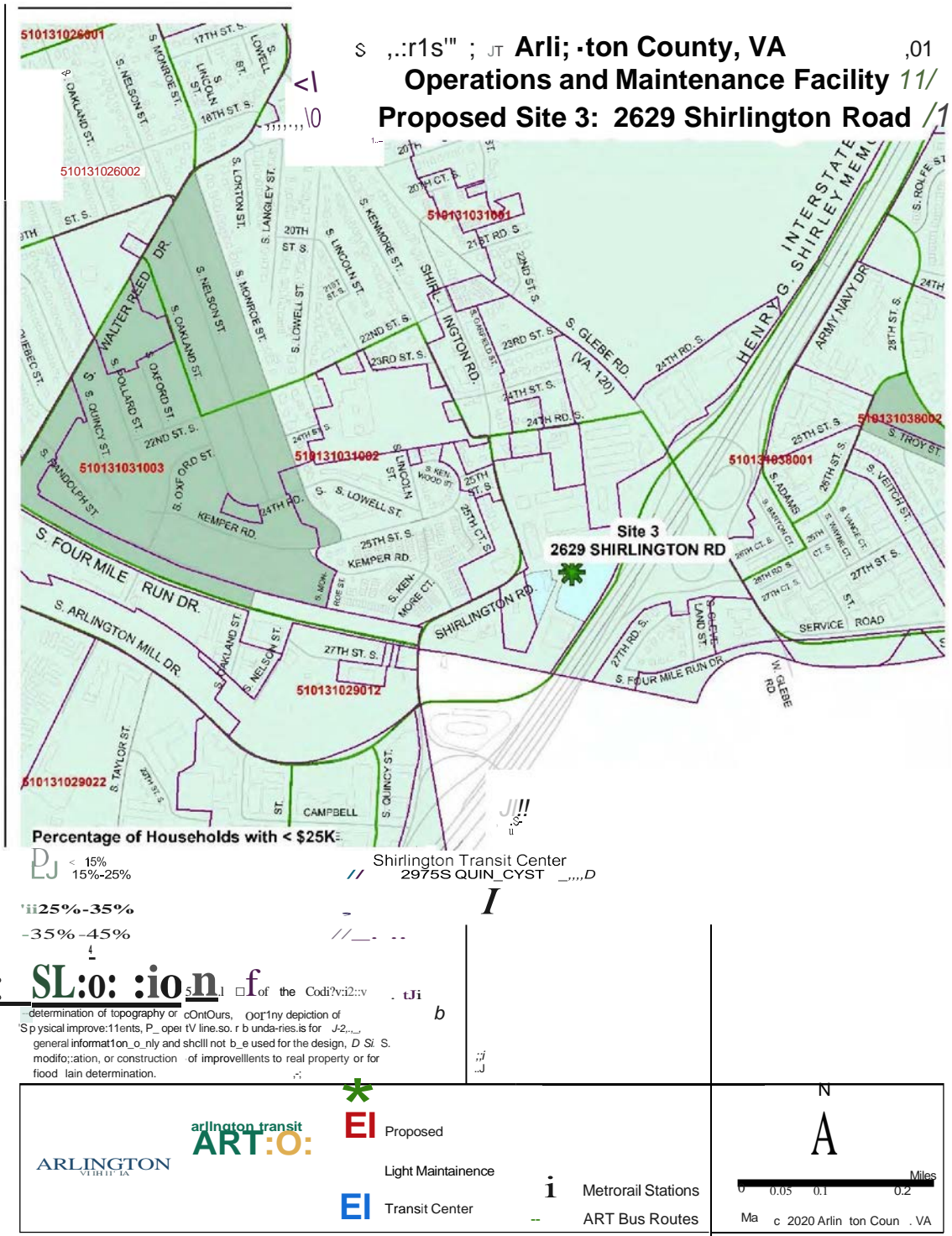


Figure 4: Site 1 LEP Analysis

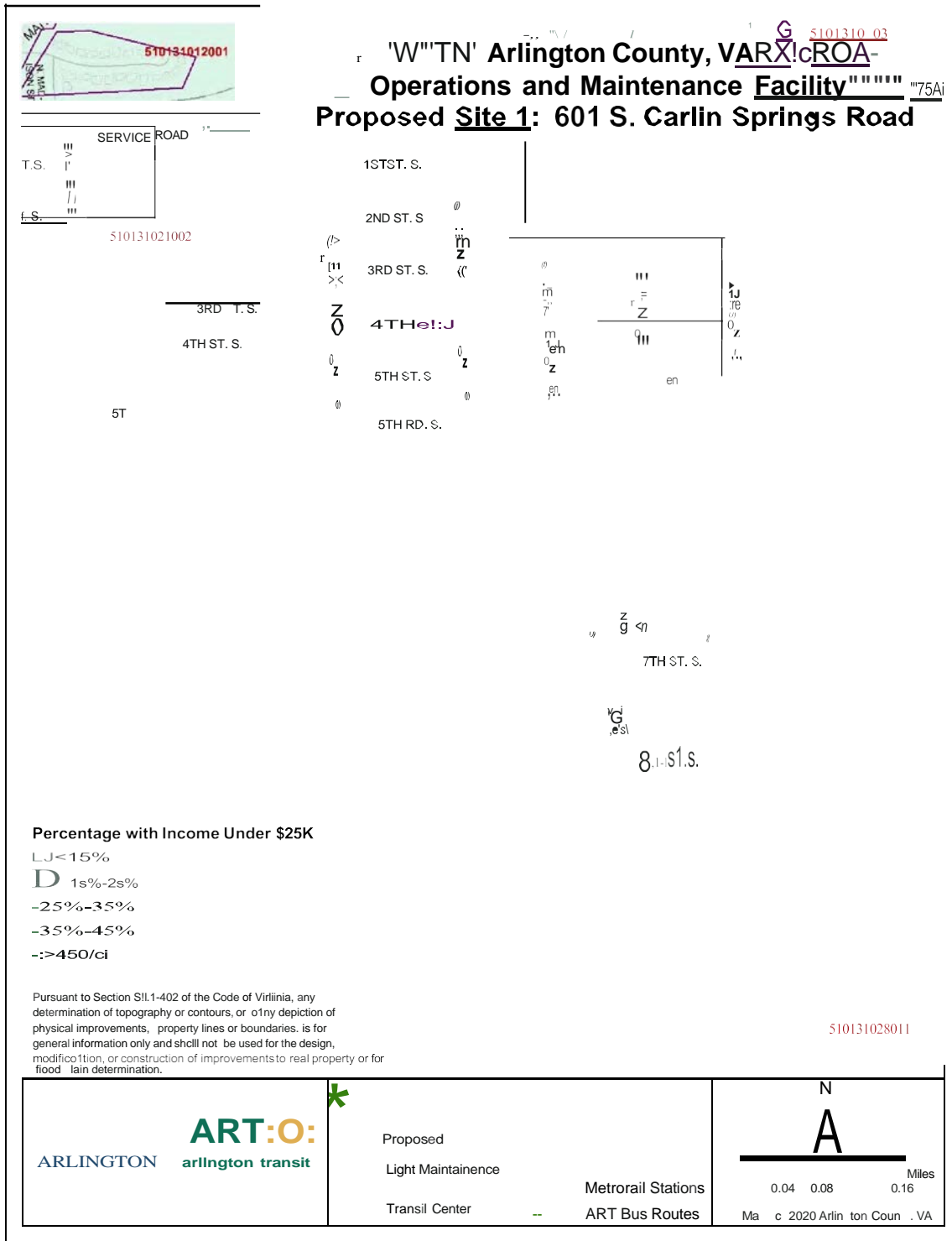


Figure 5: Site 2 LEP Analysis



Figure 6: Site 3 LEP Analysis

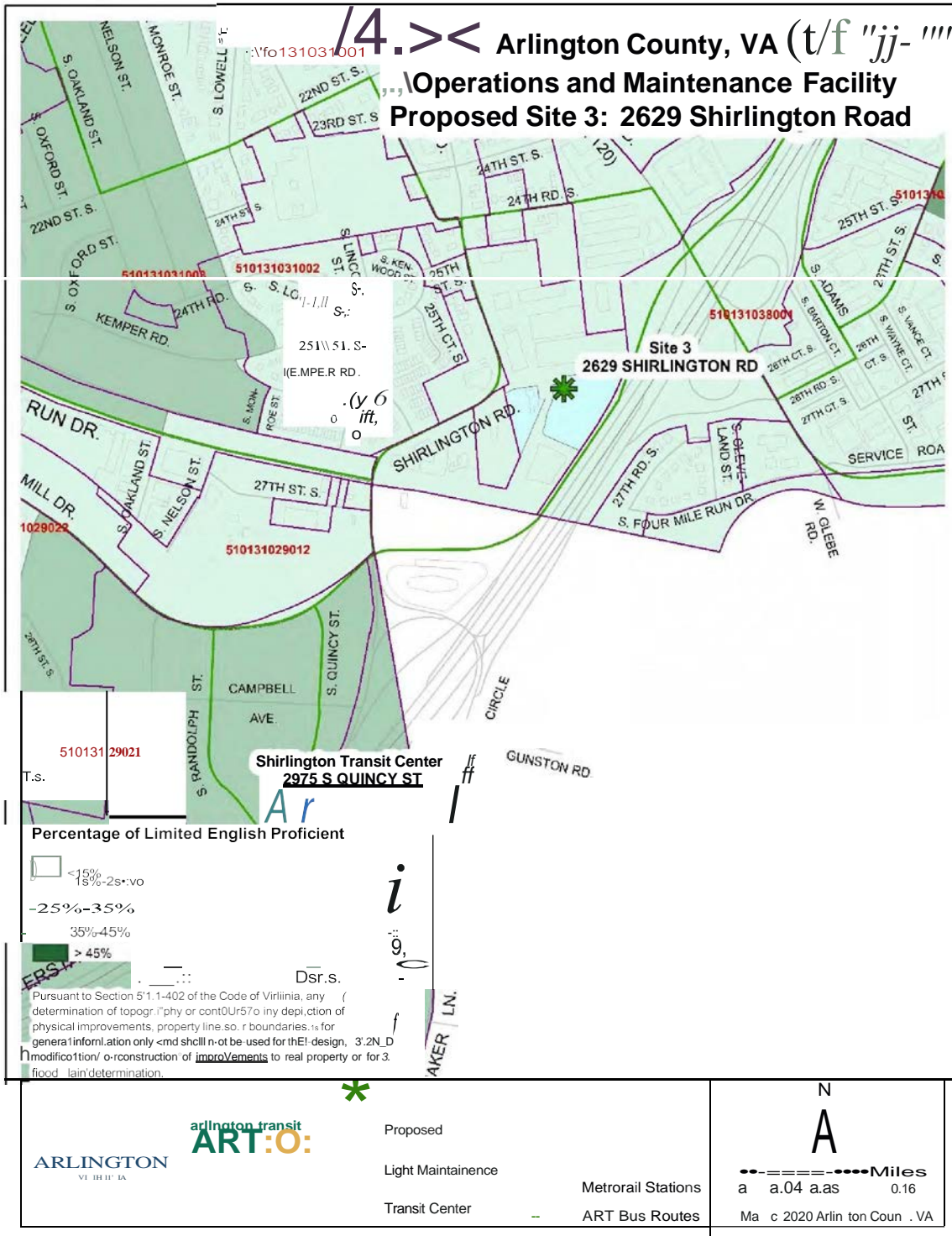


Table - Equity Impact Comparison

	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.