



OVERVIEW OF ARLINGTON COUNTY STAR SERVICE

Specialized Transportation for Arlington Residents

Clinton Edwards
Arlington County
Transit Bureau
September 24, 2024





STAR OVERVIEW



WHAT IS STAR?

STAR (Specialized Transportation for Arlington Residents) is Arlington County's paratransit system. The system primarily serves persons with disabilities living in Arlington County.

STAR provides scheduled rides around Arlington County, as well as to various locations in Virginia, Washington D.C., and Maryland.

STAR currently supplies customers with rides via vans, cutaway buses and taxi cabs.

Residents certified through MetroAccess.

STAR ZONES

Diamond Transit
703-548-6511
www.DiamondTransit.com

STAR service area is broken into three zones

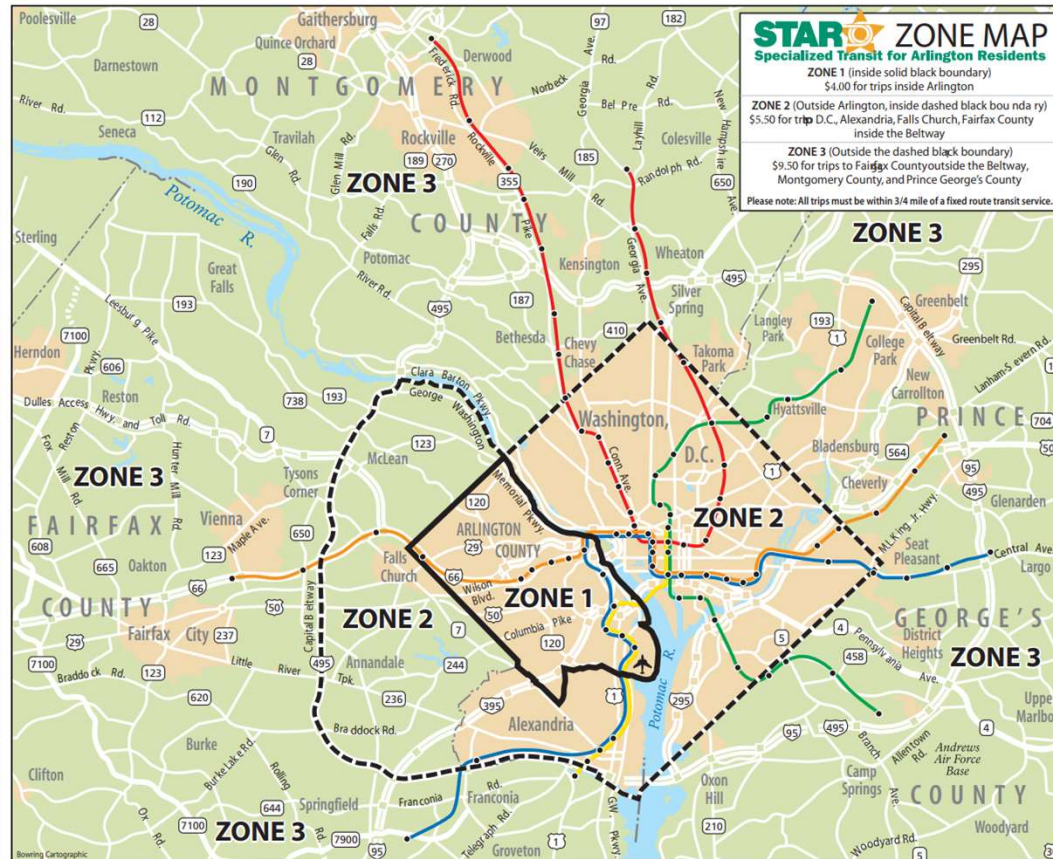
STAR Zone Fares

Effective July 1, 2024

Zone 1: \$4.50

Zone 2: \$6.20

Zone 3: \$10.70



The background is a green-tinted image of a car, possibly a taxi or shuttle, with various text elements overlaid. The text includes "56", "STAR", "703.548.6500", and "STAR".

STAR and the Pandemic

STAR and the Pandemic

Ridership was heavily impacted COVID-19 Pandemic

- **COVID conscience passengers**

July 2019: 7,411

July 2024: 4,492 (60.06% July 2019)

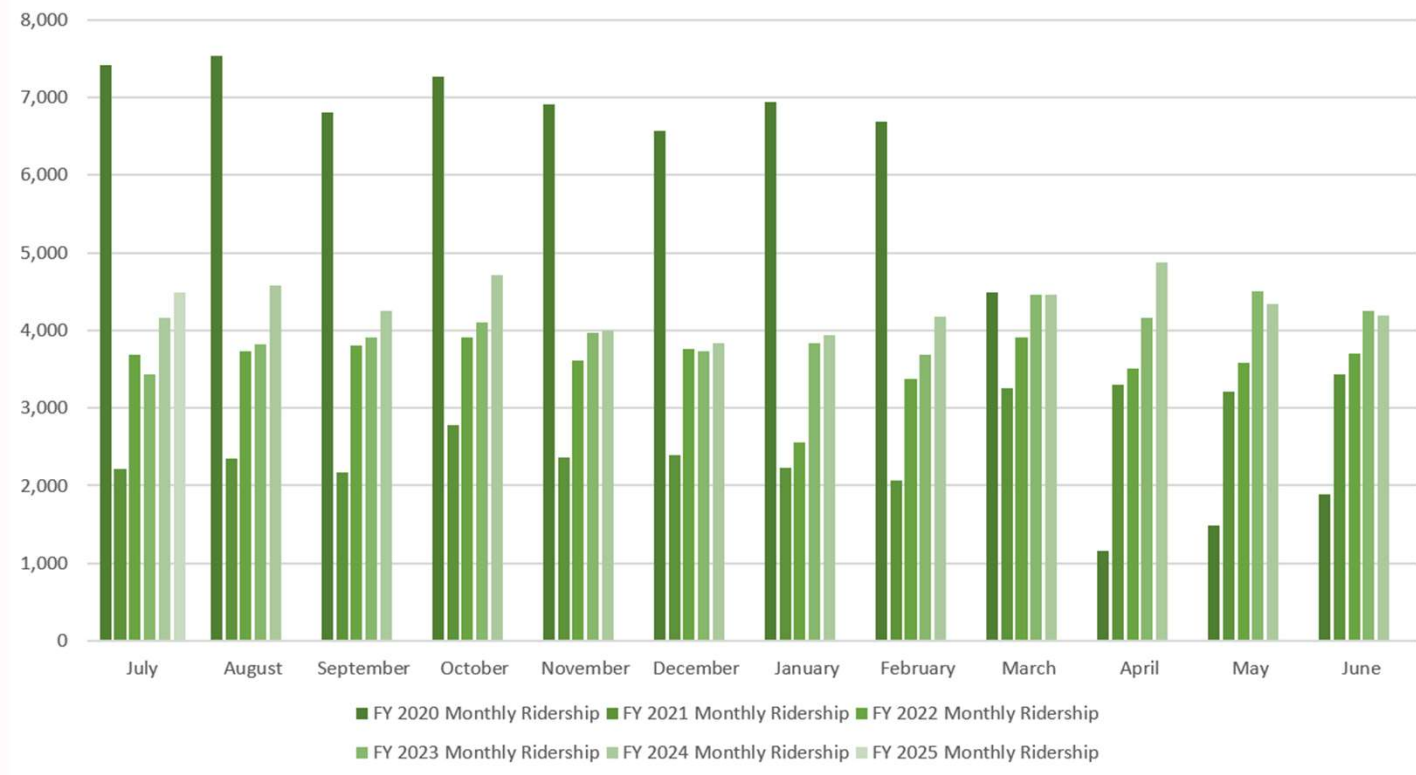
While not as many monthly riders as before, STAR service has largely rebounded from the COVID-19 pandemic

STAR and the Pandemic



Diamond Trans
703-548-65
www.Diamon

STAR Monthly Ridership



A green-tinted image of a Braun Entervan van. The van is shown from a side profile, facing right. On the side of the van, the text "BRAUN ENTERVAN" and the phone number "703.548.6500" are visible. The background is a solid green color with some faint, lighter green patterns.

Future of STAR



Customer Feedback

Two rounds of public feedback to better understand passenger needs

- **Fall 2023 and Winter 2024**

Feedback gathered online, through phone, and at in-person event

What customers said

- **Better technology to book and pay for rides**
- **Expanded trip options**
- **Improved communication with call center and operators**

A green banner with a blurred background of a transit vehicle. The text "STAR Service Changing Soon" is written in white. In the background, the "STAR" logo is visible, along with some faint text including "Diamond Trans", "3-548-65", and "www.Diamon".

STAR Service Changing Soon

Operations Contract

Changing Passenger Needs

- **Responsive to Passenger Feedback**
- **Operations and Technology**

ART 
arlington transit

STAR 
Specialized Transit for Arlington Residents

THANK YOU

Clinton Edwards



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<https://www.arlingtontransit.com/star/>



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