



# Arlington County Commuter Services (ACCS) Fact Sheet

## Products and Services

### THE COMMUTER STORES®

- Four retail locations and a Mobile Commuter Store that provide personal customer service and fare sales
- 212,400 customers a year and \$6.2 million in annual sales



## Vision

Enhance the quality of life and economic vitality of Arlington by working to:

- Reduce traffic congestion
- Reduce the demand for parking
- Provide for the maximum use of existing public transportation and high-occupancy vehicle (HOV) infrastructure
- Improve air quality
- Improve mobility

## Mission

To provide the most accurate, timely and useful information and services to residents, workers and visitors in Arlington to increase the use of transportation options such as transit, biking and walking.

## Motto

We make it easy.



**ARLINGTON COUNTY COMMUTER SERVICES**  
 Arlington Transportation Partners | The Commuter Store |  
 CommuterPage.com | CommuterDirect.com | Bike/Walk Arlington

### CALL/FULFILLMENT CENTER, DISTRIBUTION & LOGISTICS

- Call Center for Arlington Transit and websites
- Brochure distribution; 550,000 pieces delivered annually
- Bus stop signage information program (500+ bus stops)



### INTERNET SITES



- **CommuterPage.com®** — Regional maps, bus, and rail schedules, bike and walk routes, carpooling options, and more.



- **CommuterDirect.com®** — Order tickets and passes for all DC regional transit providers; \$9 million in annual sales.
- **CommuterDirect.com Corporate Services** – allows employers to manage transit benefits.



- **ArlingtonTransit.com** – Maps, schedules, and information on Arlington's local bus service.

- **WalkArlington.com** – Encourages people to walk more often by helping to make walking safer and more convenient.
- **BikeArlington.com** – Promotes bicycling through community events, bike facilities, bike maps, and increasing Arlington's bikeways.



- **CommuterPage.com/iRide** – A program designed to encourage teens to take transit, walk, and bike.
- **CommuterPage.com/research** – ACCS TDM Research Center on the web.



- **CommuterPageBlog.com** – Blog for CommuterPage.com



- **CarFreeDiet.com** – Personalized estimates of money saved, calories burned and CO<sup>2</sup> emissions reduced by going car free or car lite.



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# Arlington County Commuter Services (ACCS) Fact Sheet

## Products and Services *continued*

### MARKETING



- Individual program marketing for ART—Arlington Transit, Arlington Metrobus, iRide, and ACCS products and services
- County-wide umbrella campaign promoting transportation options, i.e., Arlington’s Car-Free Diet campaign

## Fast Facts

- Established 1989.
- 3 County FTEs. 3 major contractors, many smaller subs. 40+ FT contracted staff.
- Nearly \$7M annual budget. Sources include: Federal CMAQ, State, local and project income.
- Nationally recognized for leadership, innovations, technology, customer service and marketing.

## For More Information on ACCS

Visit [Commuterpage.com/ACCS/index.htm](http://Commuterpage.com/ACCS/index.htm) or contact Chris Hamilton, Commuter Services Chief, at [chamilton@arlingtonva.us](mailto:chamilton@arlingtonva.us) or 703.228.3725.

### ARLINGTON TRANSPORTATION PARTNERS (ATP)

Offers a free service to set up commuter benefits programs to Arlington:

- **Employers**— 582 member companies representing 124,000 employees
- **Residential Communities**— 295 member buildings representing 59,726 apartment/condo units
- **Visitor Services**— 42 hotels

### TDM FOR SITE PLAN DEVELOPMENT

- Review development proposals, apply TDM policy, and create TDM Site Plan conditions
- Enforce and monitor more than 113+ site plans



### SPECIAL INITIATIVES



- **Carsharing**— agreement with Zipcar; 81 on-street parking spaces and 3,350 members ([www.commuterpage.com/carshare](http://www.commuterpage.com/carshare))
- **“Street Team”**—promotes transit, biking, and walking at special events
- **Research**— quantify transportation and air quality impacts ([www.commuterpage.com/research](http://www.commuterpage.com/research))
- **Active Partnerships**— associations with retail establishments to provide transportation informational ‘take ones.’



ARLINGTON  
VIRGINIA