



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
- 240,000 customers a year and \$7.1 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.

CALL/FULFILLMENT CENTER, DISTRIBUTION & LOGISTICS

- Call Center for Arlington Transit and websites; \$13.6 million in annual sales; 55,000 calls; 94,000 transactions
- Brochure distribution; 601,500 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; \$13 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** — Discover Walkabouts — self-guided tours of Arlington neighborhoods, walking maps, news and updates, and health information.



- **BikeArlington.com** — Get bike maps, route information, join a bike forum, or learn about upcoming classes.



- **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 CO² emissions reduced by going car free or car lite.



DEPARTMENT OF ENVIRONMENTAL SERVICES
Arlington County Commuter Services



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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.
- Research shows that everyday ACCS eliminates 38,000 car trips, 500,000 vehicle miles of travel, saves 23,000 gallons of gasoline and cuts 255 tons of greenhouse gases.

ARLINGTON TRANSPORTATION PARTNERS (ATP)

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

- **Employers**— 613 member companies representing 135,600 employees; 67% of Arlington employers provide transit benefits, the highest in the DC region
- **Residential Communities**— 301 member buildings representing 69,252 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 120+ site plans



SPECIAL INITIATIVES



- **WalkArlington** —Encourages walking as a healthy, environmentally friendly transit option by hosting walking events, sharing walking resources, and promoting pedestrian safety.
- **BikeArlington** — Promotes bicycling through community events, bike facilities, bike maps, and increasing Arlington’s bikeways.
- **Carsharing** — agreement with Zipcar; 81 on-street parking spaces and 3,350 members (www.commuterpage.com/carshare)

For More Information on ACCS

Visit Commuterpage.com/ACCS/index.htm or contact Chris Hamilton, Commuter Services Chief, at chamilton@arlingtonva.us or 703.228.3725.



ARLINGTON
VIRGINIA

- **“Street Team”**—promotes transit, biking, and walking at special events
- **Research**— quantify transportation and air quality impacts (www.commuterpage.com/research)
- **Partnerships**—associations with retail establishments to provide transportation informational ‘take ones.’