



Metro Transit Accessibility Advisory Committee Meeting Minutes

July 18, 2025

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

Attendees

Committee Members: Raymond Bishop, Steve Foelsch, Edward Coleman Beals, Ryan Austin, Ishak Hossain, Dawn Walter, Martha Darris, Michael Lauf, Tarika “Starry” Walton, Lamar Neal

Committee Members Absent: April Mason Donovan, Robert Hinkle, Bobbie Brantley, Kristi Vetri

Metro Staff/Interpreters: Amy Parker, Tracy Bauer, Jeff Pratt, Gia Outlaw, Antoinette Shelton, Amy, and Emma

Guests: Kristina, Kelly Dunlap, Danna Lancaster, Robyn Wallen, Devon Whitmore, Kim Cella, Forrest Beals

Welcome and Introductions

Chair Bishop greeted committee and community members and reminded attendees of the mission of the committee: To cultivate accessibility, usability, and inclusion through effective relationships between people of all abilities and Metro. Amy Parker led the roll call.

Public Comments

1. Kristina—Problem with Transit Managers returning calls regarding incidents on Metro Call-A-Ride. Has experienced multiple incidents, filed complaints with customer service, and did not get a call back in a timely manner. Tracy to help get an update on status of complaint from 5/7. Also concerned that operators are not able to see pick up windows or a manifest to see order of passengers on Call-A-Ride.
2. Robyn—Appreciates the wayfinding pilot and talking with Metro staff. She called into Call Center twice last week and was treated negatively. She was given misinformation regarding booked destination, booking trip was complicated and only able to be achieved with help from Amy. She had a concerning experience with an operator offering water to a pedestrian outside the van on a highway ramp during her ride home yesterday. She suggests Metro send an email with complaint number for follow up as a standard procedure for all complaints.
3. Kelly—Wants Gateway card update. Having difficulty with some operators not letting him ride MetroBus when his card does not “read” on the validator. Amy Parker provided information regarding the current status of the Gateway card program during the fare transition. Please call 314-982-1506 with issues. Please call ADA Services 314-982-1510 if your card is damaged, peeling, or missing information.

Minutes Approval

Motion. Second. Approved by voice vote.

Old Business:

- Action Item Follow Ups
 - Amy—committee cannot act on Metro’s behalf when making requests to city, but individual committee members can make requests.

- Civic Center Transit Center SPP Gates will open to Gateway Bus Center. Public Safety officers will be stationed at the gates to allow customers access. Dawn: How is this being communicated to the general public? Follow up at next meeting.
- Security gates freezing—unable to confirm. They are currently functioning as designed.
- Smoking person misidentified—public safety works quickly on the ground and follows up as needed. Please call 314-982-1406 for safety concerns.
- Van Demonstration Report from 5-16-2025
 - Steve: Very enlightening. Need to make sure other people in wheelchairs are involved going forward. Does NOT recommend this van model. I had trouble getting on the van in a heavy power wheelchair.
- Subcommittee Reports
 - Appeals—an administrative appeal of a conditional eligibility status was completed. Training for new committee members to be scheduled for August.
 - Training—want to work with the Training department to create videos from the perspective of riders with different disabilities. Committee would also like to develop a recognition program for excellent customer service for operators.
 - Accessibility—will focus on policy and built environment. Initiatives include: inviting new COO and Exec VP, Ron Forrest to next meeting to explore his focus and needs, researching best practices in other transit systems, developing a plan to make reporting accessibility concerns easier for riders.

New Business:

- Guest Speakers—Metro Training Department: Jeff Pratt, Gia Outlaw, Antoinette Shelton. Presentation on Operator Training Program including review of accessibility, securement, customer interaction, and safety. These topics/questions resulted:
 - Disability community could throw a BBQ or a party with a raffle for the operators. Committee would like to develop a recognition program for operators.
 - How often are corrective measures employed to retrain operators? How often are spot checks performed? There is a refresher class every year. Corrective actions are generally conducted by operations, training is involved if a skill needs to be retrained. Spot checks are done frequently, on the vehicle, and involve review of driving, interactions, and securement practices.
 - Is there any direct interaction with people with disabilities or service animals during operator training? Not currently. Operators are trained not to interact directly with service animals and to make sure animals are not in the aisle.
 - What types of scenarios prompt retraining? Improper securement, customer interactions, improper equipment use, and accidents.
 - Are observers in uniform when performing spot checks? Would this alter an operator's behavior/performance for the better? Yes, we are in uniform, but the operators will generally continue to fall into bad habits under observation. There used to be a secret spotter program to observe operators and report back, but that program is no longer in existence.
 - Two suggested behaviors for retraining: drivers are not curbing completely for ambulatory passengers, operators not stopping at

- bus stops with multiple buses because passengers are not signaling they need that bus. (AVL system is supposed to announce bus number and route when doors open)
- Deaf INC. has a Support Service Provider program. People who work with SSPs need connections to public transportation. Could Deaf-Blind and SSP be involved in training to help identify SSP as a PCA? Amy clarified the fare structure for PCAs/support staff for MetroBus and Call-A-Ride. Travel Training may be an option for customers who have a SSP.
 - Selection Committee Creation
 - Committee member vacancy due to resignation.
 - Per by-laws, two members of MTAAC and two Metro employees to become selection committee. List of applicants from original committee, need to select a replacement from this list.
 - Mr. Beals and Mr. Hossain volunteered to be representatives from MTAAC on the selection committee. Voted on by committee. Motion. Second. Voice vote approved.
 - The BSD Board of Commissioners—Chair and Director of ADA Services will craft a report based on committee input with suggested focus on the impact of funding reductions on transit services and new government regulations on this committee's mission.

Announcements

- Wayfinding Pilot Open House July 17, 2025-- several month-long pilot of NaviLens and GoodMaps wayfinding apps at Civic Center and along the #10 Gravois-Lindell bus line. ADA Services will have more community experiences at Civic Center to help those interested in learning how to use the apps. Devon and Robyn attended the pilot kickoff and provided constructive, but positive feedback. Please fill out

the survey with feedback on the Wayfinding apps. You can find them on our website here:

- [GoodMaps Survey](#)
- [NaviLens Survey](#)
- Steve expressed concerns regarding SPP gate accessibility, accessibility of announcements on MetroLink platform, and safety of parking lots/transit centers with loitering groups. He suggests all city agencies gather to educate each other about their services. He also enjoyed the webinar on accessible sidewalks forwarded by Amy. The website [Project Sidewalk](#) can be used to audit and collect information about St. Louis sidewalks. You can submit a request for sidewalk repair to the [Citizen Service Bureau](#).
- Edward would like to move public comments to the end of the meeting to expedite the business of the committee.

Adjournment

Next Meeting: Friday, September 19, 2025 from 1pm – 3 pm