



Metro Transit Accessibility Advisory Committee Meeting Minutes

September 19, 2025

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

Attendees

Committee Members: Raymond Bishop, Steve Foelsch, Edward Coleman Beals, Dawn Walter, Michael Lauf, Lamar Neal, April Mason-Donovan, Kristi Vetri, Danielle Minor, Tarika "Starry" Walton, Martha Darris, Ishak Hossain

Committee Members Absent: Ryan Austin, Robert Hinkle, Bobbie Brantley

Metro Staff: Amy Parker, Tracy Bauer, Gaylord Salisbury, Lewis Lowry

Interpreters: James and Bex

Guests: Cate Young, East-West Gateway Council of Government;
Wayne Gensler, VIA Transit; Seyoon Choi, R.A.I.S.E. Transit

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. Introduction of the newest committee member, Danielle Minor. Amy Parker led the roll call.

Public Comments

1. Kelly Dunlap — Strongly believes that fare should be strictly enforced and each passenger should be responsible for paying fare. He also believes the No Smoking policy should be strictly enforced and is concerned about safety for his fellow passengers, particularly those using oxygen. He encourages more empathy by operators for people with invisible disabilities and would like to see people with disabilities more involved in operator training.
2. Barbara Sheinbein — Works with League of Women Voters and inquires whether Call-A-Ride/Metro could provide transportation on election days. Metro advised that a dedicated vehicle would be considered charter service and Metro would not be able to provide this service. She would like the committee to consider options for transportation for voters.

Minutes Approval

Approved by voice vote.

Old Business

1. Action Item Follow Ups
 - a. Complaint Process — Will now be offered a complaint number when submitting a complaint to customer service.
 - b. Action items related to a particular person were followed up directly.
 - c. Intermodal signage at Gateway Center is closer to a resolution. Talking with St. Louis city and Gateway Center to install signage to direct customers in relation to the Secure Platform security gates.
2. Subcommittee Reports
 - a. Appeals — Danielle would like to serve and needs training. Let Amy know if you are interested in serving. This committee deals with No Show Suspension and Eligibility Appeals for Paratransit customers.

- b. Training — Recognition program for Operators details needs to be worked out. Appreciates Mr. Foelsch addressing time constraints of SPP gates with Metro. Need to establish meeting schedule. Recommend twice between MTAAC meetings. Public Affairs would like to work with this committee on educating the riders/public on how to use Metro.
- c. Accessibility — No report. Would like to schedule a meeting with Ron Forrest, COO.

New Business

- 1. Guest Speaker — Gaylord Salisbury, Senior Director Metro Service Performance: Presentation on Internal Digital Data Dashboard Development. This dashboard will pull information, key performance indicators (KPIs), into one location to better understand how public transit serves our customers. These potential KPIs/questions resulted:
 - a. Examples of KPIs using now: on time performance, service complaints/trips, length of time on board, attendance, budget parameters.
 - b. People in wheelchairs using FR — Like to see a training program for bus operators to have a uniform response to boarding riders with mobility devices and to assist as needed. Mr. Salisbury will report back to the Training Department.
 - c. Capacity vs ridership could be a KPI especially as fare enforcement increases.
 - d. Bunching of buses is a concern — Buses arriving back-to-back. Planning and scheduling are aware; may be tied to construction. Trying to adjust schedules if possible.
 - e. Accessibility of system — Kick plates for elevators and security gates for greater accessibility for all. ADA Coordinator has met with Metro's Project Engineer who manages our elevators—our elevators are

reaching their use life expectancy, so looking to make more adaptations for newer elevators.

- f. Frequency of fire extinguisher inspection on the paratransit vans.
Inspection of safety and accessibility features of all vehicles.
- g. Deaf or deaf/blind people in the elevator — There is no way to communicate in an emergency. These are important things to consider when looking at new elevators.
- h. Elevator repair length of time.
- i. Complaint resolutions.
- j. Breakdown of how complaints are received — Phone, text, email.

2. Approval of 2026 MTAAC meeting dates — Meetings will be conducted on the third Friday, every other month. The proposed dates in 2026 are January 16, March 20, May 15, July 17, September 18, and November 20. BSD Board of Commissioners meeting schedule not finalized as of this date. Motion to tentatively approve dates with the option to adjust as needed and finalize in November meeting. Approved by voice vote.

3. Front Door Only Exit at identified MetroBus stops

- a. There are bus stops in the service area where it is not possible to exit through the rear door. The Planning and Safety Departments devised an alteration to bus stop signs indicating to operators that passengers can only exit through the front door at certain stops. There is a yellow reflective strip added to the bus stop sign where it meets the pole. Metro seeks feedback from MTAAC.
- b. Feedback: How are we going to communicate and educate our customers on this change? Maybe include a message that this route includes front only stops. Messaging needs to be visible for Deaf/hard of hearing. Can start communicating as a rider alert on the bus.

4. Report from Director of ADA Services

- a. SPP/Fare Collection — Stadium MetroLink Station will be closed starting Monday, September 22nd for approximately one month to install security gates. SPP construction will be soon at 8th and Pine as well. Construction teams were told not to park in front of TAC to allow pick-up and drop-off of Call-A-Ride customers. New Ticket Vending Machines are being developed and will be installed next year.
- b. Community Events for ADA Services:
 - i. Community Connect at Paraquad well attended.
 - ii. Complete Streets workshop was good.
 - iii. Oct. 4 – Festability at History Museum. Resource table and CAR van on display.
 - iv. Oct. 11 – Medicaid Transition Summit and Family Academy at Special School District.
 - v. Oct. 18 – RAISE Transit Resource Fair.
 - vi. Oct. 19 – Roll Through St. Louis (developed by Steve and ADA Services in conjunction with GRG, TrailNet, and Starkloff). Travel from History Museum along historic St. Vincent Trail to Trojan Park for BBQ. Opportunity for Metro employees and people interested in Transit to get to know each other. Free event.

Announcements

1. Metro GO! App — Danielle is having trouble with uploading money onto the app and desires to upload more than the maximum limit. The limit is currently \$190. Only holds 5 designated addresses at one time. You can look at past trips to book past addresses to work around the lack of stored trips. If you need help with app: CAR.Fare@MetroStLouis.org or call 314-982-1400 ext. 6500.

2. Overflow at Call-A-Ride — Using service partners of VIA and Lyft to assist with service provision since our service has grown. Demand exceeds the capacity of our current fleet and 1-3% of trips are being completed by VIA and Lyft. Trips are always placed on Call-A-Ride first. VIA has wheelchair accessible vehicles (WAVs). If a customer uses a wheeled mobility device, the trip will be provided on a Call-A-Ride or VIA WAV vehicle.
3. Which provider would be held responsible for denial-of-service animals? Lyft is known for denying service animals. Starry was denied a trip with her service animal by Lyft in August, but not through Metro. If a trip is scheduled with VIA or Lyft, Call-A-Ride will check with customer first before booking and customer has right of refusal and to be transported by a Call-A-Ride vehicle. VIA operators have been trained in ADA regulations and sensitivity. Please file complaints with Metro if you experience issues with Call-A-Ride Trips performed by Lyft or VIA.
4. Call-A-Ride and ADA Services are developing a Rider's Guide to outline how to efficiently use the service. Consider messaging riders through the media.
5. VIA — does Metro define the zones? Can they be enlarged or eliminated and allow VIA to go anywhere? Metro is investigating all options.

Adjournment

The meeting adjourned at 3 p.m.

Next Meeting: Friday, November 21, 2025 from 1 p.m. – 3 p.m.