



Metro Transit Accessibility Advisory Committee Meeting Minutes

November 21, 2025

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

Attendees

Committee Members: Raymond Bishop, Steve Foelsch, Dawn Walter, Michael Lauf, Lamar Neal, April Mason-Donovan, Kristi Vetri, Danielle Minor, Tarika “Starry” Walton, Martha Darris, Ishak Hossain, Ryan Austin, Rae Kennedy

Committee Members Absent: Edward Coleman Beals, Robert Hinkle

Metro Staff: Amy Parker, Tracy Bauer, Tom Curran, LaSilvia Franklin, Leul Solomon

Interpreters: Ashley and Christina

Guests: Robyn Wallen, Mark Detjen, Cate Young, Kelly Dunlap, Annie Donnell

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, Rae Kennedy. Amy Parker led the roll call.

Public Comments

1. Robyn — How is it determined when you get a VIA or Lyft vs a Call-A-Ride van? Is it dependent on when you call in your reservation? If you are switched to VIA from Call-A-Ride and VIA is outside the pick-up window by 30 minutes, is that an ADA violation? Overflow trips are determined when the schedule is made and if your trip is assigned to VIA you will get a text message. If you are assigned to Lyft, you should be given an option to take Lyft or not. If a trip has been assigned by us to VIA and it is late by 30 minutes, it is considered a late trip.
2. Kelly — Emailed questions to Amy Parker prior to the last meeting and wanted to know if there were answers. The suggestions he gave have been passed along.
3. Dawn — At the 8th and Pine station people are smoking on the platform. Concerned that this may continue even when the gates are installed given the configuration of the station. Amy will send over to customer service. Passengers can always discreetly text public safety: 314-300-0188.
4. April — She gave a presentation at her workplace in St. Charles and people who use Call-A-Ride could not attend—this needs to be addressed. Legislative Day in Jefferson City on January 15th and people who use Call-A-Ride cannot get to the event. This is a regional concern. [MO Rides](#) is a resource for transportation across the state. Those who can take Call-A-Ride may be able to take Call-A-Ride to Amtrak (downtown) to Jeff City.
5. Danielle — Is there an active effort to connect St. Charles and St. Louis for transportation? Metro is not actively working on it but [MO Rides](#) may offer some solutions.

Minutes Approval

Approved.

Old Business

Action Item Follow Ups

1. 2026 MTAAC meeting dates: Meetings will be conducted on the third Friday, every other month.
 - a. MTAAC 2026 Dates: January 16, March 20, May 15, July 17, September 18, November 20.
 - b. BSD BOC 2026 Dates: February 26, April 23, June 25, September 24, November 19.

Subcommittee Reports

1. Appeals — Heard one eligibility appeal. Danielle needs training.
2. Training — Martha (see handout)
 - a. Employee Recognition Patch submitted for review.
 - b. Are there specific parameters to earn the patch?
 - c. Should this be an awareness program (everyone receives one) or is it a recognition program (earn it)?
 - d. Suggestion that Training subcommittee put together guidelines. Can be based on rating system, number of positive reviews through feedback line available to the public.
3. Accessibility — Kristi: committees may be working on the same items and goals. Proposed Ron Forrest, COO, present to the total committee. Suggested focus on physical structure and accessibility of Metro. Dawn felt the focus was to study best practices of other transit agencies and make suggestions to Metro.
4. Chair emphasizes importance of all subcommittee members to participate in their meetings.

New Business

1. Guest Speakers — Tom Curran, Executive Vice President of Administration; LaSilvia Franklin, Director of Passenger Revenue
 - a. Presentation on New Fare Collection System
 - b. New Validators installed on Metrobuses currently
 - c. New smartcards and limited-use tickets coming next year
 - d. Metro RideOn! App reviewed
 - e. MetroLink Validators will be installed by Secure Platform gates on stainless steel pedestals and will unlock the gates—will be activated in 2026.
 - f. On the validators there are tactile cues for placing your ticket for validation. Feedback through colors and sound for valid and invalid tickets.
 - g. New Ticket Vending Machines will be installed beginning January 2026. Five-machine pilot program to start first. 30 per month installed until completion.
 - h. New Bus fareboxes are scheduled for 2026 installation.
 - i. St. Clair County Transit passes will be branded differently from Metro, and they will be printing their own cards. Communication on when the cards will be replaced is forthcoming.
 - j. Fare Collection is only for MetroBus and MetroLink modes, however ADA Paratransit Call-A-Ride customers are eligible for no-fare on the MetroBus and MetroLink. So, ADA Paratransit cards will be replaced as well. These cards will not interact with the equipment on the Call-A-Ride Vans.
 - k. Recommendation for videos with sign language and closed captioning for public education.

- l. Recommendation for cards to be notched on one end. The new technology is not dependent on the orientation of the card, so no need for notches. ADA Services can put braille label on card for identification purposes as requested.
 - m. Will calendar month passes be affected? Going forward the monthly passes will be 30-day passes available from a TVM or online. They will activate with first use. 7-day passes will work similarly. Can reuse cards. Metro is looking to build a partner portal for agencies who issue passes for their customers, so the agencies can purchase passes and load to their customer cards.
 - n. Smart cards and the mobile app—if you start your trip with a card, end your trip with the card instead of moving between both.
 - o. Current ADA Paratransit cards will be replaced through ADA Services. Please fill out this form to get information about replacing your card: [Replacement Card Information Form](#)
 - p. If you are having difficulty at the gate, you can use the Passenger Assist Phone next to the gate for assistance. The gates can be opened or locked from the Real Time Camera Center. If you cannot communicate via the Passenger Assist Phone, you can text Public Safety for assistance. Call 314-289-6873, text 314-300-0188.
 - q. When the whole system goes live, there will not always be a guard at every gate, but there are cameras at every gate and on the platforms.
 - r. Call-A-Ride will continue to use the MetroGo! App which is separate from the new fare program.
 - s. Metro will still take cash at the fare boxes and ticket vending machines. Physical tickets purchased will have bar codes to scan at the validators and fare boxes.
2. By-Laws Addition/Amendment — Tabled until next meeting to consolidate suggested amendments.

3. Report from Director of ADA Services

- a. Gratitude to Committee — thank you to each committee member for your unique contributions
- b. CAR User's Guide Update — focused only on Call-A-Ride. Goal to print and distribute by July 2026. We need volunteers to review the first draft and provide feedback. If you are interested, please contact Amy at 314-982-1525.
- c. Overflow — Last stakeholder report covered how Call-A-Ride is managing increased demand with limited resources. Lyft is one means of overflow. You should be asked if you want to use Lyft and you can refuse. Lyft overflow services are available for customers who do not need a WAV vehicle. VIA also provides overflow service within the VIA zones. VIA long trips are serviced by VIA drivers using their own vehicles and go outside the VIA service zones. These vehicles have a VIA/Metro sticker.
- d. TAC Move — We're moving! New location will be North County Transit Center—more space, designated drop off for CAR, public safety presence, public parking lot. Reduced fare for disability and seniors available and ADA Paratransit eligibility assessments will be conducted here.

Announcements

1. Board of Commissioners — State of Missouri legislature appoints board members, and there has been a delay in appointees. If not all Missouri members are available for a committee meeting, then they do not have quorum. Meetings have been rescheduled accordingly. Next meeting is December 5th. They continue to receive reports from Metro Transit Accessibility Advisory Committee.
2. Official welcome to Rae Kennedy, newest committee member!

3. Please check on opportunities for vehicle selection testing. Starry has willing volunteers.
4. RAISE Transit sent a letter to Mayor Cara Spencer regarding inaccessibility of sidewalks and bus stops, particularly in snow and ice. Metro complemented for cleaning stops and platforms so well during inclement weather. SMART also signed onto letter.

Adjournment

Next Meeting: Friday, January 16, 2026 from 1 p.m. – 3 p.m.