



Metro Transit Accessibility Advisory Committee Meeting Minutes

January 16, 2026

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

Attendees

Committee Members: (In-Person): Raymond Bishop, April Mason-Donovan, Kristi Vetri, Danielle Minor, Robert Hinkle, Edward Coleman Beals. (Zoom): Dawn Walter, Michael Lauf, Lamar Neal, Martha Darris, Tarika “Starry” Walton, Steve Foelsch, Rae Kennedy, Ryan Austin

Committee Members Absent: Ishak Hossain

Metro Staff: Amy Parker, Tracy Bauer, Nicole Fincham-Shehan, Kesha Davis

Interpreters: Ashlyn and Ashley

Guests: Travis Wood (CMT)

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. Travis Wood, Citizens for Modern Transit — Gov. Kehoe released FY 2027 budget recommendations for a \$5 mil decrease in public transit funding in Missouri to \$1.7 mil to be spread across 30 transit providers across state. This is an 85% decrease. CMT is crafting a letter on the importance of public transportation and need people to sign—email Travis to get involved with public transit funding advocacy via Transit Tuesdays in Jefferson City on February 24, March 31 and April 28. Budget to be adopted in May. For more information, contact Travis Wood at twood@cmt-stl.org.
2. April — Can we set up Deaf culture training to help operators understand how to communicate with Deaf riders? To be addressed later in meeting.

Minutes Approval

Approved.

Old Business

By-Laws Addition/Amendment

1. Review of current language and proposed language.
2. Motion to accept proposed addition.
3. Question: Does this only pertain to medical/caretaking issues? Can it include work issues? Answer: We can miss 2 out of 6 meetings without penalties. This proposal would cover time after two meetings have been missed and for reasons not related to work.
4. Concern: The length of time covered may be too long. A committee member may miss their entire term of service. Answer: Each situation will be decided on a case-by-case basis, with length of time often to be shorter than one year. The intent is to be compassionate when people are in crisis.

5. Example: Maternity leave is an example of how being present for meetings may be difficult.
6. By-Laws Amendment adopted by voice vote.

Transit Center Relocation

1. Currently at 8th and Pine—lease is ending this Spring
2. Moving to North County Transit Center in the Spring
 - a. TAC staff in one place
 - b. More space for assessment and travel training assessments/training
 - c. Easier drop off for Call-A-Ride
 - d. Off street parking available for customers
 - e. Metro Public Safety is on site and Metro owns the facility
 - f. Fiscally responsible move
3. Disability-based reduced fare cards and senior cards will be issued at this location. There are many bus routes that go to this location.
4. Question: Is the new location a good spot if there isn't as much service in North County as there once was? Answer: NCTC is in the service area and is accessible to Call-A-Ride. There are limited resources for expanding services at this time.
5. Question: How do we get RF cards if we can't come to NCTC? Answer: We are exploring the idea of satellite locations or pop-up stations to distribute RF or Senior cards. You can also call 314-982-1510 for information about other methods of getting RF cards or go to [Disability Reduced Fare and Senior Cards at Metro](#).

Transition to new Fare Collection System

1. Ride On cards and apps coming this Spring. We are collecting names and information of early adopters of the new cards. We are in the final stages of testing the cards so we know they work when the system goes live. The gates will be substantially completed by the end of January. Ticket Vending

Machines, which will be essential for opening the gates via fare, will be ready later this Spring.

New Business

Guest Speaker — Luciaisha Davis, General Manager, MetroBus

1. Ms. Davis presented on upcoming MetroBus Initiatives, such as Better Together, Every Customer Counts, Back to Basics—customer focused, Ride Alongs for all team members—two rides a quarter for all bus supervisors, direct feedback, experience with customers.
2. Does the customer service team ride the routes? Yes they do. They are very knowledgeable and often ride both MetroBus and MetroLink.
3. Piles of snow at the bus stops create a hazard—what is the policy for stopping? The bus should stop at a space that is accessible as close to the stop as possible.
4. Lack of communication about two mobility devices boarding on the Call-A-Ride vans is very frustrating. Ms. Davis will communicate concerns to Mr. Lowry, GM of Call-A-Ride.
5. Can this committee help with training operators via videos to address communication and how to assist PWD? Yes, please work with our Public Affairs team. Historically, bus agencies focused on OTP instead of allowing time for passengers who need more time. Ms. Davis would prefer bus operators to assist passengers who need help.
6. Service animals—feedback from visually impaired customers who use guide dogs encountered difficulties with operators not asking other passengers to move from priority seating.
7. What is allowed in the priority seating area? I have seen wheelchairs used as a cart, wheelbarrows, shopping carts, a car engine dripping oil, etc. As an agency we are working on clarifying what is allowed on the bus, how to make the bus safer, rules and expectations for passenger behavior. No limit

to the quantity of bags brought on the bus, but you are not supposed to block the aisle.

8. Contact information: Kesha Davis, 314-305-8226, LADavis@MetroStLouis.org

Proposed Change to Call-A-Ride Booking Window

1. CAR team asked for this item to be on the agenda to get feedback. But this request has been tabled indefinitely. NO changes will be made at this time.

Subcommittee Reports

1. Appeals — Amy: Welcome to Danielle. She completed training. We had one request for No Show Appeal which was resolved administratively. One additional No Show Appeal meeting for next week.
2. Training — Martha: (see handout) Steve created a proposal for engagement between operators and PWDs which includes operator surveys, conversations and town halls with operators, creation of videos for educational purposes, and the Better Transit Together patches could be earned when criteria is met. Hope to implement in the next four months or this summer at the latest. Next meeting is next Friday.
3. Accessibility — Kristi: Committee members participated in testing the new TVMs. Adjusting our focus on accessibility of services, programs, and activities, not just physical spaces. We are going to help review the new Accessibility and Call-A-Ride Rider's Guides. Another project is to develop the ASL videos for the bus and MetroLink operators to view in their Ready Rooms to facilitate communication with Deaf customers. Videos in Spanish or other languages are a possibility as well. Vote on Accessibility subcommittee to take the lead on ASL videos for operators passed. Trying to find a good time for the subcommittee to meet—Tracy is available for meeting times at nontraditional times.

Report From Director of ADA Services

1. Updated Service Animal Bulletin. Amy to meet with Transit Service Managers and Bus Dispatchers to discuss implementation of Service Animal policy and regulations in real world situations.
2. Need 5-6 stakeholders to help update Metro Guide to Accessibility and Independence and the Call-A-Ride User's Guide. They will review drafts and attend a 2-hour meeting to give feedback. Goal to complete by Spring 2026.
3. Travel Training team is creating a brochure. We are looking for volunteers to be in pictures for the guides, brochures, and videos.
4. Welcome to Nicole Fincham-Shehan, new Program Manager for the Transit Access Center

Announcements: None

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

Adjournment