



## Metro Transit Accessibility Advisory Committee Meeting Minutes

**March 20, 2026**

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

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### Attendees

**Committee Members:** (In-Person): Kristi Vetri, Danielle Minor, Edward Coleman Beals, Steve Foelsch. (Zoom): Lamar Neal, Martha Darris, Tarika “Starry” Walton, Raymond Bishop

**Committee Members Absent:** Ishak Hossain, April Mason-Donovan, Dawn Walter, Michael Lauf, Rae Kennedy, Ryan Austin, Robert Hinkle

**Metro Staff:** Amy Parker, Tracy Bauer

**Interpreters:** Ashlyn and Ashley

**Guests:** Robyn Wallen, Mark Detjens, Diane Cummins, Cate Young (East-West Gateway Council)

### Welcome and Introductions

Vice-Chair Vetri 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. Vice Chair Vetri led the roll call.

## Public Comments

1. Robyn Wallen — Seeking clarification on Call-A-Ride No-Show Policy and how No-Shows are classified? Circumstances out of control? Five-minute wait for the van still in place? Will be addressed later in the meeting.

## Minutes Approval

Approved.

## Old Business

### Transit Center Relocation

1. Currently at 8th and Pine—lease is ending this Spring.
2. Moving to North County Transit Center in the Spring—hoping for April.
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. Space is being modified to accommodate the functions of the TAC.
5. More communication to the public once we have a set date for opening.

### Transition to new Fare Collection System

Ride On cards and apps coming this Spring. Cards issued from ADA Services for reduced fare and no fare on the MetroBus and MetroLink will begin to be issued prior to the TVMs being in place. These cards can be shown to operators and guards at the security gates as a “flash pass”. The cards will eventually be tapped on validators once the full system is in place.

1. There are 5 Ticket Vending Machines in Pilot testing mode on the system currently. Two in IL and three in MO.
2. There is a banner on top that says, “Coming Soon” and TVM is only functional when the testers are present. Internal testing currently.

3. Continuous work on fine-tuning how the TVMs work.
4. Pilot will expand in the coming month—will need community testers, particularly people with disabilities.
5. Question: Are we monitoring the amount of time for a transaction to be completed? This is a problem we pointed out in initial testing. Answer: Yes, we are continuing to remind them of the importance of timing. ADA Services continues to keep accessibility issues top of mind for developers and programmers.

## **New Business**

**Guest Speaker** — Ron Forrest, EVP and COO, Metro Transit — cancelled

### **Proposed Change to Call-A-Ride No-Show Policy**

1. Call-A-Ride had a user survey open for two weeks regarding the proposed policy changes. Close to 200 responses were received.
2. We received positive responses in the majority to questions about fairness, clarity, and agreement with the proposed changes.
3. Things noted in policy change:
  - a. Classification of trips—all trips considered a No-Show from a functional perspective. Want to move away from “infraction” which seems punitive. We are still reporting the reason for the “No-Show” on the back end as cancellations and NSs to the FTA.
  - b. 5-minute Wait Time.
  - c. Circumstances out of control.
4. New Policy effective May 1. More information coming in a mailer, email and social media.
5. Question: Who decides if the situation is beyond our control or not? Answer: Call-A-Ride Customer Service Director and Manager. But customer still has recourse if suspended as they can go through Appeals process.

6. Concern: Dispatchers don't seem to be marking why the cancellation occurred, and this new system may push us into more Appeals. Answer: Will pass along the suggestion that some brief notes could be taken at the time of cancellation.
7. Questions: Is it outlined what riders should NOT do to get a NS?: Yes, it is outlined in the policy which can be found on the [Call-A-Ride webpage](#).
8. Question: Any suggestions on how to schedule return trips for medical appointments if unsure of appointment length? Danielle suggests setting trip times with two hours between due to uncertainty of medical times, and sometimes you may have to call to be put on will call. This is considered a situation beyond your control.
9. Suggestion: Will call does not seem to be known as an option for riders. This should be communicated but also let riders know that the rider may need to wait a bit before a trip is available. This should be included in the Rider Guide.

## Subcommittee Reports

1. Appeals — Amy: two No-Show appeal hearings since January.
2. Training — Martha:
  - a. Better Transit Together Program to improve communication and efficiency
  - b. Developing patch “requirements” and production of patch
  - c. Survey of 10 questions to gather information from the true experts—the operators and front-line staff
  - d. Roundtable discussions between operators, frontline workers and people with disabilities rotating quarterly to reach all modes/location
  - e. Training film

### 3. Accessibility — Kristi:

- a. ASL Video for Operators to improve communication with Deaf passengers. Videos will be shown on the digital display boards in the operator ready rooms
- b. Developed a draft of signs and resources from Karyn Houston from Starkloff Institute and April Mason-Donovan
- c. Meeting with Public Affairs next week
- d. ASL classes—exploring options
- e. Accessibility Committee interested in participating in Roundtable Discussions.

### Report From Director of ADA Services

1. Call-A-Ride User Guide and Metro’s Guide to Accessibility and Independence
  - a. A little behind schedule but still on the table
2. APTA Local Coalition Grant Program — [Call for Projects – Section 5310 – East-West Gateway Council of Governments \(EWGCOG\)](#)
  - a. Amy shared this information with SMART and RAISE Transit. Opportunity for local coalition grants of \$5,000-\$10,000 to improve public transit. These grants are for grassroots organizations with support from local APTA organization members. Accepting applications until April 24th. Ron Forrest, Metro Transit COO, is aware of this opportunity and would be interested in evaluating any local submissions for possible letter of support.
  - b. Both RAISE Transit and SMART are planning to apply

### Announcements

1. Roll Through St. Louis on May 31, 2026 — focusing on promoting fixed route public transit for people with disabilities, particularly those who use mobility devices, especially in downtown St. Louis in a fun, community-centered way. “Go where you can, When you can.”

2. RAISE Transit has been working on sidewalk accessibility. Talking to County Transportation and County Public Works to develop a “Snow Angels” program of volunteers to shovel sidewalks to allow access to public transit.
3. RAISE Transit having a rally called “All Ways St. Louis” on September 12th from 11 a.m. – 3 p.m. at Cortex Commons.
4. Hearing complaints in the disability community about operators starting to drive before passengers are seated and they are not curbing appropriately. Metro strongly encourages customers to call Customer Service at 314-982-1406 so these issues can be addressed in a timely manner.
5. April 18th Paraquad will host a speaker on Zoom and will have a registration link—Starry will send out more information when available.
6. Raymond thanks Kristi for chairing the meeting today.

**Next Meeting:** Friday, May 15, 2026 from 1 p.m. – 3 p.m.

## **Adjournment**