



Metro Transit Accessibility Advisory Committee Meeting Minutes

May 15, 2026

1:00 p.m. – 3:00 p.m.

211 N. Broadway; Zoom

Attendees

Committee Members: (In-Person): Raymond Bishop, Danielle Minor, Steve Foelsch, Robert Hinkle, April Mason-Donovan. (Zoom): Lamar Neal, Martha J Darris, Kristi Vetri, Michael Lauf, Rae Kennedy, Dawn Walter

Committee Members Absent: Ishak Hossain, Ryan Austin, Tarika “Starry” Walton, Edward Coleman Beals

Metro Staff: Amy Parker, Tracy Bauer, Sampriti Padmanaban, Ron Forrest, Lewis Lowry

Interpreters: Lexi and Ashley

Guests: Robyn Wallen, Mark Detjen, Nicole Fincham-Shehan, Cate Young (East-West Gateway Council)

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. Robyn Wallen — Next day booking on Call-A-Ride still problematic. Does not seem to be due to more than one mobility device. Answer: Metro needs to look at a customer's account if they are having issues. If more than one mobility device is applied to a trip it can take up two spaces and add additional time, making it harder to book a trip. If you are booking trips on the app, the app cannot negotiate trip times especially during busy periods. It is then best to call to speak with a reservationist.

Minutes Approval

Approved.

Old Business

Transit Access Center Relocation

1. North County Transit Center location opening Monday, May 18th for in-person customer service.
2. Disability-based reduced fare cards and senior cards will be issued at this location. There are many bus routes that go to this location.
3. We are getting the word out by multiple means and meeting customers' needs in creative ways.

Transition to new Fare Collection System

We are continuing to fine tune the audio script for the new ticket vending machines (TVMs).

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 based on MTAAC feedback during Phase 1 testing. Working hard to get the TVMs in place.
4. Pilot will expand in the coming month—will need community testers, particularly people with disabilities.
5. Time out mode was an issue during initial testing and is continuing to be addressed.
6. ADA Services was able to create an ADA Paratransit Ride ON card with On The Way ADA fare product on it. Amy tapped it on a station validator and it worked!

New Business

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

1. Appreciates partnership with MTAAC.
2. Priority is to remain connected to our riders. Doing this through Ride Alongs, Great Day in Transit, employee Town Halls. Taking feedback and incorporating into decision-making.
3. Keys to Success—Accessibility and Usability to include built environment for pedestrian access, bus stop access, first and last mile considerations, accessibility features on our system, and signage/wayfinding. Ron works with community leaders to focus on accessibility.
4. Metro's Actions—emphasizes professional and courteous interactions, effective communication, appropriate assistance, and skillfully operating vehicles and accessibility features for better access. Please call if this is not happening so we can address.
5. Steps to Success—include people with disabilities in planning and implementing programs, continued focus on employee training and development, keep listening and being present, and acting upon what we hear. Please communicate challenges to us and continue to advocate for public transit.

6. Question: When will Mid-America Airport be open? Are there plans for further expansion? We have started testing the system but there is not a firm opening date as of right now. Not aware of any additional stations being developed as of right now.
7. How can visitors to the American Council for the Blind (ACB) convention use ATS in Illinois? We have been in contact with the ACB organizers and provided information about visitor status. Convention participants can call 314-982-1510 for more information or to establish visitor status.
8. Noticed benches appearing at different stops across the city and was wondering if Metro was keeping track and how this plays into Metro's planning for improving bus stop amenities. Metro currently has identified about 40 bus stop locations for improvements with ADA compliance for consideration. There are more stops under consideration and federal review. We've been working with Citizens for Modern Transit as well. Total number of bus stops throughout the system: 1400 in IL and 3600 in MO.
9. Suggestion: Deaf people have a hard time making calls for information while on the system and would prefer to text instead. Call-A-Ride does not typically use texting to make reservations, but Lewis will explore options. If making a complaint, texting would be more of a safe space. Metro Customer Service does offer texting, but please let us know if customers are being told to call in instead so we can address. Numbers to text for assistance:.
 - a. Transit Information: 314-207-9786
 - b. Customer Service: 314-669-8576
 - c. Public Safety: 314-300-0188
10. Ron would like to see more Metro Leadership present at MTAAC meetings to receive feedback. When this committee was formed, the request was for the committee to choose which Metro employees they would like to hear from vs having too many employees present. MTAAC will take this into consideration.

11. Suggestion: MTAAC could have a certain number of meetings per year as “working” meetings with Metro officials in attendance.
12. Are we looking at new paratransit vehicles for CAR? We are going to be intentional about ride quality for customers and vehicles that are nimbler as we navigate through the service area. MTAAC will be invited to review and give feedback. Discussion of service animals and space issues.

Selection Committee

Coming up on two-year term expirations for some committee members. There will be a selection committee comprised of 2 members of MTAAC and 2 Metro employees. The following committee members currently have a 2-year term: Martha J Darris, Robert Hinkle, Ishak Hossain, Micheal Lauf, Danielle Minor, Lamar Neal, Kristi Vetri.

Subcommittee Reports

1. Appeals — Amy: one No-Show appeal hearing and one conditional eligibility appeal since last meeting.
2. Training — Steve:
 - a. Roll Through St. Louis—Starkloff Institute, BSD, and Great Rivers Greenway sponsoring on May 31, 2026 at 11 a.m. Starting at the Pillars of the Valley installation at Energizer Park (Market and 21st St) and moving East toward the Arch along the Brickline Greenway and bike paths. You can walk, roll, bike, or skate with us. We will take a break at City Garden. Metro will have a bike rack available for people to practice loading/unloading their bike on a bus. There will be light refreshments. “Go where you can, When you can”. Register at: [Roll Through St. Louis - Starkloff Disability Institute](#)
 - b. Better Transit Together—Survey reviewed. Surveys will go to frontline Metro employees to help shape future RoundTable discussions. Results available by July meeting.

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. On hold due to Metro hiring a new videographer.

Report From Director of ADA Services

1. Call-A-Ride User Guide and Metro's Guide to Accessibility and Independence
 - a. Review session (virtual) on June 18, 2026 at 2 p.m.
2. Call-A-Ride No Show Policy
 - a. New policy is in place
 - b. First look back at ride records will be in early June.
 - c. You should be getting notifications more than an hour before your ride is coming to allow time to cancel if needed.
3. Digital Accessibility
 - a. Department of Justice ruling of implementation was delayed, but BSD keeps this as a priority.
 - b. WCAG 2.0 Level AA clearly defines the parameters to help us effectively communicate.
4. ADA Intern—Sampriti Padmanaban—student at SLU majoring in Public Health. Developing assessment of MetroLink station and transit center accessibility.

Announcements

1. Telegraph Rd—no service on weekends which limits access to many stores and restaurants. Please consider extending FR service to this area.
Response: Please send into Customer Service as a suggestion and talk to public officials to advocate.

2. RAISE Transit Rally “All Ways St. Louis” on September 12, 2026 from 11a.m.- 3 p.m. at Cortex Commons. This is a free rally and all are welcome.
3. Waymo car at ACB convention—cannot take rides but can see what it looks like.
4. Dawn will be starting parental leave at end of June/beginning of July for a few months.

Next Meeting: Friday, July 17, 2026 from 1 p.m. – 3 p.m.

Adjournment