



June 19<sup>th</sup>, 2024

Dear St. Louis Community,

On behalf of Metro Transit, I am sharing our comprehensive ADA Compliance Review that outlines our ongoing commitment to enhancing accessibility and ensuring compliance with the Americans with Disabilities Act (ADA), as well as, the Federal Transit Administration (FTA) guidelines for our Call-A-Ride paratransit operations.

February 2024: We proactively engaged a nationally-recognized ADA consultant, ADA Guru, to conduct an in-depth analysis of our policies and procedures for all transit modes. The consultant's rigorous review has been vital in identifying key areas for improvement across our entire transit system.

April 2024: At the April 11th Community Open House, ADA Guru presented a summary of the ADA Compliance Review. The recording and materials from this presentation are available at [Metro St. Louis ADA Meetings](#).

The Metro Transit ADA Compliance Review was a comprehensive review of Metro Call-A-Ride, MetroBus, and MetroLink Services. This review included a thorough Documents Review, Staff Interviews, Disability Community Feedback, and Onboard Service Observations. Information gleaned from these methods was synthesized by ADA Guru into a report organized by relevant disability law and further compartmentalized by mode.

May 2024: Since receiving the consultant's final report, Metro Transit has been actively implementing the recommended improvements across all transit modes, focusing on improving Call-A-Ride service and operation, and enhancing usability and access on our fixed-route system to decrease demand for ADA Paratransit.

Specific activities taken to implement these recommended improvements include:

- Increased oversight and development of Call-A-Ride Staff to provide respectful and appropriate assistance to passengers.
- Continued focus on recruitment and retention of staff, especially Call-A-Ride Operators.
- Strategically increasing Pre-Booked rides on Call-A-Ride as capacity increases with increased number of Van Operators.
- Adjustments to Call-A-Ride Reservation hours of operation until 5:00 p.m. daily.
- Re-enforcing to MetroLink Operators regarding the necessity of consistent announcements during annual Operator Refresher Training.
- Re-enforcing importance of, and commitment to, Assisting Passengers with Disabilities who are using MetroBus, especially as it relates to Accessibility Features such as Ramp, Kneeler, Front Door Exit and Priority Seating and Accessibility Practices such as Securing Mobility Device, Curbing the Bus, and Making Reasonable modifications.
- Development of, and pending installation of, ADA International Symbol of Accessibility (ISA) decals at MetroLink platforms.
- Initiation of Community Connect, an updated Community Engagement strategy to better include our customers in our planning processes and help them to be better informed about Metro Transit.

One of the common themes highlighted by our consultant, community advocates, and customers is the necessity for improved engagement with our community. We are committed to listening to feedback and collaborating on solutions that ensure our transit system meets the highest standards of accessibility and inclusivity.

We greatly value the input and guidance received during these last few months. The insights from the ADA Guru Report, the ADA Community, and Community Open House events in April and May have been instrumental in shaping our approach to creating a more inclusive transit system. We are confident that the steps we are taking will lead to significant improvements, and we look forward to your continued support and collaboration.

Please find the full accessibility report below. We encourage you to review the findings and provide any additional feedback that can further enhance our efforts.

Thank you for your attention and partnership in this critical endeavor.

Best,

A handwritten signature in blue ink that reads "C Stewart". The signature is fluid and cursive, with the first name "C" being a large, stylized initial.

**Charles Stewart**

Chief Operating Officer, Metro Transit