

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting on Tuesday, January 21, 2020 at 10:00 am at the Metro Bus Mobility Training Center, 700 West Street Germain #100, St Cloud, MN.

The following individuals were present: Doug Diedrichsen, Ryan Daniel, Kim Hoff, Bruce Benner, David Williamsen, Vicki Johnson, Ben Paulson, Keshia Anderson-King, and Kelly Carlson. Absent: Jan Scott, Jenny Svihel, and Paul Thomas.

Welcome. Ryan thanked everyone for coming and read the purpose of the RAC. He introduced everyone and introduced Keshia as the new replacement person in place of Aisha. Doug has accepted a new position and will be leaving Metro Bus after this month's meeting.

Public Open Forum.

- 1) Open Discussion. There were no members of the public present.

Old Business.

- 1) The rotation of bus route schedules is a continual issue so that the quality of the schedules is good while Metro Bus budgets this cost well by bulk ordering.
- 2) The lightbulb is still out at the Grace McDowall Apartments bus shelter.
- 3) Also, the trimming of the hedge by the hospital was brought up because it is hard to see the bus coming from within the shelter. Metro Bus will talk to the hospital to see what can be done. It has been brought up with the maintenance at the hospital, but we have yet to hear back.

New Business.

- 1) RAC email. There were no new emails.
- 2) Ridership. Route 8 is again the top performing route in December, with 20 riders/hr. This is followed by Routes 1 and 2, averaging 17 riders/hr. Route 10 is undergoing restructuring to gain ridership. Route 33 had been a worry, but it's now trending upward to better than how it had been. The lowest performing route was again the ConneX service, but it too has been gaining ridership. This is in part due to a restructuring of Route 33 and ConneX, giving mutual benefit to both. Service hours have dropped 400 hours since last January, so we should expect this drop in ridership of 11,000 riders. Much of the reason of this is the drop of the Husky Shuttle program—last year SCSU decided to drop some of their service hours; SCSU is a major driver in Metro Bus's ridership. Dial-A-Ride ridership is up, with 400 rides per weekday and fewer on weekends, with Saturday only having 64 rides. Clarification was given on base ridership and how it tries to manage the ridership influence SCSU has on the system as a whole.

Open discussion:

- 1) Wait times for Dial-A-Ride. No change from last month, still an issue.
- 2) ConneX. Ryan asked members of the committee if they have or would be willing to experience ConneX so that Metro Bus could improve the experience. Clarification was given on transfers to the system from another city (in this case Sauk Rapids to Sartell, out of which ConneX is based). Several members were willing.

- 3) Fare options. Possible changes to technology on buses and the bus ride payment system. More details to come.
- 4) Smoking in shelters. 25 foot radius ban around shelters was brought up, Doug stated that we could put up signs but practically, we couldn't enforce it because we'd have to do so using Metro Bus resources. He also said that he'd spoken to the police and we couldn't enforce it through an ordinance because there wasn't one that the police could act on. We'd have to talk to the city councils of each of the jurisdictions we service for our ban to be enforceable. He also said that the no smoking ban was currently an internal policy of Metro Bus.
- 5) Route restructuring and additional bus stops. Since Costco has given up their road to the county, we can use their road now and are thinking of doing so for County Road 37.
Best Buy bus stop additionally asked for, options investigated.

Adjournment. The meeting adjourned at 10:44 am.

The Respectful Workplace, Harassment Policy and Confidentiality Policy Training followed the meeting.