

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, October 20, 2020 at 10:00 am to speak about the farebox and fare media transition.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Nate Ramacher, Ben Paulson, Keshia Anderson-King, Vicki Johnson, Kellen Rasmussen, and Jan Scott. Absent: Bruce Benner, Kelly Carlson, Vicki Ikeogu, Jenny Svihel, Paul Thomas, and David Williamsen.

Welcome. Ryan thanked everyone for coming and reviewed the purpose of the RAC. He appreciated everyone's patience in light of the COVID situation.

#### Public Open Forum.

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

#### Old Business.

- 1) No old business was declared.

#### New Business.

- 1) Introduction of Michael Kedrowski. Michael Kedrowski is now the new Planning Manager and will be chair of the RAC in first quarter 2021, after which Ryan will move to an advisory capacity. Michael has been employed by Metro Bus since July and has a background in transit.
- 2) Committee Elections. The terms for Bruce Benner, Jenny Svihel, and David Williamsen have all been extended by 2 years. Vicki Johnson's term has been extended for 1 year due to her title as Committee Member at Large.
- 3) Farebox Project Update was given by Nate and Ryan:
  - a. New fareboxes will be installed on buses
    - i. Projected November timeline
    - ii. Will not affect service as we're still not charging fares
  - b. Farebox general timeline
    - i. Will occur when fares are charged again
    - ii. Have "Board Smarter" brochures at Transit Center, Mobility Training Center, Operations for transition
    - iii. Online info about transition
      1. General info
        - a. <https://ridemetrobust.com/home/smart-ride/>
      2. Important news and events
        - a. <https://ridemetrobust.com/home/news-events/>
      3. FAQ
        - a. <https://ridemetrobust.com/home/frequently-asked-questions/#/FAQfareboxes>
  - c. Farebox usage
    - i. Touchless option for Smart Card
    - ii. Swipe option for Smart Ride Ticket
    - iii. Scan option for phone
    - iv. Can insert dollars, coins
  - d. Discussed difference between Smart Ride Ticket and Smart Ride Card
    - i. Smart Ride Ticket

1. No transfers
  2. Disposable
  - ii. Smart Ride Card
    1. Has 1 automatic transfer within 2-hour window of ride
    2. Plastic, reusable
    3. Can put Stored Value on
    4. Can register and not lose balance, just have to purchase new card for \$3
    5. Will have 4-week window to get a Smart Card for free as incentive for public to switch
    6. Cards will be available at Transit Center
      - a. Looking at strong possibility of community outlet purchases, still a work in progress
  - e. Farebox will be installed at the Mobility Training Center
    - i. Training is advantageous because we're not charging fares before launch
  - f. Trip Planner tool will help customers plan their rides
    - i. Looking to give customers more control on their ride experience
  - g. Tap Card/Go To Card similarity
    - i. Keshia asked whether the Smart Card was similar—it is.
    - ii. However, cannot be used on the train to go to the Cities. It can be used on all Metro Bus services, including Fixed Route, Dial-A-Ride, Connex, and NorthStar Link.
    - iii. The train uses the GoTo card; from there on south to the Cities the GoTo Card is used by Metro Transit.
- 4) Jolly Trolley Food Drive.
- a. Collect contributions of canned foods and finances
  - b. Because of COVID, we're planning on only stopping at the 3 top places in the past
    - i. Tentative schedule is Dec. 8, 9, 10
    - ii. Coborn's Sauk Rapids, Coborn's on Cooper, and Byerly's are the 3 tentative locations
    - iii. We have as designated recipient food shelves Promised Neighborhood, Catholic Charities, and the Salvation Army
- 5) Earn Customer's Trust during COVID
- a. Steps to protect customers during COVID
    - i. Farebox change
    - ii. On Wednesday, Metro Bus joined APTA (American Public Transportation Association) to show:
      1. The health and safety of passengers and Bus Operators is the most important priority for Metro Bus. Since the beginning of the pandemic, Metro Bus has worked tirelessly to keep customers safe from infection from the coronavirus on all services including Fixed Route, Dial-a-Ride, ConneX and Northstar Link. By signing on to the APTA Health and Safety Commitments Program with more than 200 other public transit systems, Metro Bus and the public

transit industry are actively working to instill confidence in customers that it is committed to protecting them.

Metro Bus is doing this by:

- Following public health guidelines from official sources
- Cleaning and disinfecting transit vehicles frequently and requiring face coverings and other protections
- Keeping passengers informed and empowered to choose the safest times and routes to ride
- Putting health first by requiring customers and employees to avoid public transit if they have been exposed to COVID-19 or feel ill

2. This means that the ambassadors of the RAC can have confidence telling people it's okay to ride the bus.
  - a. "It's safe to ride, it's okay to go."

Open discussion:

- 1) Keshia was encouraged by the renewal of RAC meetings during this time.
  - a. Was concerned by the COVID situation, this new information regarding COVID safety helps.
    - i. Talked about positive influence over others to ride the bus.
  - b. Asked whether DAR was supported by the SmartCard—it is.
- 2) Jan Scott asked about:
  - a. Smart Ride Card \$3 fee
    - i. Smart Ride Card is permanent, plastic card with \$3 one-time fee
  - b. Jolly Trolley
    - i. Best way to serve is to give food donations or financial donations as member of community in light of COVID situation.
  - c. Reason for difference in fares between Connex and Fixed Route
    - i. Connex is a direct curb-to-curb service and Fixed Route has a prearranged route.
    - ii. No need to walk to bus stop with Connex.
- 3) Kelly Carlson asked about:
  - a. RAC members continuing to receive passes
    - i. Metro Bus is still working out logistics. Once finalized, RAC members will be further informed.
  - b. Face masks and correct placement on face
    - i. Wanted to be sure that at-risk populations would feel safe riding bus.
- 4) On 10/12/20, Jenny Svihel reported to Maintenance, who checked the problems:
  - a. Bus 713 was leaking water on the inside of the front door when it was raining.
  - b. Bus 723 and other buses had yellow pull cords that were not functioning.
  - c. The red Stop button on the middle pole on some buses did not work.

Adjournment. The meeting adjourned at 10:41 am.