

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, November 17, 2020 at 10:00 am to speak about introduce farebox and fare media transition.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Ben Paulson, Keshia Anderson-King, Vicki Johnson, Kellen Rasmussen, Paul Thomas, Jan Scott, and Missy Kraemer. Absent: Bruce Benner, Kelly Carlson, Jenny Svihel, 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 new Dial-A-Ride Operations Manager (Ryan, Missy). Missy Kraemer is now the Dial-A-Ride Operations Manager. She replaces Berta Hartig.
Missy's history:
 - a. Has been here for 10 years.
 - b. Started as a dispatcher at the Transit Center, then moved up to Street Supervisor until now. Has lots of experience with the Fixed Route system.
- 2) Ridership Update (Mike).
 - a. Ridership has been down with the COVID-19 pandemic, but we've seen an increase up over last month since college campuses started. Connex and Dial-A-Ride have experienced similar trends upward.
 - b. Mike reiterated that we're taking all measures to sanitize buses and keep passengers and employees safe.
 - i. Metro Bus is monitoring the situation closely as events develop.
- 3) Farebox Update (Ryan).
 - a. Fareboxes have been installed, but are not being used to collect fares yet.
 - b. Working with vendor on issues to be resolved before rolling out the new system—this is a normal part of the transition process.
 - i. Once we know we're going to start collecting fares, there will be a promotional period where internal and external customers can try the system.
 - ii. We're waiting so that the transition will be seamless.
 - c. A vending machine will be at the Transit Center with a tentative date of December 1st.
 - i. Education will be provided at both the Mobility Training Center and the Transit Center about the relevant transition (e.g., Smart Cards and the system in general).
- 4) Jolly Trolley Update (Ryan).
 - a. Because of uptick in COVID cases, we've cancelled the event.
 - i. Instead, we're keeping the public and ourselves safe.
 - b. Pursuing other options like a GoFundMe fundraising campaign.

- i. Nate Ramacher will pursue other options.
 - ii. Ben Paulson will contact RAC members to inform them on how they can donate.
- c. Clarified that we cannot pick up food from apartment complexes since we have officially cancelled the Jolly Trolley Food Drive.
 - i. Would be a conflict of interests for Metro Bus.
 - ii. However, individual efforts for charity were discussed:
 - 1. Such private efforts are encouraged by Metro Bus, within the bounds of keeping everyone safe during this pandemic and within the state's recommendations.

Open discussion:

- 1) Updated Paul Thomas' email in the RAC Roster spreadsheet.
- 2) Mention was made that monetary donations will buy more food in bulk than direct food donations.
 - a. Everyone agreed that the charity donations were really appreciated during this season.
- 3) Safety Targets at the Commission meeting will be addressed tonight and sent to Vicki.
- 4) Adopt-a-Bus-Shelter program was proposed by Vicki to address the problem of shoveling snow and clearing ice, especially around shelters with sidewalks where Metro Bus doesn't already have a contract with the organization having the bus stop (for instance, Crossroads Mall).
 - a. Vicki suggested mentioning it to United Way and other area businesses interested in partnering us in this initiative.
 - b. Next month Metro Bus will provide an update of which shelters should be included in this initiative.

Adjournment. The meeting adjourned at 10:45 am.