

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, December 15, 2020 at 10:00 am to speak about the farebox and fare media transition, as well as the Jolly Trolley event update and a Mobility Training Center review.

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

Welcome. Ryan thanked everyone for coming and reviewed the purpose of the RAC.

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) Mobility Center Update

- a. Debbie:

- i. This year vs. last year's community outreach
 1. We meet in-person for Dial-A-Ride interviews
 2. For a while we did Dial-A-Ride phone interviews depending on COVID
 3. Dial-A-Ride eligibility process (interviews now in-person):
Temporary, Conditional, Unconditional
 4. This December we have approved 31 new individuals for Dial-A-Ride
 - a. Last year had approved 57 individuals
 5. Year-to-Date: 225 new riders
 - a. Last Year-to-Date: 493 new riders
 6. People weren't going out because of COVID
- ii. Virtual Trainings/Meetings
 1. With schools and internally for meetings
- iii. Our staff is also going to the Transit Center to answer the public's questions about Travel Training
- iv. Travel Training encouraged for all public
- v. 2020 Community Outreach with Committee for Transitional Housing will be a good avenue to connect with the consumer directly

- b. Jerry:

- i. Current Travel Trainings
 1. New avenues considered for Travel Trainings
 2. Virtual Travel Trainings (over phone or internet)
 3. Hybrid Travel Trainings (some came to training site if comfortable with in-person meetings, otherwise viewed virtually)
 4. Weekly Virtual Travel Trainings conducted now to comply with COVID guidelines

- a. Looking to establish more interest in this, open to ideas:
 - i. Brainstormed mailing to specific demographics in need of Dial-A-Ride so that general public would be notified
 - c. Cortez:
 - i. Meeting online with the Recovery Community Network, Family Homelessness Assistance Program, etc
 - ii. Also sits with the Central Minnesota Suicide Prevention Coalition and next Monday will be meeting with his team for Suicide Prevention Training so they can help people who need it
 - iii. Also has gone to a halfway house for a presentation for Travel Training
 - iv. Has gone to SCSU and targeted students live so they can reach out to the community
- 2) Ridership Update (Mike)
- a. Numbers are down due to lockdown on services
 - i. 7% down from last month
 - ii. 4% on Northstar Link from last month
 - b. Dial-A-Ride down about 16% from last month
 - i. 50%-60% from last year
 - c. Rolling out a modified schedule to keep everyone safe and strike a balance
 - i. A handful of routes will go to an hourly service
 - ii. More details to come in the next month or so (early next year)
 - iii. Route 6, 10, 12, 22, 31 will be unaffected (only Fixed Route affected, Dial-A-Ride unaffected)
 - iv. Route 7 temporarily suspended
 - v. Temporary change, until further notice
 - 1. Will be adjusted dependent on ridership
 - 2. Also dependent on COVID
 - vi. Public announcement in the next 24 hours (December 16)
- 3) Jolly Trolley Food Update (Nate)
- a. Link on ridemetrobuses.com/jolly-trolley for financial donations
 - b. Metro Bus locations, Royal Tire locations, and Townsquare locations have drop-off bins
 - c. Byerly's will give food donation
 - d. Goal is \$2,000.00, looks like we'll make this amount
 - e. Jolly Trolley event will go from the 7th until the 20th
 - f. Checks preferred to be directed to the charity locations (Catholic Charities Emergency Services, St. Cloud Salvation Army, or the Promise Neighborhood of Central MN)
- 4) Farebox Update (Ryan)
- a. All fareboxes have been installed on Fixed Route, paratransit, and commuter coach buses
 - i. Operational but not currently being used because of COVID
 - b. Ticket vending machine is available at Transit Center
 - i. Operational but not currently being used because of COVID
 - c. Potential fare collection in February, date has not been confirmed yet

- i. Once we have shields in place for paratransit buses, we may start collecting fares
- d. App for Fixed Route where consumers can track buses
- e. Website available to purchase passes or add value to cards; we're looking at making this available at selected retail outlets
- f. 2-week period before charging fares to get cards
- g. After December 31, 2020 their old passes will stop working

Open discussion:

- 1) ConneX fares were raised because of a decision by the Board.

Adjournment. The meeting adjourned at 10:50 am.