

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, March 16, 2021 at 10:04 am to speak about ridership, a training and safety department update, a Reduced Service update, the farebox update, and several submitted questions.

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

Welcome. Mike 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.

New Business.

- 1) Training and Safety Department Update (Scott)
 - a. This department is responsible for New Hire Training, from orientation through job-specific training
 - i. Operators are the largest percentage of employees that go through training of some kind
 - ii. In this last year, we've employed 8 new Operators.
 - iii. Onboarding with Operators lasts about 5-6 weeks.
 1. Work on driving skills
 2. Route memorization
 3. Dial-A-Ride Service Areas if Dial-A-Ride Operators
 4. Introduce Operators to passengers
 - b. Also show all employees annual professional development courses.
 - i. Operators receive bi-annual training to stay sharp on their day-to-day skills.
 1. Weather
 2. Traffic
 3. Customers
 - c. Also responsible for implementation of Safety Plan and ensuring compliance for other departments and for passengers.
 - i. Created "Keeping Customers Safe During COVID-19" video.
 1. Gives information about how Metro Bus is making rides safer for customers during the pandemic.
 - a. Disinfection of buses, shelters, and facilities
 - i. Metro Bus sanitizes high-contact areas (fareboxes, door handles, seat backs, hand rails, etc.)
 - b. Buses show signs to mask up
 - i. Decals inside bus give CDC guidelines for safety
 - c. Safety barriers between Operator and customers provide an extra degree of protection
 - ii. Video embedded on www.ridemetrobus.com/covid/#/updates.
- 2) Ridership Update (Mike)

- a. Various route ridership is on the upswing (#1 and #6), partially due to the warmer weather.
 - b. Ridership still down from pre-COVID ridership numbers.
 - c. Northstar Link went up a little bit.
 - d. ConneX ridership 1100-1200 passengers this month, relatively consistent with previous months.
- 3) Reduced Service Update (Mike)
- a. Doing all we can to keep buses safe, sanitary, and from being too crowded.
 - b. Monitoring the situation daily.
 - c. Likely 6 months before any changes are made to the Reduced Service policy.
- 4) Farebox Update (Mike)
- a. Still waiting, working out the kinks.
 - b. Will announce when fares will be collected.
 - c. Will also announce the transition period.

Open discussion:

- 1) Process to keep a passenger from making another passenger feel uncomfortable, whether by conversation or otherwise:
 - a. When safe, talk to Bus Operator and advise them of the situation.
 - b. If necessary, bus operator will involve a Street Supervisor to resolve the situation.
- 2) Reason for longer Dial-A-Ride medical returns and wait times:
 - a. Dial-A-Ride ridership has increased—this is a positive sign.
 - i. A little over a 1,000 more rides than in previous months
 - b. Working out kinks in scheduling right now.
- 3) Safety video can be viewed at www.ridemetrobus.com/covid/#/updates.
 - a. Goes over how Metro Bus is keeping everyone safe during this time.
 - b. Approaches to bus stops are left to Operators' discretion.
- 4) If you have a question, please contact Metro Bus Customer Service Line and we will listen to your concerns.
 - a. Be as clear and concise if you have an issue; it helps us address and resolve it.
Examples:
 - i. Date/time
 - ii. Bus number
 - iii. Route number
 - iv. Other items for further investigation

Adjournment. The meeting adjourned at 10:30 am.