

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, April 20, 2021 at 10:00 am to speak about ridership, a Reduced Service update, the farebox update, a Facebook Live informational update, and various questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Kellen Rasmussen, Ben Paulson, Keshia Anderson-King, Bruce Benner, Vicki Johnson, Jan Scott, Jenny Svihel, David Williamsen. Absent: Kelly Carlson, 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) Ridership Update (Mike)
 - a. Still running Reduced Service.
 - b. Route ridership is up on average about 10% on all modes.
 - i. Northstar had the largest increase of around 15%, however numbers are still very low at only 652 passenger trips.
 - c. Keep in mind that this data is for the previous month, as we wait for all data to be returned.
 - i. When numbers begin to consistently trend upward, service may begin to return toward previous schedules.
 - ii. There is no set date or threshold at this point in time.
- 2) 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.
 - d. If you notice a bus is overcrowded, please contact customer service so we can note that instance and monitor it more closely.
- 3) Farebox Update (Mike)
 - a. Fares still will not be collected.
 - i. Fareboxes are being used and have been installed in all buses.
 - b. Will also announce the transition period—yet to be determined.
 - i. Will give out free Smart Ride Cards during that period.
- 4) Facebook Live Update (Mike)
 - a. Have begun a new series to promote our transportation service of the area.
 - b. We do 5-10 minute livestream videos giving various information on the bus system:
 - i. How to board the bus
 - ii. How to ride ConneX
 - iii. Tours of the Transit Center and Mobility and Training Center and more
 - c. Suggestions from RAC:
 - i. An afternoon in the life of an operator.
 - ii. The commitment Metro Bus staff have to cleaning the buses/shelters.
 - iii. A day in the life of a particular employee (for instance, Ryan Daniel).

- iv. A behind the scenes look at Operations.
- 5) Hiring Initiatives for Metro Bus (Ryan)
 - a. Looking at starting an in-house paid training program for a CDL to become employed by Metro Bus.
 - i. This looks to help people with an interest in becoming an Operator who do not currently have a CDL.
 - ii. This would occur after background checks, etc.
 - b. Looking to hire more Bus Operators in different ways.
 - c. Open to ideas for recruitment; necessary for return to regularly scheduled service.

Open discussion:

- 1) Dispatch Center call wait time
 - a. Long wait times mentioned at peak times.
- 2) Operator Safety Barriers
 - a. Operators sometimes struggle to see traffic through their safety barriers.

Adjournment. The meeting adjourned at 10:45 am.