

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, May 18, 2021 at 10:00 am to speak about a Ridership update, a Reduced Service update, a Farebox Update, a Severe Weather/Emergency Situation review, and various other questions.

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

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. Ridership is relatively stable compared to last month.
 - i. Northstar Link ridership has increased slightly.
 - ii. Fixed Routes 1 & 6 are the highest-performing with an average of 16 passengers/hour.
 - iii. Dial-A-Ride once again has had a positive increase in ridership.
 1. Please remain patient if calling in for a ride, especially during peak times.
 2. Dispatch is doing all they can to get you where you need to be, and there are limited phone lines.
- 2) Reduced Service Update (Mike)
 - a. Likely service will continue to be reduced throughout the summer.
 - b. Monitoring the situation daily.
 - c. Doing all we can to keep buses safe, sanitary, and from being too crowded.
 - 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 (Ryan)
 - a. Working diligently with vendor, currently in final stages of completing project.
 - i. This includes testing equipment and training.
 - ii. Many moving pieces to close out this project.
 - b. Will allow the old fare cards to be exchanged in the new system.
 - c. Will keep you in the loop.
- 4) What to do in case of Severe Weather/Emergency Situations (Mike, Ryan)
 - a. Metro Bus is always on alert for situations in regards to possible severe weather issues that may arise. As a customer it is important to also be alert and be prepared. The Transit Center is a safe location, and Supervisors, Operators and Dispatchers on site are trained to assist to get people to safety. Cancellations most likely will not happen, and if so announcements will be made wherever possible by the Metro Bus team and through our website and social media.
 - b. The following procedure is to be followed by all employees in the event of a severe weather emergency occurring in our service areas. When severe

weather is imminent, follow the instruction of the Street Supervisors along with the following steps of this procedure:

- i. Operators are responsible for their passengers and are to encourage and assist passengers to take shelter in the nearest safe location, (building, parking ramp, ditch, etc.).
 - ii. Drivers will never drive through flooded roads. When weather is impeding visibility or safe operation of the bus, they will stop the bus in a safe location, contact Street Supervisors for additional direction, notify dispatch when resuming in service.
 - iii. Service delays may occur in inclement weather, but safety of the passengers is of the utmost importance.
- c. Other emergency situations will be dealt with similarly, up to and including incidents that concern customer safety.
- i. There is no telling if emergency situations, like a hostage situation, will ever occur. Metro Bus frontline staff are trained to respond as necessary and will most likely be similar to a severe weather situation.
 - ii. This can include detouring routes to avoid dangerous areas.
 1. Will communicate this through social media and website, as well as through our staff.

Open discussion:

- 1) In-person RAC Meeting(s)
 - a. At least another month of off-site meetings.
 - i. Then we'll evaluate at that time.
 - ii. Will also depend on whether RAC is comfortable meeting in person.
- 2) Federal Mask Mandate
 - a. Still in effect until September.

Adjournment. The meeting adjourned at 10:34 am.