

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, June 15, 2021 at 10:00 am to speak about a Ridership update, a Reduced Service update, a Travel Training and Mobility Training Center update, Detours and Route Changes, and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Debbie Anderson, Kellen Rasmussen, Ben Paulson, Keshia Anderson-King, Bruce Benner, Vicki Johnson, Jan Scott, Kelly Carlson, David Williamsen. Absent: 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) Ridership Update (Mike)
 - a. Stable, no change from the trend.
 - i. Route 22 saw increase in ridership, Route 9 saw increase for 2nd month in a row.
 - ii. Northstar Link up 6% this month.
 - iii. Dial-a-Ride slightly down.
 - iv. ConneX numbers are doing well, right in the middle of the ridership numbers.
- 2) Reduced Service Update (Mike)
 - a. No change.
 - i. Hopeful to restore service this autumn.
- 3) Travel Training and Mobility Training Center (Debbie)
 - a. Open 9 am – 3 pm.
 - i. Staff can answer questions on Dial-A-Ride, Travel Training, and Smart Ride Cards.
 - b. Comparison of community impact
 - i. Mobility Training Center Pre-COVID numbers (2019)
 1. 529 Community Outreach Activities.
 - a. Outreach Activities are sharing what our resources are here at Metro Bus, info on Travel Training, Dial-A-Ride, etc.
 2. 3,702 connections with customers.
 - a. Work with over 50 referral and supportive sites.
 3. 295 Travel Trainings (have worked with SCSU, Catholic Charities, and other area leadership groups).
 - a. Trained 473 different individuals.
 4. Work with Area senior centers.
 - a. Tri-CAP, WACOSA, Opportunity Manor, St. Cloud Human Services.
 5. Work with specialty services (e.g. mental health services).
 6. Work with various schools throughout community.

- 7. Work with social services.
 - a. Goodwill, Catholic Charities, Boy's and Girl's Club.
- ii. Mobility Training Center Numbers (January-May 2021)
 - 1. 171 Community Outreach Activities.
 - 2. 1,033 connections with customers.
 - 3. Travel Training is seeing a spike in individual outings.
 - 4. Also using smaller group settings to accomplish goal of community impact.
 - 5. Participated in Juneteenth & looking to do the same at the St. Cloud Pride Fair the week of June 20th 2021.
- c. Continuance of participation in committees.
 - i. Zoom meetings were used during COVID, possible continuation.
- d. 11 In-Person Transitional Housing Sites scheduled to receive monthly Travel Trainings.
 - i. Again, individual outings available.
- e. Travel Training Program.
 - i. Virtual and in-person.
 - 1. Virtual Travel Trainings have been set up every Wednesday 11:00 am via web @ www.ridemetrobus.com.
 - a. Also available individually via phone call to Mobility Training Center and we can set up a session.
 - b. For in-person trainings, we work with small groups or individually.
 - ii. Work with senior and youth populations.
 - iii. Work with non-English speaking population.
 - iv. Work with disabled population.
 - v. Work with general public.
 - vi. Train the Trainer program.
 - 1. Work with referral sites to train staff how to ride the bus.
- f. Dial-A-Ride Program.
 - i. Dial-A-Ride Approvals.
 - 1. 338 Unconditional (can ride at any time).
 - 2. 58 Conditional (can ride under certain circumstances, i.e. seasonal).
 - 3. 97 Temporary (can ride for a limited amount of time, i.e. a medical condition that will heal).
- g. Interviews/Assessments.
 - i. Deal with cognitive/physical assessments and the interviews are to inquire about Dial-A-Ride Interviews.
- 4) Detours and Route Changes Information (Mike)
 - a. The Transit Center has a big board that will help customers know.
 - b. Operators can help.
 - c. Lastly, www.ridemetrobus.com has information on detours.

Open discussion.

- 1) Masks and Metro Bus policy
 - a. We mask up until September 13, 2021 due to TSA guidelines.

- 2) Marketing Photoshoot
 - a. Nate Ramacher is looking for customers to volunteer.
 - b. Tentatively the date of the photoshoot is July 17th, 2021.
- 3) How do you begin Dial-A-Ride eligibility process?
 - a. Contact Dial-A-Ride Dispatch (320-252-1010) for an application or download it from www.ridemetrobus.com/home/dial-a-ride.
- 4) Continuance of off-site RAC meetings.
 - a. Off-site RAC meetings projected to continue for the next few months.
- 5) Email address for special concerns.
 - a. info@stcloudmtc.com

Adjournment. The meeting adjourned at 10:39 am.