

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, July 20, 2021 at 10:00 am to speak about a Ridership update, a Farebox update, a Ridership Advisory Committee Mission and Goals update, a reminder of Term Expirations and participation in meetings, and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Kellen Rasmussen, Ben Paulson, Keshia Anderson-King, Bruce Benner, Jenny Svihel, Paul Thomas, Vicki Johnson, Kelly Carlson, Jan Scott. Absent: 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. Stable, no change from the trend.
 - i. Route 22 saw increase in ridership, Route 9 saw increase for another month in a row.
 - ii. Northstar Link still increasing.
 - iii. Dial-a-Ride increased 10% this month.
 - iv. ConneX numbers slightly increased this month.
- 2) Farebox Update (Mike, Ryan)
 - a. Looking at go-live October 1st, 2021.
 - b. Promotional period (September 19th – October 16th) to use unused passes and exchange for a new Smart Ride card.
 - i. The Smart Ride vending machine will be live and will be available for customers to add value to the Smart Ride card they receive.
 - ii. Multiple ways of paying through farebox, from computer to cash to mobile phone to Smart Ride Card.
 - c. Voluntary interest from RAC volunteers in helping train customers at Transit Center shown
 - i. Shifts proposed: 9am-11am, 11am-2pm
 - ii. Paul, Jenny, Bruce, Jan
- 3) Ridership Advisory Committee Mission and Goals (Mike)
 - a. There's a reason and purpose for your participation.
 - b. Please stay up-to-date on the routes so you can represent and recommend items.
 - c. If you observe something, please report specifics (when, where, etc.) so that we can look it up and discuss it with Operations.
 - i. We take RAC members notifications seriously.
- 4) Term Expirations and Participation in Meetings (Mike)
 - a. The above members will be updated for one more year from their current expiration dates.
 - i. Paul Thomas, expiration date June 21st.
 - ii. Jan Scott, expiration date May 21st.

- iii. Kelly Carlson, expiration date July 21st.
 - b. Attendance was discussed.
 - i. If unable to attend you must inform Planning Manager or Ben about being unable to attend a meeting.
 - ii. If no advance notice there will be a mark against your attendance and if consistently not attending, or failing to report a reason, RAC membership may be reviewed or possible replacement options may be explored.
- 5) Marketing photo shoot (Mike)
 - a. Scheduled for August 13th.
 - i. Roughly 12 pm – 6 pm.
 - b. Would like RAC members to participate as “customers”.
 - c. Nate will reach out with more details as date nears.
- 6) Benton County Fair (Mike)
 - a. Interest in the Fair shown, will give information about shifts to RAC members who wish to volunteer.
 - i. Thursday, August 5th—Saturday, August 8th.
 - ii. 12pm-8pm.
 - b. Call or email Nate.
- 7) Masks and Metro Bus policy (Mike)
 - a. We continue masking up until September 13, 2021 due to TSA guidelines.
- 8) In-person RAC meetings
 - a. Starting in October 2021.
 - i. Will line up with a new fiscal year.
 - ii. Will have option for hybrid meeting (in-person or remote).

Open discussion.

- 1) Operations policy
 - a. Discussed Operator concerns.

Adjournment. The meeting adjourned at 10:38 am.