

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting off-site on Tuesday, September 21, 2021 at 10:00 am to speak about a Ridership update, a Metro Bus Fare Exchange and Pass Program update, a Farebox Demonstration update, Transportation Stories from the St. Cloud APO, and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Kellen Rasmussen, Ben Paulson, Bruce Benner, Kelly Carlson, Jan Scott, David Williamsen. Absent: Keshia Anderson-King, Vicki Johnson, 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
 - a. Up amongst all modes since last month
 - i. Largest increase was North Star Link, over 12%
 - ii. Lowest increase was over all Fixed Routes at 8%
 1. Route 6 was the only route with a drop in ridership
 - b. ConneX dropped slightly, with around 100 fewer rides
- 2) Metro Bus Fare Exchange and Pass Program
 - a. October 1, 2021, Metro Bus will resume charging fares for all transportation services.
 - i. New Fare Boxes and fare payment options including a new, reloadable smart card and mobile app
 1. Smart Ride Card
 2. Smart Ride App for iPhone, Google Play on Android
 - a. Includes real-time Fixed Route bus information and a Trip Planner tool
 - b. More info at www.ridemetrobus.com/home/smart-ride/
 - b. Customers will also be able to exchange unused passes, tokens and change cards at the Transit Center daily from 9 AM to 2 PM, including weekends, from September 19 through October 16
 - i. Smart Ride Cards will also be free during this time
 1. After October 16, a new Smart Ride Card will cost \$3
 - ii. All previous fare media will be transferred over to Smart Cards, including partial ride passes and 31- or 7-Day Passes activated on or after March 17, 2020
 - c. Pass outlets will be selling pre-loaded Smart Ride Cards with \$25 of Stored Value on them which can be used to pay fares on any Metro Bus services
Locations:
 - i. Lunds & Byerlys at the service counter
 - ii. St. Cloud Hospital Gift Gallery
 - iii. St. Benedict's Community gift shop
 - iv. CentraCare Plaza gift shop

Radio Stations:

- v. The Value Connection
- vi. Spirit 92.9 Shop N Save
- vii. Leighton Broadcasting's St. Cloud Radio Marketplace
- viii. Tri-County Broadcasting located across from the Sauk Rapids City Hall

3) Farebox Demonstration

a. Ways to pay:

- i. Smart Ride Card
- ii. Smart Ride App
- iii. Cash and exact change
 - 1. No transfer period if paying with cash

4) Transportation Stories – St. Cloud APO

- a. The APO asked for members of the public, especially the RAC, to share their transportation stories with them via a survey
 - i. They are looking for answers to questions such as what's working well now and what needs to change to improve transportation?
 - 1. They will be compiling all of the survey responses and sorting them into themes which will help us create a transportation vision for the St. Cloud area
 - a. That way, when we start to look at different projects or investment priorities, we have a general idea about what the community would like them to do

Open discussion.

1) Mask Enforcement & Customer Service

- a. Drivers are required to have face coverings at all times when on the bus or at the transit center
- b. They make announcements but do not enforce the wearing of masks
- c. Any issues are to be reported to the Call Center or Operations and report when, what bus, the route and and the issue
 - i. The correct department will then address the matter

Adjournment. The meeting adjourned at 10:40 am.