

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting at the Mobility Training Center on Tuesday, October 19th, 2021 at 10:00 am to speak about a Ridership update, the introduction of Rhonda as full time Administrative Assistant at the Mobility Training Center, a discussion about the new Fareboxes in action and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Connie Robinson, Kellen Rasmussen, Rhonda Hoel, Bruce Benner, David Williamsen, Paul Thomas. Absent: Keshia Anderson-King, Vicki Johnson, Jenny Svihel, Kelly Carlson.

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) Introduction of Rhonda – Rhonda was introduced to the Committee as she will be taking over administrative needs for the Rider Advisory Committee. Rhonda has worked for Metro Bus, at the Mobility Training Center, for the past 6 years, working on a part time basis Thursday's and Friday's. She now is at the Mobility Training Center full time Monday through Friday.
- 2) Ridership Update
 - a. Northstar Link continues to increase in ridership, up 9% this month.
 - b. Fixed route up 4% over all
 - i. Route 8 increased 44 % in September.
 - ii. Route 11 increased 11%.
 - c. Route 12 was down 8%, as well as route 31.
 - d. ConneX was up 3% with about 100 more rides provided.
- 3) Fare Box Discussion:
 - a. Mike opened the floor to members of the RAC to reflect on how things have been going with the resumption of fares. The following points were brought up:
 - i. Some fare boxes take more effort to use to read passes. It was discussed to always try and hold the pass for a few seconds or wave back and forth to assist the Fareboxes in reading the pass.
 - ii. You can only have ONE transfer on a card, the delay between swipes/scans is THREE minutes. Transfers are only available on Smart Ride Cards.
 - iii. Transfers are valid for TWO hours from the time the original fare is paid. Passes only allow one transfer, and if it is scanned twice in three minutes it will display "Passback" and is was accepted on the first attempt.
 - iv. It was also described that there is a delay when adding more funds to Smart Ride cards. It was advised to load a few days in advance to prevent any delays. This is necessary for the card "to be probed" and becomes active approximately 2 business days after it has bene reloaded. Rhonda has worked with Genfare for a number of months now and is rather knowledgeable on the fareboxes and

payment options. Any questions, please contact Michael
mkedrowski@stcloudmtc.com or 320-529-4483, or Rhonda 320-529-4497.

4) Adjournment. The meeting adjourned at 10:43 am.