

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting at the Mobility Training Center on Tuesday November 16th, 2021 at 10:00 am to speak about a ridership update, updates about the Transit Center, and a discussion about the new fareboxes in action and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Kellen Rasmussen, Rhonda Hoel, Bruce Benner, Vicki Johnson, and David Williamsen. Absent: Keshia Anderson-King, Jenny Svihel, Kelly Carlson, 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: None

New Business:

- 1) Ridership Update

- a. Over all ridership was down 12% compared to last month
  - i. Increase in ridership on route 10 of 13%
  - ii. Routes 9 and 22 were stable with only 2% decreases.
  - iii. Highest decreases were on Route 3 and 12 of 20%
- b. Hardest hit over all was a decrease of Connex at 27%
  - i. There were still over 1000 rides provided
- c. Northstar Link only had a 2% decrease
- d. Dial-a-Ride was only down 5% over last month

- 2) Transit Center Update

- a. New digital signs have been installed at the Transit Center designating the routes of the buses
  - i. They flash route information and a second message about the mask mandate
- b. The Statewide Multimodal Transportation Plan (SMTP) had a pop-up engagement session at the Transit Center October 27<sup>th</sup>, from 10-2 PM.
- c. Michael detailed the importance of the Ticket Vending Machine
  - i. If someone questions about the value left on their pass, they can tap it on the Ticket Vending Machine and see their balance.
  - ii. Funds can also be added there versus at the customer service desk.
- d. Winter is here
  - i. Metro Bus staff is doing their best to keep all pathways clear of snow and ice.
  - ii. Be careful out there
  - iii. Contact customer service or the customer service desk if any areas need tending to.

- 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 read passes. It was discussed to always try and hold the pass for a few seconds or wave back and forth to assist the fare boxes in reading the pass.
- ii. Bruce mentioned there are often delays with the ConneX service, Michael will look into ride times and on time performance and report back.
- iii. If there are an issues with fare boxes, it was requested by Ryan, Michael and Rhonda that member's email customer service at [info@stcloudmtc.com](mailto:info@stcloudmtc.com) or call 320.258.6886 with any questions or concerns.

4) Adjournment. The meeting adjourned at 10:34 am.