

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a virtual meeting via WebEx on Tuesday February 15th, 2022 at 10:00 am to speak about a ridership update, to hear about the APO's Regional Survey, and various other questions.

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

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. Overall, ridership was down across most routes, and some routes had ridership increases.
 - i. The largest increase was route 8, at 23%
 - ii. Next, was route 11 and 22, at 11%.
 - iii. Route 31 was down 25%.
 - iv. Route 33 and 6 were both down 13%.
- b. Connex had a decrease in ridership of 12%.
- c. Northstar Link had a decrease of 15%, dropping down to 703 rides.
- d. Dial a ride remains stable, but had a slight decrease of 5%, dropping down to 9,200 rides provided.

- 2) APO Survey Update

- a. Senior Planner Vicki Johnson gave an update of the APO Survey. They held events for household travel survey and visioning surveys
 - i. Household was launched in September – 53,000 invites sent and was used to help understand how and why people travel.
 - ii. Surveys were conducted Oct 6-Nov 24, and recoded a 7 day survey of travel.
 - iii. 866 households completed surveys and there were 17,571 participants over all.
 - iv. 12,000 trips were recorded during this time.
- b. Transit results:
 - i. Primarily used for home, meals and shopping.
 1. 32% went home 23% for meals.
 - ii. Majority of respondents 45-54 years old, next highest was 55-64 years old.
 - iii. 20% of respondents use transit, around 10% used once a week.
 - iv. About 50% of transit users have a household income of under \$50,000/year.

- c. A visioning survey also went out, there were 1855 responses. In terms of transit people want more service (when possible) and many wanted or wished that more could qualify for dial a ride.

3) Open Discussion:

- a. There was a concern brought up about a passenger on a bus. Michael stated it is important to observe when and where the incident occurred and instructed to not address the issue yourself.
- b. There were concerns brought up about people not wearing masks on buses, it was addressed to do your best to protect yourself. It is best to leave it up to driver discretion and to report any issues you may see arise to customer service.
- c. Kiesha mentioned that she works with various organizations in the area, if masks and vaccinations are needed she can assist with providing some as needed at no cost. Reach out to Michael if interested and he can connect with Kiesha. Email: mkedrowski@stcloudmtc.com or phone: 320-529-4483

4) Adjournment. The meeting adjourned at 10:45 am.