

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a virtual meeting via WebEx on Tuesday May 17th, 2022 at 10:00 am to speak about a ridership update, hear about the U-Go FREE Program, discuss how Metro Bus services have been for members, and various other questions.

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

Welcome. Mike thanked everyone for coming and reviewed the purpose of the RAC.

Public Open Forum.

- 1) There were no members of the public present.

Old Business: Review of April Minutes.

New Business:

- 1) Ridership Update

- a. Ridership was down around 7% on average across all routes.
 - i. Routes 22, and Northstar Link saw increases.
 - ii. A few routes such as 5, 7, 11 and 12 saw decreases of less than 5%.
- b. Connex was down 11.5%.
 - i. There were less weekdays in April compared to March, resulting in less ridership. Most ConneX ridership is during the week.
- c. Dial a ride was just short of 10,000 rides in April.
- d. Michael noted how ridership is explained to the RAC and requested feedback on how it has been going.
 - i. It was requested and agreed upon that supplemental information such as a ridership sheet detailing each route would be beneficial. It will be added to next month's packet.

- 2) U-Go FREE Program

- a. Metro Bus is helping kids get to their activities FREE with the U-Go Free Summer Youth Program.
- b. The U-Go Free Program allows kids ages 17 and younger to have free, unlimited rides on all Metro Bus Fixed Routes and ConneX in Sartell from June 1st - August 31st.
- c. The program does not require registration or a pass.
- d. Free Travel Training is available to U-Go Free Program participants.
 - i. For more information or to schedule training, call the Mobility Training Center, 320.529.4497.

3) RAC Member Survey – Michael asked questions and led a focused discussion on how Metro Bus services have been for the members, and opened discussion to further topics such as safety, requesting severe weather policy/procedures and more. Scheduling issues and wait times for ConneX were also discussed.

4) Open Discussion:

a. Local Bus Roadeo Reminder:

- i. Metro Bus will be hosting its annual Bus Roadeo at SCSU's K lot near Herb Brooks arena.
- ii. The event is May 19, starting around 12 P.M
- iii. Drivers will compete against each other in skills competitions to earn a spot to represent Metro Bus at the State Roadeo!
 1. There are representatives for both Dial-a-Ride and Fixed Route.
- iv. State Roadeo will be July 16th in Austin, MN.
- v. The event is free for all and your attendance is encouraged. Come help cheer on your favorite bus operators!

b. Severe Weather Alertness

- i. With recent severe weather in the area it was requested that more information be provided to the RAC and possibly general public about what policy is to do in instances of severe weather.
- ii. Michael will try to provide more information and possibly a guest speaker from Training and Safety or Operations to discuss the process.
- iii. It was requested to put information about severe weather practices in buses and at the transit center.

c. Extended Service Hours

- i. It was discussed to extend hours when possible, especially on Sundays so individuals can attend church services and other early morning appointments.

5) Adjournment. The meeting adjourned at 10:40 am.