

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held an in person meeting at the Mobility Training Center and also streamed simultaneously on WebEx on Tuesday June 21<sup>st</sup>, 2022 at 10:00 AM. The meeting was held to speak about a ridership update, hear about the re-established appeals committee, learn about Metro Bus's emergency weather procedure, and various other questions.

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

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

Public Open Forum.

- 1) There were no comments from the public at this meeting.

Old Business:

- 1) RAC Emails
  - a. Someone was wondering who is "in charge" of the shelters at Crossroads Mall.
    - i. Metro Bus property only includes the Transit Center and once on the street, across the street etc. someone is no longer on metro bus property.
    - ii. If there is anything/anyone that is causing concern, it is important that you let customer service know when and where an incident occurred, but also inform mall management or city police.
    - iii. Ryan reminded the RAC that if anyone experiences any interruptions while using Metro Bus's services, report it to customer service and then Metro Bus can handle the situation accordingly.
- 2) Review of May Minutes
- 3) Roadeo Results
  - a. The top three finishers from each division, qualified to compete in the Minnesota Statewide Bus Roadeo to be held July 15-16, in Austin, MN.
  - b. This year, Metro Bus is sending six competitors to the State Roadeo:
    - i. Dial-a-Ride Operators Larry, David and Nate
    - ii. Fixed Route Operators Dennis, Pete and Adam.
  - c. Top finishers at the State level are eligible to compete in their respective national/international divisions at competitions.

New Business:

- 1) Ridership Update
  - a. This month ridership documents were sent along with the packets. Michael took some time to explain how the data is displayed within them.
  - b. Ridership increased system wide as compared to the previous month.

- c. Many routes were up over 5%.
  - i. The largest increase was route 4 at 12%. The next highest was routes 3 and 9 with increases of over 9%.
  - ii. There was a large decrease on routes 8 and 11, which heavily rely on student ridership.
- d. The Northstar Link had a decrease in ridership, of a little over 20%.
- e. ConneX was up 6% over last month
- f. Dial-a-Ride dropped slightly with only 8,300 rides.

## 2) Appeals Committee

- a. Deb Anderson, the Community Outreach and Mobility Manager, was in attendance to speak about the re-establishment of the appeals committee.
- b. She began with an overview of the Dial-a-Ride qualification process and how appeals apply if necessary.
- c. The appeals committee oversees any requests to look further into denial or suspension of Dial-a-Ride eligibility.
- d. Deb asked members of the RAC whether they would like to participate if any appeals are to be made.
- e. Members would be requested to attend to give an alternative perspective and input outside of Metro Bus staff.

## 3) Severe Weather Policy

- a. Michael detailed aspects of Metro Bus's severe weather policy.
- b. Metro Bus employees are trained on necessary steps taken to ensure that all passengers and others are safe should any emergency situations occur.
- c. The policy highlights included procedures in which dispatchers, bus operators and street supervisors are to do in case of weather emergencies.
- d. Most communication is between bus operators and dispatch.
  - i. Often there may not be any communication with passengers to not create panic.
- e. If danger is imminent, an operator needs to communicate with dispatch, stop the route, and inform passengers on what to do.
  - i. They must also inform dispatch once resuming their route.
- f. If an operator is at the Transit Center during a weather emergency, they are to assist those they can to a safe shelter location.
  - i. The designated location downtown is the parking ramp across the street from the Transit Center.
  - ii. Once they receive an all clear message, street supervisors and dispatch will instruct operators on what they are to do next.
  - iii. When routes are able to resume they will continue if they are able.

4) Open Discussion:

- i. Michael reminded RAC members that with all of the events this summer, Metro Bus will do all we can to remain on time and reliable.
- ii. Operator shields have been removed from all buses
- iii. U-Go-Free program is underway.
  1. Those who are 17 and under are able to ride for free on metro Bus services by stating the magic phrase of you go free.
  2. It is up to driver discretion when it comes to judging how old someone is, and hopefully there is no abuse of the program.
  3. If you observe any issues please do not address it, but report to customer service.
- iv. State Rodeo will be July 16<sup>th</sup> in Austin, MN, Metro bus finalists were revealed.
- v. Metro Bus will not have any buses in service on July 4th.

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