

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 August 16<sup>th</sup>, 2022 at 10:04 AM. The meeting was held to speak about a ridership update, hear about Ryan's Recognition as COMTO Member of the Year, hear about limited use passes, and various other questions.

The following individuals attended: Ryan Daniel, Michael Kedrowski, Kellen Rasmussen, David Williamsen, Bruce Benner, 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 - None
- 2) Review of July Minutes
- 3) Benton County Fair Update - almost 400 engagements at the booth, 144 of those were on Wednesday. There was a survey conducted to receive feedback about Metro Bus and hear about how people tend to receive notification about updates etc. from Metro Bus.

#### New Business:

- 1) Ridership Update
  - a. Ridership was down over last month (June).
  - b. The highest improvements were route 22 with almost 20% and route 12, with over an 8% increase.
  - c. Northstar Link also drew an increase over June.
  - d. ConneX did very well once again with over 1200 rides.
  - e. Several routes had decreases, mostly attributed to two less weekdays in July over June.
    - i. Routes 4 and 10 had decreases of around 10%.
  - f. Dial-a-Ride recorded around 9,500 rides.
- 2) Metro Bus CEO Awarded National Recognition as COMTO Member of the Year
  - a. CEO Ryan Daniel was awarded the Gerald Anderson Member of the Year Award at the 51st Conference of Minority Transportation Officials (COMTO).
  - b. This award is COMTO's way of honoring great service and the value of teamwork within the transportation industry nationwide.
  - c. It is given to a pioneer who ensures growth and development within the transit industry, and its surrounding communities.

### 3) Limited Use Bus Pass

- a. There are Smart Ride cards that are issued from agencies that are only a limited use pass.
  - i. A limited use pass comes in the form of a 31 day or 10 ride and Cash value \$25 DAR as well.
- b. If someone has a pass that is not activated/registered it may be from an organization such as an insurance company which is not registered to the user, but the agency in which it was issued from.
- c. These passes like most others, will still be Smart Ride cards, however they are controlled and registered from the agency in which they were given from and not the user.
- d. All cards can be tapped on the machine at the transit center to see balances without charging any accidental fare.

### 4) Marketing Update

- a. Maps have started to be dispersed at agencies and other places around the service area. Not all locations have them yet.
- b. Shelter signs are approved and have begun being printed and dispersed when able.
  - i. There are 70 plus locations and all will be detailed.
- c. Members of the RAC mentioned ways in which they hear information about Metro Bus. At the fair a survey was given out and riders and non-riders were asked to participate. Various ways included:
  - i. Social media
  - ii. bus drivers
  - iii. Transit center info screen
  - iv. bus shelters and also bus operators
  - v. Radio DAR updates – side parking at his location and other projects

### 5) Open Discussion:

- a. Ridership accessibility at Tech High school was discussed. Some schools have direct routes to the parking lot/building and Tech does not. This is due to the time of arrival and high school bus and passenger vehicle traffic, which can cause possible delays and passenger/driver safety concerns. The agreement is to serve the stop along the road so the buses can remain on time and do so in a safe manner with traffic etc.
- b. It was asked how long 31 day passes that are not yet used good for, as well as detailing the importance of registering all Smart Ride cards.
  - i. 31 day passes do not begin until the first day used.
    1. No matter how many days or rides it may be used will expire after 31 days from the first ride. The next set will begin once activated/used again in the same way.
- c. It was observed that fixed route buses leak when raining, the bus numbers were given to Michael to discuss with operations and maintenance.
- d. It was also discussed to get more customer service cards for RAC members to hand out to people with complaints and general questions.

### 6) Adjournment: The meeting was adjourned at 10:42.