

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held an in-person meeting at the Mobility Training Center and streamed simultaneously on WebEx on Tuesday November 15th, 2022, at 10:06 AM. The meeting was held to speak about a ridership update, discuss changes to the ConneX, discuss Metro Bus's upcoming Long-Range Plan in more detail, and various other questions.

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

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 October Minutes - The meeting was held to speak about a ridership update, discuss Metro Bus's upcoming Long Range Plan Update, and various other questions.

New Business:

- 1) Ridership Update- Ridership was up among most in October.
 - a. Route 22 had the largest increase at 20%.
 - i. Many others had increases of 2-5%
 - b. The only route with a decrease was route 9, with a decrease of 5%.
 - c. The ConneX was down 11%.
 - d. The Northstar link was up 3% and once again surpassed 1000 rides.
 - e. Dial a ride recorded just short of 11,000 rides provided.
- 2) ConneX Discussion
 - a. Last month it was brought to the Board of Commissioners that Metro Bus needed to make a long-term decision on the Connex Pilot Program as the Federal Transit Administration (FTA) no longer defines Connex as a pilot program.
 - b. Commissioner Libert moved, and Commissioner Hunstiger seconded a motion to dissolve the Connex Pilot Service and reinstate the former Route 32 Fixed Route Bus for the Sartell service area.
 - c. The ConneX will run until something is put into place. There is no set timeline, but internal discussions have begun.
 - d. If questioned, you are to simply state that there is no set timeline, but the ConneX is set to be replaced once again by a fixed route service.
- 3) Metro Bus Long Range Plan (LRTP) – Outreach Process
 - a. Michael introduced more aspects of the LRTP to the group and discussed how the new plan may encompass several similar aspects along with significant changes.

- b. The outreach process was highlighted and provided to the group.
 - i. A different firm will be conducting the study, and it may be much different than the previous edition.
- c. Michael gave example of some of the ways in which the community will be involved by clipping a portion of the outreach processes from the previous LRTP.
- d. Michael stated it will be important to know the different ways in which community members and RAC members can be involved. He asked members to review it when they have time.
- e. Copies of the previous plan are available online at <https://ridemetrobus.com/transit-plans/> or by request to Michael.

4) Open Discussion:

- a. It was addressed that there have been instances of passengers being harassed both on buses and at the Transit Center. Michael highlighted a few processes such as:
 - i. If you see something, say something to an operator or dispatch/customer service
 - 1. Note the time, location, and route/bus number so it can be investigated
 - ii. There is a Metro bus Code of Conduct displayed at all transit facilities and buses.
 - 1. Riders should be aware of what is and is not allowed.
 - 2. If a situation occurs, it is best to not police it yourself but to let an operator know so a Street Supervisor or Operations Manager can document and act if necessary.
 - iii. If a common trend is noticed with a specific individual, please let customer service know, so their case may be investigated by a Street Supervisor to possibly trespass them if deemed necessary.
- b. The possibility of adding a stop near a heavily transit dependent apartment complex in Sartell was discussed.
 - i. Michael informed the group that when a fixed route returns to Sartell, the possibility of new stop locations will be evaluated. If unable to be addressed immediately it could be something included within the LRTP.
- c. It was also brought up what to do if an operator is consistently not operating on time. It can cause delays and issues for others to be able to catch other routes.
 - i. It was suggested that if a route will not make the transit center at its scheduled time, an announcement should be made to help inform riders and transfer options like connection/transfer points such as Skylight Gardens other than the Transit Center.
- d. The Jolly Trolley was discussed. The 2022 locations will most likely be in person this year (similar locations as past years). Mark your calendars tentatively for the third week in December. More details will be released soon!

- i. Additionally, it was asked if additional organizations may be added to benefit from monetary donations. It may be discussed with members of the Jolly Trolley.
 - e. Accessibility options for areas such as Tech High School and other institutions in the area was also discussed.
 - i. Ryan noted the LRTP will hope to create a blueprint to best plan for the needs of the community.
 - ii. Kiesha also discussed the possibility of transit open houses and that the Holiday season is a beneficial time to do so in an inviting way. It can allow for a welcoming environment as well as offer information on how Metro Bus serves the community.
 - 1. Michael mentioned that community organizations will be factored into the outreach process and contacted when the time arises.
- 5) Adjournment: The meeting was adjourned at 10:59 AM.