

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 March 21st, 2023, at 10:04 AM. The meeting was held to discuss ridership updates, weather related melt/refreezing near bus stops, discuss updates regarding Route 32 and the future Western Transit Hub as well as various other questions.

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

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

Public Open Forum.

- 1) None

Old Business:

- 1) RAC Emails - None
- 2) Review of February Minutes - The meeting was held to discuss the most recent updates about Route 32, hear about a ridership update, discuss the Public Title VI Equity Analysis public meetings and various other questions..

New Business:

- 1) Ridership Update- Last month saw some decreases in total ridership, but average daily ridership was about the same as previous months.
 - a. Daily ridership across fixed route was around 2,800 rides per day.
 - b. The Northstar Link saw one of the largest increases last month with 720 passengers.
 - c. Connex had 1032 rides provided.
 - d. Dial a Ride recorded 10,532 rides.
 - i. Average daily ridership is beginning to increase, if possible, schedule trips well in advance.
 - ii. If you call to schedule a ride, please be patient as we are experiencing high call volumes and are doing our best to provide the upmost service standard we can!
- 2) Weather Changes
 - a. Watch for melting and refreezing.
 - b. This means snowbanks areas are quickly shifted from files of snow to hard, packed ice and are less forgiving if walked on, driven into etc.
 - c. Please be weary when near buses, facilities and while at bus stops.
 - d. If you see any major areas of concern, please reach out to customer service at 320-258-6886.

2) Western Transit Hub

- a. There were two public meetings on Thursday, February 16th at Waite Park City Hall.
- b. The meetings addressed the potential impact of locations where Metro Bus is considering buying the land.
- c. Community members were encouraged to attend one of the meetings, especially those who are potentially impacted by the potential future.
- d. Metro bus has recently received approval to move forward with negotiation and any relocation efforts necessary for occupants of the space.
- e. More details will be posted when available.

3) Open Discussion

- a. Michael went around the room and requested if there were any updates from members.
 - i. There were no major updates from RAC members, and some follow up discussion of Route 32 began.
 - ii. Michael direction individuals to the website which has the most recent information regarding the route information. The details are available at ridemetrobust.com under news and events.
- b. It was also brought up that if any customers have questions about where and when a bus may stop somewhere, they should ask their operator when boarding or discuss with a dispatcher at the transit center.
 - i. Travel training is also available for those who are new to riding the bus.
 - ii. For more information about travel training visit <https://ridemetrobust.com/home/travel-training/> or call 320-529-4497 to schedule something or ask questions.

4) Adjournment: The meeting adjourned at 10:42 AM.