

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 June 20th, 2023, at 10:04 AM. The meeting was held to discuss ridership updates, Updates about Metro Bus's Long Range Transit Plan, highlight Summer Happenings in the area, as well as various other questions.

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

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 May Minutes - The meeting was held to discuss ridership updates, the Metro Bus Roadeo, highlight the upcoming U-Go Free Program as well as various other questions.

New Business:

- 1) Ridership Update - Ridership last month totaled 53,157 across all modes, that is a slight increase over last month.
 - a. The best performer was route 12 with an increase of 15%.
 - i. Several others with an increase such as routes 21 and route 3.
 - b. Route 8 saw a decrease of 20%.
 - c. Connex ran for 6 days last month and collected 196 rides.
 - i. Route 32 began on May 7th and collected 356 rides.
 - ii. Route 32 will be running on a permanent basis replacing the ConneX.
 - d. Dial a ride remains strong with a total of 12,084 rides.
 - e. The Northstar Link had 1038 passengers.
- 2) Long Range Plan Updates – The planning process has finally begun on the Long-Range Transit Plan (LRTP) and meetings were held internally with members from Nelson & Nygaard and SRF who have been contracted to work with us on the LRTP.
 - a. Meetings were held with the project team as well as interviewing administration, operators, and dispatchers for their input on the current system.
 - b. There were also members of the project team that rode fixed routes and dial-a-ride to get a grasp of the system as well as talk with operators while in service.
 - c. There will be meetings held each week internally to check in on ongoing data collection.
 - i. When the public input process begins, it is the hope to have the project team meet with members of the RAC.
 - ii. Data gathering will be underway for the next few months.
- 3) 3. Summer Happenings – Michael Highlighted various events going on in the area.
 - a. Construction and detours - Metro Bus has been doing all we can do to service stops and areas affected.
 - i. Please be patient, understanding and direct all issues to customer service so we can address them through appropriate and effecting means.
 - b. Benton County Fair - August 1st through August 7th.

- i. Each year we have a booth and have two people when possible, staffing it. Volunteers are needed to assist. Shifts are usually 8-8 or so. More details are to come soon but if you are able, please come to attend and let Michael know your availability if you would like to help at the booth.
 - c. There are a lot of events in the area this summer, this includes delays and detours if parade routes of festivities in the area may cause delays.
 - d. Metro Bus is a great option to get there without the need to worry about parking etc.
 - e. Our team tries to post advance notice about any known detours caused by such events to let the public know and plan accordingly.
- 4) Open Discussion
 - a. Michael discussed the importance of reaching out to customer service if there are any issues you observe with our service such as an operator being off route, an unruly passenger, customer service issues etc. Please do not wait for our meeting to tell him something.
 - b. The most efficient way is to report the route, time, bus number, if possible, to effectively report issues.
 - c. It was also brought up how operators may not be picking up customers in an area with construction or a detour. It would like to be clarified for future meetings on what the process is for stopping for someone “waving a bus” down to stop for them.
 - i. Michael will work to refresh on this matter with Metro Bus policy regarding that as well as stops along detours.
 - d. A question was raised about adding shelters for stops that may be heavily utilized like the Coborn’s stop in Sartell.
 - i. Michael mentioned that Metro bus does not have stop by stop passenger information, but an aspect of data collection with the Long-Range plan is to gather that data with automatic passenger counters.
 - ii. Having more detailed data can assist with improving bus stops.
 - e. Another question was raised regarding customer safety in an instance where it was observed that a passenger with a wheelchair was not restrained properly.
 - i. Nothing was reported to customer service but was brought up to a member of the RAC. If something like this is observed, it is important to be reported through customer service, so an operations manager can make sure that the operator is talked to on proper methods for restraining a wheelchair to prevent any further instances.
 - ii. If you see something, SAY something. Do not wait.

5) Next Meeting – July 18th 10 AM here at the Mobility Training Center and virtually

Adjournment: The meeting adjourned at 10:38 AM