

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 July 18th, 2023, at 10:04 AM. The meeting was held to discuss ridership updates, hear updates about Metro Bus's Long Range Transit Plan, highlight details about staffing the Benton County Fair, discuss the migration of meetings to Microsoft Teams, as well as various other questions.

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

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 June Minutes - 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.

New Business:

- 1) Ridership Update - Total ridership on Fixed Route last month on fixed route was 53,711.
 - a. The largest increase was Route 8, which was up 400 rides over last month resulting in a 24% increase.
 - b. Route 21 saw the largest decrease in ridership with 21%, or around 500 rides.
 - c. The Northstar Link had 960 rides.
 - d. Dial-a-Ride had a decrease in rides provided, with 11,606 as compared to just over 12,000 in the previous month.
 - e. ConneX service is no longer available, Route 32 services the Sartell area.
 - i. Ridership increased from 356 rides in May to 498 in June.
- 2) Benton County Fair - August 1st through August 7th.
 - a. Each year we have a booth and have two people when possible, staffing it. Volunteers are needed to assist. Shifts are going to be from 11-8. Michael passed around a sign-up sheet and discussed availability.
- 3) 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. The project team hopes to meet or discuss our system with the RAC when the time comes.
 - b. In the first phase of engagement, the consultant team will also work with Metro Bus to identify stakeholders and host up to 10 individual or small group interviews with these representatives.
 - i. These will be confidential to allow for a frank conversation about experiences and priorities for transit.
 - ii. Michael mentioned that members of the RAC or other frequent riders may be potential stakeholders to interview.

- 4) Migration to Microsoft Teams – Metro Bus will be migrating to Microsoft Teams this fall and will no longer be using Webex.
 - a. It will feature a virtual interface much like we are using now, along with a call-in option.
 - b. Once available, Michael will get instructions out to the RAC members to ensure they can connect as needed.

- 5) 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.
 - i. The most efficient way is to report the route, time, bus number, if possible, to effectively report issues.
 - b. After a conversation about limitations with trips outside the service area, a question was asked about how Metro Bus is funded. (It was asked if Metro Bus could take people to the State Fair and other events.)
 - i. Metro Bus is mostly Federally funded with State and local matches.
 - ii. These funds come with a specific list of eligible activities.
 - iii. If you would like to know more reach out to Michael or call 320.251.1499.

Adjournment: The meeting adjourned at 10:34 AM