

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 September 19th, 2023, at 10:04 AM. The meeting was held to discuss ridership updates, hear updates about Metro Bus's Long Range Transit Plan, discuss changes to the Northstar Link, get updates about the migration from WebEx to Microsoft Teams, as well as various other questions.

The following individuals attended: Michael Kedrowski, Jenny Svihel, Jan Scott, Vicki Johnson, David Williamsen and Paul Thomas and Brice Benner. **Absent:** Kelly Carlson & 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, 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.
- 3) There was not a meeting held in August.

New Business:

- 1) Ridership Update
  - a. July
    - i. Route 12 saw the greatest decline in ridership at 12%.
    - ii. Several others saw declines, mostly due to missed service days as compared to June.
    - iii. Route 32 recorded 501 passengers.
    - iv. The Northstar Link had a very close match to June with a slight increase of 1 % climbing to 969 versus 960 in June.
    - v. DAR had a decrease in ridership going from 11,606, to 10,835.
  - b. August
    - i. August saw increases across the board with classes resuming at SCSU and SCTCC, as well as servicing the Benton County Fair.
    - ii. Routes 8, 11 and 21 all saw increases above 20%.
    - iii. The Northstar Link saw an increase of 22%, going from 969 to 1,246.
    - iv. Dial-a-Ride increased to 12,290 rides.
- 2) Long Range Plan Updates – The Long-Range Transit Plan Update (Metro Bus Forward) initiative continues to move along.
  - a. Surveyors were on buses and at the Transit Center from September 18-20th.
  - b. If unable to do an onboard survey, there will be additional opportunities for many to be involved and provide feedback on Metro Bus Services.
  - c. Michael went over the Metro Bus Forward survey and encouraged members to share the information and complete a survey if they have not yet done so.
- 3) 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.
  - c. Michael will distribute new meeting links and information with next month's packet.
- 4) Open Discussion
- a. Michael asked how volunteering at the fair went.
    - i. The group discussed how it went and then talked about future possibilities such as trivia or interactive games with "prizes" to get extra interaction at the booth.
    - ii. Michael will try to remember to discuss such ideas when it gets closer to the fair next year and work with the marketing team.
    - iii. It was asked why sometimes different Dial-a-Ride buses pick people up from the same location around the same time. Why can't they get on the same bus that will pass the destination? Michael spoke about how trips tend to be scheduled but will follow up with more information at next month's meeting if possible.

Adjournment: The meeting adjourned at 10:55 AM