

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held an in-person meeting at the Mobility Training Center and streamed simultaneously on Microsoft Teams on Tuesday January 16th, 2024, at 10:00 AM. The meeting was held to discuss ridership updates, hear new updates about Metro Bus's Long Range Transit Plan, discuss attendance for meetings as well as various other questions.

The following individuals attended: Michael Kedrowski, Jan Scott, Jenny Svihel, David Williamsen, Bruce Benner, Vicki Johnson, and Kelly Carlson. **Absent:** Kiesha Anderson-King, Jan Scott & 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 December Minutes - The meeting was held to discuss ridership updates, hear new updates about Metro Bus's Long Range Transit Plan, hear results from the Jolly Trolley, discuss service hours, as well as various other questions.

New Business:

- 1) Ridership Update
 - i. December: December is a month when we often see decreases due to the Holidays as well as colleges and local schools not being in session. Fixed route provided 52,238 rides, and Dial-a-Ride provided 11,673.
 - ii. Several routes saw decreases of 10% or more (1, 2, 6, 8, 10 & 12).
 - iii. Route 22 saw an increase of 22%
 1. Route 33 had an increase of 6%.
 - iv. The NorthStar Link saw a decrease of around 10% and dropped below 1,000 rides provided with only 936.
 - v. Dial-a-Ride saw increases on weekend ridership, but weekday ridership declined.
- 2) Long Range Plan Updates – The Long-Range Transit Plan Update (Metro Bus Forward) initiative continues to move along.
 - a. There is a dedicated space on our website, ridemetrobust.com/forward, in which you can view the project timeline and updates regarding plan are located there.
 - i. Buses now have automatic passenger counters or APCs.
 1. APCs are passenger counters using a beam of lights to detect a passenger and count them as they enter and exit the bus.
 - a. They can differentiate between wheelchairs, strollers, carts, and bags so they are not counted.
 2. This will be used to help count ridership, but also to allow for a detailed overview of Metro Bus service numbers for the long-range plan.
 - ii. Metro Bus State of the System Report should be released soon.
 1. The report details the history of Metro Bus and its planning efforts as well as an overview of the bus fleet and operation details.
 - a. It also provides an analysis of service level ridership and demographic information for the service area. It is in the final

editing phase for formatting and will be posted at ridemetrobuss.com when available.

- 3) Attendance for Meetings – Michael detailed how important attendance is for the success of the Rider Advisory Committee.
 - a. It is required to let Michael know if you will not be attending a meeting.
 - i. Absences due to sickness or work-related needs are acceptable but need to be discussed in advance or as soon as possible after a meeting has taken place.
 - ii. Meetings are always the third Tuesday of each month unless otherwise noted.
 - iii. Terms had been previously extended automatically and were not very stringent due to the Pandemic and transitioning period.
 1. When a term is about to expire, a member will be notified two months in advance. If a term is decided not to be extended, it will take time for a replacement to be made.
 2. If a communication about not being able to attend a meeting is not made, it could negatively impact a member’s ability to renew their term.
- 4) Open Discussion
 - a. It was brought up as a suggestion that Dial-a-Ride should be able to drop off at the food court at Crossroads Center. After some discussion Michael reiterated that the suggestion needs to be made via customer service so it can be properly documented and forwarded to the correct manager to get something done if possible.
 - i. Michael also stated that any Metro Bus employees’ contact information should not be given out, and they can be appropriately contacted via customer service.
 - b. Recently a press release was sent out about Metro Bus routes information is now available on Google Maps.
 - i. Google Maps will give multiple route options and can be adjusted for current or later departure times. It also offers multimodal options including walking, biking, or using a personal vehicle for part of your trip.
 - ii. Please be advised that this is only available on GOOGLE MAPS and will not work if looking for transit on other mapping applications, information may not be available.
 - iii. Trips can also be planned and sent to others, saved for future use, or added to your calendar for upcoming travel.
 - iv. The [Trip Planner tool](#), [interactive route maps](#) and [PDFs of schedules on \[ridemetrobuss.com\]\(http://ridemetrobuss.com\)](#) and the Metro Bus Smart Ride App ([App Store](#), [Google Play](#)) also provide options for trip planning.
- 5) Next meeting
 - a. The next meeting will be Tuesday, February 20th.

Adjournment: The meeting adjourned at 10:47 AM