

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 21st, 2025, at 10:00 AM. The meeting was held to discuss ridership, learn about bus stop and shelter/bench placement, and various other discussions.

The following individuals attended: Michael Kedrowski, Vicki Johnson, Kelly Carlson, Paul Thomas, Chinyin Oleson and Jenny Svihel. **Absent:** David Williamsen (excused), & Jan Scott.

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

Old Business:

- 1) RAC Emails – None
- 2) Review of November Minutes - The meeting was held to discuss ridership, Jolly Trolley Results, hear the latest updates about The Metro Bus Forward Project, learn about automatic passenger counters (APC's) and various other discussions.

New Business:

- 1) Ridership Update
 - a. Overall ridership was down about 4% in December.
 - i. DAR had 12,122 passengers.
 - ii. NSL had 990 trips provided. There was a slight decrease over last month, however ridership was up over the previous year.
 - iii. Fixed routes had 51,051 rides provided.
 1. Route 22 saw the largest decrease, but Christmas Eve, and less weekend impacted the ridership totals.
 2. Other routes with slight declines were routes 5, 10, and 32.
 3. Routes 9, 12 and 21 saw slight increases.
- 2) Bus Stop Discussion:
 - a. Michael had a discussion with the RAC about the placement, amenities and spacing of bus shelters and benches throughout Metro Bus's service area.
 - b. Using graphics and procedures from other service providers Michael helped present a more well-rounded conversation about bus stop and shelter/bench placement.
 - c. This conversation stemmed from an emailed question about observations made by a RAC member:
 - i. Why are bus shelters not created equal?
 - ii. What factors determine which stops have a shelter?
 - iii. Might solar powered bus shelters be available in the future?
 - d. Michael advised other members to bring forward questions like these so future meetings could have additional topics provided to learn more about how things operate at Metro Bus.
- 3) Open Discussion
 - a. A question was asked about stops which do not have a sign due to road work or in this case an accident.

- i. Michal advised to call and report it to customer service as soon as possible so the operations team can know about it and take the appropriate action.
 - ii. The concern was that without a sign, the operator may not know to stop for a passenger.
- b. Customer service is the most efficient way to bring forward concerns or matters needing attention. The information is as follows:
 - i. Phone: 320-258-6886
 - ii. Email: info@stcloudmtc.com

The meeting adjourned at 10:59