

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 March 17th, 2026, at 10:00 AM. The meeting was held to discuss ridership, discuss the status of the Metro Bus Forward project, discuss Metro Bus Code of Conduct, learn about Transit Employee Appreciation Day, as well as various other questions.

The following individuals attended: Michael Kedrowski, David Williamsen, Jan Scott, Vicki Johnson, & Bruce Benner.

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

Old Business:

- 1) RAC Emails – none
- 2) Review of January Minutes: The meeting was held to discuss ridership, discuss the status of the Metro Bus Forward project, discuss the final Jolley Trolley Food Drive results, present website updates, as well as various other questions.

New Business:

1. Ridership Update – January and February
 - a. January – Most routes saw decreases in January over December
 - i. In fixed route:
 1. Route 5 saw the largest decrease of about 12% or a little over seven hundred less rides than December.
 2. Other routes saw decreases above 10%, such as routes 3, 9, 21 and 31 saw a 9% decrease.
 - ii. Dial-a-Ride
 1. Dial a ride had 12,843 trips and it only had a difference of sixty-nine trips over last year.
 - iii. The Northstar Link service was discontinued.
 - b. February – February saw an increase in ridership over January. Totaling 49,195 over 46,450 January had.
 - i. In fixed route:
 1. Route 8 saw the largest increase of 16%, or 380 more rides.
 2. The largest increase passenger wise was Route 1 with 477 more trips provided.
 3. Other routes saw increases of around 4-7%.
 - ii. Dial-a-Ride provided 13,159 trips, versus 12,146 trips last year.
2. Metro Bus Forward Updates
 - a. Schedules are still being pieced together
 - i. This is an extensive process and takes a lot of time.
 - ii. Schedule creation encompasses not only when routes operate and leave their starting locations but also are pieced together to give operators a work schedule of routes to complete their day.
 1. This process is called rostering and helps organize work into manageable and equitable schedules that comply with labor rules and also maximize efficiency.

- b. Bus stops are being located, numbered and many are receiving proper name designations.
- c. There will be a campaign to get information out publicly ahead of time, so pay attention to postings and more details will be released when available.
 - i. This campaign will begin internally and then there will be a survey, focus groups and map releases to get information and have select groups informed as early as possible.
- d. The project does not have a set launch date.
- e. For more details visit: [Metro Bus Forward | Metro Bus](#)

3. Metro bus Code of Conduct

- a. The Metro Bus Code of Conduct applies to all customers that use Metro Bus services or facilities. This code has been established to enhance safety for customers and staff, promote proper use of Metro Bus facilities and services and elevate customer experience. Some items are established by Minnesota Statute 609.855: Crimes Involving Transit.
 - i. The Code of Conduct is as follows:
 1. Behavior resulting in a disruption of service will not be tolerated.
 2. No illegal activities, illegal drug use, or public intoxication.
 3. No soliciting, gambling, or selling.
 4. Wear a shirt, shoes, and bottoms at all times.
 5. Pay your fare. Avoid being trespassed. Have fare payment ready and exact change if paying with cash.
 6. Keep it clean.
 7. No smoking or vaping.
 8. Do not distract the Bus Operator or bother others.
 9. No harassing, derogatory or abusive language or gestures directed at employees, customers, or others.
 10. No alcohol or drinks in uncovered containers allowed on buses.
 11. No loitering.
 12. Keep pets in a carrier.
- b. For more details visit; [Metro Bus Code of Conduct | Metro Bus](#)

4. Transit Employee Appreciation Day

- i. On Wednesday, March 18, Metro Bus invites those who use and appreciate Fixed Route and Dial-a-Ride services to share their gratitude with the transit employees who serve the communities of St. Cloud, Sartell, Sauk Rapids and Waite Park.
- ii. Thank a Metro Bus Operator, Dispatcher, Street Supervisor or whomever you would like to shout out in the following ways:
 1. Call 320.251.1499
 2. Email info@stcloudmtc.com
 3. In person
 4. Send a message of commendation via the Metro Bus Facebook page
 5. Give kudos on your preferred social media platform

5. Open Discussion

- a. A question was asked regarding why we do not service the St. Cloud Regional Airport

- i. The airport is outside of our current service area and does not guarantee enough consistent ridership in that area.
- ii. Dial-a-Ride must be within $\frac{3}{4}$ of a mile to one mile within Fixed Route services so it also cannot go there due to those parameters.

The next meeting will be on April 21st, 2026, at 10 AM.

The meeting adjourned at 10:58.