

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 September 15th, 2026, at 10:00 AM. The meeting was held to discuss Metro Bus Forward and its current progress, discuss the U-Go Free program and ridership, present system ridership as well as various other questions.

The following individuals attended: Michael Kedrowski, Paul Thomas, David Williamsen, Vicki Johnson & Kelly Carlson (excused).

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

Old Business:

1. RAC Emails – none
2. Review of August minutes: The meeting was held to discuss Metro Bus Forward and its current progress, discuss the U-Go Free program and ridership, present system ridership as well as various other questions.
3. Metro Bus Forward Updates
 - a. Schedules are available for our internal review.
 - i. We are checking timing, transfer connections, and vehicle movements.
 1. Operator schedules will be created at a later date.
 - b. Routes have been renumbered and turn by turns are being finalized for training purposes.
 - c. On Demand Zones and Dial-a-Ride boundaries are completed.
 - d. Bus stops have all been located and will receive new signage in the future.
 - e. The project does not have a concrete launch date. Stay up to date by checking the website <https://ridemetrobus.com/forward/>
4. U-Go Free
 - a. The Metro Bus U-Go Free Summer Youth Program has concluded.
 - b. During the school year Metro bus has an agreement with District 742 to provide students with bus passes.
 - i. Ridership averages just over 500 each month
 - ii. During the U-Go Free program, a FREE category is used on the fareboxes and ridership in the FREE category went from 3,436 rides in July to 3,335.
 1. It is unknown how much of those rides were truly in the age range from 5-17 years old (or registered passengers).
 - iii. Next month Michael will share ridership from District 742 and average out summer ridership.

New Business:

1. Ridership Update – August
 - a. There was an increase in ridership in August.
 - i. Total ridership for fixed route was 52,947.
 1. Route 8 saw the largest increase number wise with 356 more than last month or about 15%.
 2. Routes 22 and 11 had increases of over 200 passengers.
 - a. Route 22 saw a 21% increase, and route 12 saw a 10% increase.
 3. Route 21 saw a 10% decrease.

- a. Note: Route 21 does not operate on weekends and route 22 does not run until 5:45 PM on weeknights.
- 4. Other routes saw minimal decreases of only a few percent.
- b. Dial-a-Ride saw a slight increase in August with 12,755 trips provided.
 - i. Passengers per hour year over year remained the same at 2.72.

1. Open Discussion:

- a. The Metro Bus Executive team (Chief Executive, Chief Financial and Chief Operations) stopped by while in the building and visited with the members of the Rider Advisory Committee.
- b. For more details and information about the Metro Bus Organization Chart, facilities information, operating statistics, and resources visit <https://ridemetrobus.com/home/overview/>

The next meeting will be on October 20th, 2026, at 10 AM.

The meeting adjourned at 10:39