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 November 17th, 2026, at 10:00 AM. The meeting was held to discuss Metro Bus Forward and its current progress, discuss ridership for September, October as well as year-end totals, and address various other questions.

The following individuals attended: Michael Kedrowski, Paul Thomas, David Williamsen & Vicki Johnson.

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

Old Business:

1. RAC Emails – none

2. Review of September 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 being reviewed internally.
        i. We are checking timing, transfer connections, and vehicle movements.
            1. Operator shiftwork is being created.
            2. Operators will drive a series of different routes each shift like they currently do.
    b. Routes have been renamed and turn by turns are being produced for training purposes.
    c. On Demand Zones and Dial-a-Ride boundaries are finalized.
    d. Bus stops have all been located and will receive new signage in the future.
    e. The Waite Park Transit Station is being constructed and is moving along. The date of completion is not yet known.
    f. The project does not have a concrete launch date. Stay up to date by checking the website https://ridemetrobus.com/forward/

New Business:

1. Ridership Update
    a. September – In September ridership increased compared to August. Year over year there was about 1,700 more trips taken.
        i. Fixed Route:
            1. The largest increase in ridership was route 1, with an increase of 400. Several other routes saw increases as well.
            2. Routes that saw large decreases were route 3 decreased by 474 and route 5 by 558.
            3. September had one less Saturday and Sunday compared to August which often contributes to some routes increasing or decreasing.
        ii. Dial-a-Ride:
            1. September provided a little over 13,00 rides and there were exactly 200 less trips year over year.
            2. The passengers per hour rate was the same at just over 9 per hour.

b. End of Year - Metro Bus follows a "Fiscal Year" is a 12-month accounting period that organizations use for financial reporting and budgeting, which this year ran from October 2025 - September 2026.
    i. Fixed Route:
        1. Ridership totals were 618,554. Down slightly over last year which was 640,588 (about 5% overall). There was an extra day last year with leap year.
            a. Passengers per hour went from 9.03 to 8.71.
        2. Top performing routes were routes 8 with an 8% increase or 1,900 rides.
        3. Route 32 had a 10% increase or 625 more trips provided.
        4. Routes with decreases were route 6, with 11% or 5,400 trips and Route 12 with 2,900 less trips.
    ii. Dial-a-Ride
        1. Dial-a-Ride provided 157,455 trips which is up over last year which had 153,413.
        2. The difference in passengers per hour went from 2.87 from 2.76.
c. October
    i. Fixed Route
        1. Ridership totals were 56,800 vs 57,094 over last year.
        2. The difference in passengers per hour was also nearly 0.
        3. Routes 9 and 31 saw increases of about 300 trips.
        4. The largest decrease was route 5 with 690 less trips provided.
    ii. Dial-a-Ride
        1. Ridership totals were 13,956 vs about 14,00 last year.
        2. Passengers per hour were similar as well with .1 difference.

1. Open Discussion:
    a. Michael shared the Metro Bus Holiday schedule with the group.
        1. Metro Bus Dial-a-Ride and Fixed Route services will be closed on Thanksgiving Day, Christmas Day, and New Year's Day.
        2. Fixed Route and Dial-a-Ride service will also end early on Christmas Eve.
        3. No Dial-a-Ride service will be scheduled after 3:45 PM.
        4. Metro Bus will operate regular service on Black Friday and New Year's Eve.
        5. For route information, visit ridemetrobus.com/home/maps-schedules/.
    b. Michael shared details about Metro bus winning an award at the annual Minnesota Public Transit Association (MPTA) Conference which was in St. Cloud October 18-20th.
        1. On Monday, October 19, 2026, Metro Bus was proud to receive Management Innovation Award for its Accident Reduction Package.
        2. The award shows the incredible dedication of all Metro Bus employees to delivering safe, reliable, and friendly public transportation to Central Minnesota communities!
        3. Metro Bus developed its Accident Reduction Package after recognizing that preventable accidents could not be effectively addressed through discipline or isolated training efforts alone and recognized an opportunity to create a more proactive approach in one coordinated strategy.
        4. The full article detailing the award can be found here: Metro Bus receives innovation award for safety program | Metro Bus

The next meeting will be on December 15th, 2026, at 10 AM.

The meeting adjourned at 10:50