

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting on Tuesday, August 21, 2018 at 9:00 a.m. at the Mobility Training Center, 700 W. St. Germain St, St. Cloud, MN

The following individuals were in attendance: Ryan Daniel, Kim Hoff, Dave Green, Doug Diedrichsen, Jerry Duckworth, David Williamsen, Bruce Benner, Jenny Svihel, and Suzanne Driessen. Visitors: Jerry Schmitz, Vicki Johnson– St. Cloud APO. Absent: Brenda Severson, Alexis Lutgen, and Aisha Bah.

Welcome. Ryan welcomed everyone and read the purpose of the RAC. Everyone introduced themselves. He also introduced Jerry Duckworth, new Community Outreach/Mobility Specialist.

Public Open Forum. Open Discussion. Jerry mentioned there have been a lot of new college students coming to town the past week and they have a lot of questions about the community and specifically what is downtown St Cloud. He thought it would be nice if the downtown businesses could promote themselves more to the college students.

Old Business.

- 1) Operational Update. Dave discussed the operational items that were brought up at the last meeting. 1) the stop annunciation on Route 33 wasn't working. Dave explained it will be taken care of with the new bid on August 26th. When updates are done with the annunciators, it's not an instant change, it's part of a batch that goes out to the bus. It's a very lengthy process and doesn't happen overnight. 2) Luggage hook has been installed in the Link buses. 3) CentraCare meeting has been postponed a couple of times, but Ryan and Dave are still working on it. 4) Dave mentioned the goals were recently submitted to MnDOT and the goal is to have less than two accidents every 160,000 miles and less than two substantiated customer service complaints per 160,000 miles. He mentioned we are consistently low in customer service data but it was realized that we were submitting received complaints versus substantiated complaints so the language was changed. He also mentioned in regard to accidents, three years ago we were at 3.38 and last year we were just above 2, and on track this year to be at 2.06. This has substantially decreased over the past three years. He mentioned that all of the driver operators have recently gone through OTA training (Operator Training Activity) which covers the basics of driving, etc. Suzanne asked if each accident is documented, investigated and corrective action documented. Dave said that each accident is covered by a street supervisor who writes up the report, takes pictures, gets a statement from the operator, views the video and from there it goes to an accident committee which is comprised of one of the operation managers, a street supervisor and the training/safety manager. They look at preventability. They talk with the operator and no decision is made until after they talk. It's probably a 2 hour process, not including the meeting with the operator. A final determination is made and information is documented. If any discipline or remedial training is needed, it happens after the determination is made.

New Business.

- 1) RAC Email. There was no email.
- 2) Executive Update: a) Ryan mentioned that Metro Bus staff participated in the United Way bus pull. They placed 14th out of 23 teams, b) we are in the process of renovating

the Board room at Operations Center, c) a hoist in the maintenance department is being renovated, d) Ryan mentioned that he will not be present at the October meeting and Doug will be running the meeting, d) the November RAC meeting (11/20) will be held at the Operations Center for a tour of the facility and meeting to follow. Bruce mentioned that some of the ramps on the Dial-a-Ride buses aren't working, they have to be manually lifted up. Dave stated there were some issues with the ramps, but it's all been resolved.

- 3) Ridership: Doug presented this is the first time we've seen an increase in ridership compared to last year but the rides per hour are still pretty low, especially on Routes 8, 9, 10, 11 and 12 but should start seeing an increase with the college students back in town. Route 33 has lowered its ridership as well as Route 32 in Sartell. Staff is looking at going to a different model of service for the Sartell area, possibly a deviated fixed route system. Doug also reported on the recent Federal Transit Administration Triennial Audit. It was brought to our attention that we were missing an internal policy on how to deal with public comments on fares and service changes. The policy outlines how we deal with public comment, both from committees, such as the RAC, as well as general unsolicited phone calls from the public. It also outlines the responsibilities of each decision making body – such as the Executive Team and the Board of Commissioners, as well as the St. Cloud APO who does all of the public outreach when it comes to the TIP (Transportation Improvement Program), which is monitored and administered by the APO.

Open Discussion.

Jenny thanked everyone for helping at the Benton County Fair. She also expressed concern about the U Go Free pass and wondered if we could go back to the old way of distributing the passes with an application process. She felt there are people that are older than 18 years old that go to the Transit Center and get a pass and are using the pass. They also say they lost their pass and now have 3-4 different passes. She wondered how this can be better controlled. Dave commented that staff met earlier in the year to discuss this and what they found after comparing the data is that there isn't any difference in the abuse of when we had them fill out an application versus no application. She also mentioned that for the past couple of weeks she has noticed people show their health insurance or Medicare cards and think that they are supposed to be able to ride free. Some of the people are service connected but some of them are not and still expect to ride free. She has noticed it happening a lot on Route 31 and 21/22.

David reported the parking lot at his apartment complex is being redone, and when a Dial-a-Ride bus came for him, instead of picking him up on the street by the bus shelter (which is next to his apartment bldg.), they made him cross the street to the bus. The driver did walk with him to the bus.

Adjournment. The meeting adjourned at 9:54 a.m.