

The St. Cloud Metro Bus Rider Advisory Committee (RAC) held a meeting on Tuesday, February 18, 2020 at 10:00 am at the Metro Bus Mobility Training Center, 700 West Street Germain #100, St Cloud, MN.

The following individuals were present: Shawn Pierce, Ryan Daniel, Ben Paulson, Bruce Benner, David Williamsen, Vicki Johnson, Jan Scott, Jenny Svihel, and Kelly Carlson. Absent: Keshia Anderson-King and Paul Thomas.

Welcome. Ryan thanked everyone for coming and reviewed the purpose of the RAC. Shawn Pierce is taking the place of Doug at the meetings until a new Planning Manager is found.

Public Open Forum.

- 1) Open Discussion. There were no members of the public present.

Old Business.

- 1) No old business was declared.

New Business.

- 1) RAC email. There were no new emails.
- 2) Ridership. Upon review, ridership was not significantly different than expected. Overall, ridership in Fixed Route year-over-year has seen decline of about 7%. Other declines, like in the NorthStar Link, fit the national average decline. ConneX grew rapidly, then peaked like the old route. We are working to improve ridership.
- 3) Operations Update was given by Shawn Pierce:
 - a. Signage update
 - i. Phone number on signs is being changed from 251-RIDE to 251-7433 for clarity.
 - b. Bus Roadeos
 - i. Fun for Operators, we've had success the past three years bringing home trophies.
 - c. CNG Buses
 - i. Metro Bus is purchasing 3 new CNG buses.
 - d. New Operations Software
 - i. Will replace part of MetroNet and help finance/logistics.
- 4) RAC Contact Information Update.
 - a. Updated preferred phone on RAC Committee Member spreadsheet for those members in RAC with multiple phone numbers.

Open discussion:

- 1) Wait times for Dial-A-Ride. No change from last month, still an issue. Progress has been made over the long term.
- 2) ConneX. There was concern about ConneX service hours being an issue. Ryan stated that in changing the service hours, there was much thought put into it by the Board. There is a desire to have people adjust to the service hours and provide a quality bus service rather than change the service hours all the time and have people choose an alternative to Metro Bus. ConneX has some variability in the wait time—week wait time versus weekend wait time.

- 3) Future Planning Manager Duties. Goal of new Planning Manager is to tie in fare structure and possible fare increase so that the two happen seamlessly. The last fare increase was in 2014 or 2015.
- 4) Smoking in shelters. 25 foot radius ban around shelters was brought up. It was stated that practically, we couldn't enforce it because we'd have to do so using Metro Bus resources. The concern was brought up because of medical concerns for passengers.
- 5) New Scheduling Software. Will update/replace part of MetroNet, make it easier for operators to log in and get their work.
- 6) Bus maintenance. Bus station #706 bus flooring needs to be fixed, could be a trip hazard to passengers. Reminder suggested to drivers about rider safety.

Adjournment. The meeting adjourned at 11:15 am.