METROCOG Fargo-Moorhead Metropolitan Council of Governments

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To: Metro Area Transit (MAT) Coordinating Board Members

From: Metro Area Transit (MATBUS)
Fargo-Moorhead Metropolitan Council of Governments (Metro COG)

Date: July 17, 2019
RE: MAT Coordinating Board Agenda and Correspondence

79th Meeting of the
Metro Area Transit Coordinating Board
July 17, 2019 – 8:00 a.m.
Location: Fargo City Hall Commission Chambers – 225 4th Street North, Fargo ND

Meeting Agenda

1. Call to Order and Introductions
    a. Josef Rivera, General Manager, First Transit

2. Action Items:
    a. May 15, 2019 Meeting Minutes
    b. First Transit Contract Amendment – Matthew Peterson and Lori Van Beek
    c. Moorhead New Service Expansion Pilot Program Analysis – Forrest Steinhoff and Lori Van Beek
    d. City of Moorhead 2020-2021 Budget and MnDOT Grant Presentation –Lori Van Beek
    e. 2019-2020 U-Pass Agreement, North Dakota State University – Matthew Peterson

3. Informational Items
    a. Article " MN: Status update on electric buses in Duluth? It's complicated." – Lori Van Beek
    b. Update on Transit Authority Study – Michael Maddox
    c. Update on GTC Renovation – Julie Bommelman
    d. May – June 2019 Operations Reports and College Ridership – Matthew Peterson and Lori Van Beek
    e. Updated Schedules and Maps – Matthew Peterson

4. Other Business

Metro Area Transit Coordinating Board meetings are taped and rebroadcast on cable channel TV Fargo 56 each Monday at 7:30 p.m. and Fridays at 6:00 p.m. People with disabilities who plan to attend this meeting and need special accommodations should contact the MATBUS Administration Office at 701.241.8140. Please contact us at least 48 hours before the meeting to give our staff adequate time to make arrangements. Meeting minutes are available on the City of Fargo's website at www.fargond.gov and Metro COG's website at www.fmmetrocog.org.

78th Meeting of the
Metro Area Transit Coordinating Board
May 15, 2019
Fargo Commission Chambers

Members Present:
Jim Aasness, Dilworth City Council
Brian Arett, Valley Senior Services
Kevin Hanson, Chair
Brad Olson, West Fargo City Commission
Brit Stevens, NDSU
Teresa Stolfus, M|State
John Strand, Fargo City Commission
Sara Watson Curry, Moorhead City Council
Deb White, Moorhead City Council
Annie Wood , MSUM

Members Absent:
Tony Grindberg, Fargo City Commission
Paul Grindeland, Metro Senior Ride
Jackie Maahs, Concordia College

Others Present:
Lori Van Beek, City of Moorhead
Julie Bommelman, City of Fargo
Shaun Crowell, City of Fargo
Taaren Haak, City of Moorhead
Michael Maddox, FM Metro COG
Matthew Peterson, City of Fargo
Julie Sellner, First Transit
Jordan Smith, MATBUS
Larry Weil, City of West Fargo

1. **Call to Order and Introductions**
   Mr. Hanson called the meeting to order, introductions were made, and a quorum was present.

2. **Action Items**
   a. **March 20, 2019 Meeting Minutes**
   A motion to approve the minutes was made by Mr. Aasness and seconded by Ms. White. The motion was voted on and unanimously approved.

   b. **Procurement of Fareboxes**
   Ms. Van Beek presented information about the current fareboxes, which are approaching ten years old. She explained that the fareboxes will be phased in as Fargo grants have not been approved yet, therefore implementation will occur as the funding becomes available. She explained the sole source procurement process. Mr. Peterson explained the reason why sole source procurement was necessary for this process.

Mr. Strand asked if bids would still be competitive with this approach. Mr. Peterson said yes, they are competitive bids.

Mr. Hanson asked about the useful life of fareboxes, and when the City of Fargo would be included in the farebox procurements. Mr. Peterson explained that the fareboxes must be updated as technologies change and the useful life will vary depending upon that change. He went on to explain that the City of Fargo will be applying for the grant in the next fiscal year at which point in time it can join the procurement process.

Ms. Stolfus asked if the college passes would work with the new fareboxes. Ms. Van Beek said yes they would.

A motion to approve a joint Fargo-Moorhead sole source procurement with the option to add Fargo Transit when funding becomes available was made by Mr. Arret and seconded by Ms. Wood. The motion was voted on and unanimously approved.

c. City of Fargo 2020 Budget and Grants

Ms. Bommelman presented the 2020 City of Fargo Budget and Grants.

A motion to approve the grant applications as outlined in the memo, and, upon successful receipt of funds, approve the grant execution was made by Mr. Arret and seconded by Mr. Aasness. The motion was voted on and unanimously approved.

i. Fargo 2020 Capital and Operating Budget Overview

Ms. Bommelman presented the Fargo 2020 Capital and Operating Budget and explained a couple of options that the City of Fargo is considering.

ii. Options

1. Fixed route dispatch in-house

She said the City was considering bringing the fixed route dispatchers on as City Staff, rather than contracted employees. She said it could help mesh together fixed route and paratransit dispatchers and create a better depth of employees for transit. Ms. Bommelman also explained that there is a cost savings to the change. Mr. Peterson added that the dispatchers would also see a pay increase by becoming City of Fargo Staff.

Ms. White asked about the employee shortage, and what the difference is between in-house vs. the contracted employees. Ms. Bommelman explained that overall, the employee shortage is vastly improved from two years prior, but having more employees in-house would be a benefit in retention.

Mr. Arett asked about the salary difference between the contracted employees and the in-house employees. Mr. Peterson said that every dispatcher would receive a slight increase in pay, and a yearly step increase for 11 years.

Mr. Hanson asked when the transition could take place. Ms. Bommelman said that it could happen anytime, as long as it is approved by the appropriate committees and Fargo/Moorhead City Commissions.

2. Sunday Service

Mr. Peterson spoke about Sunday service, and how it is the most common request from the public. He said it would be hourly service and probably shorter hours. The cost would be $500,000 annually and six full time employees for the Fargo side, Moorhead would be a different figure. MATBUS would also be obligated to provide paratransit service on Sundays as well.

Mr. Hanson asked about the timing of Sunday service and if they would come back to the board before approving the change. Ms. Bommelman said yes, a lot of numbers would need to be crunched for accurate costs and then come back to the board.

Mr. Olson asked about the Operations Manager position. Mr. Peterson explained the pay increase and the expanded role to oversee all dispatchers within the City of Fargo.

A motion to bring the two options as outlined in the memo to budget discussions with City of Fargo Administration was made by Mr. Strand and seconded by Ms. Wood. The motion was voted on and unanimously approved.

d. City of Moorhead 2020 Budget and Grants

Ms. Van Beek presented the Moorhead 2020 Budget and Grants explained the grants being submitted for several items, some of which are cost shares with City of Fargo. She exlained that she was hoping to add a couple projects including the Dilworth Walmart transfer hub facility.

Mr. Arret asked if the scheduling software would be put into here. Ms. Van Beek said that the software has been purchased already.

Mr. Strand asked about the type of buses MATBUS purchases and if there were any considerations of looking into green technologies. Ms. Van Beek said that they are keeping an eye on things, but do believe it is too early for our region and the cost difference has not yet been justified.

A motion to recommend the transit capital budget to the Moorhead City Manager for consideration in the 2020 budget was made by Mr. Aasness and seconded by Mr. Olson. The motion was voted on and unanimously approved.

Ms. Van Beek went on to explain the State of Minnesota's changes to transit funding and transit grant processes. She said that the proposed changes are good and will be a benefit to our system. She did explain that a lot of the Moorhead budget relates directly with the Fargo budget and increases will effect both sides. Ms. Van Beek said that they would also be doing the Transit Development Plan update in 2020, which is updated every five years.

Mr. Hanson asked about when an updated RFP for contractor services would occur. Ms. Van Beek said March 2020.

A motion to continue negotiations with First Transit for a one-year contract extension and changes in management services for 2020, and to move forward with operating budgets and grant applications for 2020-2021 based on the considerations listed, and bring back a final 2020

budget at the regularly scheduled July meeting was made by Ms. White and seconded by Ms. Wood. The motion was voted on and unanimously approved.

e. Route Changes

Ms. Van Beek explained some changes for route 4 and the impact of construction detours. Route 4 will no longer be able to turn left on 34th street, and therefore won't be able to stop at two stops near Target and Boulder Tap House. She said those stops are also served by route 3, which takes a right at 34th St.

Ms. White asked about the change in people's routines, Ms. Van Beek said that she has not yet received any negative feedback about the proposed change.

A motion to recommend to the Moorhead City Council for approval of the proposed changes to route 4 to become effective August 1, 2019 was made by Mr. Aasness and seconded by Ms. Wood. The motion was voted on and unanimously approved.

i. Service Expansion Request

Mr. Peterson explained a request for expanded service to the industrial park in Fargo. There are a couple of options including a tap-ride, or expansion of route 17. The tap-ride option is more of a short-term option, with the expanded route being the ultimate long-term goal.

Mr. Hanson asked about how many people work in the industrial park and what the usage would be. Mr. Peterson said that in the previous TDP, they estimated around 36 boardings a day, however they really won't know how much ridership they will get until service is provided.

Ms. Wood asked if the regular hours would work for businesses and shifts in the industrial park. Mr. Peterson responded that yes, it should work however they are flexible and MATBUS could extend the hours of operation in the industrial park if there is need. Ms. Wood went on to ask about the businesses financial support for operations, or if they were just sponsoring startup costs. Mr. Peterson responded that they were sponsoring startup costs only, and wouldn't be allowed to sponsor operational expenses.

Ms. White asked about the tap-ride service hours and Sunday service hours in the industrial park. Mr. Peterson said that the industrial park would like to see Sunday service, and the tap-ride service would only operate during regular operating hours. Ms. White also asked about why the service to the industrial park did not work 10-15 years ago. Ms. Bommelman said, there were a few reasons, and that MATBUS thinks it is an okay time to try again.

A motion to recommend to the Fargo City Council for approval of the proposed service expansion to the Fargo industrial park was made by Mr. Strand and seconded by Ms. Wood. The motion was voted on and unanimously approved.

3. Informational Items

a. Draft 2019-2020 Moorhead U-Pass Fees

Ms. Van Beek presented information about the Draft 2019-2020 Moorhead U-Pass Fees.

b. Ground Transportation Center (GTC) Renovation Update

Ms. Bommelman gave an update regarding the GTC. She said there were some very urgent structural issues with the deck and underground parking structure, which are being resolved.

Mr. Hanson asked about the new design and safety. Ms. Bommelman responded that safety is a big consideration, and will greatly improve line-of-sight, lighting, and cameras.

Mr. Strand asked about how the relocation of the Fargo Police Department would impact some of the security issues, and if there was discussion about having a precinct or office nearby or within the GTC to keep the PD presence downtown. Ms. Bommelman said yes there have been discussions and they have not ruled anything out yet.

c. First Transit Update

Ms. Sellner presented an update on First Transit including the hiring of a new general operations manager, recent challenges, and recent successes.

Ms. White asked about what has been done to see if First Transit is remaining competitive for finding employees. Ms. Sellner said that they have been discussing the wages of drivers because the wage attracts and retains employees. Ms. White said that retaining employees would provide a cost savings too because First Transit wouldn't have to train new people all of the time.

d. Mobility Matters Forum May 22, 2019

Mr. Peterson gave an announcement about the Mobility Matters Forum happening Wednesday, May 22nd, 2019 from 9:00 a.m. – 2:00 p.m.

e. Update on Transit Authority

Mr. Maddox gave an update on the Transit Authority study.

Mr. Arett asked if Valley Senior Services was involved as part of the technical or policy action committees that were formed to guide the study. Mr. Maddox responded that Valley Senior Services is a stakeholder and that they would be involved in the process and kept up to date.

f. January through April 2019 Operations Report and College Ridership

Ms. Van Beek and Mr. Peterson gave the January through April 2019 operations report and college ridership. Ms. Van Beek explained that weather really played a large role in affecting some of the numbers in Moorhead. Mr. Peterson said that winter weather was impactful but Fargo was seeing on time performance improve.

Mr. Arett asked about why the disabled and elderly ridership percentage was so much higher in Moorhead than in Fargo. Ms. Van Beek responded that caregivers and social service agencies in Moorhead promote and increase transit ridership.

g. New Rider ID Cards

Mr. Peterson presented information about the new rider ID cards.

h. Amble (MAT Paratransit app)

Mr. Peterson presented information about the new mobile application to book rides for paratransit, and allow vehicle tracking within the 15 minute pickup window.

4. Other Business

Hearing no other business Mr. Hanson adjourned the meeting at 9:56 AM.

MOORHEAD NEW SERVICE EXPANSION PERFORMANCE ANALYSIS
TWO-YEAR PILOT PROGRAM
JULY 2017 – JUNE 2019

New Service Expansion (NSE) Services

In July 2017, new service began in Moorhead under a two-year pilot program funded by the State of Minnesota Department of Transportation (MnDOT). The new service changes included:

- Evening Service: Extending operating hours on the core routes of 1, 2, 3, and 5 into the evening, which replaced Route 8 evening service to south Moorhead.
- Saturday Frequency: Increasing service frequency of the core routes of 1, 2, 3 and 5 on Saturdays from 60-minutes to 30-minutes in south Moorhead.
- Sunday MAT Paratransit: Expanding MAT Paratransit service on Sundays to riders in Moorhead and Dilworth.

Evening Service

Evening Route 8 was replaced by expanding the core daytime routes 1, 2, 3, and 5 to operate in south Moorhead longer in the evening. Buses were increased from one to four buses operating from 6:45 PM to 11:15 PM. Since the elimination of Route 8 Evening and beginning the expanded hours on the core Routes 1, 2, 3 and 5, there has been a 161% increase in evening ridership.

Comparison of Evening Ridership - Route 8 and NSE

	July 2017 - June 2018	July 2018 - June 2019	TOTAL
NSE Evening Ridership	42,090	46,839	88,929
Expected 2017 Route 8 Ridership*	17,052	17,052	34,104
Difference	25,038	29,787	54,825
Percent Change	147%	175%	161%

*Route 8 reflects average monthly ridership through Jan-June 2017 of 1,421 multiplied by 12 months.

Comparison of Evening Ridership - Route 8 and NSE

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Expected 2017 Route 8 Ridership*	17,052	17,052
Difference	25,038	29,787
Percent Change	147%	175%

*Route 8 reflects average monthly ridership through Jan-June 2017 of 1,421 multiplied by 12 months.

During the first year of evening service expansion:

- Core routes averaged 3,508 riders per month. Route 8 averaged 1,421 riders per month before its elimination on July 1, 2017.

- New service increased the number of rides per month by 198, a 14% increase.
- On-time performance was improved from 81% on Route 8 to 91% for Routes 1, 2, 3 and 5.
- Service area was geographically expanded over the previous Route 8.

In year two:

- Total evening ridership increased by 395 more riders from the previous year, an 11% increase.
- The rides per hour per bus increased to 9.

Total Ridership Comparison - Evening NSE				
	July 2017 - June 2018	July 2018 - June 2019	Change	Percent
Route 1 - Evening	11,385	12,472	1,087	10%
Route 2 - Evening	19,063	20,367	1,304	7%
Route 3 - Evening	6,364	8,080	1,716	27%
Route 5 - Evening	5,278	5,920	642	12%
Total Ridership	42,090	46,839	4,749	11%

Average Monthly Ridership Comparison - Evening NSE				
	July 2017 - June 2018	July 2018 - June 2019	Change	Percent
Route 1 - Evening	949	1,039	91	10%
Route 2 - Evening	1,589	1,697	109	7%
Route 3 - Evening	530	673	143	27%
Route 5 - Evening	440	493	54	12%
Total Ridership	3,508	3,903	396	11%

Saturday Service

Prior to July 2017, the core south Moorhead Routes 1, 2, 3 and 5 operated every 60 minutes. NSE service changes increased the frequency to every 30 minutes, making transfers easier and reducing layovers between routes at transfer hubs. Saturday-specific statistics from 2017 were not available. However, ridership growth from year 1 to year 2 was up 6%, with Route 3 up 32%. Trends of average ridership are encouraging and are up across Routes 1, 2, and 3, with Route 5 seeing a minor decrease, indicating the expanded Saturday service is also experiencing growth.

Total Ridership Comparison - Saturday NSE with 30-minute Frequency				
	July 2017 - June 2018	July 2018 - June 2019	Change	Percent
Route 1 - Saturday	4,498	4,667	169	4%
Route 2 - Saturday	7,272	7,285	13	0%
Route 3 - Saturday	2,665	3,516	851	32%
Route 5 - Saturday	2,920	2,893	(27)	-1%
Total Ridership	17,355	18,361	1,006	6%

Average Monthly Ridership Comparison - Saturday NSE with 30-minute Frequency				
	July 2017 - June 2018	July 2018 - June 2019	Change	Percent
Route 1 - Saturday	375	398	23	6%
Route 2 - Saturday	606	617	11	2%
Route 3 - Saturday	222	280	57	26%
Route 5 - Saturday	243	241	-2	-1%
Total Ridership	1446	1536	89	6%

During the first year of Saturday service expansion:

- Frequency increased to every 30-minutes rather than hourly.
- The number of layovers between routes was reduced at transfer hubs.
- Service levels to U-Pass participants at MSUM, Concordia and M State campus were improved.

In year two:

- Total number of riders increased from 17,355 to 18,361, an increase of 1,006.
- Rider averages increased from 1,446 to 1,536, a change of 89.
- Average ridership was up 6%.
- Route 3 had the largest growth at 26%.
- Total average number of rides per hour per bus was more than 15.

	July 2017 - June 2018	**July 2018 - June 2019**
SATURDAY SERVICE:	**Rides/Hour**	**Rides/Hour**
Route 1 Saturday	14.76	15.73
Route 2 Saturday	23.86	24.46
Route 3 Saturday	8.85	12.00
Route 5 Saturday	9.53	9.65
SATURDAY AVERAGE	**14.25**	**15.46**

Expanded Paratransit

Prior to the NSE grant, MAT Paratransit service operated on Sundays in Fargo and West Fargo only. In July 2017, MAT Paratransit was expanded into Moorhead and Dilworth. Ridership on Sundays has been lower than expected; however, since service was already available, the cost to operate was very low and rides were accomplished for the most part with the existing fleet and drivers. Monthly ridership ranged from a low of 4 to a high of 24. The average ridership was 11.83 per month in Year 2 when compared to 13 per month in Year 1.

Sunday MAT Paratransit Ridership - Moorhead & Dilworth				
Total Rides	July 2017 - June 2018	July 2018 - June 2019	Change	Percent
Sunday MAT Paratransit	159	142	-17	-11%

Recommendation

With the positive growth that has occurred from 2017 to 2019 from expanded services, it is recommended these services continue operations.

Agreement for Transit Services
Between
The City of Fargo, North Dakota
and
North Dakota State University

This Agreement, dated July 1, 2019, is by and between the City of Fargo ("CITY") and North Dakota State University ("NDSU").

WHEREAS, NDSU wishes to provide transit services for the benefit of students using the regular fixed route system serving the Fargo-Moorhead metropolitan area, and six circulator shuttle routes serving the NDSU campus and vicinity, and;

WHEREAS, The CITY, through its Transit Division, in partnership with the City of Moorhead, Minnesota, provides bus service within the Fargo-Moorhead metropolitan area, and;

WHEREAS, The CITY has the infrastructure, vehicles, staffing, funding, and operational capacity to provide these services to NDSU in accordance with the articles in this agreement.

NOW, THEREFORE, it is mutually understood and agreed as follows:

ARTICLE 1 – GENERAL PURPOSE

The purpose of this agreement is to provide public transportation opportunities for NDSU students while reducing traffic congestion in the City of Fargo. This Agreement will allow NDSU students, faculty and staff to ride any bus route within the Fargo-Moorhead Metropolitan Area Transit system free of charge in accordance with Article 3.1 below. Students, faculty and staff must swipe a current NDSU ID card when boarding any non-circulator route. In addition to use of the regular fixed route system, six circulator shuttle routes will be maintained to increase student, faculty and staff mobility in and around the NDSU campus.

ARTICLE 2 – SERVICE

2.1 Route: The CITY will maintain service on Route 13 which connects the NDSU campus to the Ground Transportation Center where connections are made to routes serving the Fargo-Moorhead area. The CITY will also maintain six circulator routes in and around the NDSU campus, to be funded in accordance with Article 2.2 below.

2.2 Service: The following six circulator shuttle routes will utilize a total of eight (8) vehicles and operate in and around the NDSU main and downtown campus. Each will operate on routes/schedules determined by the CITY. Circulator shuttle routes will operate on days which NDSU classes are in session, the day prior to NDSU class starting each semester, and during NDSU finals week of each semester, except on State Holidays. Circulator shuttle routes are listed in article 3.2 below with the total operating hours assigned to each route per day. NDSU will have 65.01 operating hours each day NDSU classes are in session, the day prior to NDSU class starting each semester, and during NDSU finals week of each semester, except on State Holidays.

ARTICLE 3 – PAYMENT

3.1 Bison Roam Free U-Pass Program: All enrolled NDSU students regardless of full or part-time status, class standing, or location of residence shall be authorized to ride any fixed route within the Fargo-Moorhead Metropolitan Area Transit system free of charge This service is referred to as the "Bison Roam Free U-Pass Program", or simply as "U-Pass." To be eligible for participation, students must swipe a current NDSU ID at the time of boarding. In exchange, NDSU will pay the CITY an annual amount of $62,587.34. Payment is due by September 30, 2019.

The U-Pass cost is calculated by taking the total percent of NDSU student, faculty and staff ridership from all non-circulator routes at fifteen percent (15%) of the previous year's operating costs. The formula below shows the calculation for the previous year.

FTA expectation is 15% farebox recovery. 15% of Operating Expenses = 15% Farebox Recovery * % NDSU Non-Circulator Ridership = U-Pass Cost includes NDSU Students, Faculty and Staff.

U-Pass Cost	2018 Operating Expenses (Fixed)	15% Farebox Recovery	% NDSU Non-Circulator Ridership	Total
	$5,844,956.93	$876,743.44	7.15%	$62,711.84

3.2 Circulator Costs:

Route	Daily Revenue Hours	Academic Operating Days	Annual Operating Hours	Rate	Cost
Route 31	10.50	161	1,691		
Route 32E	10.67	161	1,718		
Route 32W	3.00	161	486		
Route 33	28.43	161	4593		
Route 34	8.91	161	1443		
TapRide	3.5	161	567		
Totals			**10518.66**	**$67.25**	**$703,879.52**

Vehicle advertising is included in the hourly operating costs for NDSU routes. For every 1,000 annual operating hours, NDSU receives one (1) vehicle for advertising on both the interior and exterior of the vehicle. NDSU is allowed a maximum of 10 vehicles at the current rate. The City will handle installation and removal of all wraps. The City will have sole discretion on which vehicles the wraps are placed.

3.3 Credits:
In the event any revenue hours are canceled by either NDSU or the City of Fargo, a credit of the total number of hours canceled at the current rate per hour will be credited in the following year's costs. The parties agree that the following costs will be credited to the 2019-2020 contract amount as outlined in section 3.4.

NDSU 2019 Closings (Missed Service due to weather)	Hours	Rate	Total
1/24/19 - Late Start	12.20	$66.26	$808.37
1/29/19 - Closed at 1815	2.00	$66.26	$132.52
1/30/19 - Storm Closure	64.93	$66.26	$4,302.26
1/31/19 - Open at 1015	8.96	$66.26	$593.69
4/11/19 - Closed at 1615	5.82	$66.26	$385.63
4/12/19 - Closed	64.93	$66.26	$4,302.26
			$10,524.74

3.4 Payments & Schedule:

Description	Payment Due	Amount
U-Pass	October 1, 2019	$62,711.84

Circulator Service 2019-2020 Academic Year		$766,591.36
Credits from 2018-2019 Academic Year		($10,524.74)
Total Circulator Service	10 Payments September 2019 to June 2020	$756,066.62

ARTICLE 4 – ROUTE/SERVICE ADJUSTMENTS

The CITY will closely monitor NDSU student ridership statistics, patterns, and other information to create periodic reports for NDSU. NDSU will consult with students on the usefulness of the transit service, and provide this information to the CITY. Based on this information, the CITY may make adjustments to the routes and transit schedule. Both parties acknowledge that any such adjustments must comply with all applicable federal, state and local rules and regulations regarding transit operations, and with basic safety requirements pertaining to the operation of public transit vehicles.

ARTICLE 5 – INSURANCE

The CITY shall maintain and provide casualty, liability, body injury, collision and comprehensive insurance on the buses and equipment it deems necessary, and NDSU shall have no responsibility to provide such coverage. The CITY is authorized to self-insure for such risks, subject to the liability limits of the State of North Dakota.

ARTICLE 6 – FORCE MAJEURE

Neither Party shall be held responsible for delays or lack of performance caused by events or acts beyond their control. Such events and acts include, but are not limited to, acts of God, inclement weather, strikes and labor disputes, lack of fuel, road closures, and changes in government regulation, war, insurrection or civil unrest.

ARTICLE 7 – TERM OF AGREEMENT

This Agreement shall become effective July 1, 2019 and shall remain in full-force and effect until June 30, 2020 unless terminated earlier as herein provided. The U-Pass portion of the agreement is in effect for the term of this agreement, and the shuttle service portions of the agreement that reference days that class is in session are in effect for the NDSU Fall 2019 and Spring 2020 semesters.

ARTICLE 8 – TERMINATION OF AGREEMENT

8.1 Changes in City Cost, Funding, or Service: The CITY may terminate or reduce the amount of service in this Agreement if there is, in the opinion of a majority of the City Commission, a significant increase in local costs; or insufficient local, state or federal funding available for the service. In such an event the CITY will provide NDSU a written notice ninety (90) days prior to any changes in the service.

8.2 NDSU Initiated Termination of U-Pass Program: NDSU may terminate the portion of this Agreement with the CITY that allows NDSU students to ride for no charge by providing written notice ninety (90) days prior to the termination of the Agreement. Any monies paid by NDSU to the CITY will be reimbursed on a prorated basis in which the numerator is the length of time from the beginning of the term to the termination date and the denominator is the length of time from the beginning of the term to May 10, 2020. NDSU understands that termination of the U-Pass program may result in the termination of the shuttle services due to required compliance with federal rules and regulations.

ARTICLE 9 – GENERAL PROVISIONS

9.1 Safety and Environmental Codes: All practices, materials, supplies, and equipment shall comply with the Federal Occupational Safety and Health Act as well as any pertinent federal, state and local safety or environmental codes.

9.2 Compliance with Applicable Rules and Regulations: This Agreement shall be subject to, governed by, and construed according to all applicable administrative codes and laws of the City of Fargo, State of North Dakota, and federal government.

9.3 Severability Clause: In the event that any provision of the Agreement is declared or determined to be unlawful, invalid or unconstitutional, such declaration shall not affect in any manner the legality or the remaining provisions of the Agreement, and each provision of the Agreement will be, and is deemed to be separate and severable from each other provision.

9.4 By the 30th day of each semester start, NDSU will provide the City a complete list of all active NDSU student, faculty and staff ID card numbers ensuring only active students are riding under the U-Pass program.

ARTICLE 10 – AUTHORITY TO AMEND FINANCIAL TERMS OF AGREEMENT

The City and NDSU shall be authorized to adjust the financial terms of this agreement and the term of agreement as they mutually agree, from time to time.

ARTICLE 11 – DISPUTES

In the event of a dispute regarding the performance of, or adherence to the provisions of this Agreement by either party to the Agreement, the CITY and NDSU shall select a representative(s) who will attempt to resolve the dispute. If the representatives are unable to resolve the dispute, the issue will be presented to the City's Administrator. If the City Administrator cannot resolve the dispute, then it will be referred to the Fargo City Commission. If the Fargo City Commission's decision does not resolve the dispute, the parties have such remedies as provided by law.

ARTICLE 12 – NOTICES

All notices herein required and any communications with respect to this Agreement shall be effected upon the mailing thereof, and addressed as follows:

NDSU

Mr. Mike Ellingson
Director, Facilities Management
North Dakota State University
Box 6050
Fargo, ND 58105

City of Fargo

Ms. Julie Bommelman
Transit Director
Metro Area Transit Garage
650 23rd St. N.
Fargo, ND 58102

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed effective July 1, 2019.

North Dakota State University

_____
Mr. Bruce Bollinger
Vice President for Finance and Administration

Date:_____

City of Fargo

_____
Dr. Timothy J. Mahoney, Mayor

Date:_____

Attest:

_____
Steven Sprague, City Auditor

MASS TRANSIT

BUS | VEHICLES | HYBRID, HYDROGEN & ELECTRIC VEHICLES | MN: STATUS UPDATE ON ELECTRIC BUSES IN DULUTH? IT'S COMPLICATED.

MN: Status update on electric buses in Duluth? It's complicated.

Duluth was the first city in Minnesota to use the electric buses and one of 10 public transportation organizations in the country to take the first step toward zero-emissions public transit.

BRADY SLATER JULY 10, 2019

DULUTH NEWS TRIBUNE

Jul. 6--If it's not within walking distance, Charles Krenzel takes the bus. A student at the University of Minnesota Duluth last year, he's now teaching preschool in the city.

On Wednesday, he was riding aboard the No. 6 bus between downtown and UMD. Because it's a luck-of-the-draw type of thing, he happened to be aboard one of the Duluth Transit Authority's seven electric buses.

"It sounds nicer," Krenzel said, comparing it to the more prominent diesel buses. "It's pleasant -- a low hum."

It's been more than six months since the DTA added the Proterra electric buses to routes as part of a $6.3 million state and federally funded demonstration project. The idea was to test electric buses in Duluth's cold climate and hillside landscape.

Conclusions about the buses aren't yet drawn.

"Generally, buses are expected to last 12 years," DTA General Manager Phil Pumphrey said. "We still have to get a year under our belt before we truly evaluate them."

But Pumphrey did give an update at a recent DTA board of directors meeting about the electric buses and he shared the details with the News Tribune.

To date, the Proterra electric buses have shown demonstrably better battery range in the summer than winter, when the charges struggled to reach eight hours. Some battery charges ran as short as five-and-a-half hours in the winter.

"We continue to try to run them longer and longer," Pumphrey said.

Driver Rethan Cruz was behind the wheel of the No. 6 bus on Wednesday, pressing the throttle as the bus climbed city streets to the college. Cruz said he liked driving the electrics, and cited their quiet and smooth ride as advantages. After pulling into Kirby Plaza Transit Center on the UMD campus, he said he drives electric buses up to four times a week. He's been getting eight hours of charge lately -- even with the air conditioning pulling from the battery.

"I started with 100 percent power and ran my route for eight hours the other day," he said. "I ended up with 52 percent charge left even with the AC running."

Pumphrey had wondered aloud about what the air conditioning would mean for summer battery life. In development, when it became apparent that cabin heating systems would draw too much energy from the battery during the winter, a supplementary fuel-powered heating source was added to the buses by the manufacturer.

The air conditioning was noticeably effective aboard the No. 6 bus as the cabin offered respite from the sun and 80-degree heat outside.

Duluth was the first city in Minnesota to use the electric buses, and one of 10 public transportation organizations in the country to take the first step toward zero-emissions public transit. At the time of the interview with Pumphrey late last month, two of the electric buses were out of commission.

"There have been some issues resolved and some that haven't," Pumphrey said. "They're running longer now in the summer, but we've got some questions about reliability. There are two down with power issues right now."

In those instances it wasn't the battery, Pumphrey said, but rather issues with the engine and inverter.

The Proterra buses were manufactured at the company's plant in South Carolina, and Pumphrey said Proterra engineers and mechanics have been making the trek to Duluth with regularity -- engaging with the demonstration and fixing issues that arise, including a braking issue the News Tribune reported on in December.

"Generally, there's been somebody coming in quite a bit," Pumphrey said of the manufacturer. "The buses are under warranty. They work on them and our folks work on them, too, on their behalf."

The DTA has a purchase order approved next year to replenish its fleet with 10 more diesel buses. An electric bus is roughly double the cost of a diesel -- $900,000 compared to $450,000. Because of the costlier price and durability unknowns, it's too soon to add any more electrics, Pumphrey said.

"We're not going to go whole hog into this when a charge is averaging six hours a day," he said.

Krenzel remembered seeing the electric buses for the first time and wondering to himself, "What's that caterpillar-looking thing?" He's grown to appreciate their aesthetic and what they represent on the road to a lower emissions public transit experience.

"I believe it's beneficial," Krenzel said. "Even an inch forward is still progress."

MASS TRANSIT

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No comments have been added yet. Want to start the conversation?

RELATED

Memorandum

To: MAT Coordinating Board

From: Julie Bommelman, Fargo Transit Director JB

Date: July 12, 2019

RE: ***Update on GTC Renovations***

The Transit Facility Study done by KLJ, Inc. was completed late 2018 and received by the Fargo City Commission January 2, 2019. The study included a series of generalized recommendations for improvements to the Ground Transportation Center (GTC) and other transit facilities. Fargo Transit has secured funding in the amount of $3,148,750 (including local share) for the GTC renovations.

Following the solicitation for the GTC Design Bid Build, the award was made to the team of KLJ, Inc., Foss Architects and Kimley-Horn – on April 22, 2019 the Fargo City Commission approved an agreement between the City of Fargo and KLJ, Inc. for GTC improvements including renovation of the GTC above grade, renovation of the Jefferson space, and renovation of the below grade parking facility.

As the engineering for these improvements has unfolded, additional facility related operations and maintenance needs were identified which were not subject to previous planning level analysis. On Monday, July 15, Fargo Transit is requesting the Fargo City Commission consent to a series of key decisions to guide the final design and construction of needed improvements. This includes a review of refinements made to previous planning assumptions as well as new investment needs identified through recent facility and site reconnaissance. These improvements are focused on extending the current useful life of the GTC and the underground parking structure.

To ensure expeditious and timely completion of final design and bidding documents over the coming weeks and months (we anticipate bidding the project this Fall with construction starting early next Spring), we will be asking for approval from the Fargo City Commission for the items listed below, details of which are outlined in the attachments:

- *Approve GTC Deck Concept C to meet existing and short-term needs for MATBUS; and leave open the option to reevaluate Concept B at a future date as conditions changes both with MATBUS and parking dynamics downtown.*
- *Approve the additional funding in needed repair costs (as shown in Table 1) to support the overall GTC remodel, including for both costs related to transit and planning elements of the facility. These costs are estimated to be offset due to proceeding with GTC Deck Concept C. The original cost estimates considered by the commission in January assumed a layout similar to Concept B. This offset will apply only the transit portion of the project cost shown in Table 2.*
- *An acknowledgement of the continued commitment to maintain the GTC structure in a state of good repair through the deferred maintenance schedule included in Table 3.*

There is no requested action. Thank you.

728 East Beaton Drive, Suite 101
West Fargo, ND 58078-2650
701 232 5353
KLJENG.COM

July 11, 2019

City Commission
City of Fargo
225 4th Street North
Fargo, ND 58102

Re: Decisions Document to Support Advancement of GTC Design & Construction

Dear Commissioners:

Background

The city of Fargo in cooperation with the Fargo-Moorhead Metropolitan Council of Governments (Metro COG) developed the MATBUS Transit Facility Study to evaluate both short and long-range needs for several existing transit facilities. The Final Report received by the city commission at its January 2, 2019, meeting included a series of recommendations for improvements at the Ground Transportation Center (GTC). At that time the Fargo city commission approved a funding strategy for a generalized set of improvements outlined for the GTC.

Several investments at the GTC were still in the planning phase when presented to the Fargo city commission in January. As the engineering for these improvements has unfolded additional facility related operations and maintenance needs have been identified which were not subject to previous planning level analysis.

The intent of this memorandum is to ensure city commission consent to a series of key decisions to guide the final design and construction of needed improvements. This includes a review of refinements made to previous planning assumptions as well as new investment needs identified through recent facility and site reconnaissance. These improvements are focused on extending the current useful life of the GTC and the underground parking structure for at least an additional 20-years.

System Needs

System needs relating to transit operations were evaluated during the referenced planning study. The planning study developed several modifications to the GTC which are now ready for design. Suggested changes at the GTC are responsive to the following key considerations.

- *Increase Vehicle & Passenger Safety* – Modifications to the GTC deck are needed to improve bus circulation and increase both passenger safety and efficient movement of vehicles through the site. The proposed set of preferred changes to the GTC deck allow for buses to pull straight through the facility without backing up.

  The GTC deck modifications are developed in tandem with existing and projected changes along NP Avenue. In coordination with the Engineering Department, concurrence has been developed for future changes to the NP Avenue between 5th Street and 4th Street to improve bus movements and pedestrian conditions. These changes are done in coordination of the future street reconstruction of NP Avenue.

- *Improve Facility Function & Space Utilization* – Several changes and modifications were evaluated as part of the MATBUS Transit Facility Study to the internal components of the GTC. These recommended changes are achieved through a comprehensive remodel and update of several internal components at the GTC. Significant changes are proposed to improve dispatching functions and improved the overall internal layout of the facility.

  The remodel at the GTC also allows for the renovation of a former large conference/training room space into a new home for Jefferson Lines. Jefferson Lines has again located its operations out of the GTC and are currently operating in a temporary location. Proposed changes will put them in a permanent location which matches with the overall renovation of the GTC.

- *Accommodate Growth & Expansion* – Proposed changes to the GTC deck allow for the continued growth of MATBUS. The GTC Deck modifications (discussed below) preferred by staff and recommended by the design team would provide for a total capacity of 15 buses on the GTC Deck and by utilizing space on NP Avenue directly in front of the GTC. This capacity is estimated to be adequate to address at least 10 years of projected growth. Options developed allow for the potential expansion of the recommended option to the south if conditions warrant.

  The recommended changes to the internal components of the GTC allow for the balance of existing and projected administrative and operational space needs for the next 20-years. Changes at the GTC will allow for the realignment of functional components of MATBUS between the GTC and MTG. Better utilization of the GTC footprint through the proposed remodel extends the available capacity of existing administrative spaces at the Metro Transit Garage (MTG).

GTC Deck Options

The MATBUS Transit Facility Study evaluated a series of potential modifications to the GTC deck to account for existing and projected conditions. The planning study allowed for 4 options to move into the current design phase of the project. Two of the four options considered during the design phase of the project have been dismissed. In coordination with several city departments, two options remain as discussed below and provided in Appendix B.

- Concept B – Represents a layout to meet the long range 20-year projection developed as part of the MATBUS Facility Study. Concept B allows for a total capacity of 18 vehicles to operate out of the GTC. City staff has indicated current parking dynamics prevent this option from being implemented at this time. Modifications to the 4th Street parking lot are not ideal at this time given impacts to both parking system revenue and supply.

- Concept C – Given the parking limitations noted above, Concept C is the preferred alternative for changes to the GTC deck. It allows for a total of 15 buses to operate out of the GTC. This option meets at least the next 10 years' worth of projected MATBUS fixed route operations. In the long term, Concept C could be expanded to use some of the existing 4th Street parking lot on the south end of the GTC, as shown in Concept B. Expansion to the south would be evaluated as conditions change both with parking needs and MATBUS operations.

Structural Assessment – GTC Underground Parking Garage and Deck

Throughout the life of the facility, the deck and garage have been assessed periodically for repairs and maintenance. The most recent assessments occurred in 2002, 2003, 2004, 2009, 2016, and 2018 all of which resulted in recommendations to repair the facility. The repairs have included concrete overlay replacement, crack sealing, expansion joint replacement, slab sealing (water repellent), replacement of waterproofing, striping, fire suppression repairs, fire alarm repairs, security improvements and safety improvements.

Since MATBUS is in the process of renovating the GTC to accommodate their 20-year growth plan, a condition assessment for the garage and above ground bus parking deck was completed as part of our ongoing scope of work to repair and maintain the deck and underground parking garage at the GTC. The garage is an integral part of the GTC facility and the MATBUS operations as it is the foundation for the entire facility. The purpose of the assessment was to verify the condition of the facility and identify repair and maintenance issues to extend the useful life of the facility.

The assessment was completed by Kimley-Horn and Associates as a subconsultant to KLJ. Their scope of work included review of existing plans/reports available for the facility and site visits (April 1, 18 and 25, 2019) to observe the existing conditions inside the garage, on the bus parking deck, and areas exposed during exploratory construction. The exploratory construction was completed by Key Contracting which allowed Kimley-Horn to review the condition of the post tension (P/T) concrete slab and associated components that make up the bus parking deck that would otherwise remain enclosed/hidden to view.

This additional effort to observe the condition of the P/T slab, tendons and anchors makes the current study unique from previous studies, as the previous studies only observed the surface conditions of the deck and parking garage. Having insight into the condition of the P/T slab, tendons and anchors allows a true assessment and measure of the overall structural integrity of the facility. If corrosion was present in the P/T tendons and anchors, it would not necessarily be visible on the surface of the deck. The presence of corrosion inside the slab, if not corrected, may eventually lead to failure of the P/T anchors, tendons and slab. Investigation of the P/T system has been the missing link in the previous reports to allow a full assessment of the facility. With this having been completed by the current project, the city can be confident that the current recommendations will extend the life of the facility for the next 20-years.

A more detailed summary memorandum of the full report is attached as an appendix to this memorandum. A full copy of the assessment is available for the commission upon request. In conclusion, the overall condition of the parking garage was deemed to be in good condition by Kimley-Horn. However, multiple repairs are necessary to maintain the structural integrity of the facility into the future. It is recommended the following repairs be addressed with the planned improvements to the GTC facility in the upcoming year.

1. Remove and replace the concrete overlay (latex wearing course) with extensive cracks and areas that have debonded from the deck to provide protection of the deck reinforcing from corrosion.
    a. In areas where the overlay is removed, additional observation should be done to identify potential cracks in the surface of the structural concrete.
2. Replacement and/or repair of the broken tendon and repair concrete beam to maintain structural integrity of the deck if more detailed structural analysis deems necessary.
3. Install new waterproofing and drainage along the perimeter of the garage to protect the horizontal joint between the deck and the foundation wall to maintain structural integrity of the garage.
    a. When the drain tile and waterproofing are installed, it is recommended all the exposed post tension anchors be reviewed to identify potential areas of concern that may not have been exposed during the exploratory construction included with this assessment.

4. Replace the steel bearing plate at the horizontal joint between the deck and foundation wall to provide adequate support for the deck.
5. Repair the spalled concrete associated with the concrete beam at the perimeter of the deck to provide protection of the steel reinforcing in the beam.
6. Replace the expansion joint around the perimeter of the deck to minimize surface water infiltration along the perimeter of the garage.

Of these items, items 3-6 were included in the current design scope associated with the GTC renovation. However, items 1-2 were not, and are recommended for inclusion in the overall GTC project. These additional costs are shown below in Table 1.

Recently Identified Maintenance and State of Good Repair Investments

The goal of the GTC project is to improve the functionality and safety of the facility while maintaining its useful life throughout the next 20-years. As part of that process of investigative and design efforts on the project, there have been some maintenance and repair items brought forth by buildings and grounds staff which should be considered to support overall condition and state of good repair for the GTC. These additional maintenance items are as follows:

GTC Items:

1. Replace multi-zone HVAC system with packaged rooftop units and associated ductwork modifications
2. Replace pneumatic control system with digital control system
3. Replace boiler pumps

Parking Garage Items:

4. Replace elevator
5. Address corrosion in fire sprinkler system
    a. KFI recommends adding a nitrogen generation system and further inspection of overall piping system
6. Replace rusted ductwork where required and replace motorized dampers that are inoperable
7. Replace CO detectors with new CO/NO2 detectors and commission system
8. Replace emergency lighting

A summary cost of the items above are listed below in Table 1. Costs are denoted as (P) for planning related costs and (T) for transit related costs.

Table 1: Recently Identified Maintenance and Repair Items

Maintenance or Repair Item	Estimated Construction Cost
Replace multi-zone HVAC system with packaged rooftop units and associated ductwork modifications **(T)**	$130,000
Replace pneumatic control system with digital control system **(T)**	$75,000
Replace boiler pumps **(T)**	$5,000
Replace elevator* **(P)**	$150,000
Address corrosion in fire sprinkler system **(P)**	$32,000
Replace rusted ductwork where required and replace motorized dampers that are inoperable **(P)**	$20,000
Replace CO detectors with new CO/NO2 detectors and commission system **(P)**	$37,000
Replace emergency lighting **(P)**	$5,000
Concrete Overlay Sealing & Replacement **(T)**	$85,000
Broken P/T Tendon **(T)**	$30,000
Subtotal	**$569,000**
20% Contingency	**$113,800**
Additional Engineering (T)	$19,500
Additional Engineering (P)	$22,700
Total	**$725,000**

*Alternate to repair the existing elevator = $90,000

The costs listed in Table 1 are further separated by facility functional area in Table 2, showing the distribution between departmental cost centers within the city of Fargo.

Table 2 - Costs by Functional Area

Cost by Functional Area	Estimated Construction Cost
Transit Related Costs	$325,000
Transit Contingency	$65,000
Transit Engineering	$19,500
Total Transit	**$409,500**
Planning Related Costs	$244,000
Planning Contingency	$48,800
Planning Engineering	$22,700
Total Planning	**$315,500**
Total	**$725,000**

Useful Life Consideration – Projected Life Span

The current GTC project is intended to extend the useful of the facility for an additional 20-years for the above ground MATBUS related elements of the facility. As part of the previously referenced GTC parking garage condition assessment, Kimley-Horn has also developed a list of deferred maintenance items which are recommended to maintain the integrity of the structure for the next 20-years. These items are shown in Table 3. Per discussions with transit, the current capital improvement plan allocates for regular improvements at 5-year intervals to cover the on-going maintenance. The transit components of these costs are traditionally funded through federal grants with local match.

Table 3 – Deferred Maintenance Schedule

Deferred Maintenance Item	Frequency	Estimated Year for First Scheduled Maintenance**
Water Repellent	10-15 years	2022
Traffic Membrane	5-7 years	2022
Concrete Spalls	10-12 years	2027
Chloride Ion Testing	3 years	2022
Caulk Joints - Rout & Seal Cracks & Control Joints	5-7 years	2027
Epoxy Inject Cracks	10-15 years	2027
Replace Expansion Joints	7-10 years	2027

**Follows current scheduled maintenance for deck as included CIP for Transit

Key Decisions Needed to Support the Proposed Project

To ensure for expeditious and timely completion of final design and bidding documents over the coming weeks and months, staff would kindly request the following decisions from the city commission:

- Approve GTC Deck Concept C to meet existing and short-term needs for MATBUS; and leave open the option to reevaluate Concept B at a future date as conditions changes both with MATBUS and parking dynamics downtown.

- Approve the additional $725,000 in needed repair costs (as shown in Table 1) to support the overall GTC remodel, including for both costs related to transit and planning elements of the facility. These costs are estimated to be offset by $400,000 due to proceeding with GTC Deck Concept C. The original cost estimates considered by the commission in January assumed a layout similar to Concept B. This offset will apply only the transit portion of the project cost shown in Table 2.

- An acknowledgement of the continued commitment to maintain the GTC structure in a state of good repair through the deferred maintenance schedule included in Table 3.

If you have any questions, comments or concerns regarding the information presented in this letter, please contact me at 701-241-2317 or cassie.mcnames@kljeng.com.

Sincerely,

KLJ

Cassie McNames

Cassie McNames, PE
Project Manager

Project #: 1804-00689
cc: Wade Kline, Julie Bommelman, Michael Redlinger, Jordan Smith, Matthew Peterson, Nicole Crutchfield, Mark Williams

Appendix A: KLJ Summary of GTC Parking Garage Condition Assessment

728 East Beaton Drive, Suite 101
West Fargo, ND 58078-2650
701 232 5353
KLJENG.COM

June 19, 2019

Ms. Julie Bommelman
Transit Director
City of Fargo
650 23rd Street North
Fargo, ND 58102

Re: GTC Parking Garage Condition Assessment Summary

Dear Ms. Bommelman:

As part of our ongoing scope of work to repair and maintain the underground parking garage at the Ground Transportation Center (GTC) at 502 NP Avenue North in Fargo, ND, our team has completed a condition assessment for the garage and aboveground bus parking deck. The parking garage is an integral part of the GTC facility and the MATBUS operations as it is the foundation for the entire facility. MATBUS is in the process of renovating the GTC to accommodate their 20-year growth plan. The purpose of the parking garage assessment was to verify the condition of the facility and identify repair and maintenance issues to extend the useful life of the facility.

The assessment was completed by Kimley-Horn and Associates as a subconsultant to KLJ. Their scope of work included review of existing plans available for the facility and site visits (April 1, 18 and 25, 2019) to observe the existing conditions inside the garage, on the bus parking deck, and areas exposed during exploratory construction. The exploratory construction was completed by Key Contracting which allowed Kimley-Horn to review the condition of the post tension concrete slab and associated components that make up the bus parking deck that would otherwise remain enclosed/hidden to view. The exploratory areas included removal of the concrete overlay (latex wearing course) on top of the deck to review the surface of the structural concrete and excavation alongside the perimeter of the deck to review the post tension anchorage and joint between the deck and garage walls. A full copy of their report is included in Appendix 1 and an overview summary is provided below. In general, Kimley-Horn's assessment determined the parking garage to be in good condition.

1. The bottom surface of the deck contains cracks, several of which were previously sealed with an epoxy injection. Some of these cracks have effloresced, which is the white residue that appears on the surface of concrete when water is exposed to salt or similar chemicals.
2. Water infiltration was actively observed along one of the concrete beams along the southwest quadrant of the garage. During the exploratory construction, an area of deck was exposed on the top side of the deck at this location to determine if the top side of the deck contained cracks. None were found, but portions of the concrete overlay (non-structural concrete wearing surface) had debonded from the deck near this location.
3. One post-tension tendon (steel cables embedded in the concrete deck for reinforcing) was observed to have broken loose causing spalling (breakout) of the concrete beam in the garage. This was located near the southwest quadrant of the garage. Observation of the tendon did not indicate that it was damaged or corroded. Further investigation of the anchorage points holding the tendons in

place along this beam was completed during the exploratory construction. One anchor point along the west end of the beam did show minimal rust, however, the anchors and tendons appeared to be in good to excellent condition. The assessment concluded this was an isolated incident.

   a. A limited structural analysis was performed in conjunction with the assessment to determine if overloading of the deck may have been a factor in the broken tendon. Assuming the original design of the deck was adequate, the analysis concluded the buses currently utilizing the deck are lighter than the vehicle loading used in the original design. Therefore, it does not appear the tendon was overstressed at the time of failure.
   b. Since the concrete overlay was not removed along the entire length of the beam, the assessment could not determine if there may have been water infiltrating the beam causing the tendon to corrode.

4. Additional areas adjacent to the garage perimeter were also excavated to provide a thorough assessment of the condition of the post tension anchorage. Excluding some minor rust, all of the anchors exposed and observed were in good to excellent condition.
5. There is a horizontal joint along the perimeter of the garage where the concrete deck sits on the concrete foundation wall. The deck itself has a concrete beam that extends down to sit on the foundation wall. Water seepage was observed at the joint in several areas, the beam has tipped in towards the garage along the bottom, and deterioration of the concrete was visible. The deterioration in some locations was so severe that portions of concrete had broken off the inside of the beam causing the rebar to be exposed. The rebar and steel bearing plates embedded in the top of the concrete wall at this joint were both corroded. The exterior surface of the horizontal joint between the concrete deck and concrete foundation wall was exposed in multiple locations during the exploratory construction. Some spalling of the concrete beam was evident on the exterior of the garage. However, the exterior surface of the perimeter deck beam was primarily plumb (i.e. tipping of the beam was not evident on the exterior of the garage).
6. Hairline cracks were observed in the concrete columns supporting the deck, but no significant cracks or spalling was observed.
7. The concrete slab on grade located on the floor of the garage was in good condition. Previous assessment reports suggested the garage had settled, however, Kimley-Horn suggests only the isolation joints/slabs adjacent to the columns have settled.
8. The concrete curb along the entrance/exit ramp has settled. Deterioration of the concrete curb has caused the rebar to be exposed.
9. The expansion joints around the perimeter of the bus parking deck are in very poor condition. In addition, the width of the expansion joint along the south side of the deck is much wider than the rest. It appears the concrete slab and grade along the south side of the garage has settled causing the joint to widen.
10. The concrete overlay (latex wearing course) placed on top of the deck was sounded (process of tapping a hammer on the surface to identify hollow spots below) at select areas and determined some debonding of the overlay had occurred.

Kimley-Horn's assessment also includes general recommendations for repairs and periodic maintenance to extend the useful life of the parking garage. A summary of their recommendations is provided below.

1. Continue to monitor the cracks on the underside of the deck for water infiltration. Cracks exhibiting leakage should be sealed with epoxy injection to minimize potential for corrosion in the slab reinforcing (rebar and steel tendons).

2. Remove and replace the concrete overlay (latex wearing course) with extensive cracks and areas that have debonded from the deck to provide protection of the deck reinforcing from corrosion.
    a. In areas where the overlay is removed, additional observation should be done to identify potential cracks in the surface of the structural concrete.
3. Replacement and/or repair of the broken tendon and repair concrete beam to maintain structural integrity of the deck if more detailed structural analysis deems necessary.
4. Install new waterproofing and drainage along the perimeter of the garage to protect the horizontal joint between the deck and the foundation wall to maintain structural integrity of the garage.
    a. When the drain tile and waterproofing are installed, it is recommended all the exposed post tension anchors be reviewed to identify potential areas of concern that may not have been exposed during the exploratory construction included with this assessment.
5. Replace the steel bearing plate at the horizontal joint between the deck and foundation wall to provide adequate support for the deck.
6. Repair the spalled concrete associated with the concrete beam at the perimeter of the deck to provide protection of the steel reinforcing in the beam.
7. Replace concrete isolation pads adjacent to columns that have settled to prevent tripping hazards and water ponding.
8. Replace the concrete curb along the entrance/exit ramp.
9. Replace the expansion joint around the perimeter of the deck to minimize surface water infiltration along the perimeter of the garage.
10. Regular maintenance, such as inspections and cleaning, should be completed on the structure. A full list of items can be found in Appendix 1.
11. Longer-term maintenance items, such as expansion joint replacement, concrete overlay (wearing course) replacement and crack repair, should be completed every 5-10 years to extend the useful life of the structure as indicated in Kimley-Horn's report included in Appendix 1.

In conclusion, the overall condition of the parking garage was deemed to be in good condition by Kimley-Horn. However, multiple repairs are necessary to maintain the structural integrity of the structure into the future. It is recommended these repairs, specifically items 2-6 and 9, be addressed with the planned improvements to the GTC facility in the upcoming year. In addition, the city should implement an annual and deferred maintenance plan to ensure the longevity of the structure for the next 20 years.

Sincerely,

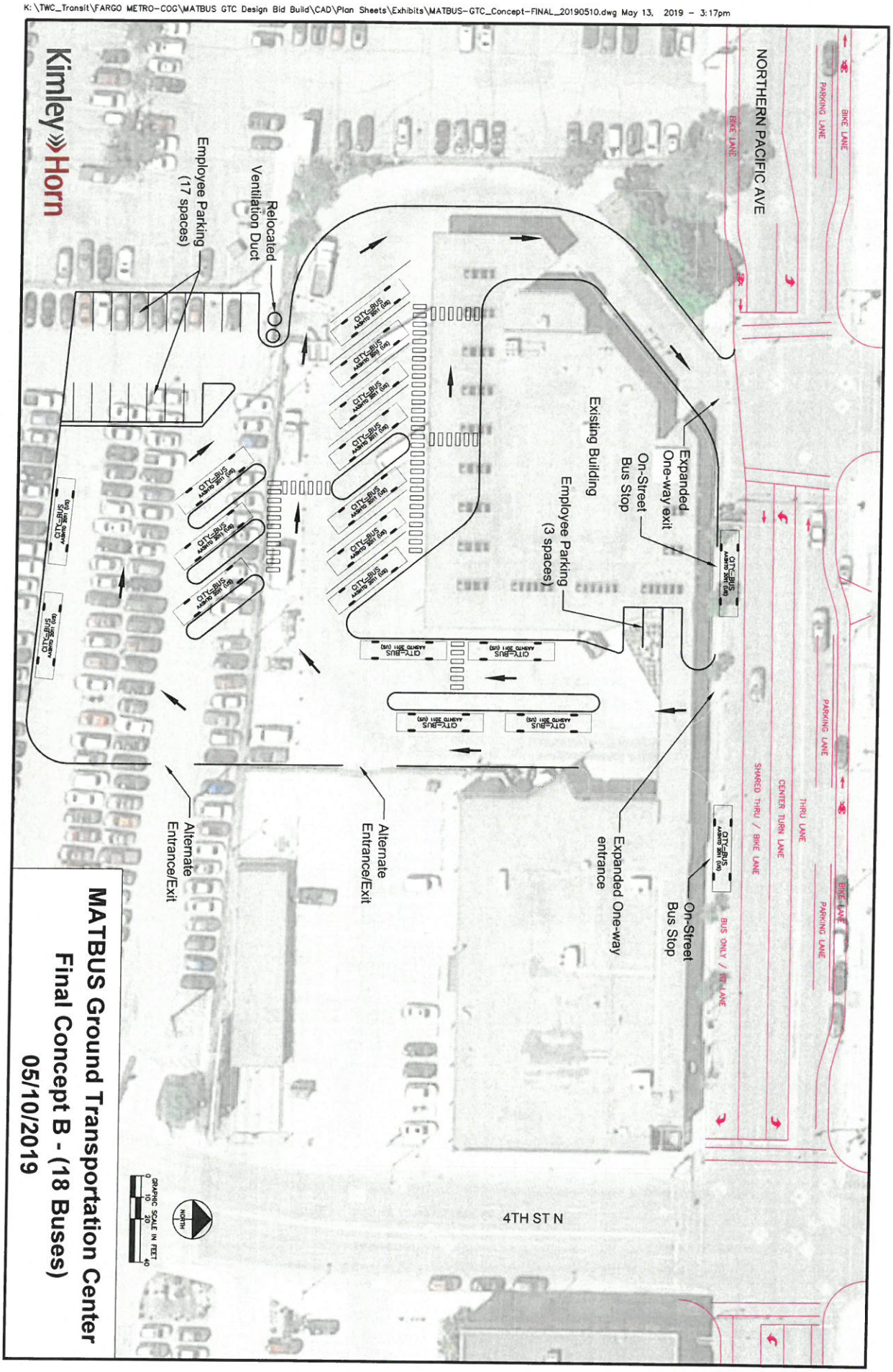
KLJ

Cassie McNames

Cassie McNames
Project Manager

Enclosure(s): Appendix 1: Kimley-Horn GTC Parking Garage Condition Assessment
Project #: 1804-00689
cc: Jerry Pertzsch; Mark Williams; Nicole Crutchfield

Appendix B: GTC Deck Layout Concepts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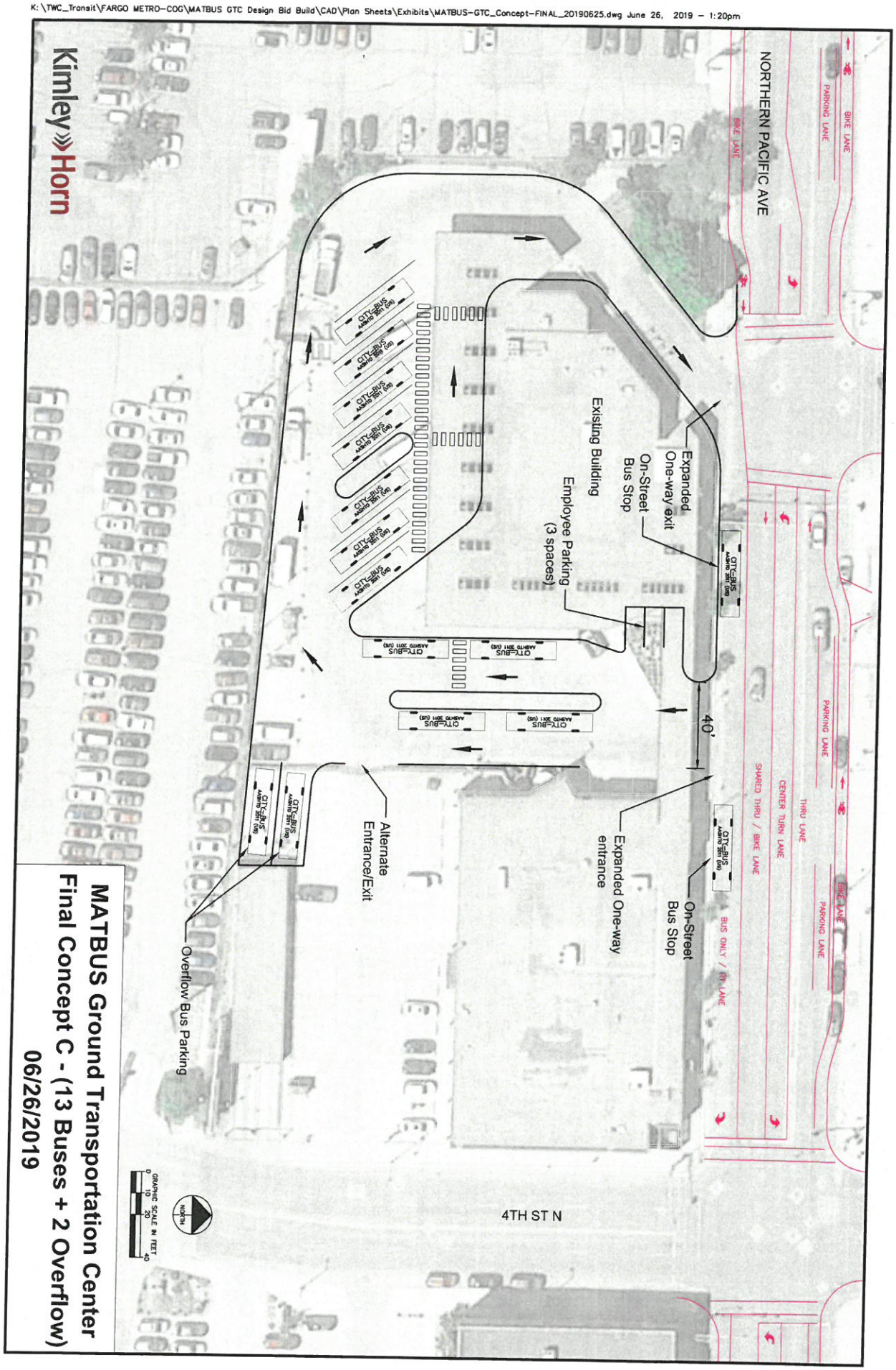
NORTHERN PACIFIC AVE
BIKE LANE
PARKING LANE
THRU LANE
CENTER TURN LANE
SHARED THRU / BIKE LANE
BUS ONLY / BIKE LANE
4TH ST N
Kimley»Horn
Relocated Ventilation Duct
Employee Parking (17 spaces)
Existing Building
Employee Parking (3 spaces)
Expanded One-way exit
On-Street Bus Stop
Expanded One-way entrance
On-Street Bus Stop
Alternate Entrance/Exit
Alternate Entrance/Exit
CITY-BUS AASHTO 30ft (US)
CITY-BUS AASHTO 35ft (US)
GRAPHIC SCALE IN FEET
0
10
20
40
NORTH
MATBUS Ground Transportation Center
Final Concept B - (18 Buses)
05/10/2019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Kimley»Horn
NORTHERN PACIFIC AVE
BIKE LANE
PARKING LANE
THRU LANE
CENTER TURN LANE
SHARED THRU / BIKE LANE
BUS ONLY / RT LANE
4TH ST N
Existing Building
Employee Parking (3 spaces)
Expanded One-way exit
On-Street Bus Stop
40'
Expanded One-way entrance
On-Street Bus Stop
Alternate Entrance/Exit
Overflow Bus Parking
CITY-BUS AASHTO 30FT (US)
GRAPHIC SCALE IN FEET
0 10 20 40
NORTH
MATBUS Ground Transportation Center
Final Concept C - (13 Buses + 2 Overflow)
06/26/2019

MATBUS Transit Operations Report - May 2019

Agenda Item 3d

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Moorhead	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 1	6,888	6,578	-4.50%	436.00	438.00	0.46%	5,595.89	5,550.34	-0.81%	15.80	15.02	-4.94%	89.66%	90.84%	1.32%
Route 2	11,722	10,377	-11.47%	473.50	490.00	3.48%	6,751.66	6,975.64	3.32%	24.76	21.18	-14.46%	83.61%	91.59%	9.54%
Route 3	5,497	4,898	-10.90%	436.50	438.00	0.34%	6,899.38	7,507.32	8.81%	12.59	11.18	-11.20%	81.01%	74.25%	-8.34%
Route 4	13,574	12,285	-9.50%	876.00	876.00	0.00%	9,990.78	10,150.21	1.60%	15.50	14.02	-9.50%	78.73%	85.08%	8.07%
Route 5	4,952	3,966	-19.91%	438.00	438.00	0.00%	6,379.91	6,399.18	0.30%	11.31	9.05	-19.91%	86.63%	92.76%	7.08%
Route 6	1,240	1,445	16.53%	154.00	176.00	14.29%	1,997.69	2,283.07	14.29%	8.05	8.21	1.97%	95.50%	92.19%	-3.47%
Route 7															
Route 8										#DIV/0!					
Route 9	364	474	30.22%	167.00	145.00	-13.17%	2,828.65	2,456.01	-13.17%	2.18	3.27	49.98%	91.95%	90.94%	-1.10%
Total	44,237	40,023	-9.53%	2,981.00	3,001.00	0.67%	40,443.96	41,321.77	2.17%	14.84	13.34	-10.13%	86.73%	88.24%	1.74%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Fargo	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 11	6,296	6,059	-3.76%	386.00	386.00	0.00%	4429.74	4429.74	0.00%	16.31	15.70	-3.76%	85.70%	89.18%	4.06%
Route 13	8,890	8,504	-4.34%	746.00	746.00	0.00%	7815.84	15631.68	100.00%	11.92	11.40	-4.34%	88.27%	84.05%	-4.78%
Route 13U	1,530	1,328	-13.20%	108.00	96.40	-10.74%	1228.00	541.29	-55.92%	14.17	13.78	-2.76%	79.11%	92.15%	16.48%
Route 14	15,230	14,066	-7.64%	1,154.00	1,154.44	0.04%	14512.06	14467.44	-0.31%	13.20	12.18	-7.68%	81.49%	83.04%	1.90%
Route 15	29,278	28,157	-3.83%	1,393.00	1,393.00	0.00%	16455.82	16303.67	-0.92%	21.02	20.21	-3.83%	66.80%	76.50%	14.52%
Route 16	3,232	3,293	1.89%	348.00	347.52	-0.14%	4143.53	4149.74	0.15%	9.29	9.48	2.03%	90.70%	86.95%	-4.13%
Route 17	3,367	3,346	-0.62%	219.00	219.00	0.00%	2620.55	2620.55	0.00%	15.37	15.28	-0.62%	81.12%	87.25%	7.56%
Route 18	5,010	4,339	-13.39%	606.00	606.30	0.05%	10685.60	10824.88	1.30%	8.27	7.16	-13.44%	67.82%	83.25%	22.75%
Route 20		3,178			386.00			3674.72			8.23			62.74%	
Route 21	759			193.00			2317.00			3.93			51.69%		
Route 22	2,220			193.00			3674.00			11.50			61.06%		
Route 23															
Route 24	2,035	2,241	10.12%	432.00	431.50	-0.12%	5472.00	5390.73	-1.49%	4.71	5.19	10.25%	82.42%	86.28%	4.68%
Total	77,847	74,511	-4.29%	5,778.00	5,766.16	-0.20%	73,354.14	78,034.44	6.38%	13.47	12.92	-4.09%	76.02%	83.14%	9.37%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
NDSU	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 31	701	876	24.96%	110.00	84.00	-23.64%	992.00	755.66	-23.82%	6.37	10.43	63.64%	88.04%	98.65%	12.05%
Route 32E	2,851	3,383	18.66%	96.00	85.36	-11.08%	733.00	646.69	-11.77%	29.70	39.63	33.45%	87.31%	98.29%	12.58%
Route 32W	975	693	-28.92%	54.00	24.00	-55.56%	351.54	156.24	-55.56%	18.06	28.88	59.92%	82.52%	95.45%	15.67%
Route 33	7,375	5,308	-28.03%	261.00	227.44	-12.86%	2838.00	2240.85	-21.04%	28.26	23.34	-17.41%	93.25%	97.20%	4.24%
Route 34	1,521	1,329	-12.62%	80.00	71.28	-10.90%	694.00	616.46	-11.17%	19.01	18.64	-1.93%	89.15%	94.86%	6.40%
Route 35															
TapRide	267	187	-29.96%	29.00	25.76	-11.17%	322.92	240.90	-25.40%	9.20	7.26	-21.09%			
Total	13,690	11,776	-13.98%	630	518	-17.80%	5931.46	4415.90	-25.55%	111	128	15.90%	88.05%	96.89%	10.03%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Other	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	0.05%	2018	2019	Change
LinkFM	2,066	2,013	-2.57%	292.00	292.00	0.00%	2928.18	2928.18	0.00%	7.08	6.89	-2.57%	82.03%	80.40%	-1.99%
9000's															
Total	2,066	2,013	-2.57%	292.00	292.00	0.00%	2928.18	2928.18	0.00%	7.08	6.89	-2.57%	82.03%	80.40%	-1.99%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Total	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	44,237	40,023	-9.53%	2,981	3,001	0.67%	40,444	41,322	2.17%	14.84	13.34	-10.13%	86.73%	88.24%	1.74%
FGO	93,603	88,300	-5.67%	6,700	6,576	-1.85%	82,214	85,379	3.85%	13.97	13.43	-3.89%	82.03%	86.81%	5.82%
MATBUS	137,840	128,323	-6.90%	9,681.00	9,577.00	-1.07%	122,657.74	126,700.29	3.30%	14.24	13.40	-5.89%	83.21%	87.17%	4.76%

TOTAL RIDERSHIP BY CUSTOMER TYPE

	Adult			Disabled			Elderly			Youth			Child		
Total	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	25096	22121	-11.85%	11436	11056	-3.32%	3342	4055	21.33%	1804	1503	-16.69%	2559	1288	-49.67%
FGO	59179	59013	-0.28%	18897	17297	-8.47%	7453	7130	-4.33%	2530	2500	-1.19%	3189	2361	-25.96%
MATBUS	84275	81134	-3.73%	30333	28353	-6.53%	10795	11185	3.61%	4334	4003	-7.64%	5748	3649	-36.52%

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	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Paratransit	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fargo	3,250	3,405	4.77%	1,380.84	1,428.44	3.45%	19,908.86	20,137.10	1.15%	2.35	2.38	1.28%	87.08%	88.09%	1.16%
Moorhead	734	755	2.86%	311.86	316.73	1.56%	4,496.34	4,465.05	-0.70%	2.35	2.38	1.28%	84.96%	85.22%	0.30%
West Fargo	456	525	15.13%	193.74	220.24	13.68%	2,793.37	3,104.84	11.15%	2.35	2.38	1.28%	86.43%	89.96%	4.08%
Dilworth	67	58	-13.43%	28.47	24.33	-14.52%	410.43	343.01	-16.43%	2.35	2.38	1.28%	88.89%	84.85%	-4.55%
Total	4,507	4,743	5.24%	1,914.90	1,989.75	3.91%	27609.00	28050.00	-1.21%	2.35	2.38	1.28%	86.84%	87.03%	0.25%

	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Senior Ride	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Dilworth	114	103	-9.65%	67.79	69.85	3.05%	797.70	698.03	-12.49%	1.68	1.47	-12.32%			N/A
Moorhead	800	750	-6.25%	475.71	508.65	6.92%	5,597.92	5,082.75	-9.20%	1.68	1.47	-12.32%			N/A
Total	914	853	-6.67%	543.50	578.50	6.44%	6,361	7,114	11.84%	1.68	1.47	-12.32%	0	0	N/A

	Call Volume			Operating Days			Average Calls / Day			Average Call/Queue Time		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
GTC	3,385	1,045	-69.13%	26	26	0.00%	130	40	-69.13%	0:33	0:53	60.61%
Paratransit	2,547	2,333	-8.40%	22	22	0.00%	116	106	-8.40%	1:15	1:00	-20.00%
Total	5,932	3,378	-43.05%	48	48	0.00%	246	146	-40.55%	1:48	1:53	4.63%

	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
Collisions	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	7	1	-85.71%	0	0	#DIV/0!	7	1	-85.71%	5.71	0.79	-86.17%
Paratransit	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!
Total	7	1	-85.71%	0	0	#DIV/0!	7	1	-85.71%	4.66	0.65	-86.13%

	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
Missed Trips	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	19	3	-84.21%	7	4	-42.86%	26	7	-73.08%	21.20	5.52	-73.94%
Paratransit	2	0	-100.00%	0	0	#DIV/0!	2	0	-100.00%	7.24	0.00	-100.00%
Total	21	3	-85.71%	7	4	-42.86%	28	7	-75.00%	21.70	5.23	-75.90%

	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
Complaints	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	12	8	-33.33%	28	10	-64.29%	40	18	-55.00%	0.29	0.14	-51.66%
Paratransit	1	10	900.00%	2	2	0.00%	3	12	300.00%	0.02	0.09	329.67%
Total	13	18	38.46%	30	12	-60.00%	43	30	-30.23%	0.31	0.23	-25.06%

	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
Incidents	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	0	1	#DIV/0!	14	16	14.29%	14	17	21.43%	0.10	0.13	30.43%
Paratransit	1	0	-100.00%	0	0	#DIV/0!	1	0	-100.00%	0.01	0.00	-100.00%
Total	1	1	0.00%	14	16	14.29%	15	17	13.33%	0.11	0.13	21.74%

	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
Social Media	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	40,381	32,111	-20.48%	70	25	-64.29%			#DIV/0!	7,067	38,171	440.13%

	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
Social Media	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	2,648	2,665	0.64%	889	942	5.96%	26,503	29,808	12.47%	3,002	3,181	5.96%

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	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Moorhead	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 1	7,043	6,088	-13.56%	437.00	420.00	-3.89%	5,583.11	5,322.24	-4.67%	16.12	14.50	-10.06%	92.58%	90.63%	-2.11%
Route 2	10,644	8,665	-18.59%	437.00	419.50	-4.00%	6,224.63	5,972.01	-4.06%	24.36	20.66	-15.20%	87.13%	90.55%	3.93%
Route 3	5,618	4,795	-14.65%	437.00	419.58	-3.99%	6,874.90	7,191.61	4.61%	12.86	11.43	-11.11%	82.40%	71.54%	-13.18%
Route 4	13,304	12,898	-3.05%	874.00	840.00	-3.89%	9,967.97	9,733.08	-2.36%	15.22	15.35	0.87%	79.69%	88.33%	10.84%
Route 5	4,523	3,485	-22.95%	437.00	419.00	-4.12%	6,365.34	6,121.60	-3.83%	10.35	8.32	-19.64%	88.68%	92.91%	4.77%
Route 6	1,115	1,375	23.32%	153.50	169.51	10.43%	1,991.20	2,198.82	10.43%	7.26	8.11	11.67%	94.87%	91.56%	-3.49%
Route 7															
Route 8										#DIV/0!					
Route 9	572	558	-2.45%	166.50	140.00	-15.92%	2,820.18	2,371.32	-15.92%	3.44	3.99	16.02%	93.52%	90.38%	-3.36%
Total	42,819	37,864	-11.57%	2,942.00	2,827.59	-3.89%	39,827.33	38,910.68	-2.30%	14.55	13.39	-7.99%	88.41%	87.99%	-0.48%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Fargo	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 11	6,085	6,522	7.18%	385.00	370.00	-3.90%	4418.26	4200.22	-4.93%	15.81	17.63	11.53%	85.08%	90.93%	6.88%
Route 13	7,088	7,203	1.62%	744.00	715.00	-3.90%	7794.89	14982.11	92.20%	9.53	10.07	5.74%	91.70%	84.13%	-8.26%
Route 13U															
Route 14	14,752	11,608	-21.31%	1,151.00	1,106.00	-3.91%	14474.46	13860.39	-4.24%	12.82	10.50	-18.11%	78.83%	92.58%	17.44%
Route 15	29,198	27,199	-6.85%	1,368.00	1,310.00	-4.24%	16157.37	15332.24	-5.11%	21.34	20.76	-2.72%	75.86%	84.18%	10.97%
Route 16	3,028	2,681	-11.46%	347.00	333.00	-4.03%	4131.59	3976.35	-3.76%	8.73	8.05	-7.74%	86.43%	85.20%	-1.42%
Route 17	3,118	3,181	2.02%	219.00	210.00	-4.11%	2614.57	2512.86	-3.89%	14.24	15.15	6.39%	82.21%	84.46%	2.74%
Route 18	4,852	3,829	-21.08%	605.00	581.25	-3.93%	10658.80	10377.64	-2.64%	8.02	6.59	-17.86%	71.48%	79.81%	11.65%
Route 20		3,193			370.00			3522.40			8.63			71.70%	
Route 21	550			193.00			2311.00			2.85			59.79%		
Route 22	2,443			193.00			3665.00			12.66			64.84%		
Route 23															
Route 24	2,132	2,319	8.77%	431.00	413.75	-4.00%	5459.00	5168.98	-5.31%	4.95	5.60	13.23%	81.53%	92.48%	13.43%
Total	73,246	67,735	-7.52%	5,636.00	5,409.00	-4.03%	71,685	73,933	3.14%	13.00	12.52	-3.64%	77.78%	85.05%	9.36%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
NDSU	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 31	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 32E	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 32W	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 33	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 34	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 35	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
TapRide	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Total	0	0	#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!			#DIV/0!			#DIV/0!

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Other	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	0.05%	2018	2019	Change
LinkFM	2,447	2,256	-7.81%	306.50	275.00	-10.28%	2878.04	2757.70	-4.18%	7.98	8.20	2.75%	81.97%	77.02%	-6.04%
9000's															
Total	2,447	2,256	-7.81%	306.50	275.00	-10.28%	2878.04	2757.70	-4.18%	7.98	8.20	2.75%	81.97%	77.02%	-6.04%

	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Total	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	42,819	37,864	-11.57%	2,942	2,828	-3.89%	39,827	38,911	-2.30%	14.55	13.39	-7.99%	88.41%	87.99%	-0.48%
FGO	75,693	69,991	-7.53%	5,943	5,684	-4.35%	74,563	76,691	2.85%	12.74	12.31	-3.33%	79.87%	81.04%	1.46%
MATBUS	118,512	107,855	-8.99%	8,884.50	8,511.59	-4.20%	114,390.31	115,601.57	1.06%	13.34	12.67	-5.01%	82.72%	83.35%	0.77%

TOTAL RIDERSHIP BY CUSTOMER TYPE

	Adult			Disabled			Elderly			Youth			Child		
Total	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	21822	18703	-14.29%	11491	11555	0.56%	3551	3822	7.63%	2390	1720	-28.03%	3565	2061	-42.19%
FGO	40400	40720	0.79%	18878	17284	-8.44%	7569	6934	-8.39%	2877	2308	-19.78%	3520	2745	-22.02%
MATBUS	62222	59423	-4.50%	30369	28839	-5.04%	11120	10756	-3.27%	5267	4028	-23.52%	7085	4806	-32.17%

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	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Paratransit	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fargo	2,973	2,901	-2.42%	1,286.35	1,225.17	-4.76%	18,483.82	19,028.22	2.95%	2.31	2.37	2.45%	86.12%	86.08%	-0.05%
Moorhead	652	482	-26.07%	282.11	203.56	-27.84%	4,053.63	3,161.53	-22.01%	2.31	2.37	2.45%	85.52%	83.19%	-2.73%
West Fargo	365	407	11.51%	157.93	171.89	8.84%	2,269.29	2,669.59	17.64%	2.31	2.37	2.45%	84.92%	87.47%	3.00%
Dilworth	38	28	-26.32%	16.44	11.83	-28.08%	236.25	183.66	-22.26%	2.31	2.37	2.45%	87.80%	86.84%	-1.10%
Total	4,028	3,818	-5.21%	1,742.83	1,612.45	-7.48%	25043.00	25043.00	-5.92%	2.31	2.37	2.45%	86.09%	85.90%	-0.22%

	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
Senior Ride	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Dilworth	79	83	5.06%	54.13	58.96	8.92%	572.61	594.45	3.81%	1.46	1.41	-3.54%			N/A
Moorhead	662	630	-4.83%	453.62	447.54	-1.34%	4,798.33	4,512.06	-5.97%	1.46	1.41	-3.54%			N/A
Total	741	713	-3.78%	507.75	506.50	-0.25%	5,714	5,563	-2.64%	1.46	1.41	-3.54%	0	0	N/A

	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
GTC	3,255	1,701	-47.74%	26	25	-3.85%	125	68	-45.65%	1:54	1:29	-21.93%
Paratransit	1,940	1,872	-3.51%	21	20	-4.76%	92	94	1.32%	1:01	1:06	8.20%
Total	5,195	3,573	-31.22%	47	45	-4.26%	218	162	-25.71%	2:55	2:35	-11.43%

	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
Collisions	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	4	2	-50.00%	5	0	-100.00%	9	2	-77.78%	7.87	1.73	-78.01%
Paratransit	1	1	0.00%	0	0	#DIV/0!	1	1	0.00%	3.99	3.99	0.00%
Total	5	3	-40.00%	5	0	-100.00%	10	3	-70.00%	7.17	2.13	-70.26%

	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
Missed Trips	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	1	2	100.00%	11	1	-90.91%	12	3	-75.00%	10.49	2.60	-75.26%
Paratransit	12	0	-100.00%	1	0	-100.00%	13	0	-100.00%	51.91	0.00	-100.00%
Total	13	2	-84.62%	12	1	-91.67%	25	3	-88.00%	20.82	2.48	-88.11%

	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
Complaints	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	15	6	-60.00%	17	8	-52.94%	32	14	-56.25%	0.27	0.13	-51.93%
Paratransit	4	8	100.00%	6	2	-66.67%	10	10	0.00%	0.08	0.09	9.88%
Total	19	14	-26.32%	23	10	-56.52%	42	24	-42.86%	0.35	0.22	-37.21%

	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
Incidents	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	6	7	16.67%	10	4	-60.00%	16	11	-31.25%	0.14	0.10	-24.46%
Paratransit	1	0	-100.00%	0	0	#DIV/0!	1	0	-100.00%	0.01	0.00	-100.00%
Total	7	7	0.00%	10	4	-60.00%	17	11	-35.29%	0.14	0.10	-28.90%

	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
Social Media	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	35,583	27,761	-21.98%	165	24	-85.45%			#DIV/0!	5,297	30,333	472.64%

	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
Social Media	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	2,648	2,668	0.76%	898	946	5.35%	26,591	31,500	18.46%	3,006	3,184	5.92%

COLLEGE RIDERSHIP ON MATBUS

2017-18

Fare Count		Customer Type					
Year	Month	Concordia	M|State	MSUM	NDSU	NDSCS	Grand Total
2017	August	1,095	2,506	6,328	32,788	274	42,991
	September	1,093	3,069	6,520	64,369	459	75,510
	October	1,029	2,785	5,898	78,430	361	88,503
	November	915	2,327	5,701	78,909	283	88,135
	December	633	1,670	4,511	40,538	287	47,639
2017 Total		4,765	12,357	28,958	295,034	1,664	342,778
2018	January	828	2,205	6,020	73,910	206	83,169
	February	890	2,141	6,155	82,337	210	91,733
	March	1,038	2,748	6,716	57,755	271	68,528
	April	997	2,921	6,454	69,182	212	79,766
	May	747	2,069	5,110	21,093	172	29,191
	June	908	2,343	4,154	5,569	189	13,163
	July	917	2,167	4,002	5,347	155	12,588
2018 Total		6,325	16,594	38,611	315,193	1,415	378,138
Grand Total 2017-18		11,090	28,951	67,569	610,227	3,079	720,916

2018-19

Fare Count		Customer Type					
Year	Month	Concordia	M|State	MSUM	NDSU	NDSCS	Grand Total
2018	August	1,020	3,282	5,305	34,309	221	44,137
	September	898	3,929	5,438	61,644	217	72,126
	October	954	3,753	5,567	81,038	217	91,529
	November	1,055	3,225	4,644	70,094	128	79,146
	December	990	2,601	4,157	31,289	103	39,140
2018 Total		4,917	16,790	25,111	278,374	886	326,078
2019	January	976	2,342	3,244	60,800	163	67,525
	February	999	1,773	3,413	74,283	142	80,610
	March	1,095	1,811	3,584	56,951	161	63,602
	April	906	1,985	3,826	56,502	218	63,437
	May	723	1,407	3,330	19,095	231	24,786
	June						-
	July						-
2019 Total		4,699	9,318	17,397	267,631	915	299,960
Grand Total 2018-19		9,616	26,108	42,508	546,005	1,801	626,038

% CHANGE

Year	Month	Concordia	M|State	MSUM	NDSU	NDSCS	Grand Total
2017-18	August	-7%	31%	-16%	5%	-19%	3%
	September	-18%	28%	-17%	-4%	-53%	-4%
	October	-7%	35%	-6%	3%	-40%	3%
	November	15%	39%	-19%	-11%	-55%	-10%
	December	56%	56%	-8%	-23%	-64%	-18%
2017-18 Total							
2018-2019	January	18%	6%	-46%	-18%	-21%	-19%
	February	12%	-17%	-45%	-10%	-32%	-12%
	March	5%	-34%	-47%	-1%	-41%	-7%
	April	-9%	-32%	-41%	-18%	3%	-20%
	May	-3%	-32%	-35%	-9%	34%	-15%
	June						
	July						
2018-19 Total							
Grand Total							

NOTES:
Includes NDSU Circulator Routes

COLLEGE RIDERSHIP ON MATBUS

2017-18

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	April	906	1,985	3,826	56,502	218	63,437
	May	723	1,407	3,330	19,095	231	24,786
	June	743	1,138	2,598	5,469	167	10,115
	July						-
2019 Total		5,442	10,456	19,995	273,100	1,082	310,075
Grand Total 2018-19		10,359	27,246	45,106	551,474	1,968	636,153

% CHANGE

Year	Month	Concordia	M|State	MSUM	NDSU	NDSCS	Grand Total
2017-18	August	-7%	31%	-16%	5%	-19%	3%
	September	-18%	28%	-17%	-4%	-53%	-4%
	October	-7%	35%	-6%	3%	-40%	3%
	November	15%	39%	-19%	-11%	-55%	-10%
	December	56%	56%	-8%	-23%	-64%	-18%
2017-18 Total							
2018-2019	January	18%	6%	-46%	-18%	-21%	-19%
	February	12%	-17%	-45%	-10%	-32%	-12%
	March	5%	-34%	-47%	-1%	-41%	-7%
	April	-9%	-32%	-41%	-18%	3%	-20%
	May	-3%	-32%	-35%	-9%	34%	-15%
	June	-18%	-51%	-37%	-2%	-12%	-23%
	July						
2018-19 Total							
Grand Total							

NOTES:
Includes NDSU Circulator Routes