



Fargo-Moorhead Metropolitan Council of Governments

701.232.3242 • FAX 701.232.5043 • Case Plaza Suite 232 • One 2nd Street North • Fargo, North Dakota 58102-4807

Email: metrocof@fmmetrocog.org

<http://www.fmmetrocog.org>

To: MAT Coordinating Board Members
From: Fargo-Moorhead Metropolitan Council of Governments (Metro COG)
Metro Area Transit (MATBUS)
Date: July 16, 2018
RE: MAT Coordinating Board Agenda and Correspondence

**74th Meeting of the
Metro Area Transit Coordinating Board
July 18, 2018 – 8:00 am**
Fargo City Commission Chambers – 200 3rd Street North, Fargo ND

Meeting Agenda

1. Call to Order and Introductions
 - a. New Board Member John Strand (Fargo)
2. Action Items:
 - a. May 16, 2018 Meeting Minutes (**Attachment 1**)
 - b. Draft Moorhead 2019 Budget Presentation – Lori Van Beek (**Attachment 2**)
 - i. Review Moorhead New Service Expansion Analysis and Discuss Continuance After Pilot
 - ii. Update on Metro Senior Ride Cost Sharing Analysis
 - iii. 2019 Grant Applications to MnDOT
 - c. Moorhead 2019 Federal 5307 Grant Application – Lori Van Beek (**Attachment 3**)
 - d. Designated Bus Stops and Proposed Stop Policy – Matthew Peterson (**Attachment 4**)
 - e. FY19 Grant Update and Opportunity – Julie Bommelman (**Attachment 5**)
3. Informational Items
 - a. Update on Driver Service Provider (First Transit) Contract Option – Julie Bommelman & Lori Van Beek
 - b. Operations Reports / Ridership – Matthew Peterson & Lori Van Beek (**Attachment 6**)
 - c. Transit Authority Implementation Study – Metro COG
 - d. Paratransit/Mobility Update – Shaun Crowell (**Attachment 7**)
 - e. Updated Bus Schedules and Maps Effective 8/1/18 – Sage Thornbrugh
4. Other Business
 - a. September 2018 MAT Coordinating Board Reschedule

Questions, comments or concerns prior to the meeting can be directed to Michael Maddox (701.232.3242 x33; maddox@fmmetrocog.org).

People with disabilities who plan to attend this meeting and need special arrangements should contact Michael Maddox at Metro COG (701.232.3242 Ext. 33), at least two days before the meeting to make arrangements.

A PLANNING ORGANIZATION SERVING

FARGO, WEST FARGO, HORACE, CASS COUNTY, NORTH DAKOTA AND MOORHEAD, DILWORTH, CLAY COUNTY, MINNESOTA

**73rd Meeting of the
Metro Area Transit Coordinating Board
May 16, 2018
Fargo Commission Chambers**

Members Present:

Jim Aasness, Dilworth City Council
Melissa Fabian, Moorhead City Council
Steve Fox, MSUM (alternate for Brenda Amenson-Hill)
Paul Grindeland, Valley Senior Services
Kevin Hanson, Chair
Brit Stevens, NDSU
Sara Watson Curry, Moorhead City Council
Larry Weil, City of West Fargo (alternate for Mark Simmons)

Members Absent:

Brenda Amenson-Hill, MSUM
Brian Arett, Valley Senior Services
Tony Gehrig, Fargo City Commission
Tony Grindberg, Fargo City Commission
Mark Simmons, West Fargo City Commission
Teresa Stolfus, M|State
Samantha Westrate, Concordia College

Others Present:

Lori Van Beek, City of Moorhead
Julie Bommelman, City of Fargo
Taaren Haak, City of Moorhead
Michael Maddox, Metro COG
Matthew Peterson, City of Fargo
Jordan Smith, MATBUS
Sage Thornbrugh, City of Fargo

1. Call to Order and Introductions

Introductions were made, and a quorum was present.

2. Action Items

a. Review and Action on March 21, 2018 Meeting Minutes

Mr. Aasness made a motion to approve the meeting minutes as submitted. Ms. Fabian seconded that motion. The motion was carried unanimously.

b. Fargo Transit Proposed Reorganization, Contractor Update, & Options

Ms. Bommelman presented the Fargo Transit Proposed Reorganization, Contractor Update, and Options. Mr. Aasness made a motion to approve the Fargo Transit Proposed Reorganization & Contractor Update; Ms. Fabian seconded the motion. The motion was carried unanimously.

c. Moorhead 10-year Financial Plan

Ms. Van Beek presented the Moorhead 10-year Financial Plan. Mr. Weil made a motion to approve the Moorhead 10-year Financial Plan; Mr. Aasness seconded the motion. The motion was carried unanimously.

d. Moorhead U-Pass Contracts Proposed 2018-19 Rates

Ms. Van Beek presented the Moorhead U-Pass Contracts Proposed 2018-19 Rates. Ms. Watson Curry made a motion to approve the Moorhead U-Pass Contracts Proposed 2018-19 Rates; Mr. Weil seconded the motion. The motion was carried unanimously.

e. Preliminary 2019 Moorhead Transit Capital Budget

Ms. Van Beek presented the Preliminary Moorhead Budget, and discussion on operating and planning budgets. Mr. Grindeland made a motion to approve the Preliminary 2019 Moorhead Transit Capital Budget; Mr. Weil seconded the motion. The motion was carried unanimously.

f. Preliminary 2019 Fargo Transit Capital Budget

Ms. Bommelman presented the Preliminary Fargo Budget, and discussion on operating and planning budgets. Mr. Weil made a motion to approve the Preliminary 2019 Fargo Transit Capital Budget; Mr. Stevens seconded the motion. The motion was carried unanimously.

g. Fargo Route Changes Effective August 1, 2018

Mr. Peterson presented the Fargo Route Changes. Mr. Grindeland made the motion to approve the Fargo Route Changes Effective August 1, 2018; Mr. Aasness seconded the motion. The motion was carried unanimously.

3. Informational Items

a. Moorhead MN/DOT New Service Expansion Second Year Application

Ms. Van Beek presented the Moorhead MN/DOT New Service Expansion Second Year Application.

b. NDSU Contract Update

Mr. Peterson presented the NDSU Contract Update. He said that more information would be coming in July, as they are working with NDSU to discuss how things are going.

c. March & April Operations Reports & College Ridership

Mr. Peterson presented the March & April Operations Reports & College Ridership. He discussed ridership in Fargo & Moorhead, as well as an uptick in complaints. Ms. Van Beek talked briefly about college ridership on MATBUS.

d. Upcoming MATBUS Promotions

Ms. Haak and Mr. Thornbrugh presented the Upcoming MATBUS Promotions.

4. Other Business

With no other business, the meeting was adjourned by Mr. Hanson.

Comparing evening service of Moorhead Routes 1, 2, 3, and 5 to Route 8:

Project Description: Analysis of evening Routes 1, 2, 3, and 5 and comparing them to the previous Route 8 evening service. A typical week in the winter when college was in session was selected for evaluation.

| Route 8 Evening Service – February 6 – 11, 2017 | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|-------|-------|-------|-------|
| Time | 6:30 | 7:00 | 7:30 | 8:00 | 8:30 | 9:00 | 9:30 | 10:00 | 10:30 | 11:00 | Total |
| | - | - | - | - | - | - | - | - | - | - | |
| | 6:59 | 7:29 | 7:59 | 8:29 | 8:59 | 9:29 | 9:59 | 10:29 | 10:59 | 11:18 | |
| Monday | 7 | 3 | 5 | 6 | 13 | 10 | 7 | 5 | 5 | 1 | 62 |
| Tuesday | 0 | 5 | 13 | 6 | 1 | 4 | 0 | 2 | 6 | 0 | 37 |
| Wednesday | 12 | 16 | 11 | 8 | 8 | 12 | 6 | 10 | 7 | 0 | 90 |
| Thursday | 17 | 3 | 2 | 7 | 4 | 7 | 0 | 8 | 6 | 0 | 54 |
| Friday | 6 | 3 | 0 | 0 | 0 | 5 | 6 | 7 | 0 | 0 | 27 |
| Saturday | 5 | 13 | 8 | 0 | 10 | 7 | 6 | 10 | 2 | 0 | 61 |
| Total | 47 | 43 | 39 | 27 | 36 | 45 | 25 | 42 | 26 | 1 | 331 |

- Previous Route 8 was a 30-minute route with 30-minute frequency. It covered a large geographical area of south Moorhead, but provided less coverage than the core daytime routes. On-time performance on Route 8 was poor.
- Replaced July 1st, 2017 by expanding hours on existing core daytime routes - increasing buses from one to four operating on 30 minute routes for 30 minute frequency from 6:45 PM – 11:15 PM, Monday-Saturday.

| Routes 1, 2, 3, 5 Evening Service -- February 5-10, 2018 | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|-------|-------|-------|-------|
| Time | 6:30 | 7:00 | 7:30 | 8:00 | 8:30 | 9:00 | 9:30 | 10:00 | 10:30 | 11:00 | Total |
| | - | - | - | - | - | - | - | - | - | - | |
| | 6:59 | 7:29 | 7:59 | 8:29 | 8:59 | 9:29 | 9:59 | 10:29 | 10:59 | 11:18 | |
| Monday | 18 | 29 | 25 | 9 | 20 | 23 | 9 | 10 | 7 | 0 | 150 |
| Tuesday | 26 | 24 | 20 | 25 | 27 | 23 | 18 | 10 | 7 | 2 | 182 |
| Wednesday | 28 | 28 | 18 | 25 | 27 | 25 | 19 | 7 | 11 | 1 | 189 |
| Thursday | 13 | 19 | 22 | 22 | 13 | 24 | 10 | 21 | 3 | 0 | 147 |
| Friday | 41 | 18 | 33 | 23 | 20 | 21 | 24 | 29 | 9 | 5 | 223 |
| Saturday | 49 | 28 | 14 | 19 | 15 | 11 | 11 | 9 | 7 | 1 | 164 |
| Total | 175 | 146 | 132 | 123 | 122 | 127 | 91 | 86 | 44 | 9 | 1055 |

- Expanded core routes, when combined, saw an overall increase in ridership compared to the previous Route 8 evening service.
- When compared to the same week, only Route 2 out-performs previous Route 8.
- There is a 31% increase in ridership with the core routes combined when compared to the same week.
- Ridership is minimal for the 11:00 – 11:18 PM timeslot and service could potentially end earlier for all or some routes.

Analyze evening service of Moorhead Routes 1, 2, 3, and 5:

Project Description: Analysis of evening Routes 1, 2, 3, and 5 with the purpose of determining if ridership has increased and to determine if service should end earlier in the evening.

Evening Performance Analysis for February 5 – 10, 2018

| Route 1 Evening Service | | | | | | | | | | | |
|-------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|---------------------|---------------------|-------|
| Time | 6:30 - 6:59 | 7:00 - 7:29 | 7:30 - 7:59 | 8:00 - 8:29 | 8:30 - 8:59 | 9:00 - 9:29 | 9:30 - 9:59 | 10:00 - 10:29 | 10:30 - 10:59 | 11:00 - 11:18 | Total |
| Monday | 1 | 3 | 2 | 1 | 6 | 13 | 2 | 4 | 0 | 0 | 32 |
| Tuesday | 9 | 13 | 7 | 4 | 7 | 7 | 8 | 2 | 3 | 0 | 60 |
| Wednesday | 12 | 14 | 3 | 4 | 11 | 11 | 1 | 1 | 3 | 0 | 60 |
| Thursday | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 0 | 0 | 32 |
| Friday | 11 | 8 | 7 | 6 | 7 | 5 | 10 | 5 | 1 | 2 | 62 |
| Saturday | 17 | 3 | 4 | 4 | 1 | 1 | 4 | 1 | 1 | 1 | 37 |
| Total | 54 | 44 | 26 | 23 | 37 | 41 | 29 | 18 | 8 | 3 | 283 |

| Route 2 Evening Service | | | | | | | | | | | |
|-------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|---------------------|---------------------|-------|
| Time | 6:30 - 6:59 | 7:00 - 7:29 | 7:30 - 7:59 | 8:00 - 8:29 | 8:30 - 8:59 | 9:00 - 9:29 | 9:30 - 9:59 | 10:00 - 10:29 | 10:30 - 10:59 | 11:00 - 11:18 | Total |
| Monday | 8 | 11 | 13 | 8 | 10 | 8 | 7 | 6 | 5 | 0 | 76 |
| Tuesday | 7 | 4 | 1 | 8 | 0 | 7 | 0 | 3 | 3 | 2 | 35 |
| Wednesday | 5 | 5 | 10 | 12 | 13 | 13 | 10 | 1 | 8 | 0 | 77 |
| Thursday | 4 | 9 | 8 | 13 | 5 | 12 | 5 | 0 | 0 | 0 | 56 |
| Friday | 13 | 5 | 19 | 16 | 10 | 7 | 11 | 9 | 3 | 2 | 95 |
| Saturday | 10 | 7 | 1 | 9 | 8 | 6 | 0 | 8 | 5 | 0 | 54 |
| Total | 47 | 41 | 52 | 66 | 46 | 53 | 33 | 27 | 24 | 4 | 393 |

| Route 3 Evening Service | | | | | | | | | | | |
|-------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|---------------------|---------------------|-------|
| Time | 6:30 - 6:59 | 7:00 - 7:29 | 7:30 - 7:59 | 8:00 - 8:29 | 8:30 - 8:59 | 9:00 - 9:29 | 9:30 - 9:59 | 10:00 - 10:29 | 10:30 - 10:59 | 11:00 - 11:18 | Total |
| Monday | 8 | 5 | 3 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 18 |
| Tuesday | 3 | 0 | 2 | 6 | 1 | 7 | 0 | 1 | 0 | 0 | 20 |
| Wednesday | 4 | 6 | 1 | 7 | 3 | 1 | 8 | 2 | 0 | 1 | 33 |
| Thursday | 2 | 2 | 9 | 2 | 2 | 7 | 0 | 2 | 0 | 0 | 26 |
| Friday | 16 | 2 | 7 | 0 | 0 | 9 | 0 | 10 | 1 | 1 | 46 |
| Saturday | 19 | 4 | 5 | 5 | 1 | 2 | 4 | 0 | 1 | 0 | 41 |

| | | | | | | | | | | | |
|-------|----|----|----|----|---|----|----|----|---|---|-----|
| Total | 52 | 19 | 27 | 20 | 8 | 26 | 12 | 15 | 3 | 2 | 184 |
|-------|----|----|----|----|---|----|----|----|---|---|-----|

| Route 5 Evening Service | | | | | | | | | | | |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|-------|
| Time | 6:30 - | 7:00 - | 7:30 - | 8:00 - | 8:30 - | 9:00 - | 9:30 - | 10:00 - | 10:30 - | 11:00 - | Total |
| | 6:59 | 7:29 | 7:59 | 8:29 | 8:59 | 9:29 | 9:59 | 10:29 | 10:59 | 11:18 | |
| Monday | 1 | 10 | 7 | 0 | 3 | 2 | 0 | 0 | 1 | 0 | 24 |
| Tuesday | 7 | 7 | 10 | 7 | 19 | 2 | 10 | 4 | 1 | 0 | 67 |
| Wednesday | 7 | 3 | 4 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 19 |
| Thursday | 3 | 5 | 2 | 3 | 1 | 1 | 1 | 14 | 3 | 0 | 33 |
| Friday | 1 | 3 | 0 | 1 | 3 | 0 | 3 | 5 | 4 | 0 | 20 |
| Saturday | 3 | 14 | 4 | 1 | 5 | 2 | 3 | 0 | 0 | 0 | 32 |
| Total | 22 | 42 | 27 | 14 | 31 | 7 | 17 | 26 | 9 | 0 | 195 |

- The expanded hours of the core routes provide an easier and more convenient bus commute in Moorhead.
- Route 2 is the only route which outperforms former Route 8. Route 1 is the next best performing route, and is only short by 48 rides in comparison to Route 8.
- Despite low ridership numbers, Routes 1 and 2 could continue to provide service until 11:18 PM which would allow students to return to campus and to allow for a final transfer for riders from Routes 3 and 5 from the Marriott to the GTC.
- With such few rides coming between 11:00 and 11:18 PM for Route 3 and 5, these routes could end sooner without losing many trips.
- If Route 3 and 5 were to end service at 10:45 PM vs 11:15 PM, it would save approximately \$24,560 annually.

Comparing evening Saturday service of Moorhead Routes 1, 2, 3, and 5 to Route 8:

Project Description: Analysis of weekend evening Routes 1, 2, 3, and 5 and comparison with Route 8 with the purpose of determining if ridership has increased and to determine if service should end earlier in the evening.

| Saturday Evening Service | | | | | | | | | | | |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|-------|
| Time | 6:30 - | 7:00 - | 7:30 - | 8:00 - | 8:30 - | 9:00 - | 9:30 - | 10:00 - | 10:30 - | 11:00 - | Total |
| | 6:59 | 7:29 | 7:59 | 8:29 | 8:59 | 9:29 | 9:59 | 10:29 | 10:59 | 11:18 | |
| Route 1 | 17 | 3 | 4 | 4 | 1 | 1 | 4 | 1 | 1 | 1 | 37 |
| Route 2 | 10 | 7 | 1 | 9 | 8 | 6 | 0 | 8 | 5 | 0 | 54 |
| Route 3 | 19 | 4 | 5 | 5 | 1 | 2 | 4 | 0 | 1 | 0 | 41 |

| | | | | | | | | | | | |
|---------|---|----|---|---|----|---|---|----|---|---|----|
| Route 5 | 3 | 14 | 4 | 1 | 5 | 2 | 3 | 0 | 0 | 0 | 32 |
| Route 8 | 5 | 13 | 8 | 0 | 10 | 7 | 6 | 10 | 2 | 0 | 61 |

- There is a 37% increase in ridership on the Saturdays with the core routes combined when compared to the same week.
- The expanded hours of the core routes provides an easier and more reliable way to get around Moorhead on Saturdays.

Potential Survey Questions

- 1) How frequently do you use the Moorhead evening service? Daily, weekly, bi-weekly, monthly, never?
- 2) Between which times are you usually traveling? Check all that apply: 6:30-6:59, 7:00-7:29, 7:30-7:59, 8:00-8:29, 8:30-8:59, 9:00-9:29, 9:30-9:59, 10:00-10:29, 10:30-10:59, 11:00-11:18, N/A
- 3) Which Moorhead routes do you usually use in the evening? List all that apply.
- 4) When using the evening service, where are you going? Check all that apply: Bar/Restaurant, Clinic/Hospital, Grocery Store, Home, School, Shopping, Sporting Event, Theater, Work, Other
- 5) What prevents you from using the evening service? Travel outside existing hours, doesn't go where I want/need to go, takes too long, too confusing/difficult, Other (Please Specify)
- 6) On a scale of 1 (Not Satisfied) to 5 (Very Satisfied) how satisfied are you with the existing evening service in Moorhead? 1, 2, 3, 4, 5, Don't Know
- 7) Did you ride the previous evening Route 8? Yes, No.
- 8) Do you like the later service on the core transit routes 1,2,3, and 5 or did you prefer service on the previous evening Route 8? Core Routes, Route 8. Why?
- 9) If the bus were to end service half-an-hour earlier on Routes 1, 2, 3, and 5, would it negatively impact your ability to get around? If yes, please explain how?
- 10) If you could improve one thing about the evening service, how would you improve it?
- 11) What is your annual household income? <10,000, 10,000-\$29,999, \$30,000-\$49,999, \$50,000-\$69,999, \$70,000 - \$99,999, >\$100,000, Don't Know/Prefer not to answer.
- 12) What is your ethnicity? African American, Asian, Caucasian, Hispanic, Native American, Pacific Islander, Other: Prefer not to say
- 13) What is your gender? Female, Male, Other
- 14) What is your age? 17 or younger, 18-24, 25-34, 35-44, 45-54, 55-64, 65 or older.

Any additional comments or anything you'd like to share with us?

NOTICE OF PUBLIC HEARING

**City of Moorhead, Minnesota
Proposed Program of Projects and Budget
for Transit Operating and Capital Assistance from the
Federal Transit Administration**

Notice is hereby given that a public hearing will be held by the City of Moorhead on Monday, August 13, 2018 at 5:45 p.m. in the First Floor Council Chambers, 500 Center Avenue, Moorhead, MN for the purpose of considering projects for which Federal Section 5307 transit operating and capital assistance funds are being sought. A Proposed Program of Projects and Budget is detailed below.

At the hearing, the City of Moorhead will afford an opportunity for affected citizens, private transportation providers and local elected officials to be heard with respect to the projects proposed. Written comments on the Proposed Program of Projects may be submitted in advance of the public hearing to: Lori Van Beek, Transit Manager, City of Moorhead, 500 Center Avenue, P.O. Box 779, Moorhead, MN 56561. Upon request, accommodations for individuals with disabilities, language barriers, or other needs to allow participation in meetings will be provided. To arrange assistance, call the City Clerk's Office at 218-299-5166 (voice) or 711 (TDD/TTY).

A copy of the application for a Federal grant for the proposed projects and the current Transportation Improvement Program for the area are currently available for public inspection at the City Clerk's Office, 500 Center Avenue, Moorhead, Minnesota. Unless advertised again, the proposed projects contained in this advertisement are expected to become the final projects. A Final Program of Projects will be available to the public in the City Clerk's Office on August 17, 2018.

URBANIZED AREA: Fargo, ND - Moorhead, MN

APPLICANT: City of Moorhead, MN

TRANSIT SERVICE AREA OF PROJECT: City of Moorhead, MN

Section 5307 Federal Apportionment for FY2017 **\$ 830,983**

| PROGRAM OF PROJECTS DESCRIPTIONS | Local Share | Federal Share | Project Totals |
|--|------------------------|--------------------------|---------------------------|
| I. CAPITAL PROJECTS | | | |
| A. 20%/80% Funding | | | |
| 1. Replace or Upgrade Fare Collection System | \$ 260,000 | \$ 58,000 | \$ 318,000 |
| 2. Replace <30-Foot Paratransit Bus | \$ 17,000 | \$ 68,000 | \$ 85,000 |
| 3. Replace Mini Van for Metro Senior Ride | \$ 5,600 | \$ 22,400 | \$ 28,000 |
| 4. Expansion Mini Van- Metro Senior Ride (Spare) | \$ 5,600 | \$ 22,400 | \$ 28,000 |
| 5. Misc. Shop Equipment | \$ 5,000 | \$ 20,000 | \$ 25,000 |
| 6. Shelter and Related Improvements | \$ 4,660 | \$ 18,640 | \$ 23,300 |

II. OPERATING ASSISTANCE

A. Maximum Federal Funding (up to 50% funding)

| | | | |
|---|------------|------------|------------|
| 1. Eligible net operating expenses of the Moorhead Transit System for the period of Jan. 2019 through Dec. 2019 | \$ 355,000 | \$ 355,000 | \$ 710,000 |
|---|------------|------------|------------|

| | | | |
|----------------------------------|-------------------|-------------------|--------------------|
| Program of Project Totals | \$ 652,860 | \$ 564,440 | \$1,217,300 |
|----------------------------------|-------------------|-------------------|--------------------|

NOTE: Local Share for operating includes State of Minnesota funding.

B. Other Project Considerations

1. Relocation
No persons, families or businesses will be displaced by these projects.
2. Environment
These projects will not have a significant environmental impact upon the transit service area identified above.
3. Comprehensive Planning
This project is in conformance with comprehensive land use and transportation planning for the area and is consistent with the adopted program of projects in the Transportation Improvement Program for the Fargo-Moorhead urbanized area.
4. Elderly and Handicapped
This project takes into consideration the special transportation needs of the elderly and disabled by providing half-fare bus service during all hours of operation, along all fixed routes, to elderly persons and individuals with disabilities as well as providing MAT Paratransit, wheelchair accessible service on a demand responsive basis to disabled persons of any age who are ADA Paratransit Eligible, and Metro Senior Ride service on a demand responsive basis to elderly persons 60 years and older.
5. Charter Bus Operations
The City of Moorhead will not be engaging in charter bus operations.
6. School Bus Operations
The City of Moorhead will not be engaging in school bus operations exclusively for the transportation of students or school personnel.
7. Private Enterprise
The City of Moorhead is currently and plans to continue through 2019 contracting for the provision of mass transit services (operating) with a private operator.

Del Rae Williams
Mayor

Published this 26th day of July, 2018.

Publish in The Extra

Legal Ad (Send 4 Affidavits of Publication)

Thursday, July 26, 2019

Bill: Mass Transit Department

Contact: Lori Van Beek, TEL: 475-6686, FAX: 241-8558

Email: Lvanbeek@matbus.com

Memorandum

To: MAT Coordinating Board

From: Sage Thornbrugh, Fargo Transit Planner
Taaren Haak, Moorhead Asst. Transit Planner and
Marketing Specialist
Jacob Kovar, Fargo Marketing and Operations Intern

Date: July 3, 2018

RE: *Designated Bus Stops – September 2018*



Designated Bus Stops

Background

Route timing, efficiency, and on time performance are ever-present issues for bus drivers, route planners, and passengers. Apart from major route restructuring, other methods can improve such essential aspects of a transit system. Previous Transit Development Plans (TDP) recommended the establishment of designated bus stops. Our current flag-down policy negatively affects route timing and on-time performance by encouraging frequent stops, which reduces efficiency. MATBUS staff is proposing the implementation of a designated bus stop only policy. This policy will help us ensure compliance with federally required on-time performance targets.

Benefits

1. Improved on-time performance
2. Heightened visibility of transit routes
3. Improved visibility and clarification of bus stop locations
4. Reduce missed passengers

Implementation

1. Bus stop locations have been identified and signs installed for each route.
2. A policy has been created for passengers who wish to request stop locations.
3. Inform the public through use of social media, informational hearings and displays, bus posters, website pages and posts, and Rider Alert emails.
4. Drivers will be given a tear off handout to provide passengers at invalid bus stops additional information.

Designated Bus Stop Criteria

1. Bus stops will be placed generally two blocks apart, unless demand requires additional stops be added. Traffic flow and signals/signs placement will be considered.
2. If the request is being made upon the basis of a disability, MATBUS staff will review the request to determine the best option, including the possibility of alternative transportation.
3. Requests that do not meet criteria or have low demand may not be considered.
4. MATBUS staff will review bus stop boarding data yearly and may remove bus stops that have low to no ridership.

Designated Bus Stop Request Procedure

1. A page will be created on the www.matbus.com website under the “Contact Us” page, to be titled “Request a Bus Stop.”
2. This page will have a fillable form for individuals to enter the location of the requested stop, along with any pertinent information accompanying the request.
3. The requests will be sent to the transit@matbus.com email address, which is monitored by MATBUS administrative staff.
4. MATBUS administrative staff will review and respond to all requests within 10 business days of receipt. The requesting individual will be subsequently notified of the decision and any actions taken.
5. If a passenger does not have access to the www.matbus.com website, they may contact MATBUS staff either in person or via the main phone line at 701-232-7500. The contacted staff member will enter the request for the individual.

Public Information

We will hold public informational meetings at the GTC on August 2, 2018, 9am-10am, and 4pm-6pm. Comment cards and posters will be set up in order to receive feedback on the policy change. The comment cards and posters will be set up at the GTC and left on-site from July 30 to August 15.

Requested Motion

MATBUS staff is requesting the approval of this designated bus stop policy, to be implemented September 1, 2018.

Beverly Edwards
First Transit Services, Inc.
101 Old Frankstown Road
Pittsburgh, PA 152239

John Mathews
First Transit Services, Inc.
3400 Spring St. NE
Minneapolis, MN 55413

Re:

- 1) Agreement between the City of Fargo and First Transit, Inc. dated January 1, 2016 – December 31, 2018 including all attachments and appendixes, Amendment 1 to the Agreement dated January 1, 2016.
- 2) Agreement between the City of Moorhead and First Transit, Inc. dated January 1, 2016 – December 31, 2018 including all attachments and appendixes, and Amendment 1 to the Agreement dated January 1, 2016.
- 3) Agreement Extension or Amendment Proposal.

Dear Ms. Edwards and Mr. Mathews,

Thank you for your time and attention to the serious performance issues raised in our earlier correspondence. Your willingness to work cooperatively with Fargo and Moorhead to improve service to public is much appreciated.

1. Performance Expectations.

It has been several months since our first communication, and there have been numerous meetings, responses, and action plans proposed. Fargo and Moorhead remain committed to addressing the deficiencies noted previously in a constructive manner, and have seen positive, proactive steps by First Transit, including necessary personnel changes. This letter is intended to serve as a response to the recent Action Plan provided by First Transit, and keep open the line of communication as to needs and expectations.

Fargo and Moorhead do feel that First Transit personnel presently in place have the potential to meet our service expectations, but remain attuned to the need for additional training and supervision. In particular, Matt Dooley appears to have the appropriate demeanor, but we expect that you will continue to work with him to ensure his supervisory duties are exemplary. Further, we expect you to raise the bar by conveying greater expectations of your personnel, and providing the extra training to reach specific performance goals. Drivers and supervisors must be more attentive to their duties, customers, the facilities, the vehicles, and each other.

We also recognize that other personnel changes, including the change in job duties for Andrew Almer and the addition of Troy Radloff as the new Safety Manager are recent, and the full implications may not yet be fully realized, but again feel the changes are positive steps toward addressing the earlier identified performance deficiencies. That said, we would like to receive from you a time frame in which to measure the success of the changes, and establish milestone dates for meeting the expected performance standards. Please submit an updated action plan with definitive dates for consideration on or before July 31, 2018.

2. Extension or Amendment.

As you know, MATBUS is considering several options with respect to the continuation of the contractual agreement between the cities of Fargo and Moorhead and First Transit. The existing agreement expires on December 31, 2018. MATBUS would like to begin discussing with First Transit what that relationship may look like in the future, provided improvements continue to be made. If First Transit is amenable to entering into a one-year renewal as provided in the Contract under Section 11, please submit an extension proposal for a 1 year extension under the current terms of the existing contract. Please include a minimum wage and benefits appendix and a supplementary FM Price Page for Year 4. Attached are the estimated revenue hours for 2019 service.

Alternatively, please also include an amendment to the contract with the personnel changes previously discussed, specifically the General Manager, Operational Manager/Trainer, and drivers continue as employees of First Transit, and the Road Supervisors, Accounting Clerk and Transit Dispatchers transition to employees of the City of Fargo. Please again include any supplementary information including an estimated budget to support the amended bid price.

Please submit the contract extension or amendment documentation on or before July 31, 2018. Your proposals will be promptly evaluated, and a decision regarding path forward made at the earliest possible time.

Julie Bommelman

Lori Van Beek

Cc: Chris Volkers, Moorhead City Manager
Lisa Bode, Moorhead Co-Director of Planning and Neighborhood Services
Bruce Grubb, Fargo City Administrator
Michael Redlinger, Fargo Assistant City Administrator



Memorandum

To: MAT Coordinating Board

From: Julie Bommelman, Fargo Transit Director

Date: July 13, 2018

Re: ***FY19 Fargo Transit Grant Awards from State of North Dakota & New Grant Opportunity***

The City of Fargo Transit Department has been awarded the following *capital* grant funds from the State of North Dakota based on the applications submitted in April 2018:

FY19 5339 Discretionary Capital Bus and Bus Facilities Funds (CFDA 20.526):

| | <u>Federal</u> | <u>Local</u> | <u>Total</u> |
|--------------------------------------|------------------|-----------------|------------------|
| Wireless Mobile Lift for garage area | 24,000 | 6,000 | 30,000 |
| Forklift | 16,000 | 4,000 | 20,000 |
| Rehab/Renovate Passenger Shelters | <u>80,000</u> | <u>20,000</u> | <u>100,000</u> |
| Total | \$120,000 | \$30,000 | \$150,000 |

Grant award total \$120,000

Please note the wireless mobile lifts and forklift will be cost shared with the City of Moorhead, Fargo pays 2/3 and Moorhead 1/3. The amounts listed above reflect the Fargo only portion of the purchase.

Purchase and rehab of shelters will be for placement in high demand areas and on the new routes.

FY19 5310 Discretionary Capital Funds (CFDA 20.513):

| | <u>Federal</u> | <u>Local</u> | <u>Total</u> |
|-----------------------------------|-----------------|-----------------|------------------|
| Mobility Manager (Fargo share) | 51,492 | 12,873 | 64,365 |
| Rehab/Renovate Passenger Shelters | <u>40,000</u> | <u>10,000</u> | <u>50,000</u> |
| Total | \$91,492 | \$22,873 | \$114,365 |

Grant award total \$91,492

Purchase and rehab of shelters will be for placement in high demand areas and on the new routes.

These capital projects have been included in the Transit budget.

Recommended Motion: Advance grant agreements to the Fargo City Commission for approval.

MATBUS Transit Operations Report - May 2018

| Moorhead | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|---------------|-----------------|-----------------|---------------|------------------|------------------|---------------|-------------------|--------------|---------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 1 | 5,512 | 6,888 | 24.96% | 297.50 | 436.00 | 46.55% | 3,800.86 | 5,595.89 | 47.23% | 18.53 | 15.80 | -14.73% | 93.66% | 89.66% | -4.27% |
| Route 2 | 7,501 | 11,722 | 56.27% | 338.00 | 473.50 | 40.09% | 4,814.30 | 6,751.66 | 40.24% | 22.19 | 24.76 | 11.55% | 91.69% | 83.61% | -8.81% |
| Route 3 | 3,934 | 5,497 | 39.73% | 298.28 | 436.50 | 46.34% | 4,698.60 | 6,899.38 | 46.84% | 13.19 | 12.59 | -4.52% | 90.85% | 81.01% | -10.83% |
| Route 4 | 10,384 | 13,574 | 30.72% | 876.00 | 876.00 | 0.00% | 9,990.78 | 9,990.78 | 0.00% | 11.85 | 15.50 | 30.72% | 77.50% | 78.73% | 1.59% |
| Route 5 | 3,792 | 4,952 | 30.59% | 297.88 | 438.00 | 47.04% | 4,339.07 | 6,379.91 | 47.03% | 12.73 | 11.31 | -11.19% | 94.24% | 86.63% | -8.08% |
| Route 6 | 980 | 1,240 | 26.53% | 153.50 | 154.00 | 0.33% | 1,991.20 | 1,997.69 | 0.33% | 6.38 | 8.05 | 26.12% | 96.59% | 95.50% | -1.13% |
| Route 7 | | | | 0.00 | | | 0.00 | | | | | | | | |
| Route 8 | 1,335 | | | 117.00 | | | 1,916.98 | | | 11.41 | | | 86.82% | | |
| Route 9 | 364 | 364 | 0.00% | 167.00 | 167.00 | 0.00% | 2,828.65 | 2,828.65 | 0.00% | 2.18 | 2.18 | 0.00% | 96.38% | 91.95% | -4.60% |
| Total | 33,802 | 44,237 | 30.87% | 2,545.16 | 2,981.00 | 17.12% | 34,380.44 | 40,443.96 | 17.64% | 13.28 | 14.84 | 11.74% | 90.97% | 86.73% | -4.66% |

| Fargo | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|--------------|-----------------|-----------------|--------------|------------------|------------------|---------------|-------------------|--------------|--------------|---------------|---------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 11 | 5,999 | 6,296 | 4.95% | 386.00 | 386.00 | 0.00% | 4429.74 | 4429.74 | 0.00% | 15.54 | 16.31 | 4.95% | 85.48% | 85.70% | 0.26% |
| Route 13 | 8,049 | 8,890 | 10.45% | 750.00 | 746.00 | -0.53% | 8363.12 | 7815.84 | -6.54% | 10.73 | 11.92 | 11.04% | 88.71% | 88.27% | -0.50% |
| Route 13U | 1,967 | 1,530 | -22.22% | 185.50 | 108.00 | -41.78% | 2190.29 | 1228.00 | -43.93% | 10.60 | 14.17 | 33.60% | 84.62% | 79.11% | -6.51% |
| Route 14 | 13,320 | 15,230 | 14.34% | 1,143.70 | 1,154.00 | 0.90% | 17018.98 | 14512.06 | -14.73% | 11.65 | 13.20 | 13.32% | 83.47% | 81.49% | -2.37% |
| Route 15 | 26,209 | 29,278 | 11.71% | 1,393.00 | 1,393.00 | 0.00% | 17562.88 | 16455.82 | -6.30% | 18.81 | 21.02 | 11.71% | 91.81% | 66.80% | -27.24% |
| Route 16 | 6,204 | 3,232 | -47.90% | 515.82 | 348.00 | -32.53% | 8570.68 | 4143.53 | -51.65% | 12.03 | 9.29 | -22.78% | 93.03% | 90.70% | -2.50% |
| Route 17 | 2,867 | 3,367 | 17.44% | 193.00 | 219.00 | 13.47% | 2644.49 | 2620.55 | -0.91% | 14.85 | 15.37 | 3.50% | 91.81% | 81.12% | -11.64% |
| Route 18 | 4,514 | 5,010 | 10.99% | 373.00 | 606.00 | 62.47% | 4731.16 | 10685.60 | 125.86% | 12.10 | 8.27 | -31.69% | 93.66% | 67.82% | -27.59% |
| 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 | 2,234 | | -100.00% | 404.20 | | -100.00% | 8222.86 | | -100.00% | 5.53 | | -100.00% | 83.47% | | -100.00% |
| Route 24 | | 2,035 | | | 432.00 | | | 5472.00 | | | 4.71 | | | 82.42% | |
| Total | 71,363 | 77,847 | 9.09% | 5,344.22 | 5,778.00 | 8.12% | 73,734.19 | 73,354.14 | -0.52% | 13.35 | 13.47 | 0.90% | 88.45% | 76.02% | -14.06% |

| NDSU | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|----------------|------------|------------|----------------|----------------|----------------|----------------|-------------------|------------|----------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 31 | 1,170 | 701 | -40.09% | 125.00 | 110.00 | -12.00% | 1211.00 | 992.00 | -18.08% | 9.36 | 6.37 | -31.92% | 89.88% | 88.04% | -2.05% |
| Route 32E | 5,741 | 2,851 | -50.34% | 110.00 | 96.00 | -12.73% | 833.36 | 733.00 | -12.04% | 52.19 | 29.70 | -43.10% | 2.40% | 87.31% | 3537.92% |
| Route 32W | 1,390 | 975 | -29.86% | 60.00 | 54.00 | -10.00% | 390.60 | 351.54 | -10.00% | 23.17 | 18.06 | -22.06% | 84.18% | 82.52% | -1.97% |
| Route 33 | 7,420 | 7,375 | -0.61% | 293.40 | 261.00 | -11.04% | 3192.21 | 2838.00 | -11.10% | 25.29 | 28.26 | 11.73% | 83.64% | 93.25% | 11.49% |
| Route 34 | 1,842 | 1,521 | -17.43% | 92.40 | 80.00 | -13.42% | 794.64 | 694.00 | -12.66% | 19.94 | 19.01 | -4.63% | 92.51% | 89.15% | -3.63% |
| Route 35 | 237 | | -100.00% | 20.80 | | -100.00% | 187.03 | | -100.00% | 11.39 | | -100.00% | 98.46% | | -100.00% |
| TapRide | | 267 | | | 29.00 | | | 322.92 | #DIV/0! | | 9.21 | | | | |
| Total | 17,800 | 13,690 | -23.09% | 702 | 630 | -10.21% | 6608.84 | 5608.54 | -15.14% | 141 | 111 | -21.75% | 75.18% | 88.05% | 17.13% |

| Other | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|--------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|-------------------|-------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | 0.05% | 2017 | 2018 | Change |
| LinkFM | 2,275 | 2,066 | -9.19% | 292.00 | 292.00 | 0.00% | 1813.90 | 2928.18 | 61.43% | 7.79 | 7.08 | -9.19% | 80.46% | 82.03% | 1.95% |
| 9000's | 47 | 26 | -44.68% | 2.84 | | -100.00% | | #DIV/0! | | 16.55 | | | | | #DIV/0! |
| Total | 2,322 | 2,092 | -9.91% | 294.84 | 292.00 | -0.96% | 1813.90 | 2928.18 | 61.43% | 7.88 | 7.16 | -9.03% | 80.46% | 82.03% | 1.95% |

| Total | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|---------------|----------------|----------------|---------------|-----------------|-----------------|--------------|-------------------|-------------------|--------------|-------------------|--------------|--------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 33,802 | 44,237 | 30.87% | 2,545 | 2,981 | 17.12% | 34,380 | 40,444 | 17.64% | 13.28 | 14.84 | 11.74% | 90.97% | 86.73% | -4.66% |
| FGO | 91,438 | 93,603 | 2.37% | 6,338 | 6,700 | 5.71% | 82,157 | 81,891 | -0.32% | 14.43 | 13.97 | -3.17% | 81.36% | 82.03% | 0.82% |
| MATBUS | 125,287 | 137,866 | 10.04% | 8,885.82 | 9,681.00 | 8.95% | 116,537.37 | 122,334.82 | 4.97% | 14.10 | 14.24 | 1.00% | 83.76% | 83.21% | -0.67% |

| TOTAL RIDERSHIP BY CUSTOMER TYPE | | | | | | | | | | | | | | | |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------|--------------|---------------|-------------|-------------|---------------|-------------|-------------|---------------|
| Total | Adult | | | Disabled | | | Elderly | | | Youth | | | Child | | |
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 19044 | 25096 | 31.78% | 9438 | 11436 | 21.17% | 2612 | 3342 | 27.95% | 910 | 1804 | 98.24% | 1798 | 2559 | 42.32% |
| FGO | 65203 | 59179 | -9.24% | 17542 | 18897 | 7.72% | 5581 | 7453 | 33.54% | 1602 | 2530 | 57.93% | 2153 | 3189 | 48.12% |
| MATBUS | 84247 | 84275 | 0.03% | 26980 | 30333 | 12.43% | 8193 | 10795 | 31.76% | 2512 | 4334 | 72.53% | 3951 | 5748 | 45.48% |

MATBUS Transit Operations Report - May 2018 page 2

| Paratransit | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|--------------|---------------|---------------------------------|-----------------|--------------|-----------------|-----------------|--------------|-------------------|-------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fargo | 3,265 | 3,250 | -0.46% | 1,394.86 | 1,457.14 | 4.47% | 21,534.60 | 22,609.39 | 4.99% | 2.34 | 2.23 | -4.71% | 82.65% | 87.08% | 5.36% |
| Moorhead | 895 | 734 | -17.99% | 382.36 | 329.09 | -13.93% | 5,903.05 | 5,106.24 | -13.50% | 2.34 | 2.23 | -4.71% | 83.88% | 84.96% | 1.29% |
| West Fargo | 460 | 456 | -0.87% | 196.52 | 204.45 | 4.03% | 3,033.97 | 3,172.27 | 4.56% | 2.34 | 2.23 | -4.71% | 87.22% | 86.43% | -0.90% |
| Dilworth | 51 | 67 | 31.37% | 21.79 | 30.04 | 37.87% | 336.38 | 466.10 | 38.57% | 2.34 | 2.23 | -4.71% | 78.26% | 88.89% | 13.58% |
| Total | 4,671 | 4,507 | -3.51% | 1,995.52 | 2,020.72 | 1.26% | 30808.00 | 31354.00 | 8.65% | 2.34 | 2.23 | -4.71% | 83.00% | 86.84% | 4.83% |

| Senior Ride | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|------------|----------------|---------------------------------|---------------|---------------|--------------|--------------|----------------|-------------------|-------------|----------------|---------------|----------|------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Dilworth | 45 | 114 | 153.33% | 21.78 | 71.34 | 227.58% | 315 | 773 | 145.35% | 2.07 | 1.60 | -22.67% | | | N/A |
| Moorhead | 1,000 | 800 | -20.00% | 483.97 | 500.66 | 3.45% | 6,997 | 5,422 | -22.52% | 2.07 | 1.60 | -22.67% | | | N/A |
| Total | 1,045 | 914 | -12.54% | 505.75 | 572.00 | 13.10% | 7,312 | 6,194 | -15.29% | 2.07 | 1.60 | -22.67% | 0 | 0 | N/A |

| | Call Volume | | | Operating Days | | | Average Calls / Day | | | Average Call/Queue Time | | |
|--------------|--------------|--------------|---------------|----------------|-----------|--------------|---------------------|------------|---------------|-------------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| GTC | 3,686 | 3,385 | -8.17% | 26 | 26 | 0.00% | 142 | 130 | -8.17% | 0:24 | 0:33 | 37.50% |
| Paratransit | 2,318 | 2,547 | 9.88% | 22 | 22 | 0.00% | 105 | 116 | 9.88% | 2:24 | 1:15 | -47.92% |
| Total | 6,004 | 5,932 | -1.20% | 48 | 48 | 0.00% | 247 | 246 | -0.47% | 2:48 | 1:48 | -35.71% |

| Collisions | Collisions (Preventable) | | | Collisions (Non-Preventable) | | | Collisions (Total) | | | Collisions (per 100K Miles) | | |
|--------------|--------------------------|----------|----------------|------------------------------|----------|----------------|--------------------|----------|----------------|-----------------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 2 | 7 | 250.00% | 0 | 0 | #DIV/0! | 2 | 7 | 250.00% | 1.72 | 5.72 | 233.41% |
| Paratransit | 0 | 0 | #DIV/0! | 0 | 0 | #DIV/0! | 0 | 0 | #DIV/0! | 0.00 | 0.00 | #DIV/0! |
| Total | 2 | 7 | 250.00% | 0 | 0 | #DIV/0! | 2 | 7 | 250.00% | 1.36 | 4.55 | 235.55% |

| Missed Trips | Missed Trips (Contractor Error) | | | Missed Trips (Mechanical / Other) | | | Missed Trips (Total) | | | Missed Trips (per 100K Miles) | | |
|--------------|---------------------------------|-----------|----------------|-----------------------------------|----------|----------------|----------------------|-----------|----------------|-------------------------------|--------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 9 | 19 | 111.11% | 3 | 7 | 133.33% | 12 | 26 | 116.67% | 10.30 | 21.25 | 106.40% |
| Paratransit | 1 | 2 | 100.00% | 0 | 0 | #DIV/0! | 1 | 2 | 100.00% | 3.25 | 6.38 | 96.52% |
| Total | 10 | 21 | 110.00% | 3 | 7 | 133.33% | 13 | 28 | 115.38% | 10.50 | 21.78 | 107.54% |

| Complaints | Complaints (Substantiated) | | | Complaints (UnSubstantiated) | | | Complaints (Total) | | | Complaints (per 1K Passengers) | | |
|--------------|----------------------------|-----------|----------------|------------------------------|-----------|---------------|--------------------|-----------|---------------|--------------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 10 | 12 | 20.00% | 10 | 28 | 180.00% | 20 | 40 | 100.00% | 0.16 | 0.29 | 81.75% |
| Paratransit | 8 | 1 | -87.50% | 6 | 2 | -66.67% | 14 | 3 | -78.57% | 0.11 | 0.02 | -80.53% |
| Total | 18 | 13 | -27.78% | 16 | 30 | 87.50% | 34 | 43 | 26.47% | 0.27 | 0.31 | 14.93% |

| Incidents | Incident (Fall / Injury) | | | Incident (Security Services) | | | Incidents (Total) | | | Incidents (per 1K Passengers) | | |
|--------------|--------------------------|----------|----------------|------------------------------|-----------|----------------|-------------------|-----------|----------------|-------------------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 0 | 0 | #DIV/0! | 57 | 14 | -75.44% | 57 | 14 | -75.44% | 0.45 | 0.10 | -77.68% |
| Paratransit | 0 | 1 | #DIV/0! | 0 | 0 | #DIV/0! | 0 | 1 | #DIV/0! | 0.00 | 0.01 | #DIV/0! |
| Total | 0 | 1 | #DIV/0! | 57 | 14 | -75.44% | 57 | 15 | -73.68% | 0.45 | 0.11 | -76.09% |

| Social Media | MATBUS.COM | | | MATBUSMOBILE.COM | | | IGOECOCHALLENGE.COM | | | MATBUS APP | | |
|--------------|------------|--------|---------|------------------|------|---------|---------------------|------|----------|------------|-------|--------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| | 18,381 | 40,381 | 119.69% | 6,574 | 70 | -98.94% | 394 | 0 | -100.00% | 4,191 | 7,067 | 68.62% |

| Social Media | Facebook Likes | | | Twitter Followers | | | YouTube Views | | | Rider Alert Subscribers | | |
|--------------|----------------|-------|--------|-------------------|------|--------|---------------|--------|--------|-------------------------|-------|--------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| | 2,617 | 2,648 | 1.18% | 729 | 889 | 21.95% | 24,734 | 26,503 | 7.15% | 3,049 | 3,002 | -1.54% |

MATBUS Transit Operations Report - June 2018

| Moorhead | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|---------------|-----------------|-----------------|---------------|------------------|------------------|---------------|-------------------|--------------|---------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 1 | 6,172 | 7,043 | 14.11% | 298.00 | 437.00 | 46.64% | 3,807.25 | 5,583.11 | 46.64% | 20.71 | 16.12 | -22.18% | 96.78% | 92.58% | -4.34% |
| Route 2 | 7,572 | 10,644 | 40.57% | 298.00 | 437.00 | 46.64% | 4,244.56 | 6,224.63 | 46.65% | 25.41 | 24.36 | -4.14% | 92.25% | 87.13% | -5.55% |
| Route 3 | 4,382 | 5,618 | 28.21% | 298.28 | 437.00 | 46.51% | 4,698.60 | 6,874.90 | 46.32% | 14.69 | 12.86 | -12.49% | 93.68% | 82.40% | -12.04% |
| Route 4 | 11,705 | 13,304 | 13.66% | 876.00 | 874.00 | -0.23% | 9,990.78 | 9,967.97 | -0.23% | 13.36 | 15.22 | 13.92% | 78.90% | 79.69% | 1.00% |
| Route 5 | 4,121 | 4,523 | 9.75% | 297.88 | 437.00 | 46.70% | 4,339.07 | 6,365.34 | 46.70% | 13.83 | 10.35 | -25.19% | 95.73% | 88.68% | -7.36% |
| Route 6 | 1,123 | 1,115 | -0.71% | 154.00 | 153.50 | -0.32% | 1,997.69 | 1,991.20 | -0.32% | 7.29 | 7.26 | -0.39% | 97.70% | 94.87% | -2.90% |
| Route 7 | | | | | | | | | | | | | | | |
| Route 8 | 1,188 | | | 116.00 | | | 1,900.60 | | | 10.24 | | | 89.06% | | |
| Route 9 | 473 | 572 | 20.93% | 167.00 | 166.50 | -0.30% | 2,828.65 | 2,820.18 | -0.30% | 2.83 | 3.44 | 21.29% | 97.62% | 93.52% | -4.20% |
| Total | 36,736 | 42,819 | 16.56% | 2,505.16 | 2,942.00 | 17.44% | 33,807.20 | 39,827.33 | 17.81% | 14.66 | 14.55 | -0.75% | 92.72% | 88.41% | -4.64% |

| Fargo | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|--------------|-----------------|-----------------|--------------|---------------|---------------|---------------|-------------------|--------------|--------------|---------------|---------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 11 | 5,494 | 6,085 | 10.76% | 386.00 | 385.00 | -0.26% | 4429.74 | 4418.26 | -0.26% | 14.23 | 15.81 | 11.04% | 90.41% | 85.08% | -5.90% |
| Route 13 | 7,830 | 7,088 | -9.48% | 750.00 | 744.00 | -0.80% | 8363.12 | 7794.89 | -6.79% | 10.44 | 9.53 | -8.75% | 87.93% | 91.70% | 4.29% |
| Route 13U | 274 | | -100.00% | 65.00 | | -100.00% | 842.25 | | -100.00% | 4.22 | | -100.00% | 90.91% | | -100.00% |
| Route 14 | 13,520 | 14,752 | 9.11% | 1,143.70 | 1,151.00 | 0.64% | 17018.98 | 14474.46 | -14.95% | 11.82 | 12.82 | 8.42% | 86.13% | 78.83% | -8.48% |
| Route 15 | 25,164 | 29,198 | 16.03% | 1,393.00 | 1,368.00 | -1.79% | 17562.88 | 16157.37 | -8.00% | 18.06 | 21.34 | 18.15% | 93.09% | 75.86% | -18.51% |
| Route 16 | 5,956 | 3,028 | -49.16% | 515.82 | 347.00 | -32.73% | 8570.68 | 4131.59 | -51.79% | 11.55 | 8.73 | -24.43% | 94.32% | 86.43% | -8.37% |
| Route 17 | 2,706 | 3,118 | 15.23% | 193.00 | 219.00 | 13.47% | 2644.49 | 2614.57 | -1.13% | 14.02 | 14.24 | 1.55% | 95.74% | 82.21% | -14.13% |
| Route 18 | 4,318 | 4,852 | 12.37% | 373.00 | 605.00 | 62.20% | 4731.16 | 10658.80 | 125.29% | 11.58 | 8.02 | -30.72% | 95.65% | 71.48% | -25.27% |
| 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 | 2,408 | | -100.00% | 404.20 | | -100.00% | 8222.86 | | -100.00% | 5.96 | | -100.00% | 82.17% | | -100.00% |
| Route 24 | | 2,132 | | | 431.00 | | | 5459.00 | | | 4.95 | | | 81.53% | |
| Total | 67,670 | 73,246 | 8.24% | 5,223.72 | 5,636.00 | 7.89% | 72,386 | 71,685 | -0.97% | 12.95 | 13.00 | 0.32% | 90.71% | 77.78% | -14.26% |

| NDSU | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|-----------|----------|----------------|------------|----------|----------------|--------------|-------------|----------------|-------------------|---------|---------|---------------|------|---------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | 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! |

| Other | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|--------------|--------------|---------------|---------------|---------------|----------------|----------------|---------------|-------------------|-------------|--------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | 0.05% | 2017 | 2018 | Change |
| LinkFM | 2,267 | 2,447 | 7.94% | 308.00 | 306.50 | -0.49% | 1913.30 | 2878.04 | 50.42% | 7.36 | 7.98 | 8.47% | 72.11% | 81.97% | 13.67% |
| 9000's | 27 | | | | | | | | | | | | | | |
| Total | 2,294 | 2,447 | 6.67% | 308.00 | 306.50 | -0.49% | 1913.30 | 2878.04 | 50.42% | 7.45 | 7.98 | 7.19% | 72.11% | 81.97% | 13.67% |

| Total | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|---------------|----------------|----------------|---------------|-----------------|-----------------|---------------|-------------------|-------------------|--------------|-------------------|--------------|--------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 36,736 | 42,819 | 16.56% | 2,505 | 2,942 | 17.44% | 33,807 | 39,827 | 17.81% | 14.66 | 14.55 | -0.75% | 92.72% | 88.41% | -4.64% |
| FGO | 69,937 | 75,693 | 8.23% | 5,532 | 5,943 | 7.43% | 74,299 | 74,563 | 0.35% | 12.64 | 12.74 | 0.75% | 81.41% | 79.87% | -1.89% |
| MATBUS | 106,700 | 118,512 | 11.07% | 8,036.88 | 8,884.50 | 10.55% | 108,106.65 | 114,390.31 | 5.81% | 13.28 | 13.34 | 0.47% | 85.18% | 82.72% | -2.89% |

| TOTAL RIDERSHIP BY CUSTOMER TYPE | | | | | | | | | | | | | | | |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------|--------------|---------------|-------------|-------------|---------------|-------------|-------------|---------------|
| Total | Adult | | | Disabled | | | Elderly | | | Youth | | | Child | | |
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 18543 | 21822 | 17.68% | 9440 | 11491 | 21.73% | 2815 | 3551 | 26.15% | 3760 | 2390 | -36.44% | 2179 | 3565 | 63.61% |
| FGO | 41790 | 40400 | -3.33% | 16064 | 18878 | 17.52% | 6802 | 7569 | 11.28% | 2046 | 2877 | 40.62% | 3347 | 3520 | 5.17% |
| MATBUS | 60333 | 62222 | 3.13% | 25504 | 30369 | 19.08% | 9617 | 11120 | 15.63% | 5806 | 5267 | -9.28% | 5526 | 7085 | 28.21% |

MATBUS Transit Operations Report - June 2018 page 2

| Paratransit | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|--------------|---------------|---------------------------------|-----------------|---------------|------------------|------------------|---------------|-------------------|-------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fargo | 3,161 | 2,973 | -5.95% | 1,392.70 | 1,405.21 | 0.90% | 19,701.52 | 21,264.18 | 7.93% | 2.27 | 2.12 | -6.78% | 84.02% | 86.12% | 2.51% |
| Moorhead | 813 | 652 | -19.80% | 358.20 | 308.17 | -13.97% | 5,067.17 | 4,663.39 | -7.97% | 2.27 | 2.12 | -6.78% | 85.17% | 85.52% | 0.41% |
| West Fargo | 336 | 365 | 8.63% | 148.04 | 172.52 | 16.54% | 2,094.18 | 2,610.64 | 24.66% | 2.27 | 2.12 | -6.78% | 88.30% | 84.92% | -3.82% |
| Dilworth | 65 | 38 | -41.54% | 28.64 | 17.96 | -37.28% | 405.12 | 271.79 | -32.91% | 2.27 | 2.12 | -6.78% | 84.31% | 87.80% | 4.14% |
| Total | 4,375 | 4,028 | -7.93% | 1,927.58 | 1,903.87 | -1.23% | 27,268.00 | 28,810.00 | -2.07% | 2.27 | 2.12 | -6.78% | 85.45% | 86.09% | 0.81% |

| Senior Ride | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|------------|------------|----------------|---------------------------------|---------------|--------------|--------------|--------------|----------------|-------------------|-------------|----------------|---------------|----------|------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Dilworth | 40 | 79 | 97.50% | 24.34 | 60.45 | 148.40% | 290 | 566 | 95.15% | 1.64 | 1.31 | -20.49% | | | N/A |
| Moorhead | 818 | 662 | -19.07% | 497.66 | 506.55 | 1.79% | 5,929 | 4,741 | -20.03% | 1.64 | 1.31 | -20.49% | | | N/A |
| Total | 858 | 741 | -13.64% | 522.00 | 567.00 | 8.62% | 6,219 | 5,307 | -14.66% | 1.64 | 1.31 | -20.49% | 0 | 0 | N/A |

| GTC | Call Volume | | | Operating Days | | | Average Calls / Day | | | Average Queue Time | | |
|--------------|--------------|--------------|---------------|----------------|-----------|---------------|---------------------|------------|---------------|--------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| GTC | 3,451 | 3,255 | -5.68% | 26 | 26 | 0.00% | 133 | 125 | -5.68% | 1:38 | 1:54 | 16.33% |
| Paratransit | 2,025 | 1,940 | -4.20% | 22 | 21 | -4.55% | 92 | 92 | 0.36% | 3:04 | 1:01 | -66.85% |
| Total | 5,476 | 5,195 | -5.13% | 48 | 47 | -2.08% | 225 | 218 | -3.20% | 4:42 | 2:55 | -37.94% |

| Collisions | Collisions (Preventable) | | | Collisions (Non-Preventable) | | | Collisions (Total) | | | Collisions (per 100K Miles) | | |
|--------------|--------------------------|----------|--------------|------------------------------|----------|----------------|--------------------|-----------|----------------|-----------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 5 | 4 | -20.00% | 0 | 5 | #DIV/0! | 5 | 9 | 80.00% | 4.63 | 7.87 | 70.11% |
| Paratransit | 0 | 1 | #DIV/0! | 0 | 0 | #DIV/0! | 0 | 1 | #DIV/0! | 0.00 | 3.47 | #DIV/0! |
| Total | 5 | 5 | 0.00% | 0 | 5 | #DIV/0! | 5 | 10 | 100.00% | 3.69 | 6.98 | 89.07% |

| Missed Trips | Missed Trips (Contractor Error) | | | Missed Trips (Mechanical / Other) | | | Missed Trips (Total) | | | Missed Trips (per 100K Miles) | | |
|--------------|---------------------------------|-----------|----------------|-----------------------------------|-----------|--------------|----------------------|-----------|---------------|-------------------------------|--------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 1 | 1 | 0.00% | 12 | 11 | -8.33% | 13 | 12 | -7.69% | 12.03 | 10.49 | -12.76% |
| Paratransit | 3 | 12 | 300.00% | 0 | 1 | #DIV/0! | 3 | 13 | 333.33% | 11.00 | 45.12 | 310.14% |
| Total | 4 | 13 | 225.00% | 12 | 12 | 0.00% | 16 | 25 | 56.25% | 14.00 | 20.89 | 49.24% |

| Complaints | Complaints (Substantiated) | | | Complaints (UnSubstantiated) | | | Complaints (Total) | | | Complaints (per 1K Passengers) | | |
|--------------|----------------------------|-----------|---------------|------------------------------|-----------|---------------|--------------------|-----------|---------------|--------------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 3 | 15 | 400.00% | 11 | 17 | 54.55% | 14 | 32 | 128.57% | 0.13 | 0.27 | 105.79% |
| Paratransit | 10 | 4 | -60.00% | 1 | 6 | 500.00% | 11 | 10 | -9.09% | 0.10 | 0.08 | -18.15% |
| Total | 13 | 19 | 46.15% | 12 | 23 | 91.67% | 25 | 42 | 68.00% | 0.23 | 0.35 | 51.26% |

| Incidents | Incident (Fall / Injury) | | | Incident (Security Services) | | | Incidents (Total) | | | Incidents (per 1K Passengers) | | |
|--------------|--------------------------|----------|----------------|------------------------------|-----------|----------------|-------------------|-----------|----------------|-------------------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 1 | 6 | 500.00% | 68 | 10 | -85.29% | 69 | 16 | -76.81% | 0.65 | 0.14 | -79.12% |
| Paratransit | 1 | 1 | 0.00% | 0 | 0 | #DIV/0! | 1 | 1 | 0.00% | 0.01 | 0.01 | -9.97% |
| Total | 2 | 7 | 250.00% | 68 | 10 | -85.29% | 70 | 17 | -75.71% | 0.66 | 0.14 | -78.13% |

| Social Media | MATBUS.COM | | | MATBUSMOBILE.COM | | | IGOECOCHALLENGE.COM | | | MATBUS APP | | |
|--------------|------------|--------|---------|------------------|------|---------|---------------------|------|----------|------------|-------|--------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Social Media | 17,786 | 35,583 | 100.06% | 4,217 | 165 | -96.09% | 38 | 0 | -100.00% | 3,804 | 5,297 | 39.25% |

| Social Media | Facebook Likes | | | Twitter Followers | | | YouTube Views | | | Rider Alert Subscribers | | |
|--------------|----------------|-------|--------|-------------------|------|--------|---------------|--------|--------|-------------------------|-------|--------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Social Media | 2,612 | 2,648 | 1.38% | 736 | 898 | 22.01% | 25,111 | 26,591 | 5.89% | 3,054 | 3,006 | -1.57% |

MATBUS Transit Operations Report - Jan-Jun 2018

| Moorhead | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|----------------|----------------|---------------|------------------|------------------|---------------|-------------------|-------------------|---------------|-------------------|--------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 1 | 35,729 | 44,025 | 23.22% | 1,753.75 | 2,692.00 | 53.50% | 22,399.52 | 33,603.03 | 50.02% | 20.37 | 16.35 | -19.73% | 92.01% | 90.73% | -1.39% |
| Route 2 | 51,838 | 68,336 | 31.83% | 2,137.25 | 3,066.25 | 43.47% | 30,441.90 | 42,947.68 | 41.08% | 24.25 | 22.29 | -8.11% | 91.17% | 85.86% | -5.82% |
| Route 3 | 24,883 | 30,051 | 20.77% | 1,758.00 | 2,691.60 | 53.11% | 27,676.83 | 41,689.63 | 50.63% | 14.15 | 11.16 | -21.12% | 79.13% | 82.81% | 4.66% |
| Route 4 | 64,957 | 78,770 | 21.26% | 4,753.50 | 5,158.00 | 8.51% | 54,196.57 | 60,216.39 | 11.11% | 13.67 | 15.27 | 11.76% | 78.08% | 82.25% | 5.34% |
| Route 5 | 23,417 | 29,783 | 27.19% | 1,754.00 | 2,695.35 | 53.67% | 25,541.35 | 38,574.32 | 51.03% | 13.35 | 11.05 | -17.23% | 93.40% | 88.52% | -5.22% |
| Route 6 | 6,613 | 7,369 | 11.43% | 909.50 | 907.50 | -0.22% | 11,798.03 | 12,110.96 | 2.65% | 7.27 | 8.12 | 11.68% | 96.95% | 95.55% | -1.44% |
| Route 7 | 2,125 | | | 223.00 | | | 3,352.93 | | | 9.53 | | | 76.35% | | |
| Route 8 | 8,523 | | | 689.50 | | | 11,317.92 | | | 12.36 | | | 82.43% | | |
| Route 9 | 3,080 | 2,557 | -16.98% | 988.00 | 845.00 | -14.47% | 16,734.75 | 17,092.75 | 2.14% | 3.12 | 3.03 | -2.93% | 96.75% | 92.10% | -4.80% |
| Total | 221,165 | 260,891 | 17.96% | 14,966.50 | 18,055.70 | 20.64% | 203,459.80 | 246,234.76 | 21.02% | 14.78 | 14.45 | -2.22% | 87.36% | 88.26% | 1.03% |

| Fargo | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|----------------|----------------|--------------|------------------|------------------|--------------|------------------|------------------|---------------|-------------------|--------------|---------------|---------------|---------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 11 | 37,760 | 39,740 | 5.24% | 2,270.00 | 2,274.00 | 0.18% | 26050.52 | 26211.21 | 0.62% | 16.63 | 17.48 | 5.06% | 82.60% | 88.26% | 6.86% |
| Route 13 | 62,688 | 67,310 | 7.37% | 4,412.00 | 4,394.50 | -0.40% | 49596.62 | 46245.47 | -6.76% | 14.21 | 15.32 | 7.80% | 84.82% | 90.61% | 6.83% |
| Route 13U | 21,882 | 19,514 | -10.82% | 1,334.45 | 975.60 | -26.89% | 15646.88 | 12802.20 | -18.18% | 16.40 | 20.00 | 21.98% | 84.66% | 78.93% | -6.77% |
| Route 14 | 80,016 | 83,845 | 4.79% | 6,725.85 | 6,800.13 | 1.10% | 100880.15 | 85825.66 | -14.92% | 11.90 | 12.33 | 3.64% | 83.22% | 85.61% | 2.87% |
| Route 15 | 160,182 | 170,151 | 6.22% | 8,160.00 | 8,154.00 | -0.07% | 103457.71 | 96634.06 | -6.60% | 19.63 | 20.87 | 6.30% | 86.25% | 77.90% | -9.68% |
| Route 16 | 36,355 | 18,069 | -50.30% | 3,075.21 | 2,048.54 | -33.39% | 50797.00 | 24520.85 | -51.73% | 11.82 | 8.82 | -25.39% | 89.29% | 90.10% | 0.91% |
| Route 17 | 20,232 | 20,113 | -0.59% | 1,135.00 | 1,290.50 | 13.70% | 15675.46 | 15507.92 | -1.07% | 17.83 | 15.59 | -12.57% | 86.69% | 84.77% | -2.22% |
| Route 18 | 27,567 | 27,573 | 0.02% | 2,151.50 | 3,571.40 | 66.00% | 28043.48 | 63363.73 | 125.95% | 12.81 | 7.72 | -39.74% | 85.93% | 73.75% | -14.18% |
| Route 21 | | 4,640 | | | 1,137.50 | | | 13710.11 | | | 4.08 | | | 64.96% | |
| Route 22 | | 12,518 | | | 1,138.50 | | | 21741.55 | | | 11.00 | | | 70.28% | |
| Route 23 | 12,351 | | | 2,377.10 | | | 48743.86 | | | 5.20 | | | 83.31% | | |
| Route 24 | | 11,673 | | | 2,542.50 | | | 32303.47 | | | 4.59 | | | 80.34% | |
| Total | 459,033 | 475,146 | 3.51% | 31,641.11 | 34,327.17 | 8.49% | 390147.82 | 438866.23 | 12.49% | 14.51 | 13.84 | -4.59% | 85.20% | 80.50% | -5.51% |

| NDSU | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|----------------|----------------|---------------|--------------|--------------|---------------|-----------------|-----------------|--------------|-------------------|------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Route 31 | 20,358 | 18,563 | -8.82% | 987.50 | 992.00 | 0.46% | 9566.90 | 9257.22 | -3.24% | 20.62 | 18.71 | -9.23% | 90.08% | 91.31% | 1.36% |
| Route 32E | 92,726 | 75,669 | -18.40% | 869.00 | 864.24 | -0.55% | 6583.54 | 6828.55 | 3.72% | 106.70 | 87.56 | -17.95% | 53.66% | 94.22% | 75.58% |
| Route 32W | 20,542 | 20,591 | 0.24% | 474.00 | 486.00 | 2.53% | 3085.74 | 3281.04 | 6.33% | 43.34 | 42.37 | -2.24% | 84.11% | 82.14% | -2.34% |
| Route 33 | 92,324 | 104,244 | 12.91% | 2,659.30 | 2,350.44 | -11.61% | 25218.46 | 26427.60 | 4.79% | 34.72 | 44.35 | 27.75% | 84.50% | 94.67% | 12.04% |
| Route 34 | 28,032 | 26,914 | -3.99% | 730.65 | 721.52 | -1.25% | 6277.66 | 6473.22 | 3.12% | 38.37 | 37.30 | -2.77% | 82.92% | 89.78% | 8.28% |
| Route 35 | 3,960 | 32 | -99.19% | 165.01 | 10.40 | -93.70% | 1477.51 | 98.10 | -93.36% | 24.00 | 3.08 | -87.18% | 93.96% | 75.00% | -20.18% |
| TapRide | | 2,928 | | | 263.00 | | | 3489.37 | | | 11.13 | | | | |
| Total | 257,942 | 248,941 | -3.49% | 5,885 | 5,688 | -3.36% | 52209.80 | 52365.73 | 0.30% | 268 | 244 | -8.68% | 81.54% | 87.85% | 7.74% |

| Other | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|----------------|-----------------|-----------------|--------------|-----------------|-----------------|---------------|-------------------|-------------|----------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| LinkFM | 16,940 | 13,803 | -18.52% | 1,723.00 | 1,731.75 | 0.51% | 14834.40 | 17041.13 | 14.88% | 9.83 | 7.97 | -18.93% | 80.56% | 82.68% | 2.63% |
| 9000's | 571 | 152 | -73.38% | 2.84 | | -100.00% | | | | 201.06 | | | 100.00% | 100.00% | 0.00% |
| Total | 17,511 | 13,955 | -20.31% | 1,725.84 | 1,731.75 | 0.34% | 14834.40 | 17041.13 | 14.88% | 10.15 | 8.06 | -20.58% | 80.56% | 82.68% | 2.63% |

| Total | Ridership | | | Rev. Hours | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|---------------|----------------|----------------|--------------|------------------|------------------|---------------|-------------------|-------------------|---------------|-------------------|--------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 221,165 | 260,891 | 17.96% | 14,967 | 18,056 | 20.64% | 203,460 | 246,235 | 21.02% | 15 | 14 | -2.22% | 88.09% | 86.92% | -1.33% |
| FGO | 733,915 | 737,890 | 0.54% | 39,250 | 41,747 | 6.36% | 457,192 | 508,273 | 11.17% | 292 | 266 | -8.82% | 82.35% | 84.17% | 2.21% |
| MATBUS | 955,651 | 998,933 | 4.53% | 54,218.91 | 59,802.22 | 10.30% | 660,651.82 | 754,507.85 | 14.21% | 17.63 | 16.70 | -5.23% | 83.66% | 84.82% | 1.38% |

TOTAL RIDERSHIP BY CUSTOMER TYPE

| Total | Adult | | | Disabled | | | Elderly | | | Youth | | | Child | | |
|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| MHD | 132094 | 154557 | 17.01% | 57873 | 67141 | 16.01% | 13758 | 18621 | 35.35% | 7730 | 8648 | 11.88% | 9635 | 11728 | 21.72% |
| FGO | 583121 | 559950 | -3.97% | 96696 | 104836 | 8.42% | 33374 | 38780 | 16.20% | 9126 | 13037 | 42.86% | 12338 | 14317 | 16.04% |
| MATBUS | 715215 | 714507 | -0.10% | 154569 | 171977 | 11.26% | 47132 | 57401 | 21.79% | 16856 | 21685 | 28.65% | 21973 | 26045 | 18.53% |

MATBUS Transit Operations Report - Jan-Jun 2018 page 2

| Paratransit | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|---------------|---------------|---------------|---------------------------------|------------------|--------------|-----------------|-----------------|--------------|-------------------|-------------|---------------|---------------|---------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fargo | 18,870 | 19,074 | 1.08% | 8,395.15 | 8,752.90 | 4.26% | 20,376.93 | 20,810.28 | 2.13% | 2.25 | 2.18 | -3.05% | 81.38% | 85.58% | 5.16% |
| Moorhead | 5,043 | 4,414 | -12.47% | 2,243.60 | 2,025.55 | -9.72% | 5,445.73 | 4,815.80 | -11.57% | 2.25 | 2.18 | -3.05% | 81.25% | 86.22% | 6.12% |
| West Fargo | 2,449 | 2,726 | 11.31% | 1,089.55 | 1,250.94 | 14.81% | 2,644.57 | 2,974.14 | 12.46% | 2.25 | 2.18 | -3.05% | 83.36% | 86.45% | 3.71% |
| Dilworth | 498 | 426 | -14.46% | 221.56 | 195.49 | -11.77% | 537.77 | 464.78 | -13.57% | 2.25 | 2.18 | -3.05% | 78.41% | 85.46% | 8.99% |
| Total | 26,860 | 26,640 | -0.82% | 11,949.86 | 12,224.87 | 2.30% | 29005.00 | 29065.00 | 0.21% | 2.25 | 2.18 | -3.05% | 81.10% | 85.93% | 6.00% |

| Senior Ride | Ridership | | | Rev. Hours (Based on Ridership) | | | Rev. Mileage | | | Passengers / Hour | | | On-Time Perf. | | |
|--------------|--------------|--------------|---------------|---------------------------------|---------------|---------------|--------------|--------------|----------------|-------------------|--------------|---------------|---------------|----------|------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Dilworth | 330 | 542 | 64.24% | 30.99 | 51.55 | 66.32% | 429 | 539 | 25.55% | 10.65 | 10.52 | -1.25% | | | |
| Moorhead | 5,428 | 4,868 | -10.32% | 509.76 | 462.95 | -9.18% | 7,059 | 4,839 | -31.44% | 10.65 | 10.52 | -1.25% | | | |
| Total | 5,758 | 5,410 | -6.04% | 540.75 | 514.50 | -4.85% | 7,488 | 5,378 | -28.18% | 10.65 | 10.52 | -1.25% | 0 | 0 | N/A |

| GTC | Call Volume | | | Operating Days | | | Average Calls / Day | | | Average Queue Time | | |
|--------------|---------------|---------------|---------------|----------------|------------|--------------|---------------------|------------|---------------|--------------------|-------------|----------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| GTC | 22,173 | 21,891 | -1.27% | 153 | 154 | 0.65% | 145 | 142 | -1.91% | 1:30 | 1:47 | 18.42% |
| Paratransit | 14,127 | 13,631 | -3.51% | 128 | 128 | 0.00% | 110 | 106 | -3.51% | 2:45 | 1:07 | -59.56% |
| Total | 36,300 | 35,522 | -2.14% | 281 | 282 | 0.36% | 255 | 249 | -2.60% | 4:16 | 2:54 | -32.01% |

| Collisions | Collisions (Preventable) | | | Collisions (Non-Preventable) | | | Collisions (Total) | | | Collisions (per 100K Miles) | | |
|--------------|--------------------------|-----------|---------------|------------------------------|-----------|---------------|--------------------|-----------|---------------|-----------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 13 | 24 | 84.62% | 8 | 17 | 112.50% | 21 | 41 | 95.24% | 3.18 | 5.43 | 70.95% |
| Paratransit | 2 | 4 | 100.00% | 4 | 1 | -75.00% | 6 | 5 | -16.67% | 20.69 | 17.20 | -16.84% |
| Total | 15 | 28 | 86.67% | 12 | 18 | 50.00% | 27 | 46 | 70.37% | 3.91 | 5.87 | 49.95% |

| Missed Trips | Missed Trips (Contractor Error) | | | Missed Trips (Mechanical / Other) | | | Missed Trips (Total) | | | Missed Trips (per 100K Miles) | | |
|--------------|---------------------------------|-----------|---------------|-----------------------------------|-------------|---------------|----------------------|--------------|---------------|-------------------------------|--------------|--------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 38 | 49 | 28.95% | 79 | 91.5 | 15.82% | 117 | 140.5 | 20.09% | 17.71 | 18.62 | 5.15% |
| Paratransit | 10 | 14 | 40.00% | 1 | 2 | 100.00% | 11 | 16 | 45.45% | 37.92 | 55.05 | 45.15% |
| Total | 48 | 63 | 31.25% | 80 | 93.5 | 16.88% | 128 | 156.5 | 22.27% | 19.16 | 20.60 | 7.50% |

| Complaints | Complaints (Substantiated) | | | Complaints (UnSubstantiated) | | | Complaints (Total) | | | Complaints (per 1K Passengers) | | |
|--------------|----------------------------|-----------|---------------|------------------------------|------------|---------------|--------------------|------------|---------------|--------------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 38 | 70 | 84.21% | 55 | 123 | 123.64% | 93 | 193 | 107.53% | 0.10 | 0.19 | 98.54% |
| Paratransit | 31 | 9 | -70.97% | 16 | 15 | -6.25% | 47 | 24 | -48.94% | 0.05 | 0.02 | -51.15% |
| Total | 69 | 79 | 14.49% | 71 | 138 | 94.37% | 140 | 217 | 55.00% | 0.15 | 0.22 | 48.28% |

| Incidents | Incident (Fall / Injury) | | | Incident (Security Services) | | | Incidents (Total) | | | Incidents (per 1K Passengers) | | |
|--------------|--------------------------|-----------|---------------|------------------------------|------------|---------------|-------------------|------------|--------------|-------------------------------|-------------|---------------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Fixed Route | 20 | 30 | 50.00% | 189 | 187 | -1.06% | 209 | 217 | 3.83% | 0.22 | 0.22 | -0.67% |
| Paratransit | 3 | 4 | 33.33% | 0 | 0 | #DIV/0! | 3 | 4 | 33.33% | 0.00 | 0.00 | 27.56% |
| Total | 23 | 34 | 47.83% | 189 | 187 | -1.06% | 212 | 221 | 4.25% | 0.22 | 0.22 | -0.27% |

| Social Media | MATBUS.COM | | | MATBUSMOBILE.COM | | | IGOECHALLENGE.COM | | | MATBUS APP | | |
|--------------|------------|---------|--------|------------------|-------|---------|-------------------|-------|---------|------------|--------|--------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Social Media | 107,532 | 203,755 | 89.48% | 49,736 | 2,563 | -94.85% | 10,827 | 2,018 | -81.36% | 35,690 | 54,124 | 51.65% |

| Social Media | Facebook Likes | | | Twitter Followers | | | YouTube Views | | | Rider Alert Subscribers | | |
|--------------|----------------|--------|--------|-------------------|-------|--------|---------------|---------|--------|-------------------------|--------|---------|
| | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change | 2017 | 2018 | Change |
| Social Media | 15,128 | 15,269 | 0.93% | 5,612 | 6,340 | 12.97% | 123,885 | 133,921 | 8.10% | 17,360 | 13,853 | -20.20% |

COLLEGE RIDERSHIP ON MATBUS

2016-17

| Fare Count | | Customer Type | | | | | Grand Total |
|---------------------|-----------|---------------|---------|--------|---------|-------|-------------|
| Year | Month | Concordia | M State | MSUM | NDSU | NDSCS | |
| 2016 | August | 941 | 2,423 | 8,755 | 37,404 | 112 | 49,635 |
| | September | 1,054 | 3,152 | 8,187 | 79,884 | 239 | 92,516 |
| | October | 1,242 | 2,686 | 8,291 | 83,803 | 277 | 96,299 |
| | November | 1,124 | 2,595 | 7,164 | 76,205 | 263 | 87,351 |
| | December | 816 | 2,250 | 5,363 | 48,360 | 177 | 56,966 |
| 2016 Total | | 5,177 | 13,106 | 37,760 | 325,656 | 1,068 | 382,767 |
| 2017 | January | 883 | 3,375 | 5,973 | 80,190 | 250 | 90,671 |
| | February | 885 | 2,902 | 6,086 | 87,062 | 312 | 97,247 |
| | March | 1,094 | 2,736 | 6,914 | 76,545 | 232 | 87,521 |
| | April | 911 | 2,757 | 6,110 | 62,802 | 255 | 72,835 |
| | May | 825 | 1,901 | 4,773 | 26,885 | 183 | 34,567 |
| | June | 817 | 1,690 | 3,727 | 6,663 | 216 | 13,113 |
| | July | 892 | 1,453 | 2,931 | 6,111 | 144 | 11,531 |
| 2017 Total | | 6,307 | 16,814 | 36,514 | 346,258 | 1,592 | 407,485 |
| Grand Total 2016-17 | | 11,484 | 29,920 | 74,274 | 671,914 | 1,592 | 790,252 |

2017-18

| Fare Count | | Customer Type | | | | | Grand Total |
|---------------------|-----------|---------------|---------|--------|---------|-------|-------------|
| Year | Month | Concordia | M State | MSUM | NDSU | NDSCS | |
| 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 | | | | | | - |
| 2018 Total | | 5,408 | 14,427 | 34,609 | 309,846 | 1,260 | 365,550 |
| Grand Total 2017-18 | | 10,173 | 26,784 | 63,567 | 604,880 | 2,924 | 708,328 |

% CHANGE

| Year | Month | Concordia | M State | MSUM | NDSU | NDSCS | Grand Total |
|---------------|-----------|-----------|---------|------|------|-------|-------------|
| 2016-17 | August | 16% | 3% | -28% | -12% | 145% | -13% |
| | September | 4% | -3% | -20% | -19% | 92% | -18% |
| | October | -17% | 4% | -29% | -6% | 30% | -8% |
| | November | -19% | -10% | -20% | 4% | 8% | 1% |
| | December | -22% | -26% | -16% | -16% | 62% | -16% |
| 2016-17 Total | | | | | | | |
| 2017-18 | January | -6% | -35% | 1% | -8% | -18% | -8% |
| | February | 1% | -26% | 1% | -5% | -33% | -6% |
| | March | -5% | 0% | -3% | -25% | 17% | -22% |
| | April | 9% | 6% | 6% | 10% | -17% | 10% |
| | May | -9% | 9% | 7% | -22% | -6% | -16% |
| | June | 11% | 39% | 11% | -16% | -13% | 0% |
| | July | | | | | | |
| 2017-18 Total | | | | | | | |
| Grand Total | | | | | | | |

NOTES:

Includes NDSU Circulator Routes

Memorandum

To: MAT Coordinating Board
From: Shaun Crowell, Mobility Manager
Date: July 18, 2018
RE: *Paratransit Update*



Paratransit Update: March, April, May, and June 2018

Paratransit continues to strive to make improvements in all aspects of the service we provide to our riders.

Operations Report overview

In March 2018 compared to 2017, ridership decreased 9.88%, revenue hours decreased 7.03%, revenue mileage decreased 6.04%, passengers per hour decreased 3.06%, and on-time performance increased 8.71%

In April 2018 compared to 2017, ridership increased 14.02%, revenue hours increased 11.56%, revenue mileage increased 14.28%, passengers per hour increased 2.21%, and on-time performance went up 5.46%

In May 2018 compared to 2017, ridership decreased 3.51%, revenue hours increased 1.23%, revenue mileage decreased 2.07%, passengers per hour decreased 6.78%, and on-time performance increased .81%

In June 2018 compared to 2017, ridership decreased 7.93%, revenue hours decreased 1.26%, revenue mileage increased 8.65%, passengers per hour decreased 4.71%, and on-time performance increased 4.83%

Queue Times Tracking

Paratransit continues to do well in regards to queue times, this is the time callers wait before their call is answered. The standard we strive for is 95% of calls under 3 minutes and 99% of calls under 5 minutes.

| | |
|-------|---|
| March | 92% less than 3 minutes and 98% less than 5 minutes |
| April | 94% less than 3 minutes and 99% less than 5 minutes |
| May | 91% less than 3 minutes and 98% less than 5 minutes |
| June | 94% less than 3 minutes and 99% less than 5 minutes |

Paratransit Applications

In 2018 I have processed a total of 151 applications for paratransit, this included applications that were approved for full, conditional, temporary eligibility, and denied.

Fixed Route Discount Fare Applications

So far in 2018 the Paratransit Reservationists have processed 322 Discount Fare Applications.

Pilot Program-Sunday Service for Moorhead and Dilworth

Through a pilot program, in July 2017 Paratransit service on Sunday was expanded to include the cities of Moorhead and Dilworth.

Sunday Trips for Moorhead/Dilworth

| | |
|-------|----|
| March | 11 |
| April | 14 |
| May | 29 |
| June | 17 |

To increase awareness, there are flyers posted in the paratransit vehicles reminding passengers of the expanded service on Sunday.

We continue to work on improving the passengers per hour and reducing revenue hours through active dispatching and continuing to put together schedules that balance the needs of our passengers and our fiscal responsibility to be as efficient with our resources as possible.