

**100th Meeting of the
Metro Area Transit Coordinating Board
March 20, 2024 – 8:00 AM**

Fargo Commission Chambers w/ Virtual Option
<https://pexip.me/meet/28901319> PIN: 5263

Meeting Agenda

1. Call to Order and Introductions

2. Action Items:

- a. February 7, 2024 Meeting Minutes
- b. Moorhead Title VI Plan Update (Shaun Crowell & Lori Van Beek)
- c. Route and Service Changes: Temporary Service Reduction Status (Permanent or Reinstated) (Cole Swingen & Lori Van Beek)

3. Informational Items:

- a. Transit Reorganization Study Update (Julie Bommelman & Lori Van Beek)
- b. Education on FTA Regulatory Requirements
 - i. Paratransit Eligibility
 - ii. Charter Services
- c. Ridership for January & February 2024 (Cole Swingen & Lori Van Beek)

4. Other Business

**99th Meeting of the
Metro Area Transit Coordinating Board
Feb. 7, 2024 – 8:00 AM**

Fargo Commission Chambers with Virtual Option

Meeting Minutes**Members Present:**

Kevin Hanson, Chair
Denise Kolpack, Fargo City Commission
Brad Olson, West Fargo City Commission
Deb White, Moorhead City Council
Amber Borah, Dilworth City Council
John Strand, Fargo City Commission
Scott Ebsen, M | State
Jean Hollaar, MSUM
Sarah Orr, Concordia College

Members Absent:

Paul Grindeland, Valley Senior Services
Brit Stevens, NDSU
Ryan Nelson, Moorhead City Council

Others Present:

Julie Bommelman, City of Fargo
Adam Altenburg, FM Metro COG
Matthew Pinotti, First Transit
Jordan Smith, City of Moorhead
Lori Van Beek, City of Moorhead
Luke Grittner, City of Fargo
Taaren Haak, City of Moorhead
Shaun Crowell, City of Fargo
Cole Swingen, City of Fargo
Ben Griffith, FM Metro GOC
Lisa Bode, City of Moorhead

1. Call to Order and Introductions**2. Action Items:**

- a. A quorum was not present. November 15, 2023 Meeting Minutes will be moved to the next meeting.
- b. During additional business, it was determined that a quorum was present. A motion to approve the November 15, 2023 minutes was made by Mr. Strand and seconded by Ms. Kolpack. Motioned was approved.

3. Informational Items:

- a. Update on Transit Reorganization Study and Discussion on Concept of 2025 proposed Organizational Chart – Julie Bommelman
 - i. KLJ will give a more in-depth presentation at the next MAT Coordinating Board meeting in March
 - ii. Fargo has been approved as the designated recipient for Federal Grant Funds by North Dakota Governor.
 - iii. Programming on coordination of Fargo-Moorhead financial records and cost/revenue allocation between the jurisdictions.
 - iv. Analysis and recommendations on staff framework for the large UZA designation requires additional planning activities, civil rights requirements, and grant administration.
 - v. Transit staff changes can incrementally unfold in 2024, with most notable changes becoming effective in 2025:
 1. Moorhead transit manager responsibilities shared across organization
 2. Current Moorhead staff retained
 3. Contract drivers and operations staff transition to Fargo employees
 4. Position reclassification evaluation
 - vi. 2025 Proposed Organizational Chart.

Mr. Strand asked how many people and what are the impacts and timing of drivers becoming City of Fargo Staff? Ms. Bommelman said that fixed route and paratransit drivers would feed into service coordinator positions, similar to equipment operators in Public Works.

Mr. Olson commented on noticing a slow down of action from NDDOT. He said if MATBUS receives any slowdown or push back from DOT to please let him know.

Mr. Hanson asked about Next steps. Bommelman replied that they are currently working on job descriptions and getting organized. They are finalizing the Joint Powers Agreement between Fargo and Moorhead. They are also working on creating a standardized process with the four local colleges/universities.

- b. 2023 Achievements – Lori Van Beek & Julie Bommelman
 - i. Participated in procurement for replacement of large buses as part of Duluth Consortium. 10 buses proceeded to build in January 2024
 - ii. 1 – Moorhead, 9 – Fargo
 - iii. Awarded bid for replacement of two paratransit buses for Moorhead (units 1231 & 1322); delivery delayed from 2022 to April 2024 due to Ford Chassis availability
 - iv. Received replacement shop truck, awaiting accessories to be installed in 2024
 - v. Replaced water heater at Metro Transit Garage

- vi. Received 4 replacement paratransit vehicles that were ordered in 2019 and 2021
- vii. Fares:
 - 1. Approved increase in Connect card replacement fee from \$5 to \$10 effective January 1, 2024
- viii. Fargo route & Service Changes
 - 1. Jan. 9, 2023 Implemented minor route changes to route 15, 18, 20, & 32 to improve consistency and on-time performance
 - a. Route 15 was reduced by .54 miles, making the route 2 minutes shorter
 - b. Route 18 was reduced by 3.6 miles, making it 8 minutes shorter
 - c. Route 20 was reduced by 1.06 miles, making in 10 minutes shorter
 - d. Route 32 was adjusted to travel on different roads near university Village Shelter to avoid issues with snow during winter
 - 2. March 6, 2023: replaced Tapride with MATBUS On-Demand powered by TramsLocx
 - 3. July 2023: Added one additional vehicle to Route 11 & 14 to increase frequency
 - 4. August 2023: Temporarily suspended Route 36 and added an additional vehicle to Route 13 to increase frequency to every 30 minutes and to provide additional service to the northern [art of Fargo
 - 5. October 2023: Eliminated Osgood portion of Route 18 to further increase on-time performance. Reduced the route's overall time by approximately 3 minutes.
- ix. Updated Safety Plan in August 2023
- x. 2024 negotiated one-year contract with TransDev
 - 1. Includes increase to driver wages and pay differential for night & weekend shift
- xi. Completed procurement with state of ND for replacement of fixed-route CAD AVA/AVL software and paratransit dispatch software

Ms. Bommelman added that all staff participated in Narcan training and that Narcan kits are now on all busses.

Mr. Strand asked how the Cass co. jail is serviced. Ms. Bommelman said that Route 20 drives by the jail. Route 20 does not have high ridership. Mr. Strand asked if bus education is passed on to inmates. Mr. Swingen said that the jail does purchase single-ride tickets, but that he will reach out to the jail to see if they can provide any training. Ms. Van Beek said she will offer the jail access to their travel trainer work shop.

- c. 2024 Goals - Lori Van Beek & Julie Bommelman
 - i. Fill driver vacancies & reinstate full service through pay differentials targeted on weekend and evening shifts

- ii. Implement recommendations of the Transit Reorganization Study
 - iii. Complete construction of the Dilworth Walk=mart Transit Hub
 - iv. Replace Downtown Moorhead shelters on Center Ave.
 - v. Replace Shelter concrete for improved accessibility at up to six locations
 - vi. Implement new paratransit scheduling software
 - vii. Implement new fixed-route CAD AVA/AV: software, including live tracking and Google Transit
 - viii. Implement new technology for pre-trip and post-trip vehicle inspections
 - ix. Request qualifications for engineering and architectural services
 - x. Continue discussions to replace and relocate the West Acres Transit Hub
 - xi. Continue Major improvements to the Metro Transit Garage and Ground Transportation Center
 - xii. Continue to increase ridership and return full service
- d. Update on Driver Shortage – Matt Pinotti, TransDev General Manager
- i. As of January 7, 2024:
 - 1. 66 drivers employed, including 4 people on leave of absence
 - 2. 59 drivers available for service, with 3 daily call-offs and 4 on leave
 - ii. As of February 1, 2024:
 - 1. 77 drivers employed, 67 available for service
 - iii. Results from Pay increase implemented for 2024:
 - 1. Increase of 8 new drivers in service since January
 - 2. Applicant flow has increased
 - 3. Average 6-7 drivers in classroom every other week (Previously 2-3)
 - 4. Average training takes 4-5 weeks to complete for revenue service
- e. Vehicle Replacement Updates – Jordan Smith
- i. MATBUS received 3 ten-passenger paratransit vehicles. These offer better fuel milage and are easier to drive than other paratransit vehicles in the fleet.

Mr. Strand asked what they do to brand/wrap these new vehicles? Smith said that these vehicles will be labeled with the blue, paratransit logo, but they will continue to market and provide advertising opportunities on fixed route vehicles.

Mr. Hanson asked if they are still seeing issues and delays with the supply chain? Mr. Smith said they are still seeing some, however, it is getting better.

- f. Marketing Strategy for 2024 – Taaren Haak & Luke Grittner
 - i. Education
 - 1. Utilize a series of short-form videos on educational topics such as:
 - a. The benefits of using the connect app
 - b. Rider courtesy campaign
 - c. Winter riding tips
 - d. How to use the bike rack
 - 2. Assess MATBUS.com to focus on ease of use and develop FAQs
 - 3. Maintain digital marketing presence consistently throughout the year
 - 4. Engage young riders; feature bus wrap design competition
 - 5. Continue to develop new social media platforms – Instagram & TikTok
 - 6. New MATBUS connect promotion to highlight mobile ticketing
 - ii. LinkFM Partnership Events:
 - 1. Frostival at Hjemkomst
 - 2. Celtic Festival
 - 3. Scandinavian Hjemkomst Festival
 - 4. Downtown Street Fair
 - 5. Trollwood Mainstage Musical (Bluestem)
 - 6. Pangea: Cultivate Our Cultures
 - iii. Community Partnership Events:
 - 1. Midwest Kid Fest
 - 2. Fargo Police Community Picnic
 - 3. Stuff the Bus – Midwest Radio
 - 4. Red River Market
 - 5. Public Libraries – Fargo, Moorhead, West Fargo
 - 6. Party for the Planet – Red River Zoo
 - 7. Homeless Veterans' Stand Down
 - 8. College Orientations
 - 9. Holiday Lights Parade

Ms. White asked that Pride in the Park be considered for Community Events. She added that transporting students from college campuses to the Pride event at Bluestem may be a win-win. Ms. Haak noted that certain requirements have to be met when considering which services qualify for LinkFM, as they cannot be considered “charter services”.

- g. Mobility Management Report / Paratransit Service Demand – Shaun Crowell
 - i. In 2023, 256 paratransit applications were approved. (268 applications in 2022)
 - 1. Fargo 141
 - 2. Moorhead 57
 - 3. West Fargo 27
 - 4. Dilworth 11
 - 5. Visitor / Temporary 20

- ii. 24 people attended the Travel Training Workshop in 2023
 1. Attendees from: Southeast Human Services, Center, CAPLP, Restore, Community Options, Freedom Through Discovery, CCRI, Metro COG, Lighthouse Recovery Services, SENDCAA)
 2. The workshop provides hands-on training and assistance from Human Service Professionals to empower their clients with independence by learning about MATBUS
 3. Attendees can request a 10-ride card to help in training clients on the MATBUS fixed-route system. They also receive an instructor card to ride free when training their clients.

h. 2023 Operations Report – Cole Swingen & Lori Van Beek
Swingen reported ridership data for Fargo as follows:

- Route 11 – 14.06%
- Route 13 + 12.91%
- Route 14 – 4.055%
- Route 15 +1.19%
- Route 16 – 5.85%
- Route 17 + 2.04%
- Route 18 + 7.04%
- Route 20 + 8.38%
- Route 24 + 18.75%
- Link FM + 68.42%
- Industrial Park On-Demand – 44.68%
- Paratransit + 3.93%
- Route 31 + 4.30%
- Route 32 – 12.53%
- Route 33 + 23.27%
- Route 34 + 59.14%
- Route 36 - -53.69%
- NDSU on-Demand – 37.31%
- NDSU + 8.42%
- MSUM – 4.91%
- Concordia + 17.88%
- M|State + 61.80%
- NDSCS – 13.14%

Van Beek reported ridership data for Moorhead as follows:

- Route 1 + 19.24%
- Route 2 – 2.00%
- Route 3 + 12.00%
- Route 4 + 7.53%
- Route 5 + 13.21%
- Route 6 + 4.28%
- Route 9 + 48.76%
- Mhd. Senior Ride + 5.45%

Overall, Ridership is up 5.10% (3.46% in Fargo, 9.03% in Moorhead)

Ms. White asked, if now that progress is being made with the driver shortage, are you working to reinstate services? Ms. Van Beek said they are currently working to stabilize the drivers.

4. Other Business

Mr. Strad asked if there has been any discussion with the future of transit with the Airport, since they plan to increase the terminal size and add a parking ramp. Ms. Bommelman said that there has been no communication with the Airport, but they would be happy to reach out and begin that conversation. Mr. Strand said he would be happy to help begin the conversation.

Hearing no other business, the meeting was adjourned by Chair Hanson.

Memorandum

To: MAT Coordinating Board

From: Shaun Crowell, Mobility Manager
Lori Van Beek, Transit Manager

Date: March 20, 2024



RE: Moorhead Title VI 3-Year Program

Every three-years, Federal grant recipients are required to submit a Title VI Program. Moorhead's Title VI Program is due to expire May 31, 2024. A preliminary draft should be sent to FTA for review and comment to ensure that final submission and approval is received prior to expiration of the previous plan.

Background / KEY POINTS: All programs receiving financial assistance from the FTA are subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Department of Transportation's implementing regulations, Circular 4702.1B.

As a recipient of federal funding, MATBUS for the City of Moorhead must:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Every three years, MATBUS must report to FTA by submitting materials that show their programs, policies and activities comply with DOT's Title VI regulations. All recipients must also have their Title VI program approved by the appropriate governing official, i.e. the City Council for City-operated entities.

Moorhead Transit's Title VI program includes the following:

- Any notices to the public of protections against discrimination afforded by Title VI, as well as a list of their locations;
- A Title VI discrimination complaint form and instructions to the public on how to complete it;
- A list of any public transportation-related Title VI investigations, complaints or lawsuits filed with the recipient since the time of the last submission;
- A public participation plan including outreach to minority and limited English proficient populations within the service area (may also include other traditionally

underserved constituencies, such as people with disabilities and low-income populations);

- The recipient's plan for assisting persons with limited English proficiency;
- The recipient's service standards and service policies;
- Any additional relevant information that demonstrates adherence to Title VI regulations.

Attached are documents from Moorhead's draft 2024 Title VI Program for your review.

Requested motion: The request is for the MAT Coordinating Board to recommend to the Moorhead City Council approval of the 2024 Title VI Plan and submission to FTA.

March 26, 2024

Eboni Younger-Riehl
Regional Civil Rights Officer
Federal Transit Administration
1961 Stout Street
Suite 13-301
Denver, CO 80202

RE: City of Moorhead - General Title VI Requirements

Dear Eboni Younger-Riehl:

The following information is being submitted as required by Title VI Program Guidelines for Federal Transit Administration Recipients, Circular 4702.1B.

During the past three years, route changes were made to Moorhead MATBUS in accordance with our Fare and Route Change Policy. Please see Attachment A, Route Changes 2021-2023, for a detailed list of these changes. This attachment also includes the most up-to-date version of our maps and timetables. Our full system map is also available online at the following link:

<http://www.matbus.com/>

Per FTA Circular 4702.1B, Chapter III, General Requirements and Guidelines, and Chapter IV, Requirements and Guidelines for Fixed Route Transit Providers, the City of Moorhead hereby certifies:

- 1. Annual Title VI Certification and Assurances:**
Moorhead has electronically executed and submitted its annual certifications and assurances through TEAM or TAMS, including Title VI.
- 2. Route Changes and Title VI Notice to the Public:**
Please reference **Attachment A** to see route changes made in 2021-2023. Please reference **Attachment B**: The Public Notice *which is a vital document*, to see the posters and announcements provided by MATBUS. The Public Notice from both the cities of Moorhead and Fargo is posted on the Public Notice Bulletin Board at the Ground Transportation Center (GTC) and on the Employee Bulletin Boards at the Metro Transit Garage (MTG), the City of Moorhead, and Transdev. The Policy Notice is posted prominently in all fixed route and paratransit vehicles (examples are included) as well as passenger shelters. Also included is the policy as listed on our website at www.matbus.com.

3. **Title VI Complaint Procedures and Form:**
MATBUS Discrimination Complaint Form with instructions is included in **Attachment C** and *is a vital document*: Title VI Complaint Form

4. **Title VI Investigations, Complaints, Lawsuits and Investigations:**
There has been no transit-related complaints alleging discrimination on the basis of race, color or national origin filed against the City of Moorhead within the past three years.

5. **Public Participation Plan:**
See **Attachment D**: The City of Moorhead makes every effort to ensure public participation of all populations, including minority, low-income, and LEP populations, in the course of conducting public outreach and involvement activities – notices are posted in various publications (the local newspaper, with the local MPO), on our webpage, on all vehicles and in all transit facilities where locations are conspicuous and accessible to all individuals. Letters and/or emails are sent to agencies providing services to minority, LEP, and low-income populations; and public meetings are held to encourage participation by all populations. We utilize social media, such as email rider alerts, Facebook, and Twitter to communicate with our passengers on detours, promotions, service and fare changes, planning studies, storm detours, and any other information necessary to utilize the services effectively. Efforts since the last Title VI program have included all of the above activities, as well as updating of our web page www.matbus.com.

Summary: In the last three years, outreach has included publishing public notices in the City's official newspaper, reaching out to Human Services Organizations, the website and on social media. In addition, Rider Alerts are sent out regarding public notices, detours, change in service and anything else affecting the public. Notices are also posted on monitor displays at the Ground Transportation Center.

Rider Alerts reach a wide range of MATBUS riders. An example of some of the outreach from 2021-2023: Rider Alerts have been sent out regarding:

Covid-19: 4/19/22 Face Masks Optional
Detours: 9/5/21 Route 4 Detour, 5/9/22 Route 1 Detour – Creative Market, 4/29/23 Route 4, 6/10/23 Route 3
Holidays: 11/18/22 Thanksgiving, 6/29/23 Independence Day
Promotions: 7/9/21 FREE LinkFM Service to Trollwood's "Cinderella", 10/21/22 Try MATBUS Week, 11/08/23 Homeless Veteran Stand Down
Public Hearings: 3/8/21 Public Hearing, 2/24/23 Public Hearing, Service Changes 12/19/23 New Temp Service Changes
Route Changes: 4/29/21 Route Changes to Routes 4, 6, and 9, 9/15/22 Route 5 Timetable Adjustment Effective 9/12/22
Severe Weather: 2/14/23 Early Closure, 3/1/23 Service Cancelled
Training: 05/25/23 May Travel Trainer Workshop

Each year we notify DBE and SBE organizations in the community with the type of potential contract work available.

Public Outreach to Human Services Organizations specializing in the minority

population.

The Transit Development Plan was completed in July 2021 and was started in 2019, the makeup of the committee consisted of members of the community including persons with disabilities.

Each month the Mobility Manager puts on a Travel Trainer Workshop for agencies that work with people from the minority population, have disabilities, or other low-income persons. This workshop trains employees of the agencies to help others at their organizations learn how to utilize the Fixed-Route Bus service.

Mobility Manager attends monthly meeting of the Civil and Human Rights Taskforce through Freedom Resource Center to discuss mobility needs for persons with disabilities in the area.

Participated in the Senior Safety Seminar in September 2023 as a vendor to provide information about MATBUS services.

Provided training on MATBUS at the Juvenile Court in October 2023.

Access to Services by Persons with LEP:

See **Attachment D** for the City of Moorhead Limited English Proficiency (LEP) Plan. We have also translated our “MAT Paratransit” brochure into Spanish. Our “How to Ride” video posted on our web site has an accompanying video script in MS Word, which can be translated online using Google Translate (translate link is contained of our web page).

6. **Membership of Non-elected Decision-Making Bodies:**

The Moorhead City Council is the decision-making body and they are elected officials. The Metro Area Transit (MAT) Coordinating Board is an advisory board to the Moorhead City Council and Fargo City Commission; and therefore is not a decision-making body.

The MAT Coordinating Board is an advisory board and the members are not selected by Moorhead Transit.

See **Attachments E, F and G** for the racial breakdown of City employees. Transdev employees and Valley Senior Services employees.

7. **Subrecipient Title VI Programs:**

The City of Moorhead Transit Department does not have any subrecipients. However, our contracted operators (Transdev and Fargo Park Board d/b/a Valley Senior Services) do have Title VI programs. (see **Attachment G**)

8. **Title VI Equity Analysis for New Facilities:**

There have been no facilities constructed within the last three years.

9. **Governing Entity Approval:**

This Title VI Program submission was approved by the City of Moorhead City Council on April 8, 2024.

10. **Census and Environmental Justice Data:**

Attachments H and I Included items are: Demographic information, MetroProfile 2022

by MetroCog and 2015 Environmental Justice Database Update prepared by the Fargo-Moorhead Metropolitan Council of Governments (most recent version).

11. **Service Standards for Transit Providers:**
Service Standards, including vehicle load, headway, on-time performance and service availability can be referenced in **Attachment J**. **Attachment K** includes our Operations and Ridership Reports for 2021 - 2023, which track performance measures by route and service.
12. **Service Policies for Transit Providers:**
Transit Amenities and Vehicle Assignments are outlined in **Attachment L**.

Should you have any questions concerning this information, please contact me or Shaun Crowell, Mobility Manager, at 701-241-8140 or e-mail LVanbeek@matbus.com or SCrowell@matbus.com.

Sincerely,

Lori Van Beek
Moorhead Transit Manager

POST PERMANENTLY ON ALL BULLETIN BOARDS

**PUBLIC NOTICE
CITY OF FARGO AND CITY OF MOORHEAD
POLICY OF TITLE VI NONDISCRIMINATION ON THE BASIS OF
RACE, COLOR OR NATIONAL ORIGIN
ON FEDERAL TRANSIT ADMINISTRATION PROJECTS**

The City of Fargo and the City of Moorhead are recipients of Federal financial assistance from the U.S. Department of Transportation through the Federal Transit Administration (FTA) for transit operating, planning and/or capital projects and is therefore subject to Title VI Civil Rights Requirements.

The following is a summary of said Title VI requirements for non-discrimination on FTA projects receiving this federal assistance.

1. Any person who is, or seeks to be, a patron of any vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color or national origin.
2. No person who is or seeks to be an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.
3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin.
4. The location of projects requiring land acquisition and the displacement of person from their residences and businesses may not be determined on the basis of race, color, or national origin.

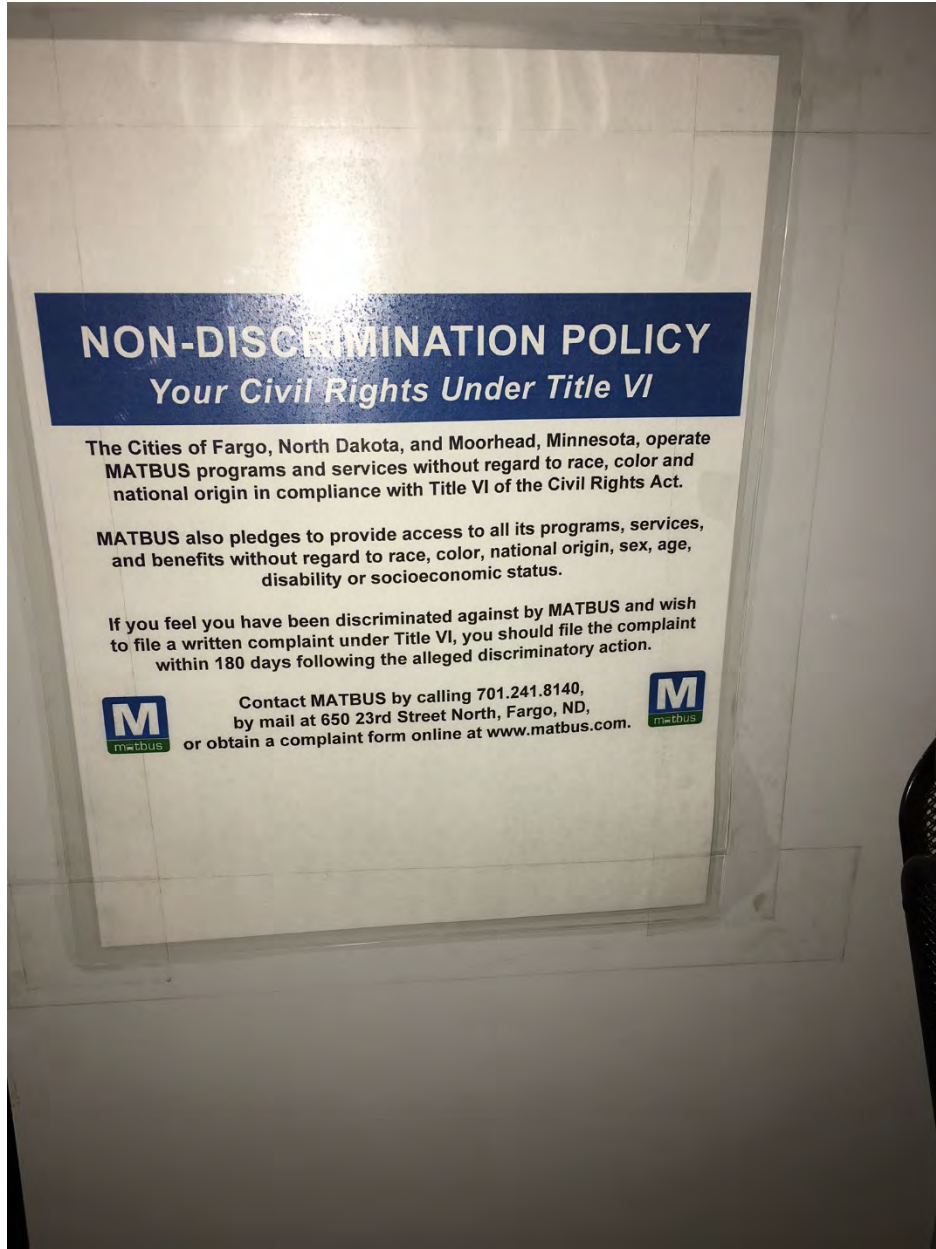
The City of Fargo and the City of Moorhead maintains records and other information and submit compliance reports and assessments regarding Title VI as directed by FTA. This information may be made available to the public upon request. Requests for information regarding City of Fargo and/or City of Moorhead may be requested from Shaun Crowell the MATBUS Mobility Manager, located at 650 23rd St N Fargo, ND 58102 or by phone at (701) 476-5967.

Discrimination complaints may be filed with the City of Fargo or the City of Moorhead for resolution by contacting the appropriate contact person at the telephone numbers and addresses shown above. If the complainant is dissatisfied with the resolution by the City of Fargo or the City of Moorhead, the same complaint may be submitted to FTA or the Secretary of Transportation within 180 calendar days after the date of the alleged discrimination. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI nondiscrimination posters and all Title VI public notices are posted in accessible and conspicuous locations for everyone to see and read.

Fixed Route bus





Passenger Shelter



Metro Senior Ride Service

Please call by 4:00 p.m. for return ride

Fee for 1-way ride - \$3.00

Fee for one-way ride to a VSS meal site—\$1.00
(exact dollar amount please)

Punch cards are available from our drivers

 Valley Senior Services
helping seniors maintain independence

 fargo park DISTRICT

STATEMENT OF NON-DISCRIMINATION

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities funded in whole or in part with Federal funds.

Contact the Transportation Director - 701 356-1421, 2801 32nd Ave So, PO Box 2217, Fargo ND 58108; valleyseniorservices@valleyseniors.org to request additional information on our nondiscrimination obligations or to file a complaint. Persons with limited English proficiency may receive language assistance free of charge upon request.

NON-DISCRIMINATION POLICY

Your Civil Rights Under Title VI

The Cities of Fargo, North Dakota, and Moorhead, Minnesota, operate MATBUS programs and services without regard to race, color and national origin in compliance with Title VI of the Civil Rights Act.

MATBUS also pledges to provide access to all its programs, services, and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

If you feel you have been discriminated against by MATBUS and wish to file a written complaint under Title VI, you should file the complaint within 180 days following the alleged discriminatory action.



**Contact MATBUS by calling 701.241.8140,
by mail at 650 23rd Street North, Fargo, ND,
or obtain a complaint form online at www.matbus.com.**



TRANSIT TITLE VI, ADA OR DISCRIMINATION COMPLAINT FORM

Instructions: Please fill out this form completely, in black ink or type. If you need any accommodation or assistance in completing this form, please contact the MATBUS Mobility Manager at (701) 241-8140. Sign and return to: MATBUS, 650 23rd St. N., Fargo, ND 58102.

Statement of Non-Discrimination:

The Cities of Fargo, ND and Moorhead, MN operate MATBUS and provide access to all its programs, services and activities in compliance with Title VI of the Civil Rights Act of 1964 without regard to race, color national origin, the Americans with Disabilities Act of 1990 (ADA) (Disability), sex (23 U.S.C. 324), age (42 U.S.C. 6101), or income status (E.O. 12898).

Statement of confidentiality, privacy and protection:

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against a person because he or she has filed a complaint to secure rights protected by the nondiscrimination provisions of federal law. The identity of complainants must be kept confidential except to the extent necessary to carry out the investigation, hearing or judicial proceeding arising out of the complaint.

Section I – Agency, Department or Facility

Name of agency complaint is against: City of Fargo City of Moorhead First Transit

Section II – Type of Discrimination & Description

I believe the discrimination I experienced was based on (check all that apply):

Title VI of the Civil Rights Act of 1964	Other Non-Discrimination Statutes	
<input type="checkbox"/> Race	<input type="checkbox"/> Sex	<input type="checkbox"/> Disability
<input type="checkbox"/> Color	<input type="checkbox"/> Age	<input type="checkbox"/> Income Status
<input type="checkbox"/> National Origin		

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or attach a separate sheet of paper.

MATBUS
Title VI, ADA or
Discrimination Complaint

650 23rd St. N.
Fargo, ND 58102

Phone: (701) 241-8140 | Fax: (701) 241-8558

Section III – Complainant Information

Complainant Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Mobile Phone: _____ Email: _____

Preferred method of communication: Mail Email Phone

Section IV – Completed by

Are you filling this complaint out on your own behalf? Yes No

If Yes, go to **Section III**

If No, please supply the name and relationship of the person for whom you are complaining:

First and last name of person for whom you are filing: _____

Relationship of the person for whom you are filing: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes No

Section V - Previous

Have you previously filed a Title VI complaint with this agency? Yes No

Have you previously filed an ADA complaint with this agency? Yes No

Have you previously filed any other discrimination complaint with this agency? Yes No

Section VI – Other Agency Filing

Have you filed this complaint with any other Federal, State, or Local agency, or with any Federal or State court? Yes No

If yes, check all that apply:

- Federal Agency: _____ Federal Court: _____
 State Agency: _____ State Court: _____
 Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Contact Name: _____ Contact Title: _____

Agency Name: _____ Phone: _____

Agency Address: _____

Agency City: _____ Agency State: _____ Agency Zip: _____

Section VII – Remedy Sought

State the specific remedy sought to resolve the issue[s]:

You may attach any written or other information that you think is relevant to your complaint.

Signature and date required below.

Signature:

Date:

I sincerely and truly declare and affirm that the facts contained herein are complete, accurate, and true to the best of my knowledge and belief. Further, I declare and affirm that my statement has been made by me voluntarily without persuasion, coercion, or promise of any kind.

HOW TO MAKE A TITLE VI, ADA OR DISCRIMINATION COMPLAINT

1. If you wish to make a complaint of discrimination regarding any transit programs, services, or activities on the grounds of race, color, national origin; or sex, age, disability or income status by (1) City of Fargo (MATBUS), (2) City of Moorhead (MATBUS), or (3) First Transit (driver contractor):

To obtain a copy of the complaint form:

- a. Call the MATBUS Mobility Manager, Shaun Crowell at (701) 241-8140 to request the form be mailed to you.
 - i. You may request the complaint form in an alternative format such as large print, audio file, alternate language or interpreter service.
 - ii. Upon request, a team member will assist you in filling out the complaint form. The form will require you to identify yourself and give specific details about your complaint.
 - b. Download the form at matbus.com/TitleVI
 - c. Obtain a copy of the form at the Ground Transportation Center (GTC), 502 NP Ave, Fargo ND, 58102.
2. Return the completed complaint form to:

MATBUS
Shaun Crowell
Title VI & ADA Coordinator /
Mobility Manager
650 23rd St. N.
Fargo, ND 58102

3. Complaints must be filed within 180 calendar days of the date of the alleged discrimination. The filing date of the complaint is the earlier of:
 - a. The postmark of the complaint, or
 - b. The date the complaint is received by any agency authorized to receive complaints.
 - c. Failure to return the complaint form within 180 days of complaint will result in the complaint being administratively closed.
4. We will notify you by your preferred method of communication we have received your completed complaint form and will begin our investigation process within 10 business days. Our investigation may take up to 90 days to be completed for Title VI complaints. Investigations may take up to 30 days for ADA complaints. We may contact you throughout the investigation if we need additional information or have follow up questions. Once the investigation is completed, we will notify you in writing of our determination.
 - a. If it is determined the investigation may take longer than 90 days for Title VI complaints, or 30 days for ADA complaints, you will be notified in writing.

Discrimination Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Fargo MATBUS, City of Moorhead MATBUS, or First Transit may file a discrimination complaint by completing and submitting the agency's Transit Title VI, ADA or Discrimination Complaint Form. The City of Fargo MATBUS, City of Moorhead MATBUS, and First Transit investigates complaints received no more than 180 days after the alleged incident. The City of Fargo MATBUS, City of Moorhead MATBUS, or First Transit will process complaints that are complete.

Once the complaint is received, the City of Fargo MATBUS, City of Moorhead MATBUS, or First Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office within 10 business days.

The City of Fargo MATBUS, City of Moorhead MATBUS, or First Transit has 90 days to investigate Title VI complaints or 30 days for ADA complaints. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**MATBUS
Title VI, ADA or
Discrimination Complaint**

650 23rd St. N.

Fargo, ND 58102

Phone: (701) 241-8140 | Fax: (701) 241-8558

Any person who believes they have been subjected to discrimination as prohibited by Title VI, ADA, or other forms of discrimination may file a written complaint with any of the following other agencies authorized to receive and process complaints listed below. The complaint must be filed in writing no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary, U.S. Department of Transportation.

Other Agencies Authorized to Receive and Process Complaints

North Dakota Department of Transportation

Civil Rights Division
608 E. Boulevard Ave.
Bismarck, ND 58507-0700
Phone: (701) 328-2576
Fax: (701) 328-0343
TTY: 711 or (800) 366-6888
E-mail: civilrights@nd.gov

City of Fargo

ADA Coordinator
Buildings and Grounds
200 3rd St N
Fargo, ND 58102
E-Mail: B&Gdept@cityoffargo.com
Phone: (701) 241-1480

City of Moorhead

Human Resources Director
500 Center Ave
Moorhead, MN 56560
E-Mail: humanresources@ci.moorhead.mn.us
Phone: (218) 299-5179

United States Department of Transportation (USDOT)

Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
Phone: (202) 366-4649
Fax: (202) 366-5575
TTY: (202) 366-9696

USDOJ - Race, Color, National Origin Complaints

Federal Coordination and Compliance Section
NWB
Civil Rights Division
U.S. Department of Justice (USDOJ)
950 Pennsylvania Avenue, N.W.
Washington, DC 20530
Phone: (888) 848-5306 (English and Spanish)
(202) 307-2222 (voice)
(202) 307-2678 (TDD)
E-mail: None published

USDOJ - ADA Complaints

US Department of Justice (USDOJ)
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section 1425 NYAV
Washington, DC 20530
Fax: (202) 307-1197
E-mail: ADA.complaint@usdoj.gov
ADA Information Line: (800) 514-0301(voice) or
(800) 514-0383 (TTY)
Main Section Telephone Number:
(202) 307-0663 (voice and TTY)

Minnesota DOT

Title VI Coordinator
Office of Civil Rights
395 John Ireland Blvd.
St. Paul, MN 55155
Phone: (651) 366-3322
E-Mail: Jonica.Carr@state.mn.us

MATBUS Title VI Public Participation Plan

Title VI Coordinator

Shaun Crowell – Mobility Manager

Reviewed/Updated 10-12-20

Reviewed/Updated 12-10-21

Reviewed/Updated 9-7-22

Reviewed/Updated 1-23-24

Reviewed/Updated 3-4-24

MATBUS

650 23rd St. N.

Fargo, ND 58102

Ph: 701-476-5967

Introduction

The purpose of this document is to establish public participation policies and procedures for information and public comment solicitation for development and review of programs and projects carried out by MATBUS.

Public Participation Law

The Federal regulations bearing on this Public Participation Plan are as follows:

Federal Transit Administration

Federal Transit Administration Program-of-Projects Requirements and Section 5307 Grant Program 49 U.S.C. Section 5307(c)(1) through (c)(7) is the enabling legislation empowering Federal grant programs for public transit throughout the United States. The legislation also instructs the Federal Transit Administration (FTA) to implement public participation requirements as a condition of Federal funding. FTA grant applicants must integrate compliance with public participation requirements into Section 5307 grant program applications. The grant applicant must explicitly state that public notice of public involvement activities and time established for public review and comment on the TIP will satisfy the program-of-projects requirements of the Urbanized Area Formula Program. A project that requires an environmental assessment or an environmental impact statement will involve additional public involvement, as presented in joint FHWA/FTA environmental regulations, “Environmental Impact and Related Procedures,” 23 C.F.R. Part 771.

Americans with Disabilities Act (ADA)

The American with Disabilities Act (ADA) of 1990 encourages the involvement of people with disabilities in the development and improvement of transportation and paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by MATBUS will take place in locations that are accessible to persons with mobility limitations. Also, auxiliary aids and services are provided when necessary to ensure effective communications, unless an undue burden or fundamental alteration would result, to allow a person with a disability to participate. “Auxiliary aids” may include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunication devices for deaf persons (TDD’s), videotext

displays, readers taped text, brail materials, and larger print materials. MATBUS meeting notices specify that special accommodations will be provided upon request.

Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including matters related to language access for Limited English Proficient (LEP) persons. The objectives of Title VI of the Civil Rights Act of 1964 are:

1. To ensure FTA-assisted benefits and related services are equitably distributed without regard to race, color or national origin.
2. To ensure that both the level and quality of transit services provide equal access and mobility for any person without regard to race, color or national origin.
3. To ensure that access to the planning and decision-making process is open and without regard to race, color or national origin.
4. To ensure that decisions on the location of transit facilities and services are made without regard to race, color or national origin.

To comply with these objectives, MATBUS has adopted the suggested methodology and framework set forth in the Title VI reporting guidelines (FTA Circular 4702.1, Chapter IV). By using this methodology, MATBUS monitors and compares the performance of its service delivery in line with the stated objectives of its Title VI program.

Limited English Proficiency (LEP)

Title VI directs each Federal agency to develop and implement a system by which limited English proficiency persons can meaningfully access the services it funds. Federal agencies published guidance for their respective grant recipients in order to assist them with their obligations to LEP persons under Title VI. As a result, the FTA published guidance and implemented regulations requiring that grant recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP individuals. MATBUS is required to ensure meaningful access to benefits, services and information for LEP persons.

MATBUS's Public Participation Program Elements

Citizens Input

MATBUS will solicit public input on an ongoing basis thru the MATBUS website, social media, attending events and other tools. This approach will provide opportunities for proactive, early, and continuing public participation for MATBUS projects, programs and decision-making. This strategy will allow staff wide latitude to adapt to take advantage of changing communications technologies and to interact with individuals, group, businesses and strategic partners to ensure citizen access and participation. Mailings and other outreach efforts may be made to solicit input

from a variety of organizations serving minorities, low- and moderate-income persons, as well as persons with disabilities and limited English proficient populations. More structured meetings may be held on specific proposals and projects when desirable to expand support and encourage broad based public participation in the development and review of programs and projects. MATBUS will promote opportunities for the inclusion of minority, low- and moderate-income and limited English populations in this forum. Public input may be drawn from, but not necessarily limited to, entities such as:

1. Transit users
2. The general public
3. Non-profit organizations that provide services to the homeless, LEP populations
4. School Districts
5. Neighborhood Organizations
6. Municipal Partners

Monitoring and Evaluation

MATBUS will continuously monitor, evaluate and improve its public participation process. Regular review will be accomplished by tracking website usage and activity including the number of individuals on MATBUS's contact list that receive Rider Alerts, meeting notices and other related materials. Furthermore, the public will be encouraged to provide comments and suggestions through various channels and open dialogue will be maintained with advisory groups throughout the community on transportation and planning issues. A record of public comments and those of institutional representatives will be kept, as well as responses to such comments, where pertinent.

The desired outcomes include greater awareness and public participation of MATBUS programs and services.

The Solicitation of Public Comment

It is MATBUS's policy to disseminate information and to solicit and respond to public comment regarding transportation projects in a manner which is reasonable and practical. Specific elements of this policy are as follows:

Public Comment Process on Fare/Service Changes

Fargo

The City of Fargo must solicit and consider public comment before implementation of all changes in fares or major changes in service.

Procedure for fare/route changes

The City of Fargo must solicit and consider public comment before implementation of all changes in fares or major changes in service.

Public hearings will be held for all fare and major route changes. Public hearing dates are set and hearing notices appear in the Fargo newspaper approximately two weeks prior to the actual hearing. Hearings are held during the City Commission's regularly scheduled meetings in the Fargo City Hall. Hearings are open to the public; anyone wishing to speak at the hearing is afforded the opportunity. If someone is unable to attend the hearing, written comments are accepted prior to the hearing.

The Transit Director and/or Assistant Transit Director will summarize all comments received prior to the public hearing. The summary and an analysis will be provided to the City Commission during the scheduled public hearing for consideration.

Definition of Temporary Service Changes

Temporary service changes are those that are in effect for a limited time period due to road construction, special events, etc., and are not intended to be permanent.

The Transit Director or Assistant Transit Director shall make temporary service changes administratively. If a temporary service change is to become permanent, the Transit Director or Assistant Transit Director will evaluate the change to determine if it is minor or major based on the following.

Definition of Major Service Changes

Route or service changes are considered major if any of the following apply:

1. Elimination or addition of a route
2. Any change in routes in excess of 25% of the route's mileage and/or annual revenue hours.
3. Changes that would reduce or eliminate service to schools, elderly/public housing, hospitals or social service agencies.

All major route changes will be subject to the public hearing process and implemented after approval by the City Commission.

Definition of Minor Service Changes

Route or service changes are considered minor if they are less than 25% of the route's mileage and/or annual revenue hours.

Moorhead

In order to provide appropriate levels of service, the City of Moorhead's public transit system (MATBUS) may bring forth proposed changes in routes and fare structure. Before enacting any changes in fares or service, MATBUS will evaluate the changes to determine if they are temporary, minor, or major. If the change is found to be major, MATBUS will follow a procedure to solicit public comment and City Council approval. These evaluation definitions and procedures are outlined in the following document.

Definitions

Temporary Service Change

Temporary service changes are those that are in effect for a limited time period, due to road construction, special events, etc., and are not intended to be permanent.

The Transit Manager shall make temporary service changes administratively. If a temporary service change is to become permanent, the Transit Manager will evaluate the change to determine if it is minor or major and follow the procedures outlined below.

Minor Service Change

A route or service change is considered minor if it affects less than 25% of the route's mileage and/or annual revenue hours.

Minor service changes shall be made upon approval of the City Council.

Major Service Change

A route or service change is considered major if any of the following apply:

1. Elimination or addition of a route
2. Any change in routes affecting greater than 25% of the route's mileage and/or annual revenue hours.
3. Changes that would reduce or eliminate service to schools, elderly/public housing, hospitals or social service agencies.

All major route changes will be subject to the public hearing process and implemented after approval by the City Council.

All fare changes will be considered a major service change, except short-term fare-free or reduced fare promotions. Short-term promotional fares will be presented to the City Manager for approval in advance of the change.

Public Comment/Hearing Procedure

The City of Moorhead must solicit and consider public comment before implementation of all changes in fares or major changes in service.

Public hearings will be held for all fare and major route changes. Public hearing dates are set and hearing notices appear in the official Moorhead newspaper approximately two weeks prior to the actual hearing. Hearings are held during the City Council's regularly scheduled meetings at Moorhead City Hall. Hearings are open to the public; anyone wishing to speak at the hearing is afforded the opportunity. If someone is unable to attend the hearing, written comments are accepted prior to the hearing.

The Transit Manager will summarize all comments received prior to the public hearing. The summary and an analysis of the proposed change(s) will be provided to the City Council during the scheduled public hearing for consideration.

Notification Process

The public will be notified of an upcoming public hearing through a variety of methods, in order to ensure adequate opportunity for public comment and participation in the public hearing.

The notification methods will be required as follows:

- Newspaper – The public hearing notice will be published in the City’s official newspaper at least once, with the first notice appearing in the newspaper a minimum of two weeks prior to the public hearing.
- City Website – A notice of the hearing will be published with the City Council agenda, which is published on the City of Moorhead website (cityofmoorhead.com).
- MATBUS Website – A notice of the hearing will be published on the MATBUS website (MATBUS.com).
- Rider Alerts – A notice of the hearing will be distributed through a MATBUS Rider Alert. Members of the public can sign up for Rider Alert emails through the MATBUS website.
- Social Media – Notice of the hearing will be published on MATBUS’s social media pages (Facebook and Twitter).
- Transit Center Posted Information – Notice of the hearing will be posted at the main transportation hub, the Ground Transportation Center at 502 NP Avenue, Fargo, ND. Additional information and hard copy comment sheets will be made available at the dispatch window and/or an informational display.

Notification Format

The public hearing notice will include the following information:

- Time, date and location of the public hearing
- Description of proposed changes
- Statement that the public will have the opportunity to comment at the hearing
- Contact information for the person that may be contacted for additional information, or to provide comments prior to the public hearing
- Instructions on how to request accessible formats of the information or accommodation during the public hearing

Council Action

At the conclusion of the public hearing, the City Council will vote to approve or deny the proposed change(s). If passed, the approved change will be documented through a written resolution and filed in public record.

Complaints

Any and all Title VI complaints may be directed to MATBUS’s Title VI Coordinator:
 MATBUS
 Attn: Title VI Coordinator
 650 23rd St. N.
 Fargo, ND 58102

scrowell@matbus.com
Phone: 701-476-5967
Fax: 701-241-8558

TITLE: Limited English Proficiency (Plan for the provision
Of Services to Persons with Limited English
Proficiency) LEP

SECTION: 1.45

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DATE: April 01, 2009

I. POLICY

The City of Moorhead recognizes its legal obligation to be in compliance with Title VI of the Civil Rights Act of 1964 that prohibits discrimination for any of its services on the basis of National Origin as evidenced by limited English proficiency. This policy is to ensure that language will not prevent staff from communicating effectively with LEP persons and that limited English proficiency will not prevent persons from accessing important programs and information; understanding rules, participation in proceedings or programs, and meetings. Any individual requiring a special accommodation to allow access or participation at meetings or events is asked to notify the Human Resource Department of their needs at least five working days prior to the event. The Human Resource Department is located on third floor of City Hall, 500 Center Avenue, Moorhead, MN 56560 and can be reached by telephone at (218) 299-5179. The City also recognizes the responsibility to serve fairly and equally all eligible residents of the City of Moorhead.

II. WHO IS LIMITED ENGLISH PROFICIENT (LEP)?

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand English.

- Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently.
- LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information (e.g., medical information, eyewitness accounts, information elicited in an interrogation, etc.) in English.

III. DETERMINATION OF CITY OF MOORHEAD'S OBLIGATION TO PROVIDE LEP SERVICES

The City of Moorhead will consider four factors in determining its obligation to provide LEP services:

1. the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient or grantee;
2. the frequency with which LEP individuals come in contact with the program;
3. the nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. the resources available to the recipient and costs.

IV. BACKGROUND

- Federal law prohibits national origin discrimination and requires meaningful access to LEP persons, in federal and federally assisted programs and activities.

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- Currently the City of Moorhead provides transit brochures and route information in Spanish and will continue to strive forward to provide needed information for all English as a Second Language individuals as needed.
 - The Metro Interpreter Resource Center will assist the City of Moorhead in securing translators in other languages for individuals to access important programs and information, understand rules, and participate in proceedings or programs, and meetings. If the City of Moorhead determines that LEP services are to be provided per section III above, it will be the responsibility of the City of Moorhead to pay for translation services and not the person requesting such service. It would be impossible to provide brochures or interpreters for Metro Area Transit in every language needed on a regular basis.

As populations in the FM area became increasingly diverse, the need for foreign language interpreters - men and women who interpret for people who speak little or no English - has risen dramatically. To add further complexity to the issue, there were more than 40 languages spoken in the metropolitan area. The most frequent language needs were in Bosnian, Arabic, Vietnamese, Spanish, French and Somali. People with English language barriers were found in both immigrant and refugee populations.

With the exception of the CCMIS system which serves the Fargo-Moorhead medical community, the existing system of English language interpretation in the metro area was decentralized. Larger agencies typically sought out and contracted with their own interpreters to make sure that agency needs were met. Smaller agencies operated on more of an *ad hoc* basis, oftentimes going without interpreters because they do not know where to find interpreters or how to effectively use them. Regardless of agency size, it was difficult for service providers to meet needs that arise after-hours or on an emergency basis.

While the community has been blessed with a number of committed and diligent interpreters, there was no system in place to help service providers address the quality control issues related to language interpretation.

- Qualified interpreters were needed to help ensure effective communication
- There was no coordinated training mechanism in place for area interpreters
- It was difficult for agencies with smaller interpreter needs to develop and maintain a viable interpreter policy

Representatives from several public sector agencies met and discussed their needs, and how those needs were or were not being met by the system. The group also discussed ideas with several local interpreters.

The consensus was that the issue of "interpreter" is both large and complex. That being said, it was determined the entire system could benefit not necessarily from coordinated delivery of interpreter services but from some degree of general system coordination – a Community Interpreter Services Coordinator position was implemented to provide coordinated training and administrative support for a decentralized network of interpreters.

TITLE: Limited English Proficiency (Plan for the provision
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Responsibilities include the following:

- Identify training and curriculum needs, as related to general interpretation work. Curriculums unique to various disciplines will be developed over time (i.e., law enforcement, education, social services, legal).
- Test for English fluency and certify interpreter qualifications.
- Develop a suggested guideline for interpreter compensation, based on varying experience, skill levels and training completed.
- Develop and maintain an on-call roster of interpreters, specifically to address after-hours service needs.
- Recruit and train new interpreters in conjunction with all participating agencies.
- Provide educational sessions designed to help organizations learn how to use interpreters.
- Collect data to inform the issue and evaluate program effectiveness.

The coordinator is encouraged to contract with other local non-profits wherever possible. Examples of items to be subcontracted could include training for agency personnel on “how to use interpreter services” and the provision of specific portions of the identified interpreter curriculum.

This system is supported by the public sector because:

- Consistency, over time, is important.
- Interpreters are needed to ensure that public services are delivered effectively - communication is fundamental to any successful interaction between people.
- Having the ability to provide adequate and reasonable interpreter services is essential to the public sector’s ability to provide all citizens with equal access to services.

Partners supporting this project include:

- City governments – Fargo, Moorhead, West Fargo
- County governments (including Sheriff, Social Services and Public Health Departments) – Cass, Clay
- School Districts – Fargo, Moorhead, West Fargo

This includes departments of law enforcement, housing, education, transit, and general administration.

The position was implemented in January 2005 and is located within the Fargo Planning Department. General oversight and direction is provided by an Advisory Committee that consists of representatives from all funding agencies. Day-to-day supervision is handled by an Executive Committee of the larger Advisory Committee. The coordinator has a strong working relationship with local providers of interpreter services.

TITLE: Limited English Proficiency (Plan for the provision
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1. CMIS (Cross Cultural Medical Interpreting Services) is the Fargo Moorhead area's coordinated medical interpreter service. The need for interpreters in the medical community is great enough to justify a coordinated relationship between public and private sector partners. The system actually employs staff interpreters and provides coordinated scheduling for partner agencies.

Revised: December 17, 2009

Revised: March 30, 2010

Language Access Plan (LAP) for MATBUS

Plan reviewed/updated:

3/24/22

9/7/22

1/23/24

Introduction and Purpose

MATBUS is the public transportation system serving the communities of Fargo and West Fargo, ND, and Moorhead and Dilworth, MN. MATBUS provides convenient, cost-effective city transportation throughout the metro area with 24 fixed routes, linking riders to employment, education, healthcare, entertainment, and more.

MATBUS is committed to complying with all civil rights laws, including Title VI of the Civil Rights Act of 1964 (Title VI), which requires us to ensure individuals with limited English proficiency (LEP) have meaningful access to our services. The term LEP refers to individuals who have a limited ability to read, write, or understand English.

The purpose of this plan is to make reasonable efforts to eliminate or reduce barriers to MATBUS services. This plan sets forth standards, operating principles, and guidelines that govern the delivery of language appropriate services.

This plan is a management document that outlines how MATBUS defines tasks, sets deadlines and priorities, assigns responsibility and allocates the resources necessary to maintain compliance with language access requirements.

The Plan is updated periodically, most often prior to a Triennial or any other changes related to LEP persons served by MATBUS. Monitoring feedback received from staff and other situations as they may occur is evaluated and taken into consideration when updating this plan.

In order to prepare this plan, MATBUS used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by MATBUS
2. The frequency with which LEP persons come in contact with MATBUS services.
3. The nature and importance of services provided by MATBUS to the LEP population.
4. The interpretation services available to MATBUS and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following section.

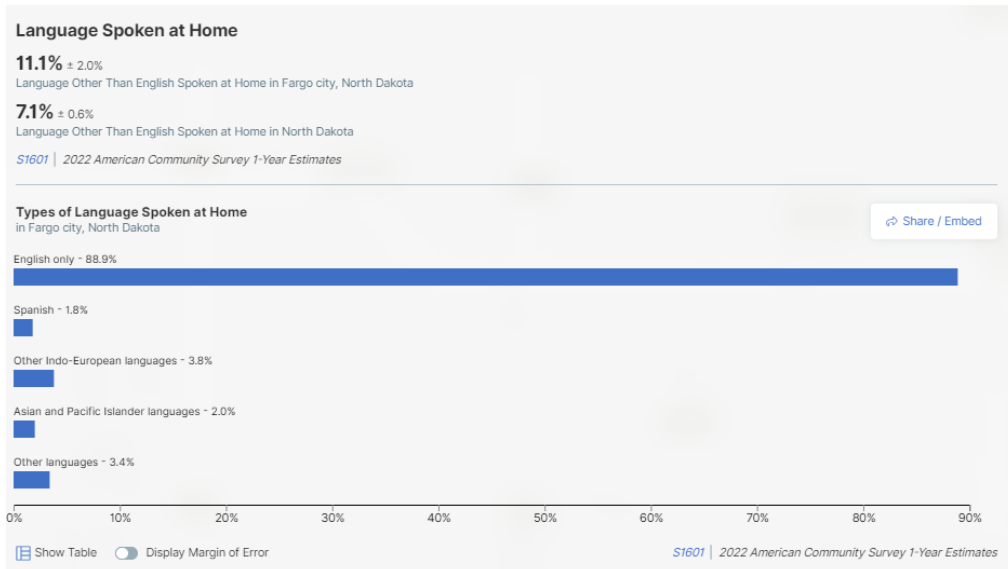
1. The number or proportion of LEP persons in the service area who may be served by MATBUS

MATBUS provides safe reliable transportation to the cities of Fargo, West Fargo, Moorhead, and Dilworth. We did a self-assessment to determine what type of contact MATBUS has with the LEP population; we then developed a language access policy to implement the plan and procedures.

The most recent Population Composition and Percentage Change by Race and Ethnicity, by the United States Census Bureau estimates as of 2022:

English only 88.9%
Spanish 1.8%
Other Indo-European Languages 3.8%
Asian and Pacific Islander languages 2.0%
Other languages 3.4%

Data provided by the United States Census Bureau.



Race and Ethnicity

American Indian and Alaska Native	2,012
Asian	5,173
Black or African American	11,033
Hispanic or Latino	4,670
Native Hawaiian and Other Pacific Islander	93
Not Hispanic or Latino	98,062
Some Other Race	1,511
Two or More Races	6,729
White	99,439

2. The frequency with which LEP persons come in contact with MATBUS services.

To date MATBUS employees have had no requests for interpreters and very few requests for documents translated into a language other than English.

3. The nature and importance of services provided by MATBUS to the LEP population.

There is no large geographic concentration of any type of LEP individuals in the Fargo-Moorhead Metropolitan Statistical Area. The overwhelming majority of the population in the MSA, 88.9%, speak only English. MATBUS staff are most likely to contact LEP individuals through the following:

The LEP community may interact with MATBUS staff while at the Ground Transportation Center (GTC), while riding the Fixed Route buses, Paratransit, or at the Metro Transit Garage (MTG).

GTC: This is the main hub for passengers to make transfers, purchase fare media, or ask MATBUS personnel with assistance with their trips.

Fixed Route: MATBUS has routes throughout the metro area including many institutions that serve the LEP community.

Paratransit: Is a demand response system, providing door through door service for people with disabilities and the elderly that cannot navigate the Fixed Route systems.

MTG: The administrative offices for MATBUS and houses the Fixed Route and Paratransit vehicles. Members of the LEP community may interact with MATBUS staff to do a variety of business.

4. The resources available to MATBUS and overall costs to provide LEP assistance.

MATBUS reviewed its available resources that could be used for providing LEP assistance.

Website

A main resource for members of the community is the MATBUS website. The MATBUS website utilizes Google Translate and can convert the text on the website to the language desired by the user.

I Speak Cards

In order to be able to provide language assistance we need to identify who needs the assistance. MATBUS will use the language identification cards to invite LEP persons to identify their own language needs.

Metro Interpreters Resource Center

The City of Fargo utilizes the services of the Metro Interpreters Resource Center for Interpreter needs. Employees may call 701-526-3000 or email mirc@culturaldiversityresources.org.

Language Assistance Measures

The type of language assistance necessary to provide meaningful access will vary depending on the type of communication staff is having with the LEP person (e.g. phone, in person or written communication) and in some circumstances more than one method will work. We recognize the importance of providing language assistance services in a timely manner and in an appropriate place. Failure to do so may effectively delay or deny LEP passengers to our services.

LEP persons are notified about the availability of language assistance by front-line staff.

We have chosen to translate vital documents only into Spanish upon request. We will consider other requests on a case-by-case basis.

“Vital” depends upon the importance of the program, information, encounter, or service involved, and/or the consequence to the LEP community and if the information in question is provided in an accurate or timely manner. The determination of what documents are considered “vital” is left to the discretion of the individuals involved, which are in the best position to evaluate their circumstances, service, and resources.

Listing of vital documents:

Title VI Public Notice

MATBUS Discrimination Complaint Form

Staff Responsibilities Regarding LEP Policies and Procedures

MATBUS staff will take reasonable steps to provide language assistance services to LEP individuals when they encounter or have reason to believe they may encounter LEP individuals.

Point of First Contact / Language Assistance Services by language

At the point of first contact with an LEP individual, staff should make reasonable efforts to conduct or arrange for an initial assessment of the need for language assistance services. If needed, staff should make reasonable efforts to obtain such services to effectively communicate with the individual. Staff can determine whether a person needs language assistance in several ways:

1. Self-identification by the non-English speaker, LEP individual or companion;
2. Inquiring as to the primary language of the individual if they have self-identified as needing language assistance services.
3. Using “I Speak” language identification card or poster.
4. Use of translation device.
5. Contact Metro Interpreters Resource Center 701-526-3000

Staff Training

Departmental staff must know how and when to use language assistance services. For policies and procedures to be effective, MATBUS will ensure new and existing staff members periodically receive training on the content of the LAP.

Oversight of the LAP – Monitoring and Updates

- The designated staff at MATBUS will review this document periodically when updating the Title VI plan.
- As it is released, MATBUS will review new demographic data and will update the plan as needed.
- As new technology becomes available, it will be reviewed for possible inclusion into the plan as needed.
- As new services become available, MATBUS will determine if the plan needs to be updated.

- Determine whether MATBUS's financial resources are sufficient to fund language assistance resources needed.
- Determine where MATBUS fully complies with the goals of this LAP Plan.
- Determine whether complaints have been received concerning MATBUS's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.
- Other situations that may arise which may affect the LEP community and their access to MATBUS services.

Service Standards for Transit Providers

Vehicle Load

The vehicle load for each vehicle shall not exceed its respective capacity. The 2015-2017 New Flyer 35-foot Excelsior buses, Units 2151, 2161, 2162, 2163, 2164, 2171 and 2172, have a seated capacity of 32 and a standing capacity of 34. The 2018 - 2019 New Flyer 35-foot Excelsior buses, 2181, 2182, 2201, 2202 have a seating capacity of 31 and a standing capacity of 33.

Vehicle Headway

Vehicle Headway for each route is as follows:

Route 1	Monday - Friday: 30 minutes Saturday: 30 minutes
Route 2	Monday - Friday: 30 minutes (15 minutes during MSUM academic year, 2:15-6:15 p.m. this additional service has been temporarily suspended as of January 30, 2023 due to driver shortages.) Saturday: 30 minutes
Route 3	Monday - Friday: 30 minutes Saturday: 30 minutes
Route 4	Monday - Friday: 30 minutes Saturday: 30 minutes
Route 5	Monday - Friday: 30 minutes Saturday: 30 minutes
Route 6	Monday - Friday: 60 minutes Saturday: 60 minutes
Route 9	Monday - Friday: 60 minutes Saturday: 60 minutes

On-Time Performance

The transit schedules are planned so that no vehicle should arrive at its timepoint any sooner than the posted time, and no later than five minutes past its posted time.

Performance measures are tracked for every route in the system through RouteMatch Auto Vehicle Location System Software and presented in the Operations Reports (see Attachment K for 2021-2023 Reports). Exceptions to late trips may be collected and excluded from statistics when circumstances are beyond the control of the transit system and may impact trip timeliness, such as extreme weather

conditions or major traffic incidents beyond normal congestion (for example a train delaying a bus crossing).

Service Availability

Passengers may board at designated and signed MATBUS stops along bus routes per the policy adopted on 10/1/2018 (see Attachment). Specific criteria used to determine the need for bus stops is included in the policy. Passengers may request a specific bus stop for consideration. During temporary detours, passengers may flag the bus to stop along any corner or T intersection where it is safe to do so. The vehicle will not stop in a turning lane if it is not turning, and will instead stop just before the lane or on the other side of the intersection.

Designated Bus Stops Policy

Passengers can board or alight the fixed route bus only at designated locations posted with a MATBUS stop sign. It is the goal of MATBUS through this policy to:

- Improve reliability and on-time performance,
- Heighten visibility of transit routes,
- Improve visibility and clarification of bus stop locations,
- Reduce incidents of missed passengers,
- Improve customer satisfaction by identifying all bus stop locations

Bus drivers will continue to stop at unauthorized boarding locations when a passenger is flagging them down, but will then politely explain the correct boarding location for future rides.

During winter months, the bus driver will allow passengers to board at invalid bus stops if the nearest stop is inaccessible due to snow/ice or the person is using a mobility device.

Bus Stop Identification

MATBUS Stop Signs have been installed at locations along each route. Sign locations are marked on printed bus schedules and online route maps/schedules. Stop locations are indicated on the live bus tracker available online and utilized in Google Transit for trip planning.

Bus Stops Impacted by Construction

If there is construction in front of the bus stop, but the route is not on detour (e.g. if there is a second lane), the bus will not be able to load or unload passengers at that stop. Passengers will need to use the nearest bus stop outside the construction zone.

Temporary Route Changes and Detours

Temporary detours are caused by maintenance crews (i.e. Forestry, Public Works, Utility Companies, etc.) and are unannounced and short-term. Temporary detours will be evaluated on a case-by-case basis. These detours must be relayed to dispatch by bus operators or relayed to bus operators by dispatch. These detours will be posted immediately on matbus.com for passengers. Bus operators are to notify any relief operators or next shift operators of the temporary detour and always notify dispatch once the detour has ended and the route resumes its regular operation.

Scheduled detours are those approved in advance through a City permit, such as a parade, run, construction project, utility project, etc. for a specific period of time. Scheduled detours will be posted on the matbus.com web page and passengers will be notified via Rider Alert emails as soon as transit administration is aware of the detour. When a scheduled detour ends in the middle of the day the route will remain on detour until the end of service that day. This is so dispatch can notify passengers through the use of our rider alerts and other social media outlets. When a detour is scheduled to start all routes that are affected will begin utilizing that detour, even if the project that is causing the detour has not yet started. Detours are not optional routes, all Bus operators are required to follow any detour that is announced and will be expected to know this prior to taking over their route. All scheduled detours will be posted in the driver room at the MTG and GTC.

During detour operations, the temporary route segment will - unless otherwise noted

- operate under the "flag stop" policy, meaning passengers can board or alight the bus at any corner or intersection along the route where the driver deems it is safe to do so.

For long-term detours, temporary MATBUS stop signs may be installed and designated as bus stops. Also, "Not in Service" stickers may be placed over existing MATBUS stop signs or the signs will be covered or removed.

Designated Bus Stop Criteria

Bus stops will be placed at least two blocks apart unless there is demonstrated high demand requiring additional stops. Traffic flow and existing traffic signal and sign placement will be considered in placement of the stop. The bus stop location must be safe for passengers to board and alight and not create a hazard for other traffic. The bus stop cannot be in a right-hand turning lane, unless the bus route turns right at that location. It is preferred that the bus stop be located at or near concrete at an accessible corner or driveway. If the bus stop is on the far side of the intersection, it is preferred that the stop allow the bus to completely clear the intersection and allow passengers to board and alight on concrete. Mid-block stops will be considered on long blocks (a double block or more) and loops. The stop should be the point where a corner would normally exist and includes "T" intersections. If the stop request is based on a passenger's disability, MATBUS staff will review the request to determine the best option, including the possibility of alternative transportation. MATBUS staff will review bus stop boarding data yearly and will make determinations based on ridership to add or remove bus stops.

Service Policies for Transit Providers

Transit Amenities

MATBUS operates only one mode of transit (local bus service). Amenities include access to the Ground Transportation Center (GTC) in downtown Fargo, ND (facility with restrooms and seating), and benches and shelters along the routes. Current shelters are marked on the bus schedule with an icon.

Criteria for Site Selection

The following criteria established in 2018 were applied for selecting shelter locations along transit routes. The higher the number of criteria met, the higher priority the location received.

1. Open space where elements are extremely adverse and affect the use of system. In other words, the area would generate riders except that for poor bus stop conditions.
2. Commercial areas such as shopping malls or business districts where frequent stops are not desired due to high vehicle traffic. The shelter "steers" passengers to designated stop location. Also where parking space is limited and there is a need to reduce automobile traffic.
3. Elderly and disabled housing facilities where direct service is not warranted or location is not conducive for direct service. This clientele are more adversely affected by weather conditions. Providing a shelter can make the fixed route usable for some who would normally require door-to-door paratransit service.
4. Educational institutions where parking is limited and high transit usage is desired.
5. High density areas such as apartment complexes and dormitories.
6. Government or public buildings.
7. Medical facilities.
8. High ridership (more than 10 people per day).
9. Low income residential area.

Benches are placed at the discretion of the bench contractor, with advisement from MATBUS on the above criteria.

Vehicle Assignment

All vehicles in the fleet are 35-foot, low floor with wheelchair ramps, and operate with climate control and automated announcements.



MAT Board Action Items 03/20/2024

(701) 232-7500

matbus.com

650 23rd St N. Fargo, ND 58102



Action Item 2a

Review and approval of February 7, 2024, Meeting Minutes

Recommended Action: Approval of the February 7, 2024, Minutes as presented.



2b. Moorhead Title VI Program 2024 Update

Every three-years, Federal grant recipients are required to submit a Title VI Program. Moorhead's Title VI Program is due to expire May 31, 2024.

The Title VI Program includes:

- Any notices to the public of protections against discrimination afforded by Title VI, as well as a list of their locations;
- A Title VI discrimination complaint form and instructions to the public on how to complete it;
- A list of any public transportation-related Title VI investigations, complaints or lawsuits filed with the recipient since the time of the last submission;



2b. Moorhead Title VI Program 2024 Update

The Title VI Program includes (continued):

- A public participation plan including outreach to minority and limited English proficient populations within the service area (may also include other traditionally underserved constituencies, such as people with disabilities and low-income populations);
- The recipient's plan for assisting persons with limited English proficiency;
- The recipient's service standards and service policies;
- Any additional relevant information that demonstrates adherence to Title VI regulations.

Recommended Action: The request is for the MAT Coordinating Board to recommend to the Moorhead City Council approval of the 2024 Title VI Program and submission to the FTA



2c. Route and Service Changes Update

From 2021 to 2024, MATBUS has had to enact various reductions in service to provide consistent, reliable service levels in the face of a long-term driver shortage. In addition, MATBUS has seen a decrease in ridership post COVID-19, dropping from 1.8 million rides in 2019 to 1.2 million rides in 2023. MATBUS staff have made the decision to make a portion of the previously enacted service changes permanent. A public hearing will be held at a future date to gather public input and seek Fargo City Commission and Moorhead City Council approval to permanently adopt these service reductions.

Ridership, community growth, and demand trends will continue to be evaluated in the future and some services may be reinstated or expanded.



2c. Route and Service Changes Update

Permanent Changes:

- End service Monday-Friday at 10:15pm
- End service Saturday 8:15pm
- Reduce Route 15 to 30 minute service from 6:15am to 9:45am. Route 15 will be increased to 15 minutes during peak ridership times, 10:00am – 6:00pm
- Eliminate Route 32W and Route 36
- Reduce Route 33 to 10 minute service all day, from 10 minute service with 7 minute service during peak ridership times
- Reduce Route 13 from 30 minute service to 60 minute service on Saturdays only



2c. Route and Service Changes Update

Reinstate in the Future:

- Restore 15 minute service on Route 11 and Route 14
- Resume Saturday service on Route 16
- Restore 15 minute service on Route 2 during the MSUM academic year (from 2:30-6:30 pm Monday-Friday)

Recommended Action: The requested motion is for MATBUS staff to hold public hearings to permanently adopt the previously listed service changes.



MATBUS
Informational Items
03/20/2024

(701) 232-7500

matbus.com

650 23rd St N. Fargo, ND 58102



3a. Transit Reorganization Study Update

Federal Funding Apportionments FY2024:

(these are projected full amounts based on 5/12 of funding recently released – these amounts are approximately 19% lower than FY2023):

5307 (Operating & Capital):

City of Fargo, ND	\$2,880,204
City of Moorhead, MN	\$736,089

5310 (Capital):

City of Fargo, ND	\$265,286
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*has been utilized for Mobility Mgmt and vehicle purchases through application to State of ND, will now be allocated to City of Fargo for metro area (large UZA)

Governance Structure for MAT Coordinating Board/Transit Technical Advisory Committee:

- Structure to become more technical/administrative while keeping one elected official connected from both Fargo and Moorhead
- Report directly to Fargo City Commission & Moorhead City Council and include one voting member from each
- Meet monthly and assist with day-to-day decisions & recommendations
- Serve as citizen advisory committee and hold all necessary public hearings/meetings
- Current proposed members:

Fargo City Commissioner	Moorhead Finance Director	West Fargo City Administrator
Fargo Transit Director	Moorhead Transit Manager or	Dilworth City Administrator
Fargo Finance Director	Assistant City Administrator	Metro COG Director
Moorhead City Council		NDSU



3a. Transit Reorganization Study Update

Proposed Cost Allocations/Sharing Methodology:

Fixed route operations	Costs shared based on revenue hours of fixed route system
Paratransit operations	Costs shared based on ridership of the paratransit system
Facility operations	Costs split on revenue hours of the entire system
Facility PM	Costs split on revenue hours of the entire system
Vehicle operations	Costs split on revenue miles of the entire system
Vehicle PM	Costs split on revenue miles of the entire system
Planning	Costs split on revenue hour percentage of fixed route
Mobility Management	Costs split on revenue hour percentage of the entire system
Microtransit operations	Costs split on revenue hour percentage of Microtransit system

Proposed Revenue Sharing:

Administrative	Shared based on revenue hours of the system
Fixed route (pass sales/advertising)	Ridership
Paratransit (fares/passes)	Ridership
Mobility Management	Revenue hours
Preventative Maintenance	Revenue miles
ND State Aid	Ridership (split between Fargo & West Fargo)
ND FTA (50%/Ops)	Revenue hours (split between Fargo, West Fargo and NDSU)
ND FTA (80%/Ops)	Revenue miles (split between Fargo, West Fargo and NDSU)
ND FTA (Paratransit)	Ridership (split between Fargo & West Fargo)
MN FTA (80% PM)	Revenue miles (split between Moorhead and Dilworth)
MN State Aid fixed route	Revenue hours (split between Moorhead and Dilworth)
MN State Aid paratransit	Ridership (split between Moorhead and Dilworth)



3a. Transit Reorganization Study Update

Next Steps:

Meet with Fargo City Commission			
Meet with WF City Commission			
Meet with Moorhead City Council			
Meet with all colleges/universities			
Legal reviews throughout process			
Develop Joint Capital Improvement Plan			
Finalize/Adopt Cost/Revenue Allocation Plan			
2025 Budget Development/ Job Descriptions/ Approvals			
Finalize/Adopt Governance Structure			
Finalize Single Joint Powers Agreement			
KLJ Present to MAT Board - Request Adoption of Study			
KLJ Present to Fargo City Commission - Request Adoption of Study			
KLJ Present to Moorhead City Council - Request Adoption of Study			
KLJ Present to West Fargo City Commission - Request Adoption of Study			



3b.i. Paratransit Application Process

Overview

- MAT Paratransit provides door-thru-first door transportation service on a reservation basis for individuals with disabilities who are ADA Paratransit Eligible and unable to utilize MATBUS fixed route service independently. MAT Paratransit features accessible vans and/or buses with wheelchair lifts.
- MAT Paratransit operates within the city limits of Moorhead and Dilworth, Minnesota, and Fargo and West Fargo, North Dakota.



3b.i. Paratransit Application Process

What is the ADA?

- ADA refers to the Americans with Disabilities Act of 1990. The ADA Law requires that transportation services such as MAT Paratransit be provided to persons with physical and mental disabilities who are unable, because of their disability, to utilize fixed route bus service without assistance.



3b.i. Paratransit Application Process

MAT Paratransit is a shared ride service

- MAT Paratransit is a shared ride service which means the rider may not go directly to their destination without the driver stopping to pick up or drop off other passengers along the way.
- Paratransit provides over 200 rides per day. Driver schedules are designed ahead of time to accommodate these rides as efficiently as possible within the city limits of Moorhead, Dilworth, Fargo and West Fargo.



3b.i. Paratransit Application Process

Application Process

- Applications are available at www.matbus.com, Ground Transportation Center (GTC), 502 NP Avenue, Fargo and Metro Transit Garage, 650 23rd St. N., Fargo. If you would like an application by mail, please call 701.235.4464.
- Applicants will be asked to provide the name of a medical or qualified social service professional who can verify their disability.
- A determination of eligibility will occur within 21 days of receiving the application form, authorization form, and professional verification form. Once approved, the applicant will receive a letter of eligibility which indicates if they are eligible for MAT Paratransit, their letter will note any conditions placed on their use of the service.



3b.i. Paratransit Application Process

Qualification

- Qualification is based on the individual's functional capabilities (perform activities of daily living) rather than a specific medical diagnosis. Eligibility can be permanent, temporary, or conditional.
- If the applicant is considered eligible but only under certain conditions, the transit dispatcher will review each trip requested to see if that trip meets the conditions that were established when eligibility was determined. For example, a passenger may only be eligible for Paratransit during the winter when snow and ice are present. In this example, during the summer the passenger would not be eligible for Paratransit. Conditions are identified in the eligibility letter.



3b.i. Paratransit Application Process

Visitors

- Visitors to Fargo-Moorhead who have been certified as "ADA Paratransit Eligible" by another public entity will be provided service up to 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period.
- Visitors who have not been certified as eligible by another public entity but claim that they are "ADA Paratransit Eligible" will be assumed eligible for up to 21 days during any 365-day period. If service is needed beyond 21 days, the individual is required to apply for eligibility by the Cities of Fargo or Moorhead.



3b.i. Paratransit Application Process

Eligibility

- ADA Paratransit Eligibility is based on a functional, rather than medical, model. Persons are not qualified or disqualified on the basis of a specific diagnosis or disability.
- An individual will be certified as ADA Paratransit Eligible if there is any part of the MATBUS Fixed Route System in the designated service area which cannot be used or navigated by that individual because of a disability.
- Eligibility may be permanent, temporary, seasonal, conditional or transitional.



3b.i. Paratransit Application Process

The three categories of eligibility

- CATEGORY 1: UNABLE TO BOARD, RIDE OR DISEMBARK.
- "Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the Fixed Route Bus System which is readily accessible to and usable by individuals with disabilities."



3b.i. Paratransit Application Process

The three categories of eligibility

- CATEGORY 2: ABLE TO BOARD, RIDE AND DISEMBARK ONLY IF THE VEHICLE IS ACCESSIBLE (EQUIPPED WITH BOARDING DEVICE SUCH AS A LIFT).
- "Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route."



3b.i. Paratransit Application Process

The three categories of eligibility

- CATEGORY 3: UNABLE TO TRAVEL TO BOARDING LOCATION OR FROM DISEMBARKING LOCATION.
- "Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."



3b.i. Paratransit Application Process

Eligibility Appeals Process

- If the applicant wishes to appeal the eligibility determination, the following process shall be followed:
- A written notice of the applicants intention to exercise their right to appeal must be filed within 60 days of the date of the letter notifying an individual that they have been determined to be ineligible for ADA Paratransit service.
- The applicant, or a representative of their choice, shall have the opportunity to be heard and present information and arguments in support of his/her position to the ADA Advisory Committee.
- A written determination of the decision on the appeal, including the reasons for such decision, shall be forwarded to the applicant within 30 days of the completion of the appeals process. If a decision is not made within 30 days, the applicant will be determined temporarily eligible until such time as the decision regarding the appeal is made by the Committee.



3b.ii. Charter Service Federal Regulations

FTA's Charter Service Regulations (49 CFR Part 604) were implemented to ensure that transit agencies, subsidized with federal money, **do not unfairly compete with privately owned bus companies.**

Under the charter rules, with limited exceptions, local transit agencies are restricted from operating chartered services.

Definition: Charter service means, but does not include demand response service to individuals:

- Transportation provided by a recipient at the request of a third party for the **exclusive use of a bus or van for a negotiated price.** The following features may be characteristic of charter service:
 - A third party pays the transit provider a negotiated price for the group;
 - Any fares charged to individual members of the group are collected by a third party;
 - The service is **not part of the transit provider's regularly scheduled service**, or is **offered for a limited period of time**; or
 - A third party determines the origin and destination of the trip as well as scheduling; or
- Transportation provided by a recipient to the public for events or functions that occur on an irregular basis or for a limited duration and:
 - A premium fare is charged that is greater than the usual or customary fixed route fare; or
 - The service is paid for in whole or in part by a third party.



3b.ii. Charter Service Federal Regulations

Limited exceptions when grantees may provide charter service include:

- Official government business (up to 80 hours annually);
- Qualified Human Service Organizations (elderly, persons with disabilities, and low income individuals);
- When no registered charter provider responds to a notice sent by a recipient;
- Leasing (must exhaust all available vehicles first);
- By agreement with all registered charter providers;
- Petitions to the Administrator: Events of regional or national significance, or hardship.

What is official government business? A recipient may provide charter service to government officials (Federal, State, and local) for official government business, which can include non-transit related purposes, if the recipient:

- (1) Provides the service in its geographic service area;
- (2) Does not generate revenue from the charter service, except as required by law; and
- (3) After providing such service, creates a detailed log which is uploaded to FTA periodically.



3b.ii. Charter Service Federal Regulations

The following guidelines were recommended from FTA for LinkFM Service:

- Do not change the path of the route for events that occur on an irregular basis or for a limited duration.
- Do not charge a fee for extended service that occurs on an irregular basis or for a limited duration.
- Do accept contributions for extended service for regularly scheduled service, such as extended hours every Friday and Saturday.
- If Transit determines that they are supporting an event as a marketing strategy, the calendar of events when service will be extended is to be published in the printed schedule, or at a minimum be listed on the web page.

FTA Charter Service Ombudsman is available to answer questions and assist in understanding the requirements.



3c. Ridership

January – February Fargo Ridership by Route

Period	Route 11	Route 13	Route 14	Route 15	Route 16	Route 17
2023	5,294	11,549	12,969	34,245	4,598	5,637
2024	5,867	14,066	13,569	37,998	3,595	5,693
Change	10.82%	21.79%	4.63%	10.96%	-21.81%	.99%

Period	Route 18	Route 20	Route 24	LinkFM	Ind. Park On-Demand	Paratransit
2023	6,823	4,595	3,004	7	1,018	9,979
2024	6,112	4,212	3,506	35	412	10,583
Change	-10.42%	-8.34%	16.71%	400%	-59.53%	6.05%

Period	Route 31	Route 32	Route 33	Route 34	NDSU On-Demand
2023	3,851	17,758	33,599	11,762	1,208
2024	3,952	20,243	41,842	11,032	1,182
Change	2.62%	13.99%	24.53%	-6.21%	-2.15%



Ridership

January - February Moorhead Ridership by Route

Period	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 9
2023	11,078	13,129	7,114	17,329	8,103	1,590	919
2024	12,026	12,849	8,810	18,892	6,588	1,614	1,078
Change	8.56%	-2.13%	23.84%	9.02%	-18.70%	1.51%	17.30%

Period	Moorhead Total
January-February 2019	77,795
January-February 2023	59,265
January-February 2024	61,874
2023-2024 Change	4.40%

Period	Fargo Total
January-February 2019	249,862
January-February 2023	161,072
January-February 2024	171,705
2023-2024 Change	6.60%



Ridership

January – February College Ridership

Period	NDSU	MSUM	Concordia	M State	NDSCS
2023	77,498	3,560	2,415	2,423	43
2024	87,000	3,599	2,107	3,047	59
Change	12.26%	1.10%	-12.75%	25.75%	37.21%



Ridership

January – February Metro Senior Ride (Moorhead/Dilworth)

METRO SENIOR RIDE 2024 MOORHEAD & DILWORTH, MINNESOTA

<i>Month</i>	<i>MOORHEAD SENIORS</i>			<i>DILWORTH SENIORS</i>			<i>TOTAL PASSENGERS</i>		
	<i>2024</i>	<i>2023</i>	<i>% Change</i>	<i>2024</i>	<i>2023</i>	<i>% Change</i>	<i>2024</i>	<i>2023</i>	<i>% Change</i>
January	636	638	-0.31%	61	85	-28.24%	697	723	-3.60%
February	601	528	13.83%	35	68	-48.53%	636	596	6.71%
TOTAL	1,237	1,166	6.09%	96	153	-37.25%	1,333	1,319	1.06%



Ridership Comparison

2019 - 2024 (Excluding 2020)

2018 - 2023 Ridership Comparison

