
To: Metro Area Transit (MAT) Coordinating Board Members

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

Date: March 18, 2019

RE: MAT Coordinating Board Agenda and Correspondence

**77th Meeting of the
Metro Area Transit Coordinating Board
March 20, 2019 – 8:00 a.m.**

Location: NEW Fargo City Hall Commission Chambers – 225 4th Street North, Fargo ND

Meeting Agenda

1. Call to Order and Introductions
 - a. Welcome to Deb White, Moorhead City Council
2. Action Items:
 - a. November 28, 2018 Meeting Minutes
 - b. 2019 MATBUS Free and Discounted Fare Events – Lori Van Beek
3. Informational Items
 - a. Ground Transportation Center (GTC) Renovation – Julie Bommelman
 - b. State of Minnesota Operating Grant Amendment – Lori Van Beek
 - c. Update on Transit Authority Study: Selection of Consultant and Steering Committee – Michael Maddox
 - d. 2018 Accomplishments – Lori Van Beek and Julie Bommelman
 - e. 2018 Year-End Operations Report and College Ridership – Matthew Peterson and Lori Van Beek
 - f. January and February 2019 Operations Reports and College Ridership – Matthew Peterson and Lori Van Beek
 - g. 2019 Marketing Plan – Matthew Peterson
4. Other Business

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

**76th Meeting of the
Metro Area Transit Coordinating Board
November 28, 2018
Fargo Commission Chambers**

Members Present:

Jim Aasness, Dilworth City Council
Steve Fox, MSUM
Tony Grindberg, Fargo City Commission
Paul Grindeland, Metro Senior Ride
Kevin Hanson, Chair
Jackie Maahs, Concordia College
Brit Stevens, NDSU
Sara Watson Curry, Moorhead City Council
Larry Weil, City of West Fargo (alternate for Mark Simmons)

Members Absent:

Teresa Stolfus, M|State
John Strand, Fargo City Commission

Others Present:

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

1. Call to Order and Introductions

Mr. Hanson called the meeting to order, introductions were made, and a quorum was present.

2. Action Items

a. Presentation of MATBUS Transit Facility Study

Wade Kline, KLJ, gave a presentation on the MATBUS Transit Facility Study. Mr. Kline discussed how transit infrastructure should change to meet growth and demand as the metropolitan area has changed over the last several years. He discussed one major area of focus of study, the West Acres Transfer Hub, which is not functioning as well as initially planned when it was constructed in 2003. Mr. Kline also discussed options for updating the Ground Transportation Center (GTC) and Metro Transit Garage (MTG) improving safety, capacity, and operations for MATBUS.

A motion to recommend approval of the MATBUS Transit Facility Study to Fargo and Moorhead City Councils was made by Mr. Aasness and seconded by Mr. Fox. The motion was voted on and unanimously approved.

b. Review and Action on Minutes from October 10, 2018

A motion to approve the minutes was made by Mr. Weil and seconded by Mr. Aasness. The motion was voted on and unanimously approved.

c. Proposed Changes to Service Hours for Routes 6 and 9

Ms. Van Beek presented the proposed changes to service hours for routes 6 and 9. The routes run in Dilworth and southeast Moorhead, and changes in the routes stem from ridership numbers. The recommended change is to take service from route 9 and move it route 6 to extend service into the evening.

A motion to recommend approval of the proposed changes to service hours for routes 6 and 9 to Dilworth and Moorhead City Councils was made by Mr. Grindeland and seconded by Mr. Aasness. The motion was voted on and unanimously approved.

d. 2019 Transit Service Contract with Moorhead and Dilworth

Ms. Van Beek presented information on the MATBUS contract with the Cities of Moorhead and Dilworth to provide fixed route, paratransit, and senior ride transit services in 2019.

A motion to recommend approval of the 2019 Transit Service Contract to Dilworth and Moorhead City Councils was made by Mr. Aasness and seconded by Mr. Weil. The motion was voted on and unanimously approved.

e. 2019 Joint Powers Agreement with Valley Senior Services, Moorhead, and Dilworth

Ms. Van Beek presented information on the 2019 Joint Powers Agreement with Valley Senior Services with Moorhead and Dilworth.

A motion to recommend approval of the 2019 Joint Powers Agreement with Valley Senior Services, Moorhead, and Dilworth to Dilworth and Moorhead City Councils was made by Mr. Aasness and seconded by Mr. Weil. The motion was voted on and unanimously approved.

3. Informational Items

a. Proposed 2019 Meeting Dates

Ms. Van Beek presented the 2019 meeting schedule.

b. October Operations Reports and Ridership

Ms. Van Beek and Mr. Peterson presented the operations and ridership reports for Moorhead and Fargo.

c. Paratransit and Mobility Management Update

Mr. Crowell presented the paratransit and mobility management update.

4. Other Business

Hearing no other business Mr. Hanson adjourned the meeting at 9:06 AM.

Memorandum

To: MAT Coordinating Board

From: Taaren Haak, Moorhead Asst. Transit Planner and Marketing Specialist

Date: March 20, 2019

RE: *2019 MATBUS Free and Discounted Fare Events*



MATBUS sponsors a variety of free rides and discounted fares for events throughout the year. Some are during MATBUS-organized promotions, and some are created on behalf of a local community event or organization. Below is a list of free or reduced fares expected for 2019, separated by month.

Both Fargo and Moorhead Transit per the MATBUS Joint Powers Agreement honor promotional fares issued by either city.

- The City of Moorhead amended their fee ordinance in 2018 to incorporate a waiver of fees to implement incentive/demand pricing. Under this ordinance, the City Manager has the authority to approve promotional/marketing events for Moorhead MATBUS, intended to attract new ridership, including discounts or limited time free rides targeted to college students, holiday shoppers, persons living near new bus routes, or other potential customers. Previously, the Moorhead Transit Manager established promotional fares for Moorhead.
- The Fargo Transit Director continues to have the authority to approve promotional/marketing fares for City of Fargo Transit (MATBUS).

MATBUS Promotional Fares and Free Rides

February

Moorhead Expanded Service

- 2 free ride coupons in ValPak direct mail envelope to Moorhead and Dilworth
- Coupons valid through December 31, 2019

April

Earth Week (Get Your “Can” on the Bus)

- April 22 – April 27, 2019
- Bring an empty aluminum can to recycle onboard, and ride fixed routes for free

Project Community Connect

- Fargodome event with services for homeless
- Day-only free ride coupon issued through local service organizations

May

90-Day Youth Pass Flyer

- Flyer to promote 90-Day Youth Pass, includes 2 free ride coupons
- Distributed at MATBUS booths at family community events throughout the summer

Fargo Marathon

- Saturday, May 18
- Fare free due to full marathon service disruptions

June

Youth Library Rides

- June 1 - August 31
- Youth in grades K-12 can ride MATBUS free to and from the metro public libraries
- Youth show library card for free ride on fixed route

Midwest Kid Fest

- Free rides to youth in grades K-12 who state they are attending Midwest Kid Fest

Plains Art Museum Buzz Lab

- Youth art outreach program
- Free ride coupons distributed through Plains Art Museum to participants

July

Street Fair

- Reduced fares on Thursday and Friday
- Free rides on Saturday

Red River Market

- July – October
- Free ride coupons available on MATBUS.com and through the Red River Market
- Coupons valid only for days of the market – one hour of travel time on either side of market hours

August

Cuts for Kids

- Free back-to-school haircuts for K-12 at a local salon
- Free rides with the event poster

RedHawks Baseball Cards

- August 24
- Baseball card packs – 1,000 given at door, 500 sold in shop
- Free ride coupon inside, expires December 31, 2019

September

NDSU Homecoming Parade

- “Fare Free at 3”
- Free rides system-wide on the day of the parade, 3:00pm – 11:15pm

October

Try MATBUS Week

- Half fare Monday-Friday
- Fare free Saturday

November

Homeless Veterans Stand Down

- One-day event at the VA Hospital
- Free rides all day for those showing a military ID

Quarter Days

- Friday and Saturday after Thanksgiving
- Ride fixed route for 25 cents

Salvation Army Bell Ringers

- Mid-November through Christmas
- Free-ride pass issued to bell ringing volunteers

Election Day

- Free rides on fixed route all election day
- Free rides on paratransit for trips going to or from a polling site

December

Quarter Days

- Every Saturday in December
- Ride fixed route for 25 cents

Year Round

K-12th Grade School Field Trips

- Free rides on fixed routes for pre-arranged field trips in the community

MSUM Dragon Athletics

- Free ride on fixed route with game ticket stub

Moorhead Resident Guide

- Distributed late December to all households 2 free ride coupons on back cover

MATBUS Promotional and Pilot Program Passes

College Semester Pass (Ongoing Promotion)

Students, faculty and staff who do not attend U-Pass schools can purchase a College Semester Pass for \$45.00 with current college ID. The dates of this pass follow the earliest and latest dates of the U-Pass schools' current semesters. The pass is generally for a period of 4 1/2 months. This is a savings of \$135 from the adult rate of \$40 for 30-days.

Bike & Bus Pass (April – October 2019)

During the Great Rides Bike Share season, riders can purchase a multi-pass for a discounted rate on both the MATBUS and bike share systems.

	MATBUS			Great Rides Bike Share		
	Current	Promotional	Discount	Current	Promotional	Discount
1-Day	\$5.00	\$3.00	-\$2.00	\$4.00	\$2.00	-\$2.00
30-Day	\$40.00	\$35.00	-\$5.00	\$15.00	\$10.00	-\$5.00
Season Pass (April-October)	\$280.00	\$210.00	-\$70.00	\$75.00	\$70.00	-\$5.00

Employer Purchased Passes (Ongoing Promotion)

Downtown business owners can purchase a 30-day Downtown Pass at a reduced rate for their employees. Also, Sanford Health purchases 30-day passes for employees at a reduced rate. This promotional fare was created to help with parking issues and encourage use of public transit. This employer-purchased pass costs \$22.50 (a savings of \$17.50 from the \$40 adult rate).

Requested motion: The request is for the MAT Coordinating Board to recommend to the Moorhead City Manager approval of the 2019 Moorhead MATBUS listing of free or reduced promotional fares.

Memorandum

To: MAT Coordinating Board

From: Julie Bommelman, Fargo Transit Director

Date: March 15, 2019

RE: *Ground Transportation Center (GTC) Renovation*



The MATBUS Transit Facility Study was developed to address several short, medium, and long-range facility-related issues facing MATBUS. The study evaluated four primary points of need related to MATBUS facilities: the Metro Transit Garage, the Ground Transportation Center, West Acres and the Marriott (Moorhead).

Based on recommendations from the Facility Study, in November the City of Fargo Transit Department advertised for Architectural and Engineering services to renovate the Ground Transportation Center (GTC). The procurement was to engage the services of a firm to design the renovation, bid the necessary pieces/services and oversee the actual construction of the renovation (Design, Bid, Build). One bid was received in response to the advertised project.

Input from other potential bidders indicated further clarification of the project was needed and the timeline was too abbreviated for an adequate response. In addition, due to the projected cost of the project (approximately \$3,000,000), federal guidelines recommend obtaining two to three bids.

A new request for proposal (RFP) was issued January 21. Seven (7) firms requested the RFP, however, only two (2) firms bid on the project. Interviews were done with both proposing firms – the evaluation team consisted of Julie Bommelman, Matthew Peterson, Jordan Smith and Michael Redlinger (Fargo Assistant City Administrator). The evaluation team unanimously recommended award of the project to KLJ, Inc., which was then approved by the Fargo City Commission.

The project will consist of locating Jefferson Lines in the GTC, relocate the dispatch area to the SE corner of the lobby to enable a full, clear view of the bus deck, relocate and expand the restrooms, add office space, replace all flooring, upgrade security features, lighting and HVAC, and remove the exterior canopies along with improving the exterior façade.

The renovation project is scheduled to begin late spring and take approximately 11 months. Lastly, there will be coordination with the City of Fargo Engineering Department as they renovate NP Avenue.

Thank you.

Memorandum

To: MAT Coordinating Board
From: Lori Van Beek, Moorhead Transit Manager
Date: March 18, 2019
RE: *MnDOT 2019 Operating Grant Amendments*



The State of Minnesota Department of Transportation (MnDOT) notified grantees that due to a transit surplus, they are decreasing the local match to the State Operating Grants for 2019 by 10%. MnDOT is hoping that transit agencies will use the savings to improve service (possibly match other federal grant funds to move up capital projects). Dilworth's local share match for Route 6 is also reduced and the contract will need to be amended.

The cost sharing would change from 80/20 to 90/10 for Fixed Route Service and from 85/15 to 95/5 for MAT Paratransit and Metro Senior Ride.

The reduction in local share match is not completely required by MnDOT to stay in Mass Transit. However, income generated from fares, advertising and concessions would be required to be used for transit if it exceeds the local match requirement. This excess revenue would stay in the Mass Transit Fund Budget and, with MnDOT's permission, can be used for other transit projects.

The 10-year Financial Plan identifies capital projects to the City Manager for consideration and sets aside local funds annually in anticipation of future needs. In addition, recently completed studies identified facility needs and ADA shelter improvements. Some of these potential projects include:

- Improving the Dilworth Walmart Hub
- Replacing aging shelters (many purchased in the 1980's)
- Implementing ADA improvements to Moorhead's shelters
- Implementing traffic signal improvements in partnership with Engineering to hold the green light for buses to improve on-time performance
- Increasing parking for staff/drivers at the Metro Transit Garage
- Cost sharing with Valley Senior Service for scheduling software

MnDOT dictates the amount of the Federal grant appropriation to be used for operating, which is usually 50%. For 2019, the amount proposed was changed in the final operating grant contract, which increased the FTA amount by \$31,000 from \$355,000 to \$386,000 and decreased the MnDOT amount. This will require a budget adjustment and grant revision.

Memorandum

To: MAT Coordinating Board

From: Lori Van Beek, Moorhead Transit Manager
Julie Bommelman, Fargo Transit Director

Date: March 15, 2019

RE: *2018 Transit Achievement Report*



As shown below, 2018 was very busy for transit and included replacement of numerous vehicles, improvements to shelters and facilities, implementation of designated bus stops, completion of the MATBUS Transit Facility Study, continued staff training and the extension of the First Transit contract.

EQUIPMENT

- Received (9) 35-foot diesel fixed route replacement vehicles (2 for Moorhead and 7 for Fargo) ordered in 2017
 - Added new feature of Bright Sign Informational Display
 - Added flush mount windows providing smoother surface for advertising on vehicles.
 - Changed from Luminator head signs to Twinvision to improve functionality
 - Improved driver seat for comfort and safety
 - Added all yellow handrails inside the bus
 - Changed from steel to aluminum wheels
 - Added exterior camera
- Acquired the Bobcat Toolcat from the City of Moorhead
- Purchased a new shop/parts pickup and outfitted with a plow to assist in snow removal
- Purchased a walk-behind floor scrubber for the shop
- Purchased two replacement transfer/pool vehicles
- Purchased tablets for supervisors to assist in reporting in the field

FARES

- Implemented new 90-day youth pass at \$26 discount price; replaces 30-day Youth Pass and Summer Youth Pass (effective 1/1/18)
- Bike & Bus multi pass was introduced.
- Increased the MAT Paratransit Agency Rate from \$25 to \$38 effective 1/1/19

MARKETING

- Wrapped a bus with "Place for everyone" MATBUS promotion

- Traded wrap space for television commercials with WDAY
- Created iGoEco television commercial
- Participated in numerous community events: NDSU Homecoming, Holiday Lights Parade, extended LinkFM service during the Street Fair, TedX, Unglued Craft Fest, and Hjemkomst Center Festivals.

ROUTE & SERVICE CHANGES

- Implemented Designated Bus Stops on the full MATBUS system effective 10/1/18
- **Route 13:** Leaving the GTC and going to the NDSU Transit Hub, Route 13 will now provide service along 17th Ave N. 8/1/18
- **Route 14:** Leaving the GTC, Route 14 will service the Fargo High Rise along 2nd St S. 8/1/18
- **Route 18:** Microsoft will only be serviced once by Route 18. Microsoft will be serviced while Route 18 is headed southbound, prior to stopping at Walmart on 52nd Ave S. 8/1/18
- **Route 20:** Routes 21 and 22 have been combined into Route 20. 8/1/18
- **Route 24:** Route 24 will now service the Ronald McDonald House on Agassiz Crossing, prior to making its first stop at Sanford Medical Center. effective 8/1/18. Many routes have had small timetable changes as well. 8/1/18
- **Route 3:** Began a long-term detour due to 20th/21st Street Grade Separation Project, bypassing the Municipal Pool
- **Route 4:** Began a long-term detour due to 20th/21st Street Grade Separation Project, bypassing the Target shelter
- **Route 6:** Approved service hours change effective 1/2/19 to add two trips in the evening (moved from Route 9 due to interlining)
- **Route 9:** Approved service hours change effective 1/2/19 to remove two trips - one in the morning and one in the evening (ridership down due to closing of Sam's Club)

SHELTERS & FACILITIES

- Bright Sky on 34th Street and 3rd Avenue North, Moorhead
- Cash Wise at EasTen Mall, Moorhead
- Hornbacher's Azool on 40th Avenue and 9th Street South, Moorhead
- Increased security at the GTC with additional badge readers to limit access to authorized personnel only
- Fargo purchased 10 shelters to be deployed in Summer 2019
- Installed replacement fence around the GTC deck perimeter
- Purchased replacement trash receptacles for all Fargo shelters and hubs

STUDIES

- Completed ADA Transition Plan for sidewalks, curb cuts, transit facilities through Metro COG & Moorhead Public Works with SRF
- Purchased/renewed Remix Route Planning Software
- Completed Transit Hub & Facility Analysis through Metro COG with KLJ

PERSONNEL & TRAINING

- Moorhead Accountant Position vacant from May 2018-September 2018; hired Mary Frahm part-time
- Mobility Manager attended the Bus and Paratransit APTA Conference and the MN/DOT Spring Workshop
- Hired a new MAT Paratransit Reservationist in October
- Moorhead Transit Manager attended the APTA Fare Collection/Revenue Management Conference in Jacksonville, FL, the MN/DOT Spring Workshop in St. Cloud, MN, and the Minnesota-Wisconsin Public Transit Conference in LaCrosse, WI
- Fleet and Facilities Manager and the Inventory Purchasing Specialist went to the FASTER conference to be educated about FASTER Web
- Fleet and Facilities Manager attended the APTA Fare Collection/Revenue Management Conference in Jacksonville, FL
- Moorhead Asst. Planner and Marketing Specialist attended the MN/DOT Spring Workshop in St. Cloud, MN, and the Minnesota Public Transit Conference in LaCrosse, WI
- Moorhead Accountant attended the MN/DOT Spring Workshop in St. Cloud, MN
- Technicians received training on the fire suppression systems
- Fargo Assistant Transit Director attended APTA Annual Meeting
- Fargo Assistant Transit Director & Fleet and Facilities Manager attended annual Dakota Transit Assoc. Conference in Brookings, SD

OTHER

- Extended First Transit Contract through CY 2019.
- Paratransit started process of transferring paper applications to Laserfiche
- Mobility Manager presented at the Transition Expo at M|State in October
- Both Fargo and Moorhead approved updates to their Route & Service Change Policies
- Maintenance Department eliminated the PM-A Service. Resulted in a 19.5% reduction in missed trips because of mechanical issues. Services performed late decreased from 20% (165 services) in 2017 to 2.6% (11 services) in 2018
- Fargo Transit Director & Fleet and Facilities Manager participated in the EV Tailgate Party Sept 13, 2018 sponsored by Cass County Electric, Minnkota Power and Border States to demo our hybrid buses

MATBUS Transit Operations Report - 2018 Year-End

Moorhead	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 1	75,603	87,439	15.66%	4,358.25	5,267.00	20.85%	55,674.61	66,366.47	19.20%	17.35	16.60	-4.30%	90.58%	89.78%	-0.87%
Route 2	111,324	136,264	22.40%	5,104.55	6,015.25	17.84%	72,706.62	84,855.36	16.71%	21.81	22.65	3.87%	86.85%	86.37%	-0.55%
Route 3	47,996	60,438	25.92%	4,361.00	5,264.75	20.72%	68,680.13	84,037.76	22.36%	11.01	11.48	4.31%	82.20%	77.55%	-5.65%
Route 4	132,060	155,848	18.01%	9,966.50	10,303.50	3.38%	113,650.83	118,897.70	4.62%	13.25	15.13	14.15%	81.06%	79.15%	-2.36%
Route 5	48,594	60,316	24.12%	4,356.00	5,269.35	20.97%	63,443.42	76,138.81	20.01%	11.16	11.45	2.61%	92.24%	89.01%	-3.50%
Route 6	12,769	15,346	20.18%	1,826.50	1,812.50	-0.77%	23,693.36	23,850.63	0.66%	6.99	8.47	21.11%	96.54%	94.76%	-1.84%
Route 7	1,937			223.00			3,352.93			8.69			76.35%		
Route 8	8,322			689.50			11,317.92			12.07			82.43%		
Route 9	5,411	5,701	5.36%	1,982.50	1,826.50	-7.87%	33,579.59	33,717.39	0.41%	2.73	3.12	14.36%	96.40%	91.40%	-5.18%
Total	444,016	521,352	17.42%	32,867.80	35,758.85	8.80%	446,099.41	487,864.12	9.36%	13.51	14.58	7.92%	87.18%	86.86%	-0.37%

Fargo	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 11	72,072	75,584	4.87%	4,538.00	4,543.00	0.11%	52089.63	52250.27	0.31%	15.88	16.64	4.76%	83.71%	87.33%	4.33%
Route 13	127,257	137,295	7.89%	8,803.00	8,779.50	-0.27%	95557.62	93930.09	-1.70%	14.46	15.64	8.18%	87.49%	90.13%	3.01%
Route 13U	46,794	38,658	-17.39%	2,445.25	2,072.15	-15.26%	26630.66	23932.26	-10.13%	19.14	18.66	-2.51%	77.91%	69.20%	-11.19%
Route 14	154,341	165,418	7.18%	13,514.96	13,585.45	0.52%	187716.86	171532.23	-8.62%	11.42	12.18	6.62%	81.80%	82.60%	0.97%
Route 15	312,275	335,392	7.40%	16,282.00	16,391.50	0.67%	198665.52	192285.00	-3.21%	19.18	20.46	6.69%	80.30%	78.57%	-2.16%
Route 16	50,799	36,610	-27.93%	5,116.75	4,091.10	-20.04%	75168.85	48892.90	-34.96%	9.93	8.95	-9.86%	91.44%	89.77%	-1.82%
Route 17	35,961	39,029	8.53%	2,422.00	2,628.50	8.53%	31075.14	30914.15	-0.52%	14.85	14.85	0.01%	84.27%	86.27%	2.37%
Route 18	50,329	55,336	9.95%	5,710.50	7,135.80	24.96%	92700.27	126326.04	36.27%	8.81	7.75	-12.01%	76.87%	77.88%	1.32%
Route 20		15,420			1,898.00			29551.44			8.12			66.15%	
Route 21	4,254	5,240	23.18%	1,134.00	1,323.50	16.71%	13613.83	15937.11	17.07%	3.75	3.96	5.54%	60.35%	64.77%	7.33%
Route 22	10,133	14,731	45.38%	1,134.00	1,324.50	16.80%	21588.42	25273.55	17.07%	8.94	11.12	24.47%	65.27%	70.05%	7.33%
Route 23	12,062			2,377.10			48743.86			5.07			83.31%		
Route 24	7,840	23,126	194.97%	2,542.00	5,079.50	99.82%	31835.51	64232.91	101.76%	3.08	4.55	47.62%	75.41%	83.18%	10.30%
Total	884,117	941,839	6.53%	66,019.56	68,852.50	4.29%	773218.38	875057.95	13.17%	13.39	13.68	2.15%	79.01%	78.82%	-0.24%

NDSU	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 31	33,636	32,409	-3.65%	2,132.50	1,842.50	-13.60%	18590.88	17884.38	-3.80%	15.77	17.59	11.52%	92.27%	91.85%	-0.45%
Route 32E	157,113	131,807	-16.11%	1,757.30	1,728.51	-1.64%	13254.60	13393.84	1.05%	89.41	76.25	-14.71%	73.38%	94.07%	28.19%
Route 32W	37,321	37,257	-0.17%	960.00	729.00	-24.06%	6249.84	6073.83	-2.82%	38.88	51.11	31.46%	83.08%	86.16%	3.71%
Route 33	196,743	209,852	6.66%	4,980.10	4,652.47	-6.58%	51469.93	51526.40	0.11%	39.51	45.11	14.17%	90.42%	88.15%	-2.51%
Route 34	54,451	50,035	-8.11%	1,476.45	1,443.23	-2.25%	12842.45	12714.91	-0.99%	36.88	34.67	-5.99%	82.54%	89.46%	8.37%
Route 35	6,330	32	-99.49%	334.11	10.40	-96.89%	3146.20	98.10	-96.88%	18.95		-100.00%	91.27%	75.00%	-17.83%
TapRide		5,350			546.50			7177.53			9.79				
Total	485,594	466,742	-3.88%	11,640	10,953	-5.91%	105553.89	101691.46	-3.66%	239	235	-2.03%	85.49%	87.45%	2.29%

Other	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
LinkFM	31,075	30,791	-0.91%	3,424.00	3,437.75	0.40%	31964.02	34148.89	6.84%	9.08	8.96	-1.31%	77.53%	77.60%	0.10%
9000's	1,960	1,394	-28.88%	3.84	11.89	209.64%	10.00	0.00	-100.00%	510.42	117.24	-77.03%			
Total	33,035	32,185	-2.57%	3,427.84	3,449.64	0.64%	31964.02	34148.89	6.84%	9.64	9.33	-3.19%	77.53%	77.60%	0.10%

Total	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	444,016	521,352	17.42%	32,868	35,759	8.80%	446,099	487,864	9.36%	13.51	14.58	7.92%	88.55%	86.19%	-2.66%
FGO	1,402,746	1,440,766	2.71%	81,084	83,243	2.66%	986,279	928,912	-5.82%	17.30	17.31	0.05%	80.74%	83.29%	3.16%
MATBUS	1,846,762	1,962,118	6.25%	113,955.66	119,013.60	4.44%	1,432,378.45	1,498,762.42	4.63%	16.21	16.49	1.73%	82.97%	82.93%	-0.05%

TOTAL RIDERSHIP BY CUSTOMER TYPE

Total	Adult			Disabled			Elderly			Youth			Child		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	266479	306131	14.88%	112471	123414	9.73%	31785	49756	56.54%	14650	17145	17.03%	23510	24486	4.15%
FGO	1114814	1083331	-2.82%	183242	193336	5.51%	67606	88793	31.34%	19921	26405	32.55%	27041	28886	6.82%
MATBUS	1381293	1389462	0.59%	295713	316750	7.11%	99391	138549	39.40%	34571	43550	25.97%	50551	53372	5.58%

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Paratransit	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fargo	37,138	37,585	1.20%	15,814.87	16,383.03	3.59%	226,306.35	234,809.01	3.76%	2.35	2.29	-2.31%	83.41%	86.00%	3.11%
Moorhead	9,842	8,872	-9.86%	4,191.12	3,867.24	-7.73%	59,973.80	55,427.05	-7.58%	2.35	2.29	-2.31%	83.93%	86.10%	2.59%
West Fargo	4,698	5,487	16.79%	2,000.60	2,391.74	19.55%	28,628.02	34,279.55	19.74%	2.35	2.29	-2.31%	86.08%	87.14%	1.23%
Dilworth	831	721	-13.24%	353.87	314.28	-11.19%	5,063.83	4,504.38	-11.05%	2.35	2.29	-2.31%	80.39%	84.68%	5.33%
Total	52,509	52,665	0.30%	22,360.46	22,956.29	2.66%	319972.00	329020.00	1.22%	2.35	2.29	-2.31%	83.45%	85.98%	3.06%

Senior Ride	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Dilworth	659	1,076	63.28%	395.21	668.43	69.14%	4,555	7,581	66.43%	1.67	1.61	-3.46%			
Moorhead	10,248	9,378	-8.49%	6,145.79	5,825.82	-5.21%	70,835	66,074	-6.72%	1.67	1.61	-3.46%			
Total	10,907	10,454	-4.15%	6,541.00	6,494.25	-0.71%	75,390	73,655	-2.30%	1.67	1.61	-3.46%	0	0	N/A

GTC	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
GTC	47,020	38,091	-18.99%	306	307	0.33%	154	124	-19.25%	1:42	1:41	-1.14%
Paratransit	26,590	26,345	-0.92%	255	255	0.00%	104	103	-0.92%	2:11	1:04	-51.02%
Total	73,610	64,436	-12.46%	561	562	0.18%	258	227	-11.84%	3:53	2:45	-29.11%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	52	61	17.31%	13	24	84.62%	65	85	30.77%	4.54	5.67	24.98%
Paratransit	6	7	16.67%	5	2	-60.00%	11	9	-18.18%	3.44	2.74	-20.43%
Total	58	68	17.24%	18	26	44.44%	76	94	23.68%	4.34	5.14	18.58%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	85	100.5	18.24%	222.75	186	-16.50%	307.75	286.5	-6.90%	21.49	19.12	-11.03%
Paratransit	14	25	78.57%	11	2	-81.82%	25	27	8.00%	7.81	8.21	5.03%
Total	99	125.5	26.77%	233.75	188	-19.57%	332.75	313.5	-5.79%	22.07	19.94	-9.66%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	141	141	0.00%	194	282	45.36%	335	423	26.27%	0.18	0.22	18.85%
Paratransit	47	43	-8.51%	27	43	59.26%	74	86	16.22%	0.04	0.04	9.38%
Total	188	184	-2.13%	221	325	47.06%	409	509	24.45%	0.22	0.26	17.13%

Incidents	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	43	81	88.37%	500	514	2.80%	543	595	9.58%	0.29	0.30	3.13%
Paratransit	6	8	33.33%	0	0	#DIV/0!	6	8	33.33%	0.00	0.00	25.49%
Total	49	89	81.63%	500	514	2.80%	549	603	9.84%	0.30	0.31	3.38%

Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Social Media	142,629	550,676	286.09%	57,871	3,139	-94.58%	10,954	2,200	-79.92%	98,266	175,898	79.00%

Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Social Media	30,860	31,149	0.94%	10,269	11,769	14.61%	279,169	295,413	5.82%	25,504	31,973	25.36%

COLLEGE RIDERSHIP ON MATBUS

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

2018-19							
Fare Count		Customer Type					
Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	Grand Total
2018	August	1,020	3,282	5,305	34,309	221	44,137
	September	898	3,929	5,438	61,644	217	72,126
	October	954	3,753	5,567	81,038	217	91,529
	November	1,055	3,225	4,644	70,094	128	79,146
	December	990	2,601	4,157	31,289	103	39,140
2018 Total		4,917	16,790	25,111	278,374	886	326,078
2019	January	-	-	-	-	-	-
	February	-	-	-	-	-	-
	March	-	-	-	-	-	-
	April	-	-	-	-	-	-
	May	-	-	-	-	-	-
	June	-	-	-	-	-	-
	July	-	-	-	-	-	-
2019 Total		-	-	-	-	-	-
Grand Total 2018-19		4,917	16,790	25,111	278,374	886	326,078

% CHANGE							
Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	Grand Total
2017-18	August	-7%	31%	-16%	5%	-19%	3%
	September	-18%	28%	-17%	-4%	-53%	-4%
	October	-7%	35%	-6%	3%	-40%	3%
	November	15%	39%	-19%	-11%	-55%	-10%
	December	56%	56%	-8%	-23%	-64%	-18%
2017-18 Total							
2018-2019	January						
	February						
	March						
	April						
	May						
	June						
	July						
2018-19 Total							
Grand Total							

NOTES:
Includes NDSU Circulator Routes

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Moorhead	Ridership			Scheduled Revenue Hours			Scheduled Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 1	6,889	7,004	1.67%	438.00	411.50	-6.05%	5,595.89	5,214.54	-6.81%	15.73	17.02	8.22%	88.45%	87.83%	-0.70%
Route 2	10,636	9,736	-8.46%	526.00	491.38	-6.58%	7,470.98	6,995.22	-6.37%	20.22	19.81	-2.01%	85.46%	84.75%	-0.83%
Route 3	4,651	4,637	-0.30%	438.00	412.00	-5.94%	6,883.62	7,061.68	2.59%	10.62	11.25	5.99%	82.51%	71.67%	-13.14%
Route 4	11,939	12,159	1.84%	876.00	821.00	-6.28%	9,985.07	9,355.30	-6.31%	13.63	14.81	8.67%	83.75%	77.80%	-7.10%
Route 5	4,829	4,332	-10.29%	438.00	412.00	-5.94%	6,372.63	6,019.32	-5.54%	11.03	10.51	-4.63%	92.12%	89.91%	-2.40%
Route 6	1,257	1,323	5.25%	154.00	166.00	7.79%	1,997.69	2,153.35	7.79%	8.16	7.97	-2.36%	97.10%	96.00%	-1.13%
Route 7			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Route 8			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Route 9	393	475	20.87%	167.00	138.00	-17.37%	2,828.65	2,337.44	-17.37%	2.35	3.44	46.26%	95.04%	95.13%	0.09%
Total	40,594	39,666	-2.29%	3,037.00	2,851.88	-6.10%	41,134.53	39,136.85	-4.86%	13.37	13.91	4.06%	89.20%	86.16%	-3.42%

Fargo	Ridership			Actual Revenue Hours			Actual Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 11	6,912	5,906	-14.55%	386.00	364.00	-5.70%	4,258	4,177	-1.89%	17.91	16.23	-9.39%	91.39%	89.26%	-2.33%
Route 13	13,418	11,357	-15.36%	746.00	703.00	-5.76%	8,082	14,731	82.27%	17.99	16.16	-10.18%	92.41%	94.20%	1.94%
Route 13U	5,038	4,211	-16.42%	204.85	186.70	-8.86%	2,971	1,048	-64.72%	24.59	22.55	-8.29%	76.61%	88.76%	15.86%
Route 14	13,170	11,064	-15.99%	1,154.44	1,085.56	-5.97%	16,441	13,604	-17.26%	11.41	10.19	-10.66%	88.22%	86.93%	-1.46%
Route 15	27,010	23,253	-13.91%	1,393.00	1,307.00	-6.17%	16,899	15,297	-9.48%	19.39	17.79	-8.24%	77.25%	80.12%	3.72%
Route 16	2,851	3,147	10.38%	347.52	327.48	-5.77%	8,279	3,910	-52.77%	8.20	9.61	17.14%	92.49%	95.81%	3.59%
Route 17	3,032	3,636	19.92%	219.00	206.00	-5.94%	2,555	2,465	-3.51%	13.84	17.65	27.49%	83.26%	87.36%	4.92%
Route 18	4,327	4,129	-4.58%	606.30	571.20	-5.79%	4,571	10,198	123.13%	7.14	7.23	1.29%	72.82%	82.78%	13.68%
Route 20		2,842			364.00			3,465			7.81			61.68%	
Route 21	822			193.00			2,317			4.26			64.52%		
Route 22	1,948			193.00			3,674			10.09			72.73%		
Route 23															
Route 24	1,680	1,479	-11.96%	431.50	405.75	-5.97%	5,391	5,069	-5.97%		3.65	#DIV/0!	81.47%	85.46%	4.90%
Total	80,208	71,024	-11.45%	5,874.61	5,520.69	-6.02%	75,436.38	73,965.56	-1.95%	13.65	12.87	-5.77%	81.20%	85.24%	4.97%

NDSU	Ridership			Actual Revenue Hours			Actual Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 31	4,329	4,307	-0.51%	208.25	163.50	-21.49%	1,937.60	1,984.00	2.39%	20.79	26.34	26.72%	90.62%	96.19%	6.15%
Route 32E	19,898	15,861	-20.29%	181.39	165.72	-8.64%	1,333.38	1,466.00	9.95%	109.70	95.71	-12.75%	94.93%	95.54%	0.64%
Route 32W	5,255	2,683	-48.94%	102.00	43.00	-57.84%	624.96	703.08	12.50%	51.52	62.40	21.11%	83.90%	93.43%	11.36%
Route 33	25,235	20,045	-20.57%	493.34	443.68	-10.07%	5,107.54	5,675.00	11.11%	51.15	45.18	-11.68%	97.25%	95.76%	-1.53%
Route 34	6,873	5,951	-13.41%	151.47	138.27	-8.71%	1,271.42	1,387.00	9.09%	45.38	43.04	-5.15%	92.62%	93.69%	1.16%
Route 35	32			10.40			299.24			3.08			75.00%		
TapRide	562	634	12.81%	55.25	56.00	1.36%	590.59	694.34	17.57%	10.17	11.32	11.30%			
Total	62,184	49,481	-20.43%	1,146.85	1,010.17	-11.92%	11,164.73	11,909.42	6.67%	54.22	48.98	-9.66%	89.05%	94.92%	6.59%

Other	Ridership			Actual Revenue Hours			Actual Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
LinkFM	2,156	1,704	-20.96%	292.00	276.00	-5.48%	2,759.00	2,741.20	-0.65%	7.38	6.17	-16.38%	82.10%	63.38%	-22.80%
9000's	77	151	96.10%	0.00		#DIV/0!	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Total	2,233	1,855	-16.93%	292.00	276.00	-5.48%	2,759.00	2,741.20	-0.65%	7.65	6.72	-12.11%	82.10%	63.38%	-22.80%

Total	Ridership			Scheduled Revenue Hours			Scheduled Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	40,594	39,666	-2.29%	3,037.00	2,851.88	-6.10%	41,135	39,137	-4.86%	13.37	13.91	4.06%	81.20%	86.16%	6.11%
FGO	144,548	122,209	-15.45%	7,313.46	6,806.86	-6.93%	89,360	88,616	-0.83%	19.76	17.95	-9.16%	83.87%	81.18%	-3.20%
MATBUS	185,142	161,875	-12.57%	10,350.46	9,658.74	-6.68%	130,494.64	127,753.03	-2.10%	17.89	16.76	-6.31%	85.39%	82.42%	-3.47%

TOTAL RIDERSHIP BY CUSTOMER TYPE

Total	Adult / College			Disabled			Elderly			Youth			Child		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	24561	23784	-3.16%	10230	10728	4.87%	2808	3228	14.96%	944	932	-1.27%	1058	994	-6.05%
FGO	120318	99281	-17.48%	15352	15138	-1.39%	5792	5299	-8.51%	1564	1272	-18.67%	1484	1219	-17.86%
MATBUS	144879	123065	-15.06%	25582	25866	1.11%	8600	8527	-0.85%	2508	2204	-12.12%	2542	2213	-12.94%

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Paratransit	Ridership			Scheduled Revenue Hours			Scheduled Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fargo	3,264	3,078	-5.70%	1,465.78	1,395.72	-4.78%	20,070.23	21,433.89	6.79%	2.23	2.21	-0.96%	85.64%	89.79%	4.83%
Moorhead	822	762	-7.30%	369.14	345.53	-6.40%	5,054.45	5,306.25	4.98%	2.23	2.21	-0.96%	86.92%	89.57%	3.04%
West Fargo	488	495	1.43%	219.15	224.46	2.42%	3,000.70	3,446.97	14.87%	2.23	2.21	-0.96%	84.81%	90.35%	6.54%
Dilworth	78	58	-25.64%	35.03	26.30	-24.92%	479.62	403.89	-15.79%	2.23	2.21	-0.96%	85.71%	87.30%	1.85%
Total	4,652	4,393	-5.57%	2,089.10	1,992.00	-4.65%	28,605.00	30,591.00	6.94%	2.23	2.21	-0.96%	85.77%	89.25%	4.07%

Senior Ride	Ridership			Scheduled Revenue Hours			Scheduled Revenue Miles			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Dilworth	53	94	77.36%	33.54	65.22	94.43%	375.50	690.00	83.76%	1.58	1.44	-8.78%			
Moorhead	854	702	-17.80%	540.46	487.03	-9.88%	6,050.50	5,153.00	-14.83%	1.58	1.44	-8.78%			
Total	907	796	-12.24%	574.00	552.25	-3.79%	6,426.00	5,843.00	-9.07%	1.58	1.44	-8.78%			

	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
GTC	4,278	2,944	-31.18%	26	25	-3.85%	165	118	-28.43%	2:04	1:05	-47.58%
Paratransit	2,428	2,383	-1.85%	22	21	-4.55%	110	113	2.82%	1:09	1:16	10.14%
Total	6,706	5,327	-20.56%	48	46	-4.17%	275	231	-15.88%	1:36	1:10	-26.94%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	1	3	200.00%	5	3	-40.00%	6	6	0.00%	4.60	4.70	2.15%
Paratransit	0	1	#DIV/0!	0	4	#DIV/0!	0	5	#DIV/0!	0.00	16.34	#DIV/0!
Total	1	4	300.00%	5	7	40.00%	6	11	83.33%	3.77	6.95	84.21%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	7	1.25	-82.14%	11	3	-72.73%	18	4.25	-76.39%	13.79	3.33	-75.88%
Paratransit	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!
Total	7	1.25	-82.14%	11	3	-72.73%	18	4.25	-76.39%	13.15	3.18	-75.80%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	12	12	0.00%	25	10	-60.00%	37	22	-40.54%	0.20	0.14	-31.99%
Paratransit	0	4	#DIV/0!	2	1	-50.00%	2	5	150.00%	0.01	0.03	185.93%
Total	12	16	33.33%	27	11	-59.26%	39	27	-30.77%	0.21	0.17	-20.82%

Incidents	Incident (Potential Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	12	3	-75.00%	50	93	86.00%	62	96	54.84%	0.33	0.59	77.09%
Paratransit	2	3	50.00%				2	3	50.00%	0.01	0.02	71.56%
Total	14	6	-57.14%	50	93	86.00%	64	99	54.69%	0.35	0.61	76.92%

Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECHALLENGE.COM			MATBUS APP		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	43,964	56,079	27.56%	222	52	-76.58%	0	0	0.00%	16,823	25,440	51.22%

Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	2,653	2,664	0.41%	810	921	13.70%	26,084	27,203	4.29%	2,832	3,147	11.12%

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Moorhead	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 1	7,789	6,550	-15.91%	519.00	386.50	-25.53%	5,649.14	4,897.73	-13.30%	15.01	16.95	12.92%	92.02%	73.29%	-20.35%
Route 2	10,861	9,716	-10.54%	599.00	464.00	-22.54%	7,586.94	6,605.51	-12.94%	18.13	20.94	15.49%	86.15%	73.51%	-14.67%
Route 3	4,354	4,215	-3.19%	517.60	390.13	-24.63%	7,256.84	6,686.74	-7.86%	8.41	10.80	28.44%	86.30%	59.42%	-31.15%
Route 4	12,967	11,432	-11.84%	808.00	785.50	-2.78%	10,325.22	8,950.77	-13.31%	16.05	14.55	-9.31%	87.51%	77.08%	-11.92%
Route 5	4,683	4,197	-10.38%	519.60	392.50	-24.46%	6,711.18	5,734.43	-14.55%	9.01	10.69	18.64%	94.75%	80.10%	-15.46%
Route 6	1,241	1,317	6.12%	142.00	158.00	11.27%	2,135.49	2,049.58	-4.02%	8.74	8.34	-4.62%	94.78%	96.09%	1.38%
Route 7															
Route 8															
Route 9	417	403	-3.36%	15.00	131.00	773.33%	2,966.45	2,218.88	-25.20%	27.80	3.08	-88.93%	95.23%	95.16%	-0.07%
Total	42,312	37,830	-10.59%	3,120.20	2,707.63	-13.22%	42,631.26	37,143.64	-12.87%	13.56	13.97	3.03%	90.96%	79.24%	-12.89%

Fargo	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 11	6,313	5,565	-11.85%	356.00	347.00	-2.53%	4,085	3,982	-2.53%	17.73	16.04	-9.56%	95.54%	77.40%	-18.99%
Route 13	13,295	12,052	-9.35%	688.00	670.50	-2.54%	7,208	14,048	94.88%	19.32	17.97	-6.98%	95.07%	81.82%	-13.94%
Route 13U	5,010	4,745	-5.29%	228.95	216.90	-5.26%	2,729	1,218	-55.37%	21.88	21.88	-0.03%	82.90%	74.39%	-10.27%
Route 14	12,474	10,312	-17.33%	1,064.56	1,037.81	-2.51%	13,384	13,006	-2.83%	11.72	9.94	-15.20%	93.88%	78.26%	-16.64%
Route 15	25,854	22,500	-12.97%	1,278.00	1,244.00	-2.66%	15,098	14,560	-3.57%	20.23	18.09	-10.59%	83.82%	66.90%	-20.19%
Route 16	2,867	3,195	11.44%	320.48	312.48	-2.50%	3,821	3,731	-2.35%	8.95	10.22	14.29%	95.79%	89.78%	-6.27%
Route 17	3,305	3,251	-1.63%	202.00	196.50	-2.72%	2,417	2,351	-2.72%	16.36	16.54	1.12%	90.40%	66.62%	-26.31%
Route 18	4,221	3,695	-12.46%	559.00	544.70	-2.56%	9,855	9,725	-1.32%	7.55	6.78	-10.16%	80.83%	61.59%	-23.80%
Route 20		2,859			347.00			3,303			8.24			46.62%	
Route 21	725			178.00			2,137			4.07			71.73%		
Route 22	1,799			178.00			3,389			10.11			75.05%		
Route 23															
Route 24	1,692	1,441	-14.83%	398.00	387.00	-2.76%	5,047	4,835	-4.20%	4.25	3.72	-12.41%	83.09%	74.73%	-10.06%
Total	77,555	69,615	-10.24%	5,450.99	5,303.89	-2.70%	64,124.53	65,924.48	2.81%	14.23	13.13	-7.75%	86.19%	71.81%	-16.68%

NDSU	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Route 31	5,638	5,249	-6.90%	232.75	189.00	-18.80%	2,094.00	1,700.24	-18.80%	24.22	27.77	14.65%	96.41%	96.88%	0.49%
Route 32E	21,976	22,228	1.15%	202.73	192.06	-5.26%	1,547.00	1,455.05	-5.94%	108.40	115.73	6.77%	98.39%	91.91%	-6.59%
Route 32W	5,911	3,519	-40.47%	114.00	54.00	-52.63%	742.14	351.54	-52.63%	51.85	65.17	25.68%	86.87%	85.12%	-2.01%
Route 33	27,815	21,948	-21.09%	551.38	511.74	-7.19%	5,990.00	504.92	-91.57%	50.45	42.89	-14.98%	96.65%	92.74%	-4.05%
Route 34	7,270	7,432	2.23%	169.29	160.38	-5.26%	1,464.00	1,387.04	-5.26%	42.94	46.34	7.91%	92.70%	97.37%	5.04%
Route 35															
TapRide	856	717	-16.24%	61.75	63.00	2.02%	811.07	797.07	-1.73%	13.86	11.38	-17.90%			
Total	69,466	61,093	-12.05%	1,332	1,170	-12.14%	12,648.21	5,398.79	-57.32%	292	309.28	6.02%	94.20%	92.80%	-1.49%

Other	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	0.05%	2018	2019	Change
LinkFM	2,460	2,029	-17.52%	270.00	261.25	-3.24%	2,634.40	2,619.82	-0.55%	9.11	7.77	-14.76%	86.87%	51.59%	-40.61%
9000's															
Total	2,460	2,029	-17.52%	270.00	261.25	-3.24%	2,634.40	2,619.82	-0.55%	9.11	7.77	-14.76%	86.87%	51.59%	-40.61%

Total	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	42,312	37,830	-10.59%	3,120	2,708	-13.22%	42,631	37,144	-12.87%	14	14	3.03%	90.96%	79.24%	-12.89%
FGO	149,481	132,737	-11.20%	7,053	6,735	-4.50%	79,407	73,943	-6.88%	315	330	4.80%	89.09%	72.07%	-19.10%
MATBUS	191,793	170,567	-11.07%	10,173.09	9,442.95	-7.18%	122,038.40	111,086.73	-8.97%	18.85	18.06	-4.19%	89.56%	73.86%	-17.53%

TOTAL RIDERSHIP BY CUSTOMER TYPE

Total	Adult			Disabled			Elderly			Youth			Child		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
MHD	26172	22878	-12.59%	11040	9871	-10.59%	2781	3315	19.20%	1157	920	-20.48%	1161	845	-27.22%
FGO	124621	111117	-10.84%	15408	14274	-7.36%	5419	5142	-5.11%	1691	1285	-24.01%	1460	919	-37.05%
MATBUS	150793	133995	-11.14%	26448	24145	-8.71%	8200	8457	3.13%	2848	2205	-22.58%	2621	1764	-32.70%

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Paratransit	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fargo	3,017	3,081	2.12%	1,310.41	1,446.56	10.39%	18,417.14	18,536.56	0.65%	2.30	2.13	-7.49%	85.11%	84.16%	-1.12%
Moorhead	639	692	8.29%	277.55	324.90	17.06%	3,900.75	4,163.35	6.73%	2.30	2.13	-7.49%	87.02%	85.83%	-1.36%
West Fargo	440	458	4.09%	191.11	215.04	12.52%	2,685.96	2,755.52	2.59%	2.30	2.13	-7.49%	85.86%	84.97%	-1.04%
Dilworth	78	35	-55.13%	33.88	16.43	-51.50%	476.15	210.57	-55.78%	2.30	2.13	-7.49%	82.86%	86.11%	3.93%
Total	4,174	4,266	2.20%	1,812.95	2,002.93	10.48%	25,480.00	25,666.00	0.73%	2.30	2.13	-7.49%	85.21%	85.27%	0.10%

Senior Ride	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Dilworth	77	108	40.26%	43.83	75.19	71.54%	502.14	842.34	67.75%	1.76	1.44	-18.24%			
Moorhead	815	640	-21.47%	463.92	445.56	-3.96%	5,314.86	4,991.66	-6.08%	1.76	1.44	-18.24%			
Total	892	748	-16.14%	507.75	520.75	2.56%	5,817.00	5,834.00	0.29%	1.76	1.44	-18.24%			

	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
GTC	3,452	3,602	4.35%	24	24	0.00%	144	150	4.35%	2:03	1:08	-44.72%
Paratransit	2,130	2,289	7.46%	20	20	0.00%	107	114	7.46%	1:07	1:41	50.75%
Total	5,582	5,891	5.54%	44	44	0.00%	250	265	5.67%	1:35	1:24	-11.05%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	5	4	-20.00%	4	16	300.00%	9	20	122.22%	7.37	18.00	144.13%
Paratransit	0	0	#DIV/0!	1	3	200.00%	1	3	200.00%	3.92	11.69	197.83%
Total	5	4	-20.00%	5	19	280.00%	10	23	130.00%	6.78	16.82	148.11%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	14	23.25	66.07%	15	3	-80.00%	29	26.25	-9.48%	23.76	23.63	-0.56%
Paratransit	0	6	#DIV/0!	0	0	#DIV/0!	0	6	#DIV/0!	0.00	23.38	#DIV/0!
Total	14	29.25	108.93%	15	3	-80.00%	29	32.25	11.21%	22.68	27.58	21.61%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	9	14	55.56%	13	10	-23.08%	22	24	9.09%	0.11	0.14	22.67%
Paratransit	1	9	800.00%	14	5	-64.29%	15	14	-6.67%	0.08	0.08	4.95%
Total	10	23	130.00%	27	15	-44.44%	37	38	2.70%	0.19	0.22	15.48%

Incidents	Incident (Fall / Potential Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
Fixed Route	1	3	200.00%	50	55	10.00%	51	58	13.73%	0.27	0.34	27.88%
Paratransit	0	0	#DIV/0!			#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!
Total	1	3	200.00%	50	55	10.00%	51	58	13.73%	0.27	0.34	27.88%

*MATBUS drivers/dispatchers report incidents such as trips/falls that may become potential injuries. Security Servies are reports generated by Sentry Security

Marketing / Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	58,076	56,559	-2.61%	43	41	-4.65%	0	0	#DIV/0!	13,884	33,400	140.56%

Marketing / Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2018	2019	Change	2018	2019	Change	2018	2019	Change	2018	2019	Change
	2,646	2,701	2.08%	827	938	13.42%	26,149	27,332	4.52%	2,849	3,147	10.46%

COLLEGE RIDERSHIP ON MATBUS

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

2018-19							
Fare Count		Customer Type					
Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	Grand Total
2018	August	1,020	3,282	5,305	34,309	221	44,137
	September	898	3,929	5,438	61,644	217	72,126
	October	954	3,753	5,567	81,038	217	91,529
	November	1,055	3,225	4,644	70,094	128	79,146
	December	990	2,601	4,157	31,289	103	39,140
2018 Total		4,917	16,790	25,111	278,374	886	326,078
2019	January	976	2,342	3,244	60,800	163	67,525
	February	999	1,773	3,413	74,283	142	80,610
	March						-
	April						-
	May						-
	June						-
	July						-
2019 Total		1,975	4,115	6,657	135,083	305	148,135
Grand Total 2018-19		6,892	20,905	31,768	413,457	1,191	474,213

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

NOTES:
Includes NDSU Circulator Routes