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matbus

# 15th Meeting of the MATBUS Coordination Committee

January 21, 2026 | 9:00 – 10:30 am
Location: Metro COG Conference Room/Zoom

**Click here to join the meeting**
Meeting ID: 857 9290 5853
Passcode: 271629

1. Call to Order and Introductions
    a. Approve Order and Contents of the Overall Agenda
    b. Review and Action on Minutes from December 17, 2025
2. Public Comment Opportunity
3. Informational Items
    a. Capital Project Cost Allocation Plan – **Jordan Smith**
    b. Monthly Budget to Actuals Report Introduction – **Jean Henning**
    c. Security Incidents and Feedback Update – **Cole Swingen**
    d. MATBUS 2025 Accomplishments – **Cole Swingen**
    e. 2025 Ridership Report – **Luke Grittner**
4. Other Business

Metro COG is committed to ensuring all individuals, regardless of race, color, sex, age, national origin, disability/handicap, and/or income status have access to Metro COG's programs and services. Meeting facilities will be accessible to mobility impaired individuals. Metro COG will accommodate all requests for translation services for meeting proceedings, and related materials. Please contact Angela Brumbaugh at 701-532-5100 at least three days in advance of the meeting if any special accommodations are required for any member of the public to be able to participate in the meeting.

# Agenda Item 1b

**14th Meeting of the**
**MATBUS Coordination Committee**
**December 17, 2025 – 9:00 AM**
**Metro COG Conference Room/Zoom**

**Members Present:**
Deb White, Moorhead City Council, Chair
Julie Bommelman, Fargo Transit Director
Susan Thompson, Fargo Finance Director
Sebastian McDougall, Moorhead City Council
Jenica Flanagan, Moorhead Finance Director
Mike Rietz, Moorhead Assistant City Manager
Dustin Scott, West Fargo City Administrator
Peyton Mastera, Dilworth City Administrator
Brit Stevens, NDSU Transportation Manager
Ben Griffith, Metro COG Executive Director

**Members Absent:**
Denise Kolpack, Fargo City Commission
John Strand, Fargo City Commission

**Others Present:**
Adam Altenburg, Metro COG
Jeff Anderson, The Arc of Cass County
Brenda Derrig, City of Fargo
Cindy Girdner, Valley Senior Services
Luke Grittner, MATBUS
Taaren Haak, MATBUS
Jean Henning, City of Fargo
Aiden Jung, Metro COG
Nicole Lipinoga, Metro COG
Linda Onstad, Citizen
Wyatt Papenfuss, City of Fargo
Megan Zahradka, City of Moorhead
Cole Swingen, MATBUS

**1a. Approve Order and Contents of the Agenda**
A motion to approve the order and contents of the agenda was made by Ms. Bommelman and seconded by Mr. McDougall. The motion was voted on and unanimously approved.

**1b. Review and Action on Minutes from November 19, 2025**
A motion to approve the minutes for the November 2025 regular meeting was made by Mr. Mastera and seconded by Mr. Griffith. The motion was voted on and unanimously approved.

Mr. Stevens arrived at 9:03 AM.

**2. Public Comment Period**
Linda Onstad was present and spoke during the meeting. She expressed concerns about ongoing safety issues, including incidents involving driver assaults and rider safety. She further stated that she does not believe free bus passes should be distributed to businesses across the metro area.

**3a. 2027 Service Plan and Budget Timeline**
Mr. Swingen provided an overview of the proposed 2027 budget timeline, highlighting key deadlines MATBUS aims to meet throughout the budgeting process.

Ms. Flannagan asked how the proposed schedule aligns with the City of Fargo's budgeting timeline. Ms. Thompson responded that the timeline appears aggressive, noting that staffing represents one of the largest expenses and that Fargo's cost-of-living adjustments are typically not finalized until later in the year. She suggested that shifting preliminary budget discussions to April or May would better align the two timelines.

Chair White emphasized the importance of maintaining open and proactive communication regarding budgets to ensure MATBUS is aware of any potential constraints as early as possible.

Mr. Mastera added that MATBUS is primarily seeking direction from the participating jurisdictions regarding when budget materials should be prepared and submitted. Ms. Thompson stated that a June 1 deadline appears reasonable for completing a preliminary budget. Mr. Swingen asked whether monthly updates on the budget process would be beneficial to the committee. Mr. Mastera responded that such updates would be helpful only if MATBUS determines they are necessary.

**3b. Bus Stop SMS/IVR Usage Update**
Mr. Swingen provided an overview of the new SMS/IVR pilot program and its usage. He reported that since implementation on November 17, 2025, the program has gained 51 subscribers. To date, 92 messages have been sent to users' phones, 198 messages have been sent from the SMS system, and 46 calls have been received. In response to a question from Ms. Thompson regarding program costs, Mr. Swingen stated that the program is a year-long subscription costing approximately $1,400 annually, with an additional one-time setup fee of approximately $1,000. He also noted that new informational signs are currently installed at 20 of the busiest stops throughout the metro.

Ms. Thompson asked whether MATBUS has received any rider feedback on the service. Mr. Swingen responded that limited feedback has been received to date but that MATBUS may distribute a survey in the coming months to gather rider input.

Chair White noted that the program is currently operating well below its subscription capacity and suggested that expanding the service could help generate a more robust dataset to evaluate rider interest and satisfaction.

**3c. Safety and Security Report and Security Follow Up**
Mr. Swingen provided an overview of proposed initiatives to improve safety and security within the MATBUS system. He explained that MATBUS is currently evaluating two options: vehicle signage for all buses and body-worn cameras. After reviewing both options, staff believe body-worn cameras may not be cost-effective, as they would primarily face the windshield and may not capture interactions occurring behind the driver.

Ms. Thompson asked whether the reported incidents represent all occurrences. Mr. Swingen clarified that he compiles only incidents requiring security involvement or assistance from the Fargo Police Department. Ms. Bommelman noted that providing a summary of non-security or non-police incidents could help present a more complete picture.

Chair White asked whether the vehicle signage decals are budgeted for 2026 or 2027. Mr. Swingen responded that purchase and installation could likely be completed within a couple of weeks, as the decals only need to be ordered and applied.

Mr. Swingen also provided an update on the new security company, noting improvements in de-escalation practices and a reduced reliance on Fargo Police Department involvement. He highlighted additional driver training that has contributed to improved conflict management. In response to a question from Mr. Rietz regarding the identification of high-incident areas, Mr. Swingen agreed that targeting problem locations would be beneficial but emphasized that the ability to expand security presence depends on available budget.

Chair White asked whether drivers have noticed a change in incident frequency. Mr. Swingen reported that fewer incidents have recently been brought to his attention. He also noted that some states classify assaulting a bus driver as a felony and suggested that North Dakota and Minnesota could consider similar legislation.

Ms. Bommelman added that MATBUS maintains a comprehensive list of individuals who have been trespassed, which is accessible to all drivers. She acknowledged, however, that it can be challenging for drivers to remember all individuals on the list.

**4. Other Business**
No additional business was brought before the committee.

Chair White adjourned the meeting at 9:46 AM.

# Memorandum

**To:** MATBUS Coordination Committee

**From:** Jordan Smith, Assistant Transit Director – Fleet and Facilities

**Date:** January 21, 2026

***RE:*** ***Capital Project Cost Allocation Plan***

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The purpose of this memo is to explain the methodology being used to allocate capital costs within the Transit Capital Plan and to document the assumptions applied in the cost-allocation. This approach is intended to provide a consistent, transparent, and defensible method for distributing local capital costs among participating entities.

**Capital Cost Allocation Methodology**
Capital costs are allocated using a revenue-hour based methodology, unless otherwise noted for project-specific exceptions. Under this model, each entity's share of applicable capital costs is proportional to the revenue hours operated within each service category (Fixed Route, Paratransit, and system-wide services).

Revenue-hour based methodology will be calculated on a three-year rolling average of service levels, including the current budget year. This approach incorporates year-to-year service changes while avoiding abrupt cost shifts between participating entities. It ensures that capital cost responsibility evolves gradually with service growth or reduction, providing greater budget stability, predictability, and fairness for all partners.

This approach aligns capital responsibility with service consumption and reflects how the MATBUS system is actually operated across Fargo, Moorhead, West Fargo, Dilworth and NDSU.

**Key Assumptions Used in the Allocation**
The following assumptions are used in the capital cost allocation and form the basis for the system splits:

1. **Allocation Based on Revenue Hours**
   Capital projects that support ongoing transit operations are allocated based on each entity's share of total revenue hours. This includes system equipment, fleet technology, and similar assets that benefit multiple jurisdictions.

2. **Fixed Route Projects Allocated by Fixed Route Service Only**
   Projects that support Fixed Route service exclusively (for example, bus purchases, fixed-route technology, or route-specific equipment) are allocated only across Fixed Route revenue hours and are not distributed to paratransit or other service types.

3. **Paratransit Projects Allocated by Paratransit Service Only**
   Projects that support Paratransit service exclusively (for example, bus purchases, paratransit technology or equipment) are allocated only across Paratransit revenue hours and are not distributed to Fixed Route or other service types.

4. **Building Improvements and Miscellaneous System Projects**
   Facility improvements, support equipment, and other system-wide projects are treated as shared assets and allocated proportionally across the system, unless a project clearly serves only one city or one mode.

5. **Bus Shelter Local Share**
   Bus shelter projects are treated differently from system assets. The local share for shelters is assigned to the city in which the shelter is physically located, rather than distributed across the regional system.

6. **Senior Ride Vans**
   Senior Ride vehicles are considered Moorhead-only assets. As such, both the grant local share and any uncovered capital cost are assigned entirely to Moorhead.

7. **Effective Year of Allocation Method**
   The revenue-hour capital allocation methodology is assumed to take effect with the 2027 capital program forward.

8. **Billing Method**
   Capital costs will be billed to each participating entity **as** expenditures are incurred, rather than as lump-sum prepayments.

9. **Future Facility Projects (GTC and Other Major Assets)**
   Large future facility projects, such as those associated with the Ground Transportation Center, may require separate policy direction and formal agreements between the entities. Final allocation methods for major shared facilities may be refined through additional discussion and formal approval.

**Example: Allocation of One Large Fixed-Route Bus ($750,000)**
Assume one large fixed-route bus is purchased at a total capital cost of $750,000.
This project is assumed to be funded at 80% federal / 20% local match. Only the local share (20%) is allocated to the participating entities.

Total local share to be allocated:
$750,000 × 20% = $150,000

Because this vehicle is used exclusively in fixed-route service, the local share is allocated only across Fixed Route revenue hours.

Fixed-route revenue hour shares:

- **Fargo:** 59%
- **West Fargo:** 3%
- **NDSU:** 6%
- **Moorhead/Dilworth:** 32%
- **Total:** 100%

| **Local share allocation:** | **Fixed Route Share** | **Allocated Local Cost** |
|---|---|---|
| Fargo | 59% | $88,500 |
| West Fargo | 3% | $4,500 |
| NDSU | 6% | $9,000 |
| Moorhead/Dilworth | 32% | $48,000 |
| **Total Local Share** | **100%** | **$150,000** |

**MATBUS-AGENCY REVIEW**

**BUDGET TO ACTUALS- JANUARY 2026**

***OPERATING***

2025 Actuals Not Final/January Actuals Not Available

| | | | 2026-Monthly | | | 2026-Year to Date | | |
|---|---|---|---|---|---|---|---|---|
| | **OPERATING REVENUE:** | 2025 Actuals | January Budget | January Actuals | Variance | January Budget | January Actuals | Variance |
| 1 | FTA Section 5307 & 5310 Funding: | $ 4,771,478 | $264,488 | | $264,488 | $264,488 | | $264,488 |
| 2 | ND State Aid | $ 774,738 | $86,859 | | $86,859 | $86,859 | | $86,859 |
| 3 | Fixed Route Fare Revenue | $ 708,353 | $70,706 | | $70,706 | $70,706 | | $70,706 |
| 4 | Advertising | $ 83,278 | $10,575 | | $10,575 | $10,575 | | $10,575 |
| 5 | Paratransit Fare Revenue | $ 189,272 | $19,633 | | $19,633 | $19,633 | | $19,633 |
| 6 | Moorhead Link FM | $ 301 | $0 | | $0 | $0 | | $0 |
| 7 | Farebox Vending | $ 5,626 | $472 | | $472 | $472 | | $472 |
| 8 | U Pass Revenue | $ 220,959 | $8,850 | | $8,850 | $8,850 | | $8,850 |
| 9 | Transit Fines | $ 34,283 | $0 | | $0 | $0 | | $0 |
| 10 | Insurance Proceeds | $ 22,359 | $2,500 | | $2,500 | $2,500 | | $2,500 |
| 11 | Pcard Rebates | $ 11,865 | $1,250 | | $1,250 | $1,250 | | $1,250 |
| 12 | Miscellaneous Revenue | $ 6,671 | $583 | | $583 | $583 | | $583 |
| 13 | Fargo Payments from Partners-Fixed Route | $ 3,835,592 | $370,943 | | $370,943 | $370,943 | | $370,943 |
| 14 | Fargo Payments from Partners-Paratransit | $ 714,406 | $65,929 | | $65,929 | $65,929 | | $65,929 |
| 15 | Fargo Payments from Partners-Microtransit | $ 49,034 | $6,057 | | $6,057 | $6,057 | | $6,057 |
| 16 | **Fargo Local Share** | $ 3,748,323 | $360,751 | | $360,751 | $360,751 | | $360,751 |
| | **Total Revenue** | **$ 15,176,536** | **$1,269,596** | **$0** | **$1,269,596** | **$1,269,596** | **$0** | **$1,269,596** |
| | | | | | | | | |
| | | | | | | | | |
| | **OPERATING EXPENSES:** | | | | | | | |
| 1 | Administration | $1,647,765 | $125,462 | | $125,462 | $125,462 | | $125,462 |
| 2 | Fixed Route | $7,996,742 | $409,688 | | $409,688 | $409,688 | | $409,688 |
| 3 | Paratransit | $1,993,107 | $111,737 | | $111,737 | $111,737 | | $111,737 |
| 4 | Microtransit | $275,321 | $1,998 | | $1,998 | $1,998 | | $1,998 |
| 5 | Mobility Management | $135,927 | $7,902 | | $7,902 | $7,902 | | $7,902 |
| 6 | Planning | $76,700 | $5,293 | | $5,293 | $5,293 | | $5,293 |
| 7 | Building Operating | $185,272 | $19,850 | | $19,850 | $19,850 | | $19,850 |
| 8 | Building Preventative Maintenance | $206,248 | $25,578 | | $25,578 | $25,578 | | $25,578 |
| 9 | Vehicle Operating | $45,941 | $4,019 | | $4,019 | $4,019 | | $4,019 |
| 10 | Vehicle Preventative Maintenance | $2,744,939 | $204,547 | | $204,547 | $204,547 | | $204,547 |
| | **Total Expenses** | **$15,307,963** | **$916,074** | **$0** | **$916,074** | **$916,074** | **$0** | **$916,074** |
| | | | | | | | | |
| | **REVENUE-EXPENSES** | **-$131,427** | **$353,522** | **$0** | **$353,522** | **$353,522** | **$0** | **$353,522** |
| | | | | | | | | |
| | **PURCHASE OF SERVICE** | | | | | | | |
| | Fargo | $5,355,789 | $360,972 | | $360,972 | $360,972 | | $360,972 |
| | Moorhead | $4,088,077 | $346,768 | | $346,768 | $346,768 | | $346,768 |
| | West Fargo | $323,480 | $37,619 | | $37,619 | $37,619 | | $37,619 |
| | NDSU | $704,920 | $58,322 | | $58,322 | $58,322 | | $58,322 |

## Notes:

**REVENUE**

| **Grant Status** | Funding | Drawn | Available |
|---|---|---|---|
| Fargo Operating 5307-2026 | | | - |
| Mobility Manager-5310-2025 | $ 164,916 | $ - | $ 164,916 |
| Mobility Manager-5310-2026 | | | |

**EXPENSES**

**GRANT STATUS**

Awaiting Notification of 2026 Grant Fund Availability from FTA

5310 Grant Application pending Program Management Plan

# Memorandum

**To:** MATBUS Coordination Committee

**From:** Cole Swingen, Assistant Transit Director - Operations

**Date:** January 21, 2026

***RE:*** ***Security Incidents and Feedback Update***

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## Security Incidents

**12/1/2025**
Signal Security Report: "At approximately 909PM, i saw a young guy with another person in a wheelchair at the lobby. And the guy in the wheelchair was intoxicated. So an old woman who was with them call for ambulance and the fire truck also came in as well as two police officers. The victim was checked and was taken out of GTC by the ambulance."

**12/2/2025**
Signal Security Report: "A male individualon the trespass list showed up at GTC property. [redacted] called the police and officer [redacted] showed up and talked to him to leave and he left."

**12/2/2025**
Signal Security Report: "On Tuesday evening at 745 there was individual who was intoxicated and making people uncomfortable and taking stuff from other people I went and asked him to set the stuff down that's when he became agitated with me and cussing at me. So I asked him to leave mat bus property he then tried to get on a bus but due to him cussing and making a scene he wasn't allowed on the bus once he was told he wasn't allowed on the bus he banged on the door he was then trespassed by west acres security and he refused to get off property which prompted me to call LEO he was then escorted off property."

**12/2/2025**
Trespass Notice from Moorhead PD:Name: [redacted] DOB: [redacted] Reason: [redacted] was causing a disturbance and attempting to touch people on MATBUS.I contacted Fargo PD to request an extension of the trespass to Fargo and to obtain a photo of [redacted] for the trespass list. - [redacted]

**12/2/2025**
I was informed by [redacted] we had a customer who was trespassed trying to get on the bus. I had dispatch call the police. I was told we were to call the police if we saw this passenger again. I went across the street to monitor the passenger. I informed security & [redacted] went with me. I did not approach the customer until he tried to walk up to the bus. I told him he was trespassed & would not be riding today. He called me the N... word & said he was getting on the bus & no one could stop him. He

also told me he was going to fuck me up. He made a few steps towards me & again threatened to put me on workman's comp. The officer arrived & told [redacted] to move on. He continued to tell me to fuck off & mind my own business. I told him this is my job. He again threatened my life saying he would see me on the streets. He eventually walked away.

**12/6/2025**
Signal Security Report: "At 540 I was called out to bus 15 for 3 individuals who were handing off cocaine I then called west acres to let them know of the situation and they pulled the cameras that's when I called for PD but by the time they arrived to the last known location they fled."

**12/6/2025**
Signal Security Report: "Security guard [redacted] was on duty when I spotted a Male individual kick a female in her leg for touching his pizza box. I immediately stopped the altercation from escalating and told the male individual that was in acceptable for putting his hands on a female. I was able to separate the female from the male and assisted her intell the bus came and walked her to the bus safely."

**12/11/2025**
Passenger was being belligerent, threatening and refused to get off the bus. The woman passenger relieved herself in public after deboarding the bus at the GTC. Red River dispatch was called but arrived after security already removed her from the property.

**12/11/2025**
Signal Security Report: "Security Guard [redacted] was on stand by when a male individual was drunk and approached another male individual and try to threaten him. I immediately stepped into action separated both individuals and escorted the drunk male off the property."

**12/11/2025**
Signal Security Report: "Male individual was drunk and approached me and a supervisor at GTC. The male individual was talking aggressively to the supervisor of GTC. I immediately told the male individual he would have to be respectful to the supervisor if not I would have to escort him out, male continue to act out so I escorted the male individual off of GTC property."

**12/11/2025**
Signal Security Report: "At 734 I was sitting down in the hub doing my training when a individual I interacted with before and told him that since he has a bottle of liquor he can't drink it on property he then came back up to me a little while later and sat down next to me and offered weed to me that's when I informed west acres and called police he was then informed that he was trespassed."

**12/17/2025**
Driver notified dispatch of a possible lost minor. Dispatch notified RRRD and they instructed dispatch to stand the bus down immediately, stating they have been looking for him for a while. The driver, [redacted]., stood down and waited for police to arrive at the old Kmart stop, shelter 210. Three squad cars arrived, and the minor was successfully removed from the bus.

**12/20/2025**
Signal Security Report: "Male 20s black orange coat using profanity to bus driver. Wouldn't give his name. Police called trespass was pressed."

**12/26/2025**
Signal Security Report: "Security Guard Christopher was on duty, when I spotted a female individual that was trespassed from GTC. I informed the female that she is still trespassed till next year, the female individual understood and i was able to assist her out of GTC."

**12/27/2025**
Signal Security Report: "Security Guard [redacted] was on duty, when a radio call came in about a man acting out rate on bus route 17. I approached the bus and assisted to talk to the male individual about the environment and policy of GTC especially when riding buses. The male individual understood, I was able to deescalate the situation and keep the bus driver and riders safe."

**12/27/2025**
Signal Security Report: "Female slipped on ice. Sso [redacted] helped female up and reported to mall to salt the area."

**12/30/2025**
Signal Security Report: "A customer and the cleaning staff got into a heated argument. I informed the customer that the cleaning staff was just trying to do his job that if he didn't quit he'd have to leave. The customer eventually stopped antagonizing the cleaning staff."

**12/30/2025**
Signal Security Report: "Customer took an defibrillator from its case. Officers called [redacted] found Security from the mall outside Another customer talked to the man with the autism to get him to calm down."

**12/31/2025**
Signal Security Report: "Lady [redacted] was being followed she wanted Fargo police department to come . Front desk called Fargo police department @ 1350 there arrival was @ 1354 incident lasted tell 1415pm .[redacted] decided to get food then go to library to loom up a place called SE. Police took over [redacted] going to library .and Se ."

**12/31/2025**
Signal Security Report: "Fargo police department was here looking for runaway kids female 14 about 5,7 with 11 year old boy about 4 ft .if see call Fargo police department."

**12/31/2025**
Signal Security Report: "A guy that's trespassed was waiting for bus 15 I Security officer [redacted] notified him that he's tressoassed and needed to leave .due to cold and no issues with him He was able to go onto bus 15 to go home .checked out by [redacted] at front window ..."

# Transit Feedback

**12/1/2025**

Rec'd in Transit email:Name: [redacted] Email: [redacted] Question/Comment: Dear Sir / Madam (to whom it may concern), I'd like to complain that yesterday morning (around 8:15am) there was none radio operator at GTC to coordinate the departure of the buses.I missed the bus route 15 because there wasn't a radio operator to tell/command the driver of the bus 15 to wait for the incoming/arriving buses and because the driver of the bus 15 didn't wait for the incoming buses and departured at 8:15am. The bus I was in - route 11 - was delayed and arrived at GTC at 8:16am.I protest because until last week there was always a radio operator in GTC to coordinate the departure of all buses. I even saw once that radio operator commanded the driver of 15 bus to return to GTC because the driver departured from GTC without clearance from him (radio operator) and there was incoming passangers from other buses that would connect/commute to bus 15. Thank for your attention,[redacted]

**12/1/2025**

A guy got on at Market Square stop. He was hiding in the shelter so i didn't see him but stopped after 23rd St.He said he was going to dig out change and sat down. I waited. He eventually came up to me to show me the cash he didn't want to spend. Two $20 bills. I asked if he was going to the GTC to buy a pass. He said no. I told him to go to the laundromat across the street to get change to be ready for the next bus. He left his bike on the bus. And he let his friend take it. She called him [redacted].

**12/1/2025**

A motorist called and complained that when she was dropping someone off at the ShareHouse on 9th Ave., the route 20 pulled up behind her and started blaring his horn. He then proceeded to go around her car while still using the horn.

**12/2/2025**

Rec'd in Transit email:: Hello, At 7:29am today (Tuesday, Dec. 2), while I was half a block away from the bus stop at 40th Ave S and 47th St S, I saw bus 4181 (route 18) turn south onto 47th St S, almost 15 minutes late. I and another passenger waited 20 minutes in 1° weather only to find via the route tracker, that bus 4181 decided to completely bypass a whole arm of the route, instead going straight north on 42nd St S, I assume to make their time.I am now late for work - once again - due to the bus, though this time, by over an hour instead of the "normal" 30 minutes. The other passenger was forced to pay for an Uber.While I am able to flex my schedule, a lot of people can't and can get fired for being late. You are failing your passengers. Do better.

**12/2/2025**

Rec'd in Transit email:According to the Matbus app, Bus #15 is supposed to be at 13th Ave S and 25th St S at 7:02 am. Instead, it comes by at 6:55 am. I have been taking this route M-F since the beginning of October and this has been a constant. I understand that the bus cannot always be exactly on time, but this issue has been consistent and causes me to wait 20 minutes for my next bus instead of 10 on a corner without a bus shelter.

**12/3/2025**

A passenger came to the window in dispatch to complain that the route 17 ran a red light near the skating rink in downtown Fargo.

**12/4/2025**
Received a call from a citizen that was concerned about a driver that pulled out in front of him and he almost hit the bus. He said the driver either did not stop at the stop sign, or they just pulled out in front of him. He did not have a stop sign.

**12/4/2025**
Rec'd in Transit email: Name: [redacted] Email: [redacted] Question/Comment: The departure for Route 17 @ 6:15pm today was terribly delayed. When I asked the bus driver to make Route 4 aware of the delay, I was denied this request. This especially perplexed me as I could hear his radio ask about Route 17 after that denial. Due to these circumstances, I was left to wait almost half an hour for the next Route 4 when catching the correct one seemed possible. My complaint is being written due to how this isn't the first time these specific connection misses due to delays from Route 17 have happened recently. I would like a further look and response to this issue as these delays have left me out in the cold waiting. I did look at GMV and the driver was running late

**12/6/2025**
[redacted] called to complain on Saturday 12/6 she was at a concert at Concordia and thought it was going to go longer than her scheduled PU time of 3:45 PM. She said she tried to call dispatch but nobody answered. She turned her phone off during the concert so she didn't get the notification the bus was there so she ended up being a no-show. It looks like the driver arrived for her PU at 3:28. She ended up taking a cab home.Looking at her rides, she also had another ride schedule for a PU from Concordia with a PU window 7:50 PM to 8:20 PM, she said she did not schedule that ride. It looks like [redacted] scheduled it at 3:36 PM.She wants to know since we get federal funds where is the money being allocated and since the paratransit fare is going up to $4.00 why we don't have dispatchers available during all the hours buses are out, especially since she will now be paying more for her rides.

**12/9/2025**
Bus 2164 got stuck in the snow. Driver backed up the bus and was able to get it out when he pulled forward, but slightly rub up on the NO PARKING sign in front of romantixs. There was not damage to the bus.

**12/10/2025**
The route 5 driver went off route at 20th St & Belsly Boulevard to get around a plow and went down to 34th Ave S & 20th St and got stuck in the snow. The shop was called and will attempt to get it out.

**12/10/2025**
[redacted] stated that when she booked her ride, she told dispatch she would need the driver to help her caregiver lift her wheelchair up the step at her home. She reported that when the driver dropped her off, he "just pushed her into the snow and left without saying anything."I explained to [redacted] that drivers are not able to assit her caregiver in lifting her wheelchair up steps, but that the driver should have explained this to them instead of leaving without communication. [redacted] asked why dispatch did not tell her this when she booked the ride. I apologized if she received incorrect information regarding assistance with lifting her wheelchair and explained that she would need an additional assistant to help with this in the future.I also informed [redacted] that we will pull bus video, and if we identify any additional training needs for the driver, we will follow up with them. She would like a call back @ [redacted].

**12/11/2025**
Rec'd this in the Transit email:I heard last Thursday, from a passenger, that [redacted] and [redacted] will not be employed with Para once the City takes over. Those were the only two names he heard. He said 5 would be cut. If you can get a message out to the drivers, [redacted] and [redacted] and any others who may be leaving....tell them thanks, they are appreciated and I will miss them greatly. They are great drivers, wonderful humans who I have enjoyed getting to know over the years. Patient and helpful. I'm sad to see them go. Thank you for your time, [redacted]

**12/11/2025**
At approximately 02:23pm Driver [redacted] called in that his brakes were on fire. He put them out with his extinquisher but the fire kept coming back. Emergency services arrived and soaked the brakes with water. The shop arrived and swapped out the bus and the driver went back on route.

**12/13/2025**
[redacted] reported that she arrived to work about 20 minutes late and shared that the driver mentioned they had taken their lunch break before picking her up.She also noted that this was the first time she had arrived late to work and that she was told another driver could have picked her up.I let [redacted] know that I would ask the driver's supervisor to follow up with the driver to help ensure passengers are picked up within their scheduled window before lunch breaks going forward. Just for the record, I believe that ride was scheduled incorrectly by me. I normal select arrive by, but I must have missed it when scheduling. I meant to have an arrival time of 12:45p. I do see that [redacted] was late, but I also want to take responsibility for my part in the situation.

**12/16/2025**
Driver, [redacted], went off route without permission after a request to skip the east loop was denied.

**12/19/2025**
Rec'd and email in Transit account and phone call about same complaint:: I'm a regular rider as I use Matbus for transportation to and from work. I've been using Matbus for almost 2 years now. The main bus driver for route 14 in the mourning, has purposely missed my stop 4 times now. I've never had a issue with him, nor have I been guilty of rude or beligerent behavior while on the bus. I politely asked him if the bus doesn't stop there anymore, to which he replied that I pulled the lever too late, which wasn't the case because I pulled it 1 block from the stop. After that conversation he has missed my stop 2 times since. The description of the driver is a white male with shorter brown hair and glasses. This is the route 14 bus that departs the GTC at 7:45am in the mourning on the weekdays

**12/22/2025**
In Driver Feedback Form: I parked at the end of the driveway to let [redacted]. off at her home. She opened the curbside door with help from me and I told her to hold on to me while she was stepping out of the van. I had a hold on her under my arm when she stepped out, but she let go and slipped and fell at the end of the driveway. I asked her if she was okay several times and she responded that she was okay. I then asked her if she needed any medical service several times and she told me no. Her family member and I helped her up onto her feet and she was able to walk to her home.

**12/26/2025**
Passenger Voicemail: "Yeah, [redacted], my name is [redacted], and I am disgusted because it is 8:54 AM and I'm still at the corner of Gardner and 2nd waiting for Bus 15. I called 5 minutes ago and was told, 'Oh, he'll

be leaving in a minute.' I am not responsible for your driver who is late all the time, OK? You need to do something about that. I am trying to get to work. My God, FUCK my day up and you don't even care. I have to get to work, and I am freezing out here, and it's FUCKING cold. But that's too bad, right? He can just be late. You know, I wish I could do that at my job with no consequences. This is unacceptable. I am reporting you to the city. This is total SHIT. I don't know who runs this damn bus company, but you FUCK. This is the most inefficient CRAP I have ever had to put up with. It's unacceptable. My God, you're lucky if I don't sue you. If I get fired, I am going to sue you, because as far as I'm concerned, this is your fault, BITCH."

**12/30/2025**

Rec'd in Transit email: Name: [redacted] Email: [redacted] Question/Comment: Route 1, Bus 4183, Date 12/30, time 6:30pm. Driver missed turn at 20th Ave S onto 11 St. S. at Ellen Hopkins Elementary School. Once the turn was missed, the driver had no clue how to find the Marriott. He eventually drove back to 8th St. and started driving north. He then made an illegal lefthand turn somewhere around the Cobber football stadium and made it back to 8th St. and found his way back to the Marriott.f Matbus is going to reduce routes, buses, and increase fares, they better make sure they are training their drivers to drive the correct routes and not make illegal turns in the middle of some of the busiest streets in Moorhead!

**12/30/2025**

Rec'd in same email as previous complaint" This was the 2nd driver tonight who did not know their routes! There was a female driver on route 4 around 6pm who didn't turn at the Fryin' Pan. I don't have that bus number, so you won't research that situation to reply to me, but I know Matbus has that info.

**12/30/2025**

Received a threatening call from Houge Estates from this number, [redacted], at 12:37. The passenger was angry about the route 6 not being a good enough driver to get around a truck parked in the Houge Estates lot. After telling the called that we would look into the incident, the caller started swearing and was informed that the call would be ending now. The called began using even more vulgar language and the call was ended.The Route 6 did call and said that they had to have a passenger back them up to get out of the Houge Estates lot at 11:55.

**12/31/2025**

Rec'd in Transit email:: On 12/31/25 at exactly 8:19am traveling east on 13th ave approximately in front of Bell Bank, I was making a right turn so I slowed down, the conditions were snowy and very slippery and I had this matbus overtake me and he/she came mere inches from hitting my side view mirror, I pulled the maximum I could to the right as I could but they almost sideswiped the side of my car, it was a very scary incident.The driver had plenty of room to overtake me without having to get so close.

# Memorandum

**To:** MATBUS Coordination Committee

**From:** Cole Swingen, Assistant Transit Director - Operations

**Date:** January 21, 2026

***RE:*** ***MATBUS 2025 Accomplishments***

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## Equipment

- Purchased two new paratransit vehicles and three fixed route vehicles.

## Fares

- Approved a cash fare increase, from $1.50 to $2.00 for regular fare and $0.75 to $1.00 for discount fare, effective January 1, 2026.

## Route & Service Changes

- Due to budgetary cuts and declining ridership, LinkFM was eliminated, effective June 9, 2025.

- Due to budgetary cuts and declining ridership, approved the elimination of the Industrial Park On-Demand service and the suspension of Route 16, effective January 1, 2026.

## Shelters & Facilities

- Completed the installation of 5 bus shelters in Moorhead located at M-State, Riverview Heights, Moorhead Library, Target and Lakeland Mental Health.

- Completed the Ground Transportation Center deck overlay project. Due to structural damage uncovered, began study to determine the facility's useful life.

- Awarded A&E contract for Metro Transit Garage Facility Improvements.

## Studies & Plans

- Completed the 2026 - 2030 Transit Development Plan.

- The State of North Dakota's Government Finance Committee began a study to determine a long-term state funding formula for ND urban transit providers (Fargo, Grand Forks, Bismarck and Minot).

## Personnel & Training

- Bus operator and management staff positions were transitioned from being contracted with Transdev to being positions within the City of Fargo, effective December 22, 2025.

**Other**

- Began the "Where's my Bus" SMS/IVR bus stop pilot program.

- Completed the 2025 Triennial Review.

# 3e. Ridership

2024 & 2025 Ridership by Route

| Period | Route 1 MHD | Route 2 MHD | Route 3 MHD | Route 4 MHD | Route 5 MHD | Route 6 DWT | Route 9 MHD |
|---|---|---|---|---|---|---|---|
| 2024 | 67,007 | 75,862 | 56,097 | 119,296 | 47,451 | 10,589 | 5,710 |
| 2025 | 64,237 | 77,937 | 58,020 | 124,161 | 47,254 | 11,547 | 6,824 |
| Change | -4% | 3% | 3% | 4% | -0.4% | 9% | 19% |

| Period | Route 11 FGO | Route 13 FGO | Route 14 FGO | Route 15 FGO | Route 16 FGO | Route 17 FGO | Route 18 FGO |
|---|---|---|---|---|---|---|---|
| 2024 | 39,457 | 90,285 | 96,290 | 249,940 | 22,034 | 31,192 | 40,747 |
| 2025 | 47,607 | 108,563 | 101,456 | 225,567 | 22,361 | 33,765 | 39,220 |
| Change | 20% | 20% | 5% | -9% | 1% | 8% | -3% |

| Period | Route 20 FGO/WF | Route 24 FGO/WF | LinkFM MHD/FGO | Fargo Ind. Park On-Demand |
|---|---|---|---|---|
| 2024 | 27,371 | 22,929 | 3,829 | 2,904 |
| 2025 | 30,687 | 21,295 | 0 | 2,755 |
| Change | 12% | -7% | | -5% |

# 3e. Ridership

2024 & 2025 Ridership by Route & System totals

| Period | Route 31 NDSU | Route 32 NDSU | Route 33 NDSU | Route 34 NDSU | NDSU On-Demand |
|---|---|---|---|---|---|
| 2024 | 27,019 | 40,943 | 153,997 | 36,751 | 4,191 |
| 2025 | 40,574 | 0 | 125,487 | 35,914 | 4,235 |
| Change | 50% | | -18% | -2% | 1% |

| Period | Moorhead/Dilworth Total |
|---|---|
| 2024 | 382,012 |
| 2025 | 389,980 |
| Change | 2% |

| Period | Fargo/West Fargo/NDSU Total |
|---|---|
| 2024 | 884,901 |
| 2025 | 839,483 |
| Change | -5% |

| Period | System Total |
|---|---|
| 2024 | 1,266,913 |
| 2025 | 1,229,463 |
| Change | -3% |

| Period | Paratransit |
|---|---|
| 2024 | 60,436 |
| 2025 | 63,708 |
| Change | 5% |

# 3e. Ridership

## 2024 & 2025 U-Pass College Ridership

| Period | NDSU | MSUM | Concordia | M State | NDSCS |
|---|---|---|---|---|---|
| 2024 | 321,638 | 23,423 | 10,009 | 13,747 | 433 |
| 2025 | 279,466 | 26,901 | 10,775 | 10,223 | No longer in U-pass |
| Change | -13% | 14% | 7% | -25% | |

| Period | U-Pass |
|---|---|
| 2024 | 369,250 |
| 2025 | 327,365 |
| Change | -11% |

*NDSU has a reported an issue after switching to new student ID cards so some student rides may not have been reported in 2025.