



Fargo-Moorhead Metropolitan  
Council of Governments

One 2<sup>nd</sup> Street N Suite 232  
Fargo, North Dakota 58102-4807  
Phone: 701.532.5100  
Website: [www.fmmetrocog.org](http://www.fmmetrocog.org)  
Email: [metrocog@fmmetrocog.org](mailto:metrocog@fmmetrocog.org)



## 16<sup>th</sup> Meeting of the MATBUS Coordination Committee

February 18, 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 January 21, 2026
2. Public Comment Opportunity
3. Informational Items
  - a. Monthly Budget to Actuals Report, January 2026 and 2025 YTD – **Jean Henning and Cole Swingen**
  - b. Ground Transportation Center (GTC) Update – **Jordan Smith**
  - c. Security Incident Highlights and Safety/Satisfaction Survey – **Cole Swingen**
  - d. 2025 Ridership Report and Revenue Hour Update – **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**

**15<sup>th</sup> Meeting of the  
MATBUS Coordination Committee  
January 21, 2026 – 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  
Heidi Benke, MATBUS  
Jamie Bullock, City of Moorhead  
Shaun Crowell, MATBUS  
Brenda Derrig, City of Fargo  
Josh Gordon, MATBUS  
Luke Grittner, MATBUS  
Jean Henning, City of Fargo  
Aiden Jung, Metro COG  
Nicole Lipinoga, Metro COG  
Matt Pinotti, MATBUS  
Jordan Smith, MATBUS  
Cole Swingen, MATBUS  
Megan Zahradka, City of Moorhead

**1a. Approve Order and Contents of the Agenda**

A motion to approve the order and contents of the agenda was made by Mr. McDougall and seconded by Ms. Bommelman. The motion was voted on and unanimously approved.

**1b. Review and Action on Minutes from December 17, 2025**

A motion to approve the minutes for the December 2025 regular meeting was made by Ms. Bommelman and seconded by Mr. Mastera. The motion was voted on and unanimously approved.

## **2. Public Comment Period**

No members of the public were present to address the committee. One online comment was received. Ms. Bommelman noted that questions related to the comment had been addressed and offered to distribute a copy to any committee member upon request.

### **3a. Capital Project Cost Allocation Plan**

Mr. Smith provided an overview of the Capital Project Cost Allocation Plan. He explained that capital costs are allocated using a revenue-hour-based methodology, whereby each entity's share of applicable capital costs is proportional to the revenue hours operated within each service category. He then presented an example illustrating the cost allocation for a large fixed-route bus.

Mr. Rietz asked whether the plan is intended as a starting point or a final framework. Mr. Smith responded that it is a starting point and that additional discussion will occur as the process moves forward.

Ms. Zahradka added that the Federal Transit Administration should be consulted to confirm that the cost allocation plan can be fully implemented at the local level. She also emphasized the importance of clearly defining the revenue split, particularly for older assets purchased entirely by Moorhead or Fargo, to ensure that any sale proceeds are allocated to the appropriate agency.

Ms. Bommelman noted that the committee should review the interim Joint Powers Agreement to ensure proper policies are being followed. She further stated that discussions should begin regarding development of a permanent Joint Powers Agreement.

Ms. Flannagan joined the meeting at 9:16 am.

### **3b. Monthly Budget to Actuals Report**

Ms. Henning introduced the Budget to Actuals report, which will now be presented to the MCC on a monthly basis. She explained that the purpose of the report is to identify any irregularities and to improve tracking of MATBUS financials.

Ms. Flannagan asked whether the 2025 budget figures were included in the report. Ms. Henning responded that the 2025 numbers are not yet included but that she can provide them. Ms. Flannagan also inquired whether operations costs would be incorporated into the report. Ms. Henning noted that Mr. Swingen will include those figures in his operations report.

Ms. Henning added that the report will also include grant status updates to provide the committee with a clearer picture of overall budget conditions.

### **3c. Safety Incidents/Feedback Update**

Mr. Swingen provided an update on recent safety incidents, as well as feedback received by MATBUS. He noted that, at the committee's request, feedback is now being included in the report and may range from positive comments and stop requests to reported incidents.

Chair White asked whether it is necessary to present these reports to the committee on a monthly basis. Mr. Swingen responded that a quarterly reporting schedule may be more realistic. Mr. Mastera added that it may be helpful to summarize the incidents and feedback received and to present the committee with overarching themes from the comments.

### **3d. MATBUS 2025 Accomplishments**

Mr. Swingen presented the 2025 MATBUS accomplishments, including:

- **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. 2025 Ridership Report**

Mr. Grittner presented ridership data for the 2025 calendar year.

Chair White asked whether the 5% decrease in Fargo/West Fargo/NDSU ridership was related to the U-Pass system not accurately capturing ridership. Mr. Grittner responded that it is difficult to determine the exact impact of the U-Pass issue on the reported figures. Ms. Bommelman noted that the elimination of Route 32 and significant construction projects affecting bus routes may have also contributed to the decline in ridership.

Mr. Pinotti added that additional buses had previously operated on Route 15, which would have affected revenue hours. Ms. Bommelman stated that a breakdown of revenue hours by route would be helpful and noted that the MATBUS team could provide that information to the Board.

Mr. Crowell provided an overview of paratransit ridership trends. He noted that he approves approximately 250–280 new paratransit applications annually, which has contributed to increased ridership over time. He added that as the metro area continues to grow, he anticipates continued growth in the paratransit system.

Chair White asked whether MATBUS could make the fixed-route system more accessible to paratransit riders, noting that paratransit service is more expensive per rider than fixed-route service. Mr. Crowell stated that one of the primary barriers for current paratransit riders using fixed-route service is the need to complete transfers, and suggested that reducing transfers could potentially encourage greater fixed-route usage.

Mr. Anderson of the Arc of Cass Clay asked whether MATBUS has sufficient buses and drivers to meet service demand. Mr. Crowell responded that current demand is being met and that an additional bus could be added if demand increases. Chair White emphasized the importance of closely monitoring paratransit services to ensure demand continues to be met.

Ms. Bommelman added that current demand can be met, noting that it is rare for a ride request to be declined. She also noted that an expansion vehicle is included in the paratransit capital plan should demand warrant additional capacity.

Ms. Zahradka asked whether MATBUS could share the 2025 Budget to Actuals report for operating expenses, noting that operating costs account for a significant portion of the overall budget.

#### **4. Other Business**

No additional business was brought before the committee.

Chair White adjourned the meeting at 9:43 AM.

**Item 3a**

**MATBUS-AGENCY REVIEW  
BUDGET TO ACTUALS- JANUARY 2026  
*OPERATING***

## Preliminary Budget to Actuals

<b>OPERATING REVENUE:</b>	Preliminary Period 13			2026-Monthly			2026-Year to Date			2026 Budget
	2025 Budget	2025 Actual	Variance	January Budget	January Actual	Variance	January Budget	January Actual	Variance	
1 FTA Section 5307 & 5310 Funding:	\$3,938,256	\$4,771,478	\$833,222	\$264,488	\$0	-\$264,488	\$264,488	\$0	-\$264,488	\$3,173,887
2 ND State Aid	\$564,991	\$774,738	\$209,747	\$86,859	\$42,187	-\$44,672	\$86,859	\$42,187	-\$44,672	\$1,042,324
3 Fixed Route Fare Revenue	\$925,272	\$575,293	-\$349,979	\$70,706	\$183,066	\$112,360	\$70,706	\$183,066	\$112,360	\$848,490
4 Advertising	\$100,000	\$83,278	-\$16,723	\$10,575	\$2,000	-\$8,575	\$10,575	\$2,000	-\$8,575	\$126,915
5 Paratransit Fare Revenue	\$206,750	\$189,272	-\$17,478	\$19,633	\$17,793	-\$1,840	\$19,633	\$17,793	-\$1,840	\$235,605
6 Moorhead Link FM	\$0	\$301	\$301	\$0	\$0	\$0	\$0	\$0	\$0	\$0
7 Farebox Vending	\$7,098	\$5,626	-\$1,472	\$472	\$410	-\$62	\$472	\$410	-\$62	\$5,670
8 U Pass Revenue	\$175,000	\$136,674	-\$38,326	\$8,850	\$84,285	\$75,435	\$8,850	\$84,285	\$75,435	\$106,205
9 Transit Fines	\$35,500	\$34,283	-\$1,217	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10 Insurance Proceeds	\$20,000	\$22,359	\$2,359	\$2,500	\$154	-\$2,346	\$2,500	\$154	-\$2,346	\$30,000
11 Pcard Rebates	\$15,000	\$11,865	-\$3,135	\$1,250	\$0	-\$1,250	\$1,250	\$0	-\$1,250	\$15,000
12 Miscellaneous Revenue	\$2,550	\$6,671	\$4,121	\$583	\$62	-\$521	\$583	\$62	-\$521	\$7,000
13 Fargo Payments from Partners-Fixed Route	\$4,707,906	\$4,271,393	-\$436,513	\$370,943	\$0	-\$370,943	\$370,943	\$0	-\$370,943	\$4,448,668
14 Fargo Payments from Partners-Paratransit	\$860,670	\$762,861	-\$97,809	\$65,927	\$0	-\$65,927	\$65,927	\$0	-\$65,927	\$791,082
15 Fargo Payments from Partners-Microtransit	\$40,486	\$54,527	\$14,041	\$6,057	\$0	-\$6,057	\$6,057	\$0	-\$6,057	\$72,687
16 Fargo Local Share	\$3,748,323	\$3,748,323	\$0	\$360,751	\$360,751	\$0	\$360,751	\$360,751	\$0	\$4,329,016
<b>Total Revenue</b>	<b>\$15,347,803</b>	<b>\$15,448,941</b>	<b>\$101,138</b>	<b>\$1,269,594</b>	<b>\$690,708</b>	<b>-\$578,886</b>	<b>\$1,269,594</b>	<b>\$690,708</b>	<b>-\$578,886</b>	<b>\$15,232,549</b>
<b>OPERATING EXPENSES:</b>										
1 Administration	\$1,870,508	\$1,930,768	-\$60,260	\$125,462	\$98,421	\$27,041	\$125,462	\$98,421	\$27,041	\$2,275,211
2 Fixed Route	\$8,562,047	\$8,061,477	\$500,570	\$409,688	\$341,431	\$68,257	\$409,688	\$341,431	\$68,257	\$7,184,807
3 Paratransit	\$1,834,227	\$2,024,064	-\$189,837	\$111,737	\$78,637	\$33,100	\$111,737	\$78,637	\$33,100	\$2,047,026
4 Microtransit	\$207,380	\$275,771	\$68,390	\$1,998	\$56	\$1,942	\$1,998	\$56	\$1,942	\$25,388
5 Mobility Management	\$147,439	\$139,867	\$7,572	\$7,902	\$7,357	\$545	\$7,902	\$7,357	\$545	\$152,743
6 Planning	\$95,615	\$78,412	\$17,202	\$5,293	\$8,072	-\$2,779	\$5,293	\$8,072	-\$2,779	\$88,725
7 Building Operating	\$211,559	\$189,945	\$21,614	\$19,850	\$526	\$19,324	\$19,850	\$526	\$19,324	\$238,191
8 Building Preventative Maintenance	\$242,391	\$234,804	\$7,587	\$25,578	\$7,551	\$18,027	\$25,578	\$7,551	\$18,027	\$344,558
9 Vehicle Operating	\$85,500	\$47,616	\$37,884	\$4,019	\$195	\$3,824	\$4,019	\$195	\$3,824	\$48,235
10 Vehicle Preventative Maintenance	\$2,996,640	\$2,866,171	\$130,469	\$204,547	\$113,378	\$91,169	\$204,547	\$113,378	\$91,169	\$284,170
<b>Total Expenses</b>	<b>\$16,253,305</b>	<b>\$15,848,895</b>	<b>\$404,411</b>	<b>\$916,074</b>	<b>\$655,625</b>	<b>\$260,449</b>	<b>\$916,074</b>	<b>\$655,625</b>	<b>\$260,449</b>	<b>\$15,248,054</b>
<b>REVENUE-EXPENSES</b>	<b>-\$905,502</b>	<b>-\$399,953</b>	<b>\$505,549</b>	<b>\$353,520</b>	<b>\$35,083</b>	<b>-\$318,437</b>	<b>\$353,520</b>	<b>\$35,083</b>	<b>-\$318,437</b>	<b>-\$15,505</b>

## Foot Notes:

1. Budget to Actuals will experience timing issues month to month
2. Moorhead grant revenues not reflected above in FTA & State Aid

### Notes:

## REVENUE

## 2025 Comments

1. FTA Revenue over \$843k, Moorhead \$307 revenue
2. ND State additional funding \$264,419.
3. Fare Revenue under budget \$350k, error in budget. Moorhead revenue was doubled in add to Fargo.
8. U Pass: Missed MSUM Spring 2025 billing will receive payment \$19k in period 14.
13. Final billings will be sent early March after 2025 has been reconciled.

## 2026 Comments

2. State Aid-2025 Revenue, \$42,187 has been adjusted to 2025.
3. Fixed Route Revenue: Gift Certificates and Genfare pass revenue carried forward into 2026
13. January billings to partners on one month lag.

## EXPENSES

## 2025 Comments

- 2. Fixed Route: TransDev savings offset by increased payroll. Diesel fuel bid under budgeted estimate \$230K.
- 3. Paratransit over due to overhead cost allocation not budgeted in 2025. TransDev contract over budget.
- 10. Vehicle Preventive Maintenance: Outside mechanic services under budget \$120K due to newer buses in fleet.

## 2026 Comments

- 4. Microtransit at NDSU on University schedule first driver costs on February payroll.
- 6. Luke Grittner Salary now 100% to Planning. Split in 2025 and in the budget  
**January costs are low due to early financial closing.**

	<u>Grant Status</u>	<u>Funding</u>	<u>Available</u>	<u>Status</u>
<b><u>North Dakota-Operating</u></b>				
	Operating FY24	\$2,965,773	\$3,474	Planning left
	Operating FY25	\$4,891,221	\$155,011	Planning & Preventive Maint
	ND State Aid	\$1,467,658	\$946,147	Drawn Qtrly
<b><u>Minnesota-Operating</u></b>				
	FY22 & FY23 Operating	\$2,226,274	\$2,226,274	Expenditures through November
	FY20 & FY21 Operating	\$594,000	\$382,661	Expenditures through November
	CARES Operating	\$2,503,844	\$1,010,743	Expenditures through November
	ARP Operating	\$992,279	\$565,873	Expenditures through November
	FY 2025 MnDOT Fixed	\$3,093,814	\$471,282	Expenditures through November
	FY2025 MnDOT Para	\$610,375	\$104,660	Expenditures through November
<b><u>North Dakota Capital</u></b>				
	Sub-Allocated ND FY23 5339	\$2,739,100	\$2,658,100	4 buses, Exp Para
	FH18 FHWA STBG & FY22 CRP	\$1,792,000	\$280,287	3 Bus replacements
	FY2018 Transfer from FHWA	\$1,000,000	\$24,288	Vehicle Replacements
	FY20, FY21 & FY22 5339	\$456,672	\$256,533	MTG Improvements
	ND DOT Contract	\$800,000	\$16,000	GTC Deck Overlay
	ND DOT Contract	\$1,113,500	\$0	2 buses received 1/26
<b><u>Minnesota Capital</u></b>				
	FY20 5307 & FY23 CRP	\$267,200	\$226,579	Deobligate-Walmart Hub
	FY19 5307 FY22 STBG	\$142,294	\$8,926	Shelters
	FY20 & FY22 5339 Capital	\$661,634	\$241,434	Capital: MTG Imp., vehicles
	FY21 & FY22 5307 Capital	\$233,250	\$170,078	Capital: vehicles, shelters, fare mda
	MnDOT Contract	\$100,000	\$100,000	2 Senior Vans
<b><u>Large UZA</u></b>				
	Enhanced Mobility -5310-2024 *	\$234,876	\$234,876	Application in Process due 3/31/20
	Enhanced Mobility -5310-2025*	\$170,040	\$170,040	Application in Process due 3/31/20
	Enhanced Mobility -5310-2025	\$76,052	\$76,052	Not in Grant, lapse 9-2027
	FY24-5339 Capital*	\$334,470	\$334,470	Not in Grant, lapse 9-2027
	FY24-5339 Capital*	\$332,487	\$332,487	Not in Grant, lapse 9-2028
<b><u>Fargo- Not in Grant</u></b>				
	FY22 FHWA CR Flexed	\$208,000	\$208,000	Not in Grant, lapse 9-2027
	ND DOT Sub-allocation	\$137,000	\$137,000	Not in Grant, lapse 9-2027

\* Includes Moorhead swap money projects.

## 2025 YTD

### Ridership

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	546,892	616,696	12.8%
Moorhead & Dilworth - Fixed Route	371,154	389,980	5.1%
West Fargo - Fixed Route	11,840	13,822	16.7%
NDSU - Fixed Route	270,065	201,975	-25.2%
Fargo - Paratransit	41,197	43,590	5.8%
Moorhead & Dilworth - Paratransit	12,846	10,529	-18.0%
West Fargo - Paratransit	9,825	9,586	-2.4%
Fargo - Microtransit	3,191	2,755	-13.7%
NDSU - Microtransit	3,975	4,235	6.5%

### Revenue Hours

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	57,935.21	54,137.95	-6.6%
Moorhead & Dilworth - Fixed Route	33,089.50	33,622.74	1.6%
West Fargo - Fixed Route	3,182.88	2,921.75	-8.2%
NDSU - Fixed Route	7,111.44	6,209.10	-12.7%
Fargo - Paratransit	18,490.00	18,635.49	0.8%
Moorhead & Dilworth - Paratransit	6,096.00	5,296.19	-13.1%
West Fargo - Paratransit	5,726.00	4,557.38	-20.4%
Fargo - Microtransit	4,080.00	3,744.00	-8.2%
NDSU - Microtransit	581.00	573.50	-1.3%

### Revenue Miles

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	680,938.55	648,904.59	-4.7%
Moorhead & Dilworth - Fixed Route	442,807.09	449,908.66	1.6%
West Fargo - Fixed Route	36,971.76	34,522.97	-6.6%
NDSU - Fixed Route	71,527.28	75,862.26	6.1%
Fargo - Paratransit	250,885.00	242,358.82	-3.4%
Moorhead & Dilworth - Paratransit	92,117.00	78,254.18	-15.0%
West Fargo - Paratransit	88,240.00	63,321.85	-28.2%
Fargo - Microtransit	16,264.00	14,470.00	-11.0%
NDSU - Microtransit	4,743.00	4,517.00	-4.8%

## January 2026 Operational Data Budget to Actuals

### Ridership

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	48,882	45,456	-7.0%
Moorhead & Dilworth - Fixed Route	32,831	30,289	-7.7%
West Fargo - Fixed Route	912	959	5.2%
NDSU - Fixed Route	27,789	18,317	-34.1%
Fargo - Paratransit	3,774	3,763	-0.3%
Moorhead & Dilworth - Paratransit	902	993	10.1%
West Fargo - Paratransit	866	706	-18.5%
NDSU - Microtransit	533	414	-22.4%

### Revenue Hours

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	4,652.89	4,637.08	-0.3%
Moorhead & Dilworth - Fixed Route	2,808.92	2,844.00	1.2%
West Fargo - Fixed Route	206.11	269.83	30.9%
NDSU - Fixed Route	767.44	600.60	-21.7%
Fargo - Paratransit	1,576.92	1,724.00	9.3%
Moorhead & Dilworth - Paratransit	445.83	456.00	2.3%
West Fargo - Paratransit	405.42	373.00	-8.0%
NDSU - Microtransit	62.67	49.00	-21.8%

### Revenue Miles

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	61,141.31	55,617.04	-9.0%
Moorhead & Dilworth - Fixed Route	39,059.08	38,082.00	-2.5%
West Fargo - Fixed Route	3,386.02	3,188.74	-5.8%
NDSU - Fixed Route	9,129.78	7,337.95	-19.6%
Fargo - Paratransit	20,556.67	20,940.00	1.9%
Moorhead & Dilworth - Paratransit	6,635.50	6,080.00	-8.4%
West Fargo - Paratransit	5,667.58	4,869.00	-14.1%
NDSU - Microtransit	755.56	427.00	-43.5%

\*NDSU service started on Jan 12.

\*Paratransit ridership, revenue hours & revenue miles will fluctuate from month to month

\*West Fargo fixed route revenue hours were underestimated and West Fargo Paratransit revenue hours/miles were overestimated.

# Memorandum

**To:** MATBUS Coordination Committee  
**From:** Cole Swingen, Assistant Transit Director - Operations  
**Date:** February 18, 2026  
**RE:** *Security Incident Highlights & Safety/Satisfaction Survey*



---

Last year, an Employee Engagement Survey was distributed to City of Fargo employees to evaluate job satisfaction and identify areas of improvement in each of the City's departments. At that time Bus Operators and operations management staff were not City employees so the survey was not provided to them. MATBUS staff will be creating and distributing a survey to these new employees to accomplish two goals. The first being the same as the Employee Engagement Survey; to evaluate job satisfaction and areas of improvement from the newly hired staff members. The second being to identify how Bus Operator safety can be improved by getting perspectives directly from operators. Results from this survey and an action plan created by MATBUS staff will be provided at a future MATBUS Coordination Committee meeting.

---

## Security Incident Highlights

### 1/6/2025

At approximately 5:30 pm officer [REDACTED] called dispatch for help locating a vulnerable adult. Driver, [REDACTED], on route 20, alerted dispatch at 6:00pm that he may have him aboard his bus at West Acres. Dispatch told him to stand down at the mall and notified Officer [REDACTED]. Police meet the bus at the mall and they took the individual safely home.

### 1/8/2025

Signal Security Report: "Radio dispatch from bus 15 that two people who was leaned over on back seat. I security officer [REDACTED] responded to call and the male female was leaned over couldn't tell if male was breathing. GTC driver requested call Fargo police department. I did call dispatch and mall security they responded with two management supervision and head manager. West Acres mall security took over control got make female awake on bus. female was not feeling well at all. I security officer [REDACTED] canceled ambulance fire not to respond law enforcement only. two people did try to get a ride to outreach center they were unable to get ride now walking. Fargo police department and mall security signal security officer [REDACTED] tried to assist in getting couple a ride unsuccessful."

**1/6/2025**

Incident Summary – Threats Made on Bus / GTC Around 12:13 PM, [REDACTED] reported that two women—initially believed to be from Route 2 and Route 4—came to the window stating that a man on each of their buses said he was “going to shoot someone.” Both women reported that the men exited the bus at the GTC and walked down the street. A few minutes later, [REDACTED] and [REDACTED] clarified that both women were passengers from Route 4. [REDACTED] spoke directly with the driver, [REDACTED], who stated he was initially hesitant to report the incident, considering it “just another day on MATBUS.” The incident occurred at approximately 12:10 PM as passengers were exiting the bus. The male passenger stated, “I’m going to shoot someone, including the fucking driver.” No weapons were observed; however, the individual verbally claimed to have a gun and indicated he was prepared to use it. I contacted RRD immediately, and PD was notified. Officers located the individual shortly thereafter. The suspect was described as a white male with a scruffy beard, wearing gray snowsuit-style pants and a matching coat with orange or red pinstriping. Officers reported that the individual stated the driver was “trying to read his mind,” which he didn’t like. The individual also claimed affiliation with FBI Aviation, so officers noted indications of mental health issues. The individual was identified by Officer [REDACTED] as [REDACTED] [REDACTED] DOB [REDACTED]. He has been trespassing for one year. [REDACTED] emphasized to the driver the importance of reporting any threats of violence right away. The driver returned to his route without further incident.

**1/20/2025**

A police alert went out to be looking for a missing individual around 4:00 pm. Dispatch noticed him at the GTC lobby and identified him as [REDACTED]. Police were notified and they picked him up at 5:15pm at the GTC.

Route	2024 Revenue Hours	2025 Revenue Hours	% Change	2024 Ridership	2025 Ridership	% Change
Route 1	4,799.25	4,849.26	1.04%	67,007	64,237	-4.13%
Route 2	5,171.75	5,614.13	8.55%	75,682	77,937	2.98%
Route 3	4,801.48	4,854.20	1.10%	56,097	58,020	3.43%
Route 4	9,601.25	9,679.64	0.82%	119,296	124,161	4.08%
Route 5	4,801.13	4,853.75	1.10%	47,451	47,254	-0.42%
Route 6	2,018.50	2,060.89	2.10%	10,589	11,547	9.05%
Route 9	1,657.75	1,710.87	3.20%	5,710	6,824	19.51%
Route 11	3,981.00	4,021.00	1.00%	39,457	47,607	20.66%
Route 13	7,883.25	7,255.25	-7.97%	90,285	108,563	20.24%
Route 14	11,950.87	11,959.98	0.08%	96,290	101,456	5.37%
Route 15	13,217.40	12,632.12	-4.43%	249,940	225,567	-9.75%
Route 16	3,880.00	3,742.25	-3.55%	22,034	22,361	1.48%
Route 17	2,393.25	2,220.50	-7.22%	31,192	33,765	8.25%
Route 18	7,077.25	6,529.80	-7.74%	40,747	39,220	-3.75%
Route 20	4,709.25	4,344.49	-7.75%	27,371	30,687	12.12%
Route 24	4,706.61	4,354.31	-7.49%	22,929	21,295	-7.13%
Route 31	1,690.30	1,528.20	-9.59%	27,019	40,574	50.17%
Route 32	864.27	-	-100.00%	40,943	-	-100.00%
Route 33	3,822.03	3,391.95	-11.25%	153,997	125,487	-18.51%
Route 34	1,432.51	1,288.95	-10.02%	36,751	35,914	-2.28%
NDSU On-Demand	563.50	573.50	1.77%	4,191	4,235	1.05%
Industrial Park On-Demand	4,096.00	3,744.00	-8.59%	2,904	2,755	-5.13%
Paratransit	28,174.00	28,586.00	1.46%	60,436	63,708	5.41%
Total	133,292.60	129,795.04	-2.62%	1,328,318	1,293,174	-2.65%

#### **2024 ROUTE & SERVICE CHANGES**

**Jan 8, 2024:** Expanded temporary suspension of bus service due to driver shortage. Reduced Saturday service to end at 8:15 rather than 10:15. Eliminated Saturday service on Routes 6, 9 and 16.

**March 18, 2024:** Reinstated frequency on Route 15 to 15 minutes during peak ridership times, 10 am to 6 pm and reinstated Saturday service on Routes 6 and 9.

**June, 2024: Held public hearing and approved permanent changes to:**

End service Monday-Friday at 10:15pm

Reduce Route 15 to 30 minute frequency from 6:15 am to 9:45 am.

Eliminate Route 32W and Route 36

Reduce Route 33 to 10 minute service all day, from 10 minute service with 7 minute service during peak ridership times

Reduce Route 13 from 30 minute service to 60 minute service on Saturdays only

**June, 2024: Held public hearing to confirm reinstatement of services:**

Restore 15 minute service on Route 11 and Route 14

Resume Saturday service on Route 16

Restore 15 minute service on Route 2 during the MSUM academic year (from 2:30-6:30 pm Monday-Friday)

#### **2025 ROUTE & SERVICE CHANGES**

May 5, 2025, Route 15 trip length changed from 60 minutes to 90 minutes.