



Fargo-Moorhead Metropolitan
Council of Governments

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13th Meeting of the MATBUS Coordination Committee

November 19, 2025 | 9:00 – 10:30 am

Location: Metro COG Conference Room/Zoom

[Click here to join the meeting](#)

Meeting ID: 890 6859 5689

Passcode: 669108

1. Call to Order and Introductions
 - a. Approve Order and Contents of the Overall Agenda
 - b. Review and Action on Minutes from October 15, 2025
2. Public Comment Opportunity
3. Action Items
 - a. MATBUS Coordination Committee Public Comment Policy – **Adam Altenburg and Aiden Jung**
4. Informational Items
 - a. Free/Discount Rides for Organizations Discussion – **Cole Swingen**
 - b. Driver Transition Update – **Cole Swingen**
 - c. Ground Transportation Center (GTC) Deck Overlay Project Update – **Jordan Smith**
 - d. Safety and Security Report and Security Follow Up – **Cole Swingen**
 - e. Quarterly Ridership Update – **Luke Grittner**
5. 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

**12th Meeting of the
MATBUS Coordination Committee
October 15, 2025 – 9:00 AM
Metro COG Conference Room/Zoom**

Members Present:

Deb White, Moorhead City Council, Chair
Denise Kolpack, Fargo City Commission
John Strand, Fargo City Commission
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
Ben Griffith, Metro COG Executive Director

Members Absent:

Brit Stevens, NDSU Transportation Manager

Others Present:

Adam Altenburg, Metro COG
Heidi Benke, MATBUS
Shaun Crowell, MATBUS
Brenda Derrig, City of Fargo
Josh Gorgen, Transdev
Luke Grittner, MATBUS
Taaren Haak, MATBUS
Aiden Jung, Metro COG
Chelsea Levorsen, City of Fargo
Matt Pinotti, Transdev
Jordan Smith, MATBUS
Blue Weber, Bolton & Menk

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. Griffith. The motion was voted on and unanimously approved.

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

A motion to approve the minutes for the September 2025 regular meeting was made by Mr. Strand 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 provide comments during the meeting. Chair White noted that materials will be presented at next month's meeting regarding the development of a public comment policy.

3a. January to June Billing Adjustment

Mr. Swingen gave an overview of the January to June billing adjustment. He noted that in June 2025, while working on grant applications, it was found that Moorhead and Dilworth's revenue hours and revenue mile data, provided by Via paratransit operating software, were significantly lower than what was provided by the previous operating software. He added that the custom reports that were set up by Via were pulling the wrong data.

Mr. Swingen gave an overview of revenue hours and revenue miles for each city served by the MATBUS system. He noted that the City of Fargo was overbilled, while the cities of West Fargo, Moorhead, and Dilworth were all underbilled. North Dakota State University was also underbilled.

- The City of Fargo was overbilled by \$52,679.70
- The Cities of Moorhead and Dilworth were underbilled by \$32,399.78
- The City of West Fargo was underbilled by \$18,202.09
- North Dakota State University was underbilled by \$2,077.83

Ms. Thompson asked whether other jurisdictions had been notified of the discrepancy. Mr. Swingen reported that the City of West Fargo has been informed of the billing adjustment.

A motion to approve the billing adjustments and allow MATBUS staff to correct billings in October 2025 was made by Ms. Thompson and seconded by Mr. Scott. The motion was voted on and unanimously approved.

3b. 2026-2030 Transit Development Plan

Ms. Bommelman provided an overview of the approval schedule for the 2026-2030 Transit Development Plan, noting that resolutions of support would be required from each jurisdiction prior to Metro COG Policy Board consideration in December. Following her remarks, Blue Weber of Bolton & Menk presented an overview of the project. He summarized the full document, highlighting its major components, including the existing conditions analysis, identification of future system needs, service recommendations, community feedback, and the Coordinated Human Services Transportation Plan.

Ms. Thompson expressed concerns regarding language in the plan referencing budgetary constraints specific to the City of Fargo, particularly in relation to on-demand service and Sunday paratransit service. Mr. Mastera agreed, suggesting that the plan should refer more broadly to budget constraints without naming specific jurisdictions. Ms. Thompson further suggested that adding a section explaining the differences in state funding levels could strengthen the case for increased North Dakota transit funding. Ms. Bommelman agreed and emphasized the importance of communicating the system's value to the state. Ms. Thompson added that statistics showing how many people rely on MATBUS to get to work would be useful in conversations with state legislators.

Chair White also suggested that the committee consider advocating for a review of the funding allocation formula on the North Dakota side. She then asked about the next steps for implementing the plan's recommendations. Mr. Swingen responded that many of the recommendations are budget-neutral and could be implemented shortly after the TDP is approved. He proposed providing bi-monthly updates on the implementation process.

Ms. Bommelman noted that the current federal transportation bill expires next year, creating uncertainty around future federal transit funding. Mr. Strand suggested meeting with congressional leaders to discuss transit needs. Mr. Weber added that he could connect the committee with a staff member from Senator Cramer's office who works on public transit issues.

A motion to recommend approval of the 2026-2030 Transit Development Plan to the Fargo City Commission, Moorhead City Council, West Fargo City Commission, Dilworth City Council, and Metro COG's Policy Board was made by Mr. Strand and seconded by Ms. Thompson. The motion was voted on and unanimously approved.

4a. Safety and Security Report and Assault Awareness and Prevention for Transit Operators

Mr. Swingen provided an overview of safety and security incidents from the previous month. He noted that the list of incidents was slightly longer than usual and encouraged committee members to review the details of the reported concerns. He also shared that he recently attended an online National Transit Institute webinar on assault awareness and prevention. Using several slides from the training, he reviewed common types of assaults and de-escalation techniques. He explained that driver assaults have increased since COVID and emphasized the importance of helping the committee understand the challenges drivers face daily.

Ms. Bommelman added that MATBUS drivers encounter a wide range of difficult situations, including interactions with individuals experiencing substance abuse or mental health issues. She shared an example of a driver who had been punched by a passenger. Ms. Thompson observed that once MATBUS staff members officially become City of Fargo employees, additional resources may become available to help address these types of incidents.

Mr. Strand inquired about the status of a tripping hazard on a sidewalk near the West Acres transit hub. Mr. Swingen replied that West Acres had been notified and has incorporated the repair into their plans.

Chair White suggested forming a subcommittee dedicated to addressing these concerns, given the increase in safety-related incidents. Mr. Pinotti noted that buses currently display signs instructing passengers not to approach drivers, but enforcement is easier at larger hubs such as the GTC or West Acres compared to smaller stops. Ms. Bommelman agreed that forming a subcommittee would be beneficial.

Chair White then asked whether the committee supported establishing a subcommittee focused on safety issues. Ms. Bommelman clarified that the group would consist of a small number of MATBUS staff tasked with developing recommendations to address safety and incident concerns. A motion to formalize the subcommittee was made by Mr. Strand and seconded by Ms. Bommelman. The motion passed unanimously.

4b. Free Rides for Veterans with Military ID's starting Veterans Day 2025

Ms. Bommelman explained that throughout her time with MATBUS, veterans whose identification cards include the "Service Connected" designation have been permitted to ride free of charge. She noted that the MATBUS team would like to expand this benefit to all veterans, regardless of whether their ID includes the specific wording.

Mr. Smith added that a recent driver assault stemmed from an argument over the “Service Connected” language on a rider’s ID, and broadening the policy would help prevent similar conflicts in the future. It was also noted that MATBUS will conduct public outreach to communicate the upcoming policy change.

5. Other Business

Chair White concluded by reminding the committee that the next MCC meeting would be Wednesday, November 19 at 9:00 AM

Chair White adjourned the meeting at 10:09 AM.

To: MATBUS Coordination Committee
From: Adam Altenburg and Aiden Jung
Date: November 14, 2025
Re: **MATBUS Coordination Committee Public Comment Policy**

Recent meetings of the MATBUS Coordination Committee have experienced increased attendance and participation, highlighting the need for procedures that maintain orderly meetings while ensuring meaningful opportunities for public input. The MCC currently lacks a formal, written policy that outlines procedures, time limits, conduct expectations, and the structure of public comment periods. In October 2025, it was suggested that the MCC approve and adopt a public comment policy to manage how members of the public can speak during committee meetings.

The proposed public comment policy establishes the following key elements:

- Registration requirements and methods
- Time limit for comments
- Committee response and limitations
- Speaker guidelines
- Written comments
- ADA accommodations

Suggested Action: Approve the MATBUS Coordination Committee Public Comment Policy

MATBUS Coordination Committee Public Comment Policy

The MATBUS Coordination Committee welcomes and values public input during its meetings. This policy establishes the procedures for public comment to ensure that all individuals have a fair opportunity to be heard while maintaining an orderly and efficient meeting environment.

1. Public Comment Opportunity

A public comment opportunity shall be included on the agenda at all regular meetings of the MATBUS Coordination Committee. The public comment opportunity will generally follow approval of the agenda and minutes of the previous meeting.

2. Registration Requirements

To provide comments during the public comment opportunity, individuals must provide the following:

- a. Name
- b. Contact information (email or phone number); and
- c. The MATBUS Coordination Committee agenda item (from the current meeting or the previous meeting) the individual intends to address

Failure to provide all required information will render the individual ineligible to speak during the public comment opportunity.

3. Registration and Methods

Speakers may register using any of the following methods:

- a. Using the comment form sent out with the online MATBUS Coordination Committee packets;
- b. Using the comment form set up on Metro COG's website;
- c. Calling Metro COG in advance; or
- d. Filling out a request to speak form in person on the day of the meeting

Speakers may provide comments in person at the meeting or online via virtual link. For people presenting comments online, registration must be completed by 8:00 AM on the day of the meeting.

4. Time Limit for Comments

Each speaker will be allotted three minutes to make comments. Speakers will be notified by the chair when their time has expired and must promptly conclude.

5. Committee Response and Limitations

No action will be taken by the MATBUS Coordination Committee during the public comment opportunity. Committee members will not engage in discussion or debate with speakers during this time.

6. Speaker Participation Guidelines

Speakers are expected to follow these guidelines:

- a. Only one person may speak at a time,
- b. When an individual is speaking, they hold the floor and may not yield their time to another individual,
- c. Presentations, including PowerPoints, slideshows, or videos, will not be permitted unless prior approval by the chair,
- d. Any printed materials submitted to the Committee will be entered into the public record as correspondence, and
- e. Comments must address the specific agenda topic or issue identified in the speaker's registration. Public comment may not be used to make complaints or statements about individual Committee members or MATBUS staff.

7. Prohibited Comments

Comments may not:

- a. Be defamatory, abusive, harassing, or unlawful,
- b. Include information that is exempt or confidential under North Dakota or Minnesota open records laws, or
- c. Interfere with the orderly conduct of the meeting.

8. Written Comments

Individuals who are unable or prefer not to speak in person may submit written comments prior to the meeting. Written comments must:

- a. Include the individual's name and contact information, and
- b. Be pertinent to an agenda item from the current or previous meeting agenda.

Distribution of written comments:

- a. Comments received at least 24 hours before the meeting will be distributed to Committee members in advance.
- b. Comments received less than 24 hours before the meeting will be distributed after the meeting.

All written comments will be entered into the public record as correspondence.

9. ADA Accommodations

The MATBUS Coordination Committee will provide reasonable accommodations under the Americans with Disabilities Act (ADA) for individuals wishing to speak during the public comment opportunity. Individuals requiring accommodation must notify Metro COG prior to the meeting if special accommodations are required.

Memorandum



To: MATBUS Coordination Committee

From: Cole Swingen, Assistant Transit Director – Operations

Date: November 19, 2025

RE: *Free/Discount Rides for Organizations*

MATBUS receives many requests to provide either free or discounted passes to various social service agencies and other local organizations. Recently, many public transit agencies offered reduced fare programs for SNAP members to remove transportation as a barrier for accessing food, employment and medical services (i.e. WeGo in Nashville, Dallas Area Rapid Transit and Laketran in Lake County Ohio).

MATBUS has consistently informed organizational representatives we cannot offer reduced rates to any organization without an approved policy adopted by our governing oversight officials, starting with our MATBUS Coordination Committee.

MATBUS staff requests a discussion from this committee to determine how to respond to these requests and development of a policy to determine which requests are accepted and which are denied. The intention is to bring a proposed policy back to this committee at the December 2025 meeting based on input garnered today.

It is important to note there would be an increased administrative function, however, free/discount rides for organizations could increase ridership on the transit system by individuals who may not otherwise be able to ride transit in our metro area. In the long run, increased ridership could potentially lead to increased funding.

Different transit agencies take different approaches to offering free/discount rides on their transit systems. Some agencies do not offer discount programs at all while agencies that do offer programs have different requirements for which organizations can receive discounted passes. Below is a list of website links that detail different agency policies and a policy example from MARTA (Metropolitan Atlanta Rapid Transit Authority).

In general these policies include:

- The organization receiving discounted or free passes must have a current 501(c)(3) tax exempt status;
- Requests must be renewed annually;
- Transit agencies cap the total number of passes or dollar amount given to these organizations;

- The organization receiving discounted or free passes must operate in the area that the transit agency serves;
- The organization receiving discounted or free passes must submit a document to the transit agency that describes the agency's mission;
- Some transit agencies restrict discounted or free pass to organizations that specifically serve homeless clients;
- Some give discounts for organizations that buy passes in bulk.

Transit Agency Policy Examples:

Non-Profit Pass Program for Denton County Transportation Authority

<https://www.dcta.net/fares-passes/reduced-fares-discount-programs/non-profit-pass-program>

MARTA's Transportation Assistance Program for the Homeless

https://itsmarta.com/tsp_home.aspx

City of High Point – Fare Donation Policy

<https://www.highpointnc.gov/2528/Fare-Donation-Policy>

DART – Day Pay and Discount Passes for Non-Profits

<https://www.dart.org/fare/general-fares-and-overview/day-pass-voucher-application>

ERM Metro – Everybody Rides Metro Program

<https://www.go-metro.com/erm/>

Winston-Salem Bus Pass Match Distribution Program

https://www.cityofws.org/1422/Bus-Pass-Match-Distribution-Program?utm_source=chatgpt.com

Valley Metro – Social Services Fare Program

<https://www.valleymetro.org/fares/social-services-fare-program>

Spokane Transit – Community Access Program

<https://www.spokanetransit.com/fares-passes/pass-programs/>

Greensboro Transit Agency – Bus Pass Donation Form

<https://form.jotform.com/241283758528062>

San Joaquin 501 (c)(3) Non-Profit Bulk Pass Program

<https://sanjoaquinrtd.com/501c3/>

City Link – Requesting Donations for Bus Passes

<https://www.ridecitylink.org/resources/donations/>

MARTA's Transportation Assistance Program for the Homeless

Transportation is often a significant barrier for many individuals experiencing homelessness in finding and maintaining employment and accessing vital resources needed to become self-sufficient and economically independent.

The Metropolitan Atlanta Rapid Transit Authority (MARTA) has implemented a Transportation Fare Assistance Program for qualified 501(c)(3) nonprofit agencies and government entities serving homeless clients.

The Transportation Assistance Program provides 50% off Breeze round trip and 7-Day tickets to eligible organizations to purchase for homeless recipients. For purposes of the program, please [click here](#) for the correct definition of "homeless".

Eligibility - How to apply

ELIGIBILITY (NONPROFITS and GOVERNMENT)

The program provides an allotment of discounted Breeze tickets to eligible 501(c)(3) nonprofit organizations and government entities to purchase fares that are disbursed to homeless recipients. To be eligible to participate in the program, agencies must meet these minimum requirements:

- Serve homeless clients within the current MARTA service area.
- Be currently registered as a 501 (c)(3), or;
- Be recognized by MARTA as an official government authority, agency, or department.
-

If approved, agencies must also submit the following documents to be certified as a participating agency before receiving discounted Breeze tickets.

NOTE: Organizations currently enrolled in the program are required to update their documents and submit them via email only.

- Documentation of 501 (c)(3) status;
- A MARTA Transportation Assistance Program for the Homeless Agency Partnership Agreement (signed by the agency's Executive Director), which includes, but is not limited to, the agency's agreement of the following:
 - MARTA Breeze tickets will be distributed to the participating agency's clients only;
 - Participating clients/recipients must meet all recipient eligibility requirements;
 - The participating agency agrees to submit the MARTA Transportation Assistance Program for the Homeless Monthly Reporting Form each month and adhere to all applicable reporting and documentation requirements;

Item 4a

- The participating agency agrees to promote MARTA by utilizing the MARTA logo in the agency's marketing collateral, as outlined in the Agency Partnership Agreement;
- The participating agency agrees to retain all records pertaining to the Transportation Assistance Program for the Homeless for a period of three years, as required by MARTA.
- A copy of the Agency's Board Resolution on MARTA Transportation Assistance Program for the Homeless (signed by the Board Secretary).
- A program eligibility letter on agency letterhead stating the following:
 - The agency's mission;
 - Name and description of program(s) implementing the Transportation Assistance Program; and
 - A description of agency-specific procedures used to track the distribution and usage of MARTA discounted Breeze tickets.

APPLICATION AND SELECTION PROCESS

Applications for the MARTA Transportation Assistance Program for the Homeless will be accepted every two years in September. Applications and separate eligibility documents must be submitted for each participating program within an Agency. Applications and supporting documents will be reviewed by a Final Review Panel for consideration and approval. Upon completion of review of an application, MARTA will issue a response to the Agency indicating acceptance or denial into the program.

PROGRAM FUNDING PRIORITY

The entire file of an Agency will be submitted to a Final Review Panel for consideration and approval. Agencies will be accepted for participation in the program subject to available resources for the program as determined by MARTA. The level of administrative allotment offered to organizations under the program will be established and adjusted as determined by MARTA. Duration of the program is at MARTA's discretion. It is highly recommended that participating organizations also guide their clients to apply for the MARTA Reduced Fare Program which enables eligible senior citizens, people with disabilities and Medicare cardholders to purchase reduced fare Breeze cards. More Information about this program can be found at this link: [Reduced Fare Program](#).

Memorandum



To: MATBUS Coordination Committee

From: Cole Swingen, Assistant Transit Director – Operations

Date: November 19, 2025

RE: *Driver Transition Update*

Over the last month, MATBUS staff have been busy continuing the process of transitioning contracted bus operators and management staff to City of Fargo employees. Interviews have been held for all positions and conditional job offers are being extended as interview scoring is being completed. All conditional offers are expected to be given out by Friday November 21. Pre-employment physical examinations and drug screenings will begin after this date. Everyone who successfully completes the physical examination and drug screening will begin employment with the City of Fargo on December 22.

MATBUS staff are dedicated to ensuring that the remainder of this transition goes as smoothly as possible and that day-to-day transit services remain consistent for the citizens of Fargo, Moorhead, West Fargo and Dilworth.

Memorandum



To: MATBUS Coordination Committee

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

Date: November 19, 2025

RE: *Ground Transportation Center (GTC) Deck Overlay Project*

The purpose of this memo is to provide an update on the status of the Ground Transportation Center (GTC) deck overlay project.

The deck overlay work has been completed; however, during the course of construction, multiple post-tension strands were found to be compromised. We are currently in the process of repairing several of these strands.

Due to the number and condition of the compromised strands discovered during the overlay process, the project engineers have recommended a full structural assessment of the facility. We are working closely with the engineering team to determine the appropriate scope of this assessment as well as the associated cost.

It is likely that additional structural repairs will be required to ensure continued safe operations at the GTC. Once the structural assessment is complete, we will have a clearer understanding of the full extent of the necessary repairs and can develop a timeline and funding strategy accordingly.

Memorandum



To: MATBUS Coordination Committee

From: Cole Swingen, Assistant Transit Director - Operations

Date: November 19, 2025

RE: *Safety and Security Report and Security Follow Up*

At the October 15, 2025 MATBUS Coordination Committee meeting, the Committee requested that staff develop proposals for new safety measures for the Committee's evaluation.

Currently, MATBUS staff are pursuing two initiatives to enhance driver safety: **vehicle signage** and **body-worn cameras**.

Vehicle Signage:

This is a cost-effective measure aimed at increasing passenger awareness of the consequences of assaulting or verbally abusing transit workers. The MATBUS marketing team is designing signage that will read:

"Zero Tolerance: Assault or verbal abuse of transit workers is prohibited and punishable by law."

These signs are expected to be installed on all MATBUS fixed route vehicles by the end of 2025.

Body-Worn Cameras:

This option involves a larger upfront capital investment as well as ongoing operational costs. MATBUS staff have reached out to the Fargo Police Department and Axon—a company specializing in body-worn cameras—to gather information on pricing and feasibility for our service. An update, including cost estimates, will be presented at the December MATBUS Coordination Committee meeting.

10/1/2025

Signal Security Report: "I asked a guy to go to [designated] smoking area. A lady started yelling at me about picking on the guy to move and [that] I'm picking out certain people saying [cuss] words and kept coming back to me as I walked away, She actually pushed me with her arm two times. I notified the lady not to touch [me] if I'm not touch her all was verbal. [Said] I'm discriminating on people."

10/1/2025

Signal Security Report: "White male, brown jacket, black hat, jeans, [REDACTED] had gotten aggressive on the bus and refused to leave when driver told him. Driver called over signal officer [REDACTED]. Told him to get off or FPD would be called. Refused. FPD was called. FPD arrived and male refused to leave. FPD began to physically remove him and he left on his own. Left area."

10/1/2025

█████ confronted a man at the Dillworth Walmart bus shelter because he was smoking. The man hit him on the head. █████ called the police and charged the man with assault. █████ came to dispatch window at 5:45 pm demanding to speak to someone "In authority." I informed him there was no supervisor here. He demanded that Matbus pay him compensation and have his groceries delivered since it is not safe to go to the Dillworth Walmart. He informed me that he was assaulted in 2016 at the same shelter. He is threatening legal action toward Matbus. He also wants the drivers to radio the police every time there is someone in the shelters that doesn't belong there. He is demanding that we contact him in one week by email or postal.

10/2/2025

Signal Security Report: "Individual came up to me and was wondering if he can still cut through the parking lot of west acres even though he was trespassed Wednesday oct 1st for a incident that happened on a mat bus here at the mall I then called for west acres they came out and talked to the individual. Individual cut through parking lot and left."

10/2/2025

Signal Security Report: "I approached a individual that has been here for over a hour and when I asked her what bus she was waiting on she answered me with bus 18 I told her bus 18 doesn't come to west acres and that she would have to get on bus 15,14 or 16 she was agitated and I told her if she didn't leave she would be asked to get off property she then called me a white liberal. Individual was allowed to wait for bus 14."

10/3/2025

Signal Security Report: "A Older lady that was drunk was on the bus security █████ was radio to approach the bus and have the elder lady escorted off the bus and off the perremis. Security █████ approach the elder lady calmly talked to her and escorted of the bus and perremis on the MAT Bus and Area."

10/4/2025

Signal Security Report: "Person cussing and claiming to beat someone. Asked to leave was waiting for the 15 bus to down town."

10/4/2025

Signal Security Report: While outside I encountered an individual that I have dealt with at west acres who was going through some mental health issues I went and check on her I then observed her going through another episode I then told her if she needed help she could come to me and talk. Person got on the bus and left."

10/6/2025

Signal Security Report: "Off duty signal officer █████ informed signal officer █████ that a female, black, camo jacket, was trespassed from the mall. Mall security was informed and called FPD. FPD arrived and removed female from property."

10/7/2025

Item 4d

Signal Security Report: "Signal officer [REDACTED] saw a male trespassed individual called [REDACTED]. I informed dispatch and asked bus 14 driver not to allow him to be on the bus. Dispatch called the PD but he left the GTC."

10/7/2025

Signal Security Report: "A male passenger in bus 15 was reportedly sick in the bus. Sanford EMS personnel came to the scene and took the individual to the hospital."

10/7/2025

Signal Security Report: "I went over to where the bus unloads over at west acres and I was told there was a unaccompanied bag and I asked the driver if she looked to see what was in the bag she had told me she was uncomfortable looking through the bag because she didn't know what was in there so I picked the bag up and went into west acres security office and got some gloves and looked to see what was in their I then found alcohol and threw it away."

10/7/2025

Signal Security Report: "A male individual talked to dispatch that, he needed the service of detox (Mobile Outreach). So dispatch called for PD. The police showed up at 442PM and engaged the individual. Police officer [REDACTED] showed up at 442PM and engaged the individual."

10/8/2025

Signal Security Report: "Dispatched a guy asking for money from people I found him in rest room I notified him please don't ask people for money or he has to leave. He agreed. Asked to stop or had to leave."

10/8/2025

Signal Security Report: "Bus driver number 15 was called by radio he needed security cut side at arrival. I went out to bus 15 when arrived got on it back doors male was intoxicated and he got off bus by himself. he started to bad mouth mark who came as back up as well saying he tough guy and that he take in the Fargo Moorhead area picking kn mark with words of how he's dressed looked commented U on his hair glasses. I walked with the guy to the other side street. He was talking to the female bus driver, stating he didn't hate [REDACTED] but thought he might act like a tough guy. he didn't care for that. he left premises a minute after I arrived."

10/9/2025

Signal Security Report: "I was listening to mat bus radio when they said a male Native American in all black was actively drinking on the bus and they said he was at west acres I then radioed to see if they wanted him off the bus they responded and said they wouldn't want him back on the bus I then radioed that information to west acres security and they told me to ask him to leave the whole property at that point and I explained to the gentleman that he had to leave which he refused to get off. I then let west acres know that he was refusing they then advised me to call 911 I then called them and explained we had a person who was drunk and refusing to leave at that time I got off the phone with 911 then that's when west acres got to me and they tried to get him off the property he then got up aggressively and started making fighting threats and I got back on the phone with 911 to have them step the cops up. The individual then when inside and that's when me and west acres started following him. The cops then arrived on scene and tried to get him to leave he then went outside to and was still refusing to leave and the officer went hands on and arrested him. Individual was arrested and taken to the hospital."

10/10/2025

Signal Security Report: "Male, black, brown jacket, brown jeans asked to use signal officer [REDACTED] phone to call 911 as he was having a psychological issue. Officer [REDACTED] let him. The man called. Officer [REDACTED] asked if the male would like him to stay with him until EMS/FPD arrives. He said yes. FPD and EMS arrived and took the male."

10/11/2025

Signal Security Report: "Two drunken passengers Got aggressively with bus driver asked for assistance came over n got them to leave with help of mall security."

10/14/2025

Signal Security Report: "I was dispatched to a individual that was refusing to get off the bus at asked her multiple times to get off she still refused to get off at then called for police assistance and they got here and got her off [property]."

10/14/2025

Signal Security Report: "A female trepassed individual showed up. Signal officer [REDACTED] spotted her at the I9bby and confronted her and informed her that she is not supposed to be at the GTC. After talking to her, she left the Bus terminal."

10/14/2025

Signal Security Report: "A verbal argument ensued after a individual said excuse me and the older gentleman started getting agitated and said boy which upset the other individual. Signal split the individuals up."

10/15/2025

Signal Security Report: "Guy walked up asked a question about where to eat .I answerd him that gas station where u can sitt at has food .he started swearing at me and saying tgat im picking on him cause he's homeless .he stated he's from hear and got into my face about people here treat homeless bad.I stated no not true I told him im noy going g tk be verbally asultied where im trying to help him. I walked away he walked away."

10/15/2025

Police officer called dispatch trying to locate [REDACTED]. Dispatch was able to track her from Walmart on 52nd to Don's Car Wash on 13th.

10/17/2025

Signal Security Report: "I Individual had a issue with A GTC Bus Driver Security Guard [REDACTED] was called in with a supervisor. We got in contact with the individual and communicated with each other to figure out what the issue was. The GTC Driver said the individual would not get on the bus because the individual told the driver to hold on because she was on a phone call. GTC Bus driver called us and we took note of both sides of the story's. Security Guard [REDACTED] stepped in with the supervisor to separate the both of them and will review cameras."

10/17/2025

Signal Security Report: "Security Guard [REDACTED] was called on the radio to assist with taking a individual female off the bus for being drunk. Security Guard [REDACTED] Assisted by going across the street talking to the individual female that was drunk and explained to her that no driver will be able to assist her today because she had 2 incidents already on the bus and wont be allowed on the bus for today till tommorow."

10/18/2025

From Fargo PD: [REDACTED], Hi, I am looking for some video off bus 2161 from October 18th between 1:50PM and 2:10 PM. I had a theft of money from a till at the Holy Book store in the 1300 block of 25 Ave. The incident occurred on October 18th and was reported at 1:35 PM. The complainant works at the Holy Bookstore on 25 Ave S. She reported that a black male wearing all black got on the bus after stealing money from the till inside the bookstore. The complainant followed him and spoke with him on the bus. I'm guessing the theft occurred around 1 PM. However, if you could obtain video footage from the bus when it stopped near the old Kmart on 25th Ave S, that should be what I am looking for.

10/18/2025

Signal Security Report: "A individual threw some type of object at the window. Security guard [REDACTED] approach the the individual and Informed him to leave the property immediately. A hour later dispatch radio Security guard [REDACTED] to the back of the bus station because the same individual came back and started flipping the trash cans lids off so I walked him off the property and communicated with GTC staff that they might have watch the cameras and decide what would like to this with this individual. Security Guard [REDACTED] approach the individual and walked them off the property to resolve any more disturbance on the property of GTC."

10/18/2025

Signal Securitiy Report: "Security [REDACTED] was called on radio for Bus route 18 of a individual that was drunk on the bus,as the individual proceeded to get off the bus they fell on the sidewalk,as I approach the individual I assisted the bus driver by letting the individual know that they are not allowed on any more buses for today or being on the property as well. Security Guard [REDACTED] spoke to the individual informed the individual on what was the problem and assisted by letting the individual know that we will not be able to assist for today intell the next day."

10/18/2025

Signal Security Report: "Security Guard [REDACTED] was at the GTC front entry way helping bus riders when I notice a individual smoking what appears to be weed and kindly asked the individual to not smoke on the property and would have to leave the property because it's not legal to do so outside of a public space. Individual understood what I was explaining to them and decided to leave the property."

10/20/2025

Signal Security Report: "They brought inside an alcohol inside a water bottle. The signal officer asked them to step out or else he will call the police and they left."

10/20/2025

Signal Security Report: "He was yelling in the bus. The signal officer, together with the staff driver, asked him to get off the bus. He was yelling and insulting the driver and the signal officer. Calling them racial slur."

10/20/2025

Signal Security Report: "The client was unresponsive in the bus. The emergency ambulance and police came over." Second Report: The client has passed out on medication. The signal officer informed the front desk, who also called the ambulance.

10/20/2025

Signal Security Report: "Driver refused intoxicated male, native, tan plaid jacket, sweatpants. Sso [REDACTED] informed him he can't get on any other bus and must leave. Male argued and tried to push past Sso [REDACTED] to get on bus but was prevented by Sso [REDACTED] who told him that if he didn't leave the police would be called. Sso [REDACTED] escorted the male off property and also informed mall security to keep an eye out for him."

10/21/2025

Signal Security Report: "I was talking to a bus driver when me and a bus diver from route 15 when a passenger alerted us to check on a passenger that looked to be on something I was advised to get him off the bus we got him off the bus that's when he started making threats and police got on scene. Person was taken to detox."

10/22/2025

I called Red River Dispatch for a wellness check for [REDACTED]. Driver, [REDACTED], reported he heard a loud crash after he knocked on the door. No one answered the door and he would not answer the phone when I called. After a long time, he finally answered the door, he seemed perfectly fine saying he didn't know what the noise was and that he didn't book a ride that day.

10/22/2025

Passenger called to report a possible teenage runaway accompanied by 2 older men on route 15 headed westbound on 13th Ave. possibly bus 1223 at 5:35-5:45. I called Red River Dispatch to report it.

10/23/2025

Signal Security Report: "On Thursday at 635 I was in touch with mat bus dispatch they advised me that a male wearing a sweatshirt with a tan winter hat was drinking on the bus and had a bottle of vodka I got the passenger off the bus and spoke to him and he advised me that he wasn't drinking. I smelt an order of alcohol he stated that he would walk to his friends house. Person walked off."

10/25/2025

Signal Security Report: I got radioed by west acres saying there was a individual trespassed from west acres that is currently at the hub they wanted her on the next bus out of here I explained that she needed to get on the bus and leave she then refused and said she was going to wait for bus 14 I then went to west acres security and explained that she was waiting for 14 and they said she could wait for 14 to come.

10/25/2025

Signal Security Report: Security [REDACTED] was called on the radio for a incident that was happening across the street from the GTC front entry way and 2 male individual argue. I approach the the incident and defuse the issue and ask one the individual to leave the property because they was banned from the GTC.

10/29/2025

Signal Security Report: [REDACTED] site supervisor asked guy if he wanted to ride the bus as bus was truling to lave The guy came after him verbal physical charging [REDACTED] . I heard the insadent and I was walking over to [REDACTED] stated to me to call the police 911 . I did call Fargo pd they arrived at 1920pm at the Gtc .guy was trespassed. No other involved .

10/29/2025

At 7:15pm I was performing a release of the buses. An older couple with a younger man were slowly jay walking across the middle of np avenue. They were going between route 13 & 15. I waited until it was time for release at 15 after & for them to get safely away from the busses. I released the buses. Immediately as 15 began to move. The younger man began to yell hey! I called the 15 driver to stop. I did so because the older couple he was with. The bus stopped. I asked the 3 of them to please hurry as the buses needed to leave. The younger man said as he entered the bus, " Why are you still fucking talking?" I went to the bus door entering just the entrance. I asked him if he wanted to ride the bus tonight? He said fuck you. You're on a power trip. I asked him to sit down & just ride the bus. Asked him multiple times to sick down. He continued to escalate & yell. I then told him to get off the bus. He immediately rushed towards me in a threatening manner. He said he was going to fuck me up as he rushed towards me. I called for security & asked him to call the police. The older lady & man tried to calm him down. They also asked us not to call the police. I told the young man to just leave before the police arrived. He continued to tell me I was lucky. He also said you work at a bus station. He then said multiple times fuck you. As he finally walked towards Broadway. The FPD did arrive & spoke to him down the street from GTC. A officer came into GTC & asked if I wanted him trespassed. I said yes but only the young man. The older couple tried everything to keep him from exploding. The FPD did trespass the young man. Security did an excellent job getting the police here.

10/29/2025

Signal Security Report: Guy acting crazy got on bus # 4 HE Started flipping out in the bus .I radio [REDACTED] supervisor for back up .He asked guy to leave the bus no comments made he just walked off the bus .no one in bus at this time.

10/31/2025

Signal Security Report: A Elderly Women had fell while getting off the bus across the street from the front entry way of GTC. Security guard [REDACTED] was called over to assist the female walking her across the street back to the GTC She was 60 years old women that had twisted her ankle and she wanted to put a report in the GTC site.

10/31/2025

Signal Security Report: "Female passenger tripped on sidewalk. Sso [REDACTED] called for mall security and they brought out the first aid kit. Knee was bandaged. Female did not want an ambulance. She was helped onto the bus."



4e - Ridership

Quarters 1-3 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
Q1-3 2024	51,056	56,418	39,983	89,700	34,831	7,878	4,412
Q1-3 2025	47,726	58,383	45,251	92,254	35,910	8,675	5,167
	6.7%	3.4%	12.3%	2.8%	3%	9.6%	15.7%

Period	Route 11 FGO	Route 13 FGO	Route 14 FGO	Route 15 FGO	Route 16 FGO	Route 17 FGO	Route 18 FGO
Q1-3 2024	29,532	63,160	70,992	185,780	16,263	23,457	30,284
Q1-3 2025	35,630	80,301	77,097	173,049	17,034	24,885	29,863
	18.7%	23.9%	8.2%	7.1%	4.6%	5.9%	1.4%

Period	Route 20 FGO/WF	Route 24 FGO/WF	Fargo Ind. Park On-Demand
Q1-3 2024	20,335	17,032	2,283
Q1-3 2025	23,501	16,092	2,182
	14.4%	5.6%	4.5%



4e - Ridership

Quarters 1-3 Ridership by Route & System totals

Period	Route 31 NDSU	Route 32 NDSU	Route 33 NDSU	Route 34 NDSU	NDSU On-Demand
Q1-3 2024	13,071	40,493	107,702	26,172	2,700
Q1-3 2025	27,741	Cancelled	86,872	24,513	2,983
	71.8%		21.4%	6.5%	9.9%

Period	Moorhead/Dilworth Total
Q1-3 2024	284,278
Q1-3 2025	293,366
	3.1%

Period	Fargo/West Fargo/NDSU Total
Q1-3 2024	644,723
Q1-3 2025	616,578
	4.4%

Period	System Total
Q1-3 2024	929,001
Q1-3 2025	909,944
	2%

Period	Paratransit
Q1-3 2024	45,231
Q1-3 2025	48,068
	6%

*Decrease in total Fargo ridership is due to the discontinuation of Route 32 in 2024.



4e - Ridership

Quarter 1-3 U-Pass College Ridership

Period	NDSU	MSUM	Concordia	M State
Q1-3 2024	231,495	17,295	7,736	10,932
Q1-3 2025	196,902	20,125	7,541	7,640
	16.1%	15%	2.5%	35%

Period	U-Pass
Q1-3 2024	267,458
Q1-3 2025	232,208
	14.1%

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