



Fargo-Moorhead Metropolitan
Council of Governments

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18th Meeting of the MATBUS Coordination Committee

April 15, 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 March 18, 2026
2. Public Comment Opportunity
3. Action Items
 - a. Resolution to Waive Advertising Fees for All Partner Agencies – **Cole Swingen**
4. Informational Items
 - a. March Budget to Actuals Review – **Jean Henning and Cole Swingen**
 - b. Security Incident Highlights and Summary – **Cole Swingen**
 - c. Driver Safety Survey and Survey Results – **Cole Swingen and Taaren Haak**
 - d. Operations Update – **Matthew Pinotti**
 - e. Quarterly Ridership Update – **Luke Grittner**
5. Other Business

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A PLANNING ORGANIZATION SERVING

FARGO, WEST FARGO, HORACE, CASS COUNTY, NORTH DAKOTA AND MOORHEAD, DILWORTH, CLAY COUNTY, MINNESOTA

Agenda Item 1b

**17th Meeting of the
MATBUS Coordination Committee
March 18, 2026 – 9:00 AM
Metro COG Conference Room/Zoom**

Members Present:

Deb White, Moorhead City Council, Chair
John Strand, Fargo City Commission
Cole Swingen, Assistant Transit Director (proxy)
Sebastian McDougall, Moorhead City Council
Jenica Flanagan, Moorhead Finance Director
Mike Rietz, Moorhead Assistant City Manager
Peyton Mastera, Dilworth City Administrator
Brit Stevens, NDSU Transportation Manager
Ben Griffith, Metro COG Executive Director

Members Absent:

Denise Kolpack, Fargo City Commission
Julie Bommelman, Fargo Transit Director
Susan Thompson, Fargo Finance Director
Dustin Scott, West Fargo City Administrator

Others Present:

Adam Altenburg, Metro COG
Heidi Benke, MATBUS
Shaun Crowell, MATBUS
Brenda Derrig, City of Fargo
Cindy Girdner, Valley Senior Service
Josh Gordon, MATBUS
Jean Henning, City of Fargo
Aiden Jung, Metro COG
Nicole Lipinoga, Metro COG
Michael Maddox, Metro COG
Wyatt Papenfuss, City of Fargo
Matt Pinotti, MATBUS
Jordan Smith, MATBUS
Megan Zahradka, City of Moorhead

1a. Approve Order and Contents of the Agenda

Chair White proposed amending the agenda to include a discussion on the impact of new federal policies on CDLs under Other Business. A motion to approve the agenda, as amended, was made by Mr. Mastera and seconded by Mr. Griffith. The motion was voted on and unanimously approved.

1b. Review and Action on Minutes from February 18, 2026

A motion to approve the minutes for the February 2026 regular meeting was made by Mr. Strand and seconded by Mr. McDougall. The motion was voted on and unanimously approved.

2. Public Comment Period

No members of the public addressed the committee.

3a. MnDOT 2027-2030 Draft TIP Project Approval

Mr. Smith presented the draft 2027–2030 TIP project list for approval, noting that the process was coordinated with the City of Moorhead. As part of this update, staff reviewed projects currently included in the TIP and made adjustments to reflect updated cost estimates and anticipated funding needs. He also noted that a minivan is likely to be removed from the program in either 2027 or 2028.

Mr. Smith added that, following committee approval, the projects will still need to proceed through the TIP and STIP approval processes with Metro COG and the State of Minnesota.

A motion to approve the MnDOT 2027-2030 Draft TIP Projects was made by Mr. McDougall and seconded by Ms. Flannagan. The motion was voted on and unanimously approved.

4a. February Budget to Actuals Review and 2025 Operational data Update

Ms. Henning provided an overview of the February Budget-to-Actuals review. She noted that MATBUS is currently reconciling its 2025 finances. The final billing for 2025 was issued during the week of March 9, and no additional billing was anticipated. She also explained that reporting reflects a one-month lag, as the final billing was only recently completed.

Mr. Swingen provided an update on staffing, reporting that contingent offers have been extended for all five vacant positions, with new hires expected to begin on April 13. He added that vacancies have resulted in higher-than-usual overtime; however, he anticipates a significant decrease in overtime once the positions are filled and the school year concludes.

Ms. Flannagan asked whether regular wages are currently under budget due to the vacancies. Ms. Henning confirmed that wages are under budget and noted that MATBUS can provide those figures.

4b. Security Incident Highlights and Summary

Mr. Swingen provided an update on recent safety incidents, noting that an incident involving an individual attacking someone at a bus shelter received media attention. He reported that the individual was taken into custody and charged. He also presented a monthly summary of incidents, broken down by category.

Chair White commented that receiving this report on a monthly basis would be beneficial for tracking incident trends over time. Mr. Swingen responded that he can provide the report on a recurring monthly basis.

4c. 2027 Budget Process Update

Mr. Swingen provided an update on the 2027 budget process. He noted that MATBUS had reached out to all jurisdictions to schedule meetings to discuss the budget. He added that discussions regarding the cost allocation model and the interim joint powers agreement have already taken place, with additional meetings planned in the near future. Once service levels are agreed upon by the partner jurisdictions, MATBUS will develop a preliminary 2027 budget based on those assumptions.

Mr. Strand asked about bus wraps and their contribution to revenue. Mr. Swingen reported that nearly 50 percent of the fleet is wrapped, generating approximately \$70,000 annually. Mr. Strand expressed interest in leveraging bus wraps more effectively to promote ridership and increase revenue.

4. Other Business

Chair White brought a recent news article to the committee's attention regarding a new policy that would restrict or revoke access to Commercial Driver's Licenses (CDLs) for certain individuals, including those seeking asylum, refugees, and DACA recipients. She asked whether this policy could impact MATBUS employees.

Mr. Pinotti noted that several drivers are New Americans and may be affected by the proposed policy.

Mr. Strand added that this issue should be considered alongside ongoing discussions of federal funding, emphasizing the importance of remaining attentive to potential changes in federal policies and funding levels.

Mr. Smith provided an update on Ms. Bommelman's medical leave, noting that a return date has not yet been determined. He indicated that any questions could be directed to him or Mr. Swingen in the meantime.

Chair White adjourned the meeting at 9:27 AM.

Memorandum

To: MATBUS Coordination Committee

From: Cole Swingen – Assistant Transit Director – Operations

Date: April 15, 2026

RE: *Resolution to Waive Advertising Fees to All Partner Agencies*



At the last MATBUS Coordination Committee meeting on Wednesday March 18, City of Fargo Commissioner, John Strand, expressed his interest to see MATBUS partners have an opportunity to advertise on MATBUS vehicles. MATBUS staff would like to propose a policy adjustment to waive fees for any partner agency who wishes to advertise on a bus. Partners will still be expected to pay for any bus wrap design/installation/removal fees that are charged by third party companies.

Approximately half of the MATBUS fixed route fleet (40 vehicles) do not have bus wrap advertisements on them so there is no concern of losing advertising revenue by implementing this policy change. In the event of increased interest in bus wrap advertising, MATBUS staff will prioritize paid advertising contracts when determining bus availability for partner advertising.

Requested Action: Approve MATBUS staff to waive bus wrap advertising fees for all partner agencies.

MATBUS-AGENCY REVIEW
BUDGET TO ACTUALS- MARCH 2026
OPERATING

Budget to Actuals

OPERATING REVENUE:	Final Period 15			2026-Monthly			2026-Year to Date		
	2025 Budget	2025 Actual	Variance	March Budget	March Actual	Variance	March Budget	March Actual	Variance
1 FTA Section 5307 & 5310 Funding:	\$3,938,256	\$4,896,005	\$957,749	\$264,488	\$1,014	-\$263,474	\$793,464	\$1,014	-\$792,450
2 ND State Aid	\$564,991	\$816,925	\$251,934	\$86,859	\$0	-\$86,859	\$260,577	\$0	-\$260,577
3 Fixed Route Fare Revenue	\$925,272	\$575,293	-\$349,979	\$70,706	\$62,467	-\$8,239	\$212,118	\$303,082	\$90,964
4 Advertising	\$100,000	\$84,128	-\$15,873	\$10,575	\$5,450	-\$5,125	\$31,725	\$13,450	-\$18,275
5 Paratransit Fare Revenue	\$206,750	\$189,272	-\$17,478	\$19,631	\$23,234	\$3,603	\$58,893	\$61,969	\$3,076
6 Moorhead Link FM	\$0	\$301	\$301	\$0	\$0	\$0	\$0	\$0	\$0
7 Farebox Vending	\$7,098	\$5,626	-\$1,472	\$472	\$490	\$18	\$1,416	\$1,300	-\$116
8 U Pass Revenue	\$175,000	\$156,618	-\$18,382	\$8,850	\$9,879	\$1,029	\$26,550	\$94,164	\$67,614
9 Transit Fines	\$35,500	\$34,283	-\$1,217	\$0	\$0	\$0	\$0	\$0	\$0
10 Insurance Proceeds	\$20,000	\$31,403	\$11,403	\$2,500	\$12,757	\$10,257	\$7,500	\$25,651	\$18,151
11 Pcard Rebates	\$15,000	\$11,865	-\$3,135	\$1,250	\$0	-\$1,250	\$3,750	\$0	-\$3,750
12 Miscellaneous Revenue	\$2,550	\$6,671	\$4,121	\$583	\$0	-\$583	\$1,749	\$275	-\$1,474
13 Fargo Payments from Partners-Fixed Route	\$4,707,906	\$4,478,563	-\$229,344	\$370,943	\$407,198	\$36,255	\$1,112,829	\$518,356	-\$594,473
14 Fargo Payments from Partners-Paratransit	\$860,670	\$782,444	-\$78,226	\$65,929	\$68,740	\$2,811	\$197,787	\$93,589	-\$104,198
15 Fargo Payments from Partners-Microtransit	\$40,486	\$54,636	\$14,150	\$6,057	\$12,426	\$6,369	\$18,171	\$14,246	-\$3,925
16 Fargo Local Share	\$3,748,323	\$3,748,323	\$0	\$360,751	\$360,751	\$0	\$1,082,253	\$1,082,254	\$1
Total Revenue	\$15,347,803	\$15,872,355	\$524,552	\$1,269,594	\$964,406	-\$305,188	\$3,808,782	\$2,209,349	-\$1,599,433
OPERATING EXPENSES:									
1 Administration	\$1,870,508	\$1,913,817	-\$43,309	\$177,399	\$190,003	-\$12,604	\$480,260	\$464,618	\$15,642
2 Fixed Route	\$8,562,047	\$8,073,628	\$488,419	\$562,790	\$484,213	\$78,577	\$1,535,268	\$1,376,337	\$158,931
3 Paratransit	\$1,834,227	\$2,024,064	-\$189,837	\$159,395	\$164,188	-\$4,793	\$430,527	\$398,536	\$31,991
4 Microtransit	\$207,380	\$265,640	-\$58,260	\$2,093	\$1,781	\$312	\$6,184	\$9,400	-\$3,216
5 Mobility Management	\$147,439	\$139,867	\$7,572	\$11,808	\$11,445	\$363	\$31,518	\$30,155	\$1,363
6 Planning	\$95,615	\$78,412	\$17,202	\$6,995	\$10,007	-\$3,012	\$19,283	\$27,863	-\$8,580
7 Building Operating	\$211,559	\$189,945	\$21,614	\$19,850	\$13,116	\$6,734	\$59,550	\$71,995	-\$12,445
8 Building Preventative Maintenance	\$242,391	\$236,099	\$6,292	\$28,107	\$31,514	-\$3,407	\$81,792	\$77,727	\$4,065
9 Vehicle Operating	\$85,500	\$52,339	\$33,161	\$4,019	\$1,193	\$2,826	\$12,057	\$3,513	\$8,544
10 Vehicle Preventative Maintenance	\$2,996,640	\$2,871,623	\$125,017	\$251,022	\$226,723	\$24,299	\$706,591	\$616,010	\$90,581
Total Expenses	\$16,253,305	\$15,845,435	\$407,871	\$1,223,478	\$1,134,183	\$89,295	\$3,363,030	\$3,076,154	\$286,876
REVENUE-EXPENSES	-\$905,502	\$26,920	\$932,423	\$46,116	-\$169,777	-\$215,893	\$445,752	-\$866,805	-\$1,312,557
PURCHASE OF SERVICE-MARCH									
Fargo	\$5,655,254	\$5,603,387	\$51,867	\$360,972	\$351,374	\$9,598	\$1,082,916.55	\$719,319	\$363,597
Moorhead	\$4,362,111	\$4,279,545	\$82,566	\$346,768	\$290,575	\$56,193	\$1,040,304.40	\$735,716	\$304,588
West Fargo	\$367,787	\$340,139	\$47,648	\$37,619	\$36,380	\$1,239	\$112,857.68	\$84,242	\$28,615
NDSU	\$767,858	\$695,959	\$71,899	\$69,986	\$63,209	\$6,777	\$209,957.50	\$196,397	\$13,561

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

2026 YTD Comments

Timing in State & Federal draws

One Month lag in Payments from Partners, expenses under budget

EXPENSES

2026 YTD Comments

Driver wages & overtime

Driver wage budgeted at \$26.88, fixed route drivers actual wage \$28.05/hour, paratransit drivers wage at \$27.89/hour

Increased overtime \$155k over budget due to driver on-boarding and full University schedules

Offset by decreased healthcare costs.

Budgeted at COF average family healthcare election reduced the budget \$400,000

Actuals healthcare election:

48% single coverage

20% family coverage

5% parent/child

27% no insurance

	W/Suballocation	
Fargo 5307 Apportionment	\$3,015,275	\$2,171,706
Suballocated to Moorhead	\$843,569	
Moorhead Apportionment	\$870,550	\$1,714,119

Grant Status

North Dakota-Operating

Operating FY25

ND State Aid

Funding

\$4,891,221

\$1,467,658

Available to Draw

\$32,944

\$946,147

Status

Planning remains

Drawn Qtrly, will draw April 2026

Minnesota-Operating

FY22 & FY23 Operating

FY20 & FY21 Operating

CARES Operating

ARP Operating

FY 2026 MNDOT Fixed

FY 2026 MNDOT Para

\$2,226,274

\$694,000

\$2,503,844

\$992,279

\$3,142,265

\$573,495

\$2,226,274

\$381,661

\$1,009,743

\$430,495

\$2,356,699

\$430,121

MNDOT Funding Received Quarterly

MNDOT Funding Received Quarterly

North Dakota Capital

Sub-Allocated ND FY23 5339

FH18 FHWA STBG & FY22 CRP

FY20,FY21 & FY22 5339

NDDOT Contract

NDDOT Contract

\$2,739,100

\$1,792,000

\$456,672

\$800,000

\$1,113,500

\$2,657,184

\$256,861

\$243,699

\$16,000

\$27,437

4 Buses, Para Expansion

1 Para Replacement

MTG Improvements

GTC Deck Overlay, Retainage left

Residual funds for 2 bus contract

Minnesota Capital

FY20 5307 && FY23 CRP

FY19 5307 FY22 STBG

FY20 & FY22 5339 Capital

FY21 & FY22 5307 Capital

MNDOT Contract Pending

MNDOT Misc. Projects

\$267,200

\$142,294

\$661,634

\$233,250

\$100,000

\$183,600

\$0

\$8,926

\$238,292

\$170,078

\$100,000

\$183,600

Deobligated-Walmart Hub

Shelters

Capital: MTG Imp., Vehicles

Capital: vehicles, shelters, fare media

2 Senior Vans

2 Bus Shelters, Collision Avoidance

Large UZA

Enhanced Mobility -5310-2024

Enhanced Mobility -5310-2025*

Enhanced Mobility -5310-2025

FY24-5339 Capital*

FY24-5339 Capital*

\$234,876

\$170,040

\$76,052

\$334,470

\$332,487

\$234,876

\$170,040

\$76,052

\$334,470

\$332,487

Grant application submitted, Program Plan approved

Funds committed to Moorhead Para & Shelters

Not in Grant, lapse 9-2027

Not in Grant, lapse 9-2027

Not in Grant, lapse 9-2028

Fargo- Not in Grant

FY22 FHWA CR Flexed

NDDOT Sub-allocation

\$208,000

\$137,000

\$208,000

\$137,000

Not in Grant, lapse 9-2027

Not in Grant, lapse 9-2027

* Includes Moorhead swap money projects.

March 2026 Operational Data Budget to Actuals

Ridership

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	48,882	49,317	0.9%
Moorhead & Dilworth - Fixed Route	32,831	35,227	7.3%
West Fargo - Fixed Route	912	1,080	18.4%
NDSU - Fixed Route	27,789	18,492	-33.5%
Fargo - Paratransit	3,774	3,928	4.1%
Moorhead & Dilworth - Paratransit	902	1,045	15.9%
West Fargo - Paratransit	866	835	-3.6%
NDSU - Microtransit	533	319	-40.2%

Revenue Hours

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	4,652.89	5,081.85	9.2%
Moorhead & Dilworth - Fixed Route	2,808.92	2,861.00	1.9%
West Fargo - Fixed Route	206.11	270.45	31.2%
NDSU - Fixed Route	767.44	728.30	-5.1%
Fargo - Paratransit	1,576.92	1,747.00	10.8%
Moorhead & Dilworth - Paratransit	445.83	512.00	14.8%
West Fargo - Paratransit	405.42	449.00	10.8%
NDSU - Microtransit	62.67	60.00	-4.3%

Revenue Miles

Agency/Service	Budgeted	Actual	Variance
Fargo - Fixed Route	61,141.31	56,086.58	-8.3%
Moorhead & Dilworth - Fixed Route	39,059.08	38,294.00	-2.0%
West Fargo - Fixed Route	3,386.02	3,194.70	-5.7%
NDSU - Fixed Route	9,129.78	8,898.43	-2.5%
Fargo - Paratransit	20,556.67	22,462.00	9.3%
Moorhead & Dilworth - Paratransit	6,635.50	7,096.00	6.9%
West Fargo - Paratransit	5,667.58	5,853.00	3.3%
NDSU - Microtransit	755.56	448.00	-40.7%

Memorandum

To: MATBUS Coordination Committee
From: Cole Swingen, Assistant Transit Director - Operations
Date: April 15, 2026
RE: *Security Incident Highlights & Summary*



Security Incident Highlights

3/24/2026

Signal Security Report: "A male native client was on trespass, so the signal officer asked him to leave the premises, and he refused and threw a scissors at the moving bus. I was going to call the police but left the premises."

3/31/2026

Route 14, bus 4186, spotted a possible stabbing incident at the Essentia Hospital when he drove through at 11:40. Route 18 reported that the two people that the Route 14 reported had both boarded his bus. Dispatch called Red River Dispatch to inquire about if any incidents had happened at the Essentia Hospital and was told yes. Dispatch informed Red River that the two suspects where on the Route 18. PD stopped the Route 18 at 25th St & 14th Ave S Fargo and removed the two suspects.

Monthly Summary

February 2026

- Public Intoxication – **3** Incidents
- Verbal Altercation – **3** Incidents
- Fargo PD Request – **1** Incident
- Physical Altercation – **1** Incident
- Trespass/Passenger Removal – **2** Incidents

March 2026

- Public Intoxication – **7** Incidents
- Verbal Altercation – **4** Incidents
- Physical Altercation – **2** Incident
- Trespass/Passenger Removal – **2** Incidents
- Injury – **1** Incident

Memorandum

To: MATBUS Coordination Committee

From: Cole Swingen, Assistant Transit Director – Operations
Taaren Haak, Marketing Manager

Date: April 15, 2026

RE: Driver Safety Survey



As part of continuing efforts to address safety within the MATBUS system, staff have recently conducted a Driver Safety Survey. This 14-question survey was made available to drivers on March 10, 2026, and it closed 4 weeks later on April 7, 2026.

Drivers were notified of the survey at their March safety meeting. Posters were also hung in multiple locations within the driver hallway and locker room. The posters included a QR code, which could be scanned to access the survey digitally. Paper surveys were also placed in the locker room and at the road supervisor check-in window.

The survey was anonymous, but drivers were given the option of including their name if they were open to receiving follow-up questions from admin staff.

This survey may be deployed again in 2027, in order to track trends in responses over time.

Participation

We received a total of 37 responses – 15 digital and 22 paper. This represents a 52.11% response rate within a total of 71 current full-time drivers.

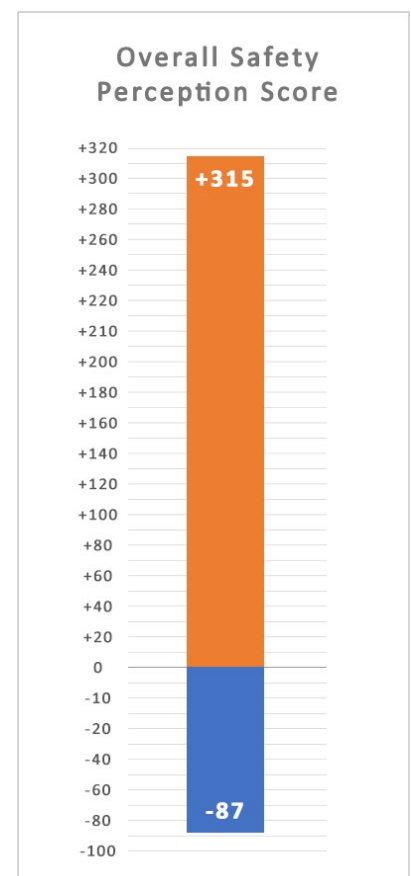
Analysis

A full list of the questions, their answers, and additional comments is included in the next section.

Overall Safety Perception Score

Every feelings or opinion-based answer was assigned a positive or negative point value. Neutral answers were not included. For example, points were assigned as follows: Strongly Agree +2, Agree +1, Neither Agree Nor Disagree 0, Disagree -1, Strongly Disagree -2.

The result was a positive score of +315 and a negative score of -87. This gives a snapshot of the general tone of responses to survey questions for the survey as a whole.



Results

1: On average, I feel safe completing my day-to-day duties.

Strongly Agree	21.62%
Agree	43.24%
Neutral	21.62%
Disagree	10.81%
Strongly Disagree	2.70%

Answered: 37 Skipped: 0

2: How safe do you feel while interacting with passengers?

Very safe	16.22%
Safe	48.65%
Unsafe	29.73%
Very Unsafe	5.41%

Answered: 37 Skipped: 0

3: How often do you feel unsafe while interacting with passengers?

Daily	53.85%
Weekly	15.38%
Monthly	7.69%
Yearly	7.69%
Rarely (less than once a year)	15.38%

Answered: 13 Skipped: 24

*Drivers were only prompted to answer this question if they selected “Unsafe” or “Very Unsafe” on the previous question.

Comments:

- There are select passengers that cause issues everyday, and still are allowed to ride. We need proper transit police.
- Routes 4, 14, and 17 set off my “warning bells” at times.
- Passengers face no repercussion for actions. Drug and alcohol use are ignored in public restrooms.
- Our passengers are becoming more aggressive.
- Never know what the passengers bring with them.
- Situations arise and things can transpire very quickly, even in a calm situation.
- Sometime the passengers may not be having a good day and they may take it out on bus drivers.

4: Have you ever been verbally or physically assaulted while working? Select all that apply.

Yes - Verbally	78.38%
Yes - Physically	21.62%
No	18.92%

Answered: 37 Skipped: 0

5: I am confident in my ability to de-escalate an upset passenger situation.

Strongly Agree	24.32%
Agree	45.95%
Neutral	18.92%
Disagree	8.11%
Strongly Disagree	2.70%

Answered: 37 Skipped: 0

Comments:

- I just wish to keep the bus moving. My M.O. thus far has been to open both doors and order them off my bus.
- Most of these passengers won't de-escalate no matter what you say or do.
- You can only do so much with some of these animals!
- Get them off the bus. Or don't let them board when they are already problematic.
- I stay calm & utilize security
- More training like other city employees and police
- Optional additional training would not hurt to have. Especially to establish a baseline on methods to de-escalate. Senior driver suggestions and methods.
- Even with the proper training, I'm not confident in de-escalation.

6: How safe do you feel at MATBUS facilities or hubs?

Very Safe	16.22%
Safe	48.65%
Unsafe	34.14%
Very Unsafe	0.00%

Answered: 37 Skipped: 0

7: How often do you feel unsafe at MATBUS facilities or hubs?

Daily	25.00%
Weekly	41.67%
Monthly	33.33%
Yearly	0.00%
Rarely (less than once a year)	0.00%

Answered: 12 Skipped: 23

Item 4c

*Drivers were only prompted to answer this question if they selected “Unsafe” or “Very Unsafe” on the previous question.

Comments:

- It's only my own anxiety, but when I notice that a passenger is intoxicated, I tend to fear the worst. (proclivity for violence)
- It's mainly two things, lack of security and drivers need their own bathroom. For how much activity we have at both gtc and West acres, one guard doesn't cut it, ideally 4 guards for gtc but both places need at least two. They do not make rounds enough, not paying attention to their surroundings and rarely ever check bathrooms (should have a female guard on duty as well for liability with dealing with female individuals). As for the bathrooms, us drivers are in are most vulnerable state, and any riders that aren't happy with us, this is the most opportune time to strike. Also a good chunk of us drivers where not here when we were banned from the gtc office bathroom. We would like to stop paying for the sins for someone else we don't even know and that happened years ago. Back to the guards, they need to know who the trespassed are and stop letting them come into the gtc, we see trespassed people come in all the time.
- As a Road Sup I interact daily with customers
- We don't have the proper security to assist with whatever situations that arise, very slow to respond.

8: I feel safe operating MATBUS vehicles, knowing that they are being maintained properly.

Strongly Agree	32.43%
Agree	43.24%
Neutral	18.92%
Disagree	2.70%
Strongly Disagree	2.70%

Answered: 37 Skipped: 0

Comments:

- Some para vans have no tire treads, like 8202! I have mentioned several times.
- The mechanics might not be at fault, i dont know if they have final say on what gets fixed but us drivers get tired of reporting problems and they drag feet to get fixed. You're just lowering moral and motivating us to be lazy with pre/post trips
- Buses great, station and major hubs not
- I have to write up problems on post trips several times before they are fixed. I know other drivers will agree

9: Safety measures onboard the bus (driver barriers, cameras, radio/tablet messaging) provide enough protection for drivers.

Strongly Agree	10.81%
Agree	32.43%
Neutral	35.14%
Disagree	16.22%
Strongly Disagree	5.41%

Item 4c

Answered: 37 Skipped: 0

Comments:

- Consider that a violent trespasser recognized us in public with our family. Again, this is my own anxiety.
- More could be done to assist drivers in certain situations.
- Cameras seem like they are used more to discipline drivers. Not so much as protection or security.
- Could be better
- THERE SHOULD BE A WAY TO LOCK THE DRIVER DOOR
- Not all the buses have the bigger shields which provide protection and not all have seatbelts clamps, the seat belt digs into our necks, yes we could buy our own but I believe this should be a work condition problem (distracting and uncomfortable)
- We need more signage stating they will be prosecuted for assaults
- It's enough, I know how companies like Matbus work. We'd get stronger protection on bus if a driver gets fatally hurt via passenger.
- Drivers need full driver barrier door to be fully enclosed
- Maybe some more protection. Non toxic irritants like mace for requesting drivers.

10: Have you ever been reluctant to come to work, because of a safety concern?

Yes	24.32%
No	75.68%

Answered: 37 Skipped: 0

Comments:

- I have accepted that possible threats to my safety are inherent to this occupation and it helps to have other drivers for camaraderie.
- Moorhead routes
- It's not there yet, having a guard on the buses would help too, at least on route 4 and 15
- Only nervous when it came to blizzards

11: If I'm having a safety issue on my bus, I get a quick response from dispatch, security, and/or supervisors.

Strongly Agree	17.14%
Agree	28.57%
Neutral	28.57%
Disagree	11.43%
Strongly Disagree	14.29%

Answered: 35 Skipped: 2

Comments:

- Too much radio chatter - hard to get responses sometimes.

Item 4c

- They don't take it serious sometimes.
- Security doesn't always respond at night, sometimes supervisor have a lack of immediate response for help
- Depending on the supervisor. [Road Supervisor 1] is good. [Road Supervisor 2] will put them on again and insist you take them
- Usually, except from security, but again if there was more and they had stricter phone usage rules it would be better, at least no headphones rule, it's really unsafe for them to not be able to hear their surroundings and radio
- At times the response is slow
- Depends on what traffic is going on and how clearly the issue is projected on the call. Example: Security at West Acres or at GTC? Typically drivers say security but don't say where at or where their bus is or a description of their bus.
- Sometimes dispatch is busy and you're responded to quick enough. Security that is available is very slow to respond.

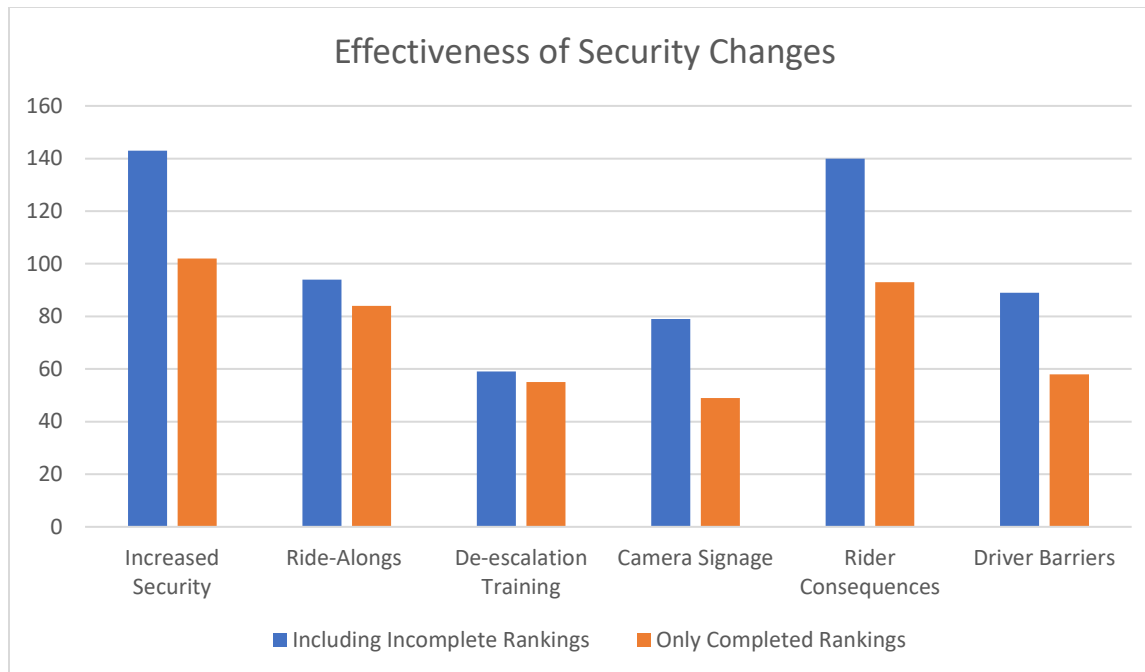
12: Which changes would be the most effective at increasing your feeling of safety and/or supporting you during a passenger conflict? Place in order of effectiveness.

Increased security presence at MATBUS facilities	143
More strict consequences for riders who threaten your safety	140
Security or road supervisor ride-alongs on your bus	94
Driver barriers with more coverage/separation from riders	89
Prominent signage telling riders they're on camera	79
More de-escalation training	59

*Note: When completing the paper version, 11 of the drivers did not rank the options. Instead, they either marked a top option or voted for multiple options. These were assigned weighted points, but may have produced an inflated score for the top options. With these incomplete responses thrown out, the options are ranked as shown below.

Increased security presence at MATBUS facilities	102
More strict consequences for riders who threaten your safety	93
Security or road supervisor ride-alongs on your bus	84
Driver barriers with more coverage/separation from riders	58
More de-escalation training	55
Prominent signage telling riders they're on camera	49

Answered: 33 Skipped: 4



13: Do you feel supported by management staff when you report passenger-related safety incidents?

Yes - I feel that management prioritizes my safety.	47.22%
Sometimes - Support is inconsistent.	44.44%
No - I don't feel supported.	8.33%

Answered: 36 Skipped: 1

Comments:

- I never hear back and the riders are still allowed to ride!
- Not at all. Hell to the no!
- Depends on the staffing
- Management is fine, but when we're on the road with no management or security and cops are 10 plus minutes out, that's when it feels like we're all alone
- Some more than others, show immediate concern, others are nonchalant.

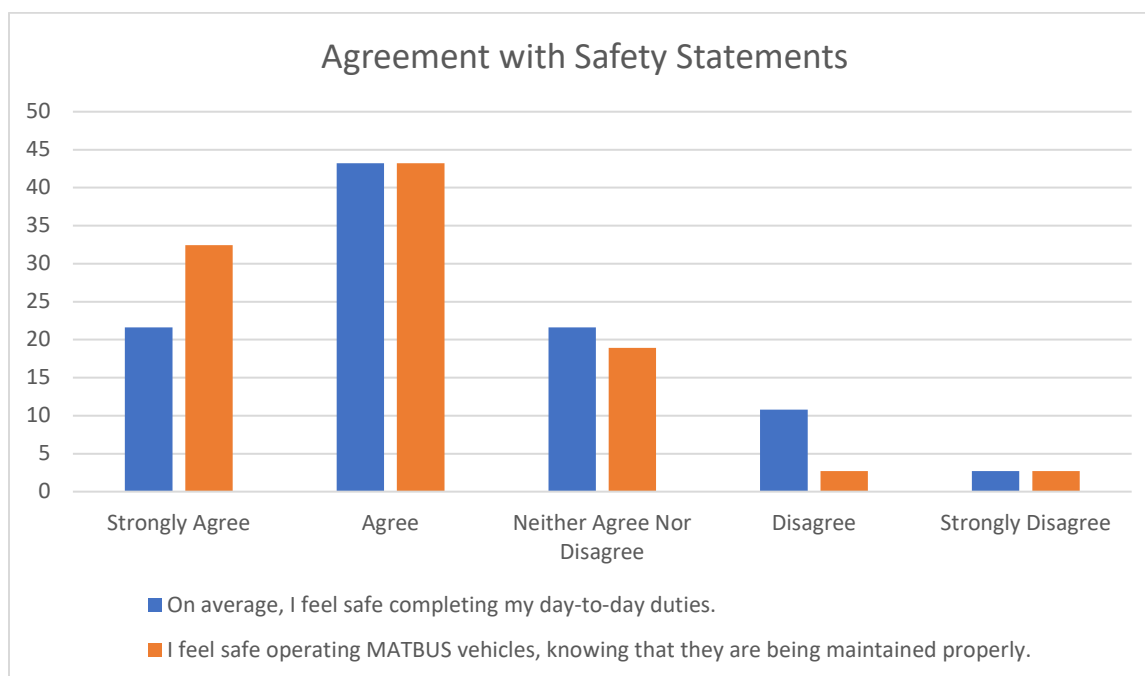
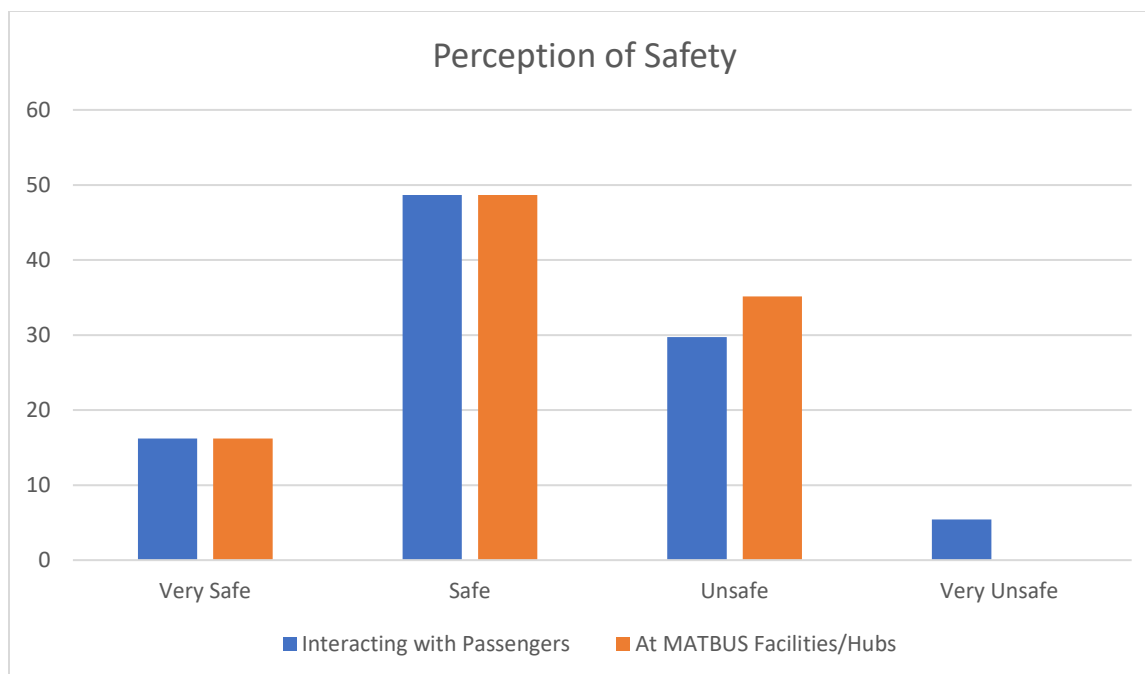
14: Please share any additional comments you have about your safety as a driver.

Answered: 16 Skipped: 21

- Driver side needs to be cleaned because dusty when you turn on fan dust blow out toward to our face.
- This seems to be about fixed route, so [I passed on answering about ranking possible changes]. But they all sound great!

Item 4c

- I often find myself feeling anxious about reaching transfer points late, as I have felt threatened and have been cursed at by people who have missed their transfers. Significant delays are not our fault, but we are the only available target for their outrage.
- Drivers should have something to protect themselves - pepper spray as an example. Didn't answer unsafe [for "interacting with passengers"], but there are a handful of times a week you get a pretty uneasy situation. Employees also should have their own bathrooms.
- The dust in the bus too much. The dust need to be wipe down every day.
- Pretty pointless (it seems) to share. Nothing ever gets done. And all drivers know, we are on our own and the customers needs, or complaints, or concerns, are more important than any of us.
- Would very interested in more de-escalation training.
- Having security at the Marriott and Moorhead & Walmart & 13th Walmart
- Bus on driver side needs to clean sometimes dust all over the driver side and on the dashboard
- Better that MATBUS is not used to babysit the homeless. If we must, they need to obey the rules, no swearing, no joy riding and always asking for free rides
- When I was in security in Phoenix, we had gear. Just the mere presence of pepper spray on the hip/chest would deter people from getting violent along with deescalation tactics. It also doesn't help that security is no where near "authority" looking. I feel like they look like they work at a phone company then do security
- We are on the front lines in transit. Drivers need to be believed when threatened.
- If we could have a siren go off for 2 seconds when a car gets too close to our bus, I'd appreciate that. The amount of near misses we deal with angers me because those people aren't even aware they were in the wrong. I'm unsure if we have PR signs that display bus safety. I would like there to be one where we can't turn right if the turning lane is occupied. It'd be nice if everyone around us knew why we aren't moving.
- All good. Give security more authority to use aggression when necessary.
- Drivers tend not to report incidents because without these passengers we have no job is what we've been told.





Ridership

Q1 2025 and Q1 2026 Ridership

Period	Route 1 MHD	Route 2 MHD	Route 3 MHD	Route 4 MHD	Route 5 MHD	Route 6 DWT	Route 9 MHD
Q1 2025	16,237	20,082	16,682	28,574	12,249	3,118	1,454
Q1 2026	16,425	18,154	14,077	32,597	11,202	2,577	1,500
Change	+1%	-9%	-15%	+14%	-8%	-17%	+3%

Period	Route 11 FGO	Route 13 FGO	Route 14 FGO	Route 15 FGO	Route 16 FGO	Route 17 FGO	Route 18 FGO
Q1 2025	11,861	28,986	23,656	57,448	5,670	8,739	9,335
Q1 2026	11,900	27,900	23,244	50,569	0	9,256	9,382
Change	+0.3%	-4%	-2%	-11%		+6%	+0.5%

Period	Route 20 FGO/WF	Route 24 FGO/WF	Fargo Ind. Park On-Demand
Q1 2025	7,039	5,533	708
Q1 2026	6,602	4,466	0
Change	-6%	-19%	



Ridership

Q1 2025 and Q1 2026 Ridership

Period	Route 31 NDSU	Route 33 NDSU	Route 34 NDSU	NDSU On-Demand
Q1 2025	14,563	44,125	13,396	1,857
Q1 2026	12,012	36,312	11,845	1,210
Change	-18%	-18%	-12%	-34%

Period	Moorhead/Dilworth Total
Q1 2025	98,396
Q1 2026	96,532
Change	-1.9%

Period	Fargo/West Fargo/NDSU Total
Q1 2025	230,351
Q1 2026	203,548
Change	-11.6%

Period	System Total
Q1 2025	328,747
Q1 2026	300,080
Change	-8.7%

Period	Paratransit
Q1 2025	16,632
Q1 2026	16,651
Change	+0.1%



Ridership

Q1 2025 and Q1 2026 U-pass Ridership

Period	NDSU	MSUM	Concordia	M State
Q1 2025	93,810	7,521	2,286	2,334
Q1 2026	80,898	6,204	3,040	2,571
Change	-14%	-17%	+33%	+10%

Period	U-Pass
Q1 2025	105,951
Q1 2026	92,713
Change	-12%



Revenue Hours

Q1 2025 and Q1 2026

Actual Revenue Hours				
	Q1 2025	Q1 2026	Difference %	Difference in Hours
Moorhead/Dilworth	8,391	8,329	-0.7%	-62
Fargo/West Fargo	17,793	17,098	-3.9%	-695
Total	26,184	25,427	-2.9%	-757