METROCOG Fargo-Moorhead Metropolitan Council of Governments

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83rd Meeting of the Metro Area Transit Coordinating Board

September 9, 2020 – 8:00 am

Virtual Meeting

Meeting Agenda

1. Call to Order and Introductions

2. Action Items:
    a. January 20, 2019 Meeting Minutes
    b. Mass Transit RFP - Julie Bommelman, Lori Van Beek
    c. GTC Renovation Update - Julie Bommelman, Matt Peterson
    d. MATBUS Transit Authority Presentation – Joseph Kapper, SRF

3. Informational Items
    a. Operations Reports - Matt Peterson
    b. Transit COVID-19 Response – Taaren Haack

4. Other Business

5. Adjournment

82nd Meeting of the
Metro Area Transit Coordinating Board
January 8, 2020
Fargo City Commission Chambers – 225 4th Street N, Fargo, ND

Members Present:
Jim Aasness, Dilworth City Council
Brian Arett, Valley Senior Services
Kevin Hanson, Chair
Steve Lindaas, Moorhead City Council
Jackie Maahs, Concordia College
Brad Olson, West Fargo City Commission
Brit Stevens, NDSU
Sara Watson Curry, Moorhead City Council
Annie Wood , MSUM

Members Absent:
Tony Grindberg, Fargo City Commission
Paul Grindeland, Valley Senior Services
Teresa Stolfus, M|State
John Strand, Fargo City Commission

Others Present:
Lori Van Beek, City of Moorhead
Julie Bommelman, City of Fargo
Taaren Haak, City of Moorhead
Michael Maddox, FM Metro COG
Matthew Peterson, City of Fargo
Jordan Smith, City of Moorhead

1. **Call to Order and Introductions**
   Chair Hanson called the meeting to order and introductions were made. A quorum was present.

2. **Action Items**
   a. **November 20, 2019 Meeting Minutes**
   A motion to approve the minutes was made by Mr. Aasness and seconded by Ms. Wood. The motion was voted on and unanimously approved.

   b. **Federal 5339 Grant Application for 2020 Capital (Moorhead)**
   Ms. Van Beek explained the Federal grants for 2020 and the projects being awarded through Federal 5339 funds. There will be five projects funded including (1) Green Light Priority Project (2) Facility Support Equipment (3) Bus Shelter at the Clay County courthouse (4)(5) Dilworth Transfer Hub Design & Construction.

   A motion to recommend approval to the Moorhead City Council of FTA Section 5339 capital grant application for the above listed projects was made by Mr. Arett and seconded by Mr. Olson. The motion was voted on and unanimously approved.

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c. Route 4 Alternatives for Downtown Shopping

Ms. Van Beek explained some terminology that would be used throughout the presentation. She then introduced potential alternatives for Route 4 because during the public hearing process for changes to the Link FM service, people commented about route changes to accommodate or supplement some of the stops removed as part of the changes to Link FM. She shared goals for route 4 including (1) inbound and outbound bus stops at Hjemkomst, Parkview Terrace (low income housing), Moorhead Center Mall, and downtown Moorhead housing (US Bank) (2) Keep route timing the same with 10 min. to spare for weather etc. (3) Add bus stop close to the shelter that was previously used by Link FM (4) Provide additional route 4 bus stops in downtown Fargo (5) Replace Link FM bus stop sign at Hjemkomst with a MATBUS bus stop sign (6) Brand route 4 as the "shopping connection" (7) Maintain or reduce railroad crossings. Ms. Van Beek shared a map of the existing route 4. She shared pros and cons of the existing route 4 in the downtown areas of Fargo and Moorhead. She explained four options with their pros and cons for route 4 to supplement the Link FM changes most efficiently. Ms. Van Beek shared a matrix of the four options, and indicated that the preferred option was option 3. She then shared more detailed maps of option 3 indicating where new bus stops would need to be located.

Ms. Watson Curry asked if the changes to route 4 would merit a public hearing. Ms. Van Beek said that the changes are not significant enough to merit a public hearing, but would have an informational meeting and ultimate decision from Moorhead City Council. A public hearing is required if there are changes to more than 25% of the route 4 operating hours or the physical route that the bus would take.

A motion to recommend approval to the Moorhead City Council of option 3 changes to Route 4 was made by Mr. Lindaas and seconded by Mr. Aasness. The motion was voted on and unanimously approved.

d. Selection of Evaluation Team for Fargo-Moorhead Mass Transit Operational Services Request for Proposals

Ms. Van Beek explained the RFP for mass transit operational services. She said part of the process is to have an evaluation team that makes recommendations to City Council. The team reviews the RFPs and helps in the interview process as well. Ms. Van Beek said that in the past, board members have volunteered to be on the selection evaluation team, and reiterated that there is a time commitment to be a part of it. She asked if anyone was interested in serving on the evaluation team. Kevin Hanson said he would volunteer. Ms. Watson Curry asked about the time commitment. Ms. Van Beek said there is quite a bit of reading, otherwise meetings themselves may in total take about 8 hours, or one day. Ms. Watson Curry said she would tentatively volunteer. Mr. Stevens also volunteered. Ms. Van Beek said more information would be provided as MATBUS moves along in the process.

Mr. Hanson asked if the contract for operational services could be extended again. Ms. Van Beek said that the contract could be extended, and had been extended another year already.

Ms. Watson Curry asked for clarification about moving dispatch from contract services to City of Fargo employment. Mr. Peterson clarified that the transition for employees would be very seamless.

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A motion to appoint Kevin Hanson, Sarah Watson Curry, and Brit Stevens to the Selection Evaluation Team for Fargo-Moorhead Mass Transit Operational Services Request for Proposals was made by Mr. Arett and seconded by Ms. Wood. The motion was voted on and unanimously approved.

3. Informational Items

a. 2020 Marketing Plan

Ms. Haak introduced the 2020 marketing plan. She said MATBUS is in the middle of the process of completing the plan, and are refining the approach to marketing in 2020. She explained that ridership is low across the nation, but hopefully some new tactics can help boost ridership in the FM metro. Ms. Haak explained the existing promotions that are typically done annually for marketing MATBUS to the community. She said that the promotions won't necessarily be cancelled, but may be done differently based upon the following goals: (1) Education of the community including dynamic media such as short videos. Also enhancing the website to be more user-friendly, and engage younger riders through different forms of social media. (2) Connection with the community. A big marketing push will be informing the public about the changes to Link FM.

Ms. Wood asked if the marketing team would address the "why" to ride vs. "how" to ride. Ms. Haak explained that they have done this in the past and plan to continue with "why" people should ride including a winter riding campaign which focuses on the benefits of riding the bus in the winter. Ms. Wood also suggested that a "sustainability and eco-friendly" marketing approach would be helpful to reach the younger demographic of the community. Mr. Hanson agreed that this was a good idea and could even see MATBUS having a focus group with younger riders regarding this topic. Ms. Haak said they do have some events that stress the ecological benefits of riding the bus, and added that the college ridership survey would also be going out soon to directly engage the younger demographic. She said there may be a good opportunity for a focus group as part of the development of the Transit Development Plan.

b. 2020 Fuel Bids

Mr. Smith explained that every 6 months, the City of Fargo goes out for bids for fuel for all departments including diesel and unleaded fuel used by MATBUS. He said they go out 6 months in advance. Mr. Smith said that last year's fuel cost was well within the $825,000 budget, and that for the first and second quarter of 2020, the prices have been the same as in 2019, so they are confident the budget will again be adequate. He also explained that it saves MATBUS over $170,000 if they were to pay at a regular pump, and not buy fuel in bulk.

Mr. Arett asked who was the successful bidder for quarters 1 and 2 of 2020. Mr. Smith said it was Hartland Fuel Products.

c. 2019 Annual Operations Report

Mr. Peterson explained that the 2019 Incidents Report would be included as part of the 2019 Annual Operations Report, as opposed to how it was listed as separate items on the agenda. Ms. Van Beek introduced the report including what vehicles had been purchased in 2019 for Fargo and Moorhead Transit . Mr. Arett asked what the price of the Tap Ride vehicle is. Mr. Peterson said it was $55,000. Ms. Van Beek went on to talk about other equipment purchases, fares, and marketing including an APTA award for television commercial "Abandoned cars". She also talked about route and service changes to Route 4 at Hwy 10 & 34th St., LinkFM, Fargo

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Industrial Park TapRide which Mr. Peterson said is performing well, and Senior Ride operation hours. Mr. Peterson talked about shelters and facilities such as the GTC renovation project which is out for bid, the purchase of 10 replacement bus shelters for Fargo which are a new design, and the installation of 2 new shelters on 10th St N coinciding with an NDDOT project. Ms. Van Beek explained the 2019 personnel and training summary including committee participation, staff changes, training/education, and awards. She discussed current transit studies as well.

Mr. Peterson went through the operations report for 2019. He said ridership is down about 6%, which is manageable, because 2019 had some terrible weather and significant detours MATBUS is not overly concerned with the drop in ridership. Information about ridership was presented by route for Fargo and Moorhead. Mr. Peterson presented U-Pass ridership, trips by customer type, vehicle revenue hours, vehicle revenue miles, rides per hour, social media, and call logs. Mr. Peterson also discussed the 2019 complaints report including the top 6 complaints and a summary of all complaints. He added the 2019 incidents report including the top 6 incidents reported. He explained that complaints are typically reported by the public, and incidents are typically reported by MATBUS staff. Mr. Peterson said they also track other feedback items including compliments, bus stop requests, public hearings, event/policy, and missed trips. He explained the mechanical log by jurisdiction, and collision log.

Mr. Hanson asked about the weather related closings and if it was all or nothing, or if there are certain routes that can stay open. Mr. Peterson said that it depends and that when significant weather is coming in MATBUS coordinates with public works to get an idea about how quickly they hope to have roads cleared of snow. He explained that some of the smaller vehicles of the fleet may be cancelled before larger fixed-route service. MATBUS also has storm routes to avoid trouble areas due to blowing snow and such.

d. Interesting Articles

Ms. Van Beek explained that she included articles related to transit for the MAT Coordinating Board regarding ridership, ridesharing, and autonomous vehicles.

4. Other Business

Ms. Watson Curry suggested further discussion about the current MAT Coordinating Board meeting space, and wanted to assess if it was conducive for the discussions that the multi-jurisdictional board needs to have in order to move MATBUS forward. Mr. Hanson added that they should talk about options at a future meeting regarding the meeting space for the board.

Hearing no other business, Mr. Hanson adjourned the meeting at 9:10 AM.

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Memorandum

To: MAT Coordinating Board

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

Date: September 9, 2020

RE: ***Fargo-Moorhead Mass Transit Operational Services Request For Proposal (RFP)***

The transit contracts between Fargo, Moorhead and First Transit expire on December 31, 2020. On August 17, 2020 Transit staff issued the Fargo-Moorhead Mass Transit Operational Services RFP (see link below) for services January 1, 2021 through December 31, 2022, plus three (3) one-year renewal options. MAT Coordinating Board members are encouraged to review the RFP. On August 31, 2020 RFP Evaluation Team Members were provided an email with the link to the complete RFP and appendices:

http://www.matbus.com/doing-business/current-procurements

Proposals are due September 23, 2020. Meetings to review proposals, select which vendor(s) to interview, and hold interviews will be scheduled during the period September 24 to October 7, 2020.

RFP Evaluation Team Members are as follows:

Representation	**Name**
MAT Coordinating Board chair	Kevin Hanson
Board Member, Fargo City Commission	John Strand
Board Member, Moorhead City Council	Sara Watson-Curry
ND College	Brit Stevens, NDSU
Fargo Assistant City Administrator	Michael Redlinger
Moorhead Governmental Affairs Director	Lisa Bode
Transit Staff – Moorhead Transit Manager	Lori Van Beek
Transit Staff – Fargo Transit Director	Julie Bommelman
Transit Staff – Fargo Asst. Transit Director	Matthew Peterson
FM Metro COG	Michael Maddox

The RFP reflects discussions and recommendations:

- An emphasis on safety
- Minimum wages and benefits for Contractor's drivers
- Existing conditions for Contractor's organizational structure, plus projected needs and responsibilities
- Any employee incentive/bonus programs
- Technology advances
- Projected service/revenue hours by City and service type (fixed route and paratransit) for 2021-2022 (Appendix 13)
- Performance expectations

- MAT Paratransit operations
- Facility operations at the Ground Transportation Center and the Metro Transit Garage and Contractor's related duties
- Local, state and federal requirements, (i.e. an approved Drug & Alcohol Program)
- Cities' oversight of Contractor as required by the Federal Transit Administration (FTA)

A Pre-Bid Conference will be held on **September 9, 2020 at 11:30 a.m. CDT** through a virtual online meeting. The conference is intended to provide respondents the opportunity to make a formal presentation (limited to approximately 10 minutes per company), have answered any questions, and/or receive clarification of any requirement of the RFP. The presentation could include background qualifications/experience of their company, and why the company feels they are most qualified and should be selected to operate in Fargo-Moorhead. To facilitate the clarification of requirements, respondents are requested to submit questions in writing, by **August 31, 2020**. All members of the MAT Coordinating Board are welcome to attend the pre-bid conference.

The City of Fargo will be taking the fixed route dispatchers in-house January 1, 2021, therefore, all references to the contractor supplying those positions, have been removed from this RFP.

Section 1.8 of the RFP outlines the full Bid Protest procedures. These procedures are required by the FTA to provide ample opportunity to prospective proposers throughout the process to protest procedural issues.

Section 1.15 of the RFP outlines Selection Criteria. The Cities are using a competitive procurement purchase method in making this award. Price evaluation will not begin until the technical evaluation is completed. Upon review of the consolidated ranking, the Evaluation Team will determine the number of the firms, in their opinion, that warrant interviews. The Evaluation Team will interview the selected firm or firms and determine if they feel additional firms merit interviews.

The Cities may undertake concurrent negotiations with all Proposers whose offers are within the competitive range after the detailed evaluation. The Cities do, however, reserve the right to award a contract based on an original offer without any negotiations. The decision to award without negotiation may be made by the Cities if, in their opinion, preliminary evaluation of the offers indicates that the best achievable and technically acceptable offer has been received.

Upon completion of negotiations with all Proposers within the competitive range, the offer that best meets the requirements of the specifications and ranks the highest evaluation score, earned by its offer based on evaluation criteria stated in Appendix 8 Evaluation Criteria (attached), will be recommended to the Fargo City Commission and the Moorhead City Council for award as the successful vendor. *The Cities will make the award to the responsible Proposer whose proposal is most advantageous to the Cities. Accordingly, the Cities may not necessarily make an award to the Proposer with the highest technical (qualifications based) ranking nor award to the Proposer with the lowest price proposal if doing so would not be in the overall best interest of the Cities.*

Requested motion: *No action is required at this time, this is for informational purposes.*

APPENDIX 8

EVALUATION FORM
TRANSIT OPERATIONAL SERVICES FARGO-MOORHEAD

Evaluator's Name _____ Date _____
Company Name _____

Mandatory Elements

Description	Yes	No
The company has no conflict of interest with regard to any other work performed by the company for the Cities of Fargo or Moorhead.		
The company has not been debarred or suspended by the Federal Government from working of federally-funded contracts (Checked Sam.gov website for confirmation.)		
The company adhered to the instructions in this RFP on preparing and submitting the proposal.		
The company has supplied the financial information required.		
The company has provided a listing of references and signed the "Reference Release" form.		
The company has provided documentation that they can meet the insurance and bonding requirements.		

Technical and Price Evaluation

Description	Maximum Points	Score
Firm's past experience and performance	15	
Project/General Manager's experience and qualifications	10	
Organizational structure and personnel resource plan	10	
Service implementation plans and schedule	5	
Management approach, philosophy and innovativeness of employment practices (hiring/training/safety/evaluations/incentives)	10	
Safety program and safety record	15	
Employee health insurance plan and cost for employee	5	
SUBTOTAL TECHNICAL EVALUATION	70	
* Price	60	
TOTAL	130	

* *Price Evaluation*: The lowest proposed price will receive 60 points. The other proposers will receive points in direct proportion to the lowest price. For example, if the lowest total cost is $600,000 and someone bid $660,000, they would receive 54 points (60,000/600,000 = 10%, 100% - 10% = 90%, 90% x 60 = 54 points)

Memorandum

To: MAT Coordinating Board

From: Julie Bommelman, Fargo Transit Director

Date: September 9, 2020

RE: ***Ground Transportation Center (GTC) Renovation Project Update***

A Fleet & Facilities Study was completed for Transit in 2018. The study identified several areas of the GTC above and below (Parking) grade requiring updates.

In 2019 a contract was awarded by the City of Fargo to KLJ, Inc. as the Engineering firm to oversee the renovation of the GTC. A portion of the above-grade renovation was to add an area for Jefferson Lines to operate within the GTC. The below-grade portion of the project addressed the underground parking garage.

In January 2020 the project was bid out by KLJ, Inc. and three subcontractors were awarded the contracts to perform the renovations: Gast Construction, Rick Electric and Valley Services Mechanical.

The above grade portion of the renovation project include the following:

- Operations have temporarily been moved to 401 3rd Ave N (the old Fargo Public Health Building).
- Relocating the fixed route dispatch center from the middle of the lobby area to the southeast corner of the GTC lobby – this will allow better visibility for the dispatchers to control external bus movements and oversee the lobby area.
- The exterior bus stanchions have been removed and the existing canopy will be refurbished in 2021 to allow for more room on the deck for bus movements, fix the lighting issues which are causing glare/reflection situations at certain times of day and eliminate the issues with nesting birds.
- The bus deck has been reconfigured to allow buses to flow more easily and safely through the GTC, these changes will minimize any backing by buses.
- Repairs/replacement of the expansion joint surrounding the area.
- Removing the large conference room in the northeast corner of the GTC lobby and converting the space to the Jefferson offices.
- Changing main lobby north entrance – pocket doors have been installed vs the original swing doors, this will enable ease of entry to/from the GTC.
- Replacing the two (2) offices directly inside the lobby with one large conference room.
- Relocating the restrooms from the south side of the lobby to the east side of lobby, directly across from the GTC fixed route dispatch area.
- Construction of a ticketing area where fare media sales and customer interactions will occur.
- All paratransit operations will be moved from the Metro Transit Garage (MTG) to the GTC. One of the goals of relocation of paratransit is to cross train them with the fixed route dispatchers, who will become City of Fargo employees January 1, 2021. With the blending of paratransit and fixed route dispatchers, we will increase the depth of knowledge and flexibility in customer service.

- Construction of an office area with four (4) offices, four (4) workstations for paratransit operations, and six (6) cubicles for Road Supervisors, Police/Security and expansion as needed.
- The Fargo Assistant Transit Director will be moved to the GTC to oversee operations.

The net result of the construction is a larger lobby space, more lobby seating with the ability to access electrical and USB outlets, larger restrooms and much safer conditions. This initial interior portion of the project will be completed by the end of September and operations will be moved back to the GTC. With a variety of staff members moving to the GTC, much needed space will be freed up at the Metro Transit Garage.

Requested motion: *No action is required at this time, this is for informational purposes.*

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To: MAT Coordinating Board
From: Michael Maddox, AICP
Date: September 4, 2020
Re: **MATBUS Transit Authority Study – Resolution of Support**

Metro COG embarked on updating the 1999 Authority Study in January of 2019 when the Policy Board authorized a contract with SRF with subconsultant AECOM to complete the planning effort. Since then, SRF and Metro COG along with assistance from MATBUS and leadership from our local jurisdictions, have prepared a draft plan. SRF will be giving a presentation at the MAT Coordinating Board meeting summarizing the findings of the Study.

The MATBUS Transit Authority Study looked at both the organizational structure and financing of MATBUS. The Study addresses key decision-making, communication, and leadership structures and proposes ways to better operate the organization. The financial component of the Study looks at how gaps in funding that will occur after the 2020 Decennial Census could be filled. Some of these options are tied the organizational structure element, whereby MATBUS could become a separate organization in the future.

The Study gives interim and long-term recommendations for addressing funding shortfalls as well as ways to alter the organizational structure to enhance the operation of the transit system.

Metro COG asks that you favorably recommend a resolution supporting the MATBUS Transit Authority Study to the Fargo City Commission and the Moorhead City Council.

Operations Report
09/08/2020

(701) 232-7500
matbus.com
650 23rd St N. Fargo, ND 58102

Ridership by Service Type

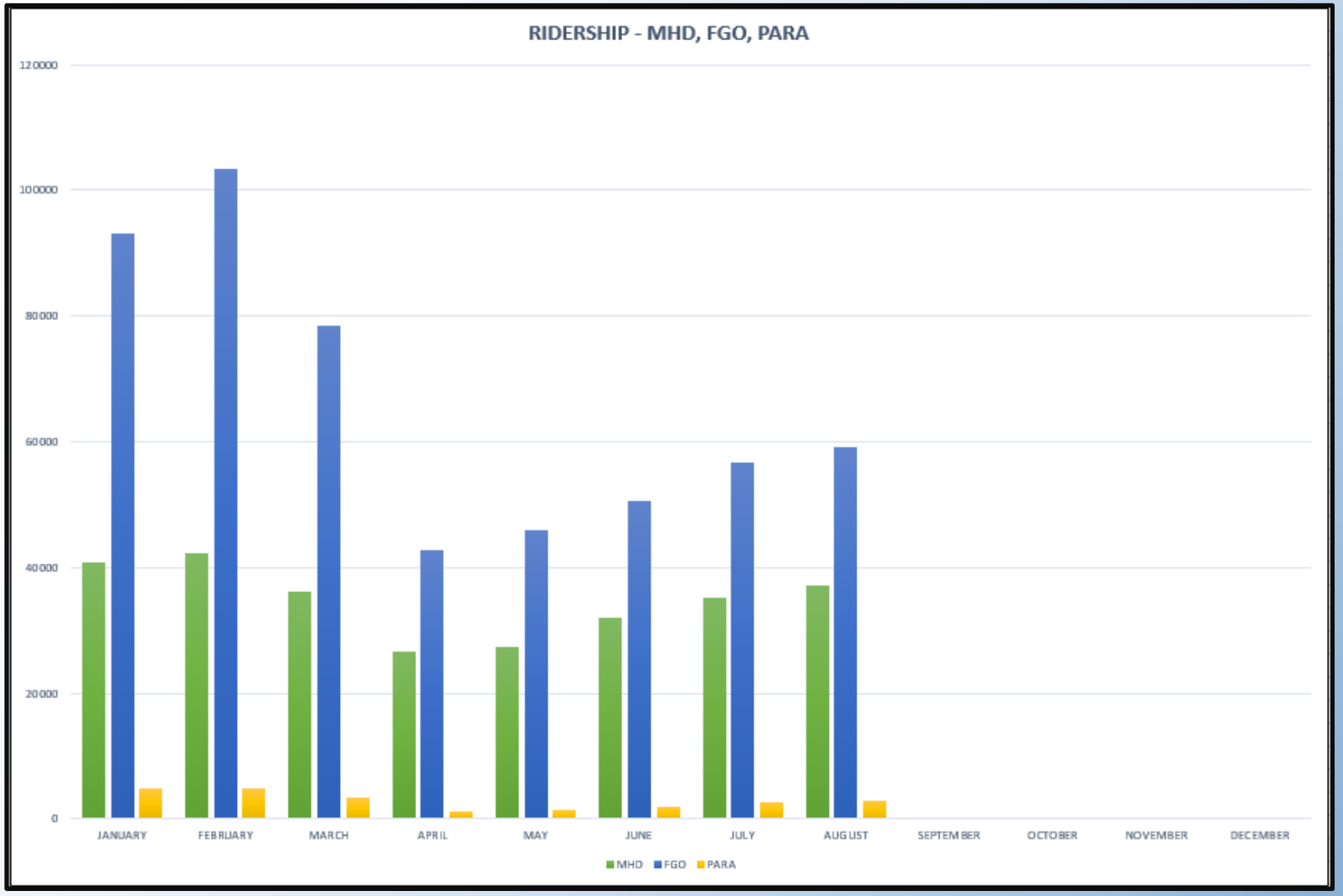
Year to Date - Moorhead, Fargo, and PARA

Ridership by Service

- Moorhead – 31.81%
- Fargo – 65.49%
- Paratransit – 2.70%

Trips by Service

- Moorhead – 277,677
- Fargo – 571,673
- Paratransit – 23,551
- Total – 872,901



Ridership by Service Type

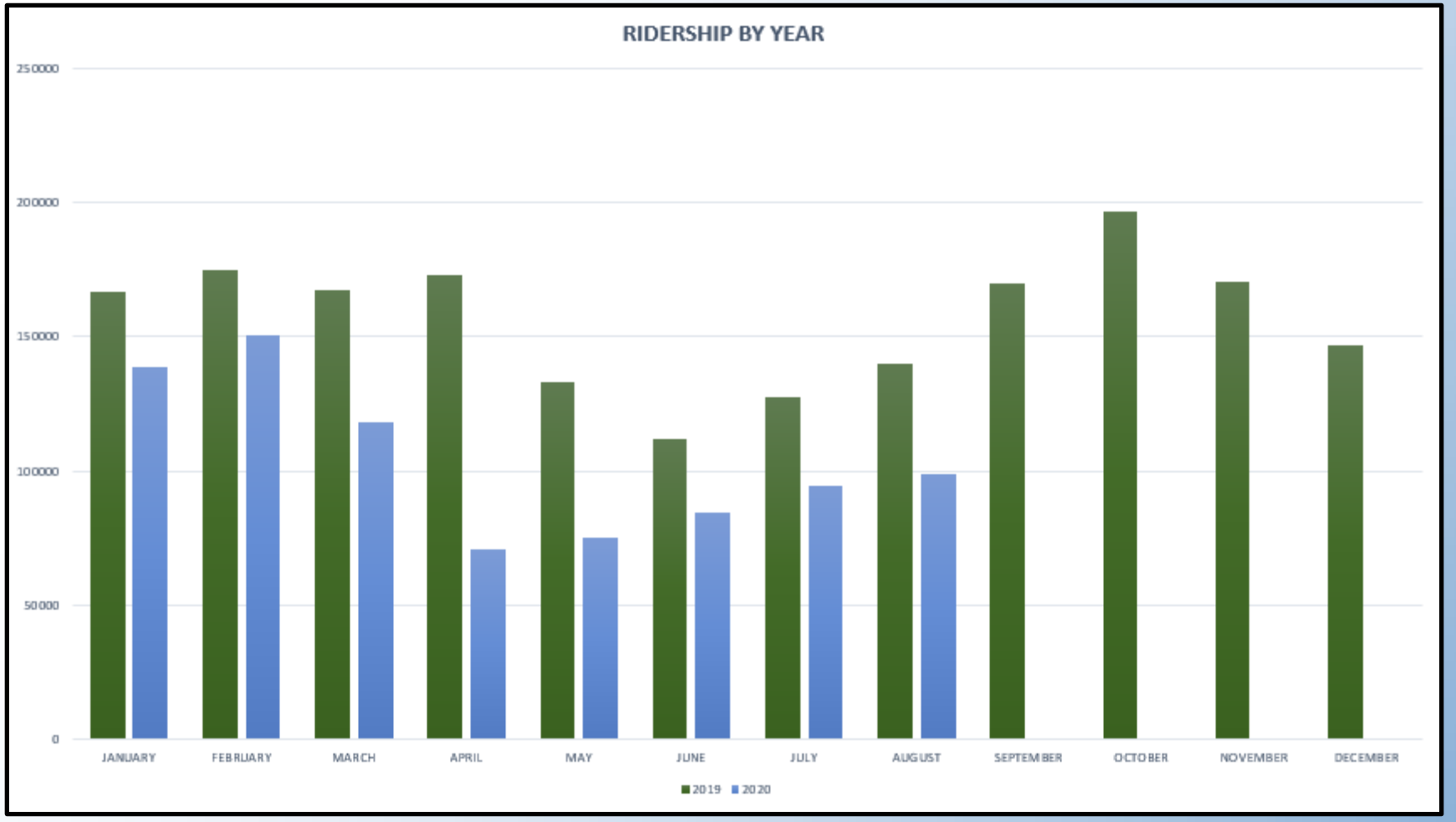
Totals Compared to Previous Year

Moorhead
19 – 321,608
20 – 277,677
Change (13.66%)

Fargo
19 – 837,405
20 – 571,673
Change (31.73%)

Paratransit
19 – 35,111
20 – 23,551
Change (32.92%)

Total Change (26.90%)



Ridership

YTD Fargo by Route

Period	Route 11	Route 13	Route 13U	Route 14	Route 15	Route 16	Route 17
2019	50,865	78,976	19,605	99,205	213,016	25,495	26,728
2020	37,256	45,012	0	22,252	52,343	15,865	22,053
Change	(26.76%)	(43.01%)	--	(77.57%	(75.43%)	(37.77%)	(17.49%)

Period	Route 18	Route 20	Route 24	LinkFM	Route 25 (TapRide)	Paratransit
2019	34,042	25,738	16,333	23,927		35,148
2020	19,738	19,791	12,343	0	4,894	23,551
Change	(42.02%)	(23.11%)	(24.43%)	--		(32.99%)

Period	Route 31	Route 32E	Route 32W	Route 33	Route 34	NDSU TapRide
2019	18,769	84,884	0	90,648	26,282	3,103
2020	7,986	41,534	0	39,763	16,296	1,889
Change	(57.45%)	(51.07%)	--	(56.13%)	(38.00%)	(39.12%)

Ridership

Annual Moorhead by Route

Period	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 9
2019	52,719	79,753	39,430	102,081	34,526	11,172	3,935
2020	41,528	61,095	37,496	91,292	33,192	9,827	3,277
Change	(21.23%)	(23.39%)	(4.90%)	(10.57%)	(3.86%)	(12.04%)	(16.72%)

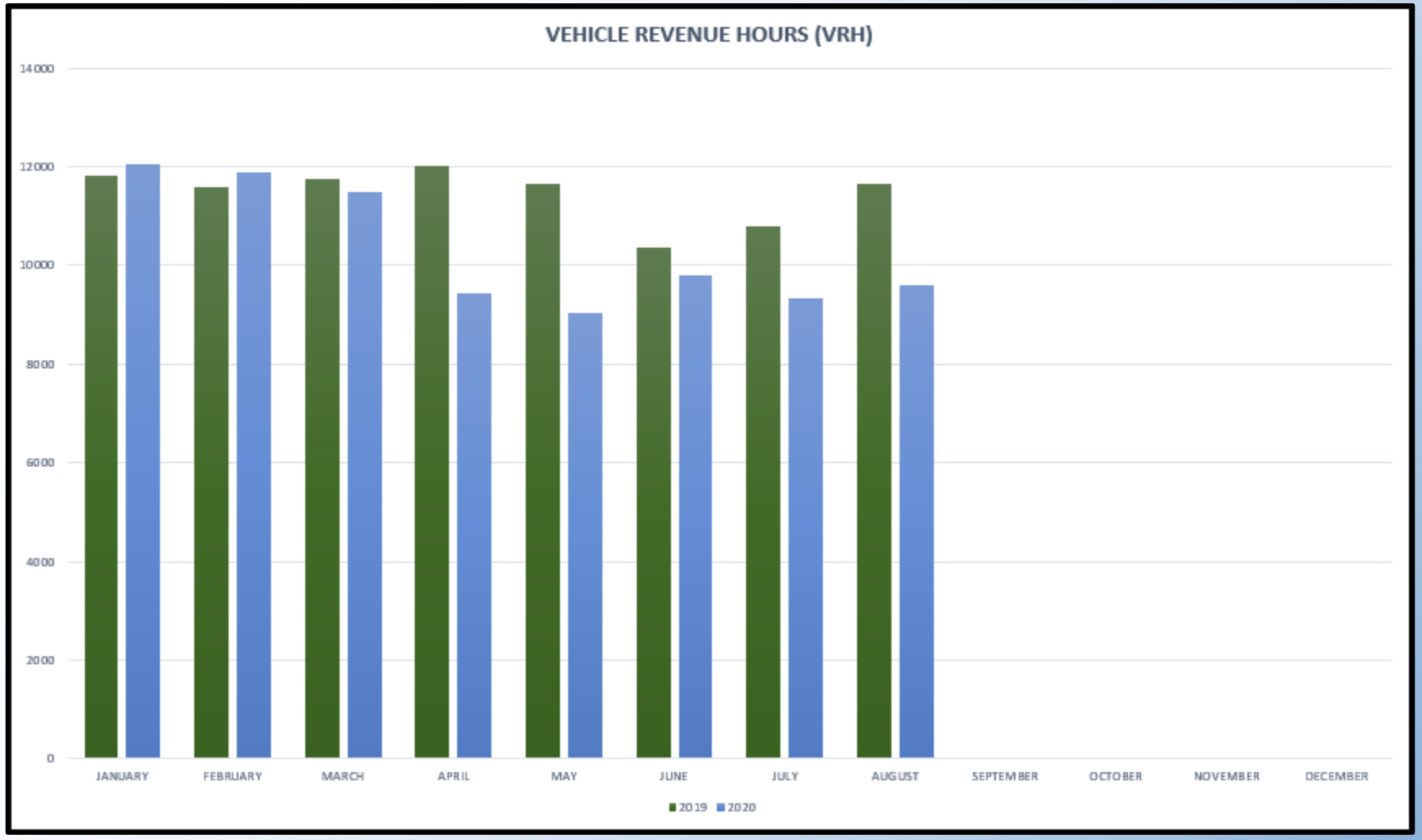
Vehicle Revenue Hours (VRH)

Year to Date by Yearly Comparison

Moorhead
19 – 23,617
20 – 23,621
Change (0.82%)

Fargo
19 – 52,588
20 – 48,483
Change (7.81%)

Paratransit
19 – 15,238
20 – 10,533
Change (30.88%)



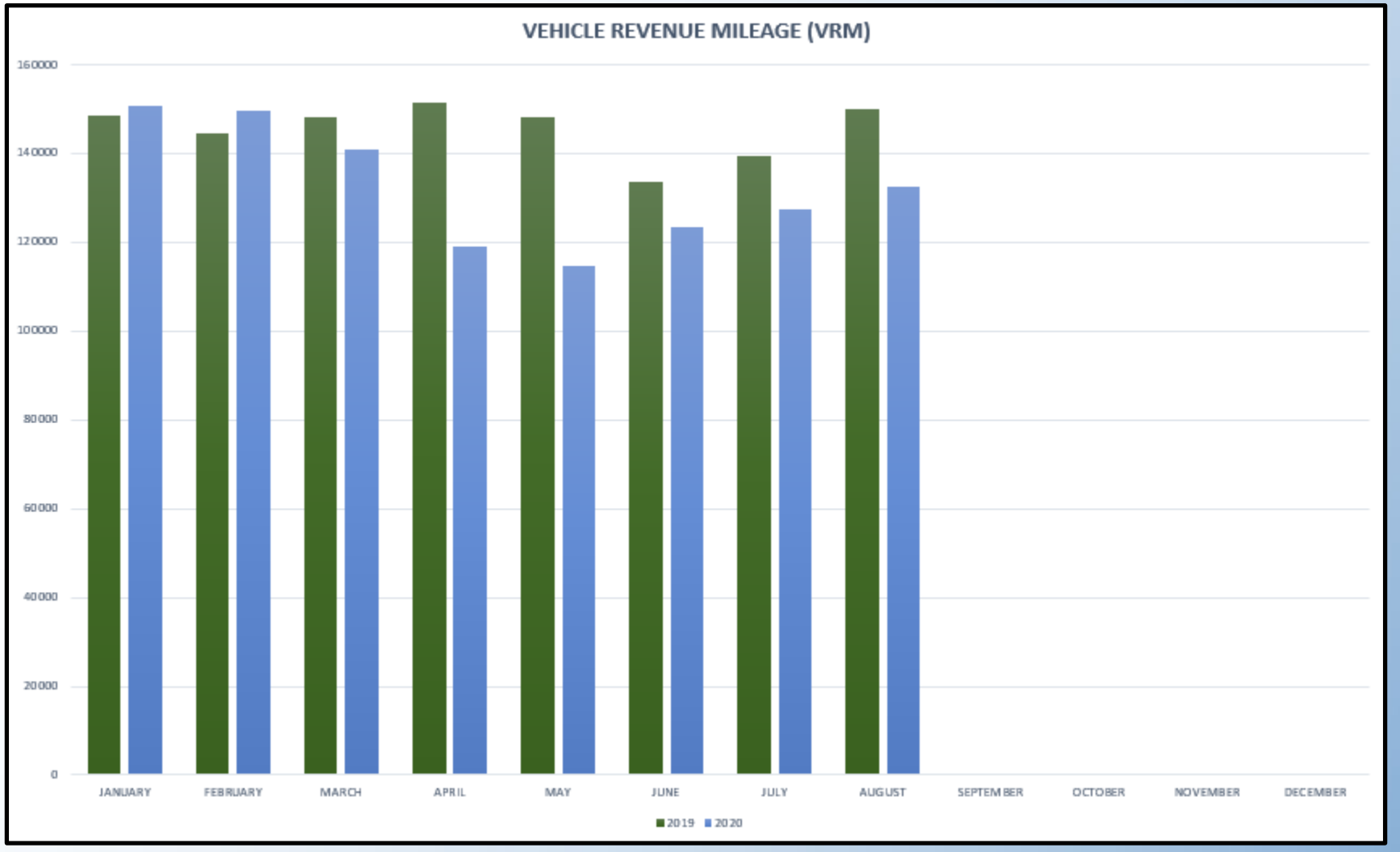
Vehicle Revenue Miles (VRM)

Year to Date Yearly Comparison

Moorhead
19 – 317,846
20 – 319,172
Change 0.42%

Fargo
19 – 627,649
20 – 588,031
Change (6.31%)

Paratransit
19 – 217,192
20 – 149,846
Change (31.01%)



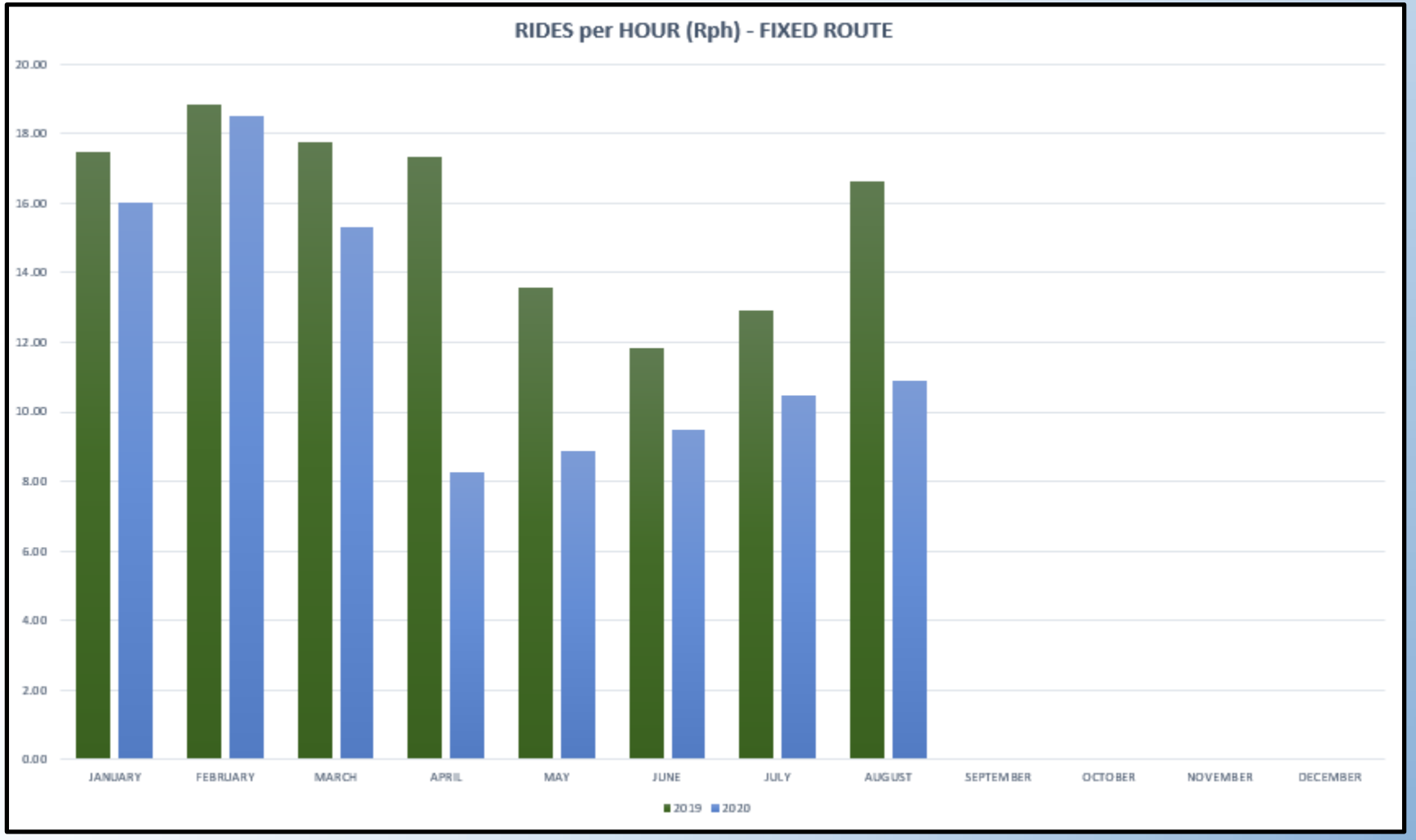
Rides per Hour (RpH)

Fixed Route Year to Date Yearly Comparison

Moorhead
19 – 13.02
20 – 11.30
Change (13.21%)

Fargo
19 – 18.56
20 – 13.15
Change (29.17%)

Total
19 – 15.79
20 – 12.22
Change (22.59)



Rides per Hour (RpH)

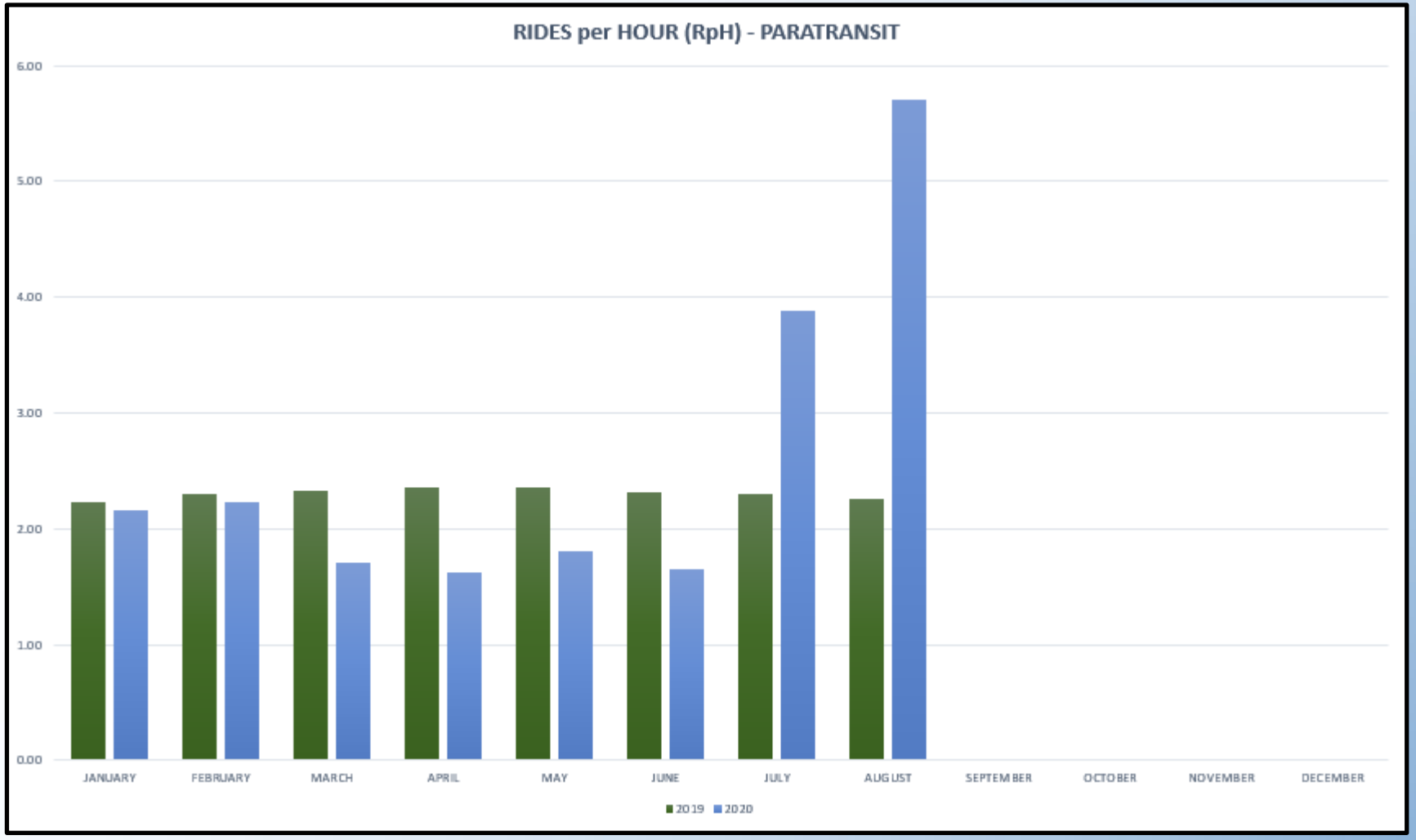
Paratransit Year to Date Yearly Comparison

Paratransit

19 – 2.30

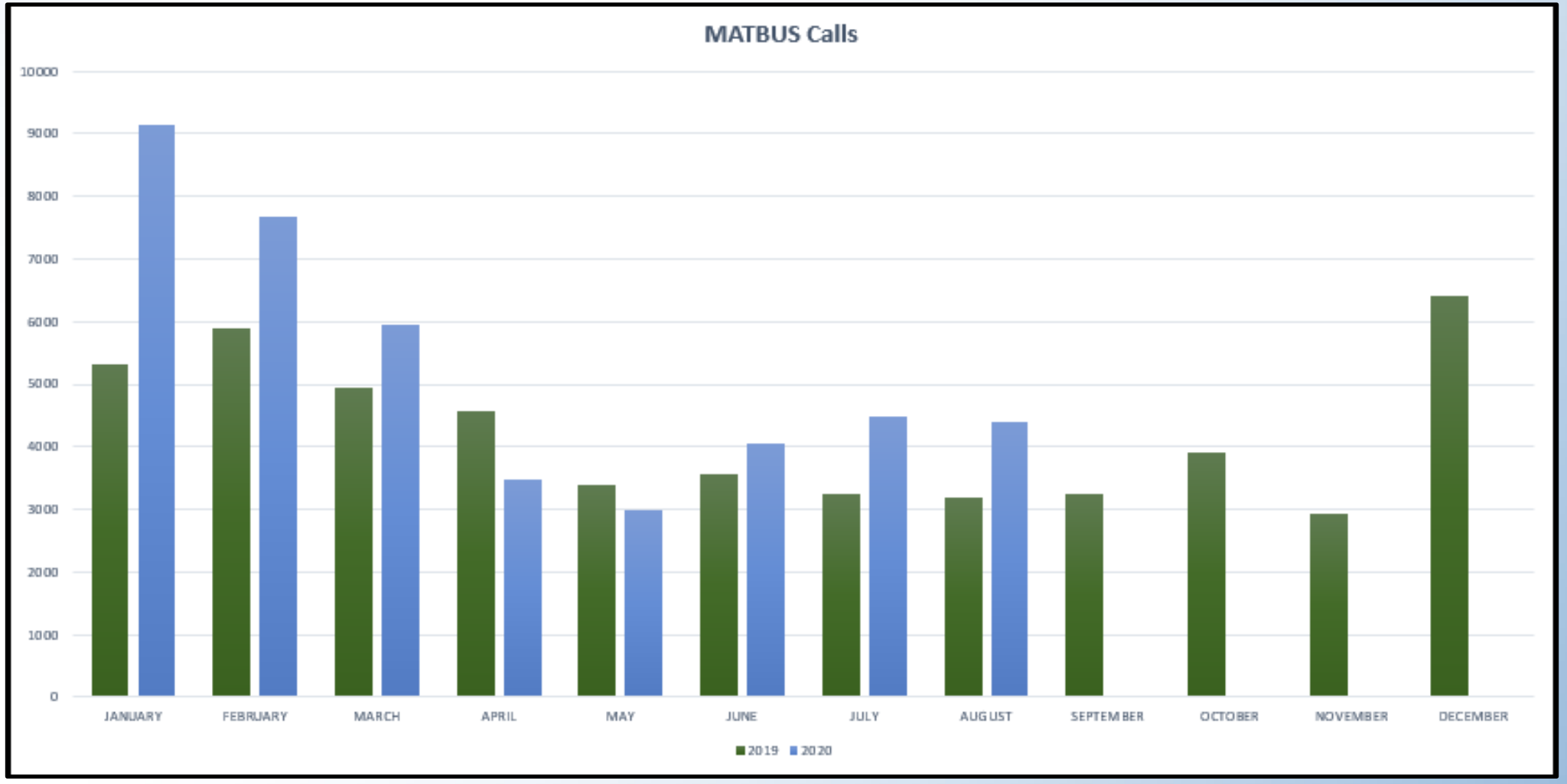
20 – 2.59

Change 12.55%



MATBUS Calls

By Year



Change – 23.55%

2020 Feedback Report

Complaints

Top 6 Complaints

Tracking Detail	Substantiated	Unsubstantiated	Other	Unclassified	Total
Employee Behavior	15	23	4	12	56
Unsafe Driving	9	11	3	2	25
Policy Issue	4	13	7	0	14
Ahead of Schedule	3	6	3	0	12
Behind Schedule	10	9	2	2	23
Off Route	5	6	1	0	12

All Complaints Summary

Substantiated	Unsubstantiated	Other	Unclassifed	Total
55	83	25	25	188

2020 Feedback Report

Incidents

Top 6 Reported Incidents

Tracking Detail	Substantiated	Unsubstantiated	Other	UnClassified	Total
Fall / Injury	20	1	5	2	28
Policy Issue	7	0	0	1	8
Passenger Behavior	0	0	0	0	0
Emergency Services	18	1	0	2	21
Employee Behavior	0	1	1	0	2
Biohazard	2	1	0	1	4

All Incident Summary

Substantiated	Unsubstantiated	Other	UnClassifed	Total
85	9	13	11	118

2020 Feedback Report

Other Feedback Items, and Missed Trips

Other Feedback Items

Compliments	Bus Stop Requests	Public Hearing	Event / Policy
38	4	0	0

Missed Trips

City	Weather	Other	Driver Error	Mechanical	Dispatch Error
Dilworth		1		3	
Fargo	16	17	12	5	
Moorhead	9	22	12		1
W. Fargo		2			1
Total	25	42	24	8	2

2020 Feedback Report

Mechanical Log

Problem / Description

City	Dash Light	Fluid Leading	Losing Power	Farebox Issue	Biohazard	Other
Dilworth	1		1			2
Fargo	1	3	7	6	5	11
Moorhead	3			5		10
W. Fargo			2			
Total	5	3	10	11	5	23

System Failure Type

Major	Other	N/A
6	17	32
Failure of a mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.	Failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the	Bus was removed from revenue service and missed a trip, but NOT due to mechanical failure. Examples of N/A include: biohazard, repair was made on the street and bus continued in revenue service without missing a scheduled trip, bus was

2020 Feedback Report

Collision Log

Collisions

Period	Preventable	Non-Preventable	Insignificant	Unreported	Pending
2019	38	44	9	1	0
2020	11	14	5	0	3
Change	(27)	(30)	(4)	1	3

MATBUS COVID-19 Response

Last updated: August 26, 2020

MATBUS is committed to the health and safety of our passengers and staff. We are monitoring COVID-19 pandemic conditions with constant communication from local, state and federal officials. Check this page for updates before you ride.

Masks Required

Effective Monday, August 3, masks are required on all MATBUS vehicles. This includes both fixed route and MAT Paratransit services. Masks (or other face coverings) must be worn while you are riding the bus, as well as when you are waiting at a bus stop or hub near other passengers. The mask requirement originally began on July 25 for Minnesota routes.

For those who board a bus without a face covering, bus drivers will provide a complimentary disposable mask for a limited time. Starting September 1, riders must bring their own face coverings. Acceptable face coverings can include masks, bandanas, neck gaiters, scarves, and more.

Passengers with medical conditions or disabilities that prevent them from wearing a mask will not be required to wear one. Children who are 5 years old and under will not be required to wear a mask, and masks are not recommended for children under 2 years old.

Passengers who do not follow this policy may be denied service, or asked to leave the MATBUS vehicle or facility.

Current MATBUS Service

- Fare collection is suspended until at least December 31, 2020. This includes Fixed Route and MAT Paratransit. We will provide at least two weeks' notice before resuming fare collection.
- There is no reduction in service. All routes are running as normal, except for those on detours. Visit the Detours page to check your route before beginning your trip.
- The temporary downtown hub (located at 401 3rd Ave N in Fargo) is closed to the public.

How You Can Help

- Wear a face mask or other type of covering over your nose and mouth.
- Please limit your trips when possible, to avoid over-crowding and maintain social distancing.
- Leave extra room between yourself and others, both on the bus and at the bus stop.
- Wash your hands often with soap and water. If soap and water are not available, use hand sanitizer.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue or your elbow.
- **Stay home if you are sick.**

In order to keep this service safe for all users, we ask riders to avoid loitering or congregating at the downtown hub. We must also remind our riders not to joy ride. According to MATBUS policy, "Joy riding, which is defined as riding the bus for one full trip without deboarding, is not allowed. MATBUS staff will question passengers who do not deboard within one trip and assist them, if needed, in determining the route needed to reach their final destination."

Steps We're Taking

- Free, reusable cloth masks are available for passengers while supplies last. They can be requested from a MATBUS staff member at the downtown hub.
- Drivers are provided with cloth face masks, face shields, goggles, gloves and hand sanitizer.
- Face masks are required for drivers.
- Fare collection was suspended on March 23, 2020, which allows us to keep the downtown hub closed to the public and use rear-door boarding. This will continue until at least December 31, 2020.
- The temporary downtown hub at 401 3rd Ave N in Fargo is closed to the public.
- Passengers are asked to use the rear door as much as possible. The front door is still available to those who need it for the ramp or bus kneeling feature.
- Plexiglass barriers were installed on all fixed route buses. These help separate the driver from passengers. They are also moveable to protect the driver during front-door boardings.
- Buses are sanitized frequently throughout the day, in addition to the standard cleaning and sanitizing they receive at night.
- Additional buses may be added to routes with high ridership, to help passengers distance from each other.
- When possible, MAT Paratransit is scheduling only one passenger on the vehicle at a time.

Stay Informed

For the latest information from MATBUS, continue to visit this page, follow MATBUS on Facebook and Twitter, sign up for Rider Alerts, or call 701.232.7500 option 1.

For a chronological list of actions we've taken, visit our COVID-19 Updates page.

Other Resources

Fargo Cass Public Health
Clay County Public Health
North Dakota Department of Health
Minnesota Department of Health
Centers for Disease Control (CDC)

Contact Information

Ground Transportation Center (GTC)
502 NP Ave
Fargo, ND 58102

Get Directions ›

701.232.7500

Office Hours

Monday - Friday: 6:00am to 11:15pm
Saturday: 7:00am to 11:15pm