

**95th Meeting of the
Metro Area Transit Coordinating Board
November 15, 2023 – 8:00 am
*Virtual Meeting***

Meeting Agenda

1. Call to Order and Introductions

2. Action Items:
 - a. October 4, 2023, Meeting Minutes
 - b. Amendment to TransDev Contract for 2024 – Julie Bommelman & Lori Van Beek
 - c. Proposed Change in Replacement Card Fee – Jordan Smith & Lori Van Beek

3. Informational Items:
 - a. Update on Transit Reorganization Study – Julie Bommelman & Lori Van Beek
 - b. Update on Vehicle Purchases – Jordan Smith
 - c. Update on Software Selections for Paratransit and Fixed Route – Cole Swingen
 - d. 2023 Operations Report for September through October, *including 5-Year Trend* – Cole Swingen & Lori Van Beek

4. Other Business

**97th Meeting of the
Metro Area Transit Coordinating Board
October 4, 2023
Virtual Meeting**

Members Present:

Brad Olson, West Fargo City Commission
Kevin Hanson, Chair
Amber Borah, Dilworth City Council
Brit Stevens, NDSU
Sebastian McDougall, Moorhead City Council
Scott Ebsen, M|State
Jean Hollaar, MSUM

Members Absent:

Denise Kolpack, Fargo City Commission
John Strand, Fargo City Commission
Ryan Nelson, Moorhead City Council
Cindy Girdner, Valley Senior Services
Brian Arett, Valley Senior Services
Paul Grindeland, Valley Senior Services
Sarah Orr, Concordia College

Others Present:

Julie Bommelman, City of Fargo
Michael Maddox, FM Metro COG
Chelsea Levorsen, FM Metro COG
Ben Griffith, FM Metro COG
Matthew Pinotti, First Transit
Jordan Smith, City of Moorhead
Lori Van Beek, City of Moorhead
Luke Grittner, City of Fargo
Tarren Haak, City of Moorhead
Shawn Crowel, City of Fargo

1. Call to Order and Introductions

Chair Hanson called the meeting to order. A quorum was present and the meeting officially began at xxx am. Introduction of new members; Sebastian McDougall – Moorhead City Council, Scott Ebsen – M|State, and Jean Hollaar - MSUM

2. Action Items

a. June 29, 2023, Meeting Minutes

A motion to approve the minutes was made by Olson and seconded by Nelson. The motion was voted on and unanimously approved.

b. Request from Clay County for Transit Service in North Moorhead

Van Beek stated that Clay County has requested transportation service to new DMV and Detox facilities at 34th Street North and 15th Ave. North. The area is not currently on an existing route and an in-house analysis was done by MATBUS. Van Beek noted that revising the route to include this area would affect transportation service to existing routes and it would be difficult to quantify demand warrant for a new service route. She mentioned a possible Clay County feeder service from the Walmart bus stop on 34th Street and 8th Ave. Van Beek asked the board if they would like to ask FM Metro COG to amend their 2024 work program for additional study analysis.

Maddox confirmed that FM Metro Cog does have allocated transit hours incorporated into their work program.

A motion for further study analysis by FM Metro COG was made by Nelson, and seconded, the motion was voted on and unanimously approved.

3. Informational Items

a. Annual Update to Safety Plan

Smith presented the updated safety plan. <ATBUS Public Transportation Agency Safety Plan was adopted by the cities of Fargo and Moorhead in 2020 and has been updated annually thereafter. The safety committee reviewed and approved the plan on August 30th at their bi-monthly committee meeting.

Changes incorporated into the updated plan include:

- Updated safety targets for 2023
 1. Less safety events in 2022 than in 2021, but the 5-year rolling average removed a year with only one event in 2017
 2. Injuries on fixed route stayed the same (two), but the 5-year rolling average removed a year with only one injury in 2017
 3. One safety event and one injury in 2022 increased the Moorhead Targets
- Safety events and injury targets stayed the same on demand response

b. 2023 OPERATIONS Report, May – August, including 5-year trend – Luke Grittner & Lori Van Beek

Grittner presented the following route increase/decrease rates for Fargo

- Route 11 -22.3%
- Route 13 -1.91% - route running less frequently
- Route 14 -8.71% - route running less frequently
- Route 15 -.81% - route running less frequently
- Route 16 -1.16 %
- Route 17 +4.38%
- Route 18 +15.57%
- Route 20 +7.77%
- Route 24 +16.60%
- Route 31 +15.09%
- Route 32 – 7% - previously had an east and west route, west route discontinued
- Route 33 +15.26%
- Route 34 +107.34%
- Route 36 -3.36% -not currently running
- Link FM +67.75%
- Ind. Park on demand -40.52%
- Paratransit +2.16%

Van Beek presented the following route increase/decrease rates for Moorhead

- Route 1 +18.26%
- Route 2 -.01%
- Route 3 +6.71%
- Route 4 +7.06%
- Route 5 +8.74%
- Route 6 -2.33%
- Route 9 +57.96%

2022 to 2023 saw an increase of 8.16%, however, the rates are still below pre-Covid rates.

Van Beek Presented the following university/ College/ Senior Ride increase/decrease rates

- NDSU +11.25%
- MSUM - .36%
- Concordia +28.40%
- M|State +79.5%
- NDSCS +15.32%
- Senior Ride +8.65% (Fargo & Moorhead Combined)
 - o 72% of senior riders are those who require ambulatory services

Chair Hanson asked why number may be down. Van Beek stated that previously, majority of the passengers used MAT because of convenience. Stating a lot of riders returned to using their personal vehicles or are currently working from home. She also noted that currently, there appears to be more men using MAT than women, potentially creating a perception of safety. Van Beek also commented that the reduced service is

affecting ridership and that more drivers are needed. Julie commented that other transit municipalities are experiencing the same drop in ridership and staff shortages nationwide.

c. Route 18 Proposed Changes and Public Hearing Update

Van Beek presented proposed changes to route 18. The proposed change would remove a portion of the loop of route 18 that currently travels past the Sheyenne High School, businesses along 40th Avenue South, and through a portion of the Osgood Neighborhood. The route will travel its current path west on 40th Avenue south, turn south on to 47th Street south, and then turn east onto 44th Avenue south where it will return to its current route. This service change will allow for increased on-time performance of the route and will help ensure that riders who utilize route 18 can reliably make transfers to other MATBUS routes.

Six total comments were received in a comment box placed at the Ground Transportation Center- none of which related to the Route 18 changes. A public hearing was held on Monday, October 2, 2023 at 5:00pm during the Fargo City Commission Meeting

d. Presentation of Moorhead Transit 2024 Operating Budget – Lori Van Beek

Van Beek presented the preliminary 2024 budget. They are anticipating a 9.31% budget increase of \$408,060. The contract with TransDev for driver services is currently under negotiation. The 2024 budget reflects TransDev's current proposal. 2024 costs include the retirement of the Transit Manager and a four-month transition with the replacement employee. Both the 2023 and 2024 budgets are based on full approved service to 11:15pm; however, due to driver shortages, current services end at 10:15.

e. Update on Temporary Service Suspension and Related Staffing Shortage – Lori Van Beek & Julie Bommelman

Current temporary service suspensions include ending evening services at 10:15 pm and reduced frequency on routes 2, 3, and 15

- Route 2 is not operating 15-minute service from 2:30pm – 6:30 pm, Monday – Friday, during the academic year
- Route 13 is reduced to hourly service
- Route 15 does not have a fourth bus departing the GTC on the hour
- Route 15 has two busses departing the GTC at :15 and :45 after the hour, all day Monday – Saturday
- A third Route 15 bus departs the GTC at :30 after the hour from 10:30am – 5:30pm, Monday - Friday

Proposed additional temporary service suspensions include; end weekday service at 9:15pm, reduce Saturday service 7:15am-7:15pm, and reduce interlined Route 6 (Dilworth) and Route 9 (Southeast Moorhead) to 6:40am – 6:40pm.

MATBUS requires 89 drivers for full service, 75 drivers for the current temporary service, and 65 for the potential Temporary revised service. They currently have 63 drivers.

Sebastian asked how Uber and other ride share services have affected MATBUS. Bommelman said that measuring the exact numbers is a challenge. Van Beek added that the night hours have been slightly affected, but ride share apps have been a nice supplement to MATBUS.

f. Update on Negotiations with TransDev for 2024 Driver and Management Services – Julie Bommelman & Lori Van Beek

Negotiations with TransDev for drivers and management services in 2024 is ongoing and will address ways to attract and retain drivers. Other items to be negotiated include; potential pay differential for night and weekend drivers (shifts that suffer the most), potential wage increase, and cost of living increase.

4. Other Business

Hearing no other business, the meeting was adjourned at 9:03 AM.

DRAFT



MAT Board Action Items November 15, 2023

(701) 232-7500

matbus.com

650 23rd St N. Fargo, ND 58102



Action Item 2a

Review and approval of October 4, 2023, Meeting Minutes

Recommended Action: Approval of the October 4, 2023, Minutes as presented.



2b. Amendment to TransDev 2024 Contract

- Current Contract Expires December 31, 2023
- Staff Negotiations with TransDev Completed
 - Consumer Price Index (CPI) when negotiations began in April was 4.9%
 - Terms allow for negotiation above CPI if warranted
- Recommend Option to Extend for 2024 (2-year contract 2021-2022, with 3 one-year options)
- Current Driver Shortage of 10-12 Drivers
 - 60% turnover for new hires during training
 - 53% turnover for drivers in service
 - Limited CDL Drivers in Fargo-Moorhead Metro Area
- Strategy to Recruit and Retain Drivers
 - Starting Wage Increase to be Preferred Employer
 - Pay Differential for Nights and Weekend Shifts
 - Hire Full-time Classroom Trainer Survey Existing Drivers to Determine Retainage Strategies
 - Reduce or eliminate split shifts



2b. Amendment to TransDev 2024 Contract

Fixed Route Service

- \$38.70 Current 2023 Rate Per Revenue Hour
- \$43.10 Proposed 2024 Rate Per Revenue Hour
- Increase of \$4.40 or 11%
 - Reflects annual training wages of \$264,000 for drivers who never reach revenue service
 - Increase in starting pay scale of 5% from \$21.90 to \$23 (\$25 for night/weekend shifts)
 - Continued bonuses for safety and incentives, option for sign-on bonus
- Assumes Return to Full Service Hours
- Assumes Reduced Turnover



2b. Amendment to TransDev 2024 Contract

Paratransit Service

- \$37.34 Current 2023 Rate Per Revenue Hour
- \$41.15 Proposed 2024 Rate Per Revenue Hour
- Increase of \$3.81 or 10%
 - Reflects \$49,000 in annual training costs for drivers who never reach revenue service (less training as CDL not required)
 - Increase in starting pay scale of 5% from \$21.90 to \$23 (\$25 for night/weekend shifts)
 - 11 Steps in Pay Scale; average annual increase of 4.7%
 - Continued bonuses for safety and incentives, option for sign-on bonus
- Reflects increased revenue hours to meet growing Paratransit demand
- Cost share based on ridership remains steady at 19% Moorhead/Dilworth & 81% Fargo/West Fargo
- Continued Sunday Service, with up to three vehicles if pay differential increases driver availability



2b. Amendment to TransDev 2024 Contract

Management Fee

- 9 Full-time Equivalent Employees:
 - General Manager, Operations Manager, Safety Manager, 4 Road Supervisors, Classroom Trainer, and Accounting Clerk
 - Increase of One Full-time Classroom Trainer (Previously Utilized Senior Drivers As Available and Brought in Trainers from Other Systems)
 - COLA increase of Approximately 5.6%
- Includes Technology: Drivecam system for safety training, GeoTab for vehicle performance data, and adds Scheduling Software for Driver Bid Packs
- No Change in Overhead and Profit (Approximately 8% of Contract Total)
- Cost Allocation Based on Percentage of Revenue Hours (Slight Increase in Paratransit)



2b. Amendment to TransDev 2024 Contract

Cost Increase by City Contract - Fargo

	<u>Option Yr 1</u>	<u>Option Yr 2</u>		
	2023	2024		
FARGO SUMMARY		\$23.00 Start 2.00 Shift Bonus Reduced Turnover	Increase	Percentage Change
Fixed Route				
Management Services	\$ 851,359	\$ 951,747	\$ 100,388	12%
Drivers	\$ 3,280,498	\$ 3,653,376	\$ 372,878	11%
SUBTOTAL FIXED ROUTE	\$ 4,131,857	\$ 4,605,124	\$ 473,266	11%
Paratransit (81%)				
Management Services	\$ 188,029	\$ 210,200	\$ 22,171	12%
Drivers	\$ 698,966	\$ 900,529	\$ 201,563	29%
SUBTOTAL PARATRANSIT	\$ 886,995	\$ 1,110,729	\$ 223,734	25%
TOTAL FARGO	\$ 5,018,852	\$ 5,715,853	\$ 697,001	14%
PERFORMANCE BOND	\$ 37,688	\$ 34,632	\$ (3,056)	-8%



2b. Amendment to TransDev 2024 Contract

Cost Increase by City Contract - Moorhead

MOORHEAD SUMMARY					
		2023	2024	Increase	Percentage Change
	<u>Fixed Route</u>				
	Management Services	\$ 358,272	\$ 400,518	\$ 42,246	12%
	Drivers	\$ 1,380,513	\$ 1,537,429	\$ 156,916	11%
	SUBTOTAL FIXED ROUTE	\$ 1,738,785	\$ 1,937,947	\$ 199,162	11%
	<u>Paratransit (19%)</u>				
	Management Services	\$ 44,105	\$ 49,306	\$ 5,201	12%
	Drivers	\$ 163,955	\$ 211,235	\$ 47,280	29%
	SUBTOTAL PARATRANSIT	\$ 208,061	\$ 260,541	\$ 52,481	25%
	TOTAL MOORHEAD	\$ 1,946,846	\$ 2,198,488	\$ 251,643	13%
	PERFORMANCE BOND	\$ 14,723	\$ 13,530	\$ (1,194)	-8%
	FARGO-MOORHEAD GRAND TOTAL	\$6,965,698	\$7,914,341	\$ 948,643	14%



2b. Amendment to TransDev 2024 Contract

Recommended Action: The requested motion is to recommend approval of the price proposal by TransDev for option year 2024, Contract Amendment #2, as presented.



2c. Replacement Card Fees

- Connect Smartcards are tapped on the Farebox in payment of the fare
- Initial Smartcard is provided free of charge
- Replacement of Smartcard that is lost or stolen is currently \$5, which covers the cost of card, printing on the card, and admin costs to record replacement and discontinue previous card
- Supply of available cards has decreased following COVID-19 due to systems fare-free
- Lead time to receive new Smartcards is currently 12 weeks
- Number of lost cards has increased substantially and the card inventory depleted faster than budgeted
- Customer Care and Marketing will encourage mobile tickets purchased on smart phones (no fee charged)
- Recommend raise the fee to \$10 for replacements after initial card

Recommended Action: The requested motion is to recommend approval of the increase in the card replacement fee from \$5 to \$10 effective January 1, 2024.



MAT Board Informational Items November 15, 2023

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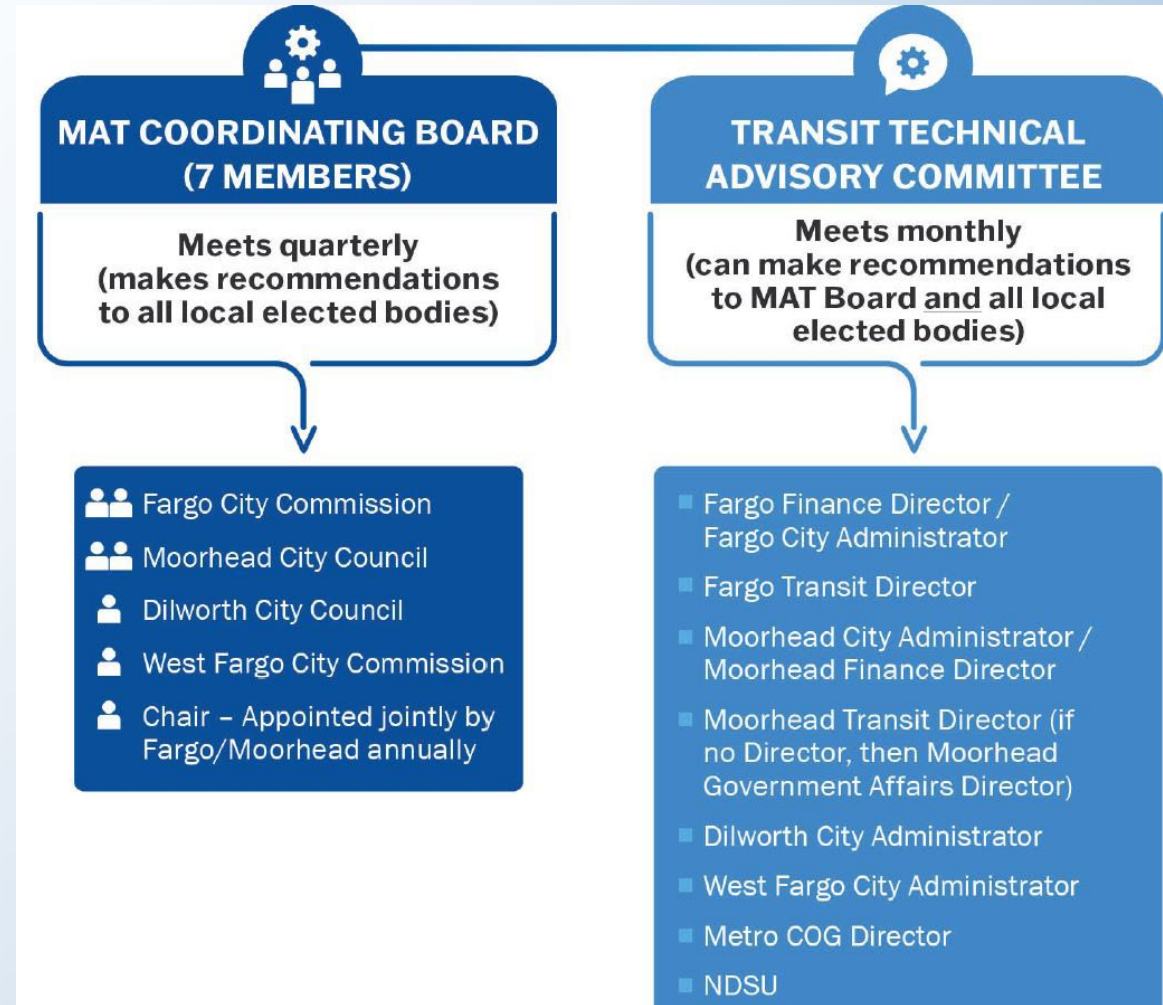
3a. Transit Reorganization Study Update

- Fargo approved as the Designated Recipient for Federal Grant Funds by the Minnesota Governor.
- Working on coordination of Fargo-Moorhead financial records and cost/revenue allocation between jurisdictions.
- Reviewing staffing needs related to new requirements as a Large Urban UZA
- Considering merge of transit staff into one organization
- Reviewing utilization of vehicles without consideration of ownership; lowering spare ratio
- Working Committee reviewing proposed Governance Models drafted by KLJ.
 - Option 1 – MAT Board with Technical Advisory Committee
 - Option 2 Hybrid – MAT Coordinating Board/Transit Technical Advisory Committee
 - Goal to reduce multiple approvals



3a. Transit Reorganization Study Update

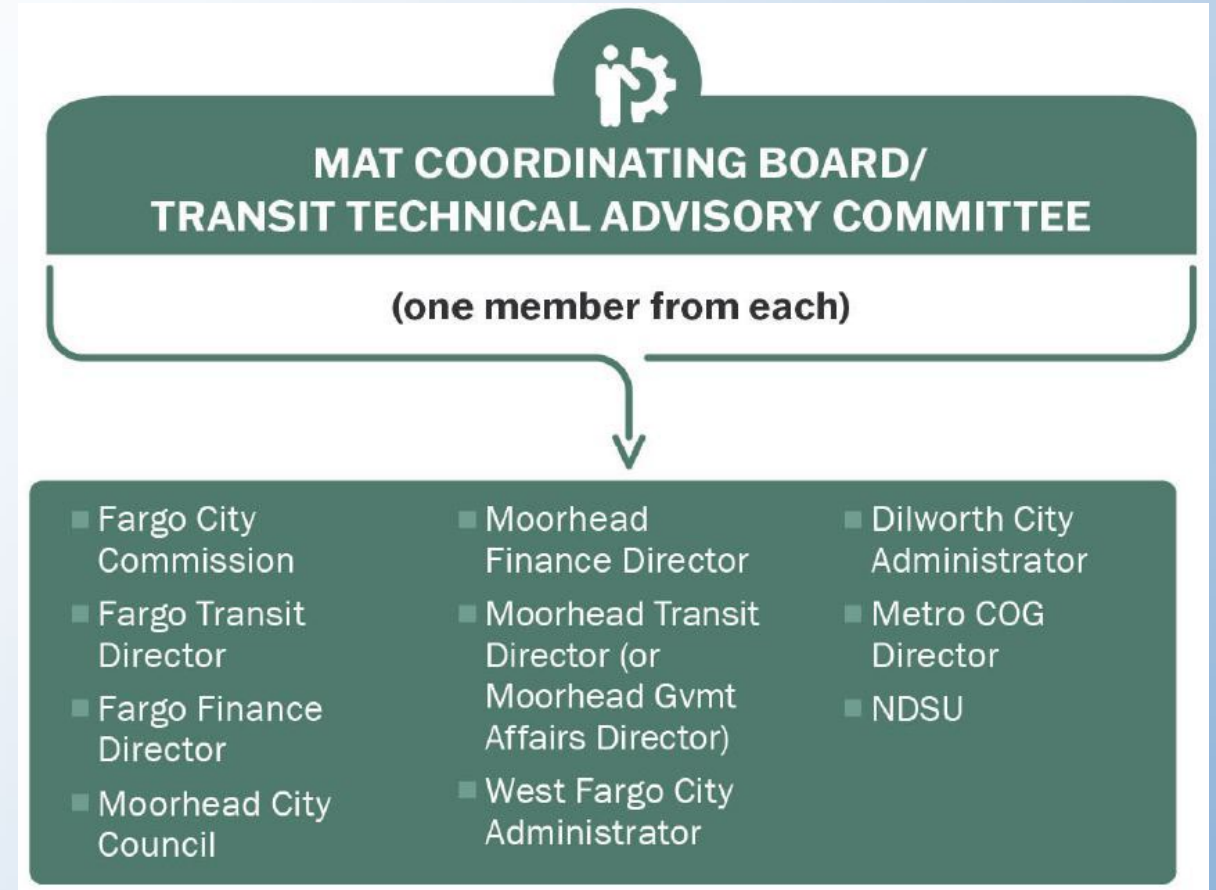
Option 1 –
MAT Coordinating Board with Technical Advisory Committee





3a. Transit Reorganization Study Update

Option 2 Hybrid –
MAT Coordinating Board / Transit Technical Advisory
Committee





3b. Vehicle Purchases Update

Fixed Route Buses

- 9 New Flyers on order for Fargo – February/March Delivery
- 1 New Flyer on order for Moorhead – February Delivery
- 4 Fargo Fixed Route replaced buses funded for 2024

Paratransit Buses

- 4 E450 Elkhart Cutaway buses received for Fargo
- 3 Ford Transit Wheelchair Accessible vans on order for Fargo – April Delivery
- 2 E450 Elkhart Cutaway buses on order for Moorhead – April Delivery
- 2 Fargo Paratransit replacement buses funded for 2024
- 1 Moorhead Paratransit replacement bus funded for 2023
- 1 Moorhead Expansion bus funded for 2024 (Possible OnDemand Vehicle)

3b. Vehicle Purchases Update

Paratransit Vehicle Type

New England Wheels Low Floor Wheelchair Accessible Bus

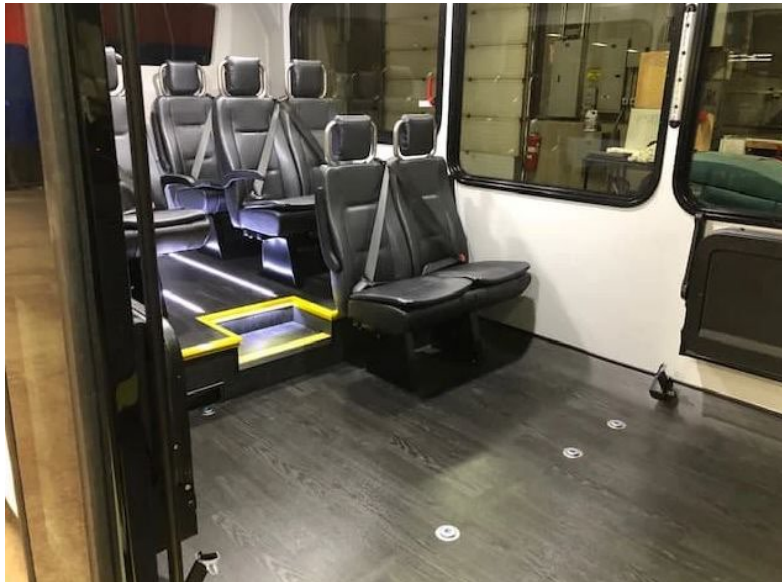


- Low Floor design allows for single step curb height entrance
- Wider door opening for better accessibility
- Low ramp angle allows for easier loading/unloading of wheelchairs. Safer than raising on a lift.

3b. Vehicle Purchases Update

Paratransit Vehicle Type

New England Wheels Low Floor Wheelchair Accessible Bus



- Minimal step height to rear seats
- Completely flat floor for securement of wheelchairs



3b. Vehicle Purchases Update

Paratransit Vehicle Type

New England Wheels Low Floor Wheelchair Accessible Bus



- Unprecedented score of 91% pass/fail Altoona durability test
- Better fuel economy equates to lower operating costs
- 5 year/150,000 mile service life



3c. Software Selections

- The State of North Dakota issued a Request for Proposal for Paratransit and/or Fixed Transit Scheduling and Dispatch Software on 1/31/23.
- MATBUS, along with other ND transit agencies, assisted the state in developing the RFP. MATBUS/City of Fargo staff also served on the evaluation committee to help determine suitable vendors.
- Notice of Intent to Award was issued on 8/11/23, with contract negotiations following soon after. Multiple vendors were awarded the contract with the State, which allowed transit agencies to select a vendor that best suited their needs and the size of their agency.
- MATBUS staff viewed demonstrations from five vendors, three for Paratransit software and two for fixed route software. After financial/technical review, **Via Mobility LLC** was selected for a Paratransit software replacement and **GMV Syncromatics Corporation** was selected for a fixed route software replacement.



3c. Software Selections

- A request to award contracts to Via and GMV was approved by the Fargo City Commission on 10/30/23. Finalized contracts will be brought before the Fargo City Commission and Moorhead City Council for approval later this year.
- Both contracts have been fully funded and training/implementation is expected to begin early next year.

Fixed Route AVA/AVL System								
	Recurring Annual			Ongoing Annual Fees				
	Proposal	Year 1	TOTAL YEAR 1	Year 2	Year 3	Year 4	Year 5	TOTAL 5-YEAR
GMV	\$ 888,150.00	\$ 86,400.00	\$ 974,550.00	\$ 86,400.00	\$ 86,400.00	\$ 86,400.00	\$ 86,400.00	\$ 1,320,150.00
Passio	\$ 761,116.45	\$ 124,970.00	\$ 886,086.45	\$ 125,980.50	\$ 127,021.10	\$ 128,092.66	\$ 129,196.90	\$ 1,396,377.61
Year one costs are paid for with the capital grant and reimbursable at 80/20								
Ongoing yearly fees are operating costs and reimbursable at 50/50								
Paratransit Scheduling Software								
	Recurring Annual			Ongoing Annual Fees				
	Proposal	Year 1	TOTAL YEAR 1	Year 2	Year 3	Year 4	Year 5	TOTAL 5-YEAR
Via	\$ 36,000.00	\$ 48,000.00	\$ 84,000.00	\$ 48,000.00	\$ 48,000.00	\$ 48,000.00	\$ 48,000.00	\$ 276,000.00
Ecolane	\$ 92,312.00	\$ 32,910.00	\$ 125,222.00	\$ 47,256.00	\$ 47,256.00	\$ 47,256.00	\$ 47,256.00	\$ 314,246.00
TripMaster	\$ 47,350.00	\$ 73,248.00	\$ 120,598.00	\$ 73,248.00	\$ 73,248.00	\$ 73,248.00	\$ 73,248.00	\$ 413,590.00



3d. Ridership

January – October Fargo Ridership by Route

Period	Route 11	Route 13	Route 14	Route 15	Route 16	Route 17
2022	35,648	55,853	78,092	186,402	23,926	26,046
2023	30,018	60,836	72,090	185,161	22,774	26,550
Change	-15.79%	8.92%	-7.69%	-0.67%	-4.81%	1.94%

Period	Route 18	Route 20	Route 24	LinkFM	Ind. Park On-Demand	Paratransit
2022	33,056	21,692	14,861	2,245	5,445	46,122
2023	36,059	23,124	17,607	3,766	3,088	47,650
Change	9.08%	6.60%	18.48%	67.75%	-43.29%	3.31%

Period	Route 31	Route 32	Route 33	Route 34	Route 36	NDSU On-Demand
2022	10,359	63,012	97,328	19,862	19,497	4,712
2023	11,629	57,903	119,214	34,548	11,194*	2,921
Change	12.26%	-8.11%	22.49%	73.94%	-42.59%	-38.01%



Ridership

January – October Moorhead Ridership by Route

Period	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 9
2022	50,578	66,705	38,859	86,975	35,541	7,436	3,227
2023	59,964	65,457	42,725	92,898	39,813	7,562	4,866
Change	18.56%	-1.87%	9.95%	6.81%	12.02%	1.69%	50.79%

Period	Moorhead Total
January-October 2019	416,603
January-October 2022	290,443
January-October 2023	315,168
2022-2023 Change	8.51%

Period	Fargo Total
January-October 2019	1,099,507
January-October 2022	696,914
January-October 2023	716,549
2022-2023 Change	2.82%

Moorhead and Fargo Totals include sharing of LinkFM rides.



Ridership

January – October College Ridership

Period	NDSU	MSUM	Concordia	M State	NDSCS
2022	240,522	15,710	8,843	6,550	290
2023	267,057	15,177	10,719	10,859	253
Change	11.03%	-14.03%	21.21%	65.79%	-12.76%



Ridership

January – September Metro Senior Ride (Moorhead/Dilworth)

METRO SENIOR RIDE 2023									
MOORHEAD & DILWORTH, MINNESOTA									
Month	MOORHEAD SENIORS			DILWORTH SENIORS			TOTAL PASSENGERS		
	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change
January	638	560	13.93%	85	65	30.77%	723	625	15.68%
February	528	460	14.78%	68	28	142.86%	596	488	22.13%
March	672	723	-7.05%	81	54	50.00%	753	777	-3.09%
April	532	583	-8.75%	79	67	17.91%	611	650	-6.00%
May	730	616	18.51%	80	56	42.86%	810	672	20.54%
June	674	626	7.67%	81	76	6.58%	755	702	7.55%
July	576	512	12.50%	90	61	47.54%	666	573	16.23%
August	660	614	7.49%	67	91	-26.37%	727	705	3.12%
September	650	668	-2.69%	76	97	-21.65%	726	765	-5.10%
October									
November									
December									
TOTAL	5,660	5,362	5.56%	707	595	18.82%	6,367	5,957	6.88%

TOTAL PASSENGERS							
Month	2017	2018	2019	2020	2021	2022	2023 Projected
TOTAL	10,907	10,454	10,172	5,695	6,681	7,932	8,489.33
% Change	1.32%	-4.15%	-2.70%	-44.01%	17.31%	18.72%	7.03%
		Post-COVID Recovery		56%	66%	78%	83%



Ridership Comparison

2018-2023 (Excluding 2020)

