

MATBUS Transit Operations Report - May 2018

Moorhead	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 1	5,512	6,888	24.96%	297.50	436.00	46.55%	3,800.86	5,595.89	47.23%	18.53	15.80	-14.73%	93.66%	89.66%	-4.27%
Route 2	7,501	11,722	56.27%	338.00	473.50	40.09%	4,814.30	6,751.66	40.24%	22.19	24.76	11.55%	91.69%	83.61%	-8.81%
Route 3	3,934	5,497	39.73%	298.28	436.50	46.34%	4,698.60	6,899.38	46.84%	13.19	12.59	-4.52%	90.85%	81.01%	-10.83%
Route 4	10,384	13,574	30.72%	876.00	876.00	0.00%	9,990.78	9,990.78	0.00%	11.85	15.50	30.72%	77.50%	78.73%	1.59%
Route 5	3,792	4,952	30.59%	297.88	438.00	47.04%	4,339.07	6,379.91	47.03%	12.73	11.31	-11.19%	94.24%	86.63%	-8.08%
Route 6	980	1,240	26.53%	153.50	154.00	0.33%	1,991.20	1,997.69	0.33%	6.38	8.05	26.12%	96.59%	95.50%	-1.13%
Route 7				0.00			0.00								
Route 8	1,335			117.00			1,916.98			11.41			86.82%		
Route 9	364	364	0.00%	167.00	167.00	0.00%	2,828.65	2,828.65	0.00%	2.18	2.18	0.00%	96.38%	91.95%	-4.60%
Total	33,802	44,237	30.87%	2,545.16	2,981.00	17.12%	34,380.44	40,443.96	17.64%	13.28	14.84	11.74%	90.97%	86.73%	-4.66%

Fargo	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 11	5,999	6,296	4.95%	386.00	386.00	0.00%	4429.74	4429.74	0.00%	15.54	16.31	4.95%	85.48%	85.70%	0.26%
Route 13	8,049	8,890	10.45%	750.00	746.00	-0.53%	8363.12	7815.84	-6.54%	10.73	11.92	11.04%	88.71%	88.27%	-0.50%
Route 13U	1,967	1,530	-22.22%	185.50	108.00	-41.78%	2190.29	1228.00	-43.93%	10.60	14.17	33.60%	84.62%	79.11%	-6.51%
Route 14	13,320	15,230	14.34%	1,143.70	1,154.00	0.90%	17018.98	14512.06	-14.73%	11.65	13.20	13.32%	83.47%	81.49%	-2.37%
Route 15	26,209	29,278	11.71%	1,393.00	1,393.00	0.00%	17562.88	16455.82	-6.30%	18.81	21.02	11.71%	91.81%	66.80%	-27.24%
Route 16	6,204	3,232	-47.90%	515.82	348.00	-32.53%	8570.68	4143.53	-51.65%	12.03	9.29	-22.78%	93.03%	90.70%	-2.50%
Route 17	2,867	3,367	17.44%	193.00	219.00	13.47%	2644.49	2620.55	-0.91%	14.85	15.37	3.50%	91.81%	81.12%	-11.64%
Route 18	4,514	5,010	10.99%	373.00	606.00	62.47%	4731.16	10685.60	125.86%	12.10	8.27	-31.69%	93.66%	67.82%	-27.59%
Route 21		759			193.00			2317.00			3.93			51.69%	
Route 22		2,220			193.00			3674.00			11.50			61.06%	
Route 23	2,234		-100.00%	404.20		-100.00%	8222.86		-100.00%	5.53		-100.00%	83.47%		-100.00%
Route 24		2,035			432.00			5472.00			4.71			82.42%	
Total	71,363	77,847	9.09%	5,344.22	5,778.00	8.12%	73,734.19	73,354.14	-0.52%	13.35	13.47	0.90%	88.45%	76.02%	-14.06%

NDSU	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 31	1,170	701	-40.09%	125.00	110.00	-12.00%	1211.00	992.00	-18.08%	9.36	6.37	-31.92%	89.88%	88.04%	-2.05%
Route 32E	5,741	2,851	-50.34%	110.00	96.00	-12.73%	833.36	733.00	-12.04%	52.19	29.70	-43.10%	2.40%	87.31%	3537.92%
Route 32W	1,390	975	-29.86%	60.00	54.00	-10.00%	390.60	351.54	-10.00%	23.17	18.06	-22.06%	84.18%	82.52%	-1.97%
Route 33	7,420	7,375	-0.61%	293.40	261.00	-11.04%	3192.21	2838.00	-11.10%	25.29	28.26	11.73%	83.64%	93.25%	11.49%
Route 34	1,842	1,521	-17.43%	92.40	80.00	-13.42%	794.64	694.00	-12.66%	19.94	19.01	-4.63%	92.51%	89.15%	-3.63%
Route 35	237		-100.00%	20.80		-100.00%	187.03		-100.00%	11.39		-100.00%	98.46%		-100.00%
TapRide		267			29.00			322.92	#DIV/0!		9.21				
Total	17,800	13,690	-23.09%	702	630	-10.21%	6608.84	5608.54	-15.14%	141	111	-21.75%	75.18%	88.05%	17.13%

Other	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	0.05%	2017	2018	Change
LinkFM	2,275	2,066	-9.19%	292.00	292.00	0.00%	1813.90	2928.18	61.43%	7.79	7.08	-9.19%	80.46%	82.03%	1.95%
9000's	47	26	-44.68%	2.84		-100.00%		#DIV/0!		16.55					#DIV/0!
Total	2,322	2,092	-9.91%	294.84	292.00	-0.96%	1813.90	2928.18	61.43%	7.88	7.16	-9.03%	80.46%	82.03%	1.95%

Total	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	33,802	44,237	30.87%	2,545	2,981	17.12%	34,380	40,444	17.64%	13.28	14.84	11.74%	90.97%	86.73%	-4.66%
FGO	91,438	93,603	2.37%	6,338	6,700	5.71%	82,157	81,891	-0.32%	14.43	13.97	-3.17%	81.36%	82.03%	0.82%
MATBUS	125,287	137,866	10.04%	8,885.82	9,681.00	8.95%	116,537.37	122,334.82	4.97%	14.10	14.24	1.00%	83.76%	83.21%	-0.67%

TOTAL RIDERSHIP BY CUSTOMER TYPE															
Total	Adult			Disabled			Elderly			Youth			Child		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	19044	25096	31.78%	9438	11436	21.17%	2612	3342	27.95%	910	1804	98.24%	1798	2559	42.32%
FGO	65203	59179	-9.24%	17542	18897	7.72%	5581	7453	33.54%	1602	2530	57.93%	2153	3189	48.12%
MATBUS	84247	84275	0.03%	26980	30333	12.43%	8193	10795	31.76%	2512	4334	72.53%	3951	5748	45.48%

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Paratransit	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fargo	3,265	3,250	-0.46%	1,394.86	1,457.14	4.47%	21,534.60	22,609.39	4.99%	2.34	2.23	-4.71%	82.65%	87.08%	5.36%
Moorhead	895	734	-17.99%	382.36	329.09	-13.93%	5,903.05	5,106.24	-13.50%	2.34	2.23	-4.71%	83.88%	84.96%	1.29%
West Fargo	460	456	-0.87%	196.52	204.45	4.03%	3,033.97	3,172.27	4.56%	2.34	2.23	-4.71%	87.22%	86.43%	-0.90%
Dilworth	51	67	31.37%	21.79	30.04	37.87%	336.38	466.10	38.57%	2.34	2.23	-4.71%	78.26%	88.89%	13.58%
Total	4,671	4,507	-3.51%	1,995.52	2,020.72	1.26%	30808.00	31354.00	8.65%	2.34	2.23	-4.71%	83.00%	86.84%	4.83%

Senior Ride	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Dilworth	45	114	153.33%	21.78	71.34	227.58%	315	773	145.35%	2.07	1.60	-22.67%			N/A
Moorhead	1,000	800	-20.00%	483.97	500.66	3.45%	6,997	5,422	-22.52%	2.07	1.60	-22.67%			N/A
Total	1,045	914	-12.54%	505.75	572.00	13.10%	7,312	6,194	-15.29%	2.07	1.60	-22.67%	0	0	N/A

	Call Volume			Operating Days			Average Calls / Day			Average Call/Queue Time		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
GTC	3,686	3,385	-8.17%	26	26	0.00%	142	130	-8.17%	0:24	0:33	37.50%
Paratransit	2,318	2,547	9.88%	22	22	0.00%	105	116	9.88%	2:24	1:15	-47.92%
Total	6,004	5,932	-1.20%	48	48	0.00%	247	246	-0.47%	2:48	1:48	-35.71%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	2	7	250.00%	0	0	#DIV/0!	2	7	250.00%	1.72	5.72	233.41%
Paratransit	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!
Total	2	7	250.00%	0	0	#DIV/0!	2	7	250.00%	1.36	4.55	235.55%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	9	19	111.11%	3	7	133.33%	12	26	116.67%	10.30	21.25	106.40%
Paratransit	1	2	100.00%	0	0	#DIV/0!	1	2	100.00%	3.25	6.38	96.52%
Total	10	21	110.00%	3	7	133.33%	13	28	115.38%	10.50	21.78	107.54%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	10	12	20.00%	10	28	180.00%	20	40	100.00%	0.16	0.29	81.75%
Paratransit	8	1	-87.50%	6	2	-66.67%	14	3	-78.57%	0.11	0.02	-80.53%
Total	18	13	-27.78%	16	30	87.50%	34	43	26.47%	0.27	0.31	14.93%

Incidents	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	0	0	#DIV/0!	57	14	-75.44%	57	14	-75.44%	0.45	0.10	-77.68%
Paratransit	0	1	#DIV/0!	0	0	#DIV/0!	0	1	#DIV/0!	0.00	0.01	#DIV/0!
Total	0	1	#DIV/0!	57	14	-75.44%	57	15	-73.68%	0.45	0.11	-76.09%

Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	18,381	40,381	119.69%	6,574	70	-98.94%	394	0	-100.00%	4,191	7,067	68.62%

Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	2,617	2,648	1.18%	729	889	21.95%	24,734	26,503	7.15%	3,049	3,002	-1.54%

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Moorhead	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 1	6,172	7,043	14.11%	298.00	437.00	46.64%	3,807.25	5,583.11	46.64%	20.71	16.12	-22.18%	96.78%	92.58%	-4.34%
Route 2	7,572	10,644	40.57%	298.00	437.00	46.64%	4,244.56	6,224.63	46.65%	25.41	24.36	-4.14%	92.25%	87.13%	-5.55%
Route 3	4,382	5,618	28.21%	298.28	437.00	46.51%	4,698.60	6,874.90	46.32%	14.69	12.86	-12.49%	93.68%	82.40%	-12.04%
Route 4	11,705	13,304	13.66%	876.00	874.00	-0.23%	9,990.78	9,967.97	-0.23%	13.36	15.22	13.92%	78.90%	79.69%	1.00%
Route 5	4,121	4,523	9.75%	297.88	437.00	46.70%	4,339.07	6,365.34	46.70%	13.83	10.35	-25.19%	95.73%	88.68%	-7.36%
Route 6	1,123	1,115	-0.71%	154.00	153.50	-0.32%	1,997.69	1,991.20	-0.32%	7.29	7.26	-0.39%	97.70%	94.87%	-2.90%
Route 7															
Route 8	1,188			116.00			1,900.60			10.24			89.06%		
Route 9	473	572	20.93%	167.00	166.50	-0.30%	2,828.65	2,820.18	-0.30%	2.83	3.44	21.29%	97.62%	93.52%	-4.20%
Total	36,736	42,819	16.56%	2,505.16	2,942.00	17.44%	33,807.20	39,827.33	17.81%	14.66	14.55	-0.75%	92.72%	88.41%	-4.64%

Fargo	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 11	5,494	6,085	10.76%	386.00	385.00	-0.26%	4429.74	4418.26	-0.26%	14.23	15.81	11.04%	90.41%	85.08%	-5.90%
Route 13	7,830	7,088	-9.48%	750.00	744.00	-0.80%	8363.12	7794.89	-6.79%	10.44	9.53	-8.75%	87.93%	91.70%	4.29%
Route 13U	274		-100.00%	65.00		-100.00%	842.25		-100.00%	4.22		-100.00%	90.91%		-100.00%
Route 14	13,520	14,752	9.11%	1,143.70	1,151.00	0.64%	17018.98	14474.46	-14.95%	11.82	12.82	8.42%	86.13%	78.83%	-8.48%
Route 15	25,164	29,198	16.03%	1,393.00	1,368.00	-1.79%	17562.88	16157.37	-8.00%	18.06	21.34	18.15%	93.09%	75.86%	-18.51%
Route 16	5,956	3,028	-49.16%	515.82	347.00	-32.73%	8570.68	4131.59	-51.79%	11.55	8.73	-24.43%	94.32%	86.43%	-8.37%
Route 17	2,706	3,118	15.23%	193.00	219.00	13.47%	2644.49	2614.57	-1.13%	14.02	14.24	1.55%	95.74%	82.21%	-14.13%
Route 18	4,318	4,852	12.37%	373.00	605.00	62.20%	4731.16	10658.80	125.29%	11.58	8.02	-30.72%	95.65%	71.48%	-25.27%
Route 21		550			193.00			2311.00			2.85			59.79%	
Route 22		2,443			193.00			3665.00			12.66			64.84%	
Route 23	2,408		-100.00%	404.20		-100.00%	8222.86		-100.00%	5.96		-100.00%	82.17%		-100.00%
Route 24		2,132			431.00			5459.00			4.95			81.53%	
Total	67,670	73,246	8.24%	5,223.72	5,636.00	7.89%	72,386	71,685	-0.97%	12.95	13.00	0.32%	90.71%	77.78%	-14.26%

NDSU	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 31	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 32E	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 32W	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 33	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 34	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Route 35	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
TapRide	0	0	#DIV/0!	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!
Total	0	0	#DIV/0!	0	0	#DIV/0!	0.00	0.00	#DIV/0!			#DIV/0!			#DIV/0!

Other	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	0.05%	2017	2018	Change
LinkFM	2,267	2,447	7.94%	308.00	306.50	-0.49%	1913.30	2878.04	50.42%	7.36	7.98	8.47%	72.11%	81.97%	13.67%
9000's	27														
Total	2,294	2,447	6.67%	308.00	306.50	-0.49%	1913.30	2878.04	50.42%	7.45	7.98	7.19%	72.11%	81.97%	13.67%

Total	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	36,736	42,819	16.56%	2,505	2,942	17.44%	33,807	39,827	17.81%	14.66	14.55	-0.75%	92.72%	88.41%	-4.64%
FGO	69,937	75,693	8.23%	5,532	5,943	7.43%	74,299	74,563	0.35%	12.64	12.74	0.75%	81.41%	79.87%	-1.89%
MATBUS	106,700	118,512	11.07%	8,036.88	8,884.50	10.55%	108,106.65	114,390.31	5.81%	13.28	13.34	0.47%	85.18%	82.72%	-2.89%

TOTAL RIDERSHIP BY CUSTOMER TYPE															
Total	Adult			Disabled			Elderly			Youth			Child		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	18543	21822	17.68%	9440	11491	21.73%	2815	3551	26.15%	3760	2390	-36.44%	2179	3565	63.61%
FGO	41790	40400	-3.33%	16064	18878	17.52%	6802	7569	11.28%	2046	2877	40.62%	3347	3520	5.17%
MATBUS	60333	62222	3.13%	25504	30369	19.08%	9617	11120	15.63%	5806	5267	-9.28%	5526	7085	28.21%

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Paratransit	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fargo	3,161	2,973	-5.95%	1,392.70	1,405.21	0.90%	19,701.52	21,264.18	7.93%	2.27	2.12	-6.78%	84.02%	86.12%	2.51%
Moorhead	813	652	-19.80%	358.20	308.17	-13.97%	5,067.17	4,663.39	-7.97%	2.27	2.12	-6.78%	85.17%	85.52%	0.41%
West Fargo	336	365	8.63%	148.04	172.52	16.54%	2,094.18	2,610.64	24.66%	2.27	2.12	-6.78%	88.30%	84.92%	-3.82%
Dilworth	65	38	-41.54%	28.64	17.96	-37.28%	405.12	271.79	-32.91%	2.27	2.12	-6.78%	84.31%	87.80%	4.14%
Total	4,375	4,028	-7.93%	1,927.58	1,903.87	-1.23%	27,268.00	28,810.00	-2.07%	2.27	2.12	-6.78%	85.45%	86.09%	0.81%

Senior Ride	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Dilworth	40	79	97.50%	24.34	60.45	148.40%	290	566	95.15%	1.64	1.31	-20.49%			N/A
Moorhead	818	662	-19.07%	497.66	506.55	1.79%	5,929	4,741	-20.03%	1.64	1.31	-20.49%			N/A
Total	858	741	-13.64%	522.00	567.00	8.62%	6,219	5,307	-14.66%	1.64	1.31	-20.49%	0	0	N/A

	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
GTC	3,451	3,255	-5.68%	26	26	0.00%	133	125	-5.68%	1:38	1:54	16.33%
Paratransit	2,025	1,940	-4.20%	22	21	-4.55%	92	92	0.36%	3:04	1:01	-66.85%
Total	5,476	5,195	-5.13%	48	47	-2.08%	225	218	-3.20%	4:42	2:55	-37.94%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	5	4	-20.00%	0	5	#DIV/0!	5	9	80.00%	4.63	7.87	70.11%
Paratransit	0	1	#DIV/0!	0	0	#DIV/0!	0	1	#DIV/0!	0.00	3.47	#DIV/0!
Total	5	5	0.00%	0	5	#DIV/0!	5	10	100.00%	3.69	6.98	89.07%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	1	1	0.00%	12	11	-8.33%	13	12	-7.69%	12.03	10.49	-12.76%
Paratransit	3	12	300.00%	0	1	#DIV/0!	3	13	333.33%	11.00	45.12	310.14%
Total	4	13	225.00%	12	12	0.00%	16	25	56.25%	14.00	20.89	49.24%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	3	15	400.00%	11	17	54.55%	14	32	128.57%	0.13	0.27	105.79%
Paratransit	10	4	-60.00%	1	6	500.00%	11	10	-9.09%	0.10	0.08	-18.15%
Total	13	19	46.15%	12	23	91.67%	25	42	68.00%	0.23	0.35	51.26%

Incidents	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	1	6	500.00%	68	10	-85.29%	69	16	-76.81%	0.65	0.14	-79.12%
Paratransit	1	1	0.00%	0	0	#DIV/0!	1	1	0.00%	0.01	0.01	-9.97%
Total	2	7	250.00%	68	10	-85.29%	70	17	-75.71%	0.66	0.14	-78.13%

Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECOCHALLENGE.COM			MATBUS APP		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	17,786	35,583	100.06%	4,217	165	-96.09%	38	0	-100.00%	3,804	5,297	39.25%

Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	2,612	2,648	1.38%	736	898	22.01%	25,111	26,591	5.89%	3,054	3,006	-1.57%

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Moorhead	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 1	35,729	44,025	23.22%	1,753.75	2,692.00	53.50%	22,399.52	33,603.03	50.02%	20.37	16.35	-19.73%	92.01%	90.73%	-1.39%
Route 2	51,838	68,336	31.83%	2,137.25	3,066.25	43.47%	30,441.90	42,947.68	41.08%	24.25	22.29	-8.11%	91.17%	85.86%	-5.82%
Route 3	24,883	30,051	20.77%	1,758.00	2,691.60	53.11%	27,676.83	41,689.63	50.63%	14.15	11.16	-21.12%	79.13%	82.81%	4.66%
Route 4	64,957	78,770	21.26%	4,753.50	5,158.00	8.51%	54,196.57	60,216.39	11.11%	13.67	15.27	11.76%	78.08%	82.25%	5.34%
Route 5	23,417	29,783	27.19%	1,754.00	2,695.35	53.67%	25,541.35	38,574.32	51.03%	13.35	11.05	-17.23%	93.40%	88.52%	-5.22%
Route 6	6,613	7,369	11.43%	909.50	907.50	-0.22%	11,798.03	12,110.96	2.65%	7.27	8.12	11.68%	96.95%	95.55%	-1.44%
Route 7	2,125			223.00			3,352.93			9.53			76.35%		
Route 8	8,523			689.50			11,317.92			12.36			82.43%		
Route 9	3,080	2,557	-16.98%	988.00	845.00	-14.47%	16,734.75	17,092.75	2.14%	3.12	3.03	-2.93%	96.75%	92.10%	-4.80%
Total	221,165	260,891	17.96%	14,966.50	18,055.70	20.64%	203,459.80	246,234.76	21.02%	14.78	14.45	-2.22%	87.36%	88.26%	1.03%

Fargo	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 11	37,760	39,740	5.24%	2,270.00	2,274.00	0.18%	26050.52	26211.21	0.62%	16.63	17.48	5.06%	82.60%	88.26%	6.86%
Route 13	62,688	67,310	7.37%	4,412.00	4,394.50	-0.40%	49596.62	46245.47	-6.76%	14.21	15.32	7.80%	84.82%	90.61%	6.83%
Route 13U	21,882	19,514	-10.82%	1,334.45	975.60	-26.89%	15646.88	12802.20	-18.18%	16.40	20.00	21.98%	84.66%	78.93%	-6.77%
Route 14	80,016	83,845	4.79%	6,725.85	6,800.13	1.10%	100880.15	85825.66	-14.92%	11.90	12.33	3.64%	83.22%	85.61%	2.87%
Route 15	160,182	170,151	6.22%	8,160.00	8,154.00	-0.07%	103457.71	96634.06	-6.60%	19.63	20.87	6.30%	86.25%	77.90%	-9.68%
Route 16	36,355	18,069	-50.30%	3,075.21	2,048.54	-33.39%	50797.00	24520.85	-51.73%	11.82	8.82	-25.39%	89.29%	90.10%	0.91%
Route 17	20,232	20,113	-0.59%	1,135.00	1,290.50	13.70%	15675.46	15507.92	-1.07%	17.83	15.59	-12.57%	86.69%	84.77%	-2.22%
Route 18	27,567	27,573	0.02%	2,151.50	3,571.40	66.00%	28043.48	63363.73	125.95%	12.81	7.72	-39.74%	85.93%	73.75%	-14.18%
Route 21		4,640			1,137.50			13710.11			4.08			64.96%	
Route 22		12,518			1,138.50			21741.55			11.00			70.28%	
Route 23	12,351			2,377.10			48743.86			5.20			83.31%		
Route 24		11,673			2,542.50			32303.47			4.59			80.34%	
Total	459,033	475,146	3.51%	31,641.11	34,327.17	8.49%	390147.82	438866.23	12.49%	14.51	13.84	-4.59%	85.20%	80.50%	-5.51%

NDSU	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Route 31	20,358	18,563	-8.82%	987.50	992.00	0.46%	9566.90	9257.22	-3.24%	20.62	18.71	-9.23%	90.08%	91.31%	1.36%
Route 32E	92,726	75,669	-18.40%	869.00	864.24	-0.55%	6583.54	6828.55	3.72%	106.70	87.56	-17.95%	53.66%	94.22%	75.58%
Route 32W	20,542	20,591	0.24%	474.00	486.00	2.53%	3085.74	3281.04	6.33%	43.34	42.37	-2.24%	84.11%	82.14%	-2.34%
Route 33	92,324	104,244	12.91%	2,659.30	2,350.44	-11.61%	25218.46	26427.60	4.79%	34.72	44.35	27.75%	84.50%	94.67%	12.04%
Route 34	28,032	26,914	-3.99%	730.65	721.52	-1.25%	6277.66	6473.22	3.12%	38.37	37.30	-2.77%	82.92%	89.78%	8.28%
Route 35	3,960	32	-99.19%	165.01	10.40	-93.70%	1477.51	98.10	-93.36%	24.00	3.08	-87.18%	93.96%	75.00%	-20.18%
TapRide		2,928			263.00			3489.37			11.13				
Total	257,942	248,941	-3.49%	5,885	5,688	-3.36%	52209.80	52365.73	0.30%	268	244	-8.68%	81.54%	87.85%	7.74%

Other	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
LinkFM	16,940	13,803	-18.52%	1,723.00	1,731.75	0.51%	14834.40	17041.13	14.88%	9.83	7.97	-18.93%	80.56%	82.68%	2.63%
9000's	571	152	-73.38%	2.84		-100.00%				201.06			100.00%	100.00%	0.00%
Total	17,511	13,955	-20.31%	1,725.84	1,731.75	0.34%	14834.40	17041.13	14.88%	10.15	8.06	-20.58%	80.56%	82.68%	2.63%

Total	Ridership			Rev. Hours			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	221,165	260,891	17.96%	14,967	18,056	20.64%	203,460	246,235	21.02%	15	14	-2.22%	88.09%	86.92%	-1.33%
FGO	733,915	737,890	0.54%	39,250	41,747	6.36%	457,192	508,273	11.17%	292	266	-8.82%	82.35%	84.17%	2.21%
MATBUS	955,651	998,933	4.53%	54,218.91	59,802.22	10.30%	660,651.82	754,507.85	14.21%	17.63	16.70	-5.23%	83.66%	84.82%	1.38%

TOTAL RIDERSHIP BY CUSTOMER TYPE

Total	Adult			Disabled			Elderly			Youth			Child		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
MHD	132094	154557	17.01%	57873	67141	16.01%	13758	18621	35.35%	7730	8648	11.88%	9635	11728	21.72%
FGO	583121	559950	-3.97%	96696	104836	8.42%	33374	38780	16.20%	9126	13037	42.86%	12338	14317	16.04%
MATBUS	715215	714507	-0.10%	154569	171977	11.26%	47132	57401	21.79%	16856	21685	28.65%	21973	26045	18.53%

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Paratransit	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fargo	18,870	19,074	1.08%	8,395.15	8,752.90	4.26%	20,376.93	20,810.28	2.13%	2.25	2.18	-3.05%	81.38%	85.58%	5.16%
Moorhead	5,043	4,414	-12.47%	2,243.60	2,025.55	-9.72%	5,445.73	4,815.80	-11.57%	2.25	2.18	-3.05%	81.25%	86.22%	6.12%
West Fargo	2,449	2,726	11.31%	1,089.55	1,250.94	14.81%	2,644.57	2,974.14	12.46%	2.25	2.18	-3.05%	83.36%	86.45%	3.71%
Dilworth	498	426	-14.46%	221.56	195.49	-11.77%	537.77	464.78	-13.57%	2.25	2.18	-3.05%	78.41%	85.46%	8.99%
Total	26,860	26,640	-0.82%	11,949.86	12,224.87	2.30%	29005.00	29065.00	0.21%	2.25	2.18	-3.05%	81.10%	85.93%	6.00%

Senior Ride	Ridership			Rev. Hours (Based on Ridership)			Rev. Mileage			Passengers / Hour			On-Time Perf.		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Dilworth	330	542	64.24%	30.99	51.55	66.32%	429	539	25.55%	10.65	10.52	-1.25%			
Moorhead	5,428	4,868	-10.32%	509.76	462.95	-9.18%	7,059	4,839	-31.44%	10.65	10.52	-1.25%			
Total	5,758	5,410	-6.04%	540.75	514.50	-4.85%	7,488	5,378	-28.18%	10.65	10.52	-1.25%	0	0	N/A

	Call Volume			Operating Days			Average Calls / Day			Average Queue Time		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
GTC	22,173	21,891	-1.27%	153	154	0.65%	145	142	-1.91%	1:30	1:47	18.42%
Paratransit	14,127	13,631	-3.51%	128	128	0.00%	110	106	-3.51%	2:45	1:07	-59.56%
Total	36,300	35,522	-2.14%	281	282	0.36%	255	249	-2.60%	4:16	2:54	-32.01%

Collisions	Collisions (Preventable)			Collisions (Non-Preventable)			Collisions (Total)			Collisions (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	13	24	84.62%	8	17	112.50%	21	41	95.24%	3.18	5.43	70.95%
Paratransit	2	4	100.00%	4	1	-75.00%	6	5	-16.67%	20.69	17.20	-16.84%
Total	15	28	86.67%	12	18	50.00%	27	46	70.37%	3.91	5.87	49.95%

Missed Trips	Missed Trips (Contractor Error)			Missed Trips (Mechanical / Other)			Missed Trips (Total)			Missed Trips (per 100K Miles)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	38	49	28.95%	79	91.5	15.82%	117	140.5	20.09%	17.71	18.62	5.15%
Paratransit	10	14	40.00%	1	2	100.00%	11	16	45.45%	37.92	55.05	45.15%
Total	48	63	31.25%	80	93.5	16.88%	128	156.5	22.27%	19.16	20.60	7.50%

Complaints	Complaints (Substantiated)			Complaints (UnSubstantiated)			Complaints (Total)			Complaints (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	38	70	84.21%	55	123	123.64%	93	193	107.53%	0.10	0.19	98.54%
Paratransit	31	9	-70.97%	16	15	-6.25%	47	24	-48.94%	0.05	0.02	-51.15%
Total	69	79	14.49%	71	138	94.37%	140	217	55.00%	0.15	0.22	48.28%

Incidents	Incident (Fall / Injury)			Incident (Security Services)			Incidents (Total)			Incidents (per 1K Passengers)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
Fixed Route	20	30	50.00%	189	187	-1.06%	209	217	3.83%	0.22	0.22	-0.67%
Paratransit	3	4	33.33%	0	0	#DIV/0!	3	4	33.33%	0.00	0.00	27.56%
Total	23	34	47.83%	189	187	-1.06%	212	221	4.25%	0.22	0.22	-0.27%

Social Media	MATBUS.COM			MATBUSMOBILE.COM			IGOECHALLENGE.COM			MATBUS APP		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	107,532	203,755	89.48%	49,736	2,563	-94.85%	10,827	2,018	-81.36%	35,690	54,124	51.65%

Social Media	Facebook Likes			Twitter Followers			YouTube Views			Rider Alert Subscribers		
	2017	2018	Change	2017	2018	Change	2017	2018	Change	2017	2018	Change
	15,128	15,269	0.93%	5,612	6,340	12.97%	123,885	133,921	8.10%	17,360	13,853	-20.20%

COLLEGE RIDERSHIP ON MATBUS

2016-17

Fare Count		Customer Type					Grand Total
Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	
2016	August	941	2,423	8,755	37,404	112	49,635
	September	1,054	3,152	8,187	79,884	239	92,516
	October	1,242	2,686	8,291	83,803	277	96,299
	November	1,124	2,595	7,164	76,205	263	87,351
	December	816	2,250	5,363	48,360	177	56,966
2016 Total		5,177	13,106	37,760	325,656	1,068	382,767
2017	January	883	3,375	5,973	80,190	250	90,671
	February	885	2,902	6,086	87,062	312	97,247
	March	1,094	2,736	6,914	76,545	232	87,521
	April	911	2,757	6,110	62,802	255	72,835
	May	825	1,901	4,773	26,885	183	34,567
	June	817	1,690	3,727	6,663	216	13,113
	July	892	1,453	2,931	6,111	144	11,531
2017 Total		6,307	16,814	36,514	346,258	1,592	407,485
Grand Total 2016-17		11,484	29,920	74,274	671,914	1,592	790,252

2017-18

Fare Count		Customer Type					Grand Total
Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	
2017	August	1,095	2,506	6,328	32,788	274	42,991
	September	1,093	3,069	6,520	64,369	459	75,510
	October	1,029	2,785	5,898	78,430	361	88,503
	November	915	2,327	5,701	78,909	283	88,135
	December	633	1,670	4,511	40,538	287	47,639
2017 Total		4,765	12,357	28,958	295,034	1,664	342,778
2018	January	828	2,205	6,020	73,910	206	83,169
	February	890	2,141	6,155	82,337	210	91,733
	March	1,038	2,748	6,716	57,755	271	68,528
	April	997	2,921	6,454	69,182	212	79,766
	May	747	2,069	5,110	21,093	172	29,191
	June	908	2,343	4,154	5,569	189	13,163
	July						-
2018 Total		5,408	14,427	34,609	309,846	1,260	365,550
Grand Total 2017-18		10,173	26,784	63,567	604,880	2,924	708,328

% CHANGE

Year	Month	Concordia	M State	MSUM	NDSU	NDSCS	Grand Total
2016-17	August	16%	3%	-28%	-12%	145%	-13%
	September	4%	-3%	-20%	-19%	92%	-18%
	October	-17%	4%	-29%	-6%	30%	-8%
	November	-19%	-10%	-20%	4%	8%	1%
	December	-22%	-26%	-16%	-16%	62%	-16%
2016-17 Total							
2017-18	January	-6%	-35%	1%	-8%	-18%	-8%
	February	1%	-26%	1%	-5%	-33%	-6%
	March	-5%	0%	-3%	-25%	17%	-22%
	April	9%	6%	6%	10%	-17%	10%
	May	-9%	9%	7%	-22%	-6%	-16%
	June	11%	39%	11%	-16%	-13%	0%
	July						
2017-18 Total							
Grand Total							

NOTES:

Includes NDSU Circulator Routes