

# MATBUS Transit Operations Report - Jan - Dec YTD 2017

Moorhead	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
Route 1	74,264	76,447	2.94%	3,466	4,358	25.74%	21.43	17.54	-18.13%	84.23%	90.58%	7.54%
Route 2	107,842	112,131	3.98%	4,166	5,105	22.52%	25.88	21.97	-15.14%	81.80%	86.85%	6.18%
Route 3	47,393	48,464	2.26%	3,275	4,361	33.15%	14.47	11.11	-23.20%	85.50%	82.20%	-3.86%
Route 4	117,412	133,213	13.46%	7,329	9,967	35.99%	16.02	13.37	-16.57%	81.93%	81.06%	-1.06%
Route 5	50,455	49,088	-2.71%	3,811	4,356	14.31%	13.24	11.27	-14.89%	87.11%	92.24%	5.88%
Route 6	10,411	12,947	24.36%	1,813	1,827	0.74%	5.74	7.09	23.44%	91.49%	96.54%	5.51%
Route 7	12,589	2,125	-83.12%	1,377	223	-83.80%	9.15	9.53	4.19%	72.97%	76.35%	4.63%
Route 8	14,911	8,523	-42.84%	1,369	690	-49.62%	10.90	12.36	13.45%	72.67%	82.43%	13.43%
Route 9	7,707	5,493	-28.73%	1,965	1,983	0.89%	3.92	2.77	-29.36%	88.10%	96.40%	9.42%
<b>Total</b>	<b>442,984</b>	<b>448,431</b>	<b>1.23%</b>	<b>28,569.58</b>	<b>32,867.80</b>	<b>15.04%</b>	<b>15.51</b>	<b>13.64</b>	<b>-12.01%</b>	<b>82.87%</b>	<b>87.18%</b>	<b>5.21%</b>

Fargo	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
Route 11	75,583	73,342	-2.96%	4,566	4,538	-0.61%	16.55	16.16	-2.37%	85.39%	83.71%	-1.97%
Route 13	132,567	129,499	-2.31%	8,873	8,803	-0.79%	14.94	14.71	-1.54%	84.16%	87.49%	3.96%
Route 13U	51,737	46,876	-9.40%	2,567	2,445	-4.75%	20.15	19.17	-4.88%	84.38%	85.00%	0.73%
Route 14	161,671	165,005	2.06%	13,542	13,515	-0.20%	11.94	12.21	2.27%	85.68%	81.80%	-4.53%
Route 15	335,587	318,055	-5.22%	16,347	16,282	-0.39%	20.53	19.53	-4.85%	83.45%	80.30%	-3.78%
Route 16	71,638	51,887	-27.57%	6,156	5,117	-16.88%	11.64	10.14	-12.86%	82.93%	91.44%	10.25%
Route 17	37,030	36,762	-0.72%	2,284	2,422	6.07%	16.22	15.18	-6.40%	86.56%	84.27%	-2.64%
Route 18	56,090	51,343	-8.46%	4,370	5,711	30.69%	12.84	8.99	-29.96%	85.65%	76.87%	-10.25%
Route 21	0	4,311	#DIV/0!	0	1,134	#DIV/0!		3.80	#DIV/0!		60.35%	#DIV/0!
Route 22	0	10,273	#DIV/0!	0	1,134	#DIV/0!		9.06	#DIV/0!		65.27%	#DIV/0!
Route 23	23,925	12,351	-48.38%	4,775	2,377	-50.22%	5.01	5.20	3.71%	84.81%	83.31%	-1.77%
Route 24	0	7,803	#DIV/0!	0	2,542	#DIV/0!		3.07	#DIV/0!		75.41%	#DIV/0!
<b>Total</b>	<b>945,828</b>	<b>899,704</b>	<b>-4.88%</b>	<b>63,479.07</b>	<b>63,477.33</b>	<b>0.00%</b>	<b>14.90</b>	<b>14.17</b>	<b>-4.87%</b>	<b>84.78%</b>	<b>79.98%</b>	<b>-5.66%</b>

NDSU	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
Route 31	41,060	33,714	-17.89%	2,202	2,130	-3.24%	18.65	15.83	-15.14%	96.08%	92.27%	-3.97%
Route 32E	119,058	157,544	32.33%	1,804	1,754	-2.75%	66.00	89.80	36.07%	90.45%	73.38%	-18.87%
Route 32W	38,270	37,302	-2.53%	984	960	-2.44%	38.89	38.86	-0.09%	89.21%	83.08%	-6.87%
Route 33	209,693	197,217	-5.95%	5,106	4,977	-2.51%	41.07	39.62	-3.53%	94.23%	90.42%	-4.04%
Route 34	96,290	54,348	-43.56%	2,036	1,473	-27.63%	47.29	36.88	-22.01%	93.10%	82.54%	-11.34%
Route 35	4,841	6,337	30.90%	337	334	-0.98%	14.35	18.97	32.20%	83.62%	91.27%	9.15%
<b>Total</b>	<b>509,212</b>	<b>486,462</b>	<b>-4.47%</b>	<b>12,468.51</b>	<b>11,629.39</b>	<b>-6.73%</b>	<b>40.84</b>	<b>41.83</b>	<b>2.43%</b>	<b>91.11%</b>	<b>85.49%</b>	<b>-6.17%</b>

Other	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	0.05%	2016	2017	Change
LinkFM	32,321	31,432	-2.75%	3,458	3,428	-0.87%	9.35	9.17	-1.90%	83.02%	76.48%	-7.87%
9000's	1,625	1,469	-9.60%	0	4		#DIV/0!	382.55		100.00%	100.00%	
<b>Total</b>	<b>33,946</b>	<b>32,901</b>	<b>-3.08%</b>	<b>3,458.00</b>	<b>3,431.84</b>	<b>-0.76%</b>	<b>9.82</b>	<b>9.59</b>	<b>-2.34%</b>	<b>83.02%</b>	<b>76.48%</b>	<b>-7.87%</b>

Total MATBUS	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
	<b>1,931,970</b>	<b>1,867,498</b>	<b>-3.34%</b>	<b>107,975.16</b>	<b>111,406.36</b>	<b>3.18%</b>	<b>17.89</b>	<b>16.76</b>	<b>-6.31%</b>	<b>85.44%</b>	<b>82.28%</b>	<b>-3.70%</b>

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Paratransit	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
Fargo	36,723	37,138	1.13%	16,308.35	15,235.30	-6.58%	2.25	2.44	8.25%	81.80%	83.02%	1.49%
Moorhead	9,883	9,842	-0.41%	4,388.95	4,037.53	-8.01%	2.25	2.44	8.25%	78.64%	83.63%	6.35%
West Fargo	4,995	4,698	-5.95%	2,218.23	1,927.28	-13.12%	2.25	2.44	8.25%	80.94%	85.68%	5.86%
Dilworth	817	831	1.71%	362.82	340.91	-6.04%	2.25	2.44	8.25%	82.46%	80.38%	-2.52%
<b>Total</b>	<b>52,418</b>	<b>52,509</b>	<b>0.17%</b>	<b>23,278</b>	<b>21,541</b>	<b>-7.46%</b>	<b>2.25</b>	<b>2.44</b>	<b>8.25%</b>	<b>80.96%</b>	<b>83.18%</b>	<b>2.80%</b>

Senior Ride	Ridership			Rev. Hours			Passengers / Hour			On-Time Perf.		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
Dilworth	745	659	-11.54%	436	394	-9.77%	1.71	1.67	-1.96%			N/A
Moorhead	10,020	10,248	2.28%	5,911	6,148	4.01%	1.70	1.67	-1.67%			N/A
<b>Total</b>	<b>10,765</b>	<b>10,907</b>	<b>1.32%</b>	<b>6,347</b>	<b>6,541</b>	<b>3.06%</b>	<b>1.70</b>	<b>1.67</b>	<b>-1.69%</b>			N/A

	Call Volume			Operating Days			Average Calls / Day			Average Calls Duration		
	2016	2017	Change	2016	2017	Change	2016	2017	Change	2016	2017	Change
GTC	46,746	47,020	0.59%	310	308	-0.65%	151	153	1.24%	1:47	1:48	1.01%
Paratransit	38,840	39,392	1.42%	257	255	-0.78%	151	154	2.22%	3:05	5:11	68.45%
<b>Total</b>	<b>85,586</b>	<b>86,412</b>	<b>0.97%</b>	<b>567</b>	<b>563</b>	<b>-0.71%</b>	<b>302</b>	<b>307</b>	<b>1.73%</b>	<b>4:52</b>	<b>7:00</b>	<b>43.68%</b>

Social Media	2016	2017	Change
matbus.com	296,216.00	161,779.00	-45.38%
matbusmobile.com	34,905.00	68,431.00	96.05%
igoecochallenge.com	0.00	8,810.00	N/A
Rider Alert Subscribers	28,829.00	23,853.00	-17.26%
Facebook Likes	31,536.00	31,464.00	-0.23%
Twitter Followers	7,503.00	8,965.00	19.49%
YouTube Views	259,392.00	300,560.00	15.87%
MATBUS App	13,801.00	93,729.00	579.15%

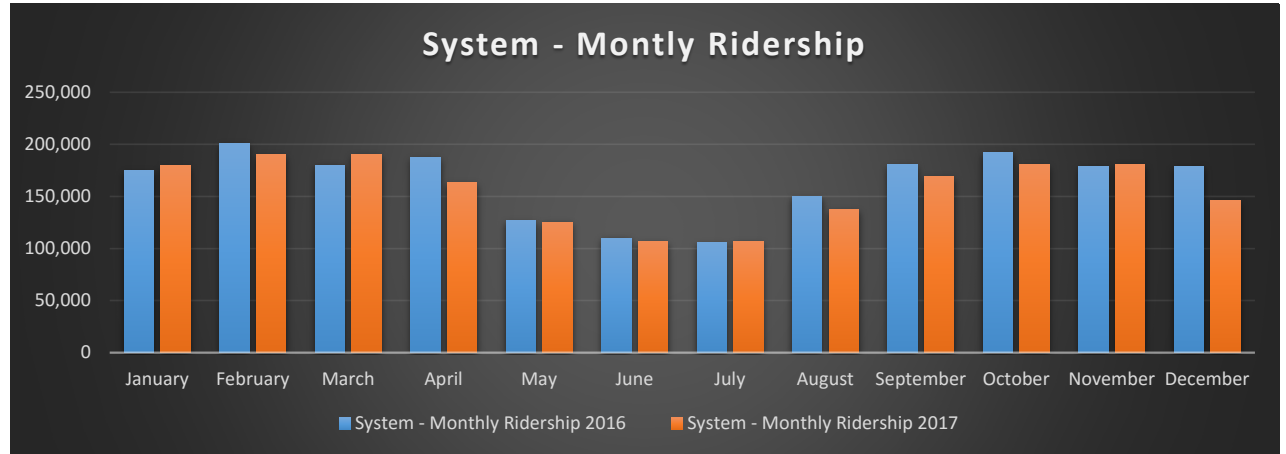
MATBUS Overview	2016	2017	Change
Collisions	31	56	25
Collisions / 100K Miles	1.81	3.15	1.34
Complaints	159	228	69
Complaints / 1,000 Passengers	0.08	0.12	0.04
Incidents	138	323	185
Incidents / 1,000 Passengers	0.07	0.17	0.10
Missed Trips	223	207	-16

## MATBUS Comments / Notes / Upcoming Events

March 1, 2017, evening Route 7 was eliminated and replaced with Route 4 (operating two buses every 30-minutes until 11:15 p.m., Monday-Saturday).
July 1, 2017, Moorhead began New Service Expansion (NSE) in South Moorhead: Evening service on Routes 1, 2, 3 and 5; Saturday frequency of 30 minutes rather than 60 minutes
July 1, 2017, Paratransit service began on Sundays in Moorhead and Dilworth with the New Service Expansion (NSE) Grant from Mn/DOT.
<b>July 1, 2017, Fargo had significant route changes:</b>
New Route 24 servicing new Sanford Hospital, Costco, Cash Wise, Family Wellness, and the Scheels Arena
New Route 21 servicing the Cass County Jail, Centre, Inc., and Somali Business Center
New Route 22 servicing the West Fargo portion of the old Route 16
Route 13 addition of U32 Apartment loop
Route 16 removed West Fargo loop, became hour-long route instead of 90-minute
Route 18 combined with old Route 23, added 25th St corridor
Route 13U removed 2.5 revenue hours at night

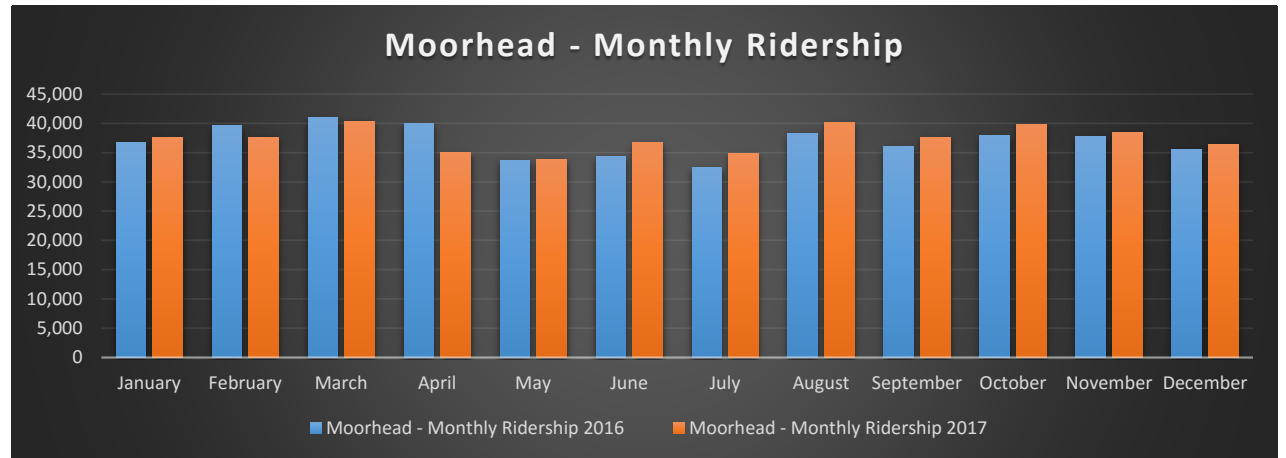
**System - Monthly Ridership**

Month	2016	2017
January	174,523	179,740
February	200,408	190,053
March	179,994	190,525
April	187,507	163,208
May	126,879	125,287
June	110,057	106,700
July	105,634	106,411
August	149,712	137,416
September	180,603	169,081
October	191,893	180,533
November	179,051	180,395
December	179,051	145,952



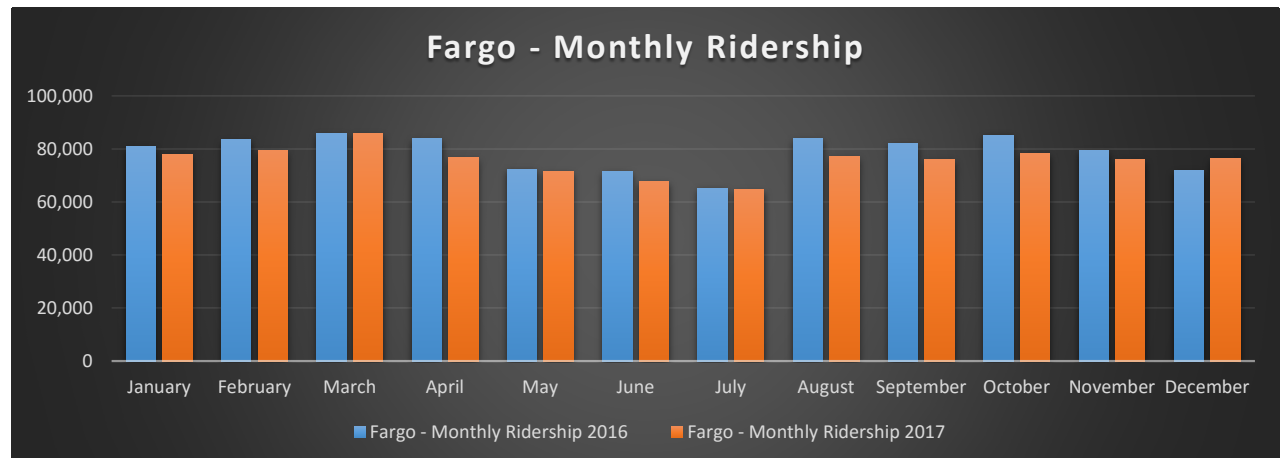
**Moorhead - Monthly Ridership**

Month	2016	2017
January	36,690	37,571
February	39,577	37,643
March	40,949	40,348
April	39,897	35,065
May	33,656	33,802
June	34,340	36,736
July	32,390	34,830
August	38,203	40,097
September	35,971	37,544
October	37,897	39,848
November	37,804	38,484
December	35,610	36,463
<b>Total</b>		<b>448,431</b>



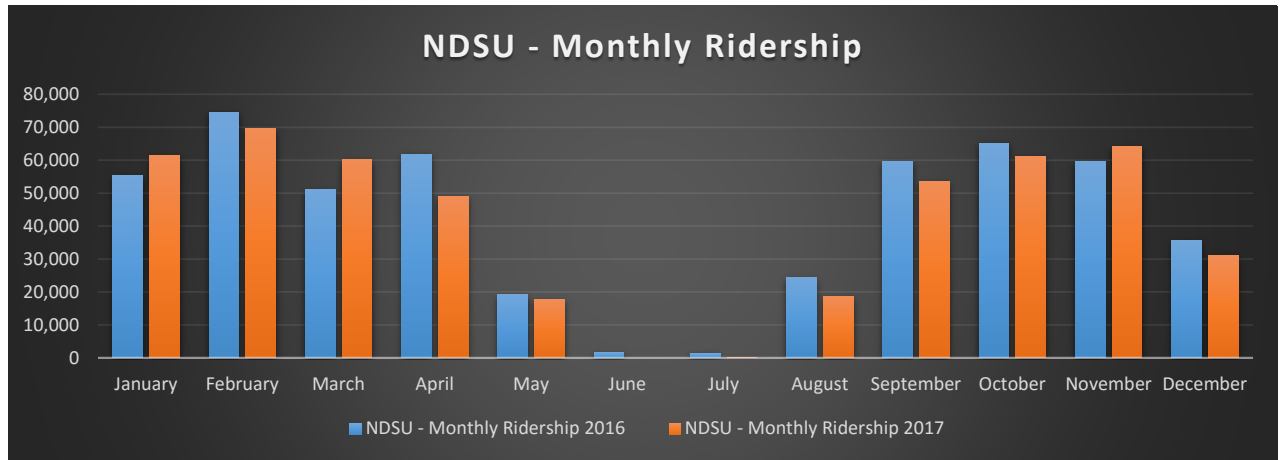
**Fargo - Monthly Ridership**

Month	2016	2017
January	80,978	77,957
February	83,607	79,360
March	85,821	85,955
April	83,863	76,728
May	72,349	71,363
June	71,594	67,670
July	65,253	64,650
August	84,022	77,048
September	82,000	76,075
October	85,229	78,249
November	79,251	76,043
December	71,861	76,409
<b>Total</b>		<b>907,507</b>



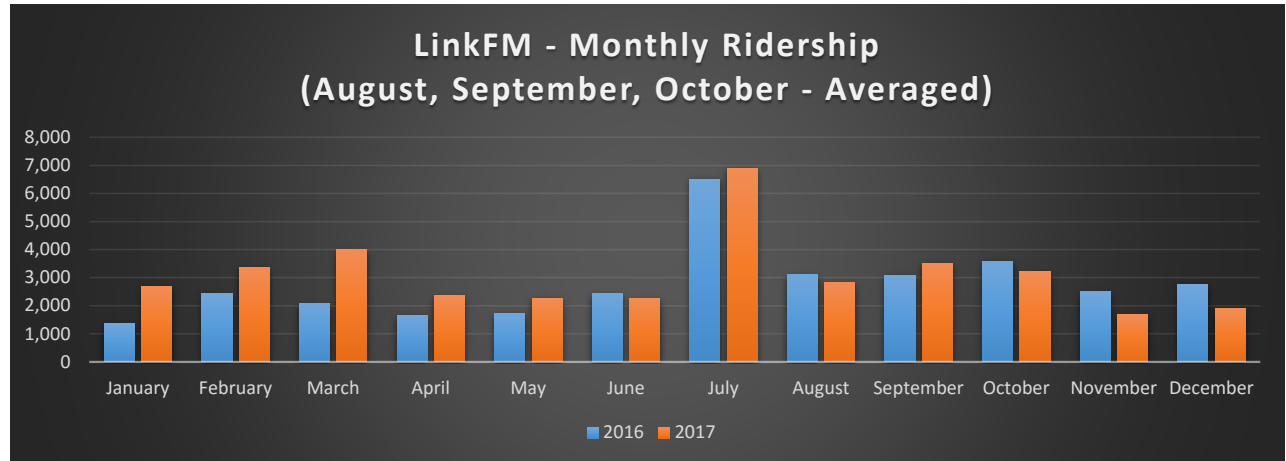
### NDSU - Monthly Ridership

Month	2016	2017
January	55,319	61,462
February	74,572	69,573
March	51,063	60,113
April	61,840	48,994
May	19,144	17,800
June	1,694	0
July	1,480	35
August	24,379	18,621
September	59,549	53,462
October	65,180	61,038
November	59,499	64,181
December	35,493	31,183
		<u>486,462</u>



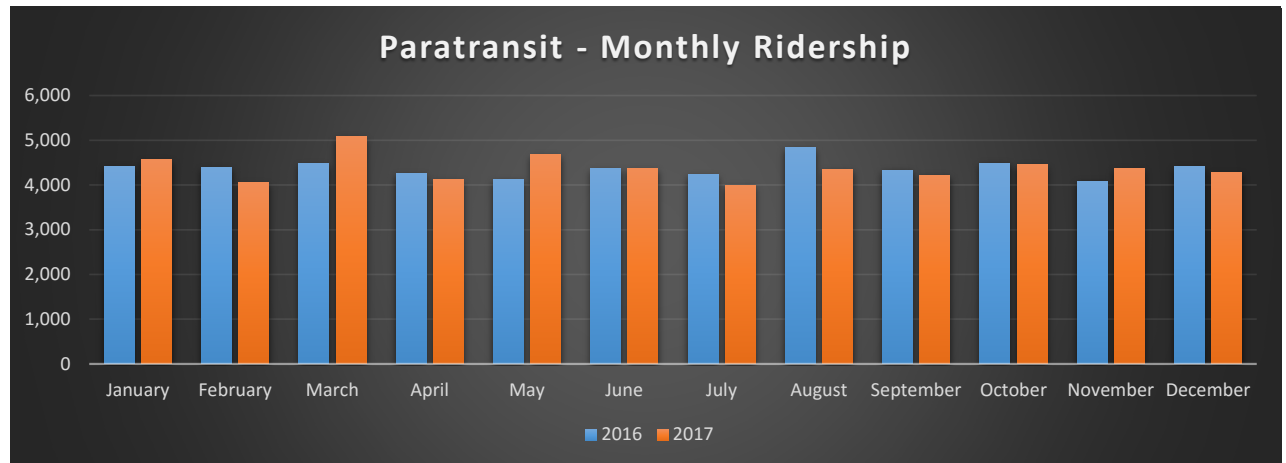
### LinkFM - Monthly Ridership

Month	2016	2017
January	1,351	2,703
February	2,434	3,357
March	2,087	3,989
April	1,644	2,349
May	1,730	2,275
June	2,429	2,267
July	6,511	6,896
August	3,108	2,823
September	3,083	3,522
October	3,587	3,223
November	2,497	1,687
December	2,745	1,890



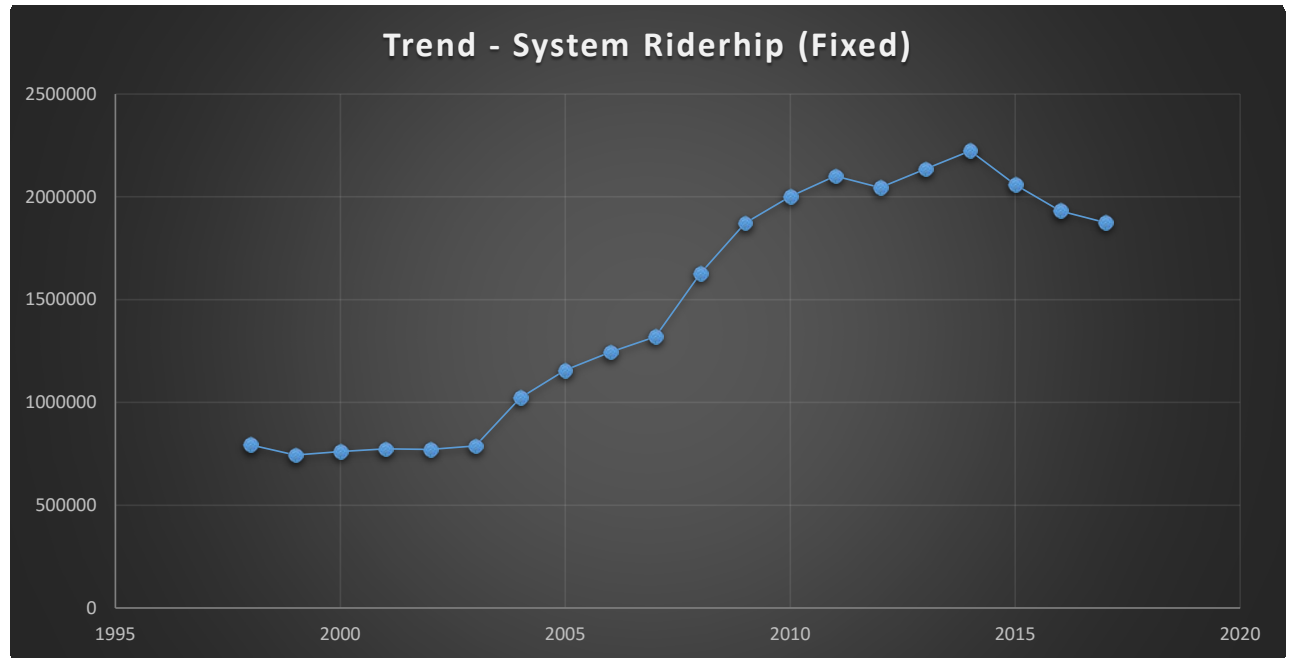
### Paratransit - Monthly Ridership

Month	2016	2017
January	4,412	4,566
February	4,396	4,045
March	4,481	5,080
April	4,262	4,123
May	4,126	4,671
June	4,360	4,375
July	4,231	3,999
August	4,830	4,349
September	4,334	4,222
October	4,491	4,451
November	4,088	4,359
December	4,407	4,269



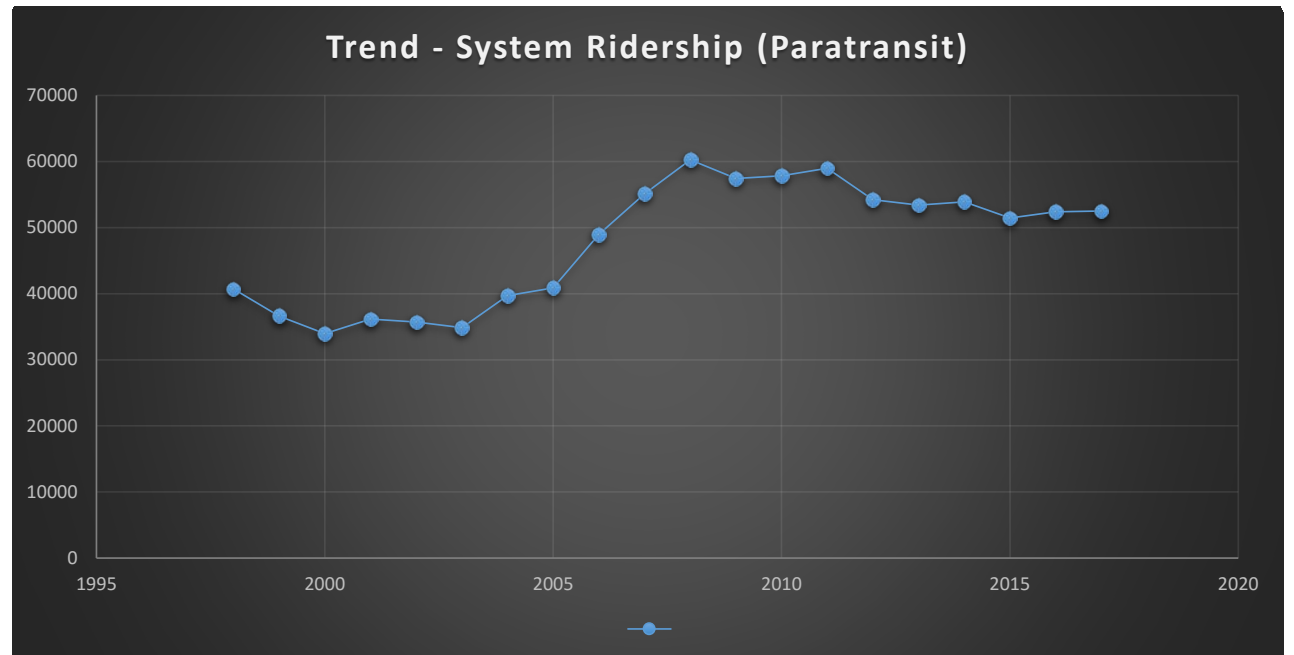
**Trend - System Ridership (Fixed)**

1998	793228
1999	743996
2000	761327
2001	773557
2002	771237
2003	787847
2004	1021995
2005	1157397
2006	1244396
2007	1319084
2008	1626909
2009	1872630
2010	2001334
2011	2100705
2012	2044932
2013	2134891
2014	2223701
2015	2059585
2016	1931252
2017	1875301



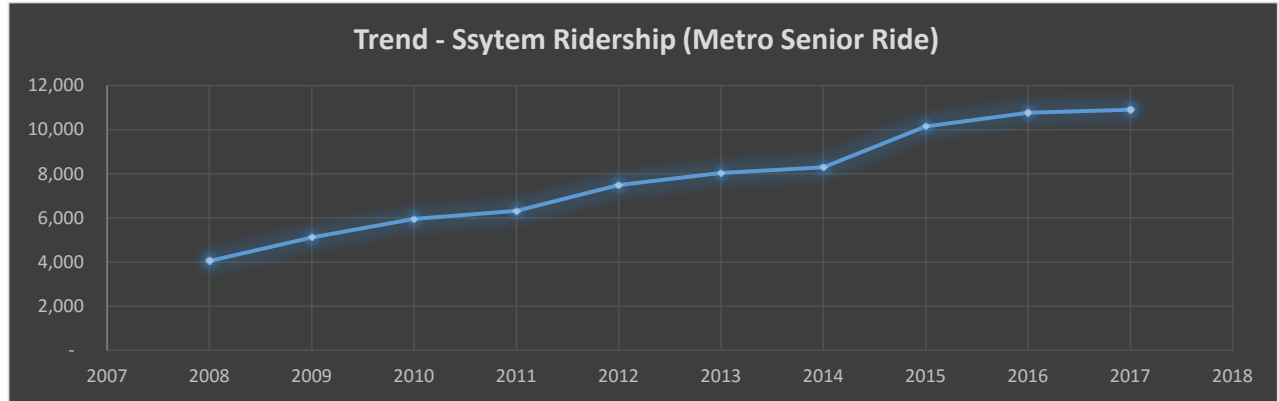
**Trend - System Ridership (Paratransit)**

1998	40736
1999	36593
2000	33961
2001	36179
2002	35696
2003	34850
2004	39705
2005	40868
2006	48989
2007	55133
2008	60255
2009	57428
2010	57850
2011	58992
2012	54217
2013	53403
2014	53893
2015	51462
2016	52394
2017	52,509



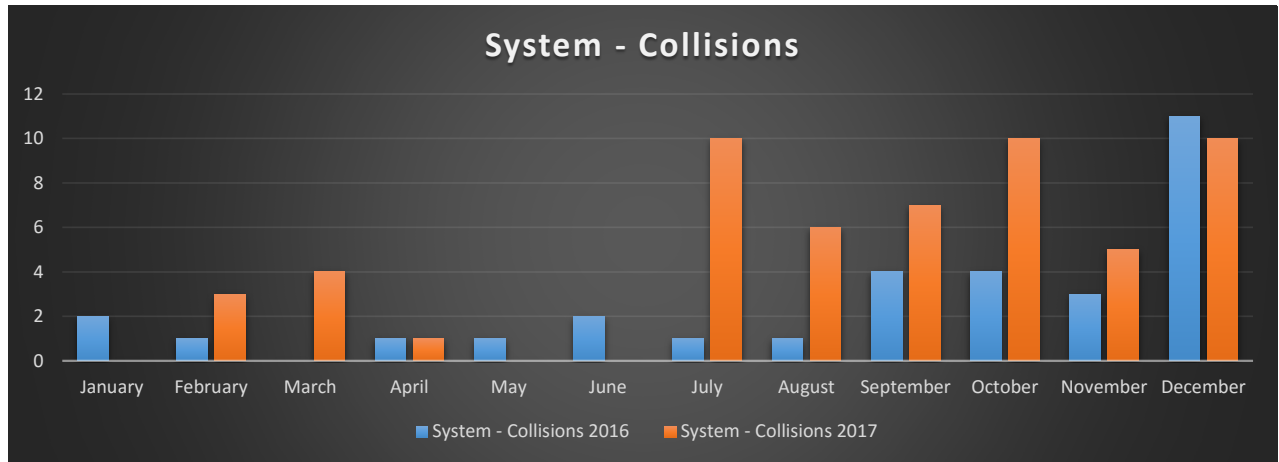
**Trend - System Ridership (Metro Senior Ride - MN)**

2008	4,050
2009	5,111
2010	5,961
2011	6,323
2012	7,492
2013	8,042
2014	8,301
2015	10,143
2016	10,765
2017	10,907



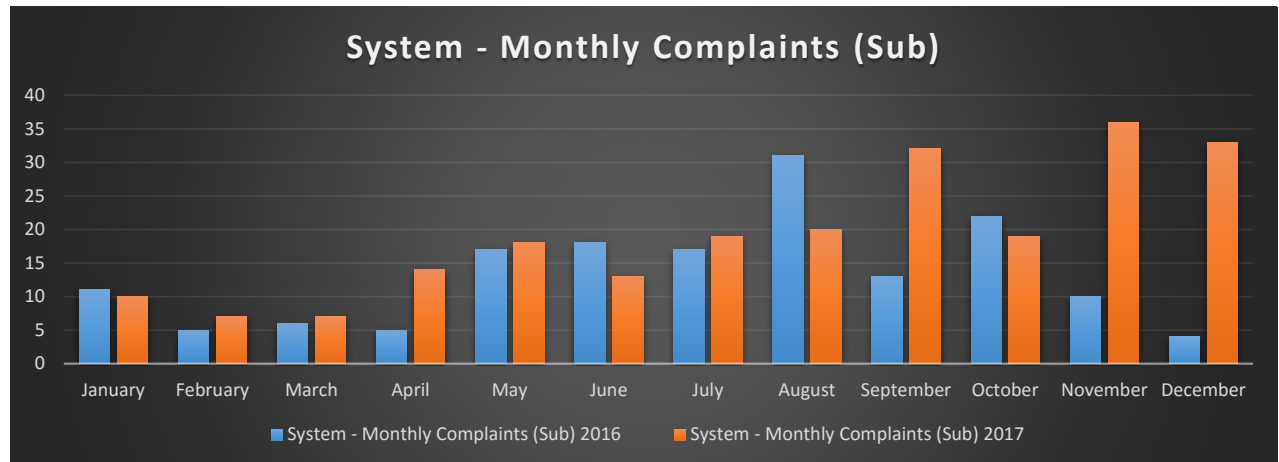
**System - Collisions**

Month	2016	2017
January	2	0
February	1	3
March	0	4
April	1	1
May	1	0
June	2	0
July	1	10
August	1	6
September	4	7
October	4	10
November	3	5
December	11	10



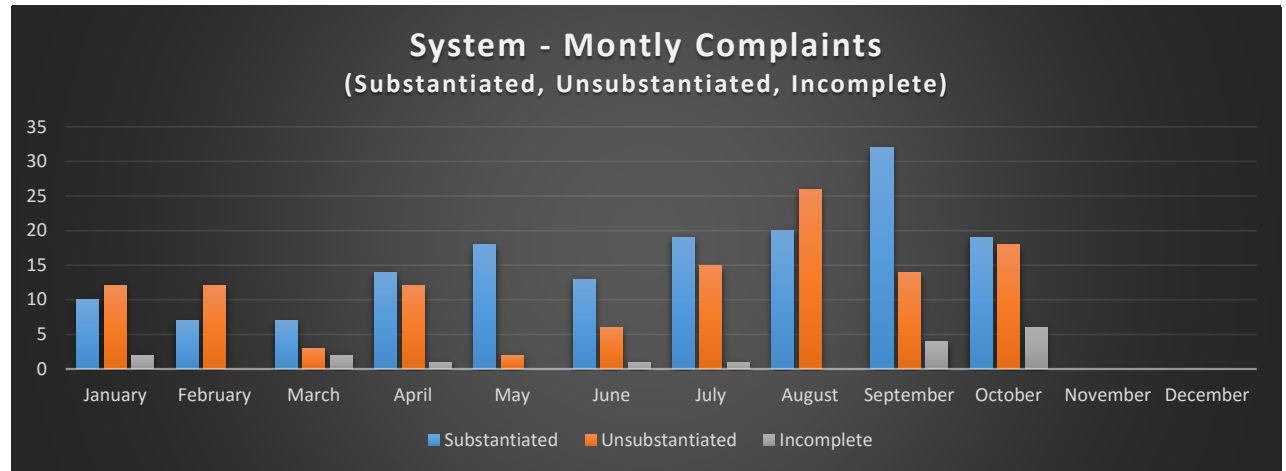
**System - Monthly Complaints (Sub)**

Month	2016	2017
January	11	10
February	5	7
March	6	7
April	5	14
May	17	18
June	18	13
July	17	19
August	31	20
September	13	32
October	22	19
November	10	36
December	4	33



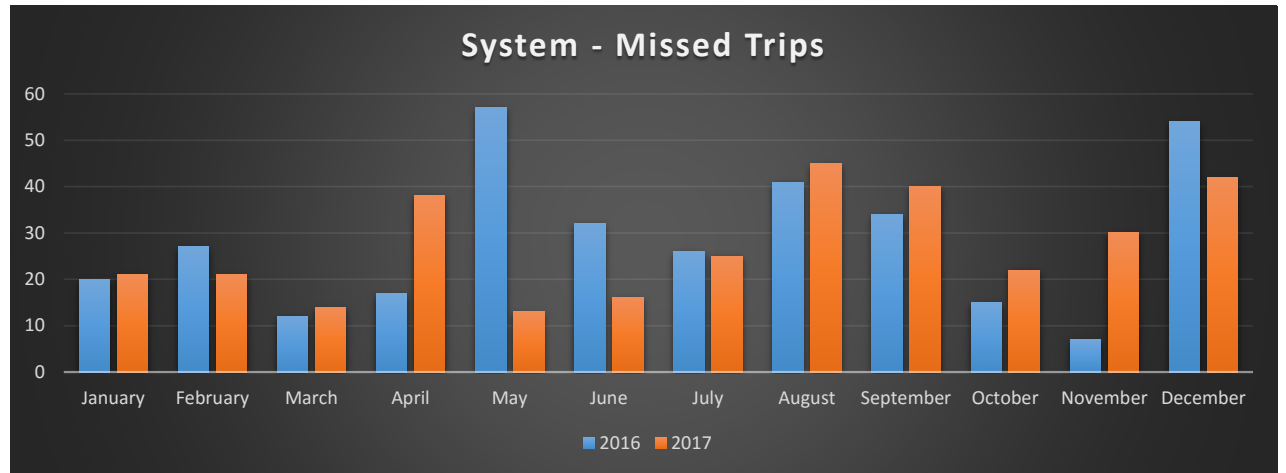
### Monthly Complaints

Month	Substantiated	Unsubstantiated	Incomplete
January	10	12	2
February	7	12	0
March	7	3	2
April	14	12	1
May	18	2	0
June	13	6	1
July	19	15	1
August	20	26	0
September	32	14	4
October	19	18	6
November			
December			



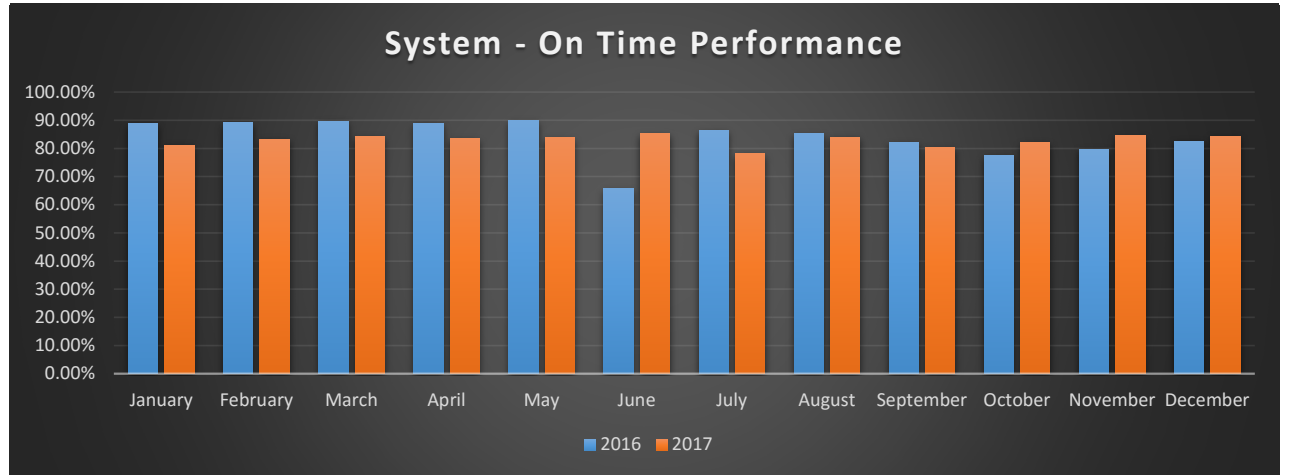
### System - Missed Trips

Month	2016	2017
January	20	21
February	27	21
March	12	14
April	17	38
May	57	13
June	32	16
July	26	25
August	41	45
September	34	40
October	15	22
November	7	30
December	54	42



**System - On Time Performance**

<b>Month</b>	<b>2016</b>	<b>2017</b>
January	88.86%	81.19%
February	89.18%	83.32%
March	89.67%	84.24%
April	88.92%	83.59%
May	89.80%	83.76%
June	65.81%	85.18%
July	86.19%	78.16%
August	85.12%	83.97%
September	81.95%	80.39%
October	77.45%	82.21%
November	79.79%	84.56%
December	82.60%	84.34%





## 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	-	-	-	-	-	-
	February	-	-	-	-	-	-
	March	-	-	-	-	-	-
	April	-	-	-	-	-	-
	May	-	-	-	-	-	-
	June	-	-	-	-	-	-
	July	-	-	-	-	-	-
2018 Total		-	-	-	-	-	-
Grand Total 2017-18		4,765	12,357	28,958	295,034	1,664	342,778

### % 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						
	February						
	March						
	April						
	May						
	June						
	July						
2017-18 Total							
Grand Total							

**NOTES:**

Includes NDSU Circulator Routes