METROCOG
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Council of Governments
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matbus

8th Meeting of the MATBUS Coordination Committee

July 16, 2025 | 9:00 – 10:30 am
Location: Metro COG Conference Room/Zoom

Click here to join the meeting
Meeting ID: 890 6859 5689
Passcode: 669108

1. Call to Order and Introductions
    a. Approve Order and Contents of the Overall Agenda
    b. Review and Action on Minutes from May 21, 2025
2. Informational Items
    a. Triennial Update: Fargo and Moorhead – **Julie Bommelman**
    b. MATBUS Transit Development Plan Update – **Julie Bommelman**
    c. North Dakota Legislative Study – **Julie Bommelman**
    d. Driver Transition Update – **Jordan Smith**
    e. Safety and Security Update – **Cole Swingen**
    f. Quarterly Ridership Update – **Luke Grittner**
3. Other Business

Metro COG is committed to ensuring all individuals, regardless of race, color, sex, age, national origin, disability/handicap, sexual orientation, and/or income status have access to Metro COG's programs and services. Meeting facilities will be accessible to mobility impaired individuals. Metro COG will make a good faith effort to accommodate requests for translation services for meeting proceedings and related materials. Please contact Angela Brumbaugh at 701-532-5100 at least 48 hours in advance of the meeting if any special accommodation is required for any member of the public to be able to participate in the meeting.

Agenda Item 1b

7th Meeting of the
MATBUS Coordination Committee
May 21, 2025 – 9:00 AM
Metro COG Conference Room/Zoom

Members Present:
Deb White, Moorhead City Council, Chair
John Strand, Fargo City Commission
Julie Bommelman, Fargo Transit Director
Susan Thompson, Fargo Finance Director
Sebastian McDougall, Moorhead City Council
Jenica Flanagan, Moorhead Finance Director
Peyton Mastera, Dilworth City Administrator
Ben Griffith, Metro COG Executive Director

Members Absent:
Denise Kolpack, Fargo City Commission
Mike Rietz, Moorhead Assistant City Manager
Dustin Scott, West Fargo City Administrator
Brit Stevens, NDSU Transportation Manager

Others Present:
Adam Altenburg, Metro COG
Aaron Bartling, Bolten & Menk
Heidi Benke, MATBUS
Shaun Crowell, MATBUS
Cindy Girdner, Valley Senior Services
Josh Gordon, Transdev
Luke Grittner, MATBUS
Aiden Jung, Metro COG
Ian McLean, City of Fargo
Linda Ohnstad, Citizen
Matt Pinotti, Transdev
Jordan Smith, MATBUS
Cole Swingen, MATBUS

1a. Approve Order and Contents of the Overall Agenda
A motion to approve the order and contents of the overall agenda was made by Mr. Strand and seconded by Mr. Griffith. The motion was voted on and unanimously approved.

1b. Review and Action on Minutes from April 16, 2025
A motion to approve the minutes for April 2024 was made by Mr. Mastera and seconded by Mr. Griffith. The motion was voted on and unanimously approved.

2a. MATBUS Driver Services Update
Ms. Bommelman provided an overview of the transition of MATBUS staff from being employed under the contract with Transdev to becoming City of Fargo employees. She reported that the transition plan was presented to the MATBUS Coordination Committee during its April 2025 meeting. At that meeting, a motion was approved authorizing staff to bring a recommendation forward to the City of Fargo Budget Team, Administration, and City Commission for approval.

Ms. Bommelman further noted that MATBUS staff presented the final proposal to the City of Fargo Finance, Administration, and Human Resources (FAHR) Committee. The proposal was discussed and approved to be brought forward to the Fargo City Commission for final consideration. She explained that the next steps will include completing the final phase of the Transit Development Plan (TDP), reviewing and vetting any suggested route adjustments and fare changes. These changes will be brought to the applicable governing bodies for public hearing and formal adoption.

Ms. Bommelman also noted that the only position not part of the existing contracted team is a Human Resources Generalist. This position was approved to occur outside of the regular budget process to help facilitate the transition of contracted staff to City employment in late 2025.

2b. MATBUS Transit Development Plan Update
Mr. Bartling provided an update on the progress of the MATBUS Transit Development Plan (TDP). The update included the following key elements:

- A review of the planning process conducted to date
- An overview of public engagement activities and input received throughout the process
- A summary of meetings held with the Study Review Committee (SRC)
- Ridership analysis identifying where passengers are boarding and where system loads are highest
- A presentation of the various service scenarios shared with the public for feedback
- Identification of a preferred scenario, developed based on feedback from the public, the SRC, and MATBUS staff
- Introduction of an enhanced scenario, which includes additional service options focused on the West Fargo area
- An update on the Coordinated Plan and its integration with the broader goals of the TDP

Mr. Strand raised concerns about when the financial aspects of the Transit Development Plan (TDP) should be addressed, considering the ongoing budgeting concerns faced by the City of Fargo. Chair White acknowledged these concerns but noted that Fargo's budget difficulties are a separate issue from the TDP itself.

Ms. Thompson pointed out that the timing of the TDP does not align with the City's budget cycle, meaning that budget assumptions will have to be made in order to move forward. Mr. Bartling added that while the plan can be adjusted based on available resources, the preferred scenario is cost-neutral.

Mr. Swingen informed the group that upcoming conversations with the City of West Fargo regarding expanded transit service may offer a way to offset some of Fargo's financial burden. Ms. Flannagan noted that the timeline for budget completion is tight, and Mr. Smith added that the misalignment of budgets has been a recurring issue for many years. In response, Ms. Thompson emphasized the need for continued discussion to work through the budgeting challenges.

Chair White suggested that reallocating more resources toward West Fargo could increase ridership and ease financial pressure on Fargo. She then posed a question about the City of Fargo's long-term commitment to maintaining the integrity of the transit system. Ms. Thompson assured the group that the City of Fargo would continue to support the system to the best of its ability, within existing budgeting limitations.

2c. Safety and Security Update
Mr. Swingen provided an update on safety and security efforts at MATBUS. He noted that since the last board meeting, improvements have been made to how incident information is displayed, including formatting and the redaction of individual names to protect privacy. He reported that overall, there have been fewer incidents since the new security company began. Mr. Swingen also shared that MATBUS holds biweekly meetings with security staff to stay apprised of safety concerns.

3a. Fare Increase and Fare Structure Recommendation
Mr. Swingen presented a proposal to increase MATBUS fares. He explained that the item was introduced at the previous board meeting and that the intent behind the proposed fare increases is to generate additional local revenue to help address the City of Fargo's budgeting shortfalls. He emphasized that one of MATBUS's key challenges is the lack of long-term, sustained funding, and noted that fare adjustments could serve as a step toward addressing that gap.

Key elements of the proposed fare changes included raising the adult cash fare from $1.50 to $2.00, introducing a new 7-day pass while eliminating the current 14-day pass, increasing the paratransit fare from $3.00 to $4.00, and adjusting the price of MATBUS Connect passes. Mr. Swingen also discussed the expected decline in ridership that often accompanies fare increases.

Mr. Strand asked whether a reduction in ridership could lead to a loss of federal funding, and whether scholarship or assistance programs might be implemented to support disadvantaged riders. Mr. Swingen responded that many MATBUS users already receive fare support through local agencies, and that any increased costs would likely be absorbed by those agencies rather than passed on to the individual riders.

Mr. Smith suggested that MATBUS could potentially develop an application process to provide discounted passes for qualifying individuals, noting that retaining riders is more important than maximizing fare revenue. Chair White added that implementing such a program would likely require additional staff time and resources. Chair White also recommended removing the proposed increase to the monthly pass, noting that MATBUS is already on the higher end of the fare spectrum for monthly rates.

Ms. Thompson added that during the current legislative session, lawmakers questioned why MATBUS had not raised fares in response to funding gaps. She believes that this move could demonstrate to the legislature that MATBUS is taking steps that could potentially strengthen its case for increased state support. Mr. Swingen concurred, noting that while fare increases may lead to reduced federal funding due to lower ridership, they may also improve the system's probability of state-level funding.

A motion to approve the proposed cash fare increases while maintaining current pass fares was made by Ms. Bommelman and seconded by Mr. Strand. The motion was voted on and unanimously approved.

3b. Proposed DBE Goals for Fargo and Moorhead 2026-2028

Mr. Crowell presented an item on establishing a new overall goal for Disadvantaged Business Enterprise (DBE) participation in its federally funded projects scheduled in FY 2026-2028. He noted that the proposed goals will be 0.49 percent for the City of Fargo Transit, and 0.44 percent for City of Moorhead Transit. It was noted that both goals for the City of Fargo and City of Moorhead could be approved in the same motion.

A motion to approve the proposed DBE goals was made by Ms. Bommelman and seconded by Mr. Strand. The motion was voted on and unanimously approved.

4. Other Business

Mr. Strand raised the issue of whether the current meeting schedule is adequate, noting that with current budget considerations, one meeting per month may not be sufficient. Ms. Bommelman agreed and suggested that extending meetings to 90 minutes could allow for more discussion of agenda items. Mr. Strand concurred and proposed that the board move forward with 90-minute meetings. The board agreed unanimously.

Linda Ohnstad asked to provide a public comment regarding fare enforcement. She reported instances where drivers were not collecting all fares. In response, Mr. Smith explained that drivers are trained to avoid escalating confrontations, and in cases where a rider refuses to pay, drivers may allow them to ride without payment. Mr. Swingen added that drivers do report fare evasion, and individuals who repeatedly fail to pay may be subject to trespassing.

Ms. Ohnstad also expressed concern about proposed fare increases. Chair White acknowledged the concern and clarified that any proposed fare changes would be subject to a public hearing, which would provide an opportunity for further public input.

Chair White stated that the next MATBUS Coordination Committee meeting was scheduled for Wednesday, June 18 at 9:00 AM.

Chair White adjourned the meeting at 10:25 AM.

Memorandum

To: MATBUS Coordination Committee

From: Julie Bommelman, Transit Director

Date: July 16, 2025

RE: ***Triennial Update – Fargo and Moorhead***

In June 2025 the Federal Transit Administration (FTA) and Milligan Consulting LLC performed Triennial Reviews for the Cities of Fargo and Moorhead. Prior to the on-site visit, extensive documentation was provided to the reviewers for their desk reviews. The Triennial is performed every three years and encompasses all activities for that period for the following 23 categories:

1. Legal
2. Financial Management and Capacity
3. Technical Capacity – Award Management
4. Technical Capacity – Program Management & Subrecipient Oversight
5. Technical Capacity – Project Management
6. Transit Asset Management
7. Satisfactory Continuing Control
8. Maintenance
9. Procurement
10. Disadvantaged Business Enterprise (DBE)
11. Title VI
12. Americans with Disabilities Act (ADA) – General
13. ADA – Complementary Paratransit
14. Equal Employment Opportunity (EEO)
15. School Bus
16. Charter Bus
17. Drug Free Workplace Act
18. Drug and Alcohol Program
19. Section 5307 Program Requirements
20. Section 5310 Program Requirements
21. Section 5311 Program Requirements
22. Public Transportation Agency Safety Plan (PTASP)
23. Cybersecurity (note: this is only for recipients that operate rail fixed guideway)

The preliminary results for the Cities are attached to this memo. In summary, Fargo had one deficiency in the Safety Plan category, which has been corrected; Moorhead had no deficiencies.

DRAFT REPORT

FISCAL YEAR 2025
TRIENNIAL REVIEW

Of

City of Fargo
Fargo, ND
1156

Performed for:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION 8

Prepared By:

Milligan Consulting LLC

Desk Review Date: April 7, 2025
Scoping Meeting Date: April 7, 2025
Site Visit Entrance Conference Date: June 3, 2025
Site Visit Exit Conference Date: June 11, 2025
Draft Report Date: July 10, 2025

Table of Contents

I. Executive Summary 1
1. Metric 1
2. Summary of Findings 1
II. Review Background and Process 4
1. Review Background 4
2. Process 4
III. Recipient Description 6
1. Organization 6
2. Award and Project Activity 6
IV. Results of the Review 8
1. Legal 8
2. Financial Management and Capacity 8
3. Technical Capacity – Award Management 9
4. Technical Capacity – Program Management & Subrecipient Oversight 9
5. Technical Capacity – Project Management 9
6. Transit Asset Management 9
7. Satisfactory Continuing Control 9
8. Maintenance 10
9. Procurement 10
10. Disadvantaged Business Enterprise (DBE) 10
11. Title VI 10
12. Americans with Disabilities Act (ADA) – General 11
13. ADA – Complementary Paratransit 11
14. Equal Employment Opportunity (EEO) 11
15. School Bus 11
16. Charter Bus 11
17. Drug Free Workplace Act 12
18. Drug and Alcohol Program 12
19. Section 5307 Program Requirements 12
20. Section 5310 Program Requirements 12
21. Section 5311 Program Requirements 13
22. Public Transportation Agency Safety Plan (PTASP) 13
23. Cybersecurity 16
V. Attendees 17
VI. Appendices 18

I. Executive Summary

This report documents the Federal Transit Administration's (FTA) Triennial Review of the City of Fargo,North Dakota. The FTA wants to ensure that awards are administered in accordance with the requirements of Federal public transportation law 49 U.S.C. Chapter 53. The review was performed by Milligan Consulting, LLC (Contractor). During the site visit, the reviewers discussed the administrative and statutory requirements and reviewed recipient documents.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA expanded the review to address the City of Fargo's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested the City of Fargo share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

1. Metric

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- Not Deficient (ND): An area is considered not deficient if, during the review, nothing came to light that would indicate the requirements within the area reviewed were not met.
- Deficient (D): An area is considered deficient if any of the requirements within the area reviewed were not met.
- Not Applicable (NA): An area can be deemed not applicable if, after an initial assessment, the recipient does not conduct activities for which the requirements of the respective area would be applicable.

2. Summary of Findings

The Fiscal Year (FY) 2025 Triennial Review focused on the City of Fargo's compliance in 23 areas. Deficiencies related to the COVID-19 Relief funds have been clearly identified as part of the deficiency description in the respective review area.

There were no repeat deficiencies from the FY 2022 Triennial Review.

Deficiencies were found in the areas listed below.

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
1. Legal	ND					
2. Financial Management and Capacity	ND					
3. Technical Capacity – Award Management	ND					
4. Technical Capacity – Program Management and Subrecipient Oversight	ND					
5. Technical Capacity – Project Management	ND					
6. Transit Asset Management	ND					
7. Satisfactory Continuing Control	ND					
8. Maintenance	ND					
9. Procurement	ND					
10. Disadvantaged Business Enterprise	ND					
11. Title VI	ND					
12. Americans with Disabilities Act (ADA) – General	ND					
13. ADA – Complementary Paratransit	ND					
14. Equal Employment Opportunity	ND					
15. School Bus	ND					
16. Charter Bus	ND					
17. Drug-Free Workplace	ND					

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
18. Drug and Alcohol Program	ND					
19. Section 5307 Program Requirements	ND					
20. Section 5310 Program Requirements	ND					
21. Section 5311 Program Requirements	ND					
22. Public Transportation Agency Safety Plan	D	PTASP 2-8	Safety Committee procedures not established as required	The City of Fargo must submit evidence that all required Safety Committee procedures are established as required.	1/15/2026	
23. Cybersecurity	This section only applies to recipients that operate rail fixed guideway public transportation systems; therefore, the related requirements are not applicable to the Triennial Review of the City of Fargo.					

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

II. Review Background and Process

1. Review Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that "at least once every 3 years, the Secretary shall review and evaluate completely the performance of a recipient in carrying out the recipient's program, specifically referring to compliance with statutory and administrative requirements..." The FTA performs this Triennial Review in accordance with its procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the recipient's compliance in 23 areas. The basic requirements for each of these areas are summarized in Section IV. The FTA contracts with experienced Reviewers to lead and conduct the Triennial Reviews, in partnership with the staff of the FTA regional office.

This report presents the findings from the Triennial Review of the recipient. The review concentrated on procedures and practices employed since the recipient's previous Triennial Review in 2022; however, coverage was extended to earlier periods as appropriate to assess the policies in place and the management of award funds. The specific documents reviewed and referenced in this report are available at the FTA regional office or the recipient's location.

2. Process

The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient's location. The FTA expanded this review to address the recipient's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 relief funds received through the CARES, CRRSAA, and ARP. The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The FY 2025 process began with the FTA regional office transmitting a notification of the review and a Recipient Information Request (RIR). While the recipient prepared its response to the RIR, the FTA regional office and review team conducted a desk review and scoping meeting, respectively. FTA regional office staff provided electronic files as necessary to the reviewers who also accessed recipient information in the FTA electronic award management systems: Transit Award Management System (TrAMS) and Oversight Tracking System (OTrak). Following the desk review and scoping meeting, the reviewers and the recipient corresponded and exchanged information and documentation in preparation for the site visit. Prior to the site visit, the reviewer sent to the recipient an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted.

The site visit began with an entrance conference, at which the reviewers and regional staff discussed the purpose of the Triennial Review and the review process. The reviewers conducted additional interviews and reviewed documentation to evidence the recipient's compliance with

FTA requirements.

Upon completion of the site visit, the reviewers and the FTA regional office staff discussed preliminary findings with the recipient, subsequently presented and provided the findings formally at the exit conference, conducted virtually. The table below summarizes key review dates. Section V of this report lists the individuals participating in the site visit.

Process Date	Process
January 14, 2025	FTA transmittal of the Recipient Information Request (RIR)
February 28, 2025	Recipient Transmittal of RIR to Reviewers
April 7, 2025	FTA and Reviewers Scoping Meeting/Desk Review
May 19, 2025	Reviewer Transmittal of the Agenda Package
June 3, 2025	Site Visit: Entrance Conference
June 11, 2025	Site Visit: Exit Conference
July 10, 2025	FTA Transmittal of the Draft Report
August 15, 2025*	Final Report to be sent to the Recipient approximately 45 business days from the Site Visit: Exit Conference.

(* approximate date – actual TBD)

III. Recipient Description

1. Organization

The cities of Fargo, ND and Moorhead, MN, provide transit service in the Fargo-Moorhead metropolitan area, doing business such as Fargo-Moorhead Metro Area Transit (MATBUS). The population of the service area is 267,793.

The cities contract with Transdev to operate the fixed-route and complementary paratransit service. The City of Fargo maintains the fleet. Each city procures the vehicles used for service in their respective service areas. The City of Moorhead has entered into an intergovernmental agreement with the City of Fargo to provide fixed route and Americans with Disabilities Act (ADA) Complementary Paratransit service, along with maintenance of its fleet.

The fixed-route service is comprised of 13 routes operating year-round and six routes that operate only when North Dakota State University is in session. Weekday service is provided from 6:15 a.m. to 10:15 p.m., and Saturday service operates from 7:15 a.m. to 10:15 p.m. There is no fixed route service on Sundays. Service is oriented around the Ground Transportation Center in downtown Fargo, West Acres in western Fargo, the Moorhead Marriott transfer hub in the south, and the Walmart transfer hub in Dilworth, MN. Riders can transfer for free at the Ground Transportation Center for service within Fargo. Metro Senior Ride demand-response service runs from 6:15 a.m. to 10:15 p.m. Monday-Friday.

The basic adult fare for fixed-route bus service is $1.50 with free transfers between routes. The half fare for youth, seniors aged 60 and older, persons with disabilities, and Medicare cardholders is $0.75. The complementary paratransit service and Sunday demand-response service fare is $5.00.

The City of Fargo operates a fleet of 32 fixed-route buses and 14 paratransit vehicles, all with FTA-interest.

The City of Fargo has two federally funded facilities. The Ground Transportation Center (GTC), located at 502 NP Avenue North in Fargo, is the main transfer hub between the Moorhead and Fargo routes. At the GTC, Dispatch Team Members coordinate transfers between bus routes and safely dispatch buses departing the GTC. Maintenance of the MATBUS fleet is conducted at the Metro Transit Garage (MTG), located 650 23rd Street North in Fargo, and is owned two-thirds by Fargo.

2. Award and Project Activity

Below is a list of the City of Fargo's open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
ND-2021-016	$1,000,000	2021	FFY2018 5307 Surface Transportation Block Grant Program Transferred from Federal Highway Administration for Capital
ND-2023-017	$456,672	2023	FFY20/21/22 Section 5339 funds for Capital
ND-2024-004	$2,965,773	2024	FY2024 5307 Operating, Security, PM Vehicles, PM Facilities, ADA Paratransit, and Planning
ND-2024-003	$297,700	2024	FFY2023 5339 Formula Funds for Capital

The City of Fargo did not have any Supplemental Funds during the review period.

Projects Completed

In the past few years, the City of Fargo completed the following noteworthy projects:

- Replacement of large buses as part of the Duluth Consortium; the award was completed, and prices were revised due to the Force Majeure Clause. The final order was placed in March 2023 for 1 Moorhead, 9 Fargo buses.
- Replacement of four Paratransit vehicles that were ordered in 2019 and 2021.
- Transitioned from a Small Urban to a Large Urban designation in October 2023.
- Implemented various route timing improvements to achieve higher on-time performance and reliability of transfers at hubs.
- Held a public hearing for permanent route/service changes. Changes were due to decreased federal funding, decreased ridership post-COVID, and local bus driver shortages.
- Completed the Transit Reorganization Study. The study included aspects such as a new recommended board structure, City of Moorhead purchasing transit services from the City of Fargo, and the recommendation of transitioning drivers and driver management from contracted positions to positions within the City of Fargo.
- Completed implementation of Fixed Route CAD AVA/AVL software and Paratransit scheduling software.

Ongoing Projects

The City of Fargo is currently implementing the following noteworthy projects:

- Data collection and public outreach for a Transit Development Plan began in 2024. The project is expected to be completed in Summer 2025.

DRAFT REPORT

FISCAL YEAR 2025
TRIENNIAL REVIEW

Of

The City of Moorhead
Moorhead, Minnesota
Recipient ID# 1159

Performed for:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION 8

Prepared By:

Milligan Consulting LLC

Desk Review Date: April 7, 2025
Scoping Meeting Date: April 7, 2025
Site Visit Entrance Conference Date: June 5, 2025
Site Visit Exit Conference Date: June 13, 2025
Draft Report Date: July 10, 2025
Final Report Date: August 19, 2025

Table of Contents

I. Executive Summary 1
1. Metric 1
2. Summary of Findings 1
II. Review Background and Process 4
1. Review Background 4
2. Process 4
III. Recipient Description 6
1. Organization 6
2. Award and Project Activity 7
IV. Results of the Review 9
1. Legal 9
2. Financial Management and Capacity 9
3. Technical Capacity – Award Management 9
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20. Section 5310 Program Requirements 13
21. Section 5311 Program Requirements 13
22. Public Transportation Agency Safety Plan (PTASP) 13
23. Cybersecurity 14
V. Attendees 15
VI. Appendices 16

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Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA expanded the review to address the City of Moorhead's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested the City of Moorhead's share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

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2. Summary of Findings

The Fiscal Year (FY) 2025 Triennial Review focused on the City of Moorhead's compliance in 23 areas. Deficiencies related to the COVID-19 Relief funds have been clearly identified as part of the deficiency description in the respective review area.

No deficiencies were found with any of FTA requirements in any of these areas.

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18. Drug and Alcohol Program	ND					
19. Section 5307 Program Requirements	ND					
20. Section 5310 Program Requirements	N/A					
21. Section 5311 Program Requirements	N/A					
22. Public Transportation Agency Safety Plan	ND					
23. Cybersecurity	ND					

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

II. Review Background and Process

1. Review Background

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The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient's location. The FTA expanded this review to address the recipient's compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 relief funds received through the CARES, CRRSAA, and ARP. The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The FY 2025 process began with the FTA regional office transmitting a notification of the review and a Recipient Information Request (RIR). While the recipient prepared its response to the RIR, the FTA regional office and review team conducted a desk review and scoping meeting, respectively. FTA regional office staff provided electronic files as necessary to the reviewers who also accessed recipient information in the FTA electronic award management systems: Transit Award Management System (TrAMS) and Oversight Tracking System (OTrak). Following the desk review and scoping meeting, the reviewers and the recipient corresponded and exchanged information and documentation in preparation for the site visit. Prior to the site visit, the reviewer sent to the recipient an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted.

The site visit began with an entrance conference, at which the reviewers and regional staff discussed the purpose of the Triennial Review and the review process. The reviewers conducted additional interviews and reviewed documentation to evidence the recipient's compliance with FTA requirements.

Upon completion of the site visit, the reviewers and the FTA regional office staff discussed preliminary findings with the recipient, subsequently presented and provided the findings formally at the exit conference, conducted virtually. The table below summarizes key review dates. Section V of this report lists the individuals participating in the site visit.

Process Date	Process
January 14, 2025	FTA transmittal of the Recipient Information Request (RIR)
February 28, 2025	Recipient Transmittal of RIR to Reviewers
April 7, 2025	FTA and Reviewers Scoping Meeting/Desk Review
May 14, 2025	Reviewer Transmittal of the Agenda Package
June 5, 2025	Site Visit: Entrance Conference
June 13, 2025	Site Visit: Exit Conference
July 10, 2025	FTA Transmittal of the Draft Report
August 19, 2025*	Final Report to be sent to the Recipient approximately 45 business days from the Site Visit: Exit Conference

(* approximate date – actual TBD)

III. Recipient Description

1. Organization

The cities of Fargo, ND, and Moorhead, MN provide transit service in the Fargo-Moorhead metropolitan area, doing business as (d/b/a) Fargo-Moorhead Metro Area Transit (MATBUS). The population of the service area is 248,591.

The city's contract with Transdev is to operate the fixed-route and complementary paratransit service. The City of Fargo maintains a fleet. Each city procures the vehicles used for service in their respective service areas. The City of Moorhead has entered into an intergovernmental agreement with the City of Fargo to provide ADA complementary transit service and to maintain its fleet. The City of Fargo also has a contract with the Fargo Park Board (d/b/a Valley Senior Services) for the provision of demand-response services for senior citizens.

The fixed-route service is comprised of seven routes operating year-round and one route that operates only during the Minnesota State University Moorhead academic year. Weekday service is provided from 6:15 a.m. to 10:15 p.m., and Saturday service operates from 7:15 a.m. to 10:15 p.m. Sunday service is provided as a demand-response program only, operating from 7:00 a.m. to 5:00 p.m. Service is oriented around the Ground Transportation Center in downtown Fargo, the Moorhead Marriott transfer hub in the south, and the Walmart transfer hub in Dilworth, MN. Riders can transfer for free at the Ground Transportation Center for service within Fargo. Metro Senior Ride demand-response service runs from 7:30 a.m. to 4:30 p.m. Monday-Friday.

The basic adult fare for a fixed-route bus service is $1.50 with free transfers between routes. Half the fare for youth, seniors aged 60 and older, persons with disabilities, and Medicare cardholders is $0.75. The complementary paratransit service and Sunday demand-response service fare is $3.00.

MATBUS operates a fleet of 12 fixed-route buses and 4 paratransit vehicles. The Fargo Park District, d/b/a Valley Senior Services, also operates 4 FTA-funded vehicles for senior citizens through an intergovernmental agreement with the cities of Moorhead and Dilworth, MN.

MATBUS operates out of two federally funded facilities. The Ground Transportation Center (GTC), which is owned by the City of Fargo and located at 502 NP Avenue North in Fargo, is the main transfer hub between the Moorhead and Fargo routes. At the GTC, Dispatch Team Members coordinate transfers between bus routes and safely dispatch buses departing from the GTC. Maintenance of the MATBUS fleet is conducted at the Metro Transit Garage (MTG), which is owned one-third by the City of Moorhead and two-thirds by the City of Fargo and is located at 650 23rd Street North in Fargo.

2. Award and Project Activity

Below is a list of the City of Moorhead's open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
MN-2023-007-01	$142,294	2024	Fiscal Year 2019 5307 & Fiscal Year 2022 Surface Transportation Block Grant Funds - Capital
MN-2024-006-00	$694,000	2024	Fiscal Year 2020/2021 Section 5307 Small Urban Operating Assistance
MN-2024-020-00	$233,250	2024	Fiscal Year 2021/2022 Section 5307 Small Urban Formula Funds for Capital
MN-2023-032-00	$661,634	2023	Fiscal Year 2020 Section 5307 & Fiscal Year 2022 5339 Formula Funds for Capital
MN-2024-001-00	$267,200	2023	Fiscal Year 2020 Section 5307 Small Urban Formula Funds & Fiscal Year 2023 Carbon Reduction for Transit Walmart Hub construction
MN-2021-050-00	$992,279	2021	American Rescue Plan Act of 2021 Section 5307 Moorhead for Operating, Paratransit & Preventive Maintenance
MN-2020-051-00	$2,503,844	2020	City of Moorhead Section 5307 Coronavirus Aid Relief and Economic Security Act - Operating, Preventive Maintenance and Capital Assistance
MN-2020-054-00	$510,000	2020	Fiscal Year 2018 5339 Formula funds for Capital Assistance

The City of Moorhead received Supplemental Funds for operating assistance in award number MN-2020-051-00. This is not the first Triennial Review the City of Moorhead's has received operating assistance from the FTA.

Projects Completed

In the past few years, The City of Moorhead completed the following noteworthy projects:

- Participated in procurement for replacement of large buses as part of the Duluth Consortium. Award completed, and prices revised due to Force Majeure Clause. Final order placed in March 2023 for 1 Moorhead and 9 Fargo buses.
- Completed Transit Reorganization Study. The study included aspects such as a new recommended board structure, City of Moorhead purchasing transit services from the City of Fargo, and the recommendation of transitioning drivers and driver management from contracted positions to positions within the City of Fargo.

Item 2b

Memorandum

To: MATBUS Coordination Committee

From: Julie Bommelman, Transit Director

Date: July 16, 2025

RE: ***Transit Development Plan Update***

Since its presentation at the May MATBUS Coordination Committee meeting, the 2026–2030 Transit Development Plan (TDP) has continued to progress towards being finalized. MATBUS staff recently received a draft of the plan and will submit comments to Bolton & Menk within the next week. A final Study Review Committee session is scheduled for next month, offering one last opportunity for engagement before the plan is finalized.

The TDP outlines two budget-neutral service scenarios that reflect public feedback and anticipated system needs. Based on input from both staff and the public, one of these scenarios has been identified as the preferred service plan.

The TDP also recognizes the Transit Department's current financial constraints. While the long-term goal of the TDP is for MATBUS to implement some or all recommendations of the preferred plan, it also outlines near-term service reductions that are necessary to address immediate budget challenges. These reductions include the elimination of low performing routes and non-essential services.

The final version of the 2026–2030 Transit Development Plan will be shared at a future MATBUS Coordination Committee meeting.

Memorandum

To: MATBUS Coordination Committee

From: Julie Bommelman, Transit Director

Date: July 16, 2025

RE: ***North Dakota Legislative Study***

During the 2025 North Dakota Legislative session, Senate Bill 2254 (SB2254) awarded additional State of North Dakota funding to the Urban Transit providers in Fargo, Grand Forks, Bismarck and Minot. In addition to funding for the biennium, a study was awarded which will "address the funding needs of fixed route City transportation networks and must include a review of how the fixed route transportation networks can address population growth, economic development, workforce needs and healthcare needs. As part of the study, the Legislative Management shall develop a proposed funding formula within the Department of Transportation's budget for fixed route transportation systems."

The study will be conducted by the North Dakota Legislative's Government Finance Committee which consists of nineteen members, eight of whom are representatives from the four Urban Cities. A timeline for the study has not yet been released, but meetings, data preparation and outreach in anticipation of the study have started amongst the four Urban Transit Executive Directors.

Memorandum

To: MATBUS Coordination Committee

From: Jordan Smith, Assistant Transit Director – Fleet and Facilities

Date: July 16, 2025

RE: ***Driver Transition Update***

Proposed Transition Timeline: Transdev Employees to City of Fargo Employees
If Transdev extends its contract through January 4, 2026, the following timeline will support the successful transition of former Transdev employees to City of Fargo (COF) employment.

Employee Start Date
Monday, January 5, 2026
Former Transdev employees, along with any new hires, will officially begin employment with the City of Fargo.

Pre-Employment Requirements
Physical Examinations

- Conducted by Employee Health at Fargo Cass Public Health.
- Capacity: Approximately 8–10 physicals per day.
- FTA regulations do not require physicals to be completed within 30 days of hire.
- Start Date: Targeting November 1, 2025, to ensure completion before January 5.

Drug Screens

- Must be completed within 30 days of hire, per City of Fargo policy.
- Awaiting confirmation from Essentia regarding designated screening dates.
- Start Date: Estimated to begin December 3, 2025, to comply with the 30-day window.

Orientation & Onboarding
Pre-Benefit Orientation Sessions
Informational sessions will be offered prior to the start date to answer incoming employee questions. These sessions will include overviews of:

- 2025 Pay Scale
- 2025 Benefit Plan

(Note: Pay and benefits may be subject to change for 2026.)
Onboarding Requirements

- The I-9 Employment Eligibility Verification form must be completed on their first day of employment.

Detailed Transition Timeline

October 2025

Date	Task/Activity
Oct 1 (Target)	Issue conditional offers to management staff
Late October	Finalize logistics for physicals and drug screens
September/October	Conduct Pre-Benefit Orientation Sessions (Q&A, preview 2025 Pay & Benefits)

November 2025

Date	Task/Activity
Nov 1 (Target)	Issue conditional offers to drivers
Nov 1 (Target)	Begin employee physicals
Throughout November	8–10 physicals conducted daily

December 2025

Date	Task/Activity
Dec 3 (Target)	Begin employee drug screens (must be within 30 days of Jan 5)
Mid–Late December	Finalize onboarding process, locations, and I-9 processing plans

January 2026

Date	Task/Activity
Jan 5 (Mon)	First day of employment for all new COF employees (former Transdev)
Jan 5	Complete I-9 forms
Month of Jan	Benefits Orientations

Memorandum

To: MATBUS Coordination Committee

From: Cole Swingen, Assistant Transit Director - Operations

Date: July 16, 2025

RE: ***Safety and Security Report***

5/1/2025
Received in Signal Security Incident Report: Around 3:13PM, a dispatcher at the GTC asked me the tell an individual [redacted] to leave the property. Then I asked the individual [redacted] to leave. The individual left the property after I ordered him.

5/2/2025
Received in Signal Security Incident Report: Signal Officer [redacted] noticed female, white, black hoodie, blonde hair, late teens, lying on bench outside. Checked on her, noticed vomit on ground nearby. Asked if she needed an ambulance but she said no. The female's friend, late teens, white, black shirt, jeans, green-dyed hair, came out and said they were alright and had a ride on the way. Signal officer [redacted] went inside to inform mall security about the females and the vomit. Mall security was already aware, watching on camera, and had already called EMS. Mall security came outside to check on the females. EMS arrived minutes later, followed by FPD.

5/8/2025
From Signal Security Incident Report # 05082025751373 by SO [redacted]: "A police officer came around looking for a black individual who pulled a knife on people at Broadway. After the police officer informed me, I took note of it and informed the staff at GTC."

5/9/2025
From Signal Security Incident Report # 05092025751679 by SO [redacted]: "At 4:34 PM there were two male riders one in his mid 30s and the other in his mid 50s. Had got into a yelling match back-and-forth over some undisclosed reason the older gentleman proceeded to grab a lid of one of the inside lobby, garbage cans, and went after the younger man no one was hit, but as I was coming up from underground doing my tour, I separated them, had them leave the premises, and the older gentleman will be trespass from GTC due to. He was the aggressor in the situation."

5/16/2025
This individual camped out last night in the smoking shelter and continued to loiter around the shelter today 5/16 even after police trespassed him. The police were on site when he returned to the shelter and were able to arrest and remove him from the premise.

5/19/2025
Signal Security Report: "Black male, 30s, black jacket, black hat was disruptive on the bus. Signal officer [redacted] told him he had to get off the bus. Man was argumentative and refused. Informed him that police would be called. Called PD and got him off. He was aggressive and kicked the bus. FPD arrived and he left the area."

5/19/2025
Signal Security Report: "White male, 40s, light jacket, was harassing other passengers. Signal officer [redacted] informed him he needed to get off. He had been arguing with male from previous report. Got him off the bus. He yelled racial slurs and wandered off."

5/22/2025
Route 4B had an unruly passenger who appeared intoxicated causing a disturbance on his bus. The driver waited at the courthouse for assistance after PD was called. [redacted] was on the scene who said the passenger would not deboard. PD arrived and got him off the bus. A trespass was requested due to this passenger causing multiple issues in the past.

5/24/2025
Signal Security Report: "Black male, 30s, black shirt, black backpack, with small child, was yelling at bus driver. Signal officer [redacted] told him to stop yelling at the driver. Driver drove away. Man continued to complain to officer [redacted] until his bus arrived and got on."

5/24/2025
Three men got into a fight at the smoking shelter, Security asked me to call pd who showed up shortly after. 2 of the men had already left, one of them damaged the shelter and pushed the screen panel out of the frame.

5/24/2025
[redacted] who is currently trespassed was unresponsive on the bus at GTC. PD was called who got her off the bus, they then called detox who took her away.

Signal Security Report: "Security was called to a bus that was unloading to help with a rider that was passed out. Her name was [redacted] and I was not able to wake her up, and when I did attempt to say her name and wake her up, she went to kick at me so Fargo PD was called and she was able to get removed from the bus and Fargo PD called treatment and they was able to come and get her off the premises. FPD was able to call her treatment clinic and they was able to come and get her."

5/24/2025
I was speaking to the operator of route 16A. A customer with long dreadlocks, approximately 5' 10" and a long coat that was multi-colored, approached the bus and proceeded to get on. He was standing behind me and told me to move loudly. I informed he would not be riding today. He again said, you heard me, MOVE! I said no. I instructed him to get off the bus. The security guard approached and I asked him to escort him off the property. The customer said I was a racist mother fucker. Security instructed him to leave. The customer went to the smoking bus stop. Security called Fargo PD. The video of the encounter is saved under [redacted].

5/24/2025

Signal Security Report: "I had to walk a very belligerent rider which was African-American off the premises, cause he was making threats and being very hostile tours, the drivers as well as the awaiting writers. I walked the gentleman to the Smoke hut so he can calm down as I'm walking tours him to the Smoke area. He is threatening physical harm to me and everyone here and he even threatened to come back and shoot me so I called Fargo PD and they are talking with him now to remove him and trespass him from GTC."

5/31/2025

I stopped at the K-mart stop with a minute to spare. I was tired, so I secured the bus and put my head down in my hands to rest briefly. Then it was time to go, so I put the bus in gear and look around. A tiny, silent child is standing there, so I open the door. Then the mother approaches and aggressively asks if I saw her son. She is being very disrespectful, and cursing. We have an unhappy verbal exchange. I threaten to kick her off the bus. We make it to the mall. She gets off, threatening to file a complaint. She accused me of discrimination.

5/31/2025

Signal Security Report: "There was two riders in the lobby of GTC that were raising their voice at each other back-and-forth calling each other names so when I walked into the lobby, I asked both of them to calm down. They both did, and then the native gentleman kept raising his voice, so I asked him to go outside to the loading dock so we can wait on the bus out there. Everything was fine until we got outside and he proceeded to call me all kinds of racial slurs so I asked dispatch to call Fargo PD. Fargo PD came to GTC. The officer was able to talk to the gentleman. The native gentleman got him to calm down. Then the officer asked me if I wanted the native gentleman‘s trespass. I said yes, because of the racial slurs in the threats that he were telling me, so yes I would like him trespass."

6/3/2025

Driver reported this passenger was belligerent, incoherent. He claimed to have a transfer but could not produce one. Security assisted the driver and he was removed from the bus. Dispatch attached another incident number with the same passenger.

6/4/2025

Individual was sleeping by the smoking shelter. Red River Dispatch was called and removed him. Previously, this individual has been aggressive to a driver and road supervisor.

6/4/2025

Signal Security Report: “The guy smoking a vape inside the lobby is also drunk. I just told him that Guy don’t smoke paper and he’s arguing. I say if you don’t listen I call the police and leave the venue MATBUS property leave this building he left an after like one hour he come back again you he try to get the bus I give the warning and I call police."

6/5/2025

A passenger, wearing all black, got onto the route 4 at the GTC, at 7:45am. The passenger began cursing out all the passengers, using foul language and derogatory slurs. She was asked to get off the bus and did so. She continued to use derogatory language at the GTC, yelling and screaming. The police arrived at about 8:10am and asked her to leave the property for the day, which she did.

6/7/2025

Signal Security Report:" I had to deny a rider due to him being too intoxicated on bus four. I did not allow him to get on the bus, but I was able to defuse the situation and walk off the property."

6/7/2025

Rider was drunk and disorderly. Security removed him from the premises multiple times during the day but he always returned. Police were called to remove and trespass him, but he already left.

6/7/2025

Signal Security Report:" Had to escort intoxicated, elderly, white male again he came back to the GTC and was trying to get back on the buses as I asked for the multiple premises. He proceeded to go down to another bus stop and try to get on another bus. After I walked him off the premises, he ended up walking down NP Ave., East bound and the Morehead. He kept saying he just wants to go home, but he's too intoxicated to be on any of our buses today."

6/10/2025

Woman came to the dispatch window acting aggressive, belligerent, and threatening. I told her to calm down or I would have her escorted out. She continued to escalate and I called security over. She pounded on the glass and said if the glass wasn't there she would kill me. It seemed like a credible threat that she would carry out. I then called the police. Police officers [redacted] and [redacted] came at 18:35 and took a report and said if she comes on the buses or property to give them a call. She needs to be trespassed. She has called me on the phone multiple times before, yelling at me on the phone, I usually hang up on her. She is always asking for free rides and transfers because her phone is out of minutes.

6/12/2025

Driver 1034 reported an intoxicated passenger being disorderly on the bus and emergency services needed to be called. Police arrived at 14th St N and 5th Ave N and removed the passenger from the bus. The driver continued on route at 15:09.

6/12/2025

Signal Security Report:" At 337pm, I noticed a male individual([redacted]) who was intoxicated. So i approached him and asked him to leave the bus terminal but he refused and started cursing me. So I called the police dispatch. These police officers [redacted], showed up and called an ambulance but the male individual([redacted]) refused to go to the hospital. So the police officers took him to jail."

6/13/2025

Signal Security Report: Officer [redacted] Case#[redacted]"There was a intoxicated male that was not allowed to go to the library today site supervisor, [redacted] call the GTC to give me a heads up about the individual so after I hung up from [redacted], I was on a lookout for the individual that wasn't allowed at the library. As I was doing my tours around GTC, I came in through the lobby entrance and witness the gentleman come in stumbling so when I approached him, I let him know that he was not allowed to be in the GTC seeing that he is very intoxicated the writer, then started to stumble, tripped over his own foot, fell down as he was laying down on his side and the entranceway of the GTC. He started to urinate on the floor at that time. I did call Fargo PD, and as I was on the phone with Fargo PD, then intoxicated male started to kick at my ankles. No bodily harm was done soon as FPD showed up they did arrest the man and they take him to jail. I did let them know. I wanted him to be trespassed from the library as well as GTC. Fargo PD did arrest. The gentleman gave me officer [redacted] card and escorted the gentleman to the back of the cop car and left the premises."

6/14/2025

Signal Security Report:" I witness a homeless gentleman come into GTC went to the men's bathroom so I got up, went and took a drink at the water fountain and then I seen him reach his hand into the needle disposal container that's on the wall of the men's bathroom when I approached him I did see that he had two syringes, but neither one of them had needles on the tips. I asked him to leave GTC as he left he threw the syringes in the garbage can. After I told him to leave the premises he left and he has not came back yet. I have let dispatcher know if they see him on cameras to please call Fargo PD."

6/14/2025

Signal Security Report:" There was a elderly white male that was getting on bus number one, and as he was pulling money out of his pocket to pay his fair, a small baggie with three unknown crystal rocks was in the baggie with some powder. The bus driver on bus one called for the night manager to come out into a system. I follow the manager just in case if they need a security help And the manager end up grabbing it, the baggie asked the writer what that was the writer did not know what that was then the night manager proceeded to ask him how old he was the elderly old white male said that he was 24 when clearly he looked like he was in his 60s to mid 60s. The night manager did grab the baggie I put on gloves grab the baggie brought it into the security office then I proceeded to call Fargo PD so we can have a officer come down to GTC and grab the substance. They came down and squad vehicle number 76 grabbed the substance, put it in a baggie and then had to leave and that was it. The writer then got on the bus and proceeded to leave."

6/17/2025

Man laid down behind smoking shelter for unknown reason. Police came to look for the man.

6/18/2025

Security caught a man getting off the bus with an open container of alcohol in his hand. Security escorted him outside and he left the property. His name is [redacted].

6/19/2025

Passenger tried to board the bus while heavily intoxicated. He offered to hug a bus driver and security told him to leave. Dispatch saw him passed out on the camera and security called the police after unsuccessfully trying to wake him. EDIT: The individual in this report is the same individual who went to sleep under the bench in the smoking shelter.

6/25/2025

When route 1 turning to route 3 got to the Marriott he had 2 passengers on his bus causing issues. One was passed out and the other was trying to start fights with other passengers and the driver including pounding on the barrier door to the drivers seat. PD was called who went to the scene and removed and trespassed them causing us to miss one round of route 3.

Item 2f

Ridership

Quarters 1-2 Ridership by Route

Period	Route 1 MHD	Route 2 MHD	Route 3 MHD	Route 4 MHD	Route 5 MHD	Route 6 DWT	Route 9 MHD
Q1-2 2024	36,134	38,196	25,456	60,264	21,498	5,167	3,299
Q1-2 2025	32,125	39,199	33,163	60,990	24,283	6,264	2,978
	-11%	3%	30%	1%	13%	21%	-10%

Period	Route 11 FGO	Route 13 FGO	Route 14 FGO	Route 15 FGO	Route 16 FGO	Route 17 FGO	Route 18 FGO
Q1-2 2024	18,557	39,819	44,941	120,950	10,959	16,021	19,869
Q1-2 2025	23,935	54,482	49,678	118,676	11,258	16,660	19,526
	29%	36%	11%	-2%	3%	4%	-2%

Period	Route 20 FGO/WF	Route 24 FGO/WF	Fargo Ind. Park On-Demand
Q1-2 2024	13,477	10,745	1,470
Q1-2 2025	15,474	10,570	1,496
	15%	-2%	2%

Ridership

Item 2f

Quarters 1-2 Ridership by Route & System totals

Period	Route 31 NDSU	Route 33 NDSU	Route 34 NDSU	NDSU On-Demand
Q1-2 2024	7,755	83,139	21,390	2,231
Q1-2 2025	22,026	63,179	18,942	5,246
	184%	-24%	-11%	81%

Period	Moorhead/Dilworth Total
Q1-2 2024	190,014
Q1-2 2025	199,002
	4.6%

Period	Fargo/West Fargo/NDSU Total
Q1-2 2024	448,709
Q1-2 2025	424,406
	5.4%

Period	System Total
Q1-2 2024	638,723
Q1-2 2025	623,408
	-2.3%

Period	Paratransit
Q1-2 2024	30,652
Q1-2 2025	32,713
	6.5%

Item 2f

Ridership

Quarter 1-2 U-Pass College Ridership

Period	NDSU	MSUM	Concordia	M State
Q1-2 2024	179,713	11,036	5,416	7,399
Q1-2 2025	143,669	13,498	4,205	4,614
	-20%	22%	-22%	-37%

Period	U-Pass
Q1-2 2024	203,564
Q1-2 2025	165,986
	-18%

*NDSU has a reported an issue after switching to new student ID cards so some student rides may not have been reported in 2025.