



Fargo-Moorhead Metropolitan
Council of Governments

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10th Meeting of the MATBUS Coordination Committee

Special Call Meeting

September 10, 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 August 20, 2025
2. Public Comment Opportunity
3. Informational Items
 - a. Proposed Route and Service Change Public Comment Review – **Julie Bommelman**
 - b. MATBUS Route and Service Changes/2026 Budget Workshop – **Julie Bommelman**
4. Other Business

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A PLANNING ORGANIZATION SERVING

FARGO, WEST FARGO, HORACE, CASS COUNTY, NORTH DAKOTA AND MOORHEAD, DILWORTH, CLAY COUNTY, MINNESOTA

Agenda Item 1b

**9th Meeting of the
MATBUS Coordination Committee
August 20, 2025 – 9:00 AM
Metro COG Conference Room/Zoom**

Members Present:

Deb White, Moorhead City Council, Chair
Denise Kolpack, Fargo City Commission
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
Mike Rietz, Moorhead Assistant City Manager
Peyton Mastera, Dilworth City Administrator
Ben Griffith, Metro COG Executive Director

Members Absent:

Dustin Scott, West Fargo City Administrator
Brit Stevens, NDSU Transportation Manager

Others Present:

Adam Altenburg, Metro COG
Shaun Crowell, MATBUS
Luke Grittner, MATBUS
Taaren Haak, MATBUS
Jean Henning, City of Fargo
Aiden Jung, Metro COG
Matt Pinotti, Transdev
Jordan Smith, MATBUS
Cole Swingen, MATBUS
Megan Zahradka, Moorhead Finance Manager

1a. Approve Order and Contents of the Overall Agenda

Chair White noted that one of the items listed under "Informational Only" was not appropriate for that section. She referenced the Interim Joint Powers Agreement, which states that any budget-related items must be recommended for approval by the Board before being forwarded to a partner city. She suggested moving Item 2a and incorporating it into Item 3b under the "Action Items" section.

A motion to approve the order and contents of the agenda as amended was made by Mr. Mastera and seconded by Mr. Griffith. The motion was voted on and unanimously approved.

1b. Review and Action on Minutes from July 16, 2025

A motion to approve the minutes for July 2025 was made by Mr. Griffith and seconded by Mr. McDougall. The motion was voted on and unanimously approved.

2b. Safety and Security Update

Mr. Swingen provided an update on safety and security, noting that many of the same concerns previously identified continue to persist.

Chair White inquired whether MATBUS has experienced an uptick in crime following the closure of the Downtown Engagement Center. Mr. Swingen responded that it is difficult to draw a direct correlation between the two and noted that some of the ongoing issues appear to stem from a few recurring individuals.

3a. City of Fargo Transit Title VI Civil Rights Program

Mr. Crowell presented an update on the Title VI Plan, noting that the plan is required to be updated every three years. He explained that, following board review, the plan will proceed to the Fargo City Commission, and ultimately to the Federal Transit Administration (FTA) for final approval.

Mr. Crowell clarified that the materials included in the meeting packets are only a summary of the Title VI Plan. The full document, which is approximately 500 to 600 pages, will be submitted to the Fargo City Commission as part of the approval process.

A motion to authorize staff to bring the proposed City of Fargo Transit Title VI Civil Rights Program to the Fargo City Commission for approval and submit to the Federal Transit Administration was made by Mr. Griffith and seconded by Ms. Bommelman. The motion was voted on and unanimously approved.

2a & 3b. 2026 Proposed City of Fargo and City of Moorhead Transit Budgets & Proposed Route and Service Changes in Fargo and West Fargo

Ms. Bommelman began by noting that, due to the ongoing rise in operational costs and the stagnation of revenue streams, MATBUS was proposing route changes in Fargo and West Fargo. She stated that MATBUS had done extensive research to ensure the proposed changes affected the smallest number of riders. She noted that a public hearing on route changes would be held during the Fargo City Commission meeting on September 2 and that an open house would be held at the GTC on August 25 from 4:00 to 6:00 PM.

A description of some of the proposed changes included:

- **Route 13:** The proposed change would reduce the frequency of Route 13. Route 13 would only depart the Ground Transportation Center at :15 after the hour. Currently Route 13 departs at :15 and :45 after the hour from 6:15 AM to 5:45 PM Monday through Friday.
- **Route 14:** The proposed change would reduce the frequency of Route 14. Route 14 would only depart the Ground Transportation Center at :45 after the hour. Currently Route 14 departs at :15 and :45 after the hour from 6:15 AM to 5:45 PM.
- **Route 15:** The proposed change would increase Route 15 from a 60-minute route to a 90-minute route to improve on-time performance. A pilot program of this change was introduced in May of 2025 to determine the effectiveness of this change.
- **Route 16:** The proposed change would eliminate Route 16 (Transit staff discussed this proposed change with the Fargo Housing Authority; with Route 14 servicing 4th Street going past the old High Rise, there were no concerns about serving the new public housing at the same location.)
- **Route 18:** The proposed change would reduce Route 18 from a 90-minute route to a 60-minute route. Route 18 would end at the Essentia Health clinic on 32nd Avenue

S, and would no longer service any areas south of 32nd Avenue S. The northern portion of the route would also be adjusted to service the Cass County Jail and surrounding areas.

- **Route 20:** The proposed change would reduce Route 20 from a 60-minute route to a 30-minute route. Route 20 would only travel as far east as 42nd Street S. This would eliminate service to the Cass County Jail and surrounding areas.
- **West Acres Transit Hub:** The proposed change is to no longer utilize the West Acres Transit Hub as a transfer point for MATBUS routes. Instead, transfers would be made at the Walmart bus shelter, located at the intersection of 47th Street S and 11th Avenue S. This change would affect Route 14, Route 15, Route 20, and Route 24 (as well as Route 16 if it is not eliminated).
- **Industrial Park On-Demand Service:** The proposed change would eliminate the Industrial Park On-Demand Service.
- **Paratransit Service:** The proposed change would eliminate Sunday Paratransit services. Currently, MAT Paratransit operates from 7:00 AM to 5:00 PM on Sundays.

Following the presentation of proposed route changes, Mr. Swingen provided the committee information on MATBUS's full 2026 budget with and without proposed reductions. Mr. Swingen and Ms. Bommelman noted that full 2026 expenses prior to revenue being applied for MATBUS were \$15,979,075.33. Mr. Swingen shared that, after revenues are applied, expenses were \$5,001,789.20 for the City of Fargo, \$4,262,210.87 for the City of Moorhead, \$444,960.28 for the City of West Fargo, and \$805,263.54 for NDSU. Total expenses after revenues are applied were \$10,514,223.89.

Mr. Swingen compared the prior information with a 2026 budget that included proposed reductions to Fargo and West Fargo service. Total expenses prior to revenue being applied were \$14,606,703.42. After revenues are applied, expenses were \$3,310,575.12 for the City of Fargo, \$4,319,901.79 for the City of Moorhead, \$461,292.26 for the City of West Fargo, and \$756,230.06 for NDSU. With this scenario, total expenses after revenues are applied were \$8,847,999.23

Chair White noted that, under the 2026 budget with proposed route and service changes in North Dakota, the City of Moorhead's expenses were actually more, without any additional benefits to its residents. Mr. Swingen explained that this had to do with the redistributions through the cost allocation formula and noting that Moorhead would have a higher percentage of service. Chair White asked whether MATBUS was looking at riders and where they originated, or where the routes were. Mr. Swingen responded that the cost allocation formula, as currently modeled, only looks at the cities where routes are located, regardless of which metro area city's residents utilize it the most. He iterated that MATBUS is trying to impact the overall transit system as minimally as possible by looking at low ridership routes and ways that MATBUS can adjust existing routes.

Chair White voiced her concerns that, because of financial difficulties with the City of Fargo, all of the MATBUS partners will be impacted, and the City of Moorhead would be paying a higher share of expenses for lower overall quality service. Mr. Smith confirmed Chair White's concerns but noted that the cost allocation formula was working as it was intended to.

Chair White asked what involvement the other partners (Moorhead, West Fargo, Dilworth, and NDSU) had in any of the budgetary discussions between MATBUS and the City of Fargo. Ms. Bommelman responded that there had been discussions with the City of Moorhead at times throughout the process. Ms. Flanagan and Ms. Zahradka expressed concerns that

they did not have a clear picture of the proposed route and system changes and their implications.

Ms. Kolpack left at 9:39 AM.

Chair White said that, speaking as a Moorhead resident, it was disturbing to see that expenses for the City of Fargo were unilaterally reduced by approximately \$1.7 million while being increased for the City of Moorhead, and that the detriments would be felt system wide. She reiterated that the City of Moorhead and others were not being treated as equal partners in the budgetary discussions between City of Fargo staff and MATBUS. She also expressed concern that the transit budget agenda item was initially listed as an informational item when the MATBUS Coordination Committee is required to hold a vote prior to sending budgets to the Fargo City Commission and Moorhead City Council.

Mr. Strand stated that the views of the committee needed to be communicated clearly to the City of Fargo, both staff and elected officials. He also recommended that the partners convene immediately and discuss budgetary and system changes jointly. Chair White responded that she had expressed her concerns repeatedly at prior committee meetings and that joint meetings between the partners should have occurred months ago. She stated that she and other committee members did not have to support a budget that they had no part in.

Ms. Thompson asked what the next steps should be regarding a discussion between MATBUS and its partners, and whether the committee should meet prior to its scheduled meeting on September 17. Ms. Flanagan iterated that it was important for the partners to begin discussions as soon as possible. With regard to the City of Fargo's upcoming public hearings and budgetary discussions, Mr. Rietz asked that no action be taken on MATBUS' budget until the partners have had a chance to discuss issues further. Chair White suggested a special meeting of the MATBUS Coordination Committee on September 10.

A motion to oppose the 2026 proposed City of Fargo and City of Moorhead transit budgets and proposed route and service changes in Fargo and West Fargo until further evaluation and discussion was made by Mr. Rietz and seconded by Mr. Strand. Mr. Mastera offered a friendly amendment to include the creation of a working group comprised of partner agencies to continue budgetary discussions, which was accepted by the maker and seconder. The amended motion was voted on and unanimously approved.

3. Other Business

Ms. Bommelman and Mr. Altenburg gave a brief update on the MATBUS Transit Development Plan. They noted that the draft final plan was released on July 30 and that a public comment period was open until September 10. They also informed the committee that a virtual public open house was scheduled for August 27 from 11:00 AM to 1:00 PM.

Chair White reminded the committee that a special meeting of the MATBUS Coordination Committee would be held on Wednesday, September 10 at 9:00 AM.

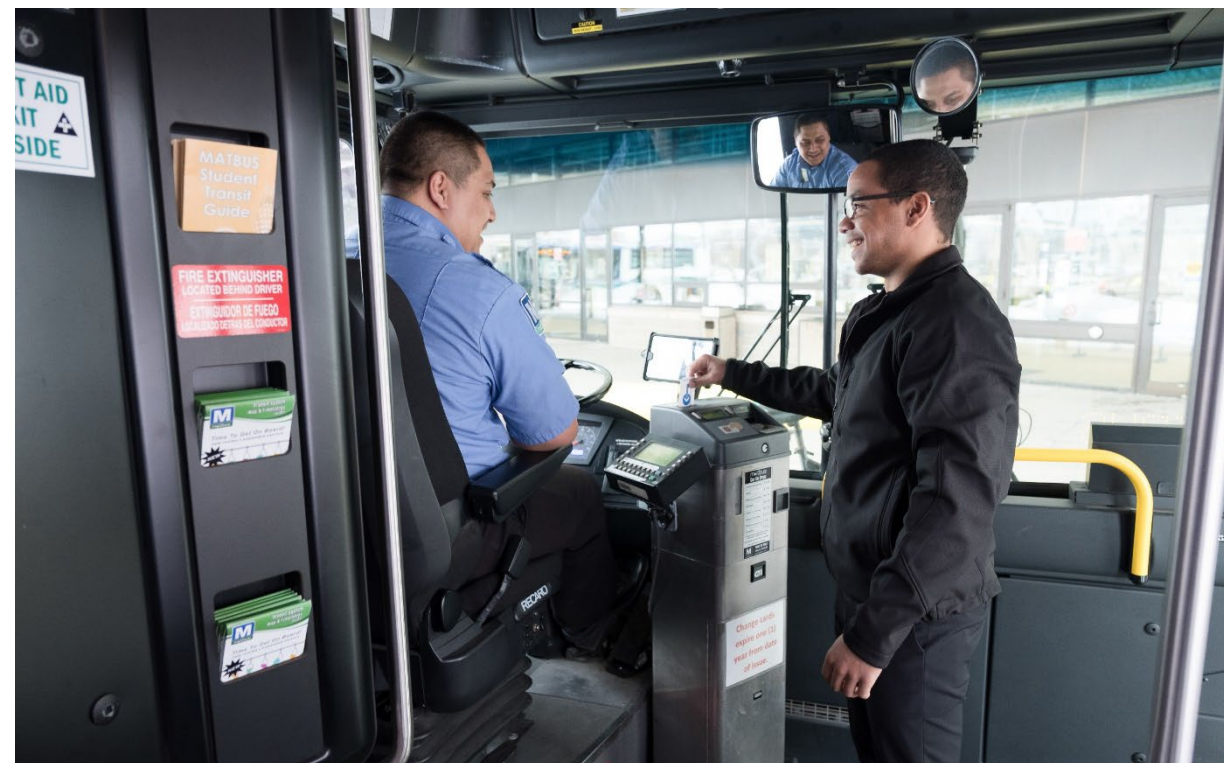
Chair White adjourned the meeting at 10:10 AM.



MATBUS Route and Service Change Public Comments



Agenda Item 3a



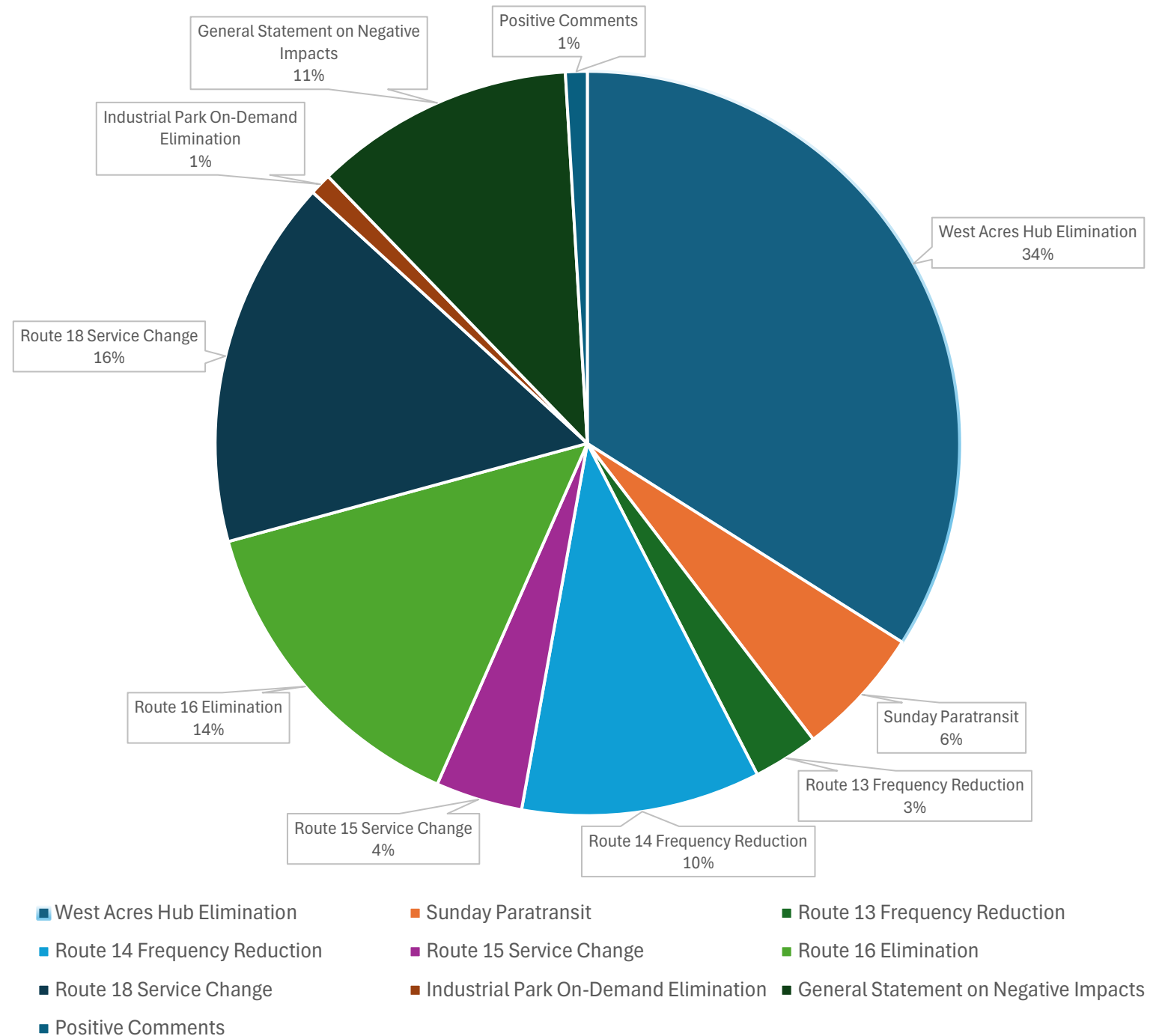
Comment Overview

In Total **83** Comments were received regarding the proposed changes, of which **69** were written and **14** were received during the public comment period at the September 2nd City of Fargo Commission meeting. Many of these comments speak toward more than one of the proposed changes.

Of these comments:

- **36** Included the **West Acres Transit Hub Elimination**
- **17** Included the **Route 18 Service Change**
- **15** Included the **Route 16 Elimination**
- **12** Included **General Statements on the Negative Impacts of the Proposed Changes**
- **11** Included the **Route 14 Frequency Reduction**
- **6** Included the **Sunday Paratransit Service Elimination**
- **4** Included the **Route 15 Service Change**
- **3** Included the **Route 13 Frequency Reduction**
- **1** Included the **Industrial Park On-Demand Elimination**
- **1** Included a **General Statement Supporting the Proposed Changes**

Comment Overview



Route 13



The proposed change would reduce the frequency of Route 13 from once every half hour to once every hour.

Route 13



28 service hours/day (15 Saturday)
16 Service hours/day (15 Saturday)



30-minute frequency until 6:15pm
60-minute frequency until close
60 minute frequency M-Sat. 39% fewer trips M-F

**Route 13 frequency reduced
from every 30 minutes to every
60 minutes M-Sat.**

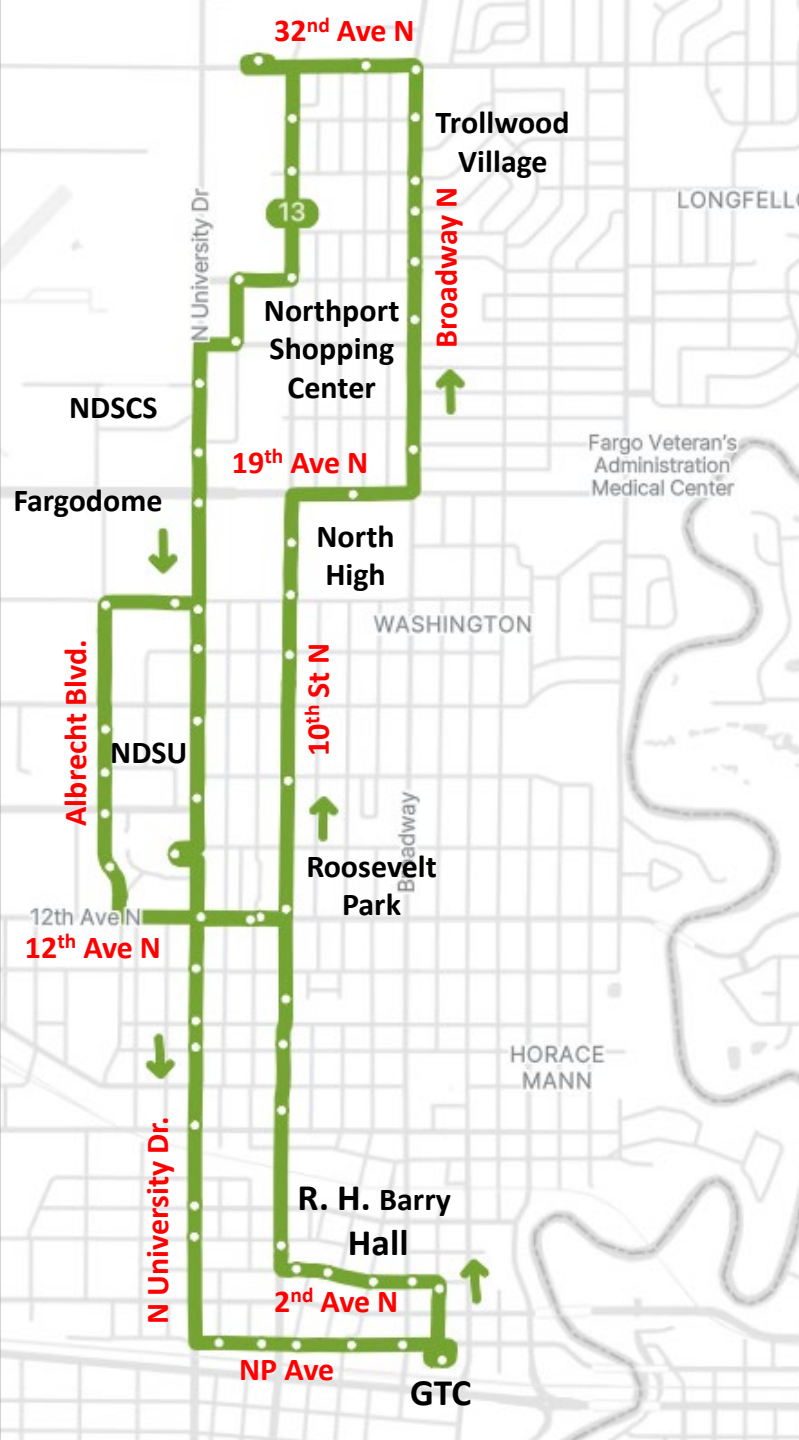
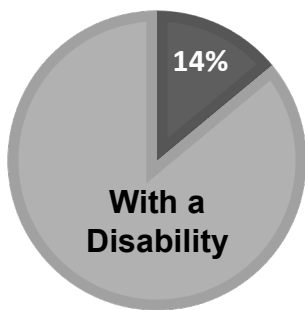
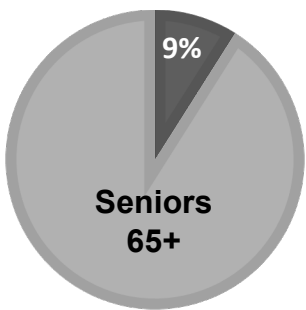
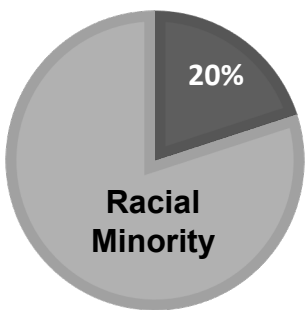
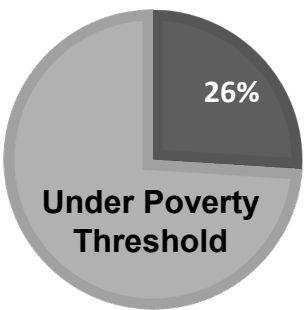


83,534
Revenue Miles
Per Year
50,955

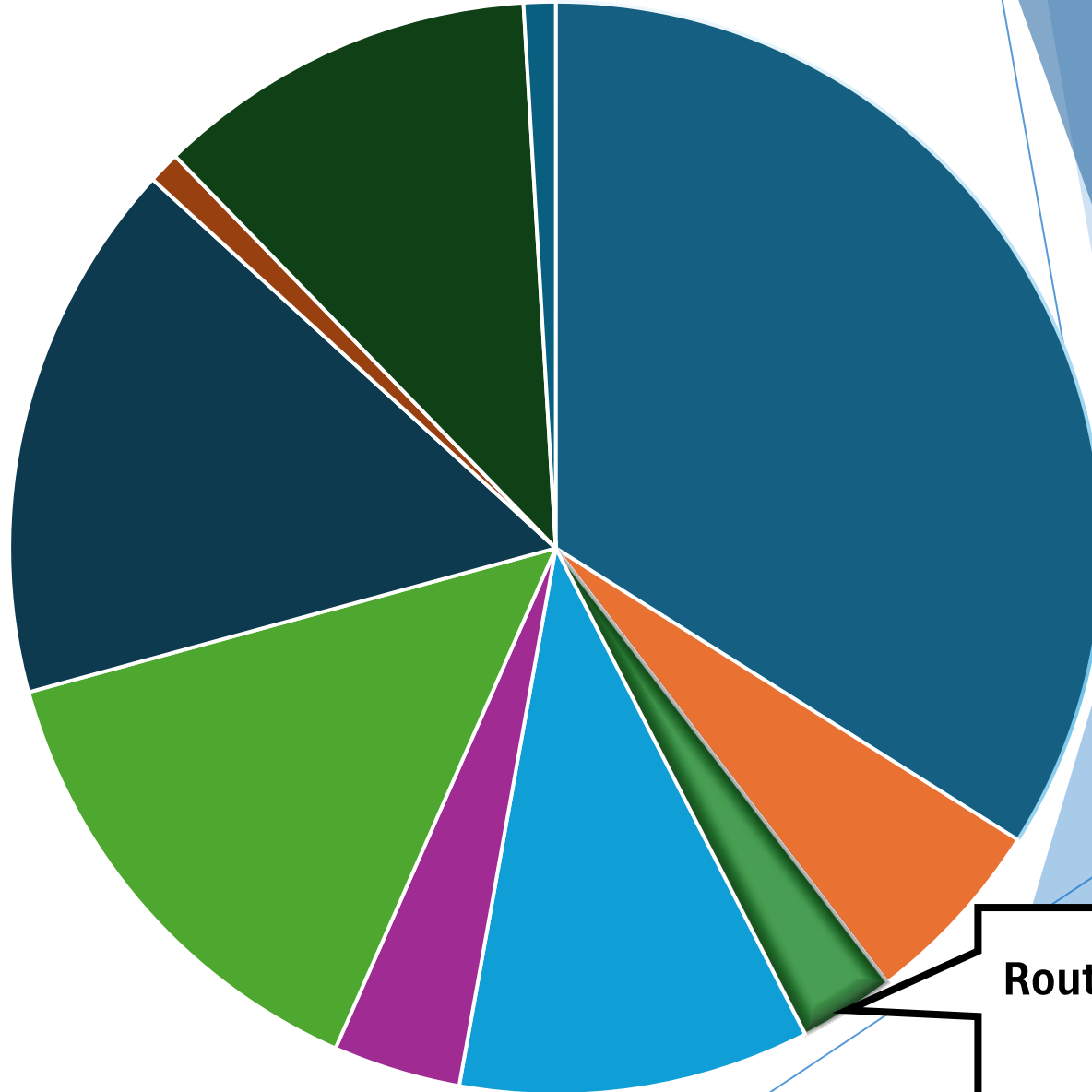
Population: 17,500
Jobs: 17,000



112,900
Ridership
Per Year



Route 13 Comments



**Route 13 Frequency
Reduction
3%**

Route 14

The proposed change would reduce the frequency of Route 14 from once every half hour to once every hour.



 43 service hours/day (41 Saturday)
24 Service Hours per Day (22.5 Sat.)

 30-minute frequency until 6:15pm
60-minute frequency until close
60 minute frequency M-Sat. 45% fewer trips

Legend:

- 14 - Change
- 14 - Route 14
- - Still covered by another route
- - No longer covered / Average daily activity lost

Map Labels:

- Streets:** 1st Ave N, 2nd Ave S, 3rd Ave S, 4th St S, 5th Ave S, 6th Ave S, 8th Ave S, 10th St S, 13th Ave S, 15th Ave S, 16th Ave S, 17th Ave S, 18th Ave S, 19th Ave S, 20th St S, 21st St S, 22nd St S, 23rd St S, 25th St S, 28th St S, 30th Ave S, 31st Ave S, 32nd Ave S, 33rd Ave S, 38th St S, 40th St S, 42nd St S, 43rd St S, 45th St S, 4th St S, 5th St S, 6th St S, 7th St S, 8th St S, 9th St S, 10th St S, 11th St S, 12th St S, 13th St S, 14th St S, 15th St S, 16th St S, 17th St S, 18th St S, 19th St S, 20th St S, 21st St S, 22nd St S, 23rd St S, 24th St S, 25th St S, 26th St S, 27th St S, 28th St S, 29th St S, 30th St S, 31st St S, 32nd St S, 33rd St S, 34th St S, 35th St S, 36th St S, 37th St S, 38th St S, 39th St S, 40th St S, 41st St S, 42nd St S, 43rd St S, 44th St S, 45th St S.
- Landmarks:** Walmart, Courthouse, YWCA, Essentia/Sanford, Bluemont Lakes, Thunder Road Family Fun Park, Red River Zoo, Hilton Garden Inn Fargo, Courthouse Hotel & Suites, Fargo South High School, Fargo Grocery And Jewelry, Fargo Grocery And Cafe, Drekker Brewing, Tailgators Sports Cafe, Fargo Country Club, Hornbacher's, Marco's Pizza, Ruby Tuesday, Doolittle's, Shanghai, Motel 6 Fargo South, ANCHOR PARK, Willow Park, DOWRIDGE, VILLAGE WEST, FARGO, HJENKOM CENTER.

Population: 20,300
20,500

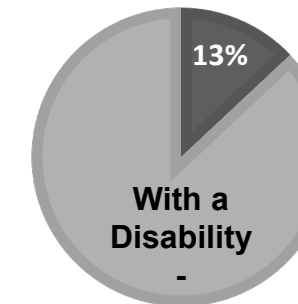
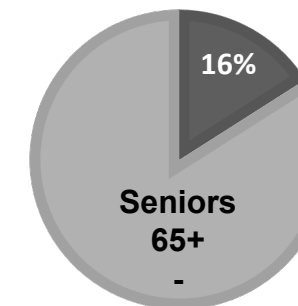
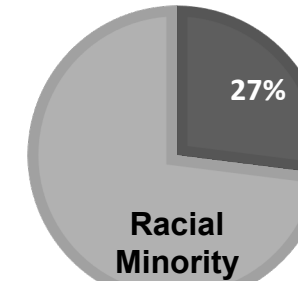
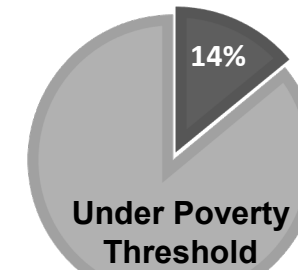
Jobs: 18,900
19,300



98,600
Ridership
Per Year

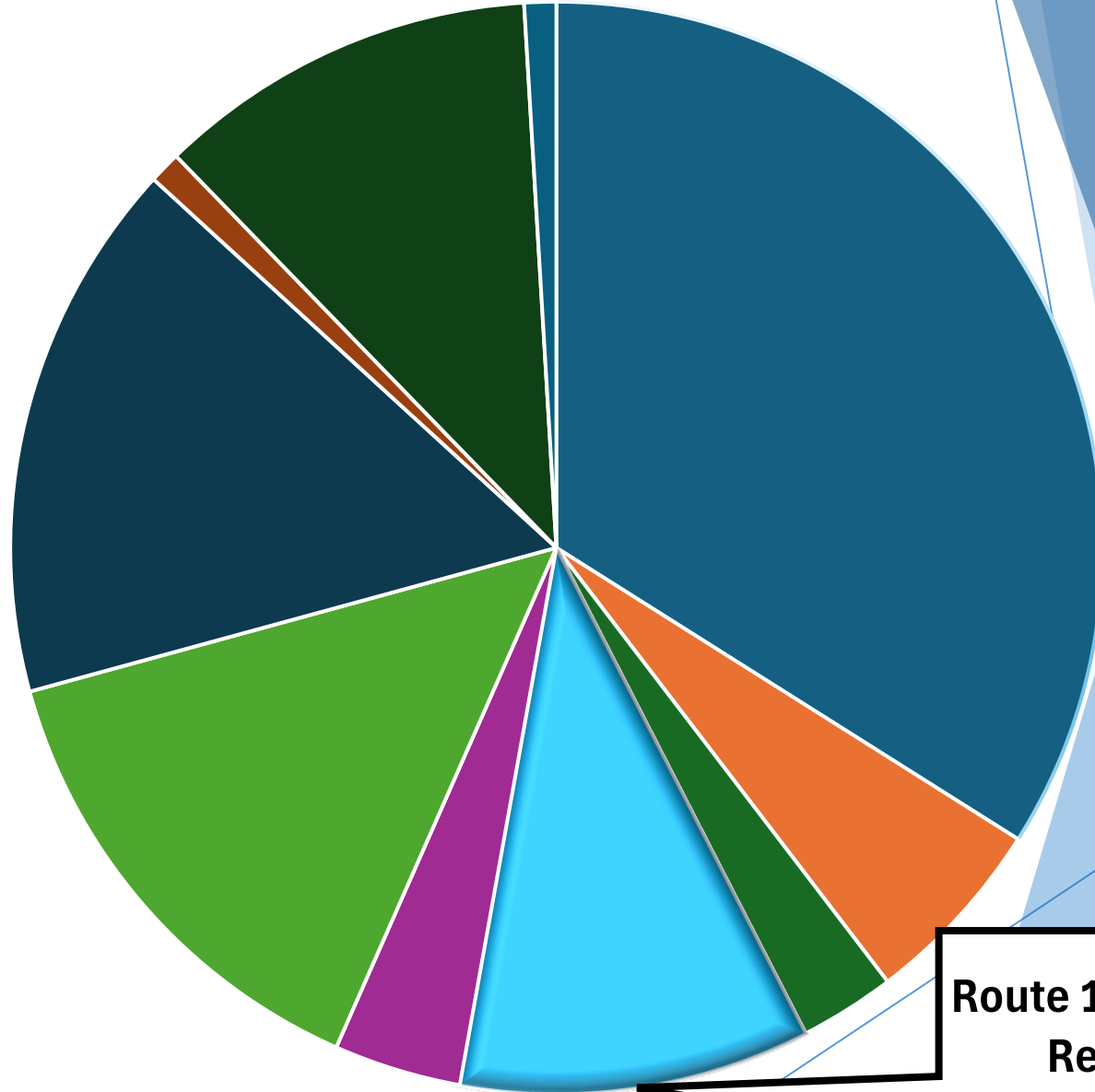


Changes to this route
will affect Route 11



Island Park
Hornbacher's
Plaza Senior
Apartments
Family Fare
Essentia
Anne Carlson
~~West Acres~~
~~YMCA~~
~~Preference~~
~~Employment~~
Sanford
YWCA
Boys & Girls
Club
Courthouse
People
Ready

Route 14 Comments



**Route 14 Frequency
Reduction
10%**

Route 15



The proposed change would increase Route 15 from a 60-minute route to a 90-minute route to improve on-time performance. A pilot program of the change was introduced in May of 2025 to determine the effectiveness of this change, which has been successful. There is no cost impact to implement this proposed change.

Route 15



48 service hours/day (35.5 Saturday)
48 service hours/day (45 Saturday)



30-minute frequency all day
30/60-minute frequency Saturday
30 minute frequency M-Sat.

- Route 15 frequency increased from 30/60 minutes to 30 minutes on Saturday.
- Route 15 will no longer serve the West Acres hub.

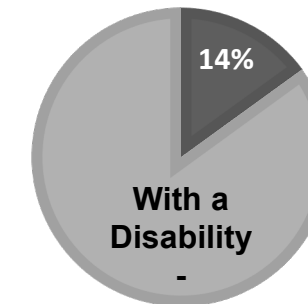
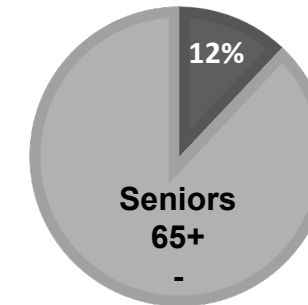
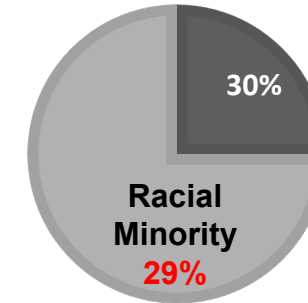
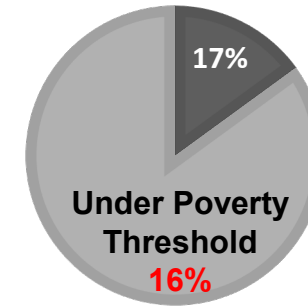
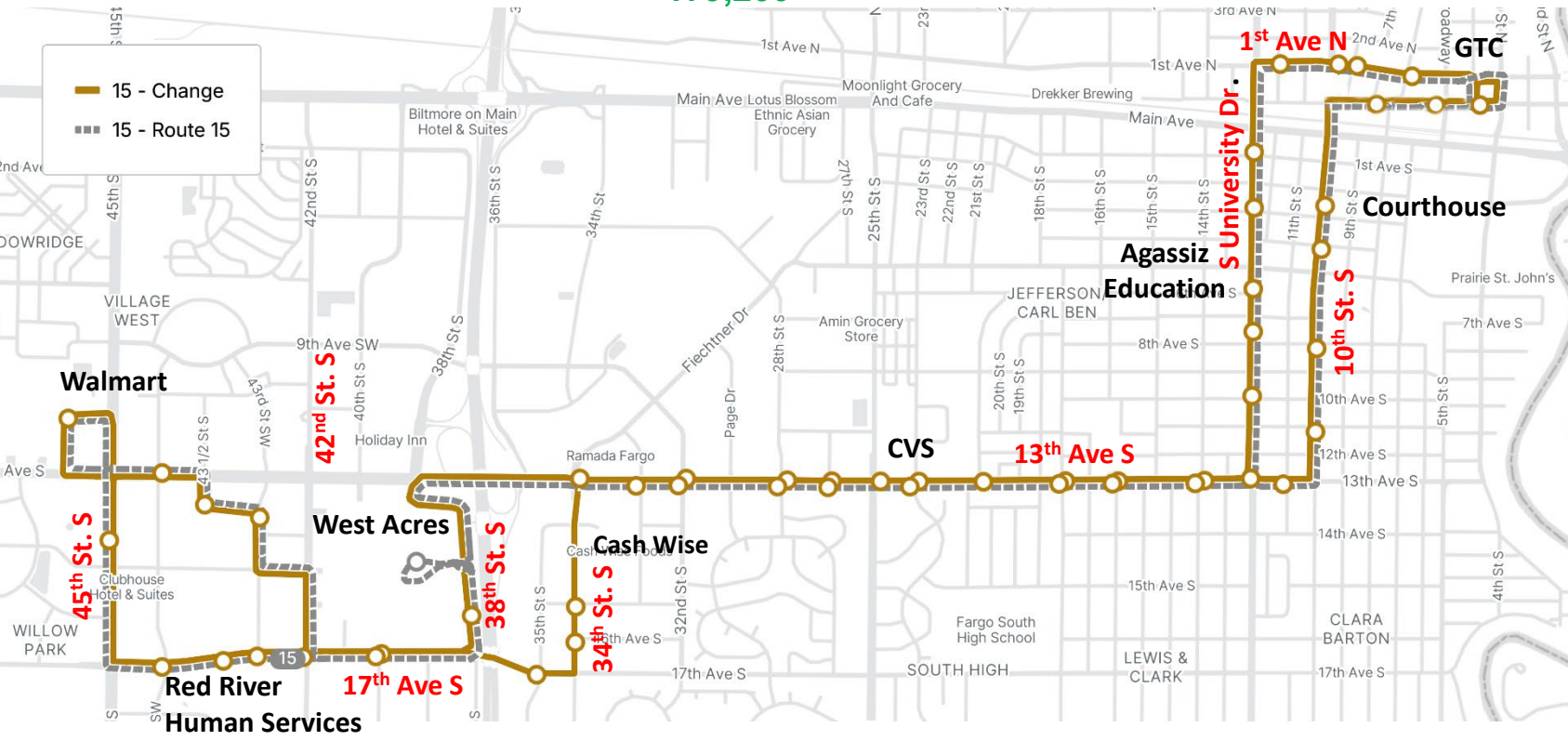


173,140
Revenue Miles
Per Year
179,200

Population: 14,300
15,800
Jobs: 22,500
22,600



240,400
Ridership
Per Year



Fraser
Emergency
Shelter

Agassiz
Education

Carl Ben
Eielson

CVS

West Acres

Target

Walmart

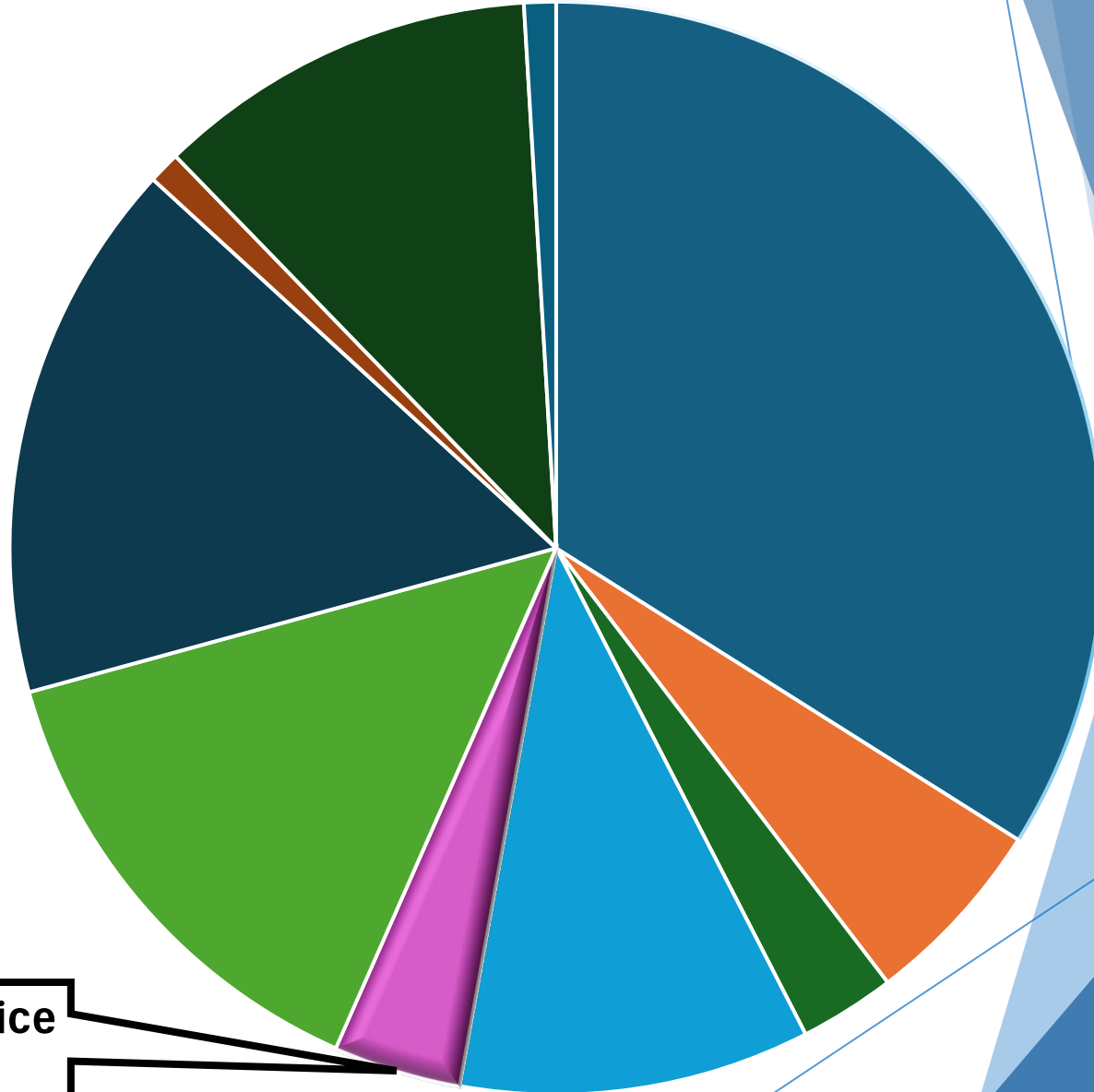
Cash Wise

ND Job
Service

Courthouse

People
Ready

Route 15 Comments



**Route 15 Service
Change**
4%

Route 16

The proposed change would eliminate Route 16. Route 14 and Route 15 currently cover a majority of the areas serviced by this route.



Route 16



13.5 service hours/day (12.5 Saturday)
0 Service hours M-Sat.



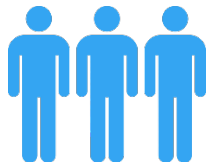
30-minute frequency all day
0 Frequency

Route 16 Cancelled due to low ridership. Western portion of route 16 will be covered by changes to Route 15.

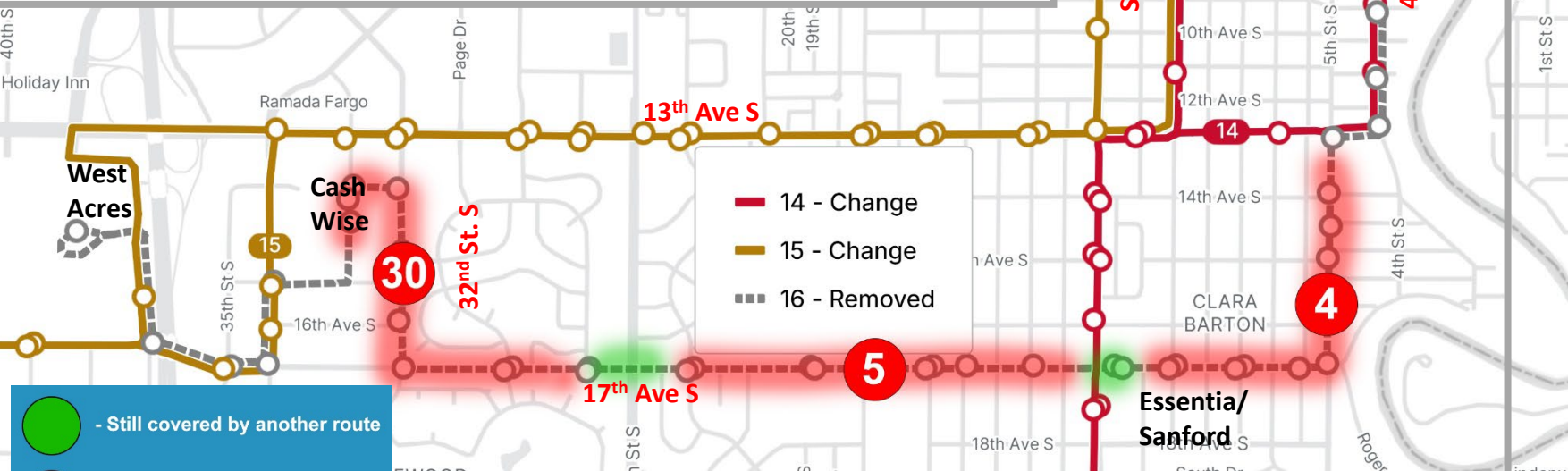


47,812
Revenue Miles
Per Year
0

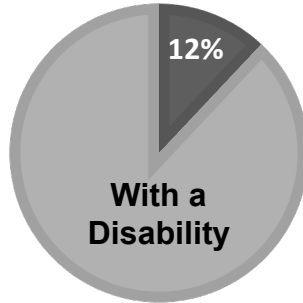
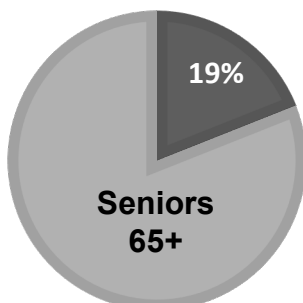
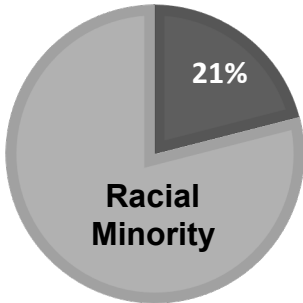
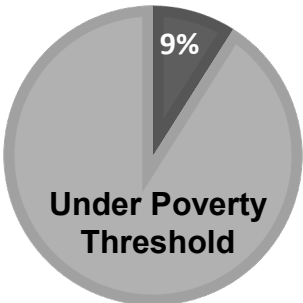
Population: 10,700
Jobs: 11,900



22,600
Ridership
Per Year
0

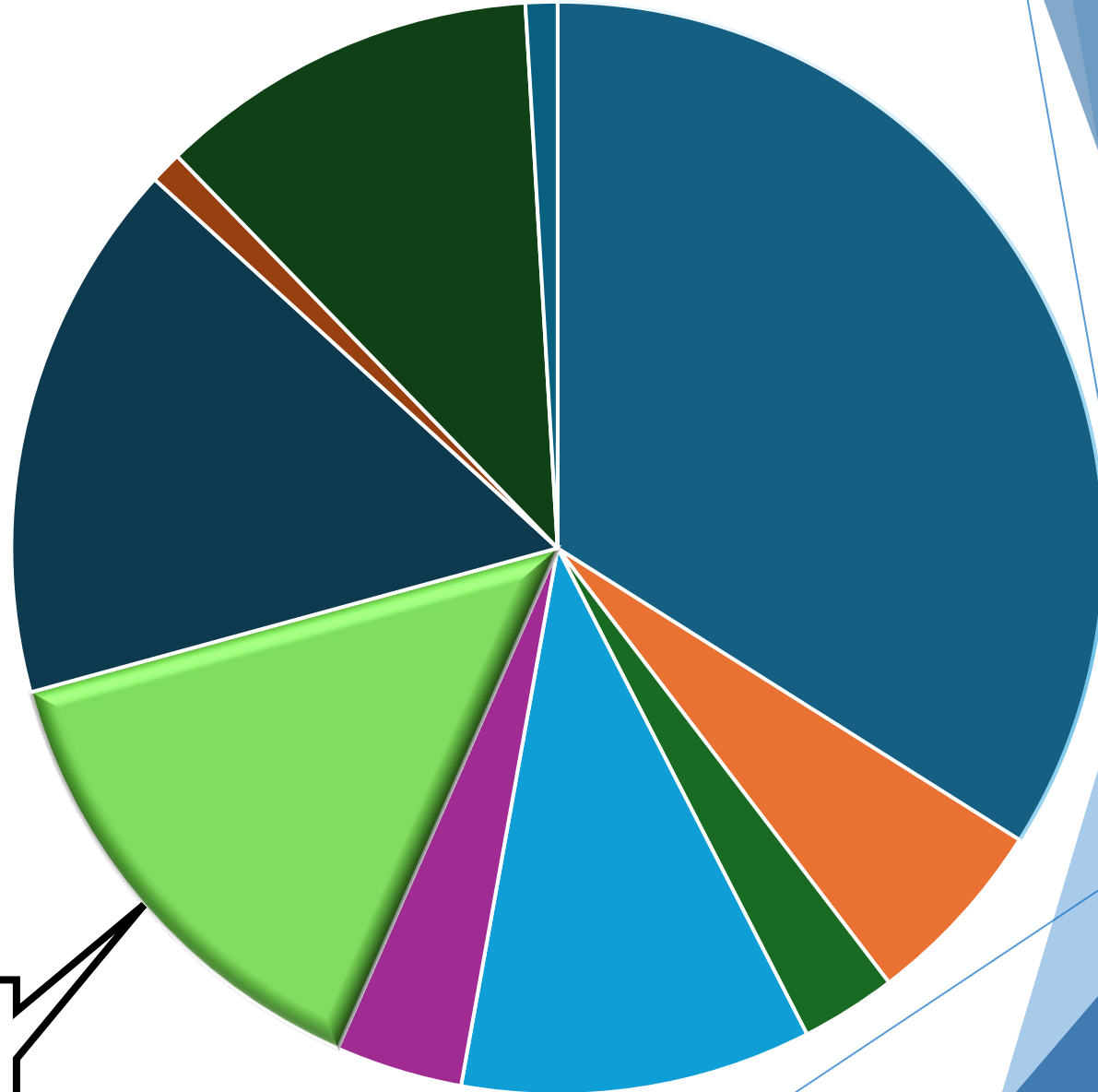


- Still covered by another route
- No longer covered / Average daily activity lost



- Island Park
- Vocational Training Center
- Lindenwood Park
- Essentia
- Fargo South
- Cash Wise
- West Acres
- Labor Masters
- ND Job Service
- Lewis & Clark Elementary
- Prairie St John's
- Fargo Public Library

Route 16 Comments



Route 16
Elimination
14%

Route 18



The proposed change would reduce Route 18 from a 90-minute route to a 60-minute route. Route 18 would end at the Essentia Health clinic on 32nd Ave S and would no longer service any areas south of 32nd Ave S. The northern portion of the route would also be adjusted to service the Cass County Jail and surrounding areas (this area is currently served by Route 20). There are minimal cost impacts to the suggested changes, however, the change is tied to the adjustments to Route 20, where there are cost impacts.

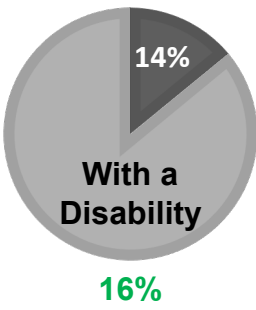
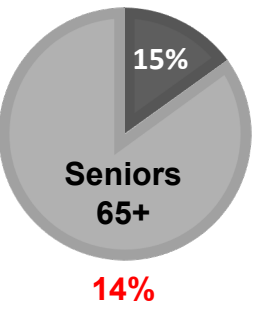
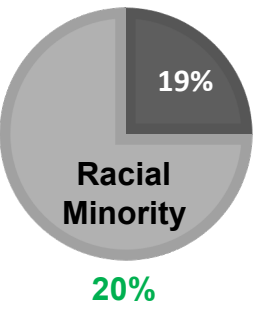
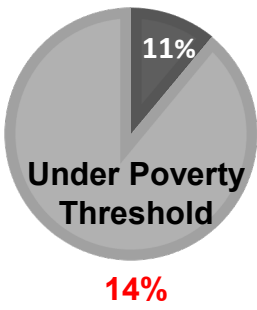
Route 18

- 23.5 service hours/day (22.5 Sat.)
16 service hours/day (15 Sat.)
- 60-minute frequency all day
60-minute frequency. More, shorter trips

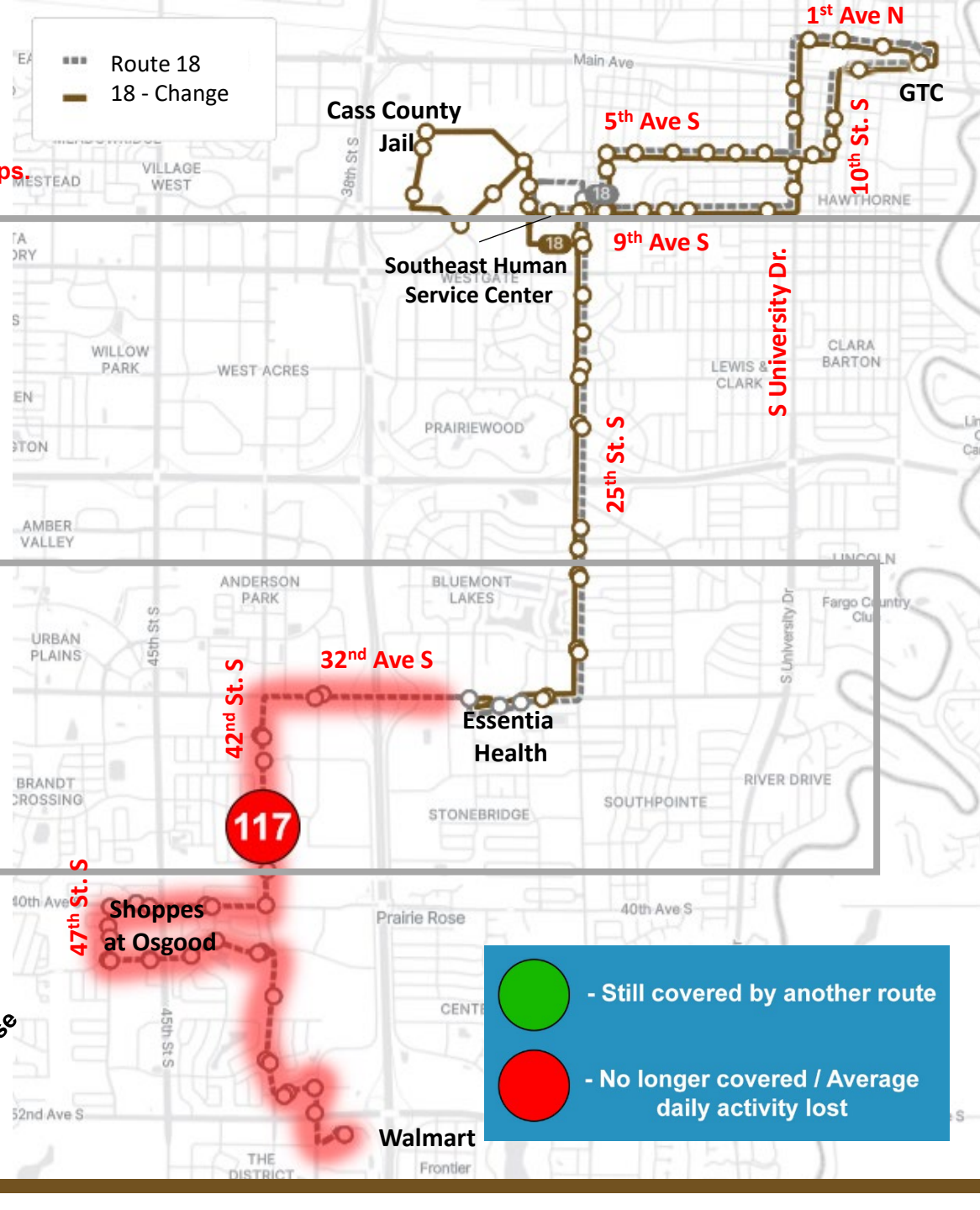
Route 18 trip length reduced from 90 minutes to 60 requiring 2 fewer buses and drivers daily. Route 18 will serve Cass County Jail.



Changes to this route
will affect Route 17



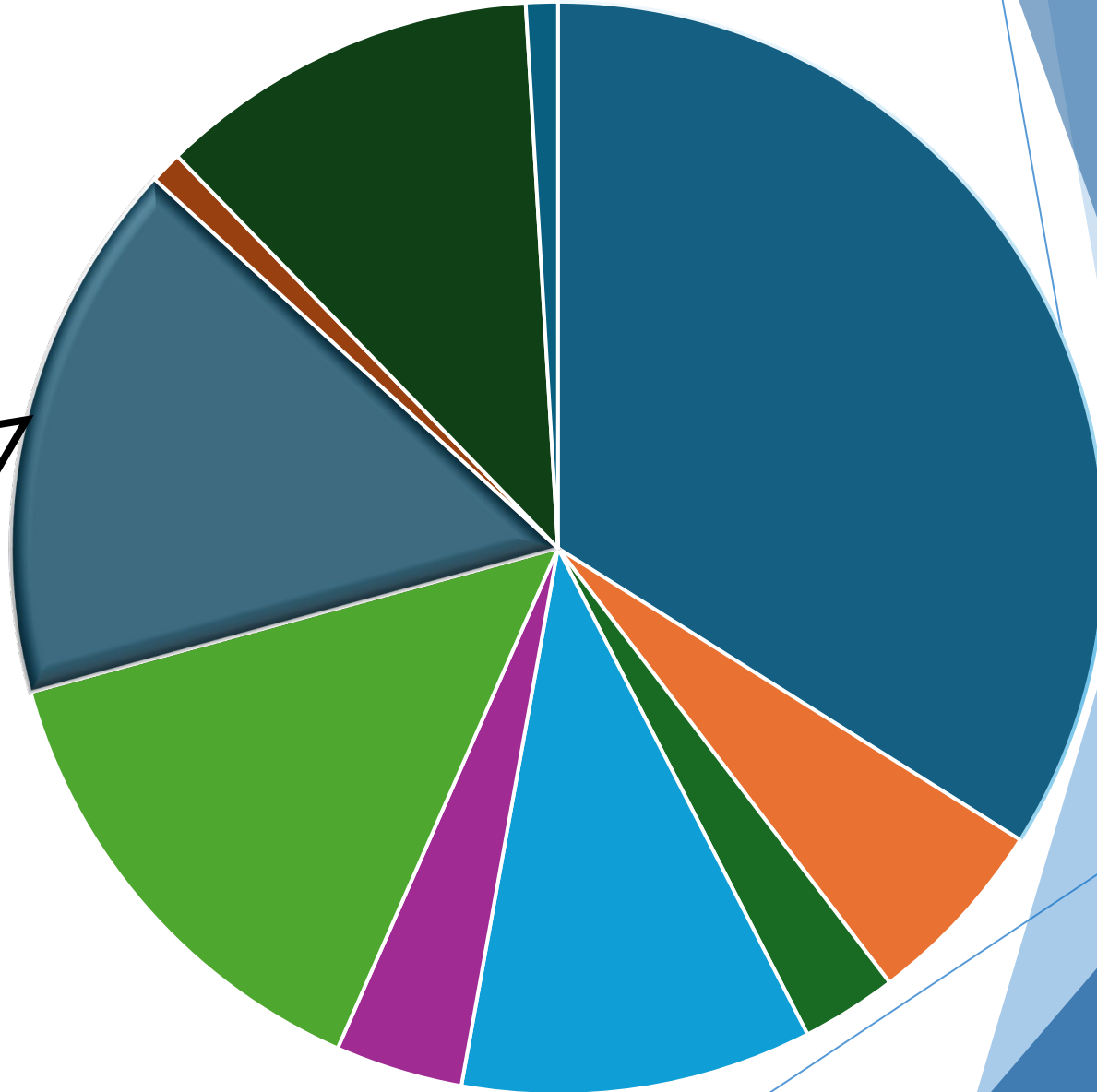
- Federal Courthouse
- Fraser
- Agassiz Education
- Countryside Estates
- Spherion
- Islamic Society
- Freedom Resource Center
- Southeast Human Services
- Kennedy Elementary**
- Walmart**
- County Courthouse



Route 18 Comments



**Route 18 Service
Change
16%**



Route 20



The proposed change would reduce Route 20 from a 60-minute route to a 30-minute route. Route 20 would only travel as far east as 42nd St S. This would eliminate service to the Cass County Jail and surrounding areas (this area would instead be served by Route 18 as outlined previously). These proposed changes are closely tied to adjustments to Route .

Route 20



15.6 service hours/day (14.6 Saturday)



60-minute frequency all day M-Sat.

30 Minute frequency M-Sat.

- Route 20 will be reduced from a 1 hour loop to a 30 minute loop with increased frequency.
- Route 20 will hub out of Walmart on 13th Ave S.

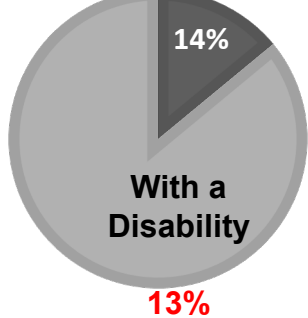
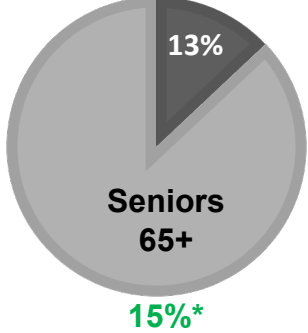
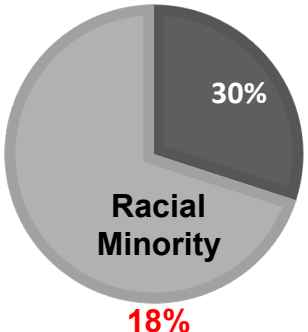
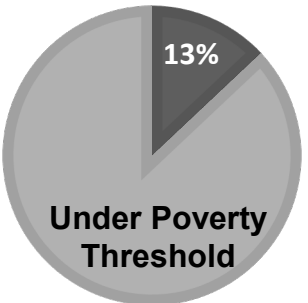
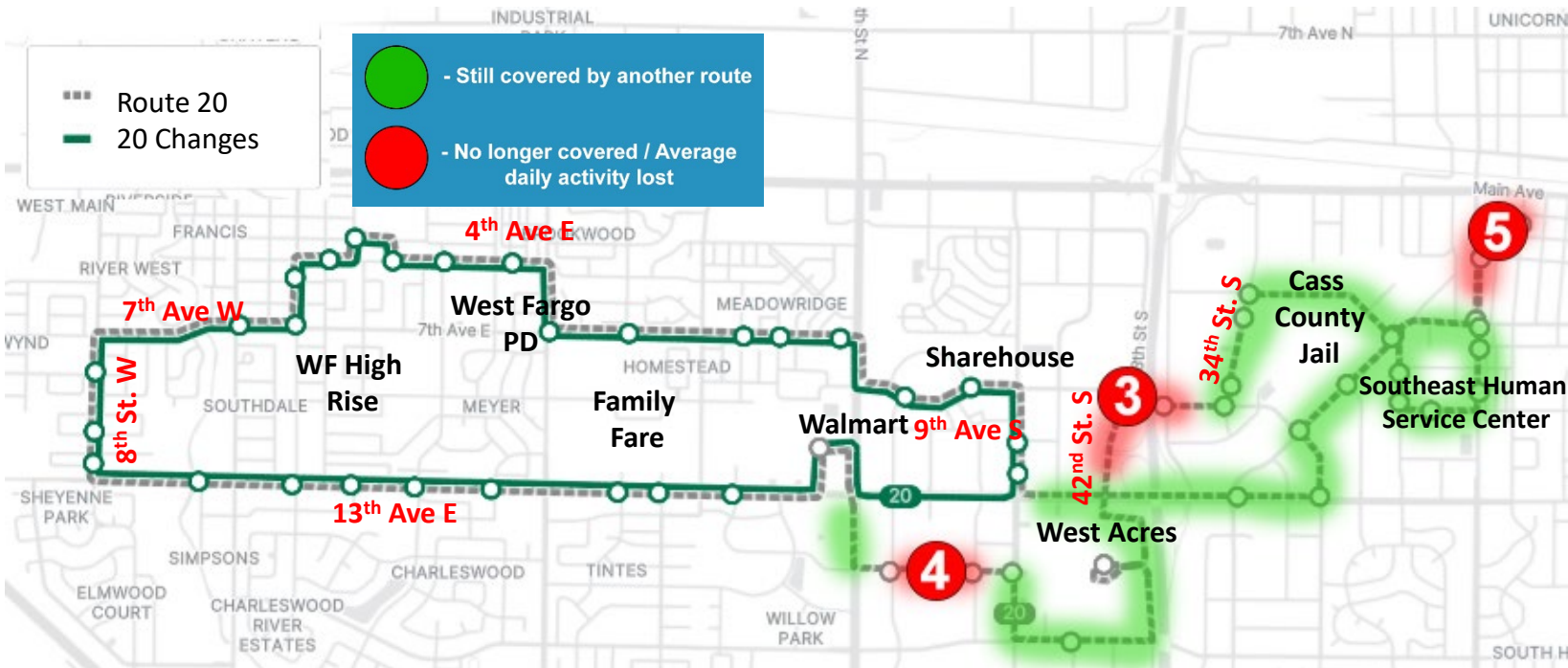


70,590
Revenue Miles
Per Year
64,236

Population: 18,700
13,800
Jobs: 21,100
9,400



30,300
Ridership
Per Year



- Centre
- County Jail
- Countryside Estates
- Jeremiah Program
- CHI Friendship
- ShareHouse
- WF High School
- Lodoen Community Center
- South Elementary
- WF High Rise
- Westside Elementary
- Sanford Clinic

Route 20 Comments



No comments were received regarding Route 20.

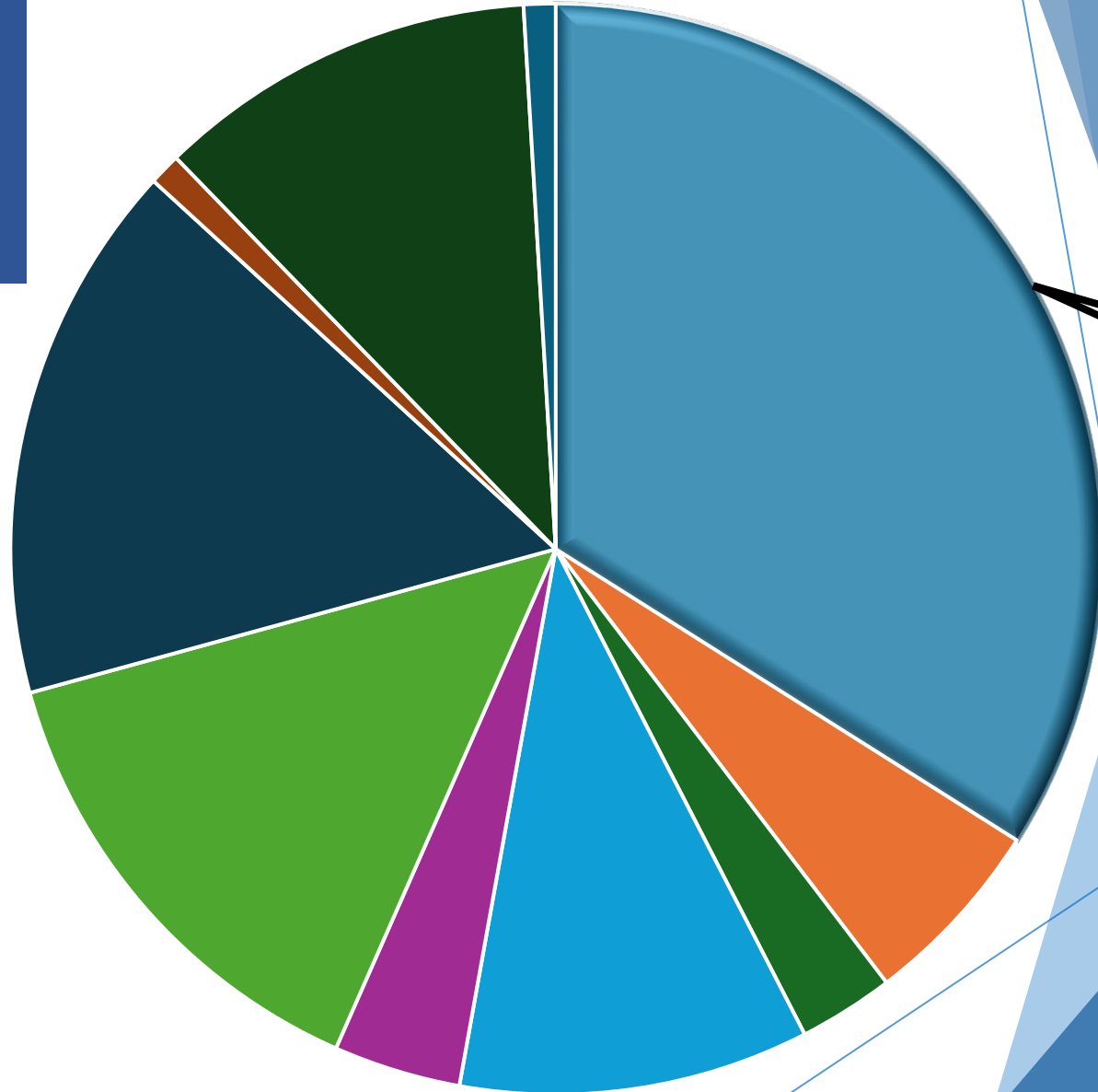
West Acres & Industrial Park Service



West Acres Transit Hub: The proposed change is to no longer utilize the West Acres Transit Hub as a transfer point for MATBUS routes, instead, transfers would be made at the Walmart bus shelter, located at the intersection of 47th St S and 11th Ave S. This change would affect Routes 14, 15, 20 and 24 (as well as Route 16 if it is not eliminated). The cost for a year to lease and provide security services is approximately \$175,000; a portion of the existing costs could potentially be necessary at the proposed location (Walmart), resulting in a lower cost savings.

Industrial Park On-Demand (TapRide) Service: The proposed change would eliminate the Industrial Park On-Demand Service. The number of trips per day on this service is approximately 10-12 riders. Please note the nature of the businesses in the Industrial Park is shift work, Transit may be able to bring someone to work or pick them up after work, but likely not both.

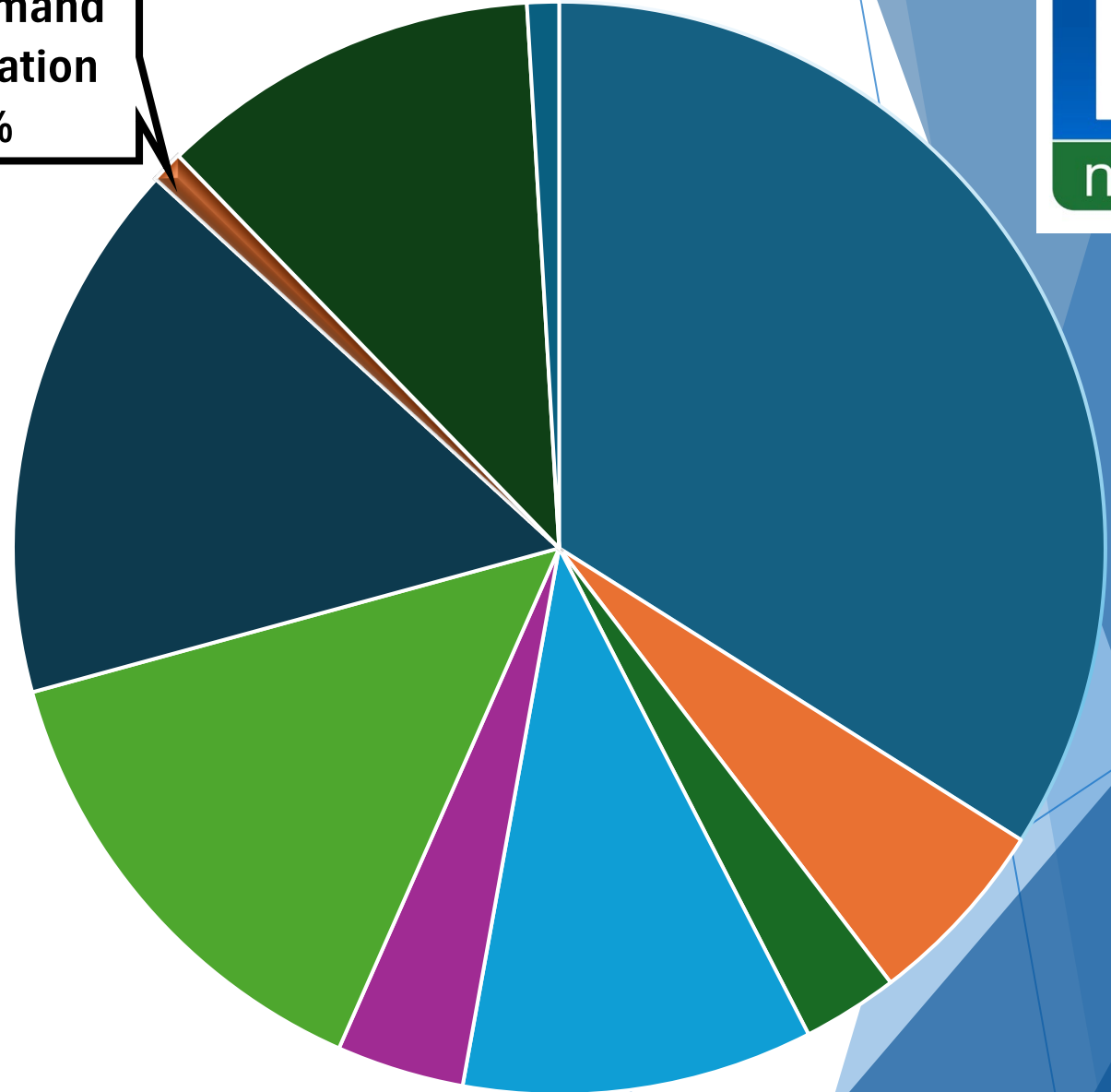
West Acres Comments



**West Acres Hub
Elimination
34%**

Industrial Park Comments

Industrial Park
On-Demand
Elimination
1%

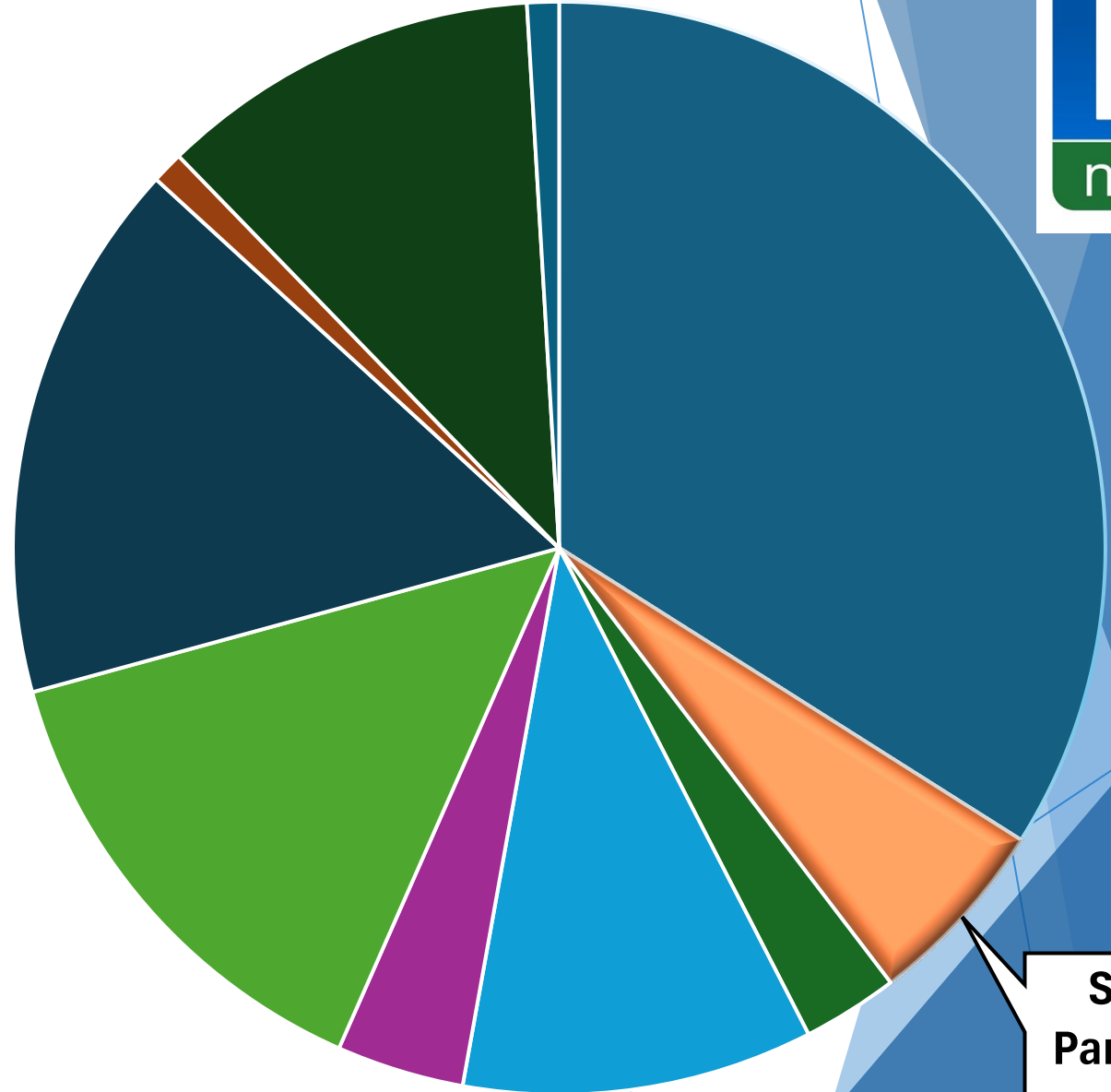


Paratransit Sunday Service



Complimentary Paratransit Service: The proposed change would eliminate Sunday Paratransit services. Currently, MAT Paratransit operates from 7:00am to 5:00pm on Sundays and transports 10-12 riders per Sunday. Complementary paratransit services are federally required during the same hours fixed route service operates. Fixed Route service does not operate on Sundays; therefore, this service is offered above and beyond what is required of the City/Department.

Sunday Paratransit Comments



**Sunday
Paratransit
6%**

City of Fargo Transit Department

650 23rd Street North
Fargo, ND 58102
(701) 232-7500 Option 3
transit@matbus.com

**8/27/2025****Subject:** Public Hearing Communication and Comments

MATBUS staff have proposed several changes to routes and services, in an effort to balance the department's 2026 budget. These proposed changes would go into effect on January 1, 2026, if approved.

MATBUS policy directs that staff must solicit and consider public comment for implementation of all changes in fares or major changes in service. As part of this process, there was a public hearing held during the Fargo City Commission meeting on Tuesday, September 2, 2025. During this public hearing, members of the public were welcome to present their comments in person, verbally, to Commission members.

The public was also invited to register their comments prior to the public hearing, and those comments were presented to the Commission members for their consideration. These public comments could be made by email, phone call, social media comment or direct message, paper comment cards, or the online public comment map.

Efforts to inform the public of this hearing and potential changes are described below:

- **Public Hearing Notices** - formal notices placed in The Forum on August 17 and 22, describing changes in detail – one for route changes and one for fare changes in each edition
- **Public Comment Map** – online map of the fixed route system, showing all proposed changes – public can add comments by dropping pins on specific sections of the map
- **Rider Alerts** – email blasts sent to 1,802 people on our subscriber list
- **Bus Posters** – placed in all 43 fixed route vehicles, with QR codes linking to detailed information and the public comment map
- **GTC Display** – details posted in the GTC display case, with comment sheets available to be filled out by hand and turned in to the Customer Care window

- **Social Media** – announcements and reminders posted on Facebook, X and Instagram
- **MATBUS Website News Post** – full details posted with a link to the public comment map
- **MATBUS Website Homepage Rotator** – image in the rotating homepage carousel that links to the news post
- **GTC Display Screens** – TV screens in the GTC lobby that display rotating information
- **Paratransit Rider Direct Mailing** – sent to every rider in the MAT Paratransit system, including both public hearing notices (one for route changes, one for fare changes) and an explanatory cover letter



Route 13 Frequency Reduction Comments



Feedback - **FB9912302886**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
		Route 13
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:
I fully embrace the change to Route 13

Reply Requested



Feedback - **FB2509022947**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Lady that lives in N Fargo: against Rt 13 change, feels frequency reduction would impact many; against WA change, Walmart not safe; against Rt 16 elimination, feels people cannot get to where they are going by using 4th St (Rt 14); needs bus to come to front door of new public housing where old highrise was.

Reply Requested



Route 14 Frequency Reduction Comments



Feedback - **FB9912302824**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	Yes	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

Comment received on our Remix Public Comment Map. Area described is 13th Ave S & 43rd 1/2 St. S.

Karen Kohoutek

23 hours ago

...

Currently, the only way I'm getting from downtown to this area without it taking an entire morning is by catching Route 14 for the return trip. (I used to take the very efficient Route 15, which has been rendered extremely difficult on Saturdays). If Route 14 goes to an hourly schedule as well, this will become very difficult, especially in the winter.

Reply Requested



Feedback - **FB2508222846**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment		

Feedback Information

Date/Time	Location	Route
8/22/2025 3:09 PM		Route 14
Employee Name	Vehicle	

Feedback Comments

Remix map comment regarding Route 14 changes.

Henry Beach
5 minutes ago

This change will make it necessary for me to leave the GTC at 6:45 am in order to be at work on time at 8 am, despite the fact that I work at University and 34th ave south. In the summer it is a 15 minute bike ride, but I can't ride if the wind chill is colder than -30. These changes are an absolute disaster.

Reply Requested



Feedback - **FB9912302869**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
		Route 14
Employee Name	Vehicle	

Feedback Comments

from the comment box at the GTC:

These service reductions are ridiculous! I use Route 14, 13 and 18 to get me around the area. Now I will have to find an alternative service and or transportation that I can't afford.

Reply Requested



Feedback - **FB9912302880**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
		Route 14
Employee Name	Vehicle	

Feedback Comments

from comment box at the GTC:

Please leave Route 14 alone! Do not change it to a hour service. It was a disaster the last time it was changed. This route needs to be a half hour service

Reply Requested



Feedback - **FB2508282899**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/28/2025 1:00 PM		
Employee Name	Vehicle	

Feedback Comments

Anonymous comment on Remix map placed near Cass County Jail but referring to Cash Wish on 13th Ave S,

Anonymous Commenter

19 hours ago

I rely on buses 14 & 16 to get to and from work(Cash Wise). So do other co-workers and customers. Cabs are too expensive to take to and from work everyday. Thats why take the bus because thats all i can afford.

Reply Requested



Feedback - **FB2509022921**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 3:30 PM		
Employee Name	Vehicle	

Feedback Comments

From comment box at the GTC:

As someone who uses Route 14 regularly, I would not recommend the change to only once an hour.

Reply Requested



Route 15 Service Change Comments



Feedback - **FB9912302825**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name	Vehicle	

Feedback Comments

From Remix Map. Karen Kohoutek

23 hours ago

...

The pilot project of Route 15 has made my life (as a 20+ year MATBUS rider) much more difficult. The fact that it only goes to well-traveled areas once an hour on Saturdays has increased the time of my simple errands by an hour or more. Not to mention the confusion of it sometimes being a half hour and sometimes an hour. It is also intensely frustrating to sit at the Transit Hub for 15 minutes for no reason. This was the most useful and efficient route on the line, and this has really made me feel that you don't care about the riders.

Comment from our public comment Remix map, near Cash Wise on 13th Ave S.

Reply Requested



Feedback - **FB2508222884**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/22/2025 12:00 AM		Route 15
Employee Name	Vehicle	

Feedback Comments

from the comment box at GTC:

Route 15 should not be a 90 minute route for people who work at the mall. Every time I use it, it gets to the GTC on time

Reply Requested



Feedback - **FB2508252890**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/25/2025 5:00 PM		
Employee Name	Vehicle	

Feedback Comments

Received during Open House on 8/25: Linda Onstad - 90 minute service on Route 15 is too long. This causes multiple buses to arrive at West Acres & Walmart at the same time, which confuses people. Route 16 should be kept as it is to service the new low income housing that will be where the old high rise was. Route 14 covers this area but it isn't enough. It's good that Route 14 will service Elliott Place with the new proposal but it'll be a long trip for the residents who ride it.

Reply Requested



Feedback - **FB2509012918**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/1/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Every person who uses public transit means there is more room for drivers on the road. They decrease traffic, save wear and tear on the city's streets, and leave more parking spaces available.

A few months ago, the Forum reported that the 2024 ridership on MATBUS was up to 1.3 million riders: a lot of extra traffic that every Fargo-Moorhead driver would have to contend with and compete with for parking spaces. Anyone riding public transportation is providing a benefit to the city, not to mention helping the environment as a bonus. It often seems, however, that bus riders are instead viewed by the city as a burden or, at best, undeserving charity cases.

As another Forum article noted in March, the system "has seen its funding cut as it also grows," and sadly, that trend is continuing with the latest proposed changes, at least two of which will make the system much more difficult to use.

Route 15 has historically been one of the busiest, most efficient routes, running between downtown, West Acres, and Walmart every 15 minutes during the week, and every half hour on weekends, allowing people to get to businesses on

9/2/25, 1:56 PMMATBUS

or near 13th Avenue, from eye appointments to Christmas shopping to visiting the bank. The only problem with it was that the bus was so packed on Saturdays, I always thought they should run every 15 minutes then too. The “pilot project” ahead of the planned permanent change does the opposite, running only once an hour on Saturday mornings. This has made the route much harder to use, adding an hour to my quick errands (from an average of one hour to two).

Even more startling is the elimination of the West Acres Transit Hub, which, in the announcement, doesn’t make clear until the fine print that it will save time by not going to West Acres at all. I can’t believe the city is planning to remove this major destination from the route, since I’ve personally been taking the bus to West Acres since I was in college in 1985. Not only do people need to get to their jobs, obviously a benefit to the community, but their ability to shop helps the economy. Even worse is moving bus riders from an enclosed, decent-sized and well-lit space, protected from the elements and with enough people around for security, to an open, unprotected and obviously less secure shelter stuck on a corner between big box stores. When buses only run once an hour, that increases the likelihood that people will need to wait longer periods, and with winter coming, this is a big problem.

Many people just can’t use the bus if it takes two hours: they have to get to work, get their kids to school, get to appointments and not have to wait in the cold. All of these changes feel like the mode of popular planning which starves a service of resources in order to destroy it: if a service is made inconvenient and difficult enough, fewer people will be able to use it, and then the reduced use is taken as justification for the lack of service. Making life exponentially difficult for the residents and tax-payers who rely on the city bus system.

Karen Joan Kohoutek

Fargo ND

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Karen Kohouteh	Yes	7015415843	velvetflamingo@yahoo.com

Response to Customer

Julie Harris (09-02-2025 09:13 AM)

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.



Route 16 Elimination Comments



Feedback - **FB9912302859**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

from comment box at the GTC:

For me, Route 16 is a good safe alternative to Route 15. Now I'll be forced to take Route 15 in which I feel unsafe and is overcrowded due to all the types of people gathering on that route!!!

Reply Requested



Feedback - **FB2508232887**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/23/2025 12:00 AM		Route 16
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:
Route 16 needs to keep running

Reply Requested



Feedback - **FB2508282898**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
8/28/2025 12:00 AM		Route 16

Employee Name	Vehicle
---------------	---------

Feedback Comments

Passenger called and voiced his concern that cutting the 16 would reduce service on 4th St S to once an hour and only be available going southbound. Causing them to have to ride the 14 all the way to the around to get downtown. He is opposed to this change.

Reply Requested



Feedback - **FB2508292911**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Passenger stated that the reduction of 14 and 16 would reduce crucial access to the medical services of Sanford and essentia on University Dr S. One bus once an hour is not enough.

Reply Requested



Feedback - FB2508292941

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 7:00 AM		Route 16
Employee Name	Vehicle	

Feedback Comments

Received in the mail:

8/29/2025

Written Comment on Proposed MAT Bus Changes

To the Fargo City Commission,

I am writing to strongly oppose the proposed elimination of Route 16 in the MATBUS service changes scheduled for January 1, 2026;

For the past three years, I have relied on Route 16 every weekday to commute to work, access West Acres, and pick up prescriptions. I do not own a car, so this route is not just convenient; it is essential.

Unlike other proposed adjustments that reduce hours or frequency, eliminating Route 16 removes the route entirely. While I recognize that Route 15 is proposed to cover part of 34th Street, the remaining areas currently served by Route 16 would be left without

transit coverage. This creates a significant service gap, leaving riders like myself with reduced access to jobs, stores, healthcare, or daily necessities. I recognize the financial pressures facing MATBUS, but I urge you to consider less harmful options: reducing frequency, shortening service hours, or rerouting for efficiency. Eliminating the route outright strips riders of essential mobility and independence. For me and many others, this is not an inconvenience, it is the loss of access to daily life. I respectfully ask the Commission to preserve Route 16 or adopt a compromise that maintains coverage for those who depend on it most. Public transit is not just a line in the budget; it is a vital public service that supports dignity, opportunity, and community well-being.

Thank you for your consideration.
Austin Blazer
 Fargo, ND

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Austin Blazer	No		

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - FB2508312915

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/31/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Remix map comment near 17th Ave S and 16th St S. Route 16.

Anonymous Commenter

2 days ago

...

I have relied on Route 16 every weekday for three years to get to work, access West Acres, and pick up prescriptions. Since I do not own a car, Route 16 is essential, not optional. While Route 15 may cover part of 34th Street, the rest of Route 16's service area would lose all transit coverage. Are there other options, such as reduced frequency or modified hours rather than full elimination?

Reply Requested



Feedback - **FB2509022945**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Amy Benson: MSUM student, spoke against removing route 16, concerned about pushing too many riders to rt 15 and voiced safety concerns if that happens; feels Walmart location unsafe; concerned about rt 18 being the only route that serves south area (she lives around there); if we remove services employees and businesses will be impacted and will remove 30 bus stops (if stop running south of 32nd Ave S); winter will be worst, bus helps people get to warm, safe locations; increases accessibility for people; spoke of positive greenhouse gas emissions



Feedback - **FB2509022955**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Dennis Hopper: lives at Parkview Terrace in Mhd, takes route 16 to Fargo South for Special Olympics training, uses rest of system also; against WA change, Walmart too busy for pedestrians

Reply Requested



Feedback - **FB2509022957**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		

Employee Name	Vehicle
---------------	---------

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Christopher Coen: Online maps are unreadable (Taaren addressed this with him at the meeting); Rt 16, can it be brought inbound on 4th St vs 10th St, already have Rts 15 & 18 using 10th inbound; lives by water plant on 13th Ave S & 4th St

Reply Requested



Feedback - **FB9912302904**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

Rec'd in Transit email:

With the elimination of route 16 (I live in Hawthorne at 4th St S and 10th Ave S), if I need to go downtown, which is frequent, it looks like I need to walk now. Otherwise, I would need to take 14 outbound and get off at 13th Ave S and 11th St and then walk 9 blocks north on 10th St S to the bus stop on 4th Ave S to catch an incoming 14, 15 or 18, or walk from my home six blocks west to 10th St S and six blocks north on 10th St S to the bus stop on 4th Ave S, right? What about rerouting route 14 inbound north on 4th St S instead of 10th St S since we already have route 15 covering inbound on 10th, as well as route 18 half of the way on 10th? 10th St. S there has a lot of coverage.

Thank you,

9/1/25, 7:08 PMMATBUS

~chris c.

Fargo resident

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Chrsyopher Coen	Yes		justchris63@hotmail.com

Response to Customer

Julie Harris (08-29-2025 08:57 AM)

Replied to comment:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution



Route 18 Service Change Comments



Feedback - **FB2508192818**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/19/2025 4:47 PM		
Employee Name	Vehicle	

Feedback Comments

Received in Transit email:

To: Julie Bommelman, City of Fargo Transit Director

I am writing concerning the proposed changes to the bus route/service changes, particularly the elimination of the entirety of service to South Fargo.

I have been riding MATBus for over 20 years. I have never had complaints; services have been more than adequate for my needs; and employees have always been extremely helpful. I have helped others learn to use and love the MATBus system.

The proposed route/service changes would completely eliminate me as a customer. Route 18 is the ONLY bus route that services my neighborhood. The elimination of the south half of Route 18 will strand me and many others. I will not be able to get to and from work, medical appointments, shopping, or any other parts of Fargo-Moorhead. If this change goes into effect, I will be forced to find other transportation and would no longer be able to use MATBus services.

This is *not* a threat that I will willingly stop using MATBus if the changes go into effect; it is a statement of fact. If I wanted to continue using MATBus, I would need to walk nearly an hour to and from the nearest bus stop. This is out of the question for even the healthiest person in fair weather, not even considering the typical inclement weather Fargo-Moorhead receives. My daily commute sees many regular riders on the southern half of Route 18 who will also have to seek other transportation services, further reducing MATBus revenue.

Previous proposed changes to routes/service never suggested that this area of Fargo would no longer have service. I was willing to add a third route to my daily commute. I am willing to pay more in bus fare for this sole route to South Fargo to remain.

I strongly advise you to not eliminate the south half of Route 18, or at least provide a separate loop to continue service to South Fargo. I do not want to discontinue my use of such a wonderful local service.

Thank you,

Colleen Gordon

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Colleen Gordon	Yes		colleenemarsh@gmail.com



Feedback - **FB2508212836**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/21/2025 2:45 PM		
Employee Name	Vehicle	

Feedback Comments

From Mary Stip:

My husband Doug and I are devastated to hear about the route cuts being proposed. With the elimination of Route 18 service past 32nd Avenue, we will have no way to get to West Fargo from where we live. Cutting Sunday paratransit service will also cause serious challenges for people in our community who are disabled and rely on it for their independence.

The proposed fare increase to \$4.00 won't affect us as much personally since we can afford it, but many paratransit riders cannot. They live on fixed incomes, already struggle with medication costs, and cannot easily absorb another expense. We strongly hope the City Commission will reconsider and provide more funding for transit so that these essential services remain available.

Doug and I plan to attend the September 2nd meeting to share our concerns in person.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Mary Stip: 701-720-0738			

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508232850**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/23/2025 1:30 PM		
Employee Name	Vehicle	

Feedback Comments

Passenger, Robert Jackson, came to the window to express his frustration on the route cuts. Particularly, the Osgood area, where he lives. He said he can't move right now and has long covid which has made him blind and he can't drive anymore. I suggested Para, but he said it's too expensive and he can't get vouchers for it. He will be coming to the meeting.

Reply Requested



Feedback - FB2508252854

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/25/2025 9:46 AM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in transit email:

I am writing in advance about the suggested changes to the Fargo MAT Bus routes, specifically in regards to Route 18.

Presently, I work for the Fargo Public Schools at the Operations Center on 40th Avenue. This location is approximately a third of a mile away from the nearest Route 18 bus stop.

If Route 18 were changed to stop at Essenia, I would no longer have a way to get to and from work. I also use this route to go to Hornbachers at Osgood, as well as Aldi and Walmart along 52nd

Avenue South to do my weekly shopping after work.

I know Route 18 isn't the most passenger-heavy route because it is a very long ride from downtown, and if coming or going south of Essenia, you have to wait an hour before another bus comes in the direction you are going. However, people such as myself depend on it for our livelihoods and shopping. Without the current Route 18, I wouldn't be able to go to work or do my shopping afterward. I personally know a woman who lives in the senior housing next to Hornbachers who works at Walmart on 52nd. This bus is the only means she has to get to work and do her shopping. She relies on Route 18 100%.

Were this proposed reduction of service to take place, I honestly don't know what to do if MAT Bus decided not to serve that part of town anymore. I can't afford to quit my job, and daily Uber or taxi rides wouldn't be feasible. That woman at the senior housing, who can barely afford that, may end up in much worse circumstances if she isn't able to beg for a ride from a kind soul just to get to and from work every day.

I implore you, please don't stop service to the area south of Essenia. Even if you had to reduce service to one bus at 90 minute service, it would be better than no bus at all, or if you could offer a ride-on-demand service like you do for the Industrial Park and NDSU. Like that woman in senior housing, I know of other workers who rely on Route 18 to get to work at Swanson Health, Aldevron, Hornbacher's at Osgood, Walmart at 52nd and even Microsoft who need this service to get them to and from work, even on a temporary basis.

I know the Federal and State cuts are devastating everyone (and technically for no good reason - we all know the ultra rich don't need tax cuts). We have to find a way to work together in spite of them. We are more powerful together.

Thank you for continuing to serve the people of the Fargo-Moorhead metropolitan public.

Lisa Jenkins

Reply Requested



Feedback - **FB2508192861**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/19/2025 12:00 AM		Route 18
Employee Name	Vehicle	

Feedback Comments

from comment box at the GTC:

I take Route 18 daily to and from work. My stop is 52nd Ave. Walmart. I am not the only one who does this as I know of 4 others who get off there for work. I still have to walk 4 blocks to get to my job after I get off at Walmart.

Reply Requested



Feedback - FB2508222865

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/22/2025 12:00 AM		Route 18
Employee Name	Vehicle	

Feedback Comments

from comment box at the GTC:

I believe Route 18 should stay as is as I go to that Walmart almost every day. I Also have physical issues of walking to far.

Reply Requested



Feedback - **FB2508252866**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/25/2025 12:00 AM		Route 18
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:

I live 1 block from Essentia Hospital and work at the 52nd Ave. Walmart. I really need 18 to cover farther south than the hospital. A cab fare would be too expensive and I don't want to leave my job which I really like. Today I took the 18 from Walmart to the GTC. From Walmart to Essentia 3 people got on and from Essentia to GTC only 1. I know other employees and customers use 18 to come to work and to shop.

I had to move once before because of a route being shortened. If the route is too long, maybe a smaller bus can cover the south side - like a passenger van



Feedback - **FB2508232872**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/23/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

I am not happy with the Route 18 change. I live in Osgood so how am I to catch a bus to doctor appointments at Essentia Hospital on to S. University Clinic?

I am also concerned about someone who is DISABLED! He cannot walk very far with his walker. He often has to go the VA.

Doris Sorensen
701-219-8056
Route 18
sorensendoris@gmail.com



Feedback - **FB2508292902**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 8:00 AM		
Employee Name	Vehicle	

Feedback Comments

Anonymous commenter on Remix map near Osgood neighborhood.

Anonymous Commenter

5 minutes ago

...

Why eliminate the section thru Osgood & south Fargo when there is alot of development in this part of Fargo near Walmart? Several new businesses are opening there & the population is growing. Why cut off options for people to get to jobs at these businesses?

Reply Requested



Feedback - FB2508302914

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/30/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Remix map comment near 52nd Ave Essentia Clinic.

Deanna Love

3 days ago

I go to the doctor's office that is down by the 52nd Walmart, so cutting out this part of the route really affects me getting to my doctor.

...

Reply Requested



Feedback - **FB2509022916**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 8:30 AM		
Employee Name	Vehicle	

Feedback Comments

As I will be unable to attend tonight's commission meeting, I wanted to be sure my voice was heard in regard to the matter of the MATBUS proposal in regards to cutting certain services.

I have already written a letter to the MATBUS transit email, but over the weekend, I was able to view the August 20 MATBUS coordination committee meeting and look at the agenda documentation. Hearing from the Moorhead financial officers gave me an additional perspective to view the changes from, and that is what I would like to address here.

The financial impact of the cuts in service to the whole of the Fargo-Moorhead area will be immense. My main concern personally is Route 18 because it is the bus I use to get me to and from work. According to the materials shared for the August 20 meeting, the number of riders impacted if Route 18 alone was truncated at Essenia is 117. That is likely 117 people out of a job if Route 18 were changed to the proposed cuts.

Another proposed change is to make Walmart the transfer point rather than West Acres. The number of people impacted there are just shy of 1000. I did not see what the proposal was in regard to West Acres, but I did hear at the coordination meeting that there is difficulty getting in and out of the West Acres parking lot. I, too, have noticed that this is a congested area, and since the move by Best Buy to that end of West Acres, the task of getting in and out of the bus area is far more difficult since buses have to compete with Best Buy customer traffic.

How will the people who work and shop at West Acres get to and from the bus and West Acres? What is the proposal to address this? The current area for the buses is inadequate, it is true, plus all the traffic congestion makes things more difficult to get in and out on time. I would personally like to see more ideas and proposals about what to do with this. I know other plans had been in the works about a new bus area, but none of that was included here. Were those plans scrapped, and why? What new plans for addressing getting these 1000 regular passengers to and from the area are being proposed, since it is so problematic?

I do not feel that these proposed changes have taken in the financial impacts of the community. This proposal is very drastic, and it feels like it was also very sudden. I know there are issues about federal and state funding that has caused this sudden proposal, but I don't feel this proposal is the best way of handling them. Cuts are not always the solution.

I am sending this email both to John Strand with the Fargo City Commission as well as the MATBUS transit email to ensure that this is included in tonight's meeting, as I will be at work and unable to attend. I will also include the ridership impact page from the August 20 coordination committee meeting.

Thank you for the service you all provide to our community. Although we don't say it enough, we do appreciate the effort your service provides to us. Thank you.

Lisa Jenkins

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Lisa Jenkins	Yes		jenkins.lisa.d@gmail.com

Response to Customer

Julie Harris (09-02-2025 08:58 AM)

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2509022946**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Candice: Rt 18, she works at 52nd Ave S Walmart and knows at change will impact many who would lose their jobs

Reply Requested



Feedback - **FB2509022949**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Robert Jackson; Rt 18 keep same, he could move (would need if route changes); disabled due to COVID; how would people get to work, medical, grocery stores in Osgood area where he lives; keep Sunday para, it helps with people's mental health if they can get out and mingle; suggested removing GTC, do not need it.

Reply Requested



Feedback - **FB2509022950**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Martha Anderson: echoes not removing Rt 18, she works at 52nd Ave S Walmart and won't be able to get to her doctor if changes

Reply Requested



Feedback - **FB2509022952**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Mary Lou Stip: lives in Osgood area, they moved here from Minot and use Rt 18 all the time; do not remove WA, feels Walmart is not safe

Reply Requested



Feedback - **FB2509022953**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Doug Stip: Echoes same sentiment as his wife (Mary Lou Stip); mentioned the adjustments we made to Rt 18 last year impacted them

Reply Requested



Feedback - **FB2509042940**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
9/4/2025 4:03 PM		Route 18

Employee Name	Vehicle
---------------	---------

Feedback Comments

Rec'd via email from NDAD (North Dakota Association for the Disabled)

We had a client that just wanted to pass on his concerns. He stated that he lives near the bus stop by the Osgood Hornbacher's and I believe he said it is Route 18 and that this route is being taken away. He is frustrated as he stated the next closest pick up to him is Essentia and that is very far for him to walk because he is mostly blind.

Reply Requested



West Acres Transit Hub Elimination Comments



Feedback - **FB2508182804**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/18/2025 12:00 AM	Changes (west acres)	
Employee Name	Vehicle	

Feedback Comments

People can't walk all the way from road to the mall across the lot. That is a bad idea.

Reply Requested



Feedback - **FB2508192813**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/19/2025 11:30 AM		Route 15
Employee Name	Vehicle	

Feedback Comments

A regular passenger, Ruth Ahmed, who I know takes route 9 from Vista, called to complain of route 15 not being a transfer point and not going into West Acres anymore.

Reply Requested



Feedback - FB2508192814

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	

Feedback Information

Date/Time	Location	Route
8/19/2025 2:30 PM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email:

Dear Transit Personnel,

The changes you propose appear reasonable to me. We've had some VERY cheap fares since I began using MATBUS. The change in the West Acres Hub will take some getting used to for all of us.

Personally, I have always felt that #15 has had a redundant trip to West Acres. How many times does #15 have to drive all the way in there?

Route #1 is not labeled on your map.

I am willing to try any changes you make if it keeps the buses on time.

I am waiting for West Fargo to step up and get a route established for Bonanzaville & the fairgrounds. The closest I can get to these places STILL requires me to walk about a mile or so. That's too far for me at 70 years of age. I would go out there a lot if I could ride the bus.

I am VERY appreciative of MATBUS. I have been riding for over 5 years. I follow the rules by always having my fare ready, I get on & off quickly, I bother nobody & do not shout or play loud music. Thank you, thank you! I am one gal who truly appreciates MATBUS service.

Linda Short

1333 7th St S

#201

Moorhead, MN 56570

218-280-3960

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Linda Short	Yes	218-280-3960	Linda Short

Response to Customer

Julie Harris (08-20-2025 09:59 AM)

Replied to rider:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508192819**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/19/2025 5:09 PM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email:

They should keep route 16 and keep west acres as a transfer point. It easy access to go downtown or wrist Fargo. Its a great spot get off and to the mall or hornbacker or target. Plus keep route 16 people by mall or cash wise have no close shelter to catch a bus. Long way to walk to 13th or mall if closing mall as a transfer point

Thanks.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
	Yes		dnnyhook@gmail.com

Response to Customer

Julie Harris (08-20-2025 10:10 AM)

Replied to rider:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - FB9912302823

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

Comment received on our Remix Public Comment Map near the Walmart bus shelter on 47th St. S & 11th Ave S.

Karen Kohoutek
23 hours ago

Moving the Transit Hub from West Acres to Walmart means that we will have to stand in subzero temperatures for lengthy periods, instead of being inside an actual shelter. This is especially troubling given the proposed much longer times between buses if the Route 15 changes become permanent. A quick errand would leave me standing there potentially for an hour. There is also no security there whatsoever: you're just perched on a corner in the middle of nowhere. The change will make life more difficult especially for those who are disabled.

Reply Requested



Feedback - **FB9912302826**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
Employee Name	Vehicle	

Feedback Comments

Danny hook

20 hours ago

We need to keep route 16 and west acres as a transfer point. There no buses on 34 street s and 16 Ave or that area route is way too far for blizzard or hot. I've ridden for 25 yeast mall is great middle to downtown or west Fargo. Nice inside shelter many bathroom and many store and eating places. Especial when bused get behind ormiss transfer or bus stop running or really who want stand outside. Lot of senile and disable use that hub.

Comment on our public comment Remix map near West Acres.



Feedback - **FB2508202830**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/20/2025 4:50 PM		
Employee Name	Vehicle	

Feedback Comments

Passenger called at 4:50 pm to complain about the new route changes an was very upset about the West Acres transfer station being cut and was concerned about standing outside in the winter at the Walmart shelter. She will be coming to the meeting on Sept. 2

Reply Requested



Feedback - **FB2508202831**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/20/2025 6:40 PM		
Employee Name	Vehicle	

Feedback Comments

Passenger called at 6:40pm to ask about the apartment loop being cut off of 32nd Ave S. She said she will not be able to walk to 32nd Ave with asthma to catch route 14 after the apartment loop is cut. Upon further inquiry about the changes, she was very upset. Specifically, not servicing West Acres and cancelling route 16, which she uses to get to Essentia on 17th Ave. She will be at the meeting on Sept. 2.

Reply Requested



Feedback - FB2508212837

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/21/2025 10:40 AM	West Acres Transit Hub	
Employee Name	Vehicle	

Feedback Comments

Received in a Facebook comment to West Acres: (directed to West Acres staff) "Hi! I just want to ask if you guys are aware that Matbus is planning on stopping serve to West Acres come January? I know as someone who uses the bus to come shop at West Acres this means that will stop. As in no more shopping trips to West Acres. I can't drive because of medical issues. Plus if you guys approve of this happening that says you don't want the business that people who rides buses that bring. Plus I also know people that work at West Acres that gets there by bus. Which means there will be an even larger shortage of employees to work at West Acres.

Reply Requested



Feedback - FB2508212840

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/21/2025 4:50 PM		
Employee Name	Vehicle	

Feedback Comments

Passenger called dispatch very upset that West Acres is being cut and emphasized that it would be too cold and dangerous for passengers to walk from 38th St to the Mall (a 10minute walk). She explained that she has a difficult time walking because of osteoporosis and could injure herself. She has been using the bus system for 9 years and is so upset she is considering leaving Fargo because of these changes.

Edit: The passenger called back to tell me that in addition to poor weather with walking to the Mall, it would also increase crime for people who are trying to walk to the Mall. She stated she does not have a computer, but will be calling administration and KVRN news.

Reply Requested



Feedback - FB2508212842

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/21/2025 5:10 PM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email

Good Afternoon,

I work within the DD system and find some concerns with some of the changes proposed. Most importantly having at risk individuals moving over to the Wal-Mart bus shelter to transfer isn't ideal when weather is overly hot, rainy, stormy, friggged, or snowing. Having little to no shelter, unsure if walking paths will remain cleared especially in the winter. Also, losing the visibility of onsite security personal from West Acres to an area not as visible, with less lighting are some of our concerns if the transfer hub is moved from West Acres over to Walmart.

Gabriele Achilles

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Gabriele Achilles	Yes		GAchilles@clsnd.org

Response to Customer

Julie Harris (08-22-2025 08:13 AM)

Responded to comment:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date



Feedback - **FB2508222843**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/22/2025 8:00 AM		
Employee Name	Vehicle	

Feedback Comments

Rec'd a phone call from Robert Rounds expressing concern about the closing of the West Acres shelter. He is hoping that MATBUS will still go into the mall and not make people walk across the parking lot. He is disabled and would not be able to able to walk that distance especially in the winter

Reply Requested



Feedback - **FB2508222848**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/22/2025 3:15 PM		
Employee Name	Vehicle	

Feedback Comments

Received a call from a Lynn Samsten. She wanted to comment on the proposed changes for our system:

- She thinks we have a wonderful system and thinks that taking the bus away from West Acres and putting the transfer point at Walmart on 13th Ave is an awful idea. She feel like that area is not a nice part of town and the place is not big enough for the amount of people who may be using it.
- She hopes that both the Paratransit and the fixed route will both continue as we have them.
- She was amenable to the fare change. She thinks it is completely affordable but would like to see the service levels stay the same.
- **She added that it is very sad that the people who need this service the most, have the smallest voice.**



Feedback - **FB9912302858**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name	Vehicle	

Feedback Comments

From comment box at the GTC:

Sometimes I need the bus to get to the mall for work. If it doesn't go there, I would have to quit my job

Reply Requested



Feedback - **FB9912302863**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

from comment box at the GTC:

We need the West Acres stops. Since people work there and need to be able to get to work. Plus, people also shop there as well

Reply Requested



Feedback - **FB9912302867**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
		Route 15
Employee Name	Vehicle	

Feedback Comments

From Comment box at the GTC:

NO changes to these routes (15 and 11) please, keep mall stop as many people work here.

So you're basically saying, people who ride the bus are peasants and you are taking away our job opportunities!

Reply Requested



Feedback - FB9912302871

Tracking Information

Feedback Type		Possible Injury	Transit Worker Assault
Public Comment		No	No
Tracking Details		Assigned To	
Public Comment		Leadership	

Feedback Information

Date/Time	Location	Route
		Route 15
Employee Name		Vehicle

Feedback Comments

from comment box at GTC:

I am a patient at Essentia Clinic at West Acres. I rely on taking the bus to go there. I use Route 15

Reply Requested



Feedback - **FB9912302876**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:

I am shocked at the proposal to remove bus service to West Acres. This is a major destination and removal of service would be a major hardship, especially for anyone with mobility issues. Non drivers will be cut off from numerous services, not to mention there are employees who rely on bus services

Reply Requested



Feedback - **FB2508262877**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/26/2025 4:00 PM	West Acres	
Employee Name	Vehicle	

Feedback Comments

Received a phone call from a rider, who wishes to remain anonymous, but had a very strong opinion on the closing of the West Acres hub and having riders walking a minimum of 10 minutes to get to West Acres. Her thoughts are:

- City of Fargo is putting peoples' lives at risk
- All elderly, especially those with mobility issues will be at risk with ice, snow and rain
- Young people will be an easy target for abduction, as it is dark very early in the winter, and walking across an open parking lot will make them very easy targets
- People with shopping bags will also be targeted as robbery victims, as there is nowhere for them to seek shelter if someone tries to rob them

- People in wheelchairs will have a very hard time making the trip across the parking lot without getting stuck in the winter and also issues with curbs as this is not a regular pedestrian area

She feels this is a very stupid idea and City of Fargo needs to find a way to **not** let this happen

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508262868**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/26/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

From comment box at the GTC:

Keep Mall stop! I work there and need the bus

Reply Requested



Feedback - FB2508232857

Tracking Information

Feedback Type		Possible Injury	Transit Worker Assault
Public Comment		No	No
Tracking Details		Assigned To	
Public Comment		Leadership	

Feedback Information

Date/Time	Location	Route
8/23/2025 12:00 AM		
Employee Name		Vehicle

Feedback Comments

From comment box at the GTC:

So, I ride all 3 routes (11/15/24) to and from work. I am wondering why the West Acres hub is being eliminated and if the maps, website and app will be updated with the changes?

Reply Requested



Feedback - **FB2508202879**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/20/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:

No service to West Acres hub is a bad idea! I have things on 13th Ave then go onto West Acres

Reply Requested



Feedback - **FB2508232881**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/23/2025 12:00 AM		Route 15
Employee Name	Vehicle	

Feedback Comments

from comment box at GTC:

If the Walmart stop is becoming the new transfer point the bus stop there will need to be improved to handle the large amount of people who will have to wait there

Reply Requested



Feedback - FB2508282893

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
8/28/2025 6:00 AM	Routes 14 and 16	
Employee Name	Vehicle	

Feedback Comments

Received in transit email:

Hello,

I am writing to express concerns about the planned service changes for 2026. I have been a daily rider of MATBUS for more than 10 years. I have worked two jobs for the past decade, and MATBUS transportation is what allows me to make this work.

I selected the location of my current residence off Fourth Street in part because it is along Route 14 and Route 16. The changes proposed for these two routes would drastically affect my ability to function as I currently do. I take the first Route 14 bus of the day at 6:15 am because it gets me to my full-time job in the West Acres area before my starting time. If Route 14 did not depart until 6:45 am, I would not arrive on time to work my current schedule. Route 16 would be the only other option for an on-time arrival, but that bus is slated for elimination.

Route 16 is also the bus that takes me home from work and delivers me to my part-time job downtown, which I work on Saturdays and some weekday evenings shortly after my other job. If Route 16 is eliminated, I will have no option for an inbound bus to downtown. This is of particular concern during inclement weather, especially dangerous cold in winter. Route 16 is also my link to the GTC for transfers to other buses.

Besides getting to my places of employment, I use MATBUS multiple times a week for grocery shopping. Route 16 is the only bus with a designated stop at the Fargo CashWise store, which I can now access immediately after work from West Acres. I understand that a Route 15 stop is nearby, but that bus does not get me as close to home and would require a multiple-block walk home with a load of groceries to carry.

I hope you will consider keeping Route 16 service. Also, if Route 14 needs to be reduced to once per hour, I would ask that you consider maintaining a start time of :15 after the hour to accommodate people who need an earliest possible bus. In addition, I was wondering if you have considered the feasibility of re-routing Route 14 so that the inbound bus could run north on Fourth Street. Doing so would at least provide an inbound option if Route 16 is eliminated.

I appreciate the service MATBUS has provided over the years. Thank you for considering my comments.

Sincerely,

Michael Florio

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Michael Florio	Yes		mikeflorio70@yahoo.com

Response to Customer

Julie Harris (08-28-2025 07:54 AM)

Responded with the following:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on

September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508292906**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 1:00 PM		
Employee Name	Vehicle	

Feedback Comments

Comment on Remix map regarding Routes 15 and 20. Comment placed near Route 20 on 9 Ave S.

Anonymous Commenter

1 hour ago

...

I ended up having to switch from the route 15 bus to going on 15 and then taking route 20 to get to work. It is great to be able to take the bus closer, but now with the route removed I'll have to take it to Target and walk about 15-20 minutes. And even after work I would have to walk even further to get to the same stop. I initially had a stop by the light on 13th and 42nd but it was removed. Now I would have to walk even longer to go to and from work. For someone who takes the bus on a daily basis this is a big change. It takes me an hour each day to get to work and back home, but the change may make it even longer. For note just in a car ride it take eight to eleven minutes.

Especially with the removal of West Acres hub. The hub is next to a clinic and the mall where many people go to during the week and the weekend. It is also a good spot as it has an indoor area for people to sit in even during colder temperatures. Where the new hub would be has a sitting area, but it is not enclosed for the temps.

To others this may not seem like a big deal for these changes, but for myself and many others who take the bus, it is. I know changes have to be made, but some of these changes are taking away many passage to get to places efficiently and quickly.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Anonymous Commenter	No		

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508292910**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Paul Mott came to the window saying that leaving west acres would be stupid idea as people with mobility issues can't walk across the parking lot and many people work there.

Reply Requested



Feedback - **FB2509022922**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 3:30 PM		
Employee Name	Vehicle	

Feedback Comments

From comment box at the GTC:

This map loses the West Acres Hub. Walmart on 13th is not set up to be a hub. Poor use of resources. Less usable + cost. More terrible.

Reply Requested



Feedback - **FB2509022948**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Ricky Meidinger: Rt 15, he has used many years, against removing WA indoor shelter is important, people can't use outdoor shelter with physical disabilities

Reply Requested



Feedback - **FB2509022956**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Destiny Wyland: against WA hub change, concerned about winter months and walking from 13th Ave S

Reply Requested



Feedback - FB2509022958

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Mark Puppee: lives in N Fargo, uses bus frequently with his daughter and alone, really enjoys it; against moving the WA hub to Walmart

Reply Requested



Feedback - **FB2509032931**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/3/2025 12:44 PM		
Employee Name	Vehicle	

Feedback Comments

Dispatch received a call at 12:44 from an upset passenger about pulling out of West Acres Mall. He said, "What are we supposed to do? Stand outside in the middle of winter? Whatever!"

Reply Requested



Industrial Park On-Demand Elimination Comments



Feedback - **FB2508252891**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/25/2025 5:00 PM		
Employee Name	Vehicle	

Feedback Comments

Received during Open House on 8/25: Chuck McKnight - Chuck is one of two riders who regularly utilize the Industrial Park On-Demand service by boarding at West Acres. Without this service it would take him four hours to get to work and back. He works at Burgseth Brothers in the industrial park.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Chuck McKnight	No		

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Sunday Paratransit Elimination Comments



Feedback - FB2508182800

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/18/2025 10:48 AM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email:

Several residents received a letter about the proposed changes to take effect in January 2026.

We at St. Catherine North want to express our concern with the potential of losing the Sunday Para Transit services that typically run from 7-5pm. The Sunday service route is a wonderful opportunity for our residents, and I would expect other long term care facilities in the FM Area to have an economical option to bring residents out to church or other events with friends and family. Many residents and their families do not have the means for the other transportation companies and are deterred from going out related to the cost for the round-trip transportation. Losing the Sunday Parar Transit service option will further prevent residents from being able to go out to do desired activities.

Thank you for your consideration in keeping the Sunday Para Transit route.

Sherri Suckow, Care Manager on Berg Court and Berg Terrace

SMP Health-St Catherine North (formerly Rosewood on Broadway)

Office Hours Monday-Thursday 8:30-5:00pm

701-893-7062 phone

701-277-7989 Fax Number

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Sherri Suckow	Yes	701-893-7062	sherri.suckow@smphs.org

Response to Customer

Julie Harris (08-20-2025 09:48 AM)

Reply sent to Sherri:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you



Feedback - **FB2508192817**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/19/2025 10:15 PM		
Employee Name	Vehicle	

Feedback Comments

I am writing in regards to the proposed MatParaTransit and Matbus changes,

I would like to introduce myself, My name is Hannah Harvey, I am 30 years old. I moved to Fargo in January 2022, and I have lived here for close to 4 years now. I currently take paratransit due to having a non verbal learning disability and also non epileptic seizures/absence seizures and not able to drive. I take paratransit to my day program at the Fargo Vocational Training Center and home several days a week as well.

These proposed changes would greatly affect me personally. It would make it very difficult to get to Prairie Heights Community Church where I attend and back home on Sundays as I live in North Fargo and the drive takes a half hour from my residence, where I live independently and is the only way I can get to and from Church.

Additionally, the proposed changes to bus fare would also greatly affect me as I would not have room in the budget for that. It would cost me \$40.00 more a month, which would not be feasible and a tight squeeze with limited income. Right now, I utilize MatParatransit Services about 40 times each month.

I ask that you would consider not changing those prospective items as this would make things very challenging for me

Respectfully,

Hannah Harvey

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Hannah harvey	Yes		Hannah

Response to Customer

Julie Harris (08-20-2025 10:02 AM)

Rec'd back from Hannah:

Your very very welcome, I will be out of town during the hearing with the City Commission, but I will bring that forward with our Commissioners, as I do know a couple of them personally, and have family ties as they know my great uncle who used to be a mayor

Julie Harris (08-20-2025 09:30 AM)

Sent reply to rider:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.



Feedback - **FB2508292905**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/29/2025 10:30 AM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email:

Good morning,

I am writing to register my opposition to at least part of the proposed MATBUS changes.

The proposed elimination of Sunday service for MAT Paratransit should be the very last thing eliminated by MATBUS. Just because it's a Sunday doesn't mean that disabled people who use the service during the week are just sitting at home. They too rely on the service to go to church, see friends or even just get out of their house (especially in the winter).

Disabled people have equal protection and eliminating their transportation while continuing transportation for the non-disabled on Sundays raises (at a minimum) ethical if

not legal questions.

There's so much wasted money in this city budget due to uncoordinated street construction and repair, and an embarrassment of a communications team to name a couple. Take the money from there before we start doing things like eliminating transportation for the disabled and talk about eliminating libraries.

That this was even proposed is a disgrace.

Andy

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Andy Nordin	Yes		nordin.andy@gmail.com

Response to Customer

Julie Harris (08-29-2025 11:37 AM)

Replied to rider:

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments



Feedback - **FB2509022920**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 1:00 PM		
Employee Name	Vehicle	

Feedback Comments

Name: diane gemelli

Email: deezthree@netzero.net

Question/Comment: I don't know who else to talk to about paratransit rides. The Sunday rides are needed in fargo moorhead for those who have no options or any other way to get to places they need to go. Church, Grocery shopping, etc. The week is so full of doctor appointments etc. Please bring this up to who ever is voting on changing this. I hope they really hear what is being said and not just listening to peoples views.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Diane Gemelli	Yes		deezthree@netzero.net

Response to Customer

Julie Harris (09-02-2025 01:19 PM)

Good Afternoon -

We appreciate your input and value your participation in this process. All comments received will be shared with the City Commission for their review at the meeting on September 2nd.

If you would like to provide feedback in person, the public hearing will be held on September 2nd at 5:05 p.m. in the City of Fargo Commission Chambers.

Thank you

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date



Feedback - **FB2509022943**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Rec'd handwritten note (attached)

To Whom it may concern:

My name is Debra Laura Gunderson. I have been taking MatPara for many years. I am wondering why the coupons are raising up to \$20.00 more. It is going to

impact my other bills.

Why are you taking away Sunday? Sunday I like to go to church. You take that away and I like to hear the kids sing on holidays.

Please consider not changing anything by keeping everything the same.



Feedback - **FB2509022954**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/2/2025 6:00 PM		
Employee Name	Vehicle	

Feedback Comments

The following is a synopsis of what was said by someone who spoke at the September 2nd public hearing regarding the proposed route and service changes:

Craig Campbell: has vulnerable adult daughter, spoke about cost to her, she lives independently but concerned about increasing costs; she works and receives assistance worried about losing job (sounds like she uses para on Sundays to go to work)

Reply Requested



Feedback - **FB9912302919**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

To Whom It May Concern:

I ride Paratransit to go to church on Sunday and I would miss riding it on Sunday and would have a hard time going to church. Other people use it to go to work and some use it to go to church. I feel it would be a mistake to discontinue the Sunday service and would like to see it continued on Sunday or how would I get to go to church.

Thank you,



General Comments on Negative Impacts



Feedback - **FB9912302833**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name		Vehicle

Feedback Comments

Anonymous Commenter

8 hours ago

...

These changes will remove service for a lot of people so I don't like them.

Comment placed on Remix Pubic Comment Map south of 13th Ave S, between I-29 and 34th St. Between Routes 15 & 16.

Reply Requested



Feedback - FB2508202834

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	Yes	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/20/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Justin Kringstad made two comments on our Facebook page, on two different posts.

On public hearing post:

"Whoever thought this shit up should be fired."

On a post from May about the initial pilot of Route 15 changes:

"Who's the fucking retard thought this up"

I have hidden the last comment on our page for the use of a slur.



Feedback - **FB2508222845**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/22/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

Received in a Facebook comment on the public hearing announcement post:

Passing Fargo's budget crisis onto the poor and vulnerable is a disgraceful choice. Cancel the unnecessary interstate exit project at 64th avenue and end tax breaks for developers before harming those who are physically or financially unable to drive.

Reply Requested



Feedback - **FB9912302864**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
		Route 14
Employee Name	Vehicle	

Feedback Comments

from comment box at the GTC:

Reducing frequency and to a lesser extent raising fees is a losing strategy. As it sets up a spiral, the less the bus runs, the less convenient it is, less people ride, which leads to more cuts

Reply Requested



Feedback - **FB2508252855**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/25/2025 1:45 PM		
Employee Name	Vehicle	

Feedback Comments

Dennis Hopper left VM for Julie B wondering about proposed route changes and whether or not the public could attend the Fargo City Commission meeting on 9.2.25.

JB returned call 8:55 am 8.26.25, spoke to Mr. Hopper and explained the public was welcome to attend the meeting - clarified what time and the location of the meeting and encouraged him to attend and/or submit comments in advance. He explained he is a Moorhead resident and plans to attend the meeting. He did not have any specific input at this time but does plan to attend the meeting.

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
Dennis Hopper	Yes	701-219-8871	

Response to Customer

Cole Swingen (08-26-2025 09:49 AM)

Response by Julie Bommelman - Spoke to Mr. Hopper and explained his opportunity to attend the Fargo City Commission meeting 9.2.25 at 5:00; public hearings begin at 5:05pm. Clarified the location of Fargo City Hall and encouraged him to attend the meeting.

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments



Feedback - **FB2508212878**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No

Tracking Details	Assigned To
Public Comment	Leadership

Feedback Information

Date/Time	Location	Route
8/21/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

from the comment box at the GTC:

Longer wait time and have to pay more, makes no sense! It's targeting minority races in a bad way

Reply Requested



Feedback - **FB2508282903**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/28/2025 8:00 AM		
Employee Name	Vehicle	

Feedback Comments

Anonymous comment on Remix map near Route 15 on 10th St. S.

Anonymous Commenter

1 day ago

This is a piss poor idea, as many people rely on MATbus, particularly Route 15 to get to and from work. The changes you are currently proposing would actively fuck over those that rely on it, which, in turn, would bring in less money for you, which you're already bitching about (a potential fix for that would to have major routes operational 24/7, trust me, you can find drivers willing to do it) and the removal of Route 14 would also be a piss poor idea. The bottom line is that the Fargo Moorhead area is NOT pedestrian friendly at all, with how spread out most things are.

...



Feedback - **FB2509032932**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
9/3/2025 1:17 PM		
Employee Name	Vehicle	

Feedback Comments

Rec'd in Transit email:

We need to be increasing the city funds that go into our bussing system to allow for more use, both from residents and tourists. cutting back does nothing but force more pollution and less community for everyone involved.

Reply Requested



Feedback - FB9912302942

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
Employee Name	Vehicle	

Feedback Comments

Presented to the Fargo City Commission on 8/2/25 by Quincy Tullock. A copy was provided to Julie Bommelman after the presentation.

To the Fargo City Commission,
Thank you for the opportunity to share my perspective as a MATBUS consumer. My name is Quincy Tullock. I work with our aging population in a skilled nursing facility, and I'm enrolled at NDSU. Fargo might not be the home I was born into, but it is the place where I chose to put down roots. With Fargo's strong sense of resiliency and community, I would like to appeal to you as your neighbor. As a daily rider commuting to work, college, and appointments, I argue that an increase in fare, paired with a decrease in route frequency, will negatively impact ridership with a long-term decrease in revenue.

I understand that the reason for the proposal is economic-based. If prices have not been updated over the past ten years, it is time for a change. However, transit systems are particularly vulnerable to changes in ridership, especially with increased fares. According to the American Public Transportation Association, a 10% fare increase results in a 4% decrease in ridership for large cities and 8% in small cities within the US. Smaller cities have populations ranging from 50,000 to 100,00 people, and Fargo has a population of 120,000 according to the 2020 census, not including Moorhead and the greater area. With Fargo being somewhere in the middle and considering the proposed 33% price increase, 18% of current ridership is expected to decrease according to APTA. This is considering the price increase, and no additional variables to the current ride schedule.

Continuing to review the current proposal from MATBUS, three of the routes are going to be negatively impacted. Route 16 will cease to run, while routes 13 and 14 will decrease their frequency from 30 minutes to an hour. Decreasing frequency of routes negatively impacts ridership. Studies show that infrequent routes lose 7% or more of ridership per line for larger cities within the US, and 13% or more from smaller cities. With the proposed changes, a minimum of 10% of those two rides and all of route 16 will be eliminated. I don't have the time today to dig into each route's positive impacts on the Fargo Transit culture; however, it should be said that many people use these routes, and a delayed bus route is a bus in use.

There is a relationship of positive externality in pick-up frequency. More frequent times mean more opportunities to catch the bus. There are many vehicle owners who use MATBUS so they can save on gas, travel safely in the winter, and worry less about parking in downtown Fargo. I've met doctors, students, the elderly, and young families who all use the MATBUS transit system to travel through Fargo. If route times are decreased, then the many people who rely on the current transit schedule may need to consider alternate methods of travel because the system will become too inconvenient to use.

Fare increases and route decreases at the same time have historically led to a negative spiral for transit systems. A temporary increase in revenue will occur directly after the fare increase. However, the short-term gains have historically been lost within 6 months, as riders seek, find, and change their methods of travel, resulting in a no-win situation for anyone involved. The proposed changes with historical rider losses, 25%- 30% of riders will leave the MATBUS ecosystem for a 33% price increase. Let's do the math:

In 2017, 1.4 million individual rides occurred at \$1.50. For ease, we will not be looking at the decreased fare options. That's 2.1 million dollars in revenue from people riding the bus. With just the price increase causing 18% of riders to drop, and the route frequency decreasing ridership by 2%, that's a 20% decrease in total ridership based on historical values. That makes 1.12 million riders at \$2 a ride, making 2.24 million dollars a year. That's a 6% increase in revenue, not profit, at the historical average. If the loss of ridership is any greater than 20%, the increase in revenue evaporates. MATBUS cannot afford that. I don't know if the negative spiral is the goal; however, I must state the obvious: we have been in a downward spiral for the past 10 years. The pandemic caused ridership to crash even further from 1.7 million people in 2017 to 800 thousand in 2022.

Recently, the number of riders has been recovering by a percentage of people who see the bus as a safe, alternate, and economic method of travel. I've seen more people at bus stations, bus stops, and on the buses themselves within the past 6 months than in 2024. Based on those numbers above, you will turn a small percentage of a profit at the maximum after 6-12 months.

Fargo is not just a metropolitan area, but a community with care and compassion. Personally, I have built a community within this transit system, and I know I am not the only one. I ask that you keep in mind the lasting impacts these changes will have on our neighborhoods. I ask you to consider that temporary returns in value are nothing compared to a strong network of connected individuals who are satisfied with the services being provided. Satisfied riders are riders who return. Riders who return are riders who consistently give back to good service and great systems. If it takes me over two hours to get from place to place, I will be required to seek other means of transportation, and I am not the only one. The people may not be able to directly vote about when the MATBUS services are running or how much the service costs; however, the people will vote with their time, their patience, and most importantly, their wallets.

As a rider of the matbus system, I cannot democratically vote on what and when bus routes are available. With upcoming changes causing a decrease in bus availability, current consumers will be forced to vote with their wallets. I am deeply concerned for the people for where other options are not available. I see women from our local shelters using the bus. I see people who are struggling with their jobs and with their homes. I see young people using the transit to safely traverse the community. One of the changes is to no longer use West Acres as a transit hub, but Walmart. The Walmart stop is essentially the middle of traffic, and does not have an enclosed and heated space like West Acres. When building and maintaining a community, you have to make sacrifices. I recognize this. Is the Fargo City Commission sacrificing a life-line in the community for those who need it, over revenue? Is that where priorities lie? Is it income and the everchanging dollar, or the people who live and breathe in the same neighborhoods as you?

Yet there is hope. Not all transit system changes are negative, even among the proposals here. In Spokane, Washington, limited increases in route frequency increased ridership by at least 13.4%. The Spokane Transit Authority added the Bus Rapid Transit line, connecting the downtown and university areas with a faster route. That one route alone brought nearly a million rides to the system in one year. When transit systems increase lines, riders return. Small investments in city transit transform into massive returns that are long-term and resilient to changes. Decreasing routes and increasing fares may grant a surface level response in revenue. The long-term effects can devastate a system to the point of no return. Transit is a service for the public good, and positively impacts people in many ways.

Thank you for this time to speak.

Reply Requested



Comments in Favor of Proposed Changes



Feedback - **FB2508202888**

Tracking Information

Feedback Type	Possible Injury	Transit Worker Assault
Public Comment	No	No
Tracking Details	Assigned To	
Public Comment	Leadership	

Feedback Information

Date/Time	Location	Route
8/20/2025 12:00 AM		
Employee Name	Vehicle	

Feedback Comments

from comment box at the GTC:

Economy and inflation are cause and effect. We the people shall always comply with change

Reply Requested

Contact Name	Reply Requested	Contact Phone	Contact Email
David Coyne	Yes	476-4145	

Response to Customer

Investigation Comments

Employee / Passenger Resolution

Resolution Status	Employee Disciplined	Completion Date

Resolution Comments