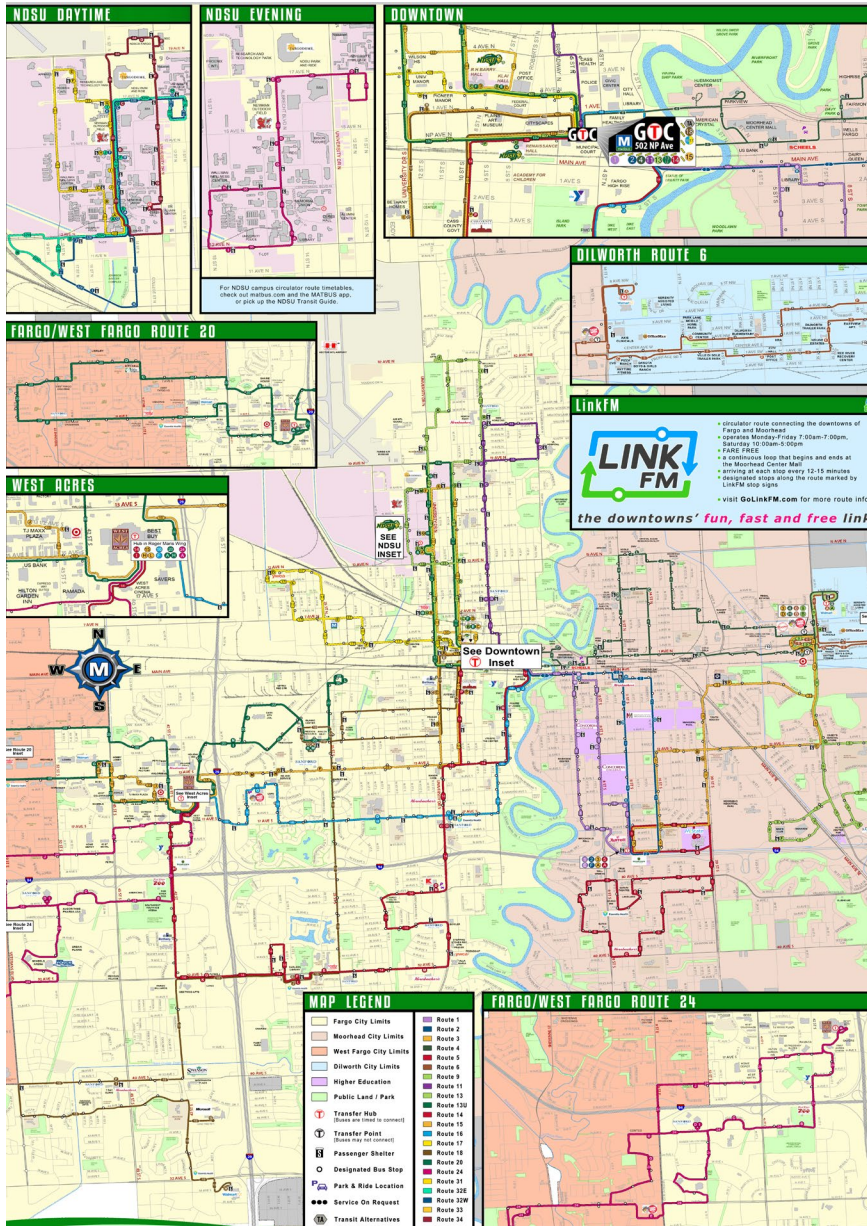


Moorhead Metropolitan Area Transit



Agency Background

Moorhead Metropolitan Area Transit (MATBUS) is the public transportation system serving the communities of Fargo and West Fargo, ND, and Moorhead and Dilworth, MN. MATBUS provides convenient, cost-effective city transportation throughout the metro area with 24 fixed routes, linking riders to employment, education, healthcare, entertainment, and more.

The Cities of Fargo, ND, and Moorhead, MN jointly operate MATBUS. The contractor First Transit manages driver services.

Contact Information

Lori Van Beek, Transit Manager
 500 Center Ave
 Moorhead, MN 56560
 701-476-6686
lvanbeek@matbus.com
<http://matbus.com/>

Hours of Operation

Administration Office
 Monday – Friday: 7:45am to 4:30pm
 Saturday – Sunday: No Service

Paratransit
 Monday – Friday: 6:00am to 11:15pm
 Saturday: 7:00am to 11:15pm
 Sunday: 7:00am to 5:00pm

Future Needs – Buses

MATBUS owns four class 400 vehicles, four class 200 vehicles, and twelve class 700 vehicles. All class 400 and 700 vehicles are wheelchair accessible and have security camera systems.

Future Needs – Facilities

MATBUS has a Ground Transportation Center (GTC), which is the main transfer hub between Moorhead and Fargo routes. At the GTC, Dispatch Team Members coordinate transfers between bus routes and safely dispatch departing. They also assist in trip planning, selling fare media, and bike and bus training. In February 2019, Jefferson Lines began operation from the GTC. In addition, Transit Alternatives operates commuter routes to the metro area with transfers at the GTC.

MATBUS also has the Metro Transit Garage, which houses the administrative offices for MATBUS, MAT Paratransit and First Transit. It is also the location of Paratransit Dispatch, the bus garage and shop. MATBUS's transit hubs are located at West Acres Shopping Center, NDSU, the Marriott in Moorhead and the Dilworth Walmart.

In 2018, a MATBUS Facility Study was completed with short, mid and long-term improvements identified over the next 20-year period. The Metro Transit Garage needs improvements to employee on-site parking, fleet storage, fleet maintenance and administration. The Dilworth Walmart Hub needs to be updated for safety, accessibility and accommodation for up to four buses. Moorhead has 31 passenger waiting shelters, of which 24 were identified as needing improvements for accessibility and replacement of aging structures.

Future Needs – Operations

The five-year Transit Development Plan identified the need for Sunday service on MATBUS. Driver shortages and on-time performance continue to be the top concerns for reliable service. Staff are working with First Transit on wages, benefits, new hires and employee retainage.

Future Needs - Technology

MATBUS operates a mobile app and web page with live tracking of buses, Google Transit for trip planning, and social media such as Facebook and Twitter. On-board technology includes auto vehicle location and auto voice announcement systems, electronic registering fareboxes, security camera system, Quantum wheelchair self-securement system, information digital display, and route destination signs on the front, back and side.

Budget Information

City of Moorhead 2019 Budget with New Service Expansion: \$3,208,000

Legislative Districts

Legislative Districts: 04A, 04B

Congressional District: 7