TENTATIVE AGENDA
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING AND EXECUTIVE SESSION
ORDER OF BUSINESS
THURSDAY, FEBRUARY 14, 2019 AT **4:30 PM**
801 LEESBURG RD.
FORT WAYNE, IN 46808

I. REGULAR MEETING: to start at 4:30 PM

1. Roll call of members

2. Executive Session of the Board of Directors to discuss matters under I.C. 5-14-1.5-6.1(b)(5)

3. Reconvene public meeting no later than 5:30 p.m.

4. Reading, correcting and approval of the Minutes of the previous meeting(s):
   a. Regular Board Meeting Minutes (1/10/2019)
   b. Executive Session of the Personnel Committee of the Board of Directors (2/8/2019)

5. Communications from the public, including petitions and remonstrances:

6. Reports in the following order:
   a. Board of Directors Reports:
      i. Finance Committee:
      ii. Personnel Committee:
      iii. Marketing Committee:
      iv. Legislative Committee:
      v. Executive Committee:
      vi. Transportation Planning Committee:

   b. Staff Reports:
      i. Controller's Report:
         1. Record of Transmittals
         2. Controller's Update

      ii. General Manager's Report

7. Introduction and/or Adoption of Resolutions and Ordinances:
   a. Resolutions:
   b. Appropriations Ordinances:
   c. General Ordinances:

8. Old Business:

9. New Business:

10. Open Discussion by the Board

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
Board Minutes
January 10, 2019

The January meeting of the Board of Directors of the Fort Wayne Public Transportation Corporation/ Citilink was held on Thursday January 10, 2019 with regular meeting starting at 5:30 pm at the Citilink offices, 801 Leesburg Road, Fort Wayne, Indiana.

Directors Present: Ms. Sherese Fortriede, Mr. Ronald Steinman, Mr. Glynn Hines, Mr. Nelson Coats, Ms. Lana Keesling, Mr. Nathan Hartman, and Mr. Howard Traxmor.

Directors Absent: None

Staff Present: Mr. Ken Housden, Ms. Jean Marie Boykins, Mr. Bruce Miller, Ms. Claudia Harris-Stevenson, Ms. Betsy Kachmar, Mr. Jason Trabert

Others Present: Mr. Denny Logan, Corporate Counsel, Mr. Tom Trent, Corporate Counsel, Mr. Ernie Johnson, & Mr. Chris Phillips, ATU Local 682, Officer Barbour, bus operators Ms. Debra Mueller, Ms. Breanna Munson, Ms. Cheryl Good and Ms. Brenda Allen.

Ms. Fortriede began with roll call of members and noted that all Board Members were present.

Approval of Minutes: Ms. Fortriede moved to the reading, correcting and approval of the previously distributed regular Board Meeting minutes of 12/13/2018. Mr. Steinman made the motion to approve the amended corrections to the regular Board Meeting minutes of 12/18/2018. Mr. Traxmor seconded. Amended minutes from 12/18/2018 were approved unanimously.

Communications from the Public, Including Petitions and Remonstrance's: None

Board of Directors Committee Reports:

Finance Committee – No report.
Personnel Committee – Will discuss possible changes in salary classifications after the new General Manager arrives.
Marketing Committee – No report.
Legislative Committee – No report.
Executive Committee – No Report.
Transportation Planning Committee– Will meet in February.

Staff Reports:

Controller's Report
Mr. Miller distributed the Record of Transmittals for the month of January.
Mr. Traxmor asked about check #086842, ONI RISK PARTNERS, INC, for $45,683. Mr. Miller indicated that this is a normal quarterly corporate insurance. This coverage would include such things as insurance over our property as well as liability insurance. There is a component that covers accidents as we are self-insured for the first $50,000 when we are in a bus accident. If it is our fault we are responsible for the first $50,000.

Mr. Hartman noted that health insurance premiums looked lower than what they were in December. Mr. Miller indicated that HRA reimbursement is one component of this. Once employee reaches their deductible amount then we cover the rest of their deductible. Some months can be expensive and other months can be fairly low. Usually in January and February there are not as many people who have met their deductibles.

Mr. Miller also distributed a comparison sheet 2018 vs 2017. The top section is revenue and as you can see total revenue increased $416,000. The bottom section is operating expenses which increased $623,000.

The largest increase in revenue was in property taxes. There were some increases in fares on the normal fixed route. Paratransit fares were down a bit. COIT Tax is up approximately $59,000. There was a $65,000 reduction in JARC since we no longer have any JARC funds available.

Total operating expense increase of approximately $623,000. Almost half of this is salaries and wages. Due to staffing issues there was a lot of overtime. Fringe benefits are down approximately $27,000 due to staffing shortages meant less insurance costs. Total materials and supplies increased to $103,000. This is almost entirely diesel fuel price increases. TDP expense $131,000 billed year-to-date. NIRCC's portion of the TDP is $60,000. Legal expenses were up $97,000 as legal counsel has been tasked with additional responsibilities which require more costs.

Mr. Steinman made motion to approve the Interim Record of Transmittals for January 1–11, 2019, and the Record of Transmittals for December 1-31, 2018. Mr. Hines seconded. They were approved unanimously, with Mr. Coats abstaining from any payments to DWD.

General Manager Report:

- Strategic Plan Annual Report for 2018 was distributed in the Board packet.
- Last Board meeting we received letter from bus driver, Brenda Allen. The Board asked Mr. Housden to prepare a reply to Ms. Allen. Mr. Housden included his reply in the Board packet. If Mr. Housden does not receive any additional input from the Board, he will share the response to Ms. Allen.
- General Manager Search Process: Mr. Logan handled the RFP solicitation of executive search firms. The RFP was sent to KJM, Bob Babbitt, LLC, Robert Half, Prothema, and KL2 Connects. Mr. Babbitt's was the lowest; $9,600 flat fee plus travel and hotel. Next lowest was KL2 Connects; $35,000 flat fee plus all travel expenses with no cap. Robert Half's proposal was 30-35% of the first year's annual salary. Prothema Company decided they were not going to bid. We have issued a notice to proceed with Mr. Bob Babbitt.
- Mr. Babbitt posted electronic posting of the GM job announcement to a job board on 1/10/2019 and another one will be posted by Mr. Babbitt 1/11/2019.
- Candidate Pool: 7 qualified candidates. Another 10 in the pool. Mr. Housden feels you have dynamite candidates to choose from.
- Advertisement: Will be open until filled.
- Interviews: Mr. Housden needs to know from Board exactly how many candidates they would like to interview. Mr. Steinman suggested 3 candidates. Mr. Housden recommend at least 3-5. Mr. Housden & Mr. Babbitt recommend that the first round interviews be conducted by the Personnel Committee and then the final two candidates be interviewed by the entire Board of Directors. Mr. Babbitt is doing a national search. Recommendation was made that Citilink pay

for travel and meals. Board discussed travel of the candidates, and Mr. Babbitt, and what the next step should be. Mr. Housden recommended that RLW handle the negotiations of salary and benefits with the selected GM candidate.

- Mr. Hines asked about $2,800 for travel for Mr. Babbitt. Mr. Housden indicated that Mr. Babbitt lives in Texas and that he will have to come to Citilink to do the Board Retreat on January 26, 2019 and whatever else is needed. There was further discussion regarding interviewing electronically. Mr. Babbitt's role is headhunter; with at least 4 trips included. Ms. Fortriede wanted to just go over the recommendations that had been made; also noted that for the General Manager position that a phone interview won't get it and suggests that the first and second interviews we would want to be in person. Ms. Fortriede agreed the Personnel Committee should conduct the first round of interviews; as it would be easier to get everyone in the room at the same time. Then narrowing it down to two candidates that the entire Board would then interview. Does the Board have a consensus on all of the recommendations discussed and having Rothberg Logan Warsco handle the negotiations of salary and benefits? Yes.
- Discounted Passes: spreadsheet was included in the Board packet. About $12,000 left to sell.
- Existing Fuel Contract 2020: We have moved ahead and exercised the first option on our existing fuel contract for 2020.
- Camera System: Pre-installation meeting coming up.
- Buses: All of the buses are here. A couple getting really close to going out on the street. After the meeting please feel free to stop by the garage and take a look at them.
- Contract Negotiations: Another round scheduled for February 19 – 22, 2019.
- New Hires: Starting new class of drivers January 14, 2019.
- Have now changed Customer Service Reps from part-time to full-time and still recruiting for more.
- The meeting was interrupted by a bus driver asking questions and making a few statements to Interim General Manager. Chairman Fortriede asked if it was okay if this discussion could be held after the meeting as the discussion was not on the agenda.
- Goals Stats: Missed a few. Hit some.
- Board Retreat: Saturday, January 26, 2019. Mr. Bob Babbitt will be the presenter to discuss GM recruitment. Mr. Housden sent a draft outline for Ms. Fortriede to review.
- Fixed Route: Down a little bit.
- Access: Leveled off a little bit.

Introduction and/or Adoption of Resolutions and Ordinances:

1. **R-01-2019** – Controller's Bond is $50,000 to cover errors & omissions. Mr. Hines made motion to approve the Controller's Bond read by Chairman Fortriede. Mr. Steinman seconded. The Controller's Bond was approved unanimously.

Old Business:

1. Reminder Board Retreat: Saturday, January 26, 2019 beginning at 8:00 am at RLW offices.
2. Follow up Brenda Allen & Elizabeth Everson's Concerns: Board is reviewing Mr. Housden's response. Will give the Board a few days to review. If no questions, will pass it on to both parties.

New Business:

None.

Open Discussion by the Board:

1. Mr. Steinman will be out of town in February and unable to attend the Board meeting on February 14, 2019.
2. Mr. Hines did receive the turkey meal from Honey Baked Ham. Thank you very much!

There being no further business, the meeting adjourned at 6:47 PM.

Attest:

_____	_____
Sherese Fortriede	Ron Steinman
Vice Chairman	Secretary

Fort Wayne Public Transportation Corporation
801 Leesburg Rd.
Fort Wayne, Indiana 46808

To: Citilink Board of Directors

From: Ken Housden, General Manager
Date: February 11, 2019
Re: Board Meeting Thursday, February 14, 2019

Here is an update on current projects and notes for your next board meeting which is set for Thursday, February 14, 2019 at 5:30 PM in the Conference Room at the Citilink Offices, 801 Leesburg Road. **Please contact Jean Marie Boykins if you are unable to attend the meeting**.

Citilink 2030 - Transit Development Plan: Please reference the attached TDP progress report, which was distributed at the Board Retreat, and Issue 5 of the TDP newsletter. This topic will be discussed further at the February board meeting. Provided two more public input opportunities/presentations in January; Northeast Area Partnership and Multi-cultural Council.

Safety & Security (Goal 1: Safety)

- **Camera System:** The on-board security camera system upgrade installation is progressing. An unforeseen problem with connecting new Safety Vision system using existing Seon hardware has resulted in the delivery and installation of about 300 new Safety Vision cameras at no extra cost. This adjustment has put the project about a week behind schedule with training to occur the first week in March. All vendors are working closely to accomplish the connectivity anticipated with this project.

Financial (Goal 5: Financial Responsibility)

- **Buses:** Two of the three ACCESS busses have been in service for several weeks, the third should be done in the next few days. The flex route bus will follow shortly.
  As a reminder, these are our first gasoline powered vehicles in a number of years due the unavailability of diesel powered small buses. We have received compliments from Access passengers on the new buses.

  Two Gillig fixed route buses are on order and due to arrive in April.

Employee/Board Development (Goal 3: Employee & Board Development)

- **Contract Negotiations:** As reported last month, Management staff and ATU local 682 will resume contract negotiations February 19-22, 2019. Both Legal and Management staff have had several meeting in preparation. The next set of negotiations will be conducted at the offices of Rothberg, Logan Warsco LLP. During negotiations our current contract remains in effect and is ongoing.

- **New Hires:** Welcome new drivers Michal Keesler, Terry Leis, Lora Ware & Reane White. Another class of three new drivers is scheduled to begin February 18, 2019. New hire Miss K Taylor will provide Customer Service at the Central Station facility. Michael Schleiger was hired as a level 3 Mechanic.
- Kudos to all Citilink staff who braved the cold and provided service in sub-zero weather. Special shout out to the Maintenance staff who got the buses started & kept them running.

Training

- Maintenance Manager Jason Trabert attended a procurement seminar sponsored by NTI
- Jean Marie Boykins Human Resources attended a FTA seminar on Triennial Reviews.
- Operations Manager Claudia Harris-Stevenson is attending the Transit Bus Summit – February 11-13, 2019. This is an invitation only event that is provided at no cost to the transit system participants.
- Marketing Manager Betsy Kachmar will be attending an APTA sponsored Marketing seminar February 25– 27, 2019.
- Staff participated in webinars on NTD Reporting & Mode Loyalty.
- Citilink board retreat was held January 26, 2019 in executive session.

Collaborations/Advocacy (Goal 7: Community Livability)

- Meetings with, Active Transportation Coalition, N. Anthony complete streets redesign consultants, Transition Partners, Rally 2 Read, Parking Partners, Arts Council, Shared Mobility, Neighborhood conference planning, Spring Forward Fest, Future Cities Judge, Celebrate Downtown with DID, etc.
- New Citilink driver Chuck Triplett nominated Citilink for a Better Business Bureau award and we won the Pillar of the Community Award. This award will be presented at a luncheon in April.
- Legislative committee members will be attending GFW luncheon with Senator Braun on February 18, 2019 and Third House luncheon on March 8, 2019. Lobbyists from the Corydon Group and Market Capitol continue to represent our interests at the statehouse and provide weekly updates.

Market Development/Community Relations (Goal 6: Ridership)

- **Token Transit:** Mobile pass sales for January was 2,772 for net of $8,004. Usage was 9,209 on fixed route and 340 on Access. Annual data for 2018: 1,322 unique users purchased a total of 20,062 passes resulting in 98,568 trips (approximately 6% of all fixed route & Access trips). The highest month of ridership was October and the most popular ride type was the regular 31 day pass followed closely by the regular day pass. Access riders used Token Transit mobile passes 2,863 times (approximately 4% of all Access trips).

- **Cougar Express:** A series of five Moving Stories were created by the USF META class with assistance from our social media consultant Stephen J. Bailey. These were posted on the Citilink Facebook page and highlighted several things you can do downtown using the Cougar Express. The posts were widely shared by USF & other downtown partners. The post featuring twins Kyle & Alex reached 6,759 people with 2.364 engagements. The others did well also.

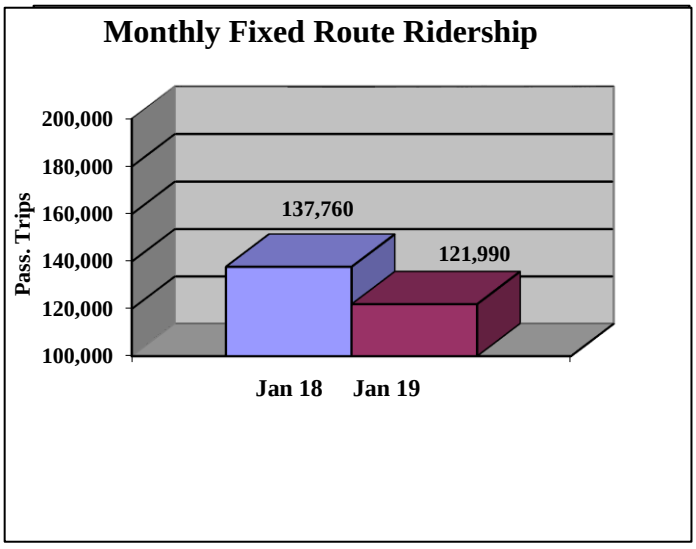
- **Polar Plunge:** Extensive TV coverage of Citilink activity during the Polar Plunge (links sent previously). These reports were boosted with Citilink social media posts. Many thanks to the riders & staff who agreed to be interviewed.

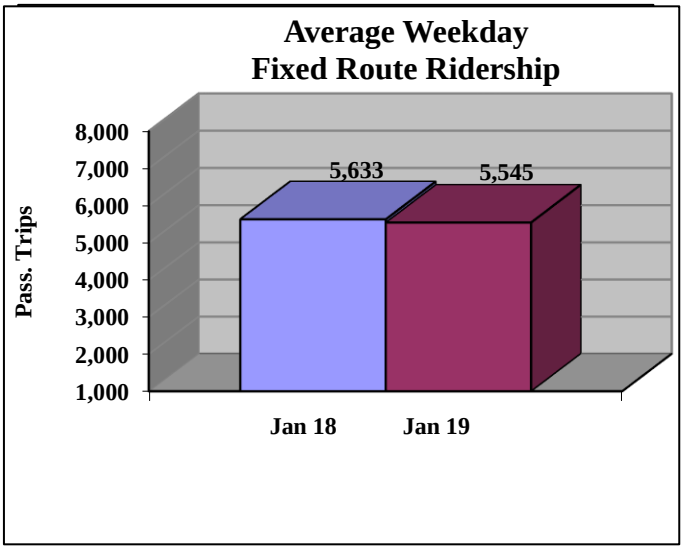
- **MLK Montessori/Citilink Rosa Parks bus ride event:** This was the second annual and included a visit from Dr. King (George Hicks aka Christiana Danielle's dad). Good press & social media.

Ridership (Goal 6: Ridership)

- **Fixed Route:** Ridership for the month of January 2019 was 121,990 trips. This compares to 137,760 passenger trips for January 2018 **(decrease of -15,770 trips/-11.45%**). On-time performance was at 90.16%. Ridership during the Polar Plunge was below normal, as expected, January 30th was 1,460 trips and 31st 2,606 trips. Average weekday ridership for the month was 5,545, for perspective.

- **Cougar Express:** Ridership for January 2019 was 529 compared to 543 for 2018 (decrease of -14/-2.58%). CE resumed service on January 14 and closed on 21st MLK Day and 30-31st in conjunction with USF closing; thus providing eleven (11) days of service for the month of January.





January Average Fixed Route Passengers per Hour
by Route – Weekdays Only

Route 1-Waynedale Northcrest	13.66
Route 2-Time Corners Georgetown	19.57
Route 3-Village Woods Canterbury	13.46
Route 4-Wells Ludwig Parkview	16.43
Route 5-Southeast Local	6.16
Route 6-Franke Park McKinnie	14.77
Route 7-Anthony Oxford	13.94
Route 8-Glenbrook Southtown	17.78
Route 9-Broadway Taylor Gateway	13.19
Route 10-Lewis New Haven	17.08
Route 21-Dupont Road	4.09
Route 22-West Jefferson Lutheran	5.56
Route 97-Cougar Express	4.81
Route 31X- Downtown/ARC Express	2.51
Route 15 - MedLink	3.07

- **ACCESS:** Citilink Access ridership for the month of January 2019 was 5,839 trips compared to 6,207 provided in January 2018 **(decrease of 368 trips/-5.93%)**. On-time performance was 94.5%. Ridership on Polar Plunge days: January 30th 77 trips with 191 cancellations & the 31st 95 trips with 187 cancellations. Average Access weekday ridership for January was 279 trips/day.

- **5310 Pass Through to Community Transportation Network:** CTN provided 764 trips in January 2019. CTN was once again the successful recipient of this funding per the application process administered by NIRCC. While the NIRCC approval was for two years of funding the contract is for 2019 only pending authorization of federal fiscal year 2018-19 funding which would be used for CY2020 operations.

- **Greyhound:** For the month of January 2019 Citilink CSR's at Central Station sold 552 tickets (754 sold in 2018) & processed 36 packages/bags (40 processed in 2018).

Mission: Connect people by providing the highest quality sustainable public transportation while pursuing continuous improvement and growth.

2018 Citilink Goal Stats Summary Report

Goal 1 - Safety

Road Calls	January	February	March	April	May	June	July	August	September	October	November	December	Total	Goal	Description
Fixed Route															
2018 Major Road Calls	2	2	2	0	2	7	1	2	0	1	3	0	**22**	**35 or less**	***Total Road Calls***
YTD	**2**	**4**	**6**	**6**	**8**	**15**	**16**	**18**	**18**	**19**	**22**	**22**			
Access															
2018 Major Road Calls	2	1	1	0	3	1	0	2	1	4	1	0	**16**	**10 or less**	***Total Road Calls***
YTD	**2**	**3**	**4**	**4**	**7**	**8**	**8**	**10**	**11**	**15**	**16**	**16**			
Accidents															
Fixed Route															
2018 Preventable Accidents	4	2	3	1	2	2	3	1	4	1	2	1	**26**	**20 or less**	***Preventable***
YTD	**4**	**6**	**9**	**10**	**12**	**14**	**17**	**18**	**22**	**23**	**25**	**26**			
Total Collision Accidents	8	3	9	4	4	3	5	4	7	4	4	2	**57**	*report only*	Total Accidents
YTD	**8**	**11**	**20**	**24**	**28**	**31**	**36**	**40**	**47**	**51**	**55**	**57**			
Access															
2018 Preventable Accidents	1	0	1	0	1	0	0	1	1	2	1	1	**9**	**8 or less**	***Preventable***
YTD	**1**	**1**	**2**	**2**	**3**	**3**	**3**	**4**	**5**	**7**	**8**	**9**			
Total Collision Accidents	1	0	2	0	1	0	1	1	1	2	1	1	**11**	*report only*	Total Accidents
YTD	**1**	**1**	**3**	**3**	**4**	**4**	**5**	**6**	**7**	**9**	**10**	**11**			

Goal 2 - Customer Service

On-time Performance	January	February	March	April	May	June	July	August	September	October	November	December	Total		
Fixed Route															
2016 On-time Performance	89.57%	90.43%	90.65%	89.09%	88.70%	91.37%	87.32%	89.00%	83.20%	86.72%	87.72%	85.66%	88.29%	90%	
2017 On-time Performance	86.25%	82.38%	84.64%	80.25%	84.13%	83.58%	85.40%	82.50%	85.45%	87.01%	92.69%	91.14%	85.45%	90%	
2018 On time performance	90.28%	92.27%	91.87%	89.87%	85.34%	88.36%	88.87%	81.13%	88.46%	85.68%	91.92%	90.97%	**88.75%**	**90%**	
Access															
2016 On-time Performance	94.80%	98.37%	97.83%	95.85%	96.33%	96.92%	98.56%	98.59%	97.40%	97.72%	98.97%	96.98%	97.36%	95%	
2017 On-time Performance	98.30%	98.84%	98.20%	98.35%	96.71%	97.11%	98.60%	96.29%	95.79%	96.11%	96.71%	96.67%	97.31%	95%	
2018 On time performance	95.20%	96.00%	96.21%	95.91%	95.49%	97,88%	96.67%	97.23%	97.10%	94.32%	95.32%	98.40%	**96.17%**	**95%**	

Goal 5 - Financial Responsibility

Expenses	January	February	March	April	May	June	July	August	September	October	November	December	Total		
Fixed Route Cost/Hour	$80.22	$82.04	$83.55	$83.58	$82.96	$86.00	$87.28	$81.66	$89.45	$79.36	$86.48	$85.45	**$84.00**	**$86.00**	
Access Cost/Trip	$27.04	$26.48	$26.20	$24.99	$27.19	$24.47	$29.01	$24.53	$27.65	$24.86	$28.32	$27.54	**$26.52**	**$29.00**	$28 or less
Free Access Trips on FR	1,391	1,451	1,701	1,668	2,317	2,117	2,013	1,822	1,627	2,139	1,744	1,696	**21,686**		Report only

Revenue															
Fixed Route	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Total**		
2017 Farebox Revenue	$166,093	$82,845	$86,883	$83,381	$87,319	$99,951	$73,244	$94,918	$87,856	$102,620	$85,608	$82,236	$1,132,954		
2018 Farebox Revenue	$169,525	$84,652	$85,158	$88,255	$90,190	$86,524	$93,742	$93,400	$90,656	$111,190	$88,172	$73,286	**$1,154,750**	**$1,433,600**	2018 budget amount
Monthly +/-	**$3,432**	**$1,807**	**($1,725)**	**$4,874**	**$2,871**	**($13,427)**	**$20,498**	**($1,518)**	**$2,800**	**$8,570**	**$2,564**	**($8,950)**			
YTD +/-	$3,432	$5,239	$3,514	$8,388	$11,259	($2,168)	$18,330	$16,812	$19,612	$28,182	$30,746	$21,796			
Access															
2017 Farebox Revenue	$12,369	$16,877	$16,015	$13,293	$16,972	$14,066	$15,779	$15,978	$18,821	$14,590	$13,513	$18,462	**$186,735**	**$151,200**	budget amount
2018 Farebox Revenue	$12,798	$13,767	$17,645	$13,636	$17,001	$13,304	$16,735	$15,157	$13,632	$17,571	$14,345	$15,260	**$180,851**		
Monthly +/-	**$429**	**($3,110)**	**$1,630**	**$343**	**$29**	**($762)**	**$956**	**($821)**	**($5,189)**	**$2,981**	**$832**	**($3,202)**			
YTD +/-	$429	($2,681)	($1,051)	($708)	($679)	($1,441)	($485)	($1,306)	($6,495)	($3,514)	($2,682)	($5,884)			

Goal 6 - Increase Ridership															
Fixed Route	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Total**		
2017 Passenger Trips	136,128	141,614	151,492	134,238	142,598	138,395	132,460	149,350	143,061	148,065	144,100	135,328	**1,696,829**	**5% increase**	
2018 Passenger Trips	137,760	135,422	145,440	133,499	143,397	141,706	138,350	154,608	135,116	160,011	137,015	130,804	**1,693,128**		
Monthly +/-	**1,632**	**(6,192)**	**(6,052)**	**(739)**	**799**	**3,311**	**5,890**	**5,258**	**(7,945)**	**11,946**	**(7,085)**	**(4,524)**	**(3,701)**		
YTD +/-	1,632	(4,560)	(10,612)	(11,351)	(10,552)	(7,241)	(1,351)	3,907	(4,038)	7,908	823	(3,701)			
Access															
2017 Passenger Trips	5,557	5,558	6,468	5,867	6,404	6,292	5,812	6,890	6,050	6,528	6017	5629	73,072		
2018 Passenger Trips	6,207	5,923	6,412	6,151	6,347	5,927	6,158	6,782	5,648	6,823	5958	5603	**73,939**	*report only*	
Monthly +/-	**650**	**365**	**(56)**	**284**	**(57)**	**(365)**	**346**	**(108)**	**(402)**	**295**	**(59)**	**(26)**	**867**		
YTD +/-	650	1,015	959	1,243	1,186	821	1,167	1,059	657	952	893	867			
Purchased Trips															
2017 Purchased Trips	894	947	911	963	951	891	858	921	885	899	834	804	10,758		
2018 Purchased Trips	905	883	897	902	899	889	897	916	876	877	878	879	**10,698**	*report only*	
Monthly +/-	**11**	**(64)**	**(14)**	**(61)**	**(52)**	**(2)**	**39**	**(5)**	**(9)**	**(22)**	**44**	**75**	**(60)**		
YTD +/-	11	(53)	(67)	(128)	(180)	(182)	(143)	(148)	(157)	(179)	(135)	(60)			
Total Ridership															
2017 Passenger Trips	142,579	148,119	158,871	141,068	149,953	145,578	139,130	157,161	149,996	155,492	150,951	141,761	1,780,659		
2018 Passenger Trips	144,872	142,228	152,749	140,552	150,643	148,522	145,405	162,306	141,640	167,711	143,851	137,286	**1,777,765**	**5% increase**	
Monthly +/-	**2,293**	**(5,891)**	**(6,122)**	**(516)**	**690**	**2,944**	**6,275**	**5,145**	**(8,356)**	**12,219**	**(7,100)**	**(4,475)**	**(2,894)**		
YTD +/-	2,293	(3,598)	(9,720)	(10,236)	(9,546)	(6,602)	**(327)**	4,818	(3,538)	8,681	1,581	(2,894)			
Greyhound Ticket Sales	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Total**		
2017 Passenger Trips (tickets sold)	592	599	788	700	806	801	760	866	690	650	756	754	**8,762**		
2018 Passenger Trips (tickets sold)	622	666	863	672	734	804	766	889	645	688	721	673	**8,743**	*report only*	
YTD +/-	**30**	**97**	**172**	**144**	**72**	**75**	**81**	**104**	**59**	**97**	**62**	**(19)**			
2017 Packages/bags	30	36	37	36	41	48	72	61	23	40	47	40	**511**		
2018 Packages/bags	28	36	41	43	47	37	38	53	47	32	32	43	**477**	*report only*	
YTD +/-	**(2)**	**(2)**	**2**	**9**	**15**	**4**	**(30)**	**(38)**	**(14)**	**(22)**	**(37)**	(34)			

Citilink 2030 Transit Development Plan & Comprehensive Operational Analysis Update - Report to board retreat 1/26/19

This 18th month study, April 2018-October 2019, is proceeding on schedule. Here is a summary by task:

Facilitate Public Involvement: Two of three public meeting sessions (6 meetings held in July & November) & four of seven project steering committee meetings have been held. Community leaders/stakeholders have been invited to bus ride/presentation, attend meetings & several individual meetings & phone calls have taken place. NIRCC Transportation Planning Committee has participated in two video conference workshops & have received regular updates. Citilink board has received two briefings and regular updates. Presentations have been made at numerous community meetings (e.g.: neighborhood partnership, military assistance, parking partners, multicultural council, housing authority, active transportation coalition, community planners, Citilink drivers/staff, etc.) Fixed route & Access passenger surveys & Survey Monkey general public survey have been completed. Four issues of TDP updates have been distributed (intro, survey feedback, baseline/peer analysis, service evaluation/ alternatives) & are on the Citilink website along with public meeting presentations https://www.fwcitilink.com/tdp/index.php. Issue 5 of the TDP updates (alternatives feedback) will be available next week, a video conference with the steering committee will be held in the next month & the next round of public meetings will be scheduled in conjunction with the new General Manager.

Establish Baseline Conditions: Demographic & development density & trip generator analysis is complete.

Comprehensive Operational Analysis: Services inventory, agency assessment, network mapping is complete.

Performance Measure Analysis: Evaluation of measures & SWOT analysis complete.

Prepare TDP: Review of draft existing conditions section is complete, will be revised & distributed to steering committee prior to video conference. Service alternatives/options have been presented to the public for feedback. Drafts of the other background sections of the report will be available soon. The recommendations/implementation section will be reviewed with new General Manager prior to final round of public meetings & full report review.