

TENTATIVE AGENDA  
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS MEETING  
ORDER OF BUSINESS  
THURSDAY, MARCH 14, 2019 AT 5:30 PM  
801 LEESBURG RD.  
FORT WAYNE, IN 46808

REGULAR MEETING:

1. Roll call of members
2. Reading, correcting and approval of the Minutes of the previous meeting(s):
  - a. Regular Board Meeting Minutes (2/14/2019)
  - b. Marketing Committee Meeting Minutes (2/18/2019)
3. Communications from the public, including petitions and remonstrances:
4. 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
5. Introduction and/or Adoption of Resolutions and Ordinances:
  - a. Resolutions:
  - b. Appropriations Ordinances:
  - c. General Ordinances:
6. Old Business:
7. New Business:
8. Open Discussion by the Board

**FORT WAYNE PUBLIC TRANSPORTATION CORPORATION**  
**Board Minutes**  
**February 14, 2019**

The February meeting of the Board of Directors of the Fort Wayne Public Transportation Corporation/ Citilink was held on Thursday February 14, 2019 with an Executive Session starting at 4:33 pm and regular meeting starting at 5:54 pm at the Citilink offices, 801 Leesburg Road, Fort Wayne, Indiana.

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

**Directors Absent:** Mr. Ronald Steinman

**Staff Present:** Mr. Ken Housden, Ms. Jean Marie Boykins, Mr. Bruce Miller, Ms. Betsy Kachmar, Mr. Jason Trabert, Mr. Richard Thomas, Jr.

**Others Present:** Mr. Denny Logan, Corporate Counsel, Mr. Tom Trent, Corporate Counsel, Mr. Ernie Johnson, ATU Local 682, Officer Barbour and bus operator Ms. Deetra Johnson.

Ms. Fortriede began with roll call of members and noted that all Board Members were present except for Mr. Steinman who is on vacation.

**Approval of Minutes:** Ms. Fortriede moved to the reading, correcting and approval of the previously distributed regular Board Meeting minutes of 1/10/2019 and the Executive Session of the Personnel Committee meeting minutes of 2/8/2019 which is being distributed. Mr. Hines made the motion to approve the regular Board Meeting minutes and the Executive Session of the Personnel Committee minutes. Mr. Coats seconded. The minutes were approved unanimously.

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

**Board of Directors Committee Reports:**

**Finance Committee** – No report.

**Personnel Committee** – Copies of the 2/8/2019 Personnel Committee minutes were distributed. GM candidates were interviewed at this meeting. This is a continuing situation.

**Marketing Committee** – No report. We do have a meeting next week.

**Legislative Committee** – No report. The SB 285 Bill is making its way through State house. This bill gives county council the option to raise local income tax by 0.25% to fund public transit companies. Lobbyist Mark Palmer is following this for us.

**Executive Committee** – No Report.

**Transportation Planning Committee**– TPC meets bi-monthly. It's reconstituting its leadership. There was an absence from our labor representative so we are rebuilding the committee. Ms. Kachmar is doing a good job at keeping the schedules for the 5310 reporting and updated.

**Staff Reports:**

**Controller's Report**

Mr. Miller distributed the Record of Transmittals for the month of February.

Mr. Hines made motion to approve the Interim Record of Transmittals for February 1–14, 2019, and the Record of Transmittals for January 1-31, 2019. Mr. Traxmor seconded. They were approved unanimously, with Mr. Coats abstaining from any payments to DWD.

Revenue is under budget by approximately 10%. We budgeted in excess of 1 million dollars in Special Rule Operations and it is probably attainable that we can stick to the half a million dollar figure that we have historically used. Operating expenses are under budget by approximately 6% because group medical insurance came in with zero dollar increase to our monthly premiums as well as fuel being under budget. Citilink's cash position at the end of January is significantly lower than where we were a year ago, primarily due to the government shut down.

We have already received in excess \$2 million on draw downs and another \$150,000 coming. At the end of February our cash position should be similar to the cash position at the end of February 2018. Operating revenue is down approximately 5.86% due to passenger fares being down in January. Non-operating revenue we are expecting to receive an additional \$200,000 property tax revenue as compared to what we received in 2018. Operating expenses are up close to 9% partially due to overtime in the month of January.. We also had training for the new hires which resulted in increases to the wages. Benefits are up about \$12,000, primarily related to health insurance. Less people on single coverage and more people on family coverage. Fuel is up about \$13,000. Price per gallon is about \$2.35 this year compared to \$1.92 last year.

Question from Mr. Traxmor: Could you explain why the operating fund balance went down to zero. Mr. Miller indicated that it was related to the government shut down and being unable to draw down funds during that time. We actually had to borrow \$114,083.23 from our Workers Comp fund which we will replenish next month. If you look at the cash balance it shows Workers Comp is at \$885,916.77. Historically that is \$1,000,000.

### **General Manager Report:**

- Good news: Added additional customer service staff and also changed the positions from part-time to full-time. Ms. Boykins checked with our Customer Service Supervisor today to find out what has changed since we made the changes. Ms. Schieber commented there have been less to almost no complaints from drivers. Due to additional customer service staff when the drivers call in with their radio, calls are getting answered faster. There has been improved customer service since the changes have been made. There have been no complaints from customers. Due to the additional staff the phones are being answered more promptly than previously, no longer having to say: "Citilink please hold". There have been no complaints from customers about being put on hold. Mr. Housden mentioned that customer service is very busy and we will keep watching to evaluate.
- 2019 Discounted Bus Pass Program: We have sold \$54,100. Currently have \$5,900 remaining. It's a good program and think we have hit the right spot at this point to allow others to step up and buy some of the discounted passes.
- Camera System Project: Coming along pretty good. We are getting about 2-3 buses done a day. We are replacing all of the cameras now and got a super deal.
- Buses: Two ACCESS buses are in service. Another one is going in the next few days. Flex Route shortly after. Two fixed route buses going to be built around April 11<sup>th</sup> or 12<sup>th</sup>. This could be subject to change. It will be 30-45 days after they will be in service.

- **Contract Negotiations:** Scheduled for next week February 19-22, 2019. We are actually being very aggressive in hiring, not only with customer service but also with drivers. We have tried everything from job boards, newspapers and Indeed. What seems to be working the best are the yard signs that we have posted outside.
- **Training:** Jason Trabert attended a procurement seminar. Jean Marie Boykins attended a FTA seminar on Triennial Reviews. Claudia Harris-Stevenson attended the Transit Bus Summit. Betsy Kachmar will be attending the APTA Marketing Seminar. Lot of webinars going on all the time. We are also looking at training in the out months and have spoken with staff about rotating particularly on the Triennial Review Training. Mr. Hines asked about the 10 findings that we were found to be non-compliant in if they were the items that were included in the training that Ms. Boykins attended? Mr. Housden indicated that the Triennial Training that Ms. Boykins attended is what FTA recommended for Controllers, AGM's and GM's to attend and it covers all of the areas but your FTA Reps are also in attendance gathering names and numbers. Mr. Housden asked Ms. Boykins to share what she thought of the conference. Ms. Boykins indicated that it was a very intense conference. Very good and informative conference. Recommends that we attend every year. FTA presenters went over the findings for all the agencies that had a triennial last year especially the most popular findings and they did go over the ones that were on our list. They also went over how you could avoid not receiving findings. They encouraged everyone to come yearly and make sure to work directly with your FTA Reps, especially when you have questions and to get to know your Region V Reps. They also go over all of things that will be changing on the next Triennial so you are not waiting until the year you have to do it to try and get caught up with all of the changes at once. Mr. Hines noted that when he attended the APTA Conference in Nashville, the actual FTA guy sat at the end of the table and named everyone and went down the list of the rules that changed and said here is what you did not have.
- One of our drivers nominated Citilink for an award and we won. Award will be given at a luncheon in April and we are planning to get a table. Charles Triplett's wife works for BBB and they got together and nominated Citilink for the Torch Award, showing that the Region cares about customers.
- **Token Transit:** Working very well.
- **On Time Performance:** Doing really good.
- **Driver's, shop and staff** did a wonderful job during those very cold days when there were shut downs and cancellations. Citilink was in operation! Thank you to our Board Chairman who sent out the thank you note to our staff which we gladly posted!
- **Ridership:** Monthly ridership was down.
- **Access:** Was down due to the weather and cancellations.

**Introduction and/or Adoption of Resolutions and Ordinances:**

None

**Old Business:**

Contracts for Discussion by Mr. Logan:

1. Mr. Logan indicated that the contract for Mr. Ken Housden currently ends at the end of the month. We are currently in process of hiring a new General Manager but it is not yet completed.
2. The Personnel Committee has asked that we reached out to Mr. Bob Babbitt through his professional LLC would be willing to serve as Interim General Manager until the new full-time

General Manager arrives. Mr. Babbitt is willing to do that. This was discussed in executive session and there is an agreement before.

On behalf of the Personnel Committee, Mr. Hines moved for approval of the agreement of professional services between Citilink Robert T. Robert Babbitt LLC to serve as Interim General Manager for Citilink (March 1, 2019 and continuing in such role until a new General Manager is in place. The specific dates are for Mr. Babbitt to serve for March and April and his compensation is in the sum of \$12,250 per month or lessor amount if he does not serve the entire month. Further move that an emergency be declared under Procurement Policies to enable us to offer this agreement to Mr. Babbitt. There is simply not enough time to solicit bids for this position and Mr. Babbitt is well known to Citilink.

Mr. Hines made motion. Ms. Keesling seconded. The professional services for Robert T. Babbitt LLC were approved unanimously.

3. Mr. Logan also noted that Mr. Housden has made it clear to the board that he will continue on the Collective Bargaining negotiating team on behalf of Citilink Management. The Personnel Committee has recommended that Mr. Housden be so engaged which was discussed in Executive Session. On behalf of the Personnel Committee. On behalf of the Personnel Committee Mr. Hines hereby moves for approval of the amendment of professional services for Kenneth C Housden to serve at a daily rate of \$700 plus airfare as an active member of the Citilink Bargaining Management Negotiating team effective March 1, 2019 and continue until a Collective Bargaining Agreement for ATU Local 682 is entered for the contract year commencing January 1, 2019.

4. Mr. Hines made motion. Ms. Keesling seconded. The amendment of professional services for Kenneth C. Housden was approved unanimously.

**New Business:**

None.

**Open Discussion by the Board:**

Ms. Kachmar gave a brief update on TDP handout that was in the board packet. Nothing new. Have a draft. Deadline is October. Once our new General Manager has started we can get the TDP finalized.

Ms. Fortriede ask if anyone in the audience had anything. Mr. Johnson thanked Ms. Fortriede for her thank you letter that was posted.

There being no further business, the meeting adjourned at 6:32 PM.

Attest:

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Sherese Fortriede  
Vice Chairman

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Ron Steinman  
Secretary

**FORT WAYNE PUBLIC TRANSPORTATION CORPORATION**  
**Marketing Committee Meeting**  
**February 18, 2019**

The Marketing Committee of the Board of Directors of Fort Wayne Public Transportation Corporation held a meeting at Citizen's Square, Monday, February 18, 2019 beginning at 3:00 PM.

Board Members Present: Sherese Fortriede, Chair, Howard Traxmor & Nelson Coats

Others Present: Betsy Kachmar, Citilink Marketing & Community Development

**2018 Highlights:** Reviewed marketing sections of the 2018 Strategic Plan Annual Report. Also reviewed annual data from social media; noticeable activity uptick in October possibly due to launch of the Windows of Opportunity campaign. Will revisit marketing strategies in conjunction with review of corporate strategic plan with the new General Manager.

**Citilink 2030 Plan Outreach:** Discussed methods to increase public participation in the next round of meetings in the Spring: better graphics, Hop River location, introduce new GM, more interesting presentation because it will involve recommendations, etc. Betsy continues to meet with interest groups. Draft sections of the plan will be distributed for steering committee review and will meet soon to discuss.

**Moving Stories:** USF META students working on passenger/driver interview video footage to develop short social media spots (now complete & posted). Series focusing on places people can go on Cougar Express to highlight that service.

**Spring Forward Fest** – March 9<sup>th</sup> – Participating with the Active Transportation Coalition in light parade and info table.

**Transit Day at the Statehouse** – March 26<sup>th</sup> – Inviting community to join us on bus ride to Indy to meet with our legislators. Citilink will have table & handouts.

**Concert Ticket Promotion:** Discussed how we might best use the two Paul McCartney concert tickets (6/3/19) as a contest giveaway to increase ridership and transit awareness.

**Dump the Pump Day** – June 20<sup>th</sup> – Planning to partner with AARP for larger than usual celebration. Perhaps including local merchant discounts/gift cards and added promo.

**NEW – APTA Get on Board Day** – April 25<sup>th</sup> – Have asked Rep. Banks to join us for a public officials bus ride to celebrate this new national campaign.

The meeting adjourned at 1:15 PM

ATTEST:

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Sherese Fortriede, Chair

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Ron Steinman, Secretary



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

**To: Citilink Board of Directors**

From: Reese Pearl, General Manager

Date: March 12, 2019

Re: Board Meeting Thursday, March 14, 2019

Here is an update on current projects and notes for your next board meeting which is set for Thursday, March 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.**

**Safety & Security (Goal 1: Safety)**

- **Camera System:** The on-board security camera system upgrade installation is completed. There are some programming issues that we are ironing out.

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

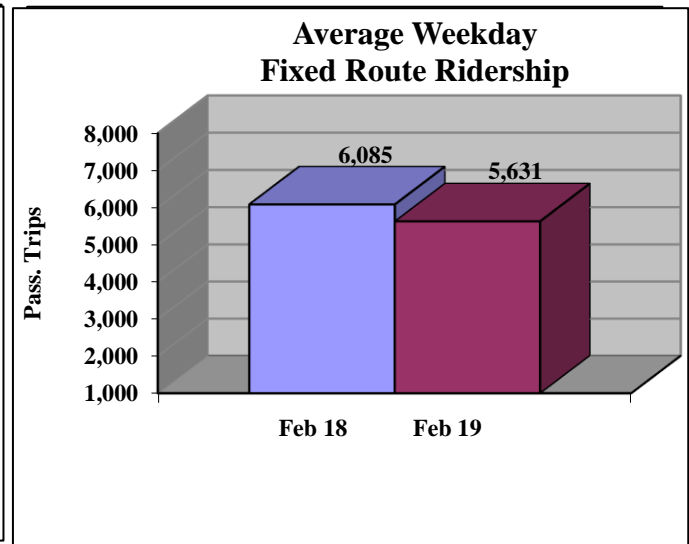
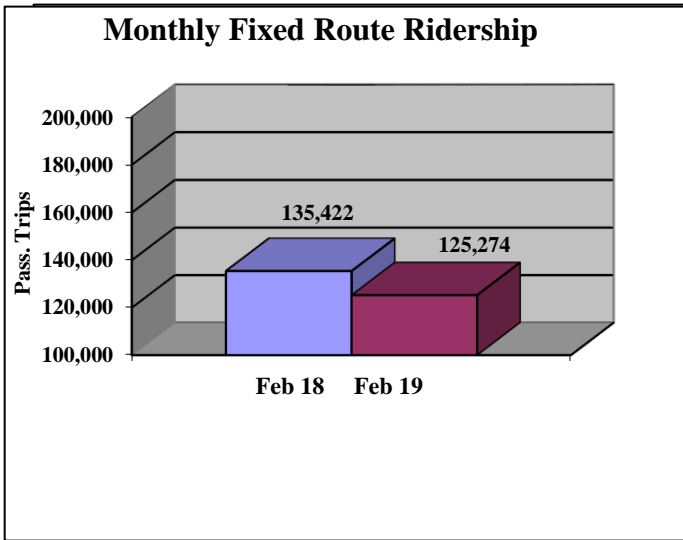
- **Contract Negotiations:** Management staff and ATU local 682 will resume contract negotiations March 21 & 22, 2019. The negotiations will be conducted at the offices of Rothberg, Logan Warsco LLP. During negotiations our current contract remains in effect and is ongoing.
- **New Hires:** Welcome new Reese Pearl, General Manager and Nicholas Zimmerman, part-time hostler.

**Training**

- Management staff attended Safety Vision Camera Training for the newly installed Safety Vision Program the week of March 4-8, 2019. Training was provided by Safety Vision.
- Reese Pearl will be attending the APTA CEO Seminar, April 13-15, 2019 in Chicago, IL.
- Ms. Kachmar will give a 5 minute report on the APTA Marketing Seminar Training she attended February 24-27, 2019 in New Orleans, LA.

**Ridership (Goal 6: Ridership)**

- **Fixed Route:** Ridership for the month of February 2019 was 125,274 trips. This compares to 135,422 passenger trips for February 2018 (**decrease of -10,148 trips/-7.49%**). On-time performance was at 91.52%. Average weekday ridership for the month was 5,631.
- **Cougar Express:** Ridership for February 2019 was 734 compared to 730 for 2018 (increase of 4 trips/+0.55%).



### February Average Fixed Route Passengers per Hour by Route – Weekdays Only

Route 1-Waynedale Northcrest	15.48
Route 2-Time Corners Georgetown	21.88
Route 3-Village Woods Canterbury	15.52
Route 4-Wells Ludwig Parkview	18.45
Route 5-Southeast Local	7.41
Route 6-Franke Park McKinnie	17.05
Route 7-Anthony Oxford	14.88
Route 8-Glenbrook Southtown	19.21
Route 9-Broadway Taylor Gateway	14.43
Route 10-Lewis New Haven	19.18
Route 21-Dupont Road	3.45
Route 22-West Jefferson Lutheran	6.78
Route 97-Cougar Express	3.67
Route 31X- Downtown/ARC Express	2.90
Route 15 - MedLink	3.41

- ACCESS:** Citilink Access ridership for the month of February 2019 was 5,899 trips compared to 5,923 provided in February 2018 (**decrease of 24 trips/-0.41%**). On-time performance was 93.63%. Average Access weekday ridership for February was 281 trips/day.
- 5310 Pass Through to Community Transportation Network:** CTN provided 810 trips in February 2019.
- Greyhound:** For the month of February 2019 Citilink CSR's at Central Station sold 666 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.**

## 2019 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
<b>Fixed Route</b>															
2019 Major Road Calls	3	0											3	35 or less	Total Road Calls
YTD	3	3													
<b>Access</b>															
2019 Major Road Calls	1	4											5	10 or less	Total Road Calls
YTD	1	5													
<b>Accidents</b>															
<b>Fixed Route</b>															
2019 Preventable Accidents	1	6											7	20 or less	Preventable
YTD	1	7													
Total Collision Accidents	1	10											11	report only	Total Accidents
YTD	1	11													
<b>Access</b>															
2019 Preventable Accidents	0	1											1	8 or less	Preventable
YTD	0	1													
Total Collision Accidents	2	1											3	report only	Total Accidents
YTD	2	3													

### Goal 2 - Customer Service

<b>On-time Performance</b>															
<b>Fixed Route</b>															
2019 On time performance	90.16%	91.52%											90.84%	90%	
<b>Access</b>															
2019 On time performance	94.50%	93.63%											94.07%	95%	

### Goal 5 - Financial Responsibility

<b>Expenses</b>															
Fixed Route Cost/Hour	\$87.71	\$83.65											\$85.68	\$86.00	
Access Cost/Trip	\$32.14	\$26.97											\$29.56	\$29.00	\$28 or less
Free Access Trips on FR	1,420	1,256											2,676		Report only
<b>Revenue</b>															
<b>Fixed Route</b>															
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		
2019 Farebox Revenue	\$152,987	\$84,388											\$237,375	\$1,433,600	2019 budget amount
Monthly +/-	(\$16,538)	(\$264)											(\$16,802)		
YTD +/-	(\$16,538)	(\$16,802)											(\$33,340)		
<b>Access</b>															
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		
2019 Farebox Revenue	\$14,039	\$12,874											\$26,913		
Monthly +/-	\$1,241	(\$893)											\$348		
YTD +/-	\$1,241	\$348											\$1,589		

### Goal 6 - Increase Ridership

<b>Fixed Route</b>															
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		
2019 Passenger Trips	121,990	125,274											247,264		
Monthly +/-	(15,770)	(10,148)											(25,918)		
YTD +/-	(15,770)	(25,918)											(41,688)		
<b>Access</b>															
2018 Passenger Trips	6,207	5,923	6,412	6,151	6,347	5,927	6,158	6,782	5,648	6,823	5,958	5,603	73,939		
2019 Passenger Trips	5,839	5,899											11,738	report only	

Monthly +/-	(368)	(24)												(392)	
YTD +/-	(368)	(392)												(760)	
<b>Purchased Trips</b>															
2018 Purchased Trips	905	883	897	902	899	889	897	916	876	877	878	879		10,698	
2019 Purchased Trips	764	810												1,574	report only
Monthly +/-	(141)	(73)												(214)	
YTD +/-	(141)	(214)												(355)	
<b>Total Ridership</b>															
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		
2019 Passenger Trips	128,593	131,983	0	0	0	0	0	0	0	0	0	0	260,576	5% increase	
Monthly +/-	(16,279)	(10,245)											(26,524)		
YTD +/-	(16,279)	(26,524)											(42,803)		
<b>Greyhound Ticket Sales</b>															
2019 Passenger tickets sold	552	647												1,199	report only
2019 Packages/bags	36	37												73	report only