

TENTATIVE AGENDA
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING
ORDER OF BUSINESS
THURSDAY, May 9, 2019 AT 5:30 PM
801 LEESBURG RD.
FORT WAYNE, IN 46808

- I. REGULAR MEETING: to start at 5:30 PM
 1. Reading, correcting and approval of the Minutes of the previous meeting(s):
 - a. Regular Board Meeting Minutes (4/11/2019)
 - b. Executive Session of the Personnel Committee (4/30/2019)
 2. Written Communications from the public, including petitions and remonstrances:
 3. 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
 4. Introduction and/or Adoption of Resolutions and Ordinances:
 - a. Resolutions:
 - b. Appropriations Ordinances:
 - c. General Ordinances:
 5. Old Business:
 6. New Business:
 7. Public Comment¹
 8. Open Discussion by the Board

¹ Public Comment is only available to those individuals who pre-registered according to Citilink Policy.

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
Board Minutes
April 11, 2019

The April meeting of the Board of Directors of the Fort Wayne Public Transportation Corporation/ Citilink was held on Thursday March 14, 2019 with Executive Session of the Board of Directors starting at 4:48 pm and regular meeting starting at 5:38 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, Mr. Howard Traxmor

Directors Absent: W

Staff Present: Mr. Maurice Pearl, Ms. Jean Marie Boykins, Mr. Bruce Miller, Ms. Betsy Kachmar, Mr. Jason Trabert, Ms. Margie Hammond

Others Present: Mr. Tom Trent, Corporate Counsel, Mr. Denny Logan, Corporate Counsel, Mr. Jason Scheele, Corporate Counsel, Mr. Ernie Johnson, President ATU Local 682, Mr. Chris Phillips, Executive Board Union Member ATU Local 682, Ms. Briana Munson, bus driver, Luke Labas and mother and Officer Barbour

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 from 3/14/2019. Mr. Hines made the motion to approve the minutes. Mr. Steinman 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 – No report.

Marketing Committee – No report.

Legislative Committee – Mr. Hartman gave update on SB285 Bill. Waiting to see if any PMTF will come out and any reversions to this year. Should know by next meeting. Transit Day Event: Mr. Traxmor noted there is a lot of work that needs to be done.

Executive Committee – No Report.

Transportation Planning Committee– Mr. Traxmor indicated they did meet, didn't have a regular quorum so Matthew put together proxy for one of the members and heard a good presentation from Bill on the Transit Development Plan. Mr. Traxmor suggest that we review the membership and have a discussion at some point.

Ms. Fortriede welcomed Luke Labas and his mom and some employees here today, Margie Hammond, Chris Phillips and Briana Munson. Thank you for coming today.

Staff Reports:

Controller's Report

Mr. Miller distributed the Interim Record of Transmittals for the period of April 1-11, 2019.

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

Cash position at the end of March 2019 is roughly \$480,000 lower compared to the cash position as compared to the same time of the previous year. Financial Summary Comparison operating revenue is up slightly. Passenger fares in general have been down this year compared to last year. Non-operating revenue is up slightly as well. Total revenue shows we are up \$11,892.80. Cash balances approximately \$2,840,711. Statement of net earnings: Operating revenue is under budget about \$18,000. Slight increase over same time frame we were last year. Non-operating revenue is under budget by \$487,000. A chunk is the property tax, not including the circuit tax breaker. The other line item is FTA 5307 – operations, which is under budget \$154,000. We don't anticipate the need to draw down the entire amount that was budgeted for 2019.

Salaries and wages we are up about \$30,000 over the same time frame last year. We had budgeted assuming the RATP Dev Contract would have continued. We have brought on our own employees to fill those type of positions and wages are increasing more than what we would have budgeted. Fringe benefits are under budget by \$183,000 due to medical insurance with zero % increase and we had budgeted for 10% increase. Materials and supplies are under budget roughly by \$69,000. Bulk of that is due to fuel and lubricants.

Legal services for the month of March show \$49, 500 which is obviously high and of that number, roughly \$22,000 was related to the Collective Bargaining Agreement where we contracted Rothberg to lead in those negotiations.

Total operating expenses under budget by \$336,519. This is primarily due to being under budget in group medical, fuel and lubricant and right now we are also under budget as it relates to salaries and wages. We will have some retro- active wage increases soon due to CBA.

General Manager Report:

- Mr. Pearl has been taking the bus to work every day.
- FTA has distributed \$3,604,577 federal funding to Citilink.
- 2018 BKD Audit: Onsite review last week. This week we have a few more items we need to deliver to them. That information is from a different provider so we are waiting for that. We also uploaded some additional information to them today.
- Safety & Security: Camera System software trouble shooting continues. Paratransit scheduling system is almost complete as well as efforts to transfer Route Match connections continue, bus public WiFi activation is underway.
- Employee Board Development: Contract negotiations was discussed in Executive Session prior to the meeting. A long time employee for more than 32 years, Juanita Paskins is retiring effective Friday, June 28, 2019. She has been serving as a dispatcher for Citilink and very valuable employee.

- Collaborations/Advocacy: Participated in the GFW Third House luncheon on March 8, 2019. A bus load of Citilink Champions (10) attended Transit Day at the Statehouse on March 26th.
- Market Development/Community Relations: The Citilink Elite Club installed the Citilink shelter for the YWCA. Thanks to maintenance department for refurbishing and their installation expertise. We also had some news coverage as well.
- Ridership Fixed Route: For March 2019 had 135,474 trips. This compares to 145,440 for March 2018. Slight decrease just under 7%.
- Citilink is coordinating with Urban Transit Associates for a free demo of their passenger counter system. The systems will be installed on four Gillig buses the week of April 16th and will run for 3-4 months.
- Ridership Access: Citilink access ridership for the month of March 2019 was 6,735 trips compared to 6,412 in March 2019. Just under 5% increase. On-time performance was 96.75%. Citilink Goal Stat Summary Report
- Goal 1 Safety for March 0 major road calls. Access had 1 for March
- Accidents: March - Fixed Route 2 preventable accidents. Access we had 0.
- On-time performance: March - Fixed Route: 90.81%. Access 96.75%.
- Greyhound: 751 ticket sales.

Mr. Traxmor had questions:

1. Can you describe the nature of the ongoing problems with the security cameras?
Mr. Trabert indicated main objective is to try to get Cradle Point's internet to communicate with our Route Match system. Route Match is very unresponsive. Mr. Rodriguez, PM Maintenance Supervisor and DWD are working on this. Still working out how to get the tablets to work with Cradle Point WiFi. We have to make sure that the tablet is connecting to only that WiFi. Ms. Kachmar received a Facebook post from customer thanking us for free WiFi.
2. Bus Shelter: Did Citilink contribute half of that cost? Mr. Trabert explained there was a very small amount of cost for the shop's time.
3. Ridership: There has been 3 month decline in ridership. Do you know why? Mr. Pearl indicated that he has not had the chance to delve into this yet at Citilink but he is aware that ridership has been declining across the country.

Introduction and/or Adoption of Resolutions and Ordinances: None

Old Business: None.

New Business:

Adoption and ratification of the New CBA Contract January 1, 2019 through December 31, 2021.

Mr. Logan acknowledge Mr. Johnson and Mr. Phillips from ATU Local 682. ATU Local 682 and Citilink Management Team, Ken Housden and Rothberg Logan Warsco LLP have reviewed the essential terms of the tentative agreements.

Mr. Traxmor made motion to approve the new CBA Contract 2019 through 2021. Mr. Hines seconded. The new CBA for 2019 through 2021 was approved unanimously.

Open Discussion by the Board:

Ms. Fortriede noted that we will be adding Public Comment to the agenda.

Mr. Traxmor had discussed with Ms. Kachmar regarding the \$2.6 billion dollar bill and strategy to improve our quality of our state electrification of the bus system which will be ideal situation for us. Ms. Kachmar has already reviewed the application which is due June 2019.

Mr. Steinman has been following IndyGo's electric buses right now and it is not going well. Issue with distances, law suits against the Company's and looking at charging stations.

Mr. Trabert indicated that the biggest hurdle is the battery malfunction and the best real numbers are at 130-150 miles. Mr. Trabert would not be comfortable unless the numbers could be up to 250 miles. It is important that the electric buses are able to be out all day but it is not possible right now. Mr. Traxmor indicated that the details of the bus aren't important at this point and that Indiana tends to be behind the curve. Webinar will be a good step. Mr. Pearl shared there are grants out there to secure 2 electric buses and charging station.

Ms. Fortriede asked Ms. Kachmar to give Board update on meeting with Mr. Troe. He has been reviewing where we have been. Ms. Kachmar will email the slides from the presentation. Recommend that we be more efficient with our routes. Automatic pass counters will give us more data. We should take all perspectives and look at things carefully. Mr. Troe asked for responses by April 15th from everyone who attended the meeting. The next round of public meetings will be in June. Also looking at Dump the Pump Day. We will be responding to recommendations.

Get On Board Day flyer: Reminder will be April 25th. Citilink departure will be at 9:30 am. Citizen Square departure will be at 10:00 am.

There being no further business, the meeting adjourned at 6:22 PM.

Attest:

Sherese Fortriede
Chair

Ron Steinman
Vice Chair

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION-
Executive Session Meeting of the Personnel Committee Minutes
April 30, 2019

An Executive Session of the Personnel Committee of the Board of Directors of the Fort Wayne Public Transportation Corporation was held on Tuesday, April 30, 2019, beginning at 1:30 p.m. at the Citilink offices, 801 Leesburg Road, Fort Wayne, Indiana.

Personnel Committee Members Present: Mr. Ronald Steinman - Chair, Mr. Glynn Hines, and Ms. Sherese Fortriede.

Staff Present: Mr. Maurice Pearl and Ms. Jean Marie Boykins were present for the meeting.

Others Present: Mr. Thomas Trent, Legal Counsel was present for a portion of the meeting.

The Personnel Committee of the Board of Directors met and discussed one or more of the purposes stated in the notice for such meeting. Nothing else was discussed.

There being no further business, the meeting adjourned at 3:00 p.m.

Attest:

Ronald Steinman
Chair

Sherese Fortriede
Committee Member

Delivery Type	Filled	Date	Customer	Contact	# of Passes	Type	Full Cost	1/2 Cost	Total	
PICK UP 1/3/19	X	1/2/2019	St Mary's Ava Marie House	Julie Crouch	100	TTR - Regular	\$ 1.25	\$ 0.625	\$ 62.50	
					900	ALL DAY - Regular	\$ 3.00	\$ 1.500	\$ 1,350.00	\$ 1,412.50
PICK UP 1/3/19	X	1/2/2019	Just Neighbors	Lyndia	1333	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 1,999.50	\$ 1,999.50
PICK UP 1/3/19	X	1/2/2019	First Wayne Street UMC	Connie Boren	1640	TTR - Regular	\$ 1.25	\$ 0.625	\$ 1,025.00	
				422-4681	625	ALL Day - Regular	\$ 3.00	\$ 1.500	\$ 937.50	
					2	MONTHLY - Regular	\$ 45.00	\$ 22.500	\$ 45.00	\$ 2,007.50
Mailed 1/3/19	X	1/2/2019	Catholic Charties	Baraba	150	MONTHLY - Regular	\$ 45.00	\$ 22.50	\$ 3,375.00	
				422-5625 Ext 278	150	ALLDAY - Regualr	\$ 3.00	\$ 1.50	\$ 225.00	\$ 3,600.00
PICK UP 01/11/19	X	1/2/2019	The Literacy Alliance	Brian Schlichtenmyer	1000	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 1,500.00	\$ 1,500.00
PICK UP 01/03/19	X	1/2/2019	Broadway Christian Church	Alyn Biddle	2400	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 3,600.00	\$ 3,600.00
Mailed 1/3/19	X	1/2/2019	New Haven UMC	Christy Schwartz	30	ALL DAY - Regular	\$ 3.00	\$ 1.500	\$ 45.00	\$ 45.00
Mailed 1/3/19	X	1/2/2019	YMCA	Myriam	150	ALL DAY - Regular	\$ 3.00	\$ 1.500	\$ 225.00	\$ 225.00
PICK UP 01/04/19	X	1/2/2019	The Rescue Mission	Sharon Gerig	360	TTR - Regular	\$ 1.25	\$ 0.625	\$ 225.00	
					2250	ALLDAY - Regular	\$ 3.00	\$ 1.50	\$ 3,375.00	\$ 3,600.00
MAILED 1/4/19	X	1/2/2019	FW Housing Authority	JJ Foster	100	Monthly - Regular	\$ 45.00	\$ 22.50	\$ 2,250.00	
					100	ALLDAY - Regular	\$ 3.00	\$ 1.50	\$ 150.00	\$ 2,400.00
PICK UP 01/23/19	X	1/2/2019	The Carriage House	Andy Wilson	200	MONTHLY - Reduced	\$ 22.00	\$ 11.00	\$ 2,200.00	
					200	ALLDAY - Reduced	\$ 1.50	\$ 0.75	\$ 150.00	
					500	ALL DAY - Regular	\$ 3.00	\$ 1.500	\$ 750.00	
					800	TTR - Regular	\$ 1.25	\$ 0.625	\$ 500.00	\$ 3,600.00
PICK UP 01/11/19	X	1/2/2019	SCAN	Carol Deakins	525	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 787.50	
					125	MONTHLY - Regular	\$ 45.00	##### ##	\$ 2,812.50	\$ 3,600.00
Mailed 1/4/19	X	1/2/2019	Friends of the Third World	Jim Goetsch	10	TTR-Reduced	\$ 0.60	\$ 0.30	\$ 3.00	
					20	ALLDAY - Reduced	\$ 1.50	\$ 0.750	\$ 15.00	
					5	10R Reduced	\$ 6.00	\$ 3.000	\$ 15.00	
					30	Monthly - Reduced	\$ 22.00	\$ 11.000	\$ 330.00	
					20	ALLDAY - Regular	\$ 3.00	\$ 1.500	\$ 30.00	
					20	TTR - Regular	\$ 1.25	\$ 0.625	\$ 12.50	\$ 405.50
Mailed 1/4/19	X	1/3/2019	Salvation Army	Darlene Michel	160	MONTHLY - REGULAR	\$ 45.00	\$ 22.500	\$ 3,600.00	\$ 3,600.00
Mailed 1/4/19	X	1/3/2019	City County Charity Group	Michelle Fulk	200	ALLDAY - Regular	\$ 3.00	\$ 1.500	\$ 300.00	\$ 300.00

Delivery Type	Filled	Date	Customer	Contact	# of Passes	Type	Full Cost	1/2 Cost	Total	
PICK UP 01/07/19	X	1/3/2019	YWCA	Kara Gruss	2400	ALLDAY - Regular	\$ 3.00	\$ 1.500	\$ 3,600.00	\$ 3,600.00
PICK UP 01/07/19	X	1/4/2019	Wayne Township Trustee	Patsy Brewer	160	MONTHLY - Regular	\$ 45.00	\$ 22.50	\$ 3,600.00	\$ 3,600.00
PICK UP 01/07/19	x	1/4/2019	Saint Vincent de Paul Society	Donna Brooke	200	ALLDAY - Regular	\$ 3.00	\$ 1.50	\$ 300.00	\$ 300.00
Mailed 1/9/19	X	1/8/2019	Turnstone	Melissa	10	TTR - Regular	\$ 1.25	\$ 0.625	\$ 6.25	
					60	MONTHLY - Regular	\$ 45.00	\$ 22.50	\$ 1,350.00	\$ 1,356.25
PICK UP 01/14/19	X	1/8/2019	Brightpoint	Pam Brookshire	2400	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 3,600.00	\$ 3,600.00
Mailed 1/10/19	X	1/8/2019	Ivy Tech	Tammy Henry	160	MONTHLY - Regular	\$ 45.00	\$ 22.50	\$ 3,600.00	\$ 3,600.00
Mailed 1/10/19	X	1/8/2019	Trinity United Methodist Church	David Abbott	33	ALLDAY - Regular	\$ 3.00	\$ 1.500	\$ 49.50	\$ 49.50
PICK UP 1/24/2019	X	1/24/2019	Matthew 25	Judy Stoops	81	Ticket to Ride - Regular	\$ 1.25	\$ 0.625	\$ 50.63	
					166	All Day - Regular	\$ 3.00	\$ 1.50	\$ 249.00	\$ 299.63
MAILED 2/11/19	X	2/8/2019	Lutheran Social Services	Kristi Stanley	150	Monthly - Regular	\$ 45.00	\$ 22.50	\$ 3,375.00	
					100	ALL Day - Regular	\$ 3.00	\$ 1.50	\$ 150.00	\$ 3,525.00
PICK UP 02/26/19	X	2/8/2019	Genesis Outreach	Albert Brownlee	1000	ALLDAY - Regular	\$ 3.00	\$ 1.50	\$ 1,500.00	\$ 1,500.00
Mailed 2/13/19	X	2/11/2019	Early Childhood Alliance	Tricia Willard	50	MONTHLY - REDUCED	\$ 22.00	\$ 11.00	\$ 550.00	
					10	MONTHLY - REGULAR	\$ 45.00	\$ 22.50	\$ 225.00	\$ 775.00
PICK UP - 03/19/19	X	3/18/2019	A Mother's Hope - Fort Wayne	Maria Nancarrow	72	MONTHLY - Regular	\$ 45.00	\$ 22.50	\$ 1,620.00	
					1320	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 1,980.00	\$ 3,600.00
PICK UP	X	4/16/2019	Allen County Juvenile Center	Wendy Kyler	250	ALL DAY - REGULAR	\$ 3.00	\$ 1.50	\$ 375.00	
					15	MONTHLY - REGULAR	\$ 45.00	\$ 22.50	\$ 337.50	\$ 712.50
									\$ 58,412.88	
										\$ 58,412.88
									\$ 58,412.88	
						Remaining			\$ 1,587.13	



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

To: Citilink Board of Directors

From: Reese Pearl, General Manager

Date: May 3, 2019

Re: Board Meeting Thursday, May 9, 2019

Here is an update on current projects and notes for your next board meeting which is set for Thursday, May 9, 2019 in the Conference Room at the Citilink Offices, 801 Leesburg Road, and regular board meeting starting at 5:30 pm. **Please contact Jean Marie Boykins if you are unable to attend the meeting.**

Financial (Goal 5: Financial Responsibility)

- 2018 Audit – Auditors from BKD are in the final stages of the audit and will tentatively have a final report by May 15th.
- The Citilink 2018 FTA National Transit Database report was submitted on March 30th. Staff will continue to follow up with reviewer until any outstanding issues are resolved.

Safety & Security (Goal 1: Safety)

- **Camera System:** Software trouble shooting continues. Connectivity transition for paratransit scheduling system is almost complete, efforts to transfer Route Match connections continue, bus public Wi-Fi activation is complete, will be doing a public information campaign announcing free public Wi-Fi on our buses with neat giveaways when they arrive.
- **Safety Committee:** A meeting was held on Tuesday, April 30, 2019 in the GM's office. Maurice Pearl, Jean Marie Boykins, Jason Trabert, Jeremy Snyder and Tanya Rork attended the meeting. Some highlights of the meeting include, wheelchairs securements, decrease in slips/falls, workplace safety, pre-trips, Access van front toe hooks, and window cleaning.

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

- **New bid:** New bids begin Monday, May 6th.
- **Employee Update:** Chasiti Crouse began full-time in customer service on April 24th. Orientation and training for newly hired paratransit driver Jeffrey Gibson was held the week of April 29th – May 3rd. Stacey Holmes newly hired dispatcher and Tawny Causey, part-time hostler will both start on Monday, May 6th.
- Reese Pearl attended the APTA CEO Seminar, April 13-15, 2019 in Chicago, Illinois. I attended several committee meetings. There were many topics covered: Building the CEO brand,

building up your LinkedIn profile, changing demographics and how its impact on transit and cities, building a solid CEO-Board relationship, Legislative and FTA updates, and Homelessness, Affordable housing, and Ridership – Three Converging Challenges.

Collaborations/Advocacy (Goal 7: Community Livability)

- Meetings were held with: UTAB, Rally 2 Read, Parking Partners, ITA, INDOT STIP Open House, , Fair Housing Summit, Multicultural Council, AARP, Webinars on IDEM VW funding, Age Friendly Streets,
- Hosted Citilink info table at Earth Day at Eagle Marsh on Sunday, April 28th promoting the environmental benefits of public transit.

Market Development/Community Relations (Goal 6: Ridership)

- **Transit Development Plan:** Meetings were held with the TDP Steering Committee and Transportation Planning Committee to review and discuss TDP progress and draft recommendations. The next round of public meetings will be held the week of June 17th.
- **Allen County Township Trustees:** Gave presentation about Citilink and the TDP planning process at the April meeting of all trustees, at the invitation of the chair Sarah Gnagy, St. Joe Township Trustee.
- **Touch a Truck:** Saturday morning cacophony of fun with preschoolers investigating big rigs and blowing horns. Distributed 236 system maps to families touring our bus.
- **Social Media Highlights:** Get on Board Day, BBB Pillar of the Community award, Rack & Roll/bike commuting, Earth week, Touch a Truck, Thoughtful Thursday bus rider tip of the week, Moving Stories – Driver Sam Benson

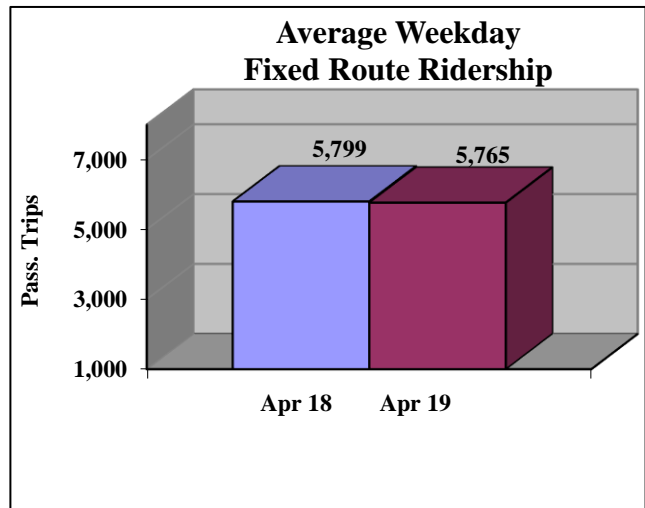
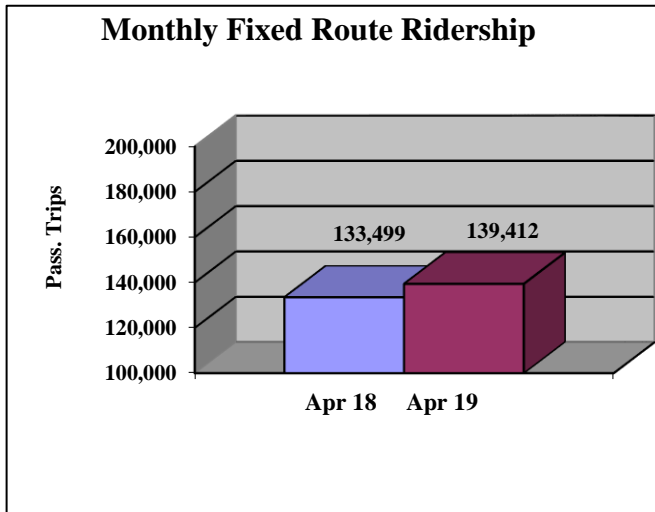


Ridership (Goal 6: Ridership)

- **Fixed Route:** Ridership for the month of April 2019 was 139,412 trips. This compares to 133,499 passenger trips for April 2018 (**increase of 5,913 trips/4.43%**). On-time performance was at 87.24%. Average weekday ridership for the month of April was 5,765.
- **Token Transit:** Mobile pass sales for April was 3,288 for net of \$9,034. Usage was 11,400 on fixed route and 476 on Access.
- **Cougar Express:** Ridership for April was 664 compared to 660 for April 2018 (**increase of 4 trips /+0.61%**). Ridership for spring semester was 2,637 for a total of 5,728 trips during the USF 18-19 school year (an 11% decrease from the previous year with two fewer operating days due to snow emergency in January. Average ridership of four (4) passengers per hour

remained constant. Our partnership with META students provided several well performing social media Moving Stories, editing of passenger & driver videos that were well received, collaboration to create our Holiday Window design and Cougar Express promotions on campus. USF intends to use the Cougar Express bus for several special shuttles over the summer, per our contract.

- Citilink is coordinating with Urban Transit Associates (UTA) for a free demo of their passenger counter system. The systems will be installed on four (4) Gillig buses the week of April 16th. The demo will run for 3-4 months.



**April Average Fixed Route Passengers per Hour
By Route – Weekdays Only**

Route 1-Waynedale Northcrest	15.42
Route 2-Time Corners Georgetown	23.11
Route 3-Village Woods Canterbury	14.73
Route 4-Wells Ludwig Parkview	18.33
Route 5-Southeast Local	6.71
Route 6-Franke Park McKinnie	18.13
Route 7-Anthony Oxford	15.24
Route 8-Glenbrook Southtown	20.37
Route 9-Broadway Taylor Gateway	14.57
Route 10-Lewis New Haven	20.78
Route 21-Dupont Road	3.27
Route 22-West Jefferson Lutheran	6.99
Route 97-Cougar Express	3.16
Route 31X- Downtown/ARC Express	3.05
Route 15 - MedLink	2.79

- **ACCESS:** Citilink Access ridership for the month of April 2019 was 6,583 trips compared to 6,151 provided in April 2018 (**increase of 432 trips/+7.02%**). On-time performance was 98.05%. Average Access weekday ridership for April was 287 trips/day.

- **5310 Pass Through to Community Transportation Network:** CTN provided 802 trips in April, 2019.
- **Greyhound:** For the month of April 2019 Citilink CSR's at Central Station sold 608 tickets (672 were sold in 2018) & processed 24 packages/bags (43 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
Fixed Route															
2019 Major Road Calls	3	0	0	3									6	35 or less	Total Road Calls
YTD	3	3	3	6											
Access															
2019 Major Road Calls	1	4	1	2									8	10 or less	Total Road Calls
YTD	1	5	6	8											
Accidents															
Fixed Route															
2019 Preventable Accidents	1	6	2	0									9	20 or less	Preventable
YTD	1	7	9	9											
Total Collision Accidents	1	10	5	0									16	report only	Total Accidents
YTD	1	11	16	16											
Access															
2019 Preventable Accidents	0	1	0	0									1	8 or less	Preventable
YTD	0	1	1	1											
Total Collision Accidents	2	1	2	0									5	report only	Total Accidents
YTD	2	3	5	5											
Goal 2 - Customer Service															
On-time Performance															
Fixed Route															
2019 On time performance	90.16%	91.52%	90.81%	87.24%									89.93%	90%	
Access															
2019 On time performance	94.50%	93.63%	96.75%	98.05%									95.73%	95%	
Goal 5 - Financial Responsibility															
Expenses															
Fixed Route Cost/Hour	\$87.71	\$83.65	\$84.73	\$98.87									\$88.74	\$86.00	
Access Cost/Trip	\$32.14	\$26.97	\$23.68	\$32.54									\$28.83	\$29.00	\$28 or less
Free Access Trips on FR	1,420	1,256	1,453	1,674									5,803		Report only
Revenue															
Fixed Route															
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	\$87,594	\$85,894									\$410,863	\$1,433,600	2019 budget amount
Monthly +/-	(\$16,538)	(\$264)	\$2,436	(\$2,361)									(\$16,727)		
YTD +/-	(\$16,538)	(\$16,802)	(\$14,366)	(\$16,727)									(\$64,434)		
Access															
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	\$20,558	\$13,606									\$61,077		
Monthly +/-	\$1,241	(\$893)	\$2,913	(\$30)									\$3,231		
YTD +/-	\$1,241	\$348	\$3,261	\$3,231									\$8,081		
Goal 6 - Increase Ridership															
Fixed Route															
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	135,475	139,412									522,151		
Monthly +/-	(15,770)	(10,148)	(9,965)	5,913									(29,970)		
YTD +/-	(15,770)	(25,918)	(35,883)	(29,970)									(107,541)		
Access															
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	6,735	6,583									25,056	report only	

Monthly +/-	(368)	(24)	323	432									363	
YTD +/-	(368)	(392)	(69)	363									(466)	
Purchased Trips														
2018 Purchased Trips	905	883	897	902	899	889	897	916	876	877	878	879	10,698	
2019 Purchased Trips	764	810	832	808									3,214	report only
Monthly +/-	(141)	(73)	(65)	(94)									(373)	
YTD +/-	(141)	(214)	(279)	(373)									(1,007)	
Total Ridership														
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	143,042	146,803	0	0	0	0	0	0	0	0	550,421	5% increase
Monthly +/-	(16,279)	(10,245)	(9,707)	6,251									(29,980)	
YTD +/-	(16,279)	(26,524)	(36,231)	(29,980)									(109,014)	
Greyhound Ticket Sales														
2019 Passenger tickets sold	552	647	751	608									2,558	report only
2019 Packages/bags	36	37	50	24									147	report only