

TENTATIVE AGENDA
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING
ORDER OF BUSINESS
THURSDAY, NOVEMBER 8, 2018 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 (10/11/2018)
 - b. Executive Session Board of Directors (10/11/2018)
 - c. Executive Session Personnel Committee (10/30/2018)
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
 - 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:
 - a. Nominating Committees – Slate of Officers
 - b. 2019 Bus Pass Program
8. Open Discussion by the Board

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
Board Minutes
October 11, 2018

The October meeting of the Board of Directors of the Fort Wayne Public Transportation Corporation/ Citilink was held on Thursday October 11, 2018 beginning at 4:30 pm with an Executive Session of the Board of Directors and the regular meeting starting at 5:33 pm at the Citilink offices, 801 Leesburg Road, Fort Wayne, Indiana.

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

Directors Absent:

Staff Present: Mr. John Haenftling, Ms. Betsy Kachmar, Ms. Jean Marie Boykins, Mr. Bruce Miller, Mr. Jason Trabert, Mr. Junior Rodriguez, Ms. Claudia Harris-Stevenson

Others Present: Mr. Denny Logan, Corporate Counsel, Mr. Tom Trent, Corporate Counsel, Mr. Ernie Johnson, ATU Local 682, Debra Mueller, Access Bus Driver, Officer DeVido

Mr. Hines began with roll call of members. Mr. Hines noted that all Board Members were present.

Approval of Minutes: Mr. Hines moved to the reading, correcting and approval of the previously distributed regular Board Meeting minutes of 9/13/2018, and the Marketing Committee Meeting minutes of 10/10/2018. Mr. Steinman made the motion to approve both sets of minutes. Mr. Traxmor seconded. 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 – Minutes attached from 10/10/18.

Legislative Committee –Kim Tempel from Workforce Development is scheduled for meeting with Citilink staff, Nathan Hartman and our lobbyist Mark Palmer on Monday, November 5th.

Executive Committee – Executive session today held at 4:30 pm prior to board meeting. Minutes will be prepared by our legal counsel Mr. Logan.

Transportation Planning Committee–The meeting was cancelled.

Staff Reports:

Controller's Report

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

Mr. Hines indicated that Mr. Traxmor had a question about the check for \$27,000 to Blackburn and Green. Mr. Miller indicated that it was a large settlement for bodily injury claim. Ms. Boykins added that it was for bodily injury claim due to a preventable accident which was the liability of Citilink. Mr. Miller also indicated that it would have been in the record of transmittals a month ago.

Mr. Traxmor questioned why we wrote a check to the Allen County Treasurer shown under Allen County Treasurer Property Taxes on the record of transmittals. He thought that Citilink was exempt from paying taxes. Mr. Miller indicated that particular check was for one of our employee's garnishments. Citilink is required to garnish the appropriate amount owed from the employee's paycheck and forward it to the Allen County Treasurer's office. Mr. Miller pointed out, however, that Citilink does pay \$7.35 per year in property taxes, made out to Allen County Treasurer's office. It is a \$1.00 per acre for a drainage ditch assessment.

Mr. Steinman made motion to approve the Interim Record of Transmittals for October 1–11, 2018, and the Record of Transmittals for September 1-30, 2018. Mr. Coats seconded. They were approved unanimously, with Mr. Coats abstaining from any payments to DWD.

In comparison to the prior year, revenues are up close to 3%. Operating expenses are up about 4.2%. Generally items that are out of the ordinary are discussed, last month discussion revolved around how wages were higher than normal due to the way the calendar month of August fell, having 23 weekdays of service and 5 weekends. For September we only had 19 weekdays of service which leads to all categories being under budget. In total, salaries and wages are roughly \$82,000 under budget for the month of September.

In regards to Fuel and Lubricants, in the month of September and going forward, you will start to see more expensive diesel fuel as compared to the first part of the year. We are locked in around \$2.35. Significantly more expensive than the locked in price during the first part of the year. Total operating expenses are under budget by about \$135,000.

Mr. Hines welcomed Mr. Rodriguez, evening maintenance supervisor.

General Manager Report:

Mr. Hines asked Mr. Haenftling what his view of his role was at Citilink and what he felt that he should be doing at Citilink. Just wanted Mr. Haenftling to have a chance to share his views since it has been 90 days. Mr. Haenftling indicated he believes that he is here to help implement better service to the public and look at innovative ways to better the company. He also indicated that he needs to keep things moving in an orderly fashion throughout the company particularly as it relates to adequate staff and budgets. The major issues coming up include the ATU/CBA negotiations. Mr. Haenftling indicated that he is not well versed in labor negotiations but Citilink will have good legal representation attending. Mr. Hines asked whether or not Citilink is prepared for negotiations, i.e., do we have appropriate materials, since Mr. Haenftling will be out of the office the week prior to negotiations (October 15 – 19) to attend the RATP Dev Safety Summit in Fort Worth. Mr. Logan indicated that he would meet with Mr. Haenftling after the meeting and ensure that all appropriate materials were in preparation.

- **Citilink 2030 - Transit Development Plan:** The consultants will be scheduling their next round of public input meetings November 13-14 to present findings and proposed alternatives to the community for their reactions and recommendations. They will be hosting meetings at Citilink Central Station downtown to get input from the riders.
- **Capital Projects:** Citilink did not get the bus barn roof replacement grant. Competition was pretty tough. The bus barn roof still requires replacement so alternative funding will be sought.
- **Citilink Budget:** The Citilink budget did pass through the approval process and final vote by the Council on October 9.

- **PMTF:** The application for 2019 funding was submitted. Citilink has engaged Mr. Palmer to lobby for rescinding the reversion implemented this year and to try and make it clear that PMTF is exempt from future reversions. He will also lobby for PMTF funding in the biennial budget and address other issues as they arise this session.
- **AWS Free Fare Election Day Grant:** Citilink received approval for the \$2,500 grant to help underwrite a free fare for Election Day.
- **Board & Staff Development:** New driver orientation is going on next week which will be a big effort for Ms. Harris-Stevenson; Ms. Boykins and Ms. Kachmar as they are very involved in the orientation and training and are preparing appropriately.
- **Contract Negotiations:** Negotiation dates are scheduled during the week of October 22, 2018. We have reserved a room at the Courtyard Marriott downtown. Management staff anticipates face-to-face negotiations starting Monday afternoon. Rooms are reserved through Thursday. We are remaining optimistic that negotiations can be completed in that time.
- **RATP Dev:** Mr. Haenftling is attending the RATP Dev Safety Summit next week. He will be able to use some of the information from these sessions to prepare a Citilink Safety Plan. He also indicated that he will have the opportunity to meet with our RATP Dev attorney involved in the CBA negotiations in person. They will also have the opportunity to speak with Rothberg & Logan via telephone regarding negotiations.

Mr. Hines referred to the Board Notes under collaborations, and asked Mr. Haenftling of that list which one of the meetings has he participated in? Mr. Haenftling has attended the UTAB meetings.

Mr. Hines asked if Mr. Haenftling could speak about ridership. Mr. Haenftling indicated that ridership is down a bit for the month about 5.5% and the Access ridership has also declined. Doesn't know if there was any good reason for this. Mr. Hines indicated that there was a lot of construction.

Mr. Traxmor had a question regarding ridership, that ridership is down but revenue is up. How do you explain that? Mr. Miller explained that we always have timing issues as it relates to riders. We are constantly selling passes to various grocery stores and service agencies which buy them in advance and then gradually give/sell them to people as needed.

Mr. Steinman would like to schedule a meeting of the Personnel Committee with HR to tweak the evaluations for the General Manager and Assistant General Manager. Would like to get a good feel as far as expectations and evaluation of performance.

Introduction and/or Adoption of Resolutions and Ordinances: None

Old Business: None.

New Business:

Mr. Haenftling asked for permission to enter into contract with Safety Vision at approximately \$303,000. The estimate we have received is for \$273,000. Safety Vision has presented the most responsible & responsive proposal and Citilink would need to enter into a contract to proceed forward. Mr. Logan added that the preferred practice would be to have the contract in hand and reviewed by legal counsel prior to board approval. Mr. Hines agreed that he prefers to have the contract in hand first. Mr. Traxmor asked what the purpose of this request was for. Mr. Haenftling indicated that it was for upgrade of the cameras. Mr. Hines noted we will wait until next month.

Reminder from Mr. Hines: Slate of Officers will be on the agenda for the November meeting. Mr. Hines will be unable to attend. Mr. Steinman will be the chair of the Nominating Committee and the vote will take place at the next Board meeting. If there are any board members interested in officer positions, please contact Mr. Steinman.

Open Discussion by the Board:

Mr. Traxmor saw a report on how a public transit system help evacuate people in a hurricane zone and how it is important to educate the community.

Mr. Hines brought back information from APTA Conference to share. Shared that they had a big discussion on Triennial reviews. He found it very educational. Distributed information regarding APTA's proposed legislative agenda. Reminded everyone about the upcoming APTA Leadership Board Member Conference, November 27-29, 2018.

Mr. Hines asked to hear from shop and operations managers. Mr. Trabert indicated that the new shop supervisor has been a big help to the shop and learns quickly. No other concerns.

Ms. Harris-Stevenson indicated that they are still under staffed and juggling staff with schedules. She is again looking for a PM dispatcher and they are starting 5 new drivers on Monday. With all of the construction, they are trying to keep the buses moving but they get pop up interruptions all the time. We could use more people on the extra board. Increasing requests for Access trips require additional drivers to help meet the demand. These trips generally fall to the extra board drivers.

Ms. Kachmar passed around examples of the new Citilink Window of Opportunity marketing campaign.

Mr. Hines indicated that he would be unable to attend the November Board Meeting.

Ms. Boykins asked if there is a tentative date set yet for the Board Retreat for 2019. Mr. Hines advised to get the date from Ms. Fortriede. Mr. Logan did acknowledge that it would be fine to have the 2019 Board Retreat at the Rothberg Logan Law Firm again.

There being no further business, the meeting adjourned at 6:11 PM.

Attest:

Sherese Fortriede
Vice Chairman

Ron Steinman
Secretary

**CITILINK BOARD OF DIRECTORS
SLATE OF OFFICERS FOR 2018**

1. Sherese Fortriede

Chair

1. Ron Steinman

Vice Chair

1. Glynn Hines

Secretary

<u>Delivery Type</u>	<u>Filled</u>	<u>Date</u>	<u>Customer</u>	<u>Contact</u>	<u># of Passes</u>	<u>Type</u>	<u>Full Cost</u>	<u>1/2 Cost</u>	<u>Total</u>	
Pick Up 1/4/2018	X	1/3/2018	The Shepherd House Barb Cell Number 705-7642	Tracey	1000	ALL DAY - REGULAR	\$ 3.00	\$ 1.50	\$ 1,500.00	\$ 1,500.00
Pick up	X	1/3/2018	St Mary's of God Catholic Church	Julie Crouch	200 1000	TTR-Regular ALL Day - Regular	\$ 1.25 \$ 3.00	\$ 0.625 \$ 1.50	\$ 125.00 \$ 1,500.00	\$ 1,625.00
Pick up 1/11/2018	X	1/3/2018	The Literacy Alliance	Brian S	900	ALL Day - Regular	\$ 3.00	\$ 1.50	\$ 1,350.00	\$ 1,350.00
Mailed 1/5/2018	X	1/3/2018	Adams Township Trustee	Debra Stellato	550 30	ALL DAY - REGULAR MONTHLY - REGULAR	\$ 3.00 \$ 45.00	\$ 1.50 \$ 22.50	\$ 825.00 \$ 675.00	\$ 1,500.00
Pick Up	X	1/3/2018	SCAN Inc.	Carol Deakins	135 375	MONTHLY - REGULAR ALL DAY - Regular	\$ 45.00 \$ 3.00	\$ 22.50 \$ 1.500	\$ 3,037.50 \$ 562.50	\$ 3,600.00
PICK UP 1/5/2018	X	1/3/2018	City County Charity Group Organizer E-mail Michelle an Invoice - Sharon from VOA to pick up and deliver check	Michelle Fulk	150	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 225.00	\$ 225.00
PICK UP 1/5/2018	X	1/3/2018	Broadway Christian Church	Pastor Biddle	1674 99	All Day - Regular MONTHLY - Reduced	\$ 3.00 \$ 22.00	\$ 1.500 \$ 11.000	\$ 2,511.00 \$ 1,089.00	\$ 3,600.00
PICK UP	X	1/3/2018	Carriage House	Andy Wilson	614 600 276	TTR - Regular TTR - Reduce Monthly - Reduced	\$ 1.25 \$ 0.60 \$ 22.00	\$ 0.625 \$ 0.30 \$ 11.00	\$ 383.75 \$ 180.00 \$ 3,036.00	\$ 3,599.75
Mailed 1/5/2018	X	1/3/2018	The Pat Dyer Memorial Fund	Chris Davidson	20	MONTHLY - REGULAR	\$ 45.00	\$ 22.50	\$ 450.00	\$ 450.00
Mailed 1/4/2018	X	1/3/2018	Lutheran Social Services	Kristi Stanley 426-3347 Ext 324	160	Monthly - Regular	\$ 45.00	\$ 22.50	\$ 3,600.00	\$ 3,600.00
Pick Up 1/4/2018	X	1/3/2018	First Wayne Street United Methodist Church	Connie Boren 422-4681	1640 625 2	TTR-Regular ALL DAY - Regular MONTHLY - Regular	\$ 1.25 \$ 3.00 \$ 45.00	\$ 0.625 \$ 1.50 \$ 22.50	\$ 1,025.00 \$ 937.50 \$ 45.00	\$ 2,007.50
Pick up	X	1/3/2018	Wayne Township Trustee Office PLUS AN ADDITIONAL 573 REGULAR MONTHLY AND 1000 ALL DAY PASSES	Patsy Brewer	160	MONTHLY - Regular	\$ 45.00	##### ##	\$ 3,600.00	\$ 3,600.00
PICK UP	X	1/3/2018	The Rescue Mission	Sharon Gerig	360 2250	TTR - Regular ALL DAY - Regular	\$ 1.25 \$ 3.00	\$ 0.625 \$ 1.500	\$ 225.00 \$ 3,375.00	\$ 3,600.00
PICK UP 1/5/2018	X	1/3/2018	Volunteers of America (Safe Haven)	Sharon Ray	2400	ALL DAY - Regular	\$ 3.00	\$ 1.500	\$ 3,600.00	\$ 3,600.00
PICK UP 1/5/2018	X	1/3/2018	St Vincent Depaul Society	Donna Brooke 456-1779	200	ALL DAY - Regular	\$ 3.00	\$ 1.50	\$ 300.00	\$ 300.00
PICK UP	X	1/3/2018	YWCA of Northeast Indiana CC Mary (Erin last day is Friday the 5th)	Erin Johnson 424-4908 Ext 227	2000 110 23	ALL DAY - REGULAR ALL DAY - REDUCED MONTHLY - Regular	\$ 3.00 \$ 1.50 \$ 45.00	\$ 1.500 \$ 0.750 \$ 22.500	\$ 3,000.00 \$ 82.50 \$ 517.50	\$ 3,600.00

<u>Delivery Type</u>	<u>Filled</u>	<u>Date</u>	<u>Customer</u>	<u>Contact</u>	<u># of Passes</u>	<u>Type</u>	<u>Full Cost</u>	<u>1/2 Cost</u>	<u>Total</u>	
Mailed 1/5/2018	X	1/3/2018	Catholic Charties	Cindy Bauers or Barbara 422-5625	150 150	ALL DAY - Regular MONTHLY - REGULAR	\$ 3.00 \$ 45.00	\$ 1.50 \$ 22.50	\$ 225.00 \$ 3,375.00	\$ 3,600.00
Pick up 1/4/2018	X	1/3/2018	Fort Wayne Housing Authority	JJ Foster 260-348-0756	90 74	ALL DAY - Regular MONTHLY - Regular	\$ 3.00 \$ 45.00	\$ 1.50 \$ 22.50	\$ 135.00 \$ 1,665.00	\$ 1,800.00
Mailed 1/5/2018	X	1/3/2018	Trinity United Methodist Church	Debbie Smith	50 25	TTR - Regular ALL DAY - Regular	\$ 1.25 \$ 3.00	\$ 0.625 \$ 1.50	\$ 31.25 \$ 37.50	\$ 68.75
Mailed 1/8/2018	X	1/4/2018	Friends of the Third World	Marion Waltz 422-6821	100 2 10 15 30	MONTHLY - REDUCED MONTHLY - REGULAR 10R-Reduced ALL DAY - Regular ALL DAY - Reduced	\$ 22.00 \$ 45.00 \$ 6.00 \$ 3.00 \$ 1.50	\$ 11.000 \$ 22.50 \$ 3.000 \$ 1.500 \$ 0.75	\$ 1,100.00 \$ 45.00 \$ 30.00 \$ 22.50 \$ 22.50	\$ 1,220.00
Mailed 1/6/2018	X	1/5/2018	The Salvation Army	Darlene Michel	120	MONTHLY - REGULAR	\$ 45.00	\$ 22.50	\$ 2,700.00	\$ 2,700.00
Pick up	X	1/8/2018	Brightpoint B/O STILL DUE	Pam Brookshire (260) 399-4101	40 50 400 536	MONTHLY - Regular MONTHLY - REDUCE ALLDAY - REGULAR ALLDAY - REGULAR	\$ 45.00 \$ 22.00 \$ 3.00 \$ 3.00	\$ 22.50 \$ 11.00 \$ 1.50 \$ 1.50	\$ 900.00 \$ 550.00 \$ 600.00 \$ 804.00	\$ 2,854.00
									\$ 50,000.00	
										\$ 50,000.00
									\$ 50,000.00	
						Remaining			\$ -	



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

To: Citilink Board of Directors

From: John Haenftling, General Manager

Date: November 5, 2018

Re: Board Meeting Thursday, November 8, 2018

Here is an update on current projects and notes for your next board meeting which is set for Thursday, November 8, 2018 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: The consultants has scheduled a series of meetings for the week of November 12, 2018. Three public meetings are currently set for November 13-14 at the Citilink Central Station and Turnstone Athletic Center. At these meetings the consultant will gather input from citizens regarding their views of current services, present information from their review of the system, and discuss ideas for future service. Other meetings with stakeholders, neighborhood associations, Citilink staff, and the TDP Advisory Committee have also been scheduled for that week. The third newsletter was prepared by the consultant and has been distributed to stakeholders and throughout the community.

Financial (Goal 5: [Financial Responsibility](#))

- **Capital Projects:** The camera update project is proceeding with price and contract negotiations with Safety Vision for the fleet retrofit. This contract is currently under review by legal counsel and presented at the November 8, 2018 meeting. Four small buses have been ordered, one Flexlink route and three Citilink Access service buses. These are gasoline powered engines. Delivery is anticipated in early 2019.
- **2019 Budget Development:** The 2019 Citilink budget was presented to the Fort Wayne City Council on September 18, 2018 following the public hearing on the budget. There were no speakers at the public hearing. The City Council approved the proposed budget with Councilman Arp as the sole dissenting vote. The Citilink budget was formally approved by the Council on October 9.
- **AWS Free Fare Election Day Grant:** Citilink is able to offer a free fare day on election day, November 6 due to the \$2,500 Mighty Money small grant to help underwrite the cost of the free fare service. There is no word to date on the larger request for Citilink Access service subsidy.

Employee/Board Development (Goal 3: [Employee & Board Development](#))

- **Contract Negotiations:** Management staff and ATU local 682 kicked off the Collective Bargaining Agreement (CBA) negotiations during the week of October 22, 2018. The four

days of negotiations were conducted at The Courtyard by Marriott downtown. Without going into any detail, I can report that the negotiations were productive and cordial. Agreement has been reached on a variety of issues but some items remain unresolved and/or unaddressed. With that being the case, Citilink management, the RATP Dev attorney, and the ATU agreed to resume negotiations the week of December 3, 2018 at the same location. Costs for the meeting location will be split between Citilink and ATU Local 682.

- **Board & Staff Development:**

- Part-time hostler William Roberson promoted to PM Dispatcher. William brings years of experience from FWCS and State Developmental Center.
- Safety Committee Meeting scheduled to meet November 16th.
- Fall Safety Training scheduled for the week of December 17th.
- **Safety Summit:** I attended the RATP Dev Safety Summit meeting October 17 & 18 in Fort Worth. The sessions were informative and productive and covered a variety of topics, some of which have merit for development and implementation at Citilink. In particular, the presenter addressing the currently required Public Transit Agency Safety Plan (PTASP) provided guidance for the development of the Citilink plan as it relates to that required by the State oversight agency.
- **Transit Cooperative Research Program:** Betsy attended the project selection meeting October 18-19 in Washington DC.
- Bus Con – Jason attended one day of bus expo in Indianapolis to check out transit products/vendors.
- Five new drivers are progressing. Waiting to get their CDL test so they can drive.
- Staff participated in Reasonable Suspicion refresher training per FTA drug & alcohol policy requirement.

Collaborations/Advocacy (Goal 7: [Community Livability](#))

- With attendance at the Safety Summit and a week of CBA negotiations, there has not been a lot of excess time for community collaboration. I did, however, spend a significant amount of time with local ATU and staff on a variety of issues. During the CBA negotiations, the ATU did request that more time be spent “up front” on issues pertaining to their membership. Having listened to this request and wanting to display a true collaborative attitude, we were able to address issues before they escalate to a higher, more significant level.
- The November UTAB meeting has been rescheduled to next week, November 13 to accommodate the election-day schedule. Staff will be participating in other regular community meetings.
- Meetings with North Anthony Business Association regarding bus shelter improvements, Active Transportation Coalition, Parking Partners, Parking study open house, NIPRA passenger train service update, Rally to Read, AWS Finder information database demo, etc.
- Provided USF with special shuttle using the Cougar Express for recruitment day on 10/13.
- Extended Turnstone demonstration accommodation with Route 8 on half-hour to become permanent route change.

Market Development/Community Relations (Goal 6: [Ridership](#))

- **Travel Training:** Participated with Citilink display at armed services “Stand Down” targeting services for homeless veterans

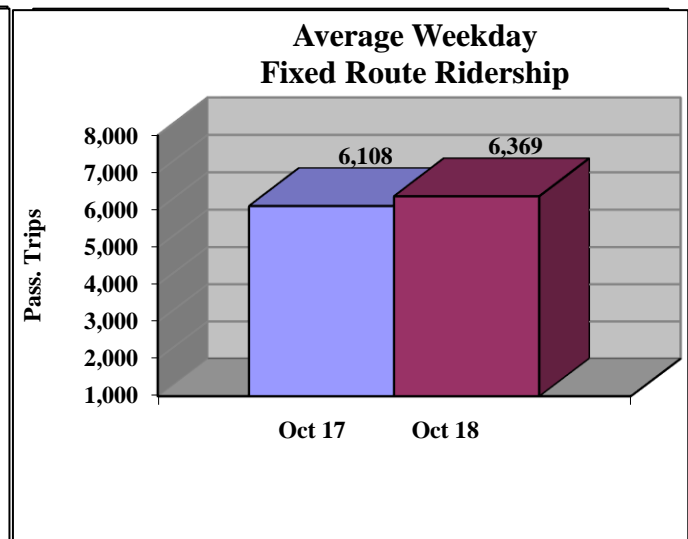
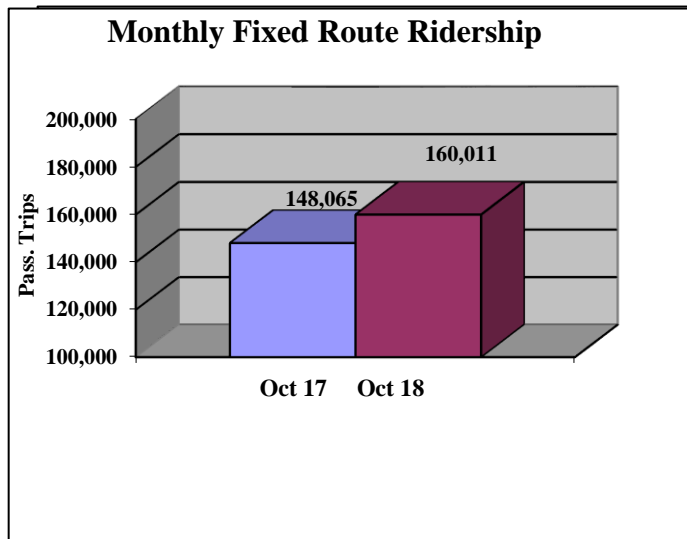
- **Token Transit Mobile Ticketing:** In October 2,574 passes were purchased generating \$7,807 in fare revenue and over 9,922 trips (including 295 on Citilink Access) taken using the mobile ticket app.
- **Social Media Highlights:** Free Fare on Election Day, TDP public meetings, several new moving stories, new marketing campaign, Cougar Express, NIPRA meeting, detours. Now also on Instagram as well as Facebook & Twitter.

Judy has been riding the bus for decades. “It’s easy to ride the bus being in a wheelchair. There is a ramp and seats that flip up for me. I use Citilink five days a week to get to everywhere from Wells Street to Broadway to Georgetown. I also use it to do my therapy at Parkview.” Thank you Judy for riding with us and always having a smile on your face! Moving Stories: bit.ly/MovingStoriesFW



Ridership (Goal 6: Ridership)

- **Fixed Route:** Ridership for the month of October 2018 was 160,011 trips. This compares to 148,065 passenger trips for October 2017 (**increase of 11,946 trips/8.07%**). On-time performance was at 85.68%.
- **Cougar Express:** Cougar Express was off to a slow start but did well catching up. Ridership for October 2018 was at 977 and 996 for 2017.(decrease of -19/-1.91)



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

Route 1-Waynedale Northcrest	16.29
Route 2-Time Corners Georgetown	24.25
Route 3-Village Woods Canterbury	17.63

Route 4-Wells Ludwig Parkview	20.06
Route 5-Southeast Local	6.77
Route 6-Franke Park McKinnie	19.42
Route 7-Anthony Oxford	17.50
Route 8-Glenbrook Southtown	22.75
Route 9-Broadway Taylor Gateway	17.05
Route 10-Lewis New Haven	23.05
Route 21-Dupont Road	25.62
Route 22-West Jefferson Lutheran	4.17
Route 97-Cougar Express	4.65
Route 31X- Downtown/ARC Express	2.99
Route 15 - MedLink	6.71

- **ACCESS:** Citilink Access ridership for the month of October 2018 was 6,823 trips compared to 6,528 provided in October 2017 (**increase of 295 trips/4.52%**). On-time performance was 94.32%.
- **5310 Pass Through to Community Transportation Network:** CTN provided 877trips in October 2018.
- **Greyhound:** For the month of October 2018 Citilink CSR's at Central Station sold 688 (650 sold in 2017) tickets & processed 32 (40 processed in 2017) packages/bags. Ridership for October was 1,335 arriving in Fort Wayne and 1,194 leaving Fort Wayne.

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			19	35 or less	Total Road Calls
YTD	2	4	6	6	8	15	16	18	18	19	19	19			
Access															
2018 Major Road Calls	2	1	1	0	3	1	0	2	1	4			15	10 or less	Total Road Calls
YTD	2	3	4	4	7	8	8	10	11	15	15	15			
Accidents															
Fixed Route															
2018 Preventable Accidents	4	2	3	1	2	2	3	1	4	1			23	20 or less	Preventable
YTD	5	7	10	11	13	15	18	19	23	24	24	24			
Total Collision Accidents	8	3	9	4	4	3	5	4	7	4			51	report only	Total Accidents
YTD	8	11	20	24	28	31	36	40	47	51	51	51			
Access															
2018 Preventable Accidents	1	0	1	0	1	0	0	1	1	2			7	8 or less	Preventable
YTD	1	1	2	2	3	3	3	4	5	7	7	7			
Total Collision Accidents	1	0	2	0	1	0	1	1	1	2			9	report only	Total Accidents
YTD	1	1	3	3	4	4	5	6	7	9	9	9			

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%			88.21%	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%			96.01%	95%	

Goal 5 - Financial Responsibility

Expenses	January	February	March	April	May	June	July	August	September	October	November	December	Total		
Fixed Route															
Fixed Route Cost/Hour	\$80.22	\$82.04	\$83.55	\$83.58	\$82.96	\$86.00	\$87.28	\$81.66	\$89.45	\$79.36			\$83.61	\$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			\$26.24	\$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			18,246		Report only
Revenue															
Fixed Route															
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			\$993,292	\$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	(\$85,608)	(\$82,236)			
YTD +/-	\$3,432	\$5,239	\$3,514	\$8,388	\$11,259	(\$2,168)	\$18,330	\$16,812	\$19,612	\$28,182	(\$57,426)	(\$139,662)			
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					
Monthly +/-	\$429	(\$3,110)	\$1,630	\$343	\$29	(\$762)	\$956	(\$821)	(\$5,189)	\$2,981	(\$13,513)	(\$18,462)			
YTD +/-	\$429	(\$2,681)	(\$1,051)	(\$708)	(\$679)	(\$1,441)	(\$485)	(\$1,306)	(\$6,495)	(\$3,514)	(\$17,027)	(\$35,489)			

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					
Monthly +/-	1,632	(6,192)	(6,052)	(739)	799	3,311	5,890	5,258	(7,945)	11,946	(144,100)	(135,328)	(1,696,829)		
YTD +/-	1,632	(4,560)	(10,612)	(11,351)	(10,552)	(7,241)	(1,351)	3,907	(4,038)	7,908	(136,192)	(271,520)			
Access															
2017 Passenger Trips	5,557	5,558	6,468	5,867	6,404	6,292	5,812	6,890	6,050	6,528	6,017	5,629	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			62,378	<i>report only</i>
Monthly +/-	650	365	(56)	284	(57)	(365)	346	(108)	(402)	295	(6,017)	(5,629)	(10,694)	
YTD +/-	650	1,015	959	1,243	1,186	821	1,167	1,059	657	952	(5,065)	(10,694)		
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			8,941	<i>report only</i>
Monthly +/-	11	(64)	(14)	(61)	(52)	(2)	39	(5)	(9)	(22)	(834)	(804)	(1,817)	
YTD +/-	11	(53)	(67)	(128)	(180)	(182)	(143)	(148)	(157)	(179)	(1,013)	(1,817)		
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			1,496,628	5% increase
Monthly +/-	2,293	(5,891)	(6,122)	(516)	690	2,944	6,275	5,145	(8,356)	12,219	(150,951)	(141,761)	(284,031)	
YTD +/-	2,293	(3,598)	(9,720)	(10,236)	(9,546)	(6,602)	(327)	4,818	(3,538)	8,681	(142,270)	(284,031)		
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	776	889	645	688			7,359	<i>report only</i>
YTD +/-	30	97	172	144	72	75	91	114	69	107	(649)	(1,403)		
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			402	<i>report only</i>
YTD +/-	(2)	(2)	2	9	15	4	(30)	(38)	(14)	(22)	(69)	(109)		