

TENTATIVE AGENDA  
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS MEETING  
ORDER OF BUSINESS  
THURSDAY, OCTOBER 11, 2018 AT 5:30 PM  
801 LEESBURG RD.  
FORT WAYNE, IN 46808

- I. EXECUTIVE SESSION AT 4:30 PM to discuss matters under I.C. 5-14-1.5-6.1(b)(2)(A), (b)(5), or (b)(7).
  
- II. 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 (9/13/2018)
  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:
  8. Open Discussion by the Board

**FORT WAYNE PUBLIC TRANSPORTATION CORPORATION**  
**Board Minutes**  
**September 13, 2018**

The September meeting of the Board of Directors of the Fort Wayne Public Transportation Corporation/Citilink was held on Thursday September 13, 2018 with the consultant's report on progress of the Transit Development Plan/Comprehensive Operations Analysis study beginning at 4:00 pm and the regular meeting starting at 5:30 pm at the Citilink offices, 801 Leesburg Road, Fort Wayne, Indiana.

**Directors Present:** Mr. Glynn Hines, Ms. Sherese Fortriede, Mr. Ronald Steinman, Mr. Nathan Hartman, and Mr. Howard Traxmor.

**Directors Absent:** Mr. Nelson Coats, Ms. Lana Keesling

**Staff Present:** Mr. John Haenftling, Ms. Betsy Kachmar, Ms. Jean Marie Boykins, Mr. Bruce Miller

**Others Present:** Mr. Denny Logan, Corporate Counsel, Mr. Tom Trent, Corporate Counsel, Mr. Ernie Johnson, ATU Local 682, Officer DeVido, Mr. Dan Avery and Mr. Matt Vondran of NIRCC attended for the TDP/COA discussion at 4:00 p.m.

Mr. Hines began by asking for a moment of silence in honor of Officer Tinsley. Mr. Hines then proceeded with roll call of members. Mr. Hines noted that all Board Members were present except Mr. Coats and Ms. Keesling, due to illness.

**Approval of Minutes:** Mr. Hines moved to the reading, correcting and approval of the previously distributed regular Board Meeting minutes of 8/9/2018, and the Marketing Committee Meeting minutes of 9/5/2018. Mr. Logan noted a correction on page 3 under old business regarding his communication with RATP Dev should read copy of the letter to Mr. Roslansky instead of copy of the check. Mr. Steinman made the motion to approve both sets of minutes with correction noted. Ms. Fortriede 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.

**Legislative Committee** –Working with Mr. Mark Palmer and he is planning to bring more members of the Ways and Means Committee to meet Mr. Haenftling and tour Citilink.

**Executive Committee** – No report.

**Transportation Planning Committee**–There was a meeting, Ms. Fortriede was unable to attend. There was a report on the Citilink TDP and 5310 operating assistance application process.

**Staff Reports:**

**Controller's Report**

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

Mr. Steinman made motion to approve the Interim Record of Transmittals for September 1–13, 2018, and the Record of Transmittals for August 1-31, 2018. Mr. Traxmor seconded. They were approved unanimously.

Mr. Steinman made the motion to approve, previously distributed in the board packets.

Overall revenue is under budget approximately 11%. Citilink’s cash position as of August 31, 2018 is roughly \$75,000 higher as compared to cash position as of August 2017. Same trends we have been seeing with operating revenue, non-operating revenue and total revenue. Operating expenses are up 4.34%. Total revenue is up 2.22%. The growth in expenses is outpacing revenue growth. Statement of net earnings note that under salaries and wages August had 23 weekdays of service thus a bit above average. Total operating expenses are under budget by approximately \$775,000.

Question from Mr. Traxmor: With Wells Fargo leaving town will that affect our accounts? Mr. Miller replied “No, the only account Citilink has with Wells Fargo is the employee pension account which has nothing to do with Citilink service.”

**General Manager Report:**

Mr. Haenftling made a report that he is still acclimating to the position and to Citilink operations. He made an effort to ride the bus on a Saturday to increase his operating awareness. Instead of using employee bus pass used Token Transit mobile app to see how it worked. He has settled into his apartment and plans to regularly ride the bus. He is very interested in the Transit Development Plan and, as the process moves forward, thinks it will give us good options in the future.

- Triennial Review: The FTA has confirmed that all open items are being closed out. Kudo’s to Ms. Kachmar who developed the responses and ensured its successful completion.
- 2019 Budget Development: The Citilink budget was introduced to the Fort Wayne City Council on September 11<sup>th</sup>. A public hearing and discussion of the budget is scheduled for September 18<sup>th</sup> and adoption by City Council scheduled for October 9, 2018.
- PMTF: Citilink is concerned with any decrease in funding which appears evident since the State re-implemented a 3% reversion of appropriated funds. They had previously indicated that they would not have this reversion in the future. Mr. Mark Palmer is engaged to help advocate for returning funds to the PMTF account for distribution.
- Contract Negotiations: Mr. Haenftling stated that there are still scheduling conflicts with the ATU attorneys and the Citilink/RATP Dev attorney in establishing negotiation dates. We are still waiting on confirmation of all parties but hope to have the dates by the end of the week. This item remains of concern and needs to be resolved soon to ensure complete and thorough negotiations are finalized prior to the end of the calendar year.
- APTA: Mr. Hines is confirmed to attend APTA Annual in Nashville. Just a reminder that tomorrow is the deadline for online registration if anyone else would like to go.

**Introduction and/or Adoption of Resolutions and Ordinances:** None

**Old Business:** None.

**New Business:** None.

**Open Discussion by the Board:**

Mr. Hines thanked Mr. Haenftling for attending the City Council meeting.

SIRVA, RUOFF and ASHE employees are driving into town and with all of this development, parking will be at a premium. Accordingly, Citilink may have ability to capture more riders for public transit when parking availability becomes saturated. As we look at the TDP process and go to talk to the major employers, specifically downtown employers, we should ask how we might better serve them.

Mr. Hines would like for the Operations Manager, Ms. Harris-Stevenson and drivers to be involved with getting honest feedback from riders on the service that we provide as we are looking at changes. We need to involve the drivers with the engagement based on the relationship they currently have with the ridership. Mr. Johnson agreed.

Mr. Traxmor has been following what has been going on in Indianapolis with funding. He has also been following State long term planning and feels that we need a clear understanding of how we fit in so we can plan to be next in line for funding. Looking for opportunities to learn more about how these planning processes integrate into a more complete plan and if everyone is going in the same direction. Suggest that we do communicate with more legislators.

Mr. Hartman discussed TIF's and how it takes money out of our pockets so maybe we should also focus on trying to educate city council that it's not the best thing to take money out of our pocket. Mr. Hines strongly disagrees with TIF incentives for current employers maneuvering for tax purposes that would be taking money out of Citilink funding. He does, however, believe that TIF's for new, or new to the area employers, are appropriate because those businesses bring jobs with them and that is why we have the incentive.

Ms. Fortriede shared downtown conversation about Wells Fargo office space not currently being leased and the parking garage attached to Wells Fargo is being used by others.

Ms. Fortriede observed that the Cougar Express offers a limited service...but it's a great service. She also questioned how to get it to more places downtown. Ms. Kachmar stated that Citilink would need to work with University of St. Francis who pays for this service 100% and desires 30 minute service. To cover more locations requires extended times for a trip and could impact the 30 minute service requirement.

Ms. Fortriede noted that ridership has been up for four months.

There being no further business, the meeting adjourned at 6:06 PM.

Attest:

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Glynn Hines  
Chairman

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Sherese Fortriede  
Vice Chairman



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

**To: Citilink Board of Directors**

From: John Haenftling, General Manager

Date: October 8, 2018

Re: Board Meeting Thursday, October 11, 2018

Here is an update on current projects and notes for your next board meeting which is set for Thursday, October 11, 2018 **beginning with a meeting in Executive Session at 4:30 PM** and the open session 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 hosted a second web based discussion with the TDP Steering Committee and Citilink Board September 13, 2018. 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. 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 a demonstration on two buses beginning on Monday, September 10. Once the demonstration is complete, a fleet retrofit will be scheduled. 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. Citilink was, unfortunately unsuccessful in obtaining FTA discretionary funding for the bus barn solar roof and generator. Competition was tough (339 requests totaling \$2B for \$366.2M).
- **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 is scheduled for final vote by the Council on October 9.
- **PMTF:** On September 27, 2018 Citilink submitted the 2019 PMTF application for the INDOT allocated amount of \$2,093,009 (authorized amount was reduced by 3% due to state reversion).
- **AWS Free Fare Election Day Grant:** Just received word that the request for \$2,500 Mighty Money small grant was approved to help underwrite the cost of our free fare Election Connection again this year. No word yet on our larger request for Citilink Access service subsidy.

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

- **Contract Negotiations:** Management staff and ATU local 682 finally arrived at mutually acceptable calendar times. Negotiations are now scheduled to occur during the week of October 22, 2018. Citilink and the ATU have secured room at The Courtyard by Marriott downtown for these negotiations. This location was selected and agreed upon after ATU requested a neutral site rather than at Rothberg Logan Warsco. Costs for the meeting location will be split between Citilink and ATU Local 682.
- **Board & Staff Development:**
  - After 31 years as part-time Customer Service Rep, Patricia Jackson has resigned/retired as of September 25th. Position was filled as of October 4<sup>th</sup> and Citilink welcomes Cheyenne Taylor.
  - New driver orientation begins on Monday, October 15<sup>th</sup> we are expecting five (5) new hires.
  - **APTA Annual Meeting:** The APTA annual meeting was held September 23-26 in Nashville, TN. Board President Hines represented Citilink at this conference.
  - **Safety Summit:** John will be attending this RATP DEV meeting October 17 & 18 in Fort Worth.
  - **Transit Cooperative Research Program:** Betsy will be attending the project selection meeting October 18-19 in Washington DC.
  - **APTA Industry Leadership Summit/Board Member Governance Workshop:** Board members are invited to attend this meeting November 27-29 in Washington DC. <https://www.apta.com/mc/industryleadership/Pages/default.aspx>

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

- Staff attended the Fort Wayne City Council meeting on September 11 for the Citilink budget introduction and on September 18 for the budget public hearing and discussion.
- Staff participated in regular community meetings including TPC, UTAB, Active Transportation Group, Parking Partners, Urban League

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

- **Travel Training:** Citilink display/presentations were made to: East Wayne Street Methodist Church, SIRVA employee picnic, Senior Information Fair, Diversity Breakfast & NE Indiana Disability Coalition
- **Concert Ticket Giveaway:** On a bit of a whim we used the Citilink AMEX card to purchase advance tickets/good seats for the Paul McCartney Concert 6/3/19. We intend to use as a marketing tool to increase social media presence &/or as a reward for participating in some contest to increase ridership.

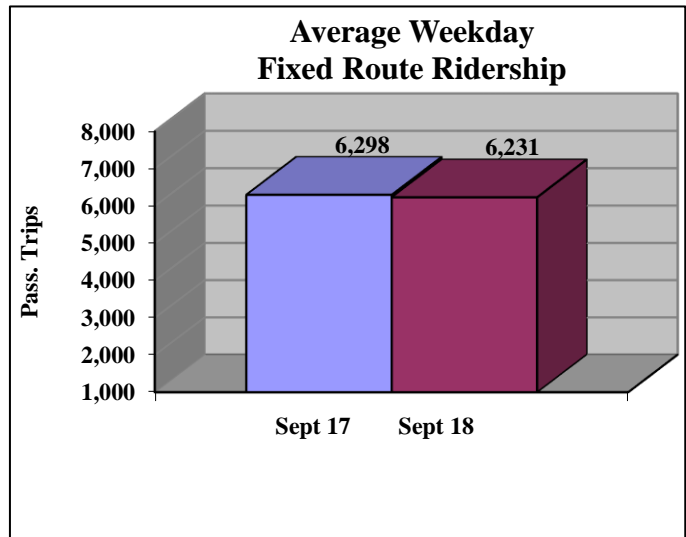
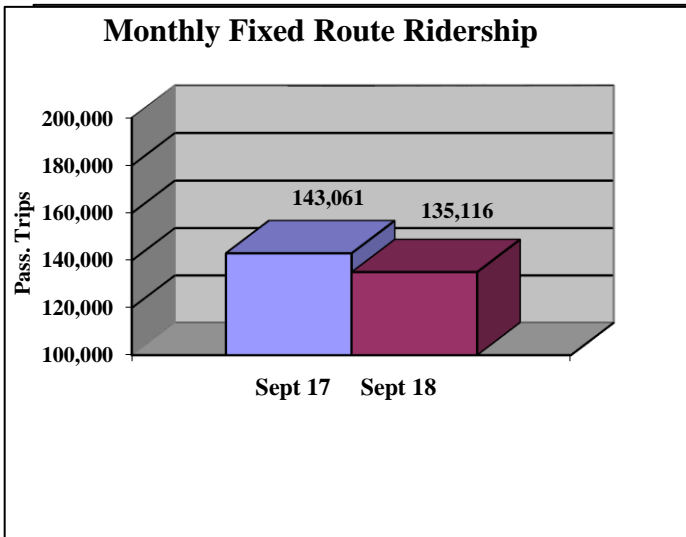
- **Token Transit Mobile Ticketing:** In September 2,422 passes were purchased generating \$6,502 in fare revenue and over 8,147 trips (including 239 on Citilink Access) taken using the mobile ticket app.
- **Social Media Highlights:** Voter registration & early voting, INDOT Active Transportation & our marketing partnership with META:

“Thank you to META students at [University of Saint Francis](#) for sitting down with us this morning to assist with future marketing efforts. We appreciate you!”



**Ridership (Goal 6: Ridership)**

- **Fixed Route:** Ridership for the month of September 2018 was 135,116 trips. This compares to 143,061 passenger trips for September 2017 (**decrease of -7,945 trips/-5.55%**). This is the first time in four (4) months that ridership has decreased. There was one less weekday of service this year which would account for the decline. Also, road construction has increased and we continue to detour several routes, including a five day road closure on Leesburg, and ended the month with major detours for the Fort 4 Fitness Half Marathon. On-time performance was at 88.46%.
- **Cougar Express:** Cougar Express was off to a slow start but did well catching up. Ridership for September 2018 was at 1,007 and 1,094 for 2017.(decrease of -87/-7.95)



**September Average Fixed Route Passengers per Hour  
by Route – Weekdays Only**

Route 1-Waynedale Northcrest	15.89
Route 2-Time Corners Georgetown	19.46
Route 3-Village Woods Canterbury	17.72
Route 4-Wells Ludwig Parkview	19.38
Route 5-Southeast Local	6.52
Route 6-Franke Park McKinnie	18.69
Route 7-Anthony Oxford	17.82
Route 8-Glenbrook Southtown	21.02
Route 9-Broadway Taylor Gateway	17.93
Route 10-Lewis New Haven	21.11
Route 21-Dupont Road	14.91
Route 22-West Jefferson Lutheran	6.52
Route 97-Cougar Express	5.30
Route 31X- Downtown/ARC Express	3.03
Route 15 - MedLink	6.67

- **ACCESS:** Citilink Access ridership for the month of September 2018 was 5,648 trips compared to 6,050 provided in September 2017 (**decrease of 402 trips/-6.64%**). On-time performance was 97.10%.
- **5310 Pass Through to Community Transportation Network:** CTN provided 876 trips in September 2018.
- **Greyhound:** For the month of September 2018 Citilink CSR's at Central Station sold 645 (690 sold in 2017) tickets & processed 47 (23 processed in 2017) packages/bags.



**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
<b>Fixed Route</b>															
2018 Major Road Calls	2	2	2	0	2	7	1	2	0				18	35 or less	Total Road Calls
YTD	2	4	6	6	8	15	16	18	18	18	18	18			
<b>Access</b>															
2018 Major Road Calls	2	1	1	0	3	1	0	2	1				11	10 or less	Total Road Calls
YTD	2	3	4	4	7	8	8	10	11	11	11	11			
<b>Accidents</b>															
<b>Fixed Route</b>															
2018 Preventable Accidents	4	2	3	1	2	2	3	1	4				22	20 or less	Preventable
YTD	5	7	10	11	13	15	18	19	23	23	23	23			
Total Collision Accidents	8	3	9	4	4	3	5	4	7				47	report only	Total Accidents
YTD	8	11	20	24	28	31	36	40	47	47	47	47			
<b>Access</b>															
2018 Preventable Accidents	1	0	1	0	1	0	0	1	1				5	8 or less	Preventable
YTD	1	1	2	2	3	3	3	4	5	5	5	5			
Total Collision Accidents	1	0	2	0	1	0	1	1	1				7	report only	Total Accidents
YTD	1	1	3	3	4	4	5	6	7	7	7	7			

### Goal 2 - Customer Service

On-time Performance	January	February	March	April	May	June	July	August	September	October	November	December	Total		
<b>Fixed Route</b>															
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%				88.49%	90%	
<b>Access</b>															
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%				96.23%	95%	

### Goal 5 - Financial Responsibility

Expenses	January	February	March	April	May	June	July	August	September	October	November	December	Total		
<b>Fixed Route</b>															
Fixed Route Cost/Hour	\$80.22	\$82.04	\$83.55	\$83.58	\$82.96	\$86.00	\$87.28	\$81.66	\$89.45				\$84.08	\$86.00	
Access Cost/Trip	\$27.04	\$26.48	\$26.20	\$24.99	\$27.19	\$24.47	\$29.01	\$24.53	\$27.65				\$26.40	\$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				16,107		Report only
<b>Revenue</b>															
<b>Fixed Route</b>															
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				\$882,102	\$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	(\$102,620)	(\$85,608)	(\$82,236)			
YTD +/-	\$3,432	\$5,239	\$3,514	\$8,388	\$11,259	(\$2,168)	\$18,330	\$16,812	\$19,612	(\$83,008)	(\$168,616)	(\$250,852)			
<b>Access</b>															
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						
Monthly +/-	\$429	(\$3,110)	\$1,630	\$343	\$29	(\$762)	\$956	(\$821)	(\$5,189)	(\$14,590)	(\$13,513)	(\$18,462)			
YTD +/-	\$429	(\$2,681)	(\$1,051)	(\$708)	(\$679)	(\$1,441)	(\$485)	(\$1,306)	(\$6,495)	(\$21,085)	(\$34,598)	(\$53,060)			

### Goal 6 - Increase Ridership

Fixed Route	January	February	March	April	May	June	July	August	September	October	November	December	Total		
<b>Fixed Route</b>															
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						
Monthly +/-	1,632	(6,192)	(6,052)	(739)	799	3,311	5,890	5,258	(7,945)	(148,065)	(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)	(152,103)	(296,203)	(431,531)			
<b>Access</b>															
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		

<b>2018 Passenger Trips</b>	6,207	5,923	6,412	6,151	6,347	5,927	6,158	6,782	5,648				<b>55,555</b>	<i>report only</i>
Monthly +/-	650	365	(56)	284	(57)	(365)	346	(108)	(402)	(6,528)	(6,017)	(5,629)	(17,517)	
YTD +/-	650	1,015	959	1,243	1,186	821	1,167	1,059	657	(5,871)	(11,888)	(17,517)		
<b>Purchased Trips</b>														
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				<b>8,064</b>	<i>report only</i>
Monthly +/-	11	(64)	(14)	(61)	(52)	(2)	39	(5)	(9)	(899)	(834)	(804)	(2,694)	
YTD +/-	11	(53)	(67)	(128)	(180)	(182)	(143)	(148)	(157)	(1,056)	(1,890)	(2,694)		
<b>Total Ridership</b>														
2017 Passenger Trips	144,211	141,927	152,819	140,329	150,752	148,889	145,020	162,419	142,051	7,427	6,851	6,433	1,349,128	
2018 Passenger Trips	144,872	142,228	152,749	140,552	150,643	148,522	145,405	162,306	141,640				<b>1,328,917</b>	5% increase
Monthly +/-	661	301	(70)	223	(109)	(367)	385	(113)	(411)	(7,427)	(6,851)	(6,433)	(20,211)	
YTD +/-	661	962	892	1,115	1,006	639	1,024	911	500	(6,927)	(13,778)	(20,211)		
<b>Greyhound Ticket Sales</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	
2017 Passenger Trips (tickets sold)	592	599	788	700	806	801	760	866	690	650	756	754	<b>8,762</b>	
2018 Passenger Trips (tickets sold)	622	666	863	672	734	804	776	889	645				<b>6,671</b>	<i>report only</i>
YTD +/-	30	97	172	144	72	75	91	114	69	(581)	(1,337)	(2,091)		
2017 Packages/bags	30	36	37	36	41	48	72	61	23	40	47	40	<b>511</b>	
2018 Packages/bags	28	36	41	43	47	37	38	53	47				<b>370</b>	<i>report only</i>
YTD +/-	(2)	(2)	2	9	15	4	(30)	(38)	(14)	(54)	(101)	(141)		