

MEETING AGENDA
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS
Thursday, April 21, 2022, AT 5:30 PM
Location: 801 Leesburg Rd. Fort Wayne, IN 46808
First Floor Conference Room

1) Roll Call of Members

2) Reading, Correcting, and Approval of Minutes from Previous Meeting(s)

- a) Executive Session Board Meeting Minutes (3.17.22)
- b) Regular Board Meeting Minutes (3.17.22)
- c) Executive/Governance Committee Meeting Minutes (3.10.22)
- d) Planning and Development Committee Meeting Minutes (3.16.22)

3) Board Committee Reports

- a) Executive/Governance (Ms. Fortriede)
- b) External/Stakeholder Relations (Ms. Vongphachanh)
- c) Performance Oversight and Monitoring (Mr. Coats)
- d) Planning and Development (Mr. Urberg)
- e) Transit Planning Committee (Mr. Metzinger)

4) Staff Reports

- a) General Manager Report (Mr. Metzinger)
- b) Record of Transmittals (Mr. Miller)
 - i) Controller Report
- c) Human Resources (Dr. Boykins)
- d) Maintenance (Mr. Rodriguez)
- e) Marketing (Ms. Pino)
- f) Operations (Mr. Thomas Jr.)
- g) Customer Service (Ms. Schieber)

5) Introduction and/or Adoption of Resolutions and Ordinances

- a) Resolutions
 - i) R-04-2022: Amend Financial Policies
 - ii) R-05-2022: Amend Travel Policy
- b) Ordinances

6) Old Business:

- a) Board Outcomes and Performance Measures (Discussion)

7) New Business

- a) Introduction of Ten-Year Capital Plan
- b) Contract Award for Web-Site Design
- c) Contract Award for Manager/Director Recruitment and Interim General Manager

8) Communications from the Public

9) Open Discussion



General Manager's Report—April 21, 2022

Prepared by John Metzinger

Strategic Outcomes

- Success definitions, KPIs, and performance report format discussed at Board Planning and Development Committee and in April Board Meeting.

Strategic Outcomes Progress Report:

1. Organization Capacity:

- Progress is being made to improve staffing levels. Problems persist with finding suitable candidates for many positions.
- Citilink and ATU International discussed Mechanic Apprenticeship program on April 11. ATU International is providing technical assistance with experience with similar programs at other transit properties. Citilink has committed to establish a program in our collective bargaining.

2. Employees Being Valued:

- Compensation and Benefits Study kicked off this month.
- Discussions on culture and values were held with management team.

3. Customer Experience/Satisfaction:

- Completed Bus Ride Evaluations on April 7.

4. Financial Sustainability:

- Bruce Miller and I have had discussions about how to improve net position over time.
- A 10-year Capital Plan was presented to the Planning and Development Committee and will be introduced to the Board this month.

5. Community Value:

- Work is underway on the AWS Foundation-funded Universal Bus Stop project, locations have been selected at Turnstone Center and TheLeague.
- Ashley Pino and I are working on an RFP for vanpool services.

Contract Negotiations with ATU Local 682

- Corporation and ATU Local 682 signed the new collective bargaining agreement on March 30, 2021.

Highlighted Activities

- 3/18—Meeting with Justin Clupper, CTN
- 3/18—Meeting with City of New Haven staff to discuss transit needs.
- 3/21—Meeting with Commute by Enterprise to discuss vanpools.
- 3/22—Meeting with NIRCC to review 10-Year Capital Plan and the TIP.
- 3/22—Attended GFW's 2022 Legislative Wrap-Up Breakfast.
- 3/28—Meeting with One Digital to discuss short- and long-term disability benefits.
- 3/28—Received demo from Lumin-Air Technology on vehicle air purification systems.
- 3/29—Chaired meeting for Public Transportation Council of Indiana (new state transit association in formation).
- 3/30—Meeting with Union Executive Board.
- 3/30—Attended Onboard Fort Wayne's networking social event.
- 3/31—Meeting with City of Fort Wayne to discuss MOU for bus shelter construction and maintenance.
- 3/31—Meeting with EPIC Insurance to review workers compensation, liability, auto, and other insured coverages.
- 4/4—Pension Plan Committee Meeting.
- 4/5—Meeting with Turnstone Center, AWS Foundation, CASS Housing to discuss universal bus stop at Turnstone Center.
- 4/7—Project kickoff meeting with Gallagher for Compensation and Benefits Study.
- 4/7—Completed Bus Ride Evaluation.
- 4/12—Meeting with ATU International and ATU Local 682 to discuss mechanic apprenticeship program.
- 4/14—Meeting with potential vendor for design of universal bus stop shelter.
- 4/15—Board External/Stakeholder Relations Committee meeting.
- 4/15—Attended APC system training.
- 4/19—April Citilink Link-Up Meeting (all employees invited)
- 4/19—Board Performance Oversight/Monitoring Committee meeting.
- 4/19—Evaluation of Proposals for Executive Recruitment/Interim General Manager contract award
- 4/20—April Citilink Link-Up Meeting (all employees invited)
- 4/21—Meeting with Joe Jordan, President & CEO, Boys and Girls Club

Ongoing Activities

- Weekly Management Team Meeting
- Regular meetings with the Board Chair
- Weekly meetings with Administrative Assistant
- Weekly Rotary Meeting
- Biweekly individual meetings with Management Team members

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION

Board Minutes

Thursday, March 17, 2022

The March meeting of the Fort Wayne Public Transportation Corporation/ Citilink Board of Directors was held on Thursday, March 17, 2022 at 801 Leesburg Road and via Zoom. The Regular Meeting started at 5:30 PM.

Directors Present: Ms. Sherese Fortriede, Mr. Glynn Hines, Mr. Nelson Coats, Mr. Konrad Urberg, Ms. Melissa Fisher, Ms. Pone Vongphachanh, Ms. Brenda Niccum (virtually)

Directors Absent: None.

Staff Present: Mr. John Metzinger, Dr. Jean Marie Boykins, Mr. Bruce Miller, Mr. Junior Rodriguez, Ms. Pam Schieber, Ms. Ashley Pino, Mr. Richard Thomas Jr., Ms. Kendal Hampton

Staff Absent: None

Others Present: Mr. Steve Sustek, Union President, ATU Local 682; Mr. Tom Trent, Corporate Counsel; Ms. Rachel Guin, Corporate Counsel; Jack Barbour, security.

Ms. Fortriede began with a roll call of members and noted that all Board Members were present, with Ms. Niccum joining via Zoom.

Approval of Minutes: Ms. Fortriede introduced the reading, correcting and accepting the previously-distributed Regular Board Minutes for the meeting held on February 17, 2022. Mr. Hines motioned for approval, and Mr. Coats seconded the motion. The Board voted unanimously via roll call.

Board of Directors Committee Reports:

Executive/Governance Committee – Minutes for the meeting held March 10, 2022 will be included in the next Board packet.

External/Stakeholder Committee – Meeting scheduled for May 4th.

Performance Oversight and Monitoring Committee –Meeting scheduled for April 19th.

Planning and Development Committee –Minutes for the meeting held March 16, 2022 will be included in the next Board packet.

Transportation Planning Committee: Meeting scheduled for April 11th.

Staff Reports:

General Manager's Report – The written report is in the packet. Mr. Metzinger went over the outcomes and goals from the Board Retreat. The Planning and Development Committee (PDC) reviewed draft success definitions and performance measures on March 16th. Next is to implement the feedback received. In April, the Performance Oversight/ Monitoring Committee (POM) will discuss the content and format of performance reports. Mr. Metzinger and the staff will be working on draft goals and a work plan to achieve outcomes for presentations to the PDC and then to the entire board in June. The written report updates the progress on some of the critical outcomes. A 10-year capital is in development and was introduced to the PDC at the last meeting. When the plan is finalized, it will be brought to the Committee and the entire board for review. The plan addresses the state of good repair, adding value to the corporation, and planning for future growth, and plans the use federal funding over a 10-year horizon. The staffing shortage

has recently resulted in missed service on the 30-minute runs for route #8. This is due in part to promoting drivers to supervisor positions. Mr. Metzinger permitted Mr. Thomas Jr. to build his leadership team by focusing on developing leaders who can train and build a workforce of drivers. Citilink is currently working hard to recruit and hire drivers. Mr. Metzinger has let the staff know that he would like them to resume quarterly management team bus rides in April. It is critical for management to regularly get out onto the system to observe and note needs. Ms. Rachel Guin will attend the APTA Legal Affairs Seminar in Boston from April 3rd through the 5th. He is glad that she will connect with others to learn about regulatory/legislative developments, litigation, and other legal issues affecting the transit industry.

Finance Report – The Record of Transmittals for February 2022, Interim Record of Transmittals for March 1st through the 18th, and financial report are included in the written packet. Mr. Miller presented the report in the packet. Mr. Urberg motioned for approval, and Mr. Hines seconded the motion. The Board passed unanimously via roll call.

Human Resources Report –The full report is in the packet. Dr. Boykins presented the written report. Dr. Boykins thanked several staff for their help in recruiting: Dr. Felicia Belcher, Mr. Charles Triplett, Mr. Junior Rodriguez, Mr. Mike Bingham, and Ms. Pam Scheiber. Ms. Vongphachanh asked if the number of employees that have caught COVID is counted twice if they caught COVID more than once. Dr. Boykins stated that no, the number only reflects employees that have gotten COVID once.

Maintenance Report – The full report is in the packet. Mr. Rodriguez let the Board know that while Fixed-route preventative maintenance was incomplete for February, a Lube Tech position has been filled which should improve timeliness of preventive maintenance by helping free up mechanics' time. Filling the Lube-Tech position caused us to be down one hostler as we promoted from within. Mr. Rodriguez and Dr. Belcher have been working hard on recruitment. Mr. Rodriguez let the Board know that parts availability is still causing problems as we can only get some parts in a “bus down” situation.

Marketing Report – The full report is in the packet. Ms. Pino let the Board know she is working on a hiring campaign that will run in April, May, and June that will include but not be limited to, radio advertisement, social media, video series, bus benches, and a job fair. Four agencies submitted proposals for the website RFP. Mr. Hines asked about special Summer marketing for the festivals and events. Mr. Metzinger responded that our top priority is recruitment, but he and Ms. Pino have met with the Three Rivers contacts about the festival.

Operations and Customer Service Report – The Operations and Customer Service reports are provided in the packet. Mr. Thomas Jr. presented the Operations report. He let the Board know that fixed-route drivers are down due to the promotions of drivers and the untimely death of a driver. Ms. Fortriede asked what fixed-route fully staffed drivers looked like, and Mr. Thomas Jr. stated the budget plans for 87 drivers. Ms. Schieber provided her written report. She let the Board know that her goal is to review and schedule the video to be archived by the end of the next business day. Out of the 21 complaints received, 14 were reviewed during that time. That is 67%. Another goal Ms. Schieber has is included in the Strategic Plan: resolve and respond to a minimum of 95% of Citilink's complaints within 7 days of the initial response. Of the 21 complaints, 16 were resolved in that time frame, 76%.

Introduction and/or Adoption of Resolutions and Ordinances:

R-03-2022 Establishing Board Committees: Resolution provided in the packet. Committees were presented last month by Chairperson Fortriede. The bylaws require standing committees to be established by the Board through resolution. Mr. Hines motioned for approval, and Ms. Fisher seconded the motion. The Board unanimously voted to approve via roll call.

Old Business: None

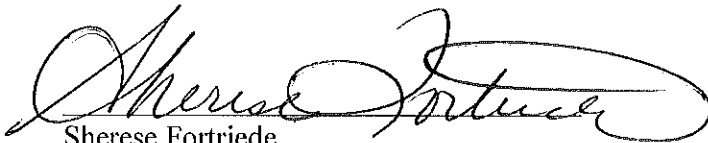
New Business:

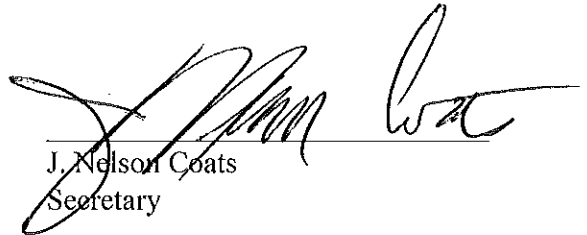
Consideration of the Collective Bargaining Agreement for 2022-2024. Collective bargaining was successful and a tentative agreement was reached in February. The Union members voted to ratify the agreement on March 6, and Mr. Metzinger is requesting authorization from the Board to sign the new agreement. Mr. Urberg motioned for approval, Mr. Coats seconded the motion. The Board passed unanimously via roll call.

Communications from the Public, Including Petitions and Remonstrance: Mr. Sustek thanked the Board for selecting Mr. Metzinger as the General Manager. The Union and Mr. Metzinger are working together and have created a working relationship that has already benefited the Company in the year he has been here.

Open Discussion: Mr. Metzinger invited Board Members to the Community Transportation Association of America Expo from May 10th through the 13th in Louisville, KY. The conference agenda and Expo look excellent.

The meeting adjourned at 6:14 PM with no further business.


Sherese Fortriede
Chair


J. Nelson Coats
Secretary

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION-
Minutes of the Executive/Governance Committee
March 10, 2022

An Executive Session of the Executive/Governance Committee of the Board of Directors of the Fort Wayne Public Transportation Corporation was held on Thursday, March 10, 2022, beginning at 3:00 PM in-person at 801 Leesburg Rd., and virtually via zoom.

Executive/Governance Committee Members Present: Ms. Sherese Fortriede, Mr. Hines (virtual), Mr. Coats (virtual)

Staff Present: Mr. John Metzinger, Dr. Jean Marie Boykins, Mr. Bruce Miller, Ms. Kendal Hampton

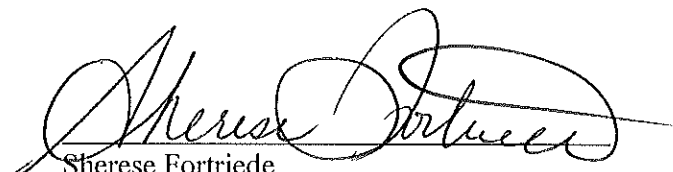
Others Present: Mr. Thomas Trent, Rothberg Logan & Warsco LLP; Ms. Rachel Guin, Rothberg Logan & Warsco LLP; Mr. Denny Logan, Rothberg Logan & Warsco LLP.

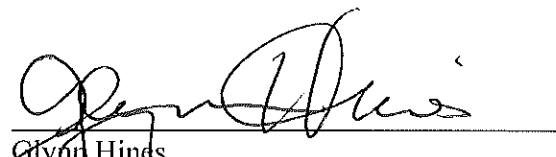
The Executive/Governance Committee met and discussed agenda topics in the executive session in the first half of the meeting.

The second half of the meeting held in public session consisted of discussing the RFP for Manager/Director Recruitment and Interim GM, the compensation and benefits study, and future meeting dates. No formal actions were made at this meeting. The following dates were scheduled for the remainder of the 2022 meetings: Thursday, June 9, 2022, at 3 PM; September 8, 2022, at 3 PM; and December 8, 2022, at 3 PM. The meetings will be held in hybrid style at the Fort Wayne Citilink Leesburg location and via Zoom.

There being no further business, the meeting adjourned at approximately 3:45 PM.

Attest:


Sherese Fortriede
Chair, Executive/Governance Committee


Glynis Hines
Committee Member

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION-
Minutes of the Planning and Development Committee
March 16th, 2022

A public session of the Planning and Development Committee of the Board of Directors of the Fort Wayne Public Transportation Corporation was held on Thursday, March 16th, 2022, beginning at 3:30 PM in-person at 801 Leesburg Rd., and virtually via zoom.

Planning and Development Committee Members Present: Mr. Konrad Urberg, Mr. Nelson Coats, Ms. Melissa Fisher, Ms. Sherese Fortriede

Staff Present: Mr. John Metzinger, Mr. Bruce Miller, Ms. Ashley Pino, Ms. Pam Schieber, Mr. Richard Thomas Jr., Mr. Charles Triplett

Others Present: None.

The Planning and Development Committee discussed the Citilink Outcomes success definitions and Key Performance Indicators (KPIs). The committee reviewed the after action report (AAR) report from the Board Retreat and discussed the success definitions and KPIs. The following steps are to discuss the content and format of performance reports with the Performance Oversight/ Monitoring committee in April and draft the goals/ work plan ready for review in the next Planning and Development meeting in June. The second item discussed was the Ten-Year Capital Plan draft. Mr. Metzinger will continue to work on the plan to have the plan ready for approval in June. The Committee and Board will annually review the Ten-Year Plan. The Ten-Year plan will shape the annual budgeting and the Transportation Improvement Plan. They will determine the budget's funding to achieve the state of good repair, add value for customers, and environmental sustainability while also identifying the needs for growth/future expansion. Mr. Miller let the committee know that he intends to seek permission to grow the Liability fund which will require an amendment to Financial Policies which will be reviewed by the Performance Oversight/Monitoring Committee at an upcoming meeting.


Mr. Metzinger asked the Committee members for permission to travel to Louisville, KY, for the Community Transportation Association of America (CTAA) conference.. CTAA focuses more on the smaller transportation agencies, whereas APTA focuses more on larger agencies. The travel policy requires Mr. Metzinger to seek approval from the former Finance Committee before traveling out of state. Under the new committee structure, this committee should serve that role. Mr. Metzinger plans to bring an amendment travel policy to the Board to align it with the new Board Committee Structure. Ms. Fortriede motioned for approval for Mr. Metzinger to go on the trip to Louisville, KY. Mr. Coats seconded the motion, and the Board voted unanimously to allow Mr. Metzinger to travel to Louisville. The last item discussed at the meeting was the future committee meetings. The following hybrid meetings will occur on Thursday, June 23rd, Thursday, September 22nd, and December 20th at 3 PM via Zoom and in person at Fort Wayne Citilink.

There being no further business, the meeting adjourned at approximately 4:06 PM.

Attest:



Konrad Urberg
Chair, Planning & Development Committee



Nelson Coats
Committee Member