

MEETING AGENDA
FORT WAYNE PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS
Thursday, March 17, 2022, AT 5:30 PM

Via Zoom: <https://us02web.zoom.us/j/87118622669?pwd=QU9zT25vRERpMzZSK21ReWdmRCswQT09>

Meeting ID: 871 1862 2669 Passcode: 556155

- 1) Roll Call of Members**

- 2) Reading, Correcting, and Approval of Minutes from Previous Meeting(s)**
 - a) Regular Board Meeting Minutes (2.17.22)

- 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-03-2022: Establish Board Committees
 - b) Ordinances

- 6) Old Business:**

- 7) New Business**
 - a) Consideration of Approval of Collective Bargaining Agreement 2022-2024

- 8) Communications from the Public:**

- 9) Open Discussion**

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION
Board Minutes
Thursday, February 17, 2022

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

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

Directors Absent: None.

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

Staff Absent: Dr. Jean Marie Boykins,

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

Ms. Fortriede began with a roll call of members and noted that all Board Members were present.

Board of Directors Officers Elections: Mr. Coats stated that the Nominating Committee is recommending Ms. Sherese Fortriede as Chair, Mr. Glynn Hines as Vice-Chair, and Mr. Nelson Coats as Secretary. There were no objections or other nominations for Officers. Mr. Hines moved for approval, and Ms. Fisher seconded the motion. The motion passed unanimously.

Approval of Minutes: Ms. Fortriede introduced the reading, correcting and accepting the previously-distributed Regular Board Minutes for the meeting held on January 20, 2022, and Marketing Committee Minutes from January 20, 2022. Mr. Trent asked that the Minutes from the previous meeting be amended on p. 4 regarding Electronic Meetings Policy to state: A meeting may not be held electronically to adopt a budget, make a staffing reduction, or the other actions listed in the policy. Mr. Urberg moved to approve the minutes as amended, and Ms. Niccum seconded the motion. The motion passed unanimously.

Board of Directors Committee Reports:

Executive Committee – No report.

Finance Committee – No report.

Legislative Committee –Mr. Urberg and Ms. Fortriede went to the Third House Forum Luncheon. They received information from North East Regional and Greater Fort Wayne about their priorities and the elected officials at the State Level.

Marketing Committee –The minutes are included in the packet.

Personnel Committee – No report.

Transportation Planning Committee: No formal actions were taken at the February 14, 2022 meeting. The next meeting is scheduled for April. A presentation was received on the Call on Project for 5310 Funds to distribute COVID relief funding intended for seniors and people with disabilities. \$93,000 is available as pass-through via Citilink, and the Call for Projects will be released soon to go over those who could get the funds. Ms. Pino asked for ideas for a future

grant opportunity from AARP. CTN announced their new facility in New Haven would be opening soon.

Staff Reports:

General Manager's Report – A moment of silence was held for Mr. Juan Gonzalez, a driver for Citilink for 17 years, who passed away in February. He was dearly loved by the employees and was a kind soul. The written report is included in the packet. Mr. Metzinger announced several in-house promotions. Mr. Richard Thomas Jr. has been promoted to the Operations Manager position; he initially worked as the interim Operations Manager. Mr. Charles Triplett has been promoted from Operations Supervisor to Chief Safety Officer. Mr. Carl Thomas and Mr. Joe Medley, Citilink drivers, have been promoted to Operations Supervisor. Mr. Nicholas Zimmerman has been promoted from hostler to the Lube Technician position. Mr. Metzinger updated the Board on outcomes from the retreat held in January. He has started to work on definitions of success and which staff would be accountable for those outcomes and the performance measures. The management staff is currently reviewing the outcomes and key points. Contract negotiations are next week. We are hoping to have an agreement by the end of next week. Citilink is also preparing for the snow in Fort Wayne tonight.

Finance Report – The Record of Transmittals for January 2021, Interim Record of Transmittals for February 1st through the 18th, and financial report are included in the written packet. Mr. Miller presented the report in the packet. Mr. Miller said we had sold \$25,000 of the \$60,000 allotted for discounted bus passes. Mr. Miller believes that due to the free fare program last year and the pandemic, many organizations still have some discounted passes and will likely buy later in the year. He will keep everyone updated periodically. Mr. Urberg motioned to approve the Record of Transmittals, and with a second by Mr. Coats, the Board approved the Record of transmittals unanimously.

Human Resources Report –The full report is in the packet. Ms. Schieber presented the Human Resources report. The mask mandate is set to expire on March 18th, and we are currently awaiting news on whether it will be extended. We are still looking to hire one Operations Supervisor.

Maintenance Report – The full report is in the packet. Mr. Rodriguez presented his report highlighting the challenges that they experienced in January. The snowfall presents a challenge every year for Citilink. Salt corrosion has affected our snow removal equipment, causing us to go out for a bid on snow removal rental equipment. Mr. Rodriguez is creating a plan to allow Citilink to be more efficient next winter. Due to the promotion of our hostler and being short-staffed, our maintenance staff is stretched thin, causing the PMI's on fixed route to drop 13%. With the help of the Human Resources department, we are looking at what changes we can make to have a better outcome in our hiring practices.

Marketing Report – The full report is in the packet. Transit Equity day was a success; the media coverage is in the report. The Marketing Committee met on January 10, 2022, to go over the Marketing Plan to be presented later in the March meeting. Ms. Pino met with Metro Media Partners to receive the master key for the bus shelters and toured those. Ms. Pino is planning an internal United Way campaign to allow our employees to donate, which will occur at the end of April. The transition from DoubleMap to Transloc will be taking place soon. She met with AWS Foundation regarding the universal bus shelters project. An operational analysis will begin to locate the shelters at The League and Turnstone Center. The website redesign RFP has been

posted, and proposals will be reviewed at the beginning of March. As the snow continues to come, a push for text messaging and email sign-ups has been ongoing.

Operations and Customer Service Report – The Operations and Customer Service reports are provided in the packet. Mr. Thomas Jr. presented the Operations report. Ms. Fortriede asked if the half-hour services on the four-line have been added back or will be added back anytime soon. Mr. Thomas Jr. is still not operating due to the shortage of drivers and buses. Ms. Schieber presented the Customer Service report. Ms. Schieber pointed out an increase in pass-by complaints. The Operations team has instructed the drivers to pick up the passengers and instruct them on where to safely get on the bus for the next time. This has already caused a decrease in complaints. Ms. Schieber noted that the review of all complaints promptly is on track and improving. The new phone system has also been installed and is active. There have been several positive reports from employees about the system and how it works. The system provides recordings of phone calls to review customer service provided by Citilink.

Introduction and/or Adoption of Resolutions and Ordinances:

R-02-2022 Agency Safety Plan Revisions: The resolution and updated safety plan are included in the packet. Mr. Metzinger provided some background information on the resolution. The Safety Plan is a Federal Requirement requiring all Public Transportation Agencies that receive FTA funding to develop and implement these plans. Our plan identifies safety performance targets, sets policy around safety, establishes risk management procedures, and addresses safety promotion to ensure Citilink has a safety culture in place. This plan was approved in December of 2020, but the Chief Safety Officer position was not successfully filled. The resolution adopts the amended Agency Safety Plan to name the Accountable Executive Chief Safety Officer. It also restates prior safety targets. Mr. Hines moved for approval; Mr. Urberg seconded the motion. The Board passed unanimously.

Old Business:

New Business:

Board Committee Discussion – Ms. Fortriede presented the new Board Committee appointments, committee roles, and expectations attached to these minutes.

Marketing Plan Presentation – The complete Marketing Plan is in the packet. Ms. Pino presented the plan to the Board. The Board provided consent for the plan.

Communications from the Public, Including Petitions and Remonstrance: None

Open Discussion: Mr. Hines asked Mr. Metzinger if Citilink plans on running a Free Fare program for the summer. Mr. Metzinger said free fares were not planned. Mr. Hines has a summer internship starting this summer, and one of the most significant issues is transportation. Ms. Fortriede asked if there were plans to bring back the discounted summer passes for youth.

The meeting adjourned at 6:39 PM with no further business.

Sherese Fortriede
Chair

J. Nelson Coats
Secretary