

## CHAPTER EIGHT ISSUES & OPPORTUNITIES

The information contained in this chapter is a result of the baseline and analysis work performed in the previous seven chapters and represents a starting point for the development of a service plan for Citilink. This chapter will first present a summary of major issues that have been identified with regard to Citilink, its routes, and the Fort Wayne area which it serves. Following this will be an individual analysis of each route in the system complete with numerous options for improvement, if necessary. The last portion of the chapter presents strategies with regard to new service options, unserved areas, and long-term strategies.

The data included in this chapter should be considered preliminary. The options included in this chapter will be presented to Citilink staff and the study advisory committee for discussion. In addition, each recommendation will be field-checked for validity to ensure that the preferred option is operationally feasible. At that time, options will be analyzed for service impacts on ridership, costs, revenue, and capital needs. Once the options have been refined to constitute a focused plan, public participation will be required to further refine options that suit local needs.

### 8.1 Service Issues

There are numerous service issues which relate to the development of a planning strategy for Citilink. These issues have been identified through field investigation, analysis, public outreach, and the use of GIS technology. These are the issues that will need to be addressed in the service design plan. Some of these issues represent immediate needs for Citilink while others will constitute a longer-range strategy for the advancement of public transit in Fort Wayne and the surrounding area. These issues are presented separately below.

- *Service Design & Coverage* – The Citilink system does an excellent job of providing coverage within its core service area throughout the majority of Fort Wayne. The radial design of the service is appropriate and the current pulse system is applicable to the city’s needs. These needs, however, are changing and expanding and this is reflected in efforts to provide non-traditional services such as the deviated routes (Routes 21 & 22). The service plan developed in later chapters will need to address these changes, their impact on the system, and the potential for other non-traditional services. In addition, service design on certain routes may present opportunities to provide better “anchors” at the route termini, with the intention of promoting ridership, transfers, and system mobility. The issue of service coverage and design relates to many of the issues listed below.
- *Service Frequency* – The majority of Citilink routes currently operate on 60-minute headways for the entire service day, with the exception of Routes 7 and 8. The on-board survey revealed that this is a key issue for riders that should be addressed. In addition, this issue was raised by Citilink staff and stakeholders. Based on local demographics and growth patterns, service frequency will need to be addressed on a systemwide basis, starting with key routes. There are many opportunities for service frequency increases on key routes throughout the system. This strategy may assist Citilink in addressing service to potential markets, as this is a typical complaint of many non-riders.

- *Service Days* - The on-board survey also presented Sunday service and more comprehensive Saturday service as issues that need to be addressed. Survey respondents indicated that they work on Sundays (40%) despite the lack of transit service. This is one cause of ridership “churn” for the system. The addition of Sunday service would allow Citilink to retain riders for longer periods of time based on reliability and offer a more comprehensive alternative to the personal auto. This alone would increase overall ridership.
- *Loops* – There are several routes in the Citilink system that have nested (within the route) or terminal (at the end of the route) loops. In some cases, these are short loops that are used as a basic turn-back. Others are larger and create longer travel times for patrons. Wherever possible, bi-directional service should be favored over loops.
- *Changing Travel Patterns* – While the radial design of the Citilink system serves Fort Wayne well, travel patterns are becoming more dispersed and less centered on downtown Fort Wayne. Route 5 was designed to address some of these needs. While ridership is lowest among the Citilink routes, redesign may assist in providing better routing to promote the use of the route. In addition, other non-radial route options must be considered as the city continues to change.
- *Expanding Residential Locations* – The recent and projected growth in the City of Fort Wayne and adjacent areas will have an impact on transit needs in the coming years. Citilink will need to make efforts to provide service suitable to residential densities and provide connections to major generators and transfer locations. The current residential expansion is evident in northeast Fort Wayne, an area identified by many riders and stakeholders as in need of service in the near future.
- *Regional Employment Locations* – Employment in the Greater Fort Wayne area has become increasingly regional which has led to new transit needs that cannot be addressed with the current route structure. Regional employment needs will need to be addressed in the service plan for Citilink.
- *Downtown Hub* – The current downtown hub at Superior Street is a convenient location for transfers within the route network. Recent growth in the system has maximized space at this location during the major pulse at :15 past the hour. Citilink is currently planning to move to a new location in downtown. This will need to be considered as part of overall route design in later phases of the planning process.
- *Secondary Hubs* – There are opportunities to promote mobility within the system based on the establishment of secondary hub locations throughout the service area. Southgate Plaza is an example of a major transfer location outside of downtown. The future Hanna-Creighton facility, which will have a transit-friendly design, is a perfect example of the opportunity to promote mobility within the system through the use of secondary transit hubs. There are additional locations that may be suitable for secondary hubs within the

route network, including the area around the Glenbrook Mall and IPFW. These will need to be closely field-checked.

- *Low-density Service Needs* – The current route deviation services that operate as part of the Citilink system offer innovative service to connect the route structure to transit generators and residential areas that are outside of the core fixed route service area. These needs will continue to grow and offer opportunities for low-density service. This issue is similar to that of expanding population and regional generators. However, this issue is being raised to assist in promoting strategies to offer integrated services to these areas that meet the needs of all transit populations in the area.
- *Potential Market Service* – There are potential transit markets in the Fort Wayne area that should be addressed through service design. These include students, local and county government employees, and employees in areas of dense employers (small or large). These markets may be the best suited for efforts to promote transit usage. There are service design techniques and marketing efforts that can be made to attract riders from these markets.
- *Pulse Network* – While maintaining the pulse at the Superior Street Station facility should be a high priority for Citilink, it does create challenges for extending routes. The Citilink response has been to create point deviation routes that serve areas that, if served by route extensions, would cause the route to be scheduled off the pulse. Having routes on 30-minute headways would be better to facilitate route extensions.

These issues have been identified by the study as the key issues to address in the service design plan. The next sections of this chapter will present route level and service recommendations that have been developed with the intention of addressing these issues.

## 8.2 Route Level Analysis

The following pages contain route level analysis and preliminary options for the 12 routes in the current Citilink system. Each route includes the following information:

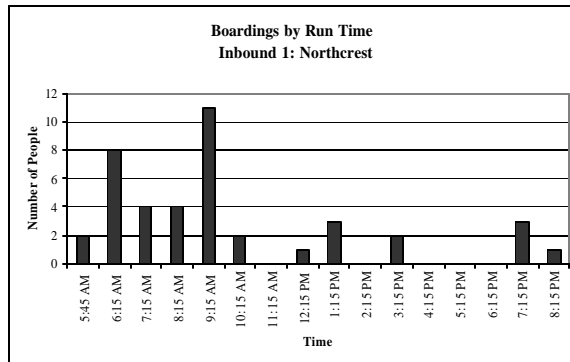
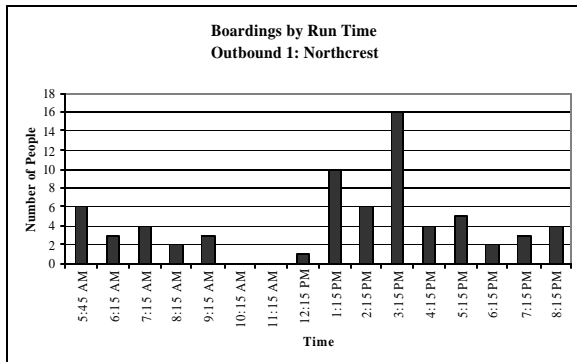
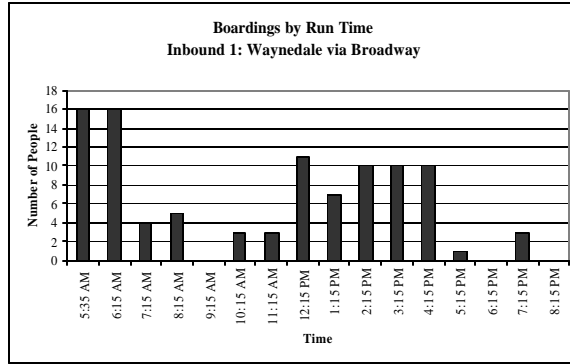
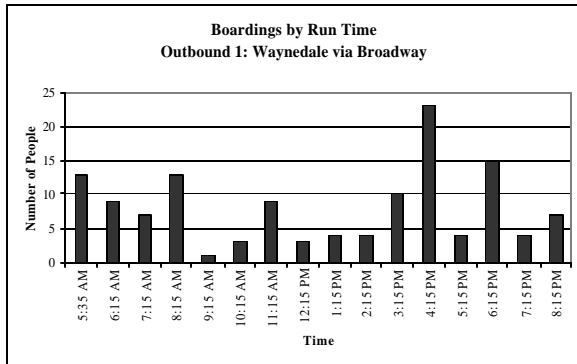
- *Route Profile* – The profile included at the beginning of each route description contains basic route level information, the results of diagnostic testing, and charts that show boarding by time of day on each leg of the route (if applicable).
- *Route Description & Analysis* – A short description of each route and an analysis of the performance of the subject route is included in an effort to present the issues that need to be addressed at the route level.
- *Preliminary Route Options* – The final section of the route level analysis will offer preliminary options that can be utilized to improve performance for the route and system. These options will need to be discussed with local sources and field-checked for their applicability to system needs.

The information in this section is a starting point for route design and recommendations. These changes are based on the issues presented in the previous section and the analysis and data collection presented in previous chapters. In addition, a boarding and alighting count was performed for the core routes of the system (1-10) and provided necessary information for route option development. These boarding and alighting counts are included in Appendix A.

**Route One Waynedale/Northcrest**

*Route Profile*

Route One – Waynedale/ Northcrest							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Waynedale</b>	5:35 – 8:41	1	1	1	60	60	60
<b>Northcrest</b>	5:45 – 8:45	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$2.56	17%	17.75	1.09			
Most Active Bus Stops – Waynedale							
<b>Inbound</b>				<b>Outbound</b>			
Thurber & Baer				Broadway & Taylor			
Foster Park Plaza				Broadway & Maple			
Most Active Bus Stops – Northcrest							
<b>Inbound</b>				<b>Outbound</b>			
River Cove & N. Clinton				St. Joe & Tennessee			
Parnell @ Ridgewood				Parnell & Coliseum			



### *Route Description & Analysis*

Route 1 operates on two legs between the River Cove Apartments in northern Fort Wayne and the Hickory Creek Apartments in southern Fort Wayne. The route is generally bi-directional with the exception of a necessary terminal loop on the southern leg. The route connects patrons to major generators throughout its routing, and this is reflected in the boarding and alighting patterns for the route. Although the route is one of the lower performing routes in terms of diagnostic testing, it provides critical links for patrons in the system.

### *Preliminary Options*

There are two preliminary options for Route 1. The first is intended to create better mobility in southwest Fort Wayne and the second addresses service frequency in this portion of the city.

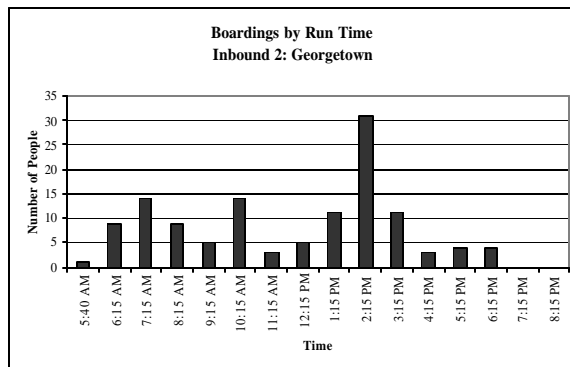
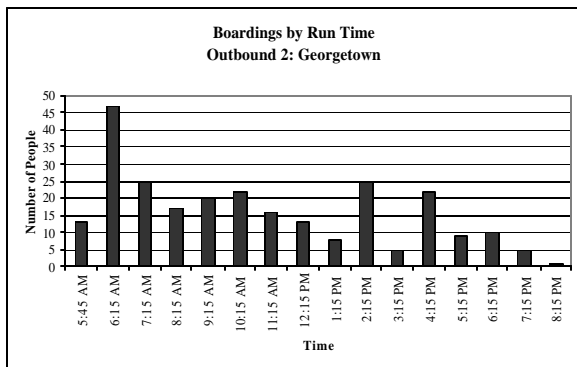
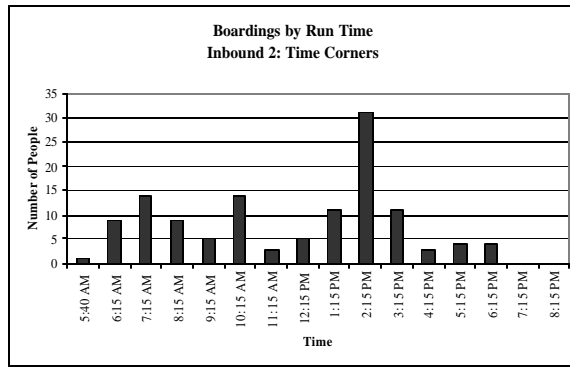
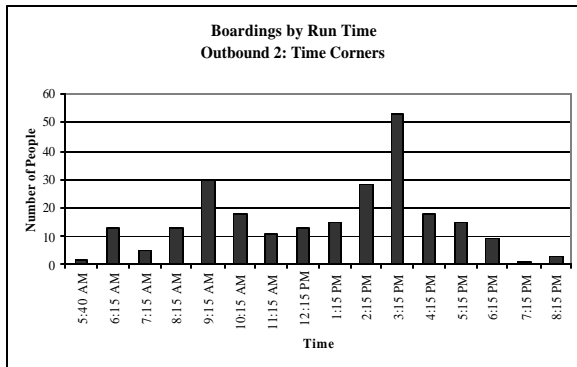
**Option 1** – In conjunction with preliminary service changes to Route 9, these routes may be able to offer better mobility options in southwest Fort Wayne. To accommodate a potential Route 9 deviation to AppleGlen Shopping Plaza, deviate Route 1 at the Foster Park Plaza on Nuttman Road to Wenonah Lane to Engle Road returning to Bluffton Road. This would allow Route 9 to serve a better “anchor” than its current destination while altering Route 1 to eliminate service on a poorly utilized segment. This option will have to be field checked for running time on both Route 1 and Route 9.

**Option 2** – In a long-term effort to increase service frequency on the Citilink network, Route 1 should be considered as a long-term priority based on its current ridership levels. Once the key routes in the system have been increased, Route 1 should be considered in order to improve overall connections.

## Route 2 Time Corners/ Georgetown

### Route Profile

Route 2 – Time Corners/ Georgetown							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Time Corner</b>	5:40 – 8:59	1	1	1	60	60	60
<b>Georgetown</b>	5:45 – 8:45	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$1.89	22%	22.67	1.34			
Most Active Bus Stops – Time Corners							
<b>Inbound</b>				<b>Outbound</b>			
Parkwest @ WalMart				Taylor & Filmore			
Taylor & Filmore				Getz @ Meijer			
Most Active Bus Stops – Georgetown							
<b>Inbound</b>				<b>Outbound</b>			
Reed @ Heatherwind				3401 Lake			
Reed @ Regency Park Apts.				E. State at Maplecrest			



### *Route Description & Analysis*

Route 2 operates on two legs between Georgetown Shopping Plaza and Northwood in east Fort Wayne and the Time Corners Shopping Plaza in the western portion of Fort Wayne. The route ranks highly in terms of diagnostics and provides service to two good anchors in Georgetown Square and Time Corners, both important retail destinations. In addition, the route provides connections to Route 22 which extends into Aboite Township, a growing area that will continue to require transit service and will be annexed by Fort Wayne in 2006. Each leg of the route is well balanced in terms of ridership and running time. The route is an integral part of the current route network.

### *Preliminary Options*

There are two options for Route 2. One of them is a near-term option and the other is intended as a potential long-term strategy.

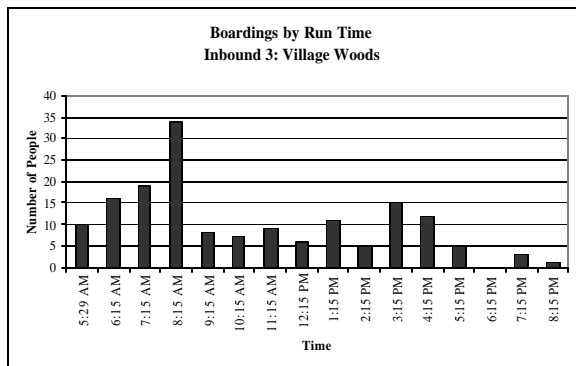
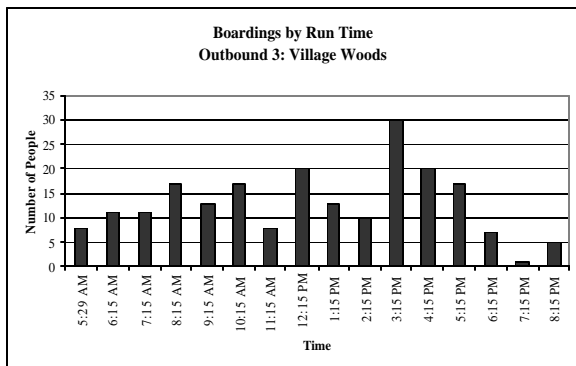
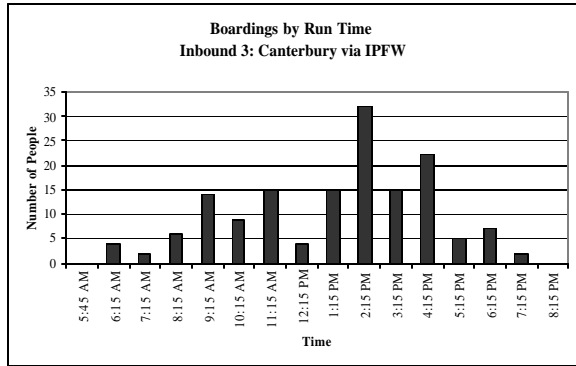
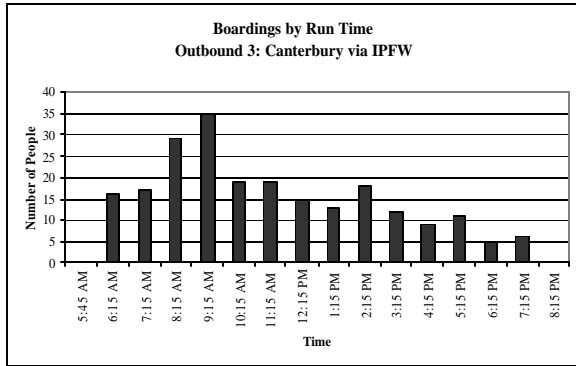
**Option 1** – Route 2 should be considered a high priority (second to Route 3) for a service frequency increase to 30 minute headways, either during peak periods or for the entire service day. This would require the addition of 2 buses for either peak periods or for the entire service day.

**Option 2** – Route 2 should be considered for extension to include the routing of Route 22 as one extended route. This would reduce transfers and provide a direct trip between downtown and this growing area. This would be best accomplished after service frequency on Route 2 is improved to 30 minutes.

**Route 3 Canterbury Village via IPFW/ Village Woods**

*Route Profile*

Route 3 Canterbury/ Village Woods							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Canterbury</b>	5:45 – 8:45	1	1	1	60	60	60
<b>Village Woods</b>	5:29 – 8:55	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	1.69	24%	24.72	1.73			
Most Active Bus Stops – Canterbury							
<b>Inbound</b>				<b>Outbound</b>			
IPFW @ Student Union				State & Bayer			
IPFW @ Kettler				Canterbury Marketplace			
Most Active Bus Stops – Village Woods							
<b>Inbound</b>				<b>Outbound</b>			
Pettit & Hoagland				Paulding @ Village Park Apts.			
Fairfield & Maxine				330 E. Paulding			



### *Route Description & Analysis*

Route 3 operates between the Ashley Court Apartments in southeast Fort Wayne and Canterbury Village in northeast Fort Wayne via IPFW. The route is the best in the system in terms of diagnostic testing and carries a large share of daily riders. Each leg maintains excellent ridership along its segments and is an integral part of the Citilink system. The route offers an excellent opportunity to develop and promote a transit hub in the IPFW/ Ivy Tech area which would develop the student market that was identified in the on-board survey analysis chapter. The only issue with the route is the mix of service in southern Fort Wayne where Routes 3, 5, and 8 operate through transit-generating neighborhoods. There are opportunities to straighten some of this routing to shorten some passenger trips.

### *Preliminary Options*

There are three basic options that pertain to Route 3. One option involves an increase in service frequency and the other realigns the routes in southern Fort Wayne.

**Option 1** – Route 3 should be considered the highest priority route for service frequency increases. The route should be able to maintain above average performance with 30-minute frequency for the full service day. This would require the addition of 2 buses. However, there are two options to be considered for service frequency increases based on funding constraints. They are as follows:

- Operate Route 3 on 30-minute headways only during peak periods to offer connections during higher ridership portions of the service day. This would require the addition of 2 buses for peak periods.
- Split the route into two separate services and attach the northern leg to the current Route 7. The northern leg of service could be operated on 30-minute headways interlined with Route 7 which also operates at 30-minute intervals. The southern leg of Route 3 would operate independently on 60-minute headways. There would still be 30-minute service in the southern sections of the city along Route 8. This would require the addition of 1 bus.

**Option 2** – Route 3 should be extended to cover the new housing complex at IPFW. This is the first residential housing unit at the University and will be important to add to Route 3 in an effort to attract riders from this potential market.

**Option 3** – Route 3 can be re-configured in conjunction with Routes 5 and 8 at the southern end of the service area. The following changes can be considered on each route:

- Route 3 – Modify Route 3 after it accesses Paulding Road outbound. The route would follow Paulding to South Calhoun to Tillman (covering the apartments in that area) to Anthony Boulevard to Paulding Road (west) to South Calhoun. The route would then re-join its current routing at Southgate Plaza.
- Route 5 would turn-back at the Southgate Plaza to maintain a longer running time for extension in northern Fort Wayne to either IPFW or the Glenbrook Mall area.
- Route 8 – Route 8 would be modified to eliminate its current loop and pick up the current Route 3 routing from the corner of South Calhoun and Paulding.

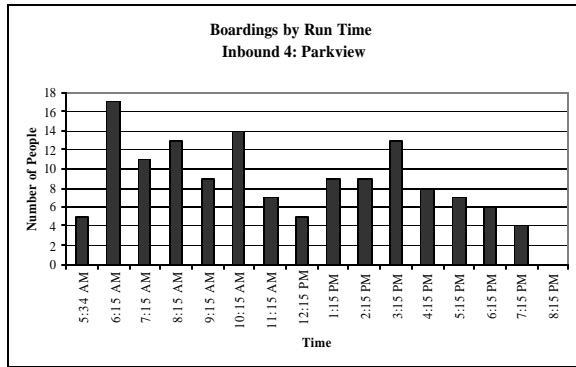
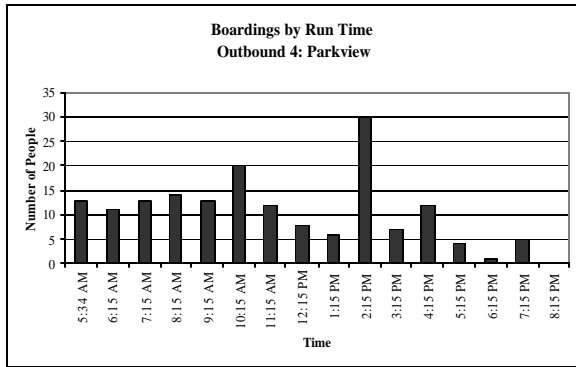
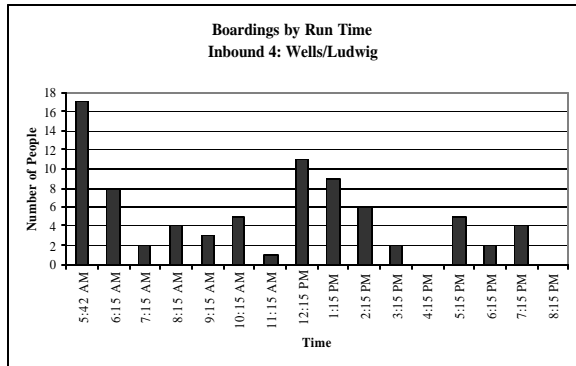
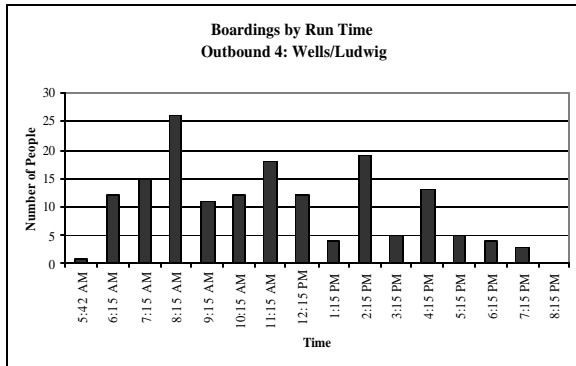
These modifications will need to be closely field-checked for their viability based on running time and alignments. The Fairfield Avenue portion of Route 5 would be eliminated, which currently carries very little ridership. The Decatur Road portion of Route 8 would also be eliminated. Based on the boarding and alighting data, the persons utilizing this route are primarily within ¼ mile of Paulding or Tillman Road, which would both maintain transit service.

If the two options presented for Route 3 are chosen (with 30-minute service all day on Route 3), Route 5 may be able to offer better connections as a crosstown route while two routes will offer more connections to residents of southern Fort Wayne.

**Route 4 Wells-Ludwig/ Parkview**

*Route Profile*

Route 4 Wells/ Parkview							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Wells/Ludwig</b>	5:42 – 8:50	1	1	1	60	60	60
<b>Parkview</b>	5:34 – 8:42	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$2.41	18%	18.65	1.10			
Most Active Bus Stops – Wells/Ludwig							
Inbound				Outbound			
Lima & Production				Wells St. & Second			
North Wells & Franke Park Drive				South Ring @ Home Depot			
Most Active Bus Stops - Parkview							
Inbound				Outbound			
E. State @ Beacon				4600 E. State Blvd.			
Randallia @ Parkview Hospital				E. State @ Santa Rosa			



### *Route Description & Analysis*

Route 4 operates on two legs between the Indiana State Development Center in northeast Fort Wayne and Washington Center Road in northwest Fort Wayne. The route is one of the average performing routes in terms of route diagnostic testing. Route 4 offers connections to the Indiana State Development Center and is a short distance from IPFW, which provides an opportunity to realign the route and promote this area as a secondary system hub. The other leg of Route 4 operates on a large loop that does not attract ridership in the Ludwig Road and Cook Road area. This area may also be realigned for better service options and to provide a better “anchor” to this end of the route. These small connections would improve overall system mobility and offer increased transfer opportunities at locations other than Superior Street Station.

### *Preliminary Options*

There are two options for Route 4, both of which will provide better anchors at the route termini.

**Option 1** – Extend the eastern leg of Route 4 to IPFW from the Indiana Development Center. This will promote IPFW as a secondary hub location and offer increased connections to the University from neighborhoods northeast of downtown. The current route terminus is in close proximity to the potential hub location.

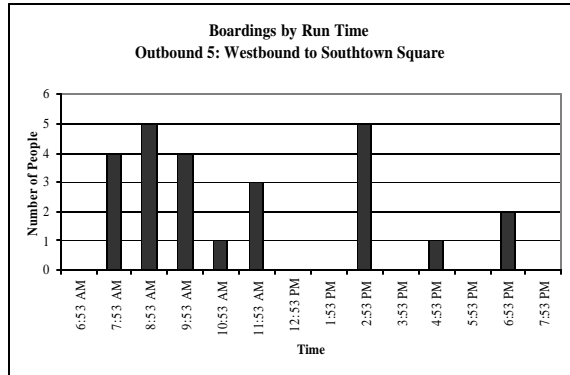
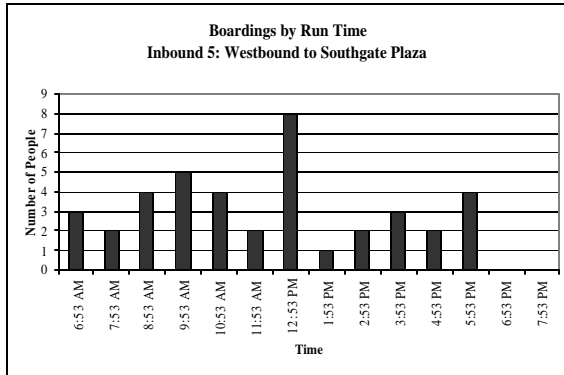
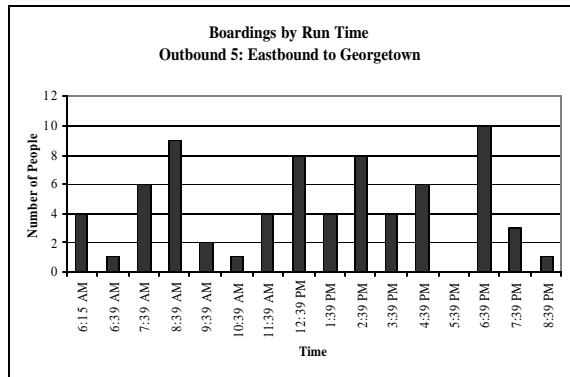
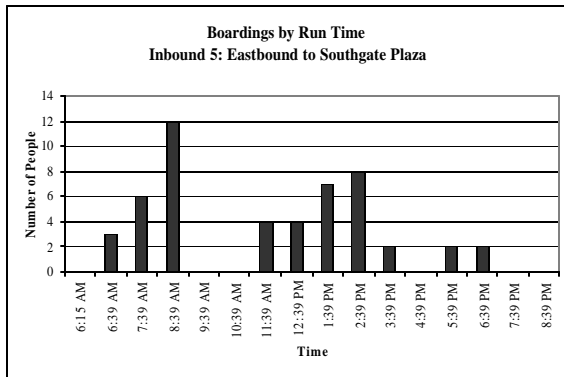
**Option 2** – Realign the terminal loop of the western leg of Route 4 based on route ridership. No ridership was recorded on the Cook-Ludwig-Washington Center loop with the exception of the Meijer shopping area. There are two alternatives to be considered:

- Eliminate the loop (unless there are specific shift times when trips need to be made to this area) and continue on Lima Road to serve new generators along this corridor.
- Operate the route along Lima Road to Cook Road (west) to Huguenard Road (south) to Washington Center Road (east), eliminating Ludwig Road and the Innovation Boulevard deviation. This will straighten the route, offer service to more of Lima Road and continue to serve the Meijer shopping area.

**Route 5 Southeast Local**

*Route Profile*

Route 5 Southeast Local							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Eastbound</b>	6:15 – 9:13	1	1	1	60	60	60
<b>Westbound</b>	6:53 – 8:39	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$7.84	6%	6.56	0.42			
Most Active Bus Stops – Eastbound							
Inbound				Outbound			
--				Southtown Square Apts.			
--				Southgate Plaza			
Most Active Bus Stops – Westbound							
Inbound				Outbound			
Pontiac @ S. Anthony				--			
Southgate Plaza				--			



### *Route Description & Analysis*

Route 5 is an effort of the previous restructuring of the Citilink network to offer non-radial connections to patrons of transit in Fort Wayne. The route operates between Tillman Road in southern Fort Wayne and Georgetown Square in northeastern Fort Wayne. The route is the poorest performing route in the system with the exception of deviated service and should be reclassified as recommended in the service standards to operate based on different expectations of performance. While the route is performing poorly, there are opportunities to realign the service to provide better routing and a better “anchor” for the northern portion of the route.

### *Preliminary Options*

There are several options for modifications to Route 5 which are presented below:

**Option 1** – Extend the route to IPFW via Coliseum Boulevard and Crescent. This would eliminate the poorly utilized segment along Lake, Reed, and State and provide a better “anchor” for the route. The route would serve the new housing complex at the University and loop through the main campus returning to the student housing complex and heading south on Crescent. The route would require more running time which would extend its schedule, but this would offer better connections for residents of southern Fort Wayne.

**Option 2** – When the new Hanna-Creighton facility opens, Route 5 should be deviated to serve this location. The route should (from the southern terminus) operate along Calhoun to Pontiac, then turn left on Lafayette to Creighton, serve the facility, then follow Hanna to Pontiac to return to its original routing. The route should do this in a bi-directional manner.

**Option 3** – Extend the route to IPFW and then to the Glenbrook Mall. The route would operate to IPFW utilizing the same routing as Option 1 to IPFW and then continue on Coliseum to provide connections to Glenbrook Mall. This would require the addition of 1 bus to provide this service, but would create a better hub at IPFW and offer connections from campus and the campus housing area to the Glenbrook Mall and surrounding retail and commercial area.

**Option 4** – Extend the route to IPFW and then to a new routing on Stellhorn Road to Maysville Road and the new retail area at the junction of I-469. This would offer connections to a growing residential and commercial area. This would require the addition of 1 bus.

**Option 5** – In conjunction with Routes 3 and 8, Route 5 should turn-back at Southgate Plaza which will allow for time to extend the route to IPFW and, depending on running time, other generators in northern Fort Wayne. The routing on each route would be as follows:

- Route 3 – Modify Route 3 after it accesses Paulding Road outbound. The route would follow Paulding to South Calhoun to Tillman (covering the apartments in that area) to Anthony Boulevard to Paulding Road (west) to South Calhoun. The route would then re-join its current routing at Southgate Plaza.

- Route 5 would turn-back at the Southgate Plaza to maintain a longer running time for extension in northern Fort Wayne to either IPFW or the Glenbrook Mall area.
- Route 8 – Route 8 would be modified to eliminate its current loop and pick up the current Route 3 routing from the corner of South Calhoun and Paulding.

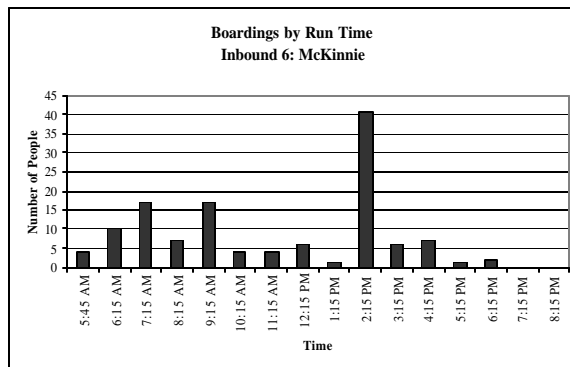
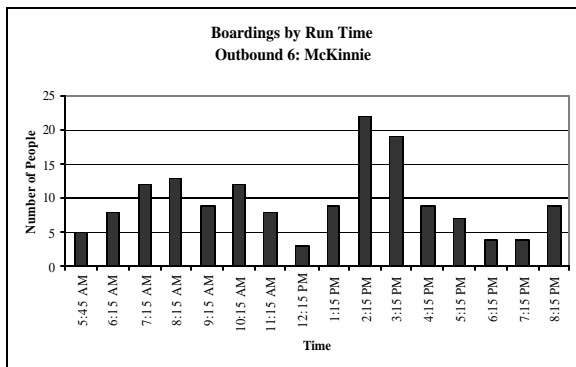
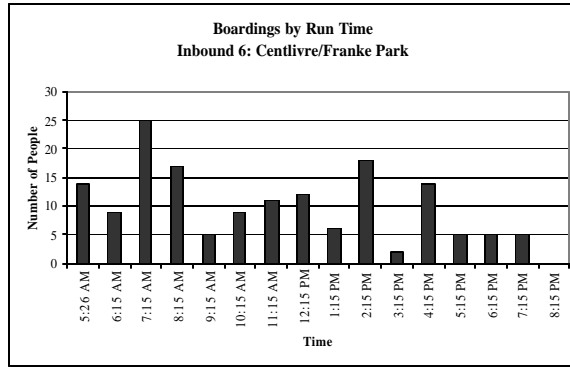
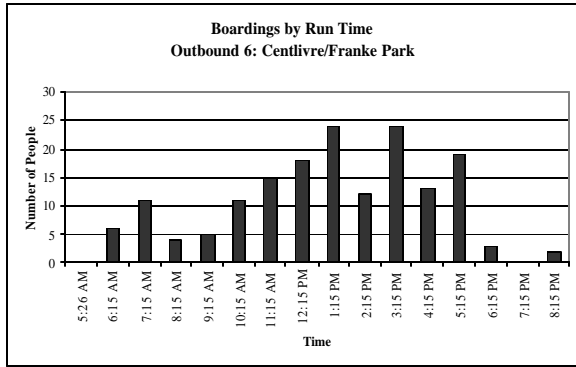
**Option 6** – Route 5 can be deviated to serve a new alcohol treatment center near the corner of Maumee Boulevard and Washington Boulevard. This location has been opened recently without bus service, which is a key issue for their clients. This location will need to be field-checked to determine the appropriate route to serve this location.

All of these options will require a thorough review through field-check to understand running time, congestion, hub development, and the existence of generators along the various routings.

**Route 6 Centlivre – Franke Park/ McKinnie**

*Route Profile*

Route 6 – Centlivre/ McKinnie							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Centlivre/Franke</b>	5:26 – 8:45	1	1	1	60	60	60
<b>McKinnie</b>	5:45 – 8:45	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour		Passengers per Revenue Mile		
<b>Weekday</b>	\$2.53	17%	17.93		1.42		
Most Active Bus Stops							
Inbound				Outbound			
St. Marys & Margaret Main between Rockhill @ Thieme				St. Marys @ Glenwood/Florence Glenbrook Mall			
Most Active Bus Stops							
Inbound				Outbound			
McKinnie @ South Park Warsaw & Agnes				McKinnie & Anthony 3200 Diplomat Drive			



### *Route Description & Analysis*

Route 6 operates between the Glenbrook Mall on a large loop in the northern section of Fort Wayne and McKinnie Avenue in southeastern Fort Wayne. The route provides key connections to the Glenbrook Mall area and to a transit-producing neighborhood south of downtown, and currently operates in front of the future Hanna-Creighton site. The route is average in terms of performance based on route diagnostics. The southern leg of the route operates well and maintains ridership throughout the route. The northern leg of the route has higher overall ridership, but boarding and alighting counts indicate that ridership is limited to a few areas of the large loop on the north side.

### *Preliminary Options*

There are two options for Route 6 which would allow the route to provide expanded service in northern Fort Wayne.

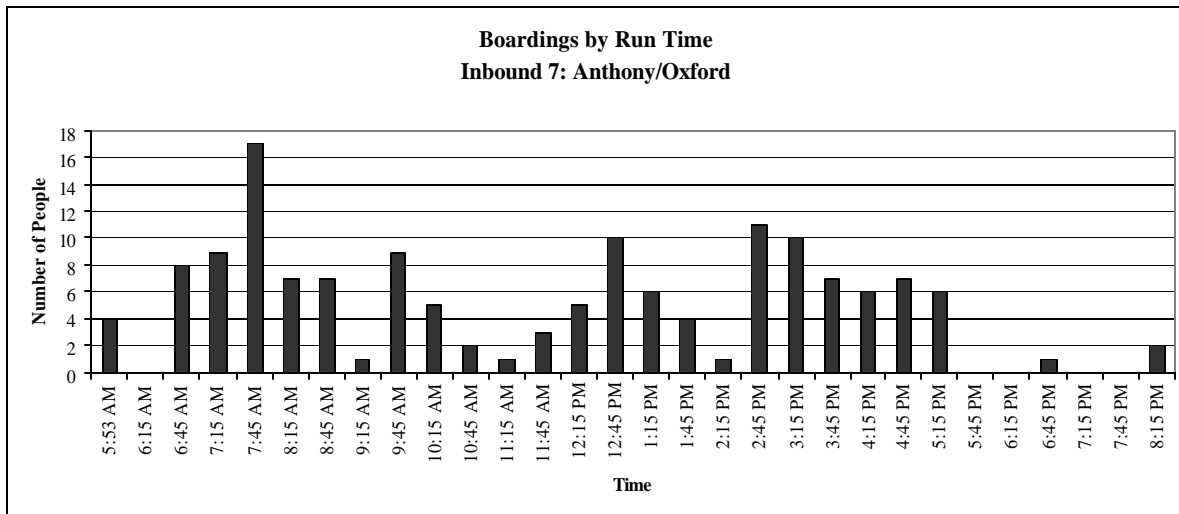
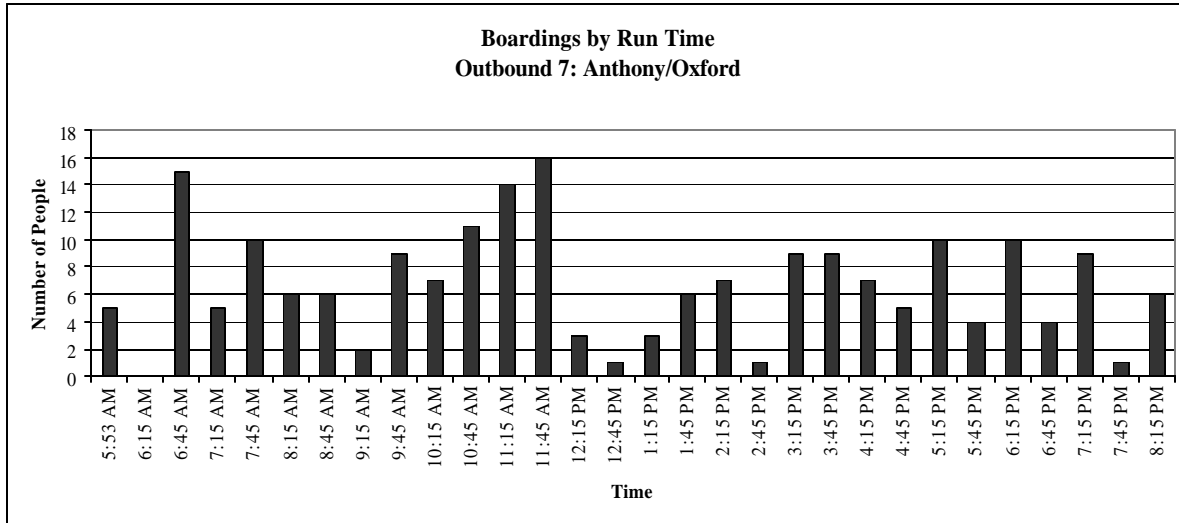
**Option 1** – The northern leg of the route should be operate bi-directionally and be extended to cover additional generators. The Sherman Boulevard portion of the route would be eliminated in favor of bi-directional service along State, then circulate through Eastbrook to serve the Centlivre Apartments, then follow North Clinton to Northrop to serve the Glenbrook Mall. From this location, the route can follow Industrial to Ley Road at the corner of Lima Road. The routing of this modification will need to be extensively field-checked to identify the best generator to be served north of the Glenbrook Mall.

**Option 2** – If the new routing in Option 1 is successful in providing a better anchor for the route and improving ridership, Route 6 can be considered a candidate for 30-minute service in the long-term.

**Route 7 Anthony/Oxford**

*Route Profile*

Route 7 Anthony/Oxford							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Anthony/Oxford</b>	5:53 – 8:44	1	1	1	30	30	30
	Service Performance Indicators						
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour		Passengers per Revenue Mile		
<b>Weekday</b>	\$1.84	22%	23.14		1.07		
Most Active Bus Stops							
Inbound				Outbound			
Hanna @ Oxford				Wallace @ Chapel Oaks Apts./ 1321 Wallace			
E. Creighton & Bowser				Oxford @ Oliver			



### *Route Description & Analysis*

Route 7 is one of only two routes in the system that operates on 30-minute headways. The route provides connections between downtown and the Oxford Road/ Anthony Boulevard neighborhood. It is one of the best performing routes in terms of route diagnostics and provides a critical link to a transit-producing neighborhood. The route also serves the area around the future Hanna-Creighton site that will be developed into a secondary transit hub in the future. The route should be maintained in its current routing, and provide connections to Hanna-Creighton once this location has been opened.

### *Preliminary Options*

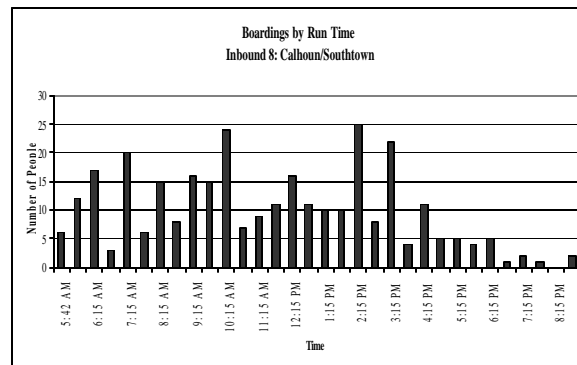
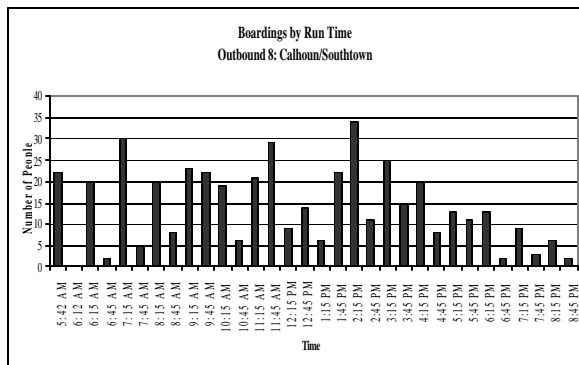
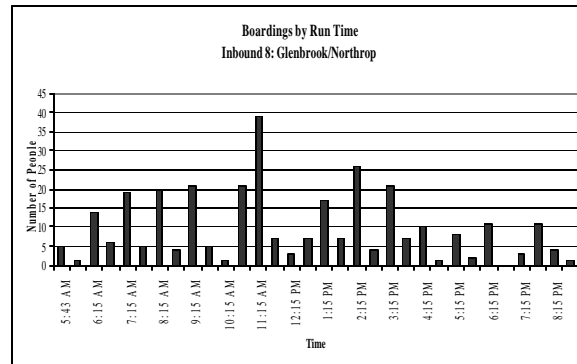
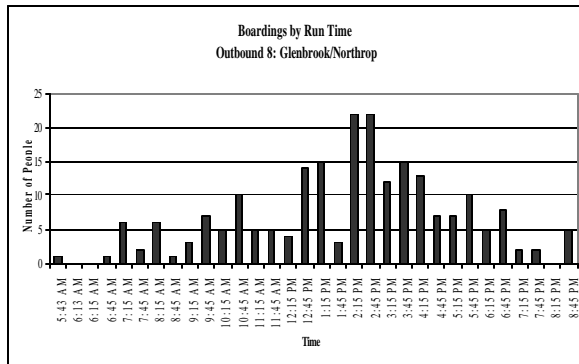
There is only one option that has been developed for Route 7 and it is based on potential needs throughout the system:

**Option 1** – Interline Route 7 and the northern leg of Route 3. This will reduce the overall system cost of increasing service frequency on both legs of Route 3 and provide a single seat ride between the Oxford/ Anthony neighborhood and IPFW. This would require the addition of 1 bus.

## Route 8 Glenbrook-Northrop/ Calhoun-Tillman

### Route Profile

Route 8 Glenbrook/ Calhoun							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Glenbrook</b>	5:43 – 9:42	2	2	2	30	30	30
<b>Calhoun</b>	5:42 – 9:43	2	2	2	30	30	30
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$2.44	18%	18.45	1.68			
Most Active Bus Stops – Glenbrook							
<b>Inbound</b>				<b>Outbound</b>			
<b>Coldwater @ Coldwater Crossing</b>				<b>Glenbrook Mall</b>			
<b>Glenbrook Mall</b>				<b>Northrop High School</b>			
Most Active Bus Stops - Calhoun							
<b>Inbound</b>				<b>Outbound</b>			
<b>Southgate Plaza</b>				<b>Southgate Plaza</b>			
<b>S. Calhoun &amp; E. Rudisill</b>				<b>Tillman &amp; Decatur</b>			



### *Route Description & Analysis*

Route 8 is one of only two routes in the network that operates on 30-minute headways. The route operates along major corridors in the most direct north-south alignment in the system. The route is set along what was once a trolley route in the City of Fort Wayne, and remains a vital part of the overall transit network. The route performs well in terms of diagnostic indicators and connects to numerous important transit generators in the city. The route also connects to Route 21, a deviated route that connects to Dupont Medical Center.

### *Preliminary Options*

There is only one preliminary option for Route 8. This involves the realignment of Routes 3, 5, and 8 in the southern end of Fort Wayne.

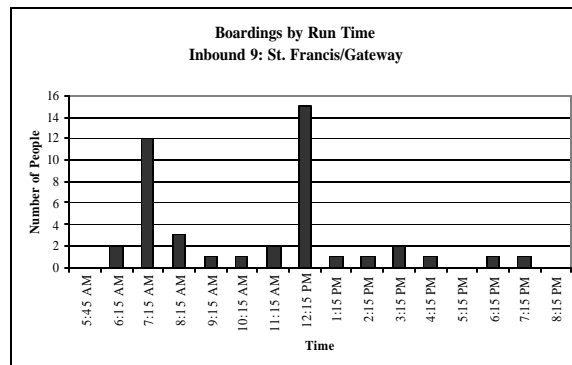
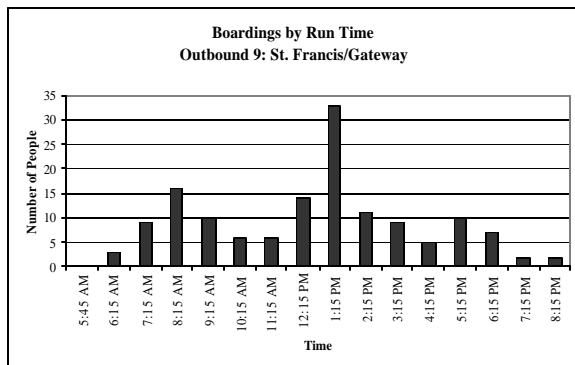
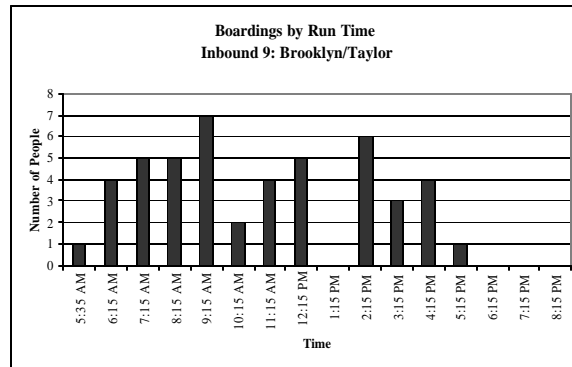
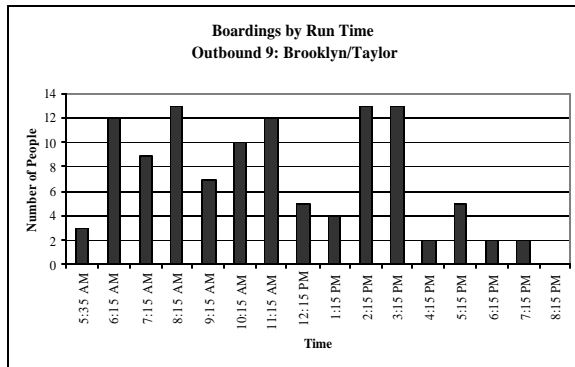
**Option 1** – Realign Route 8 in conjunction with changes to Routes 3 and 5 to offer improved and straightened connections in the southern portion of Fort Wayne. The routing changes are as follows:

- Route 3 – Modify Route 3 after it accesses Paulding Road outbound. The route would follow Paulding to South Calhoun to Tillman (covering the apartments in that area) to Anthony Boulevard to Paulding Road (west) to South Calhoun. The route would then re-join its current routing at Southgate Plaza.
- Route 5 would turn-back at the Southgate Plaza to maintain a longer running time for extension in northern Fort Wayne to either IPFW or the Glenbrook Mall area.
- Route 8 – Route 8 would be modified to eliminate its current loop and pick up the current Route 3 routing from the corner of South Calhoun and Paulding.

**Route 9 Brooklyn-Taylor/ St. Francis- Gateway**

*Route Profile*

Route 9 Brooklyn/St. Francis							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Brooklyn</b>	5:35 – 8:55	1	1	1	60	60	60
<b>St. Francis</b>	5:45 – 8:45	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$5.09	9%	9.77	0.61			
Most Active Bus Stops							
Inbound				Outbound			
Taylor & Fray				College & W. Jefferson			
W. Jefferson & Fairfield				Taylor & Pauline			
Most Active Bus Stops							
Inbound				Outbound			
Leesburg Road				Goshen & Harris			
Main @ Rockhill				Coliseum Blvd.			



### *Route Description & Analysis*

Route 9 operates on two legs that operate between Elmhurst High School in southwest Fort Wayne and Executive Drive and Profit Boulevard in western Fort Wayne. The route is the poorest performing radial fixed route in the network and serves fringe areas of the city. The route operates with a large nested loop on its north end and operates to a high school that registers few boardings outside of school start and end times on the south end. The route may be improved with the addition of stronger generators that will act as a better anchor on either end of the route.

### *Preliminary Options*

There are two options for Route 9 which will be designed to improve the route by providing route destinations that may be more useful to system patrons than those along its current routing.

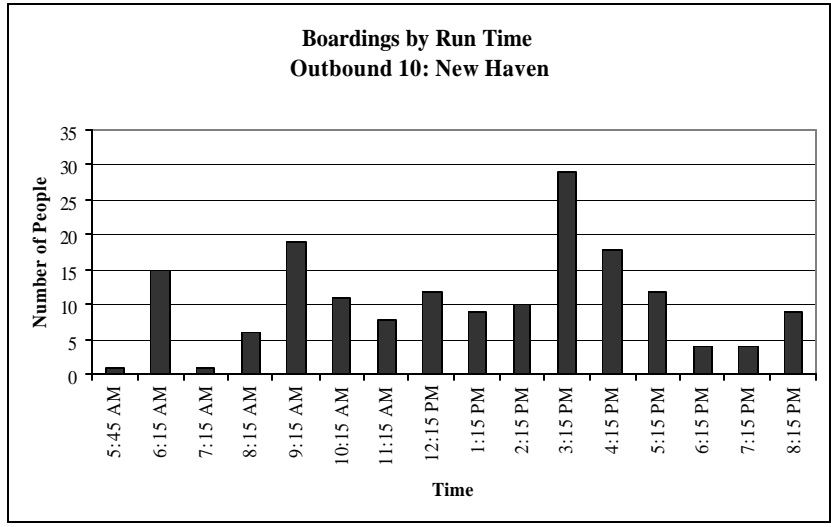
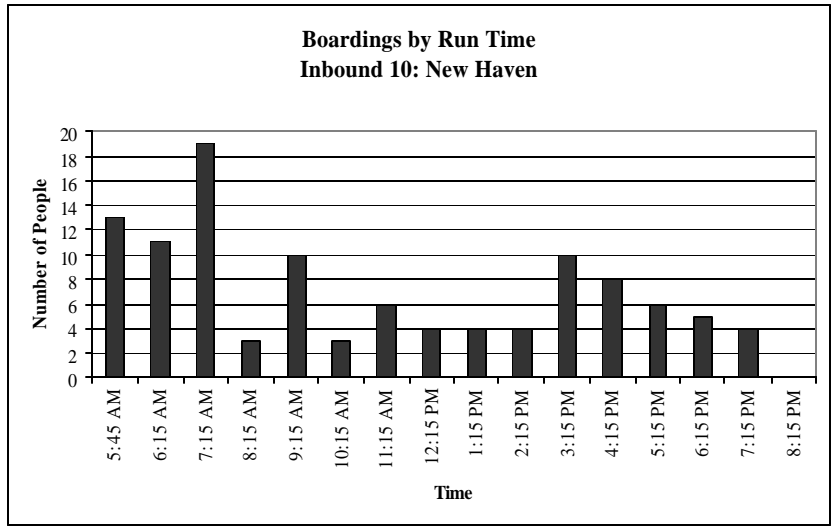
**Option 1** – In conjunction with a modification to Route 1, the southern leg of Route 9 should operate to the AppleGlen Crossing Shopping Plaza which would serve as a better generator. Route 9 would follow (outbound) Taylor to Brooklyn to Covington to Randall to Jefferson Boulevard to AppleGlen Crossing. From this location the route would follow Randall to Covington to Ardmore to Engle, providing trips to Elmhurst High School at class times and return via Ardmore to Covington. This would impact some ridership along Brooklyn south of Covington and along Engle Road. This will have to be balanced with the potential increase in ridership that may be gained by realigning the route.

**Option 2** – The northern leg of Route 9 should be straightened to provide better connections throughout this area. The Independence Drive loop currently maintains 2 boardings and alightings at the Centennial Industrial Park and no other ridership. This loop can be eliminated and replaced with shift-based service to the Centennial Industrial Park, allowing the route to extend at its north end. The route can extend from Profit Drive to Lima Road and serve either the Meijer shopping area in conjunction with Route 4 or Glenbrook Mall. These alternatives will need to be checked for running time to determine which generator will be feasible to access within the scheduled running time.

**Route 10 New Haven**

*Route Profile*

Route 10 New Haven							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>New Haven</b>	5:38 – 8:38	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$2.58	17%	17.62	0.84			
Most Active Bus Stops							
Inbound				Outbound			
New Haven & Edsall				Lewis & Winter			
New Haven & Lombard				Lincoln Plaza			



### *Route Description & Analysis*

Route 10 operates between downtown Fort Wayne and the City of New Haven on 60-minute headways. The route operates well in terms of diagnostic testing and maintains boarding and alighting activity throughout the route. The route provides an important connection to an adjacent town and offers service in the transit-producing neighborhoods of eastern Fort Wayne.

### *Preliminary Options*

There is only one preliminary option for Route 10, which involves a potential connection to a new generator.

**Option 1** – Deviate Route 10 to serve a new alcohol treatment center near the intersection of Maumee Avenue and Washington Boulevard. This will have to be field-checked to verify that this can be accomplished without a major affect to running time.

**Routes 21 & 22**

*Route Profiles*

Route 21 Glenbrook/ Coldwater/ Dupont Road							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>Glenbrook</b>	6:25 – 8:25	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$11.73	4%	4.48	0.38			

Route 22 West Jefferson/ Lutheran							
	Service Span	Vehicles			Headway		
		AM	Mid	PM	AM	Mid	PM
<b>W. Jefferson</b>	5:55 – 8:35	1	1	1	60	60	60
Service Performance Indicators							
	Net Cost per Passenger	Farebox Recovery	Passengers per Revenue Hour	Passengers per Revenue Mile			
<b>Weekday</b>	\$9.79	5%	5.32	0.37			

*Route Description & Analysis*

These routes operate as deviated fixed routes that serve generators and neighborhoods in lower density areas. These services are an innovative method of introducing transit service to areas that will require higher levels of transit service in the future. Both routes operate poorly in terms of route diagnostics when compared to the system average. These are, however, excellent efforts to offer mobility to more people in the city and the adjacent areas.

*Preliminary Route Options*

There is one option presented for Route 22 and two for Route 21. These are as follows:

**Route 21 Option 1** – Route 21 can be turned back at Northrop High School rather than duplicating service along Route 8. There is already 30-minute service in this area and this change will allow Route 21 to cover more generators in northern Fort Wayne around the growing Dupont Road area. This will require timed transfers at the high school to ensure riders are not discouraged from utilizing this mobility option. This option can be modified to only allow deviations north of Northrop High School while still connecting

to the Glenbrook Mall. This alternative would not provide as great a time savings, but would offer some benefit operationally.

**Route 21 Option 2** – Route 21 can be interlined with a new route that operates between Glenbrook Mall and the new retail area at Maysville Road and I-469. This new route would operate along Coliseum Boulevard, providing crosstown service to IPFW (including the new student housing area) and then follow Stellhorn to Maysville to the new retail area. This would offer improved connections while continuing to promote IPFW as a transit hub. This would require the addition of 1 bus.

**Route 22 Option 1** – In conjunction with Route 2, Route 22 should be absorbed into Route 2 to offer direct connections between this growing area and downtown Fort Wayne.

### 8.3 New Service Options

This section presents preliminary options for new services that may be part of the overall planning strategy. These services would require additional system resources and will require consideration of their feasibility for inclusion into a final plan. Some of the options may require the coordination of several agencies, or require additional resources for Citilink which may be difficult to locate. They are, however, considered important facets of an overall strategy for transportation in the Greater Fort Wayne area. Each is presented separately below.

#### *Northeastern Fort Wayne*

The area of Fort Wayne east of IPFW has been identified as an important area for service inclusion by stakeholders, Citilink staff, riders, and through local demographic analysis. This area includes Stellhorn Road and St. Joe Center Road as well as the surrounding neighborhoods. The routing options will need to be considered through field investigation to develop the following options and determine if service in this area is warranted.

**Option 1** – In conjunction with an option discussed with regard to Route 21, a crosstown route can be developed to interline with the 21. The route would operate between the Glenbrook Mall and the Maysville Road/ I-469 interchange via Coliseum Boulevard, Ivy Tech, IPFW, and Stellhorn Road. The route could operate in a deviated fixed route manner east of IPFW.

**Option 2** – A deviated route can be developed to serve this area similar to the 21 and 22. The route would operate from an IPFW hub along Stellhorn to Northwood Plaza, turning north on Maplecrest, turning east on St. Joe Center Road, south on Wheelock Road, and east on Maysville to the new retail area at the I-469 interchange.

#### *Sunday Service*

The on-board survey indicated a desire for Sunday service among riders. This was also identified as a need through public outreach and stakeholder interviews. Sunday service can be a catalyst for improving rider retention in the system. There were 40% of survey respondents who indicated that they work on Sundays even though Citilink is not in operation. It is reasonable to expect that people who must work Sundays will be more likely to purchase an automobile as soon as this becomes feasible. This will result in the loss of ridership for all service days, since the auto will be the preferred mode of transport.

In light of this opportunity, Sunday service will need to be considered as part of the overall strategy for transit in Fort Wayne. Sunday service may not be a feasible option in the initial plan years, but must be considered as the area continues to grow. Sunday service will most likely consist of key routes and route combinations to cover the service area on 60-minute headways.

#### *Evening & Night Service*

The on-board survey and other outreach techniques also yielded information with regard to work habits among riders. Many persons work hours later than that of Citilink. Retail hours often

require persons to work beyond 10 PM which is later than current service hours. Second shift jobs share similar issues. Citilink and the City of Fort Wayne are currently considering Jobs Access/ Reverse Commute (JARC) opportunities for city residents. One consideration should be to offer some later evening service. There are several options for this service, including the following:

**Zone Service** – The city can be separated into 4 zones which provide demand response or circulator service from job sites to the Superior Street Station hub at set times to offer transfers to other zones. This can also be done in conjunction with establishing later hours on key routes.

**Subscription Service** – Employees (or employers) can subscribe for trips from their work sites that provide transportation to either a hub location, key routes that operate later hours, or to a persons home as long as it is within the Citilink service area.

### *Regional Jobs Service*

Regional employment is becoming a major factor for Fort Wayne residents as employment sites continue to diversify. Citilink and regional authorities should make efforts to utilize JARC grant funding to provide trips to and from regional job sites. These buses can operate as subscription service to identified work sites throughout the region. This service, while not always the most convenient, provides connections between workers and potential employers that can be vital to maintaining favorable economic conditions in the Fort Wayne area. These services can be an important element of the overall transportation network in the region. The area surrounding the Fort Wayne airport has been identified as a key location for employment transportation, as well as northwestern Fort Wayne and the surrounding area along US-30 and US-33. Citilink will need to work with employer groups and economic development agencies to determine the best locations for the provision of this service.

## **8.4 Conclusion**

The information in this chapter represents an initial effort to identify needs and solutions for Citilink. The issues have been developed based on thorough data-gathering and analysis. The options presented in Section 8.2 should be considered preliminary and subject to change as a final plan is developed. Each option will be field-checked, analyzed for service impacts including ridership and financial implications, and most importantly put through a rigorous public participation program. The same is true for new services proposed in Section 8.3. These steps will assure the study team, Citilink, and the local community that the resulting plan is properly developed for local needs.