

## CHAPTER TWO CITILINK SYSTEM CHARACTERISTICS

This chapter presents a baseline of information for the Citilink services provided within Fort Wayne and the surrounding area. Citilink provides fixed route bus service to the City of Fort Wayne, the City of New Haven, and portions of Aboite Township. The agency also provides ADA complementary paratransit service, known as Citilink Access to these areas. The sections in this chapter present general service characteristics and ridership and financial statistics for the system. In conjunction with the demographic information in the previous chapter, this information provides a comprehensive database on which to develop analysis and recommendations.

Route level profiles will be developed in the next portion of the study and will provide an in-depth analysis of the function and performance of each route. This information is being developed with an effort to provide as much information as possible prior to developing recommendations at the route level.

### 2.1 Citilink Service Description

Citilink operates fixed route and paratransit public transportation services for residents and visitors of Fort Wayne and the adjacent area. The service area covers 104 square miles. The earliest Citilink bus starts service at 5:26 AM and the latest bus runs until 9:43 PM. The Citilink operates from a primary hub at the Superior Street Station in downtown Fort Wayne. Service extends as far north as Dupont Rd. and Dupont Medical Center, as far south as Tillman Rd. and the South Bridge Apartments, as far west as the Lutheran Hospital and Coventry Ln., and as far east as downtown New Haven and Green St. See Figure 2-22 below for a map of Citilink routes.

#### Fixed Route Service

Citilink routes are oriented in a hub-and-spoke fashion. The hub is located at the Superior Street Station and all but 3 routes (routes 5, 21, and 22) pulse through that hub every hour. Citilink operates 10 fixed routes and 2 deviated fixed routes. In the following section, Table 2-8 lists all of the Citilink fixed routes, their hours of service, and their service frequency.

The following provides an overview of each route in the system.

*Route 1 Waynedale via Broadway/Northcrest* – Route 1 operates on two legs that interline at Superior Street Station. The northern leg operates to the River Cove Apartments via North Clinton Street. The southern leg operates to the Hickory Creek Apartments via Broadway and Bluffton Road. Major stop locations on the route include Northcrest Shopping Plaza, Memorial Coliseum, St. Joseph’s Hospital, and Waynedale.

*Route 2 Time Corners/Georgetown* – Route 2 operates on two legs that interline at the Superior Street Station. The eastern leg operates to Northwood Plaza via Lake Avenue and Maplecrest. The western leg operates to the Time Corners Plaza via West Washington, Illinois Road, and West Jefferson. Major stops on the route include Jefferson Point Shopping Plaza, Time Corners, Georgetown Square Shopping Center, and

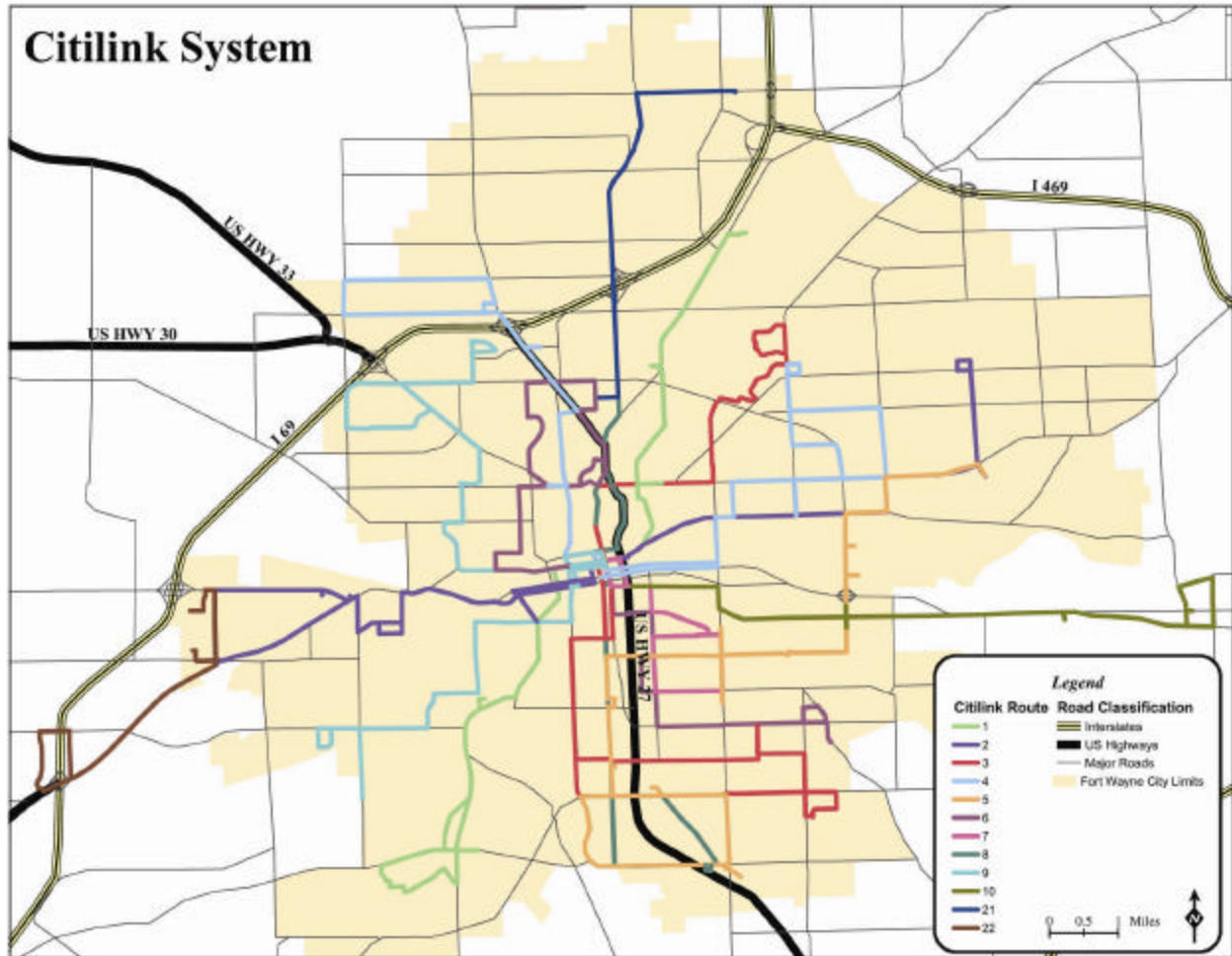
Park West Shopping Center. Route 2 offers connections to Route 22 at its western terminus.

*Route 3 Canterbury via IPFW/ Village Woods* – Route 3 operates on two legs that interline at Superior Street Station. The northern leg operates to the Marketplace of Canterbury via Clinton, State Street, and North Anthony Boulevard. The southern leg operates to the Ashley Court Apartments via Fairfield Avenue, Paulding Road, and Petit Avenue. Major stops on the route include IPFW, Ivy Tech, Canterbury Green, the Allen County League for the Blind and Disabled, and the Village Park Apartments.

*Route 4 Wells Ludwig/Parkview* – Route 4 operates on two legs that interline at Superior Street Station. The eastern leg operates to the State Developmental Center via Anthony Boulevard, State Boulevard, and Coliseum Boulevard. The western leg operates to Ludwig Road via Wells Street and Lima Road. Major stops in the route include the YWCA, Meijer, Parkview Hospital, and the Indiana State Developmental Center.

*Route 5 Southeast Local Coliseum State/ Southgate Plaza* – Route 5 is a crosstown route that operates between the Southtown Square Apartments and Georgetown Square with a mid-route hub at Southgate Plaza. The route offers non-radial connections throughout the southeast and eastern portions of the city. Major stops on the route include Southgate Plaza, Rudisill Plaza, South Side High School, K-Mart and Georgetown Square.

Figure 2-22: Citilink System: Routes and Major Roadways



*Route 6 Centlivre Franke Park/ McKinnie* – Route 6 operates on two legs that interline at Superior Street Station. The northern leg operates to Glenbrook Mall via Main Street and State Boulevard. The southern leg operates to McKinnie Avenue via Hanna Street. Major stop locations on the route include the Centlivre Apartments, Glenbrook Mall, Diplomat Plaza, and GTE.

*Route 7 Anthony/ Oxford* – Route 7 operates as a radial route between Superior Street Station and Oxford Street. The route operates via Hanna Street, Creighton Street, and Anthony Boulevard. The route primarily serves a neighborhood that produces a large share of Citilink ridership, and also serves the Fort Wayne Housing Authority and the Eden Green Apartments. In the future, the route will serve the Hanna-Creighton campus that will house a library, the Urban League headquarters, and a HeadStart facility.

*Route 8 Glenbrook Northrop/Calhoun Tillman Road* – Route 8 operates on two legs that interline at Superior Street Station. The northern leg operates to Northrop High School via Spy Run and Coldwater Road. The southern leg operates to South Bridge Apartments via Calhoun Street. Major stops along the route include Glenbrook Mall, Southgate Plaza, Tall Oaks Apartments, and North Side High School. Route 8 offers connections to Route 21 on its northern end.

*Route 9 Brooklyn Taylor/ St. Francis Gateway* – Route 9 operates on two legs interlining at Superior Street Station. The northern leg operates to Executive Drive via Leesburg Road, Spring Street, and Coliseum Boulevard. The southern leg of the route operates to Elmhurst High School via Fairfield, Taylor, and Engle Road. Major stop locations on the route include St. Joseph Hospital, University of St. Francis, Congressional Park, Goodwill Industries, and General Electric.

*Route 10 New Haven* – Route 10 operates as a radial route between Superior Street Station and downtown New Haven. The route operates via Lewis Street, Anthony Boulevard and New Haven Avenue/Lincoln Highway. Major stop locations include the downtown YMCA, Lincoln Plaza, the City of New Haven, and the Trailways Station.

*Route 21 Glenbrook/Coldwater Rd/ Dupont Rd.* – Route 21 is a deviated fixed route that operates flex service between the Glenbrook Mall and the Dupont Medical Center. Patrons can call ahead to Citilink to arrange for the route to pick up and drop off at specific locations within close proximity to its route.

*Route 22 West Jefferson/Lutheran* – Route 22 operates as a deviated fixed route that offers flex service between Time Corners Shopping Center and the Village at Coventry. Patrons can call ahead to Citilink to arrange for the route to pick up and drop off at specific locations within close proximity to its route.

*Route 31X* – Route 31 X is an express service that offers connections between Superior Street Station, and ARC sheltered workshop, and the Indiana State Developmental Center. Service operates on a limited schedule during weekdays.

### Paratransit Service

Paratransit service for the elderly and disabled residents of the Fort Wayne area is provided within the Citilink fixed route service area for persons with disabilities that prevent them from using fixed route buses. This service is mandated by the 1991 Americans with Disabilities Act (ADA) and must be provided for qualified persons whose origin and destination are within ¾ mile of a local fixed route.

This service, known as Citilink Access, is demand-responsive service requiring certification of eligibility based on ADA regulations and trip reservations. Service operates during the same days and hours as the Citilink fixed route service. Service is operated on smaller, wheelchair accessible vehicles, and is intended to assist in the mobility of all residents of the Citilink service area by providing trips to persons with disabilities that prevent them from utilizing the fixed route.

## 2.2 Days and Hours of Operation/Service Span and Service Frequency

Citilink service is generally operated from 5:45 AM to 8:45 PM. Table 2-8 shows the hours of service for each Citilink route. All Citilink routes operate on 60-minute headways except for routes 7 and 8, which operate on 30-minute headways. Table 2-8 describes each route based on its destination, hours of service, and service frequency.

**Table 2-8: Citilink Routes: Hours of Service and Frequency of Service**

Route #	Route Name	Hours of Service		Headway
		AM	PM	
1	Waynedale via Broadway	5:35	8:41	1 hour
	Northcrest	5:45	8:45	1 hour
2	Time Corners	5:40	8:59	1 hour
	Georgetown	5:45	8:45	1 hour
3	Canterbury via IPFW	5:45	8:45	1 hour
	Village Woods	5:29	8:55	1 hour
4	Wells/Ludwig	5:42	8:50	1 hour
	Parkview	5:34	8:42	1 hour
5	Southeast Local: Eastbound	6:15	9:13	1 hour
	Southeast Local: Westbound	6:53	8:39	1 hour
6	Centlivre/Franke Park	5:26	8:45	1 hour
	McKinnie	5:45	8:45	1 hour
7	Anthony/Oxford	5:53	8:44	1/2 hour
8	Glenbrook/Northrop	5:43	9:42	1/2 hour
	Calhoun/Tillman Rd.	5:42	9:43	1/2 hour
9	Brooklyn/Taylor	5:35	8:55	1 hour
	St. Francis/Gateway	5:45	8:45	1 hour
10	New Haven	5:38	8:38	1 hour
21	Glenbrook/Coldwater/Dupont Rd.	6:25	8:25	1 hour
22	West Jefferson/Lutheran	5:55	8:35	1 hour

## 2.3 Transfer Policies and Locations

Transfers are free and can only be used on the second bus to the passenger’s destination. Most transfers are made at the Superior Street Station where all but three routes meet once per hour. In order to get from Route 5 to Superior St, transfers can be made at the Southgate Plaza onto Route 8, which does travel to the Superior Street hub. To get to and from Route 22 to downtown, transfers can be made between Route 22 and Route 2 at Time Corners Shopping Center or at Meijer. In order to get to and from Route 21 to downtown, transfers can be made between Routes 21 and 8 at Glenbrook Mall, Coldwater Crossing, the Marriot, or Northrop High School. All

other routes intersect with at least one other route, but the most popular and easiest place to make a transfer is at the Superior Street Station at the time of the pulse.

## 2.4 Route Length/Scheduled Running Times

Citilink routes generally operate on 60-minute headways. Routes pulse through the Superior Street Station at fifteen minutes past the hour. Routes are interlined either north/south or east/west so that after pulsing one bus heads in one direction along a route and another bus heads the opposite direction, reducing transfer needs. The exceptions are Routes 5, 21, and 22 that do not pulse through Superior Street and Route 7 that operates on 30-minute headways. Table 2-9 presents this information.

**Table 2-9: Citilink Route Lengths in Miles**

Route Length (one way in each direction from Superior St.)		
Route	Length (in miles)	
1	16.29	
2	17.08	
3	14.53	
4	17.12	
5	14.89	^
6	12.73	
7	5.34	*
8	11.44	
9	16.17	
10	10.49	
21	5.82	^
22	6.99	^

\* Half hour headways

^ Does not pulse through Superior St.

## 2.5 Fare Structure

The regular adult fare for riding one-way on Citilink is \$1.00. Reduced fares are available for children, elderly, and disabled persons. Tickets-to-ride are the same price as the regular cash fare. Monthly passes (31-day pass) and 10-ride cards are also available. Table 2-10 lists each type of fare available and its cost.

**Table 2-10: Citilink Fare Structure**

<b>ADULTS</b>	
Adult Fare	\$1.00
Adult Monthly Ride Pass	\$45.00
Adult 10-Ride Card	\$10.00
Adult Ticket-to-Ride	\$1.00
<b>CHILDREN*</b>	
Child Fare (Ages 5-18)	\$0.75
Child 10-Ride Card	\$7.50
Child Ticket-to-Ride	\$0.75
Child under 5 (with supervision)	FREE
<b>SPECIAL FARES*</b>	
Senior Citizens (60 & over) and persons with disabilities	\$0.50
Reduced Fare Monthly Pass	\$22.00
Reduced Fare 10-Ride Card	\$5.00
Reduced Fare Ticket-to Ride	\$0.50

\*Payment of special and child fares requires use of a Citilink-issued picture ID to the driver.

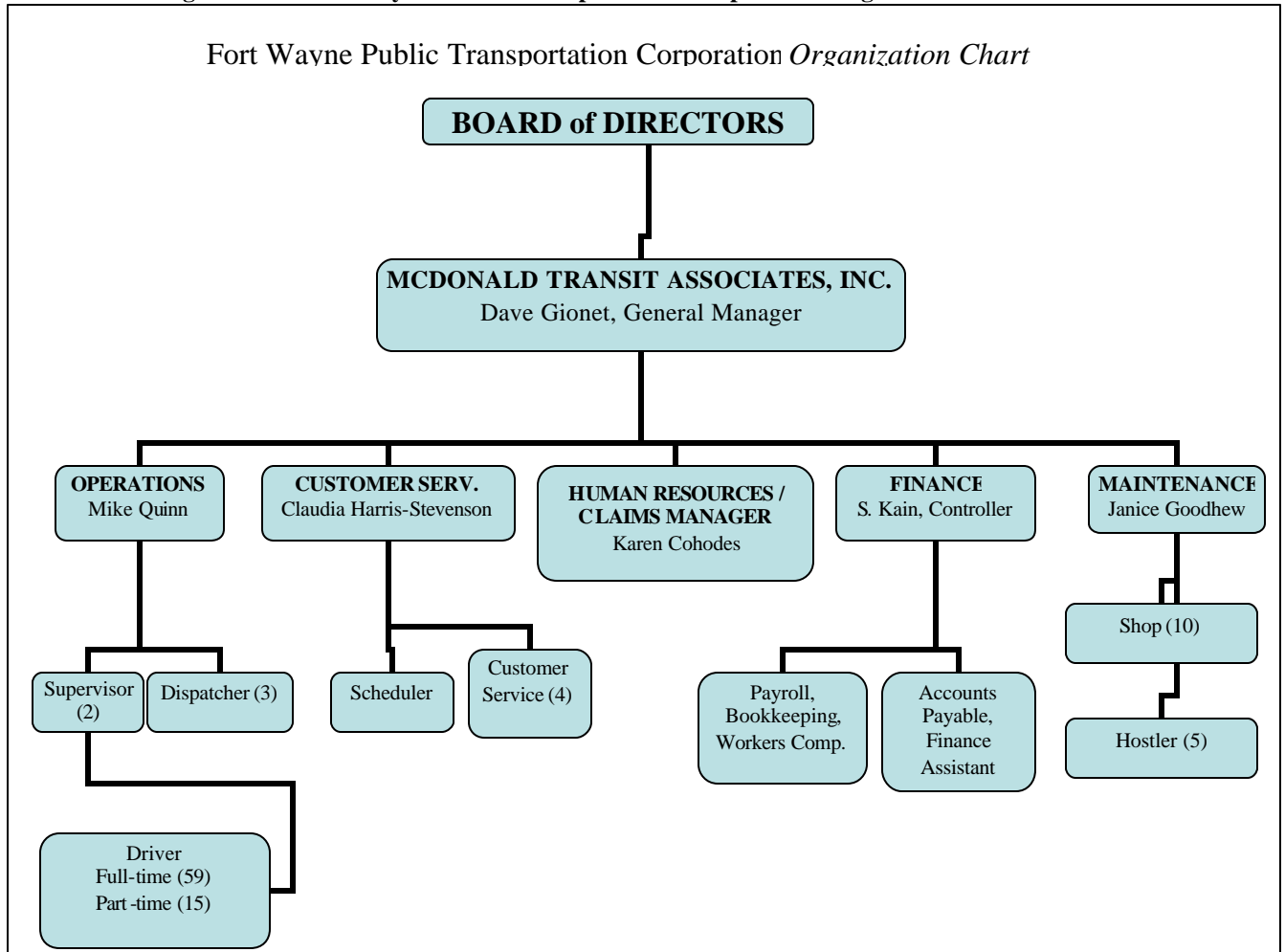
## 2.6 Organization Structure

The Citilink organization structure is headed by a Board of Directors. The board oversees the operations of the Citilink system. The board employs a private management company, McDonald Transit Associates, Inc., for professional oversight of the agency. This decision was made in 1999 in an effort to improve a system that had been declining in ridership throughout its recent history. McDonald Transit is a national transit management company that provides professional services to transit agencies

McDonald Transit supplies a General Manager for Citilink on a full-time, on-site basis and provides company support as needed. The General Manager oversees operations, customer service, finance and maintenance. Citilink employs 59 full-time drivers and 15 part-time drivers. The agency has a relatively small administrative and supervisory staff. The lack of a planning and/or marketing staff may affect the agency’s ability to consistently improve service delivery.

Figure 2-23 shows the Citilink organization chart.

Figure 2-23: Fort Wayne Public Transportation Corporation Organization Chart



## 2.7 Operating Expenses, Revenue, and Financial Trends

This section presents Citilink expenses and revenues by line item. Salaries, wages, and benefits for drivers and administrative staff and maintenance personnel are the major expense incurred by the agency. Materials and supplies are another major expense that any transit agency faces. Expenses included in the ‘other’ category include utilities and taxes. Citilink does not purchase any transportation. Table 2-11 breaks up operating expenses by category and presents the costs by year from 1996 to 2002. In the 7-year period, expenses have increased approximately 9% over this period. The most recent service change, which occurred in July 1999, is primarily responsible for the increase in operating cost. Tables and figures in the following sections will present the corresponding increase that the agency has seen in service hours provided and passenger trips on the system.

**Table 2-11: FY 1996-2002 Operating Expenses**

<b>Operating Expenses</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>	<b>1998</b>	<b>1997</b>	<b>1996</b>
Salaries, Wages and Benefits	\$4,713,207	\$4,774,227	\$4,649,462	\$4,253,207	\$4,314,988	\$4,452,655	\$4,490,261
Materials and Supplies	\$805,706	\$725,476	\$786,864	\$553,034	\$563,012	\$694,173	\$603,653
Purchased Transportation	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Operating Expenses	\$727,110	\$748,473	\$674,587	\$462,320	\$403,379	\$442,924	\$606,892
<b>Total Operating Expenses</b>	<b>\$6,246,023</b>	<b>\$6,248,176</b>	<b>\$6,110,913</b>	<b>\$5,268,561</b>	<b>\$5,281,379</b>	<b>\$5,589,752</b>	<b>\$5,700,806</b>

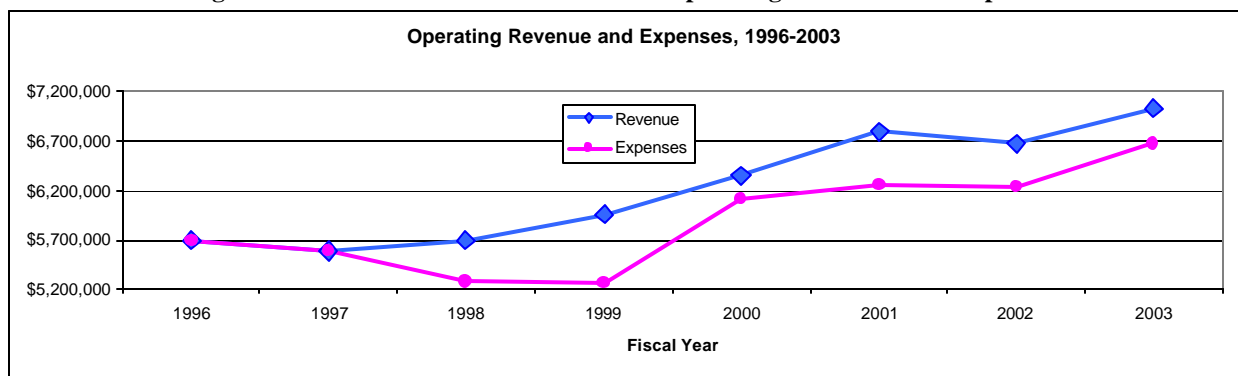
Citilink collects operating funds through passenger revenue, local funding, state funding, federal funding, as well as from other sources. The following table presents the sources of operating funds for Citilink. Passenger fares increased by 13% over the period investigated, while local commitment to transit services increased by 26%. Table 2-12 presents this data.

**Table 2-12: FY 1996-2002 Sources of Operating Funds**

<b>Operating Funds</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>	<b>1998</b>	<b>1997</b>	<b>1996</b>
Passenger Fares	\$826,323	\$805,343	\$747,723	\$647,674	\$578,268	\$660,966	\$715,774
Local Funds	\$3,394,080	\$3,496,052	\$3,058,369	\$2,867,206	\$2,788,393	\$2,207,725	\$2,509,080
State Funds	\$1,253,129	\$1,281,195	\$1,342,657	\$1,470,039	\$1,513,909	\$1,408,404	\$1,436,398
Federal Assistance	\$877,773	\$790,260	\$495,000	\$450,000	\$972,844	\$701,445	\$500,447
Other Funds	\$322,265	\$421,254	\$707,143	\$530,162	\$638,803	\$611,212	\$539,107
<b>Total Operating Funds</b>	<b>\$6,673,570</b>	<b>\$6,794,104</b>	<b>\$6,350,892</b>	<b>\$5,965,081</b>	<b>\$6,492,217</b>	<b>\$5,589,752</b>	<b>\$5,700,806</b>

System financial trends are important to understand as the study team looks at a developing system and the effect that service changes have had on the agency over the past few years. Figure 2-24 displays the revenue and expense trend for the period 1996-2003. Data was provided for the first ten months of 2003 and estimates were developed for the remainder of information. The increase in expenses and revenue coincides with the most recent service changes implemented shortly after McDonald Transit took over management of the agency.

**Figure 2-24: Trend Line of FY 1996-2002 Operating Revenues and Expenses**



## 2.8 Annual Operating, Hours, Passengers, and Trends

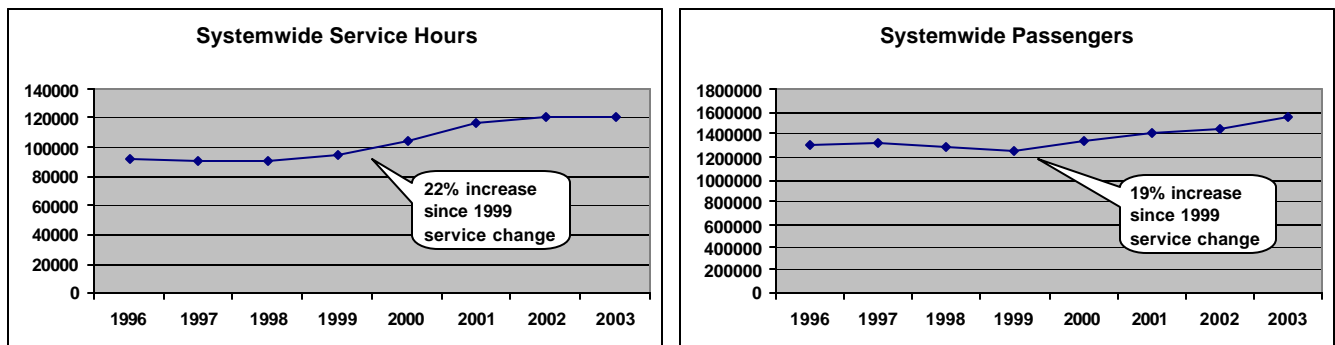
The number of service hours provided by a transit agency and the number of passengers that the agency is able to serve during those hours are two key factors in developing a baseline of information for a transit planning process. These figures will be instrumental in analyzing service at the route and system level during the study. Table 2-13 presents these figures for the system between 1996 and 2002. The table presents information for fixed route, Citilink Access demand response paratransit service, and the system as a whole. It is important to view the service delivery methods separately, in order to understand the growth impact that each has had on the system. Fixed route hours can be controlled by the agency based on the schedules set for each route. Citilink Access paratransit service, however, is more demand driven. Transit agencies including Citilink make great efforts to contain paratransit service hours, but ultimately have less control over the growth of these services.

**Table 2-13: Annual Hours & Passengers**

	1996	1997	1998	1999	2000	2001	2002
<b>Annual Service Hours</b>							
<b>Fixed Route</b>	77,825	76,256	75,613	83,231	88,581	94,062	98,238
<b>Access</b>	14,296	14,254	14,515	11,814	15,606	22,699	22,638
<b>Systemwide</b>	92,121	90,510	90,128	95,045	104,187	116,761	120,876
<b>Annual Passengers</b>							
<b>Fixed Route</b>	1,279,561	1,306,886	1,267,889	1,230,399	1,313,037	1,371,681	1,393,485
<b>Access</b>	22,524	24,075	26,654	27,067	30,924	40,664	42,143
<b>Systemwide</b>	1,302,085	1,330,961	1,294,543	1,257,466	1,343,961	1,412,345	1,435,628

Figure 2-25 presents this information for the entire system as line graphs representing the years between 1996 and 2003. The most recent service change occurred in 1999, and since this time service hours have been increased by 22%, while passengers have increased by 19%. These figures are for both fixed route and Citilink Access demand response paratransit service.

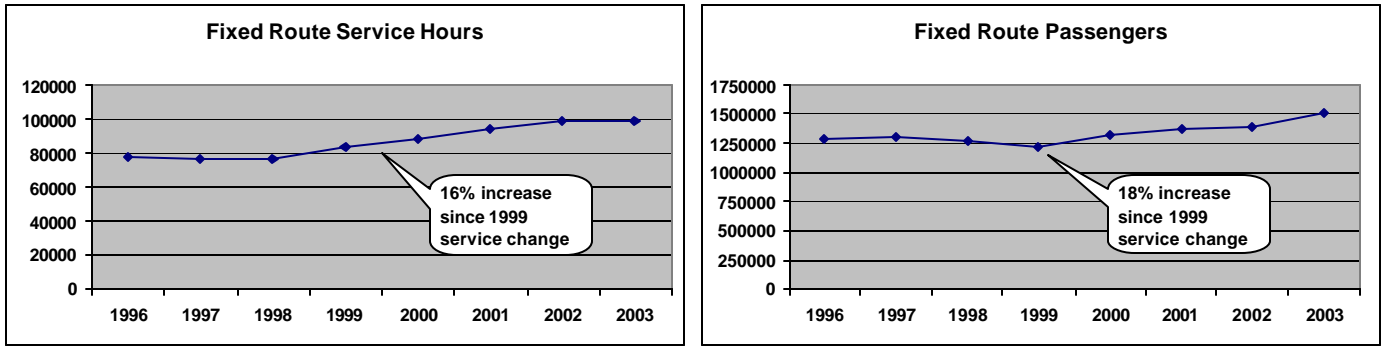
**Figure 2-25: Systemwide Hours and Passenger Trends**



Fixed route services are the primary focus of this planning effort and the main service provided by Citilink. The most recent service change on fixed route service occurred in 1999. The agency reconfigured numerous routes, added service hours to core routes and added suburban mobility services that include Routes 21 and 22, which are deviated fixed routes operating in lower density areas. At the same time, Route 5 was modified to become a crosstown route which

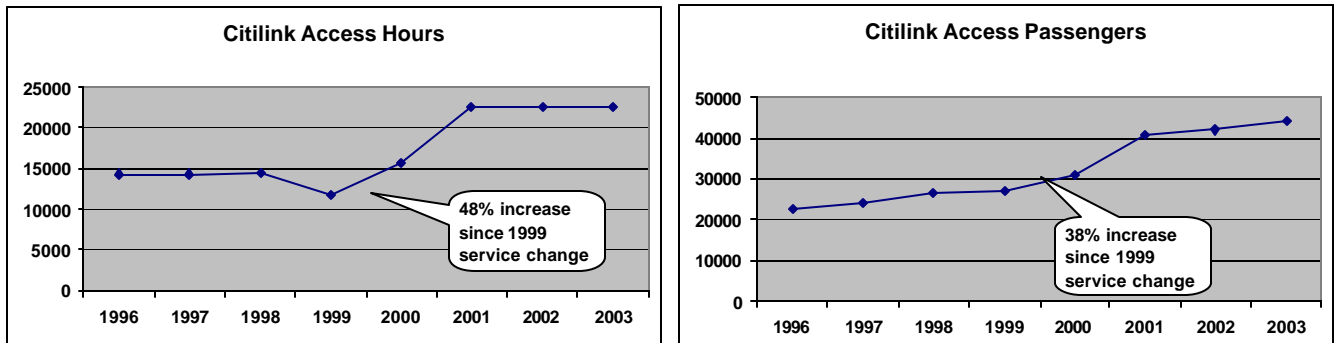
offers non-radial trips within Fort Wayne. Between 1999 and 2003, service hours for fixed route increased 16% while passengers increased by 18%. Due to the typically lower ridership levels of deviated fixed routes, the majority of ridership increases were on the core system routes. The ability of Citilink to maintain ridership growth at a similar rate to growth in hours is an indication of the success of the 1999 service change. Figure 2-26 shows these trends.

Figure 2-26: Fixed Route Hours and Passenger Trends



Citilink Access, the federally mandated demand response paratransit service provided by Citilink also experienced significant growth since the 1999 service change. Service hours for the Access program increased by 48% while passenger trips increased by 38%. Unlike fixed route service where increases in hours are based on planning, the increase in service hours on paratransit service is generally driven by ridership demand. Figure 2-27 shows these trends.

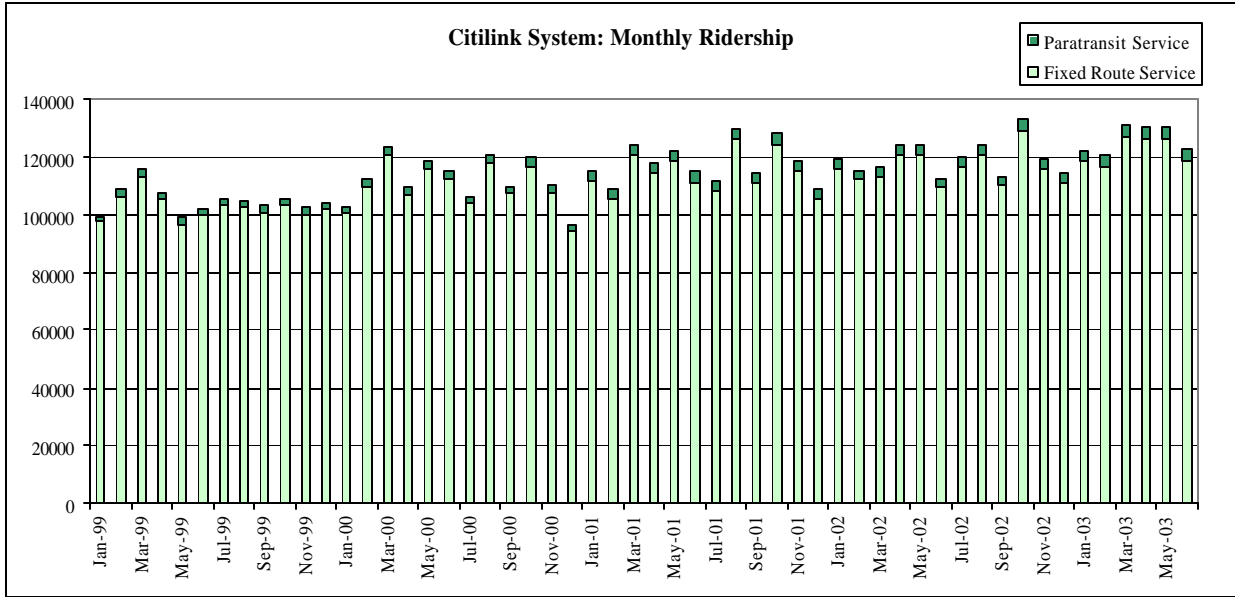
Figure 2-27: Citilink Access Hours and Passenger Trends



## 2.9 Monthly Ridership Trends

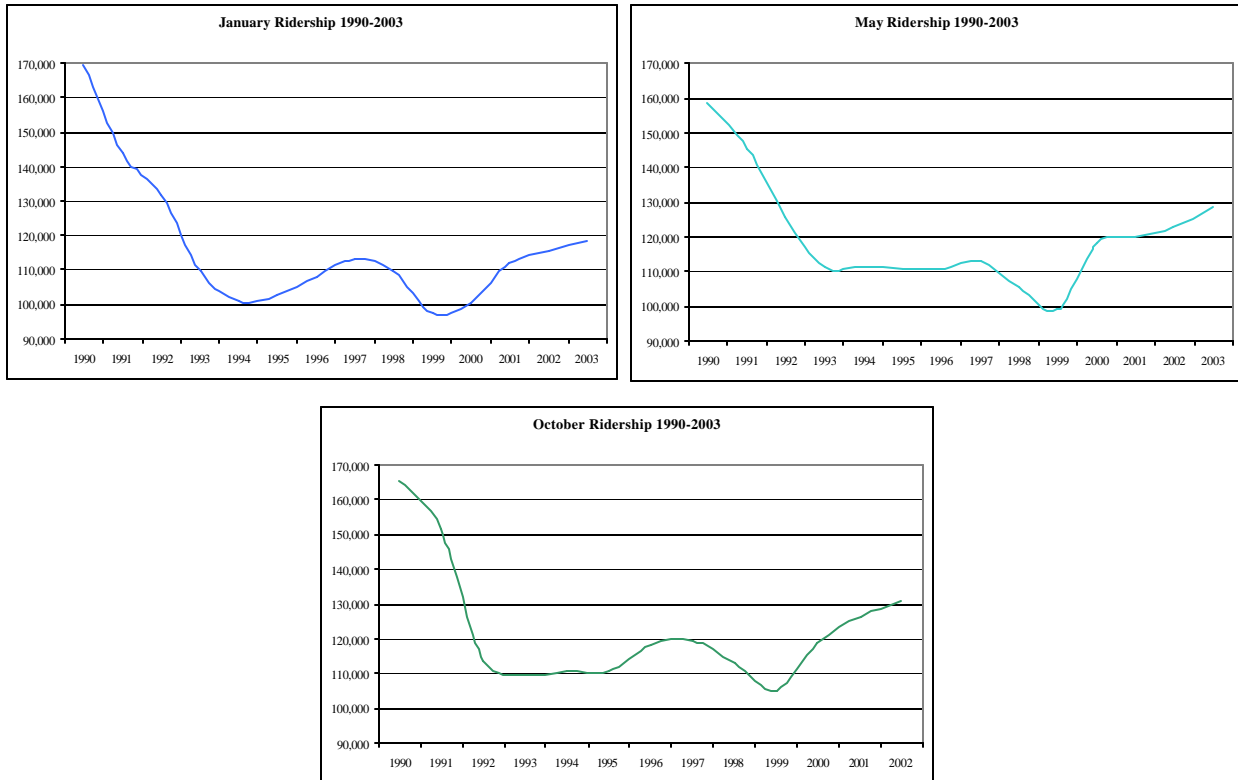
Monthly ridership on Citilink buses generally exceeds 100,000 passengers. Figure 2-28 shows the ridership trends on Citilink service between January 1999 and May 2003. During the time period shown ridership has increased. October 2002 had the highest ridership numbers during the 4-year period. Likewise, December 2000 resulted in the fewest number of riders during the period that was utilized for this analysis. These changes reflect the most recent major changes to the Citilink system, which indicate that service has been restructured in a positive manner.

**Figure 2-28: Citilink System 1999-2003 Monthly Ridership for Fixed Route and Paratransit Service**



To show the different trends in ridership seen throughout the year, Figure 2-29 graphs 1990-2003 ridership by month for the months of January, May and October. Ridership dropped drastically in the early 1990s for all months analyzed. Ridership levels then increased slightly in the mid-1990s prior to falling again. Since the 1999 service modifications, however, ridership has been steadily rising on the system. This has coincided with efforts to re-brand the service

**Figure 2-29: 1990-2003 Ridership by Month for January, May, and October**

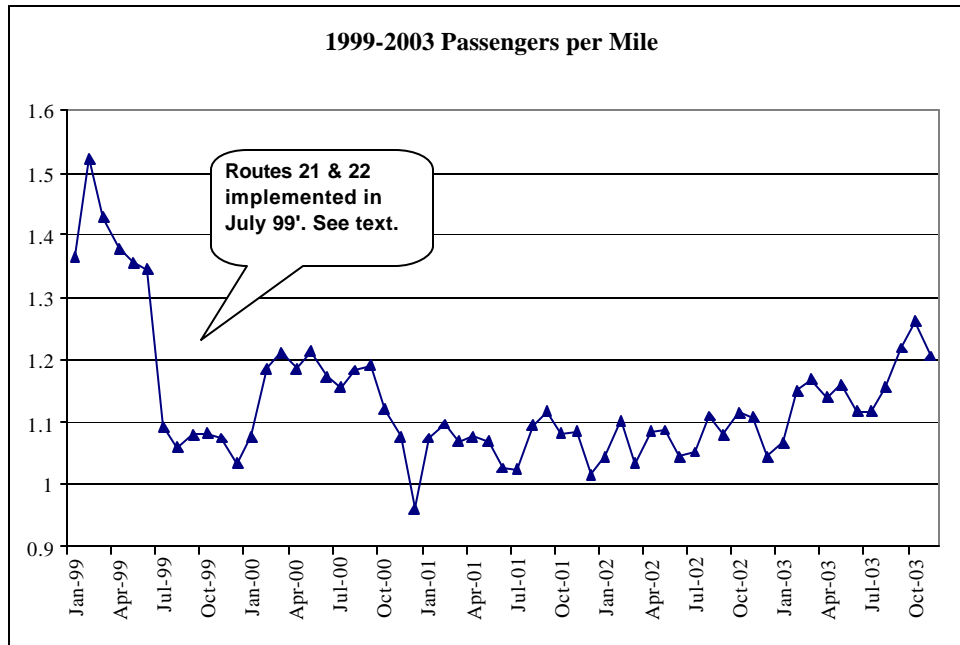


and offer service enhancements to the community. This is another indication of the success of Citilink in providing service designed to meet the needs of the local community.

**2.10 Performance Trends**

Citilink fixed route passengers per mile figures have been reasonably steady between 1999 and 2003. Early in 1999 passengers per mile was higher (more than 1.5 passengers per mile at its peak), but the trend had dropped by mid-year. This coincides with the introduction of Routes 21 and 22 which are designed to provide suburban mobility options to lower density areas as well as the restructuring of Route 5 as a crosstown route. The previous sections detailed the overall increase in ridership that has occurred during this period for the Citilink fixed route services. The introduction of these mobility-enhancing services, however, caused a drop in systemwide performance, but overall ridership and service increased and performance has followed. It will be important to recognize this affect as future service modifications are considered. Figure 2-30 follows the trend in fixed route passengers per mile from 1999 to 2003.

**Figure 2-30: Citilink Systemwide 1999-2003 Fixed Route Passengers per Mile**



Paratransit ridership numbers are much lower than the fixed route passengers per mile due to the smaller population using the services and trips being provided on a much more personal basis. Figure 2-31 presents passengers per mile for Citilink Access service from 1999 to 2003. May 1999 had the highest passengers per mile and, as with fixed route service. December of 2000 experienced the lowest number of passengers per mile during the time period.

**Figure 2-31: Citilink System 1999-2003 Paratransit Passengers per Mile**

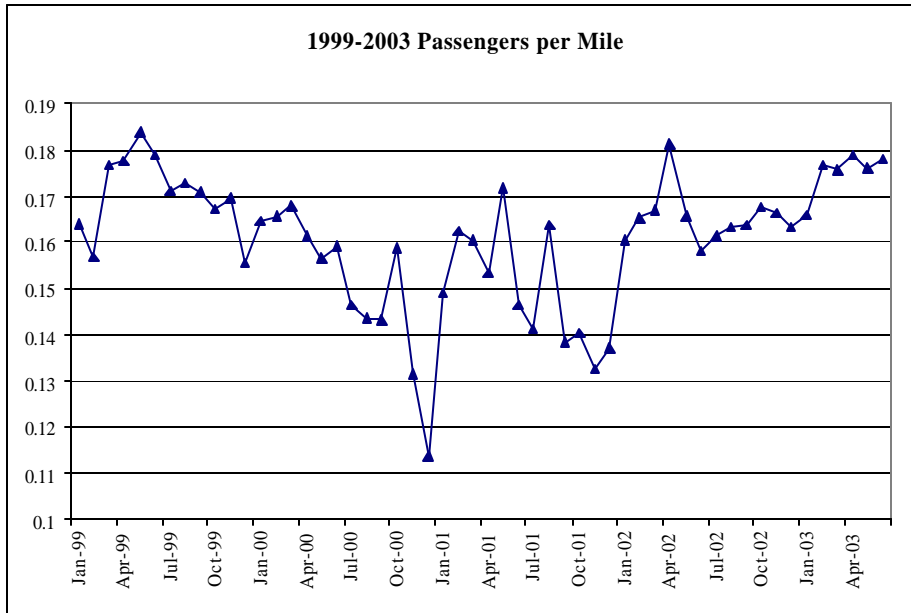
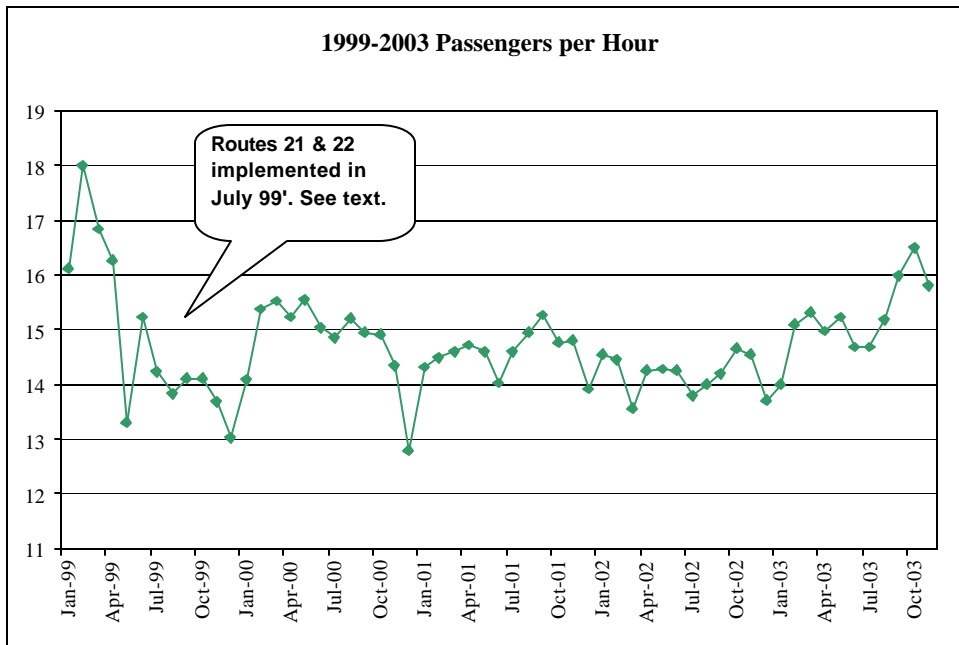


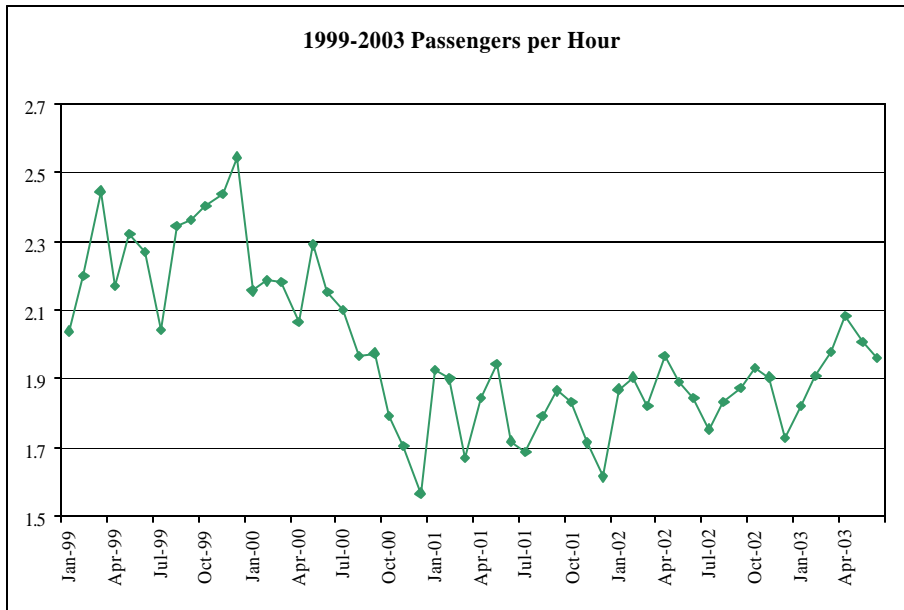
Figure 2-32 shows the trend in fixed route passengers per hour for Citilink during the years 1999-2003. Passengers per hour were again higher in early 1999, but then dropped off at the time of the introduction of suburban mobility services in July 1999. Similar to the measures for passengers per mile, the introduction of lower-density service affected systemwide performance as overall ridership numbers grew. However, recent data indicates an overall service improvement on the system. The agency may wish to address needs in higher density needs within the core service area to maintain performance levels rather than offering new services that may continue to lower systemwide performance.

**Figure 2-32: Citilink Systemwide 1999-2003 Fixed Route Passengers per Hour**



For paratransit, the numbers of passengers is far fewer than fixed route service given the distance and time traveled. Figure 2-33 shows the declining trend in paratransit passengers per hour from 1999 to 2003. For the period, the average number of paratransit passengers per hour was around 2. December of 1999 had the greatest number of passengers per hour, but December of 2000 resulted in the lowest number of passengers per hour during the period.

**Figure 2-33: Citilink System 1999-2003 Paratransit Passengers per Hour**



Generally speaking, both fixed route and paratransit passengers per mile and hour have been stable since 2001.

**2.11 Revenue Trends**

Revenue earned per fixed route passenger is presented in Figure 2-34. During the period 1999-2003, revenue earned per passenger ranged from \$0.28 in July 1999 to \$0.74 in December 2000. Most of the time the revenue per passenger on fixed route service was approximately \$0.55.

**Figure 2-34: Citilink System 1999-2003 Fixed Route Revenue/Passenger**

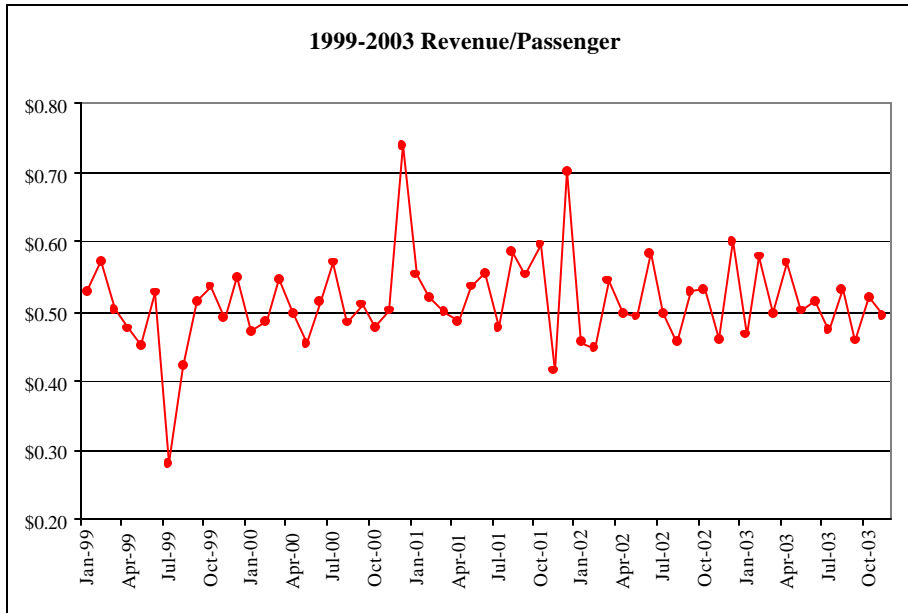
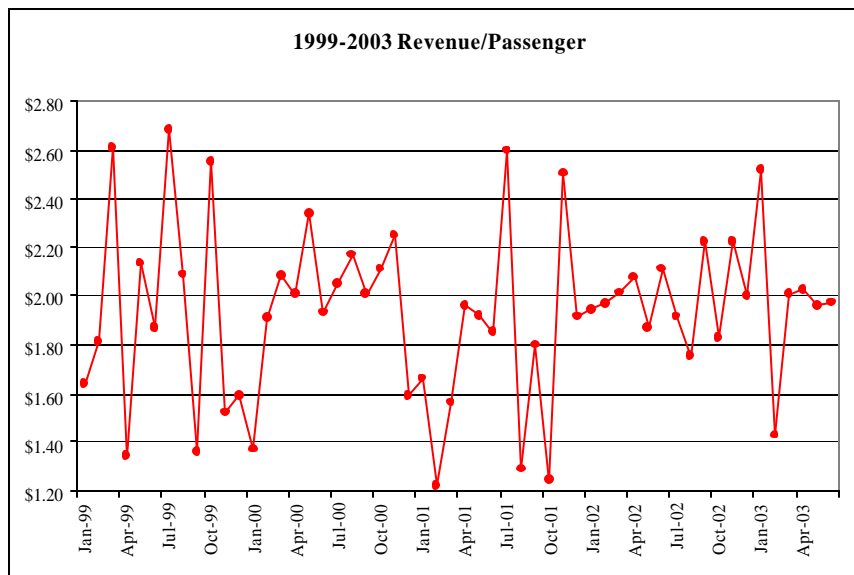


Figure 2-35 graphs the revenue per passenger earned by Citilink on paratransit services during the period from 1999-2003. Paratransit revenue per passenger is much higher than fixed route revenue per passenger, which offsets to some extent the discrepancy in the opposite direction between the two with passengers per mile and hour. In other words, because passengers per mile and passengers per mile are so low with paratransit service, Citilink needs to charge the passengers more in order to make the service feasible.

**Figure 2-35: Citilink System 1999-2003 Paratransit Revenue/Passenger**



Revenue per passenger from 1999 to 2003 ranged from \$1.22 in February 2001 to \$2.69 in July 1999. There is no particular up or down trend in the paratransit revenue per passenger numbers.

## 2.12 Capital Program

Citilink receives capital funds from local sources and from the federal government. Table 2-14 lists the amount of capital funding received from the different sources for the period 1996-2002.

**Table 2-14: FY 1996-2002 Sources of Capital Funds**

<u>Sources of Capital Funds</u>	2002	2001	2000	1999	1998	1997	1996
Local Funds	\$0	\$129,627	\$302,655	\$85,735	\$747,217	\$20,564	\$38,170
State Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Federal Assistance	\$1,942,375	\$1,282,756	\$1,705,418	\$342,942	\$2,988,863	\$82,238	\$152,679
<i>Total Capital Funds</i>	<i>\$1,942,375</i>	<i>\$1,412,383</i>	<i>\$2,008,073</i>	<i>\$428,677</i>	<i>\$3,736,080</i>	<i>\$102,802</i>	<i>\$190,849</i>

Source of Data: 1996-2001 NTD Profiles, 2002 NTD Internet Reporting dated 6-13-02

The fleet operated by Citilink is described in Table 2-15. Active fleet as of April 1, 2003 and projected fleet as of January 1, 2004 are both included. Citilink currently has 36 vehicles in their active fleet. They range in age from 1987 to 2002. In the contingency fleet, Citilink currently has two 1991 Gillig 29' Spirits. In January of 2004, Citilink will be moving its 3 trolleys into its contingency fleet. Citilink also owns 12 other vehicles that are not used for revenue service. These vehicles are used for maintenance and administration purposes.

**Table 2-15: Citilink Fleet through January 2004**

<u>Active Fleet</u>			<u>Quantity</u>	
<i>Year</i>	<i>Make</i>	<i>Type</i>	<b>4/1/2003</b>	<b>1/1/2004</b>
1998	Gillig	35'	10	10
1998	Gillig	30'	4	4
2000	El Dorado	29'	6	6
1998	Supreme	26' BOC	5	5
2002	Gillig	30' LF	4	4
2002	Gillig	35' LF	4	4
1991	Gillig	29' Spirit	0	0
1987	Chance	Trolley	3	0
<b>Total</b>			<b>36</b>	<b>33</b>
<b>Peak</b>			<b>23</b>	<b>25</b>
<b>Spare Ratio</b>			<b>57%</b>	<b>32%</b>
<u>Contingency Fleet</u>			<u>Quantity</u>	
<i>Year</i>	<i>Make</i>	<i>Type</i>	<b>4/1/2003</b>	<b>1/1/2004</b>
1987	Chance	Trolley	0	3
1991	Gillig	29' Spirit*	2	2
*Purchased with local funds				
<u>Other</u>			<u>Quantity</u>	
<i>Year</i>	<i>Make</i>	<i>Type</i>	<b>7/24/2003</b>	
2003	Supreme		5	
1999	Dodge	Van	7	

### **2.13 Citilink Access Demand Response Paratransit**

The Americans with Disabilities Act of 1990 (ADA) states that public transit operators must offer equivalent service for persons in their service area that are unable to utilize fixed route services based on their disability. Citilink provides demand response Access paratransit service to meet the needs of ADA-eligible persons.

Access service is provided during the regular hours of Citilink service – 5:45 AM to 9:30 PM. Sunday and holiday service is not provided. Access service is provided within the service area of Citilink. The service area is defined as  $\frac{3}{4}$  mile corridor on each side of the current fixed route structure and a  $\frac{3}{4}$  mile radius from the end point of each route. All Access trips are required to originate and terminate inside the defined service area. The fare for Citilink Access service is \$2.00 per one way trip, which is the maximum allowable based on ADA regulations that allow transit agencies to charge paratransit patrons twice the maximum fixed route fare.

Trip scheduling is available from 6:00 a.m. to 6:00 p.m. seven days per week. For days that the Citilink offices are not open, answering services are provided. Citilink will acknowledge reservations by return telephone call as soon as possible. Thus, requests for trips are accepted 365 days per year. Reservations are accepted up to 14 days in advance of the trip date.

It is expected that cancellations are handled in a timely fashion by the user in order to provide Citilink the opportunity to schedule a replacement rider. A user may be subject to suspension of service if a pattern of 'no shows' exists. Four 'no shows' within a thirty day period may be sufficient cause for suspension of riding privileges for 30 days. Only trips missed within the control of the user will be considered as 'no shows'. No limitations as to trip purpose are imposed by Citilink. Additionally, Citilink does not prioritize trips by purpose. With the exception of trips reserved within the allowable 14 day advance registration period, users are served on a first come, first served basis.

### **2.14 Other Transportation Services**

There are other transportation services available in Fort Wayne, although public transportation is limited. A fairly recent effort, the Community Transportation Network (CTN), is intended to consolidate alternative transportation options and provide service to accompany and enhance Citilink service. CTN is administered out of the Citilink offices and is slowly increasing in scope. It will be interesting to note the growth of this program.

There are also numerous social service agencies that maintain vehicles and provide trips for their clients throughout the Fort Wayne and Allen County areas. Citilink has developed a communicative relationship with many of these agencies, and transportation has become an issue that is “on the table” in discussions within the community. Citilink provides service to some of these agencies with a limited service that operates as Route 31, providing AM and PM connections to job sites. At the current time, however, there is very little coordination among these agencies.

## **2.15 Conclusion**

This chapter presented information on the current operating statistics and service description of the Citilink system. While operating fixed route and paratransit service for Fort Wayne area residents, Citilink serves approximately 14.5 fixed route passengers per hour and 1.9 paratransit passengers per hour. The system is made up of 12 fixed routes and Citilink has 36 vehicles in its active fleet used to operate these routes. The components of Citilink discussed in this chapter will be crucial in developing an analysis of service effectiveness prior to the route planning phase of the project.