



Citilink 2030 Transit Development Plan

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Survey Findings

To assess opportunities for transit to be a travel choice for more people in our community Citilink has initiated a range of surveys of fixed route service riders, Access riders, and the community at-large. Surveys gathered information on customer demographics, service use, and perceptions of Citilink services.

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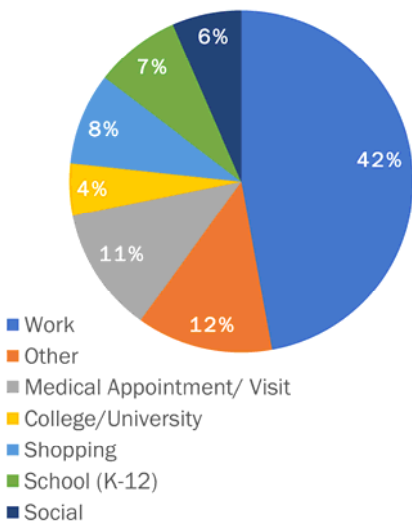
Fixed Route Service Use

Citilink fixed route bus service consists of 14 regularly scheduled routes, with most connecting in downtown at Central Station. In March 2018 a survey of current customers was completed for six days over a two-week period. 611 surveys were returned covering all weekday routes. Average daily ridership on fixed route service is approximately 5,700. Below is information characterizing fixed route service users and their perceptions.

Fixed Route Trip Purpose

The primary purpose riders use Citilink fixed route service is to travel to/from work.

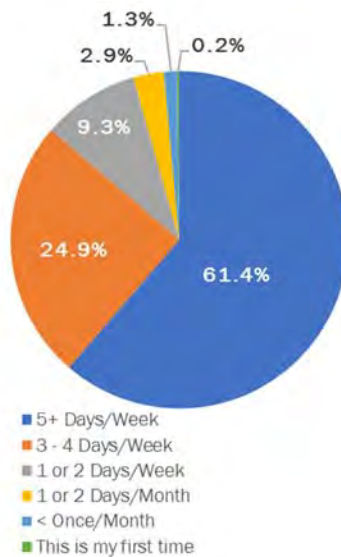
Fixed Route Riders - Trip Purpose



Trip Frequency

Most riders can be characterized as everyday users as they use Citilink three or more days per week to travel.

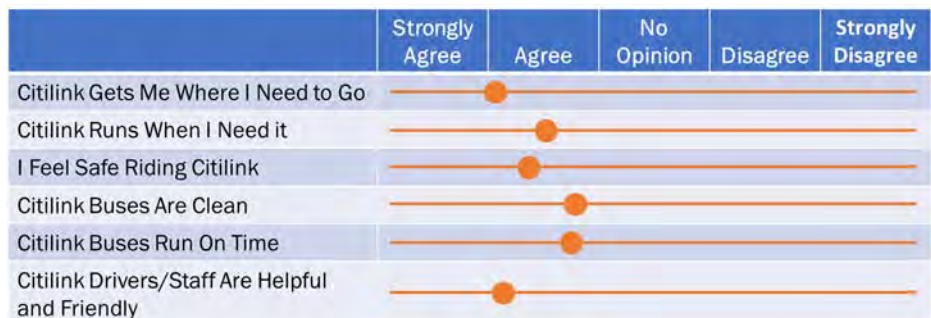
How Often Do You Ride Fixed Route?



Perception of Fixed Route

Citilink riders were asked to rate their experience with a drivers, buses, and service.

Averages of Rider Responses to Perception of Service Questions



Access Service Use

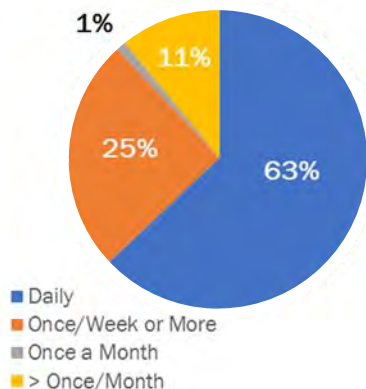
Access is Citilink's complementary demand-response bus service providing persons with disabilities who are unable to fixed route services with an equivalent level of service. The Access service covers areas within Fort Wayne and New Haven within ¾ mile of a fixed route.

In June 2018 Access riders were surveyed over three days to gain input on their perception of service and desired changes. 168 surveys were returned. Typical Access daily ridership is approximately 240 persons.

Trip Frequency

Almost 90% of Access riders use the service weekly. More than 60% are daily riders.

How Often Do You Ride Access?



Perception of Access

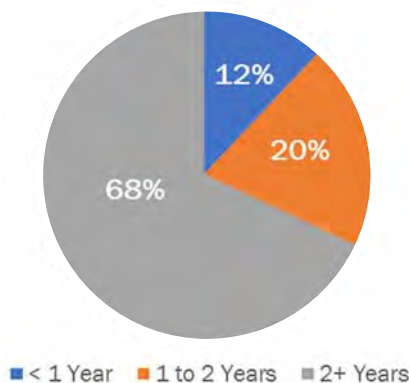
Riders were asked to rate their impression of key areas of Access service. Riders have a positive feeling of Access service.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
ACCESS Gets Me Where I Need to Go	●				
ACCESS Runs When I Need it	●				
I Feel Safe Riding ACCESS	●				
ACCESS Buses Are Clean	●				
ACCESS Runs On Time	●				
ACCESS Drivers/Staff Are Helpful and Friendly	●				

How Long Have You Been a Rider?

Most Access riders have been customers for more than two years.

Responses to "How Long Have You Been Riding Access?"



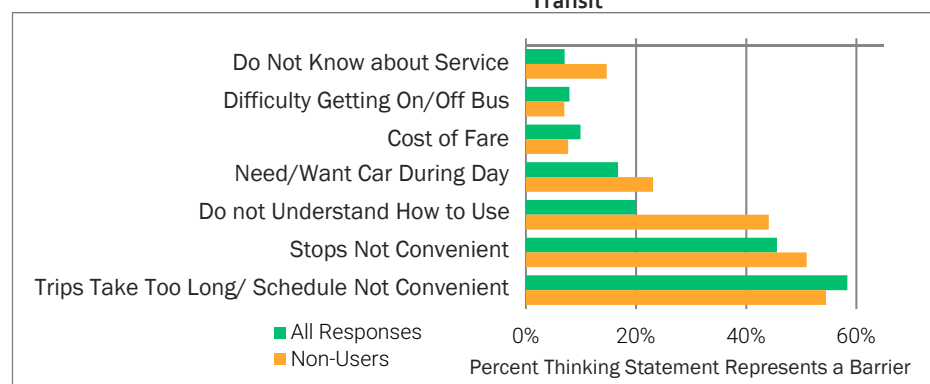
Community Survey

A community survey was completed as part of the transit development plan. The survey was conducted on-line and was available for completion in June and early July 2018. Over the three weeks it was open, 493 people completed the 11 question survey covering questions about:

- How people travel.
- Use of Citilink services.
- Perceptions of current Citilink service.
- Improvements people would like to see in transit service.
- Barriers to using Citilink service.

Barriers to Using Transit

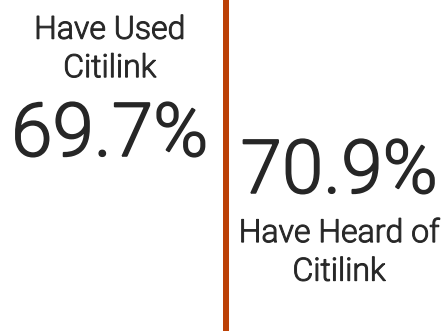
The community survey included people who presently use Citilink services as well as those who are not current users or have never been a rider. Responses to a question asking for input to "barriers to using transit" are shown below for all respondents and for non-users.



Are You Aware of Citilink Services?

In the community survey, most people responded they are aware of Citilink services or recognize the Citilink name. Additionally, almost 70% of the respondents have used Citilink services.

Community Survey – Have Used or Heard of Citilink Services



Community Survey – Barriers to Riding Transit

Improvement Ideas

When asked in the community survey about items most important to improve or provide more of, people responded as shown below. Value of 1 is what is **most** important and 5 **least** important.

What are Desired Service Changes?

Response	Importance Value
Serve new destinations	1.6
Offer more frequent service on weekdays	1.9
Operate earlier/later hours	1.9
Offer more frequent service on Saturdays	2.0
Add Sunday service	2.0
Reduce on-board travel time	2.6
Have more Bike Share facilities at selected bus stops	3.1