



# Fare Structure and Policy Proposal

2025



Fare Validator by Token Transit

**Fort Wayne Public Transportation Corporation**  
801 Leesburg Road  
Fort Wayne, IN 46808



## Introduction

Citilink has not substantially changed its fare policy or the price of fares in more than a decade. Several factors indicate that the time has come to modify both fare policy and the price of fares:

- Forecasted fiscal challenges require consideration of all sources of revenue
- The Genfare Odyssey farebox used on fixed route service is obsolete and no longer supported
- Maintenance costs for Genfare fareboxes are high and result in vehicle down time
- Automated fare validation will improve the customer experience and grow equity, and reduce potential disputes between drivers and customers over fares

In March 2024, the Board of Directors approved a contract with Token Transit to install new fare validators aboard all fixed-route buses, eventually replacing the farebox. This technology will make fare payments more convenient for customers and provide more reliable fare validation through automation.

## Goals of Fare Structure and Policy

### Reduce costs of fare collection through price incentives for mobile tickets.

Eliminating the Genfare Farebox, which costs approximately \$30,000 per vehicle plus high maintenance costs, can reduce the capital and operating costs of fare collection. Cash handling costs are high as staffing must empty and probe fareboxes each night and manually count and deposit cash. This fare structure and policy incentivizes non-cash payment methods to reduce the use of money. Change cards will no longer be issued, requiring exact fare or overpayment. Citilink proposes reduced single-ride fare prices and fare capping for passengers using mobile tickets as a price incentive for riders to migrate to Token Transit.

### Offer flexible payment options to customers.

Citilink's customers will have simple-to-use options whether they pay full or reduced fares. Riders' use of Token Transit's app is already high, and Citilink anticipates increased use.

### Improve equity through fare capping.

Riders who use the Token Transit app can benefit from fare-capping, which ensures they will pay no more than the price of the day pass or monthly pass to ride. This grows equity by enabling riders who cannot afford a bus pass to still benefit from the price reduction.

### Preserve the value of existing fares already in circulation.

Riders and community organizations have purchased fares from Citilink, which have not yet been used. Citilink will maintain the Genfare farebox for a year or longer to use these fares before requiring them to be converted to new fare media.

### Improve dwell time at the bus stop.

Fare validation provides faster boarding time for passengers, which can reduce the time it takes for passengers to board (known as dwell) and improve service timeliness.

### Continue offering reduced fares for those who qualify.

Federal law requires a 50% discounted fare to be offered to people with disabilities, senior citizens, and riders who present a Medicare card. Citilink recognizes senior citizens at age 60 and also provides a reduced fare to youth ages 5 to 18. Children under age 5 ride free with responsible supervision.

### Preserve scheduling capacity for ADA-required Access trips.

Citilink has long operated paratransit service beyond the Americans With Disabilities Act (ADA) to the City of Fort Wayne limits. Minimally, Citilink is legally required to provide service within ¾ mile of the fixed route bus. Demand for service is sharply increasing. This proposal creates a new service called Access Plus, which operates beyond the minimum requirements of ADA for a higher fare.

## **Revenue and Ridership Impact Analysis**

Total fare revenue is estimated to increase by \$158,000, and costs would be reduced by \$440,000, with a net budget impact of \$598,000 in new revenue and cost savings. Additional savings for parts and maintenance will be realized when the Genfare fareboxes are placed out of service. First-year ridership losses are estimated at 64,000 passenger trips. However, ridership would likely recover as passengers adjust to the new fares.

### Fixed-Route Service Impacts

- 5% loss in fixed route in ridership (approximately 55,000 trips) in the first year
- 12% gain in fixed route fare revenue (approximately \$150,000)

### Access Service Impacts

- 15% loss in Access rides (approximately 9,200 trips) in the first year
- Cost savings from reduced trips is estimate at \$440,000
- 5% fare revenue gain is estimated at \$8,000

# Fixed Route Bus Fare Structure for 2025

## Regular Adult Fixed Route Fares (Cash and Passes)

Type	Current Price	Proposed Price	% Change
Regular Fare*	\$1.25	\$1.50	20%
Single Ride Pass	\$1.25	\$1.50	20%
Day Pass*	\$3.00	\$3.75	25%
31 Day Pass	\$45.00	\$54.00	20%

*\*Exact fare required. Change cards will no longer be issued. Day Pass is no longer available onboard.*

## Regular Adult Fixed Route Fares (Mobile Tickets/Token Transit)

Type	Current Price	Proposed Price	% Change
Single Ride Pass	\$1.25	\$1.46	17%
Day Pass	\$3.00	\$3.75	25%
31 Day Pass	\$45.00	\$54.00	20%

*Fare capping ensures riders pay no more than \$3.75 per day or \$54 monthly.*

## Reduced Adult Fixed Route Fares (Cash and Passes)

Type	Current Price	Proposed Price	% Change
Reduced Fare*	\$.60	\$.75	25%
Reduced Single Ride Pass	\$.60	\$.75	25%
Reduced Day Pass*	\$1.50	\$1.85	23%
Reduced 31 Day Pass	\$22.00	\$27.00	23%

*\*Exact fare required. Change cards will no longer be issued. Day Pass is no longer available onboard.*

## Reduced Adult Fixed Route Fares (Mobile Tickets/Token Transit)

Type	Current Price	Proposed Price	% Change
Single Ride Pass	\$.60	\$.70	17%
Day Pass	\$1.50	\$1.85	23%
31 Day Pass	\$22.00	\$27.00	23%

*Fare capping ensures riders pay no more than \$1.85 per day or \$27 monthly.*

# Access Bus Fare Structure for 2025

For Service Provided Within 3/4 Mile of a Fixed Route Bus

## Access Fares (Cash and Passes)

Type	Current Price	Proposed Price	% Change
Access Single Ride	\$2.50	\$3.00	20%

## Access Fares (Mobile Tickets/Token Transit)

Type	Current Price	Proposed Price	% Change
Access Single Ride	\$2.50	\$2.92	17%

# Access Plus Bus Fare Structure for 2025

For Service to or from Destinations Beyond 3/4 Mile of a Fixed Route Bus

## Access Fares (Cash and Passes)

Type	Current Price	Proposed Price	% Change
Access Plus Single Ride	\$2.50	\$4.50	80%

## Access Fares (Mobile Tickets/Token Transit)

Type	Current Price	Proposed Price	% Change
Access Plus Single Ride	\$2.50	\$4.28	71%

# Fare-Related Fees

Type	Current Price	Proposed Price	% Change
Photo I.D.	\$3.00	\$3.75	25%

# Fare Comparison

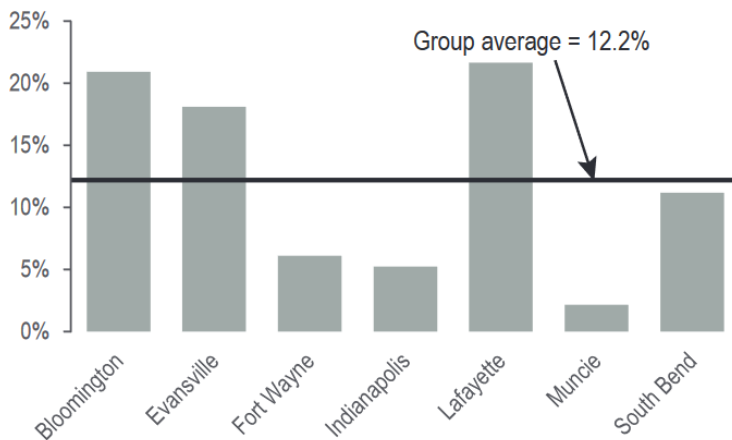
The following table compares Citilink’s proposed base adult fixed route fare to the fares of other urban transit agencies in Indiana. Fares range from \$0.50 to \$1.75. Most transit agencies have not increased fares for more than a decade; however, some are currently studying fare increases.

Transit Agency	Base Fixed Route Fare Comparison
Bloomington	\$1.00
Evansville	\$0.75
Fort Wayne	\$1.50
Indianapolis	\$1.75
Lafayette	\$1.00
Muncie	\$0.50
South Bend	\$1.00

# Fare Recovery Ratio Analysis

Citilink’s fare recovery ratio (the percent of operating expenses covered by fare revenue) is lower than the average of 12.2% for urban systems in Indiana. Fort Wayne’s fare recovery ratio was 6.1%.

(Source: [Indiana Public Transit Annual Report, 2023](#), INDOT).



# Summary of Public Comments

Public Input Sessions were held at the Allen County Public Library on Tuesday, August 27, at 11:30 AM and 6:00 PM.

- Access to Validators: Some riders expressed concern about how those without access to technology would use the new validators. We assured them that options would be available to add money to a smart card, which can be used with the validators, and tap-to-pay options will also be available. Importantly, all current bus passes will remain valid until December 31, 2025. We are also looking into the possibility of a fare validator being made available for the public to see and test out before we make the transition.
- Access Riders on Fixed Routes: Riders asked if Access riders would still be able to ride fixed-route buses for free. We confirmed that this benefit remains unchanged.
- Information Availability: Some riders inquired if this information is available on our website. It is, and the details can be found here: [Fare Proposal](#).
- Payment Options: Some riders inquired as to how they will be able to transition from cash fares to cashless. There will still be a cash box available on buses but riders will be required to have exact change, as there will no longer be change cards. Additionally, smart cards where cash can be added will be an option and we are working to make reloads available through our normal channels, additional vendors in the community, and at our offices.
- Fares and Budget Deficit: There were questions about the relationship between fares and our 2025 budget deficit, and how the public can help. Currently, fares make up about 6% of our operating budget. While fare increases won't fully address the deficit, they demonstrate our commitment to exploring all solutions. The best way to help is to advocate for increased state funding for public transit. Supporters can contact their elected leaders, particularly at the state level, and stay informed on advocacy opportunities through our website: [Join Us](#).
- Outreach and Engagement: To ensure that all residents, especially those in minority, low-income, and disabled communities, are aware of the fare changes and available mitigation measures, Citilink will implement targeted outreach efforts. These will include education campaigns to inform riders about fare capping and other cost-saving options, particularly for those less familiar with mobile ticketing or digital tools. For paratransit riders impacted by the service area changes, Citilink will collaborate with community partners such as Aging and In-Home Services, AARP, Turnstone, Easterseals ARC, and The League to educate them on the potential impacts and share strategies for minimizing costs. This includes helping riders plan trips that maximize the use of standard Access service over Access Plus, and making Travel Training available to help riders understand their transportation options, including the use of fixed-route services when feasible.