



# Fare Structure and Policy Proposal

2025



Fare Validator by Token Transit

**Fort Wayne Public Transportation Corporation**  
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## 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- The Genfare Odyssey farebox used on fixed route service is obsolete and no longer supported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).

