



Citilink, Fort Wayne

2025 Citilink Community Survey

Findings Report

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ETC
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Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Importance-Satisfaction Analysis.....	36
Section 3: Open-Ended Comments.....	40
Section 4: Crosstabulations by Area	50
Section 5: Crosstabulations by Race/Ethnicity	85
Section 6: Tabular Data.....	122
Section 7: Survey Instrument.....	150



Executive Summary

2025 Citilink Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to Allen County residents for Citilink Fort Wayne. The purpose of the survey was to gather resident input and feedback on Citilink services. The information will be used to improve Citilink services and to help identify and address challenges facing the community and prioritize resources effectively. This is the first community survey ETC Institute has administered for Citilink.

Methodology

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Allen County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database. ETC Institute followed-up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 418 residents completing the survey. Of the 418 completed surveys, 290 were from residents of the City of Fort Wayne and New Haven, and 128 were from residents of Allen County outside city limits. The overall results for the sample of 418 residents have a precision of at least $\pm 4.79\%$ at the 95% level of confidence.

Notes on Reporting:

The combination of top two box responses such as “very satisfied” or “satisfied” has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons. Since the number of “don’t know” responses often reflect the utilization and awareness of services, the percentage of “don’t know” responses have been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Importance-Satisfaction analysis to determine Citilink priorities.
- Open-Ended comments from the survey
- Crosstabulations showing the results broken down by demographics.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



Overview

Public Transportation Views

Eighty-seven percent (87%) of Allen County residents indicated that public transportation is very important to the community. Only five percent (5%) of residents indicated that public transportation was not important to the community.

Seventy-nine percent (79%) of residents indicated that public transportation has a high impact on the local economy.

Citilink Services

Sixty percent (60%) of residents indicated based on their personal experience they believe Citilink is doing an “excellent” or “good” overall job in providing transit service.

When residents were asked to select the services that they think Citilink provides, the top 4 services selected were: 1.) Fixed route bus lines, 2.) Access (paratransit), 3.) Medicaid waiver-eligible transportation, and 4.) Shuttles.

Residents were surveyed on the importance of various public transportation functions provided by Citilink. The highest priorities identified included providing fast, frequent, reliable service on the City's main arterial streets, supporting economic development, access to jobs, and low-income housing developments, and making it easier to get to/from transit.

Residents identified the most important groups for Citilink to serve as: 1.) Low-income individuals, 2.) People with disabilities or elderly individuals, and 3.) Veterans.

Statements about Citilink

The highest levels of agreement with statements about Citilink were public transportation is important for a thriving community (93%), I feel Citilink vehicles are mechanically safe (83%), and the community's investment in transit provides value (81%). The lowest levels of agreement were Citilink manages its financial resources well (53%), Citilink's financial reporting is understandable and transparent (47%), and I feel safe while waiting at a Citilink bus stop (44%). The statements that residents indicated should receive the most emphasis over the next five years were: 1.) Citilink services are accessible to people with various disabilities, 2.) Public transportation is important for a thriving community and 3.) I feel safe while waiting at a Citilink bus stop.

The highest priorities for Citilink according to ETC's Importance-Satisfaction Analysis for these statements were 1.) I feel safe while waiting at a Citilink bus stop, and 2.) Citilink services are accessible to people with various disabilities. Improvements in these areas will maximize the overall satisfaction among residents of Allen County.

2025 Citilink Community Survey

Executive Summary



Citilink Usage

Twenty-Nine percent (29%) of residents indicated they have used Citilink in the past 12 months.

- Of those that have used Citilink in the past 12 months, seventy-nine percent (79%) of residents rated the overall value that Citilink provides the community as “excellent” or “good.”
- Sixty-five percent (65%) of the residents that have used Citilink in the past 12 months believe Citilink effectively serves the needs of the community
- The top reasons that residents have not used Citilink are 1.) Lack of need, 2.) Prefer personal vehicle, and 3.) Inconvenient routes or schedules.
- Residents were asked to select what would motivate them to use public transportation services in Allen County. The top three were: 1.) Transit services go where I need them to go (e.g., to work, medical appointments, education, visiting friends), 2.) Routes or stops near my home or work, and 3.) Hours of service (e.g., when the buses are running).
- Residents were asked to rate how likely they are to recommend using Citilink to friends or colleagues on a scale from 1-10. Based on their responses, ETC Institute categorized them using the Net Promoter Score (NPS) into three groups: Promoters, Passives, and Detractors. The breakdown for Allen County residents is as follows:
 - Promoters: 35%
 - Passives: 22%
 - Detractors: 43%

Additional Funding

Seventy-four percent (74%) of residents indicated they would be supportive of additional funding for public transportation to expand its services.

Residents were asked to rate how supportive they would be of potential funding sources. The sources that residents indicated they would support most were private contributions from foundations or businesses (82%), state funding: Increase to state contribution of the Public Mass Transit fund (PMTF) (79%), and direct contribution from the City of Fort Wayne (78%). The sources with the lowest level of support were Property Tax: Increase to property taxes ranging from \$4-\$15 annually (43%), and Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck (36%). The two sources that residents indicated they would be most supportive of were state funding and a direct contribution from the City of Fort Wayne.

The greatest concern among Allen County residents about increasing funding for public transportation is increased taxes. Increased service reliability, better communication about services, and demonstrated community benefits are the improvements that would encourage residents to support increase funding for Citilink.

When asked which areas should be prioritized for public transportation expansion, residents indicated the top three of new routes in underserved areas (69%), connecting service to the airport & nearby employers (55%), and expanded service hours (49%).



Additional Findings

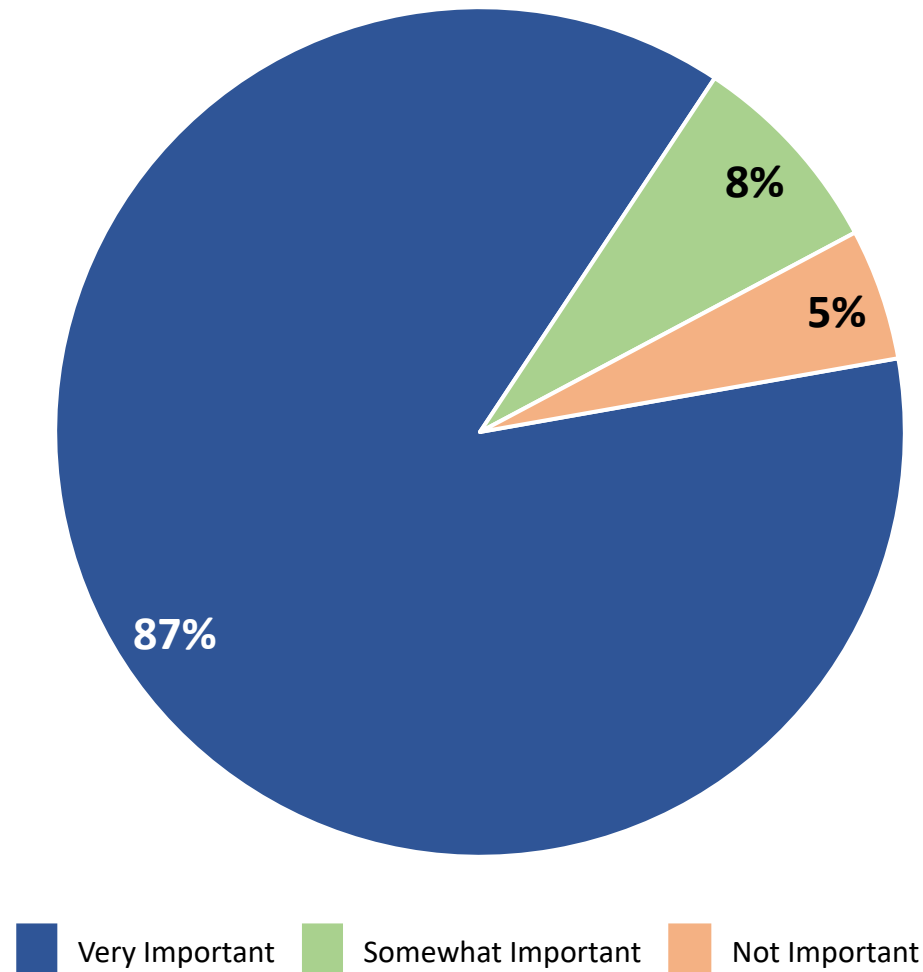
- 60% of residents get news and information about Citilink from local news sources.
 - Aligning communication sources with residents preferences can provide an opportunity for Citilink to increase awareness of services and community benefits.
- Residents were asked which types of transportation they would be most likely to use, the results were:
 - Commuter rail connecting larger cities (71%)
 - Curb to curb service for seniors or persons with disabilities (63%)
 - Bus service that operates on fixed routes in the area where you live (62%)
 - On-demand service that operates in a similar manner to Uber and Lyft (57%)
 - High-speed, rapid bus service that has priority at traffic lights and makes minimal stops (54%)
 - Vanpool service, which would involve having people who work at the same place and live near each other share a van (41%)
 - Microtransit like scooters and e-bikes in urban areas like downtown (33%)



Charts and Graphs

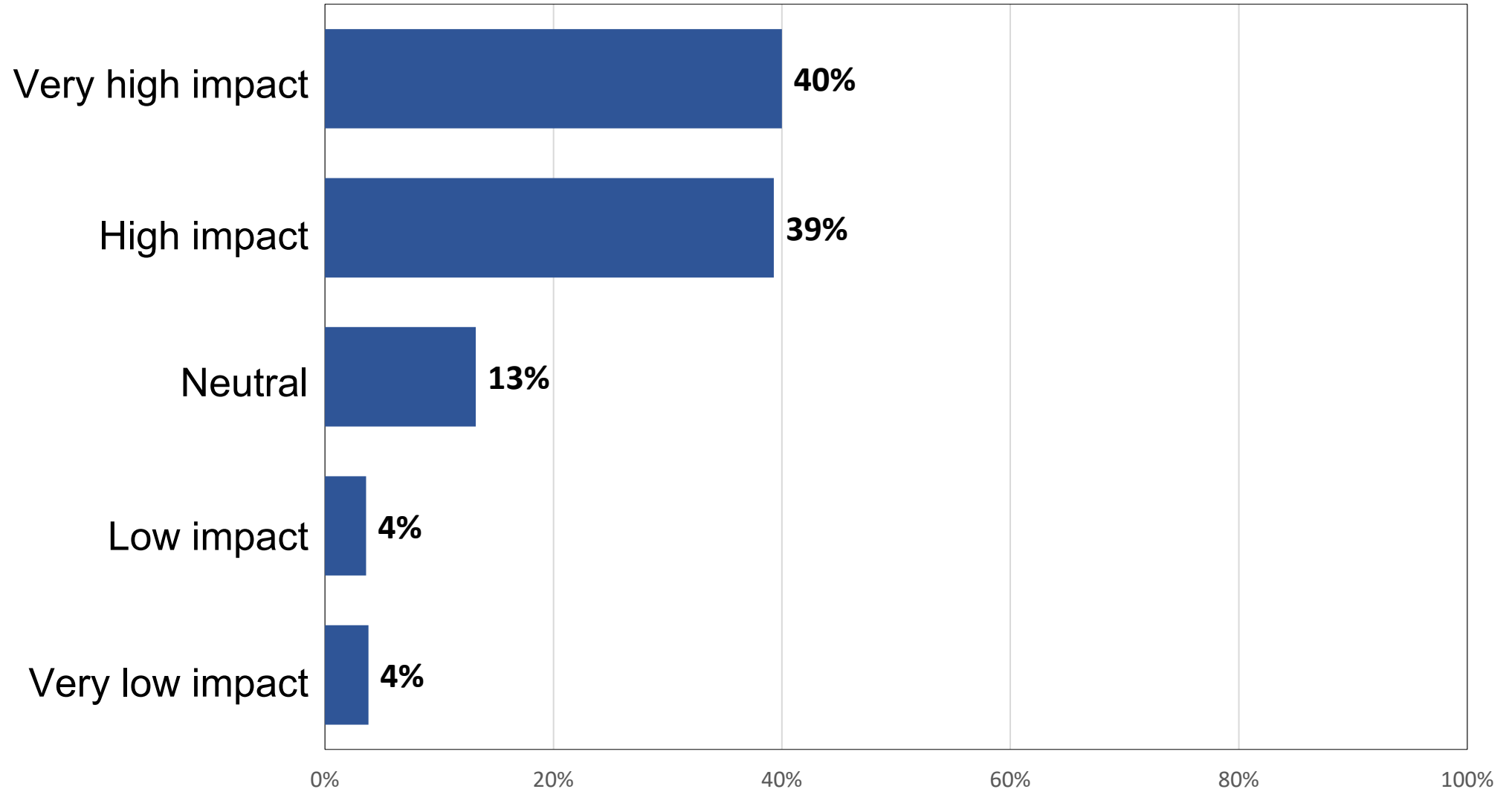
Q1. How Important Do You Feel Public Transportation Is To The Community?

by percentage of respondents (excluding not provided)



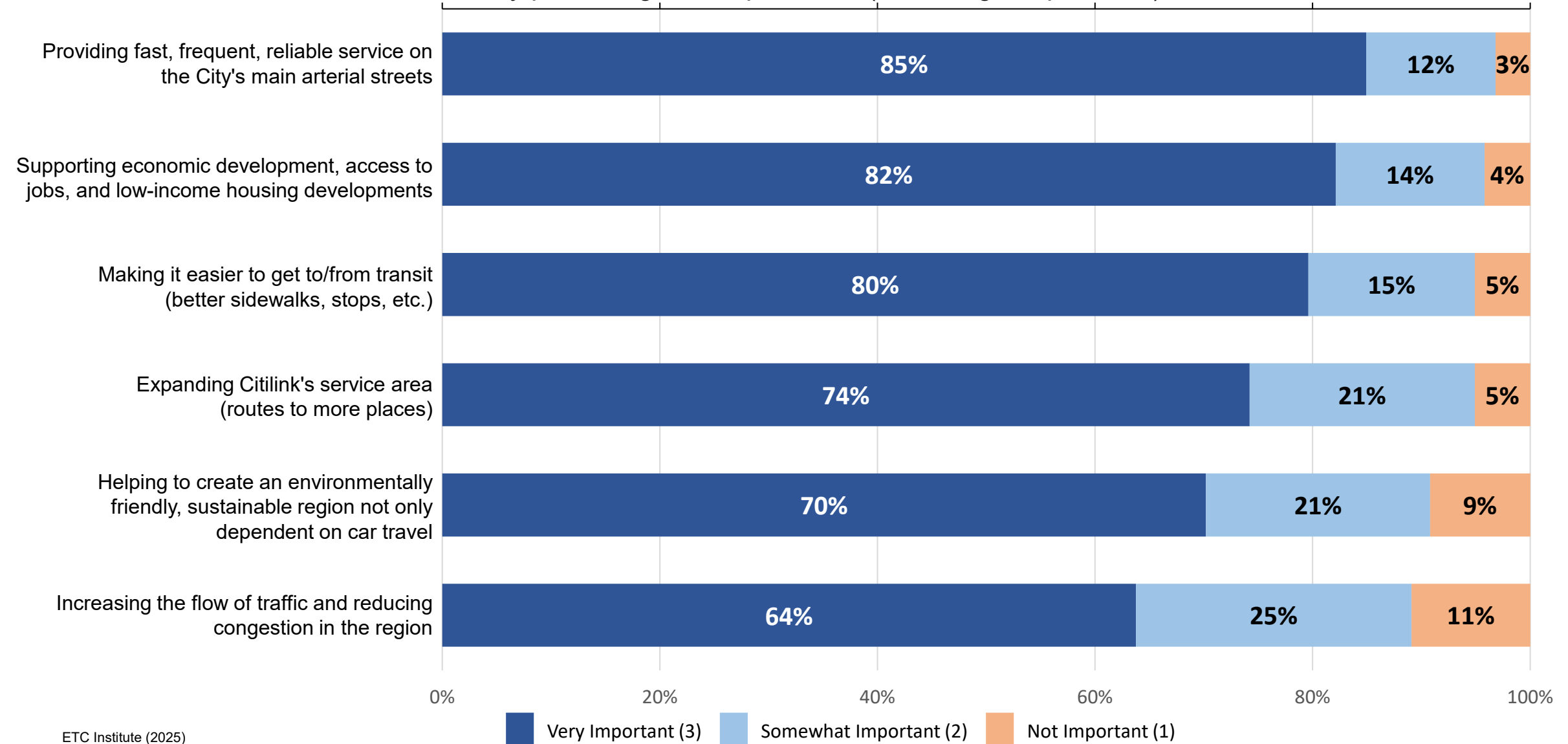
Q2. How Much Impact Do You Think Public Transportation Has On The Local Economy?

by percentage of respondents (excluding not provided)



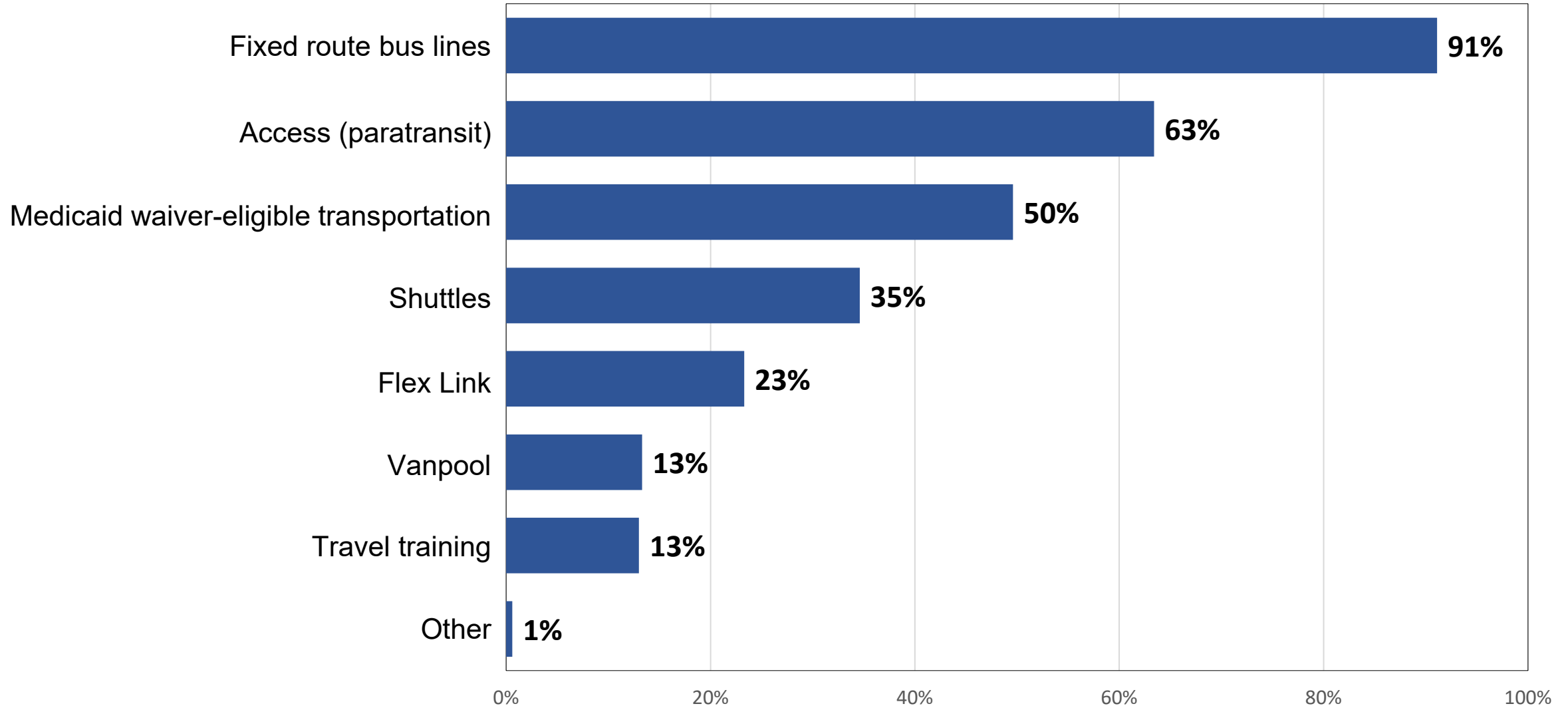
Q3. Rate The Level Of Importance For Each Of The Following Transportation Purposes...

by percentage of respondents (excluding not provided)



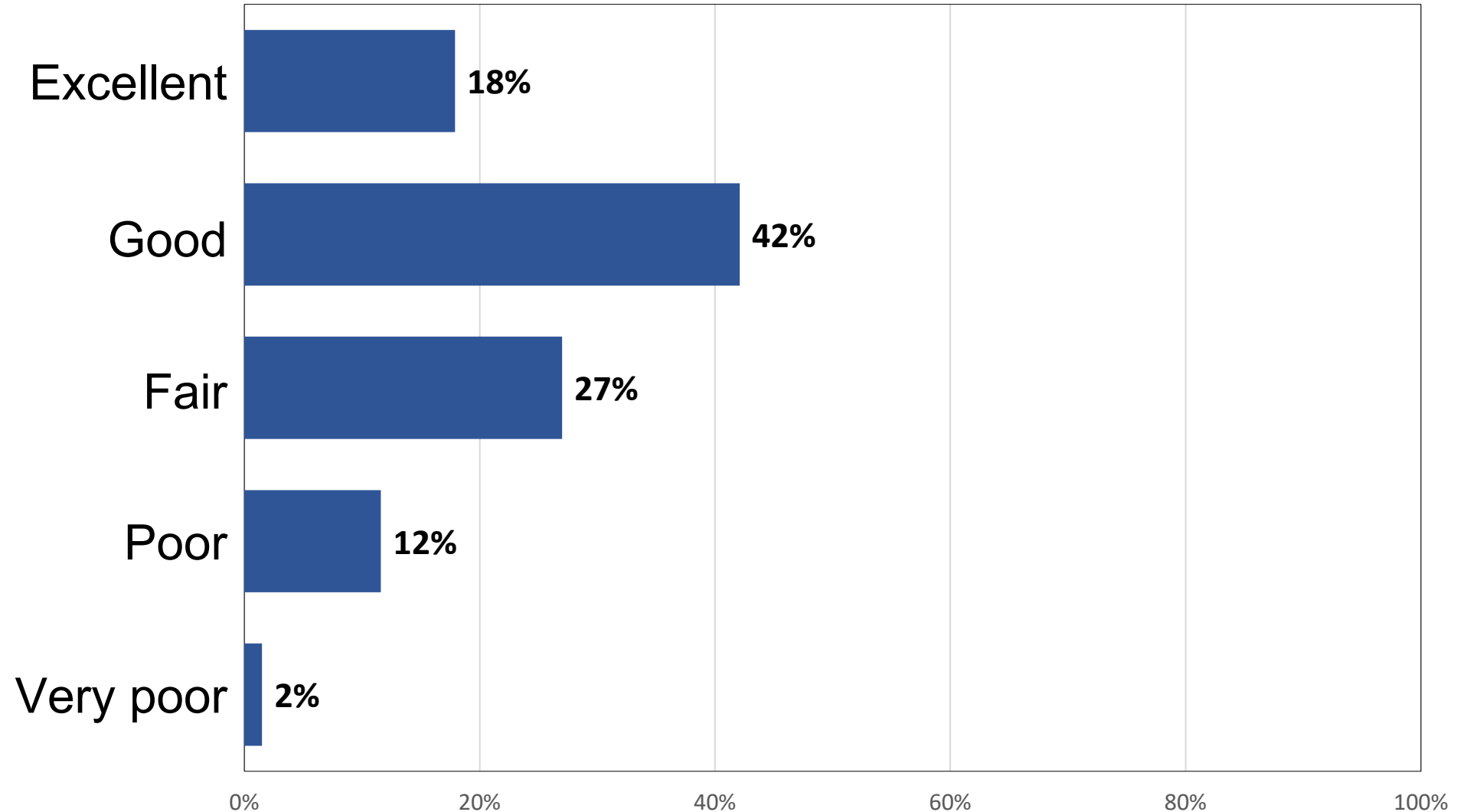
Q4. Which Of The Following Services Do You Think Citilink Provides?

by percentage of respondents (multiple selections could be made)



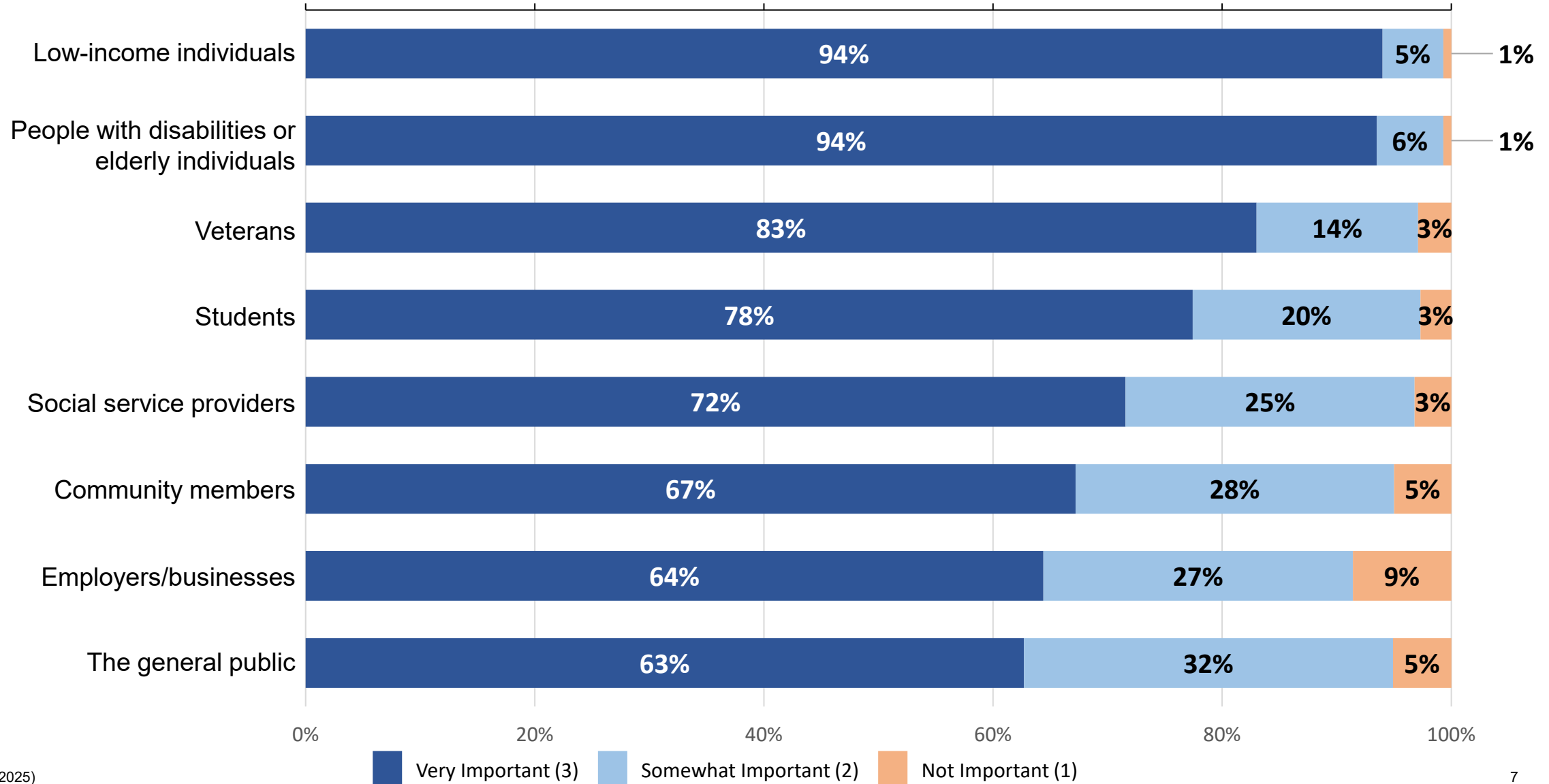
Q5. Based On Your Personal Experience Or Anything You May Have Seen, Read, Or Heard, How Would You Rate The Overall Job You Think Citilink Is Doing In Providing Transit Service?

by percentage of respondents (excluding not provided)



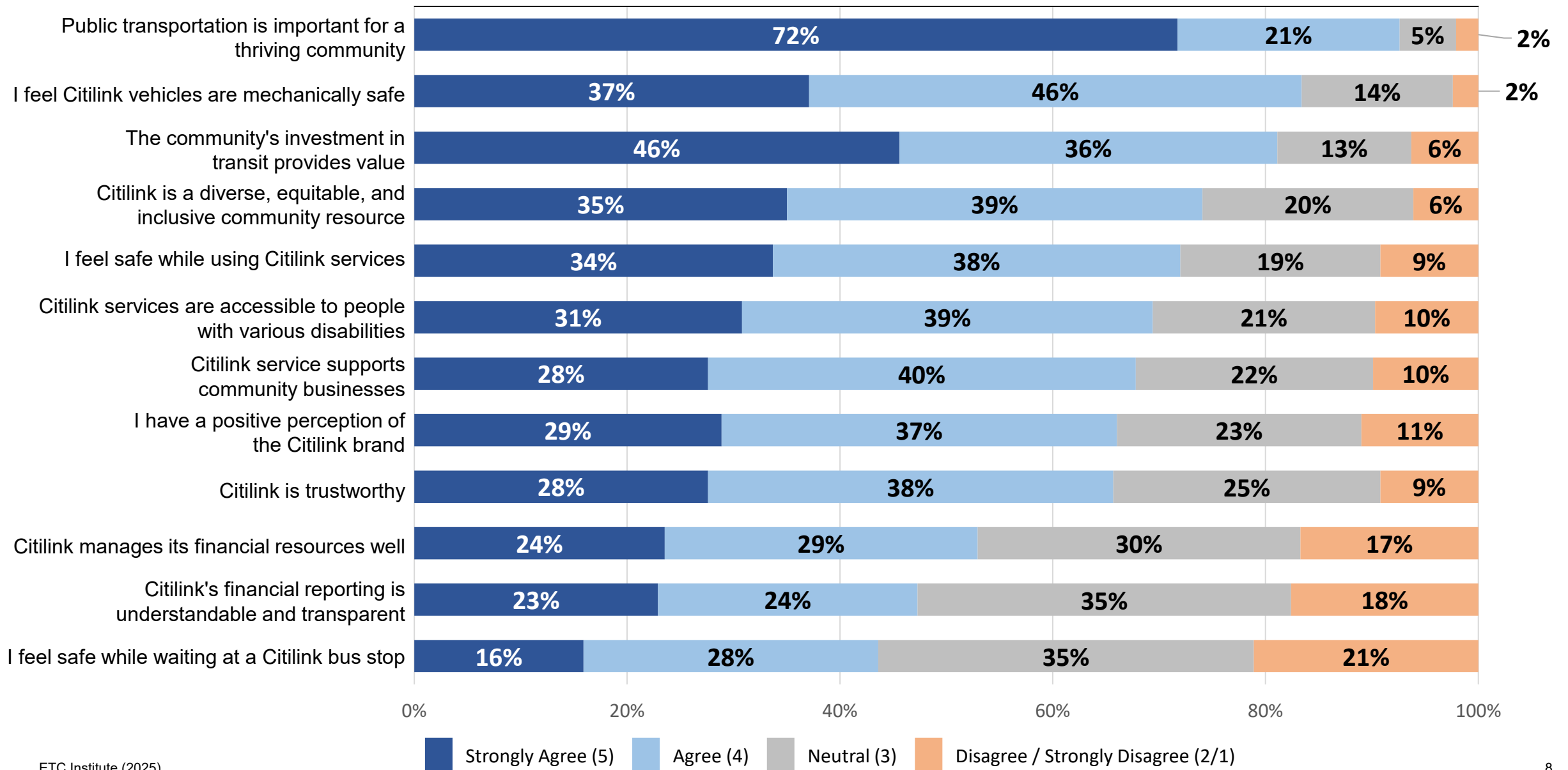
Q6. Please Rate How Important It Is For Citilink To Serve The Following Groups.

by percentage of respondents (excluding not provided)



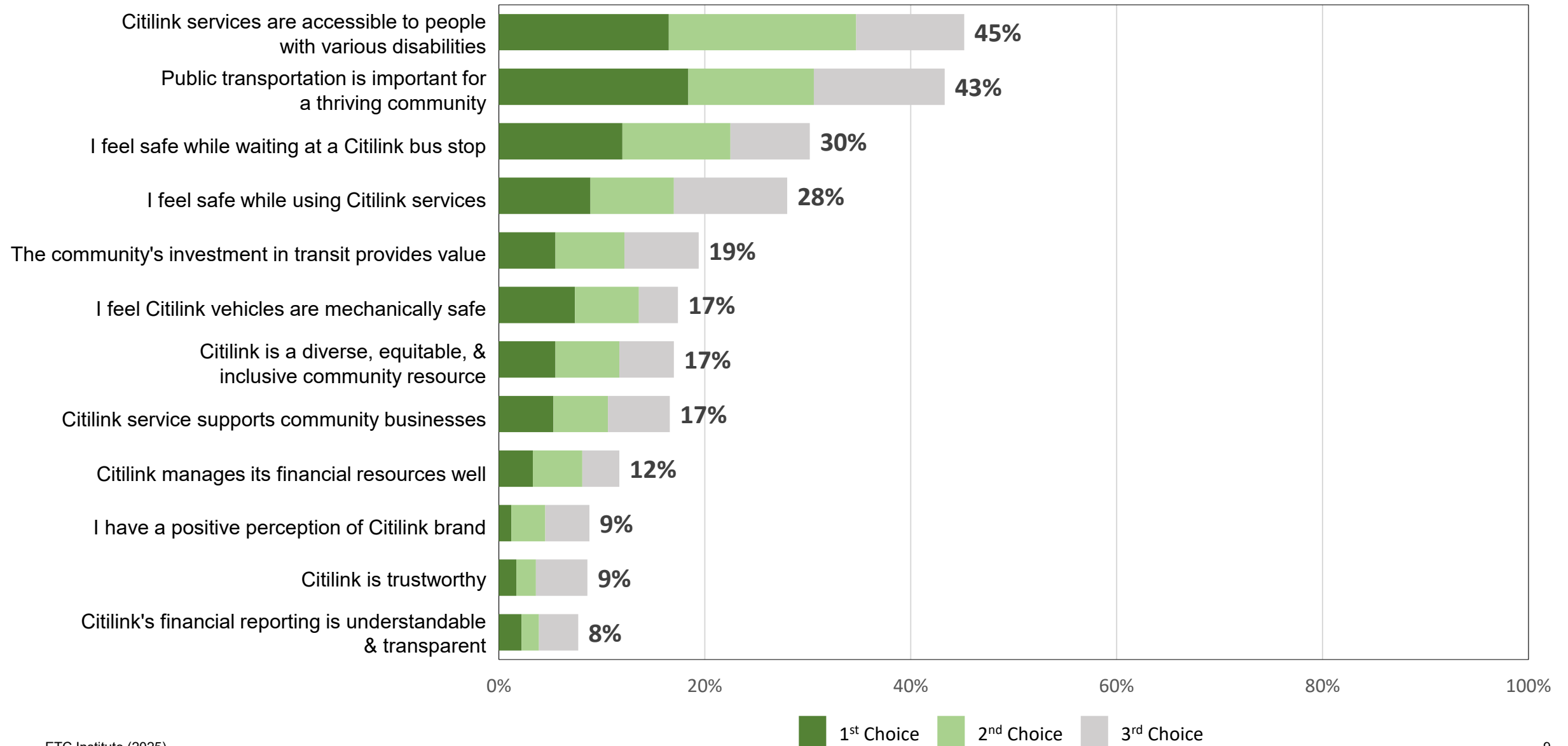
Q7. Please Indicate Your Level Of Agreement With Each Statement In The List Below.

by percentage of respondents (excluding don't know)



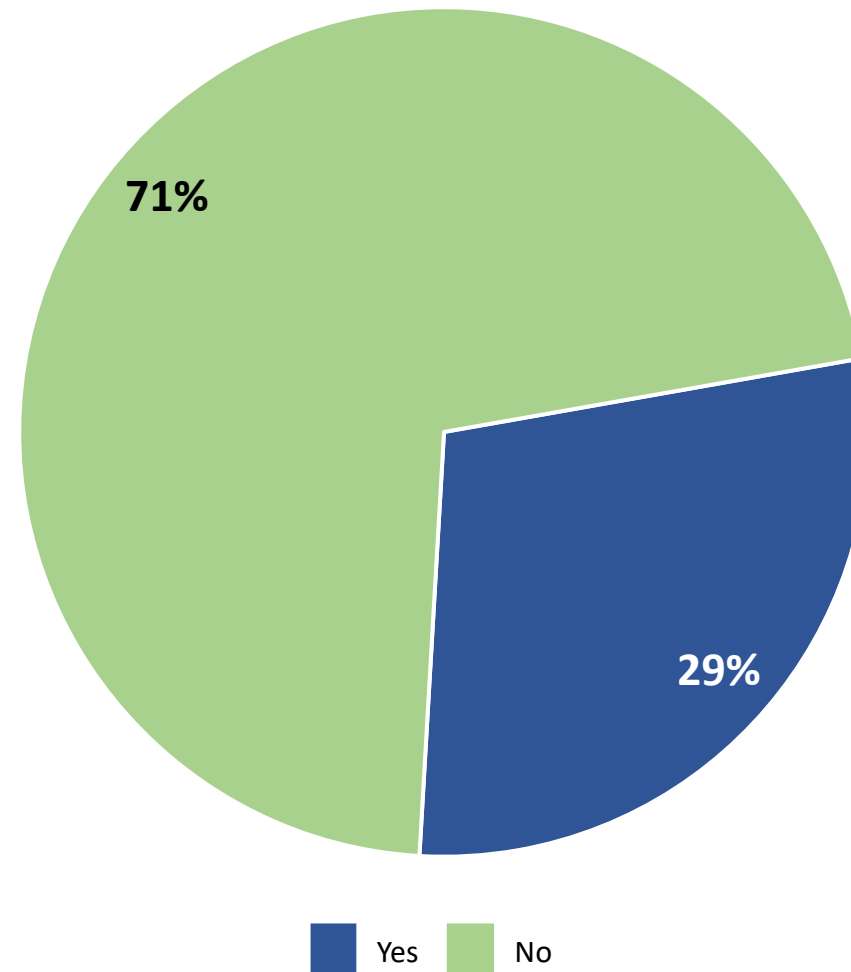
Q8. Which THREE Of The Items In Question 7 Do You Think Should Receive The MOST EMPHASIS Over The Next Five Years?

by percentage of respondents who selected the item as one of their top three choices



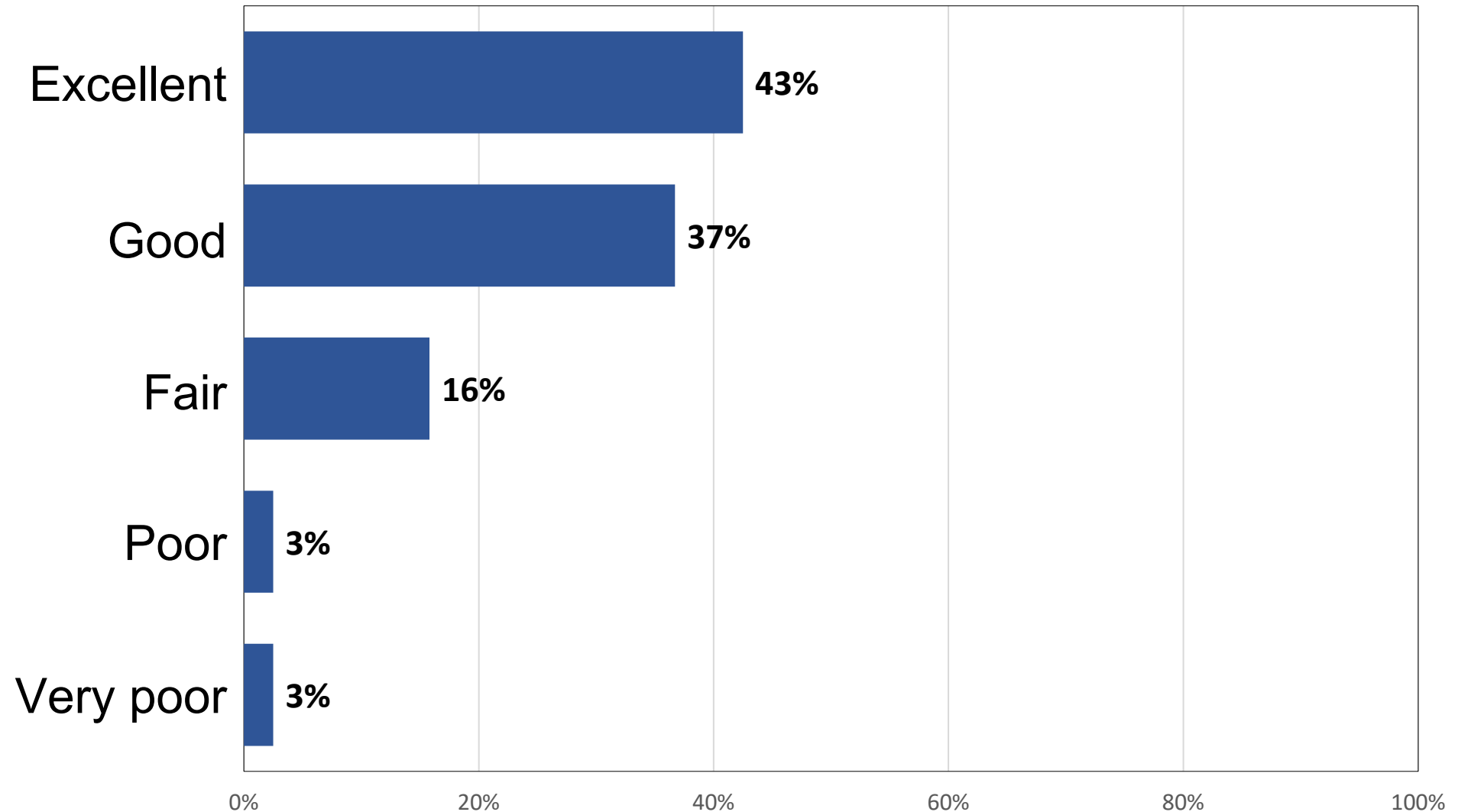
Q9. Have You Ridden Citilink In The Past 12 Months?

by percentage of respondents (excluding not provided)



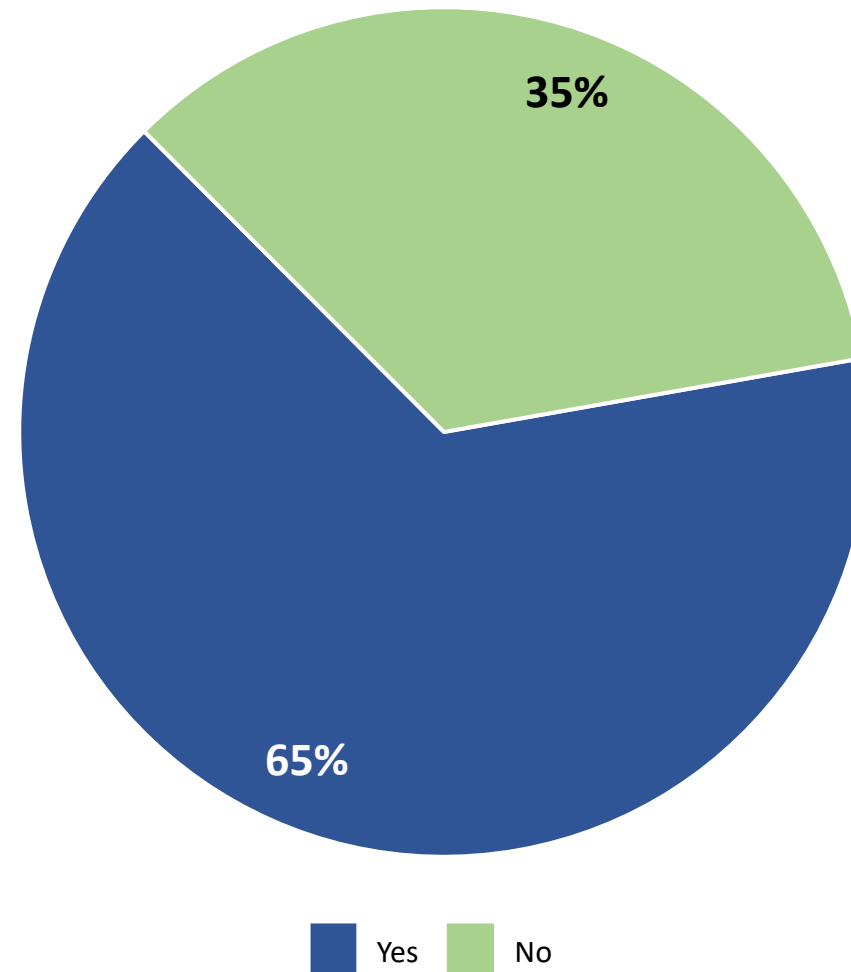
Q9a. How Would You Rate The Overall Value That Citilink Brings To The Community?

by percentage of respondents (excluding not provided)



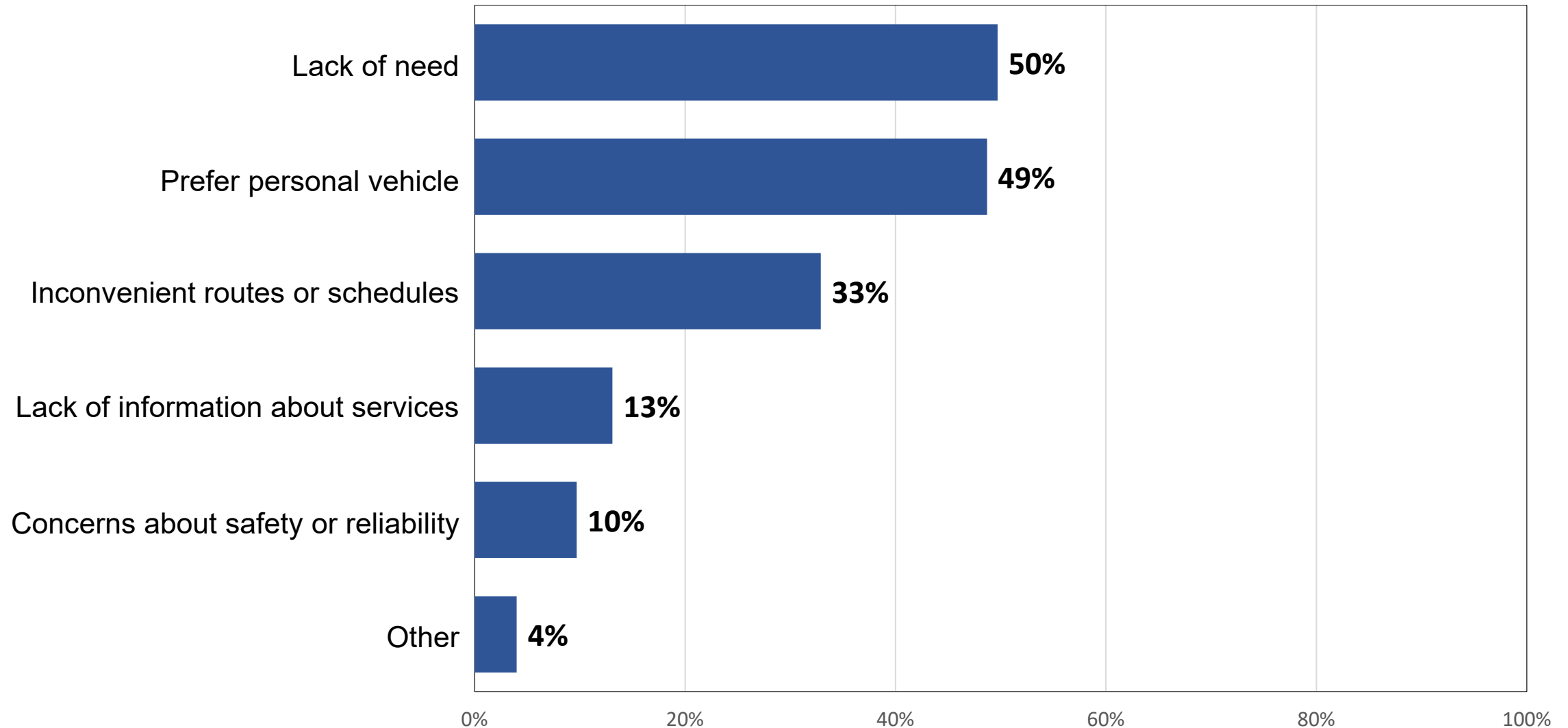
Q9b. Do You Believe Citilink Effectively Serves The Needs Of The Community?

by percentage of respondents (excluding not provided)



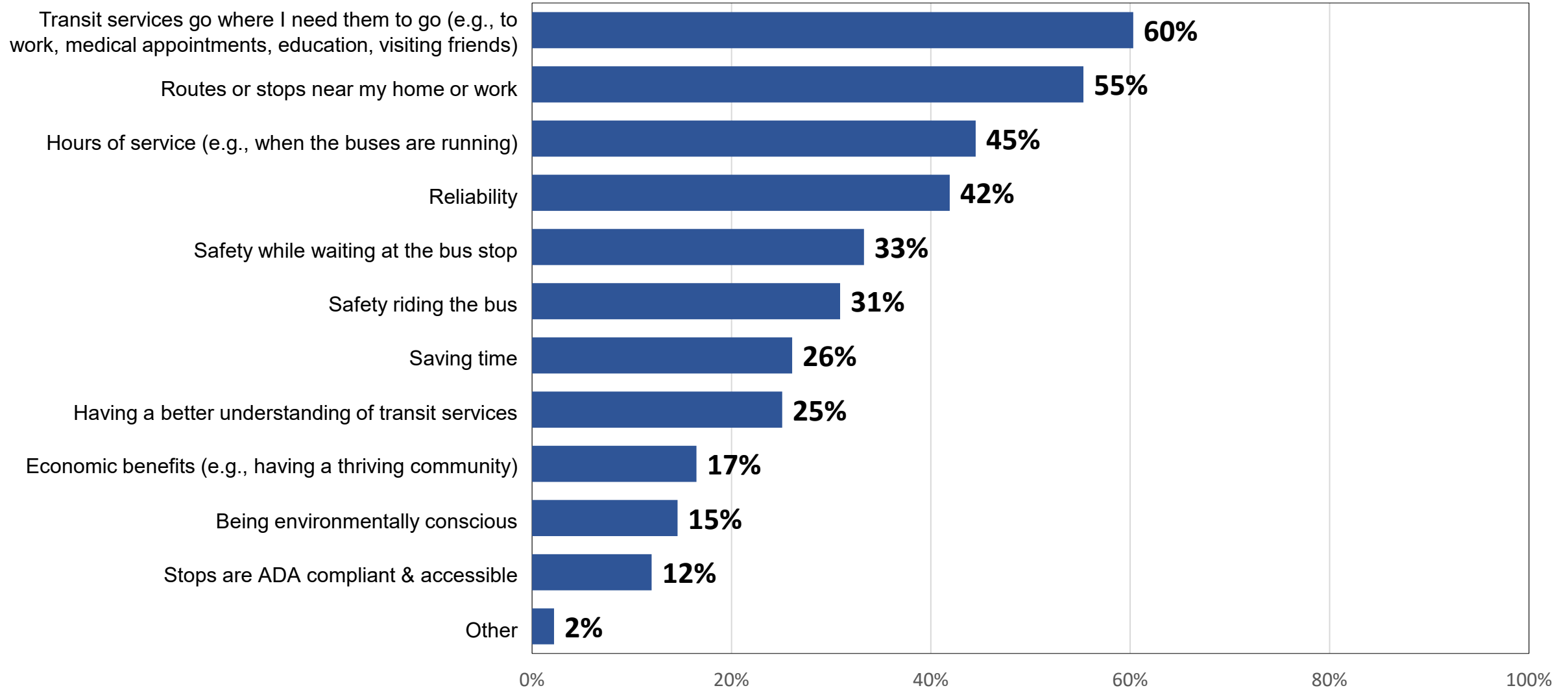
Q9c. If You Haven't Ridden Citilink In The Past 12 Months, What Are The Main Reasons You Have Not Used Citilink Services?

by percentage of respondents (excluding not provided, multiple selections could be made)

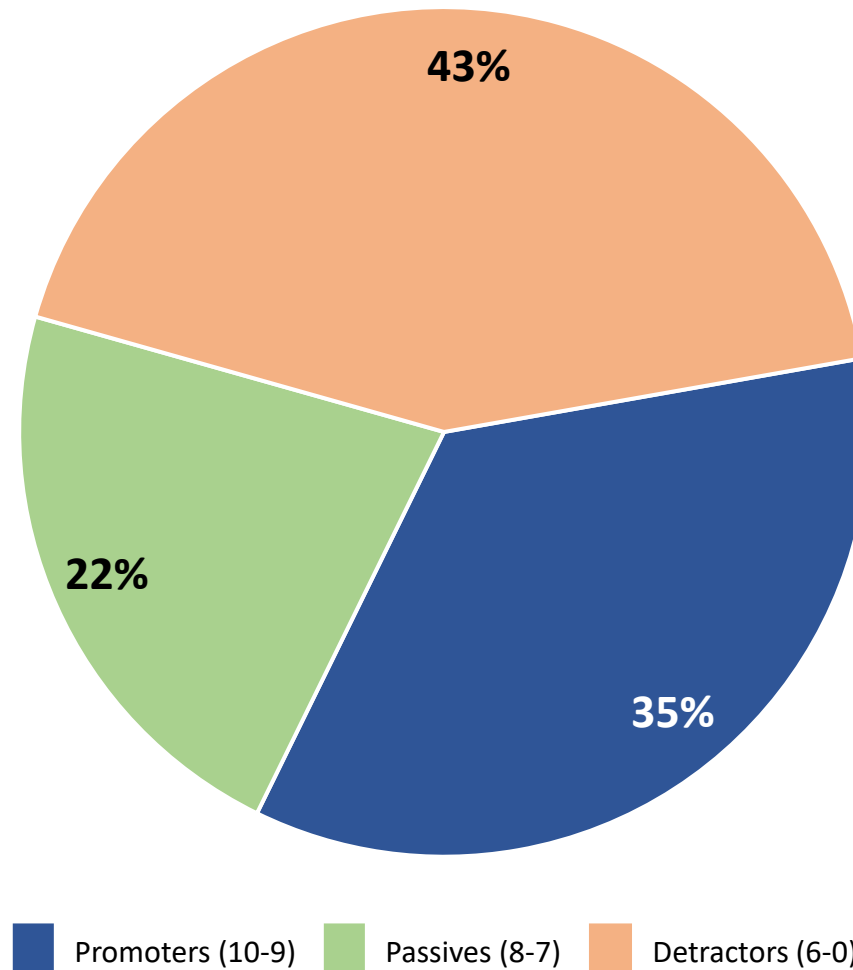


Q10. What Would Motivate You To Use Public Transportation Services In Allen County?

by percentage of respondents (multiple selections could be made)

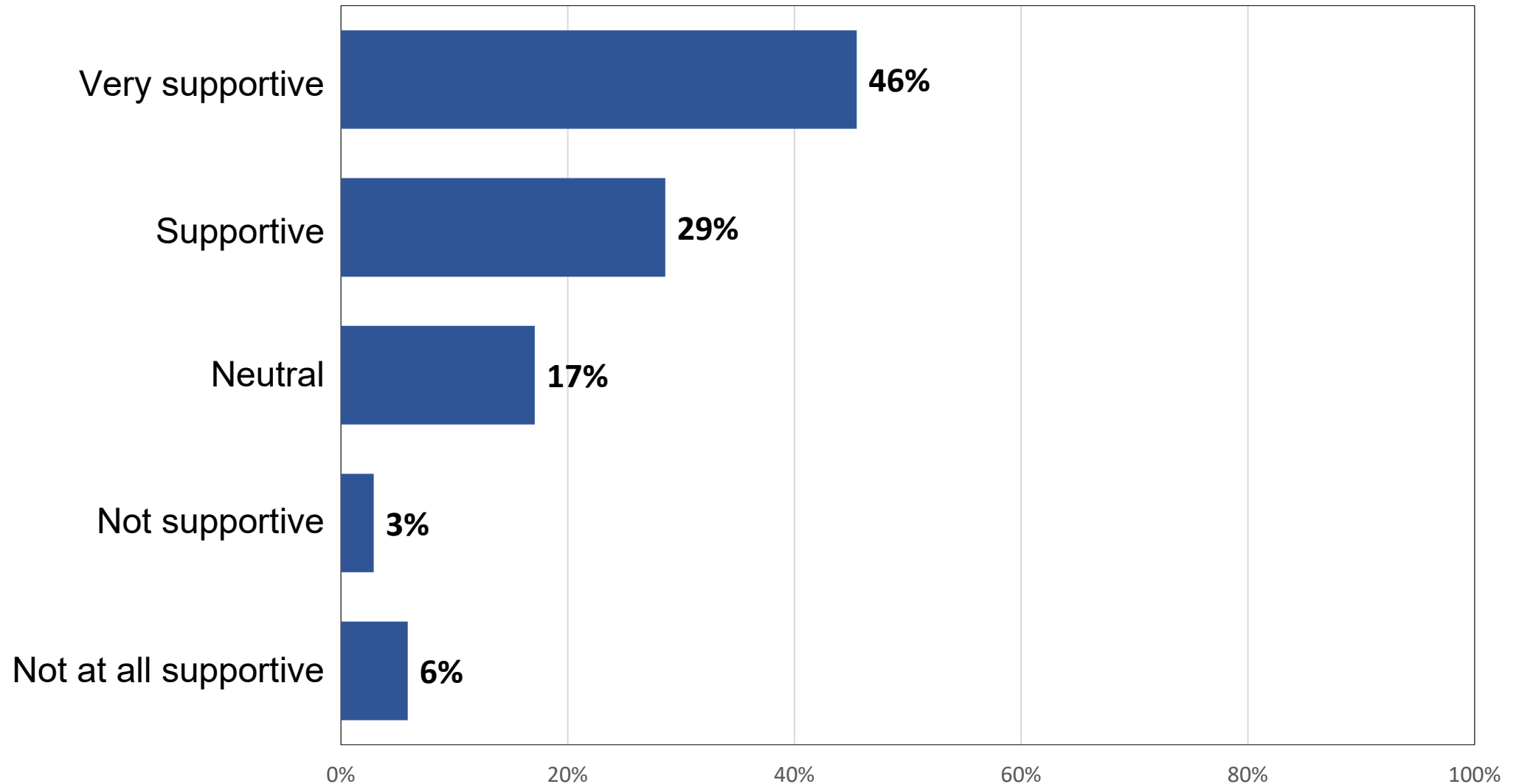


Q11. On A Scale Of 0 To 10, With 10 Indicating "Very Likely," And 0 Indicating "Not At All Likely," How Likely Are You To Recommend Using Citilink To A Friend Or Colleague?
by percentage of respondents (excluding not provided)



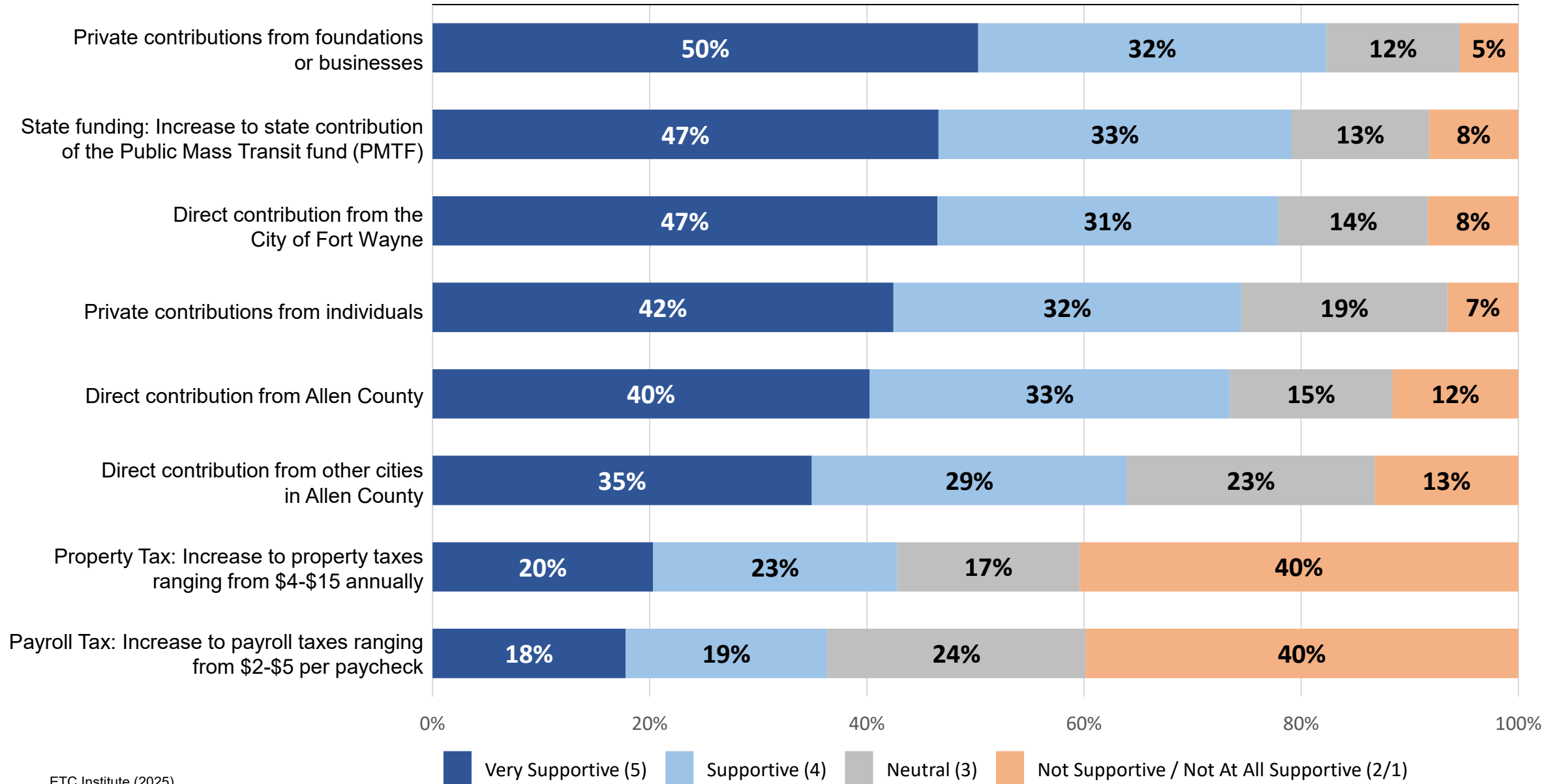
Q12. How Supportive Would You Be For Additional Funding For Public Transportation To Expand Its Services?

by percentage of respondents (excluding not provided)



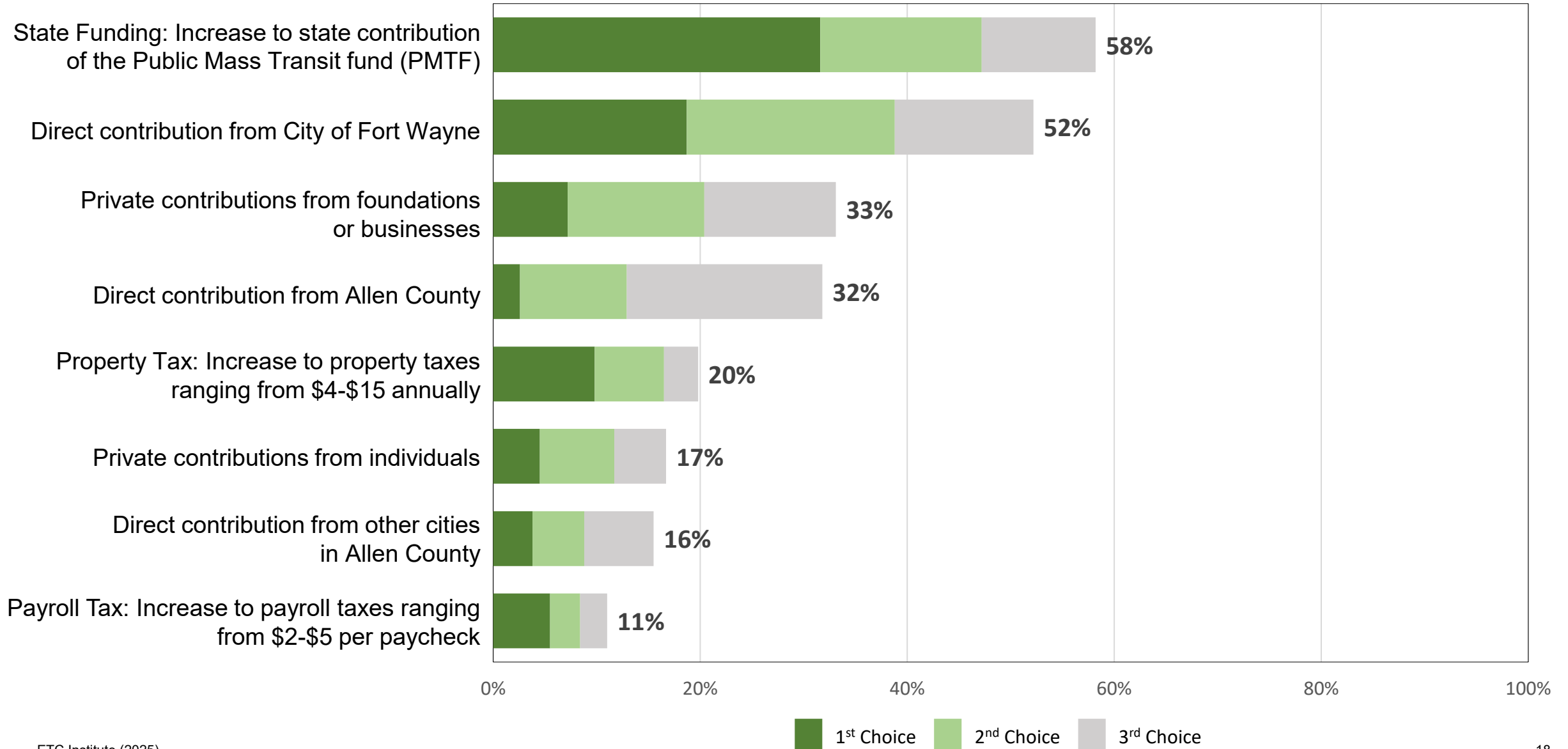
Q13. Support For Funding Sources

by percentage of respondents (excluding not provided)



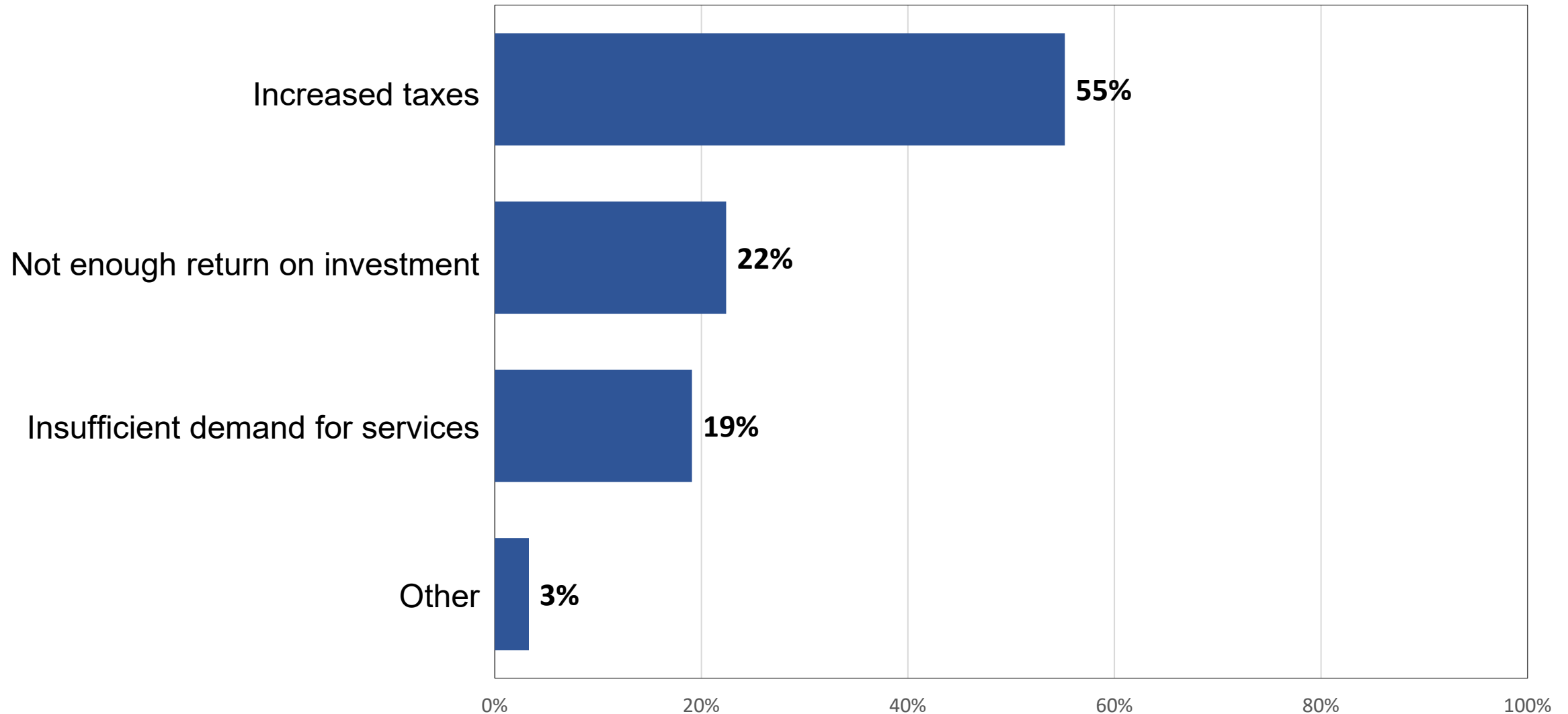
Q14. Which THREE Of The Options Listed In Question 13 Do You Feel The MOST SUPPORTIVE Of As Potential Funding Sources?

by percentage of respondents who selected the item as one of their top three choices



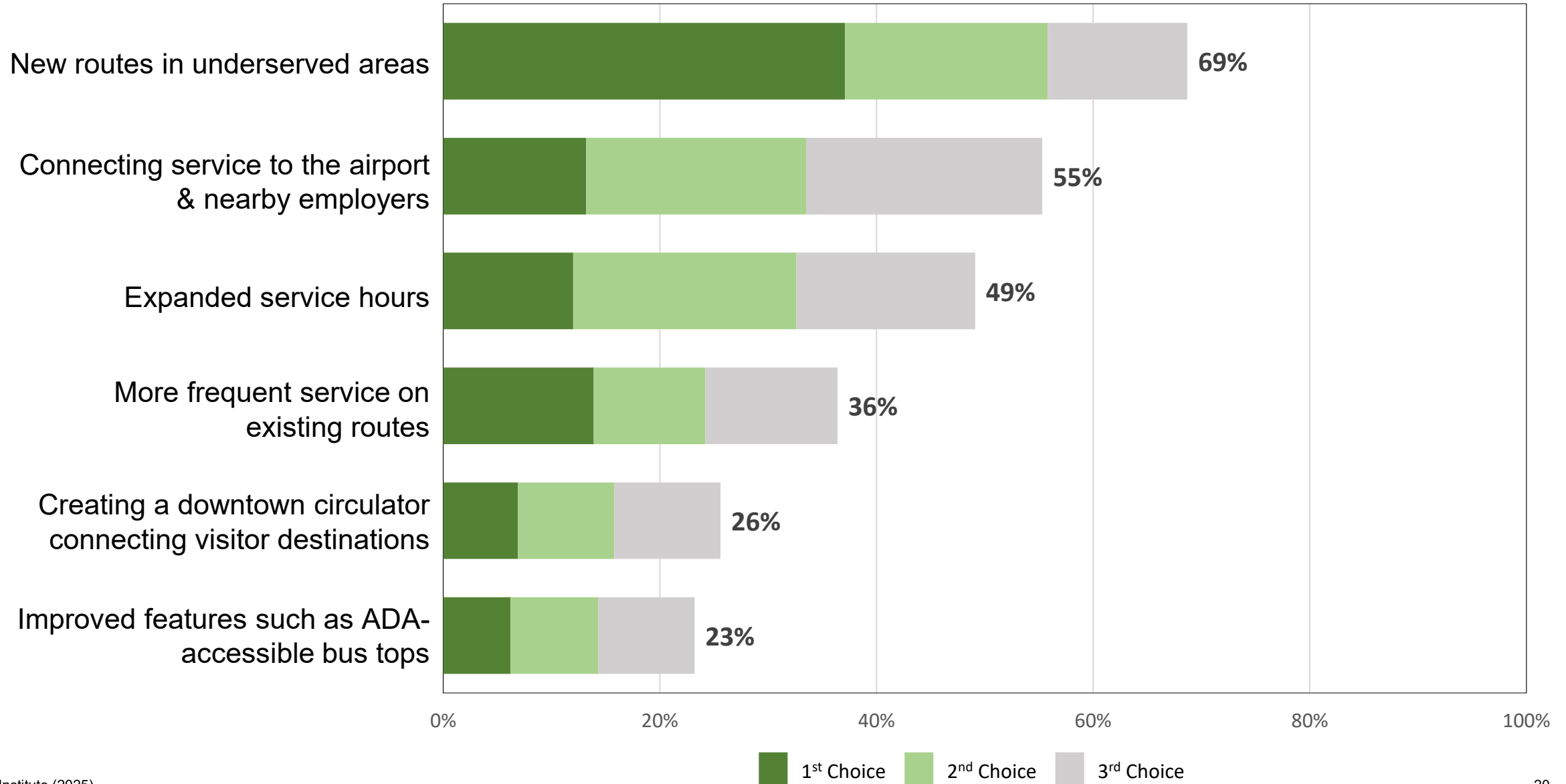
Q15. Which Of The Following Is Your Greatest Concern About Increasing Funding For Public Transportation?

by percentage of respondents (excluding not provided)



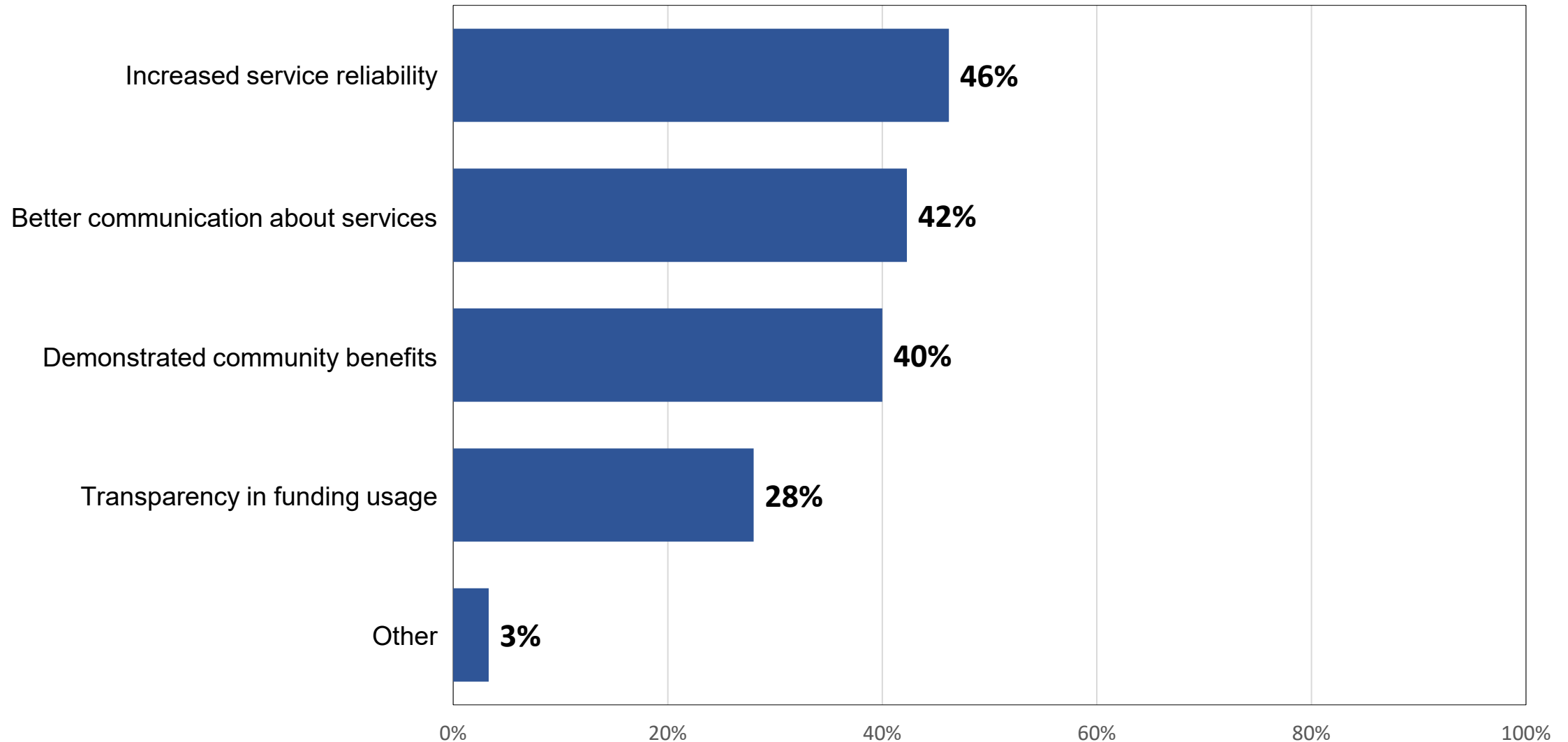
Q16. Which THREE Of The Areas Do You Think Should Be Prioritized For Public Transportation Expansion?

by percentage of respondents who selected the item as one of their top three choices



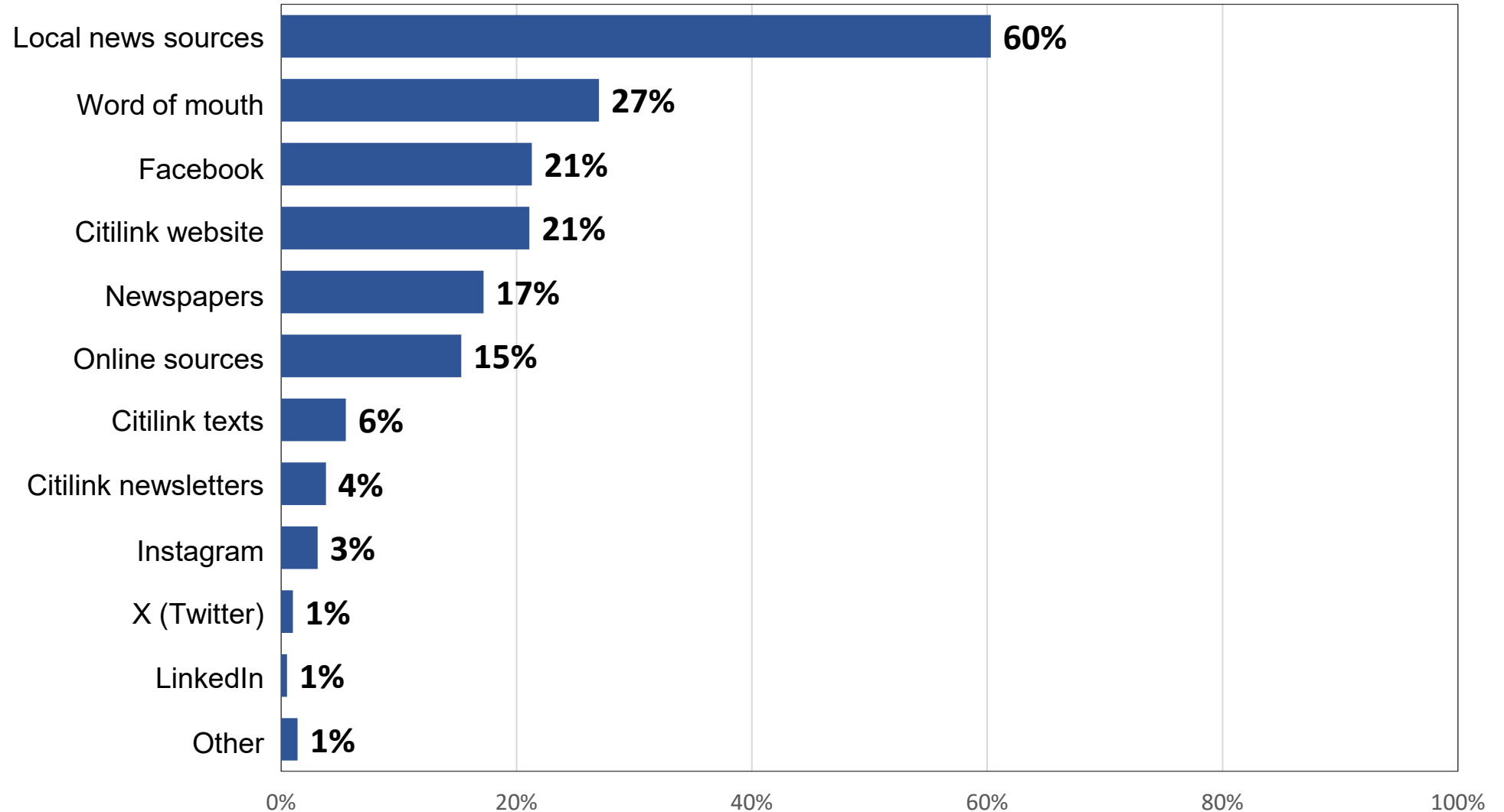
Q17. What Improvements Would Most Encourage You To Support Increased Funding For Citilink?

by percentage of respondents (excluding not provided)



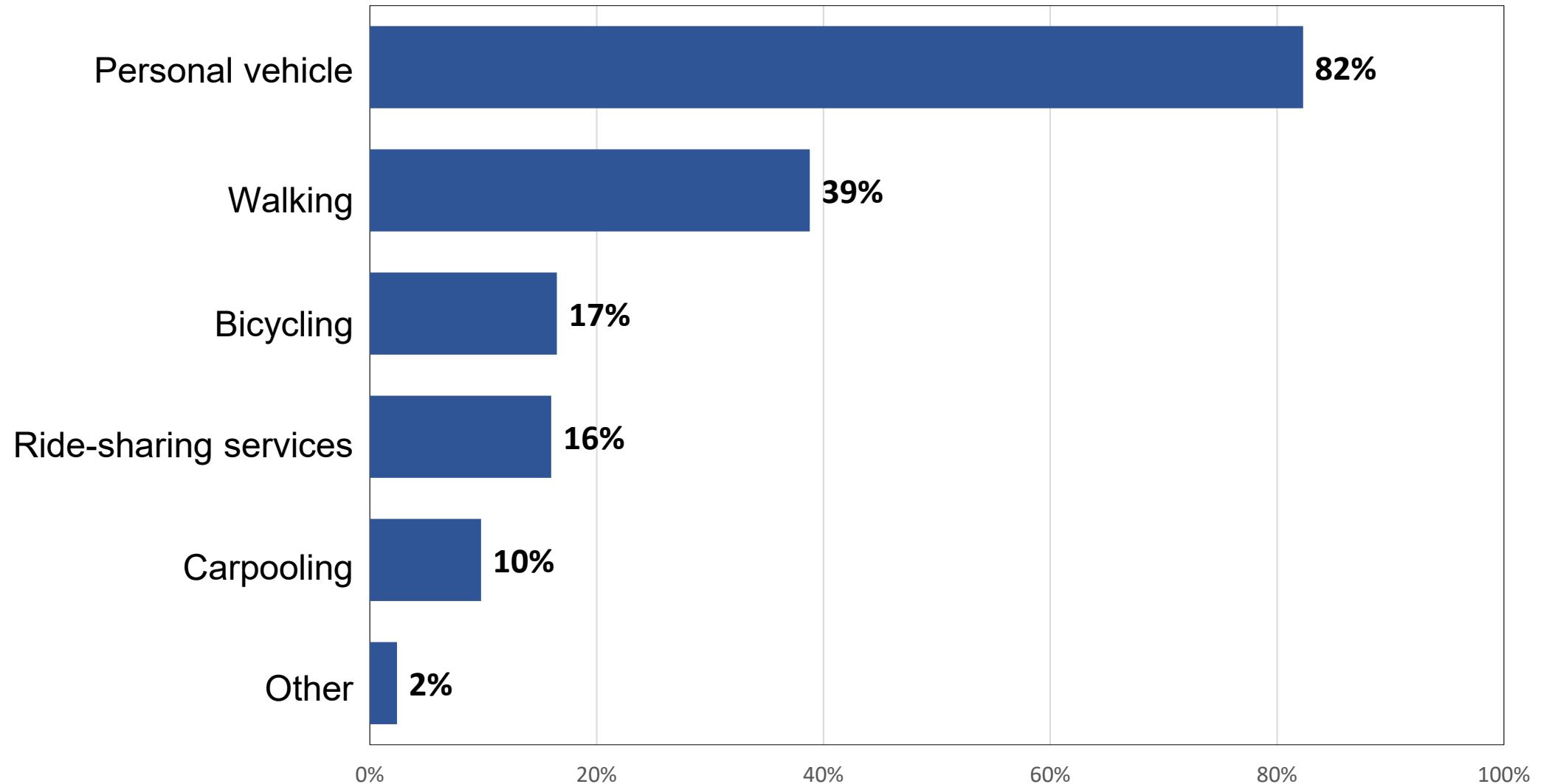
Q18. Where Do You Currently Get News And Information About Citilink?

by percentage of respondents (excluding not provided)



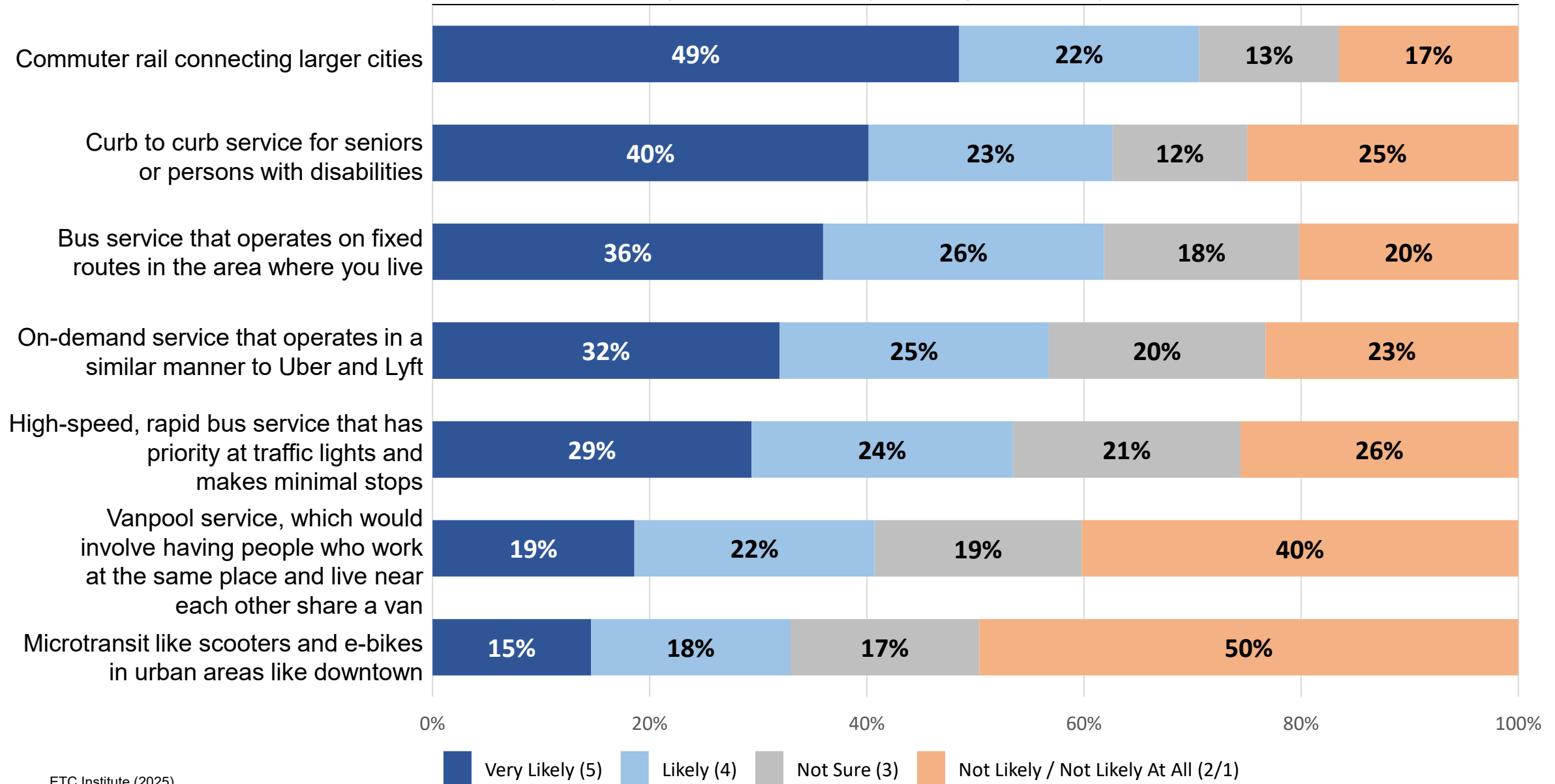
Q19. What Other Transportation Options Do You Use?

by percentage of respondents (excluding not provided)



Q20. How Likely Would You Or Other Members Of Your Household Use The Following Types Of Transportation...

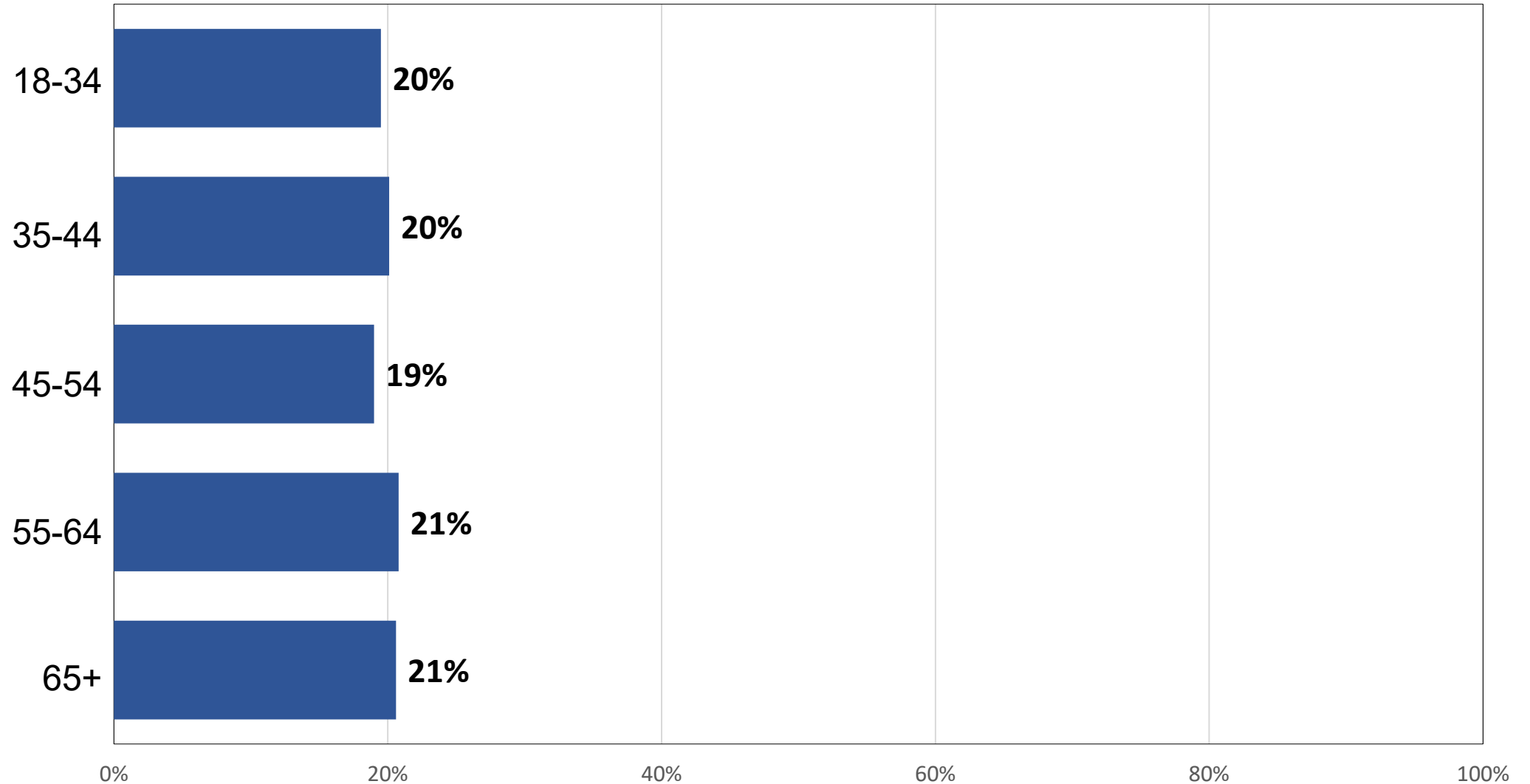
by percentage of respondents (excluding don't know)



Demographics

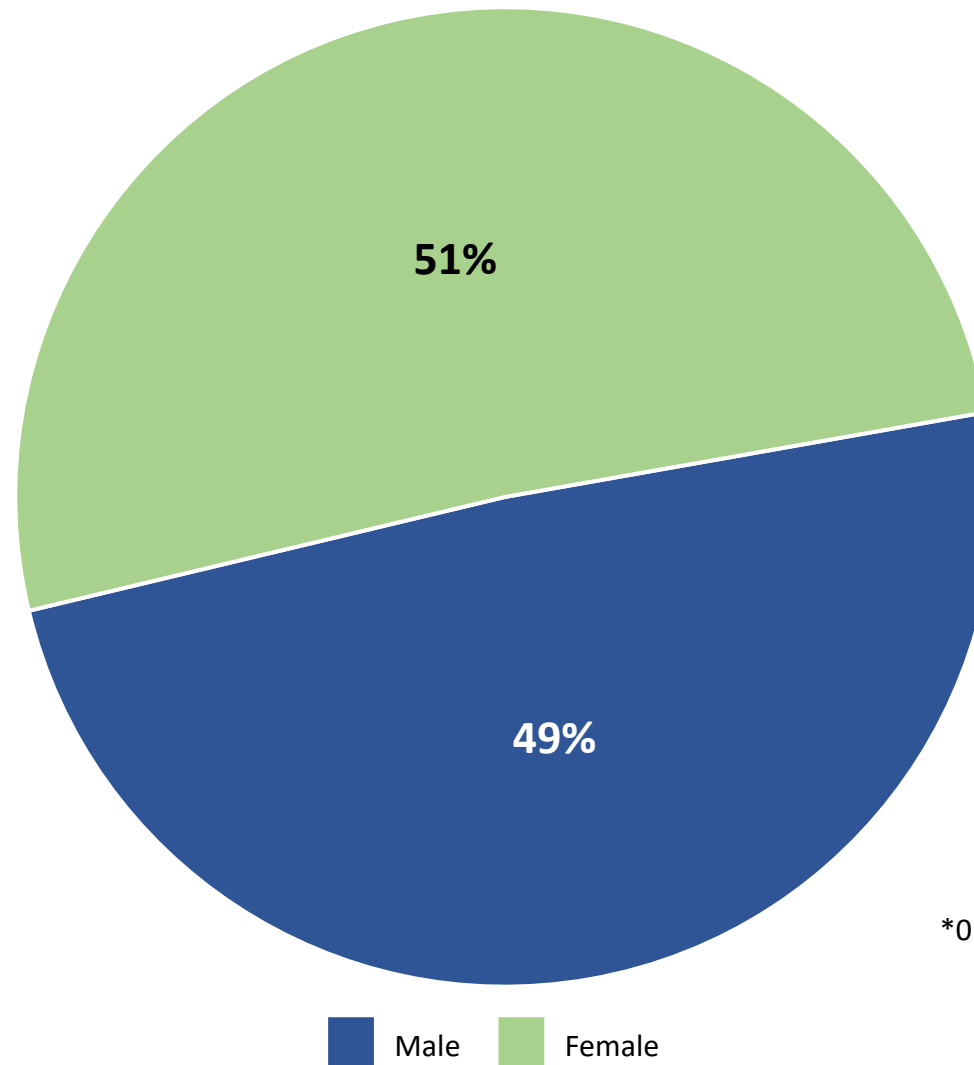
Q22. What Is Your Age?

by percentage of respondents (excluding “not provided”)



Q23. Your Gender:

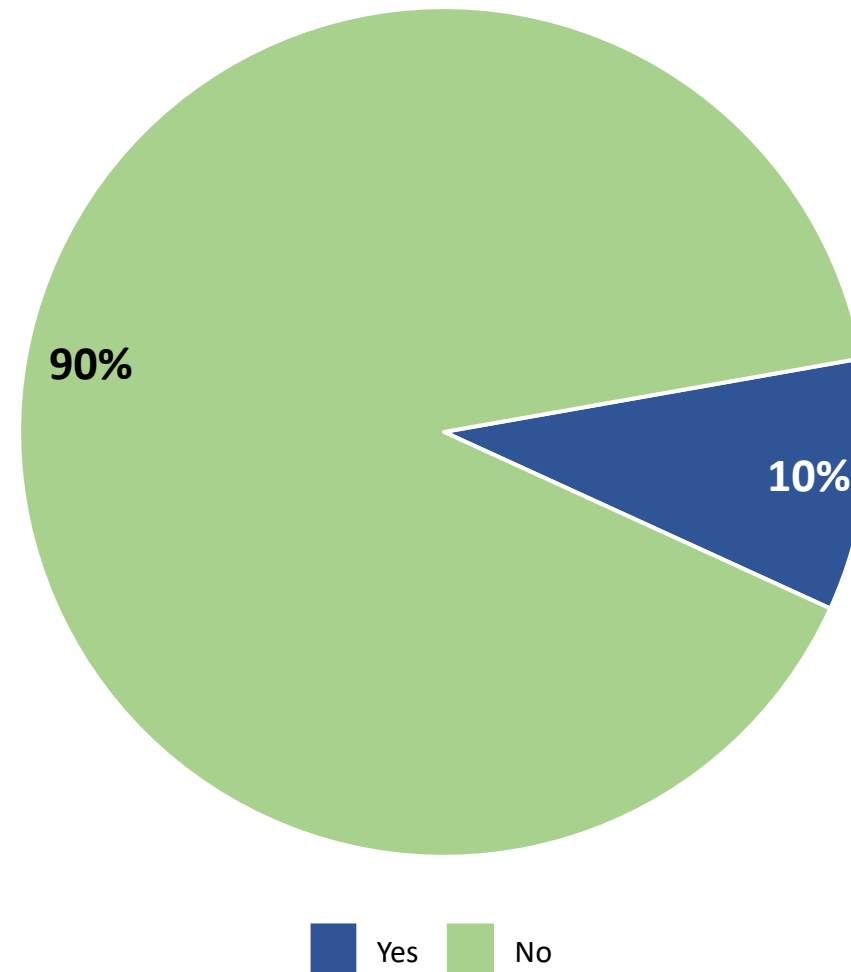
by percentage of respondents (excluding not provided)



*0.7% of respondents identify as Non-binary

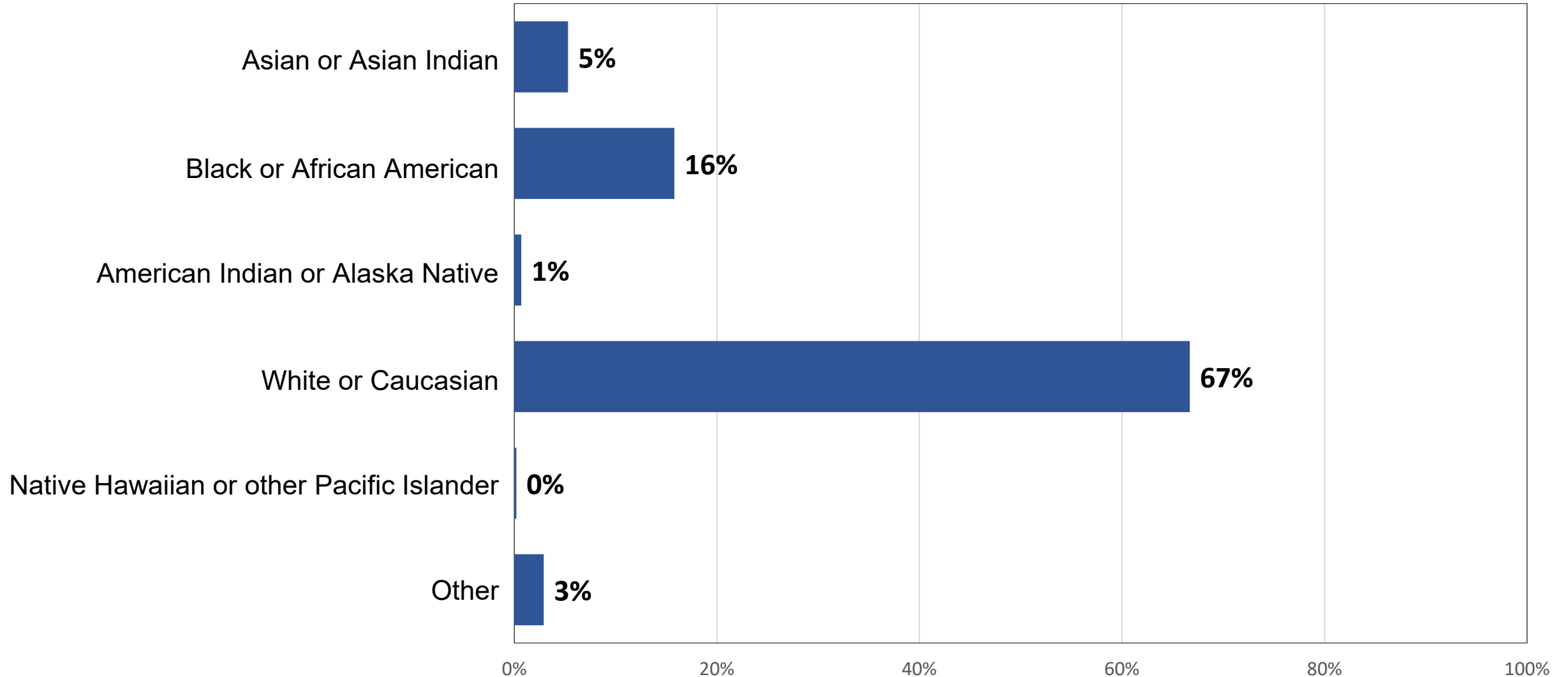
Q24. Are You Or Any Members Of Your Family Of Hispanic, Spanish, Or Latino/A/X Ancestry?

by percentage of respondents (excluding not provided)



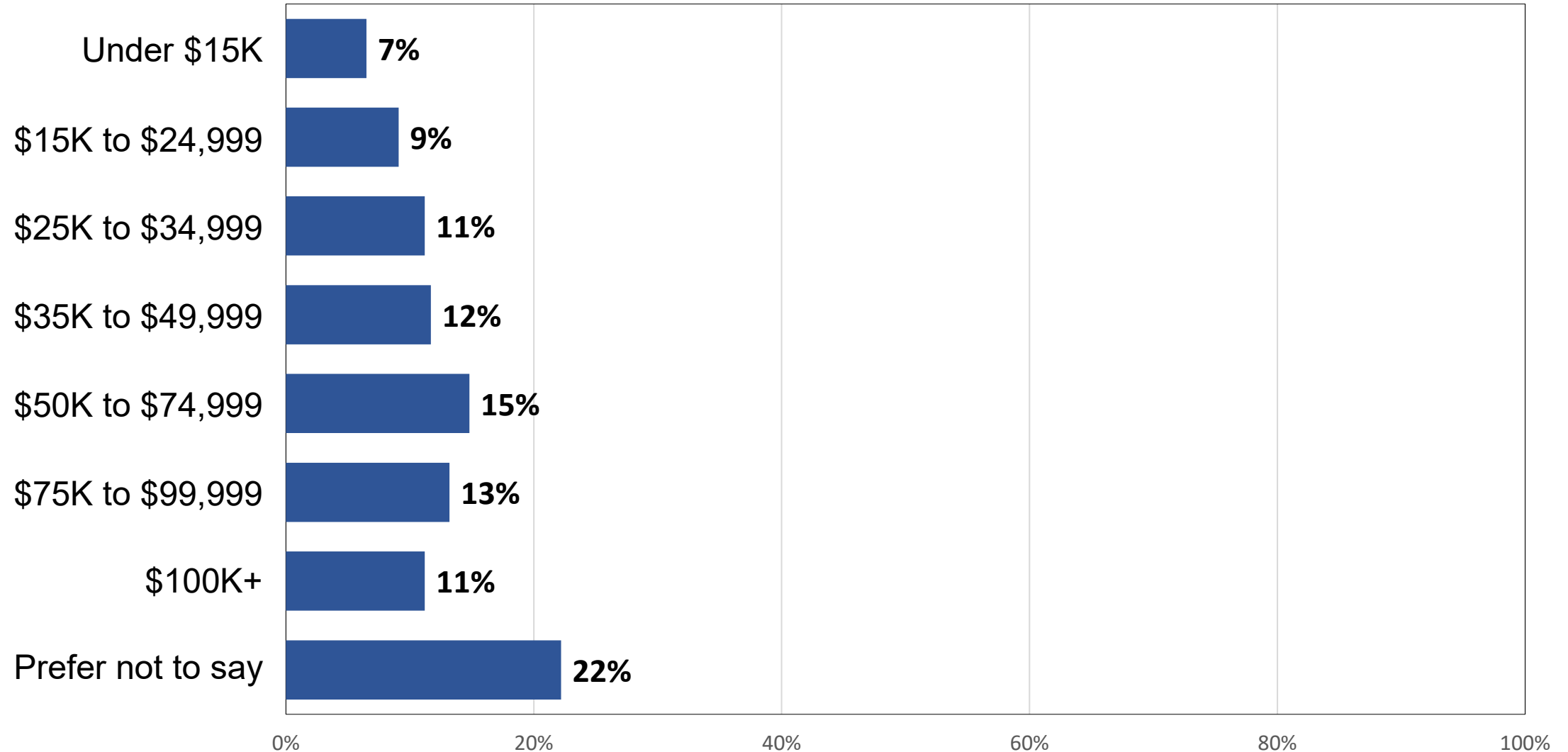
Q25. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



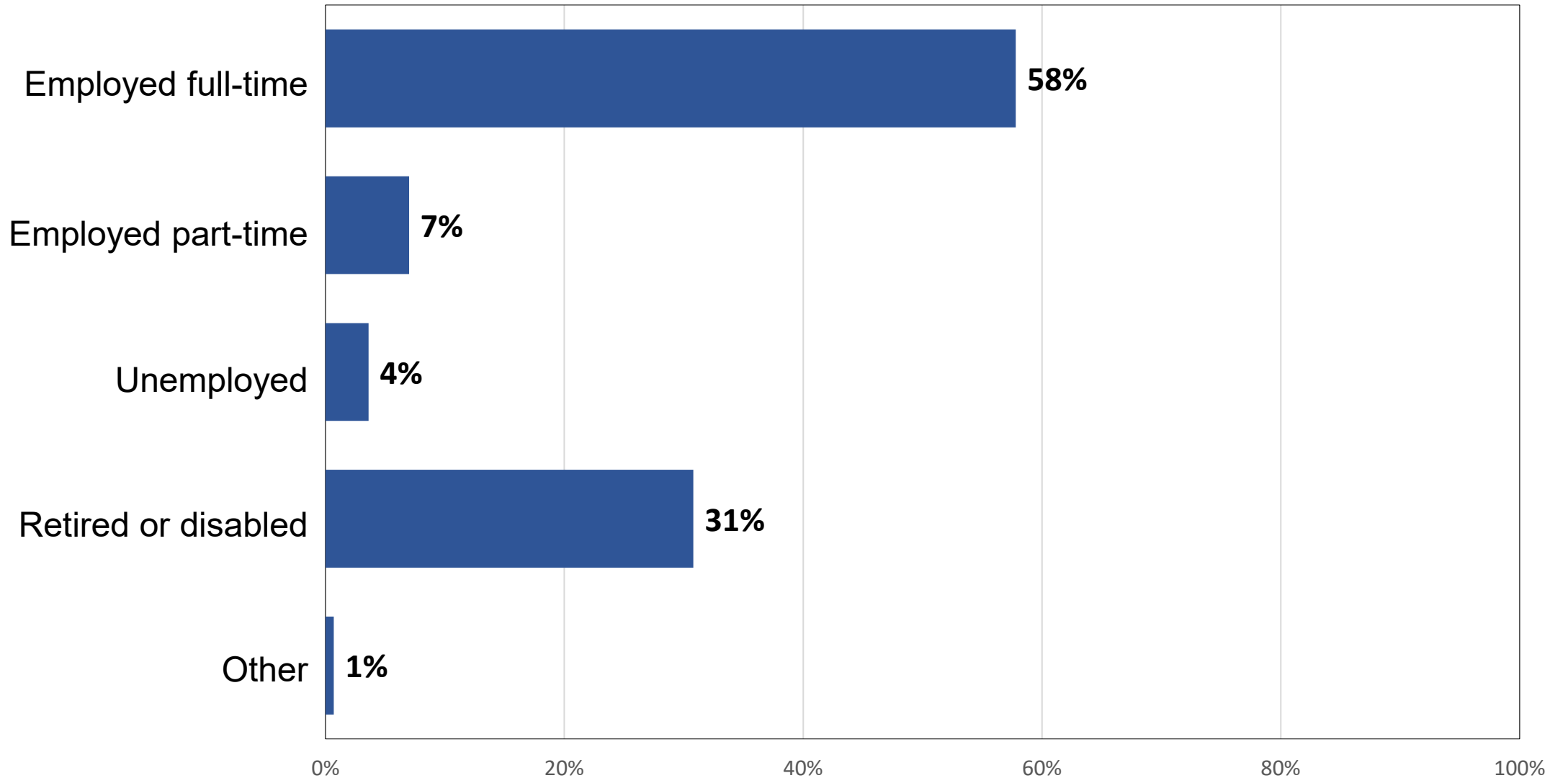
Q26. Would You Say Your Total Annual Household Income Is...

by percentage of respondents



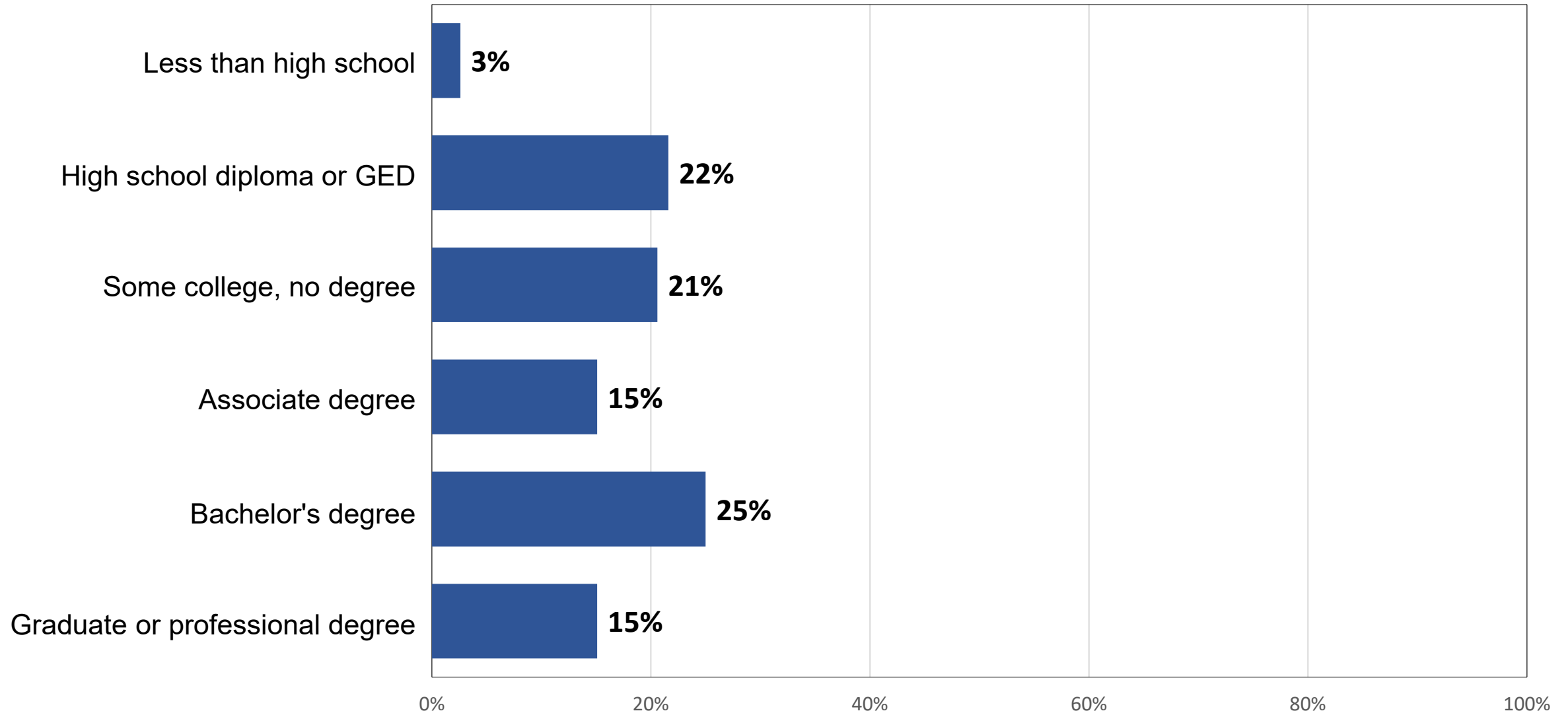
Q27. What Is Your Employment Status?

by percentage of respondents (excluding not provided)



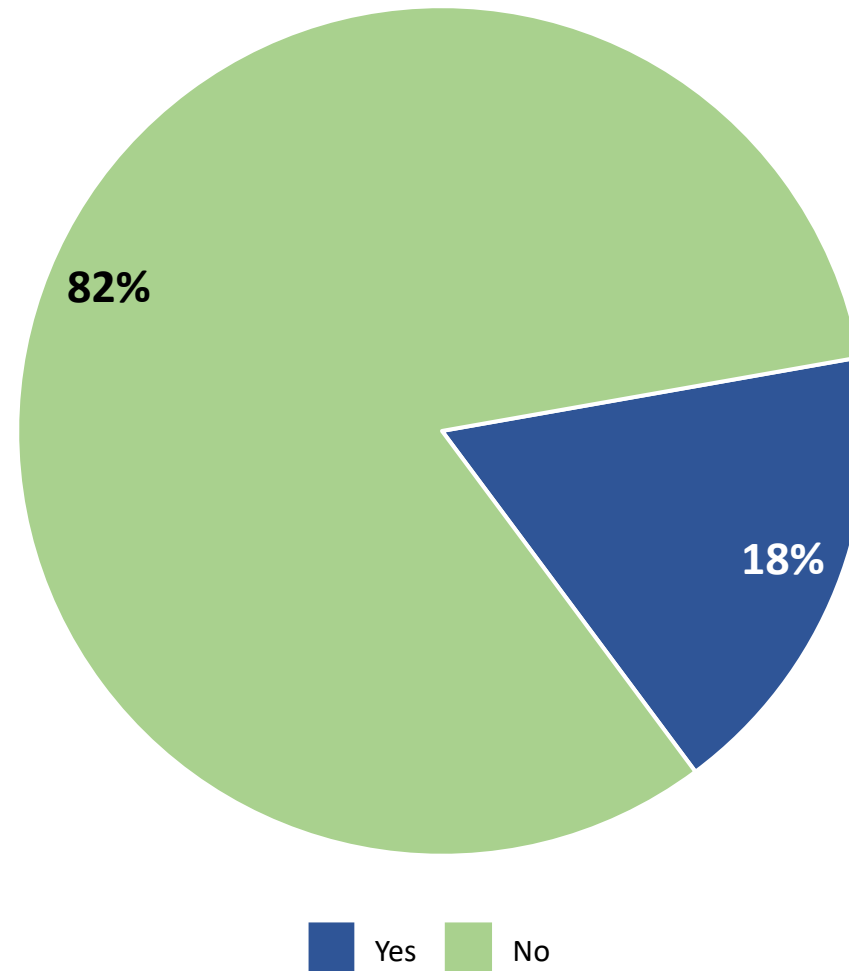
Q28. What Is Your Highest Level Of Education?

by percentage of respondents (excluding prefer not to say)



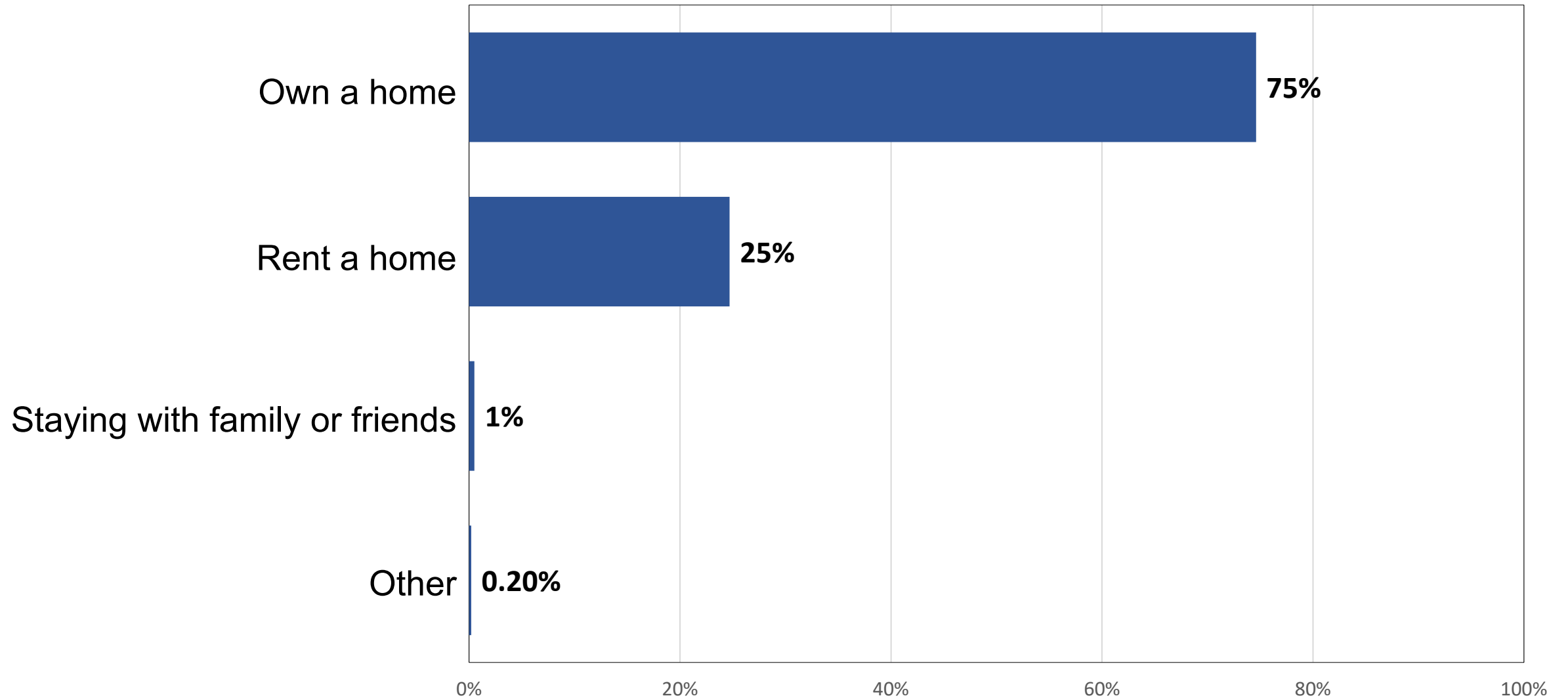
Q29. Do You Have A Physical Disability That Causes You To Be Dependent On Others For Transportation?

by percentage of respondents (excluding not provided)



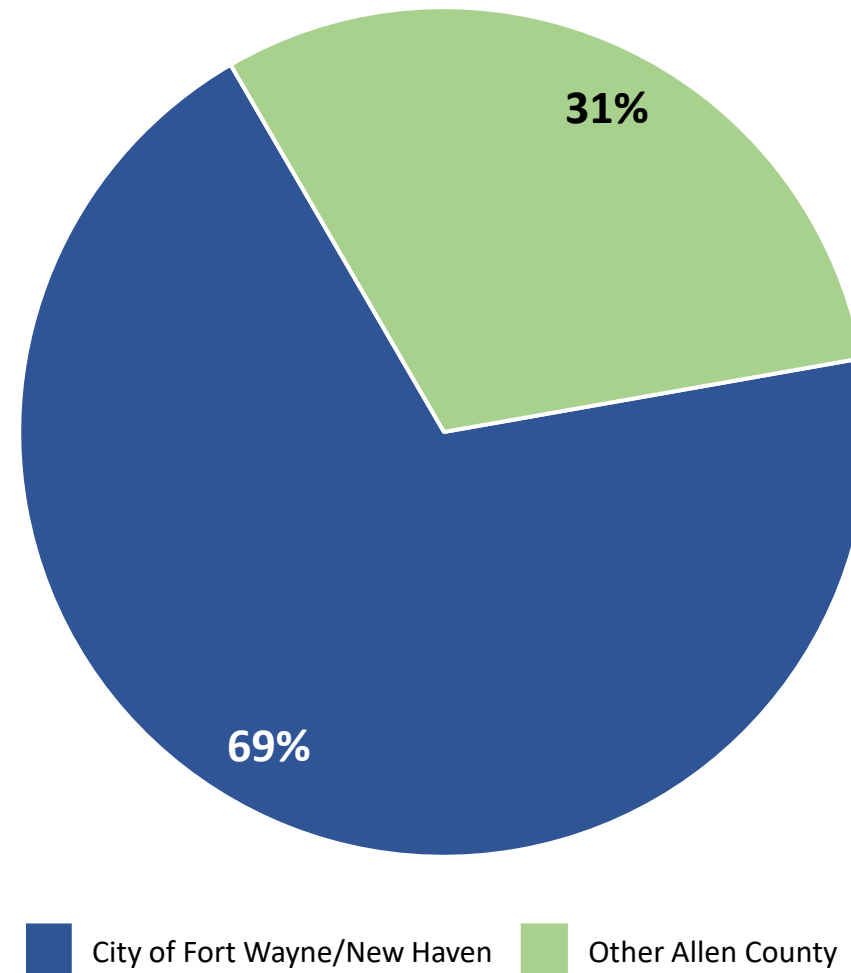
Q30. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



Area

by percentage of respondents





ETC's Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for Citilink to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with Citilink's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$[IS = \text{Importance} \times (1 - \text{Satisfaction})]$$

Example of the Calculation: Respondents were asked to identify the services they think are most important for Citilink to emphasize. Thirty percent (30.2%) of respondents selected I feel safe while waiting at a Citilink bus stops as the most important service for Citilink to emphasize.

Regarding satisfaction*, forty-four percent (43.6%) of respondents surveyed rated I feel safe while waiting at a Citilink bus stops as a "4" or "5" on a 5-point scale (where "5" means "strongly agree") excluding "Don't Know" responses. The I-S rating for I feel safe while waiting at Citilink bus stops was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 30.2% was multiplied by 76.8% (1-0.436). This calculation yielded an I-S rating of 0.1703 which ranked first out of twelve services.

Example: I feel safe while waiting at Citilink bus stops

$$[30.2\% \times (1 - 43.6\%)] = 0.1703$$

*Agreement was used instead of satisfaction on the survey language.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:


- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next five years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for Citilink are provided on the following pages.

2025 Importance-Satisfaction Rating Fort Wayne Citilink Citilink Services						
Category of Service	Most Important %	Most Important Rank	Agreement %	Agreement Rank	Importance- Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
I feel safe while waiting at a Citilink bus stop	30%	3	44%	12	0.1703	1
Citilink services are accessible to people with various disabilities	45%	1	69%	6	0.1383	2
Medium Priority (IS <.10)						
I feel safe while using Citilink services	28%	4	72%	5	0.0784	3
Citilink manages its financial resources well	12%	9	53%	10	0.0551	4
Citilink service supports community businesses	17%	8	68%	7	0.0535	5
Citilink is a diverse, equitable, & inclusive community resource	17%	7	74%	4	0.0442	6
Citilink's financial reporting is understandable & transparent	8%	12	47%	11	0.0406	7
The community's investment in transit provides value	19%	5	81%	3	0.0367	8
Public transportation is important for a thriving community	43%	2	93%	1	0.0316	9
I have a positive perception of Citilink brand	9%	10	66%	8	0.0298	10
Citilink is trustworthy	9%	11	66%	9	0.0295	11
I feel Citilink vehicles are mechanically safe	17%	6	83%	2	0.0289	12

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

3 Open-Ended Comments

10. What would motivate you to use public transportation services in Allen County? Other

- Bus route in my area
- As my last resort of transportation.
- I prefer to drive due to my schedule
- I work later than what buses run.
- If I didn't have my own vehicle I would choose to ride public transportation
- If needed
- Need an app.
- We need more routers, to go farther out in all directions. Like to the airport and to factory's that people are not able to get to for jobs. We need longer service hours. And possibly Sunday service.
- You need to go deeper into neighborhoods so elderly can use the bus. Elderly can not walk blocks to a bus stop. Your routes are not reasonable and you do not run on Sundays and holidays. The electric thing needs to go also. You need to run at night so homeless can keep warm and cool and do not charge for them. Too expensive and needs the city to support it financially. Be more safe to ride also.

15. Which of the following is your greatest concern about increasing funding for public transportation? Other

- As long as services are expanded to a larger part of the city and suburbs. Too many areas not serve or too limited services.
- Changing Public perception. Getting the public to know it's okay to ride, efficient to ride, environment friendly.
- I'd be concerned about a funding structure that puts more burden on low income folks.
- Not concerned. Everything is going through inflation and more people are moving here due to cost of living.. Increase population, increase city/County budget for Transit. Downtown revitalization and housing is adding on 1000+ apartments alone in 24/25/26. Makes sense to prepare.
- People cannot afford it.
- People not understanding the need.
- Public transportation should be supported by public funds, not by regressive tax or few increases hitting the hardest those who need it most.
- That those that need existing and expanded services will have fees imposed that they cannot afford.
- The busses stop running fairly early in the evening compared to other major cities. Also Sunday service does not exist.
- I am worried that you will double the tax. Add to our personal and property which would not be fair. Also I feel the city needs to contribute funding.
- I have no concern.

17. What improvements would most encourage you to support increased funding for Citilink? Other

- 7 days a week and all holidays and any other neighborhoods so the walk so less than a block
- Demonstrated Increased ridership along with reported dollars per actual-rider-mile predicted and resulting from proposed service changes or investments
- Expanded routes and times public transport runs.
- Longer service hours, and a seven day a week schedule.
- More routes run more frequently
- New routes that expand to more areas in the city.
- No tax increases
- Routes that do not require changes at the central downtown location; Routes that mimic high-usage roads: coliseum, Coldwater, Other main arteries; concentrated services for popular locations: the mall,
- SAFETY
- Sunday service. This is the city of churches and there's no service. Routes times and schedules should not change on Saturday either. Full service, 7days a week, current routes THEN EXPAND. Fix what you got before any expansion!
- They need to run on Sunday.
- Timely pickup. Numerous times the bus has not shown up to take her to appointments. More and Safer pickups and dropouts locations
- Analyze expenses and reduce waste.
- Don't favor increased funding.

Q21. What suggestions do you have for improving Citilink's services?

- 1) Fix the website trip-planner, so that it doesn't display ""This page can't load Google Maps correctly. Do you own this website?"" when you try to enter an address. 2) Present the full route map on the front page of the website. One shouldn't have click through to another page and open a PDF. The route map should be as easy to navigate as the google maps trip-planner results. 3) Special event service schedules for things that gridlock Fort Wayne (major festivals, concerts, 4th of July fireworks) should be highly visible on the front page of the website"
- A bus stop at Golfview Apartments.
- Add more routes.
- Adding a tram that goes around Fort Worth but connects to Citilink bus stops.
- All students should ride for free with a student ID.
- An inter-urban trolley system either for connecting Allen County cities or an expansion to connecting the region via an inter-urban trolley system.
- Better bus drivers A lot of the female drivers talk too much about passengers and harassment to passengers
- cheaper prices, more routes in neighborhoods, gas powered buses no routes downtown Fort Wayne, Go into housing additions and run on Sundays and all holidays and longer hours.
- Circular urban trolley type system during high volume periods for that area.
- Clean up transient people that leave main station nasty and dangerous for most riders
- Commuter rail to other cities! Bring back the Interurban!
- Currently the busses don't run late enough for me to use them to work past 7pm, if I do work late I have to find a ride. During bad weather it would be nice if the bus driver would communicate to the passengers that a one hour reset is happening and not leave us guessing - I only had 15 minutes to make to the pharmacy for a prescription when I should have had well over an hour to make it safely. (January, 2025) Currently the bus system has a hub & spokes (routes) but no 'wheel'. Having buses going on fixed routes for areas around Fort Wayne with matching connections with the routes coming from downtown would make the most sense.
- Downtown is growing and provides activities. Citilink should provide transportation
- Effort to improve public opinion in positive ways. Testimonials, demonstration of positive ride experiences.
- Expand bus hours to at least midnight for those who work second shift.
- Expand routes longer operations going daily
- Expand routes, accessibility, more covered waiting areas
- Expand. Fort Wayne is growing. We need public transit to grow as well.
- Expanded commuter lines/times. Affordable.
- Expanding hours of operation. I work in social services and many of my clients rely on Citilink bus services to get around. However, many of them also work 3rd shift. Having the busses run later into the night would allow my clients more job opportunities because they would be able to get a ride home from work. Also expanded bus routes to the airport and Amazon facility.
- Expanding routes for those with disabilities to have better access to the services they need.
- Extend hours of bus service also offer service on Sunday and extend routes or get fixed routes for places like airport ND jobs out there where no bus goes
- Extended to airports and various outer communities, and longer service provision on Sundays and public holidays
- Find a better way to get funding for city link we have enough taxes taken out for a lot of other things in this city

- Highly used shelters need more benches and covers.
- Honestly I do not know enough about Citilink to answer.
- I cannot wait for the day Indiana takes public transportation seriously.
- I don't know. Maybe more service to get to downtown and other locations for festivals and community events. I don't go to festivals anymore because they closed the parking lot and put up that apartment building downtown beside Hall's gas house. I am a senior citizen, and it is just too much walking to get to Headwaters Park area. They should've built another parking garage instead of an apartment building
- I feel hours should be extended, it also should run on weekends also
- I worry about the bus riders that have to wait at stops that are not clearly marked. Every stop should have weather protection.
- I would say my previous comments are a good summary. I've ridden the bus for 40 years in Fort Wayne, actually longer than that my first bus rides I was 13 years old going from Waynedale to the downtown library. During that time period I have had many wonderful interactions with CityLink bus drivers but I have to say that during The last 5 years that has become something of the past. When you board a bus and you look the bus driver in the face smile and say good morning and they look at you and then stare straight ahead out the bus windshield without acknowledging even so much as your presence, that tells me that's not a people person and probably shouldn't be interacting with the public and probably should not be an employee of CityLink. However, I get it, sometimes people have a bad day. So you attempt to be friendly a second time to get the same response and then you know. I have never in 45 years of riding City Link buses encountered so many absolutely miserable, unhappy, not friendly, and sometimes even rude bus drivers. You can tell they don't like their job, they don't like you, maybe they don't even like themselves. The other thing I would say is don't talk about expanding services when you're in the middle of a s*** hole financially. There should be services on Sundays and the weekend service should be exactly the same times and routes as the weekday schedule. Most people that ride buses don't work at businesses that operate from 8:00 to 4:00 or 9:00 to 5:00 and only on Monday through Friday. CityLink needs to fix what broken within the service delivery goals that exist before ever even thinking about expanding in any way shape or form. When you can't afford to build a bus Hut , don't replace the route signs that were taken down how can you actually talk about having high speed bus services that don't stop for lights, give me a break. Somebody's having a fantasy I really need the reality check. I also didn't hear one thing about Federal funding. It's my understanding that most funding first City Link and other Urban transit systems comes from the federal government department of transportation. So why are we talking about raising property taxes are having a deduction taken out of a payroll check, and not even mentioning Federal funds. I think federal state and city should pay for CityLink. Do not raise my property taxes for bus service!
- I would suggest better training, some times they throw me from my seat when the bus comes to a stop. I think some do it on purpose.
- If you have to be at work at 4pm, you have to leave at 2:50. If you work until 11pm or later, there's no busses. Drivers have become very rude in the last few years. Busses run early, they run late, they leave you sitting downtown for an hour. They should run every 8 minutes 24/7, like everywhere else in the world.
- I'm not sure how you can improve the scheduling for access but IT REALLY needs to be addressed
- Increase service hours. Improve schedule reliability
- Increased service hours, including Sundays. Better service in southwest. Diversion buses are airless and terribly hot.

- Increasing stop frequencies/routes and having a firmer focus on safety are high priorities as a rider. The safer and more accessible our public transit is, the more efficient it is.
- Keep being on time.
- Larger routes and routes that run later past 9:30pm for those that work 2nd and 3rd shifts.
- Larger signs for stops and benches
- later hours please!
- Later service on Saturday, and Sunday service
- Linger time
- Live ETA info for the next bus at any given bus stop
- Longer hours adding Sunday service better routes to parks and schools and church
- Longer service hours and more frequent trips on routes
- Make information on transportation services more accessible to those in need.
- Many possible riders need reliable and more route bus times and expanded routes. Aging population main choice is CTN for those in suburbs including with in City limits to get to doctors and other appts during day.
- Marketing, spend the time radio, television, social media to change the public perception. I bet everyone knows about Fred Grote. For cars
- Mismanaged
- More frequent transportation opportunities, access for people with mental and/or physical disabilities to and from work, more routes, expanded business hours and weeklong schedules - specifically Sunday should be added, safety measures, cleaner busses, dependable routes, sheltered bus stops, more specific route options
- More route information at bus stops and improved shelters for bus stops.
- More Routes (Extending current routes, adding more routes to new areas, Connecting the "spokes" at the ends of routes so one does not need to travel downtown to do an out-and-back), More Frequency (15min MINIMUM at peak)
- More routes , expended hours ,expended routes .
- More routes running more often.
- More routes, longer hours, better pay for employees.
- More shuttle booths to sit down and wait for bus in more location and stops. Like going toward the airport and jobs close by. Also the time should be a little longer or 24hr bus services. I also would love to see a different looks and styles of the buses everything is just so plain and normally the windows barely open just a tad barely enough to get air the seats and rails are so nasty I think plastic or metal chairs would be better. Need more sanitation boxes and trash components to throw things away. Need a better way to pay also credit cards should be accepted I think. But other than that I love the citilink in fort Wayne I'm able to get a ride for a fair prices. But thank you and continue to do and get better ??
- more visible bus stop signs; more frequent stop sites
- more-direct services
- Most benefit from connecting people to jobs, education facilities and personal services(health, food, shopping) or entertainment
- Need Sunday schedule for people to work and worship.
- No tax increases
- Nothing at this time. You're doing a good job!
- Offer Airport Transportation to Fort Wayne International Airport! Other Big City's have it & we don't.
- Operate on Sundays similar to Saturday hours

- Picking people up at their designated stops. Again, too many times my friends have been ignored and never picked up.
- Possibly have bus service on Sundays. Reason being there are a lot of riders that have mentioned they would like to be able to go to church via bus service. Some people work on Sundays. It would be nice if there was maybe a morning mud day bus service. Not a all day/full day schedule.
- Put a stop in Preston Pointe Apartments
- Smaller buses that hook up to bigger ones that could serve areas that are not being served now
- Sunday service
- They need to run on Sundays and run every 15 minutes like they do in the city.
- Try to employ and train polite drivers that are people oriented
- User friendly app.
- We desperately need a van or other service, which could be supplemented by the businesses it serves, to provide transportation to factories which are not on the bus line. I work with people with disabilities and the biggest barrier to employment is bus access to the very employers who need workers. The majority of my participants could be placed in jobs if they had transportation. In Nappanee, where I used to live, the trailer factories and other businesses paid vans to pick up their Amish workers and then deducted the cost of transportation from their pay. This would be the perfect solution, businesses get workers and the unemployed get employment. A win-win for our community.
- We need a bus stop closer to Golf view Apartments having to walk all the way to Canterbury is not fair specially to us mothers with children
- We need connection not only inside Allen county but also to major cities and Indiana towns. The Bustang system in Colorado is a good example. Citilink should also continue to partner with Three Rivers active streets, complete Streets, and urban trail groups to establish a more robust car alternative transportation system.
- We very much need a route to the airport. A "circum urban" route around the city would be helpful to facilitate east-west travel. More routes operating on the half hour. Citilink needs a lot more public funding but it does very well with the resources it has.
- When boarding the bus, driver should remain stopped until the passenger is seated!
- Would love service to surrounding communities travel to church and activities on Sunday or in the evening.
- You do a nice job!!
- Add routes to my neighborhood, we have none.
- Better bus stops, most stops don't look like a stop and the people waiting have no protection against the elements.
- Better visibility/ brand recognition and catering to up market neighborhoods at a premium rate.
- Expanding routes in under served communities with ADA assistance. Love a downtown circular route trolley like the ones in San Antonio
- flyers on routes and costs
- Having bus service to employers like Amazon and the Airport.
- Make sure service is available to all disabled Veterans.
- More service for rural areas.

- Review routes vs. bus size. I frequently see full sized buses with 2-3 customers on board. What is the status of the Michigan-based management group that was in place in 2004? Expense vs. value? Analyze expenses and reduce waste. I worked at Citilink from 2004-2008 and there was no appetite for reducing waste or doing cost/benefit analysis. The most frequently asked question was ""Who else can we tax""
- Run later in the day
- Trim cost if ridership is not there.
- Visit the schools and promote to students and staff.

Q31. If you have any other suggestions you would like to make, please provide them here.

- Better communication between the rider and the scheduler
- Better marketing of the benefits of riding.
- Better safety, more cameras and security riding the bus.
- Better transportation
- Bring back bus tracking - missing the bus because it's running early is beyond frustrating.
- Bus to the airport and bring back the Interurban rail service
- Can we please get a bus stop closer to Golf view Apartments. Walking early morning hours with little ones 15-20 mins from home is not fair then having to wait for the bus. We have to go all the way to Canterbury just to catch the bus and pray we make it
- Communicating about what services are available. I only see buses and the vans for the disabled. Maybe send a postcard. I am really anxious for the train to come back through Fort Wayne!! I have family that lives in Chicago, and it is becoming more difficult for me to make the 4 hour drive there. Chicago has great bus and train transportation so it is not necessary for my relative to have a car anymore. Therefore we would both use the train several times a year.
- Direct bus service from around township to downtown on weekends/farmers market days, festivals, etc.
- I appreciate the service Citilink provides. In the Tx town my dad lives in, the bus stops at 6 pm, it is Citylink, but they have a van service for people working second shift which is accessible and allows people to work second or third shift.
- I really don't understand what that has to do with transportation ? Everyone would benefit from more routes .
- I understand that Citilink is doing what it can with limited resources in a low-density area. A focus on high ridership routes is understood, Providing transport services to ease gridlock on major Fort Wayne events (4th of July fireworks, air-show, headwaters festival, Johnny Appleseed Festival, etc.) might elevate public awareness of Citilink services.
- I would like to see buses run on Sunday longer on weekdays
- I would love to see a big ad campaign to tell people about what's available on Citilink. I loved the Rosa Parks art work.
- Keep in mind that transit is a utility for the people, not merely a charity to the poor and destitute. Fort Wayne has the population and the demand base to warrant fast, frequent, reliable, and convenient transit to all corners of the city. You should not *need* a car to get around in this city. Sure, it may still be a necessary to get round with cargo, travel to specific places, or to move with haste, but the average resident should at least be capable of getting to work, school, recreation, or errands on transit without excessive effort.
- Low income should pay a reduced fee.
- Make the handicapped seats on the bus for handicapped users ONLY!!!! Handicapped users like myself should NOT have to give up my seat to someone with a baby stroller
- Most important would be service for people with disabilities and their needs.
- My property taxes have more than tripled. I pay more property taxes than anyone I know in any state. My sister-in-law pays half the amount of property taxes than I do on her \$500,000 house in Portland, OR and they have all sorts of public transportation systems.
- No tac increases
- Please address the scheduling reliability it's really frustrating! There's got to be a better way, where I'm not late or extremely early!

- Please have busses running later so people with night shifts have service
- Put a stop in Preston Pointe Apartments
- Reliable transit with safe stops and more transparency on scheduled stops/locations would be great.
- run 24 hours a day 365 days a year run on Sundays and holidays.
- Safer environments at major stops.
- Some busses u get on are dirty and smell horrible cleaner busses. Make people follow rules like no vaping on bus a lot of ppl do it weather it's tobacco or the. Something to look into
- The physically and mental challenged are part of the largest minority group. However they are the least represented. Also the only minority group anyone can join at anytime.
- We used to have a bus line that ran through our addition and I rode it to work, but people complained about the noise, the traffic, etc.
- As needed, transportation for rural areas.
- Both my parents were blind. We used the service daily. Was very grateful to have it.
- General comments: The Board was a rubber stamp for the out-of-state management group. Never saw a worse case of group think. Raise the cost of the bus ride to the consumer of the service. Routes ""on the hour"" don't necessarily meet the needs of the customer base.
- I don't use but have a lot of people that I work with that have disabilities. Improve the #22 bus they are having to wait 45 minutes.
- I feel public transportation is vital for a community to have. The buses are Fort Wayne's only means of public transportation.
- More routes are needed.
- NO NEED FOR BUS SERVICE IN OUR AREA OF LEO CEDARVILLE
- Smaller buses depending on ridership for routes.
- They need more exposure, I hardly see anything regarding their services.



Crosstabulations by Area

Q1. How important do you feel public transportation is to the community? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q1. How important is public transportation to the community

Very important	90.3% B	79.7% A	87.1%
Somewhat important	6.6%	10.9%	7.9%
Not important	3.1% B	9.4% A	5.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q2. How much impact do you think public transportation has on the local economy? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q2. How much impact has public transportation on the local economy

Very high impact	46.7% B	25.0% A	40.0%
High impact	38.8%	40.6%	39.3%
Neutral	9.3% B	21.9% A	13.2%
Low impact	3.1%	4.7%	3.6%
Very low impact	2.1% B	7.8% A	3.8%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-1. Expanding Citilink's service area (routes to more places)

Very important	76.7%	68.8%	74.2%
Somewhat important	20.2%	21.9%	20.7%
Not important	3.1%	9.4%	5.1%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-2. Helping to create an environmentally friendly, sustainable region not only dependent on car travel

Very important	74.7%	60.0%	70.2%
	B	A	
Somewhat important	18.4%	25.6%	20.6%
Not important	6.9%	14.4%	9.2%
	b	a	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-3. Increasing flow of traffic & reducing congestion in the region

Very important	67.4% b	55.6% a	63.7%
Somewhat important	25.3%	25.4%	25.3%
Not important	7.4% B	19.0% A	10.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-4. Making it easier to get to/from transit (better sidewalks, stops, etc.)

Very important	83.2% B	71.7% A	79.7%
Somewhat important	14.0%	18.1%	15.3%
Not important	2.8% B	10.2% A	5.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-5. Providing fast, frequent, reliable service on City's main arterial streets

Very important	88.2% B	77.4% A	85.0%
Somewhat important	9.7% b	16.9% a	11.9%
Not important	2.1%	5.6%	3.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q3-6. Supporting economic development, access to jobs, & low-income housing developments

Very important	86.2% B	73.0% A	82.2%
Somewhat important	11.3% b	19.0% a	13.7%
Not important	2.5% b	7.9% a	4.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q4. Which of the following services do you think Citilink provides? (without "not sure")

N=361

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q4. Which services does Citilink provide

Fixed route bus lines	91.6%	90.1%	91.1%
Access (paratransit)	66.4%	56.8%	63.4%
Vanpool	14.0%	11.7%	13.3%
Travel training	14.0%	10.8%	13.0%
Flex Link	27.2%	14.4%	23.3%
	B	A	
Medicaid waiver-eligible transportation	50.4%	47.7%	49.6%
Shuttles	37.2%	28.8%	34.6%
Other	0.8%	0.0%	0.6%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q5. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think Citilink is doing in providing transit service? (without "not provided")

N=418	Area		Total
	City of Fort Wayne/New Haven	Other Allen County	
	A	B	A

Q5. How would you rate overall job Citilink is doing in providing transit service

Excellent	20.1%	12.3%	17.9%
Good	39.6%	48.2%	42.1%
Fair	27.6%	25.4%	27.0%
Poor	11.3%	12.3%	11.6%
Very poor	1.4%	1.8%	1.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q6-1. Low-income individuals

Very important	96.6% B	88.1% A	94.0%
Somewhat important	3.1% B	10.3% A	5.3%
Not important	0.3%	1.6%	0.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q6-2. Students

Very important	80.8% b	70.1% a	77.5%
Somewhat important	17.1% b	26.0% a	19.9%
Not important	2.1%	3.9%	2.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q6-3. People with disabilities or elderly individuals

Very important	94.8%	90.6%	93.5%
Somewhat important	4.8%	7.9%	5.8%
Not important	0.3%	1.6%	0.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q6-4. Veterans

Very important	84.6%	79.2%	83.0%
Somewhat important	13.3%	16.0%	14.1%
Not important	2.1%	4.8%	2.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q6-5. The general public

Very important	71.1% B	43.7% A	62.7%
Somewhat important	25.4% B	47.6% A	32.2%
Not important	3.5% b	8.7% a	5.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q6-6. Employers/businesses

Very important	69.3% B	53.2% A	64.4%
Somewhat important	23.0% B	36.3% A	27.0%
Not important	7.8%	10.5%	8.6%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q6-7. Community members

Very important	74.9% B	50.0% A	67.2%
Somewhat important	22.9% B	38.7% A	27.8%
Not important	2.2% B	11.3% A	5.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q6-8. Social service providers

Very important	77.1% B	58.9% A	71.5%
Somewhat important	20.7% B	35.5% A	25.2%
Not important	2.1% B	5.6% A	3.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-1. I feel Citilink vehicles are mechanically safe

Strongly agree	40.4% b	26.8% a	37.1%
Agree	46.3%	46.3%	46.3%
Neutral	12.5%	19.5%	14.2%
Disagree	0.4% B	7.3% A	2.1%
Strongly disagree	0.4%	0.0%	0.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-2. I feel safe while using Citilink services

Strongly agree	31.7%	41.4%	33.7%
Agree	38.8%	36.2%	38.3%
Neutral	21.0%	10.3%	18.8%
Disagree	6.3%	8.6%	6.7%
Strongly disagree	2.2%	3.4%	2.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q7-3. I feel safe while waiting at a Citilink bus stop

Strongly agree	17.2%	10.5%	15.9%
Agree	27.2%	29.8%	27.7%
Neutral	35.8%	33.3%	35.3%
Disagree	14.7%	22.8%	16.3%
Strongly disagree	5.2%	3.5%	4.8%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q7-4. Citilink services are accessible to people with various disabilities

Strongly agree	34.0% b	22.1% a	30.8%
Agree	36.6%	44.2%	38.6%
Neutral	20.4%	22.1%	20.9%
Disagree	7.7%	7.0%	7.5%
Strongly disagree	1.3%	4.7%	2.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q7-5. Citilink is a diverse, equitable, & inclusive community resource

Strongly agree	34.0%	38.2%	35.0%
Agree	38.9%	39.5%	39.0%
Neutral	21.1%	15.8%	19.8%
Disagree	4.0%	6.6%	4.6%
Strongly disagree	2.0%	0.0%	1.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q7-6. Citilink service supports community businesses

Strongly agree	30.1%	20.2%	27.6%
Agree	38.9%	44.0%	40.2%
Neutral	20.5%	27.4%	22.3%
Disagree	7.5%	4.8%	6.8%
Strongly disagree	2.9%	3.6%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-7. I have a positive perception of Citilink brand

Strongly agree	30.7%	24.0%	28.9%
Agree	37.4%	36.5%	37.2%
Neutral	21.1%	27.9%	23.0%
Disagree	8.9%	7.7%	8.6%
Strongly disagree	1.9%	3.8%	2.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-8. Citilink manages its financial resources well

Strongly agree	25.1%	18.0%	23.5%
Agree	30.4%	26.0%	29.4%
Neutral	29.8%	32.0%	30.3%
Disagree	8.2%	14.0%	9.5%
Strongly disagree	6.4%	10.0%	7.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-9. The community's investment in transit provides value

Strongly agree	48.9% b	37.0% a	45.6%
Agree	32.0% b	45.0% a	35.5%
Neutral	13.5%	10.0%	12.6%
Disagree	3.8%	5.0%	4.1%
Strongly disagree	1.9%	3.0%	2.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-10. Citilink's financial reporting is understandable & transparent

Strongly agree	23.6%	20.5%	22.9%
Agree	26.1%	18.2%	24.4%
Neutral	36.0%	31.8%	35.1%
Disagree	11.8%	18.2%	13.2%
Strongly disagree	2.5% b	11.4% a	4.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-11. Citilink is trustworthy

Strongly agree	27.7%	27.5%	27.6%
Agree	39.1%	35.0%	38.1%
Neutral	24.7%	26.3%	25.1%
Disagree	6.0%	8.8%	6.7%
Strongly disagree	2.6%	2.5%	2.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q7-12. Public transportation is important for a thriving community

Strongly agree	77.1% B	59.8% A	71.8%
Agree	17.5% b	28.7% a	20.9%
Neutral	4.0%	8.2%	5.3%
Disagree	1.1%	1.6%	1.3%
Strongly disagree	0.4%	1.6%	0.8%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years? (top 3)

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q8. Top choice

I feel Citilink vehicles are mechanically safe	19.7%	12.5%	17.5%
I feel safe while using Citilink services	28.6%	26.6%	28.0%
I feel safe while waiting at a Citilink bus stop	32.1%	25.8%	30.1%
Citilink services are accessible to people with various disabilities	42.8%	50.8%	45.2%
Citilink is a diverse, equitable, & inclusive community resource	16.9%	17.2%	17.0%
Citilink service supports community businesses	17.2%	14.8%	16.5%
I have a positive perception of Citilink brand	8.6%	9.4%	8.9%
Citilink manages its financial resources well	10.0%	15.6%	11.7%
The community's investment in transit provides value	20.0%	18.0%	19.4%
Citilink's financial reporting is understandable & transparent	6.2%	10.9%	7.7%
Citilink is trustworthy	8.6%	8.6%	8.6%
Public transportation is important for a thriving community	47.9%	32.8%	43.3%
	B	A	
None chosen	10.3%	16.4%	12.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9. Have you ridden Citilink in the past 12 months?

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q9. Have you ridden Citilink in past 12 months

Yes	38.6%	6.3%	28.7%
	B	A	
No	61.4%	93.8%	71.3%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9a. How would you rate the overall value that Citilink brings to the community?

N=120

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q9a. How would you rate overall value that Citilink brings to the community

Excellent	41.1%	62.5%	42.5%
Good	37.5%	25.0%	36.7%
Fair	16.1%	12.5%	15.8%
Poor	2.7%	0.0%	2.5%
Very poor	2.7%	0.0%	2.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9b. Do you believe Citilink effectively serves the needs of the community? (without "not sure")

N=120

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q9b. Does Citilink effectively serve the needs of the community

Yes	64.5%	75.0%	65.3%
No	35.5%	25.0%	34.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9c. If you haven't ridden Citilink in the past 12 months, what are the main reasons you have not used Citilink services?

N=298

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q9c. Main reasons you have not used Citilink services

Lack of information about services	15.2%	10.0%	13.1%
Lack of need	53.4%	44.2%	49.7%
Concerns about safety or reliability	14.0%	3.3%	9.7%
	B	A	
Inconvenient routes or schedules	35.4%	29.2%	32.9%
Prefer personal vehicle	43.8%	55.8%	48.7%
	b	a	
Other	3.4%	5.0%	4.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q10. What would motivate you to use public transportation services in Allen County?

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q10. What would motivate you to use public transportation services in Allen County

Reliability	47.2% B	29.7% A	41.9%
Safety riding the bus	31.7%	28.9%	30.9%
Safety while waiting at the bus stop	35.2%	28.9%	33.3%
Being environmentally conscious	18.3% B	6.3% A	14.6%
Stops are ADA compliant & accessible	13.1%	9.4%	12.0%
Transit services go where I need them to go (e.g., to work, medical appointments, education, visiting friends)	62.1%	56.3%	60.3%
Having a better understanding of transit services	27.2%	20.3%	25.1%
Saving time	28.6%	20.3%	26.1%
Hours of service (e.g., when the buses are running)	47.9% b	36.7% a	44.5%
Economic benefits (e.g., having a thriving community)	18.6%	11.7%	16.5%
Routes or stops near my home or work	57.2%	50.8%	55.3%
Other	3.1% b	0.0% a	2.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q11. On a scale of 0 to 10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using Citilink to a friend or colleague? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q11. How likely are you to recommend using Citilink to a friend or colleague

Very likely	26.9%	12.5%	22.5%
	B	A	
9	10.3%	11.7%	10.8%
8	13.1%	10.2%	12.2%
7	10.3%	5.5%	8.9%
6	7.6%	7.0%	7.4%
5	11.4%	11.7%	11.5%
4	2.8%	7.0%	4.1%
	b	a	
3	2.8%	4.7%	3.3%
2	2.8%	2.3%	2.6%
1	3.4%	7.8%	4.8%
Not at all likely	4.8%	11.7%	6.9%
	b	a	
Not provided	3.8%	7.8%	5.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q12. How supportive would you be for additional funding for public transportation to expand its services? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q12. How supportive would you be for additional funding for public transportation to expand its services

Very supportive	50.9% B	33.1% A	45.5%
Supportive	30.9%	23.4%	28.6%
Neutral	13.0% B	26.6% A	17.1%
Not supportive	1.8% b	5.6% a	2.9%
Not at all supportive	3.5% B	11.3% A	5.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-1. Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck

Very supportive	21.8% B	8.3% A	17.8%
Supportive	21.4% b	11.9% a	18.6%
Neutral	24.1%	22.9%	23.8%
Not supportive	16.7%	24.8%	19.1%
Not at all supportive	16.0% B	32.1% A	20.8%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-2. Property Tax: Increase to property taxes ranging from \$4-\$15 annually

Very supportive	23.7% b	12.5% a	20.3%
Supportive	25.2%	16.1%	22.5%
Neutral	18.7%	12.5%	16.8%
Not supportive	15.3%	19.6%	16.6%
Not at all supportive	17.2% B	39.3% A	23.8%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-3. State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)

Very supportive	50.6% b	36.9% a	46.6%
Supportive	30.3%	37.8%	32.5%
Neutral	12.0%	14.4%	12.7%
Not supportive	4.1%	5.4%	4.5%
Not at all supportive	3.0%	5.4%	3.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-4. Direct contribution from City of Fort Wayne

Very supportive	49.4%	39.5%	46.5%
Supportive	33.9%	25.4%	31.4%
Neutral	11.1% b	20.2% a	13.8%
Not supportive	2.6%	6.1%	3.6%
Not at all supportive	3.0% b	8.8% a	4.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q13-5. Direct contribution from other cities in Allen County

Very supportive	38.5% b	26.8% a	34.9%
Supportive	29.2%	28.6%	29.0%
Neutral	21.2%	26.8%	22.8%
Not supportive	7.3%	7.1%	7.3%
Not at all supportive	3.8% b	10.7% a	5.9%

Significance Tests Between Columns: Lower case: $p < .05$ Upper case: $p < .01$

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q13-6. Direct contribution from Allen County

Very supportive	46.3% B	25.9% A	40.3%
Supportive	33.6%	32.1%	33.2%
Neutral	12.3% b	21.4% a	15.0%
Not supportive	3.7% b	9.8% a	5.5%
Not at all supportive	4.1% b	10.7% a	6.1%

Significance Tests Between Columns: Lower case: $p < .05$ Upper case: $p < .01$

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-7. Private contributions from foundations or businesses

Very supportive	53.8% b	41.7% a	50.3%
Supportive	31.6%	33.0%	32.1%
Neutral	11.3%	14.8%	12.3%
Not supportive	2.9%	4.3%	3.3%
Not at all supportive	0.4% B	6.1% A	2.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q13-8. Private contributions from individuals

Very supportive	43.8%	39.3%	42.4%
Supportive	30.9%	34.8%	32.0%
Neutral	19.5%	17.9%	19.0%
Not supportive	4.8%	2.7%	4.2%
Not at all supportive	1.1% b	5.4% a	2.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources? (top 3)

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q14. Top choice

Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	12.8%	7.0%	11.0%
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	18.6%	22.7%	19.9%
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	60.3%	53.1%	58.1%
Direct contribution from City of Fort Wayne	54.8%	46.1%	52.2%
Direct contribution from other cities in Allen County	15.9%	14.8%	15.6%
Direct contribution from Allen County	35.5% b	23.4% a	31.8%
Private contributions from foundations or businesses	29.7% b	40.6% a	33.0%
Private contributions from individuals	14.5%	21.9%	16.7%
None chosen	15.9%	17.2%	16.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q15. Which of the following is your greatest concern about increasing funding for public transportation? (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q15. Your greatest concern about increasing funding for public transportation

Increased taxes	53.1%	59.5%	55.2%
Not enough return on investment	22.8%	21.6%	22.4%
Insufficient demand for services	20.1%	17.1%	19.1%
Other	4.0%	1.8%	3.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion? (top 3)

N=418

Area		Total
City of Fort Wayne/New Haven A	Other Allen County B	A

Q16. Top choice

More frequent service on existing routes	40.0%	28.1%	36.4%
	b	a	
New routes in underserved areas	67.6%	71.1%	68.7%
Expanded service hours	52.4%	41.4%	49.0%
	b	a	
Improved features such as ADA-accessible bus tops	22.4%	25.0%	23.2%
Creating a downtown circulator connecting visitor destinations	28.3%	19.5%	25.6%
Connecting service to the airport & nearby employers	58.3%	48.4%	55.3%
None chosen	8.3%	16.4%	10.8%
	b	a	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q17. What improvements would most encourage you to support increased funding for Citilink?

N=418	Area		Total
	City of Fort Wayne/New Haven	Other Allen County	
	A	B	A

Q17. What improvements would most encourage you to support increased funding for Citilink

Better communication about services	44.1%	38.3%	42.3%
Demonstrated community benefits	39.0%	42.2%	40.0%
Transparency in funding usage	27.9%	28.1%	28.0%
Increased service reliability	50.7%	35.9%	46.2%
	B	A	
Other	4.1%	1.6%	3.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q18. Where do you currently get news and information about Citilink?

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q18. Where do you currently get news & information about Citilink

Local news sources	57.2%	67.2%	60.3%
Facebook	26.6%	9.4%	21.3%
	B	A	
Instagram	3.1%	3.1%	3.1%
X (Twitter)	1.4%	0.0%	1.0%
LinkedIn	0.7%	0.0%	0.5%
Newspapers	15.9%	20.3%	17.2%
Online sources	17.2%	10.9%	15.3%
Word of mouth	26.6%	28.1%	27.0%
Citilink website	25.2%	11.7%	21.1%
	B	A	
Citilink texts	7.6%	0.8%	5.5%
	B	A	
Citilink newsletters	4.5%	2.3%	3.8%
Other	2.1%	0.0%	1.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q19. What other transportation options do you use?

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q19. What other transportation options do you use

Personal vehicle	77.6% B	93.0% A	82.3%
Carpooling	12.4% B	3.9% A	9.8%
Ride-sharing services	21.0% B	4.7% A	16.0%
Bicycling	19.3% b	10.2% a	16.5%
Walking	43.1% B	28.9% A	38.8%
Other	3.1%	0.8%	2.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-1. High-speed, rapid bus service that has priority at traffic lights & makes minimal stops

Very likely	33.3%	20.2%	29.4%
	B	A	
Likely	26.8%	17.6%	24.1%
Not sure	23.6%	15.1%	21.0%
Not likely	9.4%	23.5%	13.7%
	B	A	
Not likely at all	6.9%	23.5%	11.9%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-2. On-demand service that operates in a similar manner to Uber & Lyft

Very likely	35.4%	24.2%	32.0%
	b	a	
Likely	28.2%	16.7%	24.8%
	b	a	
Not sure	18.6%	23.3%	20.0%
Not likely	10.0%	13.3%	11.0%
Not likely at all	7.9%	22.5%	12.3%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-3. Curb to curb service for seniors or persons with disabilities

Very likely	44.3%	30.2%	40.2%
	B	A	
Likely	23.6%	19.8%	22.5%
Not sure	12.5%	12.1%	12.4%
Not likely	11.1%	14.7%	12.1%
Not likely at all	8.6%	23.3%	12.9%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-4. Bus service that operates on fixed routes in the area where you live

Very likely	43.6%	18.5%	36.0%
	B	A	
Likely	26.6%	24.2%	25.9%
Not sure	18.1%	17.7%	18.0%
Not likely	8.5%	18.5%	11.6%
	B	A	
Not likely at all	3.2%	21.0%	8.6%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-5. Vanpool service, which would involve having people who work at the same place & live near each other share a van

Very likely	23.1% B	8.3% A	18.6%
Likely	24.9% b	15.8% a	22.1%
Not sure	19.8%	17.5%	19.1%
Not likely	18.7%	20.8%	19.3%
Not likely at all	13.6% B	37.5% A	20.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-6. Microtransit like scooters & eBikes in urban areas like downtown

Very likely	19.5% B	3.3% A	14.6%
Likely	22.4% B	9.2% A	18.4%
Not sure	17.0%	18.3%	17.4%
Not likely	18.1% b	28.3% a	21.2%
Not likely at all	23.1% B	40.8% A	28.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Area		Total
City of Fort Wayne/New Haven	Other Allen County	
A	B	A

Q20-7. Commuter rail connecting larger cities

Very likely	55.8%	32.3%	48.5%
	B	A	
Likely	21.6%	23.4%	22.1%
Not sure	11.9%	15.3%	12.9%
Not likely	5.0%	12.9%	7.5%
	B	A	
Not likely at all	5.8%	16.1%	9.0%
	B	A	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01



Crosstabulations by Race/Ethnicity

To ensure statistically valid comparisons between Race/Ethnicity groups, several categories were combined into a single group labeled "Other." This group includes individuals who identify as Asian or Asian Indian, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, as well as those who selected "Other."

Q1. How important do you feel public transportation is to the community? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q1. How important is public transportation to the community

Very important	83.8% bd	95.5% a	86.8%	96.9% a
Somewhat important	10.1% b	1.5% a	7.9%	3.1%
Not important	6.1%	3.0%	5.3%	0.0%

Significance Tests Between Columns: Lower case: $p < .05$ Upper case: $p < .01$

Q2. How much impact do you think public transportation has on the local economy? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q2. How much impact has public transportation on the local economy

Very high impact	35.3% B	54.5% A	47.4%	46.9%
High impact	41.0%	34.8%	34.2%	40.6%
Neutral	15.1%	6.1%	7.9%	12.5%
Low impact	4.3%	1.5%	5.3%	0.0%
Very low impact	4.3%	3.0%	5.3%	0.0%

Significance Tests Between Columns: Lower case: $p < .05$ Upper case: $p < .01$

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-1. Expanding Citilink's service area (routes to more places)

Very important	72.6%	81.5%	65.8%	84.4%
Somewhat important	20.9%	15.4%	31.6%	15.6%
Not important	6.5%	3.1%	2.6%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-2. Helping to create an environmentally friendly, sustainable region not only dependent on car travel

Very important	66.3% b	81.5% a	81.1%	68.8%
Somewhat important	22.1%	13.8%	13.5%	28.1%
Not important	11.6%	4.6%	5.4%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-3. Increasing flow of traffic & reducing congestion in the region

Very important	60.9% b	75.8% ad	71.1%	53.1% b
Somewhat important	26.1%	21.0%	21.1%	34.4%
Not important	13.0% b	3.2% a	7.9%	12.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-4. Making it easier to get to/from transit (better sidewalks, stops, etc.)

Very important	77.2%	87.7%	83.8%	78.1%
Somewhat important	16.3%	10.8%	13.5%	18.8%
Not important	6.5%	1.5%	2.7%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-5. Providing fast, frequent, reliable service on City's main arterial streets

Very important	81.8% B	96.9% Ac	83.8% b	87.5%
Somewhat important	14.5% B	1.5% Ac	13.5% b	9.4%
Not important	3.6%	1.5%	2.7%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q3-6. Supporting economic development, access to jobs, & low-income housing developments

Very important	81.0%	88.9%	81.1%	81.3%
Somewhat important	13.9%	9.5%	16.2%	15.6%
Not important	5.1%	1.6%	2.7%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q4. Which of the following services do you think Citilink provides? (without "not sure")

N=361

Q25. Race/Ethnicity

White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D
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Q4. Which services does Citilink provide

Fixed route bus lines	92.1%	86.2%	88.2%	95.8%
Access (paratransit)	63.2%	60.3%	64.7%	70.8%
Vanpool	13.2%	12.1%	11.8%	20.8%
Travel training	12.8%	13.8%	14.7%	12.5%
Flex Link	23.1%	24.1%	29.4%	12.5%
Medicaid waiver-eligible transportation	50.0%	51.7%	50.0%	37.5%
Shuttles	32.2%	36.2%	38.2%	45.8%
Other	0.8%	0.0%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q5. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think Citilink is doing in providing transit service? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q5. How would you rate overall job Citilink is doing in providing transit service

Excellent	16.1%	25.4%	10.5%	28.1%
Good	43.3%	36.5%	52.6% d	28.1% c
Fair	24.9%	30.2%	31.6%	31.3%
Poor	13.4%	7.9%	5.3%	12.5%
Very poor	2.3%	0.0%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-1. Low-income individuals

Very important	93.5% bc	100.0% aC	84.2% aBd	100.0% c
Somewhat important	5.8% b	0.0% aC	13.2% Bd	0.0% c
Not important	0.7%	0.0%	2.6%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-2. Students

Very important	73.9% B	90.6% A	78.9%	81.3%
Somewhat important	22.8% b	9.4% a	18.4%	15.6%
Not important	3.3%	0.0%	2.6%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-3. People with disabilities or elderly individuals

Very important	92.1%	98.5%	92.1%	96.9%
Somewhat important	7.2%	1.5%	5.3%	3.1%
Not important	0.7%	0.0%	2.6%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-4. Veterans

Very important	79.3% b	92.3% a	89.5%	86.7%
Somewhat important	17.1%	7.7%	7.9%	10.0%
Not important	3.6%	0.0%	2.6%	3.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-5. The general public

Very important	62.0%	65.6%	57.9%	68.8%
Somewhat important	31.9%	34.4%	36.8%	25.0%
Not important	6.2% b	0.0% ad	5.3%	6.3% b

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-6. Employers/businesses

Very important	61.6%	71.9%	73.7%	64.5%
Somewhat important	28.0%	23.4%	21.1%	32.3%
Not important	10.3%	4.7%	5.3%	3.2%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-7. Community members

Very important	63.9%	75.8%	70.3%	74.2%
Somewhat important	30.1%	24.2%	24.3%	19.4%
Not important	6.0% b	0.0% ad	5.4%	6.5% b

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q6-8. Social service providers

Very important	70.0%	73.4%	75.7%	73.3%
Somewhat important	26.7%	25.0%	18.9%	23.3%
Not important	3.3%	1.6%	5.4%	3.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-1. I feel Citilink vehicles are mechanically safe

Strongly agree	36.2%	37.9%	48.4%	31.0%
Agree	47.2%	50.0%	38.7%	37.9%
Neutral	13.8% d	10.3% d	9.7% d	31.0% abc
Disagree	2.8%	0.0%	3.2%	0.0%
Strongly disagree	0.0%	1.7%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-2. I feel safe while using Citilink services

Strongly agree	30.6%	34.5%	45.8%	45.5%
Agree	40.6%	36.4%	37.5%	22.7%
Neutral	19.4%	20.0%	16.7%	13.6%
Disagree	6.1%	9.1%	0.0%	13.6%
Strongly disagree	3.3%	0.0%	0.0%	4.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-3. I feel safe while waiting at a Citilink bus stop

Strongly agree	14.7%	14.3%	24.0%	21.7%
Agree	23.9% cd	26.8%	44.0% a	43.5% a
Neutral	37.5%	37.5%	28.0%	17.4%
Disagree	18.5%	16.1%	4.0%	13.0%
Strongly disagree	5.4%	5.4%	0.0%	4.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-4. Citilink services are accessible to people with various disabilities

Strongly agree	27.6%	34.5%	39.3%	37.0%
Agree	43.3%	32.7%	28.6%	25.9%
Neutral	20.0%	18.2%	32.1%	22.2%
Disagree	6.7%	10.9%	0.0% d	14.8% c
Strongly disagree	2.4%	3.6%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-5. Citilink is a diverse, equitable, & inclusive community resource

Strongly agree	32.5%	37.5%	39.3%	46.2%
Agree	39.2%	42.9%	42.9%	23.1%
Neutral	21.7%	12.5%	17.9%	23.1%
Disagree	4.2%	7.1%	0.0%	7.7%
Strongly disagree	2.4%	0.0%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-6. Citilink service supports community businesses

Strongly agree	24.4% d	27.8%	32.3%	46.4% a
Agree	43.1% d	37.0%	41.9%	21.4% a
Neutral	21.1%	25.9%	25.8%	21.4%
Disagree	8.1%	3.7%	0.0%	10.7%
Strongly disagree	3.3%	5.6%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-7. I have a positive perception of Citilink brand

Strongly agree	26.6%	26.7%	38.2%	43.3%
Agree	37.1%	45.0% d	32.4%	23.3% b
Neutral	24.6%	20.0%	20.6%	20.0%
Disagree	8.9%	6.7%	5.9%	13.3%
Strongly disagree	2.8%	1.7%	2.9%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-8. Citilink manages its financial resources well

Strongly agree	22.9%	15.8%	30.0%	38.9%
Agree	27.8% b	44.7% ad	20.0%	16.7% b
Neutral	31.9%	26.3%	30.0%	27.8%
Disagree	8.3%	7.9%	15.0%	16.7%
Strongly disagree	9.0%	5.3%	5.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-9. The community's investment in transit provides value

Strongly agree	43.5%	44.6%	57.1%	53.6%
Agree	37.4%	32.1%	25.7%	35.7%
Neutral	11.0% b	21.4% a	14.3%	7.1%
Disagree	5.3%	0.0%	2.9%	3.6%
Strongly disagree	2.8%	1.8%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-10. Citilink's financial reporting is understandable & transparent

Strongly agree	22.0%	13.9%	36.8%	35.3%
Agree	25.0%	27.8%	15.8%	17.6%
Neutral	31.8% b	50.0% a	36.8%	29.4%
Disagree	15.9%	5.6%	5.3%	17.6%
Strongly disagree	5.3%	2.8%	5.3%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-11. Ciitlink is trustworthy

Strongly agree	31.0% b	16.1% a	30.0%	24.0%
Agree	35.0%	48.2%	36.7%	40.0%
Neutral	24.1%	28.6%	30.0%	20.0%
Disagree	6.9%	3.6%	3.3%	16.0%
Strongly disagree	3.0%	3.6%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q7-12. Public transportation is important for a thriving community

Strongly agree	69.4% b	82.5% a	70.3%	76.7%
Agree	22.3%	14.3%	24.3%	13.3%
Neutral	5.7%	3.2%	5.4%	6.7%
Disagree	1.5%	0.0%	0.0%	3.3%
Strongly disagree	1.1%	0.0%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years? (top 3)

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q8. Top choice

I feel Citilink vehicles are mechanically safe	18.6%	15.2%	13.2%	18.8%
I feel safe while using Citilink services	28.0%	28.8%	28.9%	25.0%
I feel safe while waiting at a Citilink bus stop	31.2%	30.3%	31.6%	21.9%
Citilink services are accessible to people with various disabilities	48.4% b	34.8% a	39.5%	43.8%
Citilink is a diverse, equitable, & inclusive community resource	16.1%	16.7%	23.7%	18.8%
Citilink service supports community businesses	16.1%	10.6%	23.7%	21.9%
I have a positive perception of Citilink brand	9.0%	12.1%	7.9%	3.1%
Citilink manages its financial resources well	12.2%	7.6%	18.4%	9.4%
The community's investment in transit provides value	21.5%	12.1%	15.8%	21.9%
Citilink's financial reporting is understandable & transparent	6.5% c	9.1%	15.8% a	6.3%
Citilink is trustworthy	8.6%	7.6%	10.5%	9.4%
Public transportation is important for a thriving community	46.2%	33.3%	34.2%	46.9%
None chosen	9.7% B	22.7% A	10.5%	12.5%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9. Have you ridden Citilink in the past 12 months?

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q9. Have you ridden Citilink in the past 12 months

Yes	25.8% B	42.4% A	23.7%	34.4%
No	74.2% B	57.6% A	76.3%	65.6%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9a. How would you rate the overall value that Citilink brings to the community?

N=120

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q9a. How would you rate overall value that Citilink brings to the community

Excellent	38.9% d	32.1% d	66.7%	72.7% ab
Good	37.5%	42.9%	33.3%	18.2%
Fair	19.4%	17.9%	0.0%	0.0%
Poor	1.4%	3.6%	0.0%	9.1%
Very poor	2.8%	3.6%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9b. Do you believe Citilink effectively serves the needs of the community? (without "not sure")

N=120

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q9b. Does Citilink effectively serve the needs of the community

Yes	60.7%	65.2%	88.9%	75.0%
No	39.3%	34.8%	11.1%	25.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q9c. If you haven't ridden Citilink in the past 12 months, what are the main reasons you have not used Citilink services?

N=298

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q9c. Main reasons you have not used Citilink services

Lack of information about services	10.6% c	10.5%	27.6% a	23.8%
Lack of need	53.1% c	39.5%	31.0% ad	61.9% c
Concerns about safety or reliability	10.1%	13.2%	3.4%	9.5%
Inconvenient routes or schedules	31.4%	34.2%	41.4%	33.3%
Prefer personal vehicle	46.9%	52.6%	51.7%	57.1%
Other	5.3%	2.6%	0.0%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q10. What would motivate you to use public transportation services in Allen County?

N=418

	Q25. Race/Ethnicity			
	White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D
Reliability	41.2%	43.9%	42.1%	40.6%
Safety riding the bus	29.4%	28.8%	34.2%	40.6%
Safety while waiting at the bus stop	33.3%	31.8%	28.9%	40.6%
Being environmentally conscious	13.6%	19.7%	13.2%	12.5%
Stops are ADA compliant & accessible	12.5%	10.6%	7.9%	9.4%
Transit services go where I need them to go (e.g., to work, medical appointments, education, visiting friends)	59.1%	65.2%	63.2%	56.3%
Having a better understanding of transit services	22.9%	25.8%	36.8%	31.3%
Saving time	26.2%	19.7%	36.8%	18.8%
Hours of service (e.g., when the buses are running)	43.7%	47.0%	39.5%	50.0%
Economic benefits (e.g., having a thriving community)	17.2%	13.6%	18.4%	9.4%
Routes or stops near my home or work	54.1%	57.6%	63.2%	50.0%
Other	1.8%	1.5%	2.6%	6.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q11. On a scale of 0 to 10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using Citilink to a friend or colleague? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q11. How likely are you to recommend using Citilink to a friend or colleague

Very likely	19.7% B	34.8% A	28.9%	15.6%
9	10.8%	9.1%	7.9%	15.6%
8	12.9%	7.6%	15.8%	12.5%
7	9.3%	10.6%	5.3%	6.3%
6	7.5%	6.1%	7.9%	9.4%
5	10.4%	10.6%	15.8%	15.6%
4	3.6% d	1.5% d	5.3%	12.5% ab
3	3.9%	1.5%	2.6%	3.1%
2	2.9%	1.5%	2.6%	3.1%
1	5.7%	4.5%	0.0%	3.1%
Not at all likely	7.5%	9.1%	2.6%	0.0%
Not provided	5.7%	3.0%	5.3%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q12. How supportive would you be for additional funding for public transportation to expand its services? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q12. How supportive would you be for additional funding for public transportation to expand its services

Very supportive	44.8%	50.0%	44.7%	46.9%
Supportive	29.6%	26.7%	26.3%	28.1%
Neutral	14.1%	21.7%	23.7%	21.9%
Not supportive	3.6%	1.7%	2.6%	0.0%
Not at all supportive	7.9%	0.0%	2.6%	3.1%
	b	a		

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-1. Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck

Very supportive	16.5%	20.0%	23.5%	19.2%
Supportive	18.4%	22.0%	20.6%	11.5%
Neutral	22.4%	34.0%	23.5%	19.2%
Not supportive	19.6%	18.0%	14.7%	23.1%
Not at all supportive	23.1% B	6.0% Ad	17.6%	26.9% b

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-2. Property Tax: Increase to property taxes ranging from \$4-\$15 annually

Very supportive	19.0%	26.9%	23.5%	17.9%
Supportive	23.6%	21.2%	20.6%	17.9%
Neutral	13.6% b	26.9% a	23.5%	21.4%
Not supportive	15.9%	13.5%	14.7%	25.0%
Not at all supportive	27.9% b	11.5% a	17.6%	17.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-3. State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)

Very supportive	46.7%	47.4%	50.0%	39.3%
Supportive	33.3%	38.6%	25.0%	25.0%
Neutral	11.0%	12.3%	19.4%	21.4%
Not supportive	4.3%	1.8%	2.8%	10.7%
Not at all supportive	4.7%	0.0%	2.8%	3.6%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-4. Direct contribution from City of Fort Wayne

Very supportive	46.0%	47.4%	55.9%	41.4%
Supportive	32.7%	28.1%	17.6% d	41.4% c
Neutral	11.4% b	22.8% a	20.6%	6.9%
Not supportive	3.8%	1.8%	2.9%	6.9%
Not at all supportive	6.1%	0.0%	2.9%	3.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-5. Direct contribution from other cities in Allen County

Very supportive	32.8%	38.2%	39.4%	43.3%
Supportive	28.9%	32.7%	27.3%	26.7%
Neutral	24.5%	25.5%	15.2%	10.0%
Not supportive	6.7%	3.6%	12.1%	13.3%
Not at all supportive	7.1% b	0.0% a	6.1%	6.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-6. Direct contribution from Allen County

Very supportive	37.3%	45.5%	51.4%	41.4%
Supportive	34.2%	38.2%	20.0%	31.0%
Neutral	16.2%	10.9%	17.1%	10.3%
Not supportive	4.2% d	5.5%	8.6%	13.8% a
Not at all supportive	8.1% b	0.0% a	2.9%	3.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-7. Private contributions from foundations or businesses

Very supportive	48.3%	55.4%	54.3%	53.3%
Supportive	31.8%	35.7%	20.0%	40.0%
Neutral	14.2%	7.1%	14.3%	3.3%
Not supportive	3.0%	1.8%	8.6%	3.3%
Not at all supportive	2.6%	0.0%	2.9%	0.0%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q13-8. Private contributions from individuals

Very supportive	43.5%	38.6%	42.9%	43.3%
Supportive	32.3%	33.3%	28.6%	26.7%
Neutral	17.7%	24.6%	20.0%	20.0%
Not supportive	4.2%	1.8%	5.7%	6.7%
Not at all supportive	2.3%	1.8%	2.9%	3.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources? (top 3)

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q14. Top choice

Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	11.8%	6.1%	13.2%	9.4%
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	22.2%	18.2%	15.8%	9.4%
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	60.2% d	60.6% d	57.9%	37.5% ab
Direct contribution from City of Fort Wayne	54.8%	53.0%	47.4%	37.5%
Direct contribution from other cities in Allen County	15.4%	12.1%	15.8%	25.0%
Direct contribution from Allen County	31.2%	24.2% c	44.7% b	40.6%
Private contributions from foundations or businesses	34.4%	28.8%	28.9%	31.3%
Private contributions from individuals	15.4%	15.2%	18.4%	28.1%
None chosen	14.0%	21.2%	18.4%	21.9%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q15. Which of the following is your greatest concern about increasing funding for public transportation? (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q15. Your greatest concern about increasing funding for public transportation

Increased taxes	56.7%	53.2%	46.7%	60.9%
Not enough return on investment	20.6%	21.3%	36.7%	21.7%
	c		a	
Insufficient demand for services	19.3%	23.4%	16.7%	13.0%
Other	3.4%	2.1%	0.0%	4.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion? (top 3)

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q16. Top choice

More frequent service on existing routes	36.9%	31.8%	44.7%	28.1%
New routes in underserved areas	71.7%	63.6%	57.9%	71.9%
Expanded service hours	49.1%	53.0%	47.4%	40.6%
Improved features such as ADA-accessible bus tops	24.0%	16.7%	18.4%	31.3%
Creating a downtown circulator connecting visitor destinations	24.7%	25.8%	36.8%	21.9%
Connecting service to the airport & nearby employers	53.4%	66.7%	55.3%	53.1%
None chosen	10.0%	10.6%	10.5%	15.6%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q17. What improvements would most encourage you to support increased funding for Citilink?

N=418

Q25. Race/Ethnicity

White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D
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Q17. What improvements would most encourage you to support increased funding for Citilink

Better communication about services	38.4% C	47.0%	60.5% A	46.9%
Demonstrated community benefits	41.6% b	27.3% a	44.7%	43.8%
Transparency in funding usage	31.9% b	16.7% a	28.9%	15.6%
Increased service reliability	45.5%	48.5%	52.6%	37.5%
Other	2.5% d	4.5%	2.6%	9.4% a

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q18. Where do you currently get news and information about Citilink?

N=418

Q25. Race/Ethnicity

White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D
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Q18. Where do you currently get news & information about Citilink

Local news sources	63.4%	54.5%	55.3%	53.1%
Facebook	19.7%	24.2%	18.4%	34.4%
Instagram	2.2%	6.1%	5.3%	3.1%
X (Twitter)	1.4%	0.0%	0.0%	0.0%
LinkedIn	0.0% CD	0.0%	2.6% A	3.1% A
Newspapers	17.6%	18.2%	18.4%	9.4%
Online sources	15.8%	13.6%	15.8%	15.6%
Word of mouth	25.4%	25.8%	36.8%	31.3%
Citilink website	20.1%	24.2%	26.3%	18.8%
Citilink texts	5.0%	7.6%	5.3%	6.3%
Citilink newsletters	2.2% Bc	9.1% A	7.9% a	3.1%
Other	1.1%	1.5%	2.6%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q19. What other transportation options do you use?

N=418	Q25. Race/Ethnicity			
	White or Caucasian	Black or African American	Hispanic, Spanish, or Latino/a/x	Other
	A	B	C	D
<u>Q19. What other transportation options do you use</u>				
Personal vehicle	87.1% B	68.2% A	78.9%	75.0%
Carpooling	9.3%	10.6%	10.5%	12.5%
Ride-sharing services	14.3%	21.2%	15.8%	18.8%
Bicycling	15.8% c	15.2%	28.9% ad	9.4% c
Walking	38.4%	40.9%	39.5%	37.5%
Other	1.4% b	6.1% a	0.0%	3.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-1. High-speed, rapid bus service that has priority at traffic lights & makes minimal stops

Very likely	27.7%	31.7%	30.6%	40.0%
Likely	23.2%	25.0%	36.1%	16.7%
Not sure	21.0%	21.7%	19.4%	20.0%
Not likely	13.9%	16.7%	8.3%	10.0%
Not likely at all	14.2%	5.0%	5.6%	13.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-2. On-demand service that operates in a similar manner to Uber & Lyft

Very likely	31.5%	31.7%	35.1%	35.5%
Likely	23.3%	31.7%	27.0%	19.4%
Not sure	20.0%	21.7%	13.5%	25.8%
Not likely	11.1%	6.7%	16.2%	9.7%
Not likely at all	14.1%	8.3%	8.1%	9.7%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-3. Curb to curb service for seniors or persons with disabilities

Very likely	35.2% D	47.5%	43.2%	62.5% A
Likely	24.2%	19.7%	18.9%	18.8%
Not sure	12.9%	16.4%	8.1%	6.3%
Not likely	14.0%	6.6%	10.8%	6.3%
Not likely at all	13.6%	9.8%	18.9%	6.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-4. Bus service that operates on fixed routes in the area where you live

Very likely	33.5%	42.9%	37.8%	43.8%
Likely	26.1%	23.8%	21.6%	31.3%
Not sure	19.1%	19.0%	16.2%	9.4%
Not likely	12.1%	4.8% c	18.9% b	9.4%
Not likely at all	9.2%	9.5%	5.4%	6.3%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-5. Vanpool service, which would involve having people who work at the same place & live near each other share a van

Very likely	16.7% d	21.7%	16.2%	31.3% a
Likely	19.0% C	25.0%	43.2% Ad	18.8% c
Not sure	18.6%	26.7%	10.8%	18.8%
Not likely	22.8% D	15.0%	16.2%	3.1% A
Not likely at all	22.8%	11.7%	13.5%	28.1%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-6. Microtransit like scooters & eBikes in urban areas like downtown

Very likely	13.1%	17.2%	21.6%	15.6%
Likely	16.8%	22.4%	24.3%	18.8%
Not sure	18.7%	15.5%	13.5%	12.5%
Not likely	22.0%	20.7%	16.2%	18.8%
Not likely at all	29.5%	24.1%	24.3%	34.4%

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")

N=418

Q25. Race/Ethnicity			
White or Caucasian A	Black or African American B	Hispanic, Spanish, or Latino/a/x C	Other D

Q20-7. Commuter rail connecting larger cities

Very likely	48.5%	54.1%	45.9%	36.7%
Likely	22.4%	18.0%	21.6%	30.0%
Not sure	12.9%	13.1%	18.9%	6.7%
Not likely	7.0%	8.2%	10.8%	6.7%
Not likely at all	9.2%	6.6%	2.7%	20.0%
			d	c

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

6

Tabular Data

Q1. How important do you feel public transportation is to the community?

Q1. How important is public transportation to the community	Number	Percent
Very important	363	86.8 %
Somewhat important	33	7.9 %
Not important	21	5.0 %
Not provided	1	0.2 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q1. How important do you feel public transportation is to the community? (without "not provided")**

Q1. How important is public transportation to the community	Number	Percent
Very important	363	87.1 %
Somewhat important	33	7.9 %
Not important	21	5.0 %
Total	417	100.0 %

Q2. How much impact do you think public transportation has on the local economy?

Q2. How much impact has public transportation on the local economy	Number	Percent
Very high impact	167	40.0 %
High impact	164	39.2 %
Neutral	55	13.2 %
Low impact	15	3.6 %
Very low impact	16	3.8 %
Not provided	1	0.2 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q2. How much impact do you think public transportation has on the local economy? (without "not provided")**

Q2. How much impact has public transportation on the local economy	Number	Percent
Very high impact	167	40.0 %
High impact	164	39.3 %
Neutral	55	13.2 %
Low impact	15	3.6 %
Very low impact	16	3.8 %
Total	417	100.0 %

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are?

(N=418)

	Very important	Somewhat important	Not important	Not provided
Q3-1. Expanding Citilink's service area (routes to more places)	73.7%	20.6%	5.0%	0.7%
Q3-2. Helping to create an environmentally friendly, sustainable region not only dependent on car travel	69.4%	20.3%	9.1%	1.2%
Q3-3. Increasing flow of traffic & reducing congestion in the region	62.7%	24.9%	10.8%	1.7%
Q3-4. Making it easier to get to/from transit (better sidewalks, stops, etc.)	78.7%	15.1%	5.0%	1.2%
Q3-5. Providing fast, frequent, reliable service on City's main arterial streets	83.7%	11.7%	3.1%	1.4%
Q3-6. Supporting economic development, access to jobs, & low-income housing developments	80.4%	13.4%	4.1%	2.2%

WITHOUT "NOT PROVIDED"

Q3. Listed below are several purposes for a public transit system. On a scale of 1 to 3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are? (without "not provided")

(N=418)

	Very important	Somewhat important	Not important
Q3-1. Expanding Citilink's service area (routes to more places)	74.2%	20.7%	5.1%
Q3-2. Helping to create an environmentally friendly, sustainable region not only dependent on car travel	70.2%	20.6%	9.2%
Q3-3. Increasing flow of traffic & reducing congestion in the region	63.7%	25.3%	10.9%
Q3-4. Making it easier to get to/from transit (better sidewalks, stops, etc.)	79.7%	15.3%	5.1%
Q3-5. Providing fast, frequent, reliable service on City's main arterial streets	85.0%	11.9%	3.2%
Q3-6. Supporting economic development, access to jobs, & low-income housing developments	82.2%	13.7%	4.2%

Q4. Which of the following services do you think Citilink provides?

<u>Q4. Which services does Citilink provide</u>	<u>Number</u>	<u>Percent</u>
Fixed route bus lines	334	79.9 %
Access (paratransit)	229	54.8 %
Vanpool	48	11.5 %
Travel training	47	11.2 %
Flex Link	84	20.1 %
Medicaid waiver-eligible transportation	179	42.8 %
Shuttles	125	29.9 %
Other	2	0.5 %
Not sure	57	13.6 %
Total	1105	

WITHOUT "NOT SURE"**Q4. Which of the following services do you think Citilink provides? (without "not sure")**

<u>Q4. Which services does Citilink provide</u>	<u>Number</u>	<u>Percent</u>
Fixed route bus lines	329	91.1 %
Access (paratransit)	229	63.4 %
Medicaid waiver-eligible transportation	179	49.6 %
Shuttles	125	34.6 %
Flex Link	84	23.3 %
Vanpool	48	13.3 %
Travel training	47	13.0 %
Other	2	0.6 %
Total	1043	

Q4-8. Other:

<u>Q4-8. Other</u>	<u>Number</u>	<u>Percent</u>
Transport to and from Dr appointment	1	50.0 %
For handicap people	1	50.0 %
Total	2	100.0 %

Q5. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think Citilink is doing in providing transit service?

Q5. How would you rate overall job Citilink is doing in providing transit service	Number	Percent
Excellent	71	17.0 %
Good	167	40.0 %
Fair	107	25.6 %
Poor	46	11.0 %
Very poor	6	1.4 %
Not provided	21	5.0 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"

Q5. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think Citilink is doing in providing transit service? (without "not provided")

Q5. How would you rate overall job Citilink is doing in providing transit service	Number	Percent
Excellent	71	17.9 %
Good	167	42.1 %
Fair	107	27.0 %
Poor	46	11.6 %
Very poor	6	1.5 %
Total	397	100.0 %

Missing Cases = 21

Response Percent = 95.0 %

Q6. Please rate how important it is for Citilink to serve the following groups.

(N=418)

	Very important	Somewhat important	Not important	Don't know
Q6-1. Low-income individuals	93.5%	5.3%	0.7%	0.5%
Q6-2. Students	76.6%	19.6%	2.6%	1.2%
Q6-3. People with disabilities or elderly individuals	93.1%	5.7%	0.7%	0.5%
Q6-4. Veterans	81.6%	13.9%	2.9%	1.7%
Q6-5. The general public	62.0%	31.8%	5.0%	1.2%
Q6-6. Employers/businesses	62.7%	26.3%	8.4%	2.6%
Q6-7. Community members	64.8%	26.8%	4.8%	3.6%
Q6-8. Social service providers	69.1%	24.4%	3.1%	3.3%

WITHOUT "DON'T KNOW"**Q6. Please rate how important it is for Citilink to serve the following groups. (without "don't know")**

(N=418)

	Very important	Somewhat important	Not important
Q6-1. Low-income individuals	94.0%	5.3%	0.7%
Q6-2. Students	77.5%	19.9%	2.7%
Q6-3. People with disabilities or elderly individuals	93.5%	5.8%	0.7%
Q6-4. Veterans	83.0%	14.1%	2.9%
Q6-5. The general public	62.7%	32.2%	5.1%
Q6-6. Employers/businesses	64.4%	27.0%	8.6%
Q6-7. Community members	67.2%	27.8%	5.0%
Q6-8. Social service providers	71.5%	25.2%	3.2%

Q7. Please indicate your level of agreement with each statement in the list below.

(N=418)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-1. I feel Citilink vehicles are mechanically safe	29.9%	37.3%	11.5%	1.7%	0.2%	19.4%
Q7-2. I feel safe while using Citilink services	22.7%	25.8%	12.7%	4.5%	1.7%	32.5%
Q7-3. I feel safe while waiting at a Citilink bus stop	11.0%	19.1%	24.4%	11.2%	3.3%	30.9%
Q7-4. Citilink services are accessible to people with various disabilities	23.7%	29.7%	16.0%	5.7%	1.7%	23.2%
Q7-5. Citilink is a diverse, equitable, & inclusive community resource	27.0%	30.1%	15.3%	3.6%	1.2%	22.7%
Q7-6. Citilink service supports community businesses	21.3%	31.1%	17.2%	5.3%	2.4%	22.7%
Q7-7. I have a positive perception of Citilink brand	25.8%	33.3%	20.6%	7.7%	2.2%	10.5%
Q7-8. Citilink manages its financial resources well	12.4%	15.6%	16.0%	5.0%	3.8%	47.1%
Q7-9. The community's investment in transit provides value	40.0%	31.1%	11.0%	3.6%	1.9%	12.4%
Q7-10. Citilink's financial reporting is understandable & transparent	11.2%	12.0%	17.2%	6.5%	2.2%	51.0%
Q7-11. Citilink is trustworthy	20.8%	28.7%	18.9%	5.0%	1.9%	24.6%
Q7-12. Public transportation is important for a thriving community	68.2%	19.9%	5.0%	1.2%	0.7%	5.0%

WITHOUT "DON'T KNOW"**Q7. Please indicate your level of agreement with each statement in the list below. (without "don't know")**

(N=418)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. I feel Citilink vehicles are mechanically safe	37.1%	46.3%	14.2%	2.1%	0.3%
Q7-2. I feel safe while using Citilink services	33.7%	38.3%	18.8%	6.7%	2.5%
Q7-3. I feel safe while waiting at a Citilink bus stop	15.9%	27.7%	35.3%	16.3%	4.8%
Q7-4. Citilink services are accessible to people with various disabilities	30.8%	38.6%	20.9%	7.5%	2.2%
Q7-5. Citilink is a diverse, equitable, & inclusive community resource	35.0%	39.0%	19.8%	4.6%	1.5%
Q7-6. Citilink service supports community businesses	27.6%	40.2%	22.3%	6.8%	3.1%
Q7-7. I have a positive perception of Citilink brand	28.9%	37.2%	23.0%	8.6%	2.4%
Q7-8. Citilink manages its financial resources well	23.5%	29.4%	30.3%	9.5%	7.2%
Q7-9. The community's investment in transit provides value	45.6%	35.5%	12.6%	4.1%	2.2%
Q7-10. Citilink's financial reporting is understandable & transparent	22.9%	24.4%	35.1%	13.2%	4.4%
Q7-11. Citilink is trustworthy	27.6%	38.1%	25.1%	6.7%	2.5%
Q7-12. Public transportation is important for a thriving community	71.8%	20.9%	5.3%	1.3%	0.8%

Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
I feel Citilink vehicles are mechanically safe	31	7.4 %
I feel safe while using Citilink services	37	8.9 %
I feel safe while waiting at a Citilink bus stop	50	12.0 %
Citilink services are accessible to people with various disabilities	69	16.5 %
Citilink is a diverse, equitable, & inclusive community resource	23	5.5 %
Citilink service supports community businesses	22	5.3 %
I have a positive perception of Citilink brand	5	1.2 %
Citilink manages its financial resources well	14	3.3 %
The community's investment in transit provides value	23	5.5 %
Citilink's financial reporting is understandable & transparent	9	2.2 %
Citilink is trustworthy	7	1.7 %
Public transportation is important for a thriving community	77	18.4 %
None chosen	51	12.2 %
Total	418	100.0 %

Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
I feel Citilink vehicles are mechanically safe	26	6.2 %
I feel safe while using Citilink services	34	8.1 %
I feel safe while waiting at a Citilink bus stop	44	10.5 %
Citilink services are accessible to people with various disabilities	76	18.2 %
Citilink is a diverse, equitable, & inclusive community resource	26	6.2 %
Citilink service supports community businesses	22	5.3 %
I have a positive perception of Citilink brand	14	3.3 %
Citilink manages its financial resources well	20	4.8 %
The community's investment in transit provides value	28	6.7 %
Citilink's financial reporting is understandable & transparent	7	1.7 %
Citilink is trustworthy	8	1.9 %
Public transportation is important for a thriving community	51	12.2 %
None chosen	62	14.8 %
Total	418	100.0 %

Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years?

Q8. 3rd choice	Number	Percent
I feel Citilink vehicles are mechanically safe	16	3.8 %
I feel safe while using Citilink services	46	11.0 %
I feel safe while waiting at a Citilink bus stop	32	7.7 %
Citilink services are accessible to people with various disabilities	44	10.5 %
Citilink is a diverse, equitable, & inclusive community resource	22	5.3 %
Citilink service supports community businesses	25	6.0 %
I have a positive perception of Citilink brand	18	4.3 %
Citilink manages its financial resources well	15	3.6 %
The community's investment in transit provides value	30	7.2 %
Citilink's financial reporting is understandable & transparent	16	3.8 %
Citilink is trustworthy	21	5.0 %
Public transportation is important for a thriving community	53	12.7 %
None chosen	80	19.1 %
Total	418	100.0 %

SUM OF TOP THREE CHOICES**Q8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years? (top 3)**

Q8. Top choice	Number	Percent
I feel Citilink vehicles are mechanically safe	73	17.5 %
I feel safe while using Citilink services	117	28.0 %
I feel safe while waiting at a Citilink bus stop	126	30.1 %
Citilink services are accessible to people with various disabilities	189	45.2 %
Citilink is a diverse, equitable, & inclusive community resource	71	17.0 %
Citilink service supports community businesses	69	16.5 %
I have a positive perception of Citilink brand	37	8.9 %
Citilink manages its financial resources well	49	11.7 %
The community's investment in transit provides value	81	19.4 %
Citilink's financial reporting is understandable & transparent	32	7.7 %
Citilink is trustworthy	36	8.6 %
Public transportation is important for a thriving community	181	43.3 %
None chosen	51	12.2 %
Total	1112	

Q9. Have you ridden Citilink in the past 12 months?

<u>Q9. Have you ridden Citilink in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	120	28.7 %
No	298	71.3 %
Total	418	100.0 %

Q9a. How would you rate the overall value that Citilink brings to the community?

<u>Q9a. How would you rate overall value that Citilink brings to the community</u>	<u>Number</u>	<u>Percent</u>
Excellent	51	42.5 %
Good	44	36.7 %
Fair	19	15.8 %
Poor	3	2.5 %
Very poor	3	2.5 %
Total	120	100.0 %

Q9b. Do you believe Citilink effectively serves the needs of the community?

<u>Q9b. Does Citilink effectively serve the needs of the community</u>	<u>Number</u>	<u>Percent</u>
Yes	66	55.0 %
No	35	29.2 %
Not sure	19	15.8 %
Total	120	100.0 %

WITHOUT "NOT SURE"**Q9b. Do you believe Citilink effectively serves the needs of the community? (without "not sure")**

<u>Q9b. Does Citilink effectively serve the needs of the community</u>	<u>Number</u>	<u>Percent</u>
Yes	66	65.3 %
No	35	34.7 %
Total	101	100.0 %

Q9c. If you haven't ridden Citilink in the past 12 months, what are the main reasons you have not used Citilink services?

<u>Q9c. Main reasons you have not used Citilink services</u>	<u>Number</u>	<u>Percent</u>
Lack of information about services	39	13.1 %
Lack of need	148	49.7 %
Concerns about safety or reliability	29	9.7 %
Inconvenient routes or schedules	98	32.9 %
Prefer personal vehicle	145	48.7 %
Other	12	4.0 %
Total	471	

Q9c-6. Other:

<u>Q9c-6. Other</u>	<u>Number</u>	<u>Percent</u>
No service near me	1	8.3 %
Not offered	1	8.3 %
Doesn't come to my area	1	8.3 %
We don't have service	1	8.3 %
I don't need to	1	8.3 %
Outside city	1	8.3 %
Have to run to catch next bus or get stuck waiting for next one	1	8.3 %
Don't have a bus line to my side of town	1	8.3 %
Nearest bus stop is too far	1	8.3 %
No need	1	8.3 %
There is no bus stop near my house	1	8.3 %
Live in the county	1	8.3 %
Total	12	100.0 %

Q10. What would motivate you to use public transportation services in Allen County?

Q10. What would motivate you to use public transportation services in Allen County	Number	Percent
Reliability	175	41.9 %
Safety riding the bus	129	30.9 %
Safety while waiting at the bus stop	139	33.3 %
Being environmentally conscious	61	14.6 %
Stops are ADA compliant & accessible	50	12.0 %
Transit services go where I need them to go (e.g., to work, medical appointments, education, visiting friends)	252	60.3 %
Having a better understanding of transit services	105	25.1 %
Saving time	109	26.1 %
Hours of service (e.g., when the buses are running)	186	44.5 %
Economic benefits (e.g., having a thriving community)	69	16.5 %
Routes or stops near my home or work	231	55.3 %
Other	9	2.2 %
Total	1515	

Q11. On a scale of 0 to 10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using Citilink to a friend or colleague?

(N=418)

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely	Not provided
Q11. How likely are you to recommend using Citilink to a friend or colleague	22.5%	10.8%	12.2%	8.9%	7.4%	11.5%	4.1%	3.3%	2.6%	4.8%	6.9%	5.0%

WITHOUT "NOT PROVIDED"**Q11. On a scale of 0 to 10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using Citilink to a friend or colleague? (without "not provided")**

(N=418)

	Very likely	9	8	7	6	5	4	3	2	1	Not at all likely
Q11. How likely are you to recommend using Citilink to a friend or colleague	23.7%	11.3%	12.8%	9.3%	7.8%	12.1%	4.3%	3.5%	2.8%	5.0%	7.3%

Q12. How supportive would you be for additional funding for public transportation to expand its services?

Q12. How supportive would you be for additional funding for public transportation to expand its services	Number	Percent
Very supportive	186	44.5 %
Supportive	117	28.0 %
Neutral	70	16.7 %
Not supportive	12	2.9 %
Not at all supportive	24	5.7 %
Not provided	9	2.2 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q12. How supportive would you be for additional funding for public transportation to expand its services? (without "not provided")**

Q12. How supportive would you be for additional funding for public transportation to expand its services	Number	Percent
Very supportive	186	45.5 %
Supportive	117	28.6 %
Neutral	70	17.1 %
Not supportive	12	2.9 %
Not at all supportive	24	5.9 %
Total	409	100.0 %

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts.

(N=418)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q13-1. Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	15.6%	16.3%	20.8%	16.7%	18.2%	12.4%
Q13-2. Property Tax: Increase to property taxes ranging from \$4-\$15 annually	18.2%	20.1%	15.1%	14.8%	21.3%	10.5%
Q13-3. State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	42.1%	29.4%	11.5%	4.1%	3.3%	9.6%
Q13-4. Direct contribution from City of Fort Wayne	42.8%	28.9%	12.7%	3.3%	4.3%	7.9%
Q13-5. Direct contribution from other cities in Allen County	31.1%	25.8%	20.3%	6.5%	5.3%	11.0%
Q13-6. Direct contribution from Allen County	36.6%	30.1%	13.6%	5.0%	5.5%	9.1%
Q13-7. Private contributions from foundations or businesses	46.9%	29.9%	11.5%	3.1%	1.9%	6.7%
Q13-8. Private contributions from individuals	39.0%	29.4%	17.5%	3.8%	2.2%	8.1%

WITHOUT "DON'T KNOW"

Q13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts. (without "don't know")

(N=418)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q13-1. Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	17.8%	18.6%	23.8%	19.1%	20.8%
Q13-2. Property Tax: Increase to property taxes ranging from \$4-\$15 annually	20.3%	22.5%	16.8%	16.6%	23.8%
Q13-3. State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	46.6%	32.5%	12.7%	4.5%	3.7%
Q13-4. Direct contribution from City of Fort Wayne	46.5%	31.4%	13.8%	3.6%	4.7%
Q13-5. Direct contribution from other cities in Allen County	34.9%	29.0%	22.8%	7.3%	5.9%
Q13-6. Direct contribution from Allen County	40.3%	33.2%	15.0%	5.5%	6.1%
Q13-7. Private contributions from foundations or businesses	50.3%	32.1%	12.3%	3.3%	2.1%
Q13-8. Private contributions from individuals	42.4%	32.0%	19.0%	4.2%	2.3%

Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	23	5.5 %
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	41	9.8 %
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	132	31.6 %
Direct contribution from City of Fort Wayne	78	18.7 %
Direct contribution from other cities in Allen County	16	3.8 %
Direct contribution from Allen County	11	2.6 %
Private contributions from foundations or businesses	30	7.2 %
Private contributions from individuals	19	4.5 %
<u>None chosen</u>	<u>68</u>	<u>16.3 %</u>
Total	418	100.0 %

Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	12	2.9 %
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	28	6.7 %
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	65	15.6 %
Direct contribution from City of Fort Wayne	84	20.1 %
Direct contribution from other cities in Allen County	21	5.0 %
Direct contribution from Allen County	43	10.3 %
Private contributions from foundations or businesses	55	13.2 %
Private contributions from individuals	30	7.2 %
<u>None chosen</u>	<u>80</u>	<u>19.1 %</u>
Total	418	100.0 %

Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	11	2.6 %
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	14	3.3 %
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	46	11.0 %
Direct contribution from City of Fort Wayne	56	13.4 %
Direct contribution from other cities in Allen County	28	6.7 %
Direct contribution from Allen County	79	18.9 %
Private contributions from foundations or businesses	53	12.7 %
Private contributions from individuals	21	5.0 %
<u>None chosen</u>	<u>110</u>	<u>26.3 %</u>
Total	418	100.0 %

SUM OF TOP THREE CHOICES**Q14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources? (top 3)**

Q14. Top choice	Number	Percent
Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	46	11.0 %
Property Tax: Increase to property taxes ranging from \$4-\$15 annually	83	19.9 %
State Funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	243	58.1 %
Direct contribution from City of Fort Wayne	218	52.2 %
Direct contribution from other cities in Allen County	65	15.6 %
Direct contribution from Allen County	133	31.8 %
Private contributions from foundations or businesses	138	33.0 %
Private contributions from individuals	70	16.7 %
None chosen	68	16.3 %
Total	1064	

Q15. Which of the following is your greatest concern about increasing funding for public transportation?

Q15. Your greatest concern about increasing funding for public transportation	Number	Percent
Increased taxes	185	44.3 %
Not enough return on investment	75	17.9 %
Insufficient demand for services	64	15.3 %
Other	11	2.6 %
Not provided	83	19.9 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q15. Which of the following is your greatest concern about increasing funding for public transportation? (without "not provided")**

Q15. Your greatest concern about increasing funding for public transportation	Number	Percent
Increased taxes	185	55.2 %
Not enough return on investment	75	22.4 %
Insufficient demand for services	64	19.1 %
Other	11	3.3 %
Total	335	100.0 %

Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
More frequent service on existing routes	58	13.9 %
New routes in underserved areas	155	37.1 %
Expanded service hours	50	12.0 %
Improved features such as ADA-accessible bus tops	26	6.2 %
Creating a downtown circulator connecting visitor destinations	29	6.9 %
Connecting service to the airport & nearby employers	55	13.2 %
None chosen	45	10.8 %
Total	418	100.0 %

Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
More frequent service on existing routes	43	10.3 %
New routes in underserved areas	78	18.7 %
Expanded service hours	86	20.6 %
Improved features such as ADA-accessible bus tops	34	8.1 %
Creating a downtown circulator connecting visitor destinations	37	8.9 %
Connecting service to the airport & nearby employers	85	20.3 %
None chosen	55	13.2 %
Total	418	100.0 %

Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
More frequent service on existing routes	51	12.2 %
New routes in underserved areas	54	12.9 %
Expanded service hours	69	16.5 %
Improved features such as ADA-accessible bus tops	37	8.9 %
Creating a downtown circulator connecting visitor destinations	41	9.8 %
Connecting service to the airport & nearby employers	91	21.8 %
None chosen	75	17.9 %
Total	418	100.0 %

SUM OF TOP THREE CHOICES**Q16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion? (top 3)**

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
More frequent service on existing routes	152	36.4 %
New routes in underserved areas	287	68.7 %
Expanded service hours	205	49.0 %
Improved features such as ADA-accessible bus tops	97	23.2 %
Creating a downtown circulator connecting visitor destinations	107	25.6 %
Connecting service to the airport & nearby employers	231	55.3 %
None chosen	45	10.8 %
Total	1124	

Q17. What improvements would most encourage you to support increased funding for Citilink?

Q17. What improvements would most encourage you to support increased funding for Citilink	Number	Percent
Better communication about services	177	42.3 %
Demonstrated community benefits	167	40.0 %
Transparency in funding usage	117	28.0 %
Increased service reliability	193	46.2 %
Other	14	3.3 %
Total	668	

Q18. Where do you currently get news and information about Citilink?

Q18. Where do you currently get news & information about Citilink	Number	Percent
Local news sources	252	60.3 %
Facebook	89	21.3 %
Instagram	13	3.1 %
X (Twitter)	4	1.0 %
LinkedIn	2	0.5 %
Newspapers	72	17.2 %
Online sources	64	15.3 %
Word of mouth	113	27.0 %
Citilink website	88	21.1 %
Citilink texts	23	5.5 %
Citilink newsletters	16	3.8 %
Other	6	1.4 %
Total	742	

Q18-12. Other:

Q18-12. Other	Number	Percent
I've never seen information about Citilink	1	16.7 %
Word of mouth	1	16.7 %
My friends who ride the bus	1	16.7 %
TikTok	1	16.7 %
Reddit Fort Wayne	1	16.7 %
I have friends who are disabled this is how I know	1	16.7 %
Total	6	100.0 %

Q19. What other transportation options do you use?

<u>Q19. What other transportation options do you use</u>	<u>Number</u>	<u>Percent</u>
Personal vehicle	344	82.3 %
Carpooling	41	9.8 %
Ride-sharing services	67	16.0 %
Bicycling	69	16.5 %
Walking	162	38.8 %
Other	10	2.4 %
Total	693	

Q19-6. Other:

<u>Q19-6. Other</u>	<u>Number</u>	<u>Percent</u>
CTN	2	20.0 %
Cab	1	10.0 %
Neighbors	1	10.0 %
LCP transportation for low income	1	10.0 %
Call Uber	1	10.0 %
Getting rides from family/friends when they can help me	1	10.0 %
UTV	1	10.0 %
Lyft	1	10.0 %
Catch rides from people when I can	1	10.0 %
Total	10	100.0 %

Q20. How likely would you or other members of your household use the following types of transportation...

(N=418)

	Very likely	Likely	Not sure	Not likely	Not likely at all	Not provided
Q20-1. High-speed, rapid bus service that has priority at traffic lights & makes minimal stops	27.8%	22.7%	19.9%	12.9%	11.2%	5.5%
Q20-2. On-demand service that operates in a similar manner to Uber & Lyft	30.6%	23.7%	19.1%	10.5%	11.7%	4.3%
Q20-3. Curb to curb service for seniors or persons with disabilities	38.0%	21.3%	11.7%	11.5%	12.2%	5.3%
Q20-4. Bus service that operates on fixed routes in the area where you live	34.9%	25.1%	17.5%	11.2%	8.4%	2.9%
Q20-5. Vanpool service, which would involve having people who work at the same place & live near each other share a van	17.5%	20.8%	17.9%	18.2%	19.6%	6.0%
Q20-6. Microtransit like scooters & eBikes in urban areas like downtown	13.9%	17.5%	16.5%	20.1%	27.0%	5.0%
Q20-7. Commuter rail connecting larger cities	46.7%	21.3%	12.4%	7.2%	8.6%	3.8%

WITHOUT "NOT PROVIDED"**Q20. How likely would you or other members of your household use the following types of transportation... (without "not provided")**

(N=418)

	Very likely	Likely	Not sure	Not likely	Not likely at all
Q20-1. High-speed, rapid bus service that has priority at traffic lights & makes minimal stops	29.4%	24.1%	21.0%	13.7%	11.9%
Q20-2. On-demand service that operates in a similar manner to Uber & Lyft	32.0%	24.8%	20.0%	11.0%	12.3%
Q20-3. Curb to curb service for seniors or persons with disabilities	40.2%	22.5%	12.4%	12.1%	12.9%
Q20-4. Bus service that operates on fixed routes in the area where you live	36.0%	25.9%	18.0%	11.6%	8.6%
Q20-5. Vanpool service, which would involve having people who work at the same place & live near each other share a van	18.6%	22.1%	19.1%	19.3%	20.9%
Q20-6. Microtransit like scooters & eBikes in urban areas like downtown	14.6%	18.4%	17.4%	21.2%	28.5%
Q20-7. Commuter rail connecting larger cities	48.5%	22.1%	12.9%	7.5%	9.0%

Q22. What is your age?

Q22. Your age	Number	Percent
18-34	78	18.7 %
35-44	80	19.1 %
45-54	76	18.2 %
55-64	83	19.9 %
65+	82	19.6 %
Not provided	19	4.5 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q22. What is your age? (without "not provided")**

Q22. Your age	Number	Percent
18-34	78	19.5 %
35-44	80	20.1 %
45-54	76	19.0 %
55-64	83	20.8 %
65+	82	20.6 %
Total	399	100.0 %

Q23. Your gender:

Q23. Your gender	Number	Percent
Male	201	48.1 %
Female	209	50.0 %
Non-binary	3	0.7 %
Prefer not to say	5	1.2 %
Total	418	100.0 %

WITHOUT "PREFER NOT TO SAY"**Q23. Your gender: (without "prefer not to say")**

Q23. Your gender	Number	Percent
Male	201	48.7 %
Female	209	50.6 %
Non-binary	3	0.7 %
Total	413	100.0 %

Q24. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

Q24. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	40	9.6 %
No	376	90.0 %
Not provided	2	0.5 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q24. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	40	9.6 %
No	376	90.4 %
Total	416	100.0 %

Q25. Which of the following best describes your race/ethnicity?

Q25. Your race/ethnicity	Number	Percent
Asian or Asian Indian	22	5.3 %
Black or African American	66	15.8 %
American Indian or Alaska Native	3	0.7 %
White or Caucasian	279	66.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	12	2.9 %
Total	383	

Q25-6. Self-describe your race/ethnicity:

Q25-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	3	25.0 %
Mexican	2	16.7 %
Caucasian, Native American, Melungeon	1	8.3 %
Mixed	1	8.3 %
Multiple races	1	8.3 %
Middle Eastern	1	8.3 %
German, Dutch, & English	1	8.3 %
Mixed race	1	8.3 %
Punjabi	1	8.3 %
Total	12	100.0 %

Q26. Would you say your total annual household income is...

Q26. Your total annual household income	Number	Percent
Under \$15K	27	6.5 %
\$15K to \$24,999	38	9.1 %
\$25K to \$34,999	47	11.2 %
\$35K to \$49,999	49	11.7 %
\$50K to \$74,999	62	14.8 %
\$75K to \$99,999	55	13.2 %
\$100K+	47	11.2 %
Prefer not to say	93	22.2 %
Total	418	100.0 %

WITHOUT "PREFER NOT TO SAY"**Q26. Would you say your total annual household income is... (without "prefer not to say")**

Q26. Your total annual household income	Number	Percent
Under \$15K	27	8.3 %
\$15K to \$24,999	38	11.7 %
\$25K to \$34,999	47	14.5 %
\$35K to \$49,999	49	15.1 %
\$50K to \$74,999	62	19.1 %
\$75K to \$99,999	55	16.9 %
\$100K+	47	14.5 %
Total	325	100.0 %

Q27. What is your employment status?

Q27. Your employment status	Number	Percent
Employed full-time	238	56.9 %
Employed part-time	29	6.9 %
Unemployed	15	3.6 %
Retired or disabled	127	30.4 %
Other	3	0.7 %
Not provided	6	1.4 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your employment status? (without "not provided")**

Q27. Your employment status	Number	Percent
Employed full-time	238	57.8 %
Employed part-time	29	7.0 %
Unemployed	15	3.6 %
Retired or disabled	127	30.8 %
Other	3	0.7 %
Total	412	100.0 %

Q27-5. Other:

Q27-5. Other	Number	Percent
Student	1	33.3 %
Stay at home parent	1	33.3 %
Disabled	1	33.3 %
Total	3	100.0 %

Q28. What is your highest level of education?

Q28. Your highest level of education	Number	Percent
Less than high school	10	2.4 %
High school diploma or GED	83	19.9 %
Some college, no degree	79	18.9 %
Associate degree	58	13.9 %
Bachelor's degree	96	23.0 %
Graduate or professional degree	58	13.9 %
Prefer not to say	34	8.1 %
Total	418	100.0 %

WITHOUT "PREFER NOT TO SAY"**Q28. What is your highest level of education? (without "prefer not to say")**

Q28. Your highest level of education	Number	Percent
Less than high school	10	2.6 %
High school diploma or GED	83	21.6 %
Some college, no degree	79	20.6 %
Associate degree	58	15.1 %
Bachelor's degree	96	25.0 %
Graduate or professional degree	58	15.1 %
Total	384	100.0 %

Q29. Do you have a physical disability that causes you to be dependent on others for transportation?

Q29. Do you have a physical disability that causes you to be dependent on others for transportation	Number	Percent
Yes	73	17.5 %
No	342	81.8 %
Not provided	3	0.7 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you have a physical disability that causes you to be dependent on others for transportation? (without "not provided")**

Q29. Do you have a physical disability that causes you to be dependent on others for transportation	Number	Percent
Yes	73	17.6 %
No	342	82.4 %
Total	415	100.0 %

Q30. Do you own or rent your current residence?

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own a home	308	73.7 %
Rent a home	102	24.4 %
Staying with family or friends	2	0.5 %
Other	1	0.2 %
Not provided	5	1.2 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Do you own or rent your current residence? (without "not provided")**

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own a home	308	74.6 %
Rent a home	102	24.7 %
Staying with family or friends	2	0.5 %
Other	1	0.2 %
Total	413	100.0 %

Q30-4. Other:

<u>Q30-4. Other</u>	<u>Number</u>	<u>Percent</u>
LIVING IN MOTEL	1	100.0 %
Total	1	100.0 %

Area:

<u>Area</u>	<u>Number</u>	<u>Percent</u>
City of Fort Wayne/New Haven	290	69.4 %
Other Allen County	128	30.6 %
Total	418	100.0 %



Survey Instrument



801 Leesburg Road * Fort Wayne, Indiana 46808 * Phone: 260-432-4977 * Fax: 260-436-7729 * www.fwcitilink.com

Dear Allen County resident,

At Citilink, we are committed to linking people to life and we need your input to shape the future of public transit in Allen County. While our buses currently serve Fort Wayne and New Haven, we know that public transit impacts everyone in Allen County. To help us better understand and address these needs, we are conducting an important survey and your voice is essential.

Your household was randomly selected to participate in this important survey. This survey is part of a community-wide effort to understand residents' needs and priorities. By capturing diverse voices from both urban and rural areas—and by offering the survey in English, Spanish, and Burmese—we hope to ensure all perspectives are heard and valued.

Please take a few minutes to complete and return this survey in the next few days. Your responses will remain confidential. You can participate online, by phone, or by returning the enclosed survey in the provided postage-paid envelope.

Please feel free to contact ETC Institute's project manager, Ryan Murray, at 913-254-4598 or email him at Ryan.Murray@ETCInstitute.com if you should have any questions or require assistance with your survey.

The feedback that you provide will directly influence how we prioritize investments, expand services, and advocate for public transit funding at the local, state, and federal levels. Your voice is critical to building a stronger, more inclusive public transit system that drives economic growth, environmental sustainability, and equitable access to jobs, healthcare, and education.

Thank you for helping us take this critical step toward building a stronger, more inclusive public transit system. Together, we can shape a future where transportation is a cornerstone of opportunity and connection for everyone in Greater Fort Wayne.

With appreciation,

A handwritten signature in black ink that reads "Casey Claypool".

Casey Claypool
Marketing & Development Director
Citilink

Esta encuesta también está disponible en español en línea.

ဤစစ်တမ်းကို မြန်မာအွန်လိုင်းတွင်လည်း ရရှိနိုင်ပါသည်။



2025 Citilink Community Survey

Please take a few minutes to complete this survey. Your feedback is crucial in helping us understand how Citilink is perceived by the community, especially by those who typically do not use our services. We want to learn whether public transit is seen as a valuable investment and identify areas for improvement. If you prefer, you can take this survey at citilinksurvey.org. **At the end of the survey, you can enter for a chance to win one \$500 Visa gift card offered as a thank you for fully completing the survey. Thank you!**

1. How important do you feel public transportation is to the community?

____(3) Very important ____ (2) Somewhat important ____ (1) Not important

2. How much impact do you think public transportation has on the local economy?

____(5) Very high impact ____ (4) High impact ____ (3) Neutral ____ (2) Low impact ____ (1) Very low impact

3. Listed below are several purposes for a public transit system. On a scale of 1-3, with 3 meaning "Very Important" and 1 meaning "Not Important," how valuable do you feel the design of transit services in the region are?

Rate the level of importance for each of the following transportation purposes...		Very Important	Somewhat Important	Not Important
1.	Expanding Citilink's service area (routes to more places)	3	2	1
2.	Helping to create an environmentally friendly, sustainable region not only dependent on car travel	3	2	1
3.	Increasing the flow of traffic and reducing congestion in the region	3	2	1
4.	Making it easier to get to/from transit (better sidewalks, stops, etc.)	3	2	1
5.	Providing fast, frequent, reliable service on the City's main arterial streets	3	2	1
6.	Supporting economic development, access to jobs, and low-income housing developments	3	2	1

4. Which of the following services do you think Citilink provides? [Check all that apply.]

____ (1) Fixed route bus lines ____ (6) Medicaid waiver-eligible transportation
____ (2) Access (paratransit) ____ (7) Shuttles
____ (3) Vanpool ____ (8) Other: _____
____ (4) Travel training ____ (9) Not sure
____ (5) Flex Link

5. Based on your personal experience or anything you may have seen, read, or heard, how would you rate the overall job you think Citilink is doing in providing transit service?

____(5) Excellent ____ (4) Good ____ (3) Fair ____ (2) Poor ____ (1) Very poor

6. Please rate how important it is for Citilink to serve the following groups.

	Very important	Somewhat important	Not important	Don't know
1. Low-income individuals	3	2	1	9
2. Students	3	2	1	9
3. People with disabilities or elderly individuals	3	2	1	9
4. Veterans	3	2	1	9
5. The general public	3	2	1	9
6. Employers/businesses	3	2	1	9
7. Community members	3	2	1	9
8. Social service providers	3	2	1	9

7. Please indicate your level of agreement with each statement in the list below.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	I feel Citilink vehicles are mechanically safe	5	4	3	2	1	9
02.	I feel safe while using Citilink services	5	4	3	2	1	9
03.	I feel safe while waiting at a Citilink bus stop	5	4	3	2	1	9
04.	Citilink services are accessible to people with various disabilities	5	4	3	2	1	9
05.	Citilink is a diverse, equitable, and inclusive community resource	5	4	3	2	1	9
06.	Citilink service supports community businesses	5	4	3	2	1	9
07.	I have a positive perception of the Citilink brand	5	4	3	2	1	9
08.	Citilink manages its financial resources well	5	4	3	2	1	9
09.	The community's investment in transit provides value	5	4	3	2	1	9
10.	Citilink's financial reporting is understandable and transparent	5	4	3	2	1	9
11.	Citilink is trustworthy	5	4	3	2	1	9
12.	Public transportation is important for a thriving community	5	4	3	2	1	9

8. Which THREE of the items in Question 7 do you think should receive the MOST EMPHASIS over the next five years? [Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

9. Have you ridden Citilink in the past 12 months?

____(1) Yes [Answer Q9a-b.] ____ (2) No [Answer Q9c.] ____ (9) Don't know [Skip to Q10.]

9a. How would you rate the overall value that Citilink brings to the community?

____(5) Excellent ____ (4) Good ____ (3) Fair ____ (2) Poor ____ (1) Very poor

9b. Do you believe Citilink effectively serves the needs of the community?

____(1) Yes ____ (2) No ____ (9) Not sure

9c. If you haven't ridden Citilink in the past 12 months, what are the main reasons you have not used Citilink services? [Check all that apply.]

____(1) Lack of information about services ____ (4) Inconvenient routes or schedules
 ____ (2) Lack of need ____ (5) Prefer personal vehicle
 ____ (3) Concerns about safety or reliability ____ (6) Other: _____

10. What would motivate you to use public transportation services in Allen County? [Check all that apply.]

____(01) Reliability ____ (07) Having a better understanding of transit services
 ____ (02) Safety riding the bus ____ (08) Saving time
 ____ (03) Safety while waiting at the bus stop ____ (09) Hours of service (e.g., when the buses are running)
 ____ (04) Being environmentally conscious ____ (10) Economic benefits (e.g., having a thriving community)
 ____ (05) Stops are ADA compliant and accessible ____ (11) Routes or stops near my home or work
 ____ (06) Transit services go where I need them to go (e.g., to work, medical appointments, education, visiting friends) ____ (12) Other: _____

11. On a scale of 0-10, with 10 indicating "Very Likely," and 0 indicating "Not at all Likely," how likely are you to recommend using Citilink to a friend or colleague?

Very Likely						Not at all Likely				
10	9	8	7	6	5	4	3	2	1	0

12. How supportive would you be for additional funding for public transportation to expand its services?

____(5) Very supportive ____ (3) Neutral ____ (1) Not at all supportive
 ____ (4) Supportive ____ (2) Not supportive

13. Listed below are some potential funding sources that could be used to fund public transit services and infrastructure. Using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive," please rate your level of support for the following funding source concepts.

Funding Sources		Very Supportive	Supportive	Neutral	Not Supportive	Not at All Supportive	Don't Know
1.	Payroll Tax: Increase to payroll taxes ranging from \$2-\$5 per paycheck	5	4	3	2	1	9
2.	Property Tax: Increase to property taxes ranging from \$4-\$15 annually	5	4	3	2	1	9
3.	State funding: Increase to state contribution of the Public Mass Transit fund (PMTF)	5	4	3	2	1	9
4.	Direct contribution from the City of Fort Wayne	5	4	3	2	1	9
5.	Direct contribution from other cities in Allen County	5	4	3	2	1	9
6.	Direct contribution from Allen County	5	4	3	2	1	9
7.	Private contributions from foundations or businesses	5	4	3	2	1	9
8.	Private contributions from individuals	5	4	3	2	1	9

14. Which THREE of the options listed in Question 13 do you feel the MOST SUPPORTIVE of as potential funding sources? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

15. Which of the following is your greatest concern about increasing funding for public transportation? [Check only ONE.]

____ (1) Increased taxes ____ (3) Insufficient demand for services
 ____ (2) Not enough return on investment ____ (4) Other: _____

16. Which THREE of the areas listed below do you think should be prioritized for public transportation expansion? [Write in your answers below using the numbers from the list below, or circle "NONE."]

(1.) More frequent service on existing routes (4.) Improved features such as ADA- accessible bus tops
 (2.) New routes in underserved areas (5.) Creating a downtown circulator connecting visitor destinations
 (3.) Expanded service hours (6.) Connecting service to the airport and nearby employers

1st: ____ 2nd: ____ 3rd: ____ NONE

17. What improvements would most encourage you to support increased funding for Citilink? [Check all that apply.]

____ (1) Better communication about services ____ (4) Increased service reliability
 ____ (2) Demonstrated community benefits ____ (5) Other: _____
 ____ (3) Transparency in funding usage

18. Where do you currently get news and information about Citilink? [Check all that apply.]

____ (01) Local news sources ____ (05) LinkedIn ____ (09) Citilink website
 ____ (02) Facebook ____ (06) Newspapers ____ (10) Citilink texts
 ____ (03) Instagram ____ (07) Online sources ____ (11) Citilink newsletters
 ____ (04) X (Twitter) ____ (08) Word of mouth ____ (12) Other: _____

19. What other transportation options do you use? [Check all that apply.]

____ (1) Personal vehicle ____ (3) Ride-sharing services ____ (5) Walking
 ____ (2) Carpooling ____ (4) Bicycling ____ (6) Other: _____

20. How likely would you or other members of your household use the following types of transportation...

		Very Likely	Likely	Not Sure	Not Likely	Not Likely at All
1.	High-speed, rapid bus service that has priority at traffic lights and makes minimal stops	5	4	3	2	1
2.	On-demand service that operates in a similar manner to Uber and Lyft	5	4	3	2	1
3.	Curb to curb service for seniors or persons with disabilities	5	4	3	2	1
4.	Bus service that operates on fixed routes in the area where you live	5	4	3	2	1
5.	Vanpool service, which would involve having people who work at the same place and live near each other share a van	5	4	3	2	1
6.	Microtransit like scooters and e-bikes in urban areas like downtown	5	4	3	2	1
7.	Commuter rail connecting larger cities	5	4	3	2	1

21. What suggestions do you have for improving Citilink's services?

Demographics *Your individual responses will remain confidential.*

22. What is your age? _____ years

23. Your gender: ____ (1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer not to say

24. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

____ (1) Yes ____ (2) No

25. Which of the following best describes your race/ethnicity? [Check ALL that apply.]

____ (01) Asian or Asian Indian ____ (04) White or Caucasian
 ____ (02) Black or African American ____ (05) Native Hawaiian or other Pacific Islander
 ____ (03) American Indian or Alaska Native ____ (99) Other: _____

26. Would you say your total annual household income is...

____ (1) Under \$15,000 ____ (4) \$35,000 to \$49,999 ____ (7) \$100,000 or more
 ____ (2) \$15,000 to \$24,999 ____ (5) \$50,000 to \$74,999 ____ (8) Prefer not to say
 ____ (3) \$25,000 to \$34,999 ____ (6) \$75,000 to \$99,999

27. What is your employment status?

____ (1) Employed full-time ____ (3) Unemployed ____ (5) Other: _____
 ____ (2) Employed part-time ____ (4) Retired or disabled

28. What is your highest level of education?

____ (1) Less than high school ____ (5) Bachelor's degree
 ____ (2) High school diploma or GED ____ (6) Graduate or professional degree
 ____ (3) Some college, no degree ____ (7) Prefer not to say
 ____ (4) Associate degree

29. Do you have a physical disability that causes you to be dependent on others for transportation?

____ (1) Yes ____ (2) No

30. Do you own or rent your current residence?

____(1) Own a home

____(3) Staying with family or friends

____(2) Rent a home

____(4) Other: _____

31. If you have any other suggestions you would like to make, please provide them here.

32. Citilink may elect to conduct follow-up focus groups or workshops pertaining to the subjects covered in this survey. Would you like Citilink to reach out to you about participating in such focus groups or workshops?

____(1) Yes *[Please answer Q32a.]*

____(2) No

32a. Please provide your contact information.

Phone: _____ Email Address: _____

33. As a way to say thank you for your time, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card. The gift card will be sent via email and limited to one entry per household. Would you like to be entered into the drawing?

____(1) Yes *[Please answer Q33a.]*

____(2) No

33a. Please provide your contact information.

Name: _____ Email Address: _____

This concludes the survey. We appreciate your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061