



# Annual Update

*Fayetteville Advisory  
Committee on Transit*

*City of  
Fayetteville  
North Carolina*



# FACT Purpose

- To address the public transportation needs of Fayetteville, North Carolina, in a proactive way by providing recommendations to City Council, management, users and the general public in an effort to create a comprehensive and cohesive transit system that responds to the community's present and future needs.
- Established 2010
- Assist City Staff
- Recommendations to City Council

# Highlights

- Public Image/Citizens' Survey:
  - Overall Quality of Pubic Transit System (+5%)
  - Availability of public transit services in FAST bus system (+5%)
- Accessibility & Amenities:
  - 21% of the bus stops have a bench and/or shelter
    - Added 7 locations in 2019
    - Absence of a concrete contractor is preventing additional pads & sidewalks
  - 45% of bus stops meeting ADA accessibility standards



# Benches & Shelters

## TRANSIT SHELTERS & BENCHES

| TRANSIT SHELTERS & BENCHES |         |       |                                                                                |                             |       |          |         |           |         |             |
|----------------------------|---------|-------|--------------------------------------------------------------------------------|-----------------------------|-------|----------|---------|-----------|---------|-------------|
| Placement Standard         |         |       |                                                                                | Status                      |       |          |         |           |         |             |
| City                       | Shelter | Bench | Other Considerations                                                           | % Stops w/ Bench or Shelter | Stops | Shelters | Benches | Shelter % | Bench % | Source Date |
| Fayetteville               | 20      | 10    | exception: sponsorships, transfer points                                       | 21.3%                       | 601   | 90       | 38      | 15.0%     | 6.3%    | 2019        |
| Wilmington                 | 50      |       |                                                                                | 10.2%                       | 441   | 21       | 24      | 4.8%      | 5.4%    | 2015        |
| High Point                 | 20      |       | exception: stop primarily serving elderly and/or individuals with disabilities | 15.5%                       | 534   | 22       | 61      | 4.1%      | 11.4%   | 2018        |
| Raleigh                    | 25      | 10    |                                                                                | 23.2%                       | 1695  | 51       | 342     | 3.0%      | 20.2%   | 2011 report |
| Durham                     | 30      | 20    |                                                                                | 9.4%                        | 1600  | 100      | 50      | 6.3%      | 3.1%    | 2011 report |
| Charlotte                  | 25      | 15    | exception: stop serving seniors or transfer points                             | 19.1%                       | 3215  | 238      | 376     | 7.4%      | 11.7%   | 2017        |
| Greensboro                 |         |       |                                                                                | 14.0%                       | 850   | 55       | 64      | 6.5%      | 7.5%    | 2011 report |
| Winston Salem              |         |       | Long term goal is 20% with shelters                                            | 1.6%                        | 1525  | 24       |         | 1.6%      |         | 2019        |
| Chapel Hill                | 30      | 30    |                                                                                | 25.2%                       | 602   | 101      | 51      | 16.8%     | 8.5%    | 2019        |
| Concord                    | 6       | 10    | Goal is 42% with shelters                                                      | 9.3%                        | 270   | 25       | 0       | 9.3%      | 0       | 2019        |
| Greenville SC              |         |       | Current standard is 1,000 boarings per month                                   | 12.4%                       | 525   | 65       | 0       | 12.4%     | 0       | 2019        |

# Highlights

- Improve ridership
  - Average weekday ridership increased 2.0% (Jan-Mar)
  - 2019 – 4,737 daily / 2018 – 4,641 daily
- Sunday Service
  - Average ridership increased 20% (Jan-Mar)
- Student Semester Pass
  - Kick off Fall Semester 2019 – FSU, Methodist, FTCC
  - Marketing efforts are underway
- Support City Investments
  - Baseball
  - Youth Summer Fun Pass

# Future Plans

- Transit Development Plan (Last update: May 2014)
- Mobile Ticketing (Purchase passes by phone)
- Future Initiatives
  - Professional Marketing Strategy
    - Citizen education and awareness
  - Technical improvements
    - System integration
    - User friendly applications

# Future Plans

- Improve Customer experience
  - Dependability
  - Express Routes
  - Security
- Service to Fort Bragg
  - Survey of desired destinations underway
  - Review with Garrison leadership
- New Buses (Electric)
  - Improve emissions, less noise and lower operating costs



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