



FAST's Service Standards

Transit

May 4th, 2026



- To review Transit's (FAST's) current *Service Standards & Policies* (approved by Council – 2021) that serves as useful policy tools reflecting our vision, mission and goals
- To provide current data regarding current and future bus stops and the corresponding amenities



- To ensure compliance with Federal regulations and Local expectations
- To define attributes of service design and delivery
- To create an objective set of criteria under which existing services, proposed modifications to services and prospective new services are evaluated
- To provide a basis for the open, equitable allocation of *budget-limited* service resources



Vehicle Load Factor

- # of cust. on vehicle (seating cap.)

Vehicle Headway / Freq. of Service

- Shall not >60 mins. (or (1) vehicle/hr.) from 6am - 7pm

On-Time Performance

- Vehicle arrives (1) min. early to (5) mins. late

Service Availability

- Access to Service
- Bus Stop Spacing - no closer than 800ft. (unless land use and passenger demand indicate otherwise)
- <4 stops/mi.

Route Design

- Designed to operate in (2) directions on the same street to reduce confusion to customers and maximize service effectiveness

Distribution of Transit Amenities

- Shelters - (15+) boardings/day
- Benches - (6+) boardings/day
- Pole - All bus stops
- Sponsorships - (1+) boardings/day when non-City entity agrees to provide funding to sponsor such stop

Vehicle Assignments

- Vehicle Readiness & Assignments

Bus Stop Sign (Pole) - Old

- Cost: \$0/ea.
- Stops: 0%



Bus Stop Sign (Pole) - New

- Cost: \$20/ea.
- Stops: 66%



Bench - Old

- Cost: \$0/ea.
- Stops: 1%



Bench - New

- Cost: \$750/ea.
- Stops: 0%



-27%

Bench & Trash Can - Old

- Cost: \$0/ea.
- Stops: 4%



Bench & Trash Can - New

- Cost: \$3,305/ea.
- Stops: 3%



Shelter Package - Old

- Cost: \$0/ea.
- Stops: 12%



Shelter Package - New

- Cost: \$17,200/ea.
- Stops: 2.5%



-27%

Installations

Compliance – *Adherence To FTA Regulations (incl. Service Standards)*

- ADA Accessibility
 - Minimum Concrete Pad (8' x 5')
 - Connection to Accessible Pathway (i.e. Street, Sidewalk, Facility, etc.) *
 - Compliant Curb Ramps *

Cost – *Depends On Amenities*

- ~\$175 - \$1,200/ea.

Add'l Costs
(i.e. curb & gutter,
sidewalk, etc.)

Removals

Compliance – *Adherence To FTA Regulations (incl. Service Standards)*

- If usage is (+/-), upgrades/downgrades required upon changes to stop.

Cost – *Depends On Amenities*

- ~\$175 - \$700/ea.

Gardner's Methodist

Criteria - *“Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop”*

Daily Ridership* - 4 / 3

Cost - ~\$67K

- ~\$47K - Construction (i.e. mobilization, traffic control, curb & gutter, sidewalk, etc.)
- ~\$20K - New Amenities & Installation

** Does not meet current Service Standards criteria*



Kinlaws

Criteria - *“Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop”*

Daily Ridership* - 11 / 7

Cost - ~\$84K

- ~\$64K - Construction (ie mobilization, traffic control, curb & gutter, sidewalk, retaining wall, etc.)
- ~\$20K - New Amenities & Installation

** Meets current Service Standards criteria for bench & trash can*



75% -27%

Hoke Loop Road

Criteria - *“Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop”*

Daily Ridership* – *Flag Stops*

Cost - ~\$15K

- ~\$10K - Construction (ie mobilization, traffic control, curb & gutter, sidewalk, retaining wall, etc.)
- ~\$5K - New Amenities & Installation



* Grant-Funded Project

Example of Add'l Stop (cont'd)



Current Needs - New Amenities

- **Benches & Trash Cans**
 - *Compliance w/Current Level - 6*
 - *Cost - \$20K+*
 - *Timeline - 6 months*
- **Shelter Packages**
 - *Compliance w/Current Level - 59*
 - *Cost - \$1.2M+*
 - *Timeline - 5 years*



Future Changes - New Amenities

- **Benches & Trash Cans**
 - *Potential Upgrades - 37*
 - *Cost - \$150K+*
 - *Timeline - Based Upon Funding*
- **Shelter Packages**
 - *Potential Upgrades - 11*
 - *Cost - \$235K+*
 - *Timeline - Based Upon Funding*
- **New Stops**
 - *Considerations - 12*
 - *Cost - Based Upon Amenities*
 - *Timeline - Based Upon Funding*

Modifications to Standards (cont'd)



Impacts To Modifications of Service Standards

- Budgetary impact
- Increase in timeframe to replace current amenities
- Delayed implementation of approved changes without additional funding
- Continued assessments to prevent disparate impacts on minority and low-income customers and communities

Come Ride With Us...



We're Going Places
Connecting people and places with safe, efficient, reliable, courteous and innovative transportation.

FAST
FAYETTEVILLE AREA SYSTEM OF TRANSIT

Partners and staff shown include: Carlie C's, Transition Tech, Cumberland County, and several FAST employees in transit vehicles.



 **FAYETTEVILLE** ^{NC}
AMERICA'S CAN DO CITY

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