

FAYETTEVILLE AREA SYSTEM OF TRANSIT
TITLE VI EQUITY ANALYSIS

RESULTS FROM
THE ONBOARD
SURVEY
EFFORT

December 31, 2024

Report prepared by RLS & Associates, Inc.



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Title VI Equity Analysis | Results from the Onboard Survey Effort

Introduction

The Fayetteville Area System of Transit (FAST) Title VI Analysis is overseen by the FAST and the Fayetteville City Council. The Federal Transit Administration (FTA) Circular 4702.1B provides recipients of FTA financial assistance with guidance and instructions necessary to carry out U.S. Department of Transportation (DOT) Title VI regulations (49 CFR part 21). The circular clarifies that transit providers that operate 50 or more fixed-route vehicles in peak service and are located in an urbanized area (UZA) of 200,000 or more in population are required to evaluate the equity of major service changes and any fare changes. FAST falls below the threshold of 50 more fixed-route vehicles operating in peak service and is not required to conduct a formal Title VI analysis to ensure compliance with FTA regulations; however, a service and fare equity analysis was identified as a priority for FAST and its governing body to understand the potential impacts to the current ridership base.

A detailed work plan illustrates the methodologies and strategies used for addressing the activities required to meet the goals and objectives of the study. The activities, or tasks, presented herein outline the steps that will be taken to assess equity of potential service modifications to increase efficiencies and effectiveness in the delivery of fixed-route bus and ADA complementary paratransit services and an increase in the FAST fare structure and fare media distribution. The tasks outlined in the work plan were designed to ensure the final plan reflects the expectations of FAST and local project partners. Additionally, the evaluation will meet the requirements of FTA Circular 4702.1B, and is also intended to inform FAST of relevant considerations during its planning process. Furthermore, the evaluation takes into consideration relevant planning studies including FAST's 2023 through 2032 Transit Development Plan.

Study Organization

The scope of services is structured into a total of six relevant tasks to successfully complete the Title VI Analysis. The evaluation is organized by the tasks listed below.

- Task 1: Project Management
- Task 2: Service Change and Route Modification Analysis
- Task 3: Demographic and Socio-Economic Analysis (Service Impact Analysis/Equity Analysis Using Demographic Data)

- Task 4: Title VI Survey
- Task 5: Fare Media Distribution Analysis
- Task 6: Analyze the Impact of Modifying Service and Increasing Fare Prices

The referenced tasks, and associated subtasks, detail the effort the consultant teams, RLS & Associates, Inc. and Benesch, will complete to successfully address the Title VI Analysis evaluation.

Report Organization

The data gathered and presented in this report, *Results from the Title VI Onboard Survey Effort*, is instrumental in understanding existing conditions including, commuting patterns and use and satisfaction of FAST’s fixed-route bus and ADA complementary paratransit services. The data gathered under the onboard survey effort is instrumental in laying the groundwork for potential future service modifications to increase service efficiencies and adjustments in the FAST fare structure and fare media distribution. The report illustrates the results from Task 4: Title VI Survey. The structure of this document is illustrated below:

- Section I: Overview of Survey Work Plan and Survey Instruments
- Section II: Survey Administration
- Section III: Analysis of Survey Results
- Section IV: Summary

Project Timeline

The schedule of key deliverables and associated timeline is presented in Table 1 below. The study effort is a 5-month endeavor with project close-out occurring March 2025.

Table 1. Deliverables and Due Dates

Title	Date
Project Management Plan	November 2024
Interactive Map Comparing Current Services and Proposed Changes	December 2024
Standard Operating Procedures (SOPs) for Subrecipient Monitoring and Oversight	December 2024
Report Documenting Rider Demographic Analysis	December 2024
Service Impact Analysis and Equity Analysis Using Demographic Data	January 2025
Fare Media Distribution Analysis Report	January 2025
Service Modification and Fare Structure Analysis Report	February 2025
Support Presentation of Final Report and Project Close-out	March 2025

Purpose and Overview of Survey Work Plan

When considering service modifications and a change in fare structure and distribution points in fare media, it is imperative to understand the impact on the current ridership base. The purpose of the Title VI Onboard Survey Effort is to analyze information obtained from a representative sample of FAST passengers, minority and non-minority, and individuals with low incomes regarding their travel patterns, usage, characteristics, and demographics. Effective transit service planning is a unique blend of data collection, data analysis, knowledge of the local area, technical expertise, and close collaboration with FAST leadership and City of Fayetteville decision-makers responsible for preparing and adopting service and fare structure changes.

A customized passenger survey instrument for fixed-route bus and ADA complementary paratransit service was developed by the project management team. The survey instrument was available in English, Spanish, and accessible formats and was structured to address specified issues while meeting FTA Circular 4702.1B requirements. The on-board survey instrument encompassed core elements required to capture the most pertinent data, including:

- Demographics of passengers (including age, race, color, national origin, gender, income range, household size, employment status, driver's license, and zip code [home and work])
- English proficiency of passengers
- Auto Availability
- Trip Purpose
- Trip Information (boarding stop, alighting stop, the route used and planned to use, number of transfers, and length of trip (time))
- Trip Start Time
- Method of Payment
- Fare Media Used
- Duration and Frequency of Transit Use
- If Transit Not Available, How Would Rider Make Trip
- Perception of Cost of Passes/Fares
- Service Satisfaction (1 to 5 scale)
- Electronic Devices Available
- Social Media Platforms Used
- FAST Interactions (website, social media, phone, drivers, alerts, etc.)
- Use of FAST App
- Why Riding FAST

The English and Spanish survey instruments for fixed-route bus and ADA complementary paratransit are included in Appendix A of this document. The survey was available in other accessible formats including, large format, to meet the needs of FAST customers, the requirements of the Department of Transportation Limited English Proficiency Guidelines, the Americans with Disabilities Act, and FAST's Language Assistance Plan (LAP).

A detailed survey work plan was developed with input from FAST leadership to aid the onboard survey effort. A one-hour virtual training session, facilitated by RLS & Associates, Inc., was delivered to FAST leadership on November 15, 2024 (Training content included in Appendix B). FAST was responsible for the administration of the Title VI onboard survey and management of the team of onboard surveyors.

A sampling plan was developed with target response quotas established for each service mode. These quotas were set at the system level and route level for fixed-route bus service, to understand the varied impacts of service and fare changes on populations within the FAST system network. Setting route-specific targets increased the statistical validity of the survey results for FAST’s fixed-route bus service. To contact the most passengers and ensure that the sample is valid and representative of the minority, non-minority, and low-income populations, the time spent collecting surveys occurred onboard fixed-route buses and ADA complementary paratransit vehicles. **The target sample for the FAST system was 420; this includes 402 for fixed-route bus service and 18 for ADA complementary paratransit service. FAST exceeded the target quota by 157 responses, or 37 percent, demonstrating their commitment to ensuring the responses captured through the onboard survey effort are truly reflective of its current ridership base.**

The target response quotas are presented in Table 2 through Table 5, respectively. Routes are listed in descending order based on the ridership ranking based on fiscal year 2024 data.

Table 2. FAST Target Response Rate for Fixed-route Bus Service: Weekdays

Route	Ridership Ranking	Estimated Total Passengers	Total Ridership	Percent of Total Ridership	Target Sample
5	1	378.7	541	5.9%	22
3	2	371.0	530	5.7%	22
4	3	326.2	466	5.0%	20
12	4	261.8	374	4.0%	15
14	5	249.9	357	3.9%	15
16	6	226.1	323	3.5%	11
8	7	224.0	320	3.5%	11
7	8	200.9	287	3.1%	10
6	9	193.9	277	3.0%	10
18	10	154.7	221	2.4%	8
9	11	154.0	220	2.4%	8
15	12	134.4	192	2.1%	8
10	13	96.6	138	1.5%	7
17	14	89.6	128	1.4%	7
31	14	89.6	128	1.4%	7

Route	Ridership Ranking	Estimated Total Passengers	Total Ridership	Percent of Total Ridership	Target Sample
19	15	88.2	126	1.4%	7
11	16	77.0	110	1.2%	7
X1	17	20.3	110	0.3%	5
Total		3,337.0	4,767	51.6%	200

Source: RLS & Associates, Inc.

Table 3. FAST Target Response Rate for Fixed-route Bus Service: Saturdays

Route	Ridership Ranking	Estimated Total Passengers	Total Ridership	Percent of Total Ridership	Target Sample
14	1	272.3	389	4.2%	15
5	2	220.5	315	3.4%	11
12	3	208.6	298	3.2%	10
3	4	195.3	279	3.0%	10
6	5	164.5	235	2.5%	8
8	6	131.6	188	2.0%	8
9	7	119.0	170	1.8%	7
4	8	109.2	156	1.7%	7
15	9	105.7	151	1.6%	7
18	10	105.0	150	1.6%	7
7	11	101.5	145	1.6%	7
17	12	77.0	110	1.2%	7
31	12	77.0	110	1.2%	7
19	13	67.9	97	1.0%	7
10	14	62.3	89	1.0%	7
11	15	56.0	80	0.9%	5
Total		2,073.0	2,962	32.1%	130

Source: RLS & Associates, Inc.

Table 4. FAST Target Response Rate for Fixed-route Bus Service: Sundays

Route	Ridership Ranking	Estimated Total Passengers	Total Ridership	Percent of Total Ridership	Target Sample
5	1	186.2	266	2.9%	10
14	2	161.7	231	2.5%	8
12	3	137.9	197	2.1%	8
3	4	131.6	188	2.0%	8
6	5	107.1	153	1.7%	7
8	6	87.5	125	1.4%	7
18	7	76.3	109	1.2%	7

Route	Ridership Ranking	Estimated Total Passengers	Total Ridership	Percent of Total Ridership	Target Sample
15	8	65.1	93	1.0%	7
7	9	52.5	75	0.8%	5
17	9	52.5	75	0.8%	5
Total		1,058.4	1,512	16.4%	72

Source: RLS & Associates, Inc.

Table 5. FAST Target Response Rate for ADA Complementary Paratransit: All Days

ADA Paratransit Service	Estimated Total Passengers	Percent of Total Ridership	Target Sample
Weekdays	192	69.3%	8
Saturdays	42	15.2%	5
Sundays	43	15.5%	5
Total	277	100%	18

Source: RLS & Associates, Inc.

FAST’s service schedules for Saturdays and Sundays are congruent with weekday service; therefore, it is important to note that surveying weekend service was optional. However, to make sure the survey captures all passengers at all times of day and ensure the results are valid at the system-wide level, FAST elected to include weekend service in the workplan for the onboard survey effort. **The onboard survey effort yielded a total of 577 responses; 565 responses for fixed-route bus service and 12 for ADA complementary paratransit service.**

Survey Administration

The survey was administered identically on all areas to ensure equitable sampling of all FAST services. A baseline goal, minimum number, of completed surveys collected was established as part of the survey workplan. The minimum number of surveys, proportional to ridership for each service mode and fixed bus route, established as a goal provided a confidence interval of +/- 20 percent.

The administrative arrangements and record-keeping systems for the rider surveys were established under the survey work plan. Records capturing the service mode, fixed-route bus numbers, and time of day for each survey completed were maintained as part of the survey effort. Completed surveys were filed into envelopes pre-marked with blocks of time, direction, and the route number where the survey was collected. The method of survey filing corrected some of the otherwise erroneous information passengers often provide concerning route

numbers or names, e.g., illegible or misspelled route information or a route number that is not recorded correctly.

The onboard survey was conducted by FAST personnel for a two-week period in November 2024. Surveyors were supervised by FAST leadership to ensure that the surveys were conducted in a manner that is respectful of FAST’s passengers. Training is integral to the administration of the on-board survey. The team of FAST surveyors received training from FAST leadership prior to survey deployment. Completed surveys were collected by the FAST Project Manager and submitted to the RLS Project Manager for data entry and analysis.

Analysis of Survey Results

An analysis of the results from the onboard survey effort encompassing both service modes, fixed-route bus and ADA complementary paratransit, is presented herein.

Fixed-Route Bus Service

The first question of the survey asked respondents to confirm the route they were riding and where their starting and ending bus stop locations were. The top origin and destination points are presented in Tables 6 and 7 below. The origin points selected most often are congruent with the primary destination points, excluding Bragg Blvd., selected by survey participants.

Table 6. Top Five Points of Origin for FAST Survey Respondents, Fixed-Route Bus

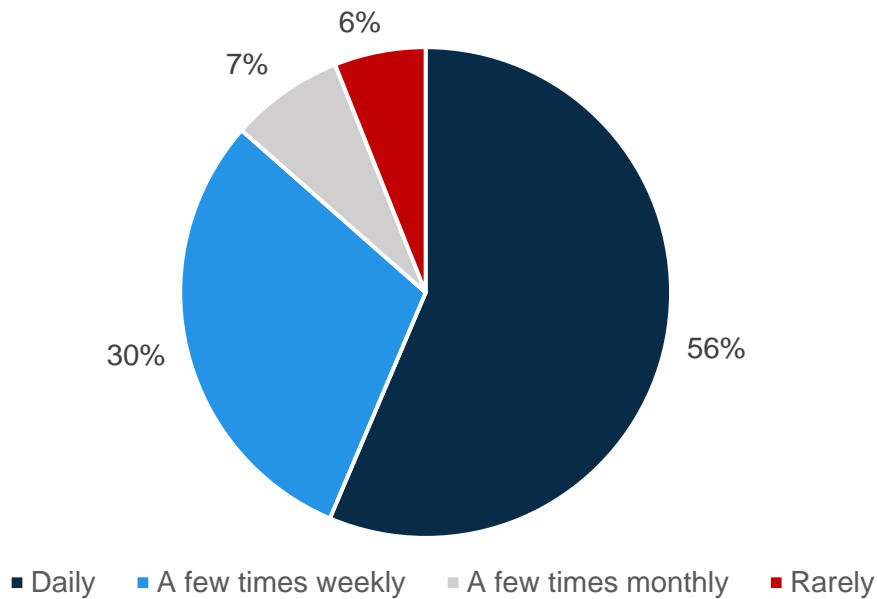
Starting Point (Location of Trip Origin)
FAST Transit Center (FTC)
Cross Creek Mall
Murchison Road
Ramsey Street
Walmart

Table 7. Top Five Destinations for FAST Survey Respondents, Fixed-Route Bus

Ending Point (Location of Destination)
FAST Transit Center (FTC)
Cross Creek Mall
Walmart
Ramsey Street
Bragg Blvd.

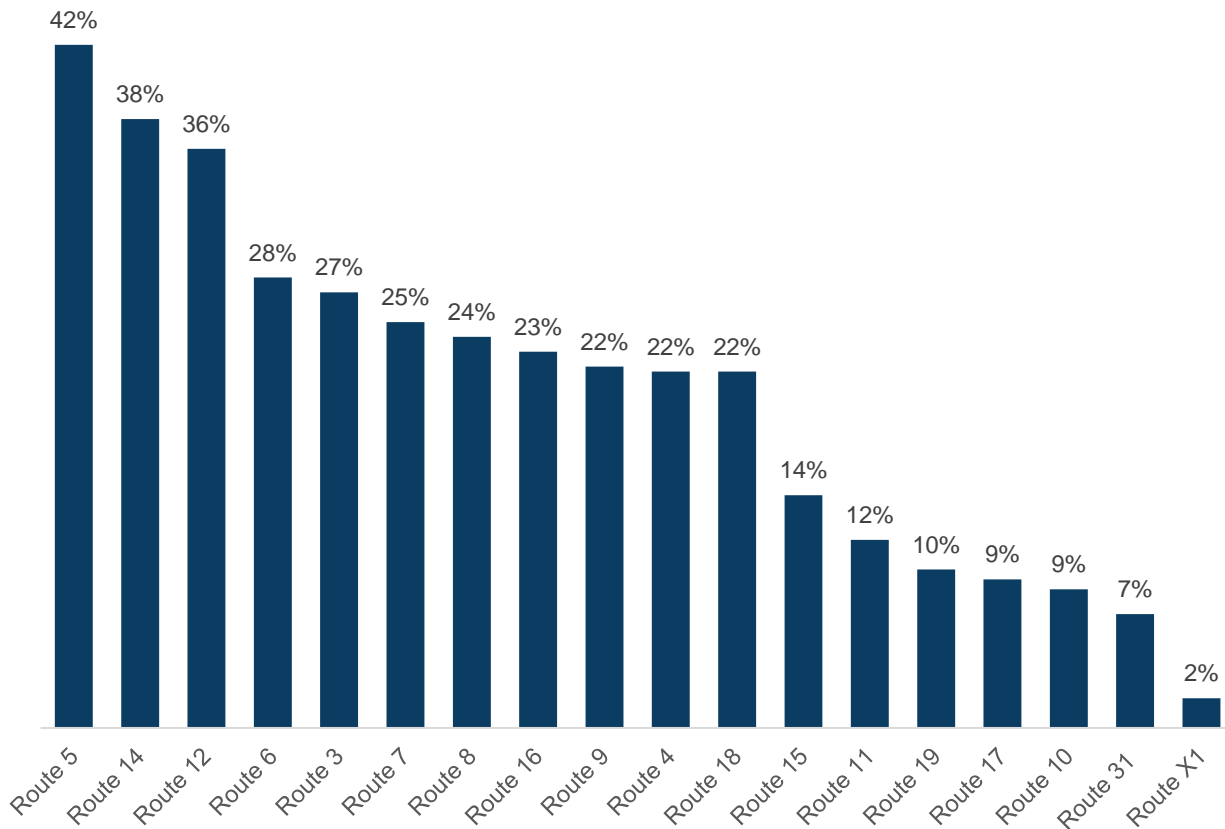
Survey participants were then asked how often they ride FAST. Over 56 percent (309 out of 549 respondents) identify as daily passengers, while 30 percent responded they ride a few times per week. Only 6 percent of respondents reported they ride rarely. The results are depicted in Figure 1 below.

Figure 1. Respondents' Typical Use of FAST's Fixed-Route Bus Service



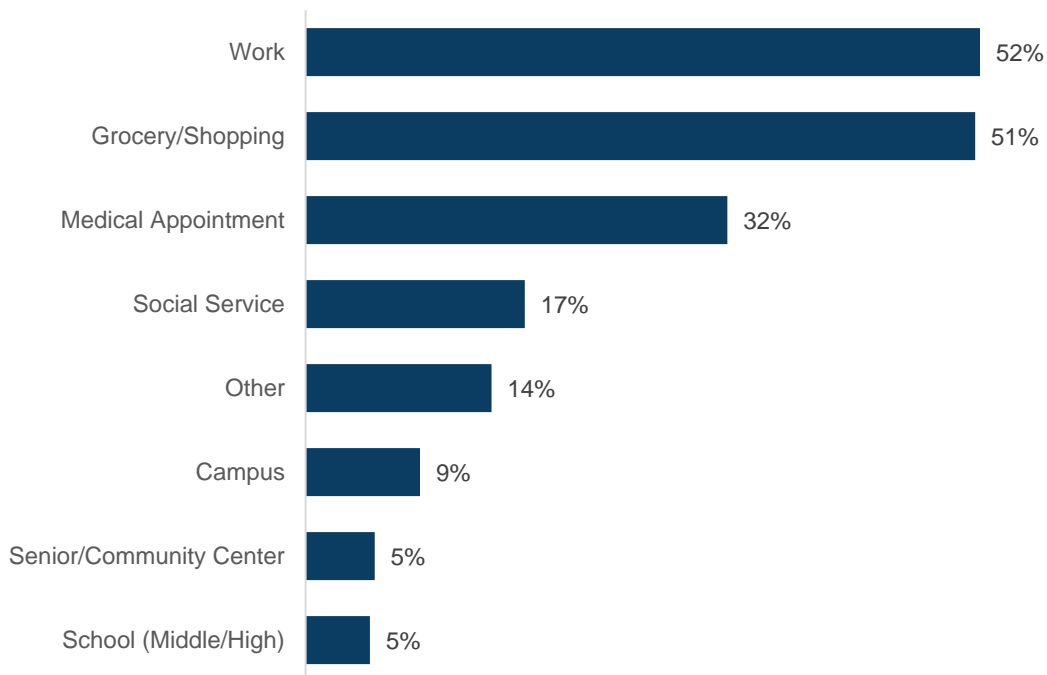
Information was tracked for the time and route of each collected survey. Respondents were asked to indicate which routes they use most often. Approximately 42 percent (138 out of 326 respondents) reported using Route 5 at their primary route. Route 14 was the second most utilized route at roughly 38 percent (123 respondents), followed by Route 12 at 36 percent (117 respondents). The route utilization of survey participants is illustrated in Figure 2 on the following page.

Figure 2. Respondents' Answer to "What routes do you primarily use?"



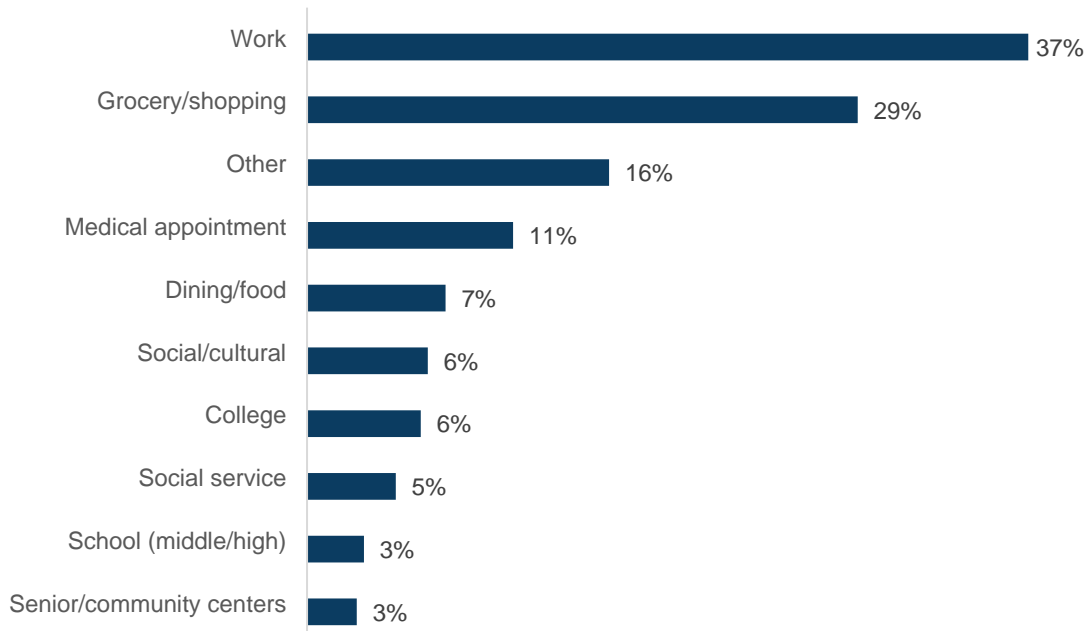
Respondents were asked to identify their most common trip purpose or destination point when using FAST. Trip purpose options ranged from employment, grocery/shopping, medical/healthcare, senior/community center, social service, education, or other. The primary trip purpose among survey respondents was work, accounting for approximately 52 percent (283 out of 549 respondents) of responses. Grocery/shopping was a close second at 51 percent (281 respondents), followed by medical appointments at 32 percent (177 respondents). Examples of "other" trips included visits to the library, mall, Fayetteville VA Medical Center, gym, a family member's house, and community/recreational events. The most common destinations reported by FAST passengers are depicted in Figure 3 on the following page.

Figure 3. Most Common Destinations for FAST Survey Respondents



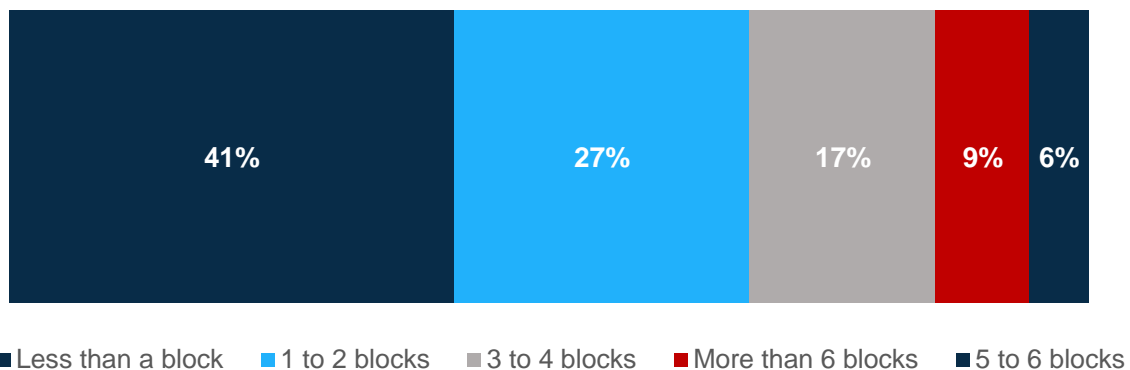
To gain a better understanding of their travel patterns, passengers were asked to confirm the purpose of their current trip. Respondents could choose from options such as work, college, grocery/shopping, dining/food, social/cultural, medical appointment, social service, senior/community center, school (middle/high), or other. Nearly 200 respondents (37 percent) identified work as their primary purpose, followed by grocery/shopping at 155 respondents (29 percent), and 85 respondents (16 percent) indicating “other” destinations. Examples of “other” trips included visits to church, home, library, gym, Fayetteville VA Medical Center, and plasma donation centers. The primary trip purposes for FAST survey respondents are presented in Figure 4 on the following page.

Figure 3. Primary Trip Purpose for FAST Survey Respondents



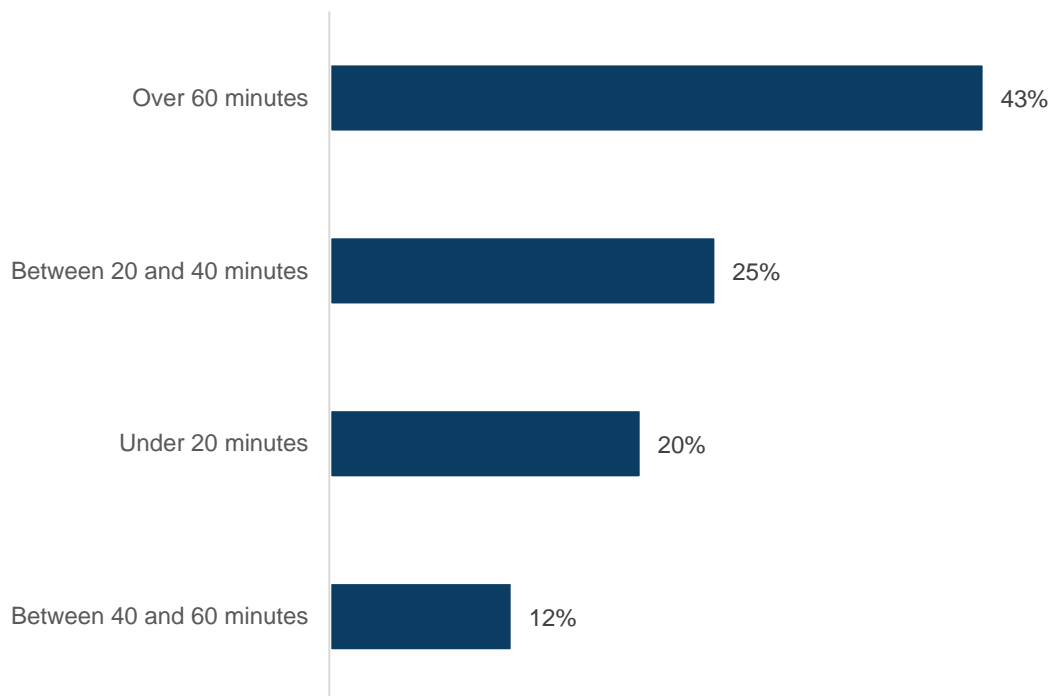
The distance a rider walks to a bus stop is important in determining access to transit services. Respondents were asked to provide how many blocks they had to walk to get to the bus stop for the trip they were on. As illustrated in Figure 4, approximately 41 percent (215 out of 522 respondents) reported they were within one block of the stop they boarded, followed by 27 percent (143 respondents) who reported being within one to two blocks of the bus stop.

Figure 4. Respondents' Answer to "How far did you walk to get to the bus stop for this bus?"



Among survey respondents, the average time spent to complete a trip on a FAST fixed-route bus totaled 56 minutes. This duration includes walking to the stop, riding the bus, and walking to the destination point. Approximately 43 percent of trips took more than 60 minutes to complete, while roughly 25 percent of trips took between 20 and 40 minutes to complete. The results are illustrated in Figure 5 below.

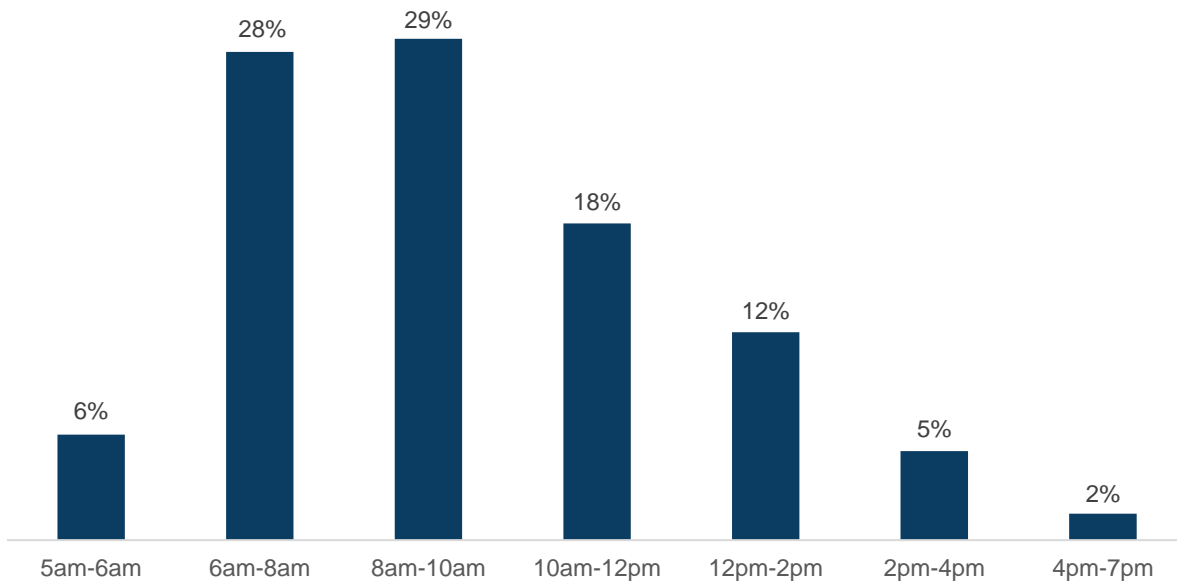
Figure 5. Respondents' Average Trip Length, Including Travel To/From Bus Stop and Transfers



To assist in determining service hours, FAST asked respondents when their current or most recent trip began. Options were organized in two-hour time increments, with exceptions for early morning trips (5:00 a.m. and 6:00 a.m.) and late afternoon/evening trips (4:00 p.m. and 7:00 p.m.). Responses for late afternoon/evening hours are presented within a three-hour window due to the inherently lower response rate compared to all other hours.

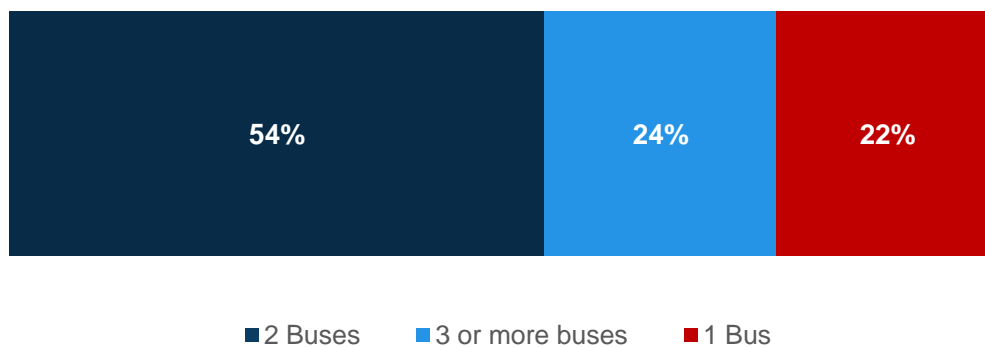
The most common response was between 8:00 a.m. and 10:00 a.m. (29 percent), followed by 6:00 a.m. to 8:00 a.m. (28 percent), and 10:00 a.m. to 12:00 p.m. (18 percent). Late afternoon/evening hours were selected less frequently, likely due to respondents interpreting “trip” as their initial morning trip rather than an afternoon return trip. The survey responses to trip start times are illustrated in Figure 6 on the subsequent page.

Figure 6. Respondents' Answer to "What time did this, or your most recent trip, start?"



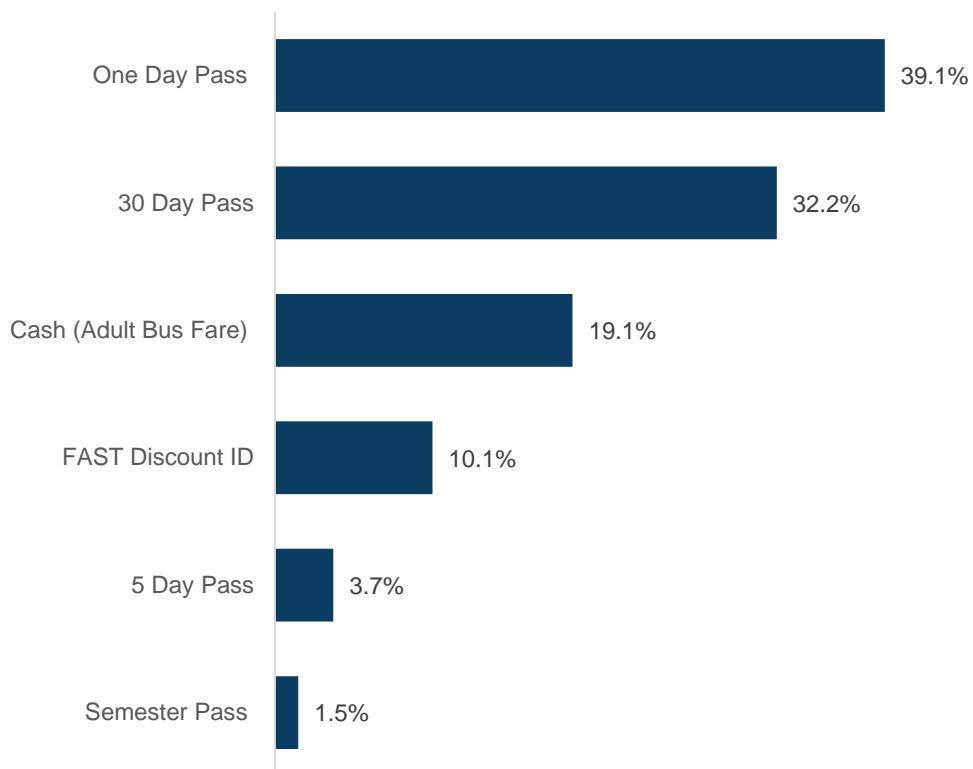
Responses are presented in two-hour time increments with the exception of evening hours. Due to the lower response rate, responses for evening hours are presented under a three-hour time increment. Transfers are another area FAST wanted to review to see how equitable transit services are. Respondents were asked to provide how many separate buses they would have to get on to reach their destination. Over 77 percent (406 out of 523 total respondents) of passengers reported making at least one transfer, while over 23 percent had to make more than one transfer to reach their destination (Figure 7).

Figure 7. Respondents' Answer to "How many separate buses do you have to use to make this one-way trip to where you are going now?"



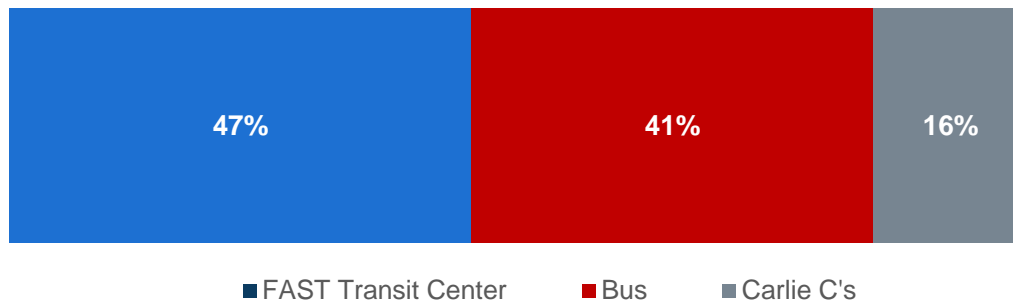
Fare payment is a key aspect to FAST and its future service model. Respondents were asked how they paid for their bus fare on the trip they were on. The majority of survey respondents (39 percent or 209 of the total 534 respondents) reported paying for their trip via a one-day pass, while 32 percent (172 respondents) reported using a 30-day pass to pay for their current trip. Approximately 19 percent (102 respondents) paid for their trip with cash. Survey responses to fare payment for FAST passengers are presented in Figure 8 below.

Figure 8. Respondents' Answer to "How did you pay for your fare on this bus today?"



FAST sought to determine where respondents purchased their passes if they used one to ride. The majority of respondents (47 percent or 231 out of 495) reported purchasing their passes at the FAST Transit Center, while 16 percent (77 respondents) indicated paying cash upon boarding. The results are depicted in Figure 9 on the next page.

Figure 9. Respondents' Answer to "Where did you purchase your bus pass?"



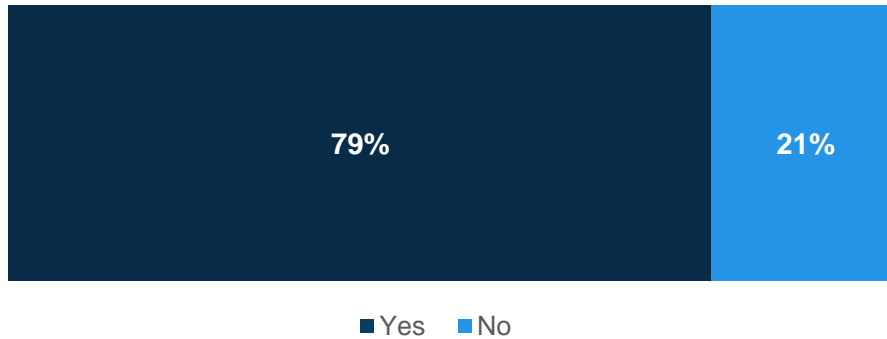
The next set of questions focused on electronic fare payment. To assess the feasibility of implementing this option through smartphones, respondents were asked about their access to such devices. **Over 79 percent (428 out of 541 respondents) reported having regular access to a smartphone, while approximately 21 percent (113 respondents) reported they do *not* have regular access to a smartphone.**

Those with access to a smartphone were then asked if they would be comfortable paying their bus fare through a mobile app. **Approximately 59 percent (296 out of 499 respondents) reported they would be comfortable paying for their bus fare through the mobile app. This leaves a significant minority, 41 percent (203), of survey respondents that would *not* feel comfortable paying for their bus fare through a mobile app.**

Of the 41 percent of respondents who indicated they would *not* use electronic fare payment, the primary reasons cited were lack of access to a smartphone or a data plan to use the app. Additional reasons included a preference for cash payment and a lack of trust in technology.

As an alternative to using the mobile app, passengers were asked if they would be comfortable using a reloadable fare card. **While 41 percent may *not* feel comfortable paying with a mobile app, approximately 79 percent (402 out of 510 respondents) reported they *would* use a reloadable fare card** (Figure 10).

Figure 10. Respondents' Answer to "Would you be comfortable using a reloadable fare card to pay for your fare?"



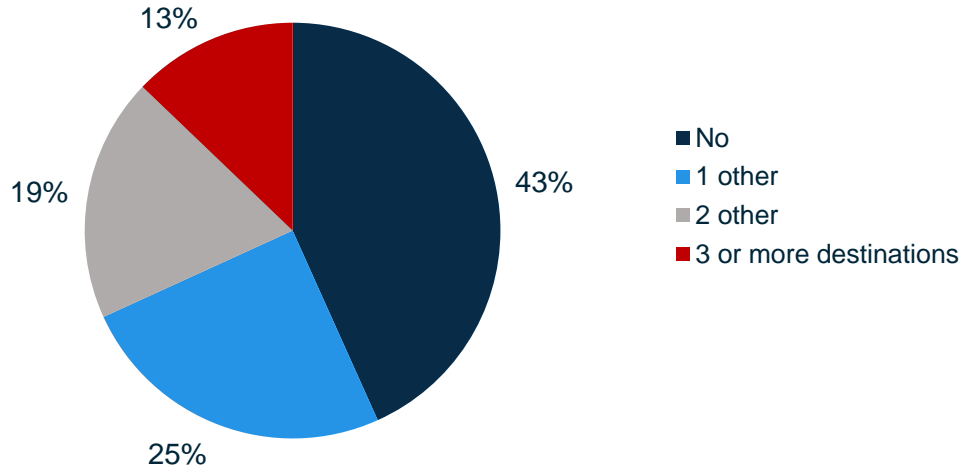
FAST customers can purchase bus passes from the FAST Transit Center (FTC) or one of four local Charlie C's retail locations including, Eutaw Village, Cedar Creek, Bordeaux and Reilly Road. Passengers were asked which locations they *would like* to purchase a reloadable fare card from. The top five locations reported by survey respondents are presented in Table 8 below.

Table 8. Top Five Locations in Which Respondents Would Like to Purchase a Reloadable Fare Card From

Location
FAST Transit Center (FTC)
Food Lion (Ramsey Road, Rosehill Road, and Bragg Blvd. locations)
Walmart (Strictland Bridge Road, Ramey Road, and Skibo Road locations)
Drug Stores (CVS and Walgreens)
Charlie C's (Owen Drive, Reilly Road, and Bragg Blvd. locations)

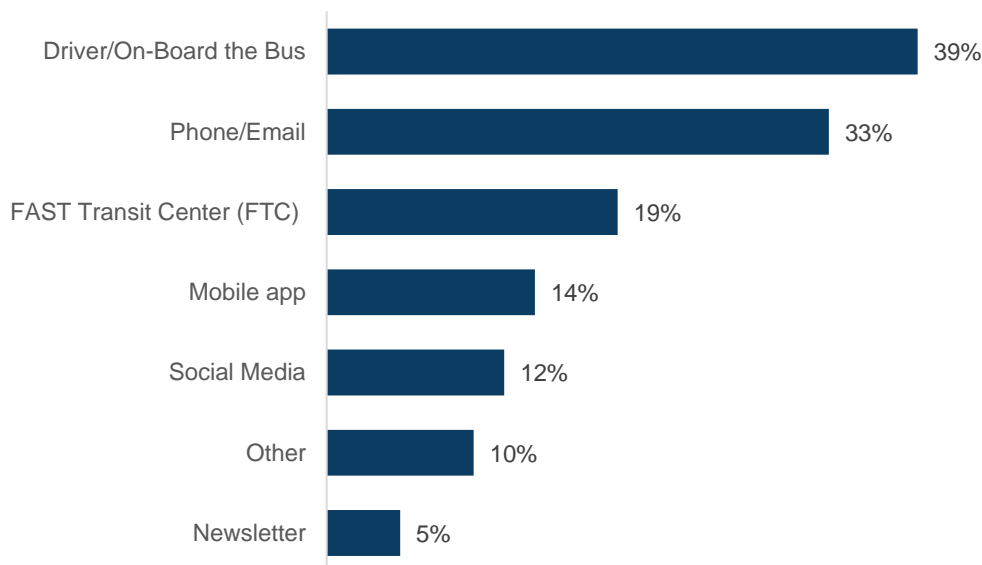
To identify how many trips per day a passenger might be taking, respondents were asked if they were traveling to any other destinations in addition to the trip they were presently on. Over 43 percent (219 out of 506 respondents) reported making only one trip, the trip they were currently on, while approximately 57 percent (287 respondents) were traveling to one or more additional destinations beyond the one for which they were surveyed. The number of fixed-route bus trips that FAST passengers will take during the date in which the survey was completed is depicted in Figure 11 on the following page.

Figure 11. Respondents' Answer to "Besides your current trip, will you go to any other destinations today using a FAST bus?"



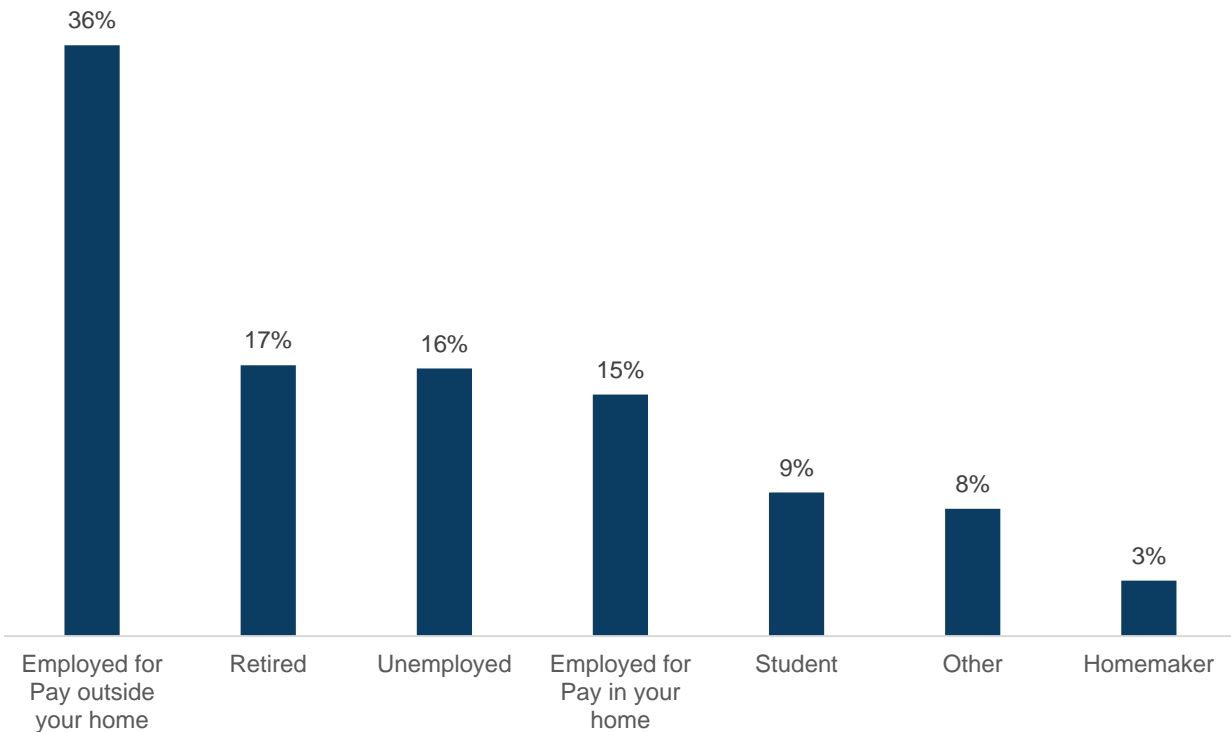
Understanding how passengers obtain information is crucial to providing the best possible services. Respondents were asked how they currently receive information and updates from FAST. The majority of respondents (39 percent or 193 out of 494) indicated a FAST driver or onboard the bus was the primary source of information, followed by phone or email at 33 percent (164 respondents). Examples of responses cited as "other" include FAST passengers, word of mouth, Google, and Apple Maps. Figure 12 illustrates the most commonly used platforms for receiving updates on FAST programs and services reported by survey participants.

Figure 12. Current Method of Receiving Information and Updates on FAST Programs and Services



Employment status and demographic data were collected from the survey. Among the 497 survey respondents, 36 percent (181 respondents) reported to be employed outside of their home, while approximately 17 percent (83 respondents) indicated they are retired (Figure 13).

Figure 13. Employment Status of Survey Respondents



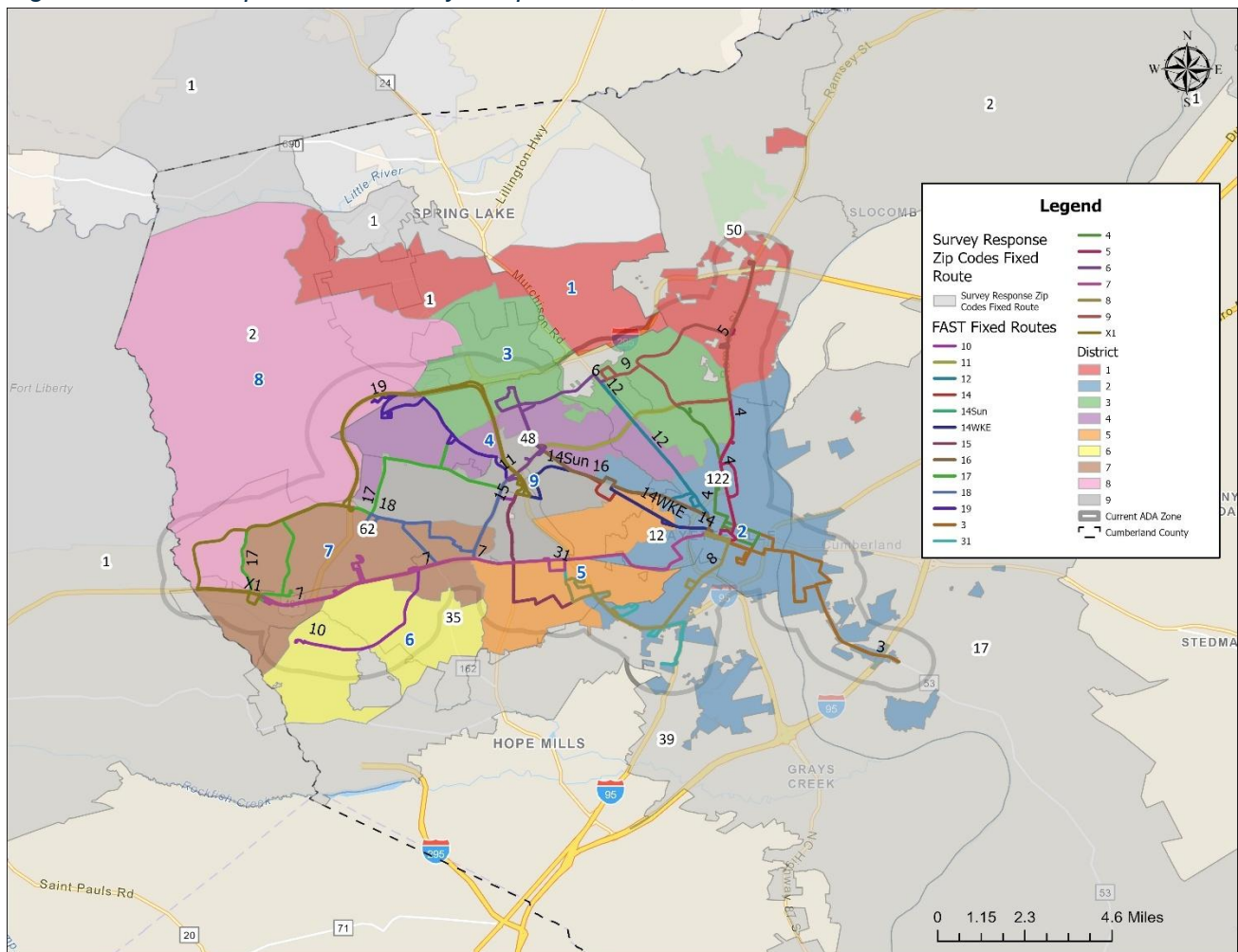
The next set of questions focused on the number of personal vehicles available, licensed drivers, and residents within a respondent’s household. Survey responses were analyzed alongside poverty levels and zero-vehicle households within the FAST service area. On average, households had 0.7 vehicles, 1.0 licensed drivers, and 2.4 members. Approximately 49 percent (256 out of 523 respondents) reported having no vehicle available in their household, while 34 percent (177 out of 515 respondents) indicated there was no licensed driver in their household.

To determine the location in which passengers reside, survey participants were asked to provide their home zip code. The majority of survey respondents (30 percent) reported their home zip code as 28301, followed by 15 percent who cited 28314 as their home zip code. The results are presented in Table 9 and Figure 14 on pages 20 and 21. The map presented under Figure 14 illustrates the number of responses per zip code overlaid with the Fayetteville City Council districts and FAST’s fixed-route service network. The data can also be viewed on the [Interactive Project Map](#).

Table 9. Home Zip Code of Survey Respondents, Fixed-Route

Zip Code	Number of Responses	Percentage of Responses
28301	122	30.4%
28302	2	0.5%
28303	47	11.7%
28304	32	8.0%
28305	12	3.0%
28306	39	9.7%
28307	1	0.2%
28308	1	0.2%
28310	2	0.5%
28311	50	12.5%
28312	17	4.2%
28314	61	15.2%
28316	1	0.2%
28321	1	0.2%
28323	1	0.2%
28326	1	0.2%
28328	1	0.2%
28334	1	0.2%
28345	1	0.2%
28356	2	0.5%
28376	1	0.2%
28384	2	0.5%
28501	1	0.2%
28548	2	0.5%
Total	401	100%

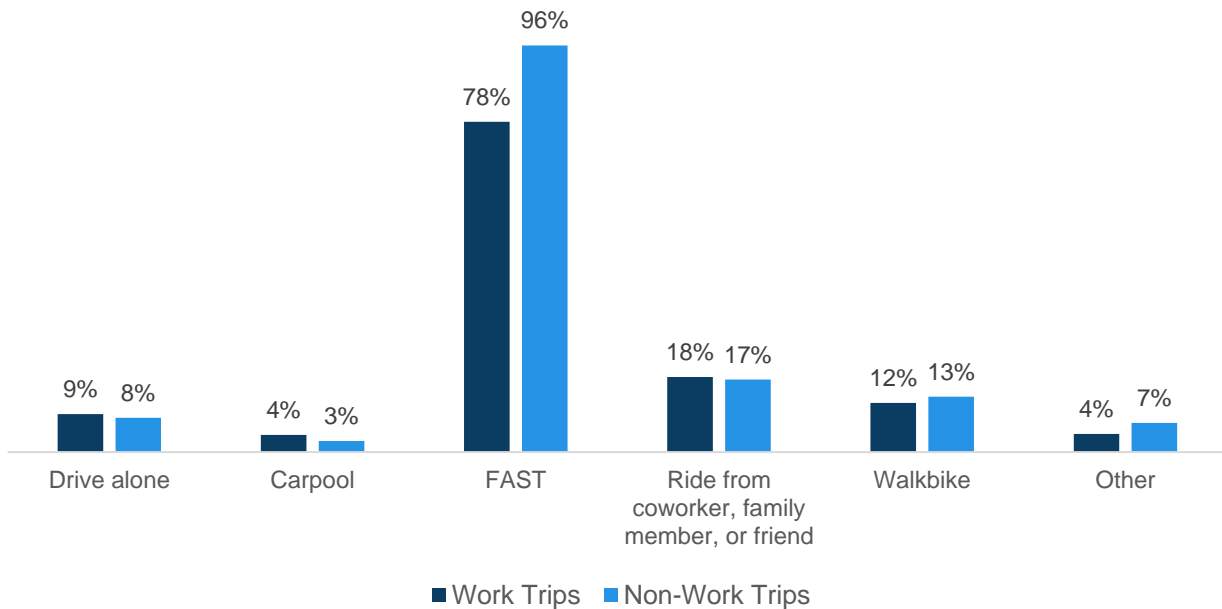
Figure 14. Home Zip Code of Survey Respondents, Fixed-Route



Source: RLS & Associates, Inc.

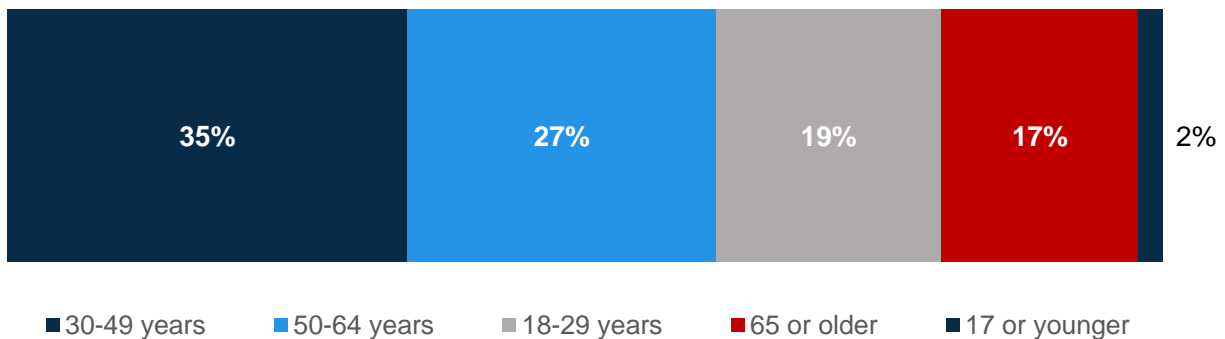
Respondents were asked to confirm their primary mode of transportation for both work and non-work-related trips. Passengers were surveyed onboard FAST vehicles; therefore, FAST was the primary mode used by the majority of survey respondents. Approximately 78 percent (383 out of 489 respondents) use FAST for work related trips, while 96 percent (404 out of 419 respondents) use FAST for non-work-related trips. Figure 15 on the subsequent page illustrates the primary modes of transportation for work and non-work-related trips reported by survey participants. Examples of responses provided under “other” include private ride-hailing services such as Uber and Lyft.

Figure 15. Respondents' Answer to "What is your main mode of transportation for work and non-work trips?"



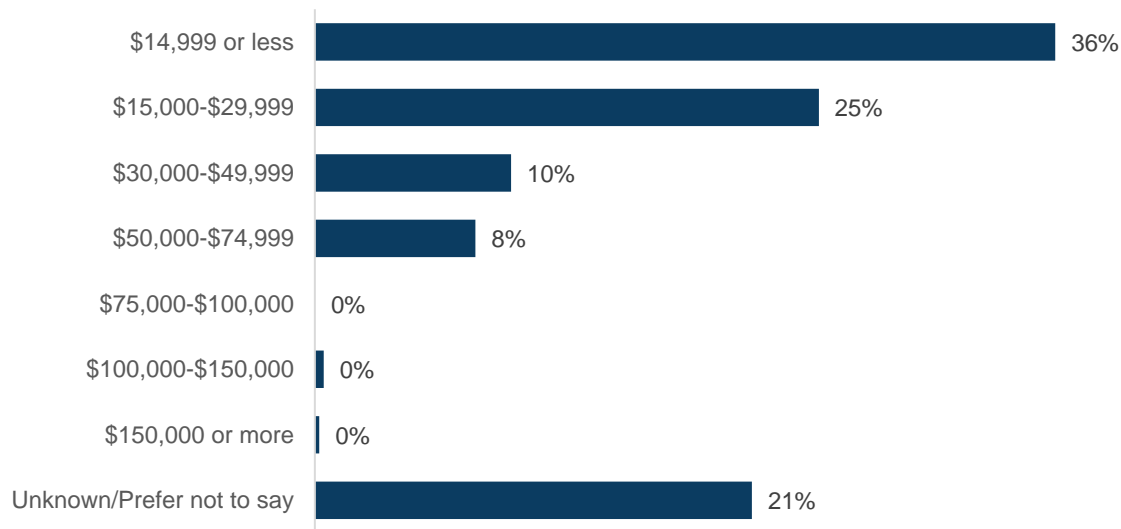
Respondents were asked to provide their age. There was a relatively even distribution among age groups with the majority (35 percent) of survey participants falling under the 30 to 49 age range; 27 percent categorized under the 50 to 64 age range; 19 percent falling under the 18 to 20 age range; and 17 percent reported as 65 years of age or older. Only 2 percent of respondents were under the age of 18. The age distribution of survey participants is depicted in Figure 16 below.

Figure 16. Age Ranges of Survey Respondents



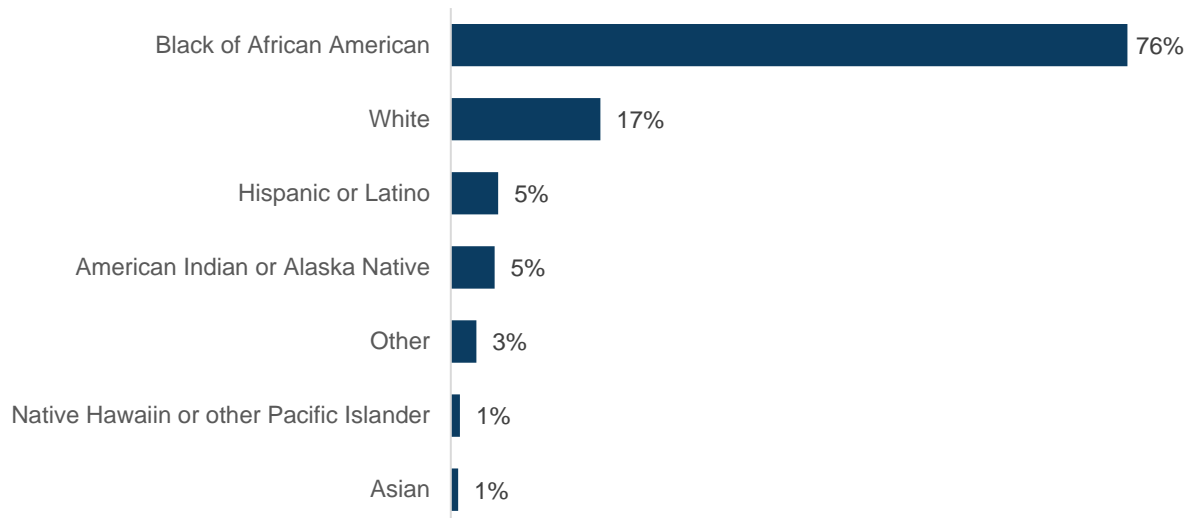
Respondents were asked to confirm their annual household income. Thirty-six (36) percent of respondents reported their household income was less than \$15,000 a year. Those households that made between \$15,000 and \$29,999 was the second most frequent amongst respondents at 25 percent. Over 21 percent did not know or preferred not to share their annual household income (Figure 17).

Figure 17. Annual Household Income of Survey Respondents



Equity by race or national origin is of utmost importance to agencies that receive Federal funding. Over 76 percent of survey respondents reported Black or African American as their race/ethnicity (Figure 18).

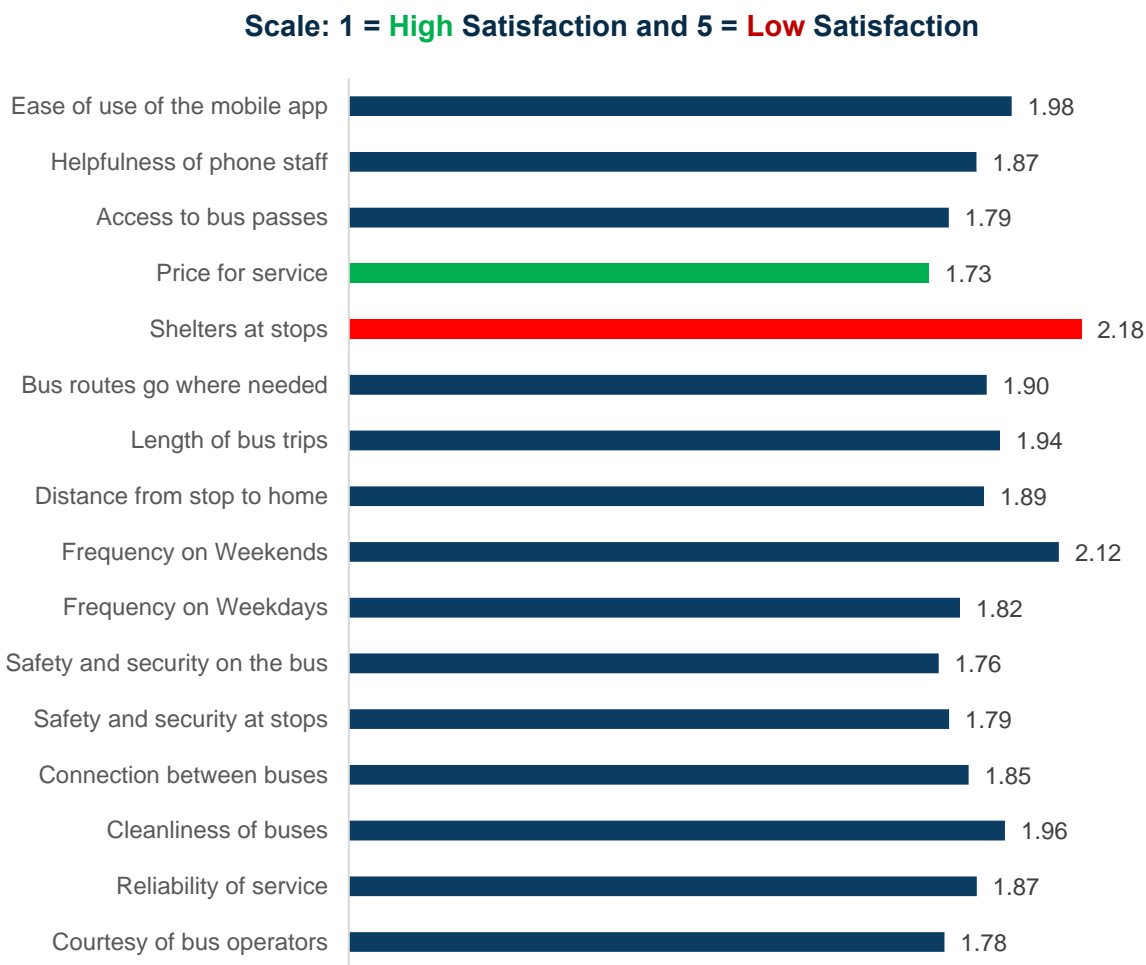
Figure 18. Race and Ethnicity of Survey Respondents



Approximately 98 percent of respondents reported speaking English at home, while Haitian Creole and Spanish were the two other most commonly spoken languages spoken by survey respondents.

Passengers were asked to rate 16 different aspects of FAST’s fixed-route bus service on a scale of “1” to “5”, with “1” being the highest and “5” being the lowest satisfactory rating. Average scores were then calculated for each service category. Results are summarized in Figure 19. Overall, passengers were most satisfied with the price of services with an average ranking of 1.73. The next highest average service rating was safety onboard the buses with an average ranking of 1.76. Shelters at stops was overwhelmingly rated the lowest with an average rating of 2.18. The ranking exercise identifies the areas of FAST bus service with the greatest satisfaction and areas that warrant needed improvements.

Figure 19. Respondents’ Answer to “How would you rate FAST bus services?”



ADA Complementary Paratransit Service

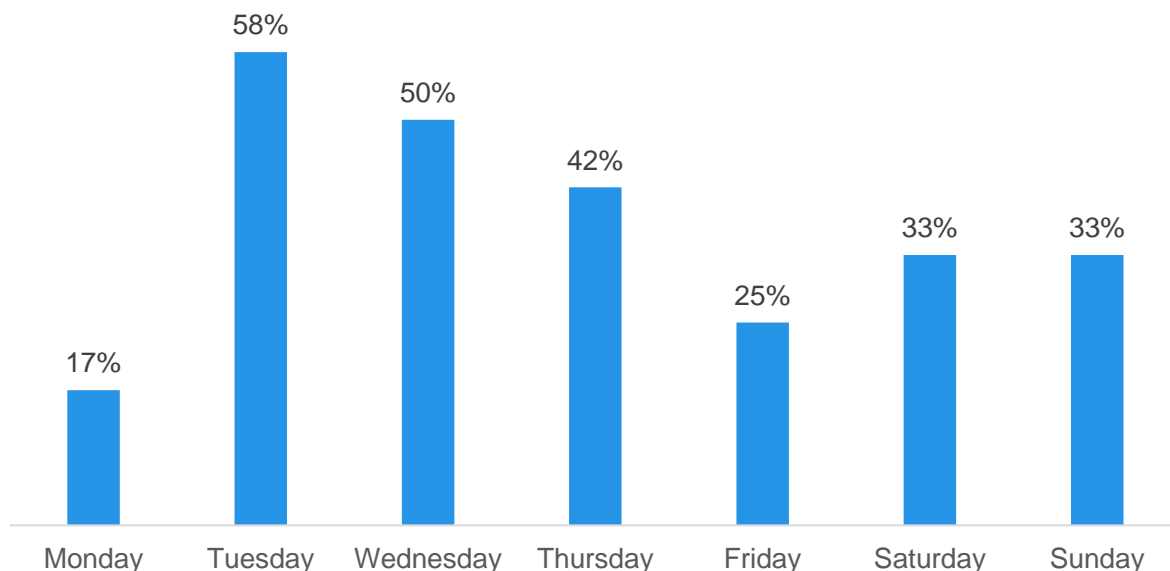
The first question of the survey asked respondents to confirm the starting and ending location of their current trip. FAST received 12 total responses from passengers using FAST's FASTTrac! service. Survey participants were then asked how often they use FAST. Seventy-five (75) percent of respondents stated they ride a few times weekly, while 25 percent confirmed they ride daily. Zero percent of respondents ride a few times monthly or rarely. The results are depicted in Figure 20 below.

Figure 20. Respondents' Answer to "Typically, how often do you ride FAST?"



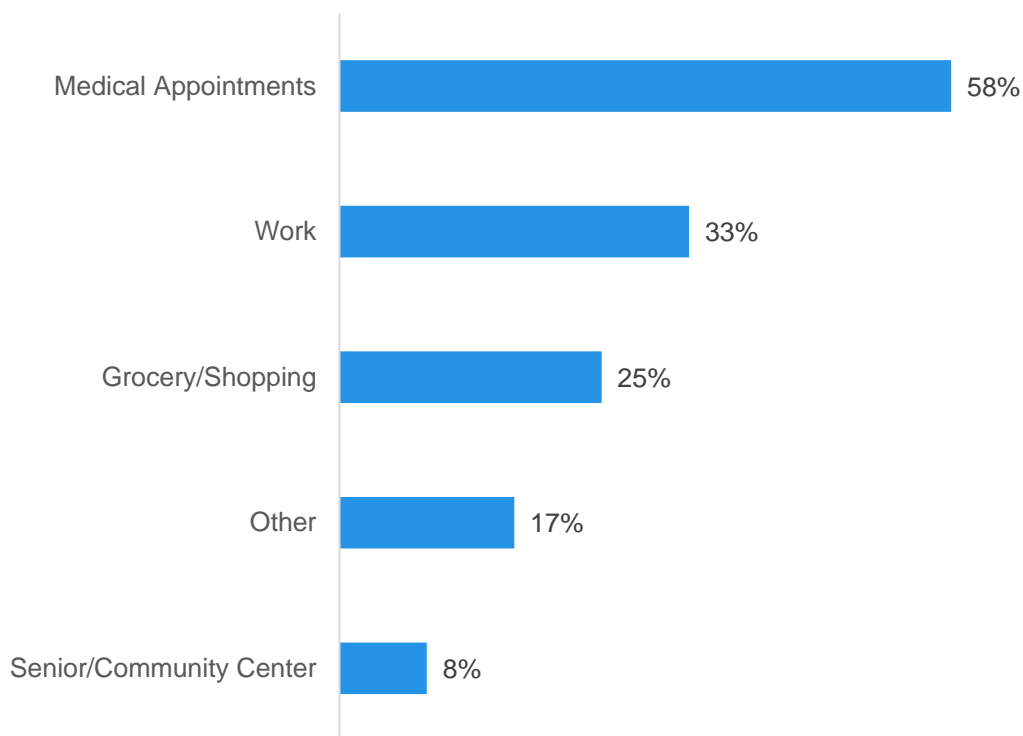
While information for FASTTrac! trips is tracked by passengers and days of the week, respondents were also asked to include the days of the week they ride most often. The majority of survey respondents (58 percent) ride on Tuesdays, followed by Wednesdays at 50 percent. Figure 21 illustrates the days in which survey participants ride most often.

Figure 21. Respondents' Answer to "What days do you ride most often?"



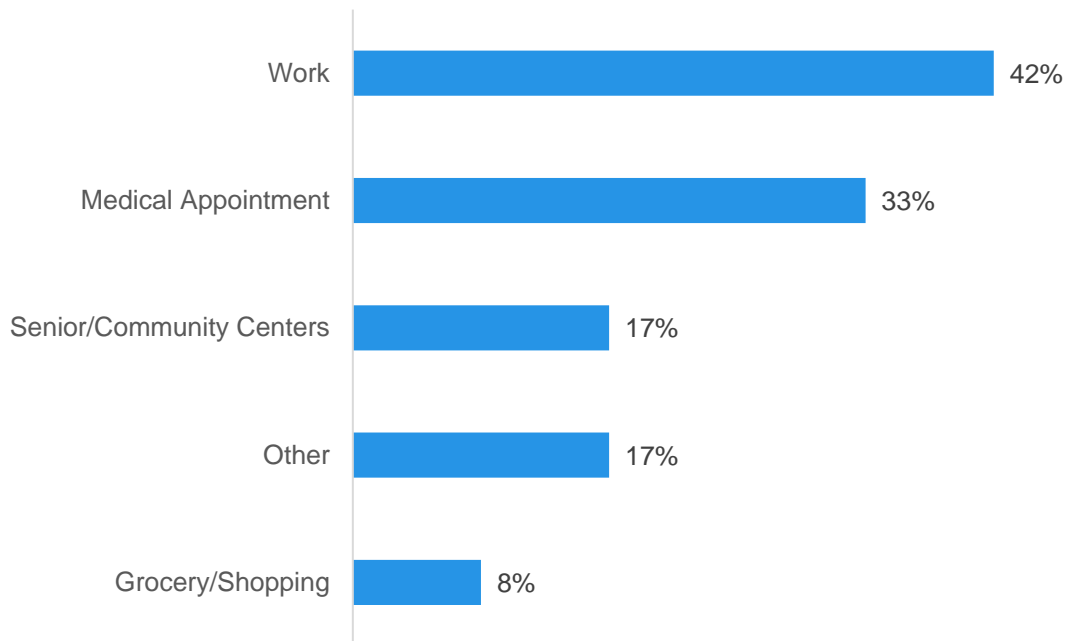
Respondents were asked to identify their most common trip purpose or destination point when using FAST. Trip purpose options ranged from employment, grocery/shopping, medical/healthcare, senior/community center, social service, education, or other. The primary trip purpose among survey respondents was medical appointments at 58 percent, followed by work at 33 percent and grocery/shopping at 25 percent. Responses for the most common destinations reported by FAST passengers is depicted in Figure 22 below. The trip purpose classified as “other” was the mall.

Figure 22. Respondents’ Answer to “What is/are your most common destination(s)?”



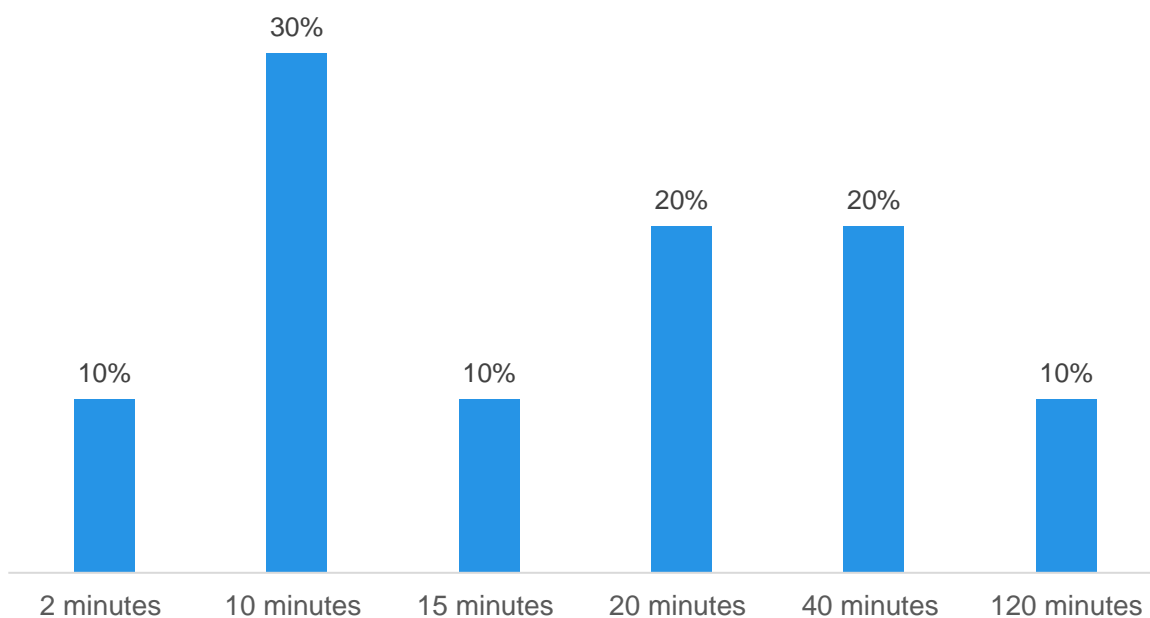
As a follow-up to the question about common destinations, FAST asked respondents to identify the primary purpose of their current trip. Options included work, college, grocery/shopping, dining/food, social/cultural, medical appointment, social service, senior/community center, school (middle/high), or other. Survey participants were able to select more than one response. Approximately 43 percent of trips were work-related, while 33 percent were to/from a medical appointment. Church was cited as the primary trip purpose classified as “other”. The results are illustrated in Figure 23 on the following page.

Figure 23. Respondents' Answer to "What is the main purpose of your trip today?"



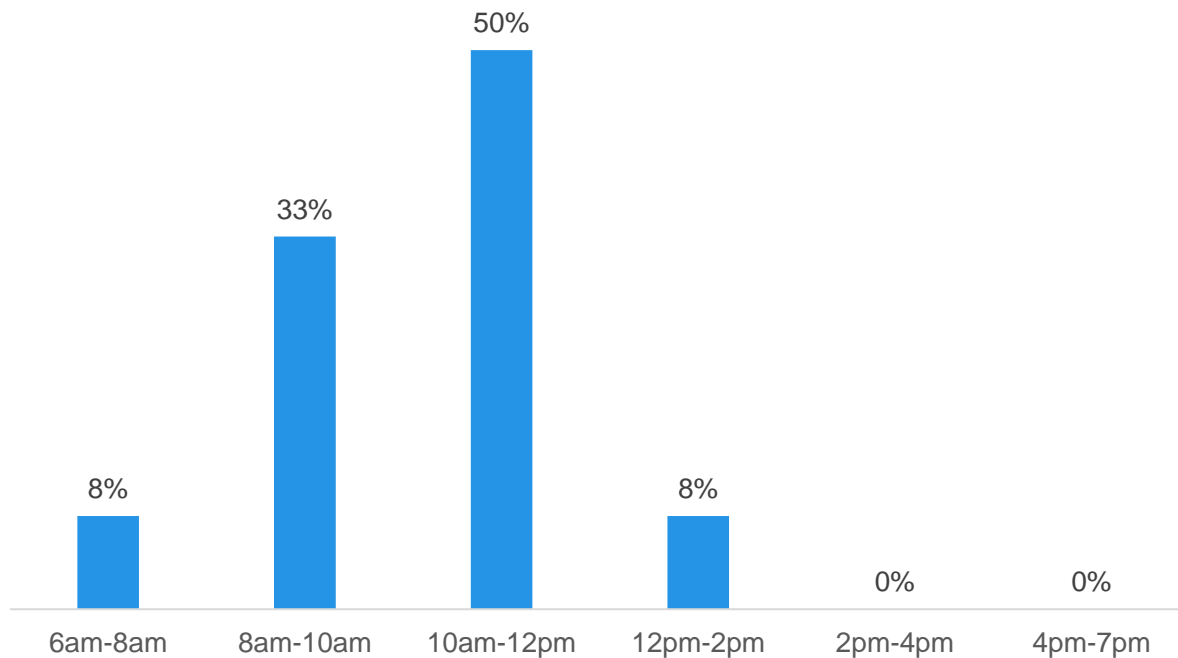
Based on survey respondents, the average time a respondent spends to complete a paratransit trip is 28.7 minutes. Fifty (50) percent of trips took more than 20 minutes while 50 percent of trips took less than 20 minutes to complete (Figure 24).

Figure 24. Respondents' Answer to "About how long will your trip take today?"



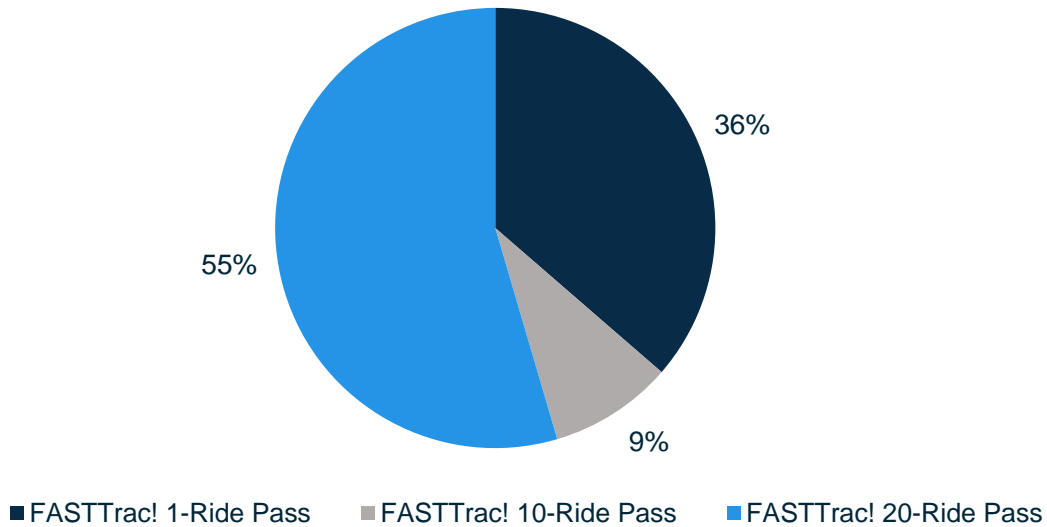
To help determine the hours in which the majority of survey participants travel, FAST respondents were asked to confirm the start time of the trip they were on, or their most recent trip. Options were organized in two-hour increments, with the exception of late afternoon/evening trips from 4:00 p.m. to 7:00 p.m. Final service hours are grouped into a three-hour window due to lower ridership during this timeframe. The majority (50 percent) of respondents reported a trip start time between 10:00 a.m. and 12:00 p.m., followed by 33 percent reporting a start time between 8:00 a.m. and 10:00 a.m. Trip start times between the hours of 2:00 p.m. and 7:00 p.m. yielded zero responses. Figure 25 illustrates the distribution of trip start time ranges reported by paratransit passengers.

Figure 25. Respondents' Answer to "What time did this, or your most recent, trip start?"



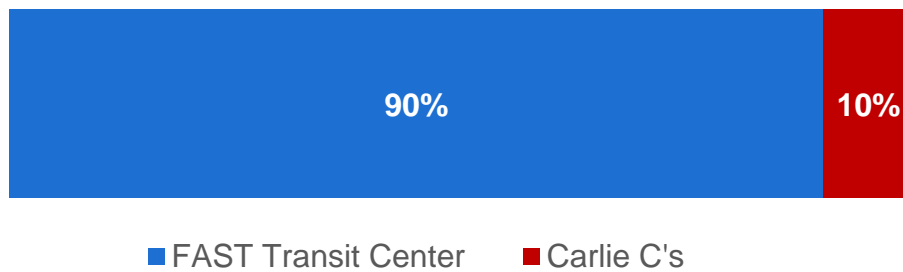
Fare payment is a key aspect to FAST and its future service model. Respondents were asked how they paid for their fare on the trip they were on. Over 54 percent of respondents paid for their trip using a 20-ride pass, while approximately 36 percent of respondents paid for their trip using a 1-ride pass. Results presented in Figure 26 on the following page.

Figure 26. Respondents' Answer to "How did you pay for your fare today?"



FAST wanted to find out the locations in which respondents purchased their FASTTrac! pass. As illustrated in Figure 27 below, 90 percent (9 out of 10 respondents) purchased their pass at the FAST Transit Center (FTC) with the remaining 10 percent (1 respondent) purchased their pass at an alternate location.

Figure 27. Respondents' Answer to "Where did you purchase the pass for your trip?"



The next set of questions relate to electronic fare payment. In order to determine if electronic fare payment via smartphone app is an option, respondents were asked if they had regular access to a smartphone. **All respondents (100 percent or 11 out of 11 respondents) confirmed they have regular access to a smartphone.**

FAST asked passengers if they would feel comfortable paying for their fare electronically through a mobile app. Approximately 78 percent (7 out of 9 respondents) confirmed they *would be comfortable paying for their fare electronically through a mobile app.* This leaves a small minority (22 percent) that would *not* feel comfortable paying for their fare using a mobile app.

Of the 22 percent that said they would not be comfortable paying for their fare via mobile app, the reasons cited were apps are not published on the passenger’s phone and fare is paid for by another person.

As an alternative to using the mobile app, respondents were asked if they would be comfortable using a reloadable fare card. **While 22 percent may not feel comfortable paying with a mobile app, 89 percent (8 out of 9 of respondents) reported they would use a reloadable fare card, while a small minority (11 percent) stated they would not feel comfortable using a reloadable card to pay for their fare.**

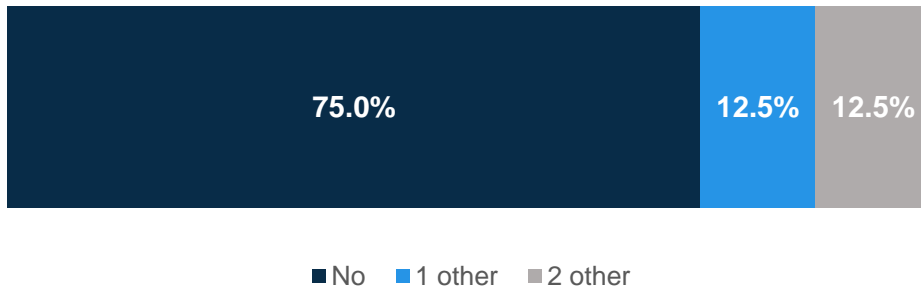
Passengers were asked which locations they *would like to purchase a reloadable fare card* from. The primary locations reported by paratransit survey respondents (Table 10) were fairly consistent with those provided by fixed-route bus users.

Table 10. Primary Locations in Which Respondents Would Like to Purchase a Reloadable Fare Card From

Location
FAST Transit Center (FTC)
Charlie C’s (Owen Drive)
Food Lion
Publix
Walmart Supercenter (Raeford Road)

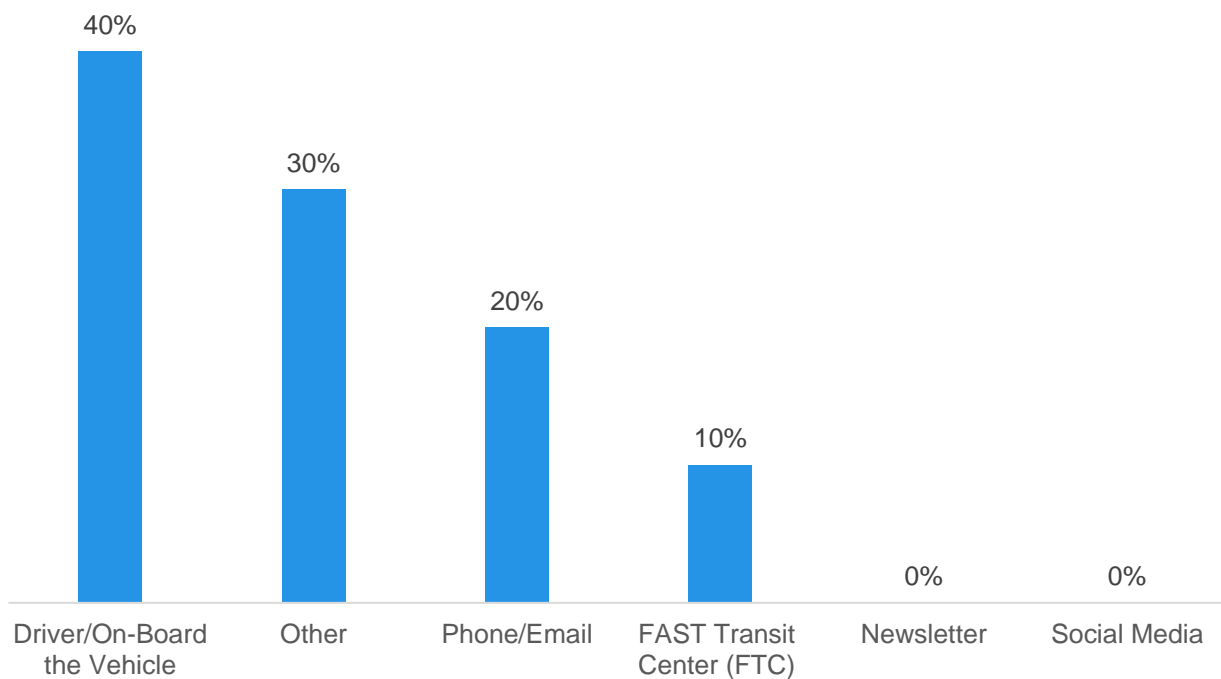
To determine how many daily trips a passenger might be taking, respondents were asked if they were traveling to any other destinations in addition to the trip they were on at the time the survey. Seventy-five percent (6 out of 8 respondents) confirmed they were only making the trip they were on, while 12.5 percent were traveling to one additional destination, and another 12.5 percent reported traveling to two additional locations. The results are illustrated in Figure 28 on the following page.

Figure 28. Respondents' Answer to "Besides your current trip, will you go to any other destinations using FAST?"



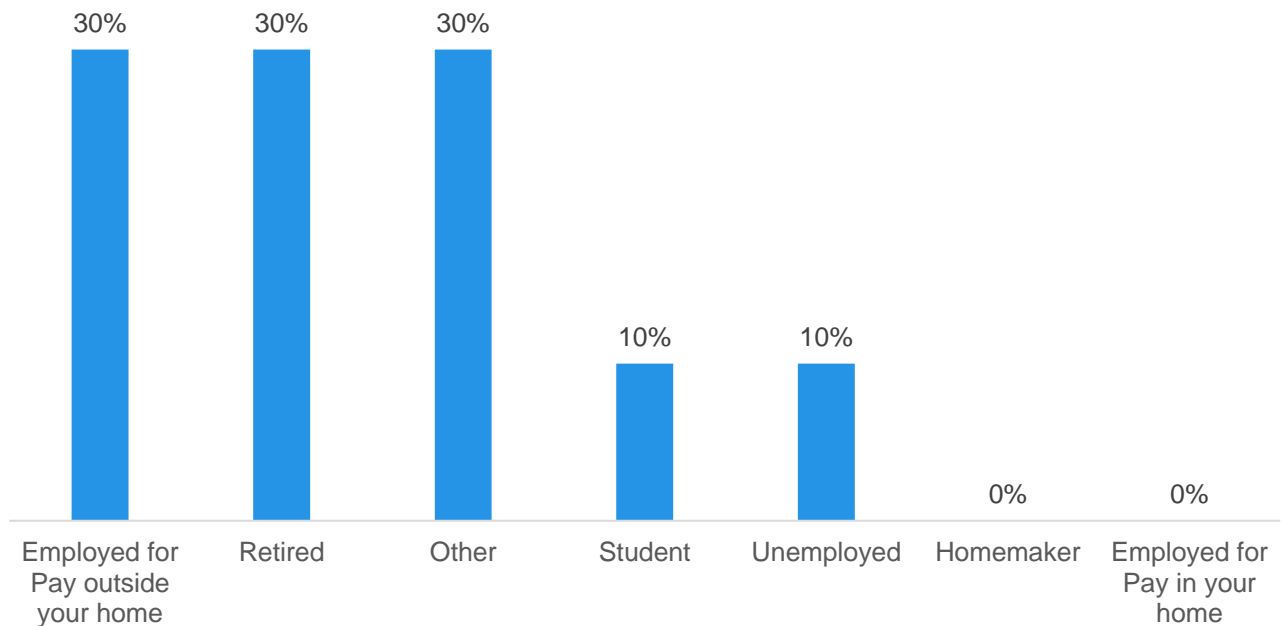
Understanding how passengers receive/consume information is integral to ensuring customers remain informed of FAST programs and services. Respondents were asked how they receive information and updates from FAST. Approximately 41 percent of survey respondents receive information about FAST from an operator/on-board the bus (Figure 29).

Figure 29. Respondents' Answer to "How do you currently receive information and updates about FAST?"



Respondents were asked to confirm their employment status. An equal distribution of responses (30 percent) was provided under employed outside of the home, retired, or “other” (Figure 30). Examples provided under “other” include disabled, while homemaker and employed inside the home yielded zero responses.

Figure 30. Respondents’ Answer to “Which applies to you presently?”



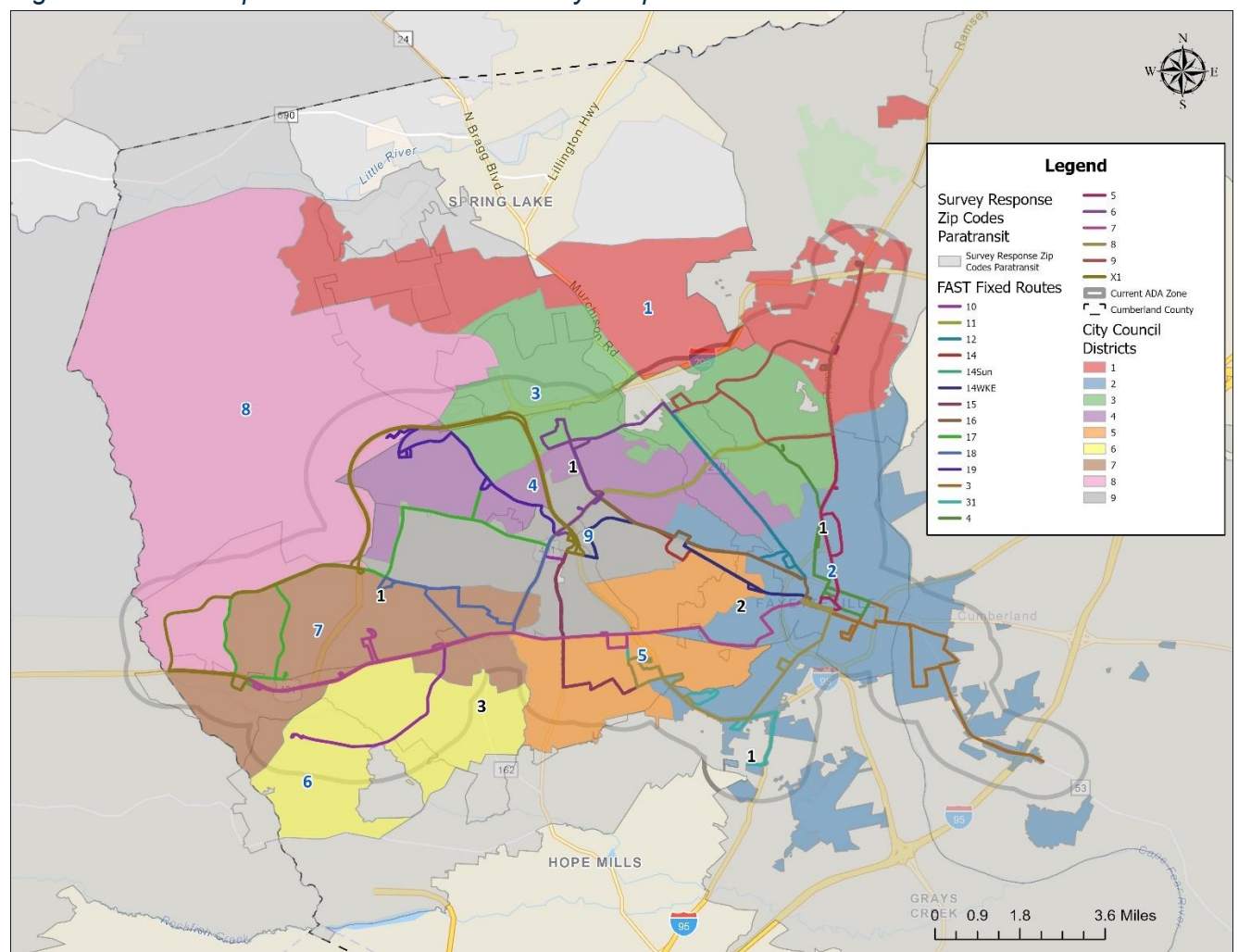
The next set of questions related to availability of personal vehicles, licensed drivers, and people who live in the respondent’s household. These numbers are analyzed in conjunction with poverty levels and zero vehicle households within the FAST service area. The average number of vehicles in respondents’ households was 0.9. The average number of licensed drivers in each household was 0.56 and the average number of people living in the household was 2.11. Approximately 56 percent (5 out of 9 respondents) reported not having a vehicle or a licensed driver within their household.

To determine the location in which passengers reside, survey participants were asked to provide their home zip code. The majority of survey respondents (33 percent) reported their home zip code as 28304, followed by 22 percent who cited 28305 as their home zip code. The results are presented in Table 11 and Figure 31 on the following page. The map presented under Figure 31 illustrates the number of responses per zip code overlaid with Fayetteville City Council districts and the FAST system network. The data can also be viewed on the [Interactive Project Map](#).

Table 11. Home Zip Code of FASTTrac! Survey Respondents

Zip Code	Number of Responses	Percentage of Responses
28301	1	11.1%
28303	1	11.1%
28304	3	33.3%
28305	2	22.2%
28306	1	11.1%
28314	1	11.1%
Total	9	100%

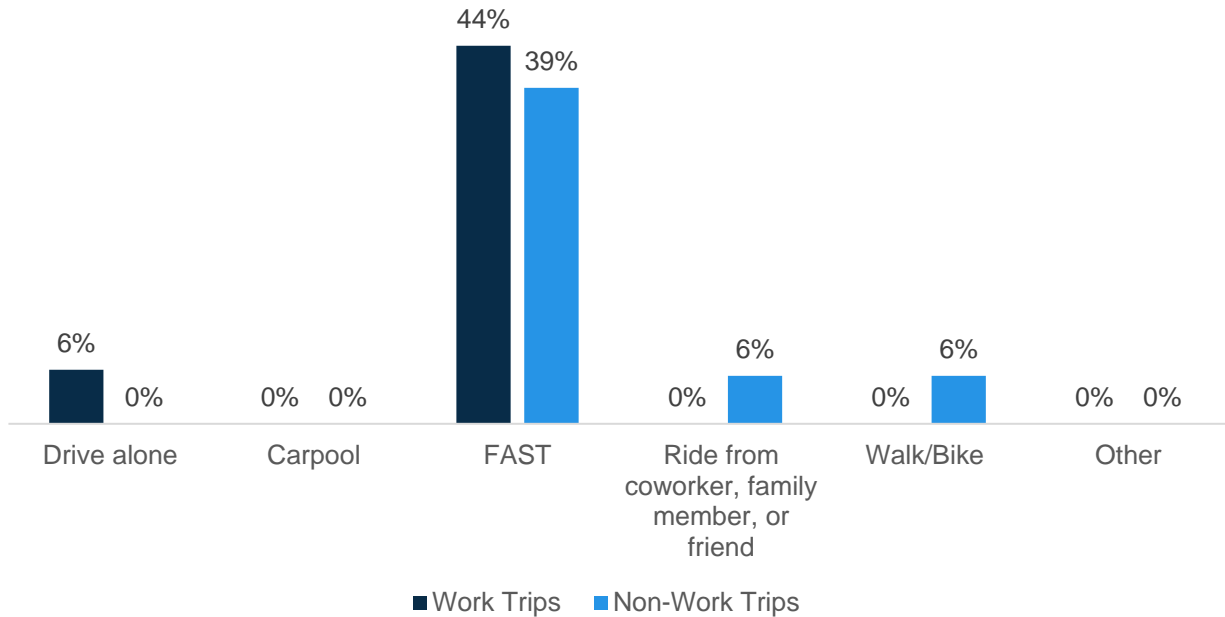
Figure 31. Home Zip Code of FASTTrac! Survey Respondents



Source: RLS & Associates, Inc.

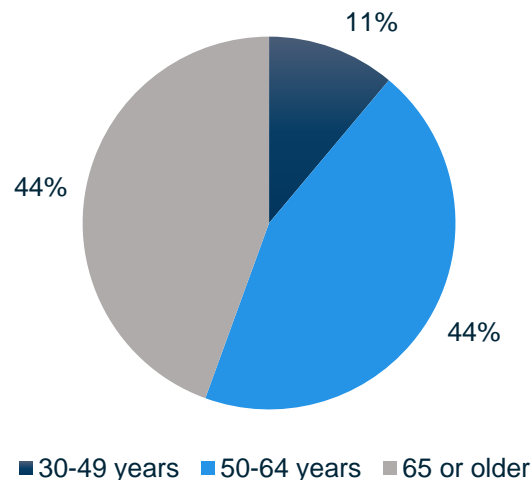
Respondents were asked to confirm their main mode of transportation for both work and non-work-related trips. Because all of the passengers surveyed were on vehicles, FAST was the mode used by the majority of respondents. Responses presented in Figure 32 below.

Figure 32. Respondents' Answer to "What is your primary mode of transportation for work and non-work-related trips?"



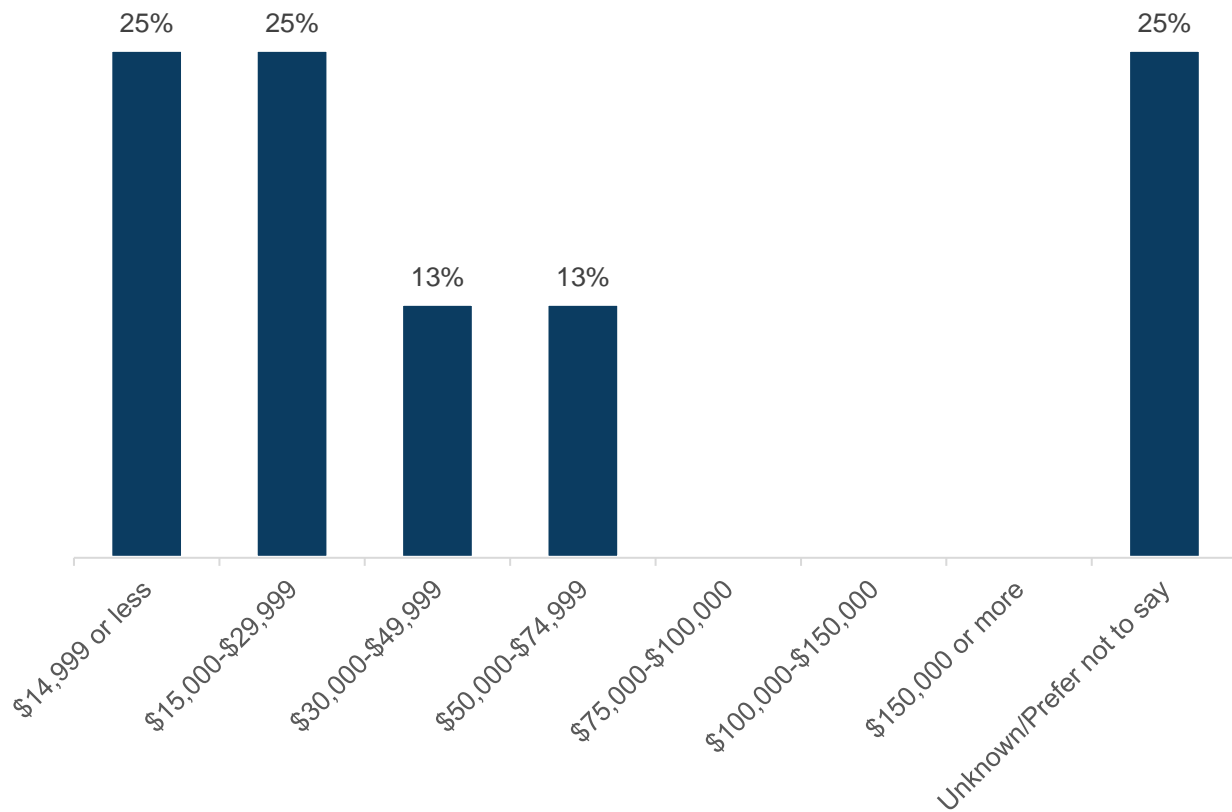
Respondents were then asked to confirm their age range. There was an even distribution of respondents (44 percent) who fell within the age range of 50 to 64 years and 65 and older. Eleven percent fell within the age range of 30 to 49 years, while zero percent of respondents fell within the age ranges of 17 or younger and 18 to 29 years (Figure 33).

Figure 33. Age Ranges of Survey Respondents



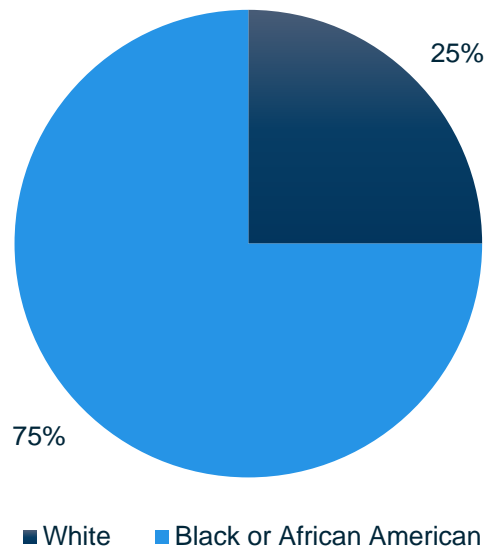
Respondents were asked to confirm their annual household income. Fifty (50) percent of respondents indicated their household income was less than \$30,000 per year. An equal distribution of survey respondents (25 percent) reported an annual household income of \$14,999 or less and \$15,000 to \$29,999, while an additional 25 percent did not know or preferred not to answer (Figure 34).

Figure 34. Respondents' Annual Household Income



Equity by race or national origin is of utmost importance to agencies that receive Federal funding. Seventy-five (75) percent of survey respondents reported Black or African American as their race/ethnicity, followed by White at 25 percent. Additional options including, Asian, American Indian or Alaska Native, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander yielded zero responses. The race and ethnicity of paratransit survey respondents is illustrated in Figure 35 on the following page.

Figure 35. Race and Ethnicity of Survey Respondents

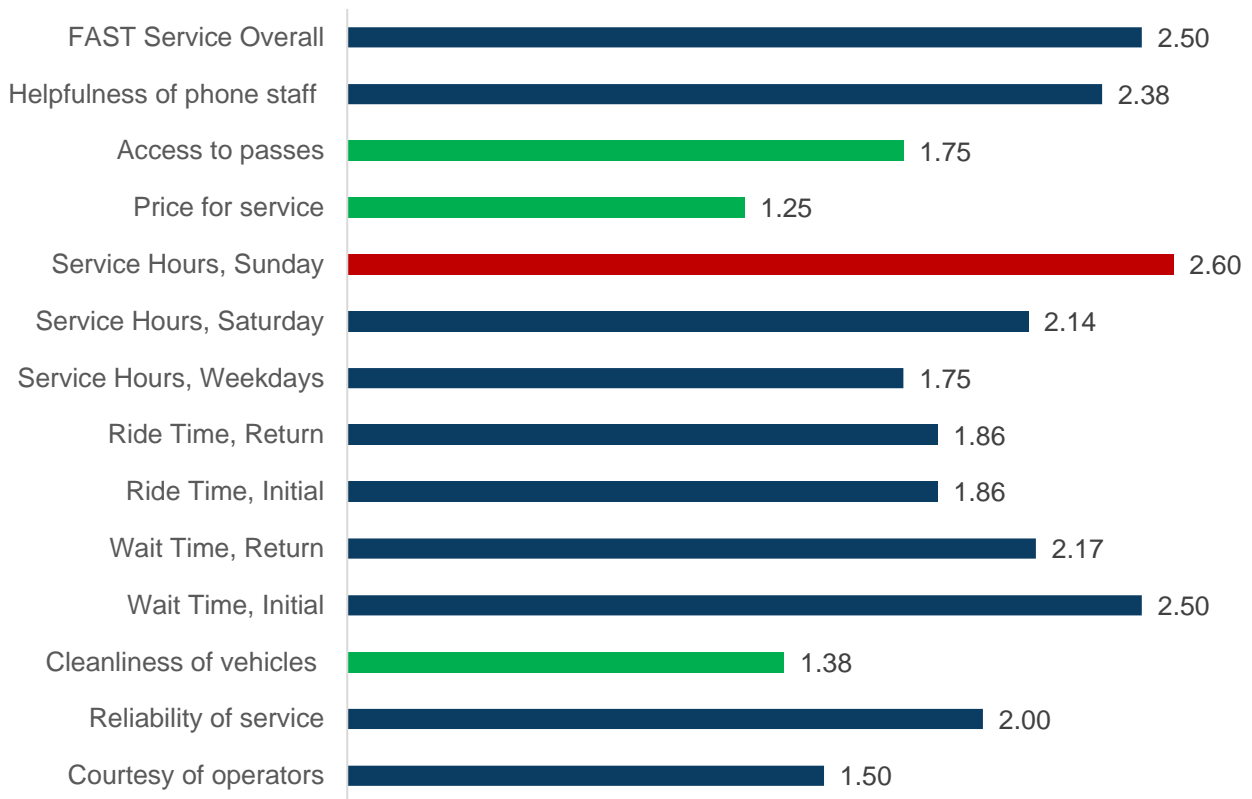


Additionally, all respondents reported English as the primary language spoken at home. Spanish was the only other language spoken at home reported by survey respondents.

The final section of the survey instrument asked respondents to rate 14 aspects of FAST service on a scale of “1” to “5”, with “1” being the highest and “5” being the lowest satisfactory rating. Average scores were then calculated for each service category. Overall, the price of service ranked highest amongst respondents at an average satisfaction rating of 1.25. Vehicle cleanliness received the second highest ranking at an average of 1.38, followed by access to passes at an average ranking of 1.75. The availability of FAST services on Sunday was ranked the lowest amongst paratransit passenger at an average satisfaction rating of 2.60. The ranking exercise identifies the areas of FAST’s ADA complementary paratransit service with the greatest satisfaction and areas that warrant needed improvements. Results are presented in Figure 36 on the following page.

Figure 36. Respondents' Answer to "How would you rate FAST paratransit services?"

Scale: 1 = High Satisfaction and 5 = Low Satisfaction



Summary

The results of the onboard survey effort highlighted service usage among minority and non-minority groups, confirming that the majority of fixed-route bus and ADA complementary paratransit services were utilized by minority groups. Results revealed travel patterns, including trip origins and destinations, trip length, service payment methods, and access to fare media among minority and non-minority user groups. The data confirms there is a tolerance for a mobile fare payment option and an even greater tolerance for a reloadable fare card option for both service modes. Desired distribution points for fare media were consistent among both fixed-route and paratransit passengers. The locations suggest a potential increase in access to fare media at major retailers within the FAST service area. This data captured through the onboard survey effort illuminates current conditions and will serve as the foundation for future analysis and recommendations resulting from the study effort.

Fixed-Route Passengers

The most commonly used bus route among survey respondents was Route 5 (42 percent), followed by Route 14 (38 percent) and Route 12 (36 percent). These trends are relatively consistent with overall system trends, as Route 5 has the highest ridership on weekdays and Sundays compared to all other bus routes within the FAST fixed-route network. Route 14 ranks fifth in weekday ridership and is the most heavily utilized route on Saturdays. Route 12 ranks fourth in weekday ridership and third for highest ridership on both Saturdays and Sundays. Over half (56 percent) of respondents ride daily.

Among survey respondents, the average time spent to complete a trip on a FAST fixed-route bus totaled 56 minutes. This duration includes walking to the stop, riding the bus, and walking to the destination point. The majority of trips (43 percent) took more than 60 minutes to complete, while roughly 25 percent of trips took between 20 and 40 minutes to complete. Approximately 54 percent of fixed-route bus passengers made at least one transfer to reach their final destination. Work was the primary destination for the majority of respondents (37 percent) followed by grocery/shopping at 29 percent. The primary trip purpose among survey respondents was employment, followed by shopping/grocery.

Survey responses provided insight on payment of services, fare media consumption, and current and potential use for electronic fare payment technology for fixed-route passengers. Approximately 59 percent of survey respondents with access to a smartphone reported they would be comfortable paying for their bus fare through the mobile app. While 41 percent of fixed-route bus passengers may not feel comfortable paying for services through a mobile app, 79 percent of respondents reported they would use a reloadable fare card.

ADA Complementary Paratransit Passengers

The average trip length for paratransit survey respondents totaled 28 minutes. Fifty (50) percent of passengers indicated their trip took more than 20 minutes, while the remaining 50 percent of respondents indicated their trip took less than 20 minutes to complete. Seventy-five (75) percent of passengers ride a few times per week, and the majority of survey respondents (58 percent) ride on Tuesdays. The majority (41 percent) of paratransit passengers use FAST for employment-related trips.

Over half (54 percent) of survey respondents paid for their trip using a 20-ride pass, and 90 percent purchased their *FAST Trac!* pass at the FAST Transit Center (FTC). All paratransit passengers surveyed have access to a smartphone. Approximately 78 percent confirmed they would be comfortable paying for their fare through a mobile app. While 22 percent may not feel comfortable paying for services via mobile app, 89 percent of respondents reported they would use a reloadable fare card.

Appendix A | Survey Instruments

Fixed-route Bus (English)



FAST is conducting a Title VI Analysis and would like to know more about you and how you use FAST services! Thank you for your participation!

- What is the **route number**, your starting point, and your ending point of the bus you will be taking today?
 Route # _____
 Starting Bus Stop (Street/Cross Street Name) _____
 Ending Bus Stop (Street/Cross Street Name) _____
- Typically, how often do you ride FAST?
 Daily A few times weekly A few times monthly
 Rarely
- What routes do you primarily use? (Please notate all that apply)
 Answer: _____
- What are your most common destination(s)? (Please select all that apply)
 Campus Grocery/Shopping Work
 Medical Appointment Senior/Community Center
 Social Service School (Middle/High)
 Other (please specify) _____
- What is the **main** purpose of your trip today?
 Work College Grocery/Shopping Dining/Food
 Social/Cultural Medical Appointment Social Service
 Senior/Community Centers School (Middle/High)
 Other (please specify) _____
- How far did you walk to get to the bus stop for this bus?
 Less than a block 1 to 2 blocks 3 to 4 blocks
 5 to 6 blocks More than 6 blocks
- About how long will your trip take, including getting to the bus stop, waiting for any transfer bus you may use, riding on the bus, and getting back from the bus to your final destination?
 Minutes: _____
- What time did this, or your most recent, trip start?
 5am-6am 6am-8am 8am-10am
 10am-12pm 12pm-2pm 2pm-4pm 4pm-7pm
- How many separate buses do you have to use to make this one-way trip to where you are going now?
 1 Bus 2 Buses 3 or more buses
- How did you pay for your fare on this bus today?
 Regular fare (\$1.25)/Cash One-day pass Five-day pass
 30-day pass Semester pass FAST Discount ID
- Where did you purchase your pass?
 Bus Transit Center Cash Upon Boarding

- Do you have regular access to a smartphone?
 Yes No
- If you answered yes to Question 12, would you feel comfortable paying for your bus trips/fare electronically through the mobile app?
 Yes No
- If you answered no to Question 13 and feel comfortable, please indicate why.
 Answer: _____
- Would you be comfortable using a reloadable fare card to pay your fare?
 Yes No
- Would you purchase a pass for a fare card at a local retailer, such as a grocery store? If so, which retailer/location would be most convenient/accessible to you?
 Retailer: _____
 Location (Street/Cross Street Name) _____
- Besides your current trip, will you go to any other destinations today using a FAST bus?
 No 1 other 2 other 3 or more destinations
- How do you currently receive information and updates about FAST (select all that apply)?
 Phone/Email Newsletter Social Media
 FAST Office Driver/On-Board the Bus
 Mobile app Other (please specify) _____
- Which applies to you presently?
 Employed for Pay in your home
 Employed for Pay outside your home Student
 Homemaker Retired Unemployed
 Other (please specify) _____
- How many vehicles are in your household?
 0 1 2 3 or more
- How many licensed drivers are in your household?
 0 1 2 3 or more
- How many people (adults and children) live in your household?
 1 2 3 4 5 6 7 or more
- What is the zip code at your home? _____
- What is your main mode of transportation for work and non-work trips?
Work (Select One)
 Drive alone Carpool FAST
 Ride from coworker, family member, or friend
 Walk/bike Other (please specify) _____
Non-work (Select One)
 Drive alone Carpool FAST
 Ride from coworker, family member, or friend
 Walk/bike Other (please specify) _____

Demographic Questions:

- What is your age?
 17 or younger 18 - 29 years 30 - 49 years
 50 - 64 years 65 or older
- What is your annual household income?
 \$14,999 or less \$15,000-\$29,999 \$30,000-\$49,999
 \$50,000-\$74,999 \$75,000-\$100,000
 \$100,000-\$150,000 \$150,000 or more
 Unknown/Prefer not to say
- Do you consider yourself: (If more than one group applies to you, please check all that apply)
 White Asian Black or African American
 American Indian or Alaska Native Hispanic or Latino
 Native Hawaiian or other Pacific Islander
 Other (please specify) _____
- What is the language you most commonly speak at home?

How would you rate FAST service?						Very Poor	N/A
	Excellent						
29. Courtesy of bus operators	1	2	3	4	5		
30. Reliability of service (bus runs on time)	1	2	3	4	5		
31. Cleanliness of buses	1	2	3	4	5		
32. Connection between buses	1	2	3	4	5		
33. Safety and security at stops	1	2	3	4	5		
34. Safety and security on the bus	1	2	3	4	5		
35. Frequency of service, Weekdays	1	2	3	4	5		
36. Frequency of Service, Weekends	1	2	3	4	5		
37. Distance from stop to home	1	2	3	4	5		
38. Length of bus trip (ride time)	1	2	3	4	5		
39. Bus routes go where needed	1	2	3	4	5		
40. Shelters at stops	1	2	3	4	5		
41. Price for service (fares)	1	2	3	4	5		
42. Access to bus passes	1	2	3	4	5		
43. Helpfulness of phone staff	1	2	3	4	5		
44. Ease of use of the mobile app	1	2	3	4	5		
45. Helpfulness of phone staff	1	2	3	4	5		

Thank You! We appreciate your participation!

Fixed-route Bus (Spanish)



FAST está realizando un análisis del Título VI y desea conocer más sobre usted y cómo utiliza los servicios de FAST. ¡Gracias por su participación!

1. ¿Cuál es el **número de ruta**, el punto de partida y el punto final del autobús que tomará hoy?
 - Ruta n.º _____
 - Parada de autobús de partida (nombre de la calle o calle transversal) _____
 - Parada de autobús final (nombre de la calle o cruce de calle) _____
2. Normalmente, ¿con qué frecuencia conduce FAST?
 - Diariamente Unas cuantas veces a la semana
 - Unas cuantas veces al mes Rara vez
3. ¿Qué rutas utilizas principalmente? (Indica todas las que correspondan) Respuesta: _____
4. ¿Cuáles son sus destinos más habituales? (Seleccione todas las opciones que correspondan)
 - Campus Compras/supermercado Trabajo
 - Cita médica Centro comunitario/para personas mayores Servicio social Escuela (secundaria/preparatoria) Otro (especifique) _____
5. ¿Cuál es el objetivo **principal** de tu viaje hoy?
 - Trabajo Colegio Compras de comestibles
 - Restaurantes/comida Social/cultural Cita médica
 - Servicio social Centros comunitarios/para personas mayores Escuela (intermedia/secundaria)
 - Otro (especifique) _____
6. ¿Cuánto caminaste para llegar a la parada de este autobús?
 - Menos de una cuadra 1 a 2 cuadras 3 a 4 cuadras
 - 5 a 6 cuadras Más de 6 cuadras
7. ¿Aproximadamente cuánto durará su viaje, incluyendo llegar a la parada de autobús, esperar el autobús de transferencia que pueda utilizar, viajar en el autobús y regresar del autobús a su destino final? Minutos: _____
8. ¿A qué hora empezó este viaje o tu viaje más reciente?
 - La mañana: 5:00-6:00 6:00-8:00 8:00-10:00
 - 10:00-12:00;
 - La tarde: 12:00-2:00 2:00-4:00 4:00-7:00
9. ¿Cuántos autobuses separados tienes que utilizar para hacer este viaje de ida hasta el lugar al que vas ahora?
 - 1 autobús 2 autobuses 3 o más autobuses
10. ¿Cómo pagaste tu pasaje en este autobús hoy?
 - Tarifa regular (\$1.25)/Efectivo Pase de un día Pase de 5 días Pase de 30 días Pase semestral Identificación de descuento FAST
11. ¿Dónde compraste tu pase?
 - De autobús Centro de tránsito Efectivo al abordar
12. ¿Tiene usted acceso regular a un teléfono inteligente?
 - Sí No
13. Si respondió sí a la pregunta 12, ¿se sentiría cómodo pagando sus viajes/tarifas de autobús electrónicamente a través de la aplicación móvil?
 - Sí No
14. Si respondió no a la pregunta 13 y se siente cómodo, indique por qué. Respuesta: _____
15. ¿Se sentiría cómodo utilizando una tarjeta de tarifa recargable para pagar su tarifa?
 - Sí No
16. ¿Compraría un pase para una tarjeta de viaje en un comercio minorista local, como una tienda de comestibles? Si es así, ¿qué comercio minorista o ubicación le resultaría más conveniente o accesible?
 - Minorista: _____
 - Ubicación (nombre de la calle/cruce de calles) _____
17. Además de tu viaje actual, ¿irás a otros destinos hoy usando un autobús FAST?
 - No 1 otros 2 otros 3 o más destinos
18. ¿Cómo recibe actualmente información y actualizaciones sobre FAST (seleccione todas que correspondan)?
 - Teléfono/Correo electrónico Boletín informativo
 - Redes sociales Oficina de FAST Conductor/A bordo del autobús Aplicación móvil Otro (especifique) _____
19. ¿Cuál es su caso actual?
 - Empleado por Pago **en tu casa** Desempleado
 - Empleado por un salario **fuera de su hogar** Estudiante
 - Ama de casa Jubilado
 - Otro (especifique) _____
20. ¿Cuántos vehículos hay en su hogar?
 - 0 1 2 3 o más
21. ¿Cuántos conductores con licencia hay en su hogar?
 - 0 1 2 3 o más
22. ¿Cuántas personas (adultos y niños) viven en su hogar?
 - 1 2 3 4 5 6 7 o más
23. ¿Cuál es el código postal de tu casa? _____
24. ¿Cuál es su principal medio de transporte para viajes de trabajo y no trabajo?
 - Trabajo (Seleccione una opción)**
 - Conducir solo Compartir vehículo FAST
 - Viaje con un compañero de trabajo, familiar o amigo
 - Caminar/andar en bicicleta Otro (especifique) _____
 - No laboral (seleccione una opción)**

- Conducir solo Compartir vehículo FAST
- Viaje con un compañero de trabajo, familiar o amigo
- Caminar/andar en bicicleta
- Otro (especifique) _____

Preguntas demográficas:

25. ¿Cuál es tu edad?
 - 17 o menos 18 - 29 años 30 - 49 años
 - 50 - 64 años 65 o más
26. ¿Cuál es su ingreso familiar anual?
 - \$14,999 o menos \$15,000-\$29,999 \$30,000-\$49,999
 - \$50,000-\$74,999 \$75,000-\$100,000 \$100,000-\$150,000
 - \$150,000 o más Desconocido/Prefiero no decirlo
27. ¿Se considera usted: (Si más de un grupo se aplica a su caso, marque todos los que correspondan)
 - Caucásico Asiático Negro o Afroamericano
 - Indio americano o nativo de Alaska Hispano o latino
 - Nativo de Hawái u otra isla del Pacífico
 - Otro (especifique) _____
28. ¿Cuál es el idioma que hablas más habitualmente en casa? _____

¿Cómo calificarías el servicio FAST?	Excelente					Muy pobre	N/A
	1	2	3	4	5		
29. Cortesía de los operadores de autobuses.	1	2	3	4	5		
30. Fiabilidad del servicio (el autobús llega a tiempo)	1	2	3	4	5		
31. Limpieza de los autobuses	1	2	3	4	5		
32. Conexión entre buses	1	2	3	4	5		
33. Seguridad y protección en las paradas	1	2	3	4	5		
34. Seguridad y protección en el autobús	1	2	3	4	5		
35. Frecuencia del servicio, días laborables	1	2	3	4	5		
36. Frecuencia del servicio, fines de semana	1	2	3	4	5		
37. Distancia desde la parada hasta la casa	1	2	3	4	5		
38. Duración del viaje en autobús (tiempo de recorrido)	1	2	3	4	5		
39. Las rutas de autobús llegan a donde se necesitan	1	2	3	4	5		
40. Refugios en las paradas	1	2	3	4	5		
41. Precio del servicio (tarifas)	1	2	3	4	5		
42. Acceso a los pases de autobús	1	2	3	4	5		
43. Amabilidad del personal telefónico	1	2	3	4	5		
44. Facilidad de uso de la aplicación móvil	1	2	3	4	5		
45. Amabilidad del personal telefónico	1	2	3	4	5		

¡Gracias! ¡Agradecemos tu participación!

ADA Complementary Paratransit (English)



FAST is conducting a Title VI Analysis and would like to know more about you and how you use FAST services! Thank you for your participation!

1. What is your starting point and your ending point of the trip you will be taking today?

Starting Location (Street/Neighborhood/Name of Establishment) _____

Ending Location (Street/Neighborhood/Name of Establishment) _____

2. Typically, how often do you ride FAST?

Daily A few times weekly A few times monthly Rarely

3. What days do you ride most?

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

4. What are your most common destination(s)? (Please select all that apply)

Campus Grocery/Shopping Work Medical Appointment Senior/Community Center Social Service School (Middle/High) Other (please specify) _____

5. What is the main purpose of your trip today?

Work College Grocery/Shopping Social/Cultural Medical Appointment Dining/Food Senior/Community Centers Social Service School (Middle/High) Other (please specify) _____

6. About how long will your trip take today (from pick-up to drop off at final destination)?

Minutes: _____

7. What time did this, or your most recent, trip start?

6am-8am 8am-10am 10am-12pm 12pm-2pm 2pm-4pm 4pm-7pm

8. How did you pay for your fare on this bus today?

Regular fare FASTTrac! 1-Ride Pass FASTTrac! 10-Ride Pass FASTTrac! 20-Ride Pass

9. Where did you purchase your pass?

Transit Center Cash Upon Boarding

10. Do you have regular access to a smartphone?

Yes No

11. If you answered yes to Question 10, would you feel comfortable paying for your trips/passes electronically through a mobile app?

Yes No

12. If you answered no to Question 11 and feel comfortable, please indicate why.

Answer: _____

13. Would you be comfortable using a reloadable fare card to pay your fare?

Yes No

14. Would you purchase a pass for fare card at a local retailer, such as a grocery store? If so, which retailer/location would be most convenient/accessible to you?

Retailer: _____
Location (Street/Cross Street Name) _____

15. Besides your current trip, will you go to any other destinations today using a FAST van?

No 1 other 2 other 3 or more destinations

16. How do you currently receive information and updates about FAST (select all that apply)?

Phone/Email Newsletter Social Media FAST Office Driver/On-Board the Bus Other (please specify) _____

17. Which applies to you presently?

Employed for Pay in your home Employed for Pay outside your home Student Homemaker Retired Unemployed Other (please specify) _____

18. How many vehicles are in your household?

0 1 2 3 or more

19. How many licensed drivers are in your household?

0 1 2 3 or more

20. How many people (adults and children) live in your household?

1 2 3 4 5 6 7 or more

21. What is the zip code at your home?

22. What is your main mode of transportation for work and non-work trips?

Work (Select One)

Drive alone Carpool FAST Ride from coworker, family member, or friend Walk/bike Other (please specify) _____

Non-work (Select One)

Drive alone Carpool FAST Ride from coworker, family member, or friend Walk/bike Other (please specify) _____

Demographic Questions:

23. What is your age?

17 or younger 18 - 29 years 30 - 49 years 50 - 64 years 65 or older

24. What is your annual household income?

\$14,999 or less \$15,000-\$29,999 \$30,000-\$49,999 \$50,000-\$74,999 \$75,000-\$100,000 \$100,000-\$150,000 \$150,000 or more Unknown/Prefer not to say

25. Do you consider yourself: (If more than one group applies to you, please check all that apply)

White Asian Black or African American American Indian or Alaska Native Hispanic or Latino Native Hawaiian or other Pacific Islander Other (please specify) _____

26. What is the language you most commonly speak at home?

How would you rate FAST service?	Excellent					Very Poor	N/A
	1	2	3	4	5		
27. Courtesy of vehicle operators	1	2	3	4	5		
28. Reliability of service (vehicle is on time)	1	2	3	4	5		
29. Cleanliness of vehicles	1	2	3	4	5		
30. Length of wait time, initial trip	1	2	3	4	5		
31. Length of wait time, return trip	1	2	3	4	5		
32. Length of ride time, initial trip	1	2	3	4	5		
33. Length of ride time, return trip	1	2	3	4	5		
34. Service hours, weekdays	1	2	3	4	5		
35. Service hours, Saturdays	1	2	3	4	5		
36. Service hours, Sundays	1	2	3	4	5		
37. Price for service (fares)	1	2	3	4	5		
38. Access to/methods for purchasing passes	1	2	3	4	5		
39. Helpfulness of phone staff	1	2	3	4	5		
40. FAST Service Overall	1	2	3	4	5		

Thank You! We appreciate your participation!

ADA Complementary Paratransit (Spanish)



iFAST está realizando un análisis del Título VI y le gustaría saber más sobre usted y cómo utiliza los servicios de FAST! ¡Gracias por su participación!

1. ¿Cuál es tu punto de partida y tu punto final del viaje que realizarás hoy?
 Ubicación de inicio (Calle/Barrio/Nombre del establecimiento)

 Ubicación final (Calle/Barrio/Nombre del establecimiento)

2. Normalmente, ¿con qué frecuencia conduces FAST?
 Diariamente Algunas veces por semana Algunas veces por mes Rara vez
3. ¿Qué días montas más?
 Lunes Martes Miércoles Jueves Viernes
 Sábado Domingo
4. ¿Cuáles son sus destinos más comunes? (Por favor seleccione todo lo que corresponda)
 Campus Supermercados/Compras Trabajo Cita médica Centro comunitario/para personas mayores Servicio social Escuela (secundaria/preparatoria)
 Otro (especifique) _____
5. ¿Cuál es el objetivo **principal** de tu viaje hoy?
 Trabajo Universidad Compras/Comestibles Social/Cultural Cita médica Comedor/Comida Centros comunitarios/para personas mayores Escuela (intermedia/preparatoria) De Servicio social Otro (especifique) _____
6. ¿Aproximadamente cuánto tiempo durará su viaje hoy (desde que lo recogen hasta que lo dejan en el destino final)?
 Minutos: _____
7. ¿A qué hora empezó este viaje o el más reciente?
 La mañana: 6:00-8:00 8:00-10:00 10:00-12:00
 La tarde: 12:00-2:00 2:00-4:00 4:00-7:00
8. ¿Cómo pagaste tu pasaje en este autobús hoy?
 Tarifa regular FASTrac! Pase de 1 viaje FASTrac! Pase de 10 viajes FASTrac! Pase de 20 viajes
9. ¿Dónde compraste tu pase?
 Centro de tránsito Efectivo al abordar
10. ¿Tiene acceso regular a un teléfono inteligente?
 Sí No
11. Si respondió afirmativamente a la pregunta 13, ¿se sentiría cómodo pagando sus viajes/pases electrónicamente a través de una aplicación móvil?
 Sí No
12. Si respondió no a la pregunta 11 y se siente cómodo, indique por qué. Respuesta: _____
13. ¿Se sentiría cómodo usando una tarjeta de tarifa recargable para pagar su tarifa?
 Sí No
14. ¿Compraría un pase para una tarjeta de tarifa en un minorista local, como una tienda de comestibles? Si es así, ¿qué minorista/ubicación sería más conveniente/accesible para usted?
 Minorista: _____
 Ubicación (Nombre de la calle/cruce de calles) _____
15. Además de tu viaje actual, ¿irás hoy a otros destinos utilizando una furgoneta FAST?
 No 1 otros 2 más 3 o más destinos
16. ¿Cómo recibe actualmente información y actualizaciones sobre FAST (seleccione todas las que correspondan)?
 Telefónico/Correo Electrónico Boletín Redes Sociales Conductor/a bordo del autobús Oficina de FAST Otro (especifique) _____
17. ¿Cuál se aplica a usted actualmente?
 Empleado por pago **en su hogar**
 Empleado por pago **fuera de su hogar**
 Estudiante Ama de casa Jubilada Desempleada Otro (especifique) _____
18. ¿Cuántos vehículos hay en su hogar?
 0 1 2 3 o más
19. ¿Cuántos conductores con licencia hay en su hogar?
 0 1 2 3 o más
20. ¿Cuántas personas (adultos y niños) viven en su hogar?
 1 2 3 4 5 6 7 o más
21. ¿Cuál es el código postal de tu casa? _____
22. ¿Cuál es su principal medio de transporte para viajes de trabajo y no laborales?
Trabajo (Seleccione uno)
 Conducir solo Compartir coche FAST Viajar con un compañero de trabajo, familiar o amigo Caminar/andar en bicicleta Otro (especifique) _____
No laboral (Seleccione uno)
 Conducir solo Carpool FAST Viajar con un compañero de trabajo, familiar o amigo Caminar/andar

en bicicleta
 Otro (especifique) _____

Preguntas Demográficas:

23. ¿Cuál es tu edad?
 17 o menos 18 - 29 años 30 - 49 años 50 - 64 años 65 o más
24. ¿Cuál es el ingreso anual de su hogar?
 \$14,999 o menos \$15,000-\$29,999 \$30,000-\$49,999 \$50,000-\$74,999 \$75,000-\$100,000 \$100,000-\$150,000 \$150,000 o más Desconocido/Prefiero no decirlo
25. ¿Se considera usted mismo: (Si más de un grupo le aplica, marque todos los que correspondan)
 Caucásico Asiático Negro o Afroamericano Indio americano o nativo de Alaska Hispano o latino Nativo de Hawái u otra isla del Pacífico Otro (especifique) _____
26. ¿Cuál es el idioma que hablas más comúnmente en casa?

¿Cómo calificaría el servicio FAST?	Excelente				Muy pobre	No aplica
29. Cortesía de los operadores de vehículos.	1	2	3	4	5	
23. Confiabilidad del servicio (el vehículo llega a tiempo)	1	2	3	4	5	
24. Limpieza de los vehículos	1	2	3	4	5	
25. Tiempo de espera, viaje inicial	1	2	3	4	5	
26. Duración del tiempo de espera, viaje de regreso	1	2	3	4	5	
27. Duración del viaje, viaje inicial	1	2	3	4	5	
28. Duración del viaje, viaje de regreso	1	2	3	4	5	
29. Horario de servicio, días laborables	1	2	3	4	5	
30. Horario de atención, sábados	1	2	3	4	5	
31. Horario de servicio, domingos	1	2	3	4	5	
34. Precio por servicio	1	2	3	4	5	
35. Acceso/métodos de compra de pases	1	2	3	4	5	
36. Amabilidad del personal telefónico.	1	2	3	4	5	
37. Servicio general FAST	1	2	3	4	5	

¡Gracias! ¡Agradecemos su participación!

Appendix B | Surveyor Guide

Supervisor Contact Information:

SURVEYOR GUIDE, FAST 2024

INTRODUCTION

This is a guide on how to distribute the FAST Rider Survey. If you have any trouble or questions feel free to ask and we will be more than happy to help.

Why are we doing this?

The intent of the survey is to collect information from FAST riders about how they use the bus system and how satisfied they are with FAST services. The information will be used to improve FAST services that will better meet riders' needs.

Survey Schedule

November 2024 (Two Week Period)

The survey will be conducted during all FAST operating hours.

You will always report for your shift at the location listed on your shift.

Your shift will start and end at the same location. If something is to arise where you are not, the FAST supervisor will take you to your starting location.

Please report 10 min prior to the shift report time. Each shift will note the starting and ending time, hours that will be paid, and the location each shift starts and ends. If you need to ride the bus to get to your shift, please take that into consideration. If you arrive late, you may miss your day's work and may not be paid. You will NOT have to pay a fare when riding during your shift.

HOW TO DISTRIBUTE SURVEY

Appearance

You will be representing FAST, therefore your appearance is important. Wear dark colored or khaki pants/shorts and a solid-colored shirt. Please do not wear offensive t-shirts or tank tops, halters, etc... Hats are discouraged. Comfortable shoes will be important as you will be moving around the vehicle. You will be provided a Surveyor Badge to identify yourself with FAST drivers and staff. The badge must be worn at all times while working your shift.

Survey Items

The supervisor will provide you with an assignment sheet, surveys, a clip board, pencils/pens, badge, and envelopes for completed surveys.

The assignment sheet will show you the route(s) you will be on, the block (driver shift), the time you start and end, and any special instructions. If your shift starts or ends at a different location, it will be noted on the assignment sheet.



Supervisor Contact Information:

Boarding the Bus

Make sure you are getting on the correct bus. Introduce yourself to the driver and confirm with them the route they will be driving. Position yourself at the front of the bus (if the bus is full, surrender your seat to the elderly and disabled) as this will make yourself more visible to the passengers.

Distribute Survey

Approach **everyone** who boards a FAST bus. Make sure when you are handing out surveys you are doing so in a safe manner. If you are surveying on a bus, make sure the rider has a chance to sit before you hand them a survey. We do not want to hold up the bus. Ask everyone who boards!

Be friendly and polite even if the rider does not return the favor. This will greatly increase passenger cooperation. Tell them the survey will take about 5 minutes and we will accept incomplete surveys if they run out of time. We would prefer not to have incomplete surveys but we will take what we can get. If they have already filled one out previously, we do not need them to fill out another one.

If they do not have enough time to complete the survey and want to, let them know they can hand it to a driver the next time they are riding.

An example of a greeting used, "We are conducting a passenger survey for FAST, to see how they can better serve you. Please complete this survey while you are on the bus and return it to me before getting off." Hand them a survey and pen immediately after.

ALWAYS say "THANK YOU" whether the passenger accepts the survey or not.

If the person needs help filling out the survey please do so. You can offer to read the questions to them while filling the survey out for them.

We know it can be frustrating to be denied by people unwilling to take the survey but please try and ask as many people as possible.

Call if you start to run low on surveys and they will come out and give you more so you can finish your shift.

Crowded Bus Strategies

If a large amount of passengers board at once, feel free to stand up and make an announcement about the survey. Tell them you will be handing out surveys and pens and to return the survey before they exit the bus. After making the announcement, if possible, find that person that looks like they want to fill out the survey and hand it to them first. This usually leads to others accepting to complete the survey.

Survey Collection

Please put completed surveys in the corresponding route/stop envelope based on where you collected them. In order to fulfill the requirements, we need to document where we collected surveys and how many were collected at each location. If you end up on multiple routes, you will have multiple envelopes.



Supervisor Contact Information:

Breaks

You will take whatever breaks the operator takes. These will be brief. If you need to use the facilities, ask the driver for directions. Never leave the bus without letting the bus operator know (they will leave you!). You are welcome to bring snacks or water with you on the bus. You cannot eat while on the bus...you will be able to do so during the short breaks.

Leaving the Bus

The assignment sheet shows what time and where you are to get off the bus. A supervisor will be there to collect your paperwork at the end of your shift.

SURVEY

Let's go over all of the survey questions. Below are the numbered questions that usually get asked the most questions about and/or are filled out incorrectly the most.

- 1) Route they are on now. If we could get starting and ending addresses that would be the best. If not, an intersection, a major location (Business Name), or any description will work. If a rider asks, try to steer them from writing home, work, school.
- 6) If respondents ask about this question, try and get them to only circle one choice.
- 8) This question is asking the length of the entire trip, from leaving the house, riding the bus, to walking to the destination.
- 49) If they ask, we would like to know household income not their personal income (unless they live alone).
- 51) Email for a free pass

SUPERVISOR CONTACT

If at any time you feel uneasy about the situation, call the FAST Supervisor and he will either support you on the route or have you move to another location.

ANY OTHER QUESTIONS?