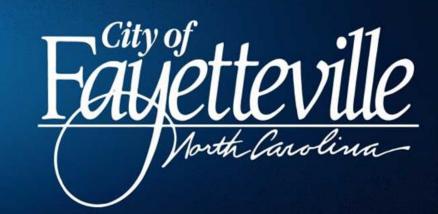


# Annual Update

Fayetteville Advisory
Committee on Transit







### **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											
	Placement Standard				Status						
				% Stops w/ Bench or				Shelter	Bench		
City	Shelter	Bench	Other Considerations	Shelter	Stops	Shelters	Benches	%	%	Source Date	
Fayetteville	20	10	exception: sponsorships, transfer points	21.3%		90	38	15.0%	6.3%	2019	
Wilmington	50		exception: stop primarily serving elderly and/or individuals with	10.2%	441	21	24	4.8%	5.4%	2015	
High Point	20		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



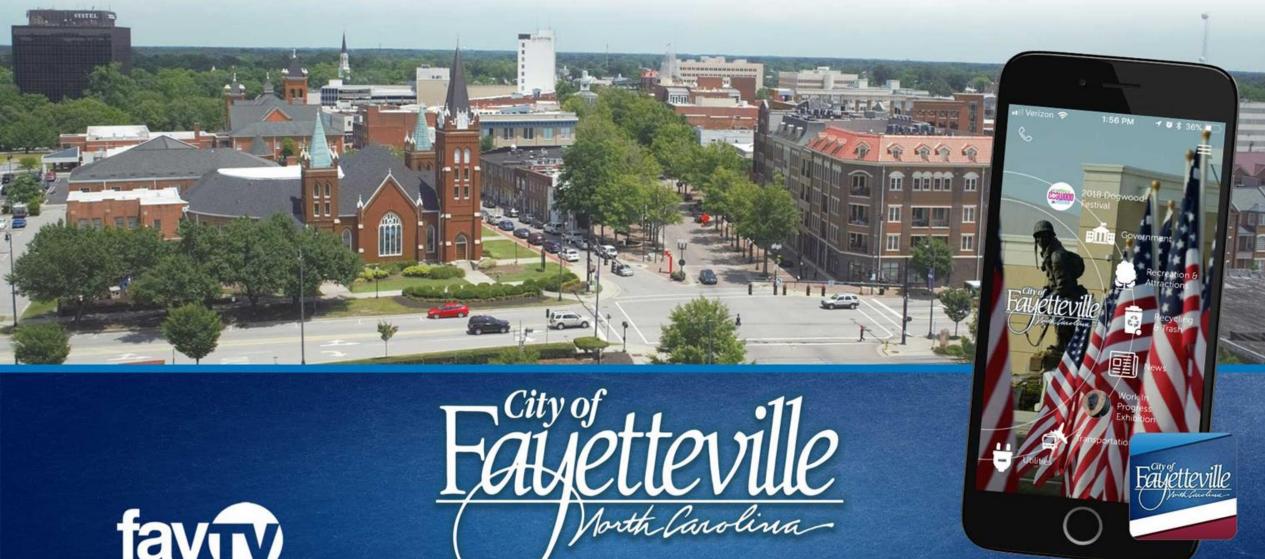
#### **Future Plans**

- 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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