



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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