



Metropolitan Transit Element of the 2045 Metropolitan Transportation Plan



-  Cumberland County
-  Town of Eastover
-  City of Fayetteville
-  Fort Bragg
-  Harnett County
-  Hoke County
-  Town of Hope Mills
-  Town of Parkton
-  City of Raeford
-  Robeson County
-  Town of Spring Lake

**February 1, 2019
DRAFT**

Continuing · Comprehensive · Cooperative · Transportation Planning

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INTRODUCTION

A few motivations for creating a metropolitan transportation system are to provide a safe and reliable transit service to residents and visitors in the metropolitan area. A metropolitan transit system provides means of transportation to individuals without private modes of their own, the disabled populations of the community, and can also be an affordable option of transportation to visitors in the area.

Some benefits of a metropolitan transit system are:

- Reduces traffic congestion and increases fuel efficiency
- Provides access to job opportunities for citizens
- Promotes a more desired region to live and work in

EXISTING SYSTEMS

Fayetteville Area System of Transit (FAST)

The Fayetteville Area System of Transit (FAST) is a department of the City of Fayetteville and provides transit service in the City of Fayetteville. Their mission is to improve quality of life by connecting people and places with safe, efficient, reliable, courteous and innovative transportation. Their goals are to continue to operate a fiscally responsible public agency utilizing good business principles; work with cities, counties, Metropolitan Planning Organizations and other interested parties in examining transportation corridors, considering land use, economic activity, population patterns, and potential connections; and to provide safe, secure and reliable service that protects employees and passengers and minimizes property damage to vehicles and facilities. The FAST Multimodal Transit Center serves as the central hub for the Fayetteville area. It is the new location for the Greyhound bus service and serves as a pickup point for the Megabus.

Currently, FAST operates a very basic radial fixed route system and in 2017, there were 1,522,119 riders (1,460,633 fixed route and 61,486 ADA). FAST operates all fixed-route and paratransit services in-house and provides service to areas in the City of Fayetteville with a population density of 2000 people or more per square mile, and also to Fort Bragg. They operate a network of 18 fixed-routes with a fleet of 29 buses for fixed-route service and also operate paratransit service for the County's Department of Human Services with a fleet of 18 vans. Service is provided Monday through Friday from 5:30 AM to 10:30 PM, Saturday from 7:30 AM to 10:30 PM, and on Sunday from 9:00 AM to 7:00 PM. The City provides complementary paratransit service during the same hours as the fixed-route bus service.

The Adult Bus Fare is \$1.25. It can be purchased in two ways: on the bus if riders have exact change, or at the Transfer Center if change is needed. The fare is good for one trip from the time you board the bus until it reaches the end of its route. At that time, riders are asked to disembark. If they wish to continue riding, they will need to pay for another fare. If they intend to make more than one trip, a One Day Pass can be purchased for \$3.00. Children under 36" ride free with a paying adult.

The Discount Bus Fare is \$0.50 and is offered to elderly and disabled riders during all hours of service. To purchase the Discount Bus Fare, riders must first complete the Reduced Fare ID Card Application. If they qualify for this program, they are issued a FAST photo ID that must be shown every time they use the pass. Replacement ID cards may be purchased for \$2.00. There is also a 30 day discount passes for students and general riders.

FASTTRAC!

Passengers who have disabilities that prevent them from riding the FAST fixed route bus system, are eligible through the Americans with Disabilities Act (ADA) to receive rides from the FASTTRAC! Services. The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. There is a specific criterion for qualifying for the program as well as an application and interview process.

The ADA Demand Response Fare is \$2.00 for a one-way trip. Riders also have the option of purchasing the 10-Ride Pass for \$17.50 or the 20-Ride Pass for \$35.00.

Fort Bragg Military Reservation

Fort Bragg Military Reservation operates a free sustainable shuttle service for the military reservation that is available to all seven days a week. Active duty personnel have priority over civilian passengers and there is no charge for using the service. Fayetteville Area System Transit (FAST) offers a route to the South PX on Fort Bragg that enables passengers to leave the base and travel throughout Fayetteville. FAST and Fort Bragg are currently working together to modify and enhance FAST operations on the post.

Harnett Area Rural Transit System (HARTS)

The Harnett Area Rural Transit System (HARTS) is a Community Transportation agency in Harnett County that serves both human service consumers as well as the general public. The goal of HARTS is to provide the citizens of Harnett County transportation services that are efficient, safe, and effective. Operating hours are between 4:00 a.m. and 6:00 p.m., Monday through Friday. Services are provided through Subscription routes, Dial-A-Ride and Demand-Response service trips.

HARTS have 27 vehicles; 10 wheel chair vehicles (5 of which that holds 8 ambulatory and 3 wheelchairs). As a paratransit service and a ridesharing public transportation system, HARTS enables routes and schedules to be structured to transport multiple passengers to various destinations. Service is provided curb-to-curb. Services provided are medical, personal, human service, employment, and education.

To make a reservation, calls must be made between 8:00 a.m. and 5:00 p.m. at least two days before the requested date of the trip. Requests can be made up to 14 days in

advance. Same day trips can be provided if space and time is available. Reservations should be made as early as possible. Pick-up times depend on availability.

There are some rules that apply while riding HARTS. Eating, drinking, and smoking are not allowed on the van; firearms, hazardous and flammable materials are not allowed on the van; a maximum of two (2) grocery size bags are allowed (drivers will assist to the curb only); children under 16 years of age who qualify to use HARTS require adult supervision while they travel; and children under 80 pounds or 8 years of age or younger, must have a certified car seat. Riders will not always be picked up and dropped off immediately. If the driver has other passengers to pick up or drop off along the route to their destination, he/she will do so.

Riders must call at least two hours before their scheduled trip to cancel. If they are not at the designated pick-up point at least 15 minutes before and up to 15 minutes after the scheduled pick-up time, they will be charged with a no-show.

Hoke Area Transit Service (HATS)

Public transportation in Hoke County is provided by the Hoke Area Transit Service (HATS), which serves the general public, persons with disabilities, and Medicaid clients of Hoke County Department of Social Services. HATS provide demand-response and subscription transportation services in Hoke County, to include the incorporated area of Raeford and the unincorporated areas of the county. Administration operation hours for HATS are weekdays 8:00 a.m. to 5:00 p.m., and HATS vans operate weekdays from 3:00 a.m. to 7:00 p.m. HATS currently does not provide transportation services at night, on weekends, or on county-observed holidays.

As of October 2018, HATS has 20 vehicles in operation: 5 20' LTV's, 5 22' LTV's, 3 25' LTV's, 2 28' Bus, 1 minivan, 2 minivan w/Lifts, and 2 Conversion vans. HATS funding comes from federal and state grants as well as county funds and support contracts.

South East Area Transit System (SEATS)

South East Area Transit System (SEATS) is Robeson County's Community Transportation Program. SEATS provide human service agency and rural general public transportation for Robeson County residents. The North Carolina Department of Transportation Public Transportation Division, the United States Department of Transportation and Robeson County provide operating and capital assistance for the program.

SEATS have established routes throughout Robeson County operating Monday through Friday from 5:30 a.m. to 5:30 p.m. for the general public and agency-sponsored passengers. SEATS provides scheduled routes for out-of-county medical trips to Duke Hospital, UNC-Chapel Hill Hospitals, and Veterans Hospital in Durham and Fayetteville. SEATS' vehicles are accessible to passengers with disabilities.

To request service, citizens must call SEATS' office at (910) 618-5679 by 12:00 noon the day before the service is needed. Reservations are required on most routes, therefore, requests for transportation are considered on first come – first serve basis.

Rural general public riders are required to pay a fare of \$2.00 each time they board a transit vehicle. Passengers whose transportation is sponsored by an agency are not charged a fare. Fare boxes are located on transit vehicles. Transit passes may be purchased at the transit office.

Cumberland County Community Transportation Program (CTP)

General Information

The Cumberland County Community Transportation Program (CTP) provides eligible Cumberland County citizens with safe and accessible transportation for medical, work/school, and general shopping trips. Upon acceptance into any of the Community Transportation programs, clients can schedule appointments or request transportation by calling the CTP office at (910) 678-7619 or (910) 678-7675 between the hours of 9:00 a.m. and 12:00 p.m., Monday - Friday. Transportation requests must be made no later than 12 noon the business day before the scheduled appointment. Same day rides cannot be scheduled. Trips are no cost to the client or \$2.50 per trip (depending on the funding they are approved for).

When clients schedule appointments, information such as full name, phone number, the date and time of appointment and the destination address is needed to schedule the trip. Clients must be ready for their ride one hour to an hour and a half before their scheduled appointment time. Upon arrival, drivers will honk the horn or clients can request door to door service and the driver will exit the vehicle to ring the bell or knock on the door.

Due to liability risks and the safety of clients and drivers, services cannot be provided for incapacitated and bedridden individuals. Clients must be independently mobile (includes using walkers, canes, or mobility device for mobility). Clients may provide their own escort to ride with them to provide assistance for no additional fee.

The CTP office requests that all cancellations be made at least two hours prior to scheduled appointments. No shows or untimely cancellations may be grounds for suspension or discontinuance of services. Inappropriate, violent or unmanageable behavior may also be grounds for revoking transportation privileges. Clients MUST make your appointments through the CTP office. The transport company will not provide trips that are not authorized by the CTP office

The Transportation Advisory Board (TAB) is the support organization for the Community Transportation Program. The purpose of the TAB is to provide technical advice and assistance in carrying out the goals of the program. Members of the TAB are appointed by the Cumberland County Board of Commissioners for a two year term. Meetings are held regularly and are open to the public.

Spring Lake Transit System

Spring Lake Transit is a joint collaboration between the Town of Spring Lake, Majestic Mobility, LLC Tours) and the Cumberland County Community Transportation Program.

The bus service operates Monday through Friday from 6:00 am to 7:00 pm with a delay from 10:00 am until 12:00 pm and 1:00 pm until 4:00 pm. The bus does not run on weekends. Each stop is approximately 3-4 minutes apart and all of the bus stop locations are indicated with a Spring Lake Transit bus stop sign. The fare for bus service is \$1.00 each way for ages six and over. There is no charge for children under the age of six. All riders should have exact change since the bus operators do not carry money to give change.

The Spring Lake Transit System buses are equipped to meet the needs of its Elderly and Disabled riders. Elderly and Disabled clients can choose to apply for door-to-door service with CTP. For riders with bicycles, it is up to the discretion of the bus driver based on the occupancy. If there is room, the bus driver may allow the bicycle to be brought onto the bus and stored at the back of the bus. The Spring Lake buses are not equipped with bike racks at this time.

Currently, there is a transfer service between Spring Lake Transit and FAST at University Estates. Because they function as independent transportation systems, passes for FAST buses are not honored on Spring Lake Transit vehicles.

For questions and more general information pertaining to Spring Lake Transit, citizens can call Majestic Mobility at (910) 484-4276, the hotline at (910) 565-4466 or the Town's Inspection Department at (910) 436-0241.

FUNDING PROGRAMS AND GRANTS

Rural Operating Assistance Program Grant (ROAP)

The State of North Carolina has enacted the Rural Operating Assistance Program Grant (ROAP) which is an annual grant provided by the North Carolina Department of Transportation. This grant includes funding from both federal and state levels and consists of 3 main funding parts; Elderly and Disabled Program (EDTAP), Urban Employment (EMPL) and Rural General Public (RGP).

Elderly and Disabled Program (EDTAP): EDTAP provides operating assistance funds for the transportation of the state's elderly and disabled citizens. To be eligible, clients must be age 60 + and/or validated disabled, and are not to be used to supplant existing funds used for client transportation.

Employment Program (EMPL): Employment program is intended to provide operating assistance for employment transportation needs. Eligible residents may receive transportation to work, job interviews, job fairs, readiness classes or training, and GED classes.

Rural General Public (RGP): The Rural General Public Program operating funds are intended to provide transportation services to individuals who do NOT have a human service agency or organization that will pay for the transportation service and the origin or destination must be in the rural area.

Home & Community Care Block Grant

The Home & Community Care Block Grant is administered by the North Carolina Division of Aging and Adult Services and is comprised of funding for in-home and community based services. Individuals eligible for Home and Community Care Block Grant services include persons 60 years of age and older and their unpaid primary caregivers in need of in-home and community based services

Enhanced Mobility of Seniors & Individuals with Disabilities-Section 5310

The Federal government provides financial assistance through the Federal Transit Administration (FTA) to develop new transit systems and to improve, maintain, and operate existing systems. The purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is to enhance mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services, expanding the transportation mobility options available, and providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

The Section 5310 application is for funds to be used within the Fayetteville Urban Area. Projects that are entirely or partially outside of the area are not eligible for Section 5310 funding, but may qualify for other funding through NCDOT Public Transportation Division. Projects that span both urban and rural areas may be eligible for funding from the MPO's local funds as well as NCDOT's statewide funds.

FAYETTEVILLE METROPOLITAN PLANNING ORGANIZATION TRANSIT SURVEY

FAMPO conducted a public transit survey in 2018 to gather information regarding public perception of the area's transit system and its needs. The survey was given via a website link provided on FAMPO's website and also given in hard copy format at various public meetings in the FAMPO jurisdiction.

Survey Results

This section, organized into three major categories, documents the results of the Transit Survey analysis. The categories are:

- Questions applicable to riders only
- Questions applicable to non-riders only
- Questions applicable to riders and non-riders

Question 1 of the survey asked respondents if they ride FAST on a regular basis. As shown in Table 4.1, approximately 21.4 percent, or 18 respondents, indicated they are regular FAST riders.

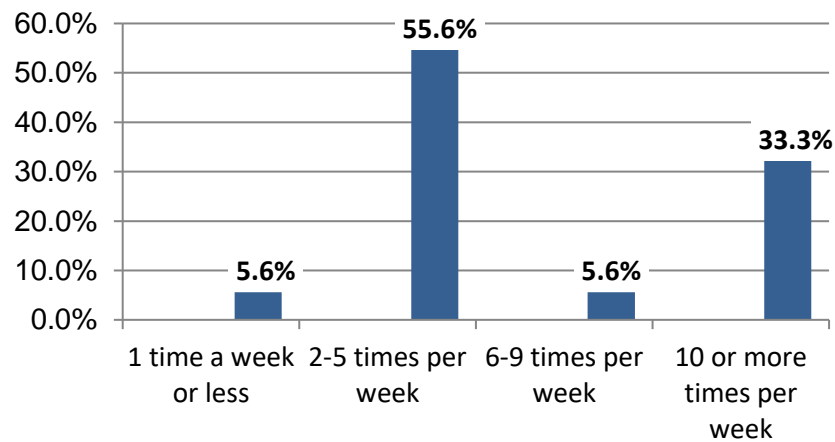
Table 4.1
Summary of Respondents' Status

Category	# of Respondents	Percent
Not a regular	66	78.6%
Regular rider	18	21.4%
Total	84	100.0%

Questions Applicable to Regular Riders

Question 2 asked riders to indicate how many times a week they ride the bus. As shown in Figure 4.1, 33 percent of riders use the bus more than 10 times per week and 56 percent use the bus between two and five times per week. Only 5.6 percent of riders use the bus once a week or less.

Figure 4.1
Frequency of Bus Use



Question 3 asked riders to specify for what purpose they ride the bus most often. As illustrated in Figure 4.2, "Work" is the trip purpose referenced most often by riders, followed by "other reasons" and "Shopping/Dining". Work accounts for half of all trip purposes.

Figure 4.2
Most Frequent Trip Purpose

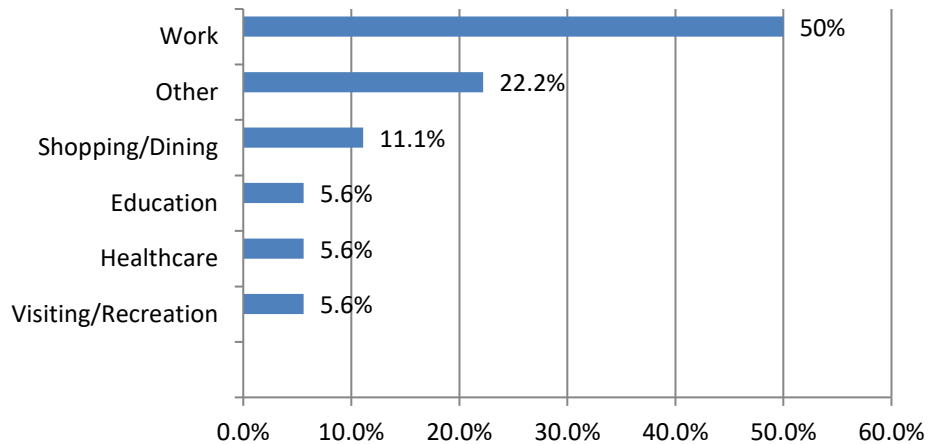
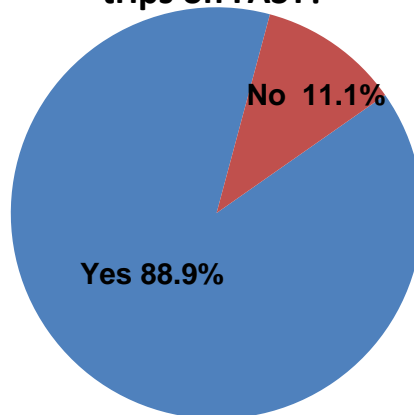


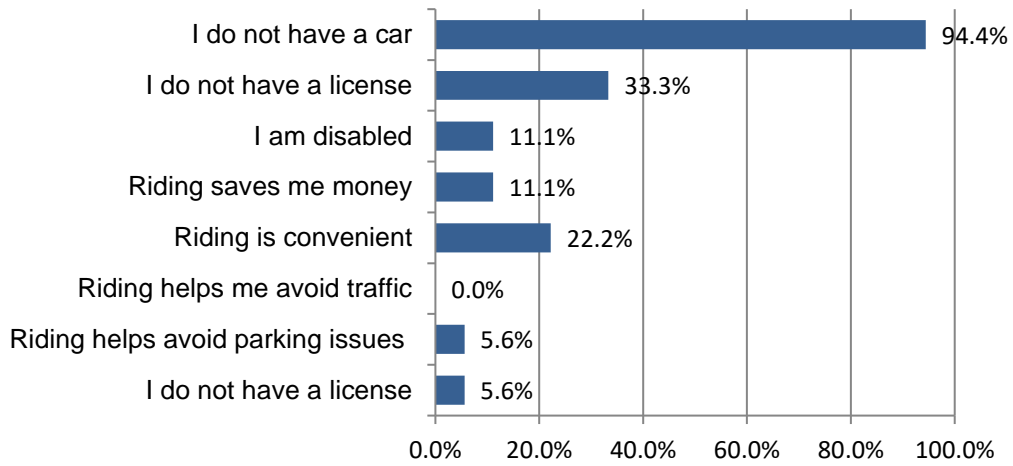
Figure 4.3 illustrates the need to use more than one bus by riders to complete their trips on FAST. Approximately 89 percent of riders indicated that they generally need to use more than one bus to complete bus trips on FAST.

Figure 4.3
Do you generally need more than one bus to complete bus trips on FAST?



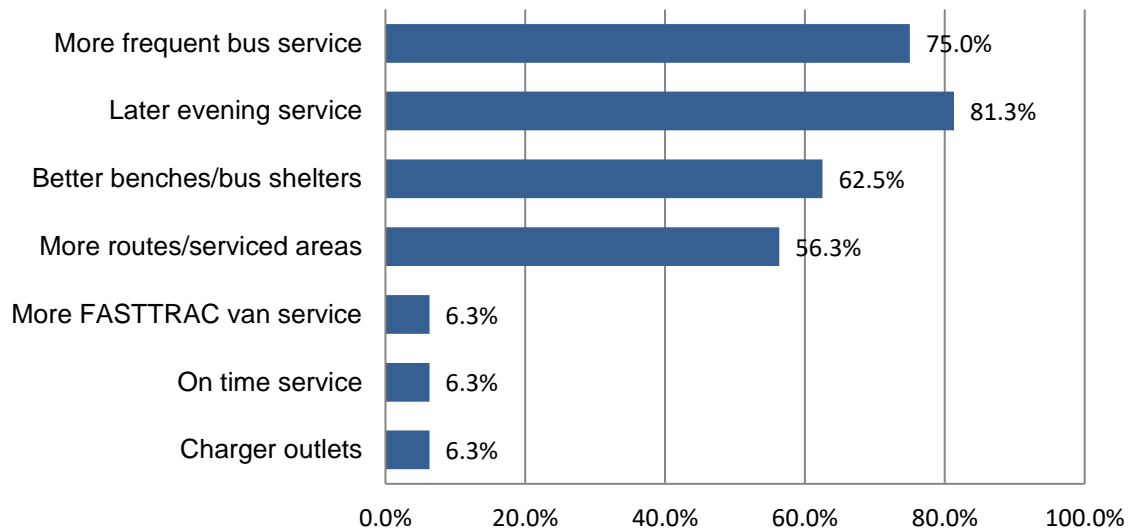
Question 5 asked riders about their main reason for using FAST bus service. As shown in Figure 4.4, the predominant reason is “I do not have a car.” Six riders who took the survey indicated “I do not have a license”. FAST is a significant mobility option for those without their own transportation.

Figure 4.4
Main Reason to Ride FAST



Question 6 asked riders to select which improvements they would like to see in the future from the FAST system. Figure 4.5 illustrates the results to this question. "More frequent bus service," "Later evening service," and "Better benches/bus shelters" were the top three service improvements indicated by FAST riders. Nine riders indicated where they would like to see more routes/service. Other riders also indicated they would like to see "More FASTTRAC van service", "On time service", and "Charger outlets on buses".

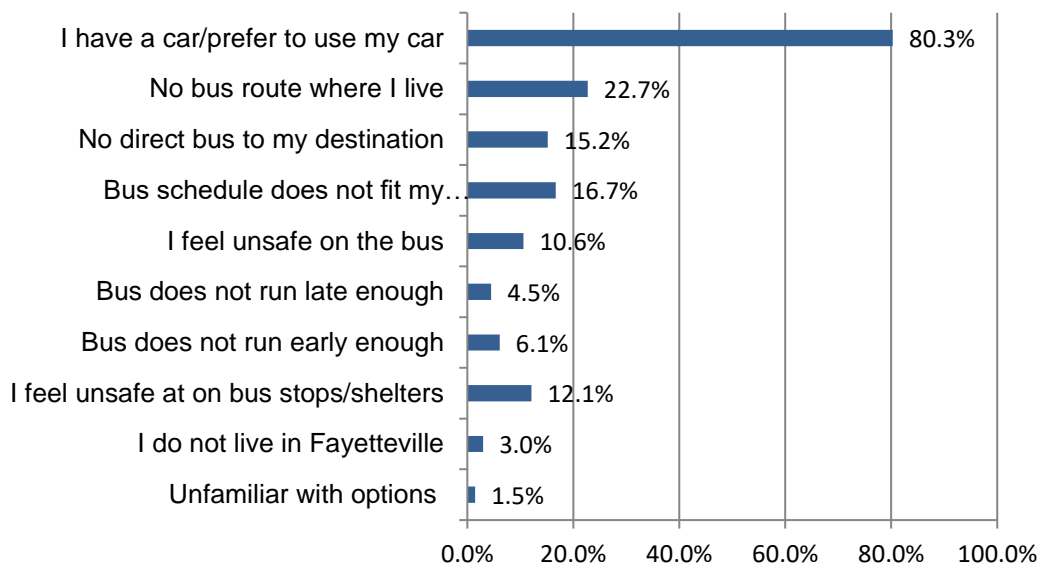
Figure 4.5
Preferred Service Improvements



Question Applicable to Non-riders Only

Question 7 of the survey asked non-riders to select the reasons why they do not ride FAST. As shown in Figure 4.6, more than four out of five non-riders indicated that “I have a car/prefer to use my car” as the top reason. Non-riders also mentioned “No bus route close to where I live (18.1%)” and “No direct bus route to my destination (15.2%).” Only one non-rider indicated “Cost is high” under the “Other” category of the listed reasons.

Figure 4.6
Top Three Reasons not Using FAST



Questions applicable to riders and non-riders

Questions 8-11 and the demographic questions on the survey were applicable to riders and non-riders. Results to these questions are grouped by rider and non-rider, where applicable, to note differences between riders and non-riders.

Question 8 asked respondents to indicate how important they think FAST is to the community. Figure 4.7 shows that riders are more likely to view FAST as very important, as expected.

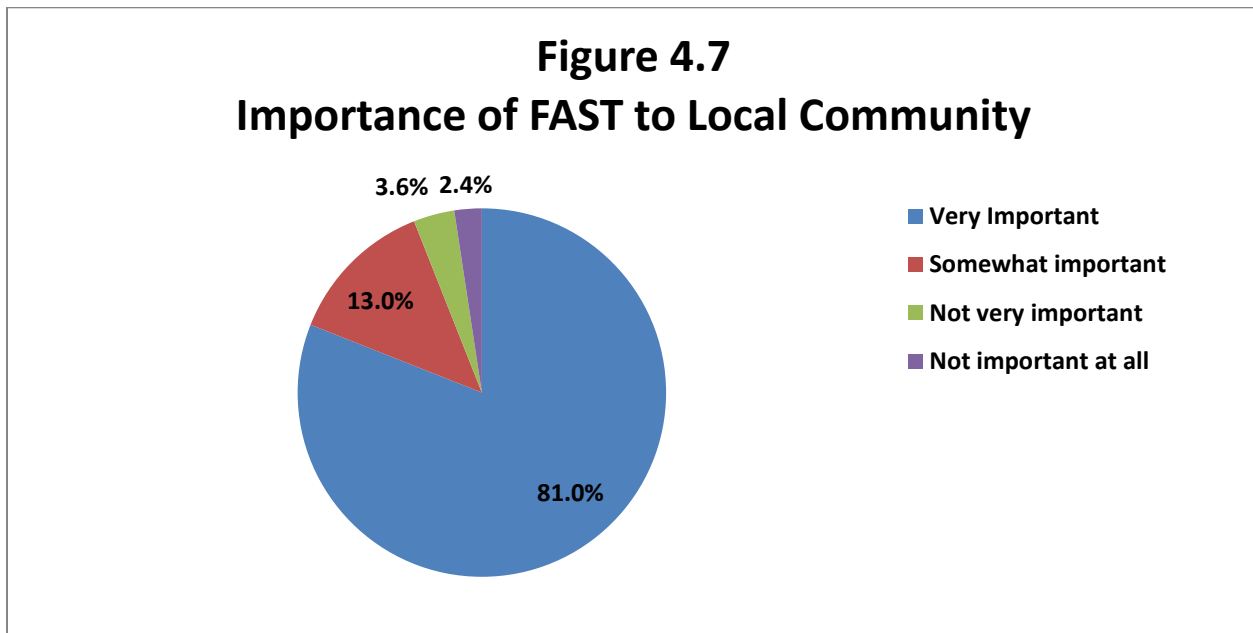
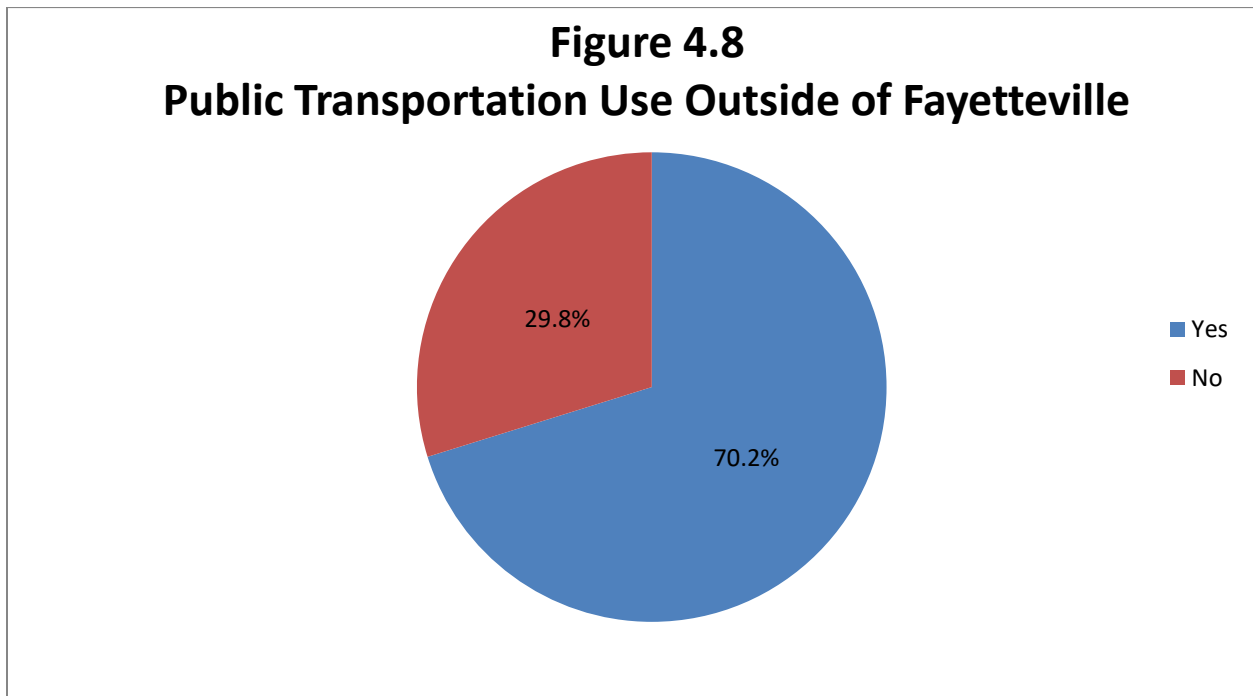


Figure 4.8 show if respondents use public transportation when visiting other areas outside of Fayetteville.



Question 10 of the survey contained open-ended questions asking respondents to use a word or two to describe their general impression when they see a FAST bus. Respondents had an opportunity to provide open-ended and general comments on the transit service. Answers to this question vary widely. The positive impressions indicated by respondents include: "Convenient", "Clean", and "Beneficial". One very common negative impression cited in the comments was that the buses were "Empty". Appendix B of this plan shows a table with the responses recorded.

Question 11 asked respondents to indicate where they live. Figure 4.9 illustrates the results to this question. Almost three-quarters of respondents live in the City of Fayetteville. Twenty respondents indicated a specific residence location under "Other" category, 20 percent live in Harnett County, 35 percent live in Robeson County, and 45 percent live elsewhere.

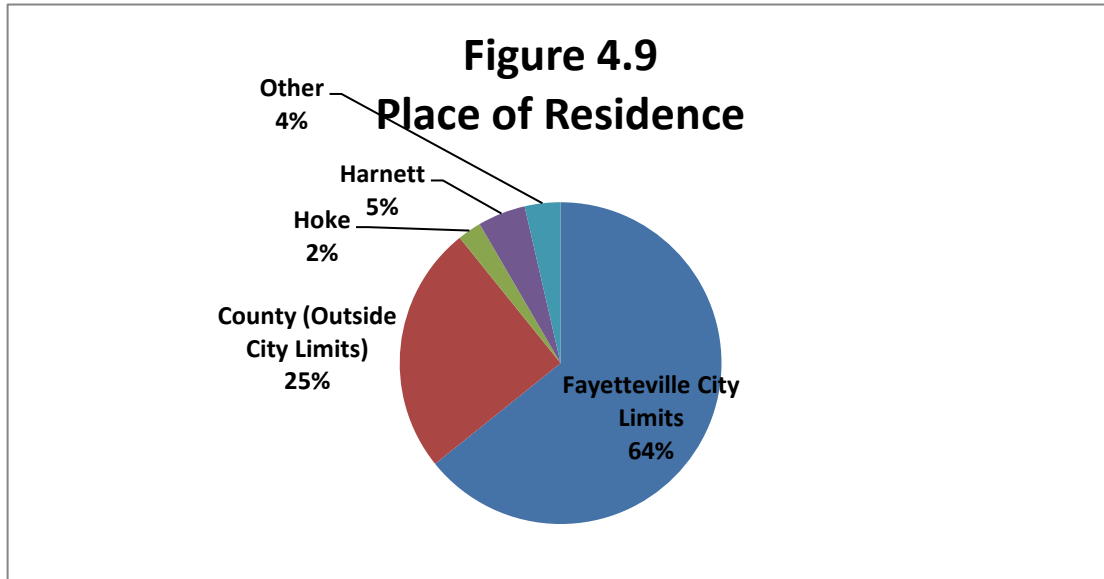
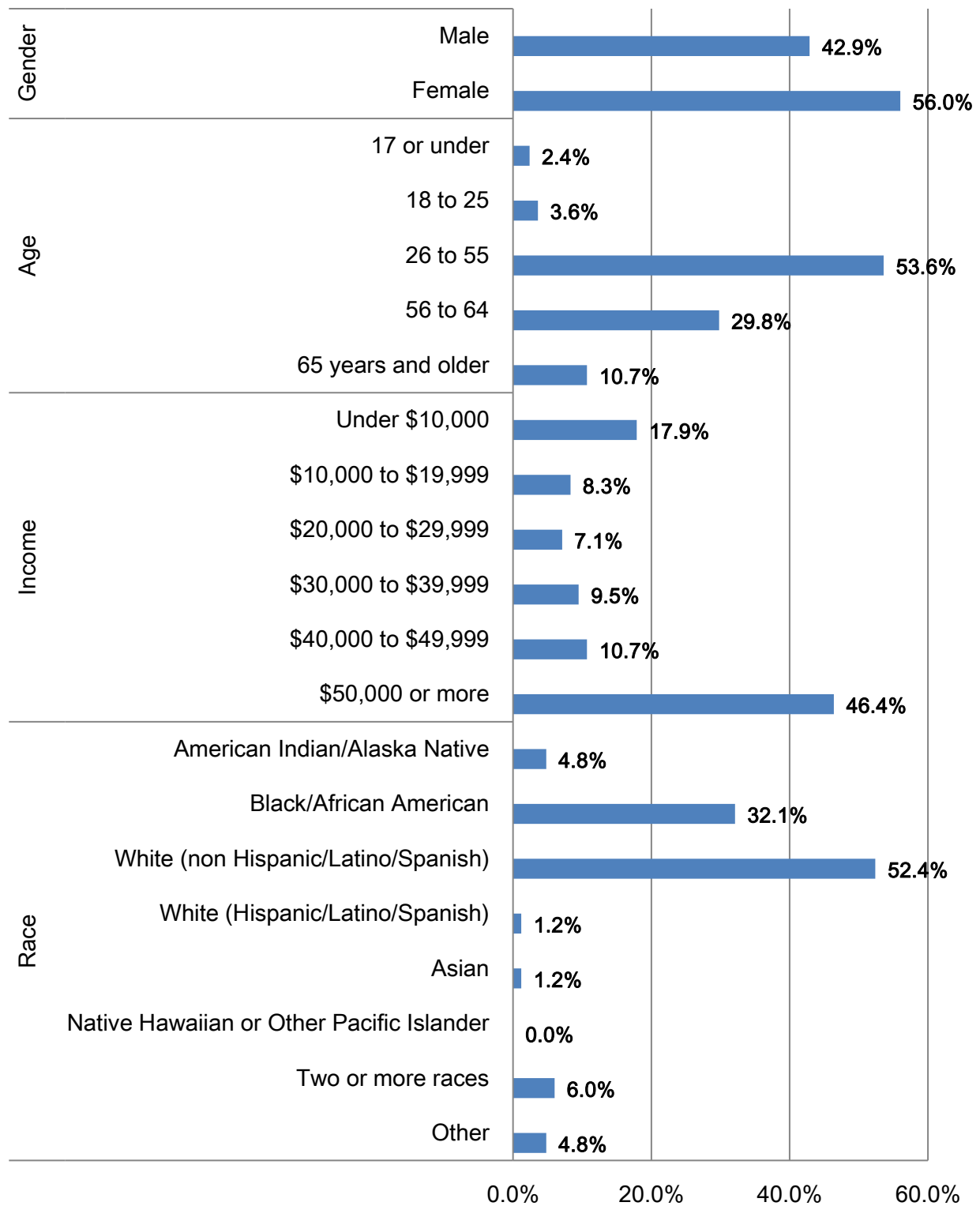


Figure 4.10 displays the demographic information for the survey takers.

Figure 4.10
Demographic Information Summary for Riders and Non-Riders



TRANSIT AND THE SECURITY PLAN

In July 2012, the Federal Transit Administration (FTA) awarded a grant to the City of Fayetteville to build a transit transfer center. The Fayetteville Area System of Transit (FAST) celebrated the groundbreaking on November 20, 2013, for the new Multimodal Transit Center, and the center officially opened in 2018. It serves as the area's central hub of the fixed route system. Passengers can await the arrival of buses and system information, obtain passes, and transfer passes. The Center has already improved safety and security for passengers by providing a safe indoor environment while waiting for transportation.

FAST began purchasing Global Positioning System and Automatic Vehicle Locators for its fixed route and paratransit vehicles in 2009. Today, the vehicles are equipped with scheduling and routing software. Also, all buses are equipped with video surveillance systems.

TRANSIT AND THE SAFETY PLAN

On December 4, 2015, President Barack Obama signed into law the Fixing America's Surface Transportation (FAST) Act that authorizes Federal highway, highway safety, transit, and rail programs for five years from Federal fiscal years 2016 through 2020. This authorization includes \$305 billion from both the Highway Trust Fund and the General Fund of the United States Treasury. It also provides \$225 billion in Highway Trust Fund contract authority over five years for the Federal-aid Highway Program, increasing funding from \$41 billion in 2015 to \$47 billion in 2020. The FAST Act builds on the changes made by MAP-21.

MAP-21 included provisions to make the Federal surface transportation more streamlined, performance-based, and multimodal, and to address challenges facing the U.S. transportation system, including improving safety, maintaining infrastructure condition, reducing traffic congestion, improving efficiency of the system and freight movement, protecting the environment, and reducing delays in project delivery. The FAST Act builds on the changes made by MAP-21.

TRANSIT ACCESS MANAGEMENT

All recipients of Federal financial assistance from Federal Transit Administration (FTA) under 49 U.S.C. Chapter 53 that own, operate, or manage capital assets used in the provision of public transportation are required to develop and maintain a Transit Asset Management (TAM). TAM is a business model that uses the condition of assets to guide the optimal prioritization of funding at transit properties in order to keep transit networks in a State of Good Repair (SGR). The benefits of TAM are:

1. Improved transparency and accountability
2. Optimized capital investment and maintenance decisions
3. More data-driven maintenance decisions
4. Potential safety benefits

Based on FTA's final rule, TAM Plans are to be completed no later than October 1, 2018. For urban transit operators, TAM performance targets are to be adopted by the Metropolitan Planning Organization. As a small or Tier II transit operator FAST has a reduced level of reporting for its TAM.

Below are the TAM Performance Targets proposed by FAST. Based on these targets, FAST is developing a prioritized investment strategy for the next five years for possible amendments to the STIP. Annually, FAST will provide FAMPO an update of the conditions of our assets and any updates to its TAM plan.

Asset Category - Performance Measure	Asset Class	2019 Target	2020 Target	2021 Target	2022 Target	2023 Target
REVENUE VEHICLES						
Age - % of revenue vehicles within a particular asset class that have met or exceeded their Useful Life Benchmark (ULB)	<i>BU - Bus</i>	10%	10%	10%	7%	7%
	<i>CU - Cutaway Bus</i>	20%	15%	15%	10%	10%
	<i>MB - Mini-bus</i>	0%	0%	0%	0%	0%
	<i>MV - Mini-van</i>	0%	0%	0%	10%	10%
EQUIPMENT						
Age - % of vehicles that have met or exceeded their Useful Life Benchmark (ULB)	<i>Non Revenue/Service Automobile</i>	20%	20%	20%	20%	20%
	<i>Trucks and other Rubber Tire Vehicles</i>	20%	20%	20%	20%	20%
	<i>Fare Collection Equipment</i>	0%	0%	20%	20%	20%
	<i>Communications Equipment</i>	10%	10%	10%	10%	10%
FACILITIES						
Condition - % of facilities with a condition rating below 3.0 on the FTA Transit Economic Requirements Model (TERM) Scale	<i>Administration</i>	0%	0%	0%	0%	0%
	<i>Maintenance</i>	0%	0%	0%	0%	0%
	<i>Passenger Facilities</i>	0%	0%	0%	0%	0%
Useful Life Benchmarks (ULB) for each asset class are: Buses - 12 years; Cutaway Buses - 5 years; Mini-vans - 4 years; Mini-buses - 7 years; Non-Revenue Vehicles- Trucks - 15 years; Non-Revenue vehicles - other - 7 years; Fare Collection Equipment - 15 years; Passengers Facilities - 30 years; Communications Equipment - 10 years; Sidewalks/Bus Stops - 20 years; Bus Benches and Shelters - 15 years.						

Appendix B-Fayetteville Area System of Transit Service Survey Comments

"I hope I don't get caught behind it during a stop."	"Life saver for those who needs to get a way to work, medical and for any other needs to use the transport"
"At least they have "one""	"Independence"
"Not efficiently coordinated or managed"	"It's providing a ride for individuals that may not have a POV."
"An active public transport system"	"How reliable and hardworking the drivers are and how convenient the bus transit system is in Fayetteville."
"Ride sharing saves the environment"	"Peaceful ride to my destination while meeting people."
"Dirty, tacky with all of the ads."	"Empty, trash riders"
"Excellent"	"Waste of money"
"How many passengers are on the bus? Which way is it going to?"	"A system that needs to reach more areas of Cumberland County, along with longer hours."
"Inefficient"	"People need it. More could use it. Need more buses closer together"
"No particular thoughts"	"Slow service"
"Glad people who don't have transportation, have this option."	"When i do use it the service is amazing."
"Efficient alternative for traveling around the city"	"If you don't have a car it does take you to point a to point b, but it will take time so you have to leave early"
"Is it going to stop in front of me? Would it be possible for me to use the bus to go downtown instead of driving?"	"Affordable transportation"
"Long waits and long routes"	"Empty"
"Waste of money to have so many, not enough people use it"	"Too empty. New."
"I'm glad there is transportation for our community"	"Happy to see other options"
"Important to our community"	"It is good for people who don't have a car."
"An opportunity for low income people to get to work."	"Never on time."
"Help for people who need transportation."	"Means and opportunity"
"Low Income Residents getting transported to work or shop."	"Buses that have only 1 or 2 people in them."
"Clean"	"Not fast."
"I wish they ran more regularly in more areas of town."	"Empty"
"Relief, walking can be impossible sometimes."	"Good to see you"
"Smelling and breathing bad exhaust fumes"	"A means to help lower unemployment rate"
"Convenient"	"I hope everyone is getting on and off safely"
"I have a warm feeling towards FAST transit because it allows me to get around."	"Get from point A to B"
"If We Didn't Have A Fast Bus A Lot of People Wouldn't Have Transportation City Transit"	"Transportation for those that need it."
"I wish i had bus fare."	"Being able to get where I need to go"
"Very convenient and a great service to help those without a car"	"Fast buses are well needed in Fayetteville."

Metropolitan Area Transit Plan written by the
Fayetteville Area Metropolitan Planning Organization
In cooperation with the
Citizen Advisory Committee,
Transportation Policy Board and the
Transportation Technical Coordinating Committee

This Transit Plan was partially funded by grants
From
The Federal Highway Administration
And
The Federal Transit Administration



**Historic Courthouse
130 Gillespie Street
Fayetteville, NC 28301**

**fampo@co.cumberland.nc.us
Telephone: (910) 678-7614
Fax: (910) 678-7638**

www.FAMPO.org