

Chapter 5


Public Involvement

There were two primary opportunities for the citizens of Fayetteville to participate in the Transit Development Plan. The first opportunity was a survey effort, including both rider and non-rider surveys. The results from the surveys are documented in Chapter 3 and provided the basis for a number of the service alternatives. About 1,200 people participated in these survey efforts.

The second major opportunity was a series of two well-publicized public forums, held in two locations in the City on July 13, 2009. The forums were advertised in two local newspapers (*The Fayetteville Observer* and the *Up and Coming Community Newspaper*). Notices were also placed on the buses advertising the forums. A copy of the notice is provided as Exhibit 5-1.

The service alternatives under consideration for implementation were presented at these forums and public comments were received for each alternative. Other comments not relating to the specific alternatives were also received and are documented in this Chapter.

The first forum was held at City Hall from 3:00 p.m. to 4:30 p.m. This time frame and location was chosen so that bus riders had full access and opportunity to formally comment on the full range of service alternatives under consideration. About 40 people attended the first forum, including bus riders, interested citizens, and community stakeholders. The second forum was held at the Fuller Recreation Center from 5:30 p.m. to 6:45 p.m., prior to a regularly scheduled City Council meeting. There were about ten participants in the second forum. The comments received are summarized below, organized by type of service improvement.



PUBLIC OPEN HOUSE

Monday, July 13, 2009

Lafayette Room, City Hall
433 Hay St. 3-4:30 p.m.
John D. Fuller, Sr. Recreation Athletic Complex
6627 Old Bunce Road 5:30-6:45 p.m.

Two opportunities to ask questions and provide comments on proposals for:

- Extended service
- More frequent service
- Sunday service
- System-wide capital improvements (benches, shelters, new bus stop signs)

You can view the full Transit Development Plan online at www.cityoffayetteville.org. The link is at the bottom of the Home Page.

For more information on the meetings, please call 433-1743.




Exhibit 5-1: Copy of Notice

Evening Transit Service

- Please consider the needs of workers who have closing shifts.
- Route #7 or #8 needs to run in the evening to access the hospital.
- Extend service hours for the Route 14.
- Evening service is needed, especially for work and entertainment (Festival Park).
- Route 15 needs to run in the evenings. 5:30-6:30 p.m. is too early. (3 comments).
- Night routes are needed for all of the buses. Some people can only work in the morning because that is when the buses are running.
- Thank you for considering evening services.
- Extend the Route 4 later- need to get to FTCC.
- Should extend service until 11:00 p.m. and include the hospital.
- Provide evening hours for all routes ASAP.

Sunday Service

- Route 7 or 8 should run on Sunday to access to the hospital.
- Route 14 is needed on Sundays to access the Mall and Wal-Mart.
- Great idea for Sunday service (2 identical comments).
- All the buses should run on Sunday, but a shorter span of service.
- Sunday service is needed for all of the routes.
- It would be nice to have a bus on Sunday so I would be able to get to church between 9:00 a.m. and 1:30 p.m.
- Sunday service should include major shopping, including all Wal-Marts, Mall, and Skibo Road.
- I like that Sundays are finally being considered.

Capital Improvements

- Need a bench/shelter on Shaw Road near Murchison (Route 6).
- Need benches and shelters throughout the system- please go to DOT to work on sidewalks also to complement the benches/shelters.
- There are no sidewalks and the grass is high along Route 15.
- Need bus information at shelters.
- Need a bus shelter on Murchison Road at Sleepy Hollow Drive.

Improved Frequency of Service

- All routes need more frequent transit service.

Specific Route-Level Changes

Splitting the Route 15

- My granddaughter would benefit from the split route.
- The route should run all day, not cut off in the middle of the day.
- It still takes me an hour and a half to two hours to get to the VA Hospital on Ramsay Street. I need more information about the split.
- On the split route- please do not eliminate Hollywood Heights from the route. It is a good walk to Cliffdale or Skibo. I have a muscle disorder and am a disabled veteran.
- Need a bus route desperately in the Bingham Drive area- many low-income families are trying to get to work with no vehicles. Some are trying to go to FTCC and there is no transportation from here to there (as well as later service).

Improving the Route 16

- There is a developing area along Raeford Road, Rim Road and others. Service should be maintained and increased to full-day service.

Extending the Route 5

- Service is needed to Northgate Village off of Ramsey Street and Law Road between the hours of 7:00 a.m. and 8:00 p.m.
- Law Road needs service.
- There is an opportunity to increase marketing for partnerships with employers along this route, which would increase ridership.

New Route- FSU to the Cross Creek Mall

- Should use the Pamalee Drive Option- there is no service along Pamalee- people need to hike to Route 6 or Route 12.
- I live on Hele (sp?) and must go to Utah to catch the bus. This would be great- would only have to walk a few blocks to catch the bus.
- Excited about the opportunity to have a direct route from FSU to Mall. More opportunities for jobs, quality of life, etc.

Other Comments

- There were several participants who requested that Route 8 add back a segment that was discontinued in December (Enterprise Road).
- There was a comment concerning the desire for express buses from Fort Bragg, the College, and FSU directly to the Mall or the transportation center during peak hours and mid-day. Express buses could also be used for other routes.
- Continue the discussion of bus pass programs to include partnerships with Cape Fear Valley Hospital, Methodist University, the VA Hospital, and others to encourage and increase ridership with the employees, students, and visitors to these entities.
- Weekend service hours at 8:00 a.m. are needed for the Route 4.
- Saturday service should start earlier in the day -- 7:30 a.m.
- The Route 3 needs to start earlier on Saturdays.
- All of the proposals are need for the Route 8 -- Southern Avenue.

OTHER PUBLIC OPPORTUNITIES

In addition to the surveys and public forums, public information concerning the TDP was posted on the City's website. Each technical memorandum prepared during the study process was posted electronically. The TDP was also discussed at three public City Council meetings -- at the beginning of the process (January 2009), at the alternative stage (April 2009), and at the draft final stage (August 2009).