



Transit Rider's A.D.A. Choice!

Paratransit Services as Provided by the
Americans with Disabilities Act of 1990

www.ridefast.net

FASTTRAC!

910-433-1232 (1ADA)

455 Grove St.

Fayetteville, NC 28301

FAST (Fixed Route) Information Center

910-433-1747

147 Old Wilmington Rd.

Fayetteville, NC 28301

HOURS OF OPERATION

Monday-Friday	5AM-10:00PM
Saturday	7AM-10:00PM
Sunday	CLOSED
New Year's Day	CLOSED
4 th of July	CLOSED
Thanksgiving Day	CLOSED
Christmas Day	CLOSED

FAST administrative offices are closed
on all federal holidays.

WHAT IS ADA PARATRANSIT SERVICE?

The Americans with Disabilities Act (ADA) is a federal civil rights law for people with disabilities. ADA paratransit services are designed to help customers who cannot use the fixed route system due to a disability. As part of the ADA of 1990, the United States Department of Transportation requires that public transit systems provide paratransit services that are complementary to our fixed route service.

Complementary paratransit service is an extension of the fixed route service and is considered origin-to-destination service. We service all areas within the City of Fayetteville, as long as they are within $\frac{3}{4}$ mile from a city bus route or within the “glove” of service. Service for the FASTTRAC! is equal to the hours,

days, and locations serviced by our fixed routes.

FASTTRAC! does not prioritize trips. We are not medical transportation, a taxi service, or stretcher service. FASTTRAC! does not operate as an ambulance service.

QUALIFYING FOR FASTTRAC!

All FAST vehicles are mobility device accessible. This means that not all persons with a disability may qualify for the FASTTRAC!. Eligibility for FASTTRAC! is determined by your physician's verification of your limited accessibility to our fixed route. There are two categories of disabilities that may qualify you for the FASTTRAC!. The two categories of disabilities are physical and mental impairment.

1. **Physical Impairment:** Physiological disorder; a specific physical impairment to your mobility which makes accessibility to the fixed route a hardship.

2. **Mental Impairment:** Psychological disorder; such as mental retardation, autism, and dementia; cannot navigate independently.

Eligibility

Eligibility determinations will be made based on the information obtained during the in-person assessment and will be supported with the professional verification form filled out by your licensed healthcare professional. You will receive an eligibility decision within

21 days of receipt of both parts of the eligibility application and completion of the in-person assessment. Upon approval you will be issued a welcome letter and photo ID card. If you require a replacement ID card, you must pay \$2.00 for the 1st replacement, \$3.00 for the 2nd replacement, and \$5.00 for any additional replacements thereafter.

Recertification

You will be required to recertify your eligibility every **36** months or sooner if you have a temporary disability. You are responsible for keeping track of your expiration date. It will be printed on the front of your photo ID. There is not a presumption of eligibility based on previous approval for paratransit service.



The phone number for FASTTRAC! Is
(910) 433-1232 (1ADA)

This number will place you in a queue, and you should never receive a “busy” signal when calling. If you get a “busy” signal, you may have dialed the wrong phone number.

Calls are answered in the order they are received. Please do not hang up or you will lose your place in the queue.

Please listen closely to the recording and have your ID card number ready. You will need this number in order to schedule a trip.

(Calls may be recorded for quality control, complaint investigation, or training.)



Listen to the recording then press:

1	English
2	Spanish

1	Dispatch	<ul style="list-style-type: none">• Will-Call Pick-Up• Vehicle Status• Cancel Same-Day Trip
2	Reservations	<ul style="list-style-type: none">• Schedule a Trip• Cancel a Future Trip• Check Address for Service Area
3	Administration	<ul style="list-style-type: none">• Customer Concerns• Compliments• Purchase Bus Passes
4	ADA Eligibility	<ul style="list-style-type: none">• Update Customer Info• ADA Eligibility Questions

FARE INFORMATION

One-Way Service is \$2.00. Drivers and fare boxes do not give change. Please pay as you board.

10-Ride Pass- \$17.50

20-Ride Pass- \$35.00

There is no expiration date for FASTTRAC! passes.



Passes are non-refundable and cannot be exchanged. All sales are final.

You can purchase passes at the following locations using the specified form of payment:

FAST Transfer Center

147 Old Wilmington Rd

M-F (5AM-10PM)/Cash Only

Saturday (7AM-10PM)/Cash Only

FAST Main Office - 455 Grove St

M-F (8:30AM-4:30PM)

Exact Change/Credit Card

IGA Carlie C's

Cedar Creek Rd – Bordeaux

Reilly Rd - Eutaw Shopping Center

Monday-Sunday (during store hours)

Cash/Credit Card

There is no fee charged for regular mail delivery, which can take up to 10 days. We offer expedited delivery of passes via our “Priority Mail” option at an additional cost of \$5.75. This option provides delivery in 1 to 3 business days and includes a tracking number.

Please plan accordingly. You will need to have cash to pay for your trips until your pass has arrived.



HOW TO SCHEDULE A TRIP

You may book an appointment by calling 910-433-1232. Select your preferred language option from the first menu and select “Option 2” from the operations menu. Booking hours are between 8:00 AM and 4:30 PM, Monday-Sunday. You can schedule an unlimited amount of trips for up to seven calendar days in advance. We do not take same-day reservations.

Please limit your conversation to the information needed to successfully negotiate your trip. All clients are to provide the exact street address of their pick-up and drop-off locations. (For example: 1550 Skibo Rd; not the Wal-Mart on Skibo).

Guessing an address is not recommended. If you do not have the exact street address, the dispatcher will inform you that you need to call back when you have the correct information. Remember, it could be you on the other line trying to get through.

Trip Negotiation: It is sometimes difficult to lock in a specific pick-up time due to availability. The dispatcher may then initiate the negotiation process. We can offer up to one hour before your desired pick-up time.

Refusal: A refusal of your pick-up occurs when the dispatcher offers you a pick-up/drop-off within the negotiation limits and you REFUSE it.

Denial: A denial is recorded when the dispatcher has nothing to offer you

within the negotiation limits, or if you accept a trip that is offered outside of the negotiation limits.

Missed Trip: A trip that is not completed because the vehicle arrived more than 15 minutes before or after the scheduled pick-up time, or arrives during the pick-up window but waits less than five minutes before departing, and the client either refused service or did not show.



HELPFUL HINTS

PEAK TIMES are from 5:30 AM - 9:00 AM and again from 2:00 PM - 5:30 PM.

The first week of each month fills up quickly...do not wait too long to book for the first of the month!



Please have the following items ready **before** you call to book your appointment:

1. Client Name and FASTTRAC! ID Number
2. Date of trip—NO SAME-DAY SERVICE!
3. Appointment time, desired pick-up time, or will-call
4. Exact street address of pick-up and drop-off locations (ex. 123 Main Street, “Wal-Mart on Skibo Road” is not acceptable).
5. Return trip information
6. What you will you take on your trip? (wheelchair, lift, cart, PCA, COM)
7. Phone number where you can be reached.

NOTE – When you call on Sunday or on a holiday to make a reservation, you will be required to leave a message. Any messages received after 4:30 PM

will not be processed. Be sure to leave all of the information listed in the previous section. On Sundays and holidays, you may request a reservation for next-day service only. Future trip requests will not be recorded.

Failure to leave return trip information will result in not being scheduled for a return trip. If you have not received a call-back by 6:00 PM that day, your reservation is not confirmed, and you will need to call back during normal booking hours.

Detailed pick-up information will not be left on a voicemail or communicated to anyone other than the customer. If you are not available when the FASTTRAC! representative calls with your next-day confirmation, you will be required to call during normal business hours to get your pick-up window.

BOOKING GUIDELINES

1. Please be sure to have address information readily available. You will be booked to the address YOU provide. If the address is incorrect, you will have the choice of getting off the vehicle at the address that you provided, or you may choose to return home and re-book your trip for another day. You will be required to pay for your trip home, and you will be dropped-off as the driver's schedule allows.

2. Please advise the dispatcher if you will require additional assistance from your door to the vehicle, or if you will need to use the ambulatory lift of the vehicle. Drivers are not allowed to enter a client's home and may not lose sight of their vehicle.

3. Please ensure that you give the dispatcher specific pick-up instructions. For locations with multiple access points, you will be required to provide a building number or entrance. For example, when booking a trip to FTCC, you would say, “2201 Hull Rd. Continuing Ed. Bldg.”

4. Please be prepared to tell the dispatcher if you will travel with a personal care attendant (PCA). A PCA is anyone that assists in the performance of at least one major life function, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and work. You must reserve a seat for your PCA at the time of your booking. You will NOT be able to add your PCA to your trip on the day of travel. PCA's will travel free of charge.

5. Companions may travel with you, and you must reserve a seat for your companion at the time of your booking. You will NOT be able to add your companion to your trip on the day of travel. Companions will pay \$2.00 per one-way trip.

6. Please notify the dispatcher during the booking process, if you will have a shopping cart on your trip. Limit your packages to what you can safely carry. Packages should not spill over into other seats. There is no charge for taking a cart; however, if you choose not to take a cart and your bags spill over into additional seats, you will be required to pay for the extra seat as it is required on the fixed route. If you do not tell the dispatcher that you will have a cart (or additional bags) at the time you book the trip, you may have to wait for

another bus to come back for you as time and demand allows.

7. Please provide your own child seat, if you will need it. FAST does not supply any type of safety seats. You are responsible for the securement of the child seat and for the child throughout the ride.

8. A minimum of one hour is required between trips. Drivers will not wait for you to “run in” for quick errands.

9. Please annotate the 30-minute pick-up window provided by the dispatcher to assist you in remembering the times to be ready for your trips.

REASONABLE MODIFICATION

“Reasonable” means fair and sensible, not extreme or excessive, possessing sound judgment. “Modification” means the act or process of changing parts of something.

We are required to make **reasonable modifications**, to make fair and sensible changes using sound judgment to our policies, practices and procedures; to avoid discrimination and ensure that our system is accessible to individuals with disabilities.

If you are requesting a reasonable modification, you must be able to describe what they **NEED** to use the service.

The entire reasonable modification policy can be found at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>

Examples of a Reasonable Modification:

It is reasonable for a bus driver to pull-up ahead/after a designated stop, if there is an illegally parked car in the way. However, it is not reasonable to ask the bus driver to take you to another location, because you gave the incorrect address during your booking.

It is reasonable to allow a person with a medical condition, such as diabetes, to eat something (such as a hard candy or a chocolate bar) to avoid adverse health conditions. However, it is not reasonable to consume a meal while on the bus, because you didn't have time to eat your meal before the bus arrived.

WHAT TO EXPECT THE DAY OF YOUR TRIP

1. You can expect to receive courteous and respectful assistance from the drivers during the use of lifts, ramps, securement devices, mobility aids, and lap/shoulder belts.

2. Please ensure that you understand the provider's pick-up window so that you are ready to board the vehicle when it arrives. Passengers will be advised to expect our driver within a 30-minute **pick-up window**. That is, our drivers may arrive up to 15 minutes before and 15 minutes after your scheduled pick-up time. Upon arrival, the driver will signal with the horn to notify you of arrival. You must present yourself for boarding

within five minutes of our arrival or the driver will leave and not return. You will then be entered as a **No-Show**.

Definitions

A **pick-up window** is 15 minutes before and 15 minutes after your scheduled reservation time.

Vehicle wait time starts when the vehicle arrives (within the 30-minute pick up window) and lasts for 5 minutes. This time is not factored into the driver's route and is a courtesy we extend to our customers.

Late cancellations are logged when a customer calls to cancel a scheduled ride after 4:30 PM, the day before the scheduled trip.

A **No-Show** is logged when a driver arrives at a pick-up address and the customer does NOT present himself/herself for boarding, or when the customer calls to cancel a trip two hours or less from the scheduled pick-up time. Your riding privileges may be suspended based on a pattern/practice of misuse of the system. Passengers who miss a trip, due to no fault of their own, will not be charged with a no-show.

PROGRESSIVE CORRECTIVE ACTION PLAN

FAST uses a progressive corrective action plan to encourage on-time scheduled use of FASTTRAC! services and to discourage customers from accumulating excessive no-show or late cancel incidents.

A customer will be subject to the progressive corrective action plan when he/she has booked at least eight trips in a calendar month and has a no-show or late cancel incident rate of at least 25% for that month. Customers that book fewer than eight trips in a calendar month will be subject to the progressive corrective action plan if their 90-day cumulative rate of late cancels or no-show incidents exceed 25%. Incidents will be tracked over a 12-month rolling timeframe, with a 90-day forgiveness period.

If a customer wishes to pay a penalty in lieu of service suspension, he/she may do so at any time. A customer is not required to pay a penalty. Penalties will not be pro-rated.

In addition to no-show and late cancellation violations, FASTTRAC! may also suspend service if an individual engages in violent, disruptive, or illegal behavior or otherwise violates the Riders Rules of Conduct. Service may be suspended or permanently revoked if a customer threatens or has physical contact with the operator or other customers. FAST reserves the right to escalate the penalty level depending on the severity of the incident.

All service suspensions will be recorded. Details will be provided in a notification of suspension letter sent to the customer. Suspensions will begin 14 calendar days from the date of the letter.

Progressive Corrective Action Plan

1 st Incident *	Initial Warning Letter
2 nd Incident	Final Warning Letter
3 rd Incident	7 Day Suspension from Service or \$10 penalty
4 th Incident	14 Day Suspension from Service or \$15 penalty
5 th Incident	30 Day Suspension from Service or \$20 penalty
Additional Incidents	30 Day Suspension from Service or \$25 penalty
<p>* An “incident” refers to a 25% combined late cancelation or no-show rate in a one-month period if the customer has booked at least eight trips for that month. If the customer has booked fewer than eight trips in a month, an “incident” will refer to a 25% combined late cancelation or no-show rate for a cumulative 90-day period.</p>	

3. Please ensure that you are able to see the vehicle pull-up to your pick-up address. You are not expected to stand outside.

4. Please ensure the address of your residence is clearly visible from the street.

5. Please ensure the pick-up area at your residence is safe and easy to access. We do not enter driveways or park under canopies without prior approval from the FAST Safety Coordinator.

6. Be prepared for the driver to make stops ahead of yours. This is a shared-ride service.

7. All passengers will wear seatbelts, and all mobility devices will be properly secured.

8. Personal hygiene must meet acceptable standards for the comfort and welfare of all passengers and operators.

9. You are expected to follow the rider's rules of conduct. (Page 34)

10. Please do not distract the driver during the ride and refrain from engaging others in unsolicited conversation.

11. At all times, treat the driver and fellow passengers with respect. Seriously disruptive behavior may result in a loss of your transportation service.



SERVING CUSTOMERS WHO USE SERVICE ANIMALS

While some service animals wear special collars or harnesses, others do not. Drivers cannot require seeing identification for a service animal. If you are riding with a passenger that has a service animal, never touch or talk to the animal without asking the owner's permission.

FTA Circular 4710.1 states that the service animal must be, "Individually trained to do work or perform tasks for

the benefit of an individual with a disability; including a physical, sensory, psychiatric, intellectual, or other mental disability.” Animals that simply provide emotional support, well-being, comfort, or companionship are not considered service animals under the regulations.

Example of work or tasks as defined in the new regulations includes:

- Assisting individuals who are blind or have low vision with navigation and other tasks.
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Providing non-violent protection or rescue work.
- Pulling a wheelchair.
- Assisting an individual during a seizure.

- Alerting individuals to the presence of allergens.
- Retrieving items such as medicine or the telephone.
- Providing physical support and assistance with balance and stability to individuals with mobility disabilities.
- Helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.



SERVING CUSTOMERS USING LIFE SUPPORT EQUIPMENT

We transport riders who use portable medical equipment, such as portable oxygen.

- Drivers are not trained to administer oxygen or operate any other means of life support equipment.
- You may remain on board for a maximum time of 90 minutes, so please ensure you have sufficient oxygen for the duration of your trip. You will not be given priority drop-off due to your failure to plan for your trip accordingly.

Frequently Requested Addresses

Common Destinations	Street Address
Blue Street Senior Center	739 Blue Street
Cape Fear Valley Hospital	1638 Owen Drive
Cross Creek Mall	419 Cross Creek Mall
Eutaw Shopping Center	823 Elm Street
FKC-Avon	1315 Avon Street
FKC-North	130 North Longview
FKC-South	526 Ramsey Street
FKC-West	6959 Nexus Court
FTCC	2201 Hull Road
Gilmore Center	1600 Purdue Drive
HealthPlex	1930 Skibo Road
High Smith Rainey Hospital	150 Robeson Street
Information Center	147 Old Wilmington Road
Kmart	1931 Skibo Road

Market Fair Mall	1912 Skibo Road
Medical Arts Building	101 Robeson Street
Methodist College	5400 Ramsey Street
Southeast Rehab	1638 Owen Drive
Tallywood Shopping Center	3100 Raeford Road
VA Hospital	2300 Ramsey Street
VA Fay Health Care Ctr.	7300 S. Raeford Rd.
Walmart Raeford Road	7701 S. Raeford Road
Walmart Ramsey Street	4601 Ramsey Street
Walmart Skibo Road	1550 Skibo Road
Westwood Shopping Center	400 Westwood Shopping Center
Library Cliffdale Road	6882 Cliffdale Rd
Main Library Downtown	300 Maiden Lane
Library Bordeaux Center	3711 Village Dr.

Rider's Rules of Conduct and Security

For Your Safety & Security:

NO fighting, instigating fights or threatening acts of violence against FAST employees and/or passengers.

NO possession, distribution, and/or being under the influence of narcotics, illegal drugs, and/or drug paraphernalia.

NO weapons (pistols, rifles, knives or swords) or other objects which are dangerous in nature.

NO EATING or **DRINKING** (ONLY water in a clear container with a screw-top lid will be permitted).

NO SMOKING, CHEWING TOBACCO, or carrying lighted tobacco (including electronic cigarettes) onto FAST vehicles or on City of Fayetteville property.

NO indecent, profane, boisterous, unreasonably loud, demeaning, or disrespectful behavior.

NO physical or sexual contact with FAST employees or passengers.

NO Playing of audio devices without the use of personal earphones/headsets.

NO standing in front of the Standee Line (yellow or white line on the floor of the vehicle near driver's seat).

NO animals allowed on vehicles or inside facilities; except for authorized service animals.

NO large articles, packages, baggage, non-collapsible strollers or baby buggies, which block vehicle aisles/walkways.

NO LOITERING, soliciting for contributions, distributing of any materials on FAST properties.

NO children under 5 years of age unless closely accompanied by an older responsible guardian.

NO roller-skating, roller-blading, skateboarding, or sitting on hand-rails at transfer points or inside FAST.

NO hanging out, reaching out, or putting anything out of FAST vehicle windows.

NO refusal to pay a fare or refusal to show appropriate fare media/I.D. to a FAST representative, when requested.

NO misuse of fare media, including counterfeit or stolen fare media.

NO obstructing or interfering with the safe operation of FAST vehicles.

NO motorized bikes, gasoline/fuel combustion-type vehicles, or oversized wheelchairs, which exceeded guidelines.

NO drunken behavior, which may endanger FAST employees and/or passengers.

NO boarding vehicles and/or entering facilities without proper clothing (must wear shoes & shirt at all times)

NO stealing or willfully damaging, defacing, or destroying City property.

NO indecent exposure.

VIOLATIONS OF THESE RULES MAY
RESULT IN PERSON(S) BEING
EXCLUDED FROM USE OF
FAST SERVICES PERMANENTLY
AND MAY INCLUDE CRIMINAL
CHARGES & ARREST BY LOCAL,
STATE, AND/OR FEDERAL LAW
ENFORCEMENT AUTHORITIES.

Copies of the entire policy, including
exclusion & appeal procedures, are
available at:

FAST Administrative Offices
455 Grove Street
Fayetteville, NC 28301

or

FAST Information Center
147 Old Wilmington Road
Fayetteville, NC 28301

Cumberland County Coordinating Council on Older Adults, Inc.

339 Devers Street
Fayetteville, North Carolina 28303

910-484-0111

Do you need help making your home
more accessible?



RURAL RESIDENTS....DO YOU NEED A RIDE?

The Community Transportation Program offers transportation to rural residents of Cumberland County.

910-678-7675

5:00 AM - 8:00 PM

Monday through Friday

**** Prior to receiving transportation, the client must be confirmed as an eligible rural resident and that the trip requested is an allowable expense using grant funds. ****

The Community Transportation Program also offers transportation to medical appointments for residents of Cumberland County who are 60+ years of age or disabled.

910-678-7619

DSS Medical Transportation

If you are not eligible for FASTTRAC! service, you may be eligible for transportation assistance from the Department of Social Services.

910-677-2526 or 910-677-2533

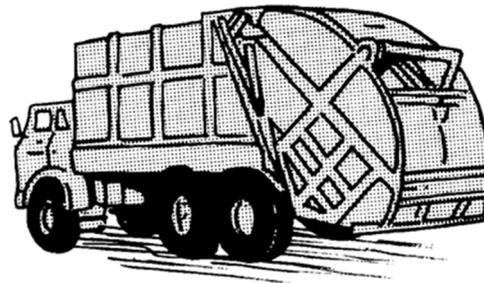
Ask for information on adult transportation.

Weekly Trash Collection

Anyone who is unable, because of a physical disability, to roll the household waste container to the curb may receive (upon approval of the Environmental Services Director or designee) backdoor service at no cost. This service is provided as long as there is no one else living in the home who can push the cart curbside.

Additional documentation (including but not limited to a doctor's certificate) may be required for approval. This service covers household waste only and is limited to one container per week. Yard waste, which is generated, should be placed at the curb for normal weekly curbside collection.

For further information contact:
City of Fayetteville Call Center
910-433-1FAY (1329)



PASSENGER SAFETY LAW

Effective June 1, 2007

§ 20-137.1. Child restraint systems required.

(a) Every driver who is transporting one or more passengers of less than 16 years of age shall have all such passengers properly secured in a child passenger restraint system or seat belt which meets federal standards applicable at the time of its manufacture.

(a1) A child less than eight years of age and less than 80 pounds in weight shall be properly secured in a weight-appropriate child passenger restraint system. In vehicles equipped with an active passenger-side front air bag, if the vehicle has a rear seat, a child less than five years of age and less than 40

pounds in weight shall be properly secured in a rear seat, unless the child restraint system is designed for use with air bags. If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child passenger restraint system is available, a child less than eight years of age and between 40 and 80 pounds may be restrained by a properly fitted lap belt only.

(b) The provisions of this section shall not apply: (i) to ambulances or other emergency vehicles; (ii) if all seating positions equipped with child passenger restraint systems or seat belts are occupied; or (iii) to vehicles which are not required by federal law or regulation to be equipped with seat belts.

(c) Any driver found responsible for a violation of this section may be punished by a penalty not to exceed twenty-five dollars (\$25.00), even when more than one child less than 16 years of age was not properly secured in a restraint system. No driver charged under this section for failure to have a child under eight years of age properly secured in a restraint system shall be convicted if he produces at the time of his trial proof satisfactory to the court that he has subsequently acquired an approved child passenger restraint system for a vehicle in which the child is normally transported.

(d) A violation of this section shall have all of the following consequences:

(1) Two drivers' license points shall be assessed pursuant to G.S. 20-16.

(2) No insurance points shall be assessed.

(3) The violation shall not constitute negligence per se or contributory negligence per se.

(4) The violation shall not be evidence of negligence or contributory negligence.



FAYETTEVILLE AREA SYSTEM OF
TRANSIT
455 GROVE STREET
FAYETTEVILLE, NORTH CAROLINA
28301

Transit Department Supplemental
Administrative Policies/Procedures
Manual

Subject: Safety – Seat Belt Use and
Wheelchair Securement

Section: 3.03 Safety

Effective Date: November 17, 2009

Directive:

To establish guidelines and procedures, in order to facilitate full compliance with all Federal, State, and Local laws and to ensure the safety of our customers and our employees.

Procedure:

While operating FAST owned/operated vehicles, FAST employees shall be responsible for the proper use of all safety-seat belt and wheelchair securement systems/devices and in accordance with the following vehicle operation guidelines:

I. While operating the following FAST owned/operated vehicle types:

- 1) Passenger car/truck/SUV
- 2) FASTTRAC! / ADA Paratransit Van/Cut-A-Way Van/LTV

ALL vehicle occupants must have his/her safety-seat belt fastened **BEFORE** vehicle movement/operation is permitted.

ALL wheelchairs and mobility devices must be properly secured, using the four (4) point tie-down system, **BEFORE** vehicle movement/operation is permitted.

ALL vehicle occupants, wheelchairs, and mobility devices **must remain secured and restrained** during all vehicle movement/operation.

In addition, children under the age of four (4) and/or under forty (40) pounds must be properly secured in accordance with the manufacturer's instructions in a child restraint system that meets federal motor carrier vehicle safety standards. The provision for and securement of child safety seats and/or equipment shall be the responsibility of the child(s) guardian, parent or companion.

COMMENTS & CONCERNS

Fayetteville Area System of Transit strives to provide safe, efficient, reliable, and courteous service to everyone in our community. FAST values customer feedback. Comments and/or concerns may be submitted by completing the FAST Complaint Form or by the following methods:

Phone (910) 433-1232 (Option 3)

Email FAST@ci.fay.nc.us

Website www.ridefast.net/contact-us

Mail FAST Administrative Office
Attn: Comments & Concerns
455 Grove Street
Fayetteville, NC 28301

Complaint forms are available at all FAST locations and on www.ridefast.net.

FASTTRAC! customers wishing to submit their complaint in person may request an appointment with the Paratransit Operations Manager by calling (910) 433-1232 and selecting Option 3, or by emailing FAST@ci.fay.nc.us.

All correspondence relating to FASTTRAC! will be documented and forwarded to the Paratransit Operations Manager on the day it is received. If a response is required, it will take place within 48 business hours.

CHECK ON LEARNING

1. How many days can you be booked for at one time?

- a. 7 days
- b. 10 business days
- c. 14 calendar days
- d. 1 day per phone call

2. Can you schedule a same day appointment?

- a. Yes
- b. No

3. What is the cut-off time for making appointments for the next day?

- a. 4:30 PM
- b. 5:00 PM
- c. 6:00 PM
- d. No cut-off time

4. Does FAST provide child seats or other mobility aids?

- a. Yes
- b. No

5. Can you call to schedule an appointment if you do NOT have the correct address?

a. Yes, the reservationist is familiar with most common addresses

b. No, it is the client's responsibility to provide accurate pick-up and drop-off information

6. Is it possible that you will have to ride to other pick-ups before you are dropped off at your destination?

a. Yes, this is a shared ride service

b. No, this is a personal car service

7. When should you advise FAST of phone number, address, and other changes to your client record?
- a. When you get around to it
 - b. As soon as the information changes
 - c. Only when you need to book an appointment
 - d. When you are waiting for your van to arrive (Tip: It will never arrive because the van will go to your old address)