



AGENDA- Revised
Transit Advisory Commission
REGULAR MEETING
December 18, 2025 ~ 12:00 pm
6821 Jenny Lind Rd

ROLL CALL

ITEMS OF BUSINESS

September 17, 2025, Meeting Minutes

Public Hearing to Discontinue the Rogers Supercenter Fixed Route

Public Hearing to Scale Saturday Service Hours

Public Hearing to Discontinue Limited Services on Holidays

Public Hearing to Discontinue the Transportation Assistance Program

Other Business: CNG Slow Fill Station
Access Road Project

Commissioners Forum

Citizens Forum

ADJOURN



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: September 17, 2025 Meeting Minutes

SUMMARY

In response to Chairperson Woodall's question regarding demographics, we have identified our software system tracks solely by types of fares not by demographics. The most appropriate resource for determining demographics is by reference to Transit surveys. Attached is the 2023 and 2025 survey completed by the Frontier Metropolitan Planning Organization.

Special thanks to The First Presbyterian Church for sponsoring a Free Ride Day on November 29th.

Also mentioned at the last meeting was the Veterans Day Parade and the Christmas Parade. Fort Smith Transit drove a Gillig bus in the Veteran's Day Parade as well as the Christmas Parade.

ATTACHMENTS

1. [MINUTES OF MEETING - 9-17-25.pdf](#)
2. [Passenger Survey 2023.pdf](#)
3. [Fort Smith Transit Ridership Satisfaction Assessment 2025 FINAL.pdf](#)

MINUTES OF MEETING

Transit Advisory Commission

REGULAR MEETING

September 17, 2025~ 12:00 pm

The Blue Lion

101 N. 2nd Street

Fort Smith, AR

ROLL CALL: The Transit Commission meeting of Wednesday, September 17, 2025, was called to order by Chairperson Melissa Woodall. Other commissioners in attendance included Dr. Ann-Gee Lee, Jo Elsken, Melissa Bixby, and Marian Azab. Staff in attendance included Ken Savage, Lori Carr, Jason Haley and Greg Carthon. The public in attendance included Vanessa Caldwell, Andre' Good and Denise Pierre.

Director Savage informed the commission that the First Presbyterian Church has expressed interest in sponsoring a Free Ride

2. ITEMS OF BUSINESS:

Review Minutes of May 28th Meeting: Director Savage followed up on issues from the last commission meeting. He stated that the staff adjusted the bus stop at the Market Trace area to receive routine service. He touched on the comment regarding CNG gas smell. He stated that during recent passenger surveys, the responses regarding the buses were in regard to needing two more buses and the buses we have are good. Director Savage welcomed new commissioners, Marian Azab and Melissa Bixby.

Commissioner Elsken made a motion to approve the minutes of the May 28th meeting. Commissioner Lee seconded the motion. Minutes were approved, five in favor and none opposed.

2. TAP Review 1: Ronald McDonald House:

Director Savage stated that Deleana Vaughn indicated she could be here but maybe with the change in meeting dates there may have been some confusion. Commissioner Woodall spoke about the length of time and distance for families to walk. Commissioner Woodall suggested tabling the request until a representative could talk about their needs. Commissioner Bixby asked if there was a bus stop in the area. Greg Carthon touched on the fixed route access in the area. After a brief discussion among commissioners, Commissioner Elsken made a motion to table the request. Commissioner Lee seconded the motion. The motion passed with five in favor, and none opposed.

3. TAP Review 2: Comprehensive Juvenile Services:

Director Savage stated that this request and the next Antioch request are requests by staff. He explained the connection with these services and recommended approval of 26 tickets per month as an orientation of transit into their program. Commissioner Elsken made a motion to approve the 26-ticket allotment. Commissioner Lee seconded the motion. The motion was approved with five in favor and none opposed.

4. TAP Review 3: Antioch for Youth and Family:

Director Savage explained their need stating that they purchase tickets often at a discounted price due to their bulk purchase. Staff felt they would be a good agency for the TAP program. Commissioner Elsken stated that due to the situation Antioch is currently in and the good things they do for the community, she would like to know how much they purchase and use it as a gauge into what their need is. Commissioner Woodall suggested going with the 26 tickets at this time and reassessing the allotment next year to see if they need more. The commission agreed and Commissioner Elsken made a motion to approve the allotment of 26 tickets per month. Commissioner Woodall seconded the motion. The commission approved the motion by five in favor and zero opposed.

Director Savage stated he would get back with the commission in regard to the number of tickets Antioch typically purchases.

3. Other Business:

Access Road Project:

Transit staff met with the Federal Transit Administration staff and attorneys, engineers and transit staff on August 26th which involved information gathering for FTA. They asked for additional information on updating the categorical exclusion (environmental information) and upload construction documents and updated costs associated with the project. It was a positive meeting which gave us the opportunity for transit staff to let them know our situation with congestion and safety issues.

CNG Time Fill Project:

Director Savage updated the commission stating that staff received bids on June 26th for the installation of a time fill system component to enhance the current CNG station. The Fort Smith Board of Directors approved the bid at their September 16th meeting, so the project should begin soon. The project as bid allows approximately 210 days which would mean finishing around May of next year; however, we hope it will be completed sooner. He touched on the new fueling processes and service changes once the project is complete.

Update on Fare Access System Procurement Process:

Director Savage explained the software changes that are being proposed in the 2026 department budget. Due to the FTA general transit feed specifications (GTFS) requirements updates are

necessary which will enable added capabilities including the trip planning for the public through Google and Apple platforms. As part of the added capabilities, the automated fare collection can also be added to expand passenger capabilities in purchasing tickets/passes online where ultimately no boarding currency/tickets/transfer passes would be necessary. Commissioner Woodall touched on a recent trip in which she utilized that type system and it was very user friendly, fast and best transit app she has used so far.

Discuss 2026 Budget Goals:

Director Savage updated the commission on the 2026 budget goals which includes a proposed update of the scheduling/fixed route software, working with the Chamber on possible accommodations for the new pilot training center, and expanding service hours because of the savings from the slow fill CNG project completion next year. He updated the commission on the current ridership in relation to pre and post COVID and that we are at 91% pre-COVID in comparison to the national average of 81%.

Commissioner Woodall asked if there was a way to show in the Key Performance Indicators certain demographics we serve including type of trips, riders (seniors, children, etc.) and other statistics that could be inspiring to the public. Director Savage stated this type of information can be generated and added.

Director Savage informed the commission of a request from First Presbyterian Church officials to sponsor/donate a free ride day. A date, possibly in November, has not been determined at this time but would like the commission's blessing on the sponsorship. Commissioner Elsken made a motion to allow the sponsorship of a free ride day. Commissioner Lee seconded the motion and all members voted in favor with no opposition.

4. Commissioners Forum:

Commissioner Woodall announced the Christmas Parade downtown will be December 13th and asked if the bus will be available. Greg Carthon said the bus will be in the Christmas parade as well as the Veteran's Day parade, Community Connection event at Darby, and National Night Out in October.

5. Citizens Forum:

Ms. Vanessa Caldwell with Workforce Connection was present to request the commission for Transit Assistance Program (TAP) tickets for Workforce Connection clients. She explained their organizational services as well as the needs of her clients. After a brief discussion, Commissioner Elsken made a motion to provide 26 tickets per month, and Commissioner Bixby seconded the motion. The request was unanimously approved with five in favor and zero opposed.

Ms. Denise Pierre approached the commission regarding some service instances relating to a driver and the design of the shoulder belts in the new demand response/paratransit vans.

6. ADJOURN: The next meeting of the commission will be on Wednesday, December 3rd at noon at the Blue Lion. With no further business, the meeting was adjourned.



FORT SMITH TRANSIT

RIDERSHIP SURVEY

ASSESSMENT 2023

July 18, 2023

Fort Smith Transit Department
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Prepared for Fort Smith Transit Department by Frontier Metropolitan Planning Organization

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Fort Smith Transit Ridership Survey Assessment 2023 (DRAFT)

INTRODUCTION

Fort Smith Transit provides transportation to citizens in the city limits of Fort Smith. The Fort Smith Transit Department has fixed routes which consist of buses that travel along the most used roads in Fort Smith along with some residential areas. The fixed routes buses all have lifts for mobility devices and start and end at the transfer station off Wheeler Avenue in the downtown Fort Smith area. Approximately once every hour the buses arrive at the transfer station. For certain fixed routes (Midland Blvd, Grand Avenue, Rogers Downtown, Rogers Supercenter, and Towson Avenue), the buses run from 7AM until 6PM Monday through Saturday. For the Jenny Lind Fixed Route, the bus runs from 7AM until 6PM Monday through Friday, and for the Shuttle Fixed Route, the bus runs from 7AM until 3PM Monday through Friday. The Fort Smith Transit Department also has paratransit buses for riders who may have mobility challenges or need to reach specific destinations that are not along the fixed route schedules. The Paratransit bus runs from 5:30AM until 7PM Monday through Friday and from 7AM until 7PM on Saturday. Passengers must call to schedule their pickup with the Paratransit bus 24 hours in advance by calling the Fort Smith Transit Dispatchers. The Fort Smith Transit Department is also testing out a new Pilot Route from Jenny Lind Avenue to Chaffee Crossing. This Pilot Route will be on the 2nd Saturday of each month beginning in May 2023 and ending in October 2023.

The Fort Smith Transit Department updated their fleet of buses in November of 2022 which consists of 4 buses that are 40 feet and 2 buses that are 35 feet. The new buses are much larger and allow for social distancing amongst the passengers. These buses have more seating and a variety of other features such as USB charging ports and an electric purification system.

Fort Smith Transit Ridership Survey Assessment 2023 (DRAFT)

The Frontier Metropolitan Planning Organization (MPO) assisted the City of Fort Smith Transit Department with Ridership Satisfaction Surveys during the months of May, June, and July of 2023. MPO staff conducted ridership surveys and boarded the Fort Smith Transit buses and paratransit services to talk directly with riders. This assessment will be based off the Ridership surveys obtained from the following routes: Grand Avenue Route, Jenny Lind Route, Midland Avenue Route, Rogers Downtown Route, Rogers Supercenter Route, Towson Avenue Route, the Shuttle Route, and the Paratransit bus. A separate survey and assessment will be done for the Pilot Route from Jenny Lind Avenue to Chaffee Crossing.

The MPO staff obtained a total of 31 surveys during their time on the Fort Smith Transit buses. Individuals who took the survey answered questions that detail when and where transit takes them, their satisfaction with the transit system, and then a demographic section to ensure that surveys were being received from a broad set of voices. Individuals who took the survey were also entered in for a chance to win a bus ticket.



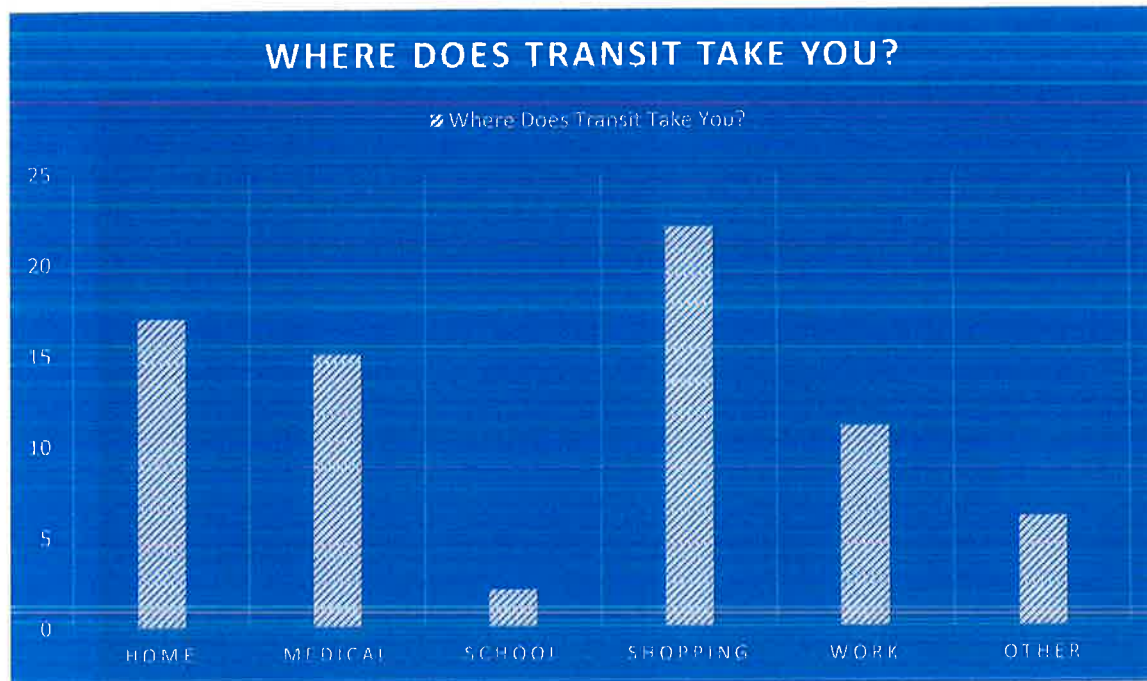
SURVEY QUESTIONS ABOUT FORT SMITH TRANSIT

Why Do You Ride The Bus?



32 responses were received regarding the question “Why Do you ride the bus?”. Individuals were able to choose more than one option for why they rode the bus. Of these 32 responses, the top reasons that individual’s ride the bus is due to not owning a car represented approximately 63% of the responses, and the next most common reason was not having any other form of transportation which 56% of the respondents answered. As seen in the pie chart above, 34% of the respondents ride the bus due to convenience and 16% answered they ride the bus due to cost related reasons. Two respondents answered “Other”. Of the “Other” responses, one stated because of disability, and another responded because they are blind.

Where Does Transit Take You?



A total of 32 responses were received for the question “Where Does Transit Take You?”.

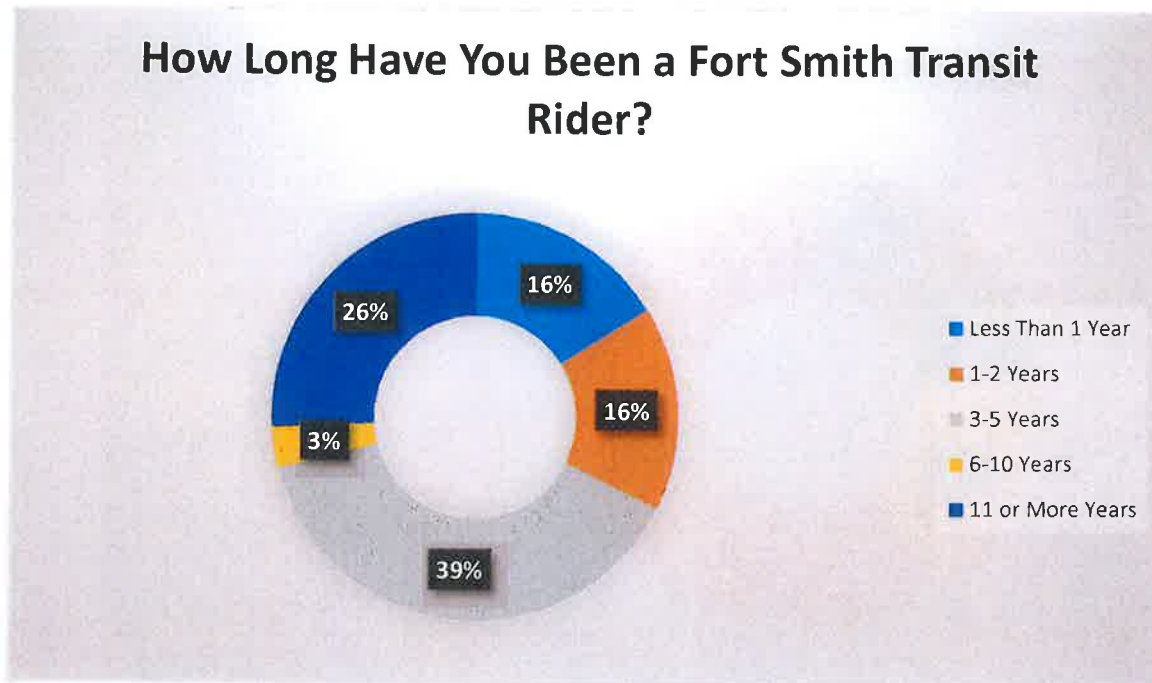
Individuals could choose more than one answer to this question. Based on the responses received, shopping is the number one activity that individuals use transit on a regular basis.

Approximately 69% of the respondents, noted that Shopping was their primary reason for using transit, with 53% of riders stating that they use transit to reach home. Also, another 47%

responded that transit took them to medical facilities, with 34% of transit riders going to work.

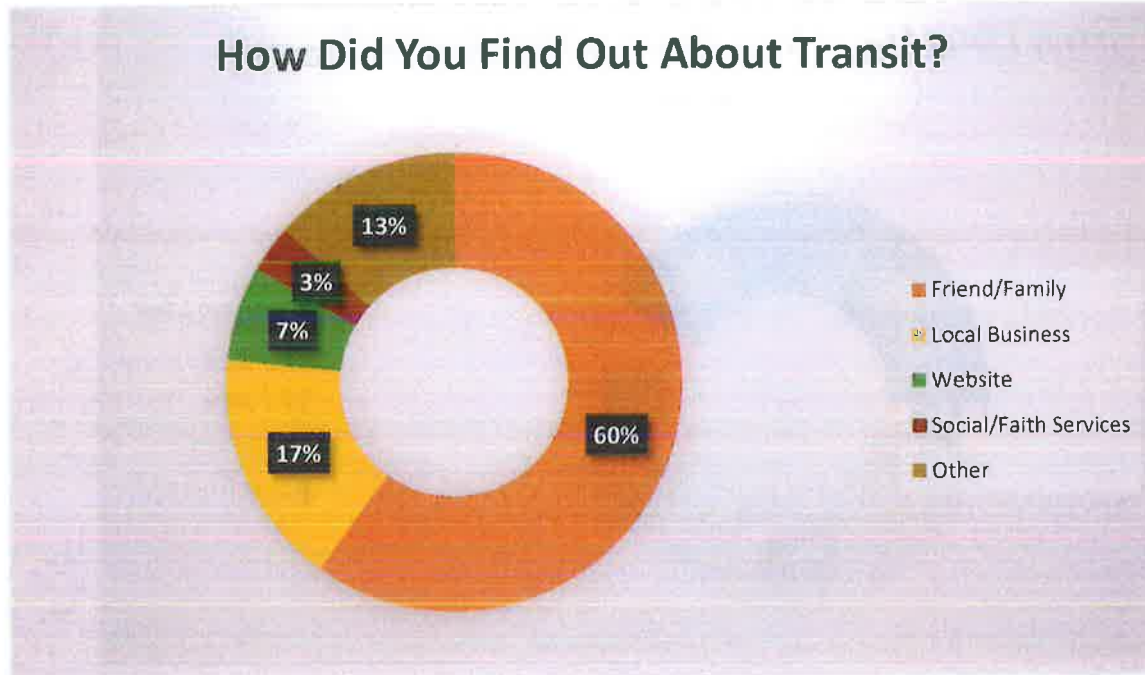
School followed as the smallest percentage of riders using transit to reach school or education destinations. Unfortunately, 19% of the respondents choosing “Other” did not state what “Other” destinations that they traveled to on transit.

How Long Have You Been a Fort Smith Transit Rider?



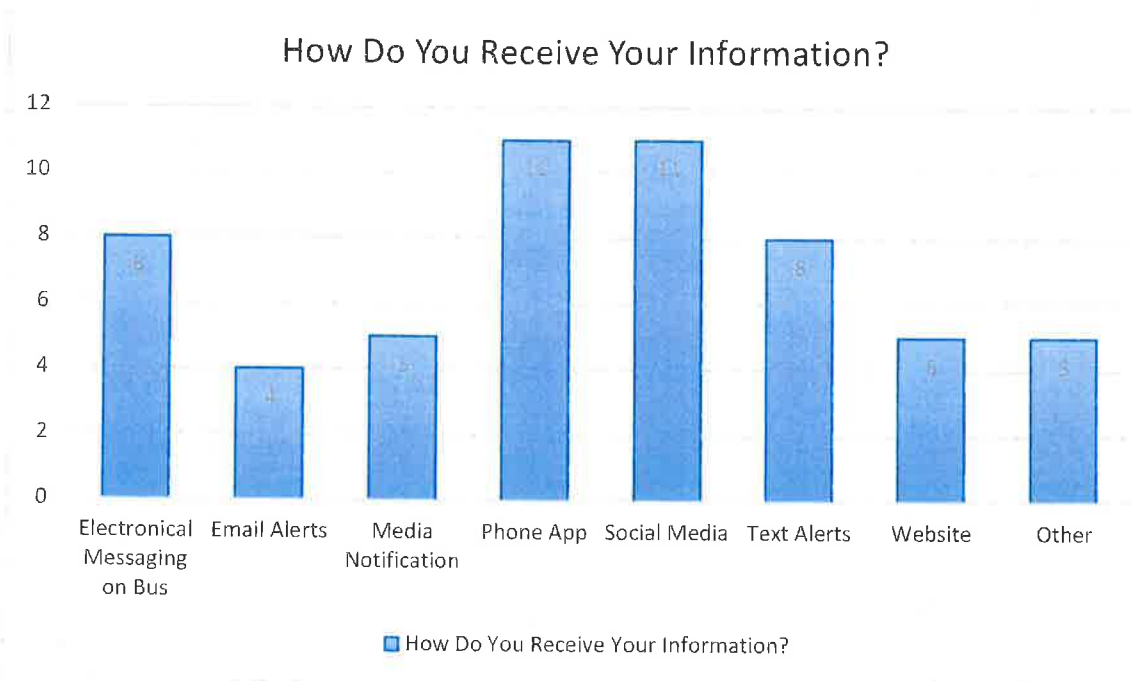
A total of 31 responses were received for the question “How Long Have You Been a Fort Smith Transit Rider?”. Based off the responses received, the prevailing response indicated that 12 respondents (39%) have used Fort Smith Transit for 3 to 5 years. Remarkably, the 2nd most selected response was 11 or more years with 8 people (26%) answering. The lowest response to this question was 6 to 10 years in which only 1 person responded (3%). For the options of less than 1 year, 5 people answered (16%) and from 1 to 2 years 5 people (16%) also responded.. Overall, most riders have ridden Fort Smith Transit from 3 to 5 years, followed closely by 11 or more years.

How Did You Find Out About Transit?



A total of 30 respondents answered the question “How Did You Find Out About Transit?”. Individuals could only select one answer. Most respondents (18 individuals, 60%) stated that friends and/or family helped them to learn about the Fort Smith Transit services. Local business served as another avenue for individuals to hear of Fort Smith Transit with 5 respondents (17%) followed by 7% (2 respondents) choosing a website. While 4 respondents chose the “Other” option, they unfortunately did not indicate how they learned about Fort Smith Transit. Only 1 respondent (3%) chose social and/or faith services. Clearly, for these riders, “word of mouth” through family and friends proved to be the primary means of learning about transit.

How Do You Receive Your Information?



A total of 31 individuals responded to the question “How Do You Receive Your Information?”.

Individuals were able to choose more than 1 answer to this question. As indicated in the chart above, the main response provided by transit riders was via phone app and social media, in which 35% of the respondents answered. For the categories of electronic messaging on buses and text alerts, 26% of the respondents chose these forms of receiving communication and information. Media notification was chosen by 16% of the respondents as was the option of “Other” - unfortunately, the respondents did not indicate or provide comment to this selection. Email alerts proved the least chosen category by respondents, in which only 13% of the respondents answered. The Route Shout application and other social media presence, such as Facebook appears to successfully reach Fort Smith Transit Riders.

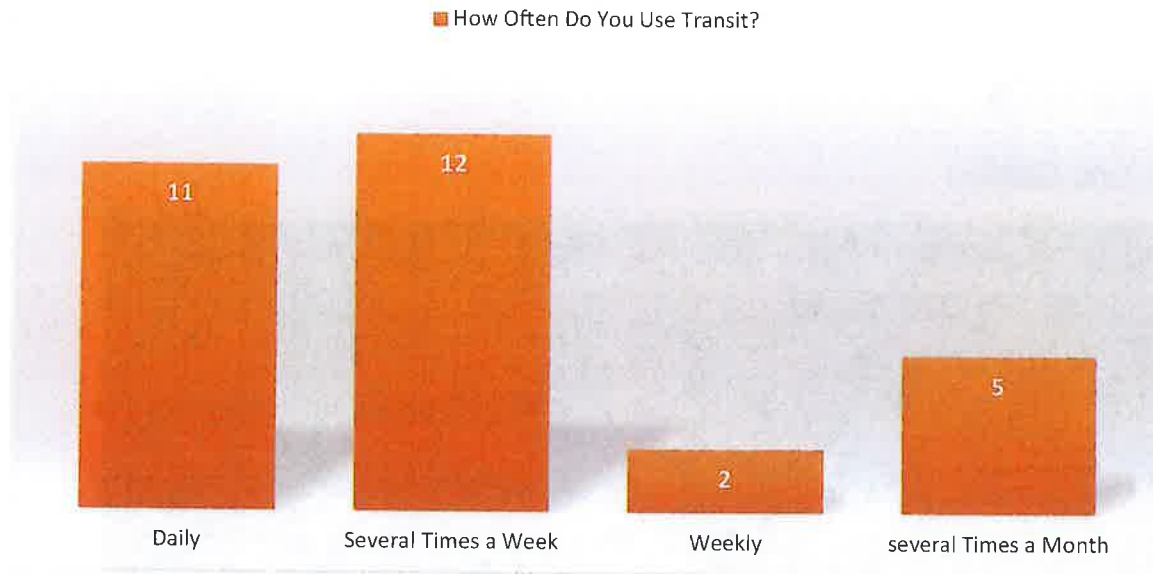
What is Your Opinion of Fort Smith Transit?

What Is Your Opinion of Fort Smith Transit?		
	Adequate	Concerns
Fares	97%	3%
Bus Routes	90%	10%
Friendliness of Drivers	94%	6%
Safety is First	100%	---
Clean Buses	97%	3%
Wait Times	79%	21%
Commute Time	86%	14%

As part of the Fort Smith Transit Survey, individuals were given the question “What is Your Opinion of Fort Smith Transit?”. Individuals could choose adequate or concerns to the specific categories that were given. A total of 32 people responded to this question. The specific categories given were fares, bus routes, friendliness of drivers, safety first, clean buses, wait times, and commute times. As seen in the chart above, most respondents felt that all the categories were adequate and had very few concerns. The biggest concern of respondents remains that of longer commute times. They also stated that they would like to see the buses start to run earlier and run until later in the evening.

How Often Do You Use Transit?

How Often Do You Use Transit?

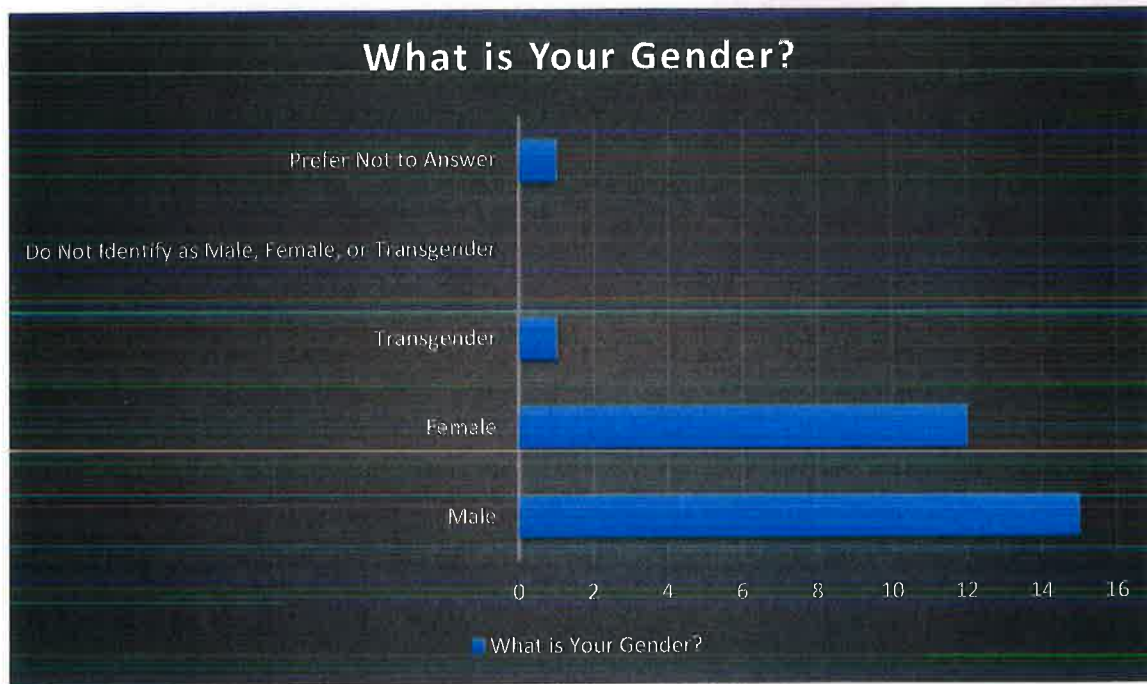


A total of 30 respondents answered, "How Often Do You Use Transit?". The two main categories of "Daily" and "Several Times a Week" were comparable: with "Several Times a Week" receiving 40% of the responses, and "Daily" receiving 37% of the responses. The category "Several Times a Month" received 17% of the responses while "Weekly" only received 7% of the responses. Most of the Fort Smith ridership uses transit frequently daily with others riding several times a week.

DEMOGRAPHICS SECTION

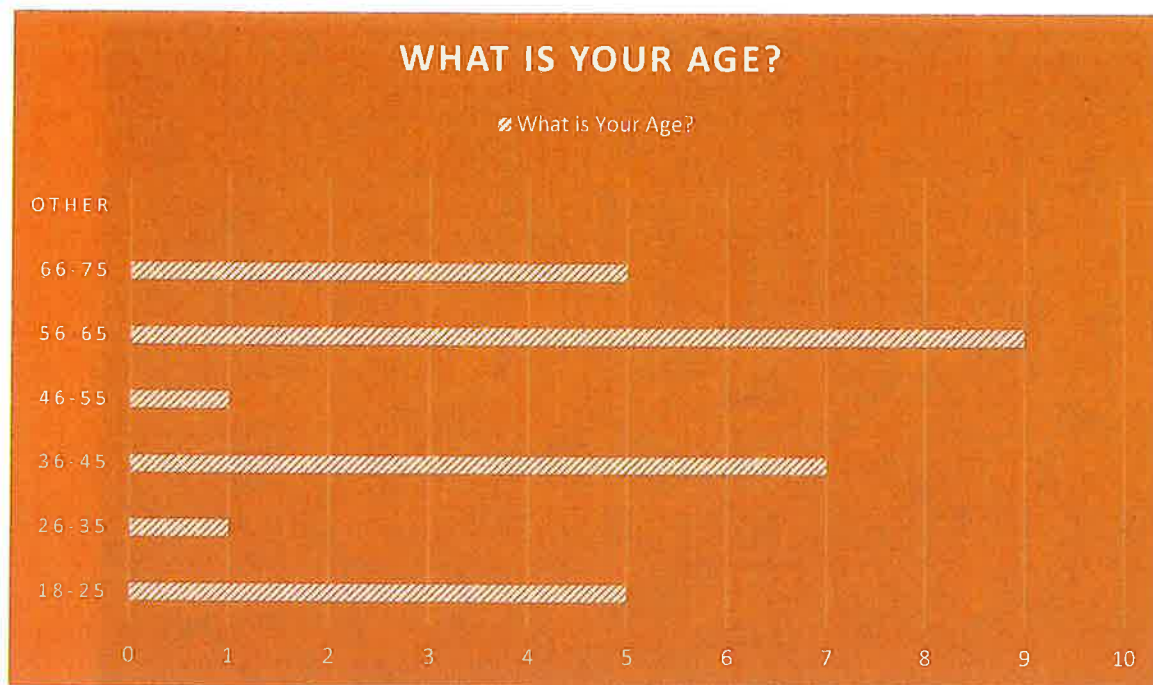
Individuals who took part in the survey answered demographic questions to ensure a broad set of voices were represented. Below are the statistics of those who answered the question in the demographic section.

What is Your Gender?



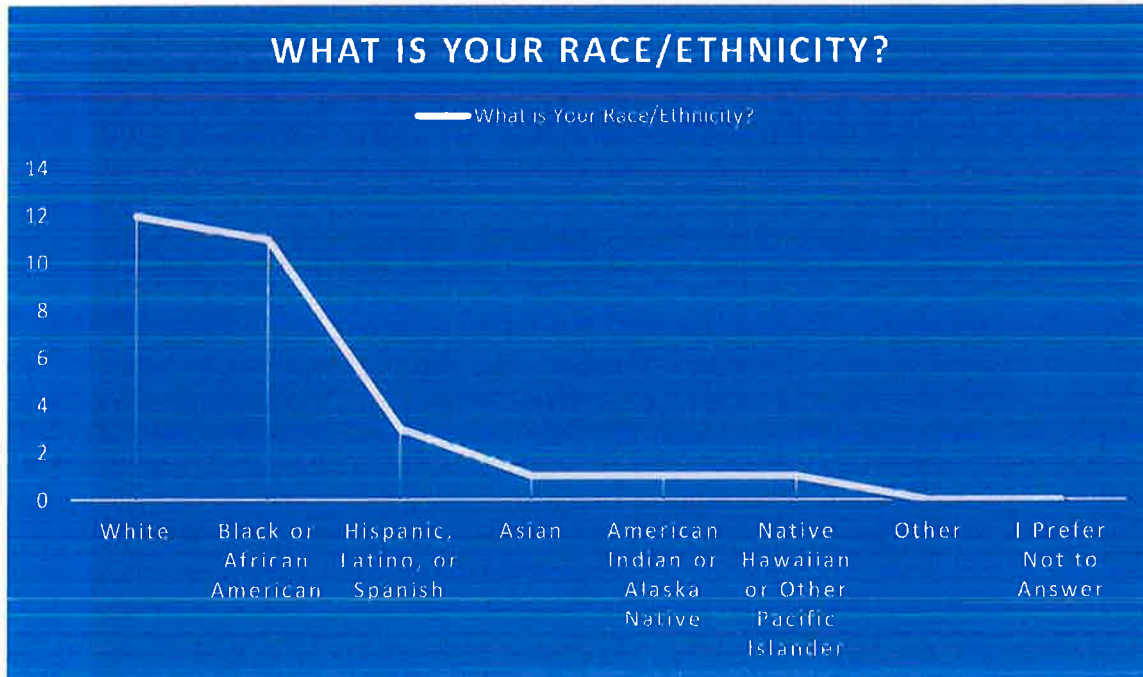
A total of 29 individuals answered the question “What is Your Gender?”. As seen in the graph above, most of the respondents who took the survey were male, in which 52% of the 29 respondents were male, while 41% were female. 3% of those who responded answered that they were transgender, or they preferred not to answer. There were no respondents who chose not to identify as male, female, or transgender. As noted by the respondents, most transit riders are male. Strategies to encourage additional ridership by females, transgenders, and others is encouraged.

What is Your Age?



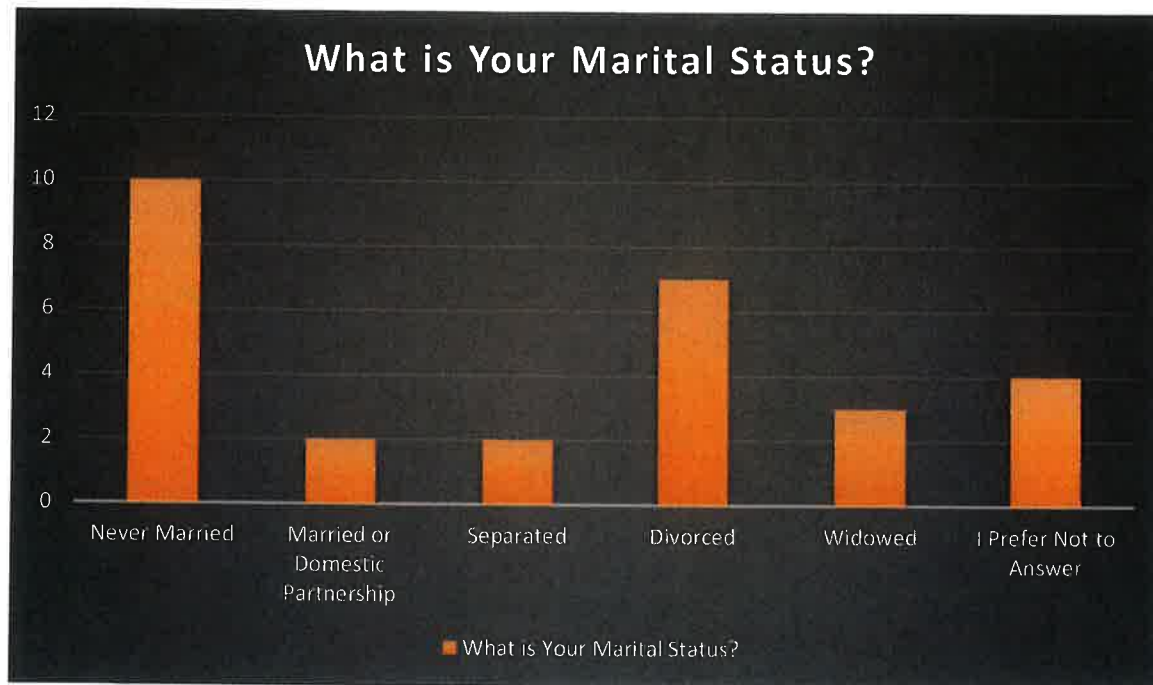
The next question in the demographic section was “What is Your Age?”. Only 28 of the respondents answered this question. Of those 28 respondents, it was found that the main age cohort was between the ages of 56 and 65, in which 32% chose this answer. This was followed by 25% representing the age cohort of 36 to 45, 18% choosing the age group of 18 to 25, 18% selecting the age group of 66 to 75, and 4% selecting the age group of 26 to 35. and. Only 4% of individuals indicated that they were between 46 and 55. Nearly 54% of transit riders range in the age from 46 to 75 with those from 18 to 45 representing about 46% of the ridership. Factors that may affect riders of different age cohorts, include disability, health issues, lack of driver’s license, lack of private vehicle, etc.

What is Your Race/Ethnicity?



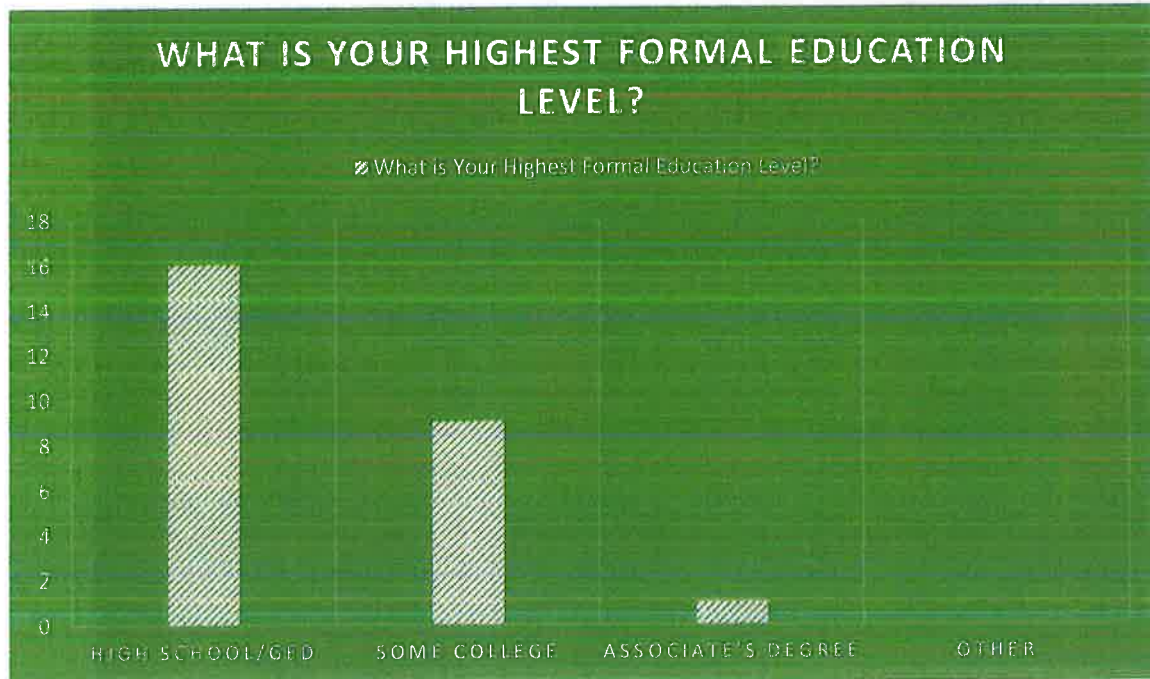
“What is Your Race/Ethnicity?” was the next question presented in the demographic section of the survey. There were 28 answers to this question. White was the prevailing answer, in which 43% of those chose. Only 4% selected American Indian or Alaska Native, or Asian. Black or African American was chosen by 39% of the respondents, and Hispanic, Latino, or Spanish, was chosen by 11% of the respondents. 4% chose not to answer and no respondents identified as Native Hawaiian or Other Pacific Islander. Overall, the responses reflect the current demographics of the City of Fort Smith.

What is Your Marital Status?



“What is Your Marital Status?” was also asked in the demographic section of the survey. There were 28 respondents to this question. The primary response to this question was never married, with 36% of respondents choosing this answer, followed by divorced with 25% of the total responses. 14% of the respondents said that they preferred not to answer this question. 11% of respondents chose the answer of widowed. Married/domestic partnership and separated was chosen by the least number of respondents, in which only 7% of respondents chose this option. It appears that many of the Fort Smith riders are single or divorced individuals making up 61% of the ridership.

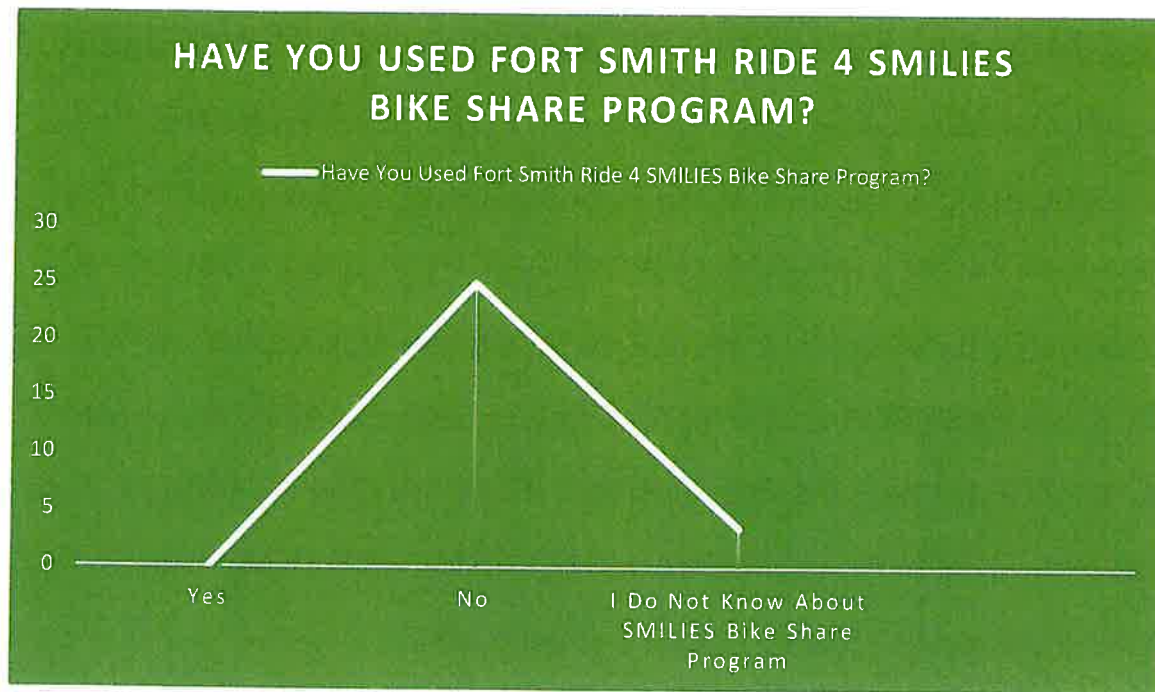
What is Your Highest Formal Education Level?



The last question in the demographic section was “What is Your Highest Formal Education Level?”. 26 individuals chose to respond. High School/GED was the leading response in which 62% of respondents chose this answer. 35% of respondents chose the answer of some college, while only 4% chose the selection of an associate degree.

RIDE FOR SMILIES BIKESHARE PROGRAM

Have you used Fort Smith Ride 4 SMILIES Bike Share Program?



As part of the Fort Smith Transit Ridership Survey, individuals were asked if they had ever used the Fort Smith Ride 4 SMILIES Bike Share Program. 28 individuals responded to this question. As seen in the graph above, 89% of responses showed that none of the respondents had used the Fort Smith Ride 4 SMILIES Bike Share Program. 11% of the respondents stated that they did not even know about the Fort Smith Ride 4 SMILIES Bike Share Program. Additional outreach by the Ride 4 SMILIES Bike Share Program is encouraged.

CONCLUSION

Most individuals surveyed were very thankful for the Fort Smith Transit service. For many riders, the Fort Smith Transit System is their only way of getting to and from the places that they need to go from shopping centers to home to work and medical appointments. Some riders did express their concerns about the Fort Smith Transit System, but only for a few items. A few riders stated that they would prefer it if the Fort Smith Transit System would begin their routes earlier and run the routes until a later time due to conflicting work schedules and bus route schedules. Also, a small number of those who took the survey expressed their concerns with the commute times because they feel like they spend most of their time on the bus getting from one place to the other. In conclusion, as seen in the surveys, most Fort Smith Transit Riders are very satisfied with their experience with the Fort Smith Transit System.



FORT SMITH TRANSIT

RIDERSHIP SURVEY

ASSESSMENT 2025

October 7, 2025

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Prepared for Fort Smith Transit Department by Frontier Metropolitan Planning Organization

Fort Smith Transit Ridership Survey Assessment 2025

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Fort Smith Transit Ridership Survey Assessment 2025

INTRODUCTION

The Fort Smith Transit (FST) Department strives to provide a safe, efficient, and affordable public transportation system to improve the quality of life for the citizens of Fort Smith, Arkansas. The Fort Smith Transit Department operates 7 core fixed routes which consist of buses that travel along the most used roads in Fort Smith. Fixed routes are also found along some residential areas and Fort Smith Transit offers a total of 500 bus stops for riders. In 2022, 6 new compressed natural gas buses became part of the total fleet of 16 buses.



Fixed routes start and end at the transfer station off Wheeler Avenue in the downtown Fort Smith area. Once every hour the buses arrive at the transfer station. For certain fixed routes (Midland Blvd, Grand Avenue, Rogers Downtown, Rogers Supercenter, and Towson Avenue), the buses run from 7AM until 6PM Monday through Saturday. For the Jenny Lind Fixed Route, the bus runs from 7AM until 6PM Monday through Friday, and for the Shuttle Fixed Route, the bus runs from 7AM until 3PM Monday through Friday. All fixed routes buses have lifts for mobility devices. Riders can access real-time bus location through smartphone applications such as Route Shout and information on bus schedules, maps, etc. at the [City of Fort Smith Transit Schedules & Maps](#) webpage.

The Fort Smith Transit Department also has paratransit buses for riders who may have mobility challenges or need to reach specific destinations that are not along the fixed route schedules. The Paratransit bus runs from 5:30AM until 7PM Monday through Friday and from 7AM until 7PM on Saturday. Passengers must call to schedule their pickup with the Paratransit bus 24 hours in advance by calling the Fort Smith Transit Dispatchers.

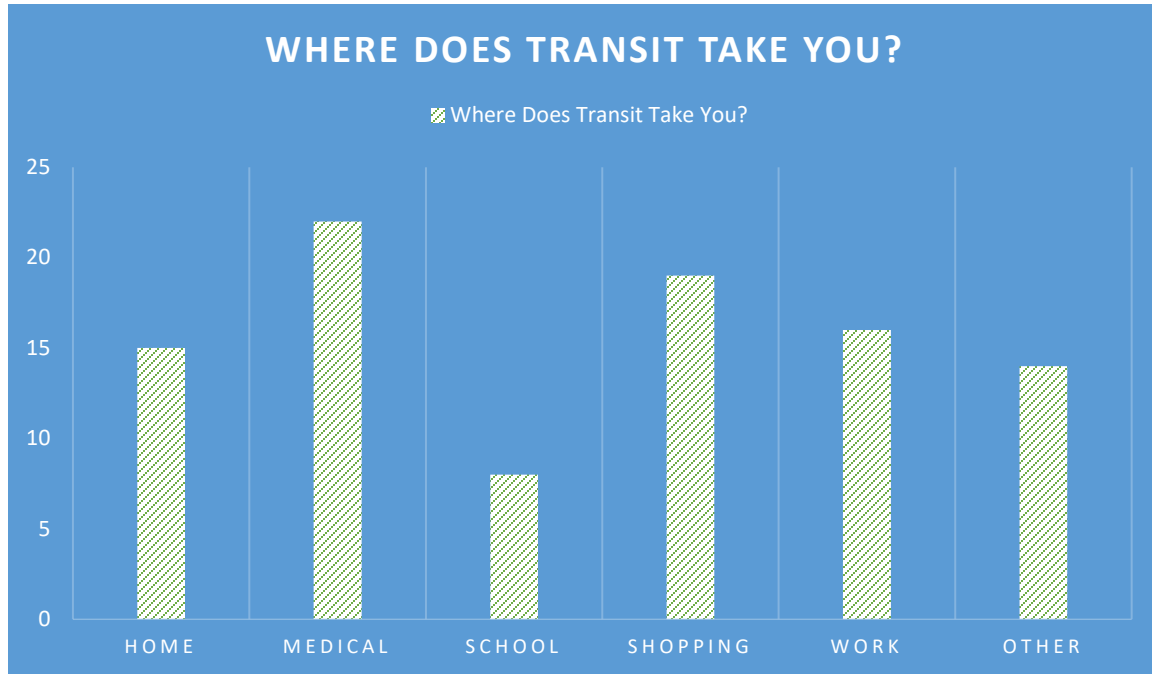
To better serve transit riders in Fort Smith, Fort Smith Transit and Frontier Metropolitan Planning Organization undertook a ridership survey during the summer and fall of 2025. The MPO staff obtained a total of 44 surveys during their time on the Fort Smith Transit buses and at the Transit Transfer Station. Individuals who took the survey answered questions that

Fort Smith Transit Ridership Survey Assessment 2025

detailed when and where transit takes them, their satisfaction with the transit system, and then a demographic section to ensure that surveys were being received from a broad set of voices. Individuals who took the survey were also entered in for a chance to win a bus ticket.

SURVEY QUESTIONS ABOUT FORT SMITH TRANSIT

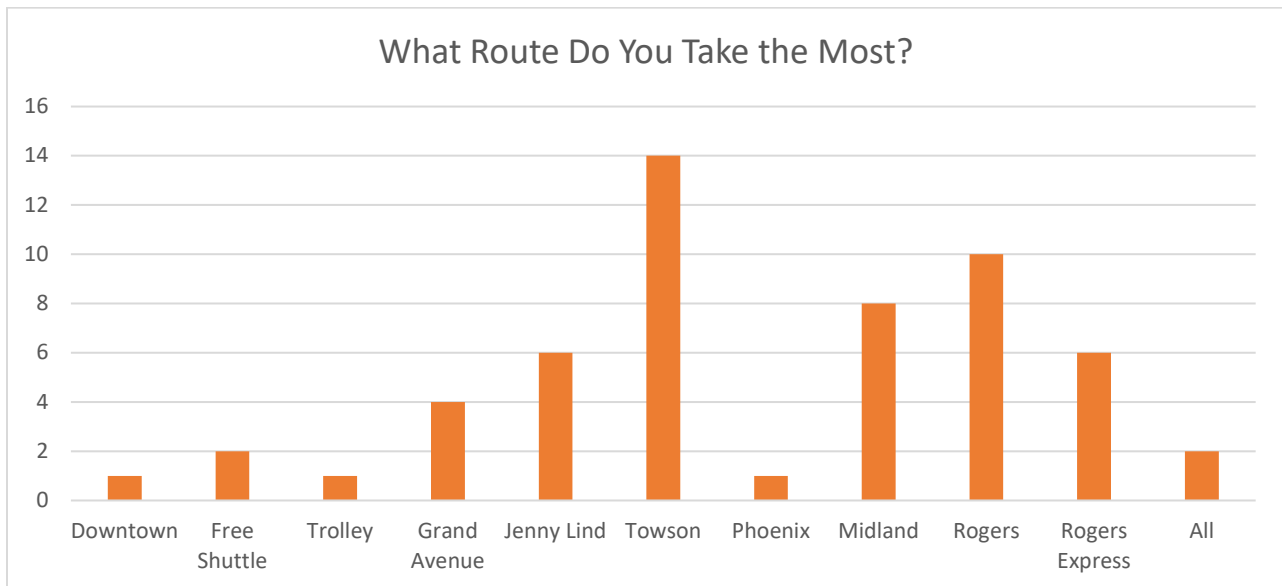
Where Does Transit Take You?



A total of 44 transit riders offered 75 responses to “Where Does Transit Take You?”. Individuals could choose more than one answer to this question. Based on the responses received, medical is the number one activity that individuals use transit on a regular basis. Approximately 50% of the respondents noted that medical was their primary reason for using transit, with 43% of riders stating that they use transit to go shopping. Also, another 34% responded that transit took them home, with 36% of transit riders going to work. School followed as the smallest percentage of 18% of the riders using transit to reach school or education destinations. Unfortunately, 31% of the respondents choosing “Other” did not state what “Other” destinations that they traveled to on transit.

Fort Smith Transit Ridership Survey Assessment 2025

What Route Do You Take the Most?

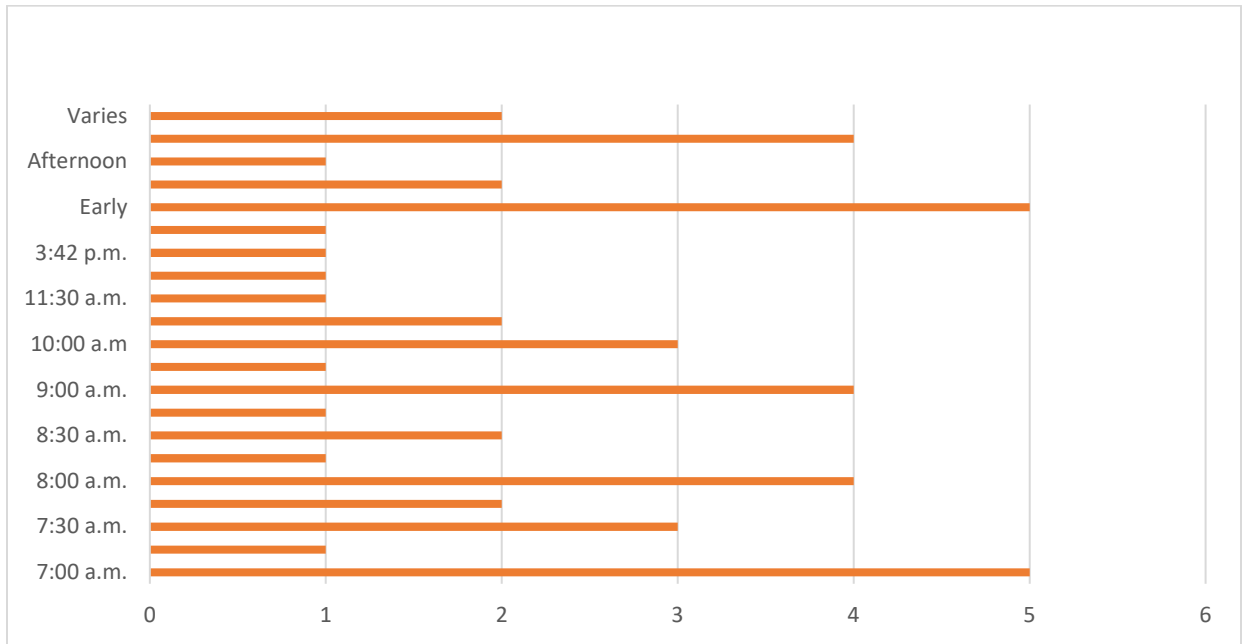


A total of 44 transit riders offered 47 responses to “What Route Do You Take the Most?”.

Individuals could choose more than one answer to this question. Based on the responses received, the Towson Avenue, followed by Rogers and Midland Routes were taken the most. Approximately 32% of the respondents noted that they rode Towson the most, with 23% of riders stating that they use Rogers. Also, another 18% responded that Midland served them the most. Rogers Express, Jenny Lind, and Grand Avenue gathered a combined total of 36%. The smallest percentage of riders used transit to reach Phoenix Avenue and downtown Fort Smith.

Fort Smith Transit Ridership Survey Assessment 2025

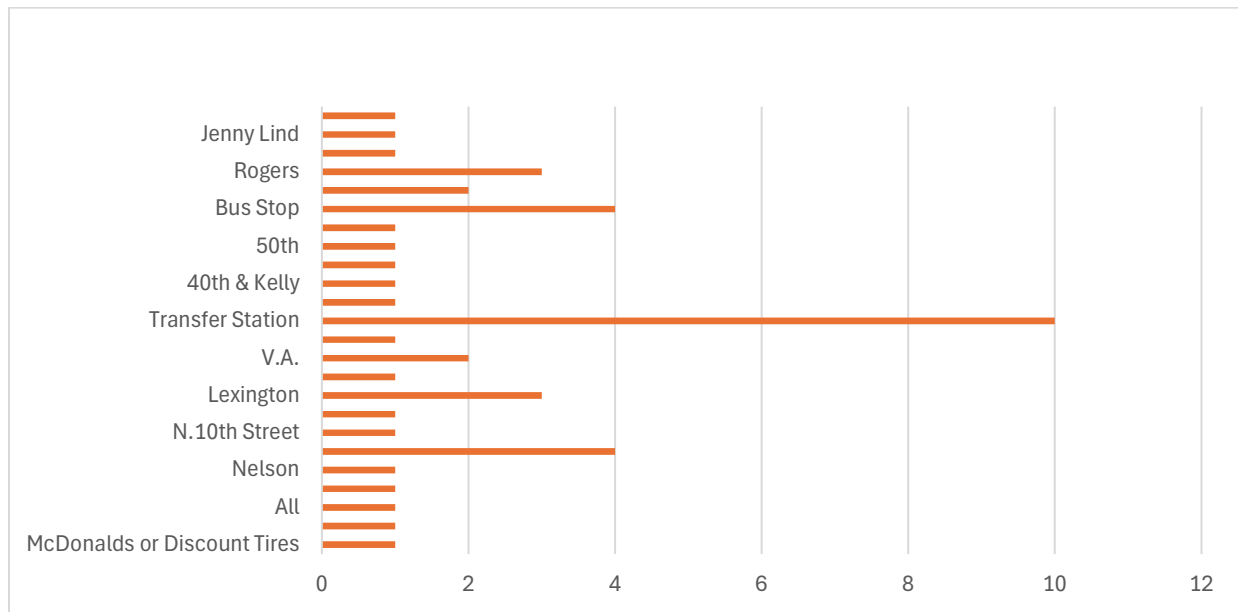
What Time Do You Usually Get On the Bus?



A total of 44 transit riders offered 47 responses to “What Time Do You Usually Get On the Bus?”. Individuals could choose more than one answer to this question. Based on the responses received, early and morning departures were chosen more often. About 21% of the respondents noted that they rode from 7 a.m. to 10:00 a.m., with 10% of riders stating that they rode early - for a total of 31%. Also, another 17% responded that they ride in the afternoon. Others (13%) stated that it varied or that they ride all of the time.

Fort Smith Transit Ridership Survey Assessment 2025

Where Do You Typically Get On the Bus?

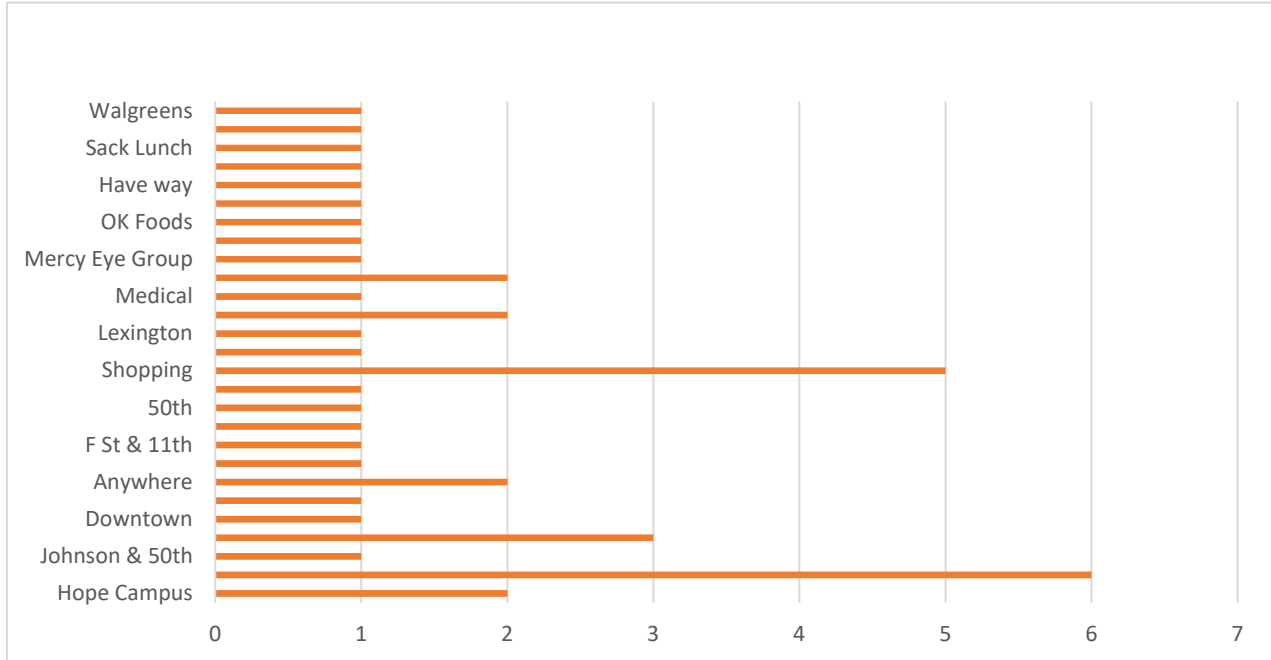


A total of 45 transit riders offered responses to “Where Do You Typically Get On the Bus?”.

Individuals could offer more than one answer to this question. Based on the responses received, 22% of the respondents stated that the Transfer Station remains a key location for them to access transit. This was followed by 31% of riders alighting at Hope Campus, Rogers, Lexington, and other bus stops.

Fort Smith Transit Ridership Survey Assessment 2025

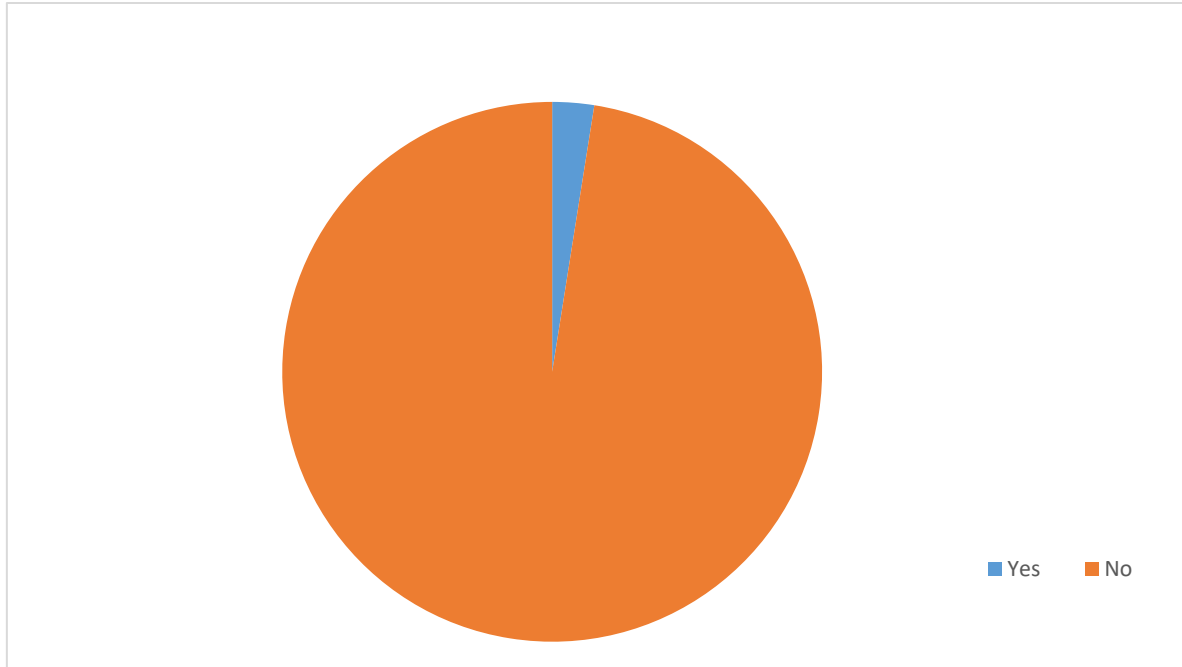
Where Do You Typically Get Off the Bus?



A total of 40 transit riders offered 42 responses to “Where Do You Typically Get Off of the Bus?”. Individuals could provide more than one answer to this question. Based on the responses received, the Transfer Station, Shopping, and Bus Stop remain the top locations where 33% of riders disembarked. Medical, Mercy Hospital, Mercy Eye Group, and the Veterans Administration were also key places that riders were visiting.

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Do You Require a Lift or Ramp?

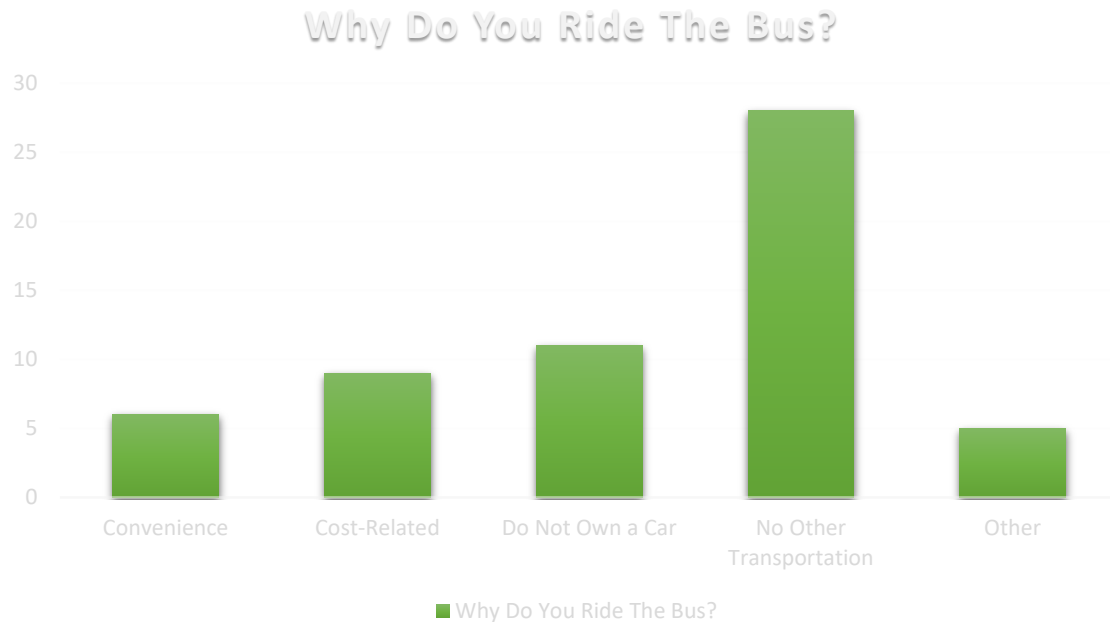


A total of 40 transit riders offered 40 responses to “Do You Require a Lift or Ramp?”.

Approximately 98% of the respondents stated that they did not require a lift or a ramp; with 2% indicating that they did require a ramp and lift. However, this limited sample size may not provide an accurate reflection of the entire ridership population and their needs.

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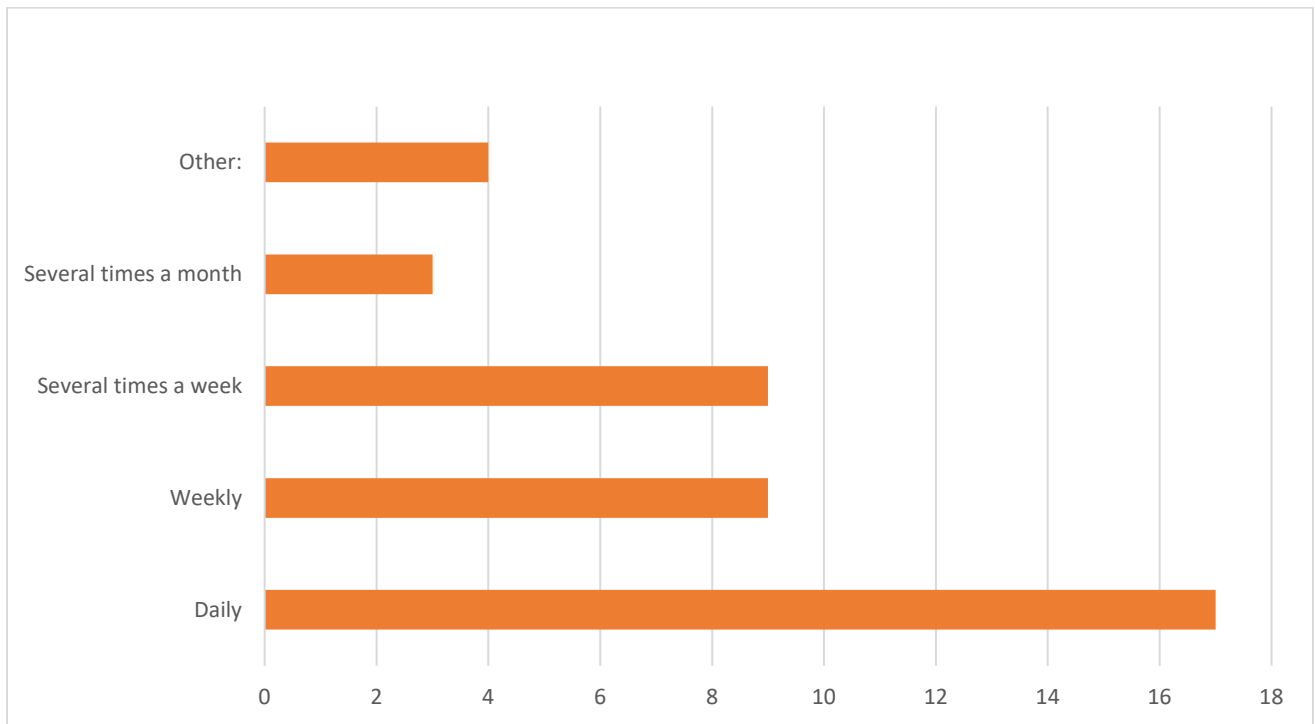
Why Do You Ride The Bus?



44 responses were received regarding the question “Why Do You Ride the Bus?”. Individuals were able to choose more than one option for why they rode the bus. Of these 44 responses, the top reasons that individual’s ride the bus is due not having any other form of transportation, which represented approximately 64% of the responses, and the next most common reason was not owning a vehicle which 25% of the respondents answered. As seen in the chart above, 13% of the respondents ride the bus due to convenience and 20% answered they ride the bus due to cost related reasons. Five respondents answered “Other.”. Of the “Other” responses, one stated that they have no family here.

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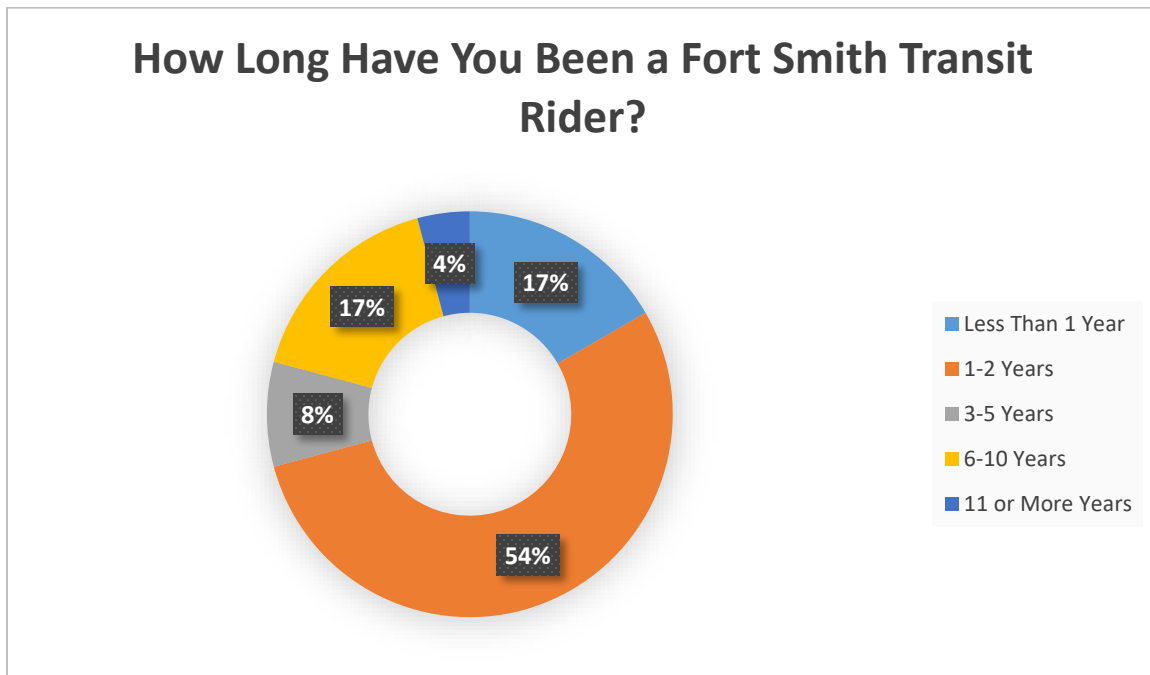
How Often Do You Ride the Bus?



A total of 42 responses were received regarding the question “How Often Do You Ride the Bus?”. Of these 42 responses, 40% rode the bus daily followed by 21% weekly, and 21% of individuals choosing transit several times a week. A small percent stated they rode “other” or used transit several times a month.

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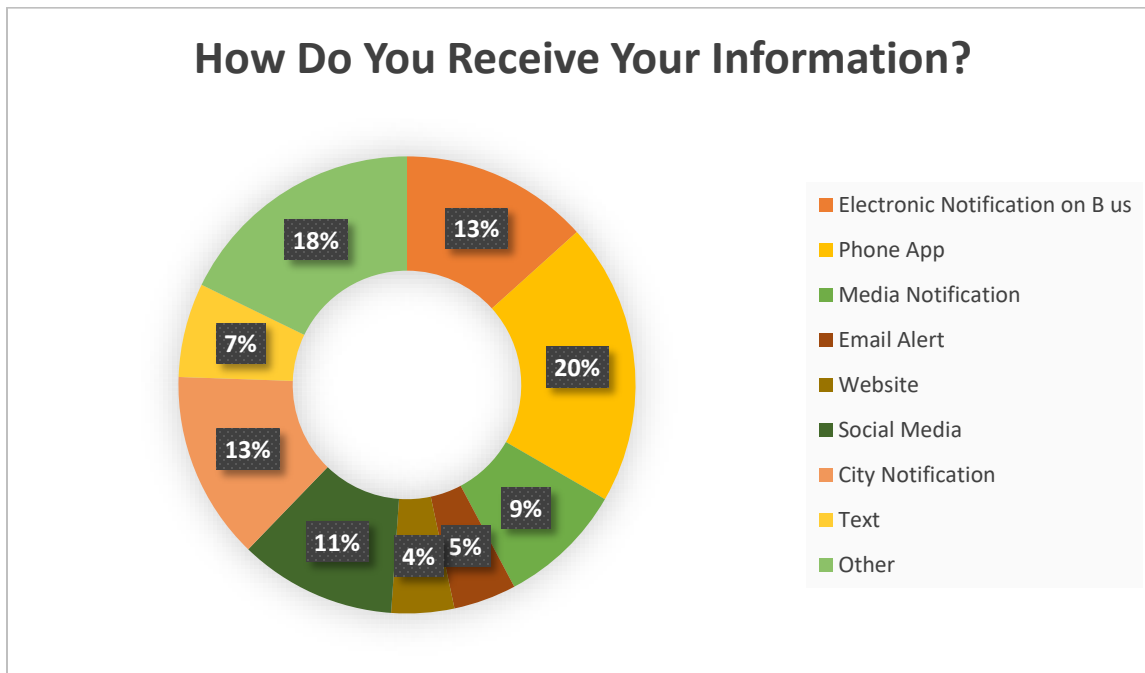
How Long Have You Been a Fort Smith Transit Rider?



A total of 48 responses were received for the question “How Long Have You Been a Fort Smith Transit Rider?”. Based off the responses received, the prevailing response indicated that 26 respondents (54%) have used Fort Smith Transit for 1 to 2 years. Remarkably, the 2nd most selected response was both less than one year and in addition, those transit riders with six to 10 years -16 people (17% each) answering. The lowest response to this question was 11 years or more in which only 2 individuals responded (4%). ,For the options of 3 to 5 years,4 people answered (8%). Overall, the majority of riders have ridden Fort Smith Transit from1 to 2 years, followed closely by less than one year or six to 10 years.

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How Do You Receive Your Information?

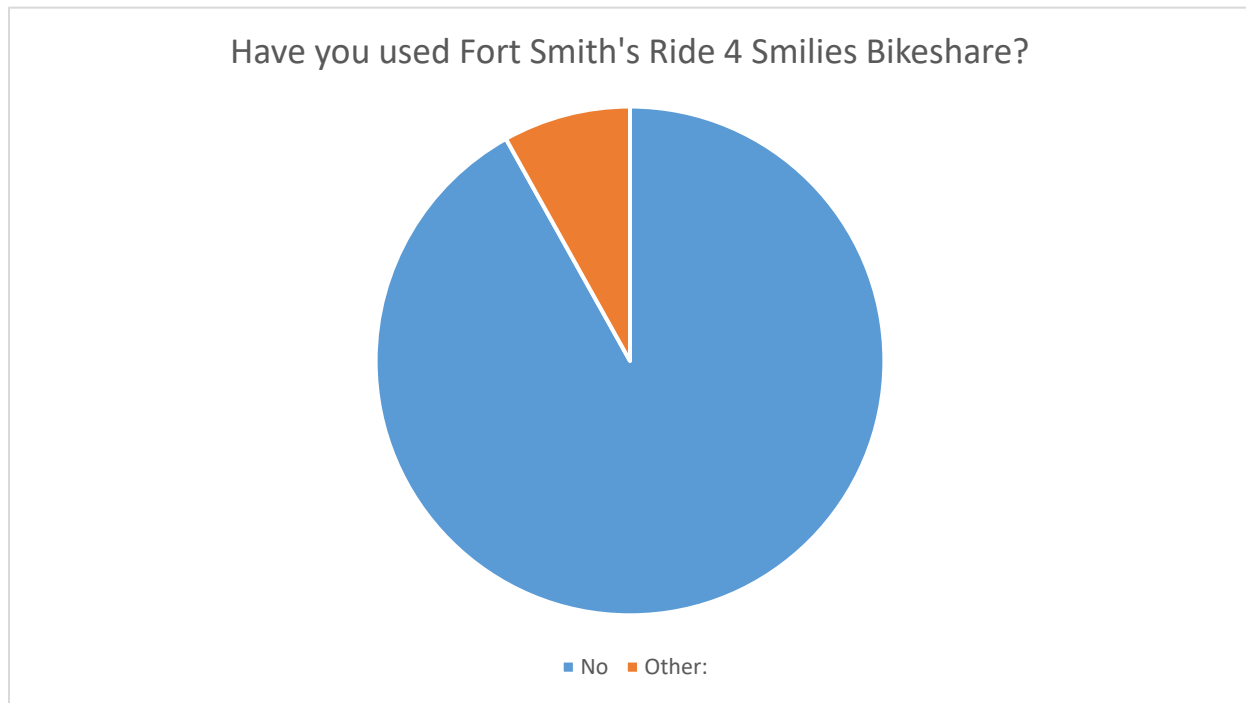


A total of 45 respondents answered the question “How Did You Find Out About Transit?”.

Individuals could only select one answer. The majority of respondents (individuals, 64%) stated that they used either a phone application (20%), other (18%), city notification (13%), and electronic notification on the bus (13%) to help them to learn about the Fort Smith Transit services, routes, and schedule. In the “Other” category, individuals may learn about Fort Smith Transit through family, friends, and/or social services. Social media was favored among 11% of the respondents. Although 20% of individuals chose phone applications, only 9% relied on media notifications, 7% chose text, 5% chose e-mail alerts, and 4% selected website. Clearly, for these riders, ease of access to phone applications and “word of mouth” through family and friends proved to be the primary means of learning about transit.

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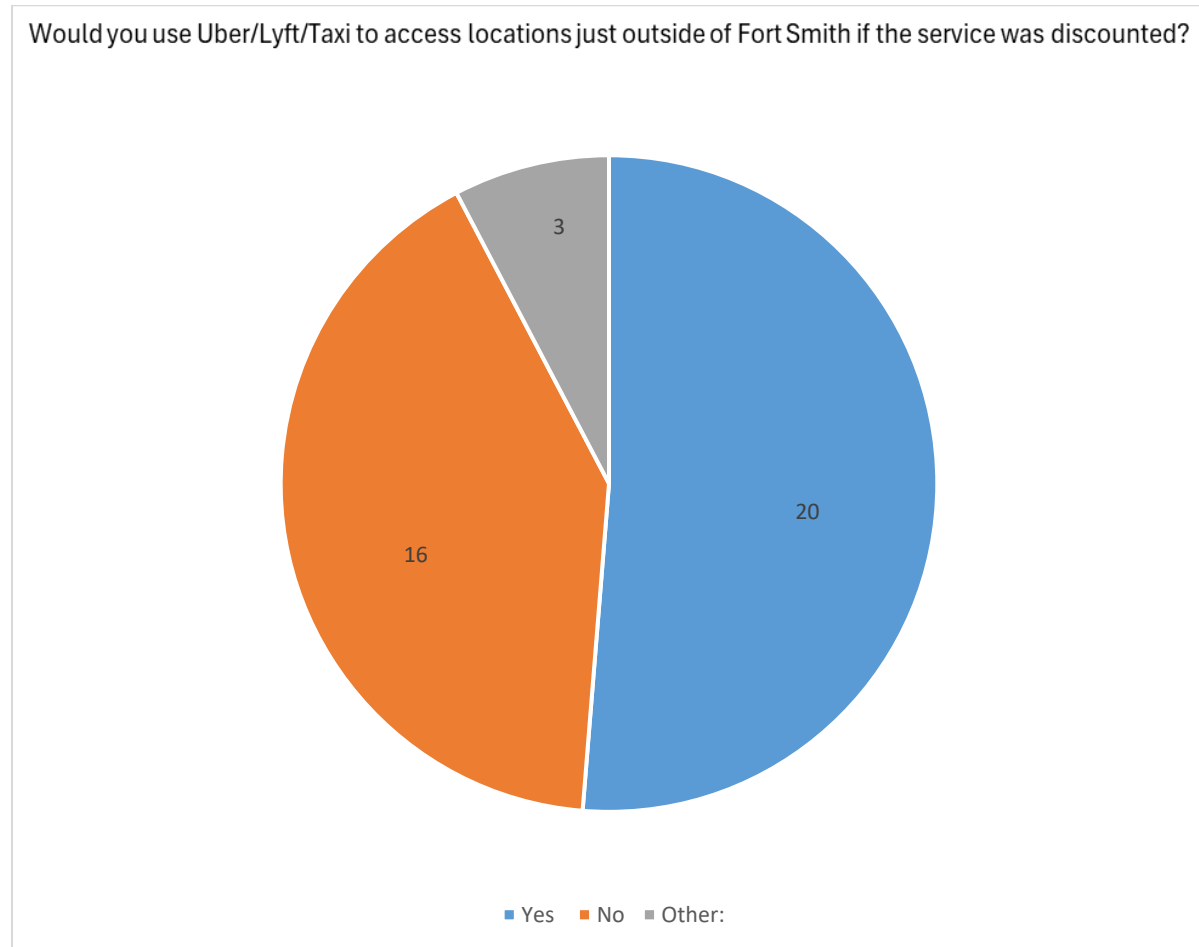
Have You Used Fort Smith/s Ride 4 Smilies Bikeshare?



A total of 36 respondents answered the question “Have You Used Fort Smith’s Ride 4 Smilies Bikeshare?” Individuals could only select one answer. The majority of respondents (34 individuals, 92%) stated that they have not used the Fort Smith Ride 4 Smilies Bikeshare. A small percentage of respondents, 8% stated that they used the Fort Smith Ride 4 Smilies Bikeshare.

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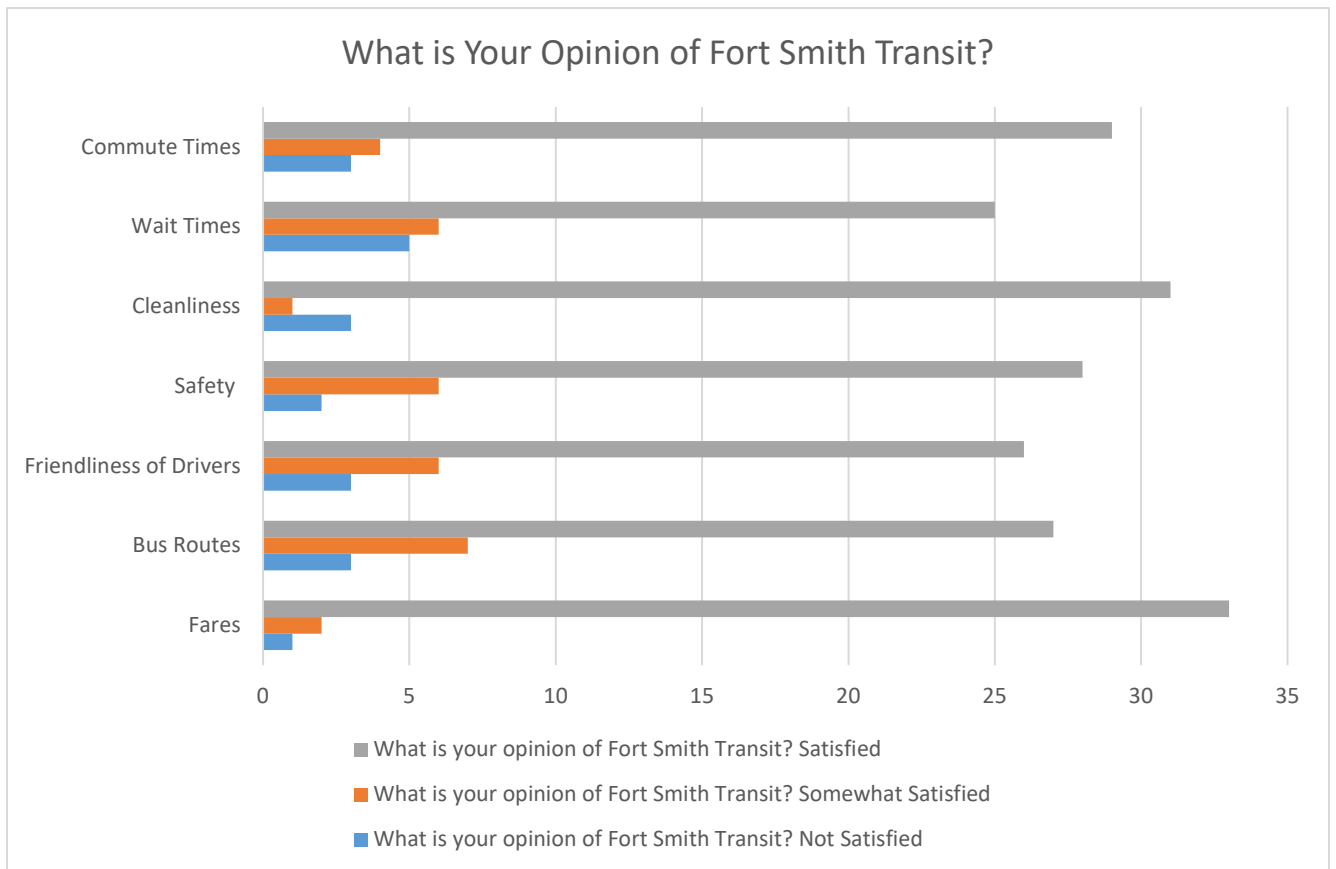
Would You Use Uber/Lyft/Taxi to Access Locations Just Outside of Fort Smith – If the Service was Discounted?



A total of 39 respondents answered the question “Would You Use Uber/Lyft/Taxi to Access Location Just Outside of Fort Smith – If the Service was Discounted?”. Individuals could only select one answer. The majority of respondents (20 individuals, 51%) stated that they would use such a service with a discount. Three respondents (8%) selected, “Other.” Some comments within the “Other” category included that it depended on the cost, locations, and destinations.

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What is Your Opinion of Fort Smith Transit?

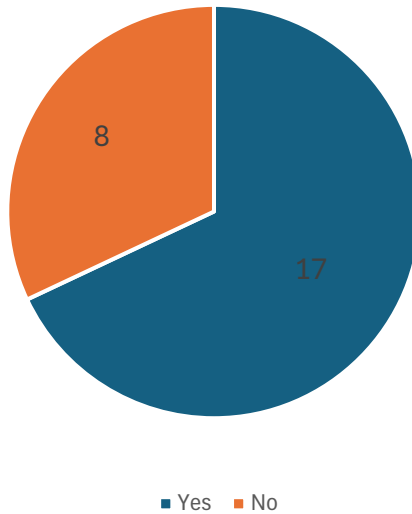


As part of the Fort Smith Transit Survey, individuals were given the question “What is Your Opinion of Fort Smith Transit?”. Individuals could choose satisfied to not satisfied to the specific categories that were given. A total of 36 people responded to this question. The specific categories given were fares, bus routes, friendliness of drivers, safety first, clean buses, wait times, and commute times. As seen in the chart above, most respondents felt that all the categories were adequate and had very few concerns. The biggest concern of respondents remains that of longer wait times. They also stated that they would like to see the buses start to run on the weekends and run until later in the evening.

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Would You Use Uber/Lyft/Taxi to Access Locations within Fort Smith beyond Fort Smith Transit's Hours – If the Service was Discounted?

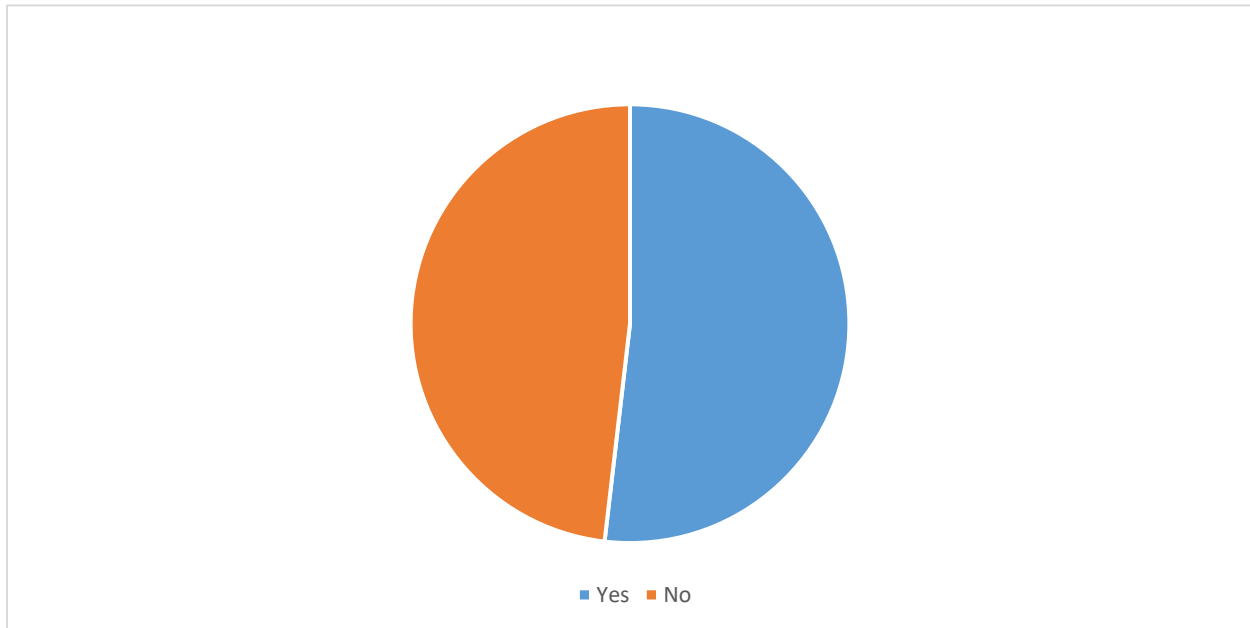
Would you use Uber/Lyft/Taxi to access locations within Fort Smith beyond Fort Smith Transit's hours if the service was discounted?



To further examine discounted fares and transportation options, individuals were given the question “Would You Use Uber/Lyft/Taxi to Access Locations within Fort Smith beyond Fort Smith Transit hours, If the Service was Discounted?”. A total of 25 people responded to this question with 68% indicating that they would use such a service after hours and 32% stated that they would not. Some individuals may need extended hours for work, medical appointments, etc. while others may not require added service hours.

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Would You Use Uber/Lyft/Taxi to Access Locations within Fort Smith– If the Service was

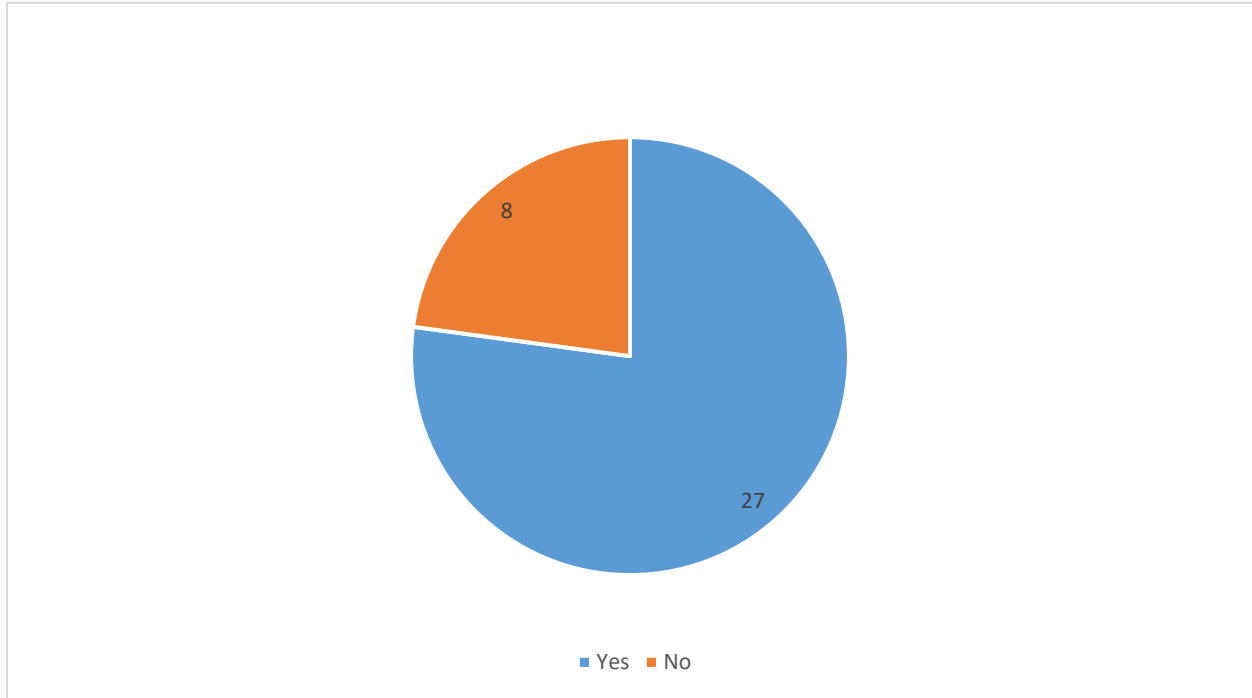


Discounted?

To better understand how location and destination may influence discounted fares with Uber/Lyft/ or Taxi, the question, “Would You Use Uber/Lyft/Taxi to Access Locations within Fort Smith - If the Service was Discounted?” showed that some individuals would use such a service within Fort Smith. A total of 27 people responded to this question with slightly more - 52% indicating that they would use such a service after hours and 48% stated that they would not.

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Do You Believe that Fort Smith Transit Needs Additional Shelters and/or Stops?

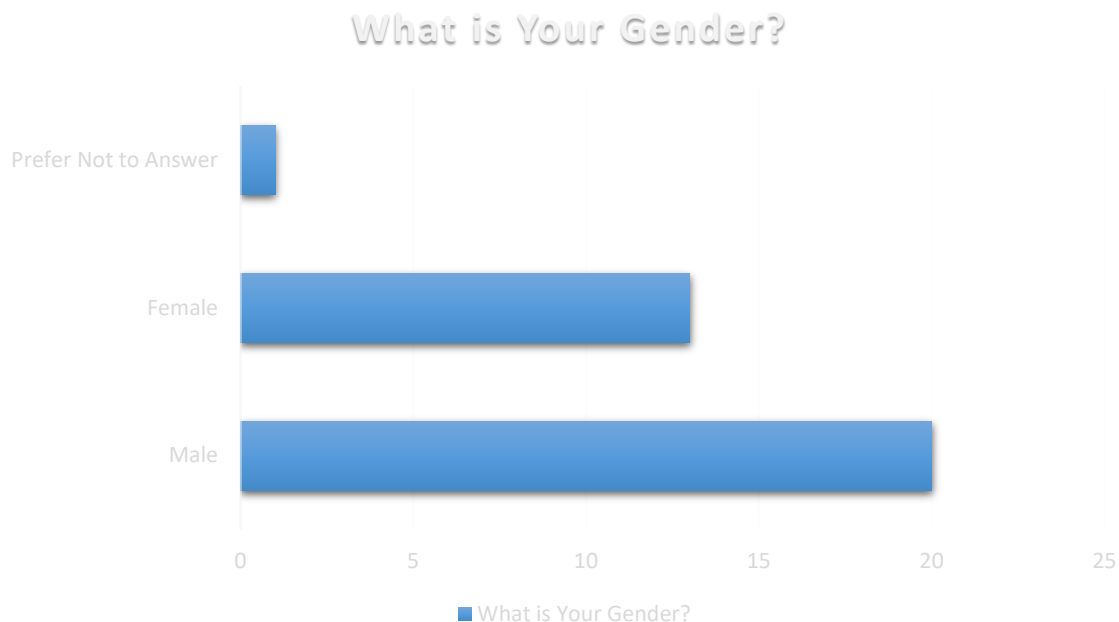


Many respondents believed that additional shelters and stops are needed in Fort Smith. The question “Do You Believe that Fort Smith Transit Needs Additional Shelters and/or Stops?” showed that 77% of survey respondents felt that more shelters and stops are needed. Of the remaining responses, 23% indicate that no additional shelters or stops are required. A total of 35 people responded to this question. In specific, it was noted that shelters were needed at Wal-Mart; Grand Avenue, and Towson Avenue.

DEMOGRAPHICS SECTION

Individuals who took part in the survey answered demographic questions to ensure a broad set of voices were represented. Below are the statistics of those who answered the question in the demographic section.

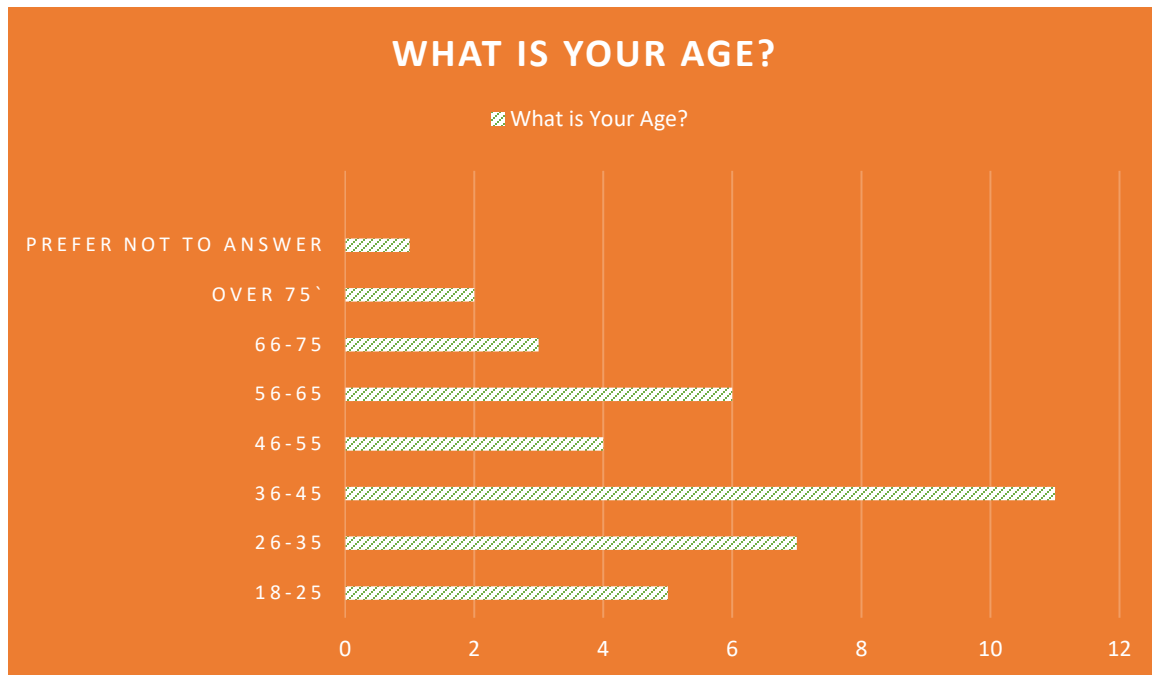
What is Your Gender?



A total of 34 individuals answered the question “What is Your Gender?”. As seen in the graph above, most of the respondents who took the survey were male, in which 59% of the 34 respondents were male, while 38% were female. 3% of those who responded answered that they preferred not to answer. As noted by the respondents, most transit riders are male. Strategies to encourage additional ridership by all genders is encouraged.

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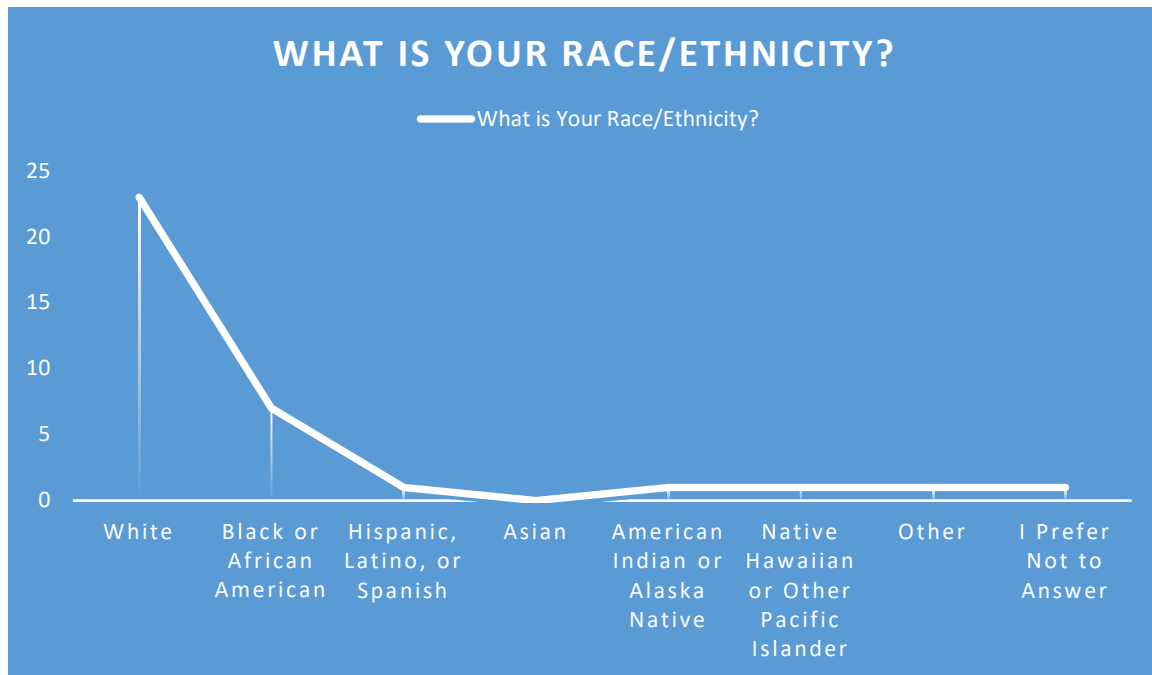
What is Your Age?



The next question in the demographic section was “What is Your Age?”. 34 of the respondents answered this question. Of those 34 respondents, it was found that the main age cohort was between the ages of 36 and 45, in which 32% chose this answer. This was followed by 21% representing the age cohort of 26 to 35, 18% choosing the age group of 56 to 65, 14% selecting the age group 18-25, 12% selecting the age group of 46 to 55, 9% selecting 66-75 and 6% selecting the age group of over 75. One person preferred not to answer. Nearly 83% of transit riders range in the age from 26 to 65 with those from 36 to 65 representing about 62% of the ridership. Factors that may affect riders of different age cohorts, include disability, health issues, lack of driver’s license, lack of private vehicle, etc.

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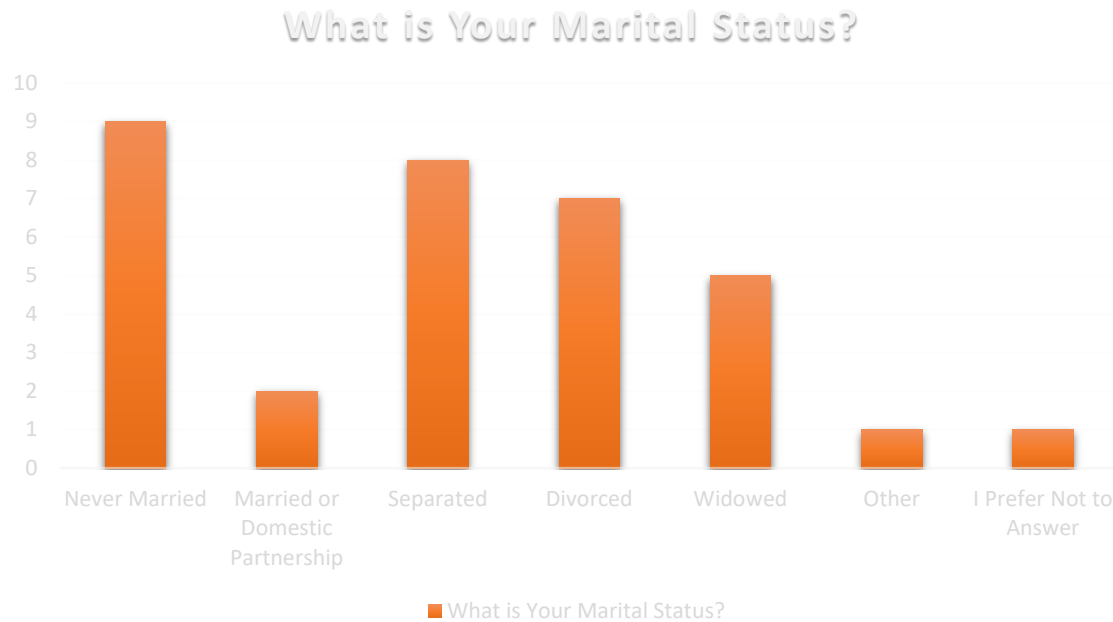
What is Your Race/Ethnicity?



“What is Your Race/Ethnicity?” was the next question presented in the demographic section of the survey. There were 35 answers to this question. White was prevailing answer, in which 66% of those chose. Only 2% selected American Indian or Alaska Native; Black or African American was chosen by 20% of the respondents, and Hispanic, Latino, or Spanish, was chosen by 2% of the respondents along with 2% identifying as Native Hawaiian or Other Pacific Islander. A total of 5% chose not to answer, or as other (Cajun) and no respondents identified as Asian. Overall, the responses generally reflect the current demographics of the City of Fort Smith.

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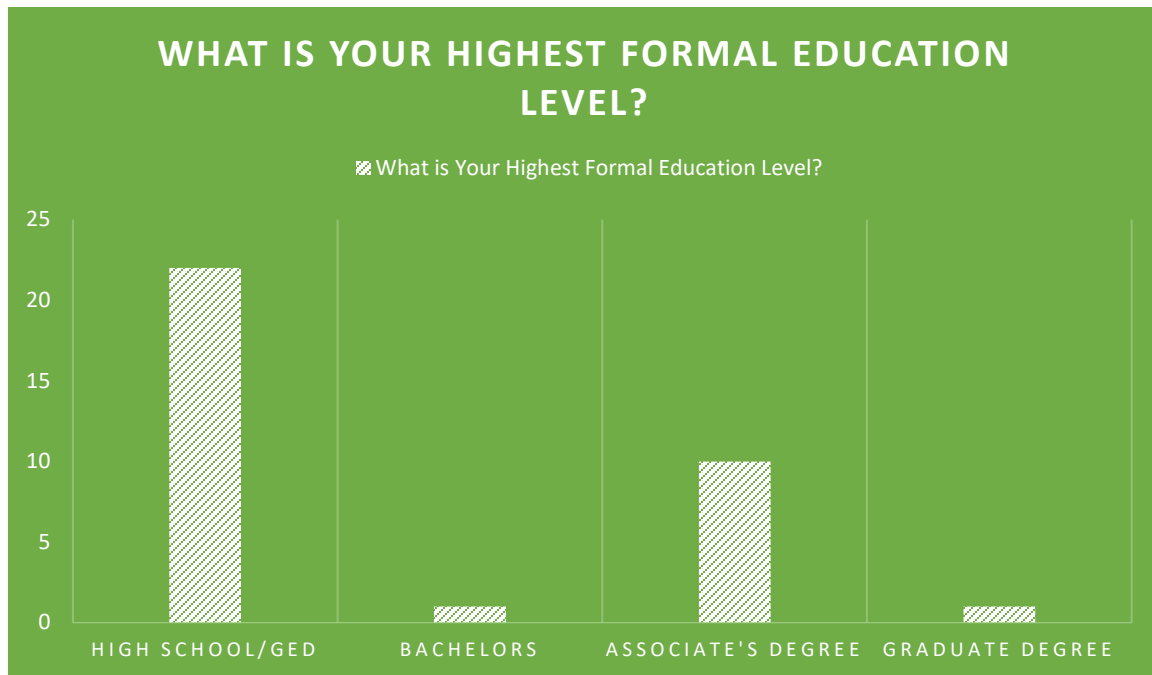
What is Your Marital Status?



“What is Your Marital Status?” was also asked in the demographic section of the survey. There were 34 respondents to this question. The primary response to this question was never married, with 26% of respondents choosing this answer, followed by separated with 24%, and then divorced with 21% of the total responses. 15% of respondents chose the answer of widowed. Married/domestic partnership made up 5% of the respondents. The remaining respondents said that they were “Other” or preferred not to answer this question. These categories were chosen by the least number of respondents. It appears that many of the Fort Smith riders are single, separated, or divorced individuals making up 71% of the ridership.

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What is Your Highest Formal Education Level?



The last question in the demographic section was “What is Your Highest Formal Education Level?”. 34 individuals chose to respond. High School/GED was the leading response in which 65% of respondents chose this answer. 29% of respondents chose the answer of associate’s degree, while only 3% chose the selection of a bachelors or a graduate degree.

CONCLUSION

Most individuals surveyed expressed gratitude for the Fort Smith Transit service. For many riders, the Fort Smith Transit System is their only way of getting to and from the places that they need to go from shopping to home to work and medical appointments. Some riders did note their concerns about the Fort Smith Transit System, but only for a few items, such as wait times and additional shelters. A few riders stated that they would prefer it if the Fort Smith Transit System run the routes until a later time due to conflicting work schedules and bus route schedules. Also, a small number of those who took the survey expressed their concerns with the commute times

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because they feel like they spend most of their time on the bus getting from one place to the other. In conclusion, as seen in the surveys, most Fort Smith Transit Riders are very satisfied with their experience with the Fort Smith Transit System.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: Public Hearing to Discontinue the Rogers Supercenter Fixed Route

SUMMARY

The transit department is making a variety of adjustments in an effort to comply with the budget reductions approved by the Fort Smith Board of Directors at their December 16 meeting. Department staff will make internal modifications where possible to offset expenses; however, staff reductions in personnel eliminating two (2) full time driver positions, coupled with budget cuts totaling \$150,000, will require some degree of service decreases.

Discontinuing the Rogers Supercenter fixed route provides the most significant cost savings measure and is the least utilized service when compared to the performance levels of all other fixed routes. Staff is requesting the Transit Commissioners to open a required 30-day public hearing so staff can learn from passengers affected by the elimination of the route. Information gained will be evaluated to help identify options to ease the loss of service. The Rogers Supercenter route is scheduled to end effective Monday, January 19, 2026, with the final day of service Saturday January 17, 2026.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: Public Hearing to Scale Saturday Service Hours

SUMMARY

Scaling back Saturday service hours has also been identified as a cost savings measure necessary to comply with the required budget reductions. Service on Saturdays is less utilized when compared to weekday services; therefore, staff selected this day of the week to modify start and end times. Revised hours will start the fixed routes at 9:00 am and end service at 4:00 pm. Demand Response / ADA Paratransit service will begin at 8:00 am and close at 5:00 pm. Staff is requesting the Transit Commissioners to open a required 30-day public hearing so staff can learn from passengers affected by the scaling of Saturday service hours.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 17, 2025
SUBJECT: Public Hearing to Discontinue Limited Services on Holidays

SUMMARY

Limited Services, though understandably valuable to individual passengers, is marginally utilized by all users of the system. Limited Services are costly to the department considering the staff required to operate in a scaled type setting and maintain adequate safety and service levels pertaining to maintenance, dispatch and supervision. There are eight (8) holidays throughout the year affected by the elimination of Limited Services, effective January 19, 2026. A detailed listing of days affected by this change will be available at the December 18, 2025 Transit Advisory Commission meeting. Staff is requesting the Transit Commissioners to open a required 30-day public hearing so staff can learn from passengers affected by omitting Limited Services on specific holidays.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 17, 2025
SUBJECT: Public Hearing to Discontinue the Transportation Assistance Program

SUMMARY

Elimination of the Transportation Assistance Program is determined by staff to be a revenue enhancement measure. Discussions evolved around increasing revenues, as well as reductions, at the November 17 Budget Review by the Fort Smith Board of Directors. In the overall budget reduction recommendation to administration, staff included additional revenues calculated from amounts provided as free vouchers through the Transportation Assistance Program. Staff is hopeful the enhanced revenues will offset further cuts in the transit department's overall services. Staff is requesting the Transit Commissioners to open a required 30-day public hearing so staff can learn from passengers affected by the elimination of the Transportation Assistance Program. Staff is hopeful that information learned can be applied to options available through a future fare access system.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: Other Business: CNG Station
Access Road Project

SUMMARY

Information regarding this item will be provided at the meeting.



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: Commissioners Forum



MEMORANDUM

TO: Transit Advisory Commission
FROM: Ken Savage, Transit Director
DATE: December 12, 2025
SUBJECT: Citizens Forum