



Frequently Asked Questions

1) What is *FAST Connect*?

- ***FAST Connect* is a new on-demand service operated by FAST, effective September 5, 2023.** The service uses a new ride-share app called “Ride Pingo” which allows customers to book a shared transit trip in specific areas called “zones”.

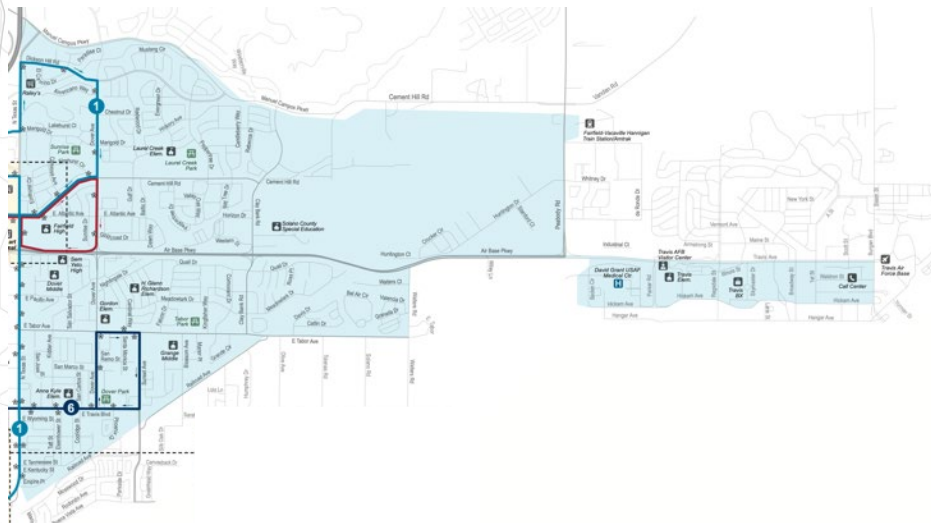
2) Where can I use *FAST Connect*?

- *FAST Connect* will initially provide service in two areas of Fairfield: Cordelia/Green Valley and Northeast Fairfield. The Northeast Fairfield zone will also provide service to three locations at Travis Air Force Base (David Grant Medical Center, BX, and Call Center) that will require an eligible military ID to access.

Cordelia/Green Valley Zone



Northeast Fairfield Zone



3) How can I book a *FAST Connect* ride?

- Download the “Ride Pingo” app in major app stores or scan the QR code (here), register for an account, and you’re ready to ride!



4) What if I do not have a smartphone?

- You can also book a ride by calling *FAST Connect* Dispatch at (707) 422-2877.

5) Where will *FAST Connect* pick me up or drop me off in a zone?

- When you book a ride, *FAST Connect* will direct you to a pickup and drop off near your requested location. If you need to travel outside of a zone, *FAST Connect* will drop you off at the nearest fixed-route stop.

6) How much does a *FAST Connect* ride cost?

See below table that outlines single ride and pass costs. A 31-day pass (on Clipper or Token Transit) will allow you unlimited rides on both *FAST* and *FAST Connect* services.

<i>FAST CONNECT (MICROTRANSIT) FARES</i>			
Effective September 5, 2023			
	ADULT	YOUTH	SDM REDUCED
Cash Fare (Single Ride Fare)	\$ 2.00	\$ 1.75	\$ 1.00
31-Day Pass*	\$ 80.00	\$ 70.00	\$ 40.00

*Disabled riders must apply for a Clipper Regional Transit Connection (RTC) card to purchase a discounted pass on Clipper.

7) Can I transfer to *FAST Connect* for free to/from a fixed-route *FAST* bus?

- Riders who use Clipper Card Cash Value will have one free transfer valid for 60 minutes upon tapping the Clipper device to pay their fare. Purchasing a 31-Day pass on Clipper or Token Transit allows for unlimited transfers.

8) How long will I have to wait for my ride?

- *FAST* is focused on a great user experience and will strive to keep wait times between 20 and 30 minutes.

9) Will other riders board my vehicle?

- Trips will be shared to optimize travel and ensure your wait time is minimized. *FAST Connect* is an innovative new on-demand option, but it is still a public transit service.

- 10) When does *FAST Connect* operate?
- *FAST Connect* operates Monday – Friday 6 am - 8 pm and on Saturday 9 am - 5 pm.
 - *FAST Connect* does **not** operate on Sundays, New Year’s Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.
- 11) Are *FAST Connect* vehicles ADA accessible?
- *FAST Connect* vehicles are accessible to persons with disabilities and persons using wheelchairs. When using the “Ride Pingo” app or making a reservation by phone, please designate a wheelchair will be boarding to efficiently manage space on a vehicle.
- 12) Is FAST canceling all its fixed route bus service?
- As part of its *FAST Forward* strategic plan approved by City Council in September 2022, FAST will reduce fixed route service over the next few years.
- 13) What are the service changes FAST is implementing now?
- Routes 2 and 4 will be replaced by the new *FAST Connect* service in the Northeast Fairfield zone.
 - Route 8 will be replaced by the new *FAST Connect* service in the Cordelia/Green Valley zone.
 - Route 8 Tripper will operate during the school year (on school days only) and offer two morning drop offs and two afternoon pickups.
- 14) Who do I call if I have questions?
- *FAST Connect* Dispatch: (707) 422- 2877
Monday - Friday: 5 am - 8 pm
Saturday: 7:30 am - 6 pm
 - FAST Administration: (707) 434-3800
Monday/Tuesday/Thursday: 8 am - 12 pm and 1 pm - 5 pm

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