



A Project Sponsored by the Douglas County Board of Commissioners

Community Survey Results

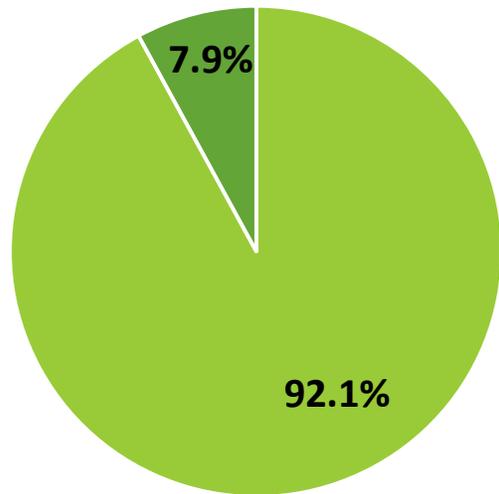
SUMMARY AS OF AUGUST 2015

Summary Results

- Total of **1,037 responses**
 - Representing **14 communities** and **35 zip+4**
- A total of **804 individual comments** were recorded
- Vast **majority live in Douglas County**
 - On **average**, respondents have lived in Douglas County for **21.35 years**
 - The **median is 16 years**
- The **majority do not (or did not) work in Douglas County**
 - Of those who do (or did) work in Douglas, the **average** length of time is **15.25 years**
 - The **median is 13 years**

Q1. Do you live in Douglas County?

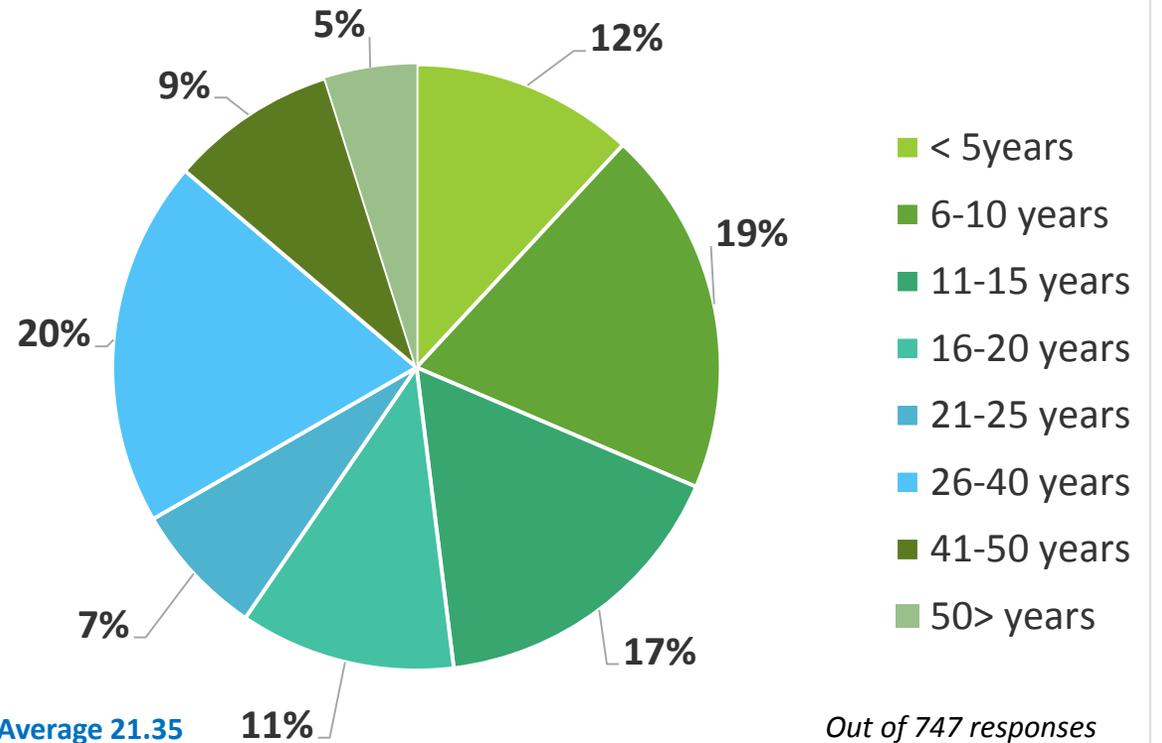
Percentage of Respondents Who Live in Douglas County



■ Yes ■ No

Out of 1,034 responses

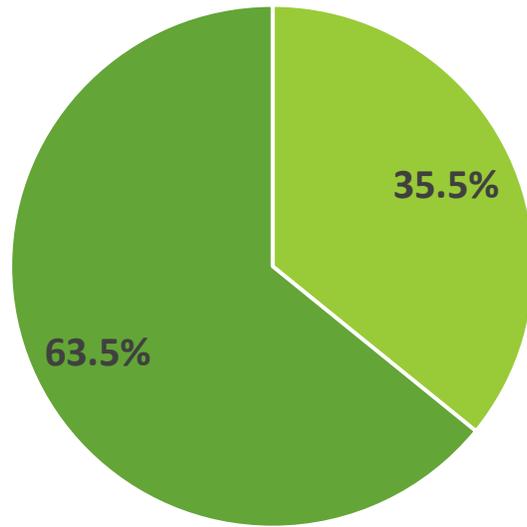
Length of Time



Out of 747 responses

Q2. Do you work in Douglas County?

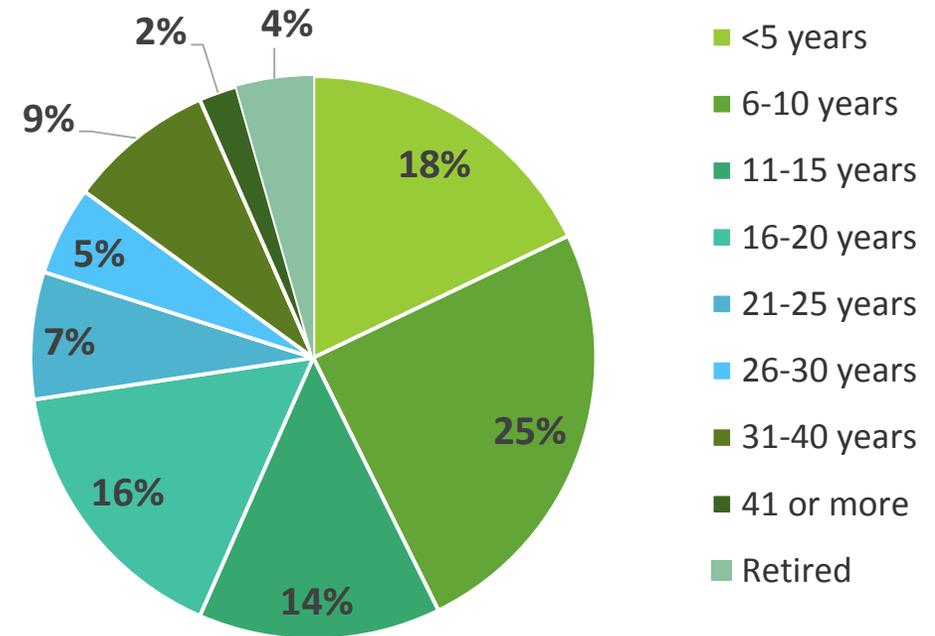
Percentage of Respondents who Work in Douglas County



■ Yes ■ No

Out of 1,026 responses

Length of Time People Worked in Douglas County

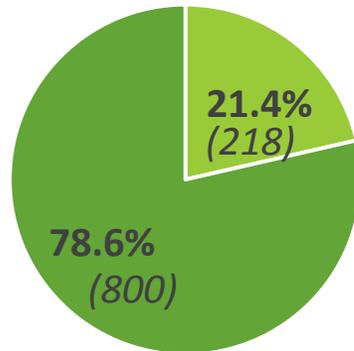


Average 15.25

Out of 274 responses

Q3/4. Have you used any of the transportation services available in Douglas County?

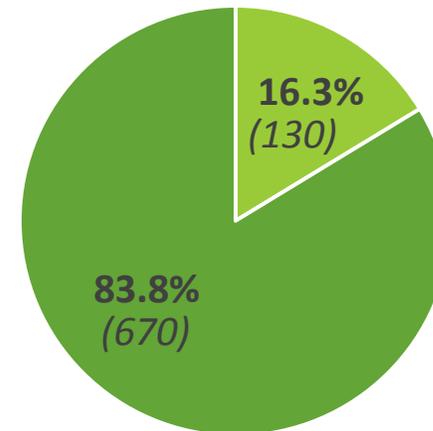
Including: carpool matching, vanpool, or the Georgia Regional Transportation Authority's (GRTA) Xpress bus, or the transportation voucher



Out of 1018 responses

■ Yes ■ No

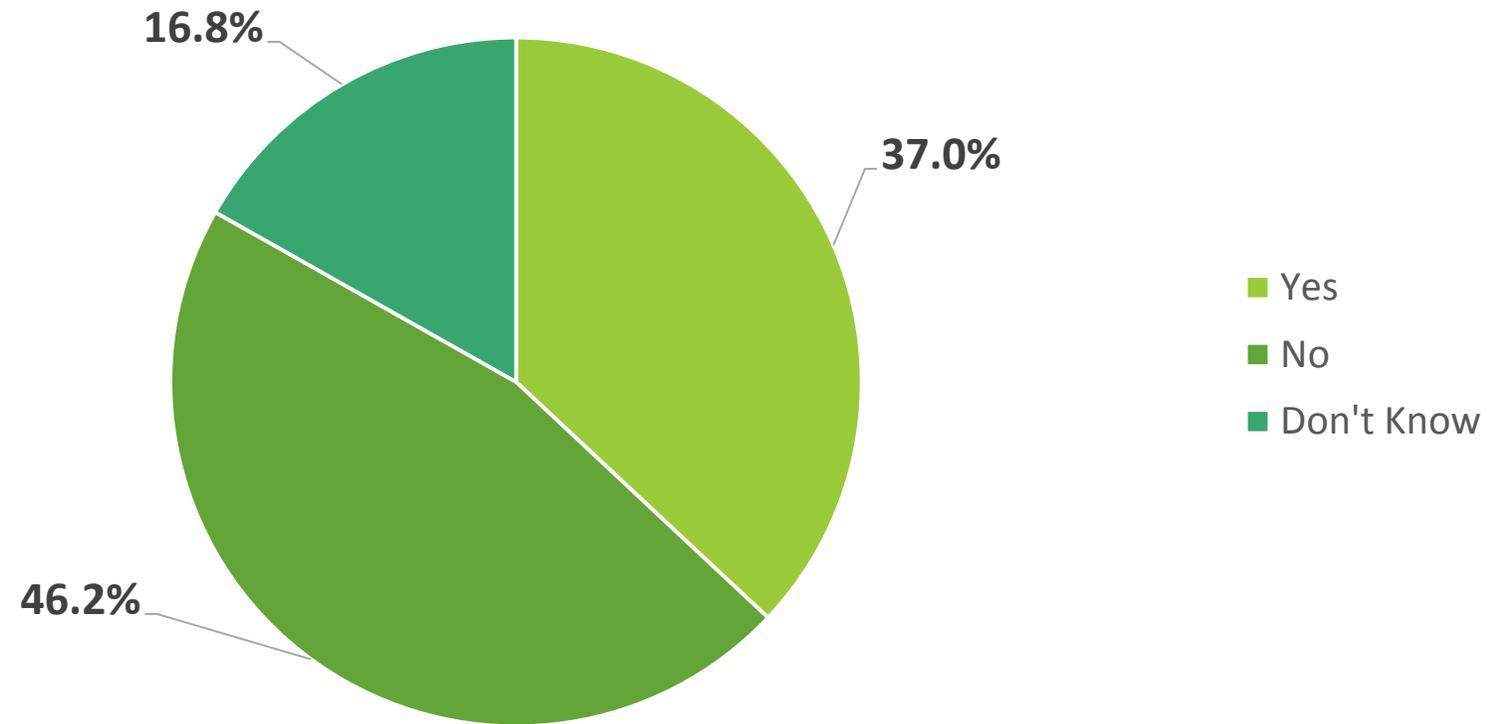
If yes, are you a frequent user?
(i.e. more than once a week)



■ Yes ■ No

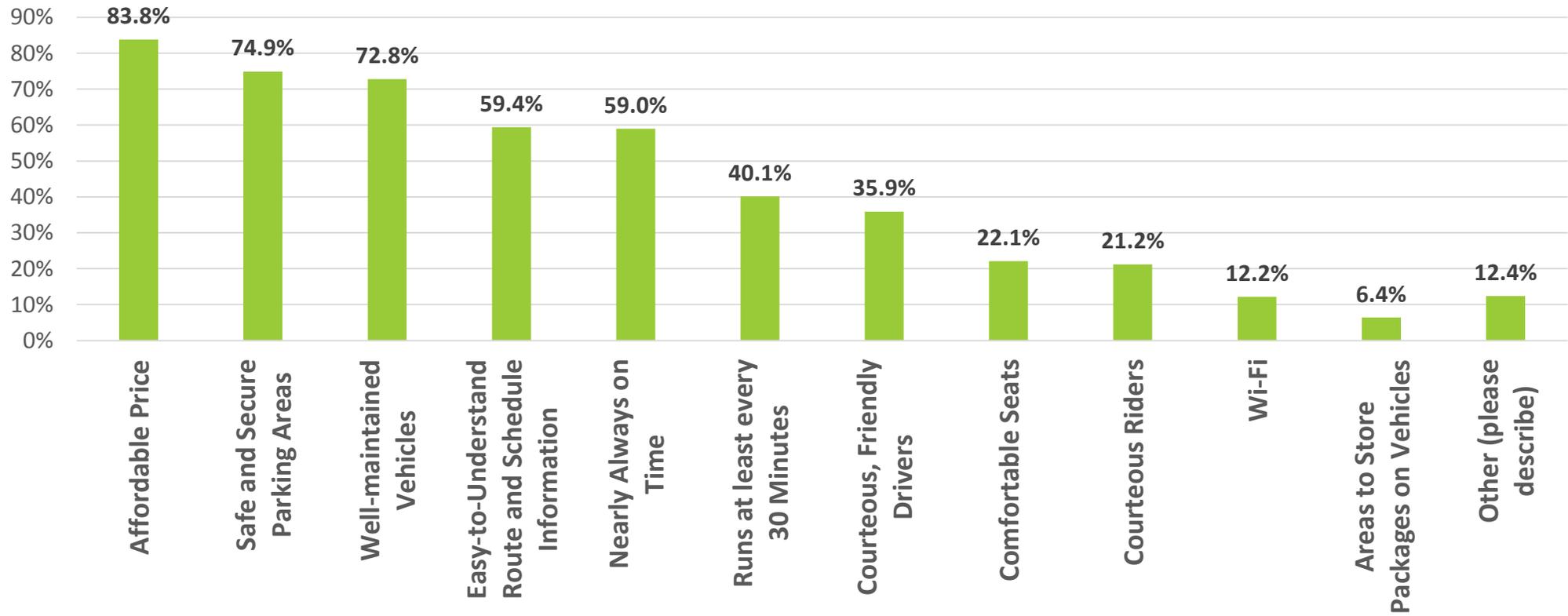
Out of 800 responses

Q5. Do you have family, co-workers, or friends who have ever used County transportation services?



Out of 1,007 responses

Q6. Which five qualities do you think are MOST IMPORTANT in making a transportation service a high quality one?



Out of 978 responses

Q7. What do you think are the three most important things the Douglas Co. Commission should consider when making decisions about the transportation systems to offer in the future?

- **703 comments** made
- **Most frequently used words** (*based on # of respondents*):
 - Cost (19%)
 - Safe/safety (19%)
 - Need (14%)
 - Bus (13%)
 - Access (12%)
 - People (11%)
 - Service (11%)
 - Routes (10%)
 - Time (9%)
 - Convenience / Convenient (8%)
 - Affordable (8%)
 - Atlanta (8%)
 - Location (7%)
 - Work (6%)
 - Traffic (6%)
- **Common themes and categories of comments** include (*based on number of mentions or comments that address these issues*):
 - Cost, pricing, affordability (21%)
 - Includes both cost to the County to operate the service and cost to riders or users
 - Routes / Service Area / Stops & Destinations (17%)
 - Safety (12%)
 - Hours of Operation / Frequency of Service (8%)

