Getting to Know Connect Douglas

Connect Douglas is the name that Douglas County uses for its transit and mobility services. These services include commuter work-trip vanpools, transportation voucher assistance for elderly and disabled citizens, State Roads and Tollway Authority (SRTA) Xpress bus service to and from Atlanta, AND the new fixed route bus service and complementary ADA Paratransit that will operate within the boundaries of Douglas County.

The new fixed route and Paratransit bus service is scheduled to begin operating in just weeks.

The base price for a fixed route one-way trip will be $2.50. The fixed route reduced fare for seniors age 60 and older, disabled individuals and students will be $1. Connect Douglas will issue Photo ID discount cards to seniors, disabled and students who complete a simple certification process. The ADA Paratransit rate for eligible disabled riders is $1.00 one way.

You will be able to pay with cash (exact change only) as you board the bus. Connect Douglas also offers 10-day passes and 31 days passes that you can purchase at the Douglas County Transportation Center at 8800 Dorris Road in Douglasville.

For a one-way trip, you can transfer from one Connect Douglas vehicle to another at no charge. We are in the process of negotiating with Cobb for a free transfer from Connect Douglas to Cobb LINC. Transfer points for Connect Douglas include Arbor Place Mall, Douglasville Wal-Mart, Selman Drive Library and Health Center, Thornton Road Wal-Mart and Douglas County Transportation Center.

The bus service will operate from 6 a.m. to 8 p.m. Monday through Friday, and from 7 a.m. to 8 p.m. on Saturdays. Once the service has operated for several months, and depending on citizen demand, these hours may be extended, and Sunday service may also be offered.

There are three components to the new bus service:

- Fixed route – This means the bus travels the same path and serves the same locations every day
- Flex Route – By calling ahead, the fixed route bus can deviate from its route and pick you up at your location (provided you are within the
perimeter of the area we have established for this service. Typically, this is one-mile from any point on the fixed route for the bus).

- ADA paratransit service – This is for eligible disabled individuals who cannot get to established pick-up points on the route. Once an application is approved, riders have to call ahead and make a reservation for this service. The $1 fare applies to this service. You have to go through a simple certification process for this service.

The vehicles we will be using are not really buses. They are called “cutaways,” and are more like a van than a bus. Each cutaway can carry a driver, 12 ambulatory passengers and two wheelchairs.

Each cutaway has a bicycle rack, wheelchair lift, audio announcement system, a fare box, security cameras and digital destination signs.

There will be established stops along each route. However, the driver can pick you up or drop you off anywhere along the route, provided there is a safe place to pull over and let you get on or off.

**Below are the four initial fixed routes:**

**Route 10** – North Douglasville, Hunter Park, Boys and Girls Club, Highway 5 Kroger, Arbor Place Mall, Wal-Mart and Sams, Douglasville Library, Douglas County Health Center, Douglasville Conference Center.

**Route 20** – Douglas County Transportation Center, Douglas County Courthouse, WellStar Hospital, West Georgia Technical College, Target shopping center, Arbor Place Mall, Highway 5 Kroger, Georgia Highlands College, West Douglas park and ride lot, Wal-Mart and Sams, Douglasville Library, Douglas County Health Center, Douglasville Conference Center, old Douglasville Post Office, Douglas County Tag and Tax Office, Department of Family and Children Services.

**Route 30** – Thornton Road Wal-Mart, Amazon Fulfillment Center, Coloplast, Medline, Red Cross Service Center, Tributary Community.

**Route 40** – Connects to Routes 10, 20 and 30 to provide service from Douglasville to the Lithia Springs/Thornton Road area. This route serves downtown Lithia Springs and Thornton Road north of I-20. This route will also provide a connection to Cobb Linc Route 30, which will provide a connection to the H.E. Holmes MARTA station.
After months of review and evaluation, these are the four routes we are starting with. They are subject to change as we see where our ridership is coming from and citizens make requests for the cutaways to serve certain locations and areas.

Douglas County will pay a private company to operate the bus service, including hiring, training and disciplining drivers. This third party will also operate the call center which will handle advance reservations for the flex and paratransit services.

Douglas County will purchase, repair, service and maintain the vehicles used for the bus service.

Douglas County’s Transit Services Division (formerly Rideshare and Multi-Modal Transportation Services) will oversee the bus service.

To keep up with the progress we are making on the bus service, please visit www.ConnectDouglas.com, or call us at 770-949-7665. You can also contact us at ConnectDouglas@co.douglas.ga.us. The Connect Douglas office is located at the Douglas County Transportation Center, 8800 Dorris Road, Douglasville, near the Douglas County Courthouse.