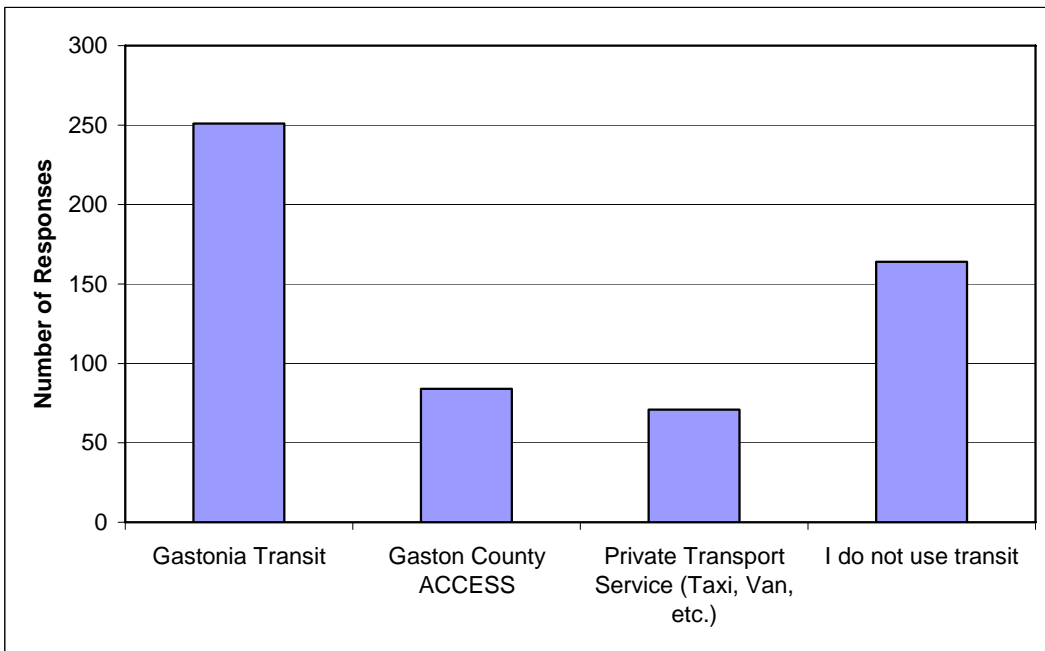


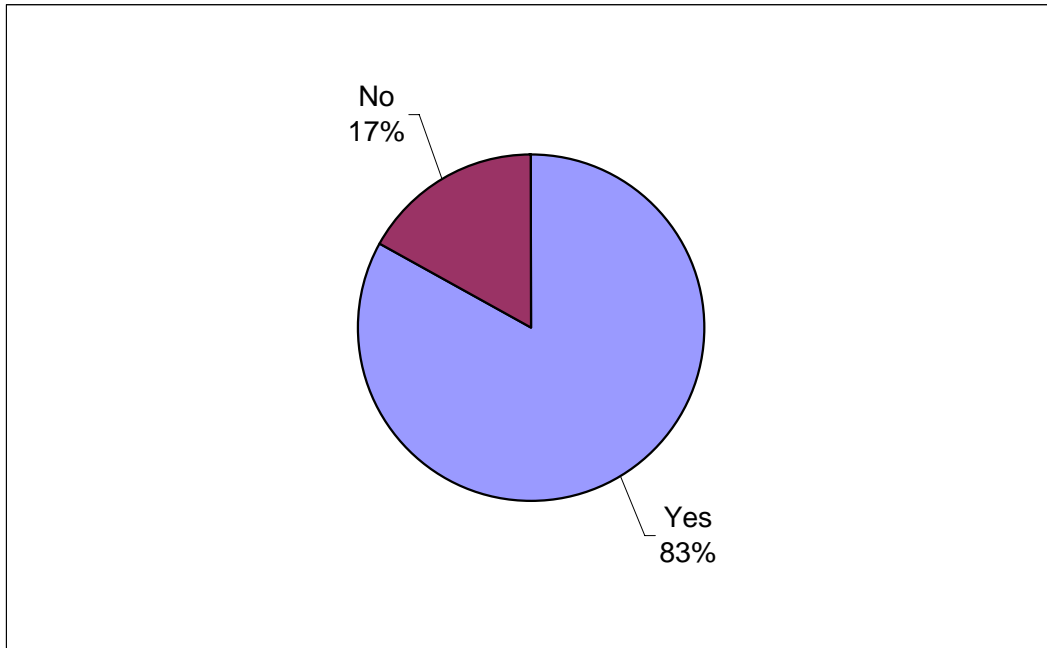
**QUESTION 1**

<b>Do you currently use Gastonia Transit, ACCESS, or private transportation services (e.g. taxi, van service)? (check all that apply)</b>		
<b>answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Gastonia Transit	56.66%	251
Gaston County ACCESS	18.96%	84
Private Transport Service (Taxi, Van, etc.)	16.03%	71
I do not use transit	37.02%	164
<i>answered question</i>		<b>443</b>
<i>skipped question</i>		<b>0</b>



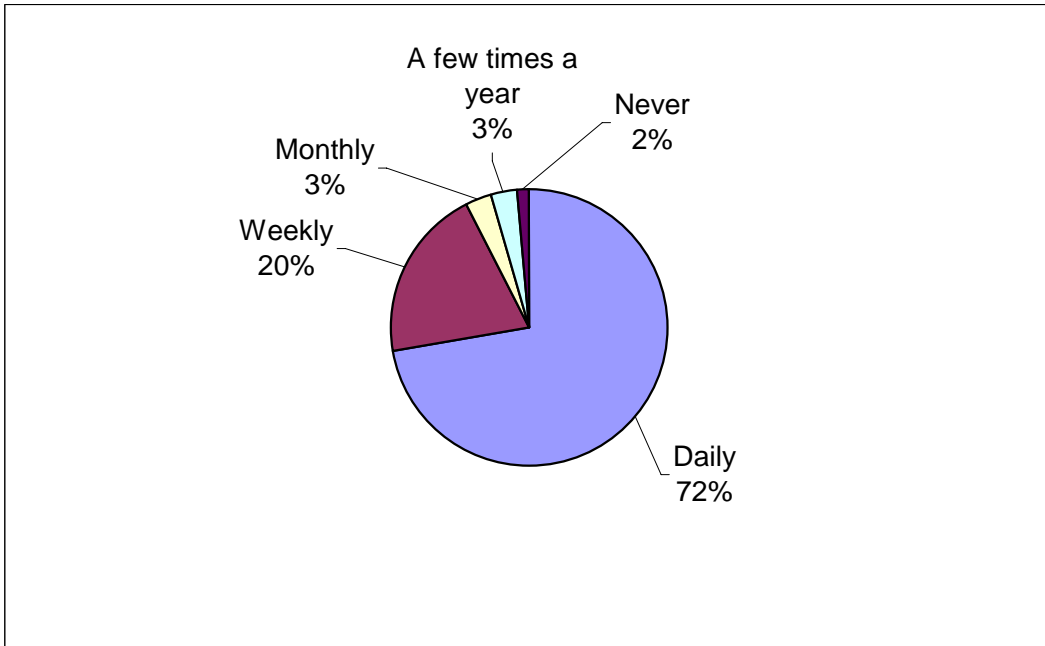
QUESTION 2

Are you aware that transit services are available in Gastonia and Gaston County? (check one)		
answer options	Response Percent	Response Count
Yes	83.12%	128
No	16.88%	26
<i>answered question</i>		154
<i>skipped question</i>		289



**QUESTION 3**

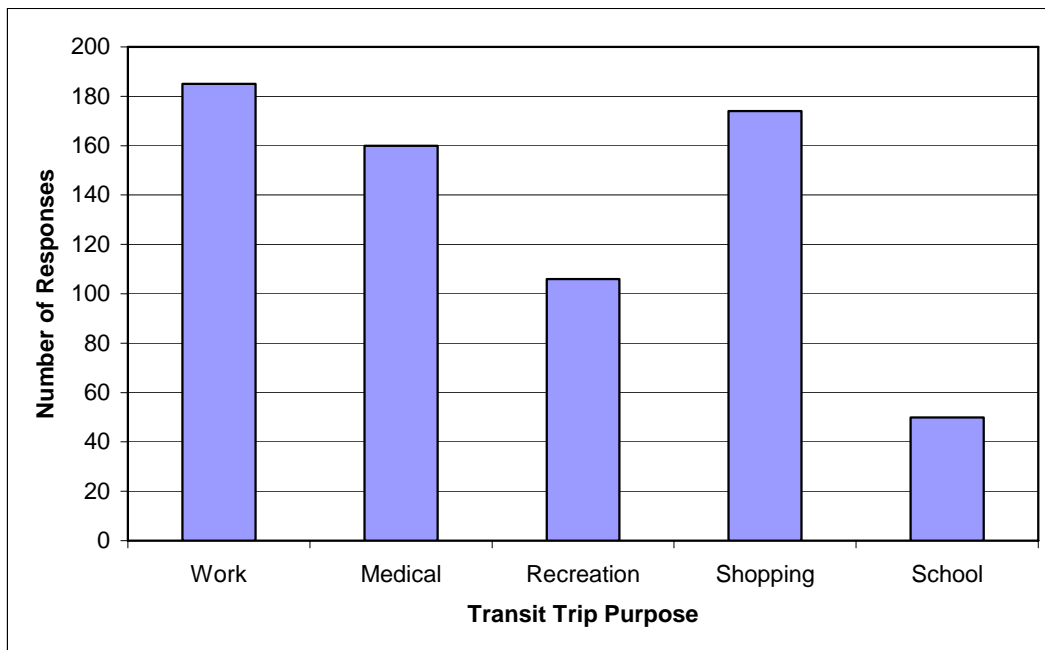
How often do you use transit? (check one)		
answer options	Response Percent	Response Count
Daily	72.35%	191
Weekly	20.08%	53
Monthly	3.03%	8
A few times a year	3.03%	8
Never	1.52%	4
<i>answered question</i>		<b>264</b>
<i>skipped question</i>		<b>179</b>



QUESTION 4

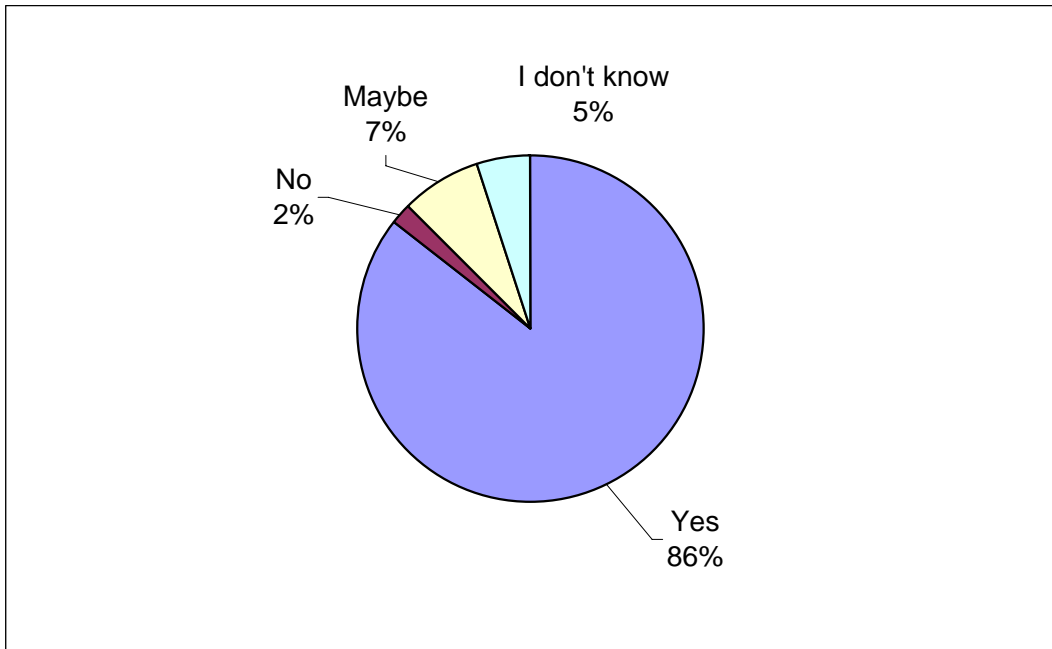
What types of trips do you take with transit? (check all that apply)		
answer options	Response Percent	Response Count
Work	70.08%	185
Medical	60.61%	160
Recreation	40.15%	106
Shopping	65.91%	174
School	18.94%	50
Other (please specify)	1.89%	5
<i>answered question</i>		<b>264</b>
<i>skipped question</i>		<b>179</b>

Other (please specify)
did not say
Church
job search
job searching
paying bills



**QUESTION 5**

<b>Would you like to see additional / expanded transit services offered in Gastonia / Gaston County? (check one)</b>		
<b>answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	85.48%	318
No	2.15%	8
Maybe	7.26%	27
I don't know	5.11%	19
<i>answered question</i>		<b>372</b>
<i>skipped question</i>		<b>71</b>



## QUESTION 6

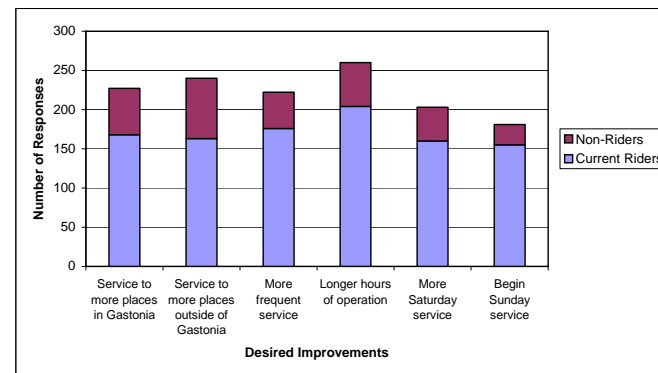
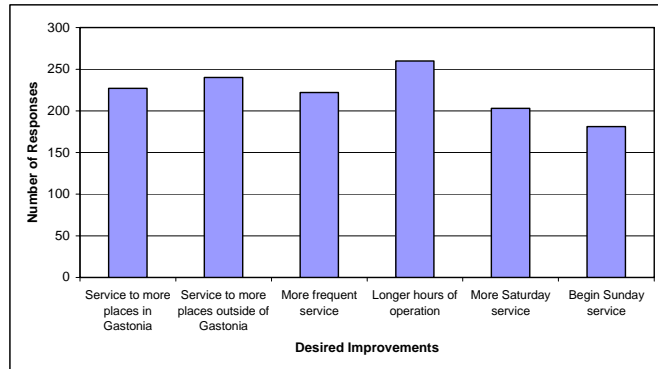
What would you change (if anything) about transit services in Gastonia / Gaston County? (check all that apply)		
answer options	Response Percent	Response Count
Service to more places in Gastonia	63.94%	227
Service to more places outside of Gastonia	67.61%	240
More frequent service	62.54%	222
Longer hours of operation	73.24%	260
More Saturday service	57.18%	203
Begin Sunday service	50.99%	181
Other (please specify)	6.76%	24
<b>answered question</b>		<b>355</b>
<b>skipped question</b>		<b>88</b>

Other (please specify)
Hospital Bus
Hadn't thought about other uses besides transportation to work.
hospital bus
Monthly transit swipe cards
2 shifts every day
2nd shift
2nd shifts every day
Others might want Sundays for church
Som e others might like Sunday
okay how it is
Don't know
que cada 10 o 20 minutos pase por las areas
Run fewer empty vehicles. It's bad for the budget and the environment.
Earlier and later hours
Belmont
Service to places outside Gaston County
Citizens Resource Center - Dallas
INCREASE PUBLIC AWAARAENESS
Image of public trasportation
Unemployment office
MORE SHELTERS NEEDED
Charlotte-Gastonia service
evening service
Handicapped Accessible, if this isn't in place already.

CURRENT RIDERS ONLY		
Service to more places in Gastonia		168
Service to more places outside of Gastonia		163
More frequent service		176
Longer hours of operation		204
More Saturday service		160
Begin Sunday service		155

NON-RIDERS ONLY		
Service to more places in Gastonia		59
Service to more places outside of Gastonia		77
More frequent service		46
Longer hours of operation		56
More Saturday service		43
Begin Sunday service		26

	Current Riders	Non-Riders	Total
Service to more places in Gastonia	168	59	227
Service to more places outside of Gastonia	163	77	240
More frequent service	176	46	222
Longer hours of operation	204	56	260
More Saturday service	160	43	203
Begin Sunday service	155	26	181



QUESTION 7

Which ONE of the improvements listed previously is most important to you? (check one)		
answer options	Response Percent	Response Count
Service to more places in Gastonia	24.86%	88
Service to more places outside of Gastonia	23.73%	84
More frequent service	7.34%	26
Longer hours of operation	30.79%	109
More Saturday service	4.24%	15
Begin Sunday service	5.65%	20
Other (please specify)	3.39%	12
<i>answered question</i>		354
<i>skipped question</i>		89

Other (please specify)
Same as above
Saturday service, hospital bus
All are important
Don't use transit
Offer other services at Bradley station
All
Don't know
Earlier hours
Citizens Resource Center - Dallas
EXPAND AREA & TIME OPEN
more open meetings
Charlotte-Gastonia service

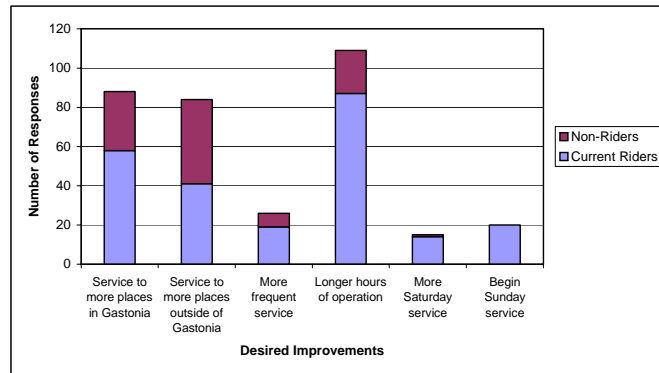
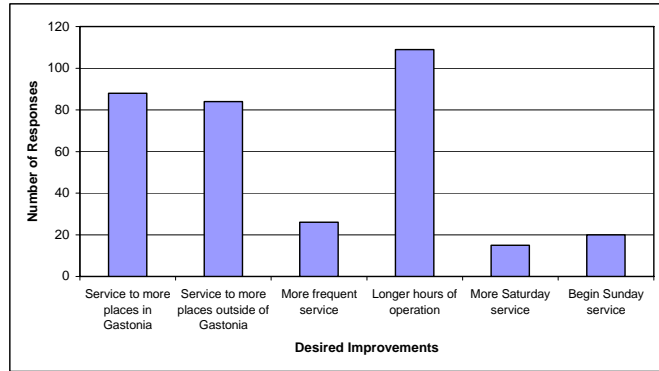
CURRENT RIDERS ONLY

Service to more places in Gastonia	58
Service to more places outside of Gastonia	41
More frequent service	19
Longer hours of operation	87
More Saturday service	14
Begin Sunday service	20

NON-RIDERS ONLY

Service to more places in Gastonia	30
Service to more places outside of Gastonia	43
More frequent service	7
Longer hours of operation	22
More Saturday service	1
Begin Sunday service	0

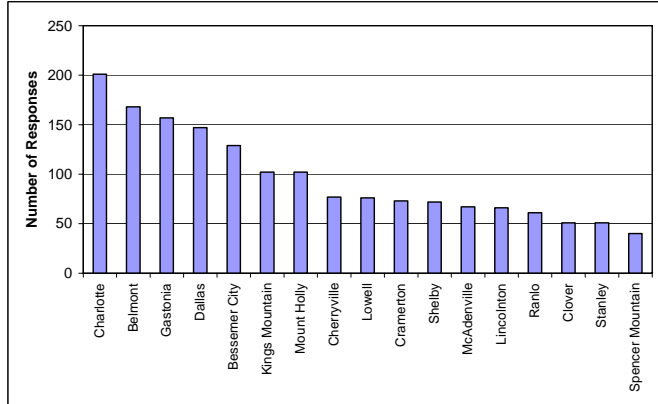
	Current Riders	Non-Riders	Total
Service to more places in Gastonia	58	30	88
Service to more places outside of Gastonia	41	43	84
More frequent service	19	7	26
Longer hours of operation	87	22	109
More Saturday service	14	1	15
Begin Sunday service	20	0	20



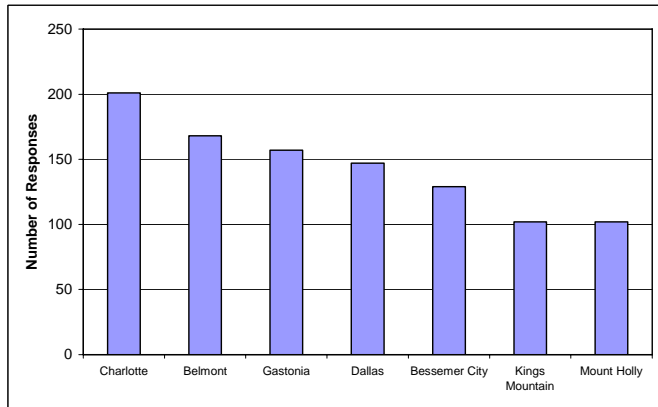
QUESTION 8

Where would you go by transit (if anywhere) if transit service were available?  
(check all that apply)

answer options	Response Percent	Response Count
Charlotte	58.60%	201
Belmont	48.98%	168
Gastonia	45.77%	157
Dallas	42.86%	147
Bessemer City	37.61%	129
Kings Mountain	29.74%	102
Mount Holly	29.74%	102
Cherryville	22.45%	77
Lowell	22.16%	76
Cramerton	21.28%	73
Shelby	20.99%	72
McAdenville	19.53%	67
Lincolnton	19.24%	66
Ranlo	17.78%	61
Clover	14.87%	51
Stanley	14.87%	51
Spencer Mountain	11.66%	40
Other (please specify)	4.96%	17
<i>answered question</i>		<b>343</b>
<i>skipped question</i>		<b>100</b>



Other (please specify)
Parts of Gastonia not in system-New Hope Road
Charlotte
NC 16 / NC 17 intersection
Downtown Charlotte and Mtn. Island Lake Charlotte
Citizens Resource Center - Dallas
South Union Road
Hickory
Rock Hill
York
Martha Rivers Park
Kings Mountain
Lake Wylie
All
Rock Hill
Don't know
Gaffney
Anywhere



**QUESTION 8 (CONT.)**

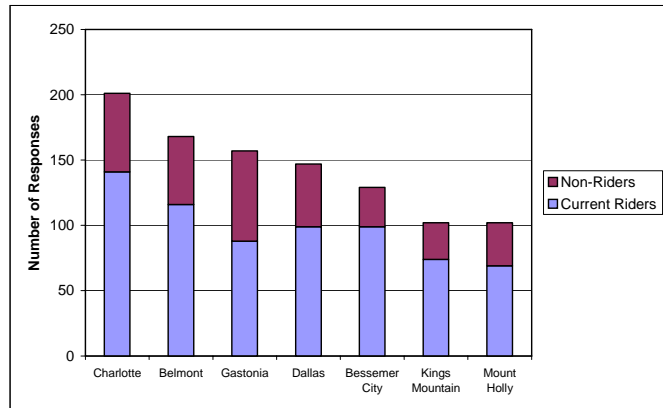
**CURRENT RIDERS ONLY**

Charlotte	141
Belmont	116
Dallas	99
Bessemer City	99
Gastonia	88
Kings Mountain	74
Mount Holly	69
Cherryville	58
Lowell	57
Shelby	56
Cramerton	53
McAdenville	48
Ranlo	48
Lincolnton	45
Clover	41
Stanley	37
Spencer Mountain	33

	Current Riders	Non-Riders	Total
Charlotte	141	60	201
Belmont	116	52	168
Gastonia	88	69	157
Dallas	99	48	147
Bessemer City	99	30	129
Kings Mountain	74	28	102
Mount Holly	69	33	102

**NON-RIDERS ONLY**

Gastonia	69
Charlotte	60
Belmont	52
Dallas	48
Mount Holly	33
Bessemer City	30
Kings Mountain	28
Lincolnton	21
Cramerton	20
Cherryville	19
Lowell	19
McAdenville	19
Shelby	16
Stanley	14
Ranlo	13
Clover	10
Spencer Mountain	7



## QUESTION 9

What specific destinations do you think should be served by transit (e.g. Belmont Wal-Mart, Dole Plant, etc.)?	
answer options	Response Count
	225
<i>answered question</i>	225
<i>skipped question</i>	218

Respondents	
	Union Road, all the way to Fred's. Belmont Wal-Mart, Dole Plant, Kings Mountain-Sara Lee Plant
	Gastonia-mall area/doctor's offices/hospitals. Stanley-Main Street/market place. Charlotte-doctor's offices/malls. Lincolnton-Wal-Mart and uptown.
	Belmont Wal-Mart
	Downtown Charlotte/Belmont Wal-Mart
	Charlotte and surrounding areas.
	West Gastonia Wal-Mart, Medical Parks adjacent to Hospital, several grocery stores around county.
	All of the City of Gastonia. Earlier morning hours for 1st shift workers who must be at work by 6:00 AM
	Target, Wal-Mart, Library
	Mount Holly everywhere, Food Lion, banks, new housing developments.
	Bessemer City areas - Wal-Mart, Dole Plant
	Belmont, Mt. Holly
	Belmont Wal-Mart, Belmont Abbey College, Charlotte-Gastonia corridor
	Belmont Wal-Mart
	Downtown areas
	Belmont Wal-Mart
	Belmont - wherever
	Uptown Charlotte
	Libraries, churches, Gaston Memorial/CaroMont
	Dole Plant, Cherryville Wal-Mart
	Dole Plant, Cherryville Wal-Mart, Libraries outside Gastonia
	Places of employment, including 2nd or 3rd shift times
	Westfield Shopping town
	Dallas Museum of Art, Cherryville Skatepark/truck museum
	Belmont Wal-Mart
	273-downtown Mount Holly, downtown Belmont, Mount Holly - Gastonia
	Belmont downtown, Mount Holly downtown
	rail to Charlotte
	Belmont: South Point, Belmont Downtown, Walmart SuperCenter, Daniel Stowe Botanical Garden, Belmont Abbey College, Holy Angels & others
	Need expanded service for employees in Gaston County to get to jobs at Dole Plant in Bessemer City, Wal-Mart in Belmont among others. Also need expanded hours to cover retail workers in the Franklin Square area, 2nd & 3rd shifts at Dole/Wal-Mart.
	Belmont Wal-Mart, Cherryville Wal-Mart, Dole and Hunter Douglas Plants in Bessemer City, National Gypsum and Freightliner Plants in North Mt. Holly, Gaston College, Downtown Dallas, Downtown Belmont, Downtown Mt. Holly.
	I FEEL THAT YOU SHOULD BE ABLE TO TRAVEL BY TRANSIT TO ANY DESTINATION ANYWHERE WITHIN GASTON COUNTY. RIGHT NOW THE TRANSIT SYSTEM LIMITS EMPLOYMENT TO THOSE WHO DO NOT HAVE ACCESS TO A CAR OR A FRIEND WHO WILL TAKE THEM BACK AND FORTH.
	BELMONT WALMART, DOLE PLANT, ANYTHING IS BETTER THAN WHERE THEY GO NOW
	Belmont Wal-Mart

QUESTION 9 (CONT.)

	BELMONT WALMART.PHARR YARNS, MCADENVILLE,DOLE PLANT ETC
	Gaston County Citizens Resource Center / Senior Center in Dallas. Gaston College Ashebrook Highschool in Gastonia / New Hope Corridor.
	Belmont Walmart
	Dole Plant, Gaston Citizen's Resource Center
	Citizen's Resource Center / Senior Citizen Center in Dallas
	Eastridge Mall (Westfield) Franklin Square Gaston County Citizens Resource Center Gaston Memorial Hospital Gaston College
	Dole Plant Crowders Mountain State Park
	Downtowns of each city
	Citizens Resource Center/Senior Center/Biggerstaff Park in Dallas, Farmers Market/Recycling Center in Gastonia
	Citizens Resource Center in Dallas, West Gastonia Wal-Mart, Dole Plant, Catherine's House in Belmont
	THERE SHOULD BE TRANSPORTATION AVAILABLE THROUGH-OUT GASTON COUNTY AND AVAILABLE FOR ALL SHIFTS OF WORK HRS. THIS IS A BIG REASON WHY PEOPLE CANT WORK, OR HAVE TO TURN DOWN JOBS!
	Walmart, malls, business employee large number of people
	Citizens Resource Center, Dallas
	old court square in dallas
	wal-mart belmont, dole plant, dallas's resturants
	ALL OF THE ABOVE PROVIDED THESE PRIVATE SECTOR COMPANIES SUBSIDIZED THE SERVICE TO THEIR LOCATIONS.
	HOSPITAL, LIBRARY, MUSEUMS, COURTHOUSE, DSS, TAX OFFICE, MALL, FRANKKLIN SQ., AKERS CENTER, DIXIE VILLAGE, W. SIDE WALMART, SIMS PARK, MARTHA RIVERS PARK, LINEBERGER PARK, DOWNTOWN BELMONT, MT. HOLLY, KINGS MOUNTAIN, DALLAS, LOWELL, CRAMERTON, RANLO, STANLEY
	Don't know which destinations you serve now.
	Service to more diverse residential areas would allow folks to choose public trasportation for commuting to work/home. Using public trasportation is not feasable for most people if they have to drive to get to it.
	Dole Plant
	I would like to use Gastonia transit to commute between my home in Charlotte to my job in Gastonia. I would also like to utilize the transit system to go to various places within Gastonia during the workday, such as Franklin Square,west-side WalMart, Target, Eastridge mall, etc. A BRT would be great!
	Employment Security Commission, Various manufacturing plants throughout county (first and second shifts)
	Dole Plant,ESC,
	As a service provider for low-income families, we see large numbers of people without transportation which hampers their ability to get and keep jobs. We would like to see transit service available throughout Gastonia for as many hours as possible. Extended coverage to include areas in the county would also be a goal.
	Downtown Mt. Holly Belmont-Wal-Mart
	Dole Plant, other locations that I will think about and
	all doctors offices, not just hospital area
	All college locations Walmarts Areas where there are job opportunities
	Bessemer City, and other major outlining areas of Gaston County
	Any major work site/plant or medical/retail area that is in all towns of our county. The Belmont Wal-Mart and Dole Plant would certainly be ideal locations.
	Bessemer City, Mt Holly, Lowell, Southwest Gastonia to SC border.
	BELMONT WAL-MART
	Downtown Charlotte
	Catherine's House- campus of the Sisters of Mercy Belmont Walmart Belmont BiLo
	South Gastonia
	Dole facility in Gastonia and National Gypsum in Mt. Holly.
	Belmont Roses, Belmont Wal-Mart, Dallas Windsor shopping center,
	Dole Plant; Gaston CC; Robinwood Road
	major employers, Walmarts, grocery stores, medical offices
	Walmart

QUESTION 9 (CONT.)

	manufacturing companies through county Major grocery stores Shopping areas (all) Recreational sites (all)
	Gaston College, Belmont Abbey College
	All of Gaston County and Mecklenburg should be covered with bus service.
	I can't answer that - I don't know where the destinations are now. Since there is no transit station near my house I never get to use it.
	walmart, and other residential areas in general where bus routes aren't available.
	Belmont and Mt Holly and Stanley area would be good areas for transit.
	MD offices in and around gastonia
	More stops closer to doctor's offices in the Gaston/Lincoln and surrounding areas. I hear that from patient's I work with daily. More neighborhood services even in more affluent neighborhoods in the area. I might consider riding the bus if it came into my neighborhood and was clean, punctual and got me to work or to an appointment. It would save on gas, mileage on my car, not as many cars on the road to help the environment, etc. I am reminded of how transit operates in other countries I have been in where you don't need a car because you can navigate around the areas by bus, train, etc.
	WEST GASTONIA WAL-MART
	I work with people with disabilities. More folks would be able to work, at least part time if affordable transportation was available. Some live with their families who work and would not be able to transport them. Some live on their own but not right in Gastonia so they do not have access to the buses. So it would be helpful to have more routes with longer scheduled hours and service on Saturday and Sundays would also be very helpful.
	Belmont Wal-Mart/Roses, Downtown Shelby, Stanley Food Lion/CVS/Bilo area, Bessemer City Wal-Mart & Big Lots area
	walmart in belmont, mall in shelby, anything is better than where they go now
	Everywhere
	From far western edge of City of Gastonia into downtown government buildings etc.
	ifferent company locations so people using the service could work further away from the city.
	Belmont Wal-Mart, Dole, Gaston College
	Northlake Mall, Gastonia MALLs, Gaston and Belmont college, white Water park. Mount Holly should have bus stop on 273 norht and south
	I would like to go to Walmart sometime if I need to go shopping.
	Both Walmart and Dole Plant.
	Walmart
	Dole Plant, Cris Craft Plan, Pharr yams, McAddenville, Belmont, more job sites they're important for \$.
	Freds in Gastonia, Lowes Foods
	Hauntingon Forrest and new Bilo off Dallas Highway and Cherryville.
	Clover, McAdenville, Shelby
	Any new large employers like the above. How about a bus out to the Charlotte-Douglas airport to connect with Charlotte routes during the day?
	shopping center, parks
	Kings Mountain because the I could visit my friend who lives there better.
	To get to major business locations we need the busses to come near our homes first but not enough people want to use service enough to make it economical.
	Wal-mart
	Belmont Wal-mart

QUESTION 9 (CONT.)

	Anytime we would oike to go to Walmart in Belmont-Look what do we need.
	Belmont Wal-mart
	both
	Dole plant, Bradford Heights, near Ashbrook high school.
	Dole Plant
	We don't go far enough south.
	Gaston College
	Shelby, Marth Rivers Park #1
	Fred's Discount Store, YMCA of Gastonia
	Bank of America, Wachovia, YMCA, Hunter Huss High School
	Gastonia
	All that can be offered
	Dole and other jobs in Bessemer City and Kings Mountain. Catherin's house Belmont
	Dole Plant
	WIX, Freightliner
	Dole Plant, Warehouses in other cities
	Services to more places outside of Gastonia. Services to more places in Gastonia.
	All
	Belmont-Wal-Mart
	Dole Plant and more job areas
	Both
	Belmont Wal-Mart, Dole Plant
	The transit system should run from Charlotte to as far as Gaffney.
	Dole Plant
	General Area
	Belmont Wal-Mart
	Wal-Mart
	Dole Plant. Graveyard on S. New Hope Road and Ashbrook High School
	Belmont Wal-Mart
	General main areas - Dixie Village and Wal-Mart on Myrtle School Road
	Dole Plant
	Gastonia area
	Dole Plant
	Flea Market, Belmont Wal-Mart, Dole Plant
	Belmont Wal-Mart, Dole Plant, and others
	Belmont Wal-Mart, Dole Plant and others
	Dole Plant
	To areas of Charlotte and Cherryville. Fred's
	Ashbrook School, Roses Store, Fred's (Union Road)
	Bessemer City Sara Lee
	Dole Plant
	Dole Plant
	Dole Plant
	Dole Plant. All companies.
	None in particular.
	Wal-Mart
	Go down S. New Hope
	Hudson Woods Apts., Shelby, Gastonia
	Up on New Hope just because Dixon Road further up.
	Belmont Wal-Mart, Dole Plant

QUESTION 9 (CONT.)

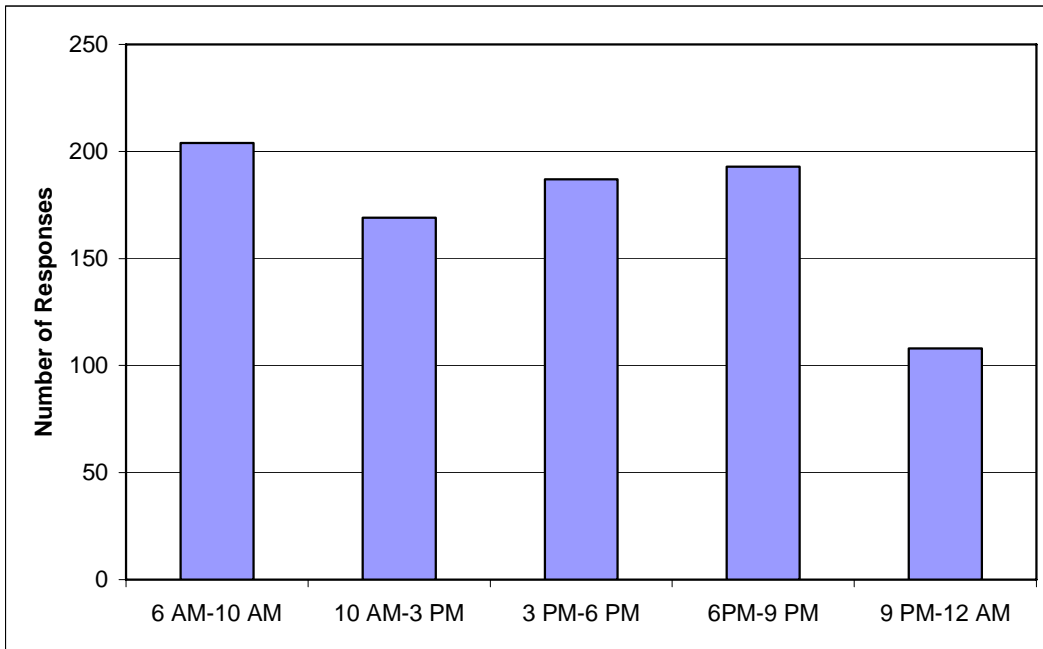
	Dole Plant, Wal-Mart-Belmont, Wal-Mart Distribution-Shelby
	Dole Plant. Wal-Mart-Belmont, Wal-Mart Distribution-Shelby
	1648 Windermere Road Mt. Holly NC 28120
	Low income apts. in Mt. Holly. Wal-Mart.
	Low income apartments
	Red Bud Drive & New Hope, BiLo
	Dr. office - mall
	Wal-Mart-Franklin Square, Belmont on Wilkerson-K-Mart
	Hospital area
	Arts Smiths Road
	Beach!
	Theatres
	Doctor
	Red Bud Drive - Bi-Lo, Harris Teeter - Harkins - Food Lion
	Bradford Height
	Hospital area needs improvement.
	Wal-Mart
	Grocery store on (cannot read) Road - Harris Teeter
	Grocery store - Food Lion off 72
	Parks in area
	Webb Street
	Bessemer City - Dole Plant
	Park Street area. & Chestnut, Green
	Union Road - 321 South - Airport
	Bessemer City
	Bessemer City
	Hospital Route #7 - not on Saturday
	VA Hospital
	Ashbrook
	Ashbrook
	Ashbrook
	Other store locations and area (could not read rest of comments)
	Different store locations
	Close to area transit
	Other area locations
	Other area locations
	Other area shopping centers
	Area shopping centers
	Other area locations
	Other locations
	Other times of riding and locations
	Other times and places are needed
	Other times are needed
	Charlotte location, Gaffney
	Other shopping areas
	Outside of Gastonia
	Dole, Belmont
	Dole, Fred's, Wal-Mart-Belmont, River? area
	Other locations outside of Gastonia
	Area Wal-Mart in Belmont, Walgreens, Roses

QUESTION 9 (CONT.)

	Don't use it
	One end of Gastonia to other end
	Belmont Abbey
	Gaston College, Bi-Lo, Red Bud Drive, Hospital
	Grocery, church, school
	Gaston College, Wal-Mart
	Fred's, Area Malls, More
	Dole Plant, Fred's, Harris Teeter-Union Road
	Asheboro
	(Could not read destination) by Ashboro
	Wal-Mart
	Asheborough
	Asheburg
	Edgewood Road
	Chapel Grove - (something ?) and schools there.
	Gym
	Kings Mountain
	Bradford Heights
	Belmont Wal-Mart, Dole Plant
	Citizens resource center y otros lugares o oragnizaciones que prestan servicios y dan asistencia a las personas de mas bajos recursos
	wal-mart, la 321, todo el condado de gastonia
	Wal-Mart, K-Mart

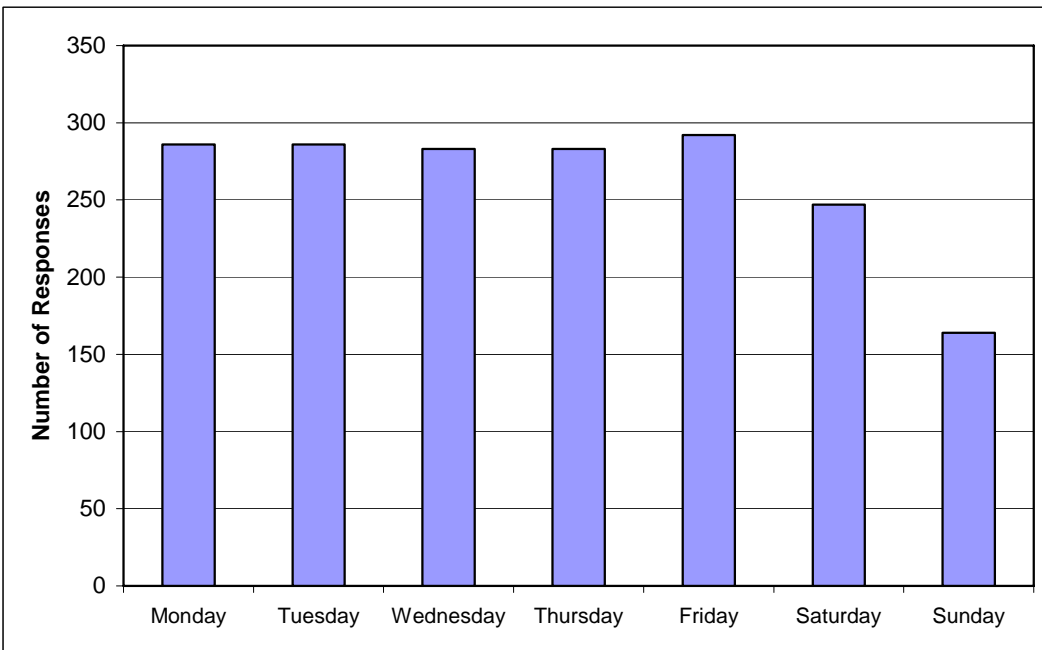
QUESTION 10

When would you be most likely to use new transit services? (check all that apply)		
answer options	Response Percent	Response Count
6 AM-10 AM	56.67%	204
10 AM-3 PM	46.94%	169
3 PM-6 PM	51.94%	187
6PM-9 PM	53.61%	193
9 PM-12 AM	30.00%	108
<i>answered question</i>		<b>360</b>
<i>skipped question</i>		<b>83</b>



**QUESTION 11**

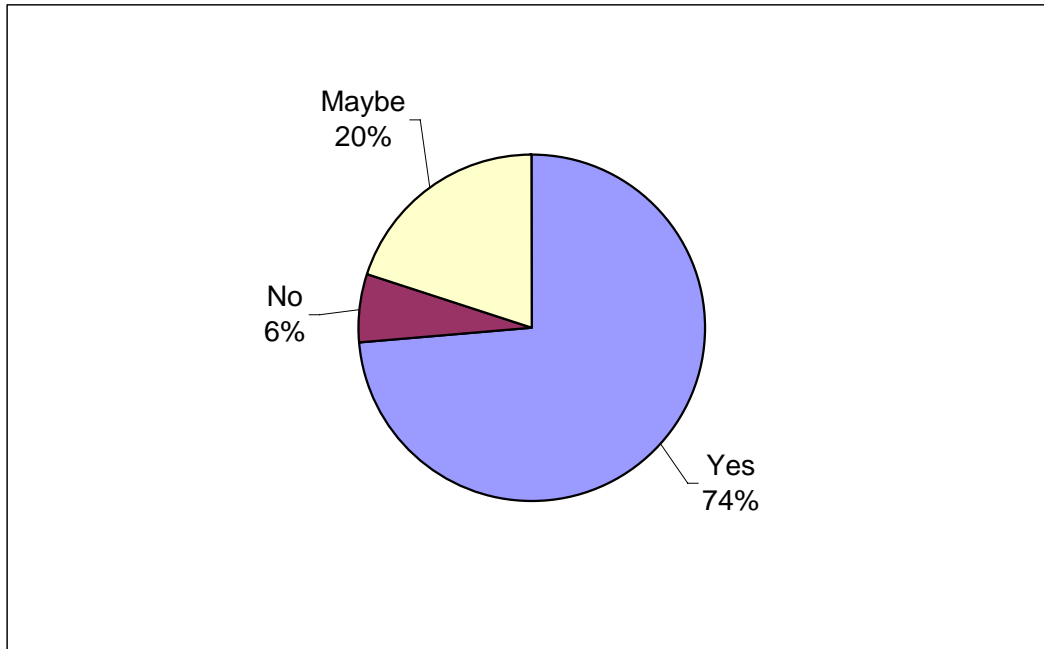
<b>Which day(s) might you use new transit services?(check all that apply)</b>		
<b>answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Monday	81.25%	286
Tuesday	81.25%	286
Wednesday	80.40%	283
Thursday	80.40%	283
Friday	82.95%	292
Saturday	70.17%	247
Sunday	46.59%	164
<i>answered question</i>		<b>352</b>
<i>skipped question</i>		<b>91</b>



QUESTION 12

Would you support use of local tax dollars to help fund new services? (check one)		
answer options	Response Percent	Response Count
Yes	73.70%	269
No	6.30%	23
Maybe	20.00%	73
<i>answered question</i>		<b>365</b>
<i>skipped question</i>		<b>78</b>

ALL RESPONDENTS



CURRENT RIDERS ONLY

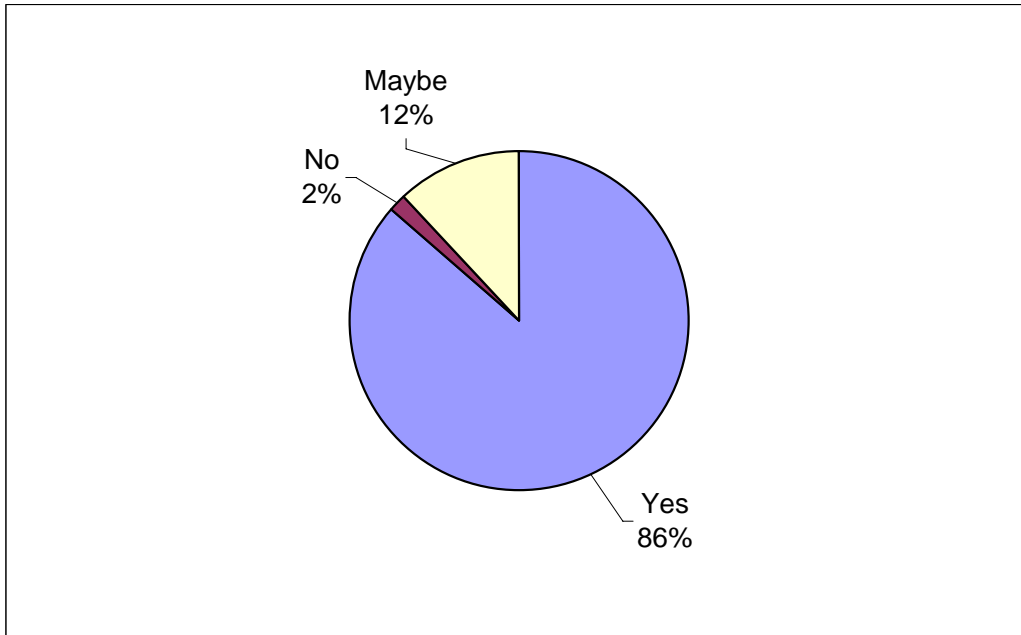
Yes	208
No	4
Maybe	29

NON-RIDERS ONLY

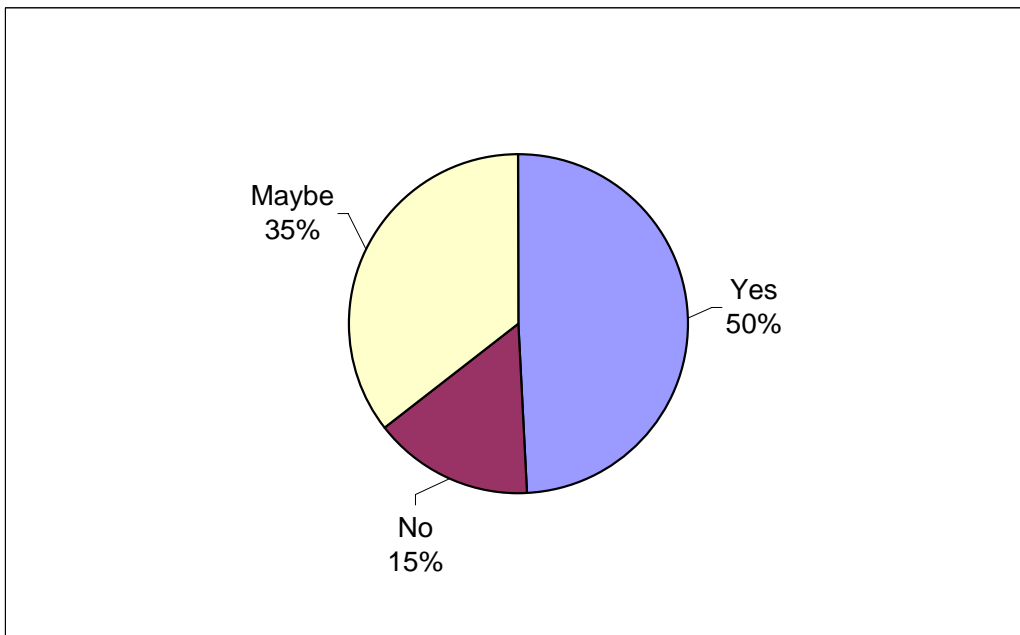
Yes	61
No	19
Maybe	44

### QUESTION 12 (CONT.)

#### CURRENT RIDERS ONLY



#### NON-RIDERS ONLY



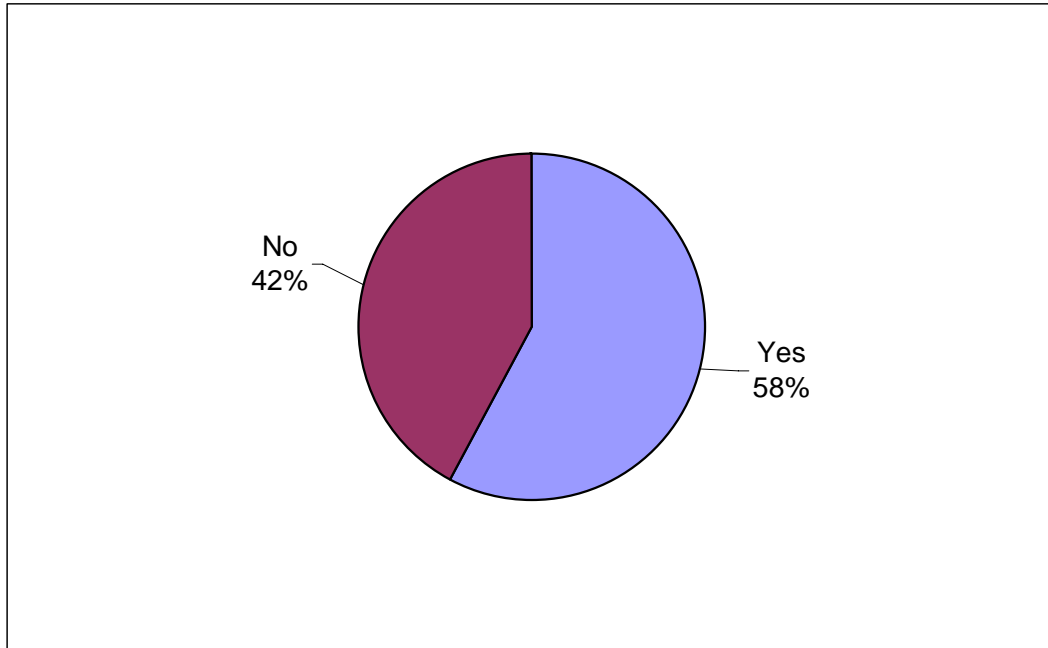
QUESTION 13

What is your home zip code?	
answer options	Response Count
	364
<i>answered question</i>	364
<i>skipped question</i>	79

Respondents	
28012 Count	16
28016 Count	12
28021 Count	4
28032 Count	2
28034 Count	11
28050 Count	1
28051 Count	1
28052 Count	153
28053 Count	2
28054 Count	95
28055 Count	1
28056 Count	18
28057 Count	1
28072 Count	1
28078 Count	1
28080 Count	1
28083 Count	1
28086 Count	5
28092 Count	4
28098 Count	3
28120 Count	11
28164 Count	4
28205 Count	1
28208 Count	1
28209 Count	1
28210 Count	1
28226 Count	1
28502 Count	5
28601 Count	1
28602 Count	1
29710 Count	1
29745 Count	2
32012 Count	1

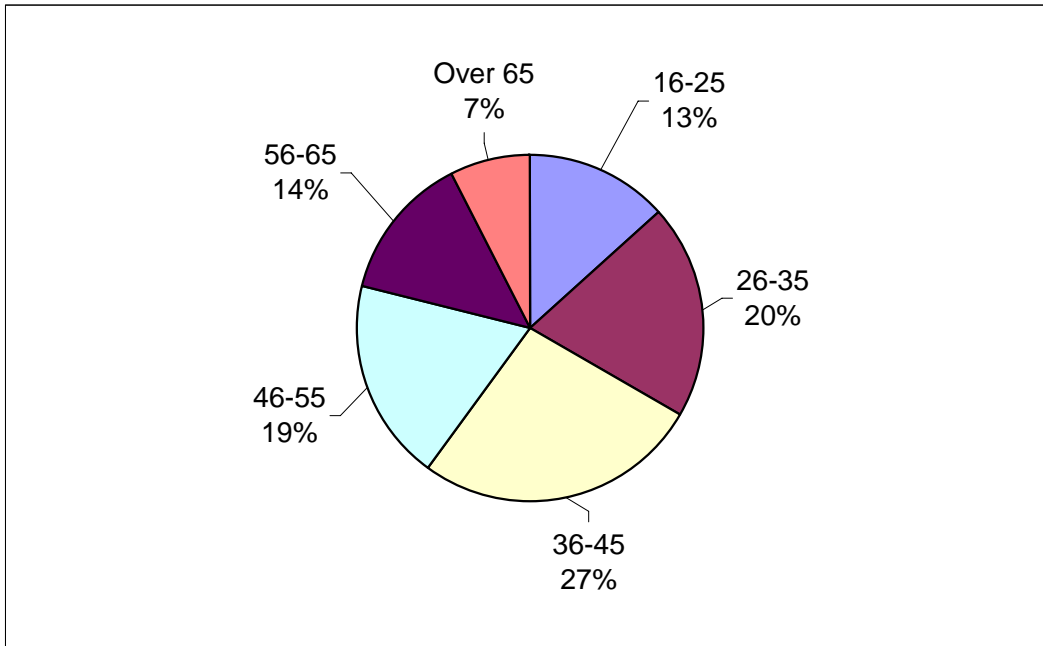
**QUESTION 14**

Does your household own at least one automobile? (check one)		
answer options	Response Percent	Response Count
Yes	57.81%	211
No	42.19%	154
<i>answered question</i>		<b>365</b>
<i>skipped question</i>		<b>78</b>



QUESTION 15

What is your age? (check one)		
answer options	Response Percent	Response Count
16-25	13.42%	49
26-35	20.00%	73
36-45	26.58%	97
46-55	18.90%	69
56-65	13.70%	50
Over 65	7.40%	27
<i>answered question</i>		<b>365</b>
<i>skipped question</i>		<b>78</b>



QUESTION 16

Please list any additional comments regarding current Gastonia Transit service (e.g. customer service, cleanliness, safety, etc.).

answer options	Response Count
	132
<i>answered question</i>	132
<i>skipped question</i>	311

Respondents	
	I would like to clean but not throw anything on Gastonia Transit service but not spill from drink.
	Drivers should not speed/drivers use cell phones during driving bus its unsafe.
	Transit service needs to serve areas around Dr's offices more frequently than every 1 1/2 hr.
	All the drivers do a pretty good job with these.
	Bus Drivers should not be allowed to use cell phones while driving the bus--at all.
	The bus should run longer hrs and have a Sat & Sun service.
	Good service for its size. Need ngith buses most of all!
	Cannot go to public forum 5/23/07. No transit service after 6:00 PM. No way back.
	Number & frequency of routes, as well as area covered, woefully inadequate; street people loitering at terminal causes numerous problems-ongoing problem.
	Some driver drive too fast for safety sometimes. I really want expanded weekend service. How can I attend the meetign when there is no bus service to it?
	Customer service is good just need bus on Sundays to work. I would like to attend the public forum but I wouldn't have a way home. Thank you.
	Because we have a car I will still use the bus services because I like the bus services.
	The driver (Charity) is always so pleasant. She makes the riders feel welcome and family of rider assured that their child is safe. She treats riders with respect and speaks
	Must to clean up and don't mess up and must be careful.
	none
	I have nothing negative I can say about Gaston Transit.
	Gaston Transit is a wonderful service the people are the best, their timing is always reliable, and I have never felt...(continued on back)
	Some busses cleaner than other "give a little" to disabilities concerning stops!
	The drivers are the most courteous that I have encountered yet.
	Put more bus stops closer to longer areas around the city and county and work places.
	It's to long of a wait between trips
	Gaston Transit service needs some better drivers. And some improvements.
	The drivers are really nice. Good bus services. The bus station is very clean.

QUESTION 16 (CONT.)

	Use of transfers along routes so destination changes wouldn't have to include Bradley Station
	More stops and friendly people to drive
	Stop too far apart
	Drivers being a little more considerate when it comes to new riders. They should ask them if they need a transfer instead of having an (part of comments not visible)station.
	All of this (customer service, cleanliness, safety) is all ok right now.
	All of this ok right now
	Gastonia Transit is a great bus service
	The customer service and bus drivers are very friendly and accommodating.
	Buses should run on Sunday and they should run later than 6:00. Much later.
	They need seat belts for kids.
	Customer service is great, driver always willing to help get you where you need to go.
	Always will to get you there on time.
	Great job. Nice bus drivers. Good service all around.
	The bus drivers are very pleasant and try to accommodate whenever possible. Buses could be cleaner at times. Over all, I am pleased with (comments not visible).
	Our buses need to go back to their every 30 minute routine. We also need more buses.
	Change time back to there 30 min. every minute route. Need more buses.
	Hope come to Mt. Holly. Please.
	Hope you come to Mt. Holly. Please.
	Hope you can run the bus to Mt. Holly
	Nice bus drivers make a difference.
	Sat. Monthly pass would be good - transfers need changes - hard to use currently.
	Good bus drivers
	Bus serves my needs well.
	More bus service
	Shelter needed at Wal-Mart South Weldon/Franklyn Square. Bus drivers are nice. Too hard to get home at that time (comment re: public forum).
	30 minute schedule is better. Not tracking it, understand that drivers need breaks.
	Thank you for your cooperation.
	Good buses. I like them.
	Bus stops need to be more visible to drivers.
	Good, nice bus drivers
	Very clean!
	Reasonable fare price.
	Like the bus driver
	Love all the bus drivers
	Appreciate the bus service that we have! People are very nice, bus company goes out of its way to be nice. Would like for buses to pull up closer to door to store.
	More freedom to go where you want when you want by bus.
	'till 2 AM. Good for working hours. Good bus driver - Bessemer City Route - Al
	Get closer to doorways. All good.
	Keep routes reliable. If the bus is supposed to be at a stop/come back - it should.
	Going great

QUESTION 16 (CONT.)

	Great job. Need more hours!
	Good service. Good drivers.
	Need some better drivers. Thank you, it is time for some improvement on service.
	Nice and clean - especially mall buses
	Doing a good job!
	Run more frequently
	Weekends to Charlotte. Late night service. Every 30 minutes.
	Hospital Route needs to get closer to homes - Saturday Hospital Route is too limited - Excellent bus drive. A+
	Later on weekdays, Sat. & Sun.
	Turned down a job once because of no transit in early AM
	All good - more hours! Get off of work at 8 PM. I would rather give \$ to City than to cabs - the City takes care of you.
	Enjoy the bus, when not driving
	Like the service as it is now - but maybe have it run at least once an hour.
	Good service, would like longer hours.
	Bus system is needed by a lot of people around Gastonia
	Be more friendly
	Later will make more people want to ride the buses
	Transit needs rates for Lincolnton & Belmont
	1-hour service is better than 1-1/2 hour service. Have to call a cab. Bus drivers are great!. Willing a fare increase for improved service.
	Car broke down - using it today until it is fixed.
	Love the drivers!
	Until 2 AM
	Very nice drivers - fun!
	Sunday! and later times for work.
	que sea mas amplio, seguridad , que pueda ser frecuente en horarios y dias los 7 dias ala semana.
	Given low usage, increasing service in this era of budget crunches is unthinkable and certainly not justified.
	More earlier hours of operation, more buses, run every 30 to 45 minutes instead of every hour.
	I have never used it but friends say it beats paying high cost of gasoline; if we had it in Stanley and Mt. Holly it would be used.
	Safety
	I think getting new transit services with longer hours would be good.
	I enjoy riding the buses in Gastonia. The drivers are all very helpful and friendly.
	I have utilized CATS, but am interested in Gaston Transit as well.
	I live in Belmont - I definitely would support local transit!!
	Public transit is an idea whose time has come!
	Please expand bus service!

QUESTION 16 (CONT.)

	Advertise day trips in the What's Happening section of the paper with parking free and group rates to attractions.
	You guys are doing a great job but wish it could be a bit better. Like on Sundays
	I WOULD LIKE TO SEE THE TRANSIT SYSTEM OPEN UP TO THOSE WHO ARE NOT ON A BUS ROUTE.JOB OPPORTUNITES ARE THERE BUT IF YOU HAVE NO WAY TO GET THERE THE DOOR IS CLOSED.
	START OFF NEW FROM THE TOP TO THE BOTTOM WITH HIRING PEOPLE, AT LEAST RUN THE BUS ALONG WITH THE CHARLOTTE BUSS, THE LAST CHARLOTTE BUS GETS TO GASTONIA AT 7:00 AND PEOPLE HAVE TO WALK MILES IN ORDER FOR THEM TO GET HOME. MORE SECURITY BECAUSE YOU HAVE A LOT OF HOMELESS PEOPLE HANGING AROUND DOING WHAT THEY WANT. It is easier to catch the chalotte bus because of the timing. The city complains about money but when you stop running at 6:00 you lose money because you have to pay 5 or 10 dollars for a taxi cab. It would be nice for the buses to run to aleast 12:00 am in order for people to come home or go to work. Your limited to what you can do because of how the buses run and limited to where the buses go. This means a lot to me because i catch the often and if i had to pay 20 cent more for longer runs i dont care. The City of Gastonia Transit makes you want to get A car so you do nt have to deal with the buses. In order for Gastonia to improve alot of things are going to have to get done. For one longer routes, better services, running on sundays.
	If the transit system could be expanded to a level that would be appealing to commuters, then yearly or monthly discounted ticket purchases could get attract a critical number of riders to commit to using the system.
	Better service if it goes thur... Can have a way to and from work
	One of the greatest concerns I have with regard to Gastonia's public transportation system is the overall lack of pedestrian-friendly and bicycle-friendly streets in Gastonia. This lack of sidewalks (i.e. Union Rd. south of Garrison to Hudson) and narrow roadways with no bike lanes (i.e. Union Rd., again) surely hinders users from better utilizing the transit system. Would a greater number of people better utilize our transit (bus) system, if users felt comfortable riding a bike a half-mile to make a connection? I thank you all for considering the concerns of Transit users. While not a transit user myself, I do appreciate this much-needed service provided by Gastonia Transit and hope your efforts toward improvement benefit those you serve.
	NA
	I am glad that Propane is used in buses
	WE SHOULD HAVE TRANSIT THROUGH-OUT GASTON COUNTY, NC, ETC. WELFARE PROGRAMS WOULD'NT BE USED AS MUCH' I KNOW BECAUSE I WORK FOR SOCIAL SERVICES. OUR BIGGEST PROBLEM IS PEOPLE NOT HAVING TRANSPORTATION TO GET TO WORK IF ITS NOT ON THE BUS LINE, OR IFITS AFTER 6PM!
	question why m p o meetings are always in conflict w/ county commisioners one of your members who you claim to represent
	The busses are not full at any time. Too often I see them with NO ONE riding. You need to do a much better job of public awareness of this services. Do you charge enough now?
	Expanded service would be beneficial to older people who do not have someone to take them places. You should probably include Market Street or Jackson's as one of your stops. My grandmother loves to go there to eat, but doesn't always have someone to take her. She and her friends could go then.

QUESTION 16 (CONT.)

	I think there is a stigma about both cleanliness and safety. I would like to see Gastonia promote public transportation as an "environmentally friendly" option. I would consider using public transportation on occasion if it was accessible to both my home and work.
	I just think it would be nice if the buses went a little further out to help people get to more jobs.
	what we have is good for the people on it right then
	My concern re: transit service pertains to the participants of the non-profit organization that I direct, and also to our county's homeless population. I strongly encourage extended hours for those who are employed on a 2nd or 3rd shift job. Current customer service, cleanliness and safety are good.
	All transit service should have equipment for tracking, drivers trained for CPR, all special needs available and in working conditions.
	They are great, clean, nice, professional, dependable,
	need for extended hours of operations to cover shift changes
	I think it is shameful that Gaston County's transit service is so poor. We should be able to get on a bus and go wherever we want to go at least from 6am to 10pm at night. My father use to ride to bus to Burlington mill during these hours all the time. As we have grown and have businesses spread out all over the county, our bus services should have kept up with our growth. I think more of our citizens would be able to accept employment in different places if they could depend on bus service.
	I have never used it so I really can't comment.
	If the transit service does not reach all areas of the city and run on appropriate days and times then ridership will not increase and it will not/does not serve its purpose. With the thousands of new homes being built and increasing traffic and gas prices, I would use transit if it were available in my area.
	I feel in my agency we work with the Hispanic population we see the need for them to use the transit services but they would need the bus route/schedule to be in spanish.
	transit routes that are easy to understand how to navigate around the area, buses with clean windows, seats, no trash. Some way to scan passengers as they enter for hidden weapons, etc., Yearly/monthly/weekly bus passes with ID picture for scanning when boarding a bus. Passengers monitored and good security. Operational upkeep of vehicles to ensure safety of passengers during travel time.
	NEED AT LEAST THE SAME SCHEDULE ON SATURDAY AS WELL AS MONDAY THRU FRIDAY
	Like I said before I am completing the survey for folks that I service in Gaston County. As far as I have heard the service is clean and safe but just not really accessible(times needed, location) But what really needs to improve is the ACCESS transportation service. This service is unreliable, untrained to work with the populations they serve and if you do want to discuss problems with someone they are hard to reach, unreceptive and nothing ever changes. I am glad that they now have a little competition. If this service is run by the county something needs to be done.

QUESTION 16 (CONT.)

	It would also be nice if the number of times the Gastonia Express bus ran could be increased.
	the most important thing is run later hours. The last charlotte bus gets to gastonia around 7:00 and people have to walk miles to get home. Not everyone can afford to pay a taxi cab to take them home. The buses need to run more often. Take a look at Charlotte Transit and get some ideas from their. This questionnaire we are filling out is bias because not everyone has access to a computer. Not everyone goes to the library. I think once you get input and see the response. I think you should print out 1000 copies and have someone who can ride the bus for a week and hand them out. Charlotte does that and they offer an incentive like free chick filia sandwich or free bus ticket. Rome wasn't built in a day. this will be a long process but one small step will help.
	Monday - Friday 5:00 a.m. – 6:30 p.m. Saturday 8:00 a.m. – 6:00 p.m. what can you really do between these hours especially if you work? Change the way the buses operate. The schedules are confusing to people you have to wait 45 minutes. The buses are too small if you have 2 wheelchairs and elderly you have nowhere else to sit. You can't even stand up because you will end up getting hit or ran over by a wheelchair. The first week of the month the buses are packed with people. The buses are not big enough to accommodate the people. I think the buses should have bike racks because people have to leave their bikes at the transit center unattended. The station is too small, the bathrooms are nasty. A lot of changes need to be done. I think you might have to make some serious changes in order for Gastonia to catch up with other cities. I think once Gastonia makes Downtown beautiful then the transit center will have to make a transition also. ANOTHER SUGGESTION WALMART NEEDS A SHUTTLE BUS FROM PHASE ONE TO PHASE 4 counting Ashley Furniture as Phase 4 because they are building other stores. More Security.
	It seems to be a great service, we just need more of it!
	I would like to know about the service.
	Had not used because there is no service on Mount Holly.

**QUESTION 17**

<b>Where did you hear about this survey?</b>		
<b>answer options</b>	<b>Response Percent</b>	<b>Response Count</b>
Web site	16.16%	16
E-mail	41.41%	41
News article	12.12%	12
Television / radio	1.01%	1
Personal contact	15.15%	15
Other (please specify)	14.14%	14
<i>answered question</i>		<b>99</b>
<i>skipped question</i>		<b>34</b>

\*\* Asked only on website surveys

