



GWINNETT COUNTY
BOARD OF COMMISSIONERS

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Nicole L. Hendrickson, Chairwoman
Kirkland Dion Carden, District 1
Ben Ku, District 2
Jasper Watkins III, District 3
Matthew Holtkamp, District 4

Official

Informal Presentation Minutes

Tuesday, July 15, 2025 – 3:00 PM

Present: Nicole L. Hendrickson, Kirkland D. Carden, Ben Ku, Jasper Watkins III

Absent: Matthew Holtkamp

1. Transportation

Transit Operations and Planning Update

Transportation Capital Projects Director China Thomas provided the board an overview of the Transit Operations and reviewed voter insights, recent efforts and next steps. No official action taken.

Transit's Next Chapter

**Addressing Voter Priorities
Advancing Mobility Solutions**

Department of Transportation
July 15, 2025

Key Discussion Points

- **Voter insights** & key takeaways
- Recent efforts
- **Next steps**

Understanding Voter Feedback

Priorities, Concerns & Path Forward

Voter Priorities

Top issues for Gwinnett voters:

Cost of living: **23.7%**

Affordable housing: **15.3%**

Slowing development: **13.3%**

Transportation: **12.0%**

Takeaway: Transit was not a priority for most voters





Key Opposition

Main reasons people voted “No”:

- Economic concerns
- Sales tax increase
- Perceived lack of value
- Crime concerns



Key Support

Main reasons people voted “Yes”:

- Traffic reduction
- Rapid transit support
- Environmental benefits

Support for Specific Ideas

Individual projects have support:

Airport Ride: **65.1%**

Microtransit: **58.1%**

Transfer Facilities **53.4%**

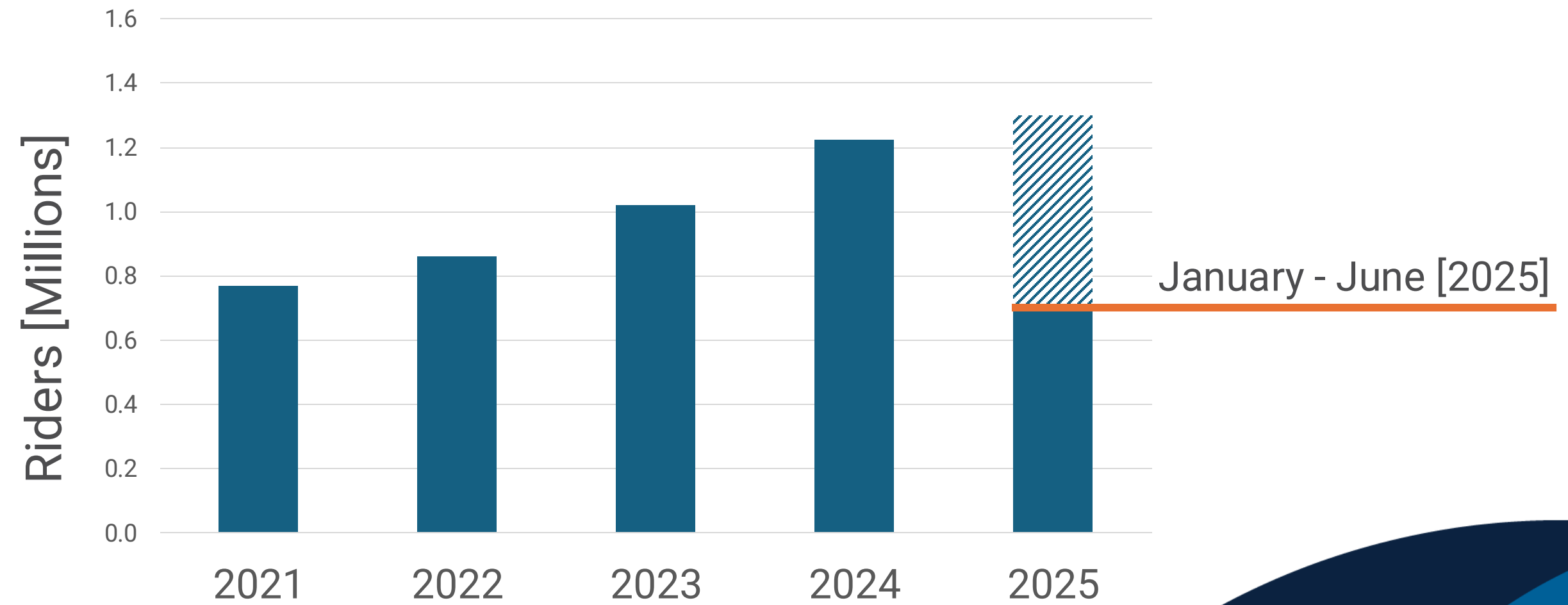
Takeaway: Voters want targeted solutions



Recent Efforts



Ridership Trends





Current Efficiencies

Transit Commuter Services

- **Combined** services with ATL Xpress
- **Shared** resources
- Operational **cost savings:**
\$1.2 million in 2026



Future Efficiencies

Service Consolidations

- **Reallocate resources** from underperforming routes
- **Enhance connectivity** between existing routes
- **Expand** microtransit options



Gwinnett Place Transit Center

- Will enhance **transfers**, rider **amenities**, and regional **connectivity**
- **Design** underway
- Final plans **2027**

Architectural and
Engineering
Design Service for
Gwinnett Place
Transit Center

Kickoff Meeting
June 24, 2025



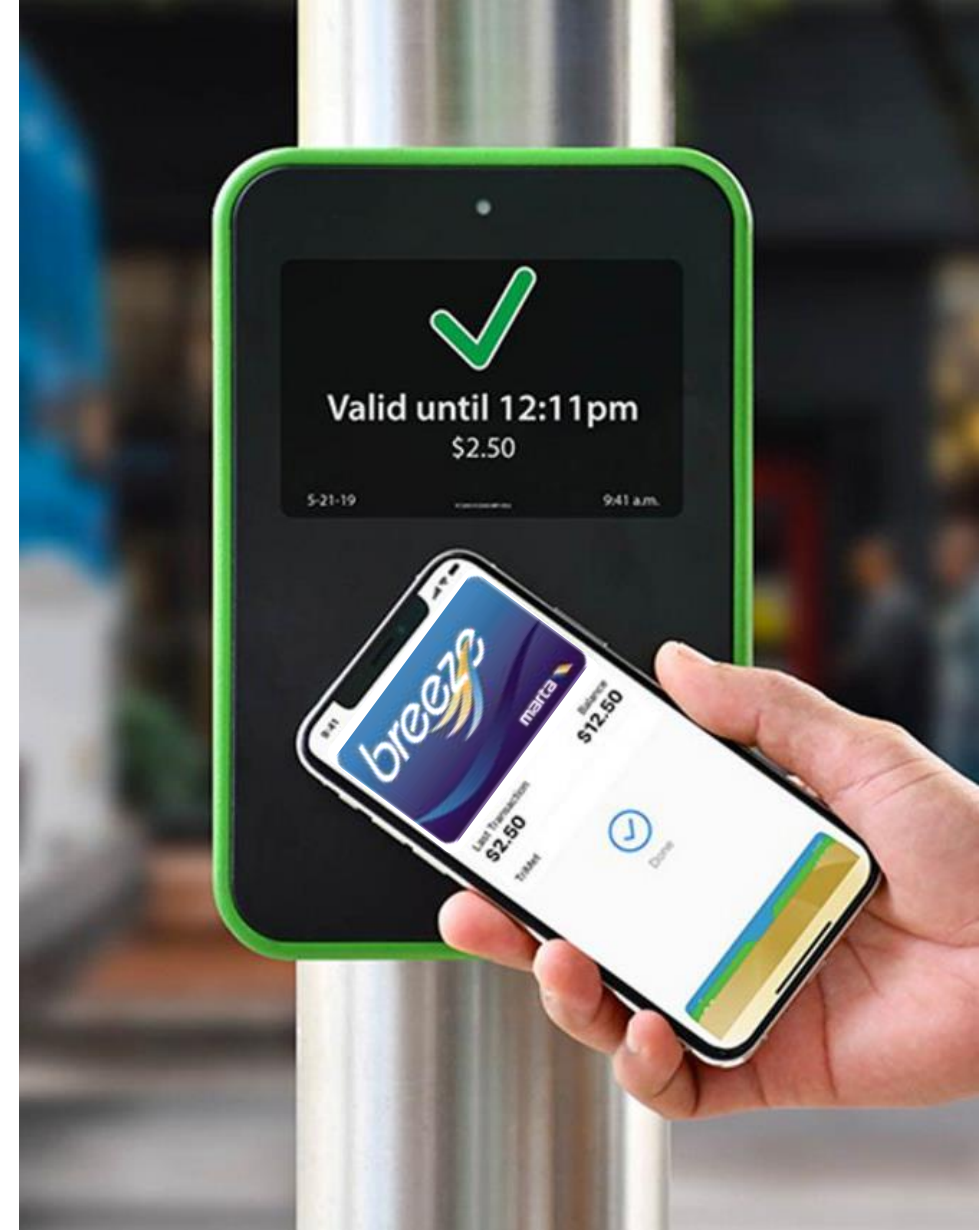


Bus Stop Amenities Request for Proposals

- Installation of **shelters**, **security** features, and real-time **signage**
- Federally compliant & **ADA-accessible**
- **Multiple vendors** selected across 3 service categories for **faster deployment**

Automated Fare Collection 2.0

- Completed by ATL Xpress
 - Live **summer 2026**
 - **Tap-to-pay** features
 - **Seamless transfers**



Looking to the Future

and Next Steps



Customer Comments

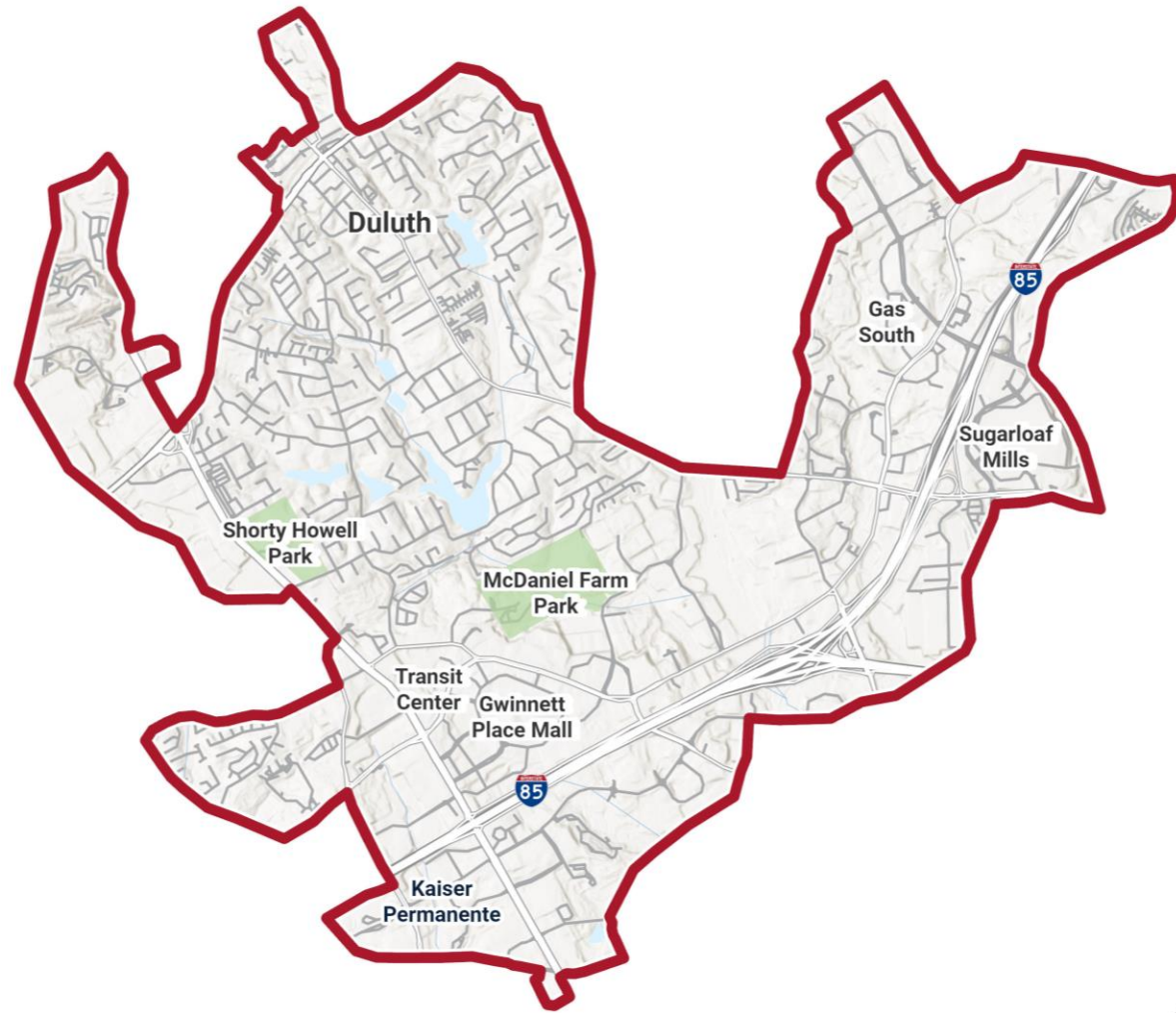
Microtransit Riders

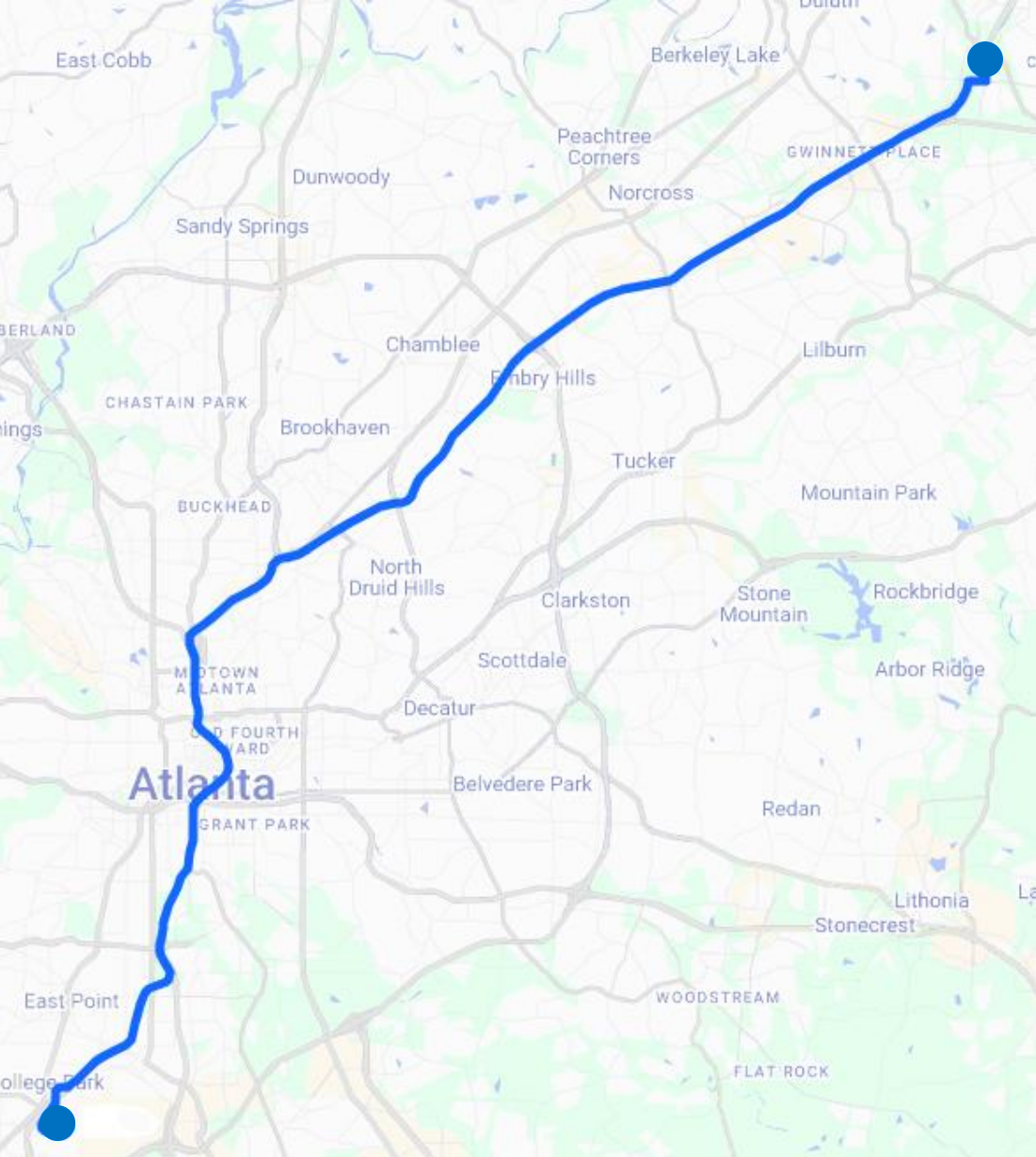
- Residents praise **affordability** and **convenience**
- Strong interest in **expanding service** to new areas
- Parents see it as a **safer, family-friendly** alternative



New Microtransit Central Business District

- Gwinnett Place
- Gas South District
- Sugarloaf Mills
- Medical Centers
- Downtown Duluth
- Recreation





New Service Airport Ride

[2027 Pilot]

**Sugarloaf Mills Transit Center
to Hartsfield-Jackson Int'l**

- Daily Direct Trips
- Advance Scheduling
- Luggage Accommodations
- Secure Parking

Questions?

Department of Transportation