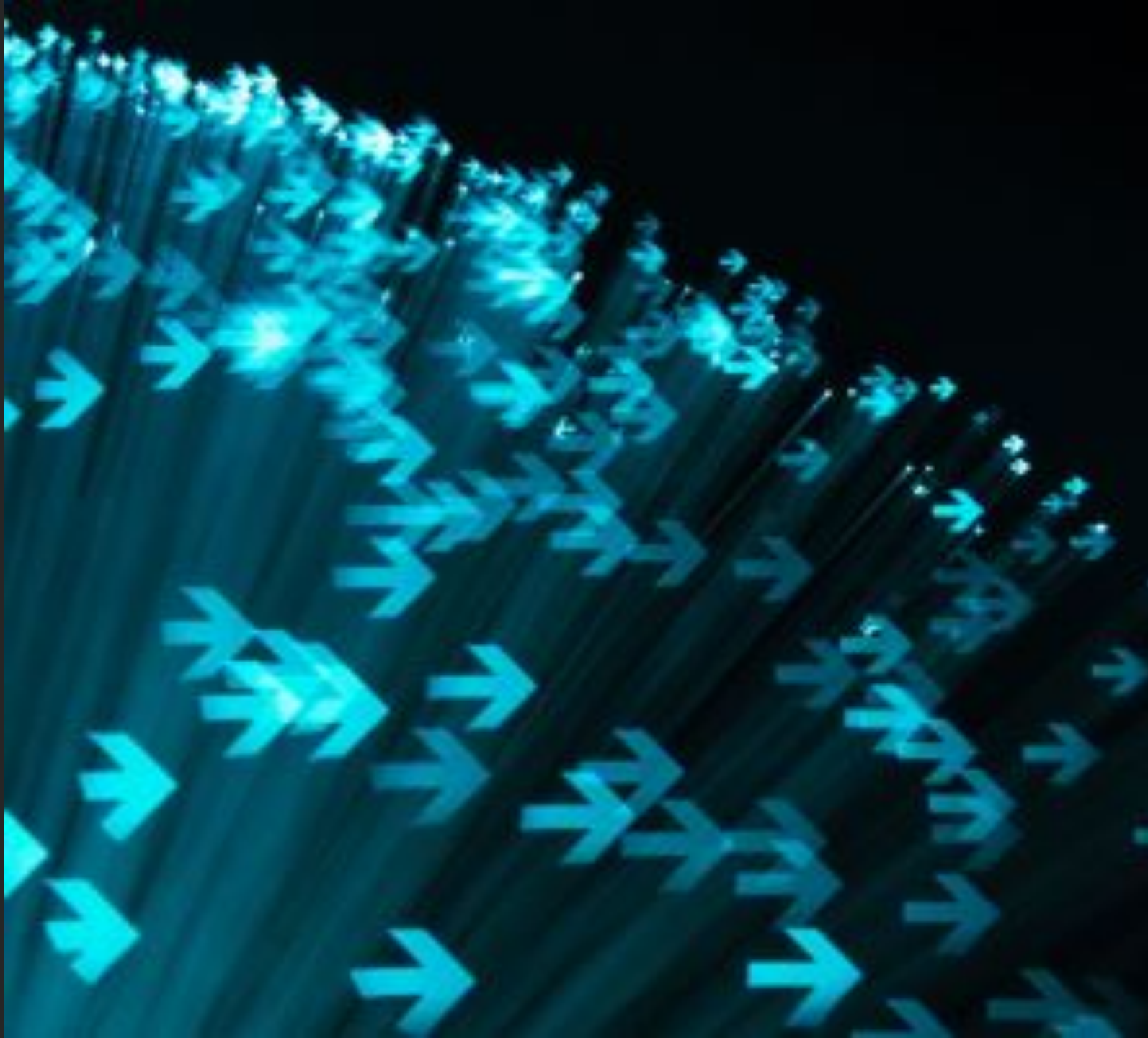


Traffic Results



Overview

Conducted Road Condition Survey From 09/16 to 11/20

257 People responded

92 People provided text comments

82 No problem vs 175 Yes Problem

Sentiment Analysis

VADER (Valence Aware Dictionary and sEntiment Reasoner) is a lexicon and rule-based sentiment analysis tool that is specifically attuned to sentiments expressed in social media. Tone based, not context. Majority of comments still expressed concern but used positive words

Results:

Total Responses **257**

Total Freeform Comments **92**

Total VADER Positive Comments **20** and percent 21.74%

ex: "Roads could be in better shape. Sometimes repairs don't last long."

Total VADER Negative Comments **44** and percent 47.83%

Q1

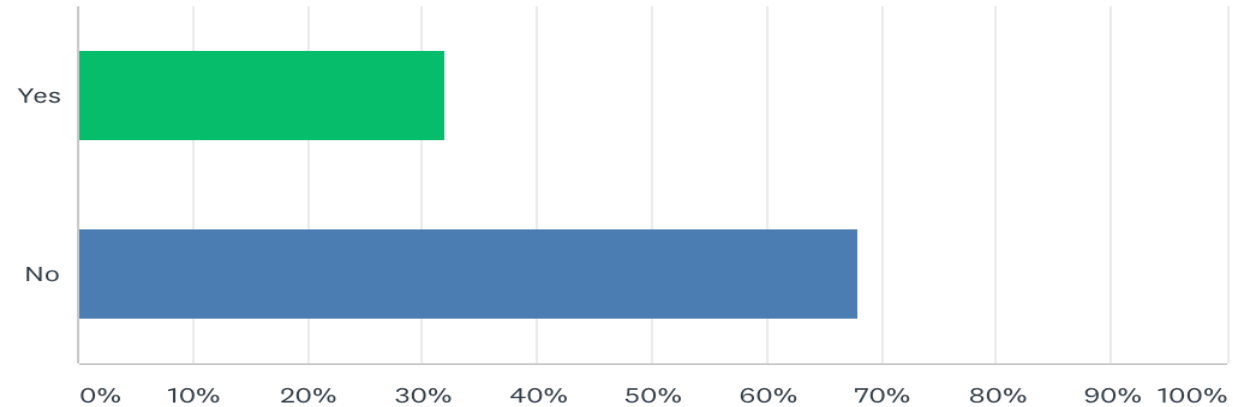


Customize

Save as ▾

Over the past three years, did you or a household member contact Montgomery County 311 or the Dept of Transportation to request the repair of a damaged or deteriorating curb, gutter or road in your HOA community?

Answered: 257 Skipped: 0



ANSWER CHOICES ▾

RESPONSES ▾

▾ Yes

31.91%

82

▾ No



68.09%

175

TOTAL

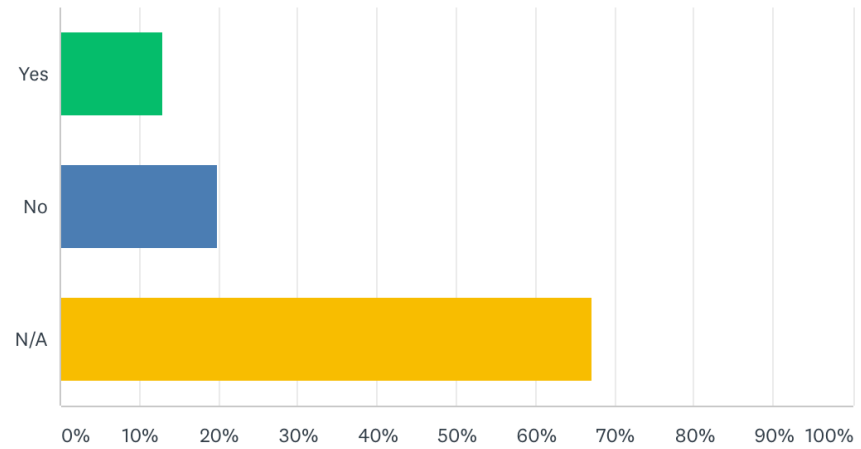
257

Q2

 [Customize](#) [Save as](#) 

If Question #1 was yes was your complaint fully addressed to your satisfaction?

Answered: 246 Skipped: 11

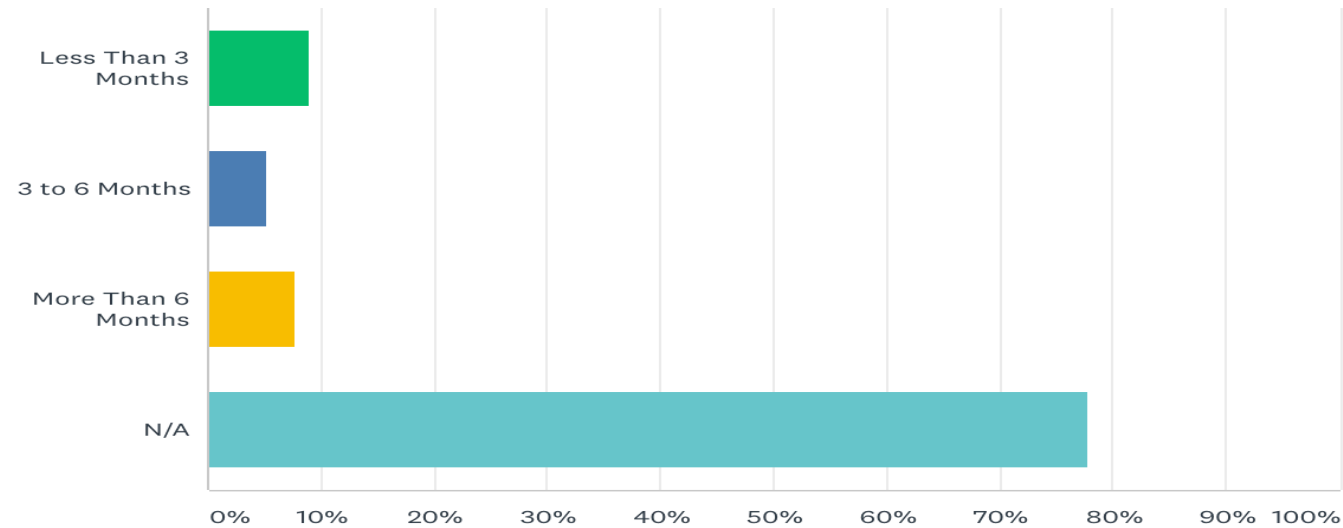


ANSWER CHOICES	RESPONSES
▼ Yes	13.01% 32
▼ No	19.92% 49
▼ N/A	67.07% 165
TOTAL	246



If Question #2 was yes how long did it take for the County to complete the work?

Answered: 244 Skipped: 13



ANSWER CHOICES	RESPONSES
▾ Less Than 3 Months	9.02% 22
▾ 3 to 6 Months	5.33% 13
▾ More Than 6 Months	7.79% 19
▾ N/A	77.87% 190
TOTAL	244

Q4

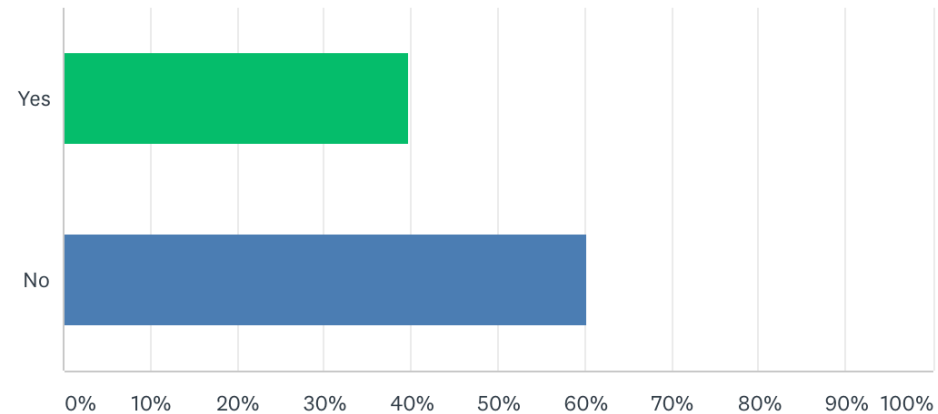


Customize

Save as ▾

In general, are you satisfied with the current response time and service offered by MCDOT in regard to curb, gutter or road repairs in your community?

Answered: 246 Skipped: 11



ANSWER CHOICES ▾	RESPONSES ▾
▾ Yes	39.84% 98
▾ No	60.16% 148
TOTAL	246

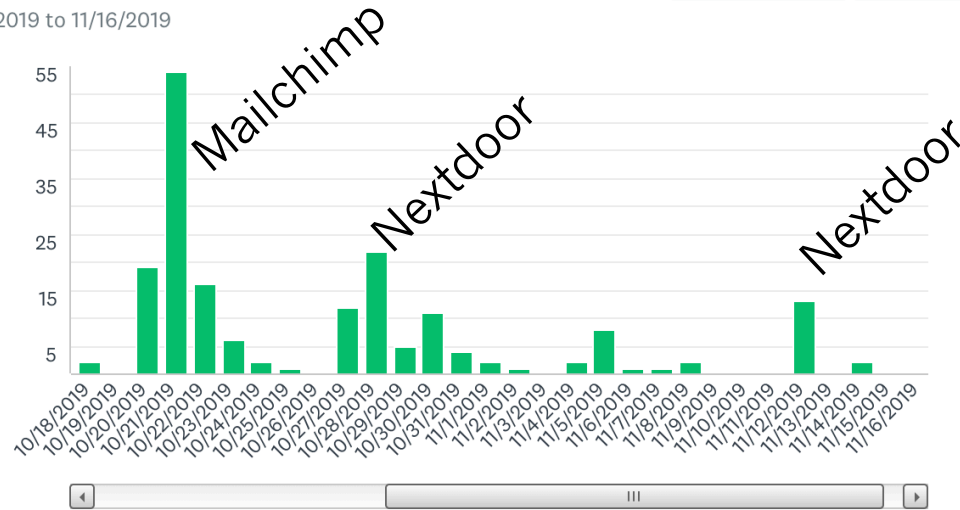
Responses (by day)

First: 10/2/2019 Zoom: 10/18/2019 to 11/16/2019

Chart Type ▾

Trend by... ▾

Zoom ▾



Road Survey Final

Regular · 2019 GOCA Reps

Sent Mon, October 21st 6:57 AM to 65 recipients
by you



Road Survey

Regular · GOCA Universe

Sent Sun, October 20th 8:27 PM to 517 recipients
by you

Date Analysis

Q6 Any additional comments or feedback that GOCA should provide MCDOT?

A word cloud of feedback comments. The most prominent words are 'repairs', 'road', 'need', 'streets', 'county', 'Olney', 'years', 'issues', 'side', 'part', 'potholes', 'dangerous', 'many', 'Na', 'bridge', 'going', 'much', 'MCDOT', 'deteriorated', 'Hines', 'Georgia', 'needs', 'repair', 's', 'work', 'years', 'ago', 'made', 'oldest', 'community', 'repaved', 'Rd', 'time', 'look', 'patches', 'coming', 'area', 'Rt', 'PLEASE', 'properly', 'Also', 'problem', 'repaved', 'Rd', 'time', 'look', 'patches', 'need', 'resurfacing', 'seem', 'addressed', 'Montgomery', 'County', 'light', 'awful', 'good', 'road', 'conditions', 'Every', 'need', 'resurfacing', 'seem', 'addressed', 'Montgomery', 'County', 'light', 'coming', 'area', 'Rt', 'PLEASE', 'properly', 'Also', 'problem', 'repaved', 'Rd', 'time', 'look', 'patches', 'years', 'ago', 'made', 'oldest', 'community', 'repaved', 'Rd', 'time', 'look', 'patches', 'repairs', 'especially', 'road', 'neighborhood', 'need', 'traffic', 'Olney', 'part', 'Olney', 'Mill', 'give', 'side', 'years', 'old', 'years', 'None', 'issues', 'mess', 'fix', 'Gold', 'mine', 'potholes', 'N', 'dangerous', 'many', 'Na', 'bridge', 'going', 'much', 'MCDOT', 'deteriorated', 'Hines', 'Georgia', 'needs', 'repair', 's', 'work'.