

# A Letter to Our Passengers

On behalf of the entire team at GMT, thank you. On June 17, 2019, we rolled out the largest service redesign in the history of our organization. While many parts of the new system are improved, we acknowledge that some riders are still experiencing issues. We want you to know, *we're listening*.

In an effort to improve the most common issues facing our passengers, we are making the following improvements to our upcoming Bus Map and Guide, effective August 26:

- Easier to understand schedules
- Adding back the 5:40AM Red Line trip from North Avenue
- Adding a 5:40AM Blue Line trip to Essex
- Additional layover time built-in to the Blue Line to improve the on-time performance experience
- Official launch of "Transit App"

Passenger communication is critical, and we've heard from many folks that this is an area that we need to improve. To meet the expectation of our passengers, we are making the following improvements in our outreach:

- Beginning in August, we are launching a new passenger newsletter. Receive regular updates directly in your e-mail. Sign-up at: [tinyurl.com/y44zgk9z](http://tinyurl.com/y44zgk9z)
- Improvements to our website, RideGMT.com, including a new system map and updated service alert structure.
- Increased monitoring on our social media accounts
- Increased monitoring of our customer service e-mail ([info@ridegmt.com](mailto:info@ridegmt.com))
- Improvements to our phone system

For passengers that are still struggling to understand the system, we offer our Bus Buddy Program. GMT bus buddies will accompany passengers and explore the GMT bus system together. To become a Bus Buddy or to request a Bus Buddy, please contact Mobility Management Coordinator, Jordan Posner, at 802-540-0874 or [jposner@ridegmt.com](mailto:jposner@ridegmt.com). For more information: [ridegmt.com/regions/chittenden-county/bus-buddy-program/](http://ridegmt.com/regions/chittenden-county/bus-buddy-program/)

To thank you for your patience, your valuable feedback, and your dedication to our public transit system; GMT will hold a **Passenger Appreciation Day** on **August 26, 2019**. We celebrate you with a free ride day, and surprises throughout the day!

We value you as our Passenger and thank you again for your patience as we strive to continue providing convenient and accessible transportation for all.

Sincerely,



Jon Moore, Acting General Manager