

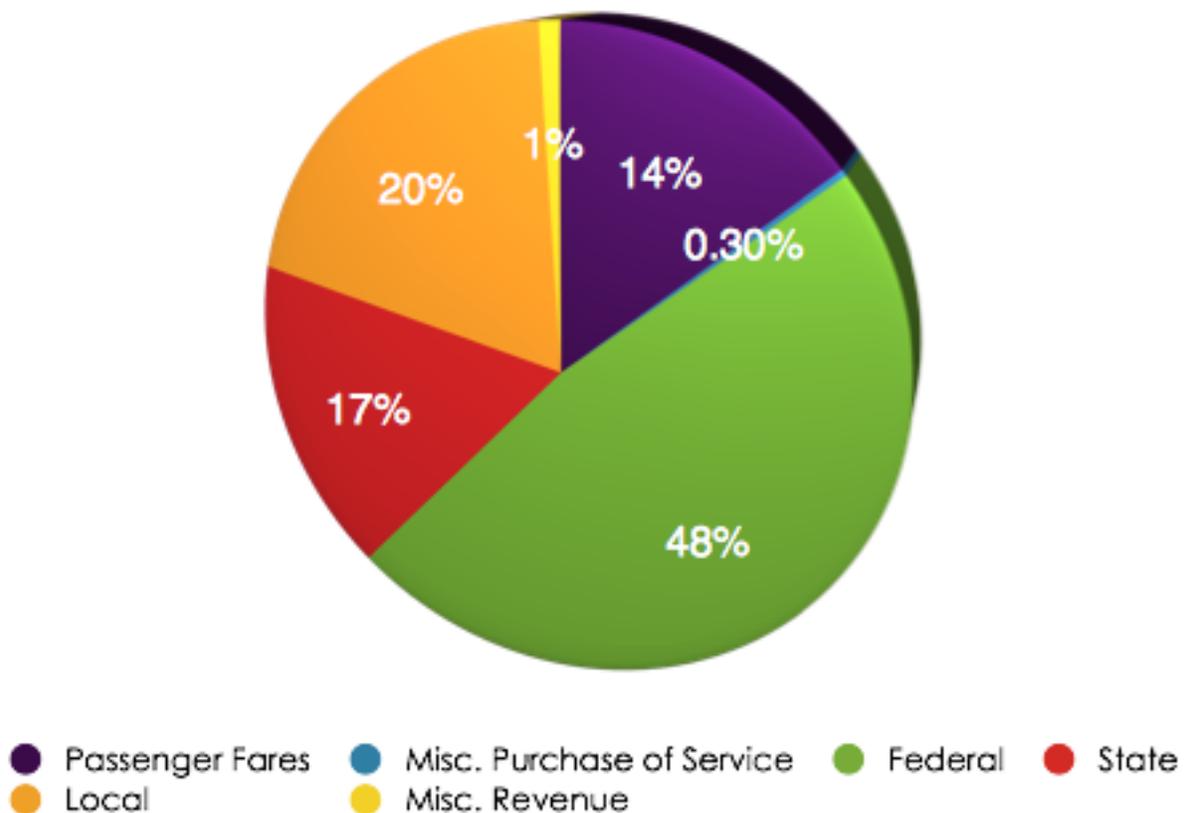
## Green Mountain Transit: Urban Area Annual Report Summary, FY17

In FY17, Green Mountain Transit appointed a new General Manager, Mark A. Sousa. Mark has held progressively senior management positions at GMT, beginning in June 2014 as the Operations Manager. He was promoted to the Director of Operations in January 2015, and the Assistant General Manager in July 2015. In January 2017, he was appointed Interim General Manager when the position was vacated. Prior to his arrival at GMT, Mark served in various leadership roles for the city of Nashua NH, as Transportation Director, Emergency Management Director, and Legislative Liaison.

Throughout the past year, the Green Mountain Transit (GMT) has continued to provide valuable public transportation services to Burlington and the greater Burlington area. In FY17, services included local fixed-route bus service; inter-regional commuter service; supermarket and school tripper shuttles; and contracted ADA para-transit service for individuals who are unable to ride fixed-route service.

In FY17, a 13 member Board of Commissioners governed GMT with two Commissioners representing Burlington and one Commissioner from Essex, Hinesburg, Milton, Shelburne, South Burlington, Winooski, Williston, Washington County, Franklin County, Lamoille County, and Grand Isle County. The annual FY17 operating expenses, for the urban area, were \$16,995,577.74.

### Revenue by Type



**Ridership:**

GMT provided 2,270,172 fixed route trips in FY17. This represents a 9.09% decrease from FY16. However, positive steps were, and are being taken to make our system the best it can be.

GMT started a system-wide comprehensive service analysis in FY17 called the NextGen Transit Study, which focuses on ways to improve public transportation services in the areas GMT serves. The study is being completed by Nelson Nygaard who is a national transportation-consulting firm. In FY17, the development of a study management plan began, there was a review of existing data and previous studies, a project advisory committee was formed, stakeholder involvement began, and a transit market analysis was conducted. The study will be completed in the spring of 2018 and the final product will result in comprehensive service change recommendations. Prior to any recommended service changes being implemented, GMT will hold additional public hearings to solicit public feedback and conduct municipal outreach to discuss any funding changes, if necessary.

General themes of the study include simplifying service so that it is easier to understand, provide more direct and faster service, minimizing route deviations, providing more consistent schedules with better coordination between services.

In Chittenden County, the study has focused on improving service on the four major corridors into Burlington including: Williston Road (US 2), Essex Junction (VT 15), Shelburne Road (US 7) and North Avenue. The bus routes that travel these corridors have been labeled major urban local routes and are proposed to provide frequent peak-hour service and later evening service. Another major focus in Chittenden County will be implementing Sunday service on additional routes and providing a direct connection from downtown Burlington to the Burlington International Airport.

**Capital Projects:**

**Downtown Transit Center:** Construction of the DTC was completed in October of 2016. Since opening on October 13, the DTC has served as a major improvement to bus operations and passenger comfort. Warranty items were addressed throughout FY17 as items popped up, however, no major repairs were needed. Truncated dome pads were installed at each bus berth to improve ADA accessibility. The former Cherry Street terminal has been removed, with the overhead canopy, driver break area, and steel columns fully dismantled and removed. The kiosk has been left in place and turned over to the City of Burlington for use by the Burlington Police Department.

**Solar Shelter Lights:** Testing of five new solar light models was completed and it was determined that the Enseicom solar light was the preferred model light for the agency based on performance and price. Twelve new solar lights have been installed at shelters located in Burlington, South Burlington, Colchester, Winooski, Essex Junction, and Williston.

**Security Upgrades to GMT Main Facility:** Design began for an expansion of the security system that is currently in place at the DTC to include the main administrative facility as a second location under the same system. This would include the addition of new security cameras and proximity card readers. Installation of equipment is expected to occur over the next few months.

**Removal and Relocation of Downtown Glass Shelters:** Three glass shelters located on Cherry Street in Burlington were no longer needed following the opening of the DTC. These shelters were removed to make way for construction of the new Burlington Town Center. The shelters that were removed have been placed into storage for future relocation starting in the summer of 2018. Over the coming months, staff will evaluate bus stops across the system and identify and prioritize improvements to the current amenities. Improvements will include the installation of shelters, bike racks, benches, and solar lights.

**GMT Training Initiatives for FY17:**

In FY17, GMT conducted a Smith System refresher training for bus operators (bus operators are initially trained in the Smith System Defensive Driving program when hired and receive refresher training every year). Smith System is an industry leader in providing collision avoidance driver training. In addition to the operator refresher training, several GMT Operations staff received certification or re-certification in the Smith System "Train the Trainer" program.

Staff members also attended the Tri-State Conference in Woodstock, Vermont. This conference brings together on an annual basis transit professionals from Maine, New Hampshire, and Vermont for professional development opportunities and networking.

Several staff members also attended conferences sponsored by the American Public Transportation Association (APTA), the industry leader in education, promotion, and information for the public transit industry. Staff attended conferences in Marketing and Communication, Legislative Conference, and the Transit CEO conference.

In continuing its commitment to positive labor relations, administrative staff and union stewards also participated in a Relationships by Objective (RBO) training

conducted by the Federal Mediation and Reconciliation Service. The goal of the training is continuous improvement of employee engagement and the working environment for all employees.

Contact GMT for Route and Schedule Information:

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