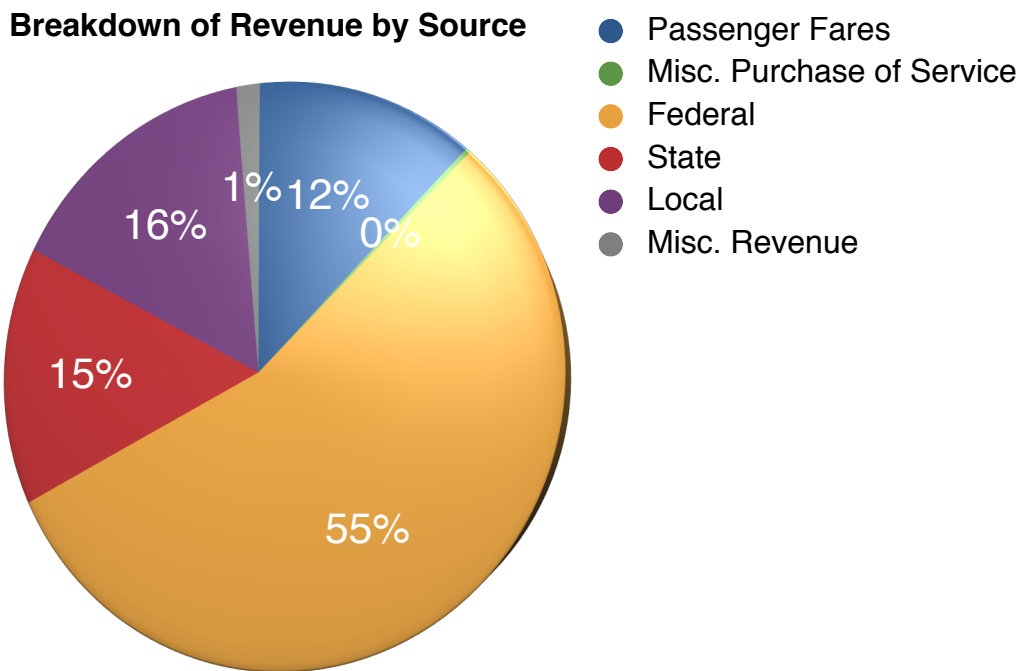


Year in Review:

Green Mountain Transit: Urban Area Annual Report Summary, FY16

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 FY16, 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 FY16, 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 FY16 operating expenses, for the urban area, were \$21,657,396.03.



Ridership:

GMT provided 2,497,179 fixed route trips in FY16. This represents a 7.18% decrease from FY15. However, positive steps were, and are being taken to make our system the best it can be: Additional peak hour service was added to the North Avenue (#7) route. This cost-neutral expansion will make the route much more appealing to commuters. Service to the east side of Hinesburg has expanded the accessibility of the 116 Commuter (#46). Similar to the 116 Commuter, additional geography was added to the Milton Commuter (#56) to enable more people to access the route.

The biggest news coming out of FY16 and into FY17 is our System Redesign Study. GMT staff is excited to embark on a comprehensive analysis of both Urban and Rural systems. This study will lay the foundation for our planning efforts in both the short and long-term, by examining everything from route renovation and/or the development of new routes, to the development of performance measures by which routes are evaluated for effectiveness. These studies have been shown to increase customer satisfaction and ridership!

Operational Improvements:

A significant amount of time in FY16 was spent on the implementation of the RouteMatch AVL software. All Supervisors and Dispatchers participated in a RouteMatch training learning how to schedule trips in RouteMatch so that the public can receive accurate bus locations and estimated arrival times. RouteMatch is scheduled to go live in conjunction with the DTC opening and will be a great asset to our passengers and provide invaluable information to Operations Management.

• Capital Projects:

Downtown Transit Center: This project is virtually complete and will open for business on October 13, 2016. Once the DTC is open, work will begin on removing the existing Cherry Street terminal at Church Street. The Marketplace Commission is planning to re-use the existing kiosk in conjunction with the Burlington Police Department to augment their safety and security initiatives around Church Street.

- Call Center at 1 Industrial Parkway: Designs are under development to create a new call center to consolidate the staff currently providing trip planning at

St. Albans, Berlin and Burlington. The design incorporates 10 workstations for the call center and an assessment area for ADA clients. An invitation for bids will be issued to contractors this fall; work is projected to be completed and the facility ready for occupancy by March 1, 2017.

- Solar Shelter Lights: Five shelters have had solar lighting installed as part of an effort to secure a new solar lighting provider. The firm that had provided the fixtures used in the past is no longer able to provide them, so we had to find a new provider. Fixtures from five manufactures were purchased so we could evaluate each of their solar lighting systems. The evaluation phase is nearly complete and the installation of additional solar shelter lights will take place in FY17.
- Bicycle racks for shelters: Generally, where conditions warrant, GMT tries to install a bicycle rack at each passenger shelter. Over the next several months, work will continue with the installation of ten bicycle racks to be installed at Circ-Alternative shelters and in other locations.

Contact GMT for Route and Schedule Information:

By phone: 802-864-2282, by e-mail: info@ridegmt.com, or visit us online: RideGMT.com.