

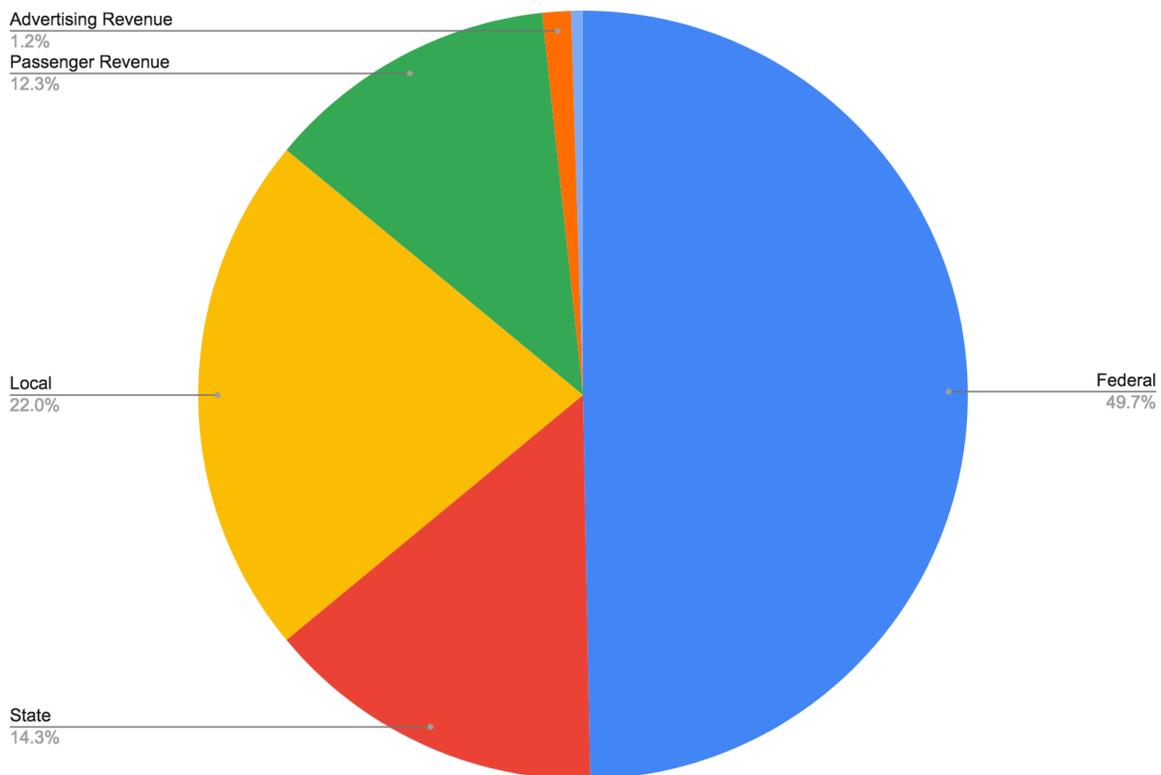
## Green Mountain Transit: Urban Area Annual Report Summary, FY20

In FY20, Green Mountain Transit (GMT) saw some exciting projects come to fruition, including the deployment of two electric transit buses. In March of 2020, due to the COVID-19 Pandemic, GMT began to see a steep decline in passenger ridership and the need to close facilities to the public. Most of the administrative staff at GMT began teleworking. The impacts of COVID-19 were hard to predict, but they severely impacted the organization for the remainder of FY20.

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 FY20, 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 FY20, 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 FY20 operating expenses, for the urban area, were \$14,439,249.70.

### Revenue by Source:



**Ridership:**

GMT provided 1,867,461 fixed route trips in FY20. This represents a 19.95% decrease from FY19. The most significant impact on ridership was the COVID-19 Pandemic.

At the start of FY20, GMT implemented a new service model as a result of a system-wide comprehensive service analysis called the NextGen Transit Study. The study focused on ways to improve public transportation services in the areas GMT serves. 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.

**COVID-19 Procedures:**

On March 18, 2020, GMT began operating bus service fare free to minimize exposure to the bus drivers. In addition, the following safety measures have been put into place:

- Masks are required for all passengers
- When possible, passengers are to board through the rear door to reduce contact
- Boarding capacity limits have been put in place to allow for social distancing on-board
- Purchased electrostatic sprayers to disinfect and sanitize buses and transit centers
- We continue to update passengers with the most current state requirements and recommendations

**Capital Projects:**

**Electric Bus Buy:** Worked with Proterra on key build items as they came up during bus production. Hired a third-party inspector to perform the final bus inspection during end production stages and to sign off on buses to be released for delivery. Worked with Proterra and staff to complete post-delivery inspection, delivery of special tools and PPE for maintenance staff, and training so that buses could be deployed into service.

**Electric Bus Charging Station Installation:** Worked with Wiemann-Lamphere, Burlington Electric Department, and Proterra's infrastructure team to develop designs and construction documents for the installation of two Power Control System (PCS) units, two charging dispensers, and additional building electrical service infrastructure to support the charging of electric buses. The electrical service infrastructure was designed to support future growth and minimize upgrades needed down the road to support

additional chargers. This included the installation of a larger transformer vault that would support numerous transformer upgrades as well as additional knockouts and electrical service conduit to the building to support adding service panels.

After some initial difficulties in obtaining quotes for the work, staff was able to issue an award in October 2019 to The Peck Company for the installation of new electrical service infrastructure to the building. The PCS units were installed in the electrical room at the 31 Queen City Park Road building near the installation location of the new service panel and transformer vault. The charging dispensers were installed on an interior wall dividing two sections of garage in the building in the location where the buses would be parked overnight. Conduit was installed between the PCS units and charging dispensers, with the conduit running along the roof supports in the garage and down the dividing wall to the dispensers.

The Peck Company coordinated with a site work contractor and Burlington Electric Department to install the transformer vault and service conduit to the building. This work was completed in late November 2019, with the new service panel being installed in mid-December.

**Roof Replacement Project:** Bids that were received just before the close of FY19, were reviewed and an award was issued to Monahan & Loughlin in mid-July 2019. Review of the project submittals, bonding, and schedule took place after award, with construction activities commencing in mid-August. Ballast removal and material delivery occurred during the latter part of August, with the removal and replacement of membrane and insulation commencing in early September. Roof replacement activities occurred between September through November with some scheduling and weather delays impacting the installation schedule. The project also required the replacement of metal fascia along the upper building trim, which was completed in mid-December.

The final inspection with Firestone needed to be delayed to the Spring as it could not be completed during the winter months. This was further pushed back due to COVID-19 restrictions and was not completed until FY21.

**DTC Facility Improvements:** Worked with the MEPF engineer from the DTC project to design an exhaust fan to be connected to the data room at the DTC to generate airflow from the adjacent hallway via vents that were installed in the wall dividing the two spaces. A bid package was prepared and sent to two HVAC companies to obtain quotes for the installation of the exhaust fan and balancing of the HVAC system after its installation. Quotes were obtained in June with an award made in early FY21 for the installation of the exhaust fan.

**GMT Training Initiatives for FY20:** In an effort to improve the training program for FY20, the following initiatives were taken:

- A YouTube channel was created to post training videos in an accessible place.

- The training manual and materials were updated with the most current information.
- A full-scale training was conducted for all Urban drivers on the Proterra Electric Vehicles.
- The Training Department and the Planning Department collaborated on a new tablet implementation pilot project for urban buses with a goal of improving the Transit App functionality for passengers.
- A full Safety Management System was created to assess and mitigate risk to the organization.

**Other Initiatives in FY20:**

- GMT implemented a new payroll system, including timeclocks for several work groups.
- Additional firewalls were installed in advance of the pandemic.
- Prepared and implemented telework stations as some employees began working remotely in March 2020.
- Conducted a replacement of Wi-Fi equipment on-board our commuter buses.

Contact GMT for Route and Schedule Information:

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