



Green Mountain Transit Board of Commissioners
April 23, 2020 - 7:30 a.m.
101 Queen City Road, Burlington VT 05401

The mission of GMT is to promote and operate safe, convenient, accessible, innovative, and sustainable public transportation services in northwest and central Vermont that reduce congestion and pollution, encourage transit-oriented development, and enhance the quality of life for all.

- 7:30 a.m. 1. Open Meeting
- 7:31 a.m. 2. Adjustment of the Agenda
- 7:32 a.m. 3. Public Comment
- 7:33 a.m. 4. Consent Agenda* (Pages 1-24)
- January 21, 2020 Minutes
 - Check Register
 - Maintenance Report
 - Planning, Marketing and Public Affairs Report
 - Ridership reports
 - IT Support, Administrative Support, Training and HR Report
 - ADA Ridership Report
- 7:36 a.m. 5. Continuity of Operations Plan (Action Item)* (Pages 25-39)
- 7:39 a.m. 6. Premium Pay for Eligible Employees (Action Item)* (Pages 40-41)
- 7:42 a.m. 7. FY21 Service Changes (Action Item)* (Pages 42-46)
- 7:45 a.m. 8. Executive Session: 1 V.S.A. § 313(a)(3), Personnel
- 8:15 a.m. 9. Adjourn

Zoom Video Conferencing Log-In Information:

Join Zoom Meeting

<https://zoom.us/j/92951168399?pwd=R0RLdi84MjE2WFhxWjJEclc5MlVYdz09>

Meeting ID: 929 5116 8399

Password: 003908

One tap mobile

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Meeting ID: 929 5116 8399

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Find your local number: <https://zoom.us/j/92951168399>

Next GMT Board of Commissioners Meeting Date: TBD

NOTES

- Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact Jamie Smith at 802-540-1098 at least 48 hours in advance so that proper arrangements can be made. Hearing disabled patrons can contact GMT through the Vermont Relay Service (711).
- Free transportation to and from GMT Board Meetings is available within the GMT service area. To make advance arrangements, please call GMT's Customer Service Representatives at 802-540-2468.
- Municipal Clerks: Please post this public meeting notice pursuant to Act 78 of the Acts of the 1979 Vermont Legislature. Thank you.



Board Meeting Minutes
Friday, April 3, 2020 at 7:30 a.m.
GMT Board Room
101 Queen City Park Rd, Burlington, VT 05401

Present:

Commissioner Waninger
Commissioner Kaynor
Commissioner Dimitruk
Commissioner Pouech
Commissioner Buermann
Commissioner Sharrow
Commissioner Bohne
Commissioner Spencer
Alt. Commissioner Polyte
Alt. Commissioner Chittenden
Alt. Commissioner Moore

Jon Moore, Interim General Manager
Trish Redalieu, Director of Human
Resources
Nick Foss, Director of Finance
Jamie Smith, Director of Marketing and
Planning
Deb Coppola, Senior Accountant
Jenn Wood, Public Affair Coordinator
Matt Kimball, Capital Projects Manager
Matthew Young, HR Coordinator
Karen Plante, Payroll Administrator
Pam McDonald, Accounting Coordinator
Ross McDonald, VTrans

1. Chair Waninger opened the meeting at 7:44 a.m.
2. Adjustment of the Agenda – Mr. Moore introduced Justin Town, Maintenance Coordinator and Alex Nshimyeimana, Head Custodian to the Board and thanked them for their work with cleaning and disinfecting the buses and the GMT facility.
3. Public Comment – There was no public present.
4. VTrans Update- Mr. McDonald informed the Board that statewide demand response transportation services are down 75-80% and fixed routes service is down about 60%. Mr. McDonald also stated that VTrans has received \$13,000,000.00 from the federal government to help due to the COVID19 pandemic. Of this \$13,000,000.00 GMT will be receiving an additional \$7,500,000.00 in funding from VTrans. VTrans and staff will be working on providing different scenarios on the best use of these funds.

There was discussion.

Mr. McDonald stated that VTrans is requesting that transit providers submit grant applications as if we were back to full service for July 1, 2020.



5. COVID19 Response Items – Mr. Moore thanked Mr. McDonald and the Transit division for the amount of communication that has been taking place during this time.

Mr. Moore stated that the \$7,500,000.00 has been deposited into the urban account to get GMT through this situation and position the organization for success.

Mr. Moore informed the Board that ridership is down about 75%. Ridership is being monitored daily to make sure we are providing the correct amount of service to get people where they need to go, while also providing space to comply with the social distancing order. Rural ridership is down about 80%.

Mr. Moore presented a new poster that will be posted at the entrance to each bus with information on keeping everyone safe during this time. Also these posters stated that if a passenger is showing symptoms the driver may deny them boarding.

Drivers previously did not have the authority to deny a passenger boarding but due to the current situation this has been changed for the safety of everyone. There is a process that will need to be followed if this does need to happen; the driver will need to notify a supervisor what is happening and there is a form that will need to be filled out and turned in to management for each occurrence.

Mr. Moore stated that one of the drawback to going fare free is that some people that do not have anything else to do are just riding the bus for no reason. Fare free service was expected to end on 4-1-20 but it has been extended.

The Board that disinfecting foggers have been purchased and each bus is fogged and disinfected daily, the driver compartment is disinfected twice per day. Also each Matt Kimball entered at 7:50 a.m.

There was discussion.

Mr. Moore informed The Board that we currently have 72 drivers on paper. Currently on 50 of the drivers in Burlington are currently working, with the remainder out for other reasons including due to COVID19 related reasons. This has caused some runs to be dropped daily due to not having enough staff. Staff would like to start the summer bid process as soon as possible due to the schools being closed until the fall. Staff has been working with the union to work outside of the normal bid process that is outlined in the current contract and trying to implement the bid in the next 4 weeks.



Mr. Moore stated that in conversations with the union there has been discussions on hazard recognition pay.

There was discussion.

6. Continuity of Operations Plan– Mr. Moore presented the draft of the Continuity of Operations Plan and stated that a final draft will be presented at the next board meeting for input from The Board.

There was discussion.

7. GM Search Process- Chair Waninger stated that at the last meeting The Board decided to pause the search process until after the COVID19 situation has been resolved. Chair Waninger contacted Sara at HRGov and she relayed the information the candidates.

There was discussion.

8. Adjourn – **Commissioner Kaynor made a motion to adjourn. Commissioner Dimitruk seconded the motion. All were in favor, and the meeting adjourned at 8:37 a.m.**

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V981	Burlington, City of	3/2/20	90980	45.00	
V1713	Dattco Sales and Service	3/3/20	90981	89,755.00	Bus
V1806	Proterra Inc.	3/4/20	90982	2,022,157.00	Buses 2 Electric
V1446	M T Wallets, LLC	3/4/20	EFT000000015107	2,900.00	Lease
V279	ABC Bus Companies-Muncie	3/6/20	90983	454.90	
V219	Aubuchon C/O Blue Tarp Financial, Inc.	3/6/20	90984	52.98	
V1481	Blue Flame Gas	3/6/20	90985	811.06	
V284	Brenntag Lubricants Northeast	3/6/20	90986	4,632.60	3 Part Invoices
V425	BSC Industries, Inc.	3/6/20	90987	1,989.25	2 Part Invoices
V225	Burlington Electric Department	3/6/20	90988	154.33	
V226	Burlington Public Works-Water	3/6/20	90989	3,932.65	4 Water Bills
V1807	City of St. Albans	3/6/20	90990	30.00	
V220	Class C Solutions Group	3/6/20	90991	1,256.69	17 Part Invoices
V239	Cummins Northeast LLC	3/6/20	90992	1,932.48	2 Part Invoices
V321	Empire Janitorial Supply Company	3/6/20	90993	295.12	
V250	Fisher Auto Parts	3/6/20	90994	1,016.73	
V252	FleetPride, Inc	3/6/20	90995	359.80	
V253	FleetWave Partners, LLP	3/6/20	90996	3,084.00	2 Radio Repeater Invoices
V1347	Foley Distributing Corp.	3/6/20	90997	726.29	
V394	Formula Ford Inc.	3/6/20	90998	42.30	
V256	Genfare	3/6/20	90999	363.30	
V257	Gillig Corp.	3/6/20	91000	2,758.88	5 Part Invoices
V1129	Global Montello Group Corp	3/6/20	91001	15,743.54	Fuel
V259	Grainger	3/6/20	91002	48.64	
V260	Green Mountain Kenworth, Inc.	3/6/20	91003	271.81	
V261	Green Mountain Power	3/6/20	91004	82.76	
V472	Irving Energy Distribution	3/6/20	91005	1,258.63	Heating Oil
V446	Janek Corporation, The	3/6/20	91006	2,280.00	2 Part Invoices
V328	Kirk's Automotive Inc.	3/6/20	91007	2,082.10	3 Part Invoices
V826	LaRoche Towing & Recovery	3/6/20	91008	412.50	
V1191	Lucky's Trailer Sales Inc.	3/6/20	91009	4,236.94	Part Invoice
V1068	Midwest Bus Corporation	3/6/20	91010	5,104.79	4 Part Invoices
V278	Mohawk Mfg. & Supply Co.	3/6/20	91011	558.17	
V223	O'Reilly Auto Enterprises, LLC	3/6/20	91012	1,312.96	4 Part Invoices
V863	P & P Septic Service, Inc	3/6/20	91013	1,615.00	Pumped In Stowe
V993	Paws Trucking, LLC	3/6/20	91014	185.00	
V291	Prevost Parts	3/6/20	91015	603.86	
V296	Rouse Tire Sales	3/6/20	91016	3,063.62	2 Tire Invoices
V299	SB Collins, Inc.	3/6/20	91017	22,484.24	Fuel
V273	Transit Holding, Inc.	3/6/20	91018	3,934.46	3 Part Invoices
V1030	UniFirst Corporation	3/6/20	91019	324.45	
V876	Vehicle Maintenance Program, Inc.	3/6/20	91020	124.24	
V251	Wex Fleet Universal	3/6/20	91021	37,747.24	Fuel
V1348	Wind River Environmental LLC	3/6/20	91022	551.45	

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V303	SSTA	3/9/20	EFT000000015108	39,251.10	E and D December
V1025	Alter, Charles	3/13/20	91023	289.8	Volunteer
V1412	VOID	3/13/20	91024	void	Wrong Volunteer
V1099	Barnett, Wendy	3/13/20	91025	975.2	Volunteer
V1738	Birrell, Emily	3/13/20	91026	102.21	Volunteer
V1135	Blanchard, Thomas	3/13/20	91027	220.8	Volunteer
V1771	Chaikin Joshua	3/13/20	91028	255.3	Volunteer
V471	Constantine, Julia	3/13/20	91029	273.7	Volunteer
V1785	Davis Alan	3/13/20	91030	432.4	Volunteer
V1673	Day, Tara	3/13/20	91031	72.9	
V554	Desarno, David	3/13/20	91032	58.65	
V555	Ernst, Richard	3/13/20	91033	66.7	
V1573	Fairbanks, Dori	3/13/20	91034	305.15	Volunteer
V1516	Gagnon, Chaz	3/13/20	91035	226.78	Volunteer
V1794	Goodrich Ann	3/13/20	91036	118.45	Volunteer
V1810	Goodrich John	3/13/20	91037	55.2	
V1694	Hebda, Jerome	3/13/20	91038	11.5	
V1687	Houghton, Gregory	3/13/20	91039	463.45	Volunteer
V1194	Joseph, Ben	3/13/20	91040	80.5	
V1669	Kriss, Bonnie	3/13/20	91041	70.15	
V203	Ladd, Joyce	3/13/20	91042	175.95	Volunteer
V1758	Leach Robin	3/13/20	91043	151.8	Volunteer
V1718	Luke, Norma	3/13/20	91044	90.85	
V1776	Mora Shirley	3/13/20	91045	380.13	Volunteer
V181	Owen, Helen	3/13/20	91046	676.2	Volunteer
V1719	Pelletier, Charles	3/13/20	91047	54.05	
V1588	Provost, Meaghan	3/13/20	91048	44.2	
V1655	Sciria, Andrew	3/13/20	91049	491.05	Volunteer
V1800	Sells Catherine	3/13/20	91050	39.1	
V1733	Slack, Robert	3/13/20	91051	105.8	Volunteer
V1595	Waller, Marlys	3/13/20	91052	354.2	Volunteer
V1549	Ware, Michael	3/13/20	91053	202.4	Volunteer
V962	Williams, Kenneth	3/13/20	91054	55.76	
V853	Wilson, Thomas	3/13/20	91055	47.15	
V944	Woodward, Patricia	3/13/20	91056	782	Volunteer
V279	ABC Bus Companies-Muncie	3/13/20	91057	555.26	
V727	Addison County Transit Resources	3/13/20	91058	9,916.50	ACTR Second Payment
V217	Airgas USA, LLC	3/13/20	91059	152.68	
V1305	Allegiant Care	3/13/20	91060	218,589.00	Insurance
V1481	Amerigas	3/13/20	91061	451.03	
V1685	Barnes, Thomas	3/13/20	91062	219.75	FSA Reimbursement
V590	Barrett Trucking Co., Inc.	3/13/20	91063	218.08	
V284	Brenntag Lubricants Northeast	3/13/20	91064	5,392.68	6 Part Invoices
V1038	Central Vermont Economic Development Corp	3/13/20	91065	150	
V220	Class C Solutions Group	3/13/20	91066	310.64	
V241	D & W Diesel, Inc.	3/13/20	91067	1,730.38	4 Part Invoices
V403	Firetech Sprinkler Corp.	3/13/20	91068	680	
V250	Fisher Auto Parts	3/13/20	91069	132.75	
V252	FleetPride, Inc	3/13/20	91070	4,215.01	4 Part Invoices
V1347	Foley Distributing Corp.	3/13/20	91071	409.79	
V394	Formula Ford Inc.	3/13/20	91072	3.81	
V1809	Fraser Tool & Gauge LLC	3/13/20	91073	3,152.48	2 Part Invoices
V362	Gannett Vermont Publishing Inc	3/13/20	91074	672.22	
V799	Gauthier Trucking Company, Inc.	3/13/20	91075	384.14	
V257	Gillig Corp.	3/13/20	91076	1,355.11	6 Part Invoices
V259	Grainger	3/13/20	91077	132.76	
V715	Green Mountain Electric Supply	3/13/20	91078	75.67	
V260	Green Mountain Kenworth, Inc.	3/13/20	91079	2,518.10	9 Part Invoices
V263	Heritage Ford	3/13/20	91080	27.69	
V1204	Interstate Batteries	3/13/20	91081	287.5	

V1703	John G. French & Sons Trucking, Inc.	3/13/20	91082	1,125.00	Plowing and Salting
V1808	Ketchum Kym	3/13/20	91083	769.65	Uncashed Paychecks
V1779	Key Motors of South Burlington	3/13/20	91084	9.96	
V328	Kirk's Automotive Inc.	3/13/20	91085	81.82	
V1509	Lawson Products, Inc	3/13/20	91086	289.22	
V1811	Liebrecht Patrick	3/13/20	91087	79.99	
V268	Loomis	3/13/20	91088	228.1	
V270	Lowe's	3/13/20	91089	163.23	
V436	Mabee, Jonathan	3/13/20	91090	49.99	
V278	Mohawk Mfg. & Supply Co.	3/13/20	91091	598.61	
V1709	Monaghan Safar Ducham PLLC	3/13/20	91092	13,647.38	Legal
V1751	Nicholas Foss	3/13/20	91093	45	
V223	O'Reilly Auto Enterprises, LLC	3/13/20	91094	256.08	
V534	Omega Electric	3/13/20	91095	237	
V1484	Parsons Environment & Infrastructure Group Inc.	3/13/20	91096	28.73	
V291	Prevost Parts	3/13/20	91097	56.72	
V296	Rouse Tire Sales	3/13/20	91098	200	
V828	Rural Community Transit Inc.	3/13/20	91099	332.23	
V312	Stowe, Town of	3/13/20	91100	673.7	
V1030	UniFirst Corporation	3/13/20	91101	269.71	
V315	United Parcel Service	3/13/20	91102	12.39	
V876	Vehicle Maintenance Program, Inc.	3/13/20	91103	98.23	
V385	Vermont Offender Work Program	3/13/20	91104	3,266.00	2 Work Crew Invoices
V682	Vermont State	3/13/20	91105	155.27	
V1614	Vt Transportation Brokerage & Logistics	3/13/20	91106	2,828.00	Cab service
V569	Wall, Kimberly	3/13/20	91107	164.31	Training
V1723	Abare, Ronald	3/13/20	EFT0000000015109	261.05	Volunteer
V153	Alburgh Taxi	3/13/20	EFT0000000015110	14	
V1775	Bertram Marjorie	3/13/20	EFT0000000015111	400.2	Volunteer
V55	Boudreau, James	3/13/20	EFT0000000015112	1,261.55	Volunteer
V1007	Bova, Wendy	3/13/20	EFT0000000015113	246.1	Volunteer
V1150	Bruley SR, Mark	3/13/20	EFT0000000015114	1,650.25	Volunteer
V1291	Callan, Linda	3/13/20	EFT0000000015115	564.65	Volunteer
V1707	Chase, Betty	3/13/20	EFT0000000015116	1,267.30	Volunteer
V1676	Croteau, William	3/13/20	EFT0000000015117	1,093.65	Volunteer
V60	Farr, Delores	3/13/20	EFT0000000015118	466.9	Volunteer
V170	Hertz, Kenneth	3/13/20	EFT0000000015119	629.05	Volunteer
V67	Jewett, Sheryl	3/13/20	EFT0000000015120	273.7	Volunteer
V174	Langlois, Paulette	3/13/20	EFT0000000015121	495.65	Volunteer
V1420	Lawyer, Ronald	3/13/20	EFT0000000015122	710.7	Volunteer
V71	Lightholder, Stephen	3/13/20	EFT0000000015123	380.65	Volunteer
V74	Markham, Laurel	3/13/20	EFT0000000015124	342.7	Volunteer
V75	Martin, Ronald	3/13/20	EFT0000000015125	803.85	Volunteer
V1018	Metivier, Shelli	3/13/20	EFT0000000015126	683.1	Volunteer
V82	Parah, Donna	3/13/20	EFT0000000015127	1,138.50	Volunteer
V83	Parah, Maurice	3/13/20	EFT0000000015128	1,346.65	Volunteer
V86	Pike, Gail	3/13/20	EFT0000000015129	1,554.80	Volunteer
V771	Sammons, Chandra	3/13/20	EFT0000000015130	575	Volunteer
V89	Sayers, Gail	3/13/20	EFT0000000015131	769.35	Volunteer
V1523	Smith, Erika	3/13/20	EFT0000000015132	210.2	Volunteer
V93	Timm, Marta	3/13/20	EFT0000000015133	650.9	Volunteer
V522	Turcotte, S Jeanette	3/13/20	EFT0000000015134	185.15	Volunteer
V1623	Wells, Roy	3/13/20	EFT0000000015135	839.5	Volunteer
V1182	Charissakis, John	3/13/20	EFT0000000015136	30	
V61	Gaudette, Timothy	3/13/20	EFT0000000015137	700	FSA Reimbursement
V38	Moore, Jon	3/13/20	EFT0000000015138	234.86	DCAP And Mileage
V747	Nassau II, Jason	3/13/20	EFT0000000015139	1,185.78	FSA Reimbursement
V17	Smith, Jamie L	3/13/20	EFT0000000015140	234.2	FSA Reimbursement
V39	Sweeney, Cecil	3/13/20	EFT0000000015141	317.57	FSA Reimbursement
V1626	Whiting, Jeremy	3/13/20	EFT0000000015142	192.31	DCAP Reimbursement
V1628	Andrews, Nancy	3/13/20	EFT0000000015143	41.4	

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V1248	Abolox LLC	3/20/20	91108	641.52	
V742	AHC Corp	3/20/20	91109	2,996.78	Lift Parts
V1334	Background Investigation Bureau, LLC	3/20/20	91110	314	
V224	Burlington Communications	3/20/20	91111	1,989.25	2 Radio Repair and Install Invoices
V225	Burlington Electric Department	3/20/20	91112	1,842.45	Electric Bill
V1240	ClearChoiceMD	3/20/20	91113	190	
V236	Colonial Supplemental Insurance	3/20/20	91114	34.95	
V928	Conway Office Solutions	3/20/20	91115	169.29	
V417	Dion Security, Inc.	3/20/20	91116	573.7	
V321	Empire Janitorial Supply Company	3/20/20	91117	32.17	
V252	FleetPride, Inc	3/20/20	91118	1,738.39	3 Part Invoices
V1347	Foley Distributing Corp.	3/20/20	91119	392.47	
V1129	Global Montello Group Corp	3/20/20	91120	13,599.06	Fuel
V704	Government Finance Officers Association	3/20/20	91121	160	
V261	Green Mountain Power	3/20/20	91122	399.75	
V264	IBF Solutions, Inc.	3/20/20	91123	503.75	
V611	Northwestern Occupational Health	3/20/20	91124	345	
V863	P & P Septic Service, Inc	3/20/20	91125	325	
V299	SB Collins, Inc.	3/20/20	91126	11,326.51	Fuel
V302	Sports & Fitness Edge Inc.	3/20/20	91127	782.5	
V1812	Tarrant Gillies Richardson & Shems	3/20/20	91128	1,937.50	Legal
V1678	Tera Consulting Inc.	3/20/20	91129	313.15	
V410	Vermont Gas Systems, Inc.	3/20/20	91130	6,019.21	6 Gas Bills
V1459	Vermont Information Consortium LLC	3/20/20	91131	216	
V336	W.B Mason Co., Inc.	3/20/20	91132	99.95	
V433	Workplace Solutions, Inc.	3/20/20	91133	1,450.00	EAP

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V1467	Charles Schwab	3/23/20	V1467 2020 0323	18,299.53	Retirement
V265	ICMA	3/23/20	V265 2020 0323	1,181.68	Retirement
V1780	Allen Elizabeth	3/27/20	91134	33.35	
V1025	Alter, Charles	3/27/20	91135	455.4	Volunteer
V1782	Blake Chad	3/27/20	91136	98.94	
V1135	Blanchard, Thomas	3/27/20	91137	156.4	Volunteer
V1771	Chaikin Joshua	3/27/20	91138	118.45	Volunteer
V471	Constantine, Julia	3/27/20	91139	395.6	Volunteer
V1785	Davis Alan	3/27/20	91140	425.5	Volunteer
V1573	Fairbanks, Dori	3/27/20	91141	231.15	Volunteer
V1694	Hebda, Jerome	3/27/20	91142	33.35	
V1687	Houghton, Gregory	3/27/20	91143	485.3	Volunteer
V1194	Joseph, Ben	3/27/20	91144	40.25	
V203	Ladd, Joyce	3/27/20	91145	108.1	Volunteer
V1784	Larose Lisbeth	3/27/20	91146	207.06	Volunteer
V181	Owen, Helen	3/27/20	91147	1,143.10	Volunteer
V1655	Sciria, Andrew	3/27/20	91148	635.95	Volunteer
V1733	Slack, Robert	3/27/20	91149	208.15	Volunteer
V1595	Waller, Marlys	3/27/20	91150	141.45	Volunteer
V1549	Ware, Michael	3/27/20	91151	59.8	
V853	Wilson, Thomas	3/27/20	91152	62.1	
V1566	Wisell, David	3/27/20	91153	33.35	
V944	Woodward, Patricia	3/27/20	91154	928.05	Volunteer
V279	ABC Bus Companies-Muncie	3/27/20	91155	2,512.02	Part Invoice
V742	AHC Corp	3/27/20	91156	1,060.00	Lift Repair
V217	Airgas USA, LLC	3/27/20	91157	257.39	
V1481	Amerigas	3/27/20	91158	330.52	
V872	Bellwether Craftsmen, LLC	3/27/20	91159	300	
V284	Brenntag Lubricants Northeast	3/27/20	91160	6,155.39	5 Part Invoices
V225	Burlington Electric Department	3/27/20	91161	6,159.52	6 Electric Bills
V69	C.E Wendel Electric	3/27/20	91162	1,000.80	Wiring New lifts Rural
V228	C.I.D.E.R., Inc.	3/27/20	91163	23,260.19	E & D and Medicaid
V1813	CBM US INC	3/27/20	91164	39.04	
V851	Champlain Medical	3/27/20	91165	100	
V220	Class C Solutions Group	3/27/20	91166	1,967.81	4 Part Invoices
V1357	CleanPro, Inc	3/27/20	91167	599.46	
V374	Clear Choice Auto Glass, A	3/27/20	91168	580	
V241	D & W Diesel, Inc.	3/27/20	91169	2,624.85	3 Part Invoices
V246	Duffy Waste & Recycling	3/27/20	91170	59.5	
V321	Empire Janitorial Supply Company	3/27/20	91171	327.55	
V250	Fisher Auto Parts	3/27/20	91172	1,070.52	11 Part Invoices
V1347	Foley Distributing Corp.	3/27/20	91173	277.61	
V394	Formula Ford Inc.	3/27/20	91174	949.65	
V1809	Fraser Tool & Gauge LLC	3/27/20	91175	1,674.50	Part Invoice
V1814	Fred's Plumbing & Heating Inc.	3/27/20	91176	523.32	
V256	Genfare	3/27/20	91177	481.31	
V257	Gillig Corp.	3/27/20	91178	3,873.00	7 Part Invoices
V259	Grainger	3/27/20	91179	978.65	
V715	Green Mountain Electric Supply	3/27/20	91180	75.67	
V260	Green Mountain Kenworth, Inc.	3/27/20	91181	2,877.99	8 Part Invoices
V261	Green Mountain Power	3/27/20	91182	1,348.03	Electric Bill
V1658	J. David White Associates, Inc.	3/27/20	91183	1,900.00	Part Invoice
V328	Kirk's Automotive Inc.	3/27/20	91184	1,265.38	2 Part Invoices
V1509	Lawson Products, Inc	3/27/20	91185	26.25	
V702	Lincoln National Life Insurance Company, The	3/27/20	91186	25,790.89	Insurance
V272	Magee Office Plus	3/27/20	91187	134.28	
V274	McMaster-Carr	3/27/20	91188	37.41	
V276	Metalworks	3/27/20	91189	247.75	
V1068	Midwest Bus Corporation	3/27/20	91190	5,144.91	5 Part Invoices
V278	Mohawk Mfg. & Supply Co.	3/27/20	91191	318.52	
V670	Mountain Valley Sprinkler Systems Inc.	3/27/20	91192	405	
V280	Mutual of Omaha Insurance Co.	3/27/20	91193	28.4	
V792	Myers Container Service Corp.	3/27/20	91194	153.94	
V1760	NCH Corporation	3/27/20	91195	180.17	

V283	Neopart LLC	3/27/20	91196	940.56	
V950	Northern ToyotaLift	3/27/20	91197	72.5	
V289	People's United Businesscard Services	3/27/20	91198	3,083.43	Company Credit Cards
V232	Petty Cash	3/27/20	91199	80.78	
V291	Prevost Parts	3/27/20	91200	618.19	
V1368	Prime Middlebury LLC	3/27/20	91201	825	
V864	Rick's Towing & Repair, Inc.	3/27/20	91202	600	
V296	Rouse Tire Sales	3/27/20	91203	7,029.88	5 Tire Invoices
V297	Safety-Kleen Systems, Inc.	3/27/20	91204	232.12	
V308	Steadman Hill Consulting, Inc.	3/27/20	91205	10,875.00	Consulting Planning
V451	Stowe, Town of Electric Department	3/27/20	91206	289.02	
V309	Stride Creative Group	3/27/20	91207	608	
V186	Tech Group, The	3/27/20	91208	1,012.50	IT Invoice
V734	Thermo King Northeast/Dattco	3/27/20	91209	110.09	
V452	Times Argus, The	3/27/20	91210	151.68	
V273	Transit Holding, Inc.	3/27/20	91211	3,175.45	7 Part Invoices
V1030	UniFirst Corporation	3/27/20	91212	616.13	
V315	United Parcel Service	3/27/20	91213	50.71	
V876	Vehicle Maintenance Program, Inc.	3/27/20	91214	97.54	
V410	Vermont Gas Systems, Inc.	3/27/20	91215	490.9	
V1683	VHV Company	3/27/20	91216	595.32	
V336	W.B Mason Co., Inc.	3/27/20	91217	19.99	
V796	Yipes Auto Accessories	3/27/20	91218	65.82	
V1775	Bertram Marjorie	3/27/20	EFT00000001514	378.35	Volunteer
V55	Boudreau, James	3/27/20	EFT00000001514	1,420.25	Volunteer
V1007	Bova, Wendy	3/27/20	EFT00000001514	354.2	Volunteer
V1150	Bruley SR, Mark	3/27/20	EFT00000001514	1,707.75	Volunteer
V1291	Callan, Linda	3/27/20	EFT00000001514	404.8	Volunteer
V1707	Chase, Betty	3/27/20	EFT00000001514	959.1	Volunteer
V1676	Croteau, William	3/27/20	EFT00000001515	1,294.90	Volunteer
V60	Farr, Delores	3/27/20	EFT00000001515	401.35	Volunteer
V170	Hertz, Kenneth	3/27/20	EFT00000001515	395.6	Volunteer
V67	Jewett, Sheryl	3/27/20	EFT00000001515	387.55	Volunteer
V174	Langlois, Paulette	3/27/20	EFT00000001515	339.25	Volunteer
V1420	Lawyer, Ronald	3/27/20	EFT00000001515	814.2	Volunteer
V70	LeClair, Raymond	3/27/20	EFT00000001515	587.65	Volunteer
V71	Lightholder, Stephen	3/27/20	EFT00000001515	213.9	Volunteer
V75	Martin, Ronald	3/27/20	EFT00000001515	1,093.65	Volunteer
V1018	Metivier, Shelli	3/27/20	EFT00000001515	531.3	Volunteer
V1570	Murphy Sandra	3/27/20	EFT00000001516	679.65	Volunteer
V82	Parah, Donna	3/27/20	EFT00000001516	301.3	Volunteer
V83	Parah, Maurice	3/27/20	EFT00000001516	1,364.48	Volunteer
V86	Pike, Gail	3/27/20	EFT00000001516	1,575.50	Volunteer
V771	Sammons, Chandra	3/27/20	EFT00000001516	511.75	Volunteer
V89	Sayers, Gail	3/27/20	EFT00000001516	902.75	Volunteer
V93	Timm, Marta	3/27/20	EFT00000001516	841.8	Volunteer
V522	Turcotte, S Jeanette	3/27/20	EFT00000001516	192.05	Volunteer
V1725	Utton, Debra	3/27/20	EFT00000001516	599.15	Volunteer
V1623	Wells, Roy	3/27/20	EFT00000001516	442.75	Volunteer
V14	Bruce, Judith	3/27/20	EFT00000001517	366.16	FSA Reimbursemtn
V38	Moore, Jon	3/27/20	EFT00000001517	292.31	DCAP and FSA reimbursement
V1626	Whiting, Jeremy	3/27/20	EFT00000001517	192.31	DCAP Reimbursement
V303	SSTA	3/27/20	EFT00000001517	93,512.43	ADA
V1446	M T Wallets, LLC	3/27/20	EFT00000001517	2,900.00	Lease



Month:	March 2020	
Urban Data	Data	Notes
Miles Operated:	166,466	Revenue Vehicles
Major Road Calls:	7	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	4.375	
Minor Road Calls:	7	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	8.75	
"C" PM's Completed:	29	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, preformed every 6,000 miles
"C" PM On-time %	100%	Within 10% of the scheduled mileage per the FTA
Active Fleet Avg. Age	8.11 years	Transit buses have a 12 year life expectancy
Rural Data		Notes
Miles Operated:	99,306	Revenue Vehicles
Major Road Calls:	0	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	0	
Minor Road Calls:	0	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	0	
"C" PM's Completed:	23	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, preformed every 6,000 miles
"C" PM On-time %	96%	Within 10% of the scheduled mileage per the FTA
Cut-away Active Fleet Avg. Age	2.76 years	Cut-away buses have a 5 year life expectancy



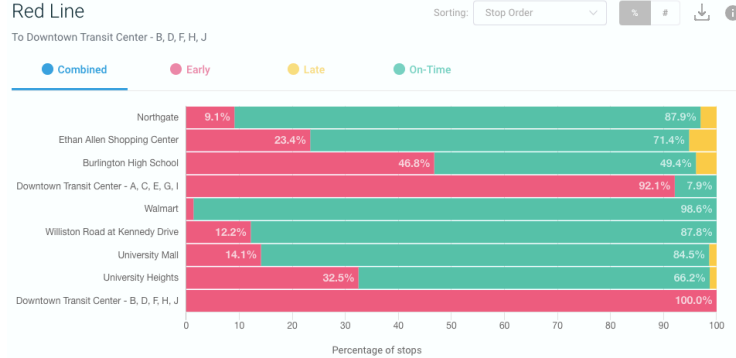
To: GMT Board of Commissioners
From: Jamie L. Smith, Director of Marketing and Planning
Date: April 16, 2020
Re: Marketing, Public Affairs, and Planning Report

- **Marketing/Planning Updates:** Like a majority of the administrative staff, the Marketing/Planning/Public Affairs staff went to remote working. While we continue to work on projects in-line with our fiscal year goals, much of our time has shifted to daily ridership reporting, schedule creation, and passenger communication.
- **Driver Schedules:** Planning Staff have been busy working on new driver bids in HASTUS, the driver scheduling software for both the urban and rural system. In the urban system, staff have been working on developing a schedule that incorporates temporary service modifications due to COVID-19 ridership loss. For the rural schedule, staff are working on a schedule that considers the proposed service modifications.
- **Swiftly Tablet Pilot Project:** Planning Staff have continued conversations with Swiftly over the past month as it relates to a potential pilot operator tablet program that they are doing with only a couple agencies across the country. The biggest goal of this pilot is to improve the vehicle to trip assignment rate for busses. This has two benefits, increased data analyzation in the Swiftly modules and increased accuracy in the Transit App. Other benefit of this pilot is to provide operators with visibility into their on-time performance at layovers and on- route.
- **Swiftly On-Time Performance:** Planning Staff have really enjoyed working with the Swiftly staff over the past year to get a better understanding of the platform. In the March 9th driver schedule, planning staff utilized the Swiftly modules to successfully improve on-time performance for some non-peak times to get a better understanding of the accuracy of the data . Below is a summary and screen shots from the platform of a couple of changes:

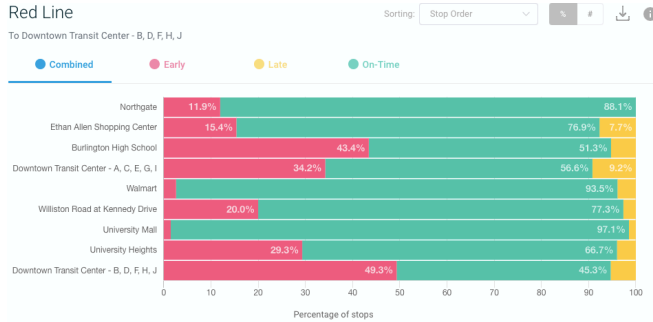
For example, one of the changes from the March Schedule, planning staff analyzed the Red Line timepoints for inbound trips after 7pm from Northgate and Walmart to the DTC. Based on the data as well as driver feedback from the scheduling committee, planning staff reduced the overall run times on both inbound trips and adjusted the timepoints which reduced the amount of early departures from timepoints.



Red Line: Inbound On-Time Performance for timepoints after 7 pm. 1/6- 1/19

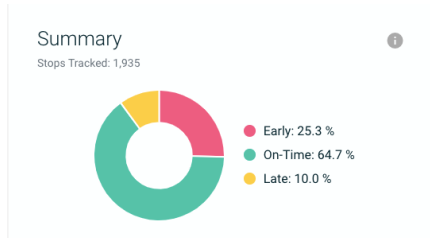


Red Line: Inbound On-Time Performance for timepoints after 7 pm. 3/9- 3/22

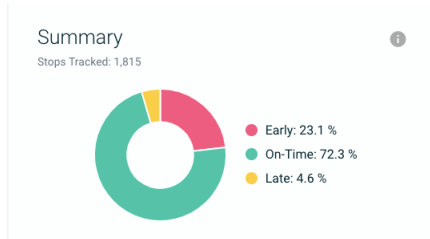


Another change where on time performance also improved as a result of time point adjustments was along the Blue Line after 6pm. The timepoints were adjusted based on the Swiftly data. Below is an alternate view within the module where staff can analyze the on-time performance more holistically. As a result of the changes, the amount of earlies was reduced as well as late arrivals which resulted in an increase in on time performance.

Blue Line: On Time Performance for timepoints after 6 pm. 1/6- 1/19

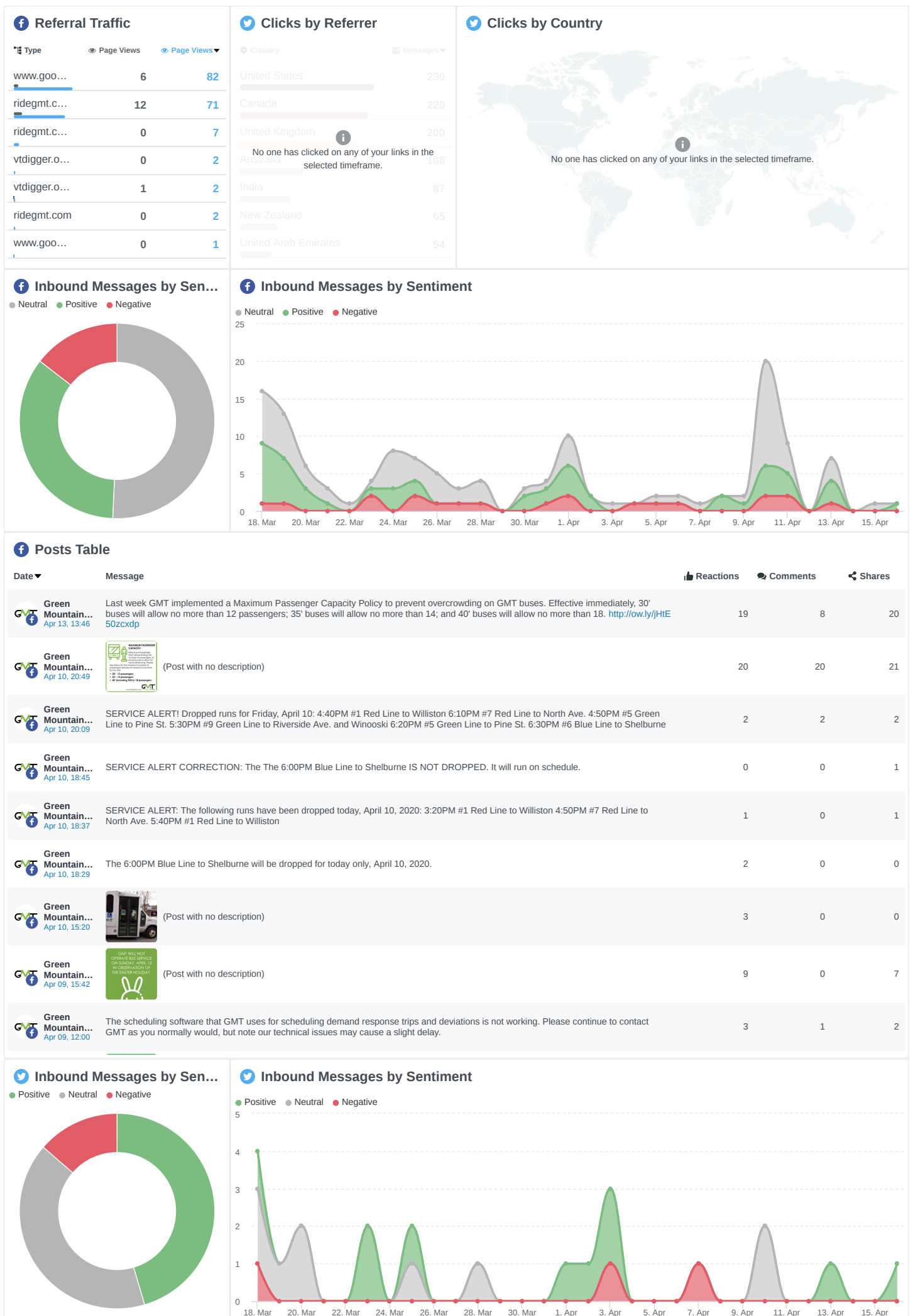


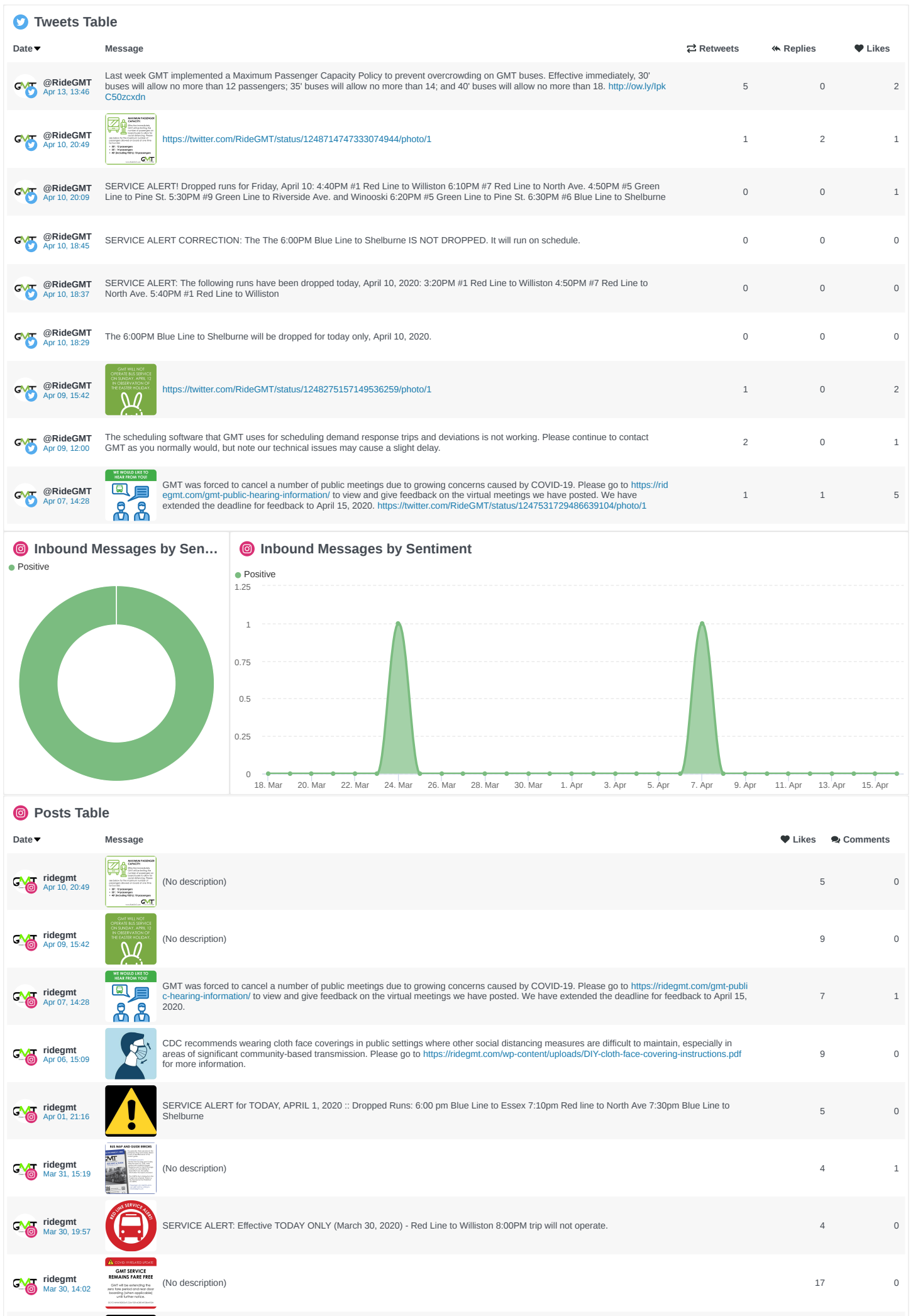
Blue Line: On Time Performance for timepoints after 6 pm. 3/9-3/22



The following pages show various data points related to communication and app usage.

<div> <div>in Posts</div> <div> <div>English20K</div> <div>Spanish9.3K</div> <div>Tile has no sources</div> <div>French7K</div> <div>Other27</div> </div> </div>	<div> <div>in Posts</div> <div> <div>Tile has no sources</div> </div> </div>		
<div> <div>f Engagement</div> <div>1.2K</div> <div>engagements</div> <div>↑1.1K from 53</div> </div>	<div> <div>t Engagement</div> <div>115</div> <div>engagements</div> <div>↑97 from 18</div> </div>	<div> <div>ig Engagement</div> <div>130</div> <div>engagements</div> <div>↑104 from 26</div> </div>	<div> <div>in Engagement</div> <div> <div>English20K</div> <div>Spanish9.3K</div> <div>Tile has no sources</div> <div>French7K</div> <div>Other27</div> </div> </div>
<div> <div>f Engagement by Type</div> <div> <div>Reactions↑627655</div> <div>Shares↑297313</div> <div>Comments↑192201</div> </div> </div>	<div> <div>t Engagement by Type</div> <div> <div>Likes↑5263</div> <div>Retweets↑3945</div> <div>Replies↑67</div> </div> </div>	<div> <div>ig Engagement by Type</div> <div> <div>Likes↑102127</div> <div>Comments↑23</div> </div> </div>	<div> <div>in Engagement by Type</div> <div> <div>English20K</div> <div>Spanish9.3K</div> <div>Tile has no sources</div> <div>French7K</div> <div>Other27</div> </div> </div>
<div> <div>f Traffic</div> <div>128</div> <div>clicks</div> <div>↑128 from 0</div> </div>	<div> <div>t Traffic</div> <div>9</div> <div>clicks</div> <div>↑9 from 0</div> </div>	<div> <div>f Traffic by Page</div> <div> <div>Green Mountain Tr...↑128128</div> </div> </div>	<div> <div>t Traffic by Account</div> <div> <div>@RideGMT↑99</div> </div> </div>
<div> <div>f Page Content Clicks</div> <div>2.3K</div> <div>clicks</div> <div>↑2.2K from 107</div> </div>	<div> <div>f Post Clicks</div> <div>1.5K</div> <div>clicks</div> <div>↑1.4K from 78</div> </div>	<div> <div>in Page Clicks</div> <div> <div>English20K</div> <div>Spanish9.3K</div> <div>Tile has no sources</div> <div>French7K</div> <div>Other27</div> </div> </div>	<div> <div>in Post Clicks</div> <div> <div>English20K</div> <div>Spanish9.3K</div> <div>Tile has no sources</div> <div>French7K</div> <div>Other27</div> </div> </div>



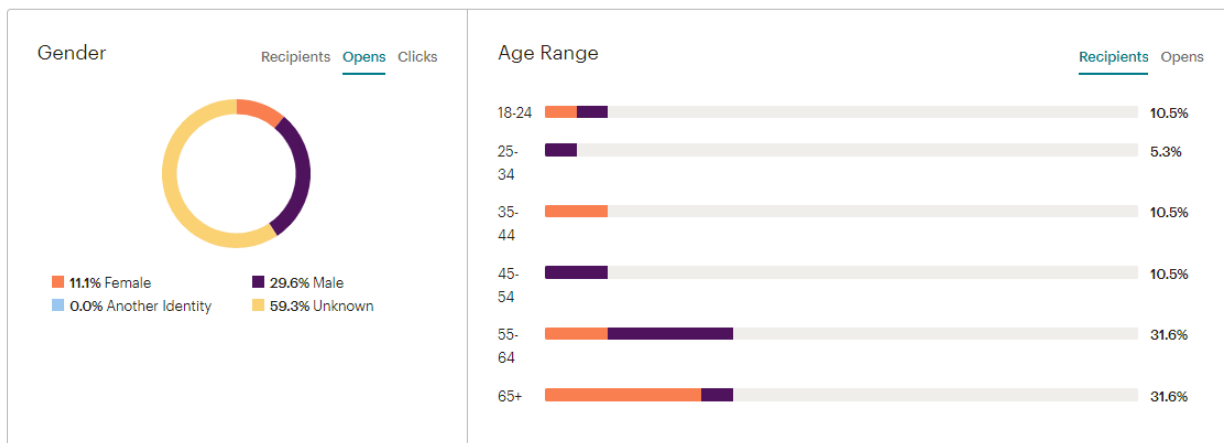
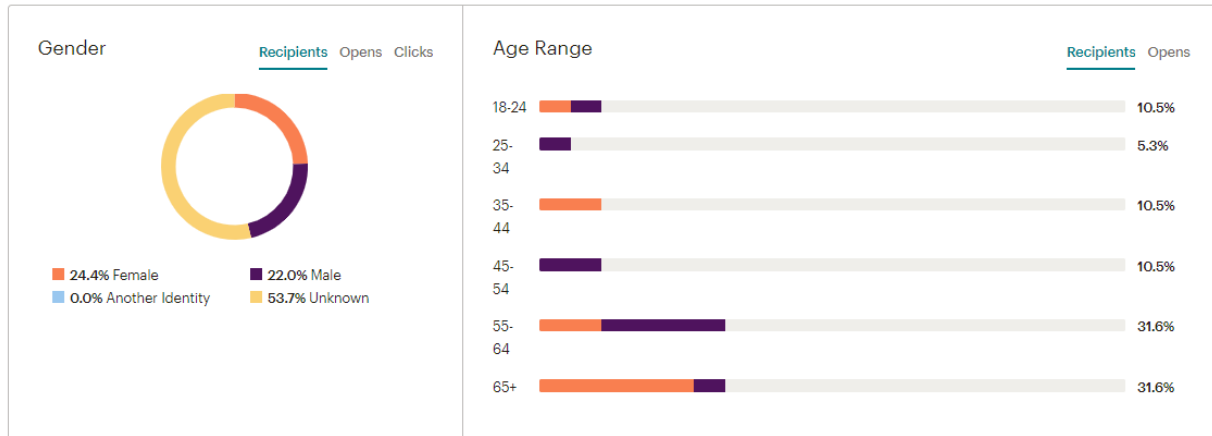


MailChimp Service Alerts Mailing List Report | March 18, 2020 – April 16, 2020

- Currently 99 subscribers
- GMT has sent a total of 18 service alerts via MailChimp since March 18, 2020, capturing a 60.3% - 75.6% open rate. This (higher than industry average) open rate indicates that this method of communication is highly desirable and affective.

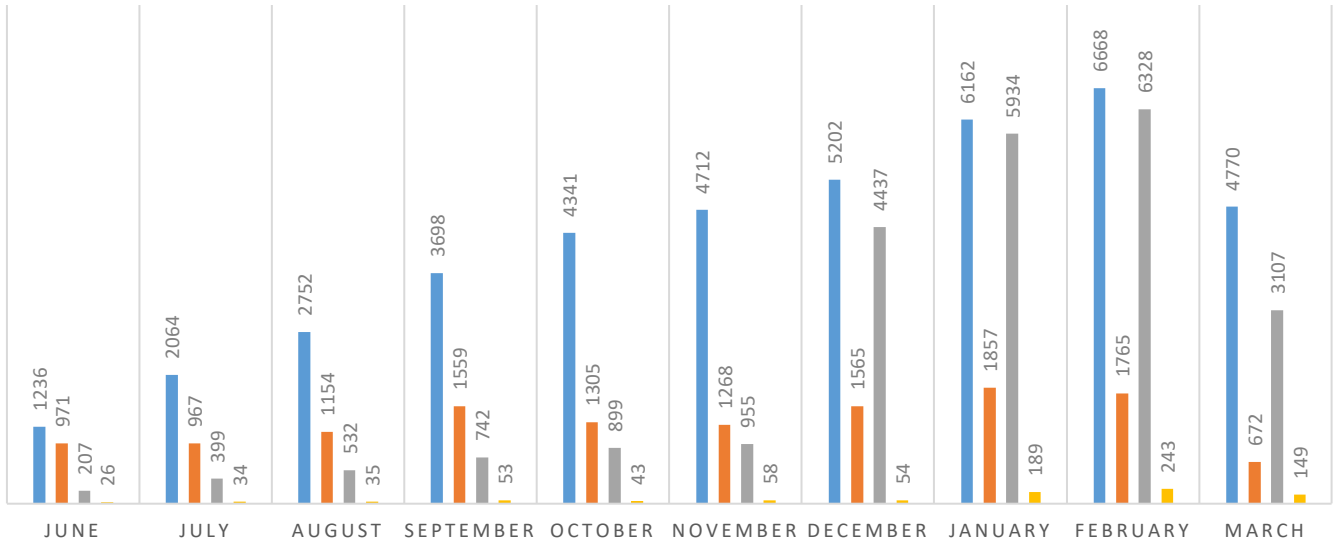
Predicted demographics

Female Male Another Identity Unknown

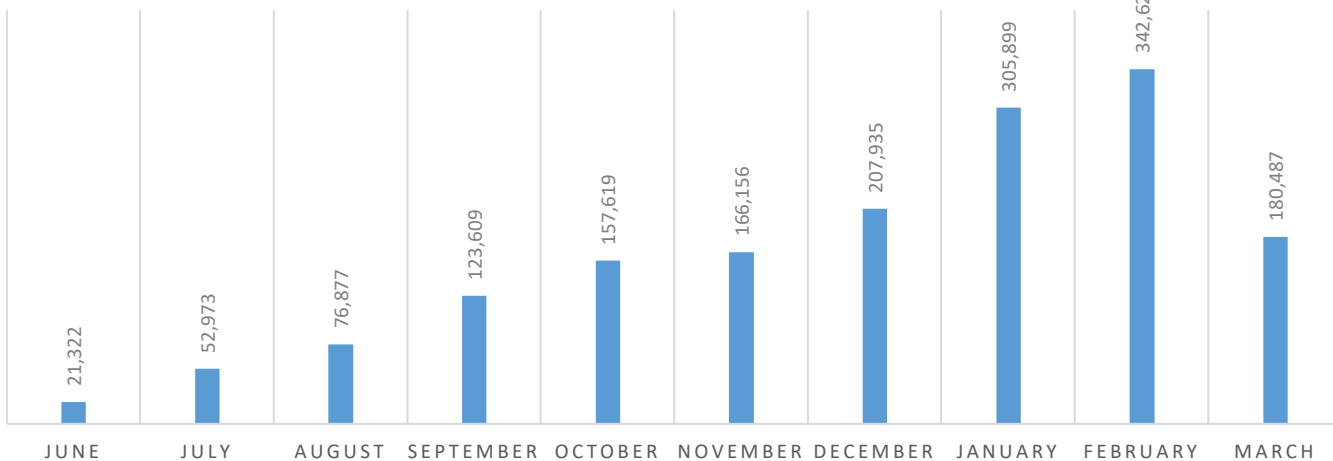


GMT TRANSIT APP STATISTICS

■ Monthly Active Users ■ Downloads ■ GO trips ■ Alert Subscribers



SESSIONS



Definitions

Monthly Active Users: How many individual riders use Transit.

Downloads: How many times Transit is downloaded.

Sessions: How many times riders open Transit.

GO Trips: Number of riders who utilize the GO function within the App.

Alert Subscriptions: Number of new riders who have set alert notifications for a particular route.

Views: Times a line is displayed in the list of nearby options.

Clicks: Taps on a line

Location

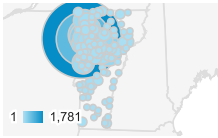
ALL » COUNTRY: United States » REGION: Vermont

Mar 18, 2020 - Apr 15, 2020



Map Overlay

Summary



City	Acquisition			Behavior			Conversions		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	4,866 % of Total: 56.95% (8,544)	3,512 % of Total: 51.69% (6,795)	9,511 % of Total: 57.72% (16,478)	45.06% Avg for View: 50.00% (-9.87%)	2.33 Avg for View: 2.32 (0.28%)	00:02:03 Avg for View: 00:01:56 (6.21%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (0.00)
1. Burlington	1,781 (34.50%)	1,187 (33.80%)	3,278 (34.47%)	47.65%	2.26	00:02:03	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. South Burlington	808 (15.65%)	556 (15.83%)	1,565 (16.45%)	44.73%	2.27	00:01:55	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. Essex	298 (5.77%)	205 (5.84%)	637 (6.70%)	37.83%	2.48	00:02:05	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Montpelier	266 (5.15%)	184 (5.24%)	632 (6.64%)	42.25%	2.33	00:02:01	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. Colchester	249 (4.82%)	183 (5.21%)	529 (5.56%)	43.10%	2.31	00:02:01	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. Barre	180 (3.49%)	125 (3.56%)	257 (2.70%)	50.58%	2.19	00:01:53	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. Stowe	150 (2.91%)	115 (3.27%)	192 (2.02%)	50.52%	2.18	00:01:53	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. Middlebury	119 (2.31%)	64 (1.82%)	211 (2.22%)	48.34%	2.12	00:01:12	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. Saint Albans Town	119 (2.31%)	84 (2.39%)	312 (3.28%)	47.76%	2.49	00:03:13	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. Fairfax	112 (2.17%)	85 (2.42%)	166 (1.75%)	30.12%	2.83	00:01:42	0.00%	0 (0.00%)	\$0.00 (0.00%)

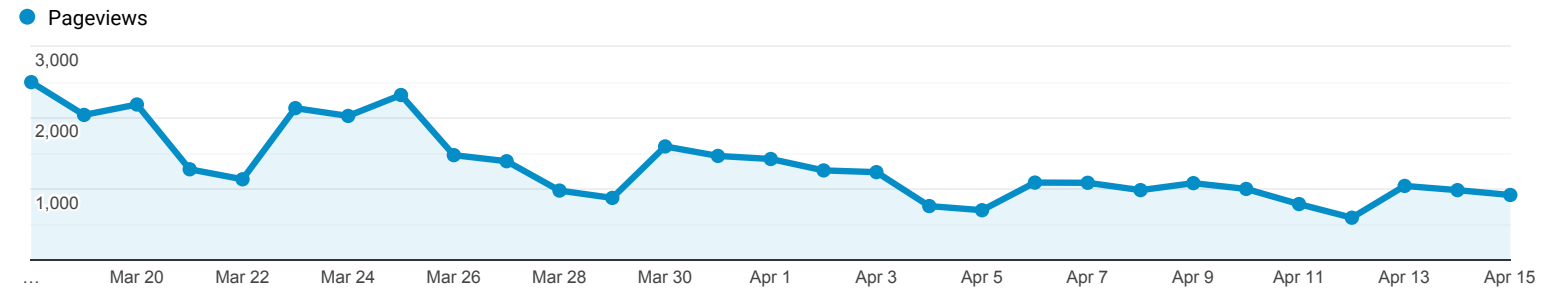
Rows 1 - 10 of 109

Overview

All Users
100.00% Pageviews

Mar 18, 2020 - Apr 15, 2020

Overview



Pageviews

38,299

Unique Pageviews

28,909

Avg. Time on Page

00:01:28

Bounce Rate

50.00%

% Exit

43.02%

Page	Pageviews	% Pageviews
1. /gmt-schedules/index.html	11,861	30.97%
2. /index.html	6,596	17.22%
3. /covid-19-update/index.html	6,522	17.03%
4. /category/service-alert/index.html	1,616	4.22%
5. /contact/index.html	860	2.25%
6. /gmt-fares/index.html	523	1.37%
7. /request-for-proposal/request-for-quotes-executive-search-consultant-for-general-manager-position/index.html	458	1.20%
8. /request-for-proposal/invitation-for-bids-for-roof-replacement-at-gmt/index.html	448	1.17%
9. /request-for-proposal/request-for-proposals-for-heavy-duty-battery-electric-transit-buses/index.html	445	1.16%
10. /request-for-proposal/request-for-proposals-for-auditing-services/index.html	440	1.15%

FY20 GMT Urban Ridership by Month

		Number of Service Days												FY18 YTD				FY19 YTD				FY20 YTD				Difference (FY20-FY19)				Difference (FY20-FY18)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
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FY20 GMT Rural Ridership by Month

Number of Service Days		FY20 YTD												FY19 YTD				FY18 YTD																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
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Route Name	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY20 YTD	Difference (FY20-FY19)		Difference (FY20-FY18)			
Capital District	15,547	16,004	15,329	16,993	15,311	15,025	18,551	17,088	11,990	0	0	0	141,838	144,152	(2,314)	-1.6%	133,104	8,734	6.6%
Franklin/Grand Isle	3,524	4,026	3,302	3,613	3,452	3,545	3,903	3,802	3,145	0	0	0	32,312	28,125	4,187	14.9%	26,163	6,149	23.5%
Seasonal Service	0	0	0	0	217	25,685	40,215	45,625	17,189	0	0	0	128,931	118,314	10,617	9.0%	116,053	12,878	11.1%



To: GMT Board of Commissioners

From: Trish Redalieu, Director of Human Resources

Date: March 21, 2020

RE: IT Support, Administrative Support, Training, and HR

The transition to telework for administrative staff whose jobs allow for it has gone smoothly. Our IT Manager, David Hamblin, began building laptops in late January in anticipation of the crisis. When Governor Phil Scott issued the stay at home on 3-24-2020, GMT was prepared for administrative to begin telework. Each teleworking staff member was assigned a laptop and IT increased licensing for our secured inbound connections, setting up accounts for each person.

Burlington Telecom configured our new phone system to work when plugged in to any router. IT set the CSRs up in their homes and configured their computers to access our systems. All CSRs are working from home. The phone system sends the calls to each CSR on a round-robin basis. The CSRs in Berlin have an older phone system. They are configured so that calls are routed to their laptops and they answer with new head sets. The main call line is configured now to go to the CSRs as well.

We have upgraded our email service to increase capacity to stay in compliance with the freedom of information act.

The Training Department continues training drivers in Berlin who have transferred from temporary seasonal work to permanent driving positions in Berlin in anticipation of return to regular service.

I am happy to report as of April 15th, all GMT employees who have been tested for the Coronavirus have received negative results. The organization continues to support our employees who come to work every day with PPE, disinfectant, up to date information, etc., but it is their diligence and commitment to their jobs, that helps to keep us all safe. Special thanks to all staff in Operations and Maintenance for their commitment and work.

ADA Ridership Report (by Town) : FY20

Total Rides													
% Increase/(decrease) from prior year													
CITY/TOWN	July	August	September	October	November	December	January	February	March	Total FY20 YTD	Total FY20 Rides	% of FY19 YTD compared to FY19	
BURLINGTON	944	1,130	948	1,165	944	1,141	1,218	1,052	770	9,312	14,589	64%	
	-12.67%	-12.40%	-18.77%	-17.43%	-20.87%	-9.44%	3.13%	-4.62%	-36.68%				
COLCHESTER	145	79	134	193	148	168	177	151	73	1,268	1,832	69%	
	36.79%	-38.76%	-21.64%	-1.03%	-6.92%	-4.00%	20.41%	0.00%	-54.38%				
ESSEX	369	356	347	388	341	361	483	452	308	3,405	4,343	78%	
	2.22%	-10.10%	10.51%	13.12%	-10.03%	9.39%	31.97%	26.61%	-20.41%				
OTHER	0	0	1	5	0	0	0	5	3	14	75	19%	
	-100.00%	-100.00%	-50.00%	500.00%	0.00%	100.00%	200.00%	300.00%	400.00%				
SHELburne	236	204	210	251	187	199	207	223	136	1,853	3,027	61%	
	-4.84%	-31.54%	-19.23%	-13.75%	-19.05%	-16.74%	-22.18%	2.76%	-49.44%				
SO. BURLINGTON	1,028	1,133	1,158	1,339	1,235	1,323	1,365	1,182	790	10,553	12,546	84%	
	33.33%	27.88%	16.38%	18.29%	17.62%	33.77%	35.55%	15.77%	-37.45%				
WILLISTON	114	137	150	150	157	175	179	131	73	1,266	1,621	78%	
	-8.80%	-11.61%	18.11%	25.00%	45.37%	56.25%	34.59%	-16.03%	-51.33%				
WINOOSKI	472	568	537	597	516	482	482	409	335	4,398	5,413	81%	
	-4.07%	22.94%	45.53%	35.68%	24.04%	30.27%	19.90%	-5.10%	-37.85%				
TOTAL	3,308	3,607	3,485	4,088	3,528	3,849	4,111	3,605	2,488	32,069	43,446	74%	
Cost to Members	\$ 88,034.19	\$ 90,381.98	\$ 88,261.43	\$ 103,545.06	\$ 88,308.22	\$ 97,368.12	\$ 103,872.08	\$ 92,623.95	\$ 63,617.81	\$ 178,416.17			
Cost/Trip	\$ 26.61	\$ 25.06	\$ 25.33	\$ 25.33	\$ 25.03	\$ 25.30	\$ 25.27	\$ 25.69	\$ 25.57	\$ 25.80			



Continuity of Operations Plan (COOP)

I. Introduction

Green Mountain Transit (GMT) is committed to maintaining, or rapidly restarting essential public transit and non-emergency medical transportation (NEMT) services during emergency situations. This COOP plan establishes policy and guidance to ensure the execution of the essential functions for GMT in the event that an emergency at the agency or in its service area threatens or incapacitates operations and/or requires the relocation of selected personnel and functions.

GMT's COOP was developed with reference from methodologies included in the Transportation Research Board's TCRP Report #89, Volume 8 "Continuity of Operations (COOP) Planning Guidelines for Transportation Agencies" and The American Public Transportation Association (APTA) "Standards for a Continuity of Operations Plan for Transit Agencies."

II. Purpose

April 21, 2020

The purpose of GMT's COOP is to prepare the agency so that it can provide essential agency functions following a significant emergency event that limits or restricts the availability of personnel, facilities or technical systems.

III. Authorities & References

On April 17, 2020 the GMT Board of Commissioners approved GMT's *Continuity of Operations Plan* establishing the agency's philosophy and objectives in developing and implementing a comprehensive continuity of operations capability for all facets of GMT's operation.

The COOP plan has the full endorsement of GMT's General Manager, Board of Commissioners and senior management. The General Manager and executive management will review and make necessary updates to the plan at least one a year.

IV. Applicability & Scope

Due to the reality of the changing threat environment, this plan is designed to address an "all hazards" approach to emergencies. The COOP plan is applicable to all GMT departments, divisions, units, contractors and personnel. This COOP plan describes the actions that will be taken to activate a viable COOP capability within 12 hours of an emergency event, and to sustain that capability for up to 30 days. The COOP plan can be activated during duty and non-duty hours, both with and without warning.

The COOP plan covers all facilities, systems, vehicles and buildings operated or maintained by GMT. The COOP plan supports the performance of essential functions from alternate locations (due to the primary facility becoming unusable, for long or short periods of time) and also provides for continuity of management and decision-making at the transportation agency, in the event that senior management or technical personnel are unavailable.

The COOP plan has been distributed to senior managers with GMT. Training has been provided to personnel with identified responsibilities.

V. Policy

It is the policy of GMT to respond quickly at all levels in the event of an emergency or threat, to include human, natural, technological, and other emergencies or threats, in order to continue essential internal operations and to provide support to our customers, emergency management and response agencies, and other agencies or services that may be affected by the emergency.

A viable COOP capability identifies essential functions and consists of plans and procedures, alternate facilities, and alternate interoperable communications and data support systems, reinforced by comprehensive training, orientation, and exercise programs. COOP capabilities must be maintained at a high level of readiness, be capable of being activated both with and without warning, achieve operational status no later than 12 hours after activation, and maintain sustained operations for up to 30 days or until termination.

VI. Objectives

The objectives of this plan are as follows:

- maintain command, control and direction during emergencies;

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- reduce disruptions to operations;
- protect essential facilities, equipment, records, and other assets;
- assess and minimize damage and losses;
- provide organizational and operational stability;
- facilitate decision-making during an emergency;
- achieve an orderly recovery from emergency operations;
- assist affected employees and their families;
- provide for the line of succession to critical management and technical positions;
- provide resources and capabilities to develop plans for restoring or reconstituting regular activities, depending upon the scope, severity, and nature of the incident; and
- fulfill the agency's responsibilities in local, regional and state emergency operations plans and agreements with local emergency response and management agencies.

VII. Essential Functions

In the transportation environment, emergencies may occur both with and without warning which result in the:

- denial of use of facilities or vehicles;
- reduction of workforce
- loss of power;
- loss of telecommunications;
- suddenly unavailable senior management or technical personnel; and/or
- inaccessible information technology systems.

When confronting events which disrupt the normal operations, GMT is committed to provide essential functions which must be continued even under the most challenging emergency circumstances. GMT has identified as essential functions only those most critical activities which ensure the safety and security of system users, employees, contractors, emergency responders and the general public; support the restoration of internal operations; and facilitate emergency response operations.

GMT has identified the following functions, organized by area of responsibility within the agency, as essential functions in this COOP Plan. For each essential function the COOP requires the primary staff member responsible and two alternate staff members in case the primary staff member is unavailable. Essential functions have been prioritized by how quickly they should be restored after an emergency event.

GMT Essential Functions						
Priority	Essential Function	Location	Primary Staff Member	Alternate 1 Staff Member	Alternate 2 Staff Member	Resources Needed
1	Non-Emergency Medical Transportation (NEMT)	Berlin	John Charissakis, Ops. Manager	Houston Lee, Dispatcher	Gene Winnicki, Ops. Supervisor	Computer, RouteMatch, Phones, Call Center, Radios, Vehicles, Operators
2	Non-Emergency Medical Transportation (NEMT)	St.Albans	Rich Gorton, Ops. Manager	Tim Gaudette, Dispatcher	Jeremy Whitting, Training Supervisor	Computer, RouteMatch, Phones, Call Center Radios, Vehicles, Operators
3	Bus Operations	Burlington	Mev Bahonjic, Ops. Manager	Jon Mabey, Ops. Supervisor	Mike Zhu, Ops. Supervisor	Computer, Dispatch Sheets, Phones, Radios, Vehicles, Operators
4	Bus Operations	Berlin	John Charissakis, Ops. Manager	Houston Lee, Dispatcher	Gene Winnicki, Ops. Supervisor	Computer, Dispatch Sheets, Phones, Radios, Vehicles, Operators
5	Bus Operations	St.Albans	Rich Gorton, Ops. Manager	Tim Gaudette, Dispatcher	Jeremy Whitting, Training Supervisor	Computer, Dispatch Sheets, Phones, Radios, Vehicles, Operators
6	Maintenance Operations	Burlington	Justin Town, Maintenance Supervisor	Bob Chagnon, Foreman	Shawn "Amos" Riley, Foreman	Tools, work trucks, PPE, facility, fuel
7	Maintenance Operations	Berlin	Tyler Austin, Foreman	Justin Chamberlin, Mechanic	Justin Town, Maintenance Supervisor	Tools, work trucks, PPE, facility
8	Public Information	All	Jamie Smith, Dir of Planning & Marketing	Milia Bell, Marketing Coordinator	Jenn Wood, Community Outreach Manager	Computer, phones, internet connection
9	Information Technology	All	David Hamblin, IT Manager	Trish Redaileu, Dir. Of Human Resources	Matt Young, Human Resources Coordinator	Computer, phones, internet connection
10	Human Resources	All	Trish Redaileu, Dir. Of Human Resources	Matt Young, Human Resources Coordinator	David Hamblin, IT Manager	Computer, phones, internet connection
11	Call Center	All	Jordan Posner, Mobility Manager	Donna Gallagher, Brokers Services Manager	Pam MacDonald, Accounting Coordinator	Computer, RouteMatch, Phones
12	Payroll	All	Karen Plante, Payroll Administrator	Pam MacDonald, Accounting Coordinator	Nick Foss, Director of Finance	Computer, Evolution
13	Account Payable	All	Kelly Bean, Accounts Payable	Pam MacDonald, Accounting Coordinator	Karen Plante, Payroll Administrator	Computer, Great Plains, Checks, Printer
14	Grants Management	All	Kim Wall, Grants Manager	Nick Foss, Director of Finance	Matt Kimball, Capital Projects Manager	Computer, Great Plains, Printer
15	Contingency Service Plan	All	Chris Damiani, Transit Planner	Mev Bahonjic, Ops. Manager	Jamie Smith, Dir of Planning & Marketing	HASTUS

VIII. Concept of Operations (CONOPS)

To implement the COOP plan, GMT has developed a concept of operations (CONOPS), which describes its approach to implementing the COOP plan, and how each COOP plan element will be addressed. In particular, this CONOPS focuses on establishing emergency decision-making authority and defining a decision process for determining appropriate actions in implementing COOP plans and procedures. This CONOPS also clarifies the GMT's agency assumptions regarding its activities to activate and sustain a viable COOP capability. Finally, the CONOPS identifies how GMT will address issues associated with notification and alert, and direction and control.

Planning Scenarios

The COOP plan has been developed around a set of scenarios which reflect GMT's assessment regarding the types of events which may result in COOP plan activation. For each type of scenario, activities have been identified to ensure the activation of the COOP plan and the continuous capability of GMT to make decisions and act.

Activation of the COOP plan may involve:

- the deliberate and pre-planned movement of selected key staff and technical personnel to an alternate operating facility;
- the implementation of temporary work procedures;
- the delegation of emergency authorities to successors of senior management and technical personnel who are unavailable during the emergency; and/or
- the assignment of COOP teams to perform specific activities necessary to ensure essential functions.

The following four types of scenarios have been identified by GMT as the most likely to trigger COOP plan activation:

- Planning Scenario 1: Operations and Administrative Facility Alone Affected.** Under this type of scenario, the main operations and administrative facility is closed for normal business activities, but the cause of the disruption has not affected surrounding facilities,

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utilities, or the transportation network. The most likely causes of such disruption are fire; system/mechanical failure; loss of utilities such as electricity, telephone, water, or steam; or explosion (regardless of cause) that produces no significant damage to any other facilities or systems used by the transportation agency. This type of event could significantly impact GMT's communications, transportation monitoring, and information technology capabilities. Vehicles and maintenance facilities, located at or adjacent to the operations and administration facility, may be damaged or destroyed. Senior management, technical and supporting personnel working at the facility may be lost, injured, or not accounted for.

- **Planning Scenario 2: Operations and Administrative Facility and Surrounding Area Affected.** Under this scenario, the Operations and Administrative Facility as well as supporting facilities are closed for normal business activities as a result of widespread utility failure; massive explosion (whether or not originating in the operations and administrative facility); severe earthquake; civil disturbance; or credible threats of actions that would preclude access or use of the Operations and Administrative Facility and surrounding areas. Under this scenario there could be uncertainty regarding whether additional events (such as secondary explosions, aftershocks, or cascading utility failures) could occur. During this type of event, GMT's primary facilities and the immediate areas surrounding them are inaccessible.
- **Planning Scenario 3: Supporting Facilities Affected.** Under this scenario, the operations and administration facility is left unharmed, but one or more support facilities is inoperable. These may include vehicle storage facilities, maintenance facilities, stations, or other systems used by the transportation agency. This type of event could be the result of a natural disaster, workplace violence, cyber-attack or other event.
- **Planning Scenario 4: Local/Regional Area Affected.** Under this scenario, the transportation agency's service area would be inaccessible for normal business activities as a result of a major disaster (hurricane, earthquake) or an actual or threatened use of a weapon of mass destruction such as a chemical, biological, radiological, or nuclear agent (whether or not directed at the operations and administrative facility). GMT facilities are functional, but cannot be used because of the nature of the emergency.
- **Planning Scenario 5: Pandemic Planning & Response**

Planning Assumptions

Assumptions used to support GMT's planning for each of these scenarios include the following elements.

- Emergencies or threatened emergencies can adversely impact the transportation agency's ability to continue to support essential functions and provide support to the operations of clients and external agencies.
- When a COOP event is declared, GMT will implement a predetermined plan using trained and equipped personnel.
- Transportation agency and non-agency personnel and resources located outside the area affected by the emergency or threat will be available as necessary to continue essential functions.

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- The transportation agency will provide operational capability within 12 hours of the event and be able to continue essential operations for 30 days or until termination of the event, whichever is earlier.
- Recovery for anything less than complete destruction will be achievable by using the COOP plan.
- Normally available staff members may be rendered unavailable by a disaster or its aftermath, or may be otherwise unable to participate in the recovery.
- Procedures are sufficiently detailed so someone other than the person primarily responsible for the work can follow them.
- Recovery of a critical subset the agency's functions and application systems will occur to allow the agency to continue essential functions adequately.
- A disaster may require transportation users, clients and local agencies to function with limited automated support and some degradation of service, until full recovery is made.

COOP Execution

The General Manager or his or her designated successor, may implement this COOP plan. The COOP plan is implemented based on known or anticipated threats and emergencies that may occur with or without warning. GMT will use a time-phased approach for implementation whereby critical resources are deployed early and other resources will follow as needed.

- **Known threats and emergencies (with warning):** There are some threats to operations that may afford advance warning that will permit the orderly alert, notification, evacuation, and if necessary, the relocation of employees. Situations that might provide such warning include a hurricane, a transportation accident resulting in a threat of a release of hazardous material (HAZMAT) or a threat of a terrorist incident.
- **Unanticipated threats and emergencies (no warning) During Non-Duty Hours:** Incidents may not be preceded by warning, e.g., earthquakes, arson, HAZMAT, or terrorist incidents, and may occur while the majority of on-site staff are not at work. In these circumstances, while operations from the primary facilities may be impossible, the majority of our employees will still be able to respond to instructions, including the requirement to relocate following proper notification.
- **Unanticipated threats and emergencies (no warning) During Duty Hours:** Incidents may also occur with no warning during normal office hours. In these circumstances, execution of the COOP, if indicated by the circumstances of the event, would begin by execution of the GMT's Emergency Response Plan to support notification, evacuation, and situation assessment.

In each of these circumstances, the transportation agency has developed an executive decision process that allows for a review of the emergency situation and determination of the best course of action for response and recovery. This process uses a decision matrix for implementing the COOP plan. Careful review of this matrix should avoid premature or inappropriate activation of the agency COOP plan.

The decision matrix is presented below. Potential disruptions resulting from emergency events are classified in Emergency Levels 1 through 5. Using these emergency levels, the General Manager, or a duly designated successor will activate or partially activate the COOP plan.

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The decision matrix focuses on the way in which the emergency event may impact the capabilities of the transportation agency to provide its essential functions. To remain flexible to the variety of situations that could trigger activation or partial activation of the COOP plan, this matrix provides guidance, and recommended impacts and decisions may be modified based on the actual events.

Level of Emergency	Impact on Agency and COOP Decision
1	<p>Impact: Disruption of up to 12 hours, with little effect on services or impact to essential functions or critical systems.</p> <p>Example: Major accident on highway or transit system.</p> <p>Decision: No COOP activation required.</p>
2	<p>Impact: Disruption of 12 to 72 hours, with minor impact on essential functions.</p> <p>Example: Computer virus, small fire or moderate flooding.</p> <p>Decision: Limited COOP activation, depending on transportation agency requirements.</p>
3	<p>Impact: Disruption to one or two essential functions or to a vital system for no more than three days.</p> <p>Example: Power outage, heightened Homeland Security Advisory System Threat Level.</p> <p>Decision: May require partial COOP activation to move certain personnel to an alternate facility or location in the primary facility for less than a week.</p>
4	<p>Impact: Disruption to one or two essential functions or to the entire agency with potential of lasting for more than three days but less than two weeks.</p> <p>Example: Snow/ice storm; hurricane, workplace violence, major telecommunications failure or major power outage.</p> <p>Decision: May require partial COOP plan activation. For example, orders of succession for some key personnel may be required; in addition, movement of some personnel to an alternate work site or location in the primary facility for more than a week may be necessary. Personnel not supporting essential functions may be instructed not to report to work, or be re-assigned to other activities.</p>
5	<p>Impact: Disruption to the entire agency with a potential for lasting at least two weeks.</p>

	<p>Example: Explosion in/contamination of primary facility; major fire or flooding; earthquake, tsunami.</p> <p>Decision: COOP plan activation. May require activation of orders of succession for some key personnel. May require movement of many, if not all, essential personnel to an alternate work site for more than two weeks. Personnel not supporting essential functions may be instructed not to report to work, or be re-assigned to other activities.</p>
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Executive Leadership COOP Plan Activation Decision Matrix

COOP Teams

In the event of activation or partial activation of the COOP plan, designated teams have been established by GMT to manage and perform essential functions. To staff the COOP teams, GMT has identified key positions to provide management and technical functions necessary to establish essential functions within 12 hours after the emergency event. In addition, supporting personnel have been identified to perform critical activities necessary to sustain essential functions for a period of up to 30 days.

The figure below depicts the teams designated by the [insert the name of the transportation agency].

COOP Team Designations

Team	Team Members	Typical Responsibilities
Executive Team	Senior leadership not involved in specific activities to set up, conduct or directly support essential functions	<ul style="list-style-type: none"> • Activate or partially activate COOP plan activities • Coordinate inter-agency and media communications • Promote coordination among governmental/agency units
Advance Team	Personnel who support critical services, systems or resources necessary to perform prioritized essential functions	<ul style="list-style-type: none"> • Initiate notification regarding COOP plan activation (internal pager/beeper systems; call trees; in-person notification, etc.) • Notification of external agencies regarding COOP plan activation • Assignment to ready critical processes, systems, resources, and records necessary to support essential functions • Coordination with duly designated decision makers and the operations team • Coordinating the relocation of communications, information technology, and vital records, data sets and databases to the alternate facility or another location
Operations Team	Senior management and technical personnel from each	<ul style="list-style-type: none"> • Ensure safety and security of system users, personnel, contractors, and others who have come into contact with the system

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	organizational element within the agency with responsibility for essential functions	<ul style="list-style-type: none"> • Initiate essential functions from alternate facility or other location • Manage emergency public information requirements • Coordinate emergency procurements and contracts • Coordinate necessary activities to manage emergency and administration functions • Coordinate inspections, damage assessments, and emergency repairs • Perform situation assessments and obtain status of the transportation system • Communicate and coordinate with advance teams and support teams • Assess performance of essential functions • Communicate status with local responders • Develop plans for additional functions and gradual restoration of operations
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- The **Executive Team** can handle decision-making and direct activation or partial activation of the plan. Members of this team should not be tasked with work on the advance team or even be expected to be involved with early operations team activities. Some senior leadership personnel can likely take on some tasks such as media and inter-agency contacts, freeing up advance, operations, support and contingency teams to assure that essential functions are carried out. They can also be expected to be influential in leveraging assistance and removing obstacles that were unanticipated.
 - The Executive Team is made up of the following positions:
 - General Manager
 - Director of Humans Resources
 - Director of Marketing & Planning
 - Director of Finance
- The **Advance & Operations Team**, immediately after activation or partial activation of the COOP plan, will perform activities necessary to ready the system for the performance of essential functions. This may include the restoration of telecommunications and information technology systems capabilities, the mobilization of resources, the preparation of deployment sites and/or alternate operating locations, and the location and protection of vital records, data sets, and databases.
 - The Advance & Operations Team is made up of the following positions:
 - IT Manager
 - Operation Managers
 - Maintenance Supervisor
- **Support Teams** will follow the direction of the operations team. Support teams are typically organized by functions and will focus their activities on the discrete activities necessary to perform essential functions. The activities may include vehicle operations, maintenance crews, inspection and damage assessment teams, traffic control and direction; public outreach/information; and support crews to emergency responders. There may be one or more support teams specified.

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- **Contingency Teams** initially may not be needed. These personnel will report to their homes or other locations to wait for direction from the operations team or support teams. These personnel understand that they may be assigned to perform a range of functions necessary to support the transportation agency, its users and customers, and emergency responders. As they are called upon to support the agency's return to normal operations, these personnel may be organized into one or more teams.

Alternate Facilities and Worksites

GMT recognizes that normal operations may be disrupted and that there may be a need to perform essential functions at alternate facilities or worksites.

Alternate facilities, addresses, contact information and special considerations are included below.

<i>GMT Alternate Facilities</i>				
Primary Facility	Alternate Facility	Alternate Facility Address	Site Contact Information	Notes
GMT Headquarters, 101 Queen City Park Road, Burlington	Burlington Body Shop & Storage Facility, 31 Queen City Park Road, Burlington	31 Queen City Park Road, Burlington	Justin Town, Maintenance Supervisor, 540-0046 (o), 793-2353 (c)	
Burlington Body Shop & Storage Facility, 31 Queen City Park Road, Burlington	GMT Headquarters, 101 Queen City Park Road, Burlington	101 Queen City Park Road, Burlington	Justin Town, Maintenance Supervisor, 540-0046 (o), 793-2353 (c)	
Burlington Downtown Transit Center, 100 Cherry Street, Burlington	Burlington Body Shop & Storage Facility, 31 Queen City Park Road, Burlington	31 Queen City Park Road, Burlington	Justin Town, Maintenance Supervisor, 540-0046 (o), 793-2353 (c) and Mev Bahonjic, Operations Manager, 540-2454	
Berlin Operations Facility, 6088 VT Route 12, Berlin	National Life Parking Lot	1 National Life Drive, Montpelier	Scott Rogers, Head of Facilities, 229-3704 (c)	Vehicles will be staged at National Life, Operations command will be at the Montpelier Transit Center.
Montpelier Transit Center, 61 Taylor Street, Montpelier	Shaw's, Main Street, Montpelier	2 Main Street, Montpelier	Corey Line, City of Montpelier Project Management Director, 262-6272	On-street operations at Shaw's shelter. Notify Corey but no city assistance required.
Stowe Operations Facility, Moscow Road, Stowe	Berlin Operations Facility, 6088 VT Route 12, Berlin	6088 VT Route 12, Berlin	John Charissakis, Operations Manager, 262-6189 (o), 503-5700 (c)	
St. Albans Operations Facility, 375 Lake Road, St. Albans	Burlington Body Shop & Storage Facility, 31 Queen City Park Road, Burlington	31 Queen City Park Road, Burlington	Justin Town, Maintenance Supervisor, 540-0046 (o), 793-2353 (c)	

Notification and Alert

GMT recognizes that the COOP plan could be able to be activated under all conditions:

- **With Warning.** It is expected that, in many cases, GMT will receive a warning of at least a few hours prior to an event. This will normally enable the full execution of the COOP plan with a complete and orderly alert, notification, and deployment of the advance team and operations team to an assembly site or a pre-identified deployment location. Notification will occur through email and telephonic methods.
- **Without Warning.** The ability to execute the COOP plan following an event that occurs with little or no warning will depend on the severity of the emergency and the number of personnel that survive.

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- Non-Duty Hours. COOP team personnel should be able to be alerted and activated to support operations for the duration of the emergency. *[Insert or reference procedure.]* Notification will occur through telephonic means.
- Duty Hours. If possible, the COOP plan will be activated and available members of the COOP teams will be deployed as directed to support operations for the duration of the emergency. Depending on the status of communications, notification will be made by telephone, in-person at facilities, and using designated call down procedures.

Delegations of Authority and Orders of Succession

In the event that the General Manager is unavailable during an emergency, GMT has developed a set of procedures to govern both orders of succession and delegations of emergency authority.

General Manager Delegation of Authority				
Type of Authority	Position Title Holding Authority	Triggering Conditions	Designated Successor(s)	Responsibilities
Authority of Decision Making	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	General Manager responsibility and direction
Transit Service Suspension	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning in consultation with location Operations Managers	Suspend service based on real time safety considerations and operator and vehicle resources. Must be communicated to passengers, GMT Board and Media
Activate Continuity of Operations Plan (COOP)	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	Fully or partially activate the COOP Plan
Emergency Media Communications	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	Communicate with the media on emergency operations
Board Communications	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	Communicate with the Board, and schedule emergency meetings, in person or remotely, as needed
VTrans, FTA, Emergency Ops Center (EOC) Point of Contact	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	Manage all emergency communications with local, state and federal partners
Labor Relations	General Manager (GM)	Absence of GM and inability to contact	Director of Human Resources	Communicate with the Union Business Agent as needed during emergency operations.
Employee Termination	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning in consultation with Director of HR	Terminate employees per the employee handbook and CBA's as applicable. Employees should be placed on unpaid leave until the GM is available.
Procurement Authorization and Check Signing (as applicable)	General Manager (GM)	Absence of GM and inability to contact	Director of Marketing & Planning	Authorize procurements and sign checks as applicable

COOP Plan Maintenance

GMT has developed an approach to maintaining a viable COOP capability. This approach ensures the review and update of the COOP plans and its supporting documents; the

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orientation of training of both existing and newly hired/appointed personnel; and the testing of the COOP capability through internal, local, regional and state exercises.

COOP Plan Maintenance

Activity	Tasks	Frequency
Plan update and certification	<ul style="list-style-type: none"> Review entire plan for accuracy Incorporate lessons learned and changes in policy and philosophy Manage distribution of plan updates 	Annually
Maintain and update Orders of Succession	<ul style="list-style-type: none"> Obtain names of current incumbents and designated successors Update Delegation of Authorities 	As-needed
Checklists	<ul style="list-style-type: none"> Update and revise checklists Ensure annual update/validation 	As needed Annually
Update rostering all positions	<ul style="list-style-type: none"> Confirm/update information on rostered members of COOP Teams 	Monthly or quarterly
Appoint new members of the COOP Team	<ul style="list-style-type: none"> Qualifications determined by COOP Leaders Issue appointment letter and schedule member for orientation 	As needed
Maintain alternate work site readiness	<ul style="list-style-type: none"> Check all systems Verify access codes and systems Cycle supplies and equipment as needed 	Quarterly
Review and update supporting Memoranda of Understanding/Agreements	<ul style="list-style-type: none"> Review for currency and new needs Incorporate changes, if required Obtain signature renewing agreement or confirming validity 	Annually
Monitor and maintain equipment at alternate sites	<ul style="list-style-type: none"> Train users and provide technical assistance Monitor volume/age of materials and assist users with cycling/removing files 	Ongoing
Train new members	<ul style="list-style-type: none"> Provide an orientation and training class Schedule participation in all training and exercise events 	Within 30 days of appointment
Orient new policy officials and senior management	<ul style="list-style-type: none"> Brief officials on COOP Brief each official on his/her responsibilities under the COOP 	Within 30 days of appointment

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Plan and conduct exercises	<ul style="list-style-type: none"> ▪ Conduct internal exercises ▪ Conduct joint exercises with local, regional, and/or state agencies ▪ Support and participate in interagency exercises 	Annually or as needed
Maintain security clearances	<ul style="list-style-type: none"> ▪ Obtain, maintain and update appropriate security clearances 	Ongoing

Glossary of Terms

Activation. When a COOP plan has been implemented whether in whole or in part.

Agency head. The highest-ranking official of the transportation agency or a successor or designee selected by the official.

Alternate facility. A location, other than the normal facility, used to carry out essential functions in a COOP situation.

Automated Data Processing (ADP) equipment. Equipment that performs data processing largely by automatic means.

Collateral damage. Injury to personnel or damage to facilities that are not the primary target of attack.

Consumable office supplies. General supplies that are consumed in office use.

Continuity of Operations (COOP). The activities of individual departments and agencies and their sub-components to ensure that their essential functions are performed throughout an emergency situation and its short-term aftermath. This includes plans and procedures that:

- delineate essential functions;
- specify succession to office and the emergency delegation of authority;
- provide for the safekeeping of vital records and databases;
- identify alternate operating facilities;
- provide for interoperable communications;
- ensure personnel readiness; and
- validate the COOP capability through tests, training, and exercises.

COOP Event. Any event that causes the transportation agency to invoke its COOP plans and procedures to assure continuance of its essential functions.

Critical Infrastructure Protection (CIP). Risk management actions intended to prevent a threat from attempting to, or succeeding at, destroying or incapacitating the transportation agency's critical infrastructures

Delegation of authority. Specifies who is authorized to act on behalf of the agency head and other senior management and technical personnel for specific purposes.

Devolution. The capability to transfer statutory authority and responsibility for essential functions from an agency's primary operating staff and facilities to other employees and facilities, and to sustain that operational capability for an extended period.

Drive-away kit. A kit prepared by, and for, an individual who expects to deploy to an alternate location during an emergency. It contains items needed to minimally satisfy personal and professional needs during deployment. It is sometimes also referred to as a go-kit.

Emergency operating records. Records that support the execution of an agency's essential functions.

Essential functions. Functions that enable the transportation agency to:

- provide vital services;
- maintain the safety and well-being of employees, contractors, customers, and the general public; and
- sustain the economic base in an emergency.

Essential resources. Resources that support the agency's ability to provide essential functions.

Executive agent. A term used to indicate a delegation of authority by a superior to a subordinate to act on behalf of the superior. An executive agent may be limited to providing only administration and support or coordinating common functions or he/she may be delegated authority, direction, and control over specified resources for specified purposes.

Interagency Agreements. A written agreement entered into between agencies that require specific goods or services to be furnished or tasks to be accomplished by one agency in support of the other.

Interoperability. The ability of systems, personnel, or agencies to provide services to and accept services from other systems, personnel, or agencies and to use the services so exchanged to enable them to operate effectively together. This word can also be used to describe the condition achieved among communications-electronic systems or items of communications-electronics equipment when information or services can be exchanged directly and satisfactorily between them and/or their users.

Interoperable communications. Alternate communications that provide the capability to perform essential functions, in conjunction with other agencies, until normal operations can be resumed.

Legal and financial records. Records that are needed to protect the legal and financial rights of the transportation agency and of the persons affected by its actions.

Mission critical data. Information essential to supporting the execution of an agency's essential functions.

Mission critical systems. ADP equipment essential to supporting the execution of an agency's essential functions.

Orders of succession. Provisions for the assumption of senior agency offices during an emergency in the event that any of those officials are unavailable to execute their legal duties.

Originating facility. The site of normal, day-to-day operations; the location where the employee usually goes to work.

Reconstitution. The process by which the affected transportation agency resumes normal operations from the original or replacement primary operating facility.

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Risk analysis. The identification and assessment of hazards.

Telecommuting locations. Those locations set up with computers and telephones that enable employees to work at a location closer to their house than their main office.

Test, Training, and Exercises (TT&E). Measures to ensure that an agency's COOP program is capable of supporting the continued execution of its essential functions throughout the duration of a COOP situation.

Virtual offices. A location or environment where an employee performs work through the use of portable information technology and communication packages.

Vital databases. Information systems needed to support essential functions during a COOP situation.

Vital records. Electronic and hardcopy documents, references, and records needed to support essential functions during a COOP situation. The two basic categories of vital records are emergency operating records and legal and financial records.

Weapons of Mass Destruction (WMD). Weapons capable of a high order of destruction and/or of being used in such a manner as to destroy large numbers of people. Weapons of mass destruction can be high explosives or nuclear, biological, chemical, and radiological weapons.

Work-at-home. When an employee carries out their work duties at their residence rather than their official duty station.



To: GMT Board of Commissioners
From: Jon Moore, Interim General Manager
Date: April 21, 2020
RE: Premium Pay

In recognition of the essential nature of public transit and understanding job-related COVID-19 exposure I have recommended to the Leadership Committee, and they have unanimously endorsed, that GMT provides premium pay for certain work groups in response to the challenging operating environment created by COVID-19.

Employees in the following work groups would be eligible for premium pay. Premium pay would only be provided for **actual** hours worked at a GMT facility or operating a GMT vehicle. Absences from work and hours worked from home would **not** qualify for premium pay.

I am proposing that premium pay is provided at \$3.00/hour in addition to normal wages for the work groups listed below based on job exposure to COVID-19 and job responsibilities requiring employees to be on-site at a GMT facility for at least some of their work schedule:

- Bus Operators
- Sedan Drivers
- Operations Managers
- Berlin and St. Albans
Dispatchers
- St. Albans Scheduler/Dispatcher
- Maintenance Staff
- Operations Supervisors
- Training Supervisors

GMT will continue to maximize tele-working for employees that are able to do so. In addition to the General Manager and Directors, work groups that are not listed above would not be eligible for premium pay. This disincentives employees working on-site who are eligible to tele-work during the Stay Home/Stay Safe order unless on-site work is explicitly approved by the General Manager for essential job responsibilities. These would be approved by the General Manager on a case by case basis.



I am proposing that the premium pay would be retro-activated to March 13, 2020 when the Governor issued the State of Emergency executive order. It would expire concurrent with the Stay Home/Stay Safe executive order scheduled to end on May 15, 2020, or at the expiration of any extension(s) to this executive order.

If the Board approves premium pay as outlined above GMT would agree to the above terms with the Union through Memorandum of Understandings (MOUs) for employees covered under one of the three Collective Bargaining Agreements (CBA's) between GMT and Teamsters Local 597.

The estimated total cost for the premium pay is \$133,000 (including retro-active pay to March 3/13). This assumes that the Stay Home/Stay safe order is lifted on May 15th as scheduled and assumes a 10% overtime rate for Operators and Maintenance Staff. Premium pay is a qualifying expense under the federal CARES Act funds that GMT has received directly for urban operations and for the funds that GMT will receive from VTrans for rural operations. While the budgeting for the CARES Act funds is still developing, GMT staff is confident that we have the funds available to provide the estimated premium pay amount.

Providing premium pay recognizes the risk our front line employees face during these challenging times created by COVID-19. Through the challenges presented over the past six weeks GMT employees continue to be dedicated and committed to providing essential transportation to our passengers and the communities that we serve.

Staff requests the GMT Board of Commissioners: ***Approve providing premium pay at \$3.00/hour as outlined in the Interim General Manager's memo dated April 21, 2020.***



To: GMT Board of Commissioners
From: Jamie Smith, Director of Marketing and Planning
Chris Damiani, Transit Planner
Re: Service Changes for Urban and Rural Systems
Date: April 15, 2020

Action needed: Staff is seeking approval to implement the service reduction outlined below based on the public feedback received. The presented changes would take effect in June 2020 for the urban system and July 2020 for the rural system.

Action needed: Staff is seeking the approval to shift the operation of the US2 Commuter, Route 100 Commuter, Morrisville Loop, and Morrisville Shopping Shuttle to Rural Community Transit (RCT) effective 07/01/20.

Green Mountain Transit is committed to providing bus service that works for its passengers. Public feedback is an important step in making any service change decisions, and the intended focus of this report is to provide the GMT Board of Commissioners with all the passenger feedback received.

The GMT Planning staff had planned a number of public meetings and passenger communication “events”; however, we were forced to cancel those in-person public meetings due to COVID-19 and the Governor’s Executive Order to limit such events. As result of cancelling the meetings, we created a series of videos that outlined the changes that were on our website, on social media sites, shared with partners/stakeholders, and broadcast on public access television. Broadcasting the videos through these channels allowed passengers a much longer feedback period, roughly a month.

Review of the service changes presented:

Urban Service area:

The approved FY21 budget identifies the need to save \$216,229 with service modifications.

Route(s)	Service Modification	Projected Savings
Red Line / Blue Line	9:00AM to 3:00PM, both routes would operate at 30-minute headways	\$229,500 5,737.5 Annual Pay Hours
Barre LINK Express/ Waterbury LINK Express	Consolidation of one PM trip	\$22,542*
*Consolidation of the LINK services would save GMT use of one LINK bus and driver pay hours. The full cost savings will be determined by the final schedule. Before GMT		



proceeds with any additional changes to these services, we would like to conduct a passenger survey to determine the most beneficial schedule.

Rural Service Area:

The approved FY21 budget identifies the need to save \$149,325 with service modifications.

Route(s)	Service Modification	Projected Savings
Lamoille County/Washington County Services**	Shifting 4 routes in the Lamoille County/ Washington County area to RCT	\$98,288
City Route	Elimination of the first and last trip of the day.	\$20,320 508 Annual Vehicle Hours
St. Albans Downtown Shuttle	Elimination of the first and last trip of the day.	\$20,320 508 Annual Vehicle Hours
<p>**Morrisville Loop, Morrisville Shopping, US2 Commuter, Route 100 Commuter Staff would achieve additional savings through increased volunteer driver recruitment, and NEMT service efficiency savings.</p> <p>Staff feels making this change will enhance GMT's reputation as a statewide leader willing to look at more efficient and beneficial service models.</p> <p>The ridership on the City Commuter AM trip is an average of 3.1 and the PM trip averages .8 passengers. The ridership on both the AM and PM St. Albans Downtown Shuttle is an average of 3.</p>		

Passenger Feedback: GMT accepted online feedback through Feedback@ridegmt.com, posted with all service change materials and on the RideGMT.com website, in addition some comments were capture through Info@ridegmt.com. We also provided a direct telephone number for Chris Damiani to accept feedback over the phone. The comments below represent the total feedback provided.

Date	Name	Method of Comment	Service Area	Comment Summary
3/6/20	Marlene Maron	Info@ Email	Urban	I cannot attend the public hearings on 3/16 and 3/18. I would appreciate hearing about any proposed changes to the Waterbury link express. I take the bus to and from UVM Medical Center every day and am so grateful for the service. The only thing I might wish for would be a 7:30 AM run from Waterbury and a 4:30 return from the hospital as additional offerings. Otherwise, I hope you won't change a thing other than ensure that your buses are in good shape.

				Mechanical issues have been problematic on several occasions.
				<p>Jamie: Thanks for your prompt response. I'm most concerned about the LINK bus from Waterbury. I take the 6:15 bus every morning and try to return on the 3:55 from the UVM Medical Center. Sometimes I have to stay late at work and take the 4:55 or 5:30 LINK from the hospital.</p> <p>This bus provides a great service for me. If anything, I would like more options for the morning commute but I'm content with the service.</p> <p>If there is consolidation of service, I hope you will retain the 6:15 a.m. from Waterbury. This bus gets me to the hospital by 7:00 and I can walk to my job in Winooski by 7:30 or 7:40. I would not be able to reach work on time if I had to rely on the 7:00 a.m. bus from Waterbury, so I hope you can continue the current configuration of the LINK service.</p> <p>As a side note: I CHOOSE to take public transportation. I know I could drive to Winooski every day in 45 minutes or an hour. With the bus, my commute takes about 90 minutes in the morning and around two hours in the afternoon. I'm willing to accept the extra time associated with public transportation because of the convenience of WiFi on the bus, saving on gas, avoiding driving myself, and reducing my carbon footprint. I hope you will continue the LINK service as it is. I depend on it. I understand the variables of making change and I appreciate how GMT is reaching out to the riders. Keep me posted. --Bill</p>
3/9/20	Bill Clark	Info@ Email	Urban	
				<p>I won't be able to make it to the public meetings but am a regular rider of the link bus#86. I commute to UVM Medical Center and back to the Waterbury park n ride every day.</p> <p>I have a couple things to bring up about this bus.</p> <p>1. For the 7am, 7:55am rides a small city bus is often sent. The problem with this is that these buses are often not big enough for the amount of passengers riding and have been completely full causing people to have to stand to get where we are going. ***no one should be standing in the bus while riding on the interstate. ***</p>
3/12/20	Shannon Sanon	Info@ Email	Urban	Last week 4 people ended up having to stand when

				<p>they got on the bus in Richmond because it was just too full. Today one person stood from Richmond to the hospital...it's not acceptable.</p> <p>2. Several UVM and UVMCC employees take this bus, but the schedule does not line up with along with shift times...</p> <p>For example the bus leaves UVMCC at 4:55, but many people get out at 5pm. Same with the people who get out at 4:30....the bus leaves just before that. Can the schedule be tweaked to ensure people can catch the bus when they get out? Also...adding a 7:30 am bus from Waterbury may help.</p>
3/24/20	Maggie Roddy	Phone and Facebook	Urban	<p>Purple Line- Customer is worried about reliability of the bus due to previous experience with dropped runs on the Purple line. Customer is worried about reliability of the Red/ Blue line moving to 30-minute service due to previous experience riding the bus.</p>
3/24/20	Diane Booska	Phone	Urban	<p>Customer really enjoys the 20-minute service for both the red & blue line. Will be utilizing #7 and #6 after COVID-19 situation ends. Customer uses the bus mostly for shopping at Market 32 or UMass. Customer was curious as to why those routes were chosen, and I explained that it was what staff felt was the least impactful given the GMT financial situation. She hopes that if the financial situation gets better that GMT will go back to 20 min service.</p>
3/25	Penny Davison	Phone	Lamoille County	<p>Penny called to say how much she values GMT, enjoys our service, and enjoys the drivers. Her main concerns seem to stem around RCT service not being "reliable", given her comments it was more likely scheduling that was her concern. I did explain that these services would be fixed route and would not operate the same way that paratransit trips operate. She may email.</p>
3/27	Jeff	Phone	Lamoille County	<p>Jeff called to ask if the Route 100 Commuter was going away. I explained the changes to him, and explained that RCT would keep the same schedule. He asked about federal stimulus money and how that would affect our decisions to change/modify service.</p>
4/1	Sylvain Laporte	Phone	Paratransit	<p>Customer wanted to find out more info about the proposed service changes were, specifically the Morrisville Shopping Shuttle. He was okay with the changes as long as the times and service were staying the same which I assured him. He did mention that he and some other residents had heard that RCT drivers do not have a CDL. I mentioned that volunteer-based trips do not require a CDL.</p>



4/7	Ramona	Phone	Lamoille County	Customer was calling to find out more information about the service changes in Lamoille County. Takes the Route 100 Commuter. Customer was glad to find out that with the transition to RCT it will be Fare Free and similar schedule.
4/10	Selma Westcomb	Phone	Lamoille County	Passenger lives in Lamoille View and just wanted to make sure there was still a bus that would be available with the service change.