



Rider Experience and Access Council Meeting Minutes
Tuesday, March 24, 2026
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.

1 **Present**

2 Jamie Smith, Director of Rider Experience
3 Jon Moore, Assistant General Manager
4 Clayton Clark, General Manager
5 Chris Damiani, Director of Planning
6 Ash LaBombard, Marketing and Outreach Coordinator
7 G, Member of the Public
8 Thomas, Council Member
9 Marcie, Council Member
10 Eben, Council Member
11 Valarie, Council Member
12 George, Council Member
13 Marty, Council Member
14 Olive, Council Member
15 Evelyn, Council Member

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17 **Open Meeting**

18 Director Smith called the meeting to order at 3:01 PM.
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20 **Adjustment of the Agenda**

21 None.
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23 **Public Comment**

24 None.
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26 **Welcome and Introductions**

27 Director Smith had the Council and members of the public introduce themselves, their
28 connection to transportation, an issue they want to focus on, and their most-used route(s).
29

30 **Overview of Council Role and Expectations**

31 Director Smith briefly overviewed the role and expectations for everyone. The Council
32 discussed altering meeting frequency and time.
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34 **Election of REAC Chair**

35 Marcie indicated her interest in becoming Council Chair, and the Council gave a general nod of
36 agreement.

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39 **Rider Experience Priorities Discussion**

40 Director Smith opened the discussion by asking about the biggest challenges facing riders
41 today.

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43 The discussion touched upon the specifics of reliability issues (i.e., construction, GPS falloff,
44 communication), communication channels (i.e., website, Transit app, infrastructure,
45 newsletters), schedule communication, accessibility (i.e., #11 routing changes, snow removal,
46 information), and service priorities.

47

48 **Outreach and Engagement Between Meetings**

49 Marty informed the Council of an engagement opportunity with the City of South Burlington.

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51 Director Smith informed the Council of the upcoming public meeting and invited members to
52 attend, and asked the Council to send engagement opportunities to staff.

53

54 **Next Steps**

55 Marty asked if he could reach out to Vermont Green FC to table at a game.

56

57 **Adjourn**

58 Council Member Eben motioned to adjourn; Council Member Valarie seconded. All were in
59 favor, and the meeting adjourned at 4:15 PM. _