



**Service Committee Meeting Minutes**  
**Thursday, April 2, 2026**  
**101 Queen City Road, Burlington, VT 05401**

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*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.*

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1 **Present**

2 Jamie Smith, Director of Rider Experience  
3 Ash LaBombard, Marketing and Outreach Coordinator  
4 Clayton Clark, General Manager  
5 Peggy O’Neill, Clean Communities  
6 Commissioner Amy Brewer, Williston  
7 Camden Blatchly, Transit Data Analyst  
8 Alt. Commissioner, Charlene Tallman, Williston  
9 Chris Damiani, Director of Planning  
10 Commissioner Ilona Blanchard, South Burlington  
11 Jimmy Johnson, Director of Urban Operations  
12 Nate Bergeron, GMT Union Steward  
13 Kimberly Clark, Member of the public  
14 Commissioner Susan Grasso, Shelburne  
15 Will Hodgson, Transit Scheduler

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17 **Open Meeting**

18 GM Clark opened the meeting at 9:01 AM.  
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20 **Adjustment of the Agenda**

21 GM Clark asked for the inclusion of a public comment period and introductions to the agenda.  
22 Commissioner Brewer motioned to add these items to the agenda; Commissioner Blanchard  
23 seconded. All in favor, and the motion carried.  
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25 **Public Comment**

26 Kimberly Clark asked that Clayton Clark be removed from GMT for all he has done to her over  
27 the last three years.  
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29 **Introductions**

30 The committee introduced themselves to each other by name and role, both within GMT and  
31 within the committee.  
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33 **Discussion: Committee Charter**



34 GM Clark provided an outline of the work he sees the service committee doing moving forward.

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36 Commissioners asked questions related to the nature of this committee, tracking of transit  
37 needs, the need to consider financials, and continuous improvements via technology and other  
38 means.

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40 **Discussion: Performance Dashboard**

41 Director Damiani provided a high-level overview of the dashboard and the blended approach to  
42 its creation.

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44 Camden Blatchly took the committee through the various dashboards and how to understand  
45 and contextualize the data.

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47 Will Hodgson took the committee through the stop-level ridership data and plans for its use.

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49 Commissioners asked questions about automatic passenger counters (APCs), tracking  
50 complaints about performance delays, and adding amenities to stop-level data sets.

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52 **Discussion: Rider Alerts Systems**

53 Director Smith presented on how GMT communicates with riders day-to-day and on the  
54 improvements her team is working to make.

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56 Commissioners asked questions related to municipalities and communications during the  
57 construction season and beyond.

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59 **Commissioner Comments**

60 Commissioner Brewer was excited by the topics discussed today and cautioned Board members  
61 against asking for information that is difficult to obtain or quantify.

62  
63 **Adjourn**

64 Commissioner Brewer motioned to adjourn; Commissioner Blanchard seconded. All were in  
65 favor, and the meeting adjourned at 10:27 AM.