



Service Committee Meeting Minutes
Thursday, May 7, 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 Jimmy Johnson, Director of Urban Transportation
4 Nate Bergeron, Union Steward
5 Ash LaBombard, Marketing and Outreach Coordinator
6 Commissioner Amy Brewer, Williston
7 Chris Damiani, Director of Planning
8 Alternate Commissioner Charlene Tallman, Williston
9 Peggy O’Neill, Clean Cities and Communities Coalition
10 Clayton Clark, General Manager
11 Will Hodgson, Transit Scheduler
12 Chris Cole, Director of Transit Development
13 Kimberly Clark, Member of the Public
14 Commissioner Chapin Spencer, Burlington

15
16 **Open Meeting**

17 GM Clark opened the meeting at 9:05 AM, without a quorum.
18

19 **Adjustment of the Agenda**

20 None.
21

22 **Public Comment**

23 Kimberly-Clark asked for the continuation of the monthly fare cap.
24

25 **Action: Approval of Committee Minutes**

26 Skipped due to lack of quorum.
27

28 **Key Performance Indicators**

29 Director Damiani outlined the key performance indicators and the overarching categories.
30

31 The Committee asked questions and provided feedback on these KPI measures.
32

33 **Fare Cap Modifications**



34 Director Smith provided staff feedback on customer service interactions regarding the monthly
35 fare cap. Director Damiani presented an analysis of fare capping.

36

37 The Committee discussed and shared feedback on the presented fare cap scenarios.

38

39 **Draft Rule on No Trespass**

40 GM Clark overviewed the draft rule on No Trespass and provided context for its establishment.

41

42 The Committee and assembled staff members discussed the strengths and risks of the policy,
43 asked questions, and provided feedback on this draft rule.

44

45 **Action: Approval of Committee Minutes**

46 Commissioner Brewer moved to approve the April committee minutes. Commissioner Tallman
47 seconded. All were in favor, and the motion carried.

48

49 **Commissioner Comments**

50 Commissioner Brewer expressed excitement for the work the committee is tackling.

51

52 **Adjourn**

53 Commissioner Brewer motioned to adjourn; Commissioner Tallman seconded. All were in favor,
54 and the meeting adjourned at 10:26 AM.