

THE

# TRANSIT BULLETIN

July 2021

## Stay tuned in with Gwinnett County Transit

Have you attended meetings, tried out our Travel Training program, chatted with us at one of our events, or just seen our buses pass you by? Now you can learn more about Gwinnett County Transit by reading our monthly newsletter. In *The Transit Bulletin*, you can learn about updates to our transit system, register for monthly events, discover tips for riding with us, and much more. Visit GCT's website [here](#). #GwinnettMoves



## What's new?

### Rolling Riders Virtual Presentation



Transit is how we roll! People with disabilities and their families can watch a virtual presentation on **Monday, July 26, at 1:00pm** to learn how to improve their commute using accessible transportation.

The virtual presentation, shared mutually by GCT and View Point Health, features useful topics, such as GCT's Travel Training program, half-fares, paratransit qualifications and the application process, and more.

To view the presentation at View Point Health, visit 175 Gwinnett Drive in Lawrenceville. To access the link and register for the free virtual presentation on Webex, click [here](#).

### Service on Independence Day

On **Monday, July 5**, Gwinnett County Transit will not operate commuter bus service, but will run local

and paratransit service in observance of Independence Day. Regular service will resume on **Tuesday, July 6.**

To learn more about GCT's service for Independence Day, please click [here](#) or give GCT Customer Service a call at 770.822.5010.



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## Local Route 35 to be re-routed



Effective **Tuesday, July 6**, Route 35 (outbound only) In Peachtree Corners and Norcross to the Doraville MARTA Station will begin servicing Governor's Lake Parkway.

To see a map of Route 35's outbound re-route, click [here](#) or call GCT Customer Service at 770.822.5010 for more information.

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## Transdev is hiring!

Transdev, Gwinnett County Transit's contractor, is offering a \$500 sign-on bonus for new bus drivers holding a Commercial Driver's License.

They are also hiring a mechanic and an operations supervisor to help the operations and maintenance of our service.

If you are interested in any of these positions or know someone who would be a good fit, click [here](#) to apply or to share more information.



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## Driver and CSR Spotlight



At Gwinnett County Transit, we always welcome feedback from our riders. But we especially enjoy highlighting the compliments our bus drivers and customer service representatives receive. This month, we are highlighting driver Jean Dessalines and Customer Service Representative Jannice Mency.

Bus rider Reynold Maggi recently described bus driver Jean Dessalines of Route 40 as "a kind and patient man" who went the extra mile to help her.

She said he made his announcements. Then, she said, "He told me where I was, and went beyond the call of his duty as I had got off at the wrong stop. [Dessalines] made sure to help

me get back on the bus and told me that he would give me a heads up when I arrived at the courthouse."

Maggi also said "Not only did [Dessalines] give me a heads up, he gave me directions on getting back and where to catch the bus on the return trip. As I struggled to decide on which side of the street to catch the bus for the return trip, there was that driver again, waving me over and waiting for me to board."

Reynold Maggi asked us to "Please express my gratitude and thanks to him. I appreciate good service..."

Bus rider Donna Roberts stated that she "contacted the Customer Service Office...to plan a trip and was helped by Jannice Mercy. She was polite, patient, friendly and very detailed in the information she provided me with. I wanted to compliment you for having [Mercy] on your team. I am incredibly pleased with the quality of customer service [she] provided to me."

If you would like to leave a compliment or comment about your GCT bus driver, please click [here](#) or call GCT Customer Service at 770.822.5010.



### **We Want Your Feedback**

Have comments or suggestions about Gwinnett Transit service? Click [here](#) to give your feedback or call us at 770.822.5010.



### **Travel Training**

GCT's Travel Training Program is back! We also provide Travel Plans over the phone or email. To set up your in-person Travel Training Session or Travel Plan, click [here](#).

To sign up for *The Transit Bulletin*, click [here](#).

