

THE

TRANSIT BULLETIN

August 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?

#GwinnettMoves at Georgia Gwinnett College



This month, Gwinnett County Transit will be at Georgia Gwinnett College to chat with students, faculty, and staff about Local Route 45 and other connecting routes, answer questions about our service, and give out free swag. Come visit us on **August 11 from 10:00am to noon** and **August 25 from noon to 2:00pm**.

GCT will also be giving out free Breeze Cards to GGC students, faculty, and staff who post a photo of themselves riding a GCT bus with the hashtag #GwinnettMoves and tag @gctransit on Twitter. To redeem the free Breeze Card, you can pick them up during our GGC tablings.

To register for the free events, click [here](#). To keep up with our free Breeze Card giveaway, be sure to follow us @gctransit on Twitter.

Face coverings still required on buses

While the [mandate](#) signed by Gwinnett County

Chairwoman Nicole L. Hendrickson states that masks are no longer required in County facilities, GCT passengers are required to wear a face mask on all buses through **September 13**. This is in accordance with [TSA](#) and [CDC](#) guidance for travelers using public transit.



If you have any questions about this requirement, call GCT Customer Service at 770.822.5010.

GCT continues to respond to COVID-19



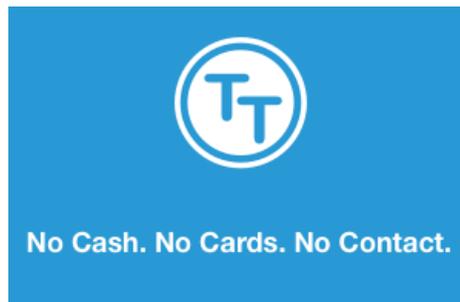
We have come a long way from when the COVID-19 pandemic first began, but we still have more to do to bring back complete normalcy. In the meantime, Gwinnett County Transit is here to keep you safe during your trips whenever you need us. With hand sanitizer and face masks on board, deep cleanings with disinfecting UV lights, and passenger capacity restrictions, you can feel safe and secure while riding GCT.

If you would like to learn more about our COVID-19 pandemic response, please click [here](#) or call GCT Customer Service at 770.822.5010.

Token Transit mobile ticketing pilot continues

Using your smartphone, you can now buy your GCT ticket in the Token Transit App. Once purchased, bring your phone to the electronic reader by the farebox to complete the transaction, and you are all set to ride. This program is also available on Xpress.

The regional, contactless program enables riders to pay their bus fare in all of metro Atlanta. This safe, secure payment option reduces contact between GCT riders, drivers, and surfaces during the ongoing COVID-19 pandemic. The Token Transit App is free and can be downloaded from the App Store and Google Play.



[Get the Token Transit App](#)

To learn more about pass types and fare costs, you can click [here](#).

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 Customer Service Representative Cynthia Anthony.



Bus rider Justin Rampey recently described Anthony as "very helpful, friendly, and professional." Rampey explained that Anthony "...researched the bus times and routes. She offered to research further and call me back. When she called back, she was apologetic and sympathetic. The driver had been contacted and had apparently provided incorrect information about their inbound destination. To make up for it, Cynthia got in contact with another driver to see if he could detour and pick me up and the other passenger waiting at the circle. Thank you Cynthia!"

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](#).

