

THE

# TRANSIT BULLETIN

March 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?

### Promising Patrons virtual presentation with GCPL

During Promising Patrons Month this March, Gwinnett County Transit will focus on our Gwinnett communities that are low-income and do not primarily speak English.

On **Saturday, March 13 at 10:00am**, Gwinnett County Transit is partnering with Gwinnett County Public Libraries to discuss all GCT services available via Zoom. English and Spanish presentations will be available, and questions will be directed to GCT Customer Service Representatives for those with limited English proficiency. Virtually grab your friends and neighbors to learn all that GCT has to offer.



For more information on the Promising Patrons presentation, click [here](#). Links to the presentations will be accessible on March 13 at 10:00am.

### Community successfully fills bus with donations

Despite cold weather and COVID-19, Gwinnett County

Transit riders, Gwinnett County Community Outreach, consulting firm Kimley-Horn, Gwinnett County Sheriff's Office, and others made our second Stuff-A-Bus a success! Thank you all for coming together to help our communities in need.



All donations went to Lawrenceville Cooperative Ministry in Lawrenceville, Mercy Seed Resource Center in Lilburn, and Friendship Baptist Church in Duluth.

To take a look at the inside of the bus, click [here](#).

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## Customer Service Spotlight

Gwinnett County Transit always appreciates receiving compliments that recognize our bus drivers, customer service representatives, and supervisors. To highlight our staff, bus rider Justin Rampey shared the following in January:



"After realizing that I had dropped my wallet on the bus that I had just gotten off of, I contacted Customer Service. Jannice [Mency, Customer Service Representative] was very pleasant and helpful and took down my name and phone number. Still, I decided to go to the actual bus depot at Remington Park Court. [Vicky Bennett, Transportation Supervisor] saw me and offered her assistance. Eventually, with the help of Alvin [Doe, Transportation Supervisor], my wallet was recovered. I cannot thank them enough. It was truly customer service in action."

If you would like to provide feedback on the service you receive while riding GCT, click [here](#).



### 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 Plans

Although our Travel Training Program has been canceled indefinitely due to the coronavirus pandemic, we provide [GCT Travel Plans](#) to review your own customized travel plan with you. We are offering them over the phone during COVID-19.

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