

THE

TRANSIT BULLETIN

May 2020

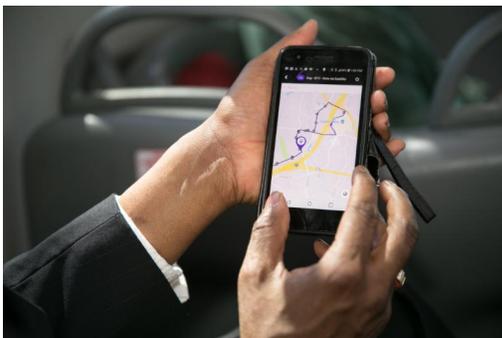
Stay tuned in with Gwinnett County Transit

Have you attended meetings, tried out our Travel Training program, chatted with us at one of our events, or 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 Gwinnett County Transit's website [here](#). #GwinnettMoves



What's new?

GCT Travel Plans available



Gwinnett County Transit appreciates its riders for their understanding of the operational changes during the coronavirus disease 2019 pandemic. Although our events and Travel Training Program has been canceled indefinitely, we are still able to provide [GCT Travel Plans](#), where we review your own customized travel plan with you. Normally, these are completed in person, but we are offering them over the phone.

Customer Service Representatives are also available to answer any of your questions or respond to your concerns during business hours. For more information about the services we are providing during COVID-19, please call GCT Customer Service at 770.822.5010.

Commuter bus routes temporarily suspended

As of Monday, April 13, Gwinnett County Transit has suspended commuter express bus service, with the exception of Route 110 to Emory University and the

Center for Disease Control, until further notice. Fare box collection on Route 110 will also be temporarily suspended. For more information about this change to commuter bus service, please click [here](#) or call GCT Customer Service at 770.822.5010.



Only 11 passengers at a time on local buses

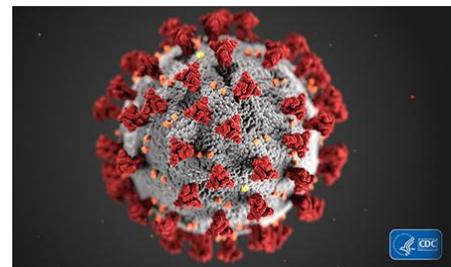


Gwinnett County Transit is temporarily restricting the number of passengers on local buses to 11 to practice social distancing between bus drivers and passengers. Once a local bus reaches its 11 passenger capacity, it will display "Bus Full. Please wait for the next bus" until there is room on the bus.

Gwinnett County Transit would like customers to consider only taking truly essential trips, so that others may still be able to get to their essential destinations as well. For more information about changes to service, please click [here](#) or call GCT Customer Service at 770.822.5010.

Face mask recommendation on buses

As we are all working together to limit the spread of the coronavirus disease 2019, Gwinnett County Transit recommends that passengers use a face mask while riding on the bus. To follow CDC guidelines and learn how to make your own face mask, click [here](#). For more information about the measures being taken to prevent the spread of COVID-19, please click [here](#) or call GCT Customer Service at 770.822.5010.



Compliments to our drivers



Gwinnett County Transit is nothing without the bus drivers who provide excellent service to our passengers, especially during such an uncertain time. To say thank you, we want to share some compliments received.

To driver Danielle Mansogo: The passenger was new to Route 40 and had no idea of the stops. She wanted to compliment this bus driver who was extremely helpful and very pleasant in helping her get to her destination. The passenger said she would have been lost if it was not for Danielle letting her know where to get off. This made her feel very welcomed to riding Gwinnett County Transit for the first time.

To driver Rennie Secharan: Rennie was very helpful in getting the passenger to the closest point of her destination. The passenger was not aware of the bus schedule for Route 40 and

did not know it was the last bus for the day. she thought that Transit ran all night. She said it was so good of the bus driver to inform her that it was the last bus for the night, and also take her to the closest point of her destination. The passenger was grateful and extremely pleased with the service and information Rennie provided.

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



We Want Your Feedback

Have comments or suggestions about Gwinnett County Transit service? Please call us at 770.822.5010 or email us at transit@gwinnettcountry.com.



Travel Training

Nervous about riding the bus? Riding GCT is easy. Call us today at 770.822.5010 to learn how to catch a bus, use the MyStop app, read a schedule, pay fare, and more. You can also arrange a group or individual training session in the future.

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

