



Green Mountain Transit 2024 Urban Fare Plan

To: House Committee on Transportation
Senate Committee on Transportation

From: Clayton Clark
General Manager

A handwritten signature in blue ink, appearing to read 'C. Clark', is placed to the right of the printed name and title.

Date: December 11, 2023

Greetings Honorable Transportation Committee Members,

In accordance with Act 62, Section 14 (e)(3), Green Mountain Transit will advise the House and Senate Committees on Transportation on our plan to establish fare service in 2024. My apologies for providing this to you after the December 1, 2023, deadline.

Overview

GMT urban local, commuter, and LINK Express bus routes will return to fare collection on March 6, 2024. GMT will use a new fare management system, named Genfare Link, that will greatly improve payment options for both riders and organizations that support riders. The new options of this system will allow us to simultaneously adjust single ride fares to match higher operating costs, while also limiting the impact of fares on individual users.



Plan Goals

Our 2024 Urban Fare Plan was developed with the following goals in mind:

- Limit the financial impact of fares, especially frequent users reliant on public transit.
- Simplify the fare structure.
- Improve ability of schools, employers, etc., to financially support riders.
- Provide GMT with 10% of its urban revenue from fares.

Urban Fare Plan

The 2024 Urban Fare Plan:

- Will standardize the full price fare across local, commuter, and LINK Express service to \$2.00/ride.
 - Previously all three service types had different prices (\$1.50/ride for local, \$2.00/ride for commuter, and \$4.00/ride for LINK Express).
- Will standardize the discount fare across local, commuter, and LINK Express to \$1.00/ride.
 - Previously all three service types had different discount prices (\$0.75/ride for local, \$1.00/ride for commuter, and \$2.00/ride for LINK Express).
 - The discount is provided to riders under 18, 60 years or older, or who self-identify as disabled. No changes have been made to who is eligible for a discounted fare.
 - Previously, approximately 50% of riders received the discounted rate.



- Will move from 10 to daily and
 - Passes must be purchased in advance. Previously, for riders to get the most economical pricing, they had to pay \$40.00 up front for a monthly pass.
 - With fare caps, riders will pay for fares until they reach the amount set for the cap. Additional rides will not be charged. There is no upfront cost to the rider to get the most economical fare rate.
 - Fare caps do require riders to set up an account with GMT, which most riders will be able to do on their own in under 5 minutes.
- Will implement a daily fare cap that will allow for unlimited rides across service types for \$4.00/day for full price and \$2.00/day for discount price.
 - With the daily price cap, free transfers will no longer be offered.
- Will implement a monthly fare cap that will allow for unlimited rides across service types for \$50.00/month for full price and \$25.00/month for discount price.
 - Previously, each service type had a separate monthly pass price (\$40.00/month local, \$75.00/month commuter, and \$150.00/month LINK Express).
 - \$50.00/month is the same price as a local-only monthly pass from 2005 to 2019.
- Will allow riders to pay their fare on the bus in cash, with a smartphone, with a credit/debit card, or with a smartcard.
 - GMT will have its own app for iOS and Android smartphones. With ~90% of riders having a smartphone, most riders will be fully selfsufficient in setting up and managing their account.
- Smartcards will allow riders to access our most economical rates without using a smartphone or credit/debit card.
 - Riders can add cash to their account at the transit centers.
- Will allow employers, service organizations, and schools the ability to directly subsidize transit for the riders they are affiliated with.

- Genfare system that funds to



Link is a cloud-based will allow outside organizations to add riders linked to their organization.

- Based on projections, will provide GMT 10% of urban revenue through fares.

In addition to positive public feedback on the plan, VTrans has endorsed our new approach to fare collection.

Implementation Status: Why Aren't Fares Restarting in January 2024?

At the conclusion of the 2023 Legislative session, the expectation was that fares would resume on January 2, 2024.

GMT has pushed the start date to March 6, 2024. The reason is that smartcards critical for cash-based riders are not scheduled for delivery until the third week of January. We anticipate riders using smartcards will be our most financially vulnerable. Without a smartcard, daily and monthly fare caps would not be available to cash-based riders.

All other aspects of the return to fare service are either complete or will be complete by January. Genfare was onsite last week installing new and refurbishing old fareboxes, so our hardware components are in place and ready. The cloud-based payment platform is live and going through final testing with employees.

March 6 is the Wednesday after Town Meeting Day. We decided not to restart fare service earlier in March to ensure that fare confusion did not interfere with rider voting.



During 2023 testimony in both committees, I discussed our intentions to expand discounts. We considered this at the beginning of our process, but the requirement to generate 10% of revenue from fares led us to the decision to keep the existing discounts. With roughly half of riders already receiving an existing discount, a further expansion of discounts would have required us to increase the discounted fare rate, rendering the discount less meaningful. I will revisit this issue as we replace revenue projections with real data.

Attachments

Attached you will find the Green Mountain Transit Final 2024 Fare Plan, which was approved by the Green Mountain Transit Board of Commissioners on November 21, 2023. This is a somewhat bare bones document that lays out the plan for approval.

Attached is the Draft Fare Proposal for Public Comment that lays out much of the thinking that went behind our new fare system and can provide context. There were three changes made to the fare plan based on feedback and revenue projections:

- The monthly fare cap was increased from the proposed \$40.00 to \$50.00 (\$25.00 for a discounted price). Revenue projections indicated we would not achieve our 10% revenue target from fares at \$40.00. \$50.00 was the price for a monthly pass from 2005 to 2019, when it was lowered to \$40.00.
- The fare for ADA service operated by SSTA was reduced from the proposed \$4.00/trip to \$3.00/trip. This was at SSTA's request to limit the impact on their ridership.
- The 116 Commuter was made fare free, as this is a route shared by TriValley Transit, and they will be remaining fare free.



Attached is our Public Feedback Report, which describes when and how GMT sought input from the public on fares. Included are the comments received.

Green Mountain Transit Final 2024 Fare Plan

Fare Resumption Date

Fares shall be resumed on Wednesday, March 6, 2024.

Fares

The fare for all urban transit, including local, commuter, and LINK Express, shall be \$2.00/ride, with no free transfers.

The fare for all urban ADA service shall be \$3.00/ride.

Fare Caps

Riders with a Genfare Link account shall have their daily fares capped at \$4.00/day across all services.

Riders with a Genfare Link account shall have their monthly fares capped at \$50.00/month across all services.

Riders without a Genfare Link account will not have fares capped.

Fare Media

Riders shall have the option of paying for fares via the Genfare Link app on Apple and Android based smartphones.

The General Manager shall procure Genfare Link Smartcards to ensure cash-based riders are able to access the price protections offered by fare caps.

The General Manger shall procure additional fare media as deemed appropriate.

Fare Discounts

Riders 5 years and younger ride free when accompanied by a fare paying passenger.

Riders 6 years of age to 17 years of age; riders 60 years of age and older; and riders who self-identify as a person with a disability shall pay a fare of \$1.00/ride, have a daily fare cap of \$2.00/day, and a monthly fare cap of \$25.00/month.

Riders paying with a Genfare Link account shall have their account designated as eligible for the discounts above by a GMT staff member in a process established by the General Manager.

Riders paying cash on the bus only need to identify as one of the above to receive the discount.

Fare Subsidies

The General Manager may enter into agreements with organizations that wish to subsidize some or all fares for groups of riders, to include negotiating bulk fare discounts and/or unlimited access for a flat fee.

Exemptions

Any routes shared service with another transit agency not collecting fares shall remain fare free. As of November 19, 2023, this applies only to the 116 Commuter.

The General Manager may waive fares for special events, such as GMT's annual support of the Burlington Fire Works Demonstration.

Draft Fare Proposal for Public Comment

Overview:

Urban local, commuter, and LINK Express bus routes will return to fare collection in January 2024. GMT will use a new fare management system, named Genfare Link, that will greatly improve payment options for both riders and organizations that support riders. The new options of this



system will allow us to simultaneously adjust fare rates to match higher operating costs while also limiting the impact of fares on individual users. The draft fare plan below was developed with the following factors in mind:

- Limiting the financial impact of fares, especially frequent users reliant on public transit.
- Offering a simple and easily understandable fare structure.
- Increasing opportunities for organizations to support riders.
- Creating a system that has greater reliability and decreased maintenance requirements.
- Providing GMT with critical local match funding to help sustain operations.

Changes in Fare Technology Drive Fare Adjustments

How will Genfare Link be different?

In addition to accepting cash payment for fares on buses, the Genfare Link system provides:

- The ability for riders to pay via debit/credit card/smartphone on the bus.
- The ability to cap costs for individual users.
- Improved options for organizations to pay for service, partially or in full.

The Role of Individual Rider Accounts for GMT's Fare System: Caps and Organizational Support

Individual rider accounts will allow GMT to establish cost caps for riders. These caps are critical for ensuring financially vulnerable riders can use public transit. GMT will have daily and monthly caps for each rider. Once the rider reaches the cap, additional rides are provided at no additional cost. Importantly, caps do not require an upfront payment like a monthly or day pass.

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Individual accounts will also allow organizations to directly manage the support they provide to riders. Participating organizations will have their own portal in the Genfare Link system that will allow them to add funds to specific riders. Organizations will have access only to the riders they support. This will vastly simplify the way employers, schools, and human service agencies administer programs to support riders.

Will it be Difficult to Create Rider Accounts?

No. Most riders will create their own accounts. Both from our own experience on our buses and in collaborating with human service providers in the area, we know roughly 90% of our riders have a smartphone. These riders can install the Genfare App on their smartphone and create their own account in less than 5 minutes without GMT's assistance. When they enter a bus, they will wave their smartphone over the farebox to pay for their ride.

Riders without a smartphone will be able to create an account and receive a physical smart pass in about 5 minutes at our transit centers. The smart pass is the size and shape of a credit card. The rider will then wave the smart pass over the farebox when they enter the bus.

From November 2023 through January 2024, GMT will have pass creation events in the area that will provide a convenient way for riders to receive assistance in setting up an account, whether they use their smartphone or prefer a smart pass. As we do with the annual ride check, we will bring on temporary staffing to help us with these account creation events.

Will Riders be Required to Create an Account?

No. Riders who do not wish to create an account can still pay by cash on the bus. They will not, however, benefit from fare caps or the ability to have their rides paid for by another organization.

Proposed Fares, Passes, and Caps

\$2.00 Fare for Urban Local, Commuter, and LINK Express Routes

GMT proposes a \$2.00 fare for urban local, commuter, and LINK Express routes. This is a 33% increase over the previous urban local fare (\$1.50), no change to the commuter fare (\$2.00), and a 50% reduction to LINK Express fare (\$4.00).

- Urban local routes have returned to their pre-pandemic levels.
- Commuter and LINK Express routes are still significantly below pre-pandemic ridership levels. Furthermore, there has been a shift in our perception of who uses these routes, with more riders using commuter and LINK Express for medical and human services related travel.

GMT will continue to provide a 50% discount fare for riders under 18, 60 or over, or with a disability. Discounted urban local, commuter, and LINK Express routes will be \$1.00.

Creation of Daily Pass

GMT will offer a day pass for \$4.00. GMT had not previously offered day passes. A day pass will allow for unlimited rides for a single day. These passes will be for sale to the general public on buses, at the transit center, and to organizations that want to provide day passes to individuals they serve.

Elimination of Monthly and 10 Pass Rides

GMT previously sold a monthly pass for \$40.00 and a 10 ride pass for \$15.00. Both of these products will not be necessary with an account-based system that offers caps and with the ability to pay on the bus with a credit/debit card.

Elimination of Transfers

With the creation of a daily cap that is the equivalent of two rides, free transfers will be eliminated.

\$4.00 Daily Cap and \$40.00 Monthly Cap

The daily cap for full-price riders will be \$4.00. After a rider pays for two full-price rides at \$2.00, their remaining rides for the day will be free of charge. The cap for our discounted rate will be \$2.00.

The monthly cap for full-price riders will be \$40.00, the same price as the discontinued monthly pass. The cap for our discounted rate will be \$20.00.

Caps are not purchased separately. They will automatically apply when the rider reaches that threshold.

Elimination of Separate Monthly Passes for Commuter and LINK Express

Previously, urban local, commuter, and LINK Express routes had separate fare prices. This led to different monthly pass costs, with the commuter monthly pass \$75 and the LINK Express monthly pass \$150. The \$40 fare cap will apply to commuter and LINK Express service, significantly reducing the financial impact of these routes on regular uses.

ADA Service - \$4.00/Ride Without Caps

With GMT's return to fare service, ADA transportation provided by SSTA to augment our urban local routes will also no longer be free. The Federal Transit Administration provides guidelines for ADA pricing, and GMT's practice consistent with those guidelines has been to charge twice the full-price fare for ADA transportation. ADA riders in Chittenden County will see their door-to-door transportation increase from \$3.00/ride to \$4.00/ride, and there will not be a daily or monthly cap.

Price Increase and Price Cap Combination

The \$40 monthly cap will allow GMT to increase the urban local fare by 33% while also ensuring riders' monthly costs do not exceed the previous cost of a monthly pass.

Infrequent riders will see an increase in their costs, while our most frequent riders will have the same or lower cost than previously without having to pay the upfront cost of a monthly pass.

Future Consideration

Payment Network

The Genfare Link system will provide access to the nationwide Incomm payment network. This will allow riders to add funds to their smart pass using cash or credit/debit card at participating retailers, such as CVS, Walmart, etc.. Setup for inclusion in this system takes 18-24 months to complete, which is why it is not being included when we restart service.

Expanded Discounts

Further work will be done to highlight populations eligible to receive a discounted fare rate directly from GMT. To begin, our focus will be on assisting organizations that wish to support riders through the Genfare Link system. This will expand the options for riders to have a free or discounted ride while also ensuring that GMT meets its obligation to generate approximately 10% of its urban operating costs from fare revenue.



Public Feedback Report

Requested Action: Staff is seeking approval of the Draft Fare Plan as presented at the October 2023 Board of Commissioner meeting and a fare resumption launch date of March 6, 2024.

Over the last several months GMT staff have conducted a series of public meetings to discuss fare resumption and the draft fare plan.

Meeting Date
When: June 15, 2023 at 6:00PM First Unitarian Universalist Society of Burlington

As work progressed on the fare resumption plan, staff hosted another series of public meetings where we presented the Draft Fare Plan.

Meeting Date
When: August 15, 2023 at 6:00PM Winooski City Hall
When: August 15, 2023 and August 17 at 12:00PM Via Zoom
When: August 16, 2023 at 12:00PM First Unitarian Universalist Society of Burlington
When: August 16, 2023 at 6:00PM Art So Wonderful, University Mall (across from IHOP)

After receiving initial feedback on the draft fare plan, staff continued to study the impacts for fare resumption. In **October** we received an initial estimate of fare revenue from Steadman Hill Consulting. We realized that the initial monthly fare cap of \$40 would not get GMT to the target goal of 10% of operating costs, as set by the VT State Legislature.



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At the October 2023 Board meeting, staff presented three changes to the Draft Fare Plan, including:

- Raising the monthly fare cap to \$50 (\$25 discount)
- Reducing the ADA fare to \$3 (originally proposed \$4), and
- Keeping the 116 Commuter fare free because GMT co-operates that service with Tri-Valley Transit and they will not be resuming fares in 2024.

We also asked the Board to consider shifting the fare resumption date to March 6, 2024 due to some supply issues that would result in a delayed delivery of smartcards. Staff feels that smartcards are critical to the launch of the program. March 6, 2024 is the day after VT's Town Meeting Day and was selected to not impact passenger ability to vote on March 5, 2024.

GMT conducted two additional public meetings to collect feedback on the proposed changes.

Meeting Date
When: November 7, 2023 at 5:00 PM Via Zoom
When: November 9, 2023 at 12:00 PM Via Zoom

As you will see in the minutes, emails, and comments included in this report,

Outreach Efforts:

The following is a list of outreach activities conducted by GMT staff as part of the public process.

- Website post
- On-board flyers
- Flyer stations at the Downtown Transit Center
- Screen adverting at the Downtown Transit Center

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375 Lake Road, Suite 5, St. Albans, VT 05478 T: F:



- Robust partner outreach ○ Many partners shared as well
 - Regular social media posts
 - Media interviews
- and stakeholder

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Dominic Kennett <wordpress@ridegmt.com> Fri, Apr 14, 1:37 PM to info

Hello,

I am reaching out to share that I believe that the bus lines should remain fare-free. I'm sure this is a point of contention, and I know it has been discussed at-length previously in meetings, but I wanted to voice my opinion as a resident of Burlington. I've used the bus line for many purposes, and I think that it serves a critical social and environmental function to residents and visitors of Vermont. Parking is a major problem in the city, as are rent hikes. I believe that the bus line remaining free allows residents to minimize their impact on the environment, save costs on the (limited) parking in the area, and helps new and old residents alike learn the landscape of the Vermont area that the bus lines serve. I hope that you will reconsider moving back to a fare-based service. I know that I am just one of many Vermonter's who will need to stop utilizing the bus once it switches back to a fare. The bus being fare-free is what helped my partner and I saved up money while we didn't have a vehicle, and I'm sure it helps many low-income residents in a variety of situations, because I myself have been in situations where the farefree service helped me get by. I'm sure one email won't change anything, but I just wanted to voice my opinion. I appreciate your time, and I hope you have a good day.

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Michael

Fri, Apr 21, 5:15 PM

Haberman <wordpress@ridegmt.com>
to info

From: Michael Haberman <mjhhabes@gmail.com>
Subject: Bus fare

Hi GMT, I've seen signs about the bus fare returning and i would like to voice my support for keeping the bus free to community members. In the very least, fares should not return until card payment could be accepted. Paying in cash would lead to lower participation, longer wait times and less safety for drivers.

I would love to see the bus remain free and perhaps operate largely on a pay what you wish or donation model.

If there is anywhere that I can more effectively support this issue, please point me in the right direction.

I very much appreciate the bus service. Thank you.



Sara

Wed, May 31, 7:38 AM

Lourie sara.lourie@mail.mcgill.ca [via ridegmt.com](mailto:via_ridegmt.com)
to info@ridegmt.com

Hi,

I am a very happy rider of GMT buses, however I am concerned about a rumour I heard that you are going to be instigating fares again at the end of June. Is that in fact true?

Personally I think remaining fare-free is the way to go for a number of reasons including:

- encourages more people to ride the bus
- takes more cars off the roads and the bus is going anyway, regardless of ridership, so it's no extra cost to you
- even if the fare is \$1, for a daily commuter that could be as much as \$600 a year saved (for many people that would make a huge difference in their lives) - bus drivers wouldn't need to make change on the bus and be a target of theft - communal travel can help alleviate isolation, which is a major factor in mental health challenges (especially prevalent as a result of Covid)

I appreciate your attention to my email and I look forward to hearing from you.

Sincerely,

Sara Lourie



Karlie Gunderson <kgunders@bsdvt.org> Mon, Apr 3, 11:49 AM to info

Hello

I am writing to ask about details of when fares return this summer. I work with the Burlington School District and we are hoping to utilize the city bus for our middle and high school summer students. What is the anticipated student rate for students in grades K-12 and is there any possibility that students ride free in the summer?

Thanks for the helpful information.

Karlie

Hello! My name is Brooke, and I am a resident of Burlington. I live in the New North End and take the 7 bus daily to and from work.

As a regular user of the bus system, I am in favor of continued extensions to waive the bus fare. While I understand the monetary burden, I also value the ease and accessibility that the bus allows for myself and my community. I witness daily the convenience that the bus offers to those with disabilities or limited financial means to access safe housing or employment. By reinstating the fare, I have concerns that my neighbors and general community will have limited access to vital transportation.

I urge you to consider continuing to waive the fare for the gmt bus service.

Thank you.

Brooke

Burlington Resident



Hi, I was riding the bus today and noticed the sign looking for feedback on the fare collection resumption. Please find my thoughts below. I thoroughly enjoy the Fare Free time! I bike pretty much everywhere but sometimes I enjoy pairing the bus with my bike ride, so that way I enjoy more time at my destination rather than time spent pedaling. The Free Fare makes it easy to hop on and hop off the bus, no need to ever think did I pack quarters today. As I mentioned I bike primarily everywhere. I don't want a car neither can afford one. I love not having a 2 Ton piece of metal that causes congestion on our roads. If Vermont is looking to push cars off the roads, then why not keep the bus free and encourage more people to ditch their clunky metal automobiles and take the bus? I know Vermont offers an incentive if you ditch your car and get an e-bike instead (unfortunately this doesn't apply to me because I never had a car in this state and don't have an e-bike). I think that Vermont should advertise more thoroughly the benefits of ditching your car, while keeping the usage of free buses very attractive. Until Vermont sees a change in number of cars on the road, I think the buses should remain Fare Free. Each day I think to myself: I feel like there are more Vermont cars on the roads than there are Vermont residents! Overall, I wish Green Mountain Transit would partner with the State and local governments to push getting rid of your car and encourage bikes and bus travel! And in terms of funding, add a tax for buying a car in the State, perhaps calling it the Bus Tax... Thank you for your time, Maria Kozdroy

Hey yall,

Today I boarded a bus marked Williston 1 five minutes before 12:40. The bus doors were open and others were on the bus and when it didn't leave by 12:45, I walked into the building and talked to some people who said they'd call the bus driver and who saw the bus was marked as Williston.



When the driver finally came at 12:55, we left at 1 and the bus continued heading south past Champlain Farms and the entire bus had to get off because it wasn't communicated that the driver switched the sign from Williston to Shelburne and now everyone on the bus is 40+ minutes behind their schedules. I plan my bus rides with plenty of error room to get to work and I'm incredibly late now.

Mistakes are easy to happen, but my main concern about this situation is that if bus fares are to be continued at the start of next year, this unprofessional time management is not worth being paid for. If the people of Burlington are relying on the public transport to get around, it has to be timely to the posted schedules.

I appreciate the service GMT offers to the community, and hope that there can be resolution to the issues that continue to grow. If there's a form I need to fill out any further to properly file my complaint I will make myself available to do so.

Thanks,
Ludo Charleston

'Hi' via info <info@ridegmt.com> Mon, Sep 11, 11:52 AM to info

HI JON MOORE

HAVE FUN AT THE BOARD MEETING AND I SAW IT ON GMT WEBSITE DO NOT CHANGE THE BUS FARES PRIRES KEPT EVER THING THE SAME.

DO NOT CHANGE THE FARE PRICES ON THE BUSES.

KEPT THE FARES PRIRES THE SAME ON THE BUSES.

KIM

Dear Sir or Madam:

I am writing to request that GMTA reinstate the fare to ride the bus as it is currently being overrun with free-loaders who are riding the bus just for leisure while they are under the influence of drugs.

Reinstating the fare would discourage such malicious behavior and also provide GMTA with a much needed source of revenue. Perhaps this would allow GMTA to run buses earlier in the day for professionals who need the service.

Thank you for listening,
Wade Cleveland



'Hi' via info
(10 days ago)

Tue, Nov 7, 2:59 PM

to info, CHAPIN, CHAPIN, THOMAS, WILL, ANDREA, Austin

JON MOORE

HERE ARE MY PUBIC COMMENT FOR BUS FARES
KEEP THE BUS FARES THE SAME DO NOT CHANGE THE BUS FARES.
KEEP IT THE SAME DO NOT GO UP ON THE BUS FARES KEEP EVER THING THE SAME
.GMT WILL LOSE RIDERS IF YOU GO UP ON THE BUS FARES.BASIC OFF MY COMMENT
PLEASE JON MOORE. I MEAN IT DO NOT CHANGE THE BUS FARES KEEP IT THE
SAME.BRING THIS WITH YOU TO THE PUBIC MEETING JON MOORE ONLY. KIM

Sandra Marion

Fri, Jul 21, 8:16 AM

Budziak <wordpress@ridegmt.com>
to info

From: Sandra Marion Budziak <sandithescot@yahoo.com>
Subject: FARES

Message Body:

Hello, I am writing to ask if there has been a decision on when you will start introducing fares and approx how much ? I travel from to and from St Albans and this is a cost I need to factor in on my decision to stay working at UVM. Thank you

Sandra

On Tue, Sep 15, 2020 at 7:45 PM Gene Bergman <genebergman26@gmail.com> wrote:

Meg and Chapin,

I have tried to zoom into the meeting but have for the last 10 minutes gotten the waiting for the host to start the meeting. I'm done. Please convey my frustration with this and my opinion that the service should continue to be free as being an essential element in our fight for climate and racial justice. We have to be bold as the signs of impending catastrophe are all around us (fire, hurricane, drought, heat waves, snow after heat wave. Thank you.

Gene

Adam Lawrence <alawrence@sstarides.org>

Thu, Aug 10,
12:40 PM

to me, Clayton

Hello Jamie,

I would like to submit a public comment for the meeting regarding fares coming up. SSTA would like to recommend an ADA fare of \$3/ one-way trip. We feel this is both adequate for our organization and fair to the public. This will also satisfy the regulations surrounding ADA fares.

Thank you!

On Tue, Aug 29, 2023 at 10:50AM Daniel Baston <dbaston@gmail.com> wrote:

Hello Clayton,

I recently read the VTDigger article about GMT's fare resumption plan. I had read a little bit about this plan before, but like many folks I am not usually able to attend public meetings.

Nobody wants to see fares come back, but I can see that a lot of thought went into keeping the bus affordable for daily riders.

Still, I'm concerned that the complexity of the plan will be a barrier for more occasional riders - people like me, who have a car but try to take the bus whenever possible. If I can park downtown for free for 2 hours, am I really going to pay \$10 to travel with my wife and child downtown on the #5? Is my 6-year old supposed to have a smartphone to avoid going above the rate caps?

To grow ridership, I don't think we can give up on people that have options besides the bus, and the cost and complexity of this plan for short local routes seems like a pretty big barrier for those riders.

Best,
Dan

'Jay Josh' via info

Wed, Nov 29, 6:48 PM (6 days ago)



to info ▾

GMT has got to lobby the government to keep it fare free permanently. The pandemic was supposed to be transformative.

Charging people \$2.00 per ride is an increase of .50 per ride. It was \$1.50 before the pandemic.

And poor people that count on the bus to get around can't afford \$50.00 per month.

Using strange swipe cards that are daily loadable is going to confuse people tremendously.

Please GMT lobby the government to keep the bus fair free. Poor people count on that ride.

