



The latest on Gwinnett's transit system



March 2023

Learn about updates to Gwinnett's transit system, register for monthly events, discover tips for riding with us, and more with *Ride Gwinnett News*, our monthly newsletter. You can also [visit our website](#) to stay informed and bring us along on your trip using #RideGwinnett.



Ride Gwinnett's Idea Lab on March 4



Ride Gwinnett and the Transit Development Plan Team will be hosting the last Idea Lab interactive meeting on **Saturday, March 4** at the Gwinnett Justice and Administrative Center.

Designed to give residents and stakeholders an opportunity to share their thoughts and help shape the future of transit in Gwinnett, this final meeting is open to the public.

To learn more, visit GwinnettCounty.com/TDP.

Final transit expansion public meeting on March 7

Missed last month's transit expansion public meetings? On **Tuesday, March 7**, attend our final meeting via Webex to learn about Ride Gwinnett's proposed new services and share your feedback.

As part of the [approved 2023 budget](#), Ride Gwinnett plans to add service to new areas of Gwinnett County. Transit will expand in Snellville, Stone Mountain, Buford, and Suwanee with extended service in Lawrenceville, Lilburn, and Duluth.



You can submit your feedback on the new services by completing Ride Gwinnett's [Proposed Service Survey](#). It is also available [en español](#).

To learn more about the proposed transit expansion and public meetings, please visit [our website](#).

Driver Spotlight



At Ride Gwinnett, we always welcome feedback from our riders. But we especially enjoy highlighting the compliments our bus drivers receive. This month, we are highlighting bus operators Samantha Green and Lorenzo Ammons.

On Samantha Green, David Williams said "[She] is the epitome of customer service. I have dealt with her many times and she is always consistent and very professional. Samantha should become a trainer."

Joseph Wrazen also complimented Green with "Samantha is the best. There are times where I think there is no way this bus is getting in on time, and I am proven wrong every time. Samantha makes it happen. I'm never late for work. She is also a very nice person, always upbeat, even on bad days. People talk to her and I'm sure there are days when she's not in the mood, but she never shows it..."

In her compliment to Lorenzo Ammons, Kim Donaldson stated "I mistakenly boarded Route 101 instead of Route 103...and only realized my mistake when the bus past the Sugarloaf Mills exit...[Ammons] radioed dispatch and got authorization to deviate from his route and drop me and one other passenger off at Sugarloaf Mills Park and Ride...I am very grateful to Lorenzo for being so accommodating and providing excellent customer service."

If you would like to leave a compliment or comment about your Ride Gwinnett bus driver or service, complete our [feedback form](#) or call Ride Gwinnett Customer Service at 770.822.5010.

Gwinnett's transit system has been rebranded

Formerly known as Gwinnett County Transit, Gwinnett's public transit system is now called Ride Gwinnett.

The original brand has remained unchanged since the launch of service in 2001. The County has adopted a new brand, and a new brand for transit will ensure the Gwinnett Standard is reflected throughout all County services. We are rebranding all assets which include, but are not limited to, our transit website, buses, bus stop shelters, and bus stop signs.



The rebranding process will continue through the rest of 2023. We will work in multiple phases so that our operations are not impacted.

If you have any questions about the rebranding, you can call Ride Gwinnett Customer Service at 770.822.5010.



We want your feedback

Have comments or suggestions about Ride Gwinnett's service? [Submit your feedback](#) or call us at 770.822.5010.



Register for travel training

Ride Gwinnett's Travel Training Program shows prospective riders how to ride the bus. We also provide travel plans over the phone or email. [Register](#) for your in-person travel training session or travel plan.

Sign up for [Ride Gwinnett News](#).



RideGwinnett.com





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