DATE   April 7th, 2021  
TO   GCTD Board of Directors  
FROM   Vanessa Rauschenberger, Director of Planning and Marketing  
SUBJECT   Receive Update on COVID-19 Response & Recovery Plan Employee Survey  

SUMMARY  
To help inform the development of GCTD’s Recovery Plan, staff conducted an employee survey. Hearing from employees is vital for GCTD to create a successful plan, especially frontline employees who are the primary point of contact between GCTD and the community at large. The survey included questions on satisfaction with GCTD’s response to the pandemic, safety, employee programs, and what services should be prioritized when improvements are made. This report provides a summary of survey results.  

SURVEY METHODOLOGY  
GCTD’s goals for this survey were: 1) determine employee’s satisfaction levels with our response to COVID-19, and how to improve in the future, 2) gather input on services that should be restored and customer feedback they hear, 3) get input on ideas to improve the workplace. The survey included several “open ended” questions that required employees write in comments. These comments are shown in full and have been sorted into categories to help provide a sense of overall themes among all employees.  

The survey was open for three weeks in February – March 2021. Paper surveys were distributed to all employees, and collection boxes were installed in Operations Dispatch and Administration Offices. The survey was also available to be taken online with links posted on flyers and email. GCTD aimed to collect at least 100 surveys (50% of employees) in order to obtain an accurate representation of the attitudes and preferences of employees. In total, GCTD collected 121 surveys which represent over 60% of our 198 employees. Of these, a majority of responses (85) were from front line employees. The respondents ranged in tenure with over half of responses coming from those who have more than five years of seniority.  

RECOMMENDATION  
Staff will provide the Board with an Update on our COVID Response and Survey Results findings and areas that can be incorporated into the Recovery Plan.

General Managers Concurrence  

Steve P Brown
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COVID-19 RECOVERY PLAN EMPLOYEE SURVEY RESULTS
BASED ON 121 EMPLOYEE RESPONSES - COLLECTED MARCH 2021

1. What is your role at GCTD?
   Answered: 121   Skipped: 0
   - Front line staff (Bus Operator, Supervisor, Customer Service, etc.): 85
   - Maintenance & Facilities staff (Mechanics, Service Workers, Facilities etc.): 16
   - Administration / Support staff: 20

2. How long have you worked for GCTD?
   Answered: 110   Skipped: 3
   - 0-4 years: 39
   - 5-9 years: 34
   - 10-14 years: 22
   - 16+ years: 23

3. What is your primary way of getting up-to-date GCTD related COVID-19 information?
   Answered: 121   Skipped: 0
   - Posted Memos on bulletin boards: 57.02%
   - Emailed Notices: 26.10%
   - Safety Meetings: 30.68%
   - Employee staff meetings: 16.53%
   - Online - GCTD social media: 10.74%
   - A supervisor: 18.18%
   - A coworker: 18.10%
   - Other (please specify): 6.61%

   OTHER RESPONSES:
   - CDC website, Ventura Public County website
   - Ventura County website news
   - Mailbox @ work
   - Wife - a COVID investigator
   - notices in timecard slot
   - Rumor, 2nd Hand Info
   - We need company emails for bus operators
4. Looking to the future, I am most concerned about?

**Top Four Concerns:**
- 63% Getting COVID-19
- 43% Job Security
- 39% Getting into a Physical Altercation with Member of the Public
- 39% Healthcare / Mental Health

**Other Responses:**
- Growing in the company
- Getting haz pay
- Kids social skills / time
- Financial outlook / retirement & peace
- My kids education
- Respect from GCTD Management

5. Since the start of the pandemic, GCTD has taken substantial actions to improve my personal safety, security and working conditions.

72.5% of employees “Agree or Strongly Agree” GCTD has taken substantial actions to improve safety, security and working conditions since the start of the pandemic.

6. I feel safe while doing my job.

58% of employees “Agree or Strongly Agree” they feel safe while doing their job.
7. In addition to physical barriers, requiring face coverings, and enhanced disinfecting protocols, what else would make you feel safer as an employee?

For front line employees, cleaning and equipment, and enforcement of protocols related to social distancing were the most highly mentioned measures that would make employees feel safer.

**Frontline - Bus Operator, Supervisor, Customer Service - Responses**

**Cleaning & Equipment (11)**
- installing hand sanitizers inside the bus
- sanitation oversight - cannot market rigorous protocols when untrue
- mandatory temp checks
- Provide disinfecting spray
- Stronger barrier
- Constant disinfecting, not just when there is a COVID positive at the facility.
- I think more cleaning supplies available hand wipes
- Have lysol containers to spray and kill germs inside bus
- more cleaning of the buses
- Sprayers that can be worn by the sanitizers that can spray the buses with disinfect instead of them using rags.
- Not sharing same documents like drivers’ daily schedule

**Social Distancing (8)**
- Implement specific rules for users. (essential passengers only)
- Only essential trips passengers
- More announcements & literature for buses. Essential travel ONLY
- limiting front door use for carts and luggage
- Keep out buses all the passengers who ride the bus and sleep all day w/ no destination
- Not loading wheelchair passenger, took place to proximity to passenger
- Re-enforce social distancing
- Limit the use of the front door

**Management Protocols (8)**
- Management response
- More supervisors when we need them
- More field supervisors having more and faster support out in the field
- Ensuring all employees follow the protocols in place. Also ensuring all departments follow the same return-
- to-work protocols for ALL employees that are exposed. one set of protocols.
- proactive management a single person in charge
- pay us safely hazard
- More supervisor’s in the field!

**Security (6)**
- self defense training
- if I have to get into a physical altercation, not having to worry if the company will look out for me
- Police presence at OTC and VTC
- passenger security
- More security at otc and center point mall and vtc
- A supervisor present at all times at the OTC, VTC, C St

**Fare Payment (5)**
- Start charging the fare!
- Start charging passengers
- Start to charge a fare
- go back to paying charging for fares

**Vaccines (5)**
- To the fullest extent possible lets keep passengers boarding the bus using the back door till everyone gets vaccinated
- vaccination
- Get the vaccine
- getting the vaccine
- getting vaccinated

**Other (3)**
- Not sure there’s much else to be done
- I feel that everything is safe
- nothing comes to mind

**Maintenance & Facilities Responses**

**Cleaning & Equipment (5)**
- continue to disinfect buses
- Hot water @ sinks
- better disinfecting and enforcement of max capacity
- Perhaps a special spray that workers could use as a disinfecting (excellent)
- Disinfecting wipes to wipe down our tools at the end of the day, when we work inside the bus.

**Management Protocols (3)**
- Having more time clocks or not clocking out for breaks, employees don’t follow protocol or social distance on this measure.
- Enforcing of the rules. example: wearing of face mask, sanitizing for all employees hours
- people getting tested every so often

**Social Distancing (1)**
- I would feel safer as an employee if service workers had a bigger break room.

**Administration / Support Staff Responses**

**Management Protocols (6)**
- Two, requiring employees in the Admin to sign in when they choose to visit the facility and/or work out of the facility for better tracking and tracing if there is a potential exposure.
- If an employee is feeling sick, the agency should require the employee to quarantine and take a test before returning to the facility.
- The amount of information dispersed regarding tips and the numbers of employees affected by the
pandemic.
information as to who has the covid
more enforcement/consistency of
safety protocols like mask wearing
and social distancing among
employees while on GCTD property
Enforce requiring face coverings at
the facility

Other (3)
I think GCTD has gone above what
other companies have.
I don’t have public contact and feel
safe on all the protocols that GCTD
has implemented.
I do not feel unsafe.

Social Distancing (2)
Continued virtual meetings - not
crowded in a conference room.
More social distancing between
employees

Remote Work (2)
Continue option to work remotely
when/if needed.

8. Throughout the COVID-19 Pandemic, I feel well supported by my immediate Supervisor.

78% of employees “Agree” or “Strongly
Agree” they feel well supported by their
immediate Supervisor.

RESPONSES BY GROUP

<table>
<thead>
<tr>
<th>Bus Operators / Front Line</th>
<th>STRONGLY AGREE</th>
<th>AGREE</th>
<th>NEITHER AGREE NOR DISAGREE</th>
<th>DISAGREE</th>
<th>STRONGLY DISAGREE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17</td>
<td>46</td>
<td>10</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Maintenance / Facility</td>
<td>5</td>
<td>6</td>
<td>1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Administration / Support</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

9. How satisfied are you with GCTD’s handling of COVID-19 pandemic, overall as an organization?

69% of employees are “Somewhat or
Very Satisfied” by GCTD’s handling of
COVID-19 overall as an organization.
10. In the future, if GCTD were to experience a similar crisis like a pandemic or another serious emergency, what should GCTD do differently in the future?

Answered: 72  Skipped: 49

Communication (20)

- More information given to employees
- I can't get a hold of HR or Payroll.
- Have better process for notifying employees of info, via text or cell (including bus Operators)
- Information right away
- Speak to bus operators in a meeting first
- Take more input from front line workers
- Warn us
- Do this survey sooner
- Updates more often
- Continue to communicate with employees
- Sense of urgency / communication via in person / team mtgs / text alerts
- Engage employees & start to better inform employees
- We're dependent on each Dept, better communication
- Have better and faster communication on who, where, how our employees were exposed,
- All hands on deck, communicating down the line from Mgmt / upper & mid level to subordinates
- Inform us constantly about what is going on.
- More communication, memos, etc.
- Will be more informed about anything better
- More coordination with everyone and communication in general
- Before any information goes out on how employees can be paid, must ensure payroll is involved with the Q&A’s

Management Protocols (18)

- The organization should be proactive in providing safety standards in the bus for drivers and passengers in obvious areas.
- Try to be more consistent with policy enforcement.
- Enforce the same protocols for ALL employees (employees and Managers).
- Be more mindful considerate in regards to your employees health issues and financial problems.
- Develop a plan with all departments involved. Get input to see impact on all employees.
- Stronger rules
- Care more for the Operator and Staff.
- Let mechanical unit help drive buses out in road on routes
- HR be more organized
- Training / meetings on how management can handle the situation
- Have a plan just in case it happens again, learn from COVID-19
- They should have protocols to implement immediately
- Don’t take it as lightly
- Take precautions right away
- Treat everyone equal
- Train administration, support staff better so that new laws, policy and regulations are implemented in a uniform manner.
- Treat employees equal
- GCTD as an organization should treat everyone equal.

Compensation (10)

- Pay hazard duty pay
- Pay us safe hazard
- Give hazard pay without us having to ask. Would increase morale, make it visible on paystub.
- Pay a driver their salary if company is mandating them not to work
- Pay us extra for being essential workers
- Hazard Pay or liability for those exposed at work
- Allow additional sick time
- Provide hazard pay to those risking their health and household’s health.
- It starts with respect, charging the fare, hazard pay, put more Supervisors in the field.
- Pay us workers vs being forcing us to use comp/sick or vac time.

Service Levels (5)

- Stay on Sunday Service for the entire duration in a similar crisis, don’t renegade on something said
- Shut down bus operations
- Fulfill drivers needs / time off work / schedules
- Stop transit for recommended time
- If admin employees get to go home, then both Ops and Maintenance should too. Or offer some other way to compensate.

Safety & Equipment (5)

- More staff to clean and protect
- Obtain PPE faster
- Take stronger precautions before waiting on health agencies
- More sanitation of buses
- Be more strict on essential use of transportation
11. Given that physical barriers are now installed on all buses in the driver compartment, when should GCTD reinstate fare collection?

**Employee thoughts on resuming fares….

- 52% “as soon as possible”
- 28% “when vaccines available to all”
- 17% “When there are fewer cases of COVID-19”

**OTHER RESPONSES:**

- ASAP next month
- When we have no limit on passengers because then we will have transfer limit for passengers left behind
- When majority of people get vaccinated

![Graph showing employee thoughts on resuming fares](chart)

12. What is the most important priority GCTD should focus on to encourage the public to return to using transit?

**Top 3 Priorities to Encourage Return to Transit**

- **CLEAN BUSES**
- **SAFETY ON BOARD**
- **INCREASE SERVICE LEVELS**

**OTHER RESPONSES:**

- bus operator courtesy
- getting rid of passenger limits
- better routes beaches & faster service
- Show more respect for your employees, the customers will see the difference.
- team work / patience / procedural change
- Shouldn't encourage... until vaccines
- Fare collection
- Show people buses are being cleaned

![Graph showing top 3 priorities](chart)
13. As GCTD plans to restore service, which top TWO routes or service improvements should be prioritized first?

**Top Service Improvements Needed**

- Route 6 Oxnard - Ventura Main St
- Route 1A/1B Oxnard - Port Hueneme
- Route 23 Ventura Road
- Route 21 Victoria Ave - Channel Islands Bl
- Route 11 Telegraph Rd
- Route 5 Hemlock
- Route 16 Ojai
- Route 19 North Oxnard

**More frequent service (12)**
- Make express buses service for the people
- 1 and 6 overcrowding
- 21 go back to 30 minutes
- Route 6, take time away to put more frequencies
- More service all routes
- better service
- more routes / more service
- more service
- more trips on 1A, 1B, 6, 19, 23, 7
- More frequent stops

**Fleet / Facility improvements (4)**
- Restrooms for drivers
- change (bus operate schedules)
- those routes to more weekends & 40 hrs
- bus seat reconfiguration
- company vehicle upgrades for workers

**Cleaning (4)**
- sanitizing buses
- Personnel to clean / sanitized buses on the routes.
- maintaining sanitization
- all drivers should have access to sanitation equipment

**Safety (4)**
- Ban problem passengers on a daily basis if necessary
- safety for operators
- safety
- Put more supervisors in the field for safety

**Other (4)**
- Tell drivers on Route 2 through Garfield not to speed.
- Stop drivers from shopping at Walmart on C Street terminal while leaving buses unattended, or unattended passengers.
- Show your employees that you care about them
- respect the driver more

**Policies (3)**
- farebox collection
- keep passenger count low and keep shuttle service
- Route 6 (14 people max too little)

**Bus Stops (2)**
- lighting
- sanitizing bus stop benches

**Marketing (2)**
- more marketing
- public relations

**Service Span (1)**
- more am and pm service

14. What are the most common suggestions you hear from passengers or community members in the past year?

**Increase Service (30)**
- Frequency of buses need to be added
- add more frequency, later service, faster service
- Routes that go through the Ox Blvd or from Wagon Wheel almost - 3 miles
- to nearest stop
- To have to move time for the buses (layover time) at transit centers
- the connections
- bus connections
- add more buses to certain routes
- more service / more buses
- more frequent buses & service going to Harbor
- more buses on route 6 and 1
- to bring back some of the routes that were discontinued
Need more buses for services
Some routes a have long wait, don’t run often enough
Add more buses to the routes when you can and cut down on the wait time
Later service to Ojai
not enough buses running
bus frequency
to put more buses so they can get there faster
more buses on routes
service and more buses on route
more buses
Why don’t routes interline with one another
cut some time on some routes
More routes more buses
more service
More services on weekends, later services and early services.
Increase service
Back to regular routes
on busier routes, more service
increase bus service in busy routes
later bus running times

More Passenger Safety (11)
Need security guards at VTC
Clean rest rooms for all. Safe clean bus stops. More security at OTC, VTC, and CPM
People don’t feel safe on buses and otc
More control of unruly passengers
Safety at transit centers OTC / VTC
To stay home, no party
be safe
the use of homeless using the bus not being essential
Can we clean up OTC, no smoking signs
safety on the bus
Their safety on the bus.

Masks (3)
provide mask for passengers
MASKS
Wear a mask at all times, stay away from people you don’t know

Fares (3)
to keep fare a low price
most just want the bus to always be free!!
You should charge the fare

Cleaning (3)
clean buses
more sanitizers
they appreciated the sanitizers

Other (3)
I have not heard anything.
That VCTC buses look cooler, with the blue paint and blacked out windows.
Free wifi on the buses, more enforcement of policies on the bus, on time performance, better communication of closed stops and detours

Bus Stops (3)
Put back bus stop on J and Bard
Bus benches and well lit bus stop areas
Lighted bus stops

Driver Attitude (3)
Most drivers are great....bus some drivers can be rude sometimes.
A lot of drivers need customer service training
Morning drivers need better attitude.

Customer Information (1)
Give out more information about the services that we provide.

15. What are the most common Complaints you hear from passengers or community members in the past year?

Answered: 72   Skipped: 49

Homelessness Related Issues (16)
Homeless people on board
homeless riding buses
The negative impact of COVID exacerbating the homeless issue.
Solving this requires a long term multi disciplinary effort.
uncomfortable conditions because of homelessness and drug use
Too many homeless people riding the buses with no destination
Homeless on buses
The regular passengers complain about the homeless
all the drug use at the transit centers
Too many homeless.
unruly passengers
Their safety when riding our buses.
Because there is no fare collection our homeless population will use the bus for shelter and take the seat of someone who has an actual destination.
Passengers are afraid of the violent and uncivilized passenger
Too much transients on buses / causing issues
Many passengers have big bags, sleeping on the bus, stinky passengers
The group of people that comes on the bus.

Service Issues (13)
some routes take too long for the next bus to come
more stops long waiting time
Drivers not waiting for transfers
not enough service
more service, more stops
Not enough time (layover time) at the transit centers
bus schedule lateness
They miss the buses to transfer to
buses no connecting
need more buses on the routes
Buses aren’t on time
not enough service
Not enough buses for the routes

**Masks Compliance (12)**
Passengers refusing to wear a mask, holding up the bus.
Other passengers not wearing masks, don't like wearing a mask
having to wear a mask
not using the mask
mostly complaints / frustrations in regards to masks, capacity, excess baggage
mask wearing, worker dependent on the bus to get to work
Passengers don’t want to wear masks, the bus seats are too hard and don’t have cushions

**MASKS**

wearing a mask
People cough or sneeze and don’t cover mouth
People wearing no mask

**Overcrowding (11)**
overcrowding route 6
bypass

being left due to the capacity
Amount of passengers on the bus
being left behind due to capacity on the bus
Reduced passenger capacity
limited service due to boarding capacity / they are passed by at the bus stop
that the buses are always full / late some buses take too long, waiting time.
capacity
People getting left behind because the bus is at maximum capacity

**Driver Attitude (11)**
drivers are not allowing elderly to walk in the front door
Drivers attitude, rude, not helping service from bus operators
bus drivers being too mean
(sp) (Courtesy)
bus drivers are not very helpful
Lack of customer service / communication skills from drivers
Drivers not letting them use the front door

not letting them use front door, and the size of their package/bags or luggage
Morning drivers have bad attitude and divers don’t say anything while his driving and kids jumping from seat to seat.
Seniors and people with disabilities are denied service at the front door.

**Other (7)**
I haven’t heard anything from anyone.
As for passengers you can’t appease them free rides & free masks then are still unhappy
social distancing, customer service needs addressed
most complaints are on other passengers not following rules
not enough sanitizers
no hazard pay
Why the 20 don’t run anymore?

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16. As GCTD plans for the future, which employee programs would you like to see first?

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Answered: 107  Skipped: 14

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Health Programs (Wellness Room / Gym)</td>
<td>58.88%</td>
</tr>
<tr>
<td>Employee BBQ’s / Lunch Events</td>
<td>51.40%</td>
</tr>
<tr>
<td>Professional Development Classes</td>
<td>40.19%</td>
</tr>
<tr>
<td>Bus Rodeo (competitio n)</td>
<td>19.63%</td>
</tr>
<tr>
<td>Corporate Events</td>
<td>12.15%</td>
</tr>
<tr>
<td>Tailgate meetings with morning and night crew</td>
<td>4.67%</td>
</tr>
</tbody>
</table>

**Top Requested Employee Programs**

1<sup>st</sup>  **Health Programs such as Wellness Room, Gym**
2<sup>nd</sup>  **Employee BBQ’s, Lunch Events**
3<sup>rd</sup>  **Professional Development / Training**

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**OTHER RESPONSES:**

Massages
BBQ / dinner events
training
vaccines
Tailgate meetings with morning and night crew.
17. Have you already received the COVID-19 vaccine?

Answered: 121  Skipped: 0

- Yes 4.13% (5)
- Decline to state 0.83% (1)
- No 95.04% (115)

17a. If you answered NO or Undecided, will you get the vaccine when it is available to you?

Answered: 114  Skipped: 7

- Yes 59.02%
- Undecided 30.70%
- No 12.28%

18. If you answered NO or Undecided to getting the vaccine, would an incentive make you more likely to get the COVID-19 vaccine?

Answered: 69  Skipped: 52

- No
- Yes

19. Which incentive would encourage you to get vaccinated?

Answered: 100  Skipped: 21

- Providing It for us at work 43.00%
- Making in mandatory 11.00%
- Other (please specify) 12.00%
- Paid time off or comp time to get the vaccine 24.00%
- More information and assurance 39.00%
- None 2.00%

OTHER RESPONSES:

- Nothing, I will be vaccinated as soon as it is available to me.
- I would not get the vaccine.
- Not charging sick days if we get any reactions to it.
- I just don't do needles.
- None
- I don't need an incentive to make my own health decisions.
- Provide before day off to eliminate time missed at work.
- No longer having to wear a mask.
- Raise.
- Bring the shots to us.
- None. Stay in your lane. Stay out of my personal medical convictions; medical privacy and personal convictions are protected.
- Nothing.
20. Looking to the future, is there anything else you would like to share on how GCTD can recover from COVID-19?

**Answered: 50  Skipped: 71**

<table>
<thead>
<tr>
<th>General (11)</th>
<th>Safety (8)</th>
</tr>
</thead>
</table>
| Present the Recovery Plan to the Operations Supervisors and Operators to ensure they’re informed about how the agency is looking to move forward. The presentation could be presented during a future safety meeting.  
GCTD is taking advantage of a number of Federal and state grants. Recovery is not an issue.  
Provide more training for everyone  
Fairness to all employee and accountability to those not coming into the office  
need to education and adapt - expect the unexpected - plan in advance - prepare instead of react  
Just keep on working as a team, and keeping safe at all times.  
You need to care for your employees!!!!!!!  
Yes for upper management not to harass the drivers & I don’t mean Supervisors  
Senior management should quit hiding in office and come interact with front line workers  
show more concern for employee welfare  
slowly ease into return |  
| continue to practice safety  
Just keep on making it safe for us as you have been  
stay safe  
wash & clean mask up in office / lunch room areas 100%!  
just keep covering out mouths with masks  
keeping us all safe  
Continue to encourage employees to stay healthy, not to gather in large groups, and not to come to work if sick, have had an exposure, or awaiting test results. |  

<table>
<thead>
<tr>
<th>Communication (9)</th>
<th>Fares (7)</th>
</tr>
</thead>
</table>
| Focus initially on making passengers fell safe onboard again. Then shift focus to improving services to make riding more appealing.  
More public outreach informing the public on how safe it is to ride  
keep more communication with all personnel  
Pray for the bus! |  
| We should have never stopped collecting fare. Because it’s free, PD wouldn’t remove the troubled passengers.  
This just increased more homeless people riding all day with no destinations and people who actually need our service can’t ride because the numbers are limited.  
Start fare collections again, start charging because a lot of people riding the bus with no destination, and spreading the virus  
Start charging |  

<table>
<thead>
<tr>
<th>Other (7)</th>
<th>Fares (7)</th>
</tr>
</thead>
</table>
| Everything is running great  
Other  
Just keep going, patience, time, open up again  
can we all get along :) (front and back)  
we are doing all we can  
Compensation (3) |  
| Incentivize the passengers by giving out free pass to ride for free or offer more discounts  
just please start charging fare so we have less issues  
Reinstate fare collection, but NOT Cash |  

<table>
<thead>
<tr>
<th>Services (2)</th>
<th>Vaccines (2)</th>
</tr>
</thead>
</table>
| A fewer later routes servicing college in the evening when COVID better controlled.  
interline the routes for passengers |  
| Maybe incentive to riders who do get vaccinated, some type of paid ride pass(es)  
vaccines for all would be a start, to be safer |  

**END OF RESULTS**

**Thank you to all staff who participated in this survey.** The results from this survey will be used to help develop actions and strategies included in GCTD’s COVID-19 Recovery Plan. The report and responses will be shared with all employees and the public.
SAMPLE SURVEY

COVID-19 Recovery Plan - Employee Survey
Your opinion is needed to help us plan for the future and our recovery from COVID-19. This survey is anonymous, and all responses are for informational use only.

1. What is your role at GCTD?
   - Front line staff (Bus Operator, Supervisor, Customer Service, etc.)
   - Maintenance & Facilities staff (Mechanics, Service Workers, Facilities etc.)
   - Administration / Support staff

2. How long have you worked for GCTD?
   - 0-4 years
   - 5-9 years
   - 10-14 years
   - 15+ years

3. What is your primary way of getting up-to-date GCTD related COVID-19 information?
   - Posted memos on bulletin boards
   - Emailed notices
   - Safety Meetings
   - Employee staff meetings
   - Online - GCTD social media or website
   - A supervisor
   - A coworker
   - Other ____________________________

4. Looking to the future, I am most concerned about? (check ALL that apply)
   - Me or a family member getting COVID-19
   - Physical altercation w/ member of public
   - Job security
   - Childcare issues
   - Maintaining a home for my family
   - Healthcare / mental health of me and my family
   - Caring for an elderly family member
   - Other ____________________________

5. Since the start of the pandemic, GCTD has taken substantial actions to improve my personal safety, security and working conditions.
   - Strongly Agree
   - Agree
   - Undecided
   - Disagree
   - Strongly Disagree

6. I feel safe while doing my job.
   - Strongly Agree
   - Agree
   - Undecided
   - Disagree
   - Strongly Disagree

7. In addition to physical barriers, requiring face coverings, and enhanced disinfecting protocols, what else would make you feel safer as an employee?

   ___________________________________________________________

8. With social distancing measures in place, I have been able to communicate well with my coworkers?
   - Strongly Agree
   - Agree
   - Undecided
   - Disagree
   - Strongly Disagree

9. Throughout the COVID-19 pandemic, I feel well-supported by my immediate supervisor.
   - Strongly Agree
   - Agree
   - Undecided
   - Disagree
   - Strongly Disagree

10. Throughout the COVID-19 pandemic, how satisfied are you with GCTD’s handling of the situation overall as an organization?
    - Very satisfied
    - Somewhat satisfied
    - Undecided
    - Somewhat dissatisfied
    - Very dissatisfied

    continued on back
11. In the future, if GCTD were to experience a similar crisis like the COVID-19 pandemic or another serious emergency, what should GCTD as an organization do differently in the future?

12. Given that physical barriers are now installed on all buses in the driver compartment, when should GCTD reinstate fare collection?
   - As soon as possible - Spring 2021
   - Summer 2021
   - When VCTC and other transit providers start
   - When there are fewer cases of COVID-19
   - When vaccines available to everyone
   - Other

13. What is the most important priority GCTD should focus on to encourage the public to return to using transit?
   - Clean buses
   - Safety on board
   - Better information on service options
   - Increase service levels on bus routes
   - Bus stop improvements
   - Other

14. As GCTD plans to restore service, which two routes or service improvements should be prioritized first? Write in below.
   1st
   2nd

15. As GCTD plans for the future, which two employee programs would you like to see first?
   - Health Programs (Wellness Room Gym)
   - Employee BBQs / Lunch Events
   - Bus Rodeo (Competition)
   - Professional Development Classes
   - Corporate Games Events
   - Other

16. What are the most common suggestions you hear from passengers, or community members in the past year?

17. What are the most common complaints you hear from passengers, or community members in the past year?

18. Have you already received the COVID-19 vaccine?
   - Yes
   - No

   If you answered No, do you plan to get the COVID-19 vaccine when it becomes available to you?
   - Yes
   - Undecided
   - No

   If you answered Undecided or NO above, would an incentive make you more likely to get it?
   - Yes
   - No
   - Not applicable (I plan to get the vaccine as soon as it is available.)

19. Which incentive do you think would encourage you to get vaccinated?
   - More information / assurance about safety
   - Raffle prizes
   - Paid time off or comp time to get vaccine
   - Making it mandatory
   - Providing it for us at work
   - Other

20. Looking to the future, is there anything else you would like to share on how GCTD can recover from COVID-19?

THANK YOU!
COVID-19 RECOVERY PLAN
Employee Survey
COMPLETE BY MAR 5TH

Your opinion is needed to help us plan for the future and our recovery from COVID-19.
THIS SURVEY IS ANONYMOUS, AND ALL RESPONSES ARE FOR INFORMATIONAL USE ONLY.

Complete survey by March 5th
...for a Chance to win a prize!
To enter raffle, Show Dispatcher (or Jim or Vanessa) your completed survey OR show a “screenshot” of online survey completion page.

1. Complete Survey
   You can use paper survey OR Complete survey online
   https://www.surveymonkey.com/r/covid19gctd

2. Drop Survey in Dispatch Box or show screenshot of completion page.

3. Enter Raffle
   (ONE ENTRY PER EMPLOYEE)
   Tickets avail @ Dispatch, Jim or Vanessa

Fill out TICKET with first & last name and drop in the box. KEEP Your half

15 winners
1 Grand Prize