COVID-19 Response Update & Employee Survey Results
## COVID-19 Recovery Planning

<table>
<thead>
<tr>
<th>Month</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>April 2020</td>
<td>COVID-19 Emergency Declared – Staff focused on Ongoing Response, Fare Collection Suspended</td>
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<tr>
<td>March 2021</td>
<td>Plan Outline Developed with Staff Input Presented to TAC and Board</td>
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<tr>
<td>April 2021</td>
<td>Employee Survey (Complete) Passenger Survey Starts April</td>
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<tr>
<td>May 2021</td>
<td>Present Draft Recovery Plan Ask for Public Input in May</td>
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<tr>
<td>June 2021</td>
<td>Present Final Recovery Plan</td>
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<tr>
<td>July 2021</td>
<td>Continued Reopening &amp; Implementation Bi-Annual Service Adjustments</td>
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COVID-19 Response

Protecting Employees

• Preventative measures continue:
  Masks, Social Distancing, Cleaning/disinfecting, Signage, Bi-weekly updates to staff

• Total Employees: GCTD 196 & MV 31
  – All time GCTD cases = 41
  – All time MV cases = 6
  – Current cases are (0)

• CA SB-95 provides an additional 80 hrs paid leave for COVID-related reasons

• Employee Vaccinations
  – All Transit Workers are now eligible statewide
  – All Bus Operators offered appointments directly through County EMS office
  – GCTD – 60% of employees have 1st dose
  – MV – 77% will have 2nd dose by Friday.
As Ventura County enters Orange Tier, public awareness is critical to restore trust and support reopening of services.

“Keeping You Safe on the GO”

Key Messages...
• Commitment to cleaning & safety
• Proper Mask Wearing
• Go contactless when fare collection resumes
• Free Rides to Vaccines (153 rides provided so far)

Getting the word out...
• Bilingual & Geo-targeted Ads
• Social Media Platforms
• On-board Rider Alerts & Bus Ads
• Radio (LAZAR, KHAY, etc.)
• Newspaper (Vida, VC Star, Reporter)

FREE RIDE to your vaccine!
CALL 805-485-2319

¡Estamos haciendo nuestra parte y estás haciendo el tuyo!
Limpiando y desinfectando. Usando mascarillas.
COVID-19 Employee Survey

In addition to Public Surveys that we issue annually, employee’s input helps give us a more complete picture as we plan for the future.

SURVEY GOALS:
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 based on the feedback they hear.

3. Get input on ideas to improve the workplace as we recover/reopen.
Survey Methodology

- 20 questions (estimated 10 minutes to complete)
- Many open-ended questions.
- Survey open in Feb-March (Paper & Online)
- 121 surveys collected (60% of employees)

This presentation will show a few highlights; the full results included in Board Report.

Results including all comments, will be shared with all employees.
Highlights of Responses

What is your role at GCTD?

Answered: 121  Skipped: 0

Majority of responses from front line employees who have worked for GCTD over 5 years.

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

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.
Do I feel safe while doing my job?

58% of employees “Agree or Strongly Agree” they feel safe while doing their job.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.83%</td>
<td>37.50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
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<tbody>
<tr>
<td>21.67%</td>
<td>13.33%</td>
<td>6.67%</td>
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What else would make you feel safer as an employee?

Sample of responses...

“Have Lysol containers to spray and kill germs inside bus”

“Disinfecting wipes to wipe down our tools at the end of the day, when we work inside the bus.”

“Self defense training”

“Stronger barrier”

“Start charging the fare!”

“go back to paying”
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.

69% of employees are “Somewhat or Very Satisfied” by GCTD’s handling of COVID-19 overall as an organization.

<table>
<thead>
<tr>
<th>RESPONSES BY GROUP</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>Bus Operators / Front Line</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>
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If GCTD were to experience a similar crisis like a pandemic or another serious emergency, what should GCTD do differently in the future?

Communication & Management Protocols were the top listed comments...
When should GCTD re-instate 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”

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
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 Telephone Rd

**What are the common Suggestions you hear from passengers?**
- #1 Increase Service
- Routes have long wait times
- More frequency / connections
- Later Service
- Etc.

**What are the common Complaints you hear from passengers?**

Top Complaints...

"Uncomfortable conditions because of homelessness and drug use"

"The negative impact of COVID exacerbating the homeless issue. Solving this requires a long term multi-disciplinary effort."

"Reduced passenger capacity"

"Most complaints are on other passengers not following rules"
Final Thoughts

“Focus initially on making passengers feel safe on-board again. Then shift focus to improving services to make riding more appealing.”
- GCTD employee survey response comment

What we are doing with these results...
• Communicating results back to employees / full results avail to all
• Reviewing results with Managers & Supervisors
• Outreach to County Partners on Drug Use issues
• Launch Late Night Safe Rides in April to fill late night need
• Encouraging contactless / faster boarding methods (in May)
• Public survey (annually in Spring) will be next

Thank you to all staff who participated in this survey.