



**DATE** April 7<sup>th</sup>, 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

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### **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

### **GOLD COAST TRANSIT DISTRICT**

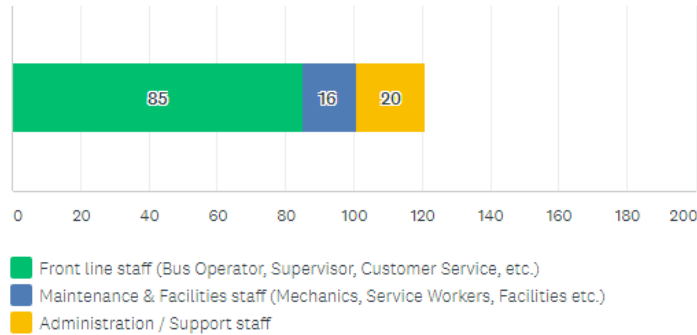
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# COVID-19 RECOVERY PLAN EMPLOYEE SURVEY RESULTS

BASED ON 121 EMPLOYEE RESPONSES - COLLECTED MARCH 2021

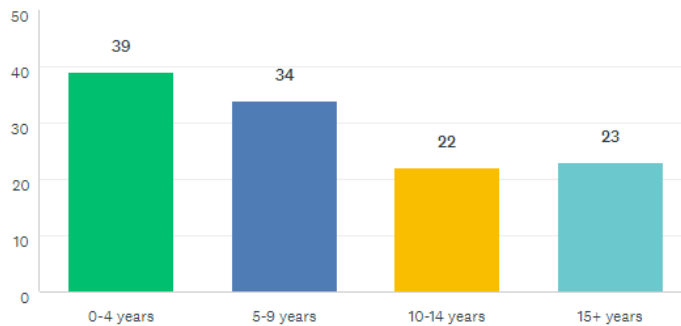
## 1. What is your role at GCTD?

Answered: 121 Skipped: 0



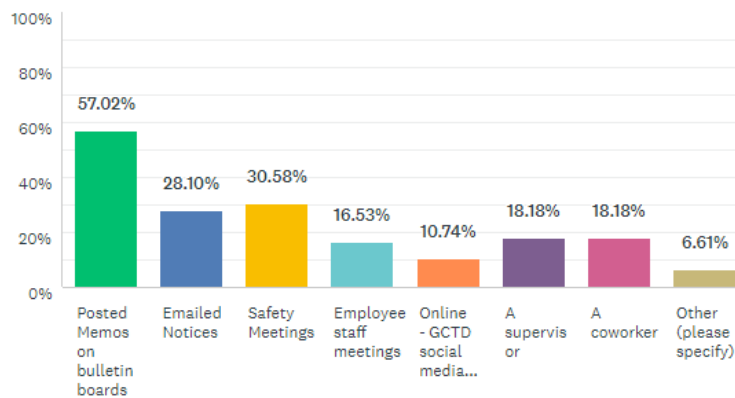
## 2. How long have you worked for GCTD?

Answered: 118 Skipped: 3



## 3. What is your primary way of getting up-to-date GCTD related COVID-19 information?

Answered: 121 Skipped: 0



### OTHER RESPONSES:

Mailbox @ work

Wife - a COVID investigator

notices in timecard slot

Rumor, 2nd Hand Info

CDC website. Ventura Public County website

Ventura County website

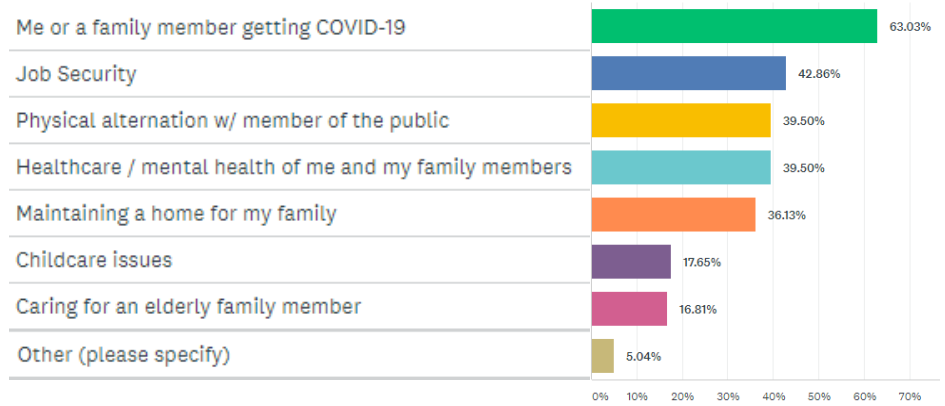
news

We need company emails for bus operators

Answered: 119 Skipped: 2

**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

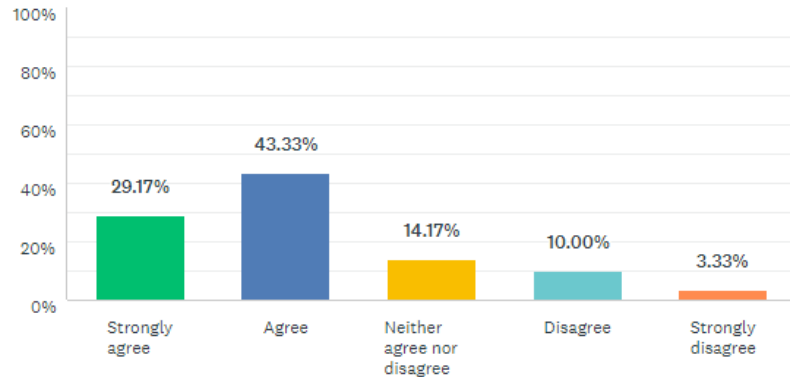
Financial outlook / retirement & peace  
 My kids education

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.**

Answered: 120 Skipped: 1

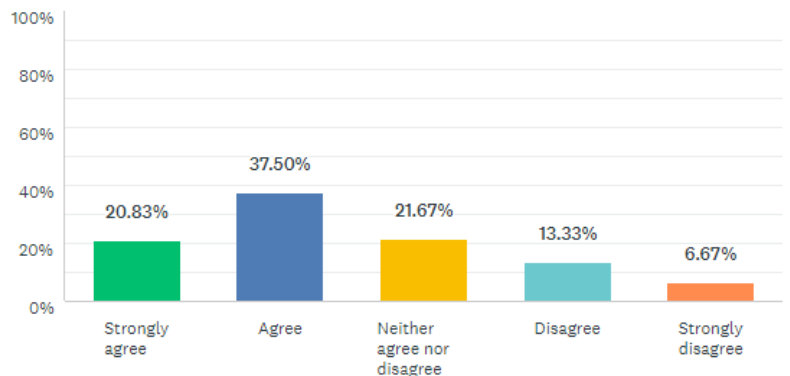
**72.5% of employees "Agree or Strongly Agree" GCTD has taken substantial actions to improve safety, security and working conditions since the start of the pandemic.**



**6. I feel safe while doing my job.**

Answered: 120 Skipped: 1

**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 safety 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

#### Masks (4)

not having to continually argue with passengers about having to wear a mask

Make coverings 100% in the lunchroom. At this time it is not so.

Providing n-95 mask that don't make us look like a duck. The garage staff have better masks than the drivers

Enforcement of face covering

#### 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.

Long term work-from-home schedule option or hybrid model

**Vaccines (1)**

Vaccination for all employees

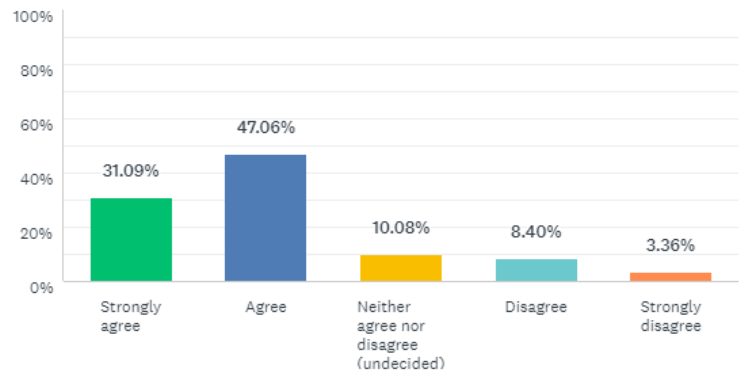
**Cleaning (1)**

wiping down counters & tables

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

Answered: 119 Skipped: 2

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

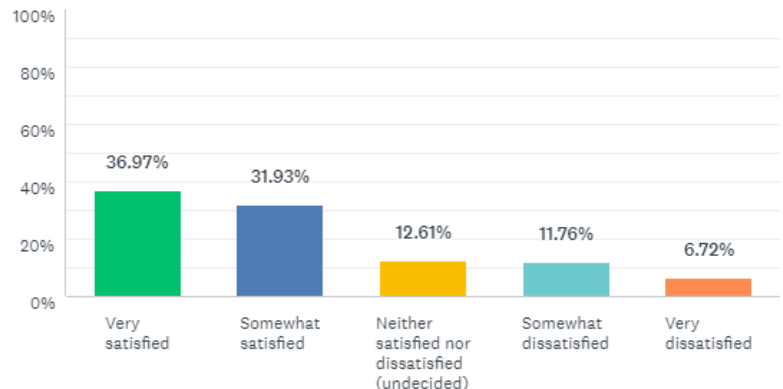


RESPONSES BY GROUP	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Bus Operators / Front Line	17	46	10	7	4
Maintenance / Facility	5	6	1	3	0
Administration / Support	15	4	1	0	0

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

Answered: 119 Skipped: 2

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.

### Other (14)

really not sure you can plan better than you did

keep it the same, roll with the changes

None I could think of

Nothing, doing a great job!

unsure at the moment

you did good

learn from the past

Depends on what kind of emergency it is.

I think we reacted pretty well

Everything

be prepared

be more prepared

Be better prepared

be more prepared

### 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 renege 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

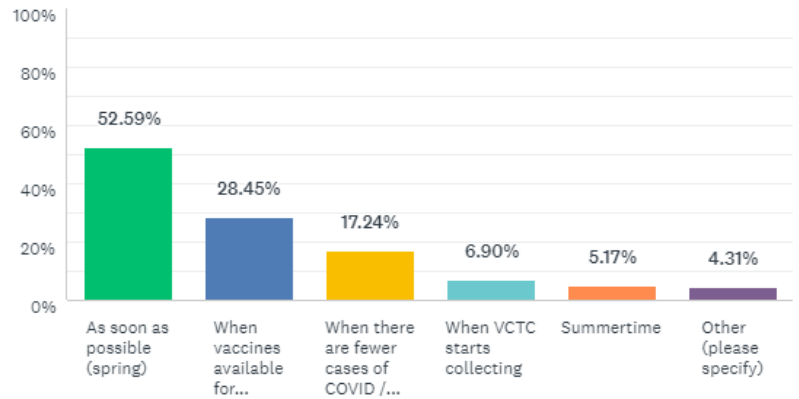
more sanitation of buses

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?

Answered: 116 Skipped: 5

**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

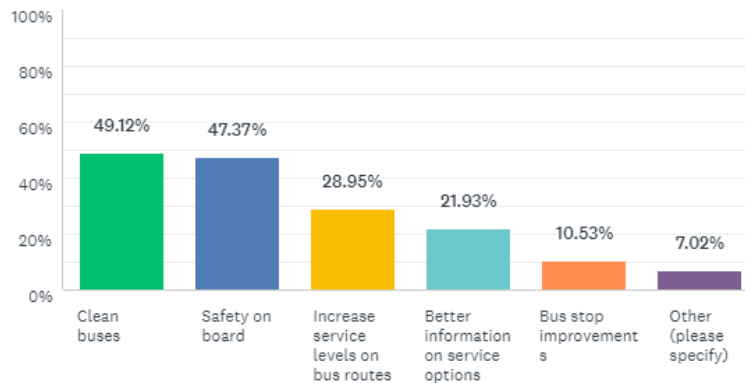
Raise fare to \$1 disabled or \$2 dollar to reduce time at the farebox  
 Now

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

Answered: 114 Skipped: 7

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

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



**OTHER RESPONSES:**

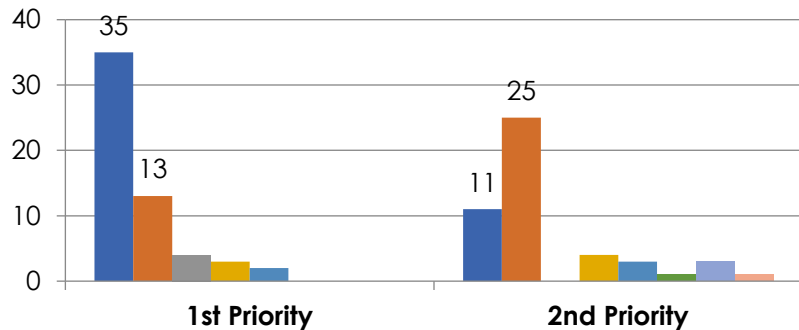
bus operator courtesy  
 better routes beaches & faster service  
 team work / patience / procedural change  
 Fare collection  
 Show people buses are being cleaned

getting rid of passenger limits  
 Show more respect for your employees, the customers will see the difference.  
 Shouldn't encourage... until vaccines



### 13. As GCTD plans to restore service, which top TWO routes or service improvements should be prioritized first?

Answered: 76 Skipped: 25



#### More frequent service (12)

- Make express buses service for the people
- 1 and 6 overcrowding
- 21 go back to 30 minutes
- 6 revised with less bus stops
- 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

#### More service locations (6)

- hospital and doctor locations
- Port Hueneme
- more routes / more service
- high schools and colleges
- routes in Oxnard
- Get back all the cut routes

#### 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)

- 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

- 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
- bus stop lighting (too dark to see people)
- 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?

Answered: 62 Skipped: 59

#### 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 for baggage

not letting them use front door, and the size of their package/bags or luggage

Morning drivers have bad attitude and drivers 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

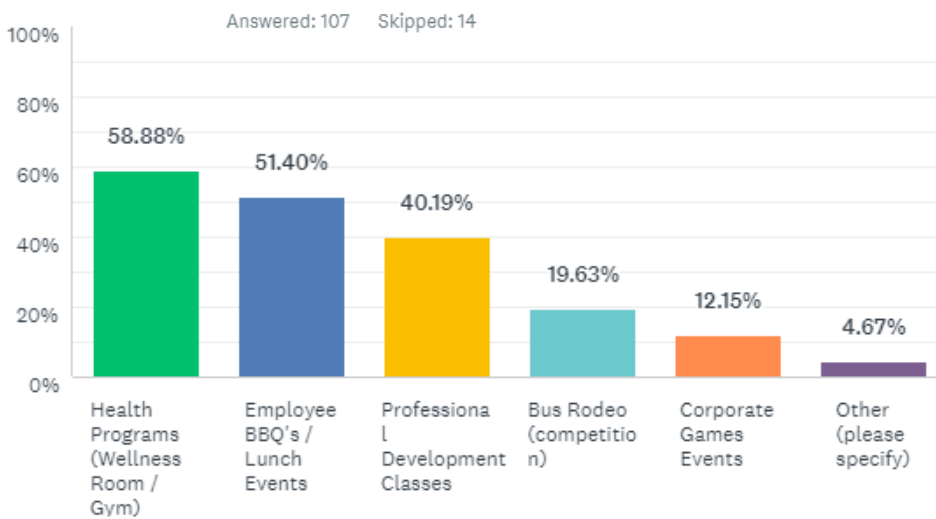
most complaints are on other passengers not following rules

not enough sanitizers

no hazard pay

Why the 20 don't run anymore?

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



**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**

**OTHER RESPONSES:**

Massages

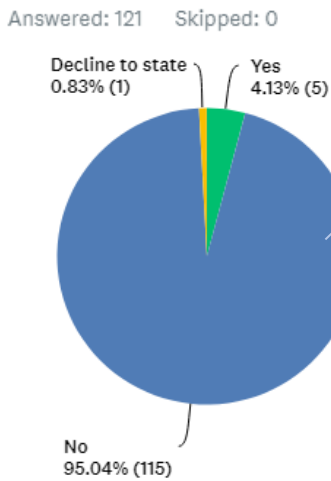
BBQ / dinner events

training

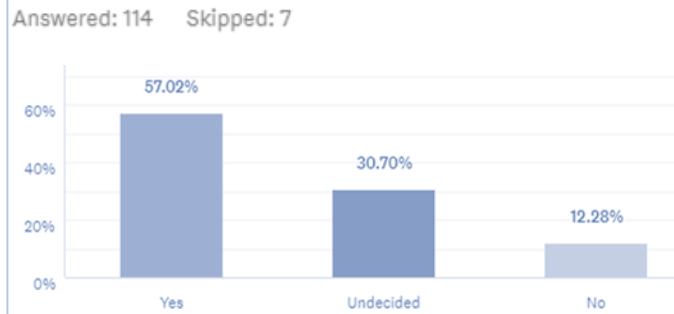
vaccines

Tailgate meetings with morning and night crew.

**17. Have you already received the COVID-19 vaccine?**

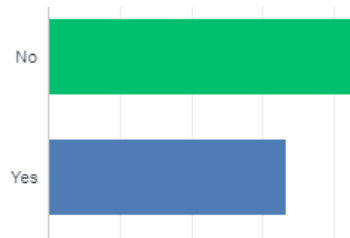


**17a. If you answered NO or Undecided, will you get the vaccine when it is available to you?**



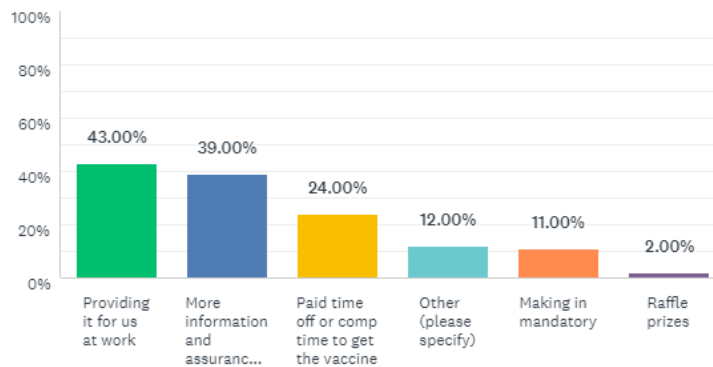
**18. If you answered NO or Undecided to getting the vaccine, would an incentive make you more likely to get the COVID-19 vaccine?**

Answered: 69 Skipped: 52



**19. Which incentive would encourage you to get vaccinated?**

Answered: 100 Skipped: 21



**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

nothing

bring the shots to us

None. Stay in your lane. Stay out of my personal medical convictions; medical privacy and personal convictions are protected.

## 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

### General (11)

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

### Communication (9)

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!

together as a team

nothing comes to mind

more info sooner

We need to communicate better, all of us, GCTD

More communication between drivers and management!

### Safety (8)

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.

### Fares (7)

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

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

### Other (7)

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)

hazard pay for all frontline essential employees

giving us hazard pay for every hour worked since pandemic

sent a text to everyone at the same time saying. "Congratulations you are now, starting today will start receiving hazard pay."

### Services (2)

A fewer later routes servicing college in the evening when COVID better controlled

interline the routes for passengers

### Vaccines (2)

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
  - 15yrs+
  
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?**


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8. **With social distancing measures in place, I have been able to communicate well with my co-workers?**
  - 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?

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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 top TWO routes or service improvements should be prioritized first? Write in below.

1<sup>st</sup> \_\_\_\_\_  
 2<sup>nd</sup> \_\_\_\_\_

15. As GCTD plans for the future, which top 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?

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

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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
- Paid time off or comp time to get vaccine
- Providing it for us at work
- Raffle prizes
- Making it mandatory
- Other \_\_\_\_\_

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

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THANK YOU!



## 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.

SCAN ME FOR SURVEY LINK



### 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**

