

Presentation to Board April 7, 2021

# COVID-19 Response Update & Employee Survey Results

# COVID-19 Recovery Planning

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

# 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 1<sup>st</sup> dose
  - MV – 77% will have 2<sup>nd</sup> 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



**Nos Estamos Protegiendo el Uno al Otro.**

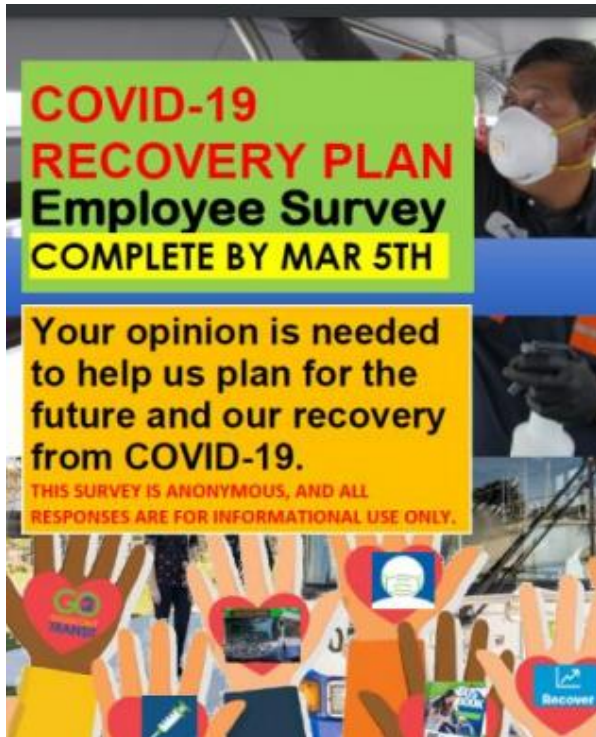
¡Estamos haciendo nuestra parte **y** estás haciendo el tuyo!

Limpiando y desinfectando. Usando mascarillas.

GOLD COAST TRANSIT DISTRICT | Para más información: [gctd.org/covid19](https://gctd.org/covid19)

# 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.**

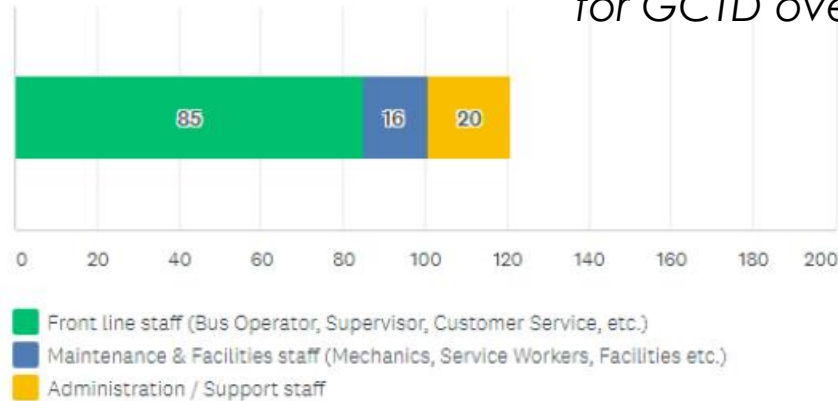
**Results including all comments, will be shared with all employees.**



# 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

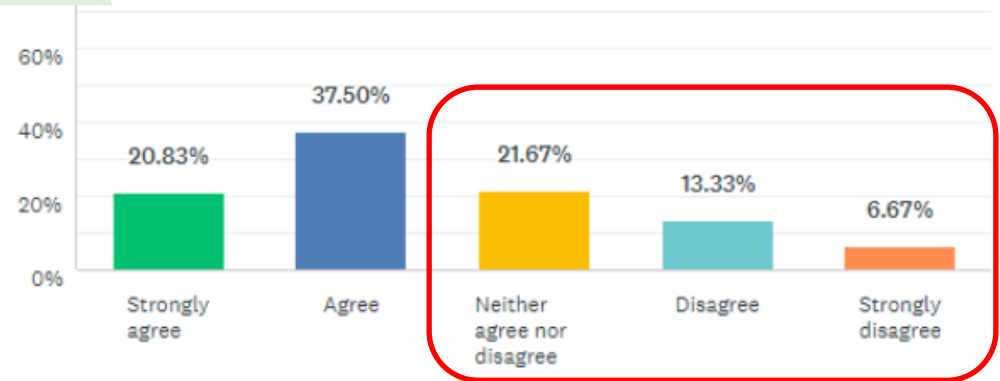
39% Healthcare / Mental Health

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.



## What else would make you feel safer as an employee?

Sample of responses...

*"Have Lysol containers to spray and kill germs inside bus"*

*"Self defense training"  
"Stronger barrier"*

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

*"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.



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

**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"*

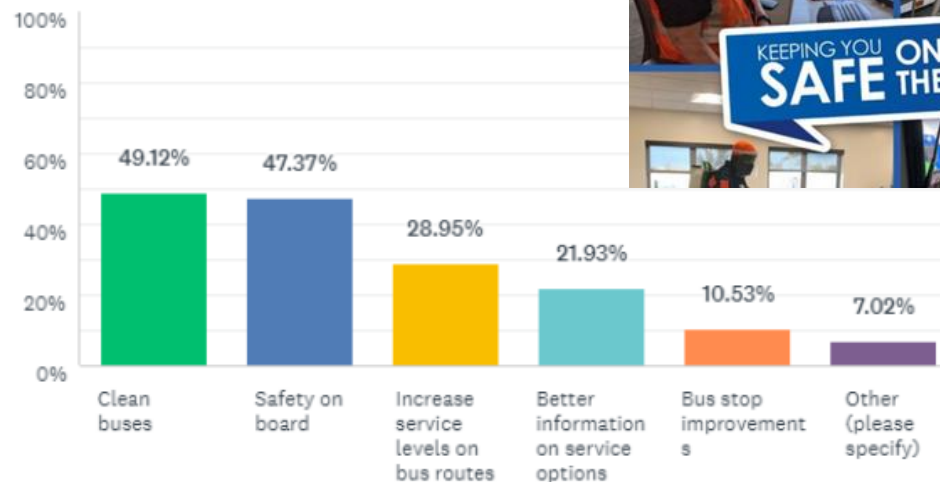
*28% "when vaccines available to all"*

*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.*