

# COVID-19 Recovery Plan Progress Update



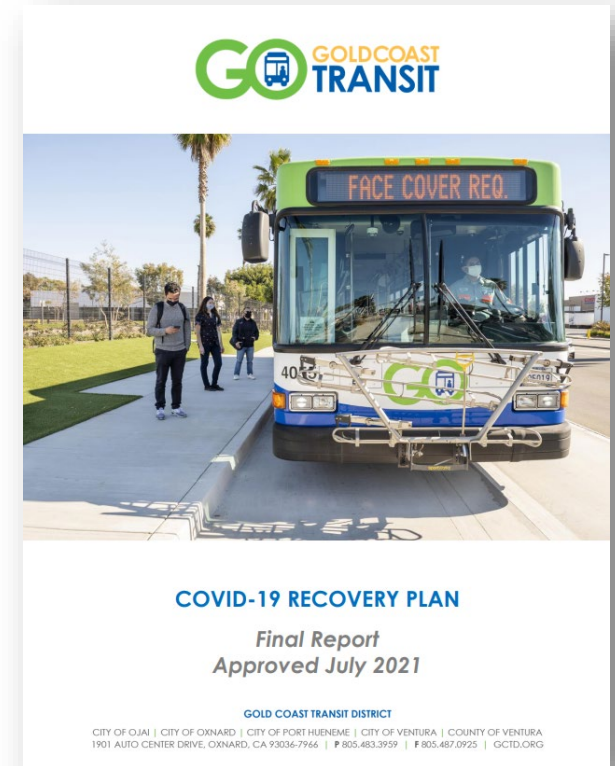
# RECOVERY PLAN PROGRESS UPDATE 2022

## Plan Approved in 2021

- *Based on Employee Input*
- *“Future of Transit” Best Practices*

## Four Focus Areas

1. DeMobilization/ReOpening
2. Operations & Planning
3. Employees Services
4. Capital Projects & Long Term



# 1. De Mobilization / Reopening

## Progress

- Offices Reopened
- Shields Installed
- Ended Mask Mandate
- Cleaning Ongoing
- Remote Work
- Customer Service Hours modified
- Launched Hybrid Board Meetings

## Next Steps

- Continued Cleaning
- Continue Vaccination Rides
- Continue opening for tours/education/outreach
- Continue following OSHA





# 2. Operations & Planning

## Progress

- **96% of Service Restored**
  - Targeted service improvements
- **Coordination with RISE**
- **Launch of new Website**
- **Safety Training**
- **Increased Recruitment**
  - Wages/ benefits

## Next Steps

- **Increased Marketing / Promotion of Services**
- **Young Adult Outreach**
- **Flexible Services**
  - Microtransit / Health Zones
- **Short Range Transit Plan**
- **Ambassadors**

RAPID INTEGRATED SUPPORT & ENGAGEMENT

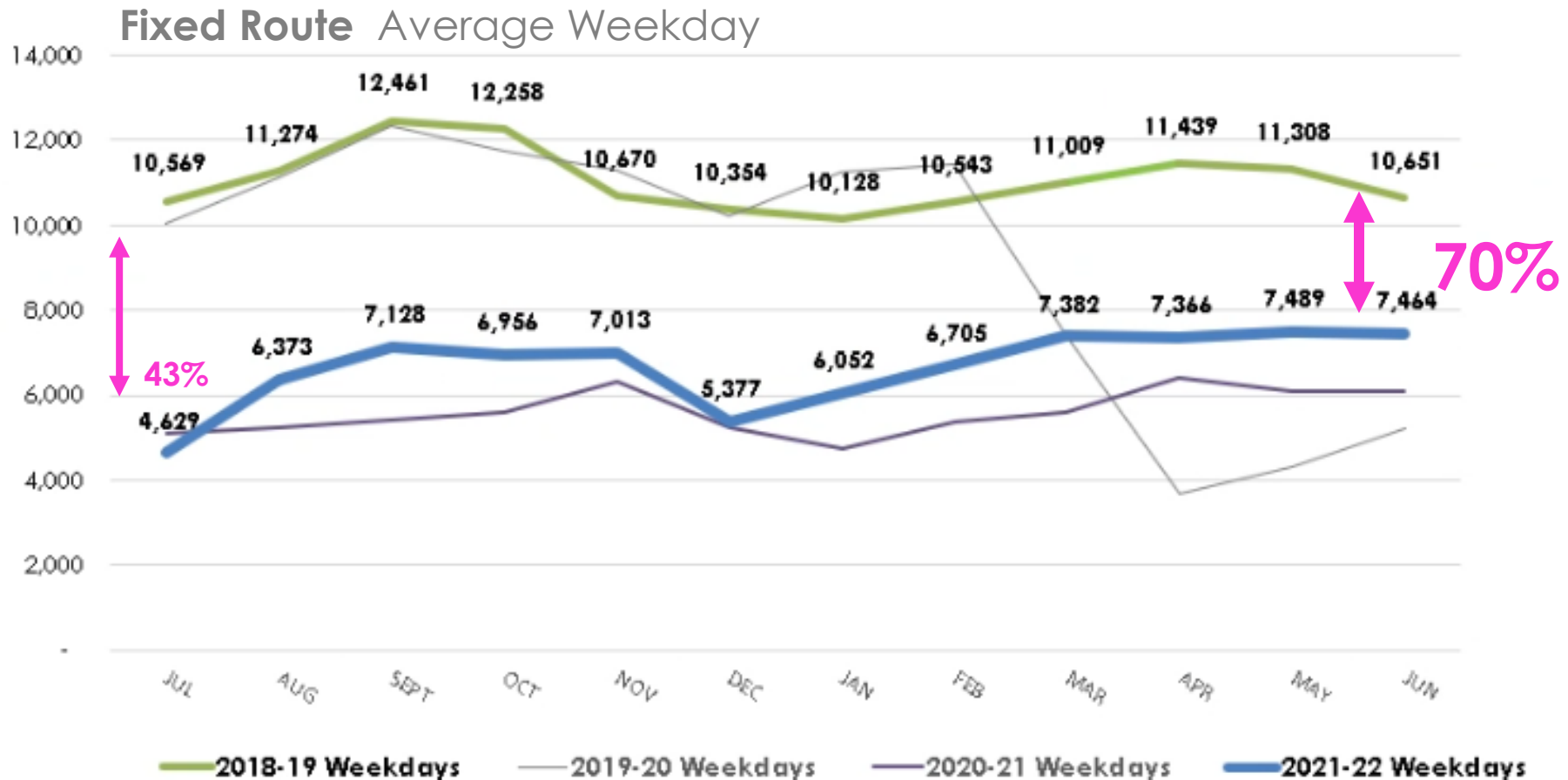
**RISE**  
PROGRAM

Building  
Bridges to  
Treatment



# Fixed Route Ridership 2019-2022

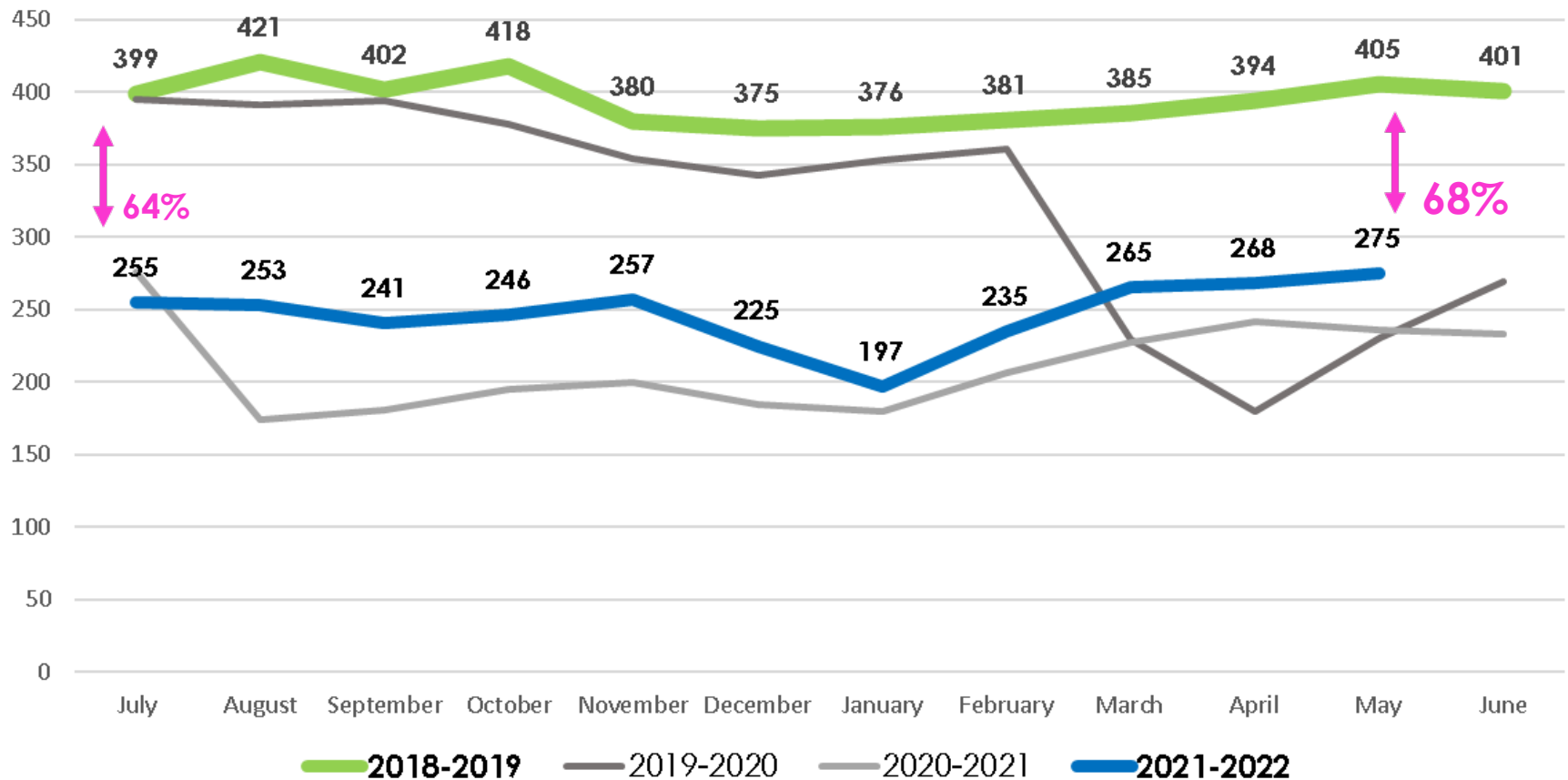
- Service levels restored to 96% of pre pandemic levels
- Ridership now at 70% of pre-pandemic levels



# Demand Response Ridership 2019-2022

- COVID likely forever changed medical service delivery (i.e. virtual appts)
- Now offering Flexible Services (i.e Late Night Safe Routes)

## Demand Response Average Weekday



# 3. Employee Services & Engagement

## Progress

- Re-started Coffee with GM
- Offered “Lunch and Learn”
  - Interview Skills
  - Communication
- Holding Employee Events *Monthly*
- Quarterly Awards/Employee of the Quarter
- Increased Recruitment
  - New class of 6 (June)
  - Next class Aug/Sept

## Next Steps

- Complete Wellness Center
- Performance Development Onboarding Program
- Roll-Out “Learning Management System”
- Narcan / AED / CPR Training
- Corporate Games





## 4. Capital Projects & Long Term

## Progress

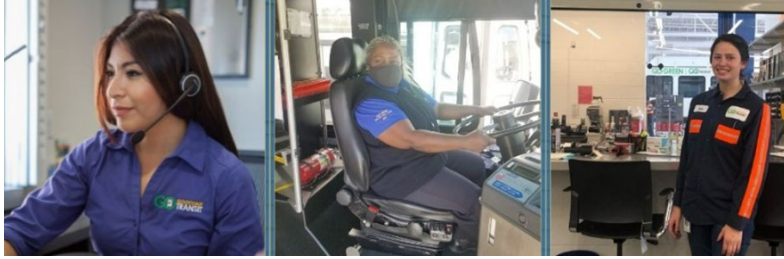
- **ZEB Modeling Complete for Fleet**
- **Board selected Hydrogen Fuel Cell as preferred path**
- **Lo No Grant Application Submitted**
  - **w/22 Letter of Support**

## Next Steps

- **Continued Work on Transition Plan**
  - Including Ojai Trolley
- **Clean Air Summit**
- **Strategic Plan Kick Off**
  - Employee Stakeholder
  - Board Retreat







# HEALTH & SAFETY IS OUR TOP PRIORITY

Help stop the spread of  
Covid-19.




**GO**  
GOLD COAST  
TRANSIT

[goldcoasttransit.org/covid19](https://goldcoasttransit.org/covid19)



# GO TEAM! Thank you

