



## **AGENDA**

### **REGULAR BOARD OF DIRECTORS MEETING**

**WEDNESDAY, MARCH 4, 2026 – 10:00 AM**

GCTD ADMINISTRATIVE FACILITY

1901 AUTO CENTER DRIVE

OXNARD, CA 93036-7966

[www.GoldCoastTransit.org](http://www.GoldCoastTransit.org)

**The meeting will be IN PERSON.**

**Hybrid / Remote Participation for the Public is available via ZOOM Webinar**

<https://us02web.zoom.us/j/88422050116>

#### **A. CALL TO ORDER – 10:00 am**

#### **B. ROLL CALL**

Chair – Rachel Lang, Councilmember, City of Ojai

Vice-Chair – Gabriela Rodriguez, Councilmember, City of Oxnard

Director – Matt LaVere, Supervisor District 1, County of Ventura

Director – Dr. Martha McQueen-Legohn, Mayor, City of Port Hueneme

Director – Dr. Jeannette Sanchez-Palacios, Mayor, City of Ventura

#### **C. CEREMONIAL CALENDAR**

○ **Pledge of Allegiance**

○ **Employees Service Awards**

○ Vanessa Rauschenberger, General Manager – 15 years

○ Francisco Escobar, Maintenance Supervisor – 10 years

#### **D. GENERAL PUBLIC COMMENT PERIOD**

The GCTD Board of Directors will consider public comments for business matters that are not on the agenda. Each speaker is limited to three (3) minutes. The presiding officer shall enforce the time limit. Such matters cannot be discussed by the Board at the time of presentation but may be referred to the general manager/secretary for administrative action or public report at a later meeting or scheduled on a subsequent agenda for consideration. This rule shall not prohibit a member of the Board, at this time, from briefly responding to a public statement, question, or proposed initiative, as provided in Government Code Section 54954.2. Speakers are requested to complete a green speaker form from the Clerk of the Board and file it with the Clerk before speaking. Public members may participate in the Board Meeting either In Person at 1901 Auto Center Drive, Oxnard, CA, or by emailing or mailing their public comments to the Clerk of the Board before 9:00 AM on the morning of the meeting. In addition, members may also participate in the meeting by logging into Zoom **HERE**.

#### **E. BOARD OF DIRECTORS' REPORTS**

The Board of Directors may use this time to report on any activities in their respective jurisdictions that may be of interest to the District.

#### **F. AGENDA REVIEW**

The Board of Directors may use this time to make a motion to make changes to the agenda.

### **GOLD COAST TRANSIT DISTRICT**

**G. GENERAL MANAGER'S REPORT**

1. [General Manager's Monthly Report](#)

**Recommendation:** The General Manager will provide a brief update on agency activities.

**Staff:** Vanessa Rauschenberger, General Manager

**H. CONSENT ITEMS**

All items listed under consent are to be considered routine by the governing body and will be enacted by one motion in the form listed unless items are removed for separate consideration.

2. [Minutes of February 4, 2026 Board of Directors Meeting](#)

**Recommendation:** Approve the October 1st Board of Directors Meeting Minutes

**Staff:** Angelica Delgado, Clerk of the Board/Executive Assistant

3. [Report of Monthly Expenditures](#)

**Recommendation:** Receive Report of Expenditures for the Month of February

**Staff:** Angelica Salatan, Accounting Specialist

4. [Report of Monthly Budget/Actual Report](#)

**Recommendation:** Receive Report of Budget/Actual for the Month of January

**Staff:** Christine Feng, Chief Financial Officer/AGM

5. [Consider Approval of Update to GCTD's FTA Drug and Alcohol Program Policy](#)

**Recommendation:** Consider Approval of Update to GCTD's FTA Drug and Alcohol Program Policy to reflect updated position descriptions and updated federal requirements.

**Staff:** Ana Perez, HR Generalist, Alex Zaretsky, Director of Human Resources

6. [Report of Contracts Awarded](#)

**Recommendation:** Receive Report of Contracts Awarded for the Months of February

**Staff:** Tanya Hawk, Inventory & Asset Management Coordinator

**I. FORMAL ITEMS - PUBLIC COMMENTS ON AGENDA ITEMS**

The GCTD Board of Directors will consider public comment on any item appearing on the agenda at the time that the agenda item has been called by the presiding officer and after the staff report has been given. Each speaker is limited to five (5) minutes of comment on all agenda items in total. Speakers are requested to complete a green speaker form, available from the Clerk of the Board or on the speaker's podium, and file it with the Clerk before speaking.

7. [Consider Approval of Annual Update to GCTD Personnel Rules](#)

**Recommendation:** Consider Approval of Annual Update to Personnel Rules

**Staff:** Ana Perez, Human Resources Generalist, Alex Zaretsky, Director of Human Resources

8. [Consider Approval of Cybersecurity and Artificial Intelligence AI Use Policy](#)

**Recommendation:** Consider Approval of Cybersecurity and AI Use Policy

**Staff:** Dante McClain, IT Technician, Christine Feng, Chief Financial Officer/AGM

9. [Consider Approval of Annual Update to Fleet Management Plan and Authorize Staff to Submit Exemption to CARB for Exemption from ICT Rule for Calendar Years 2026-2028](#)

**Recommendation:** Receive Presentation and Consider Update to Annual Fleet Management Plan and Authorize Staff to Submit a Letter California Air Resources Board (CARB) requires to request exemption from the ICT Innovative Clean Transit rule for the Calendar Years 2026-2028

**Staff:** Lorne Henderson, Fleet Manager and Jim Beck, Director of Operations and Maintenance

**INFORMATIONAL ITEMS**

10. **Receive Presentation on Results of Annual Passenger Survey**  
**Recommendation:** Receive Presentation on Results of Annual Passenger Survey  
**Staff:** Westly Cooksy, Transit Planner and Austin Novstrup, Planning Manager
11. **Receive Update on Operations & Maintenance Department Activities**  
**Recommendation:** Receive Monthly Update  
**Staff:** James Beck, Director of Operations and Maintenance
12. **Future Agenda Items**  
**Recommendation:** Discussion of topics to be discussed at a future meeting.  
**Staff:** Vanessa Rauschenberger, General Manager

**CLOSED SESSION**

13. **PUBLIC EMPLOYEE PERFORMANCE EVALUATION pursuant to Section 54957**  
**Title: General Manager**

The next regular meeting of the GCTD Board of Directors will be held on **April 1, 2026, at 10:00 AM at 1901 Auto Center Drive, Oxnard, CA 93036**. Copies of administrative reports relating to the Board agenda are available online at [www.GoldCoastTransit.org](http://www.GoldCoastTransit.org) or from the Clerk of the Board, Gold Coast Transit District, 1901 Auto Center Drive, Oxnard, CA, 93036-7966.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THE MEETING, PLEASE CONTACT THE CLERK OF THE BOARD AT (805) 483-3959, Ext. 160, OR E-MAIL [adelgado@gctd.org](mailto:adelgado@gctd.org) OR THROUGH THE CALIFORNIA RELAY SERVICE AT 711. NOTIFICATION 72 HOURS PRIOR TO THE MEETING WILL ENABLE GCTD TO MAKE REASONABLE ACCOMMODATIONS TO ENSURE ACCESSIBILITY TO THE MEETING.



## General Manager's Monthly Report – March 2026

### New Board Chair and Vice Chair for Calendar Year 2026

Please join me in congratulating our GCTD Board of Directors for 2026, and new Chair Rachel Lang and Vice Chair Gabriela Rodriguez. We look forward to working together to continue to provide the best possible public transit service to the communities we serve. Information on GCTD Board Members can be found on GCTD's website at [www.gctd.org](http://www.gctd.org)



**RACHEL LANG**  
CHAIR  
Councilmember, City of Ojai



**GABRIELA RODRIGUEZ**  
VICE CHAIR  
Councilmember, City of Oxnard



**MATT LAVERE**  
DIRECTOR  
District 1 Supervisor, County of Ventura



**DR. MARTHA MCQUEEN-LEGOHN**  
DIRECTOR  
Mayor, City of Port Hueneme



**DR. JEANNETTE SANCHEZ-PALACIOS**  
DIRECTOR  
Mayor, City of Ventura



### Welcome New Employee

Please join me in extending a warm welcome to **Antonio Williams**, our new Bus Operator for the Demand Response Route, who joined our team on February 23, 2026. We're excited to have Antonio on board and look forward to his contributions to our team and community service.

### Test Ride ZEB Bus

While we have put our H2 project on hold, we continue to explore options to support zero emissions for the future. This month, staff took a test ride on the new EMC Zero-Emission bus. It was a quiet ride, and we got some good ideas about interior bus design, seating, and learned about the bus that is being built. We will continue to explore different bus options as possible ZEB alternatives for the future.

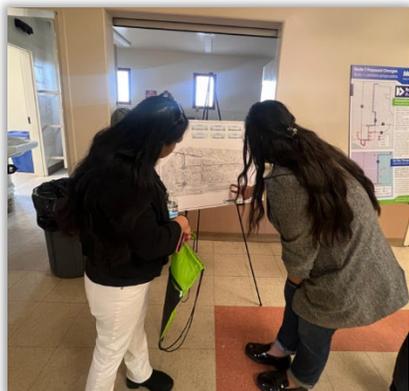


### ADA Compliance Training and Review – Jess Segovia, the ADA GURU Visit to GCTD

Thank you to all staff who participated in the meeting with Jess Segovia, who came on-site to help review our ADA practices and policies. With over 20 years of experience in public transportation, Jess has led innovative programs that prioritize safety, communication, and innovation to deliver high-quality, accessible transit services. During the February 17–18 site visit, Jess met with key staff to gain a deeper understanding of GCTD's Demand Response and Fixed-Route operations. Staff engagement and open communication were greatly appreciated, as the insights shared will help further enhance GCTD's ADA compliance and overall service quality.

## “MORE GO” Community Outreach and Website Launched

GCTD has launched the **MORE GO website** to share information about its multi-year (2026–2028) service improvement program. MORE GO focuses on implementing key recommendations from GCTD's *Short Range Transit Plan: “Your Vision, Our Mission.”* These recommendations aim to enhance local service by increasing frequency, providing more direct route alignments, extending service hours, and improving timed connections at major transit centers. The website will serve as a hub for project updates, public engagement opportunities, and progress tracking. This month, we conducted our first SRTP community meeting in Saticoy at the Jose R. Flores Community Center on February 24, 2026, from 4:00 pm – 6:00 pm. Several more meetings and outreach events are planned in March.



## Annual Community Report

I am pleased to present the FY 2025 GCTD Community Report that highlights the great work being done at GCTD to fulfill our mission. Copies of the report will be shared online and to the community as a way to help share the benefits of transit and service we provide to the community, both to riders and the community at large.



## General Manager Activities & Meetings Attended

- February 3 – Hosting VC Special Districts Association and Tour
- February 4 – Board Meeting & Day with Planning Team
- February 6 – Attended VCTC Meeting
- February 10 – TDA Triennial Review Virtual Site Visit
- February 12 – Monthly Joint Labor Meeting
- February 12 – Kickoff Meeting with Commune Communications
- February 13 – Coffee with the GM “Heart Healthy Valentines.”
- February 13 – Attended Meeting with CARB, CTA, CalAct on ICT
- February 17-18 – ADA – Jess Segovia Site Visit with Staff
- February 19 – INIT Software Review Site Visit
- February 23 – ENC El Dorado Electric Bus Demo
- February 24 – Participated in ADA Compliance Training Webinar
- February 26-27 – Attended CTA Executive Committee Retreat



### OUR MISSION

**Our mission** is serving, moving, and connecting people to opportunity –one ride at a time.



### OUR VISION

**Our vision** is to revolutionize transportation in Ventura County by leading initiatives that improve the rider experience, achieve clean air, and drive economic vitality.

###



Item #2

**MINUTES OF THE REGULAR BOARD OF DIRECTORS MEETING  
WEDNESDAY, FEBRUARY 4, 2025 – 10:00 am  
THIS MEETING WAS HELD IN PERSON & VIA ZOOM (HYBRID)**

**A. CALL TO ORDER**

Chair McQueen-Legohn called the Regular Board of Directors of Gold Coast Transit District meeting to order at 10:02 am at the GCTD Administrative Facility, 1901 Auto Center Drive, Oxnard, California.

**B. ROLL CALL**

Chair– Martha McQueen-Legohn, City of Port Hueneme  
Vice Chair – Rachel Lang, City of Ojai  
Director – Gabriela Rodriguez, City of Oxnard  
Director – Matt LaVere, County of Ventura  
Director – Dr. Jeannette Sanchez-Palacios, City of Ventura

**STAFF PRESENT**

Vanessa Rauschenberger, General Manager  
Christine Feng, CFO/Assistant GM  
Ana Perez, Clerk of the Board  
Cynthia Duque, Director of Planning & Marketing  
James Beck, Director of Operations & Maintenance  
Austin Novstrup, Planning Manager  
Marlena Kohler, Procurement Manager & DBE Officer  
Andrea Meza, Planning & Marketing Manager  
Juan De La Rosa, Facilities Manager  
Robbie Lucio, Mobility Mgmt. Coordinator  
Maylee Murillo, Human Resources Coordinator II  
Tanya Hawk, Inventory & Asset Management Coordinator  
Dante McClain, IT Technician

**C. CEREMONIAL CALENDAR**

Vice-Chair Lang led the Pledge of Allegiance.

**EMPLOYEE RECOGNITION**

Chiharu Endo-Lee, Operations Manager – 20 years  
Silvia Guerrero, Bus Operator – 20 years

Mrs. Rauschenberger thanked Silvia for her years of dedicated service and for greeting passengers with a bright and welcoming smile. She also thanked Chiharu, acknowledging her contributions, leadership, and the positive impact she has on her team.

Vice Chair Lang thanked the employees for their years of service and expressed appreciation for hearing their stories with GCTD, noting that their experiences are meaningful and reflect positively on the organization.

Director Dr. Sanchez-Palacios thanked Ms. Guerrero and said that it is a great experience for riders to have when she greets passengers with a smile and a positive attitude.

**GOLD COAST TRANSIT DISTRICT**

- **Recognition of Transit Equity Day “Rosa Parks Day” – February 4<sup>th</sup>**  
Ms. Rauschenberger highlighted the importance of February 4<sup>th</sup>, the special recognition of Transit Equity Day, celebrated nationwide by transit operators in honor of Rosa Parks and four other women who paved the way for the desegregation of public buses. She noted that all bus rides in Ventura County would be free on that day.

**D. GENERAL PUBLIC COMMENT**

None

**E. BOARD OF DIRECTORS REPORTS**

Director Gabriela Rodriguez announced her upcoming Community Conversation hours at the Oxnard Public Library on Saturday, February 7<sup>th</sup>, from 11:00 a.m. to 1:00 p.m.

**F. AGENDA REVIEW**

No changes were made to the agenda review. Vice Chair Lang moved to approve the agenda as presented, and Director Rodriguez seconded the motion.

**G. CLOSED SESSION**

**1. Conference with Labor Negotiators**

Agency designated representatives: Vanessa Rauschenberger, General Manager/Alex Zaretsky, Director of Human Resources

Employee organization: TEAMSTERS Local #186

**RETURN TO OPEN SESSION**

The Board adjourned into closed session at 10:13 a.m. to discuss the item pursuant to Government Code Section 54957.6: Conference with Labor Negotiators. The Board was scheduled to reconvene in open session following the conclusion of the closed session and to report any action taken as required by law.

Counsel stated that there was no reportable action taken. The regular Board Meeting reconvened at 10:24 a.m.

**H. GENERAL MANAGER’S REPORT**

**2. GM Update - Vanessa Rauschenberger, General Manager**

Ms. Rauschenberger extended a warm welcome to eight new Bus Operators for the Fixed Route service and to a new Service Worker. She noted that the Bus Operators recently completed an intensive 6–8-week training program and will soon be on the road serving customers.

Ms. Rauschenberger announced the implementation of the new Demand Response software, RideCo. The system was procured by VCTC to allow all transit operators to use a unified scheduling platform. In the coming weeks, GCTD will begin promoting the “GO Flex App,” which will enable riders to book their own trips if they wish. Ms. Rauschenberger commended staff for their dedication, flexibility, and teamwork in making the transition a success.

Ms. Rauschenberger took a moment to recognize and express appreciation for the exceptional work of staff in preparing for both the Transportation Development Act (TDA) audit/review and the Federal Transit Administration (FTA) Triennial Review. The major compliance processes require extensive documentation, interdepartmental coordination, data collection, and responses to complex regulatory questions. Ms. Rauschenberger stated that staff will continue to keep the Board informed of any developments or findings as these reviews progress

GCTD staff participated in outreach efforts at the Citizens Transportation Advisory Committee/Social Services Transportation Advisory Council meeting. Staff also attended the Ventura College Student Success Resource Fair to engage students and visitors about public transportation options.

**I. CONSENT AGENDA**

- 3. Consider Approval of Minutes of October and December 2025 Board of Directors Meeting -**  
Angelica Delgado, Clerk of the Board
- 4. Receive and File Report on Expenditures for Oct 25 – Jan 26 -** Angelica Salatan, Accounting Specialist
- 5. Receive and File Monthly Budget/Actual Financial Report for Sep 25 – Dec 25 -** Christine Feng, Chief Financial Officer/AGM
- 6. Report of Contracts Awarded for Oct 25 – Jan 26 -** Tanya Hawk, Inventory & Asset Management Coordinator
- 7. Report of Quarterly Investment Activity 1<sup>st</sup> & 2<sup>nd</sup> Quarter FY 2026 -** Christine Feng, Chief Financial Officer/AGM
- 8. Receive and File Fixed Route and Demand Response FY 26 2<sup>nd</sup> Quarter Update on Ridership -** Austin Novstrup, Planning Manager and Robbie Lucio, Mobility Management Coordinator
- 9. Consider Approval of Contract with Coastal Occupational Medical Group for Drug and Alcohol Analysis Services -** Tanya Hawk, Inventory/Asset Management Coordinator
- 10. Consider Approval of Contract with Commune Communication for Marketing -** Tanya Hawk, Inventory/Asset Management Coordinator
- 11. Consider Approval of Resolution 2025-05 Approving Annual Update to Public Transportation Safety Plan (PTASP) -** Alex Zaretsky, Director of Human Resources (Chief Safety Officer)

Vice-Chair Lang moved to approve the Consent Agenda Items 3 through 11. Director Dr. Sanchez-Palacios seconded the motion.

**J. FORMAL ITEMS - PUBLIC COMMENTS ON AGENDA ITEMS**

The Gold Coast Transit District Board of Directors will consider public comment on any item appearing on the agenda when the presiding officer has called the agenda item and after the staff report has been given. Each speaker is limited to three (3) minutes of comment on all agenda items. Public members must submit their requests by email to the Clerk of the Board before 9 am on the day of the Board Meeting.

**12. Consider Election of Board of Officers for Calendar Year 2026 - Angie Delgado, Clerk of the Board & Vanessa Rauschenberger, General Manager**

The Board of Directors annually elects a Chair and Vice Chair, as per the District Bylaws, which were held in February this year, with the new Chair and Vice Chair taking their positions in February 2026.

Director LaVere nominated Vice-Chair Lang to serve as Chair for the calendar year 2026, and Director Rodriguez to serve as Vice-Chair. Both nominees accepted the nominations. The motion was seconded by Director McQueen-Legohn and carried unanimously. Chair Lang and Vice-Chair Rodriguez will assume their respective roles effective February 2026.

Chair Martha McQueen-Legohn	YES
Vice-Chair Rachel Lang	YES
Director LaVere	YES
Director Dr. Sanchez-Palacios	YES
Director Rodriguez	YES

Chair Lang and Vice Chair Rodriguez assumed positions as Chair and Vice Chair.

Chair Lang thanked the Board for the nomination and expressed appreciation to Director Martha McQueen-Legohn for her leadership as the previous Chair. Chair Lang acknowledged her dedication and teamwork, noting it had been a pleasure serving alongside her as Vice-Chair.

Director LaVere thanked Director McQueen-Legohn for her outstanding leadership and service as chair.

Vice-Chair Rodriguez thanked the Board and accepted the nomination, expressing her excitement for the opportunity to serve in this role.

Ms. Rauschenberger stated that it had been a pleasure serving and working with Director McQueen-Legohn during her time as Chair.

**13. Consider Approval of Board of Directors Meeting Calendar for 2026 - Angie Delgado, Clerk of the Board & Vanessa Rauschenberger, General Manager**

Ms. Rauschenberger noted that the meeting schedule had previously been adjusted to accommodate holidays and special events. She added that the October 7th Board meeting is currently tentative due to the APTA TRANSform Conference, which may impact the regular GCTD Board of Directors meeting held at 10:00 a.m. on the first Wednesday of each month

January 7 - <b>no meeting</b>	May 6	September 2
February 4	June 3	October 7 - <b>tentative</b>
March 4	July 1	November 4
April 1	August – <b>dark</b>	December 2
		January 6, 2027

**RECOMMENDATION**

**It is recommended that the Board of Directors consider, amend, if necessary, and approve the proposed monthly Board meeting schedule for the calendar year 2026.**

Director Dr. Sanchez-Palacios moved to Approve Board of Directors Meeting Calendar for 2026. Director Martha McQueen-Legohn seconded the motion.

**The motion passed unanimously.**

**14. Consider Adoption of Resolution Number 2026-01, Approving Memorandum of Understanding (MOU) between Gold Coast Transit District and Teamsters 186 (Dispatcher/Reservations Unit) - Alex Zaretsky, Director of Human Resources, Maylee Murillo, Human Resources Coordinator II**

Ms. Murillo presented an update summarizing that in September 2024, Gold Coast Transit District (GCTD) transitioned GO ACCESS paratransit and demand-response services from a contracted model to a directly operated program. In April 2025, the Teamsters were officially recognized as the representative union for the eight-member Dispatcher/Reservationist unit. Since July 2025, GCTD and Teamsters have negotiated a new Memorandum of Understanding (MOU), which the unit ratified on January 20, 2026. Staff recommended that the Board adopt Resolution 2026-01 approving the MOU between GCTD and Teamsters Local 186, effective February 4, 2026, through June 30, 2028.

Director LaVere thanked the Human Resources Department for their work and expressed appreciation for their professionalism and collaboration with the Teamsters.

**RECOMMENDATION**

**Consider Adoption of Resolution 2026-01 approving the GO ACCESS paratransit and demand response Dispatcher/Reservationist Memorandum of Understanding (MOU) between GCTD and International Brotherhood of Teamsters Local 186.**

Vice-Chair Rodriguez moved to Approve the Resolution 2026-01 Approving Memorandum of Understanding (MOU) between Gold Coast Transit District and Teamsters 186 (Dispatcher/Reservations Unit). Director LaVere seconded the motion.

**The motion passed unanimously.**

**15. Hold a Public Hearing to Consider Approval of Resolution 2026-02 and Authorize the General Manager to Sign Agreements with Distributed Solar Projects, LLC for Solar Energy Services - Marlana Kohler, Procurement Manager/DBE Officer**

Ms. Kohler reported that GCTD staff utilized a cooperative procurement process through the School Project for Utility Rate Reduction (SPURR) to initiate a solar panel project designed to reduce the District's energy costs. Kevin Flanagan, SPURR Program Manager, provided an overview of the project, and Jake Hoheim from DSD Renewables was available to answer questions. The item was opened for a public hearing, and no public comments were received. Following the presentation, staff recommended the Board adopt Resolution 2026-02, making the findings required under California Government Code Section 4217.12(a) and authorizing the General Manager to finalize and execute agreements with Distributed Solar Projects, LLC (DSD Renewables).

Ms. Rauschenberger stated that GCTD's legal counsel, BBK, assisted in reviewing the draft Power Purchase Agreement (PPA) included in the Board packet. She expressed confidence in proceeding with the required public hearing and recommended that the Board move forward with the solar project, which is expected to provide cost savings and support the District's clean energy goals.

Director LaVere noted that the County of Ventura is close to completing its solar project through the same program and expressed that it is great to see GCTD participating as well.

Vice-Chair Rodriguez moved to Approve Resolution 2026-02 and Authorize the General Manager to Sign Agreements with Distributed Solar Projects, LLC for Solar Energy Services. Chair Lang seconded the motion.

**The motion passed unanimously.**

**16. Consider Authorizing the General Manager to Issue a Purchase Order for Eight (8) Low-Floor CNG (Near Zero Emission) Replacement Buses from Gillig LLC - Marlena Kohler, Procurement Manager/DBE Officer & Lorne Henderson, Fleet Manager**

Ms. Kohler stated that staff recommends awarding a contract to Gillig, LLC for the purchase of eight (8) Low-Floor CNG replacement buses. The current 2009 NABI buses have exceeded the Federal Transit Administration's 12-year useful life expectancy, with an average of 575,000 miles. GCTD will purchase six (6) 35-foot buses and two (2) 40-foot buses for a total cost of \$7,532,998, including taxes, licensing, registration, and minor specification adjustments.

Ms. Rauschenberger noted that, in accordance with the Board Bylaws, any capital purchase exceeding \$5 million requires a weighted vote. For the record, Board members representing a population of over 200,000 have votes that count twice.

**RECOMMENDATION**

**It is recommended the Board of Directors authorize the General Manager to purchase six (6) 35-foot and two (2) 40-foot Low Floor CNG Replacement Buses from Gillig, LLC in the amount of \$895,135 and \$901,737 per bus respectively for a total cost of all eight (8) buses of \$7,174,284 and authorize up to an additional 5% for each bus (\$44,756/\$45,086) to cover minimal specification adjustments for a grand total of \$7,532,988.**

Director Martha McQueen-Legohn moved to Approve Authorizing the General Manager to Issue a Purchase Order for Eight (8) Low-Floor CNG (Near Zero Emission) Replacement Buses from Gillig LLC. Vice-Chair Rodriguez seconded the motion.

**The motion passed unanimously.**

**17. Hydrogen Station Project Update & Discussion of Zero Emissions Transition Timeline - James Beck, Director of Operations and Maintenance and Vanessa Rauschenberger, General Manager**

Mr. Beck presented an update on GCTD's Hydrogen Station Project and compliance status with the California Air Resources Board (CARB) Innovative Clean Transit (ICT) regulation, which mandates

gradual zero-emission bus purchases beginning in 2026. He reported that, following the cancellation of federal funding for California's hydrogen hub (ARCHES) initiative in October 2025, combined with shifts in federal zero-emission bus funding priorities and revised cost estimates for hydrogen station operations and fuel, staff are reassessing the financial feasibility of meeting zero-emission transition goals within CARB's required timeframe.

Mr. Beck thanked staff for their hard work throughout the voucher, RFP, and Clean Energy processes, as well as their collaboration with New Flyer.

#### **RECOMMENDATION**

**Based on current funding availability and cost estimates for operating and fueling, staff are anticipating that the potential financial challenges associated with meeting upcoming ICT purchase requirements exceed existing fiscal constraints.**

**Based on factors above, it is recommended that the Board of Directors authorize GCTD staff to explore alternative funding sources, alternative hydrogen fueling options or other strategies and technologies to comply with the CARB ICT regulation.**

**While the agency remains committed to long-term zero-emission fleet transition goals, however staff believe it is prudent to begin evaluating whether a temporary exemption request may be necessary to preserve fiscal stability, maintain service reliability, and meet near-term fleet replacement needs.**

The report was filed and received.

#### **K. INFORMATIONAL ITEMS**

**18. Update on Short Range Transit Plan – Update on SRTP Public Outreach Plan - Austin Novstrup, Planning Manager**

The report was filed and received.

**19. Future Agenda Items – Vanessa Rauschenberger, General Manager**

The report was filed and received.

**There being no further business, Chair Rachel Lang adjourned the Board of Directors meeting at 11:32 am.**

Minutes recorded by Angelica Delgado, Clerk of the Board of Directors.

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Vanessa Rauschenberger  
Secretary of the Board of Directors

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Chair Rachel Lang  
Board of Directors

Unless otherwise determined by the Board of Directors, the GCTD Board of Directors' next meeting will be on **March 4, 2026, at 10:00 am**. Copies of administrative reports relating to the Board agenda are available online at [www.gctd.org](http://www.gctd.org) or from the Clerk of the Board, Angelica Delgado, at [adelgado@gctd.org](mailto:adelgado@gctd.org)  
Gold Coast Transit District, 1901 Auto Center Drive, Oxnard, CA 93036.



Item #3

**DATE** March 04,2026  
**TO** GCTD Board of Directors  
**FROM** Angelica Salatan, Accounting Specialist AP *AS*  
**SUBJECT** Consider the Approval of Expenditures for the Month of February 2026

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Attached is a list of expenditures for the Month of February 2026 from the various GCTD Accounts.

If any member of the Board wishes to review a particular item, please contact me to have the necessary documentation on hand for the meeting.

**Attachments:**

Accounts Payable Disbursement List – February 2026

**GENERAL MANAGER'S CONCURRENCE**

A handwritten signature in black ink that reads "Vanessa Rauschenberger".

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Vanessa Rauschenberger  
General Manager

**GOLD COAST TRANSIT DISTRICT**

PayeeNo	Payee	ReferenceDate	Amount	TypeOfGoods
A0109	AFFORDABLE AUTO GLASS	05-Feb-26	\$550.00	AUTO GLASS REPAIR
A1900	ASBURY ENVIRONMENTAL SERVICES	05-Feb-26	\$979.65	HAZ MAT DISPOSAL SERVICES
A1920	ASSURANT EMPLOYEE BENEFITS	05-Feb-26	\$1,067.39	DENTAL PREMIUMS
C1906	BENEFIT COORDINATORS CORP.	05-Feb-26	\$13,053.60	DENTAL PREMIUMS
C0103	CALIFORNIA HOSE, INC	05-Feb-26	\$253.34	PARTS
C0922	CITI CARDS	05-Feb-26	\$26.09	OFFICE SUPPLIES
C1504	COASTAL OCCUPATIONAL MEDICAL GROUP	05-Feb-26	\$4,900.00	PHYSICALS/DRUG SCREENS
C2115	CUMMINS PACIFIC LLC	05-Feb-26	\$492.87	PARTS
D0122	DAVMAR	05-Feb-26	\$557.18	CNG COMPRESSOR
G0912	GILLIG LLC	05-Feb-26	\$8,300.43	PARTS
I1423	INTERSTATE BATTERIES	05-Feb-26	\$580.30	BATTERIES
D1543	M.O.DION & SONS, INC.	05-Feb-26	\$1,626.45	FUEL
M0922	MISSION LINEN SUPPLY	05-Feb-26	\$621.54	MAINTENANCE UNIFORMS
M1501	MOBILE CREATE USA, INC.	05-Feb-26	\$1,354.70	2 WAY RADIO EQUIPMENT/SERVICE
O1807	ORKIN SERVICES OF CALIFORNIA, INC.	05-Feb-26	\$180.00	PEST CONTROL
	22 PARTS AUTHORITY LLC	05-Feb-26	\$497.23	PARTS
P1201	PLAZA DEL NORTE BUSINESS ASSOCIATION	05-Feb-26	\$12,049.69	BUSINESS CENTER ASSOCIATION
R0126	RAYNE WATER CONDITIONING	05-Feb-26	\$127.85	WATER COOLER BREAK ROOM
S0919	SITEONE LANDSCAPE SUPPLY, LLC	05-Feb-26	\$299.88	MAINTENANCE SUPPLIES
T0512	TELCOM COMMUNICATION	05-Feb-26	\$782.23	RADIO REPAIRS
T0515	TELENET VOIP, INC.	05-Feb-26	\$1,477.13	MONITORING
O2402	VENTURA COUNTY AUTO SUPPLY	05-Feb-26	\$180.72	PARTS
Z0516	ZEP MANUFACTURING CO.	05-Feb-26	\$772.70	INDUSTRIAL CLEANERS
A1900	ASBURY ENVIRONMENTAL SERVICES	12-Feb-26	\$471.22	HAZ MAT DISPOSAL SERVICES
B0521	BEST BEST & KRIEGER LLP	12-Feb-26	\$19,508.00	GENERAL COUNSEL SERVICE
G1531	BRITTNEY LEIGH YBARRA	12-Feb-26	\$1,307.81	PRINTING SERVICES
C0103	CALIFORNIA HOSE, INC	12-Feb-26	\$556.34	PARTS
C0113	CALTIP	12-Feb-26	\$16,119.58	LIABILITY INSURANCE
L0026	CHRISTINE LANKFORD	12-Feb-26	\$34.00	REFUND GO ACCESS e-balance
C1504	COASTAL OCCUPATIONAL MEDICAL GROUP	12-Feb-26	\$3,408.00	PHYSICALS/DRUG SCREENS
V0501	COUNTY OF VENTURA - IT SVCS. DEPT.	12-Feb-26	\$683.21	REPEATER SITE RENTAL
C1805	CREATIVE BUS SALES	12-Feb-26	\$152.40	PARATRANSIT BUS/VANS
C2115	CUMMINS PACIFIC LLC	12-Feb-26	\$19,079.68	PARTS
E0048	EMPLOYMENT DEVELOPMENT DEPARTMENT	12-Feb-26	\$5,769.00	UNEMPLOYMENT CHARGES
E1501	ENVISION VTA FD AUTO LLC	12-Feb-26	\$951.79	PARTS
F0505	FEDERAL EXPRESS CORP.	12-Feb-26	\$89.69	MAIL SERVICES
O1805	FIRST CALL AUTO PARTS	12-Feb-26	\$248.28	PARTS
G0912	GILLIG LLC	12-Feb-26	\$9,887.85	PARTS
T1506	GREG'S PETROLEUM SERVICE, INC	12-Feb-26	\$4,437.62	OIL SUPPLIER
L0908	LIGHTGABLER	12-Feb-26	\$225.00	LEGAL SERVICES
B0902	LOS ANGELES TRUCK CENTERS, LLC	12-Feb-26	\$284.60	PARTS/SERVICE
M0104	MACVALLEY OIL COMPANY	12-Feb-26	\$8,436.01	FUEL
P0119	PARKHOUSE TIRE, INC.	12-Feb-26	\$3,529.52	TIRES
	22 PARTS AUTHORITY LLC	12-Feb-26	\$435.88	PARTS
P1601	PLATINUM TOW AND TRANSPORT INC.	12-Feb-26	\$1,083.75	TOWING SERVICES
C0227	PURE EARTH SYSTEMS, INC.	12-Feb-26	\$800.00	TROUBLE SHOOTING, DIAGNOSTICS
Q1900	QC PACIFIC INC.	12-Feb-26	\$936.35	CAR WASH CHEMICALS/EQUIPMENT
R0510	ROMAINE ELECTRIC CORPORATION	12-Feb-26	\$3,178.95	BUS PARTS
S0090	SAFEGUARD BUSINESS SYSTEMS, INC.	12-Feb-26	\$326.46	SUPPLIES
S0128	SAFETY VISION	12-Feb-26	\$523.76	BUS SECURITY CAMERA
S2126	SUPERIOR PRINTING & GRAPHICS, INC	12-Feb-26	\$152.95	PRINTING SERVICES
N0529	THE AFTERMARKET PARTS COMPANY, LLC	12-Feb-26	\$3,637.75	PARTS/BUSES
A1803	THE ARC OF VENTURA COUNTY, INC.	12-Feb-26	\$2,394.72	MONEY CNTERS/BUS CLNRS
G0120	THE GAS COMPANY	12-Feb-26	\$38,384.97	NATURAL GAS
S7446	THE SHERWIN-WILLIAMS, INC.	12-Feb-26	\$3.62	SUPPLIES
T1910	TST PRIVATE SECURITY	12-Feb-26	\$6,635.64	SECURITY SERVICES
O2402	VENTURA COUNTY AUTO SUPPLY	12-Feb-26	\$118.77	PARTS
A0109	AFFORDABLE AUTO GLASS	19-Feb-26	\$590.93	AUTO GLASS REPAIR
C1206	AGRITEC INTERNATIONAL LTD.	19-Feb-26	\$102.45	HAZ MAT DISPOSAL SERVICES
A0039	BARBARA ADDINGTON	19-Feb-26	\$40.00	REFUND GO ACCESS e-balance

B1750	BRADY INDUSTRIES OF CALIFORNIA LLC	19-Feb-26	\$3,475.45	JANITORIAL SUPPLIES
C0103	CALIFORNIA HOSE, INC	19-Feb-26	\$250.73	PARTS
C0149	CANON FINANCIAL SERVICES INC	19-Feb-26	\$1,185.24	PRINTING SERVICES
C1202	CLEAN ENERGY	19-Feb-26	\$1,170.00	REPAIRS
C2115	CUMMINS PACIFIC LLC	19-Feb-26	\$7,458.29	PARTS
D2515	DYER SHEEHAN GROUP, INC.	19-Feb-26	\$9,880.00	301 REDEVELOPMENT CONSULTING
E0409	EDISON CO.	19-Feb-26	\$31,195.16	ELECTRICAL POWER
E1501	ENVISION VTA FD AUTO LLC	19-Feb-26	\$432.63	PARTS
F1221	FLUID NETWORKS	19-Feb-26	\$55.80	SERVICES
F1225	FORTRESS ARMORED SERVICES COMPANY	19-Feb-26	\$461.69	ARMORED CAR SERVICES
F1814	FROG ENVIRONMENTAL, INC.	19-Feb-26	\$1,394.00	ENVIRONMENTAL ASSESSMENT
G0912	GILLIG LLC	19-Feb-26	\$263.70	PARTS
G1225	GMH INC	19-Feb-26	\$1,985.22	HVAC
G1801	GRAINGER	19-Feb-26	\$222.35	MISC. PARTS/SUPPLIES
J1504	J N DESIGNS	19-Feb-26	\$240.35	PRINTING/GRAPHICS SERV
L1513	LORI'S MOBILE NOTARY	19-Feb-26	\$369.00	NOTARY SERVICES
B0902	LOS ANGELES TRUCK CENTERS, LLC	19-Feb-26	\$955.46	PARTS/SERVICE
L1527	LOWE'S	19-Feb-26	\$655.21	SUPPLIES
C1550	LYNETTE COVERLY	19-Feb-26	\$6,537.50	PROFESSIONAL SERVICES
M6232	MARIPOSA LANDSCAPES, INC	19-Feb-26	\$4,577.00	LANDSCAPING SERVICES
	22 PARTS AUTHORITY LLC	19-Feb-26	\$568.04	PARTS
P1603	PLANETERIA MEDIA LLC	19-Feb-26	\$3,300.00	WEBSITE SUPPORT SERVICES
P1601	PLATINUM TOW AND TRANSPORT INC.	19-Feb-26	\$740.00	TOWING SERVICES
P1821	PROFORMA	19-Feb-26	\$1,454.12	ADVERTISING SERVICES
A0139	ROGER ADDINGTON	19-Feb-26	\$36.00	REFUND GO ACCESS e-balance
T0515	TELENET VOIP, INC.	19-Feb-26	\$270.00	MONITORING
N0529	THE AFTERMARKET PARTS COMPANY, LLC	19-Feb-26	\$6,864.66	PARTS/BUSES
T0415	THE DETAIL SHOP INC	19-Feb-26	\$187.87	SUPPLIES
F0965	TIDAL VISION PRODUCTS, INC.	19-Feb-26	\$472.00	ENVIRONMENTAL ASSESSMENT
U1902	U.S. BANK	19-Feb-26	\$6,755.16	CALCARD PAYMENT
U1209	ULINE SHIPPING SUPPLIES SPECIALISTS	19-Feb-26	\$236.07	SUPPLIES
O2402	VENTURA COUNTY AUTO SUPPLY	19-Feb-26	\$498.27	PARTS
V1809	VERIZON	19-Feb-26	\$2,486.09	PHONE SRVC - CSC
V0043	VERIZON CONNECT FLEET USA LLC	19-Feb-26	\$1,027.33	VEHICLE TRACKING SYSTEM
D0928	WEX HEALTH, INC.	19-Feb-26	\$162.00	FSA ADMINISTRATION FEE
A1617	APPLEONE EMPLOYMENT SERVICES	26-Feb-26	\$5,324.32	TEMPORARY HELP
B0503	BECNEL UNIFORMS	26-Feb-26	\$378.57	UNIFORMS
B1811	BRIAN BYRNE	26-Feb-26	\$939.15	EXPENSE REIMBURSEMENT
C0521	CENTER FOR TRANSPORTATION AND THE ENVIRO	26-Feb-26	\$8,500.00	MEMBERSHIP DUES
C2115	CUMMINS PACIFIC LLC	26-Feb-26	\$3,889.14	PARTS
E1904	FRANCISCO ESCOBAR	26-Feb-26	\$200.00	PAYCHECK REISSUED
F1815	FRONTIER COMMUNICATIONS	26-Feb-26	\$1,351.43	INTERNET PRVDER - PTSIT CNTOR
G0912	GILLIG LLC	26-Feb-26	\$1,016.89	PARTS
T1506	GREG'S PETROLEUM SERVICE, INC	26-Feb-26	\$2,890.24	OIL SUPPLIER
L0908	LIGHTGABLER	26-Feb-26	\$157.50	LEGAL SERVICES
M0104	MACVALLEY OIL COMPANY	26-Feb-26	\$7,522.09	FUEL
P0119	PARKHOUSE TIRE, INC.	26-Feb-26	\$16,076.25	TIRES
S2126	SUPERIOR PRINTING & GRAPHICS, INC	26-Feb-26	\$1,498.25	PRINTING SERVICES
G0120	THE GAS COMPANY	26-Feb-26	\$1,179.60	NATURAL GAS
V0537	VENTURA COUNTY TRANSPORTATION COMMISSION	26-Feb-26	\$405.00	SMARTCARD SLS
	CalPERS Health for February 2026		\$328,770.89	HEALTH INSURANCE
	CalPERS Unfunded Liability for February 2026		\$162,161.00	UNFDED ACCRD LIAB CLASSIC
	Life Basic/Supplemental insurance February 2026		\$14,645.76	LONG TERM DISABILITY PREMIUMS
	CalPERS Pension Contributions PR 02/06/2026		\$75,395.66	PENSION CONTRIBUTIONS
	CalPERS Pension Contributions PR 02/20/2026		\$71,412.44	PENSION CONTRIBUTIONS
	<b>TOTAL</b>		<b>\$1,006,794.09</b>	



**Date:** March 4<sup>th</sup>, 2026 **Item #4**  
**To:** Board of Directors  
**From:** Catherine Tran, Fiscal Analyst  
Christine Feng, Chief Financial Officer/AGM  
**Subject:** **Consider Acceptance of January 2026 Actual vs. Budget  
Financial Analysis Report**

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This report summarizes the financial activities for January 2026, comparing actual performance with the budgeted amounts for Gold Coast Transit District.

#### **Overview:**

In January 2026, the Gold Coast Transit District (GCTD) experienced a monthly surplus of **\$2.53 M**, primarily due to well-managed expenses, claim of eligible expenses from federal funding, and receipt of SB125 State Operating Assistance funds.

#### **Revenues**

Total revenues for the month came in at **\$5.7 million**. Key highlights include:

- **Operating Revenues** were **27% under budget** in January due to a temporary decrease and recovery in ridership.
- **Non-Operating Revenues exceeded the budget by 7%** in January, reflecting an increase in other non-operating revenue from energy credits and interest income.
- **Federal Assistance** funding **exceeded the budget by 220%** due to eligible expenses that have been received.
- **State Assistance** funding **exceeded the budget by 111%** from SB125 Operating Assistance.
- **Local Assistance** were all in line with expectations.

Year-to-date (YTD), revenues represent **69.79%** of the annual budget, indicating mid-stage budget execution.

#### **Expenses**

Total expenses were **\$3.14 million**. The main cost drivers were:

- **Service** costs were **58% over budget**, due to an annual payment.
- **Fringe Benefit** costs were **21% over budget**.

#### **GOLD COAST TRANSIT DISTRICT**

However, there were notable underspends:

- **Salaries and Wages** were under budget by **15%**.
- **Materials and Supplies** were under budget by **19%**.
- **Causality and Liability** expenses were under budget by **82%**
- **Debt Service** was under budget by **100%** due to payment in the prior month.

YTD, total operating expenses are **57.81%** of the annual budget.

Overall, January's monthly budget report reflects ongoing monitoring of federal and state funding disbursements as well as expenses. The District's overall budget reflects sound financial management and continues to stay aligned with long-term goals.



**General Manager's Concurrence**

**GOLD COAST TRANSIT DISTRICT**  
**Financial activities summary ( Actual v.s. Budget)**  
**January 2026 (FY 2026)**

	<u>January 2026</u> <u>Actual</u>	<u>January 2026</u> <u>Budget</u>	<u>Variance Over</u> <u>(Under) Budget</u>	<u>YTD Actual</u>	<u>Annual Budget</u>	<u>Percentage of</u> <u>Annual Budget</u>
<b>Revenues:</b>						
Operating revenues	\$ 158,655.60	\$ 216,666.67	-27%	\$ 1,200,241.20	\$ 2,600,000.00	46.16%
Non- Operating Revenues	93,207.28	87,500.00	7%	512,825.32	1,050,000.00	48.84%
Local Assistance	1,669,026.92	1,669,026.92	0%	11,683,188.42	20,028,323.00	58.33%
State Assistance	* 1,267,564.50	600,448.17	111%	6,795,637.86	7,205,378.00	94.31%
Federal Assistance	** 2,491,008.00	779,543.58	220%	7,891,311.00	9,354,523.00	84.36%
<b>Total Revenues</b>	<b><u>\$ 5,679,462.30</u></b>	<b><u>\$ 3,353,185.32</u></b>	<b><u>69%</u></b>	<b><u>\$ 28,083,203.80</u></b>	<b><u>\$ 40,238,224.00</u></b>	<b><u>69.79%</u></b>
* State Operating Assistancess of SB125 funding.						
** Claim of eligible expenses from federal funding.						
<b>Expenses:</b>						
Salary/Wage	\$ 1,145,907.92	\$ 1,350,367.42	-15%	\$ 9,238,176.31	\$ 16,204,409.00	57.01%
Fringe Benefits	1,292,169.65	1,068,470.04	21%	7,431,124.79	12,821,640.00	57.96%
Services	167,405.10	106,173.83	58%	939,095.94	1,274,086.00	73.71%
Materials and Supplies	220,481.54	270,697.14	-19%	1,523,404.82	3,248,366.00	46.90%
Utilities	33,054.48	36,416.67	-9%	201,940.81	437,000.00	46.21%
Casualty and Liability	24,363.76	136,374.99	-82%	1,240,675.80	1,636,500.00	75.81%
Miscellaneous	37,130.50	45,916.68	-19%	226,114.93	551,000.00	41.04%
Debt Service	-	115,375.50	-100%	899,412.50	1,384,506.00	64.96%
Members Contribution	223,393.08	223,393.08	0%	1,563,751.58	\$ 2,680,717.00	58.33%
<b>Total Expenses</b>	<b><u>\$ 3,143,906.03</u></b>	<b><u>\$ 3,353,185.32</u></b>	<b><u>-6.24%</u></b>	<b><u>\$ 23,263,697.48</u></b>	<b><u>\$ 40,238,224.00</u></b>	<b><u>57.81%</u></b>
<b>Surplus or (Deficit)</b>	<b><u>\$ 2,535,556.26</u></b>			<b><u>\$ 4,819,506.31</u></b>		



**DATE** March 4, 2026 **Item #5**  
**TO** GCTD Board of Directors  
**FROM** Ana Perez, Human Resources Generalist  
Alex Zaretsky, Director of Human Resources  
**SUBJECT** **Consider Approval of Updates to GCTD's Federal Transit Administration Drug & Alcohol Program Policy Update Effective March 4, 2026**

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### **I. EXECUTIVE SUMMARY**

On January 3, 2018, the Board approved GCTD's FTA Drug and Alcohol Program Policy, following the recommendation from the Federal Transit Administration (FTA) Audit on December 12, 2017, recommending GCTD utilize the FTA's policy builder to streamline its processes. Since then, GCTD has implemented the Drug and Alcohol testing program to be inline closely with FTA guidelines and has had successful FTA's Drug and Alcohol audits in each review period.

For this item it is recommended the Board Approve updates to GCTD's FTA Drug and Alcohol Program Policy, with minor, non-substantial updated changes. The changes are consistent with the updates published by the U.S. Department of Transportation (DOT) and does not change the policy intent or rights employees have.

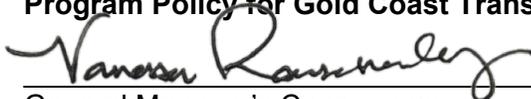
### **II. BACKGROUND INFORMATION**

Under the Omnibus Transportation Employee Testing Act passed by Congress in 1991, the Federal Transit Administration (FTA) is required to establish regulations for drug and alcohol testing of transit employees performing safety-sensitive functions. These regulations required that each recipient of FTA funds: (1) implement an anti-drug program to deter and detect the use of prohibited drugs, (2) establish a program to prevent the misuse of alcohol, and (3) report the result of its program to FTA annually.

Compliance with FTA's drug and alcohol testing program is a condition of federal assistance. Failure of a recipient to establish and implement a drug and alcohol testing program – either in its own operations or in those of an entity operating on its behalf – may result in the suspension of federal transit funding to the recipient. GCTD submits to the FTA the drug and alcohol results of its testing program using the Management Information System (MIS) reporting forms annually.

### **III. RECOMMENDED ACTION**

**It is recommended that the Board Consider Approval of the Updated FTA Drug and Alcohol Program Policy for Gold Coast Transit District, effective March 4, 2026.**

  
\_\_\_\_\_  
General Manager's Concurrence

**ATTACHMENT A- GCTD FTA Drug and Alcohol Program Policy (Redline Markup)**

**GOLD COAST TRANSIT DISTRICT**

**ATTACHMENT A-  
GCTD FEDERAL TRANSIT ADMINISTRATION  
DRUG AND ALCOHOL PROGRAM POLICY  
REDLINE "MARKUP VERSION"**



# Drug and Alcohol Policy

Effective as of ~~January 1, 2018~~ March 4, 2026

Adopted by: GCTD's Board of Directors

Date Adopted: 01/03/2018

Last Revised: ~~03/04/2018~~

01/01/2018

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## I. Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated, but reflect Gold Coast Transit District's policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 29, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

**All Gold Coast Transit District employees are subject to the provisions of the Drug-Free Workplace Act of 1988.**

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace shall notify GCTD Human Resources no later than five days after such conviction.

Employees must abide by the terms of this policy as a condition of employment.

## 2. Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Attachment A for a list of covered positions by job title.

### 3. Prohibited Behavior

Use of illegal drugs is prohibited at all times. ~~All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in Part 40.~~ Prohibited drugs include:

- marijuana
- cocaine
- phencyclidine (PCP)
- opioids (~~codeine, heroin, morphine, oxycodone, oxymorphone, hydrocodone, hydromorphone~~)
- amphetamines (~~amphetamine, methylenedioxy-methamphetamine (MDMA), methylenedioxyamphetamine (MDA)~~)

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test with a result of less than 0.02 prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees required to take a post-accident test are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

### 4. Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information for referred to a Substance Abuse Professional (SAPs).

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties until the start of their next regularly scheduled duty period (but for not less than eight hours) for at least eight hours unless a retest results in the employee's alcohol concentration being less than 0.02.

#### Zero Tolerance

Per Gold Coast Transit District policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be ~~referred to a Substance Abuse Professional (SAP) and~~ **terminated from employment.**

## 5. Circumstances for Testing

### Pre-Employment Testing

Pre-employment alcohol tests are conducted after making a contingent offer of employment or transfer. All pre-employment alcohol tests will be conducted using the procedures set forth in 49 CFR Part 40. An alcohol test result of less than 0.02 is required before an employee can first perform safety-sensitive functions. If a pre-employment alcohol test is cancelled, the individual will be required to undergo another test with a result of less than 0.02 before performing safety-sensitive functions.

A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

If a covered employee has not performed a safety-sensitive function for 90 or more consecutive calendar days, and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT ~~pre-employment~~ drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

### Reasonable Suspicion Testing

All covered employees shall be subject to a drug and/or alcohol test when Gold Coast Transit District has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

### Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

#### Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance

could have contributed to the accident, as determined by Gold Coast Transit District using the best information available at the time of the decision, will be tested.

#### Non-fatal Accidents

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident
- (2) One or more vehicles incurs disabling damage and must be towed away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident
- (3) The vehicle is a rail car, trolley car or bus, or vessel, and is removed from operation, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Gold Coast Transit District using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

## Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at [www.transportation.gov/odapc/random-testing-rates](http://www.transportation.gov/odapc/random-testing-rates).

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee must only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for

prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

## Random Testing – End of Shift

Random testing may occur anytime an employee is on duty so long as the employee is notified prior to the end of the shift. Employees who provide advance, verifiable notice of scheduled medical or child care commitments will be random drug tested no later than three hours before the end of their shift and random alcohol tested no later than 30 minutes before the end of their shift. Verifiable documentation of a previously scheduled medical or child care commitment, for the period immediately following an employee's shift, must be provided at least 30 minutes before the end of the shift.

## Non-DOT/FTA Drug and Alcohol Testing

Gold Coast Transit District will also conduct non-dot drug and alcohol testing, using non-Federal testing forms, only in the following categories and is subject to the Gold Coast Transit District policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be subjected to withdrawal of an employment offer or **terminated from employment**.

1. New hires for a non-safety sensitive occupation.
2. On newly submitted industrial injuries.

## 6. Testing Procedures

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

### Dilute Urine Specimen

If there is a negative dilute test result, Gold Coast Transit District will **accept the test result and there will be no retest, unless the creatinine concentration of a negative dilute specimen was greater than or equal to 2 mg/dL, but less than or equal to 5 mg/dL**~~conduct one additional retest. The result of the second test will be the test of record.~~

Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

### Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Gold Coast Transit District guarantees that the split specimen test will be conducted in a timely fashion. **Employees will be required to pay for the test (may not condition analysis on employee payment).**

## 7. Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Gold Coast Transit District.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to ~~attempt to~~ provide a specimen for a drug or alcohol test, breath or urine specimen. An employee who does not provide a urine or breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly-observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient specimen for a drug or alcohol test quantity of urine or breath without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or Gold Coast Transit District ~~for drug testing~~.
- (7) Fail to undergo a medical evaluation as required by the MRO or Gold Coast Transit District's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed urine drug test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions, and referred to provided with contact information for a SAPs.

## 8. Voluntary Self-Referral

Any employee who has a drug and/or alcohol abuse problem and has not been selected-notified of the requirement to submit to for reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to the ~~Human Resources/ Risk-Manager~~ Director of Human Resources or confidential Human Resources staff, who will refer the individual to a substance abuse counselor for evaluation and treatment.

**The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.**

**Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.**

## 9. Prescription Drug Use

**The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to ~~Director of Transit Operations~~ the Director of Human Resources or confidential Human Resources staff.**

**Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.**

## 10. Contact Person

For questions about Gold Coast Transit District's anti-drug and alcohol misuse program, contact Alex Zaretsky (GCTD Director of Human Resources / ~~Risk Manager~~).

## Attachment A: Covered Positions

1. Bus Operators – Fixed Route
- 1:2. Bus Operators – Demand Response
3. Dispatchers
- 2:4. Dispatchers/Reservationist Demand Response
- ~~3. Operations Support Specialist~~
5. Operations Supervisor
6. Operations Safety & Training ~~Supervisor~~ Officer
7. Operations Manager
8. Assistant Operations Manager
- 4:9. Facility Manager
- ~~5. Transit Supervisors~~
10. Maintenance Supervisors,
- 6:11. Maintenance Administration Supervisor
- 7:12. Mechanic I, II, III
- 8:13. Electronic Mechanic (I, II, III)
- 9:14. Service Worker I, II
- 10:15. Facility and Equipment Mechanic, I, II
- ~~11. Director of Transit Operations~~
- 12:16. Fleet Manager
- ~~13. Electronic Technician~~
- 14:17. Maintenance Material Specialist
- 15:18. Building Maintenance Worker (performs other duties that are safety sensitive)



March 4, 2026

Item #6

**TO** GCTD Board of Directors  
**FROM** Tanya Hawk, Inventory and Assets Management Coordinator  
**SUBJECT** Report of Contracts Awarded

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**SUMMARY**

As requested by the Board of Directors on December 2, 2020, and in accordance with the GCTD Purchasing Resolution, staff is to provide a monthly report of all purchases issued by this agency. The attached report lists all purchase orders awarded since the January 2026 Board meeting.

**RECOMMENDATION**

**It is recommended that the Board of Directors receive and file this report.**

**GENERAL MANAGER'S CONCURRENCE**

A handwritten signature in black ink, appearing to read 'Vanessa Rauschenberger', is written over a horizontal line.

Vanessa Rauschenberger  
General Manager

**GOLD COAST TRANSIT DISTRICT**

Contracts/PO Awarded Report  
Feburay 2026

PO#	Item Description	Vendor Name	City	Cost
<b>PARTS</b>				
M0051808	DAV-30 COMPRESSOR OIL 5GL	DAVMAR	VENTURA	\$557.18
M0051809	FULL SYN ENGINE OIL, CA RECYCLING FEE & CA MOTOR OIL FEE	M.O.DION & SONS, INC.	LOS ANGELES	\$242.47
M0051810	WEATHERSTRIP-LH	ENVISION VTA FD AUTO LLC	OXNARD	\$392.09
M0051813	4816-NVR-READER	SAFETY VISION	HOUSTON	\$491.63
M0051814	AXLE SUPPORT BUSHING & STEERING DAMPER STABILIZER	ENVISION VTA FD AUTO LLC	OXNARD	\$245.42
M0051815	BELT, ALT, ELBOW, PLAIN UNION, WATER PUMP, SEAL VALVE, COVER, EGR COOLER, SENSOR, POSITION, SENSOR, EGR PRESSURE, SENSOR, & EGR PRESSURE	CUMMINS PACIFIC LLC	VENTURA	\$9,699.29
M0051816	SHOCK ABSORBER, DRIVER SEAT, GAUGE, FUEL LOW PRESSURE, BUZZER, 12V, DASH, TENSIONER, AC, SWITCH, DOOR CONTROL, VALVE, RELAY R-14, & BOLSTER BAG, & AIR LUMBAR	THE AFTERMARKET PARTS COMPANY, LLC	VENTURA	\$4,378.30
M0051818	FILTER OIL & FILTER FUEL	LOS ANGELES TRUCK CENTERS, LLC	PASADENA	\$1,811.04
M0051819	MOTOROLA REMOTE SPEAKER MIC FOR XPR/APX RADIOS	TELCOM COMMUNICATION	OXNARD	\$782.23
M0051820	ALTERNATOR 24V 50DN 300AMP	ROMAINE ELECTRIC CORPORATION	KENT	\$1,111.60
M0051821	TREE TRIMMING 7 CHINEESE ELM IN THE PATIO	MARIPOSA LANDSCAPES, INC	IRWINDALE	\$2,600.00
M0051822	VALVOLINE PREMIUM BLUE 9200 15W-40, STATE RECYCLING OIL GALLO, & REGULATORY COMPLIANCE FEE	GREG'S PETROLEUM SERVICE, INC	DELANO	\$2,684.92

Contracts/PO Awarded Report  
Feburay 2026

M0051823	SAE 5W-30 MOTOR OIL, CA RECYCLING FEE, & CA MOTOR OIL FEE	M.O.DION & SONS, INC.	LOS ANGELES	\$1,414.46
M0051826	BATTERY - INTERSTATE, CA BATTERY FEE, BATTERY SURCHARGE	INTERSTATE BATTERIES	VENTURA	\$580.30
M0051827	INSTALL ROADSIDE WINDSHIELD #4057 & GLASS CLEAN UP	AFFORDABLE AUTO GLASS	VENTURA	\$550.00
M0051828	EMANIFEST EPA FEE & ADMIN- SITE SPECIFIC MANIFESTS, OIL & ABS PER DRUM- 55 GL DR, & 55 GAL O/T TOP DRUM (RECON)	ASBURY ENVIRONMENTAL SERVICES	LOS ANGELES	\$784.65
M0051831	CUMMINS INSITE	CUMMINS PACIFIC LLC	VENTURA	\$860.00
M0051832	BRAKE LINING KIT- FRONT FORD TRANSIT	PARTS AUTHORITY LLC	LOS ANGELES	\$500.79
M0051833	COIL EXTENSION	CUMMINS PACIFIC LLC	VENTURA	\$5,455.17
M0051836	ALTERNATOR & REMAN	ROMAINE ELECTRIC CORPORATION	KENT	\$2,067.35
M0051837	HORN, CHIME HI FREQ, 2900 HZ & HORN, & CHIME LOW FREQ, 2400 HZ	GILLIG LLC	LOS ANGELES	\$253.24
M0051839	SLIDE, DRIVERS SEAT, LAMP ASSM, REAR ID RED, CONTROL VALVE, PARK BRAKE PP-1, ELBOW 90*, DUAL PORT, PTC, O-RING, WATER TUBE, SPRING, RADIATOR/FILTER ACCESS PANEL, SEAL REAR OUTER, MODULE, LOW COOLANT LEVEL, PRESSURE WAVE SWITCH, ROTOR & BRAKE	THE AFTERMARKET PARTS COMPANY, LLC	VENTURA	\$9,591.84

Contracts/PO Awarded Report  
Feburay 2026

M0051840	PLUG, DIFFERENTIAL, SWITCH, SENSITIVE EDGE, LAMP, RR BACK-UP, BLEAR , CAP, REAR, LOWER, W/(4) 4 in. RD LIGHTS, BRAKE PADS, SEAL, REAR INNER, HARNESS, FIRE DETECTION, REFLECTOR, RED RECTANGLE, BEARING, REAR OUTER CONE, BEARING, REAR OUTER CUP, HARNESS & FIRE DETECTION	GILLIG LLC	LOS ANGELES	\$9,739.88
M0051841	SURGE TANK HOSE	GILLIG LLC	LOS ANGELES	\$183.23
M0051842	1' STEEL BRAID HYD HOSE ASSM 65IN, 3/8" STREET TEE MP BRANCH, 3/8" M.NPT X 5/8" QD 90 SWVL A/B, & 3/8" M.NPT X & 1/4" QD AIR BRAKE	CALIFORNIA HOSE, INC	OXNARD	\$394.40
M0051843	VALVOLINE PREMIUM BLUE 9200 15W-40, STATE RECYCLING OIL GALLO & REGULATORY COMPLIANCE FEE	GREG'S PETROLEUM SERVICE, INC	DELANO	\$1,752.70
M0051845	AIR DRYER DESICCANT CARTRIDGE, AIR DRYER PURGE VALVE KIT & CORE #107794	LOS ANGELES TRUCK CENTERS, LLC	PASADENA	\$269.21
M0051847	ACTUATOR, THROTTLE, CRANKSEAL, REAR, GASKET, EXH GAS RCN VALVE, GASKET, TURBOCHARGER, INSULATION, WATER INLET TUBE, TUBE, COMP WATER INLET, UPPER HEAT EXCHANGE HOSE (COOLER), BELT, WATER PUMP, HOSE, EGR WATER PLUMBING, 45, GASKET, EXHAUST MANIFOLD & SPARK PLUG	CUMMINS PACIFIC LLC	VENTURA	\$9,911.69





**DATE** March 4, 2026 **Item #7**  
**TO** GCTD Board of Directors  
**FROM** Ana Perez, Human Resources Generalist  
Alex Zaretsky, Director of Human Resources  
**SUBJECT** **Consider Approval of Updated GCTD Employee Handbook & Personnel Rules Effective March 4, 2026**

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## I. EXECUTIVE SUMMARY

Periodically GCTD's personnel rules are subject to an update. This update is based on changes in California employment law and organizational strategic goals. The last update was completed and approved by GCTD's Board of Directors on March 5, 2025.

Below is a summary of the sections updated into GCTD's Employee Handbook (Personnel Rules). GCTD senior leadership staff, Human Resources staff along with employment counsel, reviewed and updated the applicable sections in the personnel rules shown in the attachment "mark-up". Also, staff provided a copy of the attachments updated Personnel Rules to union representatives from SEIU and Teamsters.

Below is a summary of the significant changes to the personnel rules including the statutory regulations that apply to the following recommended changes:

1. **Personnel Rules: Section 2: Equal Employment Opportunity (EEO) Statement:** Added language to apply to law.
2. **Personnel Rules: Section 3: Salary Rates Compensation:** Added language to apply to law. Updated list of SEIU Local 721 and Teamster Local 186 position titles.
3. **Personnel Rules: Section 5: Overtime:** Updated list of non-represented titles exempt from overtime.
4. **Personnel Rules: Section 7: Bilingual Pay:** Updated compensation pay to reflect FY 2026-27.
5. **Personnel Rules: Section 9: Insurance:** Added language: GCTD available employee eligible coverage and contribution.

### GOLD COAST TRANSIT DISTRICT

6. **Personnel Rules: Section 12: Paid Sick Leave and Section 18: Time Off and Section 33: Harassment, Discrimination and Bullying and Retaliation Prevention Policy:** Added language: to include victim leave and “family member” victim leave. Add protection / no retaliation.
7. **Personnel Rules: Section 16: Pregnancy Disability Leave (PDL):** Added language: to include request for modified job duties or transfer related to pregnancy.
8. **Personnel Rules, Section 19: Holidays:** Modified language to receive holiday pay and accrual.
9. **Personnel Rules, Section 20: Executive Leave & Insurance:** Updated annual accrual of executive leave to reflect in hours vs days.
10. **Personnel Rules, Section 22: Textbook and Tuition Reimbursement:** Updated reimbursement amount for non-rep personnel.
11. **Personnel Rules, Section 25: Employment in Competitive Services (G) Probationary Period:** Updated language to reflect probationary period as described in applicable MOU’s and for non-represented & administrative staff.
12. **Personnel Rules, Section 29: Personnel Records:** Updated language to reflect personnel records and confidential & employee rights.
13. **Personnel Rules, Section 42: Standards of Conduct Policy and Section 43: Electronic Communications Computer Use Policy:** Added language: to reflect applicable to personnel.

## II. ADDITIONAL INFORMATION

GCTD’s other long-standing employment processes are compliant.

## III. RECOMMENDED ACTION

**It is recommended that the Board Approve the Updated Employee Handbook & Personnel Rules, effective March 4, 2026.**



General Manager’s Concurrence

**ATTACHMENT A-  
GCTD EMPLOYEE HANDBOOK & PERSONNEL RULES (REDLINE MARKUP)**

**ATTACHMENT A-  
GCTD EMPLOYEE HANDBOOK &  
PERSONNEL RULES  
REDLINE "MARKUP VERSION"**

# EMPLOYEE HANDBOOK & PERSONNEL RULES



A consolidation of Board approved.

Revised ~~March 5, 2025~~ March 4, 2026

## IMPORTANT EMPLOYEE NOTICE

This employee handbook is not an employment contract. It does not confer any contractual or other rights upon Gold Coast Transit District or its employees. Nothing in this employee handbook or in any other policy documents referred to herein creates or is intended to create a promise or a representation of guaranteed or continued employment for any employee.

Further, nothing in this employee handbook is intended to prohibit an employee from discussing the employee's own wages, discussing the wages of others, inquiring about another employee's wages, or aiding or encouraging any other employee to exercise his or her rights under California's Fair Pay Act. In addition, as used in this employee handbook, "Confidential Information" does not refer to the terms and conditions of an employee's employment including, but not limited to, wages, hourly rate, salary, benefits, hours of employment, job performance, personnel records, disciplinary matters, workload, managers/supervisors, staffing, or workplace complaints unless otherwise required by law. This policy is not intended to interfere with employee's rights, pursuant to state or federal law (including the National Relations Labor Act), to access, or communicate, the above information, or to engage in protected concerted activity pursuant to the National Relations Labor Act or to bring such issues to attention of management at any time.

Finally, nothing in the employee handbook prohibits an employee from reporting possible violations of federal, state or local law or regulation to any governmental agency or entity, including but not limited to the Department of Justice, the Securities and Exchange Commission, Congress, and any agency Inspector General, or making other disclosures that are protected under the whistleblower provisions of federal, state or local law or regulation. Employees do not need the prior authorization of Gold Coast Transit District to make any such reports or disclosures, and employees are not required to notify Gold Coast Transit District that they have made such reports or disclosures.

**This handbook supersedes any prior handbook, verbal or written policy or procedure that may conflict with its provisions. We reserve the right to modify or change any of the policies or procedures contained in this handbook as necessary. Any changes to this handbook will be in writing. No oral statements, representations, conduct or practices of any officer or employee of the company will modify any of these policies.**

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## INTRODUCTION

Welcome!

On behalf of the Board of Directors and your fellow colleagues, I welcome you to Gold Coast Transit District (“GCTD”) and wish you every success here. We believe that each employee contributes directly to GCTD’s growth and success, and we hope you will take pride in being a member of our team.

GCTD developed this Employee Handbook (aka “Personnel Rules”) to communicate the expectations GCTD has of our employees and outline the policies, programs, and benefits available to eligible employees. This document is not a comprehensive compilation of all GCTD policies and procedures and does not cover all possible circumstances and exceptions that may arise.

Many of the policies summarized in this handbook are covered in more detail in other official documentation or in other bargaining agreements. The full text of Board approved policies may be made available by contacting the Human Resources Department. Additionally, please note that the terms within the SEIU and/or TEAMSTERS Collective Bargaining Agreement supersede any terms to the contrary stated herein for represented groups.

Please take time to thoroughly review this Employee Handbook, noting how each section relates to employment. Pass along any questions or concerns you may have to your immediate supervisor/manager or to the human resources department.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome to GCTD!

Sincerely,

*Vanessa Rauschenberger*

Vanessa Rauschenberger  
General Manager

## **SECTION 1.1: About Us**

GCTD was founded in 1973 as “South Coast Area Transit” when the cities of Ojai, Oxnard, Port Hueneme and San Buenaventura executed a Joint Powers Agreement that created “SCAT” to develop and operate local and intercity public transportation in western Ventura County.

In October 2013, Governor Brown signed into law Assembly Bill AB 664, which formed the Gold Coast Transit District. The district legislation was initiated in response to Senate Bill SB 716, which required that all TDA funds in Ventura County be used solely for public transit purposes. Formation of a transit district allows GCTD’s Board of Directors and staff greater flexibility in implementing service improvements by looking beyond jurisdictional borders in order to efficiently and effectively meet the public’s transit needs.

Gold Coast Transit District provides safe, responsive, convenient, efficient, and environmentally responsible fixed-route bus and paratransit public transportation that serves the diverse needs of the cities of Ojai, Oxnard, Port Hueneme, and Ventura, and in the unincorporated County areas between the cities. Utilizing a fleet of 61 clean natural gas-fueled buses, and 26 paratransit buses and vans, GCTD carries 3 million passengers annually on its 20 bus routes. GCTD is the largest provider of public transit in Ventura County and is governed by a Board of Directors made up of an elected official from each member jurisdiction.

## **SECTION 1.2: Mission Statement and Commitment to Quality**

Our Mission: Serving, Moving, and Connecting People to Opportunity – One Ride at a Time.

Our Vision: Revolutionize transportation in Ventura County by leading initiatives that improve the rider experience, achieve clean air, and drive economic vitality.

GCTD’s Strategic Priorities are:

- Deliver service excellence by providing customer focused, high-quality service to every member of our community.
- Ensure safety and security while caring for the well-being of employees, passengers, and the general public.
- Increase and provide stewardship of all resources by prioritizing oversight, integrity, accountability, and transparency.
- Cultivate a positive and inclusive work culture that prioritizes employee engagement, high performance, learning and development.
- Increase public awareness, expand community presence, and build a transit-supportive region through public education, partnerships, and advocacy.

GCTD’s Values are:

- Safety
- Accountability
- Communication
- Integrity & Honesty
- Positivity
- Kindness & Respect
- Adaptability & Creativity

## **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

### **SECTION 2: Equal Employment Opportunity (EEO)**

GCTD is an equal employment opportunity (at will) employer. At GCTD, as a matter of law and a matter of agency policy, selection for opportunities for hire, promotion, transfer, or training, as well as decisions regarding demotion, termination, layoff and other terms and conditions for employment shall occur without

regard to race (including protective hairstyles such as braids, locs, and twists, and hair texture), religion (including religious belief, observance, dress or grooming practices), creed, color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breast feeding), age (40 years or over), sexual orientation, gender, gender identification and expression, transgender status, transitioning employees, physical or mental disability, medical condition (including cancer), genetic characteristics, genetic information, family care, reproductive health decision-making, use of cannabis while off-duty and away from the workplace, marital status, registered domestic partner status, enrollment in any public assistance program, status as military, or as a veteran or as a qualified disabled veteran, status as an unpaid intern or volunteer, ancestry, citizenship, national origin, protected medical leaves (including a request for or approval of leave under applicable leave of absence laws), domestic violence victim status, status as a victim or family member of a victim, political affiliation, any combination of those characteristics, or any other classification protected by law ("Protected Characteristics"). We also prohibit discrimination based on the perception that anyone has any of those Protected Characteristics or any combination of Protected Characteristics, or is associated with a person who has or is perceived as having any of those Protected Characteristics or any combination of Protected Characteristics. We do not use an Automated-Decision System ("ADS") or selection criteria that discriminates against an applicant or employee or class of applicants or employees based upon a Protected Characteristic, or any combination of Protected Characteristics. We do not discriminate or retaliate against an employee for exercising or attempting to exercise their rights under Workplace Know Your Rights Act. ~~color, creed, ancestry, national origin, gender, marital status, sexual orientation, gender identity, religion, veteran status, physical or mental disabilities, medical condition, age, political opinion or affiliations, or union membership activity or any other category protected by state or federal law.~~

It is further provided that no questions in any test, in any application form, or by any examiner or appointing authority shall be so framed as to attempt to elicit information concerning the applicant's race, color, creed, ancestry, national origin, gender, marital status, sexual orientation, gender identity, religion, veteran status, physical or mental disabilities, medical condition, age, political opinions or affiliations, or union membership activity or any other category protected by state or federal law.

It is the policy of GCTD to comply with all federal and state laws concerning the employment of persons with disabilities and the act by regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC) including the American with Disability Act (ADA) and the American with Disabilities Amendments Act, known as the ADA Amendments Act. GCTD will make every effort to reasonable accommodate qualified applicants or employees with disabilities based on the essential functions of the job, as well as the sincerely held beliefs of applicants or employees, provided such accommodations does not result in undue hardship of GCTD. Align with GCTD's policy on disability accommodations and the interactive processes. Any request for reasonable accommodations should be submitted to your direct report or the Human Resources Department.

Oversight of the Equal Employment Opportunity (EEO) Policy is assigned to the General Manager. The Director of Human Resources will serve as the EEO Officer and will activate the program and create goals for all managers and supervisors. However, all management personnel will share in the responsibility to ensure compliance with equal employment opportunity within GCTD and will be evaluated on the success of this program just as they are evaluated in achieving other GCTD goals.

Applicants or employees who believe that they have been discriminated against may file a complaint with the Director of Human Resources/EEO Officer for Gold Coast Transit District, Alex Zaretsky.

This EEO Statement of Policy will be reviewed, updated, and affirmed annually.

GCTD prohibits retaliation against applicants or employees who file discrimination charges with federal, state or local fair employment practice agencies, participate in investigations of such charges, or oppose unlawful employment practices. GCTD believes that the successful achievement of EEO goals will provide benefits to its passengers and employees through fuller utilization and the development of human resources.

All employees are expected to assume responsibility for maintaining a work environment that is free from discrimination, harassment and retaliation. Employees are encouraged to promptly report conduct that they believe violates this policy so that we have an opportunity to address and resolve any concerns. Managers and supervisors are required to promptly report conduct that they believe violates this policy. We are

committed to responding to alleged violations of this policy in a timely and fair manner and to taking appropriate action aimed at ending the prohibited conduct.

## COMPENSATION

### **SECTION 3: SALARY RATES**

- A. Represented Positions: The salary rates of the following position titles are established pursuant to memoranda of understandings entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood of Teamsters Local 186, as adopted by resolutions of the Board of Directors:

#### **SEIU #721**

Bus Operator [Fixed Route](#)  
[Bus Operator Demand Response](#)  
Mechanic I, II and III  
Electronic Mechanic I, II and III  
Service Worker I and II  
Facility and Equipment Mechanic I and II  
Building Maintenance Worker  
Maintenance Material Specialist  
Customer Services Assistant  
Facility & Vehicle Cleaner-Sanitizer

#### **TEAMSTERS LOCAL 186**

Customer Service Supervisor  
Maintenance Administration Supervisor  
Maintenance Supervisor  
Operations Safety & Training Supervisor  
Operations Supervisor  
[Dispatcher/Reservationist Demand Response](#)  
[Accounting Specialist Accounts Payable](#)  
[Information Technology Technician](#)  
[Inventory and Asset Management Coordinator](#)  
[Payroll Coordinator](#)  
[Revenue Specialist](#)

- B. Non-Represented Positions: The Board of Directors adopts a separate resolution to set the salary ranges for non-represented positions.
- C. Cost of Living Adjustments: In determining appropriate annual salary range adjustments, the Board of Directors shall consider a cost of living adjustment for non-represented personnel. The Board shall consider in each fiscal year the most recent monthly Greater Los Angeles Consumer Price Index for all urban consumers (CPIU) immediately preceding the beginning of the cost of living adjustment.
- D. Equal Pay: Unlawful pay discrimination is strictly prohibited by law and Gold Coast Transit District policy. Gold Coast Transit District will not pay any of our employees wage rates [\(or any other form of pay, including overtime pay, bonuses, allowances, reimbursements and other benefits\)](#) that are less than what we pay employees of another gender or sex, of another race, national origin or ethnicity, or based on any other Protected Characteristic or any combination of Protected Characteristics, for substantially similar work involving the same skill, effort, and responsibility, and performed under similar working conditions.

Differences in compensation rates will be based upon legitimate business considerations such as education, experience, skill, productivity, and other performance qualities unrelated to the personal characteristics of any particular employee.

#### **SECTION 4: SALARY ADMINISTRATION**

(Non-Represented Personnel)

- A. Original Appointment: The beginning rate of compensation for the initial appointment to a position shall normally be at the minimum salary level. However, the beginning rate of compensation may be fixed by the General Manager at a level above the minimum if the appointee's experience and ability justify such placement, as well as based upon legitimate business considerations.
- B. Advancement in Rate of Compensation: The compensation system for non- represented personnel is performance based. There are ten fixed steps for salary progression through the range. Employees will be eligible for progression to move to the next step in the employee's range based upon individual performance measured at satisfactory or above. Such advancement may occur at any time, but typically occurs in conjunction with an annual performance review, and normally will not occur more frequently than once every six (6) months.

The outcome of a performance review and any compensation adjustment received will not alter a non-represented employee's at will-status, if applicable.

- C. Range Adjustment Parity: Whenever the Board of Directors makes a salary range adjustment for parity, the individual employee's salary will be performance based, as determined by the General Manager.

#### **SECTION 5: OVERTIME**

(Non-Represented Personnel)

- A. Overtime Work - Defined: If a non-exempt, non-represented employee works more than forty (40) hours in any work week, the excess time will be considered overtime in accordance with applicable law. Overtime shall not be pyramided or compounded. All overtime hours must be authorized in advance by Department Manager, Department Director or General Manager. If a non- exempt, non-represented employee works unauthorized overtime, the employee will be paid for their time, but the employee will also be disciplined or terminated for doing so.
- B. Overtime Exclusions: The overtime provisions of this section shall not apply to those officers or employees occupying exempt positions. With the approval of the General Manager, employees occupying exempt positions may be given time off with pay when they have worked inordinately long hours. However, as a general policy the regular specified salary is intended to compensate exempt personnel for the performance of their assigned responsibilities. These positions include, but are not limited to the following:

General Manager  
Chief Financial Officer/Assistant General Manager  
Controller  
Director of Human Resources  
Director of Planning and Marketing  
Director of Operations and Maintenance  
Operations Manager – Fixed Route  
~~Operations Manager – Demand Response~~  
Assistant Operations Manager - Fixed Route/Demand Response  
Facilities Manager  
Fleet Manager  
Mobility Management Coordinator  
Procurement Manager & Disadvantaged Business Enterprise (DBE) Officer  
Communications and Marketing Manager  
Planning Manager  
Transit Planner I and Transit Planner II  
Compliance and Grants Manager  
Accounting Manager/Finance Manager  
~~Revenue Specialist~~  
Finance & Grants Analyst  
Fiscal Analyst

HR Generalist  
HR Coordinator I and HR Coordinator II  
Inventory and Asset Management Coordinator  
Office Coordinator/Executive Assistant/Clerk of the Board

## **SECTION 6: LONGEVITY PAY**

(Non-Represented Personnel)

To encourage stability of employment with GCTD, additional payment over and above the salary assigned to a position classification shall be paid to each regular full-time employee as follows:

- A. Employees shall receive an additional sum equal to one percent (1%) of the basic salary step held by the employee for each five (5) years of GCTD service.
- B. The additional payment shall be made at each time any installment of salary is made to the eligible employee, and the amount of the additional payment shall be predicated upon the increment of salary then paid.

## **SECTION 7: BILINGUAL PAY**

Consistent with the need of GCTD for bilingual ability, a GCTD employee may be authorized additional compensation for bilingual ability. To qualify, the bilingual employee must use both languages to meet a public service responsibility and display a sensitivity toward the culture and needs of a large group of foreign language speaking residents. The General Manager, or designee, shall establish guidelines governing position assignments or duties, language ability, minimum bilingual frequency, and other reasonable rules for the authorization of payment to specific employees. Compensation for bilingual pay shall be computed at \$63.00 per month (\$29.08 bi-weekly or \$0.36 per hour) for positions requiring bilingual speaking, in FY 2025-26 and FY 2026-27 at \$68.00 per month (\$31.38 bi-weekly or \$0.39 per hour), or for positions requiring bilingual speaking and writing \$93.00 per month (\$42.92 bi-weekly or \$0.54 per hour), in FY 2025-26 and FY 2026-27 at \$95.00 per month (\$43.85 bi-weekly or \$0.55 per hour).

## **SECTION 8: UNIFORMS**

Provision of uniforms to represented positions is controlled by the memoranda of understanding entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood Teamsters Local 186 as adopted from time to time by the Board of Directors. Uniforms are also provided to non-represented supervisors.

## **SECTION 9: INSURANCE**

Medical, Dental and Vision Insurance: GCTD shall make available group medical-hospital, dental and vision care insurance options for all eligible employees, including opt out. Employees are eligible for coverage in accordance with the terms of the applicable insurance policy and the Affordable Care Act, as well as any equivalent local, state or federal laws. The details of our insurance benefits are controlled by the terms of the health, dental and vision insurance plans.

If two GCTD employees are a legally married couple or registered domestic partners, GCTD will pay for their full premium of the HMO plans of health and dental insurance and vision insurance. The two GCTD employees must select joint insurance coverage under either "Employee + 1" or "Employee + Family".

The Chief Financial Officer/Assistant General Manager will publish annually, for each calendar year, the maximum insurance premium contributions made by GCTD for health, dental and vision to all non-represented employees annually or anytime there is a change.

The medical, dental and vision provisions relating to the represented employees are governed by the memoranda of understandings entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood of Teamsters Local 186, and adopted by the Board of Directors.

## **SECTION 10: RETIREMENT**

- A. This section will apply to non-represented employees who have an appointment that would normally work over 1,000 hours in a 12-month period (unless otherwise required by applicable law or the plan documents).
- B. For employees hired into the CalPERS system or a reciprocal pension system (as defined by CalPERS) on or before December 31, 2012, who qualify as “classic” employees in accordance with CalPERS policies, the retirement program for GCTD is the CalPERS 2.7% @ 55 full and supplemental formula for local miscellaneous members. The retirement program for GCTD includes the 1959 Survivor Benefit Level IV, for which the employee is responsible for paying the premium.

Effective July 3, 2016, “classic” employees shall contribute toward the employee contribution portion 6% of covered wages and GCTD will pay 2% of covered wages.

For any fiscal year in which GCTD’s employer contribution to the CalPERS 2.7% @ 55 full and supplemental formula for local miscellaneous members’ retirement program is 10% or less of covered wages, the “recent employees” employee contribution share percentage will be reduced from 6% of covered wages by the difference. *(Example: If GCTD’s employer contribution were 9.25%, the employee contribution share percentage would drop by .75% [10%-9.25%]; this would make the “recent employees” employee contribution 5.25% [6%-.75%.])*

- C. Employees hired on or after January 1, 2013, who do not qualify as “classic” members in accordance with CalPERS policies are considered “PEPRA” members. For PEPRA members the retirement program for GCTD is the CalPERS 2% @ 62 full and supplemental formula for local miscellaneous members. The retirement program for GCTD includes the 1959 Survivor Benefit Level IV, for which the employee is responsible for paying the premium. Employees in this plan are responsible for paying the full employee contribution portion for the CalPERS 2% @ 62 full and supplemental formula for local miscellaneous members.

GCTD acknowledges that all GCTD employees covered by this section are considered transit employees as defined in California Government Code section 7522.02, and GCTD will abide by the provisions set forth in Government Code section 7522.02 pending resolution of the judicial actions contemplated in Government Code section 7522.02.

- D. GCTD contributes the minimum employer health contribution amount of retirees who elect to enroll into medical as a Retiree. The Minimum Employer contribution amount is prescribed by Government Code section 22892 of the Public Employee’s Medical and Hospital Care Act (PEMHCA). This section provides that “the employer contribution shall be adjusted annually by the board to reflect any changes the medical care component of the Consumer Price Index-Urban (CPI-U) and shall be rounded to the nearest dollar”.

## **LEAVE TIME BENEFITS**

### **SECTION 11: VACATION LEAVE**

Unless otherwise indicated, the provisions contained in this section apply to non- represented all personnel who are scheduled at a minimum to regularly work thirty-two (32) hours or more per workweek.

- A. Vacation Entitlement: Employees having a regular appointment to a position as described above are eligible to accrue their first vacation time when they have completed two weeks of continuous service. All non- represented personnel earn vacation on a pro rata basis for each biweekly pay period, or major fraction thereof, of service, from the date of their original appointment (when they have completed two weeks of continuous service) in accordance with the following table:

#### **B. VACATION CREDITS FOR FULL-TIME SERVICE**

YEARS OF SERVICE	HOURS PER MONTH	HOURS BIWEEKLY
Less than 5	8.13	3.75
5 but less than 10	10.29	4.75
10 but less than 13	12.46	5.75
13 but less than 15	14.63	6.75
15 or more	16.25	7.5

Regular and probationary employees who are scheduled to work less than thirty-two (32) hours per week are considered part-time workers.

Part-time workers must work a minimum of 20 hours per workweek to receive ½ the vacation entitlement. Certain part-time positions may be approved to be excluded from receiving benefits subject to local, state or federal law.

The General Manager shall receive vacation accrual in accordance with the General Manager's employment agreement.

C. Vacation Termination Pay: Any employee who leaves the service of GCTD shall be paid for accrued but unused vacation at the employee's current salary or hourly rate.

D. Vacation Carried Forward: Vacation shall be taken at the time it is earned or within the calendar year following the year that vacation time is accrued. Accrued vacation time may be carried forward to the following year, but in no instance may an employee carry forward total vacation accrual as of the first of April of any year greater than 400 hours. Employees affected by this limit will be notified during January of each year that they either are already over the maximum, or could exceed the maximum on or before the first of April. The employee can then do any or all of the following:

1. After January 1<sup>st</sup> and prior to March 31<sup>st</sup>, request or volunteer to be assigned enough vacation days to bring the accrued vacation time amount below the maximum. All assigned vacation must be completed prior to April 1<sup>st</sup>.
2. Prior to April 1<sup>st</sup>, request vacation redemption, to bring the accrued vacation time amount below the maximum by April 1<sup>st</sup>, or
3. On or after March 1<sup>st</sup> and prior to April 1<sup>st</sup>, request conversion of accrued vacation time to accrued sick time. A maximum of 40 hours can be converted from accrued vacation time to accrued sick time in any one year. This conversion can be made only by an employee who has been notified that they are or will be over the maximum, can only be made during this period, and will only be approved if such action will allow the employee to drop below the maximum accrued vacation limit.
4. If no action is taken, the employee will cease accruing additional vacation hours starting with the first pay period beginning after April 1<sup>st</sup>, until enough vacation is taken that the accrued vacation time drops below the maximum.

E. Vacation Scheduling: The vacation period may be taken at one time, or it may be taken several days at a time if it so fits the work needs of GCTD. In any event, the vacation time off is to be scheduled by the General Manager, or designee, in such a manner that GCTD's functions will not be negatively impacted.

F. Additional Vacation in Lieu of Sick Leave: When an employee's accumulated sick leave credit as of January 1 of each calendar year exceeds the maximum allowable amount of 1,440 hours, the employee shall receive an additional vacation leave entitlement of twenty-five percent (25%) of such excess sick leave.

G. Vacation Redemption: An employee may elect to receive pay in lieu of up to two hundred (200) hours

of vacation at the employee's current hourly or salary rate. Such employee must have a minimum of forty (40) hours accrued vacation leave remaining on the books after payment. GCTD will accept vacation redemption requests on a quarterly basis with checks distributed in the 1<sup>st</sup> payroll cycle of each quarter. In case of emergency or urgent circumstances, an employee may request an exception to the quarterly schedule. Such requests require approval from the General Manager and must be supported by a valid justification. The provisions of this sub-section apply to all employees, whether represented or non-represented.

## **SECTION 12: PAID SICK LEAVE:**

Unless otherwise indicated, the provisions contained in this section apply to all GCTD personnel. Exceptions are from agreements made in memoranda of understandings entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood of Teamsters Local 186.

An employee compelled to be absent from duty because of illness or off-duty injury, shall be allowed sick leave with full pay up to the amount of sick leave that such employee has accrued, based on the hours the employee would have otherwise worked. Any such paid sick leave time shall be deducted from the employee's accrued sick leave.

In accordance with California's Paid Sick Leave Law (AB 1522). All employees who become full-time or part-time regular employees, earn 3.08 hours per bi-weekly pay period and shall accrue a sick leave entitlement.

In accordance with California's Paid Sick Leave Law (AB 1522). A temporary or per diem employee shall accrue paid sick leave by working on or after January 1, 2015, for at least 30 days for GCTD within a year and by satisfying a 90-day employment (probationary) period before a temporary or per diem employee can actually take sick leave. Accrued sick leave may be used starting on the 90<sup>th</sup> day of employment.

GCTD's part-time or full-time temporary or per-diem employees earn 1 hour of sick leave for every thirty (30) hours worked. All temporary or per diem employees shall accrue to a maximum of 48 hours or six days (whichever is greater) in a 12 month period. Once a part-time or full-time temporary employee has reached the maximum cap (48 hours or 6 days), that employee will not earn any additional paid sick leave until the employee has used enough sick leave to fall below the cap.

- A. The maximum sick leave which may be accumulated by any regular full-time or part-time employee is 1,440 hours as of January 1 of each year. If an employee of long tenure is absent from duty due to illness and has exhausted all accumulated sick leave, the employee may request that the General Manager, or designee, approve a special leave of absence with pay. Long tenure employee shall be defined as having ten (10) years of continuous service with Gold Coast Transit District. The request will be considered based upon such factors as length and nature of illness, length of tenure, accrual balances at the onset of the illness, quality of performance, etc.
- B. An employee absent because of illness is required to notify the employee's immediate supervisor at least one hour before scheduled to work or as soon as possible in light of the circumstances. When requesting sick leave, employees should not disclose private medical information or other confidential personal information. Subject to applicable law, the General Manager, or designee, may require verification in the form of a note from a medical physician confirming the absences. When absences are properly scheduled with the employee's supervisor, leaves of absence for dental, optical or other medical attention shall be defined as sick leave.
- C. An employee who is required to be absent for physical examination for possible induction into military service through draft may be allowed up to one day of paid leave.
- D. GCTD will pay fifty percent (50%) of accumulated sick leave upon death, retirement or other voluntary employment separations as determined by GCTD's General Manager or designee, to those employees with a minimum of ten (10) years of service.

- E. All regular employees who have accrued sick leave for one full calendar year and use forty (40) hours or less of accrued sick leave in a calendar year may elect to convert twenty-four (24) hours of accrued sick leave to twenty-four (24) hours of vacation. Such election shall be made in January of the following calendar year.
- F. All employees accumulating 480 hours of sick leave may elect to convert sixteen (16) hours of such sick leave to vacation leave. This election shall be made one time each calendar year and shall be on a one for one basis.
- G. Sick leave is an employee's privilege and not an absolute right, an exception applies, as stated in the Healthy Workplace Family Act of 2014 (California's Paid Sick Leave Law (AB1522), section 10 Paid Sick leave). Violations of abuse of sick leave privileges may result in disciplinary action and loss of pay.

Subject to applicable law, an employee may use accrued sick leave for any statutory protected leaves, including, among others, FMLA/CFRA/PDL, Military Family Leave Entitlements, Domestic Violence (sexual assault or stalking) Kin Care Leave: Cal. Lab. Code § 233, Organ and Bone Marrow Donor Leave: Cal. Lab. Code §§ 1508 to 1513, Alcohol and Drug Rehabilitation Leave: Cal. Lab. Code §§ 1025 to 1028, or Bereavement Leave California Assembly Bill 1949, or reproductive loss leave. In addition, sick leave can be used for preventative care or the diagnosis, care or treatment of an existing health condition including, things like, medical or dental appointments to serve as required by law on a jury, bereavement leave or reproductive loss leave, and other reasons described more fully below, including: to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding, if you are a victim to obtain or attempt to obtain relief (including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of yourself or your child), if you or your family member are a covered victim to take actions including to seek or obtain relief and/or services as described more fully in the Victim Leave section of this handbook, on or after January 1, 2026 to attend judicial proceedings related to a crime of which you or your family member were a victim (including, but not limited to, any delinquency proceeding, a post arrest release decision, plea, sentencing, postconviction release decision, or any proceeding where a right of you or your family member is an issue) as well as a need for time off if you or a family member (as defined below) are the victim of domestic violence, sexual assault, stalking or other crimes (i.e., a qualifying act of violence, or an act, conduct or pattern involving any of the following: bodily injury or death; the drawing, brandishing, or use of a firearm, or other dangerous weapon; or one that is reasonably perceived or that involves an actual threat to use, force to cause physical injury or death), and for jury or witness duty as required by law, bereavement leave or reproductive loss leave as well as a need for time off if you or a family member (as defined below) are the victim of domestic violence, sexual assault, stalking or other crimes (i.e., a qualifying act of violence, or an act, conduct or pattern involving any of the following: bodily injury or death; the drawing, brandishing, or use of a firearm, or other dangerous weapon; or one that is reasonably perceived or that involves an actual threat to use, force to cause physical injury or death), and for bereavement leave or reproductive loss leave.

Accrued sick leave may be used to care for your injured or ill family member, including any of the following: a child (biological, foster, or adopted child, a stepchild, a legal ward, or a child of a person standing in loco parentis), parent (biological, foster, or adoptive parent, a stepparent, grandparent, grandchild or a legal guardian), spouse, or registered domestic partner of the employee, a designated person, or any other family members specified by applicable law. A designated person is a person that you identify at the time you request to take paid sick leave. You are limited to one designated person designation per 12-month period.

Subject to legal compliance, leaves of absence for full-time regular and part-time regular employees who do not qualify for statutory leaves (for example), PDL, NDAA/ MFL, FMLA/CFRA, Domestic Violence Leaves, are granted at the discretion of the General Manager. Subject to applicable law, this section does not extend the maximum period of any leave to which an employee is entitled under Section 12945.2 of the Government Code or under the federal Family and Medical Leave Act, the California Family Rights Act, or any other statutory leave, regardless of whether the employee receives sick leave compensation during the leave (California Labor Code Sec. 233).

### **SECTION 13: PAID INDUSTRIAL INJURY LEAVE**

Unless otherwise indicated, the provisions of this section apply to all employees. Exceptions are from agreements made in a memorandum of understandings entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood Teamsters Local 186.

Any employee incapacitated from working because of injury or disease “arising out of and in the course of employment,” or caused by a worker’s job and occurring while working at GCTD are entitled to industrial injury leave, medical care and other Workers’ Compensation benefits.

In some circumstances, the realities of business or business necessity might require GCTD to hire a replacement on a permanent basis, and that in the event, if the position is not available if and when the employee is released to return to work, subject to legal compliance, GCTD may not be able to reinstate that employee. To clarify, GCTD may consider allowing the employee to transfer to other positions for which the employee is qualified and where required, Gold Coast Transit District will consider making reasonable accommodations for any disability an employee may have in accordance with applicable laws.

A. Worker's Compensation Benefits: If the injury or disease is covered by the Worker's Compensation Insurance and Safety Act, the employee is entitled to the benefits provided under the Act including:

1. Related medical expenses; and
2. Temporary and permanent disability indemnity benefit payments

B. Industrial Disability Compensation: Whenever any GCTD employee is disabled temporarily and is entitled to receive temporary disability indemnity benefit payments provided under the Worker's Compensation Insurance and Safety Act, the employee shall receive any accumulated sick leave or vacation time up to the amount of the employee’s normal net take home pay, but not to exceed a total period of twenty-six (26) weeks for any one injury or all combined injuries within one calendar year. The use of vacation time or sick leave will be coordinated (integrated) with any disability indemnity benefit payments provided under the Workers’ Compensation Insurance and Safety Act. The integration form must be submitted to the payroll department prior to the end of the pay period.

As used in this section, "net take home pay" means an employee’s regular, current biweekly rate of pay, less deductions for federal and state income tax and PERS retirement plan contributions; and does not include overtime or shift differential pay.

GCTD shall continue to pay the employer portion of the medical, life and dental insurance premiums for the period of twenty- six (26) weeks, provided the carrier for each of these programs will accept the payment without additional premium cost to GCTD, and the employee will be responsible for paying the employee share. If the employee does not pay the employee’s share of the premium, the employer portion will be cancelled and the employee will be referred to COBRA health insurance continuation plan.

All Gold Coast Transit District benefits that operate on an accrual basis (e.g., vacation, sick, and personal days) will cease to accrue whenever a GCTD employee is disabled temporarily and is entitled to temporary disability indemnity benefit payments provided under the Worker's Compensation Insurance and Safety Act, except that employees will continue to accrue such benefits while they are being paid any accumulated sick leave and vacation time.

An employee who is incapacitated from work beyond twenty-six (26) weeks for an Industrial injury for any one injury or all combined injuries within one calendar year will be subjected to the COBRA health insurance continuation plan. (Other benefits, such as pension, 401(k), life insurance, and long-term disability, will be governed in accordance with the terms of each benefit plan.)

C. Procedure in Event of Injury: In the event of injury, a report must be made by the employee to the employee’s immediate supervisor as soon as possible under the circumstances. The supervisor must complete the Supervisor’s Report of Accident form and have it filed with GCTD’s workers’ compensation administrator within five (5) days after the injury has been reported. If medical service is needed, the employee should be taken directly to a designated physician for treatment. Report of injuries is mandatory

and failure to report may result in loss of eligibility to receive benefits. When the employee returns to work, a copy of the physician's release must be provided to the General Manager, or designee. The provisions of this sub-section apply to all employees, represented and non- represented.

#### **SECTION 14: MILITARY LEAVE-ACTIVE DUTY**

- A. Military leave for active duty or temporary military duty or reserve training will be provided as required by federal and state law. GCTD will not discriminate or retaliate against any employee based upon membership or service in any state or federal military force, as it pertains to any term, GCTD.

#### **SECTION 15: JURY DUTY**

If a GCTD employee is called for jury duty, a leave of absence with pay will be granted provided that:

- A. The employee's supervisor has been notified of the jury summons. Exempt employees will not incur any reduction in pay for a partial week absence due to jury or witness duty. In excess of five days is chargeable to accrued vacation leave, at the employee's discretion.

#### **SECTION 16: PREGNANCY DISABILITY LEAVE (PDL)**

If you are pregnant, you may request a modification of your job duties or a transfer to a less strenuous or hazardous position. We will accommodate your request for a modification or transfer, or we may temporarily remove certain job duties, if it is medically advisable and can be reasonably accommodated without undue hardship to us. Unless it is a known limitation related to your pregnancy, childbirth or related medical conditions (a predictable assessment), you must provide a certification from your health care provider confirming the medical need for a job modification or transfer. Before returning to your normal work duties or schedule, you must provide a written statement from your physician, confirming your ability to return to your regular duties and any limitations upon your ability to work.

Any employee who anticipates being disabled because of pregnancy, childbirth, or related medical condition shall give as much advance notice as possible of the anticipated disability to their supervisor. A leave of absence under this section shall be contingent upon the employee providing a physician's statement which indicates the dates of the expected disability.

Employees are entitled to take pregnancy disability leave in addition to any leave entitlement they might have under CFRA unless the qualifications for CFRA have not been met. Any employee who is disabled as a result of pregnancy, childbirth, or related medical condition shall receive up to four months leave (up to 17.3 workweeks) per pregnancy. For employees who work part-time or do not work a regular schedule the PDL covers the amount of time the employee would typically work in a four- month period. Such leave shall be without pay except subject to applicable law, an employee may use accrued, unused vacation, sick and personal days during the (FMLA/CFRA, PDL) leave period, either in whole, or in part by integration with a state paid benefit. The integration form must be submitted to the payroll department prior to the end of the pay period. Employees will continue to accrue such benefits while they are being paid by GCTD any accumulated sick leave and vacation time (**Section 15A, Subsection 3) PAID LEAVE FOR CHILD/FAMILY CARE OR FOR EMPLOYEE'S SERIOUS HEALTH CONDITION /FMLA/CFRA/ PDL OR NDAA / MILITARY FAMILY LEAVE).**

At the General Manager's discretion, longer leaves of absence may be granted if requested by the employee in writing.

#### **SECTION 17: BEREAVEMENT LEAVE**

When an employee is compelled to be absent from duty by reason of the death of a member of the employee's immediate family, such employee shall be entitled to five (5) working days' leave of absence with pay. Immediate family shall be the father, mother, spouse or registered domestic partner, children (biological adopted or step), brother, sister, grandparent, grandchild, father-in- law or mother-in-law of the employee.

Bereavement leave does not need to be taken consecutively, but must be completed within three months of

the date of death of the family member. Employees may elect to use their available paid time off benefits to cover any unpaid bereavement leave. Any authorized bereavement leave taken in excess of five (5) days is chargeable to either accrued sick or vacation leave, at the employee's discretion.

A regular employee may take an additional two (2) days, chargeable to accumulated other leave if in the opinion of the General Manager, or designee, excessive travel is required in connection with the death of a family member provided the employee has available accrued sick leave. This documentation may include, among other items, a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or governmental agency.

### **SECTION 17A: FAMILY AND MEDICAL LEAVE / CALIFORNIA FAMILY RIGHTS ACT/PDL /NATIONAL DEFENSE AUTHORIZATION ACT 2008 / MILITARY FAMILY LEAVE ENTITLEMENTS**

Unless otherwise indicated, the provisions of this section apply to all employees. Exceptions are from agreements made in memoranda of understandings entered into by and between the Board of Directors of Gold Coast Transit District, Service Employees International Union Local #721 and International Brotherhood of Teamsters Local 186.

Gold Coast Transit District will grant a leave of absence to regular full-time and regular part-time employees (who meet the requirements described below) for the following:

To be eligible for FMLA, you must (1) have been employed with us for at least 12 months (2) have worked at least 1,250 hours in the year preceding your request for leave, and (3) work within 75 miles of at least 50 employees in our Company.

FMLA leave will be granted for (1) your own serious health condition that makes you unable to perform the functions of your position; (2) the birth, adoption, foster care placement or serious illness of your child; or (3) to care for your parent or spouse who has a serious health condition. Leave for the birth, adoption or foster care placement of your child must be taken within one year of your child's birth, adoption, or placement. Subject to applicable law, this leave will run concurrently with CFRA leave. You may take up to 12 weeks of FMLA leave because of any special circumstances that arise out of the fact that your spouse, child or parent is on active duty or has been called to active duty as a reservist, National Guardsperson or existing active duty serviceperson. This leave applies even if no medical condition or injury exists that would otherwise qualify for FMLA leave. You may take up to 26 weeks of FMLA leave to care for a parent, child, spouse, nearest blood relative or registered domestic partner who is injured while on active duty in the U.S. Armed Forces within the five years preceding the date of your requested leave.

To be eligible for CFRA, you must (1) have been employed with us for at least 12 months; and (2) have worked at least 1,250 hours in the year preceding your request for leave.

CFRA leave will be granted for: (1) your own serious health condition that makes you unable to perform the functions of your position (excluding pregnancy, childbirth, or related medical conditions); (2) the birth, adoption, foster care placement or serious illness of your child (biological, adopted, foster child, stepchild, legal ward, child of a domestic partner, or a person to whom you stand in loco parentis); (3) to care for your child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, domestic partner, or a designated person, who has a serious health condition. Leave for the birth, adoption or foster care placement of your child must be taken within one year of your child's birth, adoption, or placement; or (4) a qualifying exigency related to the covered active duty or call to covered active duty of your spouse, domestic partner, child, or parent in the Armed Forces of the United States. A designated person is any individual related by blood or whose association with you is the equivalent of a family relationship. You may identify a designated person at the time you request CFRA leave; however, you are limited to one designated person designation per 12-month period. Subject to applicable law, this leave will run concurrently with FMLA leave.

Leave will be granted for a period of up to 12 weeks in any 12-month period on a "rolling" 12 month period measured backward from the date of any FMLA/CFRA leave (or longer if required by applicable federal, state or local law).

An employee must have completed at least 12 months of service with Gold Coast Transit District and have worked a minimum of 1,250 hours in the 12-month period preceding the leave to be eligible for such leave. A prior employee returning back to GCTD may qualify for leave based on aggregate years of service (within the past seven years).

## **2. PROCESS FOR LEAVE REQUESTS FOR CHILD/FAMILY CARE OR FOR EMPLOYEE'S SERIOUS HEALTH CONDITION / PDL OR NDAA / MILITARY FAMILY LEAVE**

If an employee requests a leave of absence for any of the above, such as to care for a child after birth, adoption, or placement in his/her home for foster care or to care for a covered family member (or employee) with a serious health condition, an employee will be granted unpaid leave under the following conditions:

A. If the leave is planned in advance, an employee must provide management with at least 30 days' notice prior to the anticipated leave date, using Gold Coast Transit District's FMLA/CFRA or Military Family Leave Request Forms.

B. If the leave is unexpected, an employee should notify his/her supervisor and the human resources department by filing the FMLA/CFRA or Military Family Leave Request Forms as far in advance of the anticipated leave date as is practicable. (Normally, this should be within two business days of when the employee becomes aware of the need for leave).

C. Any time that an employee expects to be or is absent for more than three consecutive work days as a result of their own serious health condition (including pregnancy), he/she will be required to submit appropriate medical certification from their physician. Such certification must include, at a minimum, the date the disability began, and the probable date of their return to work signed by a physician and with their business card as an attachment. Further, the employee may be required to submit to a medical examination by a physician designated by Gold Coast Transit District at Gold Coast Transit District's expense.

Employees requesting a leave to care for a covered family member with a serious health condition will be required to provide a medical certification and the physician's business card from the family member's physician attesting to the nature of the serious health condition, probable length of time treatment will be required, and the reasons that the employee is required to care for this family member.

Employees are required to provide additional physician's statements as leave updates at reasonable intervals.

## **3. PAID LEAVE FOR CHILD/FAMILY CARE OR FOR EMPLOYEE'S SERIOUS HEALTH CONDITION /FMLA/CFRA/ PDL OR NDAA / MILITARY FAMILY LEAVE**

All Gold Coast Transit District benefits that operate on an accrual basis (e.g., vacation, sick, and personal days) will cease to accrue during any period of State Disability Insurance (SDI) / state Paid Family Leave (PFL), FMLA/CFRA, PDL, NDAA/Military Family Leave which is unpaid by GCTD. Subject to applicable law, an employee may use accrued, unused vacation, sick and personal days during the (SDI) /PFL/FMLA/CFRA, PDL, NDAA, MFL) leave period, either in whole, or in part by integration with a state paid benefit. The integration form must be submitted to the payroll department prior to the end of the pay period. Employees will continue to accrue such benefits while they are being paid by GCTD any accumulated sick leave and vacation time. Once such benefits are exhausted, the balance of the leave will be without GCTD pay.

Such employees may be eligible for other short- term disability benefits in accordance with applicable federal or state law. All group health benefits (e.g., medical and dental insurance) will continue during the leave, provided the employee continues their regular employee contributions to these plans, subject to the maximum leave entitlement applicable by law. If the leave extends beyond the period allowed by law, benefits become subject to the COBRA health insurance continuation plan. Other benefits, such as pension, 401(k), life insurance, and long-term disability, will be governed in accordance with the terms of each benefit plan.

### **A. Returning to Work from Leave**

Before an employee will be permitted to return from medical leave, the employee will be required to present Gold Coast Transit District with a release to return to work from the treating physician. GCTD may require the employee to be assessed by GCTD's industrial physician, indicating that the employee is capable of returning to work and performing the essential functions of their position, with or without reasonable accommodation. Where required, Gold Coast Transit District will consider making reasonable accommodations for any disability an employee may have in accordance with applicable laws. Safety-sensitive employees are subject to FTA drug testing requirements.

### ***B. Reinstatement Rights***

Eligible employees are entitled upon return from leave to be reinstated to their former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. Exceptions to this provision may apply if business circumstances have changed (e.g., if the position is no longer available due to a job elimination). Exceptions may also apply for certain highly compensated employees under certain conditions. In addition, employees on a leave extension are not guaranteed reinstatement. These employees will be handled in accordance with the applicable federal or state law on FMLA/CFRA, PDL, NDAA/Military family leave entitlements (MFL).

## **SECTION 17B: OTHER LEAVE OF ABSENCE**

Leaves of absence for full-time regular and part-time regular employees who do not qualify for (State of California job protected leave) PDL, NDAA/MFL, FMLA/CFRA are granted at the discretion of the General Manager, subject to applicable law, and such requests are subject to the following terms and conditions:

- A. Leave requests must be made at least 30 days in advance of the date the employee would like the leave to begin or, in emergency situations, with as much advance notice as is practicable, using Gold Coast Transit District's Leave-of-Absence Form. (Normally, this should be within two business days of when the employee becomes aware of the need for leave).
- B. All Gold Coast Transit District benefits that operate on an accrual basis (e.g., vacation, sick, and personal days) will cease to accrue during any leave of absence period which is unpaid. Subject to applicable law, an employee may use accrued, unused vacation, sick and personal days during the leave of absence, either in whole, or in part by integration with a state benefit (SDI/PFL). Employees will continue to accrue such benefits while they are being paid by GCTD any accumulated sick leave and vacation time. Once such benefits are exhausted, the balance of the leave will be without GCTD pay. Such employees may be eligible for other disability benefits in accordance with applicable federal or state law.
- C. Unless applicable federal, state or local law requires otherwise, leaves for the employee's own serious health condition may be granted for up to a 12-week period. Leaves for other purposes will normally be limited to 30 days. Subject to legal compliance, longer leaves or extensions of previously approved leaves, not to exceed a total of six months, may be granted at the discretion of the General Manager or designee.
- D. Unless applicable state or local law requires otherwise, reinstatement will not be guaranteed to any employee requesting a leave under this section. However, Gold Coast Transit District will endeavor to place employees returning from leave in their former position or a position comparable in status and pay, subject to budgetary restrictions and Gold Coast Transit District's need to fill vacancies and/or its ability to find qualified temporary replacements.

The General Manager, or designee, may grant a regular or probationary employee leave of absence only on a case-by-case basis. Unless otherwise required by applicable law, no such leave shall be granted except upon written request of the employee, setting forth the reason for the request, and the approval will be in writing. Failure on the part of an employee on leave to report promptly at its expiration shall be cause for dismissal.

## **SECTION 18: TIME OFF**

## To Vote

Any employee requiring time off to vote, as provided in the California Elections Code Section 14000 may be granted not more than two (2) hours as is necessary to vote at the beginning or end of the work shift, with pay, provided the supervisor, manager or direct report authority is notified in writing two (2) working days in advance that such time is required and necessary.

## Witness Duty Leave: Cal. Lab. Code § 230(b)

### Eligible Employees

All California employees, including crime victims who must appear in court to comply with a subpoena or court order are eligible for this leave ([Cal. Lab. Code § 230\(b\)](#)).

## Crime Victim Leave: Cal. Lab. Code §§ 230.2 and 230.5

### Eligible Employees

California employees are eligible for this leave if they are:

- The victim of an enumerated crime.
- An immediate family member of a victim of an enumerated crime.
- A registered domestic partner of a victim of an enumerated crime.
- The child of a registered domestic partner of a victim of an enumerated crime

## Domestic Violence, Sexual Assault, and Stalking Victim Leave: Cal. Lab. Code §§ 230.1 and 230(c)

### You are entitled time off from work:

1. To appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding if you are the victim of any crime.
2. To obtain or attempt to obtain any relief (including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief), to help ensure the health, safety, or welfare of yourself or your child if you are the victim of a crime that caused physical injury, or that caused mental injury and a threat of physical injury, domestic violence, sexual assault, stalking or other crimes (i.e., a qualifying act of violence, or an act, conduct or pattern involving any of the following: bodily injury or death; the drawing, brandishing, or use of a firearm, or other dangerous weapon; or one that is reasonably perceived to involve or that does involve an actual threat to use force to cause physical injury or death).
3. To obtain or attempt to obtain any relief (including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief), to help ensure the health, safety, or welfare of yourself or your child if your immediate family member is deceased as the direct result of a crime. "Immediate family member" here includes: (regardless of age), a biological, adopted, or foster child, stepchild, or legal ward, a child of a domestic partner, a child to whom you stand in loco parentis, or a person to whom you stood in loco parentis when the person was a minor; a biological, adoptive, or foster parent, stepparent, or legal guardian of yours or your spouse or domestic partner, or a person who stood in loco parentis when you or your spouse or domestic partner was a minor child; a person to whom you are legally married under the laws of any state, or your domestic partner as registered under the laws of any state or political subdivision; a biological, foster, or adoptive sibling, a stepsibling, or a half sibling; or any other individual whose close association with you is the equivalent of a family relationship.
4. To attend judicial proceedings related to the crimes listed below, including, but not limited to: any delinquency proceeding, a postarrest release decision, plea, or sentencing, postconviction release decision, or any proceeding where a right of that person is an issue. Time off is available if you or a family member (as defined below and also including your guardian) are the victim of a violent felony, a serious felony, a felony provision of law proscribing theft or embezzlement; or if you or your family member suffer direct or threatened physical, psychological, or financial harm as a result of the commission or attempted commission of any of the following crimes or delinquent acts: vehicular manslaughter while intoxicated, felony child abuse likely to produce great bodily harm or a death, assault resulting in the death of a child under eight years of age, felony domestic

violence, felony physical abuse of an elder or dependent adult, felony stalking, solicitation for murder, a serious felony, hit-and-run causing death or injury, felony driving under the influence causing injury, and sexual assault.

5. To attend judicial proceedings related to a violent felony, a serious felony, or a felony provision of law proscribing theft or embezzlement, committed prior to December 31, 2025 and of which you, your immediate family member, your registered domestic partner, or your or your registered domestic partner's child are a victim. "Immediate family member" here means your spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.

If these situations arise, and you disclose to us your qualifying status, we will work with you to determine whether there are any reasonable accommodations that would enable you to perform your job duties without causing undue hardship to the Company. Reasonable accommodations that may be considered may include, among others, the implementation of safety measures such as a transfer, reassignment, modified schedule, changed work telephone, permission to carry a telephone at work, changed work station, installed lock, assistance in documenting any situations that occur in the workplace, an implemented safety procedure, or another adjustment to provide a safe work environment. As part of this process, we may request a written statement signed by you or an individual acting on your behalf. As circumstances change, we will continue to work with you on modified necessary reasonable accommodations.

You are also entitled to time off without pay for yourself-~~or~~:

1. To obtain or attempt to obtain any relief for ~~the~~a covered family member. Relief includes, but is not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of the family member of the victim.

2. To seek, obtain, or assist a family member to seek or obtain, medical attention for, or to recover from, injuries caused by a qualifying act of violence.

3. To seek, obtain, or assist a family member to seek or obtain, services from a domestic violence shelter, program, rape crisis center, or victim services organization or agency as a result of a qualifying act of violence.

4. To seek, obtain, or assist a family member to seek or obtain, psychological counseling or mental health services related to an experience of a qualifying act of violence.

5. To participate in safety planning or take other actions to increase safety from future qualifying acts of violence.

6. To relocate or engage in the process of securing a new residence due to the qualifying act of violence, including, but not limited to, securing temporary or permanent housing or enrolling children in a new school or childcare.

7. To provide care to a family member who is recovering from injuries caused by a qualifying act of violence.

8. To seek, obtain, or assist a family member to seek or obtain civil or criminal legal services in relation to the qualifying act of violence.

9. To prepare for, participate in, or attend any civil, administrative, or criminal legal proceeding related to the qualifying act of violence.

10. To seek, obtain, or provide childcare or care to a care-dependent adult if the childcare or care is necessary to ensure the safety of the child or dependent adult as a result of the qualifying act of violence.]

For purposes of this policy, "family member" means a child, parent, grandparent, grandchild, sibling, spouse, domestic partner or designated person. A designated person is any individual related by blood or whose association with you is the equivalent of a family relationship. You may identify a designated person at the time you request leave; however, you are limited to one designated person designation per 12-month period.

You must provide Authorized Person with reasonable advance notice whenever possible, and with documentation of the need for time off. Proper documentation may include a police report, a restraining order or other notice of a court appearance, or documentation from a medical professional, health care provider, domestic violence advocate or counselor stating that you or a family member are undergoing treatment for physical or mental injuries or abuse directly related to the qualifying act of violence, or any other form of

~~documentation that reasonably verifies that the crime or abuse occurred, including but not limited to, a written statement signed by you or, an individual acting on your behalf. We will maintain confidentiality to the fullest extent possible by law. You may use any accrued paid time off while on this leave.~~

~~You may use accrued vacation while on these leaves and may also use paid sick leave as permitted by law. We will not discriminate or retaliate against you for taking these leaves under this section.~~

~~This time off will run concurrently with leave time provided under CFRA FMLA/CFRA. You may take up to a total of 12 weeks of time off due to qualifying reasons as described in this section—crimes that constitute qualifying acts of violence. If you are not the victim, time off to assist a family member in relocating or enrolling a child in a new school due to a non-fatal crime is limited to five days. If you are not the victim, time off to support a family member who is the victim of a non-fatal crime is limited to 10 days unless there is some other legally authorized reason for a longer leave of absence.~~

~~Eligible Employees. All California employees who are victims of domestic violence, sexual assault or stalking are eligible for this leave to obtain any relief to help ensure their health, safety and welfare, and that of their children, including:~~

- ~~A temporary restraining order.~~
- ~~A restraining order.~~
- ~~Other injunctive relief.~~

~~(Cal. Lab. Code § 230(c).)~~

~~If you are the victim of domestic violence, sexual assault, stalking or other crimes (i.e., a qualifying act of violence, or an act, conduct or pattern involving any of the following: bodily injury or death; the drawing, brandishing, or use of a firearm, or other dangerous weapon; or one that is reasonably perceived or that involves an actual threat to use, force to cause physical injury or death), you are entitled to reasonable time off without pay to seek, obtain legal relief, such as a temporary restraining order, restraining order, or other injunctive relief for your protection or for your child's protection. You may use any accrued paid time off while on this leave.~~

~~If these situations arise, we will work with you to determine whether there are any reasonable accommodations that would enable you to perform your job duties without causing undue hardship to the Company. Reasonable accommodations that may be considered may include, among others, the implementation of safety measures such as a transfer, reassignment, modified schedule, changed work telephone, permission to carry a telephone at work, changed work station, installed lock, assistance in documenting any situations that occur in the workplace, an implemented safety procedure, or another adjustment to provide a safe work environment. As part of this process, we may request a written statement signed by you or an individual acting on your behalf. As circumstances change, we will continue to work with you on modified necessary reasonable accommodations.~~

~~You are also entitled to time off without pay for yourself or:~~

- ~~1. To obtain or attempt to obtain any relief for the family member. Relief includes, but is not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of the family member of the victim.~~
- ~~2. To seek, obtain, or assist a family member to seek or obtain, medical attention for or to recover from injuries caused by a qualifying act of violence.~~
- ~~3. To seek, obtain, or assist a family member to seek or obtain services from a domestic violence shelter, program, rape crisis center, or victim services organization or agency as a result of a qualifying act of violence.~~
- ~~4. To seek, obtain, or assist a family member to seek or obtain psychological counseling or mental health services related to an experience of a qualifying act of violence.~~
- ~~5. To participate in safety planning or take other actions to increase safety from future qualifying acts of violence.~~

- ~~6. To relocate or engage in the process of securing a new residence due to the qualifying act of violence, including, but not limited to, securing temporary or permanent housing or enrolling children in a new school or childcare.~~
- ~~7. To provide care to a family member who is recovering from injuries caused by a qualifying act of violence.~~
- ~~8. To seek, obtain, or assist a family member to seek or obtain civil or criminal legal services in relation to the qualifying act of violence.~~
- ~~9. To prepare for, participate in, or attend any civil, administrative, or criminal legal proceeding related to the qualifying act of violence.~~
- ~~10. To seek, obtain, or provide childcare or care to a care-dependent adult if the childcare or care is necessary to ensure the safety of the child or dependent adult as a result of the qualifying act of violence.~~

~~For purposes of this policy, “family member” means a child, parent, grandparent, grandchild, sibling, spouse, domestic partner or designated person. A designated person is any individual related by blood or whose association with you is the equivalent of a family relationship. You may identify a designated person at the time you request leave; however, you are limited to one designated person designation per 12-month period.~~

~~You must provide the Human Resources Department with reasonable advance notice whenever possible, and with documentation of the need for time off. Proper documentation may include a police report, a restraining order or other notice of a court appearance, or documentation from a medical professional, health care provider, domestic violence advocate or counselor stating that you or a family member are undergoing treatment for physical or mental injuries or abuse directly related to the qualifying act of violence, or any other form of documentation that reasonably verifies that the crime or abuse occurred, including but not limited to, a written statement signed by you, an individual acting on your behalf. We will maintain confidentiality to the fullest extent possible by law. You may use any accrued paid time off while on this leave.~~

~~This time off will run concurrently with leave time provided under CFRA/FMLA/CFRA. You may take up to a total of 12 weeks of time off due to crimes that constitute qualifying acts of violence. If you are not the victim, time off to assist a family member in relocating or enrolling a child in a new school due to a non-fatal crime is limited to five days. If you are not the victim, time off to support a family member who is the victim of a non-fatal crime is limited to 10 days unless there is some other legally authorized reason for a longer leave of absence.~~

### Reproductive Loss Leave

Employees who complete 30 days of employment are entitled to an unpaid reproductive loss of up to five days following a reproductive loss event (“RLE”). A RLE means the day (or, for a multiple-day event, the final day) of a failed adoption, failed surrogacy, miscarriage, stillbirth or an unsuccessful assisted reproduction. You may elect to use your available paid time off benefits to cover any unpaid reproductive loss leave. This leave does not need to be taken consecutively, but must be completed within three months of the RLE. If you are on or choose to take leave under CFRA, PDL, or any other applicable leave covered by local, state or federal law, then your reproductive loss leave must be completed within three months of the end date of the other leave. Reproductive loss leave must be approved by GCTD’s Human Resources Department. You may take reproductive loss leave as often as needed, except that the maximum reproductive loss leave will be no more than 20 days within a rolling twelve-month period measured backward from the date you last used any reproductive loss leave.

### School Activity Leave: Cal. Lab. Code §§ 230.7 and 230.8

#### Eligible Employees

GCTD will give employees unpaid time off if the employee is a parent or guardian of a student and the employee has been summoned to appear at the student’s school under the Education Code or there is a childcare provider or school emergency under the Labor Code.

Parents, stepparents, foster parents, grandparents, guardians or a person standing in loco parentis with custody of a child in a licensed child care provider or in kindergarten through grade 12, is eligible take up to

40 unpaid hours (no more than eight hours per calendar month) for each child during each school year to participate in the child's school activities, or to find, enroll, or reenroll a child in a school or with a child care provider. Employees must give reasonable notice to GCTD's Human Resources Department. Employees can apply accrued paid time off benefits to this leave. If two eligible employees want to take the same leave to attend the same child's activity, GCTD will grant leave to the employee who makes the first request, and GCTD may grant leave to the second employee if business circumstances permit us to do so.

Volunteer Firefighter and Reserve Police Leave: Cal. Lab. Code §§ 230.3 and 230.4

Eligible Employees

Volunteer firefighters, reserve peace officers and emergency rescue personnel (including any officer, employee or member of a disaster medical response team sponsored by the state), may take all necessary unpaid time off from employment to perform emergency duty. They may also take up to 14 days of unpaid leave each calendar year for the purpose of engaging in fire, law enforcement or emergency rescue training.

Employees must provide as much advance notice as possible to GCTD Human Resources Department and they must provide documentation of their need for leave. If employees are a health care providers they must notify GCTD at the time they become designated as "emergency rescue personnel" and when they are notified of deployment based on that designation. (Section 230.3 of the California Labor Code.

Alcohol and Drug Rehabilitation Leave: Cal. Lab. Code §§ 1025 to 1028

Eligible Employees

If employees voluntarily request the opportunity to enter and participate in an alcohol or drug (including marijuana) rehabilitation program, GCTD will reasonably accommodate the request by granting a leave of absence for that purpose, provided that it does not impose an undue hardship on GCTD. Employees may use accrued paid time off benefits during the leave of absence. We do not pay for the rehabilitation program. Employees must provide proof of attendance in the program. Employees are not eligible for a leave of absence if they are already subject to discipline or termination for a violation of this policy or any other Company policy.

Civil Air Patrol Leave: Cal. Lab. Code §§ 1500 to 1507

Eligible Employees

All employees of covered employers are eligible for this leave, if they:

- Have been employed for at least 90 days before beginning leave.
- Are a volunteer member of the California Wing of the Civil Air Patrol.

Are responding to an emergency operational mission of the California Wing of the Civil Air Patrol. To request a leave of absence, submit documentation of your service to GCTD Human Resources Department.

We will not discriminate or retaliate against you based upon your membership or service in any state or federal military force, as it pertains to any term, condition or privilege of employment with our Company.

Organ and Bone Marrow Donor Leave: Cal. Lab. Code §§ 1508 to 1513

Employees are eligible for leave of up to five business days in any twelve consecutive months to serve as a bone marrow donor, and leave of up to 30 business days in any twelve consecutive months to serve as an organ donor. This leave is paid by GCTD, except that if employees have accrued sick leave or vacation days available, they must apply five days of their accrued sick leave or vacation days to their leave for bone marrow donation and two weeks of their accrued sick leave or vacation days to their leave for organ donation. Using available paid leave does not extend the total amount of leave available to employees by law. In addition to the paid leaves described above, you are also eligible for a separate *unpaid* leave of up to 30 business days in any twelve consecutive months to serve as an organ donor. You may apply any available accrued but unused sick leave or vacation days to this unpaid leave for organ donation.

To be eligible for this leave, employees must provide medical certification of their need for leave and a

written release to return to work at the conclusion of the leave. Benefits will continue to accrue and their absence will not be considered a break in service. GCTD will pay our usual share of insurance premiums during the leave. Depending upon the circumstances of the leave, FMLA/CFRA may apply to the request for donor leave.

#### Lactation Accommodation Cal. Lab. Code § 1031

GCTD shall provide a reasonable break time to accommodate an employee desiring to express breast milk for the employee's child. The employee may use the employee regular paid break periods for this purpose, or may use paid leave time, or request additional unpaid time to complete lactation. GCTD will provide the employee with the use of a location, other than a bathroom, in close proximity to the employee's work area for the purpose of expressing breast milk in private and shielded from view and free from intrusion. That area will be safe, clean, and free of hazardous materials. It will also contain a surface on which to place a breast pump and other personal items, a place to sit, and will have access to electricity or alternative devices needed to operate an electric or battery-powered breast pump. We will also provide a sink with running water and a refrigerator, or other cold storage device suitable for storing milk, in close proximity to your workstation. The room or location may include a place where the employee normally works. Employees seeking additional information or lactation accommodation should contact the Human Resources Department who will respond to you promptly. Should you require lactation accommodations following a return from pregnancy leave, please advise the Human Resources Department so that accommodations may be discussed and or made.

GCTD urges employees to immediately report any incidents or failures to accommodate lactation needs to the Human Resources Department, so that GCTD can quickly and fairly resolve those concerns. GCTD will not discriminate or retaliate against any employee based upon lactation needs or activity. However, employees are also entitled to file a complaint with the California Division of Labor Standards Enforcement (DLSE), if they think they have been discriminated or retaliated against in this regard. That agency may be found on the internet or through directory assistance.

#### **SECTION 19: HOLIDAYS**

(Non-Represented Personnel)

- A. There shall be no pyramiding of hours. If a holiday falls on an employee's regularly scheduled time off, the employee shall accrue vacation time. If a holiday occurs during an employee's vacation, the employee will receive holiday pay and will not be charged vacation time for that day.
- B. All regular and probationary full-time employees shall be entitled to time off for holidays with pay, except those employees engaged in work necessary to the general public health, welfare and safety as determined by the General Manager.
- C. Non-represented employees regularly scheduled to work less than thirty-two (32) hours per week (part-time) will not receive holiday pay.
- D. Holiday Schedule: The holiday schedule shall be as follows:
  - 1. New Year's Day – January 1
  - 2. Martin Luther King Day - Third Monday in January
  - 3. Washington's Birthday - Third Monday in February
  - 4. Cesar Chavez's Birthday – March 31
  - 5. Memorial Day - Last Monday in May
  - 6. Juneteenth – June 19
  - 7. Independence Day - July 4
  - 8. Labor Day - First Monday in September
  - 9. Veterans' Day - November 11
  - 10. Thanksgiving Day - Fourth Thursday in November
  - 11. Thanksgiving Friday - Day following Thanksgiving
  - 12. Christmas Eve - The day immediately before Christmas Day
  - 13. Christmas Day - December 25

14. New Year's Eve - The day immediately before New Year's Day

- E. Employees shall work their full shift on the last regularly scheduled day before the holiday and their full shift on the first regularly scheduled day after the holiday to be eligible for holiday pay, unless your absence is covered by accrued leave. Any day on which an employee is scheduled for pre-approved leave is not considered a regularly scheduled day for holiday pay purposes.
- F. Employees scheduled to working a full day on Holidays as listed under D. Holiday Schedule will be paid for eight hours at the employee's regular rate plus will receive a holiday vacation accrual for 12 twelve hours. Employees scheduled to working a partial day on Holidays as listed in "D" will be paid for all hours worked at their regular rate and will be paid holiday pay at their regular rate for the remainder of the eight-hour shift, plus will receive a holiday vacation accrual for 1 ½ times the hours worked. (Example: Three hours worked; employee is paid for three hours work at regular rate, is paid for five hours holiday pay (not worked) and receives 4 ½ hours holiday vacation accrual).
- G. As a benefit, employees shall receive straight time pay plus one-half of the normal scheduled hours accrued as vacation time for scheduled hours not worked on Thanksgiving Day, Christmas Day and New Year's Day.
- H. If an employee recognizes alternative holidays for religious purposes, contact Human Resources to discuss your right to take additional religious holidays without pay or to use available vacation time.

**SECTION 20: EXECUTIVE LEAVE AND INSURANCE**

- A. Leave: In addition to such other vacation to which GCTD employees are entitled, each non-represented employee who, on January 1 of each year, occupies a non-represented position and regularly works full-time, eighty (80) hours in a biweekly pay period shall receive an annual accrual of executive leave in accordance with the following schedule:
  - 1. General Manager and Management Team, and Controller - ~~Five (5) days~~ Forty hours (40 hrs) of executive leave shall accrue to the incumbents of these positions.
  - 2. Other Non-represented employees: ~~Two and one half (2-1/2) days~~ Twenty hours (20 hrs) of executive leave shall accrue to the incumbent of each position so designated.
- B. Executive Insurance: In addition to such other insurance to which GCTD employees are entitled, GCTD shall pay the cost of additional life insurance for non-represented employees in an amount equal to \$ 100,000 or one (1) times the non-represented employee's annual salary, whichever is greater. Non-represented employees who work less than thirty-two (32) hours per week will not be eligible for executive insurance.
- C. Long Term Disability Insurance: GCTD shall provide to non-represented employees, long-term disability insurance at sixty percent (60%) of earnings after three months of disability with a maximum \$ 6,000 monthly benefit. Non-represented employees who work less than thirty-two (32) hours per week will not be eligible for long-term disability insurance.

**SECTION 21: ANNUAL PHYSICAL EXAMINATIONS**

(Non-Represented Personnel)

GCTD will either provide annual physical examinations for each employee by a GCTD - selected physician or GCTD will reimburse the non-represented employee for the insurance co- payment if the employee prefers to have the employee's physician conduct the physical examination.

**SECTION 22: TEXTBOOK AND TUITION REIMBURSEMENT**

(Non-Represented Personnel)

GCTD shall provide reimbursement for the costs of textbooks, tuition, registration and laboratory fees for

GCTD-approved school courses, workshops, and seminars completed on the employee's own time. A maximum of ~~two thousand eight hundred \$1,800.00~~ \$2,000.00 dollars per fiscal year shall be covered for each employee who has successfully completed eligible course work. Courses must be completed satisfactorily with grade of "C" or its equivalent in order to be eligible for reimbursement. In order to be eligible, courses must be offered at an institution that has been accredited through the Western Association of Schools and Colleges (WASC). (A listing of the institutions is on the web site of WASC – <http://www.ascwasc.org>.)

Advance approval for the reimbursement of eligible expenses must be received from GCTD prior to the first-class session. An official record of grades and receipts must be received by GCTD within 90 days after the last class session. Reimbursement will be made to the employee within two weeks after the grade report and receipts have been submitted to GCTD.

## PERSONNEL RULES

### **SECTION 23: GENERAL PROVISIONS**

A. Violation of Personnel Rules: Violation of the provisions of these personnel rules and regulations shall be grounds for employee discipline, which may include a verbal reprimand, a written warning, demotion, suspension, either paid or unpaid administrative leave, and dismissal.

Fair Employment Practices: Gold Coast Transit District is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws.

Gold Coast Transit District is committed to providing a workplace that is free from prohibited harassment, bullying, retaliation and discrimination. All Gold Coast Transit District employees, officers, principles, agents, workers and representatives are prohibited from engaging in prohibited harassment, discrimination, bullying, retaliation, i.e., applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, (equal pay/compensation), benefits and termination of employment. Gold Coast Transit District strictly prohibits and does not tolerate prohibited harassment, discrimination, bullying, retaliation against employees and other covered persons (as defined below) by co-workers, supervisors, managers or third parties on the basis of an individual's:

Race (including protective hairstyles such as braids, locs, and twists, and hair texture), Color, Age (40 or older), Religious Religion (including but not limited belief, observance and practice, including dress or grooming practices), Creed, Ancestry, citizenship, Physical disability, Mental disability, Medical condition, including: any cancer-related physical or mental health impairment from a diagnosis, record or history of cancer; or a genetic characteristic, Genetic information, including information about: an individual's genetic tests; family members' genetic tests; family members' diseases or disorders; an individual's or family member's receipt of, or request for, genetic services; and participation by an individual or their family member in clinical research that includes genetic services, use of cannabis while off-duty and away from the workplace. Marital status, Registered Domestic Partnership status, Sex, including, pregnancy; childbirth; breastfeeding or medical conditions related to breast-feeding; and medical conditions related to pregnancy or childbirth, reproductive health decision-making, gender; gender expression, meaning a person's gender-related appearance or behavior, whether or not stereotypically associated with the person's sex at birth; and gender identity, meaning a person's identification as male, female, a gender different from the person's sex at birth, or transgender, transitioning employees, Sexual orientation, including heterosexuality, homosexuality, bisexuality or other orientations, Military or veteran status, or union membership or including a request for or approval of leave under applicable leave of absence laws or for requesting reasonable disability accommodation, enrollment in any public assistance program, status as an unpaid intern or volunteer, domestic violence victim status, political affiliation, any combination of those characteristics, or any other characteristic protected under applicable federal, state, or local law ("Protected Characteristics") or any combination of Protected Characteristics,.

For purposes of national origin discrimination, improper and unlawful conduct includes, but is not limited to, an employee's or applicant's (or that individual's ancestors') actual or perceived physical, cultural, or linguistic characteristics associated with a national origin group, marriage to or association with persons of a national origin group, tribal affiliation, membership in or association with an organization identified with or seeking to

promote the interests of a national origin group, attendance or participation in schools, churches, temples, mosques, or other religious institutions generally used by persons of a national origin group, and a name that is associated with a national origin group, possessing a driver's license issued under Vehicle Code § 12801.9 (which authorizes licenses to individuals who cannot provide satisfactory proof of their presence in the US under federal law), or any other characteristic protected by law or any actual or perceived combination of Protected Characteristics.

Gold Coast Transit District also prohibits and does not tolerate prohibited harassment, discrimination, retaliation or bullying against employees who are perceived to have any of these characteristics or who associate with a person who has, or is perceived to have, any of these characteristics. Harassment, discrimination, retaliation and bullying can occur in the workplace, after hours, or on social media. It should always be reported and will not be tolerated by Gold Coast Transit District.

Covered Persons:

For purposes of anti-harassment, discrimination, retaliation and bullying policy covered persons protected by law include employees, applicants, unpaid interns, volunteers, and independent contractors or by any outside persons in contact with our employees and independent contractors (including our customers, potential customers, vendors, delivery persons, etc.).

No Retaliation: No one will be subject to, and Gold Coast Transit District prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reporting of incidents of harassment, discrimination, or bullying of any kind, pursuing any harassment, discrimination or bullying claim, or cooperating in related investigations. Reporting, or assisting in reporting, suspected violations of this policy and cooperating in investigations or proceedings arising out of a violation of this policy are protected activities under this policy. For more information on Gold Coast Transit District's policy prohibiting retaliation, please refer to Gold Coast Transit's Harassment, Discrimination, Bullying and Retaliation Prevention Policy (All unlawful Harassment, Discrimination and Bullying is Prohibited) or contact GCTD's Human Resources Department.

Disability Accommodations:

GCTD's Commitment to Equal Employment Opportunities:

Gold Coast Transit District complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act; the California Fair Employment and Housing Act (FEHA); the California Pregnancy Disability Leave Law (PDL); the California Family Rights Act (CFRA); Family Medical Leave Act (FMLA) and all other applicable state, federal or local leave of absence laws. Consistent with those requirements, Gold Coast Transit will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. Gold Coast Transit will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

A. The Board of Directors:

The board of Directors has adopted a separate GCTD Policy and Complaint Procedure for preventing and correcting harassment, discrimination, bullying and retaliation in the workplace, on the basis of any Protected Characteristic identified by local, state or federal law. The Board of Directors has also adopted an additional policy providing a reasonable accommodation process for employees and applicants with a disability to enable them to perform the essential functions of the job.

B. Political Activity: The political activity of a GCTD employee shall conform to pertinent provisions of local, state and federal law. An officer or employee of GCTD shall enjoy freedom from interference for engaging in political activity, provided, however, an employee shall refrain from:

- A. Partisan political activity which disrupts or adversely affects the efficiency and integrity of the administration or operation of GCTD.
- B. Using the employee's official position or influence to coerce the political actions of others.
- C. Knowingly soliciting political contributions or services from GCTD employees or from persons on an employment eligibility list of GCTD.

- D. Engaging in political activities during working hours or while wearing a GCTD uniform.
- C. Disclosure of Political Affiliation: No information concerning political affiliation of an applicant or employee shall appear on any personnel forms or records, nor shall such information be solicited. No appointments to, or removal from, a position in the competitive service shall be affected or influenced in any manner by any political opinion or affiliation.

This section does not give immunity to those who become knowingly affiliated with political parties or organizations whose purposes are designed to undermine or overthrow the government of the United States.

- D. Competitive Service System: The competitive service system shall include all appointive officers and employees of GCTD except the position of the General Manager.
- E. Amendment and Revision of Rules and Regulations: Recommendations for the amendments of these personnel rules and regulations shall be presented to the Board of Directors by the General Manager, or designee. Any interested employee or person may appear and be heard at the time amendments are being considered by the Board of Directors. Amendments shall become effective upon adoption by the Board of Directors.

#### **SECTION 24: POSITION CLASSIFICATION PLAN**

- A. All Positions in the Competitive Service Classified: All positions in the competitive service shall be classified and identified by a set of position specifications which includes the position title, job definition, typical tasks and responsibilities, a statement of requirements as to training, experience and other applicable qualifications.
- B. Maintenance of Position Classification Plan: The General Manager, or designee, or a responsible contracting agency, will maintain the position classification plan covering all positions in the competitive service.
- C. Adoption of Position Classification Specifications: Any new or substantially revised position classification specifications become effective when approved by the Board of Directors. Before presentation to the Board of Directors for consideration, the General Manager shall review any substantial changes recommended with the supervisor and the employee affected and, for represented positions, union representatives.
- D. Resurvey of All Position Classifications: Whenever a general resurvey of all the positions in the competitive service system is necessary, the General Manager or designee, or a responsible contractor, may make such resurvey and submit recommendations for changes in the classifications plan to the Board of Directors for its approval by resolution.
- E. Number of Positions: The General Manager or designee may authorize the employment of such number of persons in each classification as he/she may find necessary to perform the work thereof; provided that the total expense to be incurred for such work shall be limited to the amount approved by the Board of Directors in the annual budget.
- F. Basic Use of the Position Classification Plan: The position classification plan shall be used as follows:
  1. Consideration in salary determination. Position class specifications will be used to compare jobs within the GCTD organization and also to compare with other organizations. The analyses will make it possible to base salary differentials on sound and recognizable differences in work, skills and job responsibilities.

2. As a source for preparing public announcements for position openings and in preparing examinations that will measure the qualifications of applicants.
3. As an aid in planning improvement and defining more clearly the various levels of responsibility, lines of command and steps of promotion.
4. As a means of identification in preparing payrolls and budgets.
5. As a foundation for developing in-service training programs.

## **SECTION 25: EMPLOYMENT IN COMPETITIVE SERVICES**

- A. Types of Appointment: All vacancies in the competitive service may be filled by re-employment, promotion, or from eligible candidates certified by the General Manager, or designee from an appropriate employment list.

An eligible applicant may be refused appointment to a position where an immediate family member is employed in a direct supervisory capacity in the same department. When an appointment is refused for this reason, however, the applicant's name remains on the eligibility list for openings in the same classification should one be available in a department where no immediate family member is employed in a direct supervisory capacity.

- B. Applications and Applicants:

1. Announcement: Notice of all open positions in the competitive service will be posted on the GCTD internet web site, on official bulletin boards, and in such other places identified by the General Manager, or designee. The announcement may specify the title and pay range of the class; the nature of the work to be performed; experience and education required; the date, time, place and manner of submitting an application; closing date for submitting an application, and other pertinent information. For positions which may be filled by other than reassignment of a permanent GCTD employee, a classified advertisement may be placed in a newspaper of general circulation or an internet employment website. The content of the classified advertisement will specify the job title, salary range and the place and time for applying. Employees who work remotely will be provided with all relevant employee notices via [e-mail/U.S. Mail/Company intranet/other].
  2. Application Forms: Applications shall be made on forms provided by GCTD. Such forms may require information covering position title, training, experience, references, and other pertinent information. All applications must be signed by the applicant.
  3. Disqualification: The General Manager or designee may reject any application when the applicant does not possess the minimum qualifications required for the position. Whenever an application is rejected, notice of such rejection may be mailed to the applicant. The applicant may be given an opportunity to either provide additional necessary information or documentation, and, assuming that time permits, the applicant may be allowed to continue in the application process upon providing the necessary information or documentation. Applications may be rejected if the applicant is unable to perform safely and effectively the duties of the position with reasonable accommodation for any disability, is addicted to the use of drugs or intoxicating liquor and as a result of such addiction the employee is unable to perform safely and effectively the duties of the position, has been convicted of a crime (such as a crime of moral turpitude, if it has a relationship to the position applied for), or has been untruthful in the application process.
- C. Competitive Examinations: Regarding positions for which competitive examinations are utilized, such examination may be given to all acceptable applicants in the following manner:

1. Preparation and Conduct of Tests: The General Manager, or designee, will determine the manner, methods and process for the competitive examination. The General Manager, or designee, may contract with any competent agency or individual to prepare, give and score tests.

In the absence of such a contract, the General Manager, or designee, may perform such duties. Test exchange services, old examinations and any other aids available may be used. The General Manager, or designee, may arrange for the use of public buildings and equipment for conducting the tests and may provide assistance for administration of the test.

2. Subjects and Methods of Tests: Tests may be assembled, unassembled, written, oral, practical demonstration or any combination thereof; or any form which will test fairly the qualifications of applicants and will consist of one or more of the following parts:

- a. Special Subjects: This part may test the duties of a position and must be designed to test the ability of any individual to perform those duties.
- b. Educational or Computer Skills: This part may consist of spelling, composition, mathematics or any or all of these, as well as other subjects to test the basic training which would logically form the groundwork for performing the duties of the classification. General or specific computer skills may be tested to determine ability to perform the duties of the classification.

3. Examination Grading: In all tests, the examination weighting may be based upon all factors in the test, including educational requirements, experience and other qualifying elements, as shown in the application of the candidate or other verified information. Failure in one part of the test may be grounds for failure in the entire test or disqualification for subsequent parts of the test.

4. Notification of Final Grade Results: Each applicant taking the test may receive written notice of the results. Any applicant may have the right to review his/her own results with the General Manager, or designee. If the General Manager, or designee, determines that an error was made in the test results, a correction will be made. The correction may not, however, invalidate certification of previous appointments.

5. Promotional Tests: As the staffing needs require, promotional tests may be conducted and may consist of evaluation of prior service, accomplishments in special training courses and other tests. All candidates for promotion must be permanent employees in the competitive service and must possess the minimum qualifications, as stated in the position specification.

6. Additional Considerations are Added to the Examination Process: Training and Experience: Additional considerations may include prior job training skills and experience and may consist of a statement of schooling and studies applicable to the position posted. Experience may consist of a statement of all past activities that would prepare candidates for the applied position and may include the names of former employers and/or supervisors, nature of work and references. Information obtained during a normal check of the candidate's references and background may be considered, in accordance with all applicable laws and GCTD policy.

- a. Physical or Medical: A physical or medical examination, which may include a job function analysis, may be required of any applicant once the applicant has been placed on the eligibility list or has been made an offer contingent upon passing a physical or medical examination.
- b. Personal Interview: In oral examinations, the applicant may be questioned on the duties of the position, training and experience, nature of work performed and other reasonable questions to determine fitness for the position.

- D. Eligibility Lists: As soon as practicable after the conclusion of a competitive examination, the General Manager, or designee, may establish an employment list of the applicants who successfully passed the

test arranged in the order of final ratings received with the highest score listed first. The final rating may be determined by the total of the score received by each applicant for each part of the test, based upon the relative value assigned to each part of the test. Other regulations governing eligibility lists are:

1. Identical Grades: Wherever identical grades exist, names may be arranged in order of application date.
  2. Duration of Eligibility Lists: Eligibility and promotion lists may become effective upon the approval by the General Manager or designee, and such lists may remain in effect for six (6) months. Eligibility lists may be extended by the General Manager, or designee, for an additional not to exceed eighteen (18) months. If, at any time after an eligibility list has been used and the remaining names show low ratings, or names have been passed over previously for valid reasons by the appointing authority, or if there are three names or less on the eligibility list, the General Manager or designee, may cancel the entire list and order another examination when an eligibility list is requested to fill a position.
  3. Removal of Names From Lists: The name of any person appearing on an eligibility or promotional list may be removed by the General Manager, or designee, if the eligible person requests in writing for removal from the list; if the person fails to respond to a notice of certification mailed to the last known address; if the person notifies GCTD that he or she declines the employment offer or is no longer interested in the position, or if the person has been certified for appointment three times and has not been appointed. The name of a person on promotional employment lists, who resigns from GCTD, may automatically be removed from such lists.
  4. Abolishment of Position Places Employee on Eligibility List: After abolishment of a position within a classification, the employee affected may request to be placed on an eligibility list for a period of one (1) year. In case the classification is abolished, the employee's name will not be placed on an eligibility list.
  5. Procedural Errors: Procedural errors made in eligibility compilations may be corrected at any time by the General Manager, or designee, without invalidating any previous action that had been taken.
- E. Appointments to Positions:
1. Regular Appointments: When a vacancy in a regular permanent position is to be filled, the General Manager, or designee, may interview a minimum of the top three candidates on the eligibility or promotion list, or if less than three, all applicants whose names appear on the eligibility list. In the absence of an eligibility list, the General Manager, or designee, may interview and assess all qualified applicants in the process of establishing an eligibility list. The General Manager, or designee, may select one of the eligible candidates and notify the selected person. If the candidate accepts the appointment and reports to duty at the designated time, the candidate may be considered a regularly appointed GCTD employee; otherwise the candidate may be considered as declining the appointment.
  2. Temporary Appointments: A temporary appointment may be made by the General Manager, or designee, of an applicant who meets the minimum training and experience qualifications for the position. Temporary appointments for represented employees cannot exceed five (5) months (if full-time) or 840 hours worked (if part-time), and for non-represented employees cannot exceed either twelve (12) months or one-thousand (1,000) hours in a fiscal year.
  3. Emergency Appointments: To meet the requirements of an immediate emergency condition, such as fire, flood, earthquake, civil unrest or terrorist attack, which threatens public life or property, the General Manager, or designee, may employ such persons as may be needed for the duration of the emergency without regard to the personnel ordinance or policies affecting appointments.
  4. Appointment to Senior Management Vacancies: When the following management level employees vacate a position with GCTD, the position may be replaced in accordance with the job description

approved by the Board of Directors:

Chief Financial Officer/Assistant General Manager  
Director of Human Resources  
Director of Planning & Marketing  
Director of Operations & Maintenance

- F. Promotion: The General Manager or designee may designate a vacant position as either open to only current GCTD employees (an internal recruitment) or open to all candidates (an open recruitment).
- G. Probationary Period: All original and promotional appointments to regular represented positions shall be tentative and subject to a probationary period **as described in applicable MOU's of six (6) months**, except that the period shall be twelve (12) months for all non-represented **and administrative** employees. The General Manager, or designee, may extend in writing and upon notice to the employee any employee's probationary period for an additional period of up to six months for a represented employee and up to twelve months for a non-represented **and administrative** employee. Any employee who takes an extended leave of absence (one month or more) during a probationary period shall have the probationary period automatically extended for a period of time equal to the amount of the extended leave of absence. The General Manager's employment appointment is specified by the employment contract.
1. Objective of Probationary Period: The probationary period shall be regarded as a part of the testing process and shall be utilized for closely observing the employee's work performance, for determining the effectiveness and appropriate fit of the employee to the position, and for rejecting any probationary employee whose performance does not meet the required standards.
  2. Rejection of Probationer: During the probationary period, an employee may be dismissed from employment at any time by the General Manager, or designee, without cause and without the right of appeal. Probationary dismissals are largely based on unacceptable job performance, lack of the needed skills to perform the essential job functions, attendance issues, and or other adverse actions that may apply as stated in Section 25: Changes in Employee Status.

Gold Coast Transit District is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws.

Notification of rejection in writing shall be served on the probationer. Any permanent employee who is promoted to a higher position from a represented classification is automatically granted a leave of absence from the employee's former position until the probationary period has ended.

- H. Reclassification: The salary of an employee who is reclassified shall be determined as follows:
1. If reclassified to a class having the same salary range, the salary and anniversary date of the employee shall not change.
  2. If reclassified to a class having a higher salary range, there shall be no change in the employee's anniversary date and the salary shall be adjusted to either the bottom step of the new salary range, or to not less than a five percent (5%) increase from the previous salary whichever is greater. However, the salary placement may not exceed the maximum of the established range of the new classification, even if it is less than a five percent (5%) increase.
  3. If reclassified to a classification having a lower salary range, the employee shall retain the employee's current salary and anniversary date or if at top step in current classification, will be placed at top step in the reclassified position.
  4. "Y" Ratings: With the approval of the Board of Directors, an employee may be "Y" rated if the

employee's current salary exceeds the last step of the salary range of the new reclassification. When an employee is "Y" rated, the salary immediately prior to the date of the lower reclassification is frozen and may not be increased until the last step of the salary range of the new classification exceeds the salary earned immediately prior to establishment of the "Y" rate.

## **SECTION 26: SALARY PLAN**

- A. Preparation of Plan: The General Manager, or designee, or agency employed for that purpose shall prepare a plan for each class of represented position and non-represented position in the competitive service, showing the minimum and maximum rates of pay. In setting the salary ranges, consideration shall be given to prevailing rates of pay for comparable work in comparable public and private employment, including consideration of all forms of benefits and conditions of work, current cost of living, and GCTD's financial condition and policies. Any revisions to the salary ranges for represented employees shall be subject to meet and confer with the recognized employee organizations.

Unlawful pay discrimination is strictly prohibited by law and GCTD policy. GCTD will not pay any of our employees' wage rates that are less than what we pay employees of another gender or sex, of another race, national origin or ethnicity, or based on any other Protected Characteristic, for substantially similar work involving the same skill, effort, and responsibility, and performed under similar working conditions. Differences in compensation rates will be based upon legitimate business considerations such as education, experience, skill, productivity, and other performance qualities unrelated to the personal characteristics of any particular employee.

- B. Salary and Classification Survey:

A classification and salary survey of comparable positions in comparable labor markets shall be conducted at least every five fiscal years at the discretion of the General Manager or the direction of the Board of Directors.

For represented classifications, comparable public transit agencies based primarily on population serviced, organization size, budget size, and geographic location to be used in salary and classification surveys shall be:

1. Central Contra Costa
2. Culver City
3. Simi Valley Transit
4. Monterey/Salinas
5. Riverside
6. Santa Barbara MTD
7. Santa Cruz
8. Santa Rosa

For non-represented classifications, comparable public transit agencies based primarily on population serviced, organization size, budget size, and geographic location to be used in salary and classification surveys shall be:

1. Central Contra Costa
2. Culver City
3. Golden Empire
4. Monterey/Salinas
5. Riverside
6. Santa Barbara MTD
7. Santa Cruz
8. Santa Rosa

- C. Promotion: When promoted from one classification to a higher classification, the beginning new salary

shall be at least five percent (5%) greater than the previous salary; provided, that no salary increase shall be greater in amount than the maximum level, regardless of percentage. For represented positions, any such increase granted shall become subject to the anniversary increases provided. Any compensation adjustment you may receive will not alter an employee's at-will status, as applicable.

- D. Payroll Period - Biweekly: Biweekly pay rates shall be established for exempt positions by converting monthly salary rates to an equivalent biweekly rate. Non-exempt positions shall be paid on an hourly basis.

GCTD prefers payroll direct deposits sent directly to employees' bank accounts. Direct deposits (or checks) for each pay period will be available to employees not later than 10:00 a.m. on the Friday following the end of each biweekly pay period. In cases where a Friday payday would fall on a GCTD or bank holiday, the direct deposits will be processed (or checks will be issued) before the end of the workday prior to the bank holiday. If an employee chooses direct deposit, the employee may choose to receive the wage statements in electronic or paper form.

- E. Temporary and Part-Time Employee Compensation: Except as provided, a person employed on a temporary basis or for part-time only, shall be compensated at an hourly rate of pay for hours actually worked. Only wage compensation is provided. No benefits are provided unless specifically identified by applicable laws or as specified by our current carriers. Such hourly rate may be based on any step established for such position not exceeding the maximum step.

- F. Payroll Deduction Plan: For the general good of GCTD and its employees, under the authority of Sections 1157.1, 1157.3 and 3507 of the California Government Code, the Board of Directors hereby approves the following payroll deduction plan:

1. Employee organizations may petition the Board of Directors to have their dues withheld by payroll deductions and paid over to a duly-authorized officer of that organization. Such dues shall be withheld by the Director of Finance and Administration and paid over to such officer.
2. Such deductions may include dues and other services provided by such organizations, all of which shall be included in one item of deduction.
3. Authorization is hereby granted to provide deductions for the following purposes without fee:
  - a. Employee share of medical and related insurance premiums
  - b. Additional life insurance premiums;
  - c. Credit Union dues/ shares;
  - d. Credit Union loans;
  - e. Any recognized charity, provided that ten or more employees participate.
  - f. Direct deposit of payroll check
  - g. U.S. Savings Bonds purchase
4. No employee may have deductions for more than a total of five organizations under this Article.
5. Authorization for deductions allowed by this Article shall be made on standard forms approved by the Director of Finance and Administration, and shall state, among other things, that the authorization to deduct shall continue until revoked in writing; that GCTD or its officers assume no liability for damages suffered by an employee due to any error by the employee organization or in the operations involved in deducting and paying the dues to the employee organization or in the operations involved in deducting and paying the dues to the employee organization on behalf of the employee; or GCTD, or its officers, shall be protected from damage claims in some other manner.

6. A list of the deductions made from each employee of such organization shall be submitted to the organization together with payment of the amount due at the time of each regular payroll.
- G. Standard Work Week GCTD's standard payroll work schedule is Sunday at 12:01 a.m. through midnight on the following Saturday. Our workday begins at 12:01 a.m. on each day and ends at midnight.

GCTD may, at management's discretion, offer some employees the option of an Alternate Work Schedule (AWS). An AWS may be implemented by assigning exempt employees a schedule that includes eighty (80) hours every two-week pay period but varies from the five days per week, eight hours per day workweek. Examples include four (4) ten-hour days per week or a 9/80 schedule (eighty hours worked in nine days during each two-week pay period). Non-exempt employees may be assigned a 40-hour, seven-day payroll workweek that starts and ends at a day and time that is different than GCTD's standard payroll work schedule. (Example for a 9/80 schedule: The employee works Monday-Thursday 8 am to 6 pm and every other Friday 8 am to 5 pm; the seven-day payroll work schedule runs from Friday at 12:01 pm to the next Friday at noon, therefore each week contains forty hours).

The General Manager or designee shall develop and maintain an AWS policy if the AWS option is in use. Employees assigned an AWS will receive and acknowledge written notification of the AWS workweek.

Assignment to an AWS is a privilege, not a right. Employees assigned an AWS may request to be returned to the standard payroll work schedule. Management can reassign any employee to return to the standard payroll work schedule at any time.

## **SECTION 27: CHANGES IN EMPLOYEE STATUS ALL EMPLOYEES**

### **A. Adverse Actions Notice and Procedure:**

An adverse action is the disciplinary action that responds to a violation of the express terms provided in a Memorandum of Understanding, the GCTD Personnel Rules, or other rules or practices in place at GCTD. Any regular employee against whom an adverse action is initiated by GCTD, dependent upon the seriousness of the violation, for reprimands, suspensions without pay, demotions, and dismissals, absent any extraordinary or truly unusual circumstances, will be given pre-disciplinary procedural rights, such as notice and a hearing.

**Notice:** The notice shall be served upon the employee either personally, by mail or by company mail, and shall include: (1) notice of the intended action, the cause or causes thereof, (2) the employee's acts or omissions that form the basis for the cause(s), (3) information to the employee that any documents or materials giving rise to the action will be made available for the employee's inspection or that copies thereof are attached to the notice of intended action, and (4) notice that the employee will have the right to respond to the allegations set forth in the notice of intent, either in writing or at a pre-disciplinary meeting or conference.

Any regular employee in the competitive service shall be subject to adverse actions (as specified in Government Code Section 19572 Causes for Discipline) for misconduct, incompetency, inefficiency, insubordination, dishonesty, fraud in securing appointment, inexcusable neglect of duty, inexcusable absence without leave, drunkenness or under the influence of illegal controlled substances or misuse of prescription medication while on duty, discourteous treatment of the public or other employees, misuse of agency property, conviction of a felony or conviction of a misdemeanor involving moral turpitude, prohibited discrimination, harassment, retaliation against any employee or member of the public, failure of good behavior either during or outside of duty hours, which is of such nature that it causes discredit to the appointing authority or the person's employment, and/or failure to comply with or abuse of GCTD policies, rules, directives and Board rules.

Adverse actions may be recommended to the General Manager or designee by a management employee having authority over the subject employee. The General Manager or designee may initiate and institute an adverse action.

Procedures for adverse actions against represented employees are controlled by the Memoranda of Understanding (MOU) entered into by and between the Board of Directors of Gold Coast Transit District and Service Employees International Union Local #721, as adopted from time to time by the Board of Directors.

Applicable to all employees there may be certain emergency situations in which immediate suspension or termination without pay may be allowed by law, and in those situations the employee shall be promptly provided with the due process procedures set out in the paragraphs above.

B. Procedures for Non-Represented Employees regarding reprimands:

1. Reprimands - Any regular non-represented employee in the competitive service against whom an adverse action is initiated by the General Manager, or designee, shall be given notice of at least five (5) working days prior to the effective date of the intended action, the cause or causes thereof, the employee's acts or omissions that form the basis for the cause(s), informing the employee that any documents or materials giving rise to the action will be made available for the employee's inspection or that copies thereof are attached to the notice of intended action and informing the employee that the employee may respond to the General Manager, or designee, orally or in writing prior to the intended effective date of the action. After the notice period and the employee's response, if timely made, the General Manager, or designee, shall implement or not implement the discipline proposed or such lesser form of discipline as is deemed appropriate.
2. Skelly Procedure for non-represented employees regarding suspensions without pay, demotions, and dismissals.
  - a. Notice of Intent: Any regular non-represented employee against whom an adverse action is initiated by GCTD, dependent upon the seriousness of the violation, for suspension without pay, demotions, and dismissals will be: (1) notified of the intended action, (2) the cause or causes thereof, the employee's acts or omissions that form the basis for the cause(s), (3) informing the employee that any documents or materials giving rise to the action will be made available for the employee's inspection or that copies thereof are attached to the notice of intended action, (4) The employee will have the right to respond to the allegations set forth in the notice of intent, either in writing or at a pre-disciplinary conference.

If the employee chooses to respond in writing to the notice of intent, the written response must be submitted within five (5) working days of receipt of the notice.

If the employee chooses to appear at the pre-disciplinary conference, the employee will have the right to representation. Even if the employee has representation, the employee must personally appear at the meeting. The employee must notify GCTD management that he/she will appear for the meeting.

- b. Skelly Meeting: The *Skelly* meeting will be conducted by the General Manager, or designee. This is not an adversarial proceeding, therefore the employee will not have the opportunity to cross-examine GCTD representatives, nor present the formal case and opposition to the proposed discipline.
    - c. Notice of Action: After reviewing the information presented by the employee and all other documentation, the general manager, or designee, will issue the notice of action. The employee must be provided at least five (5) days' notice before the effective date of the action. The employee may appeal the proposed disciplinary action within ten (10) calendar days after receipt of the notice of action to the General Manager for a member board review.
    - d. Appeals Process: Suspensions without pay exceeding two (2) days, demotions, and dismissals may be appealed by a regular non-represented employee.

The employee shall notify the General Manager of the intention to appeal in writing within ten (10) calendar days of the time that the action was implemented. The General Manager shall constitute a board of review as soon as reasonably possible. The board of review at a minimum is a three-member panel selected by the General Manager from among public agency officials whose responsibilities encompass

personnel matters. The board of review shall determine from among the members its own chairperson, who has full authority to determine the conduct of the hearing. The General Manager and the employee may be represented, may themselves testify, call witnesses and submit other relevant evidence. The board of review shall, by a majority of its members, make written findings and a decision affirming, revising or modifying the adverse action based on applicable law, GCTD policies, procedures and rules, and the evidence and arguments presented by the parties.

As an alternative appeals option, arbitration or mediation is available if agreed upon by the employee and General Manager and provided by the State Mediation and Conciliation Service (SMCS). The parties shall share equally the cost of either the arbitration or mediation.

### C. Other Changes In Employee Status / All Employees

1. Lay Off: If it becomes necessary to lay off employees because of reorganization, changes in operations, lack of work or reasons of economy, the General Manager, or designee, shall prepare a written analysis of the reductions indicated and submit said report to the Board of Directors. After the Board of Directors has decided the degree of curtailment and the activities affected, the General Manager shall take, in order, the following action:

- a. All temporary employees shall be dismissed where possible and the vacancies will be filled by transferring qualified permanent employees.

- b. In the functions where activities are to be curtailed, determination of classes and positions affected will be made, with relative weight given to efficiency in performance of duties, length of employee's service with GCTD, and the advisability of demoting employees in the higher classification to lower classifications for which they are qualified and laying off those with less tenure of service.

2. Resignation:

- a. Notice: Any GCTD employee may resign from GCTD employment at any time; however, any employee resigning from GCTD should give a minimum of one week's notice to the employee's department director in order for GCTD to fill the position. All resignations must be filled by the department head on the Notice of Termination form and forwarded to the General Manager by way of the Director of Human Resources for verification of leave record.

- b. Privileges Forfeited: Upon resignation, the employee shall forfeit all seniority and employment privileges allowed by these personnel policies. Any person resigning can petition to the General Manager for reemployment by the following Reinstatement Procedure or by complying with the established new application employment procedures like any other applicant.

## **SECTION 28: REEMPLOYMENT AND REINSTATEMENT**

- A. Reemployment: Any employee who has been laid off because of a reduction of personnel shall be eligible for re-employment for a period of twelve (12) months if a vacancy occurs for a position of the same classification. The laid-off employee will be placed on a special reemployment list for twelve (12) months. If reemployed, the laid-off employee shall have reinstated the employee's prior employment status, tenure rights and privileges.
- B. Reinstatement: Any employee who has left GCTD employment because of resignation or dismissal can apply for reinstatement within one year by submitting a written request which contains (1) a complete statement of the reasons for leaving GCTD employment, (2) work history since the GCTD termination, including description of duties, amount of earnings, and (3) future plans if reinstated to GCTD. If the General Manager approves the reinstatement, the applicant can be re-employed in the same job class as occupied prior to resignation. The reinstated employee will have no other rights, privileges or benefits accrued in the previous GCTD employment. The policy will not apply to military reinstatement which is governed by separate rules. Other exceptions can be made only after approval by action of the Board of Directors upon the recommendation of the General Manager.

## **SECTION 29: PERSONNEL RECORDS**

- A. **Records in Personnel Office:** Personnel records shall consist of a personnel file for each employee, which includes personnel transactions pertaining to the employee from the date of appointment. This record shall contain personal information, all changes in salary, classification, work assignments and any other information, such as when employed, dismissed, adverse action or report of merit. Your personnel records also contain information related to your performance, including education and/or training records, and any grievance related to your performance concerning you. Payroll records and confidential files are kept separate from the employee's general personnel file.
- B. **Confidentiality & Employee Rights:** Personnel records shall be confidential. An employee or a representative authorized in writing by the employee shall, upon reasonable notice, have access to review the employee's personnel file, Labor Codes 1198.5 and 432. We keep your name, home address, telephone number and personal email address so that you can be reached in an emergency, and we will also allow you to identify a designated person for us to contact if you are arrested or detained at work or while working off-site.

Requests to review your personnel file or receive copies of your file must be made in writing to Human Resources. Within 30 day of receiving the written request, your personnel file will be made available for inspection at the time and place designated by GCTD's Human Resources. If you requested copies of your file, those copies will be sent to you at the address you have designated within 30 days of receiving your written request. Although you may be required to pay for the cost of such copies.

You may review your payroll records (including time records) in the presence of Human Resources or that person's designee within 21 days of making an oral or written request to Human Resources. You may also request copies of your payroll records, but you must pay the copying costs.

## **SECTION 30: OFF-JOB ACTIVITIES**

- A. Regular full-time employees shall not accept employment outside the GCTD service nor shall they participate actively in the management or operation of any business or enterprise if such employment or participation would in any way conflict with an employee's responsibilities and obligations to GCTD or would affect the efficiency of the employee in the performance of regularly assigned GCTD duties.
- B. A request for outside employment shall be submitted by the employee to the employing Department Director of the business unit. Such requests shall include, if possible, the name, address and type of work of the proposed employer; the period of time and hours of work of the requested employment; the type of duties that are to be performed; and the reason for wanting to accept the extra employment. The department director shall forward, in writing, the request with the department director's recommendations and comments to the General Manger for review and final decision.
- C. If the opportunity for outside work by employees of any department is of a repetitive or recurring nature, the department director may request approval of the general type and amount of work involved rather than submit a request concerning each individual case. Upon approval of the general request, individual cases which are in conformance with the request need not be submitted to the General Manger. Employees should report to Direct Supervisor any outside work in excess of 20 hours to determine if any conflict of interest could interfere with job performance. Other requests for outside work which do not conform to the general request will require individual approval. Any injury resulting from part-time employment shall not be chargeable to GCTD. GCTD employees working part time outside GCTD employment who have a record of excessive sick leave absences may have their outside work privilege rescinded at the discretion of the department director with the approval of the General Manager.

## **SECTION 31: DISABILITY ACCOMMODATION POLICY**

### **Commitment to Equal Employment Opportunities**

Gold Coast Transit District (GCTD) complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), the Fair Employment and Housing Act (FEHA), and all other applicable local, state and federal fair employment practices laws. GCTD is committed to providing equal employment

opportunities to qualified individuals with known physical or mental disabilities. Consistent with this commitment, GCTD will provide a reasonable accommodation to qualified disabled applicants, volunteers, interns or employees if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship to GCTD.

**Requesting a Reasonable Accommodation:**

You may make the request orally or in writing, however GCTD's Human Resources encourages employees to make their request in writing and to include relevant information to allow GCTD to better engage with you in the interactive process.

Regardless, GCTD shall initiate an interactive process when:

1. an applicant or employee with a known physical or mental disability or medical condition requests reasonable accommodations, or
2. [GCTD] otherwise becomes aware of the need for an accommodation through a third party or by observation, or
3. [GCTD] becomes aware of the possible need for an accommodation because the employee with a disability has exhausted leave under the California Workers' Compensation Act, for the employee's own serious health condition under the CFRA and/or the FMLA, or other federal, state, employer or other covered entity leave provisions and yet the employee or the employee's health care provider indicates that further accommodation is still necessary for recuperative leave or other accommodation for the employee to perform the essential functions of the job. [GCTD]'s offer to engage in the interactive process in response to a request for such leave does not violate California Code of Regulations, title 2, section 11091(b)(1) & (b)(2)(A)1., prohibiting inquiry into the medical information underlying the need for medical leave other than certification that it is a "serious medical condition."

When submitting a request for accommodation, please also submit a description of the accommodation you are requesting:

- The reason you need an accommodation.
- How the requested accommodation will help you to perform the essential functions of your job.

After receiving your oral or written request, or for reasons (2) and (3) noted above, GCTD will begin the process of engaging with you in an interactive dialogue to determine the precise limitations/work restrictions caused by your disability, and GCTD will explore with you potential reasonable accommodations that could overcome those limitations to allow you to perform the essential functions of your job, while not resulting in an undue hardship to GCTD. Although GCTD encourages you to suggest specific potential reasonable accommodations that you believe would allow you to perform the essential functions of your job, GCTD is not required to make the specific accommodation requested by you, and may instead provide an alternative, yet effective accommodation, to the extent any reasonable accommodation can be made, which will allow you to perform the essential functions of your job and which can be made without imposing an undue hardship on GCTD.

**Medical Information:**

If your disability or need for accommodation is not obvious, GCTD may ask you to provide supporting documents from your healthcare provider showing that you have a disability within the meaning of the ADA and applicable state or local laws, and that your disability necessitates a reasonable accommodation to allow you to perform the essential functions of your job. Subject to legal compliance, if the information provided in response to this request is insufficient, GCTD may require that you see a healthcare professional of GCTD's choosing, at GCTD's expense. In those cases, if you fail to provide the requested information or see the designated healthcare professional, your request for a reasonable accommodation may be denied.

GCTD will keep confidential any medical information that it obtains in connection with your request for a reasonable accommodation.

**Determinations:**

GCTD makes determinations about reasonable accommodations on a case-by-case basis considering various

factors and based on an individualized assessment in each situation.

GCTD strives to make determinations on reasonable accommodation requests expeditiously and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact GCTD's Human Resources Department.

**No Retaliation:**

Individuals will not be retaliated against for requesting an accommodation in good faith. GCTD expressly prohibits any form of discipline, reprisal, intimidation or retaliation against any individual for requesting an accommodation in good faith. Requesting an accommodation is considered a protected activity under this policy. Anyone engaging in any type of unlawful retaliation will be subject to corrective action, up to and including termination.

GCTD is committed to enforcing this policy and prohibiting retaliation against applicants, volunteers, interns or employees who request an accommodation in good faith. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If employees or applicants feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately to the Human Resources Department. If employees do not report retaliatory conduct, GCTD may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

**Administration of this Policy:**

The Human Resources Department is responsible for the administration of this policy. If you have any questions regarding this policy or questions about disability accommodations that are not addressed in this policy, please contact the Human Resources Department. You can raise concerns, report problems, or make complaints without fear of reprisal. Reporting, or assisting in reporting, suspected violations of this policy and cooperating in investigations or proceedings arising out of a violation of this policy are protected activities under this policy. Anyone engaging in any type of unlawful discrimination will be subject to corrective action, up to and including termination.

**Employees Covered Under A Collective Bargaining Agreement:**

The employment terms set out in this policy work in conjunction with, and do not replace, amend or supplement any terms or conditions of employment stated in any collective bargaining agreement that a union has with GCTD. Employees should consult the terms of their collective bargaining agreement. Wherever employment terms in this policy differ from the terms expressed in the applicable collective bargaining agreement with GCTD, employees should refer to the specific terms of the collective bargaining agreement, which will control.

**SECTION 32: USE OF THE INTERACTIVE PROCESS TO REASONABLY ACCOMMODATE DISABLED INDIVIDUALS' AND RELIGIOUS BELIEFS AND PRACTICES**

Gold Coast Transit District (GCTD) is committed to principles of equal opportunity for all job applicants, volunteers, interns and employees. GCTD does not engage in impermissible discrimination based on any protected characteristic, including among others, an individual's disability or religious beliefs or practices (see GCTD's EEO policy for the complete list of Protected Characteristics). GCTD will make reasonable accommodations that are necessary to comply with the local, state and federal disability anti-discrimination and religious accommodation laws. This means that GCTD will make reasonable accommodations for the known physical or mental disability or known medical condition or religious beliefs or practices of an applicant or employee, consistent with its legal obligations to do so.

As part of its commitment to make reasonable accommodations, GCTD will participate in a timely, good faith, interactive process with the affected volunteer, intern, applicant or employee to determine what, if any effective reasonable accommodations can be made in response to any request for accommodations or should GCTD become aware of the need for an accommodation through a third party or by observation, or as otherwise required by applicable law, unless doing so would cause an undue hardship to GCTD.

Applicants, volunteers, interns and employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy.

They should contact the Human Resources Department as soon as possible to request the opportunity to

participate in a timely interactive process. By working together in good faith, GCTD will implement any reasonable accommodations that are appropriate and consistent with its legal obligations.

### **Accommodation Process:**

1. **Modified Work Duties:** A work restriction that modifies an individual's primary job duties requires an interactive accommodation meeting with the employee, the department director and human resources. A union steward and/or a third-party neutral may also be present. The meeting is to determine if any effective reasonable accommodations can be made to assist an affected, volunteer, intern, applicant or employee in performing the essential functions of the position, without causing an undue hardship to GCTD. A meeting can also be made in response to a request for accommodations.
2. **Alternative Work Detail:** GCTD may provide alternative work for individuals who are unable to perform their primary job duties at its discretion when such work is needed, available and budgeted, and doing so will not cause an undue hardship to GCTD.
3. **Leave of Absence:** In certain instances, a leave of absence may be a reasonable accommodation. GCTD will review specific circumstances to determine whether this is an appropriate accommodation.

### **SECTION 33: HARASSMENT, DISCRIMINATION AND BULLYING AND RETALIATION PREVENTION POLICY**

Gold Coast Transit District (GCTD) is committed to providing a workplace that is free from prohibited harassment, discrimination, retaliation and bullying. GCTD strictly prohibits and does not tolerate harassment, discrimination, retaliation and bullying against employees and other covered persons (as defined below) by co-workers, supervisors, managers or third parties on the basis of an individual's:

- Race (including protective hairstyles such as braids, locs, and twists, and hair texture).
- Color.
- Age (40 or older).
- Religion (including, religious belief, observance and dress or grooming practices).
- Creed.
- National origin, including an employee's or applicant's (or that individual's ancestors') actual or perceived physical, cultural, or linguistic characteristics associated with a national origin group, marriage to or association with persons of a national origin group, tribal affiliation, membership in or association with an organization identified with or seeking to promote the interests of a national origin group, attendance or participation in schools, churches, temples, mosques, or other religious institutions generally used by persons of a national origin group, and a name that is associated with a national origin group, possessing a driver's license issued under Vehicle Code § 12801.9 (which authorizes licenses to individuals who cannot provide satisfactory proof of their presence in the US under federal law), or any other characteristic protected by law.
- Ancestry.
- Citizenship.
- Physical disability.
- Mental disability.
- Medical condition, including:
  - any cancer-related physical or mental health impairment from a diagnosis, record or history of cancer; or
  - a genetic characteristic.
- Genetic information, including information about:
  - an individual's genetic tests;
  - family members' genetic tests;
  - family members' diseases or disorders;

- an individual's or family member's receipt of, or request for, genetic services; and
- participation by an individual or their family member in clinical research that includes genetic services.
- Marital status.
- Registered domestic partnership status.
- Family care.
- Reproductive health decision-making.
- Use of cannabis while off-duty and away from the workplace.
- Sex, including:
  - pregnancy;
  - childbirth;
  - breastfeeding or medical conditions related to breast-feeding; and
  - medical conditions related to pregnancy or childbirth;
  - sex stereotype.
- Gender;
  - gender expression, meaning a person's gender-related appearance or behavior, whether or not stereotypically associated with the person's sex at birth; and
  - gender identity, meaning a person's identification as male, female, a gender different from the person's sex at birth, or transgender.
- Transgender status (including transitioning employees)
- Sexual orientation, including heterosexuality, homosexuality, bisexuality or other orientations.
- Military or veteran status (including being a qualified disabled veteran).
- Protected medical leaves (including a request for or approval of leave under applicable leave of absence laws).
- Domestic Violence Victim Status, status as a victim or family member of a victim.
- Political affiliation.
- Status as an unpaid intern or volunteer.
- or any other characteristic protected under applicable federal, state, or local law.

The bullet points above are collectively referred to as “Protected Characteristics”. GCTD also prohibits and does not tolerate prohibited harassment, discrimination, retaliation and bullying against employees who are perceived to have any of these Protected Characteristics or who associate with a person who has, or is perceived to have, any of these Protected Characteristics. Harassment, discrimination, retaliation and bullying can occur in the workplace, after hours, or on social media. As such, this policy extends to conduct with a connection to employees’ work, even when the conduct takes place away from our premises. Conduct that violates this policy should always be reported and will not be tolerated by GCTD.

**Covered Persons:**

For purposes of anti-harassment, discrimination, retaliation and bullying, covered persons protected by law include employees, applicants, unpaid interns, volunteers, and independent contractors and volunteers, or anyone else involved in the operation of GCTD. GCTD will not tolerate discrimination by any employee (including supervisors, managers or co-workers), volunteer, intern, or independent contractor of GCTD, or by any outside persons in contact with our employees, volunteers, interns, and independent contractors (including our customers, potential customers, vendors, delivery persons, etc.).

**Supervisors Responsibilities:**

Supervisors and managers who observe harassing, discriminatory, retaliatory or otherwise prohibited or unlawful conduct, or bullying, or who receive any complaints of misconduct must report the conduct or complaint to GCTD’s Human Resources Department so that an investigation can be made, and corrective action taken, if appropriate.

**Complaint Procedure – Internal**

If you are subjected to any conduct that you believe violates this policy or witness any such conduct, you must promptly report the conduct, either orally or in writing. You may speak to, write, or contact any of the following resources at GCTD:

- Your direct supervisor or, if the conduct involves your direct supervisor, the next level above your direct supervisor/the Department Director or GCTD's General Manager.
- The Human Resources Director or Manager.

Any supervisor who receives a complaint of discrimination or harassment must immediately report that complaint to the Human Resources Director or Manager. Although not mandatory, a Complaint Form is available at GCTD's Human Resources Department to make your complaint if you wish to use it.

You are encouraged to report conduct that you believe may be prohibited discrimination, harassment, bullying or retaliation (or that, if left unchecked, may rise to the level of prohibited discrimination, harassment, bullying or retaliation), even if you are not sure that the conduct violates the policy.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. Anonymous complaints will also be investigated. However, GCTD's ability to investigate may be hindered if an anonymous complaint does not include sufficient details to conduct a thorough investigation.

GCTD's Human Resources Department will ensure that a fair, timely, and thorough investigation is conducted by qualified personnel in an impartial manner that provides all parties with appropriate due process and reaches reasonable conclusions based on the evidence collected. GCTD will also take appropriate remedial action to prevent future instances of wrongful conduct. GCTD's Human Resources Department will maintain appropriate documentation and tracking to ensure reasonable progress is made. GCTD will also take appropriate remedial action during the pendency of the investigation process to prevent future instances of wrongful conduct, in light of the circumstances involved.

All personnel must fully cooperate in the investigation process. This includes, but is not limited to, maintaining an appropriate level of discretion regarding the investigation and disclosing any and all information that may be pertinent to the investigation.

At the close of the investigation, GCTD's Human Resources Department will consider appropriate options for remedial actions and resolutions. If misconduct is found, GCTD's Human Resources Department shall take prompt, corrective action to resolve the complaint, as appropriate. GCTD's Human Resources Department will maintain confidentiality to the extent possible and will be as discreet as possible throughout the investigation process. You may be informed of the general results of the investigation, but due to GCTD's obligation to maintain confidentiality and honor the privacy rights of all employees, you may not receive specific details of the investigation or be entitled to learn about any disciplinary or remedial actions taken.

GCTD's Human Resources Department is committed to enforcing this policy. The effectiveness of our efforts depends in part on employees telling us about inappropriate workplace conduct. If you feel that you or someone else may have been subjected to conduct that violates this policy, you should report it immediately. If employees do not report harassing, discriminatory, retaliatory or bullying conduct, GCTD's Human Resources Department may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

### **Complaint Procedure – External**

If you are subjected to any conduct that you believe violates this policy, you may file a complaint of discrimination with the Civil Rights Department ("CRD") or the federal Equal Employment Opportunity Commission (EEOC) within one year of the harassment, discrimination or retaliation. The CRD/EEOC serve as a neutral fact-finder and helps the parties voluntarily resolve disputes.

For more information, contact the Civil Rights Department ("CRD") toll free at (800) 884-1684 or visit <https://calcivilrights.ca.gov/>

Employees can also file a complaint with the federal Equal Employment Opportunity Commission (EEOC). For more information, contact the EEOC toll free at (800) 669-4000 or visit <http://www.eeoc.gov/>.

You may not be retaliated against for opposing harassment or for filing a complaint with, or otherwise participating in an investigation, proceeding, or hearing conducted by GCTD's Human Resources Department, the CRD, the Civil Rights Council (CRD), or the EEOC.

**No Retaliation:**

No one will be subject to, and GCTD's Human Resources Department prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reporting of incidents of harassment, discrimination or bullying of any kind, pursuing any harassment or discrimination claim, or cooperating in related investigations. Reporting, or assisting in reporting, suspected violations of this policy and cooperating in investigations or proceedings arising out of a violation of this policy are protected activities under this policy. For more information on GCTD's Human Resources Department policy prohibiting retaliation, please refer to Gold Coast Transit's Anti-Retaliation Policy or contact the Human Resources Department.

**VIOLATIONS OF THIS POLICY:** Any employee, regardless of position or title, whom GCTD's Human Resources Department determines has subjected an individual to harassment, discrimination, bullying or retaliation in violation of this policy, will be subject to discipline, up to and including termination of employment.

Nothing in this policy is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal, state or local law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such issues to the attention of management at any time.

**Administration Of This Policy:**

The Human Resources Department is responsible for the administration of this policy. If you have any questions regarding this policy or questions about harassment, discrimination, bullying, or retaliation that are not addressed in this policy, please contact the GCTD's Human Resources Department.

**Training:**

As part of GCTD's commitment to providing a harassment-free workplace, we provide and require training for all of our employees. This training is provided within six months of hire (or promotion to a management position), and once every two years thereafter. The training covers not only sexual harassment prevention, but also prevention of all other forms of prohibited harassment, discrimination, retaliation and abusive conduct (bullying). While it is nearly impossible to prevent all forms of employee conflict in any business, GCTD believes that training our employees how to recognize and prevent harassment, discrimination, retaliation and abusive conduct goes a long way toward eliminating prohibited conduct in our workplace.

**Employees Covered Under A Collective Bargaining Agreement:**

The employment terms set out in this policy work in conjunction with, and do not replace, amend or supplement any terms or conditions of employment stated in any collective bargaining agreement that a union has with GCTD. Employees should consult the terms of their collective bargaining agreement. Wherever employment terms in this policy differ from the terms expressed in the applicable collective bargaining agreement with GCTD, employees should refer to the specific terms of the collective bargaining agreement, which will control.

**Conduct Not Prohibited by this Policy:**

This policy is not intended to restrict communications or actions protected or required by local, state or federal law.

**SECTION 34: ZERO TOLERANCE POLICY FOR WORKPLACE VIOLENCE**

**Statement of Policy**

Gold Coast Transit District recognizes that violence in the workplace is a growing nationwide problem necessitating a firm, considered response by employers. The costs of workplace violence are significant, both in human and financial terms. Therefore, GCTD has adopted this Zero Tolerance Policy for workplace violence. Effective July 1, 2024, please see the GCTD's IIPP, which is separate issued to you and contains our Workplace Violence Prevention Plan, for further information regarding this policy.

The safety and security of Gold Coast Transit District's employees is of vital importance. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect the Company, or which occur on Gold Coast Transit District property will not be tolerated.

This prohibition against threats and acts of violence applies to all persons involved in the operation of the company, including, but not limited to, Gold Coast Transit District personnel, contract and temporary workers, independent contractors, customers and anyone else on Gold Coast Transit District property or interacting with Gold Coast Transit District. Violations of this policy, by any individual on Gold Coast Transit District properties, by any individual acting as a representative of Gold Coast Transit District while off Gold Coast Transit District properties or by any individual acting off of Gold Coast Transit District properties when the representative's actions affect the business interests of Gold Coast Transit District, will lead to disciplinary and/or legal action as appropriate.

This policy extends to conduct with a connection to an employee's work, even when the conduct takes place away from our premises, such as a business trip or business-related social function.

**Definitions:**

Workplace violence is any intentional conduct which is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear for the individual's personal safety or the safety of that of the individual's family, friends, and/or property, such that employment conditions are altered, or a hostile, abusive or intimidating work environment is created for one or several Gold Coast Transit District employees. Examples of workplace violence include, but are not limited to, the following:

- Threats or Acts of violence occurring on Gold Coast Transit District premises, regardless of the relationship between Gold Coast Transit District and the parties involved in the incident.
- Threats or Acts of violence occurring off Gold Coast Transit District premises involving someone who is acting in the capacity of a representative of Gold Coast Transit District.
- Threats or Acts of violence occurring off Gold Coast Transit District premises involving an employee of Gold Coast Transit District if the threats or acts affect the business interests of Gold Coast Transit District.
- Threats or Acts resulting in the conviction of an employee or agent of Gold Coast Transit District, or of any individual performing services for Gold Coast Transit District on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence which adversely affect the legitimate business interests of Gold Coast Transit District.

Specific examples of conduct which may be considered threats or acts of violence under this policy include, but are not limited to the following:

- Hitting or shoving another person.
- Threatening physical or aggressive contact directed toward another individual.
- Threatening an individual or the individual's family, friends, associates or property with physical harm.
- The intentional destruction or threat of destruction of Gold Coast Transit District's or another's property.
- Harassing or threatening phone calls.
- Unauthorized surveillance.
- Stalking.
- Unauthorized possession or inappropriate use of firearms or weapons.
- Veiled threats of physical harm or like intimidation.
- The conviction of an employee or any other representative of the Company under any criminal code provision relating to violence or threats of violence.

Workplace violence does not refer to occasional comments of a socially acceptable nature. Such comments may include references to legitimate sporting activities, popular entertainment or current events. Rather, it refers to behavior that is personally offensive, threatening or intimidating.

**Reporting Requirements:**

It is the responsibility of every person in the workplace to assist in the prevention of violence. Early reporting of dangerous and potentially dangerous incidents will facilitate an effective investigation and response by Gold Coast Transit District in a manner which will help achieve and secure its legal obligations. Towards this end, every person must report incidents of workplace violence in the following manner. (Every effort will be made to maintain confidentiality.)

Employees must report all threats or acts of violence which occur on Gold Coast Transit District premises which they experience, witness or of which they otherwise become aware. Employees must also report all threats or acts of violence which they experience while acting in the scope of their employment off premises. In emergency situations dial 911.

Employees must report all threats or acts of violence which occur off Gold Coast Transit District premises which they experience, witness or otherwise become aware, if they are related to the legitimate business interests of Gold Coast Transit District. Employees must also report any threats or acts of violence occurring off Company premises of which they are a target, if there is a reasonable basis to believe that the violence will follow them to the workplace.

Employees should report the acts or threats described above to their immediate supervisor. If, however, the supervisor is the individual making the threat or performing the violent act, or is otherwise inaccessible, then the employee must report the conduct to Human Resources.

Employees must make these reports regardless of any relationship which may exist between the individual who initiated the threat or engaged in the violent act and the individual who was the victim of that conduct.

All employees who apply for or obtain a restraining order listing Gold Coast Transit District locations as protected area, are required to provide a copy of the petition, temporary restraining order or permanent restraining order, to their supervisor and/or to Human Resources. Gold Coast Transit District has an obligation to provide a safe workplace. This obligation cannot be met unless Gold Coast Transit District receives information concerning individuals who have been ordered to maintain a distance from its facilities.

Nothing in this plan alters any other reporting obligation established in other Gold Coast Transit District policies or in local, state or federal law.

**Enforcement:**

Any person who engages in a threat or violent action on Gold Coast Transit District property may be removed from the premises as quickly as safety permits and may be required, at Gold Coast Transit District's discretion, to remain off Gold Coast Transit District premises pending the outcome of an investigation into the incident.

When threats are made or acts of violence are committed by a Gold Coast Transit District employee, a judgment will be made by the Company as to what actions are appropriate, including possible medical evaluation and/or possible disciplinary action up to and including termination.

Once a threat has been substantiated, it is Gold Coast Transit District's policy to put the threat maker on notice that individuals will be held accountable for the individual's actions and then follow through with the implementation of a decisive and appropriate response.

Under this Gold Coast Transit District policy, decisions may be needed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing. No existing Gold Coast Transit District policy or procedure should be interpreted in a manner that prevents the above from occurring.

**IMPORTANT NOTICE:** Gold Coast Transit District will make the sole determination of whether, and to what extent, threats or acts of violence will be acted upon by the Company. In making this determination, Gold Coast Transit District may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred. No provision of this policy shall alter the at-will nature of employment at Gold Coast Transit District.

**WEAPONS:** Employees are absolutely prohibited from using, possessing, selling or purchasing weapons or

dangerous materials at any time on GCTD premises (including in any vehicle parked on GCTD property or in a bag, briefcase or purse you bring into GCTD), during work hours, or while representing GCTD or conducting GCTD business anywhere. In addition to disciplinary action, doing so may subject an employee to additional legal action.

If you observe that any person is in possession of a weapon or dangerous material on GCTD property or during GCTD activities, report it to management immediately. In emergency situations dial 911.

### **SECTION 35: INCLEMENT WEATHER AND EMERGENCY CONDITIONS**

#### **Statement of Policy**

We make every effort to remain open during most periods of inclement weather. In extraordinary circumstances of severe inclement weather, or in the event of a natural disaster such as a pandemic, earthquake, fire, or an explosion, GCTD may be closed if our facilities are damaged, the highways or roads leading to GCTD are damaged or closed, or the civic authorities require closure. If this occurs, GCTD will make every effort to communicate with you in a timely manner regarding the closure. You may also reach out to your supervisor for instructions and information. As well, you are encouraged to monitor radio and television broadcasts regarding the inclement weather or disaster to monitor the situation.

For purposes of this policy, emergency conditions are defined as either: (1) conditions of disaster or extreme peril to the safety of persons or property at the workplace or worksite caused by natural forces or a criminal act; or (2) an order to evacuate a workplace, a worksite, a worker's home, or the school of a worker's child due to natural disaster or a criminal act. A health pandemic is not considered an emergency condition under this policy or applicable law. Health pandemics will be handled separately according to local, state and federal laws.

If you have a reasonable belief that an emergency condition exists that would prevent you from safely being at work or traveling to or from work, before you leave work or fail to report to work, first contact your supervisor for instructions. When advance notice is not feasible, contact the Human Resources Department as soon as possible under the circumstances. When the emergency condition ends, you must return to work promptly. For further information about what to do in emergency conditions, please refer to the GCTD's IIPP, or our general emergency condition procedures information, which can be obtained from the Human Resources Department. Pay issues will be evaluated on a case-by-case basis depending on the circumstances and in compliance with applicable law.

GCTD will not take or threaten to take any adverse action against you for refusing to report to work, or leaving our workplace, within the affected area during emergency conditions, so long as you have a reasonable belief that the workplace or worksite is unsafe. A reasonable belief is defined as one, "that a reasonable person, under the circumstances known to the employee at the time, would conclude there is a real danger of death or serious injury if that person enters or remains on the premises." During emergency conditions, you will also be allowed to access your personal communication devices to seek emergency assistance, to assess the safety of the situation, or to communicate with a person to verify your safety.

### **SECTION 36: TRACKING AND MONITORING SOFTWARE OR EQUIPMENT**

#### **Statement of Policy**

Subject to applicable law, GCTD reserves the right to observe, track and/or record your activity and whereabouts by use of Global Positioning Systems (GPS) or other similar tracking software or equipment. Any GCTD owned devices-provided device, including but not limited to computers, cell phones and other electronic equipment, may be GPS-enabled and any activity involving GCTD equipment can and may be monitored at any time. Similarly, GCTD vehicles may be equipped with a GPS tracking device and any activity involving GCTD vehicles can and may be monitored at any time. You are strictly prohibited from interfering with or disabling the GPS function on any GCTD-provided device, equipment or vehicle. You should not expect any right of privacy with regard to your activities or location when using any GCTD-provided device, equipment or vehicle.

### **SECTION 37: FRAGRANCES & SCENTED PRODUCTS**

### **Statement of Policy**

To protect employees and clients with allergies or scent sensitivities, we ask that you minimize wearing or using discernible perfume, cologne, essential oils, or other scented products.

## **SECTION 38: COMMUNICABLE DISEASE CONTROL**

### **Statement of Policy**

GCTD is dedicated to doing its part to protect the health and safety of applicants, employees, interns, customers, vendors and others associated with our business. As part of this commitment, GCTD at times must make difficult decisions involving persons who have been, or who are believed to have a communicable disease. Communicable diseases include sicknesses like, Coronavirus (COVID-19), influenza, measles, Severe Acute Respiratory Syndrome (SARS), tuberculosis, or others identified by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) or similar government agencies or civil authorities. Because safety and health can be severely compromised if an employee contracts a communicable disease and then has any contact with co-workers, interns, customers, vendors or others associated with our business, GCTD takes communicable disease situations very seriously in all cases.

When facing a communicable disease situation becomes necessary, GCTD is also committed to engaging in an interactive process with the affected person and medical professionals to ensure that all decisions are made are based on current and well-informed medical judgments; while taking into account important considerations like, the risks of transmitting the illness to others, the symptoms or special circumstances of individual situation. Please rest assured that we will not discriminate against any job applicant or employee based on the individual having a communicable disease.

If you have a communicable diseases, or you develop symptoms that you believe may be related to a communicable disease, please immediately notify the Human Resources Department so that we can appropriately address the situation with you confidentially. GCTD will comply with all laws and regulations, and we will follow the best practices outlined by the CDC, the WHO and civil authorities, as well as making every effort to protect the privacy of any persons who have a communicable disease.

Depending on the circumstances, and in accordance with applicable law, GCTD reserves the right to exclude a person with a communicable disease from the workplace, based on a medical determination, that such restriction is necessary to either protect the person with the communicable disease, or the health and safety of other employees or our customers. We may also require a fitness for duty examination where medically necessary or allowed by law. As well, we reserve the right to require a medical certification from a medical provider indicating that the person is no longer contagious before that person will be allowed to return to the workplace. Other legally appropriate actions may also be taken in order to prevent any direct threat to the health and safety of any person in this regard.

## **SECTION 39: PETS IN THE WORKPLACE**

### **Statement of Policy**

Employees are prohibited from bringing pets onto GCTD premises without prior approval from the Human Resources Department. Service and assistive animals will be accommodated in accordance with applicable laws.

## **SECTION 40: REMOTE WORK**

### **Statement of Policy**

GCTD will permit eligible employees to work remotely when their job duties would permit remote work and GCTD believes it would be beneficial to the employee as well as to GCTD. GCTD retains the right in its sole and absolute discretion to designate appropriate positions for telecommuting and approve employees for telecommuting.

Telecommuting does not change your at-will employment status, the conditions of employment or compliance

with legal requirements as well as all GCTD policies and procedures. GCTD reserves the right to revise or terminate any previously-approved telecommuting arrangement at any time, without cause or advance notice. Telecommuting is a privilege and may not be appropriate for all employees or job positions. An employee's eligibility to work remotely will vary depending on department needs. GCTD's General Manager and the employee's Department Director will determine employee eligibility for remote work. Telecommuting arrangements may also be approved as a reasonable accommodation in the event of a medically-certified disability if it does not cause an undue hardship on GCTD. Additionally, telecommuting arrangements may be approved in certain instances where an employee has been temporarily excluded from the workplace due to a medical condition but is physically able to work.

Your job responsibilities, standards of performance, and performance appraisals remain the same as when working at the regular office worksite. Your supervisor reserves the right to assign work as necessary at any worksite. You may be required to return to GCTD's work location upon notice from GCTD. Your remote work status will be evaluated on an ongoing basis to ensure that your work quality, efficiency, and productivity are not compromised by the telecommuting arrangement, and/or based upon current CDC recommendations or public conditions. Your option to work remotely is subject to the following conditions:

1. **Schedule.** Unless otherwise approved by your direct supervisor in writing, your hours and days of work will not change. You are expected to maintain your typical days and hours of work while working remotely. You must obtain advance approval of your supervisor to alter your schedule. Regardless of the reason, any schedule changes must be made in accordance with our established attendance policy. This includes any request for partial or extended time off due to unexpected illness or injuries, personal leave, or other reasons for absence from work.
2. **Focus on Work Activities.** You are expected to devote your full professional time, commitment, and best efforts to your usual work duties, unless modifications to your workload or schedule are approved by your supervisor in writing and in advance. You acknowledge that non-work related activities during your scheduled work hours are prohibited while telecommuting, including, but not limited to caring for your family (unless you have requested and been approved for family care leave), household tasks, personal activities, work for other employers, etc. The same level of productivity of working in person is expected.
3. **Required Office/Client Work.** You are expected to attend all required meetings and to be present at your usual GCTD location, or another GCTD-designated location, upon request. Client, vendor or co-worker meetings and non-business visitors, unless pre-approved by your supervisor, must be scheduled at a GCTD location and may not be scheduled at your home. GCTD does not require you to attend any meetings related to political or religious matters, you may choose not to attend without fear of retaliation, discrimination, or other adverse employment action.
4. **Overtime (Non-Exempt Employees).** If you are classified as a non-exempt (hourly) employee, you may not work overtime without first seeking and obtaining approval of your direct supervisor in accordance with our established policies.
5. **Meal and Rest Periods (Non-Exempt Employees).** If you are classified as a non-exempt (hourly) employee, you understand and agree to take all required duty-free and uninterrupted rest and meal periods during your workday pursuant to GCTD's policies on duty-free meal and rest periods and any other approved break time.
6. **Timekeeping (Non-Exempt Employees).** If you are categorized as a non-exempt (hourly) employee, you must record all time worked and all meal breaks taken on GCTD's timekeeping records, using current timesheets.
7. **Use of Vacation or Sick Leave.** You must request approval to use vacation, sick, or any other personal leave as required in GCTD's employee manual, in the same manner as when working at your regular GCTD work location.
8. **Workplace Safety, Illness & Injury.** You agree to maintain a safe, secure, and ergonomic alternate worksite. You are solely responsible for ensuring the safety of your alternative worksite, and you may be held personally responsible for any injuries resulting from a serious or willful condition in your alternative worksite.

While telecommuting, you are protected by GCTD's workers' compensation insurance. As such, you are required to report any injuries that occur while working in any alternative worksite *as soon as possible* under the circumstances (in most instances, this should be no later than twenty-four (24) hours after the injury). You also are liable for any injuries that occur to third parties at or around your alternative worksite. You agree to defend and indemnify and hold GCTD harmless for injury to third parties at your alternate worksite. GCTD reserves the right to investigate all circumstances associated with third-party claims.

9. **GCTD Resources & Equipment.** GCTD will work with you on an as-needed basis to assign and provide GCTD equipment as needed to perform your remote work. You are responsible for the security and good condition of GCTD-issued resources. You agree to protect GCTD-owned equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, or disclosure. You agree to report to your supervisor any incidents of loss, damage, or unauthorized access at the earliest reasonable opportunity. You understand that all equipment, records, and materials provided by GCTD shall remain the property of GCTD. GCTD will provide, or will work with you to obtain, any equipment necessary to perform your job duties. You will maintain and pay the costs of any additional equipment you choose to use beyond that required for your position. GCTD accepts no responsibility for damage or repairs to your personal equipment. Other household members or anyone else may not use GCTD's equipment and software. GCTD-owned software may not be duplicated except as formally authorized.
10. **Accessibility & Responsiveness.** During any telecommute work hours, you agree to: (1) remain accessible by e-mail and telephone during your usual work schedule; (2) check in with your direct supervisor as necessary to discuss status and open issues; (3) be available for teleconferences, scheduled on an as-needed basis; (4) be available to come into the office if a business need arises; and (5) abide by the directives of your supervisor(s) as well as the rules and policies established by GCTD. If your responsiveness and accessibility is not maintained, your work from home privileges can be revoked by your manager or supervisor.

## **SECTION 41: IDENTIFICATION/ACCESS CONTROL BADGE POLICY**

### **Statement of Policy**

Gold Coast Transit District (District) in an effort to maintain the integrity of the District buildings and their contents and to achieve maximum security while maintaining reasonable usability of work areas. This policy will also serve as the framework and outline associated processes for the issuance, management, renewal, revocation, deactivation, and use of the District Identification/Access Control (ID) Badges. The Human Resources Department is responsible for maintaining the access badge control system including access to gates, buildings, and documentation for all request transactions. The Human Resources Director shall be responsible for monitoring the procedures described in this policy.

### **Objectives**

- A. Ensure the safety of our employees, contractors, and other individuals (e.g., visitors).
- B. To maximize physical security.
- C. To establish access control to the facilities through the ID/Access badge control system.

### **Procedure**

- A. General
  1. No one is to enter any secured area within the District facility without a valid, District issued ID badge or Visitor Badge.
  2. The District facility, office area, or conference rooms doors which have a secure access card reader (i.e., badge reader) shall not be unlocked or propped open.
  3. The use of any District issued ID badge by anyone other than the person to whom it has been issued is strictly prohibited.
  4. If an employee sees a person, they do not recognize enter the District facility, or sees someone suspicious in the parking lot, they shall notify a management representative immediately and if the situation warrants, call 911.
  5. An employee may only have one (1) active District ID badge at a time.
- B. District ID badge

1. Employees (permanent or temporary), and other individuals, as deemed necessary by the Department Director, may be issued a District ID Badge.
2. District ID Badge holders are to wear their ID Badge or have it on their person, at all times while within the District facility.
3. In order to maintain the safety and security of the District facility, an ID Badge that is lost or stolen shall be immediately reported to the Human Resources Department.
4. All ID Badges issued remain the property of the District.

C. District ID Badge Preplacement

1. If an individual's ID Badge is lost or stolen, they shall send an email to the Human Resources Department via [hr@gctd.org](mailto:hr@gctd.org) as soon as possible in order for the ID Badge to be replaced.
2. The Department Director must be notified that the individual's ID Badge is lost or stolen.
3. An ID Badge that no longer works shall be replaced but must be turned in to the HR Department prior to a replacement being issued.
4. If an individual's ID Badge is forgotten and does not require a replacement, they shall notify the Human Resources Department to request a Temporary/Day ID Badge.

D. Visitors

1. All visitors entering a secure area within the District shall sign in at the Administration Visitor's Log and be escorted during their visit.
2. The District management represented may, at their discretion, remove a visitor or refuse access to visitors.

E. Contractors ID Badge

1. All Department Directors will notify the Human Resources Department via [hr@gctd.org](mailto:hr@gctd.org) as soon as possible in order for the Contractors ID Badge to be issued. Include secure areas access, contractor's company name and contractor's name.
  - a. Contractor shall check-in with the Human Resources Department for issuance of Contractor ID Badge and shall be instructed to return the badge upon end of contract with the District.
2. Contractors include individuals contracted by the District from temporary employment agencies and individuals working for agencies that have contracted business with the District.
3. The District management representative may, at their discretion, remove a contractor or refuse access to a contractor.

NOTE: A secured-work area is an area within the District in which access is controlled and the general public are normally not permitted to enter freely. Many designated secure areas are protected by coded, combination locks, locked doors, or other physical barriers that limit public areas.

Keys to facilities, vehicles, cabinets, lockers, and desks **are not** covered by this policy. The Facilities Manager or Director is the responsible / designated personnel, and will furnish keys and replacements upon the request of the individual's Department Directors.

Responsibilities

A. The District

1. The District has designated the Human Resources Department staff to complete the request new badges, replacement badges, and badge access changes.
2. The District Senior Management and HR shall determine the needed access level and times of access of employees, contractors, temps, and visitors.

B. Human Resources Department

1. Be responsible to complete the issuance, administration, monitoring, renewal, revocation, and deactivation of access privileges for all ID/Access badges.
2. Periodically review all access privileges.

C. Management staff, manager, and supervisor

1. Must enforce all provisions of this policy.

2. Notify the Human Resources Department via [hr@gctd.org](mailto:hr@gctd.org) to request the issuance of an ID Badge.
3. Notify the Human Resources Department immediately of loss of badge, termination, transfer, or substantial change in job responsibilities for any individual who has previously been issued an ID Badge.
4. Completing a GCTD Facility Access Request Form to request the addition or removal of access level and time of access of their department staff.
5. Upon termination of employment or completion of assignment, the department head will collect their department staff ID Badge.
6. A surrendered ID Badge must be delivered directly to the Human Resources Department.

D. ID Badge Holders

1. The holder of an ID Badge is expected to fully comply with all provisions of this policy.
2. Assumes the responsibility for the safekeeping of the ID Badge and its use.
3. When leaving a work area or building ensure that all doors are secured as they were upon arrival.
4. Protect badge against loss, theft, or unauthorized use.
5. Report broken, damaged, lost or stolen badge immediately through the appropriate department head.
6. Prior to leaving the District the ID Badge must be returned to the issuing department. Departments are responsible for having badge return on their employee exit checklist.

**SECTION 42: STANDARDS OF CONDUCT POLICY**

(~~Non-Represented~~ Administrative & Management Personnel)

To function effectively, every organization must develop policies and procedures to protect its employees, business, customers, vendors and ensure that all employees are treated with respect and a supportive work environment is created. Gold Coast Transit District (District) is no exception. Conduct that may be disruptive, unproductive, unethical, or illegal will not be tolerated.

This policy applies to all Gold Coast Transit District (DISTRICT) non-union (non-represented) employees, contract employees, volunteers or other non-employees regarding District business. All such persons shall be referred to throughout this policy as "District personnel."

Subject to applicable law, violation of this Standards of Conduct Policy may lead to discipline or terminate employees for any reason we deem necessary and appropriate. The following is a non-exhaustive list of conduct that may violate this Policy:

- A. Sexual or other harassment, bullying, retaliation or discrimination of any kind, against another employee or anyone else affiliated with the District, such as customers and vendors.
- B. Theft, misappropriation, or unauthorized possession, removal or use of property, equipment, materials, documents or records belonging to the District, a District customer or another employee.
- C. Damaging property or materials belonging to the District, a District customer or another employee.
- D. Violating security, safety or fire prevention rules or regulations.
- E. Engaging in any conduct that creates a safety hazard, or creating or contributing to unsanitary conditions by poor housekeeping.
- F. Smoking or vaping in unauthorized areas or smelling of smoke or tobacco in the workplace or while representing the District.
- G. Unauthorized possession of a weapon or other dangerous materials on District premises or while representing the District.
- H. Gambling or loan sharking on District premises or by using District resources.
- I. Using or possessing alcoholic beverages, marijuana, or illegal narcotics or drugs on District premises, in District vehicles or in vehicles being driven on District business or while representing the District, or

reporting to work under the influence of intoxicants or drugs (whether unlawful or not) that interfere with job performance, or misusing prescription or other lawful drugs.

- J. Misuse, falsification or alteration of any employment or District reports or records, such as job applications, medical or employment history, personnel records, pay records, time records, customer or vendor documents, absence or illness reports, accident reports or injury claims.
- K. Insubordination or unjustified refusal to follow management instructions, or refusal or subject to applicable law, unwillingness to accept a job assignment or to perform job requirements.
- L. Failure to observe scheduled work hours, failure to provide proper notice of absence, failure to report to work when scheduled, unauthorized or excessive absences, excessive tardiness, abuse of leave benefits.
- M. Leaving District premises without permission during regularly-scheduled work hours, unauthorized absence from your assigned work area during regularly-scheduled work hours, or leaving the premises without recording your departure on your time records.
- N. Working unauthorized overtime, working off the clock or being on District premises when you are not scheduled to work.
- O. Sleeping, loitering, wasting time or interfering with the work of others during regular work hours.
- P. Except where permitted by law, engaging in excessive personal calls, text messaging, instant messaging, social media activity or other non-work activities during work hours, or taking excessive break time to do so.
- Q. Malicious gossiping, bullying others, or unlawfully defaming other personnel or our District, disrespectful or rude treatment of others.
- R. Rude, discourteous or unprofessional behavior, creating a disturbance on District premises or creating discord with customers, fellow employees or other District representatives, use of profanity or abusive language, striking or hitting another employee.
- S. Unlawful conduct impacting our District in any manner, whether committed on or off the job.
- T. Conduct on or off District premises which adversely affects the District's services, property, reputation or goodwill in the community, business opportunities, or interferes with job performance.
- U. Obtaining confidential information pertaining to the District or to the customers, employees or other representatives of the District without authorization to do so.
- V. Divulging confidential or proprietary information or trade secrets to any person or entity except in the course of performing duties as an employee of the District and with the District's consent.
- W. Failure to report an injury, illness or accident (including a workers' compensation injury or illness), failure to report harassment, discrimination, retaliation, bullying, or failure to report unsafe conditions in the workplace.
- X. Taking or giving bribes or gifts of any nature as an inducement to obtain special treatment, to provide confidential information or to obtain a position or benefit.
- Y. Entering or leaving District premises or removing any confidential District information or materials at any time without authorization.
- Z. Refusal to execute District documents or participate in District investigations required as a condition of employment.

Any violation of these policies, or of any rule, practice, procedure, policy or management directive set or stated by the District at any time

- AA. Not abiding by the District's Procurement Ethics Code;
- BB. Performing or encouraging non-conformance with applicable governmental laws, rules and regulations;

Any additional behavior that is not in line with the District's policies or applicable law. This should not be

treated as an exhaustive list.

**A. Honest and Ethical Conduct**

- A.1. The District's policy is to promote high standards of integrity by conducting its affairs honestly and ethically.
- A.2. District personnel must act with integrity and observe the highest ethical standards of business conduct in his or her dealings with the District's customers, suppliers, partners, service providers, competitors, employees and anyone else with whom he or she has contact in the course of performing his or her job. Treat everyone with dignity and respect.
- A.3. The District may consider an employee's job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend, or discharge an employee. It is up to the District's Senior Management to decide whether the corrective action, up to and including dismissal, is appropriate.

**B. Abide by the District's Procurement Ethics Code:**

- B.1 The District's employees are prohibited from making, participating in, or in any way attempting to use their District employment to influence a District decision in which they know or have reason to know they have a financial interest.
- B.2 No employee of the District involved in purchasing shall use confidential information for his or her actual, anticipated, or apparent personal gain, or for the actual, anticipated, or apparent personal gain of any person related to such employee. "Confidential Information" is defined as any proprietary, privileged, or nonpublic information, coming to the employee's attention as a result of employment by District, the knowledge of which makes financial gain possible.
- B.3 District employees, officers and/or directors, members of their immediate families, their partners or an organization that employs or is about to employ the employee, officer and/or director, his/her immediate family and/or his/her partner, shall not be financially interested in any District contract made by them in their official capacity. They shall not be purchasers at any sale or vendors at any purchase made by them in their official capacity.

The standards governing the determination as to whether a financial interest exists are set forth in Sections 1090, 1091, and 1091.5 of the California Government Code.

- B.4 No Director, officer, employee or agent of District knowingly shall solicit, accept, or agree to accept gratuities, favors or anything of more than a nominal monetary value in connection with actual or potential procurement and contracting activities. Under this policy, the term "nominal monetary value" shall be defined as a value of fifty dollars (\$50) or less.
- B.5 District employees and consultants shall conduct themselves as follows whenever the employee or consultant has, or may have, a financial interest in making or participating in making any governmental decision:

Employees: An employee shall immediately report the nature of the matter and the existence of a conflict to his or her supervisor or manager so that the work may be assigned to another person or so that other appropriate action may be taken.

Consultants: The consultant shall immediately report the nature of the matter and the existence of the conflict to the General Manager, who shall determine the appropriate action to be taken.

- B.6. The General Manager or his/her designated representative shall review every procurement to identify and prevent real and apparent organizational conflict of interest. An organizational

conflict of interest exists when the nature of the work to be performed under an existing or proposed contract or subcontract may, without some restrictions on future activities, result in or may result in an unfair competitive advantage to the actual or potential contractor or subcontractor or impair their objectivity in performing work under the contract or subcontract.

### **C. Disclosure**

- C.1. Non-disclosure, to treat specific information (verbally and physically) from disclosure to others without proper authorization, items that are protected from disclosure under the Public Records Act, and, or Attorney Client privileges.
- C.2. Disclosure, specific information not protected under non-disclosure. All management employees must be aware what constitutes disclosure and non- disclosure.
- C.3. District personnel must be (a) be familiar with and comply with the District's disclosure controls and procedures, and (b) when it doubts seek assistance from Counsel or the General Manager; and (c) Take all necessary steps to ensure that all public announcements communications are channeled to District's Planning and Marketing Department and the Marketing and Communications Manager.
- C.4. District personnel must report to senior management any information that they become aware of that is detrimental to the District, it's employees, or the Board of Directors.

### **D. Compliance with applicable governmental laws, rules and regulations**

- D.1 District personnel should comply, when conducting business on behalf of the District, both in letter and spirit with all applicable laws both in Federal and State, including the rules and regulations and ordinances of cities and counties.
- D.2. Although not all District personnel are expected to know the details of all applicable laws, rules and regulations, it is important to know enough to determine when to seek advice from appropriate personnel. Questions about compliance should be addressed to the General Manager whom on turn will advise the employee on the appropriate resources for the answers.
- D.3. No employee may purchase or sell any District property without the approved permission while in possession and it is against District's policy for any management employee to obtain or use the District public property for their personal gain or private use.

### **E. Confidentiality**

District personnel should maintain the confidentiality of information entrusted to them by the District's senior management, management and or the Board of Directors, except when disclosure is expressly authorized or is required or permitted by law. Confidential information includes all non-public information (regardless of its source).

### **F. Conduct Not Prohibited by This Policy**

This policy is not intended to preclude or dissuade employees from engaging in legally protected activities/activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or terms and conditions of employment, forming, joining or supporting labor unions, bargaining collectively through representatives of their choosing, raising complaints about working conditions for their and their fellow employees' mutual aid or protection, or legally required activities. Engaging in concerted protected activity is permitted by law and will not by itself result in disciplinary action or termination. Nothing in this policy is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal, state or local law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such

issues to the attention of management at any time.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

### **SECTION 43: ELECTRONIC COMMUNICATIONS COMPUTER USE POLICY**

(~~Non-Represented~~ Administrative & Management Personnel)

#### **Application:**

This electronic communications policy applies to all Gold Coast Transit District (DISTRICT) non-union (non-represented) employees, contract employees, volunteers or other non-employees who use electronic communications regarding District business. All such persons shall be referred to throughout this policy as "District personnel."

#### **Policy Objectives:**

Ensure compliance with applicable State and federal laws and District policies related to the use of e-mail and all other forms of electronic communication.

Provide direction for the effective and productive use of the District's electronic communications systems, including but not limited to electronic mail (e-mail), facsimiles, telephones, voicemail, personal computers, computer networks, on-line services, Internet connections, computer files, video equipment, recorders and recordings, cellular phones, smart phones, text messages, Internet posts, bulletin boards and any similar communications or equipment. As technology progresses, there will no doubt be additions. Employees must minimize disruptions to District business related to these electronic communications. Employees must use the communications System only for business purposes. Personal use of the communications System is not permitted, and employees should not expect privacy with regard to any unauthorized personal use. Employees may not send or receive personal mail or e-mail with the District's communications System. Employees may not send the District's information or property to their personal e-mail or other outside location except as required in their job duties, and they may not download District information or property to any external drive or storage device.

#### **General Information**

##### **A. Definition of "Official District Record"**

"Official District Record" shall mean a "public record" as defined in the California Public Records Act (Cal. Gov. Code § 6250 et seq.):

"...any writing containing information relating to the conduct of the public's business prepared, owned, used or retained by any state or local agency regardless of physical form or characteristics..."

"... 'Writing' means handwriting, typewriting, printing, photostating, photographing, photocopying, transmitting by electronic mail or facsimile, and every other means of recording upon any tangible thing any form of communication or representation, including letters, words, pictures, sounds, or symbols, or combination thereof, and any record thereby created, regardless of the manner in which the record has been stored."

"Official District Record" may also include writings stored on the personal electronic messaging accounts (examples: cellphones, iPad etc.) of District personnel that substantially relate to the conduct of District business.

##### **B. Definition of "District Business"**

"District Business" means information relating to the conduct of the public's business or communications concerning matters within the District's jurisdiction such as, potential or pending District projects, past or prospective District agenda items, or District budgets or expenditures involving District funds.

##### **C. E-mail may Constitute an Official District Record**

E-mail and other forms of electronic communications, such as text messaging and voicemail, generate correspondence and other types of records that can be recognized as Official District Records and may be subject to disclosure under the Public Records Act. In addition, any Official District Records created through e-mail and other forms of electronic communications must be protected and retained in accordance with records retention laws.

Messages transmitted using the District's e-mail system or using District-owned equipment, such as cell phones or pagers with capabilities for text messaging and voice mail, should be messages which involve District business activities and contain information essential to accomplishment of business-related tasks, or can otherwise be recognized as Official District Records. However, the incidental use of electronic communications (e-mail, text, or voice) that may contain non-District related (personal) matters is permitted. This incidental use shall be limited and must not interfere with employee productivity or the provision of District services. Any incidental (personal) e-mail, text or voice messages are NOT considered public records, but may still be discoverable. All electronic communications are the property of the Gold Coast Transit District.

**D. Social Networking and Official District Records**

Communications regarding District business that are sent or received through any **social networking site** may also be subject to the Public Records Act and records retention laws. Until the District adopts and implements an official policy regarding social networking, all District personnel should be cautious in using social networking sites to communicate regarding District business. At a minimum, District personnel should notify social media users that their communications regarding District business may be subject to disclosure. In addition, District personnel **should caution all users that social media is not the official method of communicating with the District** and should direct users to contact the District via telephone, in writing, or through the District's website, using the "Contact Us" function.

**E. District E-mail System is Not for Storage**

The District reserves the right to retrieve and make proper and lawful use of any and all electronic communications transmitted through the District's e-mail system and any District-owned equipment. Although the use of electronic communications is considered official District business, the District's communication systems, including e-mail, text messaging and voicemail, as well as all other relevant communications listed above are intended as a medium of communication only. Therefore, the e-mail system and any District-owned equipment such as cell phones and pagers should not be used for the electronic storage or maintenance of documentation, including, but not limited to, Official District Records. Regarding e-mail, the system administrator performs regular electronic back-ups of the District's e-mail system. However, the back-up is not a copy of all District e-mail activity that occurred on the District e-mail server during the back-up period.

**Guidelines for Proper E-mail Usage**

- District e-mail access is controlled through individual accounts and passwords. It is the responsibility of District personnel to protect the confidentiality of their account and password information.
- District personnel are responsible for managing their mailboxes, including organizing and cleaning out any non-District related messages that do not constitute Official District Records. E-mail users are responsible for determining if e-mails contain substantive information regarding District business or may later be important or useful for carrying out District business, and thus could be considered as Official District Records.
- All District personnel must check and respond to their e-mails on a regular basis, preferably daily.
- District personnel are expected to remember that e-mail sent from District e-mail accounts is a representation of the District. All District personnel must use normal standards of professional and personal courtesy and conduct when drafting e-mail messages. E-mail messages should be drafted with the same care and in the same manner as any

communication printed on District letterhead. Like any other District communication, e-mail is a reflection of the District's business practices.

- All messages transmitted over the e-mail system should be limited to those which involve District business activities or contain information essential to District personnel for the accomplishment of District-related tasks. Use of the District's e-mail system for personal communication must be kept to a minimum. "Spam" e-mail can be harmful to the District's computer system. Spam e-mail is electronic junk mail, usually unsolicited commercial and non-commercial messages transmitted as a mass mailing to a number of recipients. If an e-mail message does not pertain to District business, it should be deleted from your e-mail account and not forwarded. Examples include jokes, thoughts for the day, "chain" type e-mail messages, etc.
- E-mail messages should be easy to read and understand. Spelling and grammar should be correct. Avoid using abbreviations unless you are certain the recipient will understand the meaning.
- Messages should be sent to smaller rather than larger audiences where appropriate. Avoid "broadcasting" messages and large documents. E-mail should not be used for broadcast purposes unless the message is of interest or importance to all District personnel.
- Avoid long e-mail "chain" messages that include past e-mails attached to a current message. Deleting long strings of previous e-mail exchanges from your reply messages will enhance readability and save disk space.
- Limit designating e-mail as "high-priority" or "urgent" – use those designations only when necessary and appropriate.

### **Prohibited Uses of the District's Electronic Communications Systems**

Electronic communications shall not be used for any activity that is a violation of local, state, or federal law. Types of messages prohibited from being transmitted through the District's electronic communications systems include, but are not limited to, the following:

- Messages in support or opposition to campaigns for candidates for an elected office or a ballot measure.
- Messages of a religious nature or promoting or opposing religious beliefs.
- Messages containing language which is insulting, offensive, disrespectful, demeaning, or sexually suggestive.
- Messages that harass, discriminate, or retaliate against other, or gossip or bully others, or to send anonymous communications, messages that contain sexual or ethnic slurs, obscenities, or any representation of obscenities. For more information, please refer to the District's policies regarding harassment and discrimination.
- Messages used to send or receive copyright material, proprietary financial information, or similar materials.
- Messages used for gambling or any activity that is a violation of local, state, or federal law.

In addition to any disciplinary action that may be imposed, we also may advise legal authorities of any illegal use of our Communications System.

### **Electronic Communications and Privacy**

1. **No Expectation of Privacy**

District personnel have no right or expectation of privacy or confidentiality in any message created, sent, received, deleted, or stored using the District e-mail system or any District-owned communication devices. All messages and any attachments on the District's computer network or other District-owned system or device are the property of the Gold Coast Transit District and may be accessed by authorized personnel. Employees of the District may not tell outside parties that their voicemail or email is private or confidential, since it may be accessed by us or by other employees as necessary. District electronic communications may be monitored as allowed by the Electronic Communications Privacy Act, the Federal Stored Communications Act, and any other applicable federal or State laws. Most communications among District personnel are not confidential communications. However, certain communications such as police investigations, personnel records, or attorney-client communications may be confidential or contain confidential information. Questions about whether communications are confidential, and how they are to be preserved, should be discussed with the General Manager or District legal counsel.

2. **No "Snooping"**

It is a violation of this District policy for any District personnel to use the District's electronic communications systems or equipment for purposes of satisfying idle curiosity about the affairs of others. Abuse of authority by accessing another person's e-mail, text or voice messages without their knowledge or consent is prohibited. District personnel found to have engaged in such "snooping" may be subject to disciplinary action consistent with District policies.

3. **Access Must Be Private**

Notwithstanding the District's right to have authorized personnel access e-mail and other electronic messages, all electronic messages should be treated as confidential by other District personnel and accessed only by the intended recipient. District personnel are not authorized to retrieve, read or listen to any electronic messages that are not sent to them. Any exceptions must receive prior approval by the District General Manager or designee.

4. **Use Caution with Confidential Information**

All District personnel must exercise a greater degree of caution in sending confidential information on the District's electronic communications systems than they take with other media because of the risk that such information may be copied and/or retransmitted. When in doubt, **DO NOT USE E-MAIL, TEXT MESSAGING OR VOICEMAIL as a means of communication**. Furthermore, the use of passwords for security does not guarantee confidentiality.

5. **Personal E-mail Accounts and Official District Records**

The use of personal e-mail accounts to transmit messages regarding District business should be avoided by all District personnel. In the event that messages regarding District business are received by District personnel through their personal e-mail accounts, District personnel shall either: (a) copy ("cc") any communication from the personal electronic messaging account to a District electronic messaging account; or (b) forward the associated electronic communication to a District account no later than 10 days after the original creation or transmission of the electronic communication. E-mail messages in personal accounts that discuss District business may be considered Official District Records that are subject to the Public Records Act and records retention laws. Determining if an e-mail in a personal account is a public record will involve an examination of several factors, including: (a) the content of the record itself; (b) the context in, or purpose for which, the record was written; (c) the audience to whom the record was directed; (d) the purpose of the record; and (e) whether the record was prepared by District personnel acting or purporting to act within the scope of his or her employment.

District personnel are requested to use only their District e-mail accounts for sending/receiving e-mails regarding District business. District personnel shall ask persons sending electronic communications regarding District business to their personal account to instead utilize their District account. District personnel shall ask persons sending an electronic communication regarding non-District business to employee's personal or non-District electronic messaging account.

**Record Retention and Disclosure**

Electronic communications are a business tool which shall be used in accordance with generally accepted

business practices and all Federal and State laws, including the California Public Records Act, to provide an efficient and effective means of interagency communications. Under most circumstances, communications sent electronically are public records, subject to disclosure under the Public Records Act and subject to records retention laws applicable to public agencies, including special Districts.

1. **Electronic Messages as Official District Records**

The District’s e-mail, text messaging and voice mail systems are tools used for the temporary transport of communication, and as methods to send or receive correspondence. If an e-mail message or text message, including any attachments, can be considered an Official District Record, as defined by this Policy (“*any writing containing information relating to the conduct of the public’s business prepared, owned, used or retained by any state or local agency regardless of physical form or characteristics*”), such messages must be preserved for the legally required time period in accordance with the District’s Records Retention Policy.

2. **Automatic Deletion of E-mail**

The District’s e-mail management system automatically deletes District e-mails, including any text messages that become e-mails, which are more than **ninety (90)** days old from all Outlook folders of each District e-mail user. E-mail in “Deleted” and “Inbox” and “Sent” folders will be automatically removed after **ninety (90)** days.

3. **Managing Your District E-mail**

Individual District personnel are responsible for the management of their mailboxes and associated folders on a daily basis. To ensure maximum efficiency in the operation of the e-mail system, District personnel are directed to delete e-mail messages that are not Official District Records from their inboxes on a daily basis. Examples of such messages are personal e-mails, e-mail advertisements, announcements, or newsletters received via e-mail. If e-mail messages that are not Official District Records are necessary for transitory work, preliminary drafts, preparation of work product or personal notes, District personnel are directed to either print the e-mail and maintain the paper copy or create a PDF version of the e-mail (print to PDF) and store the file in an electronic folder on the District’s network drive. If you need assistance, contact the GCTD IT Manager.

E-mail messages (including any attachments) that are Official District Records shall be preserved by one of the following methods:

DFASD

- (A) Print the e-mail and place the printed copy in the appropriate file.
- (B) E-mail should not be stored on portable media (CDs, DVDs, thumb drives, etc.). Electronically move the e-mail system and store it on a network drive. Contact the Management Information Systems Department for available options.

It is the responsibility of individual District personnel to determine if an email message is an Official District Record which must be retained in accordance with the District’s Record Retention Policy. Below is a general guideline that can help make the correct determination. The Director of Human Resources can also assist you in making such determination.

<i>E-mail Messages Generally Considered as Public Records (Retention)</i>	<i>E-mail Messages Generally <b>NOT</b> Considered as Public Records</i>
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<ul style="list-style-type: none"> <li>❖ E-mail that is created or received in connection with official District business. <i>(Example: A request to add a consent calendar item to the Board of Directors meeting agenda.)</i></li> <li>❖ E-mail that shows how a District policy was created, or how a decision was made by District staff and/or the Board of Directors. <i>(Example: Messages between District personnel regarding the need for an e-mail retention policy.)</i></li> <li>❖ E-mail that begins, authorizes, or completes an item or a transaction of official District business. <i>(Example: Messages transmitting applications for review of improvement plans.)</i></li> <li>❖ E-mail that documents significant official decisions or commitments reached verbally (person-to-person, by phone or in conference) and not otherwise documented in District files. <i>(Example: Messages describing informal negotiations with property owners.)</i></li> </ul>	<ul style="list-style-type: none"> <li>➤ Personal messages and announcements not related to official District business. <i>(Example: Announcements of birthday celebrations or invitations to lunch.)</i></li> <li>➤ “Spam” e-mails, advertisements, “junk” e-mails.</li> <li>➤ Duplicate documents (copies or excerpts – not originals) distributed by e-mail for convenience or reference. <i>(Example: Copies of a staff meeting agenda distributed via e-mail and also provided in hard copy.)</i></li> <li>➤ E-mails that include preliminary draft information, or have draft documents attached, if the drafts are not retained in the ordinary course of business after the final document is prepared. (Gov. Code § 6254, subd. (a).) <i>(Example: Draft versions of an agenda report that are discarded after the final report is prepared and incorporates all of the draft versions and comments.)</i></li> </ul>
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4. **E-Mail Attachment:** Attachments to e-mail messages should be retained or disposed of according to the content of the attachment itself, not according to the e-mail transmitting the attachment. Many e-mail attachments are simply duplicates of existing documents or are draft versions of documents that are not retained by the District after the final version of the document is complete. If you need help in determining whether an attachment to an e-mail message must be retained, please contact the Human Resources & Risk Manager.

5. **Preserving Electronic Messages**  
*Public Records Act Requests, Subpoenas, Claims, and Potential Claims Against the District*

Periodically, the District receives requests for inspection or production of documents pursuant to the Public Records Act, as well as subpoenas or court orders for documents. In the event such a request or demand includes electronic messages, District personnel who have control over or access to any such messages, once they become aware of the request or demand, shall use their best efforts, by reasonable means available, to temporarily preserve any such message until it is determined whether the message is subject to preservation, public inspection or disclosure. District personnel must contact the Human Resources & Risk Manager regarding any such messages that are within their control.

**Violations**

Any person found to have violated this policy may have his or her access to District e-mail, text messaging or other means of electronic communication on District equipment limited or revoked completely. District personnel who violate this policy may be subjected to formal disciplinary action up to and including termination from District employment.

**EMPLOYMENT OF RELATIVES AND SPOUSES**

**SECTION 44: EMPLOYMENT OF RELATIVES**

A. The Board of Directors, General Manager, or any management employee shall not appoint any relative to any position with Gold Coast Transit, where such appointment and/or employment has the potential to for creating an adverse impact on supervision, safety, security, or morale.

- B. A condition which will result in the assignment of a superior and a subordinate who are relatives within the same department shall not be permitted.
- C. Appropriate personnel action will be taken upon consultation with the employees involved to remedy any violation of this section.
- D. Employees who are relatives shall not work in the same department, division, or facility where such has the potential for creating adverse impact on supervision, safety, security, morale, or involves potential conflicts of interest.
- E. For purposes of this provision, relatives shall mean son, daughter, brother, sister, mother, father, aunt, uncle, niece, nephew, grandson, granddaughter, grandmother, grandfather, either by blood or present marriage or registered domestic partner.

**SECTION 45: THE EMPLOYMENT OF SPOUSE OR REGISTERED DOMESTIC PARTNERS**

- A. It is the policy of GCTD not to discriminate in its employment and personnel actions with respect to its employees, prospective employees and applicants on the basis of Protected Characteristics, including among others, marital status or registered domestic partnership. No employee, prospective employee or applicant shall be improperly denied employment or benefits of employment on the basis of his or her marital status or registered domestic partnership. This policy applies to the selection of persons for a training program leading to employment in addition to the above-designated persons.
- B. Marital status is defined as an individual's state of marriage, non-marriage, divorce or dissolution, separation, widowhood, annulment, or other marital state for the purpose of this anti-discrimination policy.
- C. Spouse is defined as partner in marriage as defined in California Civil Code Section 4100. For purposes of this Section, spouse shall also include registered domestic partner as that term is defined in applicable law.
- D. Notwithstanding the above provisions, GCTD retains the right:
  1. To refuse to place one party to a relationship under the direct supervision of the other party to a relationship where such has the potential for creating an adverse impact on supervision, safety, security or morale.
  2. To refuse to place both parties to a relationship in the same department, division or facility where such has the potential for creating an adverse impact on supervision, safety, security morale or involving potential conflicts of interest.
  3. To maintain or adopt bona fide health plans which provide additional or greater benefits to employees with dependents to those employees without or with fewer dependents. Where such a bona fide health plan discriminates against individuals on the basis of marital status, benefits shall not be conditioned upon whether an employee is "head of household", "principal wage earner", "secondary wage earner" or other similar status.



Item #8

**DATE** March 4, 2026

**TO** Board of Directors

**FROM** Dante McClain, IT Technician  
Christine Feng, Assistant General Manager/CFO  
Vanessa Rauschenberger, General Manager

**SUBJECT** Consider Adoption of Cybersecurity and Artificial Intelligence Policies

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#### **SUMMARY**

The Cybersecurity and Artificial Intelligence (AI) policies were developed to strengthen the protection of Gold Coast Transit District (GCTD) information systems, reduce cybersecurity risk, and establish clear governance for the safe and responsible use of Artificial Intelligence tools. These policies align with the National Institute of Standards and Technology (NIST) Cybersecurity Framework and public sector best practices. Adoption of these policies will formalize cybersecurity controls, incident response procedures, access management standards, and AI usage requirements to protect District operations, employee information, and public data.

#### **BACKGROUND**

Cybersecurity threats continue to increase across public agencies, including ransomware, phishing, and unauthorized access attempts. As the Gold Coast Transit District (GCTD) expands its reliance on digital systems, cloud services, and remote access technologies, formal cybersecurity policies are necessary to protect operational continuity, sensitive information, and critical infrastructure. Additionally, the increasing availability of Artificial Intelligence tools requires clear governance to ensure their safe, secure, and appropriate use within District operations.

#### **RECOMMENDATION**

It is recommended that the Board of Directors Consider Approval of the Cybersecurity and Artificial Intelligence polices.

General Manager's Concurrence

**Vanessa Rauschenberger**

**Attachment - GCTD Cybersecurity and AI Policy**

**GOLD COAST TRANSIT DISTRICT**



**Date:** March 4, 2026

**To:** All GCTD Employees

**From:** Dante McClain, IT Technician  
Christine Feng, Assistant General Manager/CFO  
Vanessa Rauschenberger, General Manager

**Subject:** **Cybersecurity and Artificial Intelligence Policies**

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## **SUMMARY**

This document establishes policies for Cybersecurity and Artificial Intelligence use at Gold Coast Transit District (GCTD). This policy was approved by the Board of Directors on March 4th, 2026.

## **PART I. CYBERSECURITY POLICIES**

This addendum supplements the existing Information Technology Policies document by adding a comprehensive, modernized set of Cybersecurity Policies aligned to industry best practices, NIST CSF, and GCTD operational needs. These policies are intended to fully integrate with the current Computer Use, Hardware/Software, and Data Security regulations.

### **1. Purpose**

The purpose of these Cybersecurity Policies is to establish clear requirements for securing GCTD information systems, protecting sensitive information, and ensuring continuity of operations in the face of cybersecurity threats.

### **2. Scope**

These policies apply to all GCTD employees, contractors, consultants, interns, Board Members, vendors, and any individual granted access to GCTD information systems or data.

### **3. Governance & Security Roles**

- General Manager & Assistant General Manager / CFO: Executive authority over cybersecurity and approval of policies, exceptions, and major decisions.
- IT Technician: Responsible for implementing security controls, managing system access, monitoring for threats, responding to incidents, maintaining infrastructure, and ensuring compliance with cybersecurity requirements.

### **3A. IT Technician Cybersecurity Responsibilities**

The IT Technician is responsible for day-to-day cybersecurity implementation and operational security, including but not limited to:

- Managing and monitoring network, server, and application security.
- Administering user accounts, access permissions, MFA enrollment, and role-based access.

- Performing vulnerability scans, patching, and remediation.
- Responding to cybersecurity incidents, alerts, and suspicious activity.
- Ensuring secure configuration of endpoints, servers, network devices, and software.
- Managing antivirus/EDR systems and ensuring signatures are current.
- Coordinating with vendors for technical security controls and system maintenance.
- Maintaining security logs, monitoring tools, and audit trails.
- Executing backup procedures and verifying recovery integrity.
- Ensuring compliance with internal security policies and external regulatory requirements.
- Supporting cybersecurity training and user security awareness.

### **3B. Organizational Chart (IT & Cybersecurity Oversight)**

General Manager (Accountable Executive)  
 Assistant GM / CFO (Executive Security Owner)  
 IT Technician (Security Administrator / Operations)

This reflects the full IT structure for cybersecurity governance within GCTD.

### **3C. Statement of IT Structure**

GCTD's IT operational and cybersecurity structure consists of two roles:

- General Manager & Assistant General Manager / CFO – Provides executive authority, approves security policy, oversees cybersecurity strategy, and authorizes exceptions.
- IT Technician – Acts as the primary technical resource responsible for implementing, monitoring, and maintaining all cybersecurity and IT system controls.

### **3D. IT Technician Cybersecurity Duties (Detailed Breakdown)**

#### 1. Identity & Access Management

- Create, modify, and disable accounts.
- Enforce MFA and secure authentication standards.
- Conduct annual permission reviews.

#### 2. Endpoint Security

- Deploy and manage antivirus/EDR.
- Enforce encryption standards and screen-lock policies.
- Maintain device patching and configuration.

#### 3. Network & Infrastructure Security

- Maintain firewall, switch, and access point security.
- Monitor network traffic for suspicious activity.
- Ensure segmentation between internal, guest, and public networks.

#### 4. Incident Detection & Response

- Investigate alerts and user-reported security issues.
- Contain and remediate malware, ransomware, and unauthorized access.
- Document incidents and coordinate post-incident review.

#### 5. Data Protection & Backup Security

- Ensure sensitive information is handled according to policy.
- Manage encrypted backups and perform periodic recovery tests.
- Verify secure storage and prevent unapproved data transfers.

#### 6. Vendor Coordination & System Administration

- Vet technical security requirements for vendors.
- Manage third-party account access and revoke when no longer needed.
- Ensure infrastructure is compliant with industry best practices.

#### 7. Compliance & Security Awareness

- Maintain documentation of controls and configurations.
- Support employee training and phishing awareness programs.
- Assist with internal audits, NIST alignment, and policy reviews.

### 4. Cybersecurity Policy Components

Cybersecurity Policy Components The following sections outline mandatory controls and expectations.

#### 4.1 Access Control Policy

- Access is granted on the Principle of Least Privilege (POLP).
- Multi-factor authentication (MFA) is required for:
  - Remote access
  - Administrative accounts
  - Any system containing sensitive information
- Shared accounts are prohibited except where technically unavoidable and must be approved and tightly monitored.
- Role-based access reviews must occur at least annually.

#### 4.2 Acceptable Encryption Standards

- All sensitive information must be encrypted in transit (TLS 1.2+ or equivalent) and at rest (AES-256).
- USB storage devices must be GCTD-issued and hardware encrypted.
- Legacy or insecure protocols such as FTP, Telnet, SSLv3, TLS 1.0/1.1 are prohibited.

#### 4.3 End-User Device Security

- GCTD-issued laptops, phones, tablets must include:
  - Full disk encryption
  - Automatic screen lock (5–10 minutes max)
  - Up-to-date OS and security patches
  - GCTD-approved antivirus/EDR software
- Personal devices (BYOD) may only access GCTD resources using approved secure methods.

#### 4.4 Network & Infrastructure Security

- Unsupported or unmanaged devices are prohibited on GCTD networks.
- All network devices (routers, switches, firewalls, wireless APs) must:
  - Use secure configurations

- Have firmware updated quarterly or as patches become available
- Be monitored continuously
- Public Wi-Fi and guest networks must remain fully segmented from internal systems.

#### 4.5 Email & Messaging Security

- Email is the primary vector for phishing attacks.
- Users must:
  - Not open suspicious attachments or links
  - Report suspicious emails immediately to IT
  - Not forward sensitive information externally without approval
- External email banners will identify non-GCTD senders.

#### 4.6 Incident Response Policy

All employees must immediately report the following:

- Suspected malware
- Lost or stolen devices
- Unauthorized access
- Phishing attempts
- Data breaches or accidental disclosure

The IT Department will:

1. Contain the incident
2. Identify scope and affected systems
3. Eradicate malicious components
4. Recover systems to normal operation
5. Conduct a post-incident review

A formal Incident Response Plan (IRP) will be maintained and updated yearly.

#### 4.7 Data Classification Policy

All GCTD information must be classified into one of the following:

- Confidential: Legal, HR, medical, PCI, personal data
- Internal Use: Operational documents, internal reports
- Public: Information intended for public release

Access, storage, and sharing of data must be consistent with its classification.

#### 4.8 Vendor & Third-Party Security

- Vendors must sign the "Contractor Confidentiality and Integrity Statement."
- Vendors with system access must use MFA and unique accounts.
- Annual reviews of vendor access must be performed.
- No vendor may store GCTD data outside approved environments without written authorization.

#### 4.9 Logging & Monitoring

- Security logs must be maintained for critical systems.
- Logs must be retained for a minimum of 12 months.

- Continuous monitoring tools will be used to detect:
  - Unauthorized access
  - Malware/ransomware indicators
  - Suspicious activity

#### 4.10 Patch & Vulnerability Management

- Operating systems and applications must be patched within:
  - 30 days for standard updates
  - 72 hours for critical security patches
- Regular vulnerability scans will be conducted on all systems.
- High-risk vulnerabilities must be remediated promptly.

#### 4.11 Remote Access Policy

- Remote access is only allowed through GCTD-approved VPN or remote terminal servers.
- Public or shared computers may not be used for remote access.
- Copying data to non-GCTD devices during remote access is prohibited.

#### 4.12 Backup & Disaster Recovery Policy

- Backups must be:
  - Performed daily
  - Encrypted
  - Stored in two separate locations (on-site and off-site/secure cloud)
- Full Disaster Recovery testing will occur annually.

#### 4.13 Social Media & Public Communication Risks

- Employees must not disclose confidential information online.
- Only authorized staff may post on behalf of GCTD.
- Screenshots of internal systems may not be shared externally.

#### 4.14 Physical Security

- Server rooms must remain locked and access logged.
- Badges must be visible while on premises.

### **5. Annual Review**

These policies will be reviewed annually by the CFO, General Manager and IT Technician to ensure alignment with evolving threats, technologies, and legal requirements.

## **PART II. Artificial Intelligence (AI) & Generative AI Policy**

### **1. Purpose**

Ensure Artificial Intelligence (AI) is used to improve productivity and service quality while protecting privacy, security, legal compliance, and public trust.

### **2. Scope**

This policy applies to all GCTD employees, contractors, interns, volunteers, and vendors using AI tools for GCTD business or using GCTD systems and data.

### **3. Definitions**

- Artificial Intelligence (AI): Software that performs tasks typically requiring human intelligence.
- Generative AI: AI systems that generate content such as text, images, audio, or code.
- GCTD-Approved AI Tool: An AI system reviewed and approved by GCTD leadership and IT for business use.

### **4. Governance & Accountability**

- GM / Assistant GM: Approves policy, high-risk use cases, and exceptions.
- IT Technician: Maintains approved AI tool list, performs security review, and coordinates incident response.
- Users: Responsible for validating accuracy, legality, and appropriateness of AI-assisted work.

### **5. Core Principles**

- Requirement to Humanize AI Outputs: All text, documents, communications, reports, and deliverables produced with the assistance of AI tools (e.g., generative text models) must be thoroughly reviewed, edited, and re-written by a human author to ensure the final content:
  - Reflects the agency's values, professional tone, and organizational voice,
  - Is clear, accurate, and appropriate for its intended audience,
  - Avoids generic, repetitive, or mechanically generated phrasing typical of raw AI outputs, and
  - Contains context, judgment, and nuance that only a human subject-matter expert can provide.
  - Final documents must be substantially authored and signed off by a human who takes responsibility for the content and confirms that it meets agency standards of communication and authenticity.
- Privacy First: Do not input confidential or PII data into non-approved tools.
- Security First: Never enter credentials, MFA codes, private keys, or system configurations into AI
- Fairness: AI must not be used in ways that create unlawful bias.
- Efficiency: Use AI responsibly and avoid unnecessary prompt usage.
- Disclosure: Employees may be asked to disclose how/when AI is used

### **6. Permitted Uses**

- Drafting internal communications and draft document outlines.
- Summarizing publicly available or non-confidential information.
- Brainstorming: Assist with creating training content, developing drafts, outlines

- Analysis of non-confidential data and creation of tables, charts, visuals etc.
- Assistance with spelling and grammar checking proofreading

#### **7. Restricted or Prohibited Uses**

- Entering confidential or sensitive information into non-approved AI tools.
- Automated decision-making, affecting employment, discipline, benefits, or enforcement.
- Automated email replies and responses (other than proof reading or drafting)
- Generating legal advice without management or legal review.
- Impersonating individuals via AI-generated voice or likeness.
- Using AI in any manner that violates GCTD's Code of Conduct or other policies
- Using AI outputs as sole factual authority without verification.

#### **8. Data Handling & Records**

- Prompts and outputs may be logged and may be subject to public records requests.
- Final reviewed documents must be stored in official GCTD repositories.
- Accidental sensitive disclosures must be reported immediately to IT.

#### **9. Verification & Quality Control**

- Fact-check all names, dates, figures, and claims.
- Confirm no sensitive data is included before publication.
- Ensure tone aligns with GCTD communication standards.
- Verify copyright compliance before public release.

#### **10. AI Tool Procurement & Approval**

- IT must review privacy, security controls, vendor contracts, and performance limitations.
- Only tools on the approved list may be used for official business.

#### **11. Training, Reporting & Review**

- Periodic training will be provided on responsible AI usage and AI ethics.
- New AI use cases must be reported to IT for tracking and oversight.
- AI-related incidents must follow existing IT Policy procedures.

#### **12. Annual Review**

This section will be reviewed annually and may be updated to reflect legal developments, industry's best practices, and operational needs alongside Cybersecurity Policies.



Staff participated in a webinar on February 13<sup>th</sup> and has had meetings with CARB staff who have indicated that agencies may request exemptions for 2026-2028. To request an exemption the following conditions will be considered by CARB for the reasons listed below. Staff have determined that Condition 2 is applicable to GCTD.

### **Financial Hardship Exemptions**

Condition 1: Declaration of Fiscal Emergency

#### **Condition 2: Inability to offset the incremental cost of purchasing ZEBs**

Condition 3: Inability to offset the managed, net electricity cost for depot charging battery electric buses.

GCTD staff are recommending submitting a financial hardship exemption request (Condition 2) for fixed route, based on supplier quotes showing ongoing operational costs-particularly hydrogen fuel, delivery, and station maintenance would increase cost per mile/hour by over 148%. These added expenses would create significant operating deficits, risking severe service reductions.

Additionally, GCTD staff are recommending submitted an exemption request for cutaways due to the unavailability of Class 4 cutaways available using ZEB technology.

### **Future Zero Emissions Plans**

GCTD staff continuing to explore ZEB technologies and will be meeting with FTA staff to determine options for using of GCTD grant funds. In addition, staff are also planning to develop an updated Zero-Emissions Bus transition plan, using more updated financial forecasts. Staff will provide an updated ZEB plan at a future month's meeting for the Board to consider.

## **RECOMMENDATION**

It is recommended that the GCTD Board of Directors:

1. Approve the 2026 GCTD Fleet Management Plan
2. Authorize staff to submit the attached letter to CARB requesting exemption from the Innovative Clean Transit (ICT) Regulation zero-emission bus purchase requirements for calendar years 2026 through 2028, applicable to both Fixed Route Buses and Demand Response Buses.

### **General Manager's Concurrence**



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**Vanessa Rauschenberger**  
**General Manager**

### **Attachments:**

- 2026 Fleet Management Plan
- DRAFT Letter to CARB Requesting Exemption from ICT for 2026-2028 for Financial Hardship



# **FLEET MANAGEMENT PLAN**

March 2026

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## 1 INTRODUCTION

Gold Coast Transit District (GCTD) currently maintains and operates a fleet of 120 vehicles comprised of buses, demand response vehicles and non-revenue vehicles. As a recipient of federal funds under Federal Transit Administration (FTA) Programs 5307 and 5339, GCTD is responsible for ensuring compliance with federal requirements related to fleet acquisition, operations, and maintenance.

This Fleet Management Plan details the current and future needs of GCTD's fleet, highlighting important issues and opportunities for the efficient management and growth of these assets over the next ten years. The plan will be updated regularly to assist with the preparation of the annual budget, the Ten-Year Capital Improvement Program, and the Transit Asset Management Plan. It will act as a strategic guide to inform decisions regarding fleet acquisition, maintenance, and replacement.



The following projects and objectives are planned building on GCTD's commitment to zero-emission or near-zero emission buses. We will actively compete for grant funding from local, state, and federal programs to support the transition.

### Updates Since Last Update

As of February 2026, Gold Coast Transit District (GCTD) has paused procurement of 5 Fuel Cell Electric Buses (FCEBs) originally planned as part of our compliance strategy for the 2026 Innovative Clean Transit (ICT) regulation requirements. The decision to pause the project was made to enable staff time to assess H2 fuel availability and projected station maintenance costs.



We are continuing to work closely with the California Air Resources Board (CARB), Federal Transit Administration (FTA), and relevant state and local authorities to identify viable pathways forward to be compliance with the California Air Resources Board's Innovative Clean Transit Regulation.

### 1.1 FIXED ROUTE

GCTD's current fixed-route public transit service is carried out by a fleet of 61 compressed natural gas (CNG) powered heavy-duty buses, and (7) seven CNG heavy duty buses

used as contingency buses (available for emergency purposes). GCTD is a recipient of federal funds for the procurement of its fleet, therefore GCTD must comply with FTA regulations in its maintenance and replacement plans. FTA Circular 5010.1D specifies that the minimum useful life of a heavy-duty transit bus is 12 years or 500,000 miles. GCTD follows these guidelines and expects a ULB of 12 years or 500,000 miles for transit buses.

GCTD's Fleet and Facilities Department maintains both time and mileage based preventive maintenance programs for its fixed-route fleet in accordance with the *FLEET MAINTENANCE GUIDE* as updated by the Fleet Manager in December 2025. It is an objective for GCTD to maintain a maximum spare ratio within 20 percent of the peak service requirement in compliance with FTA Circular 9030.1D.

**TABLE 1.1-1 FIXED ROUTE FLEET INVENTORY**

Quantity	Size	Manufacturer	First Year Of Service	Last Year Of Service	FTA Minimum Useful Life Years	GCTD TAM Useful Life Years	FTA Funded
5	35-ft	NABI	2008	2027	12	12	Yes
8	35-ft	NABI	2009	2027	12	12	Yes
8	40-ft	Gillig	2015	2028	12	12	Yes
5	40-ft	Gillig	2016	2029	12	12	Yes
5	40-ft	Gillig	2019	2030	12	12	Yes
3	40-ft	Gillig	2021	2032	12	12	Yes
9	40-ft	Gillig	2022	2033	12	12	Yes
4	40-ft	Gillig	2023	2034	12	12	Yes
5	40-ft	Gillig	2024	2035	12	12	Yes
9	40-ft	Gillig	2025	2037	12	12	Yes
<b>61 Total</b>							

**Contingency**

**3 – 40ft 2006 New Flyer & 4 – 35ft 2008 NABI Contingency buses not included in above table**

**1.2 DEMAND RESPONSE**

GCTD's Demand Response vehicles were primarily procured with state funds. The MV-1's, Ford E450 cutaway's, Ford Transit's, BraunAbility vans and Hyundai Ionics's were purchased with State and Federal funds. Preventive maintenance program will align with the previously mentioned *Fleet Maintenance Guide*.

GCTD has set the useful life at 8 years for the larger Ford E450 cutaways and 6 years for the smaller passenger vehicles in the fleet. GCTD currently does not have a formal spare

fleet; all vehicles are assigned to revenue service. Near term procurements will provide sufficient on-hand vehicles to support peak service requirements.

**TABLE 1.2-1 DEMAND RESPONSE FLEET INVENTORY**

Quantity	Model	Manufacturer	First Year Of Service	Last Year Of Service	FTA Minimum Useful Life	GCTD TAM Useful Life	FTA Funded
2	Van	MV-1	2015	2026	4	6	No
4	Van	MV-1	2016	2026	4	6	No
8	Cut-Away	Star Craft	2017	2027/2028	4	8	No
3	Van	Ford	2019	2029	4	6	No
1	BEV	E-Lightening	2021	2029	4	6	No
1	Van	BraunAbility	2023	2030	4	6	No
2	Van	BraunAbility	2024	2031	4	6	Yes
2	Van	Hyundai	2024	2031	4	6	No
6	Van	Ford	2025	2031/2032	4	6	No

**29 TOTAL**

### 1.3 NON-REVENUE VEHICLES

GCTD has a fleet of 23 non-revenue vehicles for driver relief, supervision, maintenance, and administrative staff usage. Maintenance is performed by the GCTD Fleet Department except in those cases requiring service from factory-trained or local dealership personnel. (Usually warranty work)

**TABLE 1.3-1 NON-REVENUE FLEET INVENTORY**

#### Maintenance

Quantity	Use	Manufacturer/Model	First Year of Service	Fuel Type	Mileage
1	CNG Refuel/Service	Ford F-150	2000	CNG	164,897
1	Service	GMC 3500	2003	Diesel	36,925
1	Parts/Service	Toyota Tundra	2013	Gas	68,010

**3 Total**

## Operations

Quantity	Use	Manufacturer/Model	First Year of Service	Fuel Type	Mileage
1	Admin	Chevrolet Van	2007	Gas	70,284
1	Relief	El Dorado Van	2010	Gas	209,583
2	Relief	Honda Civic	2012	CNG	122,600
1	Relief	El Dorado Van	2013	Gas	196,453
2	Relief	Honda Civic	2015	CNG	151,973
4	Relief	Nissan Leaf	2019	BEV	76,045
4	Relief/Sup	Nissan Leaf	2020	BEV	72,700
2	Supervisor	Nissan Leaf	2023	BEV	19,403
1	Supervisor	BraunAbility Van	2023	Gas	55,290
1	Supervisor	Nissan Leaf	2024	BEV	10,823
1	Supervisor	Hyundai Ioniq5	2024	BEV	12,582

**20 TOTAL**

## 2 ASSUMPTIONS AND OBJECTIVES

**The following will serve as guidelines for the implementation of this plan:**

**Fleet Size:** GCTD will pursue funding to support plans for procurement of bus replacements in accordance with GCTD's Board approved SRTP and Ten-Year Capital Improvement Program.

**Service Needs:** The Planning & Marketing Department will advise the Finance and Administration, Transit Operations, and Fleet & Facilities Departments of bus, demand response, and non-revenue vehicle needs within the fiscal year time frame as part of the annual service planning and budget development process.

**Useful Life:** The minimum useful life for fixed-route and demand response vehicles will meet requirements of FTA Circular 5010.1D.

**Fuel Type:** Fixed-route buses and demand response vehicles are currently fueled by CNG, gasoline, and battery electric (plug-in). However, advancements in hybrid electric, pure electric, and/or hydrogen vehicle technology will be evaluated annually by the Fleet Manager, under the supervision of the Director of Operations and Maintenance. All future procurements will consider the mandated CARB regulations. Buses that comply with

CARB requirements, along with the necessary infrastructure to support the chosen bus technology, will be considered.

**Total Operating Fleet:** Consists of vehicles equal to the sum of peak-hour requirements and operating spares

**Operation Spares:** Experience and requirements for meeting FTA regulations will determine the maximum number of spare vehicles planned to support total peak-hour requirements. Spare ratio is defined as the number of spare vehicles divided by the vehicles required for annual maximum service. The spare ratio is usually expressed as a percentage, e.g., 100 vehicles required, and 20 spare vehicles is a 20 percent spare ratio. GCTD plans to operate within a fixed-route spare ratio that does not exceed the FTA guideline of 20 percent maximum.

**Inventory:** When possible, staff will maximize the commonality of vehicle families i.e., Gillig, New Flyer, MV-1, etc., to make operations, training, and maintenance easier for GCTD personnel.

**On-Board Technology:** Buses are equipped with Automated Stop Annunciation systems (Syncromatics), UTA passenger counters, Safety Vision Camera systems, Rosco AI smart Camera systems and Genfare fareboxes.

**On Vehicle Advertising:** Buses will be available to support the GCTD advertising program for sign installations and removals.

**Zero & Near-Zero Emissions Vehicle Purchase Policy:** In June 2018, the GCTD Board of Directors adopted a Zero & Near-Zero Emissions Vehicle Purchase Policy. This policy prioritizes purchasing vehicles with the lowest emissions possible. Given the significantly higher cost of zero emissions buses, GCTD will need to be strategic with seeking grant funding to fund these replacements.

**Vehicle Configuration:** Bus configuration is decided by evaluating how and where the buses will be used, including passenger loads, comfort, locations to be served, street layout, frequency, and other relevant elements that can impact GCTD's on-time performance and the safety of both passengers and drivers. The Operations and Planning & Marketing Departments will make recommendations about bus size in each vehicle purchase cycle.

Additionally, based on feedback from drivers and passenger surveys, the Operations and Planning & Marketing Departments will be asked to suggest different types of driver and passenger seats, flooring colors, and other suggestions.

**Branding:** Vehicle colors, paint, wraps, etc. shall adhere to GCTD's style guide.

### 3 ANALYSIS OF ANTICIPATED VEHICLE NEEDS

GCTD's primary focus over the next five years will be transitioning towards zero-emission buses while replacing our aging fleet. To fund replacement buses, GCTD will need to compete for grants at the local, state, and federal level. Currently, vehicle replacements will be limited by the award of grant funding we are able to secure. **Planned replacement of fixed-route, demand response, and non-revenue vehicles is presented in Tables 3.1-1 through 3.3-1.**

#### 3.1 FIXED ROUTE

GCTD anticipates keeping a fleet of (61) buses with no expansion planned until 2032. The contingency fleet will provide buses to Ventura County during emergencies and provide services as needed upon by the county.

At this time, no service expansions are planned unless a new source of funding is identified, such as the passage of a local revenue measure. Therefore, this plan does not forecast any additional fix-route fleet expansions until 2032. Upcoming replacement plans at this time include:

These replacements are planned to take place using CMAQ, and TIRCP funds.

- In 2027 GCTD will replace (8) 2008/2009 NABI's.
- In 2028 GCTD will replace (5) 2009 NABI's.

The additional replacements below are contingent on identification of funding.

- In 2028, eight (8) 2015 Gillig's will reach the end of their useful life. GCTD plans to apply for grant funding to replace with Near – Zero Emission CNG buses.
- In 2030, five (5) 2016 Gillig's will reach the end of their useful life. GCTD plans to apply for grant funding to replace with Near – Zero Emission CNG buses.
- In 2031, five (5) 2019 Gillig's will reach the end of their useful life. GCTD plans to apply for grant funding to replace with Zero Emission buses.
- In 2032, three (3) 2021 Gillig's, will reach the end of their useful life. GCTD plans to apply for grant funding to replace with Zero Emission buses.
- In 2033, nine (9) 2022 Gillig's, will reach end of useful life. GCTD plans to apply for grant funding to replace with Zero Emission buses.
- In 2034, nine (4) 2023 Gillig's, will reach end of useful life. GCTD plans to apply for grant funding to replace with Zero Emission buses.

IDENTIFY FUNDING & PROCUREMENT ACTION (2-3 YRS NEEDED)
REPLACEMENT NEEDED
REPLACEMENT NEEDED / FUNDING IDENTIFIED
PLAN TO ACQUIRE ZERO EMISSION BUSES** If Grant Awarded
PLAN TO ACQUIRE CNG (Near Zero Engine) BUSES
Tank– Hard Deadline for Tank Expiration

**TABLE 3.1-1 FIXED ROUTE VEHICLE ACQUISITION**

Table 3.1-1 reflects the planned bus **delivery year**. Procurement of buses typically takes place **two years prior** to delivery year to allow bus build time (**typically 18 months**).

Make	Minimum Useful Life	Size	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
<b>Fuel Type</b>			CNG	CNG	CNG	TBD	TBD	TBD	TBD	TBD	TBD	TBD
<b>CARB ZEB Required Purchases %</b>			25%*	25%*	25%*	100%	100%	100%	100%	100%	100%	100%
<b># of Replacement Vehicles</b>			0	8	9	4	5	5	3	6	7	5
<b>Expansion Vehicles by Year</b>			0	0	0	0	0	0	3	0	0	0
NABI 2008 (5)	12-yrs	35'	5	5	Tank Expires							
NABI 2009 (3)	12-yrs	35'	3	3	Tank Expires							
NABI 2009 (5)	12-yrs	35'	5	5	5	Tank Expires						
Gillig 2015 (4)	12-yrs	40'	4	4	4							
Gillig 2015 (4)	12-yrs	40'	4	4	4	4						
Gillig 2016 (5)	12-yrs	40'	5	5	5	5	5					
Gillig 2019 (5)	12-yrs	40'	5	5	5	5	5	5				
Gillig 2021 (3)	12-yrs	40'	3	3	3	3	3	3	3			
Gillig 2022 (6)	12-yrs	40'	6	6	6	6	6	6	6	6		
Gillig 2022 (3)	12-yrs	40'	3	3	3	3	3	3	3	3	3	
Gillig 2023 (4)	12-yrs	40'	4	4	4	4	4	4	4	4	4	
Gillig 2024 (5)	12-yrs	40'	5	5	5	5	5	5	5	5	5	5
Gillig 2025 (9)	12-yrs	40'	9	9	9	9	9	9	9	9	9	9
Replacement CNG (8)	12-yrs	35'/40'		8	8	8	8	8	8	8	8	8
Replacement CNG (5)	12-yrs	40'			5	5	5	5	5	5	5	5
Replacement CNG (4)	12-yrs	40'			4	4	4	4	4	4	4	4
Replacement ZERO (4)	12-yrs	TBD	→			4	4	4	4	4	4	4
Replacement ZERO (5)	12-yrs	TBD	→	→			5	5	5	5	5	5
Replacement ZERO (5)	12-yrs	TBD	→	→	→			5	5	5	5	5
Replacement ZERO (3)	12-yrs	TBD	→	→	→	→			3	3	3	3
Expansion ZERO (3)	12-yrs	TBD	→	→	→	→			3	3	3	3
Replacement ZERO (6)	12-yrs	TBD	→	→	→	→	→			6	6	6
Replacement ZERO (7)	12-yrs	TBD	→	→	→	→	→	→			7	7
Replacement ZERO (5)	12-yrs	TBD	→	→	→	→	→	→	→			5
<b>Fixed Route Fleet Size</b>			<b>61</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>64</b>	<b>64</b>	<b>64</b>	<b>64</b>
<b>Contingency Fleet</b>			<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>

\*GCTD requesting exemption from ICT required ZEB Purchases for 2026-2028 due to financial hardship.

### 3.2 DEMAND RESPONSE

GCTD utilizes five (5) vehicle types for its Demand Response service: Ford Cutaways, MV-1's, Ford Transits, BraunAbility Vans and Hyundai Ionics's.

Cutaways feature a bus body mounted on top of a heavy-duty truck chassis whereas the MV-1's, Ford Transits, BraunAbility and Hyundai are passenger style vans. All configurations meet all ADA accessibility requirements. The 23-ft cutaways allow passengers flexibility in seating options. The useful range of the current Ford Cutaway is approximately 225 miles based on a 37-gasoline gallon equivalent (GGE) fuel tank size and 6.1 miles per GGE. However, their disadvantage is the difficulty in serving areas with narrow streets and shorter parking spaces.

The advantages of the passenger style vans are their small size that allows maneuvering in tight spaces, capacity to carry up to five ambulatory and one wheelchair passengers, and greater range up to 300 miles and beyond without refueling based on a 21 GGE fuel tank size and 14.3 miles per GGE. These vehicle ranges are critical because the FTA requires GCTD to provide equivalent service in support of its 91 square mile fixed-route service area. The average daily vehicle mileage for cutaways is less than 150 miles, they may require more than one fuel per day. By comparison, the smaller passenger vans with their longer range can stay in revenue service for one to two full days without refueling.

The current mix of cutaways, transits and smaller passenger vans should be adjusted to reflect recorded ridership trends based on destination requests for the type of service being requested. Fleet requirements must meet projected service demands by having sufficient vehicles and vehicle types available to meet all service requests and thus avoid missing scheduled trips. System efficiency will be gained with an optimal mix of vehicle types that can match each scheduled trip purpose and demand with the appropriate vehicle.

The framework for future procurements shall be based upon a cost-benefit analysis conducted by the Fleet Manager under the supervision of the Director of Operations and Maintenance to determine an optimal fleet mix. The analysis should analyze vehicle cost, maintenance requirements, fuel type, vehicle life, spare ratios, passenger capacity, ridership trends, and other relevant factors.



IDENTIFY FUNDING & PROCUREMENT ACTION (2-3 YRS NEEDED)
REPLACEMENT NEEDED
REPLACEMENT NEEDED / FUNDING IDENTIFIED
PLAN TO ACQUIRE ZERO EMISSION VEHICLES
PLAN TO ACQUIRE CNG (Near Zero Engine) VEHICLES
PLAN TO ACQUIRE GASOLINE/HYBRID VEHICLES

**TABLE 3.2-1 DEMAND RESPONSE VEHICLE ACQUISITION**

Table 3.2-1 reflects the planned **delivery year**. Procurement of buses typically takes place **two years prior** to delivery year to allow bus build time (**typically 18 months**).

Make	Useful Life	Passenger	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
<b>Fuel Type</b>			CNG	CNG	CNG	TBD						
<b>CARB ZEB Required Purchases %</b>			25%	25%	25%	100%	100%	100%	100%	100%	100%	100%
<b># of Replacement Vehicles</b>			6	4	4	4	1	4	3	3	6	4
<b>Expansion Vehicles by Year</b>			0	0	0	0	2	0	0	0	2	0
2014 MV-1	8-yrs	3 + 1WC	2									
2015 MV-1	8-yrs	3 + 1WC	4									
2017 Ford Cutaway	8-yrs	6+3WC	4	4								
2017 Ford Cutaway	8-yrs	6+3WC	4	4	4							
2019 Ford Transit	6-yrs	5+1WC	3	3	3	3						
2021 Ford E-Transit (BEV)	6-yrs	5+1WC	1	1	1	1						
2023 BraunAbility Van	6-yrs	5+1WC	1	1	1	1	1					
2024 Hyundai Ionic (BEV)	6-yrs	3 (No WC)	2	2	2	2	2	2				
2024 BraunAbility Van	6-yrs	5+1WC	2	2	2	2	2	2				
2025 Ford Transit	6-yrs	5+1WC	3	3	3	3	3	3	3			
2025 Ford Transit	6-yrs	5+1WC	3	3	3	3	3	3	3	3		
Replace	8-yrs	6+3WC	6	6	6	6	6	6	6	6	6	
Replace	TBD	TBD	→	4	4	4	4	4	4	4	4	4
Replace	6-yrs	5+1WC	→	→	4	4	4	4	4	4	4	4
Replace	6-yrs	TBD	→	→	→	4	4	4	4	4	4	4
Replace	6-yrs	TBD	→	→	→	→	→	1	1	1	1	1
Replace	6-yrs	TBD	→	→	→	→	→	→	4	4	4	4
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	3	3
Expand	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Replace	6-yrs	TBD	→	→	→	→	→	→	→	→	→	→
Demand Response Fleet Size			29	29	29	29	29	29	31	31	31	31

### 3.3 NON – REVENUE FLEET

Replacement of GCTD's vans and sedans will be based on an on-going analysis of gasoline, hybrid, and electric vehicles available in the marketplace. Under the direction of the Director of Operations and Maintenance, the Fleet Manager will determine which cars are most economical for administrative, supervisory, and driver relief requirements. Fuel type, purchase cost, maintenance, battery life (if applicable), range, emissions, and anticipated useful life will all be assessed. Each year, the Director of Planning & Marketing and the Operations Manager will decide how many driver relief cars are needed for fixed-route service.

REPLACEMENT NEEDED
PLAN TO ACQUIRE ZERO EMISSION VEHICLES
PLAN TO ACQUIRE GASOLINE/HYBRID VEHICLES

**TABLE 3.3-1 NON-REVENUE VEHICLE ACQUISITION (OPERATIONS)**

Table 3.3-1 reflects the planned vehicle **delivery year**. Procurement of buses typically takes place **one year prior** to delivery year to allow delivery time (**typically 6 months**).

Make	Model Type	Use	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
<b>Fuel Type</b>			HYBRID	HYBRID	ZERO							
<b># of Replacement Vehicles</b>			1	1	2	1	2	3	3	3	2	2
<b>Expansion Vehicles by Year</b>			0	0	0	0	0	0	1	0	0	0
2007 Chevrolet	Van	Admin	1									
2010 El Dorado	Van	Supervisor	1	1								
2012 Honda	Sedans	Relief	2	2	2							
2013 El Dorado	Van	Supervisor	1	1	1	1						
2015 Honda	Sedans	Relief	2	2	2	2	2					
2019 Nissan (BEV)	Sedan	Relief	5	5	5	5	5	3	2			
2020 Nissan (BEV)	Sedan	Supervisor	3	3	3	3	3	3	1	2		
2023 Nissan (BEV)	Sedan	Relief	2	2	2	2	2	2	2	1	1	
2023 BraunAbility	Van	Supervisor	1	1	1	1	1	1	1	1	1	
2024 Nissan (BEV)	Sedan	Supervisor	1	1	1	1	1	1	1	1	1	1
2024 Hyundai (BEV)	Sedan	Supervisor	1	1	1	1	1	1	1	1	1	1
Replace	Van	TBD	1	1	1	1	1	1	1	1	1	1
Replace	Van	TBD	→	1	1	1	1	1	1	1	1	1
Replace	TBD	TBD	→	→	2	2	2	2	2	2	2	2
Replace	TBD	TBD	→	→	→	1	1	1	1	1	1	1
Replace	TBD	TBD	→	→	→	→	2	2	2	2	2	2
Replace	TBD	TBD	→	→	→	→	→	2	2	2	2	2
Replace	TBD	TBD	→	→	→	→	→	→	3	3	3	3
Replace	TBD	TBD	→	→	→	→	→	→	→	3	3	3
Replace	TBD	TBD	→	→	→	→	→	→	→	→	2	2
Replace	TBD	TBD	→	→	→	→	→	→	→	→	→	1
Replace	TBD	TBD	→	→	→	→	→	→	→	→	→	1
Non-Revenue Fleet Size			20	20	20	20	20	20	20	20	20	20

**TABLE 3.3-2 NON-REVENUE VEHICLE ACQUISITION (MAINTENANCE)**

Table 3.3-2 reflects the planned vehicle **delivery year**. Procurement of buses typically takes place **one year prior** to delivery year to allow delivery time (**typically 6 months**).

Make	Model Type	Use	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
Fuel Type				GAS	GAS	HYBRID	TBD	TBD	TBD	TBD	TBD	TBD
# of Replacement Vehicles			0	1	1	0	1	0	0	0	0	0
Ford F150	Truck	Service Refuel	1	1								
GMC 3500	Truck	Service Truck	1	1	1							
Toyota Tundra	Truck	Parts & Service	1	1	1	1	1					
TBD	TBD	Replace	→	1	1	1	1	1	1	1	1	1
TBD	TBD	Replace	→	→	1	1	1	1	1	1	1	1
TBD	TBD	Replace	→	→	→	→	1	1	1	1	1	1
Non-Revenue Maintenance Fleet Size			3	3	3	3	3	3	3	3	3	3

#### 4 COORDINATION OF FLEET REPLACEMENTS AT GCTD

The Finance & Administration, Fleet & Facilities, and Planning & Marketing Departments will coordinate the identification of funding and procurement of new buses in on-going support of approved capital program budgets, service plans and bus manufacturer's delivery lead time. In addition, staff will continue to explore funding to achieve the CARB goal of transition to Zero-Emissions by 2040. Potential grant programs to support vehicles purchases may include:

- Federal: CMAQ , 5339/Low-No- Bus and Bus Facilities
- State: TIRCP, STA/SGR

For the fixed route fleet, an added time constraint that requires coordination is the expiration of the CNG fuel tanks. These expiration dates are HARD dates and cannot be extended without replacement of the CNG cylinder tanks. Identification of funding and procurement of these buses must begin well in advance of the expiration date.

#### 5 CONCLUSION & BUDGET CONSIDERATIONS

This plan provides a brief understanding of GCTD's proposed Fleet Management program. The plan will be updated periodically to support GCTD's annual budget process and 10-year capital plan. The greatest challenge for implementing vehicle replacements is funding.

Ventura County Transportation Commission (VCTC), as the administrator for formula funding, will need to be engaged in order to implement this plan. Additional funding partners include CARB, CEC, CalSTA and FTA. Without a source of local funding, such as a sales tax, it will become increasingly challenging to achieve the goals of this plan.



**DRAFT**

DATE

Steven S. Cliff, Ph.D.  
Executive Officer  
California Air Resources Board  
1001 I Street  
Sacramento, CA 95814

**RE: Gold Coast Transit District (Oxnard / Ventura County) Request for Exemption from the Zero-Emission Bus (ZEB) Purchase Requirements of the Innovative Clean Transit Regulation Due to Financial Hardship – Calendar Year 2026-2028**

Dear Dr. Cliff:

The **Gold Coast Transit District** respectfully submits this request for an annual exemption from the zero-emission bus (ZEB) purchase requirements pursuant to Title 13 of the California Code of Regulations, section 2023.4(c)(5). This provision allows transit agencies to request an exemption from the requirements set forth in section 2023.1(a) when the agency can demonstrate an inability to offset the incremental cost associated with the purchase of zero-emission buses and related infrastructure compared to conventional buses.

The **Gold Coast Transit District** is a **small** public transit agency providing essential public transportation services to cities of Ojai, Oxnard, Port Hueneme and the unincorporated areas of Ventura County. The agency remains committed to complying with the Innovative Clean Transit (ICT) regulation and continues to work toward the long-term goal of transitioning to a fully zeroemission bus (ZEB) fleet.

The **Gold Coast Transit District** plans to place a multi-year bus purchase order for a total of twenty-four **(24) buses**, with **eight (8) buses** purchased in each calendar year(s) **2026, 2027** and **2028**. Pursuant to section 2023.1(a), at least twenty-five (25%) or a total of **six (6) of these buses** would be required to be zero-emission. As concluded in Phase 2 of the Comprehensive Review of the Innovative Clean Transit regulation, the capital costs of purchasing zero-emission buses and the associated infrastructure remain significantly higher than those of conventional buses for the calendar years 2026-2028. To offset these higher capital costs, the agency has actively and in good faith pursued all available funding opportunities. These efforts have included, but are not limited to, applications to the Clean Truck and Bus Voucher Incentive projects, the Transit and Intercity Rail Capital Program, the Zero-Emission Transit Capital Program, and other available funding sources.

**GOLD COAST TRANSIT DISTRICT**

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA  
1901 AUTO CENTER DRIVE, OXNARD, CA 93036-7966 | P 805.483.3959 | F 805.487.0925 | GCTD.ORG

RE: Gold Coast Transit District (Oxnard / Ventura County) Request for Exemption from the Zero-Emission Bus (ZEB) Purchase Requirements of the Innovative Clean Transit Regulation Due to Financial Hardship – Calendar Year 2026

Despite these efforts, the agency remains unable to fully offset the incremental cost associated with procuring zero-emission buses compared to conventional buses. Financing is not an allowable or approved practice for the agency, as it will incur a longer-term financial burden. Proceeding with the zero-emission bus procurements during calendar year(s) 2026-2028 would therefore impose unsustainable fiscal pressure on the agency and could jeopardize its ability to maintain existing service level.

Accordingly, the **Gold Coast Transit District** respectfully requests consideration of an exemption from the applicable zero-emission bus purchase requirements for the calendar year(s) 2026-2028 due to prohibitive external factors beyond the agency's control. The agency acknowledges that the California Air Resources Board (CARB) issues exemption approvals on an annual basis and commits to providing required annual updates regarding its bus purchase plan for future calendar year(s).

Enclosed is the completed financial hardship exemption template, which provides details of the Gold Coast Transit District planned purchases, and supporting documentation demonstrating the agency's inability to offset the higher incremental costs of available zero-emission buses.

An electronic copy of this letter and all associated documentation have also submitted to the ICT team at [ict@arb.ca.gov](mailto:ict@arb.ca.gov). If you have any questions or would like to discuss this matter in greater detail, please do not hesitate to contact Vanessa Rauschenberger, General Manager at [vanessa@gctd.org](mailto:vanessa@gctd.org).

Additionally, at its MONTH (TBD) meeting, the GCTD Board of Directors has approved resolution 2026-XX authorizing submittal of this exemption request.

Sincerely,

Vanessa Rauschenberger  
General Manager  
Gold Coast Transit District

Enclosures:

- **Resolution 2026-XX** Authorizing Submittal of Exemption Request
- ICT Exemption Form for Calendar Year 2026-2028
- 3-Year Bus Purchase Plan



Item #10

**DATE** March 4<sup>th</sup>, 2026  
**TO** Board of Directors  
**FROM** Austin Novstrup – Planning Manager  
Wesley Cooksy – Transit Planner I  
**SUBJECT** Presentation on Results of Annual Passenger Survey

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### SUMMARY

The 2025 Passenger Survey marks a return to Gold Coast Transit District's (GCTD) routine annual survey format following two years of integration with the Short Range Transit Plan (SRTP) development. For the first time, the survey was expanded to include GCTD Flexible Services (Paratransit and Safe Rides), providing a more comprehensive view of district operations.

**For this item, staff will give a presentation summarizing the 2025 Passenger Survey.**

### BACKGROUND

GCTD conducts annual passenger surveys as a core component of its public participation process to gauge satisfaction and understand travel behavior. This data is used to guide policy development, service improvements, and network changes.

The 2025 survey utilized English and Spanish instruments in both digital and printed formats. Fixed-route data was collected in November 2025, while Flexible Services data was gathered from December 2025 through early January 2026. A total of 356 fixed-route and 71 flexible-service responses were received.

The 2025 Passenger Survey results reinforce GCTD's role as an essential service for transit-dependent residents while highlighting specific needs for bus stop maintenance, frequency, and reliability improvements. This data supports ongoing efforts to implement GCTD's Short Range Transit and Bus Stop Improvement Plans, and will inform future service GCTD initiatives to ensure the district continues to meet the evolving needs of the community.

## II. RECOMMENDATION

**It is recommended that the Board of Directors receive and file the 2025 Passenger Survey Report and associated staff presentation.**

General Manager's Concurrence

---

**Vanessa Rauschenberger**

**Attachment A: 2025 Passenger Survey Report**

### GOLD COAST TRANSIT DISTRICT



# 2025 PASSENGER SURVEY REPORT

February 2026

## GOLD COAST TRANSIT DISTRICT

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA  
1901 AUTO CENTER DRIVE, OXNARD, CA 93036-7966 | P 805.483.3959 | F 805.487.0925 | GCTD.ORG

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*For questions about this report, please contact:*

Wesley Cooksy  
 Transit Planner  
[wcooksy@gctd.org](mailto:wcooksy@gctd.org)  
 805.483.3959 Ext. 180

## INTRODUCTION

Gold Coast Transit District (GCTD) conducted annual Passenger Survey in fall of 2025. GCTD conducts passenger surveys annually as part the district's public participation process. In the previous 2 years these surveys were conducted as part of the Short Range Transit Plan (SRTP) development process. This year's survey marks a return to a more routine Passenger survey format. These surveys help the district gauge passenger satisfaction with service delivery and design, as well providing insight into who our passengers are as well as how and why they use the district's services. This valuable data can help guide our agency's policy development, efforts to improve service and future network and service changes. Additionally, as GCTD prepares for implementation of SRTP network improvement recommendations analysis of survey results will help to quantify efficacy of those efforts.

The annual passenger survey previously focused on fixed route services, however this year the survey was expanded to include GCTD Flexible Services passengers. Including flexible services passengers in the annual survey makes oversight of these operations more robust by providing another tool to assess the efficacy of GCTD's Flexible Service delivery.

## KEY TAKEAWAYS

- Safety and cleanliness onboard buses and at bus stops are priorities for most riders. These are also areas that present the most opportunity to improve passenger satisfaction.
- Consistent with findings from the SRTP Community Survey frequent service, faster trip times and service reliability continue to be high priorities.
- Passengers continue to report to be highly satisfied with fares and payment methods.

## METHODOLOGY

This survey included the development of two similar but unique service instruments, one for fixed route bus services and the other for GCTD's Flexible Services. Both instruments were patterned after GCTD's prior annual surveys and the SRTP community survey. The instruments utilize a combination multiple choice, ranking, and open response questions. Both instruments were made available to passengers in both English and Spanish.

The fixed-route survey instrument was available to passengers as both a printed and digital format. Printed surveys were distributed onboard each bus and, once completed, could be returned via collection boxes installed on GCTD fixed-route buses, to customer service or by mail. The digital survey was made available via a QR code printed on both the survey and promotional materials displayed onboard each bus and linked from GCTD's website. Responses for the fixed route survey were collected between October 14<sup>th</sup> and November 30<sup>th</sup>, 2025.

The Flexible Services surveys were distributed to Flexible Service passengers by operators upon request and, once completed, could be returned to operators, customer service staff or mailed. A poster installed on each vehicle promoted the survey and included a QR code linked to the digital survey. Responses for the Flexible Services survey were collected between December 1<sup>st</sup>, 2025, and January 6<sup>th</sup>, 2026.

## RESULTS

The analysis of the survey results in this report is divided between the Fixed Route portion of the survey and Flexible Services portion of the survey. For the most part, analysis of the demographic, satisfaction and travel behavior are presented separately. However, similar to the SRTP survey, this report also includes an assessment of market groups that combines demographic and satisfaction data to provide insights into how different categories of riders perceive GCTD's services and service delivery.

GCTD received 356 responses through the fixed route survey instrument and 71 responses to Flexible Services survey instrument. While this is a fairly healthy response rate, it should be noted that the sample size is not high enough to achieve statistical significance. Despite this, the survey results and analysis provide valuable insights into passengers' perception of GCTD's services.

# FIXED ROUTE SURVEY ANALYSIS

## Demography

In the demographic section of the survey instrument, respondents were asked to identify their age, ethnicity, gender, residency, and income. This information gives a fuller understanding of who GCTD's passengers are. In regard to gender, 53% of respondents were women with 41% of respondents identifying as male. When evaluating the age of respondents, two-thirds (67%) indicated they were working age adults between 18 and 25 (17%), 26 and 44 (24%), and 45 to 64 (26%). It should be noted that the response rate for those under 18 was lower than expected based on ridership data. 5% of respondents were under 18, despite youth accounting for one third of all trips on the fixed route system. This may be a result of low participation rates among youth or that youth riders are utilizing GCTD services extensively. 91% of the youth respondents (10 out of 11 total) said they ride the bus 3 or more times a week, with all 11 respondents saying they used it to get to school and 27% (3 out of 11) using transit for recreation. The income breakdown of respondents with a take-home of less than \$25,000 made up 47% of the responding ridership, while those making \$25,000 to \$49,999 a year constituted 20% of respondents. Hispanic/Latino and White riders (46% and 37% respectively) made up the majority of respondents in the survey.

Hispanic/Latino and White riders (46% and 37% respectively) made up the majority of respondents in the survey.

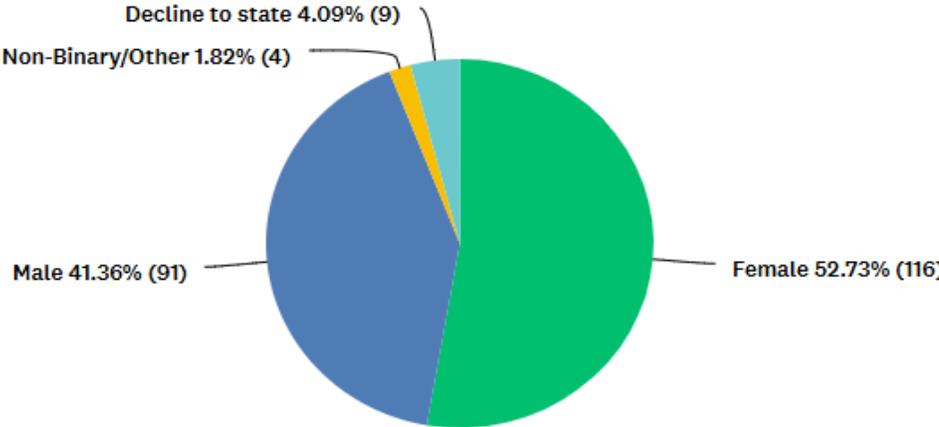


Figure 1: Respondents using fixed-route services who chose to disclose their gender identity.

## Transit Use

Analysis of the transit usage responses reveals that most respondents were frequent riders. Almost 80% of respondents indicated that they rode 3 or more days a week, with 47% being daily riders. This is a decrease in daily riders compared to the SRTP community survey, where 52% identified as daily riders. This aligns with decreases in ridership reported over the last year. When considering trip purposes, 82% of respondents report using GCTD services for commute trips to work or school. However, in line with the SRTP Community survey results, 72% of respondents reported using GCTD fixed route buses for errands and appointments as well as 40% using the bus to access recreational activities. This aligns with the SRTP survey finding that transit usage in our system is not limited to commute trips but serves to connect people to all manner of activities they participate in day to day.

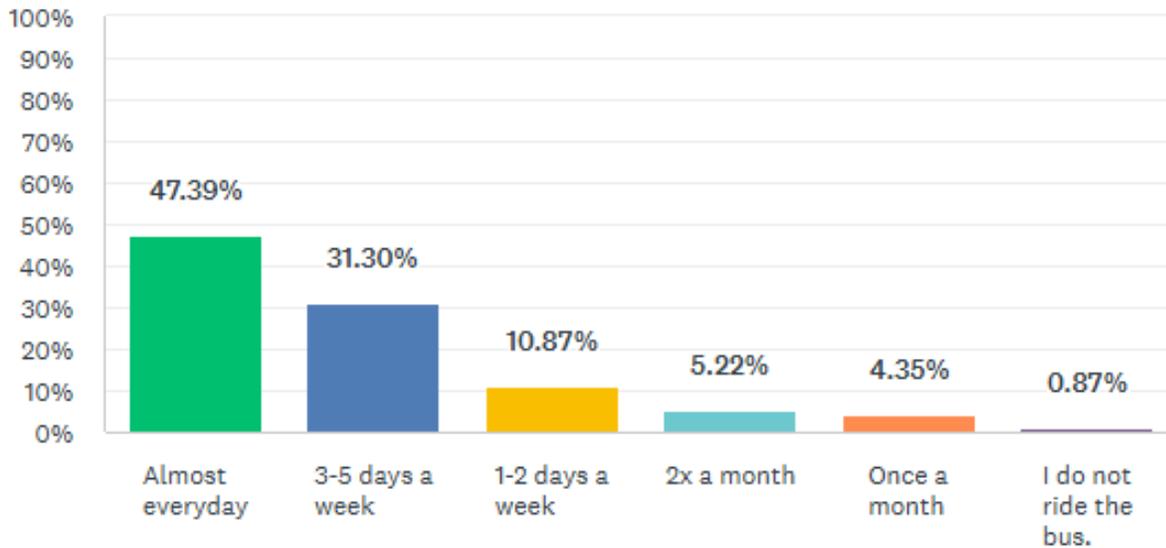


Figure 2: Ridership frequency for fixed routes.

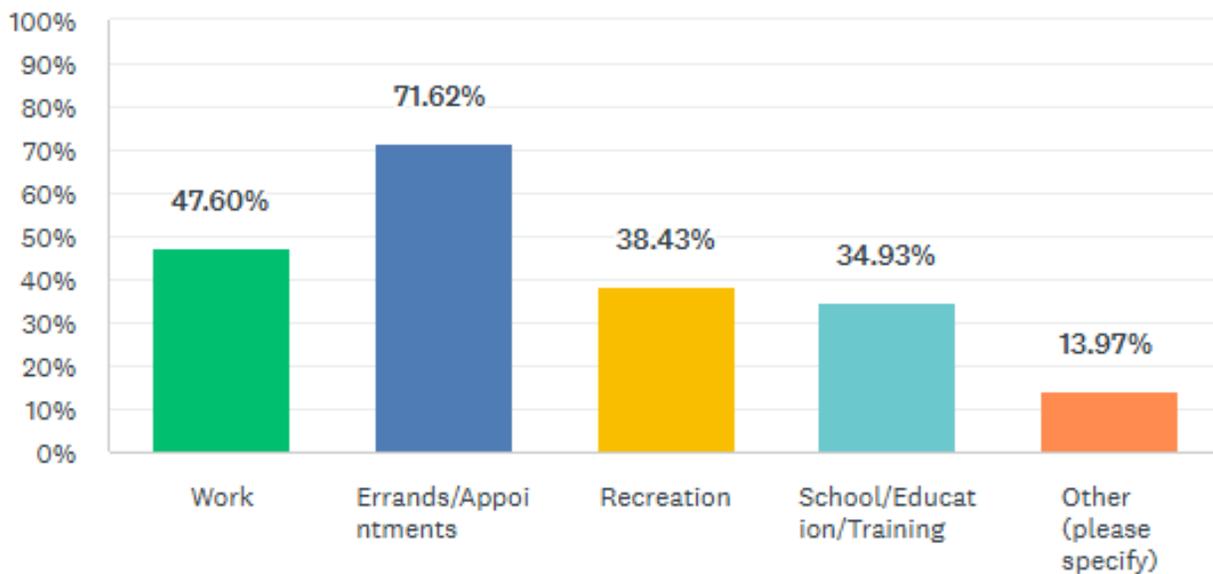


Figure 3: Primary reason respondents utilize GCTD fixed-route services.

## Passenger Priorities & Satisfaction

Two questions form the bulk of the passenger satisfaction analysis. Respondents were asked to evaluate the importance of various aspects of GCTD services. This question was paired with a nearly identical question that asked respondents to provide their level of satisfaction with those same service characteristics. The responses to these questions are quantified using a rating system with scale of 1 to 5. A rating of one indicates the least importance or satisfaction while a rating of 5 indicates the highest importance or

satisfaction. To complete this analysis, we evaluated the difference between the average of satisfaction and average importance rating to determine how actual passenger experience differs from expectation in each category. By combining the responses to these two questions in our analysis, we are able to illuminate not only which aspects of our services are most important to our passengers but also how passengers perceive GCTD's delivery of those service characteristics. This analysis is very useful in guiding GCTD's strategic initiatives and helps reconfirm the basis for recommendations, included in the SRTP.

The most important service characteristics identified by survey respondents can be placed into two broad categories: the first is safety and comfort, which encompasses perceived safety and cleanliness at both bus stops and onboard the buses. The second category is service quality, which includes service frequency and on-time performance.

These two areas also show the largest differences between importance and satisfaction. GCTD is already working to improve these areas, with efforts to implement the SRTP and Bus Stop Improvement Plan ongoing. It is worth noting that the 'Cleanliness of Stops' answer was not included in the SRTP Community Survey, but the result is consistent with prior survey efforts

Category	Importance	Satisfaction	Difference
Cleanliness of Stops	4.2	3.3	0.9
Safety at the Stops	4.5	3.7	0.8
Bus Frequency	4.5	3.9	0.6
On-Time Performance	4.5	3.9	0.6
Safety on the Bus	4.5	4	0.5
Crowding/Seat Availability	4.2	3.7	0.5
Trip Time	4.2	3.9	0.3
Arr. Info & Announcements	4.2	3.9	0.3
Access to Stop(s)	4.3	4	0.3
Customer Service	4.3	4	0.3
Cleanliness of Buses	4.3	4	0.3
Accessibility Start-End	4.1	3.8	0.3
Ability to Transfer	4.2	4	0.2
Cost	4.2	4	0.2
Ease of Paying	4	4.2	-0.2

Figure 4 Overall Average importance, satisfaction and expectation scores

The results, not unexpectedly, show that safety is of high importance to most passengers. While results also show that there is room to improve in this area, it is notable that dissatisfaction in safety ranges from 12% onboard the bus to 18% at bus stops. This means that 80% to 90% of passengers are satisfied with or otherwise unconcerned with current safety conditions.

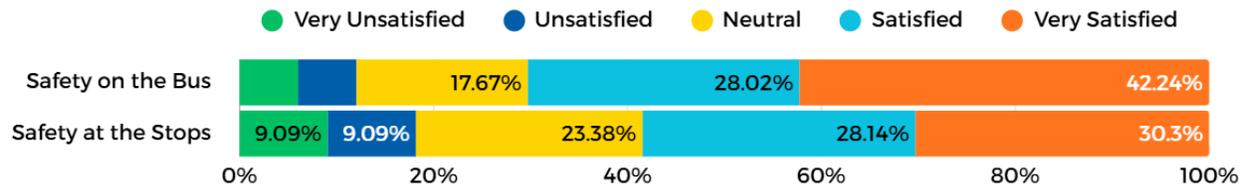


Figure 5: Respondent's feeling of safety while riding GCTD fixed-route buses.

Ratings of cleanliness at bus stops and on buses show that sanitation is also of high importance to most respondents, with a similar divergence between importance and satisfaction. This is another area where there is an opportunity for improvement. The data indicates that cleanliness at bus stops is a larger concern, with roughly 30% of respondents expressing dissatisfaction.

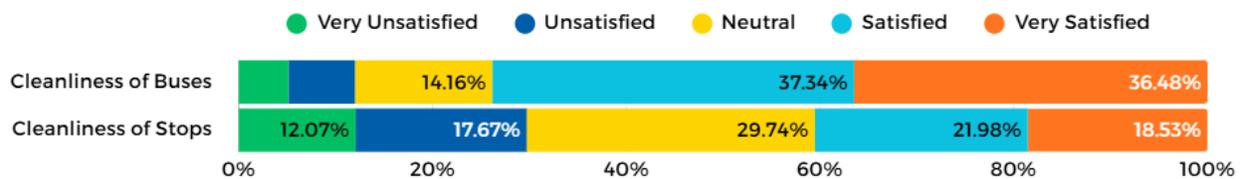


Figure 6: Respondent's feeling of cleanliness while riding GCTD fixed-route buses.

This data was also evaluated by separate market groups. While there are some notable differences between these market segments of GCTD's ridership, the results show there is far more similarity in opinion across all groups. The table below highlights the top three and bottom three categories for importance, satisfaction and expectation for each market group evaluated.

Safety and Cleanliness of Bus Stops was a consistently high priority among almost all market groups evaluated. Infrequent riders, students, and riders making of \$75K a year are among the most concerned regarding their feelings of safety at bus stops. Meanwhile, riders over the age of 65 and those making an income between \$25K and \$75K pointed to cleanliness at bus stops as a high priority. Since a question regarding the status of bus stops wasn't asked in the 2024 survey, there is no previous date for comparison.

Importance	Overall	Type of Rider			Age		Income		
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K-\$75K	Over \$75K
<b>Bus Frequency</b>	4.5	4.5	4.1	4.5	4.4	4.6	4.5	4.4	4.5
<b>On-Time Performance</b>	4.5	4.5	4.3	4.4	4.4	4.6	4.4	4.5	4.5
<b>Safety on the Bus</b>	4.5	4.6	4.5	4.5	4.5	4.7	4.5	4.5	4.1
<b>Safety at the Stops</b>	4.5	4.6	4.4	4.5	4.5	4.6	4.6	4.5	4.1
<b>Access to Stop(s)</b>	4.3	4.4	3.9	3.8	4.3	4.5	4.4	4.3	4
<b>Cleanliness of Buses</b>	4.3	4.3	4.3	3.8	4.3	4.5	4.4	4.3	3.9
<b>Customer Service</b>	4.3	4.3	4	4	4.3	4.4	4.3	4.3	4.3
<b>Ability to Transfer</b>	4.2	4.3	3.9	4.2	4.3	4.1	4.3	4.3	4.2
<b>Trip Time</b>	4.2	4.2	4.3	4.1	4.3	4.3	4.3	4.3	4
<b>Cost</b>	4.2	4.2	4	3.5	4.2	4.1	4.3	4.3	3.5
<b>Arrival Time Info &amp; Announcements</b>	4.2	4.2	4.2	3.6	4.2	4.3	4.2	4.2	3.6
<b>Cleanliness of Stops</b>	4.1	4.2	4	3.6	4.2	4.4	4.3	4.1	3.5
<b>Seat Availability</b>	4.1	4.2	3.8	4.2	4.1	4.4	4.3	4.1	3.9
<b>Ease of Paying</b>	4	4	3.8	3.5	4	4.1	4.1	4	3.7

Figure 7: Rider groups' top priorities, with most important marked in green and least important marked in orange.

Most importance ratings for other categories show little change between the previous survey. With the exception that frequent bus service and on-time performance grew in importance for senior and low income passengers.

In tandem with the 2024 report, most surveyed groups reported that bus fares, the ability to pay, and trip information were not significant issues for them. In particular, the ease of paying showed a positive trend among all groups except low-income earners. Students especially noted that their ease of paying has gone significantly up, which positively supports GCTD's goals of keeping its Youth Ride Free and College Ride Free programs active in the coming years.

Satisfaction	Overall	Type of Rider			Age		Income		
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K-\$75K	Over \$75K
Ease of Paying	4.2	4.2	4.1	4.3	4.1	4.6	3.8	4.4	4.2
Access to Stop(s)	4	4	3.8	3.8	3.9	4.3	4.1	3.8	4.1
Safety on the Bus	4	4.1	3.8	3.7	3.9	4.4	4.1	4.1	3.5
Cleanliness of Buses	4	4	3.9	3.8	3.9	4.3	4.1	4	3.5
Ability to Transfer	4	4	3.7	3.7	3.9	4.3	4.2	3.8	3.7
Cost	4	4	3.7	4.2	3.8	4.5	4.2	4	4
Customer Service	4	4	4	4.5	3.9	4.3	3.9	4	3.9
Bus Frequency	3.9	3.9	3.6	3.8	3.8	4.3	4.1	3.7	3.3
On-Time Performance	3.9	3.9	3.7	3.2	3.8	4.3	4	3.6	3.4
Arrival Time Info & Announcements	3.9	3.9	4	3.9	3.8	4.3	4	4	2.9
Trip Time	3.9	4	3.7	3.8	3.8	4.3	4.1	3.9	3.7
Safety at the Stops	3.7	3.8	3.3	3.4	3.6	4.1	3.8	3.7	3.1
Seat Availability	3.7	3.7	3.8	3.7	3.6	4	4	3.6	3.6
Cleanliness of Stops	3.3	3.3	3.2	3.2	3.3	3.4	3.5	3	3.1

Figure 8: Rider groups' actual satisfaction, with highest satisfaction marked in green and lowest satisfaction marked in orange.

Difference	Overall	Type of Rider		Age		Income			
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K- \$75K	Over \$75K
Safety at the Stops	0.8	0.8	1.1	1.1	0.9	0.5	0.7	0.8	1
Cleanliness of Stops	0.8	0.9	0.9	0.5	0.9	1	0.8	1.2	0.5
Bus Frequency	0.6	0.6	0.5	0.6	0.7	0.3	0.5	0.7	1.2
On-Time Performance	0.6	0.6	0.6	1.2	0.7	0.3	0.4	0.8	1.2
Safety on the Bus	0.5	0.5	0.6	0.8	0.5	0.3	0.5	0.5	0.5
Crowding/Seat Availability	0.4	0.5	0	0.5	0.5	0.4	0.3	0.5	0.3
Access to Stop(s)	0.3	0.4	0.1	0	0.4	0.2	0.3	0.5	-0.1
Cleanliness of Buses	0.3	0.3	0.4	0	0.3	0.2	0.2	0.3	0.4
Ability to Transfer	0.3	0.3	0.2	0.5	0.4	-0.2	0.1	0.5	0.5
Trip Time	0.3	0.3	0.6	0.3	0.5	0	0.3	0.4	0.3
Customer Service	0.3	0.3	-0.1	-0.6	0.4	0.1	0.4	0.3	0.4
Arrival Time Info & Announcements	0.2	0.2	0.2	-0.3	0.4	0	0.2	0.1	0.7
Cost	0.2	0.2	0.3	-0.7	0.5	-0.4	0.1	0.3	-0.5
Ease of Paying	-0.2	-0.2	-0.3	-0.8	0	-0.5	0.3	-0.3	-0.5

Figure 9: The difference between rider importance and satisfaction. Smallest differences are marked in green, while the greatest differences are marked in orange.

## FLEXIBLE SERVICES SURVEY ANALYSIS

GCTD Flexible Services tended to have much higher satisfaction ratings in all of its categories, with high approval among riders in all groups regardless of age, gender, income, and riding frequency. However, as this was the first time GCTD used this survey instrument for Flexible Services, there is no comparable base line we did not have sufficient data from 2024 to compare this year's findings to.

### Demography

The demography of the Flexible Services Survey showed 59% of Flexible Services respondents identified as female, while 39% identified as male. 42% of respondents added that they make an annual income under \$25,000, and 19% make between \$25,000 and \$49,999. This is almost identical to the income breakdown for GCTD's fixed route survey respondents. The age breakdown of survey respondents skewed towards

the senior population as expected. However, the growth of the Safe rides program also yielded 26% reporting their age between 26 and 44. Similar to the fixed-route survey, White and Hispanic/Latino riders made up 37% and 35% of respondent respectively.

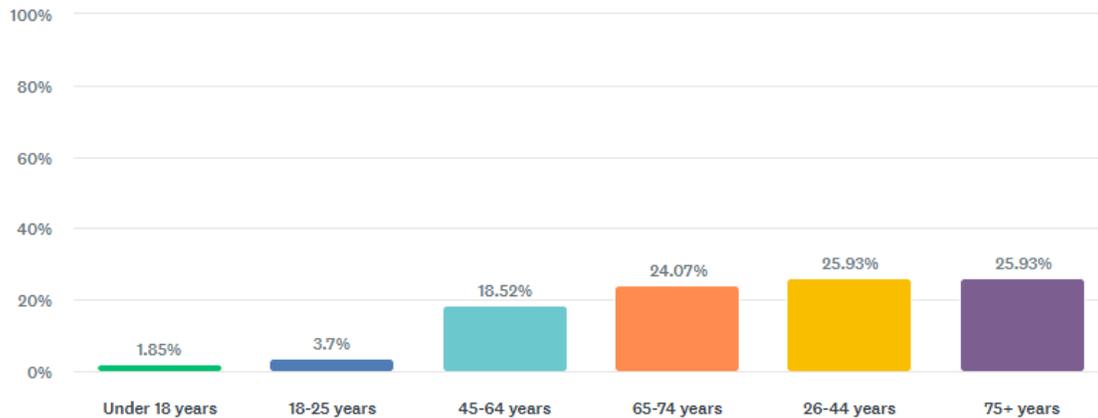


Figure 10: Percentage of Respondents in each Age Group using Flexible Services.

## Transit Use

With Flexible Services, 80% of respondents reported having used these services for 1 to 3 years. A substantial proportion of the overall ridership in this division uses either the Paratransit or Late Night & Sunrise Safe Rides program (52% and 27% respectively). Among the reasons for using, 31% said they use Flexible Services mainly to get to medical appointments, followed by 22% who said they use Flexible Services to run Errands.

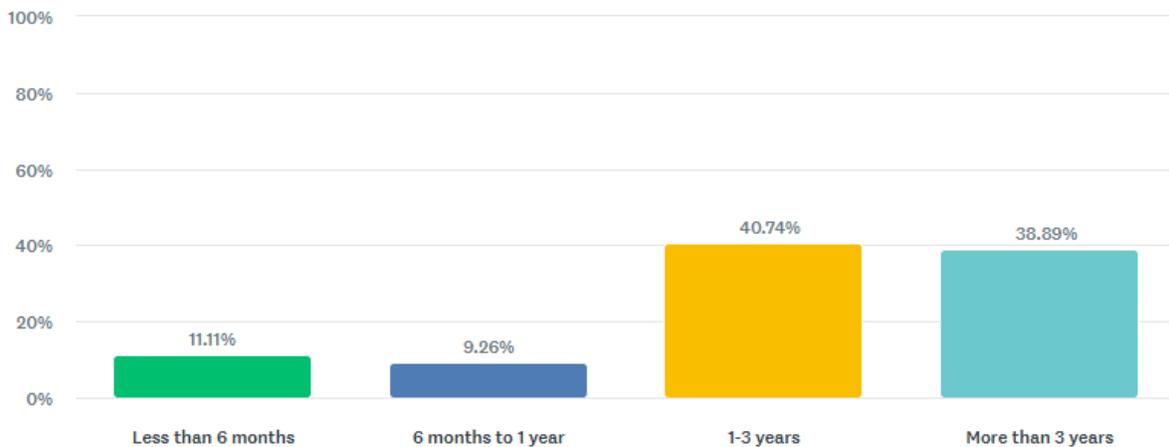


Figure 11: Longevity of use for Flexible Services.

The most frequent use of Flexible Services was shown to be Medical Appointments, according to at least 31% of respondents. This was followed by Shopping and Errands as the second most popular use for Flexible Services, according to 22% of respondents. It was encouraging to see that a sizeable number of responding users (19%) also take Flexible Services to get to work, and 15% use it for recreational purposes. Flexible Services

has thus proven to be a strong asset in helping GCTD reclaim ridership from the Pandemic, support current riders, and encourage new users of transit.

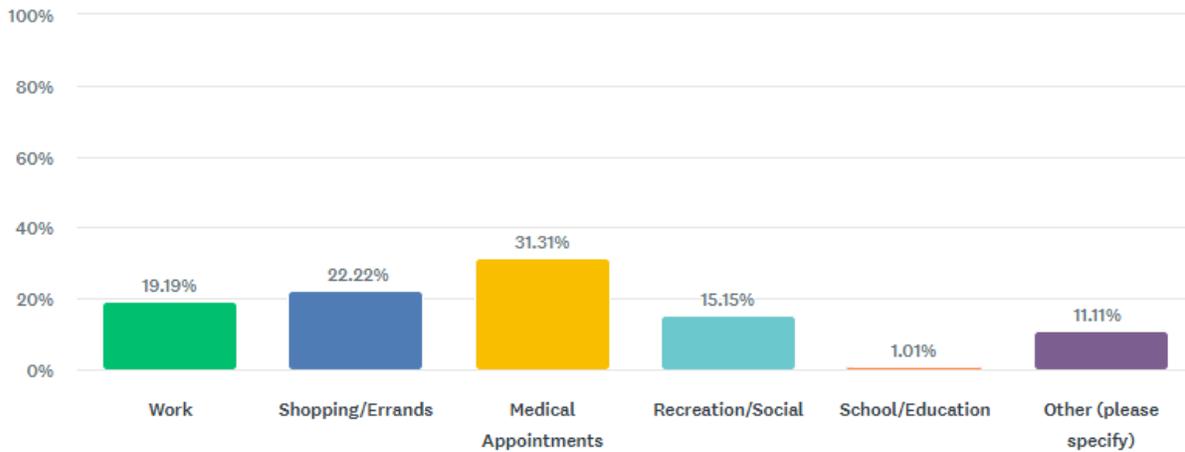


Figure 12: Primary reason respondents use GCTD Flexible Services.

## Passenger Priorities and Satisfaction

Riders expressed very high satisfaction overall with their feelings of safety and cleanliness on Flexible Services vehicles. Students, middle income earners (\$25K-\$75K), and relatively new riders (6 months to 1 year) also had the highest approval rating for cleanliness of vehicles. Onboard Customer Service was also very well received by our customers, although Students felt more in the middle: expressing a 3 out of 5 for said service.

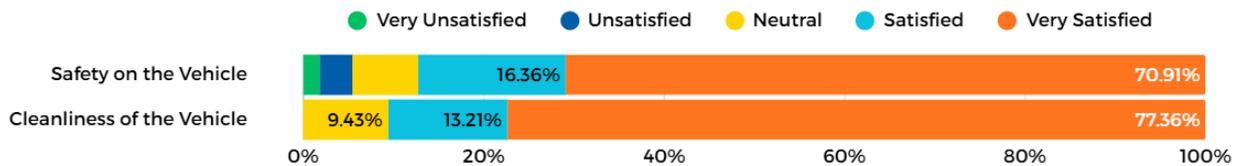


Figure 13: Respondent's feeling of safety while riding GCTD Flexible Services.

Timeliness was a little lower scoring, though still considerably high with a satisfaction rate between 4 out of 5 and 5 out of 5. Vehicle Location Updates had the lowest satisfaction rate, particularly with new users (less than 6 months and up to one year), 18- to 64-year-olds, and middle-income earners (\$25K to \$75K). With the switch over to RideCo, GCTD hopes to see an increase in satisfaction with Vehicle Location Updates. This will in turn hopefully boost satisfaction for other timeliness variables such as Timely Arrivals and Drop-Offs and Journey Times.

Satisfaction	Overall	Type of Rider				Age			Income		
		<6 months	6 months - 1 year	1 - 3 years	3+ Years	Student	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K-\$25K	\$25K-\$75K	Over \$75K
Cleanliness of the Vehicle	4.7	5	5	4.6	4.7	5	4.7	4.6	4.6	5	4.8
Customer Service - Onboard	4.7	4.7	4.7	4.7	4.6	3	4.6	4.7	4.4	4.9	4.3
Safety on the Vehicle	4.5	4.9	4.7	4.5	4.3	4	4.4	4.3	4.3	4.5	4.5
Customer Service - Reservations	4.4	4.1	4.7	4.6	4.4	3	4.2	4.2	4.3	4.1	4.3
Ability to Transfer	4.3	4.3	3.8	4.2	4.5	5	4.2	4.2	4.1	4.2	4.7
Affordability	4.2	5	3.9	4.5	4.2	5	4.3	4.3	4.1	4.6	4.3
On-Time Arrivals	4.1	4.7	4.6	3.9	4	5	4	4.1	4	3.9	4.8
Timeliness of Drop-Off	4.1	3.7	4	4	4.1	5	3.9	4	4.3	3.5	4
Length of Trips	4	4.4	4.4	3.9	3.9	5	3.8	4.2	4.1	3.6	4.3
Timeliness of Pick-Up	4	4.7	4	3.9	4	5	3.8	4	4	3.7	4.5
Vehicle Location Updates	3.9	3.8	3.5	4	4	4	3.6	4.6	4.1	3.5	4.5

Figure 14: Riders' overall satisfaction of GCTD Flexible Services, broken down by market groups. Highest satisfaction is marked in green, while lowest satisfaction is marked in orange.

## CONCLUSION

The 2025 Passenger Survey provides Gold Coast Transit District (GCTD) with a clear roadmap for service enhancements and policy prioritization. By returning to a routine annual format and expanding the scope to include Flexible Services, the District has gained a more holistic understanding of the diverse needs of its ridership.

The data confirms that GCTD remains a vital "lifeline" service, with the vast majority of fixed-route riders utilizing the system daily for all manners of trips. While satisfaction with fare structures and ease of payment—particularly among students—remains high, the survey highlights a significant "satisfaction gap" regarding the environment at bus stops. Passengers have clearly identified cleanliness and safety as their highest priorities;

addressing these concerns will be paramount to maintaining rider confidence and improving the overall passenger experience.

The inclusion of Flexible Services in this year's survey reveals a high level of appreciation for the Paratransit and Safe Rides programs. While these services outperformed fixed routes in general satisfaction, the feedback regarding real-time vehicle tracking is a concern that staff will need to monitor closely following the transition to the RideCo dispatching platform.

Moving forward, the insights gathered here will be integrated into the District's ongoing planning efforts and support ongoing efforts to implement GCTD's Short Range Transit Plan and Bus Stop Improvement Plan. GCTD remains committed to using this data to drive operational excellence, ensuring that service remains reliable, safe, and responsive to the evolving needs of the community.

## APPENDIX

## FIXED ROUTE PASSENGER SURVEY INSTRUMENT

## 2025 Passenger Survey

Help us plan for the future by completing this short survey. This survey takes about 10 minutes, and all responses are confidential.

1. How satisfied are you with the following on your ride? 1 - Very unsatisfied. 5 - Very satisfied.

	1	2	3	4	5
Bus Frequency:	<input type="checkbox"/>				
On-Time Arrivals:	<input type="checkbox"/>				
Arrival Info & Announcements:	<input type="checkbox"/>				
Access to Stops	<input type="checkbox"/>				
Safety on the Bus:	<input type="checkbox"/>				
Safety at the Stops:	<input type="checkbox"/>				
Cleanliness of Buses:	<input type="checkbox"/>				
Cleanliness of Stops:	<input type="checkbox"/>				
Ability to Transfer:	<input type="checkbox"/>				
Trip Time:	<input type="checkbox"/>				
Crowding/Seat Availability:	<input type="checkbox"/>				
Ease of Paying:	<input type="checkbox"/>				
Cost:	<input type="checkbox"/>				
Customer Service:	<input type="checkbox"/>				

2. Which of these amenities is most important to your ride? 1 - Not important. 5 - Very important.

	1	2	3	4	5
Bus Frequency:	<input type="checkbox"/>				
On-Time Arrivals:	<input type="checkbox"/>				
Arrival Info & Announcements:	<input type="checkbox"/>				
Access to Stops	<input type="checkbox"/>				
Safety on the Bus:	<input type="checkbox"/>				
Safety at the Stops:	<input type="checkbox"/>				
Cleanliness of Buses:	<input type="checkbox"/>				
Cleanliness of Stops:	<input type="checkbox"/>				
Ability to Transfer:	<input type="checkbox"/>				
Trip Time:	<input type="checkbox"/>				
Crowding/Seat Availability:	<input type="checkbox"/>				
Ease of Paying:	<input type="checkbox"/>				
Cost:	<input type="checkbox"/>				
Customer Service:	<input type="checkbox"/>				



Survey continues &gt;&gt;&gt;



Survey continues &gt;&gt;&gt;

## Encuesta al Pasajero 2025

Ayúdenos a planificar para el futuro completando esta breve encuesta. Esta encuesta dura aproximadamente 10 minutos y todas las respuestas son confidenciales.

1. ¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.

	1	2	3	4	5
Frecuencia de Autobuses:	<input type="checkbox"/>				
Puntualidad:	<input type="checkbox"/>				
Información horarios y anuncios:	<input type="checkbox"/>				
Acceso a Paradas:	<input type="checkbox"/>				
Seguridad en el Autobús:	<input type="checkbox"/>				
Seguridad en las Paradas:	<input type="checkbox"/>				
Limpieza de Autobuses:	<input type="checkbox"/>				
Limpieza de Paradas:	<input type="checkbox"/>				
Facilidad de Transbordo:	<input type="checkbox"/>				
Duración del viaje:	<input type="checkbox"/>				
Aglomeración:	<input type="checkbox"/>				
Facilidad de Pago:	<input type="checkbox"/>				
Costo:	<input type="checkbox"/>				
Servicio Cliente	<input type="checkbox"/>				

2. ¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.

	1	2	3	4	5
Frecuencia de Autobuses:	<input type="checkbox"/>				
Puntualidad:	<input type="checkbox"/>				
Información horarios y anuncios:	<input type="checkbox"/>				
Acceso a Paradas:	<input type="checkbox"/>				
Seguridad en el Autobús:	<input type="checkbox"/>				
Seguridad en las Paradas:	<input type="checkbox"/>				
Limpieza de Autobuses:	<input type="checkbox"/>				
Limpieza de Paradas:	<input type="checkbox"/>				
Facilidad de Transbordo:	<input type="checkbox"/>				
Duración del viaje:	<input type="checkbox"/>				
Aglomeración:	<input type="checkbox"/>				
Facilidad de Pago:	<input type="checkbox"/>				
Costo:	<input type="checkbox"/>				
Servicio Cliente	<input type="checkbox"/>				



Encuesta continúa &gt;&gt;&gt;



Encuesta continúa &gt;&gt;&gt;

3. How often do you currently ride the bus?

- Almost everyday       2x a month  
 3-5 days a week       Once a month  
 1-2 days a week       I don't ride the bus

4. What types of trips are you normally taking on transit? [Select all that apply]

- Work       Other [specify] \_\_\_\_\_  
 Errands/Appointments \_\_\_\_\_  
 Recreation \_\_\_\_\_  
 School/Education \_\_\_\_\_

5. Which routes/services do you use? [Select all that apply]

- 1A/1B       21  
 2       11       23  
 3       15       GO Access  
 4       16       GCTD Safe Rides  
 5       17       VCTC Intercity  
 6       18 - Trippers       Ojai Trolley  
 7       19       Metrolink/Amtrak  
 8       20       Other: \_\_\_\_\_

6. How do you usually pay your fare?

- Cash/Coin       Day Pass  
 Regional Fare (VCbuspass)       15-Ride Pass  
 Mobile App (Token Transit)       31-Day Pass  
 Student/College ID       Free (Child/75+)

7. How do you purchase your fare? [Optional]

- Cash       Credit Card  
 Check       ApplePay/GooglePay  
 Debit Card       Decline to State  
 Prepaid Debit Card

8. Why do you take Gold Coast Transit?

- I do not have a car  
 I do not have a driver's license  
 It is an affordable way to travel  
 To help the environment/reduce pollution  
 It is a healthier option  
 I have a car, but do not want to drive  
 I have a disability or health issues

9. What city do you live in?

- 93001 - Ventura       93030 - Oxnard  
 93003 - Ventura       93033 - Oxnard  
 93004 - Ventura       93035 - Oxnard  
 93022 - Oak View       93036 - Oxnard  
 93023 - Ojai       93041 - Port Huemene  
 Other: \_\_\_\_\_

10. Where do you travel to most frequently?

- 93001 - Ventura       93030 - Oxnard  
 93003 - Ventura       93033 - Oxnard  
 93004 - Ventura       93035 - Oxnard  
 93022 - Oak View       93036 - Oxnard  
 93023 - Ojai       93041 - Port Huemene  
 Other: \_\_\_\_\_

11. Where do you want the bus to go that it doesn't already?

\_\_\_\_\_

12. What is your age?

- Under 18 yrs       45-64 yrs  
 18-25 yrs       65-74 yrs  
 26-44 yrs       75+ yrs

13. What is your gender? [Optional]

- Female       Non-binary/Other  
 Male       Decline to State

14. Which best describes your race/ethnicity?

- Asian/Pacific Islander       Hispanic/Latino  
 American Indian       White  
 Black       Other: \_\_\_\_\_

15. What is your annual household income?

- Less than \$25,000       \$75,000 or more  
 \$25,000 - \$49,999       Decline to State  
 \$50,000 - \$74,999

16. Any other comments or concerns?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for participating!**

Additional Comments or Questions?  
 customerservice@gctd.org | 805-487-4222 | GCTD.org

3. ¿Con qué frecuencia viaja en autobús?

- Casi todos los días  
 3-5 días a la semana  
 1-2 días a la semana  
 Un par de veces al mes  
 Menos de una vez al mes  
 No viajo en autobús

4. ¿Qué tipo de viajes suele hacer en transporte público? [Elija lo que corresponda]

- Trabajo       Otro [especifique] \_\_\_\_\_  
 Mandados/Citas \_\_\_\_\_  
 Recreación \_\_\_\_\_  
 Escuela/Educación \_\_\_\_\_

5. ¿Qué servicios utilizas? [Elija lo que corresponda]

- 1A/1B       10       21  
 2       11       23  
 3       15       GO Access  
 4       16       GCTD Safe Rides  
 5       17       VCTC Interurbana  
 6       18 - Refuerzo       Ojai Trolley  
 7       19       Metrolink/Amtrak  
 8       20       Other: \_\_\_\_\_

6. ¿Cómo suele pagar su pasaje?

- Efectivo/monedas       Pase Día  
 Tarifa regional (VCbuspass)       Pase 15-Viajes  
 App móvil (Token Transit)       Pase 31-Día  
 Estudiante/ID de Colegio       Gratis (Niño/75+)

7. ¿Cómo compra su pasaje? [Opcional]

- Efectivo/Monedas       Tarjeta Crédito  
 Cheque       ApplePay/GooglePay  
 Tarjeta Débito       Prefiero no responder  
 Pagado Tarjeta Débito

8. ¿Por qué utiliza Gold Coast Transit? [Elige varios]

- No tengo auto  
 No tengo licencia conducir  
 Es una forma económica de viajar  
 Ayuda al medio ambiente/contaminación  
 Es una opción más saludable  
 Tengo un auto, pero no quiero conducir  
 Tengo una discapacidad o problemas de salud

9. ¿En qué ciudad vive?

- 93001 - Ventura       93030 - Oxnard  
 93003 - Ventura       93033 - Oxnard  
 93004 - Ventura       93035 - Oxnard  
 93022 - Oak View       93036 - Oxnard  
 93023 - Ojai       93041 - Port Huemene  
 Other: \_\_\_\_\_

10. ¿A dónde viaja con más frecuencia?

- 93001 - Ventura       93030 - Oxnard  
 93003 - Ventura       93033 - Oxnard  
 93004 - Ventura       93035 - Oxnard  
 93022 - Oak View       93036 - Oxnard  
 93023 - Ojai       93041 - Port Huemene  
 Other: \_\_\_\_\_

11. ¿A dónde quiere que vaya el autobús que no vaya ya?

\_\_\_\_\_

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# FLEXIBLE SERVICES PASSENGER SURVEY INSTRUMENT

## 2025 Passenger Survey

Help us plan for the future by completing this short survey. This survey takes about 10 minutes, and all responses are confidential.

If you require assistance in completing this survey, please call (805) 487-4222 and one of our Customer Service Representatives will assist you. When complete, please return this survey to your driver.

1. How satisfied are you with the following on your ride? 1 - Very unsatisfied. 5 - Very satisfied.

	1	2	3	4	5
On-Time Arrivals:	<input type="checkbox"/>				
Safety on the Vehicle:	<input type="checkbox"/>				
Cleanliness of the Vehicle:	<input type="checkbox"/>				
Vehicle location updates:	<input type="checkbox"/>				
Customer Service - Reservations:	<input type="checkbox"/>				
Customer Service - Onboard:	<input type="checkbox"/>				
Affordability:	<input type="checkbox"/>				
Length of Trips:	<input type="checkbox"/>				
Timeliness of Pick-Up:	<input type="checkbox"/>				
Timeliness of Drop-Off:	<input type="checkbox"/>				
Ability to Transfer:	<input type="checkbox"/>				

2. How often do you **currently** ride with us?  
 Almost everyday     2x a month  
 3-5 days a week     Less than once a month  
 1-2 days a week

3. What types of trips are you normally taking on transit? [Select all that apply]  
 Work                                     School/Education  
 Shopping/Errands                     Other: \_\_\_\_\_  
 Medical Appointments  
 Recreation/Social

4. Which GCTD Flexible Services do you take?

- GO ACCESS Paratransit
- GO ACCESS Zones
- GO ACCESS Direct Connect to Camarillo
- Safe Rides: Sunrise & Late Night

5. How do you pay your fare? [Check all that apply]

- Cash
- Prepaid E-Fares
- Token Transit App
- Agency-provided ticket
- Other: \_\_\_\_\_

6. Where do you travel to most frequently?

- 93001 - Ventura
- 93003 - Ventura
- 93004 - Ventura
- 93022 - Oak View
- 93023 - Ojai
- 93030 - Oxnard
- 93033 - Oxnard
- 93035 - Oxnard
- 93036 - Oxnard
- 93041 - Port Hueneme
- Other: \_\_\_\_\_

7. How easy is it for you to understand and use the service?

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult

8. Overall, how satisfied are you with the demand response service?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

9. What do you like the most about the service?

\_\_\_\_\_

\_\_\_\_\_

10. What could we do to improve?

\_\_\_\_\_

\_\_\_\_\_

11. Which category best describes you? (Select one)

- Senior (65 or older)
- ADA Certified Rider
- Personal Care Attendant (PCA)
- Companion of a Rider
- General Public Rider
- Other: \_\_\_\_\_

12. How long have you been using this service?

- Less than 6 months
- 6 months to 1 year
- 1-3 years
- More than 3 years

13. What is your age?

- Under 18 yrs
- 18-25 yrs
- 26-44 yrs
- 45-64 yrs
- 65-74 yrs
- 75 yrs or older

14. What is your gender? [Optional]

- Female
- Male
- Non-binary/Other
- Decline to state

15. Which best describes your race/ethnicity? [Optional]

- Asian/Pacific Islander
- American Indian
- Black
- Hispanic/Latino
- White
- Other: \_\_\_\_\_

16. What is your annual household income? [Optional]

- Less than \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 or more
- Decline to State

17. Any other comments or concerns?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Thank you for participating!**

Additional Comments or Questions?  
 customerservice@gctd.org | 805-487-4222 | GCTD.org

## Encuesta al Pasajero 2025

Ayúdenos a planificar para el futuro completando esta breve encuesta. Esta encuesta dura aproximadamente 10 minutos y todas las respuestas son confidenciales.

Si necesita ayuda para completar esta encuesta, llame al (805) 487-4222 y uno de nuestros representantes de atención al cliente le ayudará. Una vez completada, entregue esta encuesta a su conductor.

1. ¿Qué tan satisfecho está usted con lo siguientes durante su viaje? 1 - No muy importante. 5 - Muy importante.

	1	2	3	4	5
Cumplimiento puntual:	<input type="checkbox"/>				
Seguridad En El Vehículo:	<input type="checkbox"/>				
Limpieza De Los Vehículos:	<input type="checkbox"/>				
Servicio Cliente - Reservas:	<input type="checkbox"/>				
Servicio Cliente - Abordo:	<input type="checkbox"/>				
Facilidad de Transferencia:	<input type="checkbox"/>				
Accesibilidad:	<input type="checkbox"/>				
Duración De Los Viajes:	<input type="checkbox"/>				
Puntualidad En La Recogida:	<input type="checkbox"/>				
Puntualidad En La Entrega:	<input type="checkbox"/>				

2. ¿Con qué frecuencia viajas actualmente con nosotros?

- Casi todos los días
- 3-5 días a la semana
- 1-2 días a la semana
- Un par de veces al mes
- Menos de una vez al mes

3. ¿Qué tipo de viajes realiza hacer con nuestros servicios? [Elija lo que corresponda]

- Trabajo
- Compras/Mandados
- Citas médicas
- Recreación/Sociales
- Escuela/Educación
- Otro: \_\_\_\_\_

4. ¿Qué servicios flexibles de GCTD utilizas?

- GO ACCESS Paratransito
- GO ACCESS Zones
- GO ACCESS Conexión Directa a Camarillo
- Safe Rides (Viajes seguros): Sunrise & Late Night

5. ¿Cómo suele pagar su pasaje? [Seleccione todas opciones corresponda]

- Efectivo
- E-Tarifas Prepagadas
- Token Transit
- Boleto proporcionado por la agencia GCTD
- Otro: \_\_\_\_\_

6. ¿A dónde viaja con más frecuencia?

- 93001 - Ventura
- 93003 - Ventura
- 93004 - Ventura
- 93022 - Oak View
- 93023 - Ojai
- 93030 - Oxnard
- 93033 - Oxnard
- 93035 - Oxnard
- 93036 - Oxnard
- 93041 - Port Hueneme
- Otro: \_\_\_\_\_

7. ¿Qué tan fácil es para usted comprender y utilizar el servicio?

- Muy fácil
- Fácil
- Neutral
- Difícil
- Muy difícil

8. En general, ¿qué tan satisfecho está con el servicio basado en reservasiones?

- Muy satisfecho
- Satisfecho
- Neutral
- Insatisfecho
- Muy insatisfecho

9. ¿Qué es lo que más le gusta del servicio?

\_\_\_\_\_

\_\_\_\_\_

10. ¿Qué podríamos hacer para mejorar?

\_\_\_\_\_

\_\_\_\_\_

11. ¿Qué categoría lo describe mejor? (Marque uno)

- Persona mayor (65 años o más)
- Pasajero Certificado ADA
- Asistente de Cuidado Personal (PCA)
- Acompañante de un Jinete
- Pasajero Público General
- Otro: \_\_\_\_\_

12. ¿Cuánto tiempo lleva utilizando este servicio?

- Menos de 6 meses
- De 6 meses a 1 año
- De 1-3 años
- Más de 3 años

13. ¿Cuál es su edad?

- Menore 18 años
- 18-25 años
- 26-44 años
- 45-64 años
- 65-74 años
- 75 años o más

14. ¿Cual es su genero? [Opcional]

- Femenino
- Masculino
- No-Binario/Otro
- Prefiero no especificar

15. ¿Cuál describe mejor su raza/origen étnico? [Opcional]

- Asiático/Isleño Pacífico
- Indio Americano/ Nativo de Alaska
- Negro/Afroamericano
- Hispano/Latino
- Blanco/Caucasico
- Otro: \_\_\_\_\_
- Prefiero no especificar

16. ¿Cuál es su ingreso familiar anual?

- Menos de \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 o más
- Prefiero no especificar

17. ¿Algún otro comentario o inquietud?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

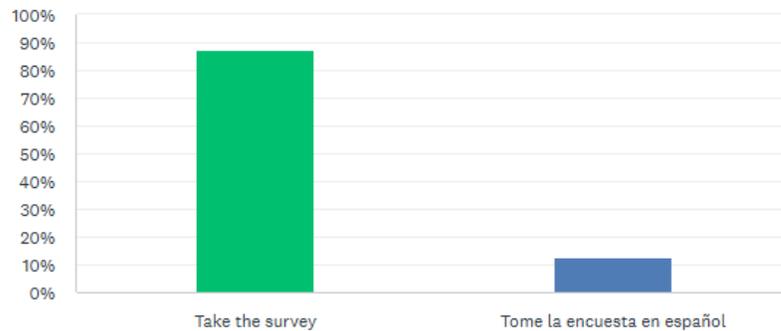


**¡Gracias por participar!**

¿Comentarios o preguntas adicionales?  
 customerservice@gctd.org | 805-487-4222 | GCTD.org

## FIXED ROUTE BUS PASSENGER SURVEY COMPLETE RESULTS<sup>1</sup>

**Question #1:** Help us plan for the future by completing this short survey. Your input will help us better understand the needs of riders and plan future transit improvements. This survey takes about 10 minutes, and all responses are confidential. Ayúdenos a planificar el futuro por medio de su participación en esta breve encuesta. Su opinión nos ayudará a comprender mejor las necesidades de los pasajeros y a planificar futuras mejoras del transporte público. Esta encuesta toma aproximadamente 10 minutos y todas las respuestas son confidenciales.



ANSWER CHOICES	RESPONSES
Take the survey	87.43% 306
Tome la encuesta en español	12.57% 44
<b>TOTAL</b>	<b>350</b>

**Question #2:** How satisfied are you with the following procedures and amenities on your ride?

(¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.)

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Bus Frequency	7.33% 17	9.05% 21	17.67% 41	30.17% 70	35.78% 83	232	3.78
On-Time Performance	6.52% 15	7.83% 18	21.30% 49	30.43% 70	33.91% 78	230	3.77
Arrival Time Info & Announcements	5.65% 13	6.96% 16	21.30% 49	32.17% 74	33.91% 78	230	3.82
Access to Stop(s)	4.37% 10	7.42% 17	19.65% 45	31.88% 73	36.68% 84	229	3.89
Safety on the Bus	6.03% 14	6.03% 14	17.67% 41	28.02% 65	42.24% 98	232	3.94
Safety at the Stops	9.09% 21	9.09% 21	23.38% 54	28.14% 65	30.30% 70	231	3.61
Cleanliness of Buses	5.15% 12	6.87% 16	14.16% 33	37.34% 87	36.48% 85	233	3.93
Cleanliness of Stops	12.07% 28	17.67% 41	29.74% 69	21.98% 51	18.53% 43	232	3.17
Ability to Transfer	5.19% 12	7.36% 17	16.02% 37	32.03% 74	39.39% 91	231	3.93
Trip Time	3.46% 8	6.93% 16	20.78% 48	35.50% 82	33.33% 77	231	3.88
Accessibility from Start to Endpoint	5.31% 6	7.08% 8	21.24% 24	39.82% 45	26.55% 30	113	3.75
Levels of Crowding and Seat Availability	7.30% 17	9.87% 23	21.89% 51	30.47% 71	30.47% 71	233	3.67
Ease of Paying	3.07% 7	2.63% 6	14.04% 32	32.02% 73	48.25% 110	228	4.20
Cost	5.22% 12	5.65% 13	20.43% 47	28.26% 65	40.43% 93	230	3.93
Customer Service	7.83% 18	2.61% 6	16.52% 38	30.00% 69	43.04% 99	230	3.98
Courteousness and Professionalism of Customer Service Staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Clarity & Availability of Real-Time Tracking & Audio/Visual Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Other	12.33% 9	6.85% 5	30.14% 22	27.40% 20	23.29% 17	73	3.42

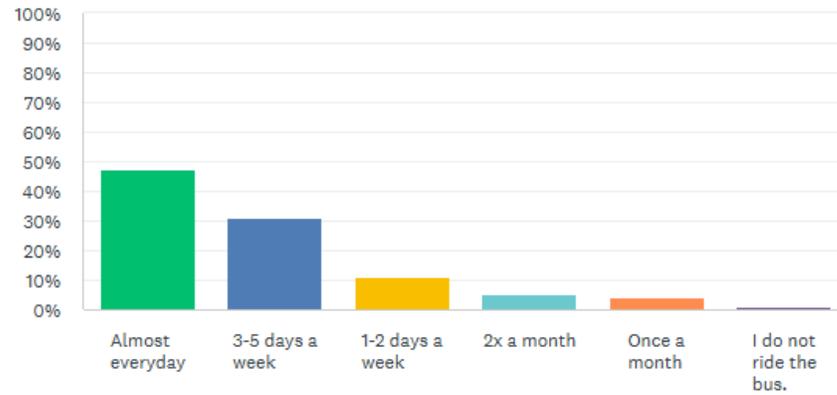
**Question #3:** Which of these procedures and amenities matters most to you on your ride?

(¿Cuáles de estos procedimientos y comodidades son los más importantes para usted en su viaje? 1 - No muy importante. 5 - Muy importante.)

	NOT IMPORTANT	SLIGHTLY IMPORTANT	IMPORTANT	FAIRLY IMPORTANT	VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
▼ Bus Frequency	1.77% 4	1.77% 4	13.27% 30	15.93% 36	67.26% 152	226	4.45
▼ On-Time Performance	1.35% 3	0.45% 1	14.35% 32	19.28% 43	64.57% 144	223	4.45
▼ Arrival Time Info & Announcements	4.11% 9	4.11% 9	17.35% 38	25.11% 55	49.32% 108	219	4.11
▼ Access to Service(s)	0.91% 2	4.09% 9	16.82% 37	21.36% 47	56.82% 125	220	4.29
▼ Safety on the Bus	0.88% 2	3.10% 7	8.41% 19	16.81% 38	70.80% 160	226	4.54
▼ Safety at the Stops	0.90% 2	2.24% 5	8.07% 18	21.08% 47	67.71% 151	223	4.52
▼ Cleanliness of Buses	1.34% 3	4.46% 10	16.52% 37	20.54% 46	57.14% 128	224	4.28
▼ Cleanliness of Stops	2.22% 5	5.78% 13	18.67% 42	22.22% 50	51.11% 115	225	4.14
▼ Ability to Transfer	4.46% 10	2.68% 6	15.18% 34	20.54% 46	57.14% 128	224	4.23
▼ Trip Time	1.79% 4	4.02% 9	17.41% 39	23.21% 52	53.57% 120	224	4.23
▼ Accessibility from Start to Endpoint	1.72% 2	3.45% 4	31.90% 37	12.93% 15	50.00% 58	116	4.06
▼ Levels of Crowding and Seat Availability	3.10% 7	6.64% 15	14.60% 33	23.89% 54	51.77% 117	226	4.15
▼ Ease of Paying	6.36% 14	4.09% 9	20.91% 46	22.27% 49	46.36% 102	220	3.98
▼ Cost	6.36% 14	1.36% 3	17.27% 38	19.09% 42	55.91% 123	220	4.17
▼ Courteousness and Professionalism of Drivers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
▼ Customer Service	2.24% 5	2.69% 6	18.83% 42	16.14% 36	60.09% 134	223	4.29
▼ Clarity & Availability of Real-Time Tracking & Audio/Visual Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

**Question #4:** How often do you currently ride the bus?

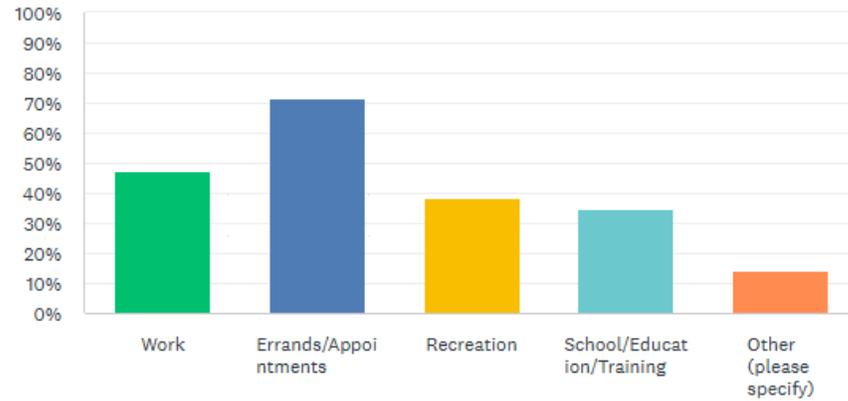
(¿Con qué frecuencia viaja actualmente en autobús?)



ANSWER CHOICES	RESPONSES
▼ Almost everyday	47.39% 109
▼ 3-5 days a week	31.30% 72
▼ 1-2 days a week	10.87% 25
▼ 2x a month	5.22% 12
▼ Once a month	4.35% 10
▼ I do not ride the bus.	0.87% 2
<b>TOTAL</b>	<b>230</b>

**Question #5:** What types of trips are you normally taking on transit? Select all that apply.

(¿Qué tipo de viajes realiza normalmente en transporte público? (Marque todas las opciones que correspondan).)



ANSWER CHOICES	RESPONSES
▼ Work	47.60% 109
▼ Errands/Appointments	71.62% 164
▼ Recreation	38.43% 88
▼ School/Education/Training	34.93% 80
▼ Other (please specify)	<a href="#">Responses</a> 13.97% 32
<b>Total Respondents: 229</b>	

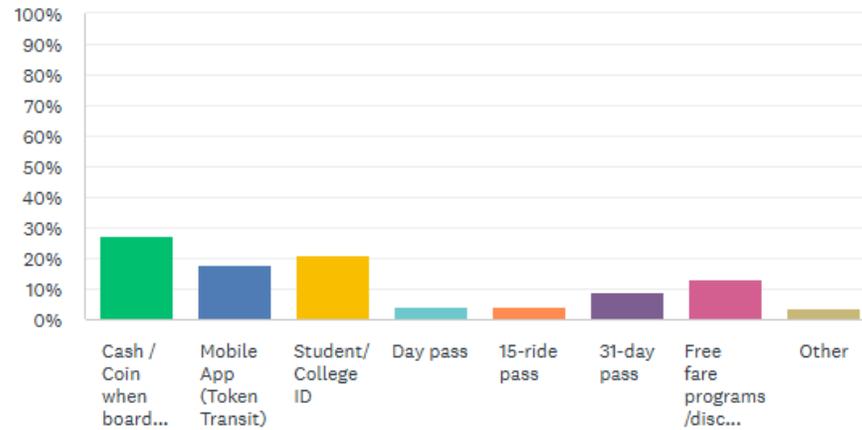
**Question #6:** What routes do you use? (check all that apply).

(¿Qué rutas o servicios utiliza? (marque todas las opciones que correspondan).)

ANSWER CHOICES	RESPONSES	
▼ 1A/1B	28.57%	66
▼ 2	5.63%	13
▼ 3	12.99%	30
▼ 4A/4B	29.44%	68
▼ 5	9.96%	23
▼ 6	70.13%	162
▼ 7	9.52%	22
▼ 8	9.09%	21
▼ 10	18.61%	43
▼ 11	35.06%	81
▼ 15	10.39%	24
▼ 16	29.44%	68
▼ 17	24.24%	56
▼ 18 - Trippers (Special service during start/end of school hours)	3.90%	9
▼ 19	12.99%	30
▼ 20	3.90%	9
▼ 21	41.56%	96
▼ 23	25.97%	60
▼ GCTD ACCESS (Dial A Ride)	12.12%	28
▼ GCTD Safe Rides (Sunrise/Late Night)	10.39%	24
▼ VCTC (formerly VISTA)	21.65%	50
▼ Santa Barbara MTD	3.90%	9
▼ Simi Valley Transit	2.16%	5
▼ Moorpark City Transit	0.87%	2
▼ Camarillo CAT	1.73%	4
▼ Thousand Oaks Transit	2.16%	5
▼ Ojai Trolley	4.33%	10
▼ Metrolink (Rail)	18.18%	42
▼ Amtrak (Rail)	19.05%	44
▼ LA Metro (Bus/Rail)	4.76%	11
▼ Other	<a href="#">Responses</a> 0.87%	2
<b>Total Respondents: 231</b>		

**Question #7:** How do you usually pay your fare?

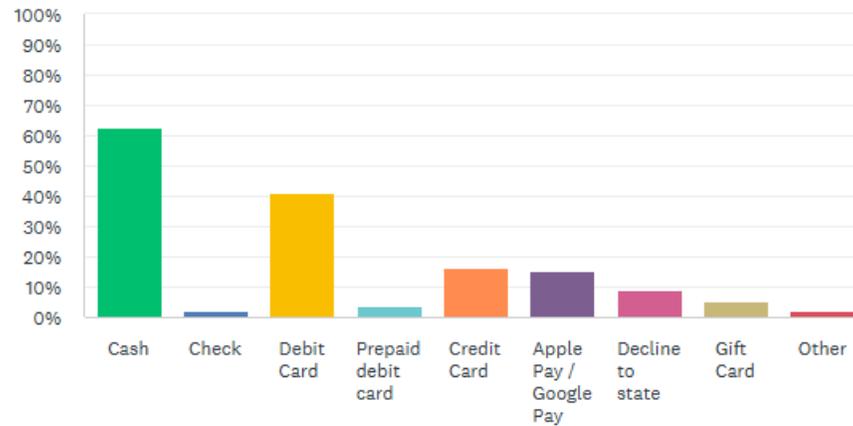
(¿Cómo suele pagar su pasaje?)



ANSWER CHOICES	RESPONSES	
▼ Cash / Coin when boarding the bus	27.39%	63
▼ Mobile App (Token Transit)	17.83%	41
▼ Student/College ID	20.87%	48
▼ Day pass	4.35%	10
▼ 15-ride pass	4.35%	10
▼ 31-day pass	8.70%	20
▼ Free fare programs/discount: Youth Ride Free, Child, Senior 75+ Years	13.04%	30
▼ Other	<a href="#">Responses</a> 3.48%	8
<b>TOTAL</b>		<b>230</b>

**Question #8:** To make purchases at stores, how do you pay? Check all that apply. (optional)

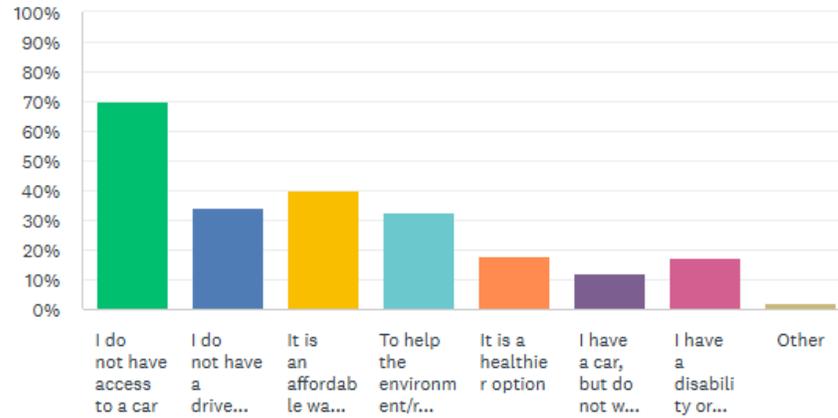
(¿Para realizar compras, ¿cuales de las siguientes opciones utiliza? (Opcional).)



ANSWER CHOICES	RESPONSES	
▼ Cash	62.38%	131
▼ Check	1.90%	4
▼ Debit Card	40.95%	86
▼ Prepaid debit card	3.81%	8
▼ Credit Card	16.19%	34
▼ Apple Pay / Google Pay	15.24%	32
▼ Decline to state	9.05%	19
▼ Gift Card	5.24%	11
▼ Other	1.90%	4
<b>Total Respondents: 210</b>		

**Question #9:** Why do you take Gold Coast Transit? Select all that apply.

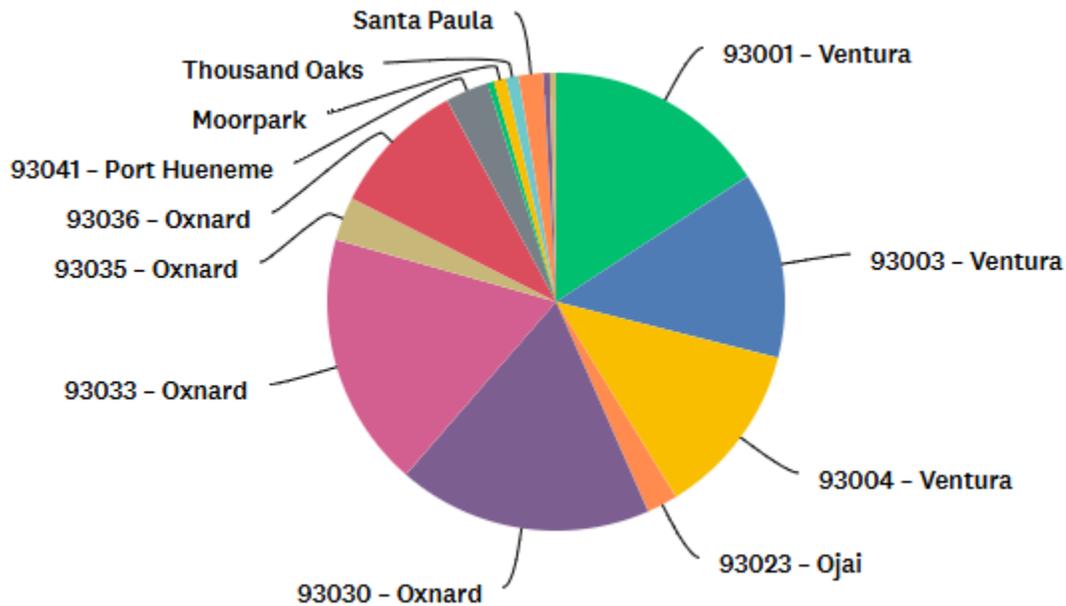
(¿Por qué utiliza Gold Coast Transit? (Marque todas las opciones que correspondan).)



ANSWER CHOICES	RESPONSES
▼ I do not have access to a car	70.00% 161
▼ I do not have a driver's license	34.35% 79
▼ It is an affordable way to travel	40.00% 92
▼ To help the environment/reduce pollution	32.61% 75
▼ It is a healthier option	17.83% 41
▼ I have a car, but do not want to drive	12.17% 28
▼ I have a disability or health issues	17.39% 40
▼ Other	Responses 2.17% 5
<b>Total Respondents: 230</b>	

**Question #10:** What city do you live in?

(¿En qué ciudad vive?)



ANSWER CHOICES	RESPONSES	
▼ 93001 - Ventura	15.79%	36
▼ 93003 - Ventura	13.16%	30
▼ 93004 - Ventura	12.28%	28
▼ 93022 - Oak View	0.00%	0
▼ 93023 - Ojai	2.19%	5
▼ 93030 - Oxnard	17.98%	41
▼ 93033 - Oxnard	17.98%	41
▼ 93035 - Oxnard	3.07%	7
▼ 93036 - Oxnard	9.65%	22
▼ 93041 - Port Hueneme	3.07%	7
▼ Camarillo	0.44%	1
▼ Fillmore/Piru	0.00%	0
▼ Moorpark	0.88%	2
▼ Thousand Oaks	0.88%	2
▼ Santa Paula	1.75%	4
▼ Somis	0.44%	1
▼ Simi Valley	0.00%	0
▼ Other	Responses 0.44%	1
<b>TOTAL</b>		<b>228</b>

**Question #11:** Which city(s) do you travel to the most frequently?

(¿A dónde viaja con más frecuencia?)

ANSWER CHOICES	RESPONSES	
▼ 93001 - Ventura	52.63%	120
▼ 93003 - Ventura	53.07%	121
▼ 93004 - Ventura	32.89%	75
▼ 93022 - Oak View	4.39%	10
▼ 93023 - Ojai	13.16%	30
▼ 93030 - Oxnard	42.98%	98
▼ 93033 - Oxnard	38.16%	87
▼ 93035 - Oxnard	25.44%	58
▼ 93036 - Oxnard	31.14%	71
▼ 93041 - Port Hueneme	26.32%	60
▼ Camarillo	6.58%	15
▼ Fillmore/Piru	0.88%	2
▼ Moorpark	1.75%	4
▼ Thousand Oaks	5.26%	12
▼ Santa Paula	3.07%	7
▼ Somis	0.44%	1
▼ Simi Valley	1.32%	3
▼ Other	Responses 2.63%	6
Total Respondents: 228		

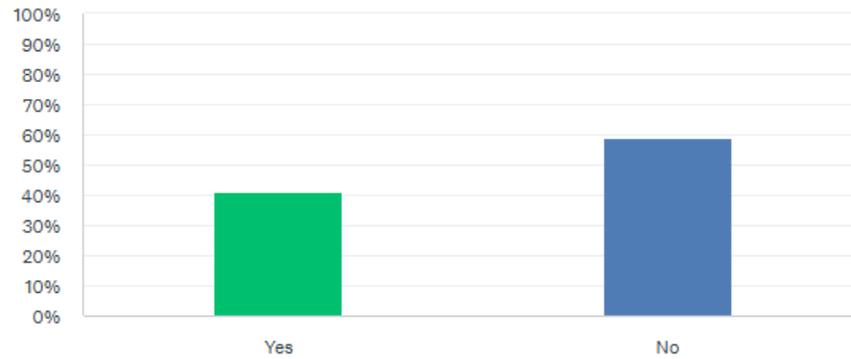
**Question #12:** Where do you want the bus to go that it doesn't already?

(¿A dónde le gustaría que fuera el autobús que no vaya ya?)



**Question #13:** Would you like to answer some additional questions about our bus stops and amenities?

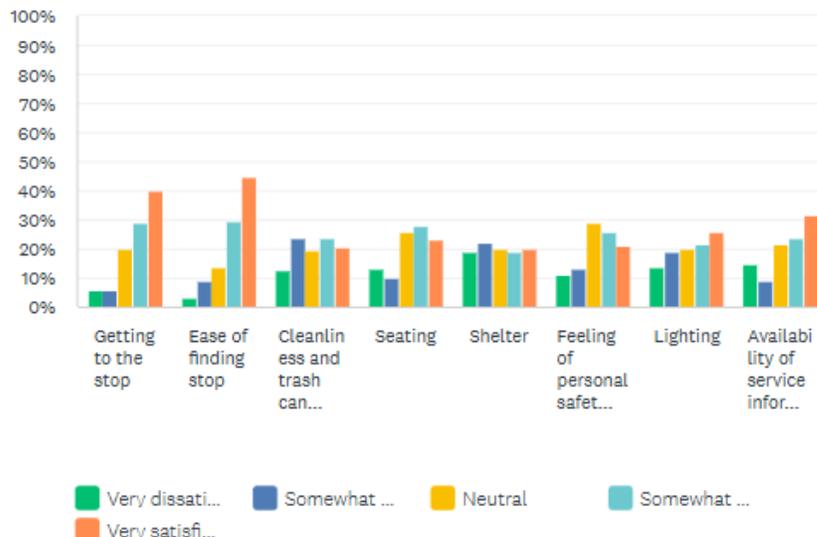
(¿Quiere responder algunas preguntas adicionales sobre nuestras paradas de autobús y servicios?)



ANSWER CHOICES	RESPONSES
Yes	41.18% 98
No	58.82% 140
<b>TOTAL</b>	<b>238</b>

**Question #14:** Please rate your satisfaction with the following aspects of your bus stop experience when using Gold Coast Transit.

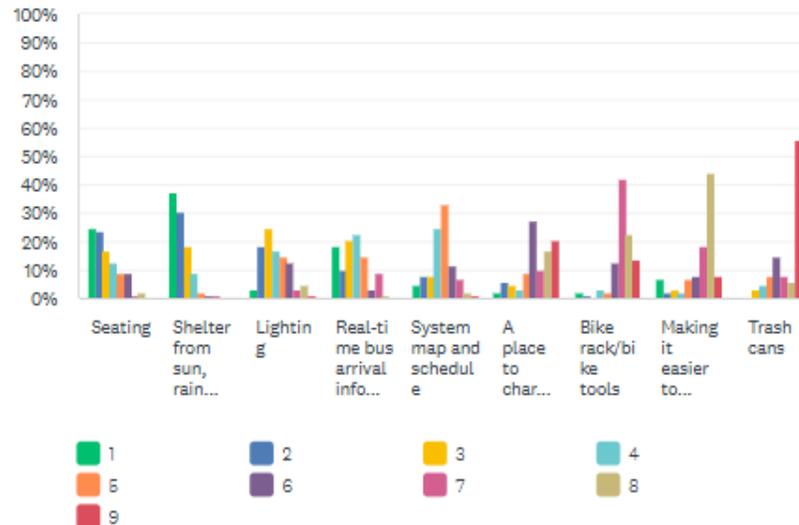
(Califique su satisfacción con los siguientes aspectos de su experiencia en la parada de autobús al utilizar Gold Coast Transit (1) Muy insatisfecho al (5) Muy satisfecho.)



	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Getting to the stop	5.56% 5	5.56% 5	20.00% 18	28.89% 26	40.00% 36	90	3.92
Ease of finding stop	3.37% 3	8.99% 8	13.48% 12	29.21% 26	44.94% 40	89	4.03
Cleanliness and trash can availability	12.50% 11	23.86% 21	19.32% 17	23.86% 21	20.45% 18	88	3.16
Seating	13.33% 12	10.00% 9	25.56% 23	27.78% 25	23.33% 21	90	3.38
Shelter	18.89% 17	22.22% 20	20.00% 18	18.89% 17	20.00% 18	90	2.99
Feeling of personal safety at the bus stop	11.11% 10	13.33% 12	28.89% 26	25.56% 23	21.11% 19	90	3.32
Lighting	13.48% 12	19.10% 17	20.22% 18	21.35% 19	25.84% 23	89	3.27
Availability of service information (maps, schedule, real-time bus arrival information)	14.61% 13	8.99% 8	21.35% 19	23.60% 21	31.46% 28	89	3.48

**Question #15:** Unfortunately, not all amenities can be provided at each Ventura County bus stop. In cases where trade-offs need to be made, what are your preferences? Please rank the following from most important (1) to least important (5) by dragging the most important options to the top of the list.

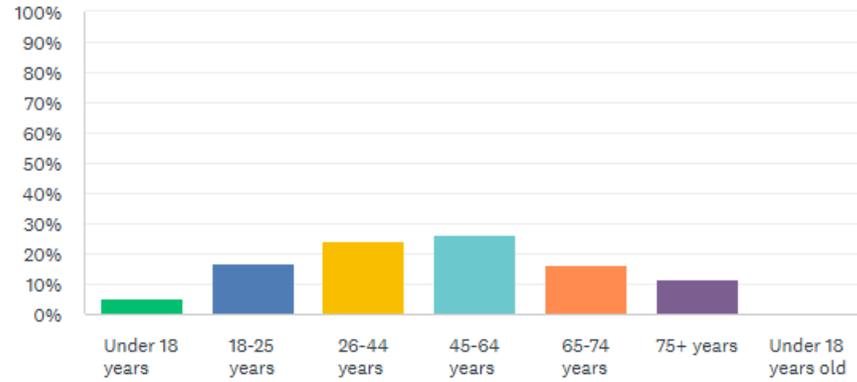
(Lamentablemente, no todas las paradas de autobús del condado de Ventura ofrecen todos los servicios. En caso de que sea necesario hacer concesiones, ¿cuáles son sus preferencias? Por favor, clasifique las siguientes opciones de la más importante (1) al (5) menos importante, moviendo las más importantes al principio de la lista.)



	1	2	3	4	5	6	7	8	9	TOTAL
Seating	25.00% 22	23.86% 21	17.05% 15	12.50% 11	9.09% 8	9.09% 8	11.4% 1	2.27% 2	0.00% 0	88
Shelter from sun, rain, and wind	37.50% 33	30.68% 27	18.18% 16	9.09% 8	2.27% 2	1.14% 1	1.14% 1	0.00% 0	0.00% 0	88
Lighting	3.41% 3	18.18% 16	25.00% 22	17.05% 15	14.77% 13	12.50% 11	3.41% 3	4.55% 4	1.14% 1	88
Real-time bus arrival information	18.18% 16	10.23% 9	20.45% 18	22.73% 20	14.77% 13	3.41% 3	9.09% 8	1.14% 1	0.00% 0	88
System map and schedule	4.55% 4	7.95% 7	7.95% 7	25.00% 22	32.95% 29	11.36% 10	6.82% 6	2.27% 2	1.14% 1	88
A place to charge your phone	2.27% 2	5.68% 5	4.55% 4	3.41% 3	9.09% 8	27.27% 24	10.23% 9	17.05% 15	20.45% 18	88
Bike rack/bike tools	2.27% 2	1.14% 1	0.00% 0	3.41% 3	2.27% 2	12.50% 11	42.05% 37	22.73% 20	13.64% 12	88
Making it easier to cross the street	6.82% 6	2.27% 2	3.41% 3	2.27% 2	6.82% 6	7.95% 7	18.18% 16	44.32% 39	7.95% 7	88
Trash cans	0.00% 0	0.00% 0	3.41% 3	4.55% 4	7.95% 7	14.77% 13	7.95% 7	5.68% 5	55.68% 49	88

**Question #16:** What is your age? (optional).

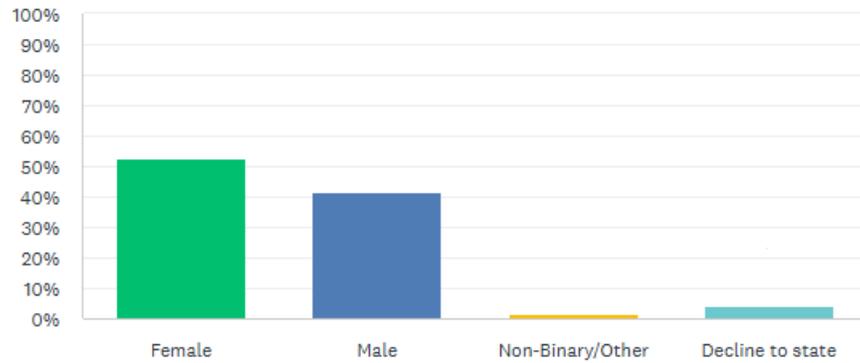
(¿Cuál es su edad? (opcional).)



ANSWER CHOICES	RESPONSES
▼ Under 18 years	5.05% 11
▼ 18-25 years	16.97% 37
▼ 26-44 years	24.31% 53
▼ 45-64 years	26.15% 57
▼ 65-74 years	16.06% 35
▼ 75+ years	11.47% 25
▼ Under 18 years old	0.00% 0
<b>TOTAL</b>	<b>218</b>

**Question #17:** What is your gender? (optional).

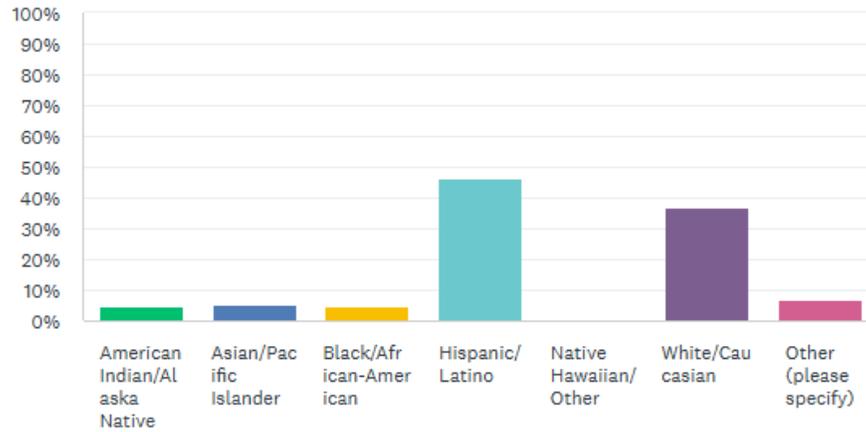
(¿Cual es su genero? [Opcional].)



ANSWER CHOICES	RESPONSES	
Female	52.73%	116
Male	41.36%	91
Non-Binary/Other	1.82%	4
Decline to state	4.09%	9
<b>TOTAL</b>		<b>220</b>

**Question #18:** Which of the following best describes your race/ethnic background? Check all that apply. (optional).

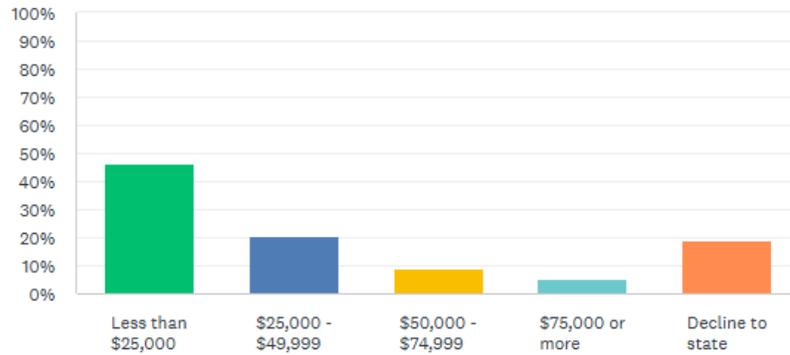
(¿Cuál describe mejor su raza/origen étnico? [Opcional].)



ANSWER CHOICES	RESPONSES
▼ American Indian/Alaska Native	4.63% 10
▼ Asian/Pacific Islander	5.09% 11
▼ Black/African-American	4.63% 10
▼ Hispanic/Latino	46.30% 100
▼ Native Hawaiian/Other	0.00% 0
▼ White/Caucasian	37.04% 80
▼ Other (please specify)	<a href="#">Responses</a> 6.94% 15
<b>Total Respondents: 216</b>	

**Question #19:** What is your annual household income? (optional).

(Cuál es su ingreso familiar anual? (Opcional).)



ANSWER CHOICES	RESPONSES
▼ Less than \$25,000	46.51% 100
▼ \$25,000 - \$49,999	20.47% 44
▼ \$50,000 - \$74,999	8.84% 19
▼ \$75,000 or more	5.12% 11
▼ Decline to state	19.07% 41
<b>TOTAL</b>	<b>215</b>

**Question #20:** Please provide any additional comments on how service can be improved to meet your needs.

(Por favor proporcione comentarios adicionales sobre cómo se puede mejorar el servicio para satisfacer sus necesidades.)

I feel that with increased frequency on some lines, transfers wouldn't feel as bad if a bus were to get delayed or run behind and make it easier to get to destinations
I would like more trash cans, bike service, and more information on schedule and on the bus lines/stops.
Bus for disabled, carts, baskets, suitcases, etc. Bus for regular, no baggage.
Classes for drivers who do not know how to talk to people. No robots here, thank you. Peace!
I feel it would be very beneficial for us to have service between the GCTD Main Office and OTC. Easier for customers to reach us and less stressful for us to send staff down for a rendezvous at OTC. Also, let's please bring back the Rte. 14, which connected Riverpark with Nyeland Acres and used to go right past the GCTD Main Office.
It would be nice if Route 20 was brought back.
These rude kids, lazy people non-disabled taking up front seats. More bus pass outlet locations in Ventura - Like the Mall and City Hall.
Better communication between drivers and passengers. Maybe more drivers that smile and project a positive attitude. So many do! But some don't ☹️
Route 7 bus every weekend to come early back to 7 am start. Please, please.
Urine, urine, urine. Help, help, help. Thank you!
Way too many "fake" service dogs.
Keep being awesome. But also watch out. There's this driver who is racist. He's old and white.
Why kids ride free and seniors don't?
Bus 8 & 17! Yeah!
Detours for construction not well-planned - Drivers don't know where temp. stops are 1st day.
"Ride the bus - Save the Planet" or similar should be added to list of messages on outside of bus!
Good job
Bus takes too long on weekends. Should be every 30 minutes, not 45 minutes.
Sometimes drivers don't lower the bus for me to get on and off the bus. Same goes for back door also.
Bus drivers come at a reasonable time!
Thank you Gold Coast Team. Much appreciated. :)
Better bus stops later buss to Ojai
Drivers need to lessen to the riders about drinking beer on the bus and a person with crabs all over the body
Bus 4054, Line 10. Bus driver was excellent. He looked out for passenger safety.
Need a solution to foul odor/urine soaked passengers. I try to talk to people w/ love. But when is it too much?
Keep up the good work!
Good service, but we need more improvements.
We are not robots. Driver need classes on courteousness. 40 & under need help talking to passengers.
Not fair to allow foul urine odor to invade our space. I know it's not their fault. Solution?
More buses when school gets out at 3:00 pm
Jotham is by far the best bus driver :) and Francisco :)
Please lower the ramp due to handicap and age and my groceries being too heavy to pick up the cart. Nobody in the customer service center when I call on the weekend.
The bus drivers are wonderful. :)
Thank you for bus service and nice drivers.
NO :)

Harbor Blvd needs bus stops! When I lived there, I had to walk 2 miles to the closest bus stop on Seaward & Thompson.
Are you allowed to fall asleep on the bus? One of your drivers said I could.
Takes too long on weekends. Should be 30 minutes.
Great bus service. Good courteous drivers.
Alma is #1!!
Some drivers are rude.
N/A
Today's ride was very warm. A few windows were open, but it would have been nice to have the AC on!
Good job
Need benches at the other bus stops for disabled people who need to sit down.
Route 19 needs more frequency.
Some bus stops have too many people using drugs and drinking. Very dirty.
Customer service never answers the phone. Some drivers are also very rude. However, Alma and Angela are the best drivers you have - very friendly.
Your best and friendly drivers Alma & Angela!!
Need more Rte. 10 buses. Also, need more benches for the elderly with disabilities. Thank you.
There should be more trips for the GCTD Safe Rides.
This place is a joke.
Drivers do not stop close to curbs, even when they could have done so easily.
Yes the best of City Council. Keep up Good Work!
Metal seats, remove. Change to plastic, more sanitary.
Thank You!
The gut wrenching foul odors coming from seats is not fair. Air w/ urine.
The younger amateur drivers need lessons on how to talk & how to treat people. WE ARE NOT ROBOTS.
Drivers are very professional and courteous.
N/A
There should be an option to do tap to pay (Apple Pay/Google Pay) when getting on the bus.
please make a bus route on oxnard blvd 🚶🚶
I take Go Access as I use a walker.
Better connections to Metro link Ventura county only early am and Late PM trains to LA don't cut it . I would wish for a 8 am train to LA and a 2:30 pm return from lax
Na
A mobile app of modern technology will be more appealing
Increase buses to and from Ojai with late departures and late returns in the night and over weekends
Bus stop benches needed all along Santa Clara St...and/or accurate time of bus arrival at stops to avoid long standing times for disabled non-wheelchair bus riders.
Ok
The bus is dirty and stinks like p### on a## and feet.
Maybe put a small Tv on the bus to make the ride better
I appreciate the Gold Coast Transit.
I don't know
More frequent service. Cleanliness at the bus stops.
Could the access bus come to Santa paula?
More ticket outlets in Ventura!
Route #15: could you please cover the ground with more pebbles to keep down the dust when you come to pick me up? Thanks. This is going west at Alvarado & Collins.
Busses arriving every hour for 41 and 42 lines is extremely inconvenient. Every half hour would make transport and connections much more seamless. Additionally, the real time arrivals are not always

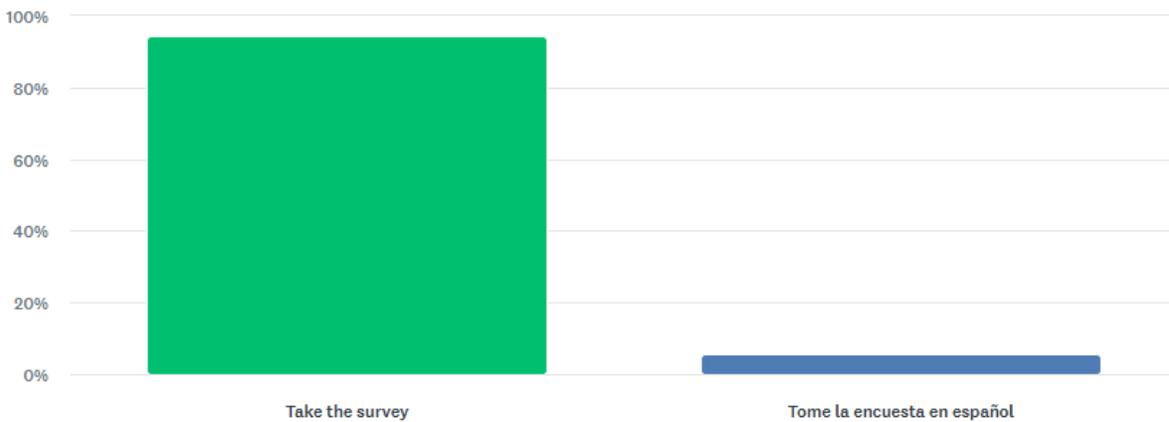
correct and cause me to call for whereabouts on bus locations. Trackers on busses so they can be tracked on Google maps would be helpful.
A way to pull for a stop if you are not seated near the walls of the bus would be nice
Have drivers be more courteous.
2 more evening on the 21 bus. More Route 1s after 6 returns from Ventura between 9:30-10:00pm.
I wish I could go to the harbor safely and there was a bus that goes there.
Your drivers need to focus more on customer service and being polite to other passengers.
Some drivers are not offering the loop where I requested it.
Some drivers need more training in their attitudes
It can be improved by adding more shelter and seats. Also cleanness on the bus stops.
There needs to be a bus stop right on front of Hiroshima road in Ojai in front of the Krotona Institute. It's way too long between stops after the Ojai Vons and Baldwin road.
If you're going to raise prices, you need to make the buses go later and start earlier.
Overcrowding of students is a big no no.
I experience much anxiety navigating the bus with my walker when the bus is very overcrowded.
Clean bus stops nightly.
If you keep raising prices, you need to make the buses run later and start earlier.
Cleaner
From Wells Center-Saticoy to El Rio Oxnard and to Rose and Costco. Make this happen, please bring back this route.
Need more buses
At certain bus stops, especially in retail areas of Oxnard, there are often homeless people living at the stops.
Route on harbor Blvd at Vons shopping center p
I will greatly appreciated if you guys would put the bus stop back on South J Street at Bard Road.
Security at the Pacific View Transit Center and more frequent service for the 10 bus
I think it would be a cool idea to add ebikes or e scooters throughout the city. Where we pay to rent for the times needed. Like how it is in Ventura with the bikes.
Driver attitude needs improvement
Electric Scooters or e bikes could be a nice option / alternate mode of transportation. Sometimes long distance travel isn't needed but reducing travel time is ideal. Car traffic is been a major issue lately. More park and rides can also help potentially reduce traffic.
Some of the drivers need to learn/practice better customer service skills.
Keep bus clean and safe.
Move current stop Rose and Socorro NB to Rose and Cesar Chavez NB for ease of access
More schedule frequencies during the weekends and on time arrivals
Be on time and leave in time so we can get to work on time and not loose our jobs!!!
The cleanliness of the bus should be focused on therefore ensuring more people use it.
Some drivers are very rude. I've seen them yell at customers. I understand that sometimes things can be frustrating but yelling at customers is not ok. Things can be said in a different matter.
Overall, the service is good, but more frequent buses during peak hours would really help. Improving schedule reliability and adding real-time tracking updates through the app would also make commuting easier.
Increased frequency, easier accessed transferring to vctc and clean up the crime at the pacific view mall transferring location!
I would like to see more frequent bus service during peak hours, better real-time tracking of buses via an app, and improved cleanliness and comfort on board. Clearer route signage and more sheltered bus stops would also make using transit easier and more convenient
Well I can't to see you operate in Ventura County.
N/A
Reboot routes 12, 14, 22, 20, 9

It is important to me to have public transportation available, affordable and safe.
The drivers need to be more respectful, watch their voice tones towards passengers reflecting their bad days etc.
People playing music on bus is annoying, but I'll live.
Please train the drivers to be more polite!
Excellent
Drivers are very good at what they do, and very courteous.
More routes leading towards Kimball. Stops with beach access.
How are we supposed to make transfers if buses are always late & others are leaving early?
SO thankful for the bus system and appreciate the drivers. Some very special drivers - too many to name!
More kindness in the bus drivers.
My hats off! To Lupe! Best regards. Mr. Humphreys.
No thanks
Please bring back ticket office at the OTC! Much needed!!
Thank you! Jesus loves you!
More solar arrival times at stops. Thank you.
Access has terrible on-time performance
Please add more frequent stops from c st transfer center to Oxnard transit station
Keep up the great work
More shade/shelter at all stops
Gold Coast Transit is the best!
Respetar los horarios
Quisiera que pase el 7 días 8 de la manano por que llo lo usaba para ir a mis o todos los de mingos.
No se manejar. Además, quitaron paradas cerca de mi vivienda.
No.
Ninguno.
Mas limpieza en los autobuses y en las paradas! Por favor!!!
Se que el 17 bus llega al Rio Mesa pero 10:15. ¿Podría ir a Wells Road para poder hacer transbordo y llegar a Santa Paula?
Ninguna me gusta el servicio
Me gustaría más supervisión y seguridad en las paradas
Todo esta bien. Gracias.
Seguridad e higiene
Muy bueno el servicio.
Emplados y mas amigables
No
mejorar

## FLEXIBLE SERVICES PASSENGER SURVEY COMPLETE SURVEY RESULTS

**Question #1:** Help us plan for the future by completing this short survey. Your input will help us better understand the needs of riders and plan future transit improvements. This survey takes about 10 minutes, and all responses are confidential.

(Ayúdenos a planificar el futuro por medio de su participación en esta breve encuesta. Su opinión nos ayudará a comprender mejor las necesidades de los pasajeros y a planificar futuras mejoras del transporte público. Esta encuesta toma aproximadamente 10 minutos y todas las respuestas son confidenciales.)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Take the survey	94.29%	66
<span style="color: blue;">●</span> Tome la encuesta en español	5.71%	4
<b>Total</b>		<b>70</b>

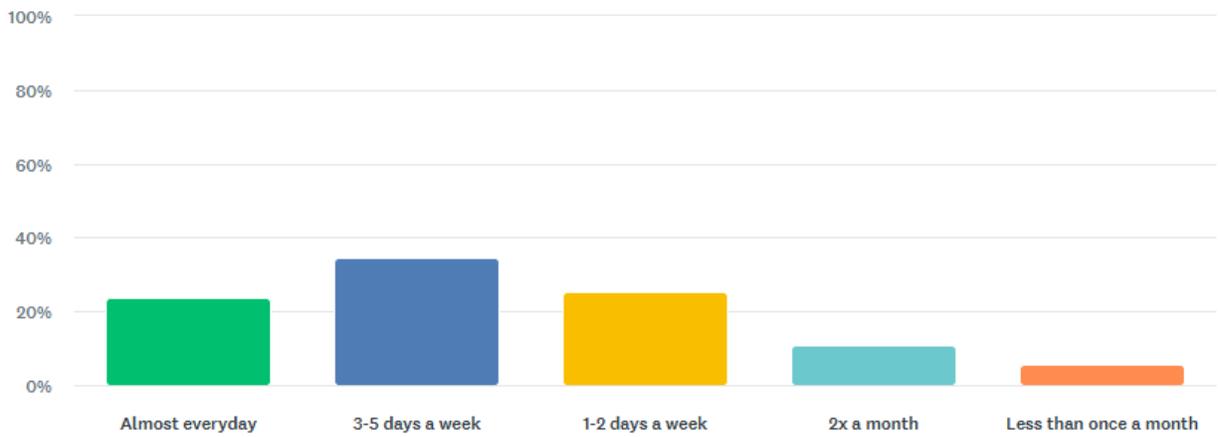
**Question #2:** How satisfied are you with the following on your ride?

(¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.)

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
▼ On-Time Arrivals	5.36% 3	3.57% 2	14.29% 8	35.71% 20	41.07% 23	56	4.04
▼ Safety on the Vehicle	1.82% 1	3.64% 2	7.27% 4	16.36% 9	70.91% 39	55	4.51
▼ Cleanliness of the Vehicle	0.00% 0	0.00% 0	9.43% 5	13.21% 7	77.36% 41	53	4.68
▼ Vehicle location updates	5.56% 3	7.41% 4	22.22% 12	24.07% 13	40.74% 22	54	3.87
▼ Customer Service - Reservations	1.82% 1	3.64% 2	7.27% 4	25.45% 14	61.82% 34	55	4.42
▼ Customer Service - Onboard	1.82% 1	0.00% 0	7.27% 4	14.55% 8	76.36% 42	55	4.64
▼ Affordability	0.00% 0	1.82% 1	16.36% 9	25.45% 14	56.36% 31	55	4.36
▼ Length of Trips	5.45% 3	5.45% 3	20.00% 11	25.45% 14	43.64% 24	55	3.96
▼ Timeliness of Pick-Up	3.64% 2	1.82% 1	23.64% 13	36.36% 20	34.55% 19	55	3.96
▼ Timeliness of Drop-Off	3.77% 2	7.55% 4	16.98% 9	28.30% 15	43.40% 23	53	4.00
▼ Ability to Transfer	2.08% 1	0.00% 0	18.75% 9	22.92% 11	56.25% 27	48	4.31

**Question #3:** How often do you currently ride the bus?

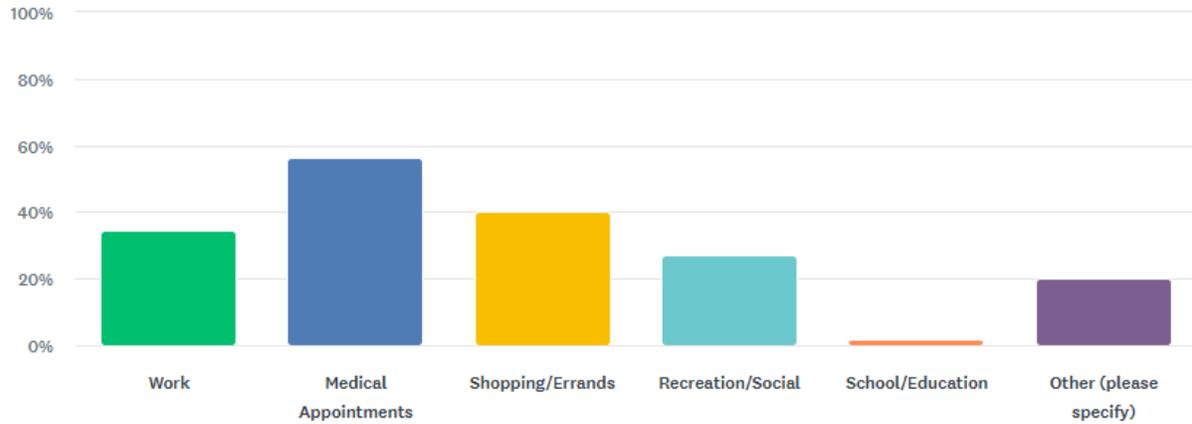
(¿Con qué frecuencia viaja actualmente en autobús?)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Almost everyday	23.64%	13
<span style="color: blue;">●</span> 3-5 days a week	34.55%	19
<span style="color: yellow;">●</span> 1-2 days a week	25.45%	14
<span style="color: teal;">●</span> <span>&lt;span&gt;&lt;span&gt;&lt;span&gt;&lt;span&gt;2x a month&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;</span>	10.91%	6
<span style="color: orange;">●</span> <span>&lt;span&gt;&lt;span&gt;&lt;span&gt;&lt;span&gt;Less than once a month&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;</span>	5.45%	3
<b>Total</b>		<b>55</b>

**Question #4:** What types of trips are you normally taking on transit? Select all that apply.

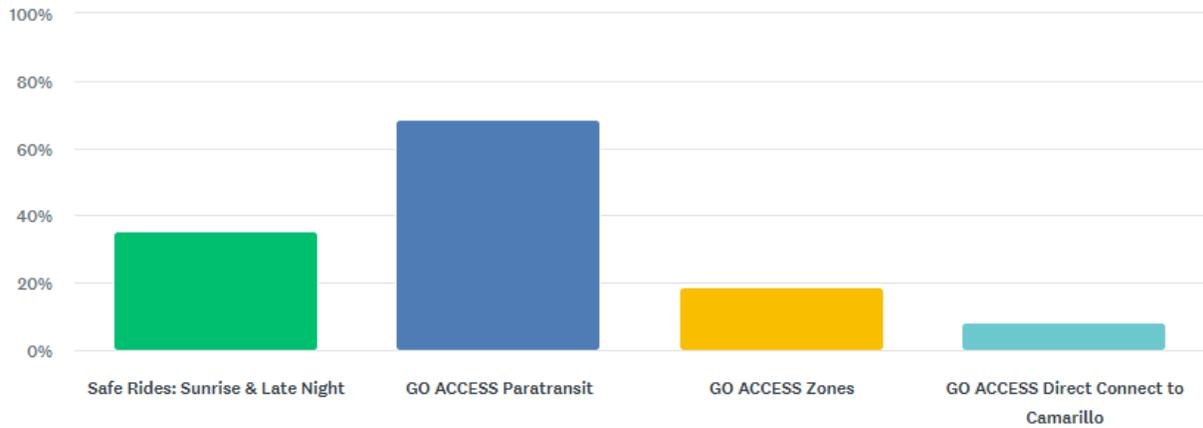
(¿Qué tipo de viajes realiza normalmente en transporte público? (Marque todas las opciones que correspondan).)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Work	34.55%	19
<span style="color: blue;">●</span> Medical Appointments	56.36%	31
<span style="color: yellow;">●</span> Shopping/Errands	40.00%	22
<span style="color: teal;">●</span> Recreation/Social	27.27%	15
<span style="color: orange;">●</span> School/Education	1.82%	1
<span style="color: purple;">●</span> Other (please specify) <a href="#">Show responses</a>	20.00%	11
<b>Total</b>		<b>55</b>

**Question #5:** Which GCTD Flexible Services do you take? (Check all that apply)

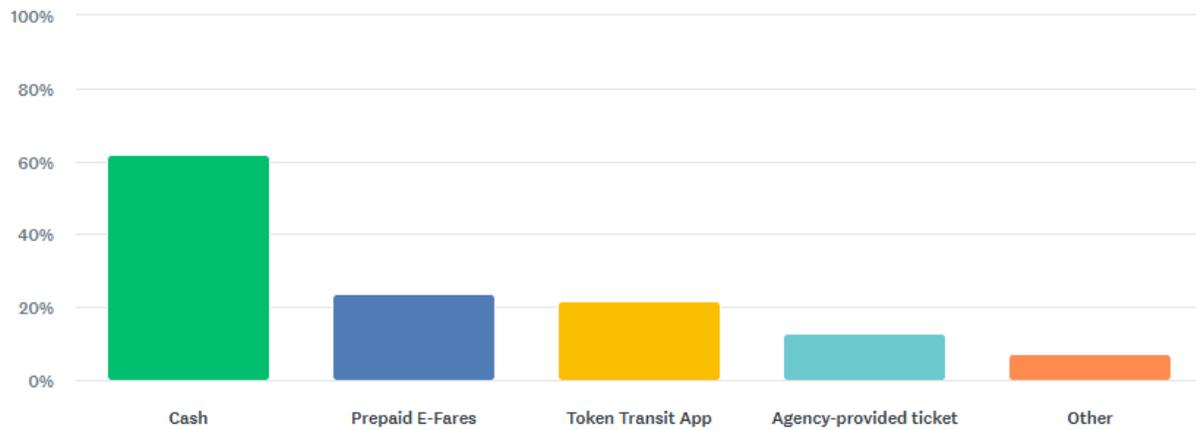
(¿Qué rutas o servicios utiliza? (marque todas las opciones que correspondan).)



Answer Choices ↓	Percentage ↓	Responses ↓
● Safe Rides: Sunrise & Late Night	35.42%	17
● GO ACCESS Paratransit	68.75%	33
● GO ACCESS Zones	18.75%	9
● GO ACCESS Direct Connect to Camarillo	8.33%	4
<b>Total</b>		<b>48</b>

**Question #6:** How do you usually pay your fare? (Check all that apply)

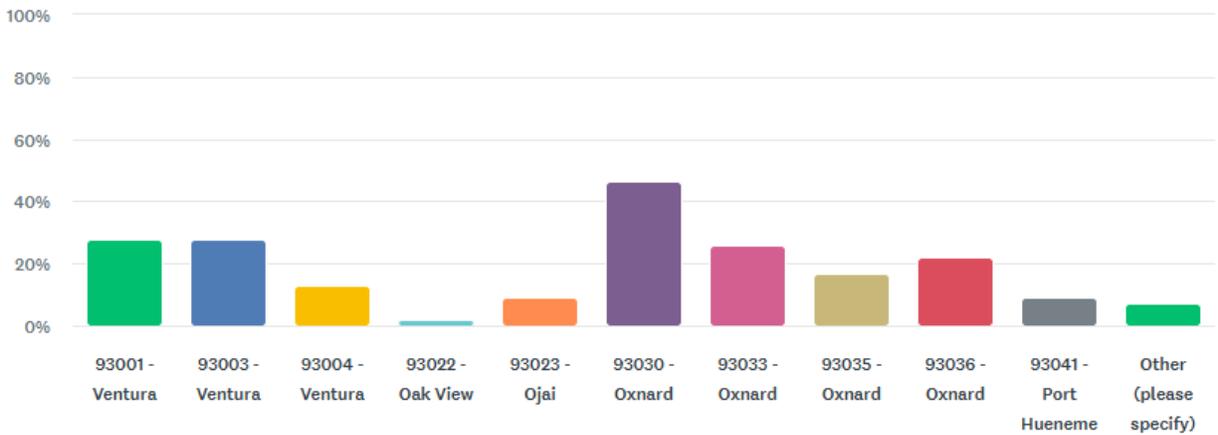
(¿Cómo suele pagar su pasaje? [Seleccione todas opciones correspondientes].)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Cash	61.82%	34
<span style="color: blue;">●</span> Prepaid E-Fares	23.64%	13
<span style="color: yellow;">●</span> Token Transit App	21.82%	12
<span style="color: teal;">●</span> Agency-provided ticket	12.73%	7
<span style="color: orange;">●</span> Other <a href="#">Show responses</a>	7.27%	4
<b>Total</b>		<b>55</b>

**Question #7:** Where do you travel to most frequently?

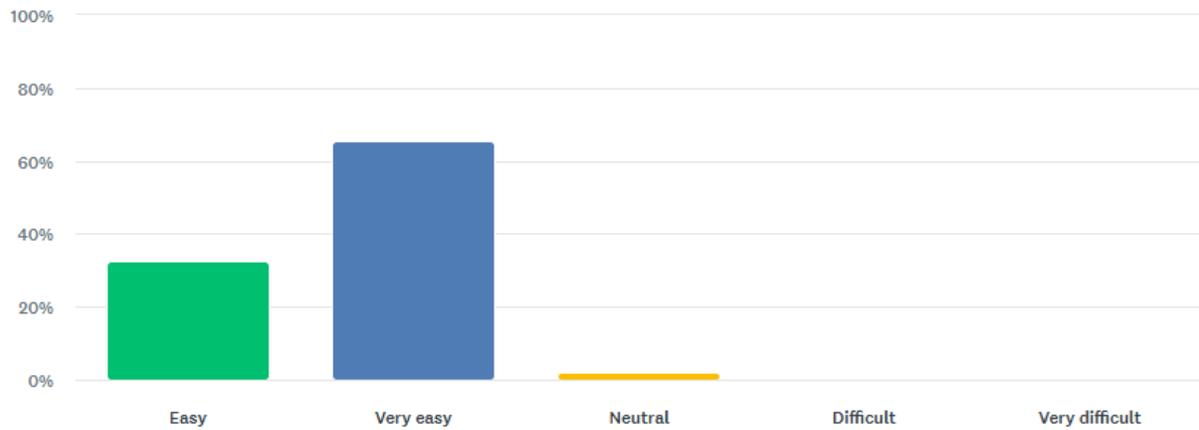
(¿A dónde viaja con más frecuencia?)



Answer Choices ↓	Percentage ↓	Responses ↓	
● 93001 - Ventura	27.78%	15	...
● 93003 - Ventura	27.78%	15	...
● 93004 - Ventura	12.96%	7	...
● 93022 - Oak View	1.85%	1	...
● 93023 - Ojai	9.26%	5	...
● 93030 - Oxnard	46.30%	25	...
● 93033 - Oxnard	25.93%	14	...
● 93035 - Oxnard	16.67%	9	...
● 93036 - Oxnard	22.22%	12	...
● 93041 - Port Hueneme	9.26%	5	...
● Other (please specify) <a href="#">Show responses</a>	7.41%	4	...
<b>Total</b>		<b>54</b>	

**Question #8:** How easy is it for you to understand and use the service?

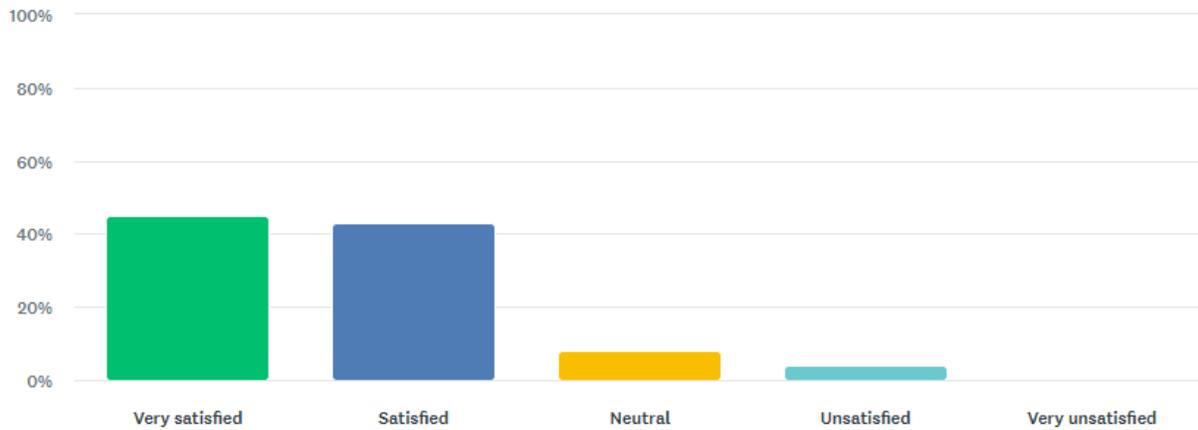
(¿Qué tan fácil es para usted comprender y utilizar el servicio?)



Answer Choices ↓	Percentage ↓	Responses ↓
● Easy	32.73%	18
● Very easy	65.45%	36
● Neutral	1.82%	1
● Difficult	0%	0
● Very difficult	0%	0
<b>Total</b>		<b>55</b>

**Question #9:** Overall, how satisfied are you with the demand response service?

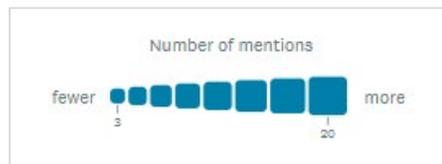
(En general, ¿qué tan satisfecho está con el servicio basado en reservaciones?)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Very satisfied	45.10%	23	...
● Satisfied	43.14%	22	...
● Neutral	7.84%	4	...
● Unsatisfied	3.92%	2	...
● Very unsatisfied	0%	0	...
<b>Total</b>		<b>51</b>	

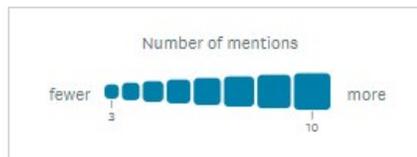
**Question #10:** What do you like the most about the service?

(¿Qué es lo que más le gusta del servicio?)



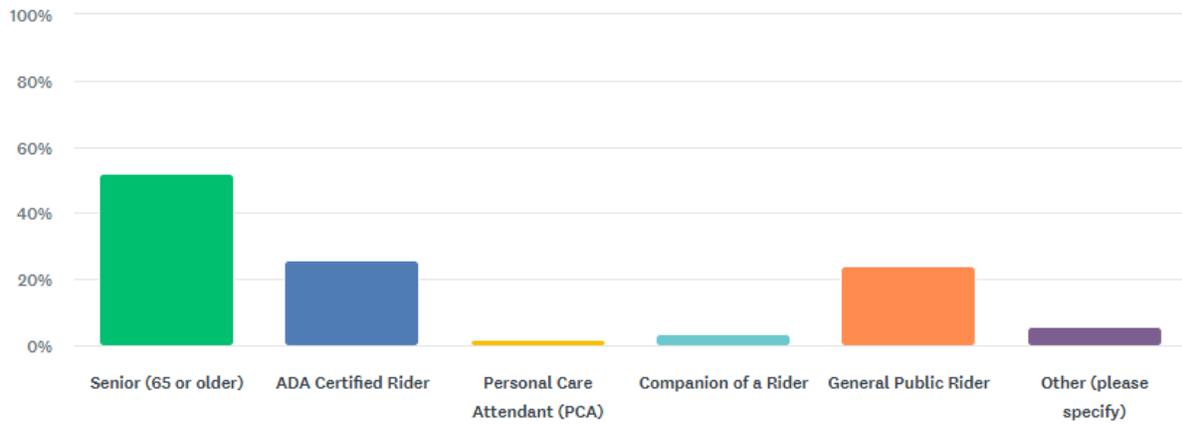
**Question #11:** What could we do to improve?

(¿Qué podríamos hacer para mejorar?)



**Question #12:** Which category best describes you?

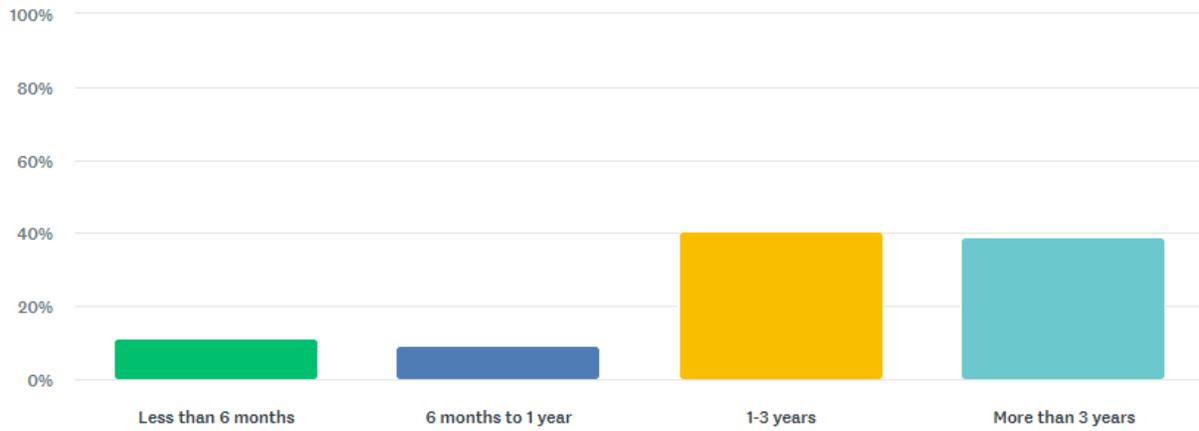
(¿Qué categoría lo describe mejor? (Marque uno).)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Senior (65 or older)	51.85%	28	...
● ADA Certified Rider	25.93%	14	...
● Personal Care Attendant (PCA)	1.85%	1	...
● Companion of a Rider	3.70%	2	...
● General Public Rider	24.07%	13	...
● Other (please specify) <a href="#">Show responses</a>	5.56%	3	...
<b>Total</b>		<b>54</b>	

**Question #13:** How long have you been using this service?

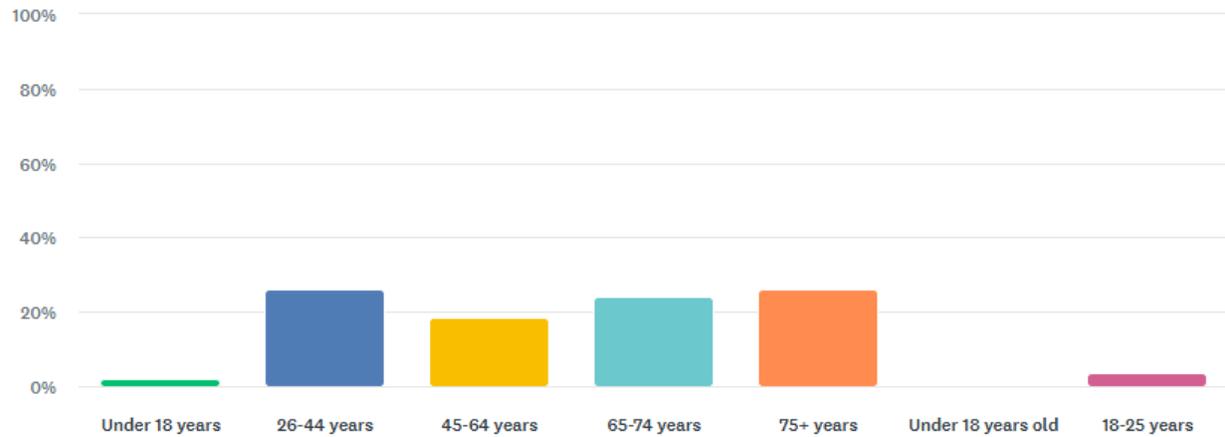
(¿Cuánto tiempo lleva utilizando este servicio?)



Answer Choices ↓	Percentage ↓	Responses ↓
● Less than 6 months	11.11%	6
● 6 months to 1 year	9.26%	5
● 1-3 years	40.74%	22
● More than 3 years	38.89%	21
<b>Total</b>		<b>54</b>

**Question #14:** What is your age? (optional)

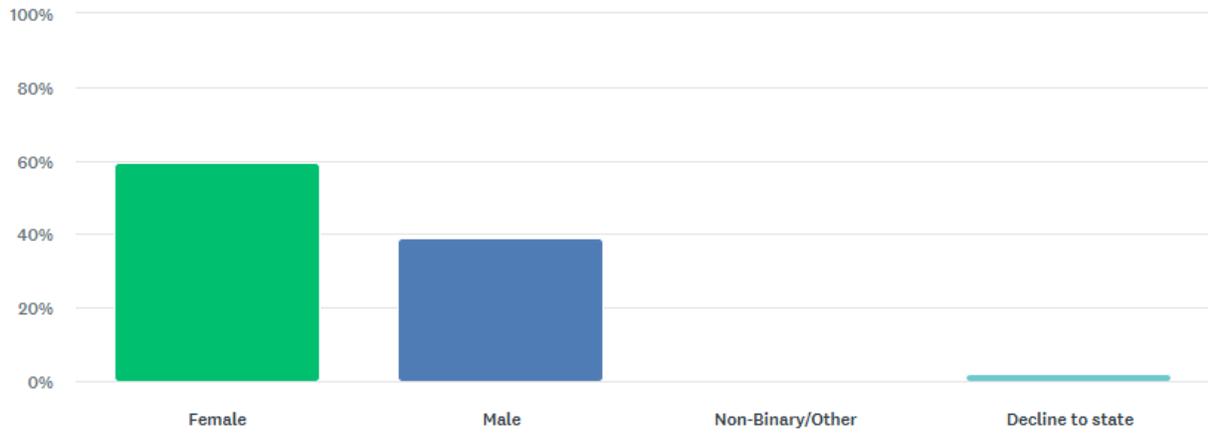
(¿Cuál es su edad? (opcional).)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Under 18 years	1.85%	1
<span style="color: blue;">●</span> 26-44 years	25.93%	14
<span style="color: yellow;">●</span> 45-64 years	18.52%	10
<span style="color: teal;">●</span> 65-74 years	24.07%	13
<span style="color: orange;">●</span> 75+ years	25.93%	14
<span style="color: purple;">●</span> Under 18 years old	0%	0
<span style="color: pink;">●</span> 18-25 years	3.70%	2
<b>Total</b>		<b>54</b>

**Question #15:** What is your gender? (optional)

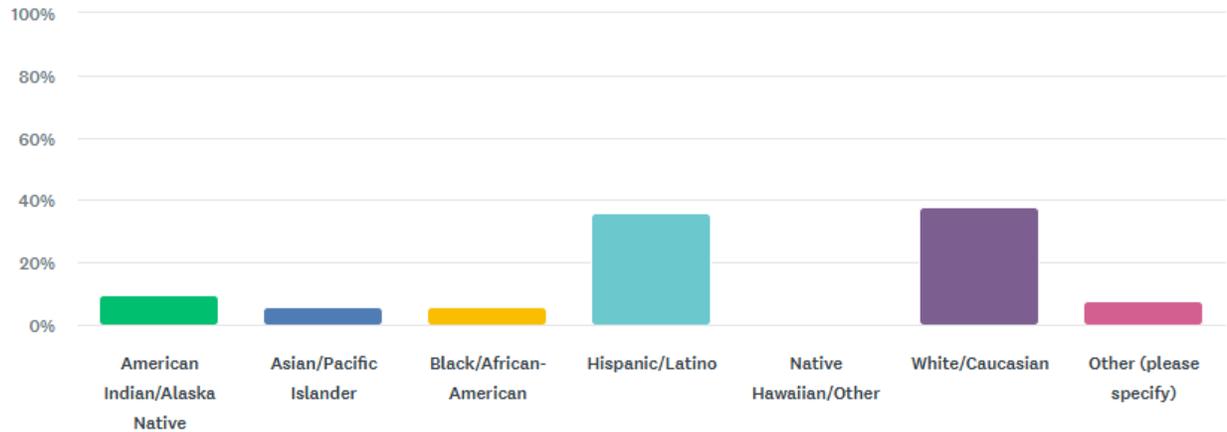
(¿Cual es su genero? [Opcional].)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Female	59.26%	32	...
● Male	38.89%	21	...
● Non-Binary/Other	0%	0	...
● Decline to state	1.85%	1	...
<b>Total</b>		<b>54</b>	

**Question #16:** Which of the following best describes your race/ethnic background? Check all that apply. (optional)

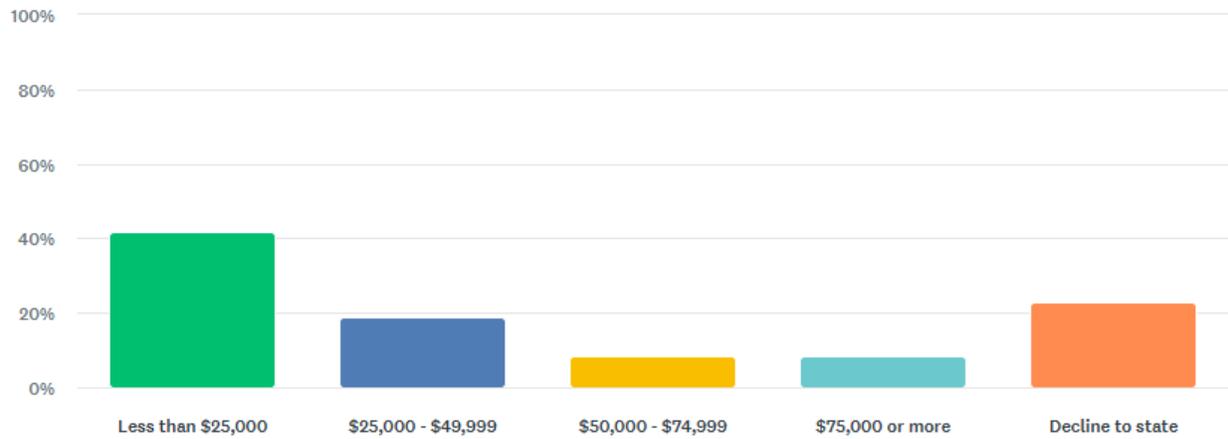
(¿Cuál describe mejor su raza/origen étnico? [Opcional].)



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> American Indian/Alaska Native	9.43%	5
<span style="color: blue;">●</span> Asian/Pacific Islander	5.66%	3
<span style="color: yellow;">●</span> Black/African-American	5.66%	3
<span style="color: teal;">●</span> Hispanic/Latino	35.85%	19
<span style="color: orange;">●</span> Native Hawaiian/Other	0%	0
<span style="color: purple;">●</span> White/Caucasian	37.74%	20
<span style="color: pink;">●</span> Other (please specify) <a href="#">Show responses</a>	7.55%	4
<b>Total</b>		<b>53</b>

**Question #17:** What is your annual household income? (optional)

(Cuál es su ingreso familiar anual? (Opcional).)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Less than \$25,000	41.67%	20	...
● \$25,000 - \$49,999	18.75%	9	...
● \$50,000 - \$74,999	8.33%	4	...
● \$75,000 or more	8.33%	4	...
● Decline to state	22.92%	11	...
<b>Total</b>		<b>48</b>	

**Question #18:** Please provide any additional comments on how service can be improved to meet your needs.

(¿Algún otro comentario o inquietud?)

I am so grateful that we have this service, especially Late Night/Sunrise Safe Rides. I think more transit agencies could learn a thing or two from Gold Coast Transit on providing late night service the way we do. I would just like better communication with Dispatch in case things change. For instance, if my train gets delayed, being able to tell Dispatch that I won't be at OTC at the originally-specified time and to expect me later.
Thank you! Without this service, I don't know what I would have, could have done! Thank you!
To see a great smile.
Quiron has great customer service. Love that he plays music. :)
Have dispatchers and call people be on time more to open calls.
I was late to my doctor's appointment by 20 minutes.
Get food for riders!
Trips after 1pm take longer. Certain office (customer service) staff are rude and send you to voicemail instead of finding out when the ride will arrive.
Reduce g-forces on turns. Padded seats. Seat belts that don't cut your neck in half!
Open back the bus ticket office it's more convenient for us seniors than going across town for them. Please.
thank you to all the staff ♥
The late night rides need to go to Fillmore
I have a fractured vertebra. When I have to sit in the back of the bus, it is bumpy and painful. Replace the shocks on the busses when necessary. Thanks!
Expand area of service to Santa Paula
Please add more drivers!! Tired of the long bus trips and late pick-ups!!!
Drivers are very helpful & considerate.
Concern is that no service time or money will be invested in this program, to the detriment oof the single mothers & people struggling who use it.
With other drivers, they do not wait at all, even if they see us and it takes a while to walk.
Oscar is doing a great job! Thank you! -Jose
Oscar Ratino is a ten! Friendly driver.
*Drivers are good! *Please get someone to pick us up on time when there's multiple people to get to. I get out of work at 7:30 pm & wait in the dark alone for an hour sometimes. It's a scary neighborhood.
"Thank God" for Ventura County Access transportation for Seniors, Disabled, ADA riders, accepting care givers!!!
When I call, most dispatchers already know my name and address. But Ruth (whom I've been dealing with since I started using this service) pretends she doesn't know who's calling and rudely demands I give her my name. She didn't have a problem at the beginning.
Mainly just being able to book my rides online and if I could book them not just between the hours of eight and five the day before
Vivo con mi hiya y no trabajo. Gracias.
Mandar tickets gratis.



Item #11

**DATE** March 4, 2026  
**TO** GCTD Board of Directors  
**FROM** James Beck, Director Operations and Maintenance  
**SUBJECT** **GCTD Operations and Maintenance Report**

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### **SUMMARY**

This report provides an update on GCTD's Operations and Maintenance Departments.

This report will be given monthly and will include Key Performance Indicators (KPI's), staffing updates, updates on GCTD projects and current events.

### **RECOMMENDATION**

It is recommended that the Board of Directors receive and file this presentation and provide any feedback to staff on the material presented.

General Manager's Concurrence

A handwritten signature in black ink that reads 'Vanessa Rauschenberger'.

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Vanessa Rauschenberger

**GOLD COAST TRANSIT DISTRICT**



**DATE** March 4, 2026

**Item #12**

**TO** GCTD Board of Directors

**FROM** Vanessa Rauschenberger, General Manager<sup>VR</sup>

**SUBJECT** Discuss Future Agenda Items

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### **SUMMARY**

It is recommended that the Board of Directors provide input to staff on future agenda items that they would like staff to review and/or report on in a future meeting.

### **FUTURE AGENDA ITEMS**

Below are some of the future agenda items planned. To help staff prioritize timing of reports, staff seeks input on these items or other items that the Board is interested in discussing.

#### **Future Agenda Items**

- Draft Budget
- Strategic Plan Update Review
- Redevelopment of 301 Property
- *Other Items?*

#### **Future Routine Items**

- Monthly Financial Statements & Procurement Reports
- Monthly Operations & Maintenance Update
- Quarterly Fixed-Route & Paratransit Performance Reports
- Bi-Annual Service Plan & Outreach Updates

### **CONCLUSION**

**It is recommended that the Board of Directors provide input to staff on future agenda items that they would like staff to review and/or report on in a future meeting.**

#### **GOLD COAST TRANSIT DISTRICT**