



Connecting Our Community.

**OPERATIONS AND SAFETY COMMITTEE**

**WEDNESDAY, NOVEMBER 28, 2018, 9:00 A.M.**

**OMNITRANS METRO FACILITY**

**1700 WEST 5TH STREET**

**SAN BERNARDINO, CA 92411**

The meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or Limited English Proficiency services are needed in order to participate in the public meeting, requests should be made through the Recording Secretary at least three (3) business days prior to the Committee Meeting. The Recording Secretary's telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY), located at 1700 West Fifth Street, San Bernardino, California. If you have comments about items on the agenda or other general concerns and are not able to attend the meeting, please mail them to Omnitrans at 1700 West Fifth Street, San Bernardino, California, Attention Board Secretary. Comments may also be submitted by email to [BoardSecretary@omnitrans.org](mailto:BoardSecretary@omnitrans.org).

**THIS MEETING IS AVAILABLE BY TELECONFERENCE AT THE FOLLOWING LOCATION AND WILL BE CONDUCTED IN ACCORDANCE WITH GOVERNMENT CODE SECTION 54953(B)**

**ONTARIO CITY HALL, 303 EAST B STREET, ONTARIO, CA 91764**

**THIS LOCATION IS ACCESSIBLE TO THE PUBLIC AND MEMBERS OF THE PUBLIC MAY ADDRESS THE COMMITTEE FROM THIS TELECONFERENCE LOCATION**

**A. CALL TO ORDER**

1. Pledge of Allegiance
2. Roll Call

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Committee Meeting: February 27, 2019

**C. COMMUNICATIONS FROM THE PUBLIC**

This is the time and place for the general public to address the Board for items that are not on the agenda. In accordance with rules applicable to meetings of the Operations and Safety Committee, comments on items not on the agenda and on items on the agenda are to be limited to a total of three (3) minutes per individual.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

Disclosure – Note agenda items contractors, subcontractors and agents, which may require member abstentions due to conflict of interest and financial interests. Board Member abstentions shall be stated under this item for recordation in the appropriate item.

**E. DISCUSSION ITEMS**

1. Approve Operations and Safety Committee Minutes – May 23, 2018
2. Adopt Proposed 2019 Calendar Year Committee Meeting Schedule – *Araceli Barajas*
3. Receive and File Safety & Security Update – *Shawn Brophy*

**F. BOARD BUSINESS**

Closed Session

1. **DISCUSSION OF MATTERS THAT POSE A THREAT TO PUBLIC SERVICES OR FACILITIES** – Pursuant to Government Code Section 54957(a) Consultation with P. Scott Graham – CEO/General Manager

**G. ADJOURNMENT**

ITEM # \_\_\_\_\_ E1 \_\_\_\_\_

**OPERATIONS AND SAFETY COMMITTEE  
MINUTES  
MAY 23, 2018**

**A. CALL TO ORDER**

The Operations and Safety Committee Meeting was called to order by Acting Committee Chair Ron Dailey at 9:02 a.m., Wednesday, May 23, 2018.

1. Pledge of Allegiance
2. Roll Call

**Committee Members Present**

Council Member Ron Dailey, City of Loma Linda – Acting Chair  
Mayor Richard DeLaRosa, City of Colton  
Council Member David Avila, City of Yucaipa  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Mayor Pro Tem Alan Wapner, City of Ontario – Via Teleconference

**Committee Members Not Present**

Mayor Pro Tem John Roberts – Committee Chair  
Supervisor Josie Gonzales, County of San Bernardino  
Supervisor James Ramos, County of San Bernardino

**Omnitrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Diane Caldera, Director of Operations  
Marge Ewing, Director of Human Resources/Safety & Security  
Samuel Gibbs, Director of Internal Audit Services  
Jacob Harms, Director of Information Technology  
Eugenia Pinheiro, Interim Director of Procurement  
Douglas Stanley, Director of Special Transportation Services  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing & Planning  
Connie Raya, Director of Maintenance  
Trischelle Baysden, Director of Rail  
Mike Bonacio, Technical Services Manager  
Nicole Ramos, Marketing Manager  
Barbara Erwin, Safety & Regulatory Compliance Manager  
Melissa Castillo, Customer Service Manager

Don Frazier, Fleet Training Supervisor  
Mark Crosby, Security & Emergency Preparedness Supervisor  
Elena Fitz, Senior Financial Analyst  
Julienne Overland-Villegas, Senior Executive Assistant to the CEO/General Manager

**B. ANNOUNCEMENTS/PRESENTATIONS**

There were no announcements.

**C. COMMUNICATION FROM THE PUBLIC**

There were no communications from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflict of Interest Issues identified.

**E. DISCUSSION ITEMS**

1. Approve Operations and Safety Committee Meeting Minutes – February 28, 2018

M/S (Spagnolo/DeLaRosa) that approved the Committee Minutes of February 28, 2018. Roll call vote was taken and the Motion was passed unanimously by Members present.

2. Receive and Forward to the Board of Directors, Key Performance Indicators – Fiscal Year 2018 Third Quarter Report

Chair Dailey asked that the headings on the Key Performance Indicators (KPIs) be more clearly defined so the report is easier to read. He requested that a follow-up plan be developed to show the improvement/status of the KPIs at the next meeting.

Mr. Graham noted that the Quarter 4 (Q4) KPI report will reflect a change to show that Omnitrans replaced twenty-three (23) buses. The older buses were replaced with new buses, which will allow for less down time for maintenance and increase productivity.

Chair Dailey had questions regarding the complaint patterns and asked for additional information. Mr. Graham explained that the majority of the complaints are related to pass-ups and staff follows up on these complaints by viewing videos of these occurrences. He further explained that the total number of complaints are submitted, however, are not categorized as valid or invalid. Chair Dailey suggested that staff maintain a log to see if it helps improve the complaint issue.

The Committee engaged in a lengthy discussion regarding the Operations absenteeism data. Chair Dailey asked if the figures were broken down and asked about Omnitrans' position compared to the industry standard. There was also some discussion regarding employers facing the same challenge related to absenteeism due to state laws allowing employees to call out for a variety of reasons.

Member DeLaRosa requested that management document the absenteeism if there is suspicion of abuse. He stated that staff needs to ensure absentee information is well documented and the Union is involved. Member DeLaRosa also suggested that all absences be tracked to ensure that there is no violation of company policy and stressed the importance of maintaining accurate records. Lastly, he recommended that a file be kept ranking the drivers' absentee history and inform employees who are being monitored.

Chair Dailey requested that a detailed security report and supporting data for the safety performance indicators be included in future reports. Mr. Graham stated this information will be provided at the next meeting.

The Committee received and forwarded this item to the Board of Directors.

3. Receive and File Operations / Safety Update

Fleet Training Supervisor, Don Frazier, reviewed a PowerPoint presentation that highlighted Omnitrans' updated safety campaigns and safety measures for its' Customers, Coach Operators and Facilities.

The Committee received and forwarded this item to the Board of Directors.

4. Receive and File Collision Avoidance System

Director of Maintenance, Connie Raya, reviewed a PowerPoint presentation that displayed some collision avoidance system options designed to enhance bus safety, pedestrian safety and reduce the likelihood of collisions. Two options were reviewed including a front forward view system with 38 degree views as well as a three display module with a 58-degree view with blind spot detection and alert system capabilities both visually and audibly.

The Committee received and forwarded this item to the Board of Directors.

**F. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.

**G. ADJOURNMENT**

The Operations and Safety Committee adjourned at 9:51 a.m. Acting Committee Chair Dailey reminded the Committee that the August Committee Meeting would be dark, therefore the next meeting is scheduled for November 28, 2018 at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Executive Staff Assistant



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ITEM #           E2          

**DATE:** November 28, 2018

**TO:** Committee Chair John Roberts and  
Members of the Operations and Safety Committee

**FROM:** P. Scott Graham, CEO/General Manager

**SUBJECT: PROPOSED 2019 COMMITTEE MEETING SCHEDULE**

**FORM MOTION**

Adopt the proposed Operations & Safety Committee Meeting Schedule for 2019. The Operations & Safety Committee meet on a quarterly basis beginning in February 2019 at 9:00 a.m., the fourth Wednesday of the month.

February 27, 2019  
May 22, 2019  
August 28, 2019  
November 27, 2019

PSG:AB

ITEM #           E3          

**DATE:** November 28, 2018

**TO:** Committee Chair John Roberts and  
Members of the Operations and Safety Committee

**FROM:** P. Scott Graham, CEO/General Manager

**SUBJECT: SAFETY AND SECURITY UPDATE**

**FORM MOTION**

Receive and file Informational Brief on safety and security incidents, measures and initiatives for Omnitrans.

**BACKGROUND**

The Omnitrans FY2018 Management Plan restates the Agency’s Safety and Security Strategic Initiative. Omnitrans’ outcomes and performance indicators for this initiative are continually being evaluated and significant progress has been achieved. This report is intended to provide an update on improvements that have enhanced our safety and security posture.

***Safety***

Omnitrans continues to focus on safety measures to increase bus safety for both passengers and Coach Operators. The results have been significant in reducing workers’ compensation claims and passenger liability claims. These new safety features include the installation of new wheelchair securement equipment and audible turn signals. In support of the coach operators request to adjust the standee line on all new bus builds, a 2’ ft buffer zone giving the Operators a greater distance from passengers to avoid distractions while the coach is in motion has been implemented. In addition, in response to concerns regarding assaults on Coach Operators, a consultant delivered de-escalation training to the Annual Training Certificate Renewal (ATCR) and also provided “*train the trainer*” for the Operations Safety Trainers. To further ensure Coach Operator safety, driver compartment barriers are being evaluated. These protective shields could be closed and shield the Coach Operators from potential danger, if necessary.

*Of note: The Bus Operator and Pedestrian Protection Act, is a bipartisan federal bill being proposed that would require installation of protective shields, training to de-escalation violent situations, and compel transit agencies to track and report the number of assaults and violent incidents against drivers to the Department of Transportation.*

### ***Security***

Data obtained through a recent customer survey conducted by the American Bus Benchmarking Group (ABBG) indicates that Omnitrans customer's lowest satisfaction score remains "*I feel safe and secure waiting for my bus.*" Omnitrans scored a positive score of 51.5% on this measure, compared to a 17.7% negative response. Omnitrans has worked tirelessly in this area including security enhancements at the San Bernardino Transit Center, additional lighting at bus stops, investments in security cameras and marketing efforts aimed at improving perception. During the upcoming year, Omnitrans has agreed to facilitate a Clearinghouse Study on Transit Bus Stop Security through our ABBG partners to identify and isolate best practices of agencies that have seen improvement in this area. In addition, Omnitrans staff will continue to work with local law enforcement agencies to ensure an expedient and coordinated response to transit-related incidents.

### **CONCLUSION**

Receive and file Informational Brief on safety and security incidents, measures and initiatives for Omnitrans.

PSG

Attachment A: PowerPoint



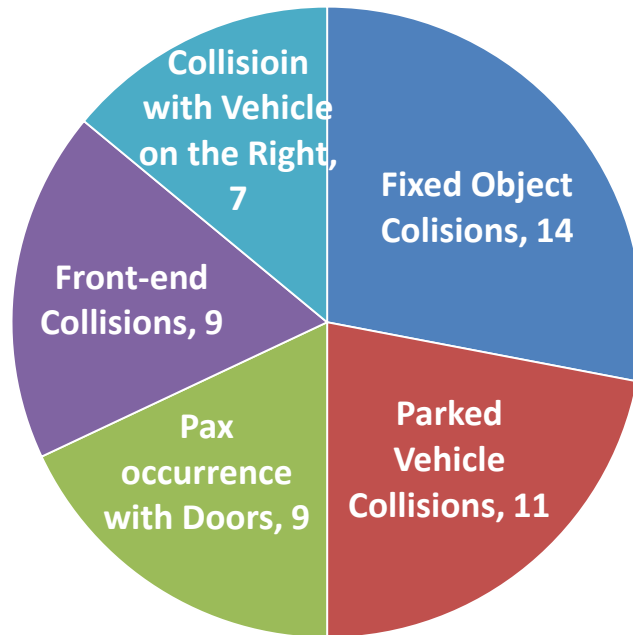
# **SAFETY AND SECURITY UPDATE**

**Operations and Safety Committee  
November 28, 2018**



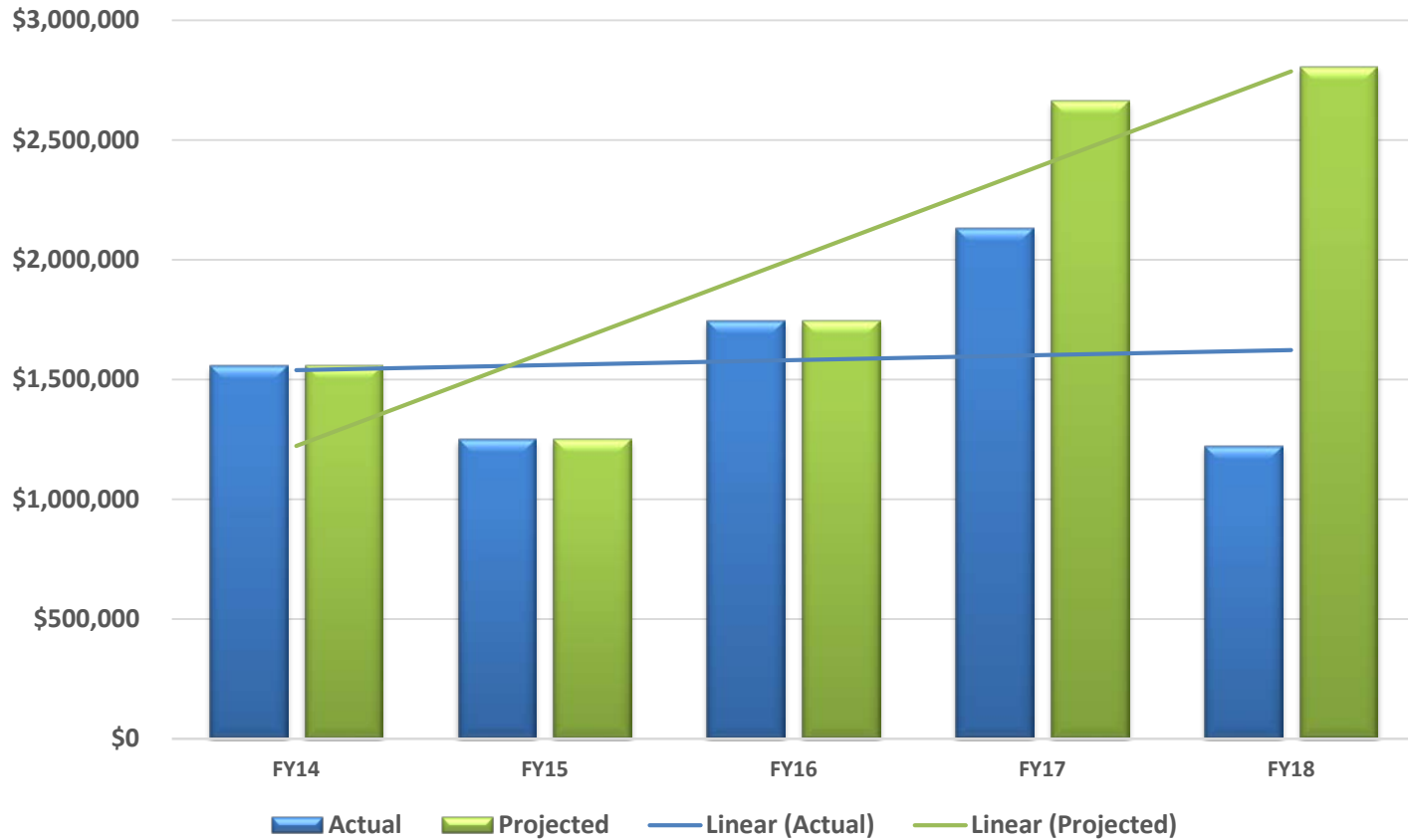
# Top 5 Preventable Accidents

Accident Categories 2018



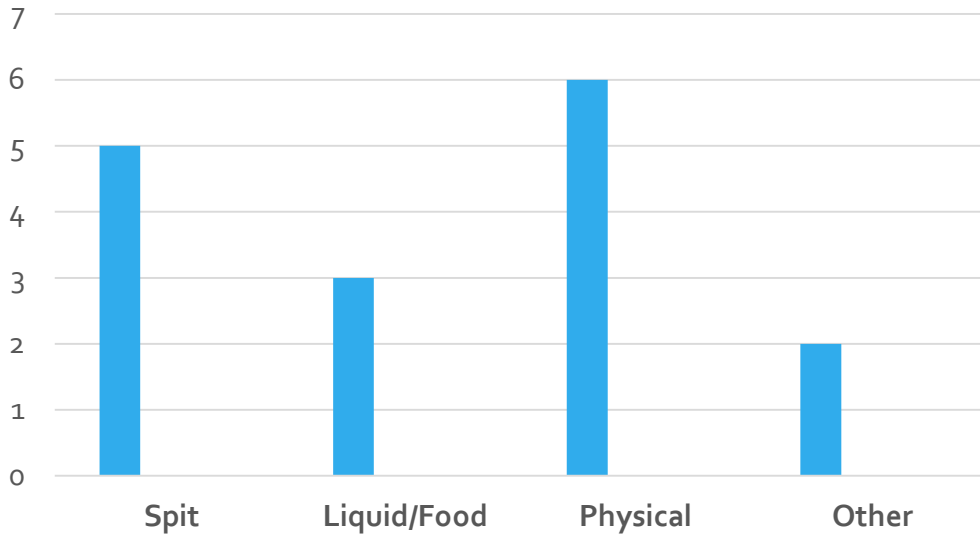
FY '19 YTD  
Preventable  
Accident Frequency  
Rate:  
.88 /100,000 miles.  
(Standard - 1/100k)

# Workers Compensation Costs

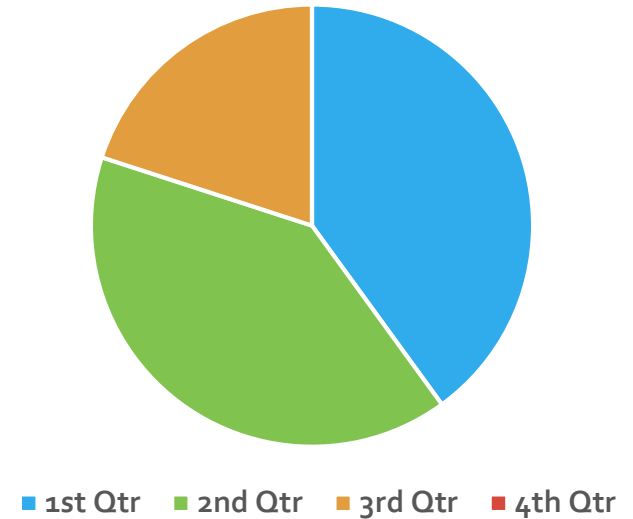


# Assaults

### Types of Assaults



### Assaults by Quarter



Only 5 work comp claims have been processed out of the 16 assaults

# Initiatives and Incentives

- **Coach Operator Security Barriers**
- **Mobile Eye Pilot Program**
- **Audible/Visible Signal System**
- **Million Mile Club**

# 2018 Safety Campaigns

| MONTH    | SAFETY MESSAGES                |
|----------|--------------------------------|
| JANUARY  | CAUTION AT PEDESDRIAN CROSSING |
| FEBRUARY | NSC PEDESTRIANS                |
| MARCH    | MERGING AND YEILDING           |
| APRIL    | PROPER DOOR CONTROL            |
| MAY      | FOLLOWING DISTANCE             |
| JUNE     | RAIL GRADE CROSSING            |
| JULY     | MDT RADIO CHECKS               |
| AUGUST   | SPEED AWARENESS                |
| SEPTMBER | DRIVING SAFETY AT NIGHT        |
| OCTOBER  | TRANSIT MASTER SPEED           |
| NOVEMBER | LEFT SIDE CLEARANCE            |

**THANK YOU**