There will be no physical location for this meeting. Members of the public wishing to participate via teleconference, can do so by dialing the following number: 1 669-900-6833, Meeting ID: 865 4907 1096. Interested persons who wish to make a public comment, may submit comments in writing to BoardSecretary@omnitrans.org. Comments must be submitted by Tuesday, August 18, 2020 at 5:00 p.m. Comments received will be read into the record.

Any member of the public requiring a reasonable accommodation to participate in this meeting in light of this announcement shall contact the Board’s Secretary prior to August 18, 2020 at 5:00 p.m. The Board Secretary’s telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY).

A. CALL TO ORDER
   1. Pledge of Allegiance
   2. Roll Call

B. ANNOUNCEMENTS/PRESENTATIONS
   1. Next Committee Meeting: November 18, 2020, 9:00 a.m.

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. Interested persons who wish to make a public comment, may submit comments in writing to BoardSecretary@omnitrans.org. Comments must be submitted by Tuesday, August 18, 2020 at 5:00 p.m. Comments received will be read into the record for up to 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.
OPERATIONS & SAFETY COMMITTEE
WEDNESDAY, AUGUST 19, 2020, 9:00 A.M.

E. DISCUSSION ITEMS
1. Approve Operations & Safety Committee Minutes – May 20, 2020
2. Receive and Forward to the Board of Directors Safety and Security Update– Jerome Rogers
3. Receive and Forward to the Board of Directors COVID-19 Response Update – Suzanne Pfeiffer
4. CEO/General Manager’s Report – Erin Rogers

F. REMARKS AND ANNOUNCEMENTS

G. ADJOURNMENT

Posted: August 12, 2020
A. CALL TO ORDER

In accordance with Governor Newsom’s Executive Orders N-25-20, N-29-20, and N-35-20, the May 20, 2020, Operations and Safety Committee was held via teleconference. Chairman John Roberts called the meeting to order at 9:00 a.m.

1. Pledge of Allegiance
2. Roll Call

COMMITTEE MEMBERS PRESENT
Council Member John Roberts—Committee Chair
Mayor David Avila, City of Yucaipa
Mayor John Dutrey, City of Montclair
Supervisor Josie Gonzales, County of San Bernardino
Supervisor Curt Hagman, County
Sam Spagnolo, City of Rancho Cucamonga
Council Member Alan Wapner, City of Ontario

COMMITTEE MEMBERS NOT PRESENT
None

LEGAL COUNSEL
Steve DeBaun, Legal Counsel

OMNITRANS ADMINISTRATIVE STAFF PRESENT
Erin Rogers, Interim CEO/General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations
Jeremiah Bryant, Director of Strategic Development
Alex Chen, Interim Director of Information Technology
Aaron Moore, Deputy Director of Operations - STS
Suzanne Pfeiffer, Director of Human Resources
Connie Raya, Director of Maintenance
Nicole Ramos, Director of Marketing and Communications
Jerome Rogers, Director of Safety and Regulatory Compliance
Art Torres, Director of Procurement
Araceli Barajas, Sr. Exec. Asst. to CEO/Clerk of the Board
Kevin Bleich, Rail Analyst
B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements or presentations.

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

Items #E1 and #E2 were voted on in one motion.

1. Approve Operations and Safety Committee Meeting Minutes – August 28, 2019

   M/S (Hagman/Wapner) that approved Operations and Safety Committee Minutes August 28, 2019. Roll call vote was taken and the motion passed unanimously by Members present.

2. Approve Operations and Safety Committee Meeting Minutes – February 19, 2020

   M/S (Hagman/Wapner) that approved Operations and Safety Committee Minutes February 19, 2020. Roll call vote was taken and the motion passed unanimously by Members present.

3. Receive and Forward to the Board of Directors, Safety and Security Update

   Interim CEO/General Manager, Erin Rogers and Director of Safety and Regulatory Compliance, Jerome Rogers presented the Safety and Security Update.

   Member Dutrey asked what the current face covering policy is for the customers. Ms. Rogers stated that the County lifted the order requiring people to wear masks, therefore Omnitrans is now “strongly recommending” the use of masks on the buses but not requiring them. She further explained that concerns were raised by Coach Operators regarding
removing the requirement, so staff will continue to closely monitor this situation. Additionally, there have been discussions regarding masks being made available onboard the buses for customers who do not have one.

Member Dutrey mentioned a video Metrolink created that displays how their trains are cleaned and sanitized and suggested that Omnitrans do something similar. Ms. Rogers responded that Omnitrans’ Marketing Department created a similar video, which would be shared with the Board.

Member Hagman provided information regarding the temperature scanning devices being used at some County offices and facilities. Ms. Rogers explained that Omnitrans purchased four temperature scanners that would be placed at both East and West Valley facilities. She stated that staff would contact District 4 staff to get more information regarding the devices being used at the County.

The Committee received and forwarded this item to the Board.

4. Receive and Forward to the Board of Directors, Agency Management Report FY2020 Third Quarter Report

Treasury Manager, Maurice Mansion provided a brief background on this item as detailed in the staff report.

The Committee received and forwarded this item to the Board.

5. Receive and Forward to the Board of Directors, Management Plan Strategic Initiatives and Key Performance Indicators, FY2020 Third Quarter Report

Director of Strategic Development, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

The Committee received and forwarded this item to the Board.

Member Gonzales joined the meeting at 9:36 a.m.

6. CEO/General Manager’s Report

Interim CEO/General Manager, Erin Rogers reported on the following items:

- Heroes Act proposed federal relief package includes $15.75B in operating grants to support transportation agencies. $11.75B is to be distributed similarly to CARES Act. An additional $4B will be available via an application process through the Secretary. Staff will continue to monitor the process.

- On May 12th through the 14th, the California Highway Patrol (CHP) conducted their annual Terminal Inspection of the East Valley facility. The inspection included a thorough inspection of 20 vehicles, along with the vehicle maintenance records. In addition, approximately 40 Coach Operator records were reviewed for driver
credentials, hours of service, training records, DMV pull-notice, and drug and alcohol testing program. Omnitrans received a Satisfactory rating, CHP’s highest rating.

- On May 15th, Omnitrans submitted a grant under the Accelerating Innovative Mobility Program (AIM) through the FTA. The grant focuses on a low speed shuttle service at CSUSB to provide first mile/last mile connectivity to other local transit agencies. The grant includes $3M for technology implementation and a 12-month pilot project on campus.

F. ADJOURNMENT

The Operations and Safety Committee adjourned at 9:41 a.m. The next Committee Meeting is scheduled Wednesday, August 19, 2020, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans’ San Bernardino Metro Facility.

Prepared by:

______________________________
Liz Gutierrez, Executive Staff Assistant
DATE: August 19, 2020

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

THROUGH: Erin Rogers, CEO/General Manager

FROM: Jerome Rogers, Director of Safety, Security & Regulatory Compliance

SUBJECT: SAFETY AND SECURITY UPDATE

FORM MOTION

Receive and forward to the Board of Directors this presentation on safety and security incidents, measures, and initiatives.

BACKGROUND

Omnitrans continues to focus on safety measures to increase system safety for our passengers and employees. The results show a significant reduction in the number of preventable accidents, and safety and security incidents. Omnitrans has experienced a 45% reduction in preventable accidents in Q4 2020 versus Q4 2019, and a 12% reduction for the entire year from previous year. There is also a 74% reduction in safety and security incidents from previous year.

In a continued effort to improve the safety and security of our employees and passengers, Omnitrans has hired a Director of Safety, Security & Regulatory Compliance. The Fleet Safety Training Department has been realigned from the Operations Department to the Safety, Security & Regulatory Compliance Department. This realignment will allow a stronger focus and leveraging of resources to implement the Board adopted Management Plan FY21, Strategic Initiative B. Safety, Security, and Resiliency. This Strategic Initiative includes the implementation of the Board adopted Public Transportation Agency Safety Plan (PTASP), development of a Continuity of Operations Plan, development of training to support electrification of our fleet and facilities and enhancing the agency risk management strategy. Work is underway in a number of these areas.

Areas of immediate focus include Return to Work training for Coach Operators, increased Fleet Safety Trainers presence in the field, increased one on one coaching with Coach Operators and resuming Safety Committee meetings. Moving forward, the Safety Department is conducting Risk Assessments on the Workers Compensation process. The results from the Risk Assessment will identify areas of needed improvement in the Workers Compensation process, as well the recommended Ergonomics training needed within the agency.
CONCLUSION

Receive and forward to the Board of Directors the attached staff report and presentation on safety and security incidents, measures, and initiatives.

ER:JR

Attachment A: PowerPoint Presentation
SAFETY & SECURITY UPDATE

Operations and Safety Committee Meeting
August 19, 2020
• In the 4th quarter of FY20 there was a 45% reduction in preventable accidents from the previous year
• There has been a 74% reduction in overall Security Incidents in the 4th quarter of FY20 from the previous year
• There has been a 12% reduction in preventable accidents from FY19 to FY20
• There has been a 39% reduction in overall Security Incidents from FY19 to FY20
PREVENTABLE ACCIDENT FREQUENCY/100,000 MILES

RATES PER 100K MILES

FY19 - 1.07

FY20 - .95
(-12% YOY)

ABBG - 1.24
(-29%)

Vehicle Collision, 26, 36%

Sideswipe Collisions, 16, 22%

Passenger Accidents Onboard, 3, 4%

Passenger Accidents Boarding/Deboarding, 1, 1%

Fixed Objects, 25, 34%

Pedestrian, 2, 3%
Accidents by Tenure FY 2020

- 0-12 mo., 29 Accidents. 36% of All Accidents
- 1-3 yrs., 17 Accidents. 21% of All Accidents
- 4-7 yrs., 11 Accidents. 14% of All Accidents
- 8-15 yrs., 4 Accidents. 5% of All Accidents
- 16-25 yrs., 19 Accidents. 24% of All Accidents

Accidents in each tenure category divided by their percentage of all accidents.
Fleet Safety and Training

- Enhanced Return to Work training for operators
- Increased Fleet Safety Trainers presence in the field
- Increased one on one coaching with operators
- Reactivated Accident Tracking and Prevention (ATAP) Committee
- Increased onboard Operator observations
SECURITY INCIDENTS: SBTC

2019 Q4

2020 Q4

- Disturbance w/o arrest
- Graffiti
- Arrests
- Property Damage
- Safety Issues
- Narcotics Use

Graph showing comparisons between 2019 Q4 and 2020 Q4 for various security incidents.
SECURITY INCIDENTS: SBX STATIONS

- 2019 Q4
- 2020 Q4

- Graffiti
- Disturbance w/o arrest
- Safety
- Theft
- Arrest
## Strategic Initiative: Safety, Security and Resiliency

<table>
<thead>
<tr>
<th>Actions</th>
<th>Accountability Measures</th>
<th>Timeframe:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implement elements of the Agency Safety Plan</td>
<td>a. Implement Learning Management System</td>
<td>Q4</td>
</tr>
<tr>
<td>3. Develop Integrated Clean Transit training</td>
<td>a. Provide training to Maintenance employees working on electric vehicles and charging equipment</td>
<td>X X</td>
</tr>
<tr>
<td>4. Enhance Agency risk management strategy</td>
<td>a. Reduce casualty and liability and workers compensation costs</td>
<td>X X X X</td>
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</table>
NEXT STEPS

• Increase Safety Awareness signage within all facilities

• Enhancing our Accident / Incident Investigation and Root Cause Analysis process moving to paperless documentation and tracking

• Enact Fleet Safety Training, Security, and Ergonomics workshops

• Resume the monthly Employee Safety and Security Committee meetings

• Performing Risk Assessment of Workers Compensation Process
DATE: August 19, 2020

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

THROUGH: Erin Rogers, CEO/General Manager

FROM: Suzanne Pfeiffer, Director of Human Resources

SUBJECT: COVID-19 RESPONSE UPDATE

FORM MOTION

Receive and forward to the Board of Directors this informational update on Omnitrans’ response to COVID-19.

BACKGROUND

As we continue to manage our way through the various COVID-19 related issues, this serves as an informational update on actions taken to date and plans for the near future.

Mitigation

Since the beginning of the pandemic and initial stay at home order, several mitigation efforts have been initiated. The following mitigation efforts continue - daily cleaning of buses and facilities using electrostatic sprayers; cleaning of high touchpoint areas on buses and facilities; temperature scanners at the entrance of each facility; mobile payment options for customers; social distancing reminders on buses and around the facilities; driver barriers installed on all busses; hand sanitizer and masks available to the public and employees; remote working options for some administrative staff; questionnaires based on CDC guidelines used to determine testing requirements, quarantining, and return to work protocols, and compliance with state and local guidelines including mandatory wearing of masks for employees.

Communication

Since the inception of the COVID-19 pandemic, Omnitrans has created and distributed approximately 75 communications pieces for customers, staff, and our Board of Directors.

Omnitrans employees were provided with a phone information hotline, which was updated daily during the height of the pandemic; weekly (and as needed) “OmniBlast” situational updates from
the CEO/General Manager; text information; fact sheets; bulletin board postings; and two all-hands virtual employee meetings.

In addition to a weekly “Friday Report” from the CEO/General Manager, Board Members received monthly presentations and as-needed informational memorandums, phone calls, and texts to keep them continually apprised of Omnitrans’ status and decision-making during the health crisis.

For customers, the agency posted notifications and updates onboard, created audio and vehicle headsign messaging, and continually provided information via its website, social media channels, and app notifications. In a recent “How did Omnitrans respond to COVID-19?” customer survey, communications efforts were most highly rated by respondents.

In July, Omnitrans embarked on three-phase communications “Comeback Campaign” focusing on its position as a vital service for essential workers, enhanced safety measures, technology tools, and the economic and environmental benefits of using public transit.

**Service**

September 8th marks the implementation of the service changes that were brought to the Board in May 2020 as part of the ConnectFoward Annual Service Plan Service recommendations. Omnitrans is scheduled to operate at 64% of pre-COVID service hours. We will continue to monitor the status of school openings and routes that exceed 15 maximum passengers to determine further service requirements.

**Layoffs and Recalls**

The reduced service level implemented because of the pandemic necessitated a layoff of 152 Coach Operators and 11 Maintenance Department personnel. To date, 21 Coach Operators have been recalled to cover for continued staffing issues due to leaves of absence. Another 23 will be recalled later this month to support the September 8th service increases. The San Bernardino Transit Center remains closed, which continues to impact work schedules for the Customer Service staff. We will continue to monitor staffing levels and make adjustments as necessary.

**Challenges**

Some of the challenges we continue to face are keeping our employees and the public safe. Mandates for facemasks has been a slight challenge but the majority of the public has been compliant. Employees continue to be on leave for various COVID related situations many of which are related to childcare as schools continue to be closed. The continued closure of schools, including local colleges, has also been a challenge as ridership on those routes suffers. While remote working has been permitted, the decision to continue this and the triggers that would need to occur for a change remain a topic of discussion. We will continue to make data driven decisions while allowing for flexibility to meet the needs of the community.

**CONCLUSION**

Receive and forward to the Board of Directors this informational update on COVID-19.

ER:SP:SB:JB:NR

Attachment: A. PowerPoint Presentation
COVID-19 RESPONSE UPDATE

Operations and Safety Committee
August 19, 2020
MITIGATION
COMMUNICATION

To protect your safety during this health crisis, a maximum of 20 people will be allowed onboard at any time. Please wait for the next bus if this vehicle is full.

Para proteger su seguridad durante esta crisis de salud, se permitirá un máximo de 20 personas a bordo en cualquier momento. Espere el próximo autobús si este vehículo está lleno.

Protective face coverings must be worn at all times aboard all Omnitrans buses to help prevent further spread of coronavirus (COVID-19).

Deben usarse cubiertas faciales protectoras en todo momento a bordo de todos los autobuses Omnitrans para ayudar a prevenir una mayor propagación del coronavirus (COVID-19).

ATTENTION OMNITRANS STAFF:
To avoid the potential spread of COVID-19, all employees are required to wear facial coverings when outside their immediate work area and in all public office spaces.

Thank you for your cooperation!
COMMUNICATION

Friday Reports

- OmniNews Blasts

**OmniNews Blast**

**COMMITMENT TO INCLUSION, EQUITY AND RACIAL JUSTICE**

As we conclude a painful two weeks for our community, industry, and nation, I felt compelled to acknowledge the crisis in which we find ourselves.

Just as we began to see the senseless killing of a powerful reminder of just how much we have lost.

First, thank you for your efforts, and, at times, frighteningly able to protect an essential service that so many need.

It should go without saying... as we gather.

**OmniNews Blast**

**NOTICE TO EMPLOYEES RE: TEMPERATURE SCANNING**

Pursuant to the California Consumer Privacy Act, Omnitrans is notifying employees that the agency will be monitoring all employees’ body temperature (a category of medical and health information) as follows:

- **OmniNews Blast**

**Coronavirus (COVID-19) Update**

**Positive COVID-19 Test**

Dear Omnitrans Team Members,

I have news this afternoon that we have been both expecting and dreading: an Omnitrans Coach Operator, who works at our East Valley facility, has tested positive for COVID-19.

As we send our best wishes to the Operator and their family for a speedy, safe recovery, here is what we know: the Operator contacted the virus from their spouse, and they last worked at Omnitrans on Apr.
COMMUNICATION: COMEBACK CAMPAIGN

We’re coming back SAFELY & AFFORDABLY

#omnistrong

Omnitrans está aquí para LLEVARTE AL TRABAJO de manera económica y segura

#omnistrong
RIDERSHIP AND SERVICE RESUMPTION

Service Changes implementation September 8th: Connect Forward and Some Core Network Resumption

<table>
<thead>
<tr>
<th>Period</th>
<th>Ridership Percentage</th>
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<tbody>
<tr>
<td>Jan 2020</td>
<td>100%</td>
</tr>
<tr>
<td>Feb 2020</td>
<td>75%</td>
</tr>
<tr>
<td>Mar 2020</td>
<td>64%</td>
</tr>
<tr>
<td>Apr 2020</td>
<td>52%</td>
</tr>
<tr>
<td>May 2020</td>
<td>40%</td>
</tr>
</tbody>
</table>

Average Weekday Fixed Route Ridership
(Pre-COVID Avg. Daily Ridership: 35,000)
LAYOFFS & RECALLS

Reduced workforce to align with service levels:
• 152 Coach Operators
• 11 Maintenance staff
• 6 interns

Have begun Coach Operator recalls:
• 21 recalled to date (cover staff turnover to-date)
• 23 planned recall for September service change
CHALLENGES

• **Mask Compliance:**
  • Public generally following rules, but occasional issues

• **Ongoing employee leaves for various COVID related situations:**
  • Child Care
  • School distance learning

• **Reduced ridership demand:**
  • Schools and colleges distance learning
NEXT STEPS

Continue to make data-driven decisions

• Using Board-approved triggers
• Adjust as needed

Maintain high-degree of transparency and communication with customers, the public, employees and the Board