



Connecting Our Community.

**OPERATIONS AND SAFETY COMMITTEE**

**WEDNESDAY, FEBRUARY 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: May 23, 2018

**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 – April 25, 2016
2. Adopt Proposed 2018 Committee Meeting Schedule
3. Receive and File Safety & Security Update – *P. Scott Graham*

2  
5  
6

**F. BOARD BUSINESS**

Closed Session

1. 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  
APRIL 25, 2016**

**A. CALL TO ORDER**

The Operations and Safety Committee Meeting was called to order by Committee Chair John Roberts at 8:02 a.m., Monday, April 25, 2016.

1. Pledge of Allegiance
2. Roll Call – Self-Introductions

**Committee Members Present**

Council Member John Roberts – Committee Chair  
Mayor Pro Tem Glenn Bozar, City of Upland, Alternate  
Mayor Richard DeLaRosa, City of Colton  
Council Member Dick Riddell, City of Yucaipa  
Mayor Pro Tem Sam Spagnolo, City of Rancho Cucamonga  
Council Member Alan Wapner, City of Ontario

**Committee Members Not Present**

Supervisor Josie Gonzales, County of San Bernardino  
Supervisor James Ramos, County of San Bernardino

**OmniTrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Diane Caldera, Director of Operations  
Jack Dooley, Director of Maintenance  
Marge Ewing, Director of Human Resources/Safety & Security  
Samuel Gibbs, Director of Internal Audit Services  
Jacob Harms, Director of Information Technology  
Wendy Williams, Director of Marketing & Planning  
Andres Ramirez, IPMO Manager  
Eugenia Pinheiro, Contracts Manager  
Omar Bryant, East Valley Maintenance Manager  
Kathy McClure, Sr. Contracts Administrator  
Christine Van Matre, Contracts Administrator  
Krystal Turner, Contracts Administrator

## **B. ANNOUNCEMENTS/PRESENTATIONS**

There were no announcements.

## **C. COMMUNICATION FROM THE PUBLIC**

1. Derek Turbide from Clean Energy spoke regarding Item E-3, awarding the CNG contract to GP Strategies. He said there was a mistake regarding the requirements, which he maintains General Physics (GP) Strategies has not met. In his opinion experience is paramount, and Mr. Turbide believes the scoring panel was unaware of GP's shortcomings in this area. IPMO Manager Andres Ramirez was asked to address these concerns, and to answer questions from Committee members. Has GP built CNG stations elsewhere? They state in their proposal that they have, although not in California.
2. Mike Tucker from TruStar Energy also spoke regarding Item E-3. Researching GP Strategies, they found that they have not built CNG stations, but LCNG stations, which he doesn't believe meets our contract requirements.
3. Charles Love with Clean Energy said they also researched GP Strategies, and echoed Mr. Tucker's concerns regarding GP Strategies having built LCNG stations, not CNG stations, which he maintains are vastly different.

## **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 16, 2016

M/S (Spagnolo/DeLaRosa) that approved the Committee Minutes of February 16, 2016. Motion was unanimous by Members present.

2. Receive and file presentation highlighting the results of the San Bernardino Transit Center Customer Survey.

Director of Marketing/Planning Wendy Williams discussed the survey, which was conducted in February 2016. Overall, there is an 88% overall satisfaction rate. Member Wapner questioned allowing smoking at Omnitrans facilities, and pointed out that smoking is not allowed at the Metrolink facilities anywhere. Will there be another intercept survey? Wendy said there are no definite plans at this time. If/when there is another survey, Member DeLaRosa asked that shelters satisfaction be included; Wendy said that this is included in the ABBG survey which is currently ongoing.

This item was received and filed.

3. Recommend Award – Contract FIN16-53, Design-Build-Maintain of the Compressed Natural Gas (CNG) Infrastructure at East Valley and West Valley Fueling Facilities

IPMO Manager Andres Ramirez presented this item and answered several questions from Board members. Why is there a contingency for a D-B-M contract? Although the contractor assumes all the risks, we have the contingency for protection against any unseen conditions. We fuel less at WV, hence the need for only two compressors there vs. three at EV. Only a general contractor's license is required to do this work. Omnitrans did not verify the experience listed in the proposals, and recommendations were not required. Member Wapner said it doesn't make sense to ask for references and not check them out. GP Strategies built our existing LCNG facilities, so they are not unknown to Omnitrans, and the Evaluation Committee felt they had the best approach to this contract. Alternate Member Bozar suggested in future presentations; we should present a slide showing the weighted criteria used in the evaluation process. Mike Mackey from GP Strategies was asked to speak on behalf of his firm, which has been building CNG and LCNG facilities since 1998; however, they have not built CNG facilities in California.

M/S (Spagnolo/Wapner) that recommended the Board of Directors authorize the CEO/General Manager to award negotiated Contract FIN16-53 to GP Strategies of Columbia, Maryland, for the Design-Build-Maintain of the Compressed Natural Gas (CNG) infrastructure at the East Valley and West Valley Vehicle Fueling Facilities, which includes maintenance for a one-year base period commencing upon completion and acceptance of construction, in the amount of \$730,526.00, and to apply a 3.27% Cost Allocation Plan of \$262,770.00 to the contract; and Recommend the Board of Directors provide the CEO/General Manager the authority to exercise three (3) single option maintenance and warranty years in the aggregate amount of \$725,128.00, pending verification of references. Motion was unanimous by members present.

**F. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.

**G. ADJOURNMENT**

The Operations and Safety Committee adjourned at 8:48 a.m. The next Committee Meeting will be scheduled and posted at Omnitrans and on the Omnitrans website.

Prepared by:

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Christine Vega, Administrative Secretary

ITEM # \_\_\_\_\_ E2 \_\_\_\_\_

**DATE:** February 28, 2018

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

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

**SUBJECT: PROPOSED 2018 COMMITTEE MEETING SCHEDULE**

**FORM MOTION**

Adopt the proposed Operations & Safety Committee Meeting Schedule for 2018. The Operations & Safety Committee previously met on an as-needed basis, however in an effort to provide consistency, staff is recommending that the Committee meet on a quarterly basis beginning in February 2018 at 9:00 a.m., the fourth Wednesday of the month.

February 28, 2018

May 23, 2018

August 22, 2018

November 28, 2018

PSG:AB

ITEM # E3

**DATE:** February 28, 2018

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

**FROM:** P. Scott Graham, CEO/General Manager  
Diane Caldera, Director of Operations  
Marge Ewing, Director of Human Resources/Safety & Security  
Jacob Harms, Director of Information Technology

**SUBJECT: SAFETY AND SECURITY UPDATE**

**FORM MOTION**

Receive and file Informational Brief on security incidents and security measures for Omnitrans' Customers, Coach Operators and Facilities.

**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.

***Information Technology***

The Information Technology Department supports a broad range of systems and hardware intended to enhance security for both customers and personnel. As there have been a number of upgrades completed recently, this presentation is designed to give a brief overview of these main security related systems, including: Onboard Video Surveillance Systems (OBVSS), the Public Address System (PA System), and the Closed Circuit Television System (CCTV) or Facilities Surveillance System.

***Operations***

The Operations Department has implemented several safety measures to increase bus safety for both passengers and Coach Operators. The results have been significant in reducing workers' compensation 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, a consultant is reviewing and revising the de-escalation

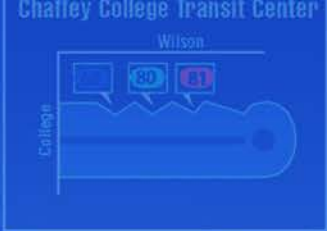
training and will be on-site March 8-10, to train the Operations Safety Trainers. The consultant will also participate in the Annual Required Training Class for Coach Operators.

### **CONCLUSION**

Receive and file Informational Brief on security incidents and security measures for Omnitrans' Customers, Coach Operators and Facilities.

PSG:DC:ME:JH:MC





Item #E3

# SAFETY AND SECURITY UPDATE



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# ABBG Service Quality Area Priorities – Ranked

## Customer's Stated Service Priorities

(Top 3 Service Attributes)

### 1. Availability of Service

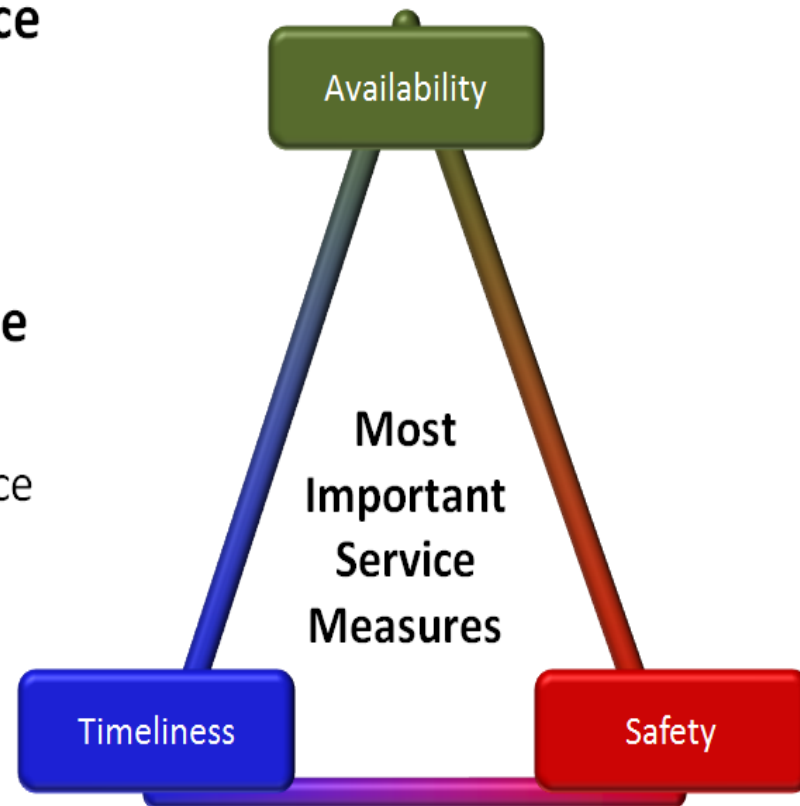
- Route Locations
- Days of Service

### 2. Timeliness of Service

- Travel Time
- On-Time Performance

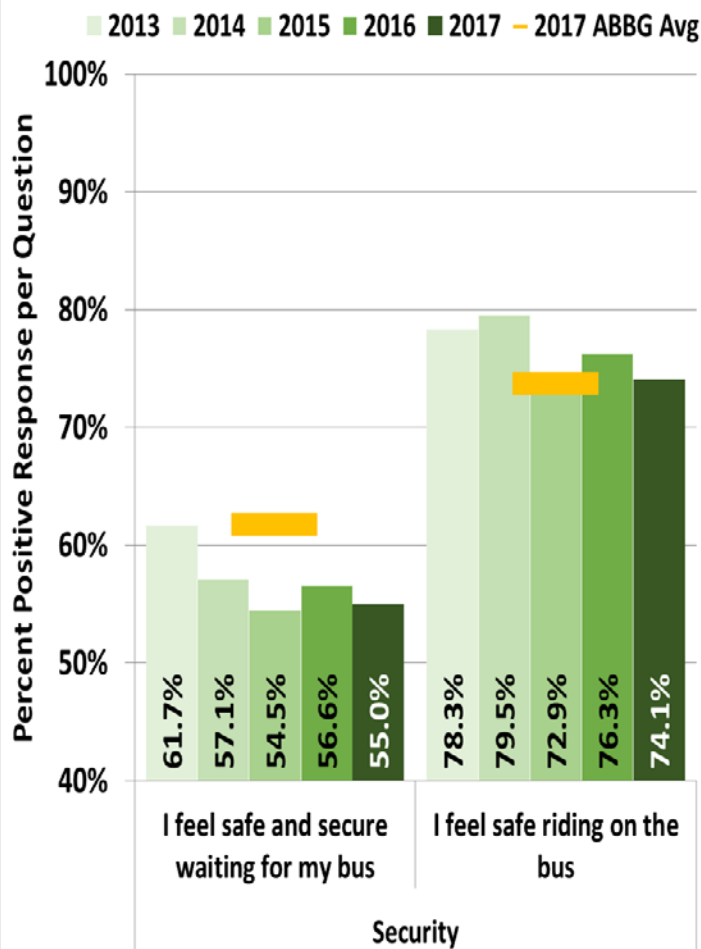
### 3. Safety & Security

- At Bus Stops
- On-Board the Bus

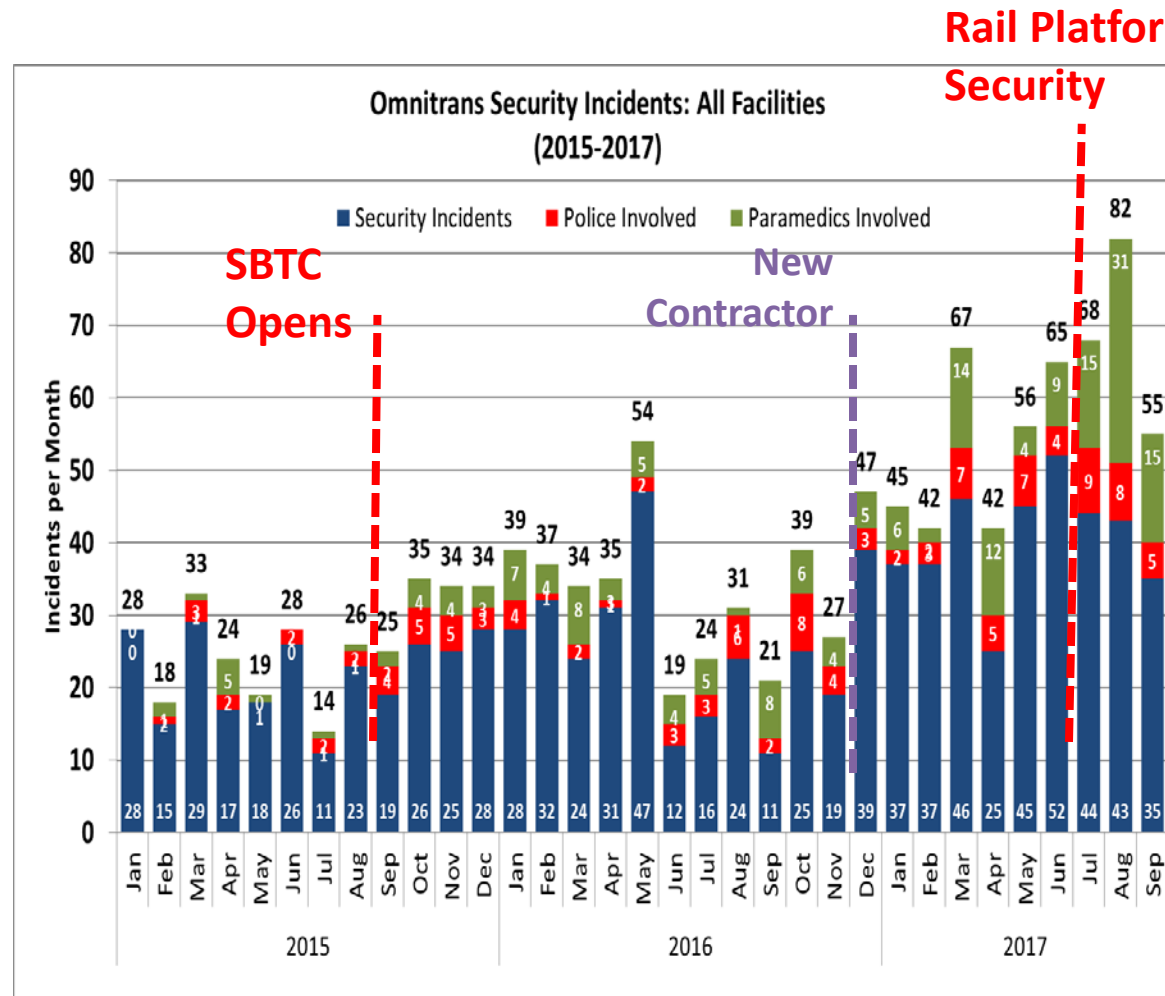


# Security

- **Waiting at Stop:**
  - 55.0% Positive
  - 29.2% Neutral
  - **SBTC Survey:** 92% positive
  - **Onboard Survey:** 82% positive
- **Riding the Bus:**
  - 74.1% Positive
  - 18.9% Neutral



# Total Number of Security Incidents All Causes & All Facilities (2015-2017)







# Operations

- Bus Safety
- Escalating Situations
- Communication Skills Improvements



# Bus Safety

- Increase Safety
  - Accident Frequency Rate - .94 per 100,00 miles
  - QPod Stations
  - Passive Rear Facing System
  - Audible Turn Signals – Video



# Bus Safety

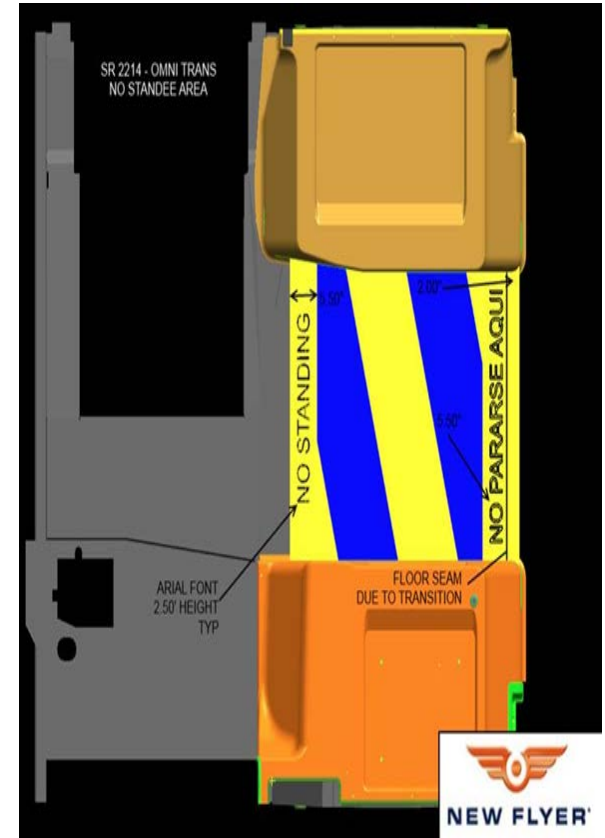
- Lower Operating Costs
  - Reduce Operator Worker Compensation Claims
    - FY14 – \$139,877                      Days Lost – 929
    - FY15 – \$194,765                      Days Lost – 1725
    - FY16 – \$134,061                      Days Lost – 879
    - FY17 – \$42,173                      Days Lost – 405
  - Reduce Passenger Liability Claims
    - Zero claims on QPods





# Communication Skills Improvements

- 2<sup>nd</sup> Standee Line
  - Creates a 2' ft Buffer Zone
  - Increases Sense of Security
  - Reduces Distraction
- ATCR Training 2018
  - Training – March 8 – 10
  - Focus is De-escalation
  - Train the Trainer Course
  - Customer Coaching





# QUESTIONS?



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