



Connecting Our Community.

OPERATIONS AND SAFETY COMMITTEE

TUESDAY, JULY 1, 2014 – 1:00 P.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 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.

A. CALL TO ORDER

1. Pledge of Allegiance
2. Roll Call

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Committee Meeting: Not scheduled at this time.

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 – March 24, 2014
2. Receive & File, Workers' Compensation Reporting Risk Mitigation
3. Receive and File, Report on Metrolink Bus Bridge Service

F. REMARKS AND ANNOUNCEMENTS

G. ADJOURNMENT

N/A

2

7

18

ITEM # E1

**OPERATIONS AND SAFETY COMMITTEE
MINUTES
MARCH 24, 2014**

A. CALL TO ORDER

The Operations and Safety Committee Meeting was called to order by Committee Chair Sam Spagnolo at 9:01 a.m., Monday, March 24, 2014.

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

Committee Members Present

Mayor Pro Tem, Sam Spagnolo – Committee Chair
Supervisor Josie Gonzales, County of San Bernardino
Supervisor Gary Ovitt, County of San Bernardino
Council Member Ed Palmer, City of Rialto
Supervisor James Ramos, County of San Bernardino
Council Member Dick Riddell, City of Yucaipa
Council Member John Roberts, City of Fontana
Mayor Ray Musser, City of Upland

Committee Members Not Present

Mayor Pro Tem Alan Wapner, City of Ontario

Other Board Members Present

Mayor Carey Davis, City of San Bernardino
Mayor Walt Stanckiewicz, City of Grand Terrace

OmniTrans Administrative Staff Present

Scott Graham, CEO/General Manager
Diane Caldera, Interim Director of Operations
Jack Dooley, Director of Maintenance
Marjorie Ewing, Director of Human Resources
Samuel Gibbs, Director of Internal Audit
Jacob Harms, Director of Information Technology
Jennifer Sims, Director of Procurement
Don Walker, Director of Finance
Wendy Williams, Director of Marketing
Maurice Mansion, Treasury Manager
Andres Ramirez, Construction Manager

Omnitrans Administrative Staff Present continued

James Deskus, Project Analyst

Seung Lee, Safety & Regulatory Compliance Specialist

Ross Hrinko, Safety & Regulatory Compliance Specialist

Mark Crosby, Loss Prevention Supervisor

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements.

C. COMMUNICATION FROM THE PUBLIC

Comments from the public were presented under Discussion Item #E4.

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 – January 23, 2014

M/S (Roberts/Musser) that approved the Committee Minutes of January 23, 2014. Board Members Gary Ovitt, Josie Gonzales, Walt Stanckiewicz and Carey Davis abstained. Motion was unanimous by remaining Members present.

2. Receive & File Project Safety Components – sbX E Street Corridor BRT Project

sbX Construction Manager Andres Ramirez provided an overview of the project safety components of the sbX E Street Corridor and Vehicle Maintenance Facility (VMF), reporting zero lost time injuries with 400,000 man hours logged to date. Numerous safety components incorporated into the project include:

- Removal of underground storage tanks with no incidents
- Hazardous soil monitoring and mitigation – The soil that was thought to be contaminated was not and work has resumed on the VMF
- Closed Circuit Television – Installed at all stations and at the VMF, with 24 hour monitoring and 24 hour patrol along the corridor
- Emergency Telephones and Passenger Information Telephones installed at each station
- Guardrails installed at all center running stations and the adjacent sidewalks to prohibit jaywalking
- Public Address “Talk Back” system will be installed at each station in the near future
- Curbs with delineators installed to prevent left turns and the dedicated bus lanes marked with sbX bus only
- Traffic Signal Prioritization - Implementation and testing in progress.

This is a receive and file item.

3. Receive and File Worksite Injury and Illness Reporting

Director of Human Resources Marjorie Ewing provided a brief overview of what Omnitrans is doing to mitigate and reduce costs of worksite injuries and illness. Using a consistent approach of timely reporting, determining root causes, and developing mitigating measures to address the injury, will minimize risk, reduce financial exposure and ensure a safe working environment for the employees.

Omnitrans currently averages 172 injuries per year. Sprains/strains represent 40% of the injuries reported, with driving accounting for 38% of the injuries, followed by wheelchair securement/ramp at 20%. A review of like-sized agencies in the American Bus Benchmarking Group (ABBG) found that Omnitrans has a higher rate of staff injuries. In an effort to learn from best practices, Omnitrans has reached out to other agencies to learn what they have done to reduce injuries for possible incorporation into its program.

To address the highest injury area of strains/sprains, Omnitrans has implemented training for the Coach Operators to ensure that proper techniques are followed when operating the bus. To minimize the injuries related to the wheelchair securement, a rear-facing wheelchair securement will be introduced in the sbX buses, with the plan being to incorporate it into the entire fleet. Omnitrans will also continue to promote its Wellness Program to encourage employees to take care of themselves.

Another effort to address injuries and reduce costs to the Agency was the contract award to a new Workers' Compensation Third Party Administrator (TPA) in December 2013. By reducing reserves to appropriate levels, transitioning claims from indemnity to medical only, and improving the existing return to work program to get employees back to work sooner, the new TPA is projecting a \$1.3M reduction in Incurred But Not Reported (IBNR) liability to Omnitrans. Staff will present fiscal year-end results to the Committee in the Fall of 2014 to see if the results match the projections.

This is a receive and file item.

4. Recommend to Board of Directors, Approval to Procure Consulting Services for LNG Station at San Bernardino Facility

Director of Human Resources Marjorie Ewing presented information on Omnitrans LNG (Liquefied Natural Gas) Station beginning with the summarization of community concerns raised at the recent Board Meetings. Also presented was the history of L/CNG (Liquefied/Compressed Natural Gas) at Omnitrans, a comprehensive review of the safety compliance of the storage, operation and safety systems, the safety measures included in the system, and the environmental benefits of using natural gas.

Mr. Dennis Ding, a professional mechanical engineer and Vice President of Technology Advancement for Clean Energy, addressed the Committee. Mr. Ding has 21 years of experience with LNG/LCNG facilities, is a member of the National Fire Protection Association and the International Code Council. Clean Energy operates over 400 natural gas facilities, including over 100 LNG/LCNG facilities and is the firm that built, maintains and provides fuel to Omnitrans' facilities.

He stated that safety is the most important facet to any LNG facility and that Omnitrans' station was designed and built to the highest standards of the National Fire Protection Association (NFPA), the National Electric Code, the local building code, and is built to Seismic Earthquake Zone 4.

Board Member James Ramos arrived at 10:45 a.m.

Mr. Ding explained the system design and how the automatic fire suppression system, gas detection system and the flame detector inside the steel vault container work together to ensure a fail-safe operation. Also explained was the foam suppression system that would fill the steel vault container within two to three minutes, the system design shut down, and the two-hour fire protection within the steel structure. The natural gas used at Omnitrans is the same as that used in homes and must be flammable to heat and cook. Natural gas has a very narrow flammability range of -5% to -15% and must have fuel, oxygen, and an ignition source present to burn. The gas detection system inside the steel vault container is designed to alarm when it reaches 20% within the -5% level, which means that if 1% of natural gas was detected, the system would send an alarm and once the level reached to -2%, the system would shut down.

In response to questions posed from Committee Members regarding whether there has ever been an explosion of LNG tanks, whether other stations are as close to communities and schools as Omnitrans' station, and whether further safeguards were considered due to the close proximity to earthquake vaults, Mr. Ding provided the following:

Explosion of Tanks: No tanks have exploded – Citing the earthquake in Chatsworth, Clean Energy designed, built and operated an LNG station in Chatsworth and it did not incur any damage. Also mentioned was the earthquake/tsunami that occurred in Japan a couple of years ago, indicating that the tanks did not explode; only the re-gasification equipment was damaged. Even the two recent cases where the trucks transporting the fuel rolled over, the structural integrity of the tanks was maintained, no natural gas vented from the tanker and there was no explosion.

Location Near Communities/School – The National Fire Protection Agency (NFPA) Chapter 52 has clear guidelines in the fire code that requires the separation between a fueling facility public access, including schools, of 25 feet, and Omnitrans' facility meets all the codes. The separation of a LNG production liquefaction plant, producing 2,000,000 gallons of LNG, would require a larger separation from public access and is addressed in NFPA Chapter 57. The Los Angeles County Metropolitan Transportation

Authority and Orange County Transportation Authority were cited as examples of stations located within neighborhoods.

Proximity to Earthquake Vault – Omnitrans' station is designed for Seismic Zone 4, which addresses how much horizontal movement the station is able to sustain in an earthquake, which is not the same as the Richter scale rating, although the difference between the two ratings was not available and will need to be clarified.

Ms. Ericka Flores and Ms. Erika Galan presented a PowerPoint entitled, What Omnitrans is NOT Telling Us, which defined LNG and its characteristics, and stated that Omnitrans is in violation of the San Bernardino County Ordinance prohibiting the storage of compressed natural gas in a residential area.

The following individuals also spoke to the Committee, presenting their concerns on the safety, including earthquake safety of the station, and requested that Omnitrans relocate the LNG tanks to another location: Penny Newman, Teresa Flores-Lopez, Susana Negrete, Ashley Newman, Sylvia Betancourt, and Maria Hernandez.

In conclusion, the Committee agreed that the community's largest concern is whether the tanks would explode if ruptured during an earthquake and that Omnitrans should move the item forward to the Board of Directors to hire a consultant to assess the safety of the LNG tanks, to include how other agencies in communities handle the situation.

Ray Musser departed at 10:34 a.m.

M/S (Gonzales/Palmer) that recommended issuing a Request for Proposals to hire a consultant to assess the risk of Omnitrans' LNG station.

Committee Chair Spagnolo directed that two members from the CCAEJ, and a member from the school be included to meet with the consultant once hired to ensure that their concerns are addressed. It was also suggested to invite a member of the local fire authority to participate in the meetings with the consultant.

F. REMARKS AND ANNOUNCEMENTS

There were no remarks or announcements.

G. ADJOURNMENT

The Operations and Safety Committee adjourned at 10:39 a.m. The next Committee Meeting will be scheduled and posted at Omnitrans and on the Omnitrans website.

Prepared by:

Vicki Dennett, Assistant to CEO/General Manager

ITEM # E2

DATE: July 1, 2014

TO: Committee Chair Sam Spagnolo and
Members of the Operations and Safety Committee

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Marjorie Ewing, Director of Human Resources

SUBJECT: WORKERS' COMPENSATION REPORTING RISK MITIGATION

FORM MOTION

Receive and file Director of Human Resource's report on the efforts for reducing costs for Workers' Compensation Claims.

BACKGROUND

At the Operations and Safety Committee Meeting held March 24, 2014, Omnitrans presented information on its efforts to reduce costs in the area of Worksite Injury and Illness and Workers' Compensation claims, as it is one of the major costs facing the Agency.

In December 2013, the Board of Directors awarded a contract to a new Third Party Administrator, Pacific Claims, who have set targets and goals in the administration of our claims, to include: setting and documenting reserves, shifting claims from indemnity to medical only, reducing claim costs and recommending return to work programs. The Agency has also set in motion efforts to reduce soft-tissue injuries with training, support tools, equipment modification, and our Wellness Program advantages as presented to the Committee in March 2014.

The PowerPoint presentation attached outlines efforts and measures accomplished as of June 24, 2014. .

CONCLUSION

A brief presentation, expanding on the attached document will be provided at the Committee Meeting and will be presented quarterly moving forward.

PSG:ME

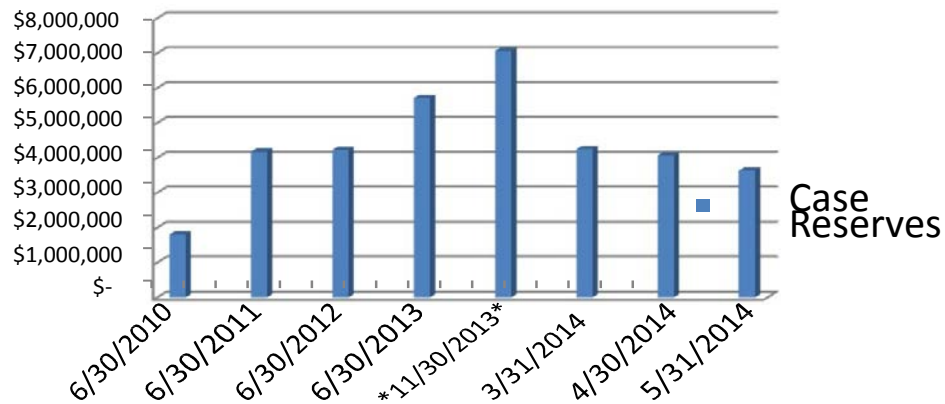


Workers Compensation Reporting Risk Mitigation 7-1-2014

Reserve Analysis Trend

	6/30/2010	6/30/2011	6/30/2012	6/30/2013	*11/30/2013*	3/31/2014	4/30/2014	5/31/2014
Case Reserves	\$ 1,798,801	\$ 4,169,111	\$ 4,220,714	\$ 5,712,985	\$ 7,063,603	\$ 4,244,611	\$ 4,070,989	\$ 3,633,721

Case Reserves



Leadership Action Program

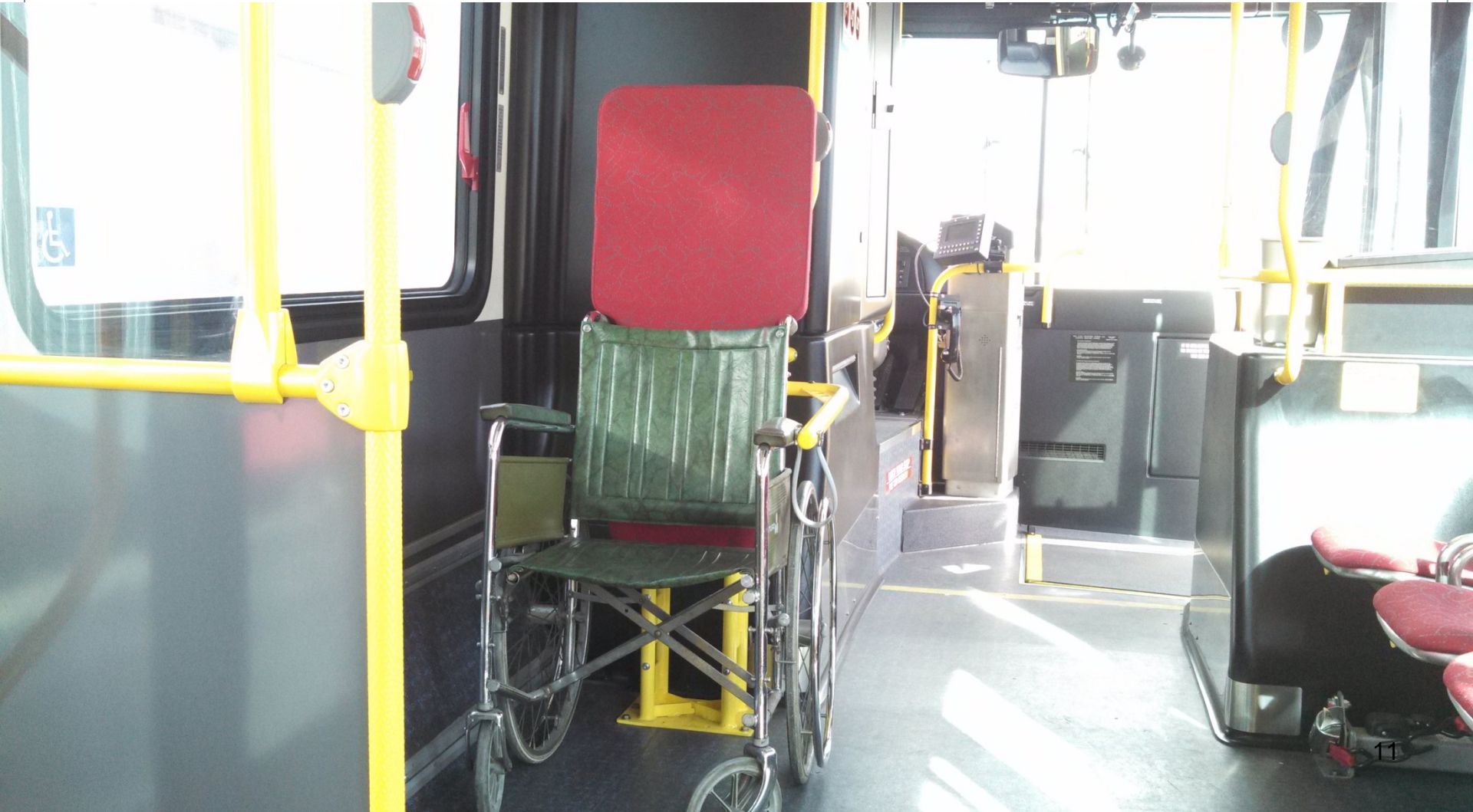


SEUNG LEE

**SAFETY & REGULATORY COMPLIANCE
SPECIALIST**

**OMNITRANS
JUNE 17, 2014**

Rear Facing Wheelchair Securement



Research Results



- **Cost to retrofit one vehicle: \$1786.25**
- **Average Annual Wheelchair (W/C) claims: 4.6**
- **Average Operator W/C injury claim: \$17,744.14**
- **Annual Operator W/C claim costs: \$81,623.04**
- **Anticipated W/C injury reduction based on Data from other Transit Agencies: 100-60%**
 - OC Transpo-Ottawa, Canada
 - Hamilton Transit-Hamilton, Canada
 - Grand River Transit-Waterloo, Canada

Average Wheelchair Injury Claim (\$17,744.14)	
Annual Average	\$81,623

Costs of Retrofit (\$1786.25)	
Sbx (14)	\$25,007.50
177(Fixed Route)	\$316,166.25
200	\$357,250.00

% of reduction	100%	80%	60%	40%	20%
Average Savings On Claims	\$81,623	\$65,298.43	\$48,973.82	\$32,649.22	\$16,324.61

Return On Investment (years)					
% of reduction	100%	80%	60%	40%	20%
Sbx (14)	.3	.4	.5	.7	1.5
177(Fixed Route)	3.8	4.87	6.5	9.7	19.4
200	4.3	5.4	7.3	10.9	21.8

Caveat



- This study is only exploring the savings from reducing Employee Workman's Comp claims.
- Other avenues to pursue:
 - Reduce Passenger Liability Claims (Tip Overs)
- CalTIP Claims review 06-12
 - "Wheelchair falls on bus" annual claims=2.6
 - Average Claim Costs=\$27,844 (Annual: \$72,394)

Preventive Measures



- Annual Training Certification Requirement (ATCR) Training
- Ergonomic/Back Safe Training
- Rear Facing Wheel Chairs/Q'Pods*
- New Student Coach Operator Training – stretching, exercises*
- Plasma Postings
- Lumbar Supports available
- Recaro Seats (ergonomic w/multiple positions)
- Presentation to US HealthWorks provided – to doctors what agency is doing
- Work Out Room/Gym
- Health Fairs
- Industrial claims investigated using on-board video
- FMLA absence patterns monitored
- Operator Sick Leave Buy–Back implemented in ATU MOU 2010-2013

Future Innovations

- **Pain Validity Testing** - John Hopkins Hospital Cut Workers Comp Costs by half. The test is linked to safety so hazardous situations once reported can be corrected.
- Subscribe to the **Self-Insurer** which is the Worlds Leading Alternative Risk Transfer Journal and official Publication of the Self Insurance Institute of America, Inc.
- **C-MAP** Comprehensive Muscular Activity Profile

Worksite Injury & Illness Reporting

QUESTIONS?

ITEM # E3

DATE: June 24, 2014

TO: Committee Chair Sam Spagnolo and
Members of the Operations and Safety Committee

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Diane Caldera, Director of Operations

SUBJECT: **METROLINK BUS BRIDGE SERVICE**

FORM MOTION

Receive and file Director of Operations' report on Metrolink Bus Bridge service provided by Omnitrans.

BACKGROUND

This brief is submitted to inform the Committee of what support service Omnitrans provides in the event a Bus Bridge request is received from Metrolink. Recently, there have been isolated instances where there has been a breakdown in notifications to transit agencies for support of a bus bridge and/or the response made by the transit agencies were delayed, late or inadequate. This prompted Omnitrans to review its current procedures and ability to adequately respond to future bus bridge requests.

CONCLUSION

Bus Bridge support services outline in the MOU between the Southern California Regional Rail Authority (SCRRA) have been provided as requested with available resources. However, there have been steps implemented to increase our readiness posture.

PSG:DC



METRO LINK BUS BRIDGE SERVICE

July 1, 2014

By:

Diane Caldera

Director of Operations

BUS BRIDGE SERVICE

What is it?

Occasionally, Metrolink will call Omnitrans for bus bridge service, transporting train passengers from one station to another, due to accidents, incidents or similar events.

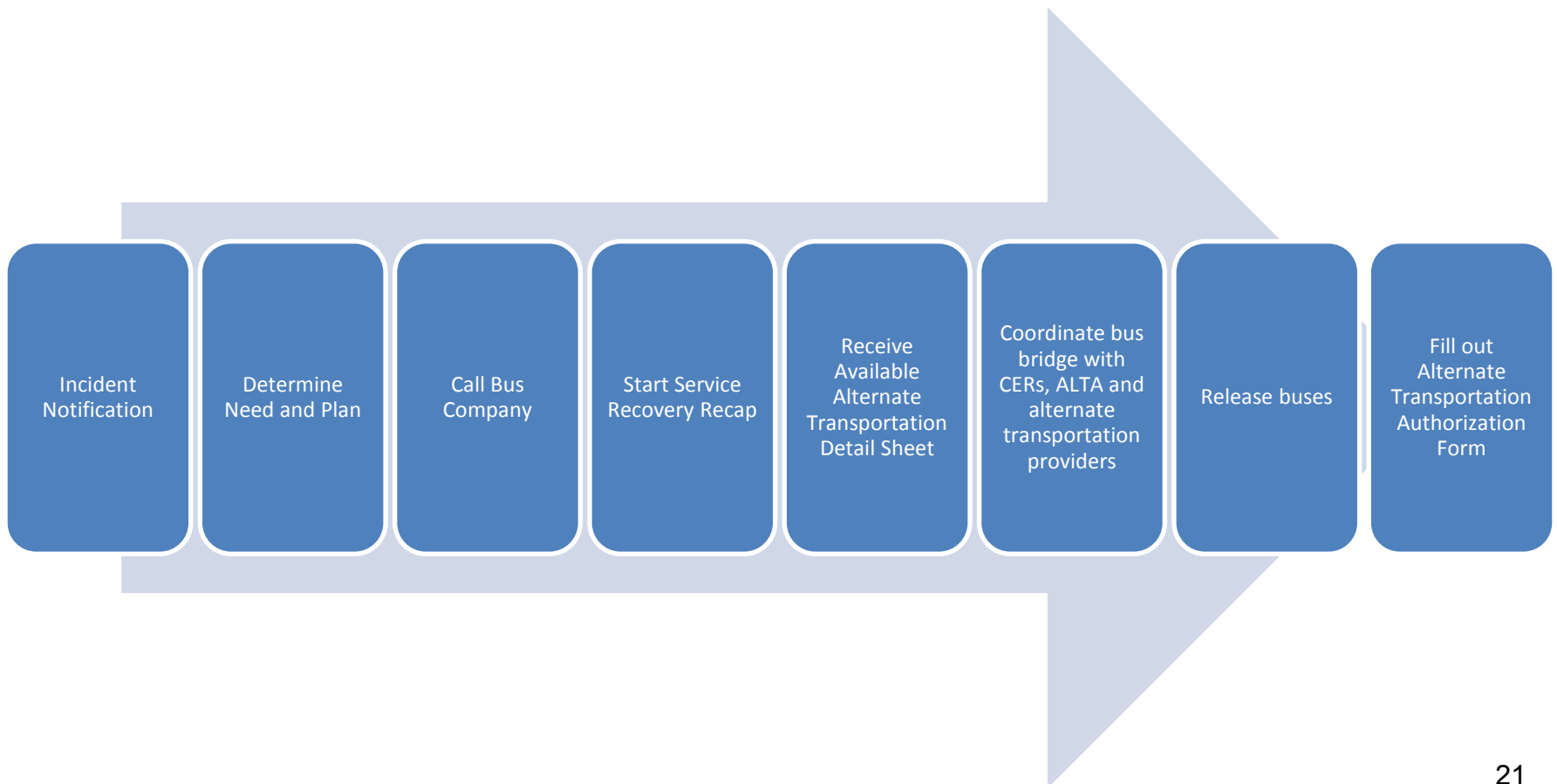
CURRENT CONTRACT

Responsibilities of Omnitrans:

1. Perform service as resources are available
2. Invoice Southern California Regional Rail Authority (SCRRA) for costs associated with the service
3. Hold harmless against claims for loss/damages, etc.

BUS BRIDGE SERVICE

- **FLOW PROCESS FOR BUS BRIDGES**



OMNITRANS PROCEDURES

- Emergency Notification Received
- Notify in order, the following personnel:

Person / Agency	Responsible Party	Method
Dispatch Supervisor	Dispatcher	Phone and Email
Transportation Managers	Dispatcher	Phone and Email
Marketing Director	Transportation Manager	Phone and Email
Operations Director	Transportation Manager	Phone and Email
CEO	Ops Dir/Transportation Manager	Phone and Email

- Provide control number, time requested, reason for request, # of buses requested, location of bus staging, impact on Omnitrans service, etc.
- If this request requires drop in service, Operator contacts supervisor immediately for guidance

OMNITRANS PROCEDURES (cont'd)

- Operators providing Bus Bridge service completes a Bus Bridge Trip Sheet
- Adhere to Department of Transportation regulations:
 - Drive hours (10)
 - Eight (8) hours off between sign off and sign on
 - Daily work hours (15) for operators

RESPONSES

- Past Requests:
 - Since 2005; Bus Bridge service provided 21 times
- Recent Requests:
 - June 2, 2014; lack of equipment & limited manpower
 - June 6, 2014; one bus & Operator provided
 - Bridge cancelled
 - June 22, 2014; one bus & Operator provided
- Omnitrans procedures reviewed (June 2, 2014):
 - Coach Operators used first
 - Field Supervisor and Maintenance personnel as back up
 - Coach 004 (Marketing Training Bus) dedicated to Bus Bridge Service
 - More coaches upon availability