



Connecting Our Community.

OPERATIONS AND SAFETY COMMITTEE

WEDNESDAY, MAY 23, 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.

**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: August 22, 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 – February 28, 2018 2
2. Receive and Forward to the Board of Directors, Key Performance Indicators - Fiscal Year 2018 Third Quarter Report 5
3. Receive and File Operations / Safety Update – *Diane Caldera* 6
4. Receive and File Collision Avoidance System – *Connie Raya* 19

F. REMARKS AND ANNOUNCEMENTS

ITEM # _____ E1 _____

**OPERATIONS AND SAFETY COMMITTEE
MINUTES
FEBRUARY 28, 2018**

A. CALL TO ORDER

The Operations and Safety Committee Meeting was called to order by Committee Chair John Roberts at 9:00 a.m., Wednesday, February 28, 2018.

1. Pledge of Allegiance
2. Roll Call

Committee Members Present

Mayor Pro Tem John Roberts – Committee Chair
Council Member Ron Dailey, City of Loma Linda
Mayor Richard DeLaRosa, City of Colton
Council Member Sam Spagnolo, City of Rancho Cucamonga
Mayor Pro Tem Alan Wapner, City of Ontario – Via Teleconference

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
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
Omar Bryant, East Valley Maintenance Manager
Barbara Erwin, Safety & Regulatory Compliance Manager
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 – April 25, 2016

M/S (Spagnolo/DeLaRosa) that approved the Committee Minutes of April 25, 2016. Roll call vote was taken and the Motion was passed unanimously by Members present.

2. Adopt Proposed 2018 Committee Meeting Schedule

M/S (Spagnolo/DeLaRosa) that adopted 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

Roll call vote was taken and the Motion was passed unanimously by Members present.

3. Receive and File Safety & Security Update

CEO/General Manager, P. Scott Graham, presented this item as detailed in the staff report. He reviewed survey results from a Customer Satisfaction Survey conducted by the American Bus Benchmarking Group (ABBG) related to the safety and security onboard Omnitrans' buses and at bus stops. Mr. Graham also reviewed data regarding the customer perception related to overall safety at the San Bernardino Transit Center. Historical data was provided on the number of incidents that occurred from 2015 through 2017. He pointed out the significant reduction in the number of Coach Operator Worker Compensation and Passenger Liability Claims from 2014 through 2017. Lastly, Mr. Graham highlighted the completed and future safety equipment enhancements onboard the buses as well as reviewed some of the Coach Operator safety trainings.

The Committee received and filed this item.

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

Director of Information Technology, Jacob Harms, highlighted various technology upgrades that were implemented related to increased security onboard buses and at Omnitrans facilities.

The Committee adjourned into Closed Session at 9:31 a.m.

The Committee reconvened at 10:03 a.m. with no reportable action.

G. ADJOURNMENT

The Operations and Safety Committee adjourned at 10:03 a.m. The next Committee Meeting is scheduled Wednesday May 23, 2018, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

Araceli Barajas, Executive Staff Assistant

Omnitrans Performance Indicators							
Fiscal Year 2018							
Key Performance Indicators	FY18 Goal	Comments	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
1. Cost Effectiveness							
Fare Recovery Ratio - Fixed Route	>20%	Goal Met	26.48%	24.45%	25.41%		25.43%
Fare Recovery Ratio - Access	>10 %	Goal Met	34.04%	34.21%	30.56%		32.79%
2. Service Performance							
Ridership - Growth	≥-6.9%	Goal Met	-4.90%	-2.20%	-3.30%		-3.40%
Complaints - Systemwide (Per 100,000 boardings)	<12 Complaints/100K	Goal Not Met	11.8 Total (11.4 Fixed Route, 22.3 Access)	12.3 Total (12.0 Fixed Route, 22.9 Access)	12.1 Total (11.2 Fixed Route, 37.5 Access)		12.1 Total (11.5 Fixed Route, 27.5 Access)
Compliments - Systemwide (Per 100,000 boardings)	≥1.6 Compliments/100K	Goal Not Met	1.2 Total (1.2 Fixed Route; 0.0 Access)	1.0 Total (1.0 Fixed Route; 1.1 Access)	1.2 Total (1.3 Fixed Route; 0.0 Access)		1.1 Total (1.2 Fixed Route; 0.4 Access)
3. Reliability							
Loss of Service - Operations	<250 hours per month (measured as monthly average)	Goal Not Met for Qtr.3 Goal Met for YTD	159	150	266		191
Loss of Service - Maintenance	<35 hours per month (measured as monthly average)	Goal Not Met	63	60	72		65
On-time Performance- Fixed Route	>85%	Goal Met	87.9%	85.7%	87.3%		86.9%
On-time Performance- Demand Response	92% - 95% - per contract (SRTP has 88%)	Goal Not Met	86.2%	85.9%	83.6%		85.3%
4. Budget							
Operating Revenue	>95%	Goal Met	95.9%	98.9%	102.5%		99.1%
Operating Expenses	≤100%	Goal Met	92.1%	95.1%	93.6%		93.6%
5. Labor							
Operations Absenteeism - Represented - Uncontrolled	<94,000 hours per year	Goal Not Met	30,768	27,872	30,816		89,456

ITEM # E3

DATE: May 23, 2018

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

THROUGH P. Scott Graham, CEO/General Manager

FROM: Diane Caldera, Director of Operations

SUBJECT: OPERATIONS / SAFETY UPDATE

FORM MOTION

Receive and file Informational Brief on safety campaigns and safety 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. In light of several recent accidents involving pedestrians, bicyclists, and driving at night, this report is intended to provide an update on what Omnitrans has done and continues to do to address these incidents and enhance our safety performance.

Operations Fleet Safety and Training

All Omnitrans Student Coach Operators go through a rigorous training program to become fully qualified Coach Operators. The training program is conducted by the Operation Fleet Safety and Training Section and includes two and one half weeks of classroom training, with a written test that must be passed with a minimum of 80 percent. After the initial classroom training, Student Coach Operators must complete three weeks of behind the wheel training with Coach Operator Instructors. Finally, the Department of Motor Vehicle (DMV) testing is administered by one of Omnitrans certified DMV examiners. Fully credentialed Coach Operators must obtain a Class B license, with a passenger endorsement, a verification of transit training (VTT), and a current medical certification. All of these credentials must be on file with the DMV in Sacramento.

In addition to initial training, the Operations Fleet Safety and Training Section conducts a series of five on-board ride checks with new Coach Operators during their initial six-month probationary period. To maintain these credentials, certified Coach Operators must receive a minimum of eight hours of refresher training each year, Omnitrans refers to this training as Annual Training Certification Renewal (ATCR).

In the transit industry, safety performance is generally measured by accident frequency rate (AFR) preventable accidents per 100,000 miles. An industry standard goal generally used is no more than 1.0 preventable accident per 100,000 miles. Omnitrans maintains a strong safety record with a year to date AFR of .81 per 100,000 miles. If a Coach Operator is involved in a preventable accident, they must attend an eight-hour accident prevention workshop.

Despite this strong safety record and safety culture, there have been a series of recent incidents involving pedestrians and bicyclists. In response to these incidents, the Operations Department has implemented monthly safety campaigns and measures to increase awareness and bus safety for both passengers and Coach Operators. The following immediate actions were taken:

- Outreach to Coach Operators at the Transit Centers and driver assembly areas was conducted by Operations Safety Trainers.
- Handouts and flyers addressing key points of safe driving and hours of darkness were given with paychecks.
- The Operations Safety Trainers have implemented hours of darkness ride checks, return to work ride checks and skills improvement training.
- Safety messages are sent to Operators via the Mobile Data Terminal (MDT) three (3) times per day as reminders to stay alert, scan the road ahead, and reduce speed.
- The Stalker Trailer, an electronic message board, is a new piece of safety equipment that displays messages and shows the actual speed of vehicles.
- The bus simulator is a training tool which has many programs such as accident avoidance, night driving, and inclement weather conditions that is being used as part of on-going training.

Omnitrans staff will remain proactive and vigilant in efforts to ensure a strong safety record and a safe and secure transit system for our customers, Coach Operators and the general public.

CONCLUSION

Receive and file this Informational Brief on safety campaigns and measures for Omnitrans' customers, Coach Operators, and Facilities.

PSG:DC

Attachment: A: PowerPoint Presentation



OPERATIONS / SAFETY UPDATE

Diane Caldera
Director of Operations
May 23, 2018

Student Coach Operator Training

- All Omnitrans student Coach Operators go through a rigorous training program to be fully qualified Coach Operators:
 - Class B-P California drivers license
 - Verification of transit training (V.T.T) document
 - Current medical certificate
- New student Coach Operators obtain all certifications through training program at Omnitrans

Initial Training consists of:

- 2 ½ weeks of classroom
- 3 weeks of behind the wheel training
- DMV testing

Follow up training:

- 5 on-board ride checks that are performed during initial 6 month probationary period
- Refresher training class
- Mandatory accident prevention workshop if involved in a preventable accident

Accident Frequency Rates (AFR) – preventable accidents per 100,000 miles

- Omnitrans accident frequency rate currently is 0.81 preventable accidents per 100,000 miles
- National industry standard is above 1.0 preventable accidents per 100,000 miles

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	May	June	Totals 2018
Number of (bus) Accidents	38	42	50	48	60	52	37	34	48	42	0	0	451
# of Preventable (bus) Accidents	8	2	8	6	12	9	3	2	7	7	0	0	64
Number of (bus) Miles Driven	811,525	840,856	760,712	756,794	766,594	770,096	797,821	774,312	821,020	805,263	0	0	7,904,993
Preventable (bus) accident rate	0.90	0.24	1.05	0.79	1.57	1.17	0.38	0.26	0.85	0.87			0.81



- Recent increase in accidents involving pedestrians and bicyclists
- Some of these incidents have involved unpredictable behavior by bicyclists and pedestrians
- We have been proactive in improving safety measures
- Examples
 - Improved signage at Fontana Transit Center to reduce jaywalking in front of bus
 - On-going safety campaigns
 - Use of Electronic Message Board



Increase Awareness

- Outreach by Training Staff at Transit centers & driver assembly rooms
- Handouts and flyers given with paychecks
- Pedestrian/Cyclist Awareness in ATCR



Hours of Darkness Onboard Training

- Ride Checks
- Return to Work
- Skills Workshop Improvement

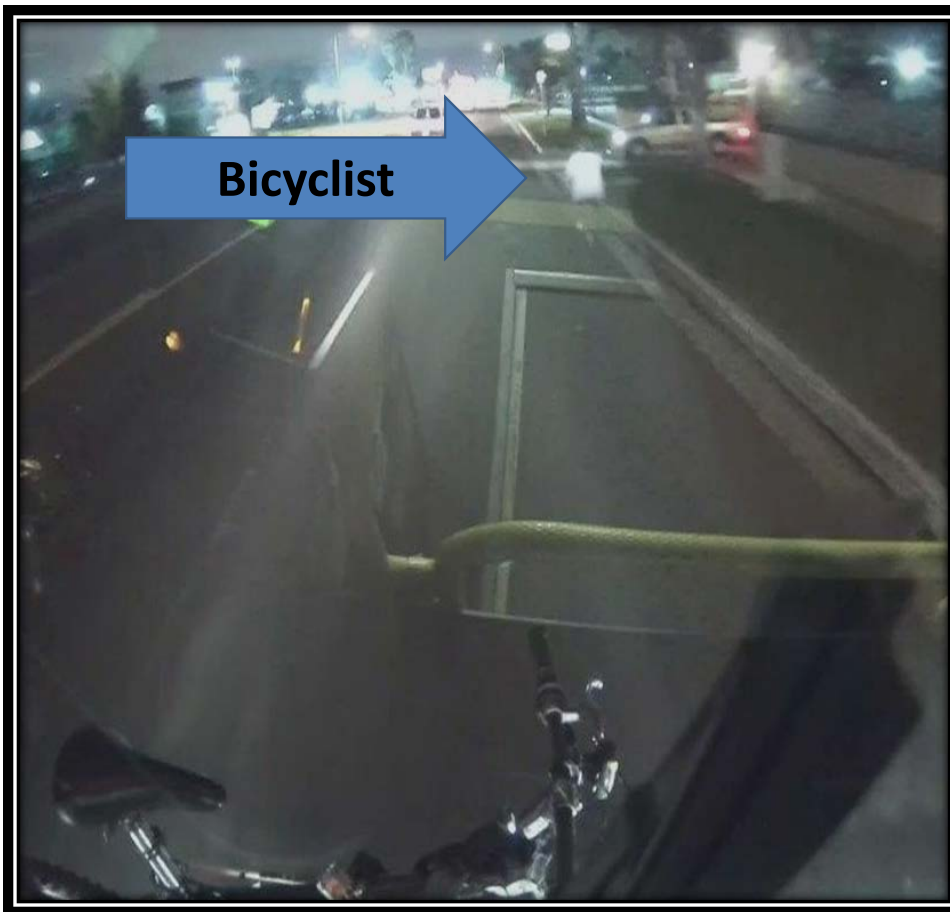


Four Principals to Safe Driving



1. **Look Ahead =**
12-15 Seconds
2. **Look Around =**
Scan your mirrors
every 3-5 seconds,
sidewalk to sidewalk
3. **Leave Room =**
On all sides, especially
in the front
4. **Communicate =**
Your intentions by
using horn and turn
signals

Principals to Safe Driving

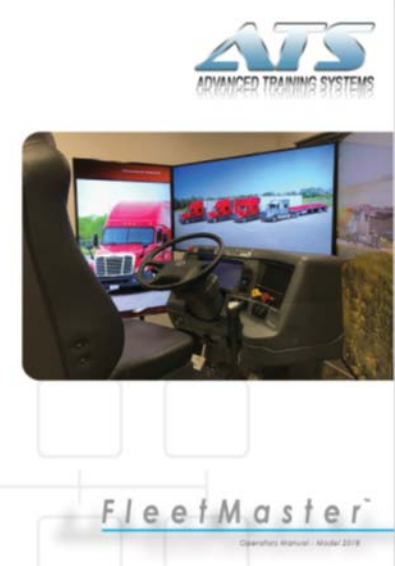


Watch out for cyclists, particularly during hours of darkness. Tap your horn and give them plenty of room when you pass.

You must have at least 4 ½ feet clearance between the vehicle you drive and the bicyclist.

Equipment Used

- Stalker Trailer
- Coach Simulator
- MDT Messages
- Plasma & Flash Board Postings



THANK YOU



ITEM # E4

DATE: May 23, 2018

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

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Connie Raya, Director of Maintenance

SUBJECT: COLLISION AVOIDANCE SYSTEM

FORM MOTION

Receive and file Informational Brief on a Collision Avoidance System.

BACKGROUND

The Maintenance Department conducted research on several collision avoidance systems to help enhance bus safety, and reduce the likelihood of pedestrian accidents. One of the solutions to increase pedestrian safety is the installation of a collision avoidance system on Omnitrans's buses. On May 21st, Omnitrans will be hosting a collision avoidance system demonstration.

There are multiple system options available. One system example includes a single sensor collision option. It is forward facing and installed on the bus windshield. It provides a 38-degree view and 285 feet forward view to allow warning time for front collision. An additional system option includes three (3) display modules which has a 58-degree view with blind spot detection. Each system will alert the operator, visually and audibly, when the bus is in motion, and a pedestrian and/or cyclist is in one of the danger zones around the bus. These systems are unique, multi-vision-sensored, and provide operators with alerts when pedestrians and cyclists are in the danger zones on the side of the bus.

Pedestrians and cyclists often are not seen by the operator when the bus is making turns on tight, busy city streets. The addition of the pedestrian and cycle side-sensing alerts the operator to pedestrians and cyclists in the vehicle's path, before an incident occurs, giving the operator time to react and take corrective action. These alerts can reduce the likelihood of pedestrian incidents.

CONCLUSION

Receive and file Informational Brief on pedestrian safety measures on Omnitrans vehicles.

PSG:CR

Attachment: A: PowerPoint Presentation



COLLISION AVOIDANCE SYSTEM

Connie Raya
Director of Maintenance
May 23, 2018

All-In-One Collision Avoidance System



Pedestrian / Cyclist Danger Zone Warning (Yellow visual warning)

Indicating that a pedestrian/cyclist is present in one of the bus blind spot danger zones. Alerting the driver to act with caution.



Pedestrian / Cyclist Collision Warning (Red flashing visual warning and audio alert)

Indicating that a pedestrian/cyclist is in an imminent collision course with the bus.

Alerting the driver to take immediate action to prevent the collision.



OmniTrans

COLLISION AVOIDANCE SYSTEM

- **Big Blue Bus – Santa Monica, CA**
- **Texas A & M Transit**
- **NY MTA**
- **Los Angeles DOT**
- **Miami-Dade County Transit**
- **Nassau Inter County Express (NICE)**
- **Houston Metro**
- **Transportation Society of Laval (STL)**
- **Dallas Area Rapid Transit (DART)**
- **VIA Metro – San Antonio, TX**
- **Maryland DOT MTA – Baltimore, MD**
- **Chicago Transit Authority (CTA)**
- **York Regional Transit (YRT)**
- **King County Metro**
- **Pierce Transit**
- **Ben Franklin Transit**

THANK YOU