



OPERATIONS & SAFETY COMMITTEE
WEDNESDAY, AUGUST 19, 2020, 9:00 A.M.

GUIDANCE FOR PUBLIC ACCESS TO THE BOARD OF DIRECTORS MEETING

MEETING ACCESSIBLE VIA ZOOM AT: <https://omnitrans.zoom.us/j/86549071096>

TELECONFERENCE

Dial: **1 669 900 6833**
Meeting ID: **865 4907 1096**

*This meeting is being conducted in accordance with Governor Newsom's
Executive Orders N-25-20, N-29-20 and N-35-20*

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 | 3 |
| 2. Receive and Forward to the Board of Directors Safety and Security Update– <i>Jerome Rogers</i> | 7 |
| 3. Receive and Forward to the Board of Directors COVID-19 Response Update – <i>Suzanne Pfeiffer</i> | 19 |
| 4. CEO/General Manager’s Report – <i>Erin Rogers</i> | |

F. REMARKS AND ANNOUNCEMENTS

G. ADJOURNMENT

ITEM # E1

**OPERATIONS AND SAFETY COMMITTEE
MINUTES
MAY 20, 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

Melissa Castillo, Customer Service Manager
Victor Cuate, Service Planning Manager
Barbara Erwin, Safety and Regulatory Compliance Manager
Marcos Espinoza, Network Engineer
Dylan Firth, Security Specialist
Jose Hernandez, Marketing Specialist
Maurice Mansion, Treasury Manager
Teresa Villa, Procurement Manager
Carolann Williams, Scheduling Analyst
Doua Yang, Systems Engineer

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

ITEM # E2

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**



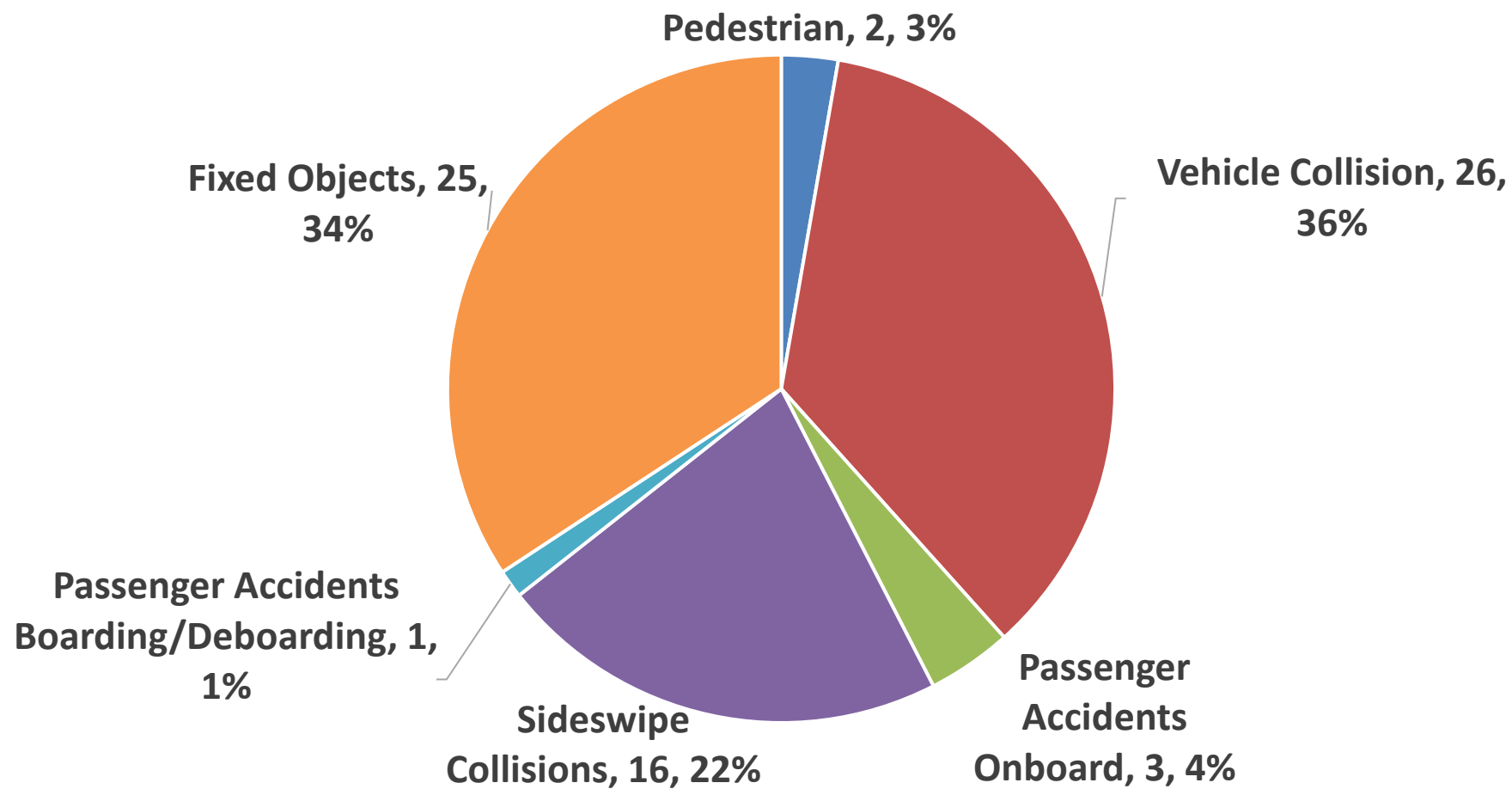


OVERVIEW

- 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**

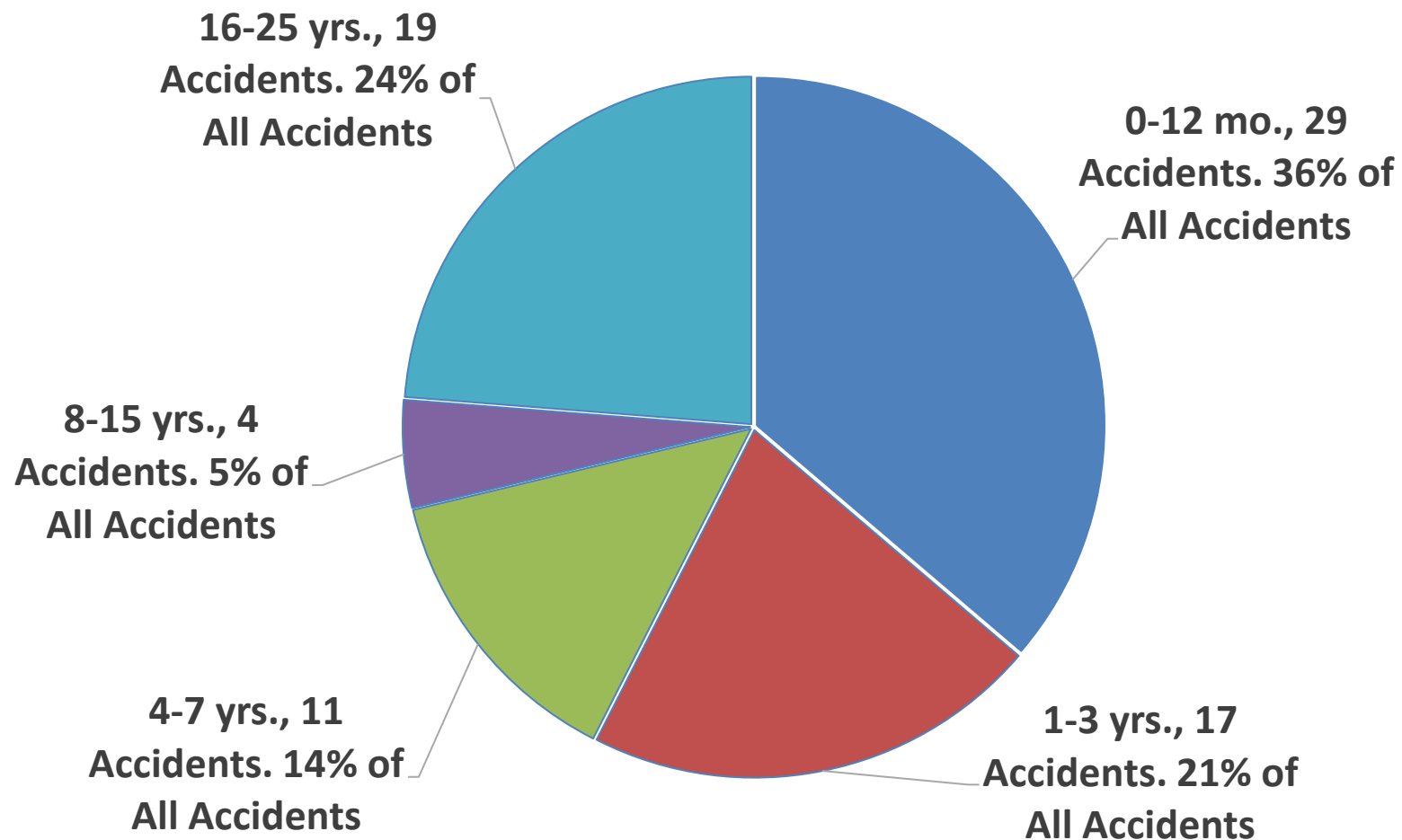
FY19- 1.07

FY20- .95
(-12% YOY)

ABBG-1.24
(-29%)



Accidents by Tenure FY 2020

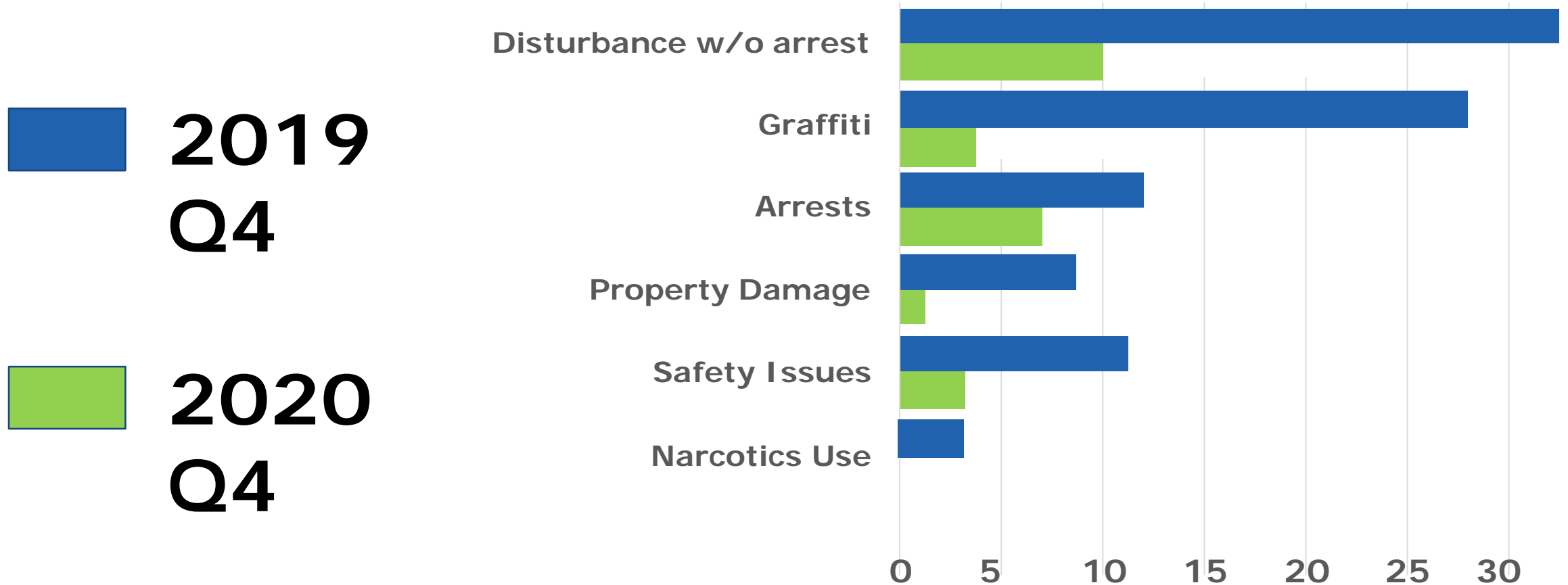




Fleet Safety and Training

- 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



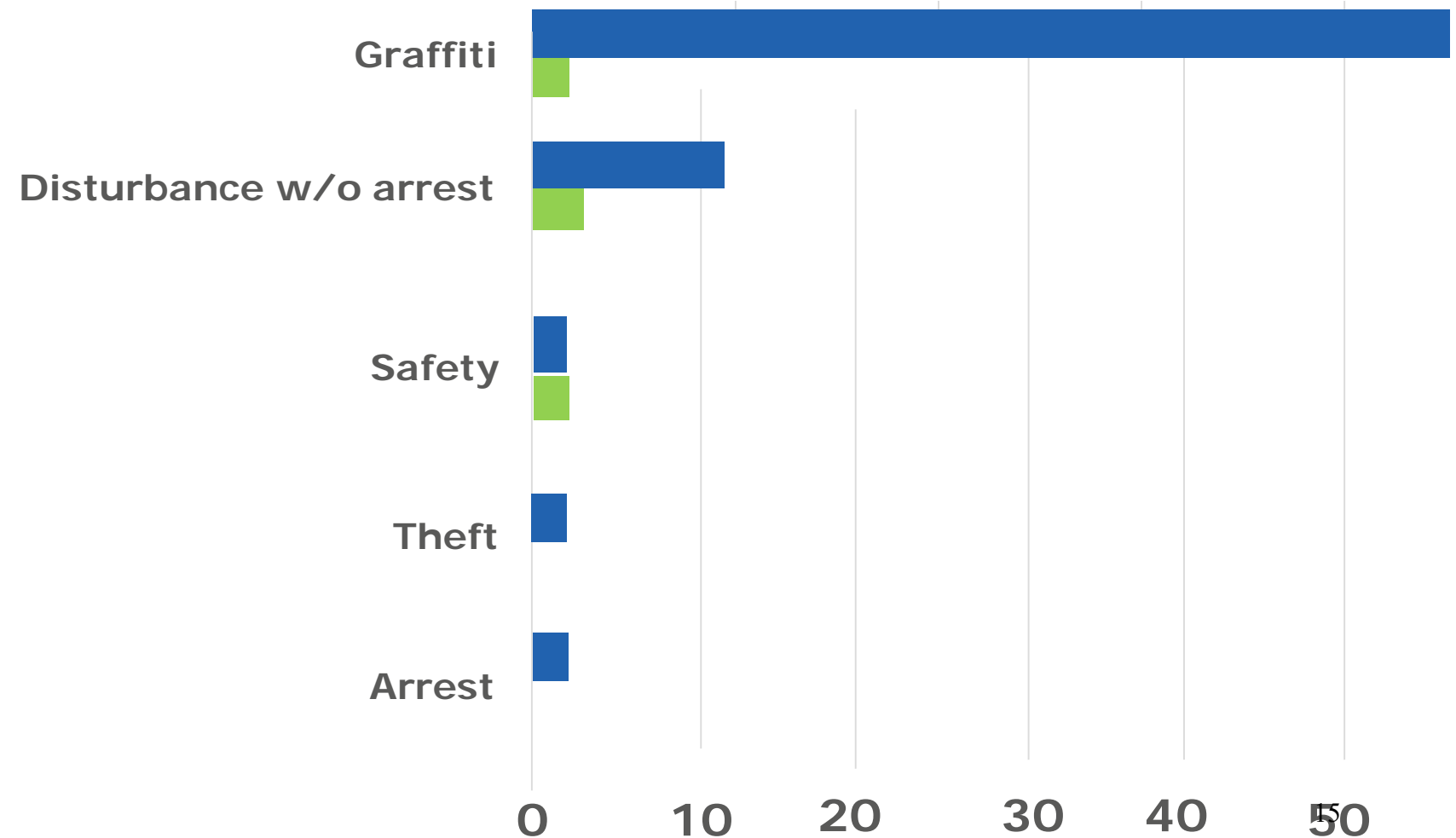
SECURITY INCIDENTS: SBX STATIONS



**2019
Q4**



**2020
Q4**





Strategic Initiative: Safety, Security and Resiliency

| Actions | Accountability Measures | Timeframe: | | | |
|--|--|------------|----|----|----|
| | | Q1 | Q2 | Q3 | Q4 |
| 1. Implement elements of the Agency Safety Plan | a. Implement Learning Management System | | | X | |
| 2. Develop and implement Continuity of Operations Plan | a. Complete plan | | | | X |
| 3. Develop Integrated Clean Transit training | a. Provide training to Maintenance employees working on electric vehicles and charging equipment | | | X | X |
| 4. Enhance Agency risk management strategy | a. Reduce casualty and liability and workers compensation costs | X | X | X | X |



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



THANK YOU

ITEM # E3

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-need 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 ConnectForward 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).

OMNITRANS.ORG

1-800-9-OMNIBUS



BOARDING ADJUSTMENTS

AJUSTES DE ABORDO

For your protection and to reduce the potential spread of COVID-19, Omnitrans is making bus boarding adjustments.

Para su protección y para reducir la posible propagación del COVID-19, Omnitrans está realizando ajustes al abordaje de autobuses.



Saturday, March 21 - Sunday, April 5:
Board and exit using the **REAR DOOR**.

Customers with mobility devices may board using front door.

NO FARES will be collected on Omnitrans buses.

Sábado, 21 de marzo al domingo, 5 de abril:
• Abordar y salir utilizando la **PUERTA TRASERA**.
Pasajeros con un dispositivo de movilidad pueden abordar por la puerta principal.

• Viaje **SIN TARIFAS** en los autobuses de Omnitrans.

3月21日星期六至4月5日星期日:
使用後門登上並退出。
帶有移動設備的客戶可以使用前門登機。

Omnitrans巴士上不會收取任何票價。

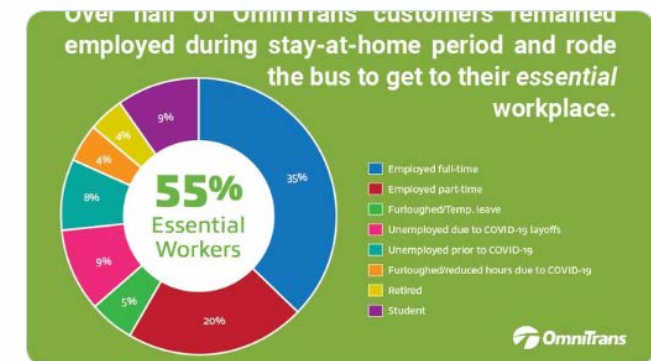
Rear door boarding Fares suspended

March 21 - April 5

Coronavirus (COVID-19)

OmniTrans
3,855 Tweets

OmniTrans @Omnitrans · Jul 21
Thank you for your feedback! Customer survey results highlight the value of Omnitrans bus service during #StayAtHome, with 55% indicating that they remained employed & rode the bus to get to their workplace. Continue reading to find out more: bit.ly/32JTJrf



OmniTrans is Prepared to Welcome You Back!

Posted on July 7, 2020

During the stay-at-home period, we provided over 71,000 safe, essential rides, and also made some enhancements to continue serving you in the safest way possible. We look forward to seeing more of you as we enter our new normal! #omnistrong



& face coverings required to board and while riding.

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.



NON-MEDICAL
FACE MASK



SCARF



BANDANA /
HANDKERCHIEF



OTHER DENSE
CLOTH (D.I.Y.)

THANK YOU FOR YOUR COOPERATION!

Cover your face!

Protective face coverings are required to board and while riding the bus.



31

5 Comments 6 Shares

COMMUNICATION

Friday Reports



Week of March 16 – March 20

This week at Omnitrans was focused, almost entirely, on planning and preparing to respond to the rapidly evolving situation with the COVID-19 outbreak. As we navigate this unprecedented crisis, we continue to prioritize the health, safety and well-being of our employees and customers.

COVID-19 Update

As you know, the Governor's stay at home Executive Order issued last night identified 11 critical infrastructure sectors and allows those sectors to continue their work "because of the importance of these sectors to California's health and well-being." Transportation systems is one of these sectors. Based on this, agencies' workers who provide public transit related services would be able to continue to work under the Executive Order.

As the situation continues to rapidly evolve, we are closely monitoring the new information and guidance issued from local, state and federal health agencies. These changes have necessitated that we change and adapt our plans and strategies.

Updates from this week:

Initiated Remote Working Policy - All personnel not critical to service delivery have been directed to work remotely. Those who directly support service delivery have been instructed to rotate days in and out of the office with other staff to minimize the risk of exposure.

Employee Communication - We initiated an Employee Information line that we are updating daily. In addition, we developed a text message alert system to allow for quick and nimble communication with our employees.

Ease Fare Collection - In an effort to provide distance for the Coach Operators, we have eased fare collection on board buses on Saturday, March 21, 2020, cordoned off the front of the bus and have all customers that do not use a mobility device enter through the rear door.

standing Emergency Service Deployment Plan which outlines six levels of service reduction. We are prepared to implement a Level 3 service reduction, which reduces service levels by approximately 50 percent. We will implement this plan on Monday, March 23, 2020 through April 19, 2020.

Develop Letter of Agreement with the ATU - We entered into a Letter of Agreement with the Coach Operator's union to support the implementation of the Emergency Service Deployment Plan. We will work with the Teamsters Union (represent Maintenance workers and small group of administrative support personnel) next week to develop a similar Letter of Agreement.

Develop new Emergency Administrative Leave Policy - We worked with legal counsel to develop an Emergency Paid Administrative Paid Leave Policy. With concurrence from the Chairman and Vice Chairman, we will implement this policy Monday, March 23, 2020. We will bring this policy to the full Board for formal adoption at the April meeting.

Update Customer Communications - Customer communication continues to be updated via multiple channels.

Facebook: https://www.facebook.com/Omnitrans/posts/10157805268258726?_tn=--R
Twitter: <https://twitter.com/Omnitrans/status/1241068514259152899>
Instagram: <https://www.instagram.com/p/B99y2Wd1fM5/>



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 feel the senseless killing of George Floyd as a powerful reminder of the need for justice in our country.

First, thank you for our community and, at times, frightened by the essential service that we provide safely.

It should go without saying that we include everyone.

OmniNews Blast

NOTICE TO EMPLOYEES RE: TEMPERATURE SCANNING

Team,

Pursuant to the California Consumer Privacy Act, Omnitrans is notifying employees that the agency will begin 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 contracted the virus from their spouse, and they last worked at Omnitrans on April 24th adjacent to

ice, Finance,
Development)

place and
Il East Valley
In our West
24th adjacent to

COMMUNICATION: COMEBACK CAMPAIGN

We're coming back

**SAFELY &
AFFORDABLY**

#omnistrong



OmniTrans está aquí para

**LLEVARTE AL
TRABAJO**

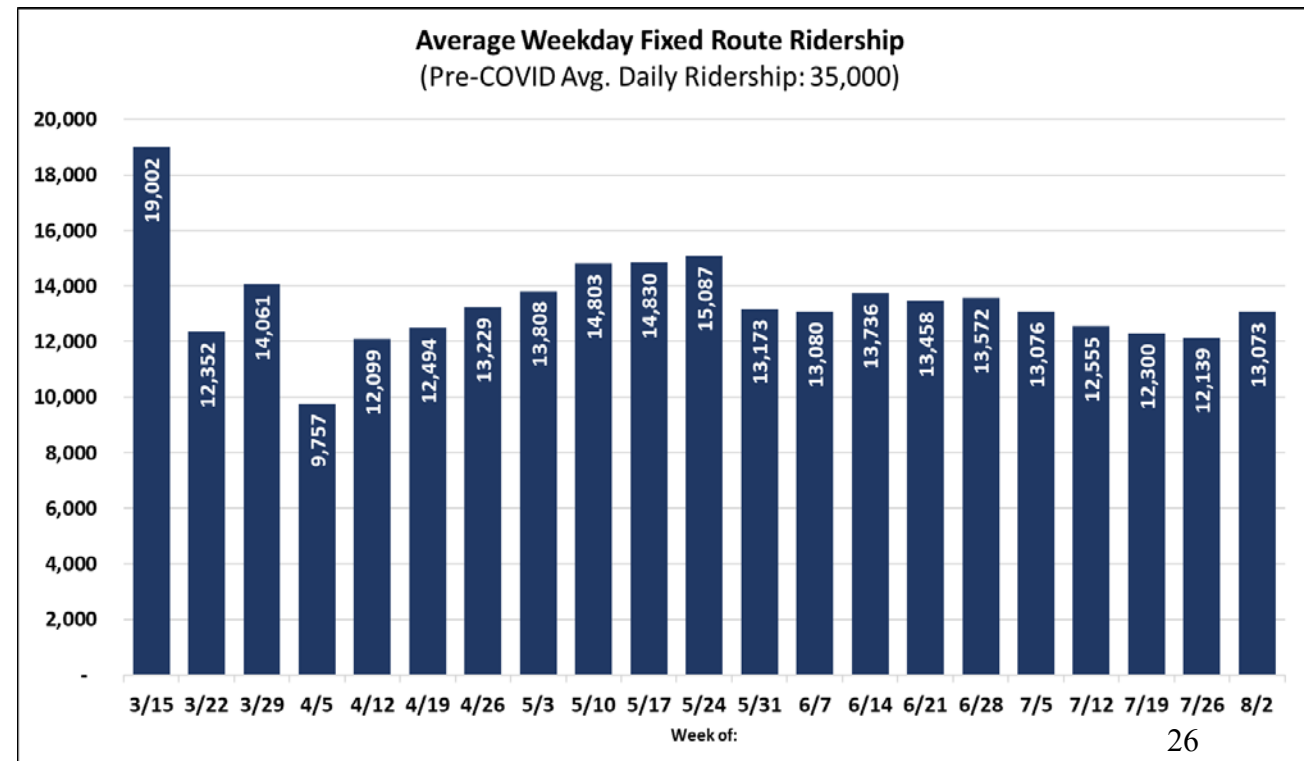
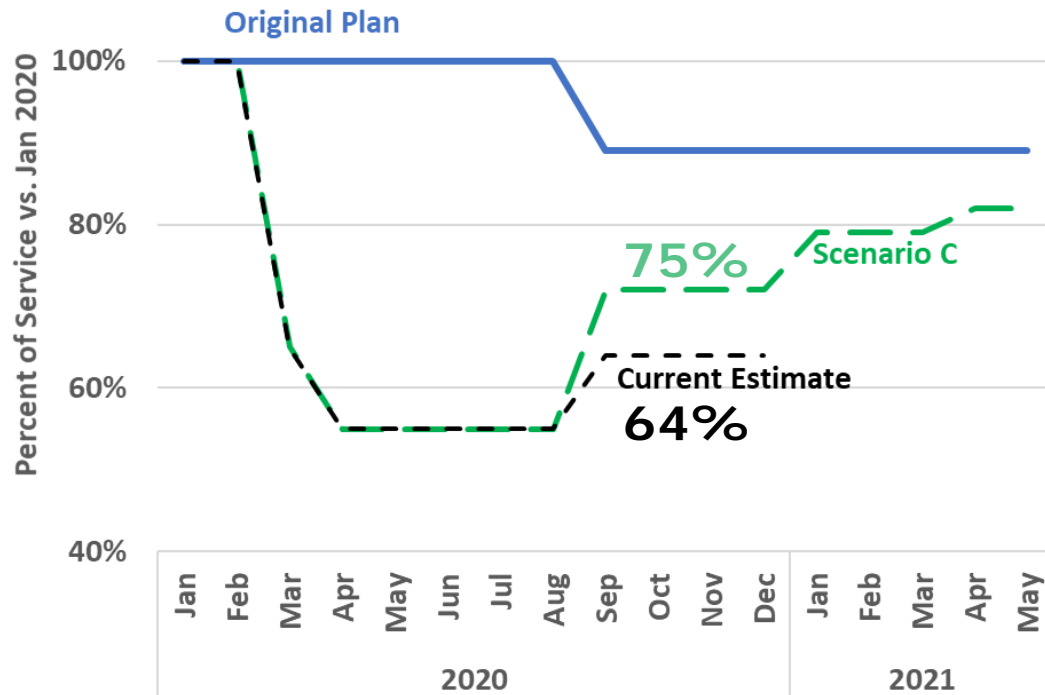
de manera económica
y segura

#omnistrong



RIDERSHIP AND SERVICE RESUMPTION

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



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



THANK YOU