



## **OPERATIONS AND SAFETY COMMITTEE MEETING** **REVISED** **AGENDA**

**Wednesday, November 18, 2020 at 9:00 AM**

Omnitrans, 1700 West 5th Street, San Bernardino, California 92411

### **VIRTUAL MEETING**

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

Join Zoom Meeting

<https://omnitrans.zoom.us/j/88653707557>

Meeting ID: 886 5370 7557

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### **Committee Members:**

**City of Fontana**  
John Roberts – Committee Chair

**County of San Bernardino**  
**4<sup>th</sup> District**  
Curt Hagman

**County of San Bernardino**  
**5<sup>th</sup> District**  
Josie Gonzales

**City of Ontario**  
Alan Wapner

**City of Rancho Cucamonga**  
Sam Spagnolo

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:886 5370 7557 . Interested persons who wish to make a public comment, may submit comments in writing to [BoardSecretary@omnitrans.org](mailto:BoardSecretary@omnitrans.org). Comments must be submitted by Tuesday, November 17, 2020 at 5:00 p.m. Comments received will be read into the record.

**Operations and Safety Committee AGENDA – John Roberts, Chair  
Wednesday, November 18, 2020 at 9:00 AM**

<b><u>ITEM</u></b>	<b><u>RECOMMENDATION</u></b>
<b>A. CALL TO ORDER</b>	
1. Pledge of Allegiance	
2. Roll Call	
<b>B. ANNOUNCEMENTS/PRESENTATIONS</b>	
1. Next Committee Meeting: Wednesday February 17, 2021, 9:00 AM Omnitrans Metro Facility Board Room	
<b>C. COMMUNICATIONS FROM THE PUBLIC</b>	
This is the time and place for the general public to address the Board. In accordance with rules applicable to meetings of the Board of Directors, 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.	
<b>D. POSSIBLE CONFLICT OF INTEREST ISSUES</b>	
1. Note agenda item 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 on the appropriate item.	
<b>E. DISCUSSION ITEMS</b>	
1. Operations & Safety Committee Minutes – <del>May 20, 2020</del> August 19, 2020 - Araceli Barajas <b>Revised Item</b>	<b>APPROVE</b>
2. Proposed 2021 Operations & Safety Committee Meeting Schedule - <b>Erin Rogers</b>	<b>ADOPT</b>
3. Bus Stop Safety Improvement Plan Update - <b>Anna Jaiswal</b>	<b>RECEIVE AND FORWARD</b>
4. Safety And Security Update - <b>Jerome Rogers</b>	<b>RECEIVE AND FORWARD</b>
5. CEO/General Manager's Report - <b>Erin Rogers</b>	<b>RECEIVE AND FILE</b>
<b>F. REMARKS AND ANNOUNCEMENTS</b>	
<b>G. ADJOURNMENT</b>	

**Operations and Safety Committee  
Minutes  
August 19, 2020**

**A. Call to Order**

In accordance with Governor Newsom's Executive Orders N-25-20, N-29-20, and N-35-20, the August 19, 2020, Operations and Safety Committee was held virtually. Committee Chair 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, City of Fontana – Committee Chair  
Mayor David Avila, City of Yucaipa  
Mayor John Dutrey, City of Montclair  
Supervisor Curt Hagman, County of San Bernardino  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Council Member Alan Wapner, City of Ontario

**Committee Members Not Present**

Supervisor Josie Gonzales, County of San Bernardino

**Legal Counsel**

Steve DeBaun, Legal Counsel

**Omnitrans Administrative Staff Present**

Erin Rogers, CEO/General Manager  
Shawn Brophy, Director of Operations  
Jeremiah Bryant, Director of Strategic Development  
Alex Chen, 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 & Communications  
Jerome Rogers, Director of Safety & Regulatory Compliance  
Art Torres, Director of Procurement  
Donald Walker, Director of Finance  
Araceli Barajas, Sr. Exec. Asst. to CEO/Clerk of the Board  
Melissa Castillo, Customer Service Manager  
Vickie Chesney, Maintenance Manager  
Joy Crutcher, Transportation Manager  
Victor Cuate, Service Planning Manager

Thomas Dahlin, Capital Projects Services Manager  
Barbara Erwin, Safety and Regulatory Compliance Manager  
Marcos Espinoza, Network Administrator  
Dylan Firth, Security Specialist  
Christine Glass, Employee Relations Manager  
Jose Hernandez, Marketing Specialist  
Joseph Mercurio, Accounting Manager  
Terry Morocco, Safety & Regulatory Compliance Specialist  
Max Shen, Web Designer  
Steve Sisneros, Fleet Safety & Training Supervisor  
Teresa Villa, Procurement Manager

**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**

1. Approve Operations and Safety Committee Meeting Minutes – May 20, 2020

M/S (Hagman/Dutrey) that approved Operations and Safety Committee Minutes May 20, 2020. Roll call vote was taken and the motion passed unanimously by Members present.

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

Director of Safety and Regulatory Compliance, Jerome Rogers provided a brief background on this item as detailed in the staff report.

Member Avila asked the number of employees who have tested positive for COVID-19. Ms. Rogers provided additional information regarding the number of confirmed cases and the return to work process/procedures that were implemented.

Member Hagman mentioned that County data related to COVID showed that 73% of people who tested positive contracted the virus from family or social gatherings. He recommended that this point be emphasized to all employees in staff communications. Ms. Rogers agreed and noted his request. The Committee received and forwarded this item to the Board.

3. Receive and Forward to the Board of Directors, COVID-19 Response Update

Director of Human Resources, Suzanne Pfeiffer provided a brief background on this item as detailed in the staff report.

Member Dutrey referred to the ridership and service resumption data and had some questions related to the budget. Ms. Rogers provided additional information and the Committee engaged in a brief discussion regarding the upcoming Service Changes.

Member Dutrey asked Member Hagman to brief the Committee on the status of the County's reopening plan. He also asked about Riverside County's plan, which has conflicted with some of the directives from the Governor. Member Hagman provided additional information regarding the County's posture regarding reopening.

Member Dutrey referred to the 64% decline in ridership and asked if the Cares Act funding would be used to fill the gap. Ms. Rogers responded that it would.

The Committee received and forwarded this item to the Board.

4. CEO/General Manager's Report

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

- On August 18<sup>th</sup>, the negotiations team met with Amalgamated Transit Union (ATU) and reached a tentative agreement that will be voted on next week. An item on this matter will be presented to the Board in September under Closed Session.

**F. Adjournment**

The Operations and Safety Committee adjourned at 9:26 a.m. The next Committee Meeting is scheduled Wednesday, November 18, 2020, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Sr. Executive Asst. to the CEO  
Clerk of the Board



**Item #: E2**

**DATE:** November 18, 2020  
**TO:** Committee Chair John Roberts and Members of the Operations and Safety Committee  
**FROM:** Erin Rogers, CEO/General Manager  
**SUBJECT:** **Proposed 2021 Committee Meeting Schedule**

**Form Motion**

Adopt the proposed Plans & Programs Committee Meeting Schedule for Calendar Year 2021. The Operations & Safety Committee meets on a quarterly basis beginning in February 2021 at 9:00 a.m.

February 17, 2021  
May 19, 2021  
August 18, 2021  
November 17, 2021

ER:AB



**Item #: E3**

**DATE:** November 18, 2020  
**TO:** Committee Chair John Roberts and Members of the Operations and Safety Committee  
**THROUGH:** Erin Rogers, CEO/General Manager  
**FROM:** Jeremiah Bryant, Director of Strategic Development  
**SUBJECT:** **Bus Stop Safety Improvement Plan Update**

### **Form Motion**

Receive and forward to the Board of Directors an update on the Omnitrans Bus Stop Safety Improvement Plan.

### **Background**

Despite Omnitrans' ongoing efforts to improve passenger perception of safety, such as installation of solar lights at bus stops, a Text-a-Tip program and other awareness campaigns, Omnitrans consistently rates lower than its peer agencies on passengers' feeling of safety at bus stops in surveys such as the American Bus Benchmarking Group annual customer satisfaction survey. Thus, Omnitrans is striving to understand the underlying reasons for passengers feeling unsafe and to develop a specific action plan to improve passengers' feeling of safety at bus stops.

In December 2018, Omnitrans applied for and was awarded a \$249,700 planning grant by the Southern California Association of Governments (SCAG) under SCAG's Sustainable Communities Program for the development of a Bus Stop Safety Improvement Plan. The planning process will take a close look at the reasons passengers feel unsafe and will outline recommendations to improve safety, including innovative new pilot programs, focusing in on key bus stop locations where passengers have reported feeling unsafe in surveys (Attachment A).

The plan will examine personal safety for passengers while waiting at the bus stop, as well as traffic safety for passengers while walking or biking to the bus stop. The plan will be informed by data analysis, a public survey, stakeholder interviews, virtual walk/bike audits, and best practices research. A link to the public survey is available at <http://www.omnitrans.org/safetyplan/>.

SCAG undertook the grant administration and procurement process for the project and hired a consulting team, KTUA, in July 2020. SCAG, Omnitrans, and KTUA are leading a

technical advisory committee (TAC) made up of key stakeholders, including staff from the following:

- City of Fontana Department of Engineering and Police Department;
- City of Grand Terrace City Manager's Office;
- City of Highland Departments of Engineering and Planning;
- City of Rialto Departments of Community Development and Engineering and Police Department;
- City of San Bernardino Departments of Community Development and Public Works and Police Department;
- Inland Empire Biking Alliance;
- San Bernardino County Departments of Public Health, Human Services, and Public Works, and Sheriff's Department; and
- San Bernardino County Transportation Authority.

The TAC has met once and will meet five more times throughout the development of the plan. Informed by public input, the TAC will provide guidance on the development of the plan, which will include a proposed implementation strategy for partnerships, projects, and programs including conceptual design, costs, and potential funding sources. This information will help Omnitrans to seek future grant funds to implement the pilot projects proposed in the plan.

A draft plan will be presented to the Operations and Safety Committee, Plans and Programs Committee, and Board of Directors for input in late summer 2021, and the plan will be finalized by fall 2021.

### **Conclusion**

Staff recommends that the Operations and Safety Committee receive and forward to the Board of Directors an update on the Omnitrans Bus Stop Safety Improvement Plan.

ER:JB:AJ

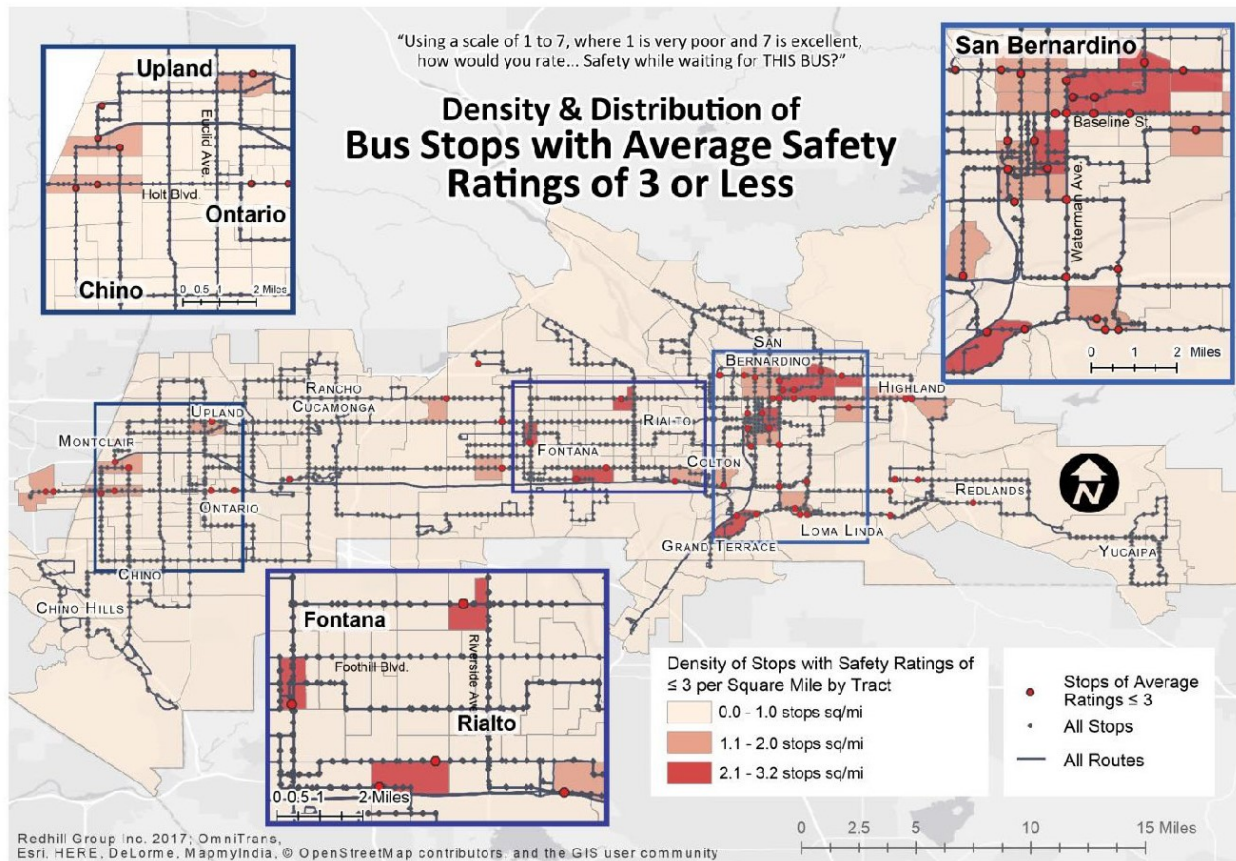
### **Attachments**

- A. Map of Bus Stop Passenger Safety Ratings from 2017 Onboard Survey
- B. PowerPoint Presentation



## Attachment A -

### Map of Bus Stop Passenger Safety Ratings from 2017 Onboard Survey





# BUS STOP SAFETY IMPROVEMENT PLAN UPDATE

**Operations & Safety Committee  
November 18, 2020**



# BUS STOP SAFETY IMPROVEMENT PLAN

- Objective: to improve safety at the bus stop and while accessing the bus stop
- Funded by SCAG planning grant
- Implementation plan for pilot projects at bus stops identified as most unsafe by passengers
- Draft plan will be presented to committees and Board in summer 2021



## Project Timeline





# THANK YOU



**Item #: E4**

**DATE:** November 18, 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 and 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 improve safety for our customers and employees. The results show an ongoing reduction in the number of preventable accidents, and safety and security incidents. Omnitrans has experienced a 30% reduction in preventable accidents in Q1 2021 versus Q1 2020. There is also a 64% reduction in safety and security incidents from previous year.

In a continued effort to enhance the agency safety culture, Omnitrans created an online incident reporting process. This will improve data analysis and shorten the time between when an accident occurs and when a Coach Operator receives re-training. In addition, Fleet Safety Trainers are increasing their presence in the field and one-on one coaching.

Other areas of focus include:

- Ongoing COVID-19 mitigation measures and protocols.
- Participation in the APTA Health and Safety Commitments Program, aimed at restoring public trust in the safety of riding,
- Resuming Safety Committee meetings as part of the implementation of Agency Safety Plan, and
- Ergonomics Training.

### **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

## **Attachments**

A. PowerPoint Presentation





# SAFETY & SECURITY UPDATE

**Operations & Safety Committee  
November 18, 2020**

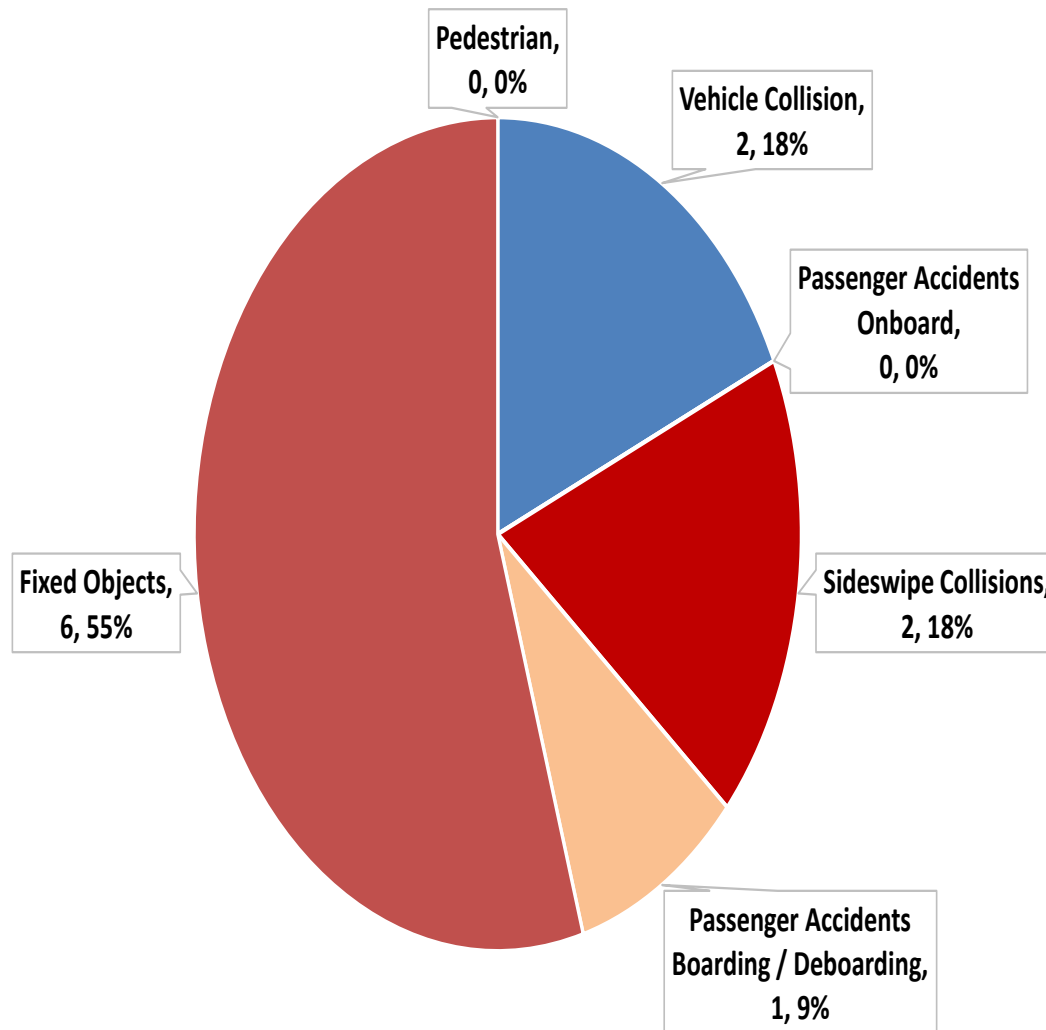


# OVERVIEW

- In the 1st quarter of FY21 there was a 30% reduction in preventable accidents from the 1st quarter previous year
- There has been a 64% reduction in overall security incidents in the 1st quarter of FY21 from the previous year
- Electronic Accident/Incident reporting process developed
- Increased Fleet Safety Trainers presence in the field
- Maintaining Covid-19 mitigation measures and protocols
- APTA Health and Safety Commitments Program



# PREVENTABLE ACCIDENT FREQUENCY PER 100,000 MILES




## RATES PER 100K MILES

**FY20- 1.07  
Q1**

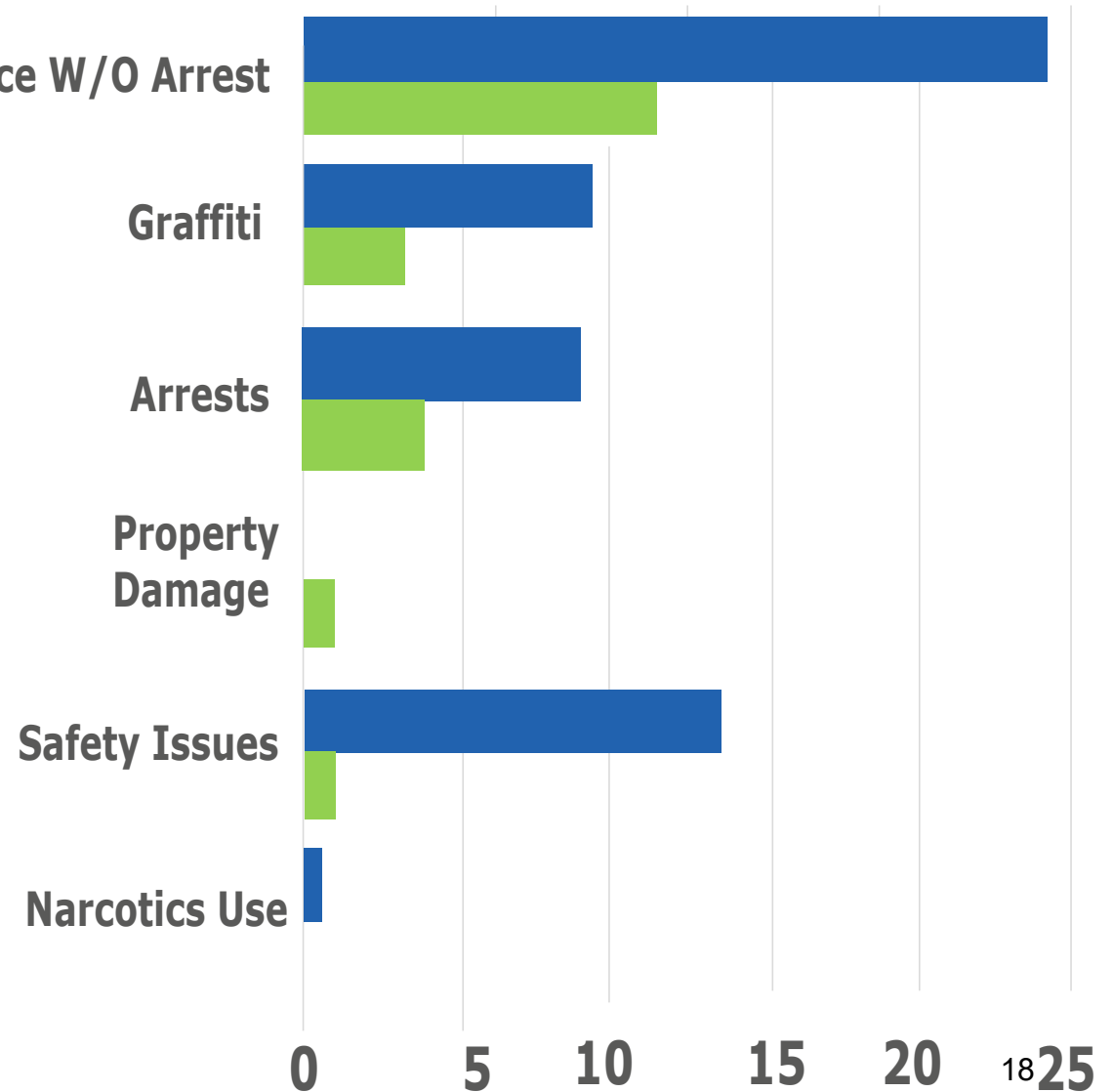
**FY21- .75  
Q1**  
(-30% YOY)

**ABBG-1.24**  
(-40% )

# SECURITY INCIDENTS: SBTC

 **FY 2020  
Q1**

 **FY 2021  
Q1**



# SECURITY INCIDENTS: SBX STATIONS

 **FY 2020**  
**Q1**

 **FY 2021**  
**Q1**

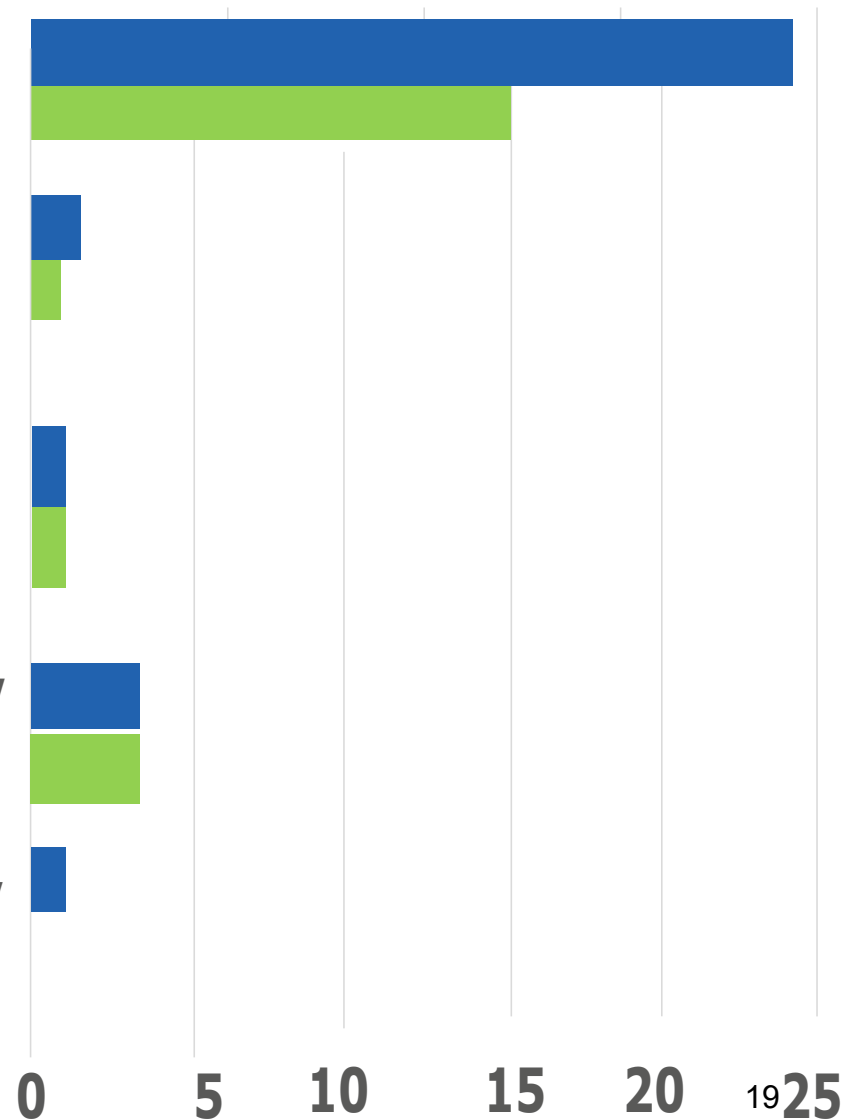
Disturbance w/o arrest

Graffiti

Safety

Property  
Damage

Suspicious Packages/  
Abandoned Items



# ELECTRONIC ACCIDENT/INCIDENT REPORTING PROCESS

- Reduce processing times for incidents and expedite decision making
- Expedite employee safety training
- Enable analytics and ensure accurate information



# FLEET SAFETY TRAINING UPDATE

## SBX Awareness

- Unsafe Behavior Mitigation Measures:
  - Increased presence of Trainers in the field.
  - One on one counseling with all SBX operators.
  - Installed stanchions to enhance awareness.



## Tenured Operators

- Initiate outreach to tenured operators regarding “practical drift” from standard safety practices.

*You’ve driven that road a thousand times. What went wrong?*

Complacency  
1: self-satisfaction, especially when accompanied by unawareness of actual dangers or deficiencies.



*Has complacency become a part of your driving?*

# COVID-19 MITIGATION MEASURES

- Employee Communication Awareness Signage
- Personal Protective Equipment
- Policies, Processes and Procedures



# COVID-19 MITIGATION EMPLOYEE AWARENESS



## COVID-19 COMPARISON

CORONAVIRUS vs. COLD vs. FLU vs. ALLERGIES

SYMPTOMS	COVID-19*	COLD	FLU	ALLERGIES
Fever	Common (100F or higher)	Rare	High (100-102F, can last 3-4 days)	No
Headache	Sometimes	Rare	Intense	Sometimes
General aches, pains	Sometimes	Slight	Common (often severe)	No
Fatigue, weakness	Sometimes	Slight	Common (often severe)	Sometimes
Extreme exhaustion	Sometimes (progresses slowly)	Never	Common (starts early)	No
Stuffy nose	Rare	Common	Sometimes	Common
Sneezing	Rare	Common	Sometimes	Common
Sore throat	Rare	Common	Common	No
Cough	Common	Mild to moderate	Common (can become severe)	Sometimes
Shortness of breath	In more serious infections	Rare	Rare	Common
Runny nose	Rare	Common	Sometimes	Common
Diarrhea	Sometimes	No	Sometimes**	No

### HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi/win

#### Do's →

- Clean your hands before touching the mask
- Inspect the mask for damage or if dirty
- Adjust the mask to your face without leaving gaps on the sides
- Cover your mouth, nose, and chin
- Avoid touching the mask
- Clean your hands before removing the mask
- Remove the mask by the straps behind the ears or head
- Pull the mask away from your face
- Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
- Remove the mask by the straps when taking it out of the bag
- Wash the mask in soap or detergent, preferably with hot water, at least once a day
- Clean your hands after removing the mask

#### Don'ts →

- Do not use a mask that looks damaged
- Do not wear a loose mask
- Do not wear the mask under the nose
- Do not remove the mask where there are people within 1 metre
- Do not use a mask that is difficult to breathe through
- Do not wear a dirty or wet mask
- Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



## FACE MASKS MUST BE WORN IN THE ASSEMBLY AREA



Thank You For Cooperating

### Healthy Hands Save Lives

Wash your hands for 20 seconds after using the bathroom, before eating, and after coughing or sneezing.  
Every time, no exceptions.



## FOR THE SAFETY OF ALL FACE MASKS ARE REQUIRED TO BE WORN AT ALL TIMES IN THE ASSEMBLY AREA



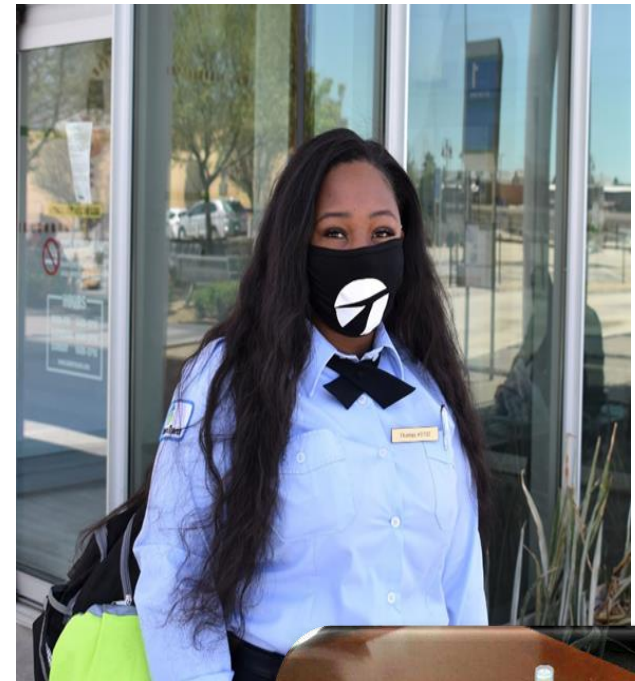
## STOP CORONAVIRUS



- 1) Wash your hands for 20 seconds
- 2) Stay at home if you are feeling ill
- 3) Cough into your elbow
- 4) Avoid touching your face

# COVID-19 MITIGATION PERSONAL PROTECTIVE EQUIPMENT

- Continue requirements for face coverings for all employees and customers on board buses
- Continue providing hand sanitizing for all agency employees
- Provide eye protection for employees performing the disinfecting process within our buses





# COVID-19 MITIGATION PROCESSES AND PROCEDURES

- Temperature screening for employees and visitors/vendors
- Continue to reinforce and promote social distancing
- Maintain hand sanitizing equipment within all facilities
- Remote work arrangements
- Testing, reporting and contact tracing



# APTA HEALTH & SAFETY COMMITMENTS

- National industry effort
- Nearly 200 transit agencies
- Public pledge that transit is taking all measures to operate safely through COVID-19 pandemic



Promoted via:

- #omnistrong Campaign
- Vehicle decals
- Bus cards
- Shelter ads
- Audio ads
- Social media

## NEXT STEPS

- Increase safety awareness signage within all facilities
- Enhance accident/incident investigation and root cause analysis process, moving to paperless documentation and tracking
- Begin Ergonomics training
- Resume Safety Committee meetings as part of the implementation of the Agency Safety Plan



# THANK YOU