



OSTA

Ottawa Student
Transportation
Authority

Operator Contract Compliance and Performance Measurement

Effective Date: September 24, 2012

Policy Code – Version: T20 – V1

**Policy Name: Operator Contract Compliance and Performance
Measurement**

Approved by motion of Board on

24/09/2012

Cross Reference

Related Forms

Facility Audit;
School Site Transportation Audit;
Route and Driver Audit

Policy Statement

1. OSTA shall ensure that contract requirements are clearly specified in each operator's contract and that each operator signs the contract prior to the start of the school year term listed in the contract.
2. OSTA shall ensure that each Operator is compliant with all aspects of the contract and shall take the appropriate action where non-compliance exists.
3. Audits of school sites, routes and drivers, and operators' facilities shall be conducted on a regular basis so as to ensure safety of passengers, high quality standards of services provided to Boards' schools, and operational and financial effectiveness and efficiency.
4. OSTA shall follow up on audit results with due diligence and ensure that corrective measures are adopted in order to eliminate deficiencies and promote continuous improvement.
5. OSTA staff shall report findings regarding overall Operator performance and compliance to the OSTA Board on an annual basis.

Procedure

1. OSTA staff shall plan and inform audited parties of upcoming audits in a timely manner, where appropriate.
2. Audit findings must be recorded on appropriate audit forms and evaluated in electronic documents designed for such purposes. All findings must be marked as either critical or minor and followed up based on their urgency. For each audit, responsible parties and persons must be clearly identified, timelines for resolutions set, and action plans put in place.
3. Auditors must inform audited parties of audit findings, provide them with sufficient details and provide appropriate advice and guideline on the resolution of issues.
4. Schools, drivers and operators will demonstrate collaborative efforts with the aim to identify issues and elaborate action plans containing corrective measures and implementation timelines, respecting the urgency of findings and ensuring safety of students.
5. OSTA is responsible for producing Compliance reports and ensuring that involved parties sign off on each report.
6. OSTA may conduct follow-up audits as deemed appropriate and necessary.
7. The most recent customer satisfaction surveys, stakeholder complaints, or other sources of information, shall be taken into account so that audits are targeted and address common and recurrent issues.
8. OSTA shall conduct a minimum number of audits on an annual basis:
 - a. At least 10% of all routes will be audited, the distribution of which will be diverse throughout OSTA's territory and impact a variety of operators and types of routes.
 - b. Operators will be required to submit GPS data on any given date at OSTA's request, as required by contract, and/or if GPS tracking is currently being used on vehicles.
 - c. Facility audits of individual operators will occur at least once every three years.
 - d. All school sites will be audited at least once per year.