

**Ottawa Student Transportation Authority (OSTA)
Meeting of the Board of Directors**

**Held on
Monday, December 7, 2015, 5:30 p.m.
Ottawa Student Transportation Authority
1645 Woodroffe Avenue, Ottawa (Nepean) – 1st Floor, Room 100**

REGULAR SESSION MINUTES

ATTENDANCE

President/Chairperson: Joanne MacEwan

Directors: Jennifer Adams
Michael Carson
Brian Coburn
Lynn Scott
Denise Andre
David Leach
Chris Ellis

Absent: None.

General Manager/C.A.O.: Vicky Kyriaco

Other: None.

Recording: Jeff Redmond, Controller

1. **Call to Order**

The meeting was called to order at 6:08 p.m. with Joanne MacEwan in the Chair.

2. **Declarations of Conflict of Interest**

None.

3. Approval of Regular Session Agenda

Moved by: Lynn Scott
Seconded by: Denise Andre

THAT the Regular Session agenda be approved.

Carried

4. Resolve In Camera

Moved by: Brian Coburn
Seconded by: Chris Ellis

THAT the committee resolves In Camera.

Carried

Return to Regular Session at 6:16 p.m.

Regular Session Action Items

5. (a) Confirmation of Regular Session Minutes, November 9, 2015

Moved by: Brian Coburn
Seconded by: Denise Andre

THAT the Regular Session minutes of November 9, 2015 be approved.

Carried

(b) Business Arising from Regular Session Minutes, November 9, 2015

None.

6. Records Management Policy

Vicky Kyriaco reviewed the proposed Records Management policy and report with the Board, revised from the December report showing the completed procedure, which was derived from both the OCDSB and Student Transportation of Eastern Ontario policies and suggestions. Questions and answers were reviewed.

Moved by: Lynn Scott
Seconded by: Brian Coburn

THAT the OSTA Board of Directors approve the proposed Records Management Policy as presented.

Carried

Regular Session Information Items

7. OCDSB Delegated Authority

Chris Ellis reported to the Board on amendments made to OCDSB Policies. The OCDSB has now effectively delegated full transportation authority to OSTA within its own policies. This has included rescinding a number of policies such as inclement weather, students with life threatening conditions, driver training, and student transportation. It is important that OSTA, through its own policies, continues to cover the required areas.

8. Consultation Plans

OSTA is responsible to conducting consultation for any changes to its system that have a significant impact on services or which involve a change that affects OSTA's efficiency. The access to empty seat policy for cross boundary students at the OCDSB has become a contentious issue, as stakeholders believe these students should be able to apply for an empty seat. In addition, OSTA is proposing a new School Active Transportation (SAT) policy be presented for approval in April 2016. A proposed consultation plan, which includes the empty seat eligibility and the new SAT policy, was reviewed with the Board. Questions and answers were discussed, including the scope of the proposed consultations.

9. KPI - Complaints

A key performance indicator on complaints was presented in a report by Vicky Kyriaco. The complaints were based upon a percentage of the overall student population. Figures for the past year are partially suspect due to issues experienced with an operator who was exiting the transportation market last year. The complaints were tracked by zone so Coordinators are able to respond to trends within their respective areas. The greatest number of complaints in the past year related to driver issues. Currently the process is manual, and plans are in place to automate this process through our new software systems. Clarification and questions were reviewed with the Board.

10. Market Share Distributions

In the spring of 2013, two of OSTA's largest operators, holding 85% of OSTA's routes, demanded double-digit rate increases for the 2014/15 school year, or they were withdrawing services. OSTA initiated the Broader Public Service Procurement Directive exemption and negotiated with three operators to replace one of the incumbents. It was not possible to mitigate further cost increases with the other operator in the timeframe provided. OSTA conducted competitive procurement on the expiring routes the following year and put into place market caps in order to balance market share. Graphs were presented both pre and post RFP's, demonstrating the redistribution of OSTA's routes, successfully providing an appropriate mix of large and small Operators, having both new entrants and existing or returning incumbents.

11. OSTA/E&E Update for December 2015

The monthly OSTA and E&E Update was summarized and provided for information. Discussion occurred on the succession plan, which would be coming forward to the January meeting. Preparations for the E&E continue, along with ongoing discussions with Public Works respecting crossing guards and student numbers.

12. Long Range Agenda

Vicky Kryiaco outlined the upcoming agenda for the January meeting with the Board.

13. New Business, Regular Session

There was discussion as to when the E&E review from the Ministry would occur. It was hoped for January or February and staff were working with the Ministry seeking to confirm a date.

14. Meeting Schedule

Next Meeting: Monday January 25th. 2015

Future Board meeting Dates:

February 22, 2016
March 30, 2016 (Wednesday)
April 25, 2016 (Public Meeting)
May 30, 2016
June 27, 2016 (TBD, early start)

15. Adjournment

Moved by: Jennifer Adams
Seconded by: Brian Coburn

THAT the Regular Session meeting adjourn at 7:10 p.m.

Carried

Signature

Title

Signature

Title