

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

**Held on
Monday, December 11, 2017, 5:30 p.m.
Ottawa Student Transportation Authority
1645 Woodroffe Avenue, Ottawa (Nepean) – 1st Floor, Room 100**

REGULAR SESSION MINUTES

ATTENDANCE

President/Chairperson: Lynn Scott

Directors: Michael Carson
Jennifer Adams
Jeremy Wittet
David Leach
Denise Andre
Spencer Warren

Absent: Donna Blackburn

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

Other: Joanne Glaser (Cornerstones).

Recording: Jeff Redmond, Controller

1. **Call to Order**

The meeting was called to order at 5:58 p.m. with Lynn Scott in the Chair.

2. **Declarations of Conflict of Interest**

None.

3. Approval of Regular Session Agenda

Moved by: Michael Carson
Seconded by: Spencer Warren

THAT the Regular Session agenda be approved.

Carried

4. Resolve In Camera

Moved by: Denise Andre
Seconded by: Jeremy Wittet

THAT the committee resolves In Camera.

Carried

Return to Regular Session at 6:47 p.m.

Regular Session Action Items

5. (a) Confirmation of Regular Session Minutes, November 13, 2017

Moved by: David Leach
Seconded by: Spencer Warren

THAT the Regular Session minutes of November 13, 2017 be approved.

Carried

(b) Business Arising from the Regular Session Minutes, November 13, 2017

None.

6. GM/CAO Performance Appraisal Process

Lynn Scott and Joanne Glaser presented a revised GM/CAO appraisal process which was initially implemented in 2016. This was the first cycle of the process and, based on experience, changes were proposed for clarification, and to provide a comprehensive guideline for future Chairs/Vice-Chairs conducting the process. Discussion and clarification occurred with the Board.

Moved by: Michael Carson
Seconded by: Jennifer Adams

THAT the Board approve the revised process, as described in Appendix 1.

Carried

Regular Session Information Items

7. Accessible Transportation Survey

OSTA consulted with both the OCSB and OCDSB SEAC committee respecting operator contract improvements. It was requested a survey be conducted in order for parents of students with special needs have the opportunity to share their opinions on transportation services. OSTA commenced and received 326 responses from these parents, having 86% using van services and the balance using wheelchair bus services. There were only a few of these students using yellow buses or public transit. Survey results were reviewed and discussed. Between 85-90% of the time parents reported transportation was on time. Parents reported both OSTA and operators are reasonably responsive at addressing concerns, however there is room for improvement. Approximately 2/3rds of responses indicated driver skill and qualifications met expectations, with most remaining parents unable to respond. Of concern is a small percentage indicating dissatisfaction with their driver's communications skills, which is an area OSTA will seek to improve. Average time to receive transportation from Board approval ranged from 1-3 days to more than 2 weeks, with almost half provided under 3 days. OSTA will work with its school board partners to streamline the process to reduce longer wait times. Questions and answers were discussed with the Board, including an objective of integrating mainstream transportation services for these students, promoting successful student independence wherever possible.

Chair Lynn Scott noted the meeting was exceeding the 7:00 p.m. time allocation.

8. OSTA Update for December 2017

The December report was presented for information. Future service with OC Transpo respecting rail service was discussed, along with the importance of communicating changes to schools.

9. Long Range Agenda

The long range agenda was reviewed. Procurement issues were outstanding, which possibly could be addressed electronically by the Board.

10. New Business, Regular Session

None.

11. Meeting Schedule

Next Meeting: January 29th, 2017 * - to be determined.

Future Board meeting Dates:

February 26, 2018
March 26, 2018
April 30, 2018 – Public Meeting
May 28, 2018
June 27, 2018*
August 27, 2018

Nb: - * indicates optional meeting dates, dependant on agenda requirements.

12. Adjournment

Moved by: Denise Andre
Seconded by: Spencer Warren

THAT the Regular Session meeting adjourn at 7:07 p.m.

Carried

Signature

Title

Signature

Title