

SAUGEEN MOBILITY

and REGIONAL TRANSIT

GENERAL BOARD MEETING MINUTES

Friday, January 28, 2022, 1:30 p.m.

Board Members Present: Councillor Warren Dickert, Town of Hanover Councillor, Board President
Councillor Beth Hamilton, Municipality of West Grey, Board Vice-President
Vice Deputy Mayor Mike Myatt, Town of Saugeen Shores, Board Past President
Councillor Dave Cuyler, Municipality of Kincardine
Councillor Doug Bell, Municipality of Arran-Elderslie
Councillor Jim Frew, Township of Southgate
Dean Leifso, Municipality of Brockton
Mayor Scott Mackey, Township of Chatsworth
Councillor Ed McGugan, Township of Huron-Kinloss

Board Members Absent: None

Others Present: Roger Cook, Manager and Corporate Secretary
Catherine McKay, Recording Secretary

The meeting was conducted by videoconference in light of the COVID-19 pandemic.

1. Call to Order

President Warren Dickert called the meeting order at 1:30 p.m..

2. Disclosure of Pecuniary Interest and Declaration of Conflict of Interest

None declared.

3. Election of Officers

The President asked the Corporate Secretary to conduct the election of officers. The Secretary called for nominations for President. Beth Hamilton nominated Warren Dickert and Mike Myatt seconded the nomination. Warren Dickert accepted and there being no further nominations, Scott Mackey moved that nominations be closed, seconded by Mike Myatt. The motion was carried, nominations were declared closed and Warren Dickert was unanimously elected President.

The Secretary called for nominations for Vice-President. Mike Myatt nominated Beth Hamilton and Scott Mackey seconded the nomination. Beth Hamilton accepted and there being no further nominations, Dave Cuyler moved that nominations be closed, seconded by Mike Myatt. The motion was carried, nominations were declared closed and Beth Hamilton was unanimously elected Vice-President.

As President, Warren Dickert assumed the chair.

4. Appointment of Recording Secretary

Motion #2022-001

Moved by Beth Hamilton; Seconded by Mike Myatt

That the Board appoint Catherine McKay as Recording Secretary for SMART until either party provides notice that it wishes to end the arrangement and that she be paid \$150 for meetings that last 1.5 hours or more and \$125 for meetings up to 1.5 hours, and \$25.00 per hour for additional work requested by the Board, except for Human Resources consulting work which will be paid at rates as agreed upon.

Discussion ensued during which Scott Mackey said he was not prepared to agree to rates for additional work that he was unaware of. Dean Leifso suggested that there should be a time period such as 30 or 60

days for the parties to provide notice that they wish to end the arrangement. Beth Hamilton agreed to amend the motion.

Motion #2022-002

Moved by Beth Hamilton; Seconded by Mike Myatt

That the Board appoint Catherine McKay as Recording Secretary for SMART until either party provides 30 days' notice that it wishes to end the arrangement and that she be paid \$150 for meetings that last 1.5 hours or more and \$125 for meetings up to 1.5 hours.

Carried

5. Approval of the Agenda

Motion #2022-003

Moved by Ed McGugan; Seconded by Jim Frew

That the agenda for January 28, 2022 be accepted as circulated.

Carried

6. Minutes of the December 3, 2021 General Board Meeting

Motion #2022-004

Moved by Beth Hamilton; Seconded by Ed McGugan

That the Board approve and adopt the minutes of the December 3, 2021 General Board Meeting as circulated.

Carried

Scott Mackey asked if the Level of Service Committee has given consideration to recommending a menu of services so that municipalities could mitigate the funding issues they face. For example, if one municipality chose to use Sunday service, another one might choose evening service. It was agreed to table this issue to item 10 B on the agenda.

7. Business Arising from the Minutes

The President reviewed the following items as business arising:

- **Making SMART Meetings Open to the Public** – Catherine McKay is working on a policy to allow the public to attend meetings including via Zoom and telephone, provide for delegations to the Board, with information about public meetings to be posted on the SMART web site. She indicated that a draft would be ready by January 31, 2022 and she was asked to send it to the Executive Committee and the Manager.
- **Survey Results** – The Manager sent the results of the client survey to the Board on January 7, 2022. Ed McGugan said that the positive results were a credit to the Manager and his staff who are doing a good job.
- **Hours of Operation** – The Manager reported that there had been some excitement about the extension of hours of operation for group excursions in residential facilities, but then rides had to be cancelled as a result of the rise of the Omicron variant.
- **Partnership Agreement** – The agreement is not yet ready as the Executive Committee felt that a dedicated meeting is required to review it. Discussion ensued as to possible dates for the meeting.

Motion #2022-005

Moved by Mike Myatt; Seconded by Beth Hamilton

That the Board meet on Friday, March 4, 2022 from 9:00 a.m. to noon to review the Partnership Agreement.

Carried

The Manager's internet connection failed at 1:50 p.m. and he was able to rejoin the meeting by telephone at 1:55 p.m.

8. Correspondence

A. Letter from the Township of Southgate

The President expressed the Board's appreciation for Southgate's continued support in 2022, noting that the letter does not say that the Township is giving notice for the following year. Jim Frew noted that the letter was drafted by the Mayor and confirmed that Southgate's participation in SMART will continue for two years.

B. Letter from the Township of Chatsworth

It was confirmed that Chatsworth will participate in SMART for 2022 and its letter provides notice of its withdrawal at the end of 2022.

C. Letter from Grace United Church, Hanover

The Manager noted that Grace United Church donates \$1,000 annually to SMART, and confirmed that a letter of thanks has been sent. Dean Leifso suggested that SMART should do more to publicize such donations to encourage others to donate as SMART is not receiving as much in donations as it could. The President noted that this topic will arise in item 10 C, as work is progressing on a press release policy. A press release will be issued regarding this donation.

Dave Cuyler suggested that SMART should send information directly to area newspapers, adding that the Kincardine Record would post such information on its web site. The President asked Board members to send the names of their media contacts to the Manager. Dean Leifso suggested that Board Members include information about donations in presentations to their Councils.

9. Manager's Reports and Recommendations

A. Report 2021-39 November 2021 Operational

The Manager presented the report.

Motion #2022-006

Moved by Mike Myatt; Seconded by Beth Hamilton

That Report 2021-39 November 2021 Operational be approved as presented.

Carried

B. Report 2022-01 December 2021 Operational

The Manager presented the report.

Motion #2022-007

Moved by Ed McGugan; Seconded by Doug Bell

That Report 2022-01 December 2021 Operational be approved as presented.

Carried

C. 2022-02 2022 Capital Budget

The Manager presented the report and confirmed that the funds for capital expenditures come from the Gas Tax Account.

Motion #2022-008

Moved by Dave Cuyler; Seconded by Ed McGugan

That Report 2022-02 Capital Budget be approved as presented.

Carried

D. 2022-03 Grey Highlands Contract

The Manager reviewed the contract, noting that it is expected to be signed and agreed to. Grey Highlands will send a Council member to SMART Board meetings who will have no voting rights until Grey Highlands becomes a full partner.

Motion #2022-009

Moved by Beth Hamilton; Seconded by Scott Mackey

That the Grey Highlands Service Contract be approved as presented.

Carried

E. 2022-04 Home and Community Support MOU

The President noted that Home and Community Support Services (HCSS) was advertising for drivers, which led to a discussion about the relationship with SMART. The Manager explained that this is a basic MOU that does not provide for any exchange of money. It provides that when HCSS calls SMART for a ride, SMART will do the ride if it can. He added that HCSS is feeling funding pressure. Manager clarified that SMART provides service only to HCSS clients who are eligible for SMART service and are within SMART's membership area, and they are billed the same rate as other SMART clients. HCSS's rate is lower than SMART's, so HCSS pays the higher rate to SMART and then bills its clients at the lower rate. SMART used to transfer an HCSS client from South Bruce but that client no longer needs the service.

The Home and Community Support MOU was received for information.

10. Committee Reports and New Business

A. Executive Committee

The President updated the Board on the following Executive Committee business:

- A meeting has been set to review the partnership agreement.
- The board has retained the recording secretary.
- Performance appraisals are scheduled for the end of February 2022.
- The capital budget has been set.
- The Strategic Plan is being worked on by Beth Hamilton.
- Mike Myatt is working on terms of reference for the Business Plan, which are to be brought forward in the near future. Opportunities to increase SMART's charitable donations will be covered in the strategic plan.
- An open meeting policy will be presented at the next Board meeting.
- Ed McGugan is drafting a Client Advisory Committee policy. He noted that the draft is based on Bruce County's Accessibility Advisory Committee. The Bruce County partnership has a new contact in Amanda Froese, who was recently hired as Director of Transportation & Environmental Services.

B. Level of Service Committee

Beth Hamilton, Chair of the Committee provided an update, noting the following:

- The Committee, which includes Ed McGugan and Warren Dickert, met with the Manager on January 7, 2022 to review the Committee's January 2020 recommendations, including recommendations made to ensure that changes in service were well communicated by mailing information to clients with invoices and postings on the web site.
- A letter from the Board regarding service changes will go in the Annual report and the Manager is investigating Mailchimp as a means of getting information out.
- The former LHIN has been replaced by the Ontario Health Team (OHT) and it was suggested that the Executive Committee should ask for a "meet and greet" with the OHT.
- Work is ongoing to establish a Client Advisory Committee.

- Vehicle hours and revenue generated should be introduced as a service metric.
- Next steps are to consider Sunday and holiday service, and progress against the strategic plan.
- With respect to a menu of services, how this would fit with the partnership agreement should be considered and the matter will be taken back to the Executive Committee for discussion.

Scott Mackey expressed his appreciation for the Committee's willingness to examine the question of a menu of services, adding that he supports SMART but is in the minority at Chatsworth Council where cost is an issue. He noted that some concessions may have to be made if Chatsworth is to continue, and he prefers a reduced level of service to no service. For example, if one municipality has service 4 days a week, that might allow another municipality to have extended hours of service. Beth Hamilton agreed to touch base with the Manager regarding this issue.

Dave Cuyler complimented the Committee on a good job and said that there have been only compliments in Kincardine about the level of service and no complaints. Mike Myatt noted that his community is one of the largest in the partnership and has adjusted to the changes in service, with comments having been received about the reduction in Sunday service in particular. He said that the reinstatement of Friday and Saturday night service is appreciated and he thanked Beth Hamilton and the Committee for their hard work.

C. Other New Business

Ed McGugan raised a question regarding terms of reference for the Client Advisory Committee, noting that Bruce and Grey Counties have Accessibility Advisory Committees, and he asked if they could be used, rather than SMART creating its own. Scott Mackey noted that there may be merit in SMART presenting to Grey County's Committee, which is a standing committee, to better understand the inner workings of the Committee and its issues. Dave Cuyler suggested that if SMART could work with the two County committees this might be more efficient. Ed McGugan noted that he is on Bruce County's Committee which is only advisory and provides the perspective of people with disabilities. The President said that a Client Advisory Committee for SMART would be made up only of SMART clients to determine if SMART is meeting their needs. Such a Committee would be advisory only but would provide feedback that might make the service better. Generally, SMART clients know the service well and could provide useful feedback.

Mike Myatt said that the point is to have a "home grown" SMART specific committee to communicate with its own clients and he wondered if the County committee would be able to drill down far enough to provide SMART specific information. He concluded that SMART should create its own Client Advisory Committee. Ed McGugan agreed, noting that he wanted to raise the issue and since it has been clarified, he will finish the Terms of Reference.

The Manager noted that it is important to liaise with the County Committees on high level issues and concerns, but a SMART Client Advisory Committee could deal with specific questions.

Mike Myatt noted that discussed focused on a Client Advisory Committee for SMART, rather than an Accessibility Advisory Committee. He asked if the focus was to be on accessibility or client satisfaction. The President responded that there are two issues: a Client Accessibility Committee to get feedback from clients and an Accessibility Advisory Committee which would take a different approach. The President suggested pursuing an avenue to present to the County Accessibility Advisory Committees, separate from setting up a SMART specific Client Advisory Committee.

Scott Mackey asked about the proposed meeting with the Ontario Health Team which will be making decisions about where health care funding goes, with some of it going to Home and Community Support Services. He said that the Executive Committee needs to keep this in mind, and

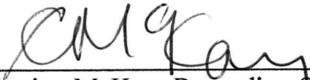
there may be opportunities to reduce duplication and promote SMART's service. The President agreed that this could present a good opportunity and asked if anyone had a contact at the Ontario Health Team. Dave Cuyler clarified that Gerry Glover is no longer involved and would like Dorne Fitzsimmons to be added to the Recording Secretary's SMART distribution lists as his alternate. He agreed to forward Mr. Fitzsimmons's email address to the Recording Secretary.

11. Adjournment

Moved by Mike Myatt; Seconded by Dave Cuyler
That the Board of Directors of SMART adjourn at 2:39 p.m.
Carried



Warren Dickert, President



Catherine McKay, Recording Secretary