

**SAUGEEN MOBILITY**  
**and REGIONAL TRANSIT**  
**Box 40 Walkerton, ON N0G 2V0**  
**519-881-2504 1-866-981-2504**

saugeenmobility.ca

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**GENERAL BOARD MEETING MINUTES**

Friday, April 24, 2020, 9:45 a.m.

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

**Board Members Absent:** None

**Others Present:** Roger Cook, Manager  
Catherine McKay, Recording Secretary

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

**1. Call to Order**

President Mike Myatt called the meeting to order at 9:48 am.

**2. Disclosure of Pecuniary Interest or Declaration of Conflict of Interest**

None declared.

**3. Approval of the Agenda**

**Motion #2020-042**

Moved by Beth Hamilton; Seconded by Scott Mackey

That the agenda for April 24, 2020 be amended to indicate the meeting date as Friday, April 24, 2020 and the time as 9:45 a.m., and that the agenda be accepted as so amended.

**Carried**

**4. Minutes of the April 7, 2020 General Board Meeting**

**Motion #2020-043**

Moved by Doug Bell; Seconded by Dave Cuyler

That the minutes of the April 7, 2020 General Board Meeting be amended to delete the second sentence of the first bullet point in item D and that the Board approve and adopt the minutes as so amended.

**Carried**

**5. Business Arising from the Minutes**

The minutes note that the President and the Manager were to reach out to the office of Bill Walker, M.P.P., regarding a recent announcement of funding for Ontario's most vulnerable people in the pandemic. The Manager indicated that this had not yet occurred and agreed to touch base with the President next week to move the matter forward.

**6. Follow-up on Previous Reports and Recommendations**

The Board agreed that this item is not to be included on future agendas.

**7. Correspondence**

**A. Letter from the Municipality of Kincardine**

The Board reviewed the letter which sets out a resolution that the amalgamation of specialized transit services be explored, and is a show of support for SMART. The President and the Manager are scheduled to make a presentation to Bruce County on Thursday, May 7, 2020, and it was agreed that the question of approaching Grey County will be considered following that presentation.

**Motion #2020-044**

Moved by Dave Cuyler; Seconded by Dean Leifso

That the correspondence from the Municipality of Kincardine be noted and filed.

**Carried**

**B. Letter from Caroline Mulroney**

Paragraph 2 refers to “terms and conditions” and a request was made for a copy of those terms and conditions. The Vice-President agreed to ask Christine Walker of the Town of Hanover to send them to the Board. The agreement in question is between the Town of Hanover and the Province.

**Motion #2020-045**

Moved by John Woodbury; Seconded by Dean Leifso

That the Manager draft a letter of thanks to Minister Mulroney with a copy to be sent to area M.P.P.s, Bill Walker and Lisa Thompson, as well as to the federal government, the Town of Hanover and SMART Board members.

**Carried**

**8. Reports and Recommendations**

The President noted that it is not necessary for the Manager’s reports to be read aloud at meetings, as Board members will have read them in advance. Meetings allow Board members to ask questions about the reports, and receive and/or approve them.

**A. Report 2020-11 January 2020 Operational**

The Manager noted that January 2020 was the busiest January in SMART’s history.

**Motion #2020-046**

Moved by Scott Mackey; Seconded by Dave Cuyler

That the Board approve Report 2020-11 January 2020 Operational as presented.

**Carried**

**B. Report 2020-12 February 2020 Operational**

The Manager confirmed that the reporting of revenue hours is new. He was asked to show non-revenue hours, which he stated he could probably do. The Board asked the Manager in future reports to word his recommendations as follows: “That Report *name and number of report* be approved as presented”.

**Motion #2020-047**

Moved by Beth Hamilton; Seconded by Warren Dickert

That the Board approve Report 2020-12 February 2020 Operational as presented.

**Carried**

**C. Report 2020-21 March 2020 Operational**

The Manager noted that this report reflects the changes due to COVID-19, with the decline in ridership beginning in mid-March.

**Motion #2020-048**

Moved by Dave Cuyler; Seconded by Dean Leifso

That the Board approve Report 2020-21 March 2020 Operational as presented.

**Carried**

**D. 2020-22 1<sup>st</sup> Quarter Operational**

The Board discussed the report with the following points being covered:

- There was an increase in borrowing costs caused by the delay in receipt of gas tax funding. The Board asked if anything has been received in writing as to when the funds will be received and the Manager agreed to check with Christine Walker at the Town of Hanover. A question was asked about the expectation as to when the funding will arrive, as opposed to when the funds actually arrive. It was suggested that perhaps SMART has come to expect the funds earlier than their actual arrival.
- The Vice-President spoke to Christine Walker who indicated that the application was sent on March 20, which is not long ago, so the funds likely won't be seen before May or June. Beginning in 2014, the money began arriving in March, but in the last two years, there have been delays in receiving the gas tax funding. Roger added that the province uses 2018 statistics for the 2020 gas tax, not statistics from 2019, and the information was available in the fall, so it is difficult to understand the delays.
- The Board agreed to send a letter to the provincial government about the increase in borrowing costs caused by the delay in receiving gas tax funding and asking for the funds to be released in a more timely manner to reduce the borrowing costs. The letter will also ask how to improve the process to avoid such delays in the future.
- It was also suggested that the President and the Manager reach out to M.P.P.s Bill Walker and Lisa Thompson to highlight the issue and ask for their recommendations as to how to pursue the issue and with whom it should be pursued. The President and the Manager will arrange a conference call with the M.P.P.s and follow up with a letter.
- With respect to the ordering of vans, it was suggested that the Board first look at the capital replacement plan in light of the impact of COVID-19, although it was noted that the funding is in place, and ridership will return to pre-COVID-19 days. The Manager indicated that there is no deadline by which vehicles have to be ordered, although SMART does need new vehicles, even with the COVID-19 restrictions on its business, and they will certainly be needed when restrictions are relaxed. If an order is not placed soon, 2020 models may not be available, requiring SMART to order 2021 models instead, which would cost more. SMART would not be acquiring vehicles "off the lot"; rather, it would purchase vans to be converted, a process which takes four months. There are designs to separate drivers from passengers, but there will still be a need for some clients to be in the front seats, in which case a shield can be installed.
- ICIP funding does not cover 100% of the cost of the vehicles and SMART has to provide 25%. The Town of Hanover initially finances the purchase of vehicles and then submits the paperwork to get the ICIP funding. In the past, the Town has financed vehicles for up to several months. Some municipalities are finding that tax revenue is down considerably, and there was general agreement that the situation is tightening and it may be prudent for SMART to not count on the Town for this financing.
- The Board directed the Manager to resubmit the report for the Board's approval at its next meeting, along with a plan for vehicle replacement, including recommendations as to model and style.

## **9. Other Business**

### **A. Update re Canada Emergency Wage Subsidy Program**

- The President indicated that he had discussed this program with Diane Glebe, Human Resources Officer for the Town of Saugeen Shores. As a non-profit corporation, SMART is eligible for the program, the purpose of which to maintain the employee/employer relationship and prevent Canadians from having to apply for Employment Insurance (EI). According to the Canada Revenue Agency, EI applicants are enrolled in either EI or the CERB program.
- The Canada Employment Wage Subsidy program (CEWS) pays 75% of employee wages retroactive to March 15, 2020 to a maximum of \$874/week and will run until June 6. An employer would apply for each pay period independently and the federal government would pay out within two weeks. The Manager would like to use this program to bring staff back to work on a salaried basis. Drivers would be on a four-day rotation, which would give them a break, particularly those who have been driving steadily.
- Questions were raised about the total costs, and whether SMART still be required to pay payroll costs such as Employer Health Tax, and how this program works versus the Canada Emergency Response Benefit (CERB) which pays about \$500 per week. The Manager explained that SMART's payroll is about \$21,000/week and so it would receive about \$15,000/week under the CEWS but this amount does not include payroll costs such as the EHT. There was discussion about bringing back employees so that they are working, because it is better for people to be working. The Manager noted that the rotation works better with more people in it.
- Discussion ensued about various approaches and whether to bring employees back or wait, given that there is little revenue coming in and there would be costs incurred in bringing employees back. The Manager explained that five drivers are needed per day to meet demand.

## **10. Closed Session**

### **Motion #2020-049**

Moved by Beth Hamilton; Seconded by Warren Dickert

That the Board of SMART move into Closed Session at 11:00 a.m. to discuss personnel matters relating to identifiable individuals.

**Carried**

### **Reconvene in Open Session**

#### **Motion #2020-050**

Moved by Scott Mackey; Seconded by Doug Bell

That the Board of SMART reconvene in Open Session at 11:40 a.m.. The President confirmed that the Board had met in closed session and discussed personnel matters relating to identifiable individuals.

**Carried**

#### **Motion #2020-051**

Moved by Beth Hamilton; Seconded by Warren Dickert

That the Board of SMART direct the Manager to submit an application to the Canada Emergency Wage Subsidy program equal to 75% of the value of 10 driver positions at 35 hours/week and 2.5 administration positions, retroactive to March 15, 2020.

**Carried**

**Motion #2020-052**

Moved by Scott Mackey; Seconded by Dave Cuyler

That the Board of SMART direct the Manager to prepare a report in consultation with a human resources expert setting out options for coverage of weekend hours.

**Carried**

**11. Director's Recommendations and Directives**

These are covered in other areas of the minutes.

**12. Adjournment**

The President indicated that he would try to schedule a meeting in May so that the Board can consider the Manager's revised 2020-22 1<sup>st</sup> Quarter Operational Report.

Moved by Dave Cuyler; Seconded by Beth Hamilton

That the Board of Directors of SMART adjourn at 11:43 a.m.

**Carried**

**Recording Secretary Meeting Attendance**

The Recording Secretary attended the following meetings in the second quarter of 2020:

- April 7, 2020
- April 24, 2020
- The Secretary also performed 1.0 hour of work regarding the agenda for the Board's April 24 meeting, to be paid at \$15 per hour.

"Original signed by"

Mike Myatt, President

"Original signed by"

Catherine McKay, Recording Secretary

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**GENERAL BOARD MEETING MINUTES**

Friday, May 15, 2020, 2:45 p.m.

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

**Board Members Absent:** None

**Others Present:** Roger Cook, Manager  
Catherine McKay, Recording Secretary

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

**1. Call to Order**

President Mike Myatt called the meeting to order at 2:46 pm.

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

None declared.

**3. Approval of the Agenda**

**Motion #2020-053**

Moved by Warren Dickert; Seconded by Scott Mackey  
That the agenda for May 15, 2020 be accepted as circulated.  
**Carried**

**4. Minutes of the April 24, 2020 General Board Meeting**

**Motion #2020-054**

Moved by John Woodbury; Seconded by Dave Cuyler  
That the minutes of the April 7, 2020 General Board Meeting be amended to replace “sHe” in the third sentence of the second bullet point in item D with “Roger” that the Board approve and adopt the minutes as so amended.  
**Carried**

**5. Business Arising from the Minutes**

- The President and the Manager were to reach out to the office of Bill Walker, M.P.P., regarding an announcement of funding for Ontario’s most vulnerable people in the pandemic. The President has asked the Manager for information and is drafting a letter to Mr. Walker which he expects to send this weekend.

- Warren Dickert informed the Board that the Town of Hanover is still in a position to finance the purchase of vehicles pending receipt of the ICIP funding

## **6. Correspondence**

None.

## **7. Reports and Recommendations**

### **A. Report 2020-22 1st Quarter Operational**

The Manager reviewed highlights from the report, noting that changes suggested at the last meeting had been made. Board discussion noted that the report states that gas tax funding has been “customarily” received in March or April although that timing goes back to 2014. It is in the last couple of years that receipt of the funding has been delayed beyond March or April. It was decided to change “customarily” to “historically”.

#### **Motion #2020-055**

Moved by Doug Bell; Seconded by Dean Leifso

That Report 2020-22 1st Quarter Operational be approve as amended and sent to Member Councils.

**Carried**

### **B. Report 2020-24 New Vehicles**

The Manager presented the report, noting that vans are difficult to find and that Dodge has ended production of the Caravan. He believes that SMART needs to move ahead with new vehicles, with the decision on partitions being up to the Board. Points covered in the discussion included:

- The Manager noted that the five vehicles proposed for purchase will replace five vans (four 2010 models and one 2011 model). Two of these have mileage in the range of 450,000 km, and three are in the range of 350,000 – 400,000 km. These vehicles have been very dependable but are at the end of their lives, and given that SMART transports vulnerable people, its vehicles need to be in good condition. The quality of the proposed vehicles is comparable to what has been purchased in the past.
- The new vehicles are Savaria conversions which are the least expensive and done in Canada. SMART has not so far purchased Savaria conversions and has had some issues in the past with Braun conversions.
- Ed McGugan noted that he has had some experience in this area, having a crane on his truck, and he noted that Silver Cross is very good and stands behind its product. SMART has not so far had experience with Silver Cross, but there is no reason to think that they will be less reliable than others.
- The Manager explained that the partition is a solid clear panel bolted all the way around the driver’s area. Partitions offer protection for drivers although the downside is that they cut off the human connection between the driver passengers. On long distance trips, passengers enjoy talking with the driver, but with COVID-19, both the passenger and any attendants would be in the back. Partitions for existing vehicles are coming from Move Mobility. It was suggested that five panels be purchased at first to see how they work out.
- The Manager explained that removing the passenger seat in the front of the new vehicles can be done, as the vans come with seats that can be taken out.
- The complete price of the vehicles, with conversion, comes to \$50,462 plus tax for the 2020 and \$49,712 plus tax for the 2019.
- There was a general consensus that the Manager should order one extra partition and after experience in using it for a couple of months, he should use his discretion to order additional partitions.

**Motion #2020-056**

Moved by Warren Dickert; Seconded by Dave Cuyler

That SMART contract Silver Cross Automotive to supply four 2020 and one 2019 Dodge Caravans with mobility and barrier conversions as quoted.

**Carried**

**C. Report 2020-15 Weekend Dispatch Procedure**

The President explained that changes made to the weekend dispatch procedure following discussions with the Manager came into effect last weekend. The Manager noted that the new procedure worked fine, there were no emergencies and the drivers called clients according to the procedure. There was only one cancellation on the office voice mail.

The Manager explained that if he is away and unable to respond to drivers who call, he would ask a staff member to fill in for him. He clarified that he does not take calls about rides, only about emergencies and driver illness.

**Motion #2020-057**

Moved by Scott Mackey; Seconded by Dave Cuyler

That the Board of SMART approve the new weekend dispatch procedure.

**Carried**

**D. 2020-26 Resuming out of Area Medical Rides**

The Manager presented the report and the following points were made in the discussion:

- It would be possible to schedule one or two drivers rather than five, but scheduling five gives everyone a rotation. With everyone having a rotation and five drivers each working one day, this will maintain interest in the job, while having no effect on CERB benefits.
- Questions were asked about whether Home and Community Support Services is charged on a full cost recovery basis and whether SMART is subsidizing clients from out of its area. The Manager explained that SMART only takes clients who meet its eligibility criteria and Home and Community Support clients are charged SMART's usual user fee and if they are from South Bruce, for example, which is not part of SMART, they are charged four times the usual fee. Home and Community Support serves all of Grey-Bruce but does not have the capacity to do all the calls they get requests for, so they direct some of this work to SMART. In such cases, SMART bills Home and Community Support, which in turn bills its client. Home and Community Support's fee is lower than SMART's fee and SMART receives the amount that it would normally get from one of its clients when it transports a Home and Community Support client and there is no subsidization.
- Home and Community Support takes clients who are not eligible for SMART and the Manager said that he would like SMART to cover all of Grey-Bruce so that it would relieve Home and Community Support of some of this workload.

**Motion #2020-058**

Moved by Dave Cuyler; Seconded by Ed McGugan

That the Board direct the Manager to schedule an additional driver each weekday and rotating Saturdays to accommodate medical rides that are out of area.

**Carried**

**E. 2020-27 Health and Safety Policy COVID-19, COVID-19 Driver/Vehicle Protocol & COVID-19 Office Protocol**

The President noted that the policy was well done and the Manager thanked the Town of Hanover for providing its policy and allowing it to be adapted to SMART. The following points were made in the discussion:



- As things start to open up, SMART needs to think about what precautions need to be taken such as installing partitions in the office as staff starts to return to work.
- The President informed the Board that Diane Glebe will do a post-COVID-19 report for consideration.
- The vehicle protocol regarding multiple residents from long term care homes is that they wear masks and come from the same floor in the facility, and if this is not the case, another driver and vehicle would have to be brought in. SMART vehicles do not allow for two metres of social distancing.
- Scott Mackey noted that he is on the Long-Term Care Committee for Grey County and residents are maintaining social distancing by being fed in their rooms, amongst other measures, so social distancing is possible in LTC.
- The Manager was asked if SMART is transporting people from facilities with outbreaks of COVID-19. Several Board members expressed concern about this and emphasized the importance of handling issues appropriately in the pandemic. The Board directed the Manager to email or call the Grey Bruce Health Unit for direction on this issue and to then send the response to the Board for a decision. Currently, there are outbreaks at Golden Dawn and Parkview, although the outbreaks are over in other locations.
- The Manager will subscribe to the Grey Bruce Health Unit's COVID-19 update which is issued daily at 3:30 p.m.
- The motion put forward was that the Board approve the policy and direct the Manager to implement it. Following the discussion, the motion was amended to read as follows:

**Motion #2020-059**

Moved by Doug Bell; Seconded by Beth Hamilton

That the Driver/Vehicle Protocol be amended to delete "unless the multiple clients are coming from the same LTC facility"; that the Office Protocol be amended to stipulate that staff will review daily information from the Grey Bruce Health Unit with respect to outbreaks in LTC facilities and advise clients in facilities with outbreaks that service will not be provided to them, and that the Board approve the Health and Safety Policy COVID-19, the COVID-19 - Driver/Vehicle Protocol as amended and the COVID-19 Protocol – Office as amended, and direct the Manager to implement them.

**Carried**

**F. Report 2020-28 April 2020 Operational**

The Manager presented the report, noting that like every other transit system, SMART's business is down 80 – 90% as expected.

**Motion #2020-060**

Moved by Scott Mackey; Seconded by Warren Dickert

That the Board approve Report 2020-28 April 2020 Operational as presented.

**Carried**

**8. Other Business**

**A. HR Consultant**

The President informed the Board that he has contacted the CAO of the Town of Saugeen Shores who agreed that Diane Glebe be allowed to do the work set out in the proposal. The President added that Ms. Glebe has a good understanding of the need and noted that the first 10 hours of work is for an assessment which would review issues such as hours of work, performance appraisal, job descriptions, and so on, so as to determine what might be lacking and what needs to be done. The proposal outlines a per diem of \$800.00 for an 8 hour day, or \$100/hour. Once the motion is approved, the President will enter into an agreement with Ms. Glebe.

**Motion #2020-061**

Moved by Scott Mackey; Seconded by Doug Bell

That the Board retain Diane Glebe of Glebe Consulting for 10 hours to conduct an initial assessment of SMART's human resources programs and practices.

**Carried**

**B. Bruce County Presentation**

The presentation took place on May 7, 2020 and the President noted that the Manager had done a great job. County Council unanimously supported the forming of a Transportation Task Force which could be up and running sometime in June. The Manager will keep the Board informed of any developments on the matter.

**C. Weekend Dispatching**

This item was covered in 7 C. above.

**9. Closed Session Regarding Labour Relations and Identifiable Individuals**

There were no items requiring a closed session.

**10. Adjournment**

Moved by John Woodbury; Seconded by Dave Cuyler

That the Board of Directors of SMART adjourn at 4:02 p.m.

**Carried**

**Recording Secretary Meeting Attendance**

The Recording Secretary attended the following meetings in the second quarter of 2020:

- April 7, 2020
- April 24, 2020
- May 15, 2020
- The Secretary also performed 1.0 hour of work regarding the agenda for the Board's April 24 meeting, to be paid at \$15 per hour.

"Original signed by"

Mike Myatt, President

"Original signed by"

Catherine McKay, Recording Secretary