



**REGULAR MEETING
OF THE
BOARD OF COMMISSIONERS
CAPITAL AREA TRANSIT SYSTEM
AND
PUBLIC TRANSPORTATION COMMISSION
December 14, 2021
4:30 p.m.
CATS Administrative Building & Virtual
350 North Donmoor
Baton Rouge, Louisiana 70806**

AGENDA

- I) CALL TO ORDER: Ms. Erika Green**
- II) ROLL CALL: Mr. Theo Richards**
- III) APPROVAL OF MINUTES OF November 16, 2021 BOARD MEETING: Ms. Erika Green**
- IV) PRESIDENT’S ANNOUNCEMENTS: Ms. Erika Green**
- V) ADMINISTRATIVE MATTERS**
 - 1. Executive and Financial Report: Mr. Bill Deville and Executive Staff**
- VI) COMMITTEE REPORTS AND ANY ACTION THEREON**
 - 1. Finance & Executive: Ms. Erika Green**
 - 2. Technical, Policies & Practices: Dr. Peter Breaux**
 - 3. Audit: Mr. Matt Thomas (no meeting held)**
 - 4. Planning: Mr. Kahli Cohran**
 - 5. Community Relations: Ms. Linda Perkins**
- VII) ACTION ITEMS**
 - 1. Consideration of approval of the CATS 2022 proposed budget**
 - 2. Consideration of approval of the P&N Purchase Order Adjustment**
 - 3. Consideration of approval of the amendment of the Intueor Contract**
 - 4. A resolution providing for canvassing the returns and declaring the result of the election held in the City of Baton Rouge, State of Louisiana, on Saturday, November 13, 2021, for the purpose of authorizing the renewal of the levy and collection of a 10.6 mills ad valorem tax on all the property subject to taxation within the boundaries of the City of Baton Rouge, State of Louisiana, for a period**

of ten (10) years, commencing with the tax collection for the year 2022, and annually thereafter, to and including the year 2031, to provide funds to be used entirely and exclusively for the purpose of improving the availability and quality of public transportation for the City of Baton Rouge, including decreasing wait times, improving the efficiency of routes, and improving signs and shelters, and to provide funds for the operation and maintenance and acquisition needs of the Capital Area Transit System to provide transportation service; and providing for other matters in connection therewith.

5. A resolution providing for canvassing the returns and declaring the result of the election held in the City of Baker, State of Louisiana, on Saturday, November 13, 2021, for the purpose of authorizing the renewal of levy and collection of a 10.6 mills ad valorem tax on all the property subject to taxation within the boundaries of the City of Baker, State of Louisiana, for a period of ten (10) years, commencing with the tax collection for the year 2022, and annually thereafter, to and including the year 2031, to provide funds to be used entirely and exclusively for the purpose of improving the availability and quality of public transportation for the City of Baker, including decreasing wait times, improving the efficiency of routes, and improving signs and shelters, and to provide funds for the operation, maintenance, and acquisition needs of the Capital Area Transit System to provide transportation service; and providing for other matters in connection therewith.
6. Consideration of authorization to settle the claims of Chekita White under the terms of the settlement and judgement payment policy adopted by the Board on July 20, 2004 as amended. (This matter might possibly be discussed in executive session. As required by the Open Meeting Law, notice is hereby given that this claim is pending in the 19th Judicial District Court and is Suit Number 678,662, Section 22; and that Chekita White is the plaintiff and Capital Area Transit System and Raquita Joseph are the defendants.)

VIII) ADJOURNMENT

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



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December 2021
Executive Report
Bill Deville and CATS Staff

COVID-19 UPDATES: *Bill Deville*

- **Mass Transit users are still required to wear masks under national and local government mandates;**
- CATS continues to comply in accordance with PROCLAMATION NUMBER 137 JBE 2021, COVID-19 PUBLIC HEALTH EMERGENCY MITIGATION MEASURES STATEWIDE MASK MANDATE, and the CDC order as found at: <https://www.cdc.gov/quarantine/pdf7Mask-Order-CDC-GMIT-01-29-21-p.pdf>.
- Rear door boarding ended and fare collections were successfully resumed in May; CATS is incrementally changing safe spacing bus loads, as compliance regulations allow, and adding frequency to major "Lifeline" route schedules, as demand picks up;
- CATS has completed its employee Covid 19 Vax survey, reviewed the results; and is now applying everchanging revised and updated government requirements to its policies, as it prepares for the December TPP board committee meeting; even as frequent changes to Covid requirements by the government continue frequently, CATS is finalizing ways to plan, develop, and implement policies and procedures it can trigger for the remainder of this Covid pandemic period, or future ones - targeting a vaccination and testing procedure that allows CATS to continue its mandated essential transit services while complying with Federal, State, and Local regulations (literally as they change with frequency due to the new Covid variant);
- Any review will then show that we have acted in accordance with the emergency declaration and proposed policies which counsel understands that CATS has put in place and need to be formalized. Note that some need HR, Operations, Communications, and other staff collaborative input to document the actual practice.
- At the December TPP Board Committee meeting, it was noted that Counsel for Pandemic/Covid compliance program issued a

compliance documentation directive for CATS Interim HR Director;

- HR, Operations, Communications, and other staff collaborate input to *fully document* COVID-19 Policies and Appendix T and Implementation (the actual practice) of Formal and/or Informal COVID-19 Protocols – part of follow up documentation as status of Pandemic improved to the point where this assignment for CATS could be fully accomplished.

OPERATIONS: *Dwana Williams*

- There are 112 total operators, 97 active; 15 inactive.
- The November Operations challenge winners for OTP are Paula King, LaTasha Carline, Bobbie Horton, Kiera Wilson, Tammie Wilson.
- The November Maintenance challenge winner for productivity is .
- The November Customer Service challenge for least abandoned calls is Delcenia Marshall.
- The November Customer Care Top Performer is Michelle Scott.
- See attached Performance Measures that reflect measures for the month.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau*
SERVICE:

- Comprehensive Operational Analysis (COA)
 - Attached presentation on “Existing Conditions”
 - January 2022-Public outreach begins
 - Reminder: SmartCATS on www.brcats.com
 - Sign up to receive updates
- North Baton Rouge/Baker Microtransit Pilot Project
 - Contract sent to VIA
- Plank-Nicholson Bus Rapid Transit
 - January 2022-Public Outreach
 - Involvement with PM and calls with FTA on a regular basis
- Operations, Administration, and Maintenance Facility Feasibility Study
 - HDR will be on-site December 20 and 21
 - Approximately 6 month feasibility study

ADMINISTRATIVE UPDATES: *Pearlina Thomas*
AIM Grant Two-Way Messaging Project

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- The posting of shelter signage is complete. Customers are able to access real time information via QR Code from their smartphone or by texting a short code.
- First quarter 2022 communications will launch its marketing plan for the customers. This will include, but not be limited to, social media, bus ads, shelter ads, in person demos, pop up at transfer stations, and more.
- Phase Two is wrapping up, which allows the use of a general info short code for CATS Messaging Services that includes:
 - Access to send CATS originated one-way notifications to passengers,
 - Access for CATS passenger to send direct feedback, including pictures, via mobile device messages to CATS coordinators responsible for reading and responding.
 - Access to functionality for CATS to deliver digital CATS bus pass, digital loyalty card or digital coupons/ promotions into a mobile wallet.
- CATS Customer Service and Dispatch received some virtual training on the two-way messaging system. Hitachi is planning an on-site two-day workshop at CATS December 15^h – 16th.

COVID-19 Mitigation Research Grant Contactless Payment Project

- Phase One is underway, which includes vehicle inspection and pilot testing.
- One Reader prototype has been installed for demonstration processes. The Maintenance Department indicated the reader installation is simple and efficient.
- Technical meeting including maintenance and IT are underway weekly.
- Finalized the installation kit order for the entire fleet
- Our Business Development Campaign for the Umo Rewards – Revenue Sharing Program is in development.

CATS Cares Community Engagement, we participated in the following events in November 2021:

- November 23rd, a turkey and food drive giveaway for the “seasoned” citizens at Oasis Christian Church with Bishop Charles Wallace and Senator Regina Barrow
- November 23rd, a turkey and food drive giveaway with a mini health fair at the MLK Community Center

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- November 30th, a museum field trip for the Council on Aging Seniors at the Leo S. Butler Community Center
- December 4th, the Metro Council District 10 Christmas Parade

Upcoming events for CATS Cares:

- December 23rd, Toys and Food Giveaway at 9000 Airline Highway from 10:00 AM – 1:00 PM

TECHNOLOGY: *Bill Deville; Paul Simon*

- Tyler Technology Enterprise System
 - The Phase 1 - Financials of Tyler ERP implementation is now LIVE. Phase 2 HCM(Human Resource) is due to go LIVE the second quarter of 2022. The HCM(HR) phase, is currently running data conversions and system configuration.
 - IT staff was invited to attend the Board Planning Committee to provide a brief update, and to answer any questions; upon Chairman Cohran's request, IT will compose a total and all-inclusive "technology" status report update, on the agency wide Enterprise system, as well as the Operations and Planning AVL, Scheduling, Business Intelligence, and TAM (Transit Asset Management) tech systems etc. and schedule to present it at the December Board Planning Committee meeting;
- Planning, Grants, and Operations, along with AVL, Maintenance, and IT staff are seeking solutions and grant funding for scheduling/AVL software.
- Once grant funding is secured and prioritized, a Business Analytics software solicitation will get underway to procure an agency-wide tool to gather reporting data automatically from core systems in order to create improved KPI reporting that is now lacking; this is needed for better management and control of finance, personnel, transportation, and maintenance operations. The use of "dashboard" reporting is strongly desired by CEO and senior management.
- An enterprise asset management system is being looked into by Planning and Finance, along with secured funding.

COMMUNICATIONS: Theo Richards

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- Communications is coordinating with Planning on the upcoming COA efforts as needed.
- Working with Operations on the January 16, 2022 service changes. Ensuring the website is updated correctly and schedules are in hand before the start date.
- Monitoring social media daily and responding to any inquiries.
- Coordinating with Operations on any anticipated and real time rider alerts. Posting those alerts on social, website and eblast (as necessary).

CEO NOTES: *Bill Deville*

- In cooperation with the City Parish and State, CATS continues to assist in getting all eligible citizens to “certain group vaccinations sites”, using existing routes.
- At the December TPP Board Committee meeting, Finance demonstrated that all Audit findings, as requested by CATS Board, were fully reconciled and noted policies that resulted in resolution of those findings were recognized and completed.
- BSWIlp labor counsel for CATS, General Counsel, Staff leadership, and ATU, post Millage election, have resumed an effort to resolve the remaining *outstanding* tentative agreement articles and sections.
- The long awaited Gallagher Compensation Study for administrative staff will finally be implemented by year end; a reminder that this study was completed by an independent expert, taking out subjectivity or perceived favoritism by current or future leadership; the expert could then objectively level the unlevel field, so to speak, using universally accepted compensation principles; poor morale and a number of disparate employee compensations resulted over the years through a number of CEO and leadership changes...originally, it was planned to coincide with the implementation of the new CBA...(delayed nearly a year now in negotiations and other matters, but the CBA newly agreed wage package was implemented recently, clearing the way for implementation process - Finance included the cost for both in the 2021 budget, and is included in the 2022 budget);
- CATS CEO is finalizing plans to implement CATS five-year Strategic Plan and ten-year Capital Improvement Investment

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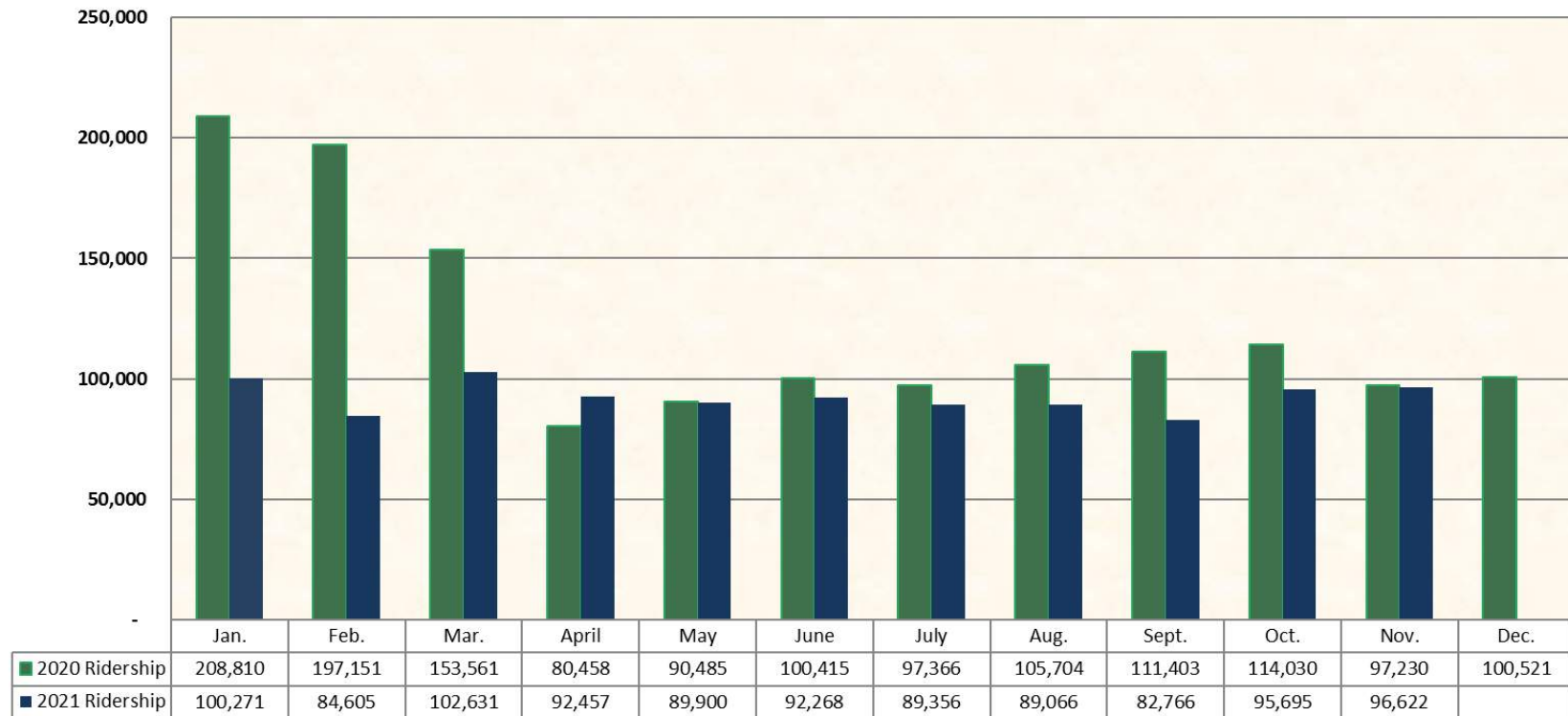
Plan, which includes an agency reorganization and board retreat in the first quarter of 2022, to kick off the next decade of success that will make CATS one of the greater transit systems in the region, if not the best;

- Post Millage Election win, CATS began giving thanks to all of those who supported the road to victory; CATS staff has been assigned to make certain no one is left without some type of appropriate “thank you”;

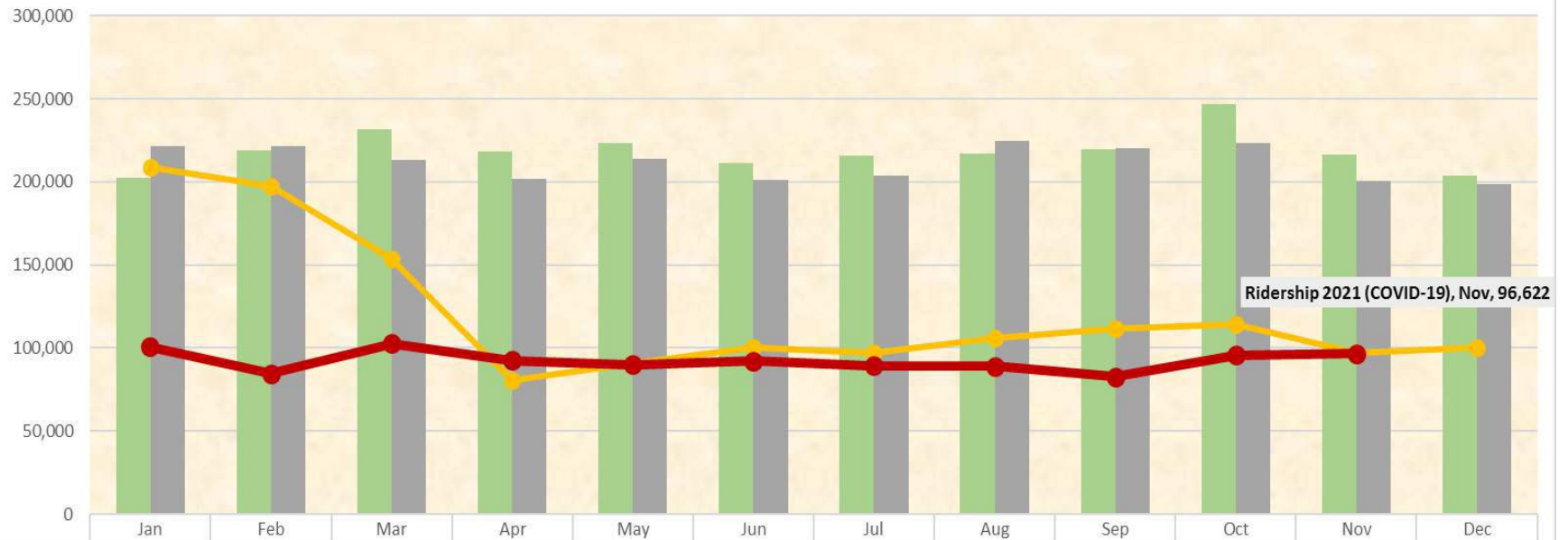
Finance: *John Cutrone*

- See attached financial report for the month.

Monthly Ridership 2020-2021

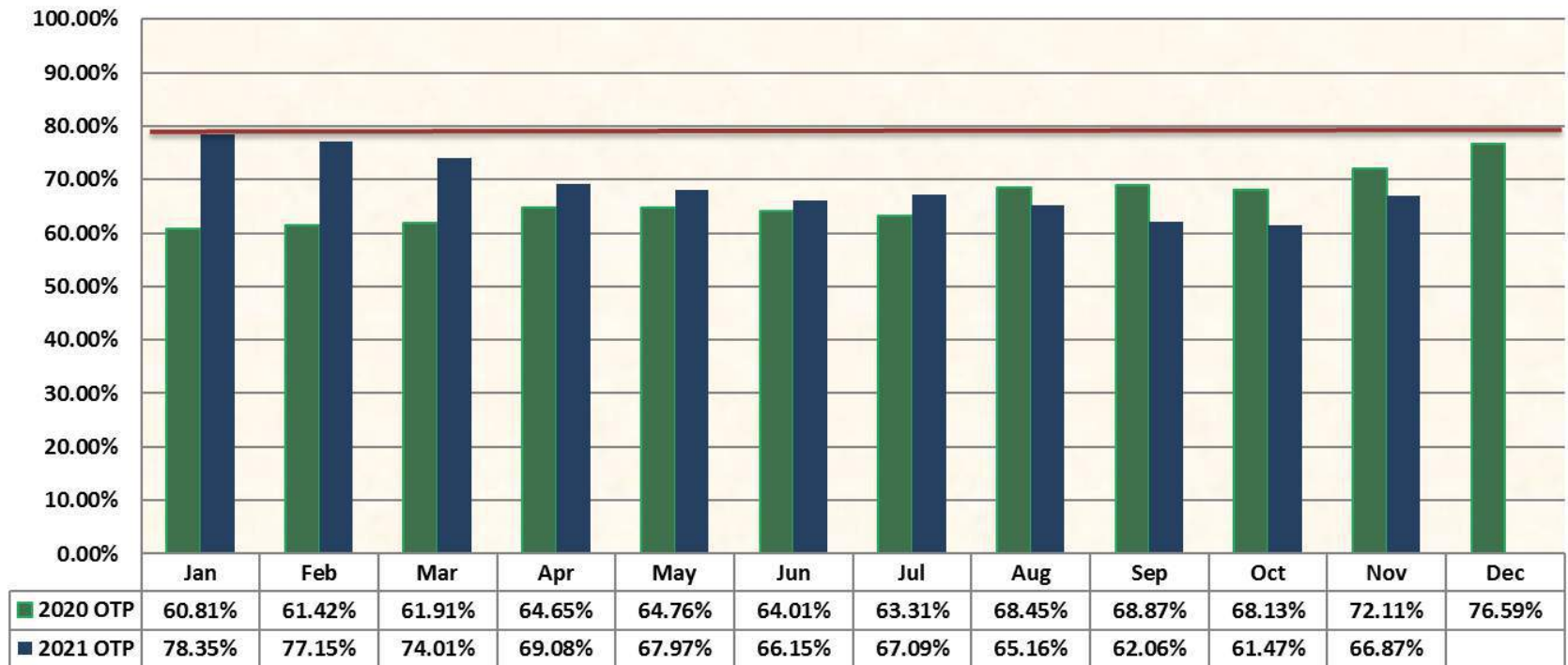


Monthly Ridership 2018-2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ridership 2018	202,296	219,091	231,324	218,241	223,663	211,464	215,967	217,291	219,337	246,615	216,649	203,627
Ridership 2019	221,453	221,163	213,485	201,647	213,627	201,041	203,476	224,556	220,042	223,657	200,579	198,778
Ridership 2020 (COVID-19)	208,810	197,151	153,561	80,458	90,485	100,415	97,366	105,704	111,403	114,030	97,230	100,521
Ridership 2021 (COVID-19)	100,271	84,605	102,631	92,547	89,900	92,268	89,356	89,066	82,766	95,695	96,622	

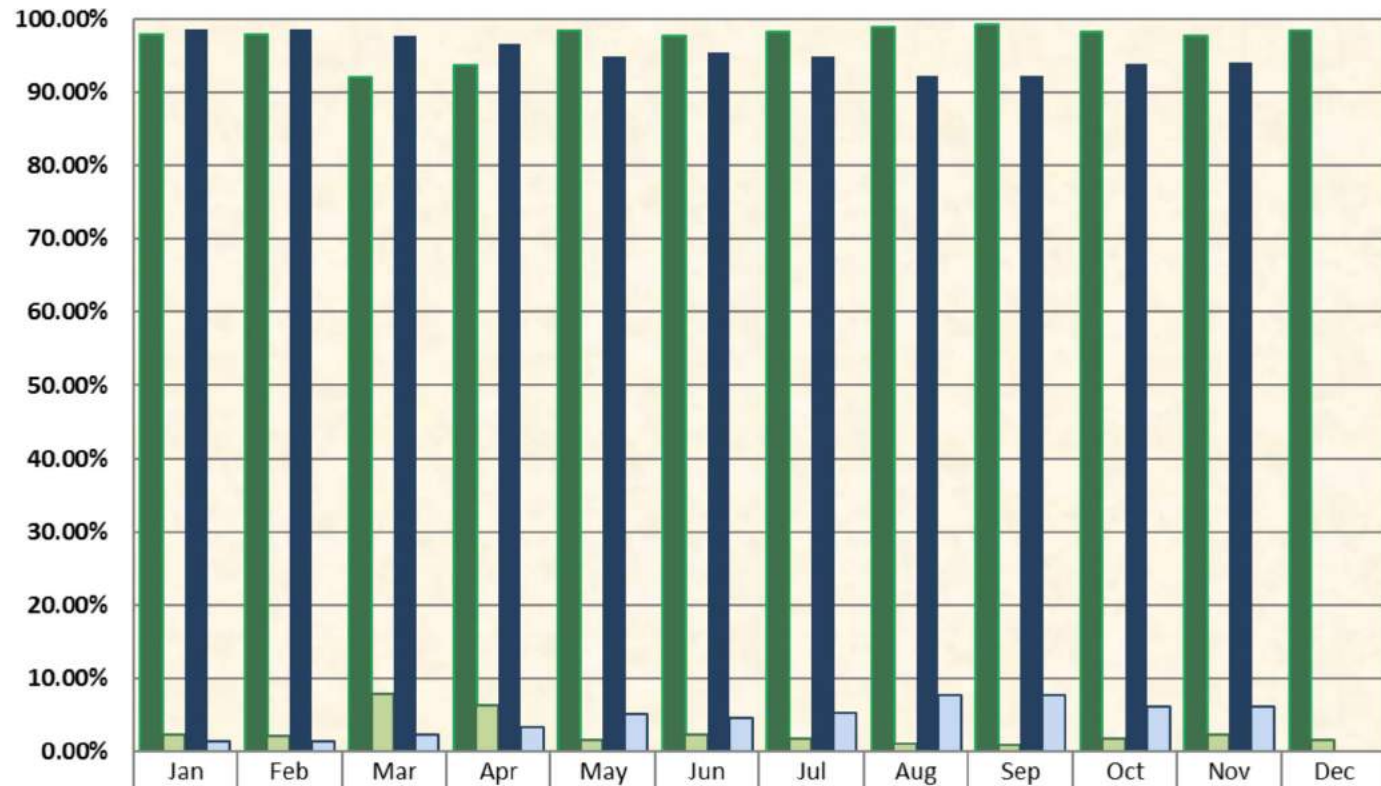
On-Time Performance 2020-2021



*Target 80% On-Time Performance

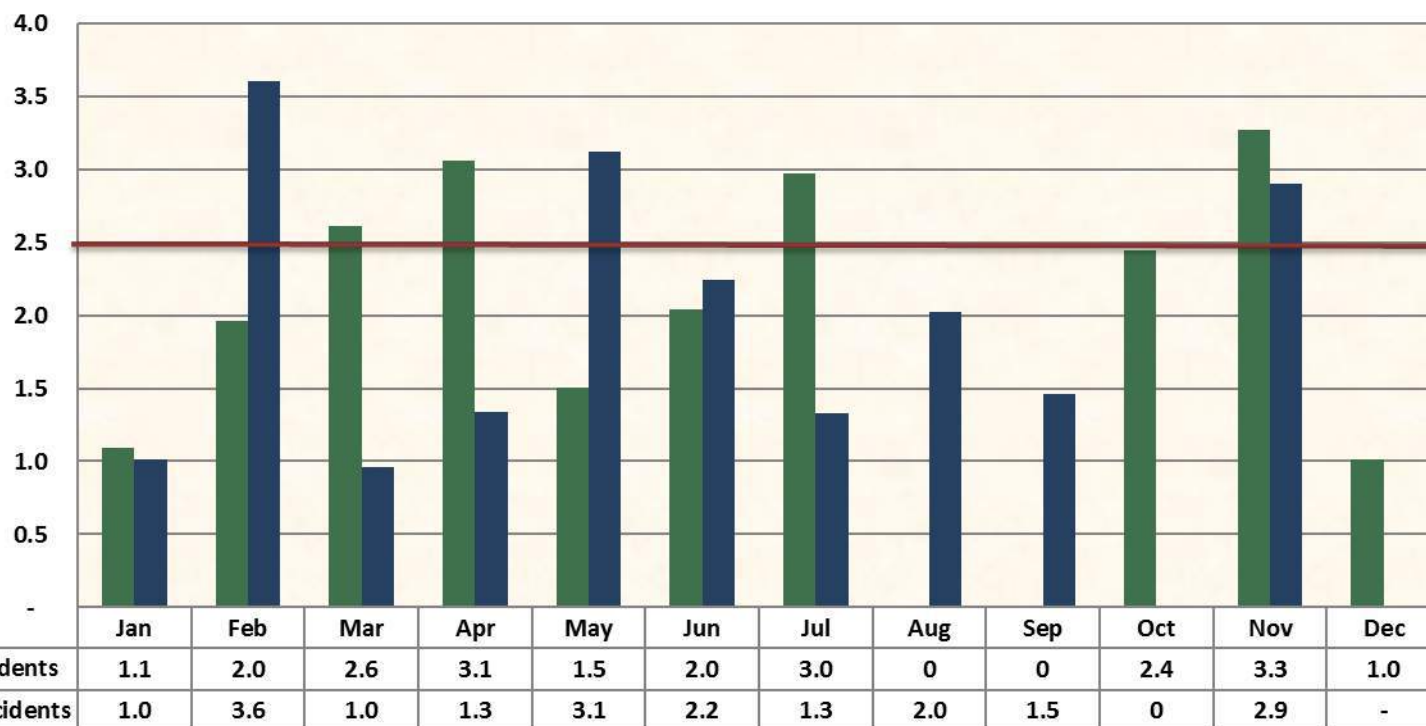
Note: On-Time performance is measured at scheduled timepoints which represent 4.89% of the total system bus stops

% Trips Operated 2020-2021



■ 2020 % Operated Trips	97.80%	97.89%	92.13%	93.76%	98.38%	97.71%	98.32%	98.97%	99.21%	98.24%	97.68%	98.49%
■ 2020 % Missed Trips	2.20%	2.11%	7.87%	6.24%	1.62%	2.29%	1.68%	1.03%	0.79%	1.76%	2.32%	1.51%
■ 2021 % Operated Trips	98.67%	98.64%	97.76%	96.67%	94.93%	95.44%	94.84%	92.26%	92.30%	93.87%	93.97%	
■ 2021 % Missed Trips	1.33%	1.36%	2.24%	3.33%	5.07%	4.56%	5.16%	7.74%	7.70%	6.13%	6.03%	

Preventable Accidents per 100,000 Miles 2020-2021

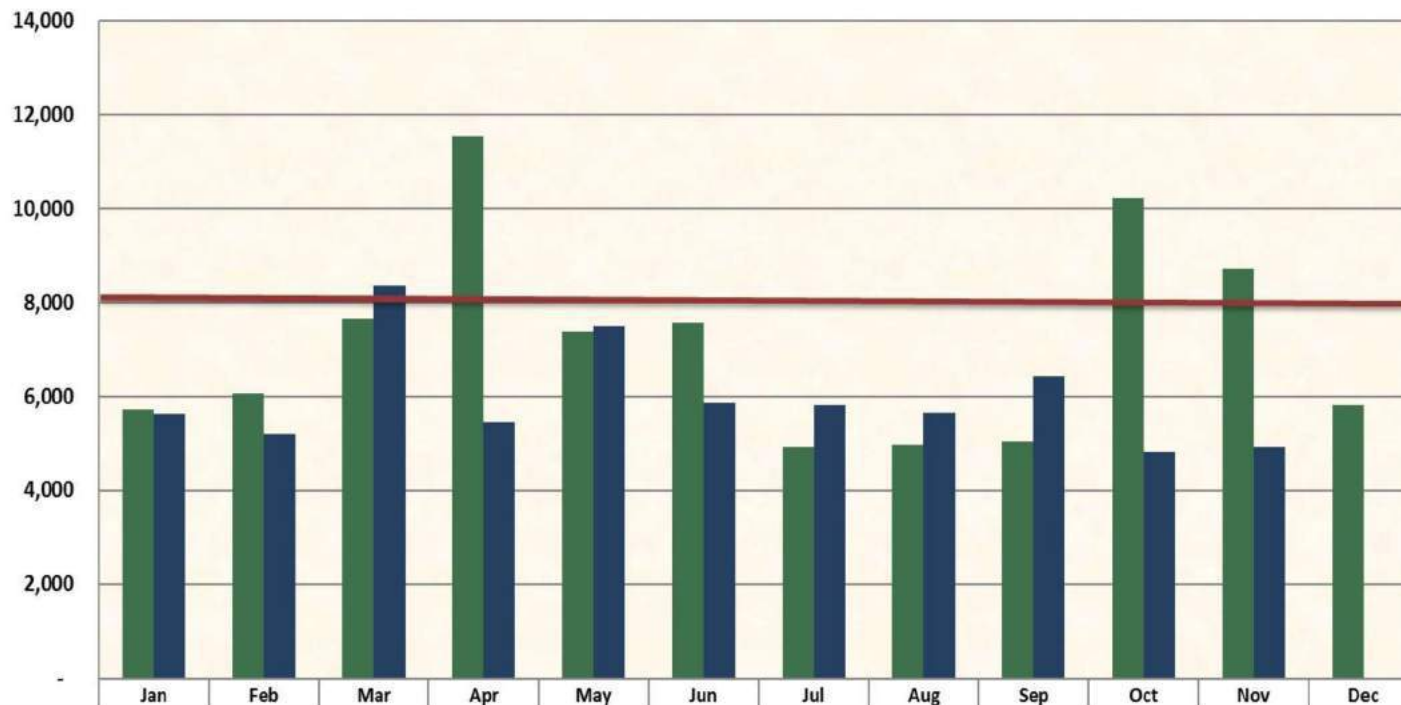


*Target Below 2.5 Preventable Accidents Per 100,000 Miles

Mileage 2020-2021



Mean Miles Between Road Calls 2020-2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 Mean Miles Between Road Calls	5,722	6,060	7,653	11,547	7,375	7,557	4,930	4,965	5,049	10,217	8,731	5,817
2021 Mean Miles Between Road Calls	5,620	5,200	8,353	5,452	7,484	5,860	5,805	5,651	6,437	4,805	4,930	

NOVEMBER 2021 GENFARE RECORDED RIDERSHIP AND REVENUE PER ROUTE BY TYPE OF DAY

Route Number	Route Name	RIDERSHIP				REVENUE			TOTAL	
		Weekday	Saturday	Sunday		Weekday	Saturday	Sunday	Ridership	REVENUE
8	Gus Young Ave / BRCC	1,385	348	195		\$ 734.61	\$ 140.21	\$105.40	1,928	\$980.22
10	Scenic Hwy / Southern University	1,610	196	145		\$ 1,033.03	\$ 124.01	\$56.49	1,951	\$1,213.53
11	Northside Circulator	2,076	199	83		\$ 1,301.47	\$ 112.91	\$53.00	2,358	\$1,467.38
12	Government St / Jefferson Hwy	2,434	248	156		\$ 1,250.25	\$ 113.75	\$77.65	2,838	\$1,441.65
14	Thomas Delpit Dr / Roosevelt St	2,128	124	163		\$ 1,273.89	\$ 63.20	\$95.80	2,415	\$1,432.89
15	Glen Oaks / Blount Rd / Crestworth	2,266	246	182		\$ 1,900.53	\$ 168.78	\$130.41	2,694	\$2,199.72
16	Capitol Park Shuttle	No service	No service	No service		No service	No service	No service	0	\$0.00
17	Perkins Rd	4,856	684	403		\$ 2,794.37	\$ 326.63	\$271.68	5,943	\$3,392.68
18	Cortana Transit Center / Tigerland	2,810	353	299		\$ 1,915.46	\$ 176.82	\$181.59	3,462	\$2,273.87
20	N. Acadian Thwy	4,459	475	367		\$ 2,711.10	\$ 302.72	\$200.05	5,301	\$3,213.87
21	Fairfields Ave	3,507	421	330		\$ 2,136.28	\$ 252.16	\$171.79	4,258	\$2,560.23
22	Winbourne Ave	3,041	349	289		\$ 2,189.10	\$ 201.24	\$175.57	3,679	\$2,565.91
23	Foster Dr	1,679	102	129		\$ 1,311.35	\$ 75.50	\$82.12	1,910	\$1,468.97
41	Plank Rd	6,775	999	527		\$ 3,882.97	\$ 492.60	\$272.10	8,301	\$4,647.67
44	Florida Blvd	12,580	1,757	889		\$ 6,412.74	\$ 875.31	\$472.51	15,226	\$7,760.56
46	Cortana Transit Center / L'auberge Casino & Hotel	1,193	197	181		\$ 1,023.36	\$ 164.81	\$142.00	1,571	\$1,330.17
47	Highland Rd / LSU	10,844	727	1,002		\$ 5,778.22	\$ 346.63	\$508.25	12,573	\$6,633.10
54	N. Airline Hwy / Southern University	3,636	382	394		\$ 2,650.89	\$ 212.99	\$267.21	4,412	\$3,131.09
57	Sherwood Forest Blvd / Greenwell Springs Rd / Siegen Ln	5,830	681	429		\$ 4,499.01	\$ 426.81	\$292.00	6,940	\$5,217.82
58	Coursey Blvd / O'Neal Ln / Ochsner	2,488	383	397		\$ 2,006.59	\$ 214.63	\$242.59	3,268	\$2,463.81
59	East Florida Blvd / O'Neal Ln / Ochsner	1,696	180	133		\$ 1,202.17	\$ 111.90	\$58.80	2,009	\$1,372.87
60	Medical Circulator	973	65	36		\$ 424.82	\$ 32.05	\$16.70	1,074	\$473.57
70	CATS Terminal / Southern University / Baker	2,126	213	172		\$ 1,540.93	\$ 175.85	\$89.49	2,511	\$1,806.27
72	Florida Blvd LIMITED	No service	No service	No service		No service	No service	No service	0	\$0.00
80	Southern University Shuttle	No service	No service	No service		No service	No service	No service	0	\$0.00
										\$59,047.85
	Total	80,392	9,329	6,901		\$49,973.14	\$5,111.51	\$3,963.20	96,622	\$59,047.85

December 7, 2021

CATS

Comprehensive Operational Analysis

Existing Conditions Report



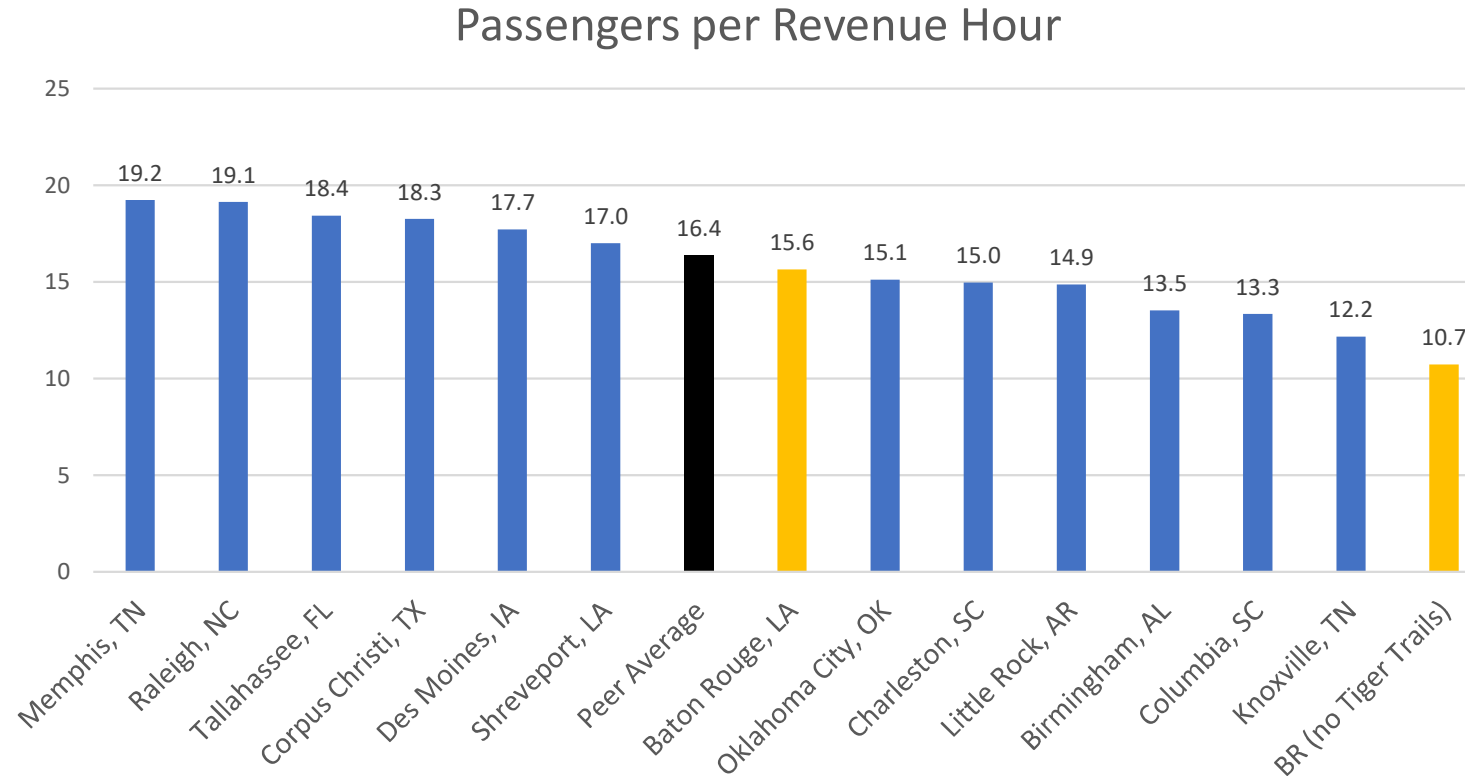
Approach

- Data-Driven Approach
 - CATS Service Data
 - Peer Systems
 - On-Board Survey
 - Public Information
 - Trip Pattern (LBS Data)
- Analysis Tools
 - Transit Propensity Estimates
 - Transit Quality Index
 - Neighborhood Gap Identification





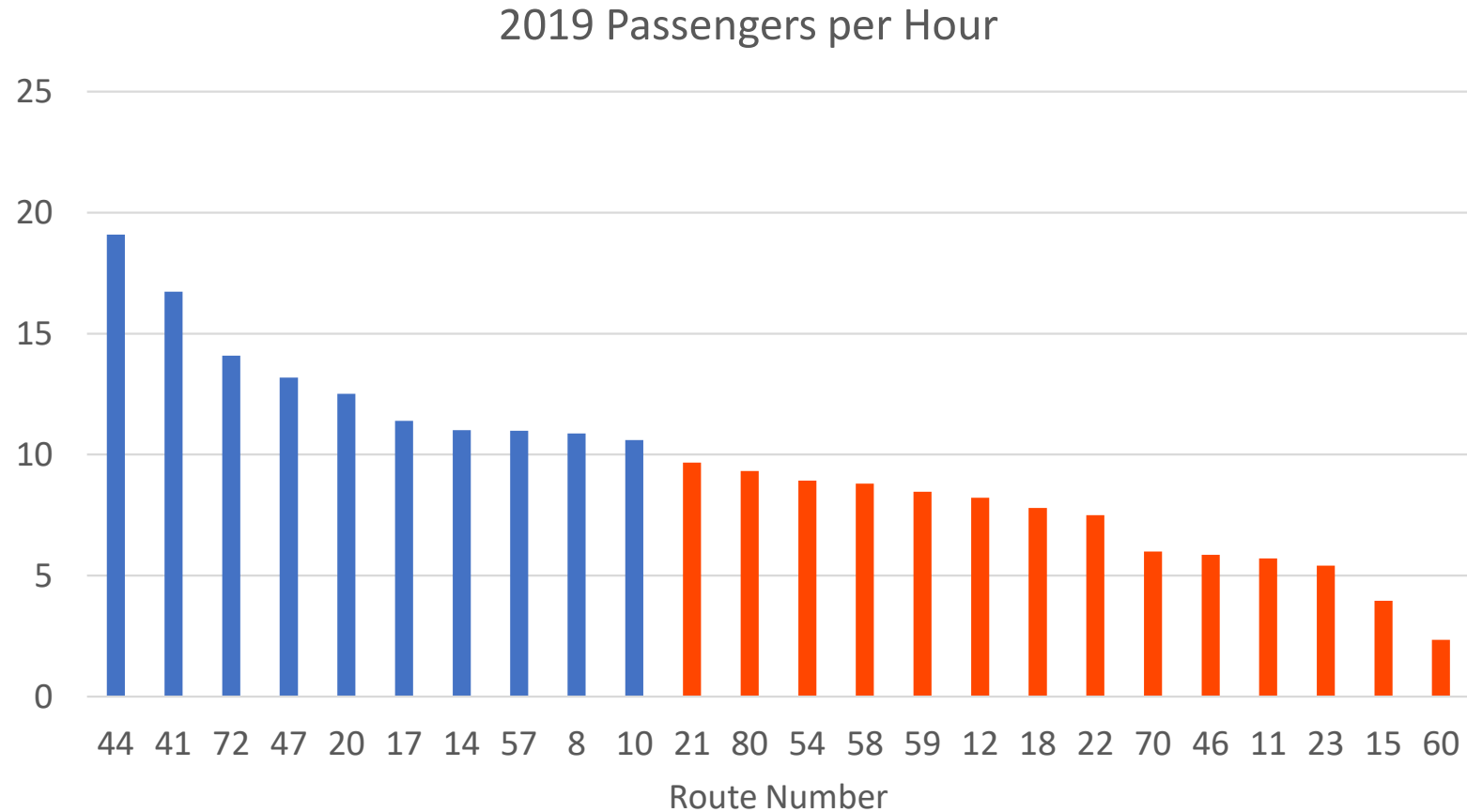
Peer Comparison: Service Effectiveness



Source: 2019 National Transit Database

- Peer comparison excluding Tiger Trails ridership suggests opportunities to improve service effectiveness

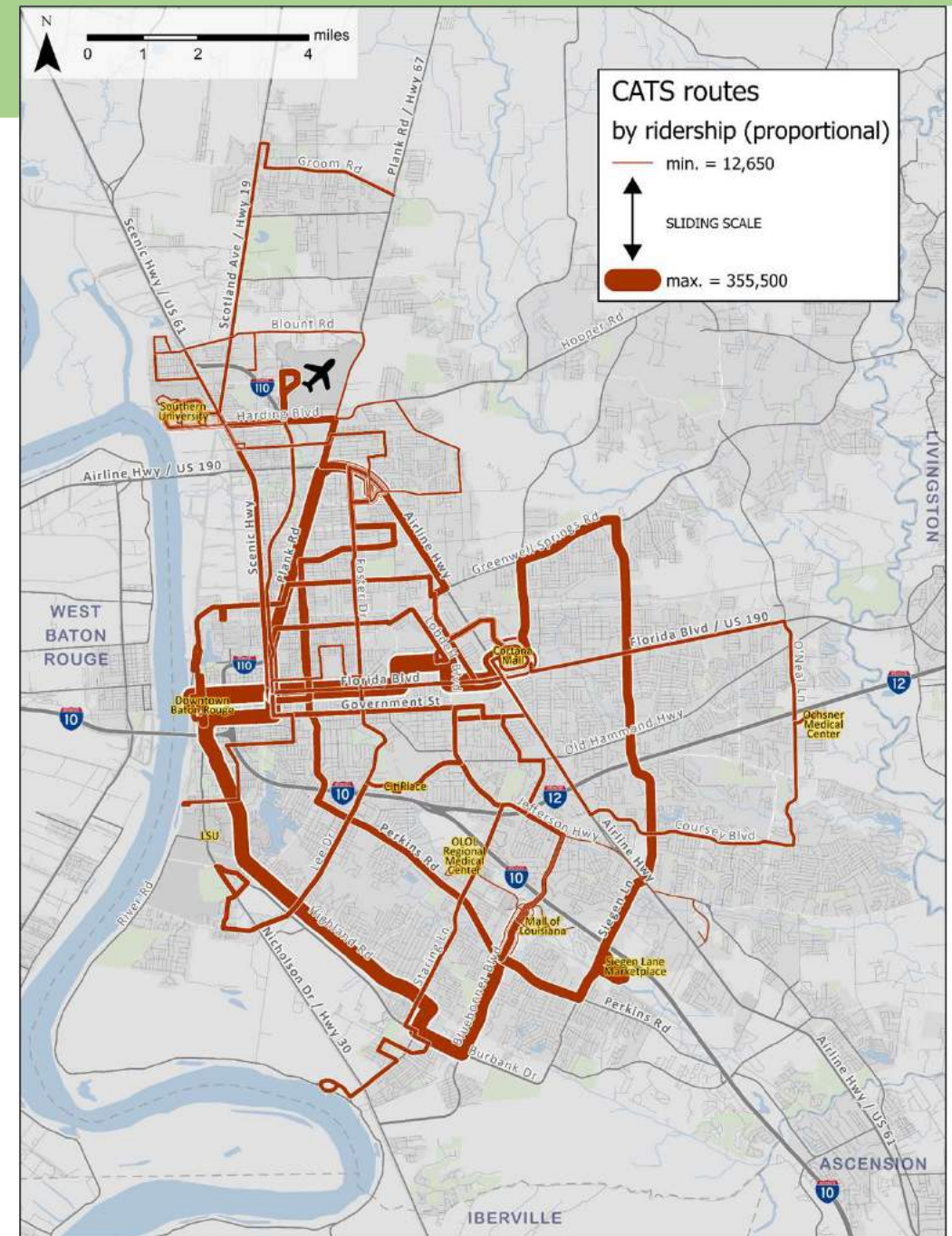
Fixed Route Performance



- 14 of 24 routes in 2019 carried fewer than 10 passenger per revenue hour

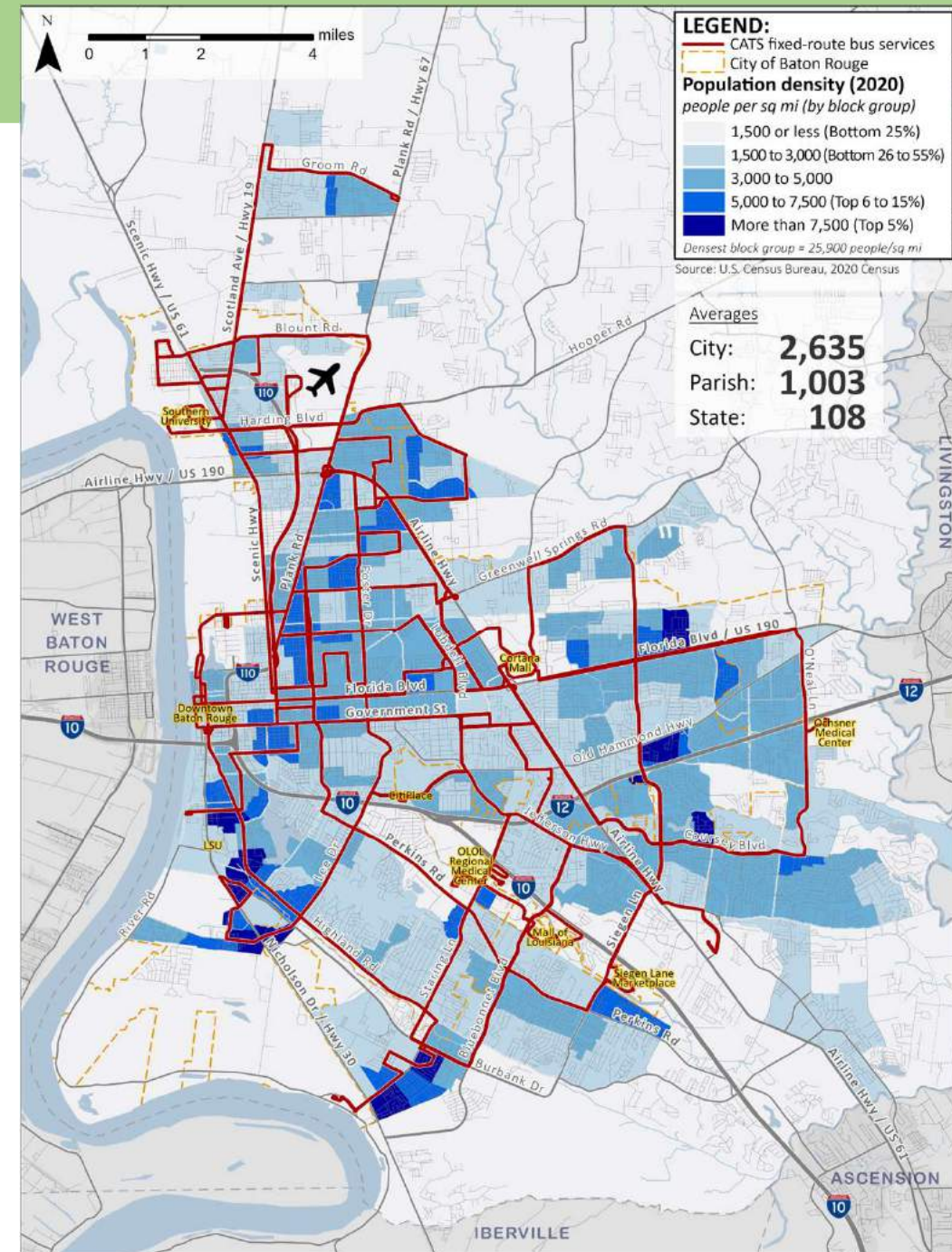
Fixed Route Performance

- Map of all CATS fixed routes
- Line width varies with ridership
- Shows geographically where highest ridership routes are



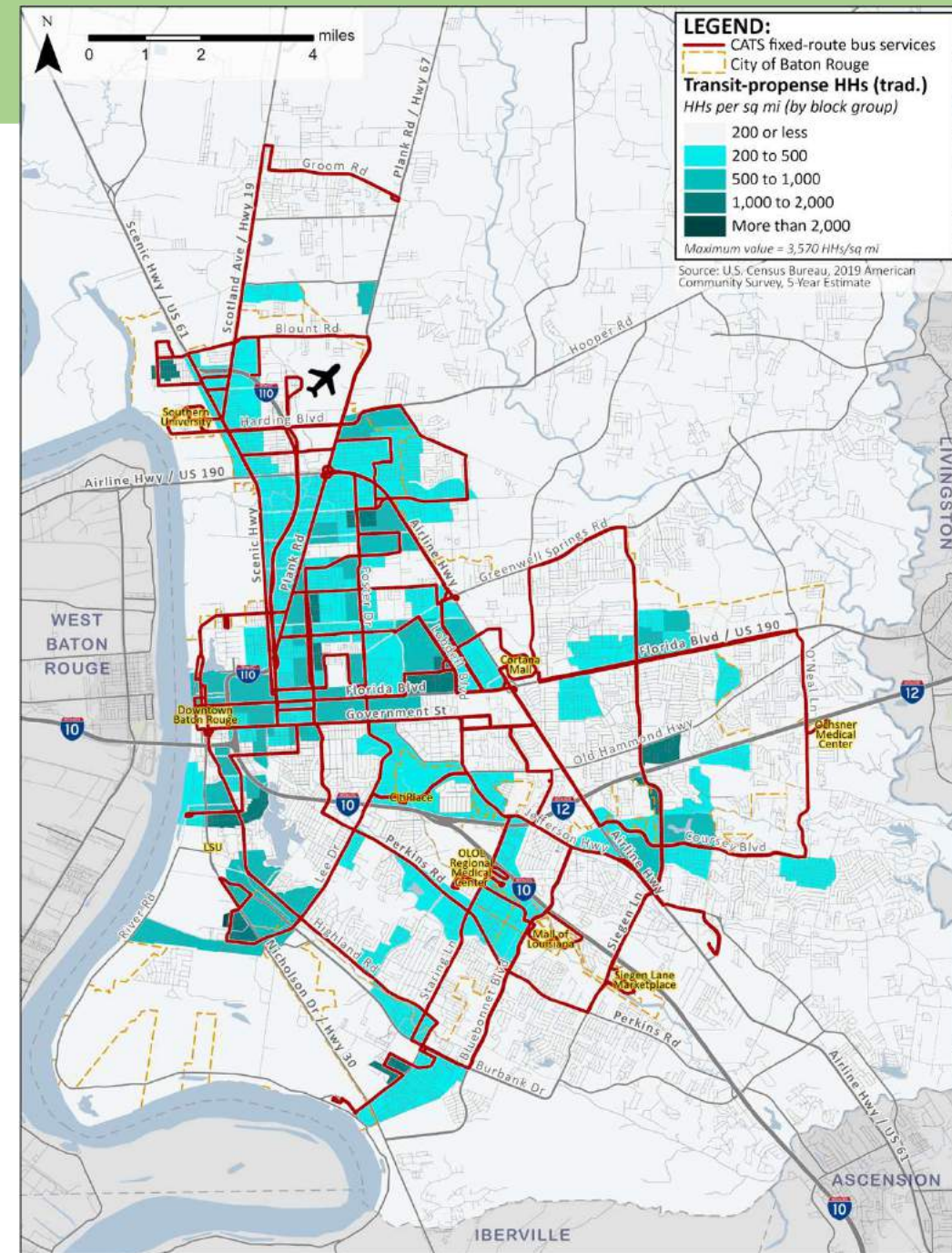
Population Density

- CATS Routes provide coverage to most populated areas of Baton Rouge and Baker

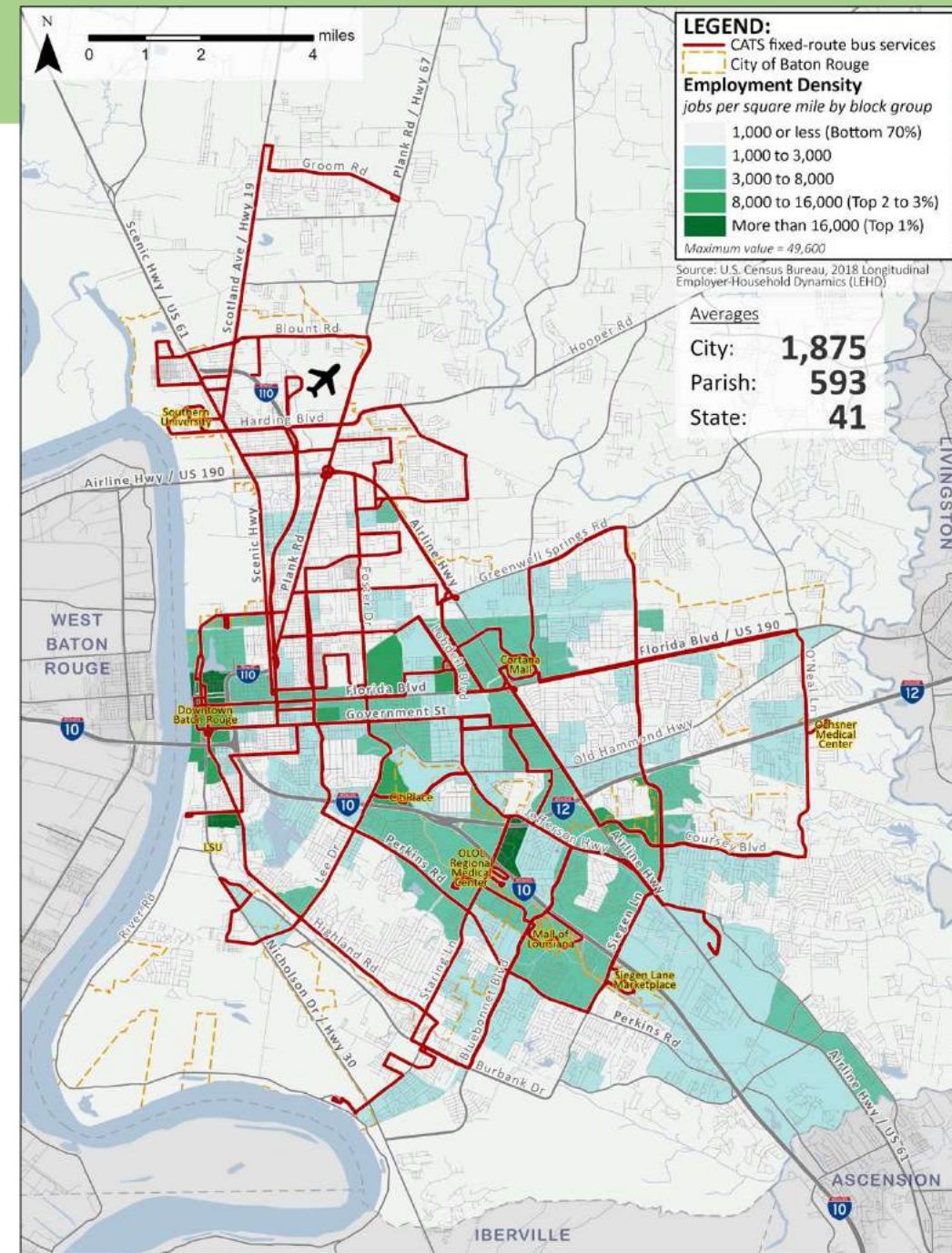


Transit Propensity

- Combines various demographic factors found to correlate with transit usage
- Households scored on likelihood of transit use
- Shows where easiest target markets located

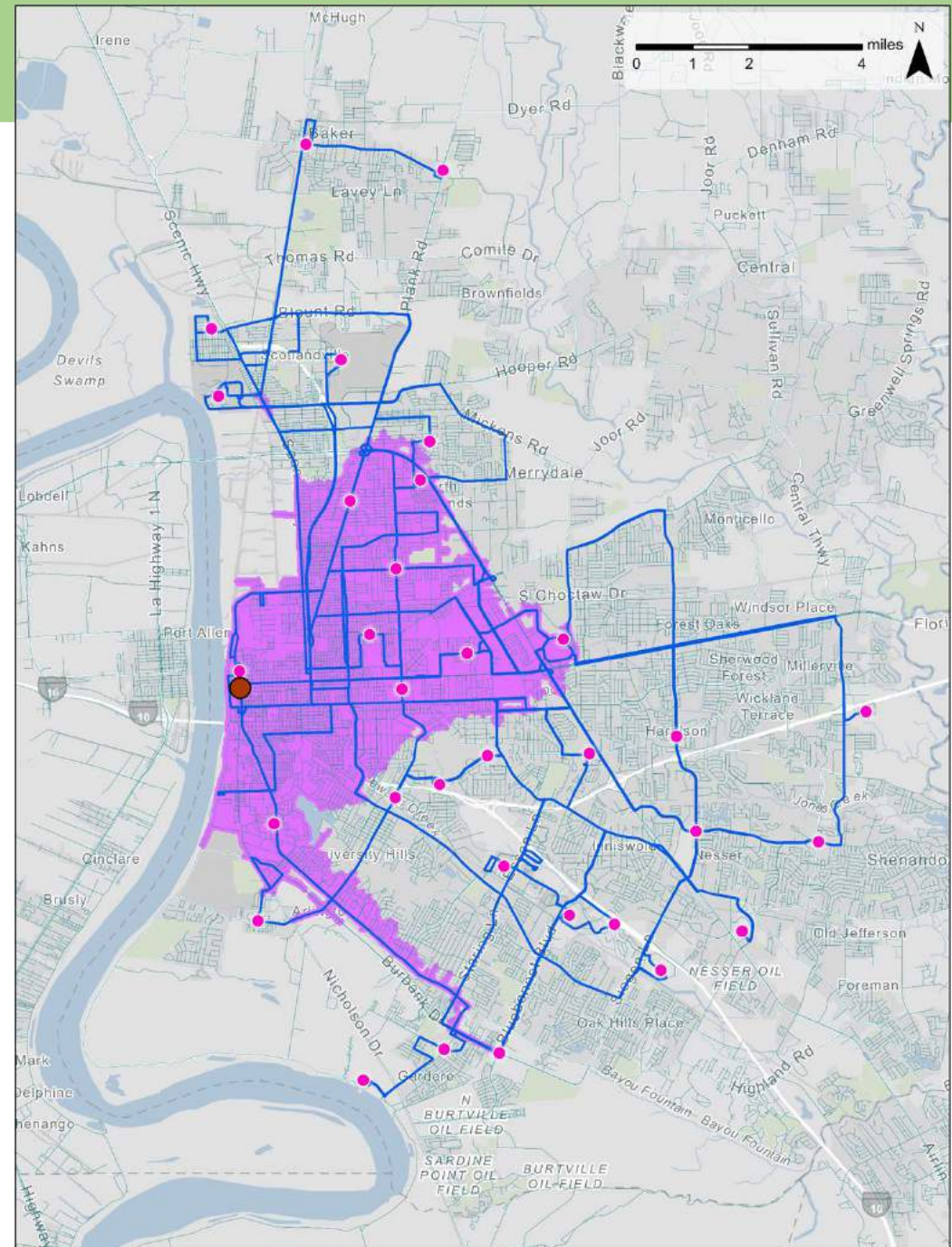


- Major job corridors are all in central or southern portions of parish
- Notable corridors:
 - Downtown
 - LSU
 - Florida Avenue
 - I-10



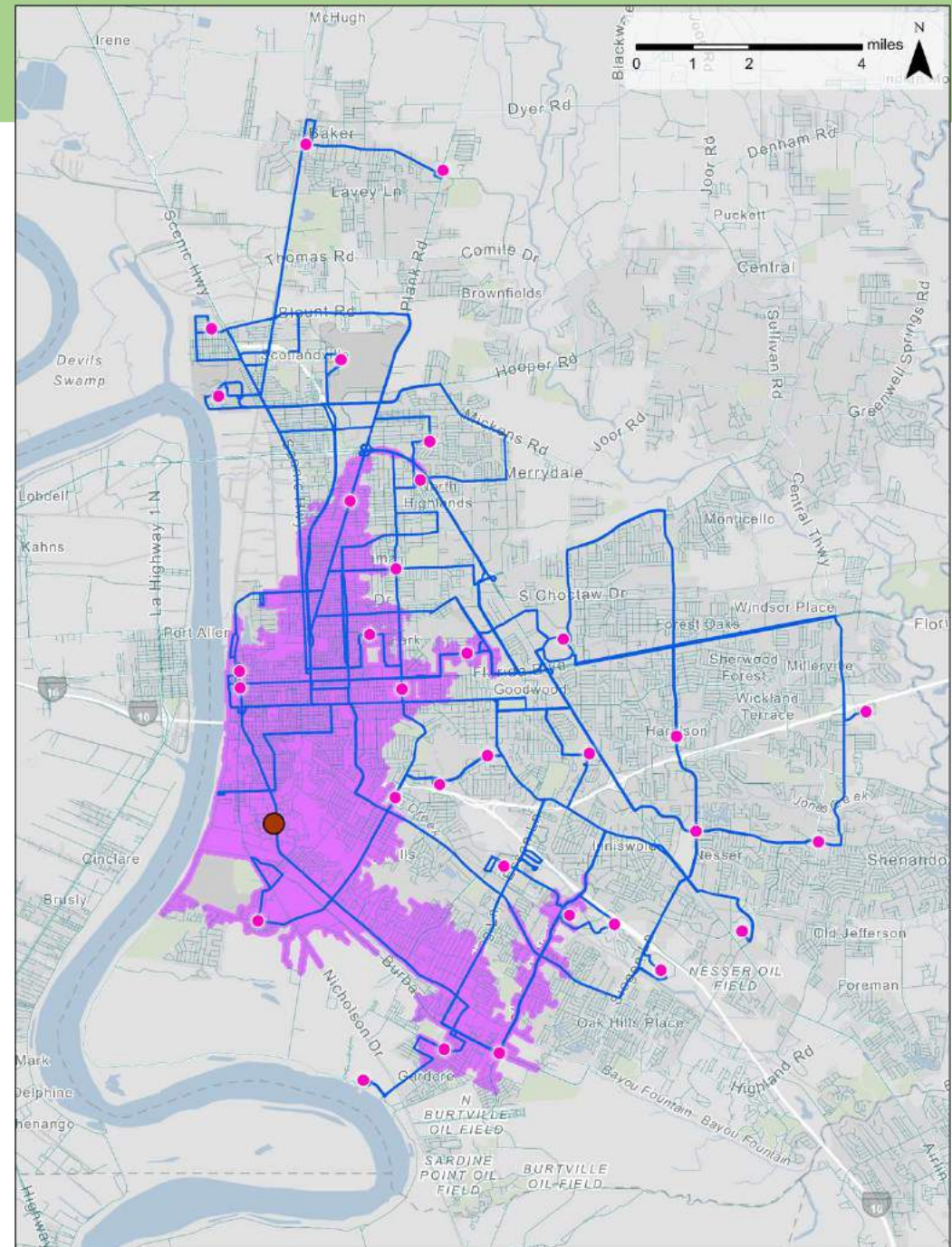
Transit Quality Index

- Simulate transit travel during all periods of the day
- Considers not just in-vehicle time, but transfer time and wait/frequency
- Includes walk access to stops
- Shaded area is within 60 minutes average



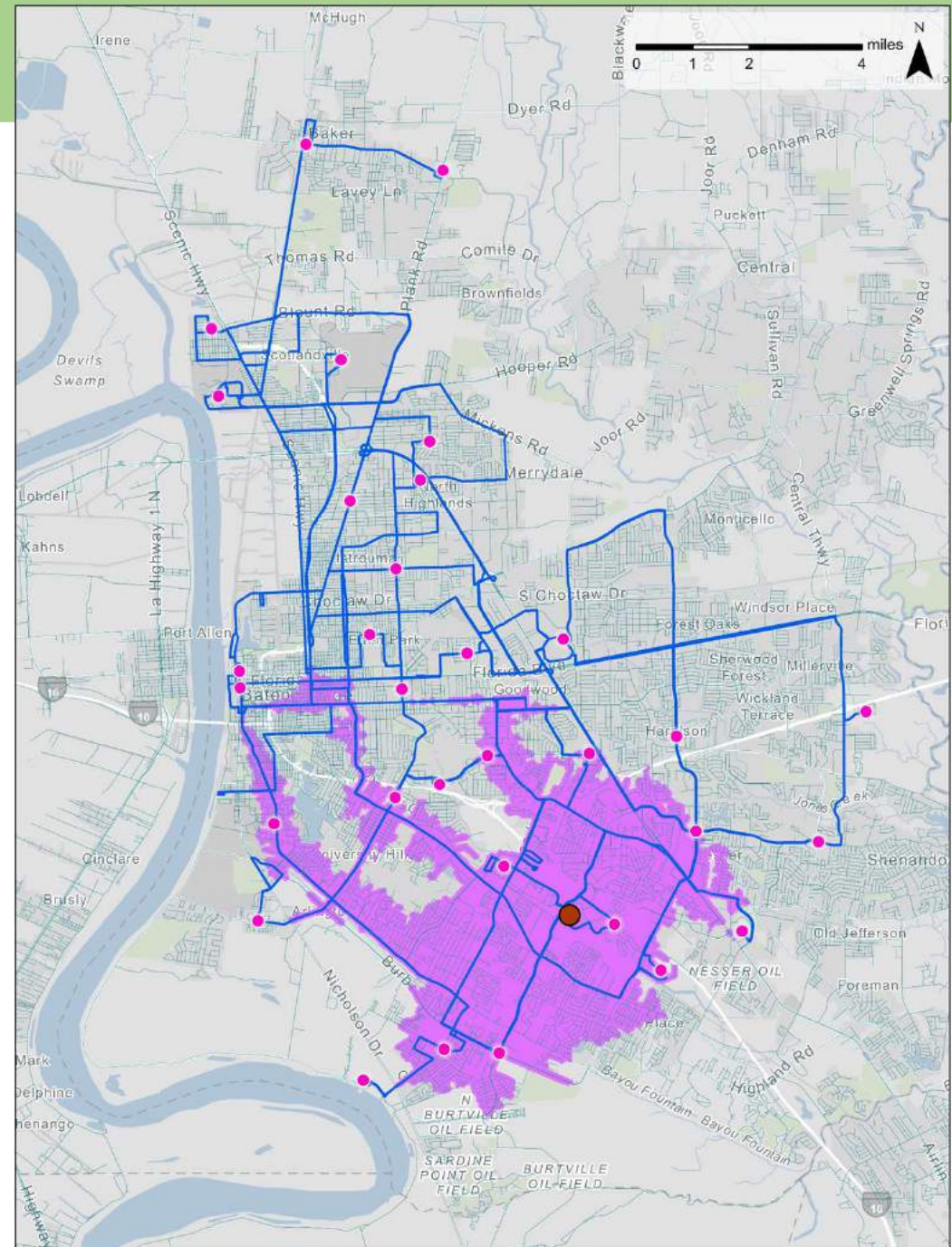
Transit Quality Index

- Accessibility to LSU
- Like downtown, a little less than half of total service area is within 60 minute average of LSU



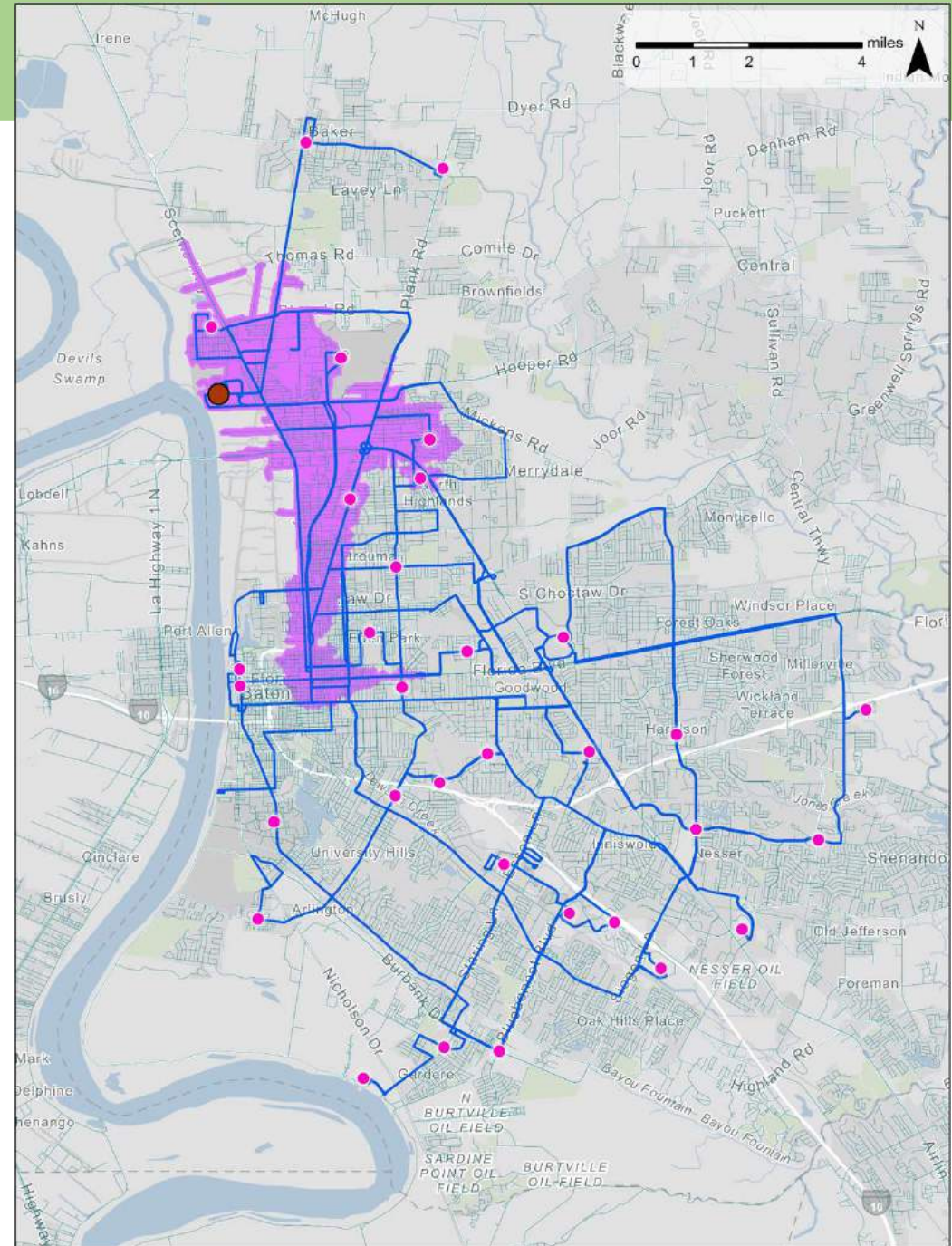
Transit Quality Index

- Mall of Louisiana has limited quality transit access shed
- Despite service along several routes, long service frequencies / required connections increase travel time to mall

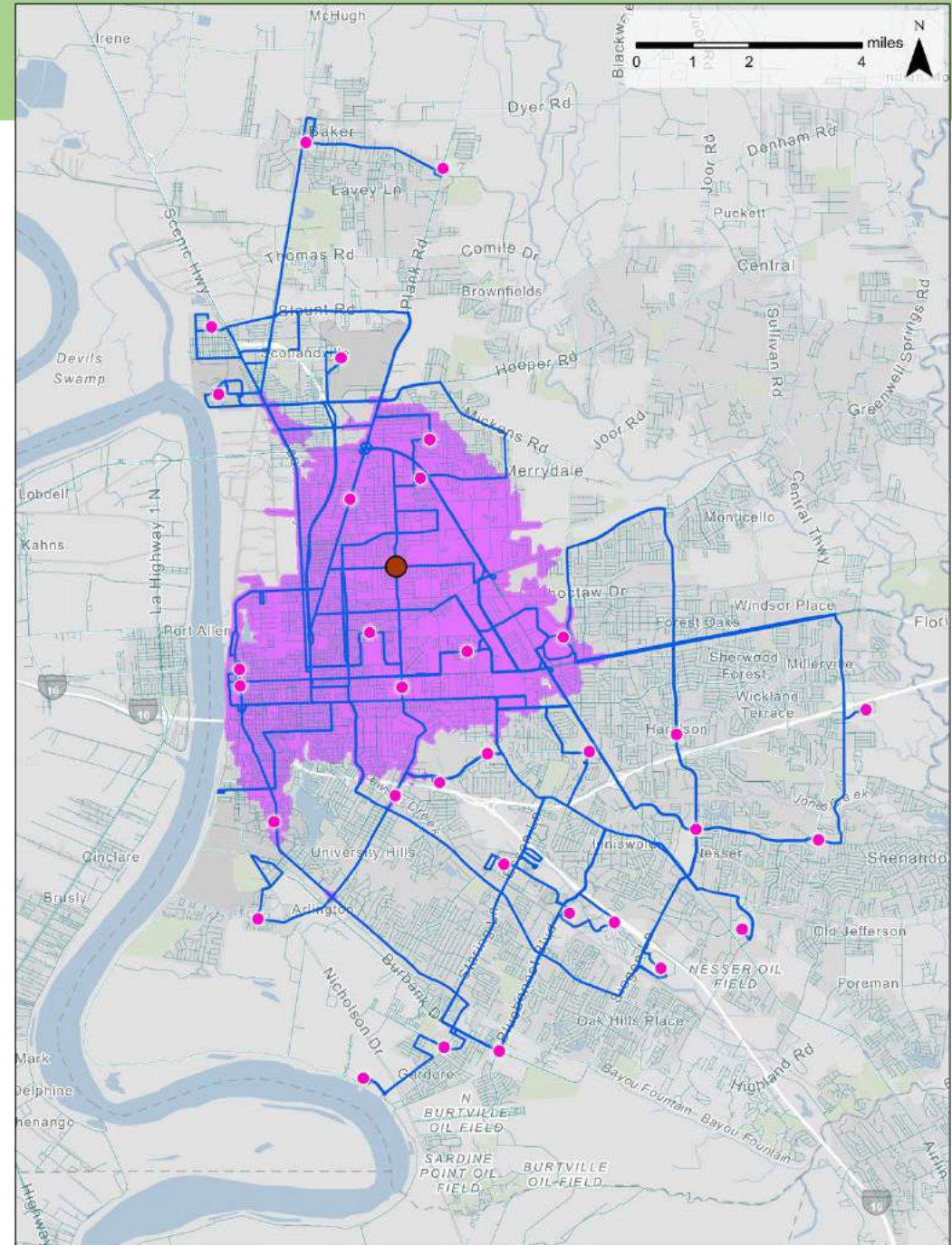


Transit Quality Index

- Access to Southern University is more limited
- Outside narrow corridor between Scenic and Plank, most of Baton Rouge is outside 60 minute average travel to Southern U.

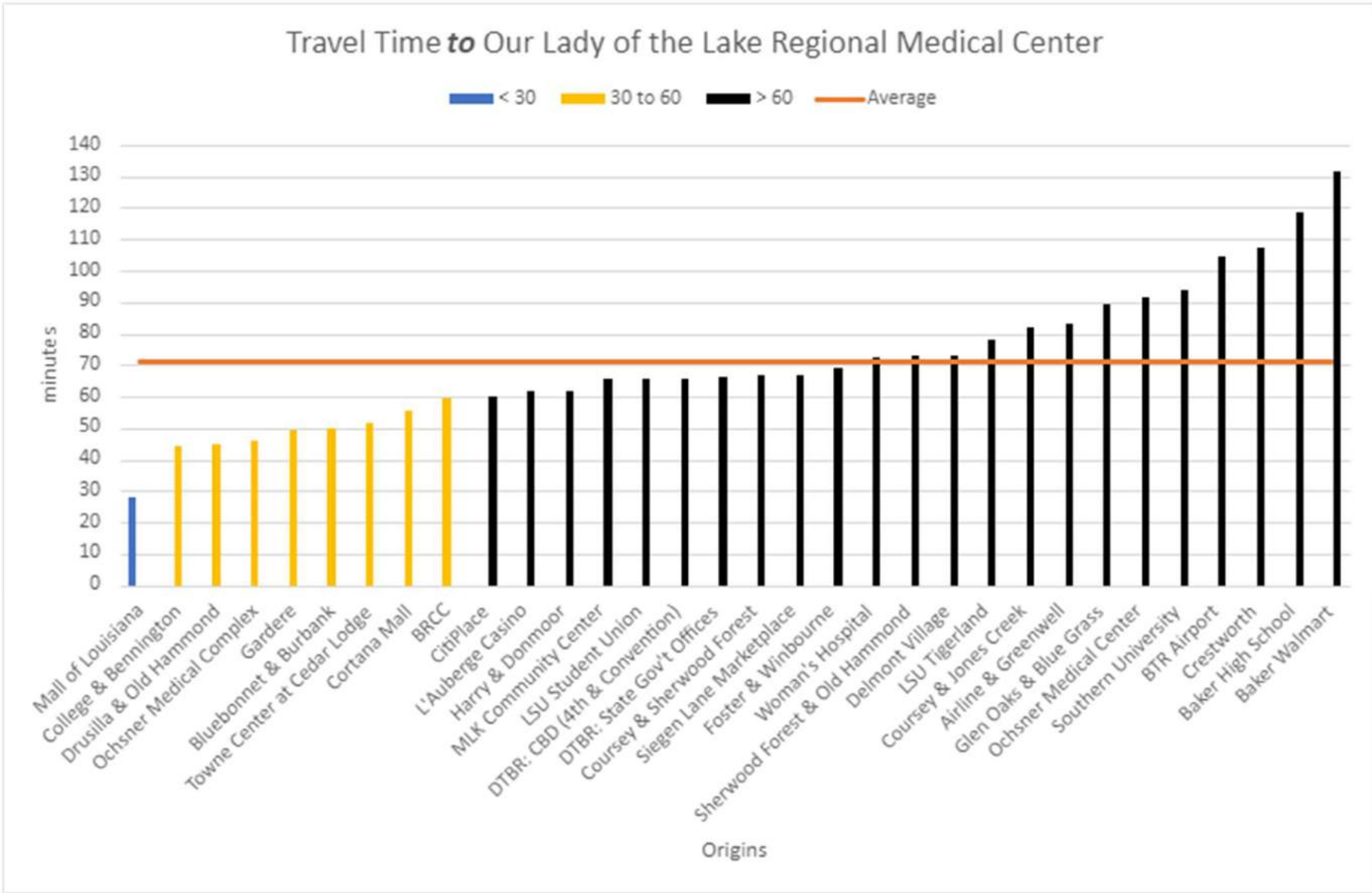


- Can also assess transit service from residential area
- Shows what destinations are within reasonable travel for a neighborhood
- Despite multiple routes, access from northside is largely limited to northside



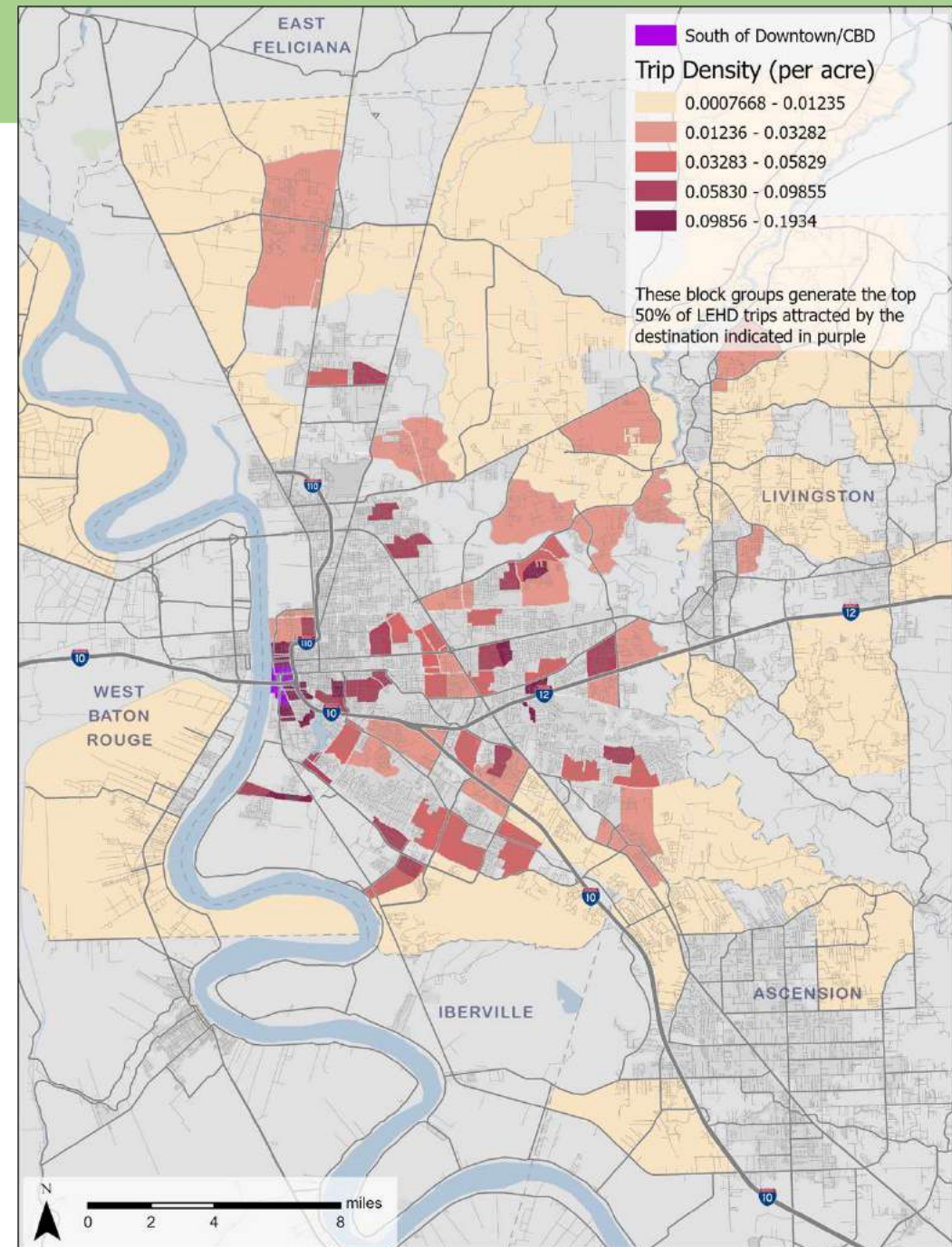


Transit Quality Index



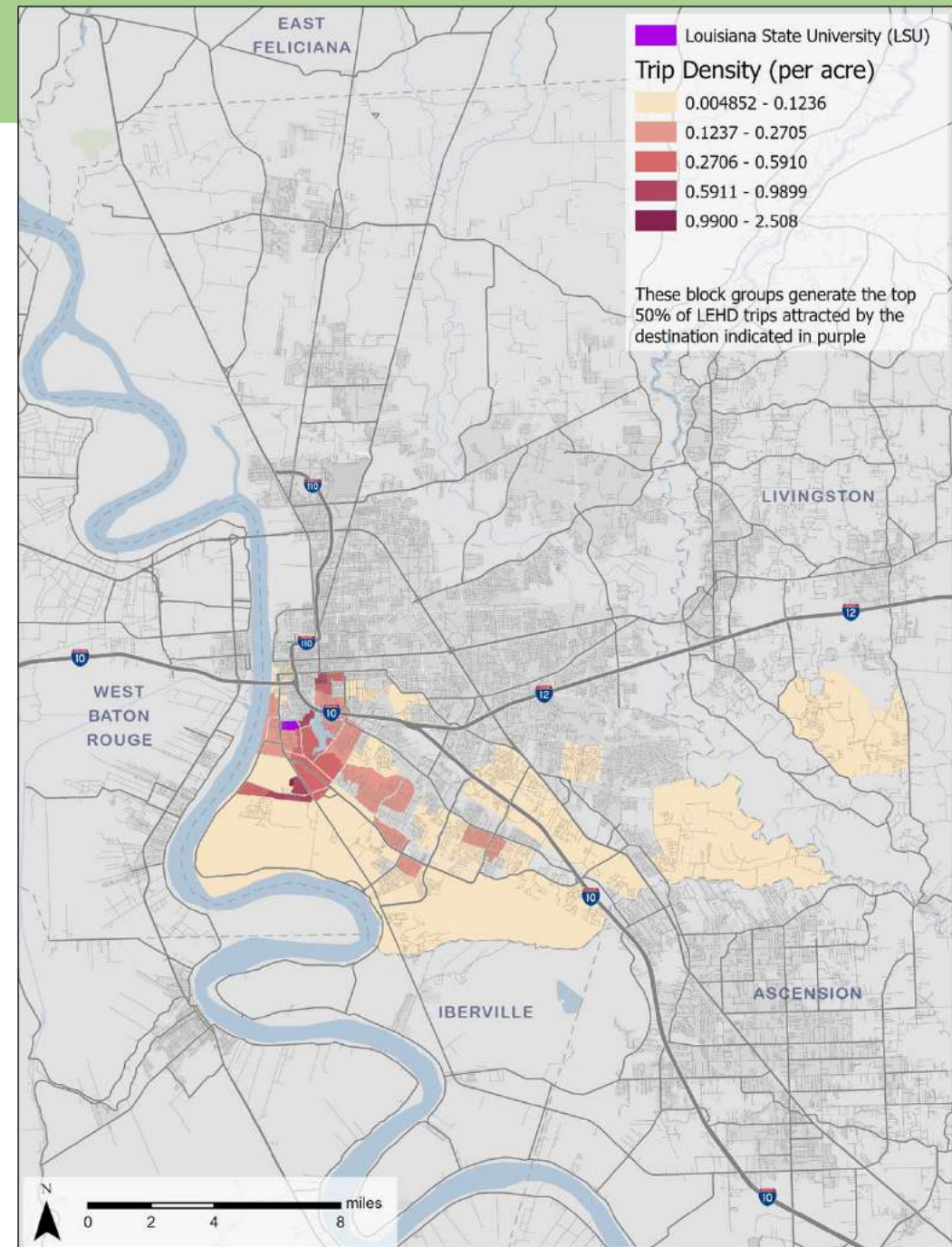
Travel Patterns

- Employment origin-destination data
- Shows residential addresses for workers in downtown Baton Rouge
- Shaded areas represent half of all employment trips



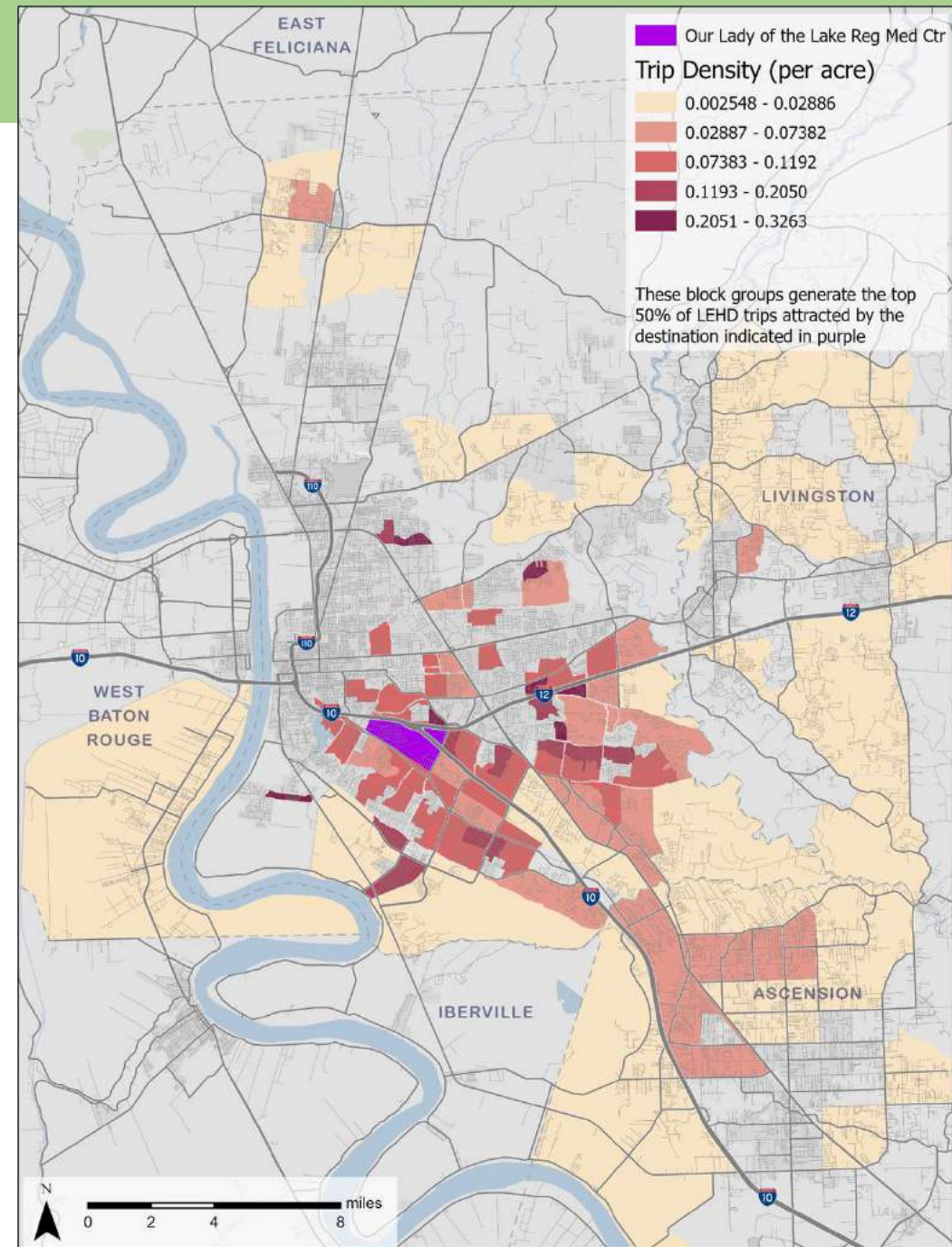
Travel Patterns

- Unlike downtown Baton Rouge, LSU employees are concentrated near the university
- Not many residents of north Baton Rouge are employed in the campus area



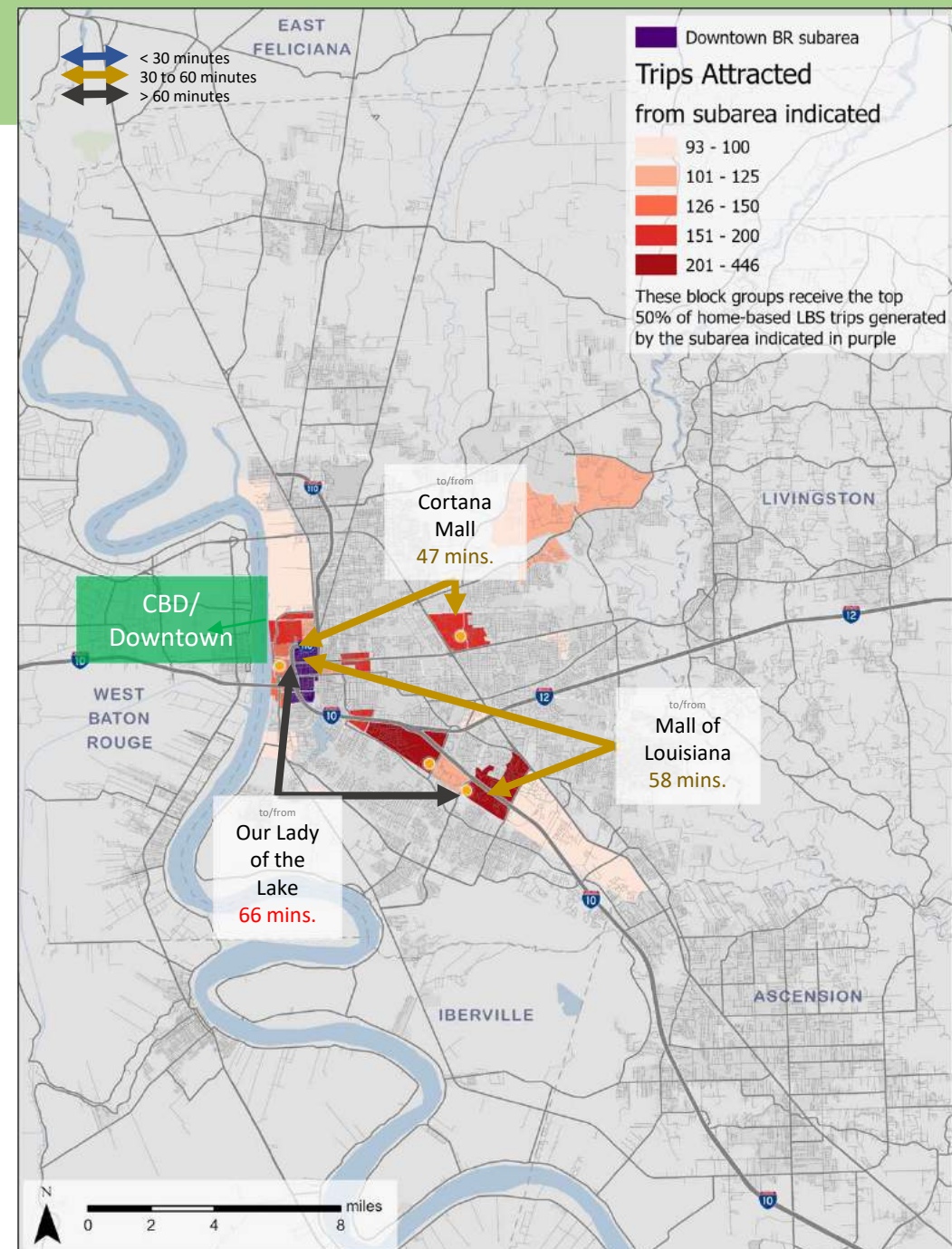
Travel Patterns

- For those employed in area near Our Lady of the Lake Hospital
- Employees tend to live in southeast Baton Rouge and Ascension Parish
- Several areas north of Florida Blvd. have higher densities of workers



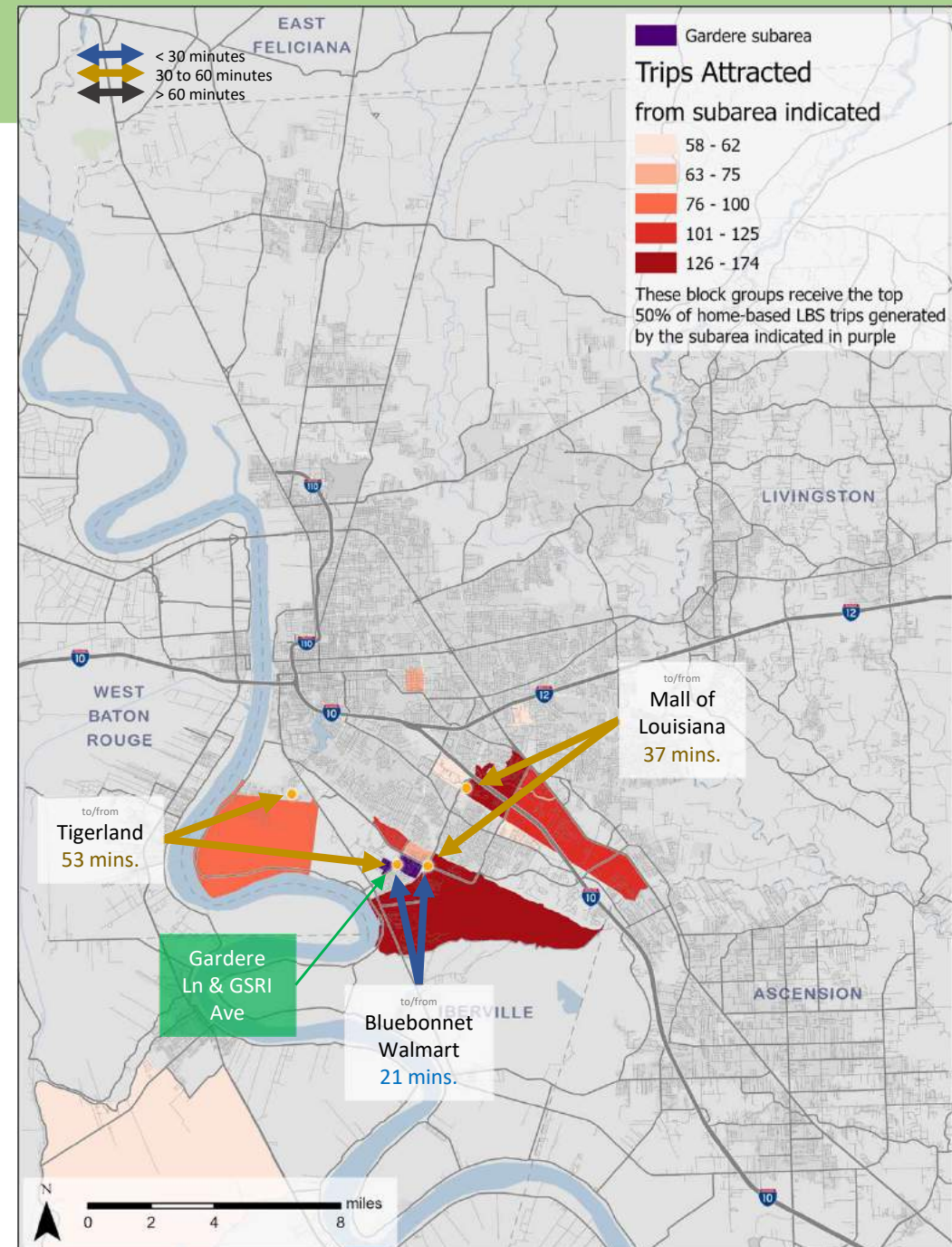
Neighborhood Analysis

- Top destinations identified for many areas
- Use of Location-Based Service (LBS) data
- Transit quality measured to each
- Common destinations from downtown 47-66 minutes away



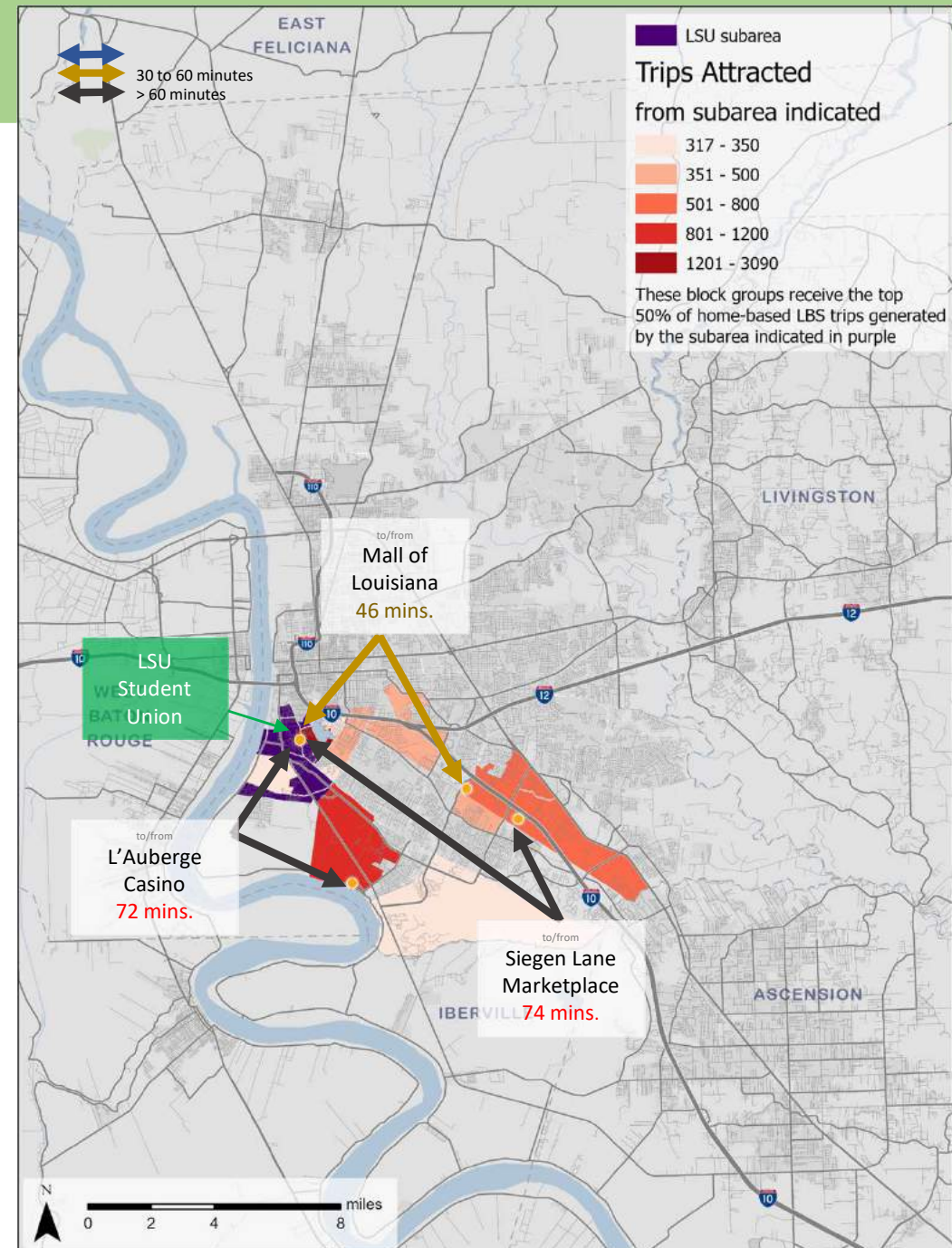
Neighborhood Analysis

- From Gardere, common locations are nearby on south and east side of parish
- All locations are within an hour of average travel time



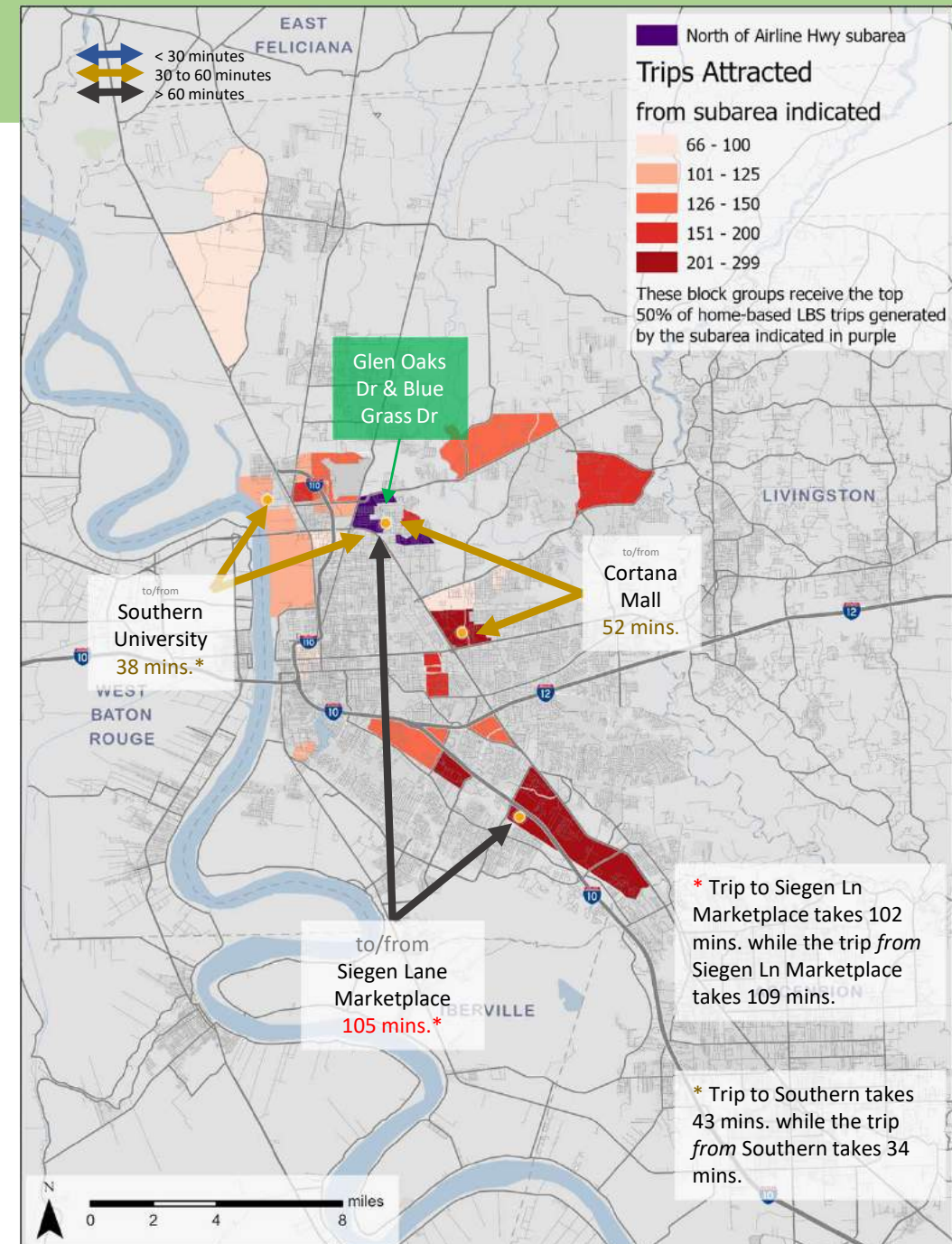
Neighborhood Analysis

- From LSU, most common destinations are toward the east
- Travel times of 70+ minutes to common destinations



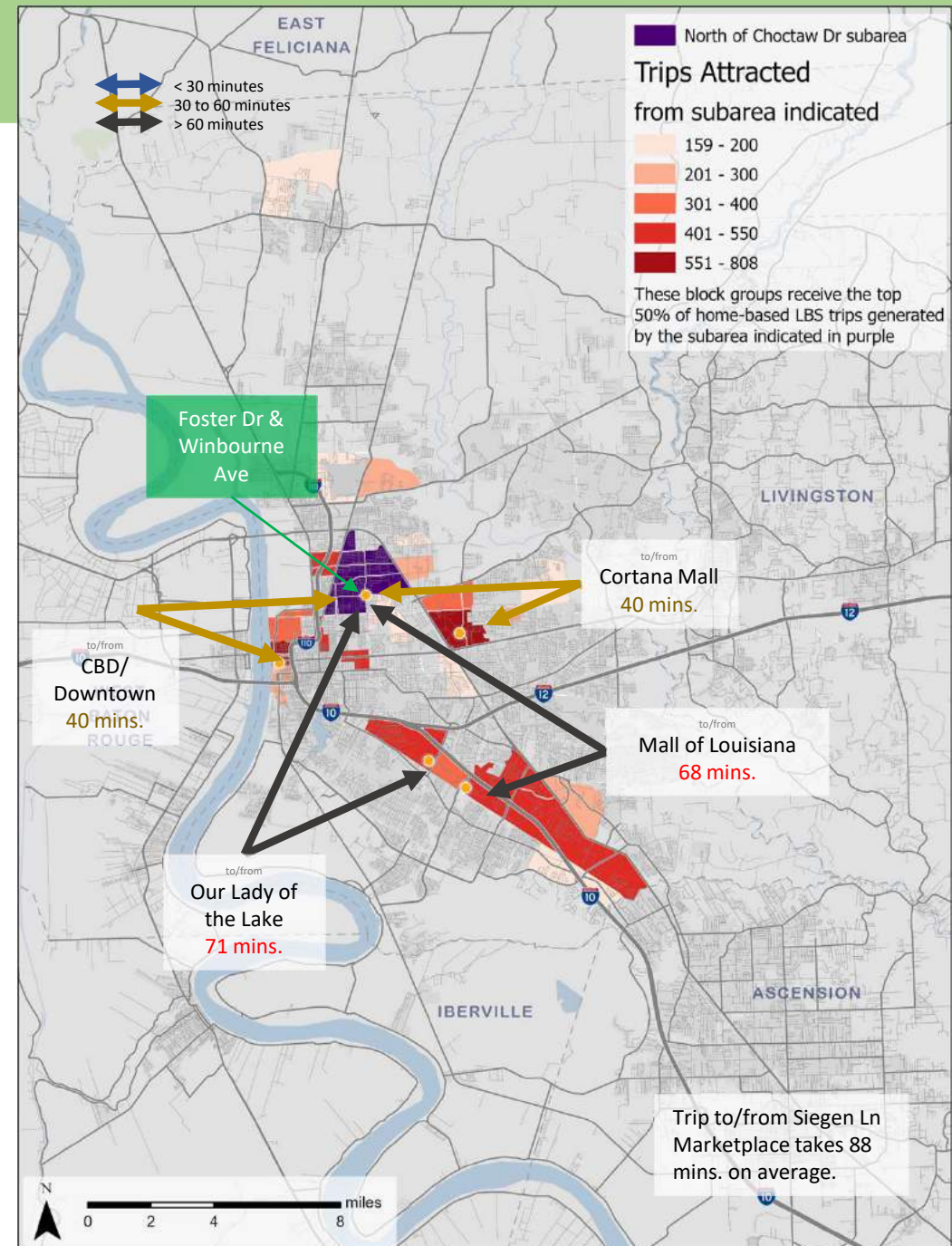
Neighborhood Analysis

- From far north side of Baton Rouge, common destinations are varied
- Travel to Siegen Marketplace averages over 100 minutes



Neighborhood Analysis

- From north side of Baton Rouge, common travel in several directions to the south
- Travel to southeast locations (Mall of Louisiana, OLOL) exceed 60 minutes



Next Steps

- Complete APC Sampling of CATS Fixed Route Service
- Develop Alternative Route Networks to Improve Connectivity
- Get Public Feedback on Concepts
- Measure Alternatives Using Similar Tools to Evaluate Connectivity





Technology (ERP) Update

December 2021

Project Milestones

DATE	DESCRIPTION
Dec 17, 2019	CATS Board approval of 5yr (3yr optional) contract with Tyler.
Jul 10, 2020	CATS Board approval of 18mo contract with Intueor.
Sep 24, 2020	Tyler Stakeholder Presentation.
Oct 13, 2020	First FINANCE Design Session for Phase 1
Feb 9, 2021	First HCM/HR Design Session for Phase 2
Dec 1, 2021	Phase 1 – FINANCE is now LIVE
Apr 1, 2022	Phase 2 - HCM/HR projected Go-LIVE

ERP Modules CATS Purchased

Phase 1 Start: Oct 13, 2020

- **FINANCE**

- AP/AR
- General Billing/General Ledger
- Capital Assets
- Budgeting
- CAFR Statement Builder

- **PROCUREMENT**

- Purchasing
- Contracts
- Bids

- **PROJECT & GRANT ACCOUNTING**

Phase 2 Start: Feb 9, 2021

- **HCM/HR**

- Recruiting
- Position Control
- Talent Management

- **PAYROLL**

- Executime

- **EMPLOYEE SELF-SERVICE**

**Capital Area Transit System
Balance Sheet
November, 2021**

11/30/2021 11/30/2020

ASSETS

Current Assets:		
Cash and Cash Equivalents	4,009,571	11,865,765
Accounts Receivable	207,461	310,525
Property Tax Receivable	19,081,619	16,845,088
Due from Governments	3,715,964	982,789
Inventory	640,108	168,941
Prepaid Expenses and Other Assets	111,898	155,377
Total Current Assets:	27,766,621	30,328,486
Restricted Assets:		
Cash and Cash Equivalents	3,308,030	320,181
Total Restricted Assets:	3,308,030	320,181
Net Pension Asset, Long-Term	676,430	496,897
Equipment, Net	20,090,379	20,048,684
Total Assets	51,841,460	51,194,249

LIABILITIES AND NET ASSETS

Current Liabilities		
Accounts Payable and Accrued Expenses	166,911	473,867
Accrued Payroll and Tax Liabilities	668,156	89,024
Accrued Compensated Absences	850,652	751,112
Claims Payable and Related Liabilities	858,729	1,332,240
Deferred Revenue (Grants/Prop Tax)	2,345,296	1,082,332
Total Current Liabilities	4,889,744	3,728,575
Long-Term Liabilities		
Capital Lease Payable, Less Current Portion	1,585,098	2,193,983
Estimated Liabilities	690,136	1,301,975
Total Long-Term Liabilities	2,275,234	3,495,958
Total Liabilities	7,164,978	7,224,533
Net Assets:		
Investments in Capital Assets, Net of Related Debt	18,552,670	17,587,838
Restricted Cash and Cash Equivalents	3,308,030	320,181
Unrestricted	22,815,782	26,061,697
Total Net Assets:	44,676,482	43,969,716
Total Liabilities And Net Assets	51,841,460	51,194,249

Capital Area Transit System
Statement of Operating Budget vs. Actual
For the Period Ended November, 2021

	Current Month				Year to Date				Approved Budget
	Budget	Actual	Variance	% Var	Budget	Actual	Variance	% Var	
Operating Revenues									
Passenger Paid Fares	93,362	80,822	(12,540)	-13.43%	746,896	481,423	(265,473)	-35.54%	840,258
Special Transit Fares (Contract)	10,900	5,976	(4,924)	-45.17%	98,100	38,736	(59,364)	-60.51%	109,000
ADA/Paratransit Revenue	6,560	7,199	639	9.74%	52,480	38,371	(14,109)	-26.88%	59,040
Advertising Revenue	39,667	75,217	35,550	89.62%	436,337	543,754	107,417	24.62%	476,004
Interest Income	4,997	296	(4,701)	-94.07%	54,967	7,207	(47,760)	-86.89%	59,964
Other Agency Revenue	18,950	10,665	(8,285)	-43.72%	208,450	260,879	52,429	25.15%	227,400
Total CATS Generated	174,436	180,175	5,739	3.29%	1,597,230	1,370,371	(226,859)	-14.20%	1,771,666
Non Federal Revenue									
Hotel/Motel Tax	74,959	87,086	12,127	16.18%	824,549	1,166,426	341,877	41.46%	899,508
Parish Transportation Fund	45,833	45,833	0	0.00%	504,163	504,167	4	0.00%	549,996
Property Tax Revenue	1,466,667	1,606,667	140,000	9.55%	16,133,337	17,393,333	1,259,996	7.81%	17,600,004
Total Non Federal	1,587,459	1,739,586	152,127	9.58%	17,462,049	19,063,926	1,601,877	9.17%	19,049,508
Federal Operating Subsidies									
FTA - Formula Grants/PM	612,592	339,528	(273,064)	-44.58%	6,738,512	6,262,051	(476,461)	-7.07%	7,351,102
FTA - Capital Projects (Project Admin)	26,667	157,929	131,262	492.23%	293,337	618,511	325,174	110.85%	320,004
FTA - Planning	0	42,814	42,814	0.00%	514,500	434,718	(79,782)	-15.51%	686,000
Total Federal Operating	639,259	540,270	(98,989)	-15.48%	7,546,349	7,315,280	(231,069)	-3.06%	8,357,106
Total Operating Revenues	2,401,154	2,460,031	58,876	2.45%	26,605,628	27,749,577	1,143,949	4.30%	29,178,280
Operating Expenses									
Labor	933,877	867,372	66,505	7.12%	10,397,162	9,056,505	1,340,657	12.89%	11,329,365
Fringe Benefits	521,873	657,935	(136,062)	-26.07%	5,810,147	6,097,442	(287,295)	-4.94%	6,382,219
Casualty and Liability	128,917	63,957	64,960	50.39%	1,418,087	1,324,078	94,009	6.63%	1,547,000
Services	233,729	355,901	(122,172)	-52.27%	2,571,019	3,335,551	(764,532)	-29.74%	2,804,718
Purchased Transportation	162,500	151,873	10,627	6.54%	1,787,500	1,837,280	(49,780)	-2.78%	1,950,000
Materials & Supplies	303,751	290,247	13,504	4.45%	3,341,261	2,898,067	443,194	13.26%	3,645,000
Utilities	14,583	22,843	(8,260)	-56.64%	160,413	203,799	(43,386)	-27.05%	175,000
Miscellaneous Expenses	104,168	69,305	34,863	33.47%	1,145,842	966,110	179,732	15.69%	1,250,040
Leases and Rentals	7,911	7,703	208	2.63%	87,021	78,156	8,865	10.19%	94,938
Total Operating Expenses	2,411,309	2,487,136	(75,827)	-3.14%	26,718,452	25,796,989	921,463	3.45%	29,178,280
Net SURPLUS/(DEFICIT) Before Depreciation	(10,155)	(27,105)	(16,950)		(112,824)	1,952,588	2,065,412		0
Depreciation	0	229,151	(229,151)		0	2,716,726	(2,716,726)		
NET Operating SURPLUS/(DEFICIT)	(10,155)	(256,256)	(246,101)		(112,824)	(764,138)	(651,314)		0



**MEETING OF THE
FINANCE AND EXECUTIVE COMMITTEE
BOARD OF COMMISSIONERS
CAPITAL AREA TRANSIT SYSTEM AND
PUBLIC TRANSPORTATION COMMISSIONS
December 14, 2021
Virtually and at the
CATS Administrative Office
350 North Donmoor Avenue**

MINUTES

The Finance and Executive Committee met on Thursday, December 11, 2021, at 10:3 A.M. Present at the meeting were members Erika Green, Chair (virtual) Kahli Cohran (virtual), Matt Thomas (in-person) and Laurence Lambert (virtually). Also present were Bill Deville and members of CATS staff.

I. Call to order and establishment of quorum

Ms. Green facilitated the meeting virtually attending the meeting. She welcomed those assembled and thanked everyone for joining the meeting.

II. President's Announcements

Ms. Green acknowledged the efforts and hard work of the staff, Board members and others who worked to successfully pass the 10 year Millage Renewal and wished Board Vice President Cohran a happy birthday.

III. Executive Report and Financials

Operations Report – Dwana Williams noted that there are currently 112 total operators, 97 active and 15 inactive for various reasons.

Ms. Williams noted that the November Operations Challenge winners were Paula King, LaTasha Carline, Bobbie Horton, Kiera Wilson, and Tammie Wilson.

The November Maintenance challenge winner will be announced in January.

The November Customer Service challenge winner was Delecnia Marshall and the Customer Service Top Performer is Michelle Scott.

Ms. Williams operations performance measures less than this time last than last year but it is the third highest of the year. We saw increased ridership on three routes.

On Time Performance (OTP) lower than this time last year but higher than the past three (3) months. Traffic congestion and pressure points affect OTP.

Percentage of trips operated 93.97% down from this time last year and up the last three months. Cadet class of 13, one was fast tracked because he was a previous employee and is currently in service. Of the 12 – six (6) went with line instructors this past Tuesday (December 7, 2021). The other six (6) are doing their behind the wheel training so they can be scheduled for their third party test out between December 14th – 20th. We are looking for a new class to start January 8th.

Preventable accidents is lower than this time last year, but slightly higher than our 2.5 goal for the month.

Mileage for the month is higher than this time last year and lower than the previous month.

Mean Miles between road calls is lower than this time last year but higher than the previous month. We did not meet our 8000 goals.

We are seeing some relief with recovering some of the parts we were writing on and we have some spare parts in maintenance.

Mr. Cohran asked about the percentage of congestion of 25-30% how you are getting those percentages.

Ms. Williams, There's a traffic report that can give you weekly what traffic is working like with a weekly breakdown. She said she can send Mr. Cohran the link and can go over the information with him as well.

Mr. Cohran – asked if this report is through CRPC? Is CRPC managing the model? Where is it from? Who publishes the metrics?

Ms. Williams – said she can get that information over to Mr. Cohran because she received it from the Director of Innovation.

Mr. Laurence – requested to receive the information from Ms. Williams as well.

Planning Report – Cheri Soileau announced the planning report that was given out at the Planning Committee Meeting. If you want to go through it just send me an email. We will set up a time and we will bring in the consultants to do it and to explain everything to you. This is a snap shot of what is out there. The next step is public outreach which we will be in January and February.

The Microtransit contract was sent to River North. It's a 12 week start up process.

Public outreach is beginning on the Bus Rapid Transit in January.

Operations, Administration and Maintenance Feasibility will begin in January.

Mr. Cohran – recommends we publish the current conditions report. He feels it paints a comprehensive picture of our current service for other Boardmembers.

Administrative Updates – Ms. Thomas is out, her report is provided in your packet, which she will be available to give that report at the full Board meeting.

Technology Report – Keith Doucet – Phase one of the Tyler ERPO financials is now live as of last week. Phase two is in the data conversion that is set to go live second quarter of 2022.

Communications – Theo Richards – Continuing to engage Operations to make sure Rider Alters are updated on the website, and on social media. I'm working on yearly recaps for Mr. Deville, our staff and customers; otherwise I think everything else is covered in your packet.

From the CEO – At the TPP Committee meeting Finance announced that all audit findings as reported to the CATS Board were fully reconciled and noting no policy updates that occurred as a result of those audit findings. Dr. Breaux I likely to make this a part of his TPP Committee report at the full board meeting.

The long awaited Gallagher Compensation Study will finally be implemented by the year's end. Just a reminder this was done by an independent expert to take a look at current or future leadership. This happen because over the last decade there has been a lot of changes in

leadership and the salaries can get out of whack, which impacts moral, so we got an independent firm to do that.

Finance Report - John Cutrone presented the November financials and noted that the total current assets as of November 30, 2021, are current assets \$27,766,621. The total assets are \$51,841,460. The total current liabilities are \$4,889,744 and the total liabilities are \$7,164,978. The total net assets are \$44,676,482. The total liabilities and net assets are \$51,841,460.

The total operating expenses for the month of November are \$2,487,136.

The total CATS-generated operating revenues for the month as of November 30, 2021, are \$180,175. The total non-federal subsidies for the month are \$1,739,586 and the total federal subsidies are \$685,495.

The total operating revenues as of November 30, 2021 are \$2,460,031.

The net operations balance for the month as of November 30, 2021, is a deficit of (\$27,105). The net operations balance for the year is a deficit of (\$256,256).

IV. Recommend approval of CATS 2022 proposed budget

Mr. Cutrone – we are presenting the 2022 CATS Budget in compliance with the Louisiana Local Public Budget for approval to the CATS Board of Commissioners. The total revenue and expenses are estimated at \$29,063,926, compared to \$29,178,280 with a reduction of \$114,354. This is the fourth consecutive year we have been able to keep the Operational Budget under \$30 million. With COVID and other disasters we can continue to anticipate self-generating funds to be lower than in prior years. Mr. Cutrone took the last three months to get an average since ridership is still down from pre-COVID, which allowed him to be conservative and not project too much for revenues generated. Revenues account for 86% including Federal Operating Subsidies \$6,711,297 that includes \$5,491,000 derived from federal grants from the FTA. Roughly around \$1.2 million will be provided under the America Recovery Plan (ARP) of 2021.

Nr. Cohran asked about operating revenues – Are ARP funds out that are allocated to us that we have received but not necessarily realized?

Mr. Cutrone – we submitted an application that was approve we just have not drown down the funds so until we made the expenditures and provide proof of payment that it cleared our bank the FTA will reimburse us for those expenses.

Mr. Thomas – stated we have significant expenses that we have not pulled down at this point.

Mr. Cutrone – Over \$16 million

President Green asked for a Motion

Mr. Thomas made a Motion that the Committee approve the CATS 2022 Budget as presented by staff.

Ms. Green seconded the Motion – there were no objections or abstaining from the committee.

V. Recommend approval 3 months extension of Interim HR Director Contract

Mr. Deville asked the Committee to approve a three month extension of the HR Director's contract to allow him to post the HR Director position now that we are past the millage renewal. Expenses are averaging \$12,000 a month so the request is for a 3 month extension at \$36,000.

Mr. Thomas asked is the expense have already run over the original contracted amount to \$50,000.

Mr. Deville replied, yes.

Mr. Cohran mentioned if the expenses are running \$12,000 / month, the expenses will be at \$60,000 for five months since August and the additional \$36,000 would only last until February.

Mr. Deville mentioned he is confident he will have the process moved forward to hire a HR Director.

President Green called for a Motion

Mr. Thomas made the Motion for the Committee to approve the three month \$36,000 contract extension for the HR Director.

Ms. Green Seconded the Motion, there were no objections or abstaining.

VI. Recommend approval of the 3e P&N Purchase Order Adjustment

Mr. Cutrone explained the contract with P&N for auditing services was a three year contract with two one-year extension options in 2018. This request is to exercise the first of those available one year contract extensions options.

Mr. Cohran recommended the Committee take no actions and move it to the full Board for discussion and requested that Mr. Cutrone have P&N deliver a full scope and cost breakdown.

President Green announced Agenda Item number eight – Recommend approval of the Atlas Task Order Three Addendum is being removed from the F&E Committee agenda at the request of staff. If anyone has any questions about this agenda item and it being removed they should contact Mr. Deville.

VII. Recommend approval of the amendment of the Intueor Contract

Mr. Doucet presented the request to increase the contract with Intueor to provide oversight for the ERP Implantation. The original contract expires January 2021, at a cost of \$159,330.59, for one and a half years. The contract has two One-year extension options. This contract extension request is for \$65,000 with a time extension of one year. Unforeseen circumstances with COVID caused extensive delays in the training to pushed back the go live dates for the ERP. Intueor is in person with Tyler still under their travel restrictions due to COVID.

Mr. Cohran suggested the Committee take no action. There should be a value to any contract that is brought to the Board. The Board should be provided a clear understanding of the Scope and hard numbers should also be provided that are consistent with the scope of work and the contract fees. The item is moved to the full Board with no F&E Committee Action.

The Committee lost quorum and the meeting was adjourned.



**MEETING OF THE
TECHNICAL, POLICIES, AND
PRACTICES COMMITTEE
BOARD OF COMMISSIONERS
CAPITAL AREA TRANSIT SYSTEM AND
PUBLIC TRANSPORTATION COMMISSIONS
December 2, 2021
Virtual and
350 North Donmoor
Baton Rouge, LA 70806**

MINUTES

The Technical, Policies, and Practices Committee met virtually and in-person on Thursday, December 2, 2021, at 2:00 pm. Virtually present were members Peter Breaux and Johnathan Hill. Also present were Bill Deville and members of CATS staff.

I. Discussion of Pandemic Policy

Dr. Breaux welcomed those assembled and expressed his wishes that everyone was safe and healthy.

Mr. Deville introduced Terrell Broussard to update the committee on the Covid pandemic policy. Mr. Broussard updated the committee on the various steps the agency has taken to address the covid policy.

There was considerable discussion of the process to create and implement procedures and it was noted that the agency needs to improve its procedures and its efforts to share policies with all CATS employees.

Dr. Breaux requested that an update be provided at the next meeting outlining what has been done.

II. Discussion of P&N Audit Resolutions

Mr. Cutrone updated the committee on the audit finding resolutions and what steps have been taken internally to correct those findings.

Recordkeeping Associated with Employee Leave - New Union Contract will resolve the issue. Until signed, HR will notify individuals with variances that hours may be adjusted.

Documentation of Approved Pay Rates in Payroll File - Procedure to verify rate increase included in all employee folders.

Unremitted Contributions for Special Pay Date - Policy to check off that each payroll run has verified contribution requirements.

Maintenance of Pension Plan Census Data - Procedure to reconcile and identify acceptable plan status with census data.

Preparation of Schedule of Expenditures of Federal Awards and Reconciliation of Grant Revenue - Policy & Procedure to ensure new employees are trained of requirements & where to obtain information. Work with Procurement manager for vendor files. Track expenditures by grant/project in new ERP system.

Procurement -Policy & Procedure to maintain yearly binder for vendors that qualify under the state procurement rules and also federal allowable exceptions.

There being no further business, the meeting adjourned.



**MEETING OF THE
BOARD OF COMMISSIONERS OF
CAPITAL AREA TRANSIT SYSTEM
AND
PUBLIC TRANSPORTATION COMMISSION
NOVEMBER 16, 2021
4:30 p.m.
Virtually and at the
CATS Administrative Building
350 North Donmoor
Baton Rouge, LA 70806**

MINUTES

I. CALL TO ORDER: Ms. Erika Green

Ms. Green called the meeting to order.

II. ROLL CALL: Mr. Theo Richards

Members presents at the meeting were: Cohran, Perkins, Thomas, Hill, Lambert, Bellue, Breaux and Pierre. Also present were Mr. Bill Deville, CEO; other CATS staff; and members of the public.

III. APPROVAL OF MINUTES OF OCTOBER 19, 2021 MEETING: Ms. Erika Green

Ms. Perkins moved to approve the minutes of the October 19, 2021 meeting and Mr. Hill seconded the motion. Mr. Cohran invited public comment and there was none. The motion carried unanimously with no abstentions.

IV. PRESIDENT'S ANNOUNCEMENTS: Ms. Erika Green

Mr. Cohran did not have any announcements. Mr. Cohran congratulated the staff on the election.

V. ADMINISTRATIVE MATTERS

1. Executive and Financial Report: Mr. Bill Deville and Executive Staff

Mr. Deville noted mass Transit users are still required to wear masks under national and local government mandate.

Ms. Williams noted that there are currently 112 total operators. There are 100 active operators. There are 12 inactive operators who are out for various reasons.

The October Operations challenge winners for OTP are Janice Kinchen, LaTasha Carline, Vernon Gilliam, Al Weeden, Cynthia V. Johnson.

The October Maintenance challenge winner for productivity is James Scott.

The October Customer Service challenge for least abandoned calls is Michelle Scott.

The October Customer Care Top Performer is Kimberly Celestine.

Ms. Williams provided an overview of the October performance measures.

Ms. Soileau noted HNTB has met with Operations staff and evaluated terminal area (Florida) and Board members.

Contract documents are underway for North Baton Rouge/Baker Microtransit Pilot Project.

Public engagement for Bus Rapid Transit will start in January 2022.

Ms. Thomas noted Hitachi filmed a promotional video with Mr. Deville on November 10.

Phase one is underway for contactless pay. Prototype has been installed and technical meetings are conducted weekly.

CATS Cares participated in a number of community events in the month of October.

Ms. Thomas noted a Gallagher Benefits Specialist will be on site to educate employees on the insurance plan.

Mr. Cutrone presented the October financials and noted that the total current assets as of October 31, 2021, are \$30,197,032. The total assets are \$54,162,860. The total current liabilities are \$6,954,888 and the total liabilities are \$9,230,122. The total net

assets are \$44,932,738. The total liabilities and net assets are \$54,162,860.

The total operating expenses for the month of October are \$2,845,248.

The total CATS-generated operating revenues for the month as of are \$211,291. The total non-federal subsidies for the month are \$1,739,586 and the total federal subsidies are \$457,466.

The total operating revenues as of October 31, 2021 are \$2,408,323.

The net operations balance for the month as of October 31, 2021, is a surplus of \$(434,925). The net operations balance for the year is a deficit of (\$666,076).

VI. COMMITTEE REPORTS AND ANY ACTION THEREON

1. Finance and Executive: Ms. Erika Green

Mr. Cohran noted the committee did not meet.

2. Technical, Policies and Practices: Dr. Peter Breaux

Dr. Breaux noted that the committee did not meet.

3. Audit: Mr. Cohran

Mr. Thomas noted the committee did not meet.

4. Planning: Mr. Kahli Cohran

Mr. Cohran noted the committee did meet and referred the members to the minutes in their packets.

5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the minutes of the November meeting in their packets. Ms. Perkins introduced Ms. Barnes to conduct the MV report.

VII. ACTION ITEMS

1. Consideration of approval of the Unarmed Security Services Contract

Ms. Thomas explained the rfp process and selection for the unarmed security services contract. Ms. Thomas noted the selection committee recommends Diamond Security Service.

Mr. Hill moved the approval of the Diamond Security Services as the Unarmed Security Service and Ms. Pierre seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

2. Consideration of approval of the 2022 Health Benefits Contract

Ms. Thomas explained process taken to selection the new health benefits provided. Also, that the union was part of the selection process.

Mr. Bellue moved the approval of the Blue Cross Blue Shield as the 2022 Health Benefits provided and Ms. Pierre seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

3. Consideration of approval of the purchase of six 30-foot BYD Buses

Mr. Godwin noted a solicitation was done by ITB. CATS received two competitive bids, one from BYD and Creative Bus Sales. After reviewing both bids, BYD met the scope of work and was the lowest price of the two bidders.

Mr. Thomas moved the approval of the purchase of six 30-foot BYD Buses and Mr. Hill seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

4. Consideration of approval of the HDR Approval Feasibility Study Operations/Administration/Maintenance Task Order

Mr. Soileau discussed the project and its scope. The scope for this project includes facility assessment/condition, facility programming, facility master planning and final report with recommendations.

Mr. Hill moved the approval of the HDR Approval Feasibility Study Operations/Administration/Maintenance Task Order and Mr. Thomas seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed with Mr. Lambert abstaining.

5. Consideration of approval of the Insurance of the Lease Buses

Mr. Thomas discussed the project and the need of the insurance.

Ms. Pierre moved the approval of the Insurance of the Lease Buses and Mr. Cohran seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

Ms. Pierre moved the approval of extending the CATS Boarding to 6;30 pm and Ms. Perkins seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

6. Consideration of approval of the 2nd year contract renewal for Hitachi two-way message services

Ms. Thomas discussed the project and the existing scope. There was discussion around the difference between Two-way messaging and contactless pay. The board requested an updated by presented at the monthly Community Relations meeting.

Mr. Bellue moved the approval of the 2nd year contract renewal for Hitachi two-way message services and Mr. Cohran seconded the motion. Mr. Cohran invited public comment and there was none. The motion passed unanimously with no abstentions.

7. Consideration of approval of the Atlas Technical Consultants, LLC Task Order 3

Mr. Soileau discussed the project and the existing work performed. There was extensive dialogue between board and staff on the task order and it's need.

Mr. Thomas moved the approval of the amending the action item to \$110,000 until February 15, 2022, and Mr. Cohran seconded the motion. Mr. Cohran invited public comment and there was none. A roll call vote was conduct. In favor, Bellue, Breaux, Cohran, and Thomas. Opposed, Hill & Perkins. Abstaining, Lambert and Pierre. Motion carries.

VIII. ADJOURNMENT

Ms. Perkins moved to adjourn the meeting and Mr. Cohran seconded the motion. The motion passed unanimously with no abstentions.



**MEETING OF THE
PLANNING COMMITTEE
BOARD OF COMMISSIONERS
CAPITAL AREA TRANSIT SYSTEM AND
PUBLIC TRANSPORTATION COMMISSIONS
December 7, 2021
2:00 p.m.
Virtually and
350 North Donmoor Avenue
Baton Rouge, Louisiana 70806**

MINUTES

The Planning Committee met on Tuesday, December 7, 2021, at 2:00 p.m. Virtually present at the meeting was board members Laurance Lambert, Johnathan Hill and Kahli Cohran. Also present were Bill Deville, members of Atlas Technical Consultants, and members of CATS staff.

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CEO Bill Deville [00:05:40] Good afternoon, ladies, and gentlemen. We're prepared to go ahead and start with two o'clock planning committee meetings. Joining us, we have Commissioner Lambert and Commissioner Hill. On the agenda, we have three presentations. The rest is a few standing items.

Cheri Soileau [00:06:50] So, as we discussed the first few agenda items back at our last planning meeting, we would like to talk about the technology and, for this meeting, the EPR system. So, we have pieces that Keith will walk you through this the Tyler Munis system, and he'll give you an overview of where we are with the system.

Keith Doucet [00:07:20] For those folks who are not aware of an ERP system. It's a combination of various software pieces integrated into one software package, as opposed to having different software pieces that don't even look well together. It's like in the ERP implementations; we have these seven stages that it goes through. So, for example, discovery and planning are when we go through and gather requirements. The evaluation of selection is when we go through and look at vendors and see what's in the best interests of CATS. Then, after all of that is included in the contract design. We began the actual design and development by testing deployment. Not to be confused with the stages we have of two phases of the actual Tyler implementation. Each phase is financial, and one phase HCM, which stands for Human Capital Management, otherwise known as human resources. These are two phrases that run somewhat parallel to each other but are dependent on each other. So, we have to get to a certain point in the financial support to start the HCM/HR phase. So, the HCM is the Human Capital Management, and HR it's all the pieces. Here I have what we have purchased; for example, the

finances include accounts payable, accounts receivable, general building, general ledger, capital assets management, and budgeting. It also includes procurement and purchasing modules and contracts and bids. And then lastly, it also includes the project and grant accounting, which is on the finance side on the HCM/HR side, and we have the recruiting modules, position, control, and talent management. So, recruiting allows you to find the best candidates for CATS position control and allows HR to manage each job description who's paid and assigned to different job descriptions. Then we have here cats, and then talent management, in our case, would be utilized for a lot of the operators to ensure that they are certified drivers and that sort of stuff. And then lastly, the employee self-service, which is for all intent employees, allows them to make any changes to their personnel record and WebEx for work. So, we went through the first phase and completed phase one of financials. We went live last Wednesday. So, I'm happy to announce that we are live on the first phase in that process. We received training throughout the implementation that Tyler provided us, also with other training resources that the end-users have as we provide them with quick how-to documentation that I had I've created, which are kind of short kind of tasks like resetting passwords, submitting a requisition, that sort of stuff. We also have formal, tailored documentation available to everyone on our shared drive. And then we also have one on one training that I do provide to individuals that request it and some other kinds of side items that we do have for them in the Tyler University, which allows them to walk through step by step on different tasks in the software, be it how to submit a requisition or how to process an invoice. It walks them through each step and tells them what information needs to be interviewed in each field. There's also a knowledge base that's provided as well as I plan is once we're live on both phases, and kind of the dust has settled from that. I plan to do regular breakout training sessions where I will have classes in this kind of environment and offer people to come and help me on various subjects to show them how things are different in different parts of the software work. And then this is a picture of the landing screen, which is basically what everybody sees. So right now, people are logging in. This is what they're going to see initially. The main things to call to your attention are green, blue, and yellow items. The green lets them know that they have work to approve. The approvals to approve notifications allow them to set up their notifications, which are generally system alerts. In the below, the green is the title or venue, which allows them access to all these different modules that exist within the program. The next block over right in the center is kind of they can do their favorites so that they don't have to go through the changes in the left. And then lastly, the bottom right section allows me to put out different web links. They're top vendors and, you know, Office Depot and stuff, so they can easily access that. I also have, I think, on there, I do have an ethics training, and we have every year, we must have to worry about keeping their lives up to date. We have things like that, like an activist. And lastly, each department has its department landing page that it will have access to, and it's all based on their assigned department. So, the chairman also has their, you know, they can look at all the vendors that the vendors and the dollar amount that they're owed to vendors or where purchase orders are at any time accounting. You can look at all their invoices that they have and have not yet paid so on and so forth. Any questions?

CEO Bill Deville [00:14:26] Congratulations to Staff for getting the first part of this success earlier than we expected and looking forward to the next thing that we do or what had to be the ACM/HR in April.

Cheri Soileau [00:14:52] Our next one is the comprehensive operational analysis update, and we have our Carl Weckenmann from Nelson Nygaard. As an aside, kinetics was purchased by Nelson Nygaard, so you'll hear Nelson Nygaard's name. Then, Carl, will give you an overview of the existing conditions report. The caveat is the initial presentation was forty-eight slides. We have a lot of excellent data in there, so I'll let Carl start.

Carl Weckenmann [00:15:26] It's our pleasure to be able to provide you with the information that we've collected to date. We're looking to make sure that we're taking a data-driven approach and collecting all the best information available in the existing conditions. And that's an ongoing process. Currently, we are surveying all your routes with automatic passenger counters. We are finalizing the results of an onboard survey that we completed earlier in the fall. And then, we're looking at both publicly available data, CATS-specific data, as well as using data from vendors of our own for location-based services. That would be the sort of anonymized cell phone data to see patterns of the general population and then run those through some of the tools that we've developed that will show you through this presentation. So just very briefly, I wanted to show what we found on pure comparison in general. In the Baton Rouge area and the CATS system, we're looking at all the data reported in the national transit database, which is very similar to the peer average in terms of passenger per revenue hour. But with the caveat that the reported tiger trails information tends to bring that up. And if we were to put aside the ridership that's reported as part of tiger trails, the CATS system moves a little more to the right. It compares a little less favorably compared to peers, which suggests that as we're looking to revamp the route network, there are opportunities to improve our service effectiveness. And, if you look at the pure average for 2019, which was the last complete year before the COVID pandemic, the peer average was about 15 passengers per hour. And as such, we generally want to see routes between, say, 10 and 20 customers per hour. Otherwise, we'd want to take a little bit more of a closer look to see if we can redesign things to make them a little more effective. Perhaps in some cases, look to alternative services that might be just as effective and more cost-effective. So, with that perspective, 14 of the 24 routes the cats ran and operated in 2019 did carry fewer than ten passengers per hour. And so again, that's kind of right up front, identifying some of the opportunities we have in looking to improve the service. Next slide. And so, this is what that looks like geographically. So, there are three to four heavily used routes in the cat system. They also tend to be the bulk of the service that brings some of the averages up. I mean, here you can see those on the map. It's the Florida Avenue Corridor Plank Road and then service on Route 47, connecting Cat Central through LSU to the Mall of Louisiana. Otherwise, the balance of the road alignment and, in some cases, carries far fewer customers. Next line. And sort of so to go through some of the analysis. First, we look at just general population density. Looking at your service area and where people live, especially at densities that tend to be great enough to support public transportation. And so, and then overlaying those with the services you provide. And so, there is coverage of service to most of the populated areas in Baton Rouge and Baker. And so, in most cases, there's at least some level of service available. The question would be, how do we make that? How do we connect people better and make that more objective? Next slide. So, we looked at many demographic pieces of information, Sheree noted. We have a lot more of this variety of maps that will be part of the report. But for the sake of conciseness here, this is what we call the Transit Propensity Index, which we use various weights based on our research in the transit industry there. They're also aligned to make sense with the data that comes out of Baton Rouge, and then we map the density of households based on their likeliness to use public transportation. And that's the result here. As you can see, a significant portion of the densest areas with the transit prevents population is in the sort of north core area bounded by scenic highway, airline highway in Florida Boulevard, which is also where quite a bit of catch existing services. Next slide. A question about this line. Sure. If you want to go back and talk about the various demographic factors. Yes, we're a few of those. We look at, for example, households without vehicles. We look at income data. We also look at the rent versus own of households. Some housing data, such as the number of units. Within and so the number of household housing units within the structures, those are some of the pieces. There's about a dozen of these and that we compute. But those are some of the more heavily weighted metrics. So that's standard across the nation. Well, different firms will have

different. Essentially, different factors or at least different weights that they. That they give on factors. Ours is based on our research and, it's based. It's best to fit the model to duplicate actual transit users across the country.

Carl Weckenmann [00:23:53] So what is notable is that we're looking at employment density, which tends to be a lot of. Indicative of where people are going sort of the destination end of their trips, and many fewer of those tend to be on the north side of Baton Rouge and in Baker, they're generally the downtown area. There's an area near Allen shoe but otherwise tends to float to the southeast along the I-10 Jefferson Highway corridors. And so, there's some bit of a mismatch in terms of the residential addresses of the people that are most likely to use transit based on what we see versus where jobs are within the service area. Creating a challenge in terms of mobility for those who need public transportation and an opportunity for the transit system to serve those community's next time. So, what we've done in the next handful of slides is take the route network currently operated by CATS. And I'll just say that as we move through the study in the spring and develop alternatives for a new route network, we will use some of these same tools to evaluate the alternatives that we develop. So, what we're what you're looking at here is the shaded area from any single point. And then point on this first map is from downtown Baton Rouge. The shaded area is all those locations within the service area that someone could reach either as a pedestrian or using transit within a 60-minute average. And so that isn't just that doesn't just mean the amount of time they spend on the bus that considers what the typical wait time would be, what the typical transfer time would be. We essentially simulate, you know, thousands of trips across time and across geography to develop these maps. And so what this gives you an indication of is essentially based on the transit service that's being provided today, how easily people can use it to move from a location throughout this throughout the city. We've sort of arbitrarily broken it at 60 Minutes here because we think it gives a pretty good and a pretty good example of how the reach of public transportation. And if we looked at, for example, 30 minutes and then even longer time periods. But these seem to be a little bit more informative because of the frequency of service. There are actually not many locations that people can get to within 30 minutes, simply because the initial wait is frequently longer than 30 minutes. But this area shows wherefrom downtown 60 Minutes will retake you, leaving it multiple times a day. We simulated everything from 6:00 in the morning to 9:00 p.m., and I'll run through these. So, most of the north area, except the far north and into Baker, tend to be within that boundary. But most of, for example, our Lady Lake Medical Center, Mall of Louisiana, and Siegen Marketplace areas to the east of the county are not within that boundary. So, for people living near the downtown area or in nearby neighborhoods, they're likely experiencing longer than hourly average trip times to those locations. Next thing, this shows transit access from LSU, and so it's. Look, a little smaller area just makes sense that there's a little bit better. Then places further south is a little better connected. And places on the north end sometimes take a little longer. But generally, the sort of Western half or 40 percent of the bus service area or within 60 minutes of our shoot next. And when we look at some of the areas that I showed earlier, where a lot of employment is and this, is the Mall of Louisiana, which has multiple routes that go into it, so it's one of the better-served stops in that I-10 corridor in Baton Rouge. The number of places you can get to, where people can get from, and where people can get to the Mall of Louisiana within an hour is pretty. It's confined to locations south of Florida Avenue. And that's largely attributable to the amount of time that required a bus to get to the location, but the frequency of service and t, the amount of transfer time. If somebody were to come from one of the routes on the north side. So essentially all that sort of north core area where we saw disproportionate numbers of people who need the service. Virtually all of them are outside a 60-minute transaction of the Mall of Louisiana on an average weekday next. When we look at a few other locations, the number of places is minimal. is the area around Southern University on the North End. It's essentially a very narrow strip from place to scenic, basically from the cat's central

terminal to the north with a few areas. Along Route 54, an airline highway in the north. But obviously, a minimal number of people could get to and from Southern University in these 60 minutes. Next. And so, we can also use the same tool to look not just at how many people can access a certain major location like LSU, Malibu, Louisiana, or Southern. We also can drop the dart within the neighborhood itself and then see how many locations someone is catching someone whose trip starts at that location. How many places they could? How they could access. So, this is from foster and windward and some somewhat midpoint of northside neighborhoods. And as you can see, the circulation within that area is adequate or at least can be done within 60 minutes unless you are just inside of that boundary. But many of the other locations on the south and east side that are common destinations within the city of Baton Rouge is beyond that. That travel option next. And so, this is looking at the same information, but now instead of looking at a map and we can also look at a bar chart where we're taking a single location and evaluating multiple other locations against it. And so, Our Lady of the Lake Regional Medical Center, obviously a substantial employer in the area. And you know, just this is essential, you know, 23 or 30 ish locations that we've selected throughout the service area. And for the most part, very few of them there was only one, actually the Mall of Louisiana, just down the street. It was within 30 minutes, a minority of locations within an hour, and quite a bit longer in most locations. On the other side of the service area, Baker would be a trip over two hours on average. It takes almost 30 minutes to get from the mall to the lake. That's yes. And so again, that's not what it takes the bus. It's if you are taking and if your trip time starts, you know, pretty much any point from six to nine, you could be waiting for the bus for, you know, 20, 25 minutes. And so, you probably have some mix of trip times where the busses. There, you know, I'm lucky enough that it's coming right when I need to go, and those might be five-minute trip times, but then that average is pulled up by those who have to wait much longer probably have to wait over 30 minutes just to get that same buzz. Looks like. So, this is the next few slides are going through some of the travel pattern data that we're looking at, and these are employment origin to destination data that comes from the Bureau of Labor Statistics. And here, we're looking at the residential addresses for people who work in different areas of Baton Rouge. It helps us identify markets. For planning, and this is the downtown, this is where people live, who are working in downtown, and it tends to be fairly spread out in the city of Baton Rouge and then to locations to the south and east in Livingston and Ascension Parish. So, these shaded areas make up half of the trips that go into downtown. Next slide. Sort of as a. Maybe an opposite situation, whereas downtown attracts people from large spread out, you know, numerous places within the region and trips to Baton Rouge tend to be more localized. So, there are very few trips, employment trips from the northern half of Baton Rouge or Baker into LSU. Most of the trips are coming from. The south and east side of the parish has very few relative to downtown; for example, there are very few trips here. They're coming from a section of Livingston variations. Next time. So here is Our Lady of the Lake, which this group is the one with the largest number of employees within the city of Baton Rouge. Some are somewhat attributable to its size, but largely because of the large number of employees at the hospital there. These trips tend to come from the south and east side. Still, there are notable clusters of workers coming from farther away, as far as Zachery, but the north side of Baton Rouge, and then several people coming from Ascension Parish. Next. And so, these last few slides are sort of where we've put a lot of this information together and combined them to kind of give an analysis of where that helps us identify essentially what you might call her pain points in the current transit system. That would be places we'd want to think about. How do we correct? So here, we're not looking at just employment data. This is location-based data. So, it's essentially a survey of all troops within the windows that could be shopping trips could be medical trips. It's, and it's since it's based on the movement of cell phones. You know, it could be, but it's for people that have home locations in these different areas. We're looking at the locations of where they're going and how they got there using transit? If that is their choice. And so, we've started with an example. Here is the downtown area again with but it's quite

a number of these in our report, but I just wanted to show you a sample of them. This is from the downtown area. So, you can see there are places such as Cortana, Mall Area Mall Louisiana, or Lady Lake. Where groups of troops are going. And in the case of court animals, there's a direct route along 44, so that's a little quicker but like what we saw earlier. It's over an hour to Our Lady of the Lake. It's nearly an hour to the Mall of Louisiana from the downtown area. So those are the types of trips that we would look at the downtown area, especially the neighborhoods near it, and match ours. What we're looking at in terms of populations who would use public transportation. I mean, these are the locations they're going to. Is there a way to make this quicker for them to connect them better to some of these major destinations? Next slide. This is from Gardner. And so, in this case, the trips are action. The service isn't necessarily significantly better, but the most prevalent trips are shorter. It tends to work. OK. So major destinations tend to be near Gardner itself, not with nothing beyond three or four miles. And there are routes to another shoe that routes to the Mall of Louisiana. So, the trip times here are a little bit shorter. Next. This is from LSU, so many trips from LSU again to the south and east. Sides of the community and some of those locations are over 70 minutes away so that you can see the marketplace's 74 minutes from the election next. And then here's an example of an area on the north side. And so as perhaps it should not be surprising because a lot of the jobs, a lot of the activity centers are not in the north northern part of the city of Baton Rouge. The most prevalent drift patterns are also can be some distance. So, a fairly heavy number of people go into our lady of the Lake area and the seven main marketplace areas, especially in the case of Siegen Lane. That's over. That's an hour and 45 minutes on average. It's one hundred and two in one direction, one hundred and nine in the other. And so, yeah, that's that would be. When we go through these, there's a bit of a pattern in how we better connect the decent bus coverage area and the more core areas on the north side. We're just closer to the central part of Baton Rouge, with these destinations on the south side. Because it takes an extremely long time to get there next. And then here is back at Foster and Wynberg, and so our lady of the Lake Mall of Louisiana. You can see trip patterns are abundant down to the entire I-10 corridor area. And the trip times, or as we showed earlier, are quite lengthy. Next. All right, that didn't work out, but what our next steps are is moving from evaluating the existing conditions to what we still do, have a few steps to work out. We're completing the APC or automatic passenger counting sampling of all the routes so that what that helps us with is knowing not just what route people used, but specifically more, you know, the actual staff of their boarding and alighting the bus. Then we'll begin developing an alternative route network that we think will improve some of these pain points and improve mobility and connectivity in the region. Garner public feedback on these concepts and then use some of these same tools to evaluate the alternatives on the score and compare them effectively to one another and the current situation. And with that, I think I'll take any questions you may have.

CEO Bill Deville [00:44:49] Thank you very much for the presentations. A lot of good information left to absorb too soon for the first time, but it's a sign of things to come as well. We do. Here's why all the translators are doing comprehensive group analysis every three to five years. People post where you are, what you need, and where you can go. And of course, the last one was done by phonetics. The same group of some 10 12 years ago, and it's nice to see them come back to get this done. So, for the questions of demeaning really, what's next? Thank you, sir.

Cheri Soileau [00:45:27] Thank you. The BRT, there's no update. We're looking at public involvement to begin in January. Once I have solid dates, I will share with everybody my transit. The contract has been set to be river north. So, we're waiting on the execution of the contract as a reminder. It's about 12 weeks before we go into Revenue Service. Then service changes you until the date. So, I will let Brandon walk you through the service change update this January, the 16th of 2022.

Speaker 5 [00:45:59] I would have known everyone about our service changes. Just get aboard. January 16, 2020, to our original name, was going to be December 19.

Brandon Songy [00:46:51] All right. So, our server changes go-to for Sunday, January 16, 2022. This is a slight push back from December 19, 20 21, pending many employees or operations. The bus operators are out or mainly off on vacation time.

Dwana Williams [00:47:19] I'll expand on that. So, we have a lot of benefits from pushing our service change from December 19 to January 16. And Brandon mentioned it is vacation time for those operators, but along with that, we have a new training class who will be out of training within the next two and a half weeks. So, it just made sense for us to do this implementation in January. We will have the human resources to create a different board. It will allow us to properly train the three most miniature electrical electric vehicles on the property for the downtown circulator. It also allows us time to get when downtown development to give them the implementation day and advertise and provides time for management downloading because it takes three to four weeks to download everything in the system for the round match. And so, everyone knows that government is near complete or complete. We will also return to Government Street and resume our landline government route along with our 47 other ways. So, we also need time to get our operators acclimated with going back on Government Street.

Along with pushing our communications to the media and social media outlets to inform our customers, we have many customers riding on the 12 lines, and they've been being pushed up on one or more pulling during the implementation. December 19 is not giving our customers to me; what's us enough time to transition from the boulevard to Government Street? So, we're going to make sure that we have that properly advertised to let them know that we'll be transitioning from the old 12 lines and the old, old way on the forty-seven to the original route. Also, timetable. This will allow time for us to get our schedules together and put those timetables in our customers' hands on a data service implementation. And I'll send it back to Brandon,

Brandon Songy [00:49:36] There are a few goals, and we'll get the inside of the presentation, but we will be reintroducing details. So, with the rules on the chart visit and a presentation from route Tensing Highway, currently, it operates every 60 minutes during the peak hours will have their route operate every 30 minutes. 12 governors. Three Jefferson Highway. The peak will be forty-five minutes of people in 60 minutes. 17 Perkins Road. Forty-five minutes. 60 Minutes Pilot Road. Thirty to forty-five and fifty-four on Highway 40 by six. Next slide, please. Continued, this is a modification of other rules, existing rules. Hey, guys, young 11 circulator, 14 times doping drive. Many in-browsers will see their frequencies change frequency the time between busses. All you'll notice or the 60 medical circulator 45 60 minutes on Sunday. And there will be a reason to them as well as we can see the presentation. Next slide, please. And as we spoke about 60 miles south of downtown circulator in the warmer capital, work probably will resume service Tuesday, January 18. And I mean, the good twenty twenty-two, when I go back in time, my apologies because these. The 17, 16, 17, the online junior day, and ElBaradei said he's scheduled for the 16 the service 10:30 a.m. to three thirty-seven p.m. Monday through Friday when no service on the weekends as we have historically provided a 15-minute frequency and the 30-foot electric busses will be utilized on this route in an attempt at pausing the rallies has been made something that we've kind of wanted to do for a little minute. The last month's departures have been attempted to be made at nine p.m. on weekdays Monday to Friday, eight p.m. on Saturday and seven p.m. on Sunday, and closed until explaining what busses are causing is. Other cities call a lineup of the information at all to make sure passengers can make the last connection or service of the day or the night. You typically have all your busses arrive any hope for a certain amount

of time and have all the power and the same scheduled time that allows customers to make those last-minute last-night connections to make sure they're going to get where they're going. Next, light on the goals of this is to reduce the key budget requirements to change them for maintenance. Currently, we're running boarding for busses in peak service. Our maintenance department is doing the best that they can keep on just to give them a little bit of an edge to help them out. We are also adjusting recovery time for operators on greater falls behind on their route. What was typically called or traditionally called a layover time is recovery time, so you're 20 minutes by a schedule, and you have a 20-minute layover. You will be able to depart on time as your layover absorbs your late arrival so that you can depart on time for your next trip. We're also preparing to move beyond the LTV projects that will be impacting the system on the judging amount to project managers of MoveBR are all in the corridors of locomotive like in Maine, specifically in the college drive down the corridor about 18 between Corporate Boulevard and Highland Road. We're trying to get ahead of those projects so that we're not in call red. We're not caught off guard. An example would be the breeze to tiger land by paying Nicholson. I didn't find out about that race folder until Saturday morning, and the bridge closure was scheduled for the following Monday. He is not a movie art project. However, I do want us to be ahead of things like this, including biotech projects, to minimize impacts to customers and the system. We're also preparing for the Baker Micro Transit Pilot Project, which goes right to the next bullet point of this Collierville transfer center. We are formalizing the service by reflecting it on our maps and schedules. Because for the longest has been a detour from current services, which is around 10, 11, 54 70, and the. And we're looking to resume the service on all Government Street it the one had previously stated on 12:47. We'll be resuming service to the Genomics Community Center on Route 18 and Reed's only service on round 16 or downtown. Average earnings slightly. These are just some statistics that I had talked about earlier, so the legal requirement for one day will be forty-one vehicles on people only thirty-eight because those vehicles will come out of service to the garage to have some downtime to be maintained. Saturday, we will operate thirty-eight busses. On Sunday, we will operate thirty-four of us. If you look at the column on the right, the chart on the right note, there's a difference between revenue miles, and then I'm going to say my apologies. So, when you see December 2021 will be January 20, 22. The difference in the June 2021 revenue, Byles hours, and troops operating is what we're doing currently. So as of today, that will work well. We are operating the December or January column to be what we will be operating. And you can see the difference in the column to the right. So, the decrease of one thousand one hundred three revenue line revenue Model Y or twenty-five revenue hours and 180 fewer troops operating and to the point that reduction is a direct result of reintroducing peak service on certain rallies and the modifications of modifications frequencies on certain rules as well. And this is needed to maintain the current fleet that we have when it comes to doing the behind-the-scenes, the ribbon-cutting marine operators sign up for the tsarist change. Currently, the roster has 100 open runs. You need an additional 14 operators for the extra board. My last updated number, Frank of Operators, was 96, and we have 12 in training that shows us in an excellent position to keep the service on the street. Three. Minimize delays and cancelations that are likely. On the future goal as to what we're doing. Somebody certainly conjunction with the loss of the CIA that's coming along a robbery with will be our programs in Paris care system is pretty much the same targeting rules with long time performance specifically identifying the choke points along the route. Typically, I can adjust the running time on certain routes between certain time points, and when would you work with the agency? Would you schedule rallies based on the day running time from point A to point B, B to A, any time in between? I believe that is going to be a solution once we get the results of UCLA. And once we get once, I get more acclimated with the, and I can make those changes. We're targeting rules that are performed below 60 percent on time. We have. I don't have the bigger front with me, I don't believe, but I think I saw we had a couple of rounds. They perform, I want to say, four to six rounds. They identified hovering below 60 percent that I've been targeting, not for this service. I go for the next

service changes that are coming in 2022. We're also working on enhancing the customer experience, as Mr. Weiss spoke about having pamphlets to give to the passengers in their hands. We're trying to place them on board the busses rather than have them in the terminal. To tell you that not everyone goes to. We are working on upgrading, upgrading bus stop signage, and writing alerts being posted on the cancelation side and the Rothschild 2.0 mobile app that customers can download. We're also comparing our services with pure agencies within the state of Louisiana and across the country. We make sure we're meeting and exceeding industry standards and to the point of upgrading a bus stop signage. I don't know if everyone will see it, but this is a great bus stop sign. Is it a demo or exemplary? The goal of updating his master plan was to get there.

Brandon Songy [00:59:38] The goal of upgrading is bus stop signs. The early bus stop signs are two or three different mixes, a piece of additional information, some of them simply just a bus stop. We're trying to do with these signs by identifying what ground serve, what stop and give up or excuse me, allowing customers to use the texting feature provided through our Canadian provider early round match that would let you get the next bus arrival for your bus stop. We currently have this capability and all our bus stops, specific bus stops, and what we call them. Playgrounds have those instructions on board. But the bus stops will be at every visit, which we have been working on for a long time. I know that I've been here for four years, and that's when the plan first came out. We're finally getting a move on with this as we go into the way we identify what stops we had because there are fifteen hundred bus stops throughout the system. Some of those stops have little or no ridership, so we must go through with COAG and identify which staff stays, which stops all moves and controls, meaning we relocate there in a better location. But at the same time, not bringing out 15 after stops and placing them out. We say 300 out of service is just not the right thing to do. So, we are. That's the project we've been working on for a long time. I'm delighted. I know all the staff members are happy about getting the stop signs here, and they're also more prominent. We're blankets.

Next slide, operators, and customers can be the norm and not very good visible conditions. And just as alludes to the gear agencies there, I'll call touched on in his presentation that I've touched on as well. We've identified it's where our consultants have identified 12-year agencies across the United States, different regions in Birmingham, Alabama, and Corpus Christi, Knoxville, California, and Orange, Iowa. This goes all the way down in Tallahassee, Florida. We have conversations, phone calls, Zoom calls, and Microsoft team meetings with several staff members of these agencies on this list. They are also interested in knowing what our other eight trained agencies are going through. We decided to call the What have they done? What do they do, what works for them and what doesn't work out of these 12 agencies? Two of them have been identified as implementing BRT service within the next two to three years. And it is Birmingham, Alabama, where I believe they will be starting their service next year in 2022, and Oklahoma City will begin their service in 2023. So, this is goods as we always thought of as pure agency because we're not alone in transit. Other agencies are going through the same things. They may be doing a little bit better. They may be doing a little bit worse. But it is transit. Everyone feels the same impacts no matter what happens. We did all maintain a question,

CEO Bill Deville [01:03:02] OK, before we go into questions of Bill. Great job presenting this, though, Brandon. Would it be fair to say to encapsulate all that you've just gone through by saying that last year and three quarters, we have been in what's called the pandemic? Reduced service call Lifeline, where we were down to some quarters don't get below calls for 20 months. So, it's what it was said, and now we're in a position of incrementally trying to get in 2018 and 19 workload, 80 percent of business in 30 minutes with that service. And so, during the pandemic, everything fell back. So, most of our needs, and now we're going in the middle and trying to figure out where to get it back to normal. And what everyone was doing for Connecticut is a critical tool in terms of. A comprehensive analysis

that would help you with other members of staff and others by any means where we need to get the best out, what the new normal is and how we're going to serve the public will see a lot of cars out there accumulating. So, we need to get out there. And so, we're working on it. But with that, bankers we're looking for. Board members out there that have any questions or comments. We welcome that.

Dwana Williams [01:04:50] The COA, he had asked about the timeline, and Carl, jump in, and Bobby, when they're on the call to you, public involvement for the COA is January February, roughly. They will start working on these alternatives once they finalize getting all the data. I think we're anticipating January to March right now, barring anything odd or weird. Early April, May 4. Final draft final and final reports

Bobby Hosack [01:05:28] As soon as Carl and his team finalize the existing conditions this month, we'll move into that alternative development and have continued discussions around that.

Commissioner Kahli Cohran [01:05:59] I appreciate the update. That was a lot of plenty resourceful information. I'm glad we got all the presentations as well, so I can kind of review it. There are. I won't. I know there's going to be more questions than I'm able to kind of come up with now and not necessarily come up with recall through training, you know, through things that came up during the presentation. All off the top of mind for us, fresh right now, though, it was a couple of things regarding the goals of this all this current run good or service improvement. Which one would it be? Call one good or service improvement, such as changing service change? So, we've been having some number of things come to mind. You know, we have implemented one of our next service improvements that I would assume would be sometime mid-next year, kind of following the results of the next phase to see the doctor. He just gave me the timeline on all. But with this point we've been having, we're in lifeline service. But our on-time performance is still subpar, and I'm looking at some of the changes being made. I don't see the goal as being I don't see mentioned in the goals as being to improve the on-time performance. So that's one question. How do you believe that this will impact our on-time performance? I do understand, you know, do follow what you're talking about the overtime adjustments to delay over time so that you can make up time to improve on-time performance maybe. But other than that, what other impacts to on-time performance do you think the service and service change will make? Secondly, I see where we have all the changes in headways. I'm trying to go back; I'm scrolling through the presentation on my end. I'm seeing where we reducing it weighs on Florida. I'm sorry, extending hit waves on Florida and implementing peak service. So, I guess we're kind of like redistributing resources and implementing or real introducing routes that had not been run. What are the impacts, do you believe, to that Florida Boulevard route home? I recall comments back even doing online. I'm sorry, not all our lifeline service that we were having all, you know, with the reduced capacity and folks not being able to after having waited for a bus, not being able to board because the bus was at capacity—so reducing the or extending the headways on Florida. You know, I'm just wondering what would exasperate an already adverse situation?

Brandon Songy [01:09:00] So for the first one, all no changes to the time reforms that are scheduled. I made some very minor tweaks as far as I'm running time. You know, it's a lot of saying good. So, they said, OK, we're going to be back. Some operators said, hey, give me two minutes here I can, maybe just within the by tomorrow. So, I made some of those adjustments in critical locations. One thing I can think of is around people nine I need to maintain between Cortana and share or the time going on and saying, I'm on the service so people can decide to make a left or right and turn. So, I hate certain situations; I added some additional running time between time points so operators can make you have the time, if not right on time, if not early, to get to that time point. Just kind of guys that big early and a

reminder you can arrive early too. Some minor changes to be made to account for all the TV that is there was not a goal on my end to try and make a big jump to try and improve on-time performance, trying to make that goal for the next servicing. As I said in the presentation, we have about four or six routes performing below 60 percent. I'm going to try and target those and find out what those points are and make those adjustments along the way. Mainly the running time between one time, one, and double. So I do have a plan on on-time performance, but not for this implementation for January.

Dwana Williams [01:10:47] and if I could just jump in. And so hopefully, he'll answer your question on TV. So, we know that we have struggled the last four to six months looking at our November wear trend back in the right direction. We know that our staffing will help in that area and just looking on a day to day, so we receive all the time performance daily. The version is always going back to where we were when we started the year, so you'll see that epiphany. But, indeed, we're trying to make it in the right direction. Vice president if that's what you're asking. I think the minor tweaks Brendan is talking about will also help in that area. And, you know, the street as they're out there and they're talking to the operators, you know, just trying to see what's going on. And as I mentioned last month, a wireless board meeting is those pressure points because we know there are more people out on the street. They have returned to work, and we also have residents staying in our city doing very kind of add up. So, we're going to continue to maintain and monitor and come back to you all, you know, especially when you have questions. But our goal is to work on that every day. We want to do whatever is needed to strengthen our on-time performance because, if you remember, for the revised strategic goal, we went from 80 to 90, and we want to see that goal in the 90th percentile for December 2022. So, we're working on that daily.

Brandon Songy [01:12:25] And I just want to make them as I also solicit operator feedback like me. We're looking at the data that comes out around May, and we're looking at the information from our consulting business on the ceiling. But there are also times where I go out. For example, today I must go; I bring around revenue service. I'll be doing Florida the law today, and I know you have questioned the frequency. So, when it comes to the frequency and the capacity limits that we currently have, I believe their staff is having some internal discussions about changing the capacity restrictions on our busses and around. So that way we pretty we can minimize those due to capacity restrictions. I'm not too familiar on the top that it happened, we did, so just a lot of once we got out of this bill, I'll let them speak on that.

Dwana Williams [01:13:20] We have discussed an increase in capacity. We just need to narrow it down. And just so you know, we have not received any complaints that we have received earlier in the year regarding anyone being left behind due to capacity issues. So, we are a must-have been on that are in discussion with trying to finalize the need to increase the capacity by 16.

CEO Bill Deville [01:13:46] So those are good now factors that could directly impact this performance other than how we address them with the unfamiliar improvement here. So, one major factor was personnel of the other factor was beautiful vehicles and so a lot of work. What's the latest update regarding what we've got in terms of delays and sports all this stuff? So well with that and then.

Dwana Williams [01:14:17] So where we are, where personnel are again, we have the 12 minutes coming out of training within the next two weeks. So, they will be they will join our operations the first week of June. We are we have also got a handle on the supply chain shortage. So, we had an issue with being able to get some parts and to get our busses based. We don't have that issue anymore. We

couldn't get those parts, and we will have spare parts if we have some of those issues again. And we also have software there one of our vendors is working on if we have a supply chain shortage. Furthermore, there's software that will help replace that port if need be. But as far as you know, we had the notebook issue, which was the workforce of the fleet is intact, and within the next couple of weeks, we will have our staffing. And so that will help with our own DP as well.

CEO Bill Deville [01:15:24] Thank you. Any other response to some questions I do?

Commissioner Kahli Cohran [01:15:30] This is me again, I think. So what? I want to keep a balance here. You know, there's this has been one of the most comprehensive reports ahead of a service change that I recall. So, I don't want all this just, you know, come across as just trying to it up. It's appreciated. And it's all, you know, I just understand it. Well, there are a couple of questions or concerns, you know, the way you want to put it all. We've you know, I'm concerned about, you know, one we have, you know, on top performances is a key performance measure all. So, when it's not part of our goal in our strategic plan, you know, in what we're trying to do in our service change, then it kind of pings me, raised the flag for me all because that should be just on the internet should be one of our goals in any way that we can. If we're going to make a change, it needs to be, you know, we don't want to make haphazard change throughout the, you know, an aimless, you know, times we wish to consolidate these changes altogether. And that should be included when we're considering making these changes here. I don't think that we can, you know, at this change accomplished being all 80 percent or 90 percent in one shift, but it wherever we can make those improvements, it should be considered part of this strategy. All I'm looking at 114 required for, you know, operators if I understand it correctly. But, even with the cadets being on board, it would only be it. What's that all? Is that what they come out to them, and we'll be watching it?

Dwana Williams [01:17:18] It will be one way.

Commissioner Kahli Cohran [01:17:26] So I'm assuming that that will impact our overtime or impact of somewhere else. So, I'm kind of curious how we intend to address that. All. And I'll defer; I'll probably, you know, via email, present some other questions. I do have this to kind of go through. You know, again, it was a lot of data here, a lot of information, but good communication, and I appreciated all lasting being out there. You know, I like to make sure that we take out to take advantage as we kind of finalize all the COAG next, the next phase of the COAG hearings into early spring. I'm assuming our following service change may be sometime mid-year to take advantage of. You know, I mean, some significant disparities were kind of revealed in that data that was just shown, you know, hour and a half two hours, you know, to get back and forth to work. If I got to be at work eight, I got to get to the bus stop at six, and then it's only 60 percent chance that I'm still going get there because the all-time performance is, you know, we were operating the system. That is not we can't expect to increase ridership or change ridership or use a service that it's attractive to anyone. If those are all on the metrics in the, you know, performance measures that we're we're putting out there. So those I think we need to look at, how do we expeditiously and responsibly take that data and respond to it, you know, so that's my thoughts on follow up in between here and, if any, in the board meeting with any additional comments.

Dwana Williams [01:19:20] Duly noted. And we and if you have a few minutes before the board meeting because I know that no look set to you there, but there's a reason why the numbers look or how they look from month to month. So just because it's ninety-six this month doesn't mean that it will

be managed next month. So, there are factors to it, but I'll be more than happy to explain it to you one-on-one. So, if you can meet before the board meeting, I mean before, if any, on Thursday. Sure.

CEO Bill Deville [01:19:50]

Dwana Williams [01:19:51] I will let Antonio do a brief update on the Movebr projects. Understanding, too, that we are working to tackle the DOTD issue. City-Parish gives us enough time; DOTD, on the other hand, does not. So, we will have to think about how we approach the district and just try to get on their radar. So, we're not taken by surprise, and we are pursuing the folks involved in the 10/12 split series so we can start internally talking about how we will approach that project as well.

Commissioner Jonathan Hill [01:20:38] I'm sorry, Cheri. You said the DOT issue was the issue.

Dwana Williams [01:20:41] Well, we don't know what they're doing there. You see, we must subscribe basically to my diet. And while that's good, that's a sound alert system, don't get me wrong, I think we should have more lead time. Granted, I understand that sometimes they don't know their contractors will implement some changes until the last minute as well. But it's about strengthening that relationship with our devoted friends and making sure that we're getting the information as quickly as possible. I'm not trying to throw them under the bus. It's just making sure that we get the information from them ASAP to plan accordingly.

Antonio Carriere [01:21:33] With that being said, staff has attended MoveBR Webinars of the public meetings to stay in front of any possible detours that will need to be made during the construction time frame. Ms. Dwana and I attended the public meeting (open house) for the Airport's expansion to ensure that the project would not affect our route on Plank Rd. We learned that the portion of Plank Rd that is going under construction will be in the latter part of 2022. Brandon and I have been very diligent in maintaining the local MoveBR projects and their potential effects on the transit service that CATS providers.

Antonio Carriere [01:22:06] There is an Open House on the 77 Avenue Sidewalk Space project that will be on Wednesday, December 15. Brandon and I will attend, and we're going to, you know, bring back whatever findings we receive from attending the meetings And if they need any input based on what we can assess right now and later on, we can determine further granted the results from COA.

Dwana Williams [01:23:08] December board item action item out of my shop area is a test order. Three addenda for Atlas. We can just test that hour before the FDA, before the board meeting, and the grants update. The grants update is the grant application update. So as a reminder, we've applied for the areas of persistent poverty back in September. The route restoration grant in November and the 5339 Bus and Bus Facilities Competitive grant, so that's about \$40 million worth of grants. We're asking for. Once we know more, we will keep you updated best. We can figure it sometime mid to late spring that the announcements will be made of the awards

Dwana Williams [01:24:04] So as new grants come up, new opportunities with Atlas, the Atlas folks have been vital in helping us write the grants. These are complicated grants, and you must have maps; you must have data. Much of the data we have in the COA, and our title six goes into many of these labs. We're seeing a lot of diversity and equity grants coming out just like 40, and we talked about in the past. So, we will keep applying for grants until we get them. You know, this is not one and done.

It's an opportunity on the competitive side that we can go after. That fits in with our strategic plan. So, we are going to proceed.

CEO Bill Deville [01:24:49] Thank you very much. We are running out of a bit of time, but we appreciate your time, your patience. Many board members have any other comments or questions, though we welcome them now. Otherwise, we'll go ahead and must close the meeting up. Seeing none, thank you all for your time. Thank you, everyone. Most of your speakers stay home. Thank you. Great to see you!



**MEETING OF THE
COMMUNITY RELATIONS COMMITTEE
BOARD OF COMMISSIONERS
504/CAPITAL AREA TRANSIT SYSTEM AND
PUBLIC TRANSPORTATION COMMISSIONS
December 11, 2021
Virtually and at the
CATS Administrative Office
350 North Donmoor Avenue**

MINUTES

The Community Relations Committee met on Wednesday, December 10, 2021, at 10:30 A.M. Present at the meeting Commissioner Johnathan Hill, Bill Deville, CATS' CEO and members of CATS staff.

- I. Introduction – Commissioner Linda Perkins – Ms. Perkins was not in attendance for this meeting. Commissioner Johnathan Hill opened the meeting by acknowledging the members of the public who attended the meeting and asking CATS Staff to share something they are proud of with the things they are working on with and for CATS.**

Mr. Hill thanked the staff for all of their hard work and announced he brought some refreshments to share with the staff after the meeting.

- II. MV Transportation Report – Leslie Barnes, MV Transportation General Manager (attended virtually).**

- III. Certifications – Karen Denman was not in attendance, Dwana Williams presented certification information for Ms. Denman.**

- V. Customer Service and Complaints – Dwana Williams / Angela Wynn / Sylvia Franklin - See performance measures attached.**

- VI. Council on Aging update – Karen Denman was not present for this meeting, Pearlina Thomas provided a Council on Aging update. Ms. Thomas**

explained the development / expansion of the CATS and COA partnership is the provide training for CATS operators and supervisors on the delicate care of transporting senior citizens. Mr. Hill suggested the COA training e incorporated in the new operations cadet training as well as in the Operator / Supervisor refresher training.

VI. CATS Engagement update – Pearlina Thomas

VII. Hitachi Update – Pearlina Thomas and Theo Richard provided a project overview, announced in person training that will be performed by Hitachi and will provide an overview of the public outreach and educational campaign for the two-way messaging project.

The Committee did not have a quorum and the meeting was adjourned.

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In compliance with the provisions of the Louisiana Local Budget Act, CATS is presenting a balanced 2022 Budget for approval by the CATS Board of Commissioners at its December, 2021, board meeting.

The Total Operational Revenue & Expenses balanced budget for the year 2022 is estimated at \$29,063,926 compared to the 2021 budget in the amount of \$29,178,280. This is the fourth consecutive year that CATS has been able to keep its operating budget under \$30 million.

With the end to the nationally declared Pandemic/Covid Disaster not clearly in sight, we conservatively anticipate the self-generated revenues to remain consistent with the 2021 budget and the latest current three-month trends. The revenues are 86% accounted for by passenger paid fares, special transit fares, ADA Paratransit and Advertising revenue. The budgeted amount totaled \$1,757,597 compared to \$1,771,676.

The Parish and Local fund revenues anticipated amount to \$20,595,032 compared to a 2021 budget amount of \$19,049,505. This increase is mainly due to the property tax revenue increase estimate. The 2021 anticipated collections for property tax were budgeted with a decrease based upon the uncertainties of collections due to the COVID related financial crises. With the actuals for 2021 coming in at the historical budgeted amounts in prior years, this amount was increased back to the levels anticipated in 2022.

The budgeted Federal Operational subsidies amount to \$6,711,297. Included in this amount is \$5,491,000 derived from the annual formula funding provided under FTA Fund #'s 5307 & 5339. Roughly an additional \$1.2M will be provided for under the American Rescue Plan Act of 2021.

CATS' largest expense, the budgeted Labor and Fringe benefits amounted to \$17,836,941 compared to \$17,711,584. The projected labor amount remained consistent to the prior year due to prolonged Union contract negotiations that delayed the 2021 projected wage increases not being put into place until midyear 2021 and a decrease in service. These factors were also reported in our savings in the 2021 actual to budget financials.

CATS direct operating expenses, other than labor, totaled \$11,226,984 which was slightly lower than the prior year. We anticipate an increase in casualty and liability insurance due to additional buses insured and as we settle prior claims and litigation. With the slight reduction in service and purchase of new

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supervisor vehicles and cut away busses, the cost for our repair materials & supplies decreased slightly for those areas. Budgeted miscellaneous Items decreased from the prior year and includes items such as: dues & subscriptions, training & education, communication & printing, buildings and grounds maintenance, software, audit fees and other professional services.

Capital and Non-Operating expense budget totaled \$7,599,000, in expected project expenditures, supported by \$6,438,950 in Federal grants, and the local match provided by CATS cash reserves, \$1,160,050.

With improved technology, transparency and accountability, CATS via its updated five-year Strategic Plan and ten-year Capital Improvements Investment Plan, has positioned itself to make significant efficiencies and improvements in operations and in capital infrastructure and fleet replacement over the next ten years.



OPERATING AND CAPITAL BUDGET
FOR THE YEAR ENDING
DECEMBER 31, 2022

Capital Area Transit System

Operating Budget

For the Year Ending December 31, 2022

Operating Revenues

Description	2022	2021	Dollar
	Budget	Budget	Variance
Operating Revenue			
Passenger Paid Fares	839,172	870,256	(31,084)
Special Transit Fares (Contract)	74,337	82,002	(7,665)
ADA/Paratransit Revenue	74,502	59,041	15,461
Advertising Revenue	525,000	476,009	48,991
Interest Income	4,584	56,969	(52,385)
Other Agency Revenue	240,002	227,399	12,603
Total CATS Generated	1,757,597	1,771,676	(14,079)
Non Federal Revenue			
Hotel/Motel Tax	1,045,032	899,505	145,527
Parish Transportation Fund	550,000	550,000	0
Property Tax Revenue	19,000,000	17,600,000	1,400,000
Total Non Federal	20,595,032	19,049,505	1,545,527
Federal Operating Subsidies			
FTA - Preventive Maintenance	4,300,000	7,351,099	(3,051,099)
FTA - Project Administration	500,000	320,000	180,000
FTA - Planning	691,000	686,000	5,000
FTA - ARP	1,220,297	0	1,220,297
Total Federal Operating	6,711,297	8,357,099	(2,866,099)
Total Operating Revenues	29,063,926	29,178,280	(114,354)
FTA - Capital Projects	7,599,000	5,300,000	2,299,000
TOTAL SOURCES OF REVENUE	36,662,926	34,478,280	2,184,646

Capital Area Transit System

Operating Budget

For the Year Ending December 31, 2022

Operating Expenses

Description	2022	2021	Dollar
	Budget	Budget	Variance
Operating Expenses			
Labor	11,443,841	11,329,365	114,476
Fringe Benefits	6,393,101	6,382,219	10,882
Labor and Fringe Benefits	17,836,941	17,711,584	125,357
Casualty and Liability	1,759,500	1,547,000	212,500
Services & Capital Expenses	2,881,030	2,804,718	76,312
Purchased Transportation	1,967,653	1,950,000	17,653
Materials & Supplies	3,150,000	3,645,000	(495,000)
Utilities	205,900	175,000	30,900
Miscellaneous Expenses	1,162,323	1,250,040	(87,717)
Leases and Rentals	100,578	94,938	5,640
Total Operating Expenses	29,063,926	29,178,280	(114,354)
FTA - Capital Projects	7,599,000	5,300,000	2,299,000
TOTAL Operating/Planning/Capital	36,662,926	34,478,280	2,184,646
NET BALANCE (+/-)	0.00	0.00	

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EXECUTIVE STAFF

John Cutrone
Comptroller
jcutrone@brcats.com

CATS BOARD APPROVAL REQUEST: Additional Audit Services

Date: December 14, 2021

Department requesting approval: Finance

Project Manager: John Cutrone

Project/Contract: Postlethwaite & Netterville-Audit Services

Project/Contract Date(s): 1/1/2019 Thru 12/31/2022

Renewal options (Yes/No): Yes

If yes, what year/option: 2022 / Option 1

Budgeted project (Yes/No): Yes

Grant(s) Funded (Yes/No): No

Project/Contract Summary: Annual Financial Audit - This is to exercise the first-year of the two (2) available one year period extensions following the expiration of the original three year contract. The professional services will Audit Calendar Year ending 2021 for audit work performed in the year 2022 with a price not to exceed \$83,675.

Quoted Audit Fee (w/o pension)	\$	35,175
Additional Services:		
SAUP	\$	10,000
Financial Statement Prep	\$	13,000
Pension Procedures	\$	6,000
NTD Reporting	\$	7,500
	\$	36,500
Total estimated (if additional costs not incurred)		
	\$	71,675

Potential Additional Costs (depending on assistance):

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PHONE: 225.389.8920

EXECUTIVE STAFF



Meeting/follow-up	\$	5,000
Compensated absences	\$	3,000
SEFA preparation/reconciliation	\$	4,000
	\$	12,000

Total estimated (if additional costs incurred) \$ 83,675

Project/Option #1 Amount: Not to exceed \$83,675



Project Manager Approval



Supervisor approval



Procurement approval



CEO approval

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Baton Rouge, LA 70802
PHONE: 225.389.8920



CATS BOARD APPROVAL REQUEST:

Contract / P.O. #

Date: December 7, 2021

Department requesting approval: Information Technology

Project Manager: Keith Doucet

Project/Contract: Intueor Consulting, Inc., ERP Software Implementation

Project/Contract Date(s): 2nd Year – Renewal – February 1, 2022 through December 31st 2022

Budgeted project (Yes/No): Yes

Grant(s) Funded (Yes/No): Yes (LA-2019-030)

Project/Contract Summary: We are requesting the CATS Board of Commissioners to approve an amendment to the original 2019-2021 Intueor Implementation Support Services contract. We are requesting that the board extend the contract from January 10th, 2022, through December 31, 2022, with an amount of \$65,000.00.

The original Intueor contract was awarded on August 19, 2020, for \$147,500.00 with 18 months of implementation support services which end January 31, 2022. While we are requesting a full year with \$65,000.00, we anticipate a utilization of five months and \$43,000.00. This is based on a planned April 1st go-LIVE with some additional post Go-LIVE support. The variance of \$22,000.00 is allowing for any unforeseen schedule changes.

Your consideration is appreciated

Project/Contract Amount: Not To Exceed \$65,000.00

Rhonda Kimbel
Procurement Analyst
rkimbel@brcats.com

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Connecting you to what matters.

A handwritten signature in black ink, appearing to be "David", is written over a horizontal line.

Project Manager Approval

A handwritten signature in black ink, appearing to be "John", is written over a horizontal line.

Supervisor approval

A handwritten signature in black ink, "Thomas Catino", is written over a horizontal line.

Procurement approval

A handwritten signature in blue ink, appearing to be "Michael", is written over a horizontal line.

CEO approval

2250 Florida Boulevard
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PHONE: 225.389.8920



August 19, 2020

Intueor Consulting, Inc.
Attn: Vijender Mididaddi
7700 Irvine Center Dr. Suite 610
Irvine, CA 92618

Sent via email: mididaddi@intueor.com

Re: **Contract between CATS and Intueor Consulting, Inc.
ERP Software Implementation Services Contract
2020-ERPImplement-002**

Dear Mr. Mididaddi:

Enclosed is a fully executed Contract for the above referenced **ERP Software Implementation Services Contract** between the **Capital Area Transit System (CATS)** and **Intueor Consulting, Inc.**

- The term of the contract is for period July 1, 2020 and ending on January 31, 2022.
- For project identification purposes, please reflect Purchase Order #2020106 on all progress reports and invoices submitted for payment. If you email your invoices and progress reports, please send to Paul Simon, IT System Manager and Project Manager. If you have any questions about the scope of work, please contact him at: email: psimon@brcats.com, office: 225-346-5554 or cell: 225-718-7276.

If you need procurement assistance in regards to this contract, please contact me at (225) 346-5552 or at: rkimbel@brcats.com.

We look forward to working with you on this contract.

Sincerely,

Rhonda Kimbel, Procurement Analyst II
CATS Procurement Department

Enclosure

Copy: Paul Simon, Project Manager
Bill Deville, CATS CEO
John Cutrone, Comptroller

Rhonda Kimbel
Procurement Analyst II
rkimbel@brcats.com

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CATS

CAPITAL AREA TRANSIT SYSTEM



SOLICITATION # 2020-ERP/IMPLEMENT-002 – ERP SOFTWARE IMPLEMENTATION

COST/PRICE PROPOSAL

SUBMISSION: 10:00 AM CDT ON WEDNESDAY, MAY 6, 2020



INTUEOR CONSULTING, INC.

POINT OF CONTACT: VJENDER (VIJAY) MIDIDADDI

7700 IRVINE CENTER DR., SUITE 610, IRVINE CA 92618

TEL: (949) 753-9010 | CELL: (949) 466-5663 | FAX: (949) 753-9014

EMAIL: MIDIDADDI@INTUEOR.COM | WEB: WWW.INTUEOR.COM



ERP Implementation Services Contract

Capital Area Transit System

And

Intueor Consulting Inc.

THIS AGREEMENT is made and entered into by and between the **Capital Area Transit System**, the public transit system for the City of Baton Rouge and a Political Subdivision of the State of Louisiana, 2250 Florida Blvd., Baton Rouge, Louisiana 70802 (hereinafter referred to as "CATS"), and **Intueor Consulting, Inc.** (a private consulting firm), 7700 Irvine Center Drive, Suite 610, Irvine, California 92618 (hereinafter referred to as "Consultant or Contractor"), to perform ERP Implementation Services.

WHEREAS, CATS Issued a Request for Proposals (RFP) for ERP Implementation Services, Solicitation #2020-ERPImplement-002 on April 17, 2020 hereinafter also referred to as Exhibit A;

WHEREAS, CATS desires to have a firm to conduct **ERP Implementation Services** requiring specialized skills and other supportive capabilities; and the technical resources required to provide such services are not available through CATS personnel or facilities;

WHEREAS, in response to its solicitation, CATS received a proposal from Intueor on May 6, 2020 (hereinafter also referred to Exhibit B) and through an approval process, CATS selected Intueor as the Contractor to perform these services for CATS and the CATS Board of Commissioners approved the contract award on June 23, 2020; and

WHEREAS, this Agreement is to define the conditions and terms by which CATS will engage Intueor to perform the services as described in the **RFP, Solicitation #2020-ERPImplement-002 (Exhibit A)**.

NOW, THEREFORE, in consideration of the terms, conditions, covenants and performance, the Parties agree as follows:

Article 1 – Scope of Work

Intueor shall provide **ERP Implementation Services** to CATS as more fully detailed and described in **Exhibit-A** included in this Agreement. The proposal submitted by the Contractor is hereby referenced and made an integral part of this Agreement as **Exhibit-B** (Contractor Proposal dated May 6, 2020).

Article 2 – Period of Performance

This Agreement shall be for a term of **eighteen (18) months**, commencing on **July 10, 2020** and

ending on January 10, 2022. The contract period may be extended for up to two (2) one-year periods upon mutual consent of each party and approval by the CATS Board of Commissioners.

Article 3 – Compensation

Total compensation is estimated **not to exceed one hundred forty-seven thousand and five hundred dollars (\$147,500)** over the initial eighteen (18) months period without CATS prior written approval. The charts below were extracted from **Exhibit B & revised pricing – Contractor's Proposal**.

Exhibit B Proposed Pricing/ Fees/Costs			
Job Title:	Hourly Rate	x Estimated # Hours Annually	= Total Estimated Annual Cost
Project Manager	\$206.63	516	\$106,822.23
Office Manager (identify title, if different)	\$0.00	0	\$
Other (identify title, if different)	\$0.00	0	\$
Other (identify title, if different)	\$0.00	0	\$
Misc. Costs (identify)			\$
Misc. Costs (identify)			\$
Total Estimated Cost for 18 month period:	\$169,933.35 / 18 Months		

As a demonstration of our good faith efforts to that end, we are willing to revise our price to \$147,500 which represents a reduction of \$12,433.35 (or approximately 7.8%) from our original price. Please consider \$147,500 as our final price proposal.

Monthly Invoices and Progress Report: The Contractor shall deliver a monthly invoice and progress report to the assigned CATS Project Manager as described below:

- **Monthly Invoice:** Contractor shall submit an electronic monthly invoice to the Project Manager. An authorized company representative must submit the invoice verifying that the amount billed to CATS is true and correct.
- **Monthly Progress Report & Itemized Hours:** Contractor shall submit a monthly progress report which reflects the period of performance and specific dates worked on a per task basis, with a description of work performed in sufficient detail to appropriately describe the work accomplished, such as the following:
 - a) Task Dates (actual dates worked on the project);
 - b) Identify contract personnel / hourly rates, etc. (titles of those who worked on the project);
 - c) Include sufficient detail describing the nature of the work performed on the project.

Direct Expenses: These expenses are presumed to be included in the total price of this contract and are not eligible for reimbursement.

Project Identification: The Contractor shall reflect Purchase Order #2020106 on all invoices submitted for payment.

Payment: Upon receipt and approval of each invoice for services satisfactorily performed, CATS agrees to pay the amount shown to be due and payable within **thirty (30) calendar days** of approval. Disputed

amounts shall not be paid until the dispute is resolved. The Contractor shall, for the agreed upon compensation, obtain all data and furnish all services and materials required to fully develop and timely complete the required services pursuant to the terms of this Contract. All items required to accomplish these results, whether or not specifically mentioned in this Contract, shall be furnished at a cost not to exceed the maximum annual amount established by this Contract.

The work to be undertaken hereunder shall consist of the tasks detailed in this Contract including the attached **Request for Proposals (Exhibit A)**. The final determination of the completeness of each task of the project will be determined by the CATS Project Manager assigned to this contract. All matters relating to this contract will be processed through "The CATS Project Manager" who was identified in the "Notice of Award" letter, dated June 24, 2020 (hereinafter referred to as **Exhibit C**), or his/her designee.

All costs charged to the project shall be supported by appropriate documentation which is to be retained by the Contractor in the official project file. The official project file is subject to inspection and audit by CATS and/or Louisiana Legislative Auditor, FTA, the U.S. General Accounting Office or other federal agency, and shall be retained for a period of five (5) years after the date of project completion.

Article 4 - Resources

Project Staff: Contractor shall provide competent and qualified project staff as specified in the contractor's proposal for the applicable Project Tasks and Scope of Work outlined in the RFP and **Exhibit A - Scope of Work**.

Contract Personnel: CATS reserves the right to disapprove the continuing assignment of contract personnel provided under this Contract. If CATS exercises this right, and the Contractor cannot immediately replace the disapproved personnel, CATS agrees to work with the Contractor on an equitable adjustment in personnel and schedules that may be affected hereby.

The Contractor shall not remove, replace or substitute any key personnel assigned to this Contract, specifically the Project Manager, without **ten (10) days advance written notice** to CATS. A key person is one whose name and expertise were presented in Contractor's proposal in an effort to influence CATS to select Contractor to provide the services required by this Contract. The Contractor is required to offer an equally qualified replacement subject to the approval of CATS.

Article 5 - Ownership of Documents

CATS shall own any and all documents, research, plans and files of any nature whatsoever utilized in connection with the performance of services under this Contract. CATS retains all rights to all records. All such records shall be available for copying or inspection by CATS upon request to do so. All files shall be presented to CATS in a usable electronic format. This includes all "live" "unlocked" creative files, at the end of the contract and/or at the request of CATS Project Manager. Contractor must obtain prior written approval from CATS for the right to copy such documents furnished by Contractor.

Article 6 - Termination

Either party may terminate this contract by giving thirty (30) days advance written notice. In the event of the termination, if CATS is held liable, CATS will be liable to Contractor for the cost of those services that have been rendered prior to the date of mailing or submission of such notice. In the event of termination of any or all of the work provided for under this contract, the Contractor shall be paid a proportionate part of for the work and services actually completed as of the date of termination and/or as applicable with the fees reflected in herein.

Article 7 - Notices

All official communications concerning this Contract shall be sent or addressed as follows: a) If to CATS, Attention: CATS Procurement Manager, 2250 Florida Blvd., Baton Rouge, LA 70802; b) If to Contractor, Intueor Consulting, Inc. (a private consulting firm), 7700 Irvine Center Drive, Suite 610, Irvine, California 92618.

Article 8 - Right to Audit

This Agreement shall permit an authorized representative(s) of CATS to periodically inspect and audit any and all data and records of the Contractor relating to the Contractor's performance under this Agreement. The official project file kept by the contractor is subject to inspection and audit by CATS and/or the Louisiana Legislative Auditors and shall be retained for a period of five (5) years from the date of project completion.

Article 9 – Contract Changes

Minor revisions in the work described in the attached **Exhibit A – Scope of Work** shall be at the discretion of the CATS Project Manager without additional compensation to the Contractor. If CATS requires additional work which the Contractor believes warrants additional compensation, the Contractor shall notify CATS Project Manager in writing. If CATS agrees that the required work is necessary and warrants additional compensation, the Contract can be amended by a written **"Contract Amendment"** providing authorization to proceed with the additional work and shall state the additional compensation. The Contractor shall not commence additional work until written authority to proceed has been given by CATS.

Article 10 – Performance Measures

Contractor shall comply with all applicable laws, ordinances, licensing requirements, rules, and regulations of any and all governmental authorities, including all constitutional and statutory restrictions on the use of funds for public purposes, which statutes and restrictions are made part of this agreement. If Contractor violates any such laws, ordinances, licensing requirements, rules, regulations, or restrictions, it shall assume full responsibility for and pay all fines and liabilities which result from the same.

CATS shall have the right to review the performance of the Contractor(s) to ensure performance goals are being achieved in an approved manner and that the contract requirements are being met.

Performance measures may include an in-depth review of the contractual services such as project management, quality assurance and control, satisfaction of work performed, proposal revisions, progress reporting, monthly invoices, meeting proposed timelines and being within budget, and other related factors as required by CATS.

Article 11 - Independent Contractor Obligation

Contractor shall be an independent contractor under this contract and shall assume all of the rights, obligations and liabilities applicable to it as an Independent contractor hereunder. Contractor shall perform all details of the services in a manner consistent with that level of care and skill ordinarily exercised by other professional contractors under similar circumstances at the time the services are performed.

Contractor acknowledges that it is an Independent contractor and is responsible for all project related taxes and there shall be no withholding of taxes by CATS. The Contractor understands, acknowledges and agrees that none of its employees shall be an employee of CATS and that none of its employees shall have, be entitled to, or receive any of the benefits afforded to the employees of CATS.

Article 12 – Title VI - Nondiscrimination

- (a) Contractor and sub-contractor hereby agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1973, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.
- (b) Contractor hereby agrees not to discriminate in its employment practices, and shall render services under this contract without regard to race, color, religion, sex, national origin, and veteran status, political affiliation or physical disabilities.
- (c) Any act of discrimination committed by Contractor or any sub-contractor(s), or failure to comply with these statutory obligations when applicable, shall be grounds for termination of this contract.

Article 13 – Indemnification

The Contractor agrees to indemnify, defend, and hold harmless CATS, its officers, commissioners, directors, employees, agents, and assigns from and against any and all actual or alleged claims, any and all losses, damages, which include incidental, consequential, indemnity and special damages, expenses, including attorneys' fees and costs of defense, fines and penalties and other liabilities that may be asserted by any person or entity that arises out of the fault or negligence of the Contractor, sub-contractor, partner, and any of their officers, directors, employees, agents and assigns respectively in carrying out their obligations under this agreement, which is caused by defective workmanship or materials in products manufactured or supplied by Contractor, or which arises out of Contractor's failure to comply with any state or federal statute, law, regulation. Contractor shall have no indemnification liability under this section for any claims, damages, losses and expenses to the extent they arise out of or relate to the negligent acts or omissions or willful misconduct of CATS.

Article 14 – Insurance

Required Coverage: At a minimum, and for the duration of this Agreement, Contractor shall procure, maintain, and keep in force, at Contractor's expense, all insurance required by applicable law. Contractor shall provide Proof of Insurance to CATS prior to award and at each renewal period, if applicable. Proof of Insurance shall include an additional Insured endorsement (except for Professional Liability). For the duration of the Agreement and until all work under the Agreement is completed, Contractor shall have and maintain, at Contractor's expense, the following types of insurance and shall comply with all limits, terms and conditions of such insurance.

- **Commercial General and Umbrella Liability Insurance:** Commercial General Liability (CGL) Insurance and, if necessary, Commercial Umbrella covering bodily injury and property damage. This insurance shall be written on standard ISO occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an Insured contract including the tort liability of another assumed in a business contract. Combined single limit shall not be less than \$1,000,000 each occurrence and \$2,000,000 in the aggregate.
- **Automobile Liability:** Automobile Liability Insurance covering owned or non-owned vehicles. Combined single limit per occurrence shall not be less than \$1,000,000.

- **Professional Liability:** Contractor shall obtain, at Contractor's expense, and keep in effect during the term of this Agreement, Professional Liability Insurance covering any damages caused by an error, omission or any negligent acts. Combined single limit per occurrence shall not be less than \$1,000,000, or the equivalent. Annual aggregate limit shall not be less than \$2,000,000. If the Professional liability Insurance required under this Agreement is arranged on a "claims made" basis "tail" coverage will be required at the completion of this Agreement and for 24 months duration thereafter. Consultant shall be responsible for furnishing certification of "tail" coverage or continuous "claims made" liability coverage for 24 months following Agreement completion. Continuous "claims made" coverage will be acceptable in lieu of "tail" coverage provided its retroactive date is on or before the effective date of this Agreement.

Article 15 - Assignment

Contractor shall not assign or transfer any interest whatsoever without the written consent of CATS.

Article 16 - Severability

If any provision herein or the application thereof to any party or circumstance is held invalid or unenforceable, the remainder of the contract and application of such provision or provisions to the other parties and circumstances will not be affected thereby, the provisions of this contract being severable in any such instance.

Article 17 - Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this Agreement shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

Article 18 - Entire Contract

This contract terminates and supersedes all prior understanding or contracts on the subject matter hereof. This Agreement may be modified only by a further writing that is duly executed by both parties. This contract, together with the Contractor's proposal and any exhibits specifically incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter.

Article 19 - Copyright and Patent Infringement

Infringement Indemnification: Contractor shall, at its own expense, indemnify, defend and hold harmless, Capital Area Transit System ("CATS"), its agents, employees, officers, directors, subcontractors, and their successors and assigns against all claims, demands, suits, actions, proceedings, investigations, damages, settlements, costs and expenses (including all reasonable costs or expenses of all proceedings, and including attorneys', experts' and witness fees), arising from or relating to any actual or alleged infringement or violation of any patent, copyright, trademark, trade secrets, or other intellectual property right of a third party. In the event of any action or threatened action, Contractor shall promptly notify CATS of such action or threatened action. The indemnification obligations contained in this Article shall survive the expiration or termination of this Agreement.

Article 20 – Order of Precedence

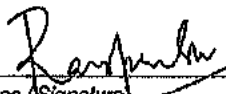
This Agreement includes the following documents:

- I. Articles 1 through 20 of this Agreement;
- II. Exhibit A – RFP/Scope of Work;
- III. Exhibit B – Contractor's Cost Proposal dated May 6, 2020;
- IV. Exhibit C – Notice of Award, dated June 24, 2020

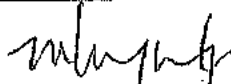
Any conflict or dispute, with respect to any of the contents referred to above, will be resolved in the Order of Precedence shown above.

IN WITNESS HEREOF, the parties hereto have caused these presents to be executed by their respective officers, who are authorized to execute any and all subsequent documents relative to this project, and whose authority is deemed to be continuing as of the day and year first above written.

EXECUTED the 18th day of August¹⁻, 2020



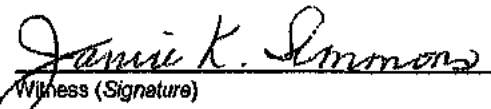
Witness (Signature)



Vijender Mididaddi
Intueor Managing Partner
Fed. ID# 20-3023395

Ravi Nandivada

Witness (Print Name)



Witness (Signature)



William "Bill" Deville, CEO
Capital Area Transit System
Fed. ID#72-0755868

Janice K. Simmons

Witness (Print Name)