



**Baton Rouge  
Capital Area Transit System  
Title VI Program  
2019-2021 Update**



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# 1. OVERVIEW

## A. Purpose

Capital Area Transit System (CATS) is responsible for complying with Title VI of the Civil Rights Act of 1964. Pursuant to 49 CFR 21.9 (d), it is CATS' goal to ensure that no one is denied participation in, denied the benefits of, or is otherwise discriminated against in regards to the provision of public transportation because of race, color, or national origin. The Federal Transit Administration (FTA) requires that transit agencies that are recipients of federal funds maintain a Title VI Program to ensure compliance with Title VI. Title VI prohibits discrimination on the basis of race, color, national origin, or income during the provision of transit services by recipients of Federal financial assistance. To demonstrate compliance with these provisions, CATS is submitting this report in accordance with FTA Circular 4702.1B issued October 1, 2012. CATS is committed to upholding the intent and obligation of Title VI regulations and to providing meaningful language assistance to persons who are limited in English proficiency.

In March 2021, the CATS board adopted a strategic plan for the agency. In this plan, a mission, Core Values, Strategic Priorities, and measurable goals and targets were established.

The overall strategic mission is:

**ENRICHING THE LIVES OF OUR CUSTOMERS AND COMMUNITIES BY OFFERING INDEPENDENCE AND SAFETY...CONNECTING YOU TO WHAT MATTERS.**

In addition, the overall strategic values adopted are:

1. Customer Focused Service
2. Safety First
3. Social and Environmental Responsibility
4. Drive Economic Innovation
5. Culture of Excellence
6. Integrity in Everything We Do

Strategic Values established are:

1. Mobility and Ridership
2. Management and Financial Sustainability
3. Capital Investment
4. Community Stewardship

These established values and priorities were used to develop goals and thresholds incorporated in the service standards section of this document.

## **B. Background of the Service Area**

CATS is the regional transit authority of the Baton Rouge metropolitan region. CATS provides quality mass transit services within the cities of Baton Rouge and Baker. The U.S. Census Bureau's American Community Survey (ACS) data for the 2019 5-year estimate will be used for population characteristics detailed in this document.

Since the election in 2012, the CATS service area has comprised the corporate limits of the cities of Baton Rouge and Baker, with a total area of 97 square miles. The property tax, authorized in 2012, is up for renewal in an election scheduled for October 9, 2021.

The City of Baton Rouge was incorporated in 1817 and became the Louisiana state capital in 1849. The ACS estimates the 2019 population at 224,149 while the median household income is \$44,470. The City of Baton Rouge covers a 77 square mile area and is located in East Baton Rouge Parish, on the east bank of the Mississippi River. The City of Baker is a suburb of Baton Rouge and has been a contributing member of CATS since 2012. According to the ACS, the 2019 population for the city of Baker was estimated at 13,437, and the median income was \$53,082.

CATS provides fixed-route service and paratransit service for disabled passengers. CATS currently operates 22 fixed routes and paratransit services, with 44 peak transit buses and 22 paratransit vans operated in maximum services. Three routes are suspended at this time.

For developing a baseline set of demographic characteristics in this plan, the 2019 American Community Survey (5-year) was used to conduct block group level census data characteristics analyzed through the SimpleGIS Software application. There are 239 block groups that intersect the CATS service area. These are used as a whole if they intersect the service area. The breakdown of the population in terms of race for the CATS service area is detailed in Table 1.

**Table 1: 2017 CATS Service Area Racial Composition**

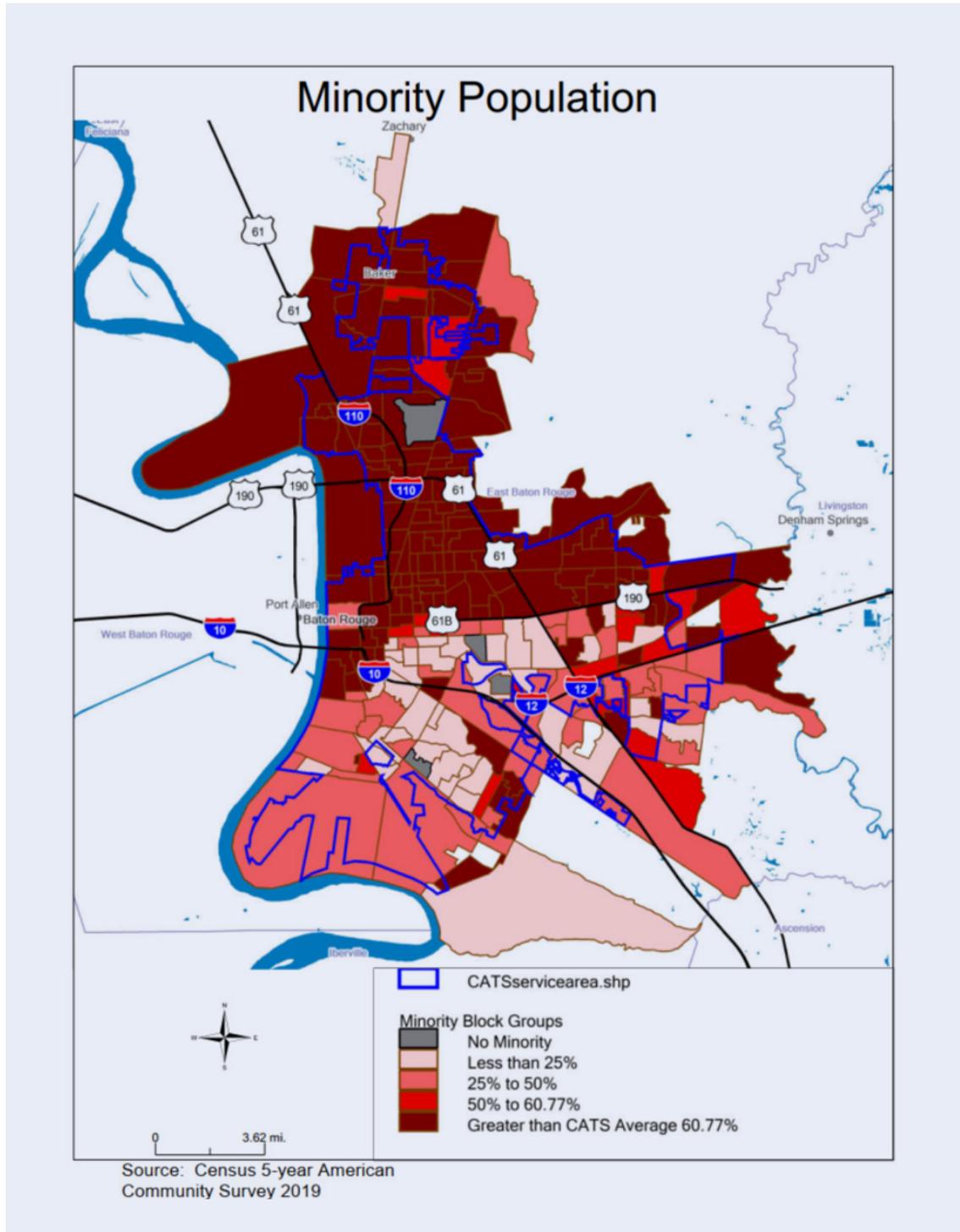
CATS Service Area	Population	% of Total
White	130,623	39.23%
Black / African American	165,941	49.84%
American Indian / Alaska Native	944	0.28%
Asian	15,146	4.55%
Hawaiian / Pacific Islander	123	0.04%
Other Race	5,832	1.75%
2 or More Races	7,185	2.16%
2 or More Races / 2 Races Including Some Other Race	246	0.07%
2 or More Races / 2 Races Excluding Some Other Race or 3 or More Races	6,939	2.08%
Total	332,979	100%

**Source: US Census Bureau Block Group American Community Survey 2019 5-year.**

This analysis details that 60.77% of the population in the CATS service area is considered minority. In addition, 134 of the 239 block groups have a percentage minority population that exceeds that of the service area as a whole.

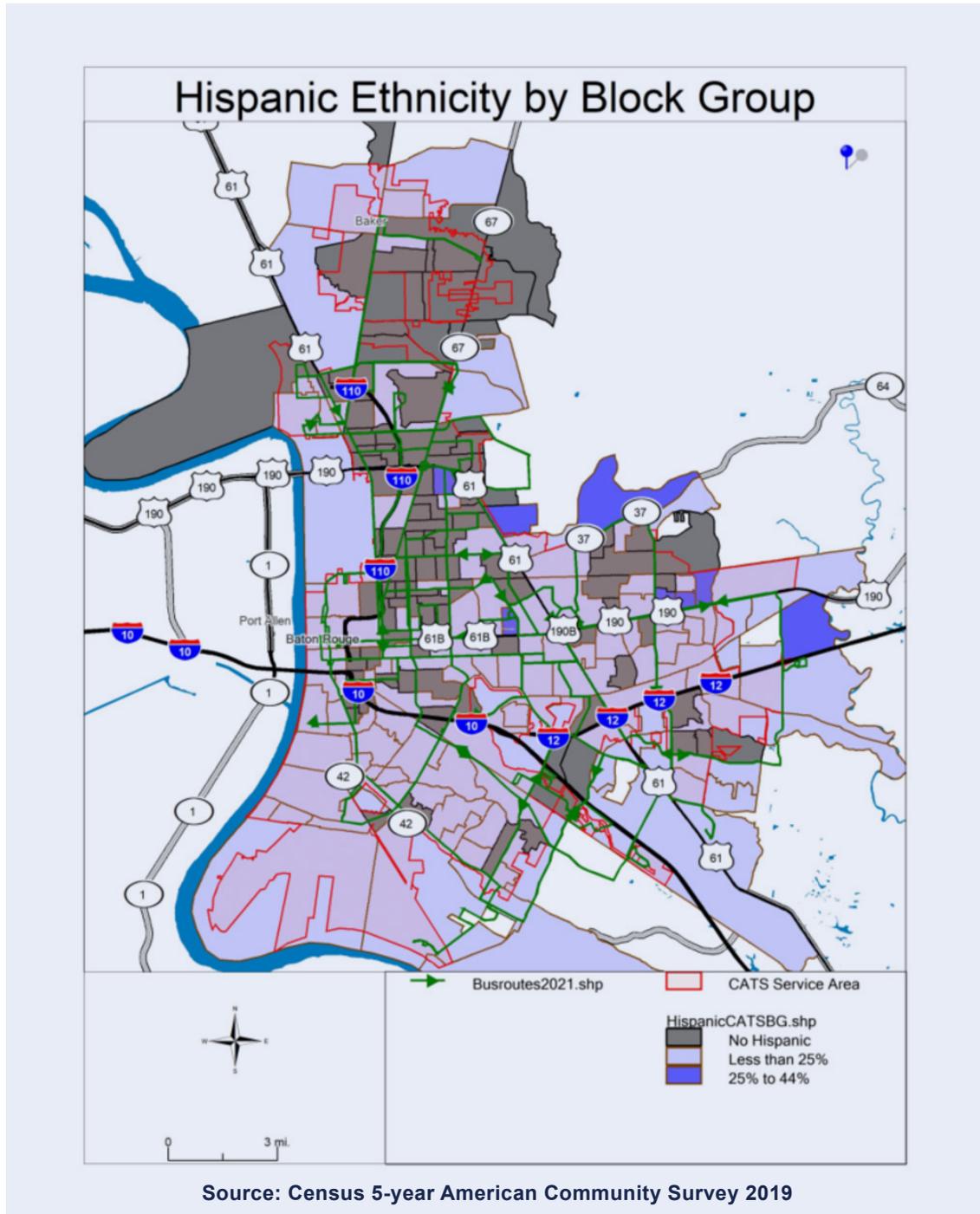
Figure 1 depicts these block groups and the percentage of the minority population.

Figure 1: Minority Population by Block Group



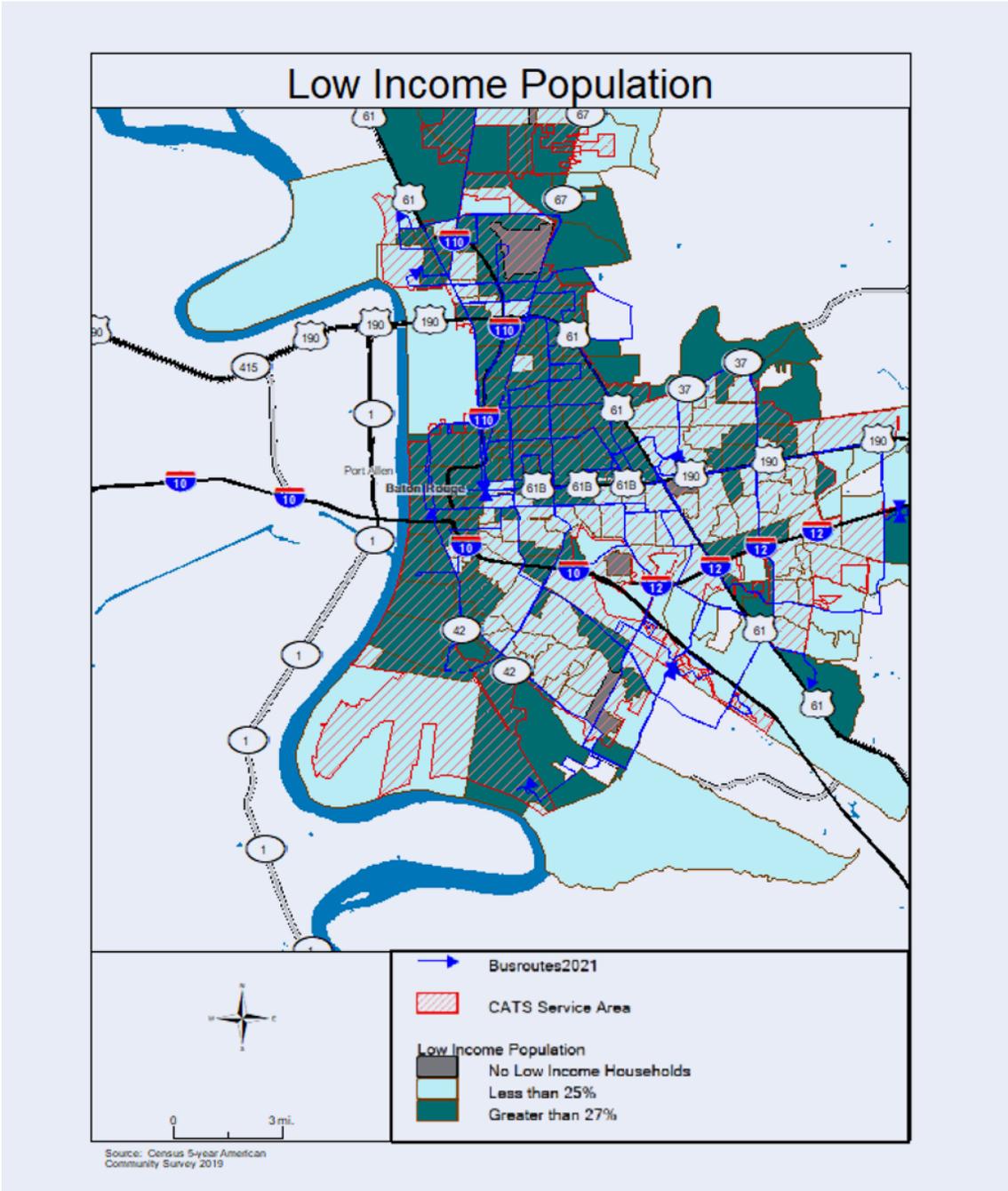
In addition to detailing the minority composition of the population, the ACS also measures those in the population that identify as having a Hispanic ethnicity. **Figure 2** shows the percentage of those community members in the respective block groups.

**Figure 2: Hispanic Population by Block Group**



In addition to the protection of minority races and ethnicities, low-income populations are protected from discrimination. For example, the 2019 ACS block group data shows that 27% of the population in the CATS service area has an income less than 1.5 times the US Department of Health and Human Services (HHS) poverty threshold. Each block group that exceeds 27% is highlighted in **Figure 3**.

**Figure 3: Low Income Population by Block Group**



## C. CATS Service Provision

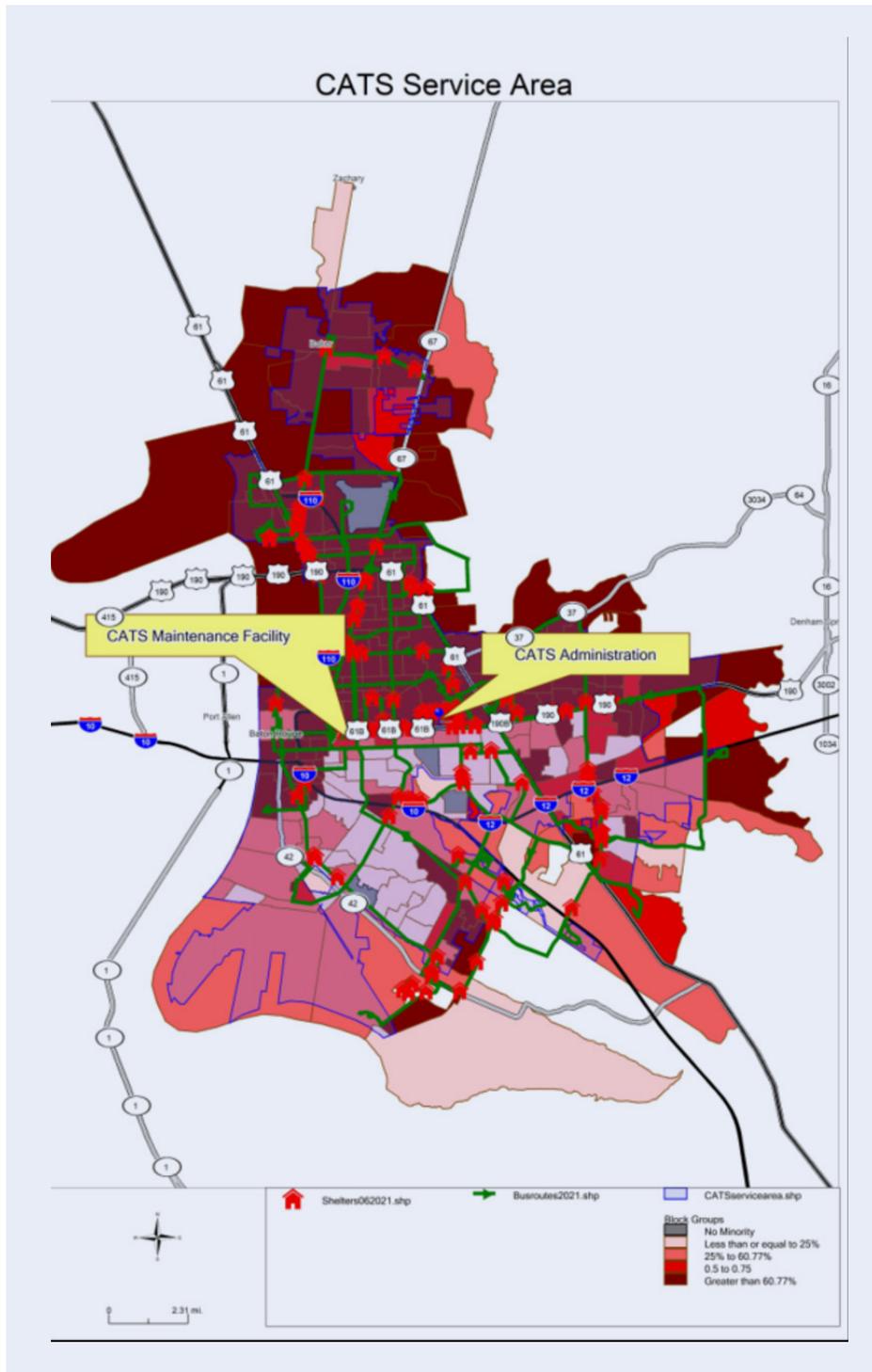
### Fixed-route Revenue Service

As of January 2021, CATS' total fleet is comprised of 64 fixed-route vehicles and 22 paratransit vehicles. Appendix A includes a complete vehicle inventory and fleet replacement plan as of February 2021. CATS operates 44 peak-hour fixed-route buses and provides public transportation for 3.8 million unlinked passenger trips annually, according to the NTD 2019 Agency profile. CATS accrues 14.4 million annual passenger miles and 3.9 million annual vehicle revenue miles. Table 2 provides the peak frequencies of service by day for all CATS routes. Figure 4 depicts the CATS service area and key amenities and facilities.

**Table 2: Service Days and Operating Frequencies by Route**

ROUTE #	ROUTE NAME	WD	WD	SATURDAY	SUNDAY
		Peak	Peak Off		
		HEADWAY (MINS)			
8	Gus Young / BRCC	60	60	60	60
10	Scenic Hwy / Southern Univ	30	30	60	60
11	Northside Circular	30	60	60	60
12	Government St / Jefferson Hwy	30	45	45	45
14	Thomas Delpit Dr	30	60	60	60
15	Blount Road	30	60	60	60
16*	Capitol Park Shuttle	15	15		
17	Perkins Road / Mall of LA	25	40	60	60
18	LSU / Cortana Mall	30	60	60	60
20	North Acadian Thruway	30	30	60	60
21	Fairfields Ave / Cortana Mall	30	60	60	60
22	Winbourne Ave	30	60	60	60
23	Foster Drive	30	30	60	60
41	Plank Road	20	30	30	30
44	Florida Blvd / Cortana Mall	30	30	30	30
46	Cortana / Gardere / L'Auberge	30	60	60	60
47	Highland Road	30	30	30	30
54	Airline / Southern University	30	45	60	60
57	Sherwood Forest Blvd	30	60	60	60
58	Coursey / O'Neal Lane	60	60	60	
59	East Florida / O'Neal Lane	60	60	60	60
60	Our Lady of the Lake	60	60		
70	Baker Limited	30	60	60	60
72*	Florida Boulevard Limited Stops	30	30		
80*	Southern University Shuttle	60	30		

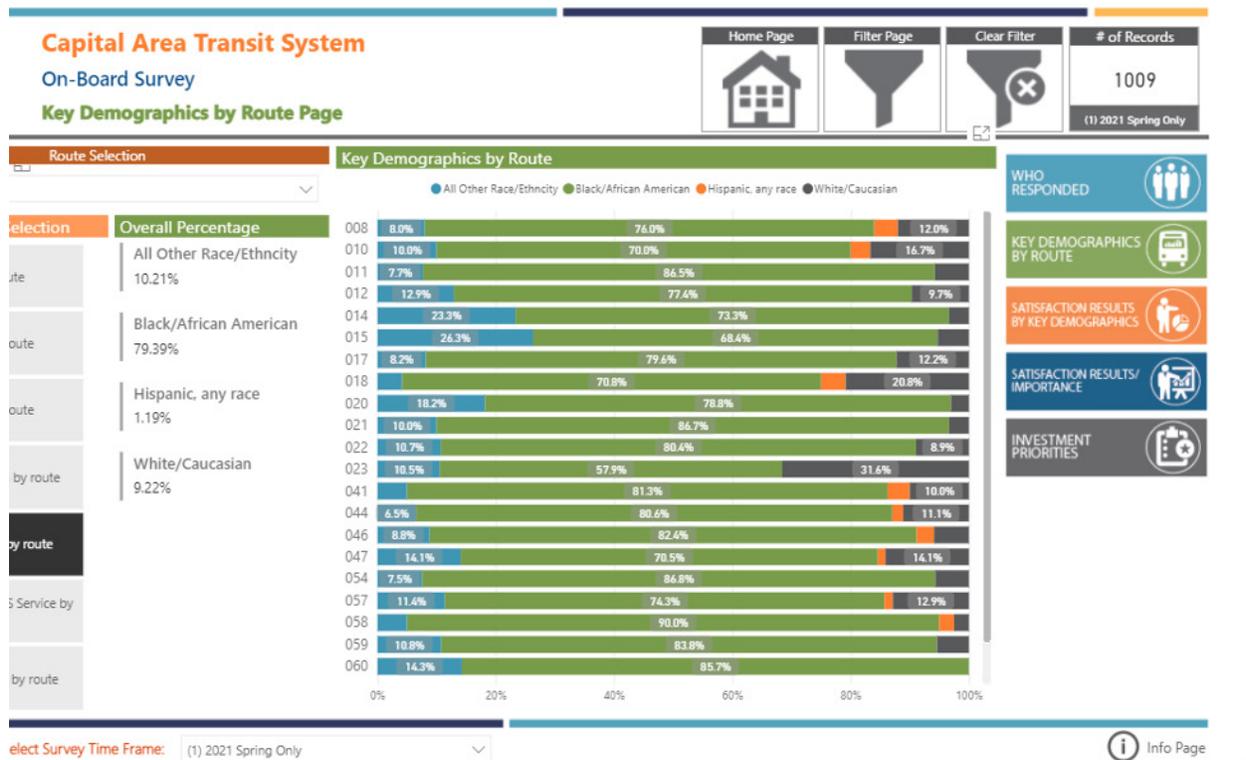
Figure 4: CATS Service area and Fixed Route Service



## On-Board Survey

Starting in the fall of 2018, CATS contracts with the ETC institute to conduct an on-board survey twice a year. This survey measures trip purpose, demographic information, and customer satisfaction along with other data. As shown in Figure 5 the majority of ridership (79.39%) identified as African American. Appendix G has the full reports describing the results of two of these surveys, as well as Stakeholder survey instruments.

Figure 5: On-Board Survey Dashboard



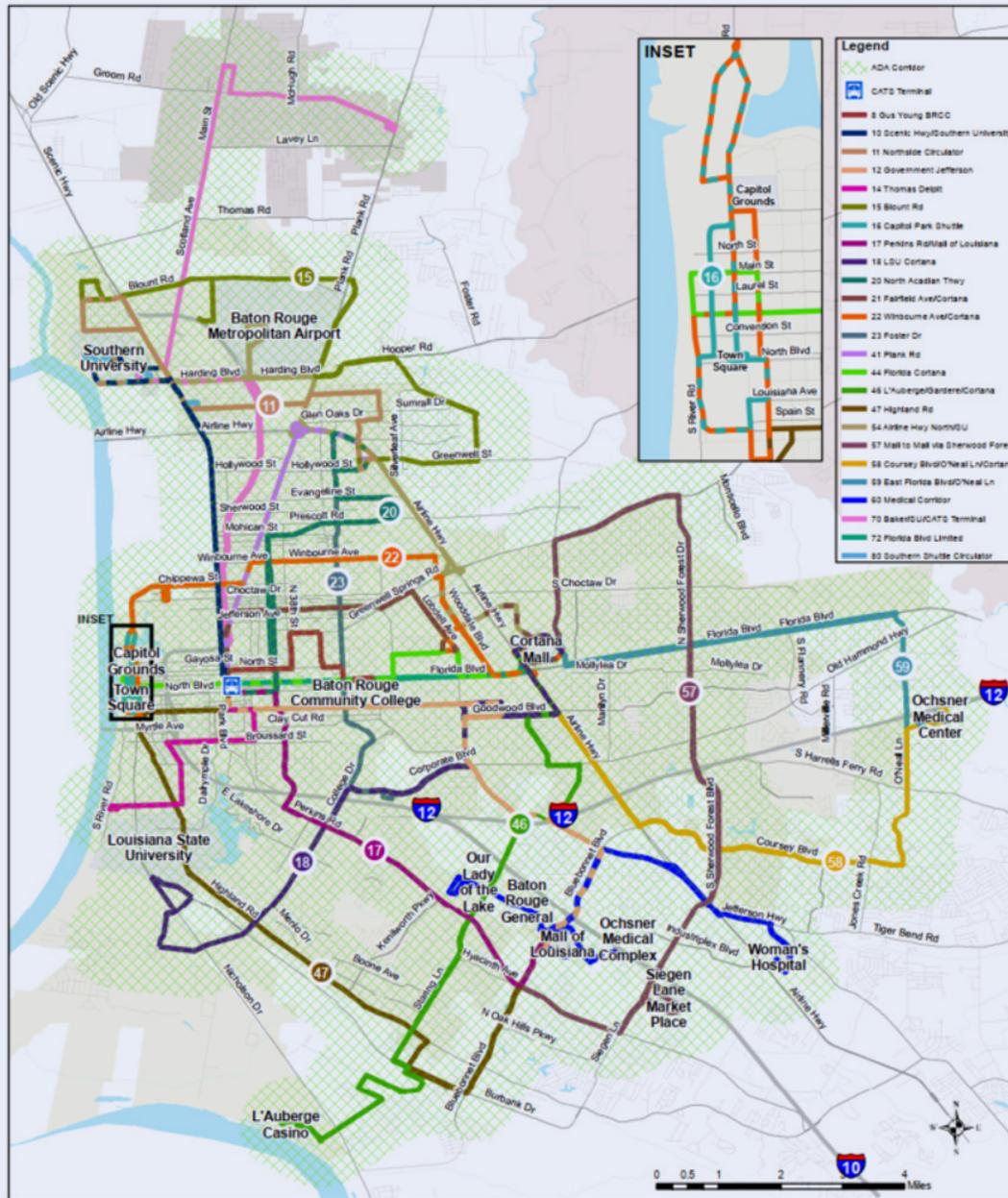
## Paratransit Services

CATS also provides paratransit service as required under the Americans with Disabilities Act (ADA). A contracted service provider operates the paratransit service, CATS On Demand, for CATS. CATS On-Demand operates 18 paratransit vans each day and serves nearly 95,000 annual passengers as noted in the 2019 NTD Agency profile. ADA Paratransit service operates seven days a week, with service schedules consistent with CATS' span of service for fixed-route service operation. CATS On-Demand operates Monday thru Friday from approximately 4:15 a.m. - 12:00 a.m., and Saturdays and Sundays from 5:15 a.m.- 11:30 p.m. CATS On-Demand fares are \$1.75 per ride. Figure 6 depicts the complementary paratransit service area.

## Microtransit Service

CATS currently has a Request for Proposals advertised for a pilot project in the city of Baker for microtransit service. This project is a pilot project and part of the evaluation of the pilot project will be a service equity analysis.

Figure 6: ADA Complementary Service Area



Sources: NHGIS, ATLAS (LA), Census, ESRI

Date: 6/19/2019

CATS ADA Corridor Map

## 2. GENERAL REPORTING REQUIREMENTS

### A. Monitoring Subrecipient Compliance with Title VI

At this time, CATS has no subrecipients. Therefore, this section only remains in the plan for future reference.

To ensure that all subrecipients comply with Title VI regulations, grants staff and program managers monitor the performance of sub-recipients quarterly in accordance with FTA milestone reporting. The subrecipient monitoring process is summarized below. Note: If a subrecipient is already a direct recipient of FTA funds, CATS is not responsible for monitoring the sub-recipient's Title VI compliance.

Grants staff:

- Ensure that project agreements with sub-recipients contain all required federal documents and clauses, including sample notices to the public informing them of their rights under Title VI, sample procedures on how to file a Title VI complaint, sample procedures for tracking and investigating Title VI complaints, and information regarding expectations for notification from the subrecipient to CATS when a Title VI complaint is received.
- Request sub-recipients provide us with Federal Funding Accountability and Transparency Act (FFATA) information, and requests sub-recipients provide us with a copy of a Title VI Plan.
- Review Title VI plan, if required.
- File copy of agreement/contract, FFATA form, and Title VI plan, if available, in Grants Official Subrecipient File.
- Submit FFATA information on the [www.FSRS.gov](http://www.FSRS.gov) website.
- On an annual basis, send a letter to subrecipient requesting a copy of the A-133 audit report or other financial documentation if the sub-recipient received less than \$500,000 in federal funding from all sources.
- Review financial paperwork and communicate information to project managers. If necessary, request that project managers closely monitor the sub-recipient.

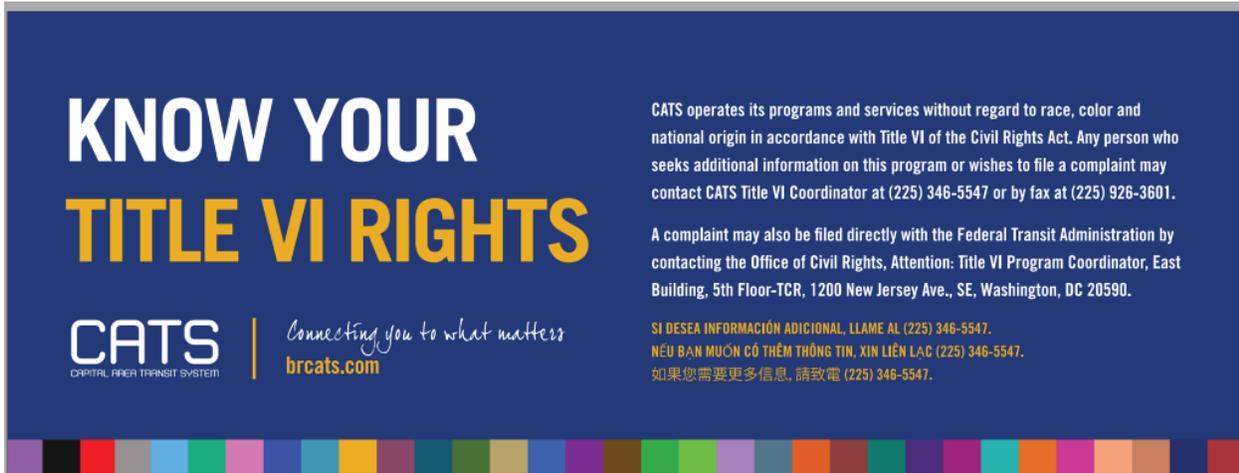
**Project managers:**

- Maintain ongoing communication with subrecipient and manage sub-recipient agreement/contract and approve invoices.
- Report sub-recipient progress on FTA quarterly milestone progress reports.
- Gather documents from sub-recipients to ensure they are complying with Title VI, if applicable.

## B. Public Notification of CATS' Title VI Protections

It is CATS' responsibility to inform the public of its obligations through a public notice that details their Title VI complaint procedures. Please see the announcement from the CATS web page below.

The following notice was updated in 2017. The new notice is available in Spanish and Vietnamese and is posted in every CATS bus, in the lobby of the CATS operating facility (2250 Florida Blvd. Baton Rouge, LA 70802), and on the CATS website under "Title VI" at the following address: <https://www.brcats.com/page/title-vi>.



**KNOW YOUR  
TITLE VI RIGHTS**

**CATS**  
CAPITAL AREA TRANSIT SYSTEM

*Connecting you to what matters*  
**brcats.com**

CATS operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who seeks additional information on this program or wishes to file a complaint may contact CATS Title VI Coordinator at (225) 346-5547 or by fax at (225) 926-3601.

A complaint may also be filed directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

SI DESEA INFORMACIÓN ADICIONAL, LLAME AL (225) 346-5547.  
NẾU BẠN MUỐN CÓ THÊM THÔNG TIN, XIN LIÊN LẠC (225) 346-5547.  
如果您需要更多信息, 請致電 (225) 346-5547.

The CATS Title VI complaint form and procedures are accessible at the above web address and available in hard copy format at the above-mentioned CATS facility location. In addition, the form may be submitted either by mail or delivered in person at the following address: Attention Title VI Coordinator, 2250 Florida Avenue, Baton Rouge, LA 70802.

## C. CATS' Procedures for Investigating and Tracking Title VI Complaints

Please refer to Appendix B for a full copy of the CATS Title VI complaint forms and the Title VI investigation and compliance procedures.

## D. List of Active Lawsuits

There are currently no active lawsuits or complaints against CATS alleging discrimination on the basis of race, color, or national origin arising from the service provided. However, there is one active lawsuit regarding ADA compliance.

## E. Compliance Review Activities

A full Title VI review was conducted during the FTA Triennial review in 2019. All deficiencies that were identified have been cleared.

## F. Signed Assurances

The signed FTA assurances were submitted through the FTA's web-based grants administration system, TrAMS, on January 20, 2021 in compliance with current reporting requirements. These are included as Appendix B.

## G. Construction Impact Analysis

Title VI requires a fixed facility (transit centers, operations facility, or yard) impact analysis for construction projects to assess any impacts to minority communities. If this information has been prepared due to an environmental impact statement, the application recipient, or sub-recipient, should reference the relevant information by documenting page numbers and date of submission to FTA.

A Title VI Equity Analysis should be conducted during the planning stages to assess where a project is located to ensure the location is selected without regard to race, color, or national origin. In addition, recipients shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site. Additional environmental justice principles are reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), which addresses Environmental Justice in Minority Populations and Low-Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.<sup>14</sup>

As a result of FTA requirements, environmental impact analyses for fixed facilities shall include:

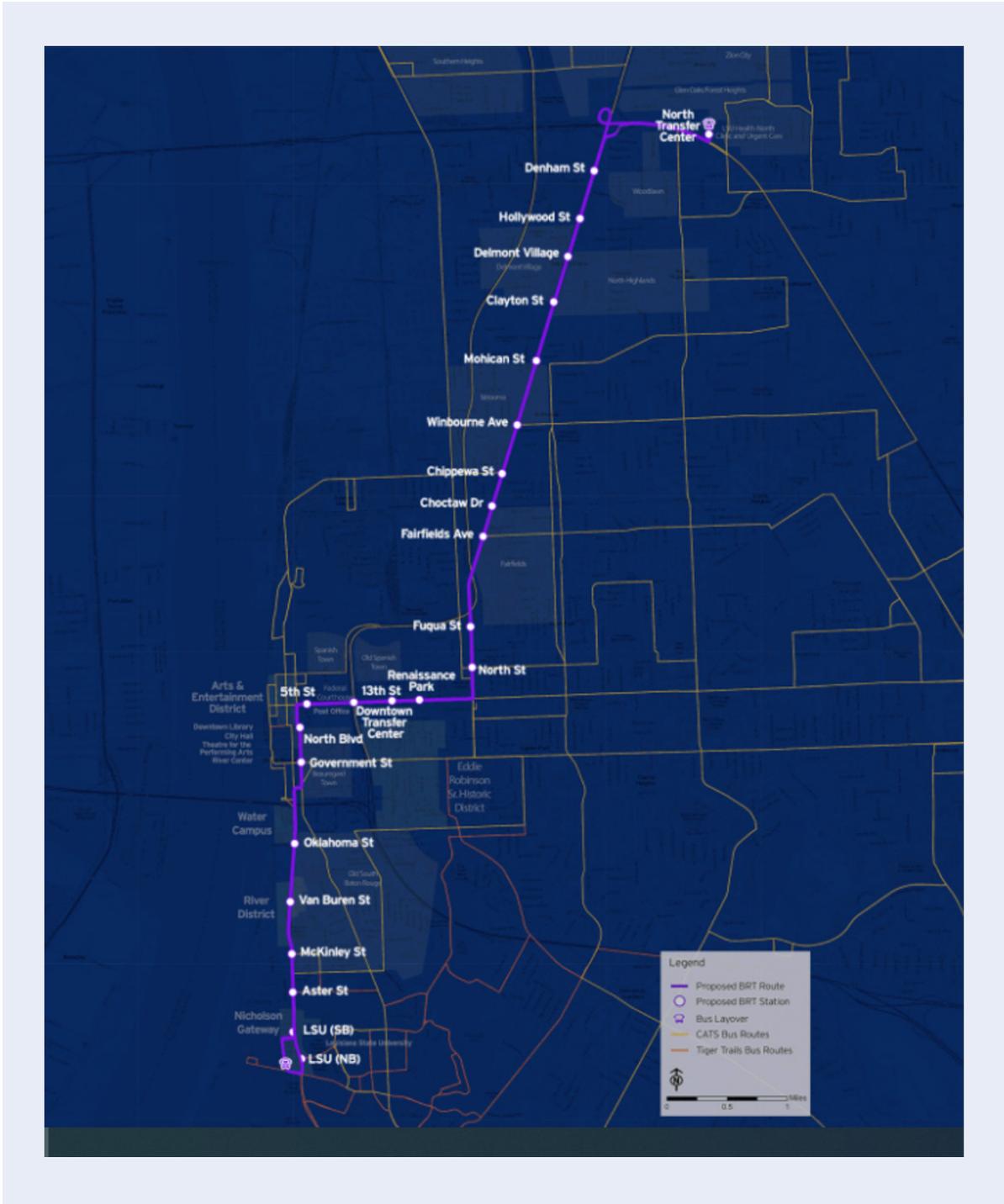
- A Title VI Equity Analysis conducted during the planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- Project history and background for each construction project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential adverse environmental impacts, such as traffic congestion, noise, air or water pollution;
- A list of minority-owned businesses and households affected by construction projects;
- A description of other significant impacts on minority communities, such as increased traffic, reduction in parking availability, etc.; and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic, or environmental effects of the proposed construction project or service plan, all of which should include an environmental justice component.

CATS had one project requiring an environmental impact analysis during the reporting period, the Plank Road Bus Rapid Transit Project. This project has been submitted to FTA as a Categorical Exclusion. On April 28, 2020, FTA concurred that the project meets the criteria of a categorical exclusion under 23 CFR 771.118(d).

There has been no acquisition of property to date for the Plank Road Bus Rapid Transit Project and at this time there is no planned acquisition. If acquisition is required in future phases of the project, a Facility Equity Analysis will be conducted prior to acquisition. **Figure 7** shows the approximate location of the enhanced shelters for this project.

A transit Center in the City of Baker is in the planning stage at the intersection of Plank Road and Lavey Lane. Figure 8 depicts the preliminary rendering for this project. The city of Baker currently owns this property, so CATS will not be acquiring property for that location. If federal funds are used to construct this project, then a Facility Equity Analysis will be performed.

Figure 7: Plank Road Bus Rapid Transit Corridor



**Figure 8: Baker Transit Center Rendering**



## H. Information Dissemination

All announcements for public hearings are given wide distribution through the use of updated mailing and e-mail address listings inclusive of community groups and concerned individuals. In addition, these notices are posted on the website and as “take-ones” in all CATS buses. The public can also dial CATS’ telephone number to get updated information regarding CATS’ business affairs.

When CATS proposes any major service changes as defined in Appendix D Major Service Change Policy, the system must meet the formal notification and public hearing requirements. To briefly summarize the requirements, CATS must provide formal notification of what changes are proposed to each jurisdiction affected by service changes and allow each respective jurisdiction the opportunity to respond. In addition, a public hearing must also be held to provide public input and feedback on the proposed service changes.

These and further requirements are contained in:

- U.S. Department of Transportation, Federal Transit Administration, Circular C 9030.1B Urbanized Area Formula Program: Grant Application Chapter 5.5 (O), “Public comment of Fare and Service Changes.”
- U.S. Department of Transportation, Federal Transit Administration Triennial Review Guidelines “Public Comment on Fare and Service Changes.” Washington, DC, 1997

During this dissemination period, CATS' staff are confident that all the system riders, including minorities, senior citizens, the disabled, and limited English proficiency (LEP) populations, will be thoroughly apprised of any proposed service changes and will have opportunities to influence service-planning decisions as they arise.

Under the Title VI guidance, transit providers with 50 or more peak period service buses are required to conduct a fare equity or service change analysis. Any impacts of these types of changes to persons of minority or low-income status as defined by the FTA are considered. CATS provides the opportunity for public comment, and this feedback is considered prior to the implementation of any fare or service changes as detailed in CATS' fare and service change methodology (see Appendix D).

## I. Language Assistance Plan

As with any public announcements and customer service information, CATS is well informed of the many languages used by its customer base. In addition, CATS has a Language Assistance Plan (LAP) to ensure "meaningful" access to transit services and programs for those with limited English proficiency (LEP).

According to the 2019 American Community Survey, the assessment discovered 2.58 percent of households in the CATS service area identified as LEP. In addition, the data indicates that this was highest for the Spanish and Asian, and Pacific Islander languages (see Table 3).

While the LEP customer base is minimal, CATS is implementing several language assistance measures to aid these LEP individuals. To assist its LEP patrons, CATS is implementing the following measures:

- 1.) CATS has employees who may help translate in languages, including Spanish.
- 2.) Bus schedules, maps, fare/service change announcements, and other transit publications are available in an alternative language for the Spanish and Vietnamese-speaking LEP population, if necessary.

CATS will also train its staff by providing copies of the language assistance measures contained in CATS' LAP to all CATS employees and new hires. Part of the LAP also details notifying LEP persons of all CATS services that are available. The LAP commits to annual monitoring to ensure that the policy is followed, updated, and improved upon as needed. A copy of the entire LAP is available in Appendix F.

**Table 3: CATS Service Area Languages**

LEP Population Language Spoken At Home by Household		
	Total	% of Total
Total Households:	120,184	100.00%
Speaks Spanish:	1,711	1.42%
Speaks Other Indo-European Languages:	252	0.21%
Speaks Asian and Pacific Island Languages:	1030	0.86%
Speaks Other Languages:	106	0.63%
Total LEP	3,099	2.58%

Source: 2019 American Community Survey (5 year), Census Bureau

## J. Public Participation Plan

### Purpose

The Purpose of this Public Participation Plan (PPP) is to detail how CATS will deliver information, services, and programs that reflect the community's values and benefit all community areas. CATS recognizes the necessity of involving the public in the planning and implementation of transit services.

CATS' public engagement strategies are designed to provide the public with access to information about the agency's services and provide a variety of efficient and convenient methods for receiving and considering public comments before implementing service changes. CATS also recognizes the importance of many types of stakeholders in the decision-making process. These include other units of government, metropolitan area agencies, community-based organizations, significant employers, passengers, and the public, including low-income, minority, LEP (Limited English Proficiency), and other traditionally underserved communities.

According to FTA Title VI regulatory guidance, the recipients and sub-recipients should therefore seek out and consider the viewpoints of minority and low-income populations and individuals who do not speak English fluently while conducting public outreach and involvement activities. (FTA Circular 4702.1B) Furthermore, the funding recipients and sub-recipients should offer early and continuous opportunities for the public to identify the social, economic, and environmental impacts of proposed transportation decisions, consistent with Federal Transit Administration (FTA) Circular 4702.1B.

This effort includes seeking out and considering the viewpoints of minority, low-income, and LEP populations (as well as older adults and people with limited mobility) while conducting public outreach activities.

CATS may modify its public participation methods over time based on the needs of its customers and the public. Therefore, this plan is a living document that may be updated periodically to reflect community preferences, changing demographics, transit services, and needs identified from new communication and outreach methods.

When planning for public engagement, CATS will incorporate strategies intended to promote the involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

### Principles

The following principles are used to develop the Public Participation Plan for CATS projects and programs:

- CATS will determine what non-English languages and other barriers may exist to public participation within the service area.

- CATS will provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to LEP populations in its service area.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities and will be scheduled at times convenient for the members of the public.
- Public meetings and hearings will be advertised in the community where non- English languages have been identified in the updated LEP Plan through printed materials (e.g., interior cards, flyers, and/or comment cards) describing the proposed changes or other critical system information on-board buses, at major transit stops, local print media, and the CATS website.
- CATS will provide notification regarding the availability of language assistance at public meetings as described in the LAP.

## Goals

CATS recognizes the importance of involving the public in planning and implementing transportation projects and services. Moreover, the agency believes firmly that consistent communication with riders, businesses, and visitors alike is key to the success of CATS planning and project development efforts. Therefore, the goals of the CATS PPP are to promote meaningful opportunities for the community, including low-income, minority, and LEP populations, to be involved in the potential impacts of proposed transportation decisions by CATS. To that end, CATS has developed four goals for public participation:

- **Awareness:** Increase awareness of transit projects and within the service area in the CATS service area.
- **Education and Outreach:** To educate the public, raise awareness, and allow public input in the CATS transportation planning process through social media, printed materials, and other engagement methods.
- **Participation:** To provide ample opportunity for stakeholders and the public to participate in the planning process and provide feedback on draft documents, policies, and services.
- **Partnerships:** To foster more significant partnerships with local public agencies, social service organizations, and other community groups

CATS' staff will utilize the following considerations developed as part of the efforts to evaluate the racial equity implications of critical decisions:

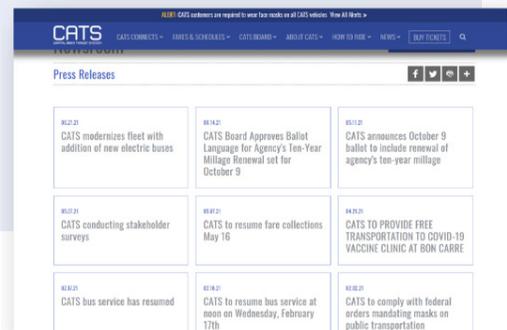
- Have various ethnic communities/people of color been informed, meaningfully involved, and authentically represented in these processes/decisions?
- How has this been done?
- How has the feedback been considered and incorporated?
- Is there a group that benefits more than another because of this process/decision?
- What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- What action will be implemented to advance equity in this process/decision?

## Methods of Public Engagement

The PPP identifies a menu of available methods for providing information to CATS customers and the public. While these communication methods are broadcast widely, they are critical tools in reaching minority and LEP populations. Staff considers several factors when designing the public engagement process, such as the magnitude of the proposed change or decision, what level of influence public opinion has over the decision, and who will be impacted by the decision. Moreover, CATS incorporates strategies intended to promote the involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with FTA Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

### CATS communicates relevant information to customers and the public through the following methods:

- **CATS' Website** – CATS' website, [www.brcats.com](http://www.brcats.com), is one of the primary sources of information for CATS' riders and the general public. Several tools are available on the site to communicate service changes and notify the public of opportunities to participate in CATS' decision-making processes. These include "Recent News" and "Press Releases" that appear as short summaries on the home page and, when selected, can lead to longer news items. Additionally, pages are available on the site for the CATS Board of Commissioner meeting agendas, minutes, and there are links to route maps, and timetables/schedules. In addition, the entire website can be translated using google translate into both Vietnamese and Spanish.
- **E-mails to CATS Customers (Rider Alert Notifications)** – To date, all electronic notifications are sent out by a CATS' mass e-mail subscription service. Customers can sign up on CATS' website to receive e-mails from CATS. In addition, staff has the flexibility to target e-mail communications to subgroups of CATS ridership, such as interested members of the public about updates to project schedules, upcoming meetings or workshops, online surveys for feedback, and any other agency activities. Staff can also elect to send an e-mail to all e-mail subscribers.
- **Customer Surveys** –CATS conducts a Customer Satisfaction Survey to collect and analyze customer opinions regarding all aspects of service, update CATS customer profiles and travel patterns, and compare benchmark scores with similar transit agencies. On both weekdays and the weekend, the survey was administered on board all fixed-route CATS services.
- **Press releases** – Press releases aim to generate news coverage of CATS' events, changes, public meetings, etc. They are distributed via e-mail to CATS' communications contact list and posted on the News section of CATS' website.



- **Posters at CATS Terminals** – Printed signs are posted around CATS’ terminals, including designated news bulletin areas within the waiting room and at the Customer Service Window.
  - **Mailers to partners** – These printed materials can be distributed via mail to CATS’ partners. They can include letters to key staff at these locations and additional posters or other materials to post around their offices.
  - **Paid ads in local media** – CATS can publish paid advertisements in the local newspaper of record, *The Advocate*, community newsletters, and local broadcast channels. In addition to paid advertisements, other media can be translated into Spanish and Vietnamese to reach the entire customer base.
  - **CATS CONNECTS** – CATS Connects serves as an educational resource library, which houses informational materials, branding assets, imagery, and archived social graphics and news.
- Public notices – These are published in the daily newspaper of record, the *Advocate*, and posted on the CATS website.

- **CATS’ social media** – CATS’ Facebook page, Twitter, and Instagram, are monitored and used by Communications staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in the CATS decision-making process. CATS’ Facebook page is used to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in CATS’ decision-making process.



- **Public Meetings** – The backbone of CATS’ public participation efforts is public meetings. Federal regulations and comments do NOT require a public meeting and do not go into the public record. Public meetings are held to inform the public of upcoming service changes, as well as planning efforts, including Strategic Plan implementation, and Comprehensive Operational Analysis. These meetings are typically informal in nature with a presentation by CATS staff, followed by a general Q&A period. CATS staff are available to have one-on-one conversations with interested parties and when necessary, provide follow-up information.
- **Public Hearings** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a CATS official. A public hearing is NOT a question-and-answer format.

- **Community Events** – CATS staff make sure that informational tables are at community events and CATS Terminals, where customers can find shared information about changes to service, new initiatives, or community resources. CATS also found that having technical staff available at outreach events in addition to customer service and communications staff can allow for more detailed conversations with customers and members of the public.
- **CATS' Board Meetings** - The Board of Commissioners meet on the third Tuesday of each month at 4:30 p.m. at either of two locations: the CATS administrative building (350 N. Donmoor St, Baton Rouge, LA 70806) or the BREC Recreation & Park Commission ( 6201 Florida Boulevard, Baton Rouge, LA 70806). These meetings are open to the public and include an opportunity for the public to comment on any action item placed on the agenda. In addition, there will be cards for members of the public to complete (this applies to everyone wishing to speak at the board meetings, except the board members themselves; all employees wishing to speak must complete the cards as well).
- **Public Comments** – CATS is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Formal public comment periods solicit comments on major public involvement efforts around an agency service or system change. Comments from comment cards are valuable for open-ended discussions. In addition, open-ended questionnaires are distributed in printed form and digital form.

Comments are accepted during the public outreach period via:

- Share comments by phone at (225)389-8282
- E-mail comments at [catscustomerservice@brcats.com](mailto:catscustomerservice@brcats.com)
- Post comments on CATS' Facebook page CATSBR or Twitter page @BTRCATS
- Mail comments to CATS at 2250 Florida Blvd. Baton Rouge, LA 70802
- Share comments in person by attending a public meeting.

### Public Outreach Between December 2016 – December 2020

- Board meetings were held monthly to give updates on administrative matters and act on plans, contracts, updates to policies, and financial statements.
- Numerous public meetings, from December 2016 – December 2020, were held to receive public input on changes in routes and schedules.
- During the Fall of 2016 to the Fall of 2020, route adjustments and service changes were made to maintain route efficiency and improve service to the system. Most service improvements pushed forth increasing transit accessibility, along with frequency.

- From the Fall of 2016 to December 2020, CATS administered Customer Surveys to gather updated transit trip information and behavioral data from CATS' riders. These efforts help the agency know the needs of the riders. In addition, resident surveys and stakeholder surveys were conducted.
- Two public meetings were held in Sept. 2018 to collect feedback on recommendations on a service change that eliminated one Route and replaced service through an extension on a Local Route.

Appendix A has detailed examples of public involvement materials.

### **COVID-19 Meeting Accommodations (March 2020)**

During normal circumstances, meeting times and convenient locations for target audiences are crucial to providing meaningful opportunities for public participation. However, due to the pandemic, alternative methods of public involvement have taken place.

Act No. 302 of the 2020 Regular Session of the Louisiana Legislature enacted La. R.S. 42:17.1, as subsequently amended by Act No. 43 of the 2020 Second Extraordinary Session, allows a public body to conduct business “via electronic means” if specific requirements are met.

In accord with Executive Act No. 302 (Senate Bill 466) meetings held beginning June 2020 to the present have been held virtually to reduce and limit the spread of COVID-19 in Louisiana and preserve the health and safety of all public members; the Governor declared the COVID-19 Public Health Emergency. In addition, he ordered that it is necessary to limit public gatherings in a single place at the same time to avoid individuals being close to one another.

As a result of the public health emergency, the limitations imposed on public gatherings and personal interactions, and the risks associated with the participation of members in a physical meeting of the Board of Commissioners for Capital Area Transit System and Public Transportation Commission as a result of this certifies that to protect the lives, property, health, safety, and welfare of the citizens of Louisiana, it is necessary to conduct the meeting for regular business via teleconference and/or online to assure the presence of a quorum of voting members.

### **Equity Considerations**

CATS recognizes that minority and low-income populations have historically and systematically been excluded from participating in public decision-making. Moreover, due to persistent societal and cultural influences, it can be challenging to ensure diverse public participation in CATS' decision-making, despite the concerted efforts described in this plan. CATS, therefore, recognizes the need to plan carefully to design inclusive outreach processes and build in critical steps to consider whether a public participation process and its outcomes are achieving the intended results.

## Outcomes

The outcomes of public participation will be reported openly and transparently. The expectation is that, once community members have participated in a process, CATS owes it to them to say how their participation influenced the outcome. In addition, CATS should demonstrate that it explored the suggestions and recommendations of the public and considered that as part of the process.

## Conclusion

This PPP must, first and foremost, demonstrate how CATS is accountable to the public. The strategic approach, goals, and guiding principles CATS has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by CATS help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

While the methods and techniques used during the public participation process may vary according to each circumstance, CATS will make every effort to achieve the standards it has set and design public outreach efforts to reach out to the diverse populations most effectively throughout the CATS service area. As a living document, the plan may evolve according to the demographic makeup of CATS' communities and their unique needs and CATS' evaluation of its public participation effectiveness.

## K. Minority Representation on Decision Making Bodies

The CATS Board of Commissioners is a nine-member appointed body that sets policy direction for the operation of CATS transit services. Each member of the Board of Commissioners is appointed by the Metro Council of East Baton Rouge Parish, the governing authority for the City and Parish of East Baton Rouge. The Metro Council selects CATS board members to reflect the various communities represented by the Council and represent the community's diversity and the variety of mobility needs of the region as a whole. In order to accomplish these goals, the Metro Council utilizes a contractor to conduct a detailed analysis of each candidate's qualifications. The methodology, scoring sheets and full interviews, are sent to the Metro Council to make informed decisions regarding appointments. CATS' monthly Board meetings and various committee meetings provide a public venue for comments and feedback regarding any fare, service changes, or any other aspect of transit delivery. In addition, these Board meetings create a venue for our riders and members of the public at large to have an opportunity to comment publicly regarding CATS services. The members of the CATS Board of Commissioners represent the diversity of the Baton Rouge community. The ethnicity and gender of the Board members are listed below.

Total Number of Board of Commissioners as appointed by Baton Rouge Metropolitan Council: Nine (9)

- Black Male: Three (3)
- Black Female: Three (3)
- White Male: Three (3)

## L. PROGRAM-SPECIFIC REQUIREMENTS

CATS currently operates 44 peak-hour fixed-route buses. This is down from 63 reported as part of the 2019 NTD profile. The current number of peak vehicle requirements exempts CATS from many requirements for large systems in the FTA Circular 4702.1B. However, to ensure requirements are met if the peak vehicles were to go over 50 in the future, CATS has decided to detail the system-wide service standards and policies. CATS must also evaluate adherence to those service standards and policies through a monitoring program.

## 3. Service Standards and Policies

CATS uses quantitative system-wide service standards for its fixed-route services. These standards, summarized below, were developed and implemented to help CATS achieve equity for all its transit customers in service design and operations decisions.

### A. Service Standards

#### Vehicle Load

Vehicle load is the ratio of passengers on the vehicle to the number of seats on the bus. CATS measures the vehicle load at the maximum load point on each route during peak and off-peak periods. The target is to maintain vehicle load factors at or below 133% for local routes during peak periods, 100% for local routes in off-peak, and 100% for express bus routes that operate on freeways.

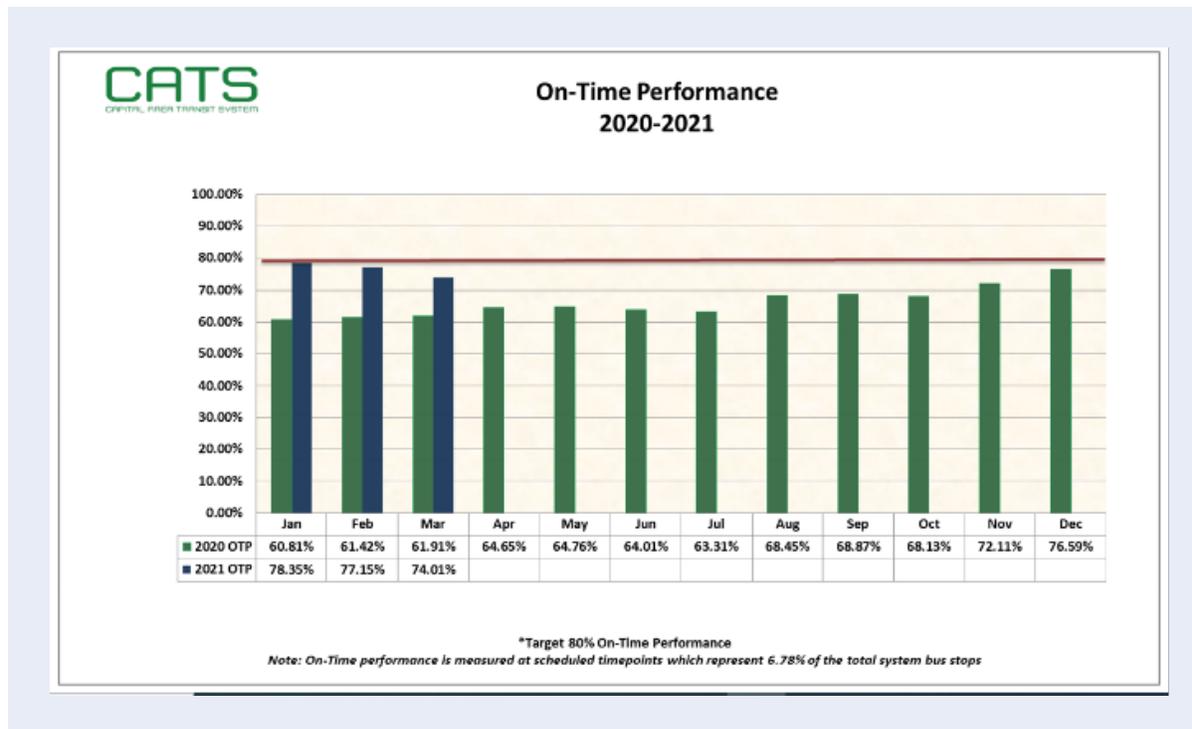
#### Vehicle Headway

Vehicle headway is the measurement of time between buses on a line. CATS generally operates fixed-route service with vehicle headways between 20-60 minutes during weekday peak periods and during weekday off-peak periods and weekends. The target is 30 min Peak and 60 min off-peak for local routes and 15 min peak and 30-45 min off-peak for the upcoming BRT.

#### On-Time Performance

CATS defines on-time performance for fixed-route bus trips as those trips that depart a time point location no earlier than 0 minutes before the time listed on printed schedules and arrives at the time point no later than 5 minutes from the scheduled time. Thus, the agency target is 80% on time. Figure 9 depicts a historical on-time performance chart that is presented to the CATS Board of Commissions.

**Figure 9: On-Time Performance**

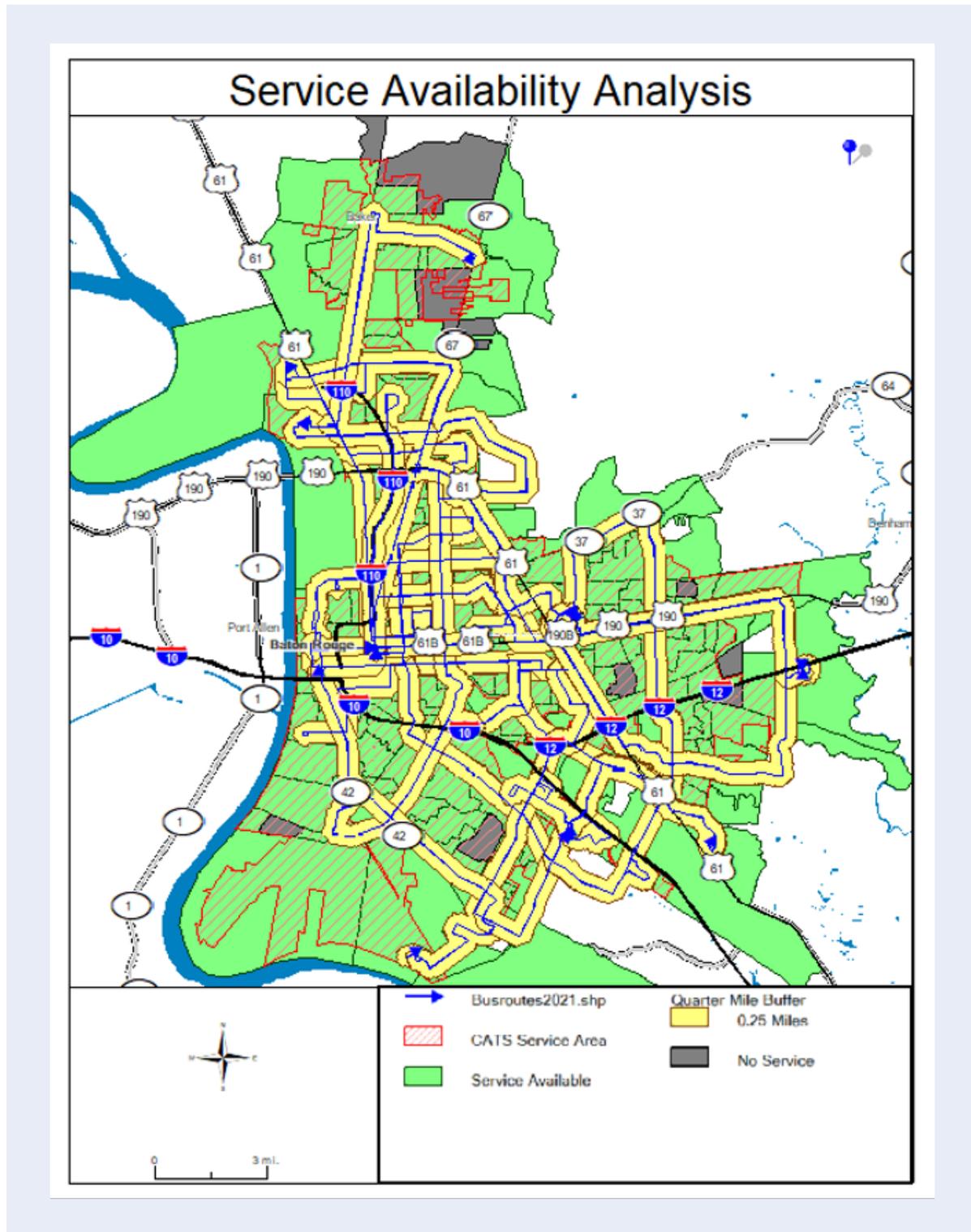


**Service Availability**

Service availability generally corresponds to the provision of transit service on major traffic corridors in the service area and access to high population centers and trip generators in urbanized areas. CATS provides fixed-route service primarily to people who reside within one-half to a one-quarter mile of the stops along the routes. The target is for 95% of the population to be within ¼ mile of a bus route.

As part of this program update, a GIS analysis was conducted measuring how many of the 239 block groups intersect the ¼ mile buffer of the existing fixed-route service. Figure 10 illustrates that 228 of 239 block groups intersect a ¼ mile buffer.

Figure 10: Service Availability



## B. Service Policies

CATS uses quantitative system-wide service policies for its fixed-route services. These policies, summarized below, were developed and implemented to help CATS better achieve equity for all its transit customers in service design and operations decisions.

### Distribution of Transit Amenities

Generally, bus stops are placed no more than 1,000 feet (approximately 0.2 miles) apart (stops may be closer in commercial and downtown Baton Rouge areas). Transit amenities such as bus shelters are provided as a convenience to passengers. Bus shelters are placed at selected bus stops within the CATS service area, with priority given to locations that have a high passenger volume, serve multiple bus routes, and are located near schools, hospitals, and other activity centers. The City of Baton Rouge also has contracted with bus bench advertising companies to place bus benches at various locations around the city. CATS does not have jurisdiction regarding the placement of these bus benches.

CATS has established a policy that all new amenities will follow the following minimum requirements to ensure equity throughout the system.

**Table 4: Placement of Amenities**

Amenities	Average Boardings
Stop	1+ average daily boardings
Bench & Trash Receptacle	5 -15 average daily boardings
Shelter	16 - 25 average daily boardings
Enhanced Shelter	26+ average daily boardings

### Vehicle Assignment

With regards to vehicle assignment, CATS assigns vehicles on an “available” basis with no assigned vehicles to specific routes. The exception is an electric branded vehicle will be used on the Downtown circulator when it is reinstated for revenue service. This ensures that no geographic location is preferred over another.

CATS strives to supply its customer base with well-maintained vehicles that are ADA compliant by intending to replace all buses after their 12-year life span. A complete inventory of the fleet and replacement plan as of February 2021 is included in Appendix A.

## 4. Minority Route Methodology

CATS uses data from the 2019 5-year ACS data to define bus routes that predominately serve minority and /or low-income block groups. CATS classifies a block group as a minority block group if the percentage of minority residents in that block group is higher than the percentage of the CATS service area as a whole (60.77%). The block group is designated low income if the low-income population is greater than that of the service area (27%). A route is designated as a minority route or low-income route if more than 50% of the route serves a minority or low-income, block group. As shown in Table 5, many routes are designated as both minority and low income.

**Table 5: Minority and Low-Income Routes**

ROUTE #	ROUTE NAME	Minority Route	Low Income Route
8	Gus Young / BRCC	x	x
10	Scenic Hwy / Southern Univ	x	x
11	Northside Circular	x	x
12	Government St / Jefferson Hwy	-	-
14	Thomas Delpit Dr	x	x
15	Blount Road	x	x
16*	Capitol Park Shuttle	n/a	n/a
17	Perkins Road / Mall of LA	-	-
18	LSU / Cortana Mall	-	-
20	North Acadian Thruway	x	x
21	Fairfields Ave / Cortana Mall	x	x
22	Winbourne Ave	x	x
23	Foster Drive	x	x
41	Plank Road	x	x
44	Florida Blvd / Cortana Mall	x	x
46	Cortana / Gardere / L'Auberge	-	-
47	Highland Road	-	-
54	Airline / Southern University	x	x
57	Sherwood Forest Blvd	-	-
58	Coursey / O'Neal Lane	-	-
59	East Florida / O'Neal Lane	x	-
60	Our Lady of the Lake	-	-
70	Baker Limited	x	x
72*	Florida Boulevard Limited Stops	n/a	n/a
80*	Southern University Shuttle	n/a	n/a

## 5. Level of Service Analysis

For the purposes of our analysis, a sample of routes was analyzed that are categorized as minority routes and non-minority routes. In addition, these routes included those with some of the highest ridership in the CATS bus system. Table 6 consists of the sampled routes for purposes of conducting both a Level of Service Analysis and a Quality of Service Analysis.

**Table 6: CATS Sampled Minority and Non-Minority Routes**

ROUTE #	ROUTE NAME	Minority Route	Low Income Route	Average Monthly Ridership
10	Scenic Hwy / Southern Univ	Yes	Yes	6,897
20	North Acadian Thruway	Yes	Yes	9,632
41	Plank Road	Yes	Yes	18,361
44 / 72	Florida Blvd	Yes	Yes	35,527
17	Perkins Road / Mall of LA	No	Yes	11,890
18	LSU / Cortana Mall	No	Yes	8,154
47	Highland Road	No	Yes	25,543
58	Coursey / O'Neal Lane	No	Yes	4,541

\*CATS November 2019 Ridership Data

### C. Average Monthly Stop Loads

The Average Monthly Passenger Load Per Stop was calculated and analyzed for each bus route. Total monthly passenger loads for CATS buses serving bus stops located along each sampled route were reviewed, with the results compared for Minority and Non-Minority routes. Minority routes showed average loads of 209.5 passengers per stop per month, while the Non-Minority routes showed average loads of 124.1 passengers per stop.

## D. Bus Stop Spacing

Another factor calculated was the average stop spacing with respect to each sampled route. CATS' service standards indicate an average stop spacing standard of approximately 1,000 feet (approximately 0.20 miles). Minority routes showed an average mileage between stops of 0.17 miles, while Non-Minority routes showed an average of 0.25 miles.

## E. Headways

CATS' service standards indicate an average headway standard of 15-60 minutes during peak and off-peak periods. Sampled Minority routes showed average headways of 28 minutes in peak periods and 38 minutes in off-peak periods, while sampled Non-Minority routes showed average headways of 36.3 minutes in peak periods and 50.8 minutes off-peak periods.

The analysis indicates that there are no disparate impacts in service frequency to minority populations in the service area for the level of service assessment. The analysis of bus stop access shows that bus stops are provided at a greater density on Minority routes than on the Non-Minority routes sampled. Also, given the greater service frequency for Minority routes than Non-Minority routes, the analysis shows no disparate impacts in service frequency to minority populations in the service area. The analysis did indicate that Minority routes experienced higher average passenger loads than Non-Minority routes; however, this can be attributed to the sampled Non-Minority routes having longer route lengths and more bus stops in number. Monthly ridership on the sampled Minority and Non-Minority routes showed that Minority ridership was higher (70,417) than Non-Minority routes (50,128), but given the higher bus stop access per route mile for Minority routes, there is no finding of disparate impact in the level of service provided.

Data for all the variables calculated and explained above is presented in **Tables 7 and 8**.

**Table 7: CATS Level of Service Analysis – Passenger Loads and Bus Stop Spacing**

ROUTE #	Minority Route	Bus Stops on Route	Average Monthly Ridership	Average Load per Stop per Month	*Total Route Miles	Avg. Bus Stop Spacing	Avg. No. of Bus Stops per Route Mile
10	Yes	70	6,897	98.5	13.1	0.18	5.5
20	Yes	108	9,632	89.2	15.3	0.14	7.1
41	Yes	79	18,361	232.4	11.7	0.15	6.8
44 / 72	Yes	85	35,527	417.9	18.1	0.20	4.7
<b>Category Avg.</b>	<b>YES</b>			<b>209.5</b>		<b>0.17</b>	<b>6.0</b>
17	No	80	11,890	148.6	16.6	0.20	4.8
18	No	87	8,154	93.7	27.5	0.27	3.2
47	No	137	25,543	285.1	26.1	0.19	5.3
58	No	66	4,541	68.8	26.1	0.33	2.5
<b>Category Avg.</b>	<b>NO</b>			<b>124.1</b>		<b>0.25</b>	<b>4.0</b>

\*Represents round-trip mileage

**Table 8: CATS Level of Service Analysis – Average Headways**

ROUTE #	Minority Route	Peak Headway (min.)	Off-Peak Headway (min.)
10	Yes	30	50
20	Yes	30	50
41	Yes	20	30
44	Yes	30	30
72	Yes	30	30
<b>Avg. Headway</b>	<b>YES</b>	<b>28</b>	<b>38</b>
17	No	25	53.3
18	No	30	60
47	No	30	30
58	No	60	60
<b>Avg. Headway</b>	<b>NO</b>	<b>36.3</b>	<b>50.8</b>

## 6. Quality of Service Analysis

### A. Passenger Access

In conjunction with Minority and Non-Minority routes, an assessment was made of passenger access from these routes to the top three traveled destinations in the transit system to assess the quality of service in the CATS transit system. These locations are the CATS Main Transit Terminal, the Cortana Mall Transit Hub, and the Earl K. Long Transit Hub. To analyze this data fairly, the approximate midpoint of each sampled route was identified, and the travel time, fare paid, and routes taken from each intersection to the top destinations were calculated. Travel times were calculated using CATS schedules. Tables 9, 10, and 11 depict this data.

**Table 9: Quality of Service Analysis - Travel to CATS Main Transit Terminal**

ROUTE #	Minority Route	BUS STOP	Travel Time (min.)	Fare Paid	Routes Traveled
10	Yes	Scenic & Evangeline	10	\$1.75	10
20	Yes	Prescott & Foster	18	\$1.75	20
41	Yes	Plank & Evangeline	13	\$1.75	41
44	Yes	Florida & Foster	6	\$1.75	44
72	Yes	Florida & BRCC	6	\$1.75	72
17	No	Perkins & College	16	\$1.75	17
18	No	Lee & Perkins to Lee & Lake After Hours transfer to Highland & Lee	39	\$2.00	18, 47
47	No	Highland & Lee	24	\$1.75	47
58	No	Coursey & Sherwood to Cortana Mall transfer to 44	50	\$2.00	58, 44

**Table 10: Quality of Service Analysis - Travel to Cortana Mall Transit Hub**

ROUTE #	Minority Route	BUS STOP	Travel Time (min.)	Fare Paid	Routes Traveled
10	Yes	Scenic & Evangeline to CATS Terminal transfer to 44	46	\$2.00	10, 44
20	Yes	Prescott & Foster to CATS Terminal transfer to 44	46	\$2.00	20, 44
41	Yes	Plank & Evangeline to CATS Terminal transfer to 44	Peak – 58 Off Peak - 48	\$2.00	41, 44
44	Yes	Florida & Foster	16	\$1.75	44
72	Yes	Florida & BRCC	10	\$1.75	72
17	No	Perkins & College to CATS Terminal transfer to 44	Peak – 43 Off Peak - 53	\$2.00	17, 44
18	No	Lee & Lake After Hours	22	\$1.75	18
47	No	Highland & Lee to CATS Terminal transfer to 44	56	\$2.00	47, 44
58	No	Coursey & Sherwood	11	\$1.75	58

**Table 11: Quality of Service Analysis - Travel to Earl K. Long Transit Hub**

ROUTE #	Minority Route	BUS STOP	Travel Time (min.)	Fare Paid	Routes Traveled
10	Yes	Scenic & Evangeline to Scenic & 72nd transfer to 72nd & Scenic	22	\$2.00	10, 11
20	Yes	Prescott & Foster	11	\$1.75	20
41	Yes	Plank & Evangeline	13	\$1.75	41
44	Yes	Florida & Foster to CATS Terminal transfer to 20	41	\$2.00	44, 20
72	Yes	Florida & BRCC to CATS Terminal transfer to 20	35	\$2.00	72, 20
17	No	Perkins & College to CATS Terminal transfer to 20	Peak – 43 Off Peak - 53	\$2.00	17, 20
18	No	College & Perkins to Corporate & Energy Dr - E transfer to Corporate & Energy Dr - W	44	\$2.00	18, 23
47	No	Highland & Lee to CATS Terminal transfer to 20	65	\$2.00	47, 20
58	No	Coursey & Sherwood to Cortana Mall transfer to 54	70	\$2.00	58, 54

The analysis reveals that all routes are able to reach the top three destinations for CATS passengers within a 70-minute travel time. Because two of the top three destinations are located closer to Minority census tracts (CATS Main Transit Terminal and Earl K. Long Transit Hub), the average travel times are relatively shorter than minority census tracts. The travel times to the Cortana Mall Transit Hub are relatively similar to Minority and Non-Minority routes. The average fares paid by travelers on both Minority and Non-Minority routes to major destinations are similar, particularly due to the fact that most destinations are accessible with either a direct trip or with one transfer.

## **B. Passenger Loads**

CATS' policy is to achieve a passenger load to seat ratio of 1.33 for fixed-route services operating in local service and 1.00 for fixed-route services operating express service on freeway segments. A review of passenger loads on all CATS sampled bus routes indicate that CATS service does not experience passenger overloads based on the passenger load standards.

As a result of both the Level of Service and Quality of Service Analyses, it would appear that Minority bus routes are receiving an equitable quality of service compared to Non-Minority bus routes in the CATS system.

## 6. CONCLUSION

This report fulfills the compliance reporting requirements for Title VI as detailed in FTA Circular 4702.1B. The report detailed CATS' services, long-range planning efforts, and general reporting requirements mentioned in the circular. The program-specific requirements were addressed with a profile of their service standards and policies, along with a description of the CATS bus fleet. The results demonstrate that CATS services a diverse population and supplies public transportation equitably to all classified races, ethnicities, and income levels.

# APPENDIX A: Vehicle Replacement Plan

## Capital Area Transit System

Revised 2/12/21

### Fleet Management Plan

#### Fixed Route Buses - Base Scenario

Vehicle Year	Model	Sub-fleets	Electric	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
2011	Bus - Gillig Low Floor (ARRA)	6	No	6	6	6	6	0	0	0	0	0	0	0	0
2013	Bus - Gillig Low Floor (ARRA)	1	No	1	1	1	1	1	1	0	0	0	0	0	0
2014	Bus - Gillig Low Floor	11	No	11	11	11	11	11	11	11	0	0	0	0	0
2015	Bus - Gillig Low Floor	5	No	5	5	5	5	5	5	5	5	0	0	0	0
2016	Bus - Gillig Low Floor	12	No	12	12	12	12	12	12	12	12	12	7	6	0
2017	Bus - Gillig Low Floor	12	No	12	12	12	12	12	12	12	12	12	12	8	8
2018	Bus - Gillig Low Floor	8	No	8	8	8	8	8	8	8	8	8	8	8	8
2019	Electric Bus - BYD	3	Yes	3	3	3	3	3	3	3	3	3	3	3	3
2021	Electric Bus - BYD	3	Yes		3	3	3	3	3	3	3	3	3	3	3
2022	Standard Diesel Bus														
2021	Electric 30' Bus - DT Circulator LEASED	3	Yes		3	3									
2023	Electric 30' Bus - DT Circulator	3	Yes				3	3	3	3	3	3	3	3	3
2023	Bus - Gillig Low Floor	4	No				4	4	4	4	4	4	4	4	4
2024	Bus - Gillig Low Floor	3	No					3	3	3	3	3	3	3	3
2022	Electric Bus - BYD	3	Yes			3	3	3	3	3	3	3	3	3	3
2025	Standard Diesel Bus														
2026	Standard Diesel Bus														
2027	Electric Bus	5	Yes								5	5	5	5	5
2028	Electric Bus	5	Yes									5	5	5	5
2029	Electric Bus	5	Yes										5	5	5
2030	Electric Bus	5	Yes											5	5
2031	Standard Diesel Bus	5	Yes												5
2024	Expansion Electric Buses														
2026	Expansion Electric Buses														
2027	Expansion Electric Buses														
2029	Expansion Electric Buses														
	<b>Baseline peak vehicle requirement</b>			44	44	44	44	44	44	44	44	44	44	44	44
	<b>Expansion peak vehicle requirement</b>				2	2	2	6	6	6	6	6	6	6	6
	<b>Total peak vehicle requirement</b>			44	46	46	46	50	50	50	50	50	50	50	50
	<b>Fixed Route Vehicles - Total</b>			58	64	67	71	68	68	67	61	61	61	61	60
	<b>Spare ratio</b>			31.8%	39.1%	45.7%	54.3%	36.0%	36.0%	34.0%	22.0%	22.0%	22.0%	22.0%	20.0%
	<b>Average age</b>			4.4	4.9	5.6	6.2	6.3	7.3	8.1	7.6	7.5	7.4	7.3	6.9
	<b>Electric Vehicles</b>			3	6	9	12	12	12	12	17	22	27	32	32
	<b>Electric percent of fleet</b>			5.2%	9.4%	13.4%	16.9%	17.6%	17.6%	17.9%	27.9%	36.1%	44.3%	52.5%	53.3%
	<b>Spare ratio</b>			14	18	21	25	18	18	17	11	11	11	11	10
	<b>Spare ratio</b>			31.8%	39.1%	45.7%	54.3%	36.0%	36.0%	34.0%	22.0%	22.0%	22.0%	22.0%	20.0%
	<b>Buses needed for spare ratio</b>			-5	-8	-11	-15	-8	-8	-7	-1	-1	-1	-1	0

**Capital Area Transit System  
Fleet Management Plan  
Paratransit**

Paratransit													
Vehicle Year	Model	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
2016	12 Passenger Van (3 Wheelchairs)	7	7										
2017	12 Passenger Van (3 Wheelchairs)												
2018	12 Passenger Van (3 Wheelchairs)												
2019	12 Passenger Van (2 Wheelchairs)	4	4	4	4								
2020	12 Passenger Van (2 Wheelchairs)	11	11	11	11	11	5						
2021	12 Passenger Van (2 Wheelchairs)												
2022	12 Passenger Van (2 Wheelchairs)			7	7	7	7	7					
2023	12 Passenger Van (2 Wheelchairs)												
2024	12 Passenger Van (2 Wheelchairs)					4	4	4	4	4			
2025	12 Passenger Van (2 Wheelchairs)						6	6	6	6	6		
2026	12 Passenger Van (2 Wheelchairs)							5	5	5	5	5	
2027	12 Passenger Van (2 Wheelchairs)								7	7	7	7	7
2028	12 Passenger Van (2 Wheelchairs)											4	4
2029	12 Passenger Van (2 Wheelchairs)										4		6
2030	12 Passenger Van (2 Wheelchairs)											6	
2031	12 Passenger Van (2 Wheelchairs)												5
2032	12 Passenger Van (2 Wheelchairs)												
	<b>Paratransit Vehicles - Available</b>	22	22	22	22	22	22	22	22	22	22	22	22
	<b>Paratransit Vehicles - Needed</b>	18	18	18	18	18	18	18	18	18	18	18	18
	<b>Spare Ratio %</b>	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%	18.2%
	Age	1.5	2.5	1.5	2.5	2.6	2.3	1.9	1.3	2.3	2.4	2.2	2.4

Blue highlight mean to buy vehicle 1.45455

**Notes**

- \* The fleet management plan is based on 2018 operational levels.
- \* Seat belts are recommended on paratransit vehicles.
- \* Board's policy is to replace ADA vehicles periodically and if possible every year.

# APPENDIX B: CATS FTA TITLE VI CERTIFICATIONS AND ASSURANCES

Certifications and Assurances

Fiscal Year 2021

## FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Capital Area Transit System

The Applicant certifies to the applicable provisions of categories 01-21.

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

Certifications and Assurances

Fiscal Year 2021

- 12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs
- 13 State of Good Repair Grants
- 14 Infrastructure Finance Programs
- 15 Alcohol and Controlled Substances Testing
- 16 Rail Safety Training and Oversight
- 17 Demand Responsive Service
- 18 Interest and Financing Costs
- 19 Construction Hiring Preferences
- 20 Cybersecurity Certification for Rail Rolling Stock and Operations
- 21 Tribal Transit Programs

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**FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**

**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2021)

**AFFIRMATION OF APPLICANT**

Name of the Applicant: Capital Area Transit System

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2021, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2021.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to

Certifications and Assurances

Fiscal Year 2021

FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature William J. Deville Date: 1/20/21

Name William J. Deville Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Capital Area Transit System

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature Creighton Akadci Date: 1/20/21

Name Creighton Akadci Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

# CATS Title VI Complaint Process

CATS grants all citizens equal access to all its transportation services. It is further the intent of CATS that all citizens are aware of their rights to such access. This process document is designed to serve as an educational tool for citizens so that they may understand the civil rights laws that protect their benefit of CATS programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

### What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

### Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

### How do I file a complaint?

If you believe that you have received discriminatory treatment by CATS on the basis of your race, color or national origin, you have the right to file a complaint with CATS’ Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

## Methods of filing a Complaint

The preferred method is to file your complaint in the online complaint form located at [www.brcats.com/page/titlevi](http://www.brcats.com/page/titlevi)

You can obtain a hard copy of the Title VI Complaint Form by calling (225) 342-5548 or emailing [TitleVIComplaints@brcats.com](mailto:TitleVIComplaints@brcats.com).

The form can be mailed to:

**Title VI Coordinator Capital Area Transit System Title VI Coordinator**  
**2250 Florida Boulevard**  
**Baton Rouge, LA, 70802**

In addition, a complaint can be filed with the Federal Transit Administration (FTA) by completing the [FTA complaint form \(PDF\)](#). The complaint form should be emailed to [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov) with “FTA complaint form” included in the subject line.

Alternatively, FTA complaints may be mailed to:

**Federal Transit Administration**  
**Office of Civil Rights**  
**Attention: Complaint Team**  
**East Building, 5th Floor – TCR**  
**1200 New Jersey Avenue, SE**  
**Washington, DC 20590** Office of Civil Rights

Should a complaint be filed with CATS and an external entity simultaneously, the external complaint shall supersede the CATS complaint and the CATS complaint procedures will be suspended pending the external entity’s findings.

## Investigations

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 90 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Chief Executive Officer.

The complainant will receive a letter stating the final decision by the end of the 90-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the FTA.

If the complainant is dissatisfied with the determination and/or resolution set forth by CATS, the same complaint may be submitted to the FTA for investigation.

A copy of the complaint and CATS' investigation report/letter of finding and final remedial action plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.

A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

# APPENDIX D: MAJOR SERVICE CHANGE AND F ARE CHANGE POLICIES FOR SERVICE EQUITY ANALYSES

## Major Service Change Policy

### I. Purpose of the Policy

The purpose of the Major Service Change and Service Equity Policy is to define thresholds for determining major service changes and whether potential changes to existing transit services will have a disparate impact based on race, color, or national origin, or whether potential service changes will have a disproportionately high and adverse impact on minority and/or low-income populations.

### II. Basis for Policy Standards

Federal law requires CATS to evaluate changes to transit services, as outlined in FTA Circular 4702.1B, effective October 1, 2012. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall:

“Evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to ‘major service changes’ only. The recipient should have established guidelines or threshold for what it considers a ‘major’ change to be.”

### III. Major Service Change Policy

The following defines when a change in the transit service at CATS is considered a major service change and will trigger a service equity analysis in accordance with the regulatory requirements set forth in FTA Circular 4702.1B.

- The establishment of new bus routes or BRT routes
- The reduction of service on a given route of more than 25% of its route miles on any bus route
- The elimination of any bus route
- A major modification that results in a 25% or greater reduction in the number of daily service hours provided

#### A. Minority Disparate Impact Policy (Service Equity Analysis)

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have a disparate impact on minority populations.

- If the percentage of minority passengers on an affected bus route is greater than the transit system’s minority ridership by bus route classification.
- If a service level expansion or service area expansion is considered that coincides with a reduction in transit service on the same route or other routes, AND the route(s) considered for service expansion predominantly

serve non-minority and/or non-low-income geographic areas while the route(s) considered for reduction predominantly serve minority and/or low-income geographic areas, then a disparate impact may be determined.

- The determination of a disparate impact will be based on meeting both of the following criteria:
  - If the percentage of minority passengers on an affected route considered for service expansion is less than the transit system's minority ridership percentage by bus route classification, AND
  - If the percentage of minority passengers on an affected route considered for service reduction is greater than the transit system's minority ridership percentage by bus route classification.

## **B. Low-Income Disproportionate Burden Policy (Service Equity Analysis)**

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have a disproportionate burden on low-income populations.

- If the percentage of low-income passengers on an affected bus route is greater than the transit system's low-income ridership by bus route classification.
- If a service level expansion or service area expansion is considered that coincides with a reduction in transit service on the same route or other routes, and the route(s) considered for service expansion predominantly serve non-minority and/or non-low-income geographic areas AND the route(s) considered for reduction predominantly serve minority and/or low-income geographic areas, then a disproportionate burden may be determined. The determination of a disproportionate burden will be based on meeting both of the following criteria:
  - If the percentage of low-income passengers on an affected route considered for service expansion is less than the transit system's low-income ridership percentage by bus route classification, AND
  - If the percentage of low-income passengers on an affected route considered for service reduction is greater than the transit system's low-income ridership percentage by transit classification.

## **C. Exceptions**

The major service change thresholds exclude any changes to service that are caused by the following:

- Discontinuance of Temporary or Demonstration Services – The discontinuance of a temporary transit service or demonstration service that has been in effect for less than 180 days.
- Headway Adjustments – Headways for transit routes may be adjusted up to 15 minutes during the peak hour periods, and 30 minutes during non-peak hour periods.
- New Transit Service “Break-In” Period – An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 180 days.
- Other Service Providers or Agencies – Actions of other service providers or public agencies providing/administering transit services that are not the responsibility of CATS.
- Natural or Catastrophic Disasters – Forces of nature such as hurricanes, tornadoes, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of scheduled transit service for public safety or technical reasons.

- Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension of transit service.
- Overlapping Services – A reduction in revenue miles on one line that is offset by an increase in revenue miles on the overlapping section of an alternative transit route (an overlapping section is where two or more bus routes or rail lines share the same alignment, stops, or stations for a short distance).
- Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increased service frequencies.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- Pilot projects lasting no more than 12 months.

#### **D. Public Participatory Procedures**

For all proposed major service changes, CATS will hold at least one public hearing, preferably in the area affected, with a minimum of two public notices prior to the hearing in order to receive public comments on the potential service changes. The first meeting notice will occur at least 30 days prior to the scheduled hearing date in *The Advocate*, the official journal of CATS as set forth in the Agency bylaws. The second notice will be made at least 10 days prior to the scheduled hearing date. Public materials will be produced in English. Upon request, translation of materials may be available to ensure Limited English Proficient (LEP) populations within the transit service area are informed of the proposed service changes and can participate in community discussions. CATS will employ a sign language interpreter as well as a Spanish-speaking language interpreter if requested. CATS will conduct a service equity analysis for approval by the CATS Board of Commissioners, and consideration of the public prior to any public hearings associated with the proposed service changes.

As part of our public involvement process, CATS uses varied tools to encourage, facilitate, and engage the public in dialogue and activities. Methods of outreach are tailored to engage our diverse population. We are mindful in identifying and including in this process minority and low-income participants, people with limited English proficiency, and people with disabilities. We provide meaningful access to our outreach activities by making available the service of translators and providing materials in appropriate languages, adapting a wide range of media communications to advertise and increase public participation. Detailed methods and commitments are available in the Public Participation Plan, the Language Assistance Plan and Fare Equity Analysis Policy.

# FARE EQUITY POLICY

## Purpose of the Policy

The purpose of the Fare Equity Policy is to define a threshold for determining whether potential changes to existing transit fares will have a discriminatory impact based on race, color, or national origin, or whether a potential fare adjustment will have a disproportionately high or adverse impact on minority and/or low-income populations.

## Basis for Policy Standards

Periodically, CATS will make adjustments to transit fares in order to generate revenues to help sustain transit service operations. Federal law requires CATS to prepare and submit fare equity analyses for all potential transit fare adjustments, as outlined in Federal Transit Administration (FTA) Circular 4702.1B, effective October 1, 2012.

## Fare Equity Policy

The following are CATS' policies for determining if a fare adjustment will result in a minority disparate impact or low-income disproportionate impact.

A fare equity analysis is an assessment conducted by a transit provider to determine whether fare change increases or decreases will result in a disparate impact on Title VI protected population or a disproportionate burden on low-income populations.

A fare equity analysis will be performed if there is any change to fare and/or fare media is proposed. This is:

- Regardless of amount,
- Regardless of whether increase or decrease,
- Changes in transfer policies affected, and
- Completed during the planning stage.

## Exceptions

- Free fare days, such as "Earth Day."
- Temporary fare reductions that are mitigation measures for other actions.
- Promotional fare reductions lasting less than six months.
- Paratransit fares.

### **Minority Disparate Impact Policy (Fare Equity Analysis)**

If the fare equity analysis determines that a fare adjustment would result in a greater than 5% impact to the minority community, alternatives should be considered because there may be a disparate impact.

### **Low-Income Disproportionate Burden Policy (Fare Equity Analysis)**

If the fare equity analysis determines that a fare adjustment would result in a greater than 5% impact to the low-income community, alternatives should be considered because there may be a disproportionate burden.

### **Public Participatory Procedures**

For all proposed fare changes, CATS will hold at least one public hearing with a minimum of two public notices prior to the hearing in order to receive public comments on the potential service changes. The first meeting notice will occur at least 30 days prior to the scheduled hearing date in *The Advocate*, the official journal of CATS as set forth in the Agency bylaws. The second notice will be made at least 10 days prior to the scheduled hearing date. Public materials will be produced in English. Upon request, translation of materials may be available to ensure Limited English Proficient (LEP) populations within the transit service area are informed of the proposed fare changes and can participate in community discussions. CATS will employ a sign language interpreter as well as a Spanish-speaking language interpreter if requested and feasible. CATS will conduct a service equity analysis for the approval by CATS Board of Commissioners, and consideration by the public prior to any public hearings associated with the proposed service changes.

As part of our public involvement process, CATS uses varied tools to encourage, facilitate, and engage the public in dialog and activities. Methods of outreach are tailored to engage our diverse population. We are mindful in identifying and including in this process minority and low-income participants, people with limited English proficiency, and people with disabilities. We provide meaningful access to our outreach activities by making available the service of translators and providing materials in appropriate languages, adapting a wide range of media communications to advertise and increase public participation. Detailed methods and commitments are available in the Public Participation Plan and the Language Assistance Plan.

# Public Participation Plan

### 1. Purpose

The Purpose of this Public Participation Plan (PPP) is to detail how CATS will deliver information, services, and programs that reflect the community's values and benefit all community areas. CATS recognizes the necessity of involving the public in the planning and implementation of transit services.

CATS' public engagement strategies are designed to provide the public with access to information about the agency's services and provide a variety of efficient and convenient methods for receiving and considering public comments before implementing service changes. CATS also recognizes the importance of many types of stakeholders in the decision-making process. These include other units of government, metropolitan area agencies, community-based organizations, significant employers, passengers, and the public, including low-income, minority, LEP (Limited English Proficiency), and other traditionally underserved communities.

According to FTA Title VI regulatory guidance, the recipients and sub-recipients should therefore seek out and consider the viewpoints of minority and low-income populations and individuals who do not speak English fluently while conducting public outreach and involvement activities. (FTA Circular 4702.1B) Furthermore, the funding recipients and sub-recipients should offer early and continuous opportunities for the public to identify the social, economic, and environmental impacts of proposed transportation decisions.

This effort includes seeking out and considering the viewpoints of minority, low-income, and LEP populations (as well as older adults and people with limited mobility) while conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B.

CATS may modify its public participation methods over time based on the needs of its customers and the public. Therefore, this plan is a living document that may be updated periodically to reflect community preferences, changing demographics, transit services, and needs identified from new communication and outreach methods. When planning for public engagement, CATS will incorporate strategies intended to promote the involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

## 2. Principles

The following principles are used to develop the Public Participation Plan for CATS projects and programs:

- CATS will determine what non-English languages and other barriers may exist to public participation within the service area.
- CATS will provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to LEP populations in its service area.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities and will be scheduled at times convenient for the members of the public.
- Public meetings and hearings will be advertised in the community where non- English languages have been identified in the updated LEP Plan through printed materials (e.g., interior cards, flyers, and/or comment cards) describing the proposed changes or other critical system information on-board buses, at major transit stops, local print media, and the CATS website.
- CATS will provide notification regarding the availability of language assistance at public meetings as described in the LAP.

## 3. Goals

CATS recognizes the importance of involving the public in planning and implementing transportation projects and services. Moreover, the agency believes firmly that consistent communication with riders, businesses, and visitors alike is key to the success of CATS planning and project development efforts. Therefore, the goals of the CATS PPP are to promote meaningful opportunities for the community, including low-income, minority, and LEP populations, to be involved in the potential impacts of proposed transportation decisions by CATS. To that end, CATS has developed four goals for public participation:

- **Awareness:** Increase awareness of transit projects and within the service area in the CATS service area.
- **Education and Outreach:** To educate the public, raise awareness, and allow public input in the CATS transportation planning process through social media, printed materials, and other engagement methods.
- **Participation:** To provide ample opportunity for stakeholders and the public to participate in the planning process and provide feedback on draft documents, policies, and services.
- **Partnerships:** To foster more significant partnerships with local public agencies, social service organizations, and other community groups

CATS' staff will utilize the following considerations developed as part of the efforts to evaluate the racial equity implications of critical decisions:

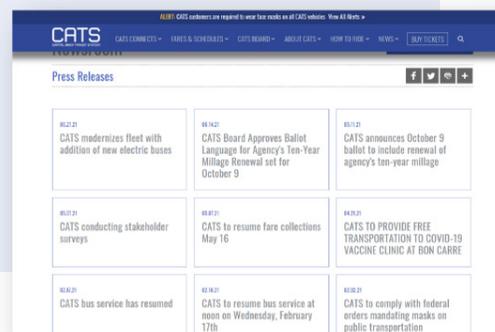
- Have various ethnic communities/people of color been informed, meaningfully involved, and authentically represented in these processes/decisions?
- How has this been done?
- How has the feedback been considered and incorporated?
- Is there a group that benefits more than another because of this process/decision?
- What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- What action will be implemented to advance equity in this process/decision?

#### 4. Methods of Public Engagement

The PPP identifies a menu of available methods for providing information to CATS customers and the public. While these communication methods are broadcast widely, they are critical tools in reaching minority and LEP populations. Staff considers several factors when designing the public engagement process, such as the magnitude of the proposed change or decision, what level of influence public opinion has over the decision, and who will be impacted by the decision. Moreover, CATS incorporates strategies intended to promote the involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with FTA Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

#### CATS communicates relevant information to customers and the public through the following methods:

- **CATS' Website** – CATS' website, [www.brcats.com](http://www.brcats.com), is one of the primary sources of information for CATS' riders and the general public. Several tools are available on the site to communicate service changes and notify the public of opportunities to participate in CATS' decision-making processes. These include "Recent News" and "Press Releases" that appear as short summaries on the home page and, when selected, can lead to longer news items. Additionally, pages are available on the site for the CATS Board of Commissioner meeting agendas, minutes, and there are links to route maps, and timetables/schedules. In addition, the entire website can be translated using google translate into both Vietnamese and Spanish.
- **E-mails to CATS Customers (Rider Alert Notifications)** – To date, all electronic notifications are sent out by a CATS' mass e-mail subscription service. Customers can sign up on CATS' website to receive e-mails from CATS. In addition, staff has the flexibility to target e-mail communications to subgroups of CATS ridership, such as interested members of the public about updates to project schedules, upcoming meetings or workshops, online surveys for feedback, and any other agency activities. Staff can also elect to send an e-mail to all e-mail subscribers.
- **Customer Surveys** –CATS conducts a Customer Satisfaction Survey to collect and analyze customer opinions regarding all aspects of service, update CATS customer profiles and travel patterns, and compare benchmark scores with similar transit agencies. On both weekdays and the weekend, the survey was administered on board all fixed-route CATS services.
- **Press releases** – Press releases aim to generate news coverage of CATS' events, changes, public meetings, etc. They are distributed via e-mail to CATS' communications contact list and posted on the News section of CATS' website.



- **Posters at CATS Terminals** – Printed signs are posted around CATS’ terminals, including designated news bulletin areas within the waiting room and at the Customer Service Window.
  - **Mailers to partners** – These printed materials can be distributed via mail to CATS’ partners. They can include letters to key staff at these locations and additional posters or other materials to post around their offices.
  - **Paid ads in local media** – CATS can publish paid advertisements in the local newspaper of record, *The Advocate*, community newsletters, and local broadcast channels. In addition to paid advertisements, other media can be translated into Spanish and Vietnamese to reach the entire customer base.
  - **CATS CONNECTS** – CATS Connects serves as an educational resource library, which houses informational materials, branding assets, imagery, and archived social graphics and news.
- Public notices – These are published in the daily newspaper of record, the *Advocate*, and posted on the CATS website.

- **CATS’ social media** – CATS’ Facebook page, Twitter, and Instagram, are monitored and used by Communications staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in the CATS decision-making process. CATS’ Facebook page is used to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in CATS’ decision-making process.



- **Public Meetings** – The backbone of CATS’ public participation efforts is public meetings. Federal regulations and comments do NOT require a public meeting and do not go into the public record. Public meetings are held to inform the public of upcoming service changes, as well as planning efforts, including Strategic Plan implementation, and Comprehensive Operational Analysis. These meetings are typically informal in nature with a presentation by CATS staff, followed by a general Q&A period. CATS staff are available to have one-on-one conversations with interested parties and when necessary, provide follow-up information.
- **Public Hearings** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a CATS official. A public hearing is NOT a question-and-answer format.

- **Community Events** – CATS staff make sure that informational tables are at community events and CATS Terminals, where customers can find shared information about changes to service, new initiatives, or community resources. CATS also found that having technical staff available at outreach events in addition to customer service and communications staff can allow for more detailed conversations with customers and members of the public.
- **CATS' Board Meetings** - The Board of Commissioners meet on the third Tuesday of each month at 4:30 p.m. at either of two locations: the CATS administrative building (350 N. Donmoor St, Baton Rouge, LA 70806) or the BREC Recreation & Park Commission ( 6201 Florida Boulevard, Baton Rouge, LA 70806). These meetings are open to the public and include an opportunity for the public to comment on any action item placed on the agenda. In addition, there will be cards for members of the public to complete (this applies to everyone wishing to speak at the board meetings, except the board members themselves; all employees wishing to speak must complete the cards as well).
- **Public Comments** – CATS is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Formal public comment periods solicit comments on major public involvement efforts around an agency service or system change. Comments from comment cards are valuable for open-ended discussions. In addition, open-ended questionnaires are distributed in printed form and digital form.

Comments are accepted during the public outreach period via:

- Share comments by phone at (225)389-8282
- E-mail comments at [catscustomerservice@brcats.com](mailto:catscustomerservice@brcats.com)
- Post comments on CATS' Facebook page CATSBR or Twitter page @BTRCATS
- Mail comments to CATS at 2250 Florida Blvd. Baton Rouge, LA 70802
- Share comments in person by attending a public meeting.

## 5. Public Outreach Between December 2016 – December 2020

- Board meetings were held monthly to give updates on administrative matters and act on plans, contracts, updates to policies, and financial statements.
- Numerous public meetings, from December 2016 – December 2020, were held to receive public input on changes in routes and schedules.
- During the Fall of 2016 to the Fall of 2020, route adjustments and service changes were made to maintain route efficiency and improve service to the system. Most service improvements pushed forth increasing transit accessibility, along with frequency.

- From the Fall of 2016 to December 2020, CATS administered Customer Surveys to gather updated transit trip information and behavioral data from CATS' riders. These efforts help the agency know the needs of the riders. In addition, resident surveys and stakeholder surveys were conducted.
- Two public meetings were held in Sept. 2018 to collect feedback on recommendations on a service change that eliminated one Route and replaced service through an extension on a Local Route.

Appendix A has detailed examples of public involvement materials.

## 6. COVID-19 Meeting Accommodations (March 2020)

During normal circumstances, meeting times and convenient locations for target audiences are crucial to providing meaningful opportunities for public participation. However, due to the pandemic, alternative methods of public involvement have taken place.

Act No. 302 of the 2020 Regular Session of the Louisiana Legislature enacted La. R.S. 42:17.1, as subsequently amended by Act No. 43 of the 2020 Second Extraordinary Session, allows a public body to conduct business “via electronic means” if specific requirements are met.

In accord with Executive Act No. 302 (Senate Bill 466) meetings held beginning June 2020 to the present have been held virtually to reduce and limit the spread of COVID-19 in Louisiana and preserve the health and safety of all public members; the Governor declared the COVID-19 Public Health Emergency. In addition, he ordered that it is necessary to limit public gatherings in a single place at the same time to avoid individuals being close to one another.

As a result of the public health emergency, the limitations imposed on public gatherings and personal interactions, and the risks associated with the participation of members in a physical meeting of the Board of Commissioners for Capital Area Transit System and Public Transportation Commission as a result of this certifies that to protect the lives, property, health, safety, and welfare of the citizens of Louisiana, it is necessary to conduct the meeting for regular business via teleconference and/or online to assure the presence of a quorum of voting members.

## 7. Equity Considerations

CATS recognizes that minority and low-income populations have historically and systematically been excluded from participating in public decision-making. Moreover, due to persistent societal and cultural influences, it can be challenging to ensure diverse public participation in CATS' decision-making, despite the concerted efforts described in this plan. CATS, therefore, recognizes the need to plan carefully to design inclusive outreach processes and build in critical steps to consider whether a public participation process and its outcomes are achieving the intended results.

## 8. Outcomes

The outcomes of public participation will be reported openly and transparently. The expectation is that, once community members have participated in a process, CATS owes it to them to say how their participation influenced the outcome. In addition, CATS should demonstrate that it explored the suggestions and recommendations of the public and considered that as part of the process.

## 9. Conclusion

This PPP must, first and foremost, demonstrate how CATS is accountable to the public. The strategic approach, goals, and guiding principles CATS has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by CATS help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

While the methods and techniques used during the public participation process may vary according to each circumstance, CATS will make every effort to achieve the standards it has set and design public outreach efforts to reach out to the diverse populations most effectively throughout the CATS service area. As a living document, the plan may evolve according to the demographic makeup of CATS' communities and their unique needs and CATS' evaluation of its public participation effectiveness.

**BOARD MEETING PUBLIC COMMENT PROCESS:**

The Customer Care Manager (CCM) will be stationed at the table inside the first entrance of the Commission Room. There will be cards for members of the public to complete (this applies to everyone wishing to speak at the board meetings, except the board members themselves; all employees wishing to speak must complete the cards as well).

You will be invited by the Board President to come to the podium individually and speak for two minutes.

\*This would not apply to public comments requested at the end of each action item, unless a member of the public is coming to speak specifically on that item; in this case, it would be noted on their comment card.

**CAPITAL AREA TRANSIT SYSTEM PUBLIC COMMENTS**

**NAME:** \_\_\_\_\_

**PREFERRED CONTACT:** \_\_\_\_\_

Phone or email

**COMMENT:** \_\_\_\_\_

List action item if applicable \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Public comments are limited to two minutes.  
No derogatory statements will be allowed.  
Be courteous and respectful.  
No personnel or union items will be discussed, as this is prohibited in the CATS Board By-laws.  
The Board President will call you to the podium.  
All speakers are requested to come to the podium to speak.



## **CAPITAL AREA TRANSIT SYSTEM Public Notice of Draft Strategic Plan**

Capital Area Transit System (“CATS”) will hold three public hearings to receive public input on its Strategic Plan DRAFT. CATS staff will be available to explain the plan as well as to receive input and suggestions from those in attendance. The hearings will be held on Monday, March 21, 2016, from 5:30 until 7:30 p.m. at the Charles Kelly Community Center, 3535 Riley Street, Baton Rouge, Louisiana 70805; Tuesday, March 22, 2016, from 5:30 until 7:00 p.m., at the Bluebonnet Library, 9200 Bluebonnet Boulevard, 70810, Baton Rouge, Louisiana; and Thursday, March 24, 2016, from 5:30 until 7:00 p.m., at the Downtown Development District office, 247 Florida Street, Baton Rouge, Louisiana, 70801. Written statements may be delivered to the staff at these hearings or to the CATS Administration Building at 2250 Florida Blvd., Baton Rouge, Louisiana 70802 prior to the hearings.

This strategic plan is needed to guide CATS in its future plans.

ADA Notice: CATS meetings are conducted in accessible locations and provisions can be made for those persons of limited English proficiency. For special accommodations for this meeting, contact Karen Denman via phone 225.346.5557 at least one week in advance.

CATS fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, call Camille Dunbar via phone 225.346.5548.



## **CAPITAL AREA TRANSIT SYSTEM Public Notice of CATS Routes Adjustments**

Capital Area Transit System (“CATS”) will hold a public hearing to receive public input on a change in routes and schedules which shall be effective fourth quarter 2016. CATS staff will be available to explain proposed changes as well as to receive input and suggestions from those in attendance. The hearing will be held on Tuesday, August 30, 2016, from 5:30 until 7:00 p.m. in the Commission Room at the BREC Administration Building, 6201 Florida Boulevard, Baton Rouge, LA, 70806. Written statements may be delivered to the staff at either hearing or to the CATS Administration Building at 2250 Florida Blvd., Baton Rouge, Louisiana 70802 prior to either hearing.

In order maintain route efficiency and improve service to the system, CATS proposes the following changes to achieve more efficiency and to be in a position to reallocate service to areas and times of greater demonstrated need.

CATS proposes the elimination of the following route: (a) Route 15 – Red Stick Trolley.

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## **CAPITAL AREA TRANSIT SYSTEM Public Notice of CATS Routes Adjustments**

Capital Area Transit System (“CATS”) will hold public hearings to receive public input on changes in routes and schedules which shall be effective third quarter 2017. CATS staff will be available to explain proposed changes as well as to receive input and suggestions from those in attendance. The hearings will be held Monday, May 1, 2017, through Thursday, May 4, 2017, from 5:30 until 7:00 p.m. in the following locations: May 1 – Bluebonnet Library, 9200 Bluebonnet Boulevard, Baton Rouge, Louisiana, 70810; May 2 – Commission Room at the BREC Administration Building, 6201 Florida Boulevard, Baton Rouge, LA, 70806; May 3 – Downtown Development District, 247 Florida Street, Baton Rouge, Louisiana, 70801; and May 4 – Charles R. Kelly Community Center, 3535 Riley Street, Baton Rouge, Louisiana, 70805. Written statements may be delivered to the staff at any of the hearings or to the CATS Administration Building at 2250 Florida Blvd., Baton Rouge, Louisiana 70802 prior to the hearings.

In order maintain route efficiency and improve service to the system, CATS proposes the following changes to achieve more efficiency and to be in a position to reallocate service to areas and times of greater demonstrated need.

CATS proposes elimination of the following routes: (a) Route 50 – Glen Oaks Circulator; (b) Route 52 – Baker Circulator; (c) Route 55 – East Florida-BREC; (d) Route 56 – Mall to Mall; and (e) Route 103 – Airport Express.

CATS proposes enhancement of the following routes: (a) Route 11 – Northside Circulator; (b) Route 14 – Thomas Deloitte; (c) Route 16 – Capitol Park Trolley; (d) Route 18 – LSU-Cortana Mall; (e) Route 21 – Fairfields Avenue-Cortana Mall; (f) Route 22 – Winbourne Avenue-Cortana Mall; (g) Route 23 – Foster Drive; (h) Route 46 – Gardere/OLOL/L’Auberge; (i) Route 57 – Sherwood Forest Boulevard; (j) Route 60 – Medical Circulator; and (k) Route 70 – Baker/Southern University/CATS Terminal.

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# CONOCE TU TÍTULO VI DERECHOS

**CATS**  
CAPITAL AREA TRANSIT SYSTEM

*Connecting you to what matters*  
[brcats.com](http://brcats.com)

CATS opera sus programas y servicios sin distinción de raza, color y origen nacional de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que busque información adicional sobre este programa o que desee presentar una queja puede comunicarse con el Coordinador del Título VI de CATS al (225) 346-5547 o por fax al (225) 926-3601.

También se puede presentar una queja directamente ante la Administración Federal de Tránsito al comunicarse con la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5to Piso-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

**SI DESEA INFORMACIÓN ADICIONAL, LLAME AL (225) 346-5547.**

## CATS ESTRUCTURA DE TARIFAS

Capital Area Transit System (CATS) se compromete a garantizar que ninguna persona sea excluida de la participación y que a ninguna persona se le nieguen los beneficios de los servicios por motivos de raza, color o nacionalidad, como se estipula en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las reclamaciones a las que se refiere el Título VI deben presentarse en el plazo de 180 días posterior a la fecha del presunto acto discriminatorio.

**REQUISITOS DE LA LEY PARA ESTADOUNIDENSES CON DISCAPACIDADES (ADA, POR SUS SIGLAS EN INGLÉS):**  
 Todos los autobuses de CATS cumplen con los requisitos de la Ley para Estadounidenses con Discapacidades (ADA), y disponen de elevadores para sillas de ruedas y otras características que permiten adaptar el espacio a los pasajeros con discapacidad.

**TRANSBORDOS ENTRE AUTOBUSES:**  
 Los transbordos entre autobuses solo son válidos durante dos horas. Después del plazo de dos horas, es necesario pagar la tarifa completa para subir al autobús. Los transbordos no pueden ser utilizados en la misma línea.

**AVISO A LOS PASAJEROS:**  
 En caso de que eventos especiales, obras o tareas de mantenimiento afecten a nuestro horario, queremos que usted lo sepa. Consulte el sitio web y las redes sociales de CATS para estar al tanto de avisos para viajeros sobre cambios de última hora que puedan afectar su viaje.

A continuación, se muestra un desglose de las tarifas actuales de todas las rutas de CATS, excepto para la ruta 16 del transbordador de Capitol Park (Capitol Park Shuttle), la cual es gratis para todos los pasajeros. Los niños menores de 12 años deben estar acompañados por un adulto.

Adultos*:	\$1.75
Niños menores de 5 años:	GRATIS acompañados de un adulto con billete.
Niños menores de 12 años:	\$1.75
Estudiantes con tarjeta de identificación de estudiante válida*:	\$0.35
Personas en la tercera edad* (62 años en adelante) y personas con discapacidad!:	\$0.35
Descuento de Medicare!:	\$0.35

**CATS**  
 CAPITAL AREA TRANSIT SYSTEM

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[brcats.com](http://brcats.com)

Pase de 31 días:	\$56.00
Pase de 15 viajes:	\$24.50
7-Day Pass:	\$19.00
Pases seman para todo el día* (de lunes a viernes)	\$4.00
Pases de fin de semana para todo el día* (sábado y domingo)	\$2.00

\*indica compra disponible a bordo

No se realizarán reembolsos en las tarjetas de cambio.

!debe mostrar tarjeta de identificación de CATS

# NEW YEAR. NEW YOU. NEW CATS.



## COMENZARÁN A IMPLEMENTARSE MEJORAS EN EL SERVICIO EN EL 2019.

224.826 clientes cuentan con CATS todos los meses para conectarse con sus intereses. En los últimos dos años, hemos tenido algunos éxitos de los cuales estamos orgullosos:

- » Añadimos WiFi GRATIS en todos los autobuses nuevos
- » Redujimos los accidentes prevenibles en un 50%
- » Completamos el 99% de los viajes
- » Mejoramos nuestra flota de buses de una edad promedio de 9 años a 2.9
- » Atendimos a 79,147 clientes mediante el Servicio de Para-tránsito por Encargo de CATS

Desde el 2019, **aumentaremos la accesibilidad del tránsito** a un 18,9% más de residentes de Baton Rouge, 21,55% de la población minoritaria y 20,07% de poblaciones urbanas con el lanzamiento de nuestro Plan de Mejora de Servicio. Algunas de las mejoras de nuestros servicios incluyen:

- » Nuevos autobuses
- » Mejorar la frecuencia 30 minutos - eso significa que un autobús vendrá cada 30 minutos
- » Servicio extendido a nuevas áreas (más complejos de apartamentos y soluciones habitacionales de ingresos mixtos)
- » Servicio a horas más altas de la noche
- » Servicio matutino más temprano
- » Reestructuración de rutas para mejorar la eficiencia
- » Reubicación de recursos de rutas de baja afluencia para mejorar el servicio y la frecuencia

Más información acerca de los cambios en nuestros servicios puede ubicarse en nuestro sitio web [www.brcats.com](http://www.brcats.com) y nuestras redes sociales.

## ATENCIÓN A LAS NUEVAS MEJORAS A PARTIR DEL 24 DE FEBRERO DE 2019.



*Connecting you to what matters*

[brcats.com](http://brcats.com) @CATSBR @BTRCATS

# CATS

CAPITAL AREA TRANSIT SYSTEM

*Connecting you to what matters.*

## PUBLIC INFORMATION MEETINGS BEING HELD THE WEEK OF FEBRUARY 12-15, 2019.

Please visit the CATS website and social media pages for locations and times.

Beginning February 24th, we are **increasing transit accessibility**. Some of our service improvements include:

- » Service extended to new areas (more apartment complexes and mixed income housing)
- » Later evening service
- » Earlier morning service
- » New buses
- » Improved frequency to 30 minutes or better – that means a bus will come every 30 minutes
- » Route restructuring to improve efficiency

More information about our service changes can be found on our website [www.brcats.com](http://www.brcats.com) and on our social media pages.

[brcats.com](http://brcats.com)  @CATSBR  @BTRCATS

# Capital Area Transit System Service Improvement Plan

Making CATS Service  
More Efficient, Convenient,  
Accessible and Reliable

# Service Improvements Summary

- Improve Service Frequency
- Improve On Time Performance
- Add Later Evening and Earlier Morning Service
- Extend Service to New Areas
- Restructure Routes to Improve Productivity by:
  - Providing More Direct Service
  - Improving Travel Time
  - Eliminating Duplicative Service
  - Minimizing the Need to Transfer
- Expand and Improve the Downtown Connector Trolley Route
- Combine Routes to Improve Productivity
- Replace Underlized Routes and Route Segments
- Combine Schedules to Enhance Passenger Convenience
- Remove Stop Restrictions to Improve Access to Service
- Reinvest Savings from Underlized Routes to Improve Service

# Improve Service Frequency

- Peak Only
  - Route 11 – Northside Circulator: From 60 to 30
  - Route 14 – Thomas H Delpit: From 60 to 30
  - Route 18 – LSU to Cortana: from 60 to 30
  - Route 21 – Fairfields: from 60 to 30
  - Route 46 – Gardere: from 60 to 30
  - Route 57 – Sherwood/Siegen: from 60 to 30
- All Day
  - Route 22 – Winbourne: from 60 to 30
  - Route 60 – Medical Circulator: from 75 to 60
  - Route 70 – Baker Limited: from 60 to 45

# Add Earlier Morning Service

- Route 14 – Thomas H. Delpit
- Route 44 – Florida Blvd
- Route 47 – Highland Road
- Route 60 – Medical Center

# Add Later Evening Service

- Route 20 – North Acadian
- Route 23 – Foster
- Route 52 – Baker Circulator
- Route 54 – North Airline
- Route 57 – Sherwood/Siegen
- Route 58 – Coursey/O’Neal
- Route 59 – East Florida
- Route 60 – Medical Circulator

# Extend Service to New Areas

- Route 14 – Delpit Dr
  - From Nicholson and Roosevelt to River Rd
- Route 57 – Sherwood/Siegen:
  - On Greenwell Springs Rd, Sherwood to Oak Villa
- Route 60 – Medical Circulator
  - Jefferson Hwy between Stumberg and Airline

# Expand and Improve the Downtown Connector Trolley Route

- Operates Every 30 Minutes in Rush Hours
- Operates Every 45 Minutes in Non-Rush Hours
- Provides Weekday Service from 6 AM to 7 PM
- Serves Key Attractions and Activity Centers
  - Downtown Hotels
  - Downtown Casinos
  - 3<sup>rd</sup> Street Entertainment Corridor
  - City/Parish Office Complexes (City Hall, City Court)
  - State Capitol and Annex, Capitol North Campus and State Office Complexes
  - Federal Office Complexes
  - Downtown Restaurants
  - River Center
  - Main Street Market
  - City Plaza
  - IBM
  - Spanish Town, Beauregard Town, Catfish Town, 13th Gate Area

# Restructure Routes

- Route 18 – LSU/Cortana: Eliminate Overlap with Route 47
- Route 23 – Foster: Extend into Glen Oaks
- Route 41 – Plank: Reroute to Metro Airport
- Route 46 – Gardere & 56 – Mall to Mall: Combine to provide continuous service along Essen corridor
- Route 52 – Baker Circulator: Discontinue Underutilized Segments and Coordinate Routes 52 and 70 Schedules
- Route 57 – Sherwood/Siegen: Extend along North Sherwood between Florida and Greenwell Springs Rd
- Route 58 – Coursey/O’Neal: Improve Travel Time by Making Route More Direct Near Costco

# Combine Schedules to Enhance Passenger Convenience

- Activity Centers Combined Schedules
  - ACCS (Pronounced “Aces”)
- Florida Blvd-Routes 44 and 72
- Southern University-Routes 70,54,80,10,11
- Baker-52 and 70

# Remove Stop Restrictions to Improve Access to Service

- Route 70 – Baker Limited: Lifts Restrictions to Access Bus Stops along Scotland Avenue
- Provides 2-Way Service on Scotland Avenue
- Eliminates Confusion Regarding Which Stops Are Served

# Service Improvement Plan Summary

- More Frequent Service
- More Reliable Service
- Later Evening and Earlier Morning Service
- Expand/Improve Downtown Connector Trolley
- More Direct Service
- Improved Travel Times
- Fewer Transfers Required
- More and Better Access to Service
- Combined, Restructured and Replacement Routes
- Reinvest Savings from Underutilized Routes to Improve Service

# QUESTIONS?

## **CAPITAL AREA TRANSIT SYSTEM Public Notice of CATS Routes Adjustments**

Capital Area Transit System (“CATS”) will hold public hearings to receive public input on changes in routes and schedules which shall be effective beginning the first quarter of 2019. CATS staff will be available to explain proposed changes as well as to receive input and suggestions from those in attendance. The hearings will be held Tuesday, August 14, 2018, through Thursday, August 16, 2018, from 5:30 until 7:00 p.m. in the following locations: August 14 – Commission Room at the BREC Administration Building, 6201 Florida Boulevard, Baton Rouge, LA, 70806; August 15 – Downtown Development District, 247 Florida Street, Baton Rouge, Louisiana, 70801; and August 16– Charles R. Kelly Community Center, 3535 Riley Street, Baton Rouge, Louisiana, 70805. Written statements may be delivered to the staff at any of the hearings or to the CATS Administration Building at 2250 Florida Boulevard, Baton Rouge, Louisiana 70802 prior to the hearings.

In order maintain route efficiency and improve service to the system, CATS proposes the following changes to achieve more efficiency and to be in a position to reallocate service to areas and times of greater demonstrated need.

CATS proposes elimination of the following routes: (a) Route 50 – Glen Oaks/Greendale Circulator; (b) Route 55 – East Florida Boulevard; and (c) Route 103 – Airport Express.

CATS proposes addition of a new route, Route 15 – Blount Road.

CATS proposes enhancement and restructuring of the following routes: (a) Route 11 – Northside Circulator; (b) Route 14 – Thomas Delpit; (c) Route 16 – Capitol Park Trolley; (d) Route 18 – LSU-Cortana Mall; (e) Route 20 – North Acadian Thruway; (f) Route 21 – Fairfields Avenue-Cortana Mall; (g) Route 22 – Winbourne Avenue-Cortana Mall; (h) Route 23 – Foster Drive; (i) Route 41 – Plank Road; (j) Route 44 – Florida Boulevard; (k) Route 46 – Gardere/LOLO/L’Auberge; (l) Route 47 – Highland Road; (m) Route 52 – Baker Circulator; (n) Route 54 – Airline Highway North/Southern University; (o) Route 56 – Mall to Mall via Drusilla Lane; (p) Route 57 – Sherwood Forest Boulevard; (q) Route 58 – Coursey Boulevard/O’Neal Lane; (r) Route 59 – East Florida Boulevard/O’Neal Lane; (s) Route 60 – Medical Circulator; and (t) Route 70 – Baker/Southern University/CATS Terminal.

ADA Notice: CATS meetings are conducted in accessible locations and provisions can be made for those persons of limited English proficiency. For special accommodations for this meeting, contact Karen Denman via phone 225.346.5557 at least one week in advance.

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## Summary of Service Improvement Plan Changes 2018

This Service Improvement Plan will occur in two phases: Phase One will be in 2019 and Phase Two will be in 2020.

The final analysis indicated that the proposed Service Improvement Plan (SIP) would result in an 18.9% increase in transit accessibility for residents of Baton Rouge.

Minority populations would realize a 21.55% increase

Low income populations a 20.07% increase

**Improve Service Frequency** – over 85% of routes will have head headways improved to 30 minutes or better. The following routes will experience improved frequency

Peak Only

11 – Northside Circulator, 14 Thomas Delpit, 18 LSU-Cortana Mall, 21 Fairfields Ave-Cortana Mall, 22 Winbourne Ave, 46 Gardere-OLOL, 56 Mall-to-Mall, 57 Sherwood Forest Boulevard, 70 Baker-Southern University

All Day

16 Capitol Park Shuttle & 60 Medical Circulator

**Later Evening Service** – The following routes will have service that extends later into the evening hours

20 North Acadian Thurway, 21 Fairfields Ave. Cortana Mall, 23 Foster Drive, 54 Airline Hwy-Southern University, 57 Sherwood Forest Boulevard, 58 Coursey Boulevard-O’Neal Lane, 59 Florida Boulevard, 60 Medical Circulator

**Earlier Morning Service** – the following routes will begin service earlier in the morning

14 Thomas Delpit, 44 Florida Boulevard, 47 Highland Road, 60 Medical Circulator

**Service Extended to New Areas** – the following routes will extend to provide service to key trip generators, including apartment complexes and low-income housing

- 14 Thomas Delpit – extended to River Road: PHASE 2
- 15 – New route serving Blount Road and Plank Road north of Harding: PHASE 1 and 2
- Extend to Greenwell Springs road, including Mallard Crossing Apartments
- Reroute to Jefferson Highway including Jefferson Lake Apartments

**Restructured Routes** – the following routes were restructured to improve routing efficiency

- 11 – Direct, one-way service on Scenic Hwy and in Glen Oaks: PHASE 1 and 2
- 14 – Extend to River Road: PHASE 2
- 16 – More direct, faster travel times: PHASE 1
- 18 – Truncate near Highland Road to avoid duplicate service: PHASE 1
- 44 – Reroute through downtown: PHASE 1
- 46 – Combine with 52: PHASE 2
- 52 – Combine with 70: PHASE 1
- 54 – Reroute to airport: PHASE 1
- 56 – Combine with 46: PHASE 1
- 57 – Extend to Greenwell Springs Road including Mallard Crossing Apartments: PHASE 1

- 58 – More direct near Costco: PHASE 1
- 60 – Simplify route to be more direct: PHASE 1

**Reallocate Resources to Productive Service** – resources being reallocated from low ridership routes to improve service and frequency along key routes

- 15 – New Route servicing Glen Oaks, Zion City, and Scotlandville: PHASE 1 and 2
- 50 – Eliminate route; productive segments covered by Route 15: PHASE 1
- 55 – Eliminate route; productive segments covered by Route 57: PHASE 1
- 103 – Eliminate route; airport covered by Route 57: PHASE 1

**Remove Stop Restrictions on Route 70**

**PHASE 1 IMPROVEMENTS: Route changes, schedule changes, and frequency improvements**

Route 11  
Route 14  
Route 15  
Route 16  
Route 18  
Route 20  
Route 21  
Route 22  
Route 23  
Route 41  
Route 44  
Route 46  
Route 47  
Route 50  
Route 52  
Route 54  
Route 55  
Route 57  
Route 58  
Route 59  
Route 60  
Route 70  
Route 103

**PHASE 2 IMPROVEMENTS: Frequency Improvements**

Route 11  
Route 14  
Route 15  
Route 46  
Route 70

## Summary by Route

### Route 11 – Northside Circulator

- Improve frequency from 60 minutes to 30 minutes during rush
- Reroute to be faster and more direct
- Add one-way service on Scenic Highway and in Glen Oaks

### Route 14 – Thomas Delpit Drive

- Improve frequency from 60 minutes to 30 minutes during rush
- Provide earlier morning service
- Extend and restructure route service to serve River Road
- Add another bus to the route

### Route 15 – Blount Road

- New Route servicing the Blount Road area

### Route 16 – Capitol Park Shuttle

- Shorten route for faster travel time
- Improve frequency from 30 to 10 minutes

### Route 18 – LSU – Cortana Mall

- Shorten route to end at Parker Boulevard
- Improve frequency from 60 minutes to 30 minutes during rush
- Add another bus to service the route

### Route 20 – North Acadian Thruway

- Provide later service

### Route 21 – Fairfields Ave

- Improve frequency from 60 minutes to 30 minutes during rush
- Provide later service
- Add additional bus to service route

### Route 22 – Winbourne Ave. – Cortana Mall

- Improve frequency from 60 minutes to 30 minutes during rush
- Add two additional buses to service route

### Route 23 – Foster Drive

- Provide later service

### Route 41 – Plank Road

- Improve frequency from 30 minutes to 15 minutes during rush

### Route 44 – Florida Blvd

- Provide earlier morning service

### Route 46 – Gardere / Our Lady of the Lake

- Improve frequency from 60 minutes to 30 minutes during rush
- Combine route with the current Route 56
- Add two additional buses to service the route

Route 47 – Highland Road

- Provide earlier morning service

Route 50 – Glen Oaks / Greendale Circulator

- Eliminate route – Stops covered by Route 15
- Annual savings - \$220,000

Route 52 – Baker Circulator

- Eliminate route – Stops covered by Route 70
- Annual savings - \$622,000

Route 54 – Airline Hwy. North / Southern University

- Reroute to service the Baton Rouge Airport
- Provide later evening service

Route 55 – East Florida Boulevard

- Eliminate route – Stops covered by Route 57
- Annual savings - \$220,000

Route 56 – Mall to Mall via Drusilla Lane

- Eliminate route – Stops covered by Route 56
- Annual savings - \$631,000

Route 57 – Sherwood Forrest Boulevard

- Improve frequency from 60 minutes to 30 minutes during rush
- Extend service further north
- Provide later evening service
- Add three additional buses to route

Route 58 – Coursey Boulevard / O'Neal Lane

- Reroute service near Costco
- Provide later evening service

Route 59 – East Florida Boulevard / O'Neal Lane

- Provide later evening service

Route 60 – Medical Circulator

- Improve frequency from 60 minutes to 30 minutes during rush
- Increase span of route to service more areas

Route 70 – Baker / Southern University / CATS Terminal

- Combine with Route 52 and 60
- Improve frequency from 60 minutes to 30 minutes during rush
- Add an additional bus to route

Route 103 – Airport Express

- Eliminate Route – Stops covered by 54
- Annual savings - \$403,000

**CAPITAL AREA TRANSIT SYSTEM**  
**Public Notice of CATS Routes Adjustments**

Capital Area Transit System (“CATS”) will hold a public hearing to receive public input on changes in routes and schedules which shall be effective beginning the first quarter of 2019. CATS staff will be available to explain proposed changes as well as to receive input and suggestions from those in attendance. The hearing will be held Tuesday, September 11, 2018, from 5:30 until 7:30 p.m. at the Jewel J. Newman Community Center, 2013 Central Road, Baton Rouge, Louisiana 70807. Written statements may be delivered to the staff at any of the hearings or to the CATS Administration Building at 2250 Florida Boulevard, Baton Rouge, Louisiana 70802 prior to the hearings.

In order maintain route efficiency and improve service to the system, CATS proposes the following changes to achieve more efficiency and to be in a position to reallocate service to areas and times of greater demonstrated need.

CATS proposes elimination of the following routes: (a) Route 50 – Glen Oaks/Greendale Circulator; (b) Route 55 – East Florida Boulevard; and (c) Route 103 – Airport Express.

CATS proposes addition of a new route, Route 15 – Blount Road.

CATS proposes enhancement and restructuring of the following routes: (a) Route 11 – Northside Circulator; (b) Route 14 – Thomas Delpit; (c) Route 16 – Capitol Park Trolley; (d) Route 18 – LSU-Cortana Mall; (e) Route 20 – North Acadian Thruway; (f) Route 21 – Fairfields Avenue-Cortana Mall; (g) Route 22 – Winbourne Avenue-Cortana Mall; (h) Route 23 – Foster Drive; (i) Route 41 – Plank Road; (j) Route 44 – Florida Boulevard; (k) Route 46 – Gardere/LOLO/L’Auberge; (l) Route 47 – Highland Road; (m) Route 52 – Baker Circulator; (n) Route 54 – Airline Highway North/Southern University; (o) Route 56 – Mall to Mall via Drusilla Lane; (p) Route 57 – Sherwood Forest Boulevard; (q) Route 58 – Coursey Boulevard/O’Neal Lane; (r) Route 59 – East Florida Boulevard/O’Neal Lane; (s) Route 60 – Medical Circulator; and (t) Route 70 – Baker/Southern University/CATS Terminal.

ADA Notice: CATS meetings are conducted in accessible locations and provisions can be made for those persons of limited English proficiency. For special accommodations for this meeting, contact Karen Denman via phone 225.346.5557 at least one week in advance.

CATS fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, call Rhonda Williams via phone 225.346.5548.

# 2016 Service Adjustment Package SUMMARY

(Effective: Sunday, December 11, 2016)

In an effort to streamline CATS service to riders, the system is enacting the following changes on December 11. Unless noted, this will not affect the frequency of the routes. **This enhancement includes moving the Downtown HUB to the CATS Terminal.** If you have questions, please contact the CATS Customer Care Center at (225) 389-8282.

## Route 10 – Scenic Highway/Southern University

- ▶ On weekdays, service will increase from every 35 minutes to every 30 minutes. On weekends, service will now be every hour, rather than every 70 minutes.
- ▶ Service along the current Main Street segment of Route 10 is being removed. The North Street segment between I-110 and Lafayette Street will be served by the 103 Airport Express.

## Route 12 – Government Street/Jefferson Hwy

- ▶ Will now begin and end at the CATS Terminal, and will no longer travel to the Old State Capitol. The discontinued segment of the current Route 12 between Government and 22nd and downtown will be served by Route 47 Highland.

## Route 15 – Red Stick Trolley

- ▶ Route has been cancelled due to low ridership.

## Route 16 – Capitol Park Shuttle

- ▶ The route will now begin and end at the River Center.
- ▶ From the River Center, the route will operate along the current route to South Boulevard, then proceed north on St. Louis Street, then continue north on Third Street to the North Campus of the Capitol Complex.
- ▶ From North Campus, buses will operate the current route to 4th Street and Florida Street. Then buses will proceed west on Florida Street to River Road and then south to the River Center.

## Route 22 – Winbourne Avenue-Cortana Mall

- ▶ This route will now begin and end at St. Ferdinand Street and Louisiana Avenue.
- ▶ From the terminal, the route will proceed along the current route to River Road and North Boulevard, then continue north on River Road to Florida Street and then continue on Florida Street to Third Street and continue the current route.

## Route 44 – Florida Boulevard

- ▶ The new Terminal will be located at the Hampton Inn on Lafayette Street.
- ▶ From Florida Street, buses will turn right on River Road, then turn right on Main Street, then right on Lafayette Street to Hampton Inn.
- ▶ From the Hampton Inn, buses will continue south on Lafayette Street to Florida Street, then continue the current routing.

## Route 47 – Highland Road

- ▶ Route 47 will begin and end at the CATS Terminal on Florida Boulevard and North 22nd Street.
- ▶ Route 47 will serve the discontinued segment of Route 12 along Government Street between St. Charles Street and 22nd Street.
- ▶ The discontinued segments along Government Street, River Road, North Boulevard and St. Ferdinand Street will be served by Route 22.

## Route 72 – Florida Boulevard Limited

- ▶ Route 72 will begin and end at the CATS Terminal on Florida Boulevard and North 22nd Street.
- ▶ The segment of the current route between the CATS Terminal and downtown will be served by Route 44.

Capital Area Transit System (CATS)  
2250 Florida Blvd.,  
Baton Rouge, LA 70802  
(225) 389-8920

*Moving Baton Rouge forward...*

**CATS**  
CAPITAL AREA TRANSIT SYSTEM

**brcats.com**

# 2016 Service Adjustment Package SUMMARY

## Route 12 – Government Street/Jefferson Hwy

- ▶ Improve frequency from 60 minutes all day to 30 minutes during rush and 60 minutes out of the rush
- ▶ Requires 2 additional peak buses
- ▶ Approximately 13 additional weekday bus hours

## Route 16 – Capitol Park Shuttle

- ▶ Widen scheduled headway from 12 minutes to 30 minutes
- ▶ Improve actual headway from approximately 40 minutes to 30 minutes
- ▶ No additional equipment or hours required

## Route 17 – Perkins Road/Mall of Louisiana

- ▶ Improve headway and on-time performance
- ▶ Improve headway from 60 minutes all day to 25 minutes during the rush and 40 minutes out of the rush
- ▶ Requires 1 additional peak bus
- ▶ Approximately 8 additional weekday bus hours

## Route 18 – LSU/Cortana Mall

- ▶ Minor schedule change to improve on-time performance
- ▶ Reallocate time between specific time points
- ▶ No additional equipment or hours required

## Route 44 – Florida Boulevard

- ▶ Reroute downtown to be more direct
- ▶ Reroute into Cortana Mall, serve more stops and run faster
- ▶ Highest ridership in system, highest priority changes
- ▶ No additional equipment or hours required

## Route 47 – Highland Rd.

- ▶ Increase recovery so buses can get back on time during heavy traffic periods
- ▶ Improve on-time performance
- ▶ Second highest ridership in system, second highest priority changes
- ▶ Requires 1 additional peak bus
- ▶ Approximately 15 additional weekday hours

## Route 54 – Airline Highway North/Southern University

- ▶ Reduce headway from 60 minutes all day to 30 minutes during the rush and 45 minutes out of the rush
- ▶ Improve on-time performance by reallocating time between time points
- ▶ Requires 1 additional peak bus
- ▶ Approximately 8 additional weekdays hours

## Route 70 – Baker Limited

- ▶ Reroute at mini-dome to avoid nonexistent road and unsuitable section of roadway
- ▶ Requires no additional equipment or hours

## Route 72 – Florida Boulevard Limited

- ▶ Reroute downtown for faster and more efficient service
- ▶ Requires no additional equipment or hours

## Route 103 – Airport Express

- ▶ Adjust running time to improve on-time performance and serve all flights
- ▶ Reroute to focus on downtown hotels
- ▶ Requires no additional equipment
- ▶ Approximately 6 additional daily hours

Capital Area Transit System (CATS)  
2250 Florida Blvd.,  
Baton Rouge, LA 70802  
(225) 389-8920

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**PHASE 1 IMPROVEMENTS: ROUTE CHANGES, SCHEDULE CHANGES, AND FREQUENCY IMPROVEMENTS**

Route 11	Route 23	Route 55
Route 14	Route 41	Route 57
Route 15	Route 44	Route 58
Route 16	Route 46	Route 59
Route 18	Route 47	Route 60
Route 20	Route 50	Route 70
Route 21	Route 52	Route 103
Route 22	Route 54	

**PHASE 2 IMPROVEMENTS: FREQUENCY IMPROVEMENTS**

Route 11	Route 15	Route 70
Route 14	Route 46	

**SUMMARY BY ROUTE**

**Route 11: Northside Circulator**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Renote to be faster and more direct
- » Add one-way service on Scenic Highway and in Glen Oaks

**Route 14: Thomas Delpit Drive**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Provide earlier morning service
- » Extend and restructure route service to serve River Road
- » Add another bus to the route

**Route 15: Blount Road**

- » New Route servicing the Blount Road area

**Route 16: Capitol Park Shuttle**

- » Shorten route for faster travel time
- » Improve frequency from 30 to 10 minutes

**Route 18: LSU – Cortana Mall**

- » Shorten route to end at Parker Boulevard
- » Improve frequency from 60 minutes to 30 minutes during rush
- » Add another bus to service the route

**Route 20: North Acadian Thruway**

- » Provide later service

**Route 21: Fairfields Ave**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Provide later service
- » Add additional bus to service route

**Route 22: Winbourne Ave. – Cortana Mall**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Add two additional buses to service route

**Route 23: Foster Drive**

- » Provide later service

**Route 41: Plank Road**

- » Improve frequency from 30 minutes to 15 minutes during rush

**Route 44: Florida Blvd**

- » Provide earlier morning service

**Route 46: Gardere – Our Lady of the Lake**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Combine route with the current Route 56
- » Add two additional buses to service the route

**Route 47: Highland Road**

- » Provide earlier morning service

**Route 50: Glen Oaks – Greendale Circulator**

- » Eliminate route – Stops covered by Route 15
- » Annual savings - \$220,000

**Route 52: Baker Circulator**

- » Eliminate route – Stops covered by Route 70
- » Annual savings - \$622,000

**Route 54: Airline Hwy. North – Southern University**

- » Renote to service the Baton Rouge Airport
- » Provide later evening service

**Route 55: East Florida Boulevard**

- » Eliminate route – Stops covered by Route 57
- » Annual savings - \$220,000

**Route 56: Mall to Mall via Drusilla Lane**

- » Eliminate route – Stops covered by Route 56
- » Annual savings - \$631,000

**Route 57 – Sherwood Forrest Boulevard**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Extend service further north
- » Provide later evening service
- » Add three additional buses to route

**Route 58 – Coursey Boulevard – O’Neal Lane**

- » Renote service near Costco
- » Provide later evening service

**Route 59: East Florida Boulevard – O’Neal Lane**

- » Provide later evening service

**Route 60: Medical Circulator**

- » Improve frequency from 60 minutes to 30 minutes during rush
- » Increase span of route to service more areas

**Route 70: Baker – Southern University – CATS Terminal**

- » Combine with Route 52 and 60
- » Improve frequency from 60 minutes to 30 minutes during rush
- » Add an additional bus to route

**Route 103: Airport Express**

- » Eliminate Route – Stops covered by 54
- » Annual savings - \$403,000



**2018**

**SUMMARY OF SERVICE IMPROVEMENT PLAN CHANGES**

This Service Improvement Plan will occur in two phases:  
Phase 1 will be in 2019 and Phase 2 will be in 2020

Enriching the lives of our customers and communities by offering independence and safety...  
*Connecting you to what matters*

THE FINAL ANALYSIS INDICATED THAT THE PROPOSED SERVICE IMPROVEMENT PLAN (SIP) WOULD RESULT IN AN INCREASE IN TRANSIT ACCESSIBILITY OF



**18.9%**

for residents of Baton Rouge



**21.55%**

for minority populations



**20.07%**

for urban populations



#### IMPROVE SERVICE FREQUENCY

Over 85% of routes will have head headways improved to 30 minutes or better. The following routes will experience improved frequency

##### PEAK ONLY

- » 11: Northside Circulator
- » 14: Thomas Delpit
- » 18: LSU - Cortana Mall
- » 21: Fairfields Ave - Cortana Mall
- » 22: Winbourne Ave
- » 46: Gardere - OLOL
- » 56: Mall-to-Mall
- » 57: Sherwood Forest Boulevard
- » 70: Baker - Southern University

##### ALL DAY

- » 16: Capitol Park Shuttle & 60 Medical Circulator

##### LATER EVENING SERVICE

The following routes will have service that extends later into the evening hours

- » 20: North Acadian Thruway
- » 21: Fairfields Ave - Cortana Mall
- » 23: Foster Drive
- » 54: Airline Hwy - Southern University
- » 57: Sherwood Forest Boulevard
- » 58: Coursey Boulevard - O'Neal Lane
- » 59: Florida Boulevard
- » 60: Medical Circulator

##### EARLIER MORNING SERVICE

The following routes will begin service earlier in the morning

- » 14: Thomas Delpit
- » 44: Florida Boulevard
- » 47: Highland Road
- » 60: Medical Circulator



#### SERVICE EXTENDED TO NEW AREAS

The following routes will extend to provide service to key trip generators, including apartment complexes and mixed income housing

- » 14: Thomas Delpit – extended to River Road **PHASE 2**
- » 15: New route serving Blount Road and Plank Road north of Harding **PHASE 1 and 2**
- » Extend to Greenwell Springs road, including Mallard Crossing Apartments
- » Reroute to Jefferson Highway including Jefferson Lake Apartments

#### RESTRUCTURED ROUTES

The following routes were restructured to improve routing efficiency

- » 11: Direct, one-way service on Scenic Hwy and in Glen Oaks **PHASE 1 and 2**
- » 14: Extend to River Road **PHASE 2**
- » 16: More direct, faster travel times **PHASE 1**
- » 18: Shortened near Highland Road to avoid duplicate service **PHASE 1**
- » 44: Reroute through downtown **PHASE 1**
- » 46: Combine with 52 **PHASE 2**
- » 52: Combine with 70 **PHASE 1**
- » 54: Reroute to airport **PHASE 1**
- » 56: Combine with 46 **PHASE 1**
- » 57: Extend to Greenwell Springs Road including Mallard Crossing Apartments **PHASE 1**
- » 58: More direct near Costco **PHASE 1**
- » 60: Simplify route to be more direct **PHASE 1**

#### REALLOCATE RESOURCES TO PRODUCTIVE SERVICE

Resources being reallocated from low ridership routes to improve service and frequency along key routes

- » 15: New Route servicing Glen Oaks, Zion City and Scotlandville **PHASE 1 and 2**
- » 50: Eliminate route; productive segments covered by Route 15 **PHASE 1**
- » 55: Eliminate route; productive segments covered by Route 57 **PHASE 1**
- » 103: Eliminate route; airport covered by Route 54 **PHASE 1**

#### REMOVE STOP RESTRICTIONS ON ROUTE 70

# 8 ROUTE

GUS YOUNG / BRCC

**CATS**  
CAPITAL AREA TRANSIT SYSTEM

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## REGLAS PARA RECORDAR CUANDO ESTÉ A BORDO DE UN AUTOBÚS CATS

- 01** Tenga lista la tarifa completa antes de abordar el autobús.
- 02** Permita que el operador realice tareas, **NO** interfiera con el operador mientras el autobús está en movimiento
- 03** Trate a los pasajeros con respeto y amabilidad
- 04** **NO** maltrate, amenace ni use lenguaje vulgar mientras esté en una propiedad de CATS
- 05** Limpie antes de bajarse
- 06** **NO** coma ni beba mientras esté a bordo de un autobús
- 07** Permita que los pasajeros discapacitados, de tercera edad y en silla de ruedas puedan sentarse en los puestos delanteros
- 08** **NO** lleve armas, armas de fuego, materiales inflamables, explosivos o líquidos corrosivos a bordo
- 09** Escuchar música o dispositivos multimedia solo con auriculares o audífonos
- 10** Mantener conversaciones de teléfono celular al mínimo
- 11** Todos los artículos que traiga al autobús deben guardarse debajo de su asiento o en su regazo
- 12** Ropa y zapatos deben ser usados mientras esté en una propiedad de CATS
- 13** Se debe mantener la higiene personal



**La violación de cualquiera de estas reglas puede resultar en arresto, multa o negación del servicio y/o pérdida permanente del servicio del sistema.**

### ROUTE SHOUT

RouteShout es una **APLICACIÓN MÓVIL GRATUITA** que permite a los pasajeros ver en dónde está el autobús y cuándo llegará a través de un servicio de seguimiento de autobuses en línea desde sus teléfonos inteligentes o en la Web.



### ALERTAS DE TEXTO

#### CÓMO UTILIZAR NUESTRA FUNCIÓN SMS/TEXTO

Esta función se basa en un número de 4 dígitos, un "ID de parada", único para cada parada de autobús CATS. Se están instalando nuevos carteles en las paradas de alto uso a lo largo de Florida Boulevard y Airline Highway. Estas señales indican el número de identificación de la parada y las líneas de autobús que sirven cada parada. En el futuro, habrá nuevos letreros en todo el área de servicio de CATS.

Si conoce el ID de parada para su ubicación, simplemente envíe un mensaje de texto a brcats más el ID de parada (por ejemplo: brcats1988) al número de servicio CATS Trax 25252. El sistema responderá con una lista de los tiempos de llegada de autobuses previstos durante la próxima hora, como se ilustra en este gráfico obtenido desde un dispositivo Android. Resultados similares aparecerán en un iPhone.

El número de servicio de mensajes de texto de CATS Trax, 25252, no cambia y se puede agregar a su teléfono celular como contacto para uso futuro.

#### MI PARADA NO TIENE UN NUEVO LETRERO. ¿CÓMO PUEDO ENCONTRAR SU ID DE PARADA?

Si tiene una computadora con acceso a Internet, puede buscarla en un mapa en línea en cualquiera de las siguientes dos formas.

- » Use nuestro portal CATS Trax, active todas las rutas, amplie su ubicación y haga clic en el icono de la parada de autobús azul más cercana. El sistema mostrará el nombre de la parada, el número de identificación y luego enumerará las llegadas programadas.
- » Utilice Google Maps para planificar un viaje de tránsito. Las identificaciones de las paradas se revelarán en el itinerario del viaje como se ilustra en este gráfico.

### PLANIFICADOR DE VIAJES DE GOOGLE

En un esfuerzo por mejorar la experiencia del cliente y capitalizar las nuevas herramientas tecnológicas, CATS se ha asociado con los Servicios de Tránsito de Google para permitirle planificar sus viajes con Google Maps. El Planificador de viajes puede ser ubicado en la página de inicio del sitio web y recopila la información necesaria de ubicación, fecha y hora, y produce un mapa interactivo que ofrece opciones de tránsito de autobuses dentro del área de servicio CATS.

#### TÉRMINOS Y CONDICIONES DE USO:

CATS se esfuerza por suministrar información de calidad a través de Google Transit, pero no puede garantizar el 100% de precisión. Se recomienda que los pasajeros vuelvan a verificar los itinerarios de viaje con los horarios de autobuses publicados disponibles en brcats.com. Consulte los Términos y condiciones de Google Transit.

#### ¿QUÉ DEBO HACER SI RECIBO INFORMACIÓN ITINERARIA DE VIAJE INCORRECTA, ERRÓNEA O CONFUSA?

Si el itinerario de su viaje contiene información incorrecta sobre la ubicación, el horario, la tarifa o el horario de servicio de la parada, probablemente se deba a información errónea entre CATS y Google Transit. Registre el origen, el destino y la fecha y hora de llegada/salida de su itinerario y comuníquese con el Servicio de Atención al Cliente sobre el problema que tuvo. Solo a través de su uso y comentarios continuos podemos mejorar el planificador de viajes.

#### COSAS A CONSIDERAR AL UTILIZAR GOOGLE TRANSIT

- » Algunas rutas pueden trazarse como líneas rectas de una parada a otra, y no siguen la ruta real del autobús en las carreteras. Estamos trabajando para mejorar esto.
- » El planificador de viajes puede proporcionar 2 o 3 planes de viaje sugeridos. Le recomendamos que siempre consulte estos planes de viaje alternativos, ya que pueden proporcionar un viaje que satisfaga mejor sus necesidades.
- » Las direcciones y los horarios de las caminatas pueden ser inexactos, y algunas veces sugieren caminar sobre obstáculos infranqueables Google está trabajando para mejorar las instrucciones para caminatas.

### CATS TRAX

CATS Trax es un portal de mapas web que proporciona comentarios en vivo sobre ubicaciones de autobuses a lo largo de rutas "fijas" o regulares. Al combinar los datos de las rutas, los dispositivos de ubicación en el vehículo y luego superponerlos en una base de datos de Google Maps, los pasajeros pueden ver información en tiempo real sobre la ubicación de los autobuses. Para rastrear un autobús, simplemente seleccione su (s) ruta (s) de interés y luego haga clic en el icono del autobús o en la parada deseada para obtener información detallada.

### UBICACIONES DE COMPRA

#### PUEDEN COMPRAR UN PASE EN LÍNEA, EN LA TERMINAL DE CATS O EN VARIAS UBICACIONES EN TODA LA CIUDAD.

Los pases de tránsito pueden ser comprados libremente en los siguientes lugares convenientes:

- » **CATS TERMINAL**  
2250 Florida Blvd.  
(corner of N. 22nd Street)
- » **WALGREENS**  
5450 Plank Rd.      5955 Airline Hwy.  
(Plank Rd. at Hollywood)      (Airline Hwy. at Greenwell St.)  
3550 Government St.  
(Government Street at St. Acadian Thwy.)



**TRADUCCIONES ALTERNATIVAS:**  
Traducciones alternativas de esta guía están disponibles en inglés y vietnamita a pedido.

Alternate translations of this guide are available in English and Vietnamese upon request.  
Bản dịch thay thế của hướng dẫn này có sẵn bằng tiếng Anh và tiếng Việt theo yêu cầu.



# 8 ROUTE | GUS YOUNG / BRCC

Capital Area Transit System (CATS) se compromete a garantizar que ninguna persona sea excluida de la participación y que a ninguna persona se le niegue los beneficios de los servicios por motivos de raza, color o nacionalidad, como se estipula en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las reclamaciones a las que se refiere el Título VI deben presentarse en el plazo de 180 días posterior a la fecha del presunto acto discriminatorio.

### REQUISITOS DE LA LEY PARA ESTADOUNIDENSES CON DISCAPACIDADES (ADA, POR SUS SIGLAS EN INGLÉS):

Todos los autobuses de CATS cumplen con los requisitos de la Ley para Estadounidenses con Discapacidades (ADA), y disponen de elevadores para sillas de ruedas y otras características que permiten adaptar el espacio a los pasajeros con discapacidad.

### TRANSBORDOS ENTRE AUTOBUSES:

Los transbordos entre autobuses solo son válidos durante dos horas. Después del plazo de dos horas, es necesario pagar la tarifa completa para subir al autobús. Los transbordos no pueden ser utilizados en la misma línea.

### AVISO A LOS PASAJEROS:

En caso de que eventos especiales, obras o tareas de mantenimiento afecten a nuestro horario, queremos que usted lo sepa. Consulte el sitio web y las redes sociales de CATS para estar al tanto de avisos para viajeros sobre cambios de última hora que puedan afectar su viaje.

**ATENCIÓN AL CLIENTE:**  
225-389-8282

## CATS ESTRUCTURA DE TARIFAS

A continuación, se muestra un desglose de las tarifas actuales de todas las rutas de CATS, excepto para la ruta 16 del transbordador de Capitol Park (Capitol Park Shuttle), la cual es gratis para todos los pasajeros. Los niños menores de 12 años deben estar acompañados por un adulto.

Adultos*	\$1.75
Niños menores de 5 años:	Gratis, acompañados de un adulto con boleto.
Niños menores de 12 años:	\$1.75
Estudiantes con tarjeta de identificación de estudiante válida <sup>1</sup> : <small>(Las solicitudes de los colegios para obtener boletos de identificación de estudiantes en grandes cantidades pueden enviarse a <a href="mailto:buscards@cats.com">buscards@cats.com</a>)</small>	\$0.35
Personas en la tercera edad <sup>2</sup> <small>(62 años en adelante) y personas con discapacidad que muestren la tarjeta de identificación de CATS.</small>	\$0.35
Descuento de Medicare:	Los billetes de tarjetas de Medicare pueden usar los autobuses de CATS (fidelidad) por \$0.35. Los billetes de una tarjeta de Medicare pueden presentarla (debe ser roja, blanca o azul) acompañada de una identificación válida emitida por el estado, o realizar una solicitud a CATS para recibir una tarjeta de identificación de CATS.

Pase de 31 días:	\$56.00
Pase de 15 viajes:	\$24.50
Pase de 7 días:	\$19.00
Pases semanales para todo el día <sup>3</sup> <small>(de lunes a viernes)</small>	\$4.00
Pases de fin de semana para todo el día <sup>3</sup> <small>(sábado y domingo)</small>	\$2.00

\*Indica compra disponible a bordo.

No se realizan reembolsos en las tarjetas de cambio.

# 8 ROUTE | GUS YOUNG / BRCC

ENTRE SEMANA										
CATS Terminal to BRCC					BRCC to CATS Terminal					
CATS Terminal	North St @ 30th St	Gus Young @ Coliseum Drive	BRCC	BRCC	Coliseum Drive @ Gus Young	North St @ 30th St	CATS Terminal			
1001	1018	1025	2022	2022	1037	1045	1001			
6:00 AM	6:05 AM	6:09 AM	6:15 AM	6:19 AM	6:26 AM	6:30 AM	6:35 AM			
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En Vigencia Desde El 24 De Febrero De 2019



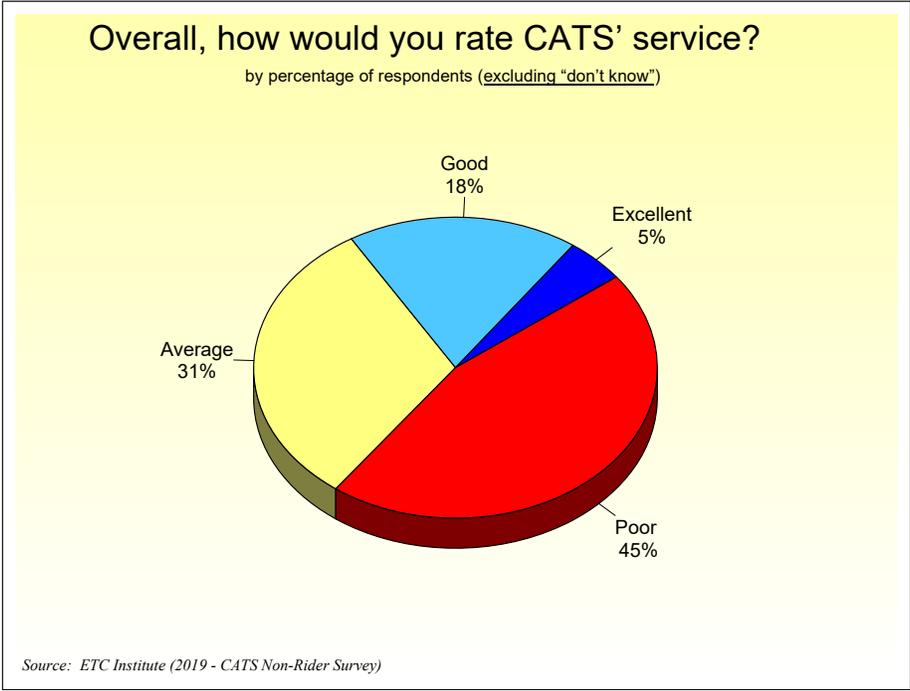
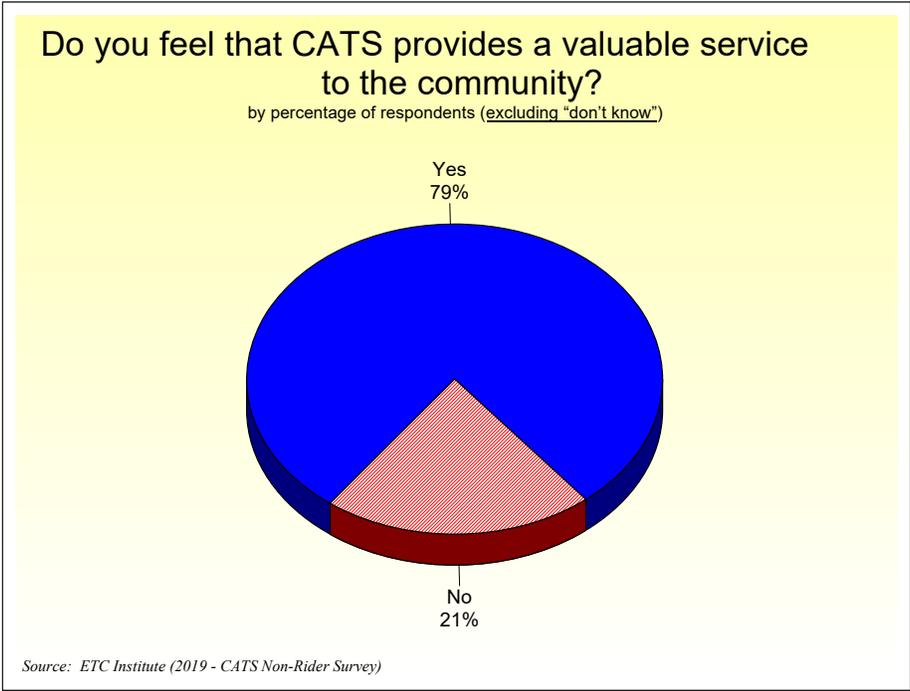
Connecting you to what matters

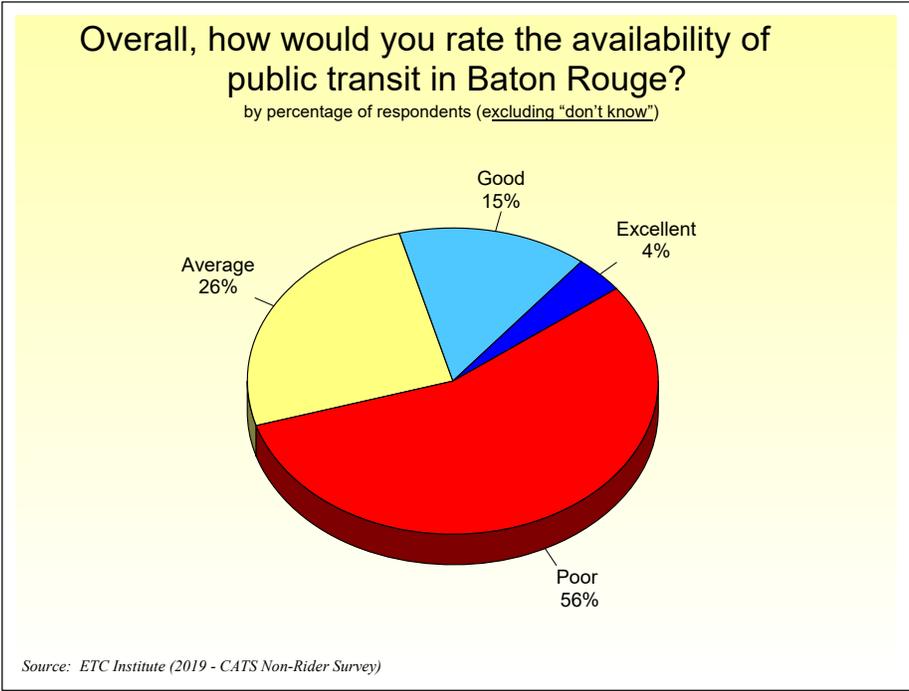
[brcats.com](http://brcats.com) | [@CATSBR](https://www.facebook.com/CATSBR) | [@BTRCATS](https://twitter.com/BTRCATS)

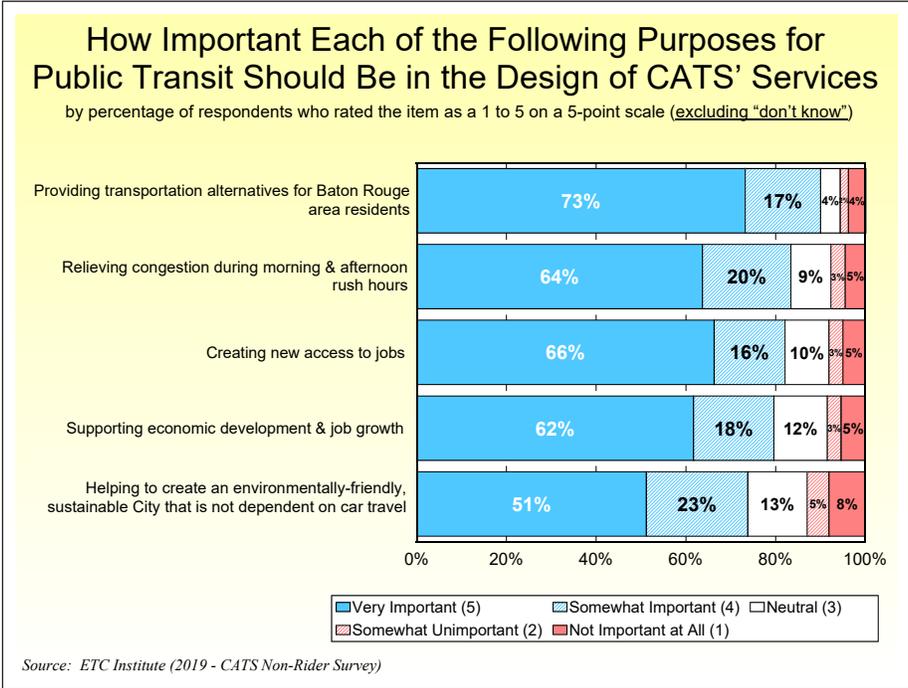
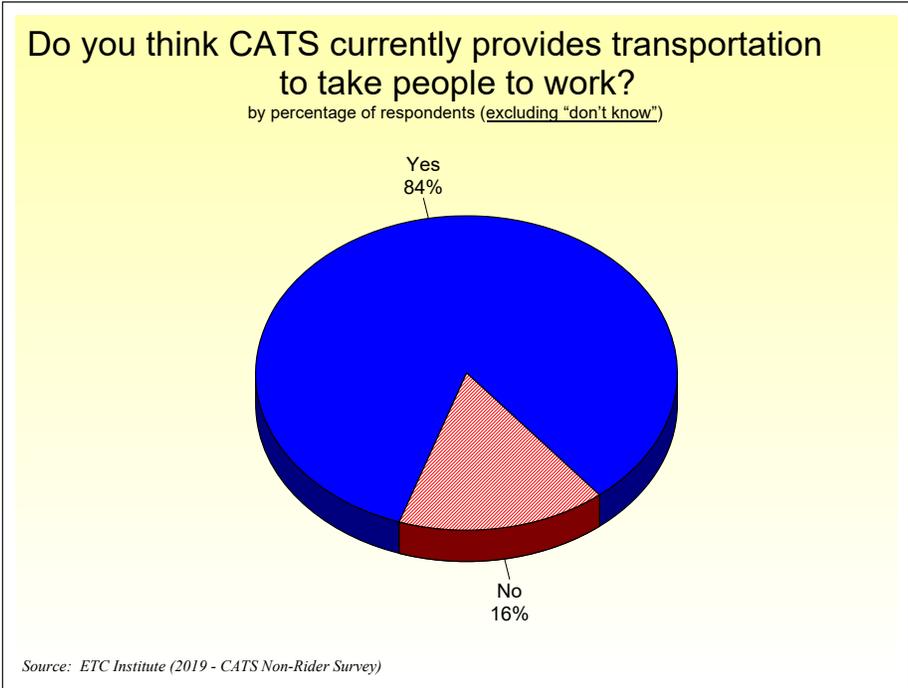
DOWNLOAD THE APP:

Download RouteShout to track your bus in real-time.



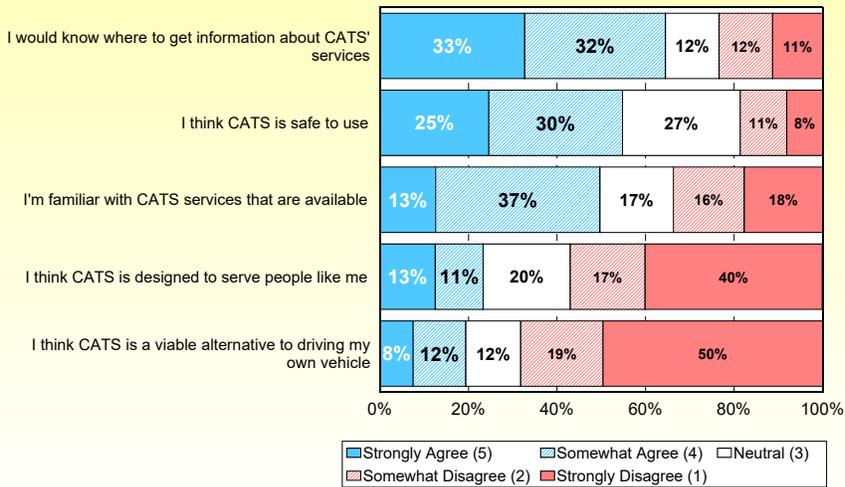






### Agreement With the Following Statements About Public Transit in Baton Rouge

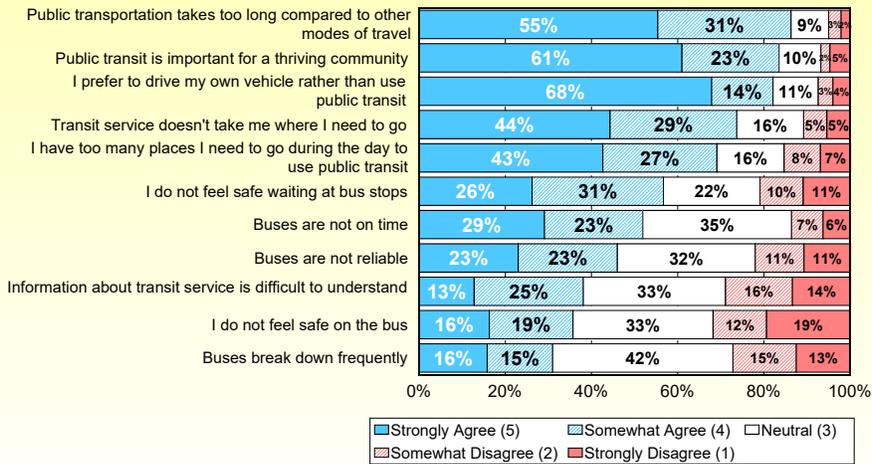
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



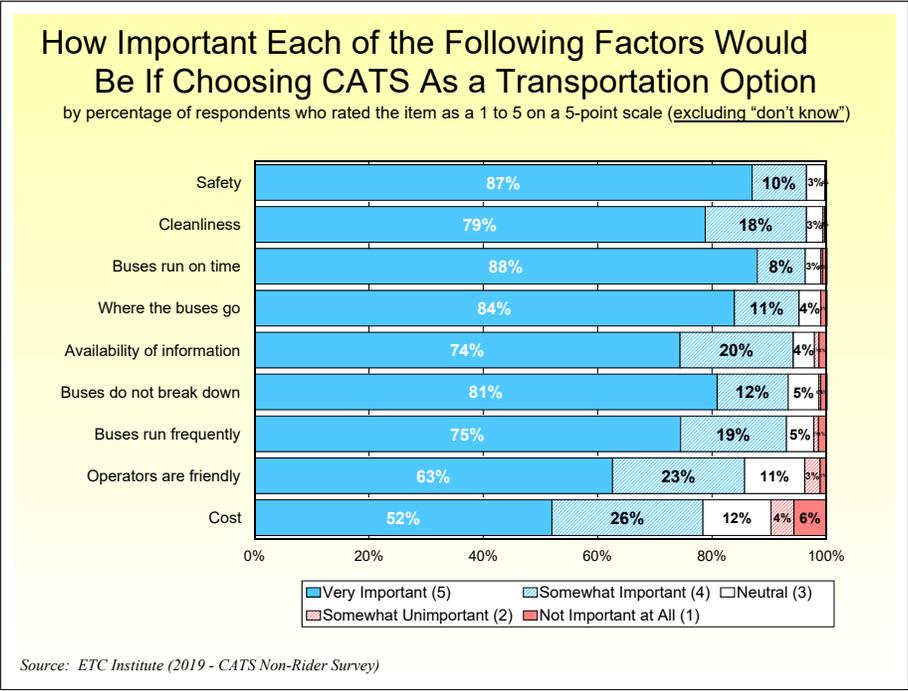
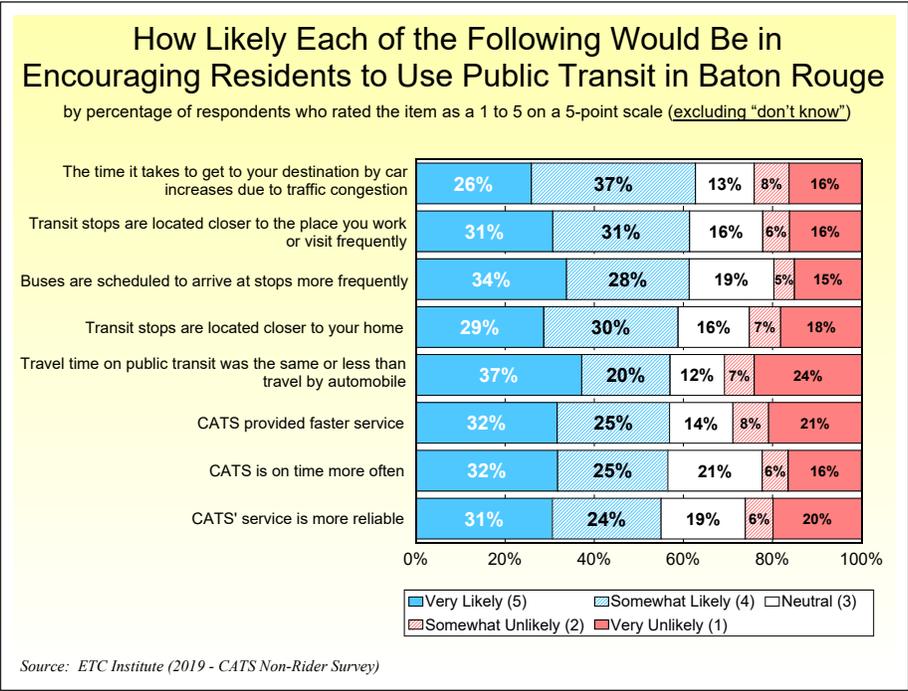
Source: ETC Institute (2019 - CATS Non-Rider Survey)

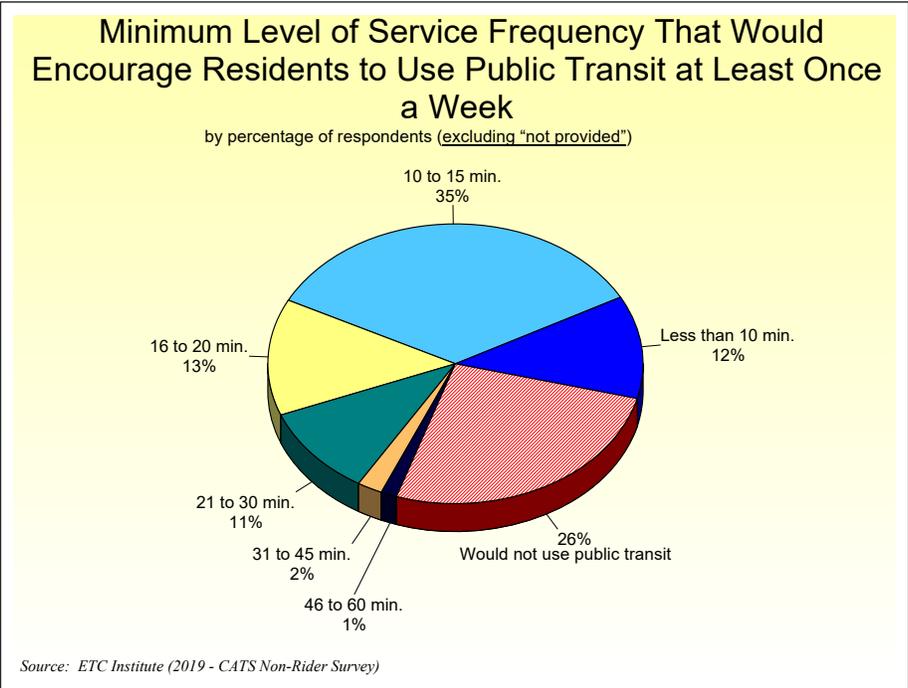
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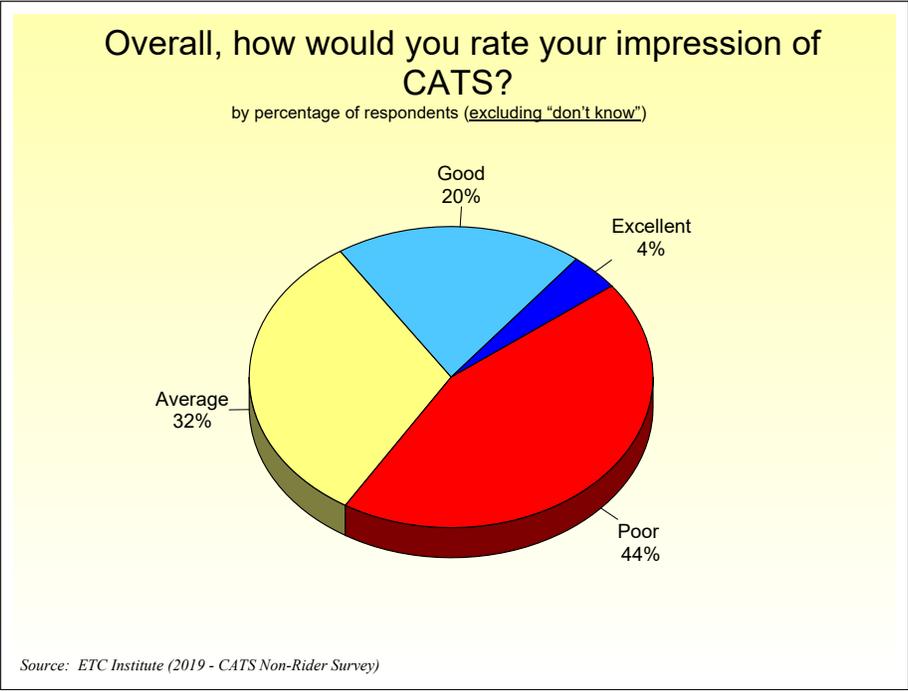
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2019 - CATS Non-Rider Survey)

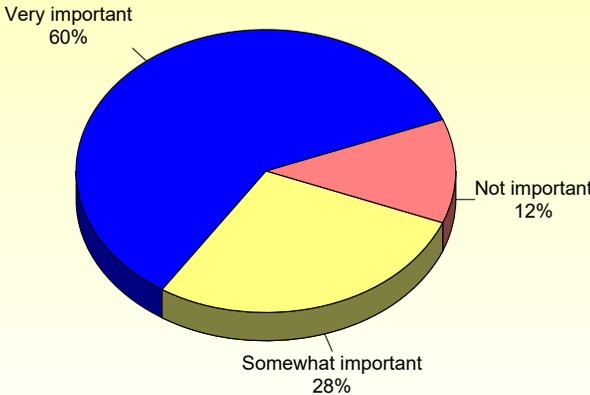






Overall, how important do you think it is for an area to support and fund public transit?

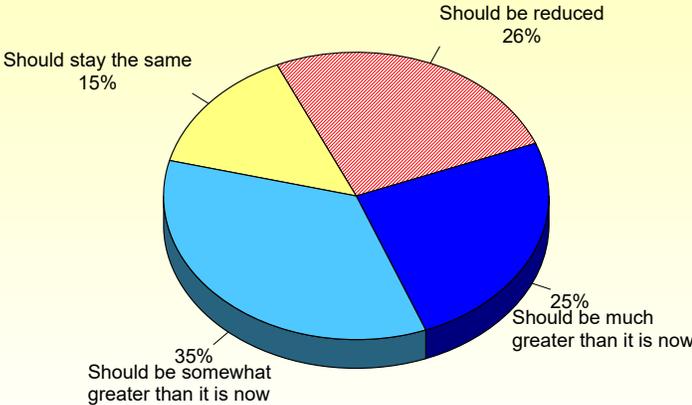
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Non-Rider Survey)

How do you think the current level of funding for public transit in the area should change over the next five years?

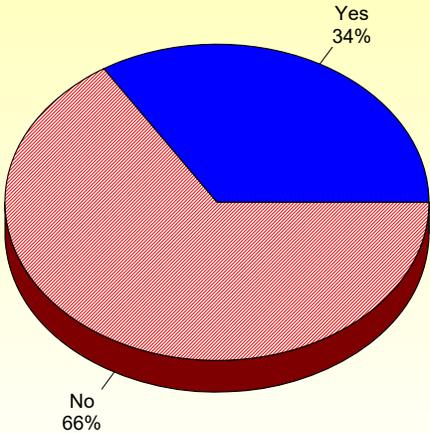
by percentage of respondents (excluding "don't know")



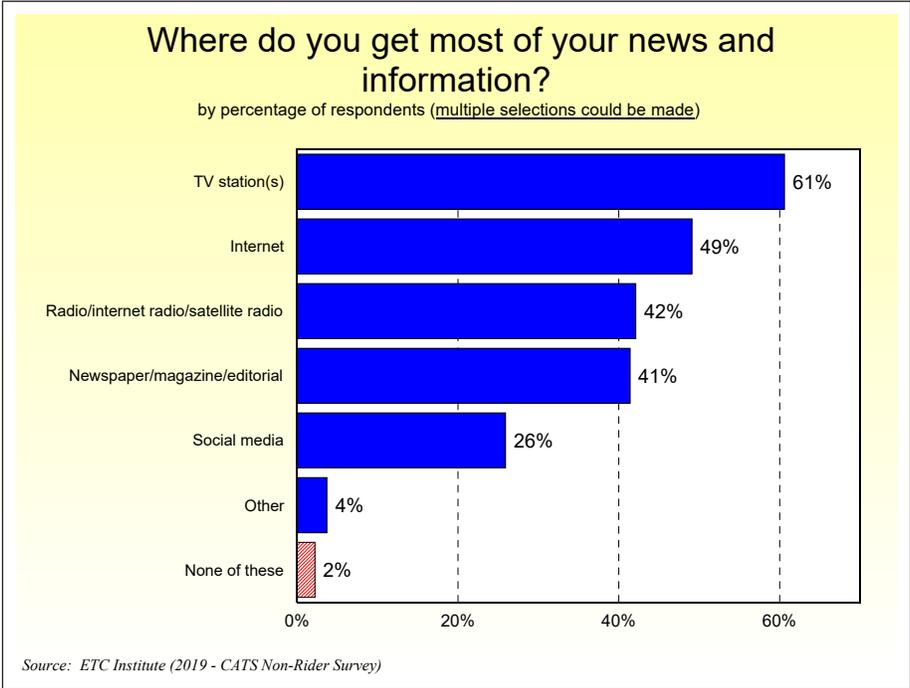
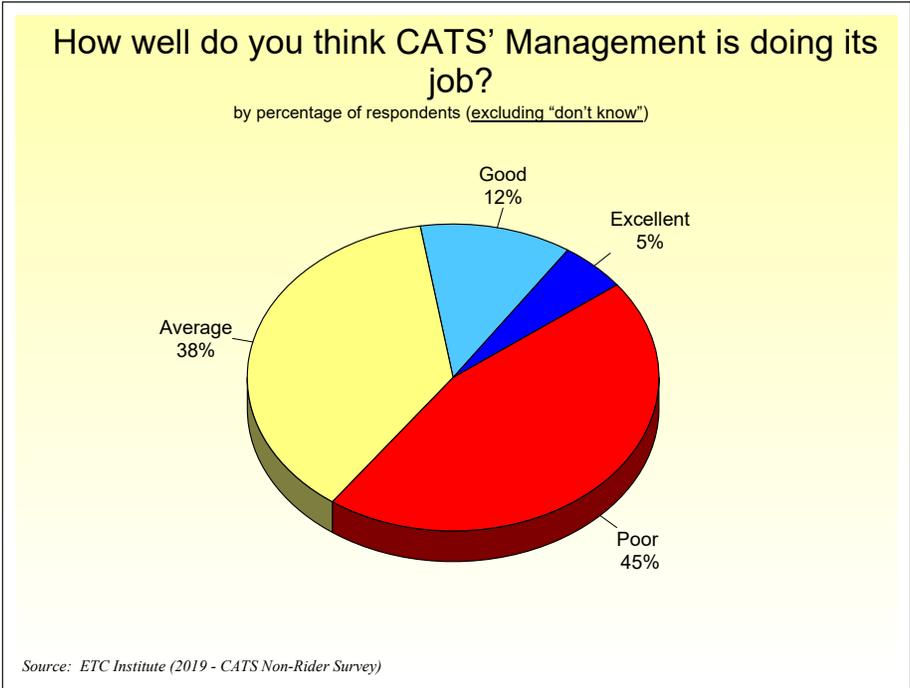
Source: ETC Institute (2019 - CATS Non-Rider Survey)

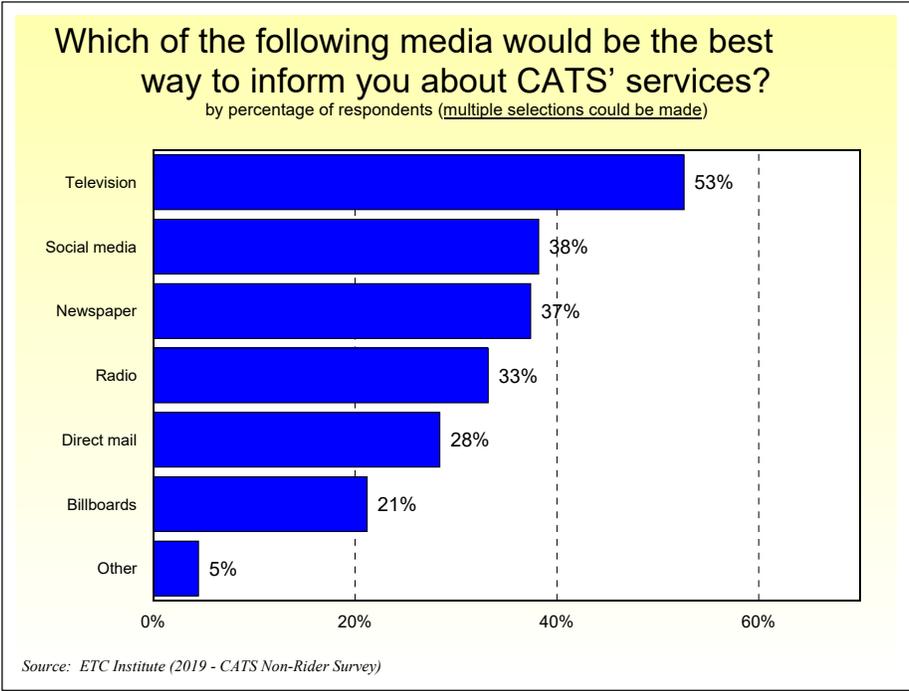
Do you think CATS is fiscally responsible with its budget and funds?

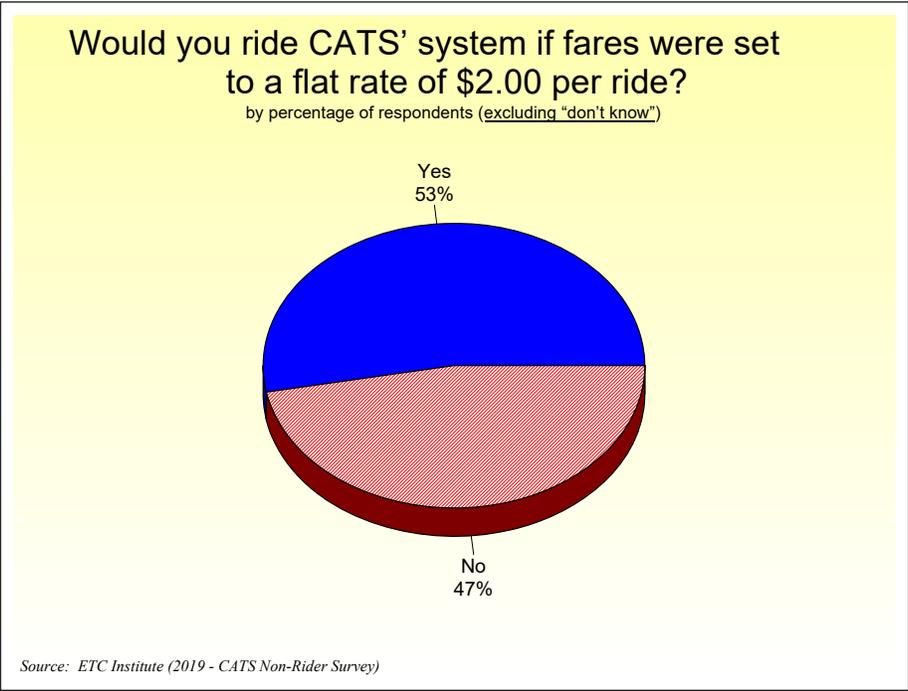
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Non-Rider Survey)

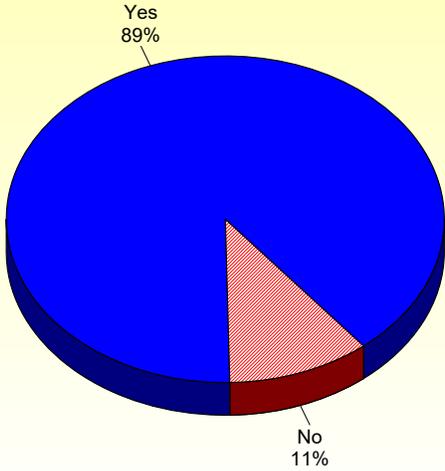






### Do you feel that CATS provides a valuable service to the community?

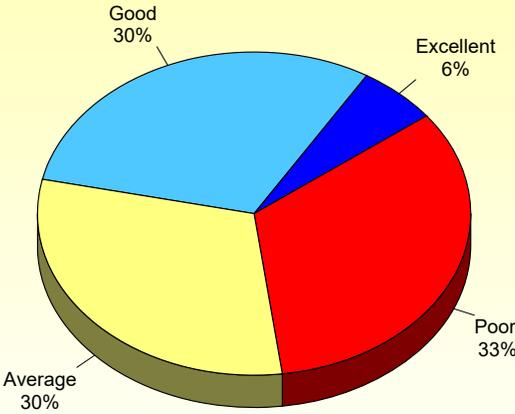
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### Overall, how would you rate CATS' service?

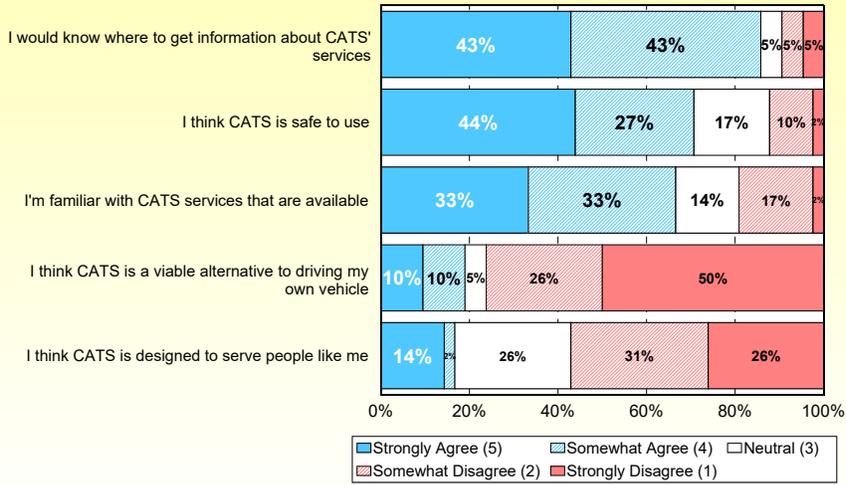
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### Agreement With the Following Statements About Public Transit in Baton Rouge

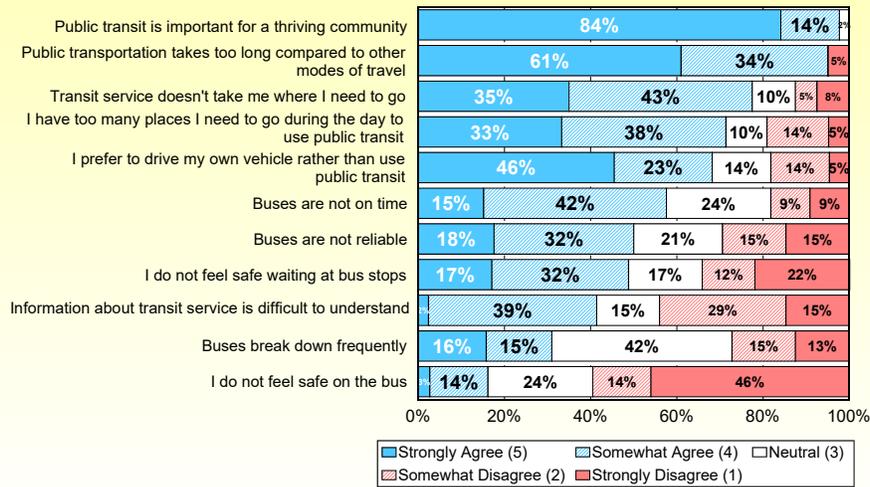
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### Agreement With the Following Statements About Public Transit in Baton Rouge

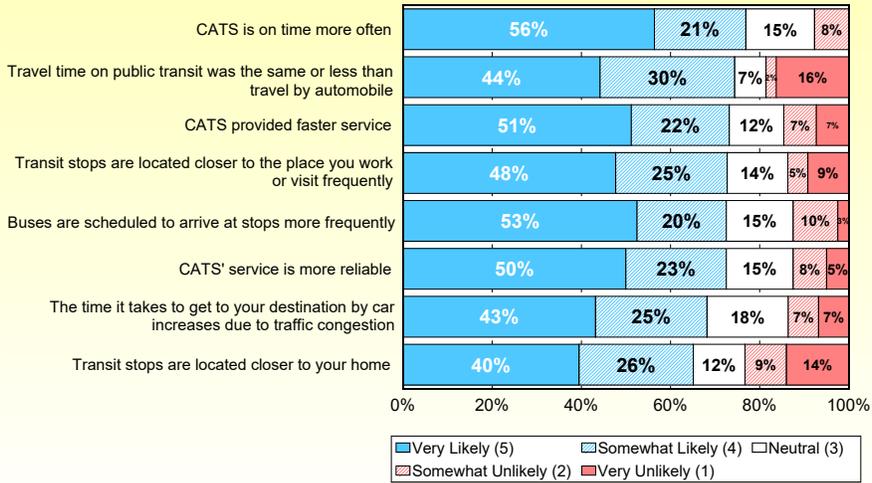
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### How Likely Each of the Following Would Be in Encouraging Residents to Use Public Transit in Baton Rouge

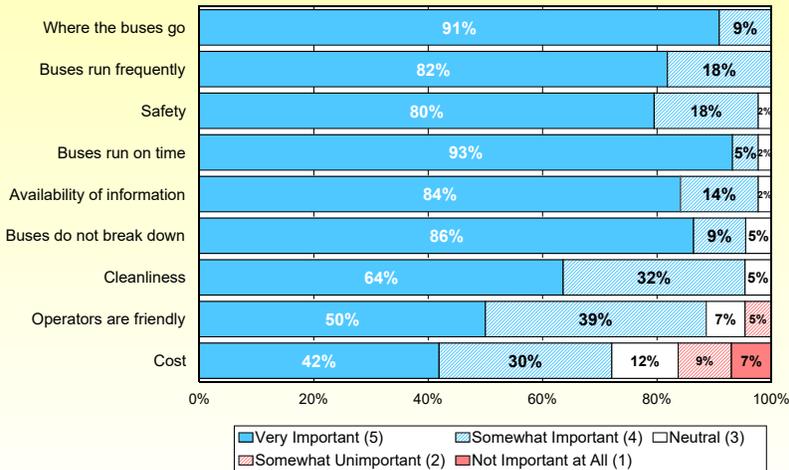
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



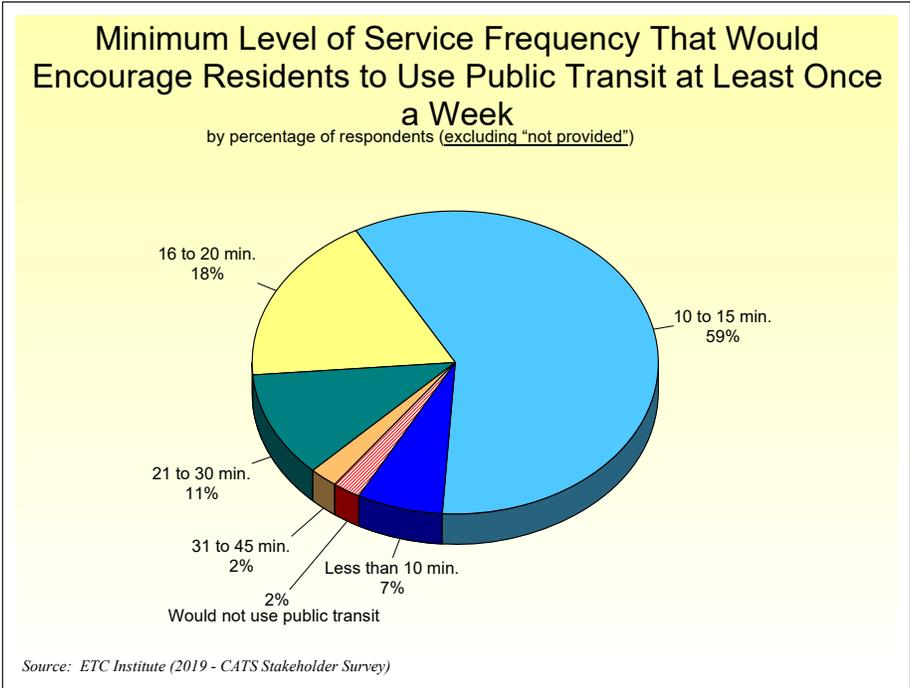
Source: ETC Institute (2019 - CATS Stakeholder Survey)

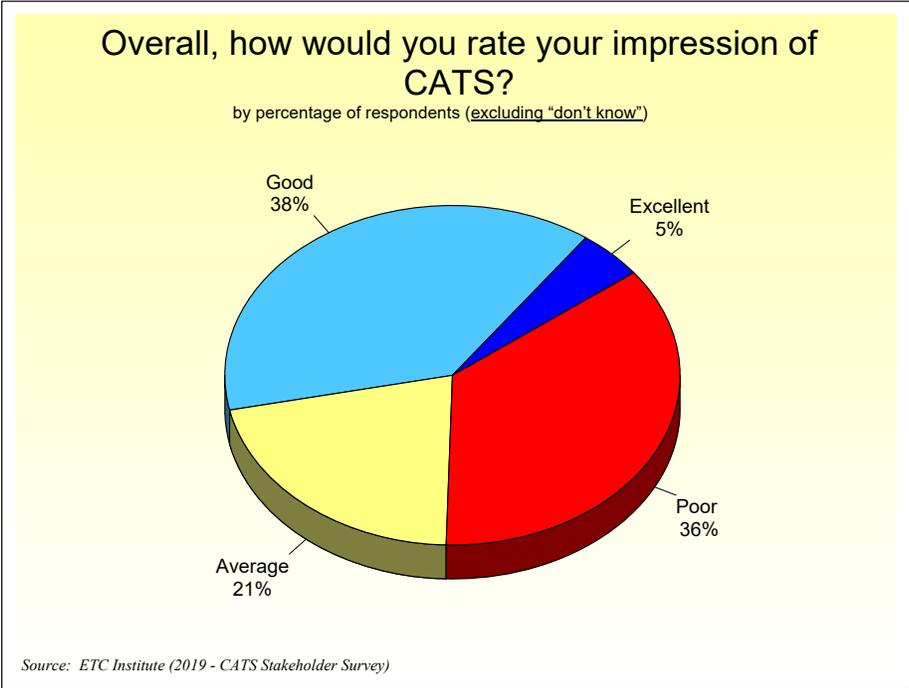
### How Important Each of the Following Factors Would Be If Choosing CATS As a Transportation Option

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



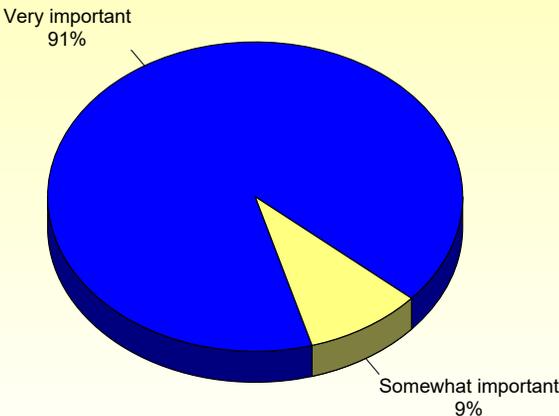
Source: ETC Institute (2019 - CATS Stakeholder Survey)





### Overall, how important do you think it is for an area to support and fund public transit?

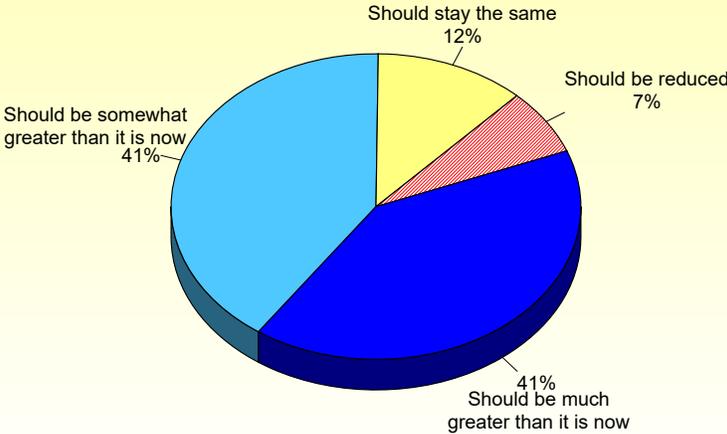
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### How do you think the current level of funding for public transit in the area should change over the next five years?

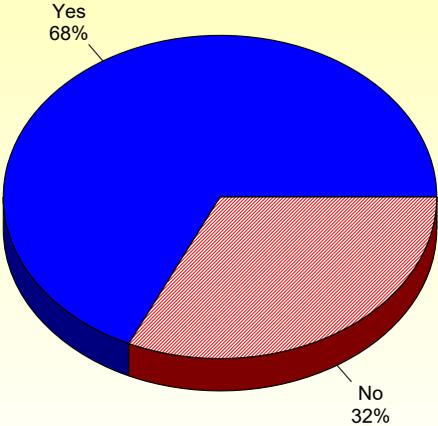
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

Do you think CATS is fiscally responsible with its budget and funds?

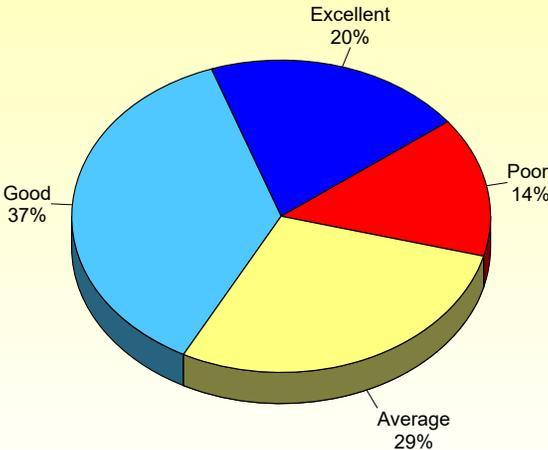
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)

### How well do you think CATS' Management is doing its job?

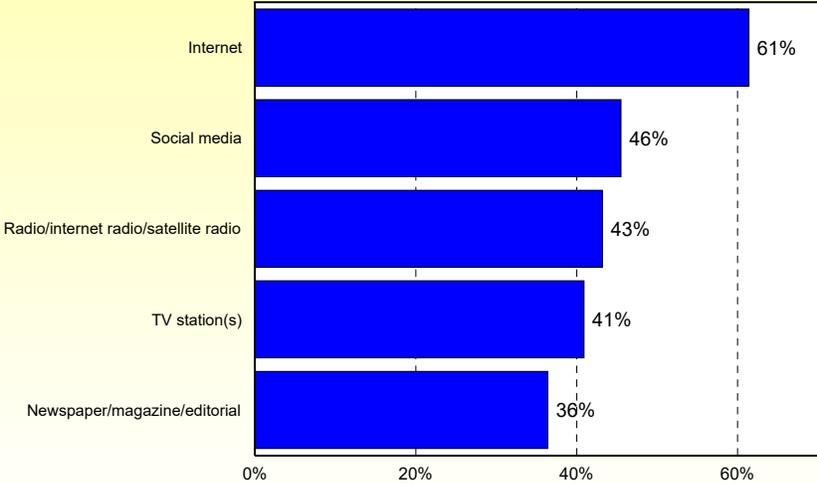
by percentage of respondents (excluding "don't know")



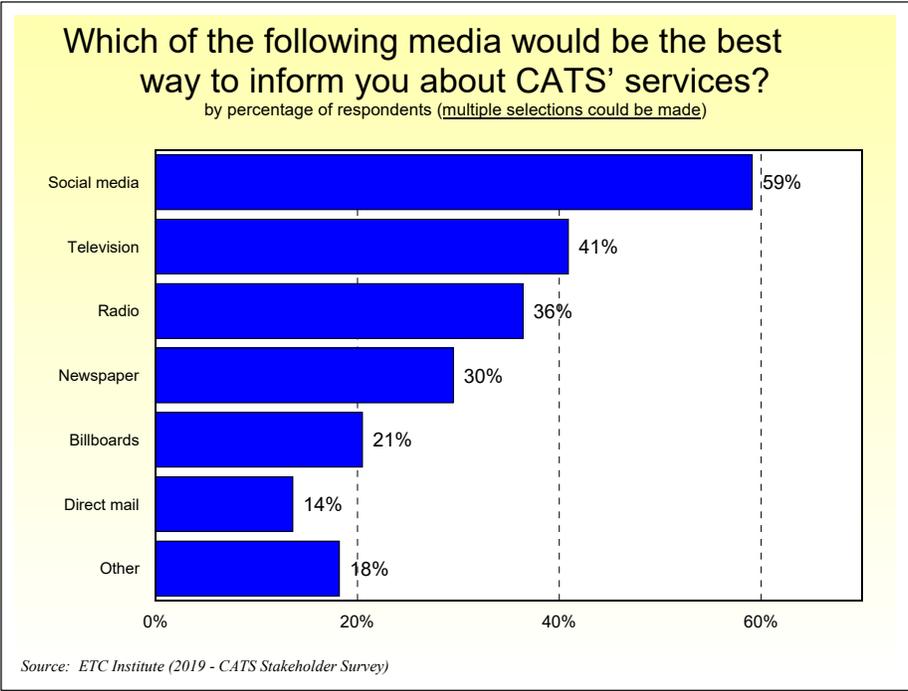
Source: ETC Institute (2019 - CATS Stakeholder Survey)

### Where do you get most of your news and information?

by percentage of respondents (multiple selections could be made)

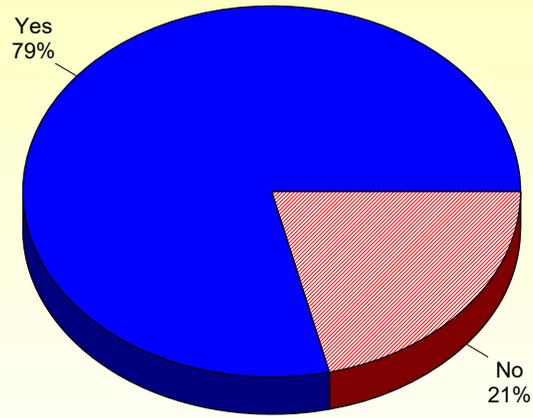


Source: ETC Institute (2019 - CATS Stakeholder Survey)

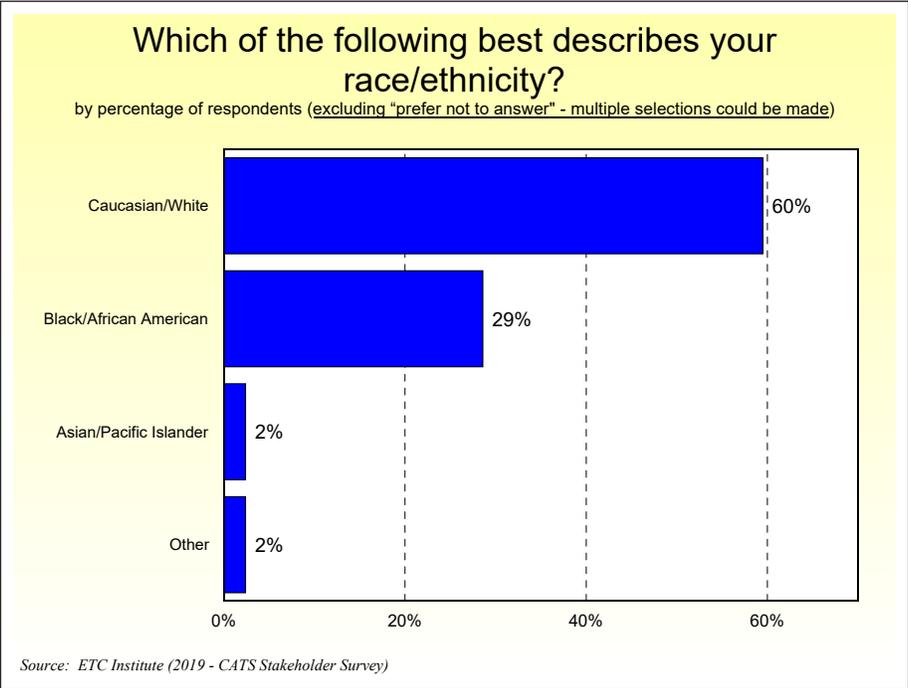
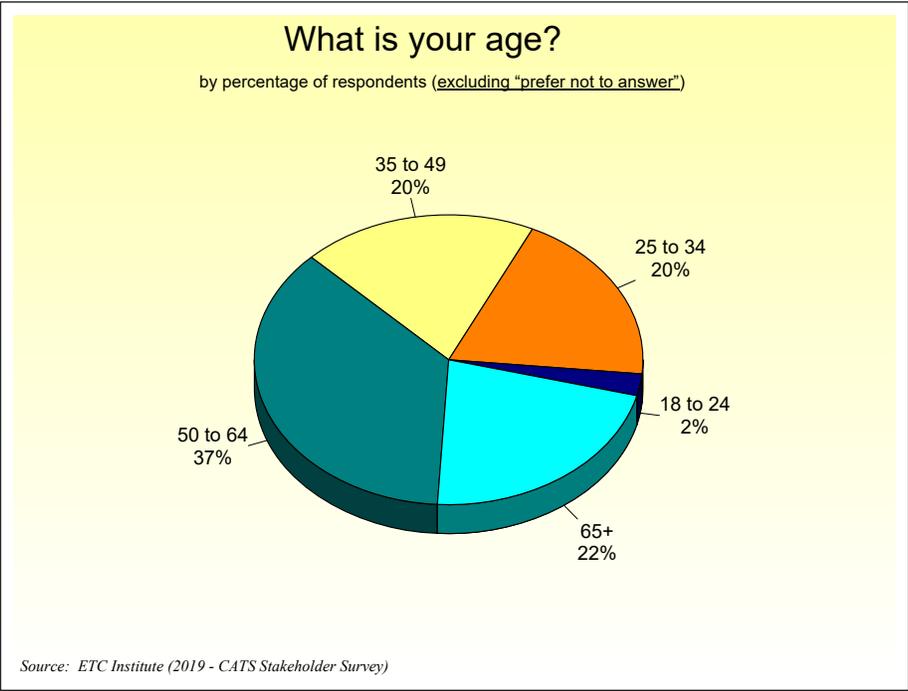


Would you ride CATS' system if fares were set to a flat rate of \$2.00 per ride?

by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019 - CATS Stakeholder Survey)





**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JANUARY 17, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

**Mr. Brandt called the meeting to order.**

**II. ROLL CALL**

**Present were Messrs. Brandt, Breaux, O’Gorman, and Perret, and Mss. Collins-Lewis, Perkins, and Pierre. Mr. Cutrera was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.**

**III. INVOCATION**

**Ms. Perkins gave the invocation.**

**IV. APPROVAL OF MINUTES OF NOVEMBER 15, 2016, AND DECEMBER 20, 2016, MEETINGS**

**Ms. Perkins moved to approve the minutes of both the November 15, 2016, and December 20, 2016, meetings and Mr. Perret seconded. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**V. ADMINISTRATIVE MATTERS:**

**1. CEO Report: Mr. Bill Deville and Executive Staff**

**Mr. Deville introduced Mr. Milo Victoria, who is serving as Interim CEO and noted that Mr. Victoria has been able to provide immeasurable help in his time here.**

**In Human Resources, Mr. Darrell Brown noted that CATS made the following hires in December: Administration – 1 Receptionist; Customer Care – 2 Representatives; and Security – 2 Police Officers.**

**Mr. Victoria informed the board that, in Operations, a transportation performance report is in progress and various procedures are being implemented. It was noted that 13 operators have been hired.**

**Mr. Victoria reported that, in Maintenance, preventive maintenance inspections (PMIs) are at 85%. He shared the 16 scrap buses have been removed from the property and a maintenance performance report has been implemented. A process improvement in both Maintenance and the Parts Room is in progress as well as bus cleanliness standards and maintenance shop reorganization.**

**Mr. Victoria reported there were 205,494 trips in December and 2,581,627 year-to-date. There were 52 complaints, and the on-time performance was 80%. The complaints are broken down as follows: courtesy – 9; facilities/maintenance – 5; passed up – 8; performance – 24; and safety – 5. It is important to note that there are 52 complaints out of 205,494 trips for the month, a percentage of 0.025%.**

**Mr. Deville shared that the following contracts have been executed by him since he has been in the role of Interim and permanent CEO: Insight Strategies for an agency assessment; Baker PMG for shelter project management; and Milo Victoria for the interim COO role.**

**2. Financial Statements: Mr. Conner Burns**

**Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$4,149,538.**

**He then discussed the highlights of the financial statements. The 2016 year-to-date property tax monies received was \$16,476,104, and the amount expended from that source was \$16,464,246. December operating revenues were \$209,350 and governmental revenues were \$1,758,378, for a total source of funds of \$1,967,728. The total direct operating expenses were \$2,140,394.**

**Mr. Burns compared operating revenues from previous years in December: 2016 - \$209,000; 2015 - \$171,000; 2014 - \$184,000; 2013 - \$184,000; and 2012 - \$193,000.**

**The year-to-date operating expenses break down as follows: Operations – 49%, Maintenance – 23%, ADA – 10%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.**

## **VI. PRESIDENT’S ANNOUNCEMENTS**

**Mr. Brandt reiterated the protocol for public comments at board meetings. He noted that Mr. Cutrera has resigned his position with the board and thanked him for his service to the board.**

**Mr. Brandt shared that he had named a Nominating Committee for 2017 officers, and it is as follows: Ms. Donna Collins-Lewis – Chair, Dr. Peter Breaux, and Mr. Ken Perret.**

**Mr. Brandt reminded the members that the SWTA conference is February 12-15<sup>th</sup>. He shared that the website redesign is underway and anyone with suggestions should submit them to Ms. McNaylor.**

**Mr. Brandt informed everyone that Mr. Perret’s time with the board has come to an end and he thanked Mr. Perret for all his hard work and advocacy on behalf of CATS during his tenure.**

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Brandt**

**Mr. Brandt referred the members to the minutes of the committee’s January 12<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that there the action items would be discussed later in the meeting. He informed the board that there was no recommendation on the HWA contract.**

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

**Dr. Breaux noted the committee did not meet.**

### **3. Audit: Mr. O’Gorman**

**Mr. O’Gorman noted the committee did not meet.**

### **4. Planning: Mr. Perret**

**Mr. Perret referred the members to the minutes of the committee’s January 5<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that the recommendation of the CATS staff is to halt plans at the Cortana Mall transit hub to pursue the best long term options for the agency and customers. CATS will proceed with a protected crosswalk and work to get a warning light or signal included.**

**Mr. Perret shared that he has thoroughly enjoyed his time on the CATS Board and he is ready to see someone come behind him and continue to work for the community and transit.**

**5. Community Relations: Ms. Linda Perkins**

**Ms. Perkins noted the committee did not meet.**

**Mr. Morgan Landry of Reliant Transportation reported that Reliant provided 6,436 completed rides in December and 89% were on-time. There were 4,288 total hours and 1 valid complaint.**

**VIII. ACTION ITEMS**

**1. Select Red River Bank as the Purchasing Institution for the Revenue Anticipation Note and adopt the resolution regarding the Revenue Anticipation Note required by the State Bond Commission**

**It was noted that 13 institutions were solicited and two responded. This will be a thirty day short term loan.**

**Mr. O’Gorman moved that Red River Bank be selected as the Purchasing Institution for the Certificate of Indebtedness and to adopt the resolution regarding the Certificate of Indebtedness required by the State Bond Commission. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously and there were no abstentions.**

**RESOLUTION**

**A resolution authorizing the issuance by the Capital Area Transit System of its not to exceed Five Million Dollars (\$5,000,000) Certificates of Indebtedness, Series 2017 (the “Certificate”); providing for the payment thereof; establishing the rate of interest thereon; providing for a pledge of the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Capital Area Transit System within the jurisdictional boundaries of the City of Baton Rouge, pursuant to an election**

held therein on April 21, 2012, and the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Capital Area Transit System within the jurisdictional boundaries of the City of Baker, pursuant to an election held therein on April 21, 2012, for the security and payment of the principal of and interest on the Certificate; and providing for other matters in connection therewith.

WHEREAS, Section 742.2 of Title 39 of the Louisiana Revised Statutes of 1950, as amended (the “*Act*”), and other constitutional and statutory authority, authorize political subdivisions to pay their current expenses by anticipating their revenues from *ad valorem* taxes for the year and to borrow money to pay these current expenses in anticipation of such revenues;

WHEREAS, the Capital Area Transit System, (the “*Issuer*”) adopted a resolution (the “*Prior Resolution*”) on December 20, 2016 authorizing the issuance of its not to exceed \$5,000,000 Certificates of Indebtedness, Series 2017 (the “*Certificate*”) for the purpose of financing current expenses;

WHEREAS, pursuant to the Act and the provisions of this Resolution, the Issuer desires to issue the Certificate to pay current operation costs of the Issuer and to dedicate and set aside revenues for the payment of the principal of and interest on the Certificate; and

WHEREAS, the Issuer has found and determined, pursuant to the requirements of La. R.S. 39:742.2(B), that the avails or proceeds to be received by the Issuer from (i) the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baton Rouge, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “*Baton Rouge Ad Valorem Taxes*”), and (ii) the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baker, State of Louisiana, pursuant to an election held on April 21, 2012 (the “*Baker Ad Valorem Taxes*,” and, together with the Baton Rouge *Ad Valorem Taxes*, the “*Pledged Ad Valorem Taxes*”), shall not exceed seventy-five percent (75%) of the revenues estimated to be realized from the levy and collection of the Pledged *Ad Valorem Taxes*.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the Capital Area Transit System, acting as the governing authority of the Issuer, meeting in legal and regular session, that:

**SECTION 1.** Subject to the approval of the State Bond Commission, there is hereby authorized the borrowing of not to exceed Five Million Dollars (\$5,000,000) in the name of and on behalf of the Issuer to pay the costs of current operations of the Issuer in anticipation of the Pledged *Ad Valorem* Taxes of the Issuer.

**SECTION 2.** In order to fund the aforementioned borrowing, the Issuer is authorized to issue, sell and deliver to Red River Bank, Baton Rouge, Louisiana (the “*Purchaser*”), pursuant to the terms of the commitment letter annexed hereto as Exhibit A, a Certificate of Indebtedness, Series 2017 (the “*Certificate*”), in an aggregate principal amount not to exceed Five Million Dollars (\$5,000,000), bearing interest from date thereof, at the rate of 1.6% per annum (calculated on the basis of a 360 day year, consisting of twelve 30 day months), and maturing June 30, 2017, all in accordance with the provisions of the Act.

**SECTION 3.** The principal of and interest on the Certificate shall be secured by and payable from a pledge of (i) the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baton Rouge, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “*Baton Rouge Ad Valorem Taxes*”), and (ii) the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baker, State of Louisiana, pursuant to an election held on April 21, 2012 (the “*Baker Ad Valorem Taxes*,” and, together with the Baton Rouge *Ad Valorem Taxes*, the “*Pledged Ad Valorem Taxes*”). Principal and interest on the Certificate are payable in lawful money of the United States of America, upon presentation and surrender of the Certificate at the principal office of Red River Bank as paying agent (the “*Paying Agent*”), in Baton Rouge, Louisiana.

No Certificate shall be entitled to any security, right or benefit under this Resolution or be valid or obligatory for any purpose, unless there appears on such Certificate a certificate of registration, substantially in the form provided in this Resolution, executed by the Paying Agent by manual signature, and such executed Certificate of the Paying Agent upon such Certificate shall be conclusive evidence that such Certificate has been executed, registered and delivered under the Resolution.

**SECTION 4.** The initial principal amount drawn on the Certificate shall be in the amount of \$2,500,000. The Issuer may make additional principal draws by completion of a draw request in substantially the form attached to this Resolution as Exhibit B. The Issuer shall not submit more than one draw request each month.

**SECTION 5.** The President and Secretary of the Board of Commissioners of the Issuer are hereby authorized, empowered and directed to execute the

Certificate to represent said indebtedness. Said officers are further authorized and empowered to deliver the Certificate to the Purchaser, upon the payment of the purchase price thereof, to be used for the purpose of the borrowing and to take any other action or execute and deliver any other documents which may be required to accomplish the purpose of this Resolution, including but not limited to a Certificate Purchase Agreement between the Issuer and the Purchaser. The Certificate shall be issued in the form of a single, fully registered certificate, dated the date of delivery thereof and shall be in substantially the following form:

(FORM OF FACE OF CERTIFICATE)

UNITED STATES OF AMERICA  
STATE OF LOUISIANA

CERTIFICATE OF INDEBTEDNESS, SERIES 2017  
OF THE  
CAPITAL AREA TRANSIT SYSTEM

<u>Number</u>	<u>Principal Amount</u>	<u>Issue Date</u>	<u>Maturity Date</u>
R-1	\$5,000,000.00 (initial draw \$2,500,000)	January 30, 2017	June 30, 2017

THE CAPITAL AREA TRANSIT SYSTEM (the “*Issuer*”), hereby promises to pay to Red River Bank, in the City of Baton Rouge, Louisiana, or registered assigns (the “*Purchaser*”), the Principal Amount set forth above, subject to the principal amount actually drawn down on the Certificate, on the Maturity Date set forth above, together with interest thereon from the Issue Date set forth above at the rate of 1.6% per annum (calculated on the basis of a 360 day year, consisting of twelve 30 day months). Interest will be payable on the Maturity Date set forth above.

The principal of this Certificate may be prepaid by the Issuer prior to the Maturity Date set forth above.

Both the principal of and the interest on this Certificate are payable at maturity in lawful money of the United States of America to the registered owner of this Certificate upon presentation and surrender of this Certificate at the principal corporate office of the Paying Agent. The term “Paying Agent” when used herein shall mean Red River Bank, in the City of Baton Rouge, Louisiana, or its successor.

This Certificate has been issued by the Issuer to represent a debt created under the provisions of Section 742.2 of Title 39 of the Louisiana Revised

Statutes of 1950, as amended, and other constitutional and statutory authority, for the purpose of paying the costs of current operations, and this Certificate was specifically authorized by resolutions adopted by the Board of Commissioners of the Capital Area Transit System, as the governing authority of the Issuer, on December 20, 2016 and January 17, 2017 (together referred to as the “*Resolution*”). All capitalized terms used herein and not otherwise defined shall have the meanings given such terms in the Resolution.

This Certificate is secured by and payable from a pledge of (i) the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baton Rouge, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “*Baton Rouge Ad Valorem Taxes*”), and (ii) the avails or proceeds of the 10.6 mills *ad valorem* tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baker, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “*Baker Ad Valorem Taxes*,” and, together with the Baton Rouge *Ad Valorem Taxes*, the “*Pledged Ad Valorem Taxes*”). The Issuer, in and by the Resolution, has also entered into certain other covenants and agreements with the registered owner of this Certificate, for the terms of which reference is made to the Resolution.

This Certificate shall not be valid or become obligatory for any purpose or be entitled to any security or benefit under the Resolution until the certificate of registration hereon shall have been signed by the Paying Agent.

It is certified that this Certificate is authorized by and issued in conformity with the requirements of the Constitution and statutes of the State of Louisiana. It is further certified, recited and declared that all acts, conditions and things required to exist, to happen and to be performed precedent to and in the issuance of this Certificate to constitute the same a legal, binding and valid obligation of the Issuer have existed, have happened and have been performed in due time, form and manner as required by law, and that this Certificate does not exceed any limitation prescribed by the Constitution and statutes of the State of Louisiana.

IN WITNESS WHEREOF, the Capital Area Transit System has caused this Certificate to be signed by the facsimile and/or manual signatures of the President and Secretary of the Board of Commissioners of the Issuer, and the corporate seal of the Issuer to be hereon impressed, and this Certificate to be dated the Issue Date set forth above.

CAPITAL AREA TRANSIT SYSTEM

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
President

(SEAL)

\* \* \* \* \*

**CERTIFICATE OF REGISTRATION**

**This Certificate represents the entire issue of Certificates referred to in the within mentioned Resolution.**

**Red River Bank in the City of Baton Rouge, Louisiana, as Paying Agent**

**Date of Registration:** \_\_\_\_\_

**By:** \_\_\_\_\_

**Authorized Officer**

\* \* \* \* \*

**FORM OF ASSIGNMENT**

**FOR VALUE RECEIVED, the undersigned hereby sells, assigns and transfers unto \_\_\_\_\_ (Please Insert Social Security or other Identifying Number or Assignee) \_\_\_\_\_ the within Certificate and all rights thereunder, and hereby irrevocably constitutes and appoints \_\_\_\_\_ attorney or agent to transfer the within Certificate on the books kept for registration thereof, with full power of substitution in the premises.**

**Dated:** \_\_\_\_\_

**NOTICE: The signature to this assignment must correspond with the name as it appears upon the fact of the within Certificate in every particular, without alteration or enlargement or any change whatever.**

\* \* \* \* \*

**PROVISIONS FOR REGISTRATION**

<u>Registered Owner</u>	<u>Registration Date</u>	<u>Signature of Paying Agent</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____


**SECTION 6.** The principal of the Certificate may be prepaid by the Issuer prior to stated maturity.

**SECTION 7.** The Issuer covenants and agrees that, to the extent permitted by the laws of the State of Louisiana, it will comply with the requirements of the Internal Revenue Code of 1986, as amended (the “Code”) in order to establish, maintain and preserve the exclusion from “gross income” of interest on the Certificate under the Code. The Issuer further covenants and agrees that it will not take any action, fail to take any action, or permit any action within its control to be taken, or permit at any time or times any of the proceeds of the Certificate or any other funds of the Issuer to be used directly or indirectly in any manner, the effect of which would be to cause the Certificate to be “arbitrage bonds” or would result in the inclusion of the interest on the Certificate in gross income under the Code, including, without limitation, (i) the failure to comply with the limitation on investment of proceeds of the Certificate or (ii) the failure to pay any required rebate of arbitrage earnings to the United States of America or (iii) the use of the proceeds of the Certificate in a manner which would cause the Certificate to be a “private activity bond.”

The Certificate is hereby designated as a “qualified tax-exempt obligation,” within the meaning of Section 265(b)(3) of the Code.

The President and Secretary of the Board of Commissioners of the Issuer are hereby empowered, authorized and directed to take any and all action and to execute and deliver any instrument, document or certificate necessary to effectuate the purposes of this Section.

**SECTION 8.** If any provision or item of this Resolution or the application thereof is held invalid, such invalidity shall not affect other provisions, items, or applications of this Resolution which can be given effect without the invalid provisions, items, or applications, and to this end the provisions of this Resolution are hereby declared severable.

**SECTION 9.** It is recognized that the Issuer will not be required to comply with the continuing disclosure requirements described in the Rule 15c2-12(b) of the Securities and Exchange Commission [17 CFR Section 240.15c2-12(b)], because:

- (a) the Certificate is not being purchased by a broker, dealer or municipal securities dealer acting as an underwriter in a primary offering of municipal securities; and
- (b) the Certificate is being issued in a denomination exceeding \$100,000 and sold to only one financial institution (*i.e.*, no more than thirty-five persons),

which (i) has such knowledge and experience in financial and business matters that it is capable of evaluating the merits and risks of the prospective investment in the Certificate and (ii) is not purchasing the Certificate for more than one account or with a view to distributing the Certificate; and

(c) the Certificate has a maturity of nine months or less.

**SECTION 10.** While the Certificate is outstanding, the Issuer shall do and perform or cause to be done and performed all acts and things required to be done or performed by or on behalf of the Issuer under the provisions of the Resolution and as reasonably requested by the Purchaser.

**SECTION 11.** The provisions of this Resolution shall constitute a contract between the Issuer, or its successor in law, and the Purchaser, and the provisions of such contract shall be enforceable by appropriate proceedings to be taken by the Purchaser, either at law or in equity. No material modification or amendment of this Resolution, or any ordinance or resolution or enactment amendatory hereof or supplemental hereto, may be made without the consent in writing of the Purchaser.

**SECTION 12.** The Issuer, the Paying Agent, and any agent of either of them may treat the owner in whose name any Certificate is registered as the owner of such Certificate for the purpose of receiving payment of the principal of and interest on such Certificate and for all other purposes whatsoever, and to the extent permitted by law, neither the Issuer, the Paying Agent, nor any agent of either of them shall be affected by notice to the contrary.

**SECTION 13.** All Certificates surrendered for payment shall be promptly canceled by either the Paying Agent or the Issuer. All canceled Certificates held by the Paying Agent shall be deposited as of directed in writing by the Issuer.

**SECTION 14.** The Issuer will at all times maintain a Paying Agent for the performance of the duties hereunder. Red River Bank Baton Rouge, Louisiana, is hereby designated as the Paying Agent.

**SECTION 15.** The foregoing Resolution shall take effect immediately upon its adoption.

The foregoing Resolution having been duly introduced for final adoption on January 17, 2017, the vote on the final adoption thereof was as follows:

**YEAS:**        7:    **Jim Brandt, Peter Breaux, Donna Collins-Lewis, Kevin O’Gorman, Antoinette Pierre, Kenneth Perret, and Linda Perkins**

**NAYS:**        **0: none**

**ABSENT:**    1: **Lucien Cutrera**

**And the Resolution was declared adopted on this, the 17th day of January, 2017.**

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**Assistant Secretary of the Board of  
Commissioners of the Capital Area  
Transit System**

STATE OF LOUISIANA

PARISH OF EAST BATON ROUGE

I, the undersigned Assistant Secretary of the Board of Commissioners of the Capital Area Transit System, do hereby certify that the foregoing pages constitute a true, accurate and correct copy of the proceedings and actions taken by the Board of Commissioners of the Capital Area Transit System on January 17, 2017 at its regularly scheduled, properly noticed meeting.

IN FAITH WHEREOF, witness my official signature at Baton Rouge, Louisiana, on this, the 17<sup>th</sup> day of January, 2017.

\_\_\_\_\_  
Assistant Secretary of the Board of Commissioners of  
the Capital Area Transit System

Exhibit A

Commitment Letter

Exhibit B

Form of Draw Request

in connection with

CERTIFICATE OF INDEBTEDNESS, SERIES 2017  
OF THE  
CAPITAL AREA TRANSIT SYSTEM

Draw Request Number: \_\_\_\_\_

The undersigned, a duly authorized representative of the Capital Area Transit System (the “*Issuer*”), hereby represents to Red River Bank (the “*Bank*”), with reference to the above-captioned certificate (the “*Certificate*”) purchased by the Bank, that:

(1) The Issuer is the issuer of the Certificate pursuant to resolutions adopted by the Board of Commissioners of the Capital Area Transit System, as the governing authority of the Issuer, on December 20, 2016 and January 17, 2017 (together referred to as the “*Resolution*”). Capitalized terms used herein and not otherwise defined shall have the meanings given such terms in the Resolution.

(2) The Issuer is requesting a principal draw on the Certificate (the “*Principal Draw*”).

(3) The amount of the Principal Draw being requested by the Issuer is \$\_\_\_\_\_, and the amount of such drawing, when added to the aggregate principal amount of the Certificate drawn preceding this Draw Request equals \$\_\_\_\_\_, which does not exceed \$5,000,000.

(4) You are hereby authorized and directed to transfer the amount identified above to the Issuer pursuant to the wiring instructions listed below:

[Wiring instructions]

IN WITNESS WHEREOF, the Issuer has executed and delivered this Draw Request as of the \_\_\_\_\_ day of \_\_\_\_\_, 2017.

**CAPITAL AREA TRANSIT SYSTEM**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

- 2. **Award contract for multiple oil related products to Sun Coast Oil, Inc. and Miguez Fuel, LLC**

**It was noted that this was an Invitation to Bid and there were two different low bidders on various products.**

**Ms. Collins-Lewis moved that Sun Coast Oil, Inc. be awarded the contract for gear oil, motor oil, synthetic transmission fluid, and wheel grease, and that Miguez Fuel, LLC be awarded the contract for hydraulic turbine oil and diesel exhaust fluid. Mr. Perret seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed without objection.**

- 3. **Approve increase of the total amount authorized for the Hewitt Washington & Associates (HWA) bus shelter construction management oversight services contract**

**Mr. Deville noted a recommendation to increase the contract for bus shelter construction management services by \$58,635, which includes a \$3,000 contingency. The contract expires at the end of March 2017, but it is expected to be completed before the end of March; the contingency is in the event of inclement weather.**

**There was a discussion regarding the percentage of shelters to be built later and if these are only at existing bus stops.**

**Ms. Perkins moved that the following resolution be approved:**

**RESOLUTION**

**BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that the CEO is authorized to enter in to a change order with Hewitt Washington & Associates (HWA) to amend the contract between CATS and HWA to increase the total compensation that may be paid to HWA under the contract by \$58,635.**

**Ms. Pierre seconded the motion. Mr. Brandt invited further public comment and there was none. The motion passed unanimously.**

4. **Authorize the removal of Donald Palmer as a Signatory on all Whitney/Hancock Bank accounts and authorize the CEO and/or CFO to execute all required documents**

It was noted that this is a formality with the departure of Mr. Palmer.

**Ms. Perkins moved that Donald Palmer’s authority to sign checks on all Whitney/Hancock Bank accounts is hereby revoked, that William J. Deville is hereby authorized to execute all documents required by Whitney/Hancock Bank to effectuate this change, and that the “Resolution of a State or Local Government Operating Under Authority of a Board, Council, or Other Type of Governing Body” attached hereto as Exhibit A as redacted is hereby adopted. Mr. Perret seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously.**

## **IX. PUBLIC COMMENTS**

At this point, since the last action item is expected to be discussed in executive session, a suggestion was made to have the public comments taken ahead of the last action item. There was no objection to amending the agenda to take up public comments at this time.

Ms. Wilford, a passenger, asked what is being done to make CATS more reliable for riders of necessity.

Ms. Bennett noted there used to be a route that passed her apartment but it no longer comes; it is a route that is needed. She brought a petition signed by residents of the apartment complex stating such.

## **VIII. ACTION ITEMS – CONTINUED**

5. **Authorization for the CEO to settle the claim of Lyle Fitte under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 645,119, Sec. 23; and that Lyle Fitte is the plaintiff and Capital Area Transit System and Royal Brooks are the defendants.)**

Mr. Brandt moved to enter executive session to discuss the pending litigation and possible settlement of each matter. Ms. Perkins seconded the motion, there were no public comments, and the motion passed unanimously.

Upon returning from executive session, Ms. Collins-Lewis moved that the CEO is authorized to settle the claim of Lyle Fitte for the sum of Eighty Two Thousand Five Hundred and 00/100 (\$82,500) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

## **X. ADJOURN**



IN WITNESS WHEREOF, we have hereunto affixed our signatures as of

(date).

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary/Clerk

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

# EXHIBIT A

## MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY

### Listing of Accounts ("listed Accounts")

Customer Name: Capital Area Transit System

Account Subtitle	Account#
1. E Commerce	[REDACTED]
2. Health Insurance	[REDACTED]
3. FTA	[REDACTED]
4. Worker's Compensation	[REDACTED]
5. Payroll	[REDACTED]
6. General	[REDACTED]
7. Business Liability	[REDACTED]
8. Hotel Motel Tax Receipts	[REDACTED]
9. Passenger Receipts	[REDACTED]
10. Medicaid Reimbursements	[REDACTED]
11. Property Tax Fund	[REDACTED]

## MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY

### Customer Information:

Select One:  New Account  Update (Add/Delete) Signers  Supersede Existing Signature Card

Governing Authority Name/

Customer Name: Capital Area Transit System

Address: 2250 Florida Blvd-----

City, State, ZIP: Baton Rouge, LA 70802

Phone Number: 225-389-8920

Tax ID Number: 72-0755868

The undersigned certifies to Bank that (1) he/she is authorized to sign this Master Signature Card For Depository Accounts ("Signature Card") on behalf of Customer that are listed on Exhibit A (hereinafter referred to as Listed

Accounts) and certifies that all statements made on this Signature Card are correct and in accordance with Customer's internal account authorization, organizational and governing documents; (2) each signature presented on this Signature Card is the signature of the named person, who is authorized to sign and otherwise act on behalf of Customer and all Listed Accounts with respect to the accounts listed in this Signature Card. The Customer on its behalf and on behalf of all Listed Accounts, acknowledges receipt of, and agrees to be bound by the Bank's Deposit Agreement, Terms and Conditions, as may be amended by Bank from time to time.

_____ Authorized Signature	_____ Officer Title	_____ Date
_____ Authorized Signature	_____ Officer Title	_____ Date
_____ Authorized Signature	_____ Officer Title	_____ Date
_____ Authorized Signature	_____ Officer Title	_____ Date
_____ Authorized Signature	_____ Officer Title	_____ Date



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
FEBRUARY 21, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

**Mr. Brandt called the meeting to order.**

**II. ROLL CALL**

**Present were Messrs. Bellue, Brandt, Breaux, Cohran, and O’Gorman, and Mss. Collins-Lewis, Perkins, and Pierre. Mr. Cutrera was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.**

**III. INVOCATION**

**Ms. Perkins gave the invocation.**

**Mr. Brandt took a moment to introduce two new board members: Mr. Mark Bellue, who serves on the East Baton Rouge Parish School Board for District 1 and works with LUBA Workers’ Comp in government relations; and Mr. Kahli Cohran, who is a civil engineer and owns Civil Solutions Consulting Group, as well as being an Adjunct Professor at Southern University.**

**IV. NOMINATION AND ELECTION OF OFFICERS**

**Ms. Collins-Lewis, chair of the Nominating Committee, recommended the following slate of officers:**

**President – Mr. Jim Brandt**

**Vice-President – Ms. Linda Perkins  
Secretary – Ms. Antoinette Pierre  
Treasurer – Mr. Kevin O’Gorman**

**Ms. Collins-Lewis moved that the nominated slate of officers be approved and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**Mr. Brandt thanked the board members for their support. He noted that it has been a pleasure to serve as the President and to work with Mr. Deville in establishing a fleet replacement program and fiscal accountability, among other things.**

**V. APPROVAL OF MINUTES OF JANUARY 17, 2017 MEETING**

**Ms. Perkins moved to approve the minutes of both the January 17, 2017 meeting and Ms. Pierre seconded that motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**VI. PRESIDENT’S ANNOUNCEMENTS**

**Mr. Brandt noted that the CATS Board would soon be losing its most veteran member in Ms. Donna Collins-Lewis as she moves to the Planning Commission Board. To mark the importance of Ms. Collins-Lewis’s contributions, Mr. Brandt moved that the following resolution be approved:**

**Resolution Honoring Councilwoman  
Donna Collins-Lewis  
February 21, 2017**

**Whereas, Councilwoman Donna Collins-Lewis has served on the Capital Area Transit System Board of Commissioners for eight years – from 2009 until 2017 – and has endeared herself as a champion for public transit and the citizens of Baton Rouge, and**

**Whereas, Ms. Collins-Lewis has demonstrated commitment to moving Baton Rouge and CATS forward with her efforts to secure the first dedicated funding source for CATS in its history, and**

**Whereas, she has been an advocate for transit in her role as a Metropolitan Councilmember and has exhibited true leadership in educating her peers on the importance of sustainable public transit in Baton Rouge, and**

**Whereas, Ms. Collins-Lewis served two terms as President of the CATS Board of Commissioners – 2014 and 2015 – and guided the Agency through this period with a steady hand, and**

**Whereas, Ms. Collins-Lewis supported and pushed for the agency to develop its first comprehensive fleet replacement program to better the service provided, and**

**Whereas, Ms. Collins-Lewis has always put the needs of the customer and the community at the forefront of any decision she has made,**

**Therefore be it resolved by the Board of Commissioners of the Capital Area Transit System that it acknowledges the unending dedication of Councilwoman Donna Collins-Lewis to improving the quality of life for the citizens of Baton Rouge through the betterment of public transportation.**

**Resolution adopted by the CATS Board of Commissioners on Tuesday, February 21, 2017.**

**Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**Mr. Brandt also shared that the special session of the state legislature was coming to an end and it did not appear that CATS would be negatively impacted by any of the bills at this point.**

## **VII. ADMINISTRATIVE MATTERS:**

### **1. Executive Report: Mr. Bill Deville and Executive Staff**

**Before beginning the Executive Report, Mr. Deville noted that CATS would begin recognizing employee milestones on a quarterly basis at board meetings. Employees who reached one-, five-, ten-, and twenty plus-year anniversaries were recognized by CAO Darrell Brown.**

**Mr. Deville and Mr. Brown also took a moment to recognize Mr. Clovis Hayes, the first African-American bus operator at what is now Capital Area Transit System. Mr. Hayes and his family were in attendance at the meeting.**

**In Human Resources, Mr. Darrell Brown noted that CATS made the following hires in January: Operations – 2 Operators and 9 Cadets; and Maintenance – 2 Utility Technicians.**

**Mr. Brown informed the board that, in Operations, all routes are being serviced daily as a result of new vehicles and growing number of operators. CATS assisted with the evacuation of residents from an apartment complex on Cedar Crest due to a fire.**

**Mr. Brown reported that, in Maintenance, preventive maintenance inspections (PMIs) are at 93%.**

**Mr. Brown reported there were 216,552 trips in January and 216,552 year-to-date. There were 68 complaints, and the on-time performance was 82%. The complaints are broken down as follows: courtesy – 17; facilities/maintenance – 8; IT/website issues – 3; other – 2; passed up – 9; performance –20; and safety – 9. It is important to note that there are 68 complaints out of 216,552 trips for the month, a percentage of 0.031%.**

**Mr. Deville shared that, in Service Planning, Phase One of the Service Improvement Projects implementation is planned for no later than the end of the second quarter 2017. The current proposal is going through governmental compliance review. Phase Two of the project, the Comprehensive Operational Analysis (COA) is in process. Phase One of the Florida Boulevard modified BRT projects planning is underway. Phase Two of the modified BRT plan is Plank Road and is in the planning stages.**

**Mr. Deville noted that, in Facilities Planning, CATS is engaged with LSU and FTA Region VI Headquarters regarding the startup authorization and process for the North Baton Rouge hub. CATS is awaiting Our Lady of the Lake to reconvene the talks for the Children’s Hospital for the South Baton Rouge hub. In light of recent developments at the Cortana Mall site, CATS is reevaluating the East Baton Rouge hub to determine the best location long-term. Discussions are underway for the Downtown hub locations.**

**Mr. Deville informed the board that the COO search status is ongoing and he hopes to have a resolution by the next board meeting. The Strategic Plan process is underway with CEO Vision Narrative, Operations, Capital, and Financial planning projects. The 2017 Board Retreat has been set for April 27-28 and is being finalized with CATS staff. The paratransit service contract is under review for a proposed short-term rate increase for approximately three months to allow CATS to issue an RFP and to award a new contract by June. The new website is being built and the expected launch is late May.**

**Mr. Deville noted that the Southwest Transit Association’s annual conference in Baton Rouge that was put on in conjunction with CATS just wrapped up. The event was highly successful and featured a panel discussion with Mayor-President Sharon Weston Broome, Transportation Secretary Dr. Shawn Wilson, BRAF Executive Vice President John Spain, NORTA CEO Justin Augustine, and CATS CEO Bill Deville.**

**2. Financial Statements: Mr. Conner Burns**

**Mr. Burns shared that one-half of the certificate of indebtedness had been received and would be closed March 1<sup>st</sup>. He also noted that the \$3 million of board reserves were replenished.**

**Mr. Burns described the highlights of the written report contained in the members’ packets showing the status of grants. The balance of grant funds remaining was \$4,149,538.**

**He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$1,676,296, and the amount expended from that source was \$1,200,000. January operating revenues were \$202,247 and governmental revenues were \$1,362,583, for a total source of funds of \$1,564,830. The total direct operating expenses were \$2,117,142.**

The year-to-date operating expenses break down as follows: Operations – 52%, Maintenance – 19%, ADA – 11%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

## VIII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Brandt

Mr. Brandt referred the members to the minutes of the committee's February 16<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that there the action items would be discussed later in the meeting. He informed the board that all the action items left F&E with positive recommendations.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. O’Gorman

Mr. O’Gorman noted the committee did not meet.

### 4. Planning: Mr. Perret

Mr. Brandt noted the committee did not meet.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins noted the committee did not meet.

Ms. Nacosha Phillips, Office Manager of Reliant Transportation, reported that Reliant provided 7,022 completed rides in January and 90% were on-time. There were 4,959 total hours, 7% of rides were no-shows, and there were 6 valid complaints.

## IX. ACTION ITEMS

### 1. Approve renewal of comprehensive general liability insurance policy with Travelers Property Casualty Insurance Company and QBE Specialty Insurance Company through Arthur J. Gallagher Risk Management Services, Inc.

Mr. Burns noted that Arthur J. Gallagher is the agent of record for CATS and is in the third year of their contract.

The cost for the renewal is \$87,369.46.

Ms. Pierre moved that the CEO is authorized to renew the comprehensive general liability insurance policy for 2017 with Travelers Property Casualty Insurance Company and QBE Specialty Insurance Company through Arthur J. Gallagher Risk

Management Services, Inc. and to execute any documents required for the renewal. Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

2. Authorize the CEO to declare certain furniture items and two parts cleaners as surplus

It was noted that this is a procedural matter that must be fulfilled in order for CATS to send items to auction and/or have them declared scrap.

Ms. Collins-Lewis moved to approve the following resolution and Ms. Perkins seconded that motion:

**RESOLUTION OF BOARD OF COMMISSIONERS OF CAPITAL AREA  
TRANSIT SYSTEM DECLARING CERTAIN ITEMS AS SURPLUS PROPERTY**

**BE IT RESOLVED that the following items are declared surplus property and that the CEO of Capital Area Transit System (CATS) is authorized to have the items disposed of as he deems fit:**

tag 6415	grey 2 drawer file cabinet	handles missing - cabinet is locked and we have no key--not usable	6415 picture
tag 0399	Podium---brown wooden	Not stable--wood chipped in several places--not usable	tag 0399
tag 5478	3 drawer beige steel file cabinet	Has handles--bottom drawer is taped--not usable	tag 5478
Hospitals 35104	5 drawer steel file cabinet beige	First drawer opens but the other 4 drawers do not open	Hospitals 35104
tag 0332	2 drawer steel file cabinet beige	drawers will not open SCRAP	Tag 0332
2 drawer steel file cabinet		Rusted bottom; no key	No tag 1
4 red plastic chairs		one has no back on the chair; all are full of grease and not usable	No tag 2 a & b
Two shelf brown side cabinet - wood		not stable and very dirty	No tag 3 a & b
Black cloth chair with 2 arm rests		Wobbly; leather on arm rests is torn	No tag 4 a b & c
5 drawer steel file cabinet--beige		Drawers are taped up; very unstable; not functional	No tag 5 a & b
5 drawer steel file cabinet--beige		Last 4 drawers do NOT open; unstable	No tag 6 a & b
Bar stool with metal legs		Seat is covered with a plastic garbage bag; not usable	No tag 7

2 drawer beige steel file cabinet - letter size	Rusted at the bottom. Something was screwed on the side that is now missing; no key;	No tag 8 a b & c
2 drawer steel file cabinet--legal size --light grey	Can't open drawers--dented in several areas	No tag 9 a b & c
Black cloth roller chair--5 legs	Cloth all torn - chair is filthy; not usable	No tag 10 a
Black cloth roller chair	Wobbly; seat torn	No tag 11 a & b
4 drawer beige file cabinet--Audit is one of the labels on this cabinet	2 drawers will not close	No tag 12 a b & c
4 drawer lateral file cabinet--steel lock bar on right side--beige	Drawers one and 4 do not open	No tag 13 a b c & d
Executive size desk---wooden looking cover	Pieces missing--will not stand on its own; table cover scratched	No tag 14 a & b
5 drawer Dark beige file cabinet	2 rods missing; lock broken; no key; banged up	No tag 15 a b & c
5 drawer lateral steel file cabinet	Drawers do not open; bottom drawer bows out; not usable	No tag 16 a & b
4 drawer black steel file cabinet	good	12
Extension of a desk	okay	29
Admiral television	okay	31
Wooden side table - executive size	okay	35
Blue topped picnic table	okay	36
Wooden dark extension--has fake drawers	appears to need something to hold it up	37
Desk top	can't find legs but top is in good condition	39
wooden veneer cabinet	okay	40
picnic table	okay	45
picnic table	okay	46
picnic table	okay	47
picnic table	okay	48
0369	4 drawer steel file cabinet--lateral	Okay
0378	Small wooden printer table	Okay
0401	Smaller executive desk	Okay
0409	Executive dark brown--wooden desk	Okay
0429	Cherry wood executive desk	Good
0434	Executive bookcase brown wood	Good
0460	4 drawer beige steel file cabinet	Okay
0468	4 drawer file cabinet--beige	Okay

0480	Green easel	Good
0496	4 drawer steel file cabinet beige	Okay
0511	stand alone desk 2 drawer	Okay
0517	Sony computer monitor	Okay
0568	4 drawer beige steel file cabinet	Okay
0570	Executive credenza--brown wood	Good
0571	Dark cherry wood computer desk	Okay
0584	4 drawer beige steel file cabinet	Okay
5446	4 drawer steel file cabinet black	Okay
5450	2 drawer lateral file cabinet--wooden cherry	Okay
5468	4 drawer steel file cabinet	Okay
5469	4 drawer light grey steel file cabinet	Third drawer does not close
5498	Dark brown wood executive size desk	Okay
5499	Brown wood hutch top	Right side of top fell off but could be fixed
6073	Black chair--armed sides	a little torn on chair back
6414	3 drawer wooden file cabinet	very good
6473	1 of 6 red chairs - cloth	good except for scratches on arms
6474	1 of 6 red chairs - cloth	good except for scratches on arms
6475	1 of 6 red chairs - cloth	good except for scratches on arms
6476	1 of 6 red chairs - cloth	good except for scratches on arms
6477	1 of 6 red chairs - cloth	good except for scratches on arms
6478	1 of 6 red chairs - cloth	good except for scratches on arms
6479	Wooden shelving unit	shelf behind door is missing
6481	Computer table - wooden	okay
6482	Wooden shelving unit	okay
6484	Wooden shelving unit	okay
6498	2 drawer wooden brown lateral file cabinet	okay
82984	Light brown wood hutch top	one piece broke off but piece is here for repair
205-261	Printer table brown wood	shelf missing
826-3687?	5 drawer lateral file cabinet beige	okay
826-36876	5 drawer lateral file cabinet beige	okay
99801-2052261	Printer table brown wood	scratches---otherwise okay

Two LiftKleen Part Cleaner No. LKD60.

**Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**3. Approve Jeanette Eckert as Records Officer**

**It was noted that this is a state requirement for all public agencies to have a Records Officer.**

**Ms. Perkins moved that Jeanette Eckert be designated as the Records Officer for Capital Area Transit System and Mr. O’Gorman seconded that motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**X. PUBLIC COMMENTS**

**At this point, since the last action item is expected to be discussed in executive session, a suggestion was made to have the public comments taken ahead of the last action item. There was no objection to amending the agenda to take up public comments at this time.**

**There were no public comments.**

**IX. ACTION ITEMS – CONTINUED**

- 4. Authorization for the CEO to settle the claim of Harry Boss under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 653,726, Sec. 26; and that Harry Boss is the plaintiff and Capital Area Transit System is the defendant.)**

**Mr. Brandt moved to enter executive session to discuss the pending litigation and possible settlement of each matter. Ms. Perkins seconded the motion, there were no public comments, and the motion passed unanimously.**

**Upon returning from executive session, Mr. Brandt moved that the CEO is authorized to settle the claim of Harry Boss for the sum of Thirteen Thousand Ninety-Two and 00/100 (\$13,092.00) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.**

**XI. ADJOURN**

**Ms. Perkins moved to adjourn the meeting. Ms. Collins-Lewis seconded, and the motion carried unanimously.**



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MARCH 21, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were Messrs. Brandt, Breaux, Cohran, and O’Gorman and Ms. Perkins. Messrs. Bellue and Cutrera and Mss. Collins-Lewis and Pierre were absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. APPROVAL OF MINUTES OF FEBRUARY 21, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the February 21, 2017, meeting and Dr. Breaux seconded. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

## V. PRESIDENT'S ANNOUNCEMENTS

Mr. Brandt discussed the protocol for public comments at board meetings. He reminded the public that comments are welcomed and let them know they should complete a comment card with Ms. Greenlee prior to speaking.

All committees have been filled for 2017. Ms. Perkins will continue to chair the Community Relations Committee and there may be an additional member added; Mr. 'Gorman will continue to chair the Audit Committee; Dr. Breaux will continue to chair the Technical Policies and Practices Committee; Mr. O'Gorman will be the new chair of the Planning Committee, and Messrs. Bellue and Cohran will be joining that committee; and Mr. Brandt will continue to chair the Finance and Executive Committee, and the at-large position on this committee will be filled once the new board members are appointed.

Mr. Brandt reminded the board members that the retreat is planned for April 27-28<sup>th</sup>. This will also be a strategic planning session.

There will be a new board member orientation for the recently appointed members prior to the board retreat.

## VI. ADMINISTRATIVE MATTERS

### 1. CEO Report: Mr. Bill Deville and Executive Staff

In Human Resources, Mr. Darrell Brown noted that CATS made the following hires in February: Operations – 1 Operator and 5 Cadets; and Maintenance – 1 Utility Technician.

Mr. Brown reported that, in Maintenance, preventive maintenance inspections (PMIs) are at 97%. He shared that the first of the twelve 2017 Gillig buses went into production on March 6<sup>th</sup> and that there is an air conditioner campaign ongoing in the Maintenance Department to ensure all ACs are operational for the upcoming warm months.

Mr. Brown reported that the performance measures are being reviewed to ensure that all numbers presented are accurate. Mr. Deville added that all numbers are being reviewed, including the performance measures, financials, and other numbers reported to the board and the public.

Mr. Deville shared that the service enhancement plan is underway and meetings are being held with stakeholders to share the information. The plan will come before the board for approval. Mr. Deville noted that plans for the modified BRT are ongoing.

Mr. Deville updated the board on the hubs. The South Baton Rouge hub currently located at the Mall of Louisiana is still slated to be permanently located at the future

site of the Our Lady of the Lake Children’s Hospital. The work for the purchase of the North Baton Rouge hub site from LSU is continuing.

Mr. Deville commented that work progresses on the new website, and the strategic plan will be discussed at the upcoming CATS board retreat.

Mr. Deville shared that he recently traveled to Washington, D.C. to meet with both SWTA and Congressional leaders.

Mr. Deville concluded by noting that Mr. Rod Goldman would be assuming the role of Chief Operations Officer beginning in April. Mr. Goldman comes to CATS with decades of experience and worked with CATS for two years as a consultant with MV Transportation.

**2. Financial Statements: Mr. Conner Burns**

Mr. Burns shared that the certificate of indebtedness is complete. The money that was borrowed from Red River Bank was repaid. The Board restricted reserves were replenished and are frozen at \$3,000,000.

Mr. Burns described the highlights of the written report contained in the members’ packets showing the status of grants. The balance of grant funds remaining was \$3,538,941.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$12,326,475, and the amount expended from that source was \$3,401,895. February operating revenues were \$213,139 and governmental revenues were \$2,364,479, for a total source of funds of \$2,577,618. The total direct operating expenses were \$2,455,658.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 22%, ADA – 10%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

Mr. Brandt moved to amend the order of the agenda to have action items taken ahead of committee reports in order to keep a quorum of the members. Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**VII. ACTION ITEMS**

**1. Approve one year renewal of contract with FuelTrac for diesel and gasoline**

Mr. Burns noted that this is a second renewal option on the existing contract. CATS participates in a contract initiated by the City-Parish with FuelTrac. Mr. Brandt noted this was unanimously recommended for approval by the F&E Committee.

**Dr. Breaux moved that the CEO is authorized to renew the contract with FuelTrac for diesel and gasoline for one year and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**2. Approve renewal of building lease with Mid-City Tower for one year**

**Mr. Burns shared that the proposed lease would be a one-year lease with two, one-year renewal options. The lease terms were investigated and deemed to be a competitive cost per square foot. Mr. Brandt noted that this was unanimously recommended for approval by the F&E Committee.**

**Ms. Perkins moved that the CEO is authorized to renew the building lease with Mid-City Tower for one year at the rate of \$1.13 per square foot for the fifth floor and \$1.22 per square foot for the ninth floor and under such terms and conditions as the CEO deems appropriate. Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**3. Select the lender for financing of the 2017 Gillig buses and authorize the CEO to enter into a contract with the chosen lender**

**Mr. Burns noted that a Request for Proposals was done. He shared that twelve institutions were solicited, advertisements were placed, and the RFP was placed on the CATS website. The Proposal Evaluation Committee is recommending Banc of America Public Capital Corporation as the lender for the ten 2017 Gillig buses that are being financed.**

**Details include a term of seven years and an interest rate of 2.3%.**

**The two remaining buses will be paid with cash by CATS. Mr. Brandt noted that this was unanimously recommended for approval by the F&E Committee.**

**Dr. Breaux moved that Banc of America Public Capital Corporation be declared the successful proposer for the financing of the 2017 Gillig buses and that the CEO be authorized to enter into a contract with Banc of America Public Capital Corporation as set forth in the RFP and proposal by Banc of America Public Capital Corporation and under such terms and conditions as the CEO deems appropriate. Mr. Cohran seconded the motion. Mr. Brandt invited public comment and Mr. Chris Huddleston asked which banks were provided the RFP. The motion passed unanimously with no abstentions.**

**4. Authorize the CEO to enter into an amended contract with Reliant Transportation for paratransit services to increase rates paid to Reliant Transportation**

**Mr. Deville noted that CATS needs to develop a new RFP for paratransit services as this has not been done in many years. In the interim, Reliant has requested a rate**

increase that CATS has determined to be a fair increase. It is imperative that CATS continue providing this service while a new RFP is developed. Mr. Brandt noted this was unanimously recommended for approval by the F&E Committee.

Ms. Perkins moved that the CEO is authorized to enter into an amended contract with Reliant Transportation Group to increase the rates paid to Reliant Transportation Group to \$39.35 per hour and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

5. Set the CEO's contract authority including authorizing the CEO to execute contracts on behalf of CATS for matters involving \$50,000 or less annually

Mr. Brandt noted that this is the same policy that has been in place since 2013.

Mr. Abadie shared that this authority was given to Mr. Deville as the Interim CEO and simply needed to be extended to him as the permanent CEO. Mr. Brandt noted this was unanimously recommended for approval by the F&E Committee.

Mr. Brandt moved that the following resolution be adopted and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

#### RESOLUTION REGARDING THE CEO'S CONTRACT AUTHORITY

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that the CEO or his designee is authorized to execute contracts on behalf of CATS or to obligate CATS to agreements, without approval from the Board of Commissioners, for (a) matters involving \$50,000 or less annually, or (b) vehicle parts, provided that non-vehicle matters involving \$20,000 to \$50,000 shall be reported to the Board.

Mr. Brandt noted that the next action item involved pending litigation and should be considered in executive session. He therefore moved that the board enter into executive session to consider the pending litigation. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried passed unanimously with no abstentions.

#### VII. ACTION ITEMS – CONTINUED

6. Authorization for the CEO to settle the claim of Marie Travis under the terms of the settlement and judgment 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, but no suit has been filed; the date of the accident is April 14, 2016; and that Marie Travis is the plaintiff and Capital Area Transit System is the defendant.)

Upon returning from executive session, Mr. O’Gorman moved that the CEO is authorized to settle the claim of Marie Travis for the sum of Fourteen Thousand Four Hundred and 00/100 (\$14,400.00) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## VIII. PUBLIC COMMENTS

Mr. Brandt invited public comments and there were none.

## IX. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Brandt

Mr. Brandt referred the members to the minutes of the committee’s March 16<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that there the action items had already been covered. Mr. Brandt shared that Covalent Logic provided an update and review of the Communications Plan that has been in progress with Covalent and the CATS staff. He noted this update was done at his request. He also provided an update on the status of the CATS website and shared that the project was progressing on time.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. O’Gorman

Mr. O’Gorman referred the members to the minutes of the committee’s March 16<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that a theft of fare box receipts was discussed. It was noted that as soon as the theft was discovered, the proper steps were taken and the proper authorities were notified. CATS is following the recommendations made by the auditor regarding process controls to reduce the possibility of this occurring in the future.

### 4. Planning: Mr. O’Gorman

Mr. O’Gorman referred the members to the minutes of the committee’s March 10<sup>th</sup> meeting in their packets. He noted that the existing members – himself, Mr. Brandt, and Dr. Breaux – were joined by new board members Mark Bellue and Kahli Cohran on the committee. He shared the highlights of the meeting and noted that the committee reviewed the 2016 Measures of Success and gave a brief overview for the new members. There was also discussion of the development of a strategic plan.

**5. Community Relations: Ms. Linda Perkins**

**Ms. Perkins referred the members to the minutes of the committee's March 15<sup>th</sup> meeting in their packets. She shared the highlights of the meeting and noted that there was an in-depth discussion of ongoing training that is underway to ensure customer service is being prioritized.**

**Mr. Morgan Landry of Reliant Transportation reported that Reliant provided 6,182 completed rides in February and 92% were on-time. There were 3,950 total hours and zero valid complaints.**

**X. ADJOURN**

**Before adjourning the meeting, Mr. Brandt noted that he would be absent from the April board meeting and that Ms. Perkins would lead the meeting in his absence.**

**Ms. Perkins moved to adjourn the meeting. Mr. O'Gorman seconded the motion, and the motion passed unanimously with no abstentions.**



MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
APRIL 18, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806

MINUTES

I. CALL TO ORDER: Ms. Linda Perkins

Ms. Perkins called the meeting to order. She noted that Mr. Brandt is on vacation and will return next month.

II. ROLL CALL

Present were Messrs. Bellue, Breaux, Cohran, and O’Gorman and Mss. Perkins and Pierre. Messrs. Brandt and Cutrera and Ms. Collins-Lewis were absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; Mr. Rod Goldman, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

III. INVOCATION

Ms. Perkins gave the invocation.

IV. APPROVAL OF MINUTES OF MARCH 21, 2017 MEETING

Mr. O’Gorman moved to approve the minutes of the March 21, 2017, meeting and Ms. Pierre seconded. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

V. PRESIDENT’S ANNOUNCEMENTS

Ms. Perkins introduced and welcomed Mr. Roderick Goldman, the new Chief Operating Officer for CATS. Mr. Deville echoed the welcome from Ms. Perkins and shared that Mr. Goldman’s extensive experience in transit across the country over several decades would be an invaluable addition to the CATS team.

Ms. Perkins reminded the members that the board retreat is scheduled for April 27-28<sup>th</sup>.

Ms. Perkins also informed the members that CATS has hired a new Human Resources Director, Trina Bowie. Ms. Bowie was not in attendance as she was in a training class.

VI. ADMINISTRATIVE MATTERS

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

Mr. Goldman shared that there are currently 142 operators on the roster and there is a new training class that began on April 3<sup>rd</sup>. The Operations Department celebrated Driver Appreciation Day on March 17<sup>th</sup> and has also reestablished the Operator of the Month. This honor is given to two operators monthly who have no disciplinary actions and excellent attendance.

Mr. Goldman noted that CATS is currently evaluating the performance metrics and some processes are being revised; updated information will be provided at the May board meeting.

Mr. Deville shared that the service enhancement plan is underway and meetings are being held with stakeholders to share the information. The plan will come before the board for approval. Mr. Deville noted that plans for the modified BRT are ongoing.

2. **Financial Statements: Mr. Conner Burns**

Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$3,538,941.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$15,752,618, and the amount expended from that source was \$6,848,643. March operating revenues were \$250,857 and governmental revenues were \$4,223,350, for a total source of funds of \$4,474,207. The total direct operating expenses were \$2,151,490.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 22%, ADA – 11%, Administration – 10%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

**VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

1. **Finance and Executive: Ms. Perkins**

Ms. Perkins referred the members to the minutes of the committee's April 13<sup>th</sup> meeting in their packets. She shared the highlights of the meeting and noted that there was no quorum, so no action items were considered for recommendation to the board.

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

Dr. Breaux noted the committee did not meet.

3. **Audit: Mr. O'Gorman**

Mr. O'Gorman noted the committee did not meet but would likely meet in May. The final report is due by June 15<sup>th</sup> and the auditors will make a presentation to the full board in May or June.

4. **Planning: Mr. O'Gorman**

Mr. O'Gorman noted the committee did not meet but would likely become very active once the board retreat has concluded and the strategic plan is underway.

5. **Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Morgan Landry of Reliant Transportation reported that Reliant provided 7,254 completed rides in March and 91% were on-time. There were 4,590 total hours and one valid customer service complaint.

Mr. Landry noted that Reliant is working to hire and retain quality drivers after the August flood and that this has impacted the on-time performance somewhat.

**VIII. ACTION ITEMS**

1. **Authorize Roderick Goldman to sign checks on behalf of CATS for all Whitney Bank accounts and authorize the CEO to execute all documents required by Whitney Bank to effectuate these changes**

Ms. Perkins shared that this is a procedural item. It was noted that after adding Mr. Goldman CATS would have four people who are authorized to sign checks, and that two signatures are required for all checks.

Mr. Bellue moved that Roderick Goldman be authorized to sign checks on behalf of CATS for all Whitney Bank accounts and that William J. Deville is hereby authorized to execute all documents required by Whitney Bank to effectuate this change, and that the "Resolution of a State or Local Government Operating Under Authority of a Board, Council or Other Type of Governing Body" attached hereto as Exhibit A is hereby adopted. Mr. O'Gorman seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

## RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY

Whitney Bank, also dba Hancock Bank Name: Capital Area Transit System, Address: 2250 Florida Blvd City, State and ZIP: Baton Rouge, LA 70802

- A. We, the undersigned, certify that: we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the "Governing Authority") duly created, organized, and operating under the Constitution and Laws of the State of Louisiana, Federal Employer ID Number 720755868, and; that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on and; that this resolution has been properly entered into the minutes of the Governing Authority, having not been modified or rescinded.
B. To be resolved that:
(1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority;
(2) This resolution shall continue to have effect until e>..-press written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution;
(3) All transactions, if any, with respect to any deposits, withdrawals, rediscunts and borrowings by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of this resolution are hereby ratified, approved and confirmed;
(4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they may deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transacting of all business concerning funds deposited in, moneys borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and; to endorse checks and orders for the payment of moneys and withdrawal of funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, agreements, stipulations and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given;
(5) Any and all prior resolutions adopted by this governing authority and certified to this Financial Institution as governing the operation of the Governing Authority's account(s), are in full force and effect unless supplemented or modified by this authorization;
(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes the Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution;
C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

Jeanette Eckert, \_\_\_\_\_

FConnerBurnsJr., \_\_\_\_\_

William J Deville \_\_\_\_\_

- D. I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority to adopt the foregoing resolution(s) and to confer the powers granted to the person(s) named herein:

IN WITNESS \WHEREOF, we have hereunto affixed our signatures as of (date).

President Secretary/Clerk

Printed Name Printed Name

## EXHIBITA

MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND  
MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT  
OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE  
GOVERNING BODY

Listing of Accounts  
("listed Accounts")

Customer Name: Capital Area Transit System

Account Subtitle	Account#
1. E Commerce	47551428
2. Health Insurance	37435266
3. FTA	37435282
4. Worker's Compensation	37435401
5. Payroll	37435274
6. General	37435290
7. Business Liability	37435436
8. Hotel Motel Tax Receipts	48933758
9. Passenger Receipts	44060555
10. Medicaid Reimbursements	48229147
11. Property Tax Fund	46795870

DRAFT

**MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS  
ANNEXED TO AND MADE PART OF THE RESOLUTION OF A  
STATE OR LOCAL GOVERNMENT OPERATING UNDER  
AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE  
GOVERNING BODY**

**Customer Information:**

Select One:   0 New Account   X Update (Add/Delete) Signers   0 Supersede Existing  
Signature Card

Governing Authority Name/

Customer Name:        Capital Area Transit System

Address:                2250 Florida Blvd-----                City, State, ZIP:                Baton Rouge, LA 70802

Phone Number:         225-389-8920                                Tax ID Number:                72-0755868

The undersigned certifies to Bank that (1) he/she is authorized to sign this Master Signature Card For Depository Accounts ("Signature Card") on behalf of Customer that are listed on Exhibit A (hereinafter referred to as Listed Accounts) and certifies that all statements made on this Signature Card are correct and in accordance with Customer's internal account authorization, organizational and governing documents; (2) each signature presented on this Signature Card is the signature of the named person, who is authorized to sign and otherwise act on behalf of Customer and all Listed Accounts with respect to the accounts listed in this Signature Card. The Customer on its behalf and on behalf of all Listed Accounts, acknowledges receipt of, and agrees to be bound by the Bank's Deposit Agreement, Terms and Conditions, as may be amended by Bank from time to time.

Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date

**2. Authorize the CEO to declare computer equipment as surplus**

**Ms. Perkins noted that this was also a procedural item. Mr. Deville shared that all the equipment listed is well beyond useful life.**

**Ms. Pierre moved that the following resolution be adopted and Mr. O’Gorman seconded that motion.**

**RESOLUTION OF BOARD OF COMMISSIONERS OF CAPITAL AREA TRANSIT SYSTEM DECLARING CERTAIN ITEMS AS SURPLUS PROPERTY**

**BE IT RESOLVED that the items listed in the document attached hereto as Exhibit A are declared surplus property and that the CEO of Capital Area Transit System (CATS) is authorized to have the items disposed of as he deems fit.**

**Computer Equipment Requested to be Declared as Surplus – April 2017**

Tag number	Item description
6080	Dell Precision
5275	Dell Precision
5275	Dell Monitor
6100	Dell Optiplex 745
6111	Dell Monitor
5506	Dell Precision
5524	Dell Precision
5522	Hp Color LaserJet Printer
5532	Dell Optiplex 745
5533	Dell Optiplex 745
5500	Dell Optiplex GX270
5534	Dell Optiplex 745
5483	Compaq 340
6118	Laser Fax
5511	Dell Precision
5555	Dell Precision
6091	HP LASERJET 1300
6086	HP LASERJET P2035
6083	HP LASERJET P2015
6053	HP ProDisplay P221
5459	Dell Optiplex GX270
6054	Dell Monitor
6112	Dell Monitor
5486	Dell Optiplex GX270
516	xw 6000 hp
6114	Samsung monitor

**Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.**

- 3. Adopt the 2016 Louisiana Compliance Questionnaire and authorize Board officers to execute the Compliance Questionnaire**

**Mr. Abadie shared that this is something that is required to complete the annual material audit. It states that CATS has remained compliant in all necessary areas. It was noted that the questionnaire has been reviewed by various departments as well as legal counsel.**

**Dr. Breaux moved that the following resolution be adopted and Mr. Bellue seconded that motion.**

**RESOLUTION OF BOARD OF COMMISSIONERS OF CAPITAL AREA TRANSIT SYSTEM ADOPTING THE 2016 LOUISIANA COMPLIANCE QUESTIONNAIRE**

**BE IT RESOLVED that the 2016 Louisiana Compliance Questionnaire attached hereto as Exhibit A is hereby adopted and the appropriate board officers as forth therein are authorized to execute the questionnaire.**

**Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.**

- 4. Authorize the purchase of real property located on Airline Highway from Louisiana State University and the State of Louisiana and authorize the Board President to execute all documents required to purchase the property**

**Mr. Deville shared that creating four transit hubs makes it easier for customers to have shorter trips and wait times.**

**It was noted that this must also be approved by the LSU Board of Supervisors and the purchase will be contingent upon an environmental clearance from the Federal Transit Administration.**

**Mr. Bellue moved that the following resolution be adopted and Mr. O’Gorman seconded.**

**RESOLUTION AUTHORIZING THE BOARD PRESIDENT TO PURCHASE PROPERTY FROM THE LSU BOARD OF SUPERVISORS AND THE STATE OF LOUISIANA**

**BE IT RESOLVED** that the Capital Area Transit System Board President is hereby authorized to purchase the property described below from the Louisiana State University Board of Supervisors and the State of Louisiana for the sum of Two Hundred Thirty Five Thousand and 00/100 (\$235,000.00) Dollars and under such terms and conditions that he deems appropriate, and he is authorized to execute all documents required to effectuate the purchase:

A certain tract or parcel of ground situated in the Third Ward of the Parish of East Baton Rouge, State of Louisiana, in a subdivision known as ADDITION TO SUBURB LOUDON, which said lot is designated on the official map of said subdivision made by A.G. Munding, C.E. and Surveyor, dated July 18, 1940, a copy of which is attached to a Sale with Mortgage from Mrs. Beulah Lee Gordon Loudon to Mrs. Joyce Rosenberg Harrison and Mr. Carl Aulton Harrison, dated January 25, 1943, passed before Glenn S. Darsey, Notary Public, on file in the Office of the Clerk and Recorder of East Baton Rouge Parish as Original 82, Bundle 1535, as TRACT NUMBER "G", and Tract "G" having a front on the North side of Airline Highway of 217.75 feet by a depth on the West line of 678.97 feet, a depth on the East line of 785.05 feet and a width in the rear and along an unnamed street of 188 feet,

LESS AND EXCEPT the Northern 1.17 acres thereof, which 1.17 acre parcel was sold by Carl A. Harrison and Joyce R. Harrison to Earl Jennings by act of sale dated September 5, 1946, recorded in COD677, page 2, official records of East Baton Rouge, Louisiana.

Said property conveyed herein is also shown on the map attached as Exhibit A to a Cash Sale recorded as Original 107, Bundle 12225 of the records of the Clerk of Court and Recorder of Mortgages for the East Baton Rouge Parish, Louisiana, as :South 2.414 Ac. Of Tract G." (herein the "Property")

Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

5. Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baton Rouge for the year 2017

Mr. Abadie noted that this is an annual requirement.

Ms. Pierre moved to adopt the following resolution and Dr. Breaux seconded that motion.

## RESOLUTION

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the 2017 tax roll on all property subject to taxation in the City of Baton Rouge by Capital Area Transit System:

Capital Area Transit System tax in the City of Baton Rouge      MILLAGE  
10.6 mills

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2017, and to make the collection of the taxes imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

The foregoing resolution was read in full, the roll was called on the adoption thereof, and the resolution was adopted by the following votes:

**YEAS:**

**NAYS:**

**ABSTAINED:**

**ABSENT:**

Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

6.      **Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baker for the year 2017**

Mr. Abadie noted that this is an annual requirement.

Ms. Pierre moved to adopt the following resolution and Mr. Cohran seconded that motion.

## RESOLUTION

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the 2017 tax roll on all property subject to taxation in the City of Baker by Capital Area Transit System:

**Capital Area Transit System tax in the City of Baker**

**MILLAGE**  
**10.6 mills**

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2017, and to make the collection of the taxes imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

The foregoing resolution was read in full, the roll was called on the adoption thereof, and the resolution was adopted by the following votes:

**YEAS:**

**NAYS:**

**ABSTAINED:**

**ABSENT:**

**Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.**

**Since it is expected that the remaining two items would be discussed in executive session, Mr. O’Gorman moved that the order of the agenda be moved to take public comments ahead of actions items 7 and 8, and Ms. Pierre seconded that motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.**

**IX. PUBLIC COMMENTS**

**Mr. Ralph Carter said that there is no change in how CATS is run even as managers come and go. He shared that buses routinely leave people and the supervision is rude.**

**X. ACTION ITEMS – CONTINUED**

**Ms. Perkins noted that the next two action items involved pending litigation and based on Mr. Abadie’s recommendation, should be considered in executive session. Ms. Pierre moved that the board enter into executive session to consider the pending litigation and Dr. Breaux seconded the motion. Ms. Perkins invited public comment**

and there was none. The motion passed unanimously with no abstentions.

7. **Authorization for the CEO to settle the claim of Alicia Bailey under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 635,582, Sec. D; and that Alicia Bailey is the plaintiff and Capital Area Transit System and Melissa Savoie are the defendants.)**

Upon returning from executive session, Mr. O’Gorman moved that the CEO is authorized to settle the claim of Alicia Bailey for the sum of Thirty Two Thousand Five Hundred and 00/100 (\$32,500.00) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Dr. Breaux seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

8. **Authorization for the CEO to settle the claim of Isis Lebray under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 652,908, Sec. 26; and that Isis Lebray is the plaintiff and Capital Area Transit System and Jasmine Converse are the defendants.)**

Mr. O’Gorman moved that the CEO is authorized to settle the claim of Isis Lebray for the sum of Twelve Thousand Three Hundred Fifty-Four (\$12,354.00) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mr. Bellue seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

## **XI. ADJOURN**

Ms. Perkins moved to adjourn the meeting. Mr. O’Gorman seconded the motion, and the motion passed unanimously with no abstentions.



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MAY 16, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Ms. Pierre. Ms. Perkins was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; Mr. Rod Goldman, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Pierre gave the invocation.

**IV. APPROVAL OF MINUTES OF APRIL 18, 2017 MEETING**

Mr. Bellue moved to approve the minutes of the April 18, 2017, meeting and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## **V. PRESIDENT’S ANNOUNCEMENTS**

**Mr. Brandt welcomed the newest CATS Board member, Mr. Matt Thomas. Mr. Thomas owns a travel agency specializing in trips to China and has worked extensively on the preservation of the LSU Lakes.**

**Mr. Brandt thanked all the board members for their attendance and participation at the board retreat and shared that it was a very productive time; he also extended his thanks to the staff for the work that went into the retreat. He noted that the work on the strategic plan is continuing, along with the work on the capital improvement plan.**

**Mr. Brandt reminded the board members that their financial disclosures were due.**

**Mr. Brandt reviewed the public comment policy.**

## **VI. ADMINISTRATIVE MATTERS**

### **1. CEO Report: Mr. Bill Deville and Executive Staff**

**Ms. Bowie shared that the following hires were made in April: Operations – seven cadets and one operator; Administration – one Business Process Analyst, one Chief Operating Officer, and one Human Resources Director. Ms. Bowie noted that she is beginning to aggressively recruit bus operators.**

**Before beginning his report, Mr. Goldman recognized two retiring bus operators, Messrs. Dwain Foster and Ulysses Walker. He noted that Mr. Foster had 17 years of service with CATS and Mr. Walker had 13 years of service.**

**Mr. Goldman shared that, in Operations, he continues to work with the staff to review and revise performance indicators and will be providing updated information in June.**

**Mr. Goldman shared that, in Maintenance, PMIs are at 94% and that all twelve of the new Gillig buses have arrived and are in service.**

**Mr. Deville shared that Strategic Plan is ongoing and will be woven into a five year plan. He noted that various service planning projects are ongoing.**

### **2. Financial Statements: Mr. Conner Burns**

Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$2,913,545.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$16,369,923, and the amount expended from that source was \$8,483,643. April operating revenues were \$218,781 and governmental revenues were \$2,422,979, for a total source of funds of \$2,641,760. The total direct operating expenses were \$2,481,490.

Mr. Burns compared the operating revenues from April in previous years: 2017 - \$218,000; 2016 - \$195,000; 2015 - \$203,000; 2014 - \$146,000; 2013 - \$170,000; and 2012 - \$177,000.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 22%, ADA – 10%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Brandt

Mr. Brandt noted that there was no meeting in May given the light agenda, but he shared that the meetings would resume in June.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. O’Gorman

Mr. O’Gorman noted the committee did not meet but would meet in June once the audit has been completed. He shared that the audit firm would present an overview of the audit at the June board meeting.

### 4. Planning: Mr. O’Gorman

Mr. O’Gorman referred the members to the minutes of the committee’s May 12<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that the work of the strategic plan is ongoing and the Planning Committee will be working closely with staff. Mr. O’Gorman thanked the staff for the work done both on the board retreat and the plan to this point.

**5. Community Relations: Mr. Jim Brandt**

**Mr. Brandt noted the committee did not meet.**

**Mr. Rob Miller of Reliant Transportation reported that Reliant provided 5,872 completed rides in April and 91% were on-time. There were 4,045 total hours and three valid customer service complaints in performance and safety.**

**Mr. Miller noted that Business Manager Morgan Landry was leaving Reliant to pursue other opportunities and expressed his thanks to Mr. Landry for all the work he has done with CATS.**

**VIII. ACTION ITEMS**

**1. Authorization for the CEO to extend the Goodyear Tire & Rubber Company tire lease contract for 60 days**

**It was noted that this request is being made to allow staff additional time to advertise a new competitive solicitation. Goodyear Tire & Rubber agreed to extend their current pricing for 60 days.**

**After some discussion, it was recommended that the extension be made for 90 days.**

**Mr. Bellue moved that the CEO is authorized to extend the tire lease contract with Goodyear Tire & Rubber Company for a period of 90 days and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**2. Authorization for the CEO to settle the claim of Ester Oduh under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 646,311, Sec. 26; and that Esther Oduh is the plaintiff and Capital Area Transit System and George Decuir are the defendants.)**

**This item will be deferred until the June board meeting.**

**IX. PUBLIC COMMENTS**

**XI. ADJOURN**

**Mr. Cohran moved to adjourn the meeting. Mr. O’Gorman seconded the motion, and the motion passed unanimously with no abstentions.**

DRAFT



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JUNE 20, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Mss. Green and Perkins. Ms. Pierre was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; Mr. Rod Goldman, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. PRESENTATION OF SERVICE AWARDS FOR SECOND QUARTER**

Human Resources Director Trina Bowie presented certificates to those employees who celebrated one, five, ten, and twenty plus years of service with the agency. Special recognition was given to Lillie Moore, who celebrated 34 years with the agency.

## **V. APPROVAL OF MINUTES OF MAY 16, 2017 MEETING**

**Mr. Bellue moved to approve the minutes of the April 18, 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

## **VI. PRESIDENT'S ANNOUNCEMENTS**

**Mr. Brandt welcomed the newest CATS Board member, Councilwoman Erika Green. He shared that Ms. Green is the Councilwoman for District 5 and is a local attorney. She is very active in the community and sits on several boards in addition to CATS.**

**Mr. Brandt reviewed the public comment policy.**

## **VII. ADMINISTRATIVE MATTERS**

### **1. Executive Report: Mr. Bill Deville and Executive Staff**

**Ms. Bowie shared that the following hires were made in May: Administration – Director of Capital Improvement; and Maintenance – one Utility Technician. Ms. Bowie also shared that she has hired two new people in the Human Resources Department – Human Resources Business Partner Lisa Paul and Human Resources Generalist Aaron Verrett.**

**Mr. Goldman shared that, in Operations, there are currently 141 operators on the roster and 134 are active. The Operators of the Month for May were Willie Travis and Tongie Morrison.**

**Mr. Goldman informed the board that the staff has been reviewing the performance measures and has made some revisions. He introduced new metrics for mean miles between road calls, mean miles between mechanical failures, preventable accidents per 100,000 miles, and complaints per 100,000 boardings. He shared that the complaints were discussed at the Community Relations meeting and noted that complaints would no longer be viewed as valid, invalid, or inconclusive; all complaints will be viewed as valid. While the complaints will be measured against a new benchmark, the same information – tracking by type, route, etc. – will still be collected and monitored for potential trends. These new metrics have CATS in line with industry standards, which will aid in peer agency comparisons.**

**Mr. Deville shared that Strategic Plan is ongoing and will be woven into a five year plan. He noted that various service planning projects are ongoing. The process to create the scope and funding**

requirements necessary for CATS to have its Comprehensive Operational Analysis (COA) is underway with the solicitation expected in the fourth quarter.

**2. Financial Statements: Mr. Conner Burns**

Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$2,913,545.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$16,614,436, and the amount expended from that source was \$9,683,643. May operating revenues were \$210,406 and governmental revenues were \$1,362,584, for a total source of funds of \$1,572,990. The total direct operating expenses were \$1,998,519.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 21%, ADA – 11%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

There was a request to have a pie chart depicting operating revenue presented to the board on occasion.

**VIII. COMMITTEE REPORTS AND ANY ACTION THEREON**

**1. Finance and Executive: Mr. Brandt**

Mr. Brandt noted that there was no meeting in June, but he shared that the meetings would resume in July.

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

Dr. Breaux referred the members to the minutes of the committee's June 12<sup>th</sup> meeting in their packets. He shared the highlights of the meeting, including a discussion of the role of the committee. He also noted that Ms. Bowie has requested a formal audit of the Human Resources Department that will focus primarily on compliance issues. There was also discussion of bringing policies to the Committee for board approval and it was decided that initially, Ms. Bowie will provide a list of policies to Mr. Deville and Dr. Breaux. After that, a determination will be made as to which policies will need to come to the Committee and Board for approval.

**3. Audit: Mr. O'Gorman**

**Mr. O’Gorman shared that the Committee met that morning and reviewed the final audit from LaPorte CPAs. Mr. O’Gorman invited John Murray of LaPorte to provide a summary to the board members.**

**Mr. Murray noted that the agency’s net position was \$34,079,541, as of December 31, 2016, which represents an increase of \$4,073,505 or 13% from that of December 31, 2015. The long-term liabilities decreased from \$2,860,191 to \$2,092,972, primarily due to the current year payments for the capital lease obligations.**

**Mr. Murray shared that the total current assets as of December 31, 2016, were \$23,904,336 and total assets were \$41,872,489. The operating revenues increased five percent over 2015, from \$2,326,845 to \$2,461,875. The direct operating expenses increased six percent, from \$28,476,389 in 2015 to \$30,198,498 in 2016. The net non-operating revenues increased two percent in 2016 over 2015, from \$25,152,539 to \$25,625,643.**

**Mr. Murray discussed the missing money bag containing approximately \$4,500 and the procedures that have been implemented since that time to prevent this from occurring again. He also noted that there is a possible violation of the Louisiana Constitution in that an employee received a travel advance that was not properly documented and repaid timely. However, the balance of monies owed was completely repaid. LaPorte recommends that the agency look into revising this practice. Additionally, there were paid time off disbursements paid to employees who had negative PTO balances and it is recommended that this procedure be improved. He also noted that there were several employees who did not have I-9 forms in their personnel files.**

**4. Planning: Mr. O’Gorman**

**Mr. O’Gorman referred the members to the minutes of the committee’s May 26<sup>th</sup> and June 9<sup>th</sup> meetings in their packets. He shared the highlights of the meeting and noted that the work of the strategic plan is ongoing and the Planning Committee will be working closely with staff. There was discussion of the service priority and the capital improvement plan. Mr. O’Gorman thanked the staff for the work done both on the board retreat and the plan to this point.**

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee's June 14<sup>th</sup> meeting in their packets. She shared the highlights of the meeting, including new performance metrics introduced by Mr. Goldman.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,933 completed rides in May and 96% were on-time. There were 4,502 total hours and four valid customer service complaints in performance and safety.

## **IX. ACTION ITEMS**

- 1. Designate The Advocate as the official journal of CATS as set forth in the CATS Bylaws**

Mr. Abadie noted that it is a requirement that this be done annually.

Mr. Brandt recused himself from voting as he is a member of the Advocate Advisory Board.

Ms. Perkins moved that The Advocate is designated as the official journal of Capital Area Transit System as set for in the Capital Area Transit System Bylaws and Mr. O'Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed with one abstention from Mr. Brandt.

- 2. Authorization for the CEO to renew the RouteMatch/Annual Maintenance, Warranty, and Technical Support Services for a period of one year**

Mr. Goldman shared that this renewal is to continue the warranty and technical support provided by RouteMatch. He noted that CATS is evaluating the technology package and will be making a determination regarding future AVL packages. It was noted that the one year cost is \$183,390.88.

Ms. Perkins moved that the CEO is authorized to renew the RouteMatch Annual Maintenance, Warranty, and Technical Support contract for a period of one year and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

- 3. Authorization for the CEO to settle the claim of Ester Oduh under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 646,311, Sec. 26; and that Esther Oduh is the plaintiff and Capital Area Transit System and George Decuir are the defendants.)

Before taking this item, Mr. Brandt moved that the board go into executive session to discuss the pending litigation set forth in action item number three and number four. Mr. O’Gorman seconded the motion and it passed unanimously with no abstentions.

There were no public comments.

Upon returning from executive session, Mr. Brandt moved that the CEO is authorized to settle the claim of Esther Oduh for the sum of fourteen thousand and 00/100 (\$14,000) dollars plus court costs under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

4. Authorization for the CEO to settle the claim of Laura Wheeler under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 639,982, Sec. 25; and that Laura Wheeler is the plaintiff and Capital Area Transit is the defendant.)

Mr. Brandt moved that the CEO is authorized to settle the claim of Laura Wheeler for the sum of two hundred sixteen thousand three hundred sixty-one and 43/100 (\$216,361.43) dollars plus court costs under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

#### **X. PUBLIC COMMENTS**

There were no public comments.

#### **XI. ADJOURN**

Mr. Cohran moved to adjourn the meeting. Mr. O’Gorman seconded the motion, and the motion passed unanimously with no abstentions.



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JULY 18, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were Messrs. Bellue, Brandt, Breaux, O’Gorman, and Thomas and Mss. Green, Perkins, and Pierre. Mr. Cohran was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; Mr. Rod Goldman, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. APPROVAL OF MINUTES OF JUNE 20, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the June 20, 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**V. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt shared that the new CATS website has launched at [www.brcats.com](http://www.brcats.com), and he encouraged all who have not viewed the new site to visit it. He noted it is much improved over the previous version and was easy to navigate.

Mr. Brandt noted that he has appointed an ad hoc committee to conduct the annual CEO evaluation. The committee will be chaired by Linda Perkins and will also consist of Jim Brandt and Peter Breaux. The committee hopes to have its evaluation complete in time for the one year anniversary of Mr. Deville's contract. He noted that all board members would have the opportunity to participate in the process.

Mr. Brandt reviewed the public comment policy.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Bowie shared that the following hires were made in June: Administration – one Human Resources Generalist and one Human Resources Business Partner; Maintenance – two Utility Technicians and two Custodial Crew; and Operations – 10 operator trainees. Ms. Bowie also shared that FTA would be onsite July 25<sup>th</sup> and 26<sup>th</sup> to conduct Drug and Alcohol Training for the CATS staff as well as others in the area.

Ms. Bowie noted that CATS is embarking on a wellness campaign in an effort to better the health and fitness of the CATS employees. There will be various programs implemented throughout the year to engage employees.

Mr. Goldman shared that, in Operations, there are currently 138 operators on the roster and 131 are active. The Operators of the Month for June were Anthony Holmes and Robert Tate.

Mr. Goldman informed the board that the staff has been reviewing the performance measures and has made some revisions. He reported that ridership for June was 204,706, and 1,296,169 year-to-date. He shared that the mean miles between road calls was 7,606.9 and the mean miles between mechanical failures was 2,206. A new metric was introduced – bus trip cancellations. Mr. Goldman noted that there were 128 trips cancelled in the month of June; this is from a total of 32,500 trips for the month. The preventable accidents for the month were 5 per 100,000 miles and there were 20.5 complaints per 100,000

miles. The on-time performance metric is still being revised, but by the current measurement, CATS was at 88% on-time performance.

There was discussion of adding the breakdown of complaints by route and type into the report as well as the number or percentage of time points measured versus total stops when calculating on-time performance.

Mr. Deville shared that the Strategic Plan is ongoing and will be woven into a five year plan. He noted that various service planning projects are ongoing. The process to create the scope and funding requirements necessary for CATS to have its Comprehensive Operational Analysis (COA) is underway with the solicitation expected in the fourth quarter.

Mr. Deville noted that plans for Touchdown Express are being finalized for LSU home games and CATS is excited to bring the service back after a one year hiatus.

## **2. Financial Statements: Mr. Conner Burns**

Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$2,170,446.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$16,734,435, and the amount expended from that source was \$11,683,643. June operating revenues were \$242,660 and governmental revenues were \$2,678,373, for a total source of funds of \$2,921,033. The total direct operating expenses were \$2,170,142.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 21%, ADA – 11%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Brandt**

Mr. Brandt referred the members to the minutes of the committee's July 13<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting. He noted that the committee got its first look at the Financial Responsibility, Accountability, and Stewardship strategic priority.

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

**Dr. Breaux noted the committee did not meet.**

**3. Audit: Mr. O’Gorman**

**Mr. O’Gorman noted the committee did not meet.**

**4. Planning: Mr. O’Gorman**

**Mr. O’Gorman referred the members to the minutes of the committee’s July 14<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that the work on the strategic plan is ongoing and the Planning Committee will be working closely with staff. There was continued discussion of the capital improvements and investments plan and how best to rank and prioritize those projects. He shared that the criteria used will be System Accessibility, Improve Business Efficiency, Improve Work Environment, Enhance Safety and Security, Enhance Agency Profile, Stakeholder Consideration, and Funding Availability.**

**5. Community Relations: Ms. Linda Perkins**

**Ms. Perkins noted the committee did not meet.**

**Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,680 completed rides in June and 96% were on-time. There were 4,502 total hours and one valid customer service complaint in customer service.**

**VIII. ACTION ITEMS**

**1. Approve the Title VI Report and Limited English Proficiency Plan**

**Ms. Rhonda Williams noted that this was a requirement of the FTA and was related to the triennial review response. She shared that the findings were associated with the written policy and not practices of CATS, as the agency simply had not updated the written policy to documents CATS’ actual practices.**

**It was noted that Dr. Breaux, Chair of the Technical, Policies, and Practices Committee attended the F&E Committee meeting in his role as Committee Chair and the item was unanimously recommended by the F&E Committee.**

Ms. Green moved that the Title VI Report and Limited English Proficiency Plan for 2017 be approved and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

2. Authorization for the CEO to award the tire lease contract to Bridgestone Americas Tire Operations, LLC

Ms. Efferson shared that this contract was solicited via Invitation to Bid (ITB) and the contract must be awarded to the lowest responsive and responsible bidder. In this instance, Bridgestone Tire was the lowest bidder; the current contract is with Firestone and it runs through August 31<sup>st</sup>. It was noted that CATS found it more advantageous to lease tires as opposed to purchasing tires.

Ms. Pierre moved that Bridgestone Americas Tire Operations, LLC be awarded the tire lease contract and that the CEO is authorized to enter into a contract under the terms and conditions of the ITB. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

3. Authorization for the CEO to extend contract with HWA

Mr. Brown shared that CATS staff has been working with HWA since the MV contract was awarded, and they continued to work with CATS after the MV contract expired. They have overseen the entire shelter project, including both the refurbishment of all existing shelters as well as the installation of the new shelters. It was noted that during this time, they had to contend with construction contractor changes, a learning curve for local agencies unaccustomed to shelter installation, and periods of inclement weather.

It was noted that the contract has come to an end, but due to unforeseen circumstances, there was work to be performed past the contract end date. As a result, there is an additional \$11,000 owed to HWA for the work done to complete the project.

Ms. Perkins moved that the CEO is authorized to enter into a change order with Hewitt Washington & Associates (HWA) to amend the contract between CATS and HWA to increase the term of the contract by two months and to increase the total compensation that may be paid to HWA under the contract by \$11,000. Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

Before taking the last item, Mr. Brandt moved to amend the agenda so that the board could take public comments before the board goes into executive session to discuss the pending litigation set forth in action item number four. Ms. Perkins seconded the motion. There were no public comments. The motion passed unanimously with no abstentions.

## **IX. PUBLIC COMMENTS**

Mr. Corey Buck shared that he has experienced buses passing customers, inconsistencies with the service, rude drivers, and bad information from customer service. He hopes to see improvement in the service.

Mr. Ralph Carter noted that he spoke to the board about three months ago and has not seen the change he hoped to see. There is a breakdown in communication between upper management and the workforce. There are some drivers who are not cutting it and should not be part of CATS moving forward, as well as some supervisors. There should also be a supervisor at the terminal at all times to assist customers and the flow of bus traffic. The agency needs employees who are forward thinking.

## **X. CONTINUATION OF ACTION ITEMS**

4. Authorization for the CEO to settle the claim of Yoshema Day under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 654,690, Sec. 26; and that Yoshema Day is the plaintiff and Capital Area Transit System and Tammy Amos are the defendants.)

Before taking up this item, Mr. Brandt moved that the board go into executive session to discuss the pending litigation set forth in action item number four. Ms. Perkins seconded the motion. There were no public comments. The motion passed unanimously with no abstentions..

Upon returning from executive session, Ms. Perkins moved that the CEO is authorized to settle the claim of Yoshema Day for the sum of nineteen thousand five hundred and 00/100 (\$19,500) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Dr. Breaux

**seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**X. ADJOURN**

**Ms. Perkins moved to adjourn the meeting. Mr. O’Gorman seconded the motion, and the motion passed unanimously with no abstentions.**

DRAFT



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
AUGUST 15, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

**Mr. Brandt called the meeting to order.**

**II. ROLL CALL**

**Present were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Mss. Green and Perkins. Ms. Pierre was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; Mr. Rod Goldman, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.**

**III. INVOCATION**

**Ms. Perkins gave the invocation.**

**IV. APPROVAL OF MINUTES OF JULY 18, 2017 MEETING**

**Ms. Perkins moved to approve the minutes of the June 20, 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**V. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt shared that Mayor-President Sharon Weston-Broome would attend the September board meeting and give some remarks at the beginning of the meeting; he urged the board members to arrive promptly.

Mr. Brandt noted that the annual CEO evaluation process was underway. Ms. Perkins is the chair of the committee, and Mr. Brandt and Dr. Breaux serve on the committee. Each board member has been asked to participate in the evaluation by Mr. Abadie, and he noted the deadline to submit evaluations.

Mr. Brandt reviewed the public comment policy.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Bowie shared that the following hires were made in July: Administration – one Communications and Media Coordinator; and Maintenance – one Utility Technician. Ms. Bowie also shared that Earvin Hughes has joined the Human Resources Department as a recruiter.

Ms. Bowie noted that CATS is working with HUB in order to get rates for 2018 health insurance benefits and hopes to have a package to present the board in October.

Mr. Goldman shared that, in Operations, there are currently 135 operators on the roster and 124 are active. The Operators of the Month for June were Loretta Dale and Re'ena Byrd.

Mr. Goldman reported that ridership for July was 210,913. He noted that the preventable accidents per 100,000 miles were 6.2; the mean miles between road calls were 6,361.9; and the mean miles between mechanical failures were 2,167.8. Mr. Goldman noted that there were 166.8 trips cancelled in the month of July; this is from a total of 32,500 trips for the month. There were 24.7 complaints requiring corrective action per 100,000 miles; this is from 52 total complaints. The on-time performance metric is still being revised, but by the current measurement, CATS was at 87.8% on-time performance.

Mr. Deville shared that the Strategic Plan is ongoing and will be woven into a five year plan. He noted that various service planning projects are ongoing. The process to create the scope and funding requirements necessary for CATS to have its Comprehensive Operational Analysis (COA) is underway with the solicitation expected in the fourth quarter.

Mr. Deville noted that the electric buses are expected to arrive in early 2018, and these buses will be equipped with longer batteries and require smaller charging stations.

**2. Financial Statements: Mr. Conner Burns**

Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$2,170,446.

He then discussed the highlights of the financial statements. The 2017 year-to-date property tax monies received was \$16,831,754, and the amount expended from that source was \$13,168,643. July operating revenues were \$251,132 and governmental revenues were \$1,886,807, for a total source of funds of \$2,137,939. The total direct operating expenses were \$2,120,741.

The revenue comparison for July is as follows: 2017 - \$251,132; 2016 - \$212,205; 2015 - \$231,967; 2014 - \$208,356; and 2013 - \$165,123.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 21%, ADA – 11%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

**VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

**1. Finance and Executive: Mr. Brandt**

Mr. Brandt referred the members to the minutes of the committee's August 10<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. O'Gorman**

Mr. O'Gorman noted the committee did not meet.

**4. Planning: Mr. O'Gorman**

Mr. O'Gorman referred the members to the minutes of the committee's August 4<sup>th</sup> meeting in their packets. He shared the

highlights of the meeting and noted that the work on the strategic plan is ongoing and the Planning Committee will be working closely with staff. There was continued discussion of the capital improvements and investments plan and how they were preliminarily ranked by the executive staff.

There was discussion of other planning items, including the scope and RFP for the upcoming Comprehensive Operational Analysis (COA). There was discussion of refurbishing old but still usable Gillig buses to add service to existing lines that need more frequency.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,262 completed rides in July and 98.8% were on-time. There were 4,321 total hours and three valid customer service complaints.

## **VIII. ACTION ITEMS**

**1. Authorize the CEO to extend the contract with Brown Claim Services, Inc. for adjuster claims services and third party administrator services**

Ms. Efferson shared that this was a renewal of a 2010 contract that was competitively bid. Brown Claim Services continues to be the lowest priced of all who originally submitted a bid.

Mr. Brown shared that he wants to review risk management at CATS and this is one component. This is the reason for requesting a renewal of six months rather than one year.

Mr. Bellue moved that the CEO is authorized to extend the contract with Brown Claim Services, Inc. for a period of six months under the same terms and conditions as the contract currently provides and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Authorization for the CEO to declare 19 Gillig buses, all Blue Bird buses and all Blue Bird parts as surplus**

Mr. Goldman shared that all the buses being declared surplus are over their useful age; there are a number of buses that are 12 to 20

years old. CATS may keep five or six of the Gillig buses to refurbish and use to enhance service.

Mr. Cohran moved to approve the following resolution and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**RESOLUTION OF BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM DECLARING  
CERTAIN ITEMS AS SURPLUS PROPERTY**

**BE IT RESOLVED** that the following buses and all Blue Bird parts are declared surplus property and that the CEO of Capital Area Transit System (CATS) is authorized to have the buses and parts disposed of as he deems fit:

- Seven (7) 1997 Gillig Phantoms
- Three (3) 1998 Gillig Phantoms
- Six (6) 2001 Gillig Phantoms
- One (1) 2003 Gillig Low Floors
- Two (2) 2003 Gillig Phantoms
- Twenty-Seven (27) 2005 Ultra Low Floor Blue Bird Coaches

Vehicle No.	Year	Length	Description – CATS Vehicle	VIN	Date in Service
104	1997	35 foot	Gillig Phantom Coach	15GCB211XV1088205	4/28/1997
106	1997	35 foot	Gillig Phantom Coach	15GCB2113V1088207	4/30/1997
109	1997	35 foot	Gillig Phantom Coach	15GCB2113V1088210	5/5/1997
111	1997	35 foot	Gillig Phantom Coach	15GCB2119V1088311	5/5/1997
114	1997	35 foot	Gillig Phantom Coach	15GCB2117V1088324	5/5/1997
115	1997	35 foot	Gillig Phantom Coach	15GCB2119V1088325	5/1/1997
120	1997	35 foot	Gillig Phantom Coach	15GCB2112V1088330	5/12/1997
122	1998	35 foot	Gillig	15GCB2116W1088516	4/18/1998

			<b>Phantom Coach</b>		
124	1998	35 foot	Gillig Phantom Coach	15GCB211XW1088518	4/23/1998
127	1998	35 foot	Gillig Phantom Coach	15GCB211XW1088521	4/23/1998
250	2001	35 foot	Gillig Phantom Coach	15GCB271911111314	11/8/2014
251	2001	35 foot	Gillig Phantom Coach	15GCB271211111316	11/8/2014
252	2001	35 foot	Gillig Phantom Coach	15GCB271411111317	11/8/2014
253	2001	35 foot	Gillig Phantom Coach	15GCB271811111319	11/8/2014
254	2001	35 foot	Gillig Phantom Coach	15GCB271611111321	11/8/2014
255	2001	35 foot	Gillig Phantom Coach	15GCB271811111322	11/8/2014
129	2003	35 foot	Gillig Low Floor Model	15GCB181331073561	3/10/2003
256	2003	35 foot	Gillig Phantom Coach	15GCB271731112142	9/20/2015
257	2003	35 foot	Gillig Phantom Coach	15GCB271031112144	9/20/2015
132	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA65W100267	11/23/2004
133	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA85W100268	11/23/2004
134	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA5W100269	11/23/2004
135	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA85W100270	11/23/2004
136	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA85W100271	11/23/2004
137	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA5W100272	11/23/2004
138	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA15W100273	11/23/2004
139	2005	35 foot	Blue Bird	1BAGJBPA35W100274	11/23/2004

			<b>ULF Coach</b>		
140	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA55W100275	11/23/2004
141	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA75W100276	11/23/2004
142	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA95W100277	11/23/2004
143	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA05W100278	11/23/2004
144	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA25W100279	11/23/2004
145	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA95W100280	11/23/2004
146	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA05W100281	11/23/2004
147	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA25W100282	11/23/2004
148	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA45W100283	11/23/2004
149	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA65W100284	11/23/2004
150	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA85W100285	11/23/2004
151	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA5W100286	11/23/2004
152	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA15W100287	11/23/2004
154	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA55W100289	11/23/2004
155	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA15W100290	11/23/2004
156	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA35W100291	11/23/2004
157	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA55W100292	11/23/2004
158	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA75W100293	11/23/2004
159	2005	35 foot	Blue Bird ULF Coach	1BAGJBPA95W100294	11/23/2004

**IX. PUBLIC COMMENTS**

Mr. Brandt invited public comments and there were none.

**X. ADJOURN**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
SEPTEMBER 19, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. REMARKS FROM MAYOR-PRESIDENT SHARON WESTON BROOME**

Mr. Brandt welcomed Mayor-President Broome and shared that she was the first Mayor-President to speak at a CATS Board meeting in recent history. He noted that the relationship between CATS and the City-Parish is a crucial one and expressed his gratitude, and that of the entire CATS Board of Commissioners, for her visit.

**Mayor-President Broome thanked the board for the invitation to come speak and noted that she served on the CATS Board when she was a Metro Council member.**

**The Mayor noted that public transit plays a vital role in building a strong, vibrant community, and provides the opportunity for mobility and independence. She shared that she was happy to see CATS moving in a direction to elevate transportation in Baton Rouge.**

**Mayor-President Broome expressed her enthusiasm for the Bus Rapid Transit route planned on Plank Road and noted the vital role that will play in revitalization in the North Baton Rouge area. This reiterates the contribution CATS makes to economic development in Baton Rouge.**

**The Mayor closed by saying she was happy to have the opportunity to engage the CATS Board and looked forward to keeping the lines of communication open and productive between CATS and the City-Parish.**

**Mr. Brandt thanked the Mayor for her time and shared that CATS understands it cannot operate in a silo if it is to be successful.**

**Mr. Deville expressed his appreciation to the Mayor for taking time to address the board members and conveyed his gratitude for her being such a strong advocate for public transit in the capital city.**

#### **V. APPROVAL OF MINUTES OF AUGUST 15, 2017 MEETING**

**Ms. Perkins moved to approve the minutes of the August 15, 2017, meeting and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

#### **VI. PRESIDENT'S ANNOUNCEMENTS**

**Mr. Brandt reviewed the public comment policy.**

**He noted that the third Tuesday of November is the week of Thanksgiving and there were concerns of having a quorum, and he would therefore be asking the board in October to approve moving the meeting to the second Tuesday in November, which is November 14<sup>th</sup>; this would also move the date of the F&E Committee ahead a week, to November 9<sup>th</sup>.**

**Mr. Brandt shared that he received a letter from the FTA Region VI Director noting that the triennial findings were officially closed. He expressed his congratulations to the staff for successfully closing the review.**

#### **VII. ADMINISTRATIVE MATTERS**

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

**Ms. Bowie shared that the following hires were made in August:  
Operations – 13 Cadets.**

**Ms. Bowies noted that CATS presented individual compensation statements to all employees to provide a comprehensive look at total salary and benefits.**

**The following employees celebrated service anniversaries in the third quarter: one year – Regina Celestine, Yolanda Hill, Gretchen Major, Kenneth McKnight, Jason Lee, Joseph Hawk, Raquita Joseph, and Lawanda Young; five years – Erica Charles, Roland Thomas, III, and Abby Hannie; fifteen years – Cedrick Rogers; and twenty or more years – Cynthia Vessel (22), Beverly McMorris (23), and James Godwin (29).**

**Mr. Goldman shared that, in Operations, there are currently 136 Operators on the roster and 128 are active. The Operators of the Month for August were Evette Thomas and Tiffany Variste. It was noted that there are currently five cadets in training and two classes scheduled to begin before the end of the year.**

**Mr. Goldman reported that ridership for August was 232,219. He noted the mean miles between road calls were 6,486.3; the mean miles between mechanical failures were 2,270.2. There were 301.5 trips cancelled in August, and 99.1% of trips operated. The on-time performance metric is still being revised, but by the current measurement, CATS was at 85.6% on time. There were 7.9 preventable accidents per 100,000 miles in August. There were 23.3 complaints per 100,000 boardings in August.**

**Mr. Goldman shared an update on the Comprehensive Operational Analysis (COA) process and noted that staff hopes to have a solicitation completed by the end of the fourth quarter.**

**Mr. Goldman reported that planning is underway for the modified Bus Rapid Transit routes for both Plank Road and Florida Boulevard. Staff has determined it will proceed with the modified BRT on Plank Road first, and this will be a phased process that begins with the delivery of electric buses and will be followed by installation of shelters and amenities.**

**Mr. Deville shared that hub progress was ongoing, and the board would be asked to take action on the Cortana and Earl K. Long sites later in the meeting.**

Mr. Deville noted that he executed a contract with Christina Stephens Public Relations, LLC for Communications and Public Relations Support one September 5<sup>th</sup>. The contract is for twelve months and will not exceed \$49,500 for the duration of the contract.

Mr. Deville shared that the RFP for the new paratransit contract was released on August 31<sup>st</sup> and the plan is to enter into a three-year contract with a vendor once it is awarded.

Mr. Deville reported that Congressman Graves called to let CATS know the agency has been awarded a \$500,000 no-lo grant, which is the first ever for CATS; he also noted that the \$1 million in DOTD TAP funding has been confirmed.

**2. Financial Report: Mr. Conner Burns**

Mr. Burns noted the balance of grant funds remaining was \$2,073,060.

August operating revenues were \$239,712; the total governmental revenues were \$2,025,946, for a total source of funds of \$2,265,658. The total direct operating expenses for August were \$2,320,997.

The year-to-date operating expenses breakdown is as follows: Operations – 50%; Maintenance – 20%; Administration – 12%; ADA Paratransit – 11%; Facility and Customer Care – 3%; Project Administration – 2%; and Security – 2%.

**VIII. COMMITTEE REPORTS AND ANY ACTION THEREON**

**1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's September 14<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux referred the members to the minutes of the September 7<sup>th</sup> meeting in their packets. He shared the highlights and noted that the items would be considered for action later in the meeting.

**3. Audit: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman referred the members to the minutes of the August 22<sup>nd</sup> meeting in their packets. He shared the highlights and noted that the items would be considered for action later in the meeting.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the September 13<sup>th</sup> meeting in their packets and shared the highlights of the meeting.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 7,026 rides in August and 95% were on time. There were 4,628 total service hours and zero valid complaints.

**IX. ACTION ITEMS**

**1. Report on the CEO Evaluation and Consideration of Increasing the CEO’s Compensation (Due to the subject matter of this item, the board may vote to go into executive session to discuss the character and/or professional competence of the CEO)**

Mr. Brandt reported that Ms. Perkins chaired the CEO Evaluation Committee and he and Dr. Breaux served on the committee with her. He gladly expressed that all nine board members participated in an evaluation survey. Mr. Brandt shared that there was also input from various stakeholders, including Baton Rouge Area Chamber, Baton Rouge Area Foundation, Center for Planning Excellence, FTA Region VI, the Mayors of Baton Rouge and Baker, Together Baton Rouge, and CATS riders.

Mr. Brandt noted that Mr. Deville met or exceeded all expectations in the evaluation.

It was the unanimous recommendation of the CEO Evaluation Committee that Mr. Deville receive a five per cent (5%) increase in his base salary on the anniversary date of his contract, September 20, 2017, and the F&E Committee also unanimously made the same recommendation.

Mr. Brandt moved that the base salary of William J. Deville be increased by five per cent (5%) as of the anniversary of his contract and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of Awarding the Graphic Design Professional Services Contract to Brew Agency, LLC**

Mr. Deville shared that CATS solicited proposals from six local graphic design firms and four were received by CATS. A Proposal Evaluation Committee reviewed the proposals and recommended Brew Agency, LLC as the firm to receive the contract award. The amount of the contract will not exceed \$76,000 for 12 months.

It was noted that this item was considered by the F&E Committee and was unanimously recommended.

Mr. Bellue moved that the CEO is authorized to enter into a contract for graphic design work with Brew Agency, LLC, for a period of one year and for an amount not to exceed \$76,000 and with additional terms and conditions as the CEO deems appropriate. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**3. Consideration of Adopting the Title VI Disadvantage Business Enterprise (DBE) Policy**

Ms. Rhonda Williams briefly reviewed the policy for the board members and noted that it was written in accordance with FTA requirements. She reported that she removed irrelevant and incorrect items from the previous CATS policy and incorporated what was necessary per FTA guidelines. It was noted that the DBE goal of CATS is six per cent (6%).

It was noted that this item was considered by both the TPP and F&E Committees and was unanimously recommended.

Dr. Breaux moved that the Title VI Disadvantaged Business Enterprise (DBE) Policy be adopted and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion unanimously passed with not abstentions.

**4. Consideration of Adopting the CATS Social Media Policy**

It was noted that this was the first social media policy for CATS. After review at the TPP committee, legal counsel was asked to review the policy and he provided his input.

The policy was considered by both the TPP and F&E Committees and unanimously recommended.

Dr. Breaux moved that the CATS Social Media Policy be adopted and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**5. Consideration of Authorizing the CEO to Begin Hub Improvements to Interim Hub Sites at Cortana Mall and Former Earl K. Long site**

Mr. Goldman reported that CATS is seeking to make improvements to the interim hub sites at Cortana Mall and the former Earl K. Long site that include additional passenger boarding and alighting areas, extra transit shelters with seating, two or three designated bus bays, information signage, landscaping, asphalt removal and concrete replacement, and fencing at both areas. The projected cost is \$150,000-\$175,000 for both locations. Mr. Goldman shared that some of the operational changes proposed originated from George DeCuir, a bus operator.

It was noted that this item was considered by both the Planning and F&E Committees and was unanimously recommended.

Mr. O’Gorman moved that the CEO is authorized to begin making hub improvements to the interim transit hubs located at the Cortana Mall and the former Earl K. Long hospital sites at a cost not to exceed \$175,000. Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion unanimously carried with no abstentions.

Before taking the last item Mr. Brandt moved to amend the agenda so that the board could take public comments before the board goes into executive session to discuss a pending workers compensation claim set forth in action item number six. Ms. Perkins seconded the motion. Mr. Brandt invited public comments and there were none. The motion passed unanimously with no abstentions.

**X. PUBLIC COMMENTS**

Mr. Brandon Songy shared that he was a rider of choice and has been since November 2016. He noted that he has seen significant positive changes in the system since he began riding.

Mr. Brandt moved to enter into executive session to discuss the pending claim and Ms. Perkins seconded the motion. Mr. Brandt invited public comments and there were none. The motion passed unanimously with no abstentions. Thereafter, the board entered into executive session.

## **XI. CONTINUATION OF ACTION ITEMS**

- 6. Authorization for the CEO to settle the workers compensation claim of Stephanie Breaux. (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, but not in litigation, and that Stephanie Breaux is the claimant and Capital Area Transit System is the defendant.)**

Upon returning from executive session, Mr. Bellue moved that the CEO is authorized to settle the workers compensation claim of Stephanie Breaux for the sum of Eighty Thousand and 00/100 (\$80,000.00) Dollars to be paid as follows: \$10,000 upon approval from the workers compensation judge; \$30,000 on November 1, 2017, and \$40,000 to be paid on or before February 15, 2017. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

## **XII. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
OCTOBER 17, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Conner Burns, CFO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. APPROVAL OF MINUTES OF SEPTEMBER 19, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the September 19 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**V. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt reviewed the public comment policy.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Bowie shared that the following hires were made in September: Administration – 1 Procurement Analyst; Maintenance – 2 Utility Technicians; and Customer Care – 1 Supervisor.

Ms. Bowie noted that CATS reviewed offers from potential insurance providers on October 10<sup>th</sup>.

It was noted that the Human Resources Department began anti-sexual harassment training on October 9<sup>th</sup> as well as reviewing the Social Media policy with all employees.

Mr. Goldman shared that, in Operations, there are currently 134 Operators on the roster and 127 are active. The Operators of the Month for September were LaDonna Robertson and Grace Cooper.

Mr. Goldman reported that ridership for September was 234,237. He noted the mean miles between mechanical failures were 1,809; the mean miles between road calls were 5,979.8. There were 218 trips cancelled in September, and 99.3% of trips operated. The on-time performance metric is still being revised, but by the current measurement, CATS was at 85% on time. There were 4.2 preventable accidents per 100,000 miles in September. There were 27.7 complaints per 100,000 boardings in September; there were 65 total complaints for the month.

Mr. Goldman noted that supervisors in Operations would be assigned certain routes in an effort to increase service quality.

Mr. Goldman shared an update on the Comprehensive Operational Analysis (COA) process and noted that staff hopes to have a solicitation completed by the end of the fourth quarter.

Mr. Deville shared that hub progress was ongoing, and CATS is currently working with the FTA to obtain the necessary approval required to finalize the sale of land for the North Baton Rouge hub.

Mr. Deville notified the board that CATS was awarded a \$500,000 FTA NoLo grant for Proterra electric buses as the initial step in upgrading the fleet to include electric buses for the modified BRT line.

Mr. Burns noted the balance of grant funds remaining was \$9,606,959.

September operating revenues were \$256,376; the total governmental revenues were \$2,612,662, for a total source of funds of \$2,869,038. The total direct operating expenses for September were \$2,459,763.

The property tax collected year-to-date is \$16,869,534, and the amount expended year-to-date is \$16,043,643.

The year-to-date operating expenses breakdown is as follows: Operations – 50%; Maintenance – 20%; Administration – 12%; ADA Paratransit – 11%; Facility and Customer Care – 3%; Project Administration – 2%; and Security – 2%.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's October 12<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

Mr. Brandt noted that he would be asking the board to defer the health insurance action item in order to give the ATU more time to review the proposal; if deferred, this item would be taken in November.

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

Dr. Breaux noted that the committee did not meet.

### 3. Audit: Mr. Kevin O’Gorman

Mr. O’Gorman noted that the committee did not meet.

### 4. Planning: Mr. Kevin O’Gorman

Mr. O’Gorman referred the members to the minutes of the September 21<sup>st</sup> meeting in their packets. He shared the highlights and noted that the majority of the discussion centered on the upcoming Plank Road modified BRT route and the Government Street project. He shared there was also discussion concerning future hub planning.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted that the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,481 rides in September and 95% were on time. There were 4,200 total service hours and one valid complaint.

**VIII. ACTION ITEMS**

**1. Consideration of moving the November board meeting date to November 14, 2017**

Mr. Brandt reported that there was concern of having a quorum if the meeting was held on its regular date, and therefore he recommended the meeting be moved to the second Tuesday in November on November 14<sup>th</sup>.

Mr. Brandt moved that the November meeting of the CATS Board of Commissioners be moved to November 14, 2017, and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**2. Consideration of renewing the health insurance policy with United Healthcare for 2018**

This item was deferred to the November board meeting.

**IX. PUBLIC COMMENTS**

There were no public comments.

**X. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
NOVEMBER 14, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present were members Messrs. Bellue, Brandt, Breaux, Cohran, and Thomas and Ms. Perkins. Absent were Mr. O’Gorman and Mss. Green and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. APPROVAL OF MINUTES OF OCTOBER 17, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the October 17, 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**V. PRESIDENT’S ANNOUNCEMENTS**

**Mr. Brandt reviewed the public comment policy.**

**Mr. Brandt shared that the 2018 budget would be considered for adoption at the December board meeting, along with the Strategic Plan and Capital Improvements and Investments Plan.**

## **VI. ADMINISTRATIVE MATTERS**

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

**Ms. Bowie shared that the following hires were made in October: Operations – 1 Bus Operator, 22 Operator Trainees, and 1 intern.**

**Ms. Bowie noted that CATS conducted new hire training classes on October 2<sup>nd</sup> and 30<sup>th</sup>.**

**CATS will be conducting open enrollment for health insurance from November 13<sup>th</sup> through November 17<sup>th</sup>.**

**Mr. Goldman shared that, in Operations, there are currently 134 Operators on the roster and 123 are active. The Operators of the Month for October were Debra Taylor and Paula King.**

**Mr. Goldman reported that ridership for October was 235,514. He noted the mean miles between mechanical failures were 1,710; the mean miles between road calls were 5,132.1. There were 273 trips cancelled in October and 99.2% of trips operated. The on-time performance metric is measured by both current and new metrics, but by the current measurement, CATS was at 85.6% on time. There were 8.4 preventable accidents per 100,000 miles in October. There were 26.3 complaints per 100,000 boardings in October; there were 62 total complaints for the month, and 20 that required corrective action.**

**Mr. Goldman noted that supervisors in Operations would be assigned certain routes in an effort to increase service quality.**

**Mr. Goldman shared an update on the Comprehensive Operational Analysis (COA) process and noted that staff may be slightly behind schedule, but that the Scope of Work has been developed.**

**Mr. Deville shared that hub progress was ongoing, and CATS is currently working with the FTA to obtain the necessary approval required to finalize the sale of land for the North Baton Rouge hub.**

Mr. Deville notified the board that CATS expects to take delivery of three electric buses in March 2018, and the board will be asked to take action later in the meeting.

Mr. Deville noted that former CFO Conner Burns has resigned, and he thanked Mr. Burns for his years of service to CATS. Mr. Deville then introduced Robert “Bob” Miller, who is serving as interim CFO until a replacement is named. Mr. Miller comes to CATS from California and has both private sector and transit experience.

With regards to the financials, Mr. Deville reported the balance of grant funds remaining was \$8,409,891.

October operating revenues were \$263,200; the total governmental revenues were \$695,833, for a total source of funds of \$959,033. The total direct operating expenses for October were \$2,571,871.

The property tax collected year-to-date is \$16,935,248, and the amount expended year-to-date is \$16,593,643.

The year-to-date operating expenses breakdown is as follows: Operations – 51%; Maintenance – 20%; Administration – 11%; ADA Paratransit – 11%; Facility and Customer Care – 3%; Project Administration – 2%; and Security – 2%.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee’s November 9<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted that the committee did not meet.

### 3. Audit: Mr. Jim Brandt

As Mr. O’Gorman was absent, Mr. Brandt gave both the Audit and Planning Committee reports. Mr. Brandt noted that the committee did not meet.

### 4. Planning: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the November 13<sup>th</sup> meeting in their packets. He shared the highlights and noted that the majority of the discussion centered on the Strategic Plan and the Capital Improvements and Investments Plan. He shared that CATS staff will be distributing the plans to board members for their final input before bringing the plans to the board for considerations in December.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted that the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,854 rides in October and 95% were on time. There were 4,474 total service hours and zero valid complaints.

**VIII. ACTION ITEMS**

- 1. Consideration of authorization to remove Conner Burns as a signatory on behalf of CATS for all Whitney/Hancock Bank accounts and authorization for the CEO to execute all documents required to effectuate these changes**

It was noted that this is a requirement of Whitney/Hancock Bank anytime there is an addition or removal of a signatory on accounts.

Mr. Brandt informed the board that this item was unanimously recommended by the F&E Committee for approval.

Ms. Perkins moved that the following resolution be adopted and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**RESOLUTION REVOKING CONNER BURNS' CHECK SIGNING AUTHORITY**

**BE IT RESOLVED** that Mr. Frederick C. Burns' (Conner Burns) authority to sign checks for all Whitney/Hancock Bank accounts is hereby revoked, that William J. Deville is hereby authorized to execute all documents required to effectuate this change, and that the "Resolution of a State or Local Government Operating Under Authority of a Board, Council or Other Type of Governing Body" attached hereto as Exhibit A is hereby adopted.

**RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING  
UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE OF  
GOVERNING BODY**

Whitney Bank, also dba Hancock Bank

Name: Capital Area Transit System, Address: 2250 Florida Boulevard  
City, State and ZIP: Baton Rouge, LA 70802

A. We, the undersigned, certify that: we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the "Governing Authority") duly created, organized, and operating under the Constitution and Laws of the State of Louisiana. Federal ID Number 720755868, and; that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on November 14, 2017, and; that this resolution has been properly entered into the minutes having not been modified or rescinded.

B. To be resolved that:

(1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority:

(2) This resolution shall continue to have effect until written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution:

(3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts, and borrowings by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of this resolution are hereby ratified, approved and confirmed:

(4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transacting of all business concerning funds deposited in, moneys borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and; to endorse checks and orders for the payment of moneys and withdrawal of funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, agreements, stipulations and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution

should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given:

(5) Any and all prior resolutions by this governing authority and certified to this Financial Institution as governing the operation of the Governing Authority's account(s), are in full force and effect unless supplemented or modified by this authorization;

(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes the Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution:

C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

Jeanette Eckert

Roderick Goldman

William J Deville

I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority to adopt this foregoing resolution(s) and to confer the powers granted to the person(s) named herein:

IN WITNESS THEREOF, we have hereunto affixed our signatures as of (date).

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary/Clerk

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

## EXHIBIT A

MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY

### Listing of Accounts ("listed Accounts")

Customer Name: Capital Area Transit System

Account Subtitle	Account#
1. E Commerce	XXXXXXXX
2. Health Insurance	XXXXXXXX
3. FTA	XXXXXXXX
4. Worker's Compensation	XXXXXXX
5. Payroll	XXXXXXXX
6. General	XXXXXXXX
7. Business Liability	XXXXXXXX
8. Hotel Motel Tax Receipts	XXXXXXXX
9. Passenger Receipts	XXXXXXXX
10. Medicaid Reimbursements	XXXXXXXX
11. Property Tax Fund	XXXXXXXX

MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND  
MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT  
OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE  
GOVERNING BODY

Customer Information:

Select One:  New Account  Update (Add/Delete) Signers  Supersede  
 Exiting Signature Card  
 Governing Authority Name/Customer Name: Capital Area Transit System  
 Address: 2250 Florida Blvd    City, State  
 Phone: 225-389-8920    Tax ID Number: 72-0755868

The undersigned certifies to Bank that (1) he/she is authorized to sign this Master Signature Card for Depository Accounts (“Signature Card”) on behalf of Customer that are listed on Exhibit A (hereinafter referred to as Listed Accounts) and certifies that all statements made on this Signature Card are correct and in accordance with Customer’s internal account authorization, organizational and governing documents; (2) each signature presented on this Signature Card is the signature of the named person, who is authorized to sign and otherwise act on behalf of Customer and all Listed Accounts with respect to the accounts listed in this Signature Card. The Customer on its behalf and on behalf of all Listed Accounts, acknowledges receipt of, and agrees to be bound by the Bank’s Deposit Agreement, Terms and Conditions, as may be amended by Bank from time to time.

Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date

**2. Consideration of renewing the health insurance policy with United Healthcare for 2018**

**It was noted that this item was deferred from the October board meeting to give the ATU time to review the proposal. Since that time, the Union has reviewed and given their approval of the renewal.**

Mr. Brandt shared that this item was unanimously recommended for approval in October and the committee reiterated that decision at the November meeting.

Mr. Cohran moved that the CEO is authorized to renew the health insurance policy with United Healthcare for 2018 as recommended by management that includes a one per cent decrease in total cost. Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**3. Consideration of authorization to proceed with procurement of three Proterra electric buses for 2018 delivery**

Mr. Deville shared that CATS staff has been working for the better part of the year to procure electric buses. These buses will be used for the modified BRT routes being planned on Plank Road and Florida Boulevard.

Proterra is able to build and deliver three electric buses with relative quickness because buses with similar specifications are currently in production for Lexington, Kentucky.

Mr. Brandt noted this item was discussed in the Planning Committee meeting and was unanimously recommended for approval.

Mr. Brandt moved that the following resolution be adopted, and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**RESOLUTION AUTHORIZING THE CEO TO PROCEED WITH THE PROCUREMENT OF THREE PROTERRA ELECTRIC BUSES**

**BE IT RESOLVED** that the Capital Area Transit System Chief Executive Officer is hereby authorized to proceed with the procurement of three Proterra electric buses for 2018 at a price not to exceed \$2,521,341 and under such other terms and conditions as he deems appropriate.

**4. Authorization for the CEO to settle the claim of Robert Wilson under the terms of the settlement and judgment 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 19<sup>th</sup>**

Judicial District Court and is Suit Number 601,545, Sec. D; and that Robert Wilson is the plaintiff and Capital Area Transit System is the defendant.)

This item was deferred.

Mr. Brandt moved that the board enter into executive session to discuss the pending litigation and Ms. Perkins seconded. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

5. Authorization for the CEO to settle the claim of Richard Andre under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 657,914, Sec. 26; and that Richard Andre is the plaintiff and Capital Area Transit System is the defendant.)

Mr. Brandt moved that the CEO is authorized to settle the claim of Richard Andre for the sum of fifty one thousand one hundred seventy-four and 66/100 (\$51,174.66) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mrs. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

#### IX. PUBLIC COMMENTS

There were no public comments.

#### X. ADJOURNMENT

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 19, 2017  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. INVOCATION**

Ms. Perkins gave the invocation.

**IV. APPROVAL OF MINUTES OF NOVEMBER 14, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the November 14, 2017, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**V. PRESIDENT’S ANNOUNCEMENTS**

**Mr. Brandt reviewed the public comment policy.**

**Mr. Brandt took a moment to extend holiday greetings to the CATS board members, staff, contractors, and most especially the CATS customers.**

**Mr. Brandt shared this appreciation and admiration for the CATS operators and staff that worked the snow day on December 8<sup>th</sup> and noted that all routes had bus service—with no accidents— thanks to their dedication and efforts.**

## **VI. ADMINISTRATIVE MATTERS**

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

**Before the executive report was reviewed, Mr. Deville wished everyone a Merry Christmas and a Happy New Year.**

**Ms. Bowie shared that the following hires were made in November: Maintenance – 2 Utility Technicians.**

**The following employees celebrated service anniversaries in the fourth quarter: one year – Agnes Brown, l’Vian Bernadette Robinson, Renee Tiner, Demichael Robertson, Darrell Brown, Brandi Renee Parker, Mary Smith, Brandi Wiggins, Candice Tucker; five years – Hunter Causey, Erica Charles, Roland Thomas, Jere Quinn, Jr.; ten years – Edward Grayson, Emily Efferson, Lori Cage; 28 years – Margo Kimble; and 33 years – Linda Square.**

**Mr. Goldman shared that, in Operations, there are currently 139 Operators on the roster and 135 are active. The Operators of the Month for November were Cotina Waker and Bonnie Johnson.**

**Mr. Goldman reported that ridership for November was 233,149. He noted the mean miles between mechanical failures were 1,452.4; the mean miles between road calls were 4,609.8. He noted the slight dip was partially due to winterization of the vehicles. There were 340 trips cancelled in November of the approximately 3,500 total and 99% of trips operated. The on-time performance metric is measured by both current and new metrics, but by the current measurement, CATS was at 85.5% on time. There were 1.9 preventable accidents per 100,000 miles in November. There were 25.7 complaints per 100,000 boardings in November; there were 60 total complaints for the month, and 21 that required corrective action.**

**Mr. Goldman noted that supervisors in Operations would be assigned certain routes in an effort to increase service quality.**

Mr. Deville noted that two contracts under \$50,000 were executed by him in November: CK Associates for the Phase One Environmental Site Assessment for the LSU Property; and Victorious Gold for the temporary CFO services and assistance in hiring the Finance Director.

Mr. Deville shared that the paratransit RFP process is ongoing and the staff will have a recommendation for the board in January.

Mr. Deville reiterated Mr. Brandt's statements regarding the job well done by the operations and maintenance staffs on December 8<sup>th</sup> in providing much needed service to our customers in the snow.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's December 14<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting. He noted that all action items had been unanimously recommended by the F&E Committee for adoption.

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

Dr. Breaux referred the members to the minutes of the committee's December 7<sup>th</sup> meeting in their packets. He shared the highlights and noted that the two policies brought before the committee were unanimously recommended for adoption and sent to the F&E Committee.

### 3. Audit: Mr. Kevin O'Gorman

Mr. O'Gorman noted that the committee did not meet.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman noted that the committee did not meet but had been regularly meeting to work on the Strategic Plan. He thanked the board and staff for their combined efforts to bring the plan to completion.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the minutes of the committee's December 13<sup>th</sup> meeting in their packets. She shared the highlights of the meeting and noted that the staff is continuing their efforts to enhance customer service for all CATS customers.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,133 rides in November and 97% were on time. There were 4,148 total service hours and zero valid complaints.

## **VIII. ACTION ITEMS**

### **1. Consideration of adoption of CATS Policy Creation Guidelines**

It was noted that this is policy that will guide the agency in its efforts to formalize, revise, and in some cases create policies that are both needed and required.

Mr. Deville thanked Ms. Jeanette Eckert for her commitment to establishing the necessary policies.

Mr. Brandt reiterated that this was considered at both the TPP and F&E Committees and was unanimously recommended for adoption by both.

Mr. Brandt moved that the CATS Policy Creation Guidelines be adopted and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

### **2. Consideration of adoption of Ethics Policy**

It was noted that this item is a requirement of the Louisiana Legislative Auditor.

Mr. Brandt reiterated that this was considered at both the TPP and F&E Committees and was unanimously recommended for adoption by both.

Ms. Perkins moved that the CATS Ethics Policy be adopted and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

### **3. Consideration of adoption of CATS Strategic Plan**

Mr. Deville shared that CATS staff has been working for the better part of the year to develop the Strategic Plan and thanked both them and the board members for all the tireless work that went into the successful endeavor.

Mr. Brandt noted that the plan is one for the entire agency and provides not only priorities but also organizational goals and specific metrics. He added that there is much to do at the agency and this will be the guide for the successful implementation of the work remaining.

Ms. McNaylor noted that the staff had worked diligently to bring the plan to fruition and shared that the work could not have been done without the leadership and contribution of the CATS board, particularly Messrs. Brandt and O’Gorman.

Ms. Pierre moved that the CATS Strategic Plan be adopted and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**4. Consideration of adoption of 2018 budget**

Mr. Deville shared that the proposed 2018 budget is \$26.1 million and is a \$1.7 million reduction in expenses from 2017.

Mr. Deville thanked the staff and the finance department in particular for their perseverance in the creation of the budget.

Mr. Brandt noted that it was a remarkable feat to bring a budget with \$1.7 million reduction in spending while maintaining—at a minimum—the same service levels as 2017; there will actually be higher service levels with the addition of the modified BRT lines.

Mr. Brandt shared that a portion of the board reserve fund had been used in order to meet expense needs at the beginning of January as CATS does not receive its first property tax check before January 15<sup>th</sup> each year. Once the property tax money is received, the board reserve will be replenished.

Mr. O’Gorman moved that the following resolution be adopted and Ms. Perkins seconded. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING 2018 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2018 budget for the Capital Area Transit System, which has been made available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues to total expenditures be changed without approval of the Board of Commissioners.

Mr. Brandt moved that the board enter into executive session to discuss the pending litigation and Ms. Perkins seconded. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

5. Authorization for the CEO to settle the claim of Robert Wilson under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 601,545, Sec. D; and that Robert Wilson is the plaintiff and Capital Area Transit System is the defendant.)

Mr. Brandt moved that the CEO is authorized to settle the claim of Robert Wilson for the sum of fifty thousand and 00/100 (\$50,000) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

6. Authorization for the CEO to settle the claim of Katie Duplantis under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 664,934, Sec. 22; and that

**Katie Duplantis is the plaintiff and Shavis Smith, Capital Area Transit System, Theron Foster, and GEICO are the defendants.)**

**Mr. Brandt moved that the CEO is authorized to settle the claim of Richard Andre for the sum of fourteen thousand and 00/100 (\$14,000) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mrs. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.**

**IX. PUBLIC COMMENTS**

**There were no public comments.**

**X. ADJOURNMENT**

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

DRAFT



OPERATING AND CAPITAL BUDGET  
FOR THE YEAR ENDING  
DECEMBER 31, 2018



The CATS Operating and Capital Budget reflects the organization's commitment to the delivery of valuable transit services that are focused on the needs of our community. The Agency's service commitment has been continued as we have simultaneously focused on the efficient use of public resources that have been entrusted to us. We are pleased to announce that these efforts will permit the Agency to maintain our service hours as we lower our total direct operating expenses by almost \$2 million year over year. At the same time we will be able to introduce expanded electric bus services that are sensitive to the environment in our community. We are proud of this effort and want to recognize the commitment of our group of transit professionals.

### **Operating Expenses:**

The CATS 2018 budget results from our efforts to review and justify all of our expenses. The CATS team seeks to position the organization for continued service enhancements. Several adjustments will be introduced in 2018. Steps have been planned in an effort to take advantages of opportunities to restructure the management to reduce costs and improve focus. Costs have been shifted and consolidated to bring new focus and efficiencies to our risk management function. Insurance, security and safety programs have been centralized. Expanded staffing has been included in order to improve service reliability and reduce overtime expenses. Additional economies result from updated personnel policies. The result of these efforts is that CATS will deliver the same services to the Baton Rouge community in 2018 at a cost that is almost \$2 mil below our costs in 2017.

### **Operating Revenues:**

For 2018 the CATS team has focused on the efficient use of the public resources that we are entrusted with. We anticipate that \$4 mil of Federal funding will be available to underwrite the costs of the services we provide to our community. In addition, 15% of our costs will be underwritten by our riders and community partners in 2018 vs 10% in 2017. The balance of our operating revenue will come from local sources.

### **Capital Programs:**

The introduction of new electric buses will be the most visible element of our capital program. But during 2018 CATS will move forward on important projects that will enhance mobility in our community. We will be working on the introduction of new BRT services & transit hubs that will be available in subsequent years. CATS has been active in efforts to attract Federal grant funding to move these projects forward.

**CAPITAL AREA TRANSIT SYSTEM**  
**Operating Budget**  
**For the Year Ending December 31, 2018**

<b>2017 Operating Revenues</b>				
<b>2018</b>	<b>Budget</b>	<b>2017</b>	<b>Projected</b>	<b>Dollar Variance</b>
<b>Operating Revenues:</b>				
Passenger Paid Fares	1,800,000		1,709,677	90,323
Special Transit Fares (Contract/Events)	328,228		338,493	(10,265)
ADA/Paratransit Revenue	110,000		99,349	10,651
Other Agency Revenue (Misc)	87,690		67,098	20,593
Advertising Revenue	500,000		498,016	1,984
Interest Income	50,000		14,103	35,897
<b>Total CATS Generated Revenue</b>	<b>2,875,918</b>		<b>2,726,736</b>	<b>149,182</b>
<b>Non Federal Subsidy</b>				
Hotel/Motel Tax	1,300,000		1,320,481	(20,481)
Parish Transportation Fund 145	550,000		550,000	-
Property Tax Revenue	16,925,000		16,925,000	-
Medicaid - NEMT	-		-	-
<b>Total Non Federal Subsidy</b>	<b>18,775,000</b>		<b>18,795,481</b>	<b>(20,481)</b>
<b>Federal Operating Subsidy</b>				
FTA - CMAQ Operating	-		1,723,797	(1,723,797)
FTA - Project Administration	90,000		88,362	1,638
FTA - Planning	229,305		105,007	124,298
FTA - Preventive Maintenance	4,118,291		3,750,000	368,291
FTA - JARC/New Freedom	-		165,625	(165,625)
FTA - Other Formula	-		-	-
<b>Total Federal Operating Funds</b>	<b>4,437,596</b>		<b>5,832,791</b>	<b>(1,395,195)</b>
<b>Total Sources of Revenue</b>				
	<b>26,088,514</b>		<b>27,355,008</b>	<b>(1,266,494)</b>

**CAPITAL AREA TRANSIT SYSTEM**  
**Operating Budget**  
**For the Year Ending December 31, 2018**

2016 Operating Expenses			
2018 Budget		2017 Projected	Variance

**Operating Expenses:**

Administration	3,906,588	3,071,707	834,881
Operations	12,111,667	13,631,164	(1,519,497)
Maintenance	4,772,982	5,378,853	(605,871)
ADA Paratransit	2,854,720	2,901,656	(46,936)
Project Admin & Planning	309,799	561,941	(252,142)
Customer Care	643,484	680,311	(36,827)
Facility Maint	410,727	546,690	(135,963)
Security	225,000	224,208	792

<b>Total Direct Operating Expenses</b>	<b>25,234,967</b>	<b>26,996,530</b>	<b>(1,761,563)</b>
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**Nonoperating Revenues (Expenses):**

Federal Capital Subsidy			
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FTA - CMAQ Electric Buses Cost	2,887,734	-	
FTA - Grant money	(2,310,187)	-	
Local Match	577,547		
FTA - Bus Lease Payments	656,274	328,137	
FTA - Bus Lease Grant	(410,274)	(205,137)	
Local Match	246,000	123,000	
FTA - Other/Interim Hub Improvements	150,000	1,034,499	
Less Grant Funds	(120,000)	(827,598)	
Local Match	30,000	206,901	

<b>Total Local Match for Capital Projects</b>	<b>853,547</b>	<b>329,901</b>	
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<b>Net Operating</b>	<b>26,088,514</b>	<b>27,326,431</b>	
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<b>NET SURPLUS/(DEFICIT)</b>	<b>\$ -</b>	<b>28,577</b>	
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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 20, 2016  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

**Mr. Brandt called the meeting to order.**

**II. ROLL CALL**

**Present were Messrs. Brandt, Breaux, Cutrera, and Perret, and Mss. Barrett, Collins-Lewis, Perkins, and Pierre. Mr. O’Gorman was absent. Also present were Mr. Bill Deville, CEO; Mr. Conner Burns, CFO; Mr. Don Palmer, COO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.**

**III. INVOCATION**

**Ms. Perkins gave the invocation.**

**IV. APPROVAL OF MINUTES OF NOVEMBER 15, 2016, MEETING**

**Mr. Cutrera requested more detail regarding the CEO report portion of the November minutes. To ensure accuracy, the board agreed to defer the approval of the November’s minutes until the January meeting so that the recording of the November meeting could be reviewed to ensure the accuracy of the minutes.**

**The approval of the November 15, 2016, board minutes was deferred.**

**V. ADMINISTRATIVE MATTERS:**

**1. CEO Report: Mr. Bill Deville and Executive Staff**

**Mr. Deville noted that he would provide all the department updates for expediency.**

**In Human Resources, he noted that CATS made the following hires in November: Operations – 7 cadets, Administration – 1 Chief Administrative Officer, and Security – 1 Police Officer. A new class of cadets is expected to begin after Christmas.**

**Mr. Deville informed the board that, in Operations, the run cut implementation took effect on December 11<sup>th</sup>, and with the service, CATS no longer utilizes the Town Square/Old State Capitol area. The new hub location has moved back to the CATS Terminal at 2222 Florida. PASS training was held at CATS November 28-30 under the direction of ADA Coordinator Karen Denman.**

**Mr. Deville reported that, in Maintenance, preventive maintenance inspections (PMIs) are at 82%. A campaign to replace roof hatches and check all windows is underway for the month of December.**

**Mr. Deville reported there were 224,350 trips in November and 2,376,133 year-to-date. There were 63 complaints, and the on-time performance was 78%. The complaints are broken down as follows: courtesy – 12; facilities/maintenance – 3; passed up – 6; performance – 31; safety – 7; website/IT issues – 2; and other – 2. It is important to note that there are 63 complaints out of 224,350 trips for the month, a percentage of 0.028%.**

**Mr. Deville shared that, in Service Planning, the service implementation project was completed. The highlights of this change are the CATS Downtown Transit Hub being relocated from the Old State Capitol to the CATS Terminal and the elimination of Route 15 – Red Stick Trolley.**

**In Facilities Planning, for the East Baton Rouge hub, CATS CAO Darrell Brown, Planner James Baker, and Project Manager Vanessa Dargin met with the City Parish Department of Transportation & Drainage Director Stephen Bonnette and staff and confirmed that his staff would provide cost and estimates for the proposed Cortana Mall Hub.**

**Mr. Deville noted that the COO replacement process is being led by the CATS CEO; the 2017 budget will be presented by the CATS CFO; and the CATS CEO Vision Narrative and CATS 2017 Board Retreat planning are underway and are being led by the Executive Assistant and Executive Staff.**

**2. Financial Statements: Mr. Conner Burns**

**Mr. Burns described the highlights of the written report contained in the members' packets showing the status of grants. The balance of grant funds remaining was \$4,522,083.**

He then discussed the highlights of the financial statements. The 2016 year-to-date property tax monies received was \$16,447,217, and the amount expended from that source was \$15,222,426. November operating revenues were \$209,550 and governmental revenues were \$2,015,449, for a total source of funds of \$2,224,999. The total direct operating expenses were \$2,076,894.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 22%, ADA – 10%, Administration – 11%, Customer Care/Facility – 3%, Security – 2%, and Project Administration – 2%.

## **VI. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt expressed his congratulations and best wishes to Mayor-President Elect Sharon Weston Broome. He noted that both he and Mr. Deville were honored to be serving on transition teams for the Mayor-President Elect.

Mr. Brandt shared that the annual Southwest Transit Association (SWTA) conference would be held in Baton Rouge February 12-15, 2017. The Hilton Capitol Center and the Raising Cane’s River Center will be the locations for the conference.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Brandt**

Mr. Brandt referred the members to the minutes of the committee’s December 15<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that there the action items would be discussed later in the meeting. He let the board know that the Mid-City Towers lease item was deferred.

Mr. Brandt noted that each action item for consideration was recommended for approval by the F&E Committee.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. O’Gorman**

Mr. O’Gorman noted the committee did not meet.

### **4. Planning: Mr. Perret**

Mr. Perret noted the committee did not meet. Mr. Cutrera discussed the process to date for the Cortana Mall transit hub and stated that it was his opinion that Wal-Mart is a better location than Virginia College for the hub.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee's December 14<sup>th</sup> meeting in their packets. She shared the highlights of the meeting, including complaints and certifications.

Mr. Morgan Landry of Reliant Transportation reported that Reliant provided 6,916 completed rides in November and 89% were on-time. There were 4,357 total hours and 2 valid complaints.

## VIII. ACTION ITEMS

### 1. Adoption of Resolution required by Louisiana Bond Commission for the Revenue Anticipation Note/Certificate of Indebtedness

It was noted that the agency is proceeding with the certificate of indebtedness so that there are funds available for CATS operations due to anticipated delay in the receipt of property tax funds due to the August flood.

The Louisiana Bond Commission requires that this resolution be passed. This item will be considered by the State Bond Commission at its January meeting.

Ms. Collins-Lewis moved to adopt the Resolution required by the Louisiana Bond Commission for the Revenue Anticipation Note/Certificate of Indebtedness and that the funds from the certificate of indebtedness be secondary funds and only utilized after the board restricted reserve funds are utilized. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

### RESOLUTION

A resolution authorizing the Capital Area Transit System to incur debt and borrow an amount not to exceed in the aggregate \$5,000,000; authorizing the execution and delivery of all documents required in connection therewith; and authorizing the President and Secretary of the Board of Commissioners of the Capital Area Transit System to do all things necessary to effectuate this Resolution.

WHEREAS, the Capital Area Transit System (the "Issuer"), is a body politic and corporate, and a political subdivision of the State of Louisiana validly organized and created in accordance with Chapter 10 of Title 48 of the Louisiana Revised Statutes of 1950, as amended (La. R.S. 48:1451-1461, inclusive); and

WHEREAS, the Issuer, pursuant to the provisions of La. R.S. 39:742.2, desires to incur debt and issue not exceeding Five Million Dollars (\$5,000,000) of its Certificate of Indebtedness, Series 2017 (the "Certificate"), for the purpose of paying current operations of the Issuer in anticipation of revenues of the Issuer, said Certificate to mature on June 30, 2017 and to bear interest at a rate not to exceed two percent (2%) per annum; and

WHEREAS, the Board of Commissioners of the Issuer has determined that the principal and interest due in any year on the amount of the Certificate will not

exceed seventy-five percent (75%) of the revenues estimated to be realized from the 10.6 mills ad valorem tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baton Rouge, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “Baton Rouge Ad Valorem Tax”), and from the 10.6 mills ad valorem tax levied and collected by the Issuer within the jurisdictional boundaries of the City of Baker, State of Louisiana, pursuant to an election held therein on April 21, 2012 (the “Baker Ad Valorem Tax,” and, together with the Baton Rouge Ad Valorem Tax, the “Pledged Ad Valorem Taxes”), as required by La. R.S. 39:742.2(B); and

**NOW THEREFORE, BE IT RESOLVED**, by the Board of Commissioners of the Capital Area Transit System, acting as governing authority of the Issuer, that:

**SECTION 1.** The Issuer is hereby authorized to incur debt and borrow an amount not to exceed in the aggregate \$5,000,000 at a rate not exceeding two percent (2%) per annum, to be repaid on or before June 30, 2017 for the purpose of paying the costs of current operations to be secured by and payable from the Pledged Ad Valorem Taxes.

**SECTION 2.** The President and Secretary of the Board of Commissioners of the Issuer, are hereby further authorized and directed to accept, receive, execute, seal, attest and deliver all such documents, certificates and other instruments as are required in connection with the authorization, issuance and delivery of the Certificate or to take such further action as may be appropriate or required by law in connection with the authorization, issuance and delivery of the Certificate.

**SECTION 3.** Application be and the same is hereby formally made to the State Bond Commission, Baton Rouge, Louisiana, for its consent and authority for the Issuer to incur debt and borrow in the aggregate not exceeding \$5,000,000 as herein provided, and a certified copy of this Resolution shall be forwarded to the State Bond Commission, together with a letter requesting the prompt consideration and approval of this application.

**SECTION 4.** It is recognized, found and determined that a real necessity exists for the employment of Bond Counsel in connection with the issuance of the foregoing, and, accordingly, Dunlap Fiore LLC, Baton Rouge, Louisiana, is hereby employed as Bond Counsel to the Issuer to do and to perform comprehensive, legal and coordinate professional work with respect thereto. The fee to be paid Bond Counsel for this matter shall not exceed the Attorney General's then current Bond Counsel Fee Schedule and other guidelines for comprehensive, legal and coordinate professional work, said fee to be payable out of funds provided by the Issuer subject to the Attorney General's written approval of said employment and fee as required by La. R.S. 42:261, *et seq.*

**SECTION 5.** By virtue of the Issuer's application for, acceptance and utilization of the benefits of the Louisiana State Bond Commission's approval resolved and set forth therein, the Issuer resolves that it understands and agrees that such approval is expressly conditioned upon, and it further resolves that it understands, agrees and binds itself, its successors and assigns to, full and continuing compliance with the

**“State Bond Commission Policy on Approval of Proposed Use of Swaps, or other forms of Derivative Products Hedges, Etc.,” adopted by the Commission on July 20, 2006, as to the borrowing and other matters subject to the approval, including subsequent application and approval under said Policy of the implementation or use of any swaps or other products or enhancements covered thereby.**  
**SECTION 6. This Resolution shall take effect immediately.**

**2. Authorize the CEO to order 12 new buses for delivery in 2018**

**It was noted that this item was unanimously approved at the F&E meeting. Mr. Deville stressed that this simply allowed CATS to place the order and get in line to purchase the buses. This does not bind CATS to payment at this point.**

**Ms. Pierre moved that the CEO be authorized to order 12 new Gillig buses for 2018 delivery and to execute all documents required for the order. Mr. Perret seconded the motion. Mr. Brandt invited public comment and there was none. The item passed without objection.**

**It was noted that this is a tremendous step in the right direction and that CATS has spent approximately \$1.9 million to maintain the older buses in the last 18 months.**

**3. Approve award of website redesign contract**

**It was the recommendation of the review committee that Covalent Logic be awarded the contract. This was also the recommendation of the F&E committee.**

**This contract will allow for the complete overhaul and maintenance of the CATS website. By contracting with Covalent Logic, CATS will obtain the use of proprietary software that is custom suited to the needs of the agency and will be user friendly on both the front and back ends.**

**Mr. Perret moved that Covalent Logic, LLC be awarded the contract to design the CATS website and that the CEO be authorized to enter into a contract with Covalent Logic for a price not to exceed \$91,000 in the first two years of the contract. Ms. Collins-Lewis seconded the motion. Mr. Brandt invited public comment. Rev. Anderson inquired about the solicitation process that was done with users of the website, asked if it was put out to bid, wanted to know what would be done to make the site better for the users, and wanted to know if cost was the sole factor. Following the public comments, the motion passed unanimously.**

**4. Approve 2017 budget**

**Mr. Burns presented the 2017 budget to the board and expressed his appreciation to Jeanette Eckert and Pat Beard for their assistance with the planning. Mr. Burns noted that the budget is based on 275,000 service hours for 2017.**

**Mr. Burns shared that the 2017 total operating revenues are projected at \$2,926,000; the total federal revenue is projected at \$11,409,526; the total non-**

operating revenues are projected at \$17,901,000; and the total sources of revenue is projected to be \$32,236,526.

The total direct operating expenses for 2017 are projected to be \$30,152,170. The funds projected for capital expenditures is \$2,084,356.

Ms. Perkins moved that the 2017 budget resolution be approved. Mr. Perret seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

#### **RESOLUTION OF CATS BOARD OF COMMISSIONERS APPROVING 2017 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2017 budget for the Capital Area Transit System, which has been made available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts of the total revenues or total expenditures be changed without approval of the Board of Commissioners.

#### **IX. PUBLIC COMMENTS**

At this point, since the next two items are expected to be discussed in executive session, a suggestion was made to have the public comments taken ahead of the last two action items. There was no objection to amending the agenda to take up public comments at this time.

Al Weeden, bus operator and ATU 1546 President, said he believes Wal-Mart is a better hub location than Virginia College at Cortana Mall. He apologized for the passengers that were stranded the previous night and said that one route affected three different hubs. He shared that Maintenance needs a place to park the new buses at night. He also commented that the union and the management will have to work together if things are going to get better.

Mike Dimicko, an Our Lady of the Lake employee, wanted to speak with someone regarding how CATS service can help their patients.

Rev. Anderson shared that she is frustrated and has been left on a street corner and not picked up. She has had to arrange alternate transportation because CATS has failed her. It is her opinion that there is something infinitely wrong with the system.

## VIII. ACTION ITEMS – CONTINUED

5. **Authorization for the CEO to settle the claim of Glenda Stikes under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 644,396, Sec. 23; and that Glenda Stikes is the plaintiff and Capital Area Transit System and Tranetta Davis are the defendants.)**

**Ms. Collins-Lewis moved to enter executive session to discuss the pending litigation and possible settlement of each matter. Ms. Barrett seconded the motion and it passed unanimously.**

**Upon returning from executive session, Ms. Collins-Lewis moved that the CEO is authorized to settle the claim of Glenda Stikes for the sum of Forty Thousand Eight Hundred Twelve and 85/100 (\$40,812.85) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously.**

6. **Authorization for the CEO to settle the claim of Teresa Sims under the terms of the settlement and judgment 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 Baton Rouge City Court and is Suit Number 16-08288-C; and that Teresa Sims is the plaintiff and Capital Area Transit System and Khireston N. Scott are the defendants.)**

**Ms. Pierre moved that the CEO is authorized to settle the claim of Teresa Sims for the sum of Twelve Thousand Eight Hundred and 00/100 (\$12,800.00) Dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mr. Perret seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed without objection.**

## X. ADJOURN

**Mr. Perret moved to adjourn the meeting. Ms. Collins-Lewis seconded, and the motion carried unanimously.**

# CAPITAL AREA TRANSIT SYSTEM



## 2017 OPERATING AND CAPITAL BUDGET

For Year Ending December 31, 2017



**CAPITAL AREA TRANSIT SYSTEM**  
**Operating Budget**  
**For the Year Ending December 31, 2017**

	2017 Operating Revenues			
	2017 Budget	2016 Projected	Dollar Variance	Percent Change
<b>Operating Revenues</b>				
Customer Revenue - Fares	1,680,000	1,609,345	70,655	4.20%
Customer Revenue - Contract	350,000	294,987	55,013	15.70%
Customer Revenue - Special Events	-	88	-88	n/a
Customer Revenue - Medicaid	320,000	22,743	297,257	92.90%
Customer Revenue - Paratransit	110,000	108,541	1,459	1.30%
Advertising Revenue	425,000	422,924	2,076	0.50%
Chartered Transportation Revenue	6,000	2,710	3,290	54.80%
Miscellaneous Revenue	25,000	37,543	-12,543	0.00%
Interest Income	10,000	10,000	-	0.00%
<b>Total Operating Revenues</b>	<b>2,926,000</b>	<b>2,508,882</b>	<b>417,118</b>	<b>14.3%</b>
<b>Federal Operating Subsidy</b>				
<b>Nonoperating Revenues (Expenses)</b>				
FTA - CMAQ Electric Buses	2,300,000	-	2,300,000	0.00%
FTA - CMAQ Operating	1,316,272	2,772,732	-1,456,460	-110.70%
FTA - Project Administration	-	35,000	-35,000	n/a
FTA - Planning	140,000	83,333	56,667	40.50%
FTA - Preventive Maintenance	3,650,000	3,211,735	438,265	12.00%
FTA - JARC/New Freedom	361,877	422,471	-60,594	-16.70%
FTA - Other Formula	3,641,377	2,003,285	1,638,092	45.00%
<b>Total Federal</b>	<b>11,409,526</b>	<b>8,528,556</b>	<b>2,880,970</b>	<b>25.3%</b>
<b>Non Federal Subsidy</b>				
Hotel/Motel Tax	1,150,000	1,200,000	-50,000	-4.30%
Parish Transportation Fund 145	751,000	550,000	201,000	26.80%
Property Tax Revenue	16,000,000	16,500,000	-500,000	-3.10%
<b>Nonoperating Revenues (Expenses)</b>	<b>17,901,000</b>	<b>18,250,000</b>	<b>-349,000</b>	<b>-1.90%</b>
<b>Total Sources of Revenue</b>	<b>32,236,526</b>	<b>29,287,438</b>	<b>2,949,088</b>	<b>9.1%</b>

**Factors Affecting Revenue**

**Operating Revenue**

Regular passenger fares make up the majority of operating revenue. CATS expects passenger revenue to increase by 4.2% over FY 2016 due to the increase in ridership and route adjustments and 14.3% increase in overall Agency generated revenue based on a significant increase in advertising and Medicaid riders. Fares include bus passenger fares, sales at the terminal, e-commerce and sales at off-site locations. Contract revenue includes colleges and universities and other local entities utilizing service. Other sources of revenue include charter services, miscellaneous revenue and interest income.

**Federal Revenue: Non-Operating Revenue**

Federal funding has been made available to CATS for transit operating assistance and capital projects. The allocation of grant revenue between the operating and capital budgets is a function of eligible costs and grant funds availability. CATS supplies the local portion of grant funding through generated revenue sources, as well as non-operating revenue. Major projects include transit center improvements and electric buses.

**Property Tax and Other Funding Sources**

Property tax revenues are received from the ten-year, 10.6 mills property tax approved in April 2012. This funding was passed to improve transit service with additional routes and service frequency. According to tax projections, CATS anticipates a 3.1% decrease over FY 2016 based on the potential impact of the August 2016 flooding. Additionally, CATS receives an allocation from the Parish Transportation Fund and the City/Parish Hotel/Motel Tax.

**CAPITAL AREA TRANSIT SYSTEM**  
**Operating Budget**  
**For the Year Ending December 31, 2017**

	2016 Operating Expenses			
	2017 Budget	2016 Projected	Dollar Variance	Percent Change
<b>Operating Expenses</b>				
Administration	2,915,628	2,967,369	-51,741	-1.80%
Operations	15,527,167	13,721,198	1,805,969	11.60%
Maintenance	6,604,839	6,140,931	463,908	7.00%
ADA Paratransit	2,979,306	2,707,540	271,767	9.10%
Project Administration & Planning	441,492	447,466	-5,974	-1.40%
Customer Care	1,108,998	970,896	138,102	12.50%
Facility Maint / Security	574,740	542,046	32,694	5.70%
<b>Total Direct Operating Expenses</b>	<b>30,152,170</b>	<b>27,497,445</b>	<b>2,654,725</b>	<b>8.80%</b>
<b>Net Operating</b>	<b>2,084,356</b>	<b>1,789,993</b>	<b>294,363</b>	<b>14.1%</b>
	<b>Capital Fund Expenditures (Local Portion)</b>			
<b>Capital Budget</b>				
Capital Lease Payments (Incl. Interest)	123,000	832,000	-709,000	-576.40%
Anticipated Capital Expenditures	1,711,356	1,147,136	564,220	33.00%
Settlement Fund Payment Reserve	200,000	200,000	-	0.00%
Judgment Fund Payment Reserve	50,000	50,000	-	0.00%
<b>Total Capital Funds Expended</b>	<b>2,084,356</b>	<b>2,229,136</b>	<b>(144,780)</b>	<b>-6.9%</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>-</b>	<b>(439,143)</b>		

**Factors Affecting Operating Expenses and Capital Expenditures**

**Operating Expenses**

Twenty four (24) additional positions are included in the FY 2017 budget compared to the FY 2016 existing personnel. The majority of these positions are operators, mechanics and safety related positions, each supporting the Agency's long term strategic goals and fulfilling the promises made to the public.

In addition to personnel, CATS is implementing major transit center/hub renovations and adding Bus Rapid Transit routes.

**Capital Fund Expenditures**

Planned capital expenditures, which are attached to this budget, include the funding of twelve new replacement buses, up to three new electric buses, one replacement para-transit van, and five utility vehicles. Other capital expenditures include bus restoration, shelters and business solution software.

As Of: **Sunday, January 01, 2017**

**CATS CAPITAL EXPENDITURE BUDGET**

Project No.	Description	Status	Grant	Grant %	Completion Date	TOTALS		
						Cost	Grant	Local
117-A	Shelters 6	In Progress	LA-90-0404	80%	Q1-Q4 2017	51,071	40,857	10,214
117-B	Shelters - 2017	In Progress	Formula Grants	80%	Q1-Q4 2017	62,500	50,000	12,500
119	Shelters 8 - State Enhancement	In Progress	LA-95-X010	80%	Q1-Q4 2017	398,030	318,424	79,606
120	HVAC & Rehab Terminal	In Progress	Local	0%	Q1 2018	500,000	-	500,000
130-A	Bus - 2017 (2) - \$421,780	In Progress	Formula Grants	85%	Q2 2017	843,560	717,026	126,534
130-B	Electric Bus	In Progress	2017 CMAQ	85%	Q3 2017	2,705,882	2,300,000	405,882
130-C	Bus - 2017 (10) - \$421,780	In Progress	2016 5339	85%	Q1 2017	667,000	544,113	122,887
131	Bus - 2018 (12) - \$425,998	In Planning	Formula Grants	85%	Q1 2018	5,111,976	4,345,180	766,796
132	Bus - 2019 (12) - \$430,258	In Planning	Formula Grants	85%	Q1 2019	5,163,096	4,388,632	774,464
133	Bus - 2020 (12) - \$434,560	In Planning	Formula Grants	85%	Q1 2020	5,214,724	4,432,515	782,209
135	Utility Vehicles - 2017 Model (5) - \$21,500	In Planning	Local	0%	Q3 2017	107,500	-	107,500
136	Utility Vehicles - 2018 (6) - \$22,725	In Planning	Formula Grants	0%	Q4 2018	136,350	-	136,350
137	Utility Vehicles - 2019 (6) - \$23,878	In Planning	Formula Grants	0%	Q4 2019	143,268	-	143,268
139	ADA Vans - 2017 (1) - \$102,435	In Planning	Formula Grants	85%	Q3 2017	102,435	87,070	15,365
140	ADA Vans - 2018 (4) - \$105,000	In Planning	Formula Grants	85%	Q3 2018	420,000	357,000	63,000
141	ADA Vans - 2019 (4) - \$107,600	In Planning	Formula Grants	85%	Q3 2019	430,400	365,840	64,560
142	ADA Vans - 2020 (4) - \$110,300	In Planning	Formula Grants	85%	Q3 2020	441,200	375,020	66,180
143-A	IT - Transit Software - Phase One	In Planning	Formula Grants	80%	Q1-Q4 2017	350,000	280,000	70,000
143-B	IT - Transit Software - Phase Two	In Planning	Formula Grants	80%	Q1-Q4 2017	200,000	160,000	40,000
145	Bus Washers	In Planning	Formula Grants	80%	Q4 2017	220,000	176,000	44,000
147-A	Transit Hub/Transit Center - Phase One	In Planning	Formula Grants	80%	Q1-Q4 2017	1,989,560	1,591,648	397,912
147-B	Transit Hub/Transit Center - Phase Two	In Planning	Formula Grants	80%	Q1-Q4 2017	275,440	220,352	55,088
149	Facilities Equipment	In Planning	Local	0%	Q1-Q4 2017	27,500	-	27,500
152	Computer Hardware	In Planning	Local	0%	Q1-Q4 2017	150,000	-	150,000
153	Bus Paint (2 @\$9,000 ea)	PR	Local	0%	Q2-Q4 2017	18,000	-	18,000
154	AVL Equip (5) spares ea	Elec	Formula Grants	80%	Q3 2017	94,990	-	18,998
155	Replacement Fareboxes (6)	Elec	Formula Grants	80%	Q4 2017	109,710	-	21,942
156	Computers	Elec	Local	0%	Q1-Q4 2017	80,442	-	80,442
157	Camera Monitor	Elec	Local	0%	Q2 2017	90,000	-	90,000
158	Laserfiche	IT	Local	0%	Q2 2017	27,228	-	27,228
159	Card access and security	IT	Local	0%	Q3 2017	20,144	-	20,144
162	Genfare Boxes - 16	TBD	Formula Grants	80%	Q4 2018	220,000	176,000	44,000



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION**

**JANUARY 22, 2018**

**4:30 p.m.**

**BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF DECEMBER 19, 2017 MEETING**

Ms. Perkins moved to approve the minutes of the December 19, 2017, meeting and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt reviewed the public comment policy.

Mr. Brandt shared that CATS would be hosting a Customer Appreciation Day on January 26<sup>th</sup> from 11:00 a.m. until 3:00 p.m. at the main terminal and invited everyone to participate.

Mr. Brandt noted that he had appointed Kevin O’Gorman to chair the nominating committee for board officers and that Matt Thomas and Erika Green would be on the committee. He urged any board member interested in holding an office to let one of the three committee members know.

Mr. Brandt shared that Peter Breaux, Erika Green, and Linda Perkins had all been reappointed by the Metro Council to serve another term on the CATS Board and thanked them for their continued service.

## **V. SAFETY MOMENT**

Mr. Brandt communicated that CATS had recently hired Renee Simpson as the Safety and Risk Manager and noted that she would be sharing a safety moment at the board meetings moving forward.

Ms. Simpson shared that safety moments help create a culture of safety within organizations and that she looked forward to assisting in the development of a safety culture at CATS.

## **VI. ADMINISTRATIVE MATTERS**

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

Ms. Bowie shared that the following hires were made in December: Facilities Maintenance – 1 Custodial Crew member.

Mr. Goldman shared that, in Operations, there are currently 140 Operators on the roster and 134 are active. The Operators of the Month for December were Marlon Gotch and Sheila Bennett.

Mr. Goldman reported that ridership for December was 196,660. He noted the mean miles between mechanical failures were 1,608.4; the mean miles between road calls were 5,781.5. He noted that the targets in the Strategic Plan were 3,000 mean miles between mechanical failures and 8,000 mean miles between road calls by December 31, 2018. There were 174.8 trips cancelled in December and 99.5% of trips operated. The on-time performance metric is measured by both current and new metrics, but this is the last month that the measurement of one minute early to ten minutes late would be measured; by that measurement, CATS was at 84.9% on time. The new measurement of zero minutes early to five minutes late would be

exclusively tracked moving forward, and by that metric, CATS was 64.8% on time. The goal is to have an on-time performance of 80% by December 31, 2019. There were 1.9 preventable accidents per 100,000 miles in December; the target is 2.5 preventable accidents by December 31, 2018, so CATS will continue striving to keep that number low. There were 25.9 complaints per 100,000 boardings in December; there were 51 total complaints for the month, and 20 that required corrective action. The target is to have less than 20 total complaints per month by the end of the year. It was noted that there were also three commendations for the month.

Mr. Deville reminded the board that the plans continue for the Plank Road BRT and that CATS is looking to invest in new electric buses and to undertake infrastructure improvements in conjunction with BRT.

It was noted that CATS has established dialogue with the East Baton Rouge Redevelopment Authority and its new President and CEO Chris Tyson that centers initially on the Plank Road Corridor.

Mr. Deville shared that work continues in areas of each of the hubs.

Mr. Deville informed the board that CATS will be leasing additional office space on the 9<sup>th</sup> floor of Mid-City Tower.

Mr. Deville communicated that the CATS team worked incredibly hard during the recent freeze and did suspend service, but did so in coordination with City officials and communicated this with the public.

Mr. Deville noted that the total operating revenue for December was \$236,386, and the total governmental revenues were \$0, for a total source of funds of \$236,386.

The total direct operating expenses for December were \$2,658,555.

The property tax collected year-to-date is \$17,065,502, and the amount expended year-to-date is \$17,043,643.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's January 11<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

He noted that all action items had been recommended by the F&E Committee for adoption.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee had met that afternoon to continue the discussion of the Capital Improvements and Investments Plan. He shared that the Plan will be presented for adoption in March.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 5,611 rides in December and 96% were on time. There were 3,940 total service hours and four complaints, with zero deemed valid.

**VIII. ACTION ITEMS**

**1. Consideration of authorization to renew general liability contract with Travelers Insurance**

Mr. Brown shared that CATS has had this policy with Travelers Insurance for several years and that the agent of record had researched competitive quotes for the contract. It was staff’s recommendation that the policy be renewed.

Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.

Mr. Bellue moved that the contract for general liability insurance with Travelers Insurance be renewed and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization to extend CFO services contract with Victorious Gold**

**Mr. Deville shared that Mr. Miller has been a tremendous asset in the Finance Department and noted that there is work that remains to be done where his expertise is required.**

**Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.**

**Mr. Cohran moved that the contract with Victorious Gold for the interim CFO services of Bob Miller be extended through March 31, 2018 and that the total value of the contract be increased to an amount not to exceed \$80,000. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**3. Consideration of authorization to award paratransit contract**

**Mr. Brown shared that the staff had worked diligently over the last several months to produce a scope of work to solicit proposals for paratransit service. It was noted that this was needed because the contract had not been rebid in more than ten years.**

**The Proposal Evaluation Committee reviewed the three proposals that were received and heard presentations from the two highest scoring bidders, MV Transportation, Inc. (hereinafter “MV”) and Reliant On-Call (hereinafter “Reliant”). After considering the proposals, presentations, and costs associated, the PEC unanimously recommended that MV Transportation, Inc. be awarded the contract for paratransit services to CATS.**

**Mr. Brandt noted that this recommendation was the culmination of a great deal of work and that it followed the same procurement process as all other proposals. He further stated that it was the unanimous recommendation of the PEC that MV be awarded the contract.**

**So that she could obtain additional information, Ms. Green moved that the item be deferred for thirty days and Mr. Cohran seconded the motion. It was noted that the February board meeting would take place sooner than thirty days, and Ms. Green amended her motion so as to defer the item to the February board meeting. Mr. Cohran seconded the motion. Mr. Brandt invited public comment and several people spoke.**

**Chris Nichols stated that she would be the Project Manager and shared that she has spent 14 years going above and beyond for CATS. She and Reliant have a commitment to Baton Rouge and it matters to them. She asked that CATS look at Reliant's history with CATS when considering this matter.**

**Jamie Simpson stated that Chris Nichols is a great person and noted that she did not understand how Reliant scored lower than MV.**

**Davis Rhorer stated that Chris Nichols has worked in transportation for two decades and has been on the Downtown Development District's board. She is committed to transit.**

**Rob Miller stated that he would like to continue to work with CATS and that the last time Reliant lost a contract to MV it hurt a great deal. He noted that MV routinely underbids on contracts to win the business, and then increases the price once the contract is underway. He also spoke about the previous contract between CATS and MV wherein the amount of money paid to MV Transportation was increased over the life of the contract.**

**Al Weeden shared that the ATU Local 1546 supports Reliant.**

**Malcolm Meyer shared that he supported Reliant and felt they should continue to have the contract. He also discussed a packet of documents that was handed out to board members during his comments and noted a history of underbidding and overpricing by MV.**

**Trey Ourso stated that he supports Reliant and the fact that they are local. He noted that Mr. Miller was instrumental in the CATS tax election and feared the tax would not be renewed if an out-of-state-firm was awarded the contract.**

**Voting yes for the motion were Messrs. Breaux and Cohran and Mss. Green and Pierre. Voting no were Messrs. Bellue, Brandt, O'Gorman, and Thomas. Ms. Perkins abstained. The motion failed.**

**Mr. Brandt reiterated that the staff had done its due diligence in reviewing proposals and reaching a decision. He also noted that the increase in the amount paid to MV for the last contract between CATS and MV was at the behest of CATS, not MV, and that the work was satisfactorily completed.**

**Mr. Brandt moved that the following resolution be adopted:**

## RESOLUTION TO AWARD PARATRANSIT SERVICES CONTRACT

**BE IT RESOLVED** by the Capital Area Transit System Board of Commissioners, that the paratransit RFP be and is hereby awarded to MV Contract Transportation, Inc. and that the CEO is authorized to enter into a contract with MV Contract Transportation, Inc. to provide paratransit services.

Mr. Thomas seconded the motion. Mr. Brandt invited public comment and several people spoke.

Mr. Miller stated that he hoped that Reliant and CATS would continue working together.

Mr. Gary Coles shared that MV has a record of working with transit agencies across the country and routinely saves money by providing efficiency and cost savings measures. He noted that the company began as a husband-and-wife team with two vans providing paratransit service in their community because they saw a need; MV only grew from there. Mr. Coles further stated that CATS and MV did have a successful relationship prior to this proposal and he hoped that relationship would continue in the future.

Voting yes for the resolution were Messrs. Bellue, Brandt, O’Gorman, and Thomas. Voting no were Messrs. Breaux and Cohran and Mss. Green and Pierre. Ms. Perkins abstained. The resolution failed.

#### 4. Consideration of authorization to award electric bus purchase contract

Mr. Deville shared that CATS issued an ITB for the purchase of three electric buses.

BYD was the bidder that submitted the lowest price and their bid was determined to be responsive. The recommendation is to award the electric bus purchase contract to BYD.

It was noted that this item was unanimously recommended for approval by the F&E Committee.

Mr. Brandt moved that the following resolution be adopted:

## **RESOLUTION TO AWARD ELECTRIC BUS PURCHASE ITB**

**BE IT RESOLVED** by the Capital Area Transit System Board of Commissioners, that the electric bus purchase ITB be and is hereby awarded to BYD and that the CEO is authorized to enter into a contract with BYD for the purchase of three (3) electric buses.

Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. Voting yes were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman, and Thomas and Mss. Green, Perkins, and Pierre. The motion passed unanimously with no abstentions.

### **IX. PUBLIC COMMENTS**

Al Weeden stated that the property tax would be up for renewal in 2022 and CATS must work to ensure the public has confidence in the work done.

### **X. ADJOURNMENT**

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

DRAFT



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
FEBRUARY 20, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. NOMINATION AND ELECTION OF OFFICERS**

Mr. Brandt shared that Mr. O’Gorman chaired the nominating committee and serving with him were Ms. Green and Mr. Thomas. Mr. Brandt thanked the committee for volunteering their time to serve on the committee.

Mr. O’Gorman informed the board that the committee was proposing the following slate of officers:

President—Jim Brandt  
Vice President—Linda Perkins  
Treasurer—Kahli Cohran  
Secretary—Antoinette Pierre

Mr. Brandt asked if there were any nominations from the floor and there were none.

Mr. Thomas moved that the floor be closed to nominations and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

It was noted that officers are elected for one-year terms.

Mr. Brandt moved that the slate of officers be approved. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

Mr. O’Gorman congratulated Mr. Cohran on the election to Treasurer and shared his confidence that he would do well in the position. Mr. Brandt thanked Mr. O’Gorman for his years of service as Treasurer as well as his willingness to chair the nominating committee.

#### **IV. APPROVAL OF MINUTES OF JANUARY 22, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the January 22, 2018, meeting and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

#### **V. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt reviewed the public comment policy.

Mr. Brandt noted that this is typically the time of year when board members join or switch their committee memberships. He asked each committee chair to continue in their role for 2018 with the exception of the Audit Committee that would now be chaired by Mr. Cohran as the Treasurer.

Mr. Brandt shared that Antoinette Pierre had all been reappointed by the Metro Council to serve another term on the CATS Board and thanked her for her continued service.

Mr. Brandt informed the board that the Capital Improvements and Investments Plan (CIIP) draft would be sent to them for review. The board members are asked to review the plan and offer and feedback no later than February 28<sup>th</sup> to ensure the staff can bring the plan to the F&E Committee in March for consideration of adoption.

#### **VI. SAFETY MOMENT**

**Ms. Simpson shared safety tips centered on behavior and the importance of having a safety mindset, leading by example, and notifying others of potential safety hazards.**

## **VII. ADMINISTRATIVE MATTERS**

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

**Ms. Bowie shared that the following hires were made in January: Operations – 12 Operator Cadets; Administration – 1 Risk and Safety Manager.**

**Mr. Goldman shared that, in Operations, there are currently 145 Operators on the roster and 137 are active.**

**Mr. Goldman noted that CATS held a Customer Appreciation Day on January 26<sup>th</sup> at the CATS Terminal. Staff served lunch to customers and raffled bus passes, ranging from 24-hour to 31-day. The Operations and Communications Departments are planning to make this a quarterly event for the customers.**

**Mr. Goldman reported that ridership for January was 216,552. He noted the mean miles between mechanical failures were 1,435.6; the mean miles between road calls were 3372.5. There were 229.5 trips cancelled in January and 99.3% of trips operated. Based on the new metric of zero minutes early to five minutes late, CATS was 66.7% on time. There were 4.7 preventable accidents per 100,000 miles in January. There were 31.9 complaints per 100,000 boardings in January; there were 20 complaints that required corrective action. It was noted that there were also two commendations for the month.**

**Mr. Deville reminded the board that the plans continue for the Plank Road BRT and that CATS is looking to invest in new electric buses and to undertake infrastructure improvements in conjunction with BRT.**

**Mr. Deville shared that work continues in areas of each of the hubs.**

**Mr. Deville informed the board that CATS is meeting with the EBR Redevelopment Authority, DPW, DOTD, and other stakeholders regarding potential partnerships to create and implement the vision for transitioning the Plank Road Corridor from a blighted area into a modern model for economic development.**

CATS representatives will be traveling to the BYD electric bus manufacturing plant in the Los Angeles area to perform due diligence to ensure manufacturing specifications are being met.

Ms. Rhonda Williams shared that the presentation format of the financials are being revised and encouraged feedback from the board members. She noted that the Finance Department will be working on five primary key performance indicators (KPIs) to streamline the accounting processes: use of Financial Edge, a software package; analysis of the farebox recovery; overtime use, Medicaid reimbursement; and grant funding.

Ms. Williams noted that the total operating revenue for January was \$197,717, and the total governmental revenues were \$2,221,245, for a total source of funds of \$2,418,962.

The total direct operating expenses for January were \$1,938,811.

The property tax collected year-to-date is \$12,184,593, and the amount expended year-to-date is \$1,100,000.

## VIII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's February 15<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet and that the policies to be considered were referred to the F&E Committee for recommendation.

### 3. Audit: Mr. Kevin O'Gorman

Mr. O'Gorman noted that the committee did not meet.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman referred the members to the minutes of the committee's February 7<sup>th</sup> meeting in their packets. He shared the highlights and noted that there was continued discussion of the Capital Plan that will be considered for adoption in March. There was also an update on the North Baton Rouge Transit hub renderings and

updates on the interim hub locations at Cortana Mall and Earl K. Long. Mr. O’Gorman shared that there was discussion of the possibility of CATS providing some type of bus service on Nicholson Drive and the committee tasked the staff with determining that feasibility.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 5,761 rides in January and 99% were on time. There were 4,144 total service hours and four complaints, with zero deemed valid.

**IX. ACTION ITEMS**

**1. Consideration of authorization to renew adjuster services contract with Brown Claims Services, Inc.**

Mr. Brown shared that CATS has had this contract with Brown Claims for many years and CATS is more than satisfied with the level of service the agency has received from Brown. Mr. Abadie noted that from a litigation perspective, Brown Claims has always been very helpful and timely in their responses to him.

Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.

Mr. Bellue moved that the adjuster services contract with Brown Claims Services, Inc. be renewed for a period of one year and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization to add Rhonda Williams as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and authorization for the CEO to execute all documents required by Whitney/Hancock Bank to effectuate these changes**

Mr. Deville shared that this is a housekeeping item and one that is required by Whitney/Hancock Bank in order to add a check signer to the accounts.

Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.

Mr. Brandt moved that Rhonda Williams has the authority to sign checks for all Whitney/Hancock Bank accounts, and that William J. Deville is hereby authorized to execute all documents required by Whitney/Hancock Bank to effectuate this change, and that the “Resolution of a State or Local Government Operating Under Authority of a Board, Council, or Other Type of Governing Body” attached hereto as Exhibit A is hereby adopted. Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE OF GOVERNING BODY**

Whitney Bank, also dba Hancock Bank  
Name: Capital Area Transit System, Address: 2250 Florida Boulevard  
City, State and ZIP: Baton Rouge, LA 70802

A. We, the undersigned, certify that: we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the “Governing Authority”) duly created, organized, and operating under the Constitution and Laws of the State of Louisiana. Federal ID Number 720755868, and; that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on February 20, 2018, and; that this resolution has been properly entered into the minutes having not been modified or rescinded.

B. To be resolved that:

- (1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority:
- (2) This resolution shall continue to have effect until written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution:
- (3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts, and borrowings by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of this resolution are hereby ratified, approved and confined:
- (4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are

authorized to make any and all contracts, agreements, stipulations and orders which they deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transacting of all business concerning funds deposited in, moneys borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and; to endorse checks and orders for the payment of moneys and withdrawal of funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, agreements, stipulations and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given:

(5) Any and all prior resolutions by this governing authority and certified to this Financial Institution as governing the operation of the Governing Authority's account(s), are in full force and effect unless supplemented or modified by this authorization;

(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes the Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution:

C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

Jeanette Eckert

Roderick Goldman

William J Deville

Rhonda Williams

I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority

to adopt this foregoing resolution(s) and to confer the powers granted to the person(s) named herein:

IN WITNESS THEREOF, we have hereunto affixed our signatures as of (date).

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary/Clerk

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

**EXHIBIT A**

**MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY**

**Listing of Accounts  
("listed Accounts")**

**Customer Name:** Capital Area Transit System

<b>Account Subtitle</b>	<b>Account#</b>
1. E Commerce	XXXXXXXX
2. Health Insurance	XXXXXXXX
3. FTA	XXXXXXXX
4. Worker's Compensation	XXXXXX
5. Payroll	XXXXXXXX
6. General	XXXXXXXX
7. Business Liability	XXXXXXXX
8. Hotel Motel Tax Receipts	XXXXXXXX
9. Passenger Receipts	XXXXXXXX
10. Medicaid Reimbursements	XXXXXXXX
11. Property Tax Fund	XXXXXXXX

**MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL**

**GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL  
OR OTHER TYPE GOVERNING BODY**

**Customer Information:**

**Select One: 0 New Account X Update (Add/Delete) Signers 0 Supersede  
Exiting Signature Card**

**Governing Authority Name/Customer Name: Capital Area Transit System**

**Address: 2250 Florida Blvd City, State**

**Phone: 225-389-8920 Tax ID Number: 72-0755868**

The undersigned certifies to Bank that (1) he/she is authorized to sign this Master Signature Card for Depository Accounts ("Signature Card") on behalf of Customer that are listed on Exhibit A (hereinafter referred to as Listed Accounts) and certifies that all statements made on this Signature Card are correct and in accordance with Customer's internal account authorization, organizational and governing documents; (2) each signature presented on this Signature Card is the signature of the named person, who is authorized to sign and otherwise act on behalf of Customer and all Listed Accounts with respect to the accounts listed in this Signature Card. The Customer on its behalf and on behalf of all Listed Accounts, acknowledges receipt of, and agrees to be bound by the Bank's Deposit Agreement, Terms and Conditions, as may be amended by Bank from time to time.

Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date

**3. Consideration of authorization to approve CATS Cash Control Management Policy**

Mr. Deville shared that CATS is working to comply with new Legislative Auditor requirements prior to the start of the annual material audit. It was noted that the agency has many of the practices in place and simply needs to have written policies in place.

**Ms. Eckert shared that the purpose of the Cash Control Management Policy is to ensure CATS receipts are properly safeguarded, deposited, accounted for, and reported in accordance with Generally Accepted Accounting Principles.**

**Mr. Brandt noted that this item had been unanimously recommended for approval by the F&E Committee.**

**Mr. Bellue moved that the CATS Cash Control Management Policy be approved and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**4. Consideration of authorization to approve CATS Credit Card Policy**

**Ms. Eckert shared that the purpose of the Credit Card Policy is to communicate eligibility, usage, and documentation of expenditure requirements for CATS credit cards.**

**Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.**

**Mr. Thomas moved that the CATS Credit Card Policy be approved and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**5. Consideration of authorization to approve CATS Budgeting Policy**

**Ms. Eckert shared that the purpose of the Budgeting Policy is to provide guidelines to assist in the formulation and consideration of the annual financial plan for CATS.**

**Mr. Abadie noted that the Local Government Budget Act requires much of the information contained in the policy and that CATS is simply maintaining compliance by adhering to these requirements.**

**Mr. Brandt noted that this item was unanimously recommended for approval by the F&E Committee.**

**Ms. Perkins moved that the CATS Budgeting Policy is approved and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**6. Consideration of authorization to award paratransit contract**

**Mr. Brandt summarized the process and the events at the January board meeting that led to the item reappearing on the February agenda.**

**Mr. Brandt again reviewed the public comment policy and noted that anyone wishing to speak specifically on this action item would be allowed two minutes per the CATS Board of Commissioners By-laws.**

**Mr. Brown shared with the board that upon coming to CATS, one of the first things he recognized was the need for the issuance of a new paratransit contract as it had been more than a decade since it was last solicited.**

**There were ongoing discussions with Reliant regarding a new RFP as well as Reliant's assertion that it could not continue to operate at its then-current rates. Based on this information, CATS staff asked the Board to approve an hourly rate increase last year, and this was approved. The Board also authorized amendment to the contract to extend the contract and the current extension expires on February 28, 2018; there is no executed agreement or extension at this time.**

**During the period since the rate increase, CATS staff has worked to prepare a scope of work and RFP in order to solicit proposals for paratransit service. As with all procurements, this process was managed by CATS Procurement Director Emily Efferson and followed the same guidelines as all other CATS RFPs. The standard memorandum from the Procurement Director outlines and summarizes the process from start to finish and concludes with the Proposal Evaluation Committee's and staff's recommendation to award the paratransit services contract to MV Transportation, Inc.**

**Mr. Goldman informed the board that one of his first tasks was to lead the development of a scope of work for a paratransit RFP. Several deficiencies in the current contract were identified that needed to be corrected. To prepare a new Scope of Work, staff reviewed several paratransit scopes of work and since Mr. Goldman had recently developed a scope of work for Arcadia Transit in Southern California, that was used as a template for the CATS scope. Scopes of work and other information was also used from RTA in New Orleans and Greater Peoria Mass Transit, as well as the Transit Cooperative Research Program Report 124, which is a guidebook for measuring, assessing, and improving performance of demand-response transportation.**

He shared that the scope of work was reviewed by himself, the Fixed Route/Paratransit ADA Manager, and the Director of Maintenance as they each have oversight and management of ADA services. The Procurement Department also reviewed the scope.

Mr. Goldman noted that the proposals from MV Transportation and Reliant On-Call were the most responsive received and were therefore the two considered by the Proposal Evaluation Committee. The assessment of the two proposals and subsequent staff recommendation were not a situation of one provider being good versus the other being bad, or based on an unfavorable opinion of Reliant's service operation. The recommendation was ultimately based on MV Transportation's proposal and presentation identifying a higher level of technological innovation, service delivery efficiency, and effectiveness in several areas, including a service delivery plan outline, safety training outline, the use of technology, mobile application availability for customers, KPI dashboard for monitoring, and financial stability.

As for costs, Mr. Goldman stressed that the proposals were evaluated using the same metrics, including the costs provided by each provider. The RFP estimated 50,000 annual service hours based on actual service the past two years. Using the 50,000 service hours, the costs submitted by each proposer were translated into a cost per hour by which they were evaluated on a uniform basis. MV provides CATS with a lower cost per hour than Reliant during the course of the contract. To control costs, it is incumbent upon CATS and the Project Manager to actively monitor and manage the contract, the daily operations, and the costs associated with the contract. In the event that situations arise creating a need for service hours to increase, the impact of those factors would need to be discussed and agreed upon, and the agency would negotiate costs with the service provider. These factors include situations due to changes in CATS operations or due to changes beyond the control of CATS or the contractor.

In the interest of full disclosure, Mr. Goldman informed the board that he has worked in the past as a sub-contractor for MV on two consulting projects in the capacity of providing transit service planning assistance. He served on the MV team that worked with CATS from December 2013 through December 2015; he also worked as a sub-consultant on a project for the State of Qatar from June to September 2015. During his ten years as a consultant in the transportation industry, he was sub-contractor for a number of transportation firms which is common in the industry. He emphasized that he has not been employed by MV, he has no

ongoing relationship with MV, and at no time during the course of the development and review of the paratransit RFP did MV or any outside transportation provider have any input into the work performed by the CATS staff.

Mr. Bellue inquired of legal counsel if he perceived any conflict of interest, and Mr. Abadie stated that in his opinion, there was no conflict of interest. Additionally, Mr. Abadie stated that Ms. Efferson, the Procurement Director, was not on the evaluation committee, but she was involved in the entire process and her role was to ensure the integrity of the process.

Mr. Abadie also highlighted after another question by Mr. Bellue that the RFP did not provide for a geographical preference because the FTA prohibits geographical preferences in procurements when FTA funds are used. While CATS generally does not have FTA funds available for paratransit, FTA funds have been used in the past when a FTA grant was available for paratransit services. Furthermore, CATS does utilize FTA funds for the purchase of the vehicles that are used to provide the paratransit services. As a result, CATS has treated this RFP as one that will utilize FTA funds so that the use in the future is not prohibited. CATS and Mr. Abadie are concerned that if an award decision is based upon a geographical preference, CATS will be unable to utilize FTA funds in the future for paratransit if they become available. This is important due to the fact that it is probable that there will be a protest to whatever determination the board makes in this matter and, in fact, Reliant has already made a protest to preserve certain issues. While he has no way of knowing if MV would protest, it seems likely since the original recommendation of the evaluation committee, that of the management, and that of F&E was to award the contract to MV, and since many of the arguments made at the last board meeting were to award the contract to Reliant because they are the local company. When there is a protest, CATS, in Mr. Abadie's opinion, is required to notify the FTA of the protest. While the FTA does not generally become involved in protests, there is a possibility that they would if there is a decision based on a geographical preference. Additionally, since there is protest, this may be an item that is reviewed at the next triennial review.

For the purpose of opening the floor for public comments, Mr. Brandt moved that the following resolution be adopted:

#### **RESOLUTION TO AWARD PARATRANSIT SERVICES CONTRACT**

**BE IT RESOLVED;** by the Capital Area Transit System Board of Commissioners, that the paratransit RFP be and is hereby awarded to MV Contract Transportation, Inc. and that the CEO is authorized to enter into a contract with MV Contract Transportation to provide paratransit services.

Councilman Trae Welch made comments supporting Reliant and said the basis of any decision should not be on the fact that Reliant is local, but that Reliant has a 16-year history of providing service for CATS. If the agency switches providers now to an out-of-town provider, you will be behind the eight-ball in providing service because an out-of-town company will not know the Baton Rouge.

Laura Bailey, of MV Transportation, thanked the board and agency for the opportunity to bid and shared that MV offers employees a career path and not just a job. She noted that MV provided a strong plan with a responsible price and was committed to providing the best service possible.

Gary Coles, of MV Transportation, shared that the company started locally, by two individuals who saw a need in their community; that company is now the largest provider of paratransit service in the country. He noted that MV is a good company and he hoped that the board would agree with the staff recommendation to be the provider for CATS. He further stressed that MV would be looking to hire as many local drivers as possible to ensure the best service achievable for CATS and its customers. He discussed the rate of pay for operators and noted that, much as Reliant had done in the past, MV would be on the ground to help with the renewal of the property tax for CATS in the coming years.

Sandra Cole, a CATS On Demand customer, shared that she would rather Reliant continue to have the service because they are from here and do a good job. Through Reliant, people at the Lighthouse are able to get to their jobs. She thinks that Reliant should keep the service because they are from Baton Rouge.

Beverly Duplesis, a CATS On Demand customer, has been a rider since 2009 and said the service gives her independence. She believes Reliant should continue to have the service because they are from here.

Malcolm Myer spoke on behalf of Reliant and stated Reliant does what they say they are going to do. He said they provide jobs to the community and helped CATS with the tax election.

Susan Sutton, a CATS On Demand customer, said the community depends on this service. She feels Louisiana is a unique place and for that reason, Reliant should continue to have the service.

Rob Miller, of Reliant Transportation, stated that Reliant continues to build its business and will continue whether it gets the CATS business or not. He noted that he would not let MV come in and hire his drivers because he has a great team. He noted that there have been issues with the process. He said there are eight or ten people from MV who now work for CATS, and that MV is basically running CATS. He further stated that those people scored this RFP and it went MV's way. He said they gave MV a better score for understanding of the project than Reliant, but Reliant provides the service every day. He stated that Reliant's proposal had the same technology listed as MV, and that it is coming. He stated the scope of work has not changed and noted that any new changes in the scope were things he was already doing and they just were not included in the contract. Rather than ask CATS to put things in writing and have Reliant charge more, he simply made it happen. He stated that Mr. Goldman indicated he used Peoria, Illinois's transit agency as a reference for the scope of work; Mr. Miller stated he believes MV runs that paratransit contract, so Mr. Goldman basically used an MV contract to write a scope of work. Reliant has realized a lot of community support in the last month because of the good work they have done for the last 14 years. He feels he will do a better job because \$2 million does not matter to MV but it matters to Reliant. He asked the board to override the staff recommendation because the staff got it wrong and the board has to be the independent, outside look. He asked the board to continue working with Reliant because they have done a great job.

At this point, Mr. Cohran moved to extend the meeting to 7:00pm and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

Mr. Brandt stated that MV outscored Reliant, they proposed a better cost, and the award cannot be contingent upon the company being local. He noted that the staff and PEC did an admirable job and went out of their way to be fair, and he has faith in the integrity of the process.

Mr. Brandt reiterated his motion to approve the following resolution:

#### **RESOLUTION TO AWARD PARATRANSIT SERVICES CONTRACT**

**BE IT RESOLVED;** by the Capital Area Transit System Board of Commissioners, that the paratransit RFP be and is hereby awarded to MV Contract Transportation, Inc. and that the CEO is authorized to enter into a contract with MV Contract Transportation, Inc. to provide paratransit services.

Mr. Thomas seconded the motion. Voting yes were Messrs. Bellue, Brandt, Cohran, O’Gorman, and Thomas. Voting no were Dr. Breaux, and Mss. Green, Perkins, and Pierre. Mr. Brandt invited public comment and there was none. The motion passed with five yeas and four nays.

It was noted that this is a three year contract with two, one year renewal options. It was also stated that there will be no subcontracting allowed.

Mr. Bellue moved to amend the agenda to include an item to extend the current paratransit services contract with Reliant and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously.

Mr. Brandt moved that the CEO is authorized to extend the current paratransit services contract with Reliant Transportation through the transition period and under such terms and conditions as he deems appropriate, but in accordance with the terms and conditions of the hourly rate increase approved by the Board of Commissioners. Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**X. PUBLIC COMMENTS**

There were no general public comments.

**XI. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

*Connecting you to what matters.*

**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MARCH 20, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green and Pierre. Ms. Perkins was absent. Also present were Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF FEBRUARY 20, 2018 MEETING**

Mr. Thomas moved to approve the minutes of the February 20, 2018, meeting and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt shared that Ms. Perkins lost her mother and expressed his condolences and that of the board members.

Mr. Brandt reviewed the public comment policy.

Mr. Brandt noted that Mayor-President Sharon Weston Broome had ended the tram project and asked CATS to provide a BRT service in its place on Nicholson Drive. Mr. Brandt shared that CATS is excited to undertake this project. He noted that staff has estimated approximately three months to develop a plan that will be shared. He further noted that this would delay the implementation of the Capital Investments and Improvements Plan in order to more accurately represent the growing BRT Network.

Mr. Brandt stated that Mr. Deville was in Washington, D.C. with both SWTA and LPTA talking to Congressional leaders about transit needs.

Mr. Brandt noted that the recently redesigned CATS website was awarded two ADDYs, which are awards given by the American Advertising Federation. He congratulated the communications staff for their work in this process.

Mr. Brandt concluded his announcements by letting the board members know that he would be traveling during the April board meeting and that Ms. Perkins would chair the meeting in his absence.

## V. SAFETY MOMENT

Ms. Simpson shared safety tips centered on driving fatigue and the importance of being well rested when driving.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Bowie shared that the following hires were made in February: one Network Administrator in Administration; this was an internal promotion.

A new class of cadets began training on Monday, March 12<sup>th</sup>.

The following employees celebrated service anniversaries in the first quarter: one year – Tafari Beard, James Crockett, Darrell Carter, George Davis, Cynthia Cummings, David Blair, Adrienne Earls, and Brittany Stewart; five years – Jeanette Eckert; ten years – Carrie Arbuthnot and Archie Borskey; and 31 years – Hebert Collins.

Mr. Goldman shared that, in Operations, there are currently 145 Operators on the roster and 133 are active.

Mr. Goldman reported that ridership for February was 219,091. He noted the mean miles between mechanical failures were 2,109.3; the mean miles between road calls were 8,099.6. There were 240.3 trips cancelled in February and 99.3% of trips operated. Based on the new metric of zero minutes early to five minutes late, CATS was 66.4% on time. There were 1.5 preventable accidents per 100,000 miles in February. There were 23.7 complaints per 100,000 boardings in February.

Mr. Goldman reported for Mr. Deville that the CATS staff has established an internal Service Improvement Plan Task Force to identify the means and methods to implement and fund improvements to begin the Bus Rapid Transit Network of Plank, Florida, and Nicholson service.

Mr. Goldman shared that labor negotiations began on March 13<sup>th</sup> and will continue through the week. Another round of negotiations is set for April as well.

Mr. Goldman noted that Mr. Deville executed a contract with Washer Hill Lipscomb Cabaniss Architecture (LA) LLC for architectural renderings to support the Capital Improvements and Investments Plan as well as conceptual renderings and site plans illustrating BRT stations at designated stops along Plank, Florida, and Nicholson BRT routes. The contract will be for a period of three months at a cost not to exceed \$40,000.

Ms. Rhonda Williams shared that the annual audit began March 12<sup>th</sup>. She noted that the agency is still implementing the Financial Edge software and it will produce the reports necessary to represent accurate financial statements.

Ms. Williams noted that \$16.8 million has been received in property tax revenue, which is approximately 99.7% of the total amount.

The grant balance as of February 28, 2018 was \$9,098,907.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's March 15<sup>th</sup> meeting in their packets. He noted there was no quorum, so no items were recommended for approval; the members present did hear the items that were presented.

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

Dr. Breaux referred the members to the minutes of the committee's March 8<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted that three policies were being recommended for approval: the Purchasing and Contracting Policy, Time and Attendance Policy, and the Debt Service Policy. Each of these has been vetted by an internal Executive Policy Committee and the TPP. They are all requirements of the Louisiana Legislative Auditor.

**3. Audit: Mr. Kahli Cohran**

Mr. Cohran referred the members to the minutes of the March 8<sup>th</sup> meeting in their packets. He noted there was no quorum and no action was taken. He shared that there was a preliminary discussion of the upcoming audit and reviewed prior year findings to determine that procedures have been put in place and new practices have been implemented to correct these findings.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but that the staff is completing the Capital Improvements and Investments Plan to bring to the Board for consideration of adoption.

**5. Community Relations: Ms. Linda Perkins**

Ms. Pierre reported for Ms. Perkins and referred the members to the minutes of the March 14<sup>th</sup> meeting in their packets. She noted there was no quorum and no action was taken. She shared the highlights of the meeting and noted that there was discussion of discrepancies in the Reliant report in terms of completed rides and total service hours.

Ms. Pierre commended the staff for their hard work to reduce the number of customer complaints monthly.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 4,321 rides in February and 98% were on time. There were 4,001 total service hours and one complaint.

**VIII. ACTION ITEMS**

- 1. Consideration of authorization to approve CATS Purchasing and Contracting Policy**

Ms. Eckert noted that the CATS Purchasing and Contracting Policy is designed to provide guidance for the development and use of written service contracts and purchase orders. There will be controls over purchasing and there will be no related party transactions allowed.

Mr. Brandt noted that the policy was unanimously recommended by the Technical, Policies and Practices Committee and was reviewed by the F&E Committee. It was also reviewed by legal counsel.

Mr. O’Gorman moved that the CATS Purchasing and Contracting Policy be approved and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization to approve CATS Time and Attendance Policy**

Ms. Eckert noted that this policy deals with the overtime, paid time off (PTO), and other leave types for non-collectively bargained agreement (CBA) employees (administrative employees). Ms. Eckert shared that PTO is accrued based on length of service with the agency.

Mr. Brandt noted that the policy was unanimously recommended by the Technical, Policies and Practices Committee and was reviewed by the F&E Committee. It was also reviewed by legal counsel.

Mr. Cohran moved that the CATS Time and Attendance Policy be approved and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**3. Consideration of authorization to approve CATS Debt Service Policy**

Ms. Eckert noted that this policy is to outline a program where CATS follows recommended guidelines to obtain and manage debt.

Mr. Brandt noted that the policy was unanimously recommended by the Technical, Policies and Practices Committee and was reviewed by the F&E Committee. It was also reviewed by legal counsel.

Mr. O’Gorman moved that the CATS Debt Service Policy be approved and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization to renew FuelTrac contract**

**Ms. Efferson shared that this is a joint contract with the City-Parish and this is the third renewal of the contract. It was noted that this is a dispensing services contract, meaning the agency is only billed for fuel actually used.**

**Mr. Bellue moved that the automated fuel dispensing services contract with FuelTrac be renewed for a period of one year and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.**

**IX. PUBLIC COMMENTS**

**Rose Mazerac stated that Route 57 needs additional buses so the schedule can be every 30 minutes.**

**Ralph Carter stated that he feels like he is in another country when he goes to the terminal and that the supervisors are not good.**

**X. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
APRIL 17, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Ms. Linda Perkins**

Ms. Perkins called the meeting to order. Ms. Green led the invocation.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Breaux, Cohran, O’Gorman and Thomas and Mss. Green and Perkins. Mr. Brandt and Ms. Pierre were absent. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF MARCH 20, 2018 MEETING**

Mr. Cohran moved to approve the minutes of the March 20, 2018, meeting and Mr. O’Gorman seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Ms. Perkins noted that there were no President’s announcements. She thanked everyone for their thoughts, prayers, and condolences on the recent loss of her parents.

## **V. SAFETY MOMENT**

**Ms. Simpson shared a safety moment centered on bus stop safety.**

## **VI. ADMINISTRATIVE MATTERS**

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

**Ms. Bowie shared that the following hires were made in March: Operations – 21 Bus Operator Trainees; Maintenance – 1 Utility Technician, 1 Tire Technician (internal promotion).**

**Mr. Goldman shared that, in Operations, there are currently 145 Operators on the roster and 133 are active.**

**Mr. Goldman reported that ridership for March was 231,324. He noted the mean miles between mechanical failures were 1,944.1; the mean miles between road calls were 6,833.8. There were 66 trips cancelled in March and 99.8% of trips operated. Based on the new metric of zero minutes early to five minutes late, CATS was 65.9% on time. There were 1.8 preventable accidents per 100,000 miles in March. There were 25.9 complaints per 100,000 boardings in March and there were 14 requiring corrective action. There was discussion regarding the savings to CATS due to the reduction in preventable accidents and it was decided that staff would provide a report to the board members.**

**Mr. Deville shared that the CATS staff has established an internal Service Improvement Plan Task Force to identify the means and methods to implement and fund improvements to begin the Bus Rapid Transit Network of Plank, Florida, and Nicholson service.**

**Mr. Deville noted that work continues in various stages on the four hub locations.**

**Mr. Deville shared that he executed a contract with Monroe and Corie, Inc. for conceptual drawings for the Cortana Wal-Mart hub improvements for an amount not to exceed \$12,625.**

**Mr. Deville noted that CATS was awarded a FTA grant in the amount of \$2.6 million for fleet replacement; CATS was the only Louisiana transportation agency to receive any FTA funding in this announcement.**

Mr. Deville let the board know that his recent trip with LPTA and SWTA was a successful one. It was shortly after this visit that Congressman Graves informed CATS about the upcoming grant announcement for fleet replacement. Senator Cassidy's office also recognized the grant award and offered their assistance should the agency need it.

It was noted that union negotiations continued and another round is scheduled for May 22-25, 2018.

Ms. Rhonda Williams shared that the transition to Financial Edge is complete, and this will add ease to the financial reporting process.

Ms. Williams noted the operating revenue for March was \$257,524, and the non-federal revenue was \$1,354,166, for total operating revenue of \$1,611,691. The operating expense for the month was \$1,477,667.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

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

Dr. Breaux noted the committee did not meet but did receive the Drug and Alcohol Policy and the Revised Employee Handbook for review.

### **3. Audit: Mr. Kahli Cohran**

Mr. Cohran noted the committee did not meet but that he met with Mr. Deville, Ms. Williams, and John Murray of LaPorte to discuss the audit. He shared that LaPorte would be ready to present the audit to the Board in May.

### **4. Planning: Mr. Kevin O'Gorman**

Mr. O'Gorman noted the committee did not meet but that there was a meeting with CATS, the Redevelopment Authority, and DPW regarding the BRT plans on both Plank Road and Nicholson Drive. This provided an opportunity for CATS to hear the proposed vision of the Nicholson Corridor from the City.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,562 rides in March and 98% were on time. There were three complaints and two were deemed valid.

## VIII. ACTION ITEMS

1. **Consideration of adoption of the 2017 Louisiana Compliance Questionnaire and authorization for the Board officers to execute the Compliance Questionnaire**

Ms. Williams noted that this is a requirement of the Legislative Auditor and it is adopted annually.

Mr. Bellue moved that the 2017 Louisiana Compliance Questionnaire be approved and the appropriate CATS Board Officers are authorized to execute the Compliance Questionnaire. Mr. Thomas seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

2. **Consideration of approval of CATS Drug and Alcohol Policy**

Ms. Eckert noted that this policy is required by the FTA for all of its grantees. She shared that Human Resources Generalist Aaron Verrett is the manager of this policy. She noted that the policy is in compliance with FTA regulations and that it had been reviewed by both Mr. Brown and Mr. Abadie.

Dr. Breaux moved that the CATS Drug and Alcohol Policy be adopted and Ms. Green seconded the motion. Ms. Perkins invited public comment and there was none. The motion carried unanimously with no abstentions.

3. **Consideration of approval to award customer satisfaction surveys**

Ms. Efferson shared that CATS solicited proposals for customer satisfaction surveys to be conducted semi-annually and received three proposals.

After review and evaluation, the Proposal Evaluation Committee recommended awarding the contract to ETC Institute. Inc.

Mr. O’Gorman moved that the contract for customer satisfaction surveys be awarded to ETC Institute, Inc. and that the Chief Executive Officer is authorized to enter into the contract with ETC Institute, Inc. Mr. Cohran seconded the motion. Ms. Perkins invited public comment and Mr. Corey Buck inquired how customers would be able to take the surveys. Ms. McNaylor shared that these would be onboard surveys and consideration would be given to placing the surveys online. The motion passed unanimously with no abstentions.

**4. Consideration of adoption of Revised Employee Handbook**

Mr. Abadie shared that a request was made to update the Employee Handbook for safety concerns and to be compliant with certain state law. The changes would prohibit smoking in the maintenance shop for reasons such as the presence of flammable materials.

Mr. Abadie noted that management would like to be able to update the handbook as needed to address safety concerns and to comply with applicable laws without prior board approval. He shared that management would present future revisions at meetings following the revisions.

Mr. Cohran moved that the CATS Employee Handbook be adopted as revised and that management be authorized to make changes to the handbook to be effective immediately and without board approval that are required for safety concerns or by applicable laws. Ms. Green seconded the motion. Ms. Perkins invited public comment and there was none. The motion carried unanimously with no abstentions.

**IX. PUBLIC COMMENTS**

Corey Buck shared that he has experienced customer service representatives being rude and giving false information. He stated that buses do not all have signs with sharing what is happening.

Mr. Abadie shared that the financial disclosures are due by May 15<sup>th</sup>. This is an annual requirement for all board members.

**X. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MAY 15, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Ms. Linda Perkins**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF APRIL 17, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the April 17, 2018, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a brief summary of the Bus Rapid Transit (BRT) project to date. He noted that CATS has been meeting with community stakeholders, including the City-Parish and the Redevelopment Authority, and the project has recently merged with the Nicholson Corridor project being done by the City. As meetings continue, various timelines are being

worked and signs are very positive that this is a collaboration that could have a meaningful impact for Baton Rouge.

## **V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on security on public transportation.

## **VI. ADMINISTRATIVE MATTERS**

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

Mr. Brown shared that the following hires were made in April: Maintenance – 1 Utility Technician; and AVL Technology – 1 Electronics Technician.

Mr. Goldman shared that, in Operations, there are currently 147 Operators on the roster and 135 are active. He also noted that 17 of 23 trainees were still in the training program to become Operators and there is a new class that will begin training on June 11<sup>th</sup>.

Mr. Goldman noted that some of the performance measures would not be reported this month, including preventable accidents, miles between road calls, or miles between mechanical failures due to a mileage discrepancy noted during the preparation of NTD information. He let the board members know he would provide updates at the June meeting.

Mr. Goldman reported that ridership for April was 218,241. There were 93 trips cancelled in April and 99.8% of trips operated. Based on the new metric of zero minutes early to five minutes late, CATS was 67.2% on time. There were 22.9 complaints per 100,000 boardings in April. There were 50 total complaints and 14 requiring corrective action.

Mr. Deville shared that CATS accepted positive changes to the FMO Findings Report and the Final Findings Report should be delivered in the next two weeks.

Mr. Deville noted that CATS On Demand transitioned to MV Transportation as the service provider on May 6<sup>th</sup> and service has been going well in the first week despite a few transition glitches that are common when such a large service shifts providers.

ETC Institute began conducting customer satisfaction surveys on May 11<sup>th</sup> and will continue through May 27<sup>th</sup>. The board will receive a final report in July.

It was noted that union negotiations continued and are scheduled for completion on May 25, 2018.

Mr. Deville shared that the CATS staff has established an internal Service Improvement Plan Task Force to identify the means and methods to implement and fund improvements to begin the Bus Rapid Transit Network of Plank, Florida, and Nicholson service.

Mr. Deville noted that work continues in various stages on the four hub locations.

Ms. Williams shared the Key Performance Indicators (KPIs) for the Finance Department. They are grants, overtime, Medicaid reimbursement, analyzing farebox revenue, and outstanding accounts receivable.

Ms. Williams noted that the grant balance was \$8.9 million. She shared that CATS generated revenue of \$360,724 in April and the total sources of revenue for the month totaled \$2,948,618. The operating expenses for April were \$1,821,750.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's May 10<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Kahli Cohran

Mr. Cohran noted the committee did not meet but that it would meet in June.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman noted the committee did not meet but that he met with staff regarding the BRT project.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,562 rides in April and 97% were on time. There was one valid customer complaint.

Ms. Perkins thanked Mr. Miller for his service to CATS.

Ms. Perkins welcomed Mr. Bryan Basford, General Manager of MV's CATS On Demand service; he introduced himself and noted that he was very happy to begin the partnership with CATS. He shared that there had been a few minor glitches in the first week of service and that the call log had been much higher than anticipated.

Dr. Breaux asked if board members would be given the dashboard that had been mentioned at a previous board meeting, and Mr. Basford noted he would provide that information to Ms. McNaylor for distribution.

**VIII. ACTION ITEMS**

- 1. Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baton Rouge for the year 2018**

Mr. Abadie noted that this is an annual requirement.

Mr. O’Gorman moved to approve the following resolution and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed with James Brandt, Linda Perkins, Kahli Cohran, Antoinette Pierre, Peter Breaux, Mark Bellue, Erika Green, Parry Thomas, and Kevin O’Gorman voting in favor, no votes against and no abstentions.

**RESOLUTION TO ADOPT AND LEVY TAX MILLAGE RATE OF 10.6 MILLS FOR THE CITY OF BATON ROUGE FOR THE YEAR 2018**

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the 2018 tax roll on all property subject to taxation in the City of Baton Rouge by Capital Area Transit System:

**MILLAGE**

**Capital Area Transit System tax in the  
City of Baton Rouge**

**10.6 mills**

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2018, and to make the collection of the taxes imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

- 2. Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baker for the year 2018**

**Mr. Abadie noted that this is an annual requirement.**

**Ms. Green moved to approve the following resolution and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed with James Brandt, Linda Perkins, Kahli Cohran, Antoinette Pierre, Peter Breaux, Mark Bellue, Erika Green, Parry Thomas, and Kevin O’Gorman voting in favor, no votes against and no abstentions.**

**RESOLUTION TO ADOPT AND LEVY TAX MILLAGE RATE OF 10.6  
MILLS FOR THE CITY OF BAKER FOR THE YEAR 2018**

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the 2018 tax roll on all property subject to taxation in the City of Baker by Capital Area Transit System:

**MILLAGE**

**Capital Area Transit System tax in the  
City of Baker**

**10.6 mills**

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2018, and to make the collection of the taxes imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and

privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

Before undertaking the remaining action items, Mr. Brandt noted that the board would be entering executive session for the last two items. Mr. Brandt moved to amend the agenda to take the public comments before entering executive session and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## **IX. PUBLIC COMMENTS**

At this point, since the last two items were expected to be discussed in executive session, Mr. Brandt moved to amend the agenda to take public comments ahead of the last two items and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

There were no public comments.

Mr. Brandt moved to enter executive session and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## **VIII. CONTINUATION OF ACTION ITEMS**

- 3. Strategy session regarding the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis. (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 19<sup>th</sup> Judicial District Court and is Suit Number 640,054, Sec. 22; and that Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis are the plaintiffs and Capital Area Transit System and Eric Marselis are the defendants.)**
- 4. Consideration of authorization for the CEO to settle the claim of Allison Perkins under the terms of the settlement and judgment 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 not in litigation yet; and that Allison Perkins is the plaintiff and Capital Area Transit System is the defendant.)**

Upon returning from executive session, Mr. Brandt moved that the CEO is authorized to settle the claim of Allison Perkins for the sum

of TWENTY ONE THOUSAND THREE HUNDRED FORTY ONE and 35/100 (\$21,341.35) DOLLARS under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**X. ADJOURNMENT**

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

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JUNE 19, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Messrs. Breaux and Cohran were absent. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF MAY 15, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the May 15, 2018, meeting and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

**V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on courtesy.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Lisa Paul shared that the following hires were made in May: Facilities Maintenance – 4 Custodial Crew; Maintenance – 1 Utility Technician; and Administration – 1 Accountant I.

The following employees celebrated service anniversaries in the second quarter:

#### One year:

James Baker	Director of Capital Improvement
Janie Brown	Bus Operator
Michael Butler, Sr.	Bus Operator
Jacqueline Cain	Bus Operator
Miesha Culbert	Bus Operator
Calpurnia Dotson	Bus Operator
Roderick Goldman	Chief Operating Officer
Sujatha Gopu	Business Programmer Process Analyst
Demetrice Green	Bus Operator
Darrell Marsalis	Buildings and Grounds
Tyrone McFadden	Bus Operator
Godwin Osawemwinde	Bus Operator
Lisa Paul	Human Resources Business Partner
Zaldreka Reddix	Bus Operator
Virginia Smith	Operations Supervisor
Lance Taylor	Police Officer
Rushonda Tolbert	Bus Operator
Aaron Verrett	Human Resources Generalist
LaTonya Vessel	Bus Operator
Kiera Wilson	Bus Operator

#### Five Years:

Linda Bourke	Instructor
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#### 23 Years:

Karen Denman	Fixed Route/Paratransit Manager
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#### 35 Years:

Lillie Moore	Accounting A/P
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Ms. Rhonda Williams recognized Ms. Lillie Moore for her 35 years of service and thanked her for her loyalty, dedication, and hard work for CATS over these many years.

**Mr. Goldman shared that, in Operations, there are currently 144 active operators. He also noted that there are 11 trainees in a class that began June 11<sup>th</sup>.**

**Mr. Goldman noted that the mileage discrepancy discovered during the preparation of NTD information has been corrected and all the metrics for 2018 have been updated to reflect the adjusted numbers.**

**Mr. Goldman reported that ridership for May was 223,663. There were 201 trips cancelled in May and 99.7% of trips operated. CATS was 67.8% on time. There were 33.1 complaints per 100,000 boardings in May; there were 74 total complaints and 17 requiring corrective action.**

**Mr. Goldman shared the reason for the spike in cancelled trips and customer complaints was largely associated with a maintenance issue with a vendor that has since been corrected. As the Maintenance Department weatherized vehicles for summer weather and replaced air conditioner belts, it was discovered that the belts had issues that needed to be corrected by the vendor. These A/C issues led to vehicles being pulled out of service, which caused some trips to be late or cancelled altogether.**

**Mr. Goldman reported that there were 1.6 preventable accidents per 100,000 miles for May. There were 7,258.6 miles between road calls and 1,825.3 miles between mechanical failures for the month. One factor in these numbers was the A/C belt issues.**

**Mr. Goldman noted that the agency would be making minor revisions to three routes in the coming weeks that would address some schedule adherence issues.**

**Mr. Deville reported that the agency continues working with the City-Parish and the Baton Rouge Redevelopment Authority toward implementing the vision of a Plank Road-Nicholson Drive Corridor BRT route. CATS continues its work to execute the Plank Road BRT route as Phase One of the larger collaborative project.**

**Mr. Deville noted that work continues in various stages on the four hub locations.**

**It was noted that the CEO executed two contracts in May: Venture Technologies for IT Backup Server Appliance in the amount of \$28,328 and Dee Everett HR Consulting for one year in the amount of \$50,000 to assist the CEO with filling the Human Resources Director position and other specialized Human Resources functions.**

Ms. Williams shared the Key Performance Indicators (KPIs) for the Finance Department. They are grants and grants applications, overtime, Medicaid reimbursement, and analyzing farebox revenue.

Ms. Williams let the members know the agency collected \$401,970 in operating revenue for the month of May, and there was a slight increase attributed to interest income, advertising revenue, and outstanding receivables.

Ms. Williams noted that the total operating revenue was \$2,336,354 and the total operating expenses were \$1,909,052. The grant balance as of May 31<sup>st</sup> is \$8.9 million.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's June 14<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

### 2. Technical, Policies and Practices: Mr. Jim Brandt

Mr. Brandt gave the report for Dr. Breaux and referred the members to the minutes of the committee's June 8<sup>th</sup> meeting in their packets. He shared the highlights and noted the action items would be considered later in the meeting.

### 3. Audit: Mr. Jim Brandt

Mr. Brandt gave the report for Mr. Cohran and referred the members to the minutes of the committee's June 12<sup>th</sup> meeting in their packets. He invited Mr. John Murray of LaPorte CPAs to give a summary of the annual audit.

Mr. Murray shared that this was a clean unmodified opinion and that the agency is improving annually.

Mr. Murray informed the members that for the period ending December 31, 2017, the total current assets for CATS were \$20,059,195 and the total noncurrent assets were \$22,137,954, for total assets of \$42,197,149. The total current liabilities were \$2,811,911 and the total net position was \$33,611,379.

It was noted that the total operating revenue was \$2,741,580 and the total direct operating expenses were \$29,887,638. The total net

position was \$33,611,379. The total cash and cash equivalents at the end of the year were \$1,075,537.

Mr. Murray shared that the pension ended the year with a net position restricted for pensions of \$13,017,669. The total contributions were \$1,291,975 and the net investment income was \$1,933,099. The net deductions were \$834,253, and the net increase in net position was \$2,390,821.

Mr. Murray let the members know that there were three findings identified. These included timely deposit of terminal receipts, testing of payroll disbursements, and that the insurance coverage provided does not address rolling stock.

Mr. Murray shared that a new addition to the annual audit was the Statewide Agreed-Upon Procedures for the year 2017. He also discussed bank reconciliations.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman referred the members to the minutes of the committee’s June 5<sup>th</sup> meeting in their packets. He noted that there was discussion of the proposed Service Improvement Plan and that the board will be apprised of these proposed changes ahead of a July consideration for approval. There was an updated on the BRT process and a reminder that the Capital Improvements and Investments Plan will be brought the board in July for consideration of adoption.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee’s June 13<sup>th</sup> meeting in their packets and shared the highlights.

Mr. Bryan Basford of MV Transportation reported that MV served 5,183 passengers in May and of those, 744 were wheelchair bound. The on-time percentage was 80.08 and 1.57 passengers per hour were transported.

Mr. Basford shared that the initial glitches have been mostly resolved and that service continues to improve daily. He noted that the on-time percentage continues to rise.

**VIII. ACTION ITEMS**

**1. Consideration of authorization to approve CATS Travel Policy**

Ms. Eckert noted the purpose of the policy is to provide guidelines and establish procedures for CATS employees who travel on behalf of the agency and to ensure that adequate cost controls are in place and that travel and other expenditures are appropriate.

Ms. Eckert shared that one of the revisions to the policy is that receipts are no longer required for meals paid with the per diem given to the employee.

It was noted that the policy has been developed with the Executive Policy Committee and has been reviewed by legal counsel. The policy has been recommended for approval by the TPP and F&E Committees.

Mr. Thomas moved that the CATS Travel Policy be approved and Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization to approve CATS Branding Policy**

Ms. McNaylor shared that the purpose of the CATS Branding Policy is to adopt a brand standard to develop a strong and professional reputation with the public, to differentiate the agency from other public entities and other transit agencies, and to consistently promote safety, security, and satisfaction among the workforce and customers.

The policy will require CATS employees to adhere to established brand standards and guidelines that include, but are not limited to, logos, correspondence, and messaging.

It was noted that the policy has been developed with the Executive Policy Committee and has been reviewed by legal counsel. The policy has been recommended for approval by the TPP and F&E Committees.

Ms. Green moved that the CATS Branding Policy be approved and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**3. Consideration of adoption of CATS and ATU Local 1546 Labor Agreement**

Mr. Deville informed the members that Rod Goldman, along with the assistance of Dwana Williams, Creighton Abadie, and Darrell Brown, led the recent labor negotiations whereby a mutually beneficial agreement was reached. He noted that both sides came willing to compromise and were able to agree to a three-year agreement that benefits both the agency and the union membership.

Mr. Goldman shared that the three-year contract was an improvement over the previously negotiated two-year agreement. The contract will be effective June 1, 2018 until December 31, 2020. Mr. Goldman let the members know some of the changes to the contract that include but are not limited to: allowing operators to reach their top pay after six years instead of nine; a three year term that provides for better financial stability to the agency; significant work rule changes; and the transition from PTO back to vacation, sick, and personal time.

The union membership voted to ratify the agreement on June 7<sup>th</sup> and Mr. Al Weeden, ATU Local 1546 President noted the union supports the agreement and hopes the board will approve it.

Mr. Goldman shared that the operators would experience a 3.8% increase in pay in 2018, 2.4% in 2019, and 2.0% in 2020. The Maintenance Department pay will be frozen in 2018 as the rates are near the top of the average in pay, but there will be a 1.3% increase in 2019 and 1.25% increase in 2020. There is no retroactive pay and there are no changes to the pension or the overtime rules.

Mr. Brandt thanked Mr. Weeden and the union as well as Mr. Goldman and management for their mutual commitment to crafting a new agreement.

Ms. Perkins moved that the labor agreement between CATS and ATU Local 1546 be ratified and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

Mr. Abadie shared that Mr. Goldman deserved all credit for the successful negotiation and noted the work he put into the agreement before, during, and after the negotiations. He noted that he believes there is a very healthy relationship between CATS management and the union leadership and looks for that to continue with Mr. Goldman leading Operations and Maintenance.

#### 4. Consideration of approval of Jeanette Eckert as Records Officer

It was noted that this was an annual requirement of the Secretary of State and that Ms. Eckert has been the Records Officer for the past year.

Ms. Green moved that Jeanette Eckert continue to be designated as the Records Officer for Capital Area Transit System and Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

5. **Consideration of approval to designate The Advocate as the official journal of CATS as set forth in the CATS Board of Commissioners Bylaws**

Mr. Abadie noted that this is an annual requirement.

Ms. Perkins moved that The Advocate is hereby designated as the official journal of Capital Area Transit System as set forth in the Capital Area Transit System Bylaws and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed with Mr. Brandt abstaining.

## **IX. PUBLIC COMMENTS**

Mr. John Estorge of Fortis College requested that CATS extends its service to his college on Airline Highway. He has approximately 250 students who utilize CATS to get to school and currently have to walk from the last stop to get to the college.

## **X. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JULY 17, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Perkins, and Pierre. Ms. Green was absent. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JUNE 19, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the June 19, 2018, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

Mr. Brandt offered an update on the design services RFQ and noted it was anticipated that it would be out the following week. He shared that there had been several discussions regarding the current DBE program; these

conversations were in the Planning Committee meeting, in staff meetings, and with the FTA. After initially expressing a desire to have points awarded to proposing firms for DBE participation, the decision was made not to do this as the FTA recommended against it. There will be no DBE goal or points for DBE participation in this design service RFQ.

Members of the F&E Committee requested that staff look to engage a firm to conduct an assessment of the current DBE program.

Mr. Abadie updated the board members on the Reliant Transportation suit related to the paratransit contract. He noted that Reliant's legal counsel is also a state legislator who has been in consecutive special sessions and therefore no progress has been made. He informed the members that there were no new allegations and that CATS is confident in our procurement process and do not feel the lawsuit has any merit.

## **V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on passenger conduct.

## **VI. ADMINISTRATIVE MATTERS**

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

Before beginning the report, Mr. Deville recognized Ms. Emily Efferson who would be retiring at the end of July. He thanked Ms. Efferson for her dedication and commitment to the agency over her 11 years. Ms. Efferson thanked the board, CEO, and staff for the good memories she will take with her as she leaves.

Ms. McNaylor introduced Mr. Aaron Hekele, Director of Field Operations for ETC Institute, who provided a summary of the results from the recently completed customer satisfaction surveys.

Mr. Hekele noted that the surveys were conducted in May and that 1,327 surveys were collected for the purposes of gathering customer opinions, updating customer profiles and travel patterns, and to benchmark scores with peer transit agencies.

Some of Mr. Hekele's highlights included noting that 70% of riders have an annual income less than \$25,000, 47% of riders are between the ages of 19 and 39, 39% of riders have used the system for more than five years, and 67% are transit dependent.

**Mr. Hekele shared that 80% of riders feel safe riding the CATS system, 74% believe that the CATS operators are courteous, and 71% are satisfied with the route coverage.**

**It was noted that 61% of customers ride CATS to work, 19% to social activities, 9% to medical appointments, 6% to retail businesses for shopping, and 4% to school.**

**Mr. Hekele informed the board members that the primary opportunities for improvement based on customer feedback is with weekend service, frequency of service, on-time performance, and late evening service.**

**There was discussion of the results and it was requested that the next survey ask customers their level of satisfaction with their wait time. There was a request to compare the on-time performance of CATS to the national average on-time performance.**

**Ms. Lisa Paul shared that the following promotions were made in the first six months of 2018: Custodian to Buildings & Grounds Technician – Kevin Jordan and Darrell Marsalis; Mechanic Apprentice to Mechanic I – Chadrick Johnson; Utility Technician to Tire Technician – Robert Green; Business Program Analyst to Business Programmer Process Analyst – Sujatha Gopu; Grants Manager to Director of Finance – Rhonda Williams; and Buildings & Grounds Technician to Buildings & Grounds Supervisor – William “Dewey” Profit.**

**Human Resources is in the process of implementing the Performance Management Program for all Administrative employees by August 2018. All performance management reviews and job descriptions to admin employees will be done by October 2018.**

**Mr. Goldman shared that, in Operations, there are currently 152 active operators. He also noted that there are 9 trainees in a class that began June 11<sup>th</sup>.**

**Mr. Goldman reported on the performance measures. He noted that CATS had 211,464 passenger trips in June and that year over year ridership was slightly higher at a rate of 1%. There were 1.7 preventable accidents per 100,000 miles. Mr. Goldman shared that there were 293 trips cancelled in June of the approximately 35,000 trips for the month. The percentage of on-time trips was 68.2%. There were 37.8 complaints per 100,000 miles in June, mostly at the beginning of the month related to previously reported mechanical**

issues. Mr. Goldman shared that there were 2,049.4 miles between mechanical failures and 6,767.9 miles between road calls.

Mr. Deville reported that the agency hosted a Customer Appreciation Day on July 13<sup>th</sup> in conjunction with Aetna. CATS will once again be providing Touchdown Express service for the 2018 football season.

Mr. Deville shared that work continues on the Plank Road BRT and the larger Plank-Nicholson BRT effort with the City-Parish.

It was noted that the CEO executed two contracts in May: Venture Technologies for IT Backup Server Appliance in the amount of \$28,328 and Dee Everett HR Consulting for one year in the amount of \$50,000 to assist the CEO with filling the Human Resources Director position and other specialized Human Resources functions.

Ms. Williams shared the Key Performance Indicators (KPIs) for the Finance Department. They are grants and grants applications, overtime, Medicaid reimbursement, and analyzing farebox revenue.

Ms. Williams offered that the agency collected \$220,364 in CATS generated revenue, \$1,564,584 in total non-federal revenue, and \$369,800 in federal operating revenue, for a total of \$2,154,747 in revenue.

Ms. Williams noted that the total operating expenses for June were \$1,840,848, and year-to-date, the agency has expended \$12,450,972.

Ms. Williams shared the KPIs for the month and noted that in grant applications, the BUILD (formerly TIGER) grant application is due July 19<sup>th</sup>; this is for bus and bus facility. Regarding overtime, the overtime costs were slightly lower this month as opposed to last month. There has been no new activity in Medicaid, and the agency is still trying to gain traction in that area. A committee is analyzing farebox revenue and looking to see if there is an opportunity to increase revenue.

Mr. Deville noted that he met with Mr. Cunningham regarding the Medicaid efforts. He thanked the Operations and Maintenance staffs for their efforts to keep overtime costs down in their respective departments.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's July 12<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman referred the members to the minutes of the committee’s July 5<sup>th</sup> meeting in their packets. He noted that there was discussion of the proposed Service Improvement Plan as well as the BRT process and a reminder that the Capital Improvements and Investments Plan will be considered for adoption later in the meeting. He shared that, as previously mentioned by Mr. Brandt, there was considerable discussion concerning the design service RFQ and the DBE program.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation reported that MV completed 6,908 rides in June and the on-time percentage was 88.8%. The total service hours for the month were 3,758 and the total miles were 62,291.

Mr. Basford shared that the initial glitches have been mostly resolved and that service continues to improve daily. He noted that the on-time percentage continues to rise.

**VIII. ACTION ITEMS**

**1. Consideration of authorization for the CEO to renew the RouteMatch Annual Technical Support, Maintenance, and Warranty contract for a period of one year**

Mr. Goldman shared that this contract is for dispatching and monitoring. He noted that he and Director of AVL Technology Micah Anthony met with RouteMatch and negotiated a better price than the original quote of \$202,529.97. The agreed upon price is \$165,051.79.

It was noted that this item was unanimously recommended for authorization by the F&E Committee.

Mr. Bellue moved that the CEO is authorized to renew the RouteMatch annual technical support, maintenance, and warranty contract for a period of one year at a cost not to exceed \$165,051.79 and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization for the CEO to purchase three replacement ADA vans**

Mr. Goldman noted that this is consistent with the agency's Strategic Plan to maintain an average age of three years for ADA vans.

This purchase will be made with an 85%/15% federal grant. The total cost for the three vans will be \$189,756.66.

It was noted that this item was unanimously recommended for authorization by the F&E Committee.

Ms. Pierre moved that the CEO is authorized to purchase three replacement ADA vans at a cost of \$189,756.66 and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**3. Consideration of adoption of CATS Capital Improvements and Investments Plan**

Ms. McNaylor shared that this plan was originally introduced in December 2017 and there have been several revisions since then. The board has seen the plan and the Planning Committee has been closely involved with the progress. The plan has been to the Planning Committee twice and the F&E Committee twice.

It was noted that this item was unanimously recommended for approval by both the Planning and F&E Committees.

Mr. Brandt moved that the CATS Capital Improvements and Investments Plan be adopted and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization to proceed with Service Improvement Plan process**

**Mr. Brandt noted that this plan was first introduced last year at the board retreat and has since undergone revisions.**

**Mr. Goldman shared that the plan now includes not only service enhancements but also includes the Plank Road BRT route. He noted that many of the system's current routes will experience changes in one way or another with a reallocating of resources.**

**Mr. Brandt noted that by approving the Plan process to proceed, the board is not taking action on these route enhancements specifically as there may be changes made based on public feedback. Rather, the board is only authorizing staff to proceed with the required public meeting process.**

**Ms. McNaylor shared that this Plan will take place in two phases and will be done in 2019 and 2020, with the bulk of the enhancements taking place in 2019. The Plan will be taken to the public in August for input and will be on the Metro Council agenda in September for approval.**

**It was noted that this item has been reviewed by the Planning Committee and that it was unanimously recommended for approval by the F&E Committee.**

**Mr. Cohran moved that the staff is authorized to proceed with the Service Improvement Plan process and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.**

**IX. PUBLIC COMMENTS**

**Mr. John Estorge of Fortis College reiterated his request that CATS extend its service to his college on Airline Highway. He has approximately 116 students living in zip codes 70802 to 70820.**

**Mr. Michael Thompson of Moore Career College echoed Mr. Estorge's request to have bus service extend further on Airline Highway. His college is near Fortis College. There are approximately 321 students attending his college living in the zip codes currently covered.**

**X. ADJOURNMENT**

**Mr. Bellue moved to adjourn the meeting and Mr. Thomas seconded the motion. The motion passed unanimously with no abstentions.**

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
AUGUST 21, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JULY 17, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the June 19, 2018, meeting and Mr. Bellue seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

Mr. Brandt noted that it was time for the annual CEO evaluation and that Mr. Bellue has agreed to chair the committee. Mr. Brandt and Ms. Perkins

will also serve on the committee. He shared that the board members would be asked to provide their input in the coming weeks via survey.

## **V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on sharing the road with school buses.

## **VI. ADMINISTRATIVE MATTERS**

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

Mr. Goldman shared that, in Operations, there are currently 145 active operators. He also noted that there are six trainees in the final stages of their training.

Mr. Goldman reported on the performance measures. He noted that CATS had 215,967 passenger trips in July and that year over year ridership was slightly higher at a rate of 1%. There were 1.7 preventable accidents per 100,000 miles. Mr. Goldman shared that there were 194 trips cancelled in July of the approximately 35,000 trips for the month. The percentage of on-time trips was 69%. There were 24.1 complaints per 100,000 miles in July. Mr. Goldman shared that there were 1,852.5 miles between mechanical failures and 6,627.8 miles between road calls.

Mr. Deville reported that CATS has been hosting public meetings for the proposed Service Improvement Plan and meetings were held at BREC, Downtown Development District, and the Charles Kelly Community Center. A request has been made to have a meeting at the Jewel J. Newman Community Center on September 11<sup>th</sup>.

CATS is thrilled to be partnering with Cristo Rey Baton Rouge Franciscan High School as a Corporate Work Study Partner for the 2018-2019 school year. Staff is looking forward to the opportunity to introduce these students to public transit and ways we can help the community, as well as mentoring the students and providing real work job skills.

CATS will once again provide Touchdown Express Service for the 2018 home football season. There will be pickup and drop off locations at the I110 Underpass at Florida, Hotel Indigo, L'Auberge Casino, and Tin Roof Brewery.

**Ms. Williams shared the Key Performance Indicators (KPIs) for the Finance Department. They are grants and grants applications, overtime, Medicaid reimbursement, and analyzing farebox revenue.**

**Ms. Williams offered that the agency collected \$243,403 in CATS generated revenue, \$1,564,584 in total non-federal revenue, and \$1,172,046 in federal operating revenue, for a total of \$2,980,033 in revenue.**

**Ms. Williams noted that the total operating expenses for June were \$2,061,929, and year-to-date, the agency has expended \$14,555,162.**

**Ms. Williams shared the KPIs for the month and noted that in grant applications, the Bus and Bus Facilities grant was submitted to the FTA on August 9<sup>th</sup> and consists of proposals for 30 foot buses, AVL/CAD equipment and bus facilities. Overtime was \$50,000 for July, which is less than the amount for June. Staff met with Southern Strategies and Ruth Kennedy regarding Medicaid and she will assist the agency in connecting with major Managed Care Operators. The farebox committee is determining how best to better and more accurately forecast ridership by source and time as well as reviewing ridership trends to bring resolution to some fare structure issues.**

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

**Mr. Brandt referred the members to the minutes of the committee's July 12<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.**

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

**Dr. Breaux noted the committee did not meet.**

### **3. Audit: Mr. Cohran**

**Mr. Cohran noted the committee did not meet.**

### **4. Planning: Mr. Kevin O’Gorman**

**Mr. O’Gorman referred the members to the minutes of the committee’s July 5<sup>th</sup> meeting in their packets. He noted that there was an update on the Cortana transit center site as well as the BRT Cooperative Endeavor Agreement with the City-Parish. The**

committee discussed the process for the DBE assessment and noted that the process should be underway shortly.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation reported that MV completed 7,979 rides in July and the on-time percentage was 89.6%. The total service hours for the month were 4,199 and the total miles were 62,555.

**VIII. ACTION ITEMS**

**1. Consideration of approval to proceed with improvements to Cortana transfer station**

Mr. Goldman shared that the proposed modification of the project is from an interim transit center to a permanent transit center that would provide a decorative paved passenger waiting area in front of Walmart, the installation of large bus shelters and increased seating for passengers, improved lighting, security cameras, landscape enhancements, informational signage, and other enhancements.

The initial cost of interim improvements was \$150,000 and the projected total cost for a permanent site was originally approximately \$3,000,000. The total cost for a permanent hub at the current Cortana site now would be \$700,000.

It was noted that this item was unanimously recommended for authorization by both the Planning and the F&E Committees.

Mr. Brandt thanked the staff for their creative thinking to make this happen more quickly and at a cost significantly less than originally anticipated.

Mr. Cohran moved that the CATS staff is authorized to modify the budget for the Cortana transfer station from \$150,000 to \$700,000 and to proceed with the improvements for a permanent transfer station and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of authorization for the CEO to enter into a Cooperative Endeavor Agreement with the City-Parish for**

**redefinition of streetcar project to bus rapid transit project and to authorize the CEO to spend \$220,000 for the project**

**Mr. Deville informed the board that he and Mr. Goldman met with Fred Raiford and Parish attorney Bob Abbott to revise the CEA to include requests made by CATS and to secure additional protection for CATS. There was also a note made that the project is subject to FTA approval.**

**It was noted the HNTB is conducting the redefinition study since they were the firm hired to work on the original streetcar project.**

**The CEA will be used to implement the joint project between CATS and the City-Parish that will consist of a 10-mile corridor costing between \$40 and \$50 million.**

**Mr. Chris Tyson noted that this is an unprecedented opportunity for collaboration and a unique chance to bring BRT to the Capitol City.**

**Mr. Brandt thanked Mr. Tyson for his efforts to help with this project that will have a large scale community impact.**

**Mr. Cohran moved that the CEO is authorized to enter into a Cooperative Endeavor Agreement with the City-Parish for the redefinition of the streetcar project to a bus rapid transit project and that the CEO is authorized to spend \$220,000 for the redefinition project. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and Mr. Shea Crank inquired about the route. Following the public comment, the motion carried unanimously with no abstentions.**

**3. Consideration of authorization for the CEO to purchase one replacement ADA Van**

**Mr. Goldman noted that the board approved the purchase of three replacement ADA vans last month. Since then, the agency has secured the matching funds to purchase one additional replacement van. It was noted that the van will be purchased with an 85%/15% grant.**

**It was noted that this item was unanimously recommended for approval by the F&E Committee.**

**Ms. Perkins moved that the CEO is authorized to purchase one replacement ADA van at a cost of \$63,252.22 and Ms. Pierre**

seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization for the CEO to enter into a contract with Landmark American Insurance Company for catastrophic physical damage insurance coverage**

Mr. Brown noted that the staff has been working to get this insurance coverage in place for quite a while and that this coverage would resolve certain issues.

It was noted that this would be a one year contract, from September 1, 2018 to September 1, 2019.

It was noted that this item was unanimously recommended for approval by the F&E Committee.

Mr. Bellue moved that the CEO is authorized to enter into a contract with Landmark American Insurance Company for catastrophic coverage for the CATS fleet under such terms and conditions he deems appropriate and that the CEO is authorized to pay additional premiums during the policy period not exceed 20% of the original premium that are due to fleet changes. Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of authorization for the CEO to enter into a contract with Intueor Consulting, Inc. for enterprise suite specification development and procurement advisory services**

Mr. Deville noted that this consultant will assess the technology needs of the agency and help develop a scope of work for technology solution needs. This contract will be only to provide an assessment and a scope of work; another vendor will be chosen to implement a technology solution.

Mr. Cohran moved that the CEO is authorized to enter into a contract with Intueor Consulting, Inc. for eight months at a cost of \$94,474 to provide enterprise suite specification development and procurement advisory services. Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

Mr. Brandt moved to amend the agenda to take public comments before the last action item and Mr. Bellue seconded the motion. Mr.

Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## **IX. PUBLIC COMMENTS**

Mr. Shea Crank noted that the card machines are printing over the entries made. He shared that the newer drivers have a poor attitude and drivers are leaving customers by not pulling up to signs or looking over signs.

Ms. Maggie Doty asked about seniors and bus rides. She inquired about having the bus stop in Glen Oaks so seniors can transfer.

## **X. CONTINUATION OF ACTION ITEMS**

6. Consideration of authorization for the CEO to settle the claim of Theron Foster under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 641,427, Sec. 22; and that Theron Foster is the plaintiff and Capital Area Transit System and Shavers Smith are the defendants.)

Mr. Brandt moved to enter executive session to discuss the pending litigation and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

Thereafter, the board reconvened in open session.

Mr. Brandt moved that the CEO is authorized to settle the claim of Theron Foster in the amount of \$22,066.66 and Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

## **XI. ADJOURNMENT**

Mr. Bellue moved to adjourn the meeting and Mr. Thomas seconded the motion. The motion passed unanimously with no abstentions.



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
SEPTEMBER 18, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF AUGUST 21, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the August 21, 2018, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

Mr. Brandt noted that the date of the November board meeting would be moved to November 13, 2018 to avoid holiday conflicts with Thanksgiving. The November F&E Committee meeting will be held November 8<sup>th</sup>.

## **V. SAFETY MOMENT**

**Ms. Simpson shared a safety moment centered on passenger conduct.**

## **VI. ADMINISTRATIVE MATTERS**

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

**Mr. Deville welcomed Garrick Rose, the new Grants Manager for CATS. He shared that Mr. Rose comes to the agency with transit experience and will be an asset not only in Grants, but in other areas of the agency as well.**

**Ms. Paul noted that CATS made the following hires in August: Admin – 1 Grants Manager; Maintenance – 1 Body and Paint Technician. She noted that a new training class began September 10<sup>th</sup> for 11 Bus Operator Trainees. CATS has begun its work study program with Cristo Rey Baton Rouge Franciscan High School and has four students who work one day a week in Human Resources, Operations, Communications & Business Development, and Finance.**

**Mr. Goldman shared that, in Operations, there are currently 141 active operators.**

**Mr. Goldman updated the committee on the performance measures. He noted that CATS had 217,291 passenger trips in August. There were 1.6 preventable accidents per 100,000 miles. Mr. Goldman shared that there were 264 trips cancelled in August of the approximately 35,000 trips for the month. The percentage of on-time trips was 67.2%. He noted that the department is monitoring on-time performance and has discovered that approximately 10% of the trips not on time are early trips; supervisors and dispatchers are working to monitor routes and reduce the early arrivals. There were 30.8 complaints per 100,000 miles in August. Mr. Goldman shared that there were 1,491.6 miles between mechanical failures and 5,532.5 miles between road calls.**

**Mr. Deville reported that CATS has completed the public meeting process for the proposed Service Improvement Plan and meetings were held at BREC, Downtown Development District, the Charles Kelly Community Center, and the Jewel J Newman Center. The plan will be taken to the Metropolitan Council on September 26<sup>th</sup> for their approval, pending board approval at this meeting.**

**Mr. Deville noted that CATS began Touchdown Express service for 2018 on September 8<sup>th</sup> and has received positive responses from our customers who look forward to this service each year.**

**Mr. Deville let the board know that FTA Region VI held its joint Plank/Nicholson BRT Corridor Project conference call with the City-Parish, the RDA, HNTB, and CATS engaged all together for the first time.**

**Mr. Deville shared that CATS has been given clearance by the FTA and has been reassured there are no outstanding grant issues with the North Baton Rouge Transit Center. CATS is now permitted to move forward with property acquisition and engineering design activities.**

**Final engineering design documents for the Cortana-Walmart Transit Center should be completed this week. These documents are being reviewed by staff and will be submitted to DPW for their review and permit approval.**

**Mr. Deville informed the board that the Mayor of Baker is advocating for the development of a park-and-ride/transportation center on Plank Road in Baker. Staff recently attended a meeting with Baker Mayor Darnell Waites, Mayor Sharon Weston Broome, Chris Tyson of the Redevelopment Authority, and Jamie Setze of CRPC to discuss this vision.**

**Ms. Williams let the board know that for August, the agency collected \$325,355 in CATS generated revenue, \$1,560,486 in total non-federal revenue, and \$369,800 in federal operating revenue, for a total of \$2,255,640 in revenue. Year to date the agency has collected \$2,088,053 in CATS generated revenue, \$12,473,068 in non-federal revenue, and \$3,852,880 in federal revenue for a total of \$18,414,001 in revenue.**

**Ms. Williams noted that the total operating expense for August was \$2,141,470 and year-to-date the agency has expended \$16,759,397.**

**Ms. Williams noted the balance sheet is still in draft form as staff reviews data from the software conversion and waits for a final decision from the auditors.**

**Ms. Williams shared the KPIs for the month and noted that in grant applications, the Bus and Bus Facilities grant was submitted to FTA on August 9<sup>th</sup> and consists of proposals for 30-foot buses, AVL/CAD equipment, and bus facilities. In overtime, the agency was slightly**

higher this month than last month, coming in at \$68,000; this can be attributed largely to a mandatory safety training that was conducted for all operators. In Medicaid, there have been no updates since staff met with Ruth Kennedy in July. A committee continues analyzing farebox revenue and looking to see if there is an opportunity to increase revenue.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's September 13<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux referred the members to the minutes of the committee's September 11<sup>th</sup> meeting in their packets. He shared the highlights and noted that the IT Risk Assessment Policy would be considered later in the meeting.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O'Gorman**

Mr. O'Gorman noted the committee did not meet.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee's September 12<sup>th</sup> meeting in their packets. She shared the highlights of the meeting.

Mr. Bryan Basford of MV Transportation reported that MV served 9,252 customers and the on-time percentage was 83.9%. The total service hours for the month were 4,226 and the total miles were 65,246.

## **VIII. ACTION ITEMS**

### **1. Consideration of approval of CATS IT Risk Assessment Policy**

It was noted that the policy was developed at the recommendation of the FMO auditors. The FTA would like the policy to be approved by the CATS Board of Commissioners.

It was noted that this item was unanimously recommended for authorization by both the TPP and the F&E Committees.

Ms. Pierre moved that the CATS IT Risk Assessment Policy be approved and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

2. Consideration of approval of proposed Service Improvement Plan and authorization for the CEO to present proposed Service Improvement Plan to Metropolitan Council for approval at Council meeting on September 26, 2018

Mr. Brandt shared that the board has seen the proposed plan several times and noted it has been to the public for input and feedback via four public meetings.

Mr. Goldman let the committee know that one change was made to the proposed new Route 15 Blount Road based on comments received from the meetings.

Mr. Brandt moved that the following resolution be adopted and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

**CATS BOARD OF COMMISSIONERS AND PUBLIC  
TRANSPORTATION COMMISSION RESOLUTION AUTHORIZING  
CATS SERVICE ADJUSTMENTS**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System (CATS) and the Public Transportation Commission, acting jointly, that after conducting public hearings before its designee for such purpose, William J. Deville, its Chief Executive Officer, and other members of CATS management, CATS Chief Executive Officer is hereby authorized to adjust its service to that set forth in the attached documents entitled “Service Improvement Plan” (Part A) and set forth in the attached map entitled “CATS Proposed System Map” (Part B), which service may be modified as provided in existing policy approved by the Board, the PTC and the Metropolitan Council (Part C), and all with such additional authority as provided in such existing policy.

**3. Consideration of authorization for the CEO to enter into a contract for graphic design services**

**Ms. McNaylor let the board know that the agency was seeking a new contract for graphic design services in an effort to potentially apply grant money to some of the projects. She noted that the desire of the agency is to enter into a contract with a firm for multiple years and that the contract will be written as a one-year contract with up to four, one-year renewals.**

**CATS solicited 52 firms, posted the RFP on its website, and submitted public notices to The Advocate and the Weekly Press. The agency received six proposals and the Proposal Evaluation Committee reviewed all six. Of those, three were deemed to be in the competitive range. The proposal submitted by Rockit Science separated itself from its competitors and the PEC unanimously recommended that the agency engage the services of Rockit Science for its graphic design, photography, and videography needs.**

**Ms. McNaylor noted that the current contract has a very narrow scope that only consists of graphic design services and that the agency will not reach the maximum amount allowed in the contract.**

**The new contract will have a broader scope that includes not only graphic design but also photography and videography services the agency does not currently have.**

**Based on budget projections for 2019, staff has determined a need for services that will cost approximately \$110,000. In order to allocate for items that will arise over the next twelve months, staff is requesting that the board authorize the CEO to enter into a contract with Rockit Science for graphic design services with an amount not to exceed \$125,000.**

**Mr. Bellue moved that the CEO is authorized to enter into a contract with Rockit Science for graphic design and related services for one year with the option of up to four, one-year renewals for an amount not to exceed \$125,000 and with such additional terms and conditions the CEO deems appropriate. Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**Mr. Brandt moved to amend the agenda to take public comments before the last action item and Mr. Cohran seconded the motion. Mr.**

Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

## **IX. PUBLIC COMMENTS**

Mr. Keith Cunningham spoke on behalf of his brothers regarding the CATS On Demand service. He shared that his brother has used the system since 2005 and has experienced hardship since the transition of service to MV Transportation. He let the board know that the community should provide above and beyond for the most dependent members of the community.

## **X. CONTINUATION OF ACTION ITEMS**

4. Consideration of authorization for the CEO to settle the claim of Mary Steward under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 655,517, Sec. 26; and that Mary Steward is the plaintiff and Capital Area Transit System and Anthony Johnson are the defendants.)

Mr. Brandt moved to enter executive session to discuss the pending litigation and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

Thereafter, the board reconvened in open session.

Ms. Perkins moved that the CEO is authorized to settle the claim of Mary Steward in the amount of \$22,500 under the terms of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

## **XI. ADJOURNMENT**

Mr. Bellue moved to adjourn the meeting and Mr. Thomas seconded the motion. The motion passed unanimously with no abstentions.

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



CONTACT

## CATS BOARD OF COMMISSIONERS AND PUBLIC TRANSPORTATION COMMISSION RESOLUTION AUTHORIZING CATS SERVICE ADJUSTMENTS

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System (CATS) and the Public Transportation Commission, acting jointly, that after conducting public hearings before its designee for such purpose, William J. Deville, its Chief Executive Officer, and other members of CATS management, CATS Chief Executive Officer is hereby authorized to adjust its service to that set forth in the attached document entitled "Service Improvement Plan" (Part A) and set forth in the attached map entitled "CATS Proposed System Map" (Part B), which service may be modified as provided in existing policy approved by the Board, the PTC and the Metropolitan Council (Part C), and all with such additional authority as provided in such existing policy.

### CERTIFICATE

In accordance with Code of Ordinances 10:103(g)(7), I certify that the foregoing resolution, with the document entitled "2018 Service Improvement Plan" attached, was adopted at a regular, jointly conducted meeting of the Public Transportation Commission and the Capital Area Transit System Board of Commissioners held on September 18, 2018, beginning at 4:30 p.m. at the BREC Commission Room, 6201 Florida Boulevard, Baton Rouge, Louisiana, at which members Mark Bellue, Jim Brandt, Peter Breaux, Kahli Cohran, Erika Green, Kevin O'Gorman, Linda Perkins, Antoinette Pierre, and Parry Thomas were present, and with all members thereafter present voting yes.

Baton Rouge, Louisiana, this 18<sup>th</sup> day of September, 2018

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Amie McNaylor, Assistant Secretary

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## Part A: Summary of Service Improvement Plan Changes 2018

This Service Improvement Plan will occur in two phases: Phase One will be in 2019 and Phase Two will be in 2020.

The final analysis indicated that the proposed Service Improvement Plan (SIP) would result in an 18.9% increase in transit accessibility for residents of Baton Rouge.

Minority populations would realize a 21.55% increase

Low income populations a 20.07% increase

**Improve Service Frequency** – over 85% of routes will have head headways improved to 30 minutes or better. The following routes will experience improved frequency

Peak Only

11 – Northside Circulator, 14 Thomas Deloit, 18 LSU-Cortana Mall, 21 Fairfields Ave-Cortana Mall, 22 Winbourne Ave, 46 Gardere-OLOL, 56 Mall-to-Mall, 57 Sherwood Forest Boulevard, 70 Baker-Southern University

All Day

16 Capitol Park Shuttle & 60 Medical Circulator

**Later Evening Service** – The following routes will have service that extends later into the evening hours

20 North Acadian Thurway, 21 Fairfields Ave. Cortana Mall, 23 Foster Drive, 54 Airline Hwy-Southern University, 57 Sherwood Forest Boulevard, 58 Coursey Boulevard-O'Neal Lane, 59 Florida Boulevard, 60 Medical Circulator

**Earlier Morning Service** – the following routes will begin service earlier in the morning

14 Thomas Deloit, 44 Florida Boulevard, 47 Highland Road, 60 Medical Circulator

**Service Extended to New Areas** – the following routes will extend to provide service to key trip generators, including apartment complexes and low-income housing

- 14 Thomas Deloit – extended to River Road: PHASE 2
- 15 – New route serving Blount Road and Plank Road north of Harding: PHASE 1 and 2
- Extend to Greenwell Springs road, including Mallard Crossing Apartments
- Reroute to Jefferson Highway including Jefferson Lake Apartments

**Restructured Routes** – the following routes were restructured to improve routing efficiency

- 11 – Direct, one-way service on Scenic Hwy and in Glen Oaks: PHASE 1 and 2
- 14 – Extend to River Road: PHASE 2
- 16 – More direct, faster travel times: PHASE 1
- 18 – Truncate near Highland Road to avoid duplicate service: PHASE 1
- 44 – Reroute through downtown: PHASE 1
- 46 – Combine with 52: PHASE 2
- 52 – Combine with 70: PHASE 1
- 54 – Reroute to airport: PHASE 1
- 56 – Combine with 46: PHASE 1
- 57 – Extend to Greenwell Springs Road including Mallard Crossing Apartments: PHASE 1

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



- 58 – More direct near Costco: PHASE 1
- 60 – Simplify route to be more direct: PHASE 1

**Reallocate Resources to Productive Service** – resources being reallocated from low ridership routes to improve service and frequency along key routes

- 15 – New Route servicing Glen Oaks, Zion City, and Scotlandville: PHASE 1 and 2
- 50 – Eliminate route; productive segments covered by Route 15: PHASE 1
- 55 – Eliminate route; productive segments covered by Route 57: PHASE 1
- 103 – Eliminate route; airport covered by Route 57: PHASE 1

**Remove Stop Restrictions on Route 70**

**PHASE 1 IMPROVEMENTS: Route changes, schedule changes, and frequency improvements**

- Route 11
- Route 14
- Route 15
- Route 16
- Route 18
- Route 20
- Route 21
- Route 22
- Route 23
- Route 41
- Route 44
- Route 46
- Route 47
- Route 50
- Route 52
- Route 54
- Route 55
- Route 57
- Route 58
- Route 59
- Route 60
- Route 70
- Route 103

**PHASE 2 IMPROVEMENTS: Frequency Improvements**

- Route 11
- Route 14
- Route 15
- Route 46
- Route 70

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## Summary by Route

### Route 11 – Northside Circulator

- Improve frequency from 60 minutes to 30 minutes during rush
- Reroute to be faster and more direct
- Add one-way service on Scenic Highway and in Glen Oaks

### Route 14 – Thomas Delpit Drive

- Improve frequency from 60 minutes to 30 minutes during rush
- Provide earlier morning service
- Extend and restructure route service to serve River Road
- Add another bus to the route

### Route 15 – Blount Road

- New Route servicing the Blount Road area

### Route 16 – Capitol Park Shuttle

- Shorten route for faster travel time
- Improve frequency from 30 to 10 minutes

### Route 18 – LSU – Cortana Mall

- Shorten route to end at Parker Boulevard
- Improve frequency from 60 minutes to 30 minutes during rush
- Add another bus to service the route

### Route 20 – North Acadian Thruway

- Provide later service

### Route 21 – Fairfields Ave

- Improve frequency from 60 minutes to 30 minutes during rush
- Provide later service
- Add additional bus to service route

### Route 22 – Winbourne Ave. – Cortana Mall

- Improve frequency from 60 minutes to 30 minutes during rush
- Add two additional buses to service route

### Route 23 – Foster Drive

- Provide later service

### Route 41 – Plank Road

- Improve frequency from 30 minutes to 15 minutes during rush

### Route 44 – Florida Blvd

- Provide earlier morning service

### Route 46 – Gardere / Our Lady of the Lake

- Improve frequency from 60 minutes to 30 minutes during rush
- Combine route with the current Route 56
- Add two additional buses to service the route

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Route 47 – Highland Road

- Provide earlier morning service

Route 50 – Glen Oaks / Greendale Circulator

- Eliminate route – Stops covered by Route 15
- Annual savings - \$220,000

Route 52 – Baker Circulator

- Eliminate route – Stops covered by Route 70
- Annual savings - \$622,000

Route 54 – Airline Hwy. North / Southern University

- Reroute to service the Baton Rouge Airport
- Provide later evening service

Route 55 – East Florida Boulevard

- Eliminate route – Stops covered by Route 57
- Annual savings - \$220,000

Route 56 – Mall to Mall via Drusilla Lane

- Eliminate route – Stops covered by Route 56
- Annual savings - \$631,000

Route 57 – Sherwood Forrest Boulevard

- Improve frequency from 60 minutes to 30 minutes during rush
- Extend service further north
- Provide later evening service
- Add three additional buses to route

Route 58 – Coursey Boulevard / O'Neal Lane

- Reroute service near Costco
- Provide later evening service

Route 59 – East Florida Boulevard / O'Neal Lane

- Provide later evening service

Route 60 – Medical Circulator

- Improve frequency from 60 minutes to 30 minutes during rush
- Increase span of route to service more areas

Route 70 – Baker / Southern University / CATS Terminal

- Combine with Route 52 and 60
- Improve frequency from 60 minutes to 30 minutes during rush
- Add an additional bus to route

Route 103 – Airport Express

- Eliminate Route – Stops covered by 54
- Annual savings - \$403,000

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## Summary of Service Improvement Plan Changes 2018

This Service Improvement Plan will occur in two phases: Phase One will be in 2019 and Phase Two will be in 2020.

The final analysis indicated that the proposed Service Improvement Plan (SIP) would result in an 18.9% increase in transit accessibility for residents of Baton Rouge.

Minority populations would realize a 21.55% increase

Low income populations a 20.07% increase

**Improve Service Frequency** – over 85% of routes will have head headways improved to 30 minutes or better. The following routes will experience improved frequency

**Peak Only:**

11 – Northside Circulator	46 – Gardere-OLOL
14 – Thomas Delpit	56 – Mall-to-Mall
18 – LSU-Cortana Mall	57 – Sherwood Forest Boulevard
21 – Fairfields Ave-Cortana Mall	70 – Baker-Southern University
22 – Winbourne Avenue	
46 – Gardere-OLOL	
56 – Mall-to-Mall	
57 – Sherwood Forest Boulevard	
70 – Baker-Southern University	

**All Day:**

16 – Capitol Park Shuttle  
60 – Medical Circulator

**Later Evening Service** – The following routes will have service that extends later into the evening hours

20 – North Acadian Thruway	57 – Sherwood Forest Boulevard
21 – Fairfields Ave-Cortana Mall	58 – Coursey Boulevard-O’Neal Lane
23 – Foster Drive	59 – Florida Boulevard
54 – Airline Hwy-Southern University	60 – Medical Circulator

**Earlier Morning Service** – the following routes will begin service earlier in the morning

14 – Thomas Delpit	47 – Highland Road
44 – Florida Boulevard	60 – Medical Circulator

**Service Extended to New Areas** – the following routes will extend to provide service to key trip generators, including apartment complexes and low-income housing:

- 14 Thomas Delpit – extended to River Road
- 15 – New route serving Blount Road and Plank Road north of Harding
- Extend to Greenwell Springs Road, including Mallard Crossing Apartments
- Reroute to Jefferson Highway, including Jefferson Lake Apartments

**Restructured Routes** – the following routes were restructured to improve routing efficiency:

- 11 – Direct, one-way service on Scenic Hwy and in Glen Oaks

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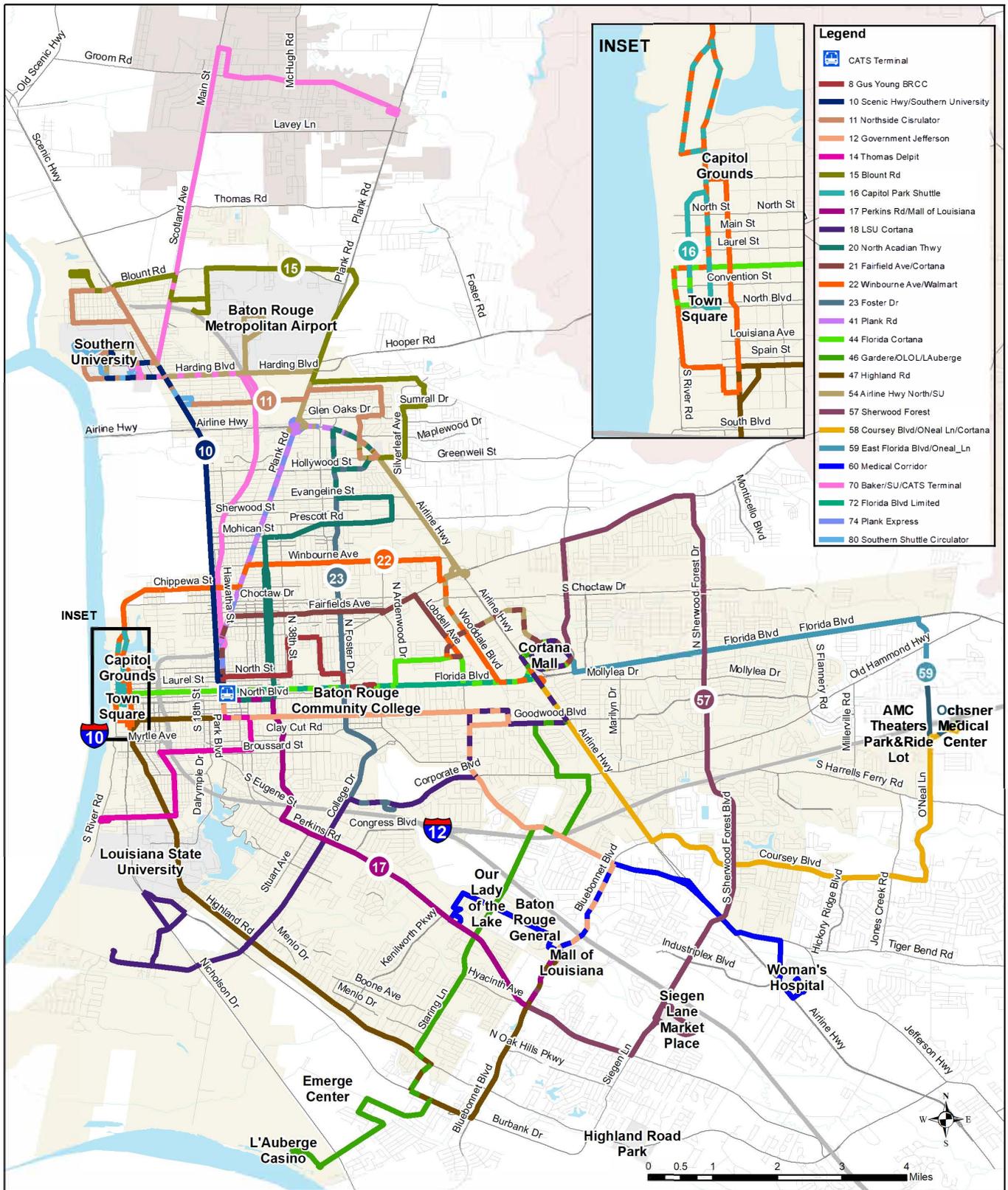
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- 52 – Combine with 70
- 54 – Reroute to airport
- 56 – Combine with 46
- 57 – Extend to Greenwell Springs Road including Mallard Crossing Apartments
- 58 – More direct near Costco
- 60 – Simplify route to be more direct

**Reallocate Resources to Productive Service** – resources being reallocated from low ridership routes to improve service and frequency along key routes

- 15 – New Route servicing Glen Oaks, Zion City, and Scotlandville
- 50 – Eliminate route; productive segments covered by Route 15
- 55 – Eliminate route; productive segments covered by Route 57
- 103 – Eliminate route; airport covered by Route 54

**Remove Stop Restrictions on Route 70**

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Sources: NHGIS, ATLAS (LA), Census, ESRI

Date: 7/9/2018

Part B  
CATS Proposed  
System Map



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Baton Rouge, LA 70802  
PHONE: 225.389.8920

CONTACT

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### Part C Exceptions

1. CATS is authorized to substitute reduced levels of service on the days surrounding holidays when riding can reasonably be expected to be less than usual.
2. CATS is authorized to alter routes and schedules on a temporary and/or emergency basis as may be appropriate as a result of storms, civil disasters, construction or other conditions in the field.
3. CATS is authorized to operate routes and provide service not provided herein if they are subsidized by entities other than the City of Baton Rouge and the Parish of East Baton Rouge, such as but not limited to Louisiana State University, Southern University, and Baton Rouge Community College, and for such compensation as may be agreed to by the parties and/or fares not in excess of those approved herein.
4. CATS is authorized to provide temporary service not covered herein for special events, such as but not limited to Southern University and Louisiana State University home football games and other events, and to set fares for such service.
5. CATS is authorized to provide service levels greater than, and to charge fares less than, those specified.
6. CATS is authorized to modify starting and ending times, and the number of runs, on any route so as to reduce service levels by up to 15% of those specified.



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
NOVEMBER 13, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Mr. Cohran was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF OCTOBER 16, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the October 16, 2018, meeting and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

Mr. Brandt noted that he had asked Ms. Green to chair the Nominating Committee for officers for 2019; Messrs. Thomas and O’Gorman will be on the committee along with Mr. Brandt, who will be serving ex officio. He

asked that any board members interested in serving as an officer for 2019 contact Ms. Green or one of the other members to share their intent.

## **V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on public transit safety.

## **VI. ADMINISTRATIVE MATTERS**

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

Ms. Paul noted that CATS made the following hires in October: Customer Care – 1 Representative; and Operations – 10 Bus Operator Trainees. She noted that the Human Resources Department is completing the performance management program for administrative employees. It was noted that open enrollment is taking place November 13-19 for 2019 health insurance and benefits. The agency is accepting donations for the Greater Baton Rouge Food Bank through November 15<sup>th</sup>.

Ms. Dwana Williams shared that, in Operations, there are currently 132 active operators.

Ms. Williams updated the members on the performance measures. She noted that CATS had 246,390 passenger trips in October. There were 1.3 preventable accidents per 100,000 miles. Ms. Williams shared that there were 325.8 trips cancelled in October of the approximately 35,000 trips for the month. The percentage of on-time trips was 66.3%. There were 38.2 complaints per 100,000 miles in October. Ms. Williams shared that there were 2,057.5 miles between mechanical failures and 5,970.8 miles between road calls.

Mr. Deville reported that CATS participated in the Louisiana Public Transit Association (LPTA) conference held in New Orleans October 31<sup>st</sup> – November 2<sup>nd</sup>.

ETC Institute began customer satisfaction surveys November 10<sup>th</sup>. The agency will continue to survey customers on a semi-annual basis moving forward. These results will be presented to the board members upon their completion.

Legal counsel for CATS has been informed that the Division of Administration has authorized transfer of the LSU property in North Baton Rouge, and this allows LSU to proceed with the sale to CATS. LSU is required to advertise the transaction for 30 days, and the sale will be finalized in 2019.

The Service Improvement Plan is scheduled for implementation on February 24, 2019; this date coincides with the first of three run-cuts outlined in the labor agreement. Staff is working to ensure this deadline is met and that customers are fully educated on the new service before the implementation occurs.

Ms. Williams let the board know that for October, the agency collected \$250,924 in CATS generated revenue, \$1,564,583 in total non-federal revenue, and \$369,800 in federal operating revenue, for a total of \$2,185,307 in revenue. Year to date the agency has collected \$2,594,434 in CATS generated revenue, \$15,602,234 in non-federal revenue, and \$4,592,480 in federal revenue for a total of \$22,789,148 in revenue.

Ms. Williams noted that the total operating expenses for October were \$2,170,783 and year-to-date the agency has expended \$21,278,966.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's November 8<sup>th</sup> meeting in their packets. He noted there was an in-depth discussion of the DBE Program assessment and encouraged the members to read the minutes. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation reported that MV served 8,498 customers and the on-time percentage was 91.3%. There were three road calls for the month and nine complaints. He shared that the Operations team is fully staffed at this point.

## VIII. ACTION ITEMS

1. **Consideration of approval of contract for architectural and engineering design services for Plank Road and Florida Boulevard BRT projects**

Mr. Brown shared that the agency had advertised the Request for Qualifications (RFQ) and emailed it to 117 firms, including 28 small businesses and DBE firms.

CATS received five proposals and two were found to meet all the requirements of the RFQ. The two proposals were reviewed by the Proposal Evaluation Committee (PEC) and the PEC recommended an award to SJB Group, LLC. It was noted that the contract amount is not expected to exceed \$322,544.55.

Mr. Bellue moved that the CEO is authorized to enter into a contract with SJB Group, LLC, for architectural and engineering design services for Plank Road and Florida Boulevard BRT projects and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

2. **Consideration of renewal of security guard services contract with Weiser Security Services, Inc.**

Mr. Brown shared the contract is entering its fourth year, which is the first of two, one-year renewals. He noted that a new cost has been negotiated with an annual increase of less than a \$4,000.

Ms. Perkins moved that the CEO is authorized to renew the contract with Weiser Security Services, Inc. for one year and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

3. **Consideration of approval of contract for external audit services**

Mr. Brown noted that the contract with LaPorte had expired which necessitated the need for a new RFP. Two proposals were received from the advertisement and solicitation. The PEC reviewed the

proposals and recommended that the agency contract with Postlewaite and Netterville for external audit services.

It was noted that this contract is for both the agency and the pension fund. CATS pays for both services.

Ms. Pierre moved that the CEO is authorized to enter into a contract with Postlewaite & Netterville for external audit services for a period of three years with up to two, one year renewals and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

4. Consideration of approval of CEO Evaluation Committee recommendation to increase base salary of CEO William J. “Bill” Deville (Due to the subject matter of this item, the board may vote to go into executive session to discuss the character and/or professional competence of the CEO)

Mr. Brandt thanked Mr. Bellue for chairing the Evaluation Committee, Ms. Perkins for serving, and the board members for completing the surveys.

Mr. Bellue noted this was the second year of Mr. Deville’s three year contract. He shared that the committee not only sought the input of the board members but also stakeholders when evaluating his performance. Mr. Bellue let the board know that Mr. Deville met or exceeded all expectations.

Mr. Bellue noted that the committee members initially recommended a five percent (5%) increase to the base salary, but Mr. Deville asked that the amount be reduced to three percent (3%), which is the amount of the cost of living increase the administrative staff received. Thus, the committee recommends a three percent (3%) increase.

Mr. Brandt shared that the recommendation was unanimously supported by the F&E Committee.

Mr. Bellue moved that the CEO Evaluation Committee recommendation to increase the base salary of CEO William J. “Bill” Deville by three percent (3%) be approved and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

5. Consideration of authorization for the CEO to settle the claim of Geraldine Robinson under the terms of the settlement and judgment

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 19<sup>th</sup> Judicial District Court and is Suit Number 649,196, Sec. 27; and that Geraldine Robinson is the plaintiff and Capital Area Transit System and Lasunia McKneely are the defendants.)

Mr. Brandt moved to enter executive session to discuss the pending litigation and Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

Thereafter, the board reconvened in open session.

Mr. Brandt moved that the CEO is authorized to settle the claim of Geraldine Robinson for the sum of eighteen thousand and 00/100 (\$18,000) dollars under the terms of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

**IX. PUBLIC COMMENTS**

There were no public comments.

**X. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 18, 2018  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Green, Perkins, and Pierre. Mr. Bellue was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF NOVEMBER 13, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the November 13, 2018, meeting and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt provided a review of the public comment process.

Mr. Brandt noted that CATS employees would be hosting a Christmas party on Thursday, December 20<sup>th</sup> from 12:00 p.m. until 4:00 p.m. and noted that all board members were invited to attend.

Mr. Brandt reminded the members that annual officer elections would take place in February and any member wishing to hold an officer position should let the Nominating Committee Chair Ms. Green know their intent.

## V. SAFETY MOMENT

Ms. Simpson shared a safety moment centered on slips, trips, and falls.

## VI. ADMINISTRATIVE MATTERS

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

Mr. Brown noted that CATS made the following hires in November: Customer Care – 1 Representative; and there was one internal promotion to Customer Care Lead Representative. He noted that agency is participating in a donation effort of winter items to St. Vincent DePaul during December.

Ms. Dwana Williams shared that, in Operations, there are currently 130 active operators.

Ms. Williams updated the members on the performance measures. She noted that CATS had 216,023 passenger trips in November. There were 2.3 preventable accidents per 100,000 miles. Ms. Williams shared that there were 339.4 trips cancelled in November of the approximately 35,000 trips for the month. The percentage of on-time trips was 66.8%. There were 27.3 complaints per 100,000 miles in November. Ms. Williams shared that there were 1,756.3 miles between mechanical failures and 5,340.7 miles between road calls.

Mr. Deville reported that CATS held the second round of customer satisfaction surveys for 2018 in November; ETC Institute is compiling the data and it will be presented in early 2019.

The Division of Administration is in the process of completing the sale of the LSU property in North Baton Rouge to CATS. There are various legal requirements to be met, and the sale may be final in the second quarter of 2019.

The Cortana Transit Center construction solicitation has been posted and a pre-bid conference has been held. The projected milestones are as follows: bid advertisement – December 2018; contract award – January 2019; begin revenue service – May, 2019.

CATS recently participated in a series of stakeholder workshops conducted by HNTB on behalf of the City-Parish in conjunction with

CATS and the Redevelopment Authority. Phase One of the outreach focused on elected leaders and community stakeholders to outline the scope and intent of the redefinition study, obtain concerns, and map out proposed funding structures.

The Service Improvement Plan is scheduled for implementation on February 24, 2019; this date coincides with the first of three run-cuts outlined in the labor agreement. Staff is working to ensure this deadline is met and that customers are fully educated on the new service before the implementation occurs.

Ms. Rhonda Williams shared that CATS had \$214,760 in self-generated revenue for November. There was \$1,564,583 in non-federal revenue and \$369,800 in federal revenue for a total of \$2,149,143 in operating revenue for November. Year to date the agency has collected \$24,938,291 in total operating revenue.

The operating expenses for November were \$2,675,523. Year to date the agency has spent \$24,040,561 in operating expenses.

Ms. Williams reported on the Key Performance Indicators for November and noted that in grants, the Grants Manager has been revising existing grants and reallocating existing award funds with the FY2019 budget.

The agency spent \$115,000 in overtime in November that is primarily related to operator terminations, which have led to supervisors filling trips where possible.

It was noted there was no update on the Medicaid process.

Ms. Williams shared that the farebox committee plans to reconvene in January to discuss the recommendations made by the committee.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee's December 13<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting. He noted that all items except the general liability insurance came with a unanimous recommendation; this item comes with no recommendation to allow for the negotiation of final pricing. He let the members know that the 2019 Budget comes with a unanimous recommendation for adoption.

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

Dr. Breaux referred the members to the minutes of the committee's December 10<sup>th</sup> meeting in their packets. He shared the highlights and noted that the policy being considered comes with a unanimous recommendation from the TPP Committee.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O'Gorman**

Mr. O'Gorman referred the members to the minutes of the committee's December 14<sup>th</sup> meeting in their packets. He shared the highlights and noted the Strategic Plan would come to the board in early 2019 for adoption.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee's December 12<sup>th</sup> meeting in the packets. She shared the highlights of the meeting and noted that she was able to attend a customer service training class with operators and found the experience to be very eye-opening.

Mr. Bryan Basford of MV Transportation noted that there were 7,489 scheduled trips; of those, 644 were cancellations and 217 were no-shows. He noted that CATS On Demand did not operate on Thanksgiving, and the days before and after the holiday were very light. There were five complaints for the month and the on-time percentage was 93.6%.

**VIII. ACTION ITEMS**

**1. Consideration of amendment of CATS Settlement and Judgment Payment Policy**

Mr. Abadie informed the members that it is the practice of CATS to pay fleet liability claims on a quarterly basis. The current amount CATS allocates for this fund has been \$200,000 annually; this year, the amount is \$300,000.

Mr. Abadie noted that each claim receives a prorated payment quarterly and once the balance due for a claim reaches \$1,000 or

less, the claim is paid in full. Mr. Abadie recommends that the pay in full amount be raised to \$2,000, which would allow the agency to close more claims. He noted that there are approximately 25 settlements that would close under this increased amount.

Mr. Abadie stated that he would research whether or not it would be advantageous to increase the amount to \$5,000.

Ms. Pierre moved that the following resolution be adopted and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
AMENDING EARLIER ADOPTED PROCEDURE FOR PAYING  
SETTLEMENTS AND JUDGMENTS**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that it hereby amends the resolution originally adopted on July 20, 2004, as amended in 2005, 2011 and 2016, that provides for a procedure for paying settlements and judgments, by amending the language as follows:

Under the heading of “Settlement Payment Procedure”, amend Section 5(B) to the following:

- B.** If after the quarterly budget allocation the Settlement Account balance is greater than the total amount of approved settlements, then the settlements shall be paid in full. If the total amount of settlements is greater than the Settlement Account balance, then any settlements (or the remaining amounts to be paid on individual settlements) which are \$2,000.00 or less per claimant shall be paid from the balance in the Settlement Account to the extent funds are available to do so. If there are not adequate funds available, such claimants shall be paid on a prorata basis. If funds remain in the Settlement Account after the payment of these \$2,000.00 or less claims, then the amount of the balance shall be divided by the total monetary amount of the settlements then payable and the resulting percentage will be applied to each settlement to calculate the amount to be paid to each claimant. This procedure will be repeated at the end of each quarter.

**BE IT FURTHER RESOLVED** that this amendment shall be effective for payments made at the end of the first quarter of 2019.

## **2. Consideration of award of general liability insurance contract**

**Mr. Brown shared that this is a contract for the general liability, employee benefit liability, management liability, employment practices liability, law enforcement liability, property, crime, and inland marine insurances. He noted that CATS sought quotes with the help of Arthur J. Gallagher, the agent of record. Two firms provided quotes; Travelers Insurance, the current provider, and Stone Insurance, Inc.**

**Mr. Brown shared that Stone Insurance, Inc. provided lower premiums than the current provider; the difference being \$11,558. After discussion at the F&E Committee meeting, staff was able to remove the taxes - \$1,236.17 – from the total of the quote.**

**The total cost of the quote is \$12,794.00 for the general liability, employee benefit liability, management liability, employment practices liability, law enforcement liability, property, crime, and inland marine insurance.**

**Mr. Cohran moved that the CEO is authorized to award the contract for general liability insurance to Stone Insurance, Inc. and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

## **3. Consideration of approval of CATS Emergency Preparedness and Recovery Plan**

**Ms. Eckert shared that the purpose of the policy is to capture all the information relevant to CATS' ability to withstand an emergency and to document the steps that CATS will follow if an emergency occurs in order that business continuity is restored.**

**Ms. Eckert noted that many of the details included therein already existed in various forms, but they have not been compiled into one document. She shared that an internal committee has been meeting weekly for approximately three months and has dedicated many hours to creating this plan.**

**It was noted that each emergency scenario is self-contained and has its own appendix.**

**The committee responsible for the Plan will meet quarterly to review the plan and update it as necessary. There will also be a meeting**

after any emergency where the plan is activated; this will help determine what worked, what did not, and what revisions need to be made.

Ms. Eckert noted that the plan will be available on the employee portal and there will also be physical copies in all the departments for easy access.

Mr. Thomas moved that the CATS Emergency Preparedness and Recovery Plan be adopted and Dr. Breaux seconded the motion. Mr. Brandt invited public comment and there was one. Reverend Alexis Anderson inquired how the plan will be disseminated to the public and how it will be distributed to signage. The motion carried unanimously with no abstentions.

#### 4. Consideration of approval of 2019 Budget

Ms. Rhonda Williams shared that the 2019 Operating Budget is \$26,999,987, which is a five percent increase over 2018.

Ms. Williams briefed the board members on the highlights contained in the budget. Some of those highlights include the first quarter 2019 implementation of the Service Improvement Plan; a \$400,000 decrease in CATS On Demand paratransit services; the first-ever acquisition and delivery of three electric buses; and the construction and completion of the Cortana Transit Center.

It was noted that the majority of operating revenue comes from the property tax millage and federal grants, and that the balance comes from the Parish Transportation Fund, the Hotel/Motel tax, and advertising revenue.

Ms. Williams shared that the operating expenses for 2019 will be aided in the delivery of eight new Gillig diesel buses to replaced aged vehicles as well as increased recruitment to reach a full complement of operators. The agency will continue its efforts to upgrade technology and this includes the implementation of a new, state-of-the-art financial management system.

CATS will continue to focus attention on the items in the Capital Improvements and Investments Plan (CIIP). To that end, the agency will kick-off several projects, including a Bus Rapid Transit (BRT) route on Plank Road, as well as several transit centers. The CIIP calls for the acquisition of sixteen revenue and four non-revenue vehicles to obtain an average fixed route fleet age of less than four years.

**Ms. Williams shared that there is an increase of \$100,000 – to \$300,000 total – for the settlement payments; this is reflected in the casualty and liability line item in Operating Expenses.**

**Mr. Cohran moved that the full board adopt the resolution approving the 2019 budget and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.**

**Resolution of CATS Board of Commissioners  
Approving 2019 Budget**

**BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2019 budget for the Capital Area Transit System, which has been made available for public inspection and presented to the Board, is hereby approved.**

**BE IT FURTHER RESOLVED that the agency’s Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed ten percent (10%) in either direction. If the change exceeds a ten percent (10%) variance in either direction, the agency’s Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues or total expenditures be changed without approval of the Board of Commissioners.**

- 5. Consideration of authorization for the CEO to settle the claim of Willis Travis, Sr. and Marie Travis under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 656,552, Sec. 22; and that Willis Travis, Sr. and Marie Travis are the plaintiffs and Capital Area Transit System and Michelle Moore are the defendants.)**

**Mr. Brandt moved to enter executive session to discuss the pending litigation and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.**

- 5. Strategy session regarding the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis. (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 19<sup>th</sup> Judicial District Court and is Suit Number 640,054, Sec. 22; and that Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis are the plaintiffs and Capital Area Transit System and Eric Marselis are the defendants.)

Thereafter, the board reconvened in open session.

Mr. Brandt moved that the CEO is authorized to settle the claim of Willie Travis, Sr. and Marie Travis for the sum of fifty-five thousand and 00/100 (\$55,000) dollars under the terms of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no objection.

#### **IX. PUBLIC COMMENTS**

Mr. Ahmed Furqan commented that the community of Alsen and St. Erma Lee has no service and the closest stop is two miles. He shared that he had a petition with signatures requesting that service be added.

Reverend Alexis Anderson shared that things have not improved since her last visit to the board. There is failure to adhere to ADA regulation and there was no communication of Route 12 changes to the public. She inquired of the appeals process when customers have been banned from using the system. There is no weekend coordination and drivers are rude all the time.

#### **X. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JANUARY 15, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue, Brandt, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF DECEMBER 18, 2018 MEETING**

Ms. Perkins moved to approve the minutes of the December 18, 2018, meeting and Ms. Pierre seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Brandt introduced the new CATS Board member Laurence Lambert. He shared that Mr. Lambert is principal at Vectura Consulting Services, LLC and is a graduate of LSU.

Mr. Brandt congratulated Mr. Bellue and Ms. Pierre on their reappointments to the board and noted that Mr. Thomas was not reappointed. He recognized Mr. Thomas's dedication to the agency during his time on the board.

Mr. Brandt shared that the agency would begin serving the new Ochsner medical facility on January 16<sup>th</sup>.

Mr. Brandt provided a review of the public comment process.

## V. SAFETY MOMENT

Ms. Simpson shared a safety moment centered on tips for transit operators.

## VI. ADMINISTRATIVE MATTERS

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

Ms. Dwana Williams shared that, in Operations, there are currently 131 active operators.

Ms. Williams updated the members on the performance measures. She noted that CATS had 203,627 passenger trips in December. There were 1.9 preventable accidents per 100,000 miles. Ms. Williams shared that there were 385 trips cancelled in December of the approximately 35,000 trips for the month. The percentage of on-time trips was 66.0%. There were 41.7 complaints per 100,000 miles in December. Ms. Williams shared that there were 1,305.1 miles between mechanical failures and 4,377.5 miles between road calls.

Mr. Deville reported that, in 2018, CATS experienced a new level of stakeholder support and was able to successfully be awarded several grants facilitating a number of projects and programs. He shared that the agency was invited to participate in a number of collaborative projects for the betterment of the Baton Rouge area.

CATS has several projects planned for 2019, notably including the Service Improvement Plan scheduled for February 24<sup>th</sup>. CATS is working with Will Scott & Company to do an executive search for a Chief Operating Officer and hopes to have qualified candidates by early second quarter.

The first BRT project is underway with BYD electric buses scheduled for delivery in March. The Plank Road BRT revenue service is slightly delayed to near the end of 2019 to work in the major joint Transit

Oriented Development project, the Plank-Nicholson BRT Corridor Small Starts project in collaboration with City-Parish and the Redevelopment Authority.

Operations and Communications is working to determine how to best utilize the new electric buses once they are ready for revenue service, between their arrival and the beginning of BRT revenue service.

CATS will be implementing its first microtransit pilot project. TransLoc is working with the agency to study the possible areas for implementation.

Postlewaite & Netterville CPA firm confirmed they will arrange a team of accounting practice and finance software auditors to review and confirm changes made by the Finance staff.

Ms. Rhonda Williams shared that CATS had \$172,543 in self-generated revenue for December. There was \$1,564,583 in non-federal revenue and \$369,800 in federal revenue for a total of \$2,106,926 in operating revenue for December. Year to date the agency has collected \$27,045,216 in total operating revenue.

The operating expenses for December were \$1,897,066. Year to date the agency has spent \$25,937,627 in operating expenses.

Ms. Williams reported on the Key Performance Indicators for December and noted that in grants, CATS has received the initial “Recipient Information Request” for the upcoming Triennial Review.

The agency spent \$95,221 in overtime in December that is primarily related to operator terminations, which have led to supervisors filling trips where possible.

It was noted there was no update on the Medicaid process.

Ms. Williams shared that the farebox committee plans to reconvene in January to discuss the recommendations made by the committee.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Brandt referred the members to the minutes of the committee’s January 10<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

He noted that the action item to consider waiving fares was discussed in the meeting and the committee members were unanimous in their desire to recommend the full board approve waiving fares for the first week of revenue service for the improvement implementation.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but would be meeting in the near future to discuss the two year capital budget.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation noted that there were 7,217 scheduled trips; of those, 671 were cancellations and 232 were no-shows. There were four complaints for the month and the on-time percentage was 94.6%.

Mr. Basford let the board members know that CATS On Demand is now operating with 21 total vehicles in the fleet and that the CATS Maintenance Department does great work keeping the fleet running as some of the vehicles are aged.

**VIII. ACTION ITEMS**

**1. Consideration of approval to extend adjuster claims services contract with Brown Claims Management Group, LLC**

Mr. Brown noted that this renewal is being recommended by CATS staff. He shared that the CATS Project Manager determined it is in the best interest of the agency to renew and extend the contract for a period of one year. CATS has allowed Brown Claims to apply the Consumer Price Index (CPI), which will result in an increase of 2.23% to the adjuster hourly rate, the clerical hourly rate, and the file origination fee.

Mr. Abadie let the board members know that Brown Claims has been a good partner to CATS and to Mr. Abadie in liability cases.

Mr. Bellue moved that the CEO is authorized to renew the adjuster claims services contract with Brown Claims Management Group, LLC for a period of one year and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of adoption of 2019 CATS Strategic Plan**

Ms. McNaylor shared that the revisions to the 2019 Strategic Plan were centered on goals and action items. The goals and action items completed in 2018 were replaced with the goals and action items listed in the new plan. She noted there were no changes to the priorities, core values, or mission statement.

It was noted that the plan had been reviewed by both the Planning and F&E Committees and was unanimously recommended by both for approval.

Ms. Pierre moved that the CATS 2019 Strategic Plan be adopted and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**3. Consideration of approval for CEO to waive passenger fares from February 24 through March 2, 2019**

Ms. McNaylor noted that there was discussion of waiving fares for the first week of the Service Improvement Plan revenue service at the F&E Committee meeting. She shared that the average weekly revenue for 2018 was \$26,960, and the revenue for the same week in 2018 was \$31,188.

Ms. McNaylor let the members know that the agency waived fares in 2014 for the first week of the service expansion and the staff felt it was a successful endeavor.

Mr. Brandt moved that the CEO is authorized to waive passenger fares from February 24 through March 2, 2019 for the Service Improvement implementation and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of approval to award the contract for the construction of the Cortana Transit Center ITB**

It was noted that the F&E Committee heard information pertaining to the construction bid but did not take action as there was a hearing scheduled for the next day; that hearing did not take place. The low bid was rejected as it was not responsive.

It was noted that the bid solicitation was emailed to 41 prospective contractors, including 13 small businesses and DBE firms in addition to the advertisement in The Advocate and the Weekly Press (DBE publication).

Mr. Abadie shared that two bids were received and the low bid was non-responsive. The firm that submitted the low bid filed a protest regarding the other bid that was received. At this time, that protest is unresolved.

It was recommended that the contract be awarded to the second lowest bidding firm subject to a determination that the bid was responsive in order to not stall the construction process. It was noted that there is a protest pending.

There was discussion concerning the procurement, the bids received, and the protest.

Mr. Bellue moved that, subject to a determination of CATS management that the bid submitted by the Kelly Construction Group, LLC was responsive, the CEO is authorized to award the construction of the Cortana Transit Center ITB to the Kelly Construction Group, LLC and to enter into a contract with the Kelly Construction Group, LLC in the amount of \$465,181. Mr. O’Gorman seconded the motion. Mr. Brandt invited public comment and Mr. Crank inquired as to where the money was coming from and where it was going. Voting yes were Messrs. Bellue, Brandt, and O’Gorman. Voting no were Dr. Breaux, Mr. Cohran, and Ms. Pierre. Mr. Lambert and Mss. Green and Pierre abstained. The motion failed.

**IX. PUBLIC COMMENTS**

Mr. Greg Drake shared that he had both praise and concerns. He noted that when Mr. Deville took over, the system was broken and there were many problems that have since been resolved. He said that the Ochsner service is a problem. He had to go to the media to get a resolution that is still not a good one. He noted that the customer service department is not knowledgeable, is rude, and needs to treat everyone the same.

**Mr. Shea Crank said the operators are rude and this is a problem.**

**X. ADJOURNMENT**

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

DRAFT



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
FEBRUARY 19, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Brandt called the meeting to order.

**II. ROLL CALL**

Present at the meeting were members Messrs. Bellue, Brandt, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green and Perkins. Ms. Pierre was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. NOMINATION AND ELECTION OF OFFICERS**

Ms. Green shared that she chaired the nominating committee and served with Messrs. Brandt and O’Gorman. The nominating committee proposed the following slate of officers:

- President – Mark Bellue
- Vice-President – Erika Green
- Treasurer – Kahli Cohran
- Secretary – Antoinette Pierre

There were no other nominations from the floor.

Mr. Lambert moved to elect the slate of officers as proposed and Ms. Green seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

Mr. Brandt congratulated the newly elected officers and passed the gavel to Mr. Bellue.

#### **IV. APPROVAL OF MINUTES OF JANUARY 15, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the January 15, 2019, meeting and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

#### **V. PRESIDENT'S ANNOUNCEMENTS**

Mr. Bellue welcomed the public and provided a review of the public comment process.

#### **VI. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on passenger safety.

#### **VII. ADMINISTRATIVE MATTERS**

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

Ms. Dwana Williams shared that, in Operations, there are currently 133 active operators.

Ms. Dwana Williams updated the committee on the performance measures. She noted that CATS had 221,453 passenger trips in January. There were 1.4 preventable accidents per 100,000 miles. Ms. Williams shared that there were 173 trips cancelled in January of the approximately 35,000 trips for the month. The percentage of on-time trips was 67.9%. There were 36.6 complaints per 100,000 miles in January. Ms. Williams shared that she would report on the mechanical failures and road calls at the March board meeting as there were discrepancies in the reporting.

Mr. Deville reported that CATS has rebid the construction project for the East (Cortana) Transit Center and hopes to have a recommendation at the March board meeting.

CATS has been approached to look into the potential of implementing the Boston paratransit/transportation network companies on-demand template that has been successful there.

CATS will be represented at the SWTA annual conference the first week of March in El Paso, Texas.

Mr. Deville shared that CATS, the Redevelopment Authority, and the City-Parish participated in a series of workshops on January 28<sup>th</sup> and 29<sup>th</sup> to discuss the proposed Plank-Nicholson BRT Corridor. The CATS BRT project team is collaborating with the CATS finance staff to determine the budget effects on operating and maintenance costs resulting from the planned addition of the corridor.

Mr. Deville let the board know that CATS has been working with the Baker Mayor and CRPC to plan a bus layover facility and a park-and-ride location in Baker. Project funding has been identified by CRPC with local match to be provided by both CATS and the City of Baker. The anticipated revenue start date is expected in 18 to 24 months, contingent upon funding.

Mr. Deville provided an overview of the January financials that were prepared by Postlewaite & Netterville. He noted that the total operating expenses for the month were \$2,042,906. CATS generated revenue was \$264,845 and operating subsidies were \$1,985,070, for a total operating revenue of \$2,249,915.

## VIII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's February 14<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Cohran

Mr. Cohran noted the committee did not meet but that he was waiting on word from the auditors.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman noted the committee did not meet but would be meeting in the near future to discuss the two year capital budget.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the minutes of the committee's February 14<sup>th</sup> meeting in their packets. She noted that the paratransit and communications departments recently implemented a newsletter tailored to the CATS On Demand customers.

Mr. Bryan Basford of MV Transportation noted that there were 8,249 scheduled trips; of those, 658 were cancellations and 310 were no-shows for a total of 7,591 completed trips. There were five complaints for the month and the on-time percentage was 94.7%. There were five road calls for the month of January.

## **IX. ACTION ITEMS**

- 1. Consideration of award of legal services contract with Abadie Law Firm, A.P.L.C.**

Mr. Brown shared that this was a new three-year contract that will take effect upon expiration of the current contract in May.

It was noted that CATS currently contracts with Abadie Law Firm and the firm has represented CATS for over 40 years.

Mr. Brown let the board know the current rates will be continued in the new contract.

Mr. Brandt moved that the CEO is authorized to enter into a three year contract with Abadie Law Firm, A.P.L.C. for legal services and Mr. O'Gorman seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

## **X. PUBLIC COMMENTS**

There were no public comments.

## **XI. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MARCH 19, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were members Messrs. Bellue, Brandt, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins and Pierre. Dr. Breaux was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF FEBRUARY 19, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the February 19, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue welcomed the public and provided a review of the public comment process.

**V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on effective practices on bus transit safety.

## VI. ADMINISTRATIVE MATTERS

### 1. Customer Satisfaction Survey Results: Mr. Aaron Heckeke, ETC Institute

Mr. Heckeke shared that the second round of customer surveys were conducted in November 2018 and more than 2,000 usable surveys were collected.

It was noted that the majority of riders surveyed rely on CATS as their primary means of transportation. 74% of riders have an annual household income under \$50,000, and that majority of those are less than \$25,000. 58% of riders are between the ages of 19 and 39, and 29% have used CATS more than five years; 40% have utilized the system less than one year. It was noted that 85% of riders have a smartphone. 74% of riders are transit dependent.

Mr. Heckeke let the board know that the primary purpose for trips is work, and 65% of those riding use the system five or more days weekly.

It was noted that the mean satisfaction rating for fall 2018 is 67.

CATS customers are highly satisfied with operators; the mean rating for fall 2018 is 78, which is near the highest numbers for operator satisfaction in the industry.

Overall, customers feel safe and secure when on a CATS vehicle.

The top three service items of importance to CATS riders are buses arriving on time, route coverage, and fare price.

It was noted that customers will once again be surveyed in the spring and fall of 2019 to ensure the agency is addressing the issues that are important to the customers.

### 2. Executive and Financial Report: Mr. Bill Deville and Executive Staff

Ms. Dwana Williams shared that, in Operations, there are currently 131 active operators.

Ms. Williams noted that CATS had 221,163 passenger trips in February. There were 5.8 preventable accidents per 100,000 miles.

**Ms. Williams shared that there were 200 trips cancelled in February of the approximately 33,000 trips for the month. The percentage of on-time trips was 67.26%. There were 31.7 complaints per 100,000 miles in February. There were 1,792 mean miles between road calls for the month.**

**Mr. Deville reported that CATS has rebid the construction project for the East (Cortana) Transit Center and there will be a recommendation later in the meeting.**

**After the BYD electric bus inspection at their facility, CATS staff informed the agency that all three buses are in the road test/punch list phase, and all are scheduled to arrive ahead of the planned revenue service startup for the CATS Plank Road BRT route. Once they have arrived and been outfitted, they will be placed into revenue service on a fixed route until the BRT route is active.**

**The CATS SIP implementation on February 24<sup>th</sup> was successful, with some minor issues as expected. The free rides were appreciated by the customers. Operations, Planning, and Scheduling are closely monitoring the startup. Some of the issues that have arisen are some operators saying certain route schedules do not allow time for comfort breaks and some customers still needed help adjusting to the new routes.**

**Mr. Deville shared that CATS has hired a new Human Resources Manager, Jim Fight, who starts March 20<sup>th</sup>. Mr. Fight comes to the agency with more than twenty years in human resources, and more than ten years in transit human resources.**

**An administrative reorganization took effect on March 1<sup>st</sup>, and some of the highlights include naming Dwana Williams the Chief Operating Officer and Garrick Rose the Director of Planning and Program Development.**

**Mr. Deville shared that the CATS planning staff participated in the Redevelopment Authority's "Walk the Plank" event. The community walk-and-ride tour was held to encourage residents and business owners who live along Plank Road to tell officials what the future should look like for the corridor.**

**In Facilities Planning, Mr. Deville let the board know that CATS is anticipating FTA's approval of the 2018 formula. Legal counsel is working with LSU officials to complete certain requirements prior to executing the purchase agreement.**

The Cortana Transit Center construction project was rebid and three firms submitted bids. The lowest bidder is in compliance with the ITB and will be recommended for consideration of award.

Mr. Deville let the board know that a preliminary assessment of the BRT stations has been completed by SJB. The assessment focused on right-of-way limitations, ADA compliance, site evaluations, and development of conceptual designs. The assessment confirmed the suitability and acceptability of the station locations and allows the design phase to advance to the utility phase. The sites deemed unacceptable have been replaced with alternate sites.

CATS and HNTB met with City-Parish DPW and DOTD officials to explore the challenges associated with the Plank Road rights-of-way. Narrow rights-of-way and access management, as well as the transfer of Plank Road from DOTD to DPW were some of the issues discussed.

Mr. Deville let the board know that CATS has been working with the Baker Mayor and CRPC to plan a bus layover facility and a park-and-ride location in Baker. Project funding has been identified by CRPC with local match to be provided by both CATS and the City of Baker. The anticipated revenue start date is expected in 18 to 24 months, contingent upon funding.

Mr. Deville noted that he had engaged Postlethwaite & Netterville to conduct an audit of the finances at the agency in addition to their upcoming annual material audit. The firm has been critical in learning the deficiencies in the finance department and financials.

The firm has now begun the work of the material audit while continuing to work on the finances.

Mr. Deville shared the statement of budgeting versus actual for 2018 as prepared by P&N and noted that CATS had \$26,438,164 in total operating expenses. There was \$2,917,014 in CATS generated revenue, \$19,266,570 in non-federal subsidies, and \$5,304,758 in federal subsidies. The net operating balance was \$1,050,177.

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

Mr. Bellue referred the members to the minutes of the committee's March 14<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Ms. McNaylor noted the committee did not meet but plans to meet in April.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet but would be meeting March 25<sup>th</sup>.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman referred the members to the minutes of the committee’s March 15<sup>th</sup> meeting in their packets. He shared the highlights and noted that there was discussion on the Plank Road BRT route, the Plank-Nicholson BRT Corridor, the City of Baker Park and Ride, and various FTA coordination topics.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation noted that there were 7,926 scheduled trips; of those, 582 were cancellations and 281 were no-shows for a total of 7,063 completed trips. There were four complaints for the month and the on-time percentage was 90.5%. There were 10 road calls for the month of February.

**VIII. ACTION ITEMS**

**1. Consideration of renewal of automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac)**

Mr. Darrell Brown noted that this is a contract initiated by the City-Parish and CATS is a participant. The contract originated in 2014 and this is the fourth renewal; the option is for up to seven renewals. The contract is for gasoline and diesel utilized by all CATS vehicles and is based on Oil Price Information Services (OPIS) pricing.

It was noted that CATS is only billed for fuel actually used, not fuel delivered to the agency.

Mr. Brandt moved that the CEO is authorized to renew the automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac) and Mr. Cohran seconded the motion. Mr. Bellue invited

public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of award of contract for construction services for Cortana Transit Center construction project**

Mr. Darrell Brown let the members know that the solicitation was rebid after the two original bids were deemed to be flawed.

Three bids were received from the rebid solicitation and all three were deemed to be responsive. Kelly Construction Group was the lowest responsive bidder at \$524,848.

Mr. Cohran moved that the CEO is authorized to award the construction of the Cortana Transit Center ITB to Kelly Construction Group, LLC and to enter into a contract with Kelly Construction Group, LLC in the amount of \$524,848 and Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IX. PUBLIC COMMENTS**

Ms. Linda DeSimone shared that she is a daily rider of the CATS system. There are not enough seating areas at the Cortana Transit Center and she inquired when there would be more. She feels that the new schedules are worse and CATS should bring back the 57 route.

**X. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
APRIL 16, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Jim Brandt**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were members Messrs. Bellue, Brandt, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF MARCH 19, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the March 19, 2019, meeting and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue welcomed the public and provided a review of the public comment process.

**V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on railroad crossing safety.

## **VI. ADMINISTRATIVE MATTERS**

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

**Mr. Deville introduced Jim Fight as the new Human Resources Director and noted that he is from the Kansas City area. He comes to the agency with decades of human resources experience and more than ten years of transit experience.**

**Mr. Fight let the board know that he is excited to be at CATS and he has been working on the human resources strategy to address the operator shortage that will be presented to the board.**

**Ms. Williams introduced Demetrius Gulley and James Payton from the Operations Department.**

**Ms. Dwana Williams shared that, in Operations, there are currently 122 active operators.**

**It was noted that there are currently eight routes impacted by road construction throughout the city.**

**Ms. Williams noted that CATS had 213,485 passenger trips in March. There were 1.7 preventable accidents per 100,000 miles, 511 trips cancelled of the approximately 33,000 trips for the month. The percentage of on-time trips was 60.68%, there were 57.1 complaints per 100,000 miles, and there were 4,415 mean miles between road calls for the month.**

**Mr. Deville reported that HNTB has met with members of the CATS board and staff to discuss the results of the BRT redefinition study. He noted that some of the next steps include HNTB leading tasks to advance the project, documentation, conceptual design, and development of an application to the BUILD grant (Better Utilizing Investments to Leverage Development) rather than the Small Starts Program. HNTB is working closely with the City Parish, the Redevelopment Authority, DOTD, and CATS regarding funding resources and what appears now to be a better and possibly lower cost option.**

**Mr. Deville let the board know that CATS received word that Congressman Graves is still interested in having CATS explore the paratransit/Uber on-demand model that is being successfully used in Boston. MV, the paratransit service provider for CATS, has experience with this model from their work with Dallas DART and is**

going to meet with CATS to discuss the possibilities for Baton Rouge.

Mr. Garrick Rose shared that CATS has partnered with TransLoc to determine the best zones in which to provide a microtransit pilot project. He noted that this study is being funded by federal grants the agency needed to expend. CATS is looking to possibly provide microtransit service in two areas – North Baton Rouge surrounding Southern University and the Baton Rouge Airport, and in the City of Baker.

Mr. Rose let the board know that Planning is preparing the CATS FY2019 grants applications and refining CATS Program of Projects. The grants staff is continuing to prepare information requested by the FTA for the triennial review process. Planning met with the Downtown Development District staff to review the downtown trolley service and consider adjustments to the trolley route. DDD will assist in facilitating discussions for a downtown transit center. CATS has received a request to look at servicing OLOL's Children's Hospital and the Operations Department is looking into this.

Planning is preparing a three year program of projects for inclusion in the June 2019 Transportation Improvement Program/State Transportation Improvement Program (TIP/STIP).

Mr. Deville let the board know that, regarding the North Baton Rouge Transit Center, CATS is anticipating the FTA's approval of the 2018 formula funding. Legal counsel is working with LSU officials to complete certain legislative requirements prior to executing the purchase agreement.

At the Cortana-Walmart Transit Center, the Kelly Construction Group has submitted all required documentation to the Department of Public Works and is awaiting the construction permit. Current service at Cortana will relocate its operation to the mall side of Cortana Place, and this is scheduled to begin at the end of April. Construction is slated for completion by the end of July.

Regarding bus rapid transit, Mr. Deville shared that the electric buses have been delivered and are being inspected by the Maintenance Department. He noted that the Communications Department will begin a campaign when the buses are ready for revenue service. Mr. Deville let the board members know that the buses would go into fixed route revenue service prior to their service for the BRT.

Mr. Deville updated the board on the Baker Park and Ride facility and noted that Baker Mayor Waites has a vision and wants to see a transit component. The first step of the project is a feasibility study to determine both the site and the feasibility for the project. CATS has committed \$12,000 to the local match of the project.

Mr. Deville shared the statement of budgeting versus actual for 2018 as prepared by P&N and noted that there were a number adjustments that need to be made by the auditors in their preparation. These were discussed and include revenues being understated.

CATS had \$2,251,170 in total operating expenses. There was \$246,694 in CATS generated revenue, \$1,850,383 in non-federal subsidies, and \$256,703 in federal subsidies. The net operating balance was \$102,611.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Mark Bellue

Mr. Bellue referred the members to the minutes of the committee's April 11<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting. He let the members know that all items for consideration at the board meeting were recommended for approval by the F&E Committee.

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

Dr. Breaux referred the members to the minutes of the committee's April 4<sup>th</sup> meeting in their packets. He shared highlights of the meeting and noted that there was no quorum so no action was taken. The members present did agree that the items should be considered for approval and adoption.

### 3. Audit: Mr. Cohran

Mr. Cohran noted the committee met on March 25<sup>th</sup> as a kickoff to the audit. He shared that there was a transition of accounting software and the auditors are working to meet the deadline. He noted that the goal is to have a finalized audit before the next board meeting.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman referred the members to the minutes of the committee's April 12<sup>th</sup> meeting in their packets. He shared the highlights and noted that there was discussion on the hubs, bus

rapid transit, the two year capital budget, and the Baker park and ride.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet. She shared that, beginning in May, the committee will begin meeting monthly.

Ms. Perkins commended the staff for the operators' appreciation day event the agency held.

Ms. Crystal Wilson of MV Transportation noted that there were 7,675 scheduled trips; of those, 630 were cancellations and 308 were no-shows for a total of 6,737 completed trips. There were 12 complaints for the month and the on-time percentage was 86.9%. There were 2 road calls for the month of March.

**VIII. ACTION ITEMS**

**1. Consideration of renewal and amendment of customer satisfaction surveys with ETC Institute**

Ms. Sevier informed the board that CATS contracted with ETC Institute in 2018 and they performed two customer satisfaction surveys in 2018. The agency was able to take the results of the spring survey to assist in the creation of the SIP.

This is a one-year contract with a one year renewal option. CATS would like to exercise the renewal option to continue the semi-annual customer satisfaction surveys. The cost for these two surveys will remain the same – \$34,059.98 each, for a total of \$68,110.56.

In addition to the two customer surveys, the agency would like to amend the contract to include one additional survey. This will be aimed at non-riders and non-rider stakeholders. The survey will be in two tasks that speak specifically to the non-riders and to stakeholders to determine areas of improvements to the agency.

Mr. Bellue noted this item was recommended for approval by the F&E Committee.

Mr. Brandt moved that the CEO is authorized to renew the contract with ETC Institute for customer satisfaction surveys with an amendment to include one additional non-rider survey and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and

there was none. The motion passed unanimously with no abstentions.

**2. Consideration of award of antifreeze services contract to Miguez Fuel**

Mr. Darrell Brown informed the members that this contract will be the second contract with Miguez Fuel, which is the reason to bring it before the board.

CATS advertised an Invitation to Bid (ITB) for motor oil and antifreeze and Miguez Fuel was the lowest responsive and responsible bidder. The cost for the antifreeze will be \$15,000.

Mr. Bellue noted that the F&E Committee unanimously recommended this item for approval.

Mr. Cohran moved that the CEO is authorized to enter into a contract with Miguez Fuel for antifreeze and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**3. Consideration of approval to waive fares on April 25, 2019 for National Get On Board Day**

APTA has traditionally held a national day to encourage people to try transit and in the past it has been dubbed “Dump the Pump.” The event has been rebranded and it is now called “Get On Board.”

There is a handout in the board packet that lists many of the transit agencies across the country participating and they are all conducting their own events using the APTA branding.

CATS is requesting that the board waive fares on April 25<sup>th</sup> to encourage people to try transit. For the same date in 2018, CATS generated \$4,283.71 in farebox revenue.

If approved, the Communications Department will produce cards with transit facts and publish a page on the website with CATS transit information.

Staff and committee members had an in-depth discussion regarding the topic at the F&E meeting and examined the pros and cons of participating in this event. The committee members agreed that it was a worthy initiative and unanimously recommended that the board consider waiving the fares.

Ms. Perkins moved that the CEO is authorized to waive fares on April 25th for National Get On Board Day and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization to approve CATS Information Technology Backup Policy**

Ms. Jeanette Eckert shared that this policy defines the backup policy for CATS computers. In addition to computer files and backup services, it will include CATS servers. Ms. Eckert noted that the backups are tested at least twice annually.

Dr. Breaux moved that the CATS Information Technology Backup Policy be approved and Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of authorization to approve CATS Password Policy**

Ms. Eckert shared that this policy seeks to establish a standard for creation of strong passwords, the protection of passwords, and the frequency of change.

Ms. Green moved that the CATS Password Policy be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**6. Consideration of authorization to approve CATS Passenger Code of Conduct and Banning Passenger Policy**

The purpose of the policy is to codify procedures the agency has had in place for some time. The policy provides the guidelines for safe and appropriate behavior by passengers on CATS vehicles and property.

The passenger code of conduct was created in 2015 and was presented to the Community Relations Committee at that time. The passengers were made aware of the rules when they were created and implemented, and there are still interior ads in the vehicles detailing the rules to remember.

The agency has had procedures in place to either suspend or ban passengers when their behavior warrants such actions, but they

have not been gathered in one document to this point. This policy does that.

The policy details the procedure that passengers can follow to appeal their suspension or expulsion from the system and the steps to take to request re-entry.

The policy was written with coordination by the Operations, Customer Care, and Safety Departments. It was vetted by the internal executive policy committee and has been reviewed by Mr. Abadie.

This policy was presented to the TPP Committee; there was no quorum so the committee could not formally recommend the policy, but the members present did agree the policy should be recommended for approval. The F&E Committee reviewed the policy and did recommend the board approve the policy.

There was discussion regarding the frequency of passengers being suspended or banned as well as the number of passengers that have been banned. There was also discussion concerning the length of the ban or suspension.

Dr. Breaux moved that the CATS Passenger Code of Conduct and Banning Passenger Policy be adopted and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**7. Consideration of approval to declare five Gillig buses and one Ford Cutaway van and parts as surplus**

Mr. James Godwin noted that these vehicles have been retired with the addition of the new Gillig buses that were put into service earlier this year. As FTA assets, the board must approve the agency getting rid of them and their parts as surplus.

Mr. Brandt moved that the following resolution be approved and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**RESOLUTION OF BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
DECLARING CERTAIN ITEMS AS SURPLUS PROPERTY**

**BE IT RESOLVED** that the following Gillig buses and Ford Cutaway van and parts are declared surplus property and that the CEO of Capital

Area Transit System (CATS) is authorized to have the buses and parts disposed of as he deems fit:

- Two (2) 1997 Gillig Phantoms
- Once (1) 1998 Gillig Phantom
- Two (2) 2001 Gillig Phantoms
- One (1) 2013 Ford Glaval Cutaway

Vehicle No.	Year	Length	Description – CATS Vehicle	VIN	Date in Service
104	1997	35 foot	Gillig Phantom Coach	15GCB211XV1088205	4/28/1997
114	1997	35 foot	Gillig Phantom Coach	15GCB2117V1088324	5/5/1997
122	1998	35 foot	Gillig Phantom Coach	15GCB2116W1088516	4/18/1998
253	2001	35 foot	Gillig Phantom Coach	15GCB271811111319	11/8/2014
254	2001	35 foot	Gillig Phantom Coach	15GCB271611111321	11/8/2014
255	2001	35 foot	Gillig Phantom Coach	15GCB271811111322	11/8/2014
90	2013	24 foot	Ford Glaval Cutaway	1FDGF5GT9DEA24800	4/11/2013

8. Consideration of authorization to add Dwana Williams as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and consideration of authorization for the CEO to execute all documents required by Whitney/Hancock Bank to effectuate these changes

It was noted that CATS requires two signatures on all checks made by the agency and since the departure of Mr. Goldman, there have been only three approved signatories. It is helpful to have four approved signatories in the event someone is not available when checks need to be signed. It was noted that the three current signatories are Mr. Deville, Ms. Rhonda Williams, and Ms. Eckert.

Ms. Perkins moved that the CEO is authorized to add Dwana Williams as signatory on behalf of CATS for all Whitney/Hancock Bank

accounts and the CEO is authorized to execute all documents required by Whitney/Hancock Bank to effectuate these changes. Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING  
UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE OF  
GOVERNING BODY**

Whitney Bank, also dba Hancock Bank  
Name: Capital Area Transit System, Address: 2250 Florida Boulevard  
City, State and ZIP: Baton Rouge, LA 70802

A. We, the undersigned, certify that: we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the “Governing Authority”) duly created, organized, and operating under the Constitution and Laws of the State of Louisiana. Federal ID Number 720755868, and; that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on April 16, 2019, and; that this resolution has been properly entered into the minutes having not been modified or rescinded.

B. To be resolved that:

(1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority:

(2) This resolution shall continue to have effect until written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution:

(3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts, and borrowings by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of this resolution are hereby ratified, approved and confined:

(4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transacting of all business concerning funds deposited in, moneys borrowed from, or other business transacted by and between this Governing Authority

and said Financial Institution and; to endorse checks and orders for the payment of moneys and withdrawal of funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, agreements, stipulations and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given:

(5) Any and all prior resolutions by this governing authority and certified to this Financial Institution as governing the operation of the Governing Authority's account(s), are in full force and effect unless supplemented or modified by this authorization;

(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes the Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution:

C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

Jeanette Eckert

William J Deville

Dwana Williams

Rhonda Williams

I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority to adopt this foregoing resolution(s) and to confer the powers granted to the person(s) named herein:

IN WITNESS THEREOF, we have hereunto affixed our signatures as of (date).

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary/Clerk

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

**EXHIBIT A**

**MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY**

**Listing of Accounts  
("listed Accounts")**

**Customer Name:** Capital Area Transit System

<b>Account Subtitle</b>	<b>Account#</b>
1. E Commerce	XXXXXXXX
2. Health Insurance	XXXXXXXX
3. FTA	XXXXXXXX
4. Worker's Compensation	XXXXXXX
5. Payroll	XXXXXXXX
6. General	XXXXXXXX
7. Business Liability	XXXXXXXX
8. Hotel Motel Tax Receipts	XXXXXXXX
9. Passenger Receipts	XXXXXXXX
10. Medicaid Reimbursements	XXXXXXXX
11. Property Tax Fund	XXXXXXXX

**MASTER SIGNATURE CARD FOR DEPOSITORY ACCOUNTS ANNEXED TO AND MADE PART OF THE RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY**

**Customer Information:**

Select One:  New Account  Update (Add/Delete) Signers  Supersede Existing Signature Card  
 Governing Authority Name/Customer Name: Capital Area Transit System  
 Address: 2250 Florida Blvd City, State  
 Phone: 225-389-8920 Tax ID Number: 72-0755868

The undersigned certifies to Bank that (1) he/she is authorized to sign this Master Signature Card for Depository Accounts (“Signature Card”) on behalf of Customer that are listed on Exhibit A (hereinafter referred to as Listed Accounts) and certifies that all statements made on this Signature Card are correct and in accordance with Customer’s internal account authorization, organizational and governing documents; (2) each signature presented on this Signature Card is the signature of the named person, who is authorized to sign and otherwise act on behalf of Customer and all Listed Accounts with respect to the accounts listed in this Signature Card. The Customer on its behalf and on behalf of all Listed Accounts, acknowledges receipt of, and agrees to be bound by the Bank’s Deposit Agreement, Terms and Conditions, as may be amended by Bank from time to time.

Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date
Authorized Signature	Officer Title	Date

- Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baton Rouge for the year 2019

Mr. Abadie read the following resolution into the record:

**RESOLUTION TO ADOPT AND LEVY TAX MILLAGE  
 RATE OF 10.6 MILLS FOR THE  
 CITY OF BATON ROUGE FOR THE YEAR 2019**

**BE IT RESOLVED, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the**

**2019 tax roll on all property subject to taxation in the City of Baton Rouge by Capital Area Transit System:**

**MILLAGE**

**Capital Area Transit System tax in the City of Baton Rouge 10.6 mills**

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2019, and to make the collection of the taxes imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

Mr. Cohran moved to adopt the resolution and Mr. O’Gorman seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed with Mark Bellue, James Brandt, Peter Breaux, Kahli Cohran, Erika Green, Laurence Lambert, Kevin O’Gorman, Linda Perkins and Antoinette Pierre voting in favor, no votes against and no abstentions.

10. **Adopt and levy the ad valorem tax millage rate of 10.6 mills for the City of Baker for the year 2019**

Mr. Abadie read the following resolution into the record:

**RESOLUTION TO ADOPT AND LEVY TAX MILLAGE  
RATE OF 10.6 MILLS FOR THE  
CITY OF BAKER FOR THE YEAR 2019**

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System that the following millage(s) are hereby levied on the 2019 tax roll on all property subject to taxation in the City of Baker by Capital Area Transit System:

**MILLAGE**

**Capital Area Transit System tax in the City of Baker 10.6 mills**

**BE IT FURTHER RESOLVED** that the proper administrative officials of the Parish of East Baton Rouge, State of Louisiana, be and they are hereby empowered, authorized, and directed to spread said taxes, as hereinabove set forth, upon the assessment roll of said Parish for the year 2019, and to make the collection of the taxes

imposed for and on behalf of the taxing authority, according to law, and that the taxes herein levied shall become a permanent lien and privilege on all property subject to taxation as herein set forth, and collection thereof shall be enforceable in the manner provided by law.

Ms. Perkins moved to adopt the resolution and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed with Mark Bellue, James Brandt, Peter Breaux, Kahli Cohran, Erika Green, Laurence Lambert, Kevin O’Gorman, Linda Perkins and Antoinette Pierre voting in favor, no votes against and no abstentions.

11. Consideration of authorization for the CEO to settle the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 640,054, Sec. 22; and that Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis are the plaintiffs and Capital Area Transit System and Eric Marselis are the defendants.)

This item was deferred.

**IX. PUBLIC COMMENTS**

There were no public comments.

**X. ADJOURNMENT**

Mr. O’Gorman moved to adjourn the meeting and Ms. Pierre seconded the motion. The motion passed unanimously with no abstentions.



June 7, 2018

ETC Institute  
Attn: Mr. Aaron Hekele, Director  
725 W Frontier Circle  
Olathe, KS 66061

Via email: [Aaron.Hekele@etcinstitute.com](mailto:Aaron.Hekele@etcinstitute.com)

**Re: Contract between CATS and ETC Institute  
Customer Satisfaction Survey - Solicitation #2018-CustSurvey-009  
Contract Period: May 1, 2018 through April 30, 2019**

Dear Mr. Hekele:

Enclosed is a fully executed Contract for the above referenced Customer Satisfaction Survey Contract between the Capital Area Transit System (CATS) and ETC Institute.

- The term of the contract is for twelve (12) months, commencing on May 1, 2018 and ending on April 30, 2019.
- For project identification purposes, please reflect **Purchase Order #2018056** on all progress reports and invoices submitted for payment.
- CATS Assigned Project Manager is Amie McNaylor. If you have any questions about the scope of work, please contact her at [amcnaylor@brcats.com](mailto:amcnaylor@brcats.com), office: (225) 346-5541 or cell: (225) 772-0171.

If you need Procurement assistance in regards to this contract, please contact me at (225) 346-5553 or at: [lsanchez@brcats.com](mailto:lsanchez@brcats.com).

We look forward to working with you on this project.

Sincerely,

Lisa M Sanchez, CPPB  
CATS Procurement Manager

Enclosure

Copy: Emily Efferson, Procurement Director  
Amie McNaylor, Communications Director



**Capital Area Transit System**  
**And**  
**ETC Institute**  
**Customer Satisfaction Surveys**

**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 **ETC Institute** (hereinafter referred to as **ETC**, contractor or consultant), located at **725 W. Frontier Lane, Olathe, Kansas 66061** to provide **Customer Satisfaction Surveys**.

**WHEREAS**, **CATS** desires to have a firm to conduct **Customer Satisfaction Surveys** hereinafter set forth, requiring specialized skills and other supportive capabilities; and the technical resources required to provide such services are not available through **CATS** personnel or facilities; and

**WHEREAS**, **CATS** received a proposal from **ETC, Institute** on February 20, 2018 and through an approval process, **CATS** selected **ETC, Institute** as the contractor to perform these services and **CATS** Board of Commissioners approved the contract award on **April 17, 2018**.

This agreement is to define the conditions and terms by which **CATS** will engage **ETC, Institute** to perform the services as defined in the **Proposed Scope of Work (SOW-Exhibit A)**.

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

**Article 1 – Scope of Work**

**ETC, Institute** shall provide **Customer Satisfaction Surveys** as described in this agreement and in the attached **Exhibit-A Scope of Work (SOW)** and as more fully detailed in **CATS RFP 2018-CustSurvey-009** and in **ETC's** submitted proposal which are hereby incorporated by reference into, and made an integral part of this contract. **Exhibit A SOW** includes the tasks and responsibilities to be performed by the consultant during the period of this contract.

**Article 2 – Period of Performance**

This Agreement shall be for a term of approximately one year (12) months commencing on **May 1, 2018** and ending **April 30, 2019**. By written mutual consent from each party, the period of performance may be renewed or extended for an additional one year consecutive renewal period in the form of a written contract change order under the same terms and conditions.

### Article 3 – Compensation

In consideration of services performed, the total maximum contract limit under this contract shall not exceed **sixty eight thousand, one hundred nineteen dollars and ninety six cents (\$68,119.96)**. This total amount includes two (2) separate semi-annual surveys at **thirty four thousand fifty nine dollars and nine eight cents each (\$34,059.98)** as detailed and described in the consultant's price proposal and briefly described in the table below. The two surveys will be conducted and scheduled approximately six to eight months apart at the discretion of CATS Project Manager and as agreed upon with the consultant.

<b>Scope of Work / Deliverables &amp; Fees</b>		
<b>Task</b>	<b>Description of Service</b>	<b>Cost</b>
1.	First Survey - Taken during the Month of May 2018 - Total Cost (Board Presentations and Report due by July 2018)	<b>\$34,059.98</b>
2.	Second Survey - Taken during the Month of November 2018 - Total Cost (Board Presentations and Report due by January 2019)	<b>\$34,059.98</b>
		<b>\$68,119.96</b>

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

- **Monthly Invoice:** Contractor shall submit a signed and dated Monthly Invoice to the Project Manager (original plus 2 copies). An authorized company representative must sign the invoice certifying that the amount billed to CATS is true and correct.
- **Monthly Progress Report & Itemized Hours:** Contractor shall submit a Monthly Progress Report which should reflect the period of performance, 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) Survey Dates / Presentation Dates, etc. (actual dates worked on the project).
  - b) Identify contract personnel / hourly rates, etc. (names) who worked on the project
  - c) Include sufficient detail describing the nature of the work performed on the project, e.g., training sessions, powerpoint development, fact sheet, etc.

**Direct Expenses:** Are inclusive in the total price of this contract and not eligible for reimbursement.

**Project Identification:** Contractor should reflect **Purchase Order #2018056** on invoice(s) submitted for payment.

**Payment:** Upon receipt and approval of each invoice for services satisfactorily performed, CATS shall pay the amount shown to be due and payable within **thirty (30) calendar days** of receipt of an approved invoice. Disputed amounts shall not be paid until the dispute is resolved. The contractor reserves the right to cease representation if an invoice remains outstanding for more than forty-five (45) days. The Contractor shall, for the agreed upon compensation, obtain all data and furnish all services and materials required to fully develop and complete the required services of this project. All items required to accomplish these results, whether or not specifically mentioned in this contract, are to be furnished at a cost not to exceed the maximum annual amount established by this Contract.

The work to be undertaken under this contract shall consist of the work tasks detailed in this contract and in the attached **Exhibit A - Scope of Work (SOW)**. 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 "CATS Project Manager" who will be identified in the "Notice to Proceed" letter.

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, 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 - SOW.

**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 written advance notice** to CATS. 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 creative materials, etc., as CATS proprietary product for future use. 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 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 and/or to use these documents for marketing and other purposes not related specifically to CATS and this project.

#### **Article 6 - Termination**

Either party may terminate this contract by giving thirty (30) days advance written notice to CATS Procurement Director at: [catsprocurement@brcats.com](mailto:catsprocurement@brcats.com). In the event of the termination, CATS will be liable to Contractor for only 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 Exhibit A – SOW.

#### **Article 7 - 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 8 – Contract Changes**

Minor revisions in the work described in Exhibit A – Scope of Work shall be at the discretion of the CATS Project Manager without additional compensation to the Contractor. If CATS requires more substantial revisions or 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 "**change order**" providing authorization to proceed with the additional work and shall state the additional compensation. The Contractor shall not commence with any additional work until written authority to proceed has been given by CATS.

### **Article 9 – 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, monitoring and reporting of DBE goal attainment and other related factors as required by CATS.

### **Article 10 - 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 11 – 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 of 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 12 – Indemnification**

The Consultant agrees to indemnify and hold harmless CATS, its officers, commissioners, directors, employees, authorized agents from claims, losses, damages, expenses, including reasonable attorneys' fees and costs of defense, fines and penalties and other liabilities connected with any claim for personal injury, death, property damage or other type of claim or liability, that may be asserted against CATS, its officers, commissioners, directors, employees and authorized agents by any person or entity to the extent which arises out of the fault or negligence of the consultant, sub-consultant, partner, and any of their officers, directors, employees, agents and assigns respectively performing the work or services performed under this agreement or arising out of a failure to comply with any state or federal statute, law, regulation or act. Consultant shall have no indemnification liability under this section for death, injury, or damage arising solely out of the negligence or misconduct of CATS.

**Article 13 – Insurance**

**Required Coverage:** Contractor shall procure, maintain, and keep in force, at Contractor's expense, the insurance coverage as required below and shall cause **CATS to be included as an additional insured on all policies (except professional liability and Workers Compensation). 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. 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.

**Article 14 - Assignment**

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

**Article 15 - 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 16 - 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 17 - 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.

**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 29<sup>th</sup> day of May, 2018**

  
Witness

  
ETC, Institute  
Gregory S. Emas, CFO  
Fed I.D. #48-0945023

  
Witness

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

## Exhibit A SCOPE OF WORK

Specific objectives for this project include the following:

- a) Assess customer opinions regarding service, safety, reliability, convenience and value;
- b) Update CATS customer profiles and travel patterns; and
- c) Benchmark CATS scores with peer transit agencies.

The following are the criteria for the survey:

- a) Design and produce survey instrument for interviews;
- b) Conduct interviews in both English and Spanish;
- c) Specify sample size options, identify how samples will be selected and provide specific information regarding the confidence level of the data; and
- d) Provide data compilation and analysis.

While the expertise of the selected Consultant will be recognized, CATS plans to be an active partner in the design of the survey and the project as a whole.

### GENERAL

- A. CATS will supplement the selected Consultant with access to past surveys and results. CATS will provide ridership data for each route prior to surveys beginning in order for the Consultant to develop an appropriately weighted schedule.
- B. The surveys from this contract will entail (at CATS discretion) the semi-annual on-board customer satisfaction surveys. The Consultant is to identify their means of determining riders versus non-riders. This information would also potentially apply to other internal marketing the Agency will do at a future date. This survey will gauge how aware non-riders are about the services available to them and therefore gauge how well CATS communicates to the community as a whole and how to engage them in the future. The non-riders will provide answers as to why they do not currently use the system and what it would take for them to try "public transit" CATS.
- C. The selected Consultant will develop a survey that will function as a means to measure and monitor customer satisfaction. The Consultant will work with the CATS senior leadership team and CATS Communications Department to ensure that the survey is consistent with metrics utilized by CATS. The Consultant will work with CATS to determine the appropriate questions that will be asked to ensure the most efficient measurement of goals and metrics. The surveys will be measured by the Consultant to ensure that the CATS staff is aware of its performance expectations and realities, as well as provide context for the metrics of peer agencies.
- D. The Consultant will provide oversight of the use of the customer satisfaction surveys and verify that the surveys remain a manageable length and duration while also capturing the pertinent information needed to better serve the customers.
- E. The Consultant will create a schedule of meetings to keep CATS Communications Department apprised of time and budgetary constraints.
- F. It should be noted that the work to be performed by the Consultant will include all activities and costs related to the design of survey instruments, selection of respondents, administration and verification of all interviews, tabulation of raw results and cross-tabulations of a maximum of ten demographic categories for each survey.

- G. The Consultant is responsible for recruiting and training surveyors. All personnel employed by the Consultant are the sole responsibility of the Consultant and are in no way considered employees of CATS. Consultant shall pay all wages, salaries, taxes, and other costs associated in connection with this project.
- H. The wages of the employees of the Consultant shall be in conformance with the provisions of the labor codes of the State of Louisiana, and the Parish of East Baton Rouge regulations or ordinances in effect or hereinafter enacted.

### **TASKS**

The work to be performed under this contract consists of conducting quantitative research involving in-person interviews and tabulation of results, as detailed below. The Consultant will be responsible for the following tasks:

1. Based on a provided list of topics, the Consultant will prepare a bilingual (English/Spanish) questionnaire for each survey, not to exceed 40 questions.
  - a) The draft questions will be submitted for approval to the CATS Project Manager. Questions will be revised as necessary.
  - b) Conduct bilingual (English/Spanish) interviews with bus passengers onboard buses and at CATS transit hubs.
  - c) A sampling plan will be prepared to assure a confidence interval of at least 94% within a 95% probability range.
2. Onboard interviews will be spaced throughout CATS service hours, seven days a week (approximately 5:00 am-11:00 pm) to assure a broad representation of different rider groups. The on-board interviews should represent a least a 13 to 14 day period and must include at least one entire week-end.
3. The Consultant will develop a weighted sampling plan to assure completed surveys reflect proportional ridership levels across each CATS bus route
4. At a minimum, CATS will accept no less than 500 completed surveys which will be approved by CATS staff based on the information provided by the Consultant concerning the surveys required to achieve the desired confidence level range.
  - a) The Consultant will tabulate separately the raw results of all surveys and provide to the CATS Project Manager for review. The onboard survey data should be stratified per bus line /route and by peak and non-peak hours.
5. The Consultant will prepare and present a report highlighting the major findings for all sample groups; and, provide defensible and actionable recommendations concerning the provision and marketing of transit services based on the data compiled in the onboard surveys
6. The Consultant will attend a CATS Board of Commissioners Committee meeting and a regular CATS Board of Commissioners meeting to present final report to CATS Board of Commissioners and CATS staff.
7. The Consultant will work with CATS Communications Department on miscellaneous items related to the Scope of Work that may not be specifically mentioned or listed herein, but that may arise and are deemed appropriate by CATS.

### **Deliverables**

1. Consultant will prepare a written final report with executive summary in an electronic format (such as a flash drive or email).
2. Consultant will make a presentation to CATS Executive Staff followed by a presentation to CATS Board of Commissioners at a committee meeting and at a regular scheduled monthly Board Meeting on the 2<sup>nd</sup> Tuesday of the month at 4:30pm.



*Connecting you to what matters.*

**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MAY 21, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Ms. Erika Green**

Ms. Green called the meeting to order.

**II. ROLL CALL**

Present at the meeting were members Messrs. Brandt, Breaux, and Lambert and Mss. Green, Perkins and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF APRIL 16, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the April 16, 2019, meeting and Ms. Perkins seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT'S ANNOUNCEMENTS**

Ms. Green noted there were no announcements.

**V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on computer eye strain prevention.

## **VI. ADMINISTRATIVE MATTERS**

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

**Mr. Jim Fight shared that the agency organized a roundtable with community workforce stakeholders that is part of the broader initiative to create a pipeline for local talent. There were representatives from various workforce agencies, BRCC, and several youth outreach programs. Also in attendance were CATS Board members Antoinette Pierre and Linda Perkins.**

**CATS is planning a job fair to recruit for maintenance and operations positions. The fair, Behind the Wheel, will be held at the Automotive Campus of BRCC on Tuesday, June 4<sup>th</sup> from 12:00 until 6:00 p.m. The agency will have CATS staff on hand to conduct on-the-spot interviews with the hope of hiring operators and mechanics as quickly as possible. Human Resources and Communications are working together to produce materials to distribute prior to the event, and there will be radio spots promoting the job fair as well.**

**Ms. Dwana Williams shared that, in Operations, there are currently 134 active operators. There are 13 inactive operators due to workers' compensation, light duty, and FMLA.**

**Ms. Williams noted that CATS had 201,647 passenger trips in April. There were 1.4 preventable accidents per 100,000 miles, and 827 trips cancelled of the approximately 33,000 trips for the month. The percentage of on-time trips was 64.49%, there were 42.2 complaints per 100,000 miles, and there were 7,583 mean miles between road calls for the month.**

**Mr. Deville reported that CATS was invited to attend the May 8<sup>th</sup> Baton Rouge North Economic Development District "Transportation Drives Economic Development" luncheon panel discussion. The event was part of the BRNEDD's week of events highlighting the North Baton Rouge area. CATS Board Vice-President Erika Green was the moderator for the panel discussion. CATS Board Treasurer Kahli Cohran and Bill Deville joined Dr. Shawn Wilson, Secretary of LaDOTD; Mike Edwards, Director of Aviation/BTR; Bryan Jones of HNTB; and Kelvin Hill, East Baton Rouge Parish Assistant CAO as panelists for the discussion.**

**CATS was invited to participate in the stakeholder group meeting regarding the Baton Rouge Zoo and Greenwood Community Park**

**Master Plans that involved various scenarios for transportation to and from both venues.**

**The agency was also invited to attend and present a CATS status report to the members of the Mid-City AARP Group that is represented by members from across Baton Rouge. The meeting was well attended, enthusiastic, and they had lots of questions.**

**Mr. Rose let the board know that Planning has submitted its Five Year Program of Projects for inclusion in the June 2019 TIP/STIP.**

**The Planning and Grants staff met with Pierlott & Associates to review information requested by the FTA for the Triennial Review that is scheduled for August 7-8<sup>th</sup> in Baton Rouge.**

**The Planning staff is scheduled to meet with Our Lady of the Lake staff to discuss CATS service to the new hospital campus.**

**Planning continues to refine the FTA FY2019 grant award applications.**

**Mr. Deville let the board know that, regarding the Cortana-Walmart Transit Center, Operations has successfully and safely relocated its service stops and shelters from the Walmart side to the Mall side of Cortana Place. Kelly Construction continues to work with DPW to resolve traffic and safety issues. Demolition of the site is underway. Safety fencing and debris controls are in place, along with construction equipment and a construction trailer. Further demolition of the Oak Villa Street side is pending approval of the traffic and safety plan.**

**CATS and the City-Parish are currently in discussion to review additional cost requests to cover the NEPA (National Environmental Protection Act) study for the Plank Phase One and Plank-Nicholson Phase Two projects. Once additional funding has been approved, CATS and HNTB will prepare support documentation to secure environmental clearance for the Plank and Plank-Nicholson projects. A Categorical Exclusion is anticipated permitting both phases to proceed.**

**Mr. Deville shared the statement of budgeting versus actual and noted that year-to-date, CATS had \$8,599,860 in total operating expenses. For the current month, there was \$2,149,179 in total operating expenses. There was \$301,227 in CATS generated revenue, \$2,269,150 in non-federal subsidies, and \$2,996,138 in federal subsidies.**

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Jim Brandt**

**Mr. Brandt gave the report for Mr. Bellue and referred the members to the minutes of the committee's May 16<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.**

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

**Dr. Breaux noted the committee did not meet.**

### **3. Audit: Mr. Cohran**

**Ms. McNaylor noted that the committee did not meet but would be meeting in June to receive the audit.**

### **4. Planning: Mr. Kevin O'Gorman**

**It was noted that the committee did not meet.**

### **5. Community Relations: Ms. Linda Perkins**

**Ms. Perkins referred the members to the minutes of the committee's May 15<sup>th</sup> meeting in their packets and shared the highlights of the meeting.**

**Mr. Bryan Basford of MV Transportation noted that there were 7,785 scheduled trips in April; of those, 572 were cancellations and 366 were no-shows for a total of 6,847 completed trips. There were 12 complaints for the month and the on-time percentage was 87.3%. There were 5 road calls for the month of April.**

**Mr. Basford shared that MV recently updated its technology packet from One MV to Trapeze; this was done because the demand outgrew the capacity of One MV, and this was done at no additional cost to CATS.**

**It was noted that CATS is updating its CATS On Demand policy that will reflect a more strict policy surrounding no-shows.**

## **VIII. PENSION SYSTEM UPDATE: Mr. Jim Brandt**

**Mr. Brandt gave an update on the pension system. He noted that it is governed by a separate board that is comprised of four members: two are selected by the ATU – Mr. Al Weeden and Mr. George Decuir – and two are selected by the agency – Mr. Tom Hanlon and Mr. Brandt.**

**The pension board oversees the assets and investments and also sets policies and procedures for the administration of the benefits for the pension.**

**G.S. Curran, Limited is the private contractor to provide administrative staffing for the pension fund and as the actuarial consultant. Edward James is the investment advisor for the pension fund.**

**The pension board received its annual update last month and the pension is healthy, strong, and well positioned for the future. This system is 105% funded. There are no unfunded accrued liabilities for the system.**

**A 2% cost of living increase has been unanimously approved for the members of at least one year. This is the first since 2007 and it is fully funded by employee (7%) and employer (8%) contributions.**

**The ten year average rate of return is 7.8% even though there was a loss in 2018.**

**There are more than \$14 million in assets and more than 200 active members. Moving forward, the pension board unanimously voted to lower the returned rate of return to 5.75%. This keeps the pension from relying on excessive rates of return.**

**Mr. Brandt recognized and thanked both Mr. Weeden and Mr. Decuir for all their hard work and noted that he enjoys working with them.**

## **IX. ACTION ITEMS**

- 1. Consideration of authorization to award professional services contract to Pierlott & Associates**

**Mr. Darrell Brown let the members know that Pierlott & Associates has done work under two separate contracts with CATS for DBE Program assessment and improvements and for FTA compliance review.**

**CATS is requesting that the board authorize the CEO to enter into a contract with Pierlott & Associates for an estimated amount of \$144,349.**

**Mr. Brandt moved that the CEO is authorized to enter into a contract with Pierlott & Associates for an amount not to exceed \$144,349 for compliance oversight and Ms. Perkins seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously with no abstentions.**

**Ms. Green moved to amend the agenda to include an action item to award a consultant contract to New Age Industries. She noted the item was discussed at the F&E Committee meeting. The motion was seconded by Ms. Pierre. Ms. Green invited public comment and there was none. Mr. Brandt noted that he did not have an objection to placing the item on the agenda but shared he would be asking to defer the item. The motion unanimously passed with no abstentions.**

**2. Consideration of award of consultant contract to New Age Industries**

**Ms. Green noted the item was discussed in the F&E Committee and shared that Mr. Deville has expressed desire to have the services of Mr. Toliver once again as Mr. Deville feels that he has been an invaluable resource to Mr. Deville and the agency. Mr. Toliver is assisting with the placement of a permanent Deputy CEO.**

**Mr. Brandt noted that there were three board members absent from this meeting – Messrs. Bellue, Cohran, and O’Gorman – and he felt they should be present for the discussion. He shared that he had questions that were raised at the F&E Committee meeting regarding the contract that have not been answered to this point. Those questions included a breakdown of the itemized budget including travel and lodging, the duration of the contract, and a detailed scope of work for what his assignments would be.**

**Mr. Deville shared that this contract is similar in nature to other contracts he has executed. Mr. Deville noted that Mr. Toliver came to CATS when Rod Goldman left the agency and that his initial charge was to find a replacement COO. Mr. Deville then chose to do a reorganization of the agency and thought it would be wise in his vision to create a Deputy CEO position. Mr. Deville then named Ms. Dwana Williams as the COO and wants her to report to the Deputy CEO. Mr. Toliver was nominated for APTA’s Hall of Fame, he has managed systems throughout the country, and the agency is lucky to have him.**

**Mr. Deville let the members know that in the past, CATS was able to utilize his services for four and a half months without exceeding \$50,000.**

**Mr. Brown noted that he was under the impression that the DCEO would mentor the COO to support the CEO's efforts to prepare for upcoming initiatives. Mr. Brown suggested bringing the item to the board in the interest of transparency. Mr. Brown shared that when the previous CFO left the agency and CATS contracted with a consultant for an interim period, there was an initial contract that was amended with the board's approval. This was the precedent for bringing this contract to the board.**

**Ms. Green inquired whether anything in the original contract would be changing in the new contract and it was noted that neither the contract for New Age Industries nor the scope of work was shared with CATS legal counsel.**

**There was discussion regarding the practice of contracts being executed and whether they were reviewed by legal counsel before execution.**

**There was discussion regarding the specifics of the contract and when Mr. Deville would be able to provide that information to the board members. Mr. Deville noted that he would absolutely provide that information, that it is under \$50,000, and as noted in the financials, the agency can afford it. Mr. Deville feels that it is detrimental to the agency to continue to delay the approval of the contract.**

**Mr. Brandt moved to defer the item.**

**Ms. Pierre inquired how long it would take to get the information requested by Mr. Brandt to the full board and whether Mr. Brandt would be willing to put his questions in writing so the CEO may answer them. Mr. Deville indicated he could provide the information within 24 hours. Mr. Brandt noted that the information was requested at the F&E Committee meeting and they were informed they would receive it in 24 hours, but, to this point, the information has still not been provided. Given that there was nothing to present, Mr. Brandt recommended the item be deferred. Mr. Brandt reiterated he was seeking the scope of work, detailed budget, length of time Mr. Toliver would be onsite, and the basics of the contract. Ms. Green suggested that the contract be provided to legal counsel so that he may review it and disseminate it to the board members.**

**There was no second to the motion to defer.**

**Ms. Perkins inquired why the board was only receiving the information today when it had been on previous agendas. She also inquired as to why it was added and removed from several agendas.**

**Ms. Perkins moved that the CEO is authorized to enter into a contract with New Age Industries for the services discussed and to serve as an interim Deputy CEO for an amount not to exceed \$50,000. Ms. Green seconded the motion. Ms. Green invited public comment and there was none. Four members voted yes, there were zero nays, and two members abstained. The motion passed.**

- 3. Consideration of authorization for the CEO to settle the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 640,054, Sec. 22; and that Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis are the plaintiffs and Capital Area Transit System and Eric Marselis are the defendants.)**

**Mr. Brandt moved to enter executive session to discuss the pending litigation. Ms. Pierre seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously with no abstentions.**

**Ms. Green noted that public comments would be taken upon the board's return from executive session.**

**At this point, the board entered into executive session.**

**Following the executive session, this item was deferred.**

## **X. PUBLIC COMMENTS**

**There were no public comments.**

## **XI. ADJOURNMENT**

**Mr. Brandt moved to adjourn the meeting and Ms. Pierre seconded the motion. The motion passed unanimously with no abstentions.**



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JUNE 18, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were members Messrs. Bellue, Brandt, Breaux, Cohran, Lambert, and O’Gorman and Mss. Perkins and Pierre. Ms. Green was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF MAY 21, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the May 21, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

**V. SAFETY MOMENT**

Ms. Simpson noted that June is National Safety Month. She shared the names of 48 operators who had zero preventable accidents in the last twelve months.

## VI. ADMINISTRATIVE MATTERS

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

Mr. Jim Fight shared that the agency hosted its Behind the Wheel job fair on June 4<sup>th</sup> and that more than 250 job seekers attended the event. The agency has extended the following offers of full-time employment: Operator – 20; Mechanic – 2; Utility Technician – 2; Customer Care Representative – 4; and Custodian – 1. Mr. Fight noted that he hoped to have a new hire class starting June 25<sup>th</sup>.

Ms. Dwana Williams shared that, in Operations, there are currently 127 active operators.

Ms. Williams noted that CATS had 213,627 passenger trips in May. There was 1 preventable accident per 100,000 miles, and 498 trips cancelled of the approximately 33,000 trips for the month. The percentage of on-time trips was 63.91%, there were 34.6 complaints per 100,000 miles, and there were 7,237 mean miles between road calls for the month.

Mr. Deville reported that he was invited to attend a meeting with the new BREC Superintendent Corey Wilson to discuss how CATS and BREC can collaborate. Mr. Wilson explained that he would like to see access to and from all BREC facilities as this is key to its current and future success.

There was discussion with Chris Tyson, President and CEO of the newly rebranded Build Baton Rouge (formerly the East Baton Rouge Redevelopment Authority) regarding the potential for New Markets Tax Credits (NMTC) within our existing program and project sites.

Mr. Rose informed the board that CATS Five Year Program of Projects was adopted at the June 12<sup>th</sup> MPO Transportation Policy Committee meeting.

Planning and Grants staff attended an FTA-sponsored Triennial Review workshop in Baton Rouge on June 4<sup>th</sup> and 5<sup>th</sup>.

Planning submitted a Bus and Bus Facilities grant award application for four electric trolleys and six electric buses.

Mr. Deville shared the balance sheet for May 2019 and noted that the agency's total current assets are \$30,629,829. The total current liabilities are \$6,270,918.

Mr. Deville provided the statement of operating budget versus actual for the period ending May 31, 2019. He noted the total operating expenses were \$2,528,792. The total operating revenues were \$256,179 and the total operating subsidies were \$4,629,245. The net operating balance for the month was \$2,356,632.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Mark Bellue

Mr. Bellue referred the members to the minutes of the committee's June 13<sup>th</sup> meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Cohran

Mr. Cohran referred the members to the minutes of the committee's June 11<sup>th</sup> meeting in their packets. He invited Ms. Tiffani Dorsa of Postlethwaite & Netterville to give an overview of the annual audit.

Ms. Dorsa noted that the agency received an unmodified opinion, which is the highest opinion that can be given. She shared highlights of the audit with the board members.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman referred the members to the minutes of the committee's June 7<sup>th</sup> meeting in their packets and shared the highlights.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the minutes of the committee's June 12<sup>th</sup> meeting in their packets and shared the highlights of the meeting.

She noted that she attended the customer service training that was conducted by the Southwest Transit Association (SWTA) and was pleased to hear the information shared at the training session.

Mr. Bryan Basford of MV Transportation noted that there were 8,656 scheduled trips in May; of those, 615 were cancellations and 479 were no-shows for a total of 7,562 completed trips. There were 2 complaints for the month and the on-time percentage was 86.9%. There were 0 road calls for the month of May.

Mr. Basford shared that the conversion to Trapeze from One MV software was proving very beneficial and there was already a reduction in ride time violations from 90 in April to 11 in May.

Mr. Basford shared a year in review with the board members as MV completed its first year of providing paratransit service for CATS. He noted there were 95,676 scheduled trips; of those, 86,476 were completed. The completion percentage was 90.38%. There were 96,065 total riders, and 23,000 of those used mobility aids. There were 816,045 service miles and 54,551 service hours.

Mr. Basford thanked the board members and the CATS staff for the opportunity to develop this relationship and noted he looked forward to continued success for the CATS On Demand customers.

It was noted that there was a more than fifty per cent increase in customers than what was specified in the request for proposals. He noted that new applications are received daily, and that he and the CATS staff work together to ensure the best service possible is provided.

## VIII. ACTION ITEMS

1. Consideration of authorization for cost expenditures associated with NEPA completion and fifteen per cent (15%) design for Plank-Nicholson BRT Corridor Project

It was noted there was a lengthy discussion at the F&E Committee meeting, where some of the topics included the scope, timeline, and cost. It was noted that the F&E Committee unanimously recommended the expenditures be approved.

Mr. Cohran moved that the CEO is authorized to spend \$229,000 for cost expenditures associated with NEPA completion and fifteen per cent (15%) design for the Plank-Nicholson BRT Corridor Project and

**Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed with Mr. Lambert abstaining.**

**2. Consideration of approval to award contract for design services for transit amenities**

**Mr. Brown shared that the agency solicited qualifications for transit amenities design. The RFQ was sent to 98 architectural & engineering firms, including 27 small business and DBE firms. The agency received six proposals in response to the RFQ.**

**The Proposal Evaluation Committee was comprised of both CATS staff and external stakeholders, and they reviewed all the submissions.**

**It was noted that the selected firm will be responsible for the design of the custom shelters that will be located throughout the system at BRT stops and high-profile locations, information kiosks, BRT signage, and on-time displays.**

**The recommended firm is Reich Landscape Architects. They are a local firm that comes with an excellent reputation.**

**The work is not expected to exceed \$180,000.**

**Mr. Brandt moved that the CEO is authorized to enter into a contract with Reich Landscape Architects for the design of transit amenities for an amount not to exceed \$180,000 and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed with Mr. Lambert abstaining.**

**3. Consideration of authorization for the CEO to settle the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 640,054, Sec. 22; and that Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis are the plaintiffs and Capital Area Transit System and Eric Marselis are the defendants.)**

**Mr. Bellue moved to enter executive session to discuss the pending litigation and Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.**

Following the executive session, Mr. Brandt moved that the CEO is authorized to settle the claims of Arthur Davis, Sr., Arthur Davis, Jr., Artisha Davis, and Carla Davis under the terms of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended in the amount of \$975,000 and Mr. O’Gorman seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**X. PUBLIC COMMENTS**

There were no public comments.

**XI. ADJOURNMENT**

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

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JULY 16, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

All members were present, namely Messrs. Bellue, Brandt, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JUNE 18, 2019 MEETING**

Mr. Lambert moved to approve the minutes of the June 18, 2019, meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue referenced Hurricane Barry and hoped that all came through the storm without harm.

**V. SAFETY MOMENT**

Ms. Simpson shared a safety moment centered on emergency preparedness.

## VI. ADMINISTRATIVE MATTERS

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

Mr. Deville commended the work done by the Operations Department regarding Hurricane Barry. He recognized Operations Manager James Payton and Operations Supervisor Demetrius Gulley for their time and effort spent ensuring service was not interrupted and that there was a CATS presence at MOHSEP.

Mr. Jim Fight shared that the agency hired 23 individuals who attended the Behind the Wheel job fair in June, with the breakdown as follows: Bus Operator – 12; Mechanic Helper – 2; Mechanic – 1; Utility Technician – 4; Customer Care Representative – 3; and Custodian – 1. He noted that orientation began June 24<sup>th</sup> for the new hires and they were introduced to a revamped process that reflected relevant agency information.

CATS is currently advertising nationally for the position of Comptroller and for Director of Operations and both are also posted on the CATS website.

Ms. Dwana Williams shared that, in Operations, there are currently 127 active operators.

Mr. Deville gave the Operations report in the absence of Ms. Williams. He noted that CATS had 201,041 passenger trips in June; this decrease is possibly a result of there being one less weekday in June 2019 than in June 2018, as well as the inclement weather on June 6<sup>th</sup> that caused service to be suspended for several hours. There was less than 1 preventable accident per 100,000 miles, and 889.75 trips cancelled of the approximately 33,000 trips for the month. The percentage of on-time trips was 66.47%, there were 45.3 complaints per 100,000 miles, and there were 9,414 mean miles between road calls for the month.

It was noted there are currently 12 cadets in training that will be ready for full-time status in six to eight weeks. There was discussion that 147 operators were operators needed to provide service daily, but this does not take into consideration the extra board operators that are also required.

Mr. Deville reported that Will Scott & Company had completed its hiring process for the Deputy Chief Executive Officer and Mr. Deville has hired Charles Odingbe to the post. Mr. Odingbe has decades of transit experience, both public and private sector. His first day was July 9<sup>th</sup>. Mr. Odingbe let the board know that he is excited for the challenge and is ready to begin the work.

CATS provided to the Buy America audit firm the last two items required.

Mr. Rose informed the board that CATS met with Build Baton Rouge to discuss transit oriented development opportunities along Plank Road and Florida Boulevard. Planning and Operations are driving the bus routes to identify timing, traffic, and other possible issues that could affect performance.

Pierlott & Associates will be onsite July 15-19<sup>th</sup> to assist with the review of items for the upcoming Triennial Review.

Planning and Operations continue to prepare for the July service changes.

Mr. Deville shared the balance sheet for June 2019 and noted that the agency's total current assets are \$28,963,025. The total current liabilities are \$6,324,511.

Mr. Deville provided the statement of operating budget versus actual for the period ending June 30, 2019. He noted the total operating expenses were \$2,529,107. The total operating revenues were \$265,831 and the total operating subsidies were \$1,604,873.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Mark Bellue

Mr. Bellue noted the committee did not meet.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Cohran

Mr. Cohran noted the committee did not meet.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O’Gorman noted the committee did not meet.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee’s July 10<sup>th</sup> meeting in their packets and shared the highlights of the meeting.

She noted that the committee focused on complaints and training operators on customer service.

Mr. Bryan Basford of MV Transportation noted that there were 8,066 scheduled trips in June; of those, 650 were cancellations and 255 were no-shows for a total of 7,416 completed trips. There were 0 complaints for the month and the on-time percentage was 92.1%. There were 5 road calls for the month of June.

Mr. Basford shared that the staff was taking the opportunity to review their emergency preparedness as the recent weather provided a chance to put the plan into action.

Ms. Perkins expressed her congratulations and pleasure that the on-time performance was increasing as the complaints are decreasing.

**VIII. ACTION ITEMS**

**1. Consideration of approval of CATS Capital Asset Policy**

Ms. Eckert shared that the purpose of the policy is to provide guidelines in the management controls of the capital assets for the agency.

Ms. Green moved that the CATS Capital Asset Policy be adopted and Dr. Breaux seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**2. Consideration of approval of Jeanette Eckert as Records Officer**

Mr. Abadie noted that the action is required annually.

Ms. Green moved that Jeanette Eckert continue to be designated as the Records Officer for Capital Area Transit System and Mr. O’Gorman seconded the motion. Mr. Bellue invited public comment

and there was none. The motion passed unanimously with no abstentions.

**3. Consideration of approval to award bus washer systems contract**

Mr. Brown shared that the procurement was an invitation to bid and three bids were received. The lowest bid was deemed to be fair, responsive, and responsible.

Mr. Lambert moved that the CEO is authorized to award the bus washer systems ITB to Tillage Construction, LLC and to enter into a contract with Tillage Construction, LLC in the amount of \$589,000. Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of approval to amend audit services contract**

Mr. Brown noted that the amendment to the contract was necessary to reflect the work performed by P&N. The level of work was not known until P&N was already working with the agency and at that time, the determination was made that additional services were required.

Ms. Perkins moved that the CEO is authorized to amend the audit services contract with Postlethwaite & Netterville by \$119,500 to a three- year total amount of \$216,500 and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of approval to designate The Advocate as the official journal of CATS as set forth in the CATS Bylaws**

Mr. Abadie noted that this is a formality and is required annually. He shared that CATS has designated The Advocate as it has the highest circulation in the area.

Mr. Lambert moved that The Advocate is hereby designated as the official journal of Capital Area Transit System as set forth in the Capital Area Transit System bylaws and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with Mr. Brandt abstaining as he is a member of The Advocate Community Advisory Board.

**X. PUBLIC COMMENTS**

There were no public comments.

**XI. ADJOURNMENT**

**Ms. Perkins moved to adjourn the meeting and Mr. O’Gorman seconded the motion. The motion passed unanimously with no abstentions.**

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
AUGUST 20, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, and O’Gorman and Mss. Perkins, and Pierre. Messrs. Cohran and Lambert and Ms. Green were absent. Also present were Mr. Bill Deville, CEO; Mr. Charles Odimgbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JULY 16, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the July 18, 2019, meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue informed those present that there was one item that would be considered in executive session and that public comments would be taken after the meeting resumed.

## **V. SAFETY MOMENT**

Mr. Bellue noted this item had been removed from the agenda.

## **VI. ADMINISTRATIVE MATTERS**

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

Mr. Deville provided agency updates and introduced Ms. Pearlina Thomas. He noted that she is with the agency on an interim basis as the interim Chief Administrative Officer and is working to fill the vacancy left by Darrell Brown's departure. She has experience in the public sector and with policy, programs, and implementation.

DCEO Charles Odimgbe has been meeting with all the departments and is working on department goals, expectations, etc.

The agency had its triennial review August 7<sup>th</sup> and 8<sup>th</sup> and a summary of the review and follow up process will be provided to the Board once it has been reviewed by CATS staff.

Mr. Jim Fight shared that the agency is interviewing 41 candidates for employment in various departments. A new hire orientation for bus operators has been scheduled for August 26<sup>th</sup>. The agency has completed interviews for the Comptroller and has extended an offer of employment to the preferred candidate. Training modules are being introduced to all departments and the initial effort will be tailored to supervision for the agency.

Ms. Dwana Williams shared that, in Operations, there are currently 126 active operators. The department lost five operators to termination and FMLA. There are ten operators in the training class now and approximately 20 more have been hired to begin training August 26<sup>th</sup>.

Ms. Williams noted that CATS had 203,476 passenger trips in July. There was 1.1 preventable accidents per 100,000 miles, and 1,419.7 trips cancelled of the approximately 33,000 trips for July. The percentage of on-time trips was 67.56%, there were 51.6 complaints per 100,000 miles, and there were 6,130 mean miles between road calls for the month.

Mr. Odimgbe let the board know that he is working with Operations and Maintenance to address the various performance measures that are trending downward. He noted that several options are being considered to address the challenges.

Mr. Deville extended his condolences to the family of former Governor Kathleen B. Blanco and noted that CATS worked with Dr. Shawn Wilson of DOTD to provide shuttle service for her funeral services.

Mr. Deville shared that CATS is planning several press events to occur between now and October to announce the launch of the three easily identifiable and branded electric buses into fixed-route service on a temporary basis. The press event for the electric buses is planned for September 16<sup>th</sup> at the CATS terminal.

CATS is also preparing an event in late September or early October, depending on the weather, for the grand opening of the Cortana Transit Center.

CATS is preparing to conduct stakeholder/non-rider surveys that will be administered by ETC Institute, the same group that performs the customer satisfaction surveys. This information will be used by multiple departments in the agency in preparation for our community outreach campaign.

The microtransit pilot program work continues and CATS hopes to have an RFP ready for solicitation in September 2019. This will allow CATS to serve two zones in North Baton Rouge – the area around the Baton Rouge Metropolitan Airport and Southern University as well as the City of Baker.

CATS received a Low-No grant award notice for \$2.6 million for the purchase of three additional electric buses from its May 2019 application.

It was noted that CATS staff provided an overview of BRT activity for the past year at the request of FTA Region VI. The NEPA/preliminary engineering project has been authorized and awaits notice to proceed.

FTA provided recommendations for the BRT projects and suggested using the preliminary design from the NEPA preliminary design phase to guide other design firms under contract for Architectural and Engineering services.

Mr. Deville presented the July financials and noted that the total current assets as of July 31, 2019 are \$26,191,474. The total assets are \$54,791,190. The total current liabilities are \$7,615,145 and the total liabilities are \$13,653,181.

The operating expenses as of July 31, 2019 are \$2,682,464.

The total CATS-generated operating revenues as of July 31, 2019 are \$216,758. The total non-federal subsidies are \$1,467,373 and the total federal subsidies are \$367,629. The total operating subsidies are \$1,835,002.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Mr. Mark Bellue

Mr. Bellue referred the members to the minutes of the committee's August 15<sup>th</sup> meeting in their packets. He shared the highlights of the meeting and noted there was one change to the action item regarding the Whitney/Hancock Bank item.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Cohran

Mr. Cohran noted the committee did not meet.

### 4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman referred the members to the minutes of the August 16<sup>th</sup> meeting and shared the highlights. He noted that there was discussion of the two year capital budget that would be shared at the next Planning Committee meeting.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the minutes of the committee's August 14<sup>th</sup> meeting in their packets and shared the highlights of the meeting.

Mr. Bryan Basford of MV Transportation noted that CATS On Demand had 8,066 scheduled trips in July; of those, 650 were cancellations and 255 were no shows, for a total of 7,416 completed trips.

Mr. Basford noted that 49% of the trips were subscription and 51% were demand trips. There were zero valid complaints for the month and the on-time performance was 92.1%.

There was discussion of the vehicle fleet and it was noted that there are typically two to four “down” vehicles daily and MV is sending two of its vehicles to assist with the fleet.

Ms. Perkins shared that this would be Mr. Basford’s last meeting as he has accepted another position with MV. He will continue to be available to CATS in the interim and will assist in training his replacement.

## VIII. ACTION ITEMS

1. Consideration of authorization to remove Rhonda Williams and to add Charles Odimgbe as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and recommend authorization for the CEO to execute all documents required by Whitney/Hancock Bank to effectuate these changes

It was noted that Ms. Williams’s name was not included in the recommendation from F&E but was included in this item.

This is a requirement of the bank and must be done to add and/or remove a signatory for CATS accounts.

Mr. O’Gorman moved that the CEO is authorized to remove Rhonda Williams as a signatory and add Charles Odimgbe as a signatory for all Whitney/Hancock Bank accounts and that the CEO is authorized to execute all documents required by Whitney/Hancock Bank to effectuate these changes. Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

### RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL, OR OTHER TYPE GOVERNING BODY

Whitney Bank, also dba Hancock Bank  
Capital Area Transit System  
2250 Florida Boulevard  
Baton Rouge, LA 70802

- A. We, the undersigned, certify that we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the “Governing Authority”) duly created, organized, and operating under the Constitution and Laws of the State of Louisiana Federal Employer ID Number 72-0755868, and that the following is a true, correct, and certified copy of a resolution

adopted at a meeting of the Governing Authority, properly called and duly held on August 20, 2019 and that this resolution has been properly entered into the minutes of the Governing Authority, having not been modified or rescinded.

**B. To be resolved that:**

**(1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority;**

**(2) This resolution shall continue to have effect until express written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution;**

**(3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts and borrowing by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of the resolution are hereby ratified, approved, and confirmed;**

**(4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they may deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transaction of all business concerning funds deposited in, money borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and to endorse checks and orders for the payment of moneys and withdrawal funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, stipulations, and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given;**

**(5) Any and all prior resolutions adopted by this Governing Authority and certified to this Financial Institution as governing the operation of this Governing Authority's account(s), are in full force and effect, unless supplemented or modified by this authorization;**

(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes this Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution;

- C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

William J. "Bill" Deville, Chief Executive Officer  
Jeanette Eckert, Grants Manager  
Charles Odimgbe, Deputy Chief Executive Officer  
Dwana Williams, Chief Operating Officer

- D. I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority to adopt the foregoing resolution(s) and to confer the powers granted to the person(s) named herein;

IN WITNESS WHEREOF, we have hereunto affixed our signatures as of August 20, 2019.

Mark Bellue, CATS Board President  
Amie McNaylor, CATS Board Assistant Secretary

2. Consideration of authorization for the CEO to settle the worker's compensation claim of John Scott. (This matter might possibly be discussed in executive session. As required by the Open Meeting Law, notice is hereby given that this claim is a pending worker's compensation claim and that John Scott is the plaintiff and Capital Area Transit System is the defendant.)

Mr. Bellue moved to enter into executive session to discuss this pending workers compensation claim. Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. At this point, the board entered into executive session.

Following the executive session, Mr. Brandt moved that the CEO is authorized to settle the worker's compensation claim of John Scott for the sum of sixty-eight thousand and 00/100 (\$68,000) dollars and Ms. Pierre seconded the motion. Mr. Bellue invited public comment

and there was none. The motion passed unanimously with no abstentions.

#### **X. PUBLIC COMMENTS**

**Mr. Jewell Mendes wanted to discuss personnel matters but was informed that the board, per its bylaws, does not discuss personnel matters.**

**Yvette Rhines, the newly elected President of ATU Local 1546, introduced the new Union Board officers as follows:**

**Yvette Rhines, President/Business Agent  
George Decuir, Vice President  
Toye Hebert, Financial Secretary  
Shavez Smith, Executive Board/Operations  
Anthony Holmes, Executive Board/Maintenance  
Emily Maten, Recording Secretary  
Angelina Primus-Jackson, Sergeant of Arms**

**Ms. Agnes Carlin requested that the bench at the stop at the Wesley Plaza Senior Homes on Hollywood be upgraded to a covered stop.**

#### **XI. ADJOURNMENT**

**Ms. Perkins moved to adjourn the meeting and Mr. O’Gorman seconded the motion. The motion passed unanimously with no abstentions.**



*Connecting you to what matters.*

**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
SEPTEMBER 17, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, Lambert and O’Gorman and Mss. Perkins, and Pierre. Ms. Green was absent. Also present were Mr. Bill Deville, CEO; Mr. Charles Odimgbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF AUGUST 20, 2019 MEETING**

Mr. Brandt moved to approve the minutes of the August 20, 2019, meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue informed those present that there was one item that he expected would be considered in executive session and that public comments would be taken after the meeting resumed.

## **V. ADMINISTRATIVE MATTERS**

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

**Mr. Deville provided agency updates and introduced the new Comptroller John Cutrone. He noted that Mr. Cutrone will be in charge of the Finance Department and is leading the management of the agency's finances. Mr. Cutrone comes to CATS with 25 years' experience at various levels of finance and accounting, and he has worked in both the public and private sectors.**

**Mr. Jim Fight shared that the agency hired 27 cadets who began training on August 26<sup>th</sup>.**

**Mr. Fight requested a point of personal privilege and introduced his Human Resources staff and noted that he was appreciative of their efforts.**

**Ms. Dwana Williams shared that, in Operations, there are currently 130 active operators. There are 140 total operators and the remaining ten are on FMLA and light duty.**

**Ms. Williams noted that CATS had 224,556 passenger trips in August. There were 1.87 preventable accidents per 100,000 miles, and 746.75 trips cancelled for the month. The percentage of on-time trips was 57.71%, there were 49.4 complaints per 100,000 miles, and there were 4,382.8 mean miles between road calls for the month.**

**Mr. Deville shared that the microtransit pilot program work continues and CATS hopes to have an RFP ready for solicitation for September, 2019, whereby two North Baton Rouge zones will be merged for a service area in North Baton Rouge that includes the Airport, Southern University, and the City of Baker.**

**The CATS Board President and several committee chairs were able to meet with Congressman Garret Graves on August 29<sup>th</sup> to discuss the BRT project as well as other CATS initiatives. The meeting was brief but well received and the Congressman and board members took advantage of the photo opportunity along and inside the newly wrapped BYD electric bus.**

**Planning staff has been riding several routes to adjust schedules and time points for the upcoming October service adjustment.**

**The Plank Road BRT Phase One project's final engineering is on hold until the completion of the NEPA process and receiving**

environmental approval for the entire Plank Road and Plank-Nicholson BRT projects. The City-Parish has received a signed contract and is now in the City-Parish execution process. The contract has been signed by the Director of Transportation and Drainage and has been forwarded to the Purchasing Department; it is now under review by the Parish Attorney.

Mr. Deville let the board know that management has identified three options that would address the administrative office requirements and hopes to complete choice negotiations this week. Staff is visiting and evaluating each location to determine suitability and cost effectiveness. The facilities that have been identified are adequate in size to fully accommodate all administrative functions and personnel from 5700. Management is looking to execute a 12 to 36 month lease with options immediately within the confines of board governance guidelines as this is an urgent matter.

Mr. Deville presented the August financials and noted that the total current assets as of August 31, 2019 are \$24,764,973. The total assets are \$53,823,513. The total current liabilities are \$5,879,288 and the total liabilities are \$11,917,324.

The operating expenses as of August 31, 2019 are \$2,335,162.

The total CATS-generated operating revenues as of August 31, 2019 are \$229,381. The total non-federal subsidies are \$1,604,873 and the total federal subsidies are \$835,829. The total operating subsidies are \$2,440,702.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue noted the committee did not meet.

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

Dr. Breaux referred the members to the minutes of the September 5<sup>th</sup> meeting and shared the highlights. He noted there was discussion of the ADA Paratransit Manual that was updated after the recent triennial review. He shared that the TPP Committee unanimously recommended the manual be approved.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but would be scheduling a meeting in the coming weeks prior to the October board meeting.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee’s September 11<sup>th</sup> meeting in their packets and shared the highlights of the meeting.

Mr. Bryan Basford of MV Transportation introduced the new General Manager Walter “Lenny” Cooksey. Mr. Basford noted that he has begun his position with MV in Canada and Mr. Cooksey will begin making the reports in October.

Mr. Basford noted that CATS On Demand had 9,118 scheduled trips in August; of those, 505 were cancellations and 233 were no shows, for a total of 8,613 completed trips.

Mr. Basford noted that 48% of the trips were subscription and 52% were demand trips. There were six complaints and the on-timer percentage was 87%.

There was discussion of the vehicle fleet and it was noted there were three road calls and three vehicles had to be towed on their routes.

Mr. Deville requested a moment to recognize an employee for his life-saving efforts on a CATS bus. Ms. Pearlina Thomas recognized Mr. Elijah Pipersburg for his actions to help a bus operator in distress.

**VII. ACTION ITEMS**

**1. Consideration of authorization for the CEO to renew strategic creative partner Rockit Science contract**

Ms. McNaylor shared with the board that CATS was near the end of the first year of the contract with Rockit Science and that it has been a productive partnership. She noted that strides had been made in efforts to promote the agency and more work remains over the coming years.

Rockit Science performs graphic design work, photography, videography, market strategy, and media planning for the agency. In

addition to the brand awareness that has been developed, Rokit Science will be working with CATS on a focused education outreach campaign and internal customer campaigns throughout the year.

CATS staff is recommending the first renewal option be exercised with a cost not to exceed \$160,000 for the period of October 1, 2019 through September 30, 2020.

Mr. Brandt moved that the CEO is authorized to renew the strategic creative partner contract with Rokit Science for a period of one year and an amount not to exceed \$160,000 and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

2. Consideration of authorization for the CEO to renew the RouteMatch annual technical support, warranty, and technical contract for a period of one year

Ms. Sanchez let the board know that this is a renewal of a contract with RouteMatch to provide warranty and technical support for the software and technology utilized on CATS vehicles. The price was negotiated to a lower amount of \$165,052 for twelve months.

There was discussion concerning the RouteMatch contract as well as the on-call services “bench” solicitation. It was noted that the agency is currently considering options that would replace RouteMatch; it would likely take 12-15 months to create a scope of work, solicit and evaluate proposals, and make a contract award.

Ms. Perkins moved that the CEO is authorized to enter into a contract with RouteMatch for annual technical support, warranty, and technical services for a period of one year and an amount of \$165,052 and Mr. Bellue seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

3. Consideration of authorization to add John Cutrone as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and to remove Jeanette Eckert as signatory and consideration of authorization for the CEO to execute all documents required by Whitney/Hancock Bank to effectuate these changes

Mr. Deville noted that this is a requirement of Whitney Bank and that the addition of Mr. Cutrone and the removal of Ms. Eckert should be the last amendment for some time. The four authorized signatories

will be Messrs. Deville, Odimgbe, and Cutrone and Ms. Dwana Williams.

Mr. Cohran moved that the CEO is authorized to remove Jeanette Eckert as a signatory and add John Cutrone as a signatory for all Whitney/Hancock Bank accounts and that the CEO is authorized to execute all documents required by Whitney/Hancock Bank to effectuate these changes. Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING  
UNDER AUTHORITY OF A BOARD, COUNCIL, OR OTHER TYPE  
GOVERNING BODY**

Whitney Bank, also dba Hancock Bank  
Capital Area Transit System  
2250 Florida Boulevard  
Baton Rouge, LA 70802

- A. We, the undersigned, certify that we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the “Governing Authority”) duly created, organized, and operating under the Constitution and Laws of the State of Louisiana Federal Employer ID Number 72-0755868, and that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on September 17, 2019 and that this resolution has been properly entered into the minutes of the Governing Authority, having not been modified or rescinded.
- B. To be resolved that:
- (1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority;
  - (2) This resolution shall continue to have effect until express written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution;
  - (3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts and borrowing by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of the resolution are hereby ratified, approved, and confirmed;

**(4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they may deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transaction of all business concerning funds deposited in, money borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and to endorse checks and orders for the payment of moneys and withdrawal funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be liable for, the terms and conditions of all such contracts, stipulations, and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given;**

**(5) Any and all prior resolutions adopted by this Governing Authority and certified to this Financial Institution as governing the operation of this Governing Authority's account(s), are in full force and effect, unless supplemented or modified by this authorization;**

**(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes this Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution;**

- C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:**

**John Cutrone, Comptroller  
William J. "Bill" Deville, Chief Executive Officer  
Charles Odimgbe, Deputy Chief Executive Officer  
Dwana Williams, Chief Operating Officer**

- D. I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority**

to adopt the foregoing resolution(s) and to confer the powers granted to the person(s) named herein;

IN WITNESS WHEREOF, we have hereunto affixed our signatures as of September 17, 2019.

Mark Bellue, CATS Board President  
Amie McNaylor, CATS Board Assistant Secretary

**4. Consideration of approval of CATS ADA Paratransit Manual**

Ms. Thomas shared that the revisions made to the CATS ADA Paratransit Manual were done at the recommendation of the auditors with the FTA Triennial Review. The changes have been approved by the FTA and the manual must be adopted by the CATS Board of Commissioners before it can be submitted to the FTA.

Dr. Breaux moved that the CATS ADA Paratransit Manual be adopted and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of authorization for the CEO to enter into a lease for new office space for CATS**

Mr. Deville shared that staff has been working to find office space for the administrative staff that has been displaced since August 8<sup>th</sup>.

Mr. Deville noted that a building has been identified at 350 North Donmoor Avenue. The building has 10,875 square feet and the cost for the first year will be \$89,718.72. The cost for the second year will be \$92,437.56 and the third year cost will be \$95,156.28.

There was considerable discussion about the state of the building, the inspection status, and the cost of the building. There were suggestions that a commercial building inspection be completed and that the last tenant be contacted to determine the feasibility of the building. There was also a question as to how long the building had been vacant. It was strongly urged that the staff ensure the building will be suitable and safe and all proper measures taken to ensure this is the best decision for the agency.

Mr. O’Gorman moved that the CEO is authorized to enter into a three year lease with the owner of the property located at 350 North Donmoor Avenue at a cost not to exceed \$277,312.56 and with such other terms and conditions as the CEO deems appropriate and Mr.

Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

6. **Consideration of authorization for the CEO to settle the claims of Lionel Hayes and Sharon Chambers under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 669,306, Sec. 22; and that Lionel Hayes and Sharon Chambers are the plaintiffs and Capital Area Transit System is the defendant.)**

Mr. Brandt moved to enter into executive session to discuss this pending litigation. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. At this point, the board entered into executive session.

Following the executive session, Mr. Brandt moved that the CEO is authorized to settle the claims of Lionel Hayes for the sum of thirty one thousand and 00/100 (\$31,000.00) plus court costs and the claims of Sharon Chambers for the sum of eighteen thousand five hundred and 00/100 (\$18,500.00) plus court costs each under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**X. PUBLIC COMMENTS**

**XI. ADJOURNMENT**

Mr. Cohran moved to adjourn the meeting and Mr. O’Gorman seconded the motion. The motion passed unanimously with no abstentions.



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
OCTOBER 15, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, and Lambert Mss. Green, Perkins, and Pierre. Mr. O’Gorman was absent. Also present were Mr. Bill Deville, CEO; Mr. Charles Odimgbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF SEPTEMBER 17, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the September 17, 2019, meeting and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

**V. ADMINISTRATIVE MATTERS**

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

**Mr. Deville provided agency updates and noted that CATS has been running Touchdown Express for home football games.**

**CATS has completed repairs of the holes and cracks at the terminal and has installed new trash bins to enhance the aesthetics. The platform and surrounding areas have also been pressure washed.**

**Substantial work has been done to the new bus wash bays, and the agency is working on improved lighting. There will also be new paint for the walls. Holes in the bus parking area have been repaired.**

**Bus operators will debut new uniforms effective October 15<sup>th</sup>.**

**The agency is implementing an “inform not enforce” campaign with operators where their focus will be shifted to improving on-time performance as well as enhanced customer encounters.**

**After a successful and informative Planning Committee meeting on October 3<sup>rd</sup>, CATS has begun reaching out to the City-Parish to move forward with the I110 Transit Center.**

**CATS participated in the Senior Expo at the Raising Canes River Center on October 11<sup>th</sup> and will host the annual Healthy Blue Health Fair at the CATS Terminal on October 18<sup>th</sup>.**

**Mr. Jim Fight shared that the agency had interviews for bus operators on October 9<sup>th</sup> and hopes to have a training class begin at the end of October.**

**Ms. Dwana Williams shared that, in Operations, there are currently 129 active operators. There are 148 total operators and the remaining operators are on FMLA and light duty.**

**Ms. Williams noted that CATS had 220,042 passenger trips in September. There were 1.5 preventable accidents per 100,000 miles, and 674.25 trips cancelled for the month. The percentage of on-time trips was 57.89%, there were 60.4 complaints per 100,000 miles, and there were 4,970.7 mean miles between road calls for the month.**

**It was noted that some of the staff began a two-day run cut training class today that will make it possible for CATS to bring their scheduling capabilities in-house. There was discussion of the number of cadets in training and it was noted that 18 cadets will begin full-time driving in the next four weeks.**

**Mr. Deville shared that management has executed a 36 month lease for the 350 North Donmoor Avenue office building within the parameters approved by the Board at the September board meeting. Kudos to Ms. Thomas who aggressively negotiated the lease within the Board's parameters and was able to have the real estate firm allow immediate access to achieve what was needed to get employees moved as soon as possible.**

**Mr. Deville thanked Ms. Dargin and her Facilities staff for their tireless efforts in very hot conditions to remove items from the vacated site at 5700 Florida.**

**Mr. Deville and Ms. Thomas acknowledged Mr. James Lonnett and Mr. Cyril Hubbard for their tireless work moving the admin staff from 5700 to the new site at Donmoor.**

**Congressman Graves's office has scheduled a follow-up meeting to discuss the potential ride sharing pilot project for paratransit service that they have been working on.**

**CATS expects federal legislation regarding future acquisitions of BYD electric buses. While BYD has manufacturing plants in the United States and passes all "Buy America" requirements, the agency has been advised to monitor future legislation.**

**It was noted that the Service Implementation Team will begin meeting weekly to discuss the February 2020 service changes.**

**CATS is preparing a scope of work as well as a schedule for a Comprehensive Operational Analysis, and a Transit Development Plan is ongoing. There was discussion of the timeline of the COA as well as the intent of the analysis. It was noted that it would likely be a hybrid of in-house work and a consultant to determine where improvements need to be made. It will look at origin and destinations to design a system that fits the community. The Transit Development Plan will look at future service, up to twenty years in the future. This has not been done in the past.**

**CATS is participating in the Baker Park and Ride in conjunction with the City of Baker and CRPC. The project is in the property acquisition phase.**

**The triennial review is ongoing.**

**CATS has scheduled the NEPA workshop with FTA for Tuesday, October 29<sup>th</sup>.**

The award application is underway for the 2250 Florida/Florida Corridor TOD Grant application. The Bus and Bus Facilities FY 2020 grant award is awaiting USDOT project selections.

Mr. Deville shared that legal counsel advised that LSU and the Division of Administration have completed the process of notifying the previous owners of the intent to sell the property. The title search is underway and closing is anticipated shortly.

Construction continues and is nearing completion at the Cortana Transit Center.

Mr. Deville presented the September financials and noted that the total current assets as of September 30, 2019 are \$19,458,249. The total assets are \$50,068,362. The total current liabilities are \$5,746,061 and the total liabilities are \$11,784,097.

The operating expenses as of September 30, 2019 are \$2,485,827.

The total CATS-generated operating revenues as of September 30, 2019 are \$227,646. The total non-federal subsidies are \$1,467,373 and the total federal subsidies are \$1,284,984. The total operating subsidies are \$2,752,357.

It was noted that Finance is working on a schedule to close out the remaining audit information.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the October 10<sup>th</sup> meeting and shared the highlights. He noted the action items were presented to the F&E Committee and were unanimously recommended for approval by the board.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. Brandt gave a report in Mr. O’Gorman’s absence. He referred the members to the minutes of the committee’s October 3<sup>rd</sup> meeting and shared the highlights. He noted that there was discussion of the Two Year Capital Plan and Budget and that the committee members requested additional information. He let the members know the committee took no action on the proposed plan and budget. He shared that there was a BRT update and a transit center update. It was decided that the staff would pursue a downtown transit center at the I110 Underpass at Florida and they would renew discussions for a South Baton Rouge Transit Center with the Medical District.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the committee’s October 9<sup>th</sup> meeting in their packets and shared the highlights of the meeting. Ms. Perkins commended the staff on the press event and rollout of the electric buses.

Mr. Cooksey noted that CATS On Demand had 8,613 scheduled trips in September. Of those, 744 were cancellations and 379 were no shows, for a total of 7,490 completed trips.

Mr. Cooksey shared that there were four valid complaints for the month.

The on-time performance for the month was 86.9%.

There were three road calls for the month.

Mr. Deville and Mr. Cooksey discussed a new paratransit option, UServe, which provides same day service. It is currently being utilized in Florida and in Las Vegas.

**VII. ACTION ITEMS**

**1. Consideration of approval of health insurance policy for 2020**

Mr. Fight introduced Mike Williams of HUB International.

Mr. Williams noted that the proposed policy is a fifteen percent increase year over year, and this is partially related to the number of claims from the agency’s employees. The agency has several long term claimants that are impacting the claims projections for the upcoming year. There has also been a slight negative demographic change.

It was noted that there will be no increase in payroll deductions for employees because the plan will change. The agency is proposing to absorb that cost.

It was noted that the union leadership has reviewed the proposal and is supportive of it.

Mr. Brandt moved that the CEO is authorized to renew the health insurance policy with United Healthcare for 2020 that is set forth as option 3 in the HUB proposal and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was one from Yvette Rhines, ATU Local 1546 President. She had a question for Mr. Fight. Mr. Odimgbe informed the board that the union leadership previewed the proposal before it was presented to the F&E Committee. The motion passed unanimously with no abstentions.

**2. Consideration of approval of Erika Green absences**

Mr. Abadie noted that it is a requirement of the state statute and the CATS Board bylaws that a board member may not miss two of any three consecutive, regularly scheduled board meetings without having their absences approved by the board. Ms. Green was required to miss the August and September meetings.

Mr. Brandt moved that the following resolution be adopted and Ms. Perkins seconded the motion.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING ABSENCES OF ERIKA GREEN**

**WHEREAS**, state law in Revised Statutes 48:1456E provides that a member of the CATS Board of Commissioners “shall be deemed to have abandoned his office upon failure to attend two of any three consecutive regularly scheduled meetings without an excuse approved by a resolution of the board at its next regular meeting”; and

**WHEREAS**, it was necessary for Erika Green to be absent from the board meetings held on August 20, 2019, and September 17, 2019;

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that it approves the absences of Erika Green from its meetings held on August 20, 2019, and September 17, 2019.

**VIII. PUBLIC COMMENT**

There were no public comments.

**IX. ADJOURNMENT**

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

DRAFT



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
NOVEMBER 19, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, and Lambert Mss. Green, Perkins, and Pierre. Mr. O’Gorman was absent. Also present were Mr. Bill Deville, CEO; Mr. Charles Odingbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF OCTOBER 15, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the October 15, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Jim Brandt spoke and shared that he would be resigning from the CATS Board of Commissioners and this would be his last meeting. He conveyed that he had thoroughly enjoyed his time on the board. He noted

that he had served six years and several of those were as President, and he was honored to have held the position. He noted that he would also be resigning from the CATS Pension Board. Mr. Brandt thanked Mr. Deville and the CATS staff for their work. He also thanked the board members for their work and collaboration through the years.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville expressed his thanks to Mr. Brandt for his dedication to the agency over the last six years and especially for his guidance as Mr. Deville became the CEO in 2016.

Mr. Deville provided agency updates and noted that CATS, along with the City-Parish and Build Baton Rouge, has been awarded the BUILD grant for \$15 million. The agency was informed of the award on November 7<sup>th</sup> by Congressman Garret Graves, and the official announcement was made the following day.

CATS is concluding the process to procure ERP software for the agency and plans to bring a recommendation to the CATS Board in December.

Work is beginning on the revisions to the Strategic Plan and those revisions will be brought to the Planning Committee when they are complete.

CATS has planned a Don't Drink and Drive event for New Year's Eve. In partnership with Healthy Blue, the agency will be extending fixed route service until 2:30am on New Year's Eve night. Passengers will be able to ride the system for free from midnight until 2:30am.

CATS is working with the City-Parish, the Louisiana Housing Corporation, and St. Vincent de Paul for their annual Thanksgiving Day luncheon at the Raising Cane's River Center. The agency will provide a shuttle to take members of the community to the River Center to participate in the event.

Mr. Jim Fight shared that the agency will have open enrollment for benefits from November 14<sup>th</sup> through November 22<sup>nd</sup>, and there will be a new component where providers will be onsite to answer questions. Flu shots for employees were offered on Friday, November 15<sup>th</sup> and Tuesday, November 19<sup>th</sup>.

**Mr. Charles Odingbe shared that, in Operations, there are currently 129 active operators. There are 139 total operators and the remaining operators are on FMLA and light duty.**

**Mr. Odingbe noted that CATS had 223,657 passenger trips in October. There were 3.6 preventable accidents per 100,000 miles, and 907.10 trips cancelled for the month. The percentage of on-time trips was 57.49%, there were 27.3 customer contacts per 100,000 boardings, and there were 4,554.5 mean miles between road calls for the month.**

**Mr. Odingbe shared that staff is working diligently to reverse the current trends.**

**It was requested that timelines for initiatives to reverse the current trends be provided at the next meeting. Some of the requested timelines include on-time performance, rectifying fleet issues, as well as tracking the number of cadets hired, new training classes, and where the agency is in terms of reaching operator goals.**

**Mr. Deville shared that the CATS proposed 2020 budget has been posted on the CATS website for public inspection and the board members will be contacted to meet regarding the budget prior to the December F&E and Board meetings.**

**CATS attended a meeting requested by Congressman Graves and his staff with BRAF, where paratransit stakeholders were present. The meeting was productive and CATS looks forward to working with the ARC.**

**CATS was invited by the Mayor of Baker and CRPC to participate in several meetings to review the updated conceptual designs for the proposed Baker Park and Ride and how it would function within the parameters of the mixed-use development. Mayor Waites also held a media event, and the CEO was invited to participate and be interviewed for the project.**

**CATS was invited by the BRC Housing leadership to attend BR Choice Neighborhood Key Implementation, where a mixed-use housing project at the former Earl K. Long site was discussed.**

**Southern University is beginning an inclusive planning initiative that will create a community-driven vision for the Baton Rouge campus and surrounding Scotlandville community. There will also be an implementation strategy, and CATS has been identified as a key leader in expressing views and advancing the project.**

The Complete Streets Technical Advisory Committee is proposing updates to their cross sections and would like to obtain feedback from the technical committee as outlined in the 2014 City-Parish Complete Streets Policy.

CATS was invited to attend the Build Baton Rouge Plank Road Master Plan reveal on November 5<sup>th</sup>, where the agency was recognized for our role in advancing this project. BBR's President and CEO Chris Tyson expressed his appreciation for the collaboration from the beginning with CATS on this revitalization effort.

It was noted that NEPA and preliminary engineering are underway for the ten-mile Plank-Nicholson BRT corridor. It has been determined that a Categorical Exclusion is the appropriate level of environmental review. A Finding of No Significant Impact (FONSI) is anticipated by March 2020. HNTB, the engineers for the project, conducted a NEPA Environmental workshop on October 29<sup>th</sup> to update stakeholders on the project. State Historic Preservation Office representatives were in attendance as well as FTA representatives.

Legal counsel has indicated that the title attorney is working to clear an old lien on the property for the North Baton Rouge Transit Center.

Construction is substantially complete at the Cortana Transit Center. Cameras are being installed and a punch list has been developed. CATS staff is completing the timeline to begin revenue service.

CATS staff made FTA officials aware of the move to the I110 Underpass at Florida and they have indicated they will help where possible with the relocation. The Planning Department will begin work on preliminary engineering and CATS staff will begin reaching out to the DDD, LaDOTD, and other stakeholders regarding the project.

Mr. Deville presented the October financials and noted that the total current assets as of October 31, 2019 are \$21,019,629. The total assets are \$50,638,181. The total current liabilities are \$6,624,937 and the total liabilities are \$12,662,973.

The operating expenses as of October 31, 2019 are \$2,398,617.

The total CATS-generated operating revenues as of October 31, 2019 are \$378,055. The total non-federal subsidies are \$2,242,046 and the

total federal subsidies are \$641,904. The total operating subsidies are \$2,883,950.

There was discussion regarding services and materials/supplies being over budget and it was noted that there were capital expenditures previously recorded as operating expenditures; additionally, inventory was not being recorded properly.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the November 14<sup>th</sup> meeting and shared the highlights. He noted the action items were presented to the F&E Committee and were unanimously recommended for approval by the board.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Ms. McNaylor gave a report in Mr. O’Gorman’s absence. She referred the members to the minutes of the committee’s November 7<sup>th</sup> meeting and shared the highlights. She shared there was no quorum and no action was considered at the meeting. It was noted that service planning was discussed, as well as BRT, transit centers, and capital projects.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet. She invited Mr. Cooksey of MV to give the CATS On Demand report.

Mr. Cooksey noted that CATS On Demand had 9,639 scheduled trips in October. Of those, 868 were cancellations and 474 were no shows, for a total of 8,297 completed trips.

Mr. Cooksey shared that there were three valid complaints for the month.

The on-time performance for the month was 83.2%.

There were six road calls for the month.

## VII. ACTION ITEMS

1. Consideration of approval of increase in Cortana Transit Center amenities contract

It was noted that the original contract for transit amenities had various change orders that brought the total amount of the contract beyond the \$50,000 threshold for the CEO's authority. It was noted that the change orders were for engineering, redesigns of the shelters, and other items.

Ms. Perkins moved that the CEO is authorized to enter into an amended contract with Monroe & Corie that increases the architectural and engineering design services contract for the Cortana Transit Center with Monroe & Corie by \$6,227.50. Ms. Green seconded the motion and Mr. Lambert abstained. Mr. Bellue invited public comment and there was none. The motion passed with one abstention.

## VIII. PUBLIC COMMENT

There were no public comments.

## IX. ADJOURNMENT

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 17, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Charles Odingbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF NOVEMBER 19, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the November 19, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Dr. Breaux and Ms. Green were not present for the vote.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue noted that Mr. Brandt’s board replacement would be taken at the February 26, 2020 Metro Council meeting, so it will be the March 2020 board meeting before there is a full complement of nine board members.

Mr. Bellue shared that he would be appointing a Nominating Committee for officer nominations and anyone interested in being on the committee should let Mr. Bellue know.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville noted that CATS provided shuttle service on Thanksgiving Day for St. Vincent de Paul's annual Thanksgiving Day lunch at the Raising Cane's River Center.

Ms. Dwana Williams shared that, in Operations, there are currently 130 active operators. There are 140 total operators and the remaining operators are on FMLA and light duty.

Ms. Williams noted that CATS had 200,579 passenger trips in November. There were 2.0 preventable accidents per 100,000 miles, and 960.25 trips cancelled for the month. The percentage of on-time trips was 58.40%, there were 39.4 customer contacts per 100,000 boardings, and there were 5,287.80 mean miles between road calls for the month.

It was noted that 12 new operators joined in early December and one operator returned from FMLA. There is a new training class with 12 cadets currently in training.

It was noted that there has been a shift in the Maintenance Department and Micah Anthony has been named the Director of Maintenance. One of his goals is to work to improve on-time performance from a maintenance perspective. It was also noted that fleet issues are being rectified by keeping inventory parts in stock.

It was requested that timelines for initiatives to reverse the current trends be provided at the next meeting. Some of the requested timelines include on-time performance, rectifying fleet issues, as well as tracking the number of cadets hired, new training classes, and where the agency is in terms of reaching operator goals.

Mr. Deville shared that the CATS proposed 2020 budget has been posted on the CATS website for public inspection and a number of the board members were able to meet with the CEO and Comptroller to discuss the budget in detail.

Staff held its first meeting following the BRT BUILD grant award with senior staff as well as board members Kahli Cohran, Laurence Lambert, and Kevin O’Gorman. Positive progress was made in defining the path forward that will lead to a CEA between CATS and the City-Parish. That CEA will define funding sources and allocation(s), as well as timelines for major milestones, including NEPA. A determination has been made and agreed by both senior staff and those board members present that CATS should merge the Plank and Nicholson BRT projects while still implementing Plank BRT as Phase One.

The CEO met with FTA Region VI representatives in Fort Worth and were introduced to the BUILD grant award project team, including the assigned management specialist.

BRAC held a one-day Leadership Baton Rouge event with a focus on City and State government on December 10<sup>th</sup> and the CEO spoke on the CATS mission, its impact on government, and major projects and initiatives.

Some of CATS staff met with BYD’s new Manager of the Central Division and BYD has committed to a policy where no tariffs will be passed on to the buyers.

Mr. Odimgbe shared that staff from Communications and Planning attended a “Mobility for All” webinar with a grant opportunity with a short deadline. Finance and Grants continue to work on ECHOs as reimbursements from previous ECHO draws were incorrectly charted and most have been reconciled.

It was noted that HNTB is assisting with the preliminary work on the North Baton Rouge Transit Center site.

CATS will be meeting with City-Parish engineers to identify who should be in the discussion for the Downtown Transit Center site being used as a bus pull through.

Construction is substantially complete at the Cortana Transit Center and CATS is completing the timeline to begin revenue service.

Mr. Deville shared that, regarding office facilities, the City-Parish will conduct appraisals utilizing their staff and the agency plans to meet with them to finalize next steps for the two properties adjacent to 2250.

GOTECH is preparing a new scope of work to include a master plan for the 2250 site. Part of this assessment will include an alternative site study. Once completed, this information will enable CATS to proceed with seeking funding for the AOM project master plan.

Mr. Cutrone presented the November financials and noted that the total current assets as of November 30, 2019 are \$18,758,768. The total assets are \$48,620,905. The total current liabilities are \$6,872,138 and the total liabilities are \$12,910,174.

The operating expenses as of November 30, 2019 are \$3,076,956.

The total CATS-generated operating revenues as of November 30, 2019 are \$238,499. The total non-federal subsidies are \$1,604,873 and the total federal subsidies are \$492,679. The total operating subsidies are \$2,097,552.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the December 12<sup>th</sup> meeting and shared the highlights. He noted the action items were presented to the F&E Committee. The committee took no action on action item #4 and recommended it come to the full board for approval.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the highlights of the minutes of the December 11<sup>th</sup> meeting in their packets. Ms. Perkins thanked Mr. Jimmy Thomas and Ms. Dwana Williams for the training that was provided to the Customer Care representatives. She thanked the CATS staff and the CATS customers for their dedication in 2019.

Mr. Cooksey noted that CATS On Demand had 8,603 scheduled trips in November. Of those, 864 were cancellations and 404 were no shows, for a total of 7,335 completed trips.

Mr. Cooksey shared that there were four valid complaints for the month.

The on-time performance for the month was 86.2%.

There were six road calls for the month.

Mr. Deville noted that CATS and MV are working with U-Serve to provide a pilot program for paratransit Microtransit service.

## VII. ACTION ITEMS

### 1. Consideration of approval of purchase of three BYD electric buses

It was noted that CATS had a purchase order with BYD to purchase up to nine electric buses. The original contract was executed on March 6, 2018.

This purchase is for three electric buses and three charging systems. The cost of each bus is \$765,415 and the cost of each charging system is \$28,333.33, for a total cost of \$2,381,245.00.

Mr. Cohran moved that the CEO is authorized to purchase three BYD electric buses and three charging systems for an amount not to exceed \$2,381,245 and under such terms and conditions the CEO deems appropriate. Dr. Breaux seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

### 2. Consideration of approval of ERP software contract

Paul Simon introduced Mr. Andy Wakefield of Intueor Consulting to provide an overview of the ERP software procurement process. Mr. Wakefield noted that Intueor worked with CATS to develop a scope of work for a finance and human resources ERP software system for the agency.

CATS received three proposals in response to the RPF and after evaluation and consideration by the Proposal Evaluation Committee, it was recommended that the contract be awarded to Tyler Technologies, ERP Software Solutions.

It was noted that the maximum cost for up to eight years of service will be \$1,110,378.00. The contract is for five years with up to three, one-year renewal options.

Mr. O’Gorman moved that the CEO is authorized to enter into a contract with Tyler Technologies for ERO software for a period of five years with up to three, one-year renewal options at a cost not to exceed \$1,110,378, and to renegotiate the contract after year five, and with other such terms and conditions the CEO deems appropriate. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**3. Consideration of approval of Kevin O’Gorman absences**

Mr. Abadie noted that this is a requirement of the State Statute and Mr. O’Gorman missed the October and November meetings.

Ms. Green moved that the following resolution be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING ABSENCES OF KEVIN O’GORMAN**

WHEREAS, state law in Revised Statutes 48:1456E provides that a member of the CATS Board of Commissioners “shall be deemed to have abandoned his office upon failure to attend two of any three consecutive regularly scheduled board meetings without an excuse approved by a resolution of the board at its next regular meeting”; and

WHEREAS, it was necessary for Kevin O’Gorman to be absent from the board meetings held on October 15, 2019, and November 19, 2019;

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that it approves the absences of Kevin O’Gorman from its meetings held on October 15, 2019, and November 19, 2019.

**4. Consideration of approval of construction contract for administrative office improvements**

Ms. Thomas let the board know that the contract was for interior renovations and ADA improvements to the new administrative office site at 350 North Donmoor. She noted that the original contract with

Honore Companies, LLC was for interior improvements and was under the \$50,000 threshold for CEO approval for contracts. When a determination was made that additional ADA improvements were needed, the amount of the contract exceeded the \$50,000 threshold.

Ms. Perkins moved that the CEO is authorized to issue a change order and/or enter into an amended contract with Honore Companies, LLC for administrative office construction improvements in an amount not to exceed \$86,100.00 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**5. Consideration of approval and adoption of 2020 budget**

Mr. Deville informed the board members that the annual budget three years ago was \$30 million and the agency has been able to reduce expenses over the last several years.

Mr. Cutrone shared the proposed 2020 budget with the board members and noted that the revenue is currently estimated at \$28.9 million to fund expenses of approximately \$28.9 million.

The 2020 operating revenue budget is projected as the following: \$2,930,637 in CATS generated revenue; \$19,554,264 in non-federal revenue, with \$17,780,000 in property tax revenue; \$3,314,597 in federal operating revenue; and \$3,106,386 in FTA capital projects. The total proposed operating revenues are \$28,905,884.

The 2020 operating expenses budget is projected as \$18,593,732 in labor and fringe benefits and total operating expenses of \$28,905,884.

Mr. Abadie noted that \$300,000 is appropriated for the payment of settlements and \$40,000 for the payment of judgments.

Mr. Cohran moved that the following resolution be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING 2020 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2020 budget for the Capital Area Transit System, which has been made

available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues or total expenditures be changed without approval of the Board of Commissioners.

**VIII. PUBLIC COMMENT**

There were no public comments.

**IX. ADJOURNMENT**

Mr. Bellue wished everyone a Merry Christmas and happy new year.

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

DRAFT



OPERATING AND CAPITAL BUDGET  
FOR THE YEAR ENDING DECEMBER  
31, 2020



2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



## CONTACT

**Bill Deville**  
Chief Executive Officer  
[bdeville@brcats.com](mailto:bdeville@brcats.com)

[brcats.com](http://brcats.com)

## CATS 2020 Operating Budget Narrative

The revenue for Calendar Year 2020 is currently estimated at nearly \$28.9 million to fund estimated expenses of \$28.9 million. CATS CY2020 Operating budget is \$28,905,885, compared to CY2019 Operating budget of \$26,999,987; this is an increase of \$1,465,228, or 7.05%.

### Highlights:

- CATS construction of its Cortana East Transit Center is expected to be completed by the end of 2019. Revenue service will begin early in the first quarter of 2020.
- CATS, along with the City-Parish and Build Baton Rouge, was awarded a \$15,000,000 BUILD grant in the fourth quarter of 2019, for its Plank-Nicholson Bus Rapid Transit (BRT) Corridor project with NEPA reviews starting no later than the end of the first quarter 2020; categorical environmental exclusion is expected from the NEPA process. The successful award of the BUILD grant helps pave the way for the \$40 million BRT project, and CATS will be seeking to adjust its Capital Budget to reflect the early success of the grant application/award.
- CATS concluded the planning component of the Microtransit project in 2019, via Transloc technology contract, and the agency will be implementing its first Microtransit service pilot for six months, with Phase I beginning by the end of the first quarter of 2020. The proposed service area in North Baton Rouge includes two zones: the Baton Rouge Metropolitan Airport and Southern University, and the City of Baker.
- CATS is nearing the end of the planning phase to implement a pilot ADA paratransit microtransit-type service with the current CATS On Demand provider, MV Transportation. This service is slated to begin in the first quarter of 2020 and will serve a sampling of the elderly and disabled communities across East Baton Rouge.
- CATS began a new Service Improvement Plan that will be implemented in spring 2020.

2250 Florida Boulevard  
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## CONTACT



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- CATS will be seeking to begin the process to obtain funding to contract for a formal Comprehensive Operational Analysis (COA) by the end of 2020.
- CATS will continue to work with neighboring parish governments in 2020 to find ways to improve inter-parish transportation planning efforts; one program initiated by the City of Baker in 2019 is its planned Baker Park and Ride project. This project would include a CATS Park and Ride right-of-way within the boundaries of the planned hotel, retail, and housing real estate development; financial support is being led by CRPC for the project.
- CATS has begun looking for ways to strategically invest in improvements and expansion of its 2250 Administration, Operations, and Maintenance (AOM) facility; further planning efforts are expected to take place in 2020, including expansion of sorely needed parking space for employees.
- The CATS Planning Committee has noted its support of the relocation of the current downtown transit center/terminal service to the I-110 Underpass area at Florida Boulevard; it is expected that planning and construction will begin in 2020.
- CATS expects to contract a “bench” of consultants and contractors for its “on call” programs to strategically help the agency with revenue leveraging, the aforementioned COA, and program management of its board approved operating and capital programs.
- FTA concluded its 2019 Triennial Review, and CATS is applying the agreed upon responses in 2020.
- CATS has applied, and will continue to apply, for grants to fund the goal of using electric buses on all BRT routes. The agency received its first three electric buses in the spring of 2019 and plans to replace the aged fleet with smaller, 29-foot electric buses; this is expected to start by the fourth quarter of 2020.

### Operating Revenue

Operating Revenues are expected to total \$28.9 million. As indicated by the attached budget and revenue projections, the majority of CATS operating revenues come from the dedicated property tax millage and federal grants,

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with the balance coming from Passenger Revenues, the Parish Transportation Fund, Hotel/Motel tax, and Advertising revenues.

### **Operating Expenses**

With 19 Fleet vehicles reaching full life expectancy, CATS is challenged to continue improving comprehensive service and maintenance programs within the confines of the 2020 operating budget, with the goal of continuing and improving service reliability. While there is a national shortage of transit operators, CATS is developing plans to obtain and maintain a full employment of operators. Together with the service improvement plan, CATS expects positive results in improved customer service and service sustainability. In 2020, CATS will continue to upgrade its technology efforts, critical in today's transit world.

### **Capital Program**

CATS rapid transit network plan for East Baton Rouge got a huge push forward with the November 2019 BUILD grant award for \$15 million. The environmental review of all the BRT stations and transit centers located within the Plank Road-Nicholson BRT Corridor will get underway in the first quarter 2020.

The Florida Blvd BRT stations will be included in the environmental review, and CATS will begin reassessing the timing and funding needs for this vital BRT route.

Continuing its efforts to obtain funding at all levels, coupled with the grant and local revenues being received, CATS is positioning itself for the next two to five years with a Board approved Capital Improvement Investment Plan.

CATS is expected to get the final approval to obtain title to proposed North Transit Hub located on Airline Highway adjacent to the new LSU Urgent Care and Health Facilities location.

CATS is planning to begin designing and construction for the relocation of its *Downtown 22<sup>nd</sup>* and Terminal service to I-110 and Florida in 2020.

Construction of the East Cortana Transit Center is expected to be completed in the fourth quarter of 2019, allowing revenue service to begin early in 2020.

CATS is seeking a proposed site for its South Transit Center, in 2020, with two options becoming available via CATS Board members and the East Baton Rouge and Health District, both are open to entertaining proposals.

## Capital Area Transit System

### Operating Budget

For the Year Ending December 31, 2020

# Draft

### Operating Revenues

Description	2020	2019	Dollar
	Budget	Budget	Variance
<b>Operating Revenue</b>			
Passenger Paid Fares	1,726,698	1,701,630	25,068
Special Transit Fares (Contract)	243,330	311,319	(67,989)
ADA/Paratransit Revenue	117,144	92,000	25,144
Advertising Revenue	540,000	732,647	(192,647)
Interest Income	163,453	162,183	1,270
Other Agency Revenue	140,012	179,366	(39,354)
<b>Total CATS Generated</b>	<b>2,930,637</b>	<b>3,179,146</b>	<b>(248,509)</b>
<b>Non Federal Revenue</b>			
Hotel/Motel Tax	1,224,264	1,250,823	(26,559)
Parish Transportation Fund	550,000	550,000	0
Property Tax Revenue	17,780,000	17,608,470	171,530
<b>Total Non Federal</b>	<b>19,554,264</b>	<b>19,409,292</b>	<b>144,972</b>
<b>Federal Operating Subsidies</b>			
FTA - Preventive Maintenance	3,083,512	4,186,549	(1,103,037)
FTA - Project Administration	0	0	0
FTA - Planning	100,000	225,000	(125,000)
FTA - JARC/New Freedom	131,085	0	131,085
<b>Total Federal Operating</b>	<b>3,314,597</b>	<b>4,411,549</b>	<b>(1,096,952)</b>
<b>Total Operating Revenues</b>	<b>25,799,498</b>	<b>26,999,987</b>	<b>(1,200,489)</b>
FTA - Capital Projects	<b>3,106,386</b>	<b>0</b>	<b>3,106,386</b>
<b>TOTAL SOURCES OF REVENUE</b>	<b>28,905,884</b>	<b>26,999,987</b>	<b>1,905,897</b>

# Capital Area Transit System

## Operating Budget

For the Year Ending December 31, 2020

### Operating Expenses

DRAFT

Description	2020	2019	Dollar
	Budget	Budget	Variance
<b>Operating Expenses</b>			
Labor	11,653,980	10,885,580	768,400
Fringe Benefits	6,939,752	6,482,182	457,570
<b>Labor and Fringe Benefits</b>	<b>18,593,732</b>	<b>17,367,762</b>	<b>1,225,970</b>
Casualty and Liability	1,805,525	1,686,478	119,047
Services	1,917,114	1,790,710	126,404
Purchased Transportation	2,408,825	2,250,000	158,825
Materials & Supplies	2,926,174	2,733,238	192,936
Utilities	291,200	272,000	19,200
Miscellaneous Expenses	792,020	739,799	52,221
Leases and Rentals	171,294	160,000	11,294
<b>Total Operating Expenses</b>	<b>28,905,884</b>	<b>26,999,987</b>	<b>1,905,897</b>
<b>NET BALANCE (+/-)</b>	<b>0.00</b>	<b>0.00</b>	



OPERATING AND CAPITAL  
BUDGET FOR YEAR ENDING  
DECEMBER 31, 2019



## CATS 2019 Operating Budget Narrative

The Agency's revenue for 2019 is currently estimated at nearly \$27 million to fund estimated expenses to be \$26.9 million.

CATS CY2019 Operating Budget is \$26,999,987, compared to estimated CY2018 actuals of \$25,534,759. This is an increase of \$1,465,228, or 5.7%.

### *Highlights:*

- **An increase in personnel and salaries of two percent (2%) over 2018**
- **First quarter 2019 implementation of the Service Improvement Plan (SIP)**
- **The agency's first Bus Rapid Transit (BRT) route on Plank Road in late 2019**
- **CY2019 budget includes a full employment for operators – 20 additional operators at a cost up to \$624,000**
- **Implementation of Phase I of CATS' Technology Improvement Plan at a cost up to \$1.5 million**
- **\$400,000 decrease in cost of Paratransit on demand services**
- **CY2019 Budget includes Catastrophe Coverage as required by the FTA at a cost of \$50,000 that is represented in Casualty & Liability**
- **The first-ever acquisition and delivery of three (3) electric buses**
- **The construction and completion of Cortana Transit Center**
- **The agency's first Microtransit Service Pilot Project at a cost of \$325,000; a study will commence in the first quarter 2019, and the service is anticipated to begin three to six months after the study is complete**
- **An increase in the settlement and judgment payment fund of \$100,000 represented in Casualty & Liability**

Throughout the 2018 budget year, CATS has been able to reduce its budget compared to 2017 by nearly \$2.0 million. Furthermore, CATS projects its 2018 year-end actual expenditures to be \$25,534,759, leaving a balance of approximately \$1.0 million in revenues that will be used for capital match and restricted reserves in 2019.

CY18 was a challenging budget year, as CATS sought to position its financial capacity to manage the beginning of its future phased-in service and capital improvements in 2019 and beyond.

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There have been a number of improvements in 2018, and several are paving the way for future operating and capital programs, including a Service Improvement Plan that will take place in February 2019. Additionally, these cost efficiency measures will allow for key capital improvement investments in 2019, including the Cortana Transit Center and the North Baton Rouge Transit Center.

### ***Operating Revenue***

2019 operating revenues are expected to total \$27.0 million. As indicated by the budget and revenue projections, the majority of CATS operating revenues come from the dedicated property tax millage and federal grants; the balance comes from passenger revenues, the Parish Transportation Fund, the Hotel/Motel tax, and advertising revenues.

### ***Operating Expenses***

Budgetary measures were put in place in 2018, and CATS expects to continue benefiting from those in 2019. With the addition of eleven new buses (eight diesel and three electric), CATS expects maintenance costs savings as well as improvement in service reliability, which helps ensure improved service performance. CATS is targeting full operator employment in 2019, and has budgeted accordingly. Full employment with operators results in improved customer service and service sustainability. CATS will continue to upgrade its technology efforts in 2019, and this includes the implementation of a new, state-of-the-art financial management software system (ERP) to replace the current antiquated financial system; there will also be an upgrade of CATS desktops, laptops, tablets, servers and related operations and applications.

### ***Capital Program***

In addition to the CY19 kick-off of several capital improvement projects, CATS has positioned itself for the next five years with a Board-approved Capital Improvement Investment Plan (CIIP). In 2019, the community will see the arrival of three electric buses, the flagship of the new BRT network CATS is planning. Expected to be Louisiana's first Bus Rapid Transit service, CATS looks to implement the first BRT line on Plank Road in late 2019.

CATS will have its first transit center, the East, or Cortana Transit Center, completed in early 2019. The agency remains focused on efforts to begin the North Baton Rouge Transit Center, adjacent to LSU Health facilities, in 2019.

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The CIIP provides for the acquisition of sixteen (16) revenue and four (4) non-revenue vehicles. This will allow CATS to retire older vehicles and obtain an average fixed route fleet age of less than four (4) years.

CATS will continue to retain and attract new ridership while looking to diversify revenue in 2019.

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## Capital Area Transit System

### Operating Budget

For the Year Ending December 31, 2019

### Operating Revenues

Description	2019	2018	Dollar
	Budget	Projected	Variance
<b>Operating Revenue</b>			
Passenger Paid Fares	1,701,630	1,731,821	(30,191)
Special Transit Fares (Contract)	311,319	290,447	20,872
ADA/Paratransit Revenue	92,000	90,963	1,037
Advertising Revenue	732,647	720,098	12,549
Interest Income	162,183	152,474	9,709
Other Agency Revenue	179,366	184,700	(5,334)
<b>Total CATS Generated</b>	<b>3,179,146</b>	<b>3,170,503</b>	<b>8,643</b>
<b>Non Federal Revenue</b>			
Hotel/Motel Tax	1,250,823	1,260,658	(9,835)
Parish Transportation Fund	550,000	550,000	0
* Property Tax Revenue	17,608,470	15,592,201	2,016,268
<b>Total Non Federal</b>	<b>19,409,292</b>	<b>17,402,859</b>	<b>2,006,433</b>
<b>Federal Operating Subsidies</b>			
FTA - Preventive Maintenance	4,186,549	4,101,500	85,049
FTA - Project Administration		124,600	(124,600)
FTA - Planning	225,000	200,000	25,000
FTA - JARC/New Freedom		535,297	(535,297)
<b>Total Federal Operating</b>	<b>4,411,549</b>	<b>4,961,397</b>	<b>(549,848)</b>
<b>Total Operating Revenues</b>	<b>26,999,987</b>	<b>25,534,759</b>	<b>1,465,228</b>
<b>TOTAL SOURCES OF REVENUE</b>	<b>26,999,987</b>	<b>25,534,759</b>	<b>1,465,228</b>

\*2018 property tax is estimated at \$17.8 million, \$15.6 million was applied to balance the operating budget; the balance will be applied to capital match, reserve and restricted reserve.

## Capital Area Transit System

### Operating Budget For the Year Ending December 31, 2019 Operating Expenses

Description	2019	2018	Dollar
	Budget	Projected	Variance
<b>Operating Expenses</b>			
Labor	10,885,580	9,922,072	963,508
Fringe Benefits	6,482,182	6,535,022	(52,840)
<b>Labor and Fringe Benefits</b>	<b>17,367,762</b>	<b>16,457,094</b>	<b>910,668</b>
* Casualty and Liability	1,686,478	1,650,549	35,929
Services	1,790,710	1,680,247	110,463
Purchased Transportation	2,250,000	2,039,282	210,718
Materials & Supplies	2,733,238	2,708,828	24,410
Utilities	272,000	206,365	65,635
Miscellaneous Expenses	739,799	616,843	122,956
Leases and Rentals	160,000	175,551	(15,551)
<b>Total Operating Expenses</b>	<b>26,999,987</b>	<b>25,534,759</b>	<b>1,465,228</b>
<b>NET BALANCE (+/-)</b>	<b>0.00</b>	<b>0.00</b>	

\*The Casualty and Liability line item includes a settlement fund of \$300,000.00



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JANUARY 16, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue, Breaux, Cohran, Lambert, and O’Gorman and Mss. Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Charles Odimgbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF DECEMBER 17, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the December 17, 2019, meeting and Dr. Breaux seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue noted that Ms. Perkins has agreed to chair the 2020 Nominating Committee for CATS Board of Commissioners officer positions. Anyone

interested in a leadership position should let Ms. Perkins know. The elections will take place at the February board meeting.

## **V. ADMINISTRATIVE MATTERS**

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

Mr. Deville noted that former CATS operator Christopher “Chris” Huddleston suddenly passed in early January. Chris had a wife and three children. Please keep his family and friends in your thoughts and prayers.

CATS received a commendation regarding the Customer Care Department from the head of the transit system in Columbia, South Carolina.

The new BYD Vice President visited with staff to update CATS on their reorganization and the status of the pending federal legislation. He also inquired about the electric buses remaining on the purchase order and the timeline to purchase those.

Ms. Dwana Williams shared that, in Operations, there are currently 134 active operators. There are 146 total operators and the remaining operators are on FMLA and light duty.

Ms. Williams noted that CATS had 198,778 passenger trips in December. There were 2.2 preventable accidents per 100,000 miles, and 675 trips cancelled for the month. The percentage of on-time trips was 60.97%, and there were 8,410.6 mean miles between road calls for the month.

It was noted that 11 cadets are completing training.

Mr. Fight shared that the Human Resources Department will be focused on wellness and the wellbeing of the workforce. They will be providing tools for the agency to create a healthy lifestyle. There will be an emphasis on organizational training and development in 2020.

Interviews are being held at the end of January for the next class of operators. A new training class is expected to start on February 21<sup>st</sup>.

CATS will have leadership training offered to administrative employees in February and the agency is in the process of completing performance evaluations.

Mr. Deville shared that he participated in a Bus World Academy panel regarding the implementation of electric buses to the agency's fleet. The conference took place in Omaha, Nebraska on January 13<sup>th</sup>.

Discussions continue regarding the Baker Park and Ride. Garret Graves's Chief of Staff contacted CATS to say the Congressman expressed his enthusiasm about the economic activity going on in North Baton Rouge and the good things he was hearing about the Park and Ride.

Mr. Odimgbe noted that CATS continues its work toward the service improvements that will be implemented in the spring. These are designed to improve on-time-performance and enrich the customer experience.

It was requested that the Planning Committee be presented with a report of the service changes, including cost, efficiencies, etc.

The Cortana Transit Center opened for revenue service on January 19<sup>th</sup> and all punch list items were completed. There will be an opening on February 11<sup>th</sup>.

It was noted that the ADA work is 95% done at the Donmoor location and light fixtures are being installed.

Mr. Cutrone presented the December financials and noted that the total current assets as of December 31, 2019 are \$18,508,546. The total assets are \$48,145,809. The total current liabilities are \$8,064,228 and the total liabilities are \$13,507,264. The total net liabilities and assets are \$48,145,809.

The total operating expenses for the month as of December 31, 2019 are \$2,735,411.

The total CATS-generated operating revenues for the month as of December 31, 2019, are \$256,698. The total non-federal subsidies for the month are \$1,467,373 and the total federal subsidies are \$1,153,885. The total operating subsidies for the month are \$2,621,258. The net operations balance as of December 31, 2019, is \$142,545.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the January 16<sup>th</sup> meeting and shared the highlights. He noted the action items were presented to the F&E Committee and were recommended for approval by the board.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the highlights of the minutes of the January 15<sup>th</sup> meeting in their packets.

Mr. Cooksey noted that CATS On Demand had 8,633 scheduled trips in December. Of those, 857 were cancellations and 377 were no shows, for a total of 7,132 completed trips.

Mr. Cooksey shared that there were four valid complaints for the month.

The on-time performance for the month was 88.11%.

There were four road calls for the month.

**VII. ACTION ITEMS**

**1. Consideration of approval of purchase of four replacement ADA vans**

It was noted that this is for replacement buses for the CATS On Demand ADA fleet. They will be purchased with a grant that is paid 85% and CATS will match 15%. This purchase has been budgeted in the 2020 budget.

Mr. Lambert moved that the CEO is authorized to purchase four ADA paratransit vans at a total cost of \$260,124.52 and under such terms and conditions the CEO deems appropriate. Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The

**motion passed unanimously. Ms. Perkins was not present for the vote.**

**2. Consideration of approval of amendment to Cortana Transit Center architectural & engineering design services contract with Monroe & Corie**

**Ms. Thomas noted that this change order was to design the ADA accessible entrance on the Walmart side of the station. This work has been completed. The cost of the change order was \$6,400.00**

**It was noted that this change order was not in the original scope of work.**

**There was discussion as to the timeline of the work and board consideration.**

**Mr. O’Gorman moved that the CEO is authorized to enter into an amended contract with Monroe & Corie that increases the architectural and engineering design services contract for the Cortana Transit Center with Monroe & Corie by \$6,400.00 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously. Ms. Perkins was not present for the vote.**

**3. Consideration of approval of amendment to Cortana Transit Center construction contract with Kelly Construction**

**Ms. Thomas shared that there were four total change orders with Kelly Construction for the Cortana Transit Center. The change orders addressed requests from the City-Parish Department of Public Works, ordering benches with backs, thermoplastic striping, painting bus shelters, and to add an ADA entrance from the Walmart side of the station.**

**These change orders bring the total cost of the construction from \$524,848.00 to \$581,179.05.**

**Mr. Lambert moved that the CEO is authorized to enter into an amended contract with Kelly Construction that increases the amount of the contract for the Cortana Transit Center by \$16,411.05 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously. Ms. Perkins was not present for the vote.**

**4. Consideration of approval of renewal of security services contract with Weiser Security**

Ms. Thomas shared that this is the final renewal of a five-year contract with Weiser Security for services provided at both the main facility at 2250 Florida and the CATS Terminal at 2222 Florida.

There have been discussions with Weiser and CATS will be taking a more active role in the selection and training for those who will provide security for the agency.

Mr. Lambert moved that the CEO is authorized to renew the security services contract with Weiser Security for a period of one year in the amount of \$236,841.36 and under such other terms and conditions as the CEO deems appropriate. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously. Ms. Perkins was not present for the vote.

**5. Consideration of approval of renewal of property and general liability insurance with Stone Insurance**

Ms. Thomas noted this is a renewal of the property and liability insurance package with Stone Insurance. The cost of the premium will decrease by \$2,000 for the year.

It was noted this is the same coverage as last year.

Ms. Pierre moved that the CEO is authorized to renew the general liability, property, inland marine, and police professional liability contract with Stone Insurance for a period of one year and an amount of \$54,507.06 and under such other terms and conditions as the CEO deems appropriate. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously. Ms. Perkins was not present for the vote.

**VIII. PUBLIC COMMENT**

There were no public comments.

**IX. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
FEBRUARY 18, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Ms. Erika Green**

Ms. Green called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Mr. Bellue was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. NOMINATION AND ELECTION OF OFFICERS: Ms. Erika Green**

Ms. Perkins, Chair of the Nominating Committee, shared that the proposed slate of officers for 2020 was unchanged.

The proposed slate of officers was as follows:

President – Mark Bellue  
Vice-President – Erika Green  
Treasurer – Kahli Cohran  
Secretary – Antoinette Pierre

There were no nominations from the floor.

**Ms. Green invited public comment and there was none. The slate of officers was elected without objection. Messrs. Cohran and Lambert were not present for the vote.**

#### **IV. APPROVAL OF MINUTES OF JANUARY 21, 2020 2019 MEETING**

**Ms. Perkins moved to approve the minutes of the January 21, 2020, meeting and Ms. Pierre seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously with no abstentions. Messrs. Cohran and Lambert were not present for the vote.**

#### **V. PRESIDENT'S ANNOUNCEMENTS**

**Ms. Green reviewed the public comment process.**

**Ms. Green shared celebrations of Mardi Gras and Black History Month.**

#### **VI. ADMINISTRATIVE MATTERS**

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

**Before beginning the Executive Report, Mr. Deville invited Ms. Tiffani Dorsa of Postlethwaite & Netterville to speak to the board members.**

**Ms. Dorsa shared that she was communicating with the members as required. She noted that P&N would be starting the annual audit at the end of the month.**

**Ms. Dorsa let the members know that those performing the CATS audit must remain independent. She shared that she is looking forward to improvements made by the agency. It was noted that the firm uses the concept of materiality. The goal is to have the audit complete by April 1<sup>st</sup>.**

**Mr. Deville shared that the agency welcomed a new Accounting Manager, Joe Ramirez, and a new Risk Management Manager, Peter Truxillo, to the agency. Mr. Ramirez started on January 27<sup>th</sup> and Mr. Truxillo started on February 3<sup>rd</sup>.**

**Mr. Charles Odimgbe has left the agency and we thank him for his service during the short time he was here.**

**The Pierlott group was onsite last week to facilitate CATS Triennial responses to the findings reports. They plan on getting preliminary work underway regarding the CATS DBE three-year policy that expires this year.**

**Postlethwaite & Netterville met with the CEO, CAO, and the Comptroller in a pre-audit meeting.**

**Ms. Dwana Williams shared that, in Operations, there are currently 137 active operators. There are 146 total operators and the remaining operators are on FMLA and light duty.**

**Ms. Williams noted that CATS had 208,810 passenger trips in January. She noted the decrease is a result of running holiday schedules for New Year's Day and Dr. Martin Luther King, Jr. Day. There were 1.1 preventable accidents per 100,000 miles, and 731 trips cancelled for the month. The percentage of on-time trips was 60.81%, and there were 5,722 mean miles between road calls for the month.**

**There were questions as to when the agency would be rectifying its fleet and manpower issues.**

**There was discussion surrounding the agency fleet and how many vehicles are beyond their useful life. A board member inquired as to the number of vehicles outlined for purchase in the Capital Improvements and Investments Plan.**

**Mr. Deville shared that Mayor-President Sharon Weston Broome was recently honored in the Celebrating Women Who Move the Nation awards by the Conference of Minority Transportation Officials. She was one of 12 honorees and the only mayor to be selected.**

**Mr. Deville noted that the Microtransit RFP is on the streets and should be ready in April. He let the board members know that the paratransit Microtransit work is nearly ready with MV and Uzerv.**

**Mr. Deville shared the he and Board Vice-President Erika Green would be on the James Gilmore radio program on Thursday, February 20<sup>th</sup> to discuss the good things happening with CATS.**

**CATS successfully opened its Phase One Cortana-Walmart Transit Center on February 11<sup>th</sup>. It was attended by CATS staff and board, members of the public, stakeholders, and multiple media outlets.**

**The CAO has composed and sent notices to on-call proposers after a management meeting two weeks ago that was also attended by three board members.**

The CEO is investigating options to do a short and/or long-term bus lease to resolve issues developing with the 14 cut-a-way vans used in fixed route service. The vans have reached their useful life and are becoming problematic, leading to vehicle shortage and trip cancellations. The FTA verbally approved the strategy when proposed four years ago before the agency procured a number of new buses and doing a lease purchase for eight.

Mr. Deville noted that staff continues to work towards service improvements that will be implemented in the spring. These are designed to improve on-time performance and enrich the customer experience. The CEO contracted with an expert service planning & scheduling consultant after the DCEO requested CEO approval to proceed with implementation.

A challenge was issued from the Mayor's office after getting complaints that the transit stop accessing the Veteran's Clinic had been removed in February 2019 with the service changes. CATS was informed that one of the veterans took it upon himself to represent a group of veterans with a written complaint. The DCEO informed the CEO that it would be June before it could be resolved. However, the CEO has intervened with staff to find an immediate solution. The facility will be included in the service changes for March and will be served beginning March 30<sup>th</sup>.

Mr. Deville and Mr. Abadie noted that CATS is waiting on LSU for the sale of the North Baton will be complete.

HNTB has presented staff with a potential preliminary draft of what the Downtown/I110 Transit Center could look like.

CATS planning staff conducted a feasibility study of four potential sites for the South Baton Rouge Transit Center and an update will be provided upon its completion.

Mr. Fight noted that the HR Department will begin a training initiative for administrative employees on February 20<sup>th</sup> entitled Leadership CATS. The program will run monthly until August and will provide leadership tools and skills to the executives, directors, managers, and those supervisors and employees who apply and are selected.

Mr. Cutrone presented the January financials and noted that the total current assets as of January 31, 2020, are \$28,860,875. The total assets are \$58,525,954. The total current liabilities are \$6,406,287 and the total liabilities are \$11,849,323. The total net liabilities and assets are \$58,525,954.

The total operating expenses for the month as of January 31, 2020, are \$2,301,354.

The total CATS-generated operating revenues for the month as of January 31, 2020, are \$238,600. The total non-federal subsidies for the month are \$1,481,667 and the total federal subsidies are \$361,366. The total operating subsidies for the month are \$2,081,633. The net operations balance as of January 31, 2020 is -\$219,721.

Mr. Cutrone noted that the agency received the first property tax check on January 15<sup>th</sup> and the maintenance inventory was completed on January 3<sup>rd</sup>.

## VII. COMMITTEE REPORTS AND ANY ACTION THEREON

### 1. Finance and Executive: Ms. Erika Green

Ms. Green referred the members to the highlights of the minutes of the February 13<sup>th</sup> meeting and shared the highlights. She noted the action items were presented to the F&E Committee and were unanimously recommended for approval by the board.

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

Dr. Breaux noted the committee did not meet.

### 3. Audit: Mr. Cohran

Mr. Cohran noted the committee did not meet.

### 4. Planning: Mr. Kevin O’Gorman

Mr. O’Gorman noted that the committee did not meet.

### 5. Community Relations: Ms. Linda Perkins

Ms. Perkins referred the members to the highlights of the minutes of the February 12<sup>th</sup> meeting in their packets. She noted that Mr. Cooksey recognized Mr. Ira Fontenette for his work to spearhead security and lighting issues at the facility.

Ms. Perkins thanked the union leadership for attending the meeting and encouraged them to continue coming to the meetings in the future.

Ms. Perkins congratulated Mr. Deville and the staff for a well-executed and well attended opening of the Cortana Transit Center. She noted that the event was not only well attended but got positive coverage in the media.

Mr. Cooksey noted that CATS On Demand had 9,913 scheduled trips in January. Of those, 894 were cancellations and 417 were no shows, for a total of 8,602 completed trips.

Mr. Cooksey shared that there were three valid complaints for the month.

The on-time performance for the month was 87.7%.

There were two road calls for the month.

Ms. Green gave kudos to the staff for the opening at Cortana and congratulated the Communications Department for their efforts that resulted in good media coverage.

Ms. Pierre gave praise to the staff and to the Communications Department for the Cortana event. She shared that people in her office were talking about the Transit Center because they saw the coverage.

## VIII. ACTION ITEMS

1. Consideration of authorization to add Pearlina Thomas as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and to remove Charles Odimgbe as signatory and recommend authorization for the CEO to execute all documents required by Whitney/Hancock Bank to effectuate these changes

It was noted that this is a required item by the bank to add and remove signatories. With this action, there will be four approved signatories for checks: Bill Deville, Dwana Williams, Pearlina Thomas, and John Cutrone.

Ms. Perkins moved that the CEO is authorized to add Pearlina Thomas as signatory on behalf of CATS for all Whitney/Hancock Bank accounts and to remove Charles Odimgbe as signatory and that the CEO is authorized to execute all documents required by Whitney/Hancock Bank to effectuate these changes. Mr. Lambert seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously.

**RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING  
UNDER AUTHORITY OF A BOARD, COUNCIL, OR OTHER TYPE  
GOVERNING BODY**

**Whitney Bank, also dba Hancock Bank  
Capital Area Transit System  
2250 Florida Boulevard  
Baton Rouge, LA 70802**

- A. We, the undersigned, certify that we are the President and Secretary/Clerk of the above-named State or Local Government (hereinafter referred to as the “Governing Authority”) duly created, organized, and operating under the Constitution and Laws of the State of Louisiana Federal Employer ID Number 72-0755868, and that the following is a true, correct, and certified copy of a resolution adopted at a meeting of the Governing Authority, properly called and duly held on February 17, 2020, and that this resolution has been properly entered into the minutes of the Governing Authority, having not been modified or rescinded.**
- B. To be resolved that:**
- (1) The Financial Institution named above is designated as a depository for the funds of this Governing Authority;**
  - (2) This resolution shall continue to have effect until express written notice of its recession, modification, or cancellation has been received and recorded by this Financial Institution;**
  - (3) All transactions, if any, with respect to any deposits, withdrawals, rediscounts and borrowing by or on behalf of the Governing Authority with this Financial Institution prior to the adoption of the resolution are hereby ratified, approved, and confirmed;**
  - (4) Any of the persons named below, so long as they are acting in a representative capacity as agents of the Governing Authority, are authorized to make any and all contracts, agreements, stipulations and orders which they may deem advisable and necessary to open an Account(s) with the Financial Institution and for the effective exercise of powers over said account(s) for the transaction of all business concerning funds deposited in, money borrowed from, or other business transacted by and between this Governing Authority and said Financial Institution and to endorse checks and orders for the payment of moneys and withdrawal funds on deposit with this Financial Institution, subject to any restriction(s) stated below. The Governing Authority agrees to, shall be bound by, and otherwise be**

liable for, the terms and conditions of all such contracts, stipulations, and orders. It shall be the responsibility of the Governing Authority to provide written notice to this Financial Institution should the authority of any of the agents it has so authorized to transact business on its behalf has been terminated. This Financial Institution shall incur no liability for acting in good faith upon the representations of said agents until such notice is properly given;

(5) Any and all prior resolutions adopted by this Governing Authority and certified to this Financial Institution as governing the operation of this Governing Authority's account(s), are in full force and effect, unless supplemented or modified by this authorization;

(6) The Governing Authority agrees to the terms and conditions of any account agreement, properly opened by any authorized representative of the Governing Authority and authorizes this Financial Institution named above, at any time, to charge the Governing Authority for all checks, drafts, or other orders, for the payment of moneys, drawn on the Financial Institution;

- C. Each person named below (name and title) is authorized to exercise the powers granted herein on all accounts opened under this Agreement and accompanying Master Signature Card on behalf of the Governing Authority:

William J. "Bill" Deville, Chief Executive Officer  
John Cutrone, Comptroller  
Dwana Williams, Chief Operating Officer  
Pearlina Thomas, Chief Administrative Officer

- D. I further certify that the Governing Authority has, and at the time of adoption of this resolution did have, full power and lawful authority to adopt the foregoing resolution(s) and to confer the powers granted to the person(s) named herein;

IN WITNESS WHEREOF, we have hereunto affixed our signatures as of February 17, 2020.

Mark Bellue, CATS Board President  
Amie McNaylor, CATS Board Assistant Secretary

2. Consideration of approval of automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac)

It noted that this is a renewal of the existing fuel dispensing services contract and it is a contract with the City-Parish. This is the fifth year of the contract and there are up to two, one-year renewals remaining.

The term of the contract is for a period of one year, from April 1, 2020 to March 31, 2021.

Ms. Green moved that the CEO is authorized to renew the automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac) for one year and Mr. Cohran seconded the motion. Ms. Green invited public comment and there was none. The motion passed unanimously.

#### **IX. PUBLIC COMMENT**

Rose Mazerac inquired as how many customers are adversely affected by the vehicle shortage and when it would be resolved. She also shared a concern from a fellow rider about Route 47 at Highland and Aster. The bus arrives late and/or is cancelled almost daily. When this happens, people miss their connection and end up being late for their jobs.

Ms. Green let those assembled know that there would be an event honoring the late Ms. Sadie Roberts-Joseph at the Independence Park Theater with Ms. Green and BREC.

#### **X. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JUNE 23, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue, Breaux, Cohran, Hill, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF FEBRUARY 18, 2020 MEETING**

Ms. Perkins moved to approve the minutes of the February 18, 2020, meeting and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue welcomed everyone back and noted the long absence due to the COVID-19 pandemic, and he noted that he hoped this marked the slow return to normal.

Mr. Bellue welcomed new CATS Board member Johnathan Hill, who is serving the remainder of Jim Brandt's unexpired term.

Mr. Bellue reviewed the public comment process.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville shared a summary of activities that have transpired since Governor Edwards declared a pandemic state of emergency on March 11<sup>th</sup> and signed the Stay at Home Order on March 22<sup>nd</sup>. He noted that the internal policy committee became the COVID-19 Response Task Force, and this group has been meeting and monitoring updates and changing guidelines.

The FTA Coronavirus Aid, Recovery, and Economic Security (CARES) Act was enacted into law on April 27<sup>th</sup> and superseded the March 18<sup>th</sup> Families First Coronavirus Response Act (FFCRA), which made mass transit a U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) "essential" service class, including CATS service. This DHS CISA compliance was merged into the Governor's orders.

The CARES Act supplemental grant funding allocation was awarded to CATS in the amount of \$17 million. The agency is able to use the funds for loss of revenues, all COVID-19 related operating expenses, and all "operating" expenses, effective January 20, 2020, until the funds are fully exhausted.

Mr. Deville shared that Arthur Gaudet was instrumental in developing the essential "lifeline" service that agency has been providing since April 5<sup>th</sup>.

It was noted that the Triennial Review responses were completed and as a result of the work done by the agency, all but one finding was removed.

The annual material audit is nearing completion and lacks only National Transit Database (NTD) and CATS Pension information.

Ms. Williams noted that there are currently 116 active operators. There are 145 total operators. The remaining operators are as follows: inactive – 9, and out due to COVID-19 – 20.

**Ms. Williams shared that ridership for May was 90,485, which is 42% down from May 2019 but is higher than April 2020. The on-time performance was 64.76%. The percentage of trips operated in May was 98%. The agency operated 199,138 miles. There were 1.5 preventable accidents per 100,000 miles in May and 7,375 mean miles between road calls.**

**Ms. Williams let the members know that the following routes had impacts on the agency's on-time performance for May: 12 – Government Street; 14 – Thomas Delpit; 17 – Perkins Road/Mall of Louisiana; 18 – LSU-Cortana Mall; 46 – Gardere/OLOL/L'Auberge; 47 – Highland; and 60 – Medical Circulator.**

**Ms. Williams noted there were renewed fleet issues that began mid-January and contributed to the on-time performance and cancelled trips.**

**Ms. Thomas echoed Mr. Deville's statement regarding the COVID-19 Response Task Force. She noted there were no new cadets currently in training.**

**Ms. Thomas shared that there is a position being advertised for the Planning Department.**

**13 cadets have passed the training class. There are five or six cadets that will be retested.**

**There is a reorganization underway in the Training Department and the department is expanding. The agency is working with the Louisiana Workforce Commission for a certified apprenticeship program.**

**Mr. Deville noted that the agency hosted its first Juneteenth celebration on June 19<sup>th</sup> and it was attended by Mayor Sharon Weston Broome, Baker Mayor Darnell Waites, and other members of the community.**

**There was discussion of various policies in need of creation as well as a timeline to get them presented to the board for adoption and implementation.**

**Ms. Green requested that a timeline be provided to the board members detailing the policies that will be brought to the board in the next four months.**

There as discussion of the number of operators and it was noted that currently 82 operators are required to fully operate the lifeline service being offered.

Mr. Deville shared that the agency has applied for several grants, including an FTA Bus & Bus Facilities Grant, an FTA Helping Obtain Prosperity for Everyone (HOPE) grant in conjunction with New Orleans, and an FTA Accelerating Innovative Mobility (AIM) grant.

It was noted that a major milestone was met with the Plank-Nicholson BRT Corridor project in the State Historic Preservation Office approved the project and the FTA provided the environmental clearance. There will be meetings scheduled with the City-Parish, Build Baton Rouge, HNTB, and CATS for the design of BRT and transit center station shelters.

Mr. Deville let the board members know that the current Collective Bargaining Agreement with the Local ATU 1546 is set to expire on December 31, 2020, and that those negotiations will need to get underway soon.

Mr. Cutrone shared that CATS used its cash position to give us the time needed to fully study our options and respond in the most beneficial way to the COVID-19 crisis. The agency elected to delay the normal monthly drawdowns on formula grants and applied for federal assistance under the CARES Act.

It was determined that it was in the best interest of the agency to not use any formula grants until the CARES Act application process was approved and completed. We funded our operations using our current cash reserves and replenished them with a \$7,460,001 drawdown from the CARES Act in June.

Mr. Cutrone presented the May financials and noted that the total current assets as of May 31, 2020, are \$23,754,817. The total assets are \$45,554,343. The total current liabilities are \$15,483,870 and the total liabilities are \$18,979,828.

The total operating expenses for the month of May are \$2,817,262.

The total CATS-generated operating revenues for the month as of May 31, 2020, are \$32,375. The total non-federal subsidies for the month are \$1,481,667 and the total federal subsidies are \$2,841,415. The net operations balance as of May 31, 2020, is \$1,309,044.

## VI. COMMITTEE REPORTS AND ANY ACTION THEREON

**1. Finance and Executive: Mr. Mark Bellue**

Mr. Abadie informed the committee that this a reassessment year for the property taxes and the reassessment will be completed by the end of June. Consideration of rolling forward will take place at the August board meeting.

Mr. Bellue referred the members to the highlights of the minutes of the June 18<sup>th</sup> meeting and shared the highlights. He noted that an there was an action item regarding on-call contracts but after discussion, it was decided that the item would be introduced when more information was gathered.

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

Dr. Breaux noted the committee did not meet.

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet but shared that the auditors were concluding their work.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins noted that the committee had not met since March as a result of COVID-19.

Mr. Cooksey shared that ridership on CATS On Demand has decreased as a result of COVID-19.

Mr. Cooksey noted that CATS On Demand had 3,935 scheduled trips in May. Of those, 112 were cancellations and 157 were no shows, for a total of 3,823 completed trips.

The on-time performance for the month was 84.6%.

**VII. ACTION ITEMS**

- 1. Consideration of authorization to extend adjuster claims services contract with Brown Claims Management Group, LLC**

Ms. Thomas noted that this item was originally intended to come to the board in March and the extension has been executed. This item needs to be ratified by the board.

The current contract has been extended until December 31, 2020. The agency will advertise an RFP to secure a new contract for the services.

Mr. Lambert moved that the CEO is authorized to extend the contract with Browns Claims Management Group, LLC for adjuster claims services through December 31, 2020 and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

It was noted that Thomas Cating is the new Procurement Manager for the agency.

**2. Consideration of authorization to extend drug and alcohol testing services contract with IHSN**

Ms. Thomas noted that this item was originally intended to come to the board in March and the extension has been executed. This item needs to be ratified by the board.

The current contract has been extended until December 31, 2020. The agency will advertise for bids to secure a new contract for the services.

Mr. Cohran moved that the CEO is authorized to enter into a contract extension with IHSN for drug and alcohol testing services and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**3. Consideration of authorization to extend service planning and scheduling assistance contract with Arthur N. Gaudet & Associates**

Mr. Deville introduced Arthur Gaudet to the board and invited him to summarize his work with the agency to this point.

Mr. Gaudet shared that he has been with the agency in this capacity since February and he started by evaluating the existing schedule because there were schedule adherence issues due to bad timing and inadequate running times.

It was noted that the agency has completed 11 weeks of lifeline service to this point and it will likely extend into September 2020. It was stressed that this is a moving target.

There was discussion of the service and board members expressed their cautious optimism at the goal of Mr. Gaudet's work.

It was noted that getting feedback from the operators is essential and it was appreciated that this is being factored into future schedules.

Mr. Gaudet emphasized that the agency must get better at service and on-time performance.

Mr. Cohran noted that he made several requests for a service report that he has not received to this point. He reiterated his desire to have a report detailing what is being done with service, and how and when targets will be reached with service.

Mr. Gaudet noted that the on-time performance is not tracked accurately due to the RouteMatch software.

Dr. Breaux moved that the CEO is authorized to amend the contract with Arthur N. Gaudet & Associates for service planning and scheduling through February 1, 2021 and for a total contract amount not to exceed \$125,000. Mr. Hill seconded the motion. Mr. Bellue invited public comment and ATU Local 1546 President Yvette Rhines said she was very happy to hear that Mr. Gaudet was helping the agency because operators are being written up for some of the schedule issues that Mr. Gaudet referenced. She also asked about adding the 72 – Florida Limited back into service as well as the 56 (which is not active at this time). The motion passed unanimously.

**4. Consideration of authorization to purchase two power backup generators**

Mr. Godwin informed the board members that the agency is seeking to purchase backup generators for the main facility and the fueling station at 2250.

The generators will be purchased from the state contract and will be funded with existing grants.

It was noted that the cost of the purchase does include installation of the generators.

Mr. Lambert moved that the CEO is authorized to purchase two backup generators at a cost not to exceed \$170,000 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**5. Consideration of adoption of Public Transportation Agency Safety Plan**

Ms. Thomas and Mr. Deville noted that this plan has been created in conjunction with Alliance Transportation Group and the plan will last for five years. It must be submitted to the FTA by July 20<sup>th</sup>.

This plan is a requirement of the FTA.

Ms. Green moved that the Public Transportation Agency Safety Plan be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**6. Consideration of authorization to award ERP implementation contract to Intueor Consulting, Inc.**

Ms. Thomas shared that this contract is for the implementation of the ERP contract that was approved in 2019. The payroll system will be the first system to be implemented.

Intueor was the highest rated proposal of the four submitted.

It was noted that the contract will be grant funded and will not exceed \$147,500.

Mr. Deville shared that the mapping for Human Resources and Accounting could begin as early as July 1<sup>st</sup>.

Mr. Lambert moved that the CEO is authorized to enter into a contract with Intueor Consulting, Inc. for the implementation of the ERP system under such terms and conditions as the CEO deems appropriate and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**7. Consideration of authorization to purchase Gillig bus operator protection barriers**

Mr. Godwin noted that the agency is seeking to purchase operator protection barriers that will be placed between operators and the

fareboxes on the vehicles. This will ensure the safety and physical distance for operators and also allow fare collections to resume.

It was noted that the purchase of these barriers will mean all buses and vans with the exception of 14 cutaway vans have the protection barriers. The cutaway vans are not configured in a way that allows for these barriers so alternative measures are being sought for them.

It was noted that the barriers will be paid 100% with CARES Act funds.

Ms. Green moved that the CEO is authorized to purchase 28 Gillig bus operator protection barriers at a cost not to exceed \$137,400 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

8. Consideration of authorization to purchase ADA/paratransit van operator protection barriers

Mr. Godwin noted that the agency is seeking to purchase operator protection barriers that will be placed between operators and the fareboxes on the vehicles. This will ensure the safety and physical distance for operators and also allow fare collections to resume.

Mr. Godwin shared that these are for the ADA paratransit vans in the fleet.

It was noted that the barriers for the ADA vans will be purchased from Creative Bus Sales and paid 100% with CARES Act funds.

Ms. Pierre moved that the CEO is authorized to purchase 21 ADA/paratransit van operator protection barriers at a cost not to exceed \$25,560 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

9. Consideration of authorization to purchase two BYD electric charging stations

Mr. Godwin shared that the agency is seeking to purchase two additional BYD electric charging stations for the expansion of the electric bus fleet.

It was noted that CATS currently has three electric buses and four charging stations. There are three additional buses and three charging stations on order.

These are the last two remaining chargers on the contract.

It was noted that the cost includes the purchase and installation of the charging stations.

Mr. Lambert moved that the CEO is authorized to purchase two BYD electric bus charging stations at a cost not to exceed \$56,667 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**10. Consideration of authorization to increase external audit services contract with Postlethwaite & Netterville**

Mr. Cutrone noted that this is the second proposed amendment for this contract. The original contract value was \$97,000. Amendment One to the contract increased the total contract amount to \$119,500. The 2019 Financial Audit Amendment Two is for an additional \$63,000.

Mr. Cohran moved that the CEO is authorized to increase the external audit services contract with Postlethwaite & Netterville by \$63,000 for a total contract amount of \$279,500 and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**11. Consideration of authorization to renew RouteMatch annual technical support, maintenance, and warranty services**

Mr. Deville shared that this contract is an annual contract for technical support, maintenance, and warranty work with RouteMatch for the AVL system.

Mr. Deville noted that the agency is looking to replace the software but has not completed a new RFP and it is therefore necessary to continue the contract with RouteMatch.

It was noted that the final amount was negotiated down from an original billed amount of \$212,000 to \$117,500.

Ms. Perkins moved that the CEO is authorized to renew the annual technical support, maintenance, and warranty contract with RouteMatch through July 31, 2021, for an amount of \$117,500 and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**12. Consideration of authorization to designate The Advocate as the official journal of CATS as set forth in the CAT Board of Commissioners Bylaws**

**Mr. Abadie noted that this is a formality and is required annually. He shared that CATS has designated The Advocate as it has the highest circulation in the area.**

**Mr. Lambert moved that The Advocate is hereby designated as the official journal of Capital Area Transit System as set forth in the Capital Area Transit System Bylaws and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.**

**Mr. Lambert moved to amend the agenda to take public comments before entering into executive session and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.**

**VIII. PUBLIC COMMENT**

**Shavez Smith, who has been an ATU officer since 2019, said there is a problem with the Training Department because we cannot keep operators. The taxpayers deserve better. Social distancing is not being provided for customers or operators and strapping customers in a wheelchair is a problem because customers are not wearing masks. Operators are not being treated fairly.**

**Yvette Rhines, ATU Local 1546 President, said a bus went up in flames on an operator and there are safety issues at CATS. The board needs to step in and do something. A customer pulled a gun on an operator and there was no footage available from the bus. Another customer ripped off the tape for social distancing and no one is doing anything. Operators' lives are in danger and they are not safe.**

**Ms. Green asked what safety measures are in place and Ms. Williams shared that Unit 1 is called when there is an incident, and Unit 1 sends a supervisor to the scene. She noted that Baton Rouge Police Department must get involved if a customer is to be banned.**

**Ms. Green noted that CATS cannot force people to wear masks; we can only strongly encourage it.**

**Ms. Green asked that a report be compiled of banned customers and shared with the board members as well as the union leadership.**

Mr. Abadie referenced a letter written by Ms. Thomas related to wheelchairs being secured in vehicles and noted that outside counsel reviewed the issue before it was distributed to the staff.

Mr. Bellue moved that the board enter into executive session to discuss the pending litigation that is referenced in Action Items 13 and 14. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

Upon the completion of the executive session, the board continued in regular session.

## **IX. CONTINUATION OF ACTION ITEMS**

- 13. Consideration of authorization to settle the claims of Dawn Altazan under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 681,503, Section 25; and that Dawn Altazan is the plaintiff and Leatrice Gray, Capital Area Transit System, Jonise Williams, and Progressive Insurance Company are the defendants.)**

Ms. Pierre moved that the CEO is authorized to settle the claims of Dawn Altazan for the sum of thirteen thousand five hundred and 00/100 (\$13,500) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

- 14. Consideration of authorization to settle the claims of Linda Clayton 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 19<sup>th</sup> Judicial District Court and is Suit Number 665,144, Section 27; and that Linda Clayton is the defendant and Capital Area Transit System, State Farm Mutual Automobile Insurance Company, and Robert Tate are the defendants.)**

Ms. Pierre moved that the CEO is authorized to settle the claims of Linda Clayton for the sum of sixty thousand and 00/100 (\$60,000) dollars under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as

amended. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**X. ADJOURNMENT**

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

DRAFT



CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
JULY 21, 2020  
4:30 p.m.  
Virtually and at the CATS Administrative  
Office Building  
350 North Donmoor Avenue  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue (physically present), Breaux, Cohran, Hill, Lambert, and O’Gorman (physically present) and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JUNE 23, 2020 MEETING**

Mr. Lambert moved to approve the minutes of the June 23, 2020, meeting and Mr. Hill seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue read the agenda into the record and noted that public comments would be accepted via email at [catsboard@brcats.com](mailto:catsboard@brcats.com) until the beginning of the action items section of the agenda. He noted that all public comments would be read into the record.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville shared that the agency continues to waive fares and enforce limited seating and rear entry for those without mobility impairments. The agency continues to monitor COVID-19 status, daily ridership trends, and local news conferences and announcements from elected officials.

Mr. Deville noted that Governor Edwards announced the continuation of Phase 2 for COVID recovery and the agency's protocols would continue as they are.

Ms. Williams noted that there are currently 145 total operators. There are 111 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Ms. Williams shared that ridership for June was 110,415, which is slightly higher than ridership in May 2020 but still less than June 2019. The on-time performance was 64.01%. The percentage of trips operated in June was 97.71%. The agency operated 196,474 miles. There were 2.0 preventable accidents per 100,000 miles in June and 7,557 mean miles between road calls.

Ms. Williams informed the members that operations will be working to improve performance measures.

Ms. Thomas shared that the role of Facilities/Contracts Manager, along with Buildings and Grounds, has been moved to Administration, and the Custodial Staff has moved to the Maintenance Department. This will improve efficiency, increase effectiveness, and streamline processes. The Facilities Manager will be able to work more closely with Procurement and employees covered under the Collective Bargaining Agreement will be under Operations.

The current operator training class has 13 cadets who have completed their third party testing, received their CDLs, and are with the line instructors. There is one cadet still in training and six that have joined Operations full time. The cadets will have a thorough review of the employee handbook.

The following positions are being advertised at this time: mechanic, bus operator, maintenance supervisor, information technology

analyst, electronics technician, buildings and grounds crew, and planning and capital projects manager.

The COVID-19 Task Force continues to meet and is working with vendors to keep adequate supplies of PPE stocked for the agency. CATS is preparing for a mask giveaway for customers.

To date, the following supplies have been distributed to CATS employees: 4,470 surgical masks; 310 cloth masks; 1,578, 4-ounce bottles of hand sanitizer; 34,450 pairs of gloves; 3,264, 32-ounce bottles of disinfectant; and 87 cases of pull-roll paper towels.

Mr. Deville shared that CATS has been monitoring the ridership daily since the onset of the Stay at Home Order from Governor Edwards. Ridership trends are down, still in the area of 3,000 daily riders versus the 8,000 daily riders pre-COVID.

There will likely be no new service through the end of the year as a result of COVID.

Mr. Deville noted that a major milestone was accomplished with approvals received from both the State Historic Preservation Office and environmental clearance from the FTA.

Mr. Abadie let the members know that that the sale of property for the North Baton Rouge Transit Center has one remaining hurdle in that the resolution adopted by the LSU Board of Supervisors calls for the signature of F. King Alexander, who is no longer at LSU. Mr. Abadie is hopeful the matter will be resolved by September.

Mr. Deville noted that CATS continues meeting with principals involved in the Baker Park and Ride project.

Mr. Cutrone presented the June financials and noted that the total current assets as of June 30, 2020, are \$34,987,294. The total assets are \$56,599,059. The total current liabilities are \$10,856,141 and the total liabilities are \$14,352,099. The total net assets are \$42,246,960, compared to \$43,669,820 in 2019.

The total operating expenses for the month of June are \$2,203,735.

The total CATS-generated operating revenues for the month as of June 30, 2020, are \$70,178. The total non-federal subsidies for the month are \$2,007,609 and the total federal subsidies are \$2,282,411. The net operations balance as of June, 2020, is \$1,927,313.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

**Mr. Bellue referred the members to the highlights of the minutes of the July 16<sup>th</sup> meeting and shared the highlights. He noted that all the action items to be presented were recommended for approval by the committee.**

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

**Dr. Breaux noted the committee did not meet.**

### **3. Audit: Mr. Cohran**

**Mr. Cohran noted the committee did not meet.**

### **4. Planning: Mr. Kevin O’Gorman**

**Mr. O’Gorman referred the members to the highlights of the minutes of the July 15<sup>th</sup> meeting and shared the highlights. He noted that the committee was updated on service planning, BRT, transit centers, and task orders for the on-call consultants.**

### **5. Community Relations: Ms. Linda Perkins**

**Ms. Perkins noted that the committee had not met since March as a result of COVID-19.**

**Mr. Cooksey shared that ridership on CATS On Demand has decreased as a result of COVID-19.**

**Mr. Cooksey noted that CATS On Demand had 3,935 scheduled trips in May. Of those, 112 were cancellations and 157 were no shows, for a total of 3,823 completed trips.**

**The on-time performance for the month was 84.6%.**

## **VII. ACTION ITEMS**

**It was noted by Mr. Bellue that no written public comments were submitted.**

### **1. Consideration of authorization to renew website redesign and hosting services contract with Covalent Logic**

**Ms. McNaylor shared that the website was redesigned by Covalent Logic and they have continued to host the site.**

**This is the third year of the contract and it allows for a revamp and additional functionalities to be built in the content management of the site.**

**It was noted that the hosting fee is \$4,000 annually and that a refresh of the site and additional functionality is approximately \$10,000. The agency is asking to renew the contract at a cost not to exceed \$16,000.**

**Ms. Perkins moved that the CEO is authorized to renew the website redesign and hosting services contract with Covalent Logic for an amount not to exceed \$16,000 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.**

**It was noted that Thomas Cating is the new Procurement Manager for the agency.**

**2. Consideration of authorization to execute task order for Atlas Technical Consultants for Program Management**

**Ms. Thomas noted that they will work with CATS to develop procedures and standards used to govern overall management of the project, which will include project initiation, document controls and reporting, communications controls, schedule management, budget management, and project identification and prioritization.**

**It was noted they will work to augment CATS staff as well as to provide program management.**

**Ms. Perkins moved that the CEO is authorized to execute a task order with Atlas Technical Consultants for program management services through July 21, 2021, at a cost not to exceed \$354,770 and Mr. Cohran seconded the motion. Mr. Lambert abstained. Mr. Bellue invited public comment and there was none. The motion passed with one abstention.**

**3. Consideration of authorization to execute task order for HNTB Corporation for Transit Development Plan**

**Ms. Thomas shared that the task order for HNTB encompasses project management, public/stakeholder engagement coordination,**

organizational review, transit vision and strategic plans, proposed capital program, funding strategies, and an implementation plan.

The first task will be primarily focused on transit vision, strategic plans and the proposed capital program.

Ms. Perkins moved that the CEO is authorized to execute a task order with HNTB Corporation for transit development plan services through July 21, 2021, at a cost not to exceed \$350,000 and Mr. Hill seconded the motion. Mr. Lambert abstained. Mr. Bellue invited public comment and there was none. The motion passed with one abstention.

**4. Consideration of authorization to execute task order for The Goodman Corporation for Microtransit implementation**

Ms. Thomas shared that The Goodman Corporation will be working on project management and final report production, review of accessible transit conditions, stakeholder engagement/public outreach, developing accessible transit options, and the implementation plan.

The first project to be undertaken will be to rework and rebid the microtransit service project. This will be done with a proprietary tool developed by Cambridge Systematics.

Ms. Perkins moved that the CEO is authorized to execute a task order with The Goodman Corporation for microtransit implementation services through July 21, 2021, at a cost not to exceed \$160,000 and Ms. Pierre seconded the motion. Mr. Lambert abstained. Mr. Bellue invited public comment and there was none. The motion passed with one abstention.

**VIII. PUBLIC COMMENT**

There were no public comments.

**X. ADJOURNMENT**

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



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
AUGUST 18, 2020  
4:30 p.m.  
Virtually and at the CATS Administrative  
Office Building  
350 North Donmoor Avenue  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

Present at the meeting were Messrs. Bellue (physically present), Breaux, Hill, Lambert, and O’Gorman and Mss. Green, Perkins (physically present), and Pierre. Mr. Cohran was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF JULY 21, 2020 MEETING**

Ms. Perkins moved to approve the minutes of the July 21, 2020, meeting and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue read the agenda into the record and noted that public comments would be accepted via email at [catsboard@brcats.com](mailto:catsboard@brcats.com) until the beginning of the action items section of the agenda. He noted that all public comments would be read into the record.

Mr. Bellue noted that the meeting had been advertised as a virtual meeting and was available via zoom.

Mr. Bellue shared that the September board meeting would be held on the fourth Tuesday, September 22, 2020, to allow for more time to consider the millage roll forward. The board members will be asked to consider the millage roll forward at the meeting in September. If anyone has questions, they should contact either Mr. Bellue or Mr. Deville.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville shared that the agency continues to waive fares and enforce limited seating and rear entry for those without mobility impairments. The agency continues to monitor COVID-19 status, daily ridership trends, and local news conferences and announcements from elected officials.

Mr. Deville noted that the operator barriers should be installed in September.

Ms. Williams noted that there are currently 148 total operators. There are 104 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Ms. Williams let the committee know that ridership for July was 97,366, which is lower than June and remains lower than ridership in 2019. She noted the ridership is expected to increase in August and September with some schools reopening and as the Executive Order changes. The on-time performance was 63.31%. Operations is increasing the focus on street supervision in an effort to increase the OTP. Supervisors will be monitoring arrival and departure times, as well as passenger loads at the transfer centers. Supervisors will be providing their feedback on areas for improvement. The percentage of trips operated in July was 98.32%. The agency operated 202,135 miles. There were 3.0 preventable accidents per 100,000 miles in July and 4,930 mean miles between road calls. There were three mirror taps and three additional accidents that contributed to the preventable accidents for the month.

Ms. McNaylor shared an update on communications efforts since the onset of the COVID-19 pandemic. It was noted that CATS conducted resident and stakeholder surveys last year, and among the topics covered was the best way to receive

information. The agency learned that many in the community primarily receive their news via social media, The Advocate, and television stations. The Communications Department has worked throughout the year to target both social media and The Advocate, both print and digital, to reach not only customers but also the community at large.

When COVID-19 hit Baton Rouge, CATS wanted to make sure we were reaching our customers and the community in as many ways as possible to inform them of the agency's efforts to provide safe service in the form of additional cleaning, social distancing, and waiving fares.

The Communications Department maintained contact with riders via email updates, as well as website updates; these updates were daily in weeks and months following the pandemic and the subsequent Stay at Home Order.

There have been opportunities with The Advocate – in both print and digital formats – as well as WAFB.com to have paid messaging campaigns that have wide reaching results.

There have been several consecutive campaigns with The Advocate, and the agency has been running print and digital ads for nearly five months at discounted rates to share COVID-19 information.

CATS ads have performed exceptionally well on theadvocate.com, with an engagement rate more than twice the national average.

The Communications Department has continued to use shelter, buses, and the terminal to have print messages posted for customers.

Mr. Deville let the members know that Ms. Thomas is still out but that she is improving.

Mr. Deville informed the board members that Jim Fight resigned his position as Human Resources Director on August 7<sup>th</sup>, effective immediately. He is now working in Ohio.

Mr. Richards shared that the COVID-19 Task Force continues to meet and is working with vendors to keep adequate supplies of PPE stocked for the agency. CATS is preparing for a mask giveaway for customers. He noted that the committee is working on a COVID-19 policy that he hopes to have completed and ready for board review in September.

**Mr. Gaudet shared that the current level of service will continue through the end of the year.**

**It was noted that the run-cut pick for September will tweak certain routes and run time adjustments in response to ridership, route checking, scheduling reassessment, on-time-performance, stakeholders' requests, etc. It will also provide operators an opportunity to sign up for new routes/work days that will operate until the first run pick of 2021.**

**Mr. Gaudet informed the board that there will be added recovery time now that can be utilized to increase schedule adherence when ridership increases. He noted that more buses will be waiting longer for now so that the time can be used later.**

**Mr. Gaudet shared that RouteMatch has always had challenges and those issues persist. Mr. Deville noted that Mr. Anthony has done a tremendous job getting RouteMatch to be as effective as possible.**

**Mr. Deville let the members know that the task orders have been executed with Atlas Technical, HNTB, and The Goodman Corporation. He shared that the project manager with Atlas, Jonathan Charbonnet, has office space at the Donmoor location.**

**Mr. Deville noted that the competitive selection and approval of Tyler Technologies as the CATS ERP system is complete. Additionally, the competitive selection and approval of Intueor Consulting, Inc. to manage the implementation of Tyler ERP is complete.**

**The agency is seeking scheduling/AVL system software and is participating in multiple demos from potential vendors.**

**Mr. Abadie shared that the LSU Board of Supervisors would pass a new resolution for the sale of the property in North Baton Rouge and it should be done by September.**

**Mr. Deville let the board know that the agency was able to submit its data for the National Transit Database (NTD) annual report.**

**It was noted that emergency generators were being installed at 2250 ahead of the heart of hurricane season and that a switch would be installed at the Donmoor location.**

**Mr. Cutrone presented the July financials and noted that the total current assets as of July 31, 2020, are \$34,830,484. The total assets**

are \$56,226,165. The total current liabilities are \$9,234,652 and the total liabilities are \$12,730,610. The total net assets are \$43,495,555.

The total operating expenses for the month of July are \$2,297,236.

The total CATS-generated operating revenues for the month as of July 31, 2020, are \$43,946. The total non-federal subsidies for the month are \$1,577,407 and the total federal subsidies are \$2,153,629. The net operations balance as of July 31, 2020, is \$1,248,594.

There was discussion of the board-restricted reserves being replenished and Mr. Cutrone noted that it would be reflected in the financials for the following month.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the August 13<sup>th</sup> meeting and shared the highlights. He noted that all the action items to be presented were recommended for approval by the committee.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

It was noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but had a meeting scheduled for Friday, August 21<sup>st</sup>.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the highlights of the minutes of the August 12<sup>th</sup> meeting and shared the highlights.

Ms. Perkins took a moment and let the board members know that Ke’Lin Dillard, daughter of Karen Denman, had passed away the evening prior. Mr. Cooksey noted that Ms. Dillard worked for MV and was respected by all who knew her.

Mr. Cooksey shared that CATS On Demand is performing well despite the challenges faced by the COVID-19 pandemic.

There were 4,486 scheduled trips in July. Of those, 4,468 were completed; 18 were cancellations and 126 were no-shows.

Mr. Cooksey noted that 38% of the trips were subscription and 62% were demand trips.

It was noted there were zero valid complaints for the month.

The on-time percentage for the month of July was 92.8%.

Mr. Cooksey let the board know that four new paratransit vans had been delivered to MV and were a great asset to the fleet.

Mr. Bellue noted that the period for public comments had concluded and that no public comments had been submitted.

## VII. ACTION ITEMS

1. Consideration of authorization to amend the settlement and judgement payment policy to increase the balance threshold for payments in full and to increase the contribution to the fund for 2020

Mr. Abadie informed the members that all settlements are paid quarterly, and when a settlement balance reaches \$2,000 or less, it is paid in full. By increasing this threshold to \$5,000, over 30 settlements will be paid in full.

Mr. Cutrone noted that there are administrative costs for both CATS and Mr. Abadie involved with each quarterly payment and increasing the threshold would reduce costs.

If the threshold is increased, the funds required pay the balances due would exceed the current quarterly contribution balance. Messrs. Cutrone and Abadie are recommending that the budget for this quarter only be increased from \$75,000 to \$150,000 to enable CATS to pay in full all settlements with balances of \$5,000 and below while leaving funds available to make payments on the remaining settlements.

Ms. Perkins moved that the following resolution be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. A roll call vote was taken. The motion passed unanimously.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
AMENDING EARLIER ADOPTED PROCEDURE FOR  
PAYING SETTLEMENTS AND JUDGMENTS**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that it hereby amends the resolution originally adopted on July 20, 2004, as amended in 2005, 2011, and 2016, and 2018 that provides for a procedure for paying settlements and judgments, by amending the language as follows:

Under the heading of “Settlement Payment Procedure”, amend Section 5(B) to the following:

- B.** If after the quarterly budget allocation the Settlement Account balance is greater than the total amount of approved settlements, then the settlements shall be paid in full. If the total amount of settlements is greater than the Settlement Account balance, then any settlements (or the remaining amounts to be paid on individual settlements) which are \$5,000.00 or less per claimant shall be paid from the balance in the Settlement Account to the extent funds are available to do so. If there are not adequate funds available, such claimants shall be paid on a prorata basis. If funds remain in the Settlement Account after the payment of these \$5,000.00 or less claims, then the amount of the balance shall be divided by the total monetary amount of the settlements then payable and the resulting percentage will be applied to each settlement to calculate the amount to be paid to each claimant. This procedure will be repeated at the end of each quarter.

**BE IT FURTHER RESOLVED** that this amendment shall be effective for payments made at the end of the third quarter of 2020 and shall continue thereafter.

**BE IT FURTHER RESOLVED** that the 2020 CATS budget is amended to increase the funds placed into the settlement fund for the third quarter of 2020 only by an additional \$75,000.00.

- 2.** Consideration of authorization to renew tire lease contract with Bridgestone America Tires

Mr. Godwin shared that CATS has a three year tire lease contract with Bridgestone America Tires; this is the first of two, one-year renewals available on the contract. The renewal is not to exceed \$200,000.

Ms. Perkins moved that the CEO is authorized to renew the tire lease contract with Bridgestone America Tires for a period of one year, to be effective from September 1, 2020 to August 31, 2021, and for an amount not to exceed \$200,000. Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. A roll call vote was taken. The motion passed unanimously.

**3. Consideration of authorization to extend period for compliance contract with Pierlott & Associates, LLC until March 31, 2021**

Mr. Deville reported that the work being done by Pierlott & Associates was halted as a result of COVID-19 when travel became untenable.

The contract with the firm has expired and it is necessary to add more time. There will be no additional costs associated with the contract.

Mr. Deville recommended that the contract be extended to March 31, 2021 to allow for ample time to complete the work within the current virus-mandated restraints.

Ms. Perkins moved that the CEO is authorized to extend the time period only on the compliance support contract for Pierlott & Associates until March 31, 2021 and Mr. Hill seconded the motion. Mr. Bellue invited public comment and there was none. A roll call vote was taken. The motion passed unanimously.

**VIII. PUBLIC COMMENT**

There were no public comments.

**X. ADJOURNMENT**

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



CAPITAL AREA TRANSIT SYSTEM

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**PUBLIC HEARING OF THE  
BOARD OF COMMISSIONERS  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
SEPTEMBER 22, 2020  
4:25 p.m.**

**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
SEPTEMBER 22, 2020  
4:30 p.m.**

**CATS Administrative  
Office Building  
350 North Donmoor Avenue  
Baton Rouge, LA 70806**

## **MINUTES OF THE PUBLIC HEARING**

**I. CALL TO ORDER: Mr. Mark Bellue**

**Mr. Bellue called the hearing to order and noted this was a public hearing only and no action would be taken until the board meeting.**

**There were no comments from the board members.**

**Anthony Garland of the ATU International stated that the union is not against the millage and noted it is a good thing to have for transit. The union objections are that the agency is not being run well. The issues need to be resolved and those are internal issues.**

**It was noted that the hearing and subsequent board meeting were being recorded and there was a live video and audio feed into the overflow room that was established to be in compliance with social distancing guidelines.**

There being no further comments, the hearing adjourned.

## MINUTES OF THE BOARD MEETING

### I. CALL TO ORDER: Mr. Mark Bellue

Mr. Bellue called the meeting to order.

### II. ROLL CALL: Ms. Amie McNaylor

Present at the meeting were Messrs. Bellue, Breaux, Hill, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Mr. Cohran was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

### III. APPROVAL OF MINUTES OF AUGUST 18, 2020 MEETING: Mr. Mark Bellue

Ms. Pierre moved to approve the minutes of the August 18, 2020, meeting and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

### IV. PRESIDENT’S ANNOUNCEMENTS: Mr. Mark Bellue

Mr. Bellue thanked those assembled for attending the meeting.

He noted that an “overflow” room had been set up to accommodate the members of the public in attendance.

Mr. Bellue reviewed the public comment process and noted that general public comments are heard at the end of the meeting.

### V. ADMINISTRATIVE MATTERS

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

Mr. Deville let the board know that there were some early struggles with the on-time-performance but it has improved about 10% over the least three months.

Mr. Deville shared that the agency continues to run essential lifeline service and it will be in place until January. The agency continues to monitor ridership trends, news conferences, and announcements from local and state officials.

The COVID Task Force completed updating policies for COVID and is installing temperature checks and hand sanitizing stations will be coming next week.

Mr. Deville gave the operations report for Ms. Williams, who was out. It was noted that there are currently 156 total operators. There are 107 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Mr. Deville shared that ridership for August was 105,704. The on-time performance was 68.45%. The percentage of trips operated in August was 98.97%. The agency operated 203,556 miles. There were zero preventable accidents per 100,000 miles in August and 4,965 mean miles between road calls.

It was noted that the agency is hiring a Human Resources Consultant on an interim basis to work with the department. Gallagher will perform an executive search for a Human Resources Director on behalf of CATS.

CATS is holding a voter registration drive on September 30<sup>th</sup> and October 1<sup>st</sup> at the CATS terminal and at the Cortana Transit Center. There will also be a mask giveaway on those days.

Mr. Deville introduced the new CATS Planning Director Cheri Soileau. She comes to the agency with a great blend of expertise in service planning and is a certified planner with a number of years of experience in planning and MPO work.

Mr. Cutrone presented the August financials and noted that the total current assets as of August 31, 2020, are \$29,501,226. The total assets are \$56,132,869. The total current liabilities are \$7,864,637 and the total liabilities are \$11,360,595. The total net assets are \$44,772,274.

The total operating expenses for the month of August are \$1,962,991.

The total CATS-generated operating revenues for the month as of August 31, 2020, are \$90,712. The total non-federal subsidies for the month are \$1,481,667 and the total federal subsidies are \$1,896,482. The net operations balance as of August 31, 2020, is \$1,276,719.

2. Appointment of committee to evaluate the operations of CATS: Mr. Mark Bellue

Mr. Bellue informed the members that he would be appointing a committee to make recommendations to the Board hopefully by the December meeting.

Vice-President Erika Green, Treasurer Kahli Cohran, and Board member Johnathan Hill expressed interest in serving on the committee. If anyone else is interested, he requested that the member let him know.

Some of the areas to be reviewed by the committee will be the flow of information between management and the board, board policy regarding authority levels for executing contracts, and the current performance measures and whether or not they need to be revised.

The goals and objectives of the committee will be defined by the members and they will make their presentation of recommendations to the board members and management.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the minutes of the September 17<sup>th</sup> meeting and shared the highlights. He noted that all the action items to be presented were heard. The millage roll forward is being brought to the board with no recommendation or action taken by the F&E Committee. All other items were unanimously recommended to the full board.

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

Dr. Breaux referred the members to the minutes of the September 15<sup>th</sup> meeting and shared the highlights. He noted that there were no action items. The Emergency Preparedness Policy was presented and staff indicated all other items are a work in progress.

### **3. Audit: Mr. Cohran**

It was noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee met on August 21<sup>st</sup> and would be meeting again in the coming weeks.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the September 16<sup>th</sup> meeting and shared the highlights.

Mr. Cooksey informed the members that Mr. Jermaine Kelly was named MV Operator of the Quarter and will be eligible for the Operator of the Year.

Mr. Cooksey noted that CATS On Demand had 4,407 scheduled trips in August. Of the scheduled trips, 4,229 were completed; 32 were cancellations and 146 were no-shows.

Mr. Cooksey noted that 34% of the trips were subscription and 66% were demand trips. He informed the board that there was one valid complaint for the month.

Mr. Cooksey noted that the on-time performance for the month was 89%. It was noted that there was one road call for the month.

Mr. Cooksey shared that there may be an increase in ridership in October since Governor Edwards has moved the state to Phase 3.

## VII. ACTION ITEMS

1. Consideration of authorization to purchase five support vehicles from State Contract

Mr. Godwin shared that the agency is seeking to purchase five Chevy Traverse vehicles to replace the aged Dodge Nitro vehicles that have been used by the Street Supervisors.

Mr. Lambert moved that the CEO is authorized to purchase five Chevrolet Traverse support vehicles from the State Contract for an amount not to exceed \$124,832.00 and Mr. Hill seconded the motion. Mr. Bellue invited public comment and Mr. Garland stated that the ATU submitted a pandemic policy to CATS in March and was never contacted. Mr. Bellue informed Mr. Garland that general public comments would be heard at the end of the meeting and that at this point, comments were being taken for this action item. Mr. Garland acknowledged his understanding. The motion passed unanimously with no abstentions.

2. Consideration of authorization to renew graphic design services contract with Rokit Science Agency, Inc.

Ms. McNaylor informed the members that CATS is completing its second year with Rokit Science and the relationship has been productive and beneficial. She noted there was a summary in the member's packets of work that has been done in the last 12 months and noted that the agency pays a \$95 per hour fee for most of the work done, with the exception of photography and videography work.

The first year of the contract was not to exceed \$125,000 and the second year was not to exceed \$160,000. Through 11 months of the contract and projecting the cost for September, it is expected that CATS will have spent approximately \$135,000.

Mr. Bellue noted that he was pleased with the level of work produced, especially considering the pricing.

The contract is being recommended for renewal at the same cost, not to exceed \$160,000.

Ms. Perkins moved that the CEO is authorized to renew the graphic design services contract with Rokit Science Agency, Inc. for a period of one year and an amount not to exceed \$160,000.00 and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**3. Consideration of authorization to enter into a contract with Hitachi for technical services**

Ms. Thomas shared that the contract is to work on the Accelerating Innovative Mobility (AIM) grant that was awarded to CATS by the FTA. This grant will work to improve the customer experience and introduce new technology.

There was no solicitation for the project because the vendor relationship had to be established prior to the grant application.

The project has a total cost of \$300,000. The grant award was \$250,000, and the local match from CATS will be \$50,000.

It was noted that CATS may consider rear-entry payment methods and tap pay options.

Ms. Perkins moved that the CEO is authorized to enter into a contract with Hitachi for technical services related to the AIM grant and Mr. Hill seconded the motion. Mr. Bellue invited public comment and Anthony Garland asked to speak on this item.

Mr. Garland inquired as to why the agency would invest in rear entry payment methods when the pandemic is over and people will move back to front entry.

It was noted that the agency is looking at long-term rear entry payment and not just for the period of the pandemic.

Mr. Garland inquired why this was being pursued when there will not be an attendant in the back and Mr. Bellue shared that this is simply one consideration.

Shavez Smith asked when the program would be implemented and it was noted that CATS and Hitachi would come back at a later date with implementation plans. Ms. Green noted the paperwork states a timeline of September 2020-2023.

Mr. O’Gorman asked if CATS would be required to pay additional funds related to the project with Hitachi and Ms. Thomas said the project would require more money. The agency will continue to seek additional grant funding to maintain the project once the initial grant is expended. Ms. Thomas indicated that staff would bring any future expenditures to the Board for approval.

The motion passed unanimously with no abstentions.

**4. Consideration of authorization to bind Automobile Physical Damage Coverage with renewal premium not to exceed \$74,900**

Ms. Thomas noted that CATS is required to have terrorism coverage and the renewal of the current automobile physical damage policy covers all vehicles owned by CATS, as well as the property at 2250 through September 2021. Stone Insurance is the agency of record for this policy.

Mr. Lambert moved that the CEO is authorized to renew the automobile physical damage coverage for an amount not to exceed \$74,900.00 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**5. Consideration to amend bylaws to designate the principal office of CATS**

Mr. Abadie noted this was a housekeeping matter and it pertains to the posting of notices.

After a brief discussion, it was decided that this item would be deferred.

6. Adopt and levy the adjusted millage rate of 10.060 mills as determined at reassessment for the City of Baton Rouge for 2020 and to adopt and levy the adjusted tax millage rate of 9.600 mills as determined at reassessment for the City of Baker for 2020

Following Mr. Bellue's reading of the item, Mr. Abadie read the resolution set forth below into the record.

Mr. Abadie noted that this is not the "roll forward" item. It is the item that must be considered annually for CATS to receive its property tax revenue.

2020 was a reassessment year and since the taxable value of the property in Baton Rouge and in Baker increased, the millage rates for each are adjusted down to so that the agency receives the same amount of funds as it did the prior year. The "roll forward" up to the maximum millage rates will be considered after this item.

Ms. Pierre moved that the board adopt the following resolution and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. A roll call vote was taken and voting "yes" were Messrs. Bellue, Breaux, Hill, Lambert, and O'Gorman and Mss. Perkins and Pierre. There were no "no" votes and no abstentions. Mr. Cohran and Ms. Green were absent. The motion passed unanimously by a vote of seven (7) "yes" votes and zero "no" votes.

#### RESOLUTION

BE IT RESOLVED, by the Board of Commissioners of Capital Area Transit System of the Parish of East Baton Rouge, Louisiana, in a public meeting held on September 22, 2020, which meeting was conducted in accordance with the Open Meetings Law and the additional requirements of Article VII, Section 23(C) of the Louisiana Constitution and R.S. 47:1705(B), that the following adjusted millage rates be and they are hereby levied upon the dollar of the assessed valuation of all property subject to ad valorem taxation within said Parish for the year 2020, for the purpose of raising revenue:

#### MILLAGE

Capital Area Transit System

tax in the City of Baton Rouge 10.060 mills

Capital Area Transit System  
tax in the City of Baker 9.600 mills

**BE IT FURTHER RESOLVED** that the Assessor of the Parish of East Baton Rouge, shall extend upon the assessment roll for the year 2020 the taxes herein levied, and the tax collector of said Parish shall collect and remit the same to said taxing authority in accordance with law.

7. **Adopt the increased ad valorem tax millage rate of 10.600 mills to be levied for the City of Baton Rouge for 2020 and to adopt the increased ad valorem tax millage rate of 10.600 mills to be levied for the City of Baker for 2020 (Roll Forward)**

Following Mr. Bellue’s reading of the item, Mr. Abadie read the resolution set forth below into the record. He noted this is the roll forward item.

Mr. Abadie informed the members that unless the agency “rolls forward”, the agency will receive the same amount of funds from property tax revenues for Baton Rouge and Baker as last year. If the agency votes to “roll forward” to its maximum mileage rate of 10.600 mills, the rate set in 2012, for Baton Rouge and for Baker, the increase in tax revenue to CATS from Baton and from Baker would be approximately \$1,075,000.

Mr. Abadie shared that the “roll forward” is not required for 2020, but it must be done prior to the next reassessment. If it is not done, the adjusted mileage rates will remain.

It was noted that many agencies are choosing to forego the roll forward given the hardships being faced by so many families related to COVID-19.

There were no public comments. A roll call vote was taken. There were no “yes” votes. Voting “no” were Messrs. Bellue, Breaux, Hill, Lambert, and O’Gorman and Mss. Perkins and Pierre. Mr. Cohran and Ms. Green were absent. The motion failed by a vote of seven (7) “no” votes and zero “yes” votes.

## RESOLUTION

**BE IT RESOLVED**, by the Board of Commissioners of Capital Area Transit System of the Parish of East Baton Rouge, Louisiana, in a public meeting held on September 22, 2020, which meeting was conducted in accordance with the Open Meetings Law and the additional requirements of Article VII, Section 23(C) of the Louisiana Constitution and R.S. 47:1705(B), that the taxing district voted to increase the millage rates, but not in excess of the prior year's maximum rates, on all taxable property shown on the official assessment roll for the year 2020, and when collected, the revenues from said taxes shall be used only for the specific purposes for which said taxes have been levied. Said millage rates are:

	Adjusted Rate	2020 Levy
Capital Area Transit System tax in the City of Baton Rouge	10.060 mills	10.600 mills
Capital Area Transit System tax in the City of Baker	9.600 mills	10.600 mills

**BE IT FURTHER RESOLVED** that the Assessor of the Parish of East Baton Rouge, shall extend upon the assessment roll for the year 2020 the taxes herein levied, and the tax collector of said Parish shall collect and remit the same to said taxing authority in accordance with law.

Since there were members of the public present to speak and since the next two items may require executive session, Mr. Lambert moved to amend the agenda to take public comments ahead of action items 8 and 9 and Ms. Perkins seconded the motion. Mr. Bellue invited public comments and there was none. The motion passed unanimously with no abstentions. Ms. Green was not present for the vote.

**VIII. PUBLIC COMMENT**

Mr. Garland spoke and stated that he presented a written statement to the board. The union presented a pandemic policy and nothing has been discussed since it was given to management. There should be a joint labor- management discussion.

Mr. Garland noted there is a loophole allowing the CEO to sign contracts in an amount up to \$50,000.

The union has made a records request and would like a response.

Employees are not treated with respect and the agency has bad buses that need to be addressed.

**Mr. Garland wants a forum for these issues to be handled internally.**

**Connie Drake spoke and stated it isn't fair to paint a picture that things are so bad simply because employees have been terminated. Things were never this bad for those employees when the employees were working here.**

## **IX. CONTINUATION OF ACTION ITEMS**

- 8. Consideration of authorization to settle the claims of Michael Rhines under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 677,953, Section 26; and that Michael Rhines is the plaintiff and Calpurnia Dotson and Capital Area Transit System are the defendants.)**

**Mr. Lambert moved that the board enter executive session to discuss the pending lawsuits in Action Items 8 and 9. Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Ms. Green was not present for the vote.**

**After returning from executive session, Ms. Pierre moved that the CEO is authorized to settle the claims of Michael Rhines for the sum of Fifty-Five Thousand and 00/100 (\$55,000.00) Dollars plus court costs under the terms and conditions of the settlement and judgement payment policy adopted by the Board on July 20, 2004 as amended. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously. Ms. Green was not present for the vote.**

- 9. Consideration of authorization to settle the claims of Donnie Carey under the terms of the settlement and judgment 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 19<sup>th</sup> Judicial District Court and is Suit Number 657,491, Section 21; and that Donnie Carey is the plaintiff and Capital Area Transit System and Gloria Smith are the defendants.)**

**After returning from executive session, Ms. Perkins moved that the CEO is authorized to settle the claims of Donnie Carey for the sum of**

**Twenty Thousand and 00/100 (\$20,000) Dollars plus court costs under the terms and conditions of the settlement and judgment payment policy adopted by the Board on July 20, 2004 as amended. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Ms. Green was not present for the vote.**

**X. ADJOURNMENT**

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

DRAFT



**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
OCTOBER 20, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

**Mr. Bellue called the meeting to order.**

**II. ROLL CALL: Ms. Amie McNaylor**

**Present at the meeting were Messrs. Bellue, Breaux, Cohran, Hill, Lambert, and O’Gorman and Mss. Green and Perkins. Mrs. Pierre was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.**

**III. APPROVAL OF MINUTES OF SEPTEMBER 22, 2020 MEETING: Mr. Mark Bellue**

**Ms. Perkins moved to approve the minutes of the September 22, 2020, meeting and Dr. Breaux seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.**

**IV. PRESIDENT’S ANNOUNCEMENTS: Mr. Mark Bellue**

**Mr. Bellue thanked those assembled for attending the meeting.**

**Mr. Bellue reviewed the COVID-19 restrictions in place per BREC guidelines. He noted that any members of the staff and public who wished**

to attend the meeting would need to observe from the hall once the allocated seats were filled.

Mr. Bellue reviewed the public comment process and noted that general public comments are heard at the end of the meeting.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville shared that the FTA is working with the State of Louisiana on a vaccine for COVID-19 to be released to the public.

Mr. Deville let the board know that Governor Edwards announced last week that Louisiana will remain in Phase 3 for another four weeks, through November 6<sup>th</sup>, as he cautiously and incrementally releases restrictions.

Mr. Deville shared that the agency has installed sanitization stations at all admin facilities and has installed digital temperature check stations at employee, customer, and visitor entrances at the CATS OAM and Terminal facility, as well as the Donmoor office. A “how-to” video has been produced that lets both employees and visitors know the protocol for the temperature check stations, and these have been shared on the agency’s social media pages and the employee portal.

Mr. Deville gave the operations report for Ms. Williams, who was out. It was noted that there are currently 153 total operators. There are 107 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers’ Comp.

Mr. Deville shared that ridership for September was 111,403. The on-time performance was 68.87%. The percentage of trips operated in September was 99.21%. The agency operated 196,900 miles. There were zero preventable accidents per 100,000 miles in September and 5,049 mean miles between road calls.

It was noted that CATS has hired Amy Cannon as the Interim Human Resources Director while a search for a director is conducted by Gallagher.

Human Resources and Operations are working together on a plan to bring operators back into service, including various forms of training. Human Resources Emotional Training will be October 28<sup>th</sup>.

**There was discussion of ridership and an inquiry was made as to whether ridership is down because of demand or reduced service. It was noted that service has decreased 30-40% and there is an hour between buses on most routes.**

**Ms. Soileau noted that CATS is beginning to work on the February 2021 service change; as we move forward, the agency will be looking at several options which depend on the phase of the pandemic and resource availability.**

**The BUILD grant agreement between the City-Parish and the USDOT has not yet been signed, but discussions regarding station design and other elements have been ongoing.**

**There are roadway repairs being done by DPW underway at the Cortana Transit Center.**

**Federal funding is being sought to fund amenities needed for the relocation of the downtown site to Florida at I110. The agency will be looking at traffic impacts.**

**CATS is awaiting word from LSU regarding the wiring instructions for the transfer of funds for the North Baton Rouge property.**

**CATS continues meetings with CRPC and the City of Baker for the Baker Park and Ride, and a planning study by CRPC and the City of Baker is the next step.**



**The Goodman Corporation has completed surveys with both the riders and bus operators. They are also in the process of collecting data to analyze origin/destinations throughout the planning area for the Microtransit service.**

**HNTB is working to collect the data for the Transit Development Plan and will be interviewing key staff as the first step of the organizational review task.**

**The Tyler Technology kick-off has taken place and training sessions are in Phase I; financial modules have been scheduled for the next three months.**

**Planning and Operations, along with AVL and Maintenance staff are seeking solutions for scheduling/AVL software.**

**Mr. Deville shared that Atlas Technical scheduled a kickoff meeting with the CATS CEO and its public engagement sub-consultant**

**Emergent Method.** Atlas and Emergent conducted the second meeting with CATS staff on October 15<sup>th</sup>.

The Goodman Corporation is wrapping some of its research on the Microtransit project and they will be conducting a procurement workshop for CATS staff.

Mr. Cutrone presented the September financials and noted that the total current assets as of September 30, 2020, are \$31,068,894. The total assets are \$55,371,908. The total current liabilities are \$6,490,139 and the total liabilities are \$9,986,097. The total net assets are \$45,385,812.

The total operating expenses for the month of September are \$2,225,566.

The total CATS-generated operating revenues for the month as of September 30, 2020, are \$89,753. The total non-federal subsidies for the month are \$1,619,167 and the total federal subsidies are \$1,359,335. The net operations balance as of September 30, 2020, is \$613,538.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue noted the committee did not meet.

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

Dr. Breaux noted the committee did not meet but that they are looking forward to receiving emergency plans from staff.

### **3. Audit: Mr. Cohran**

It was noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but a few of the board members did have an opportunity to meet with the new Planning Director.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the highlights of the minutes of the October 14<sup>th</sup> meeting and shared the highlights. She noted the agency only had one customer complaint and there were zero pass ups for the month.

Ms. Perkins noted that Mr. Cooksey has moved from CATS On Demand and the new manager Serena Thomas would be at the November board meeting.

## VII. ACTION ITEMS

### 1. Consideration of authorization to approve absences of Kahli Cohran

Mr. Bellue let the board know that this is a requirement when a board member misses two of any three regularly scheduled meetings.

Mr. O’Gorman moved that the board adopt the resolution approving the absences of Mr. Cohran and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion carried unanimously with no abstentions.

#### RESOLUTION APPROVING ABSENCES OF KAHLI COHRAN

WHEREAS, state law in Revised Statutes 48:1456E provides that a member of the CATS Board of Commissioners “shall be deemed to have abandoned his office upon failure to attend two of any three consecutive regularly scheduled meetings without an excuse approved by a resolution of the board at its next regular meeting”;  
and

WHEREAS, it was necessary for Kahli Cohran to be absent from the board meetings held on August 18, 2020, and September 22, 2020;

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that it approves the absences of Kahli Cohran from its meetings held on August 18, 2020, and September 22, 2020.

### 2. Consideration to amend paratransit services contract with MV Transportation

Ms. Thomas noted that CATS is requesting to change the rate from \$46.20 to \$55.44 because of the effect of the reduction in service due to COVID-19. She noted that this would not change the amount of the contract. The request is to be retroactive to January 2020.

It was noted there is no language referencing a pandemic in the contract so the contract would be amended to reflect that as a justification to amend the contract because this language was not added in 2017.

Ms. Thomas shared this amendment is needed because MV has suffered economic loss as a result of the pandemic and their service has been cut in half.

It was noted that CATS attorney Mr. Abadie has not seen the requested changes to the contract. There were questions as to whether the pandemic language was similar to other disaster language.

There was a question related to the timing of the service rate increase and whether it would revert to the original rate and Ms. Thomas indicated it would revert to the original rate in January.

There was a question as to whether Ms. Thomas had been in contact with MV regarding this proposed change and Ms. Thomas noted that she had been in contact with MV.

There was an inquiry regarding the cash flow of MV and whether they could wait an additional month and Mr. Deville indicated they can wait.

It was decided that this item would be deferred until the next board meeting.

**3. Consideration of authorization to amend employment and labor services contract with Breazeale, Sachse, & Wilson, LLP**

Ms. Thomas shared that the contract for the legal services of Murphy Foster was exhausted and there needed to be an increase in the amount of the contract from \$50,000 to \$125,000.

Ms. Thomas noted this was based on billable rates, the work Mr. Foster has done, and the work remaining. She shared that the firm has done additional work related to investigations and there is more work pending.

Anthony Garland made a public comment and stated that CATS has three attorneys on its payroll. The Human Resources Department is dysfunctional and the management will not let them do their job. He said that Murphy Foster is not an HR professional.

George Decuir stated that he objected to the agency spending any more of CATS money on this fee. He noted it will cost CATS already more than \$100,000 in arbitration costs plus salary. Mr. Decuir stated that the CARES Act should not be used for this.

Ms. Green inquired as to whether there is a State hourly rate scale for legal fees. It was noted that the Attorney General's Office publishes an hourly fee schedule for state agencies and that there are exceptions to that schedule.

Ms. Green asked if this original contract was within the fee range and Ms. Thomas stated it was, and she stated that the work to be done would also be within range when Ms. Green inquired.

There was no motion on this item. Mr. Bellue recommended that this item be deferred and it was requested that the staff provide more detail on the cost, comparison to legal expenses in past years, and other relevant information.

**4. Consideration of authorization to execute task order for rider and stakeholder surveys with HNTB**

ETC Institute will be conducting surveys for the agency, and CATS has worked with them in the past.

Ms. Perkins moved that the CEO is authorized to execute a task order for rider and stakeholder surveys with HNTB for an amount not to exceed \$78,104 and Mr. Hill seconded the motion. Mr. Lambert abstained. Mr. Bellue invited public comment and there was none. The motion passed with one abstention.

**VIII. PUBLIC COMMENT**

Mr. Garland spoke and stated that he could see why there was a deficit every year when the board lets Mr. Deville spend so much money. The union wants to have a public reckoning and the board is not interested.

Mr. Garland stated that looking at the triennial reports shows a deficiency in competence. He said Mr. Deville goes over budget every single year.

Mr. Garland stated that if Murphy Foster is going to do the job of Human Resources, there is no need to have an HR Department. If the agency is going to have Mr. Foster in the role of Human Resources and COO then there is no need to have those positions.

**Mr. Garland stated that the agency spends 90% of the budget on consultants doing the work that should be done by people that are hired by CATS.**

**Mr. Garland stated that the CAO does not have a degree and she does not know what to do. She was hired as a consultant in the summer of 2019 and the financial committee warned CATS it would run a deficit by the end of the year of \$3.5 million. The agency hired Ms. Thomas for a six month period but gave her the permanent job in October and what happened to the rest of her contract? Mr. Garland stated that Ms. Thomas was being investigated by the State Licensing Board and was fined to the max for unethical practices but she is a signature on CATS accounts.**

**Mr. Deville stated for the record that Mr. Garland is completely wrong about the deficit remarks and he would get a report to the board between now and the next board meeting.**

**Yvette Rhines asked who looks into cancellations and why the board is not paying closer attention to that metric.**

**Ms. Rhines inquired if CATS is increasing the rate for MV for the riders or just for the consultants.**

**Darryl Hurst stated that CATS needs to look into the ditches near CATS bus stops. The agency needs to provide better maintenance and lighting at its stops.**

**Mr. Garland spoke again and reiterated the agency deficiencies.**

## **IX. ADJOURNMENT**

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



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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
NOVEMBER 17, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL: Ms. Amie McNaylor**

Present at the meeting were Messrs. Bellue, Breaux, Cohran, Hill, and Lambert, and Mss. Pierre and Perkins. Mr. O’Gorman and Ms. Green were absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF OCTOBER 20, 2020 MEETING: Mr. Mark Bellue**

Ms. Perkins moved to approve the minutes of the October 20, 2020, meeting and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**IV. PRESIDENT’S ANNOUNCEMENTS: Mr. Mark Bellue**

Mr. Bellue thanked those assembled for attending the meeting.

Mr. Bellue reviewed the COVID-19 restrictions in place per BREC guidelines. He noted that any members of the staff and public who wished

to attend the meeting would need to observe from the hall once the allocated seats were filled.

He noted that all who speak were asked to speak clearly and loudly enough to be heard in the microphone.

Mr. Bellue shared that the board would likely enter executive session for the last action item and that all those gathered would be asked to wait in the lobby during the session.

Mr. Bellue reviewed the public comment process and noted that general public comments are heard at the end of the meeting.

## **V. ADMINISTRATIVE MATTERS**

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

Mr. Deville let the board know that Governor Edwards has extended Phase 3 through December 9<sup>th</sup>. CATS is still providing the same lifeline service.

Ms. Williams noted that there are currently 147 total operators. There are 100 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Operations is meeting more frequently as the reopening incrementally expands to determine what Phase 3 requirements look like for the agency.

Ms. Williams shared that ridership for October was 114,030, and the ridership continues to grow each month. The on-time performance was 68.13%, which is higher than October 2019. The percentage of trips operated in October was 98.24%. The agency operated 204,348 miles. There were 2.4 preventable accidents per 100,000 miles in October and 10,217 mean miles between road calls.

It was noted that the operator barriers were expected to ship to CATS at the end of November.

Ms. Thomas shared that staff is working with Operations to get operators back to work who have been out as a result of COVID-19.

CATS has met with Gallagher regarding the health insurance benefits for 2021 and is making a recommendation to the board members as an action item.

**Pending approval of the recommended 2021 health insurance plan by the Board, open enrollment is slated for the first week of December.**

**CATS hosted ExxonMobil and the Capital Area United Way on November 13<sup>th</sup> for their annual “United we feed” event.**

**CATS submitted a grant application for the Public Transportation COVID-19 Research Demonstration Grant Program.**

**CATS is supporting Build Baton Rouge to honor Mr. Johnnie Jones, who was the attorney at the center of the Baton Rouge bus boycott.**

**Ms. Soileau shared that CATS is working with HDR to establish KPIs and it is anticipated this project will be completed in February 2021.**

**The Transit Development Plan and Strategic Plan being done with HNTB is being reviewed and next steps included board member and stakeholder engagement.**

**The February service change will address post-COVID ridership needs, and it will increase frequency on job-friendly routes.**

**A Service Standards Manual is being created that will address types of routes, passenger amenities, Title VI/Disparate Analysis evaluations, and ADA/Paratransit operations.**

**The 2021 capital budget has been submitted and Planning is working with Finance to streamline the process in the future.**

**The CEA for the Plank-Nicholson BRT Corridor is being submitted for approval by the CATS Board and the Metro Council.**

**A ferry study has been commissioned by CRPC to study the feasibility of reinstating a ferry between East and West Baton Rouge.**

**A Microtransit feasibility study has been conducted to address the first mile/last mile in underserved areas, with two focus areas for implementation.**

**Transit centers and bus shelters are being considered in various locations throughout the service area. There is an allocation of \$250,000 in the 2021 budget for 16 new shelters at key destinations and major activity centers. There are plans for another 15 shelters in 2022.**

**Staff is evaluating the possibility of temporarily relocating the terminal to the I/110 underpass.**

**CATS received \$300,000 in grant funding to analyze the highest and best use of the Florida terminal site.**

**Staff is seeking a suitable site for the South Baton Rouge Transit Center.**

**The East Baton Rouge/Cortana Transit Center needs to have upgrades to new standards with customer amenities.**

**There is an RFP for preliminary engineering for the Baker Park and Ride site.**

**The technical on-call master service agreement with Atlas Technical is augmenting staff and providing business systems support.**

**Emergent Method is working with CATS on strategic communications and is coordinating public engagement and outreach activities for projects that are underway. Emergent will be supporting internal and external communications needs.**

**Mr. Deville let the board know that he attended the November 10<sup>th</sup> meeting of the Metro Council at the request of DTD Director Fred Raiford for consideration of the CEA between CATS and the City-Parish for the Plank-Nicholson BRT Corridor.**

**CATS has completed its draft of the 2021 budget and it has been advertised and posted on the CATS website. The CATS Board will be asked to approve the budget at its December meeting.**

**CATS is participating in the LSU IFC Regional Roundtable Discussion.**

**CATS was presented with the “Rising Star” award by Louisiana Clean Fuels for its significant introduction of electric buses to the agency’s fleet.**

**Mr. Cutrone presented the October financials and noted that the total current assets as of October 31, 2020, are \$28,695,160. The total assets are \$52,782,014. The total current liabilities are \$5,013,847 and the total liabilities are \$8,509,806. The total net assets are \$44,272,208.**

The total operating expenses for the month of October are \$2,771,454. There were three payrolls as well as transmission rebuilds during the month.

The total CATS-generated operating revenues for the month as of October 31, 2020, are \$47,828. The total non-federal subsidies for the month are \$1,598,203 and the total federal subsidies are \$240,970. The total operating revenues are \$1,887,002. The net operations balance as of October 31, 2020, is a deficit of \$1,113,604.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the minutes of the November 12<sup>th</sup> meeting in their packets. He noted that the first two items were recommended for approval by the committee.

Mr. Bellue let the members know that the health insurance item and the MV Transportation contract amendment were sent to the board without a recommendation.

The employment and labor services contract with Breazeale, Sachse & Wilson was recommended for approval but with a scope limited to arbitrations only.

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

Dr. Breaux noted the committee did not meet.

Dr. Breaux asked that the board consider keeping virtual meetings as an option with the rise in COVID-19 cases.

### **3. Audit: Mr. Cohran**

It was noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. Bellue reported for Mr. O’Gorman that the committee met on November 13<sup>th</sup> and he referred the members to the minutes in their packets.

Mr. Bellue noted that the meeting covered the service changes planned for February 2021, a capital projects update, and a program management update.

**5. Special Committee: Mr. Johnathan Hill**

Mr. Hill noted that the committee met on October 30<sup>th</sup> and again on November 13<sup>th</sup>.

The committee has considered several items, including communication between board members and staff, audits and triennial reports, performance measures, contract authority, and other items.

Mr. Hill shared that the staff has been very helpful and forthcoming with information requested.

The committee is on track to make recommendations in December.

**6. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the November 10<sup>th</sup> meeting and shared the highlights. She noted that the agency is going to resume refresher training and customer service training.

This was the second month in a row with zero pass up complaints from customers.

Barriers have been installed in CATS On Demand vehicles.

Ms. Perkins introduced Serena Thomas, the new General Manager at MV.

Ms. Thomas of MV Transportation shared that CATS On Demand had 4,316 scheduled trips in October. Of the scheduled trips, 4,308 were completed and seven were cancellations.

There was one valid complaint for the month.

The on-time performance for the month was 93%.

**VII. ACTION ITEMS**

**1. Consideration of authorization to purchase three BYD electric buses**

Mr. Godwin noted that this is the last three of the nine buses on the BYD contract.

The total cost of the three electric buses will not exceed \$2,296,245. The cost will be paid with a combination of grant funds and CATS local funds.

Mr. Lambert moved that the CEO is authorized to purchase three BYD electric buses at a cost not to exceed \$2,296,245 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion carried unanimously with no abstentions.

**2. Consideration of authorization to execute Cooperative Endeavor Agreement with City-Parish for Plank-Nicholson Bus Rapid Transit Corridor**

Ms. Soileau noted that the proposed CEA outlines the responsibility of both CATS and the City-Parish.

The CEA was approved by the Metro Council at its November 10<sup>th</sup> meeting.

There is \$850,000 in local share funds for design services. There is a total of \$8.7 million in grant money to be paid by CATS. The project is a \$53 million project in total.

Ms. Pierre moved that the CEO is authorized to execute a Cooperative Endeavor Agreement with the City-Parish for the Plank-Nicholson Bus Rapid Transit Corridor project and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed with Mr. Lambert abstaining.

**3. Consideration of authorization to approve health insurance contract for 2021**

Ms. Thomas shared that the board is being asked to approve the 2021 benefits package with a move from United Healthcare to Blue Cross Blue Shield that will lead to a reduction in cost.

Mr. Trey Little of Gallagher informed the board that there is a \$3,500 PPO plan as well as a \$2,000 PPO plan. There is also a community blue plan.

CATS and Gallagher are recommending all three plans with BCBS and the employee will have the ability to choose their preferred plan.

Dental coverage is being offered through Sunlife with no increase in cost.

**Vision coverage is being offered through Sunlife at a 5% reduction in cost.**

**Employer paid life insurance is being offered with a move to Equitable at a 15% decrease in cost.**

**Voluntary life will remain the same.**

**Short-term disability is recommended to move to Equitable at a cost decrease and long-term disability is recommended to move to Equitable at a cost decrease.**

**There was an inquiry as to the COVID-19 policy and whether BCBS provided 100% coverage and Mr. Little indicated he did not know specifics of the policy as it relates to Covid. He noted that most carriers are covering the Covid test the same way.**

**It was noted that the dental, vision, life insurance, voluntary life, and disability coverages are locked in for two years.**

**Mr. Bellue moved that the CEO is authorized to execute a contract with Blue Cross Blue Shield for health insurance for 2021 and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there were comments.**

**Anthony Garland asked if the board had just negotiated the healthcare piece of the collective bargaining agreement. He advised the board members to look at Article 36 of the CBA and noted that is a bargaining effect of the working conditions of this body.**

**Yvette Rhines stated that this was not introduced to employees and asked how the board is going to approve it when the employees have not seen it. She noted that this is part of the contract that is binding between the union and the agency. No one received a phone call related to this at all.**

**Mr. Hill stated that he would like to hear a response from staff or counsel regarding the questions raised. Mr. Deville stated that this was an unusual situation this year with COVID-19 and the situation with employees that cannot be discussed here. Management went forward with communicating with the locals that management would let the employees know as soon as management finished negotiating with the insurance agent the best fit with the cost that was budgeted and notify them of the policy that was selected once the board approved it. Mr. Deville stated that we went into a trustee situation and he cannot get into that right now because it is legal.**

**Mr. Bellue noted that this motion is simply to authorize the CEO to execute the contract and that the board is not executing the contract.**

**Mr. Abadie stated that the board is simply authorizing the CEO to execute the contract and that the CEO would not sign the contract if there is an issue that needs to be discussed.**

**Mr. Hill stated that he was still uncertain and asked if the board is giving the CEO the authority to enter into the contract for health insurance for 2021.**

**Mr. Abadie indicated he has not involved in this process. At this time, it is his opinion that the board can make the authorization and Mr. Deville will give the board assurances that he will not enter into the contract if the contract or the process is improper.**

**Mr. Abadie stated that the board may defer the matter and noted the issue with deferring the item until the December board meeting is that there is an open enrollment period planned that will begin the first week or so of December. If the board waits until the next board meeting, there may be some logistical issues.**

**Mr. Cohran stated that his understanding from the F&E meeting was that if this is deferred, there will be a delay with employees receiving insurance cards but not coverage.**

**Mr. Little stated that all carriers have cutoff dates. If the agency stays with United Healthcare, there is no delay and everything stays the same, but there is an increase in cost.**

**Mr. Little stated that Gallagher was trying to get the best deal for the employees and CATS by finding similar offerings at lesser premiums. If CATS chooses to go with Blue Cross Blue Shield, there is a cutoff date of December 5<sup>th</sup>. If CATS does not meet that deadline, coverage will still be in effect January 1<sup>st</sup>, but members will not have their cards. Mr. Little added that if members have to go to the doctor or pharmacist before they get their cards they will have to pay out of pocket until that card is received.**

**Mr. Hill asked if the December 5<sup>th</sup> date was a contract date or if members have to be signed up by December 5<sup>th</sup>. Mr. Little noted that date is an internal BCBS date so BCBS has time to enter all the members and their coverages in their system.**

**Mr. Hill inquired as to when open enrollment was scheduled to start and Mr. Deville stated it would start immediately after we decide to sign the contract.**

**Mr. Deville stated that he would like to remind everyone that there have been some significant challenges with the COVID-19 epidemic and that some due dates have been moved back – federal, state, and local – but CATS does not want to face the New Year without an insurance plan and the employees having coverage. We have a tight window in the next couple of days to resolve any open questions we may have.**

**Mr. Deville strongly urged the board to move on this item and he would do the right thing.**

**Mr. Deville stated that he has talked with the international earlier in the day and will continue to talk with him and Mr. Garland after today to meet any other requirements or concerns they may have. Mr. Deville urged the board to vote now and as general counsel spoke earlier, he will hold Mr. Deville to the compliance concerns of the ATU.**

**Mr. Cohran requested that the members of the audience allow board members to speak and provide respect so everyone can be heard.**

**Mr. Bellue stated that if approved, he is requesting that the CEO consult with general counsel so that general counsel may review the matter to ensure that it is done in compliance with the contract with the union.**

**Mr. Bellue stated that he is willing to amend his motion to include this stipulation and Mr. Lambert approved the amended motion.**

**The amended motion is that the CEO is authorized to execute a contract with Blue Cross Blue Shield for health insurance benefits for 2021 and that general counsel review the contract before execution to ensure that it meets all ATU requirements.**

**Mr. Hill stated that he had a concern that based on Mr. Little's comment that BCBS has a cutoff date of December 5<sup>th</sup>, and according to the Executive Report, open enrollment is going to happen the first week of December. He asked if that was the first full week of December or was that December 1<sup>st</sup>, which is still a tight window.**

Mr. Little responded that some of the confusion may be that he believes the union has five days to review the plan. If the plan is not approved today, then they cannot do the paperwork or submit everything to BCBS so that everyone is loaded into the BCBS system for January 1<sup>st</sup>.

Mr. Bellue noted that the original motion had been amended and asked if there was public comment on the amended motion.

Shavez Smith stated that the union was supposed to approve the health insurance policy before it got to this point. It was supposed to be negotiated between the union and management before it gets presented to the board. He stated that at this point, if the board approves this, Mr. Deville will not honor the contract.

Mr. Abadie reiterated that he was not involved in this process. He stated that the information the board has in front of it is the same information that he has in front of him. The ATU is informing the board members that they were not involved in the process and it is their claim that they are required to be involved in the process before the board makes an authorization. With this being the case, it is Mr. Abadie's recommendation that the board not take action on the item this evening. If the board is required to have a special meeting in the next couple of weeks to resolve the issue, then that should be done. At this point, to prevent any future issues going forward, it is his recommendation that these issues be resolved.

Mr. Bellue withdrew his motion and Mr. Lambert agreed.

Ms. Pierre stated that her concern was that employees will have to pay out of pocket if this is deferred because employees need health coverage. That is her concern. She stated that sometimes we get caught up into "stuff" and we do not look at the big picture which is that people need health insurance now more than ever. Unless you have been impacted by this pandemic, then you truly may not understand the importance of people having healthcare. Ms. Pierre stated she has been personally impacted and she understands the need for healthcare. Ms. Pierre wished that we would all put our ego and our issues aside and work as a team to do what's best for everyone.

Mr. Bellue noted that he felt it should be pretty easy for counsel to review the matter and make sure the process is being followed, but if not, he encouraged management to meet with the union and come to an agreement quickly so the board can review the matter and in a timely manner approve the health insurance for the 2021 year.

**Mr. Bellue noted that the school board also authorized BCBS for the school system and the plans look similar.**

**Dr. Breaux inquired as to how long it would take to get the information to the union so that they can consider it.**

**Mr. Deville stated that in normal times when we had not just gone through a pandemic, the union has five days to review. He stated that the clause in question is a communication clause; it is not that the union gets to decide which insurance management can decide it can afford to pay. He stated it's a formality that we go through to communicate to get them to understand what we are trying to do in terms of getting the best policy for them. It is not that we have to go to them to get permission to do what we want to do as portrayed earlier. Because of the situation right now with the trustee here one day and out the next day, what we did last time, according to the article, was that we had five days after we made a decision to notify the union of the policy and the conclusion we reached. We are going to do the same thing this time.**

**Mr. Deville stated that we are going to notify the union representative in the Maintenance Department, unless Mr. Garland is here, within that five day period to review what we have.**

**Ms. Perkins stated that it is her understanding that time is a factor and asked if the motion was for Mr. Deville to go into negotiations in reference to the insurance.**

**Mr. Bellue stated that was not the intent of the motion. It was to have general counsel review to make sure CATS complied with the union contract requirements before entering into the contract, but that motion has been withdrawn.**

**Mr. Bellue has consulted with counsel and he recommends that before we try to craft a motion that we withdraw it and come back for a special meeting if necessary.**

**Mr. Abadie stated that you cannot undo what has been done. If you are not following the proper procedures tonight, you cannot undo your action. It is his recommendation to not take action so as to make sure CATS is following the CBA and past practices. At this point he is not familiar with what has occurred to this point, nor is he familiar with the past practices.**

Mr. Deville stated that we want our employees to have insurance in a timely manner and he doesn't think that Mr. Garland or the ATU or anyone would want our employees to not have insurance. He inquired if the board could pass a resolution pending the result of the review.

Mr. Bellue stated that he had already asked that question of counsel and Mr. Abadie still recommends not taking action tonight.

Ms. Pierre asked if we have assurances that the employees of this organization will have health insurance on January 1<sup>st</sup>. She asked what assurances we have that employees will not have to come out of pocket until they get insurance cards.

Mr. Deville stated that he can give assurances if action that general counsel disagrees with can be taken tonight.

Mr. Little guaranteed that no one would have their insurance cancelled. Employees will have to pay out of pocket and get reimbursed.

Mr. Abadie stated that the board may unfortunately have to reconvene at a special board meeting. He assured Ms. Pierre that he would work posthaste to get to the bottom of this and he hopes that the ATU and management can get together posthaste as well to come to an agreement that will allow this process be resolved quickly such that Ms. Pierre's concerns do not come to fruition.

Mr. Garland stated that open enrollment comes every year and management knew about this. There is a healthcare piece in the CBA that has to be negotiated and if there is communication with the union, we can resolve it. He stated that he is in town Monday through Friday each week. He noted that because we have this adversarial relationship, we don't communicate. But there are items in the CBA that were agreed upon by the parties and he wishes that more attention would be paid to it. It's not only the healthcare piece. It's also the pandemic policy. Those are collective bargaining issues. He is trying to inform the board and the board doesn't want to listen. Management knew about the collective bargaining piece all year long and open enrollment is not new.

4. Consideration of authorization to amend paratransit services contract with MV Transportation

Ms. Thomas noted that this item was deferred from the October meeting. She further noted that an F&E Committee member inquired

if MV received any Payroll Protection Program funding or CARES Act funding and stated that they did not because they have more than 500 employees.

MV is requesting to change the rate for their hours of service from \$46.20 per hour to \$55.44 per hour for the period of August through December 2020. The rate will revert to the original \$46.20 in January 2021.

Mr. Bellue inquired if the contract calls for any specified amount of hours to be provided or a guarantee from CATS of a certain number of hours operated.

Ms. Thomas indicated there is no guarantee of hours, but there is a stipulation that if there is a five percent change in MV operating expenses, they are allowed to ask for a change. They have had a far greater than five percent fluctuation due to the pandemic.

Mr. Abadie noted that there is a triggering mechanism that if MV's operating expenses decrease by five percent then they can renegotiate an hourly rate. The five percent change is related to MV's operating expenses.

Mr. Abadie noted that there was historical basis for the hours noted in the contract as to how many revenue service hours they would provide and what their hourly rate would be.

It was noted that the service hours were approximately 4,000 when Reliant Transportation provided the service, but after the transition to MV, the number of hours was as high as 6,000. Since the pandemic, service hours have decreased as low as 2,200 hours.

Ms. Thomas indicated that this rate increase would not affect the total value of the contract.

Mr. Bellue inquired if there was a justification for the cost increase and if MV provided any documentation and Ms. Thomas noted that this was the information that was provided.

Ms. Serena Thomas shared that MV's service hours for October 2020 were 2,564 and last October the hours were approximately 5,000. There were 2,473 revenue hours in September.

Dr. Breaux inquired if the increased rate would revert to the \$46.20 rate in January and Serena Thomas indicated it would.

**Mr. Abadie noted that contract language would have to be amended to allow pandemic language to be added as a reason to request a rate change. He shared that any motion would need to include both contract language to amend the contract and a rate change amendment.**

**The item failed for lack of a motion.**

**Ms. Perkins moved to amend the agenda to take public comments ahead of executive session and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.**

## **VIII. PUBLIC COMMENT**

**Shavez Smith stated that the ATU stands by its accusations regarding theft, mismanagement, compliance, and defrauding the federal government. Today we strengthen our knowledge of mismanagement based on disclosed information sent to the union by employees and former employees. There is enough information to file complaints with the FBI, DOTD, and FTA as well as complaints to the Attorney General, Ethics Board and Boards and Commissions. Media stories from the past have revealed lie after lie by the current CEO.**

**ATU Local 1546 as well as ATU will not be supporting the upcoming tax millage due to continuous wasteful and dysfunctional behavior. The union has no confidence in the Board or the Metro Council to provide oversight of CATS.**

**The board is implicit or complicit and the taxpayers, workers, and riders deserve better.**

**There is a contract with PLAC Enterprises, owned by Pearlina Thomas, indicating she came to CATS for a \$50,000 contract to work on the DBE program. She was paid the full amount and the program still does not exist. This is fraud. Every other transit agency has this program and is getting federal funds for it, but not CATS. She also got sued for contract fraud at the same time that she was employed by CATS and she lost and had to pay the fines.**

**Yvette Rhines stated that there is embezzlement of fare media, FTA grant fraud, mismanagement of daily CATS functions, and incompetence of executive officers, retaliation and intimidation of employees, and the CEO assigning contracts to friends without the proper procurement RFP and bidding regulatory process. The CAO was assigned after being charged with unethical behavior by the Louisiana State Licensing Board. These**

have created a dysfunctional environment at CATS. The leadership must go to meet the new challenges. We cannot provide responsible service today so how can we adopt the complexities of BRT for tomorrow?

Melvin Sanders asked why CATS was carrying the water for its MV friends. MV was hired to provide mobility service. They are a major fixed route service provider in the US and should have planned better for this service decrease. This was a business decision and they should incur the cost of overruns. MV should be paying assessment penalties to the taxpayers for lack of contractual service obligations not rendered throughout the existence of the current contract. Friends are trying to help friends at MV.

Anthony Garland stated that working as a trustee has given him an up close view of CATS and its management. It is not a pretty picture. People of the city rely on CATS to meet the needs of their everyday lives. Essential workers rely on CATS to get to work. If the bus doesn't work, Baton Rouge doesn't work. The people have the right to expect that they will have a bus.

Management at CATS seems to have betrayed the public trust at every turn.

The union has made public records requests for hundreds of pages of information and they have been told of favoritism by previous employees.

The union has requested to receive the pandemic policy and has never received it. The union proposed an MOU for a pandemic policy and has not heard anything.

Mr. Garland is once again requesting the pandemic policy be provided to him.

Mr. Deville knows Mr. Garland's number and is able to use it for other things. His only communication with CATS is when an employee is terminated. We can talk or keep airing these issues in public.

Toye Hebert stated that very little money is being spent on PPE, buses, shelters, and proper service to the public. Most CARES Act money is being spent on contracts and consultants and operations. The poor performance must be corrected and the incompetence must end.

Mr. Bellue moved that the board enter into executive session to discuss pending arbitrations and litigation and to discuss strategy regarding the upcoming collective bargaining agreement and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was one.

Toye Hebert asked if the persons listed on the agenda should sit in the session or if they have to leave. Mr. Bellue said everyone must clear the room.

The motion passed unanimously with no abstentions.

## **IX. CONTINUATION OF ACTION ITEMS**

- 5. Consideration of authorization to amend employment and labor services contract with Breazeale, Sachse & Wilson, LLP (This matter might possibly be discussed in Executive Session to discuss the pending litigation/employment arbitrations of Yvette Rhines, George Decuir, Shavez Smith, Melvin Sanders, Oscar White, Reginald Lane, Toye Hebert, Brent Mack, and Gretchen Major, and strategy relating to the collective bargaining agreement.)**

Upon returning from executive session, Mr. Cohran moved that the meeting be extended past 7:00 p.m. and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion carried unanimously with no abstentions.

Ms. Perkins moved that the CEO is authorized to amend the employment and labor services contract with Breazeale, Sachse & Wilson, LLP for a total contract amount not to exceed \$125,000 with the scope of the contract limited to the completion of the pending arbitrations and any related matters such as EEOC claims involving the same parties to the arbitrations.

Mr. Abadie noted that the F&E Committee recommended that the contract be amended with a scope to only cover arbitrations and any related to the arbitrations.

Mr. Abadie noted that the scope of the contract itself is much broader. It called for the firm to work with CATS on employment matters to assure compliance with local, state, and federal labor law; render legal services to CATS with ongoing dealings with the Amalgamated Transit Union in negotiating and administering of the collective bargaining agreements with its employees' union (ATU Local 1546), grievance and interest arbitrations, civil rights, ADA, wage an hour, and other employment claims; general representation services, which includes general corporate services, and assisting CATS in responding to public records requests.

The arbitrations and the labor negotiations are the most prominent items. The F&E Committee recommended that the scope be limited

to the nine pending arbitrations and any related claims, such as EEOC claims.

There was no second to the motion.

Ms. Perkins stated that she wanted her motion to encompass the entire scope.

Ms. Perkins moved that the CEO is authorized to amend the employment and labor services contract with Breazeale, Sachse & Wilson, LLP, for a total contract amount not to exceed \$125,000 with the same scope as the original contract and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was one comment. There was a roll call vote and all members present voted yes. The motion passed unanimously with no abstentions.

Mr. Garland asked if the motion was to overrule the F&E Committee or is the \$75,000 over the \$50,000 and if this was negotiated in executive session.

Mr. Bellue noted that no action took place in executive session. There is a motion on the floor that is the only action that has been taken.

Mr. Abadie noted that the F&E Committee made a recommendation, but it is only a recommendation; the board does not have to go along with the recommendation. He added that no action is not allowed to be taken in executive session. He noted that the motion is not consistent with the recommendation of the F&E Committee but the recommendation is only a recommendation.

It was noted that the total amount is not to exceed \$125,000, which covers the original \$50,000 plus an additional \$75,000.

Mr. Bellue made it clear that the total amount of the contract was a \$125,000, and that Mr. Foster assured the board he could do the arbitrations and negotiations for that amount of money.

## **IX. ADJOURNMENT**

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



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**SPECIAL MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 3, 2020  
4:00 p.m.  
VIRTUAL**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL: Ms. Amie McNaylor**

All members were present at the meeting, namely Messrs. Bellue, Breaux, Cohran, Hill, Lambert, and O’Gorman and Mss. Green, Pierre and Perkins. Mr. O’Gorman and Ms. Green were absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. ACTION ITEMS**

**1. Consideration of authorization to approve health insurance contract for 2021**

Mr. Bellue called the meeting to order and thanked the members for making the time to attend the virtual meeting.

Mr. Abadie read the notice for public comments for the special board meeting into the record and noted that the link to view the meeting was provided in the notice. Mr. Abadie shared that an email address was provided for members of the public to submit public comments ahead of the meeting.

**Mr. Bellue informed the members that he has reviewed the health insurance proposal from Blue Cross Blue Shield and it appears to be a better plan, but any plan is going to affect individuals differently, according to their needs.**

**Mr. Bellue let the members know that management has made a reasonable effort to make a presentation to the members of the ATU but at this point, the union has not approved the switch from United Healthcare to BCBS, as is required under the Collective Bargaining Agreement.**

**There is a difference of approximately \$141,000 between the plans offered by United Healthcare and BCBS and that cost will be split with the agency paying 65% and the employee paying 35% of the cost.**

**Mr. Bellue stated that, without the approval from the union to switch carriers, he recommends that CATS stay with United Healthcare for insurance.**

**Ms. Perkins inquired as to why this change from the board meeting was being recommended. Mr. Bellue shared that a decision had not been made and this was simply his recommendation. He noted that the union contract requires approval by the union if the carrier changes.**

**Mr. Bellue inquired if there were any public comments submitted via email and Ms. McNaylor noted that there was one. That comment was read into the record as follows:**

**“To whom my concern,**

**At the November 24, 2020 CATS Board meeting the union witnessed representatives of BC/BS present a proposal negotiated by CATS and Gallagher as to the benefit structure of the participants of the CBA for open enrollment and new rates for 2012. The union questioned this act and advised the board and CATS of the agreed upon CBA by the parties, specifically Article 36 (sec 5).**

**Upon the challenge by the union we established the trustees of the parties and we had a zoom call meeting on November 27, 2020, information was forwarded by CATS to the union trustees to prepare for the zoom call. On the call was Bill DeVille, Pearlina Thomas, Anthony Garland, Gallagher, Javier Perez and Curtis Howard. The union trustees requested additional information of the CATS representatives during the call for an additional meeting on**

**Wednesday 12-2-2020.**

**In November 2019 (again late by CATS) CATS contacted the union trustees to discuss open enrollment for 2020. Shandolyn Thomas (CATS Benefits Specialist) Jim Fight ( HR Director), HUB and the union trustees Yvette Rhines, George DeCuir and Shavez Smith were present and trustees (per the contract Article 36 sec 5) discussed the current rates of the health care plan. The trustees agreed to the changes and approved for open enrollment for 2020, as well, the representative from HUB presented the new health care changes to the members of 1546 at their monthly membership meeting in December 2020. This is confirmed by each person listed above.**

**Since the HR Director and Benefits Specialist is no longer at CATS they have, along with the CATS Board, outsourced all matters pertaining to health care Article 36 sec 5 to Gallagher. This is totally a violation of the 13c rights of the workers, as well as, working condition and the CBA approved by CATS and it's Board of Directors.**

**Be mindful, CATS has assumed "ALL" responsibilities and functions of the trustees to Gallagher which is totally a reversal from the experienced and knowledgeable HR personnel of last year.**

**There is no accountability for the non transparent, incompetent inept actions of the Executives at CATS by this Board but yet you are imposing your will on the work force covered under the CBA that you agreed to. The board is implicit and complicit with the decisions and actions of CATS.**

**Finally, during the zoom call yesterday December 2, 2020 the Gallagher representative informed us that they presented the new rates and plan adjustments to CATS in August of this year the union was not not informed .**

**SAVE CATS FROM CATS**

**Respectfully  
AW Garland"**

**Mr. Bellue noted that if the coverage stays with United Healthcare, it can be moved to Blue Cross Blue Shield at any point during 2021. It does not have to be a full year of coverage with United.**

**Mr. Cohran inquired about the cost of the premium for the two plans and Mr. Bellue shared that the cost was lower for BCBS by almost \$150,000. Mr. Little of Gallagher confirmed this rate.**

Mr. Hill clarified that the plan with Blue Cross Blue Shield is less expensive but the union has not approved it. Mr. Bellue noted that was correct.

Mr. Little noted that the majority of employees would see a 7.5% increase in premium.

Mr. Abadie notified the board that there are two choices before the board at this time: the board can renew the current plan with United Healthcare or switch to a new plan with Blue Cross Blue Shield.

If the board chooses to renew the current plan with United Healthcare at an increase of \$141,000 over Blue Cross Blue Shield, CATS is not prohibited from moving to the new plan with BCBS at some point in the future.

There would be logistical issues with such a change if it were to occur, such as deductibles having to be transferred to the new carrier.

There is an option for the board to choose to approve a new plan with BCBS, but this presents legal challenges related to the Collective Bargaining Agreement. The ATU has not agreed to approve the new carrier even though there have been several discussions among union officials, CATS management, and Gallagher representatives. If the board chooses to approve this plan, CATS would be in violation of the CBA.

The ATU has made it known that they will grieve this decision, which could lead to arbitration over the matter, as well as arbitration over the alleged violation of CATS' 13(c) agreement.

The 13(c) agreement is the agreement required by the federal government to protect the rights and benefits of transit union members.

Mr. Abadie stated he believes that the last change in provider was in 2012. However, the minutes from the 2012 CATS board meeting are silent as to whether or not there was approval from the ATU.

Since that time, there have been renewals with United Healthcare, and in at least five instances, the approvals of the ATU were reflected in the CATS board minutes.

**Mr. Abadie reiterated that the board may choose to renew the coverage with United Healthcare and CATS management can continue to work to reach an agreement regarding BCBS.**

**Mr. Little offered a point of clarification regarding the comment read into the record on behalf of Mr. Garland. He noted that the comment stated that Gallagher representatives presented a renewal cost to CATS in August, but this is not the case. As Mr. Little stated on the call with the union, Gallagher presented CATS officials with cost projections in August; Gallagher did not receive a cost for the renewal from United Healthcare until mid-September. At that time, Gallagher sought quotes and presented a proposal to CATS in mid-October.**

**Mr. Bellue moved that the CEO renew the current healthcare plan with United Healthcare and Mr. Cohran seconded the motion. Mr. Bellue requested a roll call vote. Voting yes were Messrs. Bellue, Breaux, Cohran, Hill, Lambert, and O’Gorman and Mss. Green and Pierre. Voting no was Ms. Perkins. The motion carried.**

#### **IX. ADJOURNMENT**

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



*Connecting you to what matters.*

**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 15, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL: Ms. Amie McNaylor**

Present at the meeting were Messrs. Bellue, Cohran, Hill, Lambert, and O’Gorman, and Mss. Green, Perkins, and Pierre. Dr. Breaux was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF NOVEMBER 17, 2020 MEETING: Mr. Mark Bellue**

Ms. Pierre moved to approve the minutes of the November 17, 2020, meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Mr. Cohran was not present for the vote.

**IV. APPROVAL OF MINUTES OF DECEMBER 3, 2020 SPECIAL MEETING: Mr. Mark Bellue**

Ms. Green moved to approve the minutes of the December 3, 2020, special meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public

comment and there was none. The motion passed unanimously with no abstentions. Mr. Cohran was not present for the vote.

## V. PRESIDENT'S ANNOUNCEMENTS: Mr. Mark Bellue

Mr. Bellue thanked those assembled for attending the meeting.

Mr. Bellue reviewed the COVID-19 restrictions in place per BREC guidelines. He noted that any members of the staff and public who wished to attend the meeting would need to observe from the hall once the allocated seats were filled.

Mr. Bellue noted that there was no period for general public comments on the meeting agenda. He let the public know that if there are general public comments they wish to make to the board members, they may do so by emailing [catsboard@brcats.com](mailto:catsboard@brcats.com).

## VI. ADMINISTRATIVE MATTERS

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

Mr. Deville let the board know that Governor Edwards has reverted the state to a modified Phase 2 in light of the increase in positive COVID-19 cases; the restrictions are slated to be in effect until at least December 23<sup>rd</sup>.

CATS continues to operate its essential lifeline service that was designed to carry incrementally increased ridership that should remain in place through January, leading to the February 2021 service change. Staff has begun to plan for the February service pick, with an opportunity to plan for a return to near normal service levels during 2021.

Ms. Williams noted that there are currently 147 total operators. There are 100 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Operations is meeting more frequently as the reopening incrementally expands to determine what Phase 3 requirements look like for the agency.

Ms. Williams shared that ridership for November was 97,230; this is similar to the ridership in July 2020. There was less service because of holidays in November, which contributed to the reduced ridership.

The on-time performance for the month was 72.11%. This is the highest the on-time performance has been. Operations continues monitoring individual routes on a daily basis. The department began tracking individual operator performance on November 30<sup>th</sup> to determine what tools are needed to help operators increase their performance.

The percentage of trips operated in November was 97.68%. The agency operated 183,389 miles, which is indicative of the service provided. There were 3.3 preventable accidents per 100,000 miles in November, and there were 8,731 mean miles between road calls.

Mr. Deville asked Ms. Williams to explain what cancelled trips are and how the term can be misunderstood. Ms. Williams noted that an operator's shift contains multiple "trips" which may be on more than one route. If a trip is cancelled, it does not mean an entire route is cancelled, but only that one piece of the route at that time.

There are multiple factors that can lead to cancelled trips, including not having an operator, not having a vehicle, road construction, reroutes, and trains stopped on tracks.

It was noted that Operations will be doing refresher training in an effort to reduce preventable accidents.

Ms. Soileau informed the board that staff is working towards the February 2021 service change. This will be part of biannual service changes to address customer needs and route improvement moving forward. She noted that CATS is not adding service in February but is increasing frequency on select routes.

Ms. Soileau let the board know that the current lifeline service should be considered the base level of service for the agency. Any changes made will be made from the base service, and they will occur incrementally over time.

Ms. Soileau shared that staff is working on a Bus Shelter and Passenger Amenity Standardization Plan.

HNTB is working on a Transit Development Plan and a revision of the Strategic Plan is a component of that work.

A service standards manual is in progress and an internal staff review is underway.

**CATS is awaiting the Microtransit report from The Goodman Corporation, which is scheduled to be delivered on December 18<sup>th</sup>.**

**HDR continues work on the key performance indicators and is anticipated to deliver the report in March 2021.**

**Staff is beginning to work on the information required for the National Transit Database (NTD) annual submission. The deadline for submission is April 30, 2021.**

**Ms. Soileau shared that she spoke at the Downtown Development District Board meeting to discuss resuming the Capitol Park Trolley service.**

**Ms. Soileau spoke at the Transportation and Development meeting of the Louisiana Chapter of American Society of Civil Engineers to discuss bus rapid transit.**

**Mr. Deville noted that CATS general counsel is leading the agency's response to the ADA lawsuit from Mr. Wright filed against CATS and the City-Parish and is working with the City-Parish and CATS staff.**

**The CATS CEO participated in the LSU IFC Regional Roundtable Discussion as requested due to a need to include needed transportation access policies in the new revised watershed boundaries created by the 100 year flood of 2016.**

**Mayor Broome held a City-Parish, CATS, Build Baton Rouge, and DOTD Cooperative Endeavor Agreement press conference to formally announce the agreement paving the way to start the major Baton Rouge/CATS nine-mile BRT Corridor Project.**

**CATS issued a press release announcing the next major phase of its Strategic Planning process.**

**CATS jointly held a special event recognizing Mr. Johnnie Jones, Sr. for his efforts playing a major role in the Baton Rouge bus boycott. The collaborators included Build Baton Rouge, Mayor-President Sharon Weston Broome, Baker Mayor Darnell Waites, and CATS. Southern University Law Chancellor John Pierre served as master of ceremonies.**

**Mr. Cutrone presented the November financials and noted that the total current assets as of November 30, 2020, are \$27,208,486. The total assets are \$51,074,249. The total current liabilities are**

**\$3,494,042 and the total liabilities are \$6,990,000. The total net assets are \$44,084,249.**

**The total operating expenses for the month of November are \$2,231,168.**

**The total CATS-generated operating revenues for the month as of November 30, 2020, are \$46,970. The total non-federal subsidies for the month are \$1,735,530 and the total federal subsidies are \$449,778.**

**The total operating revenues are \$2,232,278. The net operations balance as of November 30 2020, is a deficit of \$228,042.**

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

**Mr. Bellue referred the members to the minutes of the December 10<sup>th</sup> meeting in their packets. He noted that action items 1 through 5 were discussed at the meeting.**

**No action was taken on items one, three and five. There were questions that needed to be answered, so these items were referred to the full board with no recommendation from the committee.**

**The committee members unanimously recommended items 2 and 4 for approval.**

**Mr. Bellue let the members know that the health insurance item and the MV Transportation contract amendment were sent to the board without a recommendation.**

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

**Ms. McNaylor gave the report for Dr. Breaux and referred the members to the minutes of the December 12<sup>th</sup> meeting in their packets.**

**Ms. McNaylor shared that the only item discussed was the Board Communication Policy. A draft policy has been circulated internally and input will be gathered and incorporated where appropriate.**

**There will need to be a special TPP Committee meeting in January to recommend the Board Communication Policy to the F&E Committee and full board for approval.**

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but has a meeting scheduled for Friday, December 18<sup>th</sup>.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the December 9<sup>th</sup> meeting and shared the highlights.

Ms. Perkins let the board know that she attended the event for Mr. Jones and it was a wonderful event.

Ms. Serena Thomas of MV Transportation noted that CATS On Demand had 3,945 scheduled trips in November and 3,777 were completed.

Ms. Thomas shared that there was one valid complaint for the month.

Ms. Thomas noted that the on-time performance for the month was 92.3%.

Ms. Thomas notified the board that MV is still down 10 operators but there are six currently in the qualifications phase.

Ms. Thomas noted that revenue is down 50%.

**6. Special Committee: Mr. Johnathan Hill**

Mr. Bellue noted that the board would enter executive session to discuss some of the recommendations from the Special Committee and this report would be given before executive session.

**VIII. ACTION ITEMS**

**1. Consideration of authorization to lease three, 30 foot electric buses**

Ms. Soileau shared that these vehicles would be leased for a period of no more than two years and would be paid with FY2019 5307 funds. She noted that there are Low-No grants that can also be utilized to purchase electric buses at a later date.

**Ms. Soileau informed the board that the fleet currently consists of 57 Gillig buses, 14 Cutaway vans, three electric buses, and four trolleys. The 14 Cutaway vans and four trolleys are beyond their useful life.**

**She noted that the agency will be looking to purchase six, 35-foot BYD electric buses in the near future and that these have been approved by the board for purchase. Additionally, eight Gillig buses will need to be purchased.**

**Ms. Soileau also noted that there will be 44 vehicles required for the February 2021 service change based on current covid operating levels. Service is expected to incrementally increase to 61 vehicles, but this will happen gradually over time.**

**The necessary approvals and amendments have been made to the TIP, STIP, and the FTA has given their approval for the lease.**

**Mr. Cohran moved that the CEO is authorized to lease three, 30 foot BYD electric buses for a period not to exceed two years and at a total cost not to exceed \$375,000 and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion carried unanimously with no abstentions.**

**2. Consideration of authorization to execute contracts for oil and oil related products**

**Mr. Godwin noted that there are two contracts; one to purchase oil and one to purchase oil related products. The products include synthetic transmission fluid, wheel grease, gear oil, antifreeze, diesel exhaust fluid, and engine oil.**

**Staff is recommending that a contract be awarded to Lard Oil for antifreeze, synthetic transmission fluid, and diesel exhaust fluid in an amount not to exceed \$70,045.00.**

**Staff is recommending that a contract be awarded to Central Oil for gear oil, motor oil, and wheel grease in an amount not to exceed \$36,204.00.**

**It was noted that these are recommended new contracts, not renewals, as a result of the recent ITB's.**

**It was noted that this item was unanimously recommended for approval by the F&E Committee.**

Ms. Perkins moved that the CEO is authorized to enter into contracts with Lard Oil for antifreeze, synthetic transmission fluid, and diesel exhaust fluid in an amount not to exceed \$70,045 and with Central Oil for gear oil, motor oil, and wheel grease in an amount not to exceed \$36,204. Mr. Hill seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**3. Consideration of authorization to extend the security services contract with Weiser Security**

Ms. Thomas shared that the board is being asked to approve an extension of the Weiser Security contract for a period of one year to allow staff the time to issue a an RFP.

Mr. Abadie noted that he has reviewed the contract and his understanding is that Weiser has agreed to the extension for a period of one year.

There was a question as to when the solicitation would be completed and Ms. Thomas stated it would be done by the end of the first quarter of 2021.

Ms. Green moved that the CEO is authorized to extend the security services contract with Weiser Security for a period of one year for an amount not to exceed \$236,841.36 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization to extend the claims adjuster services contract with Brown Claims Management Group LLC**

Ms. Thomas noted that the board is being asked to approve an extension of the Brown Claims contract for a period of one year.

It was noted that this item was unanimously recommended for approval by the F&E Committee.

There was a question as to the rates for the extension and Mr. Abadie informed the board that his understanding was that the contract is being extended with a rate increase consistent with the Consumer Price Index as per the terms of the contract.

Ms. Green moved that the CEO is authorized to extend the claims adjuster services contract with Brown Claims Management Group LLC for a period of one year at hourly rates to be agreed upon by the

parties after consideration of the increase in the consumer price index. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of adoption of CATS 2021 budget**

Mr. Deville introduced the proposed 2021 budget and noted this is a baseline budget that takes a conservative approach because of COVID-19. He let the members know that he has spoken to other transit CEOs who are taking similar approaches. Mr. Deville anticipates that staff will return to the board after the first quarter for a budget amendment.

Mr. Cutrone informed the board members that CATS is proposing an operating revenue budget of \$29,178,280 with an additional \$5,300,000 for FTA capital projects, for total revenues of \$34,478,280.

The total revenues for 2020 were \$32,012,270.

Mr. Cutrone shared that the budget for passenger paid fares for 2021 is \$870,256, which is a 39.5% decrease in fare revenue. He noted that CATS has not yet resumed fare collection due to Covid.

The total CATS generated revenues are budgeted at \$1,771,676.

The total non-federal revenues are budgeted at \$19,049,505. This is a decrease as a result of Covid. These funds are comprised of the hotel/motel tax, the parish transportation fund, and property tax revenue. These numbers are a conservative projection as a result of Covid.

The majority of property tax funds are generally collected in January. However, with the hardships faced right now, staff wanted to make allowances for this.

The total federal operating revenues are projected at \$8,357,099 which is an increase over the 2020 amount of \$6,420,983.

It was noted that the CARES Act funding was used to replace some preventive maintenance expenses. The preventive maintenance subsidy for 2021 is budgeted at \$7,351,099 as compared to \$6,189,898 in 2020 as a result of rolling some of the CARES funding into preventive maintenance.

There was a question as to the discrepancy in the preventive maintenance funding between the monthly financials that are presented and the budget being presented, and there was a question as to why the amount budgeted for preventative maintenance for 2020 was so high and the 2021 budget is higher when the need appears to have decreased. Mr. Cutrone noted that the remaining funds will be rolled into the 2021 budget line item.

There is \$5,300,000 budgeted for capital projects. These projects consist of the following: ERP software system/Tyler Technologies at \$1,000,000; electric buses and chargers at \$2,600,000; shelters at \$250,000; assessment of the 2250 facility at \$300,000; on-call services at \$300,000; and \$850,000 for BRT planning.

There was an inquiry into preventive maintenance and why there was a discrepancy in cost given the fact that service was down and CARES Act funding was used. Mr. Cutrone stated that not as much maintenance was required as a result of Covid.

The budgeted operating expenses are projected at \$29,178,280 with an additional \$5,300,000 for capital projects. The total expenses are budgeted at \$34,478,280.

A total of \$17,711,584 is budgeted for labor and fringe benefits, compared to \$18,593,732 in 2020. This is largely related to the reduction in service as a result of Covid.

There was a question related to the fringe benefits and how the health insurance cost is increasing but the fringe benefits are decreasing. It was noted that labor and operating are at a 59.5% overhead rate and the labor decreased by \$324,000. This resulted in a decrease of \$193,000 in fringe benefits. There were also issues in previous years where items were listed in the fringe benefits that should have been listed elsewhere.

There was discussion of the miscellaneous expenses and Mr. Cutrone indicated that departments submit their budget requests and they include miscellaneous items.

The budget also contains \$300,000 that is appropriated for the payment of settlements and \$40,000 for the payment of judgments.

There were inquiries as to various differences listed in the monthly financials and the proposed budget. Mr. Cutrone stated he would look into the variances.

The budget for purchased transportation for 2021 is \$1,950,000, as compared to \$2,408,825 in 2020. There were inquiries as to whether this should be increased in the event CATS On Demand paratransit service increases in 2021.

Mr. Bellue noted that there is a resolution that is required to be adopted by the board and he read the resolution into the record.

Mr. Abadie shared that there is language in the resolution providing the authority of the CEO to change line item amounts in the budget that is required by the Local Government Budget Act. He noted that in the last several years, the board has given the CEO the authority to make up to 10% changes in the line items without board approval.

Mr. Bellue moved to adopt the budget resolution and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

#### **RESOLUTION OF CATS BOARD OF COMMISSIONERS APPROVING 2021 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2021 budget for the Capital Area Transit System, which has been made available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues or total expenditures be changed without the approval of the Board of Commissioners.

6. Discussion of the performance of the CEO, Mr. William J. Deville. (The board may vote to go into executive session as provided for by the Louisiana Open Meetings Law to discuss the character and professional competence of Mr. Deville).

Mr. Bellue noted that the last item on the agenda is a presentation by the Special Committee and the last portion of the report will include the board entering executive session to discuss the performance of the CEO.

**Mr. Bellue invited Mr. Hill to give his report from the Special Committee.**

**Mr. Hill noted that during the September 2020 CATS Board meeting, the Board appointed a special committee to evaluate the operations of the agency. The committee consisted of Vice-President Green, Treasurer Mr. Cohran, and Mr. Hill.**

**The committee was tasked with making recommendations in the following areas, but not limited to: any recommended changes to the board's authority level for approval of contracts; any recommendations that would improve communications between the board and CATS administration; and any recommended changes to performance measures and/or how they are tracked or presented to the board.**

**The committee met on Friday, October 30<sup>th</sup> and Friday, November 13<sup>th</sup> to discuss these matters in addition to other items raised by the committee members.**

**Based on the committee meeting discussion and documentation provided by staff, the Special Committee offers the following:**

- A. Contracts under \$50K – The committee reviewed the list of current contracts under \$50K which the CEO has authorization to execute without board approval. There appeared to be several contracts with minimal scopes and vague deliverables.**

**Recommendation: All contracts to be executed under \$50K should be presented to the Finance & Executive Committee and legal counsel for awareness and discussion prior to execution. This should include a detailed scope and deliverables with a definitive termination date. Additionally, a template should be drafted by legal counsel for utilization. Lastly, a bi-yearly review should be conducted of the contracts to ensure the deliverables are being met.**

- B. Communication with the Board of Commissioners – Communication between CATS administration and the Board takes place on an “as-needed basis.”**

**Recommendation: CATS leadership should take a proactive approach informing board members on agenda items and items that could be considered sensitive and confidential in nature which includes finding the best way to share all necessary documentation. Additionally, the administration should ensure legal mandates,**

policies, and procedures are followed prior to presenting items to the board. An official Board Communication Policy was drafted and will be offered to the Board for approval.

**C. Legal Counsel's Role with the Agency and Board – After interviews and observations it was noted that the role of the legal counsel(s) appears to be vague and there is concern as to whom legal counsel(s) is answerable to.**

**Recommendation: Clearly outline the role and duties of legal counsel(s) for the agency and Board of Commissioners, respectively. Additionally, consider adding legal counsel(s) to the agency's organizational chart.**

**D. Chief Executive Officer and Contractual Responsibilities – There are several pending items that fall under the review of the CEO that need a plan of action to address.**

**Ms. Green noted that this document should be made available publicly and on the CATS website. She shared that a lot of time and thought went into this final report.**

**Ms. Green stated that it has been a long year as it pertains to CATS, concerns by the public, staff, and board members.**

**She noted that HNTB is doing an organizational assessment that will be presented in 30 days to the CEO. These recommendations, along with the report from HNTB, should be taken into strong consideration for future action.**

**Ms. Green stated that the board committees need to be meeting regularly and that staff needs to be getting action items to the board for discussion.**

**Ms. Green noted that board committee leadership needs to review the recommendations and put them into action at the appropriate committee level.**

**Ms. Pierre reiterated that contracts should be presented to the F&E Committee and to legal counsel, regardless of whether they are less than \$50,000 or more than \$50,000.**

**Ms. Pierre shared that she was under the impression that contracts were already being reviewed by legal counsel and that this should automatically be happening.**

**Ms. Pierre inquired if the board needed to take action to change the way the CEO reports on contracts. It was noted there are several potential action items that come from this report, but any action will begin at the committee level and flow to the full board.**

**Mr. Hill moved to enter into executive session to discuss the performance of the CEO and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there were public comments.**

**Mr. Abadie noted that the Open Meetings Law allows for executive session to discuss the character and professional competence of an individual provided that written notice is provided to the individual more than 24 hours prior to the meeting. That individual has the right to demand that the discussion take place in the public meeting. Mr. Abadie noted that Mr. Deville was timely notified of the item and informed Mr. Bellue that he was comfortable with the executive session taking place.**

**Mr. Garland stated that the public has the right to speak on matters and the board has taken that right by removing public comments from the agenda. The board is suppressing the right to allow the public to speak on all matters related to public transit.**

**The motion to enter executive session passed unanimously with no abstentions.**

**Subsequently, the board returned from executive session to extend the meeting.**

**Mr. Bellue moved to extend the meeting and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously without any abstentions.**

**Mr. Hill moved to return to executive session and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. The board continued with the executive session.**

## **IX. ADJOURNMENT**

**Upon returning from executive session, Mr. Hill acknowledged that this is the last meeting for Ms. Perkins. He stated that Ms. Perkins has been a dedicated member of the board and has been very welcoming to him in his first year on the board. Other board members echoed Mr. Hill's sentiments and the commitment of Ms. Perkins.**

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

DRAFT



OPERATING AND CAPITAL BUDGET  
FOR THE YEAR ENDING DECEMBER  
31, 2021



# Capital Area Transit System

## Operating Budget

For the Year Ending December 31, 2021

### Operating Revenues

Description	2021	2020	Dollar
	Budget	Budget	Variance
<b>Operating Revenue</b>			
Passenger Paid Fares	870,256	1,726,698	(856,442)
Special Transit Fares (Contract)	82,002	243,330	(161,328)
ADA/Paratransit Revenue	59,041	117,144	(58,103)
Advertising Revenue	476,009	540,000	(63,991)
Interest Income	56,969	163,453	(106,484)
Other Agency Revenue	227,399	140,012	87,387
<b>Total CATS Generated</b>	<b>1,771,676</b>	<b>2,930,637</b>	<b>(1,158,961)</b>
<b>Non Federal Revenue</b>			
Hotel/Motel Tax	899,505	1,224,264	(324,759)
Parish Transportation Fund	550,000	550,000	0
Property Tax Revenue	17,600,000	17,780,000	(180,000)
<b>Total Non Federal</b>	<b>19,049,505</b>	<b>19,554,264</b>	<b>(504,759)</b>
<b>Federal Operating Subsidies</b>			
FTA - Preventive Maintenance	7,351,099	6,189,898	1,161,201
FTA - Project Administration	320,000	0	320,000
FTA - Planning	686,000	100,000	586,000
FTA - JARC/New Freedom	0	131,085	(131,085)
<b>Total Federal Operating</b>	<b>8,357,099</b>	<b>6,420,983</b>	<b>1,936,116</b>
<b>Total Operating Revenues</b>	<b>29,178,280</b>	<b>28,905,884</b>	<b>272,396</b>
FTA - Capital Projects	5,300,000	3,106,386	2,193,614
<b>TOTAL SOURCES OF REVENUE</b>	<b>34,478,280</b>	<b>32,012,270</b>	<b>2,466,010</b>

### Budget Assumptions:

\*Governor's Phases 3 Reopening Continues throughout 2021 (Alternative budgets for reduced services/operations under consideration should pandemic re-occur)

\*Revenues does not account for potential 2021 federal legislation for CARES 3 or HERO bill approval by Congress

\*Capital Budget accounts for 2021 ramping up of CATS 5 Year Capital Budget due to 2021 available federal grant funding

\*2021 Operating Budget \$29,178,280

\*2021 Capital Budget \$5,300,000

# Capital Area Transit System

## Operating Budget

For the Year Ending December 31, 2021

### Operating Expenses

Description	2021	2020	Dollar
	Budget	Budget	Variance
<b>Operating Expenses</b>			
Labor	11,329,365	11,653,980	(324,615)
Fringe Benefits	6,382,219	6,939,752	(557,533)
<b>Labor and Fringe Benefits</b>	<b>17,711,584</b>	<b>18,593,732</b>	<b>(882,148)</b>
Casualty and Liability	1,547,000	1,805,525	(258,525)
Services & Capital Expenses	2,804,718	1,917,114	887,604
Purchased Transportation	1,950,000	2,408,825	(458,825)
Materials & Supplies	3,645,000	2,926,174	718,826
Utilities	175,000	291,200	(116,200)
Miscellaneous Expenses	1,250,040	792,020	458,020
Leases and Rentals	94,938	171,294	(76,356)
<b>Total Operating Expenses</b>	<b>29,178,280</b>	<b>28,905,884</b>	<b>272,396</b>
FTA - Capital Projects	5,300,000	3,106,386	2,193,614
<b>TOTAL Operating/Planning/Capital</b>	<b>34,478,280</b>	<b>32,012,270</b>	<b>2,466,010</b>
<b>NET BALANCE (+/-)</b>	<b>0.00</b>	<b>0.00</b>	

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



CONTACT

**Bill Deville**  
Chief Executive Officer  
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## CY2021 Capital Area Transit System Budget Proposal

Although we project to finish the current year below the 2020 operational expense budget by nearly 5 percent, there are several items that we wanted to address and properly keep everyone apprised. As a result of the pandemic, COVID-19 has brought upon both new challenges and opportunities that will be addressed as we present the 2021 Budget. The following budget statement anticipates CATS continuing with its “Lifeline” service with incremental service improvements in service anticipated during 2021.

**CATS 2021 Budget Operating Revenues** consists of three major components: Direct Operating Revenues, Non-Operating (Non-Federal) Revenues, and Federal Operating Revenue Subsidies (Grants). Total 2021 Operating Revenues amount to \$29,178,280. Capital grants and match revenue outlay for 2021 are projected at \$5,300,000. Total Operating and Capital Budget combined amount to \$34,478,280 for 2021.

**CATS 2021 Budgeted Operating Expenses** amount to \$29,178,280. CATS Capital Outlay for 2021 is projected to be \$5,300,000. Total Operating and Capital Budget expenditures are expected to total \$34,478,280, providing a “balanced budget” as required by state law.

**CATS CY2021 Budget, as presented, represents a stand-still “baseline” operating budget** anticipating operating revenues to be reduced by nearly 50% - Covid impact projected. This revenue gap is made up primarily with a combination of FTA 5307 grant and Property Millage revenues. Staff, and the general consensus among regional peer transit agencies, believes that CATS may need to revise its CY2021 budget by the end of the first quarter of 2021....if the Covid condition worsens (in which case, furloughs/layoffs may be considered to occur going forward) as further reductions in service may be required.

The condition just described is our worst case scenario whereby the expected funding via **the Congressional HEROS Act (CARES 3) legislation is not included in this 2021 budget.**

**If the HEROS Act is passed by Congress in 2021**, then CATS will be seeking to revise its 2021 Budget to reflect the anticipated date/time the HEROS Act/Funding amount and availability takes effect. CATS staff will then come back to the board to present a revised budget for 2021. Please note, in spite of delays caused by the Covid Pandemic through most of 2020, CATS will resume moving forward with its Capital programs and projects to the tune of **capital outlays totaling about \$5.3 million for 2021.**

Those Capital programs and projects include plans for:

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920

CONTACT



Connecting you to what matters.

- Enterprise Resource Planning software system.
- Fleet replacement.
- Bus stop shelters
- BRT Planning
- On Call support services
- 2250 OAM Facility and Transfer Center Assessments

**Regarding CATS current 2020 Budget:**

It should be noted that **no budget amendment was warranted for the current 2020 budget.** Expenses did not increase, nor did the loss of revenues exceed ten percent. To the contrary, the **CARES ACT actually filled the gap where there was a loss in revenues for 2020, or where additional expenditures were required...**even allowing CATS to replace, to some extent, badly needed cash reserves depleted in earlier lean years.

It should be noted that the Federal CARES Act, while approved by Congress in late March, 2020, was retroactive to January, 2020, and allowed 100% grant funding with no match required because of the world wide pandemic crisis...Transit Agencies were encouraged to use CARES funding first.

While there is a great need for CATS to continue working hard and smart in seeking more funds from its usual more reliable funding sources, there is also a need in obtaining new sources of revenue to help fund CATS long term Capital Investment Improvement Plan. It can be said, however, the influx of cash provided by the CARES Act was material and timely. CATS was able to move and reallocate property millage tax and some other revenues (about \$14 million) into cash reserves for the following:

- Shortage from operational revenues due to COVID
- Insurance claims & litigation reserves
- Operational contingency reserve
- Replenish restricted cash reserves used prior years
- Future capital improvement/grants match

**CONCLUSION – Management respectfully requests board approval 2021 Budget, anticipating a possible return upon completing 2021 first quarter.**

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 15, 2020  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL: Ms. Amie McNaylor**

Present at the meeting were Messrs. Bellue, Cohran, Hill, Lambert, and O’Gorman, and Mss. Green, Perkins, and Pierre. Dr. Breaux was absent. Also present were Mr. Bill Deville, CEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF NOVEMBER 17, 2020 MEETING: Mr. Mark Bellue**

Ms. Pierre moved to approve the minutes of the November 17, 2020, meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Mr. Cohran was not present for the vote.

**IV. APPROVAL OF MINUTES OF DECEMBER 3, 2020 SPECIAL MEETING: Mr. Mark Bellue**

Ms. Green moved to approve the minutes of the December 3, 2020, special meeting and Ms. Perkins seconded the motion. Mr. Bellue invited public

comment and there was none. The motion passed unanimously with no abstentions. Mr. Cohran was not present for the vote.

## V. PRESIDENT'S ANNOUNCEMENTS: Mr. Mark Bellue

Mr. Bellue thanked those assembled for attending the meeting.

Mr. Bellue reviewed the COVID-19 restrictions in place per BREC guidelines. He noted that any members of the staff and public who wished to attend the meeting would need to observe from the hall once the allocated seats were filled.

Mr. Bellue noted that there was no period for general public comments on the meeting agenda. He let the public know that if there are general public comments they wish to make to the board members, they may do so by emailing [catsboard@brcats.com](mailto:catsboard@brcats.com).

## VI. ADMINISTRATIVE MATTERS

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

Mr. Deville let the board know that Governor Edwards has reverted the state to a modified Phase 2 in light of the increase in positive COVID-19 cases; the restrictions are slated to be in effect until at least December 23<sup>rd</sup>.

CATS continues to operate its essential lifeline service that was designed to carry incrementally increased ridership that should remain in place through January, leading to the February 2021 service change. Staff has begun to plan for the February service pick, with an opportunity to plan for a return to near normal service levels during 2021.

Ms. Williams noted that there are currently 147 total operators. There are 100 active operators. The remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.

Operations is meeting more frequently as the reopening incrementally expands to determine what Phase 3 requirements look like for the agency.

Ms. Williams shared that ridership for November was 97,230; this is similar to the ridership in July 2020. There was less service because of holidays in November, which contributed to the reduced ridership.

The on-time performance for the month was 72.11%. This is the highest the on-time performance has been. Operations continues monitoring individual routes on a daily basis. The department began tracking individual operator performance on November 30<sup>th</sup> to determine what tools are needed to help operators increase their performance.

The percentage of trips operated in November was 97.68%. The agency operated 183,389 miles, which is indicative of the service provided. There were 3.3 preventable accidents per 100,000 miles in November, and there were 8,731 mean miles between road calls.

Mr. Deville asked Ms. Williams to explain what cancelled trips are and how the term can be misunderstood. Ms. Williams noted that an operator's shift contains multiple "trips" which may be on more than one route. If a trip is cancelled, it does not mean an entire route is cancelled, but only that one piece of the route at that time.

There are multiple factors that can lead to cancelled trips, including not having an operator, not having a vehicle, road construction, reroutes, and trains stopped on tracks.

It was noted that Operations will be doing refresher training in an effort to reduce preventable accidents.

Ms. Soileau informed the board that staff is working towards the February 2021 service change. This will be part of biannual service changes to address customer needs and route improvement moving forward. She noted that CATS is not adding service in February but is increasing frequency on select routes.

Ms. Soileau let the board know that the current lifeline service should be considered the base level of service for the agency. Any changes made will be made from the base service, and they will occur incrementally over time.

Ms. Soileau shared that staff is working on a Bus Shelter and Passenger Amenity Standardization Plan.

HNTB is working on a Transit Development Plan and a revision of the Strategic Plan is a component of that work.

A service standards manual is in progress and an internal staff review is underway.

**CATS is awaiting the Microtransit report from The Goodman Corporation, which is scheduled to be delivered on December 18<sup>th</sup>.**

**HDR continues work on the key performance indicators and is anticipated to deliver the report in March 2021.**

**Staff is beginning to work on the information required for the National Transit Database (NTD) annual submission. The deadline for submission is April 30, 2021.**

**Ms. Soileau shared that she spoke at the Downtown Development District Board meeting to discuss resuming the Capitol Park Trolley service.**

**Ms. Soileau spoke at the Transportation and Development meeting of the Louisiana Chapter of American Society of Civil Engineers to discuss bus rapid transit.**

**Mr. Deville noted that CATS general counsel is leading the agency's response to the ADA lawsuit from Mr. Wright filed against CATS and the City-Parish and is working with the City-Parish and CATS staff.**

**The CATS CEO participated in the LSU IFC Regional Roundtable Discussion as requested due to a need to include needed transportation access policies in the new revised watershed boundaries created by the 100 year flood of 2016.**

**Mayor Broome held a City-Parish, CATS, Build Baton Rouge, and DOTD Cooperative Endeavor Agreement press conference to formally announce the agreement paving the way to start the major Baton Rouge/CATS nine-mile BRT Corridor Project.**

**CATS issued a press release announcing the next major phase of its Strategic Planning process.**

**CATS jointly held a special event recognizing Mr. Johnnie Jones, Sr. for his efforts playing a major role in the Baton Rouge bus boycott. The collaborators included Build Baton Rouge, Mayor-President Sharon Weston Broome, Baker Mayor Darnell Waites, and CATS. Southern University Law Chancellor John Pierre served as master of ceremonies.**

**Mr. Cutrone presented the November financials and noted that the total current assets as of November 30, 2020, are \$27,208,486. The total assets are \$51,074,249. The total current liabilities are**

**\$3,494,042 and the total liabilities are \$6,990,000. The total net assets are \$44,084,249.**

**The total operating expenses for the month of November are \$2,231,168.**

**The total CATS-generated operating revenues for the month as of November 30, 2020, are \$46,970. The total non-federal subsidies for the month are \$1,735,530 and the total federal subsidies are \$449,778.**

**The total operating revenues are \$2,232,278. The net operations balance as of November 30 2020, is a deficit of \$228,042.**

## **VII. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

**Mr. Bellue referred the members to the minutes of the December 10<sup>th</sup> meeting in their packets. He noted that action items 1 through 5 were discussed at the meeting.**

**No action was taken on items one, three and five. There were questions that needed to be answered, so these items were referred to the full board with no recommendation from the committee.**

**The committee members unanimously recommended items 2 and 4 for approval.**

**Mr. Bellue let the members know that the health insurance item and the MV Transportation contract amendment were sent to the board without a recommendation.**

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

**Ms. McNaylor gave the report for Dr. Breaux and referred the members to the minutes of the December 12<sup>th</sup> meeting in their packets.**

**Ms. McNaylor shared that the only item discussed was the Board Communication Policy. A draft policy has been circulated internally and input will be gathered and incorporated where appropriate.**

**There will need to be a special TPP Committee meeting in January to recommend the Board Communication Policy to the F&E Committee and full board for approval.**

**3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

**4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted the committee did not meet but has a meeting scheduled for Friday, December 18<sup>th</sup>.

**5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the minutes of the December 9<sup>th</sup> meeting and shared the highlights.

Ms. Perkins let the board know that she attended the event for Mr. Jones and it was a wonderful event.

Ms. Serena Thomas of MV Transportation noted that CATS On Demand had 3,945 scheduled trips in November and 3,777 were completed.

Ms. Thomas shared that there was one valid complaint for the month.

Ms. Thomas noted that the on-time performance for the month was 92.3%.

Ms. Thomas notified the board that MV is still down 10 operators but there are six currently in the qualifications phase.

Ms. Thomas noted that revenue is down 50%.

**6. Special Committee: Mr. Johnathan Hill**

Mr. Bellue noted that the board would enter executive session to discuss some of the recommendations from the Special Committee and this report would be given before executive session.

**VIII. ACTION ITEMS**

**1. Consideration of authorization to lease three, 30 foot electric buses**

Ms. Soileau shared that these vehicles would be leased for a period of no more than two years and would be paid with FY2019 5307 funds. She noted that there are Low-No grants that can also be utilized to purchase electric buses at a later date.

Ms. Soileau informed the board that the fleet currently consists of 57 Gillig buses, 14 Cutaway vans, three electric buses, and four trolleys. The 14 Cutaway vans and four trolleys are beyond their useful life.

She noted that the agency will be looking to purchase six, 35-foot BYD electric buses in the near future and that these have been approved by the board for purchase. Additionally, eight Gillig buses will need to be purchased.

Ms. Soileau also noted that there will be 44 vehicles required for the February 2021 service change based on current covid operating levels. Service is expected to incrementally increase to 61 vehicles, but this will happen gradually over time.

The necessary approvals and amendments have been made to the TIP, STIP, and the FTA has given their approval for the lease.

Mr. Cohran moved that the CEO is authorized to lease three, 30 foot BYD electric buses for a period not to exceed two years and at a total cost not to exceed \$375,000 and Ms. Green seconded the motion. Mr. Bellue invited public comment and there was none. The motion carried unanimously with no abstentions.

**2. Consideration of authorization to execute contracts for oil and oil related products**

Mr. Godwin noted that there are two contracts; one to purchase oil and one to purchase oil related products. The products include synthetic transmission fluid, wheel grease, gear oil, antifreeze, diesel exhaust fluid, and engine oil.

Staff is recommending that a contract be awarded to Lard Oil for antifreeze, synthetic transmission fluid, and diesel exhaust fluid in an amount not to exceed \$70,045.00.

Staff is recommending that a contract be awarded to Central Oil for gear oil, motor oil, and wheel grease in an amount not to exceed \$36,204.00.

It was noted that these are recommended new contracts, not renewals, as a result of the recent ITB's.

It was noted that this item was unanimously recommended for approval by the F&E Committee.

Ms. Perkins moved that the CEO is authorized to enter into contracts with Lard Oil for antifreeze, synthetic transmission fluid, and diesel exhaust fluid in an amount not to exceed \$70,045 and with Central Oil for gear oil, motor oil, and wheel grease in an amount not to exceed \$36,204. Mr. Hill seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**3. Consideration of authorization to extend the security services contract with Weiser Security**

Ms. Thomas shared that the board is being asked to approve an extension of the Weiser Security contract for a period of one year to allow staff the time to issue a an RFP.

Mr. Abadie noted that he has reviewed the contract and his understanding is that Weiser has agreed to the extension for a period of one year.

There was a question as to when the solicitation would be completed and Ms. Thomas stated it would be done by the end of the first quarter of 2021.

Ms. Green moved that the CEO is authorized to extend the security services contract with Weiser Security for a period of one year for an amount not to exceed \$236,841.36 and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**4. Consideration of authorization to extend the claims adjuster services contract with Brown Claims Management Group LLC**

Ms. Thomas noted that the board is being asked to approve an extension of the Brown Claims contract for a period of one year.

It was noted that this item was unanimously recommended for approval by the F&E Committee.

There was a question as to the rates for the extension and Mr. Abadie informed the board that his understanding was that the contract is being extended with a rate increase consistent with the Consumer Price Index as per the terms of the contract.

Ms. Green moved that the CEO is authorized to extend the claims adjuster services contract with Brown Claims Management Group LLC for a period of one year at hourly rates to be agreed upon by the

parties after consideration of the increase in the consumer price index. Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

**5. Consideration of adoption of CATS 2021 budget**

Mr. Deville introduced the proposed 2021 budget and noted this is a baseline budget that takes a conservative approach because of COVID-19. He let the members know that he has spoken to other transit CEOs who are taking similar approaches. Mr. Deville anticipates that staff will return to the board after the first quarter for a budget amendment.

Mr. Cutrone informed the board members that CATS is proposing an operating revenue budget of \$29,178,280 with an additional \$5,300,000 for FTA capital projects, for total revenues of \$34,478,280.

The total revenues for 2020 were \$32,012,270.

Mr. Cutrone shared that the budget for passenger paid fares for 2021 is \$870,256, which is a 39.5% decrease in fare revenue. He noted that CATS has not yet resumed fare collection due to Covid.

The total CATS generated revenues are budgeted at \$1,771,676.

The total non-federal revenues are budgeted at \$19,049,505. This is a decrease as a result of Covid. These funds are comprised of the hotel/motel tax, the parish transportation fund, and property tax revenue. These numbers are a conservative projection as a result of Covid.

The majority of property tax funds are generally collected in January. However, with the hardships faced right now, staff wanted to make allowances for this.

The total federal operating revenues are projected at \$8,357,099 which is an increase over the 2020 amount of \$6,420,983.

It was noted that the CARES Act funding was used to replace some preventive maintenance expenses. The preventive maintenance subsidy for 2021 is budgeted at \$7,351,099 as compared to \$6,189,898 in 2020 as a result of rolling some of the CARES funding into preventive maintenance.

There was a question as to the discrepancy in the preventive maintenance funding between the monthly financials that are presented and the budget being presented, and there was a question as to why the amount budgeted for preventative maintenance for 2020 was so high and the 2021 budget is higher when the need appears to have decreased. Mr. Cutrone noted that the remaining funds will be rolled into the 2021 budget line item.

There is \$5,300,000 budgeted for capital projects. These projects consist of the following: ERP software system/Tyler Technologies at \$1,000,000; electric buses and chargers at \$2,600,000; shelters at \$250,000; assessment of the 2250 facility at \$300,000; on-call services at \$300,000; and \$850,000 for BRT planning.

There was an inquiry into preventive maintenance and why there was a discrepancy in cost given the fact that service was down and CARES Act funding was used. Mr. Cutrone stated that not as much maintenance was required as a result of Covid.

The budgeted operating expenses are projected at \$29,178,280 with an additional \$5,300,000 for capital projects. The total expenses are budgeted at \$34,478,280.

A total of \$17,711,584 is budgeted for labor and fringe benefits, compared to \$18,593,732 in 2020. This is largely related to the reduction in service as a result of Covid.

There was a question related to the fringe benefits and how the health insurance cost is increasing but the fringe benefits are decreasing. It was noted that labor and operating are at a 59.5% overhead rate and the labor decreased by \$324,000. This resulted in a decrease of \$193,000 in fringe benefits. There were also issues in previous years where items were listed in the fringe benefits that should have been listed elsewhere.

There was discussion of the miscellaneous expenses and Mr. Cutrone indicated that departments submit their budget requests and they include miscellaneous items.

The budget also contains \$300,000 that is appropriated for the payment of settlements and \$40,000 for the payment of judgments.

There were inquiries as to various differences listed in the monthly financials and the proposed budget. Mr. Cutrone stated he would look into the variances.

The budget for purchased transportation for 2021 is \$1,950,000, as compared to \$2,408,825 in 2020. There were inquiries as to whether this should be increased in the event CATS On Demand paratransit service increases in 2021.

Mr. Bellue noted that there is a resolution that is required to be adopted by the board and he read the resolution into the record.

Mr. Abadie shared that there is language in the resolution providing the authority of the CEO to change line item amounts in the budget that is required by the Local Government Budget Act. He noted that in the last several years, the board has given the CEO the authority to make up to 10% changes in the line items without board approval.

Mr. Bellue moved to adopt the budget resolution and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

#### **RESOLUTION OF CATS BOARD OF COMMISSIONERS APPROVING 2021 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2021 budget for the Capital Area Transit System, which has been made available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues or total expenditures be changed without the approval of the Board of Commissioners.

6. Discussion of the performance of the CEO, Mr. William J. Deville. (The board may vote to go into executive session as provided for by the Louisiana Open Meetings Law to discuss the character and professional competence of Mr. Deville).

Mr. Bellue noted that the last item on the agenda is a presentation by the Special Committee and the last portion of the report will include the board entering executive session to discuss the performance of the CEO.

**Mr. Bellue invited Mr. Hill to give his report from the Special Committee.**

**Mr. Hill noted that during the September 2020 CATS Board meeting, the Board appointed a special committee to evaluate the operations of the agency. The committee consisted of Vice-President Green, Treasurer Mr. Cohran, and Mr. Hill.**

**The committee was tasked with making recommendations in the following areas, but not limited to: any recommended changes to the board's authority level for approval of contracts; any recommendations that would improve communications between the board and CATS administration; and any recommended changes to performance measures and/or how they are tracked or presented to the board.**

**The committee met on Friday, October 30<sup>th</sup> and Friday, November 13<sup>th</sup> to discuss these matters in addition to other items raised by the committee members.**

**Based on the committee meeting discussion and documentation provided by staff, the Special Committee offers the following:**

- A. Contracts under \$50K – The committee reviewed the list of current contracts under \$50K which the CEO has authorization to execute without board approval. There appeared to be several contracts with minimal scopes and vague deliverables.**

**Recommendation: All contracts to be executed under \$50K should be presented to the Finance & Executive Committee and legal counsel for awareness and discussion prior to execution. This should include a detailed scope and deliverables with a definitive termination date. Additionally, a template should be drafted by legal counsel for utilization. Lastly, a bi-yearly review should be conducted of the contracts to ensure the deliverables are being met.**

- B. Communication with the Board of Commissioners – Communication between CATS administration and the Board takes place on an “as-needed basis.”**

**Recommendation: CATS leadership should take a proactive approach informing board members on agenda items and items that could be considered sensitive and confidential in nature which includes finding the best way to share all necessary documentation. Additionally, the administration should ensure legal mandates,**

policies, and procedures are followed prior to presenting items to the board. An official Board Communication Policy was drafted and will be offered to the Board for approval.

**C. Legal Counsel's Role with the Agency and Board – After interviews and observations it was noted that the role of the legal counsel(s) appears to be vague and there is concern as to whom legal counsel(s) is answerable to.**

**Recommendation: Clearly outline the role and duties of legal counsel(s) for the agency and Board of Commissioners, respectively. Additionally, consider adding legal counsel(s) to the agency's organizational chart.**

**D. Chief Executive Officer and Contractual Responsibilities – There are several pending items that fall under the review of the CEO that need a plan of action to address.**

Ms. Green noted that this document should be made available publicly and on the CATS website. She shared that a lot of time and thought went into this final report.

Ms. Green stated that it has been a long year as it pertains to CATS, concerns by the public, staff, and board members.

She noted that HNTB is doing an organizational assessment that will be presented in 30 days to the CEO. These recommendations, along with the report from HNTB, should be taken into strong consideration for future action.

Ms. Green stated that the board committees need to be meeting regularly and that staff needs to be getting action items to the board for discussion.

Ms. Green noted that board committee leadership needs to review the recommendations and put them into action at the appropriate committee level.

Ms. Pierre reiterated that contracts should be presented to the F&E Committee and to legal counsel, regardless of whether they are less than \$50,000 or more than \$50,000.

Ms. Pierre shared that she was under the impression that contracts were already being reviewed by legal counsel and that this should automatically be happening.

**Ms. Pierre inquired if the board needed to take action to change the way the CEO reports on contracts. It was noted there are several potential action items that come from this report, but any action will begin at the committee level and flow to the full board.**

**Mr. Hill moved to enter into executive session to discuss the performance of the CEO and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there were public comments.**

**Mr. Abadie noted that the Open Meetings Law allows for executive session to discuss the character and professional competence of an individual provided that written notice is provided to the individual more than 24 hours prior to the meeting. That individual has the right to demand that the discussion take place in the public meeting. Mr. Abadie noted that Mr. Deville was timely notified of the item and informed Mr. Bellue that he was comfortable with the executive session taking place.**

**Mr. Garland stated that the public has the right to speak on matters and the board has taken that right by removing public comments from the agenda. The board is suppressing the right to allow the public to speak on all matters related to public transit.**

**The motion to enter executive session passed unanimously with no abstentions.**

**Subsequently, the board returned from executive session to extend the meeting.**

**Mr. Bellue moved to extend the meeting and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously without any abstentions.**

**Mr. Hill moved to return to executive session and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. The board continued with the executive session.**

## **IX. ADJOURNMENT**

**Upon returning from executive session, Mr. Hill acknowledged that this is the last meeting for Ms. Perkins. He stated that Ms. Perkins has been a dedicated member of the board and has been very welcoming to him in his first year on the board. Other board members echoed Mr. Hill's sentiments and the commitment of Ms. Perkins.**

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

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**MEETING OF THE  
BOARD OF COMMISSIONERS OF  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
DECEMBER 17, 2019  
4:30 p.m.  
BREC Administration Building  
6201 Florida Boulevard  
Baton Rouge, LA 70806**

**MINUTES**

**I. CALL TO ORDER: Mr. Mark Bellue**

Mr. Bellue called the meeting to order.

**II. ROLL CALL**

All members were present at the meeting, namely Messrs. Bellue, Breaux, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins, and Pierre. Also present were Mr. Bill Deville, CEO; Mr. Charles Odimgbe, DCEO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

**III. APPROVAL OF MINUTES OF NOVEMBER 19, 2019 MEETING**

Ms. Perkins moved to approve the minutes of the November 19, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions. Dr. Breaux and Ms. Green were not present for the vote.

**IV. PRESIDENT’S ANNOUNCEMENTS**

Mr. Bellue reviewed the public comment process.

Mr. Bellue noted that Mr. Brandt’s board replacement would be taken at the February 26, 2020 Metro Council meeting, so it will be the March 2020 board meeting before there is a full complement of nine board members.

Mr. Bellue shared that he would be appointing a Nominating Committee for officer nominations and anyone interested in being on the committee should let Mr. Bellue know.

## V. ADMINISTRATIVE MATTERS

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

Mr. Deville noted that CATS provided shuttle service on Thanksgiving Day for St. Vincent de Paul's annual Thanksgiving Day lunch at the Raising Cane's River Center.

Ms. Dwana Williams shared that, in Operations, there are currently 130 active operators. There are 140 total operators and the remaining operators are on FMLA and light duty.

Ms. Williams noted that CATS had 200,579 passenger trips in November. There were 2.0 preventable accidents per 100,000 miles, and 960.25 trips cancelled for the month. The percentage of on-time trips was 58.40%, there were 39.4 customer contacts per 100,000 boardings, and there were 5,287.80 mean miles between road calls for the month.

It was noted that 12 new operators joined in early December and one operator returned from FMLA. There is a new training class with 12 cadets currently in training.

It was noted that there has been a shift in the Maintenance Department and Micah Anthony has been named the Director of Maintenance. One of his goals is to work to improve on-time performance from a maintenance perspective. It was also noted that fleet issues are being rectified by keeping inventory parts in stock.

It was requested that timelines for initiatives to reverse the current trends be provided at the next meeting. Some of the requested timelines include on-time performance, rectifying fleet issues, as well as tracking the number of cadets hired, new training classes, and where the agency is in terms of reaching operator goals.

Mr. Deville shared that the CATS proposed 2020 budget has been posted on the CATS website for public inspection and a number of the board members were able to meet with the CEO and Comptroller to discuss the budget in detail.

Staff held its first meeting following the BRT BUILD grant award with senior staff as well as board members Kahli Cohran, Laurence Lambert, and Kevin O’Gorman. Positive progress was made in defining the path forward that will lead to a CEA between CATS and the City-Parish. That CEA will define funding sources and allocation(s), as well as timelines for major milestones, including NEPA. A determination has been made and agreed by both senior staff and those board members present that CATS should merge the Plank and Nicholson BRT projects while still implementing Plank BRT as Phase One.

The CEO met with FTA Region VI representatives in Fort Worth and were introduced to the BUILD grant award project team, including the assigned management specialist.

BRAC held a one-day Leadership Baton Rouge event with a focus on City and State government on December 10<sup>th</sup> and the CEO spoke on the CATS mission, its impact on government, and major projects and initiatives.

Some of CATS staff met with BYD’s new Manager of the Central Division and BYD has committed to a policy where no tariffs will be passed on to the buyers.

Mr. Odimgbe shared that staff from Communications and Planning attended a “Mobility for All” webinar with a grant opportunity with a short deadline. Finance and Grants continue to work on ECHOs as reimbursements from previous ECHO draws were incorrectly charted and most have been reconciled.

It was noted that HNTB is assisting with the preliminary work on the North Baton Rouge Transit Center site.

CATS will be meeting with City-Parish engineers to identify who should be in the discussion for the Downtown Transit Center site being used as a bus pull through.

Construction is substantially complete at the Cortana Transit Center and CATS is completing the timeline to begin revenue service.

Mr. Deville shared that, regarding office facilities, the City-Parish will conduct appraisals utilizing their staff and the agency plans to meet with them to finalize next steps for the two properties adjacent to 2250.

GOTECH is preparing a new scope of work to include a master plan for the 2250 site. Part of this assessment will include an alternative site study. Once completed, this information will enable CATS to proceed with seeking funding for the AOM project master plan.

Mr. Cutrone presented the November financials and noted that the total current assets as of November 30, 2019 are \$18,758,768. The total assets are \$48,620,905. The total current liabilities are \$6,872,138 and the total liabilities are \$12,910,174.

The operating expenses as of November 30, 2019 are \$3,076,956.

The total CATS-generated operating revenues as of November 30, 2019 are \$238,499. The total non-federal subsidies are \$1,604,873 and the total federal subsidies are \$492,679. The total operating subsidies are \$2,097,552.

## **VI. COMMITTEE REPORTS AND ANY ACTION THEREON**

### **1. Finance and Executive: Mr. Mark Bellue**

Mr. Bellue referred the members to the highlights of the minutes of the December 12<sup>th</sup> meeting and shared the highlights. He noted the action items were presented to the F&E Committee. The committee took no action on action item #4 and recommended it come to the full board for approval.

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

Dr. Breaux noted the committee did not meet.

### **3. Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

### **4. Planning: Mr. Kevin O’Gorman**

Mr. O’Gorman noted that the committee did not meet.

### **5. Community Relations: Ms. Linda Perkins**

Ms. Perkins referred the members to the highlights of the minutes of the December 11<sup>th</sup> meeting in their packets. Ms. Perkins thanked Mr. Jimmy Thomas and Ms. Dwana Williams for the training that was provided to the Customer Care representatives. She thanked the CATS staff and the CATS customers for their dedication in 2019.

Mr. Cooksey noted that CATS On Demand had 8,603 scheduled trips in November. Of those, 864 were cancellations and 404 were no shows, for a total of 7,335 completed trips.

Mr. Cooksey shared that there were four valid complaints for the month.

The on-time performance for the month was 86.2%.

There were six road calls for the month.

Mr. Deville noted that CATS and MV are working with U-Serve to provide a pilot program for paratransit Microtransit service.

## VII. ACTION ITEMS

### 1. Consideration of approval of purchase of three BYD electric buses

It was noted that CATS had a purchase order with BYD to purchase up to nine electric buses. The original contract was executed on March 6, 2018.

This purchase is for three electric buses and three charging systems. The cost of each bus is \$765,415 and the cost of each charging system is \$28,333.33, for a total cost of \$2,381,245.00.

Mr. Cohran moved that the CEO is authorized to purchase three BYD electric buses and three charging systems for an amount not to exceed \$2,381,245 and under such terms and conditions the CEO deems appropriate. Dr. Breaux seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

### 2. Consideration of approval of ERP software contract

Paul Simon introduced Mr. Andy Wakefield of Intueor Consulting to provide an overview of the ERP software procurement process. Mr. Wakefield noted that Intueor worked with CATS to develop a scope of work for a finance and human resources ERP software system for the agency.

CATS received three proposals in response to the RPF and after evaluation and consideration by the Proposal Evaluation Committee, it was recommended that the contract be awarded to Tyler Technologies, ERP Software Solutions.

It was noted that the maximum cost for up to eight years of service will be \$1,110,378.00. The contract is for five years with up to three, one-year renewal options.

Mr. O’Gorman moved that the CEO is authorized to enter into a contract with Tyler Technologies for ERO software for a period of five years with up to three, one-year renewal options at a cost not to exceed \$1,110,378, and to renegotiate the contract after year five, and with other such terms and conditions the CEO deems appropriate. Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**3. Consideration of approval of Kevin O’Gorman absences**

Mr. Abadie noted that this is a requirement of the State Statute and Mr. O’Gorman missed the October and November meetings.

Ms. Green moved that the following resolution be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING ABSENCES OF KEVIN O’GORMAN**

WHEREAS, state law in Revised Statutes 48:1456E provides that a member of the CATS Board of Commissioners “shall be deemed to have abandoned his office upon failure to attend two of any three consecutive regularly scheduled board meetings without an excuse approved by a resolution of the board at its next regular meeting”; and

WHEREAS, it was necessary for Kevin O’Gorman to be absent from the board meetings held on October 15, 2019, and November 19, 2019;

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System that it approves the absences of Kevin O’Gorman from its meetings held on October 15, 2019, and November 19, 2019.

**4. Consideration of approval of construction contract for administrative office improvements**

Ms. Thomas let the board know that the contract was for interior renovations and ADA improvements to the new administrative office site at 350 North Donmoor. She noted that the original contract with

Honore Companies, LLC was for interior improvements and was under the \$50,000 threshold for CEO approval for contracts. When a determination was made that additional ADA improvements were needed, the amount of the contract exceeded the \$50,000 threshold.

Ms. Perkins moved that the CEO is authorized to issue a change order and/or enter into an amended contract with Honore Companies, LLC for administrative office construction improvements in an amount not to exceed \$86,100.00 and Mr. Cohran seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**5. Consideration of approval and adoption of 2020 budget**

Mr. Deville informed the board members that the annual budget three years ago was \$30 million and the agency has been able to reduce expenses over the last several years.

Mr. Cutrone shared the proposed 2020 budget with the board members and noted that the revenue is currently estimated at \$28.9 million to fund expenses of approximately \$28.9 million.

The 2020 operating revenue budget is projected as the following: \$2,930,637 in CATS generated revenue; \$19,554,264 in non-federal revenue, with \$17,780,000 in property tax revenue; \$3,314,597 in federal operating revenue; and \$3,106,386 in FTA capital projects. The total proposed operating revenues are \$28,905,884.

The 2020 operating expenses budget is projected as \$18,593,732 in labor and fringe benefits and total operating expenses of \$28,905,884.

Mr. Abadie noted that \$300,000 is appropriated for the payment of settlements and \$40,000 for the payment of judgments.

Mr. Cohran moved that the following resolution be adopted and Ms. Pierre seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously.

**RESOLUTION OF CATS BOARD OF COMMISSIONERS  
APPROVING 2020 BUDGET**

**BE IT RESOLVED** by the Board of Commissioners of Capital Area Transit System that the attached document setting forth the 2020 budget for the Capital Area Transit System, which has been made

available for public inspection and presented to the Board, is hereby approved.

**BE IT FURTHER RESOLVED** that the agency's Chief Executive Officer shall have the authority to make changes to the line item amounts of the operating budget without the approval of the Board of Commissioners if the change does not exceed 10% in either direction. If the change exceeds a 10% variance in either direction, the agency's Chief Executive Officer shall have to return to the Board of Commissioners for approval. In no event may the amounts for total revenues or total expenditures be changed without approval of the Board of Commissioners.

**VIII. PUBLIC COMMENT**

There were no public comments.

**IX. ADJOURNMENT**

Mr. Bellue wished everyone a Merry Christmas and happy new year.

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

DRAFT



OPERATING AND CAPITAL BUDGET  
FOR THE YEAR ENDING DECEMBER  
31, 2020



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PHONE: 225.389.8920

## CONTACT

**Bill Deville**  
Chief Executive Officer  
[bdeville@brcats.com](mailto:bdeville@brcats.com)

[brcats.com](http://brcats.com)



## CATS 2020 Operating Budget Narrative

The revenue for Calendar Year 2020 is currently estimated at nearly \$28.9 million to fund estimated expenses of \$28.9 million. CATS CY2020 Operating budget is \$28,905,885, compared to CY2019 Operating budget of \$26,999,987; this is an increase of \$1,465,228, or 7.05%.

### Highlights:

- CATS construction of its Cortana East Transit Center is expected to be completed by the end of 2019. Revenue service will begin early in the first quarter of 2020.
- CATS, along with the City-Parish and Build Baton Rouge, was awarded a \$15,000,000 BUILD grant in the fourth quarter of 2019, for its Plank-Nicholson Bus Rapid Transit (BRT) Corridor project with NEPA reviews starting no later than the end of the first quarter 2020; categorical environmental exclusion is expected from the NEPA process. The successful award of the BUILD grant helps pave the way for the \$40 million BRT project, and CATS will be seeking to adjust its Capital Budget to reflect the early success of the grant application/award.
- CATS concluded the planning component of the Microtransit project in 2019, via Transloc technology contract, and the agency will be implementing its first Microtransit service pilot for six months, with Phase I beginning by the end of the first quarter of 2020. The proposed service area in North Baton Rouge includes two zones: the Baton Rouge Metropolitan Airport and Southern University, and the City of Baker.
- CATS is nearing the end of the planning phase to implement a pilot ADA paratransit microtransit-type service with the current CATS On Demand provider, MV Transportation. This service is slated to begin in the first quarter of 2020 and will serve a sampling of the elderly and disabled communities across East Baton Rouge.
- CATS began a new Service Improvement Plan that will be implemented in spring 2020.

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- CATS will be seeking to begin the process to obtain funding to contract for a formal Comprehensive Operational Analysis (COA) by the end of 2020.
- CATS will continue to work with neighboring parish governments in 2020 to find ways to improve inter-parish transportation planning efforts; one program initiated by the City of Baker in 2019 is its planned Baker Park and Ride project. This project would include a CATS Park and Ride right-of-way within the boundaries of the planned hotel, retail, and housing real estate development; financial support is being led by CRPC for the project.
- CATS has begun looking for ways to strategically invest in improvements and expansion of its 2250 Administration, Operations, and Maintenance (AOM) facility; further planning efforts are expected to take place in 2020, including expansion of sorely needed parking space for employees.
- The CATS Planning Committee has noted its support of the relocation of the current downtown transit center/terminal service to the I-110 Underpass area at Florida Boulevard; it is expected that planning and construction will begin in 2020.
- CATS expects to contract a “bench” of consultants and contractors for its “on call” programs to strategically help the agency with revenue leveraging, the aforementioned COA, and program management of its board approved operating and capital programs.
- FTA concluded its 2019 Triennial Review, and CATS is applying the agreed upon responses in 2020.
- CATS has applied, and will continue to apply, for grants to fund the goal of using electric buses on all BRT routes. The agency received its first three electric buses in the spring of 2019 and plans to replace the aged fleet with smaller, 29-foot electric buses; this is expected to start by the fourth quarter of 2020.

### Operating Revenue

Operating Revenues are expected to total \$28.9 million. As indicated by the attached budget and revenue projections, the majority of CATS operating revenues come from the dedicated property tax millage and federal grants,

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with the balance coming from Passenger Revenues, the Parish Transportation Fund, Hotel/Motel tax, and Advertising revenues.

### **Operating Expenses**

With 19 Fleet vehicles reaching full life expectancy, CATS is challenged to continue improving comprehensive service and maintenance programs within the confines of the 2020 operating budget, with the goal of continuing and improving service reliability. While there is a national shortage of transit operators, CATS is developing plans to obtain and maintain a full employment of operators. Together with the service improvement plan, CATS expects positive results in improved customer service and service sustainability. In 2020, CATS will continue to upgrade its technology efforts, critical in today's transit world.

### **Capital Program**

CATS rapid transit network plan for East Baton Rouge got a huge push forward with the November 2019 BUILD grant award for \$15 million. The environmental review of all the BRT stations and transit centers located within the Plank Road-Nicholson BRT Corridor will get underway in the first quarter 2020.

The Florida Blvd BRT stations will be included in the environmental review, and CATS will begin reassessing the timing and funding needs for this vital BRT route.

Continuing its efforts to obtain funding at all levels, coupled with the grant and local revenues being received, CATS is positioning itself for the next two to five years with a Board approved Capital Improvement Investment Plan.

CATS is expected to get the final approval to obtain title to proposed North Transit Hub located on Airline Highway adjacent to the new LSU Urgent Care and Health Facilities location.

CATS is planning to begin designing and construction for the relocation of its *Downtown 22<sup>nd</sup>* and Terminal service to I-110 and Florida in 2020.

Construction of the East Cortana Transit Center is expected to be completed in the fourth quarter of 2019, allowing revenue service to begin early in 2020.

CATS is seeking a proposed site for its South Transit Center, in 2020, with two options becoming available via CATS Board members and the East Baton Rouge and Health District, both are open to entertaining proposals.

# Capital Area Transit System

## Operating Budget

For the Year Ending December 31, 2020

Draft

### Operating Revenues

Description	2020	2019	Dollar
	Budget	Budget	Variance
<b>Operating Revenue</b>			
Passenger Paid Fares	1,726,698	1,701,630	25,068
Special Transit Fares (Contract)	243,330	311,319	(67,989)
ADA/Paratransit Revenue	117,144	92,000	25,144
Advertising Revenue	540,000	732,647	(192,647)
Interest Income	163,453	162,183	1,270
Other Agency Revenue	140,012	179,366	(39,354)
<b>Total CATS Generated</b>	<b>2,930,637</b>	<b>3,179,146</b>	<b>(248,509)</b>
<b>Non Federal Revenue</b>			
Hotel/Motel Tax	1,224,264	1,250,823	(26,559)
Parish Transportation Fund	550,000	550,000	0
Property Tax Revenue	17,780,000	17,608,470	171,530
<b>Total Non Federal</b>	<b>19,554,264</b>	<b>19,409,292</b>	<b>144,972</b>
<b>Federal Operating Subsidies</b>			
FTA - Preventive Maintenance	3,083,512	4,186,549	(1,103,037)
FTA - Project Administration	0	0	0
FTA - Planning	100,000	225,000	(125,000)
FTA - JARC/New Freedom	131,085	0	131,085
<b>Total Federal Operating</b>	<b>3,314,597</b>	<b>4,411,549</b>	<b>(1,096,952)</b>
<b>Total Operating Revenues</b>	<b>25,799,498</b>	<b>26,999,987</b>	<b>(1,200,489)</b>
FTA - Capital Projects	<b>3,106,386</b>	<b>0</b>	<b>3,106,386</b>
<b>TOTAL SOURCES OF REVENUE</b>	<b>28,905,884</b>	<b>26,999,987</b>	<b>1,905,897</b>

# Capital Area Transit System

## Operating Budget

For the Year Ending December 31, 2020

### Operating Expenses

DRAFT

Description	2020	2019	Dollar
	Budget	Budget	Variance
<b>Operating Expenses</b>			
Labor	11,653,980	10,885,580	768,400
Fringe Benefits	6,939,752	6,482,182	457,570
<b>Labor and Fringe Benefits</b>	<b>18,593,732</b>	<b>17,367,762</b>	<b>1,225,970</b>
Casualty and Liability	1,805,525	1,686,478	119,047
Services	1,917,114	1,790,710	126,404
Purchased Transportation	2,408,825	2,250,000	158,825
Materials & Supplies	2,926,174	2,733,238	192,936
Utilities	291,200	272,000	19,200
Miscellaneous Expenses	792,020	739,799	52,221
Leases and Rentals	171,294	160,000	11,294
<b>Total Operating Expenses</b>	<b>28,905,884</b>	<b>26,999,987</b>	<b>1,905,897</b>
<b>NET BALANCE (+/-)</b>	<b>0.00</b>	<b>0.00</b>	

# APPENDIX F: Language Assistance Plan CATS

## I. Introduction

This Language Assistance Plan (LAP) has been prepared to address the Capital Area Transit System's (CATS) responsibilities as a recipient of Federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

CATS is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin. This plan was developed to guide CATS in its administration and management of Title VI related activities.

### A. Plan Summary

CATS has developed this LAP to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided. As defined in Executive Order 13166, LEP persons do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. To prepare this plan, CATS undertook the U.S. Department of Transportation's four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a CATS program, activity, or service.
2. The frequency with which LEP persons encounter CATS programs, activities, or services.
3. The nature and importance of programs, activities, or services provided by CATS to the LEP population.
4. The resources available to CATS and the overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following section.

## B. Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a CATS program, activity, or service.

CATS reviewed 2019 5-year American Community Survey block group data. Those 239 block groups intersecting the corporate limits of Baton Rouge and Baker were considered the CATS service area. The review indicated that the total service area has a total of 120,184 households. Of those households (2.58%) speak English “not well” or “not at all.” Spanish speaking households are 1.42% of overall households, and Asian speaking households are 0.86%, and others are 0.84%, as shown in Table 1 below. Figure 1 depicts the block groups with 5%, or more Spanish LEP households, and Figure 2 depicts block groups with 5% or more Asian LEP households.

**Table 1: LEP Households by Language Spoken at Home**

	Total	% of Total
Total Households:	120,184	100.00%
Speaks Spanish:	1,711	1.42%
Speaks Other Indo-European Languages:	252	0.21%
Speaks Asian and Pacific Island Languages:	1030	0.86%
Speaks Other Languages:	106	0.63%
Total LEP	3,099	2.58%

Source: Census 5-year American Community Survey 2019

Figure 1: Spanish LEP Block Groups

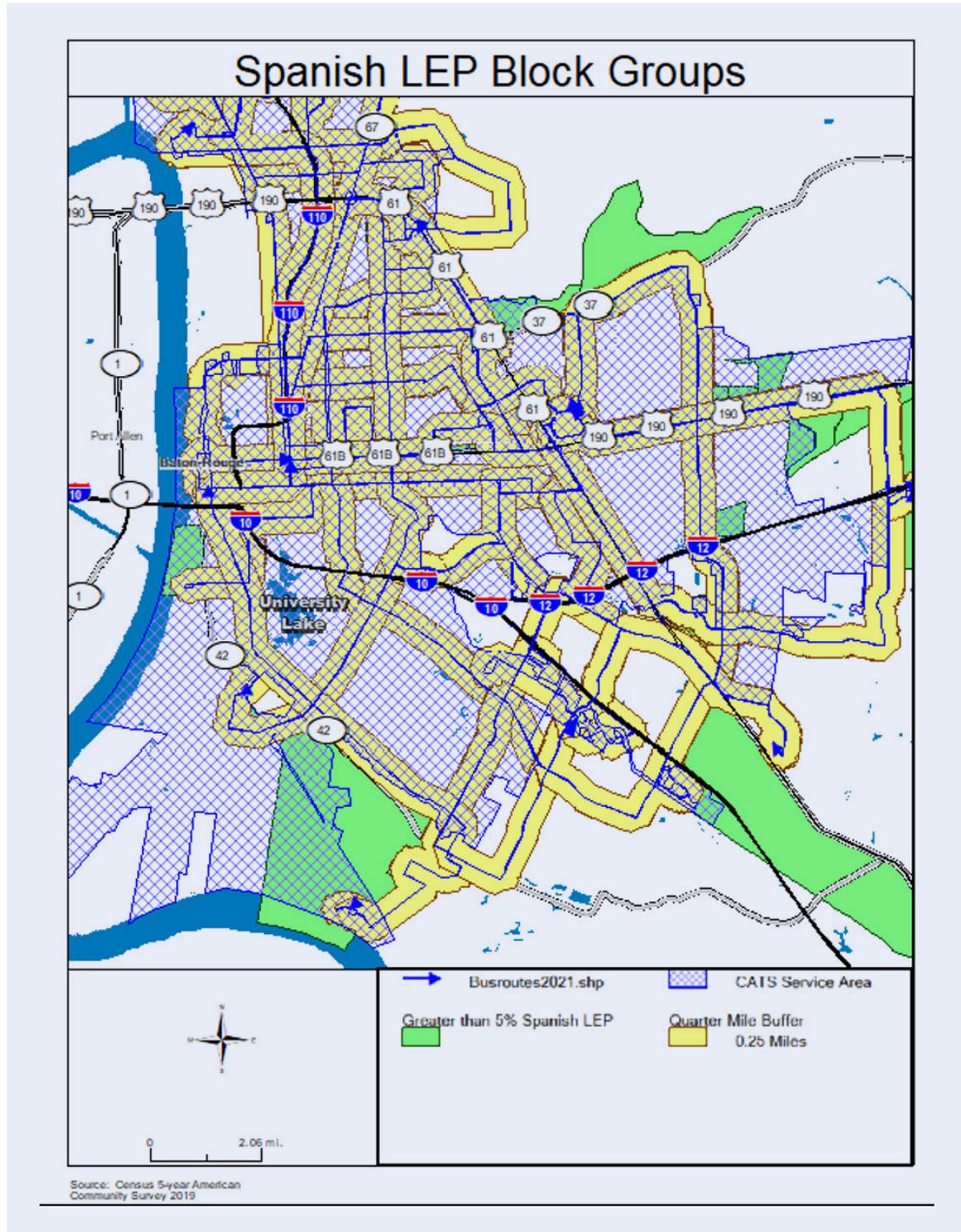
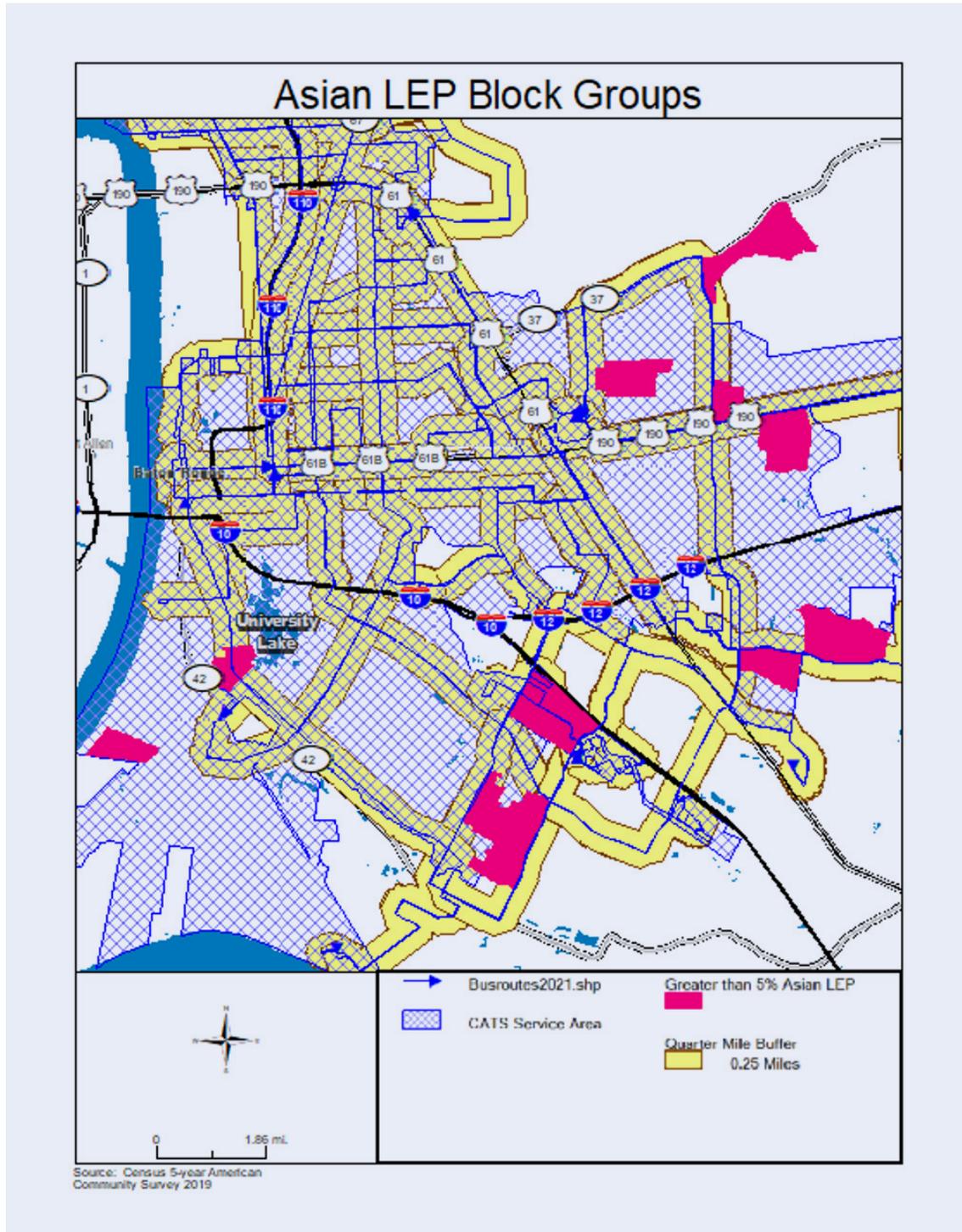


Figure 2: Asian LEP Block Groups



2. The frequency with which LEP persons encounter CATS programs, activities, or services. CATS reviewed the frequency with which staff has contact with LEP persons. This includes reviewing phone inquiries. Historically, LEP contacts have been relatively rare. In the review of phone inquiries in the CATS Customer Care Department, there have been approximately 575 calls received by the Customer Care Department between May and October 2019. Customer Care representatives maintain a record of callers that request language assistance or have difficulty communicating in English. In the last six months, there were four documented requests for language assistance. Also, a review of the CATS website analytics for language assistance requests indicated that 0.05% of website visitors requested language assistance since 2017.
3. The nature and importance of programs, activities, or services provided by CATS to the LEP population. Active participation of all community groups is vital for the success of public transportation. CATS provides a range of essential transportation options to the community through its fixed-route and paratransit services. Riders use CATS services for their multiple travel needs within the community, including trips to work, school, job interviews, grocery stores, and retail shops, medical offices, community service agencies, and more. An example of how CATS facilitates this is that all public schedules are available in Spanish and Vietnamese.
4. The resources available to CATS and overall cost to provide LEP assistance. CATS reviewed its available resources that could be used for providing LEP assistance, which of its documents would be the most valuable to be translated if the need should arise and evaluated resources that could be used for outreach and translation efforts. Based on the four-factor analysis, CATS developed its LAP as outlined in the following sections.

### C. Language Assistance Plan

A person who does not speak English as their primary language and has a limited ability to read, write, speak or understand English may be an LEP person and may be entitled to language assistance with respect to CATS' programs and activities. Language assistance can include interpretation, which means an oral or spoken transfer of a message from one language into another language, and/or translation, which means the written transfer of a message from one language into another language. CATS will determine when interpretation and/or translation are needed and are reasonable.

How the CATS staff may identify an LEP person who needs language assistance is outlined below:

- Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- When CATS sponsors an event, staff will personally greet participants as they arrive. By informally engaging participants in a conversation, it is possible to gauge each attendee's ability to speak and understand English.
- Have Census Bureau Language Identification Flashcards ("I Speak Cards") available at CATS events near the registration table. Individuals self-identifying as persons not proficient in English may not be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.

- Have Census Bureau Language Identification Flashcards (“I Speak Cards”) available for bus operators and customer service desk staff to assist them with identifying language assistance needs.
- Network with local community service centers that provide services to LEP individuals and seek opportunities to provide information on transit services.
- Vehicle operators and other front-line staff, including bus operators, supervisors, customer service representatives, clerical staff, and dispatchers, will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.

## Language Assistance

CATS strives to offer the following language assistance measures to LEP individuals, that is, persons who speak English “not well” or “not at all:”

- All CATS public schedules are translated and available upon request in both Spanish and Vietnamese.
- The CATS Title VI Policy and CATS staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
- If a client asks for language assistance and CATS determines that a client is an LEP person and that language assistance is necessary to provide meaningful access, reasonable efforts will be made to provide free language assistance. If reasonably possible, CATS will provide language assistance in the LEP client’s preferred language. CATS has the discretion to determine whether language assistance is needed and the type of language assistance necessary to provide meaningful access.
- CATS will periodically assess client needs for language assistance based on requests for interpreters and/or translation and the literacy skills of the clients.
- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then attempt to access language assistance at one or more of the available resources identified under the section “Formal Interpreters” below.
- Consider the use of a computerized translation tool that can help translate the CATS website into any language in which LEP persons are fluent.
- Translation of any CATS policies is available upon request.

## Safe Harbor Stipulation

Federal law provides a “Safe Harbor” stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A “safe harbor” means that if a recipient provides written translations under certain circumstances, such action will be considered strong evidence of compliance with the recipient’s written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-

intensive, four-factor analysis. For example, even if a safe harbor is not used, if the written translation of a particular document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as practical oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under 'safe harbor' includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons qualified to be served or likely to be affected or encountered. CATS' translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

In the CATS' service area, the Spanish and Vietnamese language groups constitute the 5% or 1,000 persons of population threshold for which written translations of vital documents should be provided under the safe harbor standard.

CATS has determined that while the demographics of the CATS service area include some groups of limited English proficient individuals, there has been no report by CATS bus operators of language difficulty or requests from riders for alternative language translation.

Thus, CATS will translate vital documents such as public route schedules, the Title VI Complaint Forms, the Title VI reporting process, the LAP, and public notices of changes to transit service into Spanish and Vietnamese. CATS staff will utilize features such as Google Translate and multilingual staff from CATS to translate vital documents for eligible LEP language groups upon request. CATS will also proceed with oral interpretation options for compliance with LEP regulations.

## **Staff Training**

The following training will be provided to CATS staff:

- Information on the Title VI policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the Language Identification Flashcards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.
- Bus operators are trained to seek translation assistance from other passengers on board the bus when they are either unable to understand or communicate with an LEP person.

## **Information distributed to all CATS' staff.**

CATS will incorporate the training video developed by the FTA on Title VI requirements into the Bus Operator Training Program as well as training of customer service staff. The video explains the language access requirement of Title VI and teaches our employees how to handle requests from LEP persons appropriately.

Additionally, CATS' Safety and Training Department will provide related LEP training to CATS employees, including information from quarterly Civil Rights workshops, training sessions for conducting complaint investigations according to federal guidelines, and streamlining the complaint investigative process. Employees will also receive training from the Safety and Training Department after any modifications to the LAP document or guidelines.

### **Translation of Documents**

- In those cases where the need arises for LEP outreach, CATS will consider the following options:
- When CATS' staff prepares a document or schedules a meeting, the target audience is expected to include LEP individuals; documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
- Bus schedules, maps, fare/service change announcements, and other transit publications are available in an alternative language for the known LEP population.

### **Formal Interpreters**

- When necessary and reasonable to provide meaningful access for LEP clients, CATS will provide qualified interpreters, if available. At essential stages requiring one-on-one contact, written translation and verbal interpretation services will be provided, consistent with languages identified as predominant for our CATS ridership.
- CATS may require a formal interpreter to certify to the following:
  - The interpreter understood the matter communicated and rendered a competent interpretation.
  - The interpreter will maintain private information. Non-public data will not be disclosed without written authorization from the client.
- Bilingual CATS employees, when available, can provide limited assistance to LEP clients as part of their regular job duties.

### **Informal Interpreters**

- CATS staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. Informal interpreters may include family members, friends, legal guardians, service representatives, or advocates of the LEP client. However, informal interpreters, especially children, are not competent to provide quality and accurate interpretations in many circumstances. There may be issues of confidentiality, competency, or conflict of interest.
- An LEP person may use an informal interpreter of his or her choosing at their expense, either of or as a supplement to the free language assistance offered by CATS. If possible, CATS should accommodate an LEP client's request to use an informal interpreter in place of a formal interpreter.
- If an LEP client prefers an informal interpreter, the informal interpreter may interpret after CATS has offered free interpreter services.
- If an LEP client wants to use his or her informal interpreter, CATS reserves the right to have a formal interpreter present.

## Monitoring

Monitoring and Updating the LAP - CATS will update the LAP as required by FTA. At a minimum, the plan will be reviewed and updated every three years, or if demographic information indicates that higher concentrations of LEP individuals are present in the CATS service area. Updates will include the following:

- The estimated number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- The determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been sufficient to meet the need
- Determine whether the transit system's financial resources are sufficient to fund language assistance resources needed
- Determine whether CATS fully complies with the goals of this LAP
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals

## Dissemination of the CATS Language Assistance Plan

- A link to the CATS LAP and the Title VI Plan will be included on the CATS website [www.brcats.com/title-vi](http://www.brcats.com/title-vi)
- Any person or agency with internet access will access and download the plan from the CATS website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in-person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation, which CATS will provide, if feasible.
- Questions or comments regarding the LAP may be submitted to the Title VI Compliance Manager, Capital Area Transit System, 2250 Florida Avenue, Baton Rouge, LA 70802, phone number (225) 346-5548.

# APPENDIX G: Language Assistance Plan CATS

## Introduction

The Capital Area Transit System (CATS) Customer Satisfaction Survey was conducted from November 7, 2018 through November 19, 2018. The primary objective of the survey was to collect and analyze customer opinions regarding all aspects of service and update CATS customer profiles and travel patterns. The survey was administered on-board all fixed route CATS service on both weekdays and the weekend.

This report will provide an overview and detailed description of the Fall 2018 CATS Customer Satisfaction Survey. The report covers the purpose of the study, survey design, sampling, administration methodology as well as ETC Institute's formalized Quality Assurance/Quality Control (QAQC) procedures designed to ensure the quality and reliability of all data collected.

## Purpose of the Survey

The purpose of the project is to gather updated transit trip information and behavioral data from CATS riders. The information collected is intended to serve multiple objectives, including:

- Collection of a statistically significant data sample which provides an accurate representation of CATS ridership throughout the system.
- Generation of origin and destination data as well as boarding and alighting details, including time, location and direction. This data is generated with the intention of updating CATS customer profiles and passenger travel patterns.
- Collection and analysis of statistically precise data documenting CATS riders' levels of satisfaction with various transit services and characteristics.

## Survey Key Findings and Trends

The Fall 2018 CATS Survey data revealed a number of key findings and shifts, including:

- Fifty-seven percent (61% in May 2018) of CATS riders' primary purpose for using CATS was for "work" while twenty-four percent (19% in May 2018) reported "social/personal".
- Walking is the dominant access (93%) and egress (96%) mode for all riders.
- Fifty-three percent (49% in May 2018) of riders use only one route to complete their one-way trip.
- Over half (58%) of all riders are between the ages of 19 and 39.
- Seventy-five percent (77% in May 2018) of riders reported not having a household vehicle to complete their one-way trip.
- Eighty-six percent (77% in May 2018) of CATS riders possess a smart phone.<sup>[A1]</sup>

[A2]

## Chapter 1: Survey Methodology

### Sampling Methodology

ETC Institute developed a sampling plan to ensure the survey results would be statistically valid at the full system level. Individual samplings for weekdays, Saturday and Sunday were created; each specifying collection goals for route, time of day and direction. Each of the three sampling plans used four time periods: AM Peak, Mid-day, PM Peak and Evening. The scope of work required the completion of 1800 surveys, a significant increase of the 500 surveys collected during the Spring 2018 Survey Project. In

November, ETC completed in excess of 2000 surveys to ensure the final results provided in this report would be statistically representative of the system.

### Survey Instrument

The Fall 2018 CATS Survey instrument was created and implemented in two formats: 1) a hard-copy survey printed in English and Spanish, and 2) an online tablet survey. Paper surveys were used only as needed on routes which were deemed too short to allow ETC Surveyors to complete an adequate number of surveys, and/or on routes with lesser ridership that required total collection of 20 surveys or fewer as defined in the sampling plan. Paper Surveys completed amounted to less than 8% of the total surveys completed and collected in the Fall 2018 Survey. Samsung Galaxy and Asus tablets were used to conduct the online intercept interviews. Tablet surveys were used exclusively on all but the shortest and lowest ridership routes.

### Definition of a Complete Survey

For an on-board survey to be considered complete for the purpose of inclusion in the final data set the record must contain all elements of the passenger's one-way trip. Based on specifications developed in cooperation with CATS, ETC created the following checklist of trip data required to consider a survey complete:

- Origin
- Access
- Boarding
- Destination
- Alighting
- Egress
- Elements of Importance
- Reason You Choose CATS
- Preferred Method of Receiving Info
- Primary Purpose for Using CATS
- Gender
- Age
- Income
- Race/Ethnicity

After the collected data was reviewed and had passed through ETC's QAQC checks, a total of 1986 surveys out of approximately 2200 "finished" surveys were deemed to have met our requirements for a complete survey.

### Survey Administration: Surveyor Recruitment

ETC Institute coordinated with Stat Team, Inc., a respected national recruiting firm, to identify and pre-screen a qualified pool of applicants for surveyor positions on this project. Candidates were pre-interviewed by the staffing agency and subjected to thorough background checks. Those who were deemed potentially suitable for the position were then scheduled for classroom and field training sessions conducted by ETC Field Supervisors.

In order to ensure final survey data would include a representative sampling of CATS system ridership, ETC reviewed all available data regarding non-English speaking and Limited English Proficiency (LEP) ridership before the Fall 2018 Survey began. ETC then attempted to recruit bilingual survey staff in numbers that would represent the distribution of LEP customers as expressed as a percentage of individual route ridership. At any given time during the Fall 2018 Cats Survey at least 20% of the ETC survey team was bilingual.

### Survey Administration: Surveyor Training

ETC surveyor training for the CATS project was divided into two phases: classroom and field.

Classroom instruction provided a comprehensive overview of all components of survey administration, from how to approach riders to how to explain the purpose of the survey to how to deal with language barriers or refusals. Requirements of the position were reviewed extensively. Expectations for performance, professionalism and production were defined and explained. Random sampling protocols and technical elements of survey administration were taught and reviewed. Finally, each candidate was lead through the online "mock" tablet survey question by question and then was given the opportunity to practice conducting an interview with one of their fellow trainees while an ETC Supervisor observed and assisted them. Applicants were then required to pass a quiz covering everything they learned in the classroom session. Those who did not demonstrate sufficient proficiency with the survey or ETC survey administration protocols during classroom training were not invited to participate in field training. In an average ETC classroom survey training session 10-20% of all pre-screened candidates will not advance to field training. During training for the Fall 2018 CATS Survey, two of 14 applicants were not asked to continue.

During survey field training, candidates conducted interviews with actual bus passengers for at least a half shift (4 hours) under the supervision of an ETC Field Supervisor in order demonstrate they had mastered not only the survey, but the random sampling protocol used to determine which customer(s) will be interviewed. At the conclusion of field training each completed survey was reviewed using trip logic testing, then discussed with the trainee who conducted it. If, and only if, the candidate demonstrated complete understanding and mastery of the survey and our protocols were they offered an opportunity to join the CATS Survey Team.

Each new surveyor was considered "probationary." Any deviation from ETC survey protocol resulted in immediate removal from the project. Probationary staff were subject to daily trip review and spot checks by field supervisory staff.

## Survey Administration: Quality Assurance/Quality Control (QAQC)

ETC Institute has a comprehensive Quality Control/Quality Assurance Program in place for all surveys projects. All elements of each project are subject to QAQC scrutiny: Survey Design, Staff Recruitment, Staff Training, Trip Logic, Sampling Distribution by Boarding Stop, Data Accuracy and Prevention of Survey Falsification among them.

During the Fall 2018 CATS Survey data collected was subject to QAQC review which including the following checks:

- Survey staff was rotated among route assignments so that no one surveyor ever completed an unacceptably high percentage of a given route's total survey goal.
- Trip Logic Tests: every completed survey was analyzed by ETC's Data Verification Team using trip logic algorithms to ensure its accuracy and validity. Trip logic analysis includes distance ratios, time ratios and other elements used to red flag any trip which does not make sense.
- Callbacks: the ETC Data Verification Team at our corporate headquarters attempts to call 10-20% of completed survey respondents who provide contact information at the end of the survey. A report summarizing the verification call responses for the Fall 2018 CATS Survey was sent to the Field Supervisor each week. The Supervisor initiated corrective action as needed.
- Sampling distribution by boarding stop: ETC monitored the number of surveys completed at the busiest stops for each route, based on APC data. If the percentage of trips boarding at those primary stops dropped below the expected level we analyzed individual surveyor performance to determine the cause of such underrepresentation.
- ETC's Field Supervisors reviewed each surveyor's completed survey data with regard to the following elements to assess whether the employee was conducting the CATS Survey properly:
  - Distribution of surveys by various demographics.
  - Distribution of surveys by trip characteristics.
  - Length of each survey in minutes.
  - Percentage of refusals.
  - Percentage of short trips.
- ETC's Field Supervisors routinely conducted spot checks on assigned bus routes and made frequent unannounced visits to stops and stations.

## Data Entry and Editing Procedures

Following administration of the CATS Survey, all completed surveys were entered into a proprietary program to map each trip location (home, origin, boarding stop/station, alighting stop/station and destination) in conjunction with the rider profile, customer satisfaction and demographic questions.

Errors identified during the secondary review were corrected if possible. When data was missing, incomplete or illegible, internet research was conducted to retrieve the data. Specific procedures utilized by ETC Data Verification staff included:

- An online visual review tool to review spatial data through a system of distance checks.
- Time of day review to establish data validity based on the operating schedule of the route.
- The removal of contact information to protect the anonymity of respondents during the process.

## Chapter 2: Interactive Dashboard Results – Summary of Available Results

The items below are designed to detail the trip-based attributes, customer satisfaction levels and demographic data collected during the Fall 2018 CATS Survey and presented in ETC Institute’s new interactive results dashboard. In addition to the items listed below, the tool also reveals changes and trends in overall rider responses as compared with the Spring 2018 survey project. [A3]The tool also allows CATS to crosstab results by any variable on the survey and compare their results to nationwide benchmarks for similar questions.

Link to Interactive Charting Tool [http://bit.do/BRCATS\\_2018OB\\_DASH](http://bit.do/BRCATS_2018OB_DASH)

### LIST OF AVAILABLE TRENDS AND FREQUENCIES AVAILABLE IN THE ACCOMPANYING CATS DASHBOARD

DAY OF WEEK

TIME OF DAY

ORIGIN PLACE TYPE (WHAT TYPE OF PLACE ARE YOU COMING FROM NOW?)

TOTAL NUMBER OF TRANSFERS

ORIGIN ACCESS MODE (DID YOU HAVE TO USE ANY OTHER MODE OF TRANSIT TO GET TO THE CATS BUS?)

DESTINATION PLACE TYPE (WHAT TYPE OF PLACE ARE YOU GOING TO NOW?)

EGRESS MODE (WILL YOU HAVE TO USE ANY OTHER MODE OF TRANSIT WHEN YOU LEAVE THE CATS BUS?)

OVERALL LEVEL OF SATISFACTION – BUS DRIVERS

OVERALL LEVEL OF SATISFACTION – CALL CENTER STAFF

OVERALL LEVEL OF SATISFACTION – TRANSIT SUPERVISORS

OVERALL LEVEL OF SATISFACTION – ADMINISTRATIVE STAFF

OVERALL LEVEL OF SATISFACTION – EXECUTIVES & BOARD MEMBERS

CUSTOMER SERVICE PROVIDED BY CATS

CATS RESOLVES COMPLAINTS

CUSTOMER CARE CALL WAIT TIMES

CUSTOMER CARE IS ABLE TO PROVIDE ME WITH THE INFORMATION REQUESTED

COURTESY OF CUSTOMER CARE REPRESENTATIVES

COURTESY OF CATS DRIVERS

**ON-TIME BUS PERFORMANCE**

**SAFETY OF BUS OPERATION**

**SAFETY WHILE ON THE BUS**

**ABILITY TO TRAVEL TO/FROM WHERE YOU NEED TO GO**

**FREQUENCY OF BUSES (HOW OFTEN THE BUSES RUN)**

**BUS CLEANLINESS**

**CLEANLINESS OF BUS STOPS**

**RESPONSIVENESS TO CUSTOMER NEEDS**

**AVAILABILITY OF ROUTE/SCHEDULE INFORMATION**

**AVAILABILITY OF EVENING SERVICE**

**AVAILABILITY OF WEEKEND SERVICE**

**ELEMENTS OF IMPORTANCE (SELECT THREE OF THE FOLLOWING ELEMENTS OF CATS BUS SERVICE THAT ARE MOST IMPORTANT TO YOU?)**

**VEHICLE AVAILABILITY (DO YOU HAVE A CAR AVAILABLE TO MAKE THIS TRIP?)**

**REASON FOR USING CATS (WHAT IS THE #1 REASON YOU CHOOSE TO RIDE CATS BUSES?)**

**SMART PHONE (DO YOU HAVE A SMART PHONE?)**

**PREFERRED METHOD OF RECEIVING CATS INFORMATION (WHAT IS YOUR PREFERRED METHOD OF RECEIVING CATS ROUTE INFORMATION?)**

**FREQUENCY OF USE (HOW OFTEN DO YOU RIDE THE BUS?)**

**FARE (HOW DO YOU CURRENTLY PAY FOR YOUR BUS FARE?)**

**PREFERRED PAYMENT (WHAT IS YOUR PREFERRED METHOD AND LOCATION?)**

**ROUTE BY LOCATION FOR FARE**

**PRIMARY PURPOSE (WHAT IS YOUR PRIMARY PURPOSE FOR USING CATS SERVICE?)**

**USE SERVICE (HOW LONG HAVE YOU BEEN USING CATS SERVICE?)**

**GENDER (ARE YOU:)**

**AGE (WHAT IS YOUR AGE?)**

**ANNUAL INCOME (WHAT IS YOUR TOTAL ANNUAL INCOME LEVEL?)**

**ETHNICITY (WHAT IS YOUR ETHNIC BACKGROUND?)**

CAPITAL AREA TRANSIT SYSTEM (CATS)  
SPRING 2021 CUSTOMER SATISFACTION SURVEY

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Summary of Methodology and Interactive Dashboard

JUNE, 2021

PREPARED BY ETC INSTITUTE



## Introduction

The Capital Area Transit System (CATS) Spring 2021 Customer Satisfaction Survey was conducted during April and May of 2021. The primary objective of the survey was to collect and analyze customer opinions regarding all aspects of service and update CATS customer profiles and travel patterns. The survey was administered on-board all fixed route CATS service on weekdays, Saturday and Sunday.

This report will provide an overview and detailed description of the Spring 2021 CATS Customer Satisfaction Survey. The report covers the purpose of the study, survey design, sampling, administration methodology as well as ETC Institute's formalized Quality Assurance/Quality Control (QAQC) procedures designed to ensure the quality and reliability of all data collected.

## Survey Purpose and Key Findings

### Purpose of the Spring 2021 CATS Customer Satisfaction Survey

The purpose of the project was to gather updated transit trip information, behavioral data and CATS customer feedback related to satisfaction with various elements of CATS service. The information collected is intended to serve multiple objectives, including:

- Collection of a statistically significant data sample which provides an accurate representation of CATS ridership throughout the system.
- Generation of data with the intention of updating CATS customer profiles and passenger travel patterns.
- Collection and analysis of statistically precise data documenting CATS riders' levels of satisfaction with various transit services and characteristics.

### Spring 2021 Key Survey Findings

The Spring 2021 CATS Survey data a number of key findings, including:

- More than sixty-three percent (63.4%) of riders surveyed indicated they ride CATS buses five or more times per week. Only 4.3% of customers surveyed indicated they used CATS less than once per week.
- More than ninety-one percent (91.1%) of those surveyed identified CATS as their only transit option. Fewer than 3% of CATS riders said they rode the bus in order to support public transit or because it was better for the environment.
- Nearly half of the respondents (49.2%) indicated they were between the ages of 19 and 39. 1.2% were under 18, while 11.8% said they were 60 or older.
- Nearly eighty-seven percent of riders (86.9%) reported an annual household income of less than \$25,000.
- Approximately eighty-one percent (80.8%) of CATS riders indicated they have a smart phone.

## Fall 2018 to Spring 2019 to Fall 2019 to Spring 2021: Customer Satisfaction Trends

CATS riders were asked to select one of five levels of satisfaction for each question regarding various aspects of CATS customer service. Answers indicating they were Very Satisfied or Satisfied were considered, "High Rankings." Selecting Dissatisfied, Very Dissatisfied or Neutral was considered a, "Low Ranking." The Spring 2021 CATS Survey data regarding riders' satisfaction with CATS' customer service - as compared with responses to the same questions from the Fall 2018, Spring 2019, and Fall 2019 Surveys - suggests a number of trends:

- **Customer Service provided by CATS:** Spring 2021 High 60.6%, Low 39.4%; Fall 2019 High 58.0%, Low 42.0%; Spring 2019 High 64.0%, Low 36.0%; Fall 2018 High 72.3%, Low 27.7%.
- **CATS resolves complaints:** Spring 2021 High 54.4%, Low 45.6%; Fall 2019 High 53.1%, Low 46.9%; Spring 2019 High 59.3%, Low 40.7%; Fall 2018 High 62.7%, Low 37.3% .
- **Customer Care call wait times:** Spring 2021 High 56.3%, Low 43.7%; Fall 2019 High 56.8%, Low 43.2%; Spring 2019 High 63.5%, Low 36.5%; Fall 2018 High 66.6%, Low 33.4%.
- **Customer Care is able to provide me with the information requested:** Spring 2021 High 56.4%, Low 43.6%; Fall 2019 High 59.3%, Low 40.7%; Spring 2019 High 68.0%, Low 32.0%; Fall 2018 High 70.4%, Low 29.6%.
- **Courtesy of Customer Care representatives:** Spring 2021 High 57.2%, Low 42.8%; Fall 2019 High 58.9%, Low 41.1%; Spring 2019 High 68.4%, Low 31.6%; Fall 2018 High 71.6%, Low 28.4%.
- **Courtesy of CATS drivers:** Spring 2021 High 59.4%, Low 40.6%; Fall 2019 High 58.7%, Low 41.3%; Spring 2019 High 66.2%, Low 33.8%; Fall 2018 High 75.0%, Low 25.0%.
- **On-time bus performance:** Spring 2021 High 48.8%, Low 51.2%; Fall 2019 High 51.9%, Low 48.1%; Spring 2019 High 56.6%, Low 43.4%; Fall 2018 High 56.9%, Low 43.9%.
- **Safety of bus operation:** Spring 2021 High 55.2%, Low 44.8%; Fall 2019 High 62.8%, Low 37.2%; Spring 2019 High 72.8%, Low 27.2%; Fall 2018 High 76.8%, Low 23.2%.
- **Safety while on bus:** Spring 2021 High 53.5%, Low 46.5%; Fall 2019 High 63.9%, Low 36.1%; Spring 2019 High 73.9%, Low 26.1%; Fall 2018 High 77.1%, Low 22.9% .
- **Ability to travel to/from where you need to go:** Spring 2021 High 48.2%, Low 51.8%; Fall 2019 High 57.1%, Low 42.9%; Spring 2019 High 63.4%, Low 36.6%; Fall 2018 High 65.0%, Low 35.0%.
- **Frequency of buses:** Spring 2021 High 45%, Low 55%; Fall 2019 High 52.8%, Low 47.2%; Spring 2019 High 58.5%, Low 41.5%; Fall 2018 High 59.1%, Low 40.9%.
- **Bus cleanliness:** Spring 2021 High 44.5%, Low 55.5%; Fall 2019 High 57.1%, Low 42.9%; Spring 2019 High 63.8%, Low 36.2%; Fall 2018 High 65.0%, Low 35.0%.
- **Cleanliness of bus stops:** Spring 2021 High 41.8%, Low 58.2%; Fall 2019 High 52.0%, Low 48.0%; Spring 2019 High 56.7%, Low 43.3%; Fall 2018 High 62.3%, Low 37.7%.
- **Availability of route/schedule information:** Spring 2021 High 44.8%, Low 55.2%; Fall 2019 High 58.6%, Low 41.4%; Spring 2019 High 67.6%, Low 32.4%; Fall 2018 High 68.8%, Low 31.2%.

## Survey Methodology

### Sampling Methodology

ETC Institute developed a Spring 2021 Survey sampling plan to ensure results would be statistically valid at the full system level and provide a valid basis for comparative analysis against existing data from previous surveys, including identification of trends. Individual samplings for weekdays, Saturday and Sunday were created; each specifying collection goals for route, time of day and direction. Each of the three sampling plans used four time periods: AM Peak, Mid-day, PM Peak and Evening. The scope of work required the completion of 1000 surveys. In Spring 2021, ETC collected over 1,000 completed surveys to ensure the final results provided in this report would be statistically representative of the system.

### Spring 2021 Survey Instrument

The Spring 2021 CATS Survey instrument was created and implemented as a hard-copy survey printed in English and Spanish. Collected data was taken from completed surveys only. Partial/incomplete surveys were discarded.

### Definition of a Complete Survey

For a customer satisfaction survey to be considered complete for the purpose of inclusion in the final data set the record must include legible answers to all multiple choice questions and the respondent must appear to have reached the end of the survey. Surveys in which respondents declined to answer fill-in questions which offered an opportunity to enter personal concerns or opinions - but were otherwise complete - were also included. Survey questionnaires were created by ETC based on specifications developed in cooperation with CATS.

### Survey Administration: Surveyor Recruitment

ETC Institute coordinated with Stat Team, Inc., a respected national recruiting firm, to identify and pre-screen a qualified pool of applicants for surveyor positions on this project. Candidates were pre-interviewed by the staffing agency and subjected to thorough background checks. Those who deemed potentially suitable for the position were then scheduled for classroom and field training sessions conducted by ETC Field Supervisors.

In order to ensure final survey data would include a representative sampling of CATS system ridership, ETC reviewed all available data regarding non-English speaking and Limited English Proficiency (LEP) ridership before the Spring 2021 Survey began. ETC then attempted to recruit bilingual survey staff in numbers that would represent the distribution of LEP customers as expressed as a percentage of individual route ridership.

### Survey Administration: Surveyor Training

ETC surveyor training for the Spring 2021 CATS project was divided into two phases: classroom and field.

Classroom instruction provided a comprehensive overview of all components of survey administration, from how to approach riders to how to explain the purpose of the survey to how to deal with language barriers or refusals. Requirements of the position were reviewed extensively. Expectations for performance, professionalism and production were defined and explained.

Those who did not demonstrate sufficient proficiency with the survey or ETC survey administration protocols during classroom training were not invited to participate in field training. In a typical ETC classroom survey training session 10-20% of all pre-screened candidates will not advance to field training.

Each new surveyor was considered, "probationary." Any deviation from ETC survey protocol resulted in immediate removal from the project. Probationary staff were subject to daily survey review and spot checks by field supervisory staff.

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During the Spring 2021 CATS Customer Satisfaction Survey data collected was subject to QAQC review which including the following protocols:

- Survey staff was rotated among route assignments so that no one surveyor ever completed an unacceptably high percentage of a given route's total survey goal.
- ETC's Field Supervisors routinely conducted spot checks on assigned bus routes and made frequent unannounced visits to stops and stations.
- ETC Supervisors reviewed each surveyor's collected surveys at the end of each shift for completeness, legibility and correct route/time period/direction distribution.

### Data Entry and Editing Procedures

Following administration of the CATS Survey, all completed surveys were entered into a proprietary program used to analyze rider profile, customer satisfaction and demographic questions.

Errors identified during the secondary review were corrected if possible. When data was missing, incomplete or illegible, internet research was conducted to retrieve the data.

## Chapter 3: Interactive Analytics Tool

### Summary of Available Results

The charts and tables below are designed to detail the trip-based attributes, customer satisfaction levels and demographic data collected during the Spring 2021 CATS Survey and presented in ETC Institute's new interactive analytics tool. In addition to the items listed below, the tool also reveals changes in trends in overall rider responses as compared with the Fall 2018 and Spring 2019 survey projects, IS/Priority Analysis, and Crosstabulations by Key Demographics grouping.

Link to Interactive Charting and Data Analytics Tool:

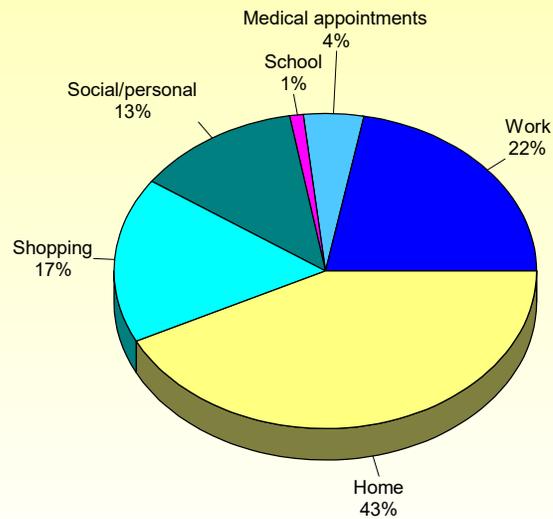
[HTTPS://ETCINSTITUTE.COM/TRANSIT/TRANSIT-DASHBOARDS/LA BATONROUGECATS/](https://etcinstitute.com/transit/transit-dashboards/la_batonrougecats/)

# *Charts and Graphs*

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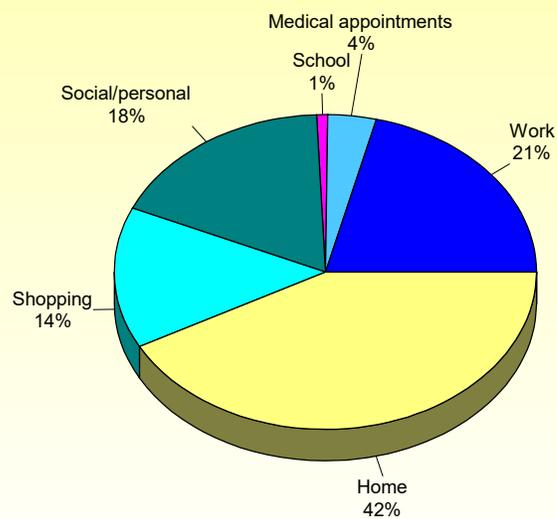
## Q1. What type of place are you coming from now?

by percentage of respondents (excluding "not provided")



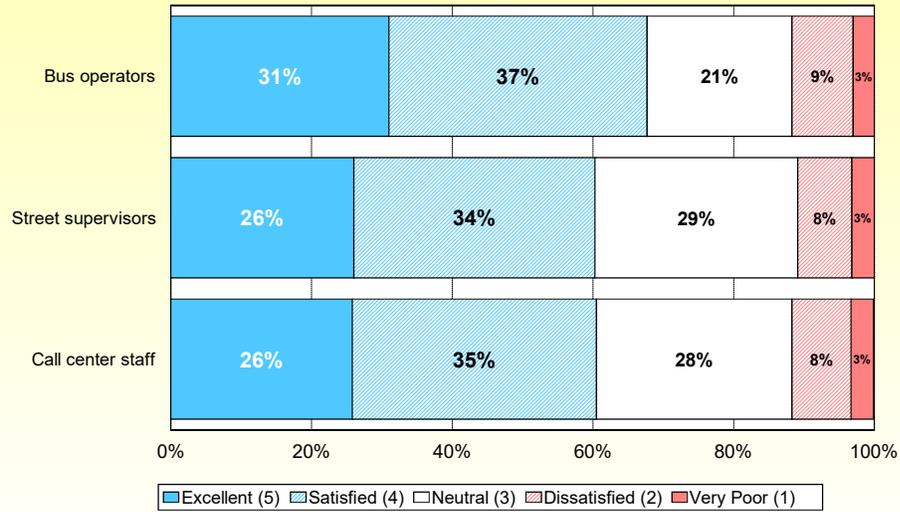
## Q2. What type of place are you going to now?

by percentage of respondents (excluding "not provided")



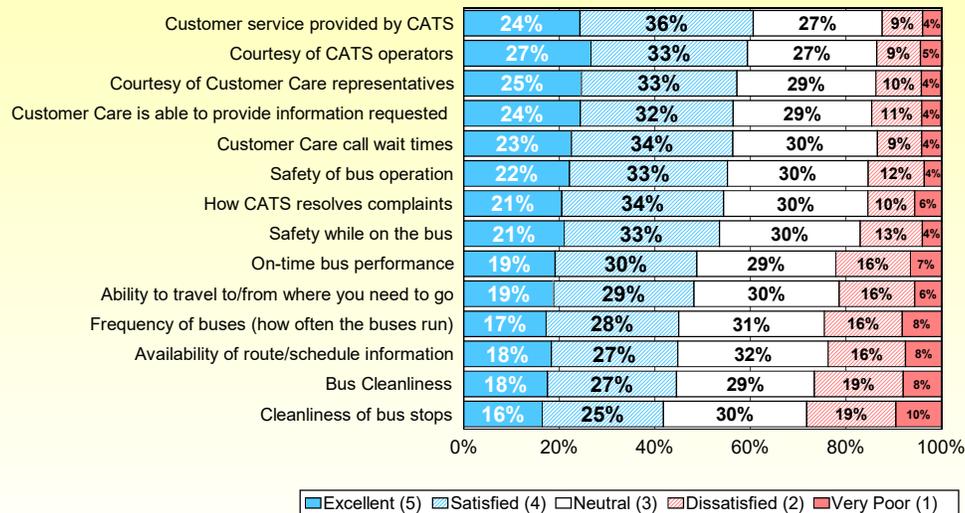
### Q3. How Respondents Rate Their Overall Satisfaction With CATS Customer Service

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



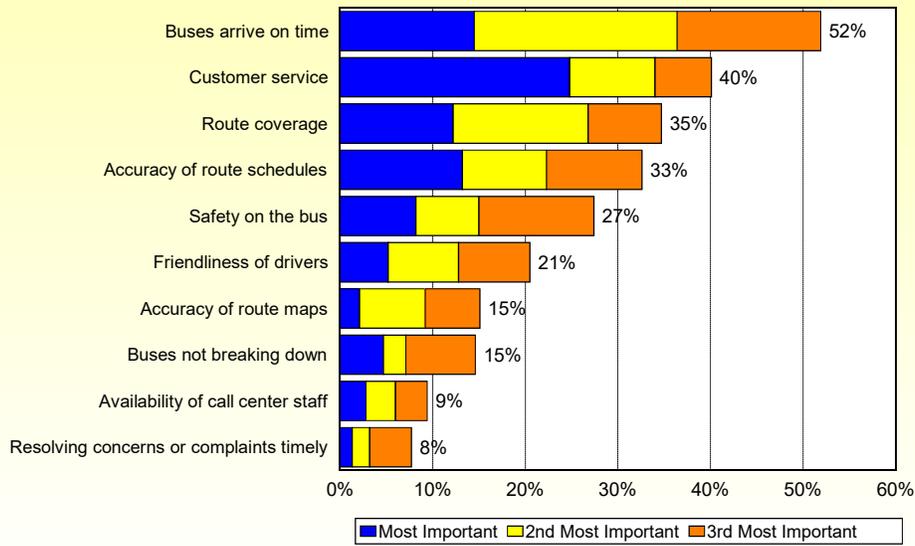
### Q4. How Respondents Rate the Following Elements of CATS Service

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



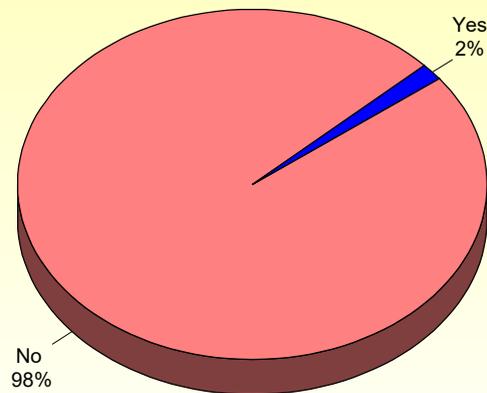
## Q5. Elements of CATS Bus Service That Are Most Important

by percentage of respondents who selected the item as one of their top three choices



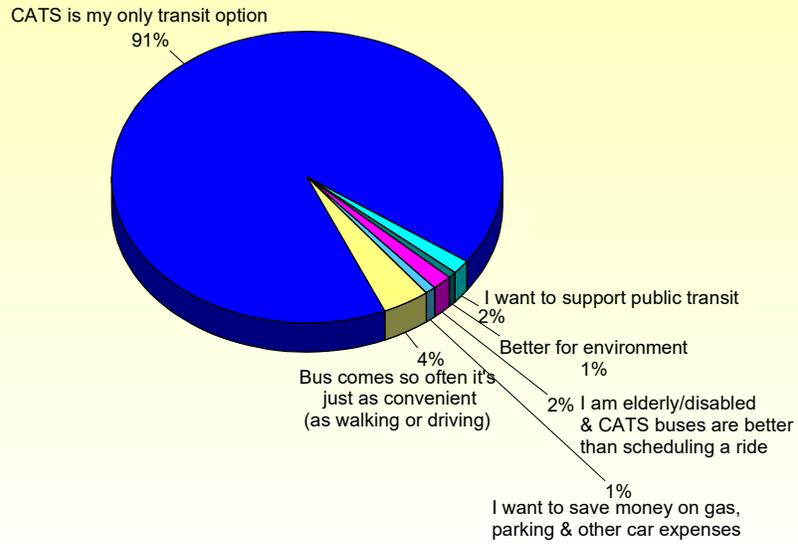
## Q6. Do you have a car available to make this trip?

by percentage of respondents (excluding "not provided")



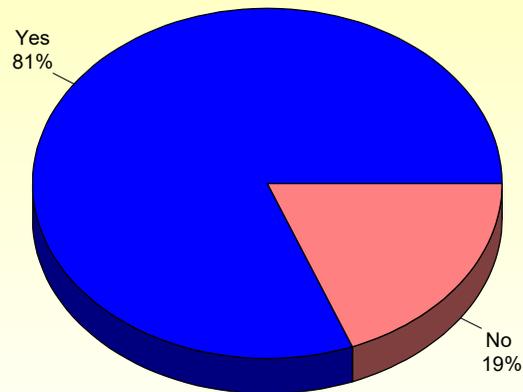
## Q7. Top Reason for Choosing to Ride CATS Buses

by percentage of respondents (excluding "not provided")



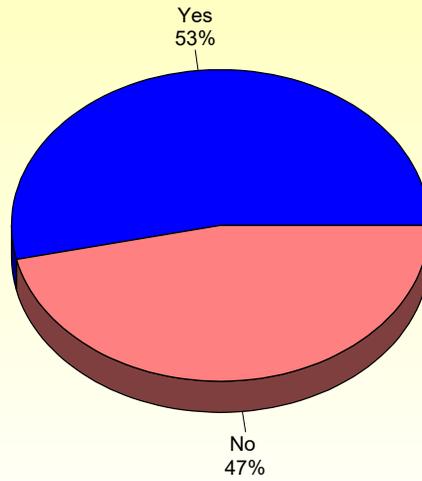
## Q8. Do you have a smart phone (such as an iPhone, Android, etc.)?

by percentage of respondents (excluding "not provided")



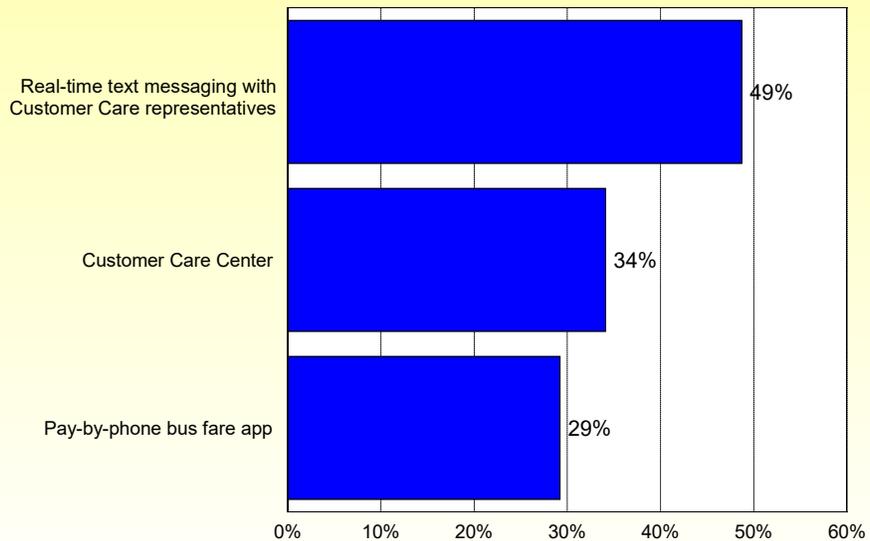
## Q8a. Do you have unlimited data on your smart phone?

by percentage of respondents who have a smart phone (excluding "not provided")



## Q8b. Would you use the following on your smart phone?

by percentage of respondents who have a smart phone (multiple selections could be made)



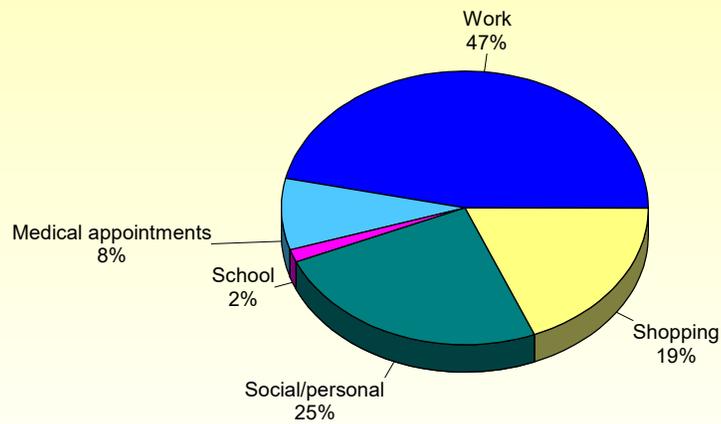
### Q9. How often do you ride the bus?

by percentage of respondents (excluding "not provided")



### Q11. What is your primary purpose for using CATS service?

by percentage of respondents (excluding "not provided")



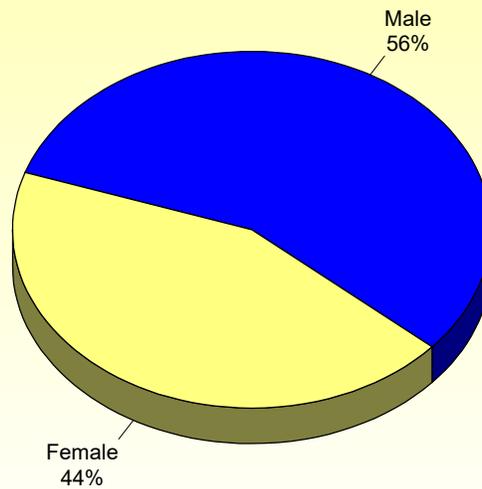
### Q13. How long have you been using CATS service?

by percentage of respondents (excluding "not provided")



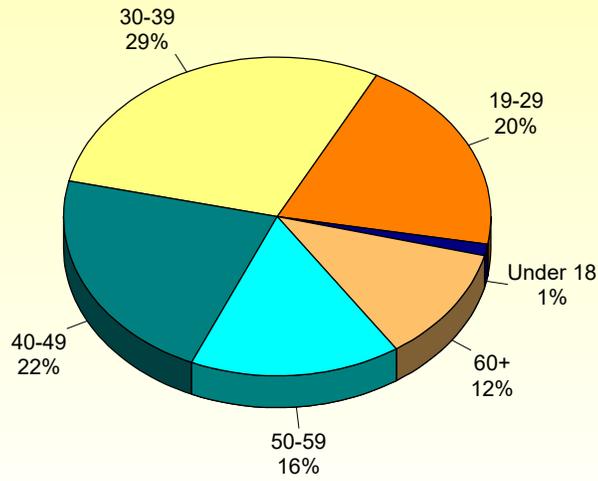
### Q14. Gender of Respondent

by percentage of respondents (excluding "not provided")



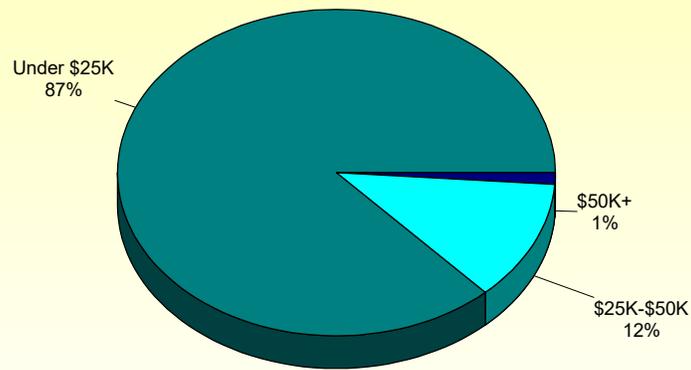
### Q15. Age of Respondent

by percentage of respondents (excluding "not provided")



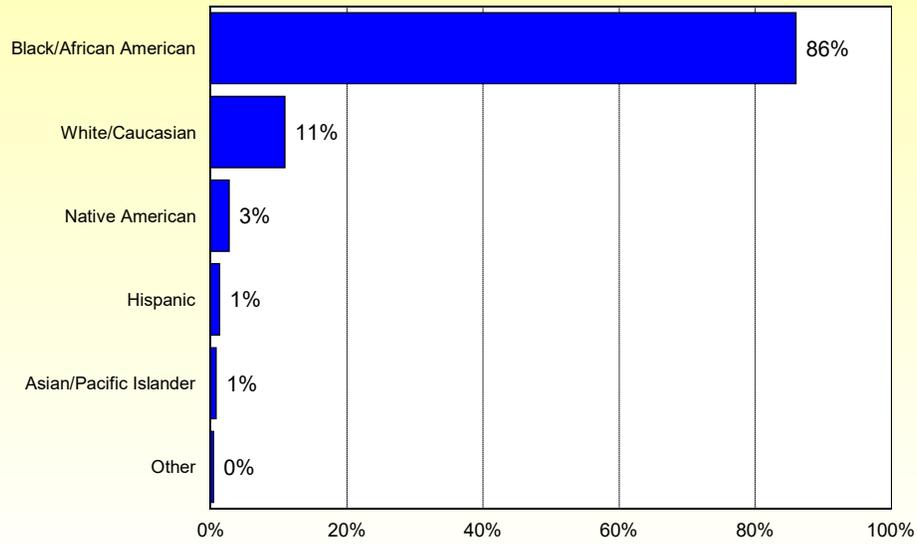
### Q16. Total Annual Income

by percentage of respondents (excluding "not provided")



# Q17. Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "not provided" - multiple selections could be made)



# *Tabular Data*

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## Time of the day

<u>Time Period</u>	<u>Number</u>	<u>Percent</u>
AM 6:00 AM-8:59 AM	400	39.6 %
MD 9:00 AM-2:59 PM	166	16.5 %
PM 3:00 PM-6:59 PM	439	43.5 %
EV 7:00 PM-11:00 PM	2	0.2 %
Not provided	2	0.2 %
Total	1009	100.0 %

## Route

<u>Route</u>	<u>Number</u>	<u>Percent</u>
8	25	2.5 %
10	30	3.0 %
11	52	5.2 %
12	31	3.1 %
14	30	3.0 %
15	19	1.9 %
17	49	4.9 %
18	24	2.4 %
20	66	6.5 %
21	60	5.9 %
22	56	5.6 %
23	19	1.9 %
41	80	7.9 %
44	108	10.7 %
46	34	3.4 %
47	78	7.7 %
54	53	5.3 %
57	70	6.9 %
58	40	4.0 %
59	37	3.7 %
60	7	0.7 %
70	29	2.9 %
99	12	1.2 %
Total	1009	100.0 %

## Date/Day of the Week

<u>Date</u>	<u>Number</u>	<u>Percent</u>
50821 - Sat	206	20.4 %
50821 - Sat	1	0.1 %
508 - Sat	1	0.1 %
50521 - Weekday	139	13.8 %
50421 - Weekday	133	13.2 %
50321 - Weekday	115	11.4 %
42721 - Weekday	72	7.1 %
42821 - Weekday	72	7.1 %
42421 - Sat	2	0.2 %
50921 - Sun	39	3.9 %
42921 - Weekday	72	7.1 %
50121 - Sat	50	5.0 %
50221 - Sun	58	5.7 %
50102 - Sat	1	0.1 %
43021 - Weekday	45	4.5 %
50112 - Sat	1	0.1 %
50912 - Sun	1	0.1 %
5021 - Sun	1	0.1 %
Total	1009	100.0 %

**Weekday = 648**

**Saturday = 262**

**Sunday = 99**

**Q1. What type of place are you COMING FROM NOW?**

<u>Q1. What type of place are you coming from</u>	<u>Number</u>	<u>Percent</u>
Work	220	21.8 %
Medical appointments	44	4.4 %
School	10	1.0 %
Social/personal	127	12.6 %
Shopping	167	16.6 %
Home	424	42.0 %
Other	4	0.4 %
Not provided	13	1.3 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q1. What type of place are you COMING FROM NOW? (without "not provided")**

<u>Q1. What type of place are you coming from</u>	<u>Number</u>	<u>Percent</u>
Work	220	22.1 %
Medical appointments	44	4.4 %
School	10	1.0 %
Social/personal	127	12.8 %
Shopping	167	16.8 %
Home	424	42.6 %
Other	4	0.4 %
Total	996	100.0 %

**Q1-7. Other**

<u>Q1-7. Other</u>	<u>Number</u>	<u>Percent</u>
Homeless	1	25.0 %
Court	1	25.0 %
Moms appt	1	25.0 %
Funeral	1	25.0 %
Total	4	100.0 %

**Q2. What type of place are you GOING TO NOW?**

<u>Q2. What type of place are you going to</u>	<u>Number</u>	<u>Percent</u>
Work	212	21.0 %
Medical appointments	36	3.6 %
School	8	0.8 %
Social/personal	178	17.6 %
Shopping	143	14.2 %
Home	422	41.8 %
Other	2	0.2 %
Not provided	8	0.8 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q2. What type of place are you GOING TO NOW? (without "not provided")**

<u>Q2. What type of place are you going to</u>	<u>Number</u>	<u>Percent</u>
Work	212	21.2 %
Medical appointments	36	3.6 %
School	8	0.8 %
Social/personal	178	17.8 %
Shopping	143	14.3 %
Home	422	42.2 %
Other	2	0.2 %
Total	1001	100.0 %

**Q2-7. Other**

<u>Q2-7. Other</u>	<u>Number</u>	<u>Percent</u>
Parole office	1	50.0 %
Job interview	1	50.0 %
Total	2	100.0 %

**Q3. On a scale of 1 to 5 where 1 means "Very Poor" and 5 means "Excellent," please rate your overall level of satisfaction with CATS customer service on the following elements.**

(N=1009)

	Excellent	Satisfied	Neutral	Dissatisfied	Very poor	Don't know
Q3-1. Bus operators	30.5%	36.2%	20.3%	8.5%	3.0%	1.5%
Q3-2. Call center staff	23.8%	32.0%	25.7%	7.7%	3.0%	7.8%
Q3-3. Street supervisors	24.1%	31.7%	26.7%	7.1%	3.0%	7.4%

**WITHOUT "DON'T KNOW"**

**Q3. On a scale of 1 to 5 where 1 means "Very Poor" and 5 means "Excellent," please rate your overall level of satisfaction with CATS customer service on the following elements. (without "don't know")**

(N=1009)

	Excellent	Satisfied	Neutral	Dissatisfied	Very poor
Q3-1. Bus operators	31.0%	36.7%	20.6%	8.7%	3.0%
Q3-2. Call center staff	25.8%	34.7%	27.8%	8.4%	3.2%
Q3-3. Street supervisors	26.0%	34.3%	28.8%	7.7%	3.2%

**Q4. On a scale of 1 to 5 where 1 means "Very Poor" and 5 means "Excellent," please tell us how you rate each of the following.**

(N=1009)

	Excellent	Satisfied	Neutral	Dissatisfied	Very poor	Don't know
Q4-1. Customer service provided by CATS	23.4%	34.9%	26.0%	8.2%	3.8%	3.8%
Q4-2. How CATS resolves complaints	18.9%	31.3%	27.9%	9.0%	5.3%	7.5%
Q4-3. Customer Care call wait times	20.8%	31.2%	27.9%	8.6%	3.8%	7.6%
Q4-4. Customer Care is able to provide me with the information requested	22.6%	29.6%	26.9%	9.7%	3.7%	7.5%
Q4-5. Courtesy of Customer Care representatives	23.1%	30.6%	27.4%	8.9%	3.9%	6.1%
Q4-6. Courtesy of CATS operators	25.9%	31.9%	26.4%	8.8%	4.5%	2.6%
Q4-7. On-time bus performance	18.7%	29.1%	28.5%	15.3%	6.4%	1.9%
Q4-8. Safety of bus operation	21.5%	32.2%	28.7%	11.4%	3.6%	2.6%
Q4-9. Safety while on the bus	20.5%	31.7%	28.8%	12.7%	3.9%	2.4%
Q4-10. Ability to travel to/from where you need to go	18.4%	28.8%	29.8%	15.5%	5.6%	1.9%
Q4-11. Frequency of buses (how often the buses run)	16.8%	27.3%	29.9%	16.0%	8.1%	1.9%
Q4-12. Bus cleanliness	17.2%	26.6%	28.4%	18.3%	7.9%	1.5%
Q4-13. Availability of route/schedule information	17.9%	26.0%	30.9%	15.9%	7.4%	1.9%
Q4-14. Cleanliness of bus stops	16.2%	25.0%	29.4%	18.3%	9.3%	1.8%

**WITHOUT "DON'T KNOW"****Q4. On a scale of 1 to 5 where 1 means "Very Poor" and 5 means "Excellent," please tell us how you rate each of the following. (without "don't know")**

(N=1009)

	Excellent	Satisfied	Neutral	Dissatisfied	Very poor
Q4-1. Customer service provided by CATS	24.3%	36.3%	27.0%	8.5%	3.9%
Q4-2. How CATS resolves complaints	20.5%	33.9%	30.2%	9.8%	5.7%
Q4-3. Customer Care call wait times	22.5%	33.8%	30.3%	9.3%	4.1%
Q4-4. Customer Care is able to provide me with the information requested	24.4%	32.0%	29.0%	10.5%	4.0%
Q4-5. Courtesy of Customer Care representatives	24.6%	32.6%	29.1%	9.5%	4.1%
Q4-6. Courtesy of CATS operators	26.6%	32.8%	27.1%	9.1%	4.6%
Q4-7. On-time bus performance	19.1%	29.7%	29.1%	15.6%	6.6%
Q4-8. Safety of bus operation	22.1%	33.1%	29.5%	11.7%	3.7%
Q4-9. Safety while on the bus	21.0%	32.5%	29.5%	13.0%	4.0%
Q4-10. Ability to travel to/from where you need to go	18.8%	29.4%	30.4%	15.8%	5.7%
Q4-11. Frequency of buses (how often the buses run)	17.2%	27.8%	30.5%	16.3%	8.3%
Q4-12. Bus cleanliness	17.5%	27.0%	28.9%	18.6%	8.0%
Q4-13. Availability of route/schedule information	18.3%	26.5%	31.5%	16.2%	7.6%
Q4-14. Cleanliness of bus stops	16.4%	25.4%	30.0%	18.7%	9.5%

**Q5. Please rank the TOP THREE of the following elements of CATS bus service that are most important to you.**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Customer service	250	24.8 %
Route coverage	123	12.2 %
Buses arrive on time	146	14.5 %
Friendliness of drivers	52	5.2 %
Availability of call center staff	28	2.8 %
Resolving my concerns or complaints timely	13	1.3 %
Accuracy of route schedules	133	13.2 %
Accuracy of route maps	21	2.1 %
Safety on the bus	83	8.2 %
Buses not breaking down	47	4.7 %
None chosen	113	11.2 %
Total	1009	100.0 %

**Q5. Please rank the TOP THREE of the following elements of CATS bus service that are most important to you.**

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Customer service	93	9.2 %
Route coverage	147	14.6 %
Buses arrive on time	221	21.9 %
Friendliness of drivers	77	7.6 %
Availability of call center staff	32	3.2 %
Resolving my concerns or complaints timely	19	1.9 %
Accuracy of route schedules	92	9.1 %
Accuracy of route maps	72	7.1 %
Safety on the bus	69	6.8 %
Buses not breaking down	24	2.4 %
None chosen	163	16.2 %
Total	1009	100.0 %

**Q5. Please rank the TOP THREE of the following elements of CATS bus service that are most important to you.**

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Customer service	62	6.1 %
Route coverage	80	7.9 %
Buses arrive on time	156	15.5 %
Friendliness of drivers	78	7.7 %
Availability of call center staff	34	3.4 %
Resolving my concerns or complaints timely	45	4.5 %
Accuracy of route schedules	104	10.3 %
Accuracy of route maps	60	5.9 %
Safety on the bus	125	12.4 %
Buses not breaking down	76	7.5 %
None chosen	189	18.7 %
Total	1009	100.0 %

**SUM OF TOP 3 CHOICES**

**Q5. Please rank the TOP THREE of the following elements of CATS bus service that are most important to you. (top 3)**

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Customer service	405	40.1 %
Route coverage	350	34.7 %
Buses arrive on time	523	51.8 %
Friendliness of drivers	207	20.5 %
Availability of call center staff	94	9.3 %
Resolving my concerns or complaints timely	77	7.6 %
Accuracy of route schedules	329	32.6 %
Accuracy of route maps	153	15.2 %
Safety on the bus	277	27.5 %
Buses not breaking down	147	14.6 %
None chosen	113	11.2 %
Total	2675	

**Q6. Do you have a car available to make this trip?**

<u>Q6. Do you have a car available to make this trip</u>	<u>Number</u>	<u>Percent</u>
Yes	16	1.6 %
No	957	94.8 %
Not provided	36	3.6 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q6. Do you have a car available to make this trip? (without "not provided")**

<u>Q6. Do you have a car available to make this trip</u>	<u>Number</u>	<u>Percent</u>
Yes	16	1.6 %
No	957	98.4 %
Total	973	100.0 %

**Q7. What is the #1 reason you choose to ride CATS buses?**

Q7. What is the top reason you choose to ride CATS buses	Number	Percent
The bus comes so often it's just as convenient (as walking or driving)	39	3.9 %
I want to save money on gas, parking & other car expenses	9	0.9 %
I am elderly or disabled & CATS buses are better than scheduling a ride with a provider	17	1.7 %
It's better for the environment	7	0.7 %
I want to support public transit	16	1.6 %
CATS is my only transit option	899	89.1 %
Not provided	22	2.2 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q7. What is the #1 reason you choose to ride CATS buses? (without "not provided")**

Q7. What is the top reason you choose to ride CATS buses	Number	Percent
The bus comes so often it's just as convenient (as walking or driving)	39	4.0 %
I want to save money on gas, parking & other car expenses	9	0.9 %
I am elderly or disabled & CATS buses are better than scheduling a ride with a provider	17	1.7 %
It's better for the environment	7	0.7 %
I want to support public transit	16	1.6 %
CATS is my only transit option	899	91.1 %
Total	987	100.0 %

**Q8. Do you have a smart phone? (such as an iPhone, Android, etc.)**

Q8. Do you have a smart phone	Number	Percent
Yes	807	80.0 %
No	192	19.0 %
Not provided	10	1.0 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q8. Do you have a smart phone? (such as an iPhone, Android, etc.) (without "not provided")**

Q8. Do you have a smart phone	Number	Percent
Yes	807	80.8 %
No	192	19.2 %
Total	999	100.0 %

**Q8a. Do you have unlimited data on your smart phone?**

Q8a. Do you have unlimited data on your smart phone	Number	Percent
Yes	430	53.3 %
No	375	46.5 %
Not provided	2	0.2 %
Total	807	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q8a. Do you have unlimited data on your smart phone? (without "not provided")**

Q8a. Do you have unlimited data on your smart phone	Number	Percent
Yes	430	53.4 %
No	375	46.6 %
Total	805	100.0 %

**Q8b. Would you use the following on your smart phone?**

Q8b. What following would you use on your smart phone	Number	Percent
Real-time text messaging with Customer Care representatives	393	48.7 %
Pay-by-phone bus fare application (app)	236	29.2 %
Customer Care Center	275	34.1 %
Total	904	

**Q9. How often do you ride the bus?**

<u>Q9. How often do you ride the bus</u>	<u>Number</u>	<u>Percent</u>
5+ days per week	631	62.5 %
3-4 days per week	257	25.5 %
1-2 days per week	65	6.4 %
Less than once a week but more than once a month	24	2.4 %
Once a month or less	19	1.9 %
<u>Not provided</u>	<u>13</u>	<u>1.3 %</u>
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q9. How often do you ride the bus? (without "not provided")**

<u>Q9. How often do you ride the bus</u>	<u>Number</u>	<u>Percent</u>
5+ days per week	631	63.4 %
3-4 days per week	257	25.8 %
1-2 days per week	65	6.5 %
Less than once a week but more than once a month	24	2.4 %
<u>Once a month or less</u>	<u>19</u>	<u>1.9 %</u>
Total	996	100.0 %

**Q10. Is there any place CATS does not go that you would like the bus to serve?**

Q10. Is there any place CATS does not go that you would like the bus to serve	Number	Percent
Glen Oaks	5	9.3 %
Port Allen	5	9.3 %
Zachary	4	7.4 %
HOOPER	4	7.4 %
Central/Zachary	2	3.7 %
Glendale	2	3.7 %
Port Allen LA, Gonzales LA	1	1.9 %
Boulevard De Province	1	1.9 %
NEW ORLEANS	1	1.9 %
Port Allen and New Orleans	1	1.9 %
Blue Bayou/Dixilanden	1	1.9 %
Port Allen, Plaque Mine	1	1.9 %
City of Baton Rouge	1	1.9 %
BANKS, WORK	1	1.9 %
ZACHARY TO THE WALMART	1	1.9 %
OLD HAMMOND	1	1.9 %
TIGER BEND RD	1	1.9 %
HOME	1	1.9 %
RUCKER SHERWOOD	1	1.9 %
AIRLINE HIGHWAY	1	1.9 %
Port Allen, Tanga Mall	1	1.9 %
Directly down after College	1	1.9 %
Old S. University Campus	1	1.9 %
Highland Rd	1	1.9 %
Derrin Springs	1	1.9 %
Bluebonnet headed to Jefferson turning left.	1	1.9 %
U.A.	1	1.9 %
Gov St	1	1.9 %
Service outstanding	1	1.9 %
Milleville	1	1.9 %
Down Government Street	1	1.9 %
Everywhere in BR	1	1.9 %
World	1	1.9 %
Highland B/W Airline and I-10	1	1.9 %
Blue Bayou Water Park & Great Baton Rouge State Fairgrounds.	1	1.9 %
Old Jefferson	1	1.9 %
Denham Springs and Prairieville	1	1.9 %
get closer to other libraries	1	1.9 %
Total	54	100.0 %

**Q11. What is your primary purpose for using CATS service?**

Q11. What is your primary purpose for using CATS service

	Number	Percent
Work	465	46.1 %
Medical appointments	82	8.1 %
School	15	1.5 %
Social/personal	247	24.5 %
Shopping	189	18.7 %
Not provided	11	1.1 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q11. What is your primary purpose for using CATS service? (without "not provided")**

Q11. What is your primary purpose for using CATS service

	Number	Percent
Work	465	46.6 %
Medical appointments	82	8.2 %
School	15	1.5 %
Social/personal	247	24.7 %
Shopping	189	18.9 %
Total	998	100.0 %

**Q12. Other than THIS trip, what route(s) do you most frequently travel?**

Q12. What route(s) do you most frequently travel	Number	Percent
Fairfield	6	3.7 %
Florida Blvd	5	3.1 %
54	5	3.1 %
47	4	2.5 %
44	4	2.5 %
46	3	1.9 %
Plank Rd	2	1.2 %
57	2	1.2 %
17	2	1.2 %
47 Highland	2	1.2 %
20	2	1.2 %
HIGHLAND RD	2	1.2 %
59	2	1.2 %
Winbourne	2	1.2 %
44 HIGHLAND	1	0.6 %
TO WALMART	1	0.6 %
47 Dolphin Lane	1	0.6 %
44, 54	1	0.6 %
22, 58, 57	1	0.6 %
Highland-Thomas Delpet	1	0.6 %
14	1	0.6 %
21, 22	1	0.6 %
44, 8, 9, 15	1	0.6 %
41	1	0.6 %
12	1	0.6 %
Airline, 17, 12	1	0.6 %
57 Sherwood Forest, 18 LSU	1	0.6 %
57, 44, 45	1	0.6 %
58, 57, 18, 22, 41, 44	1	0.6 %
Winbourne Ave, Gardere Lane	1	0.6 %
GET WHERE I NEED TO GO	1	0.6 %
59, 18, 54, 57	1	0.6 %
44 FLORIDA BLVD, 47 HIGHLAND RD	1	0.6 %
44 FLORIDA, 57 SHERWOOD	1	0.6 %
Walk	1	0.6 %
44 Florida Blvd, 21 Fairfields Ave, 41 Plank Rd	1	0.6 %
38	1	0.6 %
Sherwood Siegen, O'Neal	1	0.6 %
21, 46	1	0.6 %
41 PLANK, 44 CORTANA	1	0.6 %
ACADIAN	1	0.6 %
AIRLINE	1	0.6 %
44 CORTANA	1	0.6 %
18, 47, 12, 14, 57, 58	1	0.6 %
14, 47, 17, 12, 44	1	0.6 %
ONEAL LANE	1	0.6 %
21, 57	1	0.6 %
44, 47, 57, 17, 41, 12	1	0.6 %
21, 58, 44, 14	1	0.6 %
210	1	0.6 %
44, 57, 22	1	0.6 %

**Q12. Other than THIS trip, what route(s) do you most frequently travel?**

Q12. What route(s) do you most frequently travel	Number	Percent
Government, Perkins, Thomas Delpet, Player Rd, Highland Rd, LSU Cortana	1	0.6 %
14, 20, 17, 41	1	0.6 %
SOUTHERN UNIVERSITY, FLORIDA	1	0.6 %
14, 20, 47	1	0.6 %
44, 20, 22	1	0.6 %
PRESCOTT TO TERMINAL	1	0.6 %
22	1	0.6 %
23 Foster Dr, 18 College/Corporate	1	0.6 %
15, 54, 41, 58	1	0.6 %
Plank, Highland, Perkins, Florida	1	0.6 %
20 Acadian	1	0.6 %
Highland, Cortana	1	0.6 %
Cortana	1	0.6 %
21, 20, 60, 46	1	0.6 %
60, 10, 41, 11, 44	1	0.6 %
Government, Florida	1	0.6 %
Thomas Delpet	1	0.6 %
57 Sherwood, 21 Fairfield	1	0.6 %
Scotlandville	1	0.6 %
57 Sherwood, 44 Cortana	1	0.6 %
Perkins	1	0.6 %
Florida, 44, 58	1	0.6 %
59, 21	1	0.6 %
All	1	0.6 %
College and Corporate Blvd, N Foster	1	0.6 %
54, 70	1	0.6 %
Plank Road 41	1	0.6 %
21, 44, 58, 14	1	0.6 %
Airline to O'Neal	1	0.6 %
21 Fairfields, 44 Downtown	1	0.6 %
47 Highland Rd	1	0.6 %
Winbourne, Florida	1	0.6 %
47, 41, 20	1	0.6 %
58, 57	1	0.6 %
47, 46, 18, 44	1	0.6 %
14, 44, 21, 54	1	0.6 %
Airline Hwy	1	0.6 %
57, 44, 21	1	0.6 %
Sherwood and FLA	1	0.6 %
Plank Rd 368	1	0.6 %
Plank, Airline, Essen	1	0.6 %
57, 58	1	0.6 %
20, 44	1	0.6 %
Airline, Plank Rod	1	0.6 %
57 Sherwood	1	0.6 %
14, 44	1	0.6 %
22, 54, 59	1	0.6 %
All over the place	1	0.6 %
17 Perkins Rd, 44 Downtown	1	0.6 %
58, 27, 22	1	0.6 %

**Q12. Other than THIS trip, what route(s) do you most frequently travel?**

<u>Q12. What route(s) do you most frequently travel</u>	<u>Number</u>	<u>Percent</u>
27	1	0.6 %
41, 44, 12	1	0.6 %
41 Plank	1	0.6 %
18, 47	1	0.6 %
Plank Rd 47	1	0.6 %
58, 22	1	0.6 %
47, 57	1	0.6 %
47, 41, 14, 44	1	0.6 %
22, 44, 54, 57	1	0.6 %
Cortana Mall	1	0.6 %
41, 10	1	0.6 %
Plank Rd, Highland Rd	1	0.6 %
12 to Whole Foods	1	0.6 %
44, 47	1	0.6 %
Acadian, Florida, Foster, Cortana	1	0.6 %
44 Florida, 8 Gus Young, 17 Perkins	1	0.6 %
44, 57, 58, 59	1	0.6 %
54, 46	1	0.6 %
20 North Acadian	1	0.6 %
Highland, Plank	1	0.6 %
54, 18	1	0.6 %
17, 12, 20, 41, 47, 57, 22, 54	1	0.6 %
12, 17, 44, 60, 47	1	0.6 %
Corsey	1	0.6 %
22 Winburn	1	0.6 %
Airline	1	0.6 %
22, 54, 58	1	0.6 %
47, 57, 12, 22, 11, 14	1	0.6 %
LSU, N Agidan, Perkins	1	0.6 %
18, 44, 59	1	0.6 %
17, 44	1	0.6 %
21 Fairfield to Cortana, 22 Winborne to Downtown	1	0.6 %
Total	162	100.0 %

**Q13. How long have you been using CATS service?**

<u>Q13. How long have you been using CATS service</u>	<u>Number</u>	<u>Percent</u>
Less than 3 months	46	4.6 %
3-6 months	59	5.8 %
6 months-1 year	173	17.1 %
1-5 years	347	34.4 %
5+ years	364	36.1 %
Not provided	20	2.0 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. How long have you been using CATS service? (without "not provided")**

<u>Q13. How long have you been using CATS service</u>	<u>Number</u>	<u>Percent</u>
Less than 3 months	46	4.7 %
3-6 months	59	6.0 %
6 months-1 year	173	17.5 %
1-5 years	347	35.1 %
5+ years	364	36.8 %
Total	989	100.0 %

**Q14. Are you:**

<u>Q14. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	560	55.5 %
Female	435	43.1 %
Not provided	14	1.4 %
Total	1009	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14. Are you: (without "not provided")**

<u>Q14. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	560	56.3 %
Female	435	43.7 %
Total	995	100.0 %

### Q15. What is your age?

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 18	12	1.2 %
19-29	199	19.7 %
30-39	288	28.5 %
40-49	218	21.6 %
50-59	157	15.6 %
60+	117	11.6 %
Not provided	18	1.8 %
Total	1009	100.0 %

### **WITHOUT "NOT PROVIDED"**

### Q15. What is your age? (without "not provided")

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 18	12	1.2 %
19-29	199	20.1 %
30-39	288	29.1 %
40-49	218	22.0 %
50-59	157	15.8 %
60+	117	11.8 %
Total	991	100.0 %

### Q16. What is your total annual income level?

<u>Q16. Your total annual income level</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	843	83.5 %
\$25K-\$50K	116	11.5 %
\$50K-\$75K	8	0.8 %
Above \$75K	3	0.3 %
Not provided	39	3.9 %
Total	1009	100.0 %

### **WITHOUT "NOT PROVIDED"**

### Q16. What is your total annual income level? (without "not provided")

<u>Q16. Your total annual income level</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	843	86.9 %
\$25K-\$50K	116	12.0 %
\$50K-\$75K	8	0.8 %
Above \$75K	3	0.3 %
Total	970	100.0 %

**Q17. Which of the following best describes your race/ethnicity?**

<u>Q17. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	8	0.8 %
Black/African American	814	80.7 %
Native American	26	2.6 %
White/Caucasian	103	10.2 %
Hispanic	12	1.2 %
Other	4	0.4 %
Not provided	62	6.1 %
Total	1029	

**WITHOUT "NOT PROVIDED"**

**Q17. Which of the following best describes your race/ethnicity? (without "not provided")**

<u>Q17. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	8	0.8 %
Black/African American	814	86.0 %
Native American	26	2.7 %
White/Caucasian	103	10.9 %
Hispanic	12	1.3 %
Other	4	0.4 %
Total	967	

**Q17-6. Other**

<u>Q17-6. Other</u>	<u>Number</u>	<u>Percent</u>
Pacific	1	25.0 %
Israeli	1	25.0 %
Mixed	1	25.0 %
More than One	1	25.0 %
Total	4	100.0 %



## **Q18. What could CATS do to improve your ridership experience? (cont.)**

- Being on time. If not on time, getting another bus to run the route.
- Better attitudes of drivers and less breaks being taken.
- Better attitudes when talking to riders
- Better customer service from drivers and call center
- BETTER DRIVERS WITH GOOD ATTITUDE
- Better notification of ride cancellations. Cleaner rest areas. Nicer drivers. Better hours for all routes.
- Better timing
- BETTER TIMING AND DEDICATION TO CUSTOMERS
- Bus driver should stop having nasty attitude.
- Bus driver's attitudes and new buses
- Bus drivers make me late.
- Bus on time and more people on bus
- Bus to Arrive on Time
- Buses available during business hours
- buses need to be on time, and call center should not make excuses for the bus being late
- Buses on schedule, customer service extended call center hours, Response of a complaint in a timely manner.
- Buses taking off
- BY TREATING ALL WITH RESPECT AND BEING FAIR AND GIVE ALL AN OPPORTUNITY TO WORK WHERE YOU CAME FROM
- Clean buses more often.
- Cleanliness of the bus and for the drivers to be kinder.
- CONNECT WITH OTHER BUSES
- Customer Service
- Display routes on buses
- Does not need improvement
- Doing great in my opinion.
- Don't cancel buses
- Drink water
- DRIVERS NEED TO BE NICER
- Easier to understand route maps
- Everything!
- Expand service areas, trip times and frequency
- Faster
- Fix smelly buses, and have nicer drivers
- Get bus passes
- Get everybody in order and happy.
- Get rid a discourteous drivers
- GET TO HOME FOR LATER TIMES AND GET BETTER DRIVERS
- Give homeless rides when pay again
- Go down on two all day passes
- Good
- GREAT SERVICE

## **Q18. What could CATS do to improve your ridership experience? (cont.)**

- Happy
- Hate seeing these not in service signs.
- HAVE MORE BUSES ON THE ROUTES
- have more courtesy and understanding
- Help for disabled/handicapped
- Homeless riders pose a danger to others
- Honestly improve the call center representatives. They are very rude and take their personal attitudes out on the callers!
- I got hurt and no one has gave a thing about me
- I LIKE THE EXPERIENCE WITH BUS DRIVERS
- I LOVE THE BUSES
- I would love if the drivers actually cared if I have a question about routes. I understand we all have bad days but we are people trying to work just like him.
- If you have to for an emergency, switch a bus at terminal, a replacement bus should come right away.
- I'm alright.
- Improve on their people skills
- JUST BE A LITTLE MORE ON TIME
- Keep 60 running longer on weekends. Stop changing buses times.
- KEEP BUSES FREE-I AM HOMELESS
- Keep buses more clean!
- Keep free fare for a little while depending upon the state of the pandemic
- KEEP FROM STOP ON ROAD WHEN GOING TO THE DESTINATION
- Keep the buses clean.
- Later schedules
- Less time waiting for the bus to come
- Let more people on the bus.
- Let people wait on the bus when it is raining
- Longer hours at night
- Longer running times, later buses, be on time, reliable
- Look at other states and see what they are doing right or wrong and learn from it.
- Make buses available on time
- Make it easier for new people to understand.
- MAKE SURE THEY COME ON TIME
- Make the bus more open, to crammed in.
- Make the routes connect with one another better, cheaper fares
- MORE ACCURATE INTERNET
- more bus service
- More buses
- More buses
- More buses on each route
- More buses on each route
- More buses on each route
- MORE BUSES ON THE LINE THAT ARE LONGER
- More buses on the road with a 15 minute break period
- More buses so they can come sooner, more drivers.
- More buses, extend time
- More busses and more drivers

## Q18. What could CATS do to improve your ridership experience? (cont.)

- More Cleanliness
- More communication, better information
- More courteous and helpful operators
- More frequent (58) schedule
- More frequent buses
- more night time service
- More routes
- More routes
- More than 9 people
- More than 9 people
- Mostly good
- Need more buses down Florida
- needs help in recovering items stolen while on the bus
- NICER DRIVERS
- No complaints
- NOT LEAVE EARLY AND MORE SEATS FOR PASSENGERS
- NOT LEAVE WITHOUT ME
- nothing
- Nothing, everything is fine and ok
- Nothing. Thank you for these heroes and their services.
- OPEN UP THE SNACK STORE AND COMMUNICATE WITH BUS TO BUS. IF WE PULL UP AT THE TERMINAL AND WE SEE THE BUS WE NEED STILL IN THE PARKING LOT-IT SHOULD BE ABLE TO STOP IN THE PARKING LOT TO PICK US UP
- Perfect to me
- Pray
- Put a bus stop at the corner of 16th and Terrace St inbound. I put a request in three months ago and never heard anything. There are stops on every corner on Terrace in the Garden District between Perkins and Eugene.
- Put a food place here.
- Put benches for every bus stop sign. Some people have physical issues.
- Put in step stairs. The stairs are too high.
- Put Scenic Hwy back to 5:50 so I can get to work on time.
- Replace all buses with electric.
- Respect the customer more, be on time sometimes
- Satisfied
- Snack stand
- Stay neutral
- STAY SAFE
- THE SERVICE IS GREAT
- Their attitudes towards customers in not what's up.
- Timely appearance
- Try to mention the availability of buses in route, accuracy
- Waiting

# *Survey Instrument*

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**Origin and Destination Questions 1-2d**

What is your home address? (Please be specific, ex: 123 W Main St or intersection or landmark. If you are visiting the Baton Rouge area, please list the address where you are staying.)

---

1) What type of place are you COMING FROM NOW?

- 1) Work
- 2) Medical appointments
- 3) School
- 4) Social/Personal
- 5) Shopping
- 6) Home
- 7) Other: \_\_\_\_\_

1A) Where did your trip start (origin)?

Place Name: \_\_\_\_\_

1B) What is the location of this place (intersection or landmark)?

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

1C) Did you have to use any other mode of transit to get to the CATS bus? If yes, please select:

- 1) Walked
- 2) Biked
- 3) Was dropped off
- 4) Taxi, Uber, or Lyft
- 5) Drove alone
- 6) Drove or rode with others

1D) What route(s) will you transfer from? Please list by route name, number, or both.

Route(s): \_\_\_\_\_

What route are you currently traveling? Please list by route name, number, or both.

---

2) What type of place are you GOING TO NOW?

- 1) Work
- 2) Medical appointments
- 3) School
- 4) Social/Personal
- 5) Shopping
- 6) Home
- 7) Other: \_\_\_\_\_

2A) Where will your trip end (destination)?

Place Name: \_\_\_\_\_

2B) What is the location of this place (intersection or landmark)?

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

2C) Will you have to use any other mode of transit when you leave the CATS bus? If yes, please select:

- 1) Walk
- 2) Bike
- 3) Will be picked up
- 4) Taxi, Uber, or Lyft
- 5) Drive alone
- 6) Drive or ride with others

2D) What route(s) will you transfer to? Please list by route name, number, or both.

Route(s): \_\_\_\_\_

**Customer Satisfaction Questions 3-10**

3) On a scale of 1-5 where 1 means "Very Poor" and 5 means "Excellent" please rate your overall level of satisfaction with CATS customer service on the following elements.

	Excellent	Satisfied	Neutral	Dissatisfied	Very Poor	Don't Know
Bus Operators	5	4	3	2	1	9
Call Center Staff	5	4	3	2	1	9
Street Supervisors	5	4	3	2	1	9

4) On a scale of 1-5 where 1 means "Very Poor" and 5 means "Excellent" please tell us how you rate each of the following.

	5	4	3	2	1	9
Customer service provided by CATS	5	4	3	2	1	9
How CATS resolves complaints	5	4	3	2	1	9
Customer Care call wait times	5	4	3	2	1	9
Customer Care is able to provide me with the information requested	5	4	3	2	1	9
Courtesy of Customer Care representatives	5	4	3	2	1	9
Courtesy of CATS operators	5	4	3	2	1	9
On-time bus performance	5	4	3	2	1	9
Safety of bus operation	5	4	3	2	1	9
Safety while on the bus	5	4	3	2	1	9
Ability to travel to/from where you need to go	5	4	3	2	1	9
Frequency of buses (how often the buses run)	5	4	3	2	1	9
Bus Cleanliness	5	4	3	2	1	9
Availability of route/schedule information	5	4	3	2	1	9
Cleanliness of bus stops	5	4	3	2	1	9

5) Please rank the TOP THREE of the following elements of CATS bus service that are most important to you. (Please rank the top 3 in order of importance from 1 to 3, were 1 is the most important to you.)

- \_\_\_(01) Customer Service
- \_\_\_(02) Route Coverage
- \_\_\_(03) Buses arrive on time
- \_\_\_(04) Friendliness of drivers
- \_\_\_(05) Availability of call center staff
- \_\_\_(06) Resolving my concerns or complaints timely
- \_\_\_(07) Accuracy of route schedules
- \_\_\_(08) Accuracy of route maps
- \_\_\_(09) Safety on the bus
- \_\_\_(10) Buses not breaking down

6) Do you have a car available to make this trip?

- 1) Yes
- 2) No

7) What is the #1 reason you choose to ride CATS buses? (Pick ONE only)

- 1) The bus comes so often it's just as convenient (as walking or driving)
- 2) I want to save money on gas, parking and other car expenses
- 3) I am elderly or disabled & CATS buses are better than scheduling a ride with a provider
- 4) It's better for the environment
- 5) I want to support public transit
- 6) CATS is my only transit option

8) Do you have a smart phone? (such as an iPhone, Android, etc.)

- 1) Yes
- 2) No [Skip to Q9.]

8A) Do you have unlimited data on your smart phone?

- 1) Yes
- 2) No

8B) Would you use the following on your smart phone?

- 1) Real-time text messaging with Customer Care representatives
- 2) Pay-by-phone bus fare application (app)
- 3) Customer Care Center

- 9) How often do you ride the bus?
- 1) 5+ days per week
  - 2) 3-4 days per week
  - 3) 1-2 days per week
  - 4) Less than once a week but more than once a month
  - 5) Once a month or less

10) Is there any place CATS does not go that you would like the bus to serve? Please be specific.

---

*For the following questions, please consider your most frequently traveled locations, your typical starting location (origin) and your typical ending location (destination).*

- 11) What is your primary purpose for using CATS service? Check only one.
- |                         |                    |
|-------------------------|--------------------|
| 1) Work                 | 4) Social/Personal |
| 2) Medical appointments | 5) Shopping        |
| 3) School               |                    |

- 16) What is your total annual income level?
- |                  |                  |
|------------------|------------------|
| 1) Under \$25K   | 3) \$50K - \$75K |
| 2) \$25K - \$50K | 4) Above \$75K   |

12) Other than THIS trip, what route(s) do you most frequently travel? Please list by route name, number, or both.

---

- 17) What is your ethnic background?
- 01) Asian/Pacific Islander
  - 02) Black/African American
  - 03) Native American
  - 04) White/Caucasian
  - 05) Hispanic
  - 99) Other: \_\_\_\_\_

- 13) How long have you been using CATS service?
- |                       |                      |
|-----------------------|----------------------|
| 1) Less than 3 months | 4) 1-5 years         |
| 2) 3-6 months         | 5) More than 5 years |
| 3) 6 months-1 year    |                      |

18) Finally, what could CATS do to improve your ridership experience?

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- 14) Are you:
- |         |           |
|---------|-----------|
| 1) Male | 2) Female |
|---------|-----------|

- 15) What is your age?
- |             |             |
|-------------|-------------|
| 1) Under 18 | 4) 40-49    |
| 2) 19-29    | 5) 50-59    |
| 3) 30-39    | 6) 60-older |

19) Would you be willing to share your customer experience(s) with a member of management? If so, please leave your name and best contact information.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

*Thank you for participating in this very important survey!*

Because you spent your valuable time providing CATS with feedback, we would like to enter you into a drawing for one (1) \$500 Visa Cash Card. If you'd like to enter this drawing, please provide your contact info below.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

# 2021 CATS Non-Rider/ Stakeholder Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2021

**Submitted to the Capital Area Transit System (CATS)**

**by:**  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**May 2021**



**ETC**  
INSTITUTE

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# 2021 CATS Baton Rouge Non-Rider and Stakeholder Survey

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## Overview & Methodology

ETC Institute conducted a survey of residents in the Baton Rouge area who were not currently using CATS services during the spring of 2021. CATS is interested in learning citizens' perception of the public transportation system in the region. CATS is using the data to help identify public perception, pinpoint ways to better meet the evolving needs of their community and build a road map for the future of transit in the Greater Baton Rouge area. In addition to a survey of non-users, ETC Institute also conducted surveys with key stakeholders in the Baton Rouge area. The results for both surveys are provided in this report. The non-rider survey was administered by mail and email/online to a random sample of 519 non-rider residents living in the Baton Rouge area. The overall results of the survey have a precision of at least +/- 4.3% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings
- Charts showing the overall results for most questions on the survey, including comparisons to the 2019 results where applicable
- Tables that show the results of the random sample for each question on the survey (Stakeholders separate from Non-Riders)
- Survey instruments

## Summary of Non-Rider Charts and Results

### *Residents' Familiarity with CATS Services*

- Fifty-four (54%) of non-rider respondents indicated they have either an "excellent" (5%), "good" (19%), or "average" (30%) opinion of CATS service. 47% of respondents have a poor opinion.
- Forty-five percent (45%) of non-rider respondents have considered using public transit in Baton Rouge, while 55% have not considered using public transit in Baton Rouge.

### *Importance of Public Transportation Services in Baton Rouge*

- Eighty-six percent (86%) of non-rider respondents believe it is “very important” (65%) or “somewhat important” (21%) for the Baton Rouge community to support and fund CATS public transit. 14% of respondents did not think it was important.
- The highest levels of likelihood that non-riders would be encouraged to use public transit in Baton Rouge, based upon the combined percentage of “very likely” and “somewhat likely” responses, were: more frequent and reliable service (69%) and convenient transit stops (68%).

### *Attitudes and Opinions of Non-Riders*

- The highest levels of agreement with statements related to public transit in Baton Rouge, based upon the combined percentage of “strongly agree” and “somewhat agree” responses, were: “public transportation is important for a thriving community” (78%) and “I have too many places I need to go during the day to use public transit” (62%).

### *Communication and Outreach to Non-Riders*

- Sixty percent (60%) of non-rider respondents indicated that they get most of their news and information from TV station(s), 40% indicated radio/internet radio/satellite radio, and 38% indicated website(s).

## **Summary of Stakeholder Charts and Results**

### *Stakeholders’ Familiarity with CATS Services*

- Eighty percent (80%) of stakeholders indicated they have either an “excellent” (7%), “good” (38%), or “average” (35%) opinion of CATS service. 21% of stakeholders have a poor opinion.
- Eighty percent (80%) of stakeholders have considered using public transit in Baton Rouge, while 20% have not considered using public transit in Baton Rouge.

### *Importance of Public Transportation Services in Baton Rouge according to Stakeholders*

- Nearly all (98%) of the stakeholders surveyed believe it is “very important” (81%) or “somewhat important” (17%) for the Baton Rouge community to support and fund CATS public transit. 2% of stakeholders did not think it was important.
- The highest levels of likelihood that stakeholders would be encouraged to use public transit in Baton Rouge, based upon the combined percentage of “very likely” and “somewhat likely” responses, were: convenient transit stops (92%) and more frequent and reliable service (82%).

*Attitudes and Opinions of Stakeholders*

- The highest levels of agreement with statements related to public transit in Baton Rouge, based upon the combined percentage of “strongly agree” and “somewhat agree” responses, were: “public transportation is important for a thriving community” (95%) and “I would feel safe using the CATS bus system” (66%).

*Communication and Outreach*

- Sixty-eight percent (68%) of stakeholders indicated that they get most of their news and information from the internet, 48% indicated newspaper/magazine/editorial, and 40% indicated social media.

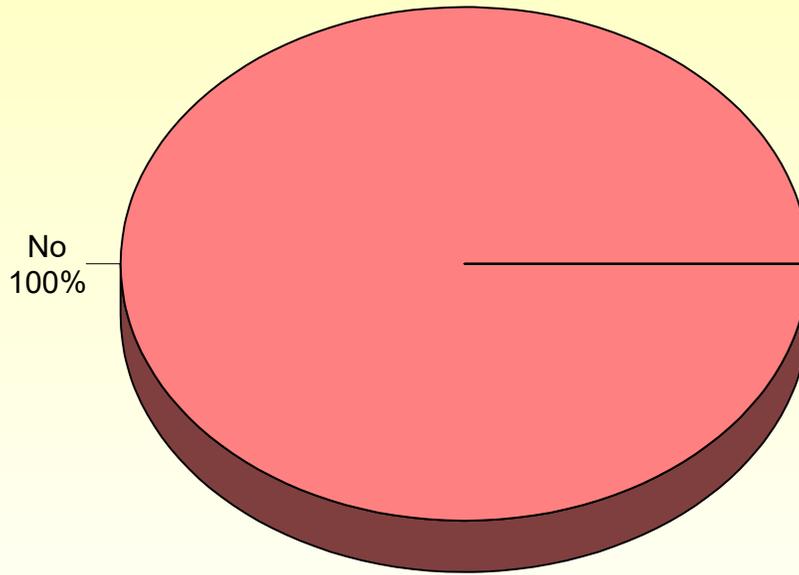
# Section 1

## *Charts and Graphs*

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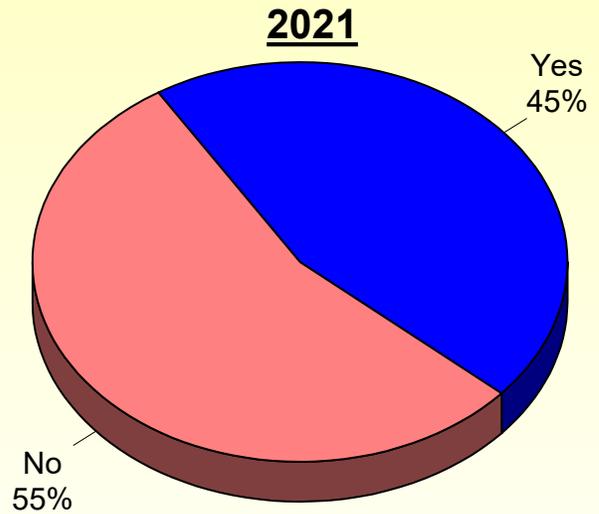
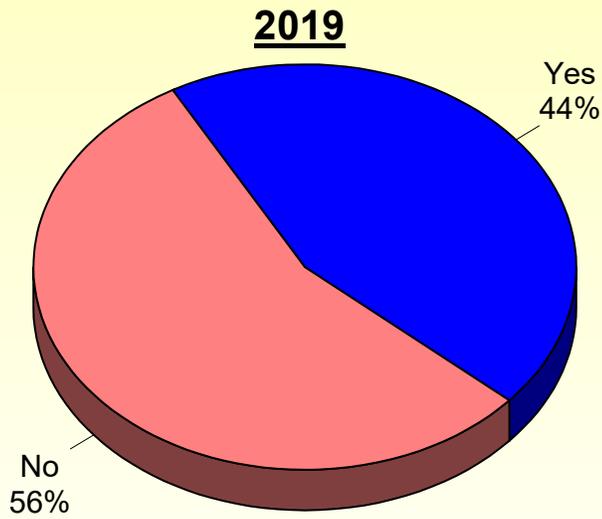
# Q1. Have you used public transit in Baton Rouge within the past 6 months?

by percentage of respondents



# Q2. Have you ever considered using public transit in Baton Rouge?

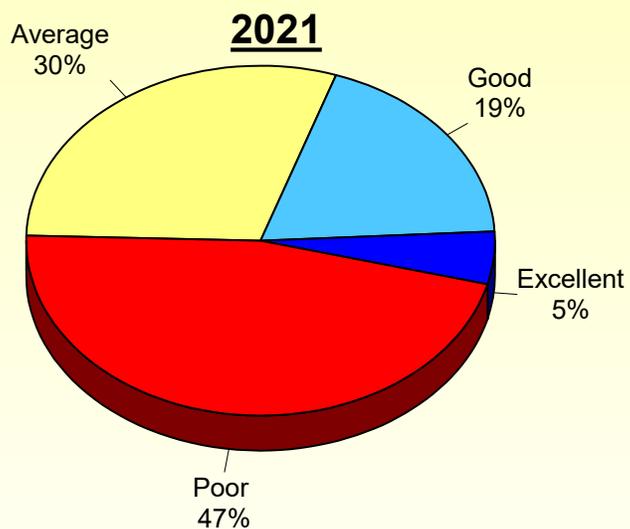
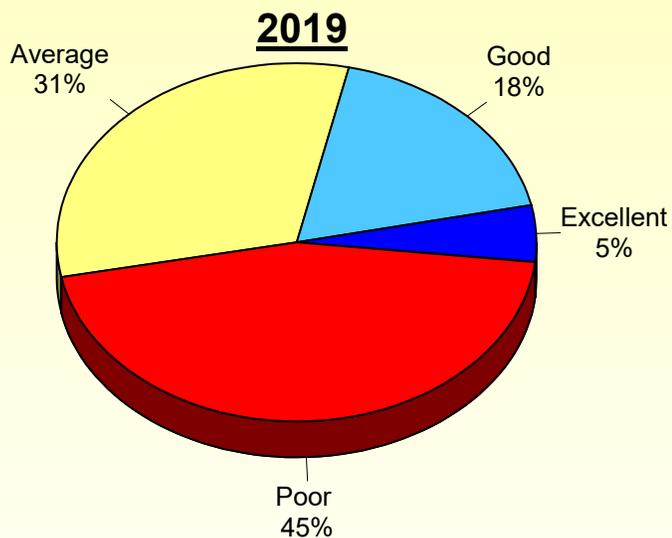
by percentage of respondents (excluding "don't know")



## Trends

# Q3. Overall, how would you rate CATS' service?

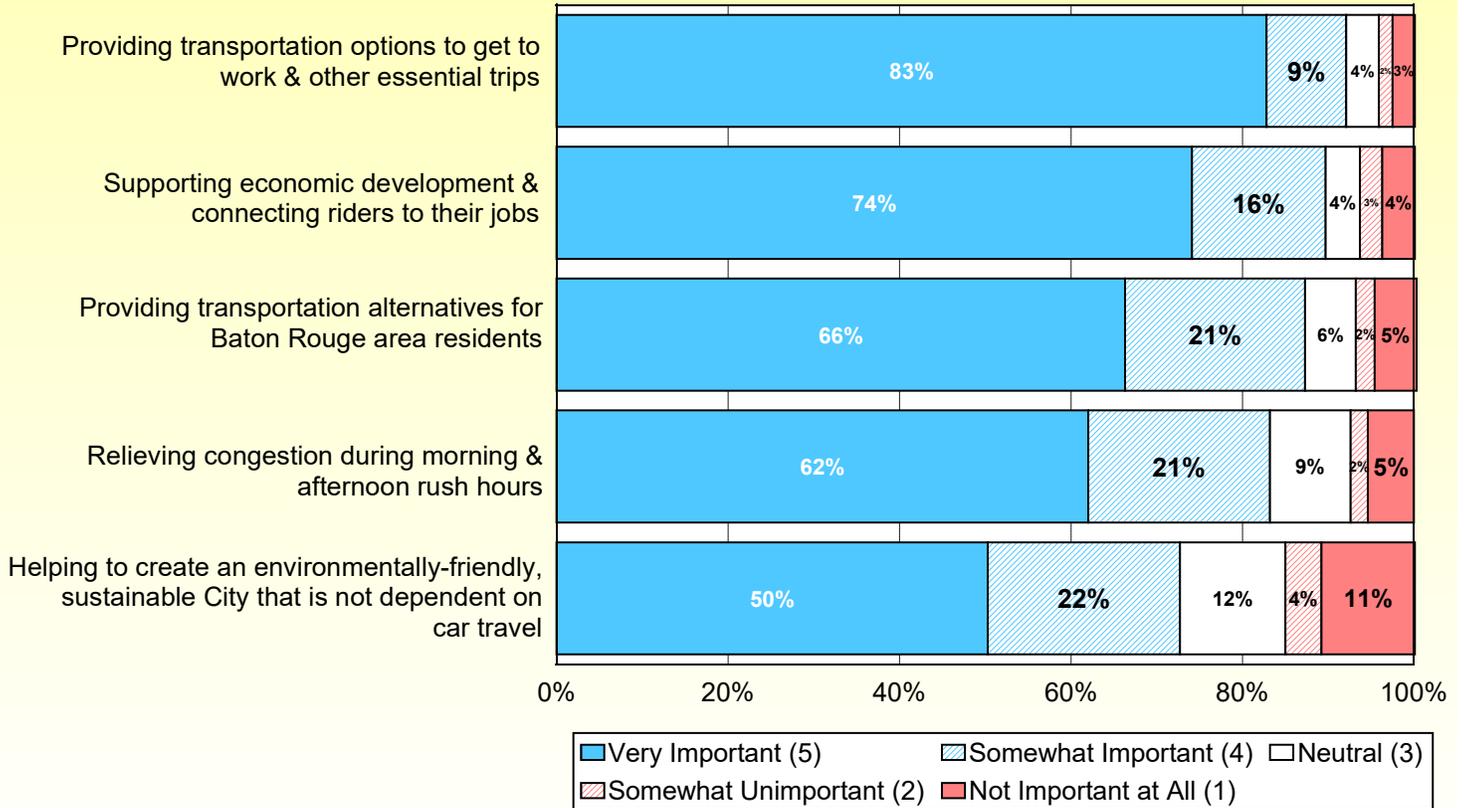
by percentage of respondents (excluding "don't know")



## Trends

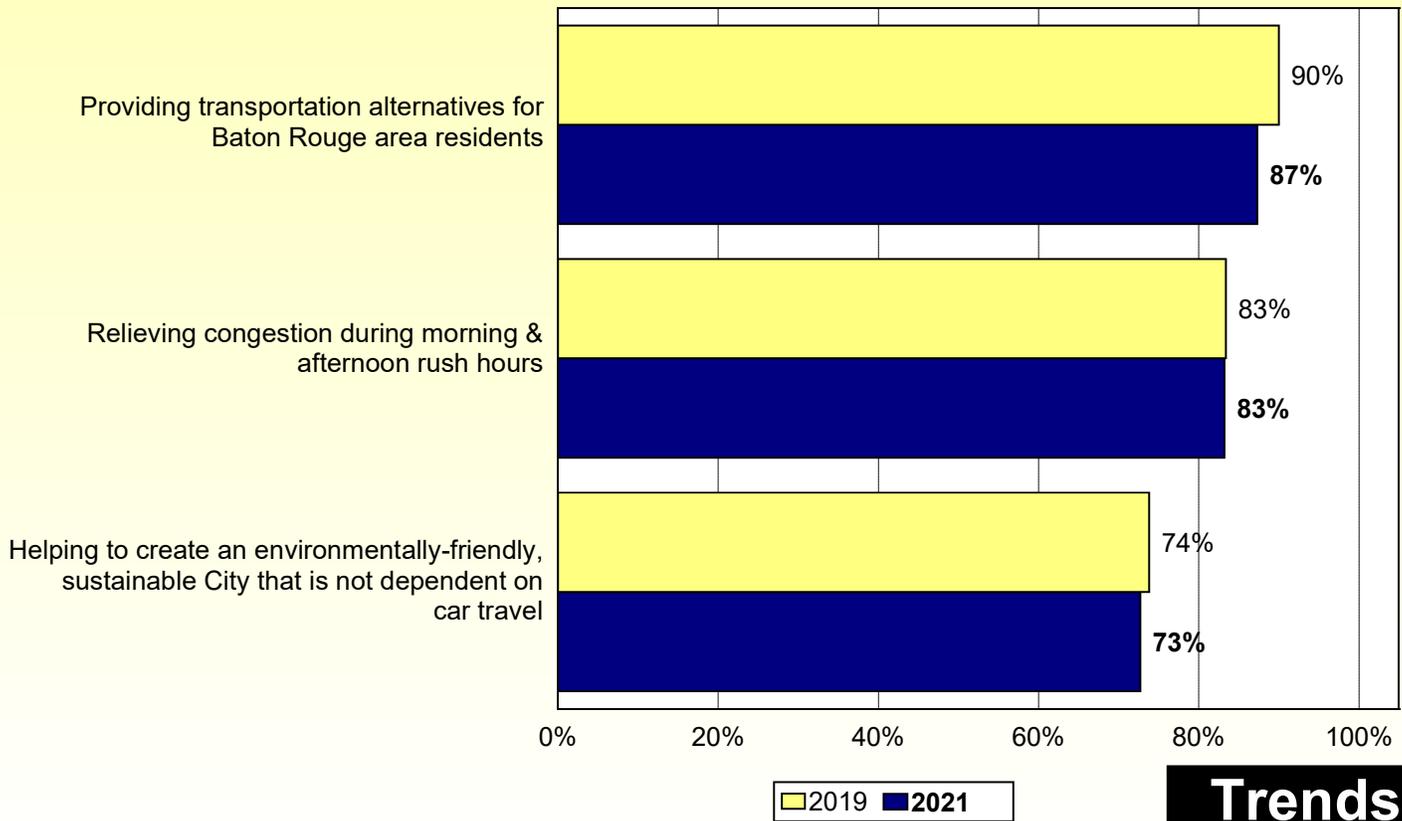
# Q4. How Important Each of the Following Purposes for Public Transit Should Be in the Design of CATS' Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Important Each of the Following Purposes for Public Transit Should Be in the Design of CATS' Services 2019 vs. 2021

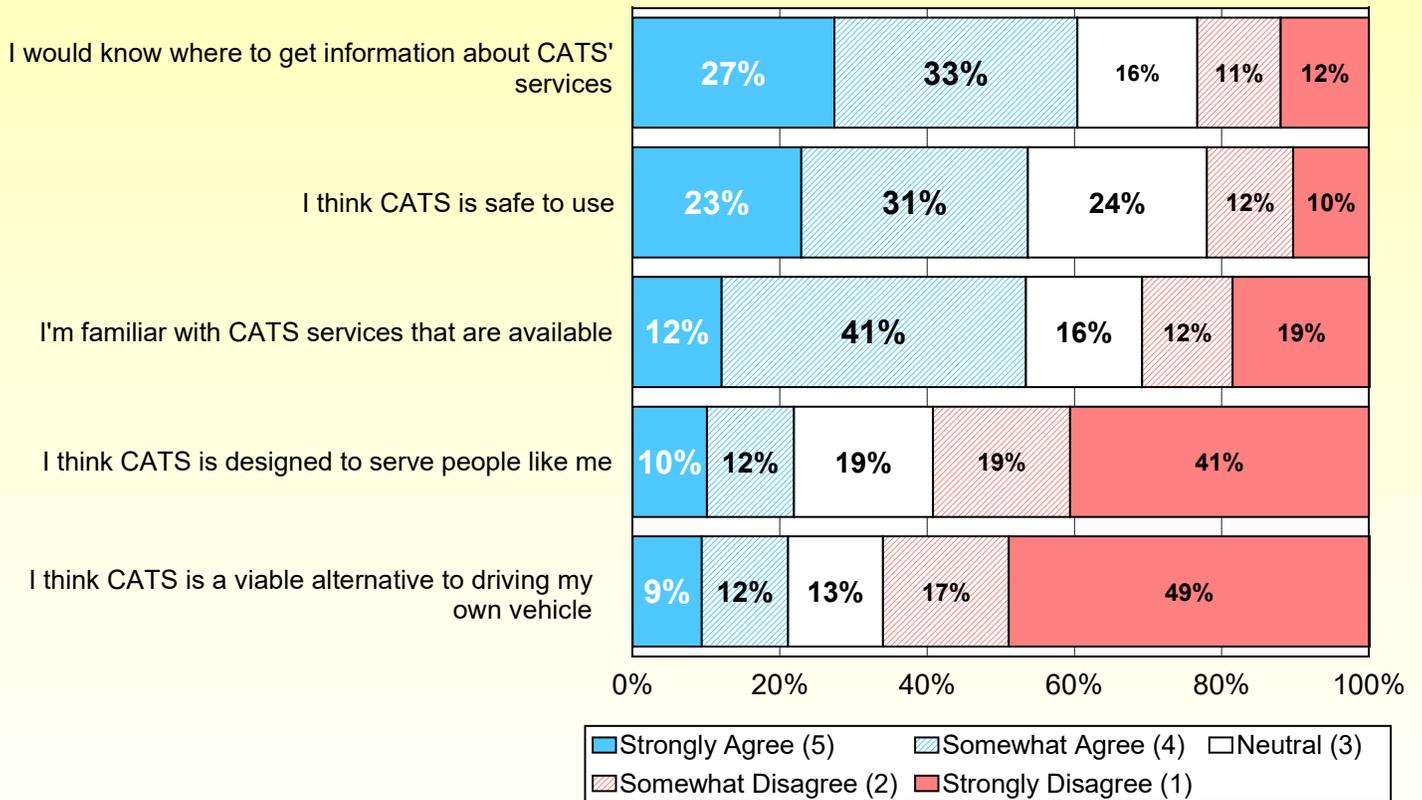
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Trends**

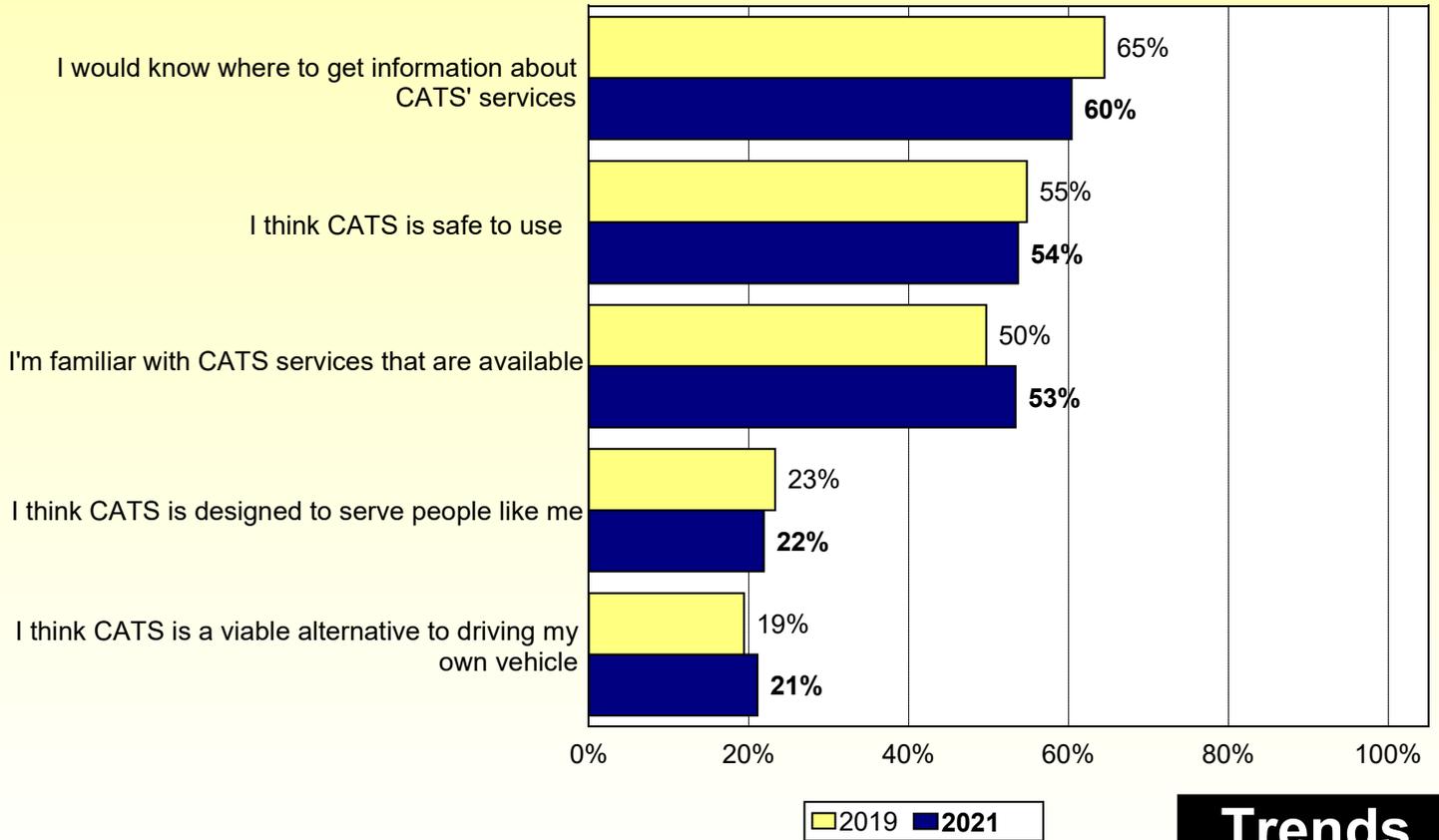
# Q5. Agreement With the Following Statements About Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Agreement With the Following Statements About Public Transit in Baton Rouge - 2019 vs. 2021

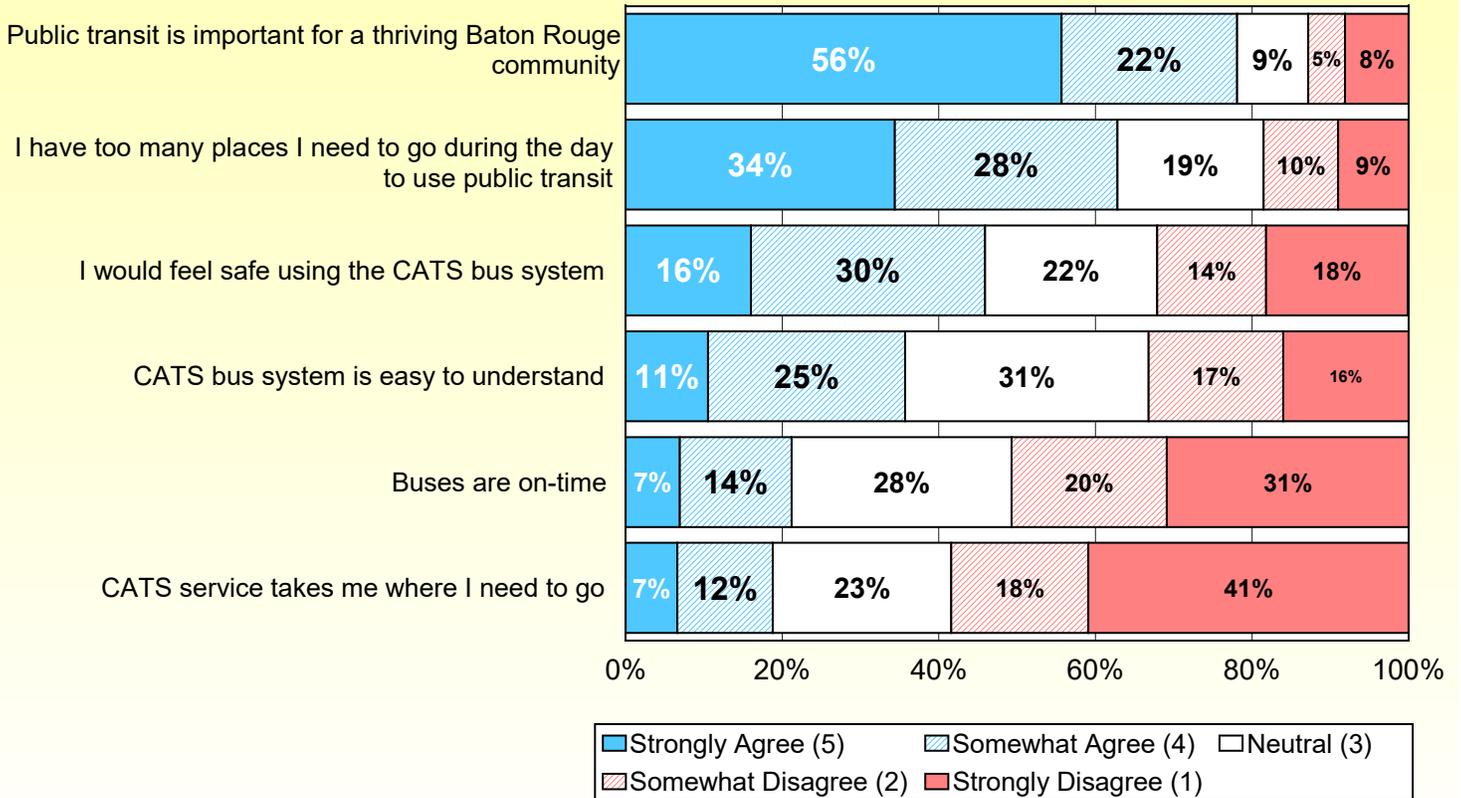
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Trends**

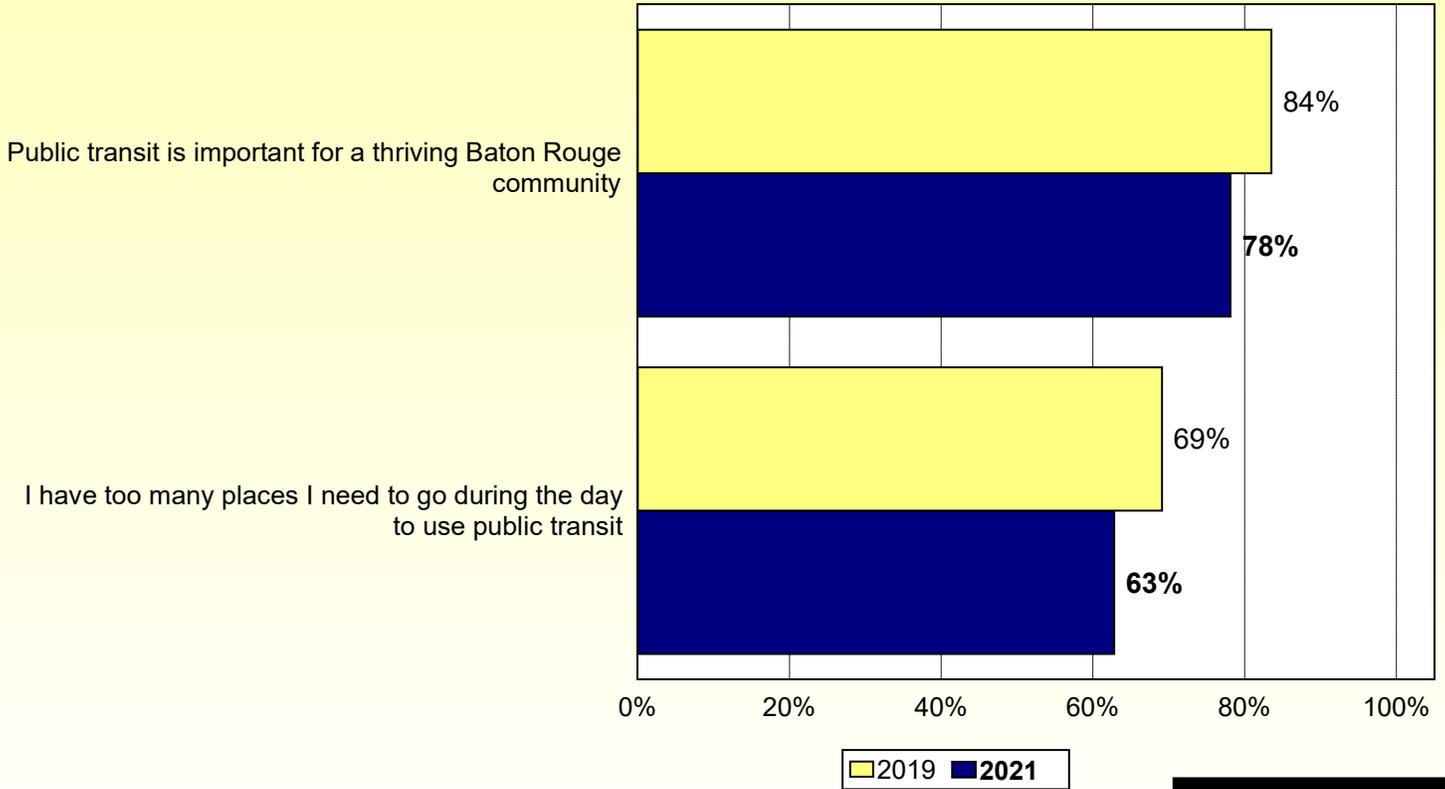
# Q6. Agreement With the Following Statements About Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Agreement With the Following Statements About Public Transit in Baton Rouge - 2019 vs. 2021

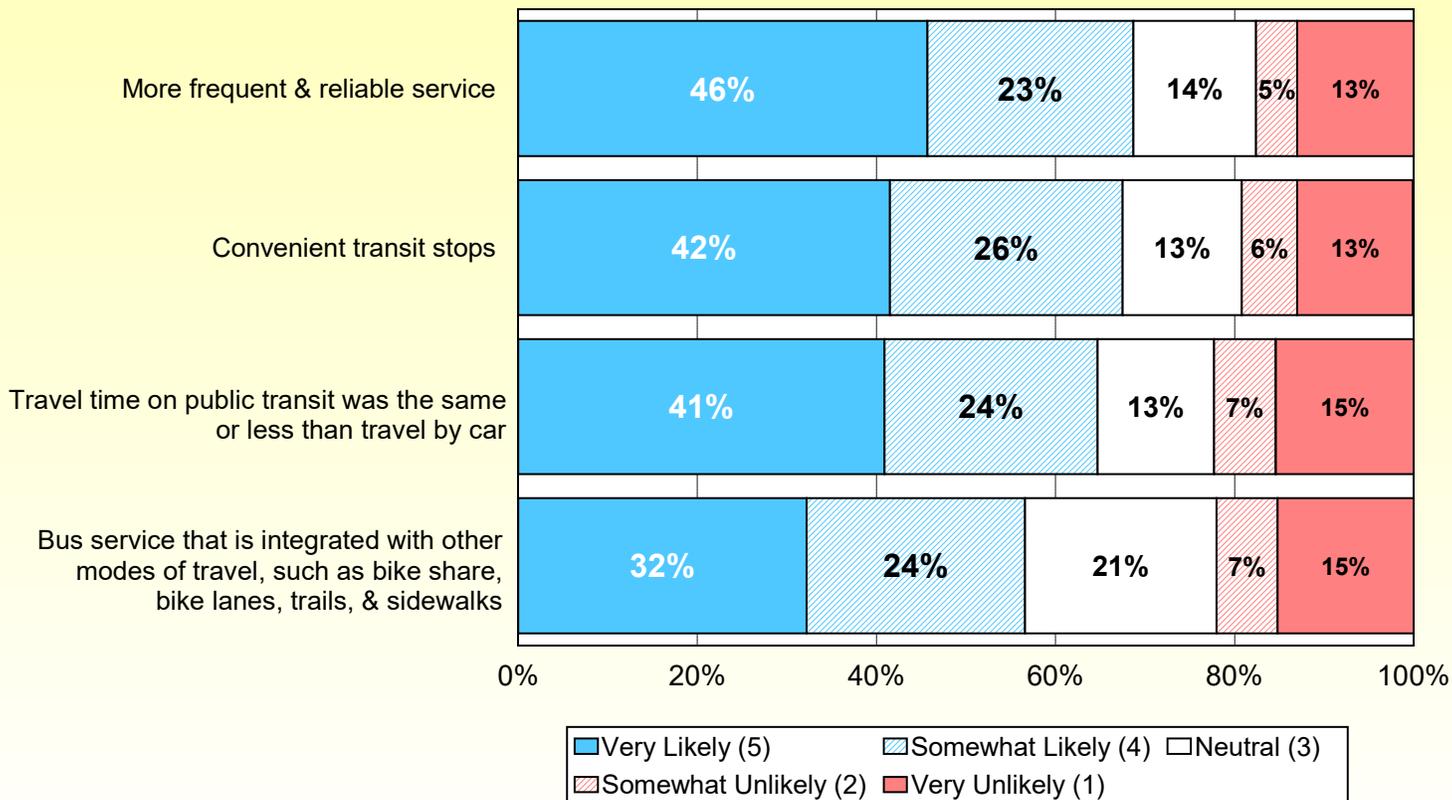
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

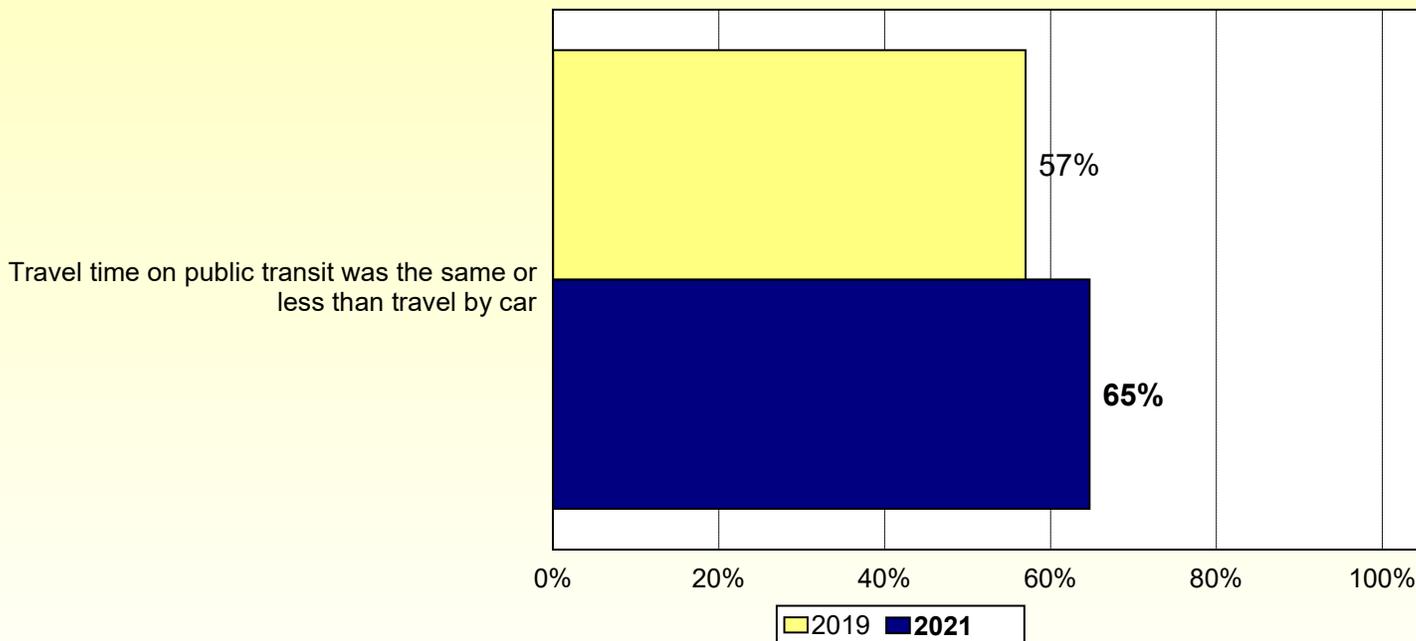
# Q7. How Likely the Following Would Be in Encouraging Residents to Use Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Likely the Following Would Be in Encouraging Residents to Use Public Transit in Baton Rouge 2019 vs. 2021

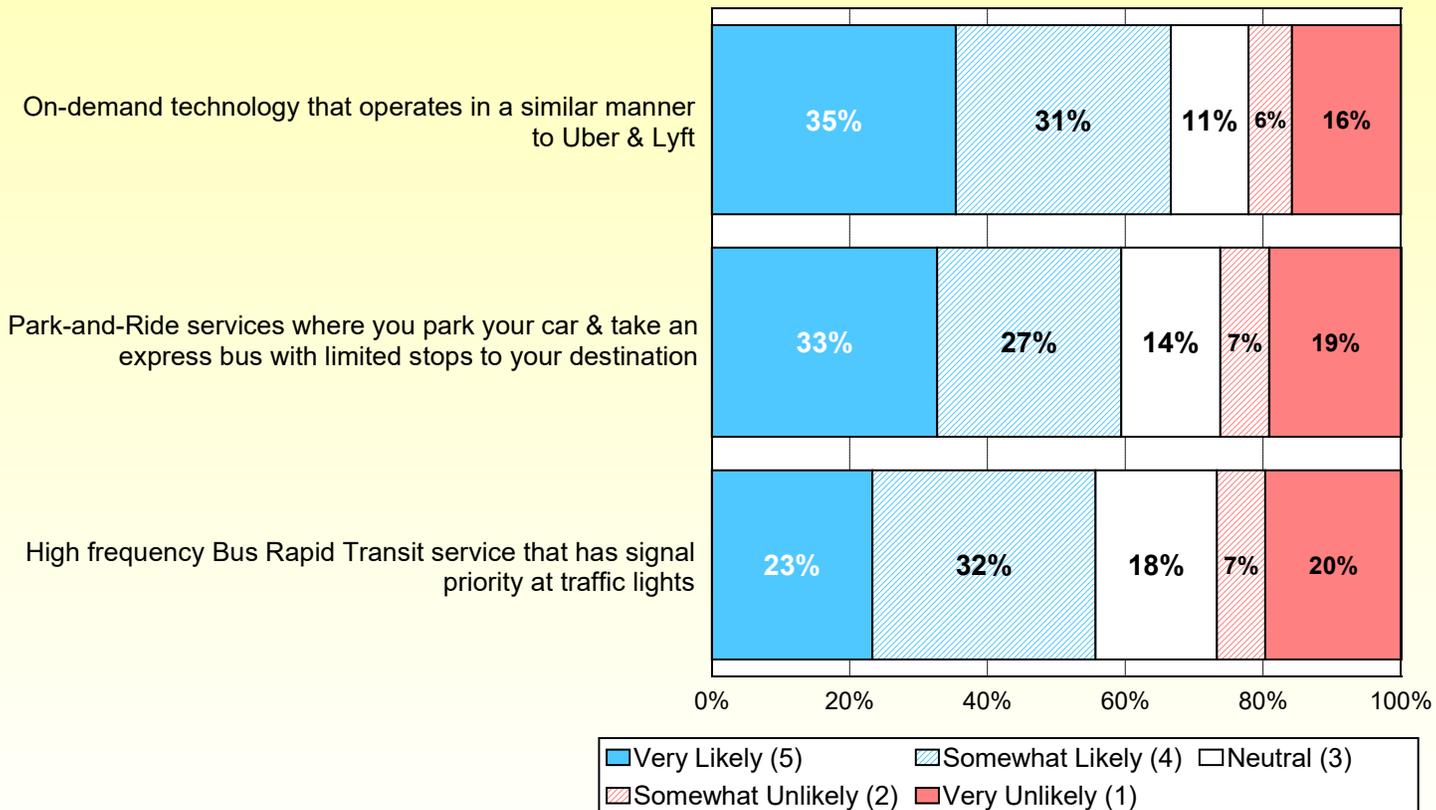
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

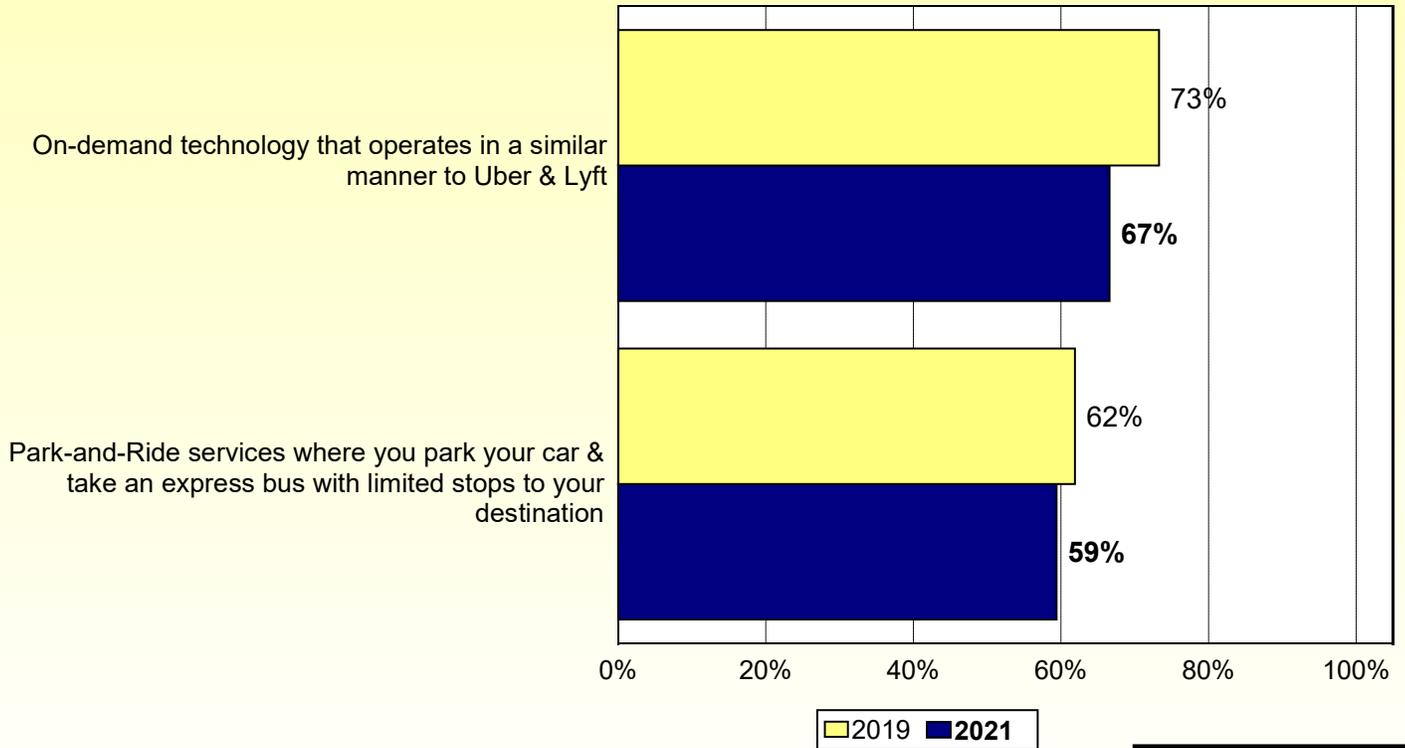
# Q8. How Likely Households Would Be to Use the Following Types of Transportation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Likely Households Would Be to Use the Following Types of Transportation - 2019 vs. 2021

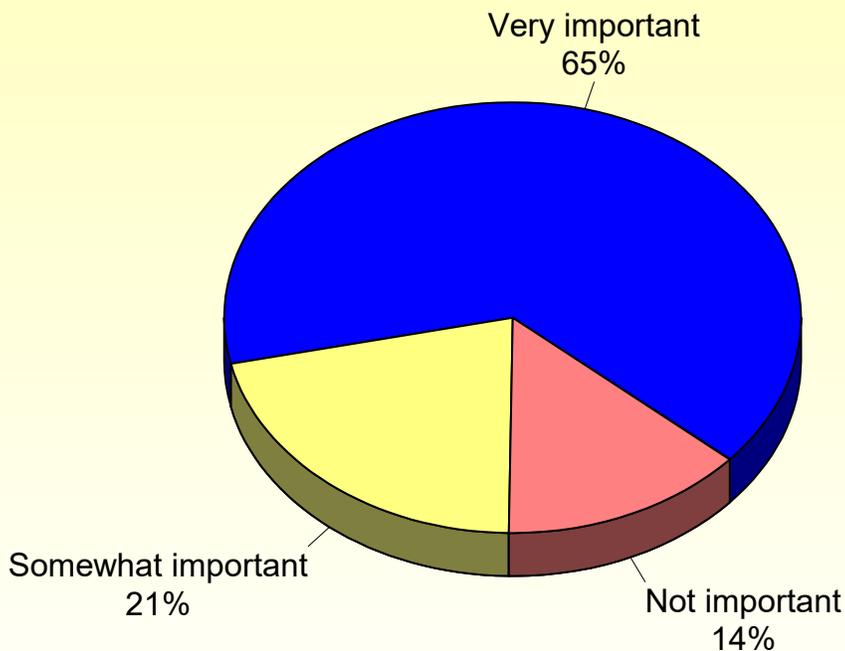
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

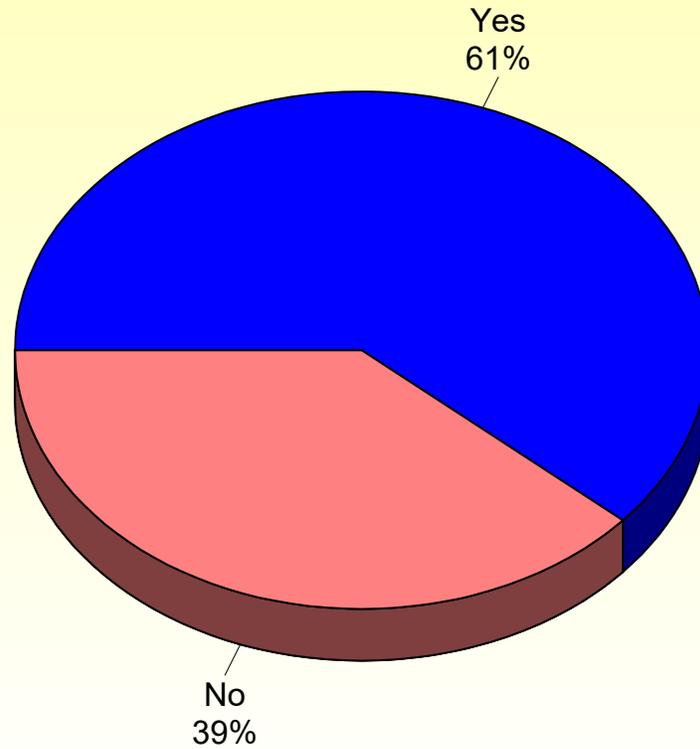
# Q9. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?

by percentage of respondents (excluding "don't know")



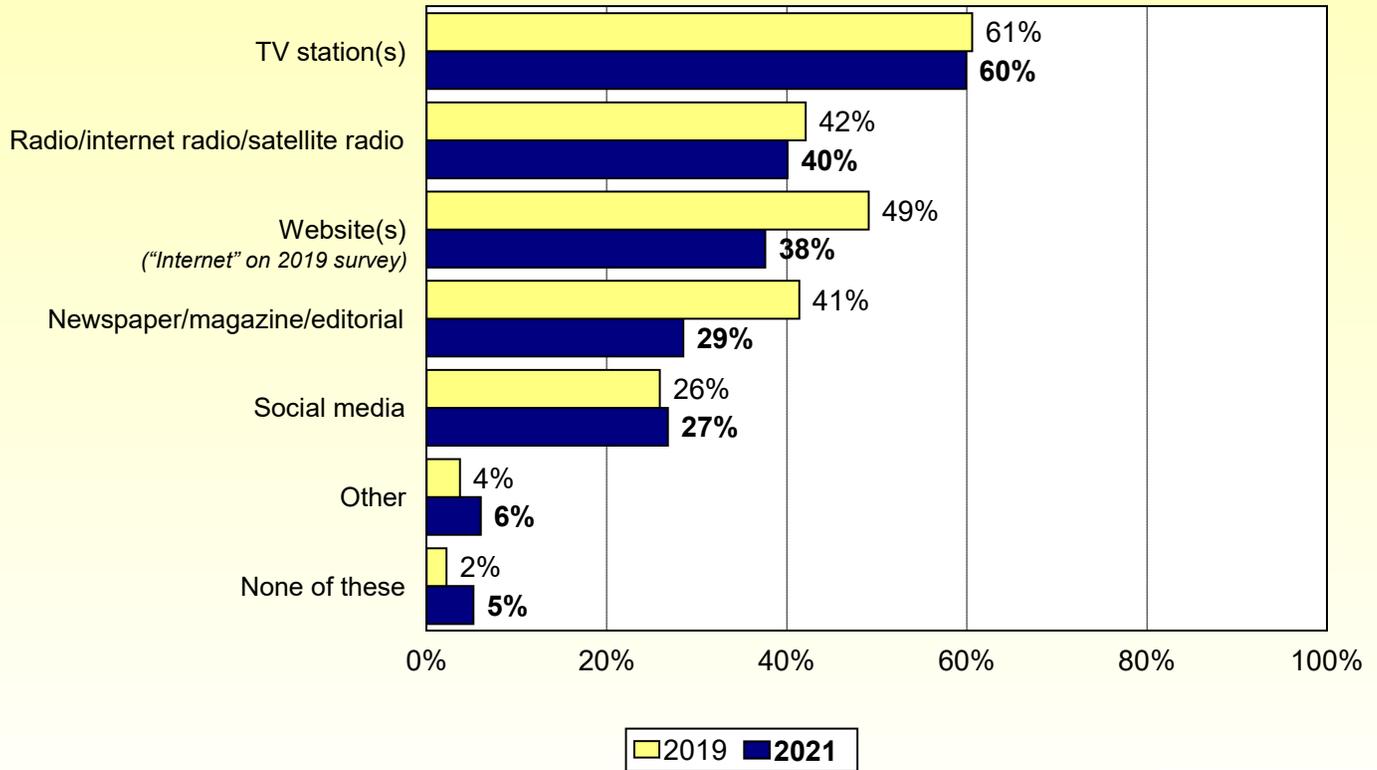
# Q10. Do you support funding CATS public transit at the current levels?

by percentage of respondents (excluding "don't know")



# Q11. Where do you get most of your news and information? 2019 vs. 2021

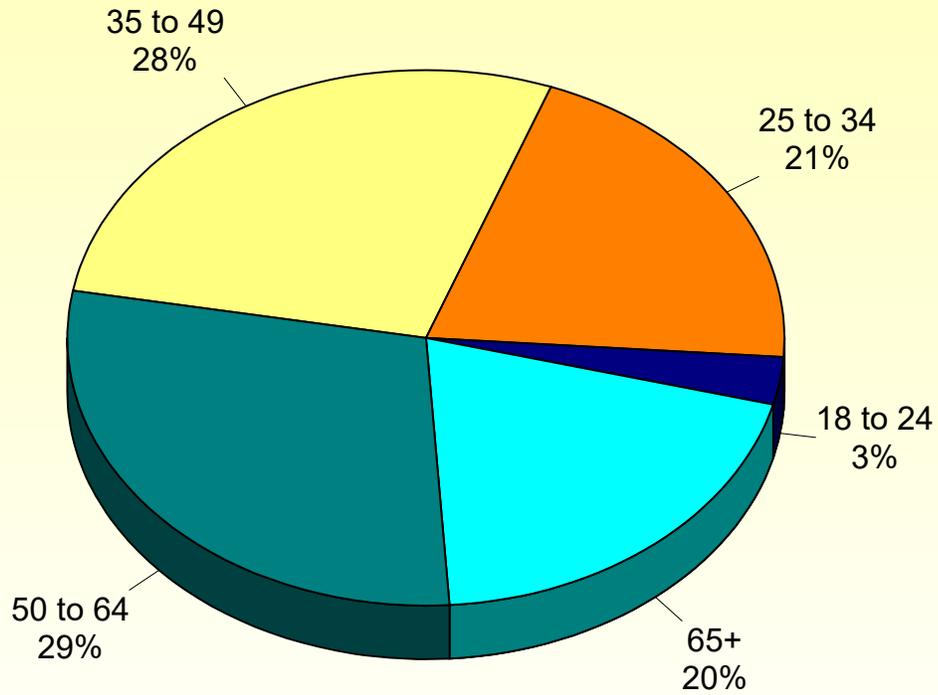
by percentage of respondents (multiple selections could be made)



## Trends

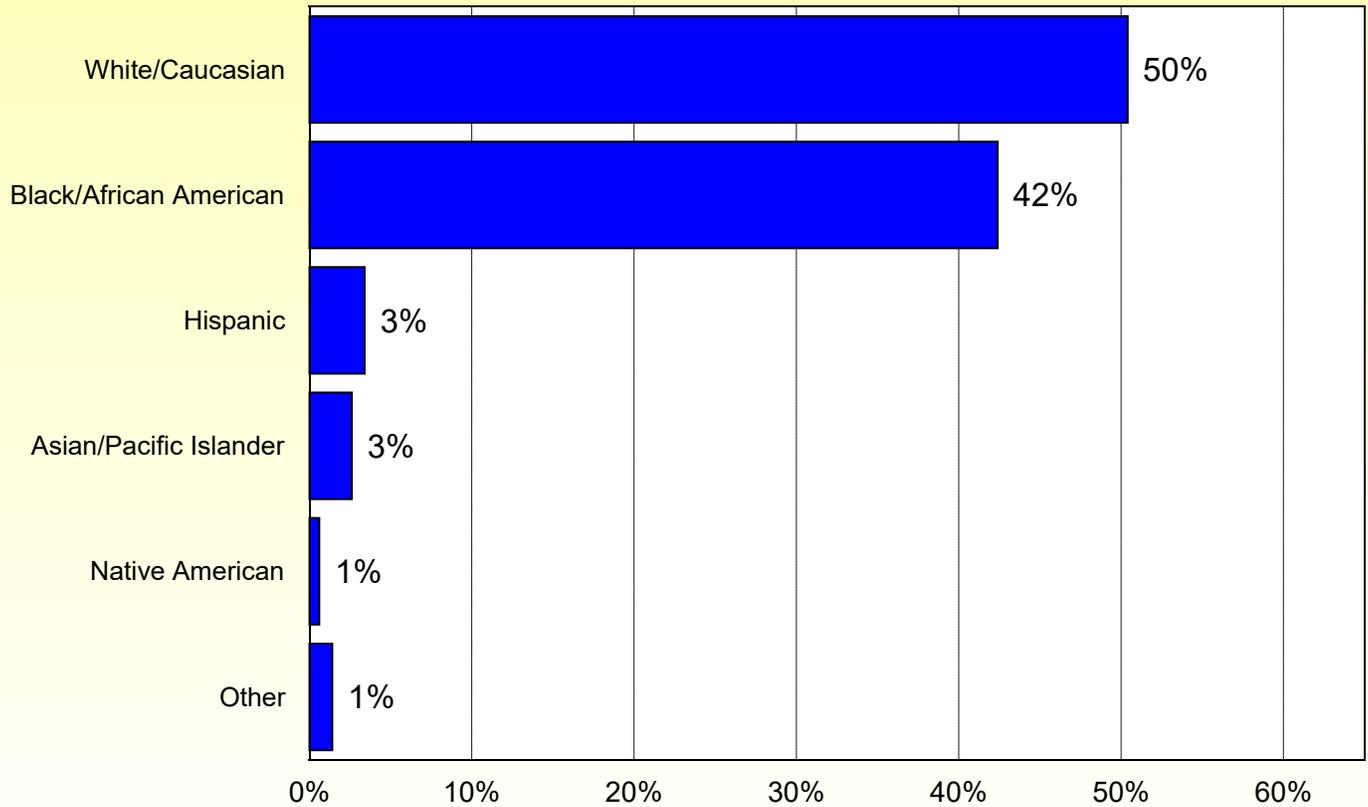
# Q12. What is your age?

by percentage of respondents (excluding "prefer not to answer")



# Q13. Which of the following best describes your race/ethnicity?

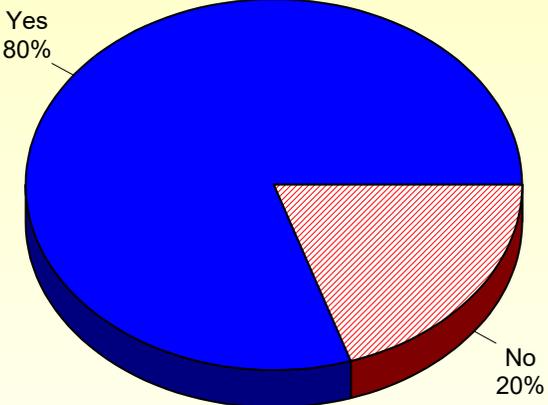
by percentage of respondents (excluding "prefer not to answer" - multiple selections could be made)



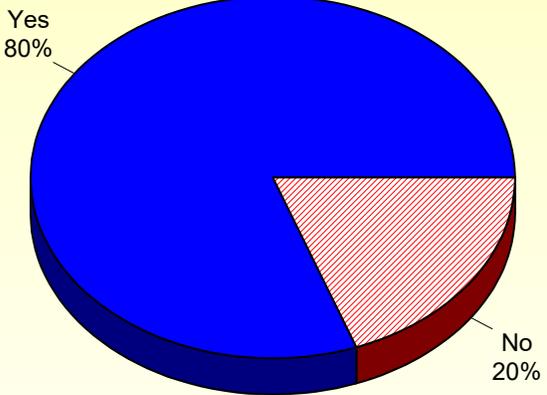
# Q1. Have you ever considered using public transit in Baton Rouge?

by percentage of respondents

**2019**



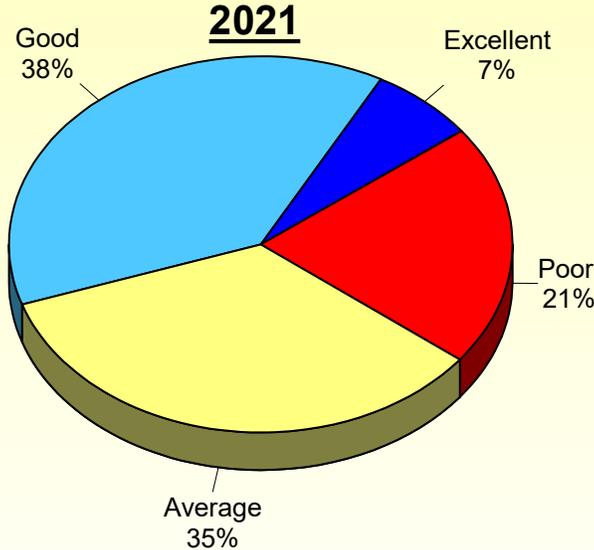
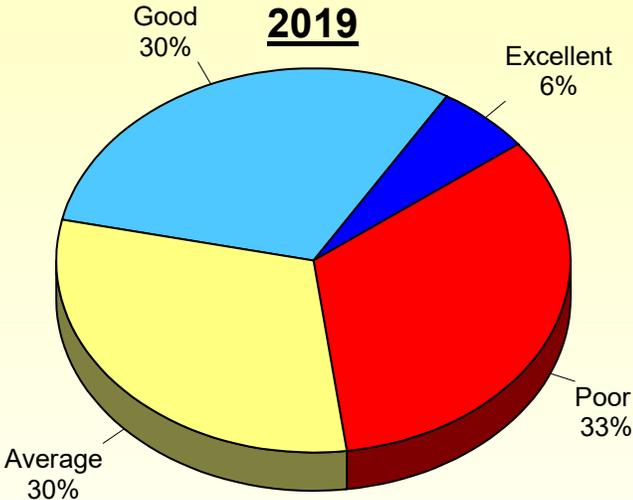
**2021**



## **Trends**

# Q2. Overall, how would you rate CATS' service?

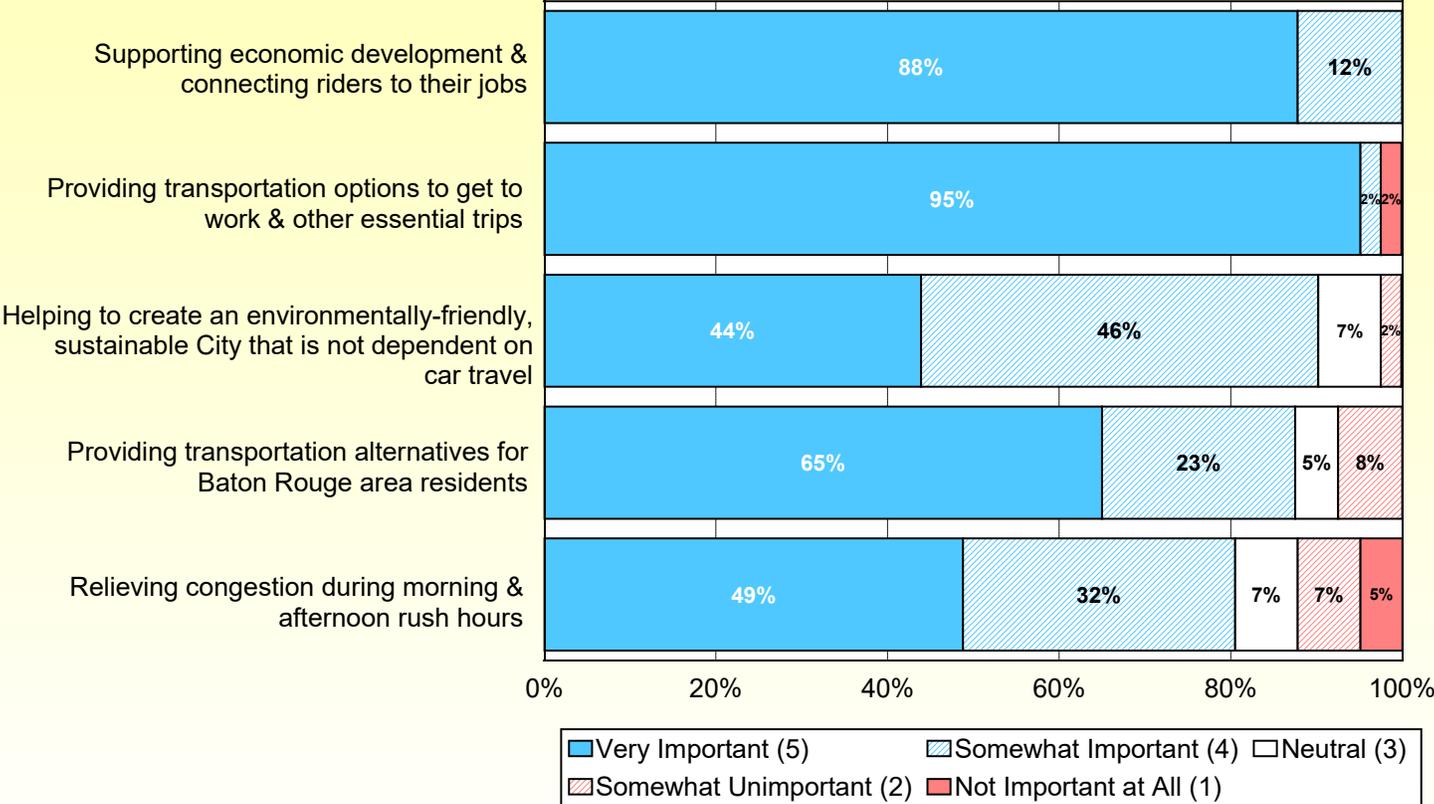
by percentage of respondents (excluding "don't know")



## Trends

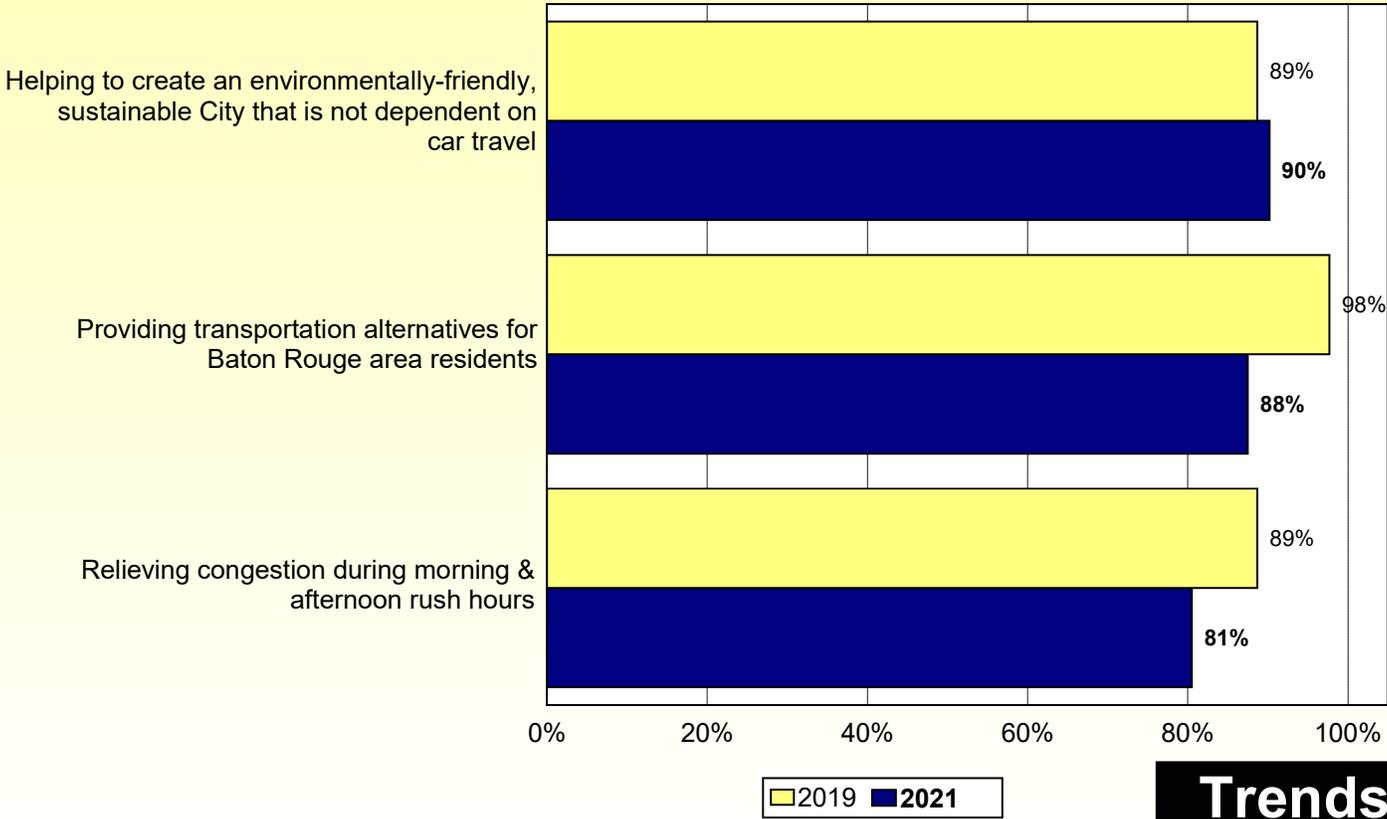
# Q3. How Important Each of the Following Purposes for Public Transit Should Be in the Design of CATS' Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Important Each of the Following Purposes for Public Transit Should Be in the Design of CATS' Services 2019 vs. 2021

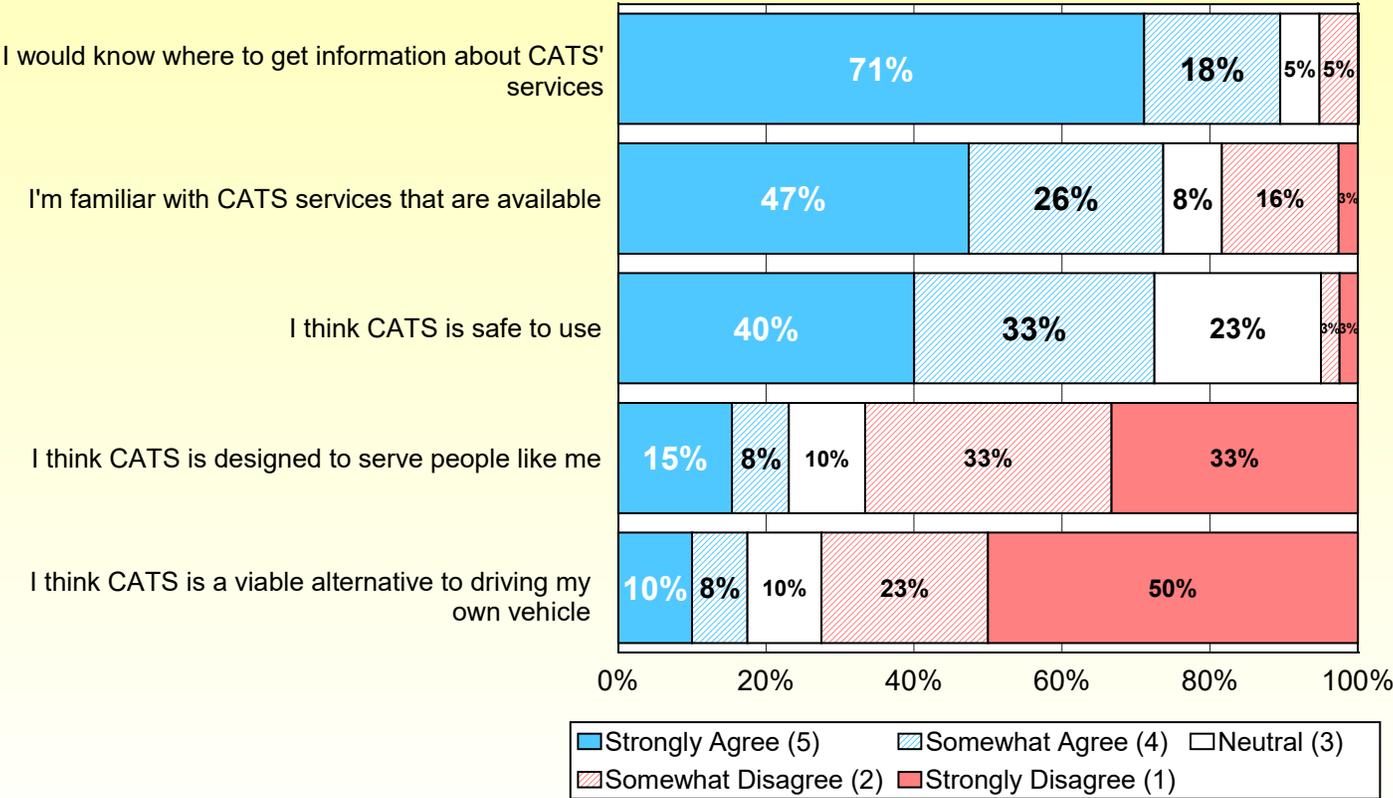
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Trends**

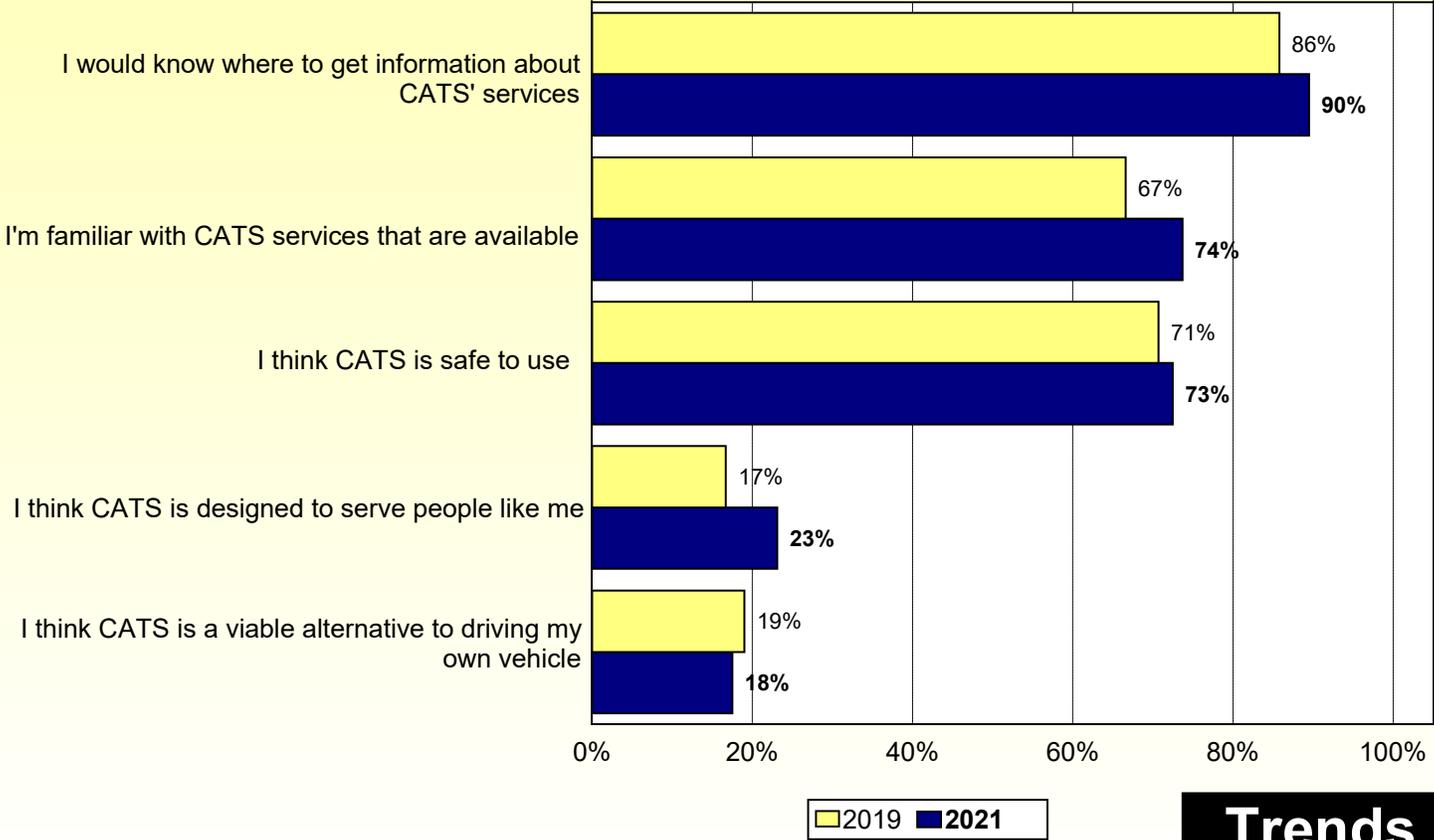
# Q4. Agreement With the Following Statements About Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Agreement With the Following Statements About Public Transit in Baton Rouge - 2019 vs. 2021

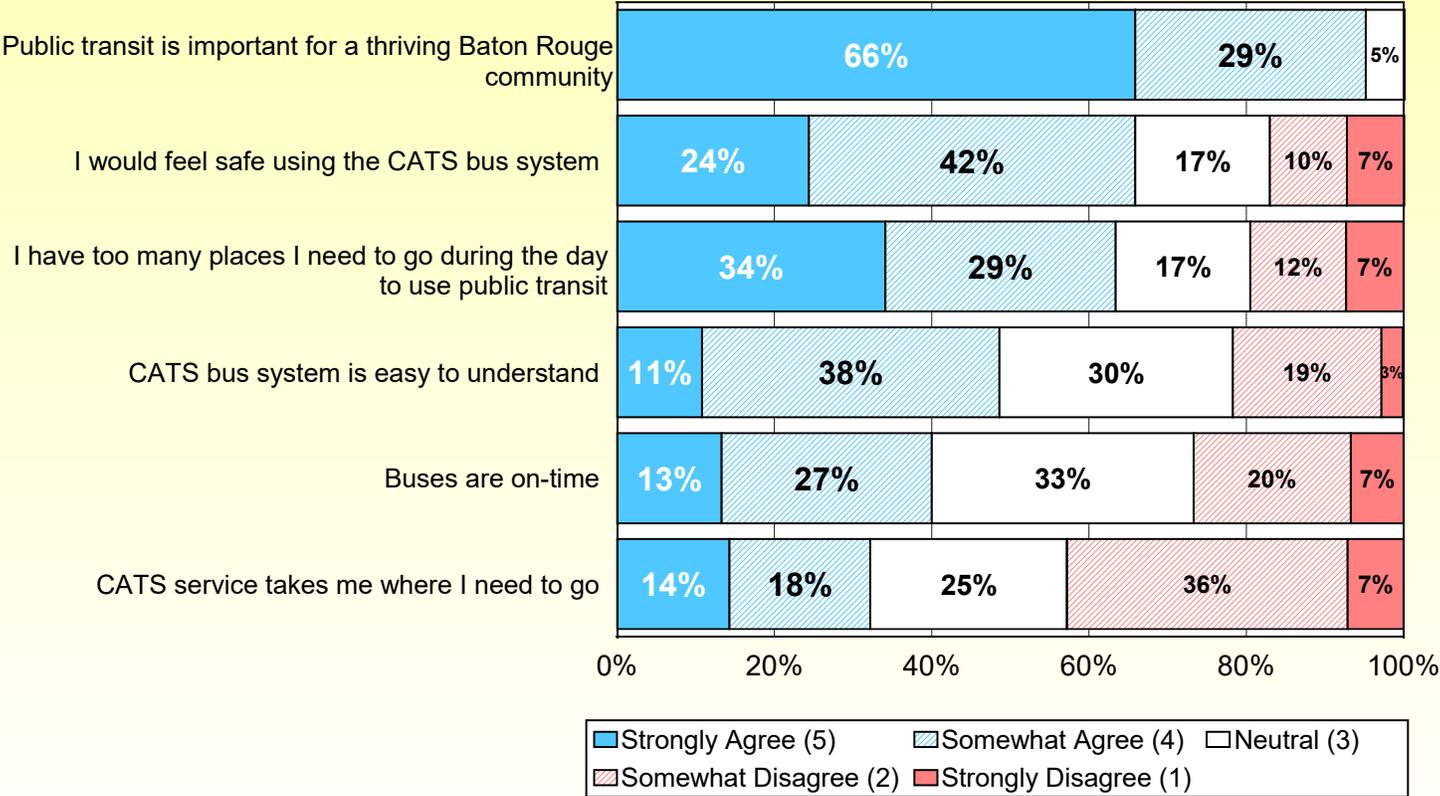
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Trends**

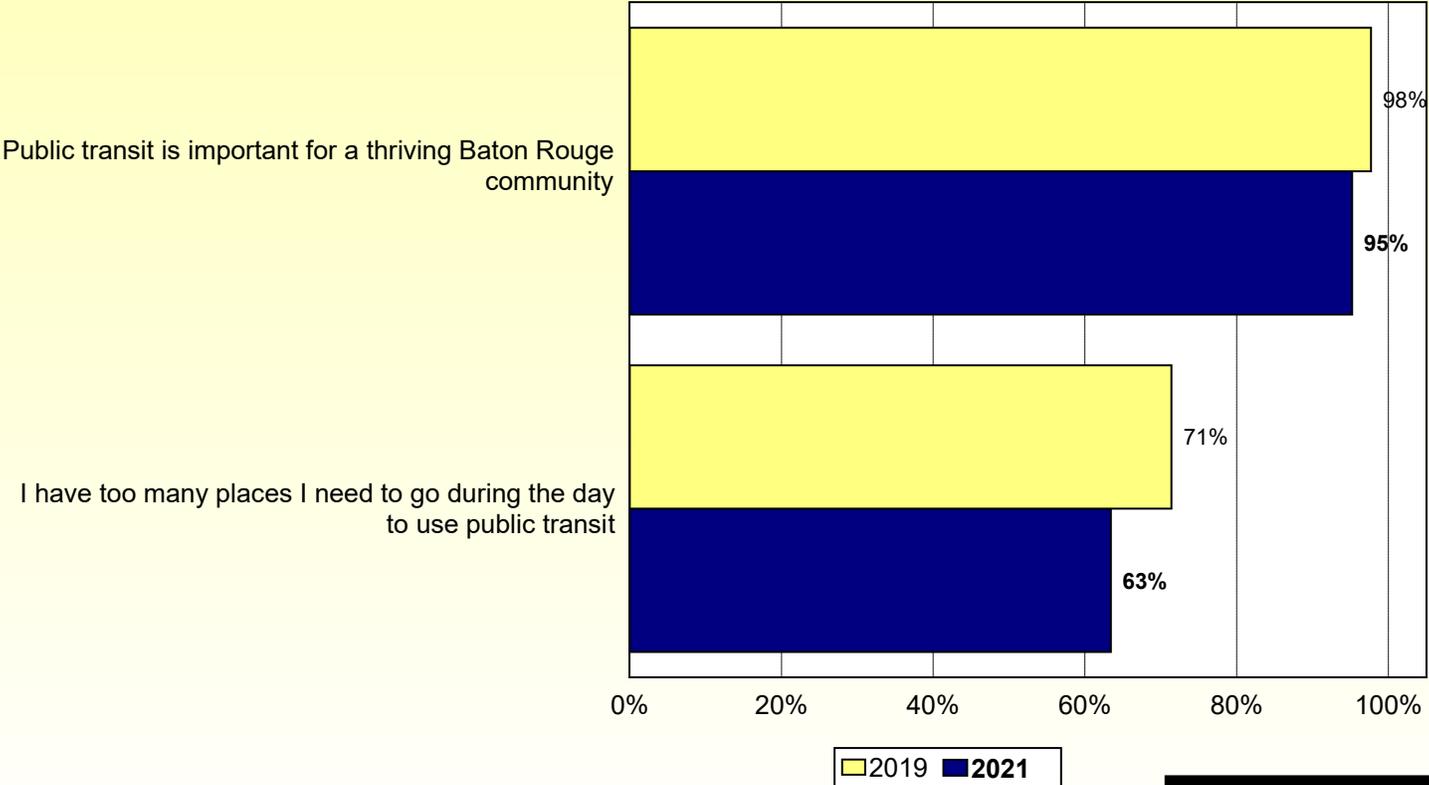
# Q5. Agreement With the Following Statements About Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Agreement With the Following Statements About Public Transit in Baton Rouge - 2019 vs. 2021

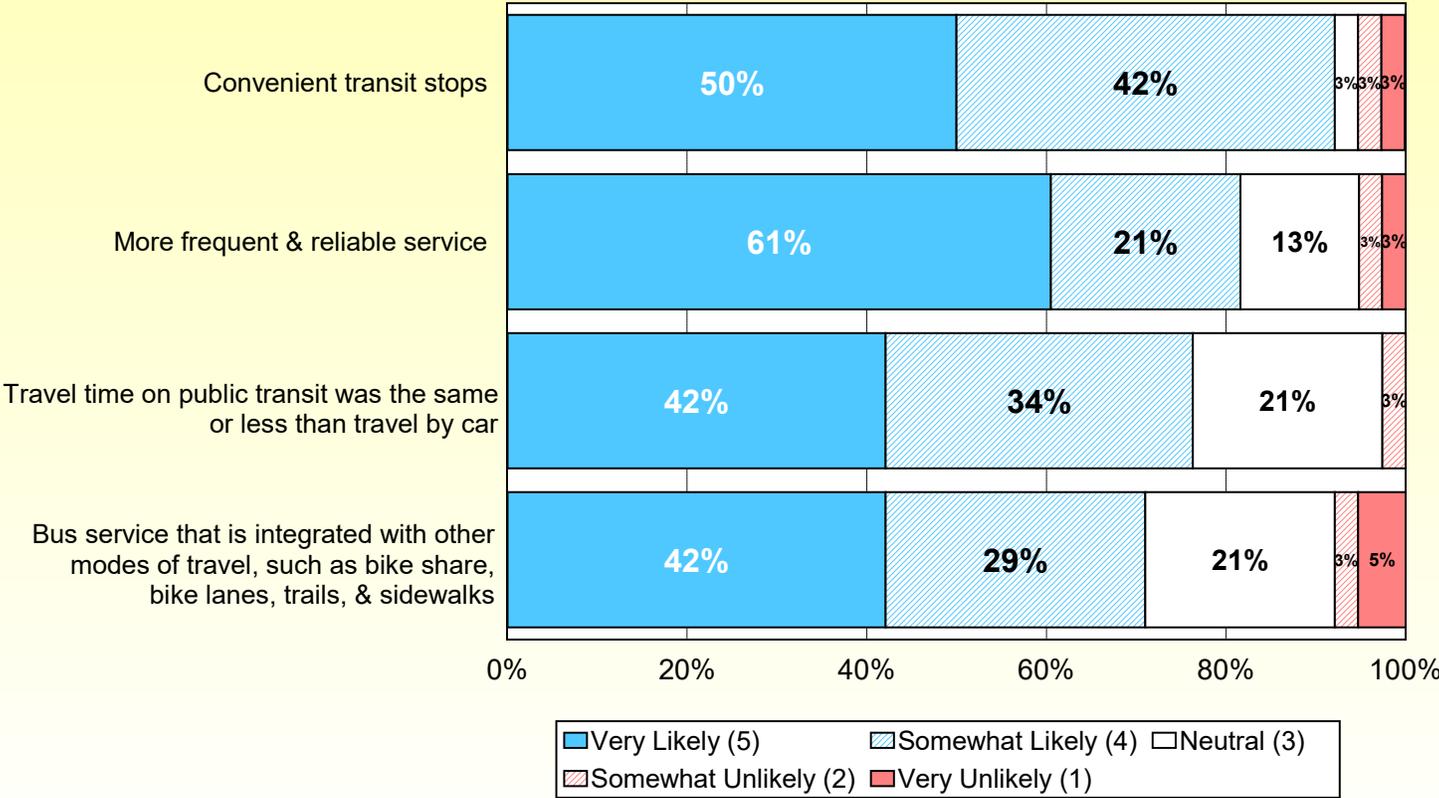
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

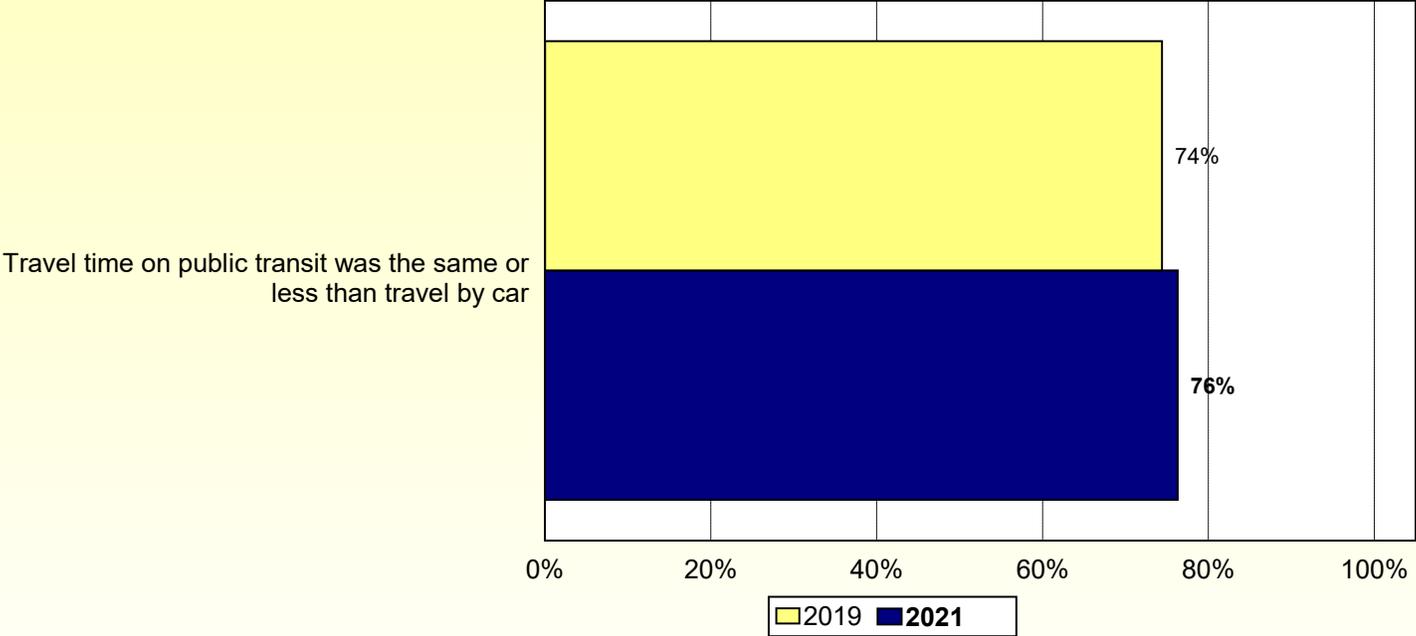
# Q6. How Likely the Following Would Be in Encouraging Residents to Use Public Transit in Baton Rouge

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Likely the Following Would Be in Encouraging Residents to Use Public Transit in Baton Rouge 2019 vs. 2021

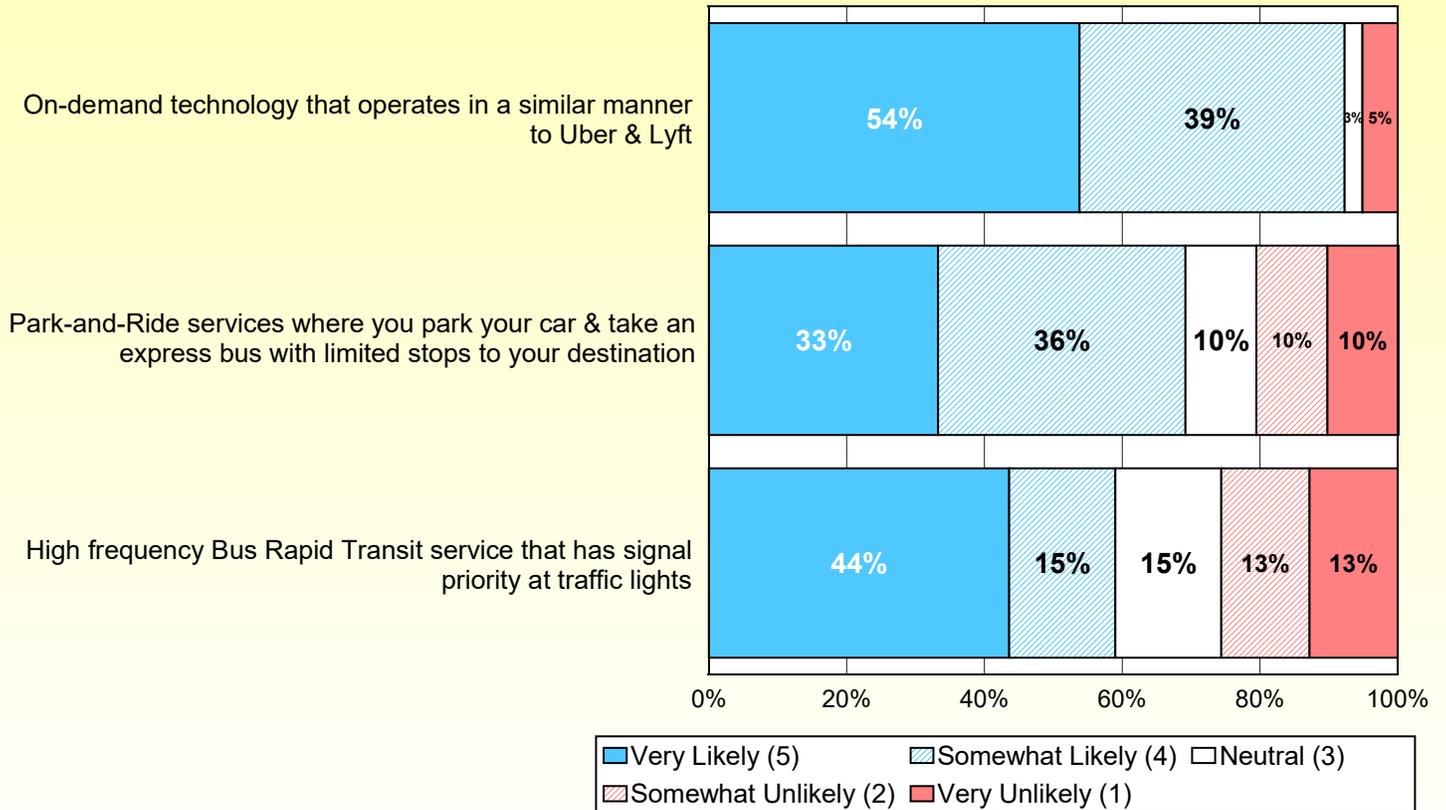
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

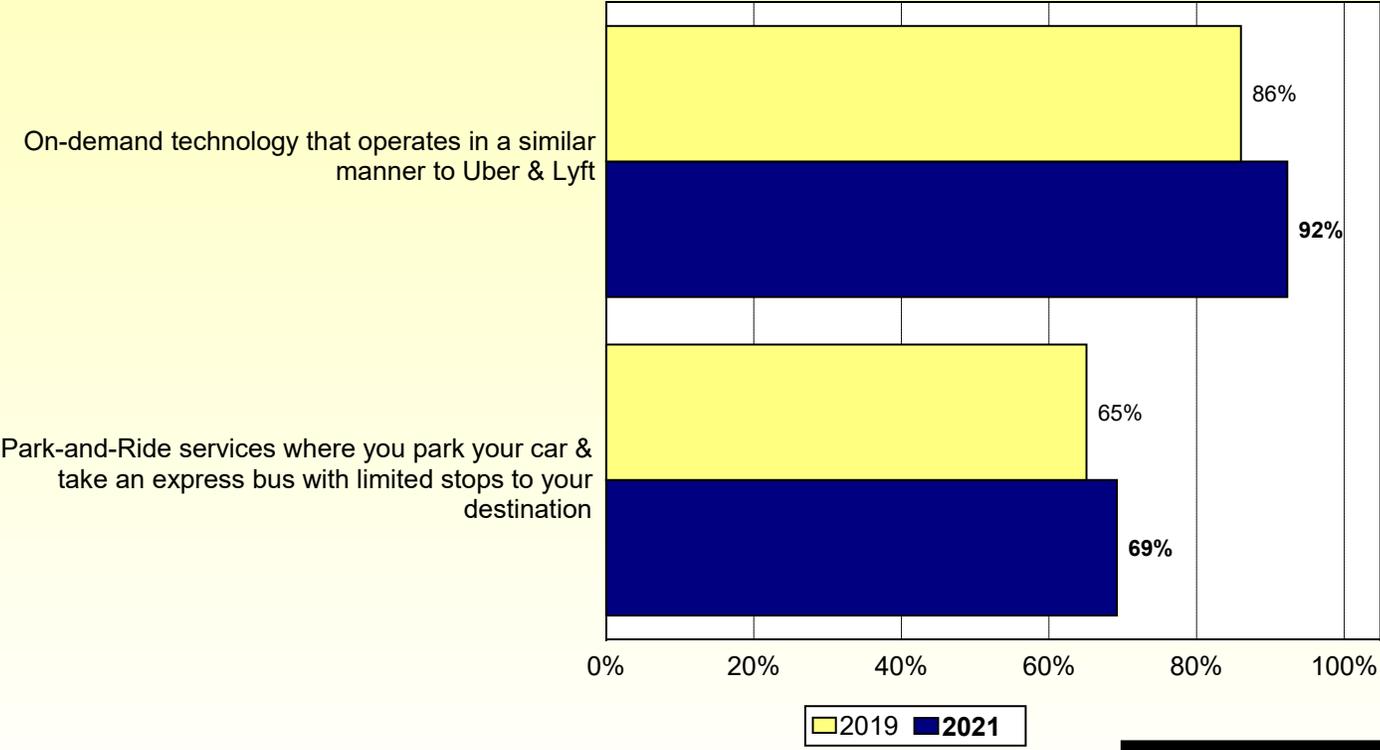
# Q7. How Likely Households Would Be to Use the Following Types of Transportation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# How Likely Households Would Be to Use the Following Types of Transportation - 2019 vs. 2021

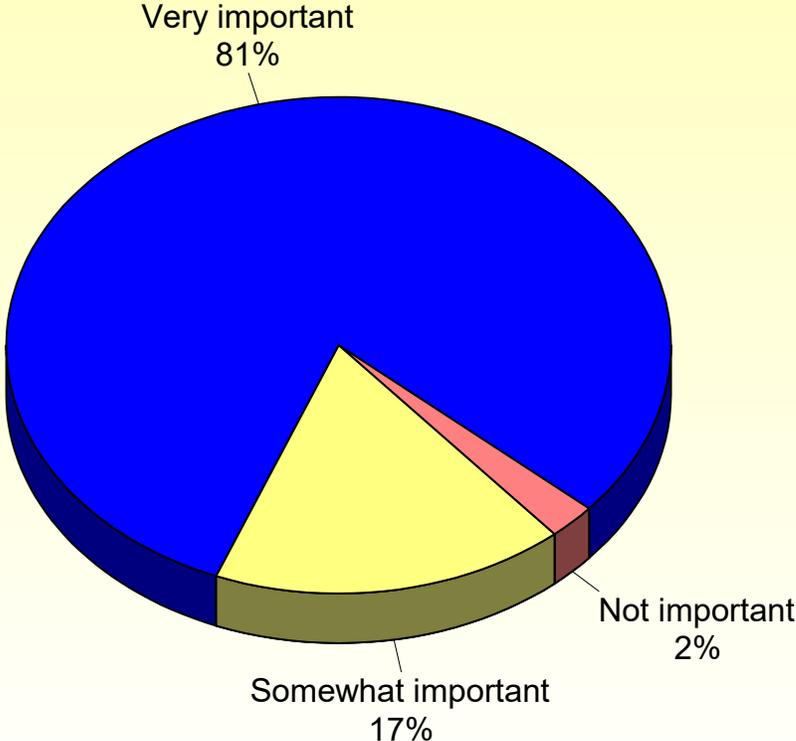
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Trends

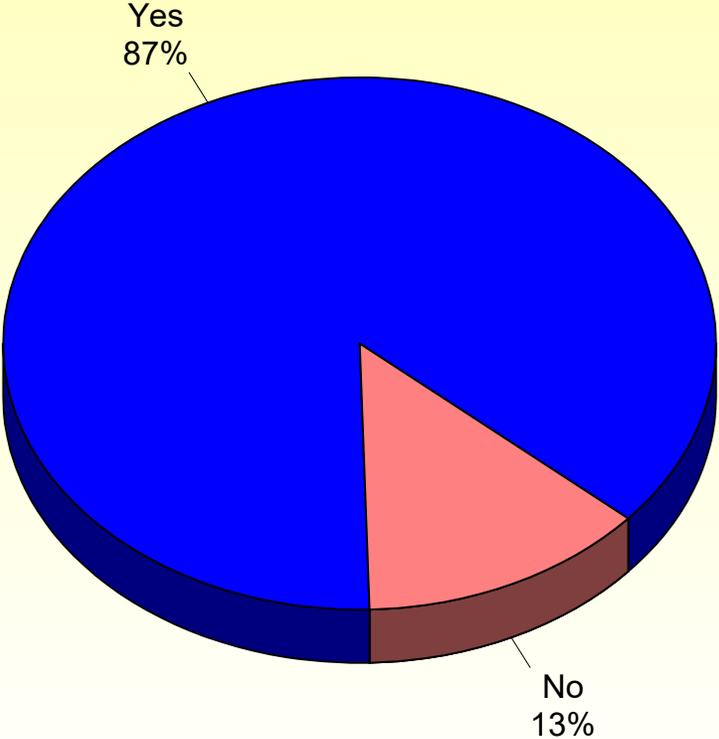
# Q8. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?

by percentage of respondents (excluding "don't know")



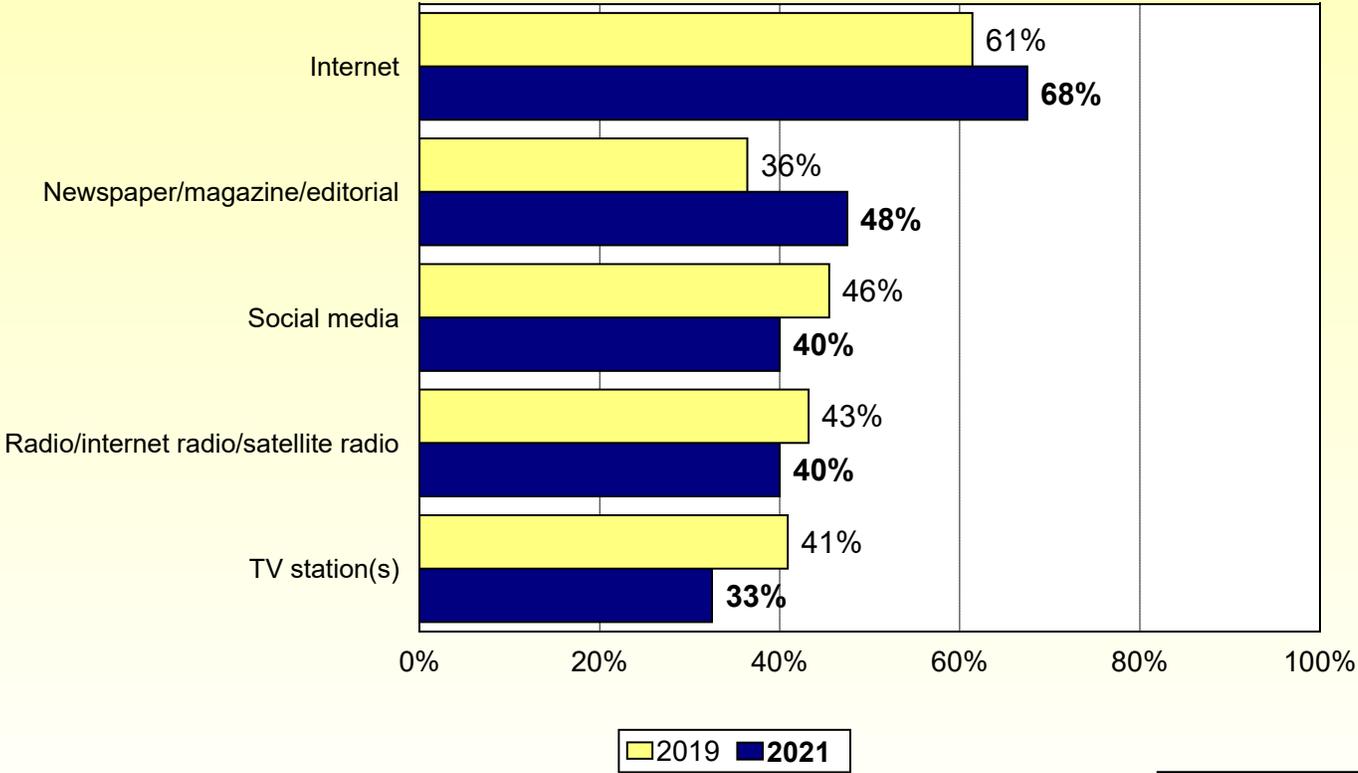
# Q9. Do you support funding CATS public transit at the current levels?

by percentage of respondents (excluding "don't know")



# Q10. Where do you get most of your news and information? 2019 vs. 2021

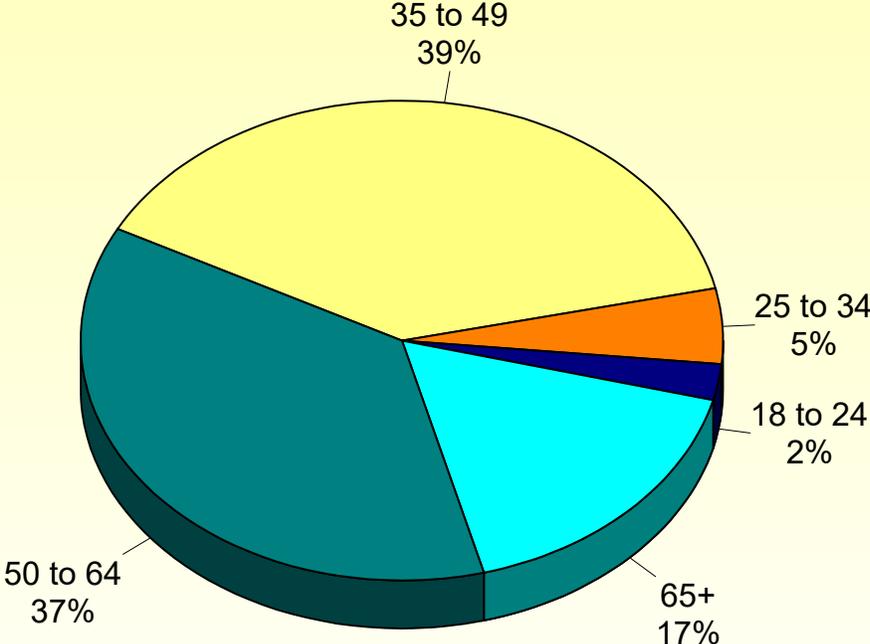
by percentage of respondents (multiple selections could be made)



## Trends

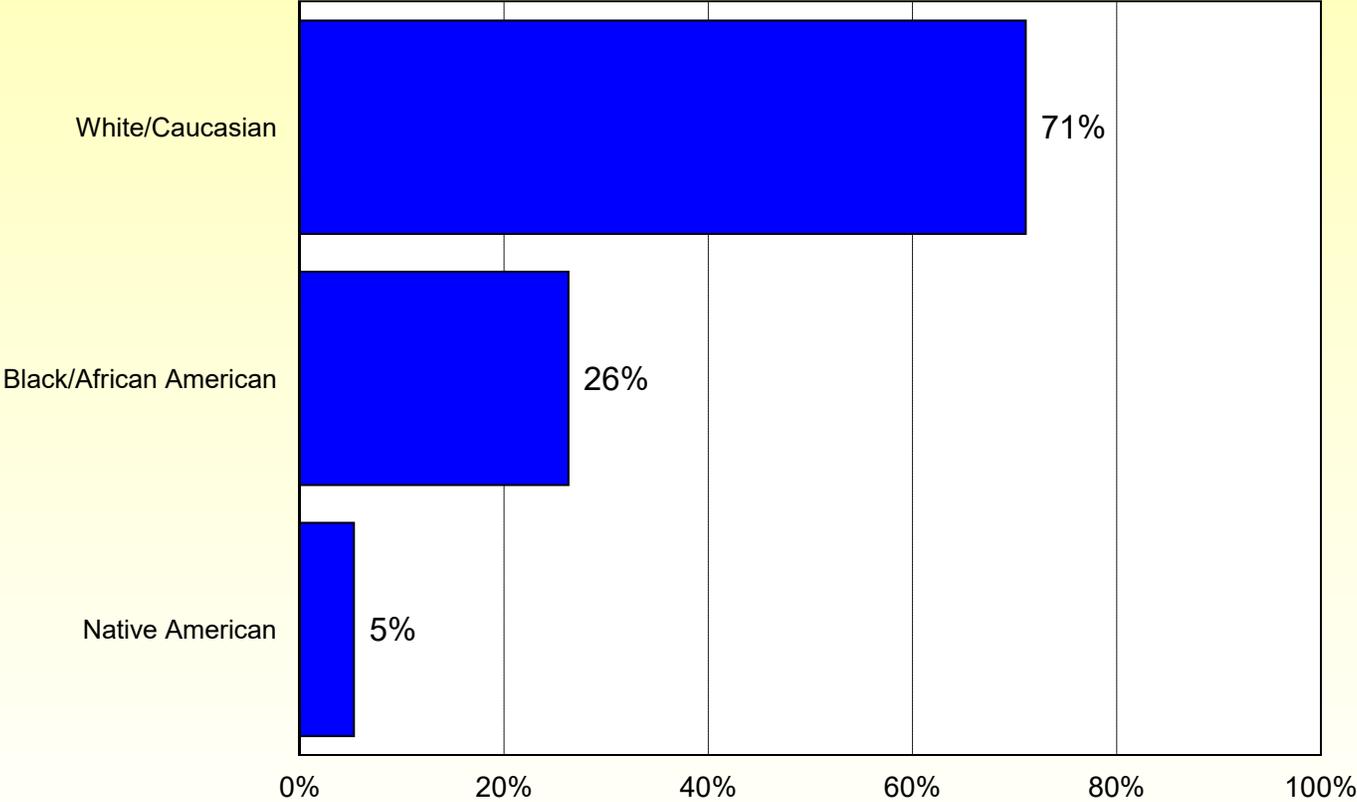
# Q11. What is your age?

by percentage of respondents (excluding "prefer not to answer")



# Q12. Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "prefer not to answer" - multiple selections could be made)



## Section 2

# *Non-Rider Tabular Data*

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**Q1. Have you used public transit in Baton Rouge within the past 6 months?**

Q1. Have you used public transit in Baton Rouge within past 6 months	Number	Percent
No	519	100.0 %
Total	519	100.0 %

**Q2. Have you ever considered using public transit in Baton Rouge?**

Q2. Have you ever considered using public transit in Baton Rouge	Number	Percent
Yes	231	44.5 %
No	280	53.9 %
Don't know	8	1.5 %
Total	519	100.0 %

**WITHOUT "DON'T KNOW"**

**Q2. Have you ever considered using public transit in Baton Rouge? (without "don't know")**

Q2. Have you ever considered using public transit in Baton Rouge	Number	Percent
Yes	231	45.2 %
No	280	54.8 %
Total	511	100.0 %

Q2a. Why haven't you ever considered using public transit in Baton Rouge?

- Already have reliable transportation and have a tight schedule.
- B/c I always had my own Transportation.
- Because I have a car
- Because I have a car
- Because I have personal transportation
- Because I have transportation
- Because it is a rip-off to tax paying citizens
- Because it not safe
- Bus has scary appearance
- Bus not available in areas I go
- Bus system here is very messed up.
- Buses are too infrequent and don't travel where I want to go anyway
- COVID-19
- Did not have a good experience riding the bus in D.C., have not tried since.
- dirty bad routes bad management
- Does need
- Does not go when and where I need to go.
- Don't feel safe.
- Don't have need or it doesn't fit my needs
- Don't need it
- Don't need it, doesn't meet my needs
- Due to the CAT service does not have enough stops, there are not enough cover spot to stand under .
- Easier in most cases to drive myself.
- Got a car, don't need to
- Have a car
- Have a car
- Have a car



## Q2a. Why haven't you ever considered using public transit in Baton Rouge? (cont.)

- Have a car and I am not familiar with the system.
- Have auto and bus does not go where I need to go
- Have my own auto so don't need public transportation
- Have my own transportation.
- Have never seen CATS in the area of town I live.
- Have personal vehicle
- Have vehicle
- I am fortunate enough to own a car, and live in a location where most of my required driving takes place.
- I did as a young man. I have 2 cars now, no need for it.
- I do not support it other than forced taxes. And the busses cause more of a traffic problem!!!
- I don't have a save way to walk to a bus stop. In one direction. If I try the other way I have to walk almost 1/4 mile to get to the other stop.
- I don't have to
- I don't want to ride on bus covered in lawyer ads.
- I drive myself.
- I drive where I have to go. It's More convenient for me to do so, and safer
- I have a car and already pay too much in taxes for CATS
- I have a car and I am handicapped and cannot walk far.
- I have a car and it takes way too long to get anywhere on the bus.
- I have a car and no need to travel by bus
- I have a car and the bus service wasn't convenient.
- I have a car. Busses are inconvenient.
- I have a car. No sense in paying for public transport when I pay insurance and car note monthly. And no sense in waiting for the bus when I can go when and where I want in my car.
- I have a car. Perhaps if there was a more efficient and speedy option available like rapid transit system I would consider it.
- I have a car. Buses do not look safe.
- I have a truck
- I have a vehicle
- I have a vehicle. I've been told that the buses very often don't run on time, and for those few who do depend on it as their form of transportation that's a shame. I'd like to see smaller buses in the streets as ridership surely doesn't warrant those big buses which most often appear to be either empty or have just a few passengers. Smaller buses and timely routes would provide both the taxpayer and those needing public transports a more efficient and effective service.
- I have access to a car.
- I have always been blessed enough to have a car or family member to take me.
- I have an insured, inspected and licensed vehicle to drive.
- I have car and work out of town.

Q2a. Why haven't you ever considered using public transit in Baton Rouge? (cont.)

- I have my own car, don't need public transportation
- I have my own car. Bus is not reliable.
- I have my own transportation
- I have my own transportation.
- I have my own vehicle and the buses would have me late for work and doctors appointment
- I have my own vehicle.
- I have my own vehicle. It doesn't look like the routes are convenient and there aren't many (any?) covered bus stops.
- I have never had a need to do so, but I would like to do so at some point.
- I have not found the need, and not sure of the route in my area.
- I have serval vehicles
- I have transportati on needs that public transit cannot meet. I.e. bringing kids who require car seats to and from school/activities, meeting with clients out of the office, etc. I also need the flexibility of being able to travel wherever I need to, whenever I need to, on a daily basis that public transit cannot provide.
- I live close to my job.
- I own a car
- I own a car and Covid concerns.
- I own a car and have no need.
- I own a car and it seems inconvenient
- I own a vehicle
- I own a vehicle
- I own a vehicle & not sure of the times or routes of the public transit system.
- I own three cars.
- I prefer to drive my car
- I prefer to drive myself.
- I prefer to use my bicycle or car.
- I pretty much stay at home these days.
- I work outside sales, not convenient.

## Q2a. Why haven't you ever considered using public transit in Baton Rouge? (cont.)

- I would not feel safe riding public transit.
- Impossible to buy passes
- In Sales and need a vehicle to perform job
- Inconvenience
- Inconvenience
- Inconvenience, I have a car
- Inefficient and I have my own car
- It does not fit my lifestyle.
- It is inconsistent, inconvenient, and slow. I have been to other countries and find their systems far superior. Smaller busses, that pass more frequently.
- It is not convenient or time efficient
- It isn't convenient
- It isn't convenient
- It's easier to go in my car.
- it's poorly managed, highly inefficient, forcibly paid for largely by people who don't use it, old, expensive technology and very poorly utilized.
- I've always owned a car
- Just have my own vehicle and the current transit model does not make it more convenient to ride the bus than drive my car.
- Lack of routes/stops. Time of transit.
- Like the speed and independence and flexibility of personal transportation
- Long wait times and cleanliness.
- Long waits between pick ups.
- Love my car
- My car is more convenient.
- Needs better bus stops like big cities like Dallas, Chicago and Pittsburgh
- No routes that are available for me. Bus stops are dirty and have dangerous looking people hanging out there. Concern for safety.
- No use for it.
- Not available in or near my neighborhood.
- Not convenient
- Not convenient
- Not convenient
- Not convenient and don't feel safe
- Not convenient for me, too long rides
- Not convenient for my routines
- Not convenient Too long a wait buses don't go where I go
- Not convenient, does not run often enough, not enough routes.
- Not convenient, not enough buses for neighborhoods in BR.
- Not convenient. Hate waiting. Have always had a car
- Not dependable, not safe, doesn't go where I want to go.
- Not easy to use or navigate to where I need to go. I have used public transit in other cities without issue.

Q2a. Why haven't you ever considered using public transit in Baton Rouge? (cont.)

- Not enough time in my schedule; also buses don't run near my home
- Not enough visible bus stops
- Not in my area.
- Not on time
- Not practical.
- Not private for me germs
- Not safe
- Not safe
- Not safe
- Not timely
- Not traveling much at all; live in MidCity and can walk lots of places; have a car.
- Other means always available
- Own a car
- Own a car. Need reliable transportation for my job that reaches all over the parish, most of the time on a short timeframe.
- Own a vehicle
- Own a vehicle & don't run close enough to me. Long walk
- Own car. Retired.
- Pandemic; service not reliable or in time
- Personal car.
- Prefer my car.
- Prefer spontaneity of private car.
- Prefer to drive myself or even Uber or Lyft.
- Really don't know, never had to.
- Rode the bus enough already in this life.
- Routes are not on my beaten path; don't want to have to wait in unsavory weather.
- Routes are not useful, not logical, and not timely
- Safety, cleanliness, and access
- Scared to. Always seemed really dangerous!!
- Schedule and routes not meet my needs
- Schedule of children and parents don't allow
- Sometimes have appointments during the day.
- Takes too long to get anywhere. Need car for flexibility.
- The bus system doesn't run to areas I would go to.
- The routes don't come near my home in Sherwood Forest.
- The routes would not do me any good and I go every where in my auto
- The services is not my expectations

Q2a. Why haven't you ever considered using public transit in Baton Rouge? (cont.)

- There are no routes from my home to my job and I have made a large investment in a personal vehicle
- They don't service my area very well no bus service down Weller Ave/Mochian St. We have to walk to far people with Disability and other Health Issues. No seating Areas. With the North BR Redevelopment improvement you would want to Do better for the Community. I have been her 72 years.
- To complicated and not enough stops
- Too lengthy wait. No nearby bus stop.
- Too many sketchy people at the stops
- Too slow, inconvenient
- Too slow.
- Unnecessary for my purposes
- Use my car or bicycle
- Use my car, it is more convenient.
- Use my own car.
- Use my own car.
- Use own vehicles
- Using public transit here is useless.
- Usually drive myself to my destinations
- Usually late, unsanitary
- Wait time
- We have our own vehicle.
- When I was in college from 2008-2012, I was not impressed with the conditions of the buses. As a result, I just never really tried after that.
- Who wants to stand on a dangerous corner in tall grass?
- Would take too much time, less convenient, multiple personal stops I would need to make.

**Q3. Overall, how would you rate CATS' service?**

Q3. How would you rate CATS' service	Number	Percent
Excellent	11	2.1 %
Good	45	8.7 %
Average	70	13.5 %
Poor	110	21.2 %
Don't know	283	54.5 %
Total	519	100.0 %

**WITHOUT "DON'T KNOW"**

**Q3. Overall, how would you rate CATS' service? (without "don't know")**

Q3. How would you rate CATS' service	Number	Percent
Excellent	11	4.7 %
Good	45	19.1 %
Average	70	29.7 %
Poor	110	46.6 %
Total	236	100.0 %

**Q4. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services.**

(N=519)

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important at all	Don't know
Q4-1. Providing transportation options to get to work & other essential trips	80.7%	9.1%	3.7%	1.5%	2.5%	2.5%
Q4-2. Relieving congestion during morning & afternoon rush hours	59.7%	20.4%	9.1%	1.9%	5.2%	3.7%
Q4-3. Helping to create an environmentally-friendly, sustainable city that is not dependent on car travel	48.9%	21.8%	11.9%	4.0%	10.6%	2.7%
Q4-4. Supporting economic development & connecting riders to their jobs	72.3%	15.2%	3.9%	2.5%	3.7%	2.5%
Q4-5. Providing transportation alternatives for Baton Rouge area residents	64.9%	20.6%	5.8%	2.1%	4.8%	1.7%

**WITHOUT "DON'T KNOW"**

**Q4. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services. (without "don't know")**

(N=519)

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important at all
Q4-1. Providing transportation options to get to work & other essential trips	82.8%	9.3%	3.8%	1.6%	2.6%
Q4-2. Relieving congestion during morning & afternoon rush hours	62.0%	21.2%	9.4%	2.0%	5.4%
Q4-3. Helping to create an environmentally-friendly, sustainable city that is not dependent on car travel	50.3%	22.4%	12.3%	4.2%	10.9%
Q4-4. Supporting economic development & connecting riders to their jobs	74.1%	15.6%	4.0%	2.6%	3.8%
Q4-5. Providing transportation alternatives for Baton Rouge area residents	66.1%	21.0%	5.9%	2.2%	4.9%

**Q5. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.**

(N=519)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q5-1. I am familiar with CATS services that are available	10.8%	36.8%	14.1%	11.0%	16.6%	10.8%
Q5-2. I would know where to get information about CATS' services	24.7%	29.7%	14.6%	10.2%	10.8%	10.0%
Q5-3. I think CATS is safe to use	18.9%	25.4%	20.0%	9.6%	8.5%	17.5%
Q5-4. I think CATS is designed to serve people like me	8.9%	10.4%	16.6%	16.4%	35.6%	12.1%
Q5-5. I think CATS is a viable alternative to driving my own vehicle	8.7%	10.8%	11.9%	15.8%	45.3%	7.5%

**WITHOUT "DON'T KNOW"**

**Q5. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge. (without "don't know")**

(N=519)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q5-1. I am familiar with CATS services that are available	12.1%	41.3%	15.8%	12.3%	18.6%
Q5-2. I would know where to get information about CATS' services	27.4%	33.0%	16.3%	11.3%	12.0%
Q5-3. I think CATS is safe to use	22.9%	30.8%	24.3%	11.7%	10.3%
Q5-4. I think CATS is designed to serve people like me	10.1%	11.8%	18.9%	18.6%	40.6%
Q5-5. I think CATS is a viable alternative to driving my own vehicle	9.4%	11.7%	12.9%	17.1%	49.0%

**Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.**

(N=519)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q6-1. CATS bus system is easy to understand	6.6%	15.8%	19.5%	10.8%	10.0%	37.4%
Q6-2. CATS service takes me where I need to go	3.9%	7.1%	13.3%	10.2%	23.9%	41.6%
Q6-3. Buses are on time	2.9%	6.0%	11.8%	8.3%	12.9%	58.2%
Q6-4. I have too many places I need to go during the day to use public transit	30.1%	24.9%	16.4%	8.3%	7.9%	12.5%
Q6-5. I would feel safe using CATS bus system	13.3%	24.9%	18.3%	11.6%	15.0%	17.0%
Q6-6. CATS is important for a thriving Baton Rouge community	52.8%	21.2%	8.7%	4.4%	7.7%	5.2%

**WITHOUT "DON'T KNOW"**

**Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge. (without "don't know")**

(N=519)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q6-1. CATS bus system is easy to understand	10.5%	25.2%	31.1%	17.2%	16.0%
Q6-2. CATS service takes me where I need to go	6.6%	12.2%	22.8%	17.5%	40.9%
Q6-3. Buses are on time	6.9%	14.3%	28.1%	19.8%	30.9%
Q6-4. I have too many places I need to go during the day to use public transit	34.4%	28.4%	18.7%	9.5%	9.0%
Q6-5. I would feel safe using CATS bus system	16.0%	29.9%	22.0%	13.9%	18.1%
Q6-6. CATS is important for a thriving Baton Rouge community	55.7%	22.4%	9.1%	4.7%	8.1%

**Q7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge.**

(N=519)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely	Don't know
Q7-1. Convenient transit stops	37.2%	23.3%	11.9%	5.6%	11.6%	10.4%
Q7-2. More frequent & reliable service	40.5%	20.4%	12.1%	4.0%	11.6%	11.4%
Q7-3. Travel times on CATS buses that are the same or less than travel by car	36.4%	21.2%	11.6%	6.2%	13.7%	11.0%
Q7-4. Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, & sidewalks	28.1%	21.4%	18.7%	6.0%	13.3%	12.5%

**WITHOUT "DON'T KNOW"**

**Q7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge. (without "don't know")**

(N=519)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely
Q7-1. Convenient transit stops	41.5%	26.0%	13.3%	6.2%	12.9%
Q7-2. More frequent & reliable service	45.7%	23.0%	13.7%	4.6%	13.0%
Q7-3. Travel times on CATS buses that are the same or less than travel by car	40.9%	23.8%	13.0%	6.9%	15.4%
Q7-4. Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, & sidewalks	32.2%	24.4%	21.4%	6.8%	15.2%

**Q8. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation.**

(N=519)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely	Don't know
Q8-1. High frequency Bus Rapid Transit service that has signal priority at traffic lights	20.6%	28.7%	15.6%	6.2%	17.5%	11.4%
Q8-2. On-demand technology that operates in a similar manner to Uber & Lyft	31.4%	27.7%	10.0%	5.6%	14.1%	11.2%
Q8-3. Park-and-Ride services where you park your car & take an express bus with limited stops to your destination	30.3%	24.7%	13.3%	6.6%	17.7%	7.5%

**WITHOUT "DON'T KNOW"**

**Q8. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation. (without "don't know")**

(N=519)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely
Q8-1. High frequency Bus Rapid Transit service that has signal priority at traffic lights	23.3%	32.4%	17.6%	7.0%	19.8%
Q8-2. On-demand technology that operates in a similar manner to Uber & Lyft	35.4%	31.2%	11.3%	6.3%	15.8%
Q8-3. Park-and-Ride services where you park your car & take an express bus with limited stops to your destination	32.7%	26.7%	14.4%	7.1%	19.2%

**Q9. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?**

Q9. How important is it for Baton Rouge community to support & fund CATS public transit	Number	Percent
Very important	320	61.7 %
Somewhat important	106	20.4 %
Not important	68	13.1 %
Don't know	25	4.8 %
Total	519	100.0 %

**WITHOUT "DON'T KNOW"**

**Q9. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit? (without "don't know")**

Q9. How important is it for Baton Rouge community to support & fund CATS public transit	Number	Percent
Very important	320	64.8 %
Somewhat important	106	21.5 %
Not important	68	13.8 %
Total	494	100.0 %

**Q10. Do you support funding CATS public transit at the current levels?**

Q10. Do you support funding CATS public transit at current levels	Number	Percent
Yes	213	41.0 %
No	134	25.8 %
Don't know	172	33.1 %
Total	519	100.0 %

**WITHOUT "DON'T KNOW"**

**Q10. Do you support funding CATS public transit at the current levels? (without "don't know")**

Q10. Do you support funding CATS public transit at current levels	Number	Percent
Yes	213	61.4 %
No	134	38.6 %
Total	347	100.0 %

## Q10a. Why do you or do you not support funding CATS public transit at the current levels?

- a good city needs good public transportation.
- A large percentage of our population does not own a car.
- A waste of my tax dollars.
- Accountability is not transparent there so for that reason no
- Actually, I would like to see the funding go up so that others who don't utilize the service might be inclined to do so. When I lived in Seattle, I took the bus there regularly.
- Although the current system does answer the needs of the community as a whole, there are citizens who rely heavily on this system to get where they need to go ,so their are important and need to be fulfilled, our community is growing and goods and services are being move farther out and apart thus creating a need for a more logistically updated transit system
- Although you royally screwed up with the last tax measure. I don't know if BR will give you more \$.
- As a former bus rider my experiences were more negative than positive. The wait times between buses are too long, some drivers drive too fast and very rude, and they don't run long enough at night. My work shift would end 30mins after the last bus would pass which would leave me stranded or having to walk home which took almost 2hrs after 10pm at night
- As I drive in BR, the buses I see have VERY few riders. As a tax payer, this is clearly a huge waste of my tax dollars. BR is a small city, I don't see citizens ever using public transport in BR as they do in much larger cities.
- At the very least, at current levels. Bra needs to reduce green house gas emissions. Mass transit can help do that, especially if the transit options are on electric vehicles powered from sustainable power sources.
- Because all people don't have transportation
- Because Cats worked well for me when I was in Grad School by walking to Perkins Road at the foot of my street! Also I know many people that cannot buy cars depend greatly on it. I rarely drive these days because I live on Hollydale Ave. & can walk to most of the stores & restaurants I need! I would love it though if it was financially feasible if small buses were used in the City.
- Because I have/had clients that need it.
- Because I use cats and it helped me for years to travel through bra and I appreciate it
- Because it is necessary
- Because it's need for a thriving economy, to help keep traffic lighter and help those who are without any other mode of transportation
- Because others benefit from using it.
- Because the service does not go where I need to go or offer stops that I need to go to. It is designed for other citizens.
- Because there are people in the community that do not have they own transportation and they relied on CATS. So it important.
- Because there is probably a need for more funding to improve the transit system and I am in favor of that
- Because there r a lot of people who depend on the Cats service.
- Because those levels are insufficient and they don't include inflation and the rising costs of an efficient transit system for the current century and going forward!
- Because we need it
- Because we need it, and I may need it in the future.

Q10a. Why do you or do you not support funding CATS public transit at the current levels?  
(cont.)

- Big empty buses, spew diesel smoke all over town, they are a waste of taxpayer money.
- Bus system is not available in or near my neighborhood.
- Bus system should be self sustaining up to 90% of cost.
- Buses are empty so many times!
- Buses are too large and carry few passengers.
- Buses run late. No covers over bus stops.
- Buses tend to be empty or 1-2 riders.
- But as active supporter of 2013 levy, am extremely embarrassed by management issues.
- Cats are a joke and we need to replace them with better management
- CATS does not serve all of Baton Rouge. Public transportation is a vital service when it serves the WHOLE community. Limited routes serving the poor in our community is only the most basic service, and I feel CATS is over funded for what they provide.
- Cats has become an inefficient branch of local government.
- Cats is a very inefficient and politically top heavy organization.
- CATS is an over-funded government agency with corrupt leadership who squander taxpayer dollars. The individuals who subsidize public transit (property owners) do not utilize it, and it's not designed to meet those people's needs. I will never vote for a tax that supports CATS, as it is a giant waste of my money.
- Cats is essential for some residents.
- CATS is needed for people without vehicles.
- CATS is needed. It needs to be better.
- CATS is vital to the BRLA economy!
- Cats need smaller buses and to manager tax payers money more efficient and be more transparent and accountable how money is spent.
- CATS will not grow and/or improve without public funds. One Love
- Connect people and jobs.
- Corruption at the highest level. Awful routes and number of transfers. Too many buses with too few riders
- Cost of taxes greater than other larger public services.
- Costs to much
- Current level does not support safe transportation.
- Don't know, maybe they could slash budgets.
- Don't think it's sustainable. To really make the public transit system viable, school systems in the parish should use the CAT's system and get ride of the school bus fleet.
- Don't use it! When I see the buses there are no one on them! I think it is s waste of taxpayers money!
- Don't use so why should my tax dollars be used
- Even though I do not use the bus myself, I feel it is an important service to have for people who live in circumstances different from my own.
- Everyone needs transit options, regardless of income - especially those who cannot afford a car or simply don't want to drive.
- Feel like it is needed service for some but should be a good and reliable service for those people

Q10a. Why do you or do you not support funding CATS public transit at the current levels?

(cont.)

- For many people CATS is a needed services.
- Funding at the current levels will only get less than average which is what we have now. Better will require increased funding.
- Going to work at jobs
- Good public transportation is essential for a city
- gross mismanagement wasteful spending
- History of corruption, mismanagement, favoritism, and ineptness
- I am paying property taxes for bus services that I cannot use.
- I believe in public transit. Am truly more interested in a bullet train to New Orleans and back. Train system around our state like MARTA in Atlanta. It is not enough to want to be a better city , you have to take big city actions.
- I believe some form of public transportation is necessary
- I believe support cat is important to aid those who are not fortunate to have transportation. It is very important to the overall development of a community.
- I don't agree with property taxes paying for cats whose busses are huge gas guzzlers and, according to health care workers with whom I work, are not reliable or convenient to use. I don't have the answer, though.
- I don't like paying taxes for services I don't use.
- I don't think it should be a tax for home owners. Home owners own cars. It should be a renters tax they are more likely to use the services.
- I don't use Cats . I have my own car.
- I feel like the money we spend on CATS doesn't equate with the amount of travelers that actually use it. I feel it is a necessary mode of transportation to offer though.
- I hope the level is a sustainable level. I would support more.
- I look inside the large and expensive beautiful buses and there may be 2 people riding on it besides the driver and guard.
- I pay about \$300/yr. as a single use tax. I probably will never use it. When tax was passed, where did \$ from general fund go?
- I pay additional support and they are not in my area.
- I see very few riders on buses why waste the resources?
- I seem to see empty or somewhat empty buses when I see buses in my part of town. I think the CATS is a waste of money. Their efforts should be strategic relative to the less economic advantage areas of the city
- I support anyone's efforts to get to and from work, shopping and medical primarily.
- I suspect it is under funded.
- I think it is an important part of the transportation system of Baton Rouge
- I think it may need more finding but I would like to see improvements to support the increase
- I think it probably needs to be increased. Better infrastructure. Covered bus stops. Wider range of coverage and availability of times needed.
- I think more funding is necessary.
- I think that CATS can do much better than what they are doing for the public. The biggest issue is buses running on schedule and times that get people safely to and FROM their workplace. I will definitely support funding when CATS does this.

Q10a. Why do you or do you not support funding CATS public transit at the current levels?  
(cont.)

- I think the current funding is adequate, I would be willing to pay a few cents more to fund #3 above.
- I would fund CATS at a higher rate if need be.
- I would like to see cats in my area.
- I don't ride the bus but I brother ride it on his way to work and it's really good transportation
- Ill use of funds. No follow-through of promises. No oversight.
- Improve mobility for our seniors and like so
- Improved services
- Inefficient use of current funding
- It can improve but until then. People still need the bus system
- It helps do many people
- It is a needed service in the Baton Rouge area.
- It is a service for low income or those without a vehicle
- It is a waste of my tax dollars.
- It is important for those that do not have transportation.
- It is necessary
- It is very important to people who don't have personal modes of transportation who need to get to work, school etc. Growing up in the 50's and throughout my young adult life it was mine and my family's main source of transportation.
- It need to provide adequate service like other popular metropolitan cities
- It needs more funding
- It would be a great service to the people I know who struggle with getting to their job.
- It's bloated and inefficient. Prove that you can deliver a reliable and cost-effective service using smaller buses that more align with ridership. Huge, energy burning / using buses traveling through the streets largely empty is embarrassing. Especially for all the money CATS gets from the dedicated taxes.
- It's important
- It's important for people who older or have no transportation to be able to arrive at their destinations safely and swiftly.
- It's important to have safe transportation options for people in this community.
- It's incredibly important to support transport alternatives not just from a social standpoint (i.e., for folks who rely on it in lieu of a personal vehicle), but from an economic and environmental one as well. The quality and level of use of public transport systems are a hallmark of a well-functioning, safe, and progressive city.
- It's needed for people with little or no reliable transportation.
- It's very important that those who don't have reliable transportation have access to get to their work or school in a timely manner.
- Last tax increase with no visible improvement. Everyone should pay not just homeowners
- Low paid service workers need solid public transport options.
- Low ROI
- Masks were never necessary, the fact the strict use was implemented degraded service.

## Q10a. Why do you or do you not support funding CATS public transit at the current levels?

(cont.)

- Massive waste, corruption, impractical, huge tax bill on property owners who NEVER use it, CATS tax passes in unethical manner
- Money is not spent wisely. Buses are too big, unreliable times and routes,
- More funds are needed
- My property taxes are too high already
- My taxes should not pay for this service.
- Necessity
- Need more buses and routes with growing population and area.
- Need to do better with current money before getting more
- Need to improve services
- Need to sell empty busses and buy a fleet of Prius.
- Needs and overall for greater BR if we want to be a model City buses to be improved and more buses to serve the entire EBR City
- Needs improvement before I'll support. But do like the park and ride options like in big cities.
- Needs makeover. Upsets me to see my healthcare colleagues standing so long in the rain...waiting on CATS
- No more additional taxes, use current funding efficiently.
- No one rides them now, they are always empty
- No reason to change
- No reason to reduce funding. If improved funding can be shown to improve and modernize services, then funding should be increased.
- No, we are not a big city, do not need at this time.
- Not a fan of paying for things I do not use.
- Not economically feasible. Too many buses go empty during the day.
- Not efficient
- Once the necessary improvements have been made I would not have a problem supporting CATS.
- Only have buses- need high speed trains too
- People in low income areas who don't have cars need cats to help them get around. For myself, I would prefer to see high speed trains as a form of travel offered instead of buses. I live near Prairieville and work off of Capital Access, so having a high speed train from that side of town to downtown area would be great to avoid car traffic. Buses aren't the answer in my case.
- People need affordable transportation.
- People rely on public transportation. Just because I have a car doesn't mean I don't care about people who don't have one. I want our bus system to be convenient, safe and modern.
- people who need public transportation should have access to it.
- People without transportation need it.
- Poor return on tax dollars spent
- Poor track record
- Property tax is way too high.
- Public need.
- Public transit serves an underserved population and is important in growing our economy

Q10a. Why do you or do you not support funding CATS public transit at the current levels?  
(cont.)

- Public transport is important for low income people
- Public transport is the backbone of any working economy.
- Public transportation is important.
- Public transportation is vital to low income communities.
- Raise the rates to ride the bus and stop putting it on the home owners.
- Seems like a total waste. Never see more than 6 people on a bus, and that was before the pandemic.
- Should be more
- Should be self supported not tax payer funding
- So many do not have a form of transportation.
- So people that have the need will have it available.
- Some do not own or can afford own cars and have to work to get to their jobs
- Strongly disagree. It's broken and has been abused by management. I also disagree with paying for something via taxes that the entire community doesn't have to pay for.
- Systems administration and leadership including staff and political appointees are too controversial and have not made wise decisions
- Terrible system serving very few people effectively
- The buses are not utilized highly by the public. Every time I can see inside one there are usually 1 or 2 passengers.
- The current levels are not enough. We need more buses, more routes and connections, and more frequent buses. Waiting half an hour or more is not viable.
- The increased taxes have had no impact on improving CATS service.
- The lack of reliable transportation is a major road block for some people to consistently retain employment.
- The money spent on CATS could give riders access to on demand Uber/Lyfts.
- The more invested the better the service
- The service is really needed. I'm visually impaired.
- The system is out dated. Secondly, BR is a car city. Any idea that people are going to turn to rising large buses is ridiculous.
- The system should be expanded.
- The tax millage is too high. Property owners are bearing the burden but do not benefit from the expense. I would rather see this millage reallocated to pay for drainage repair and litter abatement in our local watershed. CATS isn't worth the money.
- The whole system is a waste of taxpayers money. It is very unsafe. I will never support it.
- There appears to be a waste of money. Large, expensive buses that have too many vacancies. Smaller, more easily utilized vans would add to the number of vehicles.
- There are less fortunate people who need that service.
- There are people who needs to get to work on time.
- There is no service where I live, yet I pay for it.
- There need to be better service and schedules, busses etc. before continuing to use tax payer dollars.
- They need more money

Q10a. Why do you or do you not support funding CATS public transit at the current levels?

(cont.)

- Thriving cities have reliable public transportation
- To help with getting families that do not have cars to get to jobs, doctor appointment, etc.
- To many large buses with less than 5 passengers Not very efficient
- To provide a clean, reliable, rapid, convenient and mostly safe service, the budget - capital for improved stops, turn-out lanes, passing lanes, cleaning, etc. and operational budget to sustain the routes' consistency for a reluctant public to adopt this service (think whatever you have currently on the plan as a new rider adoption time-frame and multiply that by 5-10x and that will be closer to accurate. Changing public opinion and creating new Pax takes time and money) - the budget needs to double or triple. Regardless, it needs to increase substantially to make public transportation in this market a viable option. And at that point it becomes one of the options to get from point A to point B. At this point, it's not even in my consideration set.
- Too expensive for the service. Net lost.
- Too expensive, offers me nothing.
- Too few riders. See buses regularly on our part of town with 0-5 riders.
- Too little ridership for the money they take in. Pare the system down to where it is most useful. I see many cats busses during the day with one or less riders.
- Too many added taxes already! I would have to end retirement and work again!!
- Too many big busses and only a few people on them.....If you MUST have public transportation wouldn't a smaller vehicle more economical
- Too much graft and corruption...
- Too much money and the buses are always empty
- Too much money for very little benefit. Even before covid buses were mostly empty. Waste of money and gas
- Too much property tax for such a inferior service
- Traffic congestion appears to be increasing. I think more people will want to use it in the future and it needs to be available
- Transportation for all is a necessity for a growing city and successful community
- Under funded, but needs more oversight.
- Underused and poorly managed
- Unsure of meaning of current levels. Possibly more funding necessary.
- Very necessary
- Waste of taxpayer money. I see mostly empty buses. Contribute to the traffic problems.
- We need it, but we must fix it so all can use it.
- We need to keep trying to get public transit right! Other cities do it and we can and should, too!
- We should tax to receive acceptable service
- While I'm not happy as a tax payer with some of the news accounts of what has happened within the CATS administration over the past few years, the thought of not funding a public transit system in Baton Rouge is not an option, IMO. There are too many people who depend on it.
- Yes, it is a service that is critical to our community to enable people to navigate the city.
- Yes, it provides transportation for those that need it.
- You guys need to up your game in the most profound way. Making news with an inability to manage the people you hire is not a good way to encourage ridership.

**Q11. Where do you get most of your news and information?**

Q11. Where do you get most of your news & information	Number	Percent
Newspaper/magazine/editorial	148	28.5 %
Radio/internet radio/satellite radio	208	40.1 %
TV station(s)	311	59.9 %
Website(s)	195	37.6 %
Social media	139	26.8 %
Other	31	6.0 %
None of these	27	5.2 %
Total	1059	

**WITHOUT "NONE OF THESE"**

**Q11. Where do you get most of your news and information? (without "none of these")**

Q11. Where do you get most of your news & information	Number	Percent
Newspaper/magazine/editorial	148	30.1 %
Radio/internet radio/satellite radio	208	42.3 %
TV station(s)	311	63.2 %
Website(s)	195	39.6 %
Social media	139	28.3 %
Other	31	6.3 %
Total	1032	

**Q11-1. Which newspaper/magazine/editorial?**

Q11-1. Which newspaper/magazine/editorial	Number	Percent
The Advocate	111	76.0 %
The Advocate, NY Times, Washington Post	2	1.4 %
Local paper and national magazines like the Atlantic	1	0.7 %
The Week, articles on Apple news	1	0.7 %
Multiple, not just one source	1	0.7 %
NY Times	1	0.7 %
The Advocate, BR Business Report	1	0.7 %
The Advocate, Wall Street Journal	1	0.7 %
The Advocate, WSJ, and others	1	0.7 %
The Advocate, NY Times	1	0.7 %
NY Times, NPR, WBRZ, MSNBC	1	0.7 %
NY Times, Washington Post, The Guardian, NPR, WAFB, WBRZ, The Advocate	1	0.7 %
Local, national	1	0.7 %
The Advocate, NY Times, Wapo, AP	1	0.7 %
The Advocate and NY Times	1	0.7 %
225, BR Business Report	1	0.7 %
The Advocate, Jacobin	1	0.7 %
NY Times, NPR, WAPO	1	0.7 %
Newspaper and TV	1	0.7 %
The Advocate, CNN online	1	0.7 %
The Advocate, Baton Rouge Business Report	1	0.7 %
The Advocate and WSJ	1	0.7 %
NY Times, The Advocate	1	0.7 %
Local publications	1	0.7 %
NY Times & The Advocate	1	0.7 %
Local	1	0.7 %
The Advocate, NY Times, WA Post	1	0.7 %
Wall Street Journal, The Advocate, The New Yorker	1	0.7 %
The Advocate and Epoch	1	0.7 %
All Sides Now, The Drudge Report	1	0.7 %
The Advocate, Washington Post, Country Roads Magazine, 64 Parishes, Substack	1	0.7 %
AMAC	1	0.7 %
NY Times, The Advocate, TwinCities.com, WSJ and BR Business Report	1	0.7 %
Local news	1	0.7 %
Wall Street Journal	1	0.7 %
Total	146	100.0 %

**Q11-2. Which radio/internet radio/satellite radio?**

Q11-2. Which radio/internet radio/satellite radio	Number	Percent
WRKF	29	20.3 %
WJBO	14	9.8 %
NPR	11	7.7 %
Q106.5	10	7.0 %
94.1	3	2.1 %
Local	3	2.1 %
1150 AM	2	1.4 %
107.3	2	1.4 %
96.1	2	1.4 %
LPB	2	1.4 %
98.1	2	1.4 %
Public radio 89.3	2	1.4 %
94.1 FM and 106.5 FM	1	0.7 %
WWL	1	0.7 %
94.1, Q106	1	0.7 %
KRVE	1	0.7 %
107.3, 104.5	1	0.7 %
104.1, 103.3, 99.9, 94.5	1	0.7 %
NPR 101.5	1	0.7 %
WRKF, NPR	1	0.7 %
Several	1	0.7 %
99.5, 107.3	1	0.7 %
Talk 107	1	0.7 %
Radio 89.3	1	0.7 %
Varies	1	0.7 %
107.3, 102.5, 106.5, 89.3	1	0.7 %
Several in Baton Rouge	1	0.7 %
Eagle	1	0.7 %
WRKF and WWL	1	0.7 %
SMX 118, MSNBC	1	0.7 %
A variety	1	0.7 %
WBRH	1	0.7 %
MSNBC, CNN, BBC	1	0.7 %
Sirius	1	0.7 %
NPR, WJBO	1	0.7 %
Baton Rouge ESPN affiliate, WJBO	1	0.7 %
KLOVE	1	0.7 %
88.1	1	0.7 %
Local stations	1	0.7 %
AM/FM, Satellite	1	0.7 %
iHeartRadio, Fox Sports, KFI AM 1150, The Patriot	1	0.7 %
KQXL	1	0.7 %
All	1	0.7 %
XM, 102.5	1	0.7 %
WXOK, WDFC	1	0.7 %
WXOK	1	0.7 %
WJBO, Sirius	1	0.7 %
WWL FM107	1	0.7 %
iHeart, AFR, FM 88.1	1	0.7 %
Talk Radio	1	0.7 %
WPFC, Q106.5	1	0.7 %

**Q11-2. Which radio/internet radio/satellite radio?**

Q11-2. Which radio/internet radio/satellite radio	Number	Percent
Talk Radio 97.7	1	0.7 %
The Patriot	1	0.7 %
Q106.5, Sirius Radio	1	0.7 %
89.3, NPR	1	0.7 %
98.1, 98.7	1	0.7 %
90.3 FM, 106.5 FM, 1550 AM	1	0.7 %
Public radio	1	0.7 %
Various	1	0.7 %
WRKF, WHUR	1	0.7 %
LPB, WPRN	1	0.7 %
BBC and Public Radio	1	0.7 %
96.1 River	1	0.7 %
89.3 NPR	1	0.7 %
FOX Patriot	1	0.7 %
Q106.9 & 94.1	1	0.7 %
89.3	1	0.7 %
96.1, 100.2, 99.9	1	0.7 %
106.5 and 94.1	1	0.7 %
Talk Radio, WJBO	1	0.7 %
90.3, Q106.5	1	0.7 %
WJBO 1150 AM	1	0.7 %
WBRH & WNPR	1	0.7 %
Total	143	100.0 %

**Q11-3. Which TV station(s)?**

Q11-3. Which TV station(s)	Number	Percent
WAFB	50	20.9 %
WAFB, WBRZ	49	20.5 %
WBRZ	16	6.7 %
Channel 9	10	4.2 %
Local	4	1.7 %
WAFB, WBRZ, WVLA	3	1.3 %
All local stations	3	1.3 %
CNN	3	1.3 %
WBRZ, WAFB, CNN	3	1.3 %
Channels 2 & 9	3	1.3 %
ABC, CBS, NBC	3	1.3 %
All of them	3	1.3 %
WAFB, WBRZ, CNN	2	0.8 %
WBRZ, WAFB, PBS	2	0.8 %
All	2	0.8 %
Channels 2, 9	2	0.8 %
CBS	2	0.8 %
WAFB Channel 9	2	0.8 %
Local and national	2	0.8 %
WAFB, WBRZ, LPB	2	0.8 %
FOX	2	0.8 %
ABC	2	0.8 %
FOX news	1	0.4 %
WBRZ, WAFB, FOX 44	1	0.4 %
WBRZ, NBC and MSNBC	1	0.4 %
CBN, NBC, ABC, FOX	1	0.4 %
Channels 2, 9, & 44	1	0.4 %
WAFB, MSNBC	1	0.4 %
FOX 44	1	0.4 %
CNN, FOX, WBRZ	1	0.4 %
WLFT, PBS	1	0.4 %
Local news stations	1	0.4 %
ABC, CBS	1	0.4 %
WAFB, LPB	1	0.4 %
AI	1	0.4 %
WBRZ, WAFB	1	0.4 %
FOX news, WBRZ	1	0.4 %
Cable	1	0.4 %
WLPB	1	0.4 %
CNN, MSNBC, ABC, CBS, NBC, FOX	1	0.4 %
Local, national, PBS, and international	1	0.4 %
CNN & Local news channels	1	0.4 %
WAFB, FOX 44	1	0.4 %
FOX, WBRZ	1	0.4 %
Local stations	1	0.4 %
WAFB, WBRZ, FOX	1	0.4 %
CBS, ABC	1	0.4 %
Channels 5, 9, 3	1	0.4 %
Channel 9 WAFB	1	0.4 %
NBC, CNN	1	0.4 %
CBS, NBC, ABC, ESPN	1	0.4 %

**Q11-3. Which TV station(s)?**

Q11-3. Which TV station(s)	Number	Percent
Channel 9, CNN	1	0.4 %
Channels 2 and 9	1	0.4 %
PBS, NBC	1	0.4 %
NBC	1	0.4 %
WBRZ, FOX, NBC	1	0.4 %
All local news stations	1	0.4 %
WBRZ, CNN	1	0.4 %
WAFB, CNN, WBRZ	1	0.4 %
Channels 12,3,7, & 64	1	0.4 %
CNN, WBRZ	1	0.4 %
Channels 7, 5, CNN	1	0.4 %
WBRZ, WULA	1	0.4 %
FOX, OAN, NEWSMAX	1	0.4 %
CBS, MSNBC, HBO documentaries	1	0.4 %
2 station and sometime 33	1	0.4 %
ABC, FOX	1	0.4 %
Channels 64, 34, 9, 11, and 7	1	0.4 %
Channels 9 & 5	1	0.4 %
Local channels	1	0.4 %
CNN, Channels 3 & 7	1	0.4 %
YouTube	1	0.4 %
OAN, NEWSMAX	1	0.4 %
CNN, MSNBC	1	0.4 %
ABC, CNN	1	0.4 %
Various	1	0.4 %
WULA	1	0.4 %
CBS, WBRZ, ABC AND GMA	1	0.4 %
WAFB Channel 9 news	1	0.4 %
CBS, ABC, NBC, and CNN	1	0.4 %
WBRZ, Channel 2	1	0.4 %
WAFB, CNN	1	0.4 %
WBRZ, WVLA	1	0.4 %
All local	1	0.4 %
WAFB,WBRZ, FOX	1	0.4 %
News	1	0.4 %
Channels 5, 7, 3	1	0.4 %
CNN, MSNBC, FOX	1	0.4 %
WBRZ & WAFB, CNN	1	0.4 %
Channels 9, 2, 44, 33	1	0.4 %
WAFB, FOX	1	0.4 %
<b>Total</b>	<b>239</b>	<b>100.0 %</b>

## Q11-4. Which internet?

Q11-4. Which website(s)	Number	Percent
Google	10	9.1 %
The Advocate	6	5.5 %
Varied	5	4.5 %
NY Times	3	2.7 %
WBRZ	3	2.7 %
YouTube	3	2.7 %
The Advocate, WAFB, WBRZ	2	1.8 %
Multiple	2	1.8 %
FOX	2	1.8 %
The Advocate, WAFB	2	1.8 %
Facebook	2	1.8 %
NewsBreak, WAFB	2	1.8 %
CNN	2	1.8 %
CATS	2	1.8 %
WAFB, WBRZ	2	1.8 %
Drudge, real clear politics	2	1.8 %
The Advocate, CNN, BBC, Guardian, New York Times, etc.	1	0.9 %
Huffpost, CNN, BBC	1	0.9 %
Whichever site has information specifically regarding my needs	1	0.9 %
BBC, CNN	1	0.9 %
Various	1	0.9 %
CNN, USA Today	1	0.9 %
WAFB, WBRZ, other news sites	1	0.9 %
FOX, WWL	1	0.9 %
CNN, New York Times, WAFB	1	0.9 %
All of the above are on the internet by subscription or free	1	0.9 %
MSN	1	0.9 %
NPR, WAFB	1	0.9 %
Google, Reddit, NPR, YouTube	1	0.9 %
Google, CNN, BBC, Al Jazeera English, NPR	1	0.9 %
NY Times, WAPO, Al Jazeera	1	0.9 %
Google and Yahoo	1	0.9 %
YouTube, Google	1	0.9 %
BR Proud	1	0.9 %
NY Times, NPR, WAPO	1	0.9 %
Facebook, Twitter	1	0.9 %
Multiple, not just one source	1	0.9 %
Axios, NPR, PBS	1	0.9 %
Multiple news sources	1	0.9 %
News websites	1	0.9 %
CATS, BR City	1	0.9 %
NPR	1	0.9 %
The Advocate, WAFB, FOX	1	0.9 %
Washington Post	1	0.9 %
The SKIMM, NY Times	1	0.9 %
Local news, CNN, FOX, MSNBC	1	0.9 %
Once I learn of something I go and research it	1	0.9 %
News media and comments from neighborhoods	1	0.9 %
Random	1	0.9 %
NOLA.COM, The Advocate, Yahoo news	1	0.9 %
WBRZ, NOLA.COM	1	0.9 %

**Q11-4. Which internet?**

Q11-4. Which website(s)	Number	Percent
AOL	1	0.9 %
WAFT, The advocate, Google	1	0.9 %
EBR schools	1	0.9 %
RSNB, OANN, Mike Lindell TV	1	0.9 %
LPB	1	0.9 %
The Advocate, NY Times	1	0.9 %
Newsbreak	1	0.9 %
CBS, ABC	1	0.9 %
NOLA.com, Huffington, Politico	1	0.9 %
Washington Post, NY Times, Huff Post	1	0.9 %
BBC, NPR	1	0.9 %
Various news outlets	1	0.9 %
The Advocate, WAFR	1	0.9 %
Facebook, Instagram	1	0.9 %
Forbes	1	0.9 %
City of Baton Rouge, Louisiana Legislature	1	0.9 %
Yahoo	1	0.9 %
WAFB, CNN	1	0.9 %
LinkedIn	1	0.9 %
The Advocate, WBRZ	1	0.9 %
Louisiana.gov, BR 225	1	0.9 %
Newsweek and miscellaneous other sites for info on specific topics	1	0.9 %
The Advocate, NPR, BBC	1	0.9 %
Newspaper websites	1	0.9 %
Huff Post, etc.	1	0.9 %
Total	110	100.0 %

### **Q11-5. Which social media?**

Q11-5. Which social media	Number	Percent
Facebook	41	49.4 %
Facebook, Twitter	9	10.8 %
Facebook, Instagram	7	8.4 %
Facebook, Instagram, Twitter	5	6.0 %
Twitter	4	4.8 %
Facebook, Google	2	2.4 %
Nextdoor	1	1.2 %
MSNBC	1	1.2 %
NEXTDOOR, Facebook, Instagram	1	1.2 %
Facebook, Instagram, SnapChat	1	1.2 %
Yahoo	1	1.2 %
Google, Yahoo	1	1.2 %
Reliable articles	1	1.2 %
Just posted more thing that going on	1	1.2 %
Facebook, The Advocate	1	1.2 %
Facebook, Instagram and tiktok	1	1.2 %
YouTube	1	1.2 %
Instagram	1	1.2 %
Multiple	1	1.2 %
Yahoo, Facebook	1	1.2 %
Facebook, news apps	1	1.2 %
Total	83	100.0 %

### **Q11-6. Other**

Q11-6. Other	Number	Percent
Word of mouth	6	27.3 %
CNBC on TV	1	4.5 %
BR CITIZENS	1	4.5 %
Emails related to local political, economic & community development	1	4.5 %
My own take on hearing/processing various streams of information	1	4.5 %
CATS buses all around Baton Rouge area	1	4.5 %
First Presbyterian Church, family, friends	1	4.5 %
DOTD	1	4.5 %
Emailed newsletters and word of mouth	1	4.5 %
Observation with my own eyes	1	4.5 %
Podcasts	1	4.5 %
Around town bus stops	1	4.5 %
I read books	1	4.5 %
News app	1	4.5 %
From the side of the bus	1	4.5 %
Substack newsletters	1	4.5 %
Follow on social media authors, independent thinkers, writers, opinion pundits	1	4.5 %
Total	22	100.0 %

**Q12. What is your age?**

Q12. Your age	Number	Percent
18-24	14	2.7 %
25-34	101	19.5 %
35-49	137	26.4 %
50-64	141	27.2 %
65+	99	19.1 %
Prefer not to answer	27	5.2 %
Total	519	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"**

**Q12. What is your age? (without "prefer not to answer")**

Q12. Your age	Number	Percent
18-24	14	2.8 %
25-34	101	20.5 %
35-49	137	27.8 %
50-64	141	28.7 %
65+	99	20.1 %
Total	492	100.0 %

**Q13. Which of the following best describes your race/ethnicity?**

Q13. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	13	2.5 %
Black/African American	213	41.0 %
Native American	3	0.6 %
White/Caucasian	253	48.7 %
Hispanic	17	3.3 %
Prefer not to answer	17	3.3 %
Other	7	1.3 %
Total	523	

**WITHOUT "PREFER NOT TO ANSWER"**

**Q13. Which of the following best describes your race/ethnicity? (without "prefer not to answer")**

Q13. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	13	2.6 %
Black/African American	213	42.4 %
Native American	3	0.6 %
White/Caucasian	253	50.4 %
Hispanic	17	3.4 %
Other	7	1.4 %
Total	506	

**Q13-7. Other**

Q13-7. Other	Number	Percent
Mixed	3	50.0 %
More than one	1	16.7 %
Honduran	1	16.7 %
Indian	1	16.7 %
Total	6	100.0 %

**Q14. In what zip code do you currently live?**

<u>Q14. In what zip code do you live</u>	<u>Number</u>	<u>Percent</u>
70808	137	26.4 %
70806	87	16.8 %
70815	68	13.1 %
70816	56	10.8 %
70805	34	6.6 %
70802	31	6.0 %
70809	23	4.4 %
70807	22	4.2 %
70810	15	2.9 %
70820	14	2.7 %
70814	13	2.5 %
70811	7	1.3 %
70817	6	1.2 %
70818	3	0.6 %
70812	2	0.4 %
70803	1	0.2 %
Total	519	100.0 %

**Q15. In what zip code do you currently work?**

Q15. In what zip code do you work	Number	Percent
70808	54	14.4 %
70806	53	14.1 %
70802	46	12.3 %
70809	37	9.9 %
70816	28	7.5 %
70810	23	6.1 %
70805	20	5.3 %
70815	19	5.1 %
70803	11	2.9 %
70801	10	2.7 %
70817	9	2.4 %
70807	9	2.4 %
70820	7	1.9 %
70814	7	1.9 %
70767	3	0.8 %
70737	3	0.8 %
70714	2	0.5 %
70402	2	0.5 %
70813	2	0.5 %
70775	2	0.5 %
70726	1	0.3 %
70811	1	0.3 %
70707	1	0.3 %
70454	1	0.3 %
70748	1	0.3 %
78009	1	0.3 %
70818	1	0.3 %
70515	1	0.3 %
79802	1	0.3 %
70821	1	0.3 %
70739	1	0.3 %
70723	1	0.3 %
70819	1	0.3 %
79806	1	0.3 %
70892	1	0.3 %
70791	1	0.3 %
70743	1	0.3 %
70704	1	0.3 %
70764	1	0.3 %
70506	1	0.3 %
70148	1	0.3 %
70875	1	0.3 %
70870	1	0.3 %
70825	1	0.3 %
70776	1	0.3 %
70727	1	0.3 %
70774	1	0.3 %
71344	1	0.3 %
Total	375	100.0 %

## Q16. In your opinion, where does CATS need to improve the most?

- 1. Park and ride to N.O. Airport. 2. Smaller buses for low travel areas. 3. More fuel efficient
- 4. Include Uber like system.
- A wider network of availability; stops outside of Baton Rouge.
- Accessibility, usefulness
- Accountability for money spent, eliminate theft, graft, and feather bedding...
- Add more transportation
- Administration level and reliability of buses.
- All areas that they service.
- All over
- Allowing more people on the buses, if you don't you are wasting money on the bus system.
- Am not a rider so cannot speak from actual knowledge
- Ask folks who use service.
- Badly need bus shelters. I see too many people waiting in the rain. Signage at bus shelters is sometimes dated and structures are not attractively maintained. Be proud of your brand.
- Be accountable. Use funds properly. Hire more informed industrial engineers to manage the system.
- Be realistic regarding the needs of BR.
- Being on time
- Being on time
- Being on time
- Being on time, waited 45 minutes after work and still no bus, had to call for a ride.
- Being run like a business. If you can't support yourself, close and go out business. Survey is a waste of tax payer money!
- Better bus stops... sheltered and well-lit. Punctuality, safety.
- Better routes so riders can get to work. I know several people that take the bus to work and it is a very time consuming process.
- Better service.
- Build more bus shelters. I get sick to my stomach every time I see an elderly person baking in the summer sun on a bench without shelter waiting for a bus.
- Bus shelters should be more weatherized. I see too many people waiting for a bus in the rain, and also in the hot sun. Also, when possible, roads should have dedicated bus lanes, or even just a place where they can pull over for passengers to get on and off. Drivers would not hate the bus system nearly as much if they didn't slow down traffic. Not that long ago road improvements were made where busses still block a lane of traffic at each stop, seemed a wasted opportunity to me.
- Bus stops need to be located off the regular traffic lanes so the bus does not hinder other traffic. Bus stop shelters are too small and obstruct driver's view because they are too close to the street.
- Bus stops. They need to be like in European countries. A sign on the side of the road is not a bus stop. Weather protected seating that feels safe is a bus stop.
- Bus stops; give people 10 to 15 minutes to be waiting at bus stop and most of all no disrespectful drivers.
- Cannot provide opinion but support public transit for our city

## Q16. In your opinion, where does CATS need to improve the most? (cont.)

- CATS bus benches should not be ugly mini billboards. I don't think it is right that the Downtown Development District doesn't allow benches for bus riders, while Coursey and Sherwood Forest are littered with numerous benches that are poorly placed and never used. CATS needs to focus on the bigger needs of the Capital Area by providing bus service for people who travel daily into BR from across the river.
- CATS needs immediate improvement in size and scope!
- Cats needs to work on being self or mostly self sufficient. It is poor management to place the funding for CATS on homeowners without taxing business and other forms of lodging for the service.
- City wide
- Clean and nice busses in the Black community.
- Cleaner, on time, and free
- Cleanliness and safety.
- Cleanliness; safety; efficiency; get rid of the stupid Covid rules!
- Completely shut the service down!
- Connect people and jobs.
- Consider utilizing it coinciding with sports and other mass 'weekend' events, making it accessible to all income levels, throughout the day and night.
- Consistency and stops that are more central
- Consistent, reliable scheduling! We tried to use CATS but the schedule was so unreliable we had to stop. The buses need to run on time!
- Convenience and the public stigma that public transportation is bad/weird.
- Cost control
- Cost less to operate.
- Courtesy, safety and price.
- Cover more area and more convenient covered stops
- Culture of Public Transit
- Customer Service. CATS needs to market itself as a competitive and dependable business. One that is safe and is a viable alternative to the automobile. Unfortunately in this day and age, this is a most difficult if not impossible goal to obtain. I do like the UBER concept instead of running those big busses around that are never even close to being filled. They also should become much more taxpayer friendly as the fact is that the people paying the bill are for the most part not CATS users. They can do this by offering a broader range of transportation such as Uber or Lyft and make it attractive to potential customers it like they do.
- Decent bus stops fir one thing
- Decrease time between locations/increase small van use. Have computerized Apps, reflect the actual arrival/departure schedule.
- Discontinue the bus system, create a ride share program for those that are in need of transportation. Stop wasting tax payer money.
- Distribution of stops
- Downsize the program. Fewer buses, not enough riders.
- Driver's customer service and the times
- During the night
- efficiency .. I see numerous buses with hardly any riders on it.. doesn't seem cost effective
- Efficient busses, staffing, cleaning of transportation and bus depot

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Electric and smaller buses. Better routes, reliability re time and punctuality.
- Empty buses
- Ensure access & routes to all major recreation sites and more shop/restaurant hubs that are not currently on routes. It's not CATS so much as it is how EBRP is so sprawled out. It's hard getting from A to B on time in a personal vehicle. I imagine it is potentially much worse on public transit. And if it's raining, like a downpour? Tropical storm or Hurricane? Flooding? So many infrastructure things that make public transit inconvenient or troublesome.
- Everyone should get a printed map schedule in the mail.
- Everything
- Everything
- Everything in regards to transportation... Driver training, fees and pick up areas need more attention....
- Everywhere
- Everywhere
- Everywhere
- Everywhere
- Everywhere
- Everywhere. And I wish that you would not have the attorney covered buses.
- Expand services. Incentives for businesses to accommodate workers who use the system. Convert to electric busses. Create an above the ground rail system with room for many passengers to travel far distances and avoid having to rely on car transportation and/or interstate travel.
- Express evening and weekend Busses to downtown. Event busses.
- Express service that is more direct to where you need to go over stop and go service and transfers
- Fees and services.
- Frequency
- Frequency and on time
- Frequency and reliability
- Frequency of service.
- Frequency; time to destination (eliminate hub/spoke system)
- Frequent routes for low paid service workers to work destinations.
- Frequency of rider pick ups.
- From reading the newspaper, needs to have more frequent ride times.
- From what I have heard-timeliness.
- Funding for more stylish vehicles.
- Get good leadership; emulate other cities' best practices; keep buses clean and safe; ensure they are on time.
- Get rid of the big buses that are always empty. Get a smaller more fuel efficient mini-vans or SUVs.
- Get smaller buses since they are never full even before COVID-19.
- Getting rid of injury lawyer ads painted on bus. It is racist. Fosters wrong image of bus service.
- Go more electric.
- Handi capped transport
- Have no idea
- Having more buses available

## Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Higher frequency of buses and zero emissions on more routes.
- Holiday hours, people still work on holidays
- I cannot wrap my mind around CATS working at all. Huge image problem.
- I do not have an improvement to suggest
- I do not use the buses, but have walked by stops, being a female I would not feel safe.
- I grew up in Germany without a car using public transportation until I was 27. The amount of time it takes here for one or two people to get on/off the bus is ridiculous. Slows traffic down.
- I have never used it.
- I pay a lot of taxes for CATS services and do not feel that the money is put to proper use. Need newer buses and need to feel safe on them.
- I really don't know
- I think a good bus system is a benefit to my city.
- I think they do a good job over all.
- I used to ride years ago but I had to buy a car , that I struggled to pay for, so that I could get to and from the two jobs that I was working. Bus did not run late enough nor frequently enough. They just keep cutting the funding but it really should be a priority for the capital city. If the service was better and there were more routes I would use it.
- I would like to see a bus run from Independence Park along Government Street to downtown, especially on weekends.
- If it were faster and more reliable and had more buses I'd take it. But I live 5 mins from work. I'm not waiting an hour for the bus.
- I'm not a CATS rider. but looking at the bus stop by my house there is nowhere to seating, grass growing all around the rider. You can never really see people on the stop due to the area it's at.
- Image
- Impossible to improve with the current useless leadership.
- Improve service areas, charge riders, improve service times and offer stops that I need to go to.
- Improve service times.
- In the areas where transportation most needed
- In the underserved areas where there is need. Around BRCC and LSU. Near the charity hospital LOL.
- increased routes, safer environment inside the bus
- Inter-Neighborhood services for community convenience and easier route access
- It has to run on time, all the time. No-notice changes, cancellations, and buses that don't show up or just drive off. CATS needs a change in attitude. We need the "Touchdown Express" to run during LSU Football season. We don't mind paying extra to ride it for every home game.
- It needs to be available to those that need it.
- It should be disbanded as a taxpayer operation and moved to the private sector
- It's not so much something that CATS needs to improve on -- I believe there to be a stigma associated with public transport in states/cities where it isn't already the norm (e.g., Chicago), firstly, that will take larger efforts and more time to diminish; secondly, that city planning that facilitates greater use and efficiency of public transportation is crucial to any successful effort. All this said, I myself have not used CATS before so I cannot comment specifically on its services. Knowing they are there, however, is encouraging.
- It's total overall service, customer service, timely service. And use of monies collected.

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Just keep doing your job and continue giving quality service.
- Just need to get to the place in a different time
- Keep bus stops clear of homeless people
- Keeping the promises it makes to taxpayers when telling them what it will do with their tax dollars, and hiring competent, honest managers.
- Later hours and better routes for people who do not have cars
- Later hours.
- Leadership
- Location of bus stops, number of buses running and areas that they service, lighting at bus, try solar powered lights and possible transit services that could take large groups of workers to the neighboring parishes where industrial sites are located in an effort to reduce traffic in and around our city and reduce harmful quantities of emissions at peak traffic times
- Logical routes. Loops are stupid.
- Lower budget and tax burden. Individual ride focus for workers.
- LSU bus system works much better. Improve the commuting culture. An app system.
- LSU to Southern U.
- Make public transportation more appealing to all kinds of people!
- Make service available for all residents
- Make sure people can connect to their next bus.
- Make the system more inviting.
- Management
- Management
- marketing; neighborhood stops
- Messaging to the public to encourage use
- Modernization
- More experienced White Drivers
- More access and promotion. Encourage use like LSUs transit system.
- More buses and routes
- More buses or set up a train system
- More buses to reduce the wait time.
- More frequent buses
- more frequent buses and more routes/connections
- More frequent buses in heavily used areas
- More frequent routes and shorter travel times
- More frequent stops and those stops should be all over Baton Rouge. I should be able to walk to a bus stop and wait no more than 10-15 minutes on a bus. All bus stops should have a covered waiting area in case of rain or bad weather. Baton Rouge definitely need to improve their public transportation system and allow for more options.
- More fuel efficient buses & better on-time service. My biggest criticism of the CATS is the lack of covered bus stops all over the city. It breaks my heart to see people standing or sitting at uncovered bus stops in the rain, and blazing hot sun of the summer. When I say covered, I also don't mean those architecturally designed clear covers that might be good in California or up north. Bus stops need to have bench seat, and a cover that is not clear.

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- More modes of transportation
- more options
- More options and vans. More services
- More reliability in service to know I can get to work on time and leave on time. Also more runs. It doesn't seem like there are frequent enough routes. And also for people who work evenings and weekends.
- More riders
- More routes
- More routes added.
- More routes and bus stops
- More routes and frequent buses.
- More routes and more frequent rides.
- More routes and range
- More routes, better access
- More routs
- More stops for the poor and needy. It is necessary in a progressive, successful city! And of course safety from violence.
- More stops more places
- M-TH stop running at 12:00 AM, Friday and Saturday stop running at 2:00 AM
- Need a better route system. Buses should go east and north/south to cover all of Baton Rouge.
- Need better service.
- Need covered bus stops. Transfer hub should be downtown where light rail and other transportation systems can coordinate with each other.
- Need frequent trips and good routes. Need bus coverage for LSU football games to downtown or Bluebonnet Mall.
- Need smaller buses on most routes
- Need to operate using smaller vehicles. I have never seen a bus with more than 5 people on board. It should work more like Uber.
- Needs to be abolished. No need to waste money on something that people are not using.
- Needs to be financially shrewd and accountable.
- Needs to be shut down! Waste of taxpayers money!
- Never used.
- Never used.
- North Baton Rouge areas
- Not familiar with CATS.
- on being on time
- On time route
- On time schedules
- On time service.
- Outer city limits.

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Park n ride. Expanded stops. Better buses.
- Please see answers to previous questions! CATS perform poorly compared to other popular cities. Raise CATS standards to that level!
- Possibly increase buses to every 1/2 hour during am & pm peak work start times, e.g. 6-9am & 3-5 or 3-6pm.
- Provide a large number of options to get from place to place. Unfortunately, my destinations are widely distributed through out the city. It's unlikely that CATS will be able to provide ME with convenient transport to all of them. But for others, transport to major destinations, mainly to & from work, will provide a valuable service that I do support.
- Provide more covered bus "stops"
- Provide more transportation services that encourages more people to ride.
- Provide rides for later hours, more geographical transportation.
- Providing a reliable service to those that are in need of it. Reliable is the key word!
- Providing on time and reliable transportation throughout the city
- Providing service to more of the community.
- Public perception
- Public relations
- Public relations
- Publicize routes/options "how to get there today".
- Quit operating large vehicles with few or no people on board. Operate more like the private sector where performance makes or breaks you.
- Rapid transit
- Reduce number of buses moving around empty; change times to run when max number of people use; change size of bus, smaller vehicles used
- Reduce the size of buses, use vans or mini-vans. There are never many riders, even with the bus windows tinted to prevent observation.
- Reduce their tax burden to Baton Rouge residents.
- Relevancy in today's world. We have been on lock down so long, we've gotten to like it here. See above.
- Reliability
- Reliability
- Reliability and predictability of service. Be able to track transit similar to ride share programs
- Reliability and transit times
- Reliability of schedule, convenience of stops and right size of equipment
- Reliability, predictability, on time for work, appointments. Clearly marked bus stops, printed schedule at stops, sun/rain screen.
- Reliability. Consistency. Don't shut down when LSU is not in session.
- Reliable hires. How does CATS get out of politics and put money into training? You must do screening tests prior to training, then put potential hires through a paid classroom training regimen, even if some of the money spent in training is wasted by training folks you can't hire. Try using the Community Colleges to develop a training curriculum.
- Reliable, more frequent transportation. Tell drivers to slow down. They drive too fast.
- Rider safety and being on time.
- Ridership

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Routes and convenience to locations as well as length of trips
- routes and size of busses
- Routes, frequency, times.
- Routes, timely transfers
- Safe and attractive for bus stops and park and ride sites
- Safe drivers.
- Safety
- Safety
- Safety and available options to access the travel areas
- Safety of the public transportation system.
- Safety, timeliness, cleanliness, convenience
- Schedule and where buses go.
- Scheduling
- Scrap and let the WHOLE parish vote on it rather than limiting who can vote but still get hit with the taxes
- Security and cleanliness.
- See above
- Service connecting people to their jobs
- Service, covered stops and frequency.
- Serving to help with congestion during high traffic times.
- Sheltered bus stops should be the first priority secondarily placed a bit away from a major thoroughfare
- Shorter route times.
- shut down
- shut down
- Shuttle from outlying communities
- Slowing down traffic
- Small buses more routes
- Smaller bus, gps equipped
- Smaller buses
- Smaller buses that match the usage. Routes that make sense for the people served. I like the idea of on-demand service on low volume routes. Try to match the service to people who need it.
- Smaller buses that support the needs of the people it services. Use smaller passenger van when needed instead of large buses with 1 person riding or even empty. Poll the people who ride and offer more personal transportation. Target areas where people need the most use. Provide bus lanes just for buses. Set up a call and ride like a taxi or Uber type services. Your bus pick up sites are not safe -to close to streets, safety and poor lighting.
- Smaller buses with community connections
- smaller buses with greater frequency.
- Smaller buses with more routes and more frequent.
- Smaller buses, be on time, examine routes and modify to maximize ridership. If you want more people to use CATS these as well as potential improvements mentioned in this survey (dedicated lanes, etc.) need to be implemented.

## Q16. In your opinion, where does CATS need to improve the most? (cont.)

- Smaller buses, more routes to help people have easier access to job sites and medical facilities. TOO MANY big buses with too small a population on the bus, remove the offensive advertising engulfing the buses - looks like traveling roadshows. Which cheapens the reputation of CATS. Very degrading, cheesy looking for visitors (and residents) when we should be beautifying and upgrading our city.
- smaller buses, more routes, electric buses
- Smaller buses.
- Smaller buses. No people are riding the buses and trying to cover it up by covering the buses windows
- Smaller buses-less break downs. Clean covered stops. Improved access from the road, digital cameras and services. CATS looks like a disaster in progress. Never see more than 4 people on a bus, this is stupid and a waste of money.
- Smaller busses
- Smaller more efficient vehicles
- Smaller vans and buses. The current system is very inefficient for the number of people utilizing the buses.
- Sorry but I do not know.
- Source of funding. Efficiency. Environmentally friendly.
- Start from scratch and look at models in cities where mass transit works
- start over. plan routes around where your customers are and need to go
- Stop letting the buses sit idle wasting gas. Don't send so many to one location.
- Stop the long stops, you are blocking traffic
- Stops that don't block traffic
- Strict employment rules. Timely schedules, better management.
- System operation to optimize user friendliness and accessibility.
- Tax was passed by only city residence, buses serve outside the city limits (big expensive buses with no riders)
- Terminal more modern, clean bathrooms, vendors, etc.
- The attitudes of the drivers
- The buses I see or never filled with people and only have a few passengers and are huge buses. So if the could have more buses that are smaller and would be more fuel efficient than could have more routes and more buses.
- The CATS tax needs to be reallocated to drainage and litter abatement in our lakes and watersheds.
- The covered stops
- The ease of buying bus passes
- The frequency and availability of the buses. Safety and convenience.
- The lifts need to work properly. More mechanics.
- The people who use CATS should answer this.
- The pick up/drop off locations are not clearly visible. I don't use the service, but I can't see where any sites are.
- The routes, in my opinion should be one single routes. For example, Florida Blvd should be Florida Blvd only, not detouring to another street zig zagging all over the place. Maybe they need to look at New Orleans and Chicago transit system. I have resided in both cities for a number of years. Each one use single street named routes and the city is divided north and south and east and west. They use transfers to change buses. The systems are complex but still simple to understand.

Q16. In your opinion, where does CATS need to improve the most? (cont.)

- The whole system.
- Their public image. They need to show that they serve all of BR's residents and have enough buses/routes to support BR's greater metro area.
- They need to add more buses and more routes
- They need to close down the whole system and start something else.
- This is a waste of tax payer money, not enough people use it.
- Timely service
- Timely service. More point to point service.
- Timing and advertising
- Too lengthy to put here
- Too many areas to mention. I'm from Portland, OR.
- Too many busses with no riders. Pare down the routes with few riders.
- Too many empty, wasteful busses, sell them and buy more efficient vehicles.
- Tracking of buses like uber and Lyft. Hi speed transit into MSY. Parking at stations to expedite number of stops. Hoping to get transit like in other cities (i.e., Miami, Atlanta)
- Transit, being on time.
- Travel around baton rouge
- Travel time
- Travel times and on time stops.
- Unsure
- Updated system overall
- Upper management
- Usable service.... love the idea of Uber/Lyft style service!!!
- Use current funding more efficiently.
- Use less tax dollars
- Use smaller buses.
- Very important to those that are in need. I would support it more but I live on a limited income, cannot afford to pay more taxes.
- Vision and administration
- We lived in Atlanta for 30 years and always rode the bus or Marta. Took us to all ball games and downtown events. Atlanta residents used bus lines in all aspects of their daily lives. There is a stigma about riding the bus system here. It was and is the way to move around in ATLANTA.
- We need a bus to run on Wilbur Street. It is too far to walk to Veteran or Harding Blvd. from my house, I have bad knees.
- We need a rail system
- Wheelchair services to/from Dr. offices/hospital
- Where they go
- Wider availability of times of service. Increase coverage areas served. Information made easily available. Better use of technology and social media to reach the community. Upgraded busses. Rapid Transit comparable to other cities of similar size and scope.
- Wish they had stops that did not hold up traffic.
- Would love to see a commuter railway system in place.

# Section 3

## *Stakeholder Tabular Data*

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Q1. Have you ever considered using public transit in Baton Rouge?

Q1. Have you ever considered using public transit in Baton Rouge	Number	Percent
Yes	33	80.5 %
No	8	19.5 %
Total	41	100.0 %

Q1a. Why haven't you considered using public transit in Baton Rouge?

- Do not live near bus service
- do not live on a bus line. Live in unincorporated area of Baton Rouge
- I don't feel it is a safe and convenient way to travel in our city.
- I live in Prairieville and work in Baton Rouge.
- inconvenient
- It's never been necessary.
- Not needed
- Service unreliable due to poor management misuse of tax payers funds for administrative personal gains and board transit knowledge is nonexistent

Q2. Overall, how would you rate CATS' service?

Q2. How would you rate CATS' overall service	Number	Percent
Excellent	2	4.9 %
Good	11	26.8 %
Average	10	24.4 %
Poor	6	14.6 %
Don't know	12	29.3 %
Total	41	100.0 %

**WITHOUT "DON'T KNOW"**

Q2. Overall, how would you rate CATS' service? (without " don't know" )

Q2. How would you rate CATS' overall service	Number	Percent
Excellent	2	6.9 %
Good	11	37.9 %
Average	10	34.5 %
Poor	6	20.7 %
Total	29	100.0 %

Q3. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services.

(N=41)

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important at all	Don't know
Q3-1. Providing transportation options to get to work & other essential trips	95.1%	2.4%	0.0%	0.0%	2.4%	0.0%
Q3-2. Relieving congestion during morning & afternoon rush hours	48.8%	31.7%	7.3%	7.3%	4.9%	0.0%
Q3-3. Helping to create an environmentally friendly, sustainable City that is not dependent on car travel	43.9%	46.3%	7.3%	2.4%	0.0%	0.0%
Q3-4. Supporting economic development & connecting riders to their jobs	87.8%	12.2%	0.0%	0.0%	0.0%	0.0%
Q3-5. Providing transportation alternatives for Baton Rouge area residents	63.4%	22.0%	4.9%	7.3%	0.0%	2.4%

**WITHOUT "DON'T KNOW"**

Q3. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services. (without "don't know")

(N=41)

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important at all
Q3-1. Providing transportation options to get to work & other essential trips	95.1%	2.4%	0.0%	0.0%	2.4%
Q3-2. Relieving congestion during morning & afternoon rush hours	48.8%	31.7%	7.3%	7.3%	4.9%
Q3-3. Helping to create an environmentally friendly, sustainable City that is not dependent on car travel	43.9%	46.3%	7.3%	2.4%	0.0%
Q3-4. Supporting economic development & connecting riders to their jobs	87.8%	12.2%	0.0%	0.0%	0.0%
Q3-5. Providing transportation alternatives for Baton Rouge area residents	65.0%	22.5%	5.0%	7.5%	0.0%

Q4. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.

(N=41)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q4-1. I am familiar with CATS services that are available	43.9%	24.4%	7.3%	14.6%	2.4%	7.3%
Q4-2. I would know where to get information about CATS' services	65.9%	17.1%	4.9%	4.9%	0.0%	7.3%
Q4-3. I think CATS is safe to use	39.0%	31.7%	22.0%	2.4%	2.4%	2.4%
Q4-4. I think CATS is designed to serve people like me	14.6%	7.3%	9.8%	31.7%	31.7%	4.9%
Q4-5. I think CATS is a viable alternative to driving my own vehicle	9.8%	7.3%	9.8%	22.0%	48.8%	2.4%

**WITHOUT "DON'T KNOW"**

Q4. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge. (without "don't know" )

(N=41)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q4-1. I am familiar with CATS services that are available	47.4%	26.3%	7.9%	15.8%	2.6%
Q4-2. I would know where to get information about CATS' services	71.1%	18.4%	5.3%	5.3%	0.0%
Q4-3. I think CATS is safe to use	40.0%	32.5%	22.5%	2.5%	2.5%
Q4-4. I think CATS is designed to serve people like me	15.4%	7.7%	10.3%	33.3%	33.3%
Q4-5. I think CATS is a viable alternative to driving my own vehicle	10.0%	7.5%	10.0%	22.5%	50.0%

Q5. Using a scale of 1 to 5, where 5 means " Strongly Agree" and 1 means " Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.

(N=41)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q5-1. CATS bus system is easy to understand	9.8%	34.1%	26.8%	17.1%	2.4%	9.8%
Q5-2. CATS service takes me where I need to go	9.8%	12.2%	17.1%	24.4%	4.9%	31.7%
Q5-3. Buses are on time	9.8%	19.5%	24.4%	14.6%	4.9%	26.8%
Q5-4. I have too many places I need to go during the day to use public transit	34.1%	29.3%	17.1%	12.2%	7.3%	0.0%
Q5-5. I would feel safe using CATS bus system	24.4%	41.5%	17.1%	9.8%	7.3%	0.0%
Q5-6. Public transit is important for a thriving Baton Rouge community	65.9%	29.3%	4.9%	0.0%	0.0%	0.0%

**WITHOUT "DON'T KNOW"**

Q5. Using a scale of 1 to 5, where 5 means " Strongly Agree" and 1 means " Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge. (without " don't know" )

(N=41)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q5-1. CATS bus system is easy to understand	10.8%	37.8%	29.7%	18.9%	2.7%
Q5-2. CATS service takes me where I need to go	14.3%	17.9%	25.0%	35.7%	7.1%
Q5-3. Buses are on time	13.3%	26.7%	33.3%	20.0%	6.7%
Q5-4. I have too many places I need to go during the day to use public transit	34.1%	29.3%	17.1%	12.2%	7.3%
Q5-5. I would feel safe using CATS bus system	24.4%	41.5%	17.1%	9.8%	7.3%
Q5-6. Public transit is important for a thriving Baton Rouge community	65.9%	29.3%	4.9%	0.0%	0.0%

**Q6. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge.**

(N=41)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely	Don't know
Q6-1. Convenient transit stops	46.3%	39.0%	2.4%	2.4%	2.4%	7.3%
Q6-2. More frequent & reliable service	56.1%	19.5%	12.2%	2.4%	2.4%	7.3%
Q6-3. Travel times on CATS buses that are the same or less than travel by car	39.0%	31.7%	19.5%	2.4%	0.0%	7.3%
Q6-4. Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, & sidewalks	39.0%	26.8%	19.5%	2.4%	4.9%	7.3%

**WITHOUT "DON'T KNOW"**

**Q6. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge. (without "don't know" )**

(N=41)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely
Q6-1. Convenient transit stops	50.0%	42.1%	2.6%	2.6%	2.6%
Q6-2. More frequent & reliable service	60.5%	21.1%	13.2%	2.6%	2.6%
Q6-3. Travel times on CATS buses that are the same or less than travel by car	42.1%	34.2%	21.1%	2.6%	0.0%
Q6-4. Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, & sidewalks	42.1%	28.9%	21.1%	2.6%	5.3%

Q7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation.

(N=41)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely	Don't know
Q7-1. High frequency Bus Rapid Transit service that has signal priority at traffic lights	41.5%	14.6%	14.6%	12.2%	12.2%	4.9%
Q7-2. On-demand technology that operates in a similar manner to Uber & Lyft	51.2%	36.6%	2.4%	0.0%	4.9%	4.9%
Q7-3. Park-&-Ride services where you park your car & take an express bus with limited stops to your destination	31.7%	34.1%	9.8%	9.8%	9.8%	4.9%

**WITHOUT "DON'T KNOW"**

Q7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation. (without "don't know")

(N=41)

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely
Q7-1. High frequency Bus Rapid Transit service that has signal priority at traffic lights	43.6%	15.4%	15.4%	12.8%	12.8%
Q7-2. On-demand technology that operates in a similar manner to Uber & Lyft	53.8%	38.5%	2.6%	0.0%	5.1%
Q7-3. Park-&-Ride services where you park your car & take an express bus with limited stops to your destination	33.3%	35.9%	10.3%	10.3%	10.3%

**Q8. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?**

Q8. How important is it for Baton Rouge community to support & fund CATS public transit	Number	Percent
Very important	33	80.5 %
Somewhat important	7	17.1 %
Not important	1	2.4 %
Total	41	100.0 %

**Q9. Do you support funding CATS public transit at the current levels?**

Q9. Do you support funding CATS public transit at current levels	Number	Percent
Yes	33	80.5 %
No	5	12.2 %
Don't know	3	7.3 %
Total	41	100.0 %

**WITHOUT "DON'T KNOW"**

**Q9. Do you support funding CATS public transit at the current levels? (without "don't know" )**

Q9. Do you support funding CATS public transit at current levels	Number	Percent
Yes	33	86.8 %
No	5	13.2 %
Total	38	100.0 %

## Q9a. Why do you or do you not support funding CATS public transit at the current levels?

- Although, I do not think CATS has done a great job of improving its service since its last tax. I still see people sitting on the side of the street without a covered bus stop. This would have been a signal to people like me, that don't have to use the bus, that things were improving.
- Because reliable public transportation is crucial to the success and future growth of our community.
- Because there should be more money for CATS. Transportation/mobility is the strongest correlating variable with upward economic mobility
- Because the rates of poverty in the city are so high, I support continuing the bus service for users.
- CATS needs to keep the funding sources it has in addition to finding other creative funding sources
- Cats provides a much needed service in EBRP.
- CATS serves people who do not have other options
- Continued funding is crucial to continue existing service and expand to new opportunities.
- Every metropolitan area needs viable, safe and frequent public transit service.
- For those that rely on bus transportation it is necessary for the economic wellness of city and assists people who don't have sustainable income.
- Funding should be higher.
- Good use of tax payer funds.
- I do and I would support increasing funding.
- I think continuing funding at the current level doesn't put a burden on homeowners, but provides a necessary service.
- I think it can be improved, but without funding it cannot.
- I think it is important to improve the system so people will become more dependent upon buses and use cars less. I have lived where bus systems are better and therefore used more. It is difficult to spend money to improve it and entice people with cars to use it when it is still inconvenient and not really part of the culture to use it if you have the option of a personal vehicle. I could walk to work quicker than taking a bus because the routes don't quite work. I don't walk because it is a little dangerous. I could take a bike except I'm afraid of the dangerous traffic and pot holes.
- I think providing public transit in a city the size of Baton Rouge is extremely important to serve people in our community who need to get to work, run errands, get their children to school, and go to the doctor.
- I think providing public transit is very important.
- If someone doesn't have transportation, CATS is available.
- It is an important resource to the community
- It's just too unreliable
- More funding is needed
- The buses I see are empty or almost empty. It is time to modernize our approach to public transit, get away from the large, empty buses, and figure out a way to meet the needs of our community members who do not have transportation. From the outside looking in, CATS appears to be an administrative mess with staff concerned more about consolidating and maintaining power/control rather than addressing the needs of the residents of Baton Rouge. Transparency is also a huge problem. Residents were promised a level of transparency during the last CATS tax vote and many believe those promises were left unfulfilled.
- The increase in funds post 2012 tax election did not achieve the goals advertised.
- Unsafe buses from an unsafe bus manufacturer bad management poor bus coverage
- We need public transit, but it isn't current very efficient.
- while I may not personally have access to CATS - many people in my organization rely on CATS

**Q10. Where do you get most of your news and information?**

Q10. Where do you get most of your news & information	Number	Percent
Newspaper/magazine/editorial	19	46.3 %
Radio/internet radio/satellite radio	16	39.0 %
TV station(s)	13	31.7 %
Internet	27	65.9 %
Social media	16	39.0 %
Other	2	4.9 %
None of these	1	2.4 %
Total	94	

**WITHOUT "NONE OF THESE"**

**Q10. Where do you get most of your news and information? (without "none of these")**

Q10. Where do you get most of your news & information	Number	Percent
Newspaper/magazine/editorial	19	47.5 %
Radio/internet radio/satellite radio	16	40.0 %
TV station(s)	13	32.5 %
Internet	27	67.5 %
Social media	16	40.0 %
Other	2	5.0 %
Total	93	

**Q10-1. Which newspaper/magazine/editorial?**

Q10-1. Which newspaper/magazine/editorial	Number	Percent
The Advocate	11	57.9 %
New York Times, The Advocate	1	5.3 %
NY Times, Forbes, The Atlantic, The Advocate	1	5.3 %
The Advocate, Baton Rouge Business Report	1	5.3 %
The Drum Newspaper, The Southern Digest, The Advocate	1	5.3 %
The Advocate, Business Report/Daily Report	1	5.3 %
Business Report, The Advocate, 225 Magazine	1	5.3 %
The Advocate, 225 Magazine	1	5.3 %
The Advocate, NOLA, NY Times, Washington Post, Boston Globe, LA Times, & Etc.	1	5.3 %
Total	19	100.0 %

**Q10-2. Which radio/internet radio/satellite radio?**

Q10-2. Which radio/internet radio/satellite radio	Number	Percent
WRKF	4	40.0 %
NPR	2	20.0 %
Max 94.1, Q106.5	1	10.0 %
107.3 FM, 102.5 FM, 98.1 FM, various Sat. Radio channels	1	10.0 %
WRKF, WBRH	1	10.0 %
Q106.5FM, 94.1FM, 107.3FM	1	10.0 %
Total	10	100.0 %

### Q10-3. Which TV station(s)?

Q10-3. Which TV station(s)	Number	Percent
WAFB	3	23.1 %
WBRZ, WAFB	2	15.4 %
All local news	1	7.7 %
Channels 2, 33 and 9	1	7.7 %
WAFB, Channel 9	1	7.7 %
WAFB, WBRZ, FOX44	1	7.7 %
WAFB, WBRZ, NBC, FOX	1	7.7 %
WAFB, WBRZ	1	7.7 %
NBC, ABC, CBS, MSNBC, CNN, PBS	1	7.7 %
Channel 2	1	7.7 %
Total	13	100.0 %

### Q10-4. Which website(s)?

Q10-4. Which website(s)	Number	Percent
brcats.com	2	12.5 %
The Advocate	1	6.3 %
Not so much	1	6.3 %
advocate.com, business report	1	6.3 %
WBRZ, WAFB	1	6.3 %
The Advocate, New York Times, Washington Post	1	6.3 %
City of Baton Rouge	1	6.3 %
The Advocate, Baton Rouge Business Report	1	6.3 %
WBRZ, WAFB, The Advocate	1	6.3 %
I use flipboard for my news and it takes me to various sites	1	6.3 %
Local news and NPR stations (local and national)	1	6.3 %
The Advocate; NOLA.com; dailyreport	1	6.3 %
WBRZ, WAFB, NPR, NOLA	1	6.3 %
theadvocate.com, businessreport.com	1	6.3 %
Same as above news sources	1	6.3 %
Total	16	100.0 %

### Q10-5. Which social media service(s)?

Q10-5. Which social media service(s)	Number	Percent
Facebook, Instagram, Twittter	6	42.9 %
Facebook	3	21.4 %
Facebook, Instagram	2	14.3 %
Local focused media, Business Report, The Illuminator	1	7.1 %
Facebook, Twitter, LinkedIn, Google, Reddit	1	7.1 %
Facebook, Twitter	1	7.1 %
Total	14	100.0 %

### Q10-6. Other

Q10-6. Other	Number	Percent
Friends and family	1	50.0 %
Word of mouth	1	50.0 %
Total	2	100.0 %

Q11. What is your age?

Q11. Your age	Number	Percent
18-24	1	2.4 %
25-34	2	4.9 %
35-49	16	39.0 %
50-64	15	36.6 %
65+	7	17.1 %
Total	41	100.0 %

Q12. Which of the following best describes your race/ethnicity?

Q12. Your race/ethnicity	Number	Percent
Black/African American	10	24.4 %
Native American	2	4.9 %
White/Caucasian	28	68.3 %
Prefer not to answer	3	7.3 %
Total	43	

**WITHOUT " PREFER NOT TO ANSWER"**

Q12. Which of the following best describes your race/ethnicity? (without " prefer not to answer" )

Q12. Your race/ethnicity	Number	Percent
Black/African American	10	26.3 %
Native American	2	5.3 %
White/Caucasian	27	71.1 %
Total	39	

Q13. In what zip code do you live?

Q13. In what zip code do you live	Number	Percent
70808	11	26.8 %
70810	5	12.2 %
70809	5	12.2 %
70817	4	9.8 %
70714	3	7.3 %
70806	3	7.3 %
70815	2	4.9 %
70820	1	2.4 %
70801	1	2.4 %
70802	1	2.4 %
70769	1	2.4 %
70816	1	2.4 %
70710	1	2.4 %
70805	1	2.4 %
70791	1	2.4 %
Total	41	100.0 %

Q14. In what zip code do you work?

Q14. In what zip code do you work	Number	Percent
70808	11	26.8 %
70801	8	19.5 %
70802	8	19.5 %
70714	5	12.2 %
70806	3	7.3 %
70816	3	7.3 %
70809	2	4.9 %
70807	1	2.4 %
Total	41	100.0 %

Q15. In your opinion, where does CATS need to improve the most?

- better direct point to point, airport service, park and ride
- Bus times/schedule. The buses are often off schedule, especially during high peak travel times. The bus route schedule times should also line up with other bus routes that are heavily transferred, like the 44 Downtown/Cortana
- Connectivity in NBR/Baker area to remainder of Baton Rouge - commute times across town can be excessive
- Consistency in timing of routes and arrival at stops. Being predictable is key for folks to use and depend upon the service.
- Do research to make sure service is being provided in the areas that truly need the service.
- Efficiency
- Fix administrative disfunction, modernize delivery - smaller vehicles, on-demand service, increase transparency, create a positive work culture for CATS employees
- Frequency and reliability
- Frequency; direct routes not needing to transfer in Mid-City
- I have heard from others that the buses aren't on time. People can't be late for their jobs. I think you set up a Park & Ride out to O'Neal at one time for commuters. That sounds like a good direction.
- Leadership and fiscal management
- Making the community more knowledgeable about how to use the CATS system and it's safety processes.
- Many of the bus stops are atrocious. They're in ditches, on the sides of hills, unshaded. Some of them don't have a single sidewalk leading to them. It looks like a miserable experience to be waiting for the bus or trying to get to the bus stop. I know CATS is not responsible for sidewalks and other transportation infrastructure but the city and CATS need to figure something out to change the public perception that public transit is terrible. I did notice some stops are being upgraded. Good. Scale that up.
- More frequent service
- More safe buses for the public completely new administration and completely new CATS board expanded service in the city to non covered areas increase pay for employees for risking their lives daily
- Nicer buses.
- Proper Bus Stops (seating, shade, trash cans, etc.) and Information Online (accurate and up to date)
- Providing reliable service for ALICE (Asset limited, income constrained, employed) citizens.
- Ride times
- Safety is probably one of the biggest areas that could improve; however, as a non-rider, there may be other more important areas to improve.
- Serve riders of choice rather than primarily focusing on riders of need. We have a diverse community that needs to be served. This will benefit all.
- Streamline the stops, build covered bus stops where people can use a QR code for the map and timetable of all the stops. I would never just show up to a pole or bench (the current CATS bus stop) and jump on a bus. Just like in any city, have a covered stop and all the information available at that stop so people know what to do.
- Telling people their story. There isn't any marketing about services in my sphere at all except when there is a new tax or scandal. If it is intended for everybody market to everybody. I recall an app promoted some time ago I think but that's it.
- Travel times on CATS need to be the same or less than travel by car.

# Section 4

## *Survey Instruments*

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2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920

CONTACT

**Bill Deville**  
Chief Executive Officer  
[bdeville@brcats.com](mailto:bdeville@brcats.com)

[brcats.com](http://brcats.com)



Dear Resident:

The Capital Area Transit System (CATS) is conducting a survey to gather input on opportunities to improve our services and help us plan our future projects and priorities. We would very much welcome your participation in this important process.

The survey will take approximately ten minutes to complete, and all responses will be kept strictly confidential. We are asking for all surveys to be completed and submitted by Friday, April 8th.

ETC Institute, an independent research firm, is administering the survey and will compile the anonymous data received to present to CATS officials.

If you prefer to complete your survey online, you can do so through this link: [brcatsresident.org](http://brcatsresident.org).

The CATS mission is enriching the lives of our customers and communities by offering independence and safety... connecting you to what matters. We take that mission to heart and hope you see that reflected in the service we provide.

Sincerely,  
  
William J. "Bill" Deville  
Chief Executive Officer  
Capital Area Transit System

Please take a few minutes to complete this survey. Your input is an important part of CATS' on-going effort to involve citizens in long-range planning and decisions.

**1. Have you used public transit in Baton Rouge within the past 6 months?**

\_\_\_(1) Yes    \_\_\_(2) No    \_\_\_(9) Don't know

**2. Have you ever considered using public transit in Baton Rouge?**

\_\_\_(1) Yes    \_\_\_(2) No [Answer Q1a.]    \_\_\_(9) Don't know

**2a. Why not?** \_\_\_\_\_

**3. Overall, how would you rate CATS' service?**

\_\_\_(1) Excellent    \_\_\_(2) Good    \_\_\_(3) Average    \_\_\_(4) Poor    \_\_\_(9) Don't know

**4. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services.**

How important are the following?	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Not Important at All	Don't Know
1. Providing transportation options to get to work and other essential trips	5	4	3	2	1	9
2. Relieving congestion during the morning and afternoon rush hours	5	4	3	2	1	9
3. Helping to create an environmentally-friendly, sustainable city that is not dependent on car travel	5	4	3	2	1	9
4. Supporting economic development and connecting riders to their jobs	5	4	3	2	1	9
5. Providing transportation alternatives for Baton Rouge area residents	5	4	3	2	1	9

**5. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.**

How much do you agree with the following?	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
1. I am familiar with the CATS services that are available	5	4	3	2	1	9
2. I would know where to get information about CATS' services	5	4	3	2	1	9
3. I think CATS is safe to use	5	4	3	2	1	9
4. I think CATS is designed to serve people like me	5	4	3	2	1	9
5. I think CATS is a viable alternative to driving my own vehicle	5	4	3	2	1	9

6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about public transit in Baton Rouge.

How much do you agree with the following?	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
1. CATS bus system is easy to understand	5	4	3	2	1	9
2. CATS service takes me where I need to go	5	4	3	2	1	9
3. Buses are on-time	5	4	3	2	1	9
4. I have too many places I need to go during the day to use public transit	5	4	3	2	1	9
5. I would feel safe using the CATS bus system	5	4	3	2	1	9
6. CATS is important for a thriving Baton Rouge community	5	4	3	2	1	9

7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge.

How likely would these factors be in encouraging you to use public transit?	Very Likely	Somewhat Likely	Neutral	Somewhat Unlikely	Very Unlikely	Don't Know
1. Convenient transit stops	5	4	3	2	1	9
2. More frequent and reliable service	5	4	3	2	1	9
3. Travel times on CATS buses that are the same or less than travel by car	5	4	3	2	1	9
4. Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, and sidewalks	5	4	3	2	1	9

8. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation.

How likely would you or your household be to use the following?	Very Likely	Somewhat Likely	Neutral	Somewhat Unlikely	Very Unlikely	Don't Know
1. High frequency Bus Rapid Transit service that has signal priority at traffic lights	5	4	3	2	1	9
2. On-demand technology that operates in a similar manner to Uber and Lyft	5	4	3	2	1	9
3. Park-and-Ride services where you park your car and take an express bus with limited stops to your destination	5	4	3	2	1	9

9. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?

\_\_\_(1) Very important    \_\_\_(2) Somewhat important    \_\_\_(3) Not important    \_\_\_(9) Don't know

10. Do you support funding CATS public transit at the current levels?

\_\_\_(1) Yes    \_\_\_(2) No    \_\_\_(9) Don't know [Skip to Q11.]

10a. Why or why not? \_\_\_\_\_

11. Where do you get most of your news and information? [Check all that apply.]

\_\_\_(1) Newspaper/Magazine/Editorial (Which ones? \_\_\_\_\_)

\_\_\_(2) Radio/Internet radio/Satellite radio (Which ones? \_\_\_\_\_)

\_\_\_(3) TV station(s) (Which ones? \_\_\_\_\_)

\_\_\_(4) Website(s) (Which ones? \_\_\_\_\_)

\_\_\_(5) Social media (Which ones? \_\_\_\_\_)

\_\_\_(6) Other: \_\_\_\_\_

\_\_\_(7) None of these

**12. What is your age?**

\_\_\_\_(1) 18-24    \_\_\_\_ (2) 25-34    \_\_\_\_ (3) 35-49    \_\_\_\_ (4) 50-64    \_\_\_\_ (5) 65+    \_\_\_\_ (6) Prefer not to answer

**13. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_(01) Asian/Pacific Islander    \_\_\_\_ (04) White/Caucasian    \_\_\_\_ (99) Other: \_\_\_\_\_  
\_\_\_\_(02) Black/African American    \_\_\_\_ (05) Hispanic  
\_\_\_\_(03) Native American    \_\_\_\_ (88) Prefer not to answer

**14. In what zip code do you live?** \_\_\_\_\_

**15. In what zip code do you work?** \_\_\_\_\_

**16. In your opinion, where does CATS need to improve the most?**

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**This concludes the survey. Thank you for your time!**  
Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920

CONTACT

**Bill Deville**  
Chief Executive Officer  
[bdeville@brcats.com](mailto:bdeville@brcats.com)

[brcats.com](http://brcats.com)



Dear Stakeholder:

The Capital Area Transit System (CATS) is conducting a survey to gather input on opportunities to improve our services and help us plan our future projects and priorities. We would very much welcome your participation in this important process.

The survey will take approximately ten minutes to complete, and all responses will be kept strictly confidential. We are asking for all surveys to be completed and submitted by Friday, April 8<sup>th</sup>.

ETC Institute, an independent research firm, is administering the survey and will compile the anonymous data received to present to CATS officials.

If you prefer to complete your survey online, you can do so through this link: [brcatsstakeholder.org](http://brcatsstakeholder.org).

The CATS mission is enriching the lives of our customers and communities by offering independence and safety... connecting you to what matters. We take that mission to heart and hope you see that reflected in the service we provide.

Sincerely,  
  
William J. "Bill" Deville  
Chief Executive Officer  
Capital Area Transit System

Please take a few minutes to complete this survey. Your input is an important part of CATS' on-going effort to involve citizens in long-range planning and decisions.

1. Have you ever considered using public transit in Baton Rouge?

\_\_\_(1) Yes \_\_\_(2) No [Answer Q1a.] \_\_\_(9) Don't know

1a. Why not? \_\_\_\_\_

2. Overall, how would you rate CATS' service?

\_\_\_(1) Excellent \_\_\_(2) Good \_\_\_(3) Average \_\_\_(4) Poor \_\_\_(9) Don't know

3. Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important at All," please rate how important each of the following purposes for public transit should be in the design of CATS' services.

How important are the following?	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Not Important at All	Don't Know
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2. Relieving congestion during morning and afternoon rush hours	5	4	3	2	1	9
3. Helping to create an environmentally-friendly, sustainable city that is not dependent on car travel	5	4	3	2	1	9
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5. Providing transportation alternatives for Baton Rouge area residents	5	4	3	2	1	9

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How much do you agree with the following?	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
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3. Buses are on-time	5	4	3	2	1	9
4. I have too many places I need to go during the day to use public transit	5	4	3	2	1	9
5. I would feel safe using the CATS bus system	5	4	3	2	1	9
6. Public transit is important for a thriving Baton Rouge economy	5	4	3	2	1	9

6. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please rate how likely each factor would be in encouraging you to use public transit in Baton Rouge.

How likely would these factors be in encouraging you to use public transit?		Very Likely	Somewhat Likely	Neutral	Somewhat Unlikely	Very Unlikely	Don't Know
1.	Convenient transit stops	5	4	3	2	1	9
2.	More frequent and reliable service	5	4	3	2	1	9
3.	Travel times on CATS buses that are the same or less than travel by car	5	4	3	2	1	9
4.	Bus service that is integrated with other modes of travel, such as bike share, bike lanes, trails, and sidewalks	5	4	3	2	1	9

7. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you or other members of your household would be to use the following types of transportation.

How likely would you or your household be to use the following?		Very Likely	Somewhat Likely	Neutral	Somewhat Unlikely	Very Unlikely	Don't Know
1.	High frequency Bus Rapid Transit service that has signal priority at traffic lights	5	4	3	2	1	9
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3.	Park-and-Ride services where you park your car and take an express bus with limited stops to your destination	5	4	3	2	1	9

8. Overall, how important do you think it is for the Baton Rouge community to support and fund CATS public transit?

\_\_\_(1) Very important    \_\_\_(2) Somewhat important    \_\_\_(3) Not important    \_\_\_(9) Don't know

9. Do you support funding CATS public transit at the current levels?

\_\_\_(1) Yes    \_\_\_(2) No    \_\_\_(9) Don't know

9a. Why or why not? \_\_\_\_\_

10. Where do you get most of your news and information? [Check all that apply.]

\_\_\_(1) Newspaper/Magazine/Editorial (Which ones? \_\_\_\_\_)

\_\_\_(2) Radio/Internet radio/Satellite radio (Which ones? \_\_\_\_\_)

\_\_\_(3) TV station(s) (Which ones? \_\_\_\_\_)

\_\_\_(4) Internet (Which ones? \_\_\_\_\_)

\_\_\_(5) Social media (Which ones? \_\_\_\_\_)

\_\_\_(6) Other: \_\_\_\_\_

\_\_\_(7) None of these

11. What is your age?

\_\_\_(1) 18-24    \_\_\_(2) 25-34    \_\_\_(3) 35-49    \_\_\_(4) 50-64    \_\_\_(5) 65+    \_\_\_(6) Prefer not to answer

12. Which of the following best describes your race/ethnicity? [Check all that apply.]

\_\_\_\_ (01) Asian/Pacific Islander

\_\_\_\_ (04) White/Caucasian

\_\_\_\_ (99) Other: \_\_\_\_\_

\_\_\_\_ (02) Black/African American

\_\_\_\_ (05) Hispanic

\_\_\_\_ (03) Native American

\_\_\_\_ (88) Prefer not to answer

13. In what zip code do you live? \_\_\_\_\_

14. In what zip code do you work? \_\_\_\_\_

15. In your opinion, where does CATS need to improve the most?

---

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**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

## APPENDIX H: Service Equity Analysis

Capital Area Transit System - Service Improvement Plan

# Service Equity Analysis

Revised

May 2018



This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1A which requires that under Title VI of the Civil Rights Act of 1964, the Capital Area Transit System, herein referred to as CATS, shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact on minority and low income populations.

This analysis was conducted by Capital Region Planning Commission (CRPC) on behalf of CATS.

CRPC Staff:

Kim Marousek, AICP – Director of Planning

Ravi Ponnareddy – Director of Transportation

Marta Castro de'Sa – GIS Specialist

P.K. Dang – Transportation Planner

Adam Tatar, AICP – Transportation Planner

## Capital Area Transit System Board Members

Jim Brandt, President

Linda Perkins, Vice President

Kevin O’Gorman

Antoinette Earthly-Pierre

Mark Bellue

Dr. Peter Breaux

Kahli Choran

Erika Green

Matt Thomas

DRAFT

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## Definitions

**Discrimination:** refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal-aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

**Disparate Impact:** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

**Disproportionate Burden:** refers to a neutral policy or practice that disproportionately affects, whether by benefit or burden, low-income populations more than non-low-income populations, related to a major service change or fare modification proposal. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

**Major Service Change:** According to CATS Title VI Policy, a major service change is defined as "reducing an existing route by more than 25% of transit route miles, or reducing an existing route by more than 25% of weekly transit vehicle miles"

**Minority Individual:** one who identifies as belonging in any one or more of the following US census categories: American Indian and Alaska Native; Asian; Black or African American; Hispanic or Latino (of any race); Native Hawaiian or Other Pacific Islander.

**Low-Income Individual:** those living in households at or below 150% of the Federal poverty line

**Service Area:** 1/4 mile area around a transit route

## Summary

To improve efficiency, mobility, and ridership, CATS proposes a restructuring of its fixed route transit network.

This Service Improvement Plan (SIP) constitutes a “major service change” according to the CATS Title VI Plan, therefore requiring a Service Equity Analysis (SEA).

In April 2018, CRPC conducted a SEA on behalf of CATS to identify any disproportionate burden and/or disproportionate impact caused by implementation of the SIP.

The final analysis indicated that the proposed SIP would result in an 18.9% increase in transit accessibility for residents. More importantly, minority populations would realize a 21.55% increase, and low-income populations a 20.07% increase.

This equity analysis concludes that the proposed SIP will result in overall improved mobility and system efficiency, particularly for low-income and minority residents. It does not result in a disproportionate burden low-income residents or disparate impact to minority residents. No mitigation measures with regards to Title VI are required.

## Existing Conditions

CATS currently operates 30 fixed routes across East Baton Rouge Parish. Complementary ADA paratransit is offered within  $\frac{3}{4}$  of all fixed route stops.

In 2010, the City of Baton Rouge had a population of 227,700. Approximately 50% of residents are members of a minority population. Median household income was \$30,368, and per capita income was \$18,512.

Baker had a population of 13,895. Approximately 53% of residents were members of a minority population. Median household income was \$35,151 and per capita income was \$14,920.

Each year, CATS provides approximately 2.5 million trips to the cities of Baton Rouge and Baker, with plans to expand regionally to the surrounding municipalities.

CATS identified inefficient routing and infrequent headways in the existing system as major opportunities upon which to improve. In the current system, many routes had headways of 60 minutes or longer and the network contained numerous unproductive route segments and areas of redundant service.

The comprehensive suite of changes proposed in the SIP addresses many of these challenges by restructuring most routes, improving service frequency, extending service to earlier morning and later evening hours, and improving overall network efficiency.



Sources: NHGIS, ATLAS (LA), Census, ESRI



Date: 5/23/2018

CATS System Map

Figure 1 CATS Existing Network

## Summary of SIP Changes

CATS Planning proposed the following suite of changes to the fixed route network. KML files were prepared for all route modifications and provided to CRPC for this analysis.

1. **Improve Service Frequency** – Under the changes proposed in the SIP, over 85% of routes will have peak headways improved to 30 minutes or better, a significant improvement over the current 40%. More frequent service results in more convenient access for residents, and generally supports an increase in transit ridership. The following routes will experience improved frequency under the proposed SIP:
  - a. Peak Only
    - i. 11, 14, 18, 21, 22, 46, 56, 57, 70
  - b. All Day
    - i. 16, 60
2. **Later Evening Service** – The following routes will have service that extends later into the evening hours. Evening service is particularly important to service industry employees, shift workers, and others with irregular work schedules:
  - a. 20, 21, 23, 54, 57, 58, 59, 60
3. **Earlier Morning Service** – The following routes will begin service earlier in the morning, assisting many who rely upon CATS to travel to work:
  - a. 14, 44, 47, 60
4. **Service Extended to New Areas** – The following routes were extended to provide service to key trip generators, including apartment complexes and low-income housing:
  - a. 14 – Extend to River Road
  - b. 15 – New route serving Blount Rd and Plank Rd north of Harding
  - c. Extend to Greenwell Springs Rd, including Mallard Crossing Apts.
  - d. Reroute to Jefferson Hwy including Jefferson Lake Apts.
5. **Restructured Routes** – Many routes were restructured to improve routing efficiency:
  - a. 11 – Direct, one-way service on Scenic Hwy and in Glen Oaks
  - b. 14 – Extend to River Rd
  - c. 16 – More direct, faster travel times
  - d. 18 – Truncate near Highland Rd to avoid duplicative service
  - e. 44 – Reroute through downtown
  - f. 46 – Combine with 52
  - g. 52 – Combine with 70
  - h. 54 – Reroute to Airport
  - i. 56 – Combine with 46
  - j. 57 – Extend to Greenwell Springs Rd including Mallard Crossing Apts
  - k. 58 – More direct near Costco

- I. 60 – Simplify route to be more direct
- 6. Reallocate Resources to Productive Service** – Resources moved from extremely low ridership routes and reallocated to improve service and frequency along key routes:
- a. 15 – New route servicing Glen Oaks, Zion City, and Scotlandville
  - b. 50 – Eliminate; productive segments covered by Route 15
  - c. 55 – Eliminate; productive segments covered by Route 57
  - d. 103 – Eliminate; airport covered by Route 57
- 7. Remove Stop Restrictions on Route 70**

DRAFT



Sources: NHGIS, ATLAS (LA), Census, ESRI

Date: 5/1/2018

CATS System Map



Figure 2 Proposed SIP Network

# Service Equity Analysis

## Methodology

To test for disparate impact and disproportionate burden, the following methodology was devised by CRPC staff and applied to the proposed SIP. The SIP was analyzed as one complete system, as opposed to analyzing each route by route change. CRPC staff believed that, although some routes were subject to elimination or reduction, a system-wide analysis would be able to consider how those negative effects are mitigated by improvements elsewhere in the network.

### Minority – Disparate impact test

#### Determine the total population and minority population

- Build a shape file that represents ¼ mile buffer around each route of the current and proposed system;
- Intersect the buffer with the Census data. Get a list of block groups and the percentage overlap with each;
- For each block group, take the percentage overlap and multiply by the group's statistics;
- Arrive at the total population and minority population per route, for current and proposed system.

#### Calculate 'Person Trips'

- Using schedule and frequency tables, estimate the total number of trips per route per year for the current and proposed system;
- Multiply each route's number of annual trips by the populations within its buffer to arrive at each route's "total person trips" and "total minority person trips" for the current and proposed system;
- Sum all routes to arrive at total system wide annual person trips, and total system wide annual minority trips;
- Calculate the % change of minority trips and % change in total person trips between the current and proposed system.

#### Compare Percentage Change

- Compare percentage change in minority person trips to the overall percentage change in person trips. If there is a net increase in person trips, ensure minorities receive a proportional benefit, or greater. For net decrease in person trips, ensure minorities do not receive a disproportionate reduction of service.
- If minorities realize the proportional benefits of a service improvement or a proportional burden of a service reduction, then the equity analysis is concluded, and no further action is required.

- If minorities do **not** realize the proportional benefits of a service improvement or are subject to a **disproportionate** burden of a service reduction, then mitigation measures must be considered.

### Low income – Disproportionate burden test

#### Determine the total population and low-income population

- Build a shape file that represents ¼ mile buffer around each route of the current and proposed system;
- Utilize Census data and Federal poverty guidelines to estimate low income individuals (defined as those living at 150% of the poverty line or less) within each block group;
- Intersect the buffer with the Census data. Get a list of block groups and the percentage overlap with each;
- For each block group, take the percentage overlap and multiply by the group’s statistics;
- Arrive at the total population and low-income population per route, for current and proposed system.

#### Calculate ‘Person Trips’

- Using schedule and frequency tables, estimate the total number of trips per route per year for the current and proposed system;
- Multiply each route’s number of annual trips by the populations within its buffer to arrive at each route’s “total person trips” and “total low-income person trips” for the current and proposed system;
- Sum all routes to arrive at total system wide annual person trips, and system wide annual low-income trips;
- Calculate the % change of low income trips and % change in total person trips.

#### Compare Percentage Change

- Compare percentage change in low-income person trips to the overall percentage change in person trips. If there is a net increase in person trips, ensure low-income individuals receive a proportionate benefit, or greater. For net decrease in person trips, ensure minorities do not receive a disproportionate reduction of service.
- If low-income individuals realize the proportional benefits of a service improvement or a proportional burden of a service reduction, then the equity analysis is concluded, and no further action is required.
- If minorities do **not** realize the proportional benefits of a service improvement or are subject to a **disproportionate** burden of a service reduction, then mitigation measures must be considered.

## Results

The following tables represent the results of the equity analysis calculations performed by CRPC staff. Raw data sets are maintained by CRPC and are available by request.

Table 1 Current System Analysis

Current System		
Annual Total Person Trips	Annual Total Minority Person Trips	Annual Total Low-Income Person Trips
4,356,789,116	2,880,611,615	1,682,488,206

Table 2 SIP Analysis

Proposed SIP		
Annual Total Person Trips	Annual Total Minority Person Trips	Annual Total Low-Income Person Trips
5,371,841,259	3,672,011,180	2,105,016,749

Table 3 Service Equity Analysis

Change		
	# change	% change
Annual Total Person Trips	+ 1,015,052,143	18.90%
Annual Minority Person Trips	+ 791,399,565	21.55%
Annual Low-Income Person Trips	+ 422,528,543	20.07%

## Discussion and Conclusion

According to the methodology devised for this analysis, the proposed SIP will result in a significant increase in transit accessibility for residents. This is likely due to route restructuring which utilizes resources more efficiently, and extends service to low income apartment complexes, and other important trip generators.

Minority and low-income and minority residents realize an even greater share of the service increase in the SIP than the general population, +2.65% and +1.17% respectively.

This analysis finds no evidence of disparate impact or disproportionate burden in the SIP. To the contrary, it improves mobility and transportation equity in the region.

No mitigation measures with regards to Title VI are required.

## Appendix A: Summary of Calculations

Table 4 Current System Calculations

Route Number	Current System						
	Annual Trips	Total Pop Served	Minority Pop	Low Income Pop	Person Trips	Minority Trips	Low Income Trips
8	9,408	6,966	6,223	3,624	65,536,128	58,545,984	34,094,592
10	20,272	9,331	8,735	4,990	189,158,032	177,075,920	101,157,280
11	11,987	16,111	15,715	8,033	193,122,557	188,375,705	96,291,571
12	17,899	14,143	3,868	2,728	253,145,557	69,233,332	48,828,472
14	10,460	11,588	7,269	4,507	121,210,480	76,033,740	47,143,220
15	0	0	0	0	0	0	0
16	2,268	1,395	601	653	3,163,860	1,363,068	1,481,004
17	18,968	10,425	4,433	2,464	197,741,400	84,085,144	46,737,152
18	10,971	23,739	7,122	11,134	260,440,569	78,135,462	122,151,114
20	17,850	20,124	18,904	9,377	359,213,400	337,436,400	167,379,450
21	10,764	11,619	10,693	5,417	125,066,916	115,099,452	58,308,588
22	10,919	13,696	11,613	6,537	149,546,624	126,802,347	71,377,503
23	17,042	14,126	11,104	5,798	240,735,292	189,234,368	98,809,516
41	30,804	11,668	11,235	6,494	359,421,072	346,082,940	200,041,176
44	23,956	10,426	7,240	4,984	249,765,256	173,441,440	119,396,704
46	11,697	12,061	6,953	3,449	141,077,517	81,329,241	40,342,953
47	22,927	22,321	9,758	8,715	511,753,567	223,721,666	199,808,805
50	5,704	8,113	7,923	2,949	46,276,552	45,192,792	16,821,096
52	17,412	8,825	7,266	2,536	153,660,900	126,515,592	44,156,832
54	16,455	11,239	10,524	5,040	184,937,745	173,172,420	82,933,200
55	8,960	8,982	7,188	3,133	80,478,720	64,404,480	28,071,680
56	11,193	7,259	2,559	1,160	81,249,987	28,642,887	12,983,880
57	11,949	15,750	7,914	3,487	188,196,750	94,564,386	41,666,163
58	9,523	16,404	7,258	2,720	156,215,292	69,117,934	25,902,560
59	10,608	6,289	3,738	1,499	66,713,712	39,652,704	15,901,392
60	5,445	6,589	2,269	1,217	35,877,105	12,354,705	6,626,565
70	10,193	13,899	13,251	6,773	141,672,507	135,067,443	69,037,189
72	12,096	7,651	4,482	2,877	92,546,496	54,214,272	34,800,192
73	0	0	0	0	0	0	0
74	0	0	0	0	0	0	0
80	5,040	4,024	3,629	2,349	20,280,960	18,290,160	11,838,960
103	14,520	9,394	8,087	4,817	136,400,880	117,423,240	69,942,840

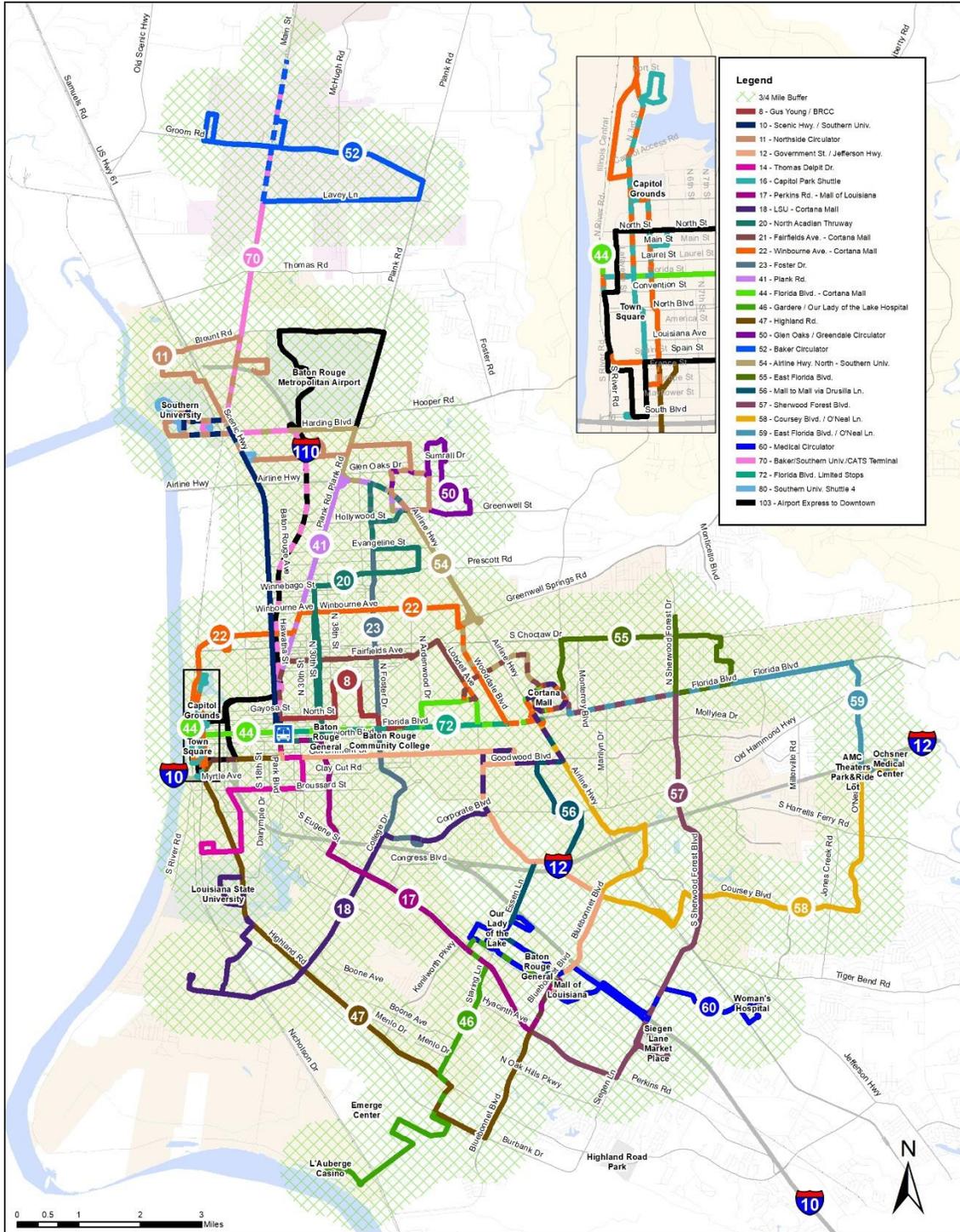
Total Trips	Person Trips	Total Minority	Total Low Income
387,290	4,356,789,116	2,880,611,615	1,682,488,206

Table 5 Proposed SIP Calculations

Proposed System							
Route Number	Annual Trips	Total Pop Served	Minority Pop	Low Income Pop	Person Trips	Minority Trips	Low Income Trips
8	9,408	6,966	6,223	3,624	65,536,128	58,545,984	34,094,592
10	20,272	9,331	8,735	4,990	189,158,032	177,075,920	101,157,280
11	17,825	11,545	11,226	5,929	205,789,625	200,103,450	105,684,425
12	17,899	14,143	3,868	2,728	253,145,557	69,233,332	48,828,472
14	15,690	11,643	7,299	4,538	182,678,670	114,521,310	71,201,220
15	8,712	9,163	8,879	4,005	79,828,056	77,353,848	34,891,560
16	6,804	968	346	467	6,586,272	2,354,184	3,177,468
17	18,968	10,425	4,433	2,464	197,741,400	84,085,144	46,737,152
18	16,401	21,007	6,120	9,328	344,535,807	100,374,120	152,988,528
20	18,576	20,124	18,904	9,377	373,823,424	351,160,704	174,187,152
21	16,468	11,619	10,693	5,417	191,341,692	176,092,324	89,207,156
22	16,349	14,195	11,521	6,548	232,074,055	188,356,829	107,053,252
23	18,494	14,126	11,104	5,798	261,246,244	205,357,376	107,228,212
41	27,900	11,668	11,235	6,494	325,537,200	313,456,500	181,182,600
44	24,319	10,400	7,256	4,966	252,917,600	176,458,664	120,768,154
46	17,431	17,146	9,063	4,190	298,871,926	157,977,153	73,035,890
47	23,653	22,321	9,758	8,715	527,958,613	230,805,974	206,135,895
50	0	0	0	0	0	0	0
52	0	0	0	0	0	0	0
54	17,907	11,730	10,987	5,360	210,049,110	196,744,209	95,981,520
55	0	0	0	0	0	0	0
56	0	0	0	0	0	0	0
57	18,468	23,491	14,581	5,349	433,831,788	269,281,908	98,785,332
58	10,145	12,460	6,141	2,213	126,406,700	62,300,445	22,450,885
59	12,060	6,289	3,738	1,499	75,845,340	45,080,280	18,077,940
60	10,890	8,402	2,967	1,336	91,497,780	32,310,630	14,549,040
70	15,260	17,172	15,893	7,716	262,044,720	242,527,180	117,746,160
72	12,096	7,651	4,482	2,877	92,546,496	54,214,272	34,800,192
73	0	0	0	0	0	0	0
74	6,048	11,668	11,235	5,494	70,568,064	67,949,280	33,227,712
80	5,040	4,024	3,629	2,349	20,280,960	18,290,160	11,838,960
103		0	0	0	0	0	0

Total Trips	Person Trips	Total Minority	Total Low Income
403,083	5,371,841,259	3,672,011,180	2,105,016,749

# Appendix B: Current ADA Buffer



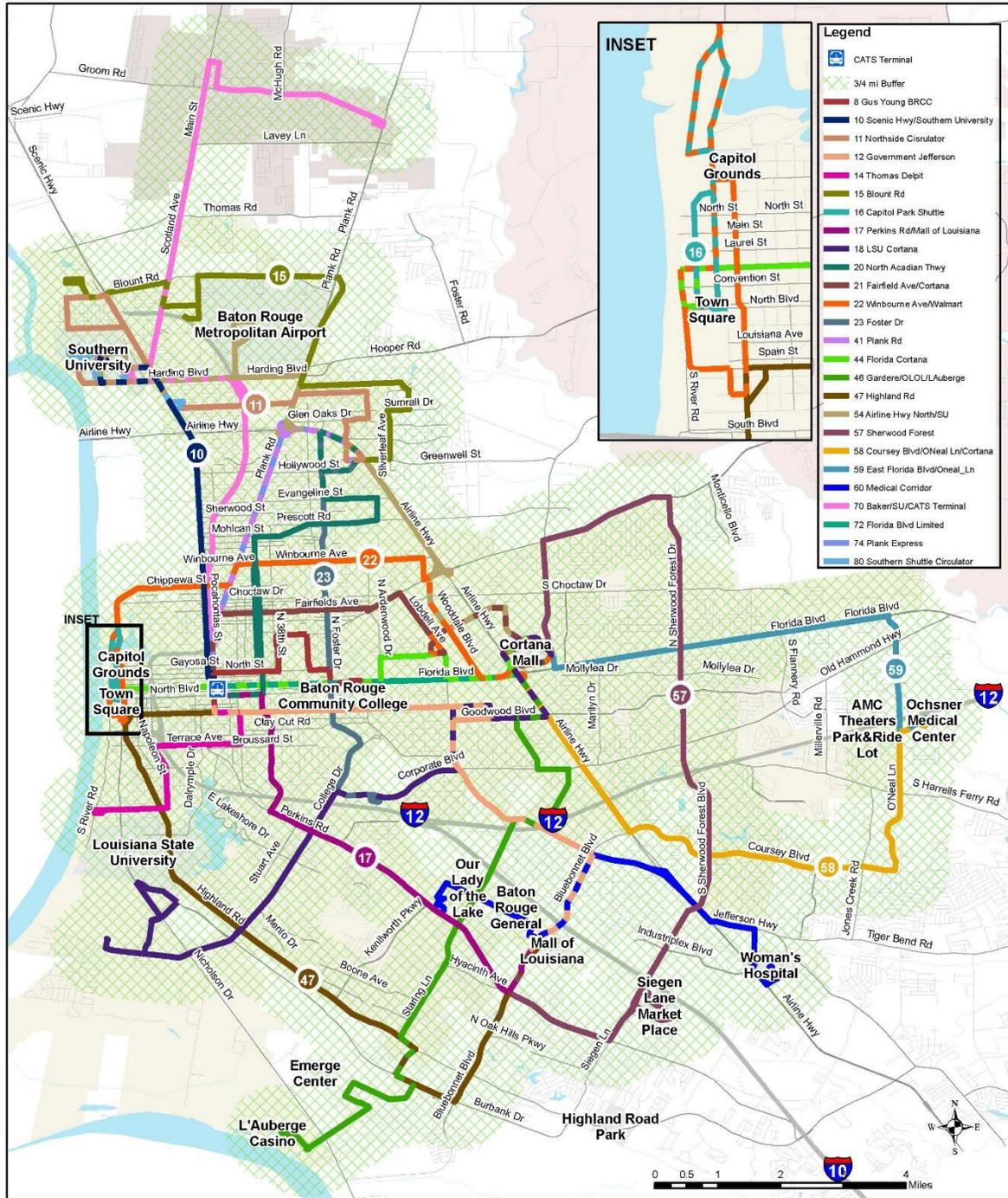
Sources: NHGIS, ATLAS (LA), Census, ESRI

Date: 5/1/2018

CATS 2018 ADA Corridor Map

Figure 3 Current ADA Buffer

# Appendix C: Proposed SIP ADA Buffer



Sources: NHGIS, ATLAS (LA), Census, ESRI

Date: 5/23/2018

CATS ADA Corridor Map



Figure 4 Proposed SIP ADA Buffer

