



**CEO REPORT
October 2016
Bill Deville & Executive Staff**

Human Resources: *Kenderlynn Christophe*

- ❖ Staffing
 - CATS made no new hires in September.
- ❖ Annual enrollment is scheduled for November 11-15, 2016 and enrollment activities are being planned. CATS will be meeting with the broker to receive the 2017 plan information as well as the cost/benefit analyses and trend data.
- ❖ CATS is currently reviewing potential impact scenarios resulting from the Department of Labor final rule on exempt/non-exempt labor categories.
- ❖ Leadership development workshops will begin at the end of the month with a focus on Performance Management. Next month will focus on Personality, Culture, and Effective Team Building.

OPERATIONS: *Don Palmer*

- ❖ CATS still has three operators displaced outside of the Baton Rouge area post-flood.
- ❖ All special MOHSEP operations have ceased effective Wednesday, October 5th.
- ❖ A new class of 10 cadets is scheduled to begin training at the end of October, and there will be another class starting four weeks later. This should bring Operations to the budgeted number of 156 operators.
- ❖ There are currently 146 operators on the roster, and 136 of those are active.
- ❖ PASS training is scheduled for the instruction team.

MAINTENANCE: *Don Palmer*

- ❖ The Maintenance Department has completed all major bus repairs related to flood recovery, but there are still problems with the electrical systems.
- ❖ There was an electrical fire on bus 129 on October 10th.
- ❖ The fire suppression system will be on all the new buses.
- ❖ All four new Gillig buses are in service.
- ❖ There is a wheelchair lift campaign for the month of October.

SAFETY: *Don Palmer*

- ❖ Operational Safety and Review Committee (OSRC) did not meet in September.

PERFORMANCE MEASURES: *Don Palmer*

RIDERSHIP

	Sep 15	Sep 16	YTD 2015	YTD 2016
Total Trips	266,288	255,311	2,034,370	1,902,550

CUSTOMER SATISFACTION

	Sep15	Sep 16	YTD 2015	YTD 2016
On-Time	74.7%	74%	77.5%	75%
	Sep 15	Sep 16	YTD 2015	YTD 2016
Customer Complaints	101	73	530	538

Complaint Type: **Courtesy – 8, Facilities/Maintenance Issues – 5, IT/Website Issues – 2, Passed Up –12, Performance – 40, and Safety – 6.**

*** It is important to note that there are 73 complaints from 255,311 trips for the month, a percentage of 0.029%; older buses and a shortage of personnel are major contributing factors being addressed.**

PLANNING: *Bill Deville*

Facilities Planning:

- ❖ LSU, North Baton Rouge Hub – CATS has engaged with FTA Region VI headquarters regarding the startup authorization and process, with the preliminary environmental review being the first step. *CATS is developing communication language to LSU to confirm tentative CEA process underway for their site location...CATS counsel has advised that a communication is being developed to address the commitment needed by LSU for the north Transit Hub within the criteria required by federal regulations.*
- ❖ *With Coletta Barrett’s assistance, CATS and the Health District Executive Director Suzy Sonnier are now engaged regarding transportation planning inclusive of the District going forward. Ms. Barrett also facilitated getting the Planners for OLOL’s new Children’s Hospital to engage CATS regarding a potential South Baton Rouge transit hub as that development gets underway via meetings via Jeff Mosley. Ms. Sonnier contacted the CEO this week to resume our dialogue regarding the District transportation needs as well as disaster transportation planning status.*
- ❖ For the East Baton Rouge Hub, CATS proposes developing seven to eight new bus berths along Cortana Place between Airway Drive and Florline Boulevard. The project will include all appurtenances necessary to support the transit hub—shelters, benches, lighting, etc. The City Parish Department of Transportation & Drainage Director Stephen Bonnette confirmed that he and his staff would provide cost and time estimates for the proposed Cortana Mall Hub via CATS’ proposed CEA. **Board member Lu Cutrera is offering planning support and has been meeting with the CEO and staff at the proposed Cortana Site so that he could use his planning and project management expertise to suggest recommendations when appropriate; subsequently, Mr. Cutrera joined our meeting with Steve Bonnette and Tom Stephens of the City Parish, by phone, along with CATS’ Vanessa Dargin and myself to renew efforts by the City Parish to do the Transit Hub at Cortana. A draft CEA, developed by Legal Counsel was provided to Mr. Bonnette for review and follow up...Mr. Bonnette acknowledged receipt, and Tom Stephens is leading the project.**
- ❖ *The City Parish Florida Boulevard, Plank, and Harding internal Charette was initiated in August with CATS in attendance; discussed was a potential joint effort between CATS the City Parish with our planning of a modified BRT Florida Blvd route by first quarter, 2017, in conjunction with the City Parish land use project getting underway. This effort on behalf of the City Parish is led by their consultant Fregonese & Associates. Discussions regarding a proposed CATS Downtown Baton*

Rouge hub with Mayoral CAO William Daniel and stakeholders are continuing. Meetings with Fregonese and Associates, and several key stakeholders are continuing....a brochure regarding the combined land use and BRT project is included with this report.

Service Planning:

- ❖ A Service Standards draft, the framework, has been completed, and staff is vetting the financials, ridership, and service statistics in order to determine the financial and quantitative numbers that are needed to fill in the framework blanks by first quarter, 2017 (i.e. updated cost per hour per route standard to be used);
- ❖ **CATS board initiated the process to eliminate Route 15, the equity analysis was completed, and CATS' Public Hearing was successfully held and completed, and Metro Council voted to confirm elimination of Route 15 (Red Stick Trolley).**
- ❖ **Downtown Transit Hub** located at the **Old State Capitol** is scheduled to be temporarily (until final downtown hub location is secured) relocated by the 4th quarter, as early as October, **but more likely in November, to the 22nd & Florida Blvd CATS terminal**, in conjunction with CATS 4th quarter service change; the staff's "what if" alternative sites and cost analysis is underway, and we will present it to the board as soon as our executive team makes their decision on a selected alternative site recommendation, and this **process is underway**
- ❖ **Service Improvement** projects, phase 1, should be completed by end of the 4th quarter, 2016, or beginning of the 1st quarter, 2017, with implementation planned for the 1st quarter, 2017; **the COA (Comprehensive Operation Analysis of all existing service routes) requires a formal procurement process and will take a longer period of time to process and fund, but it is being developed simultaneously while short term service improvements are underway;** consequently, it is with a sense of urgency that we complete the short term service improvement assessment in the interim for all routes based upon existing ridership, performance, and cost data.
- ❖ **Bolstered by DOTD's approval of CATS CMAQ grant of \$2.7 million for three Electric Buses, the Florida Boulevard BRT (modified) project planning for implementation is underway** and expected to start in the 1st quarter, 2017. CATS is working with the City Parish/Fregonese & Associates seeking ways for its land use project and CATS proposed Florida BRT to merge into a joint program for the route and adjoining communities.
- ❖ **Disaster Flooding related meetings are being rescheduled.**
- ❖ **A CATS "first mile, last mile service" concept is being reviewed by staff for implementation with Florida Boulevard BRT route;** CATS is meeting with TNCs (Transportation Network Companies) i.e., Uber, to potentially have the TNC complement our service routes, with the Florida BRT possibly becoming a demonstration project when the route opens for service by the end of 2016; certain routes and late night service could also be a possibility, and are being examined.
- ❖ **CATS is reaching out to neighboring parishes intending to open dialogues on how CATS can assist them with their transportation and traffic challenges;** i.e. Mayor Richard Lee of Port Allen at the MPO TAC meeting, expressed interest in meeting to discuss transit and Port Allen; there are other neighboring parishes who have also expressed interest, and CATS is preparing set up those meetings.
- ❖ **CATS received four new Gillig buses this month, and expect delivery of eight new models by December 2016; 12 new Gillig buses, in addition to the three new electric buses are expected in 2017.**

EXECUTED CONTRACTS: *Bill Deville*

- ❖ No Interim CEO \$50k and under contracts executed.

MEASURES OF SUCCESS: *Bill Deville*

Following the 2016 Disaster Flood, it's impact, and with board appointment of new CEO, the Board's "Measure of Success" is under review and status updates will be forthcoming..... I also plan on implementing a set of CATS operating performance measures by the 1st quarter, 2017.

- ❖ **On-Time Performance:** **Goal – 80%** **Actual, September – 74%**
**Operators hiring near full staffing;
fleet replacement, operator &
mechanic training being scheduled**

- ❖ **Shelters:** **Goal – 30 by 8/31** **Actual – Continued progress is being
made despite inclement weather
with final phase of TAP shelter
program**

- ❖ **Transit Hubs:** **Goal – 2 by EOY** **Cortana site– City Parish CEA process
See Facilities Planning notes above**

- ❖ **Fleet Upgrade:** **Goal – 12 by EOY** **Actual – 4 in mid – Oct.; 8 in mid Dec.
CEO proposed immediate temporary
short term leasing under review by
COO and CFO to replace aged
problematic bus fleet**

- ❖ **Route Productivity:** **Goal – in place March** **Actual – late fourth quarter/early 1st
Quarter, 2017; Short term service
improvement plan followed by
Service Standards and COA.**