

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



## EXECUTIVE STAFF

**Bill Deville**  
Chief Executive Officer

## OCTOBER 2020 Executive Report Bill Deville and CATS Staff

### COVID-19 UPDATES: *Bill Deville, Pearlina Thomas*

- Governor Edwards announced last week that Louisiana will stay in Phase 3 for another four weeks, through November 6<sup>th</sup>, as he cautiously and incrementally releases noted restrictions.
- The agency continues to waive fares but recognized the need to increase the nine passenger maximum capacity to a higher number, especially on certain of our higher ridership core routes.
  - Planning and Operations have begun that process, starting with a 5 day advance notification to the Union.
- Rear entry continues for those without mobility impairments until all fixed route and paratransit vehicles have operator barriers received and installed for their safety.
  - Paratransit vehicles have barriers installed.
  - Bus barriers for the remaining 28 buses have been delayed and the agency has an expected ship date of November 4<sup>th</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 service schedule plan implementation;
  - The agency continues to monitor COVID-19 status, daily ridership trends, and local news conferences and announcements from local officials and key stakeholders.
- CATS continues to enforce face coverings for customers in accordance with local and state mandates.
- The agency has installed sanitization stations at all admin facilities and has installed digital temperature check stations at employee, customer, and vendor entrances at the CATS OAM and Terminal facility, and Donmoor administrative offices;
  - A “how-to” video has been produced that lets both employees and visitors know the protocol for the temperature check stations; these have been shared and can be found on the employee portal as well as CATS social media pages.

### OPERATIONS: *Dwana Williams*

- There are 153 total operators, and there are currently 107 active operators working. The remaining 46 operators are out as a result of COVID-19, FMLA, and Workers’ Comp.
- Operations is meeting to determine what Phase 3 requirements looks like for the agency.
- See attached Performance Measures that reflect measures for the month.

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### **AGENCY UPDATES: Bill Deville**

- Work has begun on the 2021 budget and it will be presented to the Board for approval in December. The budget will be available on November 10<sup>th</sup> for review.
- CATS is collaborating with the Baton Rouge Center for Visual and Performing Arts, a public school in East Baton Rouge Parish, on a project to introduce transit to students.
  - In conjunction with STEAM curriculum, students will participate in a contest to draw posters that will be made into bus shelters and interior ads.
  - The grand prize winner will have two bus ads with their artwork displayed.
  - This is being done as a pilot program with the hope of including more (hopefully all) EBR public schools in the contest in the coming years.
- The seventh annual, but Covid-19, Healthy Blue Health Fair is scheduled for Friday, October 16<sup>th</sup>.
  - This will be a very scaled down version of previous health fairs because of COVID.

### **HUMAN RESOURCES: Pearlina Thomas**

- CATS has hired Amy Cannon as the Interim Human Resources Director while a search for a director is conducted by Gallagher.
- HR and Operations are working together on a plan to bring operators back into service, including various forms of training.
- HR Emotional Intelligence and supervisor training will be October 28<sup>th</sup>.

### **COVID-19 TASK FORCE: Pearlina Thomas**

- The task force presented its first installment of the major pandemic policy as an addendum to the agency's Disaster Policy. The new policy has been approved by the CEO and presented to the TPP Committee.

### **PLANNING AND PROGRAM DEVELOPMENT: Cheri Soileau**

#### **SERVICE:**

- The current lifeline service that was implemented on April 5<sup>th</sup> is expected to be effective until the next run cut takes place in February 2021.
- The September 27<sup>th</sup> service changes were implemented and they tweaked certain routes and addressed running times and schedules.
- The agency is beginning to work on the February 2021 service change; as we move forward, we will be looking at several options which depend upon the phase of the pandemic and resource availability.
- HDR has been engaged to assist staff with performance standards for bus routes. These standards or key performance indicators, will allow staff to review and assess the viability of fixed-route service to ensure utilizing all resources in the more efficient and effective manner possible.

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### **CAPITAL: Cheri Soileau**

#### **BRT –**

- On-Call Program Manager Atlas Technical and the CATS Planning Director met with HNTB to get updated on the BRT project with the City-Parish.
- The BUILD Grant agreement between the City-Parish and US DOT has not yet been signed. However, discussions regarding station design and other elements have been on-going.

#### **TRANSIT CENTERS –**

- **East, Cortana** – Completed. Road repairs are underway at the Cortana Transit Center and are being done by DPW.
- **Downtown** – Federal funding is being sought to fund amenities needed for the relocation to Florida at I110 site.
- **North, LSU** – The LSU Board of Supervisors took the necessary steps at its September meeting and counsel is awaiting a response related to the transfer of funds.
- **South, Mall of Louisiana** – staff is seeking a permanent site.

**Baker Park & Ride** – CATS continues meetings with CRPC and Baker Mayor Darnell Waites. A planning study by CRPC and the City of Baker is the next step.

**Microtransit Study**- 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.

**Transit Development Plan**- HNTB is continuing to collect data and interview key staff as the first step in the organizational review task.

#### **TECHNOLOGY –**

- The Tyler Technology kick-off has taken place and training sessions are in Phase I; financials 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.
- Business Analytics solicitation is about to begin that will entail procuring an agency-wide tool to gather reporting data automatically from core systems.
- An enterprise asset management system is being sought.
- A customer service system with work rules based on customer service application is being pursued.

### **CEO NOTES: Bill Deville**

- Atlas Technology scheduled a kick off meeting with CATS CEO last week with its public engagement sub-consultant, Emergent Method conducting the interview;
- Atlas and Emergent Method will conduct its second public engagement kick off meeting with CATS management on Thursday, October 15<sup>th</sup>;
- HNTB On Call team conducted an interview with CATS CEO last week, leading strategic planning updates via staff sessions starting next week.

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- TGC (The Goodman Corporation), working on the microtransit project, is wrapping up some of its research with the completion of zone surveys; TGC will conduct a Procurement Workshop for CATS Procurement and Finance staff on October 30<sup>th</sup>; and a Microtransit project status meeting with CEO, CATS staff, and Atlas, is scheduled for November 4<sup>th</sup>;

**Finance:** *John Cutrone*

- See attached financial report for the month.