



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

Human Resources: *Kenderlynn Christophe*

- ❖ Annual enrollment for 2017 Employee Health Insurance will be held November 14-18th.
- ❖ 10 new cadets began training on October 31st.
- ❖ A new training class will begin on November 28th.

OPERATIONS: *Don Palmer*

- ❖ Run cut implementation is tentatively scheduled for December 4th.
- ❖ PASS training is scheduled for November 28-30th.

MAINTENANCE: *Don Palmer*

- ❖ Preventative Maintenance Inspections (PMI) are at 82%.
- ❖ A farebox campaign is underway for the month of November.
- ❖ Seasonal bus inspections will be completed by the end of November to ensure all winter systems are functional.

SAFETY: *Don Palmer*

- ❖ Operational Safety Review Committee (OSRC) is scheduled to meet on November 30th.

PERFORMANCE MEASURES: *Don Palmer*

RIDERSHIP

	Oct 15	Oct 16	YTD 2015	YTD 2016
Total Trips	257,245	249,233	2,291,615	2,151,783

CUSTOMER SATISFACTION

	Oct 15	Oct 16	YTD 2015	YTD 2016
On-Time	74%	78%	76%	76%
	Oct 15	Oct 16	YTD 2015	YTD 2016
Customer Complaints	107	69	637	606

Complaint Type: **Courtesy - 11, Facilities/Maintenance Issues - 2, IT/Website Issues - 3, Passed Up -12, Performance - 29, Safety - 8, and Other - 4.**

* It is important to note that there are 69 complaints from 249,233 trips for the month, a percentage of 0.028%; older buses and a shortage of personnel are major contributing factors being addressed.

PLANNING: *Bill Deville*
Service Planning:

Phase One of the Service Improvement Projects, is expected to be completed by the end of the first quarter 2017, with implementation planned for the first quarter 2017. The Comprehensive Operational Analysis (COA) 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. **Plans are underway to do community outreach, seeking input and buy-in, beginning in areas where changes in routes will be recommended; this effort started on November 9th in a meeting called by Baker Mayor Darnell Waites and Board Member Linda Perkins. The Mayor started by expressing his sincere gratitude and gave high praise for the rescue efforts performed by our CATS organization when lives were literally threatened overnight, and he had a couple of specific requests for service and shelter adjustments/locations he believes are needed. This information ties into our draft plans for improving service in the Baker and North Baton Rouge area, to be presented in a subsequent meeting with the Baker mayor and various neighborhood groups.**

- ❖ A Service Standards draft 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);
- ❖ **Route 15 elimination will be effective December 4, 2016, with the implementation of the new run cut.** The Service Equity Analysis and CATS Public Hearing were successfully held and completed, and the Metro Council voted to confirm elimination of Route 15 (Red Stick Trolley).
- ❖ **Downtown Temporary Transit Hub** located at the **Old State Capitol** is **now set for implementation with the December 4th run cut to the Florida Blvd CATS terminal**; in conjunction with CATS service improvement efforts, the staff's "what if" alternative sites and cost analysis is continuing,.
- ❖ **Bolstered by the \$800k that FTA Region 6 authorized, redirection of an old Nicholson BRT grant to allow CATS to buy 2 new diesel buses in our urgent efforts to replace our older fleet, and DOTD's approval of CATS CMAQ grant of \$2.7 million (including match) for Electric Buses, the Florida Boulevard (modified) BRT project planning to begin phasing in the service for implementation is underway.** Staff is looking into conceptual design models for the **Florida BRT Station Stops, including right of way inspections for space needed for the more elaborate shelters and potentially needed allocation space for Transportation Network Companies (TNC) like Uber, and "ride share" entities like "bike share".** Phase One baseline BRT service with the brand new diesel buses is expected to start in the first quarter 2017. CATS is working with the City Parish/Fregonese & Associates seeking ways for its land use project and CATS proposed Florida BRT project to merge into a joint program for the route and adjoining communities, and CATS and the City Parish are also planning to continue jointly as our second modified BRT Route plan is scheduled to be our Plank Road route later in 2017.
- ❖ **Disaster Flooding Transportation plans are jointly being developed with CRPC, FEMA, DOTD, CATS, and now the VOLPE Group has joined to focus on the recovery phase, more specifically for CATS, the Baton Rouge Displaced Residents Transportation Service Planning Group with their expertise for Disaster Recovery as organized efforts are starting to come to fruition as**

we seek to locate these citizens and their families in order to sort out all of the origins and destinations that need to be identified in order to finalize a BR displaced residents transportation plan that is urgently needed.

- ❖ 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 in early 2017; certain routes and late night service could also be a possibility, and are being examined...ride share options are also being investigated including bike share options
- ❖ CATS is developing community outreach plans for our neighboring parishes intending to *open dialogue* as to 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 in September **and expects delivery of eight new models by December 2016. There are 12 more new Gillig buses, in addition to the new electric buses, that are expected in 2017; these were originally scheduled for July 2017 delivery and CATS has managed to move up the 2017 Gillig bus delivery from July to end of March 2017...this would give CATS fleet an immediate shot in the arm with 24 new Gillig buses within 90 days of each other (12, 2016 Gilligs by December 2016, and 12, 2017 Gillig models by the end of March, 2017)...add the new Electric bus CMAQ grant, and potentially, we could get as many as 27 brand new buses in a very short period of time; CATS CFO will present the financing options following my report.**

Budget and Finance:

- ❖ In the last several weeks, CATS management and staff, led by our CFO, has been working diligently preparing for CATS 2017 budget and has started to transition our budget, financial analysis, and reporting process into a model more conducive to the “shared cost center” model where directors, managers, and staff can better manage their own departments and functions and become more accountable in the process. This is a work in process with limited technology tools at present, but we are very encouraged to see how a couple of old budget and financial analysis templates I shared with our CFO are already starting to take effect with the creation of the 2017 budget.
- ❖ Just as importantly—if not more importantly—due to the Disaster Flood, 2016 and more so, 2017, revenues are being impacted; as a result, CATS needs to prepare back up options to cover unexpected delays and potential shortfalls in revenue (property tax millage delays and possible reductions; potentially some reduction in grant revenues). Our management team has been making assessments and studying all options and has come up with plans to protect CATS, and those will be presented by CATS CFO after the CEO report.

❖ **NOTES**

- Louisiana Public Transportation Association (LPTA) will be holding its annual conference Monday, Tuesday, and Wednesday, next week in Lake Charles, LA (my hometown), and we have staff attending, The conference agenda indicates that FTA Region VI will be well represented at the conference – they hold purse strings to federal grants.
- Center for Planning Excellence (CPEX) invited your CEO to their Smart Growth Summit, and it was a great program with plenty of focus on “transportation” including its current evolution via technology and demographics.
- Your CEO was also invited to participate in a City Parish Planning Meeting this week joining The Fregonese Group in presenting CATS’ BRT and Electric Bus plans and how it relates to the City Parish Land Use plan for Florida and Plank road corridors, and City Parish planning, and this was well received by Frank Duke and their Board.

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 Cooperative Endeavor Agreement (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 CEO this week to resume our dialogue regarding the District transportation needs as well as disaster transportation planning status.
- ❖ For 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 Planning Committee Chair, Ken Perret, has asked board member Lu Cutrera to offer planning support to our management team and has been meeting with CEO and staff at the proposed Cortana Site so that he could use his planning and project management expertise to suggest recommendations when appropriate. A draft CEA, requesting the City Parish to build the CATS Cortana transit hub was developed by management and our Legal Counsel *and was provided to the City Parish Transportation and Drainage Division review, cost estimates, time line, and follow up...Director Steve Bonnette acknowledged receipt, and Tom Stephens is leading the project.*
 - **CATS management, with support from board member Lu Cutrera, has contacted and met with Wal-Mart headquarters regarding their Cortana Wal-Mart as the potential best site to locate our Transit Hub there; unlike prior meetings, this time Wal-Mart was receptive and will consider the request;**
 - **The next step is to get the City Parish to begin its onsite pre-design conferences.**
- ❖ *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, Frank Duke and City Parish Planning, and several key stakeholders are continuing.*

EXECUTED CONTRACTS: **Bill Deville**

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

MEASURES OF SUCCESS: *Bill Deville*

Following the 2016 Disaster Flood and its impact, and with board appointment of a 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 first quarter 2017.

- ❖ **On-Time Performance:** **Goal - 80%** **Actual, October - 78%**
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.**