

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



## EXECUTIVE STAFF

**Bill Deville**  
Chief Executive Officer

## DECEMBER 2020 Executive Report Bill Deville and CATS Staff

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

- Governor Edwards on November 24<sup>th</sup> that the state would revert to a modified Phase 2 in light of the increase in positive cases; the restrictions are slated to be in effect until at least December 23<sup>rd</sup>.
- Operator barriers were delivered at the end of November and are being installed by the CATS Maintenance staff; Gillig was prohibited from traveling here to assist in the installation due to COVID.
- Key to enabling increased capacity, and the resumption of fares, is the procurement/delivery of operator seat barriers for the protection and safety of Operators, and the continuation of 100% use of face masks by all those using CATS.
- 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; however, staff has begun to plan for the February service pick, with an opportunity to plan for a return to near normal service level during 2021.
  - The agency continues to monitor COVID-19 status, daily ridership trends, and local news conferences and announcements from local officials and key stakeholders.

### OPERATIONS: *Dwana Williams*

- There are 147 total operators, and there are currently 100 active operators working. The remaining 47 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 looks like for the agency.
- See attached Performance Measures that reflect measures for the month.

### AGENCY UPDATES: *Bill Deville*

- The 2021 budget has been completed and advertised as is required. This item will be considered for approval as an action item.
- The CATS CEO, working with Gallagher HR Executive Search arm, interviewed candidates for the Human Resources Director position on Monday and Wednesday.

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

#### SERVICE:

- February 2021 service change will be bi-annual modifications to several routes, including frequency adjustments on key routes.
- April 2021 will see restart of Route 16 Capitol Park Trolley with three trolleys; this route was suspended due to COVID-19.

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- The revised route will see increased service, which will require a disparate impact/service equity analysis, public meetings, and Metro Council approval.
  - The revised route will ensure appropriate coverage of downtown Baton Rouge and will allow employees and visitors to access a variety of places, including restaurants and attractions.
  - The time frame to review the revised route will be approximately four months beginning in December 2020, with anticipated revenue service in April 2021.
- Bus Shelter, Stop, and Passenger Amenity Standardization Plan
  - The BRT CEO was signed by the City-Parish, LaDOTD, and CATS on November 24<sup>th</sup>; coordination will begin with BRT project managers for the North Baton Rouge Transit Center and BRT stations along the Plank-Nicholson route.
  - There is continued coordination with the MoveBR program managers to ensure current and future bus stop and shelter locations are standardized.
  - As part of the Transit Development Plan update, CATS staff is currently reviewing and providing input for all relevant locations.
- The Transit Development Plan
  - A draft plan was submitted on November 30<sup>th</sup> and is currently under review
    - This is a refinement of the current Strategic Plan
    - Staff is reviewing comments from the public survey
    - Staff is reviewing and revising the process and procedures for establishing the Capital Improvement Plan
  - An introduction is anticipated to the Planning Committee for January 2021
- Service Standards Manual
  - This initiative began with the Planning Director on October 30<sup>th</sup> and an internal review is underway
  - Mictotransit – The Goodman Corporation
    - Incorporate into the Service Standards Manual as a service delivery option
    - Final draft report and recommendations expected by December 18, 2020
  - Key Performance Indicators – HDR
    - Review of past service planning metrics and implementation
    - Review of industry service standards and implementation
    - Schedule completion is slated for March 2021
  - An update is scheduled for the Planning Committee in January 2021
- National Transit Database
  - Staff is beginning to plan for the upcoming NTD requirement
  - The deadline for submission to the FTA is April 30, 2021

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- BRT presentations and technical information session requests provided by CATS Planning Director
  - Downtown Development District Commission Meeting, December 8<sup>th</sup>
  - Transport and Development (T&DI) of the Louisiana Chapter of American Society of Civil Engineers

### 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 and grant funding for scheduling/AVL software.
- Once grant funding is secured and prioritized, Business Analytics solicitation will begin procuring an agency-wide tool to gather reporting data automatically from core systems in order to create those KPIs that are lacking but needed for better management and control of finance, personnel, transportation, and maintenance operations, and the use of “dashboard” reporting strongly desired by CEO and senior management.
- An enterprise asset management system is being looked into by Planning and Finance, along with secured funding.

### CEO NOTES: *Bill Deville*

- After the Human Resources Director and Gallagher worked diligently through a COVID-impacted shortened timeline to obtain an improved health insurance renewal proposal with a change in provider, at a net reduced cost to most employees and practically the same cost to the agency; and after delays in approval to allow the ATU time to consider the change in provider/plan, and, under the advice of CATS General Counsel, because of the demands of ATU threatening to go to court (ATU claiming CATS change in insurance providers had to be approved by both ATU and CATS) if CATS board proceeded to vote to approve the improved and less costly plan, ATU threatened to file complaints. Under advice of general counsel, the board decided to continue with the current provider, recognizing that there is a cost that the ATU would cause the agency to undertake; the ATU was made aware of the increase in cost to most of its member employees; ATU wants to continue reviewing the change to its satisfaction before agreeing to change providers.
- Agency continues to respond to numerous requests for information/documents (insurance, and in general, across the board).
- CATS is responding to a number of Advocate Public Records Requests; the CEO has requested general counsel to assist in requesting more time to comply with PRR requests for his texts.
- CATS general counsel is leading the agency’s response the ADA/Wright suit filed against CATS and the City Parish and is working with the City-Parish and CATS staff going forward.

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- 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. (101 years old/retired civil rights attorney) for his efforts playing a major role in the Baton Rouge Bus Boycott – the collaborators included East Baton Rouge Parish Mayor-President Sharon Weston Broome, Baker Mayor Darnell Waites, Build Baton Rouge, and CATS. Southern University Law Chancellor John Pierre was master of ceremony.

### **Finance: *John Cutrone***

- See attached financial report for the month and the CY2021 proposed budget.