



CEO REPORT January 2016

STAFFING:

- ❖ CATS made the following departmental hires in December: Operations – 10; security – 3 police officers; maintenance – 2; and Administration – 1.
- ❖ All Administrative employees have received their annual performance evaluation. For meeting expectations, employees received an increase ranging from three to five percent.
- ❖ The Agency completed benefits enrollment for 2016. We have experienced processing issues with United Healthcare, delaying receipt of insurance cards and benefit debit cards. Temporary insurance cards have been made available and our broker is working with any employee that may have an issue with a co-pay. The new benefits card should be delivered to our employees by January 26th.

FINANCIAL:

- ❖ The December financials reflect the loss of Medicaid revenue for the month due to the changeover by DHH to transportation brokers. We expect to begin recognizing revenue in January. I testified in front of HRC 126, a committee led by Representative Barrow on healthcare and the impact the EKL closing has on north Baton Rouge. I was able to educate the committee on the different services CATS provides, from routes that serve all major hospitals and Urgent Care facilities to free transportation on CATS after being discharged from a facility. I also included the discounted passes that we provide OLOL and the Margaret Dumas Mental Health facility. It was also an opportunity to bring up the change in transportation reimbursement and I expect Representative Barrow will be working with CATS to insure fair treatment and payment for the service we provide to Medicaid clients.
- ❖ We have completed the first phase of our 2016 Triennial Review with the submission of requested documentation to the Review team. CATS submitted 96% of the requested documentation and will be submitting the remaining information as it becomes available. The on-site review is still planned for May of this year.
- ❖ During the month of December we provided free rides to all children 17 years of age or younger. We saw an increase of nearly 4,000 rides due to this promotion, when compared to 2014. Our total for December is 9,719 trips. Last year's total was 5,967 trips. We experienced a 62% increase year over year.

OPERATIONS:

- ❖ The six CATS on Demand replacement vehicles have been delivered and the installation of RouteMatch equipment will be done by January 15th. The vehicles will be available to our customers the week of January 18th.
- ❖ CATS provided complementary trolley service at the request of the new First Lady during the Inauguration services on Monday, January 11th. We ran 4 trolleys from 9AM to 2PM to and from the State Capitol.

- ❖ CATS introduced a new Performance Code of Conduct, outlining what is unacceptable behavior for our employees and the appropriate level of discipline if an issue arises. We are also finalizing new Agency-wide attendance and late policies as a guide for all employees.
- ❖ On Saturday, January 9th, three vehicles were hit by unknown objects within a short period of time in the same part of town. As is procedure, the BRPD was called immediately after the operators notified Dispatch. There were no injuries reported by customers or operators. While some have suggested that the two shattered windows were caused by gunshot, I have attached the police report filed by the responding officer that does not support the gunshot theory. After these incidents, CATS has scheduled Agency meetings with BRPD and staff to discuss any additional steps we can take to insure the safety of our customers and employees and answer any questions staff may have.
- ❖ Service improvements are scheduled for implementation on Sunday, January 31st. We will improve bus frequency on the Perkins, Government, and Southern/Airline Highway routes. We will also be adding an additional bus on the Highland route to improve service to our customers.
- ❖ CATS participated in the Government Street public meeting to discuss the street going from four to three lanes. DOTD and the City-Parish expect CATS' buses to pull into the bike lane to access the curb for pick-up and drop-off of our customers. While this may impede traffic briefly, there will be enough space for vehicles to go around our buses as long as there is no vehicle using the center turning lane. The project includes a large investment in sidewalk construction, which may allow CATS to consider decreasing the number of stops due to increased walkability. It's also important to note that we are talking about two buses per hour in each direction.

SAFETY:

- ❖ The on-site guard service at 2250 and 5700 Florida began January 15th. This will secure the garage area and the bus yard while providing additional coverage for the employees at the leased building at 5700.
- ❖ Baton Rouge Police met with operators regarding safety and CATS is looking at engaging undercover officers to ride buses on a random basis moving forward.

PLANNING:

- ❖ We have started the design process for serving downtown when we relocate to the Terminal. We have tentatively set a targeted implementation date for Sunday, April 24th. More information will be available at the February Board meeting, including a proposed schedule for public input on the changes.
- ❖ CATS continues to work with the City-Parish on a possible long-term hub in downtown. We have an initial concept for the hub and both parties are working together to address identified issues, including funding sources.
- ❖ The representative for Dillard's has reached out to CATS in an about-face regarding the old Firestone building at Cortana Mall. While we are working on the bus pull-out solution at the Mall, we have a window where we can entertain possible purchase of the building. With the recent announcement by Macy's to close their Cortana location, the value of the Dillard's building should be impacted.

MEASURES OF SUCCESS:

- ❖ The Board adopted the 2016 Measures of Success at the December Board meeting.

PERFORMANCE MEASURES:

RIDERSHIP

	Dec14	YTD. 2014	Dec 15	YTD. 15
Total Trips	225,774	2,555,559	221,721	2,765,533

CUSTOMER SATISFACTION

	Dec 14	YTD. 14	Dec 15	YTD. 15
On-Time	74.84%	74.52%	74.20%	74.47%
	Dec14	YTD 2014	Dec 15	YTD 2015
Customer Complaints	7	110	62	800

Complaint Type: **Courtesy - 7, Facilities/Maintenance Issues - 14, Passed Up - 5, Performance - 21, Safety - 11, IT/Website Issues - 1; Other - 3.** * It is important to note that there are 62 complaints from 221,721 trips for the month, a percentage of 0.0279%.