

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

Bill Deville
Chief Executive Officer

JANUARY 2021 Executive Report Bill Deville and CATS Staff

COVID-19 UPDATES: *Bill Deville*

- Governor Edwards has extended the Modified Phase 2 Order until at least February 10th, as was announced in his briefing on Tuesday.
- Operator barriers have been installed on all vehicles. Electronics Technician Chris McAlister installed barriers and we are grateful for his ownership of this project.
- CATS plans to resume fare collections on Monday, February 1st. The limited capacity will remain at nine passengers until such time as the state moves back into Phase 3.
- 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.

OPERATIONS: *Dwana Williams*

- There are 143 total operators, and there are currently 116 active operators available to work. There are 13 inactive operators and 14 who are out for various reasons.
- The agency has implemented a new initiative to honor an Operator of the Year. This inaugural year's recipient is Sheila Bennett.
 - Ms. Bennett had the highest OTP for 2020, and she also had perfect attendance, zero accidents or incidents for three years, along with stellar customer service.
 - Cynthia Vessel Johnson was the runner up with the next highest OTP.
- The Operations, Maintenance, and Customer Service departments will have monthly challenges in 2021 to increase performance and productivity.
 - The Operations Department will compete for highest OTP.
 - The Maintenance Department will compete for best performance.
 - The Customer Service Department will compete for the least number of abandoned calls.
- See attached Performance Measures that reflect measures for the month.

AGENCY UPDATES: *Bill Deville*

- Human Resources is arranging, via Gallagher's executive search, interview dates for the profiled finalists for the Human Resources Director position.
 - Gallagher is working with CATS to set up an interview committee with a recommended interview process/questions/scoring in place.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau* SERVICE:

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- February 2021 service change will have minimal changes to the current route structure.
 - Route 44 – Florida will see an increase in peak-time headways from 30 to 20 minutes.
 - Route 57 – Sherwood Forest will see an increase in peak-time headways from 60 to 45 minutes.
 - Staff is in discussions with the DDD regarding the implementation date for Route 16 Capitol Park Trolley. Staff is also compiling data requested by a Board member that will be presented at a future meeting.
- There is continued coordination with the MovEBR program managers to ensure current and future bus stop and shelter locations are standardized.
- The Transit Development Plan
 - A draft plan was submitted to staff and an executive work session regarding the Strategic Plan was held in early January.
 - The Planning Committee will receive an update at its January 22nd meeting.
- Service Standards Manual
 - This initiative began with the Planning Director on October 30th and an internal review is underway; the Planning Committee will be provided a copy for their review and comment.
 - The Goodman Corporation has submitted a final report for Microtransit that is under internal review.
 - 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.

TECHNOLOGY –

- The Tyler Technology Enterprise System training sessions for CATS staff are continuing and are about 25% completed; financials and HR modules have been prioritized for completion
 - CATS has worked since 2020 on orientation and determining the agency's needs in both "present state" and "future state"
 - Tyler has taken CATS recommended future status topics and uploaded them into the Tyler/Munis training database; this will allow CATS to start working and resolve bugs/kinks.
 - Training will begin in January for Human Resources.
- Planning and Operations, along with AVL and Maintenance staff are seeking solutions and grant funding for scheduling/AVL software.

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- Once grant funding is secured and prioritized, a Business Analytics software solicitation will get underway to procure an agency-wide tool to gather reporting data automatically from core systems in order to create improved KPI reporting that is now lacking; this is needed for better management and control of finance, personnel, transportation, and maintenance operations. The use of “dashboard” reporting is 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*

- Kudos to Human Resources staff for reversing their process after being informed that CATS needed to continue with its current provider, United Health, after organizing to start the BCBS plan.
 - HR staff was able to get everyone enrolled on time so that all employees were covered starting January 1st.
- Once all is in order with health insurance compliance for the 2021 start up, CATS will be getting with Gallagher and the ATU to begin anew at bringing in the better, less costly BCBS plan
 - ATU is now expressing interest in the better plan but will be offering exceptions for consideration.
- The agency still dealing with an inordinate number of email and PRR inquiries from the ATU and the Advocate.
- The inordinate number of PRR requests and consequential disruption of staff workload, as well as a lack of a clean coordinated process, has led the CATS CEO to present a draft PRR Policy by both general counsel and labor counsel to review for immediate implementation.
- CATS general counsel has responded to the lawsuit filed by Mr. Wright with procedural objections that have yet to be heard by the court.
- The Communications Department is finalizing the 2021 Communications Plan. Once finalized, the plan will be presented in its entirety to the CEO. There will be components for internal and external engagement, speaking opportunities, advertising, etc.
 - The Plan will evolve over the course of the year as opportunities arise and COVID restrictions are eased.

Finance: *John Cutrone*

- See attached financial report for the month.