

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

Bill Deville
Chief Executive Officer

FEBRUARY 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 March 3rd, as was announced in his briefing on February 11th.
- CATS has postponed its plans to resume fare collections with the continued rise in positive COVID cases. When the state returns the Phase 3, CATS will plan to resume fare collections.
- CATS is still limiting capacity to nine passengers.

OPERATIONS: *Dwana Williams*

- There are 140 total operators, and there are currently 115 active operators available to work. There are 25 inactive operators who are out for various reasons.
- The January Operations challenge winners for OTP are Gloria Banks, Alfred Weeden, Re'ena Byrd, Janice Kinchen, and Cornishia Sharper.
- The January Maintenance challenge winner for productivity is James Stewart.
- The January Customer Service challenge will for least abandoned calls is Emily Maten.
- See attached Performance Measures that reflect measures for the month.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau*

SERVICE:

- February 2021 service change will take place March 14, 2021
 - Schedules have been finalized and are in the process of being printed
- The lease for the 30' electric buses is being finalized and service is anticipated for the downtown circulator/Capitol Park Trolley in early summer 2021; this is dependent on the COVID regulations from the CDC, State of Louisiana, DOT, and Federal Transit Administration.
- The Transit Development Plan
 - The Strategic Plan has been sent to all Board members. No comments were received. Planning Committee will review the document in February and will go to the Board for a March 2021 approval.
 - HNTB is compiling the financial data and has a rough draft of the Capital Improvement Plan for review and comment.
- Key Performance Indicators – HDR is working on the draft document for staff review and it is anticipated to be received early March.
- A review of comparisons and costs for the proposed Microtransit service is underway by HNTB.
- The RFP for the Baker Transit Center has been released by CRPC. Staff will be involved in the selection process and the feasibility study.
- Staff is monitoring the Cortana redevelopment project and has reached out to the engineering firm. There will be discussions regarding the Cortana Transit Hub and serving the facility after construction is completed.

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- CRPC is beginning their Metropolitan Transportation Plan update as required, and CATS is beginning the discussion regarding regional transit relevant to CRPC's plan.
- Staff was able to attend virtual National Transit Database training at the end of January. The requests for information are being distributed to the appropriate departments, in anticipation of the April 30, 2021 deadline.
- A discussion on a 10-Year Service Plan will take place at the February 2021 Planning Committee meeting.
- Staff is beginning to identify shelter locations and bus stops for the following:
 - Shelters that have been abandoned and/or have outlived their useful life will be disposed
 - Locations that are sensitive and have older shelters will have the newer shelters installed
 - New shelters will be ordered for additional critical areas or to replace old shelters that have outlived their useful life
 - FTA has given us the approval for this

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.
- 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.

ADMINISTRATIVE UPDATES: *Pearlina Thomas*

- The CAO met with BRCC to identify training and certification, and to create a path to move the partnership to offer more professional advancement opportunities to CATS employees.
- CATS was awarded a \$337,000 grant from FTA Public Transportation COVID-19 Mitigation Research Demonstration Grant Program; this is a 100% grant and CATS will use the funds to implement contactless fare payment on buses.

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- CATS continues to meet weekly with Hitachi's production team on the development of phase 1 of the project with the AIM grant.
 - It is anticipated that a go-live will be in 90 days; this includes the development of a short text code/QR posted at high frequency stops throughout the system.
 - The second phase will include the development of two-way messaging between customers and CATS customer service representatives.
- The Council on Aging remains closed during COVID. CATS will resume its partnership on a senior intern post-pandemic.
- CATS has resumed preliminary meetings with Pierlott for the CATS Disadvantaged Business Enterprise (DBE) Plan and goal. Meetings are taking place to discuss changes to the plan and to work on setting new goals for projects that will use federal funding from October 2020 through September 2023.
 - The new CATS DBE goals are due to FTA by March 31st and will come before the board in March for approval.
- CATS is working with the Louisiana Department of Health and Hospitals, through Our Lady of the Lake, to allow CATS operators and frontline workers to immediately receive the COVID-19 vaccination as non-law enforcement first responders.
- CATS is responding to requests from OLOL to assist in getting citizens to vaccination sites.
- Accidents and injuries have remained about the same as last month but are still lower than pre-COVID levels; there are no major external factors that would cause the decrease as traffic has not lessened since COVID began.
 - CATS is focusing on an increase in safety and awareness on the part of operator training and maintenance fleet preventive maintenance campaigns. The complete lack of chargeable accidents in August and September support improving focus on safety awareness.
 - Looking at the disruptions per rider for 2020, those also remain close to the prior month.
 - CATS is reviewing the course outline and designing a schedule for all CATS front line employees to attend Critical Incident Response, Conflict Resolution, and Desiccation Training provided by certified instructors with the Baton Rouge Police Department.
- Forum 225 has announced Theo Richards as the 2021 Baton Rouge Young Professional Original honoree. This is bestowed annually on a Baton Rouge young professional for exemplary leadership and service in Baton Rouge.
 - Mr. Richards was honored for his professional work with CATS and volunteer board member work with City Year Baton Rouge, IDEA Public Schools, Mid-City Redevelopment Alliance, and Volunteer in Public Schools.

CEO NOTES: *Bill Deville*

- The CEO is wrapping up the choice for a new CATS Human Resources Director with Gallagher Executive Search and staff interview committee team the week of February 22nd between two finalists.

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- The CAO and COO are finalizing plans for CATS front line transit workers to receive vaccinations.
- CATS is wrapping up obtaining its education information and materials needed for its "Communications Action Plan" to run concurrently with outside millage tax renewal PAC organization plans. The Communications Action Plan will be carried out by the CEO and his management team with guidance and support from Atlas/Emergent Method/Clay Young Enterprises.
 - Timeline for October vote:
 - End of February – CIP and revenue projections completed by HNTB
 - April – CIP and revenue projections presented to Board
 - May 18, 2021 – CATS Board to vote on final ballot language
 - June 16, 2021 – deadline to submit final ballot language
 - Early voting – September 25th through October 2nd (excluding Sunday, September 26th)
 - October 9, 2021 – Election Day, open primary
 - March 2022 – millage expires
 - March 26, 2022 and April 30, 2022 – election dates
- MV Transportation met with CATS COO and ADA/paratransit management team in Baton Rouge the week of February 15th to conclude plans for year two options with regards to how best serve the elderly and disabled for the remainder of the COVID pandemic.
- MV Transportation is offering to assist with getting citizens to COVID vaccination sites and will be looking into ways to assist that effort while in Baton Rouge.
- It was requested by Ms. Green at the January F&E meeting that the advertising revenue for 2020 and the projection for 2021 be provided; that information is attached.
 - The 2020 actual was \$491,973.
 - The 2021 budget projection is \$476,009.

Finance: *John Cutrone*

- See attached financial report for the month.