

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

Bill Deville
Chief Executive Officer

**April 2021
Executive Report
Bill Deville and CATS Staff**

COVID-19 UPDATES: *Bill Deville*

- In an announcement on March 30, 2021, Gov. Edwards eased some restrictions aimed at slowing the spread of COVID-19 in Louisiana, including strict occupancy restrictions for bars and restaurants. The easing of restrictions follows sustained improvements in COVID-19 hospitalizations and vaccinations. Social distancing of six feet will still be required in businesses and Louisiana's statewide mask mandate remains in place. These provisions are effective from Wednesday, March 31, 2021 to Wednesday, April 28, 2021, or as extended by any subsequent Proclamation, unless terminated sooner.
- Now that the state has moved into Phase 3, CATS will plan to resume fare collections and will also modify capacity limits, but only after providing the riding public a 30-day advance notice, and only after all safety protocols have been taken.

OPERATIONS: *Dwana Williams*

- There are 130 total operators, and there are currently 112 active operators available to work. There are 18 inactive operators who are out for various reasons.
- The March Operations challenge winners for OTP are Al Weeden, Aaron Williams, Gloria Banks, Quinatora Gray, and Sophia Spruel.
- The March Maintenance challenge winner for productivity is James Scott.
- The March Customer Service challenge for least abandoned calls is Emily Maten.
- The March Customer Care Top Performer is Emily Maten.
- See attached Performance Measures that reflect measures for the month.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau*

SERVICE:

- Service Change:
 - Started March 28, 2021
- The lease for the 3 30' electric buses has not yet been finalized. We are waiting for additional information from BYD.
- CRPC has been asked to do the Service Equity Analysis for the Capitol Park Trolley (Downtown Circulator) since the new routing will be different from the Pre-Covid Routing.
- There is continued coordination with the MovEBR program managers to ensure current and future bus stop and shelter locations are standardized. Comments on several projects have been submitted to the MovEBR consultant team.

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- The Capital Improvement Plan will be discussed at the April Planning Committee Meeting. The initial project list is determined and staff and HNTB are working on the financial piece.
- There was a kick-off meeting for the Baker Transit Center on Thursday April 9.
- On-going discussions with the engineers and developers of the former Cortana Mall site to regarding transit service.
- CATS will start discussion of the creation of a Vanpool program for the Greater Baton Rouge area with CRPC and AECOMM staff
- Staff is beginning the process for the September 2021 Service Change
- The Service Standards has been finished and will be discussed at the April Planning Committee meeting.

ADMINISTRATIVE UPDATES: *Pearlina Thomas*

- Training:
 - We are continuing to advance the CATS BRCC partnership to provide Workforce Development Solutions for CATS employees. We currently have 15 staff members including operations, human resources, customer service, and administration completing the Business Writing 101 course. The feedback we are receiving from the employees in the Business Writing 101 course is very positive.
- AIM Grant Two-Way Messaging Project:
 - Hitachi is in a final stage of phase one development, which will include a QR code where customers can access real time route information. Phase one is expected to go live in Mid-May. Phase two will include the development of two-way messaging, with a go live date of 4th quarter 2021. In partnership with Hitachi, a nationwide press release went out on February 25, 2021 highlighting the innovation taking place at CATS.
- COVID-19 Mitigation Research Grant Contactless Payment Project:
 - This project is still under review as we adjust the scope of services to stay within the amount approved for this competitive grant by the FTA.
- Civil Rights / Disadvantage Business Enterprise (DBE):
 - We submitted the DBE Goal of 11% (6% Race Conscious 5% Race Neutral) timely to the FTA before the March 31, 2021, deadline. A DBE page was added to the CATS website (www.brcats.com) under the ABOUT CATS tab. A link to the DBE page is also on the Doing Business with CATS and Procurement pages. Pierlott & Associate's was very instrumental in assisting the Agency identify our new DBE goals and provided an extremely informative DBE training with our procurement, grants, mechanics and administration staffs.

TECHNOLOGY: *Bill Deville*

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- The Tyler Technology Enterprise System training sessions for CATS staff are continuing and are about 35 to 40%% completed; financials have advanced enough to begin focusing on HR modules; HR Director to start training on Tyler Tech Enterprise System on Thursday, April 15th;
 - Tyler has taken CATS recommended future status topics and uploaded them into the Tyler/Munis training database; this is now allowing CATS to start working and resolve bugs/kinks as they go through training...in process;
- 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.

CEO NOTES: *Bill Deville*

- CATS new HR Director, Ms. Ashley Mitchell, started Monday, April 12th. Gallagher HR Executive Search corporate division, did a great job coming up with several good candidates; the finalists were interviewed by a management staff committee, as well as myself, and the selection of Ms. Mitchell was unanimous;
- Thanks to Dwana Williams and Pearlina Thomas for leading a successful effort in getting CATS employees vaccinated; in accordance with the new CDC directive, “all” employees are now eligible to get vaccinated, and that process is underway;
- In cooperation with the City Parish and State, CATS is working to assist in getting all eligible citizens to “certain group vaccinations sites”, using existing routes.
- Our gratitude also goes out to OLOL, MV Transportation and Uber for the offers of assistance in making these vaccinations happen!
- 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:
 - April 15 – Introduce Proposition and Ballot language at F&E Committee

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- April 20 Board meeting – Board approval of ballot language by full board, issue public press release
- April 21 – ballot language due to State Bond Commission for May 20th SBC vote
- August or September – Vote on Resolution of support by EBR Metro Council
- June 16, 2021 - Deadline to submit final ballot language to Secretary of State
- Early voting is Sept. 25 through Oct. 2 (excluding Sunday, Sept. 26)
- October 9, 2021 - Election Day, Open Primary, 15% turnout anticipated
 - Other item on ballot is City Court race
- Tax expires in March 2022

Finance: *John Cutrone*

- See attached financial report for the month.