



**EXECUTIVE REPORT
May 2017
Bill Deville & Executive Staff**

HUMAN RESOURCES: *Trina Bowie*

- ❖ CATS made the following hires in April: Operations – 7 Cadets and 1 Operator; Administration: 1 Business Process Analyst, 1 Chief Operating Officer, and 1 Human Resources Director.

OPERATIONS and MAINTENANCE: *Darrell Brown/Rod Goldman*

- ❖ Preventative Maintenance Inspections (PMI) are at 94%.
- ❖ All 12 new Gillig buses are in service on the road, and old Gilligs and Blue Birds have been pulled from service.
- ❖ Old Gilligs will be repaired to serve as backup vehicles for road calls, future needs, etc.
- ❖ Operations now has 147 Operators on the roster; 139 are active.
- ❖ The Operators of the month for May were Cynthia Vessel and Atina Miller.

PERFORMANCE MEASURES: *Darrell Brown /Rod Goldman*

RIDERSHIP				
	Apr 16	Apr 17	YTD 2016	YTD 2017
Total Trips	221,431	203,831	897,149	878,869

CUSTOMER SATISFACTION				
	Apr 16	Apr 17	YTD 2016	YTD 2017
On-Time	77%	87%	78%	86%
	Apr 16	Apr 17	YTD 2016	YTD 2017
Customer Complaints	65	*	311	132

***Customer Complaint process is under revision and we will provide data as soon as it is verified.**

PLANNING: *Bill Deville*
Service Planning: *Bill Deville*

Please note that both Service Planning and Facilities (Capital Improvements) Planning are being woven into a consultant facilitated Five Year Strategic Plan, focusing on five strategic priorities going forward. This will be made public upon completion, which is expected to be within the next six months.

- ❖ **Phase One of the Service Improvement Projects** is under revision and will be shared once it has been completed.
- ❖ **Phase two of the Service Improvement Projects**, the Comprehensive Operational Analysis (COA) of all existing service routes, is in process to create the scope and seek funding requirements.
- ❖ **Phase One of the CATS modified BRT plan, the Florida Boulevard modified BRT project** planning is underway. Staff is looking into conceptual design models, estimated costs, grant and foundation funding and match requirements, federal and local governmental compliance milestones and timeline for the Florida BRT Station Stops, including right of way inspections for space needed for the more elaborate shelters and potentially needed allocation space for Transportation Network Companies (TNC) like Uber, and “ride share” entities like “bike share”. **Procurement and delivery of the electric buses will be funded by a DOTD CMAQ grant award to CATS with potential delivery in 2017.**
- ❖ **Phase Two of CATS modified BRT plan, the Plank Road modified BRT project** is in the planning stages, with **grant applications being processed for electric buses needed for Plank Road modified BRT route.**
- ❖ CATS continues to develop and implement continuous annual stakeholder and community outreach plans for the planned service improvement and will continue to reach out to our neighboring parishes intending to *open dialogue* as to how CATS can assist them with their transportation and traffic challenges.

FACILITIES PLANNING: *Darrell Brown/James Baker*

- ❖ **North Baton Rouge Hub** – CATS continues engagement with FTA Region VI headquarters regarding the startup authorization and process, with the preliminary environmental review statement (EIS), or categorical exclusion (CATEX) being the first step. CATS and LSU have agreed to a purchase price of \$235,000 for the land in North Baton Rouge. **The LSU Board of Supervisors unanimously approved the sale of the plot of land adjacent to its LSU Urgent Care Health Center at its May meeting, following CATS Board approval at its April Board meeting;**
- ❖ **South Transit Hub** – OLOL Health District Infrastructure Committee met a few weeks ago hosted by Suzy Sonnier. OLOL has retained Perkins & Will Architects out of Atlanta Georgia to conduct a Master Plan study of the new Children’s Hospital site. OLOL would like to meet with you and discuss transportation related issues and opportunities on Thursday, Oct 30th, 2pm; meanwhile, staff is exploring the installation of rider amenities at the temporary Mall of Louisiana hub.
- ❖ **East Baton Rouge Hub** –CATS is re-evaluating this and other potential sites in the **general** Cortana Mall area; CATS meanwhile is pursuing via the City Parish Traffic Engineering office, immediate safety supported crosswalks as needed, especially for the current temporary transit hub located near the Wal-Mart ; CATS is also seeking strategies needed to approach MOL to try once more to obtain approval for CATS to put up shelter type amenities for our riders;
- ❖ **Downtown Hub** – discussions are underway for potential sites.

EXECUTED CONTRACTS: *Bill Deville*

- ❖ No contracts \$50,000 and under were executed; all CEO executed contracts are also included in Monthly Procurement Board Report.

CEO NOTES: *Bill Deville or Executive Staff members:*

- ❖ **CATS Strategic Plan project – Facilitated by consultant, Insight Strategies, CATS presented its Strategic Planning project status report highlighting five strategic priorities for CATS; CATS staff and the board standing committees will work in unison regarding CATS strategic priorities.**

- ❖ CATS new Website project is underway, and the expected to be completed and publicly launched on May 22nd, 2017. **Amie to give brief status report**
- ❖ CATS via our new Communications Director, and consultant, Covalent Logic, is introducing a new “Now Arriving” campaign highlight CATS achievements going forward; the first will be introducing the arrival of new buses – **Amie to give brief status report.**

FINANCE: *Conner Burns*

- ❖ **Bus Financing**

- The 2016 material audit is in process and will be presented to the Board upon completion **at its June Board meeting.**