



**CEO REPORT  
September 2016  
Bill Deville & Executive Staff**

**Human Resources: *Kenderlynn Christophe***

- ❖ Staffing
  - CATS made the following departmental hires in August: Operations – 7; and Security – 1 Police Officer.
- ❖ The inaugural edition of the employee newsletter will be published on October 1, 2016.
- ❖ CATS is awaiting market data for 2017 benefit quotes that will include wellness benchmarks and activities.
- ❖ CATS has had a “Clean Your Closet” supply drive for those employees affected by the 2016 flood.
- ❖ The final data from Mercer Compensation and Benchmark survey has been received.

**OPERATIONS: *Don Palmer***

- ❖ CATS has transported approximately 7,000 evacuees since August 12<sup>th</sup>, and CATS will continue to assist MOHSEP and DOTD as needed in their recovery efforts.
- ❖ The new Communications Center will be online by September 23<sup>rd</sup>.
- ❖ A new class of ten cadets is tentatively scheduled to start October 3<sup>rd</sup>, and this class will bring CATS to the budgeted number of 156 Operators.

**MAINTENANCE: *Don Palmer***

- ❖ The Maintenance Department continues to repair buses that have flood damage, and the majority of repairs have been completed. Mechanics are still identifying problems including wheelchair control modules, alternators, and LED turn signal assembly. It is estimated that the damage incurred to this point will exceed \$25,000.
- ❖ One new Gillig bus was delivered on September 6<sup>th</sup>, and the remaining three are scheduled to be delivered by September 30<sup>th</sup>.
- ❖ There are no new campaigns this month in order to allow mechanics to focus on flood repairs.

**SAFETY: *Don Palmer***

- ❖ Operational Safety and Review Committee (OSRC) did not meet in August due to the flood; it is scheduled to meet on September 29<sup>th</sup>.

**PERFORMANCE MEASURES: *Don Palmer***

<b>RIDERSHIP</b>				
	<b>Aug 15</b>	<b>Aug 16</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Total Trips	231,218	187,586	1,768,082	1,647,239

**CUSTOMER SATISFACTION**

	<b>Aug 15</b>	<b>Aug 16</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
On-Time	76.7%	73.3%	77.5%	75.6%
	<b>Aug 15</b>	<b>Aug 16</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Customer Complaints	83	60	429	465

Complaint Type: **Courtesy – 8, Facilities/Maintenance Issues – 9, Other – 1, Passed Up –7, Performance – 25, and Safety – 10.**

**\* It is important to note that there are 60 complaints from 187,586 trips for the month, a percentage of 0.0320%; older buses and a shortage of personnel are major contributing factors being addressed.**

**DISASTER UPDATE: *Bill Deville***

**August Board Meeting and public hearing was delayed until two weeks ago, updates to report are in bold lettering:**

- ❖ Since the inception of this unprecedented flood disaster on Friday, August 12<sup>th</sup>, CATS has been responding to urgent requests for disaster-related recovery efforts throughout the Greater Baton Rouge area.
- ❖ **CATS has worked, and continues to work with the following agencies:**
  - ❖ **Mayor’s Office of Homeland Security and Emergency Preparedness (MOHSEP)**
  - ❖ **Department of Transportation and Development (DOTD)**
  - ❖ **City of Baker**
  - ❖ **FTA Region VI**
  - ❖ **Federal Emergency Management Agency (FEMA)**
- ❖ CATS, CRPC, and FEMA have been working to create a disaster recovery plan for transportation for East Baton Rouge, Baker, and some of the surrounding parishes that were impacted.
- ❖ A number of the CATS family, including mechanics, operators, and administrative staff have been affected by this tragedy, and this makes full service recovery somewhat difficult at the moment, **but workers are returning and the fleet recovery is progressing as transit agencies all over the country are making offers to loan buses**
- ❖ We want to thank all of the CATS employees who were able to come to work and did so, working long hours in order to facilitate the safe transport of both evacuees and our regular customers. There were staff members on site communicating with local officials and monitoring the road conditions and the safety of our operators and the community.

**PLANNING: *Bill Deville***

**Facilities Planning:**

- ❖ LSU, North Baton Rouge Hub – CATS has engaged with FTA Region VI headquarters regarding the startup authorization and process, with the preliminary environmental review being the first step. *CATS is developing communication language to LSU to confirm tentative CEA process underway for their site location...I am asking the CFO, who was working with LSU since inception of the proposed site, to draw up the language for review by CATS counsel and prepared for my signature asap.*
- ❖ *CATS service contract with Southern has been executed for both the service year just completed and for the new service year underway July 1, 2016; Emmett Crockett, Director of Planning and Transit Development is charged with setting up a follow up meeting between Southern and CATS to discuss potential joint projects (parking & hub).*
- ❖ *Board member Coletta Barrett helped arrange a meeting between CATS and the Health District Executive Director, Suzy Sonnier, and we met last week and are committed to being inclusive with one another with plans going forward. Ms. Barrett also helped to get the Planners for*

*LOL's new Children's Hospital to engage CATS regarding a potential South Baton Rouge transit hub with a Planning meeting scheduled for August 23<sup>rd</sup>, via Jeff Mosley. **Ms. Sonnier called me last week and said she/Medical District is prepared to join our disaster recovery meetings, and we, vice versa, as they are being developed.***

- ❖ For East Baton Rouge Hub, CATS proposes developing seven new bus berths along Cortana Place between Airway Drive and Florline Boulevard. The project will include all appurtenances necessary to support the transit hub—shelters, benches, lighting, etc. The City Parish Department of Transportation & Drainage Director Stephen Bonnette confirmed that he and his staff would provide cost and time estimates for the proposed Cortana Mall Hub once they gets CATS' proposed CEA. **Board member Lu Cutrera and I met at the proposed Cortana Site so that he could use his planning and project management expertise to make recommendations if needed; subsequently, Mr. Cutrera accompanied Vanessa Dargin and me in our meeting with Steve Bonnette. Our legal counsel had provided a draft CEA completed earlier, and I made some edits based on our recent meeting this week and that draft template has been sent to Mr. Bonnette for review and follow up...Steve acknowledged receipt early this week.**
- ❖ *The City Parish Florida Boulevard, Plank, and Harding internal Charette was held last month with CATS in attendance; discussed was a potential joint effort between CATS the City Parish with our planning of a modified BRT Florida Blvd route by late 4<sup>th</sup> quarter, 2016, in conjunction with the City Parish land use project getting underway. This effort on behalf of the City Parish is led by their consultant Fregonese & Associates. Discussions regarding a proposed CATS Downtown Baton Rouge hub with Mayoral CAO William Daniels and stakeholders are continuing. **There was a follow up meeting with Fregonese and Associates, along with several stakeholders yesterday...meetings and updates will continue and a draft report will be shared once it is ready.***
- ❖ **Service Planning:**
  - ❖ A Service Standards draft, the framework, has been completed, and the staff now is vetting the financials, ridership, and service statistics in order to determine the financial and quantitative numbers that are needed to fill in the framework blanks in August (i.e. updated cost per hour per route standard to be used currently);
  - ❖ CATS board initiated the process to eliminate Route 15, now that the equity analysis was completed, and CATS is moving forward with holding the public hearing on August 30<sup>th</sup>, scheduling the metro council agenda and meeting dates, etc.; this process should be completed as early as October, and if final approval is achieved, the route 15 elimination would take place coinciding with CATS planned 4<sup>th</sup> quarter service change implementation (early as October, the 3<sup>rd</sup> service change for operator sign up of the year, required per union contract with management); **Public Hearing was successfully held and completed**
  - ❖ Downtown Transit Hub located at the Old State Capitol is scheduled to be temporarily (until final downtown hub location is secured) relocated by the 4<sup>th</sup> quarter, as early as October, in conjunction with CATS 4<sup>th</sup> quarter service change; the staff's "what if" alternative sites and cost analysis is about completed, and we will present it to the board as soon as our executive team makes their decision on a selected alternative site recommendation. **Process underway**
  - ❖ Service Improvement project should be completed by end of the 4<sup>th</sup> quarter, 2016, or beginning of the 1<sup>st</sup> quarter, 2017, with implementation planned for the 1<sup>st</sup> quarter, 2017; the COA (Comprehensive Operation Analysis of all existing service routes) requires a formal procurement process and will take a longer period of time to process and fund; consequently, it is with a sense of urgency that we complete the short term service improvement assessment in the interim for all routes based upon existing ridership, performance, and cost data.

- ❖ The Florida Boulevard BRT (modified) project planning is underway with implementation planned by end of the 4<sup>th</sup> quarter. CATS is working with the City Parish/Fregonese & Associates seeking ways for its land use project and CATS proposed Florida BRT to merge into a joint program for the route and adjoining communities; **Disaster related meetings are being rescheduled**
- ❖ A CATS “first mile, last mile service” concept is being reviewed by staff for implementation with Florida Boulevard BRT route; CATS is meeting with TNCs (Transportation Network Companies) i.e., Uber, to potentially have the TNC complement our service routes, with the Florida BRT possibly becoming a demonstration project when the route opens for service by the end of 2016; certain routes and late night service could also be a possibility, and are being examined...**disaster delayed meetings are being rescheduled**
- ❖ CATS is reaching out to neighboring parishes intending to *open up dialogues* on how CATS can assist them with their transportation and traffic challenges; i.e. Mayor Richard Lee of Port Allen at the MPO TAC meeting, expressed interest in meeting to discuss transit and Port Allen; there are other neighboring parishes who have also expressed interest, and CATS is preparing set up those meetings.

**EXECUTED CONTRACTS: *Bill Deville***

- ❖ No Interim CEO \$50k and under contracts executed.

**MEASURES OF SUCCESS: *Bill Deville***

- |                               |                              |  |
|-------------------------------|------------------------------|--|
| ❖ <b>On-Time Performance:</b> | <b>Goal – 80%</b>            | <b>Actual, August – 73.3%</b><br><b>Operators hiring near full staffing; fleet replacement, operator &amp; mechanic training being scheduled</b>                     |
| ❖ <b>Shelters:</b>            | <b>Goal – 30 by 8/31</b>     | <b>Actual – Continued progress is being made despite inclement weather with final phase of TAP shelter program</b>   |
| ❖ <b>Transit Hubs:</b>        | <b>Goal – 2 by EOY</b>       | <b>Cortana site– City Parish CEA process See Facilities Planning notes above</b>   |
| ❖ <b>Fleet Upgrade:</b>       | <b>Goal – 12 by EOY</b>      | <b>Actual – 4 in mid – Oct.; 8 in mid Dec. CEO proposed immediate temporary short term leasing under review by COO and CFO to replace aged problematic bus fleet</b> |
| ❖ <b>Route Productivity:</b>  | <b>Goal – in place March</b> | <b>Actual – late fourth quarter/early 1st Quarter, 2017; Short term service improvement plan followed by Service Standards and COA.</b>                              |