

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

Bill Deville
Chief Executive Officer

SEPTEMBER 2020 Executive Report Bill Deville and CATS Staff

COVID-19 UPDATES: *Bill Deville*

- The agency continues to waive fares and enforce limited seating and rear entry for those without mobility impairments until all fixed route and paratransit vehicles have operator barriers received and installed for their safety. Paratransit vehicles are being completed now, and fixed route barriers should be completed by early October.
- CATS current Covid reduced Lifeline service was designed to carry incrementally increased ridership that should hold up until January. The agency, however, continues to monitor COVID-19 status, daily ridership trends, and local news conferences and announcements from elected officials, and key stakeholders, like BRAC.
- The agency's new COVID cases continue to be limited, thanks to smart and persistent efforts by all cleaning/disinfecting crews and safe practices by all employees.
- CATS continues to enforce face coverings for riders in accordance with local and state orders, Mayor Broome, and Governor Edwards.
- The agency has installed "sanitizer stations" at all facilities, and after searching for a comprehensive temperature checking process, will be procuring and installing "temp check" stations throughout all CATS facilities for employees, customers, vendors, contractors, and visitors.

OPERATIONS: *Dwana Williams*

- There are 156 total operators, and there are currently 107 active operators working; the remaining operators are out as a result of COVID-19, FMLA, and Workers' Comp.
- Operations is meeting to discuss what Phase 3 requirements look like for the agency.
- See attached August Performance Measures that reflect measures during COVID-19.

ADMINISTRATION: *Pearlina Thomas*

- **HUMAN RESOURCES:**
 - CATS is bringing on a Human Resources Consultant on an interim basis to work with Pearlina Thomas to oversee the daily duties of the Human Resources Department.
 - Gallagher will perform an Executive Search for a Human Resources Director/Manager on behalf of CATS.
- **PROCUREMENT:**
 - Monthly contract status report attached
- **COVID-19 Response Task Force:**

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- The Task Force presented its first installment of its major pandemic policy, as an addendum to the agency's Disaster Policy. The new policy was approved by the CEO and presented to the Board's TPP Committee.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau*

Service:

- CATS has hired Cheri Soileau as our new Director of Planning and Program Development. Ms. Soileau comes to the agency with a great blend of expertise in service planning and is a certified planner with a number of years of experience in planning and MPO work.
- CATS is not running Touchdown Express for LSU home football games this year, given the current COVID-19 restrictions in place.
- The current reduced level of "lifeline" service that was implemented April 5, 2020, is expected to last until February, 2021.
- CATS staff will continue to monitor federal, state, and local COVID related safety and security mandates, and will be prepared to make needed changes should they become necessary before the end of the year.
- The September 27, 2020 service pick implementation per the CBA, will be twofold:
 - Tweak certain routes and run time adjustments in response to ridership, route checking, scheduling re-assessment, OTP, stakeholders requests, etc.
 - Provide all operators the opportunity to sign up (operators can pick their routes in order of seniority 3 times a year) for new route/work days, that will operate until the first 2021 CBA service pick is implemented in February, 2021.
- COO, Dwana Williams, Paul Toliver (Ops support once weekly) Arthur Gaudet (Runcutter/Scheduling) and staff, have campaigned together in an effort to review, assess, change, tweak schedules, run cuts, or any changes as needed for improvements to operations and OTP.
- Cheri Soileau, new Director of Planning, has been introduced to "on call" bench consultant, HNTB, and together, they will be collaborating on creating CATS new Transit Development Plan.

Capital:

BRT –

- On-Call Program Manager Atlas Technical began kick-off meetings with staff and on-call bench consultants getting accelerated orientation to the following:
 - Plank/Nicholson BRT Corridor project – A major milestone was accomplished with approvals received earlier from both the State Historic Preservation Office and environmental clearance by FTA. Next steps include refining BUILD grant budget and development of the next CEA between CATS and the City-Parish.

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- Florida BRT project – with the City MovEBR and Roads Transfer program awarding design/construction contracts to include Florida Boulevard.

Transit Hubs/Centers –

- East, Cortana – completed.
- On-Call Program Manager, Atlas Technical, began kick-off meetings with staff and on-call bench consultants getting accelerated orientation to the following:
 - Downtown – federal funding is being sought to fund the amenities needed for the relocation of the 2250 and 22nd street CATS Transfer Terminal to the Florida at I-110 site via FTA Bus and Bus Facilities grant application that was submitted last week; other funding is also being sought.
 - North, LSU permanent/EKL temporary site – CATS counsel reported that the LSU Board of Supervisors took the necessary steps at its meeting held on September 11th. Counsel is awaiting a response related to the transfer of funds.
 - South, Mall of Louisiana temporary site – staff is seeking permanent site.
 - Baker Park & Ride – CATS continues meetings with principals in this project: CRPC and Mayor Waites. CRPCA and the City of Baker purchased the Park & Ride property and are moving ahead with the Planning study. Please see following link for WHLA rendering of the retail development resulting as TOD (transit oriented development).
 - Planning study by the City of Baker and CRPC is next step.

● Technology –

Key Technology Needs Status

- Competitive selection and approval of Tyler Technologies as CATS ERP system – completed.
- Competitive selection and approval of Intueor Consulting, Inc., to manage implementation of Tyler Technology Enterprises ERP software suite for CATS completed.
- Seeking Scheduling/AVL System software – Cheri Soileau will join Dwana Williams, Micah Anthony, and Brandon Songy to lead this effort;. SaaS (software as a service licensing by subscription for either or both; after long delays, this meets needs more quickly with less upfront funding requirements).
 - IT & staff continue to host software demos for AVL and Scheduling software.
- Business Analytics Solicitation is about to begin:
 - Procure an agency wide tool to gather reporting data automatically from the core systems; excel requires too much manual labor, is very time consuming, and is more

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subject to human error. Additionally, there is not enough data or performance indicators that are produced using excel, which often causes delays and/or errors when responding to federal, state, and local government compliance related reports, like Triennial Reviews, National Transit Data reports, audits, etc.

- Enterprise Asset Management System
 - Under review/funding being sought.
- Customer Service System
 - Procure work rules based customer service application.

CEO NOTES: *Bill Deville*

- With outside counsel leading and working with CATS COVID Task Force Group, CATS has included (at Board Vice President’s request) a status on CATS first update to its Disaster Policy, adding “Section N”.
- CATS Procurement Staff has completed all On-Call Master Service Agreements (MSAs) and has now executed all On-Call Task Orders approved by the Board at its July meeting.
- Atlas Technical has met with CATS CEO and has established an office onsite at Donmoor to begin organizing, creating program and project work flow charts to reflect chain-of-command flow, and distribute in upcoming project meetings with staff and other on-call bench consultants in its role as Program Manager.
- The Goodman Corporation (Microtransit, etc.) has reached out with its team and is scheduled to meet with staff and Atlas next week. Goodman is working with HNTB, Atlas, and Communications staff to begin a series of outreach community and stakeholder public meetings.
- HNTB (Transit Development Plan) reached out to begin meeting with staff and Atlas.
- CATS will be working closely with Atlas to prioritize and promptly update and move all programs and projects identified in CATS Strategic Plan (which includes a major Capital Investment Improvement Plan).
- CATS completed its NTD report and submitted to the FTA NTD on time.

FINANCE: *Mr. John Cutrone*

- See attached financial report.