



**MEETING OF THE  
BOARD OF COMMISSIONERS  
CAPITAL AREA TRANSIT SYSTEM  
AND  
PUBLIC TRANSPORTATION COMMISSION  
MARCH 30, 2021  
4:30 p.m.  
BREC Administrative Building  
6201 Florida Boulevard  
Baton Rouge, Louisiana 70806**

**AGENDA**

- I. CALL TO ORDER AND WELCOME: Mr. Clay Young**
- II. ROLL CALL: Ms. Amie McNaylor**
- III. OPENING REMARKS: Ms. Erika Green and Mr. Bill Deville**
- IV. COMMITTEE MEETING DISCUSSION: Mr. Bill Deville**
  - 1. List committees and corresponding CATS staff liaison**
  - 2. Discussion of committees and members**
- V. ADMINISTRATIVE UPDATE: Executive Staff**
  - 1. Discussion of pandemic impact**
    - a. ARP Act 2021: Mr. Bill Deville**
    - b. COVID-19 safe practices implementation: Ms. Dwana Williams**
    - c. Fare collection: Ms. Dwana Williams**
    - d. Service change: Ms. Cheri Soileau**
  - 2. CATS Strategic Plan and Capital Improvement Plan: Ms. Cheri Soileau**
    - a. Transportation Development Plan**

**b. Fleet Management Plan**

**VI. EDUCATION AND OUTREACH UPDATE: Ms. Amie McNaylor**

**1. Education outreach material review**

**VII. ADJOURNMENT**

**Individuals having questions regarding the meeting should contact Amie McNaylor, 225.389.8920, 350 North Donmoor, Baton Rouge, LA 70806.**

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



## BOARD MEMBERS

**Erika Green**  
President

**Kahli Cohran**  
Vice President

**Antoinette Earthly-  
Pierre**  
Secretary

**Mark Bellue**  
Member

**Dr. Peter Breaux**  
Member

**Johnathan Hill**  
Member

**Laurence Lambert**  
Member

**Linda Perkins**  
Member

## 2021 CAPITAL AREA TRANSIT SYSTEM BOARD COMMITTEES

***504/Community Relations Committee advises the Board on public and community relations. It also serves as a means for input from persons with disabilities as required by Section 504 of the Rehabilitation Act of 1973: Meets monthly, the Wednesday prior to board meetings***

- **Linda Perkins – Chair**
- Johnathan Hill
- Antoinette Pierre
- **CATS staff liaison – Dwana Williams, COO**

***Audit Committee shall be responsible for the selection of the auditors who shall provide the annual audit. It works with the staff and resources as appropriate. It shall conduct an initial review of all reports submitted by the auditors and ensure timely reporting to the Board: Meets as needed***

- **Vacant (Treasurer) – Chair**
- *No members*
- **CATS staff liaison – John Cutrone, Controller**

***Finance and Executive Committee reports and makes any necessary recommendations to the Board as to the business matters: Meets monthly, the Thursday prior to board meetings at 10:30am***

- Erika Green – Chair, President
- Kahli Cohran – Vice President
- Antoinette Pierre – Secretary
- **Vacant – Treasurer**
- Laurence Lambert – at-large member
- **CATS staff liaison – Pearlina Thomas, CAO**

***Planning Committee advises the Board as to the planning functions of the agency: Meets as needed***

- **Vacant – Chair**
- Peter Breaux
- Mark Bellue
- Kahli Cohran
- Laurence Lambert
- **CATS staff liaison – Cheri Soileau, Planning Director**

***Technical, Policies, and Practices Committee reports on necessary recommendations as to the operations of the system: Meets quarterly***

- Peter Breaux – Chair

2250 Florida Boulevard  
Baton Rouge, LA 70802  
PHONE: 225.389.8920



## BOARD MEMBERS

- Johnathan Hill
- Antoinette Pierre
- **CATS staff liaison – Ashley Mitchell – HR Director**

*The Board President serves as the Chair of the F&E Committee  
The Board Treasurer serves as the Chair of the Audit Committee  
Any board member may attend any committee meeting, regardless of  
membership to that committee*

## CATS Covid-19 PPE Update

- First order of PPE was placed on 3/23/20
- CATS has communicated thru emails, text message blast and newsletter post on how to obtain PPE.
- PPE is disbursed throughout the day to operators by dispatch.
- CATS has received donations from MOHSEP, FTA, BYD, and private groups.
- Installed hand sanitizer stations throughout the buildings
- Installed eight thermal temperature stations for all CATS Entrances.
- CATS sanitizes the entire fleet daily, and operators are given disinfectant to utilize throughout the day. In addition, all buildings are fogged nightly.
- CATS continues to encourage all employees to get vaccinated and has partnered with MOHSEP get the vaccine.

### Disbursed - To date (estimated) 3/26/21

- 12,770 surgical masks
- 1,050 cloth masks
- 17,046 ounces hand sanitizer
- 78,000 pairs of gloves
- 20,992 ounces disinfectant spray
- 237 cases pull roll paper towels  
(6 per case/600 sheets 1422 rolls/673,200 sheets)
- 200 Face shields

Operator barriers have been installed in all CATS vehicles.

# PROMISES KEPT AND ACCOMPLISHMENTS SINCE 2012

## SERVICE IMPROVEMENTS

### 2012 PROMISE: Decrease wait times between buses from the current average of 75 minutes to 15 minutes (at peak hours)

- ✓ **85% of routes have 30-minute frequency or better during peak periods (pre-COVID)**
- ✓ Fixed route service has increased 84% from 2012 measured by revenue hours of service (pre-COVID)
- ✓ Increased the number of buses in service from 42 in 2012 (50%) to 63 (pre-COVID)
- ✓ Increased demand response service for persons with disabilities by 39% since 2012

### 2012 PROMISE: Lay foundation for Bus Rapid Transit system

- ✓ Launched design phase of Plank/Nicholson BRT in 2020 with operations anticipated to begin in 2024

### 2012 PROMISE: Replace “spoke” system with “grid” system

- ✓ Completed Comprehensive Operations Analysis in 2012 and expanded service by 2014 with 4 new transit centers, modifications to 19 of 20 existing routes and added 10 new routes based on user demand
- ✓ **Customer satisfaction and usage increased with these changes in service due to decreased travel times**
- ✓ Opened new Cortana Transit Center in 2020
- ✓ Acquired property for the North Baton Rouge Transit Center in 2020
- ✓ Enhanced transit center at Mall of Louisiana in 2020
- Location for downtown transit center in planning

### 2012 PROMISE: Overhaul bus stops and signage

- ✓ Installed 100 new bus shelters
- ✓ Refurbished 77 bus shelters
- ✓ Signage placed at transit stops providing detailed route and time information
- ✓ CATS currently uses 3-4 different variations of signage for relaying information to customers

### 2012 PROMISE: Add GPS tracking to fleet

- ✓ RouteShout 2.0 app tracks bus arrival times and bus stop signs are outfitted with text-a-stop instructions
- ✓ Added public Wi-Fi and security cameras on buses
- Partnership with Hitachi utilizing new technology for enhancing rider experience and two way messaging

### 2012 PROMISE: Increase service from 19 to 37 routes

- ✓ CATS operated up to 31 routes pre-COVID
- ✓ After completing a comprehensive review of all underperforming routes to create efficiencies, CATS redirected resources to high-performing routes and currently operates 22 routes
- ✓ Transit service extended to areas previously unserved such as Blount Road, River Road and Greenwell Springs

### 2012 PROMISE: Increase peak-hour buses from 32 to 57

- 2012 proposition had no consideration for the need to replace aged fleet and 12 buses were purchased in 2014
- Buses in operation increased 47% during this period (pre-COVID)
- CATS currently operates 44 buses and has one of the newest fleets compared to other agencies across the nation
- ✓ Reduced average fixed route fleet age to 4.4 years (2020) from 9.2 years (2012) using federal grant funds
- ✓ Initiated program to introduce electric buses into fleet starting in 2019
- ✓ Improved maintenance performance and vehicle reliability

✓ DONE

● UNDERWAY

✦ IMPLEMENTED BUT ELIMINATED

## 2012 PROMISE: Create eight new express routes and limited stop lines

- ✓ CATS continues to monitor routes and implemented a major service improvement plan in 2019 that reallocated resources from underperforming routes and stops, provided better frequency and coverage, and served an additional 18.9 percent of the Baton Rouge population.

## EXPRESS ROUTES

- ◆ Southern University to Downtown (implemented; resources were reallocated)
- ◆ Airport to Downtown (implemented; resources were reallocated)
- ◆ O'Neal Lane to downtown (implemented; resources were reallocated)
- ◆ Mall of Louisiana to Downtown (implemented; resources were reallocated)
- ◆ Highland / I-110 to Downtown (implemented; resources were reallocated)
- ✓ CATS provides shuttle service to LSU football games from multiple locations

## LIMITED STOP ROUTES

- ✓ Baker/Zachary, through Southern University, to CATS Terminal (service suspended during COVID)
- ✓ Florida Blvd to Downtown (service suspended during COVID)
- LSU to Downtown (Bus Rapid Transit system will create connection)

## NEW AND EXPANDED ROUTES AND SERVICE FROM RESOURCE REALLOCATION

- ✓ Route 12: Government Street – Jefferson Highway: serves Limited Stop Route MOL to Downtown
- ✓ Route 17: Perkins Road – Mall of Louisiana: serves Express Route MOL to Downtown
- ✓ Route 47: Highland Road: serves MOL to Downtown
- ✓ Route 60: Medical Circulator serves MOL to Downtown
- ✓ Route 54: Cortana – Airport – Southern University: serves Express Route Airport to Downtown
- ✓ Route 58: Coursey Boulevard – O'Neal Lane: serves Express Route O'Neal Lane to Downtown
- ✓ Route 72 Florida Boulevard Limited: serves Florida Boulevard to Downtown
- ✓ Route 15: Blount Road new route serving areas previously not served on Blount Road, and the surrounding area

## GOVERNANCE REFORM

### PROMISE: Support new criteria for CATS board members

- ✓ The Qualifications Review Committee was created by a EBR Metro Council resolution that established a panel comprised of various stakeholder organizations to review and vet applicants to the CATS board and provide information to the members of the EBR Metro Council. The resolution outlines target sectors for recruitment to the CATS board seeking professional experience in the fields of engineering, management experience, customers of transit and community organizations with a vested interest in the success of the transit system.

## ACCOUNTABILITY

- ✓ Improved engagement with stakeholders and citizens through meetings, surveys, social media and newsletters
- ✓ CATS annually surveys customers and stakeholders to identify areas for improvement
- ✓ CATS pro-actively reaches out to educate and inform customers and the general public when service or routes change
- ✓ CATS has developed transparent and robust financial reporting and system performance reports presented at board meetings and available to the public on the website
- ✓ CATS expanded bus pass sale locations at Walgreens and CVS locations across the city

✓ DONE

● UNDERWAY

◆ IMPLEMENTED BUT ELIMINATED