

CATS

CAPITAL AREA TRANSIT SYSTEM

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**MEETING OF THE
BOARD OF COMMISSIONERS OF
CAPITAL AREA TRANSIT SYSTEM
AND
PUBLIC TRANSPORTATION COMMISSION**

APRIL 17, 2018

4:30 p.m.

**BREC Administration Building
6201 Florida Boulevard
Baton Rouge, LA 70806**

MINUTES

I. CALL TO ORDER: Ms. Linda Perkins

Ms. Perkins called the meeting to order. Ms. Green led the invocation.

II. ROLL CALL

Present at the meeting were Messrs. Bellue, Breaux, Cohran, O’Gorman and Thomas and Mss. Green and Perkins. Mr. Brandt and Ms. Pierre were absent. Also present were Mr. Bill Deville, CEO; Mr. Rod Goldman, COO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

III. APPROVAL OF MINUTES OF MARCH 20, 2018 MEETING

Mr. Cohran moved to approve the minutes of the March 20, 2018, meeting and Mr. O’Gorman seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

IV. PRESIDENT’S ANNOUNCEMENTS

Ms. Perkins noted that there were no President’s announcements. She thanked everyone for their thoughts, prayers, and condolences on the recent loss of her parents.

V. SAFETY MOMENT

Ms. Simpson shared a safety moment centered on bus stop safety.

VI. ADMINISTRATIVE MATTERS

1. Executive and Financial Report: Mr. Bill Deville and Executive Staff

Ms. Bowie shared that the following hires were made in March: Operations – 21 Bus Operator Trainees; Maintenance – 1 Utility Technician, 1 Tire Technician (internal promotion).

Mr. Goldman shared that, in Operations, there are currently 145 Operators on the roster and 133 are active.

Mr. Goldman reported that ridership for March was 231,324. He noted the mean miles between mechanical failures were 1,944.1; the mean miles between road calls were 6,833.8. There were 66 trips cancelled in March and 99.8% of trips operated. Based on the new metric of zero minutes early to five minutes late, CATS was 65.9% on time. There were 1.8 preventable accidents per 100,000 miles in March. There were 25.9 complaints per 100,000 boardings in March and there were 14 requiring corrective action. There was discussion regarding the savings to CATS due to the reduction in preventable accidents and it was decided that staff would provide a report to the board members.

Mr. Deville shared that the CATS staff has established an internal Service Improvement Plan Task Force to identify the means and methods to implement and fund improvements to begin the Bus Rapid Transit Network of Plank, Florida, and Nicholson service.

Mr. Deville noted that work continues in various stages on the four hub locations.

Mr. Deville shared that he executed a contract with Monroe and Corie, Inc. for conceptual drawings for the Cortana Wal-Mart hub improvements for an amount not to exceed \$12,625.

Mr. Deville noted that CATS was awarded a FTA grant in the amount of \$2.6 million for fleet replacement; CATS was the only Louisiana transportation agency to receive any FTA funding in this announcement.

Mr. Deville let the board know that his recent trip with LPTA and SWTA was a successful one. It was shortly after this visit that Congressman Graves informed CATS about the upcoming grant announcement for fleet replacement. Senator Cassidy's office also recognized the grant award and offered their assistance should the agency need it.

It was noted that union negotiations continued and another round is scheduled for May 22-25, 2018.

Ms. Rhonda Williams shared that the transition to Financial Edge is complete, and this will add ease to the financial reporting process.

Ms. Williams noted the operating revenue for March was \$257,524, and the non-federal revenue was \$1,354,166, for total operating revenue of \$1,611,691. The operating expense for the month was \$1,477,667.

VII. COMMITTEE REPORTS AND ANY ACTION THEREON

1. Finance and Executive: Ms. Linda Perkins

Ms. Perkins noted the committee did not meet.

2. Technical, Policies and Practices: Dr. Peter Breaux

Dr. Breaux noted the committee did not meet but did receive the Drug and Alcohol Policy and the Revised Employee Handbook for review.

3. Audit: Mr. Kahli Cohran

Mr. Cohran noted the committee did not meet but that he met with Mr. Deville, Ms. Williams, and John Murray of LaPorte to discuss the audit. He shared that LaPorte would be ready to present the audit to the Board in May.

4. Planning: Mr. Kevin O'Gorman

Mr. O'Gorman noted the committee did not meet but that there was a meeting with CATS, the Redevelopment Authority, and DPW regarding the BRT plans on both Plank Road and Nicholson Drive. This provided an opportunity for CATS to hear the proposed vision of the Nicholson Corridor from the City.

5. Community Relations: Ms. Linda Perkins

Ms. Perkins noted the committee did not meet.

Mr. Rob Miller of Reliant Transportation reported that Reliant provided 6,562 rides in March and 98% were on time. There were three complaints and two were deemed valid.

VIII. ACTION ITEMS

- 1. Consideration of adoption of the 2017 Louisiana Compliance Questionnaire and authorization for the Board officers to execute the Compliance Questionnaire**

Ms. Williams noted that this is a requirement of the Legislative Auditor and it is adopted annually.

Mr. Bellue moved that the 2017 Louisiana Compliance Questionnaire be approved and the appropriate CATS Board Officers are authorized to execute the Compliance Questionnaire. Mr. Thomas seconded the motion. Ms. Perkins invited public comment and there was none. The motion passed unanimously with no abstentions.

- 2. Consideration of approval of CATS Drug and Alcohol Policy**

Ms. Eckert noted that this policy is required by the FTA for all of its grantees. She shared that Human Resources Generalist Aaron Verrett is the manager of this policy. She noted that the policy is in compliance with FTA regulations and that it had been reviewed by both Mr. Brown and Mr. Abadie.

Dr. Breaux moved that the CATS Drug and Alcohol Policy be adopted and Ms. Green seconded the motion. Ms. Perkins invited public comment and there was none. The motion carried unanimously with no abstentions.

- 3. Consideration of approval to award customer satisfaction surveys**

Ms. Efferson shared that CATS solicited proposals for customer satisfaction surveys to be conducted semi-annually and received three proposals.

After review and evaluation, the Proposal Evaluation Committee recommended awarding the contract to ETC Institute. Inc.

Mr. O’Gorman moved that the contract for customer satisfaction surveys be awarded to ETC Institute, Inc. and that the Chief Executive Officer is authorized to enter into the contract with ETC Institute, Inc. Mr. Cohran seconded the motion. Ms. Perkins invited public comment and Mr. Corey Buck inquired how customers would be able to take the surveys. Ms. McNaylor shared that these would be onboard surveys and consideration would be given to placing the surveys online. The motion passed unanimously with no abstentions.

4. Consideration of adoption of Revised Employee Handbook

Mr. Abadie shared that a request was made to update the Employee Handbook for safety concerns and to be compliant with certain state law. The changes would prohibit smoking in the maintenance shop for reasons such as the presence of flammable materials.

Mr. Abadie noted that management would like to be able to update the handbook as needed to address safety concerns and to comply with applicable laws without prior board approval. He shared that management would present future revisions at meetings following the revisions.

Mr. Cohran moved that the CATS Employee Handbook be adopted as revised and that management be authorized to make changes to the handbook to be effective immediately and without board approval that are required for safety concerns or by applicable laws. Ms. Green seconded the motion. Ms. Perkins invited public comment and there was none. The motion carried unanimously with no abstentions.

IX. PUBLIC COMMENTS

Corey Buck shared that he has experienced customer service representatives being rude and giving false information. He stated that buses do not all have signs with sharing what is happening.

Mr. Abadie shared that the financial disclosures are due by May 15th. This is an annual requirement for all board members.

X. ADJOURNMENT

Mr. Thomas moved to adjourn the meeting and Mr. Cohran seconded the motion. The motion passed unanimously with no abstentions.