

**January 2022  
Executive Report  
Bill Deville and CATS Staff**

**COVID-19 UPDATES: *Bill Deville***

- **Mass Transit users are still required to wear masks under national and local government mandates.**
- **CATS Leadership created and implemented PHASE II - RETURN OF OPERATIONS COVID-19 MITIGATION AND MANAGEMENT, MANDATORY VACCINATION AND MASK MANDATES - APPENDIX T – RESPONSE TO PUBLIC HEALTH EMERGENCY CAUSED BY EPIDEMIC OR GLOBAL PANDEMIC**
- The purpose of this policy is to provide a healthy and safe working environment for employee, their families and to protect the public from Covid-19 infections. Vaccination is a vital tool to reduce the presence and severity of COVID-19 cases in the workplace, in communities, and in the nation. CATS, political subdivision of the State of Louisiana has adopted this mandatory vaccination policy is to safeguard the health of our employees, their families, and the transit public from the hazard of COVID-19. This policy is consistent with the March 11, 2020 – proclamation Number 25 JBE 2020 in which the Governor declared that a statewide public health emergency existed in the State of Louisiana because of COVID-19 and authorized the appropriate state agencies to take the appropriate actions under law. In Proclamation Number 234 JBE 2021, the Governor renewed the emergency declaration for the COVID-19 Emergency as such measures were deemed necessary to protect the health and safety of the people of Louisiana.
- Though there was a reduction in the COVID-19 infection rate in the State of Louisiana and in the service area of CATS, the emergence of the Delta and **Omicron** variances prompted the Governor to declare that a public health emergency exists because of the continued threat to Louisiana citizens by COVID-19. CATS accepts this and the guidance of the Center for Disease Control, the Louisiana Department of Health, and the Office of Homeland security and Emergency Preparedness.

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Principally noting the scientific determination that vaccinations against COVID-19 is the most effective way to protect the health and safety of the people of Louisiana.

- CATS continues to comply in accordance with PROCLAMATION NUMBER 137 JBE 2021, COVID-19 PUBLIC HEALTH EMERGENCY MITIGATION MEASURES STATEWIDE MASK MANDATE, and the CDC order as found at: [https://www.cdc.gov/quarantine/pdf7Mask-Order-CDC GMIT 01-29-21-p.pdf](https://www.cdc.gov/quarantine/pdf7Mask-Order-CDC%20MIT%2001-29-21-p.pdf).
- Rear door boarding ended, and fare collections were successfully resumed in May; CATS is incrementally changing safe spacing bus loads, as compliance regulations allow, and adding frequency to major "Lifeline" route schedules, as demand picks up.
- CATS has completed its employee Covid 19 Vax survey, reviewed the results; and is now applying everchanging revised and updated government requirements to its policies, as it prepares for the December TPP board committee meeting; even as frequent changes to Covid requirements by the government continue frequently, CATS is finalizing ways to plan, develop, and implement policies and procedures it can trigger for the remainder of this Covid pandemic period, or future ones - targeting a vaccination and testing procedure that allows CATS to continue its mandated essential transit services while complying with Federal, State, and Local regulations (literally as they change with frequency due to the new Covid variant);
- Any review will then show that we have acted in accordance with the emergency declaration and proposed policies which counsel understands that CATS has put in place and need to be formalized. Note that some need HR, Operations, Communications, and other staff collaborative input to document the actual practice.
- At the December TPP Board Committee meeting, it was noted that the Counsel for Pandemic/Covid compliance program issued a compliance documentation directive for CATS Interim HR Director.
  - HR, Operations, Communications, and other staff collaborate input to *fully document* COVID-19 Policies and

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**OPERATIONS: *Dwana Williams***

- There are 111 total operators, 92 actives, 19 inactive.
- The December Operations challenge winners for OTP are Latesha Carline, Paul King, Juanita Sanford, Tammie Wilson, and Al Weeden.
- Top Overall OTP 2021: Al Weeden
- Operator of the Year 2021: Cynthia V. Johnson
- The December Maintenance challenge winner for productivity is Jacob Lands.
- Maintenance Productivity of the Year 2021: James Scott.
- The December Customer Service challenge for least abandoned calls is Agnes Brown.
- The December Customer Care Top Performer is Darlene Paul.
- Customer Care of the Year 2021: Emily Maten.
- Operations and Maintenance employees collected toys a full box of that were dropped off to the Probation and Parole office on Wednesday, December 22, 2021.
- CATS is partnering with (CAPARC), Capital Area Re-Entry Coalition for Transportation.
- CATS Ambassadors 2022
- Human Trafficking Training
- Service changes scheduled January 16, 2022.
- See attached Performance Measures that reflect measures for the month.

**PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau***  
**SERVICE:**

- Comprehensive Operational Analysis (COA)
  - Public Outreach in Late Winter/Spring 2022
- North Baton Rouge/Baker Microtransit Pilot Project
  - Contract under development
- Plank-Nicholson Bus Rapid Transit
  - North Transit Center/Station
    - Kick-off Meeting: January 13, 2022
- Operations, Administration, and Maintenance Facility Feasibility Study

**ADMINISTRATIVE UPDATES: *Theo Richard***  
**AIM Grant Two-Way Messaging Project**

- CATS Customer Service and Dispatch received on-site workshop at CATS December 16th.

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- CATS is working with Hitachi and Operations on developing SOP for the software.
- CATS is underway with the development of a marketing plan for customer engagement.

#### **COVID-19 Mitigation Research Grant Contactless Payment Project**

- Technical meeting including maintenance and IT are underway weekly.
- Finalized the installation kit order for the entire fleet

#### **TECHNOLOGY: *Bill Deville; Paul Simon***

- Tyler Technology Enterprise System
  - The Phase 1 - Financials of Tyler ERP implementation is LIVE. The Phase 2 - HCM(Human Resources) is continuing with data conversions and system configuration. Phase 2 HCM(HR) is still on track to go LIVE the second quarter of 2022.
- Planning, Grants, and Operations, along with AVL, Maintenance, and IT staff are seeking solutions and grant funding for scheduling/AVL software.
- Once grant funding is secured and prioritized, a Business Analytics software solicitation will get underway to procure an agency-wide tool to gather reporting data automatically from core systems in order to create improved KPI reporting that is now lacking; this is needed for better management and control of finance, personnel, transportation, and maintenance operations. The use of “dashboard” reporting is strongly desired by CEO and senior management.
- An enterprise asset management system is being looked into by Planning and Finance, along with secured funding.

#### **COMMUNICATIONS: Theo Richards**

- Communications is coordinating with Planning on the upcoming COA efforts as needed.
- Working with Operations on the January 16, 2022 service changes. Ensuring the website is updated correctly and schedules are in hand before the start date.
- Monitoring social media daily and responding to any inquiries.

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- Coordinating with Operations on any anticipated and real time rider alerts. Posting those alerts on social, website and eblast (as necessary).

**CEO NOTES: *Bill Deville***

- In cooperation with the City Parish and State, CATS continues to assist in getting all eligible citizens to “certain group vaccinations sites”, using existing routes.
- BSWIlp labor counsel for CATS, General Counsel, Staff leadership, and ATU, post Millage election, are continuing efforts to resolve the remaining *outstanding* tentative agreement articles and sections.
- CATS leadership is finalizing the Microtransit contract and should have results in time for the January board meeting, or soon thereafter with marketing, startup, and other milestone dates;
- Simultaneously and now piggybacking with CATS Plank Nicholson BRT project; CATS has begun the COA process, led by Atlas and HNTB, and will soon be announcing stakeholder outreach events with opportunity for input by members of the community we serve to have a more direct hand in improving transit service; Rebranding plans will become more prominent soon and it will be labeled “SmartCATS”, as we start the process to bring CATS up to the being the best transit system in the entire region;.
- Now that CATS North Baton Rouge property transaction is completed, and the CP Build Grant is officially signed off by US DOT, the CP, DODT, HNTB, and CATS in collaboration have begin the process to make design and construction of the temporary North Transit Center become a reality – milestones and dates are forthcoming for this exciting event. is finalizing plans to implement CATS five-year Strategic Plan and ten-year Capital Improvement Investment Plan, which includes an agency reorganization and board retreat in the first quarter of 2022, to kick off the next decade of success that will make CATS one of the greatest transit systems in the region, if not the greatest.

**Finance: *John Cutrone***

- See attached financial report for the month.