

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

Bill Deville
Chief Executive Officer

June 2021 Executive Report Bill Deville and CATS Staff

COVID-19 UPDATES: *Bill Deville*

- Our condolences to the families of Ernest Stephens, former President of AFL-CIO Baton Rouge office; and former Governor Buddy Roemer, both passed in the last couple of weeks;
- On May 14th, Gov. John Bel Edwards announced that based on the recommendations by the CDC and in consultation with the Louisiana Dept. of Health, those who are fully vaccinated no longer have to wear masks indoors except in certain situations including: educational facilities, public transit, correctional settings, and health care facilities as regulated by LDH.
- Rear door entering and exiting, as a result of Covid-19, have been discontinued, and with driver stations on all CATS buses fully protected with plexiglass and face masks still mandatory according to the order by the Governor and LDH, front door boarding and fare collections were successfully resumed in May.
- City and State Offices Closed in Ascension, Calcasieu, East Baton Rouge, and Iberville Parishes Tues., due to May 18th storms and flooding; CATS continued service and was able to rescue flooded victims at the request of the Mayor's MOHSEP offices.

OPERATIONS: *Dwana Williams*

- There are 124 total operators, 109 active; 15 inactive.
- The May Operations challenge winners for OTP are Gloria Banks, Re'ena Byrd, Michael Brown, Demetrius LaMark and Janice Kinchen.
- The May Maintenance challenge winner for productivity is Kenny Brooks.
- The May Customer Service challenge for least abandoned calls is Darlene Paul.
- The May Customer Care Top Performer is Kimberly Celestine.
- See attached Performance Measures that reflect measures for the month.

PLANNING AND PROGRAM DEVELOPMENT: *Cheri Soileau*

SERVICE:

- Comprehensive Operational Analysis.
 - The next step in the Transit Development Plan is the COA. This is even more critical as we come out of the Pandemic and try to understand what has stayed the same and what has changed from how people are traveling, what businesses have closed, new businesses that have opened, and those businesses that have chosen to work from home rather than bring employees back into an office setting. The COA will

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

include origin/destination study, extensive public outreach, analysis of routes and possible restructuring of routes, how the BRT system will fit with the transit network, examining all service delivery options and future expansion (which also includes the possibility of commuter rail service from New Orleans). Also included in this study is a feasibility study for an operations/administration/maintenance facility and for the terminal at 2222 Florida. It is anticipated that this study will take about a year to complete.

- Service Change.
 - Staff is beginning to discuss the September service change and because the COA will be underway, this change will focus on schedules and frequency. It is hoped that we can increase peak frequencies on select routes.
- CRPC and Atlas Planning staff are doing a Service Equity Analysis for downtown Baton Rouge and Baker.
- An RFP is being assembled for microtransit service for the City of Baker. This is a pilot program and staff believe this is the ideal setting to implement this service, and analyze and evaluate the service before the decision is made to implement this in other areas.
- The Capital Improvement Plan has been finalized. The Board will receive a copy for information and review. This plan is a living document and will be refined yearly for accuracy and relevance.
- The Title VI plan is currently being updated and will require board approval in July 2021. This also includes how CATS will translate key documents for those passengers who have limited English proficiency.

ADMINISTRATIVE UPDATES: *Pearlina Thomas*

- May 19, 2021, CATS CAO, served as Team Lead for the APTA Virtual Fly In with Congressman Garret Graves. We urged Congress to significantly increase investment in public transit and passenger rail to modernize these systems and meet the mobility demands of our communities.
- May 21, 2021, we held our inaugural Health and Welfare Committee meeting. The Health and Welfare Committee was formed as a part of the Health and Welfare Arbitration between CATS and the ATU. In our first meeting we discussed the following items: 1) holding on to the Medical Loss Ratio (MLR) rebates received by CATS that are currently in escrow, adding any MLR rebate received for 2020, and using these funds to pay down the premium for the 2022 Health Insurance Plan, 2) expanding the use of the Benny Cards to include dental and vision, 3) set the next meeting in August, and 4) set the committee officers: Pearlina Thomas, Chairperson, George DeCuir, Vice Chair, with Anthony Garland and a HR Representative as members.
- AIM Grant Two-Way Messaging Project;

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920

EXECUTIVE STAFF



- Phase one of the QR Code is complete and live. We are approving the final design of customer signage and anticipate installation completed by the end of June. The customer will be able to get bus arrival, departure, etc from the actual stop. The full project is slated to launch in the fourth quarter.
- COVID-19 Mitigation Research Grant Contactless Payment Project Presentation at June Board meeting;
 - We have identified a scope of work to advance the contactless payment project. We are asking the Board to give approval for the CEO to negotiate and enter into a contract with Cubic Transportation Systems.
- June 7, 2021, CATS partnered with Walgreens and Healthy Blue to provide free COVID-19 vaccinations and food boxes at the terminal from 10:00 AM – 2:00 PM. During this event 35 people were vaccinated, five (5) of which are CATS employees.
- CATS is finalizing the memorandum of understanding (MOU) with Baton Rouge Community College (BRCC) to advance our Workforce Solutions Program.
- Upcoming Community Partnering Events – Look for event flyers on CATS Social Media
 - June 25, 2021, Metro Council District 7 Pedaling for Peace
 - June 26, 2021, Metro Council District 7 “Meet Your Neighbors” Block Party
 - July 24, 2021, Metro Council District 7 Back to School Drive
 - July 31, 2021, Metro Council District 7 Health and Fitness Expo

TECHNOLOGY: *Bill Deville*

- The Tyler Technology Enterprise System
 - We've moved out of "Configuration and Power User Training" and now are in "User Acceptance Testing."
 - Next week will be Train the Trainer - special training on delivering in-house training on Munis software.
 - In a couple of weeks, Preproduction Cutover Assistance begins where we will be working on readying our existing workflow, roles, users, etc. for import into our Production environment in preparation for Go-Live on August 2nd.
- Planning and Operations, along with AVL and Maintenance 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.

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

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: Amie McNaylor

- The assembled Communications team for CATS Connects met to discuss the media outreach that will take place over the coming months. A summary will be provided when it is completed.
- Surveys for residents, stakeholders, and customers are complete and the communications staff is creating an executive summary of key takeaways that will be shared.
- Photos and videos will be taken of the three new electric buses now that Buy America paperwork has been completed. A press release will be sent to announce the arrival of the three new buses.

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.
- The State transit providers have provided an amendment to HB 2. Louisiana Public Transit Association requests your support for the amendment to HB 2 that will authorize a pool of \$75,000,000 to be allocated to the State's major public transit agencies. The major transit agencies throughout the State serve one-fourth of the State's population yet receive almost no state capital funding. In contrast, peers in other states receive an average of 15% of their capital funds from their respective states. If approved, CATS could get roughly as much as \$10million in State Capital Outlay funding over a three year period;
- CATS staff and BSWllp labor counsel, may be nearing a new CBA agreement with ATU; once terms are agreed upon, ATU will have 30 days to get the new CBA ratified by ATU membership; subsequently, the new CBA will be brought to the board for approval at it's next regularly scheduled board meeting;
- The BYD “Buy America” audit has been completed for the three new BYD Electric buses and are now ready for service;
- CATS continues to update its service education information and materials needed for its “Communications Action Plan”, now called “CATS Connect”. The CATS Connect outreach education campaign plan will be carried out by the CEO and his management team with guidance and support from Atlas/Emergent Method/Clay Young Enterprises.

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920

EXECUTIVE STAFF



- Clay Young Companies is working with staff and Emergent Method to plan a CATS CONNECT education campaign meeting for an initial group of religious church leaders within the next week or two;
 - Timeline for October 9th vote:
 - **First week in May**, Letters of support campaign underway; to date letters of support obtained from mayors of both Baton Rouge and Baker; staff is proceeding to obtain more signature support via calls, emails, and meetings, to/with State Senators and State Representatives and other key stakeholders in BR; to notify them that the “CATS Connects Renewal will go on the October 9, 2021 Special Election ballot.
 - **April 21, 2021**, State Bond Commission Application was submitted on time.
 - **April 21, 2021**, Notice of the Public Meeting will be submitted to the Official Journal of Record. – Done on time;
 - **May 11, 2021**, “Media Car Wash” scheduled;
 - **May 11, 2021**, CATS Connect press release regarding CATS decision to put millage renewal on October 9th
 - **May 18, 2021**, public meeting date was **cancelled** due to severe weather;
 - **June 14, 2021**, Monday, at 4:30 PM, CST, **rescheduled**, The Board of Commissioners of the Capital Area Transit System (“the Board”) will meet in an open and public session at the regular meeting place, 350 Donmoor Ave, Baton Rouge Louisiana to hear public comments on the CATS Connects Renewal Proposition.
 - **May 18, 2021**, CATS Board meeting originally scheduled to follow immediately after the public meeting was **cancelled** due to severe weather;
 - **June 14, 2021**, is the date the board meeting was **rescheduled** to consider and approve a Resolution authorizing the calling of an election to be held on October 9, 2021.
 - **Consequently, the May 20, 2021**, State Bond Commission Meeting date to consider approval of the CATS Connects Renewal Proposition application **was changed to June 15, 2021**, in order to receive the Certified Resolution from CATS Board.
 - **June 16, 2021**, Secretary of State Filing Deadline

2250 Florida Boulevard
Baton Rouge, LA 70802
PHONE: 225.389.8920



EXECUTIVE STAFF

- **August 25, 2021,** Official Journal Publication Deadline for Proposition / Ballot Language
 - Tax expires in March 2022

Finance: *John Cutrone*

- See attached financial report for the month.