



CAPITAL AREA TRANSIT SYSTEM

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

JULY 17, 2018

4:30 p.m.

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

MINUTES

I. CALL TO ORDER: Mr. Jim Brandt

Mr. Brandt called the meeting to order.

II. ROLL CALL

Present at the meeting were Messrs. Bellue, Brandt, Breaux, Cohran, O’Gorman and Thomas and Mss. Perkins, and Pierre. Ms. Green was 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 JUNE 19, 2018 MEETING

Ms. Perkins moved to approve the minutes of the June 19, 2018, meeting and Mr. Thomas seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

IV. PRESIDENT’S ANNOUNCEMENTS

Mr. Brandt provided a review of the public comment process.

Mr. Brandt offered an update on the design services RFQ and noted it was anticipated that it would be out the following week. He shared that there had been several discussions regarding the current DBE program; these

conversations were in the Planning Committee meeting, in staff meetings, and with the FTA. After initially expressing a desire to have points awarded to proposing firms for DBE participation, the decision was made not to do this as the FTA recommended against it. There will be no DBE goal or points for DBE participation in this design service RFQ.

Members of the F&E Committee requested that staff look to engage a firm to conduct an assessment of the current DBE program.

Mr. Abadie updated the board members on the Reliant Transportation suit related to the paratransit contract. He noted that Reliant's legal counsel is also a state legislator who has been in consecutive special sessions and therefore no progress has been made. He informed the members that there were no new allegations and that CATS is confident in our procurement process and do not feel the lawsuit has any merit.

V. SAFETY MOMENT

Ms. Simpson shared a safety moment centered on passenger conduct.

VI. ADMINISTRATIVE MATTERS

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

Before beginning the report, Mr. Deville recognized Ms. Emily Efferson who would be retiring at the end of July. He thanked Ms. Efferson for her dedication and commitment to the agency over her 11 years. Ms. Efferson thanked the board, CEO, and staff for the good memories she will take with her as she leaves.

Ms. McNaylor introduced Mr. Aaron Hekele, Director of Field Operations for ETC Institute, who provided a summary of the results from the recently completed customer satisfaction surveys.

Mr. Hekele noted that the surveys were conducted in May and that 1,327 surveys were collected for the purposes of gathering customer opinions, updating customer profiles and travel patterns, and to benchmark scores with peer transit agencies.

Some of Mr. Hekele's highlights included noting that 70% of riders have an annual income less than \$25,000, 47% of riders are between the ages of 19 and 39, 39% of riders have used the system for more than five years, and 67% are transit dependent.

Mr. Hekele shared that 80% of riders feel safe riding the CATS system, 74% believe that the CATS operators are courteous, and 71% are satisfied with the route coverage.

It was noted that 61% of customers ride CATS to work, 19% to social activities, 9% to medical appointments, 6% to retail businesses for shopping, and 4% to school.

Mr. Hekele informed the board members that the primary opportunities for improvement based on customer feedback is with weekend service, frequency of service, on-time performance, and late evening service.

There was discussion of the results and it was requested that the next survey ask customers their level of satisfaction with their wait time. There was a request to compare the on-time performance of CATS to the national average on-time performance.

Ms. Lisa Paul shared that the following promotions were made in the first six months of 2018: Custodian to Buildings & Grounds Technician – Kevin Jordan and Darrell Marsalis; Mechanic Apprentice to Mechanic I – Chadrick Johnson; Utility Technician to Tire Technician – Robert Green; Business Program Analyst to Business Programmer Process Analyst – Sujatha Gopu; Grants Manager to Director of Finance – Rhonda Williams; and Buildings & Grounds Technician to Buildings & Grounds Supervisor – William “Dewey” Profit.

Human Resources is in the process of implementing the Performance Management Program for all Administrative employees by August 2018. All performance management reviews and job descriptions to admin employees will be done by October 2018.

Mr. Goldman shared that, in Operations, there are currently 152 active operators. He also noted that there are 9 trainees in a class that began June 11th.

Mr. Goldman reported on the performance measures. He noted that CATS had 211,464 passenger trips in June and that year over year ridership was slightly higher at a rate of 1%. There were 1.7 preventable accidents per 100,000 miles. Mr. Goldman shared that there were 293 trips cancelled in June of the approximately 35,000 trips for the month. The percentage of on-time trips was 68.2%. There were 37.8 complaints per 100,000 miles in June, mostly at the beginning of the month related to previously reported mechanical

issues. Mr. Goldman shared that there were 2,049.4 miles between mechanical failures and 6,767.9 miles between road calls.

Mr. Deville reported that the agency hosted a Customer Appreciation Day on July 13th in conjunction with Aetna. CATS will once again be providing Touchdown Express service for the 2018 football season.

Mr. Deville shared that work continues on the Plank Road BRT and the larger Plank-Nicholson BRT effort with the City-Parish.

It was noted that the CEO executed two contracts in May: Venture Technologies for IT Backup Server Appliance in the amount of \$28,328 and Dee Everett HR Consulting for one year in the amount of \$50,000 to assist the CEO with filling the Human Resources Director position and other specialized Human Resources functions. Ms. Williams shared the Key Performance Indicators (KPIs) for the Finance Department. They are grants and grants applications, overtime, Medicaid reimbursement, and analyzing farebox revenue.

Ms. Williams offered that the agency collected \$220,364 in CATS generated revenue, \$1,564,584 in total non-federal revenue, and \$369,800 in federal operating revenue, for a total of \$2,154,747 in revenue.

Ms. Williams noted that the total operating expenses for June were \$1,840,848, and year-to-date, the agency has expended \$12,450,972.

Ms. Williams shared the KPIs for the month and noted that in grant applications, the BUILD (formerly TIGER) grant application is due July 19th; this is for bus and bus facility. Regarding overtime, the overtime costs were slightly lower this month as opposed to last month. There has been no new activity in Medicaid, and the agency is still trying to gain traction in that area. A committee is analyzing farebox revenue and looking to see if there is an opportunity to increase revenue.

Mr. Deville noted that he met with Mr. Cunningham regarding the Medicaid efforts. He thanked the Operations and Maintenance staffs for their efforts to keep overtime costs down in their respective departments.

VII. COMMITTEE REPORTS AND ANY ACTION THEREON

1. Finance and Executive: Mr. Jim Brandt

Mr. Brandt referred the members to the minutes of the committee's July 12th meeting in their packets. He shared the highlights and noted that the action items would be considered later in the meeting.

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

Dr. Breaux noted the committee did not meet.

3. **Audit: Mr. Cohran**

Mr. Cohran noted the committee did not meet.

4. **Planning: Mr. Kevin O'Gorman**

Mr. O'Gorman referred the members to the minutes of the committee's July 5th meeting in their packets. He noted that there was discussion of the proposed Service Improvement Plan as well as the BRT process and a reminder that the Capital Improvements and Investments Plan will be considered for adoption later in the meeting. He shared that, as previously mentioned by Mr. Brandt, there was considerable discussion concerning the design service RFQ and the DBE program.

5. **Community Relations: Ms. Linda Perkins**

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation reported that MV completed 6,908 rides in June and the on-time percentage was 88.8%. The total service hours for the month were 3,758 and the total miles were 62,291.

Mr. Basford shared that the initial glitches have been mostly resolved and that service continues to improve daily. He noted that the on-time percentage continues to rise.

VIII. ACTION ITEMS

1. **Consideration of authorization for the CEO to renew the RouteMatch Annual Technical Support, Maintenance, and Warranty contract for a period of one year**

Mr. Goldman shared that this contract is for dispatching and monitoring. He noted that he and Director of AVL Technology Micah Anthony met with RouteMatch and negotiated a better price than the original quote of \$202,529.97. The agreed upon price is \$165,051.79.

It was noted that this item was unanimously recommended for authorization by the F&E Committee.

Mr. Bellue moved that the CEO is authorized to renew the RouteMatch annual technical support, maintenance, and warranty contract for a period of one year at a cost not to exceed \$165,051.79 and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

2. Consideration of authorization for the CEO to purchase three replacement ADA vans

Mr. Goldman noted that this is consistent with the agency's Strategic Plan to maintain an average age of three years for ADA vans.

This purchase will be made with an 85%/15% federal grant. The total cost for the three vans will be \$189,756.66.

It was noted that this item was unanimously recommended for authorization by the F&E Committee.

Ms. Pierre moved that the CEO is authorized to purchase three replacement ADA vans at a cost of \$189,756.66 and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

3. Consideration of adoption of CATS Capital Improvements and Investments Plan

Ms. McNaylor shared that this plan was originally introduced in December 2017 and there have been several revisions since then. The board has seen the plan and the Planning Committee has been closely involved with the progress. The plan has been to the Planning Committee twice and the F&E Committee twice.

It was noted that this item was unanimously recommended for approval by both the Planning and F&E Committees.

Mr. Brandt moved that the CATS Capital Improvements and Investments Plan be adopted and Mr. Cohran seconded the motion. Mr. Brandt invited public comment and there was none. The motion passed unanimously with no abstentions.

4. Consideration of authorization to proceed with Service Improvement Plan process

Mr. Brandt noted that this plan was first introduced last year at the board retreat and has since undergone revisions.

Mr. Goldman shared that the plan now includes not only service enhancements but also includes the Plank Road BRT route. He noted that many of the system's current routes will experience changes in one way or another with a reallocating of resources.

Mr. Brandt noted that by approving the Plan process to proceed, the board is not taking action on these route enhancements specifically as there may be changes made based on public feedback. Rather, the board is only authorizing staff to proceed with the required public meeting process.

Ms. McNaylor shared that this Plan will take place in two phases and will be done in 2019 and 2020, with the bulk of the enhancements taking place in 2019. The Plan will be taken to the public in August for input and will be on the Metro Council agenda in September for approval.

It was noted that this item has been reviewed by the Planning Committee and that it was unanimously recommended for approval by the F&E Committee.

Mr. Cohran moved that the staff is authorized to proceed with the Service Improvement Plan process and Ms. Perkins seconded the motion. Mr. Brandt invited public comment and there was none. The motion carried unanimously with no abstentions.

IX. PUBLIC COMMENTS

Mr. John Estorge of Fortis College reiterated his request that CATS extend its service to his college on Airline Highway. He has approximately 116 students living in zip codes 70802 to 70820.

Mr. Michael Thompson of Moore Career College echoed Mr. Estorge's request to have bus service extend further on Airline Highway. His college is near Fortis College. There are approximately 321 students attending his college living in the zip codes currently covered.

X. ADJOURNMENT

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

DRAFT