



**MEETING OF THE
BOARD OF COMMISSIONERS OF
CAPITAL AREA TRANSIT SYSTEM
AND
PUBLIC TRANSPORTATION COMMISSION
OCTOBER 20, 2015
4:30 p.m.
BREC Administration Building
6201 Florida Boulevard
Baton Rouge, LA 70806**

MINUTES

I. CALL TO ORDER: Ms. Donna Collins-Lewis

Ms. Collins-Lewis called the meeting to order.

II. ROLL CALL

All members were present, namely, Messrs. Brandt, Breaux, Honore, O’Gorman, and Perret and Mss. Collins-Lewis, Perkins, Pierre and Roe. Also present were Mr. Robert Mirabito, CEO; Mr. Conner Burns, CFO; Mr. Bill Deville COO/Project Manager; other CATS staff; Wendell Lindsay and Creighton Abadie of Lindsay & Abadie, A.P.L.C., CATS attorney; and members of the public.

III. INVOCATION

Ms. Collins-Lewis thanked everyone for their thoughts and prayers following her car accident.

Ms. Roe gave the invocation.

IV. APPROVAL OF MINUTES OF SEPTEMBER 15, 2015, MEETING

Mr. Brandt then moved to approve the minutes of the September 15, 2015, board meeting and Ms. Perkins seconded the motion. The motion was unanimously approved.

V. ADMINISTRATIVE MATTERS:

1. CEO Report: Mr. Bob Mirabito

Mr. Mirabito mentioned the highlights of his written report contained in the members' packets. His comments included: CATS conducted a job fair at 2250 Florida Boulevard on Friday, October 16th, interviewing for operators, mechanics, utility personnel, and administrative positions; Hub International is the new agent of record for employee insurance needs and will provide CATS employees with access to online portal services in addition to insurance services; the FTA has notified CATS that it is scheduled for a Triennial Review in 2016, that dates of its on-site interview are still to be determined, and it is asking for CATS to provide requested data by December 11th; the FTA has requested a letter from Governor Jindal's office designating CATS as the recipient of Federal Funds for Transit, and CATS is working with Capital Region Planning Commission and the Governor's Office to fulfill the requirement; there were two LSU Touchdown Express games in September and CATS realized \$25,767 in revenue, including the pro-rate share of 140 season passes sold; CATS successfully launched the e-commerce product and has sold approximately \$3,000 in passes in the first three weeks of operation; CATS and the Union met on October 8th and 9th and continue to make progress, and the next session is scheduled for November 3-5; MegaBus has begun service at the CATS Terminal and there are three westbound and three eastbound trips daily, and MegaBus is compensating CATS \$2,500 per month for use of the terminal; the next system changes are scheduled for December 6th and, subject to Board and Metro Council approval, CATS will discontinue the O'Neal Park and Ride and the Express Route from downtown to the Mall of Louisiana, and will use the savings to improve service on other routes; the next wave of customer satisfaction surveys will be conducted between October 27th and November 4th; the surety company and CATS have an agreement where the remaining 10 shelters under the First Millennium contract will be completed by the Luster Group at no additional expense above the original contract and change orders; the placard design has been finalized for 300 stops served by multiple routes and the procurement process will take four to six weeks, with a conservative estimate of installation being December; the on-site Baton Rouge Police Department personnel have been outfitted with CATS radios, allowing for immediate communication between Dispatch and our police support; the construction of the new permanent lifts will begin November 2nd; CATS continues to explore both short- and long-term solutions for downtown Baton Rouge and discussions continue with the Mayor's Office and the Planning Commission, and CATS should be able to identify a short-term solution in November, with the goal to relocate in March/April; and we have a preliminary design for the hub at Cortana Mall and are moving forward with contacting necessary parties for approval of the concept and will update the Board next month with a proposed timeline for design, construction, and implementation.

There was a discussion among members and it was noted that the hub concept would go for unofficial public input. Members of the public also offered comments: Champagne Starr noted there was no restroom in the hub concept and stated there should be information centers at all hubs. Mr. Brian said CATS needs to keep the buses from making the bad road worse and should stay on DPW to repair it.

The passenger trip data for September was unavailable. There were 101 complaints, and the on-time performance was 74.71%. The complaints break down as follows: courtesy – 11; facilities/maintenance – 9; passed up – 11; performance – 51; safety – 14; IT/website issues – 3; and other – 2.

Mr. DeVille gave a summary of the MV Status Report included in members' packets and noted that activities are winding down, and there are less than 100 days remaining on the contract. Mr. DeVille shared that there is an ongoing assessment of requirements for

transit service schedule changes and developing plans for implementing the next service change.

2. Financial Statements: Mr. Conner Burns

Mr. Burns described the highlights of the written report contained in the member's packets showing the status of grants. The balance of grants was \$9,128,105.

He then discussed the highlights of the financial statements. The 2015 year-to-date property tax monies received was \$15,903,949, and the amount expended from that source was \$12,834,384. September operating revenues were \$269,261 and governmental revenues were \$3,299,886 for a total source of funds of \$3,569,147. The total direct operating expenses were \$2,239,696.

The year-to-date operating expenses break down as follows: Operations – 50%, Maintenance – 21%, ADA – 11%, Administration – 10%, Customer Care/Security – 4%, Facilities Maintenance – 2%, and Project Administration – 2%.

VII. COMMITTEE REPORTS AND ANY ACTION THEREON

1. Finance and Executive: Ms. Collins-Lewis

Ms. Collins-Lewis referred the members to the minutes of the committee's October 15th meeting in their packets. She shared the highlights of the meeting and noted action items would be discussed later in the meeting.

2. Technical, Policies and Practices: Ms. Perkins

Ms. Perkins noted the committee did not meet.

3. Audit: Mr. O'Gorman

Mr. O'Gorman noted there was no meeting.

4. Planning: Mr. Perret

Mr. Perret noted the committee did not meet but shared that the Strategic Plan Committee, shared by Mr. Brandt, would be meeting on October 27th.

5. Community Relations and Reliant Transportation Group representative

Ms. Roe referred the members to the minutes of the committee's October 7th meeting in their packets. She noted that for September there were 19 applications mailed to customers. There were 25 applicants certified, six were conditional, and zero was ineligible. It was noted that there is carry-over each month from applicants who apply in one month but may not come to be certified until the next month. There were five recertifications in September. Ms. Roe also noted that Christina Stephens, the Public Relations Manager for CATS from Covalent Logic, attended the meeting and offered some wonderful comments concerning promoting CATS and what the resources available to CATS would be.

Mr. Morgan Landry, Reliant's Baton Rouge Operations Manager, reported that Reliant provided 7,289 completed rides in September, 97% were on-time, the total hours were 4,595.59, and there were zero complaints.

VIII. ACTION ITEMS

- 1. Approve elimination of two routes and authorization for the CEO to present the service changes to the Metro Council for approval**

Mr. Mirabito noted that the two routes being proposed for elimination had less than 10 riders each. He shared with the board that the savings from the two routes would be reinvested into the system to make enhancements on several routes, including the Government/Jefferson Highway Route 12, Perkins Road/Mall of Louisiana Route 17, and the Airline Highway/Southern University Route 54.

Ms. Collins-Lewis then read a sample resolution for this purpose, as follows:

BE IT RESOLVED by the Board of Commissioners of Capital Area Transit System (CATS) and the Public Transportation Commission, acting jointly, that Route 102 (O'Neal Park and Ride) and Route 105 (Mall of Louisiana to Downtown Express) are hereby eliminated.

Ms. Roe moved to approve the resolution and Mr. Honore seconded the motion. After Board discussion and comments from the public, the vote was taken, and the resolution was approved unanimously.

- 2. Authorize the purchase of four (4) Dodge Caravans for \$21,107 each; \$84,428 total**

Mr. Mirabito explained that this purchase was to replace vans that CATS currently rents. These vans serve as relief vehicles. The vans will be purchased from the state contract, so it is not necessary for CATS to conduct a bidding process.

Mr. Perret moved that the CEO be authorized to purchase four (4) Dodge Grand Caravans at a price not to exceed \$21,107 each for a total not to exceed \$84,428. Mr. Honore seconded the motion. Ms. Collins-Lewis invited public comment, and there was none. Thereafter, the matter was carried without objection.

IX. PUBLIC COMMENTS

Antoinette Bryant, International ATU Representative, said she was previously in Baton Rouge and met with officials from CATS, Center for Planning Excellence (CPEX), Baton Rouge Area Chamber, various other stakeholders and ATU. She noted that Louisiana and Alabama received the least amount of transit funding and was working to try and remedy that. She noted this is a quality of life issue, not a union or management issue.

Ms. Faye Thompson, a customer, rode the Florida Route 44 bus and was told to get off at the terminal and that another bus would be coming; no bus ever came. Buses are cancelled and customers never know anything. Ms. Thompson also noted that buses are cancelled on LSU home games and there needs to be a special bus for handicapped people. There are problems with delays

in people boarding the bus and paying when they get on the bus. She shared that there should be better effort to maintain a schedule. Mr. Mirabito noted that it would be wonderful if CATS was a cashless system, but that is not where CATS is; he also shared that CATS is federally mandated to cater to handicapped individuals just as non-handicapped individuals. She said the customer service representatives do not give accurate information when she calls them. She asked why CATS doesn't have coverage to the whole city, and Mr. Mirabito shared that it comes down to the money available. Ms. Collins-Lewis noted that the entire parish did not vote to have service.

Champagne Starr said there is never a supervisor at the Customer Service Center. She has waited 120 days for a response and has not gotten one. She also said that it takes too long to get to a destination. The board members do not care about the public and the CEO does not care about the public. The public feels there should be a petition to ask for the resignation of the CEO. Ms. Collins-Lewis noted that CATS works to make changes to the schedules to make it better for the customer.

Chris Huddleston, an operator, said he has an issue with operators working late hours because he was informed by two customers that there would be urine and feces thrown at operators on Halloween. Operators are threatened and cursed daily and will not tolerate that behavior from customers. It is unsafe to have female operators on the buses at 11:00 and 12:00 at night.

A customer said the schedules do not work right and passengers get stuck at the bus stop. She also noted there are not enough shelters.

Ms. Collins-Lewis asked why a bus would be cancelled. Mr. Mirabito shared that trips are cancelled if there is no person – operator or supervisor – to drive a vehicle.

Ms. Roe asked if there was a way to track cancelled trips and Mr. Mirabito shared that RouteMatch is working to produce that report.

Mr. Perret asked if there were supervisors who could help with trips and stranded passengers. Mr. Mirabito noted CATS will pull anyone available but there are cases where there is literally no one able to drive the bus. Street Supervisors are dispatched to routes but sometimes CATS does not have resources to help every individual.

Mr. Brian noted there are bus stops signs at some locations where the buses no longer stop.

X. ADJOURN

Ms. Roe moved to adjourn the meeting. Mr. Perret seconded, and the motion carried unanimously.