

CATS

CAPITAL AREA TRANSIT SYSTEM

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

MARCH 19, 2019

4:30 p.m.

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

MINUTES

I. CALL TO ORDER: Mr. Jim Brandt

Mr. Bellue called the meeting to order.

II. ROLL CALL

Present at the meeting were members Messrs. Bellue, Brandt, Cohran, Lambert, and O’Gorman and Mss. Green, Perkins and Pierre. Dr. Breaux was absent. Also present were Mr. Bill Deville, CEO; Mr. Darrell Brown, CAO; other CATS staff; Creighton Abadie, CATS attorney; and members of the public.

III. APPROVAL OF MINUTES OF FEBRUARY 19, 2019 MEETING

Mr. Brandt moved to approve the minutes of the February 19, 2019, meeting and Mr. Lambert seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

IV. PRESIDENT’S ANNOUNCEMENTS

Mr. Bellue welcomed the public and provided a review of the public comment process.

V. SAFETY MOMENT

Ms. Simpson shared a safety moment centered on effective practices on bus transit safety.

VI. ADMINISTRATIVE MATTERS

1. Customer Satisfaction Survey Results: Mr. Aaron Heckeke, ETC Institute

Mr. Heckeke shared that the second round of customer surveys were conducted in November 2018 and more than 2,000 usable surveys were collected.

It was noted that the majority of riders surveyed rely on CATS as their primary means of transportation. 74% of riders have an annual household income under \$50,000, and that majority of those are less than \$25,000. 58% of riders are between the ages of 19 and 39, and 29% have used CATS more than five years; 40% have utilized the system less than one year. It was noted that 85% of riders have a smartphone. 74% of riders are transit dependent.

Mr. Heckeke let the board know that the primary purpose for trips is work, and 65% of those riding use the system five or more days weekly.

It was noted that the mean satisfaction rating for fall 2018 is 67.

CATS customers are highly satisfied with operators; the mean rating for fall 2018 is 78, which is near the highest numbers for operator satisfaction in the industry.

Overall, customers feel safe and secure when on a CATS vehicle.

The top three service items of importance to CATS riders are buses arriving on time, route coverage, and fare price.

It was noted that customers will once again be surveyed in the spring and fall of 2019 to ensure the agency is addressing the issues that are important to the customers.

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

Ms. Dwana Williams shared that, in Operations, there are currently 131 active operators.

Ms. Williams noted that CATS had 221,163 passenger trips in February. There were 5.8 preventable accidents per 100,000 miles.

Ms. Williams shared that there were 200 trips cancelled in February of the approximately 33,000 trips for the month. The percentage of on-time trips was 67.26%. There were 31.7 complaints per 100,000 miles in February. There were 1,792 mean miles between road calls for the month.

Mr. Deville reported that CATS has rebid the construction project for the East (Cortana) Transit Center and there will be a recommendation later in the meeting.

After the BYD electric bus inspection at their facility, CATS staff informed the agency that all three buses are in the road test/punch list phase, and all are scheduled to arrive ahead of the planned revenue service startup for the CATS Plank Road BRT route. Once they have arrived and been outfitted, they will be placed into revenue service on a fixed route until the BRT route is active.

The CATS SIP implementation on February 24th was successful, with some minor issues as expected. The free rides were appreciated by the customers. Operations, Planning, and Scheduling are closely monitoring the startup. Some of the issues that have arisen are some operators saying certain route schedules do not allow time for comfort breaks and some customers still needed help adjusting to the new routes.

Mr. Deville shared that CATS has hired a new Human Resources Manager, Jim Fight, who starts March 20th. Mr. Fight comes to the agency with more than twenty years in human resources, and more than ten years in transit human resources.

An administrative reorganization took effect on March 1st, and some of the highlights include naming Dwana Williams the Chief Operating Officer and Garrick Rose the Director of Planning and Program Development.

Mr. Deville shared that the CATS planning staff participated in the Redevelopment Authority's "Walk the Plank" event. The community walk-and-ride tour was held to encourage residents and business owners who live along Plank Road to tell officials what the future should look like for the corridor.

In Facilities Planning, Mr. Deville let the board know that CATS is anticipating FTA's approval of the 2018 formula. Legal counsel is working with LSU officials to complete certain requirements prior to executing the purchase agreement.

The Cortana Transit Center construction project was rebid and three firms submitted bids. The lowest bidder is in compliance with the ITB and will be recommended for consideration of award.

Mr. Deville let the board know that a preliminary assessment of the BRT stations has been completed by SJB. The assessment focused on right-of-way limitations, ADA compliance, site evaluations, and development of conceptual designs. The assessment confirmed the suitability and acceptability of the station locations and allows the design phase to advance to the utility phase. The sites deemed unacceptable have been replaced with alternate sites.

CATS and HNTB met with City-Parish DPW and DOTD officials to explore the challenges associated with the Plank Road rights-of-way. Narrow rights-of-way and access management, as well as the transfer of Plank Road from DOTD to DPW were some of the issues discussed.

Mr. Deville let the board know that CATS has been working with the Baker Mayor and CRPC to plan a bus layover facility and a park-and-ride location in Baker. Project funding has been identified by CRPC with local match to be provided by both CATS and the City of Baker. The anticipated revenue start date is expected in 18 to 24 months, contingent upon funding.

Mr. Deville noted that he had engaged Postlethwaite & Netterville to conduct an audit of the finances at the agency in addition to their upcoming annual material audit. The firm has been critical in learning the deficiencies in the finance department and financials.

The firm has now begun the work of the material audit while continuing to work on the finances.

Mr. Deville shared the statement of budgeting versus actual for 2018 as prepared by P&N and noted that CATS had \$26,438,164 in total operating expenses. There was \$2,917,014 in CATS generated revenue, \$19,266,570 in non-federal subsidies, and \$5,304,758 in federal subsidies. The net operating balance was \$1,050,177.

VII. COMMITTEE REPORTS AND ANY ACTION THEREON

1. Finance and Executive: Mr. Jim Brandt

Mr. Bellue referred the members to the minutes of the committee's March 14th 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

Ms. McNaylor noted the committee did not meet but plans to meet in April.

3. Audit: Mr. Cohran

Mr. Cohran noted the committee did not meet but would be meeting March 25th.

4. Planning: Mr. Kevin O’Gorman

Mr. O’Gorman referred the members to the minutes of the committee’s March 15th meeting in their packets. He shared the highlights and noted that there was discussion on the Plank Road BRT route, the Plank-Nicholson BRT Corridor, the City of Baker Park and Ride, and various FTA coordination topics.

5. Community Relations: Ms. Linda Perkins

Ms. Perkins noted the committee did not meet.

Mr. Bryan Basford of MV Transportation noted that there were 7,926 scheduled trips; of those, 582 were cancellations and 281 were no-shows for a total of 7,063 completed trips. There were four complaints for the month and the on-time percentage was 90.5%. There were 10 road calls for the month of February.

VIII. ACTION ITEMS

1. Consideration of renewal of automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac)

Mr. Darrell Brown noted that this is a contract initiated by the City-Parish and CATS is a participant. The contract originated in 2014 and this is the fourth renewal; the option is for up to seven renewals. The contract is for gasoline and diesel utilized by all CATS vehicles and is based on Oil Price Information Services (OPIS) pricing.

It was noted that CATS is only billed for fuel actually used, not fuel delivered to the agency.

Mr. Brandt moved that the CEO is authorized to renew the automated fuel dispensing services contract with Mansfield Oil (formerly FuelTrac) and Mr. Cohran seconded the motion. Mr. Bellue invited

public comment and there was none. The motion passed unanimously with no abstentions.

2. Consideration of award of contract for construction services for Cortana Transit Center construction project

Mr. Darrell Brown let the members know that the solicitation was rebid after the two original bids were deemed to be flawed.

Three bids were received from the rebid solicitation and all three were deemed to be responsive. Kelly Construction Group was the lowest responsive bidder at \$524,848.

Mr. Cohran moved that the CEO is authorized to award the construction of the Cortana Transit Center ITB to Kelly Construction Group, LLC and to enter into a contract with Kelly Construction Group, LLC in the amount of \$524,848 and Mr. Brandt seconded the motion. Mr. Bellue invited public comment and there was none. The motion passed unanimously with no abstentions.

IX. PUBLIC COMMENTS

Ms. Linda DeSimone shared that she is a daily rider of the CATS system. There are not enough seating areas at the Cortana Transit Center and she inquired when there would be more. She feels that the new schedules are worse and CATS should bring back the 57 route.

X. ADJOURNMENT

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