



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Rider's Advisory Committee
RAC

Meeting Agenda - Final

Wednesday, September 3, 2025

5:30 PM

RTA Board Room

This will be an in-person meeting where masks are optional inside the boardroom. A live stream of the meeting is available on the agency's website. This meeting is accessible to persons with disabilities. To help assure availability, modifications or accommodations linked to a disability must be requested 72 hours before the meeting or hearing. Please direct requests for public meeting accommodations to the Office of Board Affairs, 2817 Canal Street, NOLA 70119, or call 504-827-8341 or by email (rtaboard@rtaforward.org).

1. Welcome - Commissioner Neal
2. Opening Comments - CEO, Lona Hankins
3. Public Open Forum - Open Discussion
4. Old Business

Video Link from 08/06/25 RAC Meeting: <https://norta.legistar.com/Calendar.aspx>

[RAC Meeting Follow Ups]

[24-114](#)

5. New Business

Fall Service Changes

Algiers Service Improvement Plan Update

6. Wrap Up

The next RAC meeting will be held on October 1, 2025



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Board Report and Staff Summary

File #: 24-114

Rider's Advisory Committee

[RAC Meeting Follow Ups]

2025 ACTION ITEMS REPORT

Last Updated: 08/01/2025

(R=RAC, OC=Ops, FC=Finance, B=Board, PRR=Public Records Request)

Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-R001	01/08/25	04/30/25	When can the public expect to see the communications plan?	Communications	Communications/Disruption Plan will be ready for public review 3 quarter 2025.
2025-R002	04/02/25	05/01/25	The route information for the #31 and the #32 is inaccurate on the website and on the paper schedules (detours). When will the route information be updated?	Planning	The detours are ever-changing so we can't promise that that information will be correct. The Scheduling team is fixing what we can for the June 1 schedule change, including the name of the last stop in the printed schedule. (Right now it says both routes go to Gentilly woods, when one of them actually goes to Main library).
2025-R003	04/02/25	05/01/25	Why are the downloadable schedules buried on the website? Why can't the schedules be more accessible? Too many clicks.	Marketing	For CY 2026, the agency is looking at a full web redesign and it will take into account accessibility of the schedules.
2025-R004	04/02/25	05/01/25	Why can't a link be provided on the agency's main web page to access LePass app?	Marketing	Links are available for android and iphone on the webpage.
2025-R005	04/02/25	04/09/25	When will the bench be restored at Scott and Canal? It was removed several years ago without explanation.	Maintenance	The bench installation is complete.
2025-R006	4/2/2025 06/04/25	04/29/25	GPS locator doesn't always give real-time information. How can the public find more reliable information regarding service?	Planning	RTA looking for ways to improve the accuracy and reliability of the GPS and arrival information that is fed to website and LePass. If there are specific issues, please take a screenshot and email to lepass@rtaforward.org
2025-R007	05/07/25	5/7/2025	Speakers commented on the lack of communication regarding service disruptions. Examples cited included inaccuracies of the St. Charles streetcar shuttle route as shown on the website and miscommunications about the Rampart Street.	Communications	Service Disruptions Communications SOP is scheduled to be finalized and fully implemented by October 2025. First draft will be submitted to the board operations committee by August 2025.
2025-R008	05/07/25	5/7/2025	Speaker commented that they don't understand why the Franklin Ave bus is so unreliable throughout the day and is never on time.	Operations	Unfortunately, the route has been on detour for some time based on road work on the route. We look forward to the detour ending soon so we can provide timely service. Please check the RTA website for amended service times.

2025 ACTION ITEMS REPORT

Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-R013	06/04/25	6/12/2025	The agency received an email supporting the pilot program to extend ferry hours, but it recommended an earlier start time since most employees in the hospitality industry must report for work before 6:00 am. Additionally, the email advised against implementing the pilot during the summer slowdown, as this could provide an erroneous impression of the impact.	Operations/Ferry/Communications	The ferry pilot will occur from June 15- September 27 2025. The slow season is by design to ensure that the revenue generated will cover expenses during the slowest possible period to mitigate any financial risk to the agency.
2025-R014	06/04/25	7/9/2025	A RAC speaker complained about the printed schedules being inaccurate and inquired what percentage of riders are using them.	Communications/Planning	We've initiated a inter and cross-departmental review of printed materials to ensure alignment with planning and operations. Action Taken: Marketing is now coordinating with Scheduling on a quarterly review cycle to catch discrepancies before reprints. Rider Usage: Preliminary rider survey data indicates that approximately 20–25% of riders rely on printed schedules, especially in areas with low digital access.
2025-R015	06/4/2025 6/30/25	6/13/2025 07/07/25	Staff were asked to look into an ongoing traffic hazard in the 2100 block of France Street by two RAC speakers. The speakers mentioned that they had previously appeared before RAC with this issue and had seen improvements with speeding buses. The Board received two additional emails regarding the same issues of speeding and structural damage to the road and nearby properties being caused by the #84 Galvez bus route. The most recent communication also complained about a bus side swiping a parked SUV.	Operations/Planning Operations/Planning/Safety	Staff has investigated the speed for vehicle 269 at 10:23 pm 07/13/25 and the speed of vehicle 285 at 7:00 am the morning of 7/14/25. It was determined that both vehicles were traveling less than 10 miles per hour. This route is one that our team is closely monitoring to ensure that operators are compliant with the speed limitations imposed.