



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Rider's Advisory Committee
RAC

Meeting Agenda - Final

Wednesday, June 4, 2025

5:30 PM

RTA Board Room

This meeting will take place in person, and the agency's website will stream it live. This meeting is also 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

[RAC Meeting Follow Ups]

[24-114](#)

5. New Business

- A Presentation on Hurricane Preparedness

6. Wrap Up



New Orleans Regional Transit Authority

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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: 06/02/25

(R=RAC, O=Ops, F=Finance, B=Board)

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	4/2/2025	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	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. Currently staff is implementing new software to ensure all operators are correctly logged in which will help. If there are specific, please take a screenshot and email to lepass@rtaforward.org
2025-R007	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	
2025-R008	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	
2025-B009	5/27/2025		Commissioners recognized an ongoing issue that is brought up at every meeting regarding paratransit. The board asked for an update outlining the corrective measures to be taken for when paratransit operators arrive and depart early.	Operations	

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Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-B010	5/27/2025		The Board asked for an update or a schedule for when the Service Disruption/Communication Plan would be released.	CEO/Communications	
2025-B011	5/27/2025		One speaker asked about the source of funding for future service and ferry service expansion.	CEO/Finance	
2025-B012	5/27/2025		A letter was received suggesting the agency increase the fare on the 202 Express bus from the airport and adding the UPT Bus Bay stop times to the printed and online timetables. And, improving the marketing material of the 202 route path through downtown.	CEO/Communications/ Planning & Scheduling	