



August 10, 2023

Regional Transit Authority

**Operations & Administration
Committee**





The New Orleans Regional Transit Authority (RTA) hereby declares that, in accordance with La. R.S. 42:17.1 (A)(2)(a)-(c), a meeting will be held on Thursday, August 10, 2023, at 9:00 a.m. Please be advised that mask wearing is encouraged inside the boardroom.



Written comments on any matter included on the agenda will be accepted in the following ways: 1) Submission of a Speaker Card on meeting day; 2) Electronically by email sent to: rtaboard@rtaforward.org prior to the meeting; or 3) By U.S. Mail send to 2817 Canal Street, Attention: Office of Board Affairs, New Orleans, LA 70119.



Agenda

- 1. Call to Order**
- 2. Roll Call**



Agenda

3. Consideration of Meeting Minutes

[Operations & Administration Meeting Minutes – July 13, 2023]

23-141



Agenda

4. Committee Chairman's Report



Agenda

5. Chief Executive Officer's Report

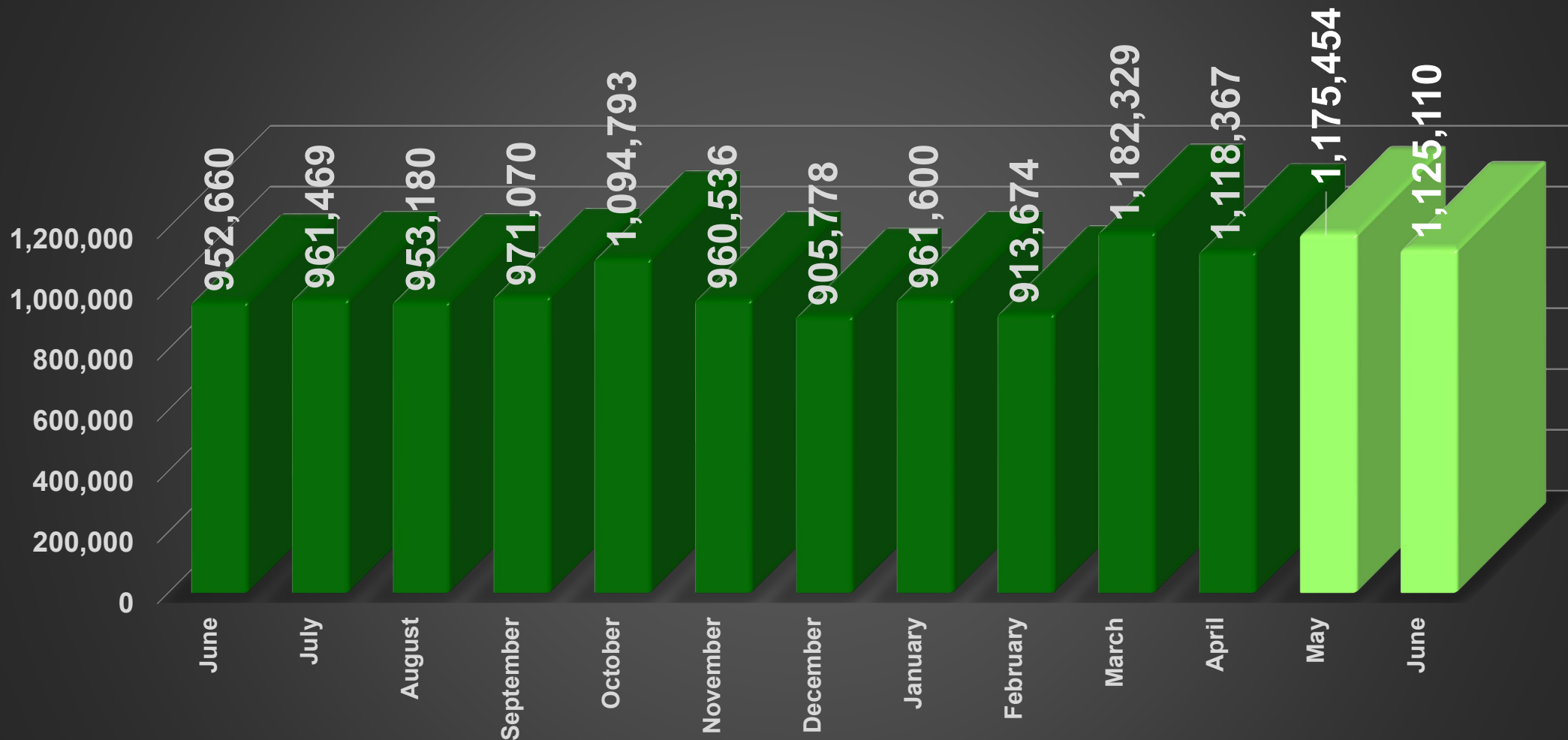
Questions?





Agenda

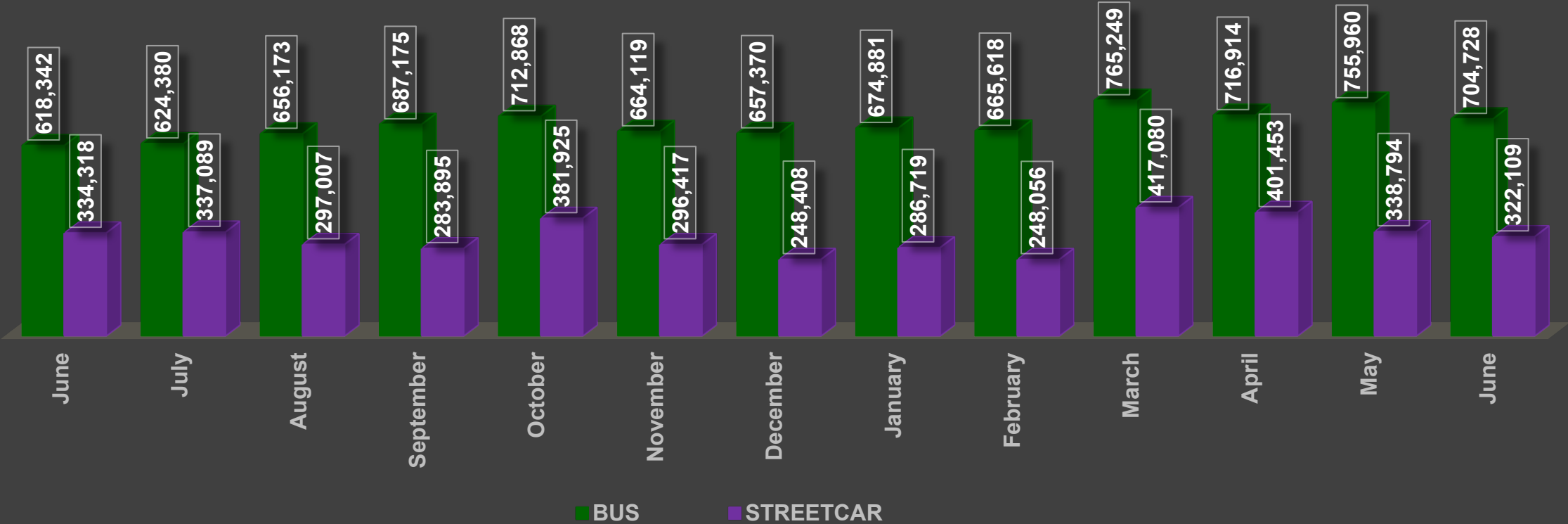
6. Chief Transit Officer's Report



TOTAL RIDERSHIP – BUS, STREETCAR, PARATRANSIT & FERRY:

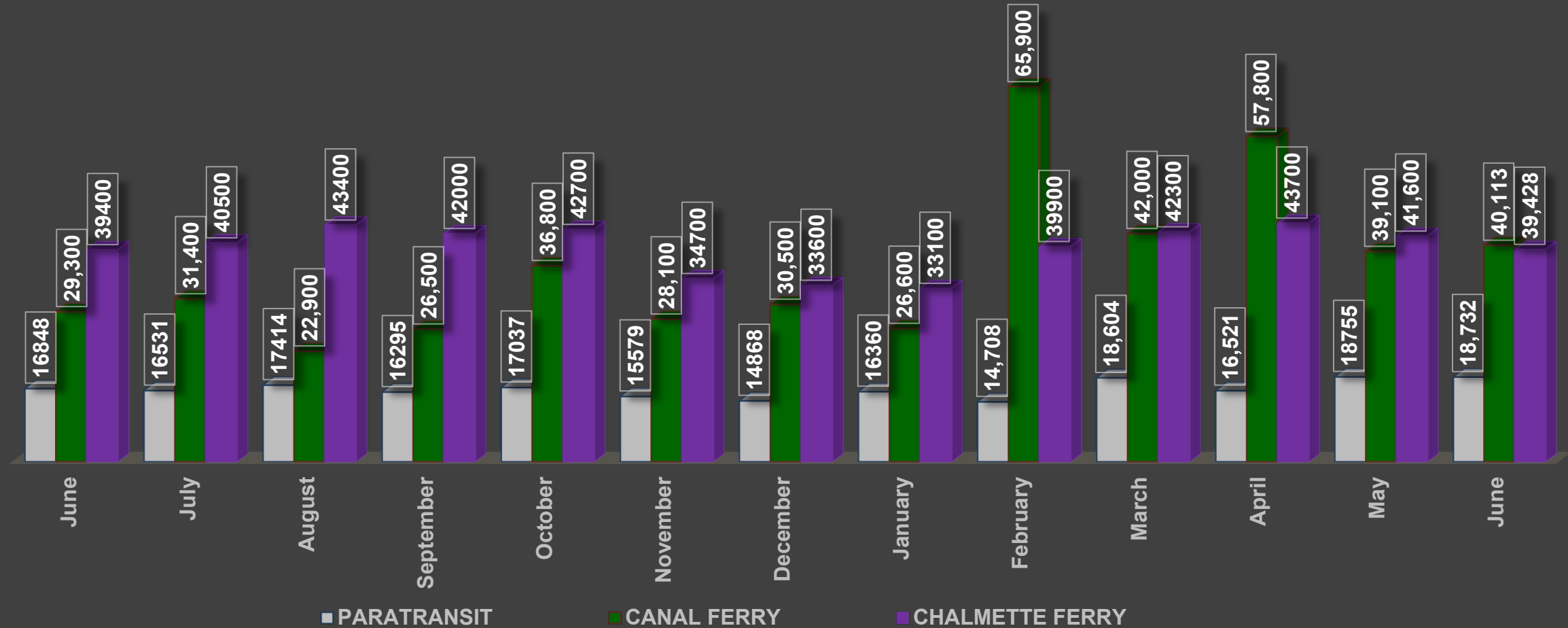
For the month of June, system ridership saw a 4.4% decrease from the previous month.

BUS & STREETCAR RIDERSHIP | JUNE 2023



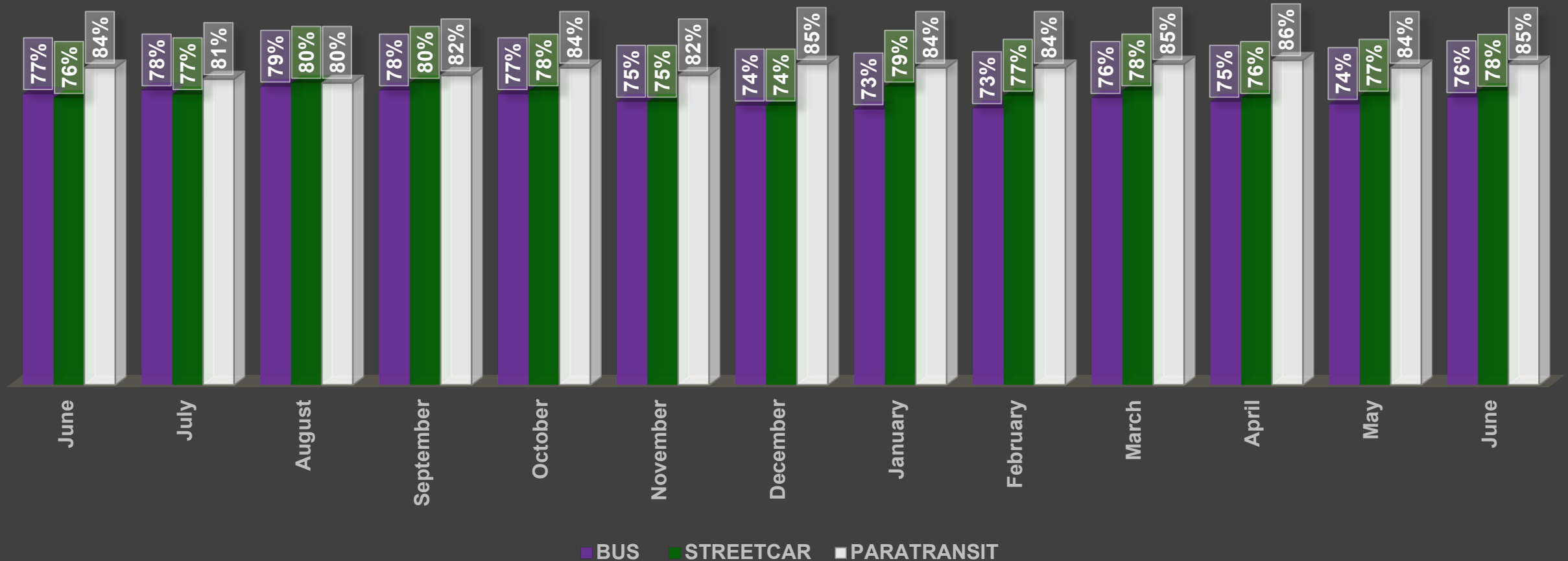
BUS AND STREETCAR RIDERSHIP: Both saw a decline for the month of June: a 7.04% decline for Bus, and a 5.05% decline for Streetcar.

PARATRANSIT & FERRY RIDERSHIP | JUNE 2023



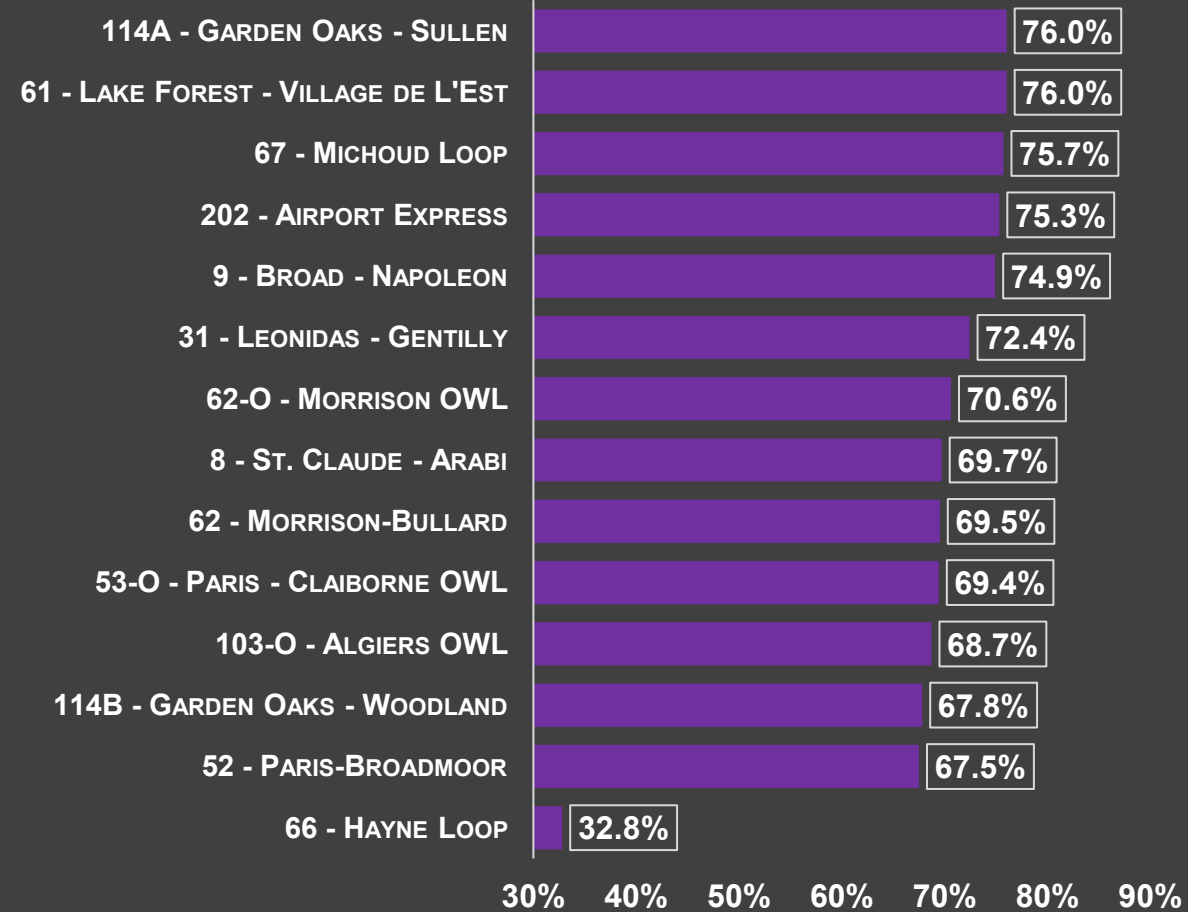
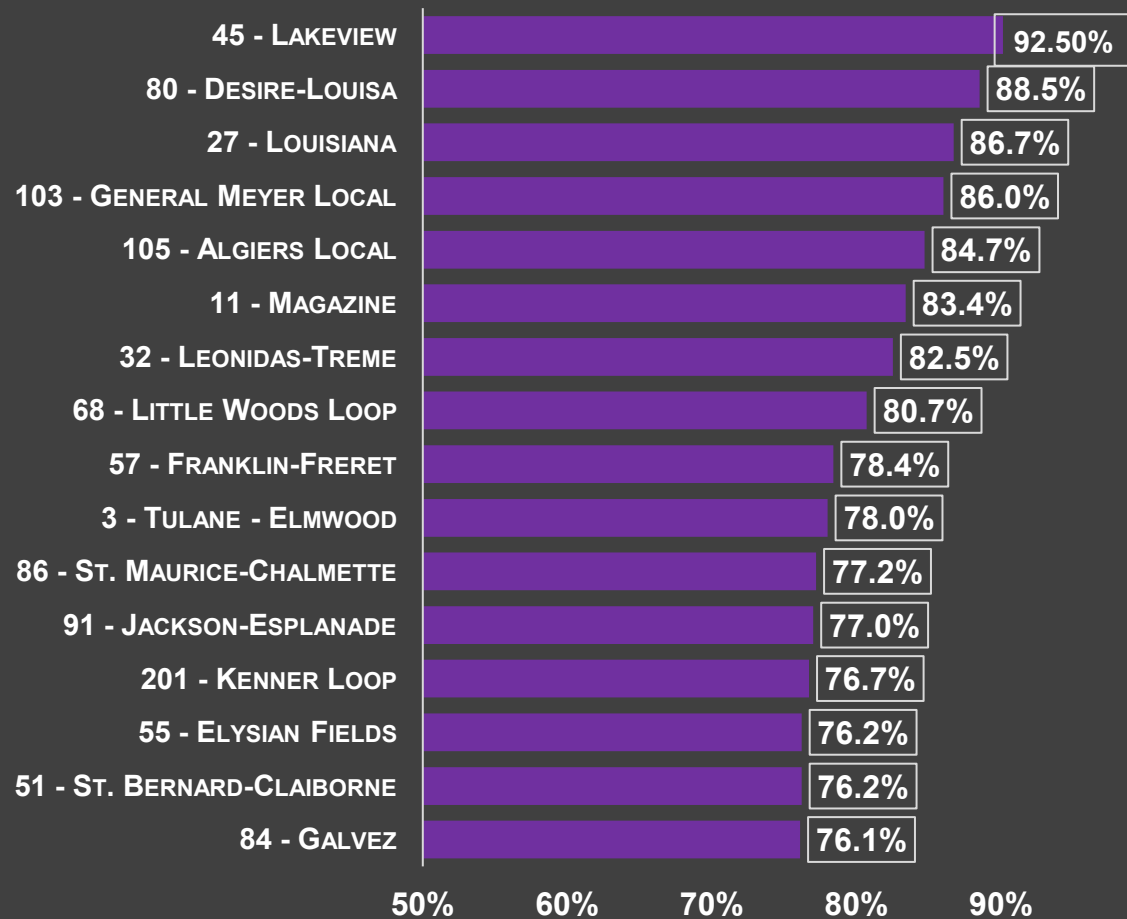
PARATRANSIT AND FERRY RIDERSHIP: Paratransit ridership dipped slightly compared to May. Ferry ridership decreased by 1.4% from the month of May.

ON-TIME PERFORMANCE | BUS, STREETCAR & PARATRANSIT

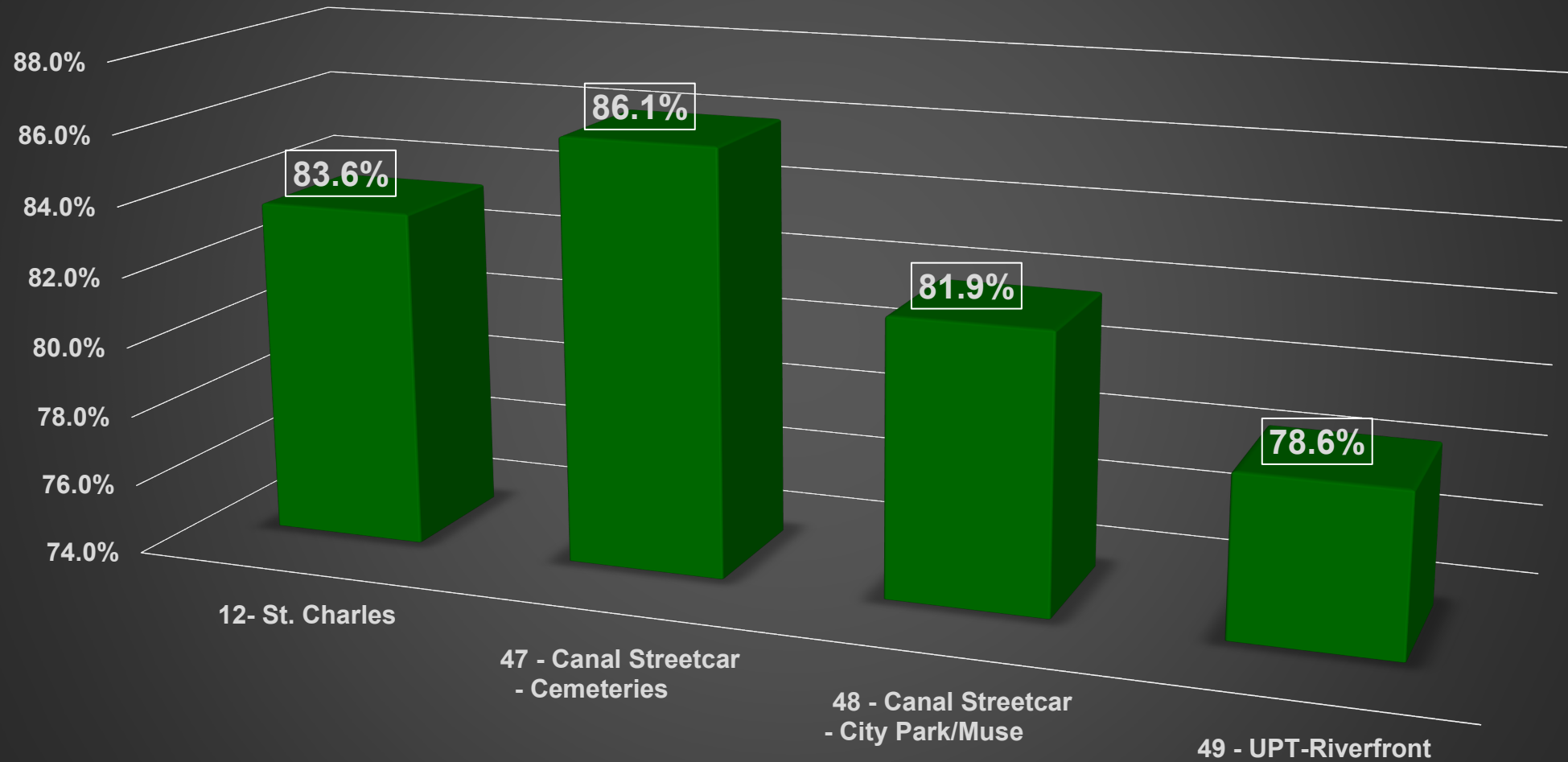


ON-TIME PERFORMANCE BUS, STREETCAR AND PARATRANSIT: Bus experienced a 2% increase; Streetcar increased by 1%, and Paratransit increased by 1% from the previous month.

BUS ON-TIME PERFORMANCE BY ROUTE



STREETCAR ON-TIME PERFORMANCE BY ROUTE

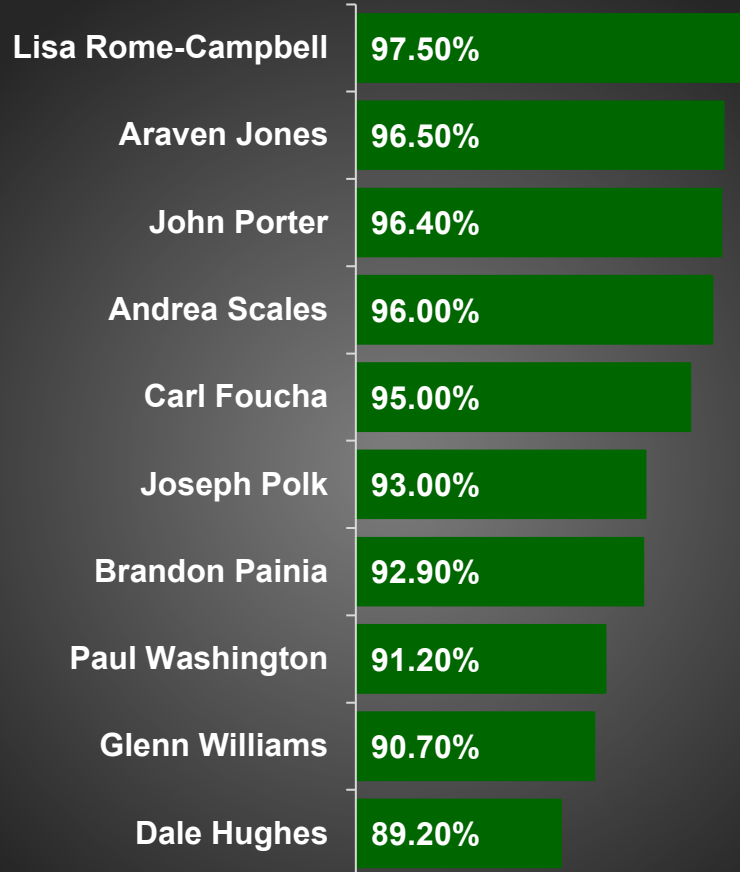


ON-TIME PERFORMANCE STREETCAR: All streetcar lines saw an increase in OTP for the month of June.

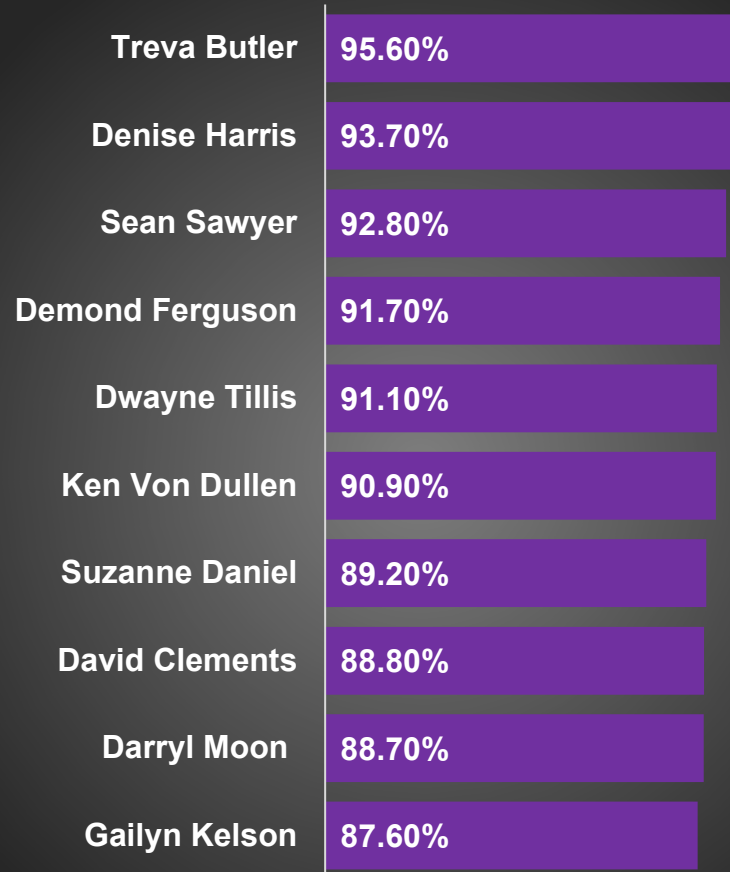
Operations & Administration Committee Meeting



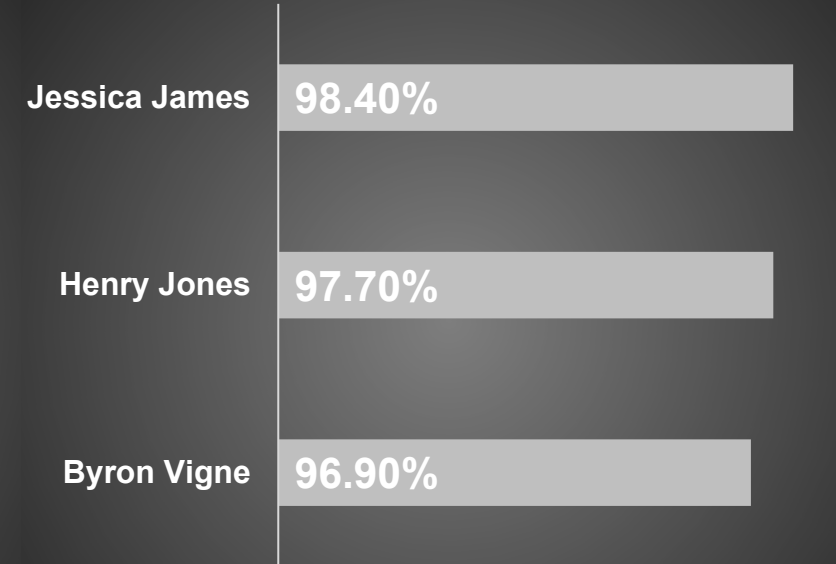
BUS



STREETCAR

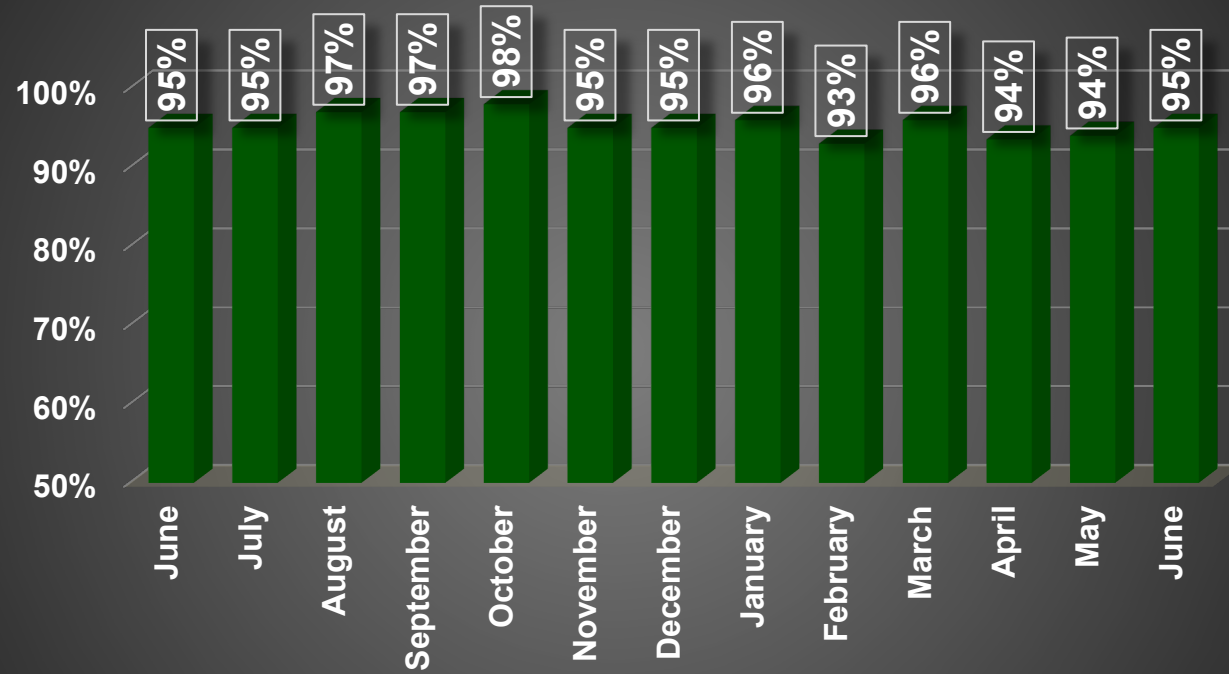


PARATRANSIT

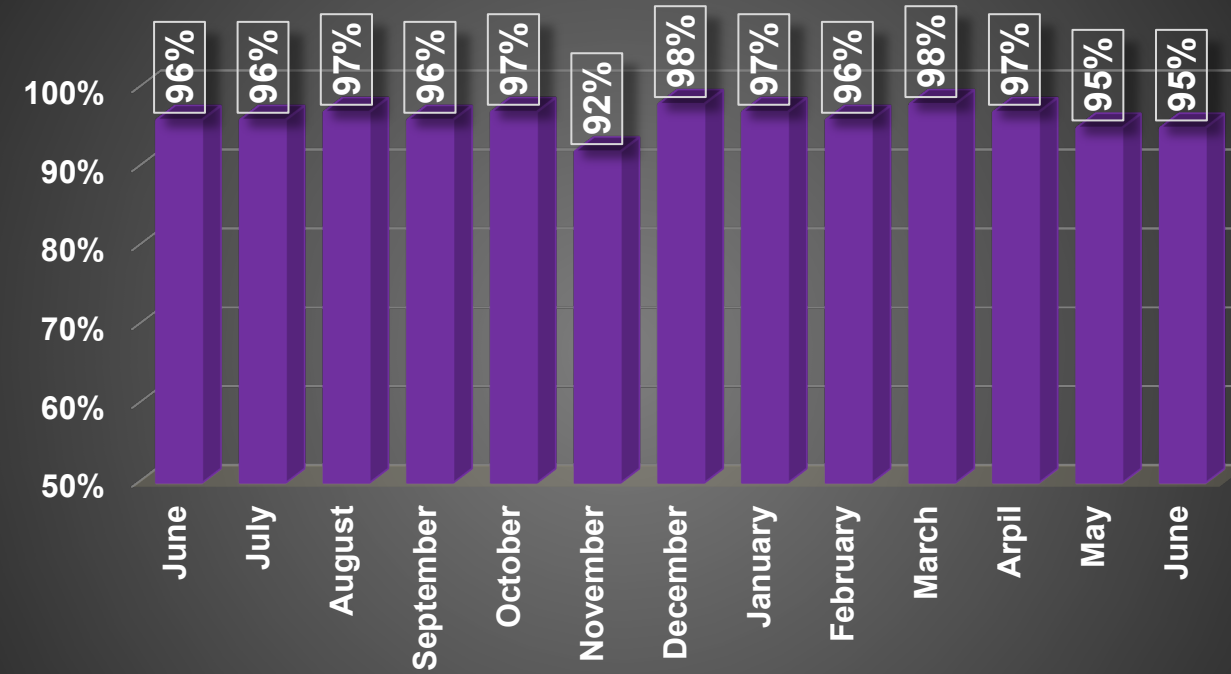


TOP ON-TIME PERFORMERS BY MODE: Lisa Rome-Campbell, Treva Butler and Jessica James were our top on-time performers for the month of June.

TOTAL BUS SERVICE DELIVERY

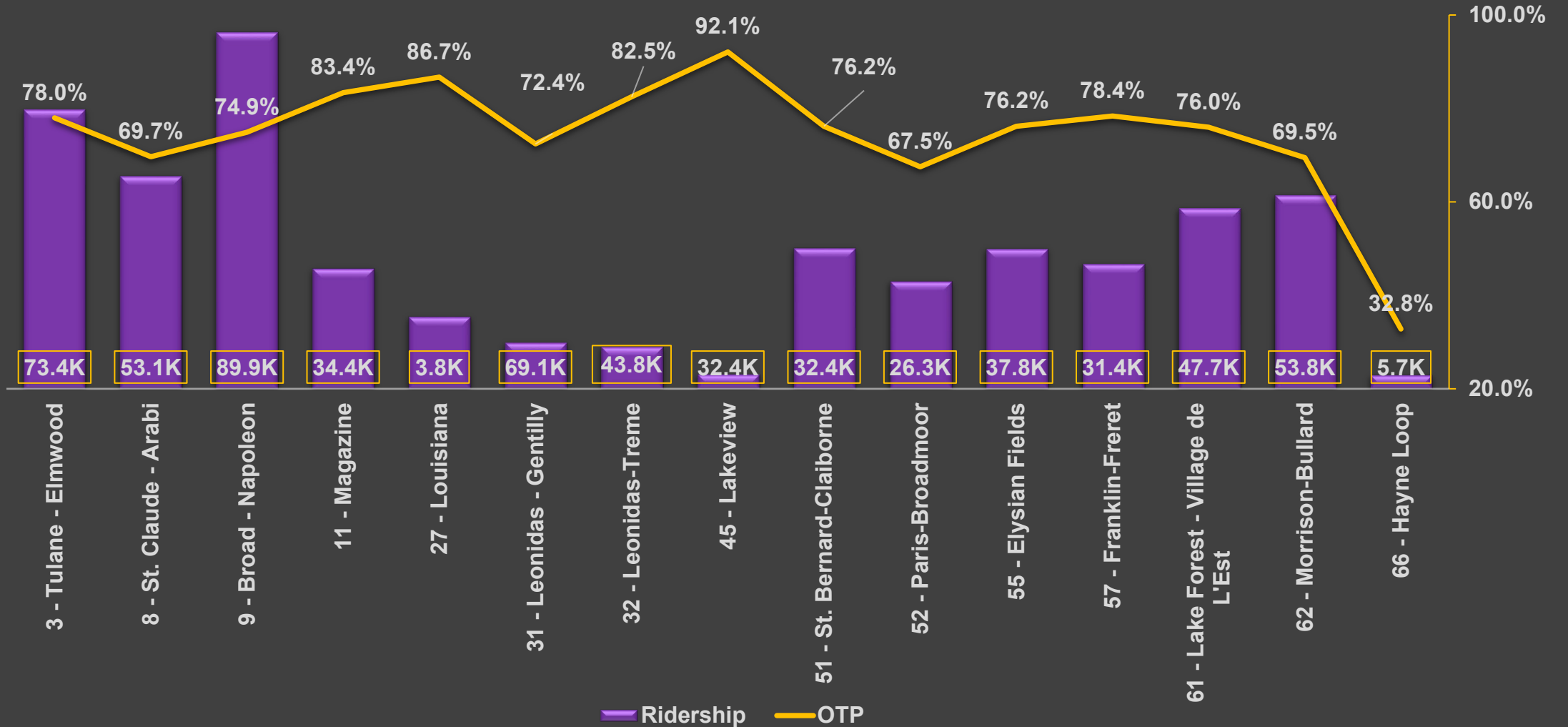


TOTAL STREETCAR SERVICE DELIVERY

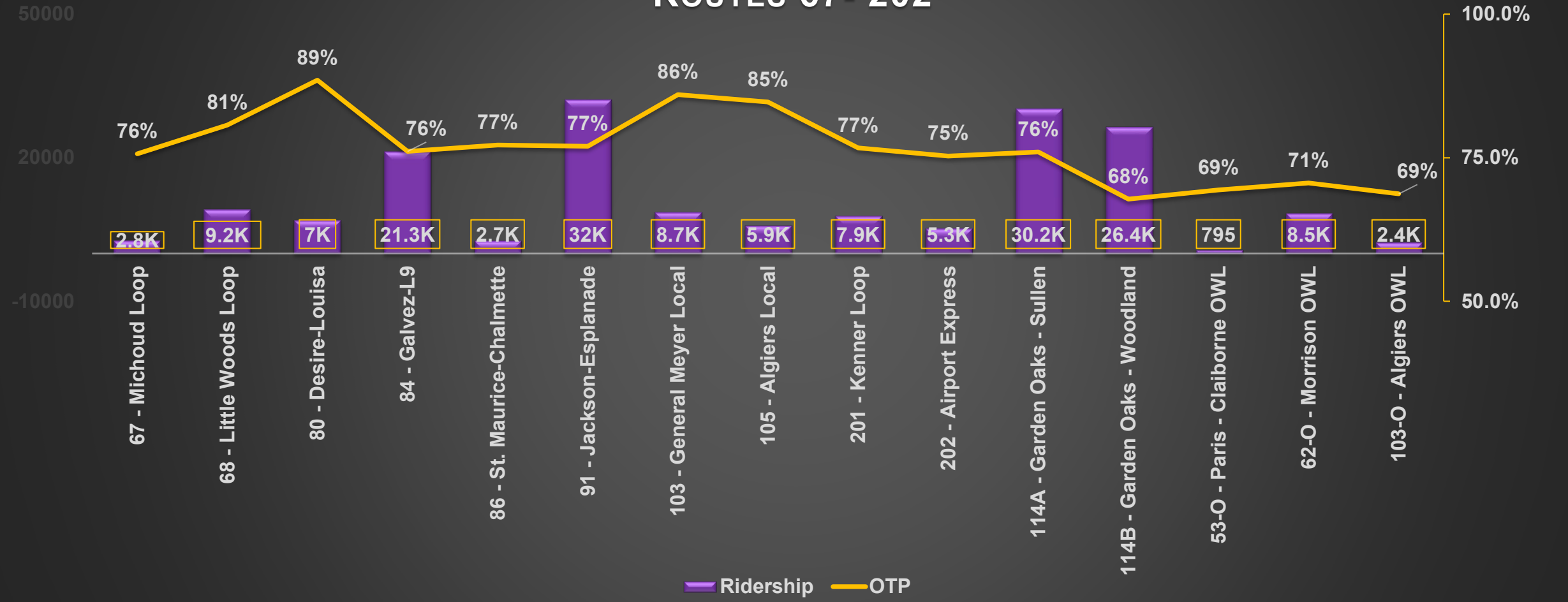


RIDERSHIP & OTP COMPARISON ROUTES 3 - 66

OTP %



RIDERSHIP AND OTP COMPARISON ROUTES 67- 202

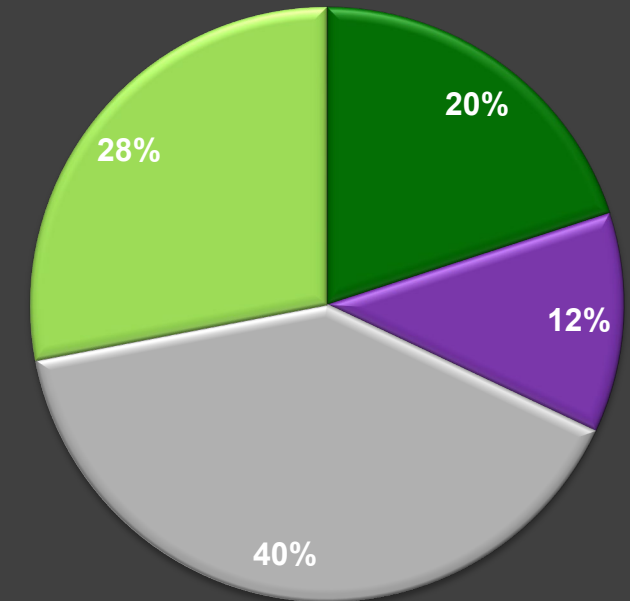


LONG-TERM DETOURS AFFECTING ALL MODES

ROUTES AFFECTED BY LONG-TERM DETOURS	CAUSE
3 - Tulane/Elmwood	Road Construction
9 - Broad/Napoleon	Road Construction
11- Magazine	Route Adjustment
27 - Louisiana	Route Construction
31 - Leonidas/Gentilly	Road Construction
32 - Leonidas/Tremé	Road Construction
47, 48, 49 - Canal	Slow Zone
51 - St. Bernard/Claiborne	Road Construction
52 - Paris/Broadmoor	Road Construction
53 - Paris/Claiborne	Road Construction
55 - Elysian Fields	Road Construction
57 – Franklin/Freret	Road Construction
61 - Lake Forest	Road Construction
66 - Hayne Loop	Road Construction
84 - Galvez	Road Construction
86 -St. Maurice	Road Construction

PERCENTAGE OF TEMPORARY DETOURS BY CAUSE

- Road Closure/Construction
- Parade/Second Line
- Civilian Accident
- Police Activity





Agenda

7. Chief Asset Manager Officer's Report



Fleet Data on Revenue Vehicles

June 2023 ALL MODES

Average Number of Vehicles Out of Service

Bus: 50 daily average for the month, 3 bus increase

Paratransit: 24 daily average for the month, 1 bus increase

Streetcar:

Red Car: 7 daily average

Green Car: 5 daily average

Average Number of Vehicles Waiting on Parts

Bus: 4 daily average for the month, no change from previous month

Paratransit: 2 daily average for the month, 3 bus decrease

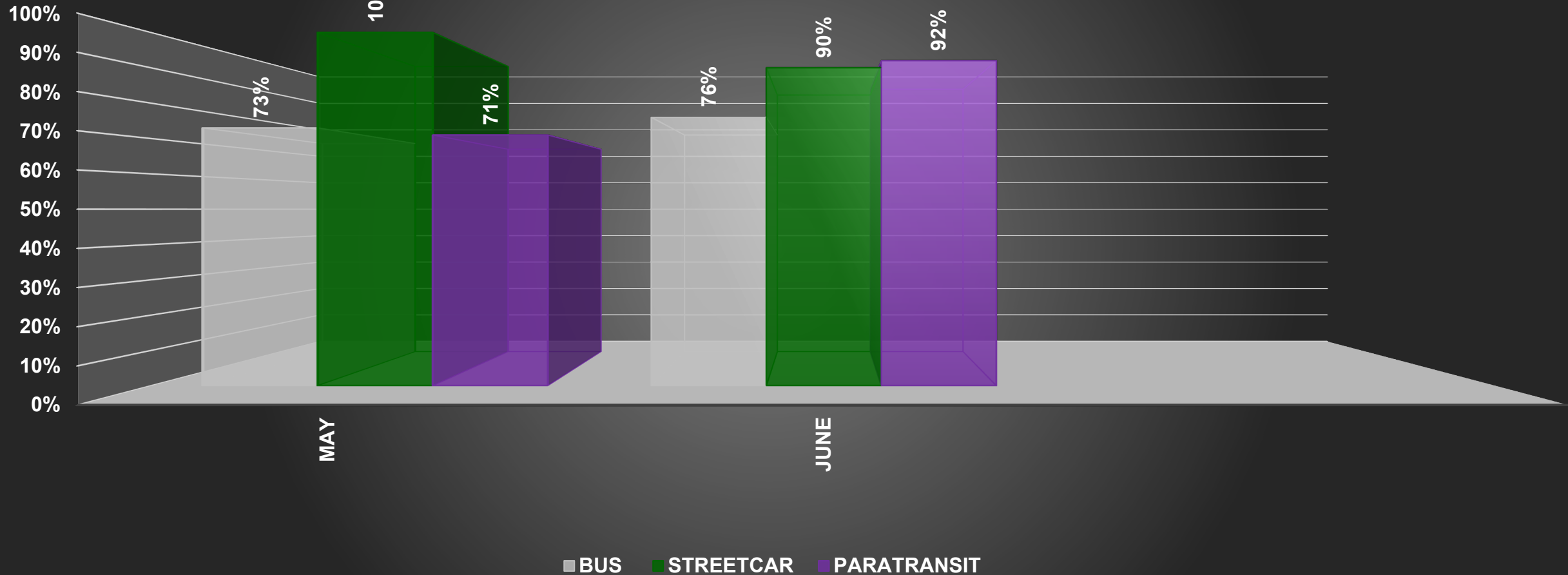
Streetcar: 7 (Inverters)

Average Number of Vehicles at Outside Vendor

Bus: 11 daily average for the month, 3 bus increase

Paratransit: 5 daily average for the month, no change from previous month

PREVENTATIVE MAINTENANCE COMPLIANCE| JUNE 2023



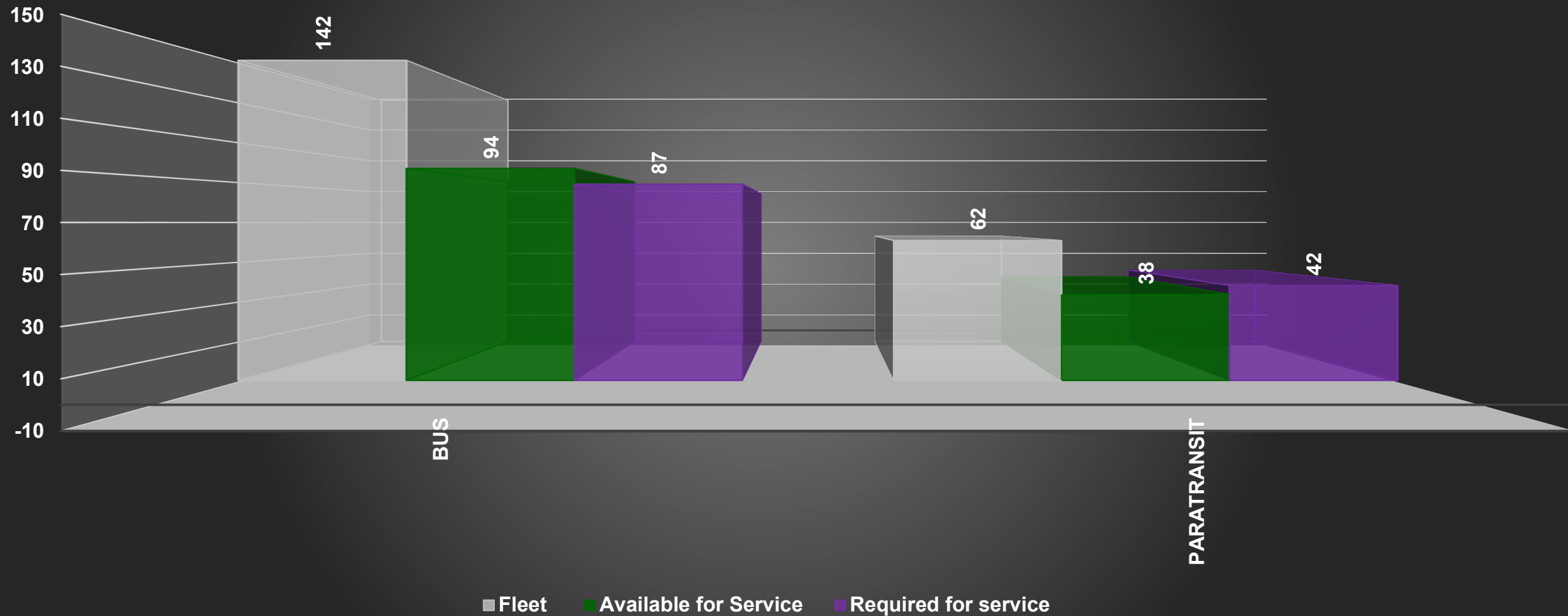
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Bus experienced a 3% increase, however, streetcar decreased by 10% from the previous month. There was a 19% increase in paratransit compared to the previous month.

STREETCAR FLEET OVERVIEW| JUNE 2023



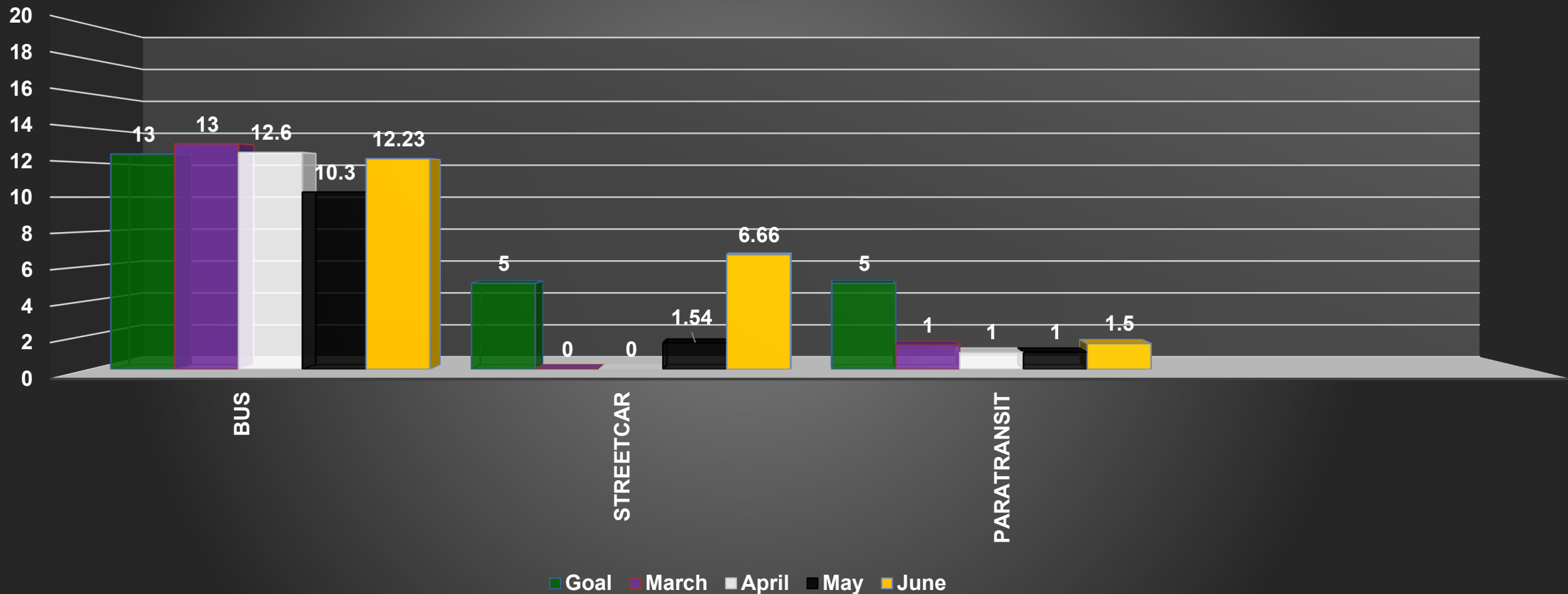
STREETCAR FLEET AVAILABILITY: This month staff changed the way we are viewing streetcar availability; it has been split by car type for a better overview of service types.

FIXED ROUTE AND PARATRANSIT FLEET OVERVIEW| JUNE 2023



BUS AND PARATRANSIT FLEET AVAILABILITY: Bus experienced a 4-bus decrease in bus availability, the agency also had to retire two buses in June due to accidents and frame damage. Paratransit decreased by 1 from the previous month.

ROAD CALLS PER 100K MILES | JUNE 2023



ROAD CALL MILEAGE: Fixed Route bus had 2-failure increase at 12.23, with a goal of 13. Streetcar had a 4-failure increase at 6.6, with a goal of 5. Paratransit had a .5-failure increase at 1.5, with a goal of 5 for chargeable mechanical road failures per 100,000 for the month of June 2023.



Questions?





Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – July 2023

Crimes	Location	Count	YTD
Aggravated Assault			3
Aggravated Battery			1
Armed Robbery			1
Arson			
Attempted Motor Vehicle Theft			
Burglary			
Criminal Damage			8
Disorderly Conduct/Mask Refusal			1
Disturbing the Peace	Bus	1	1
DUI			
Embezzlement/Fraud			
Fighting			
Forgery/Counterfeiting			
Homicide – RTA Transit			1
Larceny (Snatch/Pickpocket)			1
Larceny (Theft)			1
Mental			
Motor Vehicle Theft			1
Narcotic Drug Laws			
Public Drunkenness			1
Rape			
Receiving Stolen Property			
Sex Crimes/Lewd			3
Simple Battery	Bus	3	4
Simple Robbery			1
Threats	Bus	1	3
Weapon Violations			

Note: Homicides that occur on RTA property are investigated by other law enforcement agencies. These cases are shown here for public information; however, the cases are reported by the outside agency and are not included in RTA crime statistics.



Public Safety Activity Report – July 2023

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests	1	7
Summons	1	1
Calls for Service	34	225
Boarding Inspections	267	1,178
Ride Alongs	10	66
Unhoused Checks	75	249
Citations	11	46
Fare Evasion/Dispute		
TVM Count		
Written Warnings/Reports to Follow	25	170
Unhoused: Contacts & Referrals		
Contacts	34	239
Referrals	4	28



Preventable Safety Events – June 2023



Annual
Targets:

- Streetcar (2.3)
- Bus & Paratransit (1.5)

Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode. RTA’s current goals are <2.3 for streetcar and <1.5 for bus and paratransit.

Safety Report – June 2023

Preventable Safety Events by Mode

Mode	Rate ¹	Monthly Total	YTD 2023	YTD Comparison (2022)
Bus	2.19	12	74	50
Streetcar - Collisions	3.33	2	10	14
• Streetcar – Other State Reportable	--	0	4	3
Paratransit	3.00	4	12	3

1. Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode. RTA's current goals are <2.3 for streetcar and <1.5 for bus and paratransit.

Workplace Injuries

Type	Monthly Total	YTD 2023	YTD Comparison (2022)
OSHA Recordable²	4	14	21
OSHA Reportable	0	1	0

2. RTA follows OSHA guidance on recordable and reportable incident types.

Questions?





Agenda

9. Authorizations

Strategic Mobility Plan – 2023 Update #1

23-140



2023 Strategic Mobility Plan Update

Board of Commissioners

Operations & Administration Committee

August 2023



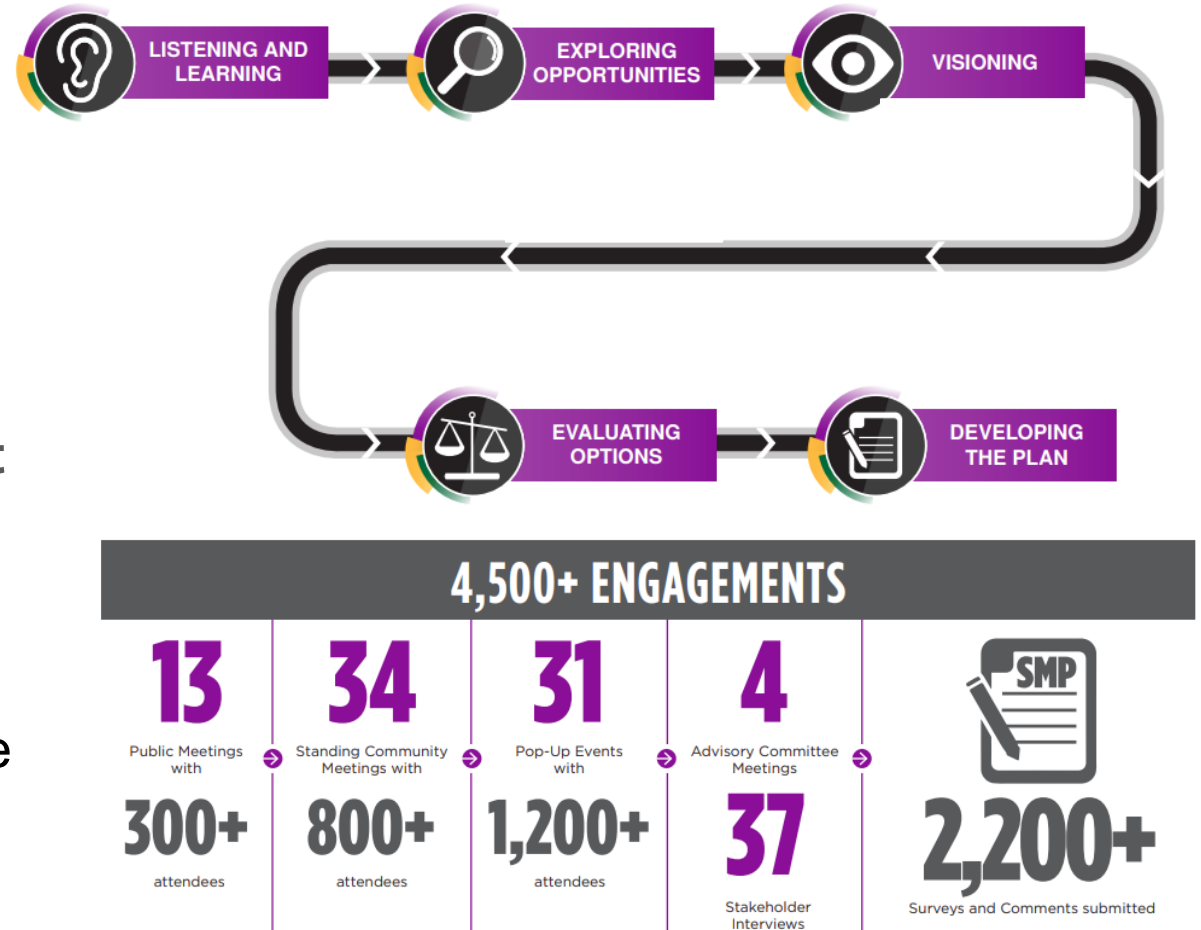
What is the Strategic Mobility Plan (SMP)?

- **A roadmap for improving public transportation in the region for the next 20 years.**
- **Provides direction for the RTA by describing:**
 - Core mission and vision
 - 6 Goals each with objectives, strategies
 - 129 Action with target timeframes
 - Measure and targets to track progress
- **Adopted by Board in 2018**



How was the SMP Created?

- Developed through a yearlong planning process in 2017
 - Top community priorities in the plan:
 - Improved access to destinations
 - Fast, frequent service
 - Better regional connections
 - Improved public perception of transit
 - More late-night bus and ferry service
 - More ADA accessibility
 - The 2018 input and community priorities remain the foundation of the 2023 SMP update
- A complete planning process will be initiated in 2026 as part of next update**



*An engagement is a project meeting attendee, stakeholder interview, or submitted survey or comment card. Some individuals have engaged in the SMP more than once during the process.



How does RTA use the SMP? Recent Examples



SH1: By 2020, begin incorporating low or no emission vehicles into new vehicle acquisitions and vehicle replacement cycles

CO6: By 2020, complete a new Comprehensive Operations Analysis (COA) with recommendations for a network redesign and capital needs for implementation.

CO7: By 2022, finalize implementation of network redesign

2021: Applied for FTA Grant to pilot electric buses.

2022: Awarded grant

2023: Completed analysis and procurement

2025: 3 buses and charging equipment in service

2023: Submitted & awarded grant for:

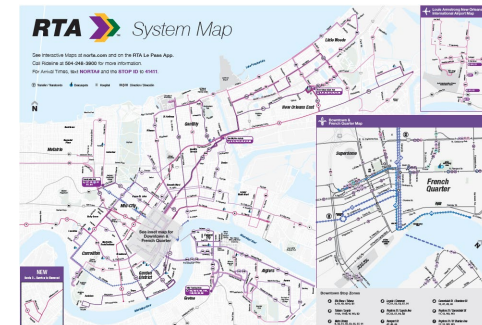
- 20 electric buses
- Charging infrastructure
- 5MW Microgrid
- Workforce development

2026: 20 buses delivered for annual replacement



2019: RPC completes COA and bus network redesign
“New Links Plan”

2022: RTA completed network redesign implementation

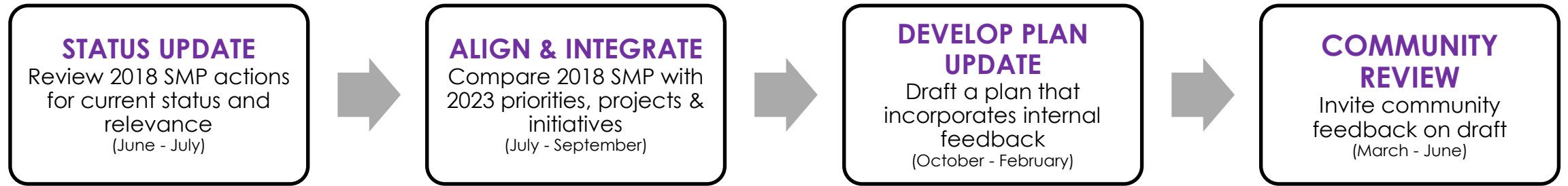


Why are we updating the SMP?

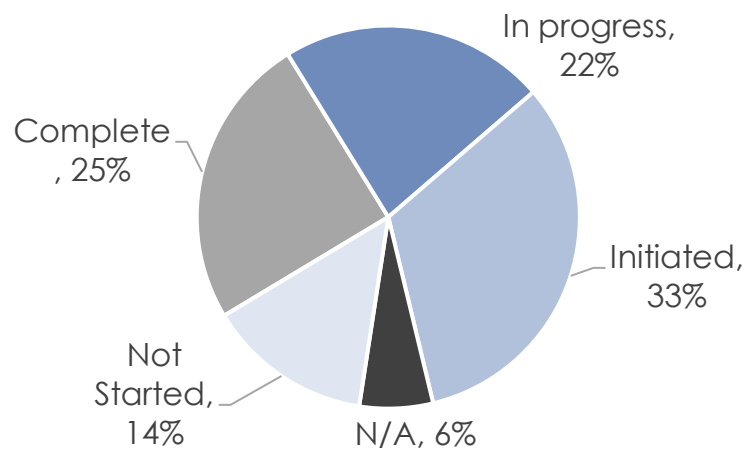
- Long-range plans must be regularly updated to stay relevant
- A lot has happened at the RTA and in the Greater New Orleans region
 - RTA transition to fully public organization
 - Major shocks to agency – Hard Rock Collapse, COVID-19, Hurricane Ida
 - Significant RTA accomplishments
- **2023 update is not a comprehensive re-plan but a refresh to reflect these changes**



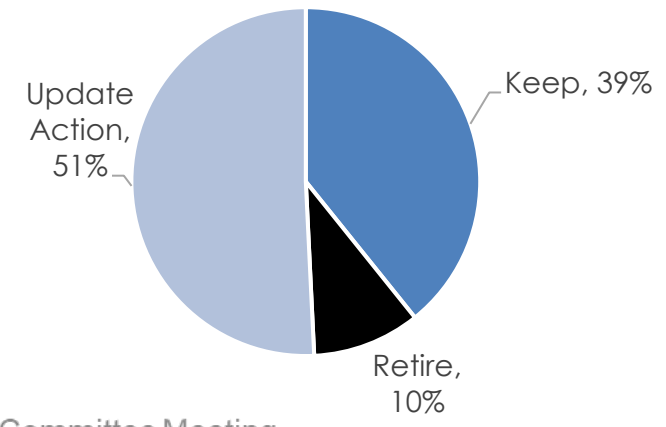
How did we update the SMP?



Status of 2018 SMP Actions



Adjusting 2018 SMP Actions
(Non-complete only)



Operations & Administration Committee Meeting




2023 SMP Update – Strategic Framework




MISSION
Provide safe and dependable mobility services.

VISION
Become the preferred mobility provider in the region.


GOALS




INNOVATE




BE EQUITABLE



**DELIVER A
WORLD-CLASS
RIDER EXPERIENCE**



**DEVELOP OUR
WORKFORCE**



**CONNECT
THE REGION**

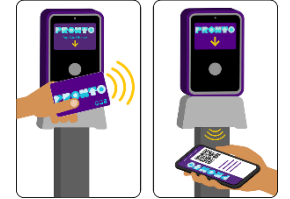


2023 SMP Update – Major Action Areas

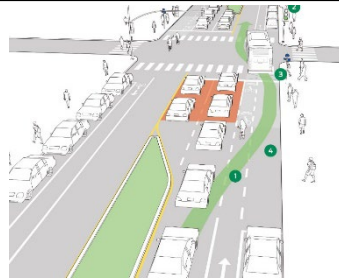
1. Develop **Bus Rapid Transit (BRT) corridor** and plan for expansion



2. Complete **Comprehensive Fare Modernization Initiative**



3. Create **“Select Transit” corridors** where transit vehicles can move faster through the route



4. Design and build **resilient & sustainable transit facilities** including comfort stops for transit operators.



5. Develop a **sustainable ferry service model** and study potential expansion of ferry service



6. Establish the **RTA’s Transit Oriented Communities (TOC)** program. Launch a working group and explore development opportunities



7. Explore new **on-demand transit service opportunities** such as micro-transit





2023 SMP Update – Major Action Areas

8. Upgrade bus fleet and transition to **Lo/No Emission vehicles**, bring smaller vehicle types into service



9. Provide public information in a timely and accurate manner and maintain up-to-date **customer service resources**



10. Accelerate streetcar modernization to offer safer, faster, and fully accessible streetcar service



11. Complete **ADA Accessibility upgrades** throughout the system



12. Implement safety improvement measures systems- and operations- wide



13. Maintain and grow **Career Pathways programs** and Small/Minority Business development programs



14. Complete investment in a more efficient and effective organization with improved processes and updated, integrated IT infrastructure





2023 SMP Update – Next Steps

Convert documents to “Final” and publish on website

August

Finalize baselines on all metrics and begin reporting

August - November

Develop 5-year Capital Improvement Program (CIP)

August-September

Integrate CIP into 2024 Budget

October – November

Full reporting on updated metrics & progress

January 2024



Agenda

10. Audience Questions & Comments



Agenda

11. New Business



Agenda

12. Adjournment