



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Operations & Administration Committee
Meeting Agenda - Final

Thursday, March 13, 2025

9:00 AM

RTA Board Room

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 in person on Thursday, March 13, 2025 at 9:00 a.m. Meetings start at the scheduled time, but may be delayed until a quorum of the Commissioners is present. The agency's website will stream the in-person meeting live, and wearing masks in the boardroom is optional.

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: rtaoard@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.

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1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes (February 13, 2025)

[O&A Meeting Minutes - February 13, 2025]

[25-032](#)

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Transit Officer's Report

7. Chief Asset Manager Officer's Report

8. Chief Safety/Security Officer's Report

9. New Business

10. Audience Questions & Comments

11. Adjournment

[03.13.25 Ops Committee Meeting PowerPoint Presentation]

[25-034](#)



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-032

Board of Commissioners

[O&A Meeting Minutes - February 13, 2025]



2817 Canal Street
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New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes - Draft

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9:00 AM

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1. Call To Order

2. Roll Call

Commissioners Present: Commissioner Daniels and Commissioner Guidry

Commissioner Sams arrived to the meeting during the Chief Safety/Security Officer's Report.

Other Commissioner Present: Commissioner Neal

Present Commissioner Mitchell Guidry

Absent Chairperson Timolyn Sams

3. Consideration of Meeting Minutes (January 9, 2025)

Commissioner Guidry moved and Commissioner Daniels seconded to approve the O&A

meeting minutes from January 9, 2025. The motion was approved unanimously.

A motion was made by Commissioner Guidry, seconded by Daniels and approved. The motion carried by the following vote:

Aye: Chairperson Sams, Commissioner Guidry, and Daniels

Absent:

[O&A Meeting Minutes - January 9, 2025]

25-014

4. Committee Chairman's Report

No Report

5. Chief Executive Officer's Report

The CEO presented the monthly Chief Executive Officer's Report. This report can be found in the PowerPoint Presentation for the Board Meeting.

Staff were able to adjust the schedules when needed during the Super Bowl to get the riders to and from their destination. The LePass had the highest sales on the Saturday before the Super Bowl.

The RTA Lead Group was giving its presentations on February 18, 2025, on problems that they have identified in the agency.

Staff has hired a consultant to help with the hiring of a Chief Human Resources Officer.

RTA's ridership has grown and was closing the gap to the pre COVID numbers. The RTA took service hours from the streetcars to put on the buses and the bus ridership was climbing.

Staff started the process for the Triennial Review. In response to Commissioner Daniels, Lona Hankins reported that the RTA had no findings at the last review and was given a lot of grace because the RTA was transitioning from Transdev to RTA. Currently, staff has closed some of those gaps and some items are still outstanding from the last review.

6. Chief Transit Officer's Report

The Chief Transit Officer's Report was presented and can be found in the PowerPoint Presentation for the Board Meeting.

In response to Commissioner Guidry's question about ferry services, the CEO reported that the Coast Guard and the riverboat pilot made the call to cancel the ferry due to the fog. One boat was not operating and once the fog lifted 2 ferry boats were operating. Commissioner Neal stated that a bus bridge was running and the buses were very full. Commissioner Guidry added that the older buses were very dirty and some needed to pressure washed.

7. Chief of External Affairs Report

A report was given by the Chief of External Affairs Officer's Report.

It was stated that most of the data was flawed and the software used was outdated and should be replaced. Will report back to the Board with a 90-Day Plan to collect better data. The CEO added that the software that staff are using to collect data was 14 years old and needed to be updated.

It was also stated that the team is working on a Communications Plan that would be distributed to the public regarding disruptions in the routes. The CEO added that there was an internal disconnect when it comes to putting information regarding detours on the website and staff has discovered that Clever has features that can be used to better inform the public about service changes. Commissioner Daniels stated that he would like staff to find a solution in the interim regarding communicating with the public regarding detours. He was pleased to hear that Communications was working with Operations to get important information out to the public regarding route changes.

8. Chief Asset Manager Officer's Report

The monthly Chief Asset Manager Officer's Report was given. This report can be found in the PowerPoint Presentation for the Board Meeting.

Prevent Maintenance numbers during the month of December had to do with staff taking vacation and the other Preventative Maintenance issue was due to staff over site.

Staff cleaned about 20 buses a night and during Super Bowl 103 buses were washed with the help of roadway and the sprayers on one bus wash was working and that will make things easier when cleaning the buses. He stated that the new bus washers should be finished being installed in about 21 weeks.

It was reported that the Riverfront Streetcar can't run to the Convention Center due to construction but should be back running to the Convention Center in May or June of this year. Conversations have started with the cruise ship industry to discuss the current obstacles.

Commissioner Neal asked if when the new buses arrive can one be parked in the breezeway so the Commissioners can view and can staff give the Commissioners a tour of Carrollton Station.

It was reported that the 28 unused vehicles were being used for maintenance activities. Will report back with the accurate spare ratio.

9. Chief Safety/Security Officer's Report

The monthly Chief Safety/Security Officer's Report was given. This report can be found in the PowerPoint Presentation for the Board Meeting.

During the meeting *A Call for Service* was defined as when a Transit Police is called to the scene of a bus route and a Ride-A-Long are when Transit Police ride on the buses. And, that

the *Workplace Injuries* were defined as operators that sustained injuries in accidents.

Commissioner Neal stated that transit is very safe and more people are starting to ride transit and the operators go through training and have the correct credentials to drive the buses and streetcars. The CEO added that staff is finding the correct ways to communicate to the riding public that the RTA buses are safe and trying to find ways to educate the young riders on how to ride the bus correctly.

Commissioner Sams arrived at the meeting during this report.

10. New Business

None

11. Audience Questions & Comments

12. Adjournment

Commissioner Daniels moved and Commissioner Guidry seconded to adjourn the O&A Meeting of February 13, 2025. The motion was approved unanimously.

A motion was made by Daniels, seconded by Commissioner Guidry and adjourned. The motion carried by the following vote:

Aye: Chairperson Sams, Commissioner Guidry, and Daniels

Absent:

[02.13.25 Ops PowerPoint]

25-017



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-034

Operations & Administration Committee

[03.13.25 Ops Committee Meeting PowerPoint Presentation]



March 13, 2025


Regional Transit Authority

**Operations & Administration
Committee**



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Agenda

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



Agenda

3. Consideration of Meeting Minutes

[Operations and Administration Meeting Minutes – February 13, 2025]



Agenda

4. Committee Chairman's Report



Agenda

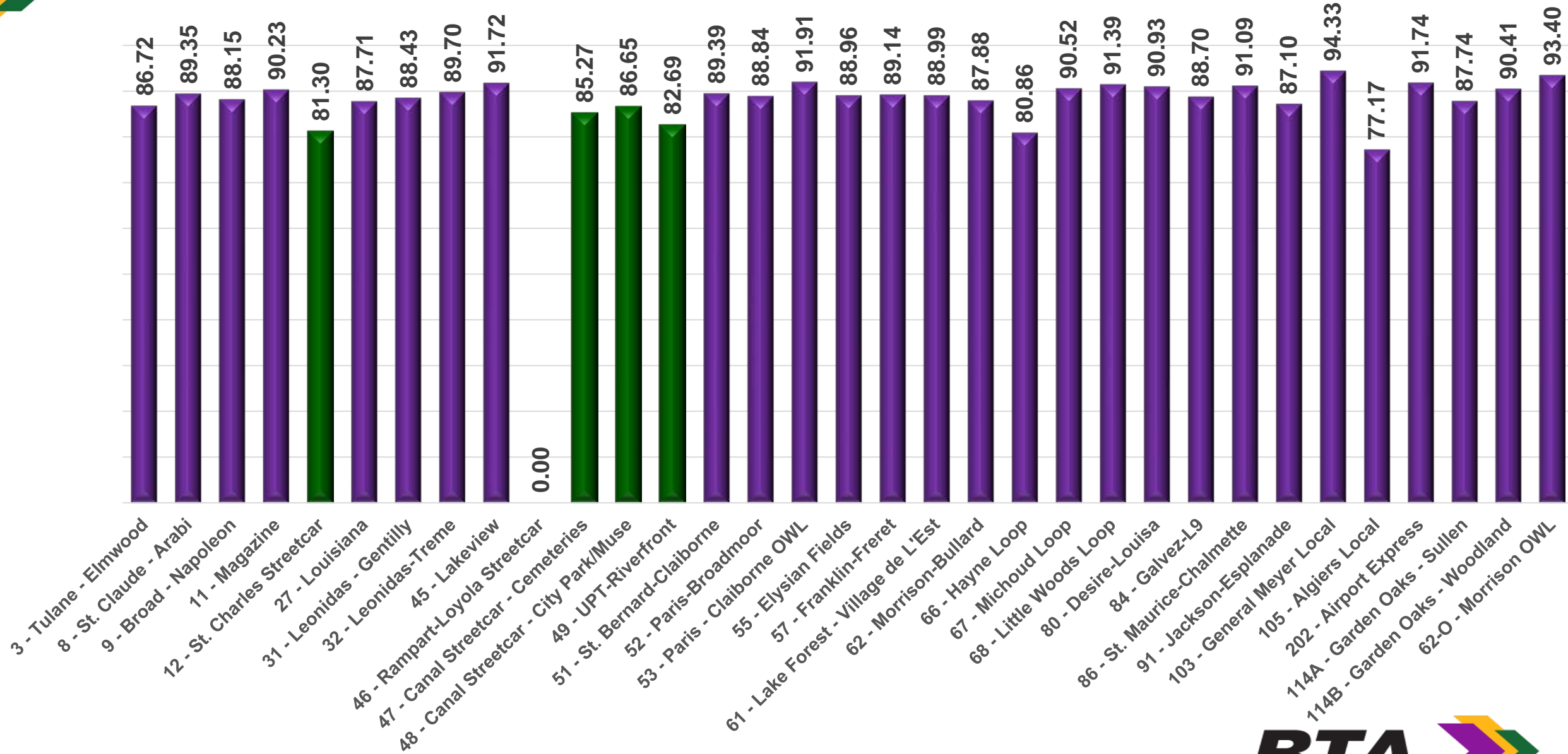
5. Chief Executive Officer's Report



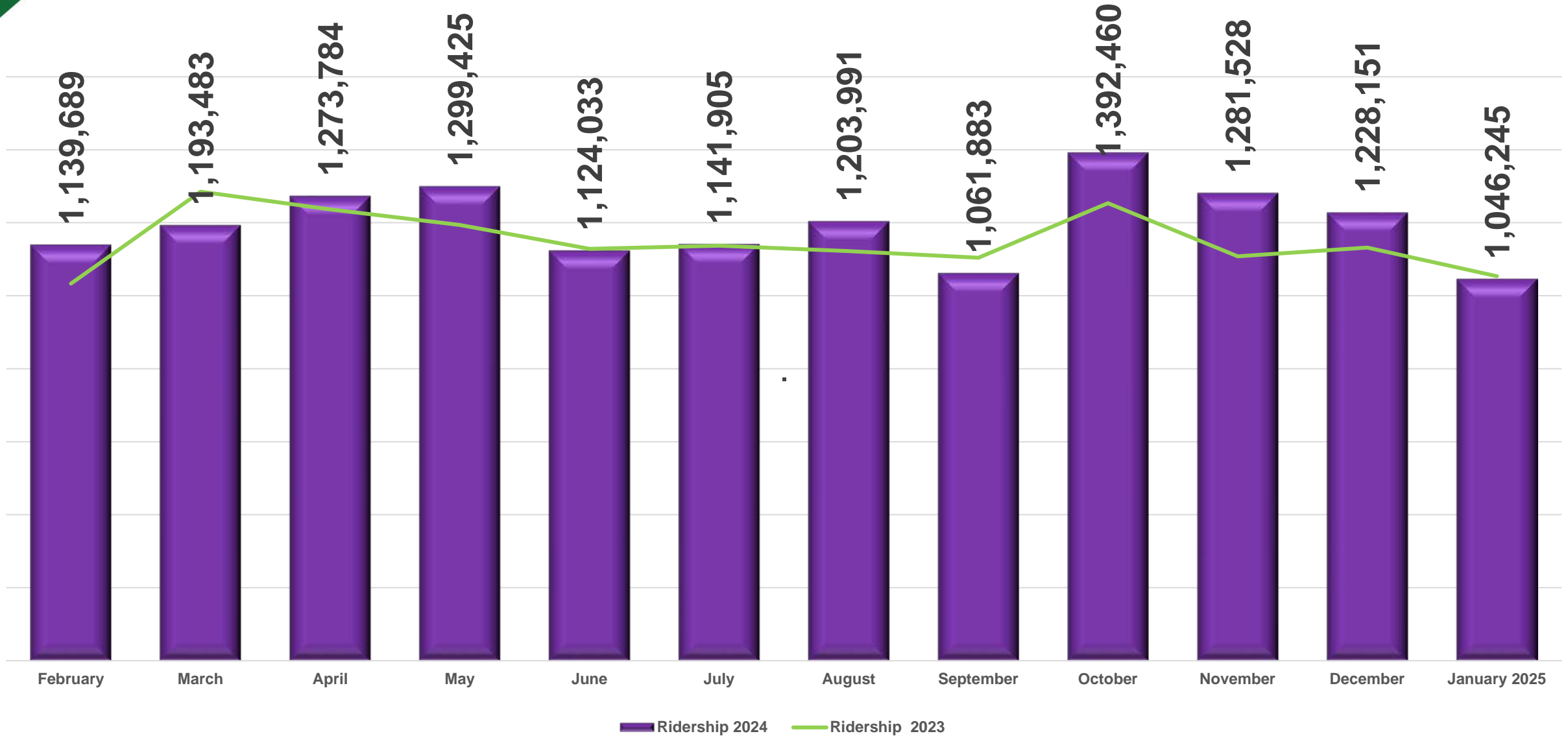
Agenda

6. Chief Transit Officer's Report

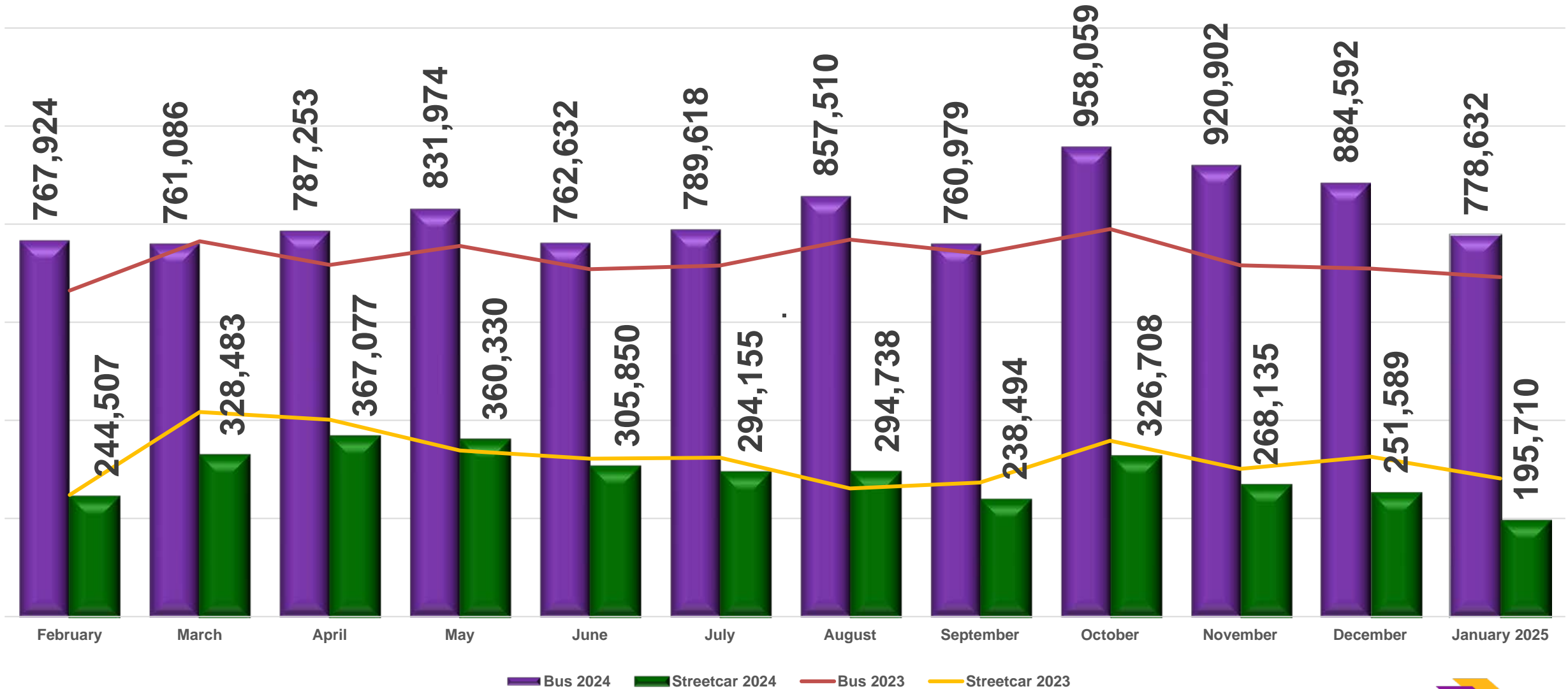
SERVICE DELIVERY | JANUARY 2025



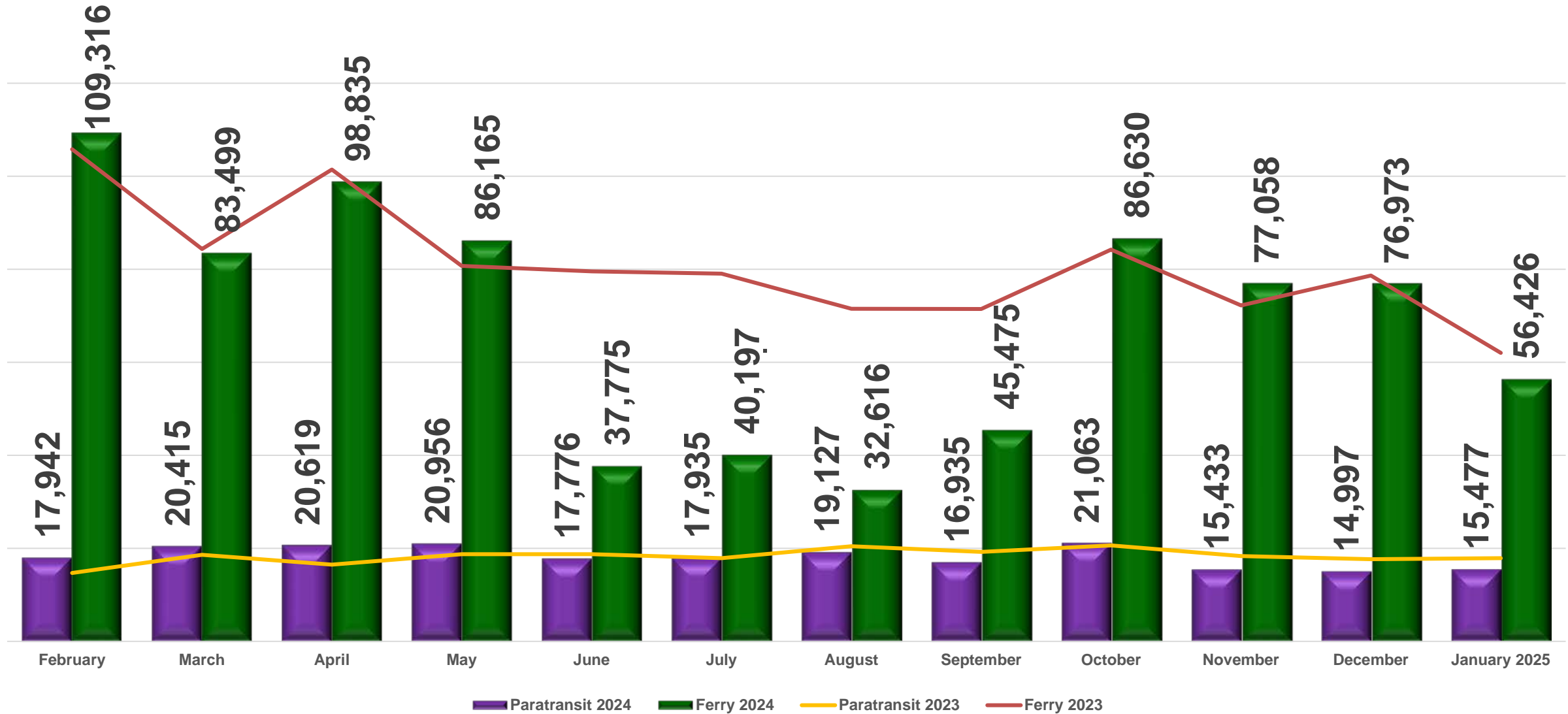
TOTAL RIDERSHIP - BUS, STREETCAR, PARATRANSIT & FERRY



RIDERSHIP – BUS & STREETCAR | JANUARY 2025



RIDERSHIP – PARATRANSIT & FERRY | JANUARY 2025

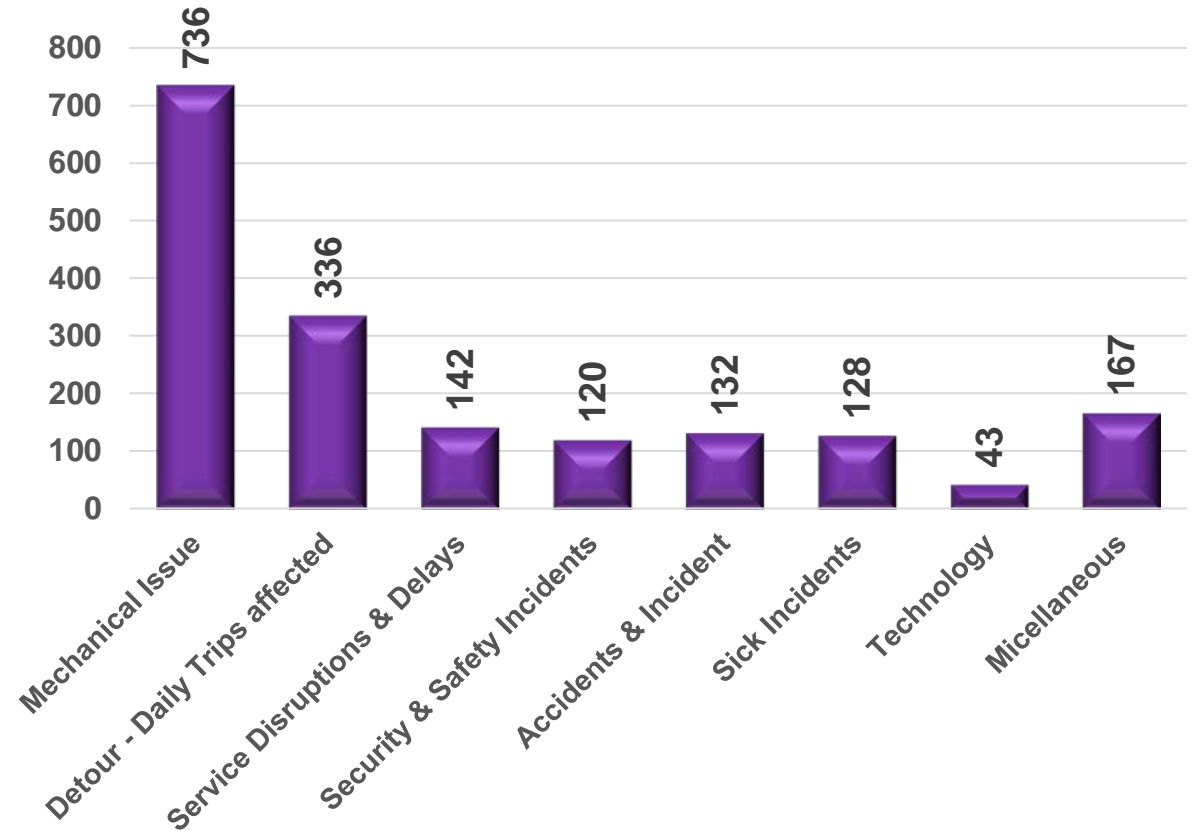


LONG-TERM DETOURS AFFECTING ALL MODES

Routes Affected by Long-Term Detours	Cause
3 – Jefferson/ HwyElmwood	Road Construction
31 & 32 Leake & Carrollton, DeSaix Bridge	Road Construction
55 – Press/Girard	Road Construction
57- Carrollton/Leake Ave	Traffic Controls
91 – Esplanade Ave.	Building Demolition
114B - Woodland	Street Buckling

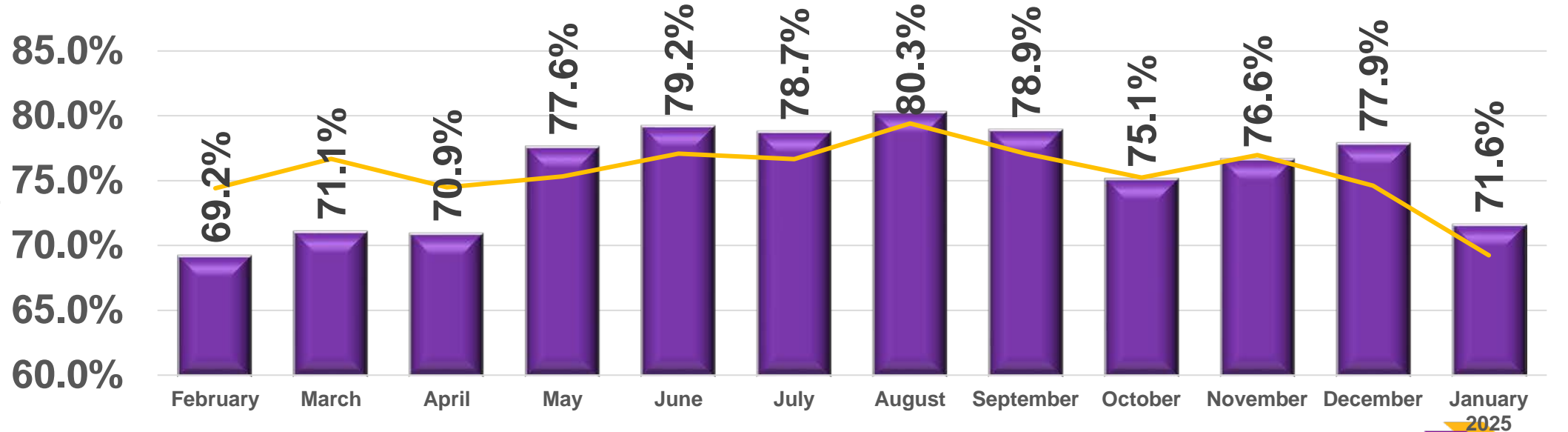
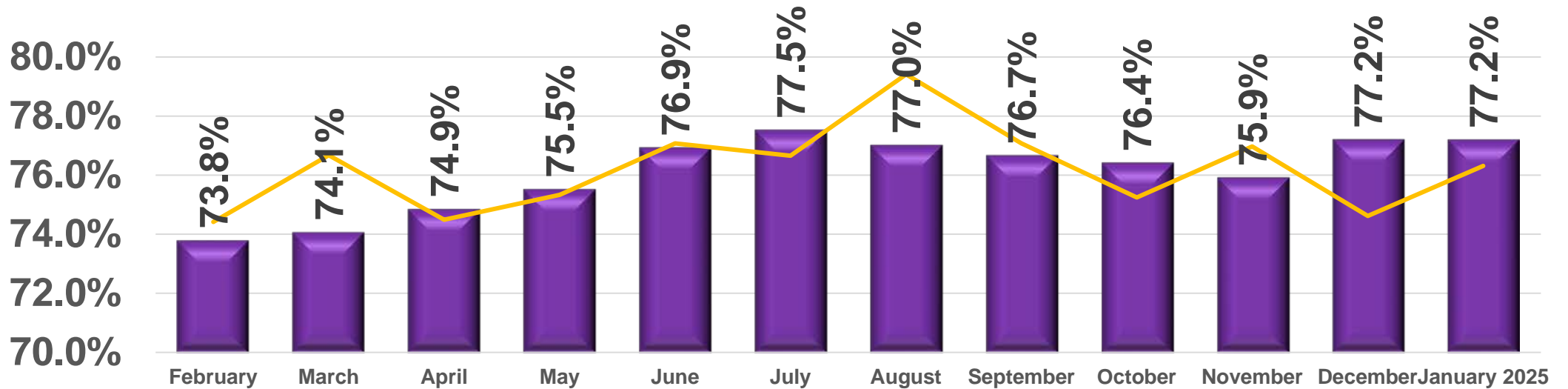
SERVICE DISRUPTION BY CAUSE

TOTAL CAUSE RECORDED = 1708

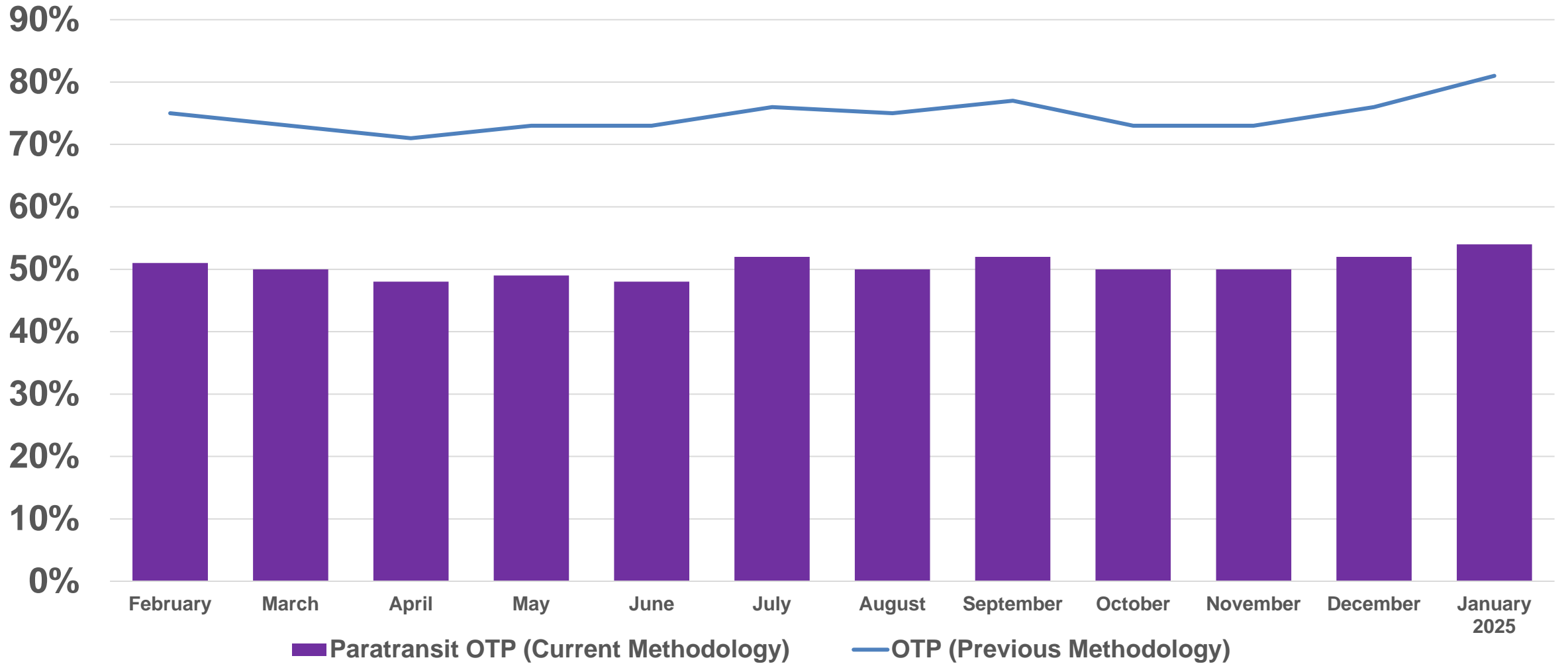


MORE THAN 10,000 TRIPS WERE IMPACTED DUE TO THE DETOUR.

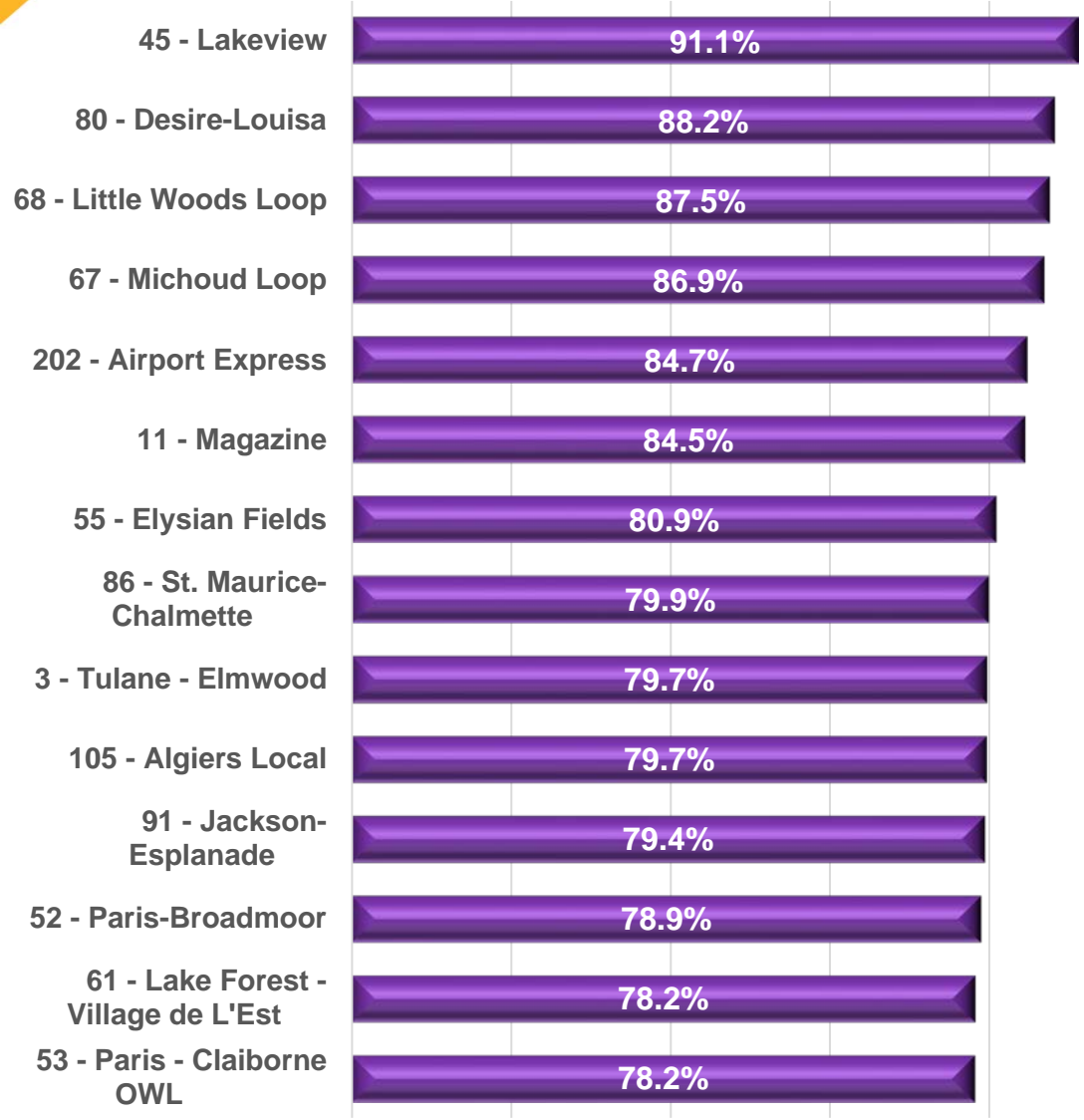
ON-TIME PERFORMANCE – BUS, STREETCAR | JANUARY 2025



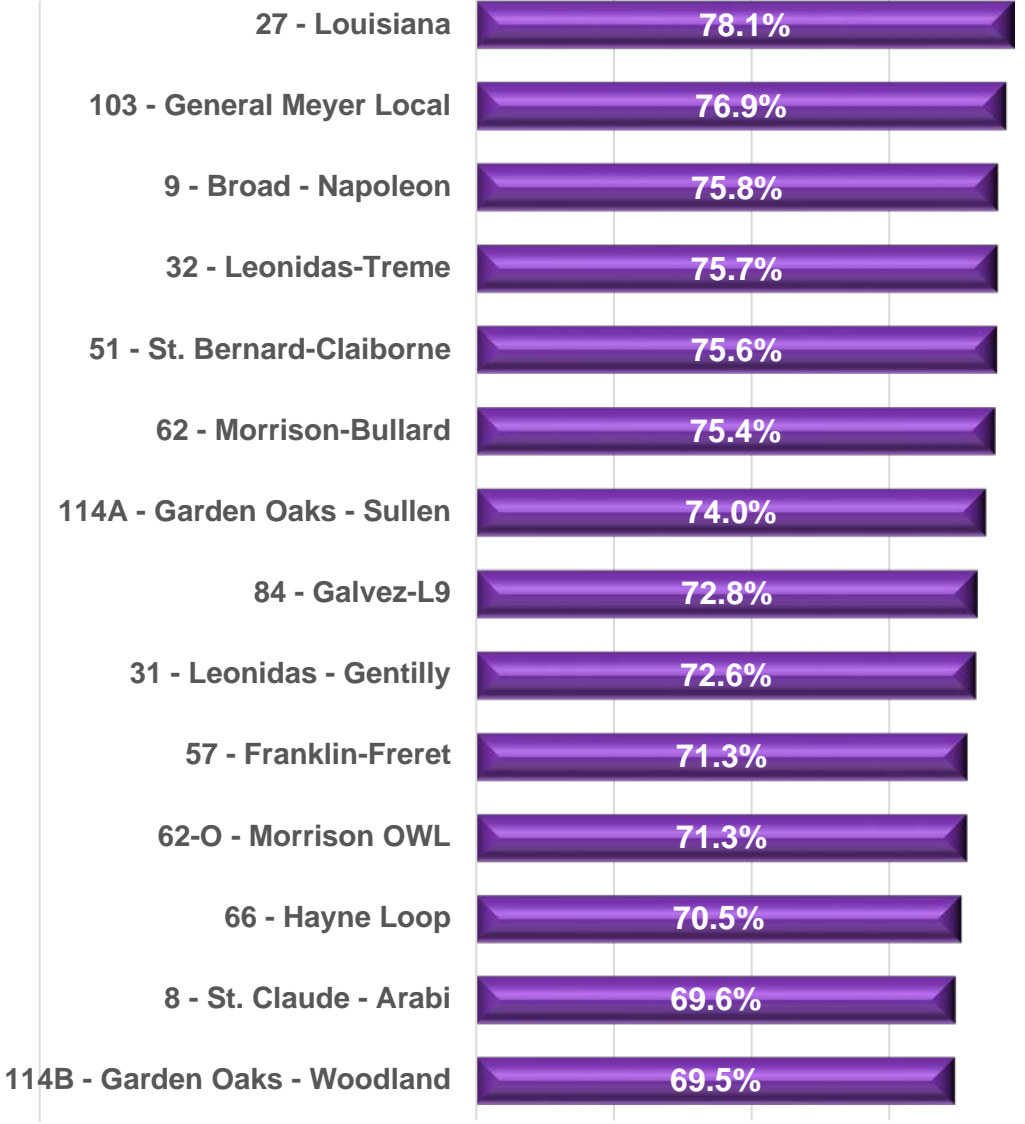
ON-TIME PERFORMANCE – PARATRANSIT | JANUARY 2025



BUS ON-TIME PERFORMANCE BY ROUTE | JANUARY 2025



■ On Time %

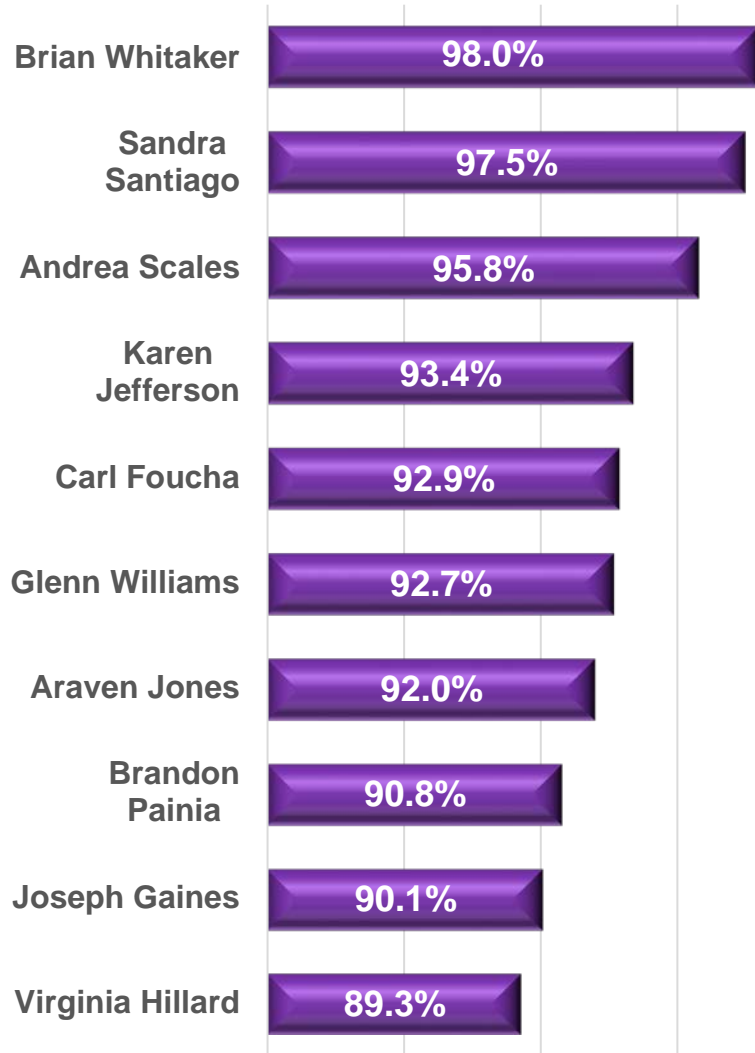


■ On Time %

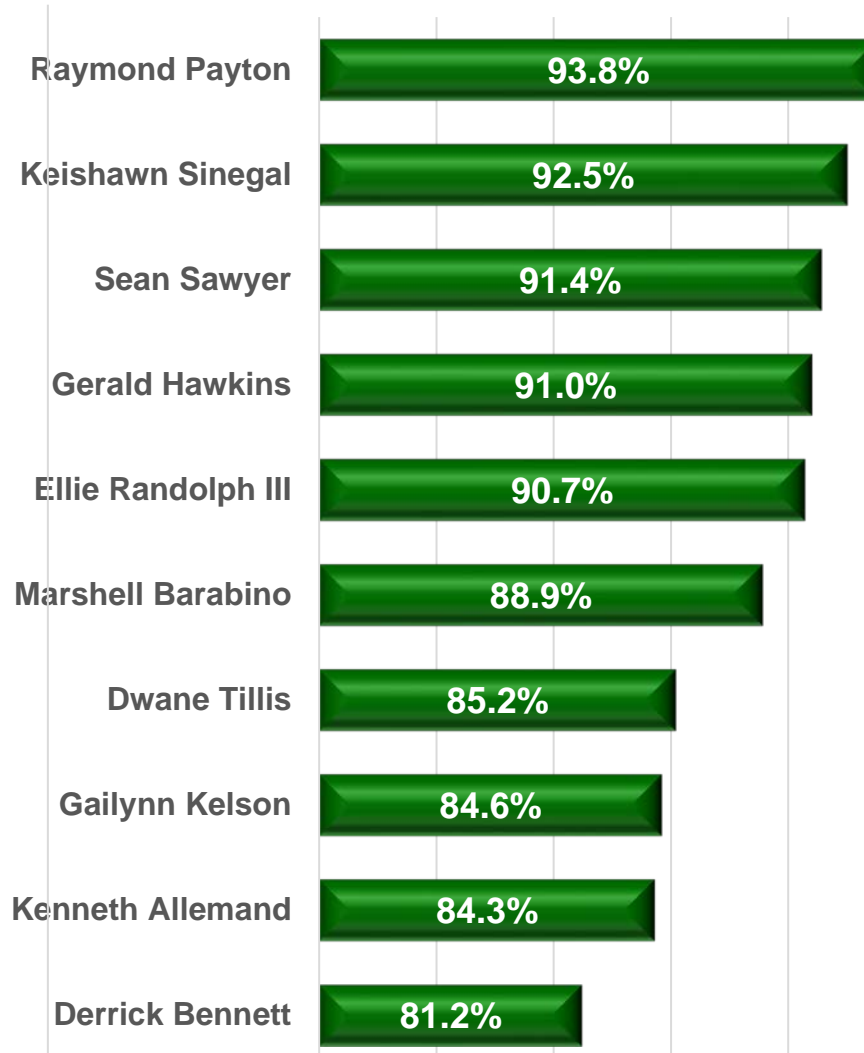
- Cause**
- Detour
 - Construction
 - Congestion
 - Pared
 - Police Activity

TOP ON-TIME PERFORMER BY MODE | JANUARY 2025

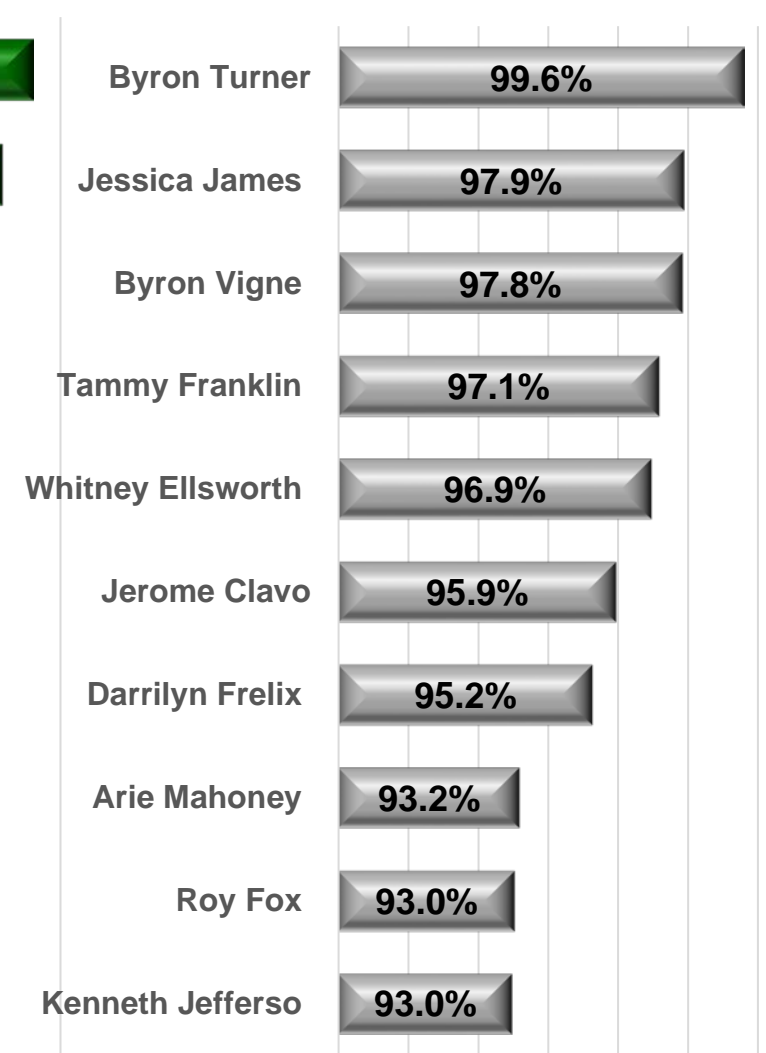
Bus Operators



Streetcar Operators



Paratransit Operators

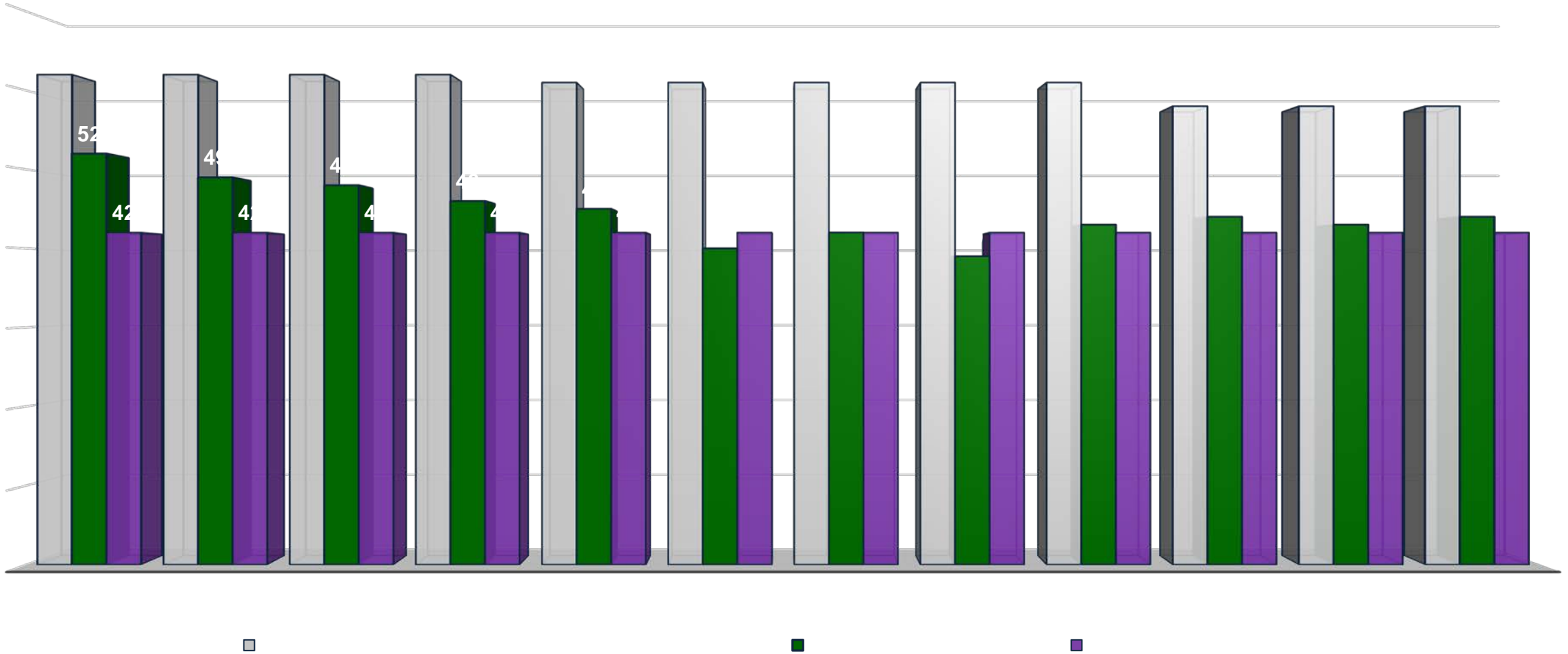


Questions?

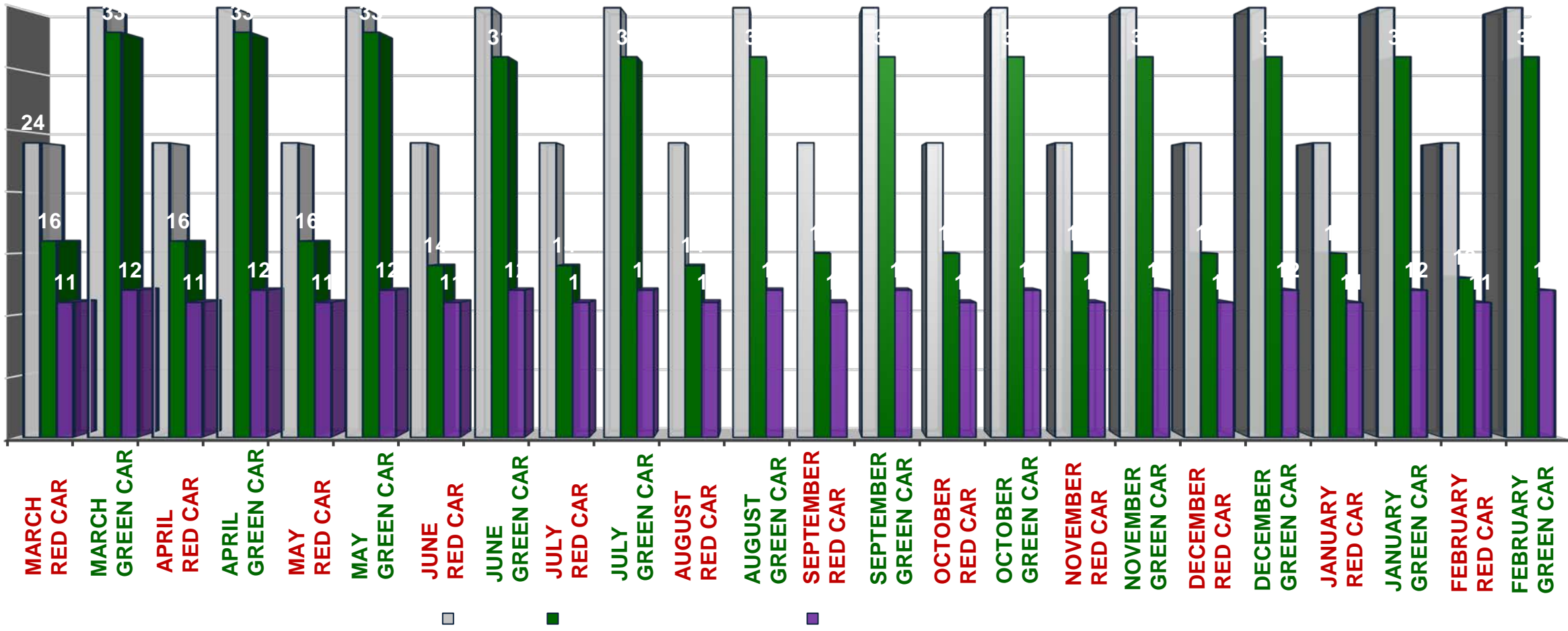


Agenda

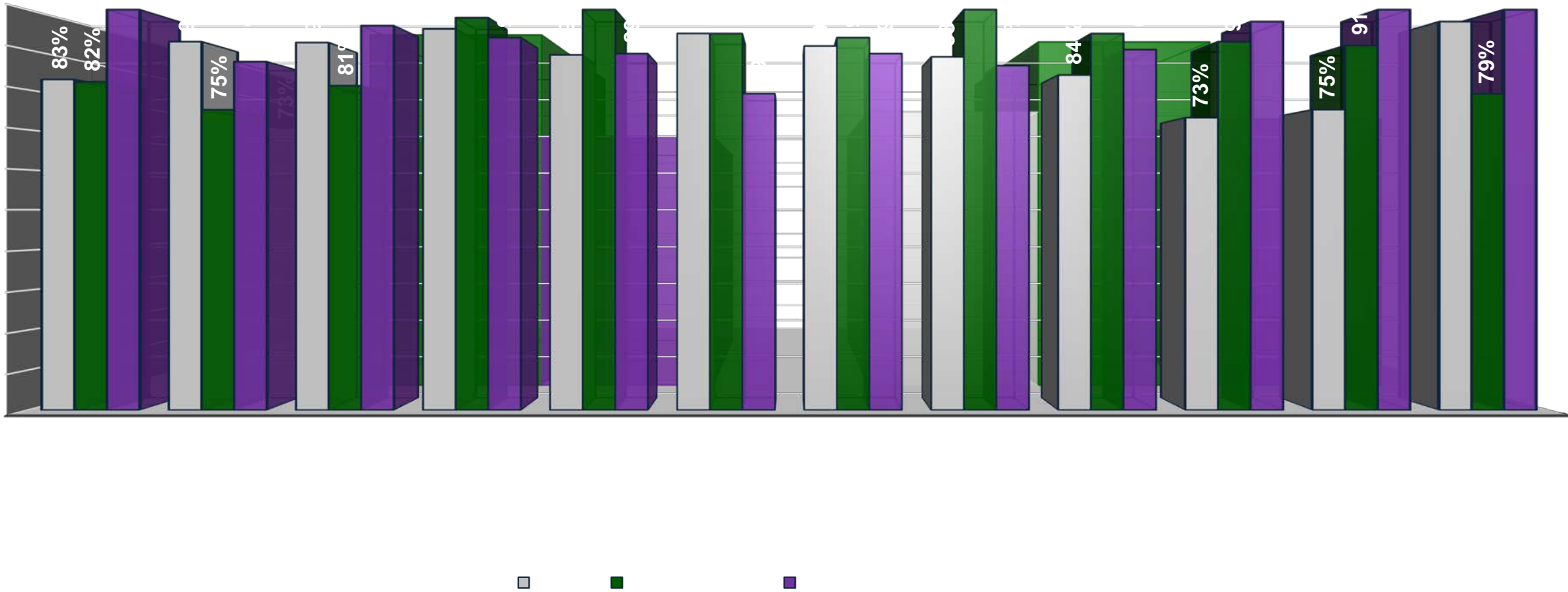
7. Chief Asset Manager Officer's Report



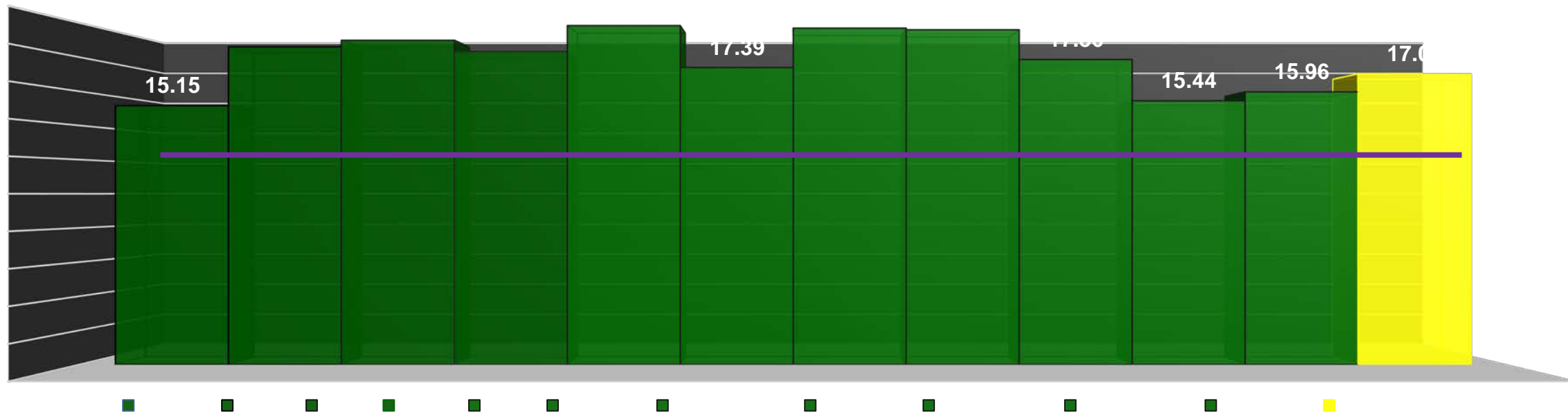
PARATRANSIT FLEET AVAILABILITY: Paratransit availability increased by 1 from the previous month.



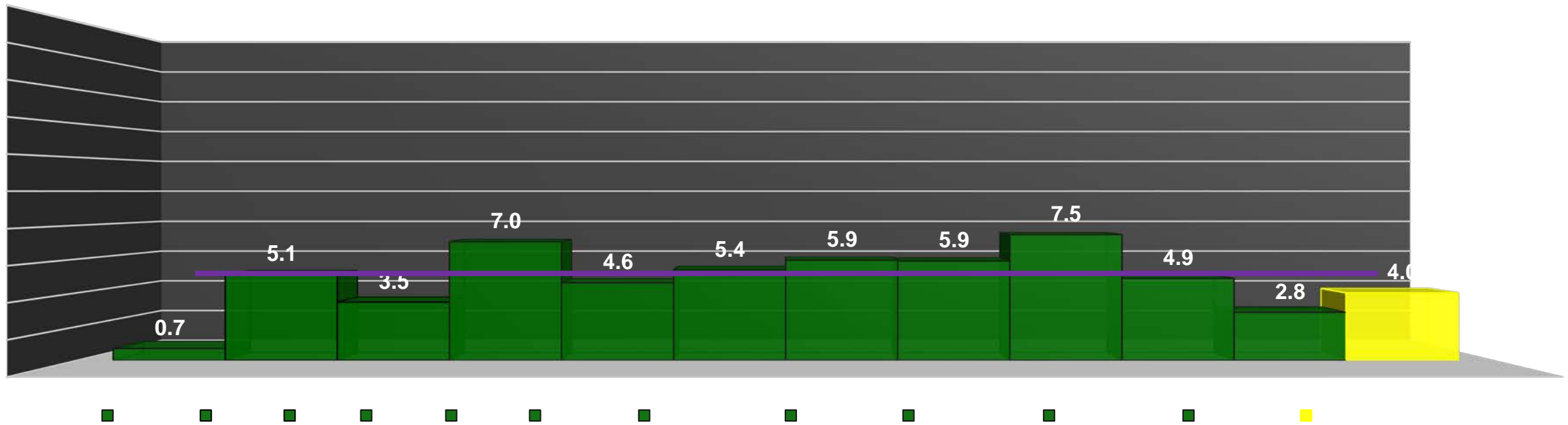
STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on Green cars for the month of February. Streetcar availability for Red cars was reduced by 2.



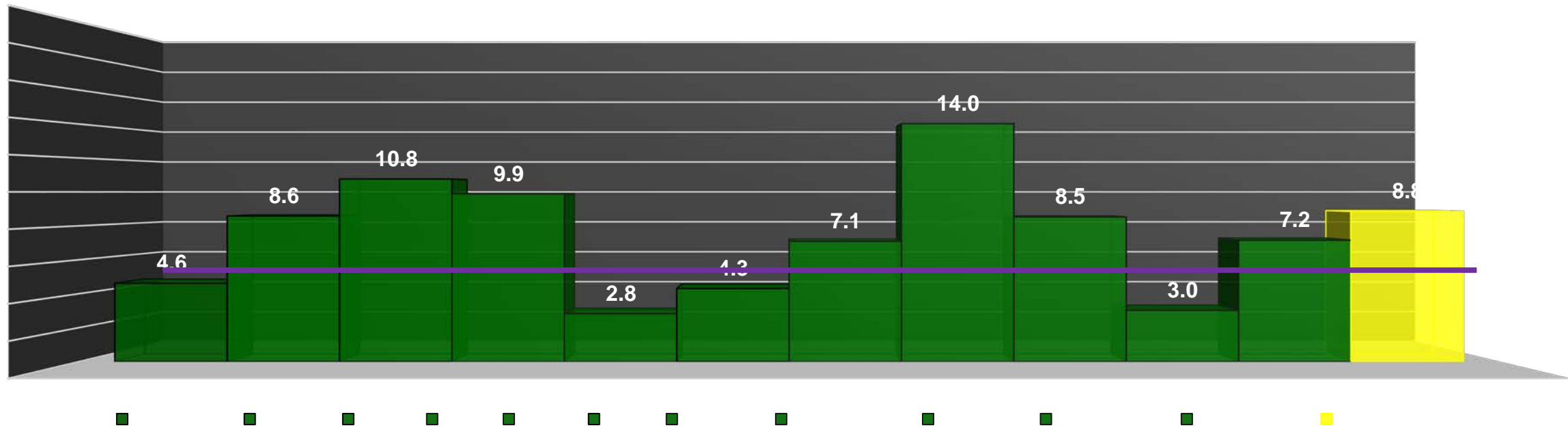
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance increased by 22% for February. Streetcar PMs decreased by 12% and paratransit remained the same at 100%. Our PM Compliance goal remains at 90%.



ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have increased by 5.46 from the previous month with the goal still set at under 13.



ROAD CALL MILEAGE: Paratransit increased the number of road failures by 1.2 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.



ROAD CALL MILEAGE: Streetcar increased the number of road failures by 1.6, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.

Procurements and Updates

- Paratransit Cutaway Buses Update
- Substation upgrades
- Bus Wash Repairs
- Streetcar Tires (This month)
- Inverter repair (next month)

Questions?



Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – January 2025

Crimes	Location	Count	YTD	Jan. 2024
Aggravated Assault				1
Aggravated Battery				
Armed Robbery				
Arson				
Attempted Motor Vehicle Theft				
Burglary				
Criminal Damage				2
Disorderly Conduct/Mask Refusal				
Disturbing the Peace				1
DUI				
Embezzlement/Fraud				
Fighting				
Forgery/Counterfeiting				
Homicide – RTA Transit				
Larceny (Snatch/Pickpocket)				
Larceny (Theft)				
Mental				
Motor Vehicle Theft				
Narcotic Drug Laws				
Public Drunkenness				
Rape				
Receiving Stolen Property				
Sex Crimes/Lewd				
Simple Battery				3
Simple Robbery				
Threats	Facility	1	1	
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 – January 2025

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests		
Summons		
Calls for Service	17	17
Boarding Inspections	192	192
Ride Alongs	12	12
Unhoused Checks	21	21
Citations	4	4
Fare Evasion/Dispute		
TVM Count		
Written Warnings/Reports to Follow	11	11

Preventable Safety Events – January 2025



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 – January 2025

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD 2025	YTD Comparison (2024)
Bus	2.09	10	10	8
Streetcar - Collisions	1.63	1	1	2
• Streetcar – Other State Reportable	0	0	0	2
Paratransit	1.90	2	2	1

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 2025	YTD Comparison (2024)
OSHA Recordable²	2	2	1
OSHA Reportable	0	0	0

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

Questions?



Agenda

9. New Business



Agenda

10. Audience Questions & Comments



Agenda

11. Adjournment