



December 11, 2025

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, December 11, 2025, at 9:00 a.m. The agency's website streams the in-person meeting live, and mask-wearing is encouraged inside the boardroom.

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).



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 and Administration Meeting – November 13, 2025]

25-1668



Agenda

4. Committee Chairman's Report



Agenda

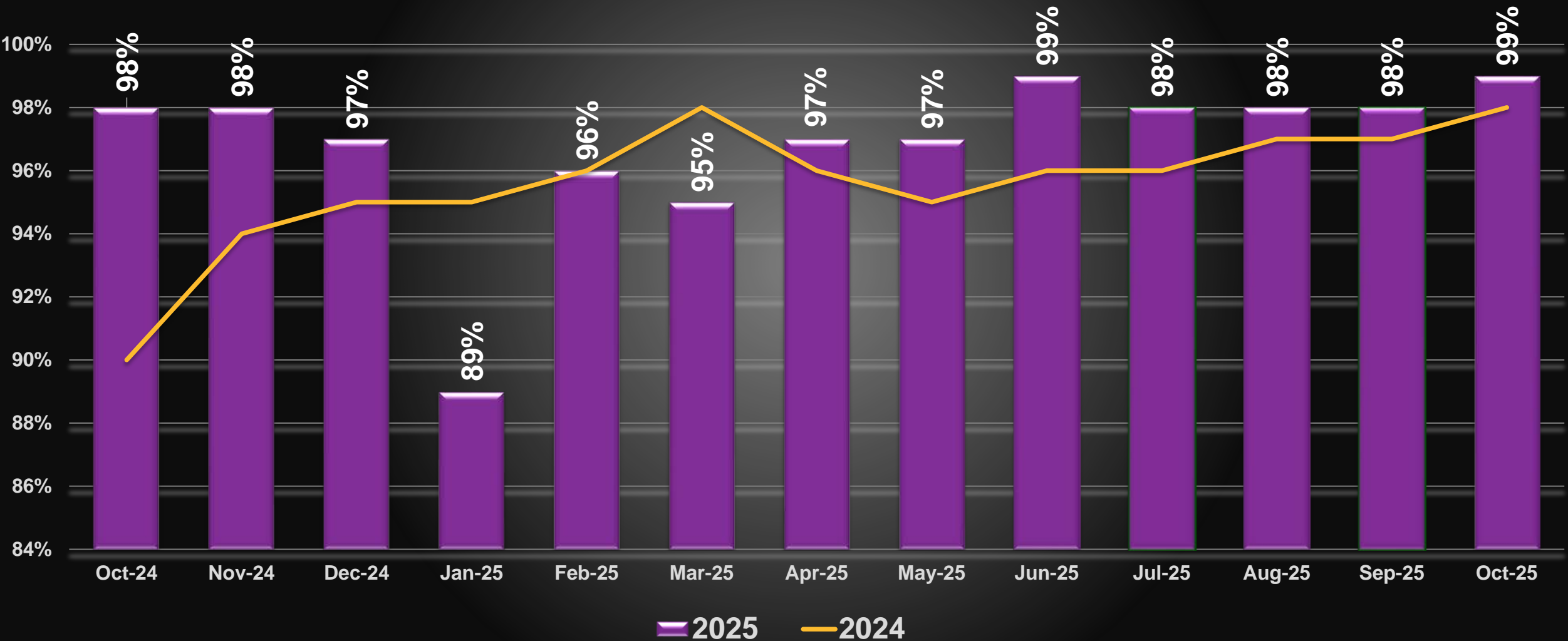
5. Chief Executive Officer's Report



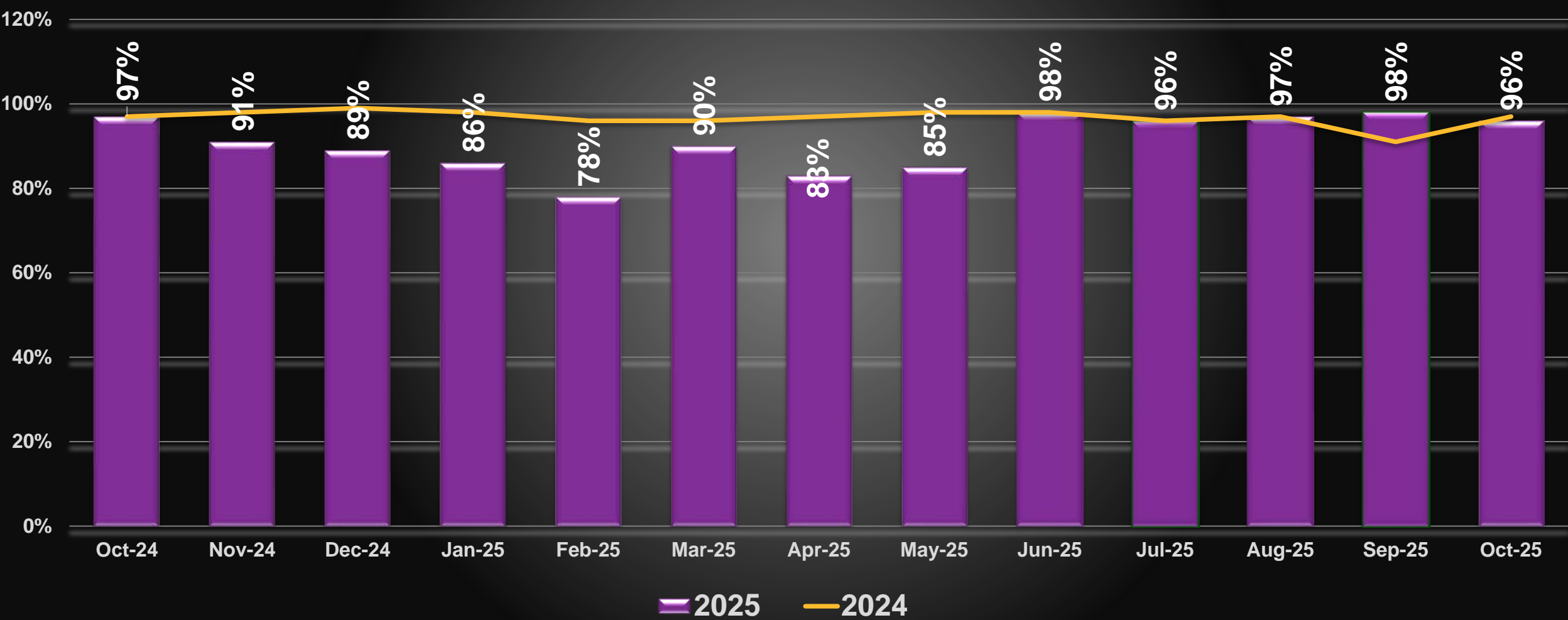
Agenda

6. Chief Transit Officer's Report

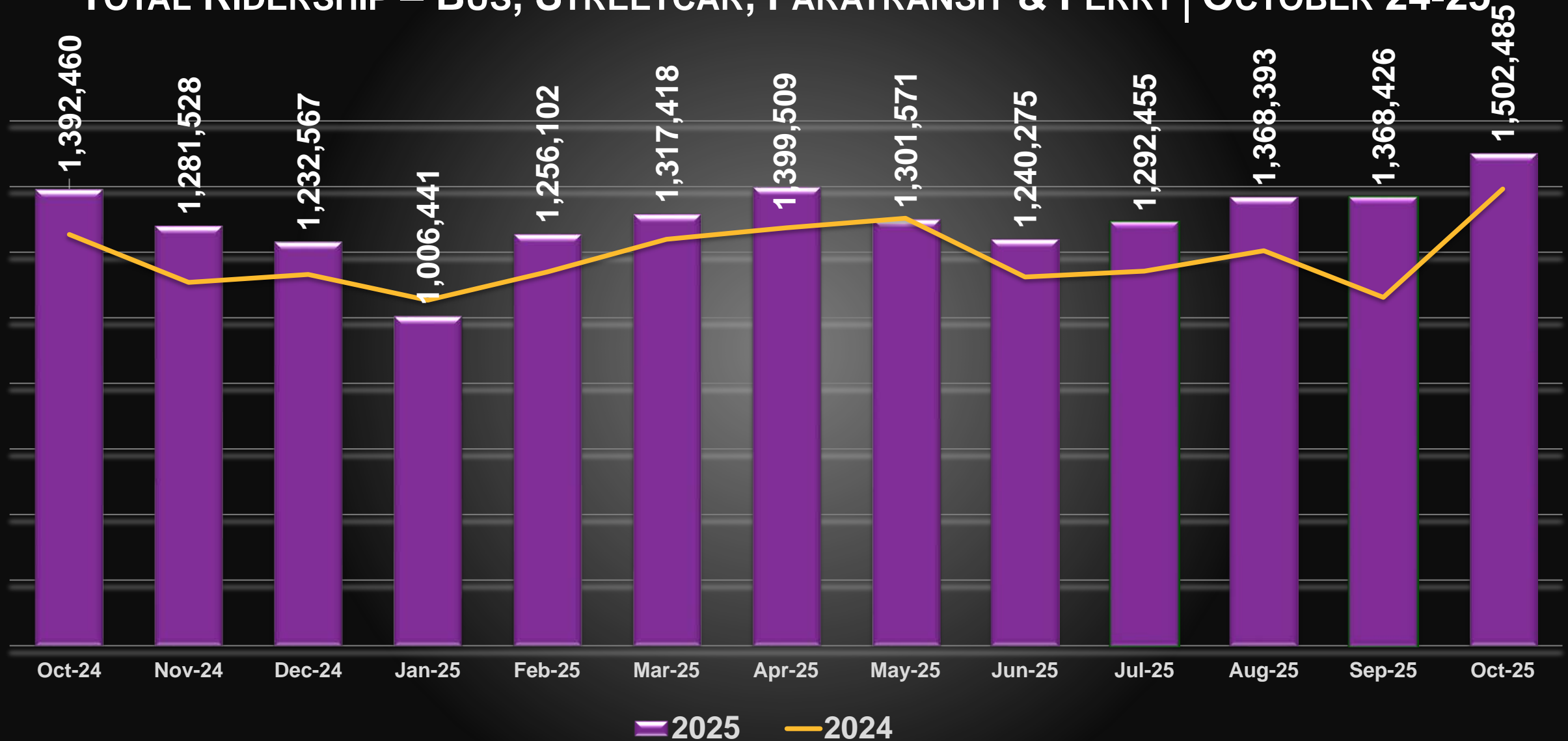
TOTAL SERVICE DELIVERY BUS | OCTOBER 2024-2025



TOTAL SERVICE DELIVERY STREETCAR | OCTOBER 2024-2025

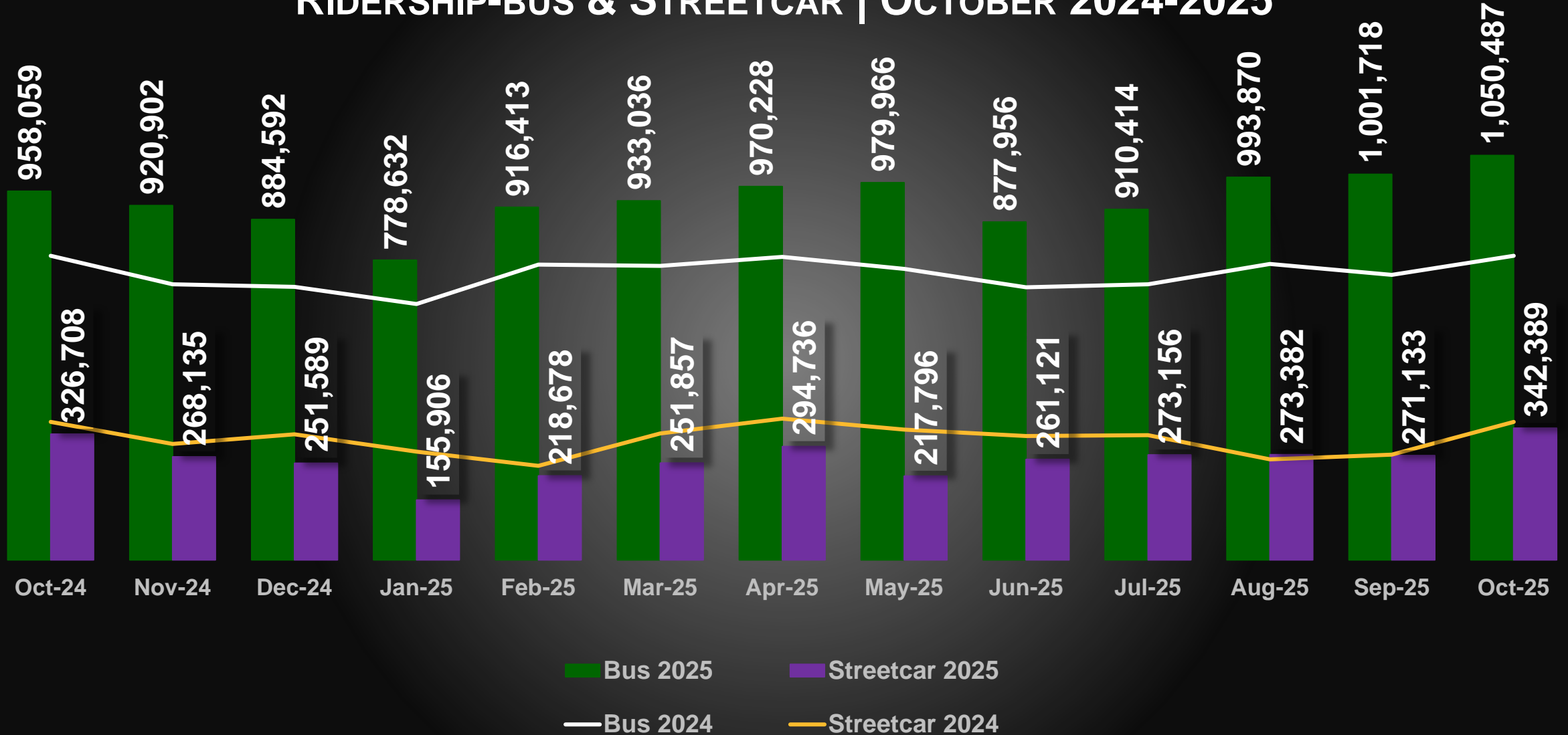


TOTAL RIDERSHIP – BUS, STREETCAR, PARATRANSIT & FERRY | OCTOBER 24-25



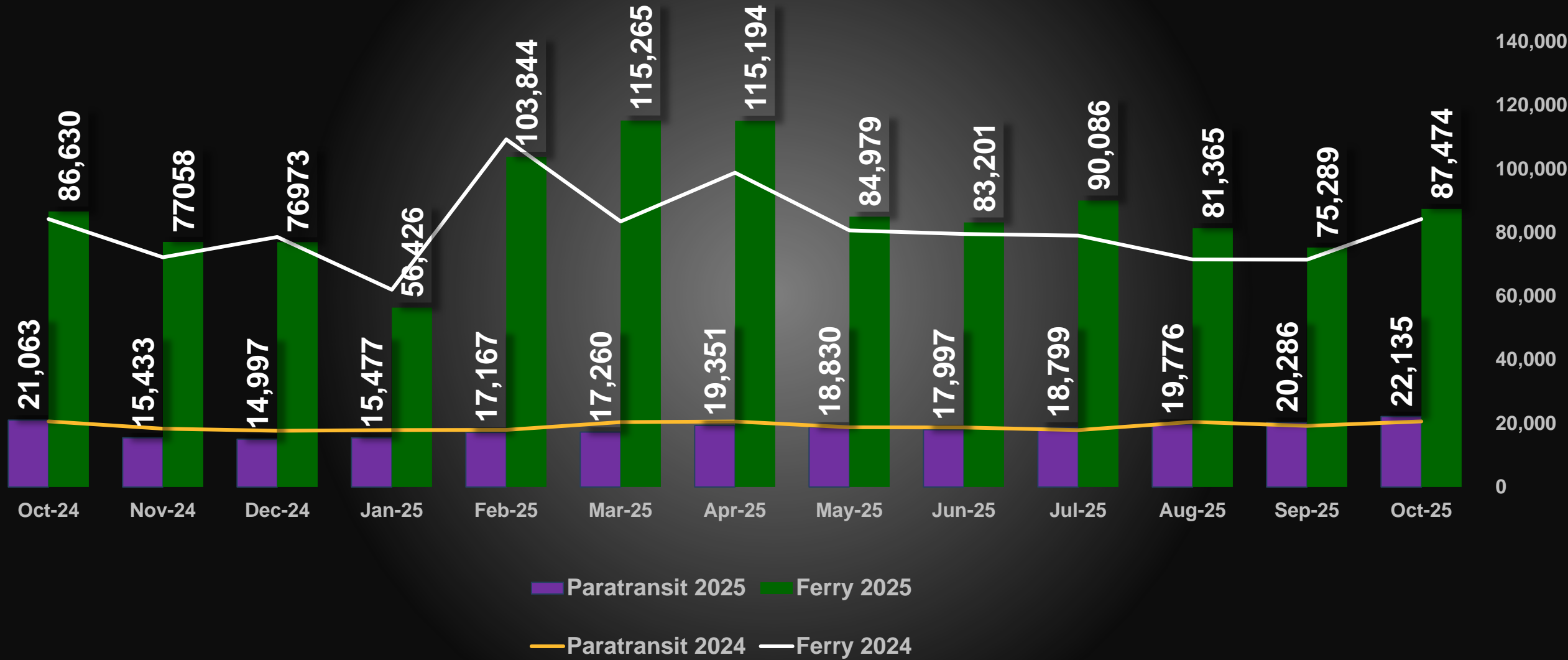
****Total Increase from 2024 (+110,025)**

RIDERSHIP-BUS & STREETCAR | OCTOBER 2024-2025



****Increase of 108,109 from 2024**
Bus(+92,428) Streetcar (+15,681)

RIDERSHIP-PARATRANSIT & FERRY | OCTOBER 2024- 2025

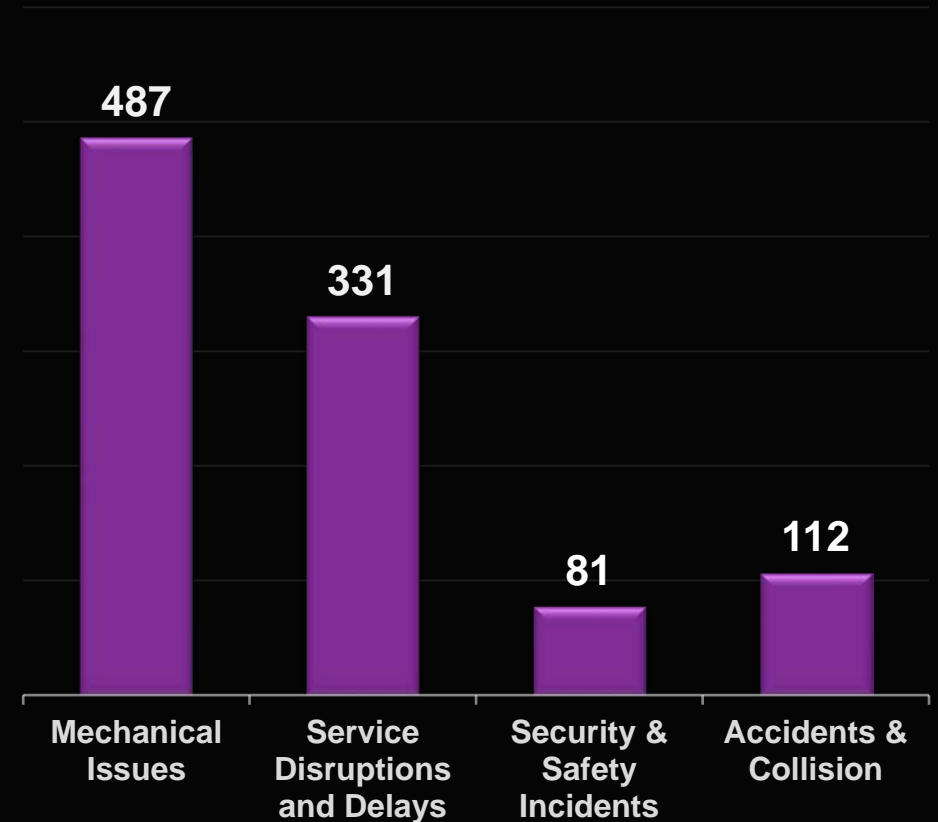


LONG-TERM DETOURS

ROUTES AFFECTED BY LONG-TERM DETOURS	CAUSE
11-Magazine	Utility Company Work
31 & 32 Gentilly/Treme	Road Construction
57-Franklin/Freret	Road Construction
61 & 62- Lake Forest/Morrison	Road Construction
80 – Desire/Louisia	Road Construction
84 - Galvez	Bridge Malfunction
91 – Esplanade	Road Blocked
103 – General Meyer	Hole in Street
114A & 114B Sullen/Woodland	Road Blocked

SERVICE DISRUPTION BY CAUSE BUS & STREETCAR

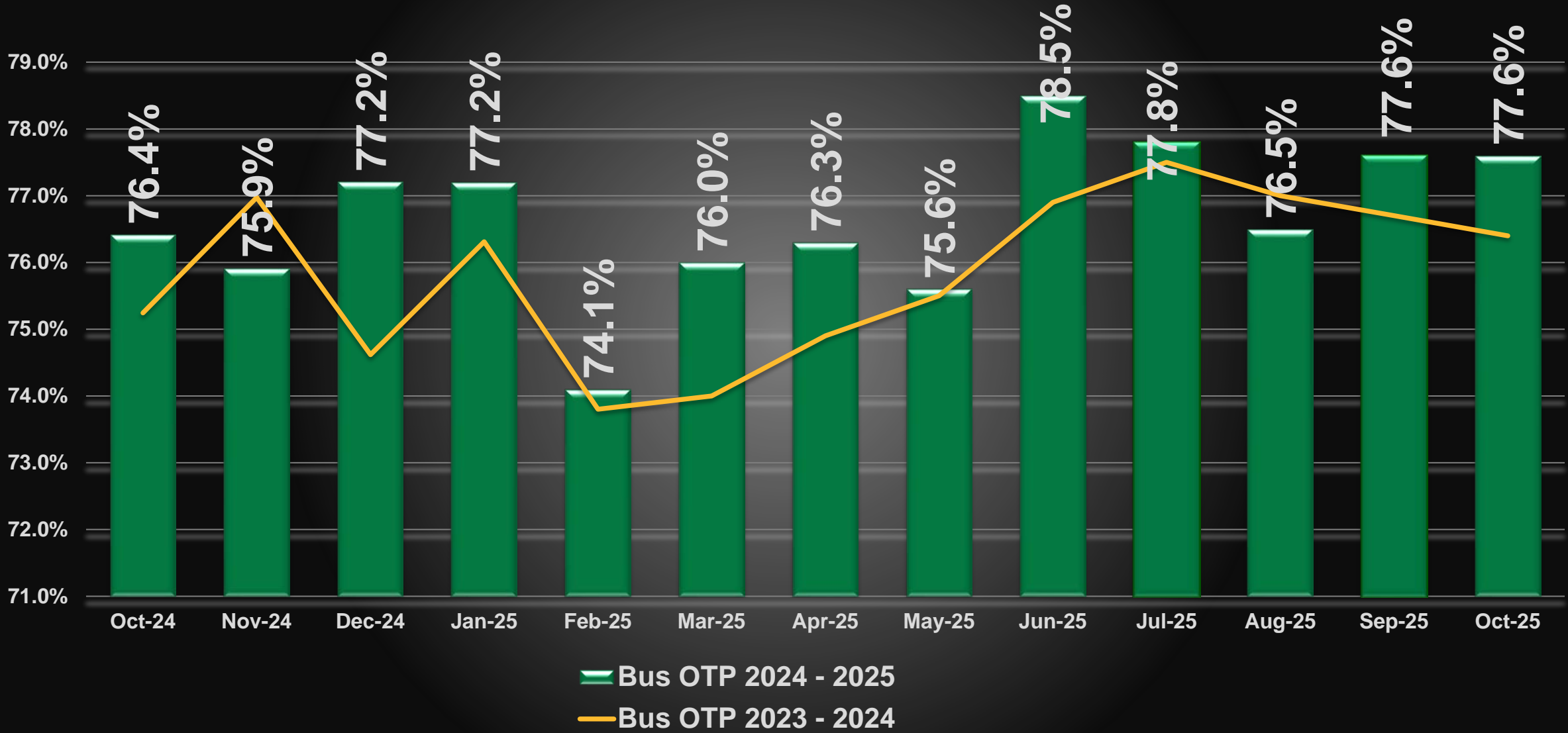
Total Causes Recorded = 1003



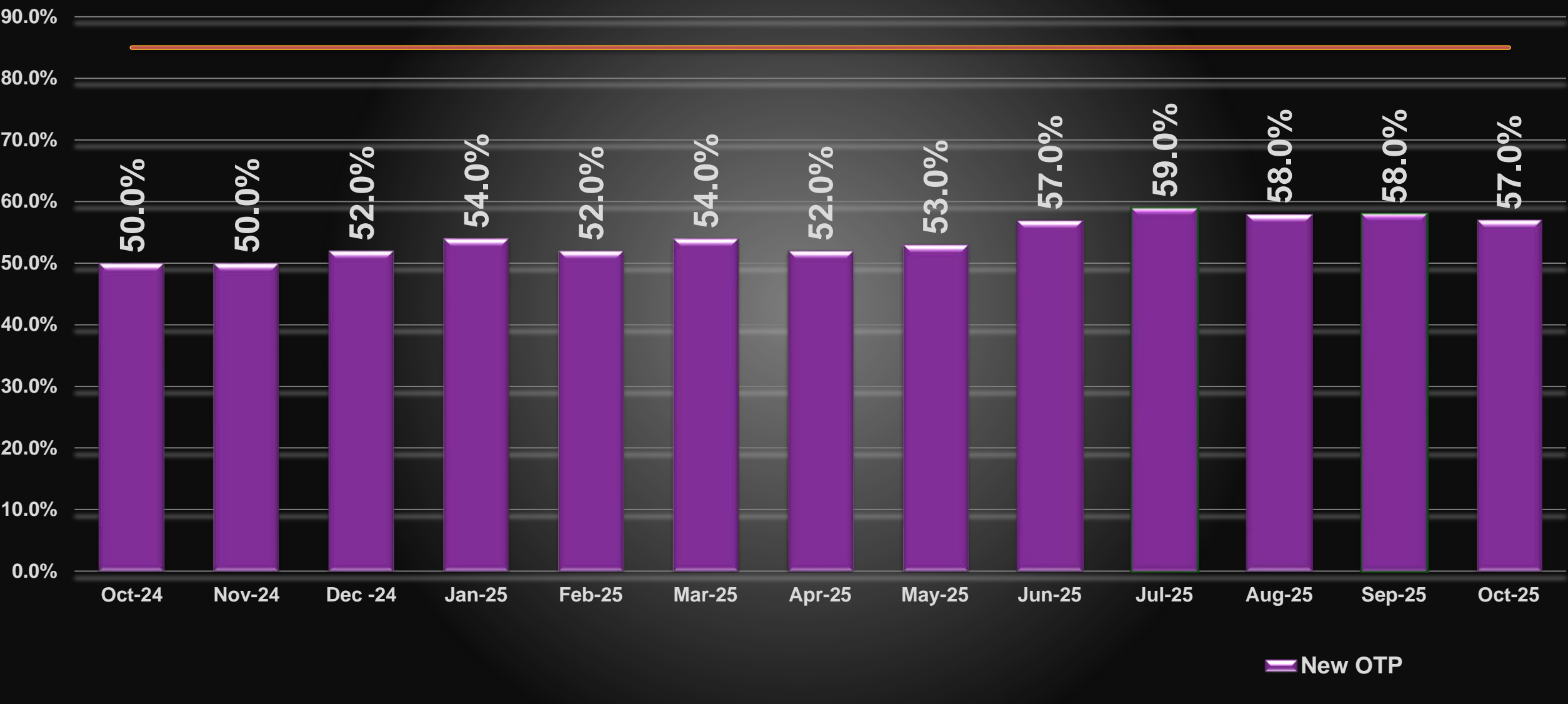
****Top causes of service delays:**

1. Lot Defect- 40%
2. Operator Availability- 29%
3. Vehicle Availability- 5%

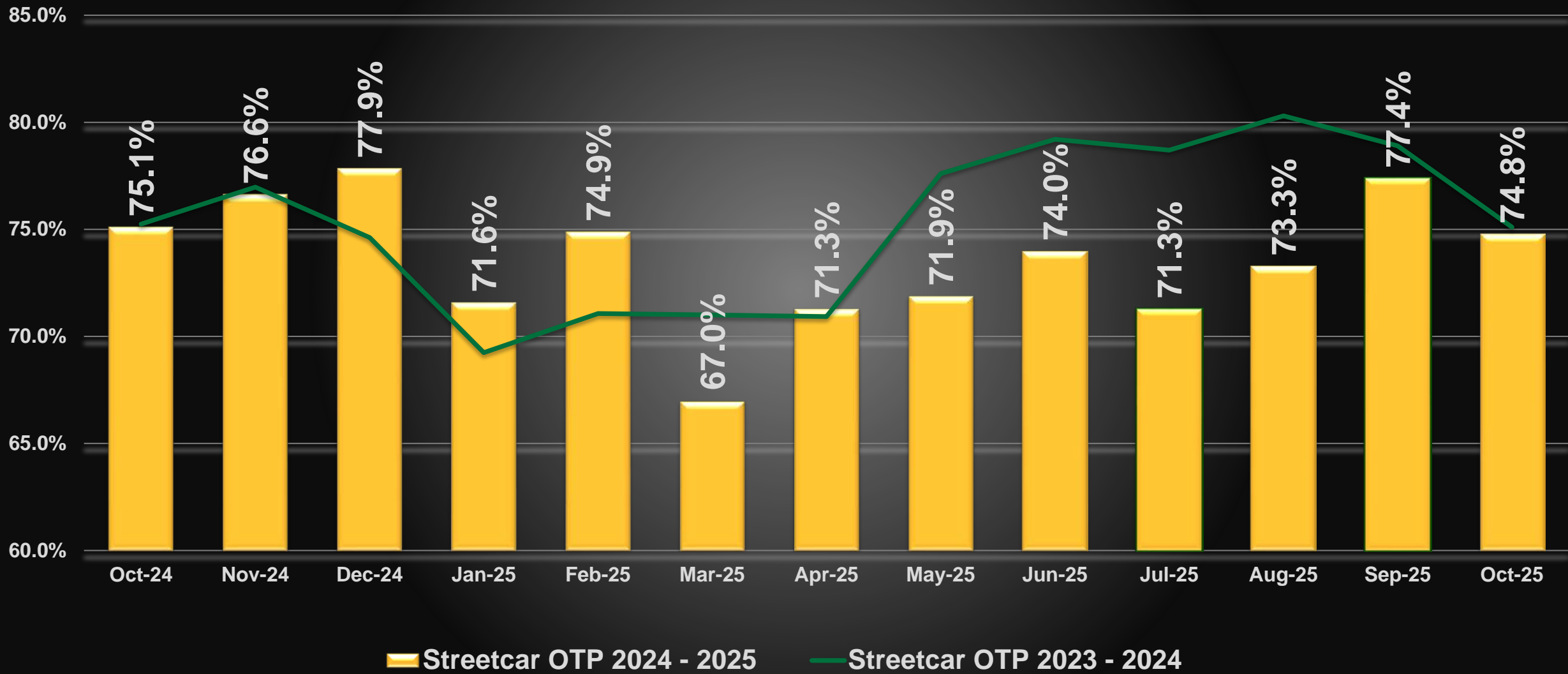
ON-TIME PERFORMANCE-BUS | OCTOBER 2024-2025



ON-TIME PERFORMANCE-PARATRANSIT | OCTOBER 24-25



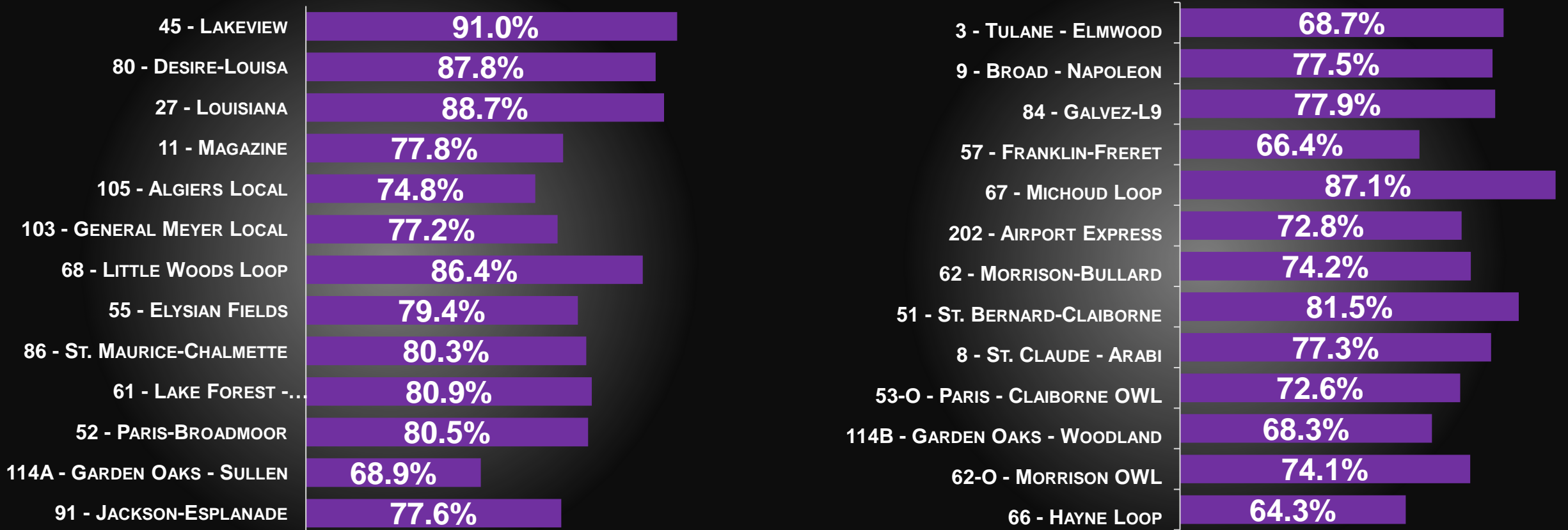
ON-TIME PERFORMANCE-STREETCAR | OCTOBER 24-25



**** Streetcar OTP may be understated, as bus bridge operations are not fully reflected in on-time performance calculations.**



ON-TIME PERFORMANCE BY ROUTE - BUS | OCTOBER 2025



From September to October, 16 of 31 routes improved their On-Time Performance, representing 51.61% of the transit network trending upward. Additionally, 5 previously strong corridors-maintained stability at 85% OTP, serving as reliability pillars for system performance.

TOP ON-TIME PERFORMER BY MODE | OCTOBER 2025

BUS OPERATORS

Kenyatta Simpson	98.2%
Sean Sawyer	94.8%
Nikkie Pierre	94.7%
Gen B White	94.2%
Myron Hughes	94.1%
Jinnel Washington	93.9%
Charles Smith	93.6%
Tameshea Celestine	93.6%
Jack Miller Jr.	93.4%
Tanya Williams	93.0%

STREETCAR OPERATORS

Charles Cadet	96.8%
Raymond Peyton	92.0%
Rene Jacques	90.3%
Darryl Moon	89.6%
Oliver Armstrong	88.5%
Larry Brumfield	87.5%
Paris Brown	85.2%
Gerald Hawkins	84.4%
Suzanne Daniel	83.7%
Elie Randolph III	83.7%

PARATRANSIT OPERATORS

Toby Couvertier	89.9%
Brittany Shine	85.2%
Toris Hudson	82.4%

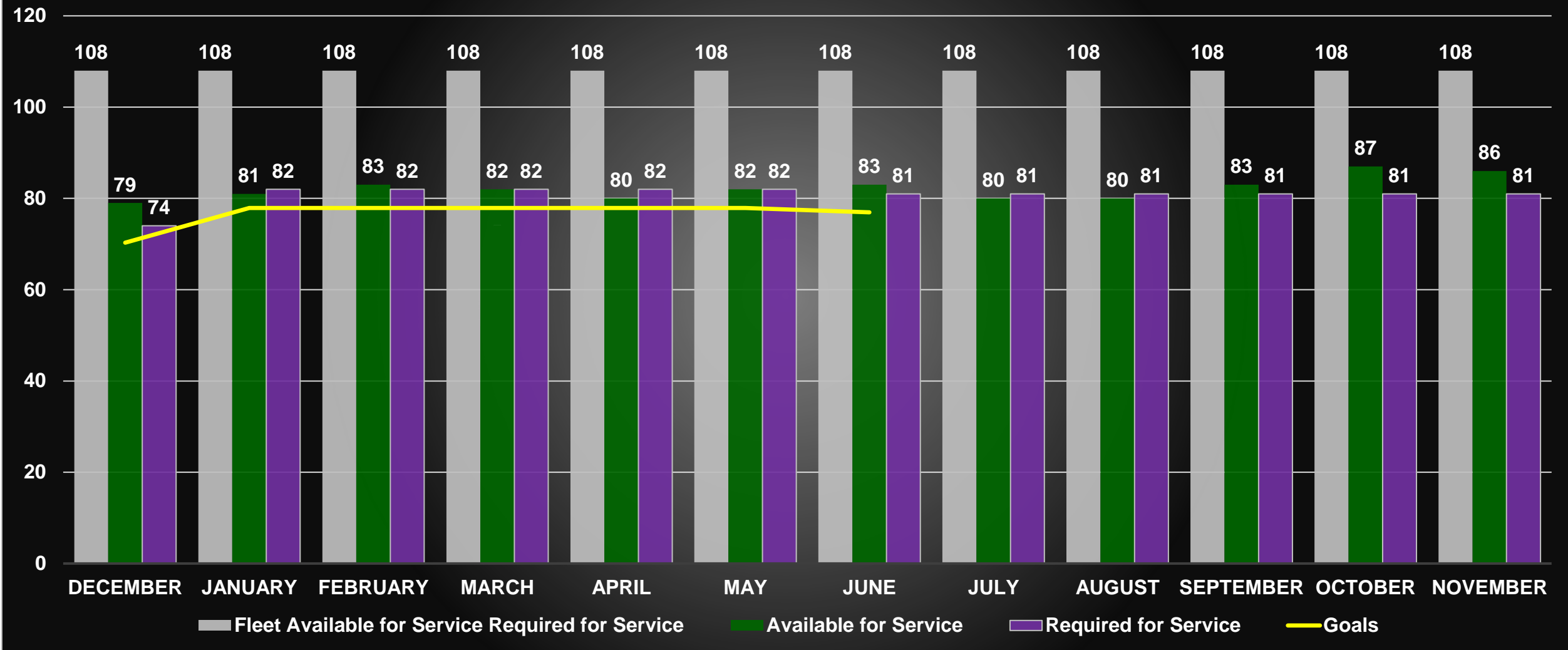
Questions?



Agenda

7. Chief Asset Manager Officer's Report

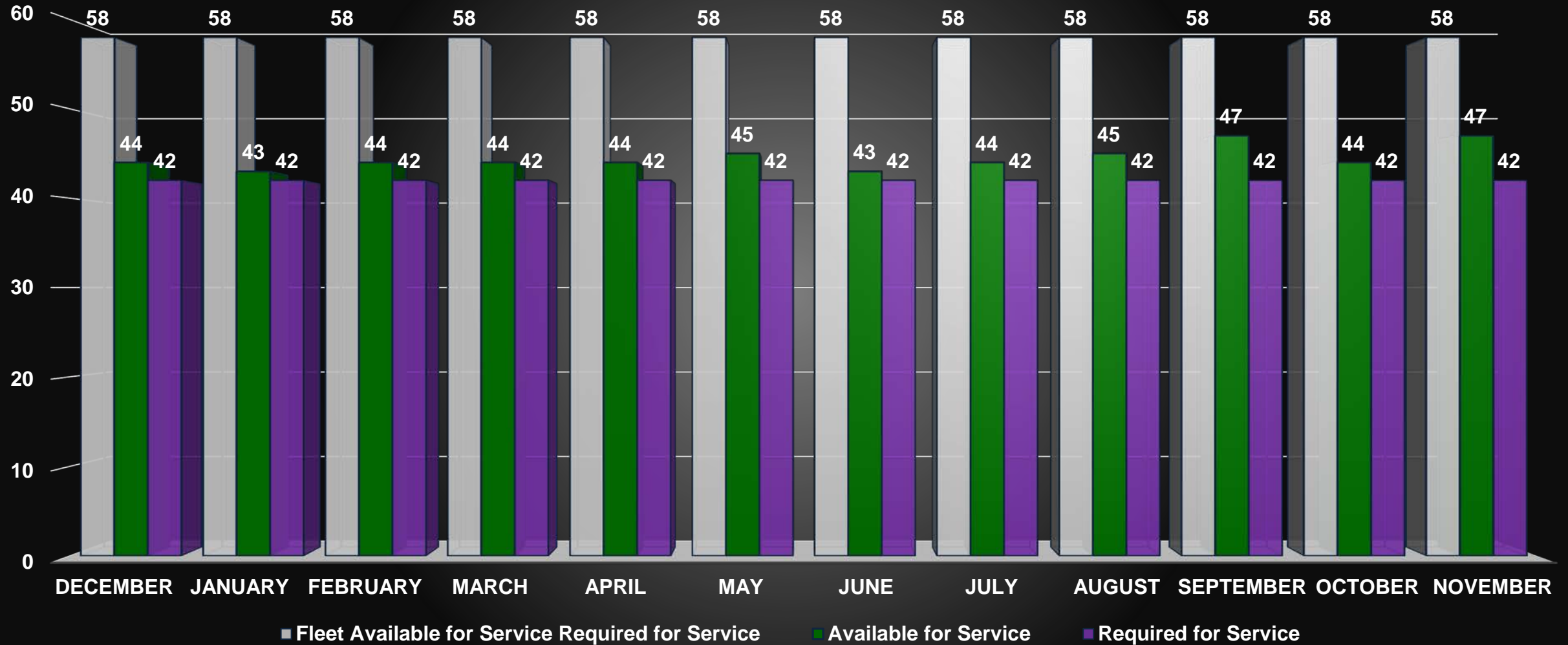
Fixed Route Fleet Overview| December 2024 – November 2025



BUS FLEET AVAILABILITY: For November, the number of available buses decreased by 1 from the prior month.

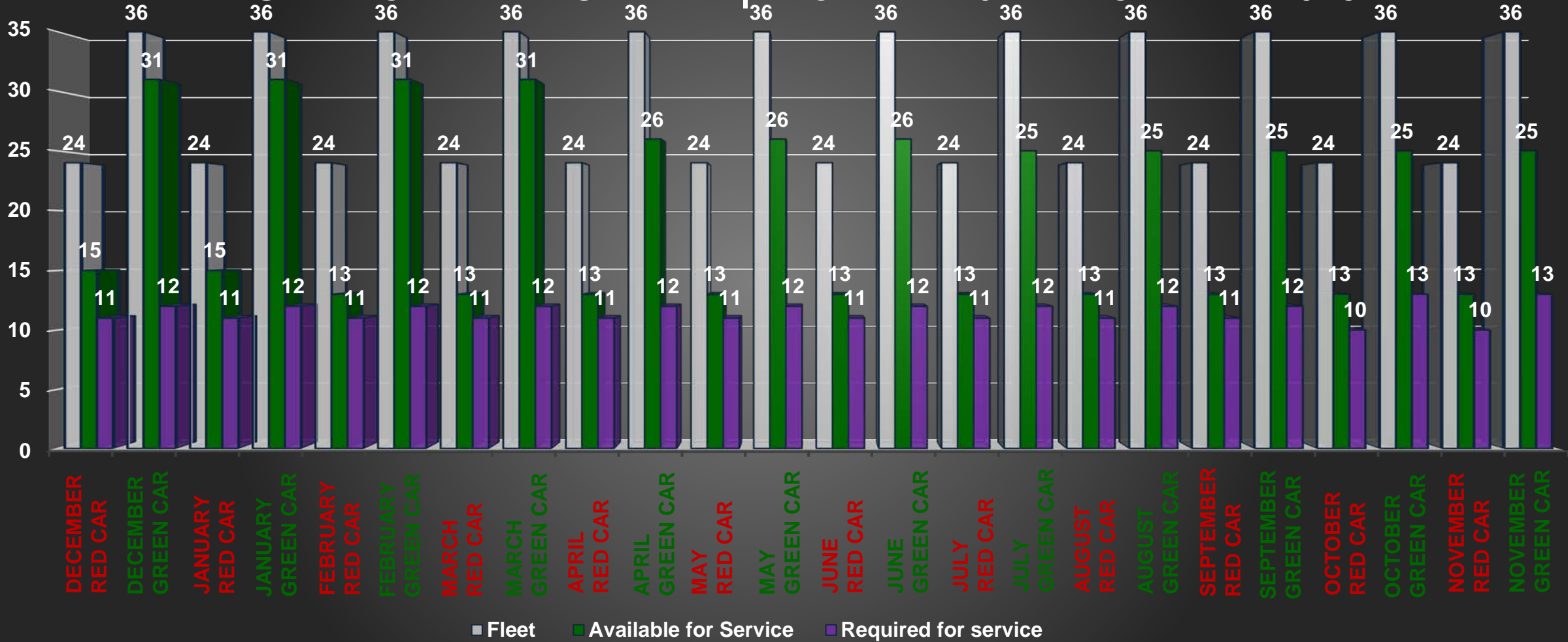


Paratransit Fleet Overview| December 2024 – November 2025



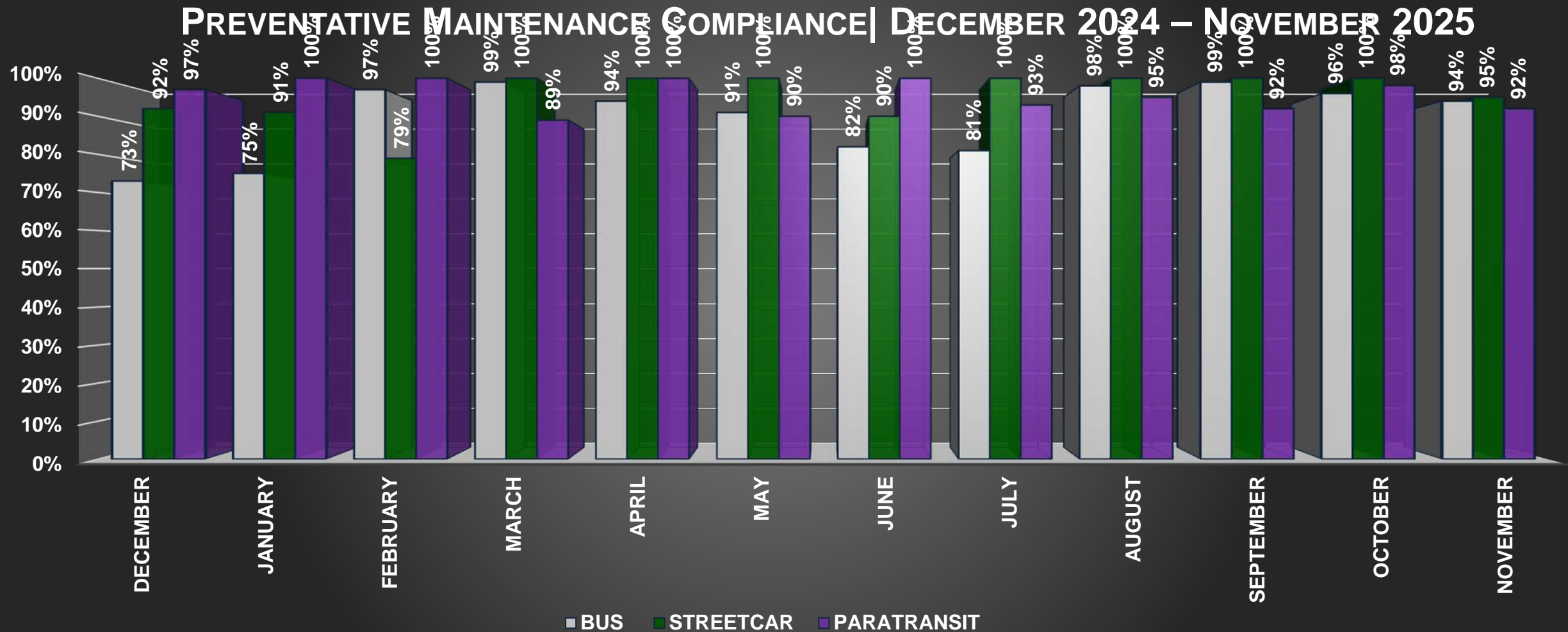
PARATRANSIT FLEET AVAILABILITY: Paratransit availability increased by 3 from the previous month.

STREETCAR FLEET OVERVIEW | DECEMBER 2024 – NOVEMBER 2025

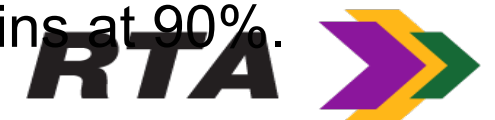


STREETCAR FLEET AVAILABILITY: Streetcar availability for both the Green cars and Red cars remained consistent with the previous month.

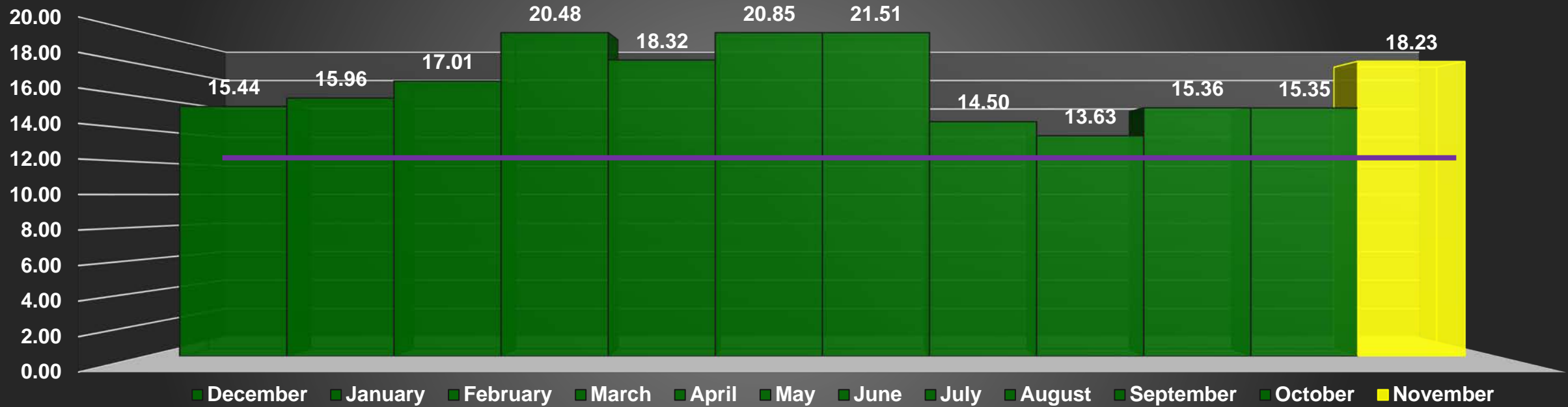




PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance decreased by 2% for November. We are investigating an issue with our maintenance reporting interface. Streetcar PMs decreased by 5% and Paratransit PMs decreased by 6% from the previous month . Our PM Compliance goal remains at 90%.

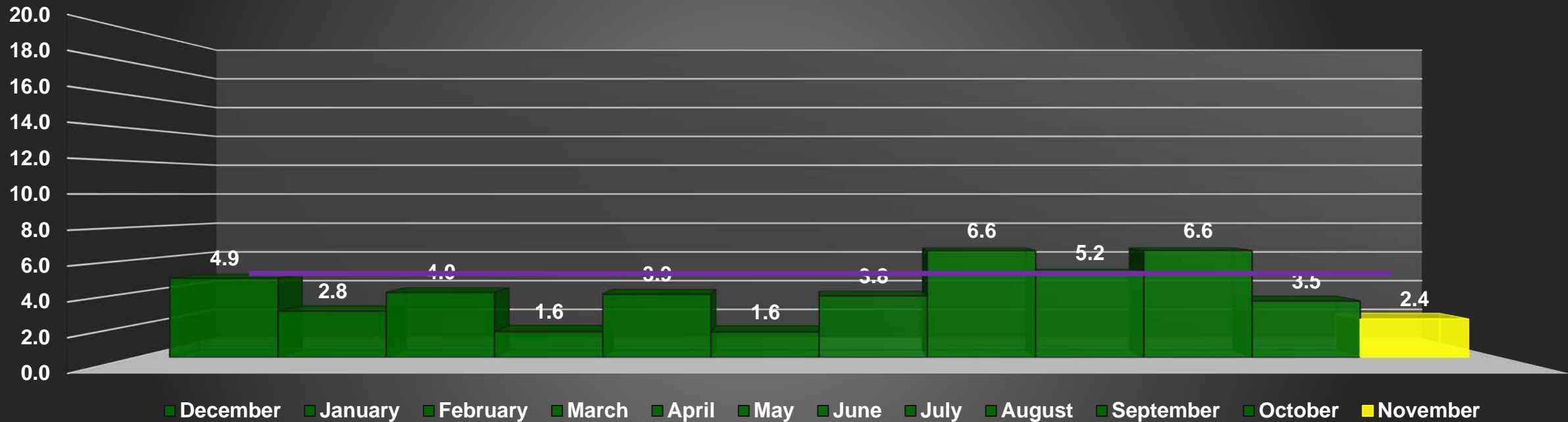


ROAD CALLS PER 100K MILES BUS I NOVEMBER 2025



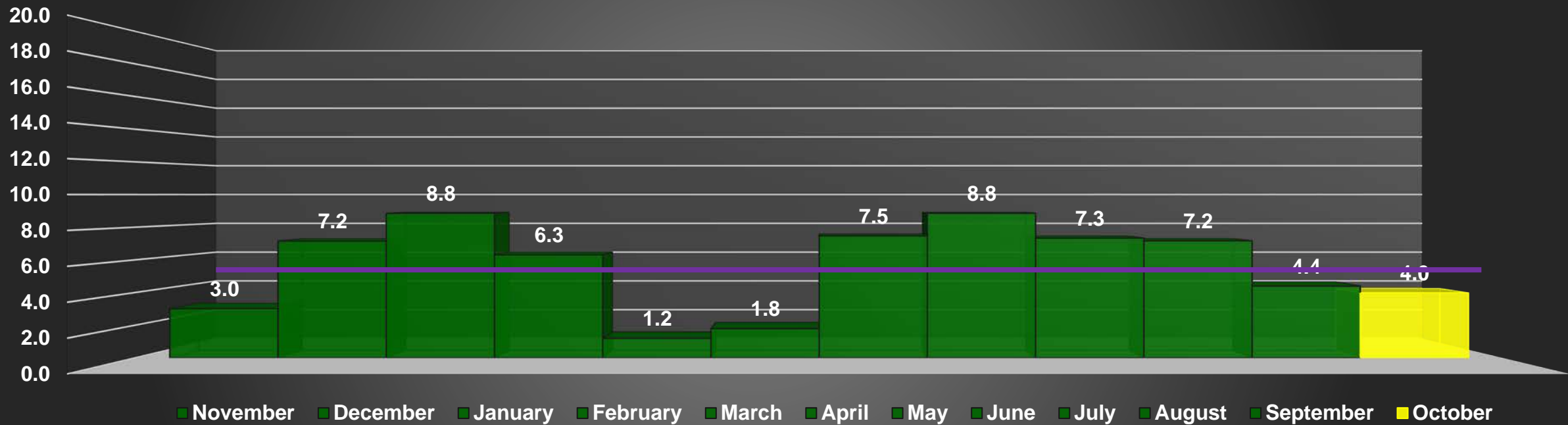
ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have increased by 2.88 from the previous month with the goal still set at under 13.

ROAD CALLS PER 100K MILES PARATRANSIT | NOVEMBER 2025



ROAD CALL MILEAGE: Paratransit decreased the number of road failures by 1.1 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.

ROAD CALLS PER 100K MILES STREETCAR | OCTOBER 2025



ROAD CALL MILEAGE: Streetcar increased the number of road failures by 3.0, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.

Updates

- Vehicle Auction
- Procurements
 - Oil and lubricants contract
 - Janitorial CEA

Questions?



Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – October 2025

Type	Monthly Totals	YTD Totals
Part 1	1	7
Part 2	2	44
Totals	3	51

Year-Over-Year Comparison (January – October)			
	2024	2025	% Change
Count	49	51	4.1%
Incident-to-System Boardings*	1: 242,105	1: 253,739	-4.8%

* Based on system ridership for the period **January 1 – October 31** in 2024 and 2025—11,863,164 and 12,940,704, respectively.

PART 1 crimes: homicide, aggravated battery, aggravated assault, arson, burglary, (attempted) motor vehicle theft, larceny, rape.

PART 2 crimes: disorderly conduct, disturbing the peace, fighting, public drunkenness, DUI, embezzlement/fraud, forgery/counterfeiting, criminal damage, narcotic drug laws, threats, receiving stolen property, sex crimes, simple battery, 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 – October 2025

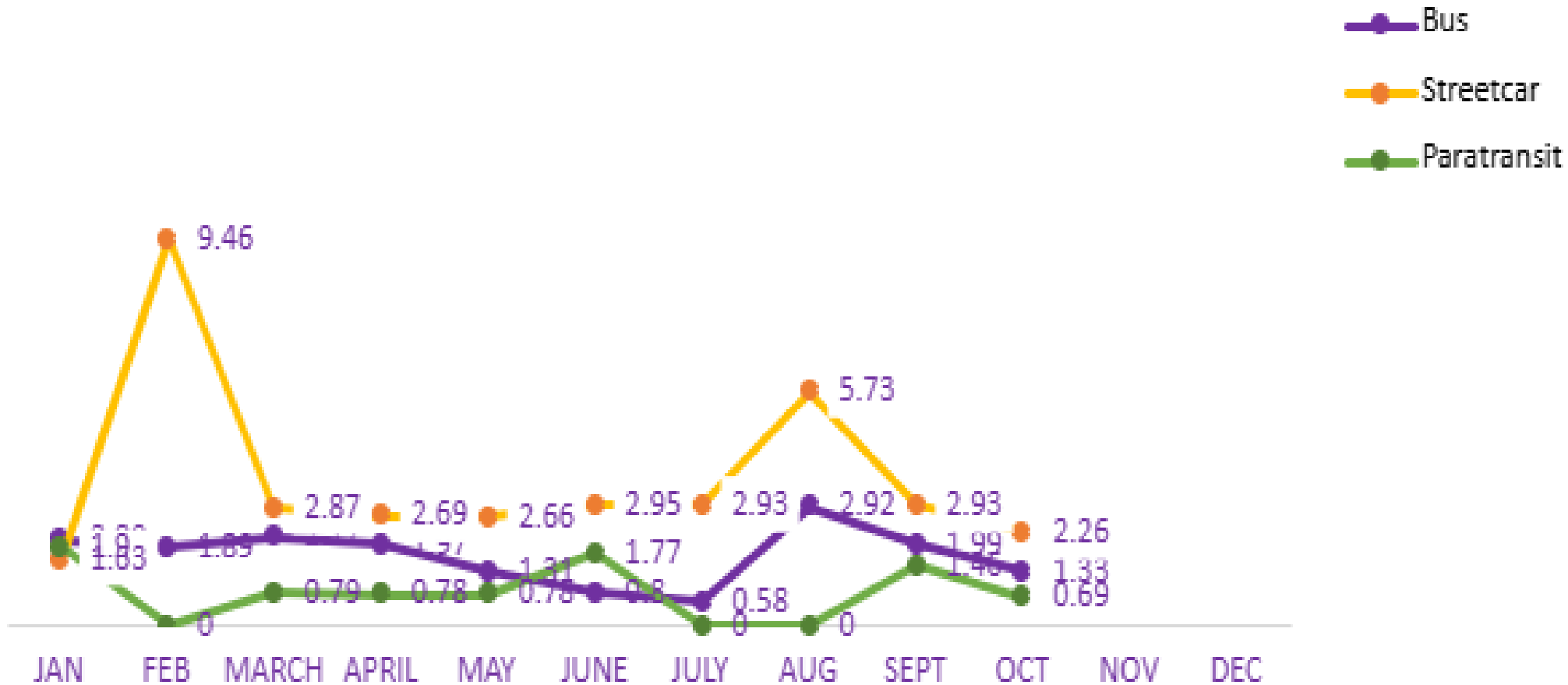
Transit Police		
Activities	Monthly Totals	YTD Totals
Arrests	4	13
Summons	0	8
Calls for Service	7	103
Boarding Inspections	214	2,130
Ride Alongs	12	111
Citations	5	30
Written Warnings/Reports to Follow	5	126

Crisis Intervention / Public Safety Team		
Activities	Monthly Totals	YTD Totals
Unhoused Contacts*	95	719
Referrals	1	16

*** Conducted in partnership with Transit Police**

Preventable Safety Events – October 2025

Preventable Rate Relative to Target Rate



Annual Targets

Streetcar - 2.3

Bus - 1.5

Paratransit - 1.5

Operations & Administration Committee Meeting

Safety Report – October 2025

Preventable Safety Events by Mode

Mode	Rate ¹	Monthly Total	YTD 2025	Year-Over-Year
Bus	1.33	7	86	73
Streetcar - Collisions	2.26	2	25	19
• Streetcar – Other State Reportable	0	1	5	5
Paratransit	0.69	0	10	25

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	Year-Over-Year
OSHA Recordable ²	1	9	15
OSHA Reportable	0	0	0

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

Questions?



Agenda

9. Authorizations

Advertising Content Policy (COM 2) Amendment #1

25-161



Agenda

10. Update: A Post-Launch Assessment of the Network Redesign

A detailed map of New Orleans, Louisiana, illustrating the RTA bus network. The map features a dense web of colored lines representing various bus routes, with numbers like 12, 15, 16, 17, 27, 39, 91, 94, 96, 103, 105, 114, and 114a. Major transit stations are marked with orange 'T' icons, including Tchoupitoulas, Carrollton, Xavier, Elysian Fields @ St. Claude, Algiers Ferry Terminal, and Arabi. The Mississippi River is shown on the right side of the map. The text 'NEW LINKS IMPLEMENTATION 3 YEAR REVIEW NOVEMBER 2025' is overlaid in the center in a large, bold, dark blue font.

NEW LINKS IMPLEMENTATION

3 YEAR REVIEW

NOVEMBER 2025

CONTENTS

What Happened

What Does the Data Tell Us

What Did the Community Tell Us

What's Next

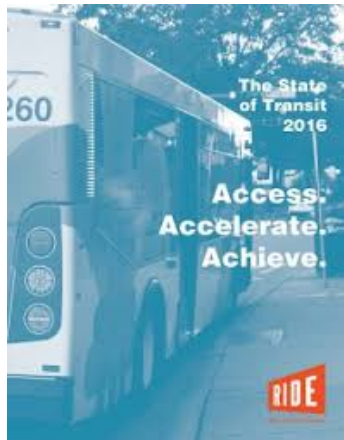
WHAT HAPPENED

- How did we get here?
- Original goals
- Lessons learned
- Post Implementation

HOW DID WE GET HERE?

The Call for
Change

Nov. 2016



RIDE and other stakeholders urge the creation of a comprehensive, regional redesign of the bus routes

SMP
Adopted

March 2018



The RTA Board adopted the Strategic Mobility Plan (SMP):
Action to Complete Network Redesign by 2022

New Links
Plan Begins

Nov. 2018



Project was led by Regional Planning Commission (RPC) to be a truly regional effort

Hard Rock Hotel

COVID-19 Pandemic

New Links
Plan Adopted

March 2021



Board adopts New Links plan and final recommendations and directs staff to begin implementation.
Some changes included in June 2021 "Return to Service" schedule update

New Links
Implemented

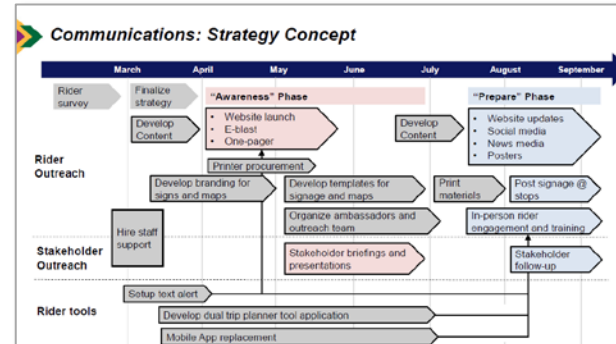
Sept. 2022

NEW LINKS GOALS

Prioritize communities of need	Focus resources on transit-dependent populations (reallocate service from streetcar to bus)
	Increasing midday, weekend, and overnight service to accommodate workforce schedules
Grow ridership	Improved frequency in high ridership corridors
	Improve efficiency of route design (reduce duplication and deviation)
Be regional	Better regional connections w/ Jefferson & St. Bernard Parishes
	Develop transfer “hubs”

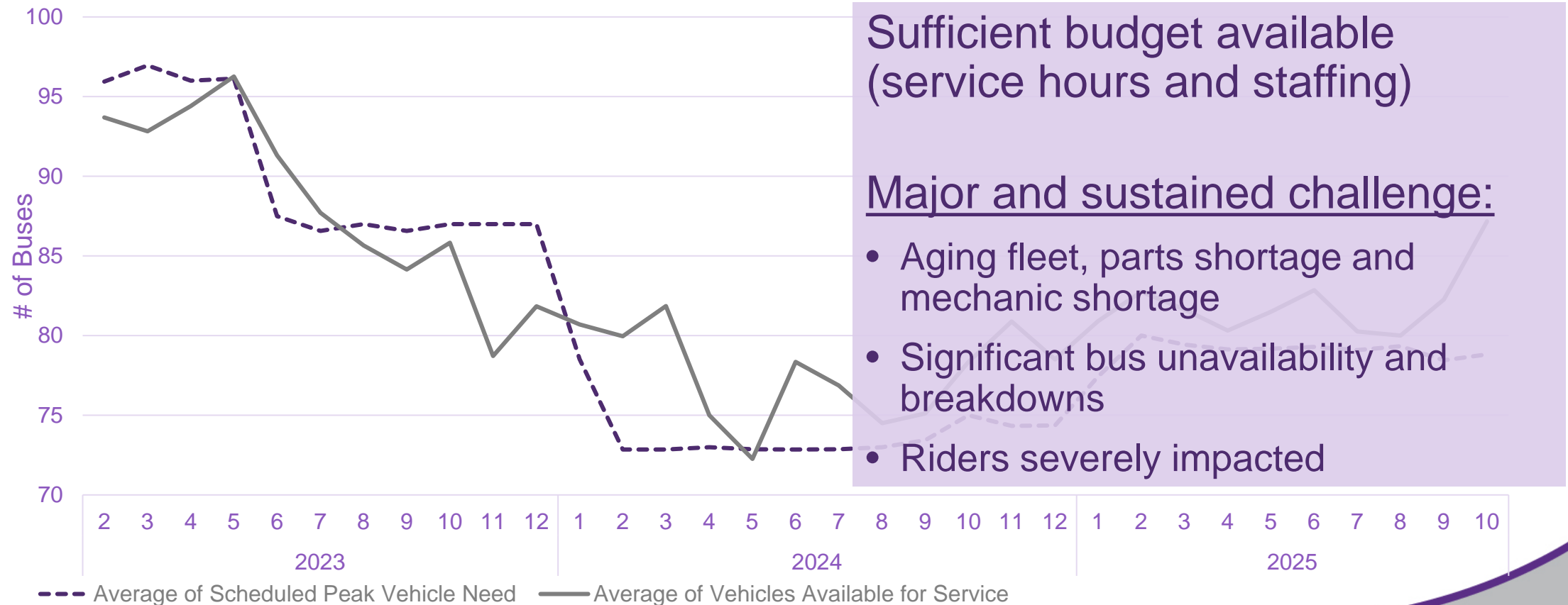
IMPLEMENTATION LESSONS LEARNED

Internal (RTA)	External (Community)
WE CAN DO BIG THINGS!	REACHING ALL RIDERS IS REALLY, REALLY HARD!
Understand all resources needed and available (budget, people, and vehicles)	Manage pace of change (when possible) (new hubs, new app, and new routes)
Time and timing of infrastructure buildout (hubs and signage)	Need a consistent process to identify, review and implement changes
Successful change <u>requires</u> stronger cross-departmental collaboration	Many tools new to RTA were deployed (with varying degrees of success)



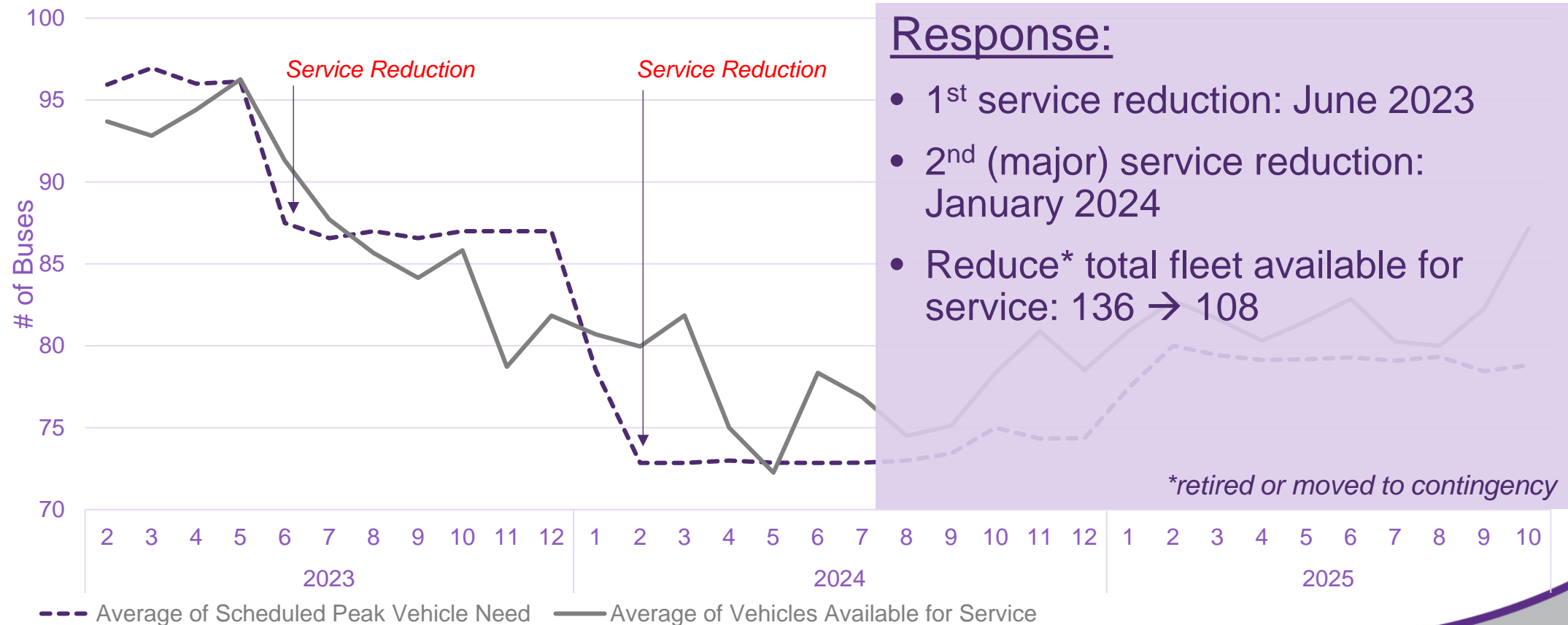
POST-IMPLEMENTATION: BUS AVAILABILITY CRATERS

Bus Availability and Reliability - Weekday 2023-2024



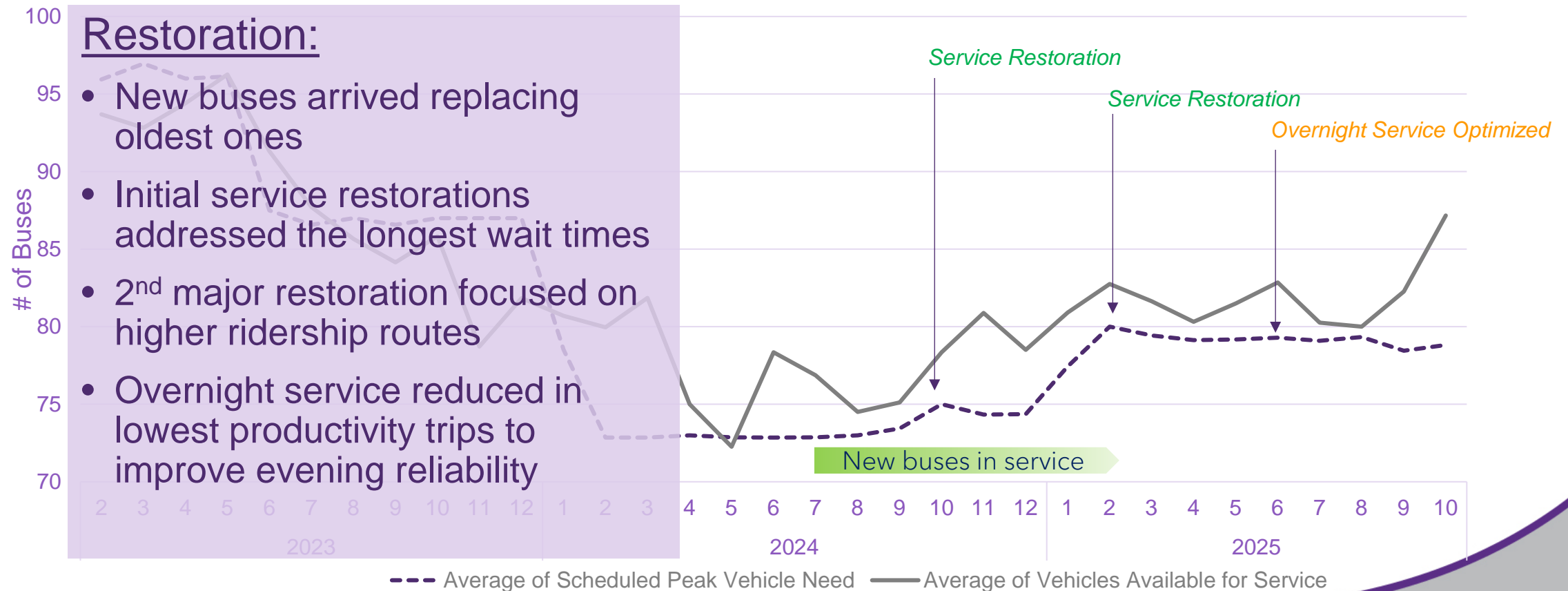
POST-IMPLEMENTATION: SERVICE AND FLEET REDUCTIONS

Bus Availability and Reliability - Weekday 2023-2024



POST-IMPLEMENTATION: CAUTIOUS RESTORATION

Bus Availability and Reliability - Weekday 2024-2025



POST-IMPLEMENTATION: CONTINUOUS IMPROVEMENTS

	Winter	Summer	Fall
2023	Route Adjustments 11 – Magazine (to Canal Street) 31, 32, 57 (to Audubon Zoo) 61; 62 (to Crowder)	<u>Service Enhancement</u> 86 (to Nunez)	<u>Service Enhancement</u> 31, 32 (to Children's Hospital)
2024	Route Adjustments 103 – General Meyer (to Downtown)	Service Restoration: Rampart-Loyola Streetcar	
2025	Route Adjustment Riverfront Streetcar	Overnight Service Optimization (7 Bus Routes)	<u>Service Enhancement</u> 31 – Leonidas – Gentilly, Leake 32 – Leonidas – Tremé, Leake



WHAT DOES THE DATA TELL US

Service Performance:

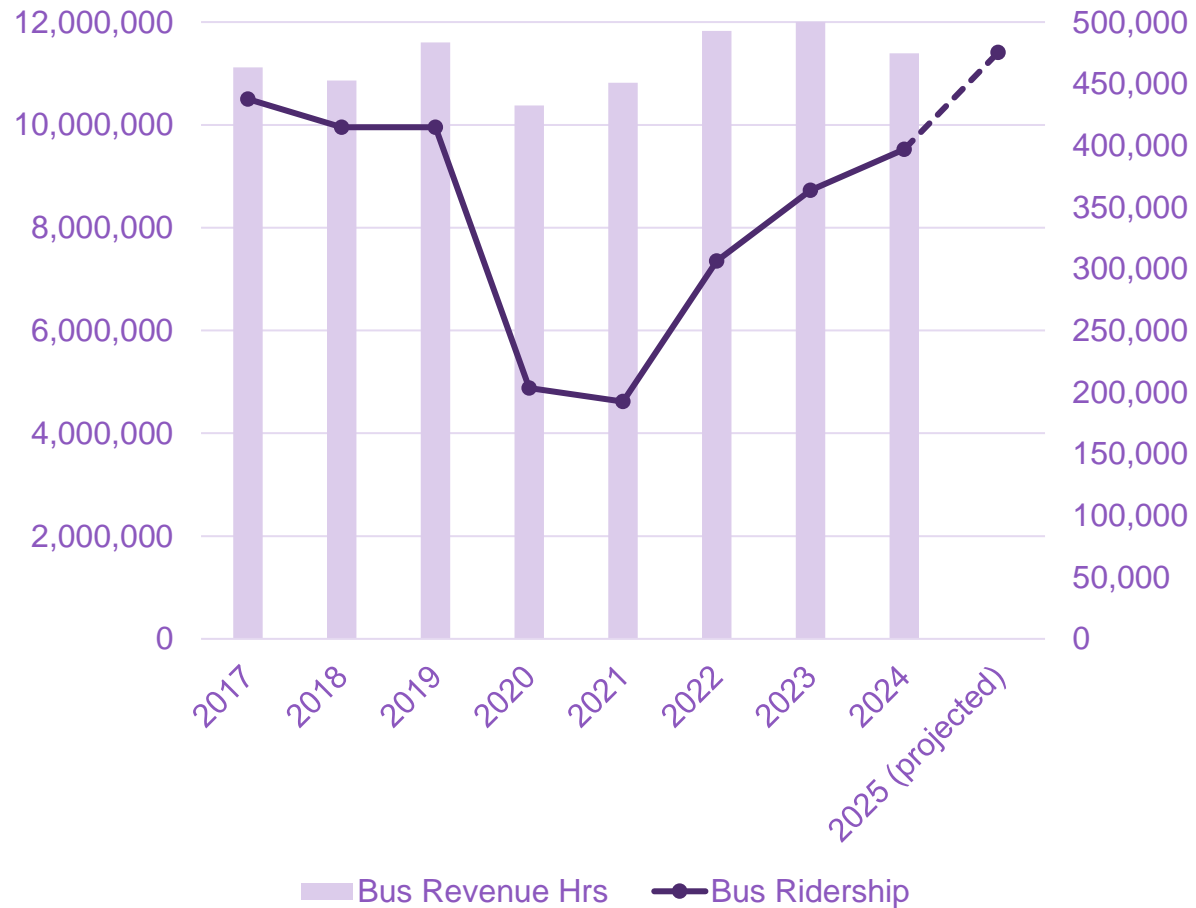
Ridership

Service Delivered

Job Access

SERVICE PERFORMANCE: ANNUAL SERVICE & RIDERSHIP

Bus Revenue Hours and Ridership 2017-2025



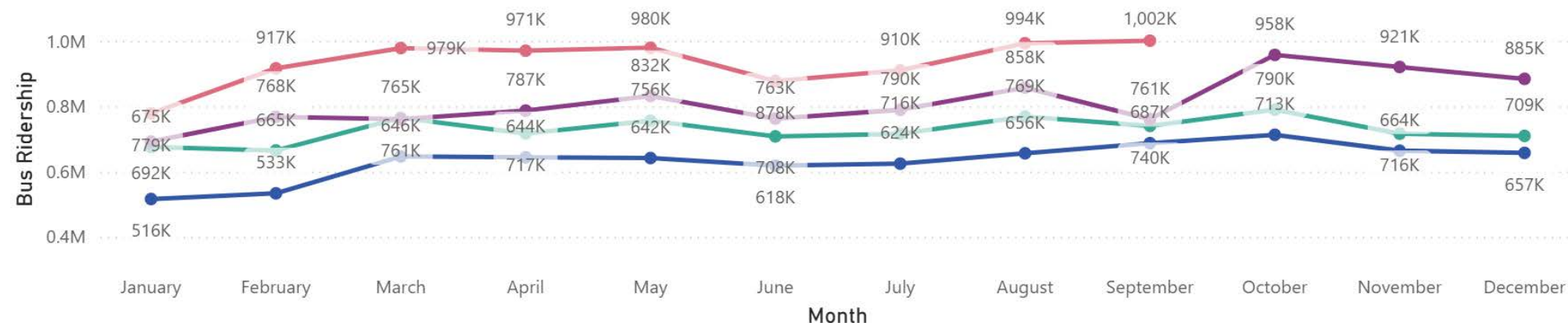
Streetcar Revenue Hours and Ridership 2017-2025



RIDERSHIP: 2022 – 2025 OVERVIEW

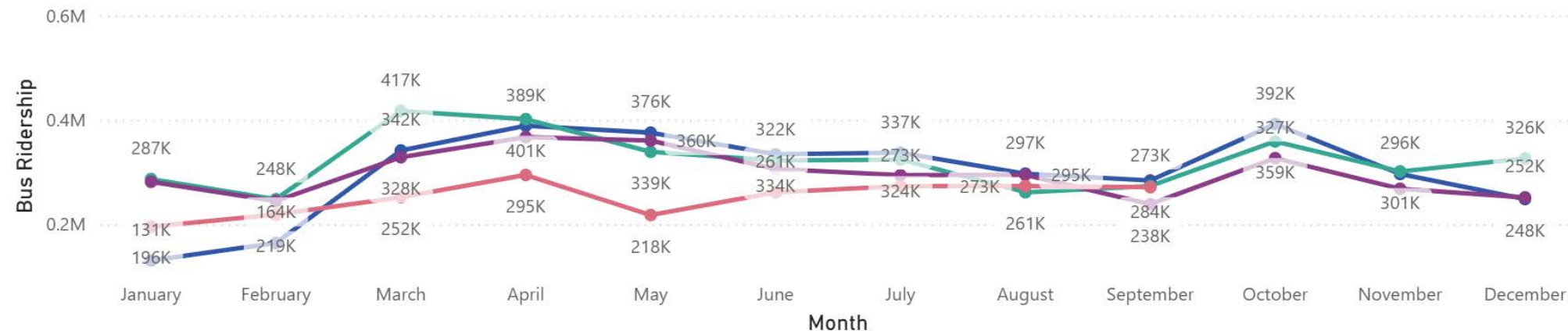
Bus Ridership by Month and Year

Year ● 2022 ● 2023 ● 2024 ● 2025



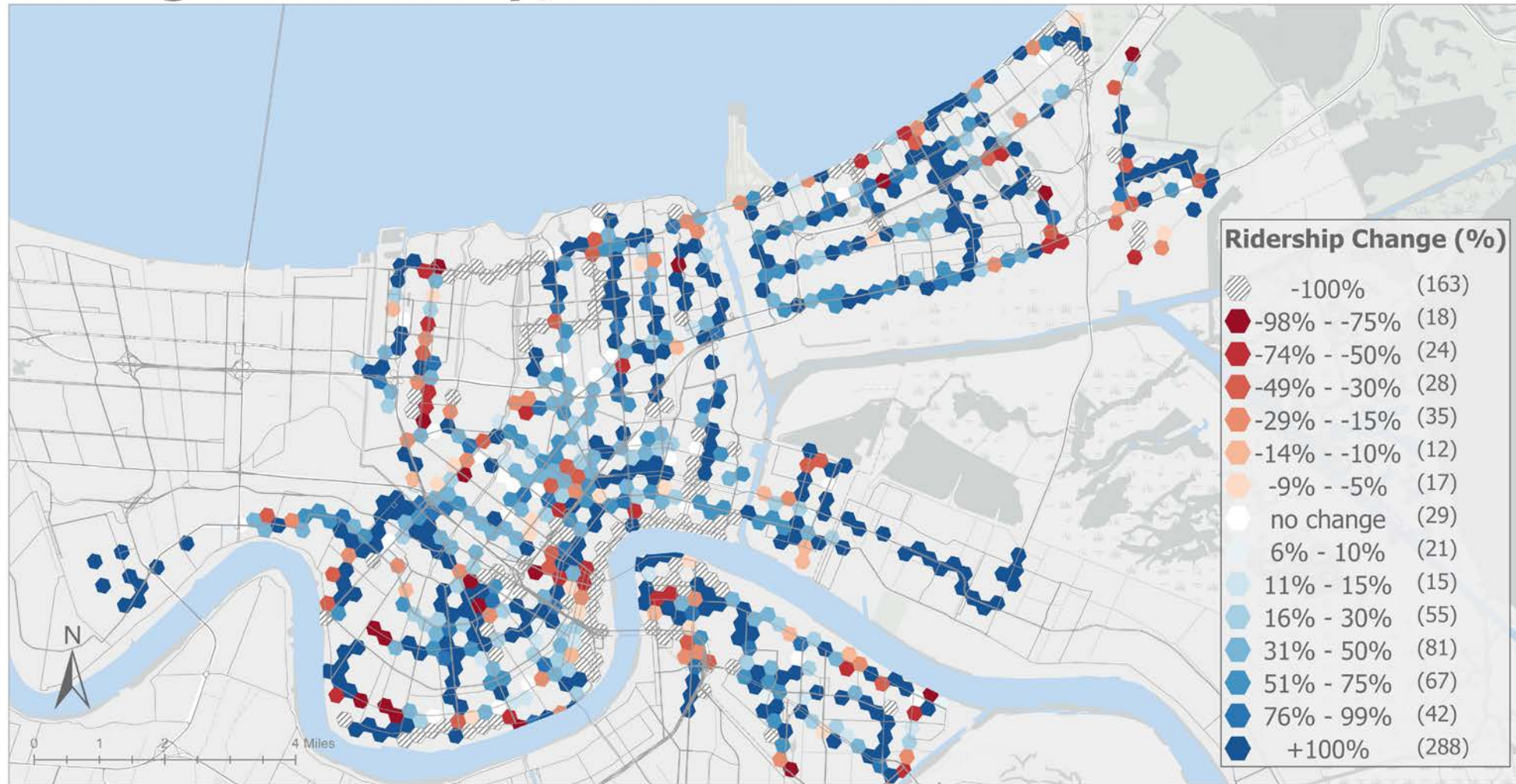
Streetcar Ridership by Month and Year

Year ● 2022 ● 2023 ● 2024 ● 2025



RIDERSHIP: 2022-2025 (BUS ONLY)

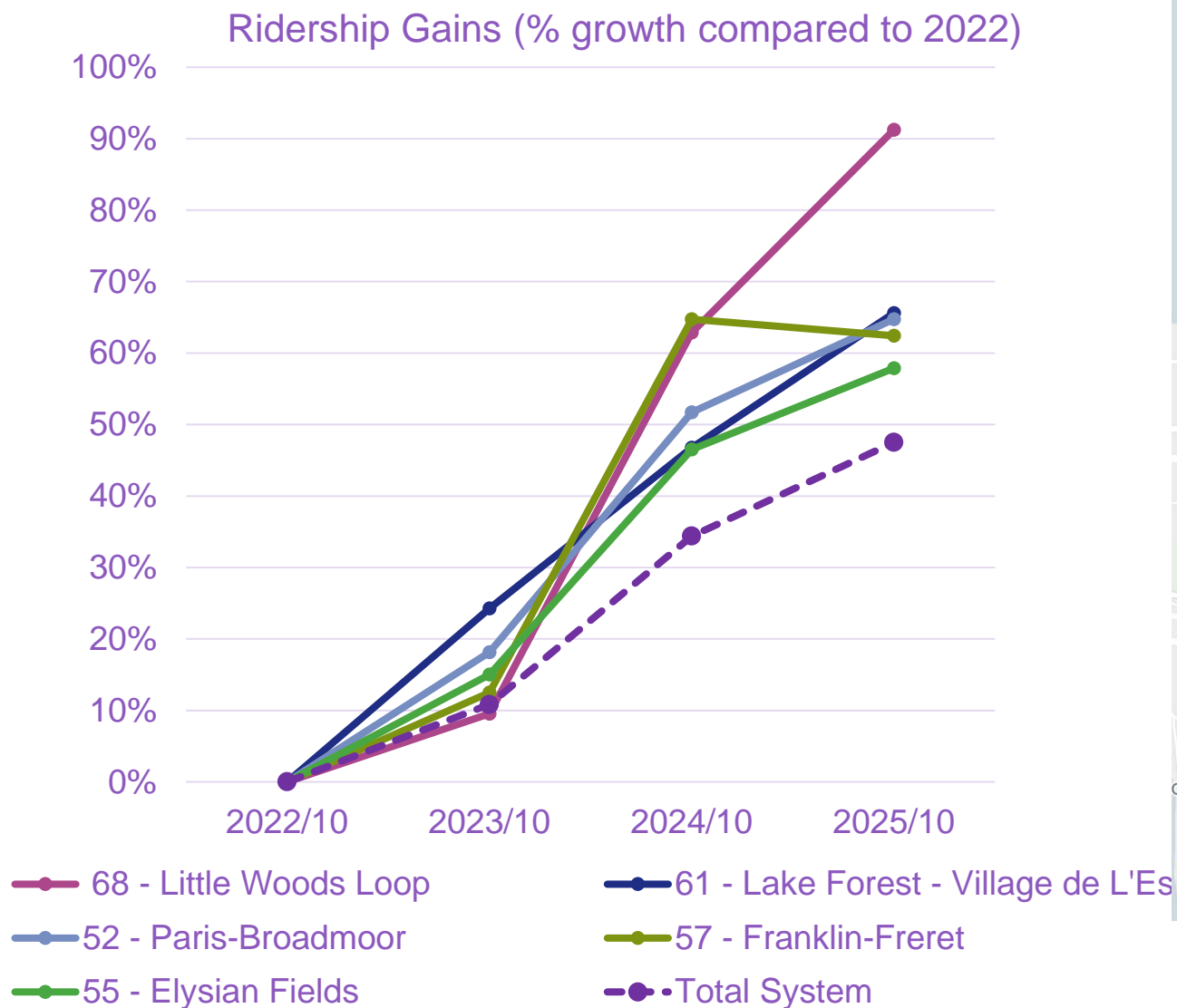
Change in Ridership, 2022 to 2025



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community, NORTA, Remix by Via

RIDERSHIP: GREATEST GROWTH

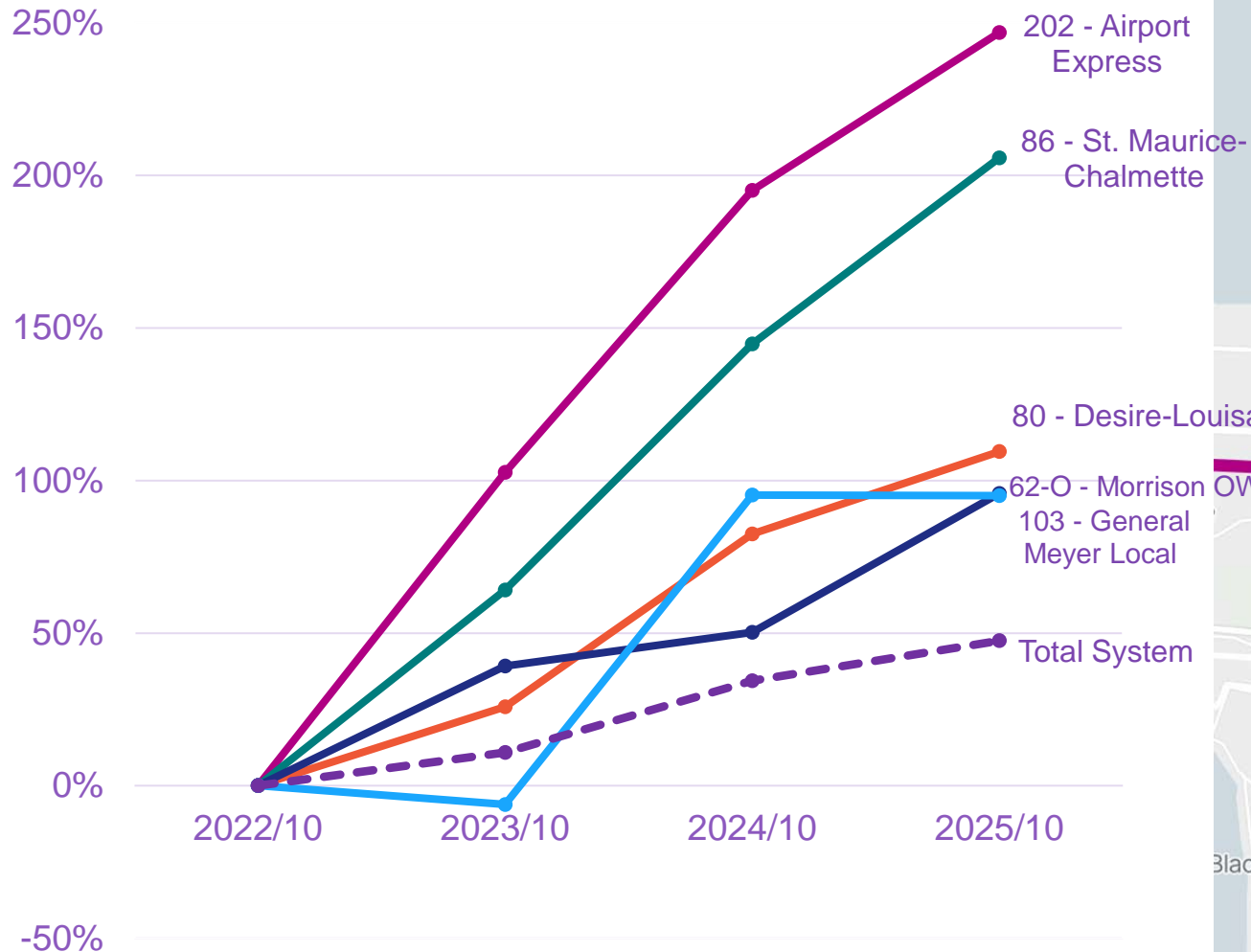
MAJOR ROUTES (>25,000 MONTHLY RIDERS)



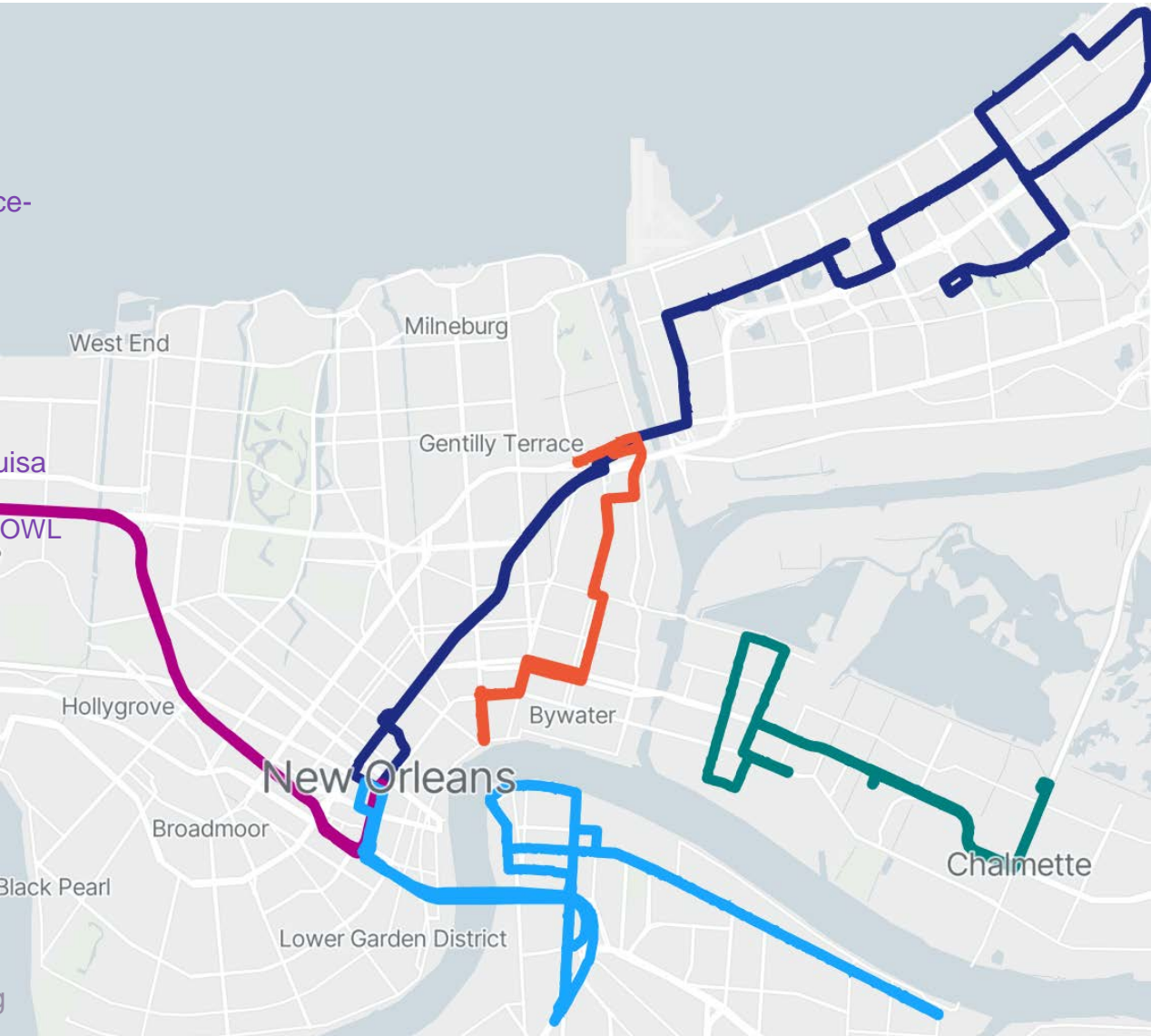
RIDERSHIP: GREATEST GROWTH

MINOR ROUTES (<25,000 MONTHLY RIDERS)

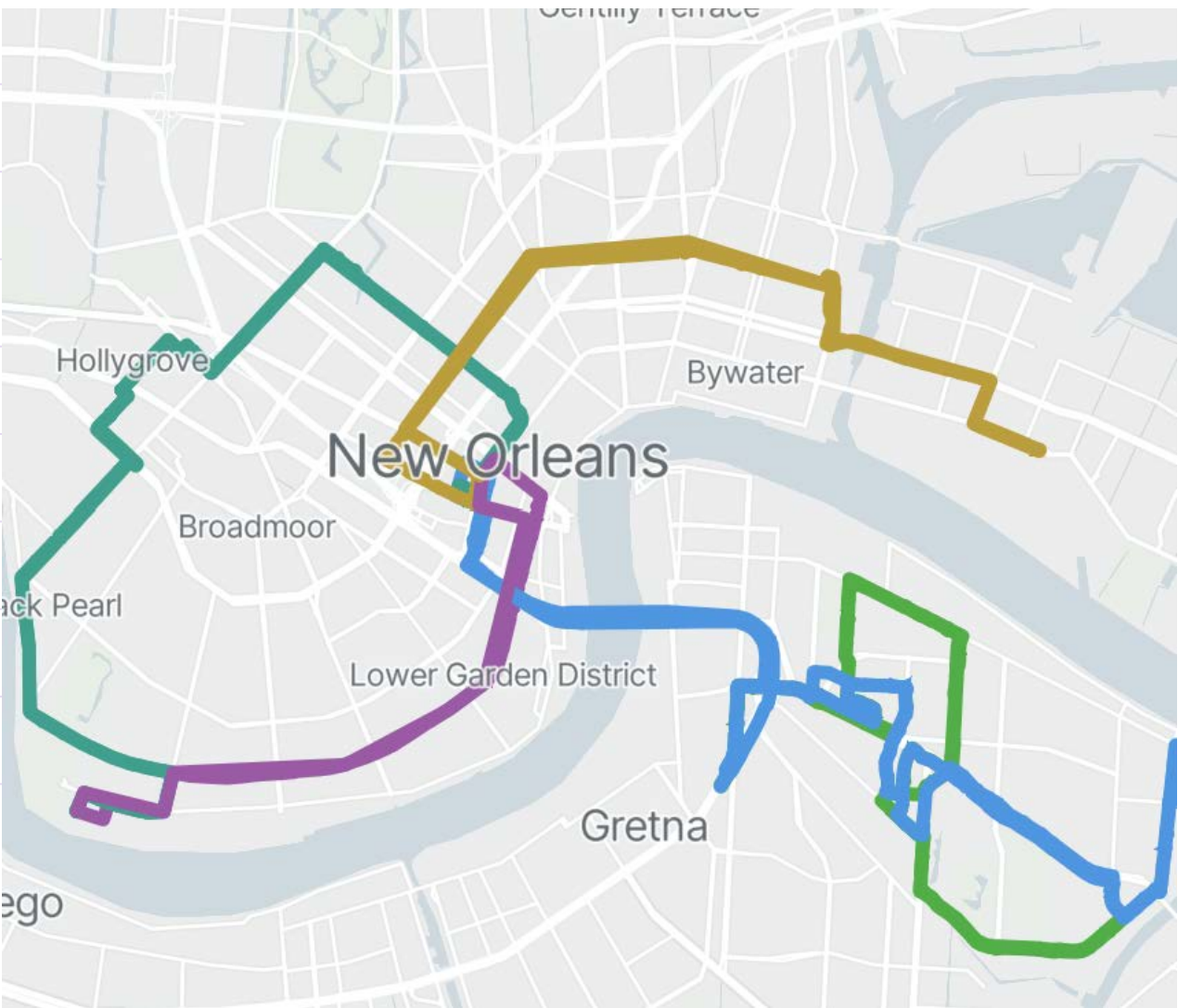
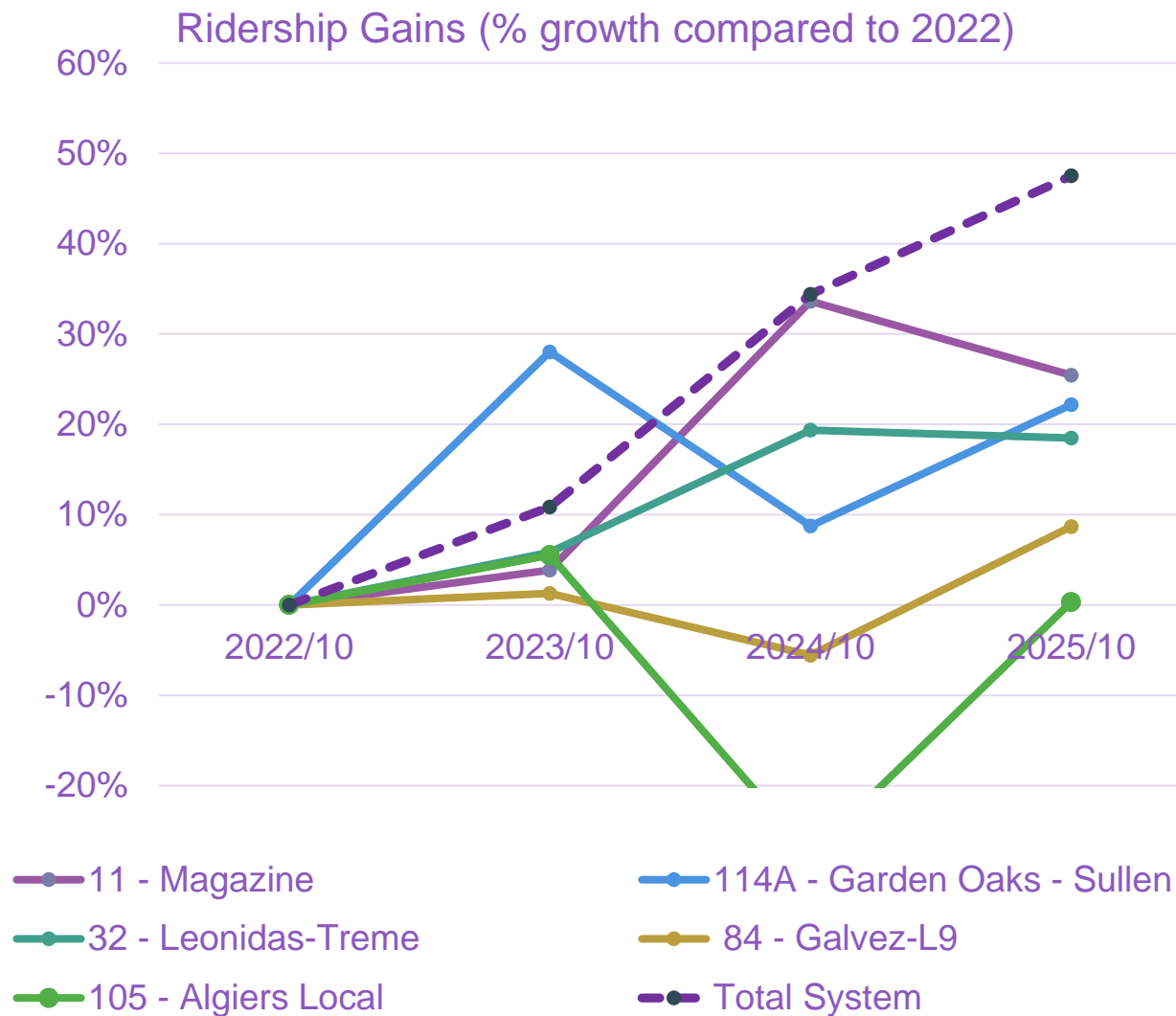
Ridership Gains (% growth compared to 2022)



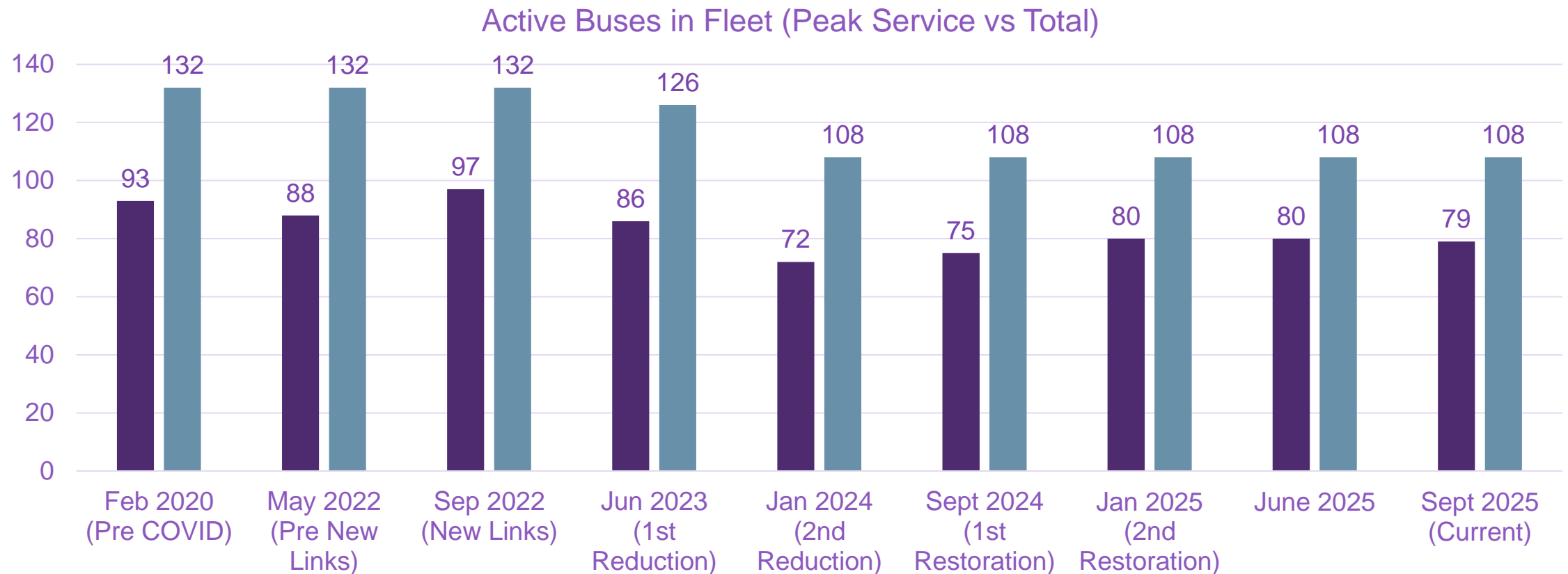
Operations & Administration Committee Meeting



RIDERSHIP: LOWEST GROWTH



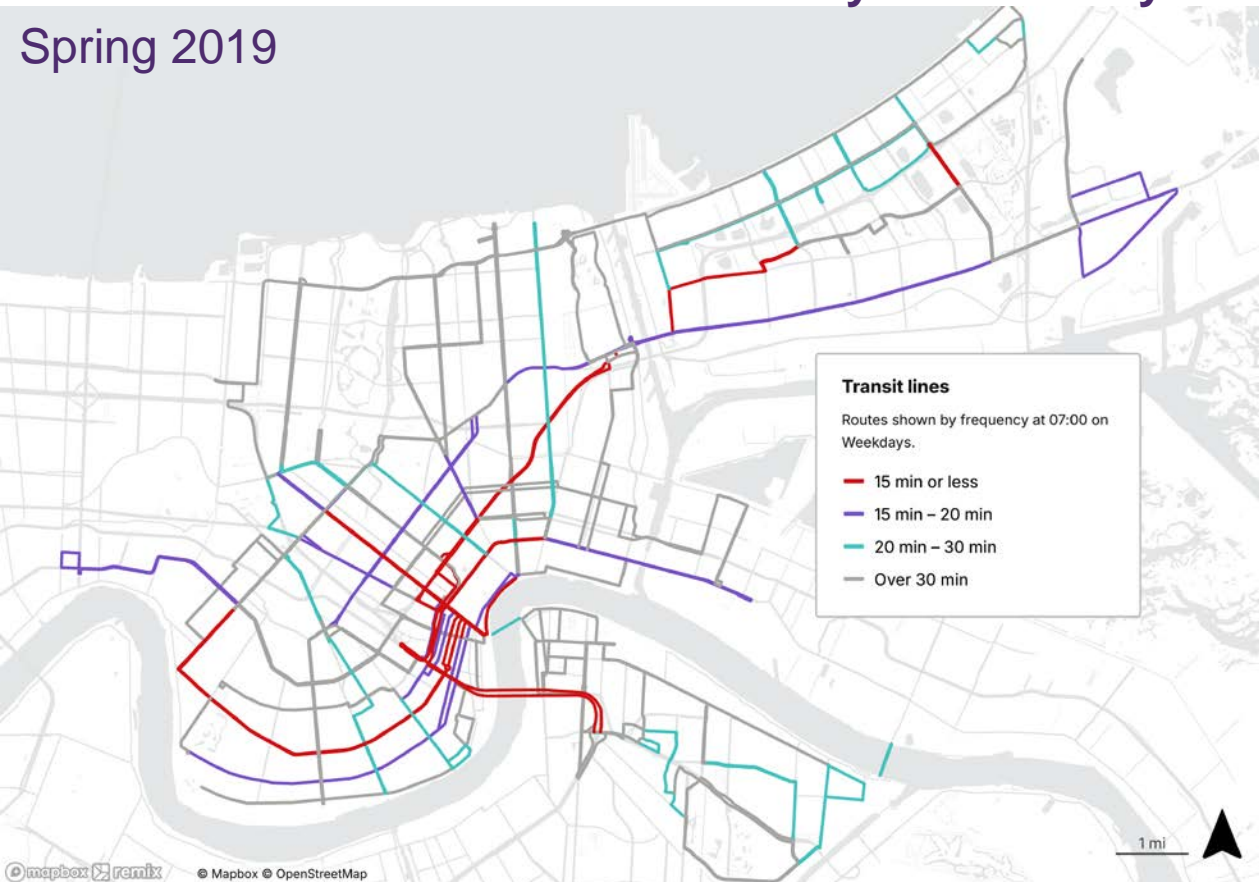
SERVICE DELIVERY: VEHICLES SCHEDULED 2022-2025



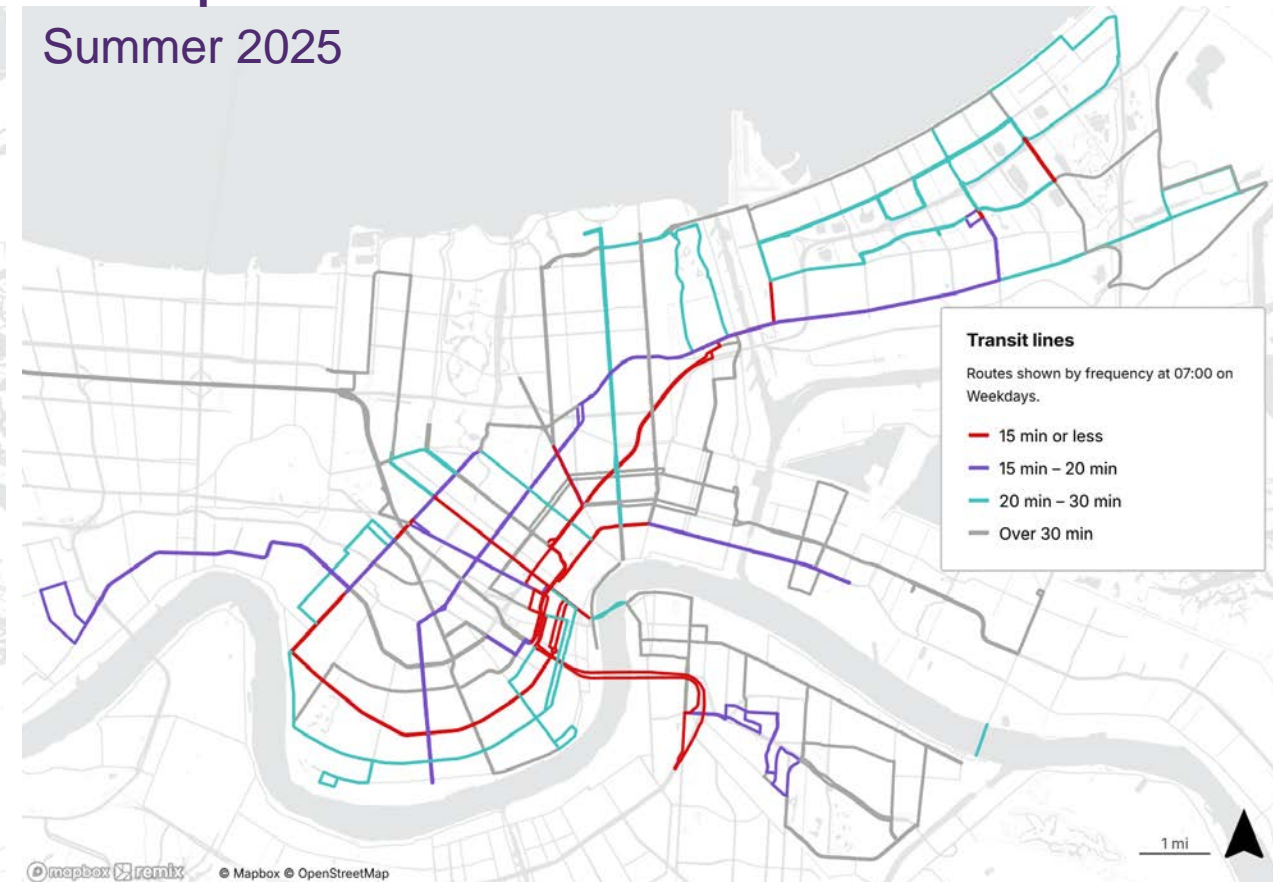
SERVICE DELIVERY: FREQUENCIES

- Some increase in frequencies in parts of the East, parts of Algiers, MidCity and Hollygrove
- **Reduced bus fleet severely limits ability to reach full potential**

Spring 2019



Summer 2025

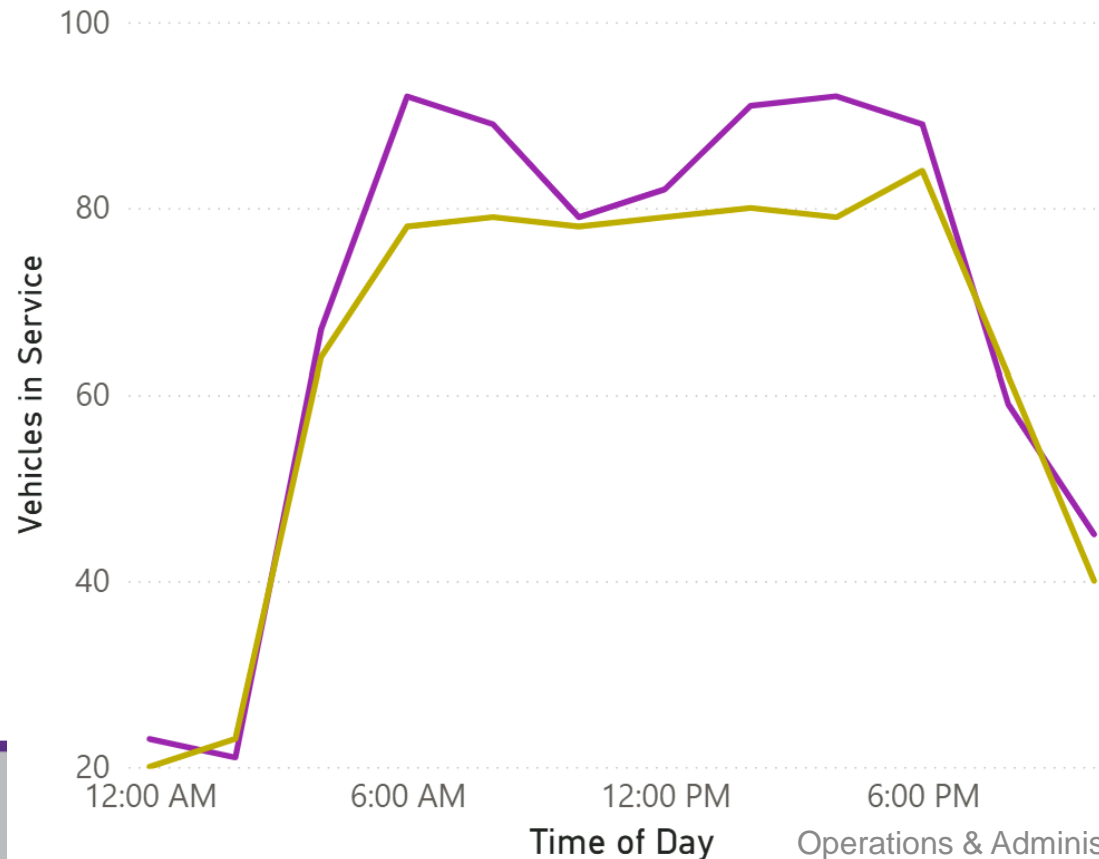


SERVICE DELIVERY: MIDDAY SUPPLY & DEMAND

In 2019 (pre-COVID), service dropped midday (9a-2p), but demand has only increased during that time

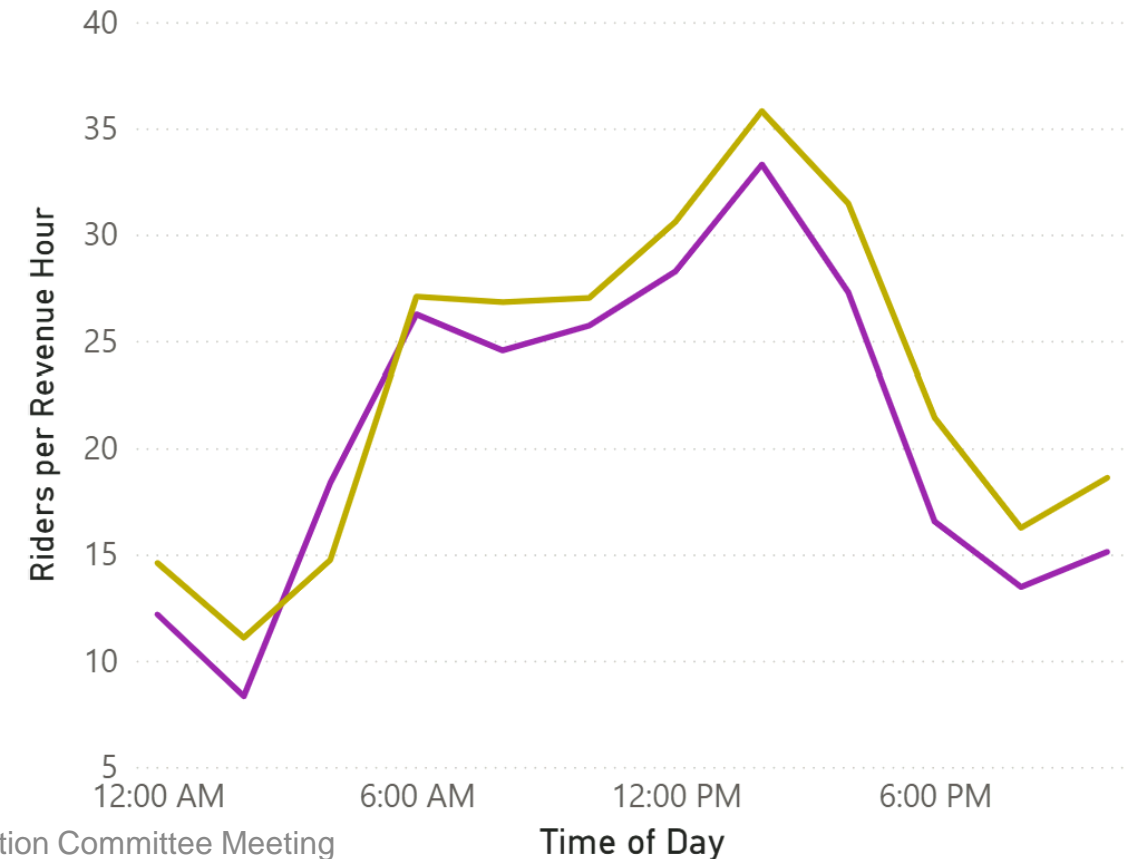
Vehicle Need by Time of Day

Schedule Name ● 2019-09-01 ● 2025-09-07 Fall



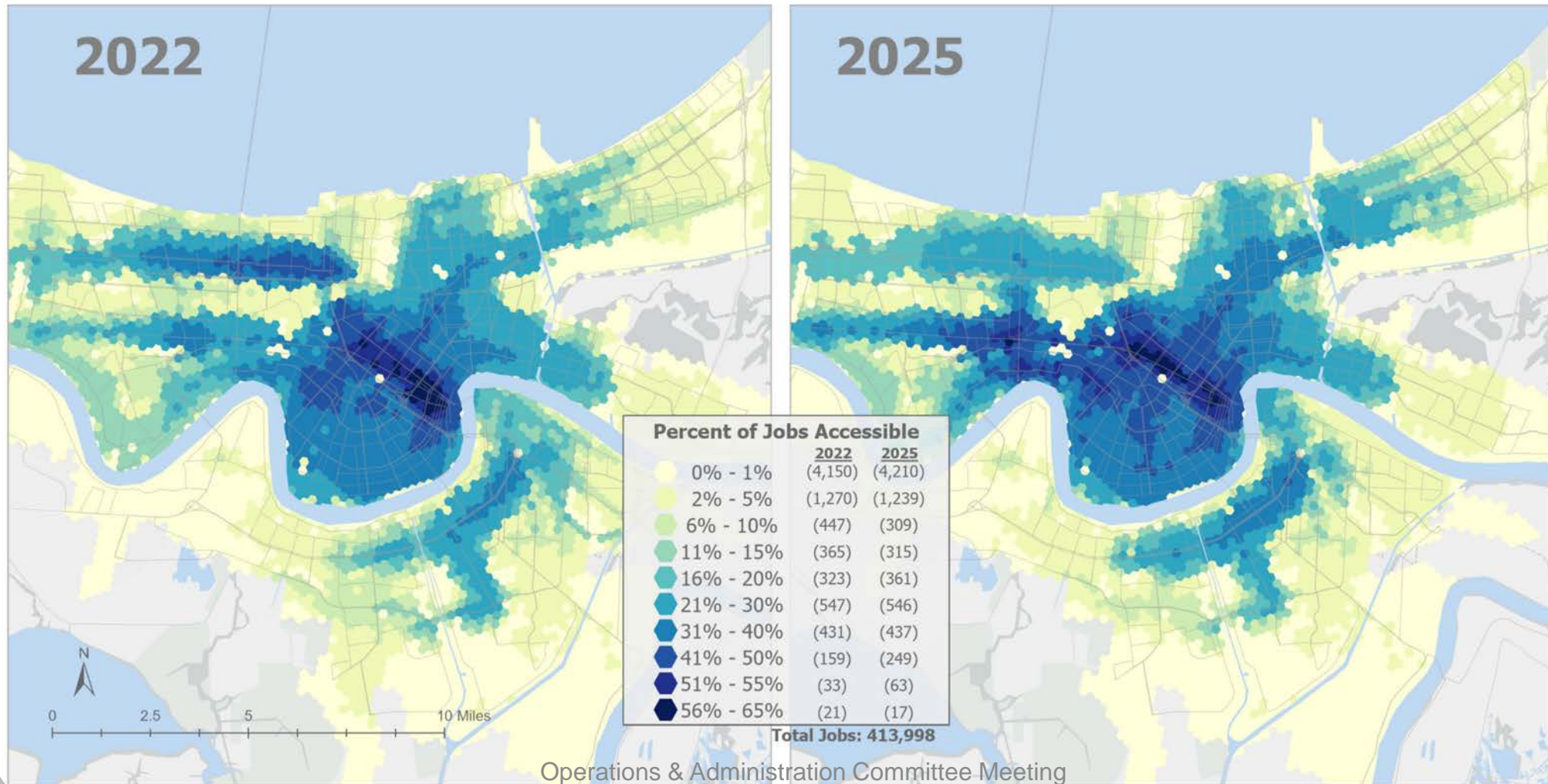
Productivity by Time of Day

Schedule Name ● 2019-09-01 ● 2025-09-07 Fall



JOB ACCESS IN REGION

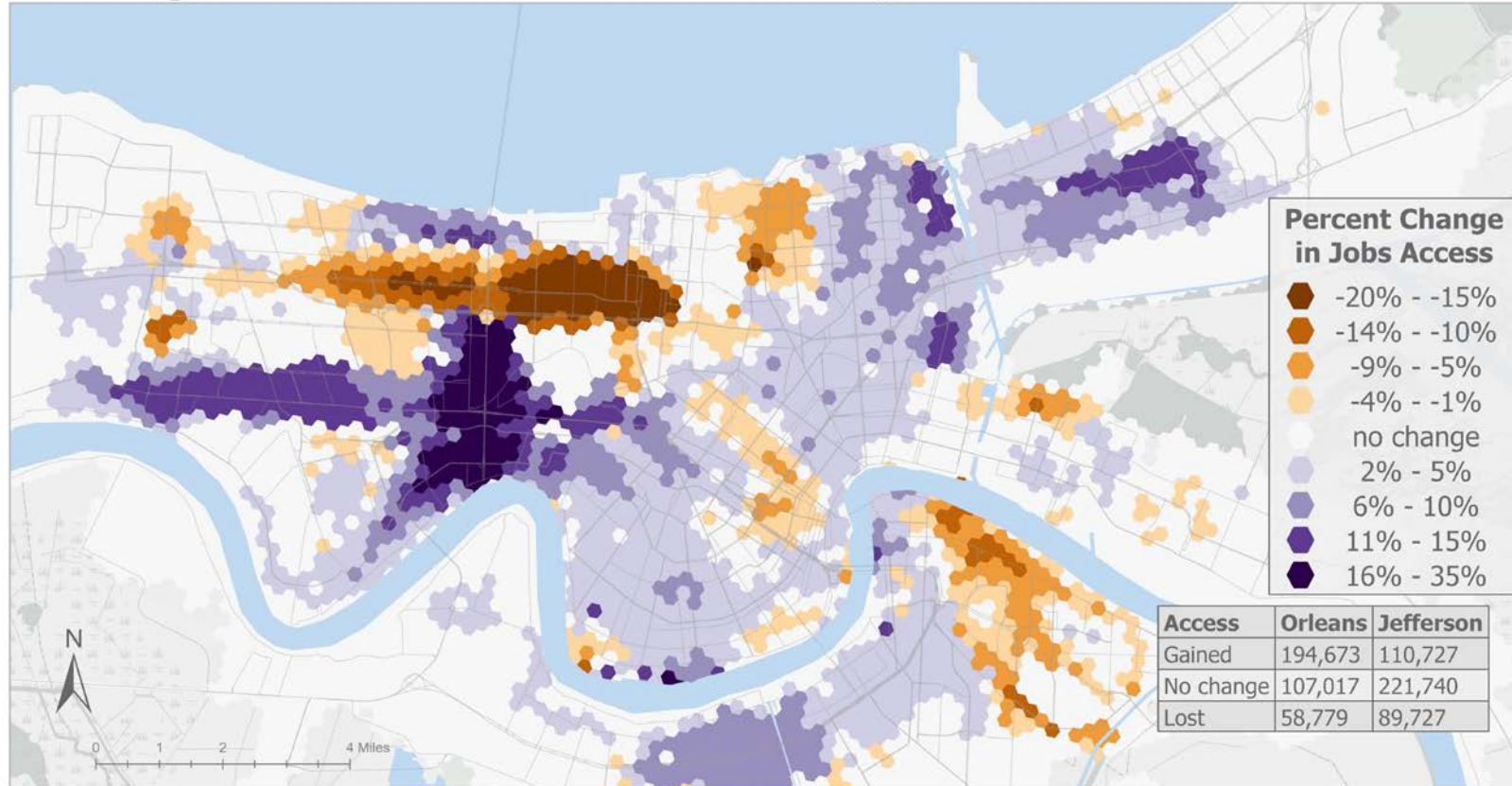
Jobs accessible in 60 minutes at 7:00AM



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community, NORTA, Remix by Via

JOB ACCESS IN REGION

Change in Jobs Access at 7:00AM, 2022 to 2025



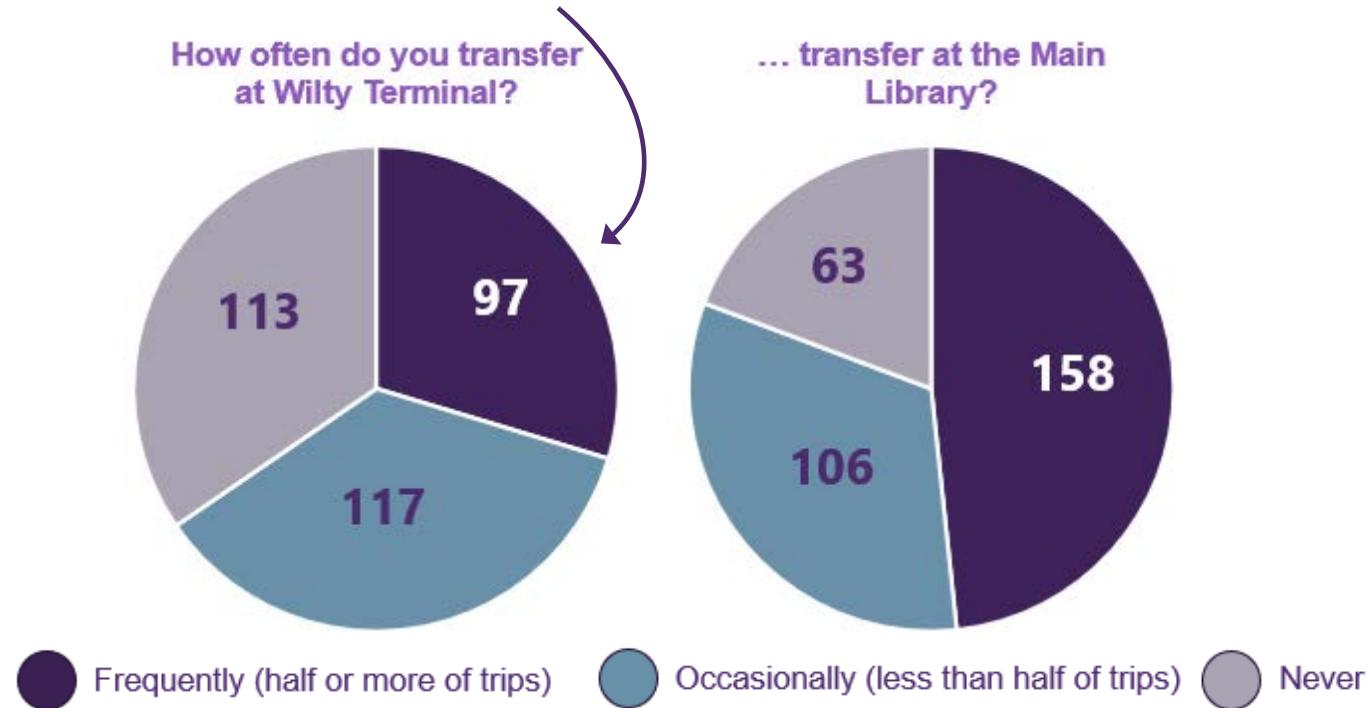
Observations:

- Gains in:
 - N.O. East
 - Pontchartrain Park
 - Desire
- Losses in:
 - Algiers
 - St Anthony
- JP Transit changes had big effects in:
 - Veterans Blvd / Canal St
 - Causeway Blvd

JOB ACCESS: FOCUS ON WILTY TERMINAL

All routes in Algiers now deviate to Wilty Terminal.

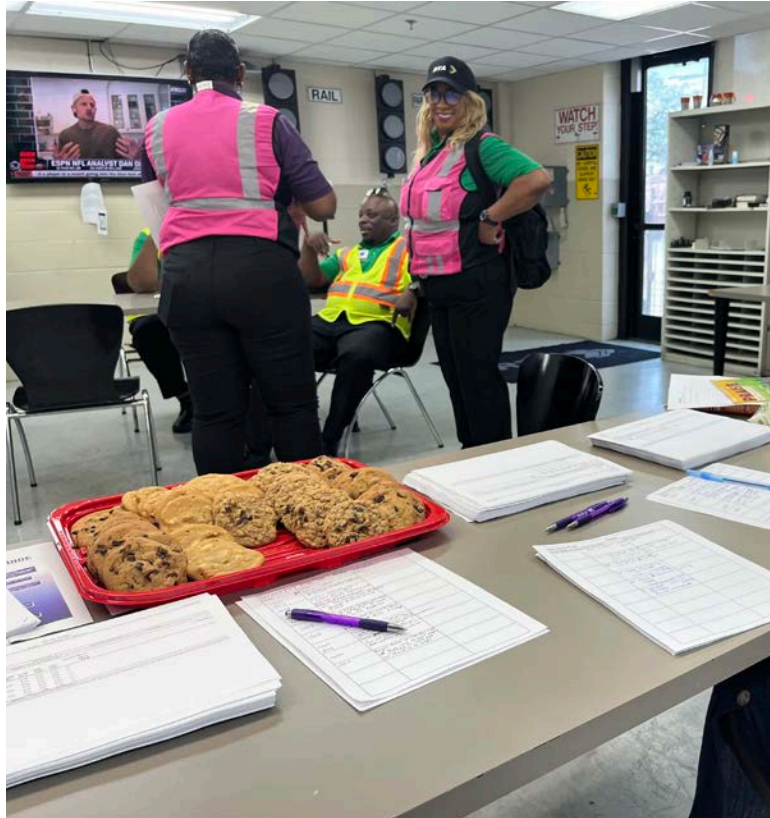
This has increased travel time from Algiers to downtown jobs, but it is a highly used transfer facility and an important regional connection.



WHAT DID THE COMMUNITY TELL US

- Operations and Operator Feedback
- Rider Feedback

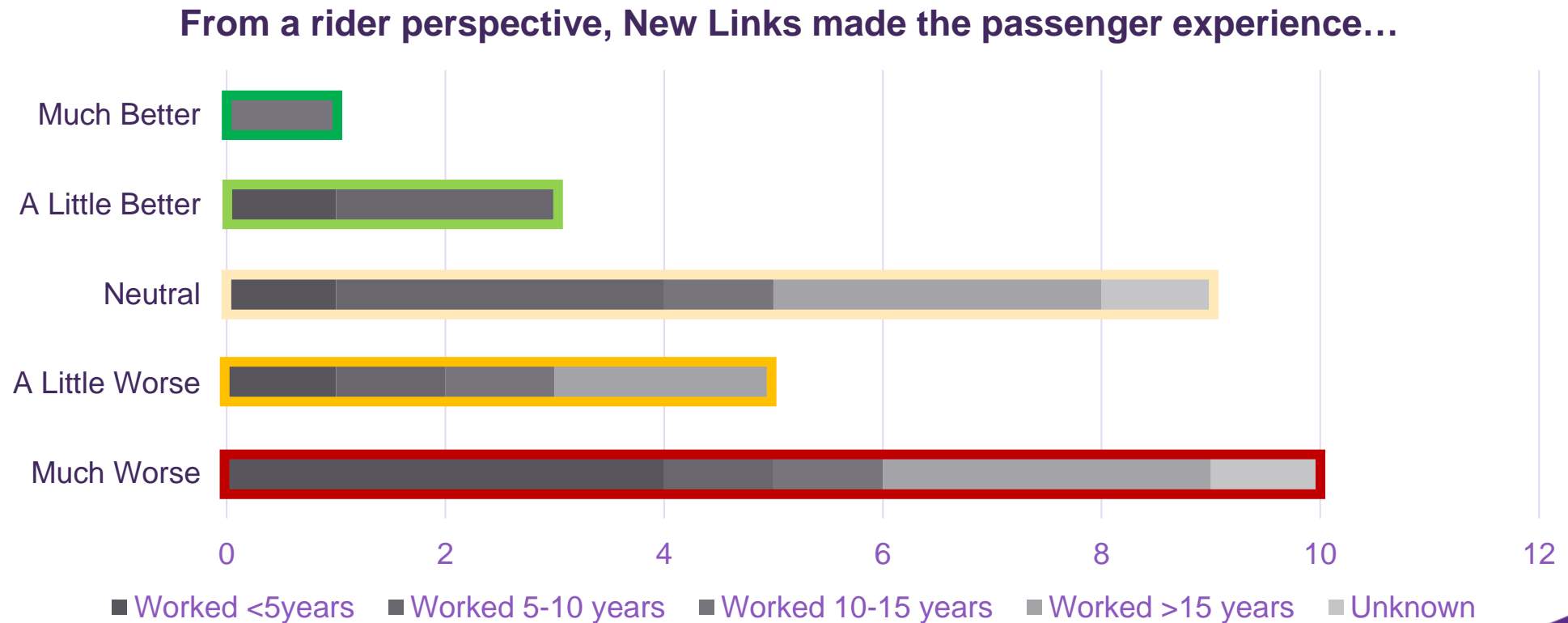
OPERATIONS FEEDBACK: SUMMARY



- All day service causes strain on bus fleet
- Longer routes can amplify effect of breakdowns
- More service on weekends and overnight means:
 - Fewer operators get weekends off
 - More operators have to work overnight

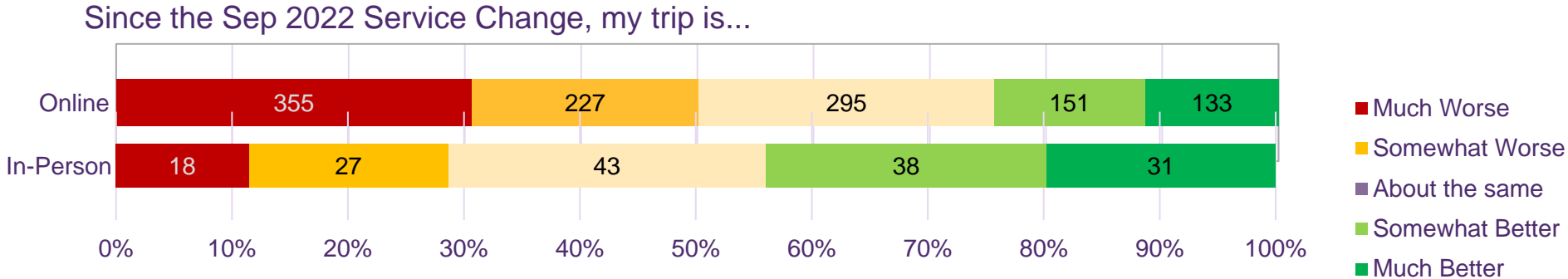
OPERATOR FEEDBACK: SURVEY

Results from October 2025 survey, 28 responses:

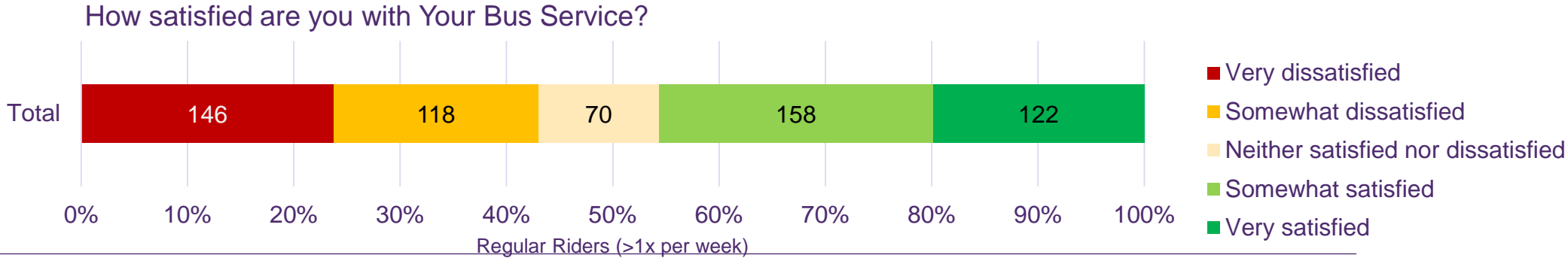


RIDER FEEDBACK: SURVEYS OVER TIME

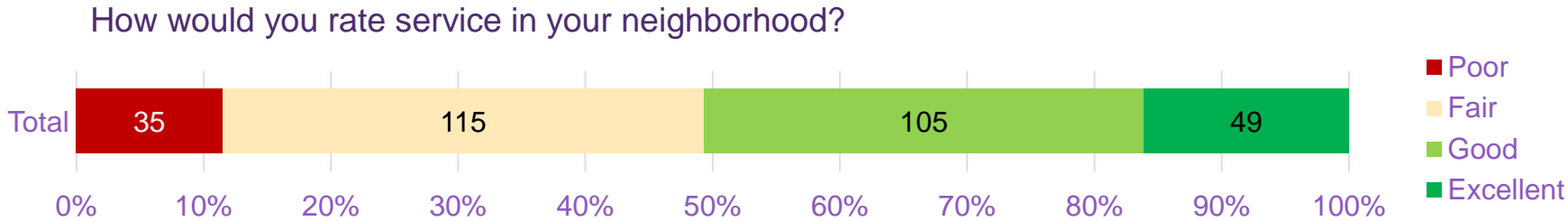
January
2023



January
2024









Fall 2025
(Algiers Rider
Survey)



NEW LINKS GOALS REVISITED

SUBJECTIVE ASSESSMENT

Prioritize communities of need	Focus resources on transit-dependent populations (reallocate service from streetcar to bus)	
	Increasing midday, weekend, and overnight service to accommodate workforce schedules	
Grow ridership	Improved frequency in high ridership corridors	
	Improve efficiency of route design (reduce duplication and deviation)	
Be regional	Better regional connections w/ Jefferson & St. Bernard Parishes	
	Develop transfer “hubs”	

NEXT STEPS

Actions	Timeframe
Continue Area Service Improvement Plans	Algiers: Aug 2025 - June 2026 New Orleans East: Mar 2026 - Jan 2027
Launch and Learn from Rider Satisfaction Survey	Q1 and Q3 2026
Large-scale Origin-Destination Survey	Late 2026 (last one was in 2019!)
Restore Fleet back to 140 buses	Now through 2027
Build passenger facilities	Now through 2028
Update Service Standards	Late 2026

**HAPPENING
NOW!**
[Norta.com/algiers](https://norta.com/algiers)

QUESTIONS?



Agenda

11. New Business



Agenda

12. Audience Questions & Comments



Agenda

13. Adjournment