



2817 Canal Street
New Orleans, LA 70119

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

Thursday, September 11, 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, September 11, 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.

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 (rtaoard@rtaforward.org).

1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes from August 14, 2025

[O&A Committee Meeting – August 14, 2025]

[25-122](#)

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

[09.11.25 Ops PowerPoint]

[25-125](#)



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-122

Board of Commissioners

[O&A Committee Meeting - August 14, 2025]



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

Meeting Minutes - Draft

Thursday, August 14, 2025

9:00 AM

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1. Call To Order

2. Roll Call

Commissioners Present: Commissioner Guidry and Commissioner Sams

Commissioner Absent: Commissioner Daniels

3. Consideration of Meeting Minutes

Commissioner Sams moved and Commissioner Guidry seconded to approve the Meeting Minutes of July 10, 2025. The motion was approved unanimously.

A motion was made by and adjourned. The motion carried by the following vote:

Absent:

[O&A Committee Meeting - July 10, 2025]

[25-109](#)

4. Committee Chairman's Report

No report.

5. Chief Executive Officer's Report

This Report was given first due to a lack of a quorum.

The monthly Chief Executive Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Staff will be holding an Open House at the Algiers Regional Library regarding the changes to the Algiers Bus Routes.
- The CEO mentioned that staff was going to do Ride-Alongs on the Algiers routes to make sure the passengers utilizing these bus routes are informed regarding the necessary changes. The Communication Outreach Team are actively engaging with Neighborhoods and Churches to make sure they receive the route changes. Commissioner Guidry stated that the riders need to be educated on Title VI so they can better understand the changes.

6. Chief Transit Officer's Report

Commissioner Sams came to the Meeting.

The monthly Chief Transit Office's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Commissioner Guidry stated that the RTA was going to have an issue with OTP trying to cover the whole city with Paratransit. The CEO stated that the new Director of Paratransit will review FTA Regulations regarding Paratransit Service and education the riders if there are any changes.

Present Commissioner Mitchell Guidry

Absent Commissioner Flozell Daniels

7. Chief of External Affairs Report

The monthly Chief of External Affairs Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The Chief of External Affairs reported that 20% of the calls received by the Call Centers are invalid complaints. Commissioner Sams expressed concerns with labeling calls as "invalid". She stated that the riders (callers) calls are not invalid, they may have given the operators the wrong information. The CEO stated that staff need to do a better job categorizing what they call an invalid complaint. The Chief of External Affairs stated that the RTA tries to respond to the customers within 3 days but there is no clear data on response times. Commissioner Sams stated that these complaints need to be handled at a better frequency by staff.

8. Chief Asset Manager Officer's Report

The monthly Chief Asset Manager Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Commissioner Guidry stated that he was looking at the pullout report numbers and based on those numbers the RTA buses are not going to make the 12-years life span they will make 8-years. The Chief Asset Manager stated that the Fleet Replacement Plan has been adjusted to give the buses a 10-year life span.
- Over the last five years RTA has replaced all non-revenue vehicles. If a vehicle was purchased with FTA Funds, they receive a portion of the revenue from the sold vehicles. The Chief Asset Manager will give the Commissioner the total number of vehicles sold at auction.

9. Chief Safety/Security Officer's Report

The monthly Chief Safety/Security Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The CEO stated that the RTA was waiting on the City to complete the traffic study so that the buses can stop traveling down France Street and start traveling on Galvez Street.

10. New Business

None

11. Audience Questions & Comments

Commissioner Guidry asked for a copy of the NTD Report and the Close-Out Letter. He also requested a copy of the Organizational Chart with names in all the positions.

12. Adjournment

Commissioner Sams moved and Commissioner Guidry seconded to adjourn the Operations and Administration Meeting of August 14, 2025. The motion was adjourned unanimously.

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

Aye: Commissioner Guidry

Absent: Commissioner Daniels



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-125

Operations & Administration Committee

[09.11.25 Ops PowerPoint]



September 11, 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 – August 14, 2025]

25-122



Agenda

4. Committee Chairman's Report



Agenda

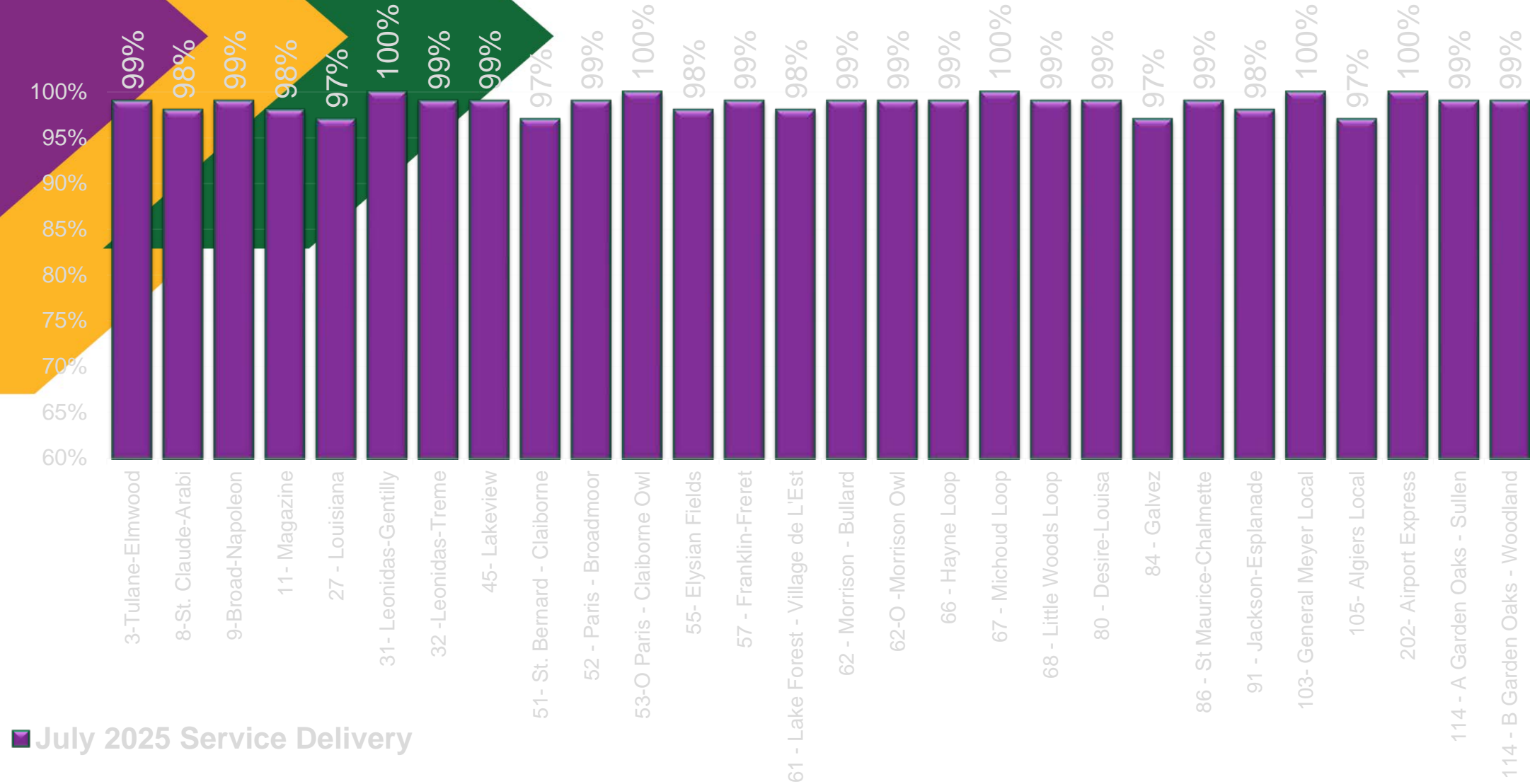
5. Chief Executive Officer's Report



Agenda

6. Chief Transit Officer's Report

SERVICE DELIVERY-BUS | JULY 2025

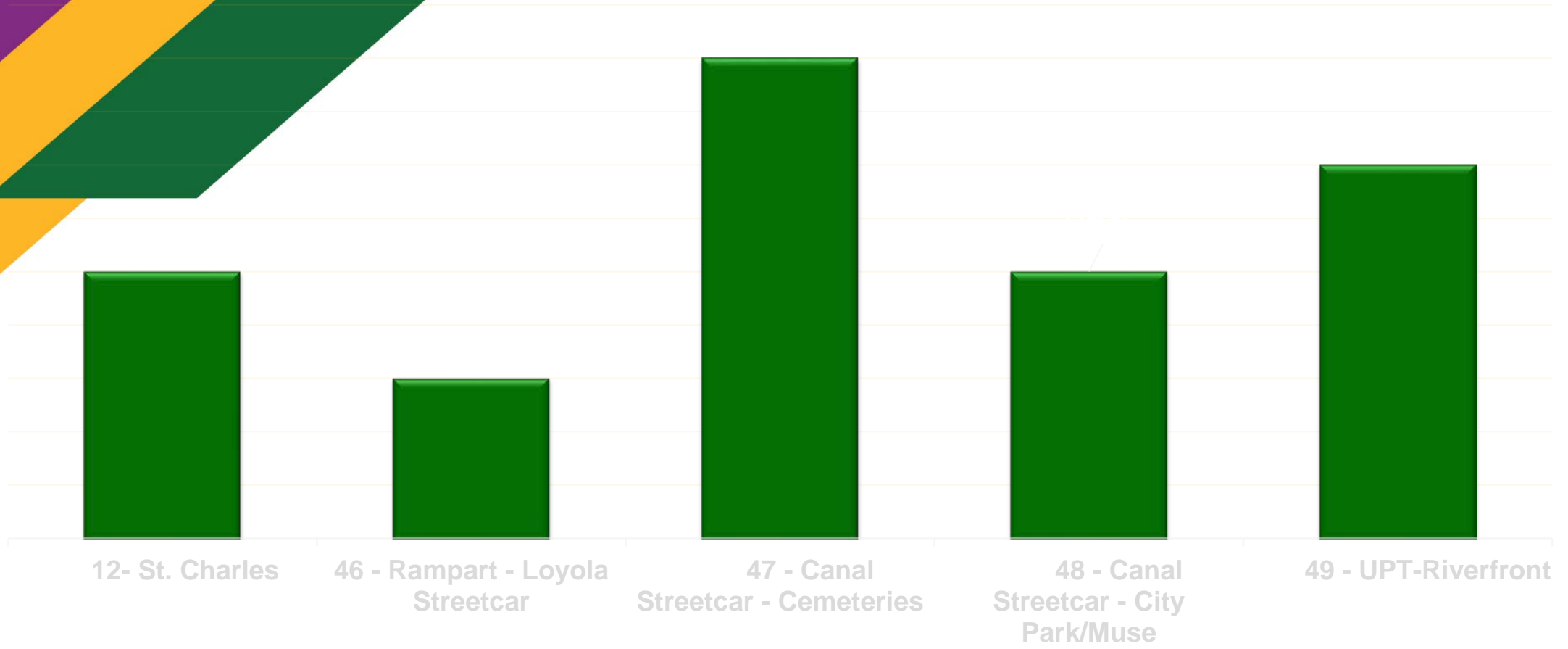


■ July 2025 Service Delivery

****Average Service Delivery 98%**

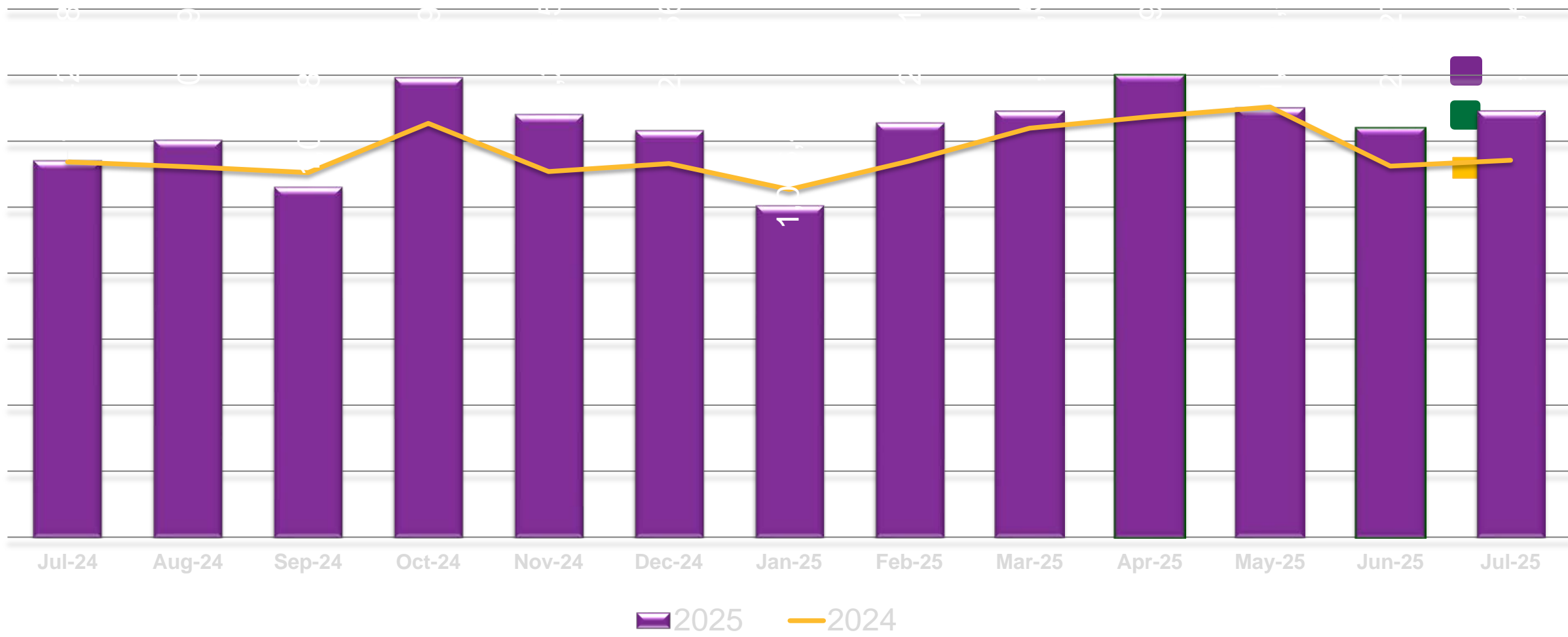
SERVICE DELIVERY- STREETCAR | JULY 2025

99%
98%
98%
97%
97%
96%
96%
95%
95%
94%
94%

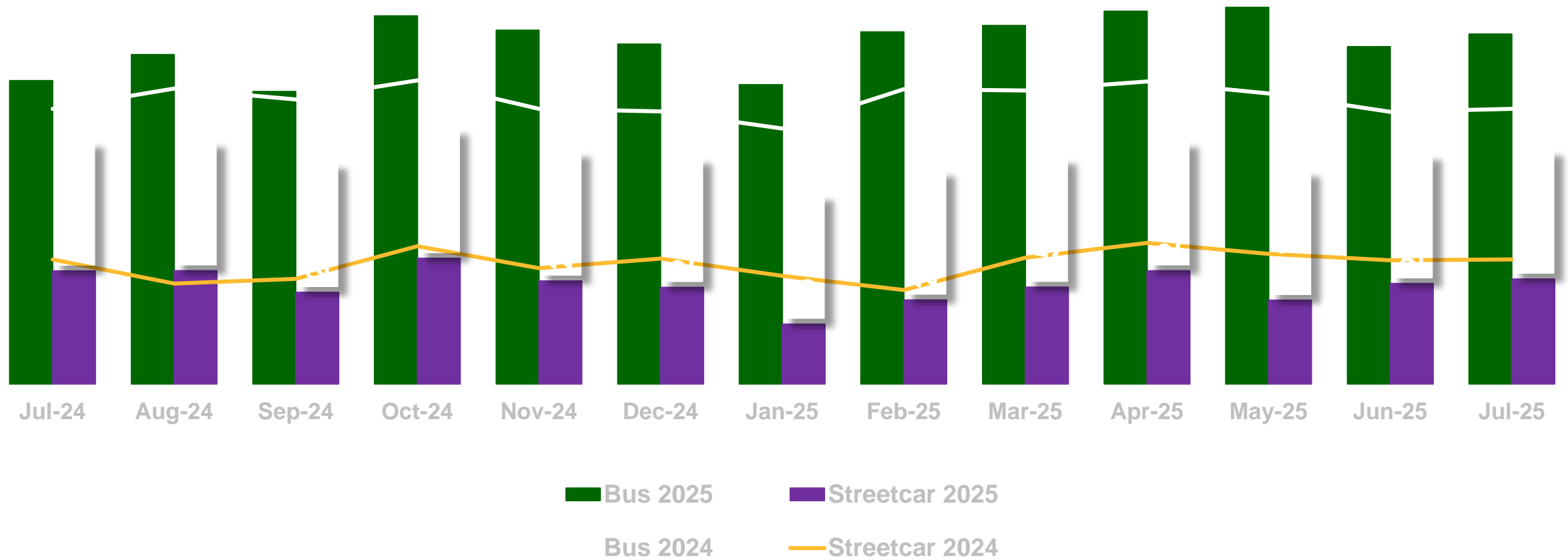


■ July 2025 Service Delivery

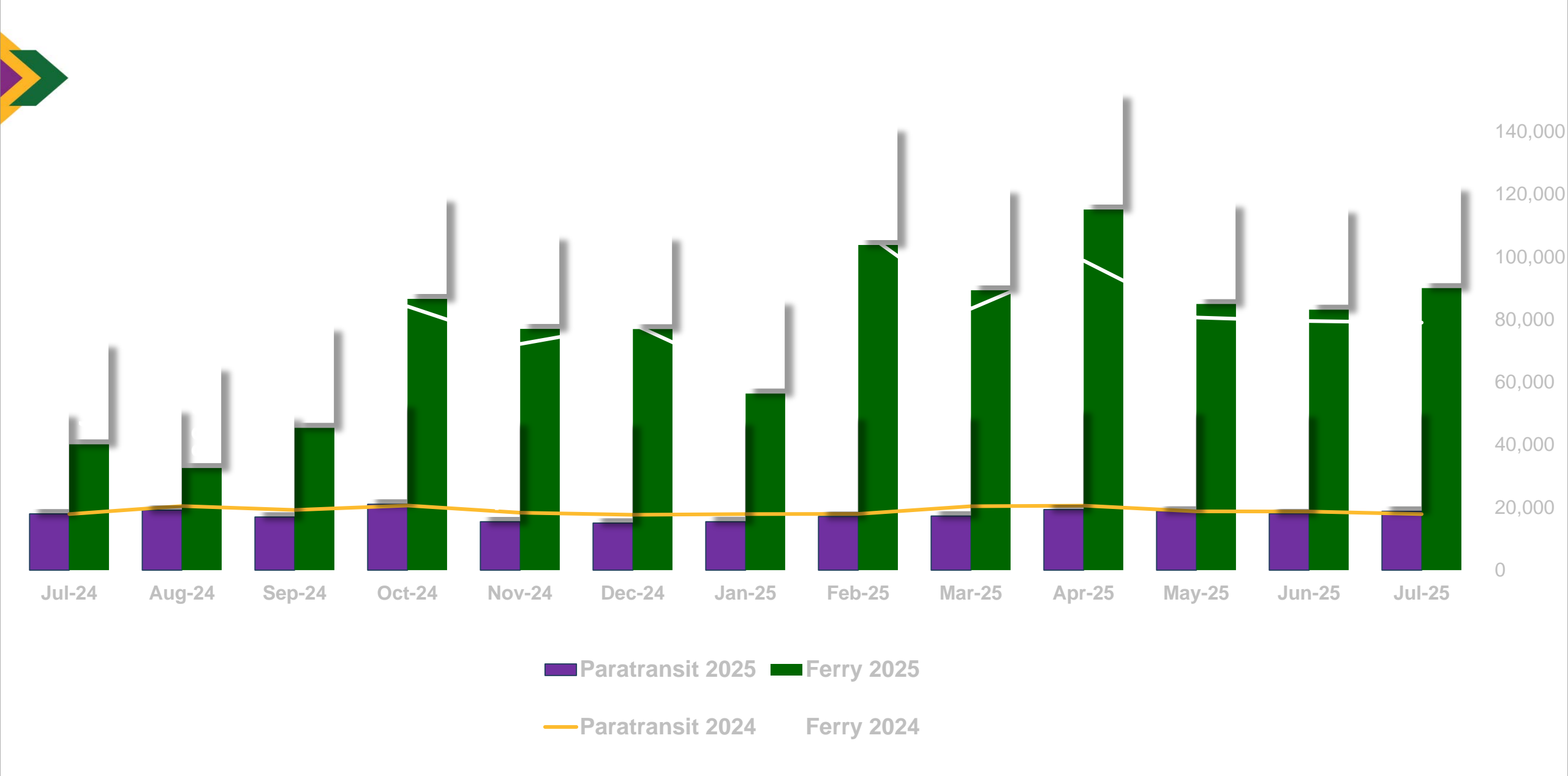
****Average Service Delivery 96%**



****Total Increase from 2024 (+150,257)**



****Increase of 70,595 from 2024**
Bus(+120,796) Streetcar (-20,999)



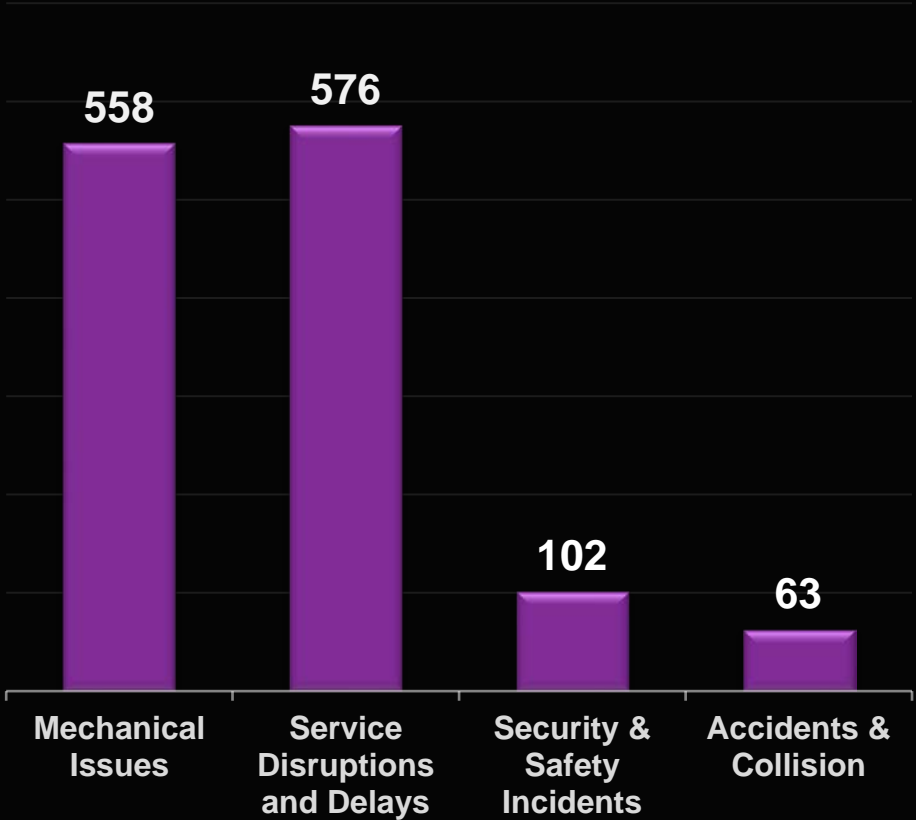
****Ferry Total Decrease due to drydock on the Chalmette route**
Extended hours ridership 3,572

LONG-TERM DETOURS AFFECTING ALL MODES

Routes Affected by Long-Term Detours	Cause
31- Leonidas/Gentilly	Road Construction
32 - Leonidas/Treme	Road Construction
57 - Franklin/Freret	Road Construction
84 - Galvez	Bridge Closure
91 - Jackson/Esplanade	Building Collapse
103 - Gen Meyer	Building Collapse/Hole
114A - Gen Degaulle/Sullen	Building Collapse/ Road Construction
114B - Gen Degaulle/Woodland	Building Collapse/ Road Construction
46 - Rampart/Loyola	Road Construction

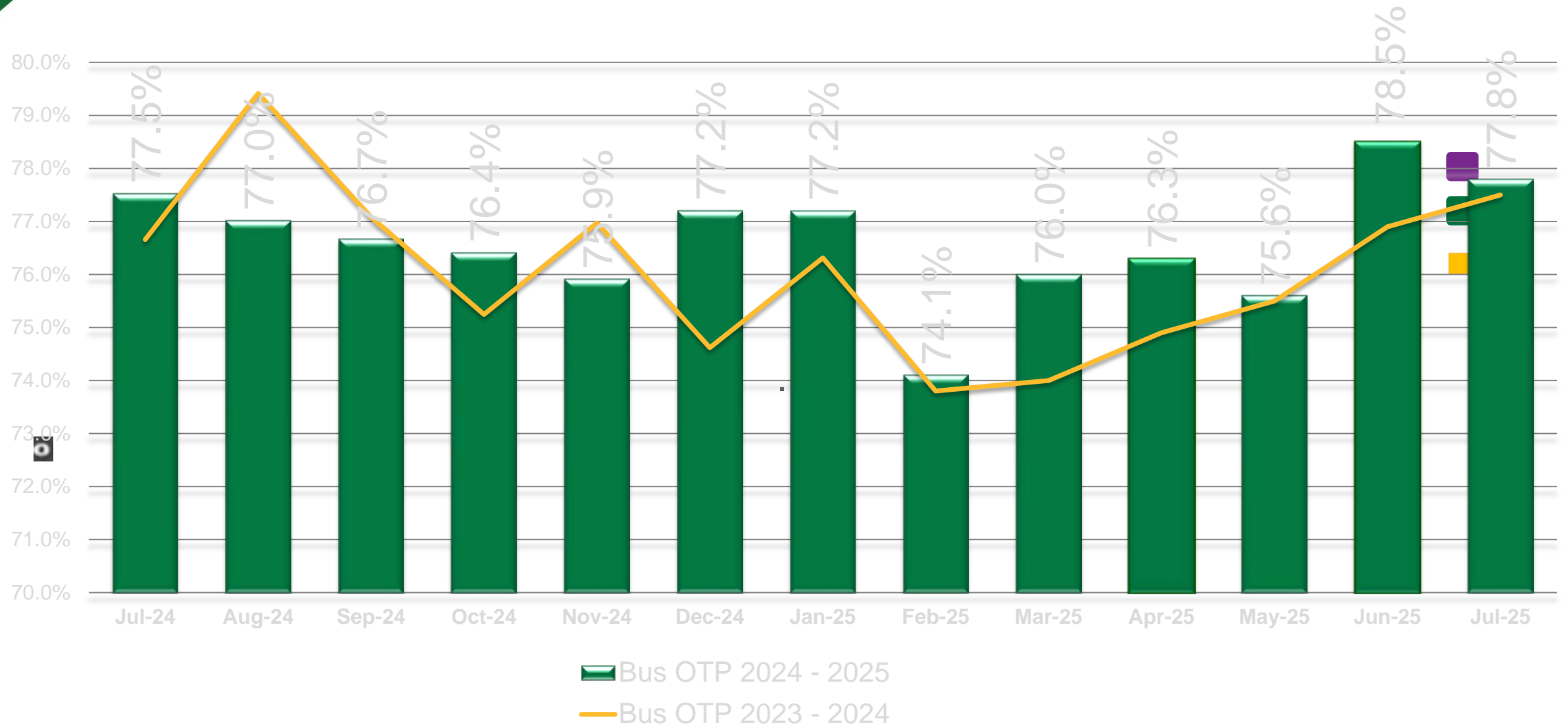
SERVICE DISRUPTION BY CAUSE

Total Causes Recorded = 1299



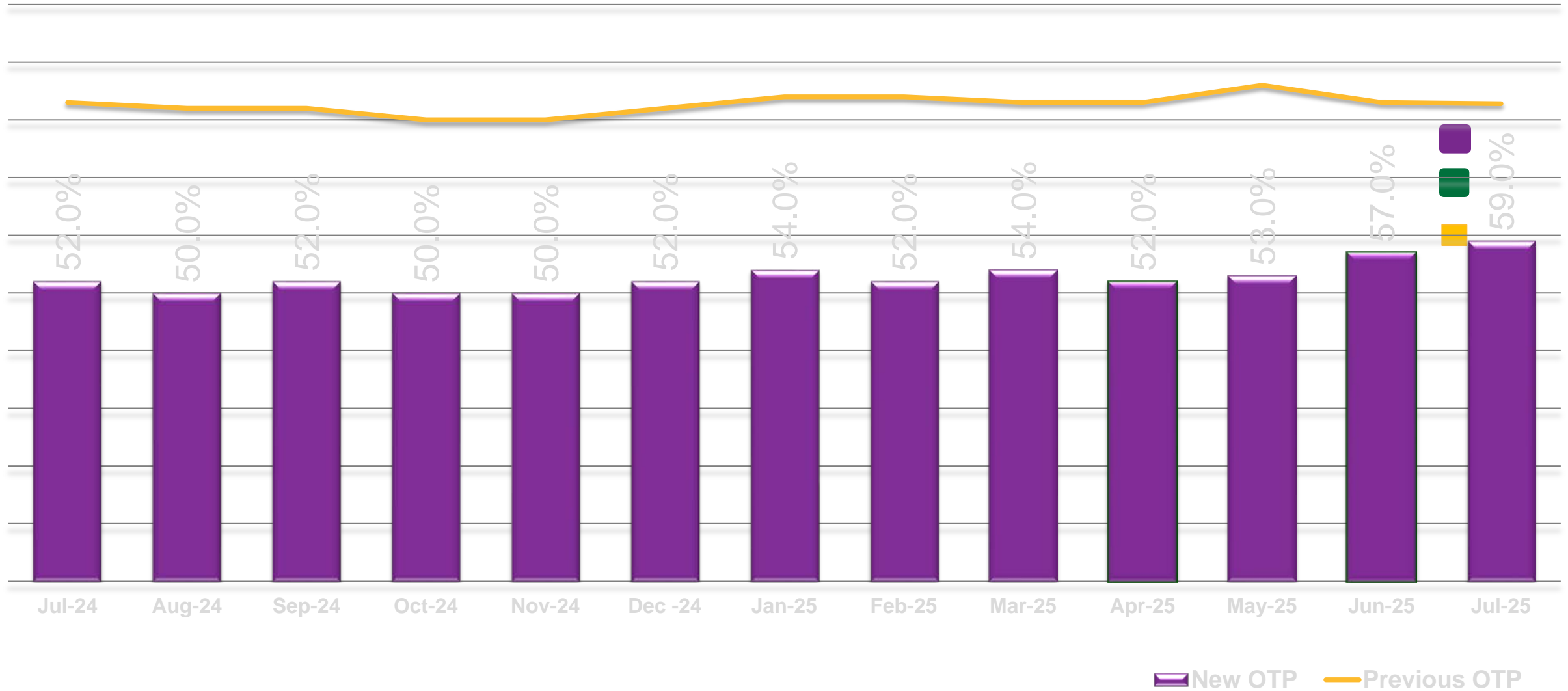
Service Disruptions and Delays Top 3 Causes

- 1. No Vehicle Available(303)
- 2. Operator Availability(155)
- 3. Mechanical Reliability/Lot Defects(72)



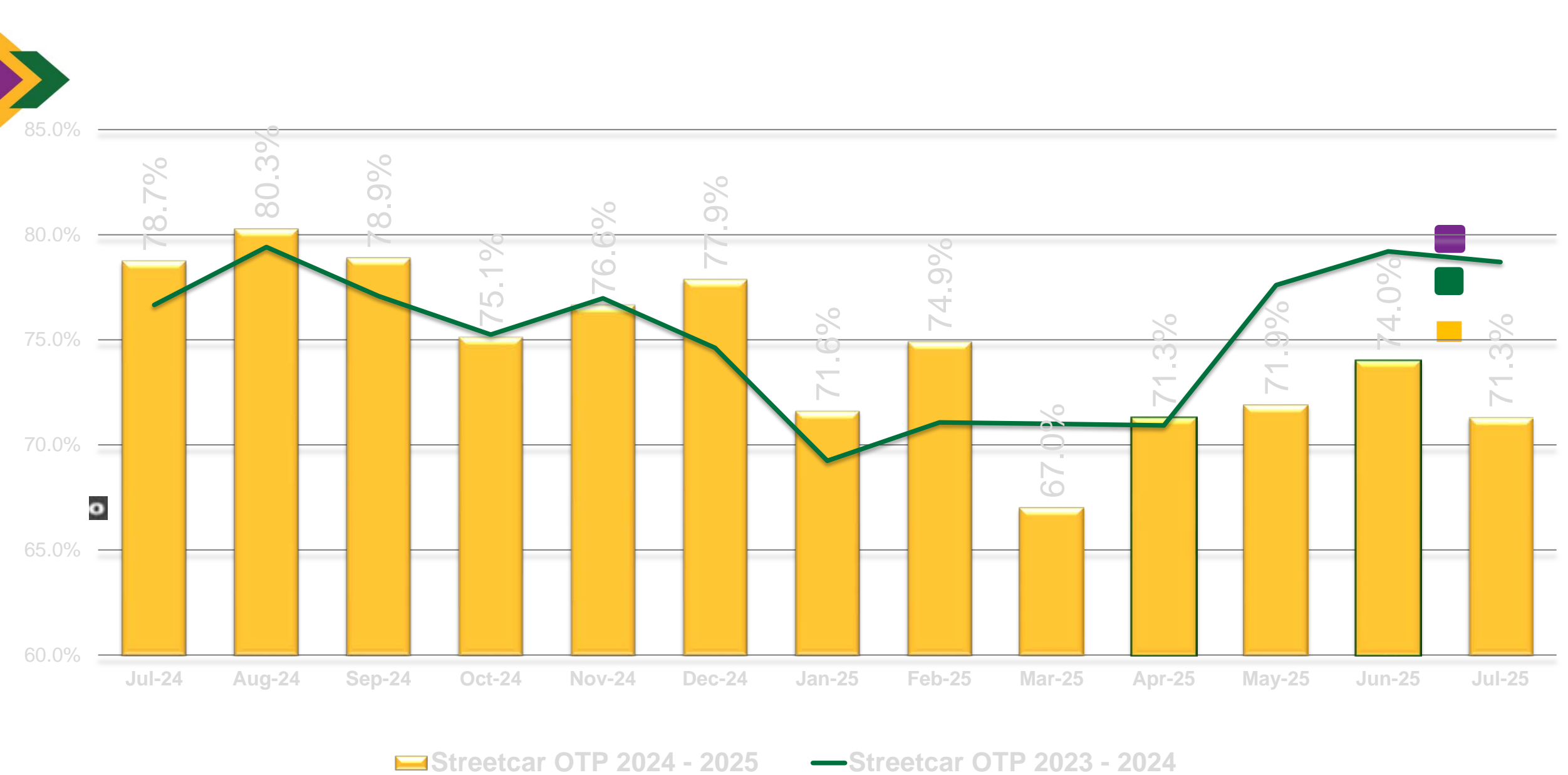
**OTP drops were driven mainly by lot defects and maintenance issues, with operator gaps and fragile schedules adding to the impact.

JULY 2024-2025

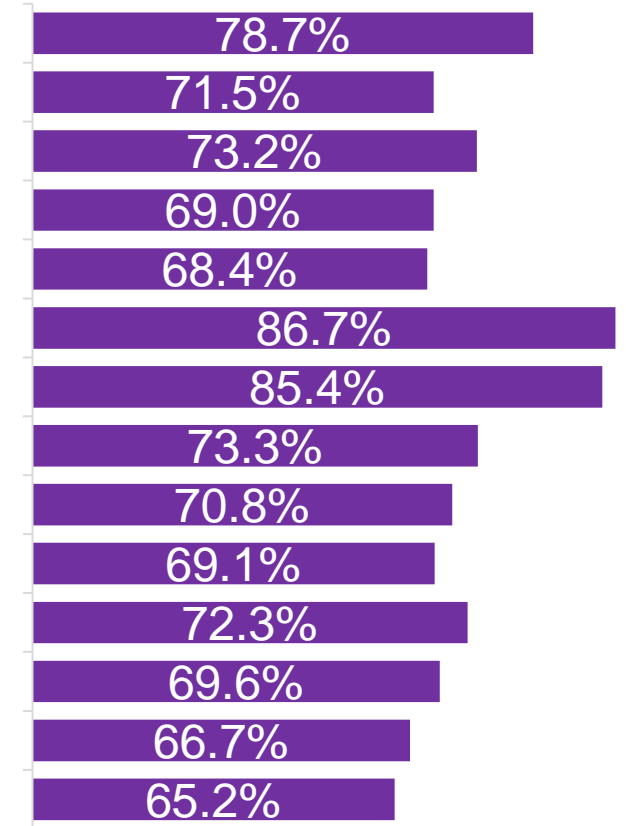
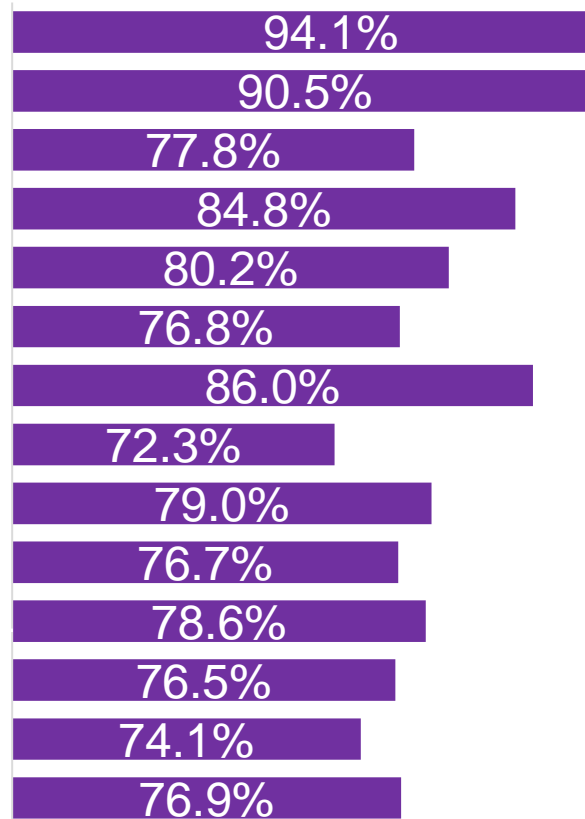


New OTP Previous OTP

** 2% increase over last month.



**OTP losses were driven from late pullouts and vehicle availability, mechanical downtime, with traffic and detours adding unlogged delays.



Top Drivers for Low OTP

Routes 8, 84, 66: OTP hit hardest by no vehicle available and lot defects.

Routes 57: Operator shortages and heavy mechanical downtime.

Routes 62O,114B: Routes have fewer trips, so a single missed trip = larger % OTP decline



TOP ON-TIME PERFORMER BY MODE | JULY 2025

BUS OPERATORS

Sandra Santiago	97.9%
Andrea Scales	96.7%
Mary Lewis	96.1%
Kenyatta Simpson	96.1%
Robert Lewis	96.0%
Joseph Gaines	95.6%
Robert Lewis	94.9%
Carl Foucha	94.4%
Dermot Jefferson	94.0%
Brian Whitaker	93.5%

STREETCAR OPERATORS

Charles Cadet	97.8%
Raymond Payton	91.1%
Stephanie Crump	90.9%
Ken Von Dullen	90.6%
Dwane Tillis	89.3%
Rene Jacques	88.8%
Darryl Moon	87.2%
Mark Jenkins	85.4%
Shawntika Baptiste	84.1%
Oliver Armstrong	82.7%

PARATRANSIT OPERATORS

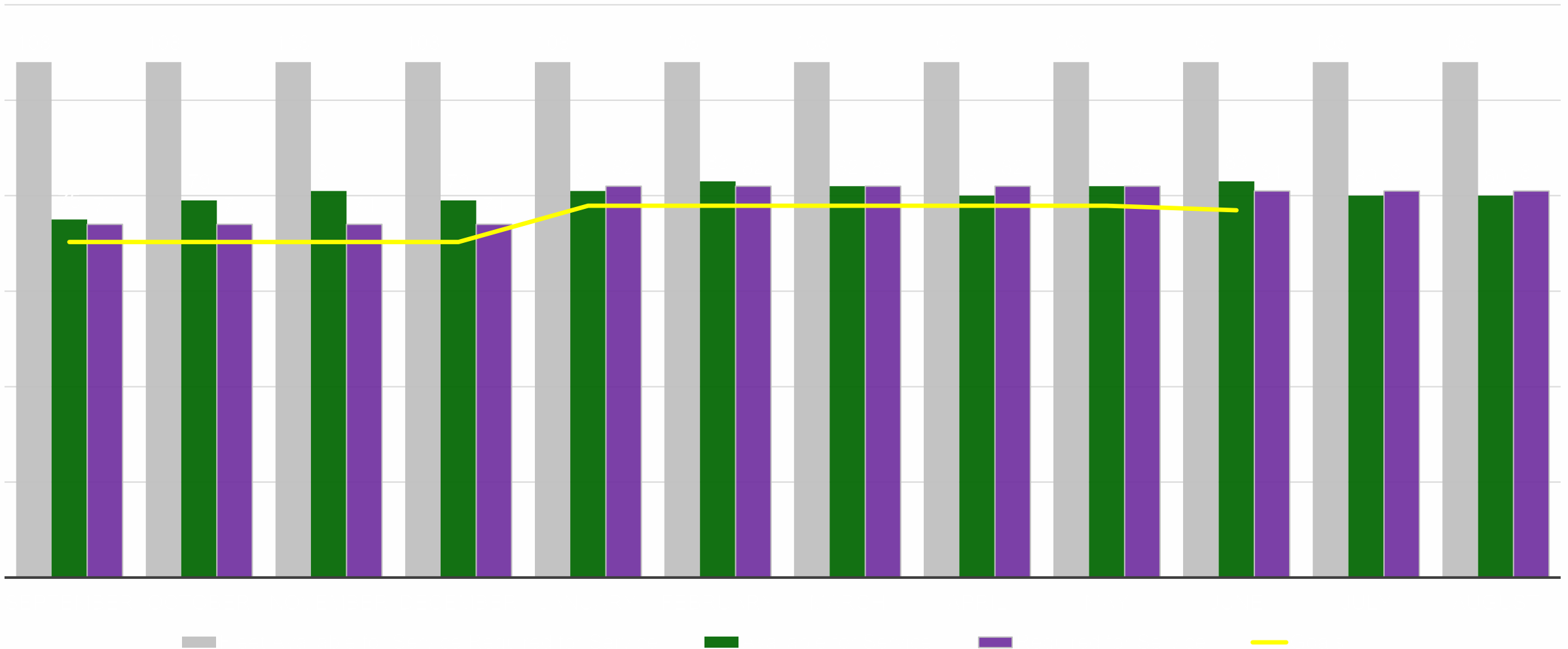
Billy Lawrence	91.8%
Toby Couvertier	90.1%
Jessica Lee	88.7%

Questions?

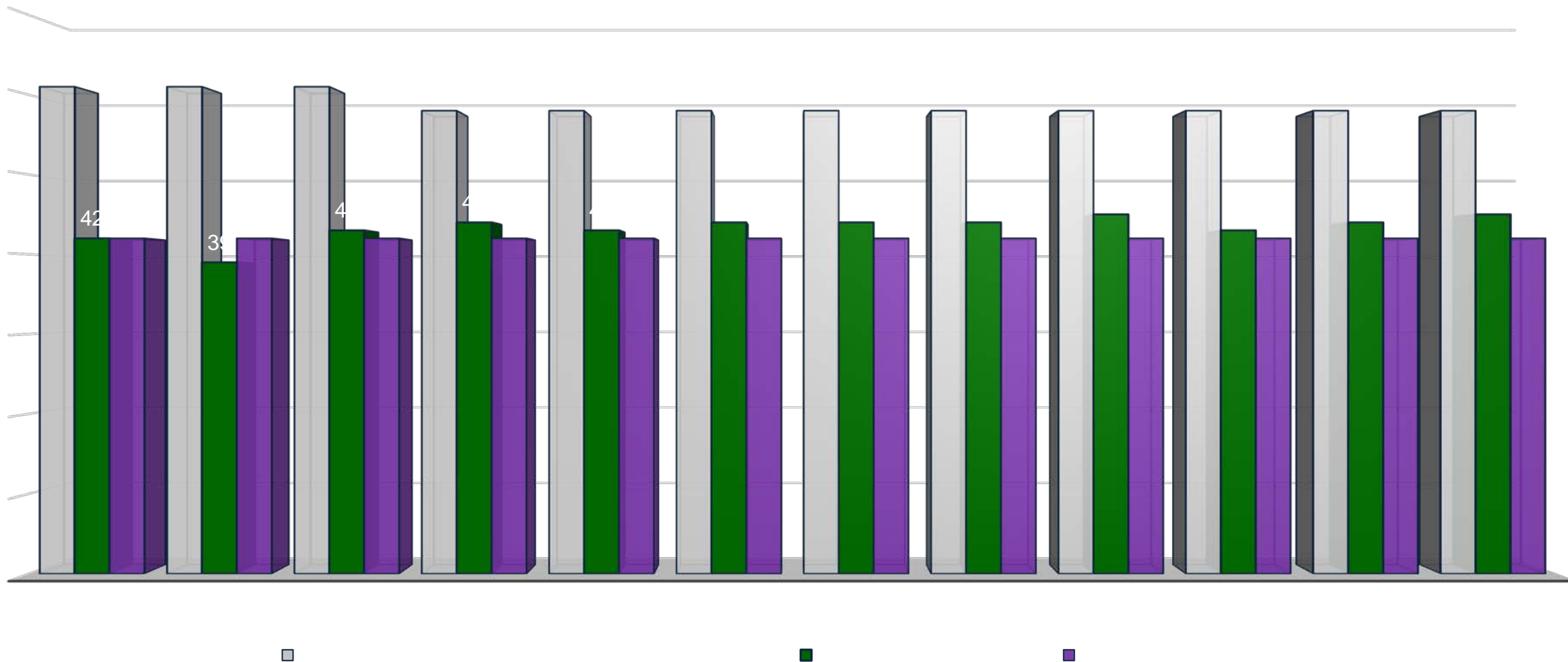


Agenda

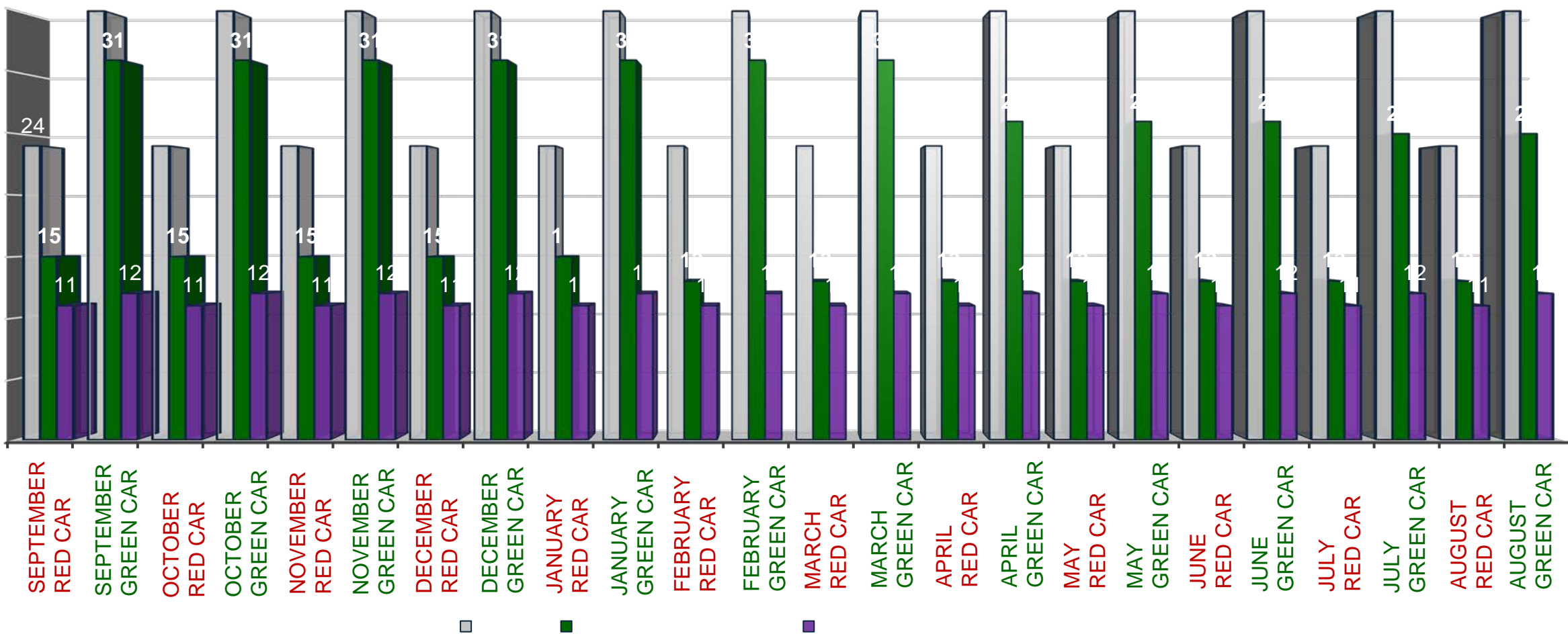
7. Chief Asset Manager Officer's Report



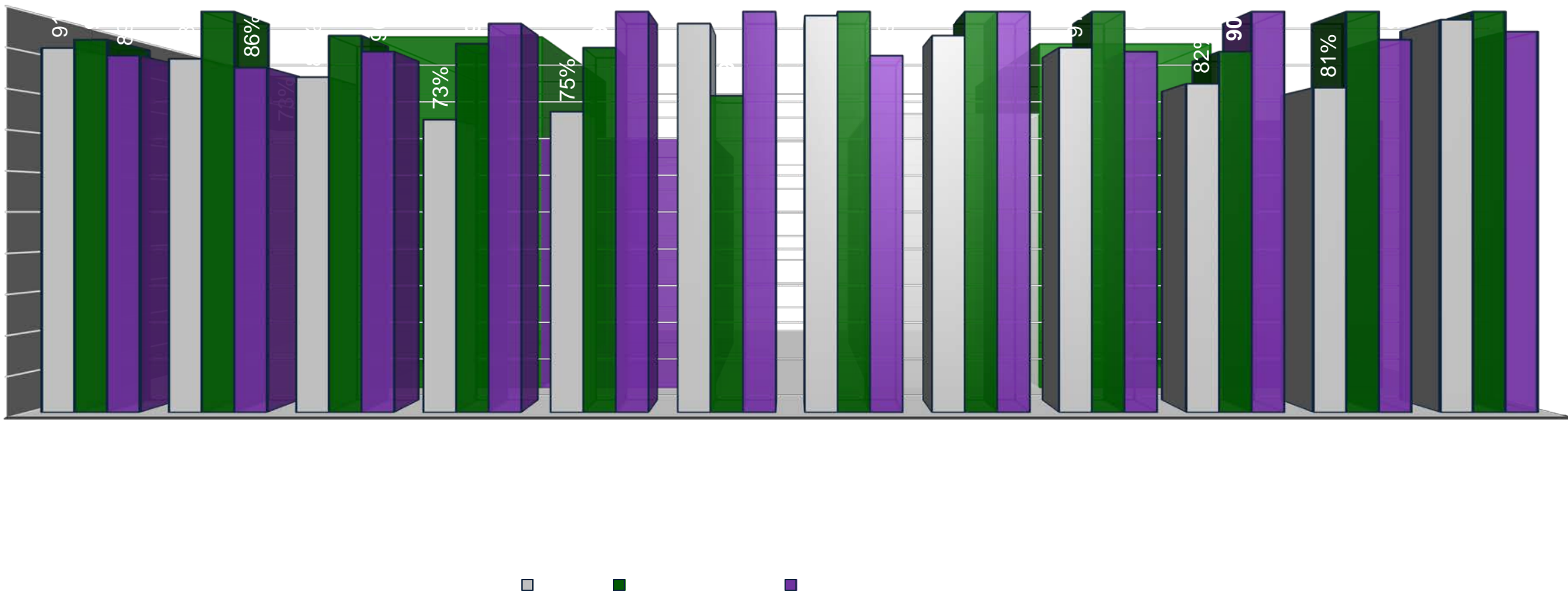
BUS FLEET AVAILABILITY: For August, the number of available buses remained the same from the prior month.



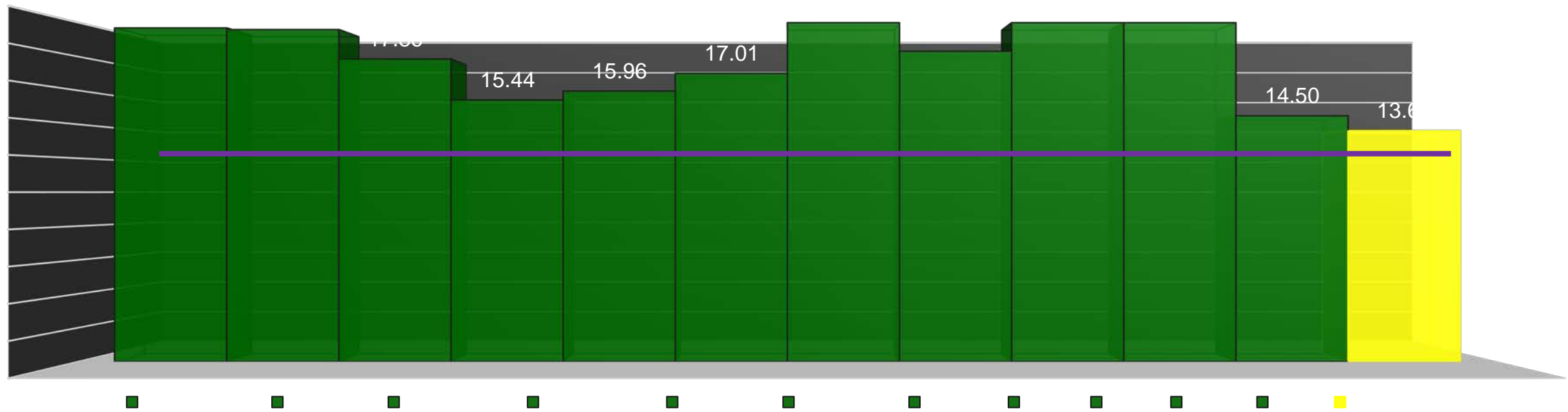
PARATRANSIT FLEET AVAILABILITY: Paratransit availability increased by 1 from the previous month.



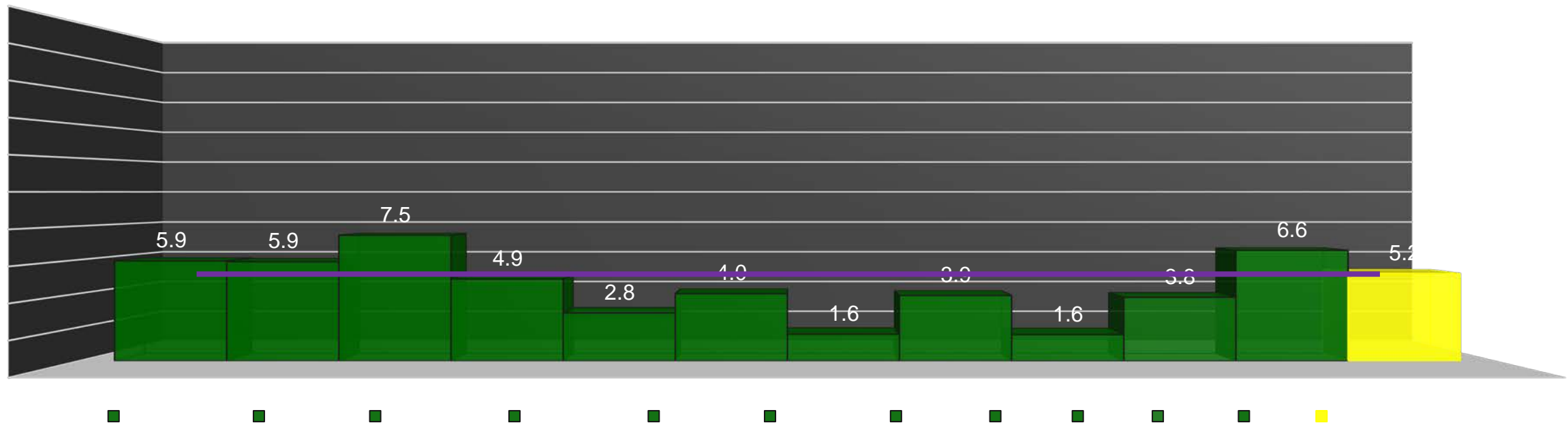
STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on the Green cars from the previous month. Streetcar availability on the Red cars decreased by 1 from the previous month.



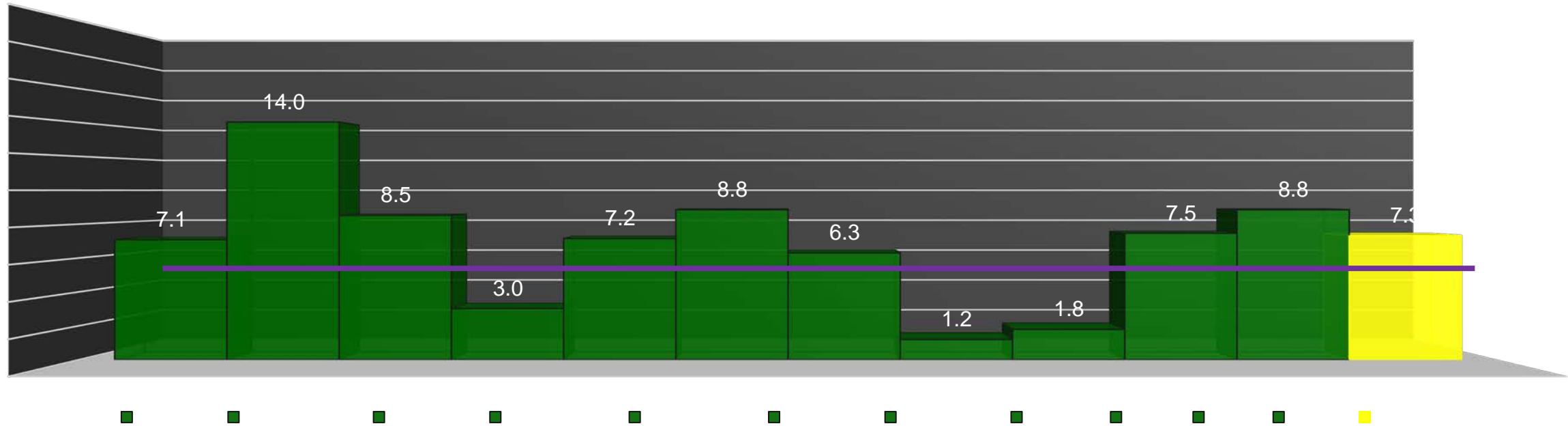
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance increased by 17% for August. We are investigating an issue with our maintenance reporting interface. Streetcar PMs remained the same and Paratransit PMs increased by 2% from the previous month . Our PM Compliance goal remains at 90%.



ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have decreased by 0.87 from the previous month with the goal still set at under 13.



ROAD CALL MILEAGE: Paratransit decreased the number of road failures by 1.4 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.



ROAD CALL MILEAGE: Streetcar decreased the number of road failures by 1.5, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.



Updates

- Vehicle Auction
- Bus Wash installation and training has been completed

Questions?



Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – July 2025

Type	Monthly Totals	YTD Totals
Part 1	1	4
Part 2	3	32
Totals	4	36

Year-Over-Year Comparison (January – July)			
	2024	2025	% Change
Count	34	36	5.9% ↑
Incidents per Boarding*	0.000004144	0.000004097	-1.1% ↓

* Based on system ridership for the period January 1st through July 31st -- 2024: 8,204,830 / 2025: 8,787,874

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 – July 2025

Transit Police		
Activities	Monthly Totals	YTD Totals
Arrests	2	9
Summons	0	2
Calls for Service	6	77
Boarding Inspections	221	1,389
Ride Alongs	10	62
Citations	3	21
Written Warnings/Reports to Follow	18	106

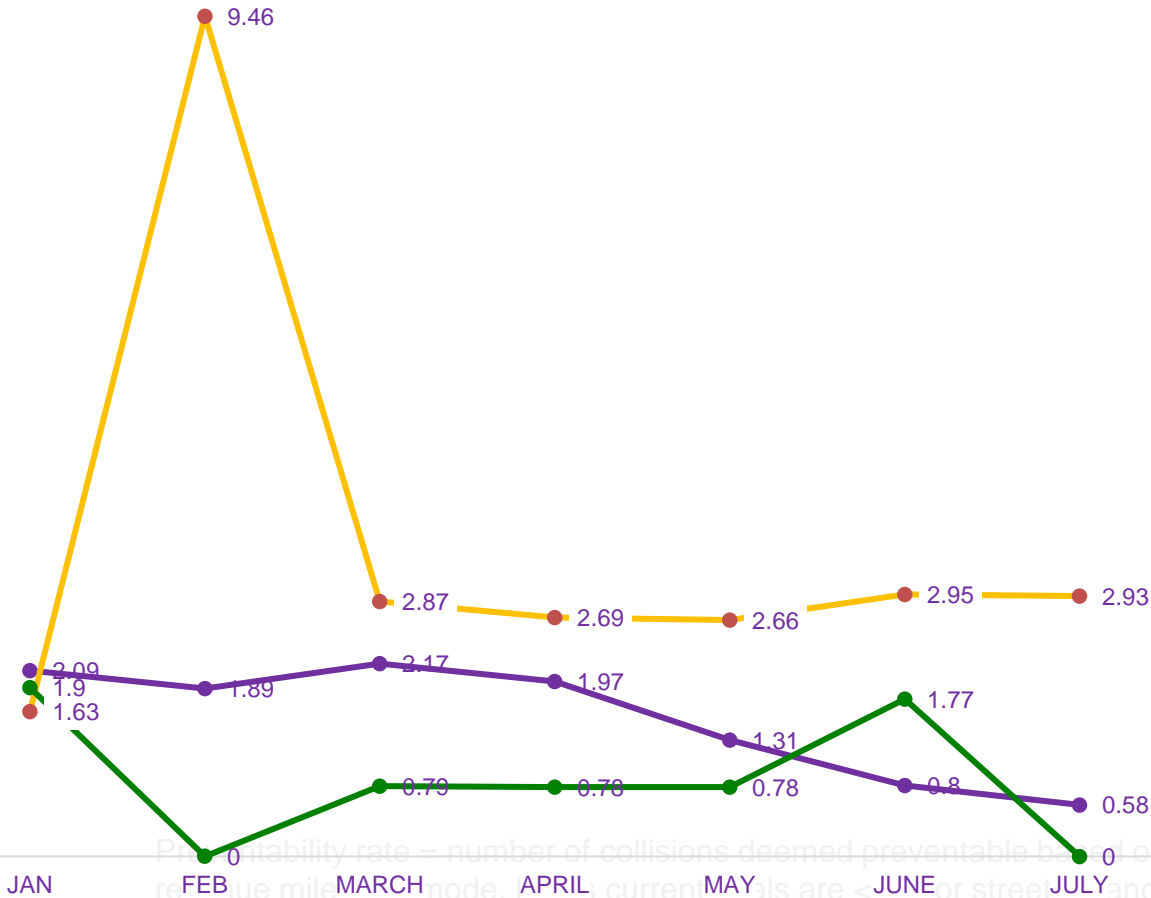
Crisis Intervention / Public Safety Team		
Activities	Monthly Totals	YTD Totals
Unhoused Contacts*	91	280
Referrals	0	10

* Conducted in partnership with Transit Police

Preventable Safety Events – July 2025

Preventable Rate Relative to Target Rate

- Bus
- Streetcar
- Paratransit



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 – July 2025

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD 2025	Year-Over-Year
Bus	0.58	3	52	47
Streetcar - Collisions	2.93	2	17	10
• Streetcar – Other State Reportable	0	1	2	1
Paratransit	0	0	10	10

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 Recordable²	0	6	9
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