



2817 Canal Street  
New Orleans, LA 70119

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

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**Thursday, June 13, 2024**

**9:00 AM**

**RTA Board Room**

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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, June 13, 2024 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](mailto: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](mailto:rtaoard@rtaforward.org)).

**1. Call To Order**

**2. Roll Call**

**3. Consideration of Meeting Minutes**

[Operations and Administration Meeting Minutes - May 9, 2024]

**[24-053](#)**

**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. Winter 2024 Service Change Title VI Analysis Update**

Winter 2024 Service Change Title VI Analysis

[24-010](#)

## **10. Capital Projects Update: Passenger Amenities Program**

## **11. Authorizations**

Office of Internal Audit and Compliance's Confidentiality Policy (GEN12)

[24-011](#)

A Cooperative Endeavor Agreement (CEA) between Jefferson Parish and the Regional Transit Authority (RTA)

[24-045](#)

## **12. Audience Questions & Comments**

## **13. New Business**

## **14. Adjournment**

[Committee PowerPoint Presentation]

[24-059](#)



# New Orleans Regional Transit Authority

2817 Canal Street  
New Orleans, LA 70119

## Board Report and Staff Summary

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**File #:** 24-053

**Board of Commissioners**

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[Operations and Administration Meeting Minutes - May 9, 2024]



2817 Canal Street  
New Orleans, LA 70119

## **New Orleans Regional Transit Authority Operations & Administration Committee**

### **Meeting Minutes - Draft**

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**Thursday, May 9, 2024**

**9:00 AM**

**RTA Board Room**

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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, May 9, 2024 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.

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### **1. Call To Order**

### **2. Roll Call**

**Commissioners Present:** Commissioner Neal, Commissioner Cisco, Commissioner Richard and Commissioner Sams

### **3. Consideration of Meeting Minutes**

[O&A Meeting Minutes - January 11, 2024]

**[24-012](#)**

Commissioner Richard moved and Commissioner Sams seconded to approve the O&A Meeting Minutes from January 11, 2024. The motion was approved unanimously.



#### **4. Committee Chairman's Report**

Commissioner Neal welcomed Commissioner Cisco and Commissioner Richard to the Operations and Administration Committee Meeting.

#### **5. Chief Executive Officer's Report**

The CEO reported that New Orleans was hosting Women in Transit, and approximately 12,000 members are in New Orleans for the conference and some conference members went on a tour of the streetcars. It was also reported that the festival session was coming to an end and the City was starting the planning process for the Super Bowl being held in the City in 2025. There are major construction projects taking place all over the City preparing for the Super Bowl and some of these projects will impact the RTA routes, but staff is working very closely with the City.

Commissioner Neal asked that staff keep the Board abreast of any changes the Super Bowl may have on the routes and the Board is willing to help in any way possible. The CEO reported that some road construction will impact the RTA bus routes and staff will have this information on the app and on social media. Commissioner Sams stated that the RTA also needs to use the media outlets to get information out to the public.

#### **6. Chief Transit Officer's Report**

Justin Cayless gave the March Chief Transit Officer's Report. This report can be found in the Operations and Administration Committee PowerPoint dated May 9, 2024.

Commissioner Neal stated that he attended APTA's Mobility Conference and at the conference there was a session on ADA that he attended. He would like staff to give a more detailed presentation on the Paratransit System and the effects of the "High Demand" on the system. Commissioner Neal requested that the cross-town routes should be looked at separately and have its own slides. And he noted the need for more buses on the Airport Express Route.

Commissioner Neal asked how the protest on Tulane Campus affected RTA's transit service. The CEO reported that the staff has a contact with Tulane Security and has been abreast of the situation. In response to question from Commissioner Richard, the CEO reported that staff has been working on a Disruption Communication Plan to help tighten up the timeline when riders receive information regarding service disruption. The Rideline Department should always have the most accurate information regarding service interruptions.

The CEO also reported that RTA has submitted a draft MOU to Jefferson Parish regarding Paratransit. This was one of the recommendations from the Report RPC, to clarify the boundaries of RTA and Jefferson Parish Paratransit and the RTA boundaries were based on residence rather than one-way trips.

#### **7. Chief Asset Manager Officer's Report**

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Ryan Moser gave the Chief Asset Manager Officer's Report . This report can be found in the Operations and Administration Committee PowerPoint presentation dated May 9, 2024.

Commissioner Neal stated that the agency is planning to increase service by the end of the year and that the Board was invited to go to the bus manufacturer to see the progress of the new buses.

As a point of information, the CEO stated that the fleet situation was a result of Hurricane Katrina, new fleet was purchased in 2008 and 2012, and no vehicles were purchased again until 2018.

After the Chief Asset Manager's report, Commissioner Sams, commented that staff should make sure that the Preteckt Pilot Program is working correctly and that staff is moving forward with a solicitation to procure these services. Currently, the program ends in 2 months and it will take a total of 6 months to implement the program.

In response to a question from Commissioner Sams, Ryan Moser reported that staff were still working on a partnership with Delgado and some mechanics that were hired did not have CDL's so staff was working with those mechanics to obtain their CDL from Costal Training. RTA currently has a tuition reimbursement program, and some of the mechanics can get their certification on their own.

In response to a question from Commissioner Cisco, Ryan Moser reported that the Preteckt Pilot Program is related to anything with a Cummins Engines and that the data collected from Preteckt Pilot Program will be used for Preventive Maintenance.

## **SUPPLEMENT REPORT TO THE CHIEF ASSET MANAGER OFFICER'S REPORT**

Dwight Norton gave the **Transit Stop Signage Install Plan and the Summer 2024 Service Change: May 19th, 2024**. Both these reports can be found in the Finance Committee PowerPoint, dated May 9, 2024.

In response to a question form Commissioner Neal, Dwight Norton reported that an award for the Bus Stop Signs was not coming before the Board this month staff was still evaluating the work product. Commissioner Neal ask that staff present the Transit Stop Signage Install Plan at the next RAC Meeting and also present this same report at the Operations and Administration Committee at the July Meeting.

## **8. Chief Safety/Security Officer's Report**

Mike Smith presented the Chief Safety/Security Officer's Report. This report can be found in the Operations and Administration Committee PowerPorint Report, dated May 9, 2024.

In response to a question from Commissioner Sams, Mike Smith reported that the RTA has communicated with DPW, the City Traffic Team and the City Traffic Engineering and he stated that he was a part of the New Orleans Regional Traffic Safety Coalition which is in

contact with the Office of Motor Vehicles that can suggest that the new drivers be made aware of the streetcars.

The CEO commented that the RTA received a grant for streetcar safety, and she has challenged the staff to get the message to the riding public to be aware of the streetcars on the tracks.

Commissioner Neal stated that maybe in the app they should have a way for the public to report misconduct on the transit system. Mike Smith reported that staff will release an integrated app that would allow real-time reporting for incidents on the transit system.

## **9. Authorizations**

## **10. Audience Questions & Comments**

None

## **11. New Business**

None

## **12. Adjournment**

Commissioner Sams moved and Commissioner Richard seconded to adjourn the Operation and Administration Committee Meeting dated May 9, 2024. The motion was approved unanimously.



## Board Report and Staff Summary

File #: 24-010

Operations & Administration Committee

### Winter 2024 Service Change Title VI Analysis

DESCRIPTION: Review and acknowledgment of the Title VI analysis conducted for implementation of the Winter 2024 Service Change.	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: <input type="checkbox"/> Approval <input type="checkbox"/> Review Comment <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other	

### RECOMMENDATION:

No action is requested. Title VI Equity Analysis of the Winter 2024 Service Change. Staff finds a small disparate impact on vulnerable communities based on the RTA's Title VI and Environmental Justice Policy Manual. However, the negative impact caused by reductions in service will be mitigated by a significant increase in service reliability.

### ISSUE/BACKGROUND:

The New Orleans Regional Transit Authority (RTA) operates 4 streetcar lines, 27 bus routes, 3 dedicated Owl/Late Night routes and offers para-transit services. Due to various factors explained below, the RTA is experiencing fleet reliability issues which are impacting the agency's ability to provide reliable service to the community. One of the short-term actions to address this issue is the enacting of a Winter 2024 Service Change on January 14, 2024, to bring scheduled service in line with the agency's current fleet availability.

The Regional Transit Authority (RTA) has established a Title VI Program, the Environmental Justice and Social Equity Policy (2013), in accordance with Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; FTA Circular 4702.1B; related statutes and regulations to ensure compliance with Title VI, to the end that no person is excluded from participation in, or denied the benefits of, services on the basis of race, color, or national origin.

The policy establishes that a change is considered to have a disproportionate burden (low-income) or disparate impact (minority) if the percentage of residents affected by the change is greater than the group's proportion of the service area population. However, it does not specify a threshold above which a disparate impact or disproportionate burden would be found for a service change. The threshold has, therefore, been assumed to be 0% in past Title VI analysis. It is recommended that the RTA amend the Title VI policy to specify such a threshold. With that said, mitigation measures designed to lessen the effect of such an impact or burden may be considered when evaluating a change within the framework of the Title VI policy.

### DISCUSSION:

Currently, the RTA can consistently operate 70-80 buses in peak service. However, given that there is

some day-to-day and week-to-week volatility to that number, the RTA decided to bring the peak weekday vehicles in service down to 73 for this service change, enacted January 14, 2024, down from 87 for Summer 2023, an initial reduction from 97 during Fall 2022/Winter 2023. This new scheduled service provides the public with schedules the agency believes it can reliably meet and provides the agency with a cushion in its vehicle fleet to maintain service even as other issues arise.

### **CHANGES TO ROUTE FREQUENCY**

Understanding that this is a broad reduction in service, RTA staff took great pains to make sure the negative impacts from reductions in service didn't fall disproportionately on any neighborhood or community. Furthermore, RTA leadership established that no part of the system would lose service in this reduction. Therefore, lines with only one bus - low-ridership coverage routes - would be untouched. To ensure minimal impact, the staff decided to reduce many lines by one vehicle each in peak service to reach the total reduction goal of 14 buses. This spread the cost of the reductions in frequency across the service area, while also spreading the benefit of increased reliability in a similar fashion.

**Table 1: Headway Changes by Line**

<u>Line</u>	<u>Current Headway (As of 9/10/2023)</u>	<u>New Headway (Beginning 1/14/2023)</u>
<b>3 - Tulane - Elmwood</b>	20	Decreased to 24 minutes
<b>8 - St. Claude - Arabi</b>	18	Decreased to 24 minutes
<b>9 - Broad - Napoleon</b>	20	Decreased to 23 minutes
<b>11 - Magazine</b>	24	Decreased to 33 minutes
<b>27 - Louisiana</b>	35	Decreased to 53 minutes
<b>52 - Paris - Broadmoor</b>	34	Decreased to 44 minutes
<b>61 - Lake Forest - Village de L'Est</b>	24	Decreased to 30 minutes
<b>62 - Morrison - Bullard</b>	24	Decreased to 30 minutes
<b>66- Hayne Loop</b>	35	Decreased to 70 minutes
<b>67 - Michoud Loop</b>	30	Decreased to 60 minutes
<b>84 - Galvez - L9</b>	30	Decreased to 45 minutes
<b>103 - General Meyer Local</b>	30	Decreased to 45 minutes
<b>105 - Algiers Local</b>	40	Decreased to 80 minutes
<b>114A - Garden Oaks - Sullen</b>	30	Decreased to 40 minutes
<b>114B - Garden Oaks - Woodlands</b>	30	Decreased to 40 minutes

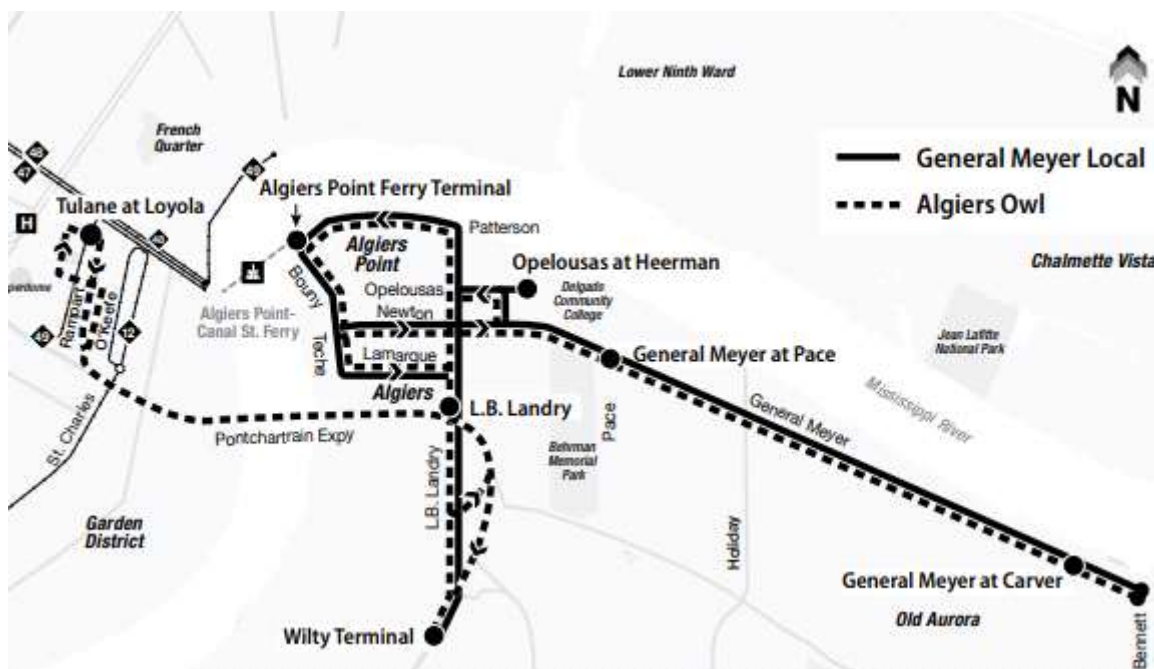
### **ROUTE CHANGES**

103-General Meyers Local

In order to mitigate the reduction in service on the West Bank and Algiers routes, the decision was made to adjust the route of the 103-General Meyers Local. Under the previous set-up, this route would terminate at Wilty Terminal in Gretna. Riders seeking to go downtown would then have to transfer to the 114A/B. This was previously a timed transfer, with the 114A/B scheduled every 15 minutes. With the reduction in service on the 114A/B, the timed transfer was no longer feasible, creating longer and inconsistent wait times for riders of the 103. Therefore, instead of having the 103 stop at Wilty Terminal and force a now onerous transfer, the 103-General Meyer will continue past Wilty to the Main Library Hub (see map), bringing riders to downtown directly.

The number of peak vehicles on the route will remain the same, but the route extension will increase headways from 30 to 45 minutes. While this is a reduction in service, the elimination of a forced transfer, and the subsequent waiting cost, is eliminated for many riders.

**Figure 1:103-General Meyers Route Change**

31-Leonidas-Gentilly & 32-Leonidas -Treme

These two routes are being restored following cessation of roadway construction in the Hollygrove neighborhood that has caused the route to be on detour for the past year. This change improves service in a low-income minority neighborhood and has no impact to service frequency.

**Figure 2: 31/32 Route Changes in Hollygrove**



### SUMMARY OF TITLE VI REPORT FINDINGS

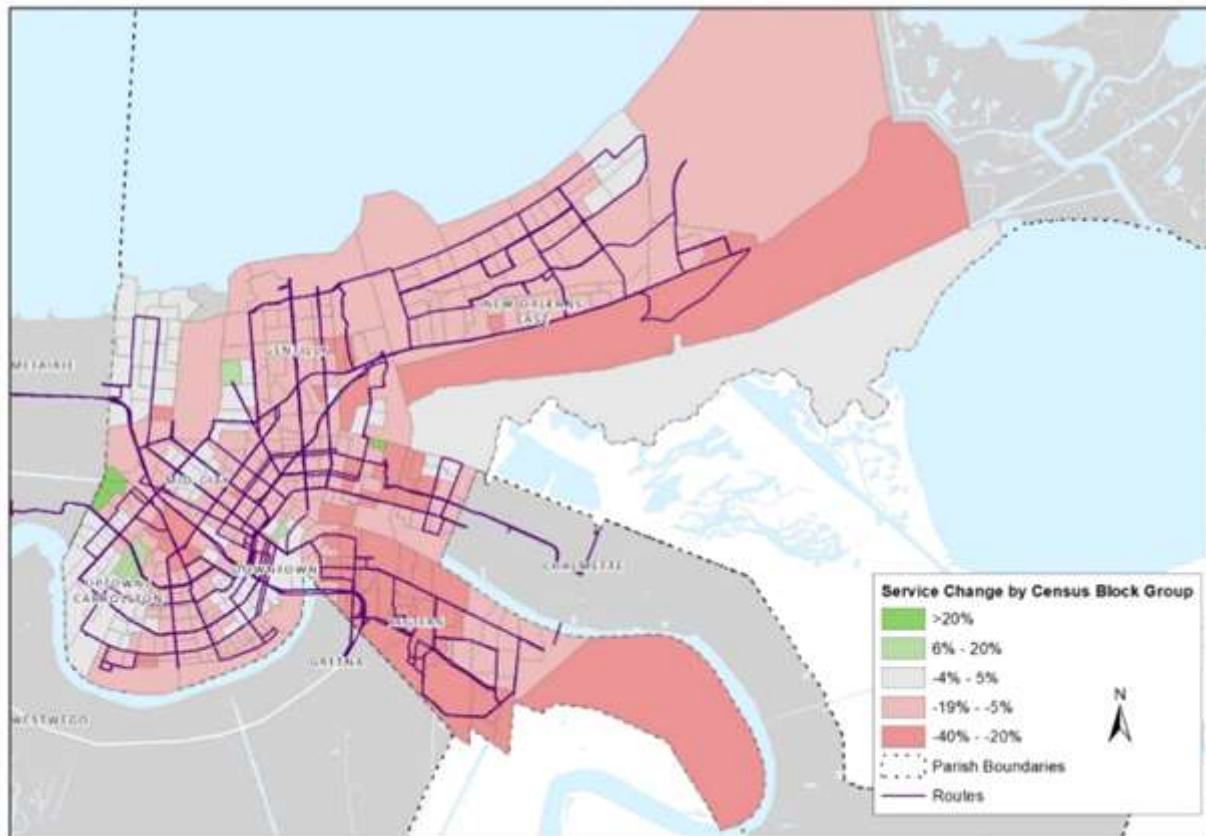
This analysis of the changes resulted in a finding of small disproportionate burden and disparate impact for low-income and minority communities. However, it is important to realize that reductions in scheduled service are merely reflective of the daily reductions in bus service currently happening and that riders are experiencing. Those daily, fleet induced reductions, however, are not planned or predictable for riders. This reduction in service is intended to be as short as possible and improve the reliability of the service. The goal is that even if the bus is less frequent, you are more confident it will arrive at the scheduled time.

The agency, therefore, concludes that the negative impact of the reduced service frequency, and the minor disproportionate burden and disparate impact therein, will be mitigated by a significant increase in service reliability.

**Table 1: Disparate Impact of Service Changes**

	Low Income	Minority
Change Borne By	24.8%	72.0%
Area Average	23.8%	69.4%
Delta	1.0%	2.6%

**Figure 5: Trip Difference with Jan 2024 Service Change**

**FINANCIAL IMPACT:**

There is no financial impact associated with the Title VI analysis and report. The reduction of service will result in an operational cost savings.

**NEXT STEPS:**

None required. Implementation of the Winter 2024 Service Change was January 14, 2023.

**ATTACHMENTS:**

1. Winter 2024 Service Change Title VI Equity Analysis

Prepared By: Vivek Shah  
Title: Director of Service Planning and Scheduling

Reviewed By: Dwight Norton  
Title: Chief Planning & Capital Projects Officer



A handwritten signature in black ink, appearing to read "Lona Hankins". The signature is fluid and cursive, with the first name "Lona" being more prominent than the last name "Hankins".

Lona Hankins  
Chief Executive Officer

2/20/2024

Date



**New Orleans Regional Transit Authority**

## **TITLE VI EQUITY ANALYSIS**

**Winter 2024 Service Change**

**Enacted: January 14, 2024**

Prepared on January 18, 2024

By the Department of Planning and Scheduling

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## EXECUTIVE SUMMARY

### Introduction

The New Orleans Regional Transit Authority (RTA) operates 4 streetcar lines, 27 bus routes, 3 dedicated Owl/Late Night routes and offers para-transit services. Due to several factors explained below, the RTA is experiencing fleet reliability issues which are impacting the agency's ability to provide reliable service to the community. To address this issue, the RTA will be enacting a Winter 2024 Service Change on January 14, 2024, to bring scheduled service in line with the agency's current fleet situation.

As part of this Winter 2024 Service Change, the RTA will reduce frequency of fixed-route bus service to ensure sufficient vehicles are available to provide consistent, reliable service for riders. The upcoming changes will impact the following lines:

**Table 1: Routes impacted by Service Change**

3	Tulane-Elmwood	66	Hayne Loop
8	St. Claude-Arabi	67	Michoud Loop
9	Broad-Napoleon	84	Galvez
11	Magazine	103	General Meyer Local
27	Louisiana	105	Algiers Local
52	Paris-Broadmoor	114A	Garden Oaks-Sullen
61	Lake Forest-Village de L'est	114B	Garden Oaks-Woodland
62	Morrison-Bullard		

RTA looked to evaluate whether proposed service changes would adversely impact minority and low-income riders in accordance with the agency's Environmental Justice and Social Equity Policy and Federal Transit Administration (FTA) Title VI guidance.

### Changes to Service

Currently, the RTA can consistently operate 78-80 buses in peak service. However, given that there is some day-to-day and week-to-week volatility to that number, the RTA decided to bring the peak vehicles in service down to 73 for this service change, enacted January 14, 2024. This new scheduled service provides the public with schedules the agency believes it can reliably meet and provides the agency with cushion in its vehicle fleet to maintain service even as other issues arise.

#### *Changes to Service Frequency*

Understanding that this is a broad reduction in service, RTA staff took great pains to make sure the negative impacts from reductions in service didn't fall disproportionately on any neighborhood or community. Furthermore, RTA leadership established that no part of the system would lose service in this reduction. Therefore, lines with only one bus – low-ridership coverage routes – would be untouched. To ensure minimal impact, the staff decided to

reduce many lines by one vehicle each in peak service to reach the total reduction goal of 14 buses. This spread the cost of the reductions in frequency across the service area, while also spreading the benefit of increased reliability in a similar fashion.

**Table 2: Headway Changes by Line**

<u>Line</u>	<u>Current Headway (As of 9/ 10/2023)</u>	<u>New Headway (Beginning 1/14/2023)</u>
<b>3 - Tulane - Elmwood</b>	20	Decreased to 24 minutes
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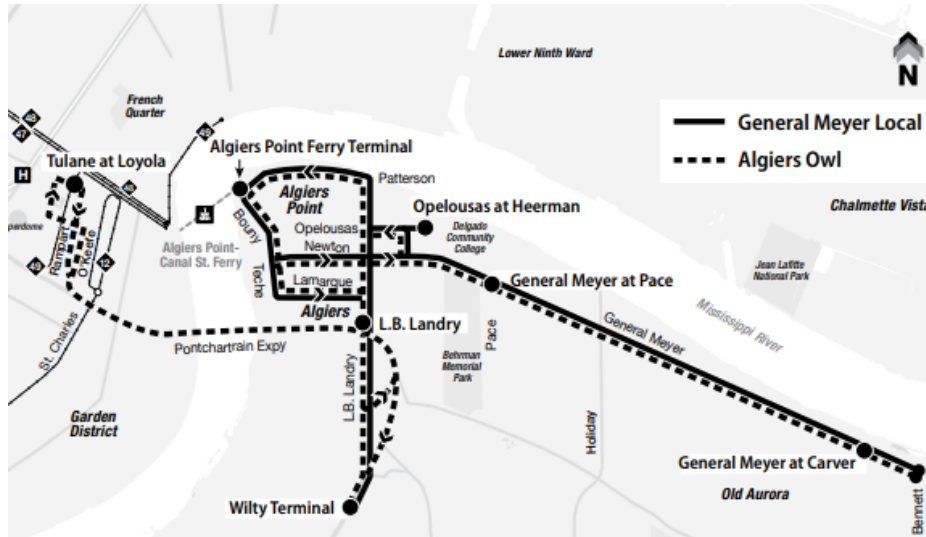
#### *Route Changes*

##### 103-General Meyers Local

In order to mitigate the reduction in service on the West Bank and Algiers routes, the decision was made to adjust the route of the 103-General Meyers Local. Under the previous set-up, this route would terminate at Wilty Terminal in Gretna. Riders seeking to go downtown would then have to transfer to the 114A/B. This was previously a timed transfer, with the 114A/B scheduled every 15 minutes. With the reduction in service on the 114A/B, the timed transfer was no longer feasible, creating longer and inconsistent wait times for riders of the 103. Therefore, instead of having the 103 stop at Wilty Terminal and force a now onerous transfer, the 103-General Meyer will continue past Wilty to the Main Library Hub (see map), bringing riders to downtown directly.

The number of peak vehicles on the route will remain the same, but the route extension will increase headways from 30 to 45 minutes. While this is a reduction in service, the elimination of a forced transfer, and the subsequent waiting cost, is eliminated for many riders.

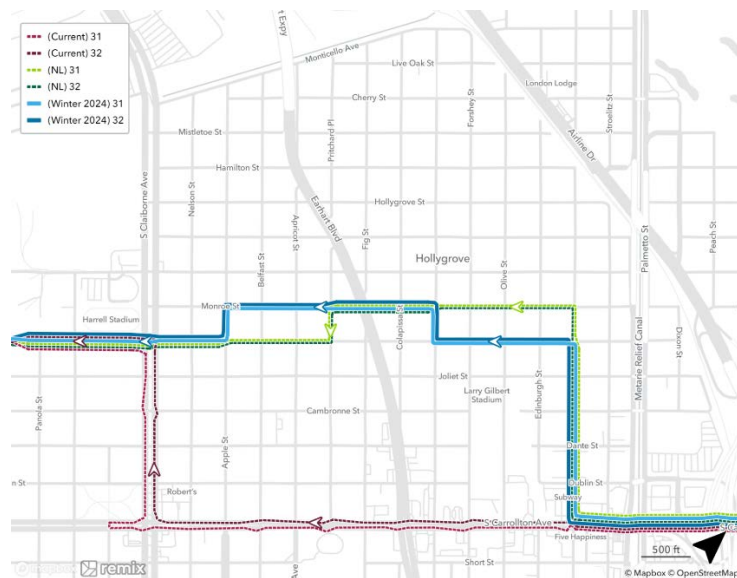
Figure 1:103-General Meyers Route Change



### 31-Leonidas-Gentilly & 32-Leonidas -Treme

These two routes are being restored following cessation of roadway construction in the Hollygrove neighborhood that has caused the route to be on detour for the past year. This change improves service in a low-income minority neighborhood and has no impact on service frequency.

Figure 2: 31/32 Route Changes in Hollygrove



### Equity Analysis Findings & Conclusion

This analysis of the changes resulted in a finding of small disproportionate burden and disparate impact for low-income and minority communities. However, it is important to realize that reductions in scheduled service are merely reflective of the daily reductions in bus service currently happening and that riders are experiencing. Those



daily, fleet induced reductions, however, are not planned or predictable for riders. This reduction in service is intended to be as short as possible and improve the reliability of the service. The goal is that even if the bus is less frequent, you are more confident it will arrive at the scheduled time.

The agency, therefore, concludes that the negative impact of the reduced service frequency, and the minor disproportionate burden and disparate impact therein, will be mitigated by a significant increase in service reliability.

***Table 3: Disparate Impact of Service Changes***

	Low Income	Minority
Change Borne By	24.8%	72.0%
Area Average	23.8%	69.4%
Delta	1.0%	2.6%

## RTA TITLE VI PROGRAM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Title VI provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the U.S. Department of Transportation.

Title VI requires that an equity analysis be conducted for all major service changes and all fare changes impacting minority and low-income transit routes in the system. RTA has conducted an equity analysis for a Winter 2024 Service Change.

The Regional Transit Authority (RTA) has established a Title VI Program in accordance with Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; FTA Circular 4702.1B; related statutes and regulations to ensure compliance with Title VI, to the end that no person is excluded from participation in, or denied the benefits of, services on the basis of race, color, or national origin.

### Policy Thresholds for Title VI and Environmental Justice Methodology

Factors for compliance with Title VI of the Civil Rights Act of 1964 addressed in this equity analysis are:

- Major Service and Fare Change Policy
- Disparate Impact Policy

The service equity analysis is for existing bus line services impacted by the Winter 2024 Service Change. The following are all lines that will experience frequency reductions:

### RTA Major Service and Fare Change Policy

Title VI prohibits intentional discrimination, as well as actions that result in unintentional discrimination or disproportionate adverse impacts to communities of color and low-income communities. As such, to ensure that changes to services and fares are equitable the RTA will conduct a Service and Fare Equity Analysis for all Major Service Changes, where a major service change meets the following threshold:

- Any change of more than 25% of the revenue hours or route miles on a given transit route (bus or streetcar) or a branch of a route for an individual day (weekday, Saturday or Sunday) measured as happening at one time or within a single year. Route Branch is defined as one of the two or more route segments served by a single route.
- Any change to the span of service on a given transit route (bus or streetcar) of 2 hours or more for an individual day (weekday, Saturday or Sunday). A span of service is defined as the time from the start of the first trip to the start of the last trip on a given route.
- The introduction of any new transit route (bus or streetcar) with the exception of supplemental services designed to reduce potential overcrowding on regular (scheduled) transit routes.



- The discontinuation of a route or portion of a route with no alternative service within  $\frac{1}{4}$  mile.

For all routes with proposed changes that meet the major service change threshold, RTA will conduct a social equity analysis to:

- Determine the benefits to and potential negative impacts on minority and low-income populations.
- Quantify expected effects (positive or negative); and
- Determine the appropriate course of action to prevent, minimize or mitigate the impacts as warranted.

### **RTA Disparate Impact Policy**

To determine whether a disparate impact exists as the result of a proposed major service change, RTA will compare existing service to proposed service, and calculate the absolute change as well as the percent of change in travel time. If it is determined that the increase in travel time from the proposed service change is more than 15 minutes for any minority or low-income transit route, then the change will be deemed to have a disparate impact.

Additionally, all new routes featuring the presence of new route numbers, new route alignments, new service types or new service configurations will require an equity analysis with the exception of supplemental services designed to reduce potential overcrowding on regular transit routes. For a new route, the methodology for analysis requires determining if the new route causes a major service change in an existing route. If it is determined that the new service causes an increase in travel time of more than 15 minutes for any minority or low-income transit route that is affected by the new service, then the change will be deemed to have a disparate impact.

For the discontinuation of a minority or low-income transit route or portion of a route, the analysis will determine the availability of an alternative route or service within one-quarter mile. If there is no alternative within one-quarter mile, then the route or service discontinuation will be deemed to have a disparate impact.

### **Minority and Low-Income Thresholds**

#### *Minority*

According to the FTA Circular, "minority persons" include those classified as (1) American Indian and Alaska Native, (2) Asian, (3) Black or African American, (4) Hispanic or Latino, and (5) Native Hawaiian and Other Pacific Islander.

RTA defines a minority Transit Route as one in which at least one-third of the revenue miles are located in a Census block or block group, or traffic analysis zone where the percentage minority population is equal to or greater than the percentage minority population in the service area.

#### *Low-Income*



According to the FTA Circular, "low-income" means a person whose median household income is at or below the Department of Health and Human Services poverty guidelines. These guidelines are based on household income and household size.

RTA defines a low-income transit route as one in which at least one-third of the revenue miles are located in a Census block or block group, or traffic analysis zone where the percentage low-income population is equal to or greater than the percentage low-income population in the service area.

#### *Local Thresholds*

The RTA operates routes in Orleans Parish and the City of Kenner. Since the two are separate municipalities with separate transit routes and funding sources, the minority and low-income thresholds are different for the two different service areas. The population of Orleans Parish is sixty-nine percent (69%) minority and twenty-four percent (24%) of the population in Orleans Parish is below the Census defined poverty level. The RTA Title VI policy does not specify a threshold above which a disparate impact or disproportionate burden would be found for a service change. Therefore, the threshold is assumed to be 0%. This means that if the population bearing an adverse effect has a higher minority percentage than the service area, then the change will be deemed to have a disparate impact. If the population bearing an adverse effect has a higher percentage of persons in poverty than the service area as a whole, then the change will be deemed to have a disproportionate burden.

## SUMMARY OF SERVICE CHANGES

### Background

Over the past several years, RTA has been faced with a range of challenges that have adversely impacted the agency's ability to manage its aging bus fleet and, by extension, provide consistently reliable service to riders. This situation is the result of a “perfect storm” of factors.

First, much of the current fleet was replaced at the same time following Hurricane Katrina in 2010-2012. These 104 vehicles, representing about 40% of the fleet, all reached their useful limit at the same time, increasing strain on the rider because these vehicles have become consistently more difficult to keep in service. While an additional 31 vehicles were purchased in 2013, these were for expansion of service as the city recovered from Katrina rather than to smooth out the future replacement needs of the bus fleet. Additionally, the delegated management contractor (2009-2020) did not implement a proper vehicle replacement plan, one that would have included funding and a schedule to smooth out the replacement of bulk orders of buses post-Katrina. The contractor did order of 31 buses in 2018-2019 but that number was far below the needed replacement amount at the time. Upon transitioning back to public management in 2020, the RTA has ordered 27 buses with orders for 35 more pending as funds allow, but the first order of buses will not arrive until Fall of 2024.

Second, parts supply issues from the pandemic have further hampered the RTA's ability to keep buses of all kinds, both older and newer, in good repair. The agency has experienced periods in which many newer buses (2019-2020 model years) have sat out of service waiting for backordered parts.

Third, the nationwide shortage of mechanics has hit our maintenance team, the same as other agencies. The RTA simply does not have enough mechanics to properly staff all the needed shifts to keep buses in working order.

These factors have combined to result in an inability to run a full service of 97 peak vehicles. In June of 2023, the RTA enacted a small reduction in service, bringing peak vehicles in service down to 87 as a temporary measure, to help the agency address backlogged maintenance and provide more reliable service to the public. Unfortunately, an extremely hot and dry summer exacerbated the maintenance issues and the agency found itself unable to meet even this lower peak vehicle requirement. Scheduled trips were frequently being missed due to missing vehicles and riders' wait times were both long and unpredictable.

It was this prolonged unpredictability that caused the RTA leadership to decide to reduce scheduled service even further to a peak vehicle number that can be met: 73 buses in peak service.

### Summary of Service Changes

Currently, the RTA can consistently operate 78-80 buses in peak service. However, given that there is some day-to-day and week-to-week volatility to that number, the RTA decided to bring the peak vehicles in service down to 73 for this service change, enacted January 14, 2024. This new scheduled service provides the public with schedules the agency believes it can reliably meet and provides the agency with cushion in its vehicle fleet to maintain service even as other issues arise.

### *Changes to Service Frequency*

Understanding that this is a broad reduction in service, RTA staff took great pains to make sure the negative impacts from reductions in service didn't fall disproportionately on any neighborhood or community. Furthermore, RTA leadership established that no part of the system would lose service in this reduction. Therefore, lines with only one bus – low-ridership coverage routes – would be untouched. To ensure minimal impact, the staff decided to reduce many lines by one vehicle each in peak service to reach the total reduction goal of 14 buses. This spread the cost of the reductions in frequency across the service area, while also spreading the benefit of increased reliability in a similar fashion.

**Table 4: Headway Changes by Line**

<u>Line</u>	<u>Current Headway (As of 9/ 10/2023)</u>	<u>New Headway (Beginning 1/14/2023)</u>
<b>3 - Tulane - Elmwood</b>	20	Decreased to 24 minutes
<b>8 - St. Claude - Arabi</b>	18	Decreased to 24 minutes
<b>9 - Broad - Napoleon</b>	20	Decreased to 23 minutes
<b>11 - Magazine</b>	24	Decreased to 33 minutes
<b>27 - Louisiana</b>	35	Decreased to 53 minutes
<b>52 - Paris - Broadmoor</b>	34	Decreased to 44 minutes
<b>61 - Lake Forest - Village de L'Est</b>	24	Decreased to 30 minutes
<b>62 - Morrison - Bullard</b>	24	Decreased to 30 minutes
<b>66- Hayne Loop</b>	35	Decreased to 70 minutes
<b>67 - Michoud Loop</b>	30	Decreased to 60 minutes
<b>84 - Galvez - L9</b>	30	Decreased to 45 minutes
<b>103 - General Meyer Local</b>	30	Decreased to 45 minutes
<b>105 - Algiers Local</b>	40	Decreased to 80 minutes
<b>114A - Garden Oaks - Sullen</b>	30	Decreased to 40 minutes
<b>114B - Garden Oaks - Woodlands</b>	30	Decreased to 40 minutes

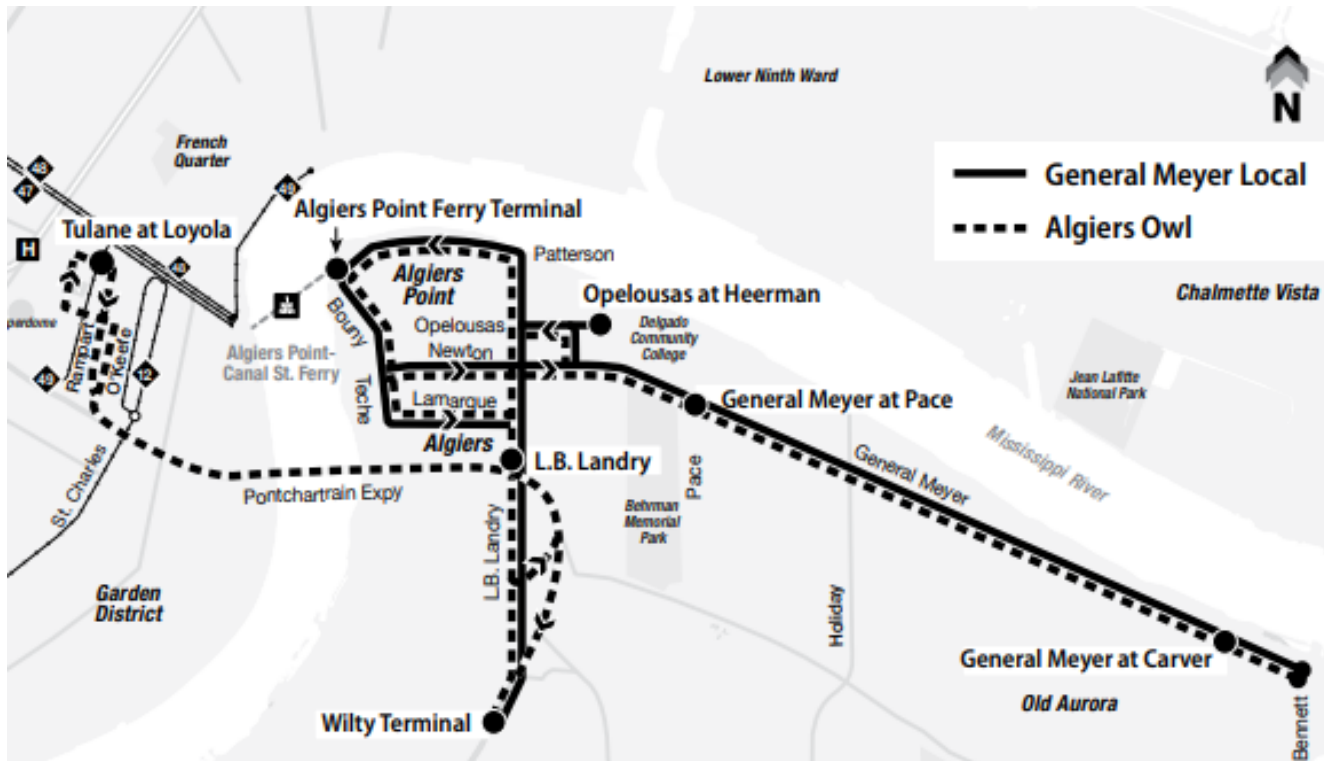
### *Route Changes*

#### 103-General Meyers Local

In order to mitigate the reduction in service on the West Bank and Algiers routes, the decision was made to adjust the route of the 103-General Meyers Local. Under the previous set-up, this route would terminate at Wilty Terminal in Gretna. Riders seeking to go downtown would then have to transfer to the 114A/B. This was previously a timed transfer, with the 114A/B scheduled every 15 minutes. With the reduction in service on the 114A/B, the timed transfer was no longer feasible, creating longer and inconsistent wait times for riders of the 103. Therefore, instead of having the 103 stop at Wilty Terminal and force a now onerous transfer, the 103-General Meyer will continue past Wilty to the Main Library Hub (see map), bringing riders to downtown directly.

The number of peak vehicles on the route will remain the same, but the route extension will increase headways from 30 to 45 minutes. While this is a reduction in service, the elimination of a forced transfer, and the subsequent waiting cost, is eliminated for many riders.

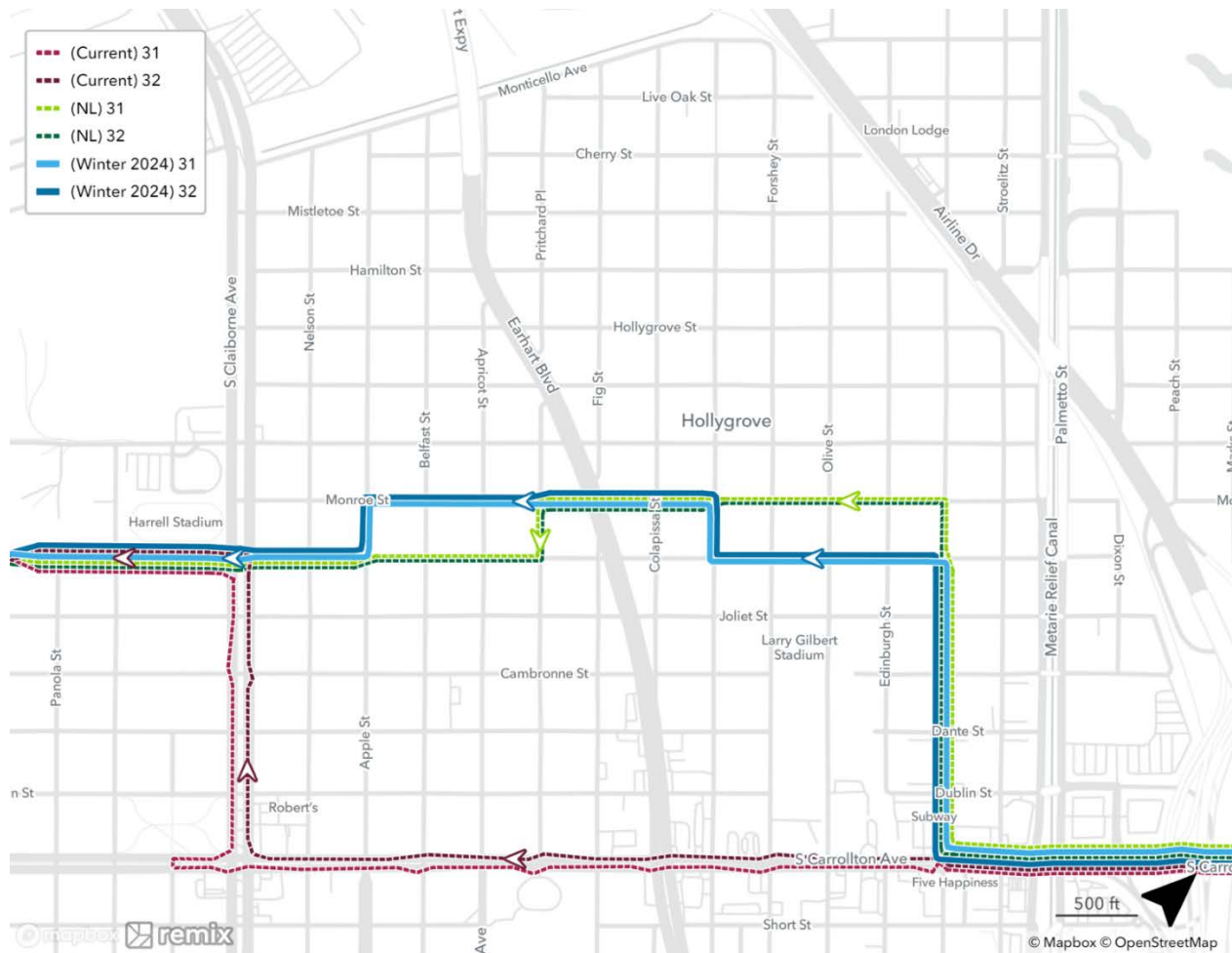
Figure 3:103-General Meyers Route Change



### 31-Leonidas-Gentilly & 32-Leonidas -Treme

These two routes are being restored following cessation of roadway construction in the Hollygrove neighborhood that has caused the route to be on detour for the past year. This change improves service in a low-income minority neighborhood and has no impact on service frequency.

Figure 4: 31/32 Route Changes in Hollygrove



## EQUITY ANALYSIS

A Title VI analysis of the changes resulted in a finding of small disproportionate burden and disparate impact for low-income and minority communities. However, it is important to realize that reductions in scheduled service are merely reflective of the daily reductions in bus service currently happening and that riders are experiencing. Those daily, fleet induced reductions, however, are not planned or predictable for riders. This reduction in service is intended to be as short as possible and improve the reliability of the service. The goal is that even if the bus is less frequent, you are more confident it will arrive at the scheduled time.

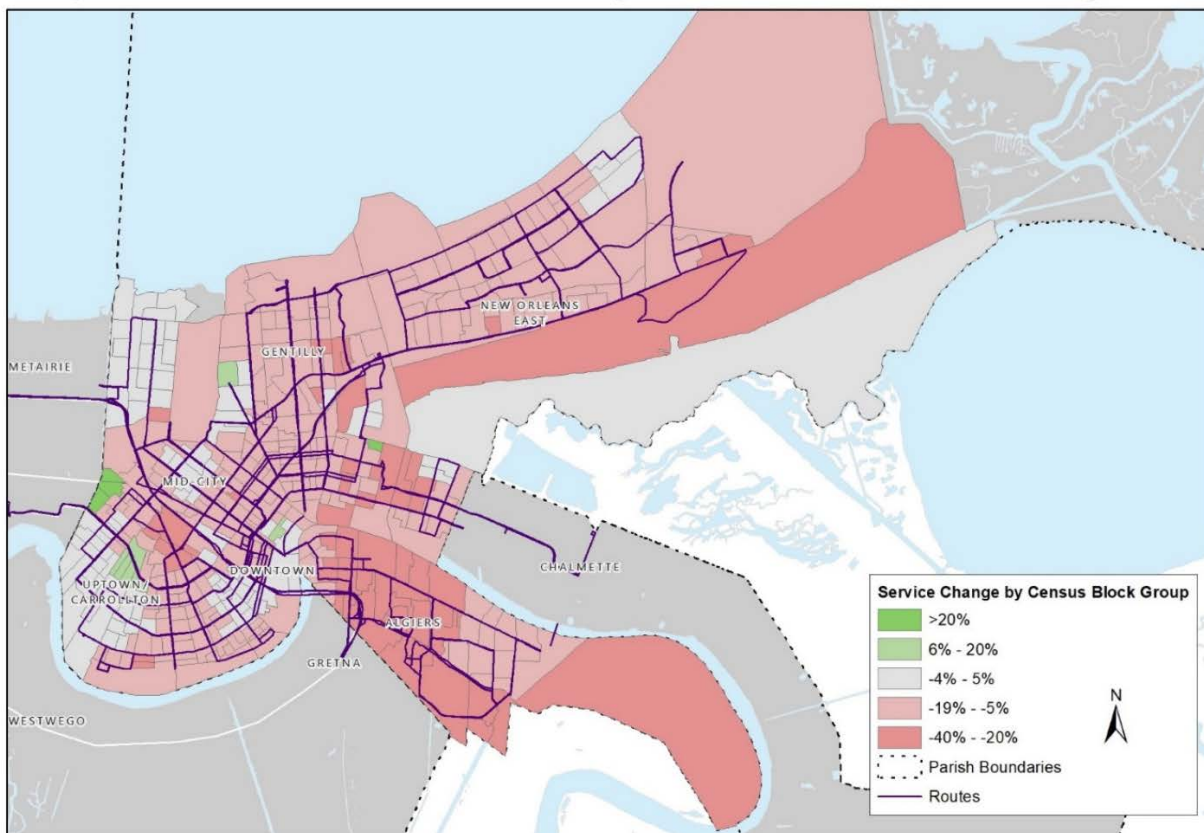
The agency, therefore, concludes that the negative impact of the reduced service frequency will be mitigated by a significant increase in service reliability.

**Table 5: Disparate Impact of Service Changes**

	Low Income	Minority
Change Borne By	24.8%	72.0%
Area Average	23.8%	69.4%
Delta	1.0%	2.6%

A review of the trip difference map (see below) shows that reductions in service are as close to evenly spread across the service area without eliminating coverage to any part of the system.

**Figure 5: Trip Difference with Jan 2024 Service Change**





## PUBLIC INVOLVEMENT

As per the RTA's Title VI policy, public hearings were held for "Major Service and Fare Changes" in such a manner as to inform the public of the proposed changes and provide an opportunity for public comment on those changes.

### Schedule of Community Outreach

Notification for RTA passengers was disseminated via [www.RTA.com](http://www.RTA.com) and on buses and streetcars, through social media and news media outlets. The total outreach plan can be found in the appendix of this report. The schedule of community outreach is summarized in the following table:

- 11.28.23 November Board of Commissioners Meeting
- 11.30.23 City Council Transportation Committee Meeting
- 12.6.23 Riders Advisory Committee Meeting
- 12.7.23 Operations & Administration Committee Meeting
- 12.7.23 Finance Committee Meeting
- 12.8.23 2023 RTA Business Meeting
- 12.12.23 Board of Commissioners Meeting
- 12.18.23 Title VI Public Hearing
- 1.3.24 Riders Advisory Committee Meeting

In addition to the meetings listed above, the RTA conducted numerous community engagement pop-ups at major transit hubs and engaged with neighborhood groups and local businesses/business groups with large numbers of transit riding employees. Engagement events were held at the Main Library Hub, Wilty Terminal, and the New Orleans East Hub. Employer engagement with businesses and business association groups focused on entities with high numbers of transit riders, such as service industry employers. Neighborhood engagement was conducted through neighborhood groups in key areas like Algiers, NO East, and Hollygrove.

RTA also held five community meetings, one NORTA Board meetings, one Operations & Administration Committee meeting, and a Public Hearing on Monday, December 18, 2023, to hear public comments about proposed changes to bus services. The Legal Notice advertising the public hearing and the transcript of the hearing are attached to this Equity Analysis.

### Summary of Community Feedback

Community feedback was collected via the website, email, comment forms, phone calls, and public meetings and engagement events. Overall, riders were receptive to the changes, understanding the need to reduce service and appreciated that the reductions were spread across the region instead of concentrated in a particular area. The main complaint from riders is a lack of reliability in the bus service and they were appreciative of the fact that we were trying to address that issue head on.



## CONCLUSIONS

A Title VI analysis of the changes resulted in a finding of small disproportionate burden and disparate impact for low-income and minority communities. However, it is important to realize that reductions in scheduled service are merely reflective of the daily reductions in bus service currently happening and that riders are experiencing. Those daily, fleet induced reductions, however, are not planned or predictable for riders. This reduction in service is intended to be as short as possible and improve the reliability of the service. The goal is that even if the bus is less frequent, you are more confident it will arrive at the scheduled time.

The agency, therefore, concludes that the negative impact of the reduced service frequency will be mitigated by a significant increase in service reliability.



Emergency Service Reduction  
Title VI Equity Analysis

APPENDIX A: TITLE VI ANALYSIS TABLE

	Before (Inbound)				Before (Outbound)				After (Inbound)				After (Outbound)				Difference				
Route	(within 1/4 mi)	Low Income	Minority	(Annually )	(within 1/4 mi)	Low Income	Minority	(Annually )	(within 1/4 mi)	Low Income	Minority	Trips (Annually)	(within 1/4 mi)	Low Income	Minority	(Annually )	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	By Low Income	Borne by Minorities
1 Algiers Point Ferry	616	5.5%	17.5%	11,170	616	5.5%	17.5%	11,170	635	5.7%	17.2%	11,170	635	5.7%	17.2%	11,170	424,460	44,680	22,340	10.5%	5.3%
3 Tulane - Elmwood (A)	17,036	26.5%	71.9%	15,035	17,302	27.2%	71.9%	15,290	17,319	27.2%	71.9%	13,575	16,986	26.4%	71.8%	13,685	-53,125,005	-14,518,335	-38,272,040	27.3%	72.0%
3 Tulane - Elmwood (B)	17,036	26.5%	71.9%	4,600	17,302	27.2%	71.9%	4,855	17,319	27.2%	71.9%	4,745	16,986	26.4%	71.8%	4,380	-5,789,475	-1,617,914	-4,187,710	27.9%	72.3%
4 Chalmette Ferry	408	9.3%	99.8%	10,950	408	9.3%	99.8%	10,950	408	9.3%	99.8%	10,950	408	9.3%	99.8%	10,950	0	0	0	0.0%	0.0%
8 St. Claude - Arabi	15,276	27.4%	52.5%	25,075	15,126	27.7%	53.8%	25,075	15,132	27.7%	53.7%	20,075	15,292	27.4%	52.6%	20,075	-151,568,350	-41,750,719	-80,393,500	27.5%	53.0%
9 Broad - Napoleon	41,910	22.8%	71.2%	23,245	42,849	22.5%	71.1%	22,880	42,872	22.5%	71.1%	17,520	41,913	22.9%	71.2%	18,140	-443,163,810	-100,276,364	-315,244,685	22.6%	71.1%
11 Magazine (A)	20,356	11.3%	31.8%	13,175	22,614	14.0%	35.5%	13,685	22,616	14.0%	35.5%	13,870	20,359	11.3%	31.8%	13,505	10,969,325	1,372,889	3,635,330	12.5%	33.1%
11 Magazine (B)	21,525	12.5%	32.9%	2,335	21,318	12.5%	34.3%	1,970	0			0	0			0	-92,257,335	-11,570,811	-30,920,315	12.5%	33.5%
12 St. Charles Streetcar (A)	28,772	15.2%	37.7%	30,295	28,842	15.2%	37.8%	29,200	28,843	15.2%	37.8%	29,200	28,769	15.2%	37.7%	30,295	-61,685	-162,540	-239,075	263.5%	387.6%
12 St. Charles Streetcar (B)	4,831	16.8%	47.3%	2,920	4,788	16.8%	47.5%	1,095	4,788	16.8%	47.5%	1,095	4,831	16.8%	47.3%	2,920	0	0	0	0.0%	0.0%
12 St. Charles Streetcar (C)	0			0	25,779	14.9%	36.8%	1,095	25,781	14.9%	36.8%	1,095	0			0	2,190	-3,529	-3,285	-161.2%	-150.0%
27 Louisiana	23,984	25.2%	68.3%	12,155	24,802	25.2%	67.9%	11,900	24,803	25.2%	67.9%	8,725	23,984	25.2%	68.3%	8,615	-163,640,985	-41,244,184	-111,444,310	25.2%	68.1%
31 Leonidas - Gentilly	37,695	18.2%	54.4%	6,570	37,098	18.3%	54.3%	6,570	0			0	0			0	-491,390,010	-89,677,848	-267,090,210	18.2%	54.4%
31- Leonidas-Gentilly	0			0	0			0	34,353	21.4%	57.6%	6,570	31,946	21.7%	59.4%	6,570	435,584,430	93,705,451	254,515,230	21.5%	58.4%
32 Leonidas - Treme	36,088	20.1%	48.1%	6,315	35,052	20.2%	48.4%	6,315	0			0	0			0	-449,249,100	-90,602,133	-216,920,250	20.2%	48.3%
32- Leonidas-Treme	0			0	0			0	34,209	23.2%	52.7%	6,095	29,410	23.1%	54.3%	6,095	387,757,805	89,783,824	207,150,765	23.2%	53.4%
45 Lakeview	0			0	12,785	6.9%	23.9%	8,030	0			0	0			0	-102,663,550	-7,049,167	-24,555,740	6.9%	23.9%
45 Lakeview Loop	0			0	0			0	0			0	12,794	6.9%	23.9%	8,030	102,735,820	7,049,156	24,579,830	6.9%	23.9%
47 Canal Streetcar - Cemeteries (A)	11,413	27.5%	53.4%	20,075	11,421	27.5%	53.5%	20,805	11,419	27.5%	53.5%	20,805	11,406	27.5%	53.5%	20,075	-182,135	-55,566	100,375	30.5%	-55.1%
47 Canal Streetcar - Cemeteries (B)	6,132	38.4%	66.8%	1,460	6,097	38.4%	67.0%	730	6,096	38.4%	67.0%	730	6,124	38.4%	67.0%	1,460	-12,410	-2,873	7,300	23.1%	-58.8%
47 Canal Streetcar - Cemeteries (C)	3,710	11.6%	31.6%	730	0			0	0			0	3,710	11.6%	31.6%	730	0	0	0	0.0%	0.0%
48 Canal Streetcar - City Park / Museum (A)	12,031	26.8%	50.9%	17,520	12,020	26.8%	51.0%	17,885	12,020	26.8%	51.0%	17,885	12,023	26.8%	51.0%	17,520	-140,160	-53,279	87,965	38.0%	-62.8%
48 Canal Streetcar - City Park / Museum (B)	4,383	12.2%	28.3%	730	4,380	12.2%	28.2%	365	4,381	12.2%	28.2%	365	4,383	12.2%	28.3%	730	365	-1	0	-0.1%	0.0%
48 Canal Streetcar - City Park / Museum (C)	0			0	5,722	39.1%	66.9%	730	5,721	39.1%	66.9%	730	0			0	-730	300	0	-41.1%	0.0%
49 Loyola - Riverfront (A)	0			0	0			0	5,570	29.5%	45.3%	14,560	5,714	29.9%	46.0%	14,560	164,295,040	48,807,413	75,027,680	29.7%	45.7%
49 Loyola - Riverfront (B)	0			0	0			0	6,453	42.5%	71.1%	1,095	6,373	42.7%	72.3%	330	9,169,125	3,896,785	6,545,595	42.5%	71.4%
49 UPT - Riverfront (A)	5,500	29.2%	44.6%	14,560	5,587	29.5%	45.2%	14,560	0			0	0			0	-161,426,720	-47,343,515	-72,508,800	29.3%	44.9%
49 UPT - Riverfront (B)	6,344	42.8%	72.5%	330	6,453	42.5%	71.1%	1,095	0			0	0			0	-9,159,555	-3,894,857	-6,541,965	42.5%	71.4%
51 St. Bernard - Claiborne	31,673	31.6%	66.9%	10,910	31,162	31.5%	67.1%	11,020	31,158	31.5%	67.1%	12,045	31,656	31.6%	66.8%	12,045	67,636,960	21,221,810	44,985,270	31.4%	66.5%
52 Paris - Broadmoor	32,563	33.3%	80.5%	10,910	33,975	32.6%	80.3%	11,020	33,797	32.6%	80.2%	9,490	32,335	33.4%	80.5%	9,125	-113,876,425	-37,357,514	-92,085,735	32.8%	80.9%
53 Paris - Claiborne OWL	0			0	0			0	36,932	30.1%	69.3%	1,460	37,040	30.2%	68.8%	1,460	107,999,120	32,567,662	74,559,280	30.2%	69.0%
53-O Paris - Claiborne OWL	37,046	30.2%	68.9%	1,460	36,936	30.1%	69.3%	1,460	0			0	0			0	-108,013,720	-32,585,924	-74,603,080	30.2%	69.1%
55 Elysian Fields (A)	24,662	27.1%	72.3%	14,485	23,810	27.3%	72.9%	15,470	23,744	27.3%	73.0%	12,775	24,683	27.1%	72.1%	12,410	-115,924,140	-31,428,112	-84,612,835	27.1%	73.0%
55 Elysian Fields (B)	19,832	27.1%	69.6%	2,445	19,196	27.4%	70.3%	2,190	19,205	27.4%	70.3%	2,555	19,878	27.1%	69.4%	2,555	9,328,585	2,527,810	6,429,665	27.1%	68.9%
57 Franklin - Freret	41,092	29.4%	68.9%	10,950	42,794	29.6%	68.9%	10,950	42,734	29.7%	68.9%	10,950	41,141	29.4%	68.9%	10,950	-120,450	57,343	-229,950	-47.6%	190.9%
61 Lake Forest - Village De L'Est	20,234	33.1%	96.3%	16,020	17,400	33.4%	90.3%	16,640	17,144	33.5%	90.6%	14,965	20,185	33.0%	96.4%	14,600	-62,423,720	-20,711,800	-57,147,955	33.2%	91.5%
62 Morrison - Bullard	20,719	36.3%	96.1%	12,990	23,871	35.8%	92.0%	12,735	23,843	35.7%	92.4%	11,315	20,687	36.2%	96.1%	10,950	-76,830,800	-28,017,760	-71,461,895	36.5%	93.0%
62-O Morrison OWL	26,143	37.7%	95.6%	2,920	21,158	36.8%	91.2%	3,175	20,866	37.0%	91.5%	3,030	26,170	37.7%	95.6%	2,920	-3,873,830	-1,379,793	-3,325,665	35.6%	85.8%
66 Hayne Loop	0			0	25,305	30.9%	96.8%	8,395	25,297	30.9%	96.8%	5,840	0			0	-64,700,995	-20,004,245	-62,627,430	30.9%	96.8%
67 Michoud Loop (A)	4,893	26.5%	99.4%	9,490	7,380	25.0%	98.8%	8,270	7,382	25.0%	98.8%	5,550	4,882	26.6%	99.4%	6,570	-34,422,330	-8,815,902	-34,087,300	25.6%	99.0%
67 Michoud Loop (B)	0			0																	

## APPENDIX B: MARKETING & COMMUNICATIONS PLAN

# OVERARCHING COMMUNICATION GOALS

- **Clarity:** Ensure clarity in our communication
- **Transparency:** Be open and honest about the reasons for the service reduction and how all other options were considered prior to making this decision
- **Consistency:** Ensure that information shared across all RTA platforms is consistent
- **Feedback:** Provide rider feedback mechanisms / increase community feedback across the board
- **Empathy:** Acknowledge the impact of the changes. Show empathy toward rider concerns and / or inconveniences caused by the service reduction.
- **Support:** Provide support resources and guidance to help individuals navigate the changes smoothly. *Consider frequent Free Fare Days.*



## MEASURABLE OBJECTIVES

- **Rider Retention:** Retain 90% of existing riders within six months of reduction implementation (*Based on recent ridership data*).
- **Rider Satisfaction:** Conduct rider satisfaction survey prior to and six months following the service reduction. Maintain or improve satisfaction levels despite the service reduction.
- **Communication and Perception:** Gauge how well the message of the service reduction is received by stakeholders. Aim to achieve a positive perception within six months of the service reduction.
- **Timeliness:** 100% of stakeholders are informed at least two weeks before the service reduction implementation date (January 14).



# KEY MESSAGES

## Continuous Improvement for Service Reliability

RTA is taking decisive action to provide riders with the consistent, reliable service that they deserve.

- **New Buses:** RTA's long-term strategy includes introducing 29 new buses to our fleet in late 2024.
- **Fleet Reduction:** Our maintenance team is reducing our fleet by retiring eight buses and temporarily "sleeping" 24 buses so that each mechanic can work on fewer buses and prioritize those that take less time to repair.
- **Maintenance Innovation:** RTA is also working on creative short-term strategies to fortify our maintenance workforce including traveling diesel mechanics (when available) to support maintenance.
- **Service Reduction:** RTA is also considering an additional 15-20% reduction in January 2024 that would impact the frequency of our bus service; this will result in ZERO layoffs.



# TARGET AUDIENCES

## ▪ RTA Bus Riders

- Regular Commuters
- Occasional Riders
- Tourists / Visitors
- Persons with Disabilities
- Students
- Hospitality Workers
- Transit Dependent (Low-Income)

## ▪ Key Stakeholders

- RTA Board of Commissioners
- RTA staff
- Community leaders, partners & advocates
- Elected officials
- Influencers

## ▪ Media

- Print
- Broadcast
- Online
- Minority-owned

# STRATEGIC PARTNERSHIPS

- Community leaders/influencers
- Neighborhood Associations
- Elected Officials
- Downtown Development District
- New Orleans & Co.
- NOLA Public Schools
- Colleges & Universities
- Hospitals
- Louis Armstrong International Airport





## KEY ENGAGEMENT DATES

- **11.28.23** Board of Commissioners Meeting
- **11.28.23** DBE/SBE Workshop (Accessing Capital for Growth)
- **11.30.23** City Council Transportation Committee Meeting
- **12.6.23** Riders Advisory Committee Meeting
- **12.7.23** Operations & Administration Committee Meeting
- **12.7.23** Finance Committee Meeting
- **12.8.23** 2023 RTA Business Meeting
- **12.12.23** Board of Commissioners Meeting
- **12.18.23** Title VI Public Hearing
- **1.3.24** Riders Advisory Committee Meeting



# CHANNEL – EARNED MEDIA

MARCOM POC: David Lee Simmons

## Print

- Winter Service Change Public Hearing Ad placement (*New Orleans Advocate*)
- Op-Ed (*New Orleans Advocate*)
- Editorial boards/one-on-one interviews (*New Orleans Advocate/Gambit Weekly*)

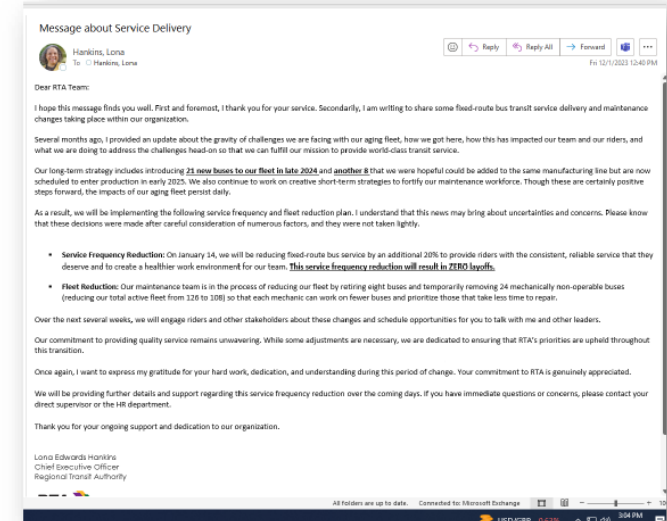
## Broadcast

- Media Availabilities as needed
- Morning/Lunch TV appearances (WDSU, WWL-TV, WVUE, WGNO, over December/January)
- WBOK appearances: “The Good Morning Show with Oliver Thomas” (December, January)
- NOLA TV Cox Channel 76 – *All Citizens Together*

# INTERNAL COMMUNICATIONS

MARCOM POC: Zach Stanfill

- All-staff email message from Lona explaining proposed changes
- Mention of Winter Service Change in Lona's holiday message
- All-staff email message week before service change goes into effect
- One-page explainer flyer throughout building
- Video message by Lona to all staff
- Executive Leadership meetings with Operators, Maintenance



# CHANNEL – EARNED MEDIA

MARCOM POC: David Lee Simmons

## Digital

- *The Advocate*
- *Verite News*
- *Louisiana Illuminator*
- *The Lens NOLA*
- *Messenger (Gentilly, Mid-City, Uptown)*

## Minority-Owned

- Editorial boards/one-on-one interviews (*New Orleans Tribune, LA Weekly, Data News Weekly*) (TBD)
- Op-Ed (*New Orleans Tribune, LA Weekly, Data News Weekly*) January
- New Orleans Agenda (email list) With news release
- Latinx (TBD)
- Vietnamese (TBD)

# CHANNEL: WEBSITE / DIGITAL

MARCOM POC: David Kroll

## ▪ Website

- Winter Service Change page
- All-lines service alert
- Events calendar
- Service Updates web page
- [Norta.com/servicechange](http://Norta.com/servicechange)

## ▪ Emails/Advisories

- News Release: Service Advisory to media
- News Release: Final Service Advisory to media (1.2.23)
- Rider's Digest (1.29.23)
- Rider's Digest (12.28.23)

## ▪ Le Pass

- In-app message
- Push notifications

## ▪ Transit App

- Banner message
- Push notifications

## ▪ CleverVision

- CV animated graphic

## ▪ SMS Notifications





# CHANNEL: SOCIAL MEDIA

**MARCOM POC:** Varion Laurent

- **Week of Nov. 27-Dec. 3**
- Save the Date post (Winter Service Schedule set to go into effect 1.14.24)
- **Week of Dec. 4-10**
- Info video: Lona addresses Winter Service Change
- **Week of Dec. 11-17**
- Post using deck slides from Operations meeting
- **Week of Dec. 18-24**
  - Post of FAQ's/myth-busting (*from Key Messages*)
  - Happy Holiday video from Lona including Winter Service Change language
- **Week of Dec. 25-31 (HOLIDAY)**
- **Week of Jan. 1-7**
  - Post reminding Winter Service Change begins Jan. 15
  - Facebook/Instagram Live, "Ask Me Anything" with Dwight Norton, Ryan Moser
- **Week of Jan. 8-14**
- Post reminding Winter Service Change begins Jan. 15
- Post of FAQ's/myth-busting (from Key Messages) (REPEAT)
- Week of Jan. 15-21
- Day-of post reminding Winter Service Change begins Jan. 15
- **Week of Jan. 22-28**
- Thank-you post to riders for their patience with schedule changes

# SERVICE CHANGE Q&A SESSIONS

MARCOM POC: Angele Wilson, Zach Stanfill

## ▪ Meet-ups in each City Council District

- District A (Smith Library, Latter Library) - *Date TBD*
- District B (Main Library, Central City Library) - *Date TBD*
- District C (Algiers Library, Alvar Library) - *Date TBD*
- District D (Norman Mayer Library Lobby) - **12/14, 3-5PM**
- District E (East New Orleans Regional Library Lobby) - **12/13, 3-5PM**

# COMMUNITY OUTREACH

**MARCOM POC:** Angele Wilson

## ▪ Community meetings/events/debrief stakeholders

- Debrief with New Orleans & Co.
- Debrief with Downtown Development District
- Debrief with Algiers Economic Development Foundation

## ▪ Neighborhood Associations/Meetings

- Debrief with New Orleans East Matters
- Algiers Neighborhood Presidents Council
- Algiers Economic Development Foundation Annual Meeting

## ▪ Canvassing

- RTA staff on-site to answer questions at main bus hubs
  - Main Library
  - East New Orleans Regional Library
  - Willy Terminal (Westbank; connects Jefferson/Orleans parishes)

▪ **NOTE:** All January meetings are currently TBD, as of 11.17.23.

▪ **NOTE:** When possible, messaging included in newsletters of all above



# PRINTED MATERIALS

MARCOM POC: Angele Young

Printed Materials	Updates Due to Marketing from Planning	Approvals Completed (Planning)	Files to Printer	Materials in Office	Distributed/ Signage Installed
Route Schedule Brochures (32)	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023
System Map Brochure	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023
Temporary Signage at Hubs	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023
Service Change Handbill / Rack Card	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023
Service Alert Pole banners for changing routes	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023
Kiosk Maps (update as needed)	11/22/2023	12/8/2023	12/13/2023	12/29/2023	1/2/2023

**NOTE:** Dates are subject to change based on outside dependencies.



# RTA LITERATURE DISTRIBUTION

**MARCOM POC:** Angele Wilson, Zach Stanfill

- New Orleans Public Libraries
- 2817 Canal Lobby
- Ferry Terminal
- New Orleans Recreation Development Commission
- Jean Lafitte National Historical Park and Preserve
- Basin Street Station
- RIDE New Orleans
- Louis Armstrong International Airport
- New Orleans and Company
- Visit/walk with Second Lines during 2023-2024 season
  - Schedule: <https://www.wwoz.org/blog/943426>
- Riders Advisory Committee Meetings (12.6.23, 1.3.24)
  - Send thank-you emails to Riders Advisory Committee list



# CUSTOMER SERVICE



## Need Assistance?

For General Rider Inquiries and  
Safety Concerns Call Our RIDELINE

**(504)248-3900**

Visit Our Website  
[www.norta.com](http://www.norta.com)



## COMMUNICATIONS TACTICS (NOV 27-DEC 3)

- **RTA:** Board of Commissioners Meeting
- **Digital:** Rider's Digest (lead item)
- **Internal/Digital:** All-staff email message from Lona explaining proposed changes
- **RTA:** DBE/SBE Workshop (Accessing Capital for Growth)
- **Outreach:** Algiers Neighborhood Presidents Council
- **Digital:** Save the Date email post

## COMMUNICATIONS TACTICS (DEC 4-10)

- **Media:** Op-Ed *New Orleans Advocate*
- **RTA/Outreach:** Riders Advisory Committee Meeting
- **Digital:** Send thank-you emails to Riders Advisory Committee list
- **RTA:** Board/Operations & Administration Committee Meeting
- **RTA:** Board/Finance Committee Meeting
- **RTA:** 2023 Business Meeting
- **Media:** Interview / Availability after December Operations & Administration Meetings
- **Outreach:** Debrief with CM Green
- **Outreach:** Debrief with New Orleans & Co.
- **Outreach:** Algiers Economic Development Foundation Annual Meeting
- **Social:** Info video: Lona addresses Winter Service Change



## COMMUNICATIONS TACTICS (DEC 11-17)

- **RTA:** Board of Commissioners Meeting
- **Media:** Media Avail (interview) following December Board of Commissioners Meeting
- **Outreach:** Debrief with Downtown Development District
- **Social:** Post using deck slides from Operations meeting

## COMMUNICATIONS TACTICS (DEC 18-24)

- **Internal/Digital:** Mention of Winter Service Change in Lona's holiday message (Week of 12.18.23)
- **RTA:** Public Hearing (Title VI)
- **Social:** Post of FAQ's/myth-busting (from Key Messages)
- **Social:** Happy Holiday video from Lona including Winter Service Change language

## COMMUNICATIONS TIMELINE (DEC 25-31)

### ▪ HOLIDAYS

- Social media: Holiday message including reference to changes in 2024

## COMMUNICATIONS TACTICS (JAN 1-7, 2024)

- **RTA/Outreach:** Riders Advisory Committee
- **Outreach/Digital:** Send thank-you emails to Riders Advisory Committee list
- **Media:** Ed boards/one-on-one interviews (***New Orleans Advocate/Gambit***)
- **Media:** Winter Service Change Ad placement (***New Orleans Advocate***)
- **Outreach:** Debrief with Algiers Econ. Dev. Foundation
- **Outreach/Marketing:** RTA Literature Distribution (Angele Wilson will coordinate distribution to stakeholders in advance of change)
- **Social:** Post reminding Winter Service Change begins
- **Social:** Facebook/Instagram Live, Q&A with Dwight, Ryan
- **Outreach:** Meet-ups in each City Council District (January)
- **Outreach:** Canvassing at Wilty

## COMMUNICATIONS TACTICS (JAN 8-14, 2024)

- **Internal/Digital:** All-staff email message week before service change goes into effect (Week of 1.8.24)
- **Social media:** Post reminding Winter Service Change begins Jan. 14
- **Media:** Reminder news release
- Morning/Lunch TV appearances (WDSU, WWL-TV, WVUE, WGNO)
- **Media:** WBOK appearances: “The Good Morning Show with Oliver Thomas”
- **Outreach:** Q&A meet-ups in each City Council District (District B, C)
- **Outreach:** Presentations to service/hospitality workers, CBD
- **Outreach:** Presentations to neighborhood associations
- **Outreach:** Canvassing at Wilty Terminal
- **Outreach:** Canvassing at Main Library



## COMMUNICATIONS TACTICS (JAN 15-21, 2024)

- **Outreach:** Canvas outside Main Library, answering questions
- **Social media:** Post reminding Winter Service Change begins TODAY (Monday)
- **Media:** Media avail (interview): All media
- **Media:** WBOK appearance: "The Good Morning Show with Oliver Thomas"

# TITLE VI DELIVERABLES

**MARCOM POC:** David Lee Simmons, Angele Young

- Newspaper Article
- Public Hearing
- Communicate Public Hearing (two weeks out-Jan. 1)
- Create Posters, Bus stop signage, Rack card, etc.
- Email for comments
- Short Survey with QR code for comments

# STAY CONNECTED WITH RTA

## ➤ **NORTA.com**

Our website offers details on routes, schedules, service alerts, news, events, and ticket/passes purchase. Explore our current projects and learn more about our work.

## ➤ **Feedback & Customer Service**

Question, comment, concern, or complaint? Complete the form below and receive a response within 3 business days

[norta.com/help-and-contacts/feedback-and-customer-service](https://norta.com/help-and-contacts/feedback-and-customer-service)

## ➤ **Rideline (504) 248-3900**

For general rider inquiries & safety concerns.  
Available daily from 5am-8pm

## ➤ **Paratransit Reservations (504) 827-7433**

Call Monday-Friday from 8am-5pm, and  
Saturday-Sunday from 8am-4pm

## ➤ **Rider's Digest**

Stay informed on latest news, upcoming events, latest successes, engage our staff, and access our services.

Subscribe on [norta.com](https://norta.com) or at our events.

[norta.com/news](https://norta.com/news)

## ➤ **Social Media**

Follow us on Facebook, X (formerly Twitter), Instagram & LinkedIn

[@neworleansrta](https://www.instagram.com/neworleansrta)

## ➤ **Riders Advisory Committee Meeting**

Open to the public and typically held the 1st Wednesday of each month to discuss RTA rider experiences.

## ➤ **How to Pay for Transit**

Discover and pay for various fares and passes for your ride on buses, streetcars, and ferries with the Le Pass App. Also purchase passes online at [norta.com/store](https://norta.com/store).

[norta.com/ride-with-us/how-to-pay/lepass](https://norta.com/ride-with-us/how-to-pay/lepass)



## **APPENDIX C: PUBLIC HEARING NOTICE AND AFFIDAVIT**



Campaign No.	64757
Today's Date	30 Nov 2023
P.O. Number	DEC 8TH PUBLIC HEARING NOTICE
Sales Rep	Mattinisha Singleton

bill-to	advertiser
REGIONAL TRANSIT AUTHORITY 2817 CANAL ST Attn: STEFAN MARKS NEW ORLEANS, LA 70119-6301 Tel: 504 299-7766 Account No: 101869	REGIONAL TRANSIT AUTHORITY 2817 CANAL ST Attn: STEFAN MARKS NEW ORLEANS, LA 70119-6301 Tel: 504 299-7766 Account No: 101869
campaign summary	cost summary
Description Start Date End Date	Campaign Amount Estimated Tax Pre-payment Amount Total
DEC 8TH PUBLIC HEARING NOTICE 12/4/2023 12/4/2023	\$369.89 \$0.00 \$#PREPAY_AMOUNT# \$369.89

Pre-Payment Details		
Pre-Payment Amount	Pre-Payment Date	Pre-Payment Card No.
No Pre-Payments on this order		

advertisement							
Line No.	Product	Description	Issue / Run Date	Size			Amount
200943	#CAMPAIGN_DESC#	Legal Open Rate	12/4/2023	138			369.89
<div><p><b>PUBLIC NOTICE</b></p><p>---</p><p><b>Regional Transit Authority - Notice of Public Hearing</b></p><p>Notice is hereby given that the New Orleans Regional Transit Authority (RTA) will hold a Public Hearing on Monday, December 18, 2023. at 2 PM</p></div>							

Line No.	Product	Description	Issue / Run Date	Size	Amount
		<p>to hear public comment about service changes to bus services. Service affected by the changes will impact the following lines: 3-Tulane-Elmwood, 8-St. Claude-Arabi, 9-Broad-Napoleon, 11-Magazine, 27-Louisiana, 31-Leonidas-Gentilly, 32-Leonidas-Treme 51-St. Bernard-Claiborne, 52-Paris-Broadmoor, 55-Elysian Fields, 61-Lake Forest-Village de L'Est, 62-Morrison-Bullard, 66-Hayne Loop, 67-Michoud Loop, 84-Galvez-Lower 9, 91-Jackson-Esplanade, 103-General Meyer Local, 105-Algiers Local, 114A-Garden Oaks-Sullen, 114B-Garden Oaks-Woodland.</p> <p>The public hearing will be held at the New Orleans Public Library's Main Library, 219 Loyola Ave., New Orleans, LA 70112. Copies of a presentation describing the service changes are available for public review online at <a href="http://www.norta.com">www.norta.com</a> or at RTA's Office, 2817 Canal Street, New Orleans, LA 70119 from 8:00 AM to 5:00 PM weekdays.</p> <p><b>How to Comment about the Service Changes</b> You may attend the public hearing or write to us at RTA, ATTN: RTA Service Changes, 2817 Canal</p>			

Page 2 of 7 | Order 64757



Line No.	Product	Description	Issue / Run Date	Size	Amount
		<p><b>Time Changes, 2017 Canal Street, New Orleans, LA 70119.</b> You may your comments to <a href="mailto:outreach@norta.com">outreach@norta.com</a>. Please add <b>2023 Public Hearing</b> in the subject line of your email. You may also telephone RTA's Rideline at (504) 248-3900 with your comments. Comments about specific route or timetable changes or the Social Equity Report must be received by RTA no later than by 4:30 PM on December 18, 2023.</p> <p><b>Language Interpretation</b> Any person who requires language interpretation or special communication accommodations is encouraged to contact RTA at (504) 248-3900 or via email at <a href="mailto:outreach@norta.com">outreach@norta.com</a>. Every reasonable effort will be made to accommodate your needs.</p> <p><b>Assistance for People with Disabilities</b> For individuals with disabilities, assistive services or copies of public documents can be provided in an alternate format. Please call (504) 248-3900 or (504) 827-7833 (for persons with a hearing impairment) by December 11, 2023, a minimum of 5 working days prior to the public hearing.</p>			
1		This Public Hearing			

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Line No.	Product	Description	Issue / Run Date	Size	Amount
		<p>1. This Public Hearing conforms to requirements described in the Federal Transit Administration's Circular 4702.1B, published October 1, 2012.</p> <p>2. RTA does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities.</p> <p>3. RTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.</p> <p><b>Rideline: 504-248-3900, <a href="http://www.RTAForward.org">www.RTAForward.org</a></b></p> <p>64757-dec 4-1t</p>			
200944	#CAMPAIGN_DESC#	Legal Online Zero	12/4/2023	138	0.00
<p style="text-align: center;"><b>PUBLIC NOTICE</b> - - -</p> <p style="text-align: center;"><b>Regional Transit Authority - Notice of Public Hearing</b></p> <p>Notice is hereby given that the New Orleans Regional Transit Authority (RTA) will hold a Public Hearing on Monday, December 18, 2023, at 2 PM to hear public comment about service changes to</p>					

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Line No.	Product	Description	Issue / Run Date	Size		Amount
		<p>bus services. Service affected by the changes will impact the following lines: 3-Tulane-Elmwood, 8-St. Claude-Arabi, 9-Broad-Napoleon, 11-Magazine, 27-Louisiana, 31-Leonidas-Gentilly, 32-Leonidas-Treme 51-St. Bernard-Claiborne, 52-Paris-Broadmoor, 55-Elysian Fields, 61-Lake Forest-Village de L'Est, 62-Morrison-Bullard, 66-Hayne Loop, 67-Michoud Loop, 84-Galvez-Lower 9, 91-Jackson-Esplanade, 103-General Meyer Local, 105-Algiers Local, 114A-Garden Oaks-Sullen, 114B-Garden Oaks-Woodland.</p> <p>The public hearing will be held at the New Orleans Public Library's Main Library, 219 Loyola Ave., New Orleans, LA 70112. Copies of a presentation describing the service changes are available for public review online at <a href="http://www.norta.com">www.norta.com</a> or at RTA's Office, 2817 Canal Street, New Orleans, LA 70119 from 8:00 AM to 5:00 PM weekdays.</p> <p><b>How to Comment about the Service Changes</b> You may attend the public hearing or write to us at RTA, ATTN: RTA Service Changes, 2817 Canal Street, New Orleans, LA 70119. You may your</p>				

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Line No.	Product	Description	Issue / Run Date	Size	Amount
		<p>comments to <a href="mailto:outreach@norta.com">outreach@norta.com</a>. Please add 2023 Public Hearing in the subject line of your email. You may also telephone RTA's Rideline at (504) 248-3900 with your comments. Comments about specific route or timetable changes or the Social Equity Report must be received by RTA no later than by 4:30 PM on December 18, 2023.</p> <p><b>Language Interpretation</b> Any person who requires language interpretation or special communication accommodations is encouraged to contact RTA at (504) 248-3900 or via email at <a href="mailto:outreach@norta.com">outreach@norta.com</a>. Every reasonable effort will be made to accommodate your needs.</p> <p><b>Assistance for People with Disabilities</b> For individuals with disabilities, assistive services or copies of public documents can be provided in an alternate format. Please call (504) 248-3900 or (504) 827-7833 (for persons with a hearing impairment) by December 11, 2023, a minimum of 5 working days prior to the public hearing.</p> <p>1. This Public Hearing conforms to requirements described in the</p>			

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Line No.	Product	Description	Issue / Run Date	Size	Amount
		<p>RTA is committed to the Federal Transit Administration's Circular 4702.1B, published October 1, 2012.</p> <p>2. RTA does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities.</p> <p>3. RTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.</p> <p><b>Rideline: 504-248-3900, <u><a href="http://www.RTAForward.org">www.RTAForward.org</a></u></b></p> <p>64757-dec 4-1t</p>			

**COPY OF ADVERTISEMENT**

## APPENDING D: PUBLIC HEARING YARD SIGN

# SAVE THE DATE

Important public meeting regarding the  
winter service frequency change

## Public Hearing

Monday, Dec. 18 • 2 p.m. - 4:30 p.m.

Main Library, 219 Loyola Ave.

**For More Information**

[norta.com/servicechange](https://norta.com/servicechange)

Rideline: 504-248-3900

Text RTAUpdates to: 41411




## APPENDIX E: PUBLIC HEARING & RAC PRESENTATION SLIDES



## Bus Winter Service Change – January 14, 2024

This is a Bus Only Service Change. The Rail Service Change will happen after Mardi Gras.

### JANUARY 2024

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



## Routes Without Frequency Changes

31 - Leonidas - Gentilly	62-O - Morrison OWL
32 - Leonidas - Treme	68 - Little Woods Loop
45 - Lakeview Loop	80 - Desire - Louisa
51 - St. Bernard - Claiborne	86 - St. Maurice - Chalmette
53-O - Paris - Claiborne OWL	91 - Jackson - Esplanade
55 - Elysian Fields	201 - Kenner Loop
57 - Franklin-Freret	202 - Airport Express

## Summary of Winter 2024 Service Changes

Arriving Approx. Every 20-30 Minutes	Arriving Approx. Every 30-40 Minutes	Arriving Approx. Every 40-50 Minutes	Arriving Approx. Every 50-60 Minutes	Arriving Approx. Every 60+ Minutes
<ul style="list-style-type: none"> <li>• 3-Tulane-Elmwood</li> <li>• 8-St. Claude-Arabi</li> <li>• 9-Broad-Napolean</li> </ul>	<ul style="list-style-type: none"> <li>• 11-Magazine</li> <li>• 61-Lake Forrest-Village De L'Est</li> <li>• 62-Morrison-Bullard</li> </ul>	<ul style="list-style-type: none"> <li>• 52-Paris Broadmoor</li> <li>• 84-Galvez-L9</li> <li>• 103-General Meyer Local</li> <li>• 114A-Garden Oaks-Sullen &amp;</li> <li>• 114B-Garden Oaks-Woodland</li> </ul>	<ul style="list-style-type: none"> <li>• 27-Louisiana</li> <li>• 67-Michoud Loop</li> </ul>	<ul style="list-style-type: none"> <li>• 66-Hayne Loop</li> <li>• 105-Algiers Local</li> </ul>

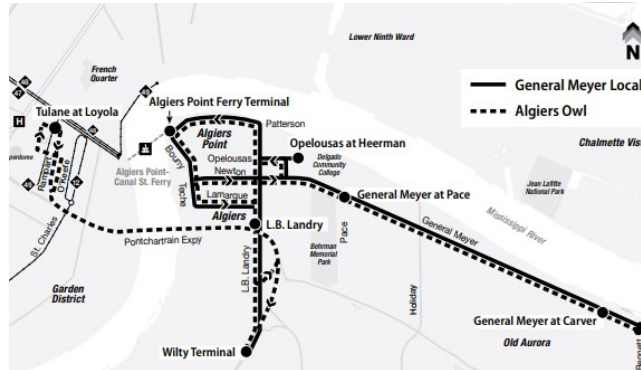
**Additional Changes:**

- 103 General Meyer Local extended to main Library Hub.



## 103-General Meyer Local Extended to Downtown

This route will be extended to the Main Library Downtown. The bus stop will be the same as the 103-Owl and The 114A/114B.



## Map of Routes With Changes Vs. Routes Without Changes

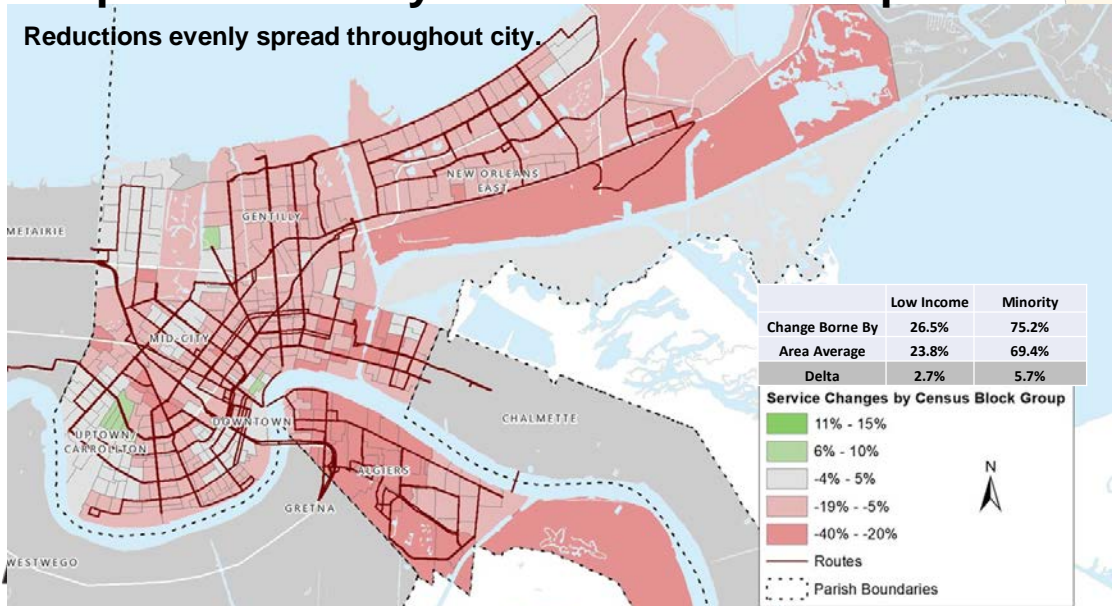
KEY	
Lines <u>With</u> Changes	Red
Lines <u>Without</u> Changes	Blue





## Trip Difference by Census Block Group

Reductions evenly spread throughout city.



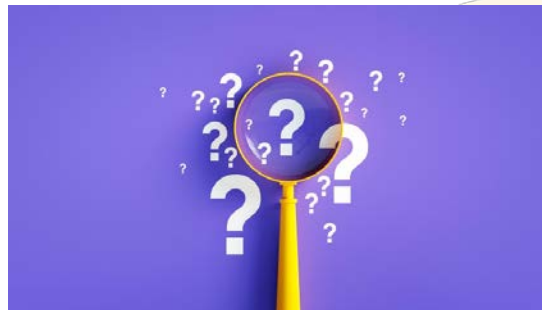
## Winter Service Change – January 14, 2024

<u>Line</u>	<u>Current Headway</u> ( Started 9/ 10/2023	<u>New Headway</u> (Starts 1/14/2023
3 - Tulane - Elmwood	20	Decreased to 24 minutes
8 - St. Claude - Arabi	18	Decreased to 24 minutes
9 - Broad - Napoleon	20	Decreased to 23 minutes
11 - Magazine	24	Decreased to 33 minutes
27 - Louisiana	35	Decreased to 53 minutes
52 - Paris - Broadmoor	34	Decreased to 44 minutes
61 - Lake Forest - Village de L'Est	24	Decreased to 30 minutes
62 - Morrison - Bullard	24	Decreased to 30 minutes

## Winter Service Change – January 14, 2024

<u>Line</u>	<u>Current Headway</u> <u>(Started 9/10/2023)</u>	<u>New Headway</u> <u>(Starts 1/14/2023)</u>
66- Hayne Loop	35	Decreased to 70 minutes
67 - Michoud Loop	30	Decreased to 60 minutes
84 - Galvez - L9	30	Decreased to 45 minutes
103 - General Meyer Local	30	Decreased to 45 minutes
105 - Algiers Local	40	Decreased to 80 minutes
114A - Garden Oaks - Sullen	30	Decreased to 40 minutes
114B - Garden Oaks - Woodland L'Est	30	Decreased to 40 minutes

## Service Comments, Questions, or Concerns?





## **APPENDIX F: COMMUNITY FEEDBACK CARDS, 12/18/23 Public Hearing**



I'm a retiree, but I use public transit daily from N.E. East  
to Canal.

The Newshires has failed riders living in Orleans Parish.  
need the service return to prior to implementation.  
needs the return of Crowder  
emissions to resume route to Little Woods.

R the buses to be (cleaning, etc.)  
W need the return of the Go Mobile App, reduced  
time location of buses. How will BRT benefit East

RTA is not responsible for any information provided by the public. The RTA is not responsible for any information provided by the public. The RTA is not responsible for any information provided by the public.



*Buses*

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*re*

*Busby day service*

---

---

---

*Anything*

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It's my main form of transportation. I use it to go to the grocery store and as a back-up to either get my son to school or home if his school bus is out or he's missed it.

The delays or breakdowns that occurs on a daily basis. Plus, we are never, or hardly ever, given any word or information about breakdown, nor any other option when this happens.

We need to have more, and better, operating buses on the line. Plus, we also need more consistency in scheduling, especially specially for the who rely on the bus everyday.

RTA is committed to providing safe, reliable, and efficient transit service to all customers. We are currently reviewing our operations and will be implementing changes to improve service in the future.





*This would help me  
to consider using it*

*I have a <sup>8?</sup> difficult a  
long walk ~~to~~ would need closer stops. I noticed  
the to Eastbank no longer passes  
somewhere*

*No for Alquis buses.  
If the wait times are effective shares throughout  
the bus line, then I would agree*

Information on this page is for informational purposes only.  
It is not intended to be used as a basis for any legal action.  
The RTA does not warrant the accuracy or completeness of the information.



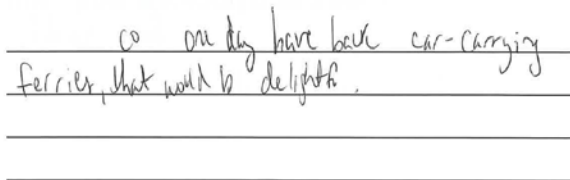
↔

MOBI T, S E L

EXT S, REASE FREQ Y

TAY

Any person who knowingly or recklessly discloses information from this document to the public, or who discloses information from this document to the public in violation of the RTA's privacy policy, may be subject to criminal penalties under the RTA's privacy policy.



76



Own car

I'm here to collect info for co-workers

Waiting time needs to shorter

RTA is committed to providing the highest quality of service to our customers. We are currently reviewing our service levels and will be implementing changes to improve our service. We will be implementing changes to improve our service.



<sup>e</sup>  
Regularly/Daily Doctor Appointments, Grocery Shopping.

<sup>yo</sup>  
The R. A. System is Broken and needs more routes to serve the Poorer Communities

Bring Back the St Bernard/L.C. Senior/  
St Anthony

RTA is a public utility and is not a government agency.  
RTA is not a government agency and is not a government agency.  
RTA is not a government agency and is not a government agency.



Funding for famy. consistency in funding

Steady service accessibility





Central City / Use, bus 57+91  
Hopping Lehman Festivals  
Walmart French Quarter  
Armstrong Park / Ferry Station - to  
Christmas lights

are your c  
able to app. calls the number  
to get a bus. Don't come for  
streets too many people (tourist)  
(slow) Wait times too long

at improvement  
N where to sit elements. People  
sleeping on bench begging for money  
& don't catch the bus  
Weekend needs to be more reliable.

The information contained herein is confidential and intended for the use of the person(s) to whom it is addressed. It is not to be distributed outside the intended recipient(s) without the express written consent of the person(s) to whom it is addressed.



recreat

ies' ges

Fullerton is a city in the Orange County, California, United States. It is located in the Orange County, California, United States. The city is located in the Orange County, California, United States.



# New Orleans Regional Transit Authority

2817 Canal Street  
New Orleans, LA 70119

## Board Report and Staff Summary

File #: 24-011

### Operations & Administration Committee

Office of Internal Audit and Compliance's Confidentiality Policy (GEN12)

DESCRIPTION: Adoption of the Office of Internal Audit and Compliance Confidentiality Policy

AGENDA NO: [Click or tap here to enter text.](#)

ACTION REQUEST: ☒ Approval ☐ Review Comment ☐ Information Only ☐ Other

### RECOMMENDATION:

Authorization for the Chief Executive Officer to implement the agency's Office of Internal Audit and Compliance's Confidentiality of Internal Audit Records Policy (GEN12).

### ISSUE/BACKGROUND:

In accordance with the Office of Internal Audit and Compliance's (OIAC) purpose established in its internal audit charter, the OIAC provides independent and objective assurance and consulting services designed to add value to RTA and improve its operations.

The nature of internal audit work requires that the OIAC has unrestricted access to all RTA financial, operational, and strategic information, activities, physical properties, personnel, and information systems. Because of the sensitivity of the information involved, the OIAC is responsible for the control, safeguarding, and security of communications and information in its possession, whether created or acquired.

### DISCUSSION:

Dissemination of audit communications and information should be strictly prohibited except where allowed, to ensure the confidentiality and integrity of the agency and the Office of Internal Audit and Compliance, and to ensure compliance with the professional standards of the Institute of Internal Auditors relating to ethics, integrity, and confidentiality.

### FINANCIAL IMPACT:

None

### NEXT STEPS:

With board approval, the confidentiality policy will be placed on the intranet for immediate access by all employees.

### ATTACHMENTS:

1. Resolution

2. Confidentiality Policy

Prepared By: Lynette Doyle  
Title: Director of Internal Audit and Compliance

Reviewed By: Gizelle Banks  
Title: Chief Financial Officer



Lona Edwards Hankins  
Chief Executive Officer

3/21/2024

Date

RESOLUTION NO. \_\_\_\_\_

STATE OF LOUISIANA

PARISH OF ORLEANS

---

**AUTHORIZATION TO ADOPT THE CONFIDENTIALITY OF INTERNAL AUDIT RECORDS  
POLICY (GEN12)**

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Introduced by Commissioner \_\_\_\_\_, seconded by  
Commissioner \_\_\_\_\_.

**WHEREAS**, the Board of Commissioners of the Regional Transit Authority (RTA) governs and sets agency policy for the Regional Transit Authority; and

**WHEREAS**, the RTA created the Office of Internal Audit and Compliance (OIAC) to provide independent, objective assurance and consulting services that add value to and improve the operations of RTA; and

**WHEREAS**, the Internal Audit Charter gives the OIAC unrestricted access to all RTA confidential and non-confidential information, activities, physical properties, information systems and personnel; and

**WHEREAS**, the OIAC is responsible for the control, safeguarding, and security of information and communications in its possession, whether created or acquired; and

**RESOLUTION NO. \_\_\_\_\_**  
**PAGE TWO**

**WHEREAS**, the purpose of this policy is to establish protocols for and ensure awareness of the confidentiality of internal audit communications and the sharing of that information;

**NOW THEREFORE BE IT RESOLVED** that the Board of Commissioners of the Regional Transit Authority approves and adopts the Confidentiality Policy of the Office of Internal Audit and Compliance.

**THE FOREGOING WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF AND RESULTED AS FOLLOWS:**

**YEAS:** \_\_\_\_\_  
**NAYS:** \_\_\_\_\_  
**ABSTAIN:** \_\_\_\_\_  
**ABSENT:** \_\_\_\_\_

**AND THE RESOLUTION WAS ADOPTED ON THE 23RD DAY OF APRIL, 2024.**

---

**MARK RAYMOND, JR.**  
**CHAIRMAN**  
**RTA BOARD OF COMMISSIONERS**





## **Confidentiality of Internal Audit Records**

**(GEN12)**

### **POLICY STATEMENT**

The New Orleans Regional Transit Authority (RTA) will implement a confidentiality policy for all information, whether acquired, created, or distributed by the Office of Internal Audit and Compliance.

### **PURPOSE**

The purpose of this policy is to establish protocols for and ensure awareness of the confidentiality of internal audit communications, and the sharing of that information.

### **APPLICATION**

This policy applies to all RTA employees. This policy is not intended to supplant RTA policy (GEN-10) Public Records Request. All requests made pursuant to the Public Records Request policy will be handled accordingly. If a conflict occurs between this policy and a Collective Bargaining Agreement (CBA), the collective bargaining agreement will prevail.

### **ADOPTED BY:**

The RTA Board of Commissioners on 3/26/2024, Resolution 24-011.

### **APPROVED BY:**

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Lona Edwards Hankins  
Chief Executive Officer

Effective Date: 3/26/2024  
Date of Last Review: 3/26/2024



Regional Transit Authority

## **1.0 GENERAL**

In accordance with the OIAC's purpose established in the internal audit charter, the OIAC provides independent and objective assurance and consulting services designed to add value and improve the organization's operations.

The nature of internal audit work requires that the OIAC have unrestricted access to all RTA confidential and non-confidential information (financial, operational, etc.), activities, physical property, information systems and personnel.

Because of the sensitivity of information involved, the OIAC is responsible for the control, safeguarding and security of communications and information in its possession, whether acquired or created. This policy establishes a protocol for the dissemination of OIAC communications by employees who have access to or have in their possession those communications.

## **2.0 INFORMATION SHARING WITHIN RTA**

Employees of departments/divisions/units engaged by the OIAC through an audit, compliance review, consulting/advising request, special request, surveys, or any other type of official act routinely receive information pertinent to the engagement. Employees who have access to or have in their possession OIAC communications are prohibited from sharing, distributing or communicating in any manner to any employee within the agency.

OIAC communications include audit reports, audit work papers, electronic communications (email, text), memorandum, audit reviews, summary reports, surveys, or any other communications in any format.

Employees are permitted to share OIAC communications in their possession with other RTA employees under the following circumstances:

- other employees who are engaged or involved in the same audit engagement and or those who are required to fulfill corrective action plans
- required by law (court order/subpoena)
- prior written authorization granted by the Director of Audit and Compliance

## **2.1 INFORMATION SHARING WITH PARTIES EXTERNAL TO RTA**

Any employee who has in his/her possession OIAC communications in any format is strictly prohibited from disseminating this information to anyone not employed by RTA (including third-party contractors, vendors, and contract workers) without prior written authorization by the Director of Audit and Compliance.

Confidentiality Policy (GEN12)



Regional Transit Authority

All requests for access to or copies of OIAC records by external parties that are not made pursuant to a public records request, should be forwarded to the OIAC office. The Director of Audit and Compliance will obtain the approval of the Chief Executive Officer and/or legal counsel prior to releasing such records, as appropriate.

## **2.2 INFORMATION SHARING WITH EXTERNAL AUDITORS**

The Director of Audit and Compliance will approve and coordinate access to audit engagement records requested by external auditors.

## **2.3 PUBLIC RECORDS REQUESTS**

Any requests for records created, obtained or in the possession of the OIAC made pursuant to Louisiana Revised Statute 44, Public Records, shall be handled in accordance with RTA policy (GEN-10) Public Records Request.

## **3.0 DEFINITION OF TERMS**

**Audit Communications** – Any and all information disseminated from and/or received by the OIAC including but not limited to audit reports (draft and final), electronic communications (text, email), surveys, memorandum, and summary reports.

**Audit Work Papers** – Any and all information created, used, or retained in the course of an audit or consulting engagement or review. Examples include but are not limited to documents, schedules, worksheets, graphs, charts.

## **4.0 FLOWCHARTS**

N/A

## **5.0 REFERENCES**

- Public Records Requests (GEN10)

## **6.0 ATTACHMENTS**

N/A

## **7.0 PROCEDURE HISTORY**

## **8.0 SPONSOR DEPARTMENT**

Office of Internal Audit and Compliance

This policy will be reviewed annually and updated as necessary.

Confidentiality Policy (GEN12)



## Board Report and Staff Summary

File #: 24-045

### Operations & Administration Committee

A Cooperative Endeavor Agreement (CEA) between Jefferson Parish and the Regional Transit Authority (RTA)

DESCRIPTION: Request to execute a CEA with Jefferson Parish & the RTA to provide round-trip paratransit service across parish lines.	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other	

#### RECOMMENDATION:

Authorize the CEO to approve a Cooperative Endeavor Agreement (CEA) between Jefferson Parish and the RTA on how paratransit services are delivered in the region.

#### ISSUE/BACKGROUND:

In 2022 the Regional Planning Commission (RPC) commissioned Texas A&M Transportation Institute to study the delivery of paratransit service and operations in the region. This 11-month study culminated with specific recommendations for each agency to implement that will improve efficiency and service delivery to our communities.

#### DISCUSSION:

This CEA identifies the respective service area and eliminates transfers. Historically the two agencies would hand off passengers at or near the parish boundaries, this was eliminated in mid-March of 2022. Since then, the RTA has been providing one-way return trips for residents of Jefferson Parish. This requires clients of both agencies to book two one-way trips, this is a burden for clients and an inefficient use of the RTA's resources.

This CEA provides clear guidance based on the recommendations of the Texas A&M Transportation Institutes report, that each agency should provide round trip service into the neighboring parish based on the residency of the client.

#### FINANCIAL IMPACT:

It is projected that this will either be a cost savings to the RTA or be cost neutral as it drastically reduces the agency footprint.

#### NEXT STEPS:

Upon Board approval, staff will execute the Cooperative Endeavor Agreement.

#### ATTACHMENTS:

1. Resolution
2. Draft of the CEA document

Prepared By: Dawn Collins  
Title: Executive Assistant

Reviewed By: Gizelle Banks  
Title: Chief Financial Officer

Reviewed By: Justin Cayless  
Title: Chief Transit Officer



Lona Edwards Hankins  
Chief Executive Officer

6/3/2024

Date

RESOLUTION NO. \_\_\_\_\_

**STATE OF LOUISIANA  
PARISH OF ORLEANS**

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**Cooperative Endeavor Agreement between the Regional Transit Authority (RTA)  
and Jefferson Parish**

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**WHEREAS**, Art. VII, Sec. 14(C) of the Louisiana Constitution of 1974 provides that for a public purpose, the State and its political subdivisions may engage in cooperative endeavors with each other, with the United States or its agencies, or with any public or private organization, corporation or individuals; and

**WHEREAS**, as indicated by LSA-R.S. 48:1651 *et al.*, Regional Transit Authority (RTA), a statutorily created local political body of the State of Louisiana with the constitutional and statutory authority to contract, including entering into Cooperative Endeavor agreements; and

**WHEREAS**, RTA and Jefferson Parish are authorized to enter into this Cooperative Endeavor Agreement pursuant to La. R.S. 33:1324 which permits any parish, municipality or political subdivision of the state, or any combination thereof, to make agreements between or among themselves for purposes of mass transportation; and

**WHEREAS**, RTA and Jefferson Parish have Mobility Impaired Transportation Systems (“MITS”), which provide transportation for persons with disabilities who are unable to use fixed route transit services; and,

**WHEREAS**, there are currently “transfer points” between both PARTIES, wherein a MITS rider would have to transfer from one agency’s MITS vehicle to another in order to go to and from Orleans and Jefferson Parish; and,

**WHEREAS**, this transfer between PARTIES requires the MITS passenger to pay two fares for a single trip; and;



**WHEREAS**, The Regional Planning Commission (RPC) commissioned a study to improve the operations of LIFT and MITS. The Texas A&M Transportation Institute issued

**RESOLUTION NO.** \_\_\_\_\_

**Page 2**

a report on 2/15/2023 which can be found at <https://www.norpc.org/wp-content/uploads/2023/03/Final-Report-Volume-I-LIFT-021523.pdf>; and

**WHEREAS**, the report recommends that the Paratransit rider call the system based on residency location and arrange for the entire round trip with that agency; and

**WHEREAS**, to eliminate this “double-fare ride” between Orleans Parish and Jefferson Parish, the PARTIES agree to remove the “transfer points” and instead complete the full route; and;

**WHEREAS**, the public purpose of the Project is described as the mutual cooperation and coordination among regional transportation agencies and projects will provide Parish residents who are MITS riders more seamless and quicker trips and will eliminate the current “double-fare ride” between Parishes; and

**WHEREAS**, the RTA desires to cooperate with Jefferson Parish in the implementation of the project as hereinafter provided by entering into a five-year agreement with the option to renew for an additional five years;

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Commissioners of the Regional Transit Authority (RTA) that the Chairman of the Board or his designee, is authorized to receive and execute a Cooperative Endeavor Agreement (CEA) with Jefferson Parish for the purpose of providing clear guidance based such that each agency will provide round trip service into neighboring parishes based on the residency of the client.

RESOLUTION NO. \_\_\_\_\_

Page 3

THE FOREGOING WAS READ IN FULL; THE ROLL WAS CALLED ON THE  
ADOPTION THEREOF AND RESULTED AS FOLLOWS:

YEAS: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSTAIN: \_\_\_\_\_

ABSENT: \_\_\_\_\_

AND THE RESOLUTION WAS ADOPTED ON THE \_\_\_\_ DAY OF \_\_\_\_\_, 2024.

---

MARK RAYMOND, JR  
CHAIRMAN  
BOARD OF COMMISSIONERS

**COOPERATIVE ENDEAVOR AGREEMENT  
BETWEEN  
THE PARISH OF JEFFERSON  
AND  
REGIONAL TRANSIT AUTHORITY**

This Agreement is made and entered into as of the date of full execution by the parties, as evidenced by the electronic signatures, by and between the Parish of Jefferson, State of Louisiana, (hereinafter, referred to as “PARISH”) represented herein by Scott A. Walker, Council Chairperson of the Jefferson Parish Council, the Parish’s governing authority, duly authorized to act pursuant to Resolution No. \_\_\_\_\_ adopted on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, and Regional Transit Authority (hereinafter called “RTA”) represented by Lona E. Hankins, its Chief Executive Officer. PARISH and RTA may be referred to herein as “PARTY,” individually, and “PARTIES,” collectively.

**WHEREAS**, Art. VII, Sec. 14(C) of the Louisiana Constitution of 1974 provides that for a public purpose, the State and its political subdivisions may engage in cooperative endeavors with each other, with the United States or its agencies, or with any public or private organization, corporation or individuals; and

**WHEREAS**, PARISH is a constitutionally and statutorily-created local political body of the State of Louisiana with the constitutional and statutory authority to contract, including entering into Cooperative Endeavor agreements; and

**WHEREAS**, as indicated by LSA-R.S. 48:1651 *et al.*, RTA statutorily-created local political body of the State of Louisiana with the constitutional and statutory authority to contract, including entering into Cooperative Endeavor agreements; and

**WHEREAS**, PARISH and RTA are authorized to enter into this Cooperative Endeavor Agreement pursuant to La. R.S. 33:1324 which permits any parish, municipality or political subdivision of the state, or any combination thereof, to make agreements between or among themselves for purposes of mass transportation; and

**WHEREAS**, both the PARISH and RTA have Mobility Impaired Transportation Systems (“MITS”), which provide transportation for persons with disabilities who are unable to use fixed route transit services; and,

**WHEREAS**, there are currently “transfer points” between both PARTIES, wherein a MITS rider would have to transfer from one agency’s MITS vehicle to another in order to go to and from Orleans and Jefferson Parish; and,

**WHEREAS**, this transfer between PARTIES requires the MITS passenger to pay two fares for a single trip; and;

**WHEREAS**, The Regional Planning Commission (RPC) commissioned a study to improve the operations of LIFT and MITS. The Texas A&M Transportation Institute issued a report on 2/15/2023 which can be found at <https://www.norpc.org/wp-content/uploads/2023/03/Final-Report-Volume-I-LIFT-021523.pdf>; and

**WHEREAS**, the report recommends that the Paratransit rider call the system based on residency location and arrange for the entire round trip with that agency; and

**WHEREAS**, to eliminate this “double-fare ride” between Orleans and Jefferson Parish, the PARTIES agree to remove the “transfer points” and instead complete the full route; and;

**WHEREAS**, the PARISH will now provide MITS services into Orleans Parish from Jefferson Parish and RTA will now provide MITS services into Jefferson Parish from Orleans Parish; and;

**WHEREAS**, the end point service areas for MITS rides of RTA will include all of Jefferson Parish and the end point service areas for MITS rides of the PARISH will include all of Orleans Parish; and,

**WHEREAS**, PARISH is authorized by Section 1.07 of the Jefferson Parish Charter to enter into this Agreement to operate public transportation systems; and

**WHEREAS**, the public purpose of the Project is described as the mutual cooperation and coordination among regional transportation agencies and projects will provide Parish residents who are MITS riders more seamless and quicker trips and will eliminate the current “double-fare ride” between Parishes; and

**WHEREAS**, the transfer or expenditure of public funds or property is not a gratuitous donation; and

**WHEREAS**, the citizens of Jefferson Parish will benefit from the efforts of these parties working together in that the elimination of multiple calls/reservations and transfer points at Parish lines to coordinate trips and all riders’ benefits will include a reduction in cost per trip and a reduction in wait times; and

**WHEREAS**, PARISH desires to cooperate with RTA in the implementation of the project as hereinafter provided.

**NOW, THEREFORE**, PARISH and RTA hereby agree as follows:

**1.0 Services/ Deliverables**

**1.1** PARISH will provide Mobility Impaired Transportation Systems “MITS” services into Orleans Parish from Jefferson Parish.

**1.2** RTA will provide MITS services into Jefferson Parish from Orleans Parish.

**1.3** PARTIES will forego the “transfer points” and instead complete the full route.

**2.0 Payment.** There are no direct costs associated with this agreement. Use this language when PARISH is providing use of property or equipment and no funding is provided.

**3.0 Term of Agreement.** Except in the case of earlier termination, as hereafter specifically provided, the term of this Agreement shall commence on the date of execution and end on midnight of the date immediately preceding the fifth anniversary. By mutual agreement of the PARTIES and written consent of the Jefferson Parish Council, this agreement may be renewed for an additional five (5) year term.

**4.0 Termination.** The terms of this Agreement shall be binding upon the PARTIES hereto until the work has been completed and accepted by PARISH, but this Agreement may be terminated under any or all of the following conditions:

- a. By mutual agreement and consent of the PARTIES hereto.
- b. By PARISH as a consequence of the failure of RTA to comply with the terms or quality of work in a satisfactory manner, proper allowance being made for circumstances beyond the control of RTA, provided PARISH will give RTA written notice of any such failure and ten (10) days to cure any such failure.
- c. By either PARTY upon failure of the other PARTY to fulfill its obligation as set forth in the Agreement.
- d. By PARISH for cause by issuing RTA thirty (30) days written notice.
- e. By PARISH for convenience by issuing RTA thirty (30) days written notice.

**5.0 Force Majeure.** Neither PARTY to this Agreement shall be responsible to the other PARTY hereto for any delays or failure to perform caused by any circumstances reasonably beyond the immediate control of the party prevented from performing, including, but not limited to, acts of God.

**6.0 Indemnification.** RTA shall indemnify and hold harmless PARISH against any and all claims, demands, suits, costs, liabilities or judgments for sums of money, and fines or penalties asserted by any person, firm or organization for loss of life or injury or damages to person or property, in connection with the services required to be performed by RTA under this Agreement.

Further, RTA hereby agrees to indemnify PARISH for all reasonable expenses and attorney’s fees incurred by or imposed upon PARISH in connection therewith for any loss, damage, injury or other casualty pursuant to this section. RTA further agrees to pay all reasonable expenses and attorney’s fees incurred by PARISH in establishing the right to indemnity pursuant to the provisions of this Section.

Parish shall indemnify and hold harmless RTA against any and all claims, demands, suits, cost, liabilities or judgements for sums of money, and fines or penalties asserted by any person, firm or organization for loss of life or injury or damages to person or property, in connection with the services required to be performed by PARISH under this agreement.

Further, PARISH hereby agrees to indemnify RTA for all reasonable expenses and attorney’s fees incurred by or imposed upon RTA in connection therewith any loss, damage, injury, or other casualty pursuant to this section. RTA further agrees to pay all reasonable expenses and attorney’s fees incurred by RTA in establishing the right to indemnity pursuant to the provisions of this Section.

**7.0 Notice.** All notices and correspondence required to be sent shall be by U.S. Certified Mail – Return Receipt Requested, or via nationally recognized overnight courier service addressed as follows:

PARISH: Scott A. Walker  
COUNCIL CHAIRPERSON  
Jefferson Parish Council  
200 Derbigny Street, Suite 6200  
Gretna, Louisiana 70053

RTA: Lona E. Hankins  
CHIEF EXECUTIVE OFFICER  
2817 Canal Street  
New Orleans, Louisiana 70119

**8.0 Assignment.** This Agreement shall be binding upon the successors and assigns for the PARTIES hereto. This Agreement shall not be assigned or subcontracted in whole or in part by RTA as to the services to be performed hereunder without the written consent of PARISH.

**9.0 Employment of Parish Personnel.** RTA certifies that it has not employed and will not employ any person to engage in the performance of this Agreement who is, presently, or at the time of such employment, an employee of PARISH.

**10.0 Jurisdiction.** This Agreement shall be deemed to be made under the laws of the State of Louisiana, and for all purposes shall be interpreted in its entirety in accordance with the laws of said State. RTA hereby agrees and consents to the jurisdiction of the courts of the State of Louisiana over its person. The PARTIES hereto agree that the sole and exclusive jurisdiction and venue for any suit or proceeding brought pursuant to this contract shall be the 24<sup>th</sup> Judicial District Court for the Parish of Jefferson, State of Louisiana.

**11.0 Severability.** If any provision of this Agreement is held invalid by a Court of competent jurisdiction, such provision will be deemed amended in a manner which renders it valid, or if it cannot be so amended, it will be deemed to be deleted. Such amendment or deletion will not affect the validity of any other provisions of this Agreement.

**12.0 Inspector General.** It shall be the duty of every parish officer, employee, department, agency, special district, board, and commission and the duty of every contractor, subcontractor, and licensee of the parish, and the duty of every applicant for certification of eligibility for a parish contract or program, to cooperate with the inspector general in any investigation, audit, inspection, performance review, or hearing pursuant to JPCO 2-155.10(19). By signing this document, every corporation, partnership, or person contracting with PARISH, whether by cooperative endeavor, bid, proposal, application or solicitation for a parish contract, and every application for certification of eligibility for a parish contract or program, attests that it understands and will abide by all provisions of JPCO 2-155.10.

**13.0 Entire Agreement.** This Agreement constitutes the entire Agreement between PARISH and RTA, and supersedes all prior negotiations, representations or Agreements, either written or oral. This Agreement may be amended only by written instrument signed by both PARISH, through its Council Chairman, and RTA by its authorized representative.

This Agreement is fully executed on the latest date indicated below.

**DATE:** **PARISH OF JEFFERSON**

\_\_\_\_\_  
BY: \_\_\_\_\_

**Scott A. Walker, Council Chairperson  
Jefferson Parish Council**

**DATE:**

**REGIONAL TRANSIT AUTHORITY**

\_\_\_\_\_

**BY: \_\_\_\_\_  
Lona E. Hankins  
Chief Executive Officer**





# New Orleans Regional Transit Authority

2817 Canal Street  
New Orleans, LA 70119

## Board Report and Staff Summary

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**File #:** 24-059

**Operations & Administration Committee**

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[Committee PowerPoint Presentation]



*June 13, 2024*


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, June 13, 2024, 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](mailto: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](mailto: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**

[O&A Meeting Minutes – May 9, 2024]

24-05





# ***Agenda***

## **4. Committee Chairman's Report**



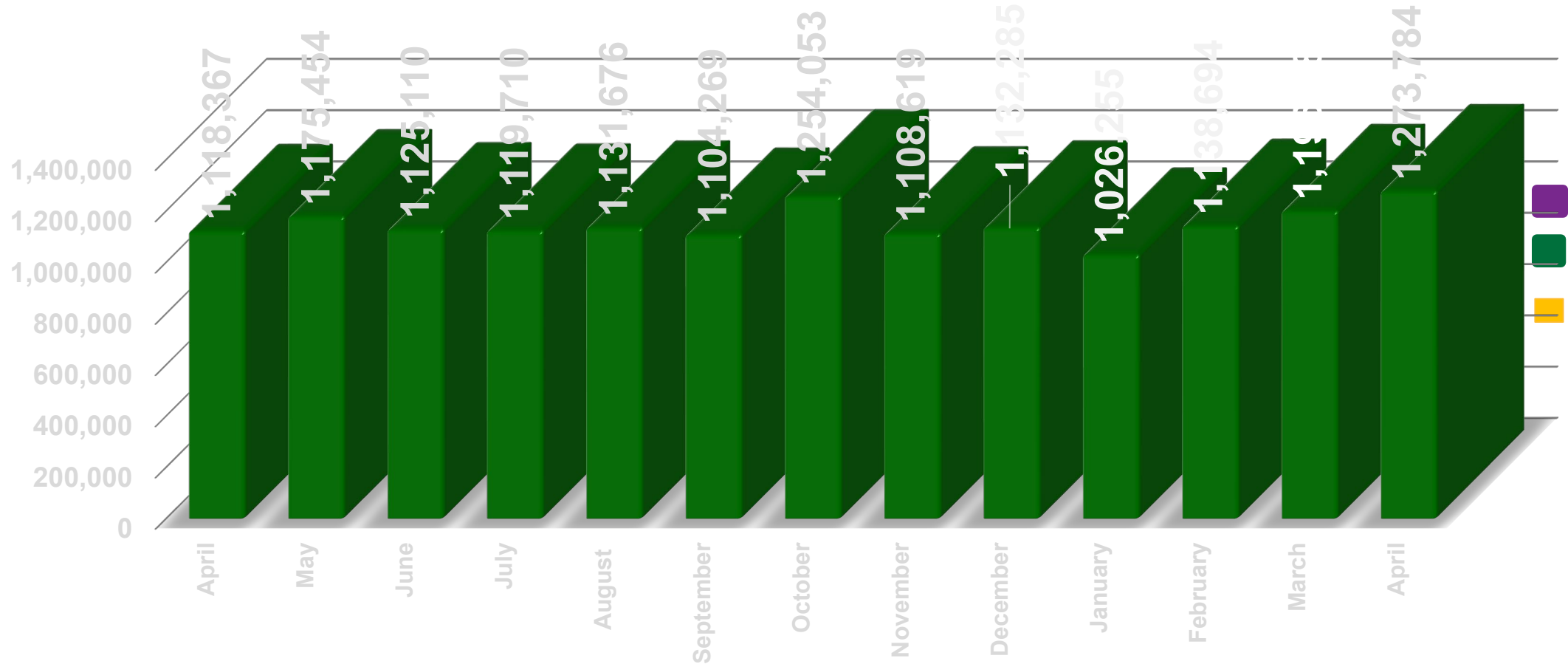
# ***Agenda***

## **5. Chief Executive Officer's Report**



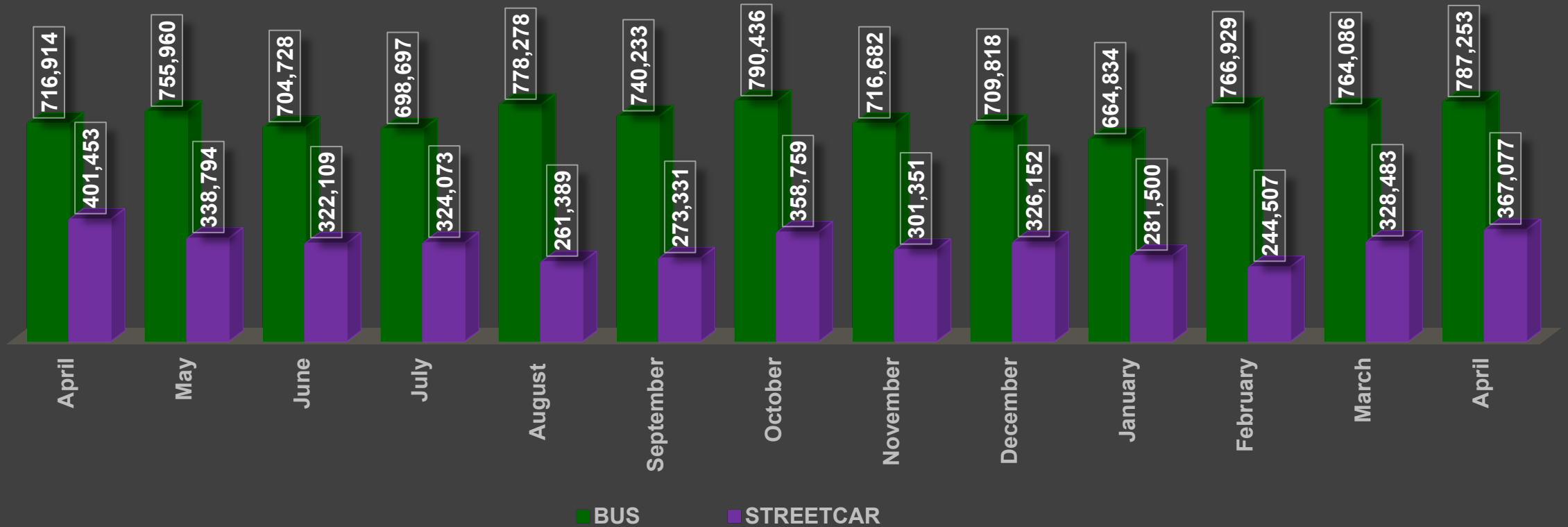
# ***Agenda***

## **6. Chief Transit Officer's Report**

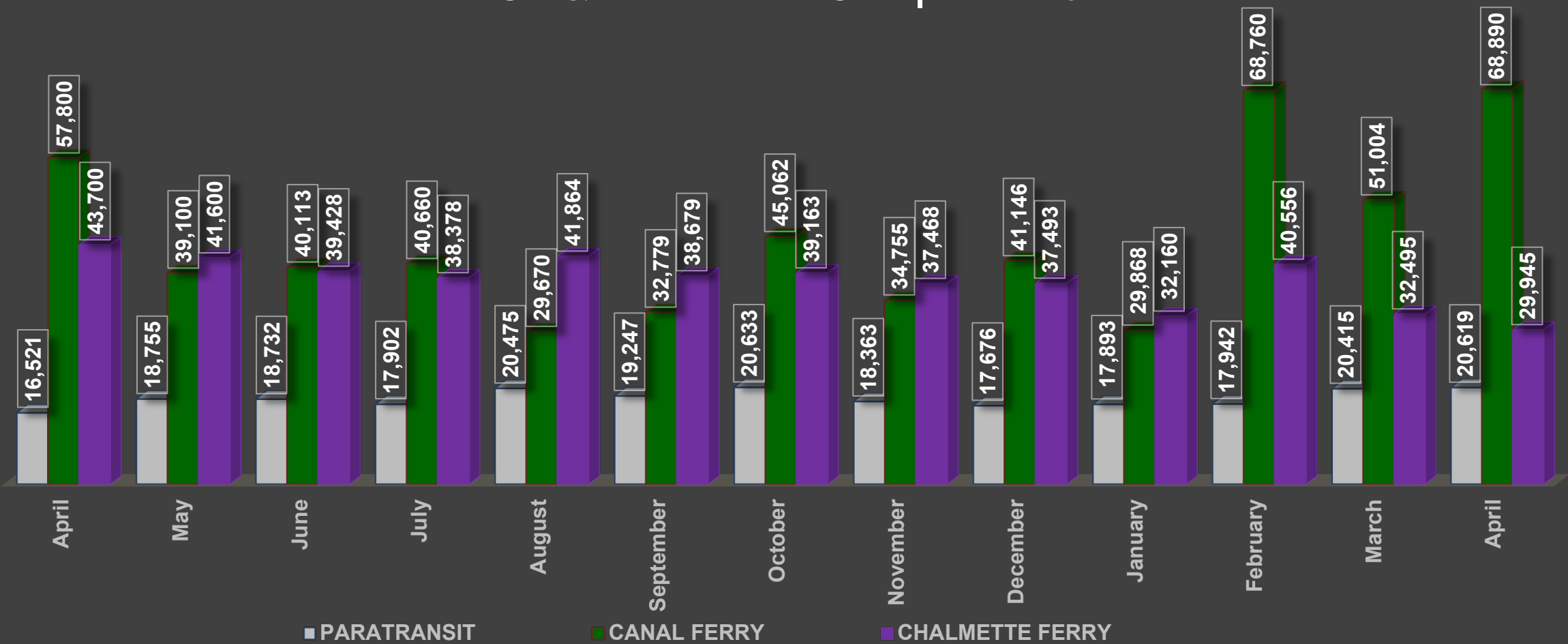


## TOTAL RIDERSHIP - BUS, STREETCAR, PARATRANSIT & FERRY

## BUS & STREETCAR RIDERSHIP | APRIL 2024

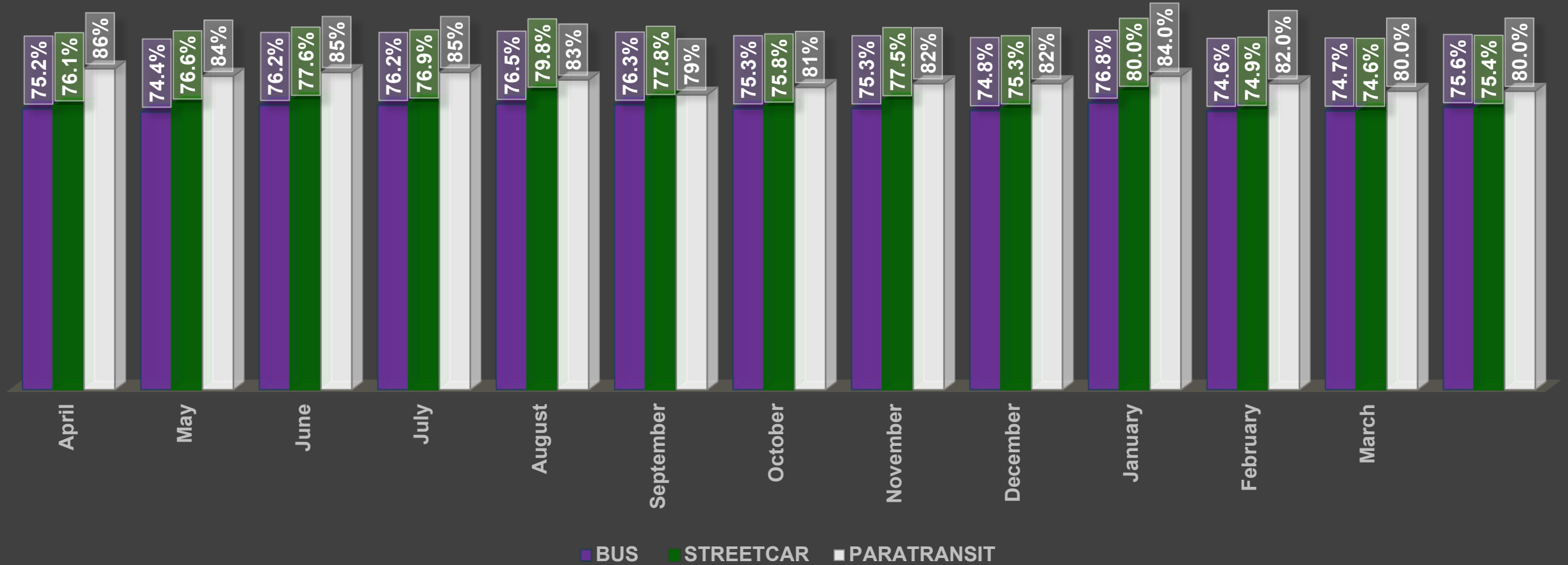


# PARATRANSIT & FERRY RIDERSHIP | APRIL 2024



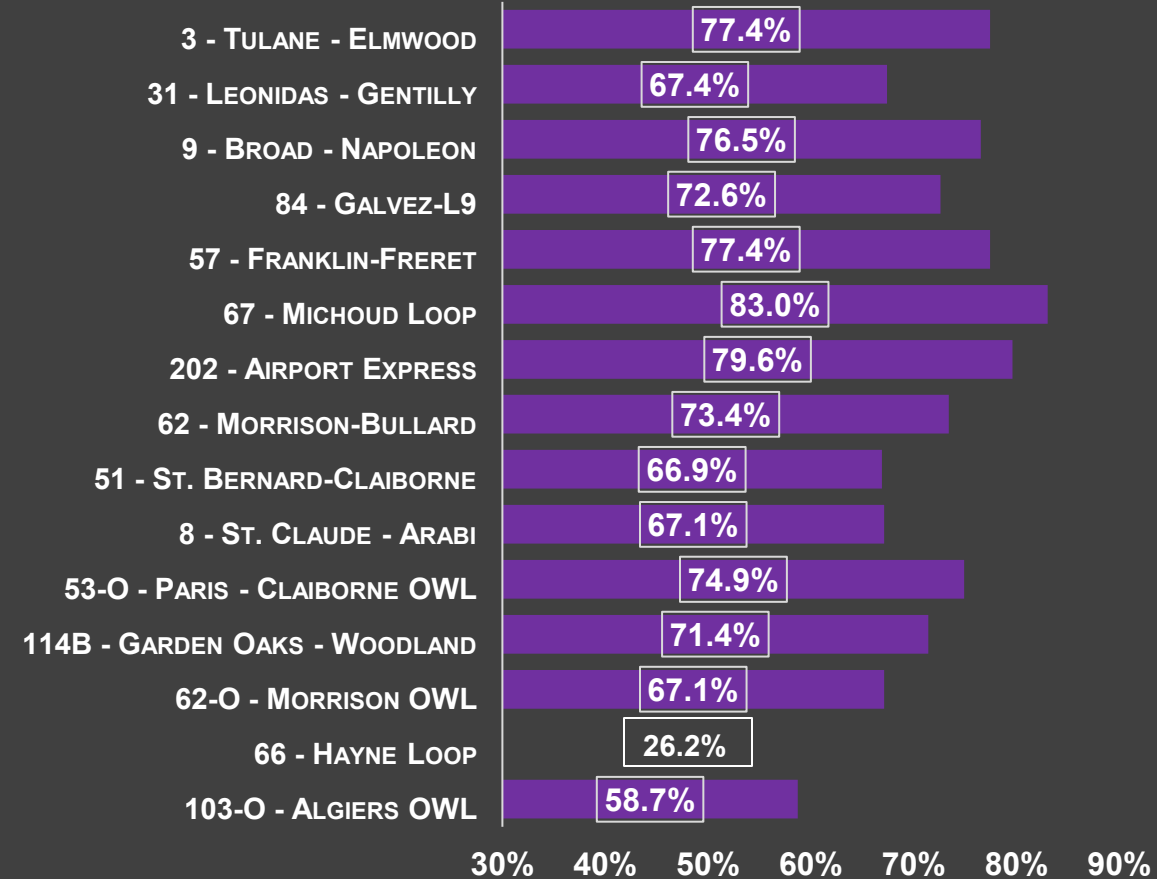
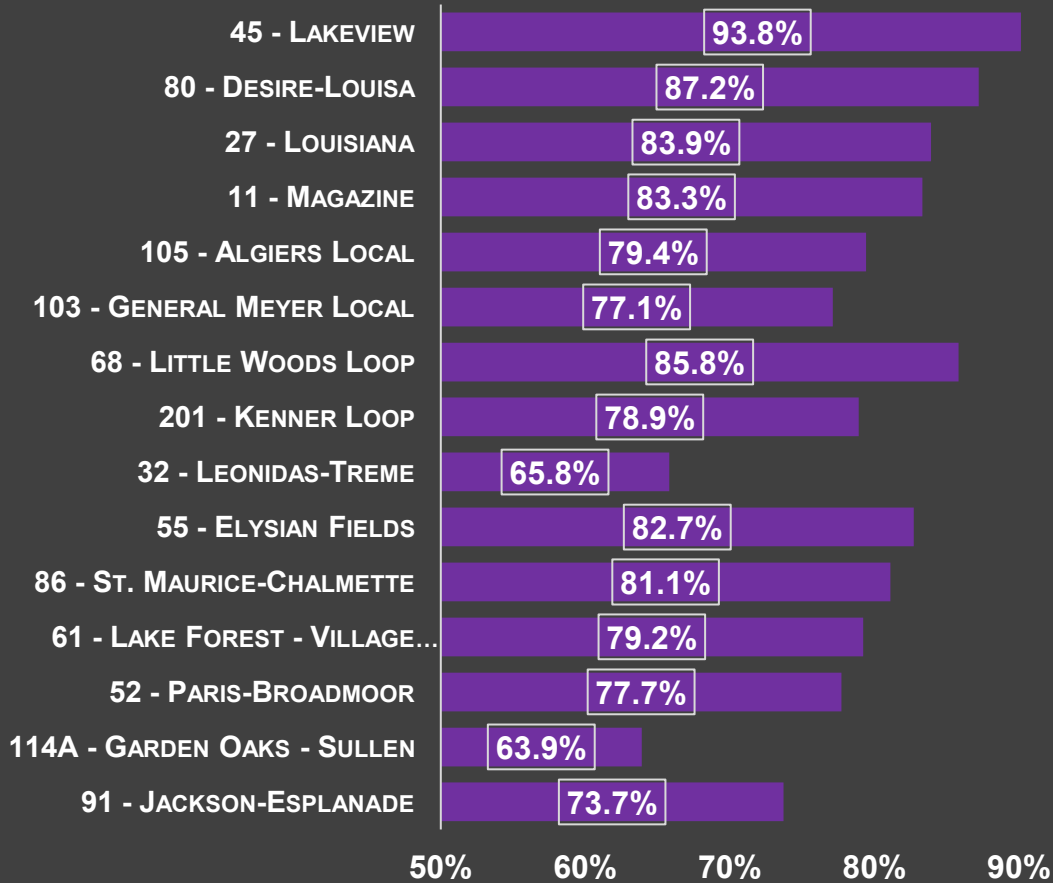


## ON-TIME PERFORMANCE | BUS, STREETCAR & PARATRANSIT

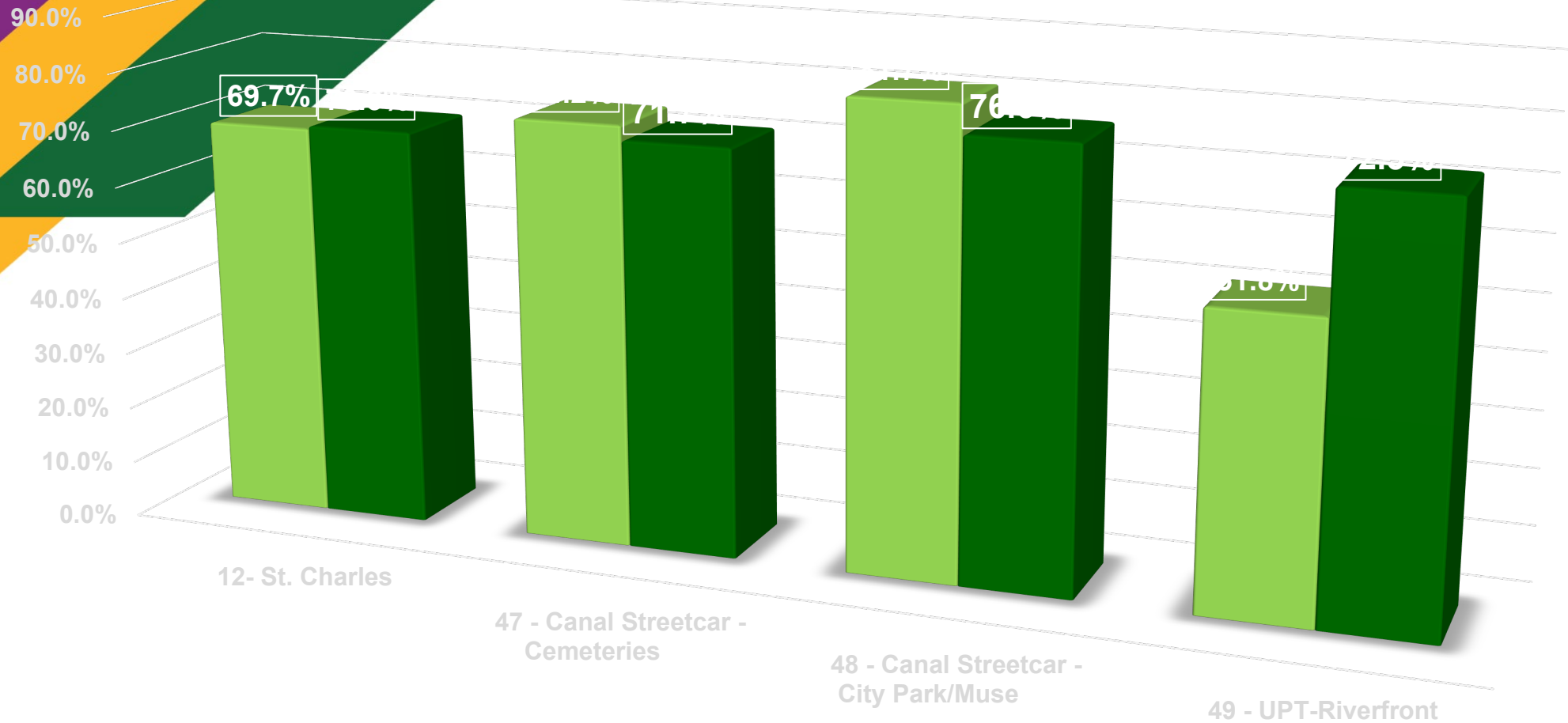


## ON-TIME PERFORMANCE BUS, STREETCAR, AND PARATRANSIT

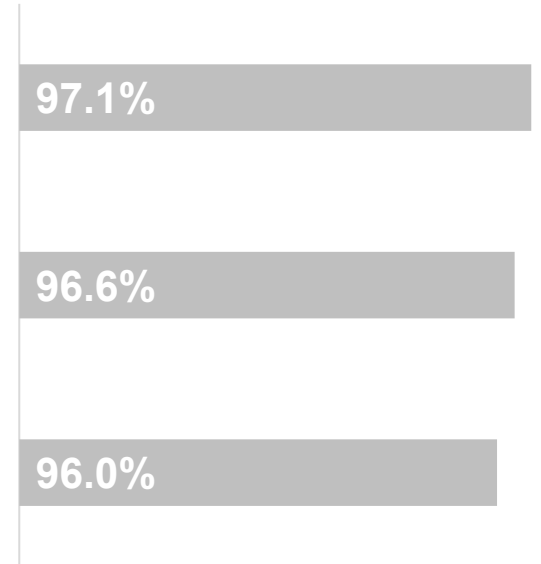
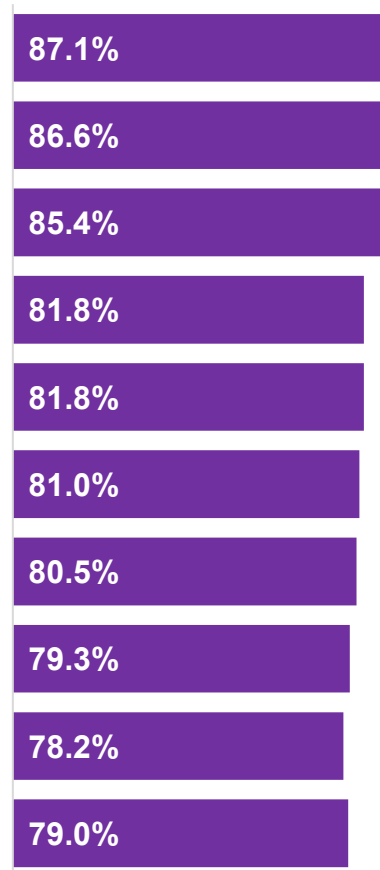
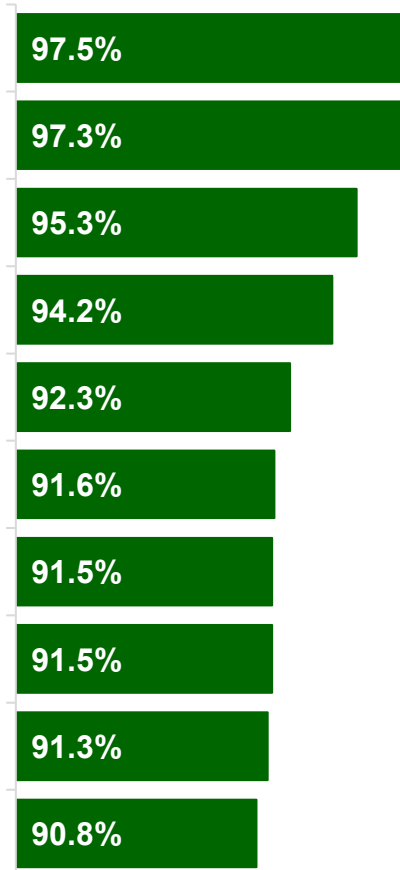
# BUS ON-TIME PERFORMANCE BY ROUTE



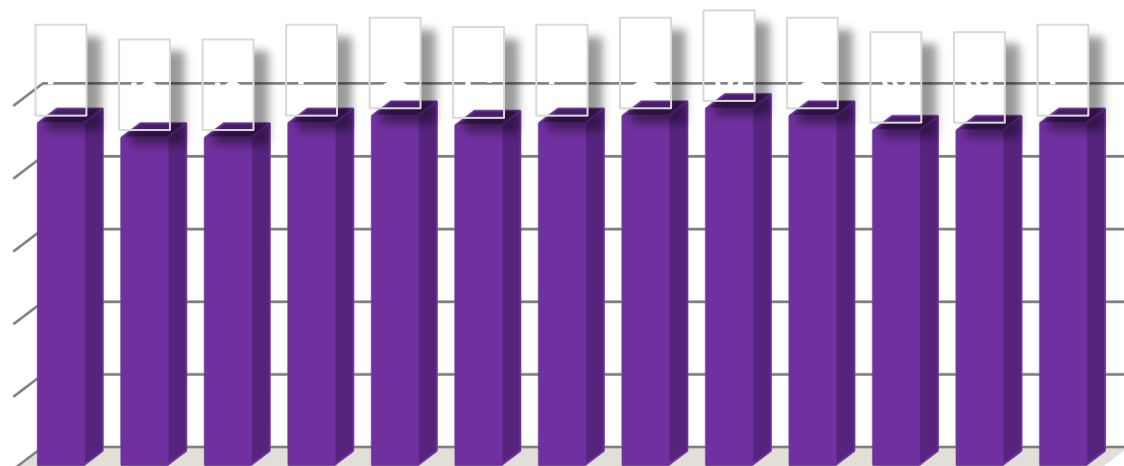
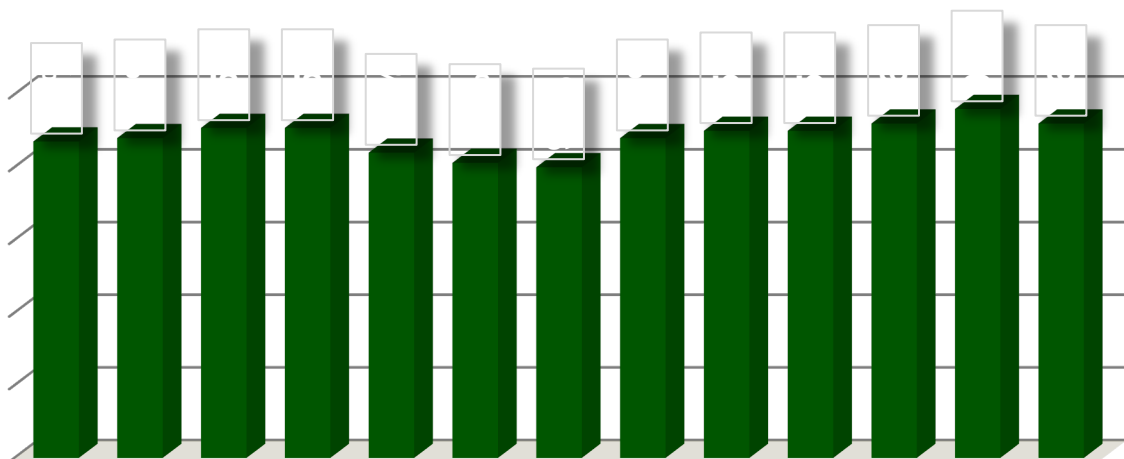
# STREETCAR OTP | MARCH AND APRIL 2024



## ON-TIME PERFORMANCE STREETCAR

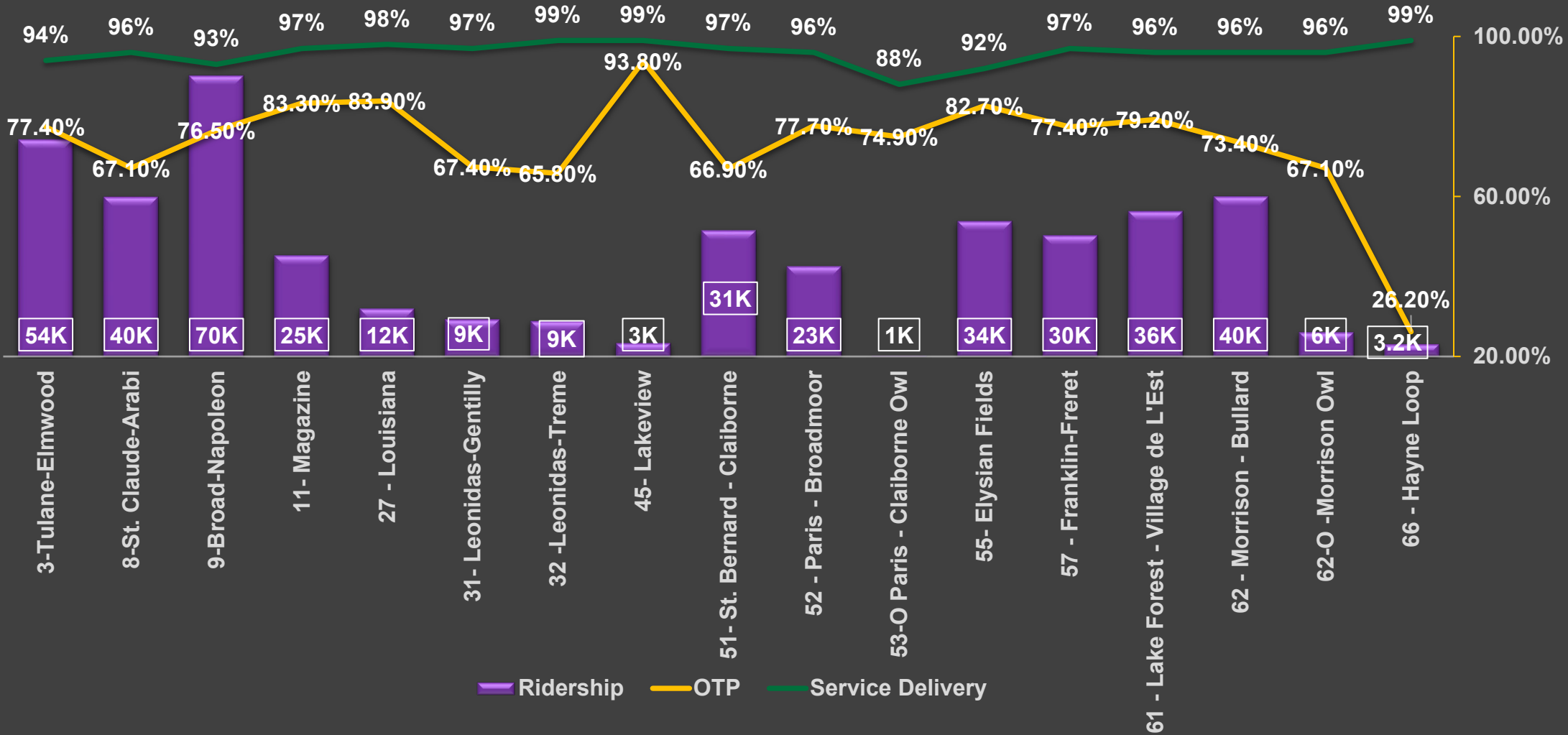


## TOP ON-TIME *PERFORMER* BY MODE

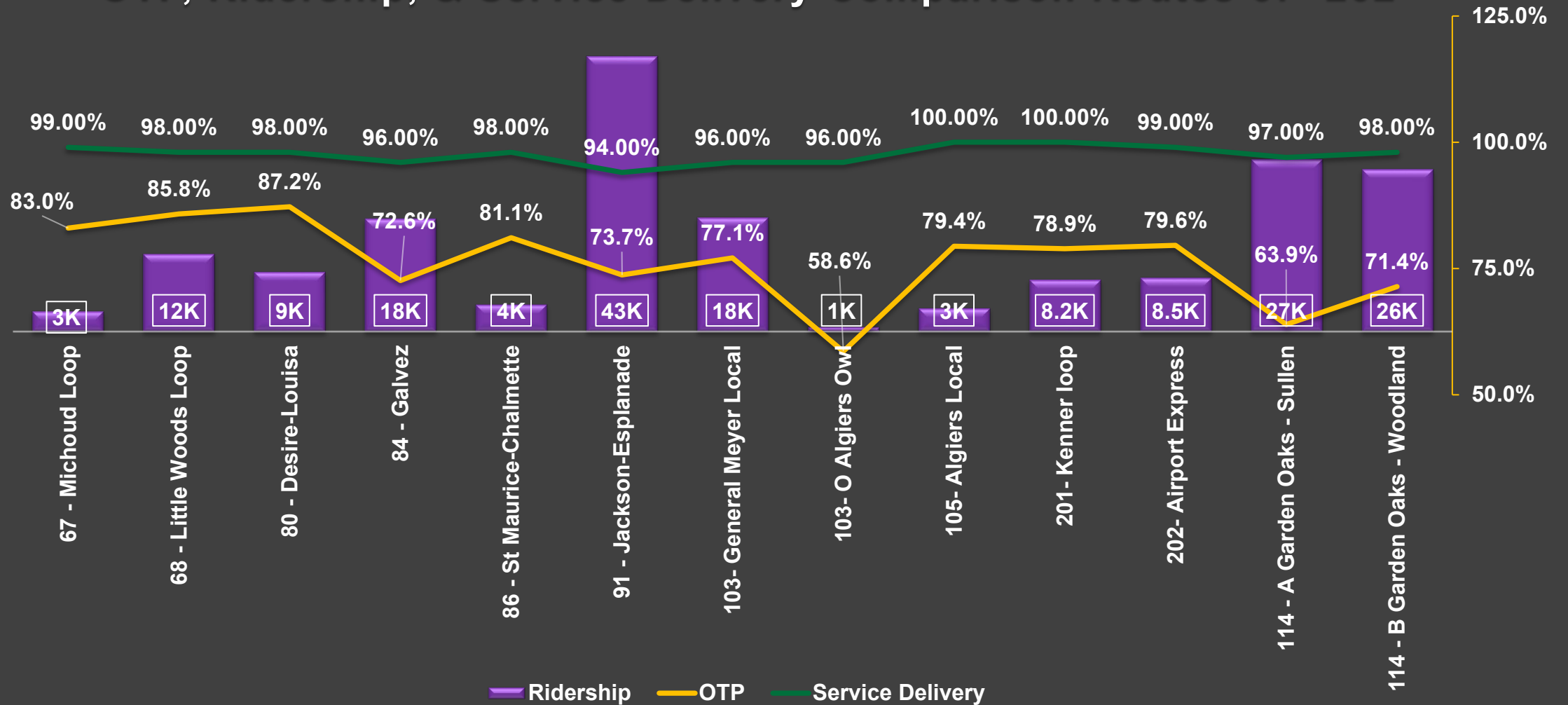


# OTP, RIDERSHIP, & SERVICE DELIVERY COMPARISON ROUTES 3 – 66

OTP %



# OTP, Ridership, & Service Delivery Comparison Routes 67- 202



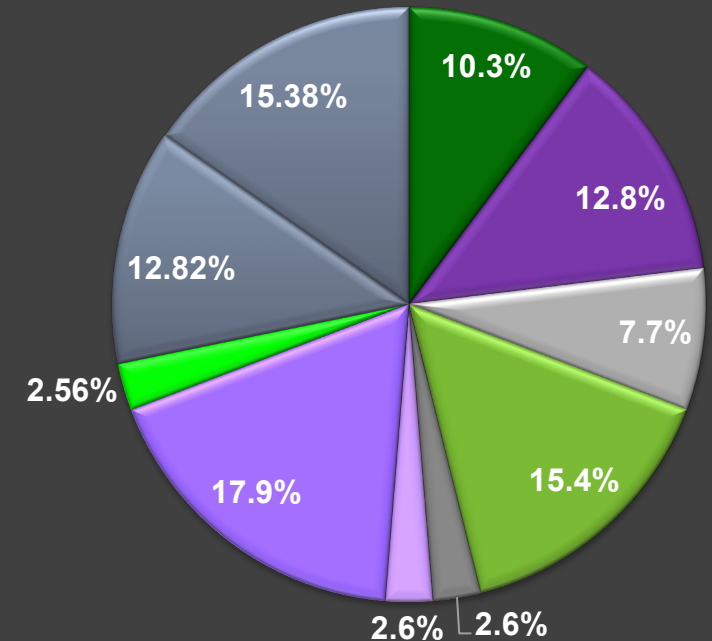


## LONG-TERM DETOURS AFFECTING ALL MODES

Routes Affected by Long-Term Detours	Cause
3 - Saratoga/Canal	Road Construction
8 – Rampart/Canal	Road Construction
27 - Toledano/Claiborne	Road Construction
31 - Leonidas/Gentilly	Road Construction
32 – Leonidas/Treme	Road Construction
55 – Rampart/Canal	Hole in Street
62 – Desire/Chef	Road Construction
66 – Morrison/Mayo	Road Construction
91 – Rampart/Canal	Road Construction

## PERCENTAGE OF TEMPORARY DETOURS BY CAUSE

- Road Closure/Traffic
- Second Line/Parade
- Civilian Accident
- Police Activity
- Assist Canal Ferry
- Flooding
- Construction
- Bridge Closure
- Roadwork
- Accident





# *Questions?*



*June 8, 2023*

# **Regional Transit Authority**

## **On-Time Performance**



# RTA On-Time Performance (OTP)

## RTA Timeline of OTP

- OTP audit completed in December 2021:
  - Findings from audit:
    1. RTA reports OTP to the Board of Commissioners without any guardrails around which metric is calculated and without reporting other metrics to contextualize levels of service.
    2. RTA lacks any internal, formalized policies, processes, or procedures for calculating OTP.
    3. RTA's process for calculating OTP features several manual data adjustments, introducing risk of inconsistent monthly reporting.
    4. Organizational roles and responsibilities for calculating OTP are non-existent, leading to potential controls and conflict of interest issues.
    5. RTA lacks an Agency-wide data integrity policies, which introduces risk to RTA and creates potential risks around re-creating or backing up historic calculations.
- Findings 1-4 were addressed directly with the development of Service and Reliability SOP and the revised Service Standards Policy. Adopted by the Board of Commissioners March 23, 2021 and revision made on March 22, 2022.



# Defining On-Time Performance (OTP)

**On-time performance (OTP)** - A transit vehicle is considered “on time” if it departs a location within a certain number of minutes after and/or before the scheduled time (TCRP 88).

- OTP measures how often (% of the time) vehicles are adhering to their written schedules.

$$\frac{\text{services on time}}{\text{total services}} \times 100\%$$

- RTA Board of commissioners adopted “RTA Service Standards” on March 23, 2021.
  - Establishes OTP as 1 minute before (early) scheduled departure and 7 minutes after (late) scheduled departure from established timepoints or arrives at the end of the line.
  - Goal for OTP is **85%**
  - Current monthly range 75-80%
- New Orleans RTA Fixed Route:
  - 1914(Bus) & 200(Rail) Stops
  - 287(Bus) & 65(Rail) Timepoints
  - 1560(Bus) & 550(Rail) Daily trips
  - Average spacing of 10 minutes apart on each route.

<https://www.fdot.gov/docs/default-source/transit/pages/BestPracticesinEvaluatingTransitPerformanceFinalReport.pdf>



# Industry Review: “Top 20 Agencies”

Agency	Early (minutes)	Late (Minutes)
<a href="#">MTA New York City Transit (MTA measures Customer Journey Time Performance, rather than on-time performance)</a>	1	5
<a href="#">Los Angeles Metro</a>	1	5
<a href="#">Chicago Transit Authority</a>	1	5
<a href="#">Southeastern Pennsylvania Transportation Authority (Philadelphia)</a>	0	6
<a href="#">New Jersey Transit</a>	0	6
<a href="#">MTA Bus Company (New York City)</a>	1	5
<a href="#">Washington Metropolitan Area Transit Authority</a>	2	7
<a href="#">San Francisco Muni</a>	1	4
<a href="#">Massachusetts Bay Transportation Authority(for buses that come every 15 minutes or more frequent) (Boston)</a>	0	3
<a href="#">King County Metro (Seattle)</a>	1	5
<a href="#">Maryland Transit Administration (Baltimore)</a>	2	7
<a href="#">Denver RTD</a>	1	5
<a href="#">The Bus (Honolulu)</a>	2	5
<a href="#">Houston METRO</a>	0	5
<a href="#">TriMet (Portland)</a>	1	5
<a href="#">Minneapolis Metro Transit</a>	1	5
<a href="#">Miami-Dade Transit</a>	0	5
<a href="#">Metropolitan Atlanta Rapid Transit Authority</a>	0	5
<a href="#">Port Authority of Allegheny County (Pittsburgh)</a>	1	6
<a href="#">RTC (Las Vegas)</a>	0	5

**Transit Center, 2018, *Your Bus Is On Time. What Does That Even Mean?*** <https://transitcenter.org/bus-time-even-mean/>



Route with stops and timepoints.

Route 24



Route with timepoints only.

Route 24







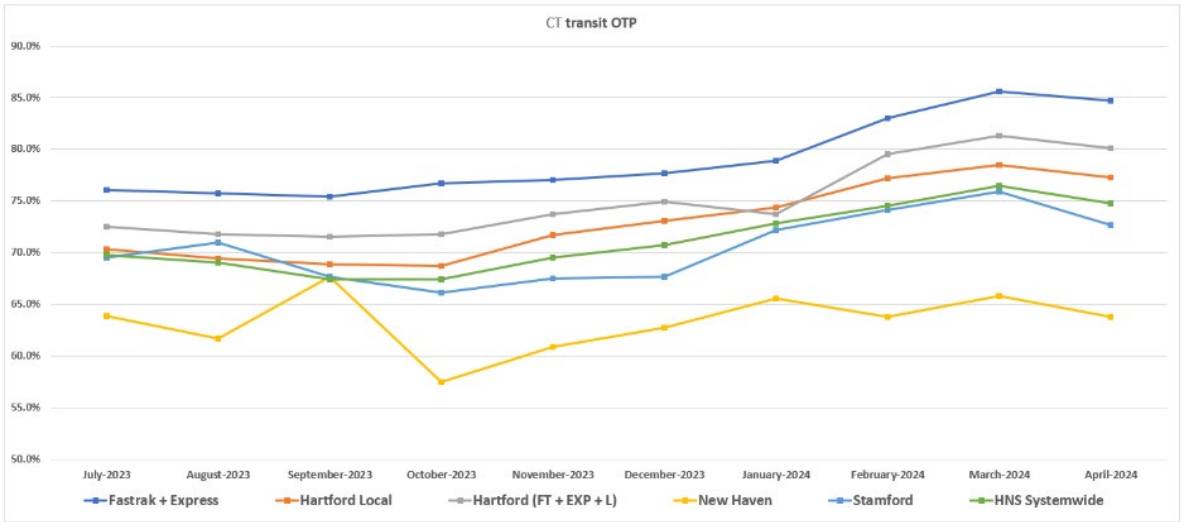
# Impacts to OTP

## Some of the variables that exist:

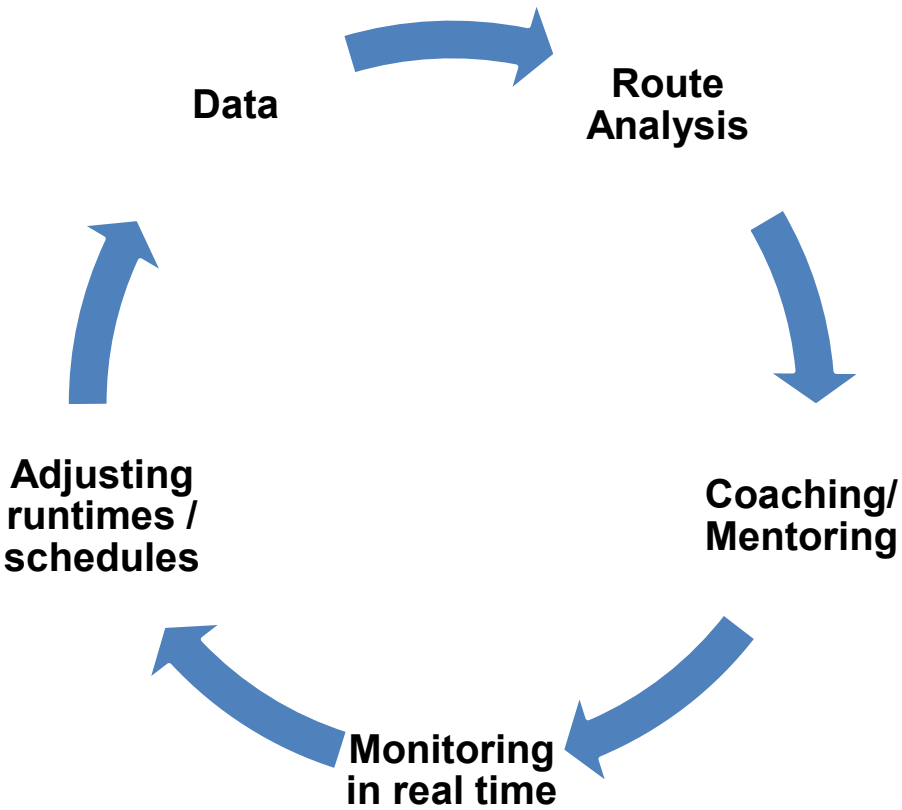
- Construction / Road Work
- Accidents / Incidents
- Inclement Weather (flooding, wind...)
- Detours (long term, short term)
- Mechanical Failure
- Operator Behavior
- Lack of real-time data available to supervisors / managers
- Software issues to include false early/ lates based on geocoded locations.
- Run times (data quality, time of year traffic patterns)
- Dwell times (payment, loading and alighting to include non-ambulatory)



# Improving OTP

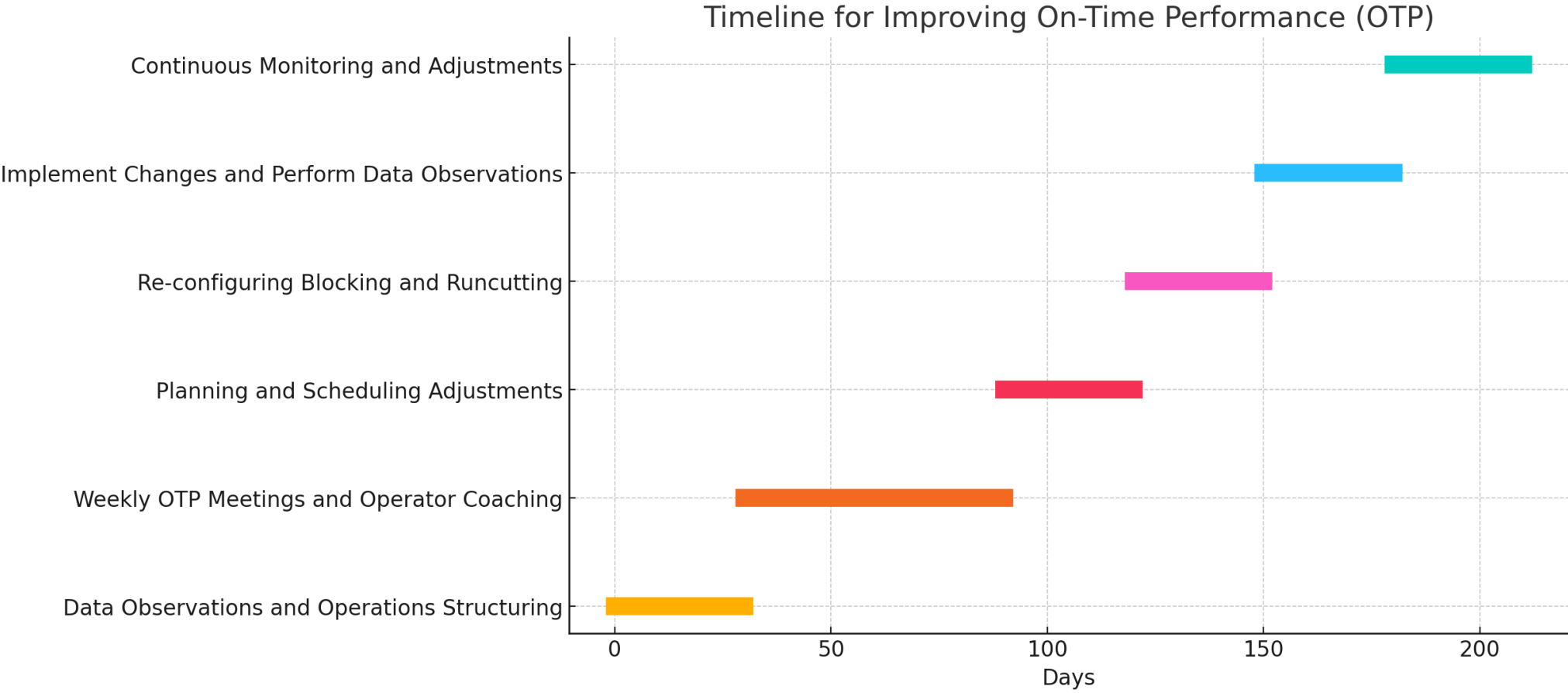


	Fastrak + Express	Hartford Local	Hartford(FT + EXP + L)	New Haven	Stamford	HNS Systemwide
Month	On Time	On Time	On Time	On Time	On Time	On Time
July-2023	76.1%	70.3%	72.5%	63.9%	69.5%	69.8%
August-2023	75.7%	69.4%	71.8%	61.7%	71.0%	69.0%
September-2023	75.4%	68.9%	71.5%	67.7%	67.7%	67.4%
October-2023	76.7%	68.7%	71.8%	57.5%	66.1%	67.4%
November-2023	77.0%	71.7%	73.7%	60.9%	67.5%	69.5%
December-2023	77.7%	73.1%	74.9%	62.7%	67.7%	70.7%
January-2024	78.9%	74.4%	73.7%	65.6%	72.2%	72.8%
February-2024	83.0%	77.2%	79.5%	63.8%	74.1%	74.5%
March-2024	85.6%	78.5%	81.3%	65.8%	75.9%	76.5%
April-2024	84.7%	77.3%	80.1%	63.8%	72.7%	74.8%





# Timeline for Improvement





# Resources needed for Improvement

- Data analysis
- On-Time Performance Training with Supervisors, Manager, Directors and other stakeholders
  - Route by route
  - Operator patterns
  - Vehicle Reliability
- Additional revenue service vehicles for OTP trippers during high ridership peak
- Continuous route reviews
- Reliable hardware/ software on vehicles and in dispatch
- Dependable Data
  - Live data and dashboards



# *Questions?*



*June 13, 2023*

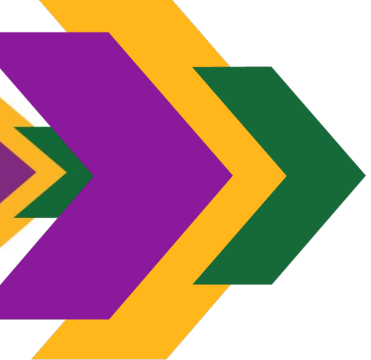
**Regional Transit Authority**

# **New Vehicle Plan**



Fleet Replacement Timeline				
Fleet Count	Current	September	January	FY2026 Low/NO
Active	66	87	95	120
Active Past Useful Life	29	21	13	0
Contingency	18	10	10	10
Retired	40	56	64	77
Total Active	95	108	108	120
Buses for Service	74	76	86	100

- 21 New Buses are scheduled to arrive in Q4 with an additional 8 buses to arrive in Q1 (2025)
- 3-month process to commission the buses for service use
- New buses will replace old buses, not an expansion of service



# Operations New Bus Plan

Addition of two (2) vehicles to current service peak requirements In September 2024.

Increased reliability with reducing mechanical breakdowns.

Improving OTP by pro-actively managing trippers to assist with peak ridership on a daily-basis.

Fewer late pullout due to mechanical defects.

Focus on increasing supplemental service on lower-frequency routes with better vehicle availability.

Increase of 12 vehicles to current service peak requirements by January 2025.  
(Increased service on several key routes)

6/9/2024	Late Pull-Out	9 Broad Napoleon	2	H009	329	3:33 AM	4:03 AM	0:30	Lot defect	The vehicle shut off.
6/9/2024	Late Pull-Out	66 Hayne Loop	1	300		3:55 AM	4:01 AM	0:06	Lot defect	The vehicle rear hand rails are loose.
6/9/2024	Late Pull-Out	51 St. Bernard Claiborne	1	265		4:05 AM	4:24 AM	0:19	Lot defect	The speedometer not working.
6/9/2024	Late Pull-Out	51 St. Bernard Claiborne	2	270		4:10 AM	4:24 AM	0:14	Lot defect	Rear panel won't lock
6/9/2024	Partial run cut	68 Little Woods Loop	1	318	315	4:52 AM	5:15 AM	0:23	Service reallocated	Bus used on line #67, train 1
6/9/2024	Late Pull-Out	48 Canal City Park	33	2002		4:52 AM	4:57 AM	0:05		The operator delayed going to pull out the Streetcar.
6/9/2024	Late Pull-Out	114B Garden Oaks Woodland	2	322		4:10 AM	4:18 AM	0:08	Opr. did not check for assigned vehicle	
6/9/2024	Late Pull-Out	12 St.Charles	3	461		4:25 AM	5:18 AM	0:53	Operator miss/ No operator available	
6/9/2024	Late Pull-Out	52 St. Bernard Paris Broadmoor	2	338		4:58 AM	5:07 AM	0:09	Run not booked no operator	
6/9/2024	Late Pull-Out	57 Franklin Freret	4	252		6:23 AM	7:01 AM	0:38	Operator miss/ No operator available	
6/9/2024	Late Pull-Out	47 Canal Cemeteries	2	2011		4:53 AM	5:05 AM	0:12	Lot defect	ADA ramp won't deploy .
6/9/2024	Late Pull-Out	9 Broad Napoleon	4	282		5:02 AM	5:12 AM	0:10		Operator was using restroom.
6/9/2024	Late Pull-Out	45 Lakeview	1	319		5:57 AM	6:01 AM	0:04	Lot defect	Farebox
6/9/2024	Late Pull-Out	55 Elysian Fields	4	214		7:11 AM	12:42 PM	5:31	No vehicle available	
6/9/2024	Partial run cut	12 St.Charles	3	461		7:55 AM	9:30 AM	1:35	No reliever/ Pulled into Station	
6/9/2024	Partial run cut	114B Garden Oaks Woodland	1	291	326	9:01 AM	7:52 PM	10:51	Service reallocated	Bus used on line #61, train 1
6/9/2024	Partial run cut	9 Broad Napoleon	5	206		11:07 AM	2:25 PM	3:18	Operator miss/ No operator available	
6/9/2024	Partial run cut	48 Canal City Park	31	2019	No Change	11:55 AM	2:19 PM	2:24	No reliever/ Pulled into Station	
6/9/2024	Late Pull-Out	91 Jackson Esplanade	4	325		1:38 PM	6:12 PM	4:34	Lot defect	Wheelchair ramp wont deploy/kneel not working
6/9/2024	Late Pull-Out	51 St. Bernard Claiborne	4	295		4:24 PM	5:57 PM	1:33	No vehicle available	
6/9/2024	Partial run cut	114A Garden Oaks Sullen	1	335		5:05 PM	7:05 PM	2:00	Service reallocated	Bus used on line #27, train 2
6/9/2024	Partial run cut	68 Little Woods Loop	1	315	316	5:05 PM	9:21 PM	4:16	Operator marked off sick on the line	Last trip covered by operator 1865
6/9/2024	Late Pull-Out	3 Tulane Elmwood	6	304		6:28 PM	8:02 PM	0:24	No vehicle available	
6/9/2024	Late Pull-Out	62 O Morrison Owl	5	323		6:42 PM	7:04 PM	0:22	No vehicle available	
6/9/2024	Late Pull-Out	9 Broad Napoleon	7	330		6:43 PM	7:18 PM	0:35	No vehicle available	
6/9/2024	Late Pull-Out	8 St.Claude Arabi	4	286		6:46 PM	7:22 PM	0:36	No vehicle available	
6/9/2024	Late Pull-Out	84 Galvez L9	3	296		6:50 PM	7:36 PM	0:46	No vehicle available	
6/9/2024	Late Pull-Out	114A Garden Oaks Sullen	4	331		6:56 PM	7:15 PM	0:19	No vehicle available	
6/9/2024	Late Pull-Out	61 Lake Forest	5	281		7:17 PM	7:39 PM	0:22	No vehicle available	
6/9/2024	Late Pull-Out	9 Broad Napoleon	6	326		7:20 PM	10:43 PM	3:23	Operator marked off sick on the line	
6/9/2024	Late Pull-Out	3 Tulane Elmwood	5	206		7:24 PM	7:43 PM	0:19	No vehicle available	
6/9/2024	Late Pull-Out	61 Lake Forest	6	290		7:25 PM	8:01 PM	0:36	No vehicle available	
6/9/2024	Late Pull-Out	55 Elysian Fields	6	268		7:32 PM	7:58 PM	0:26	No vehicle available	
6/9/2024	Late Pull-Out	8 St.Claude Arabi	5	289		7:34 PM	8:25 PM	0:51	No vehicle available	
6/9/2024	Late Pull-Out	114A Garden Oaks Sullen	5	320		7:46 PM	8:09 PM	0:23	No vehicle available	
6/9/2024	Late Pull-Out	9 Broad Napoleon	8	332		7:48 PM	8:22 PM	0:34	No vehicle available	
6/9/2024	Late Pull-Out	62 Morrison Bullard	6	338		7:50 PM	8:26 PM	0:36	No vehicle available	
6/9/2024	Late Pull-Out	530 Paris Claiborne Owl	253	291		7:53 PM	8:23 PM	0:30	No vehicle available	
6/9/2024	Late Pull-Out	91 Jackson Esplanade	5	275		7:55 PM	8:50 PM	0:55	No vehicle available	
6/9/2024	Late Pull-Out	530 Paris Claiborne Owl	153	247		8:02 PM	8:51 PM	0:49	No vehicle available	
6/9/2024	Late Pull-Out	1030 Algiers Owl	5	327		8:24 PM	8:31 PM	0:07	No vehicle available	

Total late pullout lost time 35Hrs 47Min.



# Planning

- Additional vehicles will increase service reliability initially.
- Once fully implemented RTA will have the ability to begin "Service Restoration Plan" which will restore many of the headways across several routes.

Service Restoration Plan - Jan 2025			6/10/2024	
Route	Current Headway	Restored Headway	Added Vehicles	January 2025 Peak Veh
67 Michoud Loop	60	30	1	2
66 Hayne Loop	70	35	1	2
105 Algiers Local	80	40	1	2
86 St. Maurice-Chalmette	60	60		1
80 Desire-Louisa	35	35		2
45 Lakeview	60	60		1
32 Leonidas-Treme	60	60		2
31 Leonidas - Gentilly	60	60		2
201 Kenner Loop	30	30		2
103 General Meyer Local	45	30	1	3
27 Louisiana	53	35	1	3
68 Little Woods Loop	24	24		2
52 Paris-Broadmoor	45	34	1	4
11 Magazine	32	24	1	4
57 Franklin-Freret	37	37		4
202 Airport Express	90	90		1
84 Galvez-L9	30	30		3
114A Garden Oaks - Sullen	40	30	1	4
114B Garden Oaks - Woodland	40	30	1	4
61 Lake Forest - Village de L'Est	30	24	1	5
55 Elysian Fields	28	28		4
9 Broad - Napoleon	23	20	1	8
3 Tulane - Elmwood	24	20	1	6
8 St. Claude - Arabi	24	18	1	4
91 Jackson-Esplanade	40	30		4
51 St. Bernard-Claiborne	34	34		3
62 Morrison-Bullard	30	24	1	5
Totals:		Peak Vehicle Requirement:	14	87



# *Questions?*

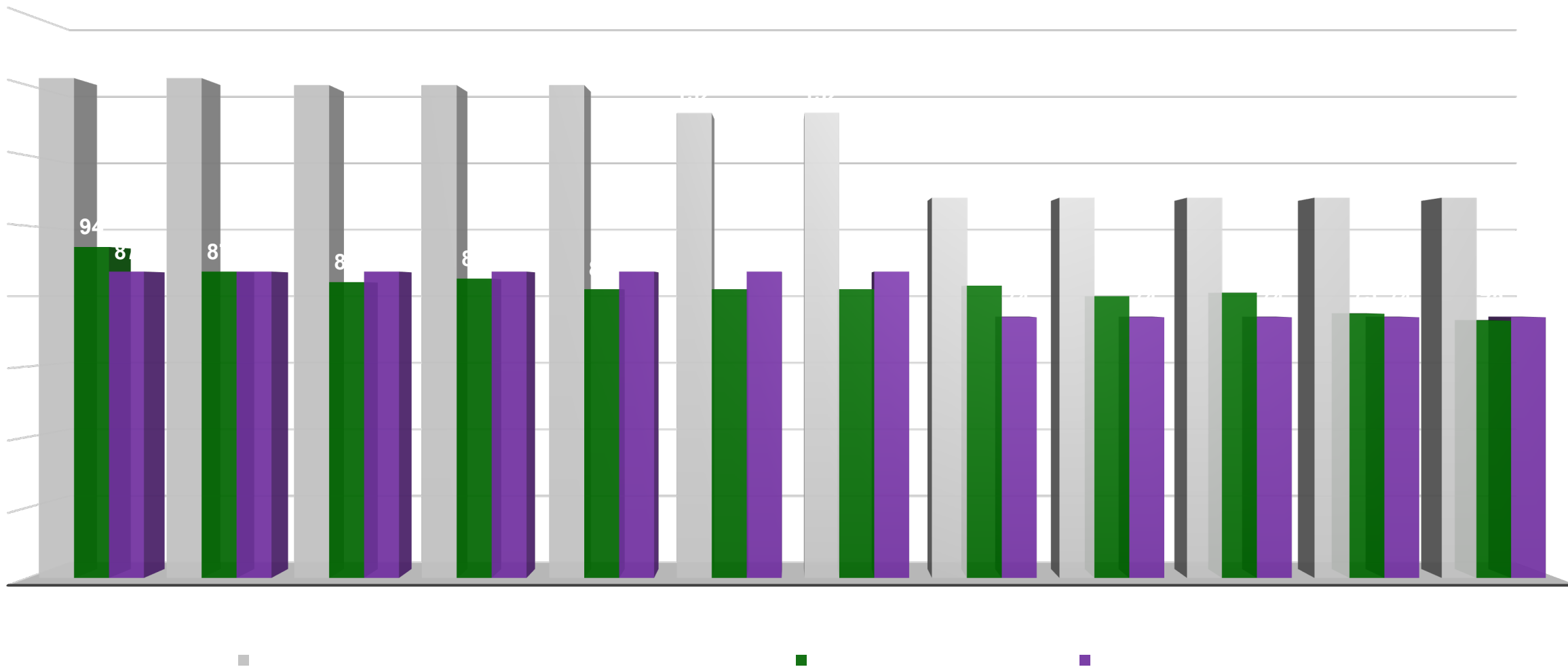


# ***Agenda***

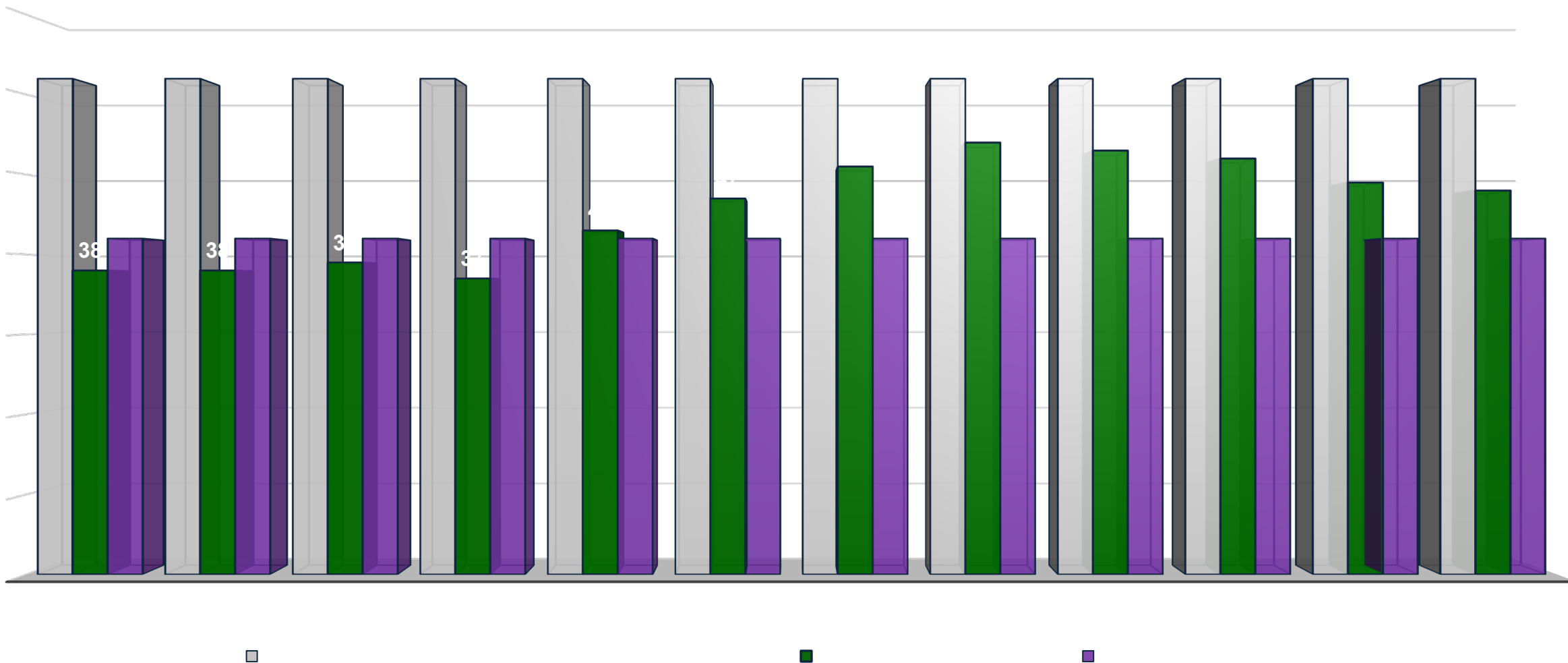
## **7. Chief Asset Manager Officer's Report**



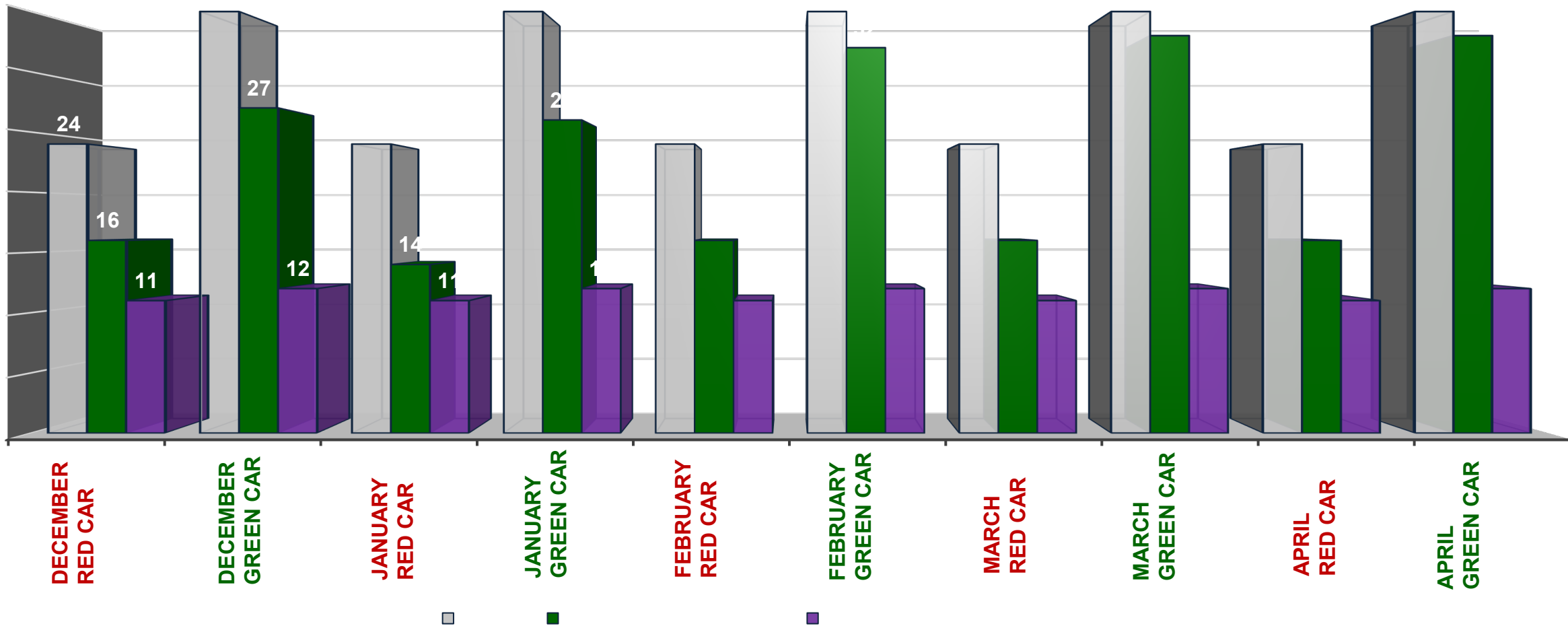
# **Fleet Data on Revenue Vehicles May 2024 ALL MODES Asset Management**



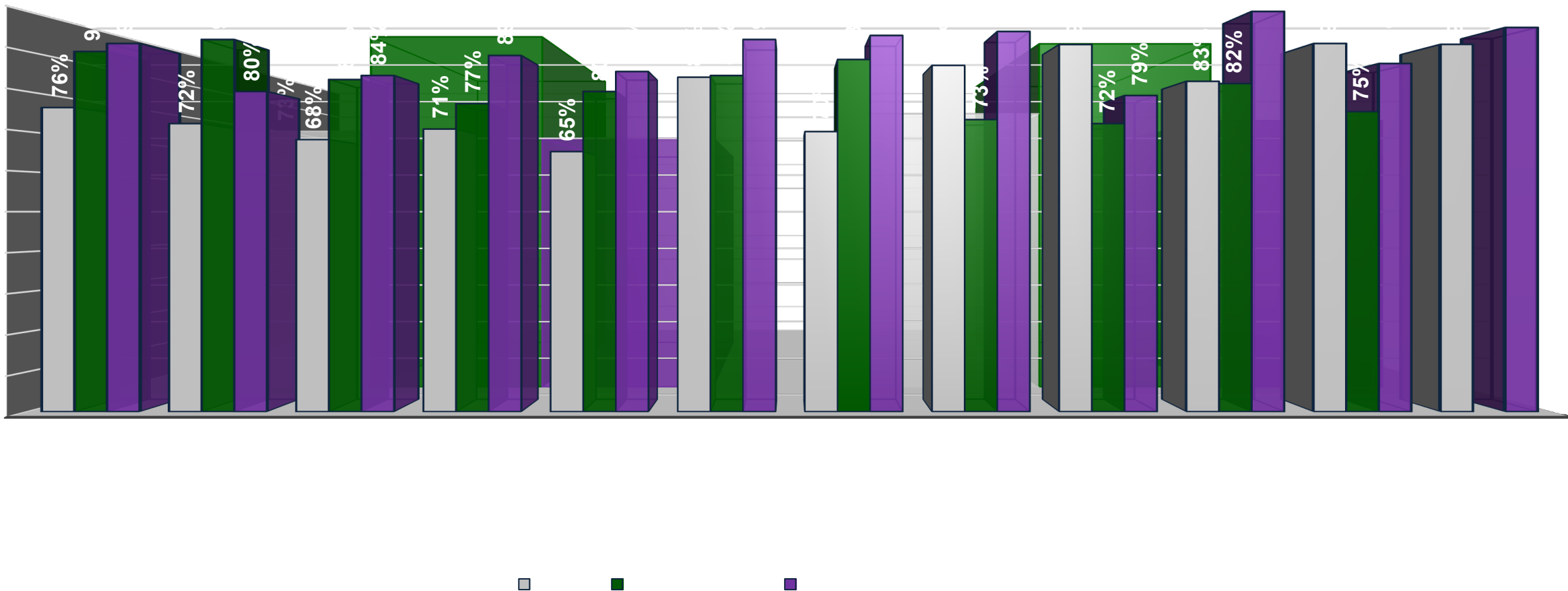
**BUS FLEET AVAILABILITY:** For May The Agency saw a reduction in the amount of available buses from prior months.



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

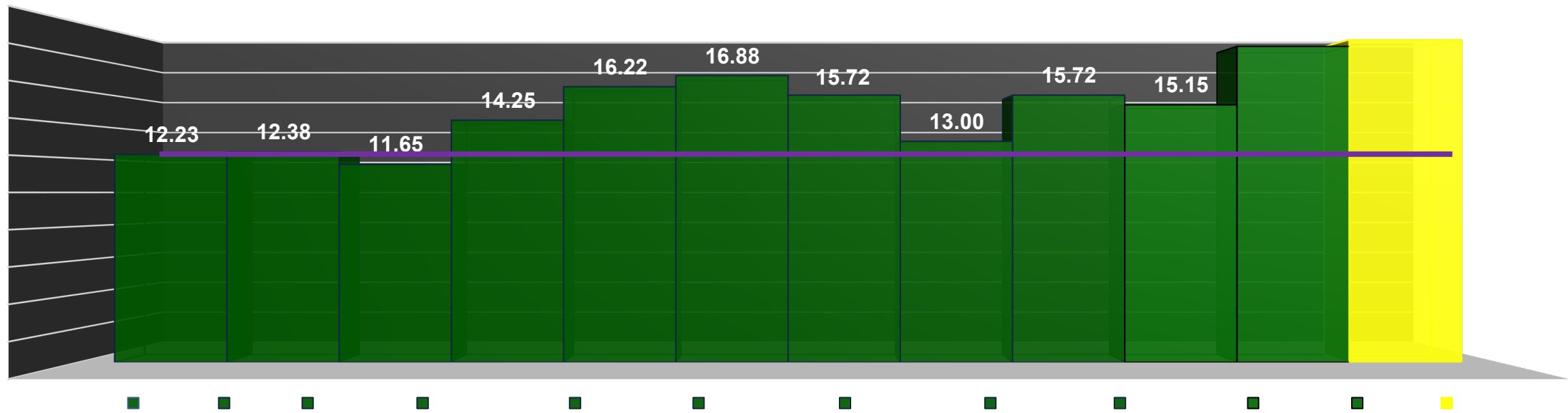


**STREETCAR FLEET AVAILABILITY:** Streetcar availability remained the same between March and April.

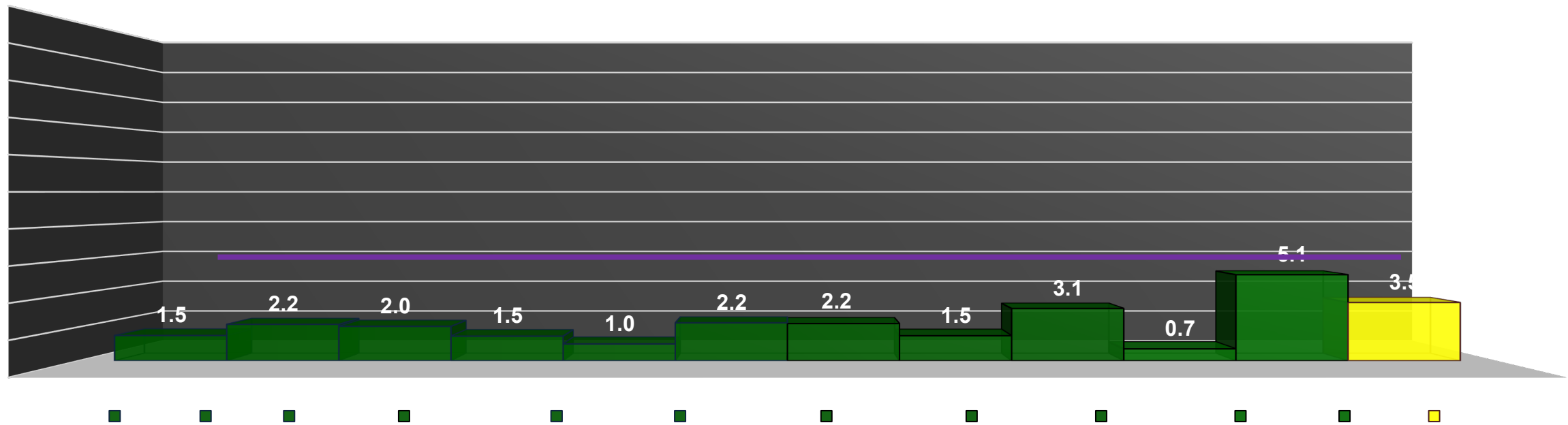


**PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT:** Fixed Route PM Compliance increased by 9% in April and March. Streetcar PMs decreased by 7% and paratransit decreased by 4%. Our PM Compliance goal remains at 90%.  
 \*streetcar would be 88% compliant, however, some PMs were done early.

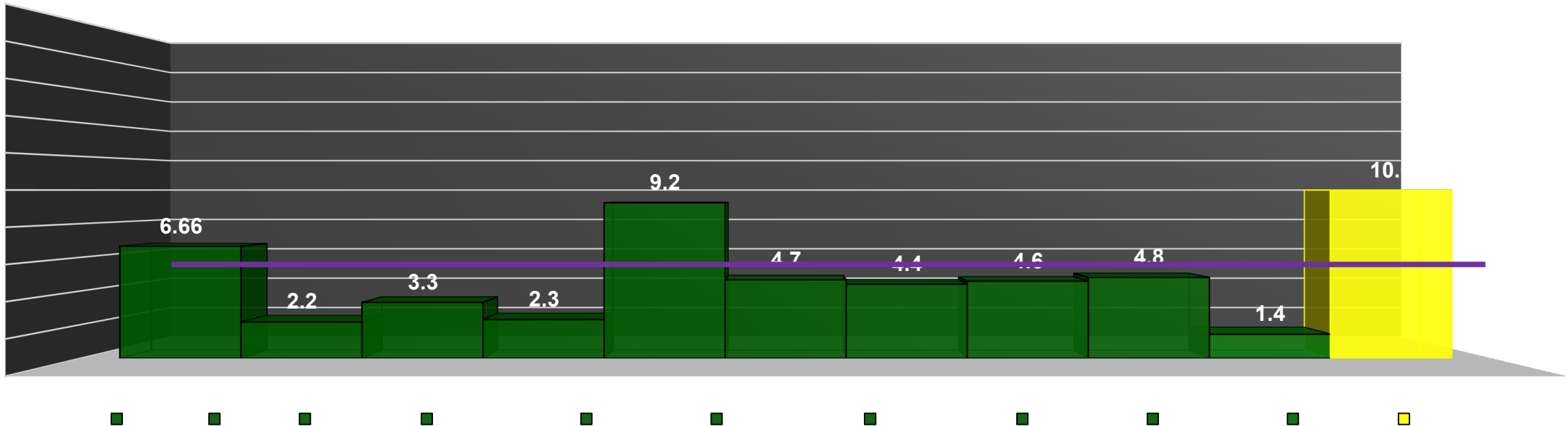




**ROAD CALL MILEAGE:** Fixed route bus road calls per 100,000 miles remained about the same, the goal remains at under 13.



**ROAD CALL MILEAGE:** Paratransit had a decrease in road failures at 0.7, with a goal of under 5 for chargeable mechanical road failures per 100,000.

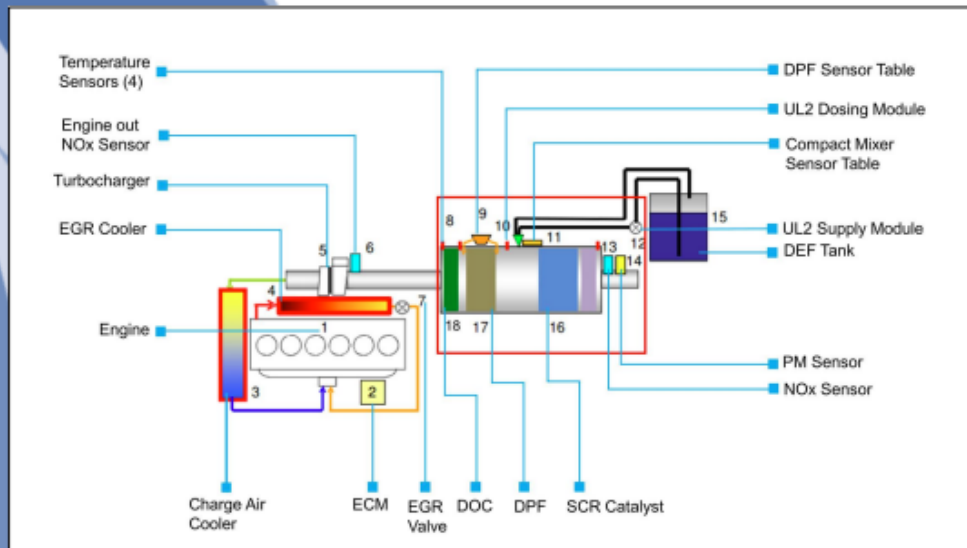


**ROAD CALL MILEAGE:** Streetcar had a decrease in road failures from prior months at 10, with a goal of under 5 for chargeable mechanical road failures per 100,000.

# Pilot Details

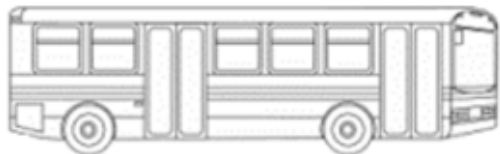
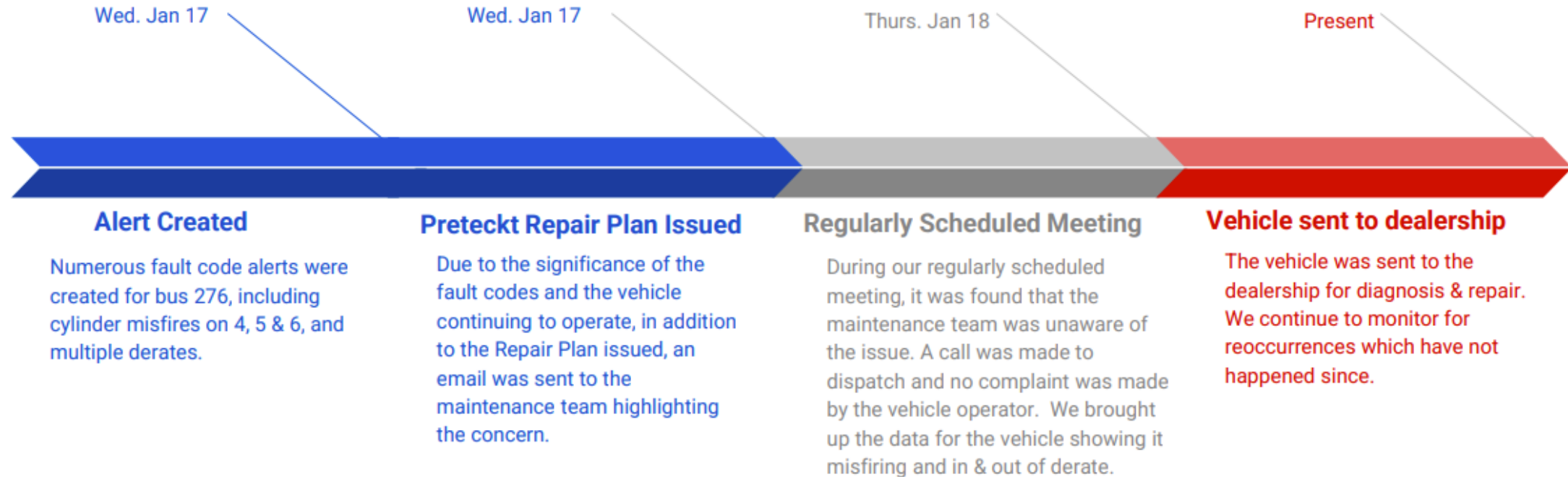
5/23/24

- Focus: Engine & Aftertreatment
- Goals: Reduce Road Calls and Diagnostic Time
- Timeline: 6 Months
- Kickoff: 1/4/24
- End: 6/4/24
- Geotab Buses: 20
- Repair Plans Created: 75



# Preteckt Case Study - RP #19521

Preteckt issued a repair plan for a 3-cylinder engine misfire.



*Bus 276, 2019 New Flyer, Excelsior*

**Preteckt Repair Plan** - Consisted of first inspecting the exhaust pressure sensor and tube and then performing the fuel injector performance and cut-out tests. Depending on the results of these tests would determine whether the failure lies with a fuel injector, the ECM controlling the injectors or an internal engine component such as valve lash adjustment.

**Conclusion** - We were able to use the data viewer to show the vehicle was experiencing symptoms that the maintenance team were not privy to at that time. This prompted pulling the vehicle off the road before extensive engine or after treatment damage might be caused.





# Bus Inspections



\*Commissioning Buses



# Procurements and Updates

- 21 Transit bus. In service September.
- 8 40ft Transit buses. In service Q1 2025.
- 13 paratransit vans ordered. In service Q4
- Streetcar Inverters two of seven installed
- Bus Washes
- New Orleans East Air compressors
- Clever Vision Pilot
- Phase 1 Signs



# ***Agenda***

## **8. Chief Safety/Security Officer's Report**





# Public Safety Report: Crimes – May 2024

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.

Crimes	Location	Count	YTD	YTD 2023
Aggravated Assault			1	3
Aggravated Battery			1	1
Armed Robbery				1
Arson				
Attempted Motor Vehicle Theft				
Burglary				1
Criminal Damage			9	8
Disorderly Conduct/Mask Refusal			1	1
Disturbing the Peace			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				2
Simple Battery	Bus	1	11	1
Simple Robbery				1
Threats	Bus	1	1	1
Weapon Violations				

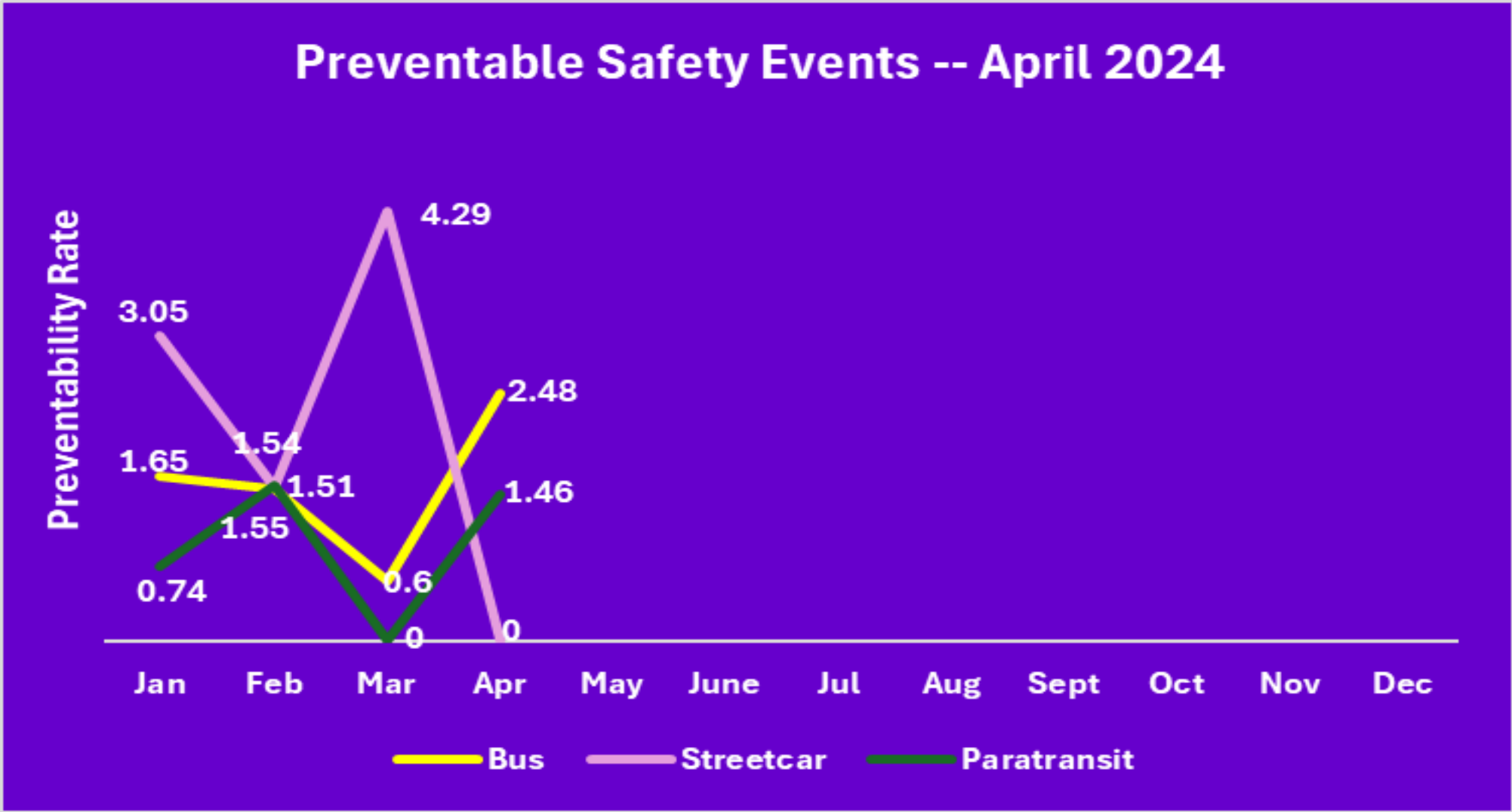


# Public Safety Activity Report – May 2024

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests	0	2
Summons	0	5
Calls for Service	24	120
Boarding Inspections	212	779
Ride Alongs	5	30
Unhoused Checks	47	212
Citations	7	27
Fare Evasion/Dispute	0	0
TVM Count	0	0
Written Warnings/Reports to Follow	28	105
Unhoused: Contacts & Referrals		
Contacts	19	50
Referrals	1	9



# Preventable Safety Events – April 2024



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 – April 2024

Preventable Safety Events by Mode				
Mode	Rate <sup>1</sup>	Monthly Total	YTD 2024	YTD Comparison (2023)
Bus	2.48	12	30	53
Streetcar - Collisions	0.00	0	6	6
• Streetcar – Other State Reportable	NA	0	2	6
Paratransit	1.46	2	3	5

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 2024	YTD Comparison (2023)
OSHA Recordable <sup>2</sup>	0	0	7
OSHA Reportable	0	0	3

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



# *Questions?*



# ***Agenda***

## **9. Winter 2024 Service Change Title VI Analysis Update 24-010**

# **Open Projects: Closeout**

## Rampart Streetcar Restoration

### **Contracting:**

Engineer: AECOM

Contractor: Walter J Barnes Electric

Contracting Strategy: D/B/B

### **Project Costs:**

Construction: \$2.5 million

### **Status:**

Substantial completion April 2024

New bid package for grout repair underway

### **Schedule:**

Bid for grout repair July



**Service Started  
May 19!**



# Open Projects: Construction

## 2023 Shelter Installation

### Contracting:

Engineer: Infinity

Contractor: Pivotal Engineering

Contracting Strategy: D/B/B

### Project Costs:

Design: \$112,000

Construction: \$1,062,100 (20% contingency)

### Status:

- 12 of 19 sites completed
- 1 pad complete
- 3 sites prepped
- 3 waiting on revised permits

### Schedule:

Construction NTP: September 2023

- Anticipated Substantial Completion: July 2024







## Open Projects: Design

### Algiers Ferry Buildings Renovation

Rehabilitate and modernize the 40-year-old Algiers Ferry Terminal for modern vessels and access, add Marine administrative offices, develop concessions/public space. Renovate Lower Algiers Maintenance Facility.

#### **Contracting:**

Engineer: Batture

Contractor: TBD

Contracting Strategy: D/B/B

#### **Project Budget:**

Total: \$9,861,000 (80% grant funded)

#### **Schedule:**

Design NTP: January 2023

Community design input: February – June 2023

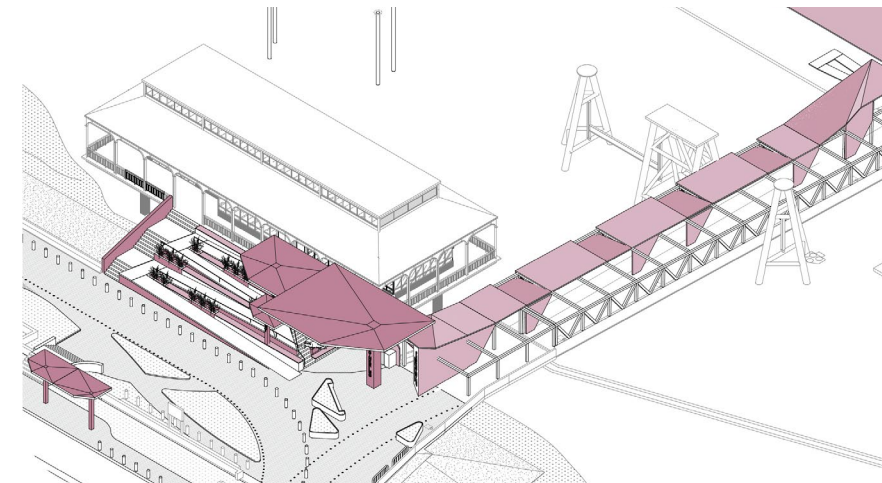
Construction Start: December 2024

Substantial Completion: September 2025

#### **Status:**

Conceptual Design plans submitted

Community input round 2 on conceptual design week of June 17!





# Open Projects: Design

## Zero Emission Bus Pilot

Purchase of three (3) electric buses and the charging infrastructure. Engineering is included in the purchase.

### Contracting:

Engineer: TBD

Contractor: New Flyer

Contracting Strategy: Named partner

### Project Budget:

Total: \$5,705,938 (80% grant funded)

### Status:

Finalizing grant award

Developing contracting materials for pre-award authority named partner

Reviewed in-route charging site at N.O. East with stakeholders

### Schedule:

NTP for Bus Procurement: July 2024

Infrastructure Design 100% complete: December 2024

Construction NTP: Summer 2025

Electric Bus Roll Out: Summer 2026



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## **Open Projects: Procurement**

Name	Number	Solicitation	Status	Budget
Interim Hubs Phase 2 Construction	2022-FA-04	Hardscape, landscape and lighting improvements to interim downtown and NO. East hubs	Bids due 6/28	\$750,000
Carrollton Double Crossover Replacement	2019-FG-01	Installation of track	Re-bid + 3 <sup>rd</sup> party ICE	\$850,000
Downtown Transit Center	2015-FA-01	100% Design	RFQ release in 07/2024	\$33 million (total project)
BRT East-West Bank Corridor	2021-FG-01	30% Design and environmental	RFQ in review RFQ for 6/2024	TBD TBD
Program Management Services (BRT + CIP)		PM/CM Support	In final review	On-call





## Plans/Studies

Plan/Study	Scope	Status	Budget	Funding Source
Universal Accessibility Study	Roadmap for access to all RTA services regardless of ability, implementation plan and evaluation framework	For Award in June	\$250,000	Local (Operating)
Lo/No Implementation Planning	Evaluate program delivery options; develop future fleet facility plan	For Award in July	\$180,000	Local (Operating)
Transit Stop Inventory Update & Assessment	Update transit stops inventory and ADA compliance; develop improvement program; monitor progress	RTP response in evaluation	\$600,000	Local (Operating)
Fare Modernization Initiative Consultant	Update fare modernization plan; prepare RFP for technology; support implementation	RFP in development	TBD	FTA Grants (80%)

## Grants / Funding Request

Grant Program	Funding Request	Status	Federal Amount Awarded	Scope Request
State Capital Outlay FY24-25	\$4,649,299 LA	Submitted	N/A	Matching funds for ferry capital improvement program
All Stations Accessible Program (ASAP)	\$5,600,000 FTA \$1,400,000 RTA	Awarded	Full amount	Design/construction of 41 ADA stations on streetcar routes
FY24 Lo/No Emission + Bus & Bus Facilities	\$31,670,000 FTA \$5,254,000 RTA	Submitted	TBD	25 hybrid 40' buses Repairs + resilience improvements to ENO depot
Transit Oriented Development (TOD) Pilot Program	\$760,000 Fed \$190,000 RTA	Due 7/22	TBD	Develop TOD land-use regulations, station area plans and opportunity sites along BRT



# ***Agenda***

## **10. Capital Projects Update: Passenger Amenities Program**



# ***Passenger Amenities Program***

**RTA is initiating several projects to improve the amenities available to RTA passengers throughout the system. This includes:**

- Algiers Ferry Terminal
- Mobility Hubs Project
- Better Bus Stop Project
- Downtown Transit Center





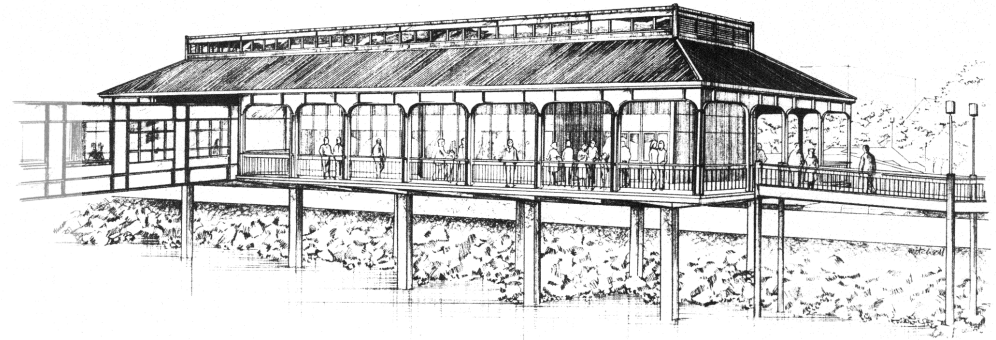
# ***Algiers Ferry Terminal Renovation: Overview***

## **Project Scope:**

- Renovate and modernize ferry ramp
- Renovate and modernize terminal
- Develop vision for the uses within terminal
- Add offices spaces for Marine operations
- Renovate Algiers Ferry Maintenance Building
- Paired with project to replace Algiers ferry barges

**Budget:** \$9.7 Million (FTA + Local)

[www.norta.com/algiers-ferry-terminal-renovation](http://www.norta.com/algiers-ferry-terminal-renovation)



## **Schedule:**

- October 2024 – Design complete
- December 2024 – Construction start
- December 2025 – Building opens



# ***Algiers Ferry Terminal Renovation: Listening Sessions***

## **Top Response:**

### **Algiers Terminal today**

Poor information and signage  
Lacks public restrooms  
No ADA access to ferry  
Lack of commercial uses  
Limited parking

### **Future vision for the terminal:**

- Information, signage, wayfinding
- Retail/Concessionaire opportunities
- Performance/Event /Community Space
- Public Restrooms
- Public Art/Exhibits



Listening Session 1: Algiers Library



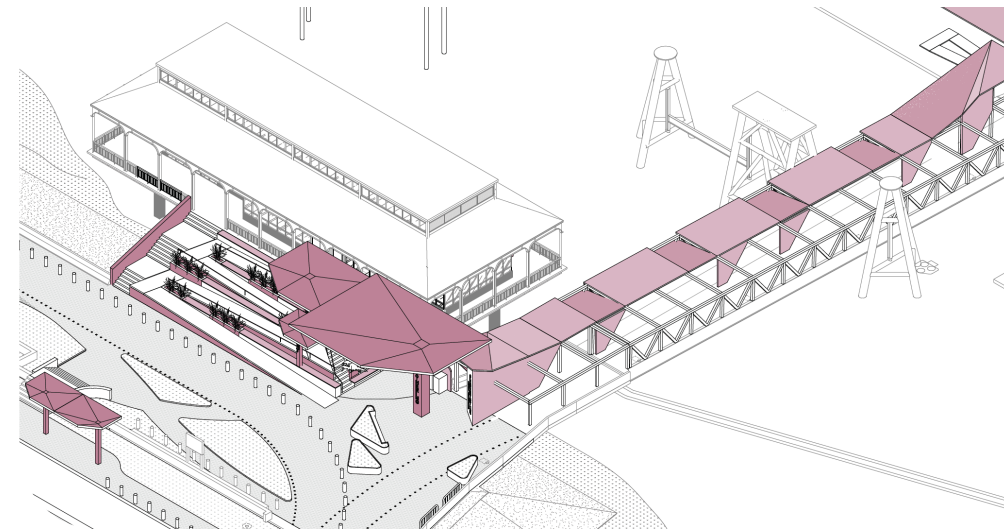
Listening Session 2: Ferry Terminal



# ***Algiers Ferry Terminal Renovation: Schematic Design Update***

## **Design Plan:**

- Improved pedestrian boarding
- Transformed building:  
Main plaza area and central entrance
- Redesigned interior:  
Café/concessions  
2<sup>nd</sup> floor with office space and a conference room
- Improved site circulation for all users  
(walking, biking, transit and driving)



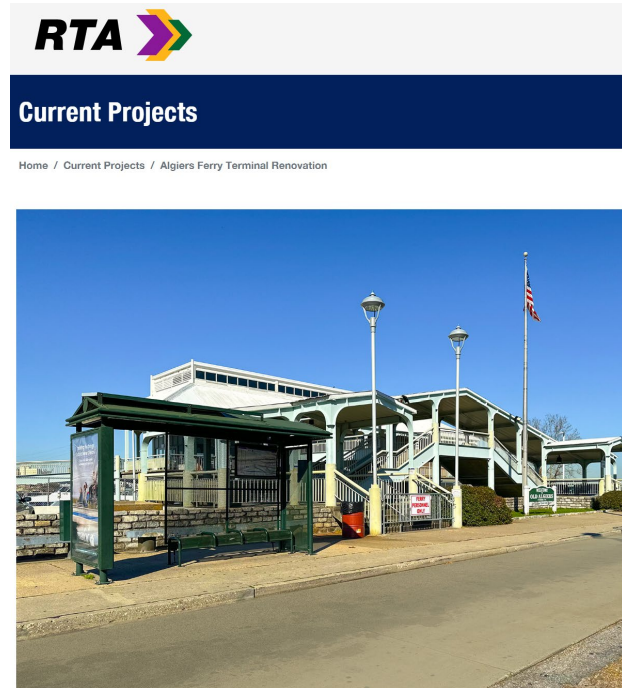


# Algiers Ferry Terminal Renovation: Public Outreach

## Current Phase:

Schematic Design has been completed and the RTA is planning public outreach sessions to show the design and receive feedback.

The designs are also posted on the website along with an online feedback form.



### Algiers Ferry Terminal Renovation

The Algiers Ferry Terminal Renovation Project will result in an updated ferry terminal in Algiers Point that meets the needs of transit riders and ferry operators, and benefits the Algiers community. A project to replace the Algiers ferry terminal is planned on a similar timeframe to improve operational reliability.

Visit [www.norta.com/algiers-ferry-terminal-renovation](http://www.norta.com/algiers-ferry-terminal-renovation) for more information

## Upcoming Meetings:

- 1. June 17<sup>th</sup>, 2024**  
4pm – 6:30PM  
Algiers Regional Library
- 2. June 20<sup>th</sup>, 2024**  
11AM – 12PM  
Virtual
- 3. June 24<sup>th</sup>, 2024**  
5:30PM – 6:30PM  
Virtual





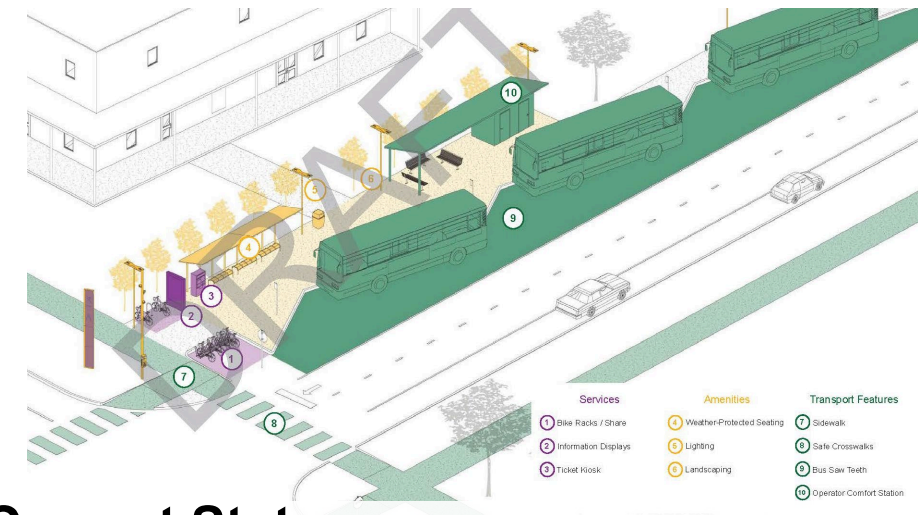
# Mobility Hubs Project: OVERVIEW

## Programming Project Scope:

- Develop “typologies” to classify the mobility hubs into categories
- Establish programming for six identified mobility hubs (including operator comfort station, where ne  
Includes outreach to riders, transit operators, ROW stakeholders

**Budget:** \$22 million (FTA RAISE FY21)

[www.norta.com/mobility-hubs-improvement](http://www.norta.com/mobility-hubs-improvement)



## Current Status:

- **Completing Programming Study**

## Future Phases:

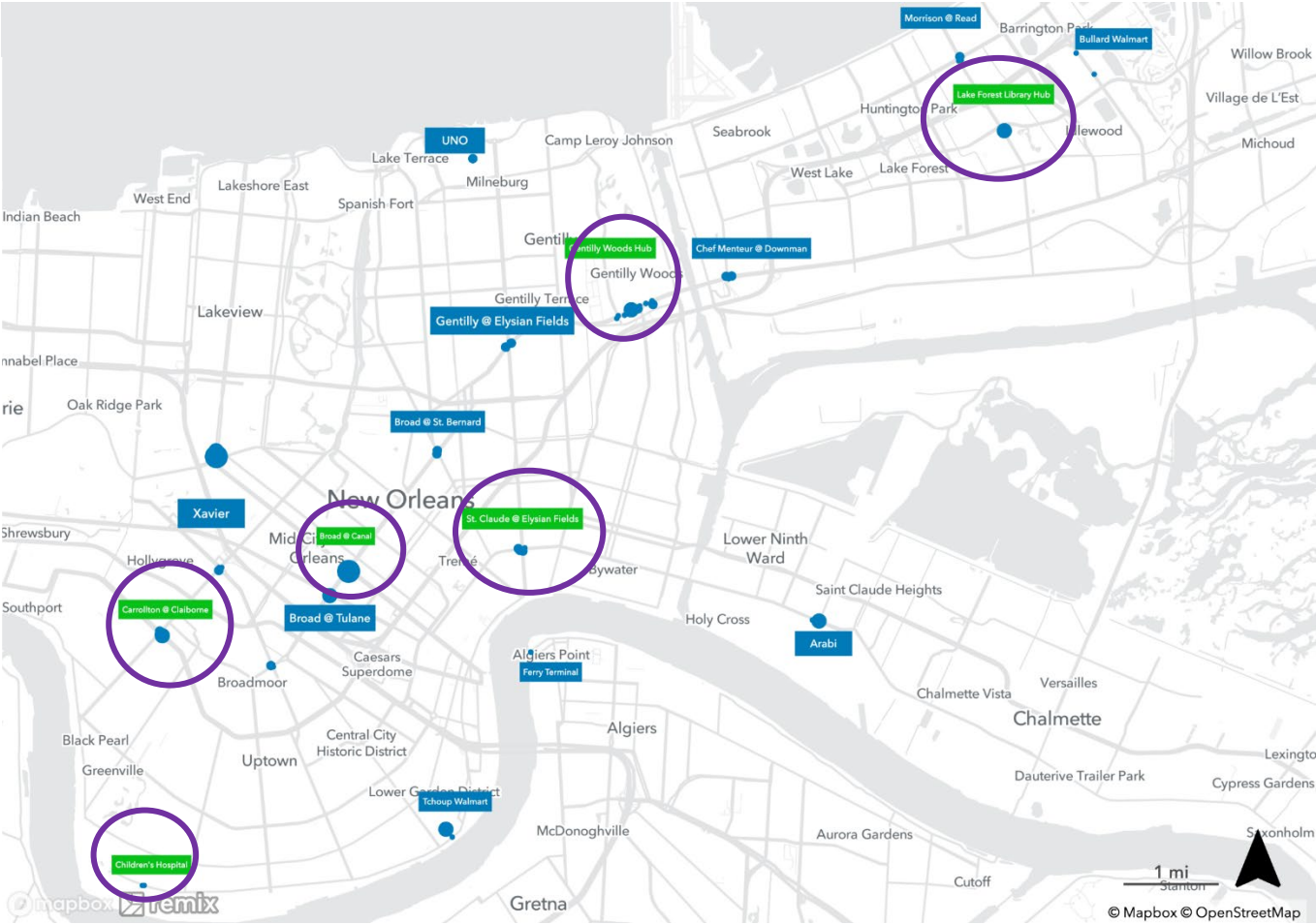
- **Design and Construction for 2-4 hubs (2024 – 2026)**



# Mobility Hubs Programming Project

## Initial Hubs for Design + Construction

Location	Hub Category
Gentilly Woods	Major Mobility Hub
Broad / Canal	Transfer Hub
Carrolton / Claiborne	Major Mobility Hub
Elysian Fields / St. Claude	Opportunity Hub
Children’s Hospital	Mini Mobility Hub
N.O. East (Lake Forest / Read)	Major Mobility Hub



# **Better Bus Stop Design**

## **Project Scope:**

- Rider engagement about shelter design
- Baseline stop needs assessment & inventory
- Review of shelter installation process
- Apply for future federal funding
- Complete shelter design project (RTA-funded), resulting in a built prototype

**Funding:** GNOF Next 100 Years Challenge (CBNO)  
FTA (RAISE FY21)

**Project Partners:** CBNO, RIDE New Orleans

**Status :** Completing stakeholder feedback  
Preparing RFQ for design team (Summer 2024)



*Image credit: Ride New Orleans*

**Questions:** [info@cbno.org](mailto:info@cbno.org)



# Downtown Transit Center

## Project Scope:

- Build a Downtown Transit Center facility, including a building and bus bays
  - Amenities for passengers, operators and community
  - Resilience and sustainability features
- Corridor from Tulane Av to Toulouse St:
  - Improved to be complete street for safer and better walking, biking and transit

**Budget:** \$33 million (FTA RAISE FY23)

**Status:** Advertising (RFQ) for Design Team in late Summer 2024

<https://www.norta.com/downtown-transit-hub>







# *Questions?*



# ***Agenda***

## **11. Authorizations**

- **Office of Internal Audit and Compliance Confidentiality Policy (GEN 12) 24-011**
- **A Cooperative Endeavor Agreement (CEA) between Jefferson Parish and the RTA 24-045**



# ***Agenda***

## **12. Audience Questions & Comments**



# ***Agenda***

## **13. New Business**



# ***Agenda***

## **14. Adjournment**