

5/27/25 Rd mtg.
Hand out

From RIDE's Feedback Form					
3/5/2025 18:20:26	bmott1999@gmail.com	No Name Given	5043270662	70119	I recently had a disappointing experience with the transit system during Mardi Gras and the Superbowl due to the lack of visualizations temporary routes on the Le Pass app and website for events requiring detours. This made navigating the city extremely challenging. I spoke with someone at the RTA who mentioned that staff are reluctant to draw temporary routes on the app for just a few days of changes, which is incredibly ableist and unfair as it disregards the needs of many transit users who rely on clear and accessible information. I urge you to push for actually visually representing temporary routes for major events like Mardi Gras to ensure a smoother and more inclusive experience for all riders. I find this lack of effort from the RTA to be ableist as I am neurodivergent and need clear directions to navigate things properly. They have placed signage around town before, but the directions are often hard to follow, and sometimes, have incorrect information. Also, the directions in the service alerts, while helpful, can be contradictory. Visual representations should reflect the language to be accessible for all.
3/18/2025 18:46:48	k4thyy09@gmail.com	Katherine Sierra	9852903859	70127	My experience with the Transit is amazing, it has pros and cons but it helps me get to places I need to be at such as work and school. It's very helpful especially to people who don't have a way of getting around the city of New Orleans. route 9
3/18/2025 18:48:34	sarahmendoza2134@gmail.com	Sarah Mendoza	504912581	70127	It was a very unclean and unsanitary experience and it just makes me have tendency to avoid public transport in general. Route 9
4/3/2025 8:29:01	james@barrietwork.com	James B.	5106766954	70115	Terrible service schedule on the St. Charles streetcar and Broad bus this week. Despite being the routes with some of the highest scheduled frequency, the reality is that they are prone to service delays and can be frustratingly unreliable. Especially in peak tourist season, I can wait half an hour to forty minutes for a streetcar to come. 12 and 9
4/19/2025 11:14:19	ginsburg.alana@gmail.com	Alana Ginsburg		70115	From November to January the 57 was on a detour from Broadway that none of the apps mentioned and the service alert was not clear on Le Pass app 57
4/22/2025 15:20:54	rideneworleans@gmail.com	Lola		70122	On April 19th the Crescent City Classic took place. RTA did release media about detours but nothing was clear. No listed detours for effected routes. I had to ride the bus as far as I could (Main Library) and then the driver told riders about the detour. There should have been more information available on each route and what the detours were, so me as a rider could have been more prepared and others as well. Even having the drivers tell each rider as they get on what to expect would have been helpful. 52
4/22/2025 15:29:43	rideneworleans@gmail.com	Lola		70112	There has been an uptick in riders (youth mainly) vaping freely on the bus. Drivers that may see do not say anything and it's an issue that needs a policy. Vaping can bother others especially in an inclosed space. If you cannot smoke on transit, vaping should fall into that category. lots on the 52/55 and I'm sure other routes too
5/22/2025 9:44:54	tmtolford@gmail.com	Tara Tolford		70117	Yesterday (May 21) I took the Canal Streetcar, and the St Charles streetcar, both of which have bus bridges for portions of the route. On both rides, I had to serve as an unofficial guide for riders who were extremely confused about where to go or why to complete their trips. There's no information about either disruption on Le Pass, on board the vehicles, at the transfer points, or really anywhere to indicate this. While longtime riders are used to this and can figure it out quickly, new or visiting riders have no idea what's going on. While some operators are fantastic about helping people navigate, the two who we happened to encounter yesterday did not provide the group of visitors on board with any useful information when they asked, or even confirmation that they were going where they hoped to. I had to jump in and explain and shepherd the group to make the transfer. I get it - operators are busy and don't want to give the same speech 100 times per shift! Which is why we need ANY of our other communications options to be functional. Please consider on-board announcements, signage, and wayfinding at transfer points to help make this a less stressful experience for riders, and for goodness sake at least keep the app up to date. Canal Streetcar, St Charles streetcar
5/22/2025 12:22:53	dukehope2@gmail.com	Hope	(504) 343-2357	70112	Great 55
5/22/2025 12:24:59	dukehope2@gmail.com	Hope Duke	(504) 343-2357	70112	I had a great experience Canal street car

5/22/2025 18:08:49	sagerkaitlin@gmail.com	Kaitlin Sager	5038033513	70119	In the past couple of weeks I have tried on two separate occasions to catch the 48 or 47 streetcar from downtown back up to mid city where I live. There was no notification on Le Pass or on the streetcar stops that these services were being replaced by a bus. It is incredibly frustrating to wait for dozens of minutes at a time not knowing that there are streetcar detours. More information would be helpful.	47 or 48
5/25/2025 14:04:26	NA	Anonymous	NA	70119	Sunday, May 25th 1:30 pm I was riding the broad bus outbound at broad and canal returning home with groceries when the bus did an auxiliary turn and went up canal. The driver said there was a detour AFTER she had already started said detour. We went all the way up til Carrollton and I thought we were gonna come back down on esplanade near city park but we went up wisner and at de saix I asked where we were going and she said they had her going up Gentilly, completely missing 14 total stops. It's also very hot outside and like I mentioned I have groceries. I'm lucky that I was only going to Lapeyrouse, a gentleman I spoke with said he was going to Ursuline. This is completely unacceptable, there was no warning from the driver, RTA, nobody	Broad napoleon
From RIDE's Youth Survey						
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	There was one morning that I was on my way to school and I was on the 91 and it took the bus 25 minutes to come to the stop which was delayed and I had to take a test that day then as we were getting a bit close the bus driver decided to stop at brown derby and made us wait so he can buy two plates and go to the bathroom then made us wait more and made another bus come pick us up without communicating with anyone which caused me to miss my test which I thought I would have been able to make it on time.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	The 91 will either run ~5 minutes early or 10 minutes late. often times the 11 will not even run at certain times without any heads up. typically the 11 will be late by up to 10 minutes. the 12 is relatively on time.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	The 52 on the LePass app will say that it's coming and then for some reason the app itself doesn't update or something and it will have already passed. This typically happens because the bus driver is either speeding (which I have witnessed personally) and/or the bus driver is early to their stops so they don't wait the appointed time for each stop.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	It really depends on what is happening in the city right now if it's like jazz fest and it's going to delay or have a detour but also some buses will come on time but it will be out of order.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	Sometimes the le pass app will tell me a bus isn't working when it very much is, other times it will tell me a bus [is] coming when it isn't.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	Sometimes the LePass app will get stuck at the 14-minute mark. I'm not sure why, but the 52 bus will let me know it's coming in 14 minutes and will get stuck at that point for at least 10 minutes without updating its ETA. Meanwhile, the bus has actually came and I've missed it because I was paying closer attention to the app than leaving for the bus to come in 14 minutes.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	Transferring from 12 st. car to a bus due to work on rails, bus driver told us we had to wait til "I dont know when"	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	Streetcar issues or not arriving. canal street streetcar fails alot. Not showing up, stopping before the stop i need (the one intersecting the st charles streetcar.) st charles streetcar with unexpected ir unknown stops and putting everyone on a bus with no driver	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	I feel confident I will make it to my destination but not necessarily on time. In fact, during the school year, i started going 2 hours ahead of time because the bus would always come later than I needed in order for me to get to class on time.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	They don't notify when there's a detour	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	I only find out [about a detour] after I miss the bus several times.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	When I get detour info, it doesn't give me enough info where I could plan my trip around it.	
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	I usually find out [about a detour] when I am on the public transit and find out when I do not get to the location I thought I was going. Or sometimes someone I know I'll let me know.	

Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	Sometimes i feel like Le pass is not up to date. Usually I just find out [about a detour] in the moment or from someone who also uses RTA.
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	I had a job in the French quarter and I had to go there between classes via the bus and was late even with up to an hour buffer time. The busses had delays often or other unpredictable changes.
					Bus stop signs really need to be clearer — like, physically. They should say if it's for pickup or drop-off. Too many times I see people standing thinking they're in the right spot just because there's a marker there. The Le Pass app doesn't help either — for instance the 55 route has 3 markers. Two of which are on the same side of the street it doesn't tell you which marker to stand at because one is at one corner and the other is under the overpass. While the other is across the street. That needs to be fixed because it would make a big difference.
Anonymous Youth Responder	Anonymous Youth Responder	Anonymous Responder	NA	NA	