



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes

Thursday, December 9, 2021

9:00 AM

Virtual

The New Orleans Regional Transit Authority's Board of Commissioners hereby certifies that it will convene a meeting on Thursday, December 9, 2021 electronically via Zoom in accordance with the provisions of La. R.S. 42:17.1(A)(2)(a)-(c).

1. Call To Order

Commissioners Present: Chairman Neal, Commissioner Bryan, Commissioner Tillery and Commissioner Wegner

2. Roll Call

3. Consideration of Meeting Minutes

approved

[Operations Meeting Minutes from October 14, 2021]

[21-183](#)

Commissioner Wegner moved and Commissioner Bryan seconded to approve the minutes of October 14, 2021. The motion was approved unanimously.

4. Committee Chairman's Report

Commissioner Neal thanked everyone for attending the meetings during the year.

Commissioner Neal stated that he attended the International Boat Show and he was introduced to the company that constructed the ferries and the builders helped him get a better understanding of marine operations.

5. Chief Executive Officer's Report

Alex Wiggins reported that staff was working with TMG to implement some of the recommendations put forth by the New Links Study and staff was also working with Jefferson and St. Bernard Parishes to improve mobility across the region.

Anthony Mumphrey reported that the Objectives for RTA Ridership was to Improve

Frequency, Provide Equitable Transit Access and Interparish Connections.

Anthony Mumphrey reported that the RTA does not have control over what other surrounding parishes are going to implement regarding the New Links Study and this gives the RTA some opportunities to come up with other scenarios to increase service frequency.

TMG reported that all RTA's line that does not have a 20 minute headway would be adjusted to operate with a 20 minute headway.

Nick reported that the RTA would be able to pay for the changes to service by using available federal funding such as the CARES Act, CRRSAA and ARP, etc.

Commissioner Wegner asked for a copy of the presentation to share with Jefferson Parish Officials.

The Commissioners on the committee agree that a meeting should take place with TMG to discuss this presentation.

[CEO's Powerpoint Presentation]

21-203

6. Chief Operations Officer's Monthly Status Report

Justin Cayless reported that during the month of October Ridership increased post hurricane Ida during the month of October system wide.

Justin Cayless reported that the On-Time Performance during the month of October for bus was 67%, streetcars 80% and Paratransit 85%.

Justin Cayless reported that Boardings during the month of October for bus was 8 per hour, streetcars 19 and Paratransit 1.65.

Justin Cayless reported that Total Trips Completed by Paratransit for the month of October was 10,400.

Justin Cayless reported that the Preventable Accidents for Bus and Paratransit during the month of October was 3.07 per 100,000 miles and that was significantly above goal and the main cause of the preventable accidents were sideswipes and staff has increased its safety blitz awareness.

Justin Cayless reported that the Preventable Accidents for the Streetcars were slightly above the goal for the month of October was 2.91 per 100,000 miles and the leading issue was collisions at the intersections.

Justin Cayless reported that Road Calls for the month of October was slightly up.

Justin Cayless reported that during the month of October Customer Service for Rideline had a total of 30,000 calls and 48% of those calls were resolved by the Automated Voice Response

System and they exceed the goal of answering calls in the first 20 seconds.

Justin Cayless reported that during the month of October Customer Service for Paratransit had a total of 18,000 calls and 50% of those calls were resolved by the Automated Voice Response System. The percentage of calls that were answered by an agent was down by 50%.

Commissioner Neal would like to make sure that the data being collected was correct.

Commissioner Neal wanted to thank the Operations Team for what they do for the RTA.

Commissioner Wegner was concerned about the On-Time Performance, Road Calls and the issue that Paratransit Customer Service was having not answering the calls within the 20 seconds.

Alex Wiggins reported that staff needs to analyze the data that's coming into the system and focus on safety in the field.

Commissioner Wegner stated that she does not think On-Time Performance is being measured correctly. She feels that there are things in the field that is happening that the RTA can't control.

Alex Wiggins reported that the RTA has a Disruption Manager that is keeping track of all the data coming through the system.

In response to Commissioner Wegner, Alex Wiggins reported that the Board should start seeing different results in the reports during the first quarter of 2022.

[Ops PowerPoint Presentation 12.09.21]

21-204

7. Ferry Operations Report

Jose Ruiz reported that during the month of October Trips Completed exceeded 95%.

Jose Ruiz reported that the average passengers for the month of October for the Canal Ferry was 7 passengers and for the Chalmette Ferry it was 20 passengers.

Jose Ruiz reported that the Canal Ferry was doing well at the Audubon Aquarium Temporary Facility location and back into full service operations.

In response to Commissioner Neal, Jose Ruiz reported for that the Saturday of the bonfire there were a total of 2,000 passengers on the Algiers Ferry.

[Marine PowerPoint 12.09.21]

21-205

8. Public Safety Report

Robert Hickman reported that there were a total of 4 Felony incidents that occurred in

November and 1 Aggravated Assault.

Robert Hickman reported that there were 9 incidents in 2020 compared to 12 in 2021. The Transit Police handled 79 calls for service during the month of November and wrote 23 reports.

Robert Hickman reported that 9 contracts were made with the homeless passengers and gave 7 referrals.

[Public Safety PowerPoint]

21-206

9. New Business

None.

10. Audience Questions & Comments

Jim Goodwin stated that he would like RTA metrics to be more accurate and quantify the impacts to the service.

11. Adjournment

Commissioner Wegner moved and Commissioner Tillery seconded to adjourn the meeting of December 9, 2021. The motion was approved unanimously.

adjourned