



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes - Final

Thursday, January 13, 2022

9:00 AM

Virtual

The New Orleans Regional Transit Authority's Board of Commissioners hereby certifies that it will convene a meeting on Thursday, January 13, 2022 electronically via Zoom in accordance with the provisions of La. R.S. 42:17.1(A)(2)(a)-(c).

1. Call To Order

2. Roll Call

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

3. Consideration of Meeting Minutes

Commissioner Tillery moved and Commissioner Wegner seconded to approve the minutes from December 9, 2021. The motion was approved unanimously.

This was adopted.

[Operations & Administration Meeting Minutes - December 9, 2021]

[22-005](#)

Commissioner Wegner moved and Commissioner Tillery seconded the meeting minutes of December 9, 2021. The motion was adopted unanimously.

4. Committee Chairman's Report

Commissioner Neal stated that the RTA was starting to see some service delays due to COVID.

5. Chief Executive Officer's Report

Alex Wiggins reported that the RTA was experiencing some service delays due to COVID and for the January 16, 2022 Pick some of the headways were going to be adjusted to accommodate the delays such as moving the 15 minute headway to 18 minutes and 20 minute headways to 30 minutes. He stated that staff was working very closely with the Union regarding these changes and any other adjustments that need to be made and this Pick will

last until May.

Alex Wiggins reported that he was going to be on a panel for the APTA Board Conference to discuss equity.

In response to Commissioner Neal, Alex Wiggins reported that the Pick will last until May and if any adjustments need to be made staff will make the necessary adjustments.

Commissioner Neal asked that staff give a report each month regarding staffing shortage and service delays.

6. Chief Operations Officer's Monthly Status Report

Gerard Guter reported that staff was going to work with the Board Office regarding the Operations Monthly Status Report format change.

Gerard Guter reported that - Ridership during the month of November was 580,000.

Gerard Guter reported that - On-Time Performance the goal was 85% and during the month of November bus was 65% and rail was 76%. He stated that with the new pick there should be a change to On-Time Performance.

Gerard Guter reported that - On-Time Performance the goal was 85% for Paratransit and during the month of November Paratransit was 87%.

Gerard Guter reported that - Boardings Per Revenue Hour during the month of November bus was 9.7, streetcar was 19 and Paratransit was 13.6.

Gerard Guter reported that - Trips Completed during the month of November for Paratransit was 10.02

Gerard Guter reported that - Preventable Accident for Bus, Paratransit and Streetcars during the month of November was 0.81 for bus, 0 for Paratransit and Streetcar was 0.

Gerard Guter reported that Road Calls per 100,000 miles was up for Bus at 12.5 and that was due to the supply chain shortage and the challenges in getting employees to come to work.

Gerard Guter reported that - Customer Service for the month for Rideline received 26,000 calls for the month and the agents answered 95% of the calls and 93.67% of the calls were answered within 20 seconds and 3.81 % of calls were abandoned.

Gerard Guter reported that Customer Service for the month for Paratransit received 17,000 calls for the month and the agents answered 93% of the calls.

In response to Commissioner Neal, Gerard Guter reported that the RTA received 13 of the new vehicles and 9 are in service and in the next two weeks the RTA should receive the remaining of the buses and these new buses will help with service for the new pick. He stated

that the mechanics are working 12 hours shifts for the next 90 days.

In response to Commissioner Bryan, Gerard Guter reported that the RTA was required by FTA to keep a certain number spare ratios so some of the buses will be removed per the FTA rules.

Present: Walt Tillery, Laura Bryan, Sharon Wegner and Fred Neal

Absent:

7. Ferry Operations Report

Jose Ruiz reported that there was some missed trips on the Canal Street Ferry Service mainly due to the transfer of the Ferry Operations to the temporary facility but since the service change to the service has increased.

Jose Ruiz reported that the Passengers Per Trip for the Canal Street Service was 11 passengers and the average for Chalmette was 23 passengers.

Jose Ruiz reported that the RTA 2 was in Alabama for repairs and some equipment needed for the repair was delayed due to the supply chain issues but the structure repairs are ahead of schedule and the completion date for all repairs was mid-April.

In response to Commissioner Tillery, Jose Ruiz stated that the RTA 2 suffered damages from Hurricane Ida.

8. Public Safety Report

Robert Hickman reported that there were two felony crimes outside the Canal Street Facility. Employee vehicles were burglarized.

Robert Hickman reported that the - Misdemeanor Crimes - one disturbance that occurred on the bus - Criminal Damage - one incident on the bus and a Sex Crime by a passenger.

Robert Hickman reported that the during the month of December crime was down compared to the same time last year.

Robert Hickman reported that the Transit Police had 73 Calls for Service and wrote 14 reports.

Robert Hickman reported that there was a total of 76 contracts with the homeless and 69 referrals.

9. 2022 Agency Safety Plan

[22-002](#)

Mike Smith reported that this 2022 Agency Safety Plan (ASP) will be presented to the Board every January in accordance with the FTA and State guidelines.

Mike Smith reported that this report was required by the FTA, establishes RTA's Safety Management System (SMS), Describes Employee Safety Reporting Program and Defines authorities, accountabilities, and responsibilities for safety.

Mike Smith reported that this was new:
Organizational structure and position titles
Updates to Safety Performance Targets based on actual safety data and new federal guidance
Safety committees and escalation of hazards/concerns
Updates to SMS Implementation Plan, incorporating achievements in all departments

In response to Commissioner Neal, Mike Smith reported that the local aspects of the report was discussed in the Executive Safety and Security Committee Meetings which meets monthly and the State Safety Oversight participates in these meetings.

Commissioner Tillery moved and Commissioner Bryan seconded to approve the 2022 Agency Safety Plan. The motion was approved unanimously.

A motion was made by Tillery, seconded by Bryan and adopted to the Board of Commissioners. The motion carried by the following vote:

Aye: Tillery, Bryan, Wegner and Chairman Neal

Absent:

10. New Links Implementation Plan Update

Dwight Norton reported that

New Links is...

A short-term service plan to optimize bus routes

Designed to improve overall access to jobs and essential services

Equity-based by prioritizing improvements to vulnerable populations

Built to fit within approved 2022 budget for platform hours

New Links is NOT...

A strategic or long-term plan (*SMP Action Items CO6-8, CO21-22, PR8-9, BR29*)

A plan to improve SPEED of service and address DELAYS (*Assumes NO transit priority or fare modernization*)

JP Transit implementation will...

Fully adopt West Bank plans (except RTA access to Gretna)

Limited East Bank changes:

No frequency increase on Veterans Create redundancy on Jefferson Hwy

Service Driven Infrastructure Investments:

Downtown Transit Center

Regional Hubs & Major Transfer Points*

Comfort stops

RAISE FY22 award will fund design of all and construction of 2-3

Purpose:

Transparent, robust evaluation process for adopting Plan route changes

Leverage new analysis tools not previously available

Process:

Access Analysis - Improve travel time to jobs and essential services

Operations Review - Ensure new, proposed turning movements can be completed safely and address known issues with existing movements

Operator Feedback - Address operator observations of traffic patterns & proposed changes using focus groups

Termination Points - Consolidate and leverage existing 24/7 comfort stops where possible

Previous Community Feedback - Build upon comments and requests to improve service from previous plans: New Links and SMP

Budget Impact - Maintain overall platform hour cap

Scheduling RTA:

Winter 2022 January - Lower Nine Route Changes - Introduce UPT to French Market

Jefferson Transit - All West Bank Route Changes

Spring/Summer 2022 May - Very minor changes only

Jefferson Transit - East Bank Route Changes

Fall 2022 September - Most East Bank & Westbank Changes - Interim Downtown Transit Hub

Winter 2023 (TBD) - Adjustments/optimization - Stop rebalancing - begin

Keys to Success:

May pick is bare minimum, focus staff resources on September pick

Commitment to route approval process

Key Action & Milestones

Completed

Access analysis testing and methodology

Title VI Analysis & Outreach

Underway

Title VI report submission - Finalized essential services lists

Finalize Winter Pick - Board approve Title VI Report

Complete Access analysis

Rider survey: Service Change awareness

Creative brief for Final Network/Awareness

Detailed budget and tasks

Next Month

Westbank network review - Identify needed vendors

Westbank infrastructure needs - Finalize PMP

Conduct operator focus groups for Westbank

Develop communications campaign strategy

Commissioner Wegner asked to receive a copy of the report.

Commissioner Neal stated that this presentation stated that the RTA was ready to implement the New Links project in 2022.

Commissioner Neal stated that the cost for the implementation of New Links was a one-time cost to the budget.

Dwight Norton reported that the Marketing Team was working on all the information that would be distributed to the public regarding New Links.

Laura Bryan stated that the time line that was presented was very manageable for the RTA.

11. New Business

None.

12. Audience Questions & Comments

Jim Goodwin stated that he understands putting off in person meetings and the New Webpage was good but would like to see more details regarding project status and information regarding the Ferry Project.

Jim Goodwin stated that he would like to know any updates regarding Mobility Access for the whole system and have gotten positive reviews for the new ferry terminal and how will access work from the Westbank.

Alex Wiggins reported that the long-term goal was to make the whole system accessible and the RTA will stay focused on these milestones.

Valerie Jefferson wanted to know if the Commissioners receive the daily report that shows the daily cuts, delays and detours.

Valerie Jefferson stated that the Operators should be aware of violence from riders and those passengers should not be allowed to ride the system anymore.

Commissioner Neal asked Yolanda Rodriguez to get updated information for Valerie Jefferson.

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

Aye: Tillery, Bryan, Wegner and Chairman Neal

Absent:

13. Adjournment

Commissioner Tillery moved and Commissioner Wegner seconded to adjourn the meeting on January 13, 2022. The motion was approved unanimously.