



2817 Canal Street
New Orleans, LA 70119

**New Orleans Regional Transit Authority
Finance Committee**

Meeting Agenda - Final

Thursday, January 8, 2026

11:00 AM

RTA Board Room

The New Orleans Regional Transit Authority (RTA) Board of Commissioners will hold an in-person public meeting on Thursday, January 8, 2026, at 11:00 am. The meeting will begin at the scheduled time but may be delayed until a quorum is present and will be live streamed on the RTA website; masks are optional. Written public comments on agenda items may be submitted by 1) completing a speaker card on the day of the meeting; 2) email to rtaboard@rtaforward.org prior to the meeting; 3) U.S. mail to RTA, Office of Board Affairs, 2817 Canal Street, New Orleans, LA 70119. This meeting is accessible to persons with disabilities, and accommodation requests must be made at least 72 hours in advance by contacting the Office of Board Affairs at 504-827-8341 or rtaboard@rtaforward.org.

1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes

[12.11.25 Finance Meeting Minutes]

[26-005](#)

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Financial Officer's Report

7. DBE Report

8. Chief Planning and Capital Project Officer's Report

9. Items Requiring Committee Action

Contract Award for Paratransit Software Services

[25-165](#)

Extension of CEA for Janitorial Services

[25-175](#)

10. New Business

11. Audience Questions & Comments

12. Adjournment

[01.08.26 Finance Committee]

[26-013](#)



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 26-005

Board of Commissioners

[12.11.25 Finance Meeting Minutes]



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Finance Committee

Meeting Minutes - Draft

Thursday, December 11, 2025

11:00 AM

RTA Board Room

The New Orleans Regional Transit Authority (RTA) hereby declares that, in accordance with La. R.S. 42:17.1 (A)(2)(a)-(c), a meeting will be held in person on Thursday, December 11, 2025 at 11:00 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: 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.

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).

1. Call To Order

2. Roll Call

Commissioner Present: Commissioner Moore and Commissioner Walton

Commissioner Absent: Commissioner Colin

Other Commissioner Present: Commissioner Neal

Present: Art Walton and Mariah Moore
Absent: Louis Colin

3. Consideration of Meeting Minutes

Commissioner Moore moved and Commissioner Walton seconded to approve the Finance Committee Meeting of November 13, 2025. The motion was approved unanimously.

A motion was made by Commissioner Moore, seconded by Chairperson Walton and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

[Finance Committee Meeting - November 13, 2025]

[25-167](#)

4. Committee Chairman's Report

None.

5. Chief Executive Officer's Report

The monthly Chief Executive Officer's Report was given and can be found in the PowerPoint Presentation for the Finance Committee Meeting.

News Stories

Various Publications did stories on the groundbreaking of the Algiers Terminal and the Bus Rapid Transit Project.

Battery Electric Charger

Work has begun on the Pilot Battery Electric Charger Program at the Canal Street Facility.

Conversion of ADA Streetcar

Riverfront Streetcar #458 was put into service during the month of December. This was an red streetcar that was converted to an ADA Streetcar. Staff were bringing to the Board at the January Meeting an award to purchase new software for Paratransit.

6. Chief Financial Officer's Report

The monthly Chief Financial Officer's Report was given and can be found in the PowerPoint Presentation for the Finance Committee Meeting.

The CFO stated that staff were doing a lot of work to generate more revenue and get more money set aside for Transportation. Staff were also looking into charging premium fares for certain types of transportation. The RTA has a very Healthy Reserve Account that can be used for times like these. Staff were looking at every potential option to create ways to receive more revenue.

The CEO stated that staff decided to put a freeze on hiring instead of cutting service to the riders.

[October 2025 Financials]

[25-172](#)

7. CY 2026 Operating & Capital Budget Report

A motion was made by Chairperson Walton, seconded by Commissioner Moore and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

RTA CY2026 Operating and Capital Budget

25-158

The CY 2026 Operating and Capital Budget was given and can be found in the PowerPoint Presentation for the Finance Committee Meeting.

The CFO stated that the RTA will need \$15Million from the Reserve Fund to balance the budget.

Operating Expenditures

Total Operating Expenses- \$142.2 Million

871 Full Time Equivalents (occupied and vacant)

Casualty and Liability insurance and claims reserves increase

TMSEL Retirement costs- \$1.3 Million

Maritime deficit of \$5.5M after applying the State Subsidy of \$5.1M

The CFO stated that staff do not have definitive numbers on the decrease in ridership, but the assumptions were based on historical data.

Commissioner Walton moved and Commissioner Moore seconded to approve the RTA CY2026 Operating and Capital Budget. The motion was approved unanimously.

8. DBE Report

The DBE Report was given and can be found in the PowerPoint Presentation for the Finance Committee Meeting.

The RTA's DBE Outreach Program is very beneficial to the DBE/SBE Community.

9. Chief Planning and Capital Project Officer's Report

The Chief Planning and Capital Project Officer's Report was given and can be found in the PowerPoint Presentation for the Finance Committee Meeting.

The Federal Government Money that the RTA receives from FTA is a use or loss situation. If the RTA does not use the money for Capital Projects, the money must be given back to the

FTA.

10. Authorizations

A. Reconsiderations:

Cooperative Endeavor Agreement between the City of New Orleans and The New Orleans Regional Transit Authority for Supporting Unhoused Individuals

[25-016](#)

Commissioner Moore wanted to make sure that this agreement was not a way to criminalize the unhoused.

Commissioner Moore moved and Commissioner Walton seconded to approve the Cooperative Endeavor Agreement between the City of New Orleans and the New Orleans Regional Transit Authority for Supporting Unhoused Individuals. The motion was approved unanimously.

A motion was made by Commissioner Moore, seconded by Chairperson Walton and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

Enactment No: 25-072

Fare Policy Amendment No.1 (GEN 11)

[25-142](#)

The Commissioners preferred Option B, which was Transit Equity Day. The RTA will observe one day of fare-free transit in recognition of Civil Rights Pioneers each year. Staff recommend Option A - Election Days are normally held on a Saturday and the CEO can declare another free-day for voting.

Commissioner Moore moved and Commissioner Walton seconded to approve Fare Policy Amendment No. 1 that will include Option B for the Transit Equity Day and Option A for Election Days in the resolution (GEN 11). The motion was approved unanimously.

A motion was made by Commissioner Moore, seconded by Chairperson Walton and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

Enactment No: 25-077

B. Procurements:

Renewal of Excess Workers' Compensation Insurance for

[25-159](#)

RTA Employees [2025-2027]

This policy is a 39% increase from last year.

Commissioner Walton moved and Commissioner Moore seconded to approve the Renewal of Excess Workers' Compensation Insurance for RTA Employees (2025-2027). The motion was approved unanimously.

A motion was made by Chairperson Walton, seconded by Commissioner Moore and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

Enactment No: 25-074

C. Amendments:

Contract Extension #1 for General Counsel Services with Wright Gray Harris, LLC

[25-156](#)

Commissioner Walton moved and Commissioner Moore seconded to approve the Contract Extension #1 General Counsel Services with Wright Gray Harris, LLC. The motion was approved unanimously.

A motion was made by Chairperson Walton, seconded by Commissioner Moore and approved. The motion carried by the following vote:

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

Enactment No: 25-073

D. Ratifications:

Ratification: Grant Application Submission for FY26 Section 5339 (Bus and Bus Facilities)

[25-162](#)

This grant does have some limits, it is from FY26 Section 5339. This money is used to purchase non-revenue vehicles.

Commissioner Walton moved and Commissioner Moore seconded to approve the Ratification of Grant Application Submission for FY26 Section 5339 (Bus and Bus Facilities). The motion was approved unanimously.

Enactment No: 25-079

11. New Business

None

12. Audience Questions & Comments

Jim Goodwin - He was inquiring about the Down Stream Maintenance facility located by the Chalmette Ferry.

Valerie Jefferson - Stated that the smaller bus that the RTA were going to purchase could be used downtown. The CFO stated that the smaller buses will be used in different neighborhoods.

13. Adjournment

Commissioner Moore moved and Commissioner Walton seconded to adjourn the Finance Committee Meeting of December 11, 2025. The meeting was adjourned unanimously.

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

Aye: Chairperson Walton and Commissioner Moore

Absent: Commissioner Colin

[Finance Committee Slides 12.11.25]

25-179



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-165

Finance Committee

Contract Award for Paratransit Software Services

DESCRIPTION: Authorization to procure Spare Labs via Carahsoft Technology Corporation for ADA Paratransit software services.	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 Chief Executive Officer to award contract to Carahsoft Technology Corporation for the purchase of Spare Labs Software-As-A-Service (SaaS) for a three-year contract with the option for two additional years. The total agreement amount is not to exceed \$1,326,128.90.

ISSUE/BACKGROUND:

ADA Paratransit (Demand Response) service delivery is comprised of several major components that are currently being supported by a mix of manual and outdated software solutions, as summarized in the table below.

Component	Solution
1. Eligibility determination / client account management	Manual + Trapeze software
2. Reservations	Manual (separate from #3)
3. Routing / scheduling	Trapeze software
4. Manifest / operations	Paper; Clever CAD for real-time vehicle location
5. Reporting	Limited Trapeze; manual supplements

As indicated above, the primary current software, Trapeze, has a very specialized trip routing and scheduling component that is not integrated with reservations. The result is a lot of back-and-forth with clients as reservationists work to book rides with the separate scheduling team. Changes to schedules can be very difficult to accommodate as are last-minute or same-day booking requests. This is further challenged by sending operators into the service with a daily paper manifest of pick-up and drop-off locations. Monitoring and communications with operators and their real-time location is conducted by a separate, un-integrated system via the Clever CAD. Finally, analysis of performance for improvement and reporting is very limited.

The end result is persistent, systemic challenges that have hindered operational efficiency and

customer satisfaction.

RTA seeks to upgrade to a modern, cloud-based Demand Response Transit Software (DRTS) Solution which provides a single, integrated software to support all five (5) components listed above. This includes dynamically optimized routing and scheduling so customers and operators always have the most efficient route. Trips can be booked by reservationists to ensure accurate and reliable pick-up and drop-off times. These modern routing systems also allow for more same day bookings and eventually to introduce "microtransit" services - an on-demand service for any customer regardless of status. Riders can now also track their vehicle arrival real-time, similar to ridesharing apps. All monitoring, performance analysis and reporting is fully integrated. Additionally, these systems include all customer account management including eligibility management, reminders and notification preferences, such as call or text message.

DISCUSSION:

Staff conducted significant research during 2025 on best practices and case studies with other agencies who have recently completed similar paratransit technology modernization initiatives and found Spare Labs to be an industry leading solution with excellent reviews by other transit agencies. Upon reviewing Spare Lab's cloud-based DRTS solution across cost, implementation, ease of use, support, and agency alignment, Spare emerged as the strongest overall fit for NORTA's current operational needs, capacity, and implementation timeline.

Spare Labs product meets all of RTA's requirements for integrated eligibility management, reservation, scheduling and dispatching functions for ADA paratransit and an option for the capability to expand to non-ADA "microtransit" (general public on-demand point-to-hub) services. The Spare Labs software powers every stage from trip booking and scheduling through to dispatching, monitoring, and reporting. With the addition of the Spare application, riders would benefit from real-time vehicle tracking, mobile and web booking, appointment-based scheduling, and self-serve account tools, while staff and contractors use modern tools for oversight, exception handling, and service optimization.

RTA staff recommends Spare Labs for the DRTS upgrade and the most appropriate fit for RTA's operational realities and organizational culture.

Spare Labs is a partner vendor under the cooperative purchase program under Carahsoft Technology Corporation. The procurement is through Louisiana State Contract 4400010663 with Carahsoft Technology Corporation for Cloud Solutions in accordance with NASPO ValuePoint Cooperative Purchasing Program Cloud Solutions 2016-2026 Contracts administered by the State of Utah, Master Agreement No. AR2472. Costs are billed annually over five (5) years as follows:

2026-2027	\$282,818.74 (Implementation + year 1 subscription)
2027-2028	\$260,827.54 (year 2 subscription)
2028-2029	<u>\$260,827.54</u> (year 3 subscription)
	\$804,473.82
2029-2030	\$260,827.54 (year 4 subscription)
2030-2031	<u>\$260,827.54</u> (year 5 subscription)
Total:	\$1,326,128.90

A separate, companion procurement will be forthcoming in early 2026 to replace all tablets in all paratransit vehicles to ensure compatibility and reliability for use with the Spare Labs Driver App for operator interface.

The contract will be managed by the Information Technology department for primary use by the Operations' Paratransit Department and Paratransit Scheduling.

FINANCIAL IMPACT:

The funding is currently available through a combination of Grant funds and operating budget. Year one (1) will be funded by 80:20 split between Grant LA2024-009 and account code 01-0000-00-1501-000-00-00000-00000-00000. The remaining funding is available through the operating budget, account code 01-2900-02-7140-021-05-00-00000-00000 over three (3) years with optional additional two (2) years for a total cost not-to-exceed \$1,326,128.90.

NEXT STEPS:

With Board approval, staff will assign a purchase order and complete the agreement.

ATTACHMENTS:

1. Resolution
2. Carahsoft - Spare Labs - 11.13.2025 - Quote 61172749
3. Procurement Routing Form
4. Spare - RTA - DRTS - Implementation & References 10.23.25
5. Carahsoft Technology State of La Contract
6. 1494535216_Cloud Solutions-Carasoft-LA-2016-2026-Executed PA-Amend-1

Prepared By: Doris O'Sullivan
Title: Sr. Project Manager of Information Technology

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

Reviewed By: Gizelle Johnson-Banks
Title: Chief Financial Officer

Lona Edwards Hankins

1/6/2025

Lona Hankins
Chief Executive Officer

Date



Regional Transit Authority
2817 Canal Street
New Orleans, LA 70119-6301

504.827.8300

www.norta.com

RESOLUTION NO. _____

FILE ID NO. 25-165

STATE OF LOUISIANA

PARISH OF ORLEANS

**AUTHORIZATION TO AWARD A CONTRACT TO
CARAHSOFT TECHNOLOGY CORPORATION
FOR THE PURCHASE OF SPARE LABS SOFTWARE**

Introduced by Commissioner _____ and Seconded by Commissioner _____.

WHEREAS, RTA seeks the ability to use industry-leading software to deliver excellent paratransit and demand-response services and customer service; and

WHEREAS, RTAs current demand-response software and systems are significantly outdated, difficult to train, not integrate with each other, and labor-intensive which has resulted in persistent, systemic challenges that have hindered operational efficiency and customer satisfaction; and

WHEREAS, modern Demand Response Transit Software (DRTS) solutions provide integrated eligibility management, reservation, scheduling and dispatching functions for ADA paratransit and an option for the capability to expand to non-ADA “micro transit” (general public on-demand point-to-hub) services with additional insight and support information for staff and stakeholders as needed to improve service; and

WHEREAS, staff evaluated industry-leading solution providers and found Spare Labs DRTS cloud-based solution met all of RTA’s requirements and is the strongest overall fit for NORTA’s current operational needs, capacity, and implementation timeline; and



Regional Transit Authority
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New Orleans, LA 70119-6301

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Resolution No.

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WHEREAS, Spare Labs is partner vendor in a cloud services software portfolio contract provided by Carahsoft Technology Corporation; and

WHEREAS, the procurement is through Louisiana State Contract 4400010663 with Carahsoft Technology Corporation for cloud solutions in accordance with NASPO ValuePoint Cooperative Purchasing Program Cloud Solutions 2016-2026 Contracts administered by the State of Utah, Master Agreement No. AR2472. Costs are billed annually over five (5) years as follows:

2026-2027	\$282,818.74 (Implementation + year 1 subscription)
2027-2028	\$260,827.54 (year 2 subscription)
2028-2029	<u>\$260,827.54</u> (year 3 subscription)
	\$804,473.82
2029-2030	\$260,827.54 (year 4 subscription)
2030-2031	<u>\$260,827.54</u> (year 5 subscription)
Total:	\$1,326,128.90

The contract will be managed by the Information Technology department; and

WHEREAS, funding is currently available through a combination of Grant funds and operating budget. Year one (1) will be funded by 80:20 split between Grant LA2024-009 and account code 01-0000-00-1501-000-00-00000-00000-00000. The remaining years' funding is available through operating budget, account code 01-2900-02-7140-021-05-00-00000-00000, over three (3) years with optional additional two (2) years for a total cost not-to-exceed \$1,326,128.90.; and

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 award a contract to Carahsoft Technology Corporation for Spare cloud based DRTS solution in an amount not to exceed **\$1,326,128.90.**



Regional Transit Authority
2817 Canal Street
New Orleans, LA 70119-6301

504.827.8300

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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 27TH OF JANUARY 2026.

**FRED A. NEAL, JR.
CHAIRMAN
BOARD OF COMMISSIONERS**

ROUTING SHEET

Regional Transit Authority

State Contract Procurement Routing Sheet

INSTRUCTION: The user department is responsible for providing all information requested below and securing the requisite signatures.

Solicitation ID	306
Project Schedule Delivery Date	12/10/2025 6:00 AM
Technical Specs attached	No
Scope of Work attached	No

A. I have reviewed this form and the attachments provided and by signing below I give authority to the below stated Department Representative to proceed as lead in the procurement process.

Name: **O'SULLIVAN, DORIS**
Title: **PROJECT MANAGER III**
Ext: **8380**

B. Name of Project, Service or Product:

Demand Response Transit Software (DRTS)

C. Justification of Procurement:

RTA identified the need to improve ADA service provision. In collaboration with Operations, Paratransit, Paratransit Scheduling, and IT, a Scope of Work was crafted to procure a cloud-based Demand Response Transit Software (DRTS) with eligibility management, reservation, scheduling and dispatching functions for ADA paratransit and an option for the capability to expand to non-ADA “microtransit” (general public on-demand point-to-hub) services. An evaluation of services available on the NASPO ValuePoint Cloud Solutions Agreement. RTA team members met with DRTS providers on the NASPO ValuePoint Price Catalog. After an evaluation by the team, Spare was determined to be fair and reasonable provider of DRTS Services at RTA

State Contract: National Association of State Procurement Officials (NASPO) ValuePoint Cloud Solutions Agreement 1494535216 Amendment 1 with Carahsoft as identified in the Louisiana State contract LA4400010663

D. Certification of Authorized Grant:

Is this item/specification consistent with the Authorized Grant?

Yes

Director of Grants / Federal compliance:	Alisa P Maniger
Signature	<i>Alisa P Maniger</i>
Date	December 03 2025

E. Safety, Security and Emergency Management: Include Standard Safety Provisions Only:

Additional Safety Requirements Attached

false

ROUTING SHEET

Chief	Michael J Smith
Signature	<i>Michael J Smith</i>
Date	December 04 2025

Risk Management:

Include Standard Insurance Provisions Only?

true

Include Additional Insurance Requirements Attached ?

false

Risk Management Analyst	Marc L Popkin
Signature	<i>Marc L Popkin</i>
Date	December 04 2025

F. Funding Source:

Funds are specifically allocated in the Department's current fiscal year budget or in a grant to cover this expenditure as follows:

ICE Amount: \$1,326,128.90

Total Projected Cost: \$1,326,128.90

Funding Type: Federal, Local

Grants or Capital Project ID: 2024-IT-03

Federal Funding	State	Local	Other
\$282,818.74		\$1,043,310.16	
Projected Fed Cost	State	Local	Other
\$282,818.74		\$1,043,310.16	

FTA Grant IDs	Budget Codes
LA-2024-009 - 11.42.08	01-0000-00-1501-000-00-00000-00000-00
	01-2900-02-7140-021-05-00-00000-00000
	01-2900-02-7140-021-05-00-00000-00000
	01-2900-02-7140-021-05-00-00000-00000
	01-2900-02-7140-021-05-00-00000-00000

Funds allocated by multi-year and budget codes:

Year	Amount	Budget Code
Year-1	\$282,818.74	01-0000-00-1501-000-00-00000-00000-00

ROUTING SHEET

Year-2	\$260,827.54	01-2900-02-7140-021-05-00-00000-00000
Year-3	\$260,827.54	01-2900-02-7140-021-05-00-00000-00000
Year-4	\$260,827.54	01-2900-02-7140-021-05-00-00000-00000
Year-5	\$260,827.54	01-2900-02-7140-021-05-00-00000-00000
Total all years	\$1,326,128.90	

Budget Analyst	Erin Ghalayini
Signature	<i>Erin Ghalayini</i>
Date	December 03 2025

G. DBE/SBE GOAL:

% DBE	0
% Small Business	0

Director of Small Business Development:	Keziah Lee Cawthorne
Signature	<i>Keziah Lee Cawthorne</i>
Date	December 05 2025

DBE/EE Manager	Keziah Lee Cawthorne
Signature	<i>Keziah Lee Cawthorne</i>
Date	December 05 2025

H. Information Technology Dept. vetting.

IT Director	Sterlin J Stevens
Signature	<i>Sterlin J Stevens</i>
Date	12/5/2025 3:52 PM

I. Authorizations: I have reviewed and approved the final solicitation document.

Department Head	Sterlin J Stevens
Signature	<i>Sterlin J Stevens</i>
Date	December 03 2025

Chief	Dwight Daniel Norton
Signature	<i>Dwight Daniel Norton</i>
Date	December 04 2025

ROUTING SHEET

Director of Procurement	Briana Howze
Signature	<i>Briana Howze</i>
Date	December 05 2025

FOR PROCUREMENT USE ONLY**Type of Procurement Requested:****SC - State Contract**

Invitation for Bid (IFB) This competitive method of awarding contracts is used for procurements of more than \$25,000 in value. The agency knows exactly what and how many of everything it needs in the contract, as well as when and how the products and services are to be delivered. The award is generally based on price.

Request for Quote (RFQ) This type of solicitation is often used to determine current market pricing.

Request for Proposal (RFP) This approach to contracting occurs when the agency isn't certain about what it wants and is looking to you to develop a solution and cost estimate.

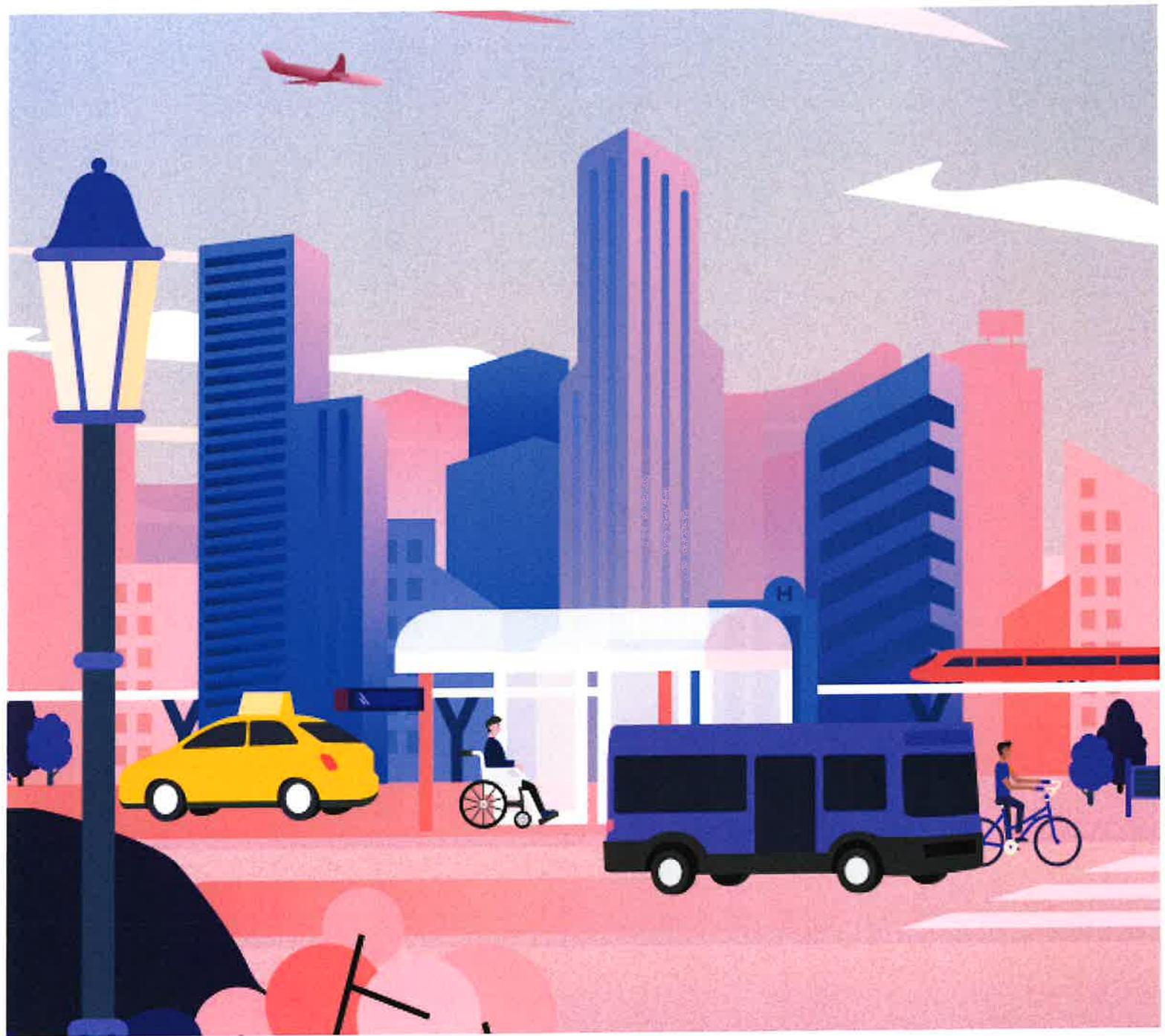
Sole Source (SS) this procurement can be defined as any contract entered into without a competitive process, based on a justification that only one known source exists or that only one single supplier can fulfill the requirements.

State Contract (SC) this procurement is via a State competitive procurement

Two-step Procurement - request for qualifications step-one used in the formal process of procuring a product or service, It is typically used as a screening step to establish a pool of vendors that are then qualified, and thus eligible to submit responses to a request for price proposal (RFP). In this two-step process, the response to the RFQ will describe the company or individual's general qualifications to perform a service or supply a product, and RFP will describe specific details or price proposals.

	Required if Total Cost above \$15K
Chief Financial Officer	Gizelle Johnson Banks
Signature	<i>Gizelle Johnson Banks</i>
Date	December 05 2025

	Required if Total Cost above \$50K
Chief Executive Officer	Lona Edwards Hankins
Signature	<i>Lona Edwards Hankins</i>
Date	December 05 2025



Spare Platform: Demand Response Transit Software (DRTS)

The Regional Transit Authority

October 2025

spare

601 W Hastings St, Suite 300
Vancouver BC V6B 1M8
Canada

Demand Response Transit Software Solution - Implementation Details

Your Spare Team

Implementation Team (Pre-Launch Stage)

The Implementation Team, led by a **dedicated Project Manager**, is responsible for **end-to-end setup and deployment** of the Spare platform from kick-off to the platform launch. Their primary tasks include:

- **Project planning and coordination:** Establishing communication plans, timelines, and team responsibilities through kickoff and planning meetings.
- **System configuration:** Customizing Spare's platform based on the agency's service parameters and operational goals.
- **Data Migration:** Collection, understanding, transforming, and importing previous system data into Spare.
- **Training and testing:** Leading workforce training (dispatchers, schedulers, drivers, booking agents, etc.), executing testing (including UAT, simulations, dry runs), and ensuring launch-readiness.
- **Stakeholder management:** Collaborating with internal Spare teams (engineering, product, support) and client teams (ops, planning) to ensure all implementation activities are aligned.
- **Launch Support:** Coordinating resources, overseeing system readiness, and leading launch support both pre and post-launch.

This team typically can include the project manager, deputy project manager, implementation executive Overseer, and relevant Product/Engineering members when needed.

Partner Success Team (Post-Launch and Long-Term Support)

Once the system is live and stabilized, responsibility transitions to the **Partner Success Team**, who oversee ongoing service performance and optimization. Their responsibilities include:

- **Account management:** Maintaining strong long-term relationships through ongoing touchpoints, performance check-ins, and strategic planning.
- **Quarterly Goal Reviews (QGRs):** Recurring data-driven sessions where performance is analyzed, KPIs reviewed, and new service goals set.
- **Issue tracking and escalation:** Managing technical, operational, or policy-related challenges that arise during operations.
- **Service optimization and planning:** Partnering with the agency to continuously improve the rider experience, refine configurations, and assess opportunities for expansion.

This team includes a Post-Launch Partner Success Manager and is overseen by a **Team Partner Success Manager**.

Handoff Process Between Teams

A documented and intentional **handoff** occurs between the Implementation Project Manager and the Post-Launch Partner Success Manager. This includes:

- Review and transfer of all project materials and decisions.
- A formal knowledge transfer process.
- Ongoing involvement of the Implementation PM during early post-launch to ensure continuity.

The implementation project manager remains actively engaged for approximately one month following launch to ensure a smooth and seamless transition from implementation to post-launch success.

Implementation Plan

Spare has developed a robust, tried-and-tested implementation approach that has consistently ensured the successful deployment of the Spare Platform across hundreds of transit agencies. Based on our experience setting up paratransit and eligibility services for agencies both very large and very small, Spare's implementation program for the RTA would span approximately **three months**.

We understand that the **RTA is targeting a project kickoff on January 5, 2025, with a full launch no later than April 1, 2025**. In alignment with this timeline, Spare recommends that the **core operational software** be launched as **Phase One** of the project. This ensures that RTA meets its intended schedule while still delivering all essential operational capabilities required for a successful transition.

Phase One will include the configuration, testing, and deployment of the following core functions:

- Trip booking and reservations (call center, app, and web)
- Scheduling and run creation
- Real-time dispatching and driver management
- Spare Driver App for in-vehicle tablets
- Billing and reporting
- IVR system integration for self-service and notifications
- Web portals for Agency and Rider access
- Spare Rider Smartphone App
- Outbound trip notifications

This timeline allows for a sufficient period to identify challenges early on, refine service planning and delivery, minimize project risk, and ultimately provide a successful service launch. Several activities will take place concurrently to ensure efficiency and adherence to the three-month delivery target.

Phase Two of the implementation will include Spare Eligibility, Complaints and Incident Management. Spare anticipates this implementation to begin following the Go-Live Launch for Phase One, and will span approximately **two to three months**.

Further integration requirements can be assessed during negotiations, which will allow us to provide a comprehensive plan for **Phase Three** of the implementation. Pricing and timeline for Phase Two will be provided upon completion of that additional mutual scoping effort. Phase Two may include:

- Le Pass / Moovit Integration
- ADP or Oracle Payroll Integrations
- VoIP

Implementation Stages - Phase One

Project Stage	Description	Resources
Stage 1 : Project Kickoff Expected Duration: 1 Hour	<p>Spare will hold a kick-off meeting with RTA to review the following:</p> <ul style="list-style-type: none"> • Roles & Responsibilities <ul style="list-style-type: none"> ◦ All of the key parties in the project for Spare and the RTA • Review Spare Platform Suite <ul style="list-style-type: none"> ◦ Understanding of what the RTA has purchased and what we are working towards • Project Overview <ul style="list-style-type: none"> ◦ Outlines the phases we are carrying out to complete the launch of Spare • Timelines <ul style="list-style-type: none"> ◦ Giving an understanding of approximately how long each phase is scheduled for and the ultimate launch date • Project goals <ul style="list-style-type: none"> ◦ Outlines current pain points, project goals, and KPIs to track • Service Discovery 	<p>Spare:</p> <ul style="list-style-type: none"> • Launch Manager • Account Executive • Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> • Project PM • Dispatch Supervisor • Reservations Supervisor • Eligibility Supervisor • Executive Sponsor (if applicable)

Project Stage	Description	Resources
	<ul style="list-style-type: none"> ○ A light discovery session to get a high-level understanding of the services that the RTA will be operating with Spare <p>The outcome of the kick-off will be a consensus on the project approach and what the Spare team will be working towards for a successful launch.</p>	
<p>Stage 2: Requirements Gathering</p> <p>Expected Duration: 4 Weeks</p> <p>(*Stage 2, 3, &4 to run concurrently)</p>	<p>This phase is to collect information on how different departments and services are running today. In this phase we collect information regarding:</p> <p>Service Parameters and Settings</p> <ul style="list-style-type: none"> ● Service area boundaries (polygons) ● Operating hours and days ● Fare structures and rules ● Accepted payment methods ● Travel rules (e.g., transfer policies, maximum ride times, wait times) ● Rider eligibility requirements ● Service types (e.g., fixed-route, on-demand, paratransit, NEMT) <p>Reservations Processes</p> <ul style="list-style-type: none"> ● Reservation responsibilities (who books, how, and when) ● Standard Operating Procedures for reservations ● Booking channels (app, web, phone, etc.) ● Cancellation and no-show policies ● Advanced booking vs. real-time request handling <p>Dispatch Processes</p> <ul style="list-style-type: none"> ● Dispatch responsibilities and handoff points ● Standard Operating Procedures for dispatching ● Run/Duty Creation & Scheduling ● Monitoring and managing trips in real-time ● Communication protocols with drivers and riders <p>Driver Processes:</p> <ul style="list-style-type: none"> ● Driver Check-In/Pull out Processes ● Communication Methods ● Rider Onboarding Processes ● Payment Collection ● Cancellation / No Show Processes ● Breaks <p>The goal of this phase is for Spare to have a full understanding of the operation we are migrating into Spare Operations.</p>	<p>Spare:</p> <ul style="list-style-type: none"> ● Launch Manager ● Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> ● Project PM ● Dispatch Supervisor ● Reservations Supervisor ● Eligibility Supervisor

Project Stage	Description	Resources
Stage 3: System Configuration Expected Duration : 4 Weeks (*Stage 2, 3, &4 to run concurrently)	<p>In the system configuration stage, Spare will configure the organization settings and service settings:</p> <p>Configuring Spare Settings:</p> <ul style="list-style-type: none"> • Time rules • Fare rules • Custom fields (for riders, vehicles, trips, etc.) • Fleet setup & break policies • Vehicle types (capacity, accessibility features) • Notifications (trip reminders, cancellations, delays, custom messages) • Role and permission settings (staff access levels, admin configurations) <p>Service Settings:</p> <ul style="list-style-type: none"> • Service Zone setup • Rider types and eligibility rules • Available payment methods • Boarding time configurations • Pickup window rules • Advanced booking windows • Booking Channels <p>The goal at the end of this phase would be to have Spare Operations ready for user acceptance testing.</p>	Spare: <ul style="list-style-type: none"> • Launch Manager • Launch Team Manager (optional) RTA: <ul style="list-style-type: none"> • Project PM • Spare Admin/Power Users
Stage 4: Data Staging & Field Mapping Expected Duration : 4 Weeks (*Stage 2, 3, &4 to run concurrently)	<p>This phase focuses on understanding what data needs to be migrated into Spare by gathering samples of the existing data and conducting a field mapping exercise to ensure Spare can accommodate the necessary fields. Once the mapping is confirmed, we populate the Spare import file with sample data to validate the format and prepare for a smooth data migration into production.</p> <p>Data staging and field mapping we will focus on:</p> <ul style="list-style-type: none"> • Rider Profile Data • Vehicle Data • Driver Data • Subscription/Recurring Trip Data <p>The Goal of this phase is to be prepared for a smooth data migration into production prior to the booking launch.</p>	Spare: <ul style="list-style-type: none"> • Launch Manager • Launch Team Manager (optional) RTA: <ul style="list-style-type: none"> • Project Manager • Data Analyst / Existing Scheduling system expert
Stage 5: User Acceptance Testing	<p>The User Acceptance Testing (UAT) phase ensures that Spare's system is ready for live operations by validating its functionality with real users. Key staff—including</p>	Spare: <ul style="list-style-type: none"> • Launch Manager

Project Stage	Description	Resources
<p>Expected Duration : 2 weeks</p> <p>Stage 6: Training</p> <p>Expected Duration : 2 weeks</p> <p>Each session is 1-3 hours depending on the session</p> <p>(*Stage 6, 7, 8, & 9 to run concurrently)</p>	<p>reservationists, dispatchers, drivers, and administrators—actively participate to confirm the system meets operational needs. This phase includes:</p> <ul style="list-style-type: none"> • Users complete a series of test scripts to simulate real-world workflows and validate system behavior. • Feedback & revisions where users provide input on what needs to be adjusted, and the team makes necessary changes. • Final UAT on revisions to ensure the system updates resolve initial issues and function as expected. • Driver dry runs to confirm drivers are comfortable using the app and that operational workflows are sound before launch. <p>The goal of this phase is to get approval of the Spare set up to start migrating the settings into the Spare production environment.</p>	<ul style="list-style-type: none"> • Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> • Project Manager • Dispatch supervisor • Reservations Supervisor • Eligibility Supervisor • Operator Supervisor • Dispatch/reservations/Eligibility lead (Technology Champions) • Select drivers for dry run(s)
<p>Stage 7:</p>	<p>The Training Stage focuses on equipping all user personas with the knowledge and skills needed to effectively use Spare to operate their service. This includes:</p> <ul style="list-style-type: none"> • Reservations Training – Teaching staff how to book, modify, and cancel trips using Spare. • Dispatch Training – Training on managing daily operations, duty/vehicle assignments, and real-time adjustments. • Admin/Reporting Training – Covering system oversight, reporting tools, and user management. • Driver Training – Educating drivers on using the driver app, handling trips, and best practices for on-the-road scenarios. <p>Outside of the formal training, users are expected to practice using Spare by performing tests in the Spare Test organization.</p> <p>The goal of this phase is to ensure that all users are prepared and confident in using Spare for Launch day.</p>	<p>Spare:</p> <ul style="list-style-type: none"> • Launch Manager • Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> • Project Manager • Dispatchers • Reservationists • Eligibility Agents • Admins • Drivers

Project Stage	Description	Resources
Marketing & Communications Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	<p>introduce the new system to their rider base. Spare supports this effort by sharing best practices and lessons learned from previous launches, including:</p> <ul style="list-style-type: none"> Defining a marketing strategy focused on either ridership awareness or ridership growth Selecting effective marketing channels such as social media, flyers, websites, TV, and radio Preparing prelaunch content to support the app release and generate early interest <p>This collaborative approach ensures a smooth rollout and strong adoption from the rider community.</p>	<ul style="list-style-type: none"> Launch Manager Spare Marketing Specialist <p>RTA:</p> <ul style="list-style-type: none"> Project Manager Marketing Manager/Spec ialist
Stage 8: Data Migration Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	<p>This phase involves executing the migration plan developed during the Data Staging and Field Mapping phase. The following actions take place in the Spare production environment:</p> <ul style="list-style-type: none"> Migration of Test Organization Settings to Production Importing Riders Importing Drivers Importing Vehicles Importing Subscription/Recurring Trips (if applicable) <p>The goal of this phase is to ensure all required data is in the production environment, prior to launch.</p>	<ul style="list-style-type: none"> Spare: Launch Manager Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> Project Manager Data Analyst / Existing Scheduling system expert
Stage 9:Pre Launch Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	<p>The Pre-Launch phase is focused on finalizing all operational and technical preparations to ensure a smooth transition to Spare on launch day. This phase is critical for aligning all stakeholders and confirming that systems, people, and processes are ready:</p> <ul style="list-style-type: none"> Trip Booking Transition Plan: Define the timeline and process for utilizing your legacy system and Spare leading up to the launch. Dispatch/Scheduler Transition Plan: Outline how dispatching responsibilities will shift to Spare. Operations Transition: Coordinate the changeover for all day-to-day operations, including driver routines, service oversight, and support procedures. Rider App Transition: Communicate and facilitate the shift for riders to begin using the 	<ul style="list-style-type: none"> Spare: Launch Manager Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> Project Manager Dispatch supervisor Reservations Supervisor Operator Supervisor Executive Sponsor

Project Stage	Description	Resources
Stage 9: Pre-Launch <i>Expected Duration : 1 day - 1 week+</i>	<p>Spare Rider App, including guidance and support resources.</p> <ul style="list-style-type: none"> • Tablet/Mount Installation Plan (if applicable): Ensure all driver hardware is installed, tested, and ready for launch. 	<p>The goal of this phase is to educate and prepare staff to ensure a smooth launch.</p>
Stage 10: Go-Live <i>Expected Duration : 1 day - 1 week+</i>	<p>The Go-Live phase marks the official transition to Spare and the beginning of live operations on the platform. This phase includes two key milestones:</p> <ul style="list-style-type: none"> • Booking Launch: If the service supports advanced booking, this is when the reservations team begins entering and managing future trips in Spare ahead of the live service start date. • Launch Day: All users—including reservationists, dispatchers, admins, and drivers—begin using Spare to carry out their daily operations, marking the full transition from the legacy system to Spare. The Spare team closely supports this phase to ensure a smooth and successful start. 	<p>Spare:</p> <ul style="list-style-type: none"> • Launch Manager • Spare Support Team • Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> • All users and project staff
Stage 11: Post-Launch Support and Optimization <i>Ongoing to End of Contract</i>	<p>In the Post-Launch phase, Spare's Launch team transitions the RTA to our Customer Success team, who will provide ongoing support and partnership. During this phase, the Customer Success team will:</p> <ul style="list-style-type: none"> • Make any necessary tweaks and changes to optimize the service • Track KPIs to ensure the service is aligned with targets and goals • Support inquiries and provide guidance on Spare functionality • Explore expansion opportunities and improvements that will benefit the RTA's operations 	<p>Spare:</p> <ul style="list-style-type: none"> • Launch Manager • Spare Support Team • Customer Success Team • Launch Team Manager (optional) <p>RTA:</p> <ul style="list-style-type: none"> • All users and project staff

This phase is focused on long-term success and ensuring the RTA gets continued value from Spare.

Projected Timeline

Stage	Duration	Expected Dates
Stage 1 – Project Kickoff	1 Day	Jan 5, 2025
Stage 2 – Requirements Gathering	4 Weeks	Jan 6 – Jan 31, 2025
Stage 3 – System Configuration	4 Weeks	Jan 6 – Jan 31, 2025
Stage 4 – Data Staging & Field Mapping	4 Weeks	Jan 6 – Jan 31, 2025
Stage 5 – User Acceptance Testing (UAT)	2 Weeks	Feb 3 – Feb 14, 2025
Stage 6 – Training	2 Weeks	Feb 10 – Feb 21, 2025
Stage 7 – Marketing & Communications	1.5 Weeks	Feb 17 – Feb 28, 2025
Stage 8 – Data Migration	2 Weeks	Mar 3 – Mar 14, 2025
Stage 9 – Pre-Launch	2 Weeks	Mar 10 – Mar 21, 2025
Booking Launch	1 Week	Mar 21 – Mar 27, 2025
Stage 10 – Go-Live	1 Week	Mar 28 – Apr 1, 2025
Stage 11 – Post-Launch Support & Optimization	Ongoing	Apr 2025 onward
Stage 12 – Phase Two Implementation - Spare Eligibility, Complaints, and Incident Management	2-3 Months	April 2025-July 2025

Reference Projects

Pinellas Suncoast Transit Authority (PSTA) Access | St. Petersburg, FL

Primary Contact	Secondary Contact
Chris Macklin, Deputy Director	Bonnie Epstein, Director of Mobility Services
cmacklin@psta.net	bepstein@psta.net
(727) 540-1800	(727) 540 - 1980

Project Summary: Pinellas Suncoast Transit Authority (PSTA) partnered with Spare to modernize its paratransit service, PSTA Access, in Pinellas County, Florida—an area with nearly one million residents and a high concentration of seniors and individuals with disabilities. Spare replaced legacy systems (Routematch and Tranware), successfully migrating thousands of rider profiles and implementing a complex configuration of overlapping ADA-compliant zones. Spare now powers all aspects of PSTA's paratransit operation, including trip booking, scheduling, dispatching, vehicle assignments, and analytics, across a daily fleet of approximately 70 vehicles.

In April 2023, PSTA expanded the partnership to launch a same-day Mobility on Demand (MOD) service using Spare Open Fleets. This service integrates both dedicated and non-dedicated providers: First Transit, Uzurv, Bay Area Metro/United Taxi, Lyft, Uber, and Wheelchair Transport. Riders can now receive real-time, ADA-compliant trips through Spare's centralized dispatching, with trips routed automatically to the most appropriate provider. Spare developed custom integrations for each provider, including API-based workflows and a separate dispatching environment for non-integrated fleets. In addition to ADA paratransit and MOD, PSTA also operates school trips, microtransit, and most recently, an airport shuttle service, all fully integrated and powered by the Spare Platform. This unified approach enables PSTA to deliver five distinct paratransit service types across six providers and multiple trip purposes, all managed through a single system.

Results: Today, PSTA delivers approximately 2,000 trips per day, with 45,000 ADA paratransit trips fulfilled monthly through Spare. Spare's automated dispatching, paired with the MOD expansion, has enabled over 20% of trips to be handled by non-dedicated fleets like Uzurv, increasing service flexibility and lowering costs. Within the first year, PSTA achieved a 25% increase in average weekday ridership and reduced cost per trip from \$40.78 in May 2022 to \$36.58 in November 2022—a 10.3% reduction. PSTA's deployment of Open Fleets represents an industry-first in integrating such a broad mix of fleets into a single, FTA-compliant paratransit platform.



PSTA is **revolutionizing paratransit** through integrations with five dispatch platforms and managing fleets from six providers, **all from a single platform.**



Capital Metropolitan Transportation Authority (CapMetro) | Austin, TX

Primary Contact	Secondary Contact
Art Jackson, VP of Demand Response	Sara Sanford, Director Eligibility & Training
art.jackson@capmetro.org	sara.sanford@capmetro.org
(512) 369-6036	(512) 389-7541

Project Summary: Capital Metropolitan Transportation Authority (Cap Metro) was in search of a demand response technology platform that was a fully-functional, ADA-compliant, shared-ride solution to facilitate paratransit mobility within defined service zones in the Austin Region.

In Spare, CapMetro found a partner that ensures ADA-compliant accessibility with robust customer facing and back end interfaces, empowering both customers and staff. Launched on October 1, 2023, Spare-powered paratransit service 'MetroAccess' replaced the 20-year old Trapeze system. The service initially included 200 vehicles, delivering approximately 2,500-3,000 ADA paratransit trips per day. This makes it one of the largest automated paratransit systems in the world!

Coming from a manual eligibility process using Trapeze Cert and Excel, Spare Eligibility, our digital eligibility management tool, not only saved CapMetro time, it eliminated human error around manual processes and speed the entire eligibility process.

Results: CapMetro has one of the most complex transit eligibility processes in the US. This implementation involved multiple customer onsite visits and support from the wider Spare team as we built out Spare Engage throughout the implementation.

CapMetro launched Spare Engage two weeks ahead of their service launch on October 1, 2023. They're now using Spare to manage their Eligibility, Appeals, Travel Training, Incident Reports, Tether Strap Program and Safety Assessments in Spare Eligibility. Since launch, CapMetro riders are booking and cancelling rides on their own at an increasing rate through the whitelabeled rider app and web-booking tool. Assuming an average call time of 3 minutes, self-serve app options save CapMetro staff an estimated 1,700 hours per month of call time. CapMetro is currently delivering over 75,000 Spare-powered trips per month, providing vital, reliable ADA-compliant transportation that enhances mobility and independence for the communities it serves. CapMetro in Austin, Texas, saw its OTP rise to over 95% during peak hours with the help of Spare Platform, compared to 88% with their previous Trapeze-powered system.



CapMetro has made history by implementing **one of the world's largest automated paratransit systems.**

Massachusetts Bay Transportation Authority | Boston, MA

Primary Contact	Secondary Contact
Chris Jurek, Deputy Chief of Paratransit Services	Michelle Stiehler
cjurek@mbta.com	mstiehler@mbta.com
(312) 515-1442	(973) 286-9054

Project Summary: The Massachusetts Bay Transportation Authority (MBTA) selected Spare to modernize its paratransit service, **The RIDE**, one of the largest ADA paratransit programs in North America, serving nearly 2 million trips annually. The agency transitioned from the legacy StrataGen ADEPT system to Spare's fully automated, cloud-based platform to improve efficiency, reduce costs, and enhance the rider experience.

The Spare Platform powers every stage of The RIDE's operations, from trip booking and scheduling through to dispatching, monitoring, and reporting. Riders benefit from real-time vehicle tracking, mobile and web booking, appointment-based scheduling, and self-serve account tools, while staff and contractors use modern tools for oversight, exception handling, and service optimization. The system is also configured to support multiple fleet types, including same-day service through TNCs like Lyft and Uber (via The RIDE Flex program), with comprehensive data and reporting for compliance and performance monitoring.

Results: Launched in late August 2025, The RIDE's transition to Spare has been a great success, positioning MBTA as the largest ADA paratransit system in the U.S. operating on a modern scheduling and dispatch solution. Within the first 24 hours of operation, MBTA achieved **95% on-time performance**, compared to 88% before Spare. Adoption of new rider tools has been strong, with 18% of trips booked through Rider Web in the first week, exceeding MBTA's historical average, and before the Rider App rollout. Use of non-dedicated service providers (NDSPs) has dropped by ~50% (from ~300 to ~150 daily trips), generating immediate cost savings.

Dispatchers, who previously worked reactively to resolve issues, now manage trips proactively with real-time tools. During implementation, Spare also delivered key product improvements such as a redesigned No-Show process, an enhanced Watch List, and a new driver pullout tool for yard supervisors.

By migrating The RIDE to Spare, MBTA has set a new benchmark for paratransit modernization with immediate gains in punctuality, efficiency, and rider satisfaction, and long-term improvements in cost control and operational oversight already underway.



Primary Contact: Trevor Kirsh, Senior Growth Manager

317-354-6124 | trevor.kirsh@spare.com

Line	Material No. ----- Supplier Part No.	Description	Prod. Cat.	UOM	Net Price	Discount
		<p>Services procured through this Contract require that the Agency enter into a Statement of Work; Transition Plan; and SLA with the Contractor.</p> <p>Services must be validated prior to procurement to ensure they can be deployed and maintained in compliance with the Statewide Information Security Policy.</p> <p>Carahsoft Primary Contact: Bethany Blackwell, 1860 Michael Faraday Drive, Suite 100, Reston, VA 20190; Phone: 703-230-7435; Fax: 703-871-8505; Email: NASPO@carahsoft.com.</p>				

Standard Terms and Conditions

1. THIS IS NOT AN ORDER TO SHIP (OR BEGIN SERVICE). A CONTRACT RELEASE OR PURCHASE ORDER MUST BE ISSUED BEFORE YOU ARE AUTHORIZED TO SHIP (OR BEGIN SERVICE).
2. THIS IS NOTICE THAT THE CONTRACT REFERENCED ABOVE HAS BEEN AWARDED TO YOU BASED ON THE BID (OR PROPOSAL) SUBMITTED. ALL TERMS, CONDITIONS, AND SPECIFICATIONS OF THE SOLICITATION WILL APPLY TO ALL ORDERS.
3. ANY AGENCY AUTHORIZED TO PURCHASE FROM THIS CONTRACT MUST ISSUE AN ORDER AND REFERENCE THE CONTRACT NUMBER, LINE NUMBER AND COMMODITY ITEM NUMBER FOR EACH ITEM.
4. CHANGES IN ITEMS TO BE FURNISHED ARE NOT PERMITTED (UNLESS APPROVED BY THE ISSUING AGENCY PRIOR TO DELIVERY). PRIOR APPROVAL MUST ALSO BE OBTAINED BEFORE DISTRIBUTORS CAN BE ADDED OR DELETED.
5. IF A DISTRIBUTOR LIST WAS SUBMITTED, CONTRACTOR MUST SEND COPIES OF THIS AWARD TO EACH DISTRIBUTOR.
6. QUANTITIES LISTED ARE ESTIMATED AND NO QUANTITIES ARE GUARANTEED (UNLESS "COMMITTED VOLUME" IS SPECIFICALLY STATED). CONTRACTOR MUST SUPPLY ACTUAL REQUIREMENTS ORDERED AT THE CONTRACT PRICE AWARDED.
7. COMPLIANCE WITH CIVIL RIGHTS LAWS.

THE CONTRACTOR AGREES TO ABIDE BY THE REQUIREMENTS OF THE FOLLOWING AS APPLICABLE: TITLE IV AND TITLE VII OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED BY THE EQUAL OPPORTUNITY ACT OF 1972, FEDERAL EXECUTIVE ORDER 11246, THE FEDERAL REHABILITATION ACT OF 1973, AS AMENDED, THE VIETNAM ERA VETERAN'S READJUSTMENT ASSISTANCE ACT OF 1974, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, THE AGE ACT OF 1975, AND CONTRACTOR AGREES TO ABIDE BY THE REQUIREMENTS OF THE AMERICANS WITH DISABILITIES ACT OF 1990. CONTRACTOR AGREES TO NOT TO DISCRIMINATE IN ITS EMPLOYMENT PRACTICES, AND WILL RENDER SERVICES UNDER THIS AGREEMENT AND ANY CONTRACT ENTERED INTO AS A RESULT OF THIS AGREEMENT, WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, VETERAN STATUS, POLITICAL AFFILIATION, OR DISABILITIES. ANY ACT OF DISCRIMINATION COMMITTED BY CONTRACTOR OR FAILURE TO COMPLY WITH THESE STATUTORY OBLIGATIONS WHEN APPLICABLE SHALL BE GROUNDS FOR TERMINATION OF THIS AGREEMENT AND ANY CONTRACT ENTERED INTO AS A RESULT OF THIS AGREEMENT.

8. CONTRACT CANCELLATION

THE STATE OF LOUISIANA HAS THE RIGHT TO TERMINATE THE CONTRACT IMMEDIATELY FOR ANY OF THE FOLLOWING REASONS: (A) MISREPRESENTATION BY THE CONTRACTOR; (B) CONTRACTOR'S FRAUD, COLLUSION, CONSPIRACY OR OTHER UNLAWFUL MEANS OF OBTAINING ANY CONTRACT WITH THE STATE OF LOUISIANA; (C) CONFLICT OF CONTRACT PROVISIONS WITH CONSTITUTIONAL OR STATUTORY PROVISIONS OF STATE OR FEDERAL LAW; (D) ABUSIVE OR BELLIGERENT CONDUCT BY CONTRACTOR TOWARDS AN EMPLOYEE OR AGENT OF THE STATE; (E) CONTRACTOR'S INTENTIONAL VIOLATION OF THE PROCUREMENT CODE (LA. R.S. 39:1551 ET SEQ.) AND ITS CORRESPONDING REGULATIONS; OR, (F) ANY LISTED REASON FOR DEBARMENT UNDER LA. R.S. 39:1672.

THE STATE OF LOUISIANA MAY TERMINATE THE CONTRACT FOR CONVENIENCE AT ANY TIME (1) BY GIVING THIRTY (30) DAYS WRITTEN NOTICE TO THE CONTRACTOR OF SUCH TERMINATION; OR (2) BY NEGOTIATING WITH THE CONTRACTOR AN EFFECTIVE DATE. THE STATE SHALL PAY CONTRACTOR FOR, IF APPLICABLE: (A) DELIVERABLES IN PROGRESS; (B) THE PERCENTAGE THAT HAS BEEN COMPLETED SATISFACTORILY; AND, (C) FOR TRANSACTION-BASED SERVICES UP TO THE DATE OF TERMINATION, TO THE EXTENT WORK HAS BEEN PERFORMED SATISFACTORILY.

THE STATE OF LOUISIANA HAS THE RIGHT TO TERMINATE THE CONTRACT FOR CAUSE BY GIVING THIRTY (30) DAYS WRITTEN NOTICE TO THE CONTRACTOR OF SUCH TERMINATION FOR ANY OF THE FOLLOWING

NON-EXCLUSIVE REASONS: (A) FAILURE TO DELIVER WITHIN THE TIME SPECIFIED IN THE CONTRACT; (B) FAILURE OF THE PRODUCT OR SERVICE TO MEET SPECIFICATIONS, CONFORM TO SAMPLE QUALITY OR TO BE DELIVERED IN GOOD CONDITION; OR, (C) ANY OTHER BREACH OF CONTRACT.

CONTRACT DISTRIBUTORS:

ContractNumber	Contract Line No.	Catalog Item Number	Item Description	Supplier Part No.	Gross Price	Unit of Measurement	Minimum Quantity	Discount	Discount Type	Price Base Qty. UOM	Valid From	Valid To
4400010663	1	1027757	Cloud Services, to include: PaaS; IaaS; and SaaS.		0	Lot		1	0	PERCENTAGE	1	3/3/2017 9/15/2026



STATE OF UTAH COOPERATIVE CONTRACT AMENDMENT

AMENDMENT #: 1

CONTRACT #: AR2472

Starting Date: Unchanged

Expiration Date: Unchanged

TO BE ATTACHED AND MADE PART OF the specified contract by and between the State of Utah Division of Purchasing and Carahsoft Technology Corporation (Referred to as CONTRACTOR).

BOTH PARTIES AGREE TO AMEND THE CONTRACT AS FOLLOWS:

The terms and conditions on Attachment A1 were inadvertently left out of the Master Agreement. The terms and conditions on Attachment A1 are hereby incorporated into the Master Agreement. All existing terms and conditions in the Master Agreement remain in full force and effect.

Effective Date of Amendment: 10/14/2016

All other terms and conditions of the contract, including those previously modified, shall remain in full force and effect.
IN WITNESS WHEREOF, the parties sign and cause this contract to be executed.

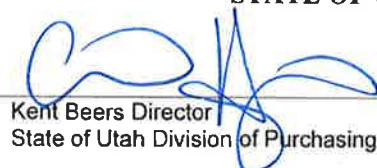
CONTRACTOR



Contractor's Signature

11/3/16
Date

STATE OF UTAH



Kent Beers Director
State of Utah Division of Purchasing

11/4/16

Date

Robert Moore

Contractor's Name (Print)

Vice President

Title (Print)

Purchasing Agent	Phone #	e-mail	Contract #
Spencer Hall	801-538-3307	spencerh@utah.gov	AR2472



Attachment A1: NASPO ValuePoint Master Agreement Terms and Conditions

3. Term of the Master Agreement: The initial term of this Master Agreement is for ten (10) years with no renewal options.

4. Amendments: The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the Lead State and Contractor.

5. Assignment/Subcontracts: Contractor shall not assign, sell, transfer, or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the Lead State.

The Lead State reserves the right to assign any rights or duties, including written assignment of contract administration duties to the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint.

7. Termination: Unless otherwise stated, this Master Agreement may be terminated by either party upon 60 days written notice prior to the effective date of the termination. Further, any Participating Entity may terminate its participation upon 30 days written notice, unless otherwise limited or stated in the Participating Addendum. Termination may be in whole or in part. Any termination under this provision shall not affect the rights and obligations attending orders outstanding at the time of termination, including any right of any Purchasing Entity to indemnification by the Contractor, rights of payment for Services delivered and accepted, data ownership, Contractor obligations regarding Purchasing Entity Data, rights attending default in performance an applicable Service Level of Agreement in association with any Order, Contractor obligations under Termination and Suspension of Service, and any responsibilities arising out of a Security Incident or Data Breach. Termination of the Master Agreement due to Contractor default may be immediate.

10. Defaults and Remedies

a. The occurrence of any of the following events shall be an event of default under this Master Agreement:

- (1) Nonperformance of contractual requirements; or
- (2) A material breach of any term or condition of this Master Agreement; or
- (3) Any certification, representation or warranty by Contractor in response to the

solicitation or in this Master Agreement that proves to be untrue or materially misleading; or

(4) Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or

(5) Any default specified in another section of this Master Agreement.

b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of 30 calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contractor's liability for damages.

c. If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:

(1) Exercise any remedy provided by law; and

(2) Terminate this Master Agreement and any related Contracts or portions thereof; and

(3) Suspend Contractor from being able to respond to future bid solicitations; and

(4) Suspend Contractor's performance; and

(5) Withhold payment until the default is remedied.

d. Unless otherwise specified in the Participating Addendum, in the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Nothing in these Master Agreement Terms and Conditions shall be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code.

12. Force Majeure: Neither party shall be in default by reason of any failure in performance of this Contract in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the party.

13. Indemnification and Limitation of Liability

a. The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, and Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable, from and against claims, damages or causes of action including reasonable attorneys' fees and related costs for any death, bodily injury, or damage to real or tangible property arising directly or indirectly from the negligent or wrongful act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to the performance under the Master Agreement.

b. Indemnification – Intellectual Property. The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable ("Indemnified Party"), from and against claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use, infringes Intellectual Property rights ("Intellectual Property Claim") of another person or entity.

(1) The Contractor's obligations under this section shall not extend to:

- a. Any use of the Services provided hereunder not contemplated in the product documentation.
- b. Any use of the Services provided hereunder in combination with other products not contemplated hereunder or in the documentation, any use of modification of the Services provided hereunder except as permitted by this Agreement.

(2) The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor and then only to the extent of the prejudice or expenses. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible. The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contractor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim. Unless otherwise agreed in writing, this section is not

subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

c. Except as otherwise set forth in the Indemnification Paragraphs above, the limit of liability shall be as follows:

(1) Contractor's liability for any claim, loss or liability arising out of, or connected with the Services provided, and whether based upon default, or other liability such as breach of contract, warranty, negligence, misrepresentation or otherwise, shall in no case exceed direct damages in:

- (i) an amount equal to two (2) times the charges specified in the Purchase Order for the Services, or parts thereof forming the basis of the Purchasing Entity's claim, (said amount not to exceed a total of twelve (12) months charges payable under the applicable Purchase Order) or
- (ii) two million dollars (\$2,000,000), whichever is greater.

(2) The Purchasing Entity may retain such monies from any amount due Contractor as may be necessary to satisfy any claim for damages, costs and the like asserted against the Purchasing Entity unless Contractor at the time of the presentation of claim shall demonstrate to the Purchasing Entity's satisfaction that sufficient monies are set aside by the Contractor in the form of a bond or through insurance coverage to cover associated damages and other costs.

(3) Notwithstanding the above, neither the Contractor nor the Purchasing Entity shall be liable for any consequential, indirect or special damages of any kind which may result directly or indirectly from such performance, including, without limitation, damages resulting from loss of use or loss of profit by the Purchasing Entity, the Contractor, or by others.

d. The limitations of liability in Section 13(c) do not apply to claims for bodily injury or death as set forth in Section 13(a) or Intellectual Property Claims as set forth in Section 13(b).

14. Independent Contractor: The Contractor shall be an independent contractor. Contractor shall have no authorization, express or implied, to bind the Lead State, Participating States, other Participating Entities, or Purchasing Entities to any agreements, settlements, liability or understanding whatsoever, and agrees not to hold itself out as agent except as expressly set forth herein or as expressly agreed in any Participating Addendum.

15. Individual Customers: Except to the extent modified by a Participating Addendum, each Purchasing Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement,

including but not limited to, any indemnity or right to recover any costs as such right is defined in the Master Agreement and applicable Participating Addendum for their purchases. Each Purchasing Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Purchasing Entity individually.

18. No Waiver of Sovereign Immunity: In no event shall this Master Agreement, any Participating Addendum or any contract or any Purchase Order issued thereunder, or any act of a Lead State, a Participating Entity, or a Purchasing Entity be a waiver of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

This section applies to a claim brought against the Participating State only to the extent Congress has appropriately abrogated the Participating State's sovereign immunity and is not consent by the Participating State to be sued in federal court. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

19. Ordering

- a. Master Agreement order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.
- b. This Master Agreement permits Purchasing Entities to define project-specific requirements and informally compete the requirement among other firms having a Master Agreement on an "as needed" basis. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. This procedure may be modified in Participating Addenda and adapted to Purchasing Entity rules and policies. The Purchasing Entity may in its sole discretion determine which firms should be solicited for a quote. The Purchasing Entity may select the quote that it considers most advantageous, cost and other factors considered.
- c. Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Master Agreement.
- d. Contractor shall not begin providing Services without a valid Service Level Agreement or other appropriate commitment document compliant with the law of the Purchasing Entity.
- e. Orders may be placed consistent with the terms of this Master Agreement during the term of the Master Agreement.
- f. All Orders pursuant to this Master Agreement, at a minimum, shall include:

- (1) The services or supplies being delivered;
- (2) The place and requested time of delivery;
- (3) A billing address;
- (4) The name, phone number, and address of the Purchasing Entity representative;
- (5) The price per unit or other pricing elements consistent with this Master Agreement and the contractor's proposal;
- (6) A ceiling amount of the order for services being ordered; and
- (7) The Master Agreement identifier and the Participating State contract identifier.

g. All communications concerning administration of Orders placed shall be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.

h. Orders must be placed pursuant to this Master Agreement prior to the termination date of this Master Agreement. Contractor is reminded that financial obligations of Purchasing Entities payable after the current applicable fiscal year are contingent upon agency funds for that purpose being appropriated, budgeted, and otherwise made available.

i. Notwithstanding the expiration or termination of this Master Agreement, Contractor agrees to perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders placed after the expiration or termination of this Master Agreement. Orders from any separate indefinite quantity, task orders, or other form of indefinite delivery order arrangement priced against this Master Agreement may not be placed after the expiration or termination of this Master Agreement, notwithstanding the term of any such indefinite delivery order agreement.

21. Payment: Unless otherwise stipulated in the Participating Addendum, Payment is normally made within 30 days following the date of a correct invoice is received. Purchasing Entities reserve the right to withhold payment of a portion (including all if applicable) of disputed amount of an invoice. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.

25. Purchasing Entity Data: Purchasing Entity retains full right and title to Data provided by it and any Data derived therefrom, including metadata. Contractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. The obligation shall extend beyond the term of this Master Agreement in perpetuity.

Contractor shall not use any information collected in connection with this Master Agreement, including Purchasing Entity Data, for any purpose other than fulfilling its obligations under this Master Agreement.

33. Waiver of Breach: Failure of the Lead State, Participating Entity, or Purchasing Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State, Participating Entity, or Purchasing Entity must be in writing. Waiver by the Lead State or Participating Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or by Purchasing Entity with respect to any Purchase Order, or breach of any terms or requirements of this Master Agreement, a Participating Addendum, or Purchase Order shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, Participating Addendum, or Purchase Order.

34. Assignment of Antitrust Rights: Contractor irrevocably assigns to a Participating Entity who is a state any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contractor for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

36. Performance and Payment Time Frames that Exceed Contract Duration: All maintenance or other agreements for services entered into during the duration of an SLA and whose performance and payment time frames extend beyond the duration of this Master Agreement shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No new leases, maintenance or other agreements for services may be executed after the Master Agreement has expired. For the purposes of this section, renewals of maintenance, subscriptions, SaaS subscriptions and agreements, and other service agreements, shall not be considered as "new."

38. No Guarantee of Service Volumes: The Contractor acknowledges and agrees that the Lead State and NASPO ValuePoint makes no representation, warranty or condition as to the nature, timing, quality, quantity or volume of business for the Services or any other products and services that the Contractor may realize from this Master Agreement, or the compensation that may be earned by the Contractor by offering the Services. The Contractor acknowledges and agrees that it has conducted its own due diligence prior to entering into this Master Agreement as to all the foregoing matters.

39. NASPO ValuePoint eMarket Center: In July 2011, NASPO ValuePoint entered into a multi-year agreement with SciQuest, Inc. whereby SciQuest will provide certain electronic catalog hosting and management services to enable eligible NASPO

ValuePoint's customers to access a central online website to view and/or shop the goods and services available from existing NASPO ValuePoint Cooperative Contracts. The central online website is referred to as the NASPO ValuePoint eMarket Center.

The Contractor will have visibility in the eMarket Center through Ordering Instructions. These Ordering Instructions are available at no cost to the Contractor and provided customers information regarding the Contractors website and ordering information.

At a minimum, the Contractor agrees to the following timeline: NASPO ValuePoint eMarket Center Site Admin shall provide a written request to the Contractor to begin Ordering Instruction process. The Contractor shall have thirty (30) days from receipt of written request to work with NASPO ValuePoint to provide any unique information and ordering instructions that the Contractor would like the customer to have.

41. Government Support: No support, facility space, materials, special access, personnel or other obligations on behalf of the states or other Participating Entities, other than payment, are required under the Master Agreement.



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-175

Finance Committee

Extension of CEA for Janitorial Services

DESCRIPTION: To authorize CEA Extension for Janitorial Services	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:

To authorize the Chief Executive Officer to extend the existing Janitorial CEA agreement with Employment Development Services (EDS) for a term of three years for an amount not to exceed \$1,835,520.70.

ISSUE/BACKGROUND:

On March 1, 2025, RTA entered into a pilot CEA agreement with Employment Development Services (EDS), an organization contracted with Goodwill, to provide janitorial services supporting the maintenance and cleanliness of the agency's facilities. Since the inception of the agreement, EDS has demonstrated consistent performance and reliability, delivering high-quality janitorial services, ensuring that operational standards are met across all serviced locations.

As the current agreement approaches its expiration date, the continuation of these services remain essential to sustaining clean, safe and functional facilities.

DISCUSSION:

EDS has consistently provided high-quality janitorial services. Staff are recommending a continuation of services for three (3) years to ensure uninterrupted service while maintaining operational efficiency and continuity. Based on current service needs and anticipated facility requirements, the total cost for the three (3) year extension is projected not to exceed \$1,835,520.70.

The extension will allow the agency to continue receiving necessary janitorial support while also providing sufficient time to evaluate long-term service strategies and procurement options.

FINANCIAL IMPACT:

Funding for this extension is made available through local account 01-2843-99-7621-127-89-00-00000-00000 with a total amount not to exceed \$1,835,520.70.

	Year One Monthly Cost 3/1/2023 - 2/28/2027	Year Two Monthly Cost 3/01/2027 - 2/28/2028	Year Three Monthly Cost 3/01/2028 - 2/28/2029	Three-Year Total

Canal	\$31,649.72	\$32,292.29	\$32,940.28	\$1,162,587.48
New Orleans East	\$13,902.21	\$14,184.46	\$14,469.09	\$510,669.12
Carrolton	\$3,746.70	\$3,822.77	\$3,899.47	\$137,627.28
Total Monthly cost	\$49,298.63	\$50,299.52	\$51,308.84	\$1,810,883.88
One-Time Additional Services				
Windows New Orleans East	\$1,200.00	\$1,260.84	\$1,323.88	\$3,784.72
Total Window/Lobby Cleaning (Canal)	\$6,400.00	\$6,719.16	\$7,055.12	\$20,174.28
Additional Hours/per 10 hours	\$221.48	\$225.91	\$230.43	\$677.82
Total annual cost	\$599,405.04	\$611,800.15	\$624,315.51	\$1,835,520.70

NEXT STEPS:

Upon Board approval, staff will finalize agreements and CEA for continuing services.

ATTACHMENTS:

1. Resolution
2. EDS Amendment
3. EDS Proposal

Prepared By: Shirelle LaMothe-Lodge
 Title: Facilities Manager

Reviewed By: Ryan Moser
 Title: Chief Asset Management Officer

Reviewed By: Gizelle Banks
 Title: Chief Financial Officer

Lona Edwards Hankins

1/4/2026

Lona Edwards Hankins

Date

Chief Executive Officer

RESOLUTION NO. _____**FILE ID NO.** 25-175**STATE OF LOUISIANA****PARISH OF ORLEANS**

**AUTHORIZATION TO EXTEND AN EXISTING COOPERATIVE ENDEAVOR AGREEMENT (CEA)
WITH EMPLOYMENT DEVELOPMENT SERVICES (EDS)
FOR JANITORIAL SERVICES**

Introduced by Commissioner _____, seconded by Commissioner _____.

WHEREAS, the Regional Transit Authority (RTA) has the need to extend its existing Janitorial CEA agreement with Employment Development Services (EDS); and

WHEREAS, On March 1, 2025, the RTA entered into a pilot CEA with EDS, an organization contracted with Goodwill, to provide janitorial services supporting the maintenance and cleanliness of the agency's facilities; and

WHEREAS, Since the inception of the agreement, EDS has demonstrated consistent performance and reliability, delivering high-quality janitorial services and ensuring that operational and cleanliness standards are met across all services locations; and

WHEREAS, As the current agreement approaches its expiration, the continuation of janitorial services remains essential to maintaining clean safe, and functional facilities in support of agency operations; and

RESOLUTION NO. _____

Page 2

WHEREAS, Staff have evaluated EDS's performance and recommend a continuation of services for a term of three (3) years to ensure uninterrupted service, operational efficiency, and continuity; and

WHEREAS, the total cost for the proposed three-year extension is projected not to exceed \$1,835,520.70, inclusive of monthly service costs and one-time additional services, and funding is made available through local account **01-2843-99-7621-127-89-00-00000-00000**; and

NOW, THEREFORE, BE IS RESOLVED, by the Board of Commissioners of the Regional Transit Authority (RTA) that the Chairman of the Board, or his designee, is authorized to extend the existing Janitorial CEA with EDA for a period of three (3) years, in an amount not to exceed **\$1,835,520.70**.

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

YEAS: _____

NAYS: _____

ABSTAIN: _____

ABSENT: _____

AND THE RESOLUTION WAS ADOPTED ON THE 27th DAY OF JANUARY, 2026.

FRED A. NEAL, JR.

CHAIRMAN

RTA BOARD OF COMMISSIONERS

AMENDMENT TO AGREEMENT

BY AND BETWEEN

THE REGIONAL TRANSIT AUTHORITY

AND

EMPLOYEMENT DEVELOPMENT SERVICES

This AMENDMENT is entered into by and between the Regional Transit Authority, represented by its Chief Executive Officer, Lona Hankins ("RTA"), and Employment Development Services, represented Jan Fugler, Executive Director, (the "EDS")("Contractor"). RTA and the Contractor are sometimes each referred to as a "Party," and collectively as the "Parties." This Agreement is effective as of the date of execution by RTA (the "Effective Date").

WHEREAS:

On 11/26/2024, RTA and Contractor entered into a **Cooperative Endeavor Agreement (CEA)** for Janitorial services (the "Agreement"); and

RTA and Contractor, each having the authority to do so, desire to enter this Amendment to CONTINUE THE SERVICES AFTER THE COMPLETION OF THE PILOT PROGRAM FOR AN ADDITIONAL THREE YEARS, INCLUDING INCREASING THE FUNDING AMOUNT FOR THE ADDITIONAL YEARS OF SERVICE.

NOW THEREFORE, the Parties amend the Agreement as follows:

- Extension.** The term of the Agreement, as provided in Article/Section IV of the Agreement is extended for an additional 3 years through **February 28, 2029**.

Compensation. The compensation described in Article III of the Agreement is increased by \$1,839306, from \$555,315. to a total amount not to exceed \$2,394,620.42. Monthly payments will be completed as described on the chart as follows:

	<u>Year One Monthly Cost</u> 3/1/2023 - 2/28/2027	<u>Year Two Monthly Cost</u> 3/01/2027 - 2/28/2028	<u>Year Three Monthly Cost</u> 3/01/2028 - 2/28/2029	<u>Three-Year Total</u>
Canal	\$ 31,649.72	\$ 32,292.29	\$ 32,940.28	\$ 1,162,587.48
New Orleans East	\$ 13,902.21	\$ 14,184.46	\$ 14,469.09	\$ 510,669.12
Carrolton	\$ 3,746.70	\$ 3,822.77	\$ 3,899.47	\$ 137,627.28
Total Monthly cost	\$ 49,298.63	\$ 50,299.52	\$ 51,308.84	\$ 1,810,883.88
One-Time Additional Services				
Windows New Orleans East	\$ 1,200.00	\$ 1,260.84	\$ 1,323.88	\$ 3,784.72

Total Window/Lobby Cleaning (Canal)	\$ 6,400.00	\$ 6,719.16	\$ 7,055.12	\$ 20,174.28
Additional Hours/per 10 hours	\$ 221.48	\$ 225.91	\$ 230.43	\$ 677.82
Total annual cost	\$ 599,405.04	\$ 611,800.15	\$ 624,315.51	\$ 1,835,520.70

2. **Additional Miscellaneous Provisions.** The following terms and conditions are added to the Agreement:

- a. **Non-Solicitation Statement.** Contractor swears that it has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this Amendment. Contractor has not paid or agreed to pay any person, other than a bona fide employee working for it, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from this Amendment.
- b. **Prior Terms Binding.** Except as otherwise provided by this Amendment, the terms and conditions of the Agreement remain in full force and effect.
- c. **Counterparts.** This Amendment may be executed in one or more counterparts, each of which shall be deemed to be an original copy of this Amendment, but all of which, when taken together, shall constitute one and the same agreement.
- d. **Electronic Signature and Delivery.** The Parties agree that a manually signed copy of this Amendment and any other document(s) attached to this Amendment delivered by facsimile, email, or other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original signed copy of this Amendment. No legally binding obligation shall be created with respect to a Party until such Party has delivered or caused to be delivered a manually signed copy of this Amendment.

[SIGNATURES CONTAINED ON NEXT PAGE]

[The remainder of this page is intentionally left blank.]

IN WITNESS WHEREOF, RTA and the Contractor, through their duly authorized representatives, execute this Amendment.

REGIONAL TRANSIT AUTHORITY

BY: _____
LONA HANKINS, CHIEF EXECUTIVE OFFICER

Executed on this _____ of _____, 202____

CONTRACTOR

BY: _____
TITLE & NAME

FEDERAL TAX I.D.



P. O. Box 15447
 Baton Rouge, LA 70895-5447
 Phone: 225-272-1717 Fax: 225-272-7771
www.edsla.com

The Louisiana State Use Program provides jobs for Louisiana workers with disabilities.

PROPOSAL – Janitorial Services - New Orleans Regional Transit Authority

Customer:	New Orleans RTA	Date:	10/27/2025
Contact:	Shirelle LaMothe-Lodge	Quote #:	NO RTA 3 Locations Jtl FY 26-FY28
Phone/Fax:	504-827-8482	From:	Jan Fugler
Email:	slodge@rtaforward.org	Email:	jfugler@edsla.com

Service: Three-year janitorial service for three locations per specifications on pages 2-15.

Service Dates: From: March 1, 2026 To: February 28, 2029

Ongoing Monthly Costs and breakdown by location – see chart on page 2.

Additional work when requested: For 10 workhours – see chart on page 2.

Window cleaning costs: See chart on page 2.

Service Location: **RTA New Orleans – See locations list on page 2.**

Service Address: 3900 Desire Parkway, New Orleans, LA 70126

Contact: Shirelle LaMothe-Lodge Phone: 504-827-8482 Email: Slodge@rtaforward.org

Billing Contact: Shirelle LaMothe-Lodge

Billing Address: 3900 Desire Parkway

Billing City, New Orleans State: LA Zip:70126

Work Center: **Goodwill Industries of SE LA, Inc.**

Contact: Scottie LeBlanc Phone: 504-457-2276 Email: sleblanc@goodwillno.org

EDS' State Vendor # is 310010178; IRS # is 72-1104540. All purchase orders should be issued directly to Employment Development Services, Inc., P. O. Box 15447, Baton Rouge, LA 70895-5447. Please send all PO's to jfugler@edsla.com. ACH is the preferred method of payment. Checks may be sent to EDS at P O Box 15447, Baton Rouge, LA 70895-5447. Credit Cards are not accepted.

EMPLOYMENT DEVELOPMENT SERVICES, INC. establishes the work project described in this quotation as part of the **Louisiana State Use Program**. This is as authorized by State Laws: R.S. 39:1594; 39:1604.4 and R.S. 38:2261 which establish the State Use Program and authorize **no bid purchasing** for state and local agencies.

EDS is Louisiana's Central Non-Profit Agency (CNA) designated by the State Use Council, representing all certified Work Centers in Louisiana. As such, EDS does not perform the services described in this quotation but serves as an agent for a disclosed principal and designates the performing Work Center for each work project. EDS is the sole negotiator with State Use Program customers and will allocate the work projects to the Work Centers. EDS will help facilitate any required additional contract documents, but **the designated Work Center shall be named as the sole contracting party.**

EDS is proud of the professional performance and quality of work provided by the above certified Work Center. We appreciate your support for jobs for Louisiana workers with disabilities.

Cordially,

Jan Fugler

Jan Fugler,
 Executive Director

**EDS JANITORIAL SERVICES SPECIFICATIONS FOR
OFFICE: NEW ORLEANS REGIONAL TRANSIT AUTHORITY
CITY: NEW ORLEANS
DATE: MARCH 1, 2026 – FEBRUARY 28, 2029
WORK CENTER: GOODWILL INDUSTRIES SE LA, INC.**

3 LOCATIONS:

1. **Canal Compound - 2817 Canal Street, New Orleans, LA 70119**
 - a) Building No.1 – Canal Administration/Office/Garage
 - b) Building No. 2 – Canal Vault/Fueling
 - c) Building No. 3 – Canal Bus Wash/Tire Repair
 - d) Building No. 4 – Canal Guard Shack
 - e) Building No. 5 – Streetcar Maintenance/Wash
2. **East New Orleans Compound - 3900 & 3901 Desire Parkway, New Orleans, LA 70126**
 - a) Building No. 1 – ENO Guard Shack
 - b) Building No. 2 - ENO Adm/Office
 - c) Building No. 3 – ENO Maintenance
 - d) Building No. 4 – ENO Chassis Wash
 - e) Building No. 5 – ENO Bus Wash
 - f) Building No. 6 – ENO Vault/Fueling
3. **Carrollton - 8201 Willow Street, New Orleans, LA 70118**
 - a) Building No. 1 – Carrollton Streetcar Barn

COSTS	FY 26 (3/1/2026-2/28/2027)	FY 27 (3/1/2027-2/28/2028)	FY 28 (3/1/2028-2/28/2029)
TOTAL MONTHLY COST	\$ 49,298.63	\$ 50,299.52	\$ 51,308.84
BREAKDOWN BY LOCATION			
CANAL	\$ 31,649.72	\$ 32,292.29	\$ 32,940.28
EAST NO	\$ 13,902.21	\$ 14,184.46	\$ 14,469.09
CARROLLTON	\$ 3,746.70	\$ 3,822.77	\$ 3,899.47
ADDITIONAL HOURS/ PER HOUR			
	\$ 221.48	\$ 225.91	\$ 230.43
TOTAL WINDOW/LOBBY CLEANING	\$ 7,600.00	\$ 7,980.00	\$ 8,379.00
BREAKDOWN BY LOCATION			
WINDOWS CANAL	\$ 6,400.00	\$ 6,719.16	\$ 7,055.12
WINDOWS EAST	\$ 1,200.00	\$ 1,260.84	\$ 1,323.88

NOTE:

1. Work Center is to supply all labor, equipment, cleaning supplies, trash can liners, and restroom supplies (hand soap, toilet tissue, and hand towels).
2. If and when a customer's office is closed due to a weather event, etc., monthly billing will still apply.
3. These specifications are based on those agreed upon by the customer and the Work Center. These specifications should be used by the Work Center to guide their cleaning schedules and may also be used as the basis for an inspection report for internal control purposes and for communication cleaning issues to the customer.

**Statement of Work (SOW)
for Janitorial Services**

Section B

1. Work Schedule

The Service Provider employees shall complete all the work required under the Request for Proposal documents as specified in the contract documents. Shall include the period of normal work week which will be defined as Monday through Sunday covering seven (7) days Weekly (Daily/Nightly).

2. Facility Hour(s)

Identify the amount of staffing (total number of employees) for each Facility.

Proof of employee's time at facility required via sign-in/sign-out log.

- a) Canal Complex – daily 8:00am to 5:00pm and nightly 5:00pm to 9:00pm
- b) Carrollton – daily 10:00am to 3:00pm
- c) East New Orleans – daily 8:00am to 4:00pm and nightly 4:00pm 8:00pm

3. Facility Definitive Cleaning Frequency Schedule

- a) **Daily** - These are routine operations carried out on a day-to-day basis by the staff of the janitorial service vendor/contractor. These include but are not limited to the regular servicing of common areas, cleaning of bathrooms and toilets, suction cleaning of floors and the floor coverings and so on.
- b) **Weekly** - These, as the term implies, are routine tasks carried out on a weekly basis. Weekly cleaning schedules are made, and these normally include some cleaning tasks that are time consuming or tasks that cannot be done daily. Shall include the period of normal work week which will be defined as Monday through Sunday covering seven (7) days.
- c) **Monthly** - Shall be per calendar month regardless of the number of days in that month. All work identified to be performed monthly.
- d) **Quarterly** - Shall be every three (3) months. All work identified to be performed quarterly.
- e) **Semi-Annually** - Shall be Twice (2) per year. All work identified to be performed semi-annual.
- f) **Annually** - Shall be One (1) per year. All work identified to be performed annually.

Daily		
Location	Task	Component
Restrooms	* Clean/Disinfect/Deodorize	Toilets, Urinals, Sinks (use germicidal)
	* Clean/Disinfect	Sink Tops & Dispensers (use germicidal)
	* Sweep/Spot Clean/Mop	Floors (use germicidal in mop water)
	* Clean/Wipe Down	Doors, Walls, Partitions, Mirrors, Rails &
	* Clean/Wipe Down	Pipes
	* Empty/Clean/Change Liners	Waste Containers (including sanitary napkin)

	* Clean/Refill	Dispensers (soap, paper towel, toilet paper, sanitary napkin/tampon)
	* Clean/Polish	Glass, Mirrors, Doorplates & Kick Plates
	* Spot Clean (Remove Graffiti)	Doors, Handles, Windows, Walls, Partitions
	* Add Water & Disinfectant	Floor Drains
	* Unclog Toilets	Common stoppage with plunger
Elevators	* Spot Clean (Mop)	Carpeted Floors, Tiled Floors
	* Vacuum	Carpeted Floors
	* Clean/Wipe Down/Polish	Doors, Mirrors, Rails, Metal Finishes
Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/ Kitchenettes & Coffee Bars	* Sweep	Hard Surface Floors (use dustless cloths & Move entry rugs prior to sweeping)
	* Damp Mop	Hard Surface Floors (use germicidal & Move entry rugs prior to mopping)
	* Remove Spots/Marks	Hard Surface Floors
	* Vacuum (offices)	Carpeted Floors & Entry Rugs
	* Vacuum (traffic areas)	Carpeted Floors & Entry Rugs
	* Spot Clean/Mop	Carpeted Floors & Hard Surface Floors
	* Empty/Clean/Change Liners	All Trash Containers (remove trash from facility & parking garage)
	* Clean/Disinfect/Polish	Drinking Fountains
	* Remove	Fingerprints, Marks, Smudges, Spills, and Spots on Walls, Door Frames, Light Switch Plates, Private Entry Glass, and Partitions.
	* Sweep	Hard Surface Floors (use dustless cloths & Move entry rugs prior to sweeping)
	* Damp Mop	Hard Surface Floors (use germicidal & Move entry rugs prior to mopping)
	* Remove Spots/Marks	Hard Surface Floors
	* Vacuum	Carpeted Floors & Entry Rugs
	* Spot Clean	Carpeted Floors & Entry Rugs
	* Empty/Clean/Change Liners	Trash Containers (remove trash from facility and parking garage)
General	* Clean/Disinfect	Sink, Counters & Tabletops
	* Clean/Refill	Dispensers (soap, paper towels)
	* Clean/Maintain	Custodial Closet
	* Clean/Maintain	Spider Webs/Cobwebs from all common areas/stairs/stairwells and the upper corners.
	* Clean/Maintain	Trash Disposal Area
	* Maintain	Stock of Supplies for Emergency Needs

Building Exteriors & Parking Lots	*	Empty Garbage Cans and pick up trash around perimeter of property/buildings.	Grass, concrete paving, & painted surfaces
Showers	*	Add Water & Disinfectant Clean/Disinfect	Shower Floor Drains Shower Floor, Walls

WEEKLY

Location	Task		Component
General	*	Clean/Disinfect	Grout in Ceramic Tile Floors (use germicidal)
	*	Maintain/Refill	Air Freshener Units
	*	Remove Stains/Water Deposits	Toilet, Urinals, Sinks, Sink Tops, Walls, Partitions, Floors, Shower Fixtures
	*	Wash	Trash Containers
	*	Vacuum/Wipe Down	Return air Vents
Stairwells/Parking lot Stairwells	*	Sweep, Remove Trash on property stairwells interior and exterior.	Stair steps/platforms
Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/Kitchenettes & Coffee Bars	*	Sweep	Hard Surface Floors
	*	Remove	Graffiti/Marks on Waiting Room Walls
	*	Vacuum	Carpeted Floors & Entry Rugs
	*	Dust	Tables, Chairs, Lamps, Windowsills, Ceiling tiles, & Ledges
	*	Wipe Down/Spot Clean Disinfectant	Waiting Room Chairs
	*	Dust	Partitions & Partition Frames
	*	Dust	File Cabinets & Wall Cabinets
	*	Dust	Bookcases, Bookshelves & Shelves
	*	Spot Clean	Doors, Walls & Partition Surfaces
	*	Wash	Trash Containers
	*	Clean/Disinfect	Waiting Room Chairs (use germicidal)
Parking Lots	*	Pick Up Trash and Debris blowing Around Lot	Concrete surfaces

MONTHLY

Location	Task		Component
General	*	Seal	Ceramic Tile Floor (1 coat sealer per month)
Restrooms	*	Machine Scrub	Hard Surface Floors (use germicidal cleaner)
Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/Kitchenettes & Coffee Bars	*	Machine Scrub	Hard Surface Floors (use germicidal)
	*	Clean/Polish	Counters (use germicidal)
	*	Clean/Wipe Down	All Furniture, Telephones, Desk, & Door Handles (use germicidal)
	*	Vacuum/Wipe Down Disinfectant	All Return Air Vents
	*	Dust	Blinds
	*	Clean/Wipe Down	All Furniture & Door Handles (use germicidal)

	*	Vacuum/Wipe Down	Vents
QUARTERLY			
Location	Task		Component
Parking Areas and Roof Deck	*	Clean (by Pressure Extraction)	Carpeted Floors
	*	Seal, Wax, & Buff	Hard Surface Floors
	*	Wash	All Windows & Clear Surfaces, 1 st , 2 nd Floors
	*	Clean	Exterior Windows & Ledges
	*	Vacuum/Dust	Cloth Partitions, Cubicles, & Offices
	*	Vacuum/wipe down	Upholstered Furniture
	*	Vacuum/Clean	Vents
	*	Remove/Wash	Blinds
	*	Vacuum	Drapes
	*	Sweep/Remove Trash	Concrete surfaces
	*	Pressure wash (Doorway Entrance Areas)	Concrete Surfaces near doorways and elevators
	SEMI-ANNUALLY		
Location	Task		Component
Office Areas/ Conference Rooms/Waiting Rooms/Break Rooms/Kitchenettes & Coffee Bars	*	Strip, Seal, Wax & Buff	Hard Surface Floors
	*	Clean	Interior & Exterior Windows & Glass Doors
	*	Clean	Exterior Window Ledges & Door Frames
	*	Vacuum (Shampoo and pile-lift or deep clean by pressure extraction)	Upholstered Furniture, All Carpets, and Rugs
	*	process	All Carpeted Floors and Entry Rugs
	*	Vacuum/Clean	Vents
	*	Remove/Wash	Blinds
	*	Clean & Polish	All wood, metal, Formica counters, furniture, and solid surfaces
	*	Clean & Polish	Partitions
Restrooms	*	Maintain/Refill	Air Freshener Canisters/Batteries in Automatic Air Fresheners
ANNUALLY			
Location	Task		
Public Areas/Office Areas/ Conference Rooms/Waiting Rooms/Break Rooms/Kitchenettes	*	Clean	Wash all trash receptacles using a disinfectant
	*	Clean	Dust and disinfect computers, accessories, and other devices (fax machines, copiers, phones)
	*	Clean	Dust and clean desks, countertops, and other flat surfaces with disinfectant wipes

*	Clean & Polish	All sinks, bathroom faucets, & soap dispensers
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Section C

1. Work and Deliverable

The Service provider must provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth in initial cleaning.

- (a) Description of Service: Contractor shall perform the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement:
- (b) Description of Initial Clean: The idea for an Initial Clean is to make sure visiting all space/locations for the first time may be more thorough than subsequent maintenance cleanings to bring the facilities/spaces to the desired super clean baseline level.

2. **Carpet /Rug Cleaning:** All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Carpet cleaning by hot water extraction at a temperature that will kill and eliminate bacteria. Hot water extraction by truck-mount is the preferred method.

3. **Carpet Spot Cleaning:** Buildup, spillage or crusted material shall have been removed along with spots, smears, and stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas.

4. **Carpet Cleaning by Thorough Vacuuming:** Carpets shall be clean and free from dust balls, dirt, and other debris; naps on carpet shall lie in one direction upon completion of the vacuuming task. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt, and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. The agency requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meets these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.

5. **Dust Mop:** Thoroughly dust mops all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water-based dust control chemicals. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.

6. **Damp Mop:** Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after the floor has dried completely. Use a clean cotton mop head that is in good condition. Always use clean water (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must always be used. The finished floor must be clean and streak free.

7. **Floor Cleaning / Thorough Sweeping:** Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.
8. **Damp Mopping and Spray Buffing:** Floors shall be slip resistant, free of marks, skipped areas, streaks, and map strands. Walls, baseboards, and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles, and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables, or chairs.
9. **Wet Mopping and Scrubbing:** The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar, and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry, and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets, and other similar items must not be stacked on desks, tables, or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture, and equipment must in no way be splashed, disfigured, or damaged during these operations, but rather left in a clean condition.
10. **Wet Mopping and Buffing:** Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped, and machine buffed to a polished appearance with a high-speed buffer.
11. **Damp Wiping:** This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multipurpose disinfectant and deodorizer.
12. **Stripping and Sealing:** Completely remove all dirt, wax, and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.
13. **Waxing and Buffing:** Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets, and other similar items must not be stacked on desks, tables, or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture, and equipment must in no way be splashed, disfigured, or damaged during these operations, but rather left in a clean condition.

14. **Empty Waste Receptacles:** Empty all containers that are provided for the disposal of waste i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc. into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.

15. **Restroom Cleaning:** When RTA requests restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Facility Manager in advance. RTA prior to any changes made must approve any changes in this schedule.

- a) **Fill & Replace Dispensers (Restroom Cleaning):** Dispensers of all types must be checked daily and filled when necessary (soap, hand sanitizer, toilet tissue, paper towels, sanitary napkin, etc.).
- b) **Dusting (Restroom Cleaning):** Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water-based dust control chemical, must be used. Areas not cleared by office occupants are not to be dusted.
- c) **Disinfect (Restroom Cleaning):** Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After the item has been cleaned completely, wipe item with approved *disinfectant solution and allow to air dry.
- d) **Clean and Disinfect Sinks (Restroom Cleaning):** Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved crème cleanser. Rinse thoroughly as all crème cleanser residues must be removed. Then wipe each item with approved *disinfectant solution and allow to air dry.
- e) **Clean Glass and Mirrors (Restroom Cleaning):** Thoroughly clean all glass and mirrors using an approved alcohol-based glass cleaner. Use soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
- f) **Clean and Disinfect Toilets and Urinals (Restroom Cleaning):** Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear, and smudge free "shine". Leave seats in a raised position.

16. **Clean and Disinfect Walls, Doors, Partitions and Handrails (Restroom Cleaning):** Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.

17. **Damp Mop - *Disinfectant (Restroom Cleaning):** Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after the floor has dried completely. Use a clean cotton mop head that is in good condition. Always use clean water (change water often). Mop head must be only damp. No excess water can be left

behind. Approved proper chemicals at proper dilution must always be used. The finished floor must be clean and streak free. Thoroughly damp mop floor with approved *disinfectant solution. Allow it to air dry.

Note: All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.

18. **Clean and disinfect Showers, shower walls and stalls (Restroom/Locker Room where applicable):** Thoroughly clean all showers, including bottom, faucets, and spigots, with approved crème cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with properly approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
19. **Service Restroom:** Visually check - dispensers must be filled, trash removed, and restrooms spot cleaned as needed and as requested by RTA.
20. **Remove Carpet Runners (as applicable):** Carpet runners must be removed from the floor to allow for proper cleaning, as needed. Be sure to remove excess water from the runner with an approved wet pick-up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.
21. **Replace Carpet Runners (as applicable):** After the floor has been properly cleaned and is completely dry, replace carpet runners in their original location.
22. **Cleaning / Disinfecting Drinking Fountains:** Thoroughly clean entire exterior surface with approved cream cleanser. The grain of stainless steel must always be followed. Rinse thoroughly as all cream cleanser must be removed. Wipe the entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth and wipe item dry. The grain of the stainless steel must be followed.
23. **Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.):** Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean, soft cloth. Great care must be taken to always follow the grain of the stainless steel when cleaning.
24. **Cleaning, High Traffic Areas:** High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include corridors, lobbies, waiting areas, conference rooms, or any area so designated by RTA.
25. **Carpet Cleaning by Hot Water Extraction:** Perform vacuuming, and carpet cleaning by extraction method with commercial grade equipment only (preferably truck mounted equipment). Prior to carpet cleaning all carpeting, including carpet runners, must be thoroughly cleaned as follows:
 - a) All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free-standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
 - b) Thoroughly spray the next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemicals should be left to work for 10-15 minutes.

- c) Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
- d) All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
- e) Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet tracks off mats and runners such as those found in building lobby areas, are exempt for this process.
- f) Replace all items removed for cleaning. All items moved back into places that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.

26. Spray Buff Hard Floors: Hard floor must be properly prepared before spray buffing by removing carpet runners, dust mopping, and damp mopping hard floor areas. Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. The buffing pad must be approved and will depend on the type of finish used. The rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed. Great care must be taken to avoid using the "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow the floor machine (buffer) to run in one spot for too long to avoid burning the floor. The floor shall be dust mopped after scheduled spray buffing is completed. Replace carpet runners to original position post-cleaning.

27. Strip and Refinish: Close and properly mark area "closed" with approved signage. Remove all movable objects from the area.

- a) Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow the solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
- b) Thoroughly agitate all floor area to remove all old finish with approved strip pad.
- c) Use a wet vacuum to pick up old finish and stripper.
- d) Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
- e) Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
- f) Allow floor to air dry.
- g) If any old finish remains, repeat "a" through "f".
- h) Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
- i) Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow the sealer to thoroughly dry.
- j) Apply the second coat of sealer as described in "I" above. Allow the sealer to thoroughly dry.

- k) Apply top coating and second coat of approved floor finish.

28. Scrub - Restroom Floors/Hard Surface Stairwell Floors: Close restrooms. Remove all movable objects from area and place approved “closed” signage to area prior to completion of task.

- a) Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow the solution to dry.
- b) Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
- c) Use a wet vacuum to pick up dirty solution.
- d) Thoroughly mop and rinse the area with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed.
- e) Thoroughly mop and rinse a second time with a clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed a second time.
- f) After the floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
- g) Scrub all walls including partitions.

29. Wall Spot Cleaning: Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean, soft cloth. Also thoroughly clean all interior glass with approved alcohol-based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.

30. Dusting: There shall be no obvious dust streaks. Corners, crevices, molding, and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desks or dusty surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water-based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot but remove it directly from the areas in which dirt lies by the most effective means appropriate, treated dusting cloths or vacuum tools.

- a) Leave no dust streaks.
- b) Leave corners, crevices, molding, and ledges free of dust and cobwebs.
- c) Leave no oil spots or smudges on dusted surfaces caused by dusting tools.

31. Horizontal surfaces: include, but are not limited to, counter tops, file cabinets, tables, coatracks, etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb the work papers. Dusting high and low includes, but is not limited to, partition tops, pictures, chair rungs, etc. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

32. Remove Recyclable Paper (as applicable): Pick up all recyclable and waste management shredded paper from marked containers centrally located throughout the building emptying all recycling trashcans in the offices, copy rooms, and designated recycle waste management machine shredders containers and move to designated area.

33. Clean Air Bars and Vents: Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.

34. Glass Cleaning (Lobby): Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including

doors, revolving doors, and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door, or window to accomplish clean glass.

35. **Cleaning Ash Receptacles and Surrounding Areas:** Cigarette or cigar butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar, streaks, and nicotine stains. Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as needed to clean the area. Note: Sand or dry receptacles: Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.

36. **Emergency clean up:** Regional Transit Authority (RTA) shall assign, when and where needed, cleanup duties to the contractor when an emergency occurs. Cleaning tasks may include dusting, vacuuming, mopping, carpets extraction, window washing, or other tasks defined in the Task Definitions herein.

37. **Rubbish Removal:** Rubbish from a central location is the responsibility of the State. The contractor must bag all waste material and place it inside containers provided for that purpose.

38. **Replenishable Supplies:** The contractor is responsible for the purchase and supply of materials listed on the Location Specification Sheet (LSS). All profits from the sale of items (i.e., sanitary napkins) belong to the contractor.

39. **Hazardous Conditions:** Conditions that may be questionable or deemed Hazardous (i.e., such as burned-out lights, loose railings, ceiling tiles, exposed wiring, broken windows, etc.) must be reported by janitorial staff to contract supervisor verbally followed by written notification to RTA or building manager with date of observation.

Section D

1. Supplies

The Service provider shall furnish, as part of this agreement, all necessary materials cleaning supplies, and equipment to clean and maintain the use of the facility, including but not limited to carts, containers, baskets, maintenance products, cleaning powders and products, detergents, disinfectants, polishes, vacuum cleaners, mops, brushes, etc., specific brands may be indicated. Service Provider shall maintain Janitor Closet and equipment in a safe and clean condition.

- a) Cleaners: Floor, glass, tile, and carpet cleaners; floor wax strippers, sealers, metal and furniture waxes/polishes, acid base cleaners, disinfectants, deodorant blocks, anti-viral/bacteria solution, and hand soap.
- b) Paper Supplies: Toilet tissue, toilet seat covers, paper towels, sanitary napkins, and tampons.
- c) Incidental Supplies: trash can liners, sanitary napkin/tampon disposal bags, air freshener canisters, batteries.
- d) The vendor shall stock each restroom, break room and other areas with sufficient supplies to last until the next service. Vendor shall provide additional stock in a custodial closet for emergency purposes. Vendors shall post and maintain a log to monitor emergency supply usage.

- e) Vendor shall notify the RTA Facilities Manager or designee when any of the dispensers are damaged and need repair. The vendor shall notify the Facilities Manager or designee when additional dispensers are needed due to demand. Vendors should not leave additional supplies on counters, toilet backs or on the floor.

2. **Equipment and Tools** - Vendor shall furnish at its expense all equipment, dispensers, and tools required to perform this work. The equipment and tools shall include but not limited to:

- a) Equipment: Wet and dry vacuum cleaners, carpet extractors (dry vacuums with HEPA-Vac filters and have attached magnets), janitorial carts, ladders, floor scrubbers, buffers/polishers, and carpet pile lifter.
- b) Tools: Brooms, mops, mop presses, dustless sweeping tools, buckets, sponges, and squeegees.
- c) Dispensers: Paper Towel, Toilet Paper Soap, Air Fresheners, Sharp Disposal containers.

3. **Quality of Cleaning Materials/Supplies** - All cleaning supplies, materials, and tools used in the performance of this Contract shall be of good commercial quality, suitable for the purpose intended, and shall provide results necessary to provide the high standards of cleanliness required under this Contract. All cleaning processes used shall meet high standards of safety and effectiveness for commercial applications in high traffic areas and shall not damage the facilities being cleaned. RTA shall have the right to prohibit the use of any process, material, supply, or tool which may damage RTA property, or which may be a risk to employees, the public, or others using RTA facilities.

The following products meet the minimum standards established for performance of this work. Vendor may utilize products of his choice which are equal to those stated:

Common Products to be used		
A	Toilet Tissue	All Restrooms
B	Paper Towels	C-Fold type; or similar design and quality, Roll dispenser type
C	Seat Covers	Shield or similar design and quality
D	Hand Soap	Antimicrobial Foam; or similar design and quality
E	Cleaner	All-purpose Germicidal; or similar design and quality
F	Floor Finishes	Stripper, Sealer, Wax, Spray Buff
G	Plastic Garbage Liners	For trash and rubbish Containers

Vendors shall post copies in MSDS (Material Safety Data Sheets) for all chemicals used in each custodial closet in compliance with OSHA's Hazard Communication Standard 29 CFR 1910.1200. This shall include labeling the contents of all secondary type plastic bottles or containers.

Section E

1. EXTRA WORK

Extra Work must be authorized by RTA and shall be shown as a separate item on the invoice submitted to RTA. The invoice for Extra Work shall show the exact location of the work, including the name and location of the facility. The invoice shall include any supplies used with

their unit price and total cost, the amount of time required to do the job and the cost for labor, providing that labor is chargeable to this Extra Work.

Section F

1. INSPECTIONS

All the Service Areas will be inspected regularly by the RTA. RTA may require the Service Provider, or the local authorized representative, to accompany RTA staff during inspections, if RTA is not satisfied with the Service Provider's work. The Service Provider or the local authorized representative is expected to be capable of understanding the deficiencies and authorized to take remedial action in a manner consistent with the contract requirements and specifications.

- a. Must provide documentation of dates for completion of weekly, quarterly, and annual cleaning tasks. To be delivered to RTA PM every month.
- b. Staff logs for starting and leaving to adhere to time schedule list.

2. Payments

Net 30 - This payment term means payment is due within 30 days of the invoice date.

Section G

1. UNACCEPTABLE SERVICE

If RTA, upon routine inspection, determines that any facility has not been serviced according to the specifications, a notice outlining the deficiencies will be e-mailed to the company representative or faxed to the Service Provider's local office. Payment will not be made for any services not provided by the Service Provider. All notices of deficiencies will specify the date when the specified work must be completed. The date of completion will be less than five (5) days from the date the notice is issued. Failure to complete the work to the satisfaction of RTA by the date specified will result in no payments being made to the contractor for the missed work. Prior to re-submitting a request for payment, the Service Provider must request a re-inspection. A re-inspection request should be completed in writing to RTA and either faxed or e-mailed to RTA. If the work is deemed satisfactory upon re-inspection, RTA will accept a request for payment.



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 26-013

Finance Committee

[01.08.26 Finance Committee]



January 8, 2026

Regional Transit Authority

Finance 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, January 8, 2026, at 11:00 a.m. The meeting will begin at the scheduled time but may be delayed until a quorum is present and will be live streamed on the RTA website; masks are 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: 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

[Finance Committee Meeting – December 11, 2025]

26-005



Agenda

4. Committee Chairman's Report



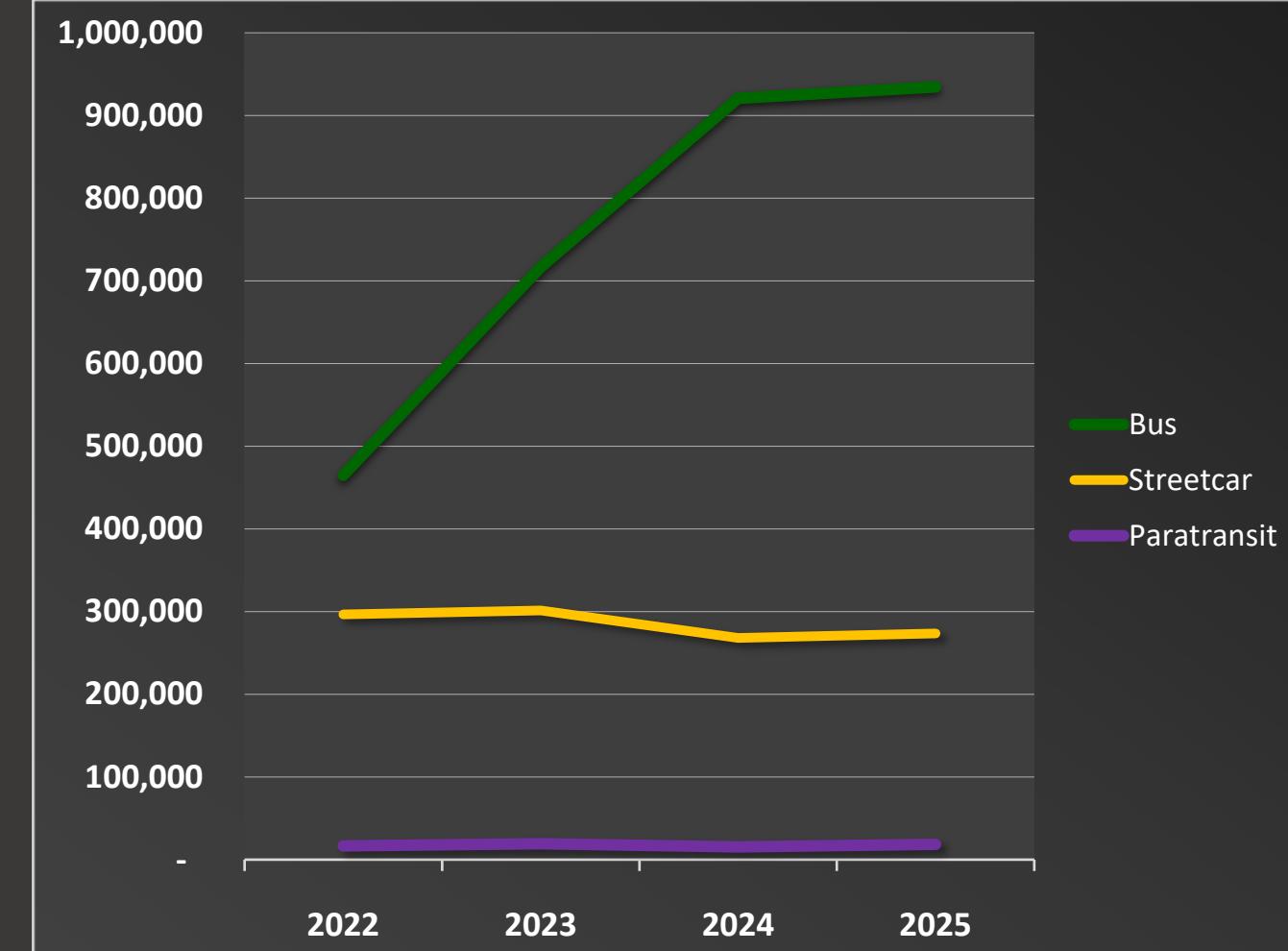
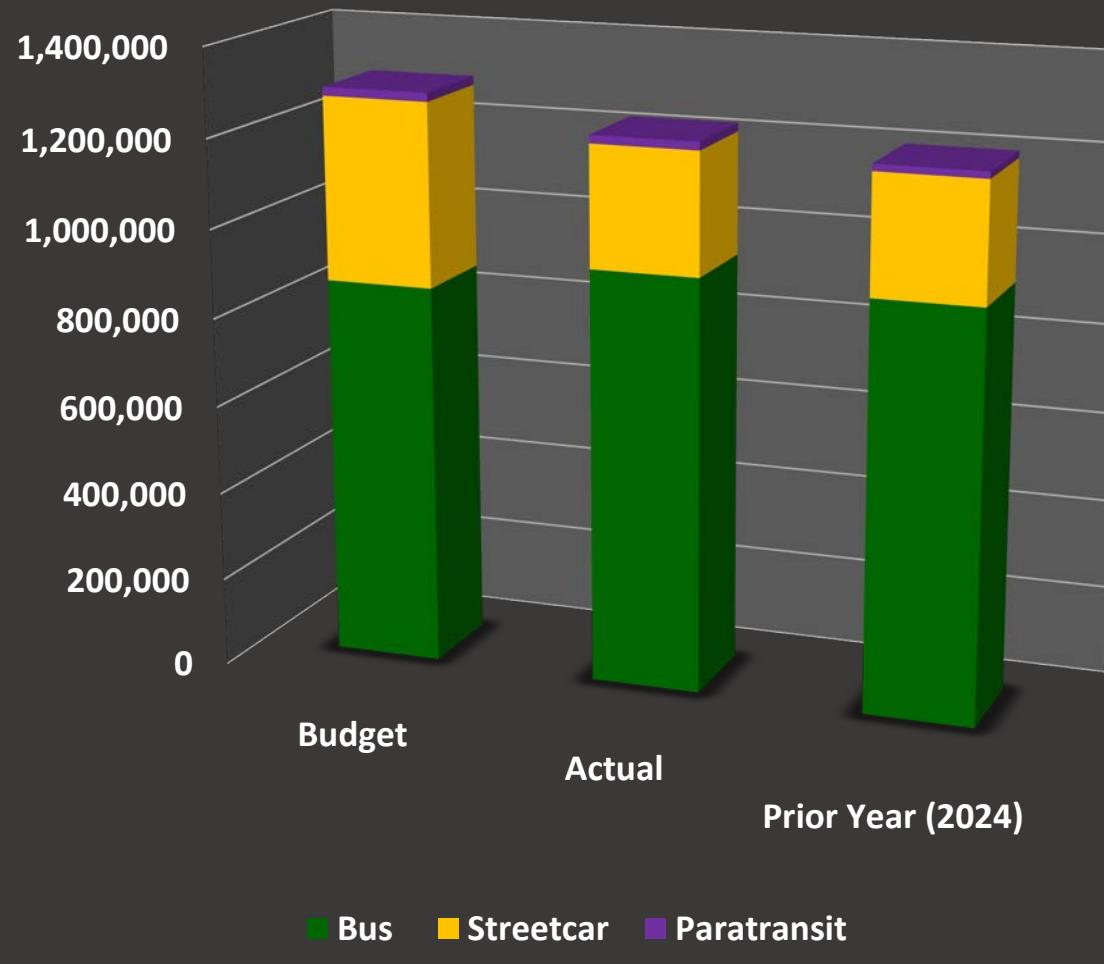
Agenda

5. Chief Executive Officer's Report



Agenda

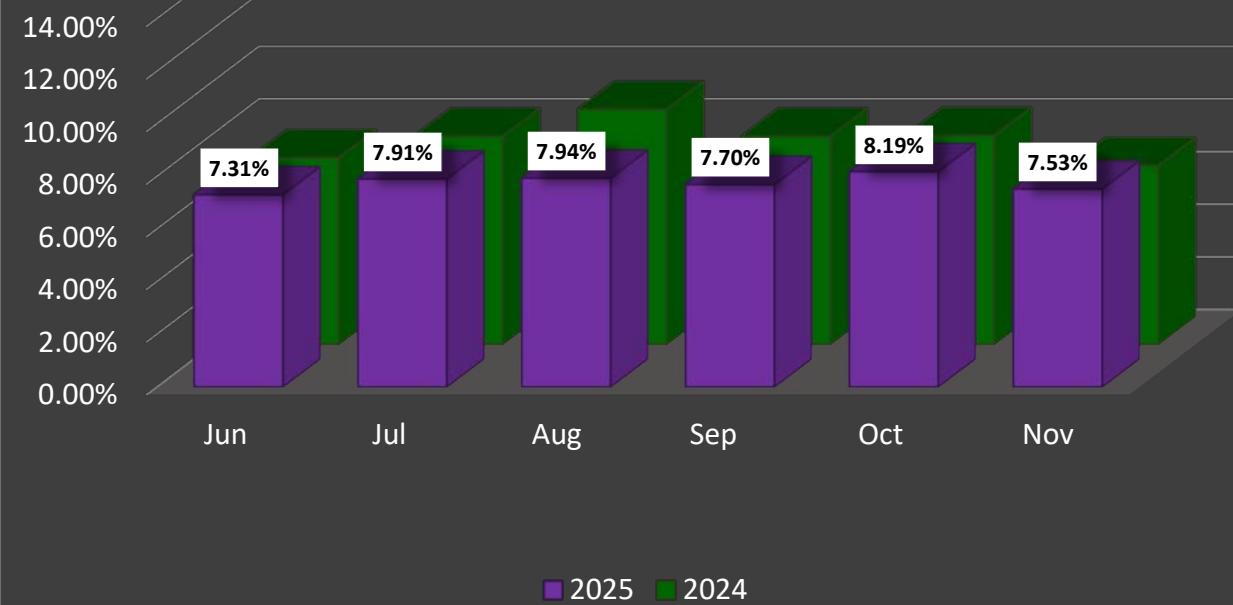
6. Chief Financial Officer's Report



Ridership

Ridership in November decreased 13.4% when compared to October actuals. In November, total system ridership (bus, streetcar and paratransit) was 1.2M, compared to 1.4M for the previous month of October.

FAREBOX RECOVERY RATES 2025 vs 2024



TOTAL OPERATING EXPENSES, FAREBOX REVENUE & FAREBOX RECOVERY

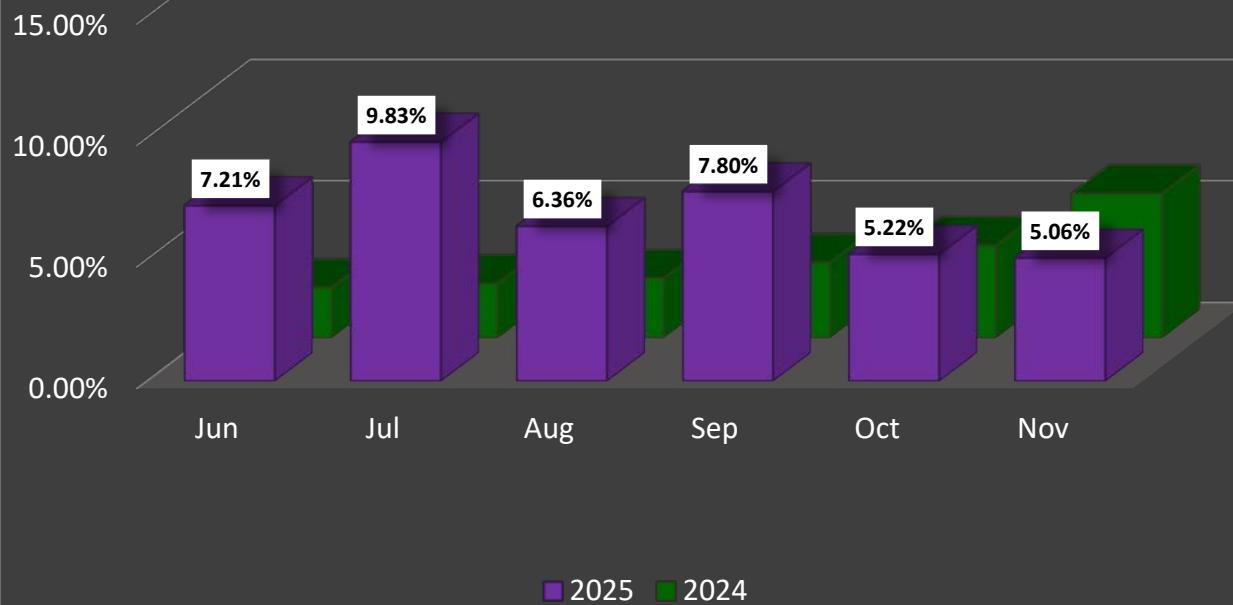


Farebox Recovery Rates 2025 vs. 2024

Fare revenue continues to offset a modest percentage of operating expenses as ridership continues to rebound. November's farebox recovery rate decreased slightly from 8.2% to 7.5%, A decrease of 0.7%.



FAREBOX RECOVERY RATES 2025 vs 2024



TOTAL OPERATING EXPENSES, FAREBOX REVENUE & FAREBOX RECOVERY



FERRY- Farebox Recovery Rates

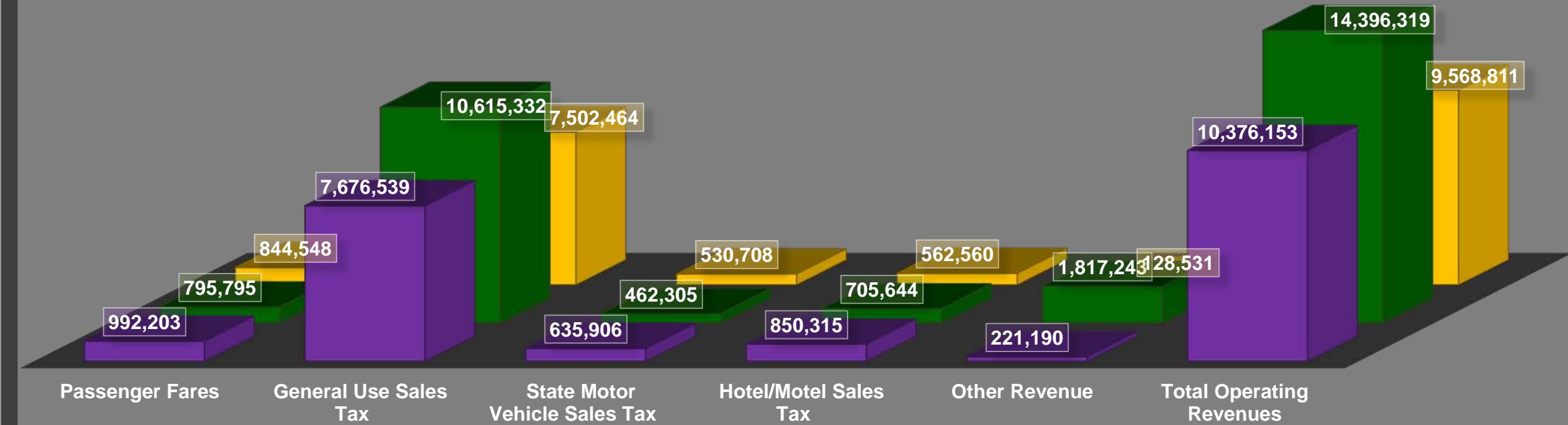
2025 vs. 2024

The decrease in farebox recovery to 5.1% in November from 5.2% in October is the result of a decrease in operating expenses and farebox revenues.

Fare revenues continue to offset a small percentage of operating costs.

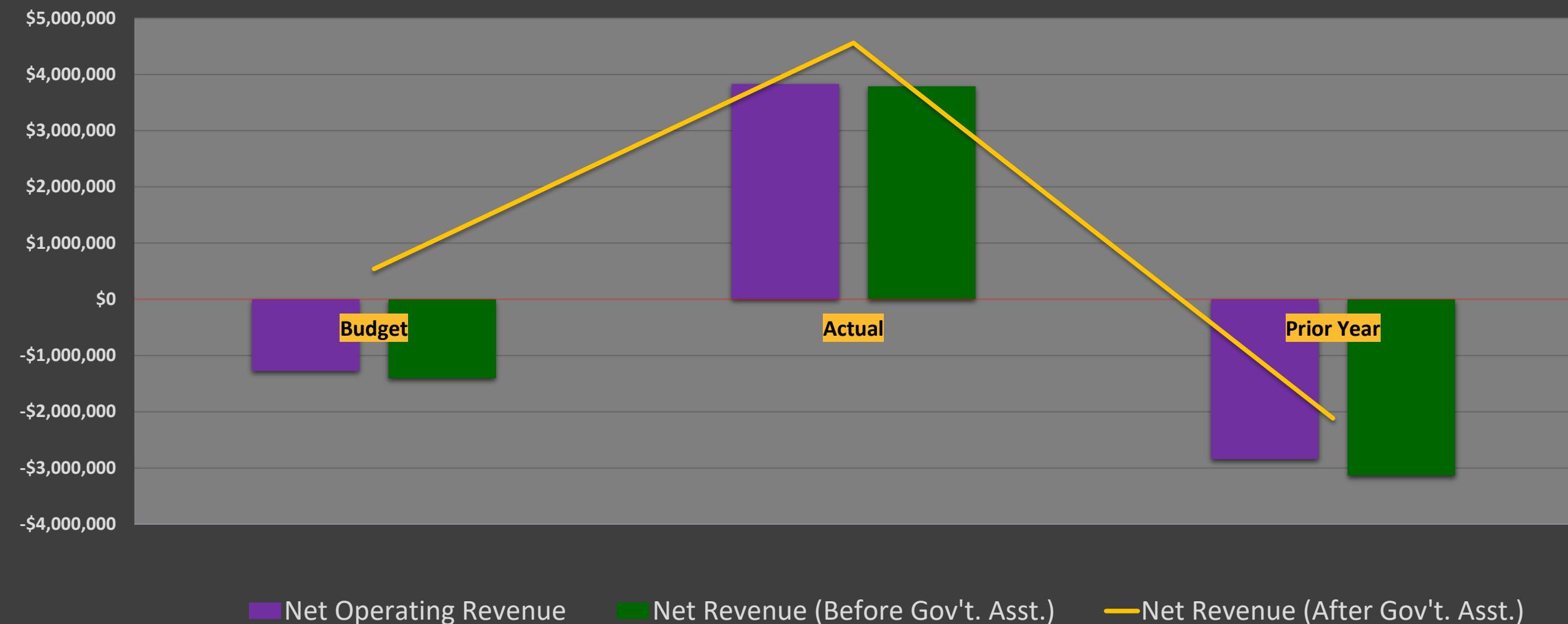
November 2025 Summary of Sources

SUMMARY OF SOURCES						
	Budget	Actuals	\$ Change	% Change	YTD Budget	YTD Actuals
Sales Tax	9,162,760	11,783,281	2,620,521	28.60%	100,790,360	97,218,297
Government Assistance	2,342,727	2,050,776	(291,951)	-12.46%	25,769,997	28,847,513
Sales Tax and Government Assistance	11,505,487	13,834,057	2,328,570	20.24%	126,560,357	126,065,810
Passenger Fares	992,203	795,795	(196,408)	-19.80%	10,914,233	9,412,684
Other Operating Revenues	221,190	1,817,243	1,596,053	721.58%	2,433,090	5,046,568
Subtotal Transit Operations	1,213,393	2,613,038	1,399,645	115.35%	13,347,323	14,459,252
Total Operating Revenues	12,718,880	16,447,095	3,728,215	29.31%	139,907,680	140,525,062
Federal Capital Funding	5,275,772	2,697,871	(2,577,901)	-48.86%	58,033,492	9,466,744
Investment Income	131,239	71,446	(59,793)	100.00%	1,443,629	1,108,821
Subtotal Capital and Bond Resources	5,407,011	2,769,317	(2,637,694)	-48.78%	59,477,121	10,575,565
Total Revenue	18,125,891	19,216,412	1,090,521	6.02%	199,384,801	151,100,627
Operating Reserve	0	(3,592,721)	(3,592,721)	-100.00%	0	(11,110,782)
Total Sources	18,125,891	15,623,691	(2,502,200)	-13.80%	199,384,801	139,989,845



Operating Revenues (Budget, Actual & Prior Year)

RTA's two largest revenue sources are General Use Sales Tax (\$10.6M) and Passenger Fares (\$796K). The two combined make up 79.3% or \$11.4M of total revenue. Overall, total operating revenues for the month of November are \$14.4M.



Net Revenues (Before and After Government Assistance)

Net Revenue (Before Government Assistance) is \$3.8M for the month of November. After applying the month's \$2.1M in Government Operating Assistance, Net Revenue is \$4.6M for the month of November.

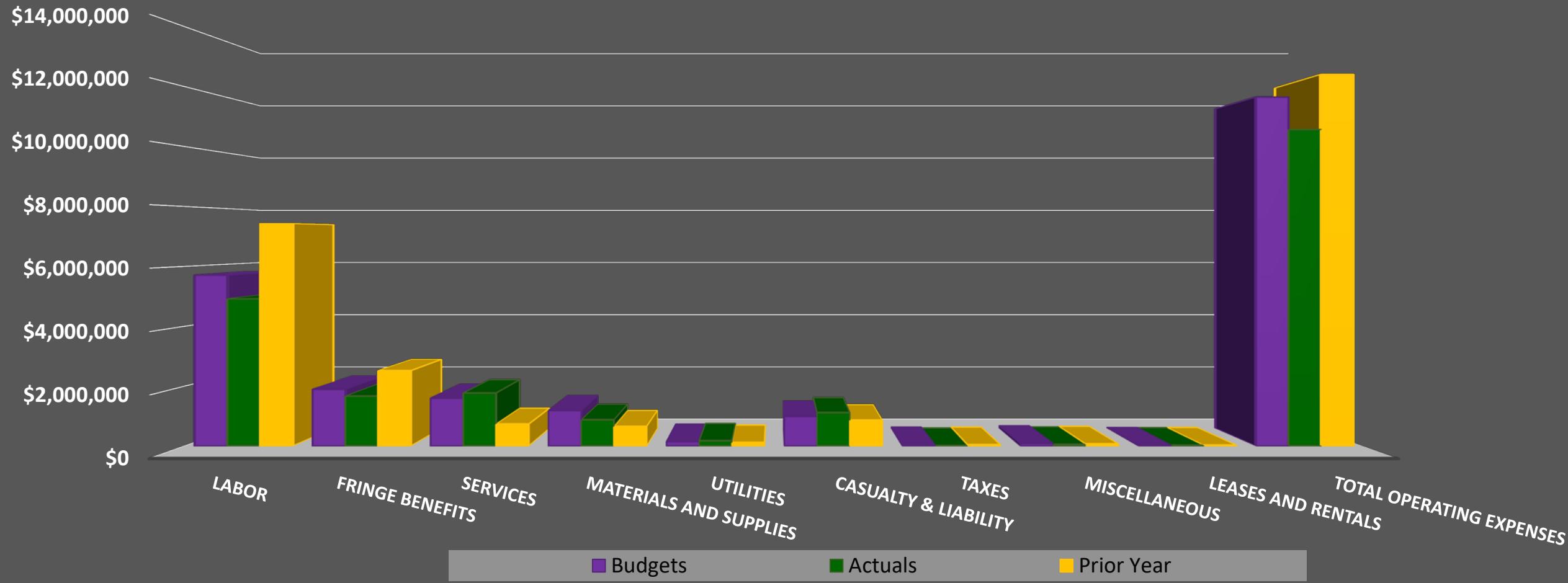




November 2025 Summary of Uses

SUMMARY OF USES						
	Budget	Actuals	\$ Change	% Change	YTD Budget	YTD Actuals
Transit Operations	11,649,552	10,566,711	1,082,841	9.30%	128,145,072	115,633,809
TMSEL Legacy Costs	126,694	41,736	84,958	67.06%	1,393,634	1,895,399
Maritime Costs	401,915	1,277,226	(875,311)	0.00%	4,421,065	5,272,526
Capital Expenditures	5,275,772	3,583,490	1,692,282	32.08%	58,033,492	10,385,762
FEMA Project Worksheet Expenditures	0	0	0	0.00%	0	0
Debt Service	671,958	154,528	517,430	77.00%	7,391,538	6,802,349
Total Expenditures	18,125,891	15,623,691	2,502,200	13.80%	199,384,801	139,989,845
Operating Reserve	0	0	0	0.00%	0	0
Total Uses	18,125,891	15,623,691	2,502,200	13.80%	199,384,801	139,989,845

Operating Expenses (Actual - \$10,566,711)

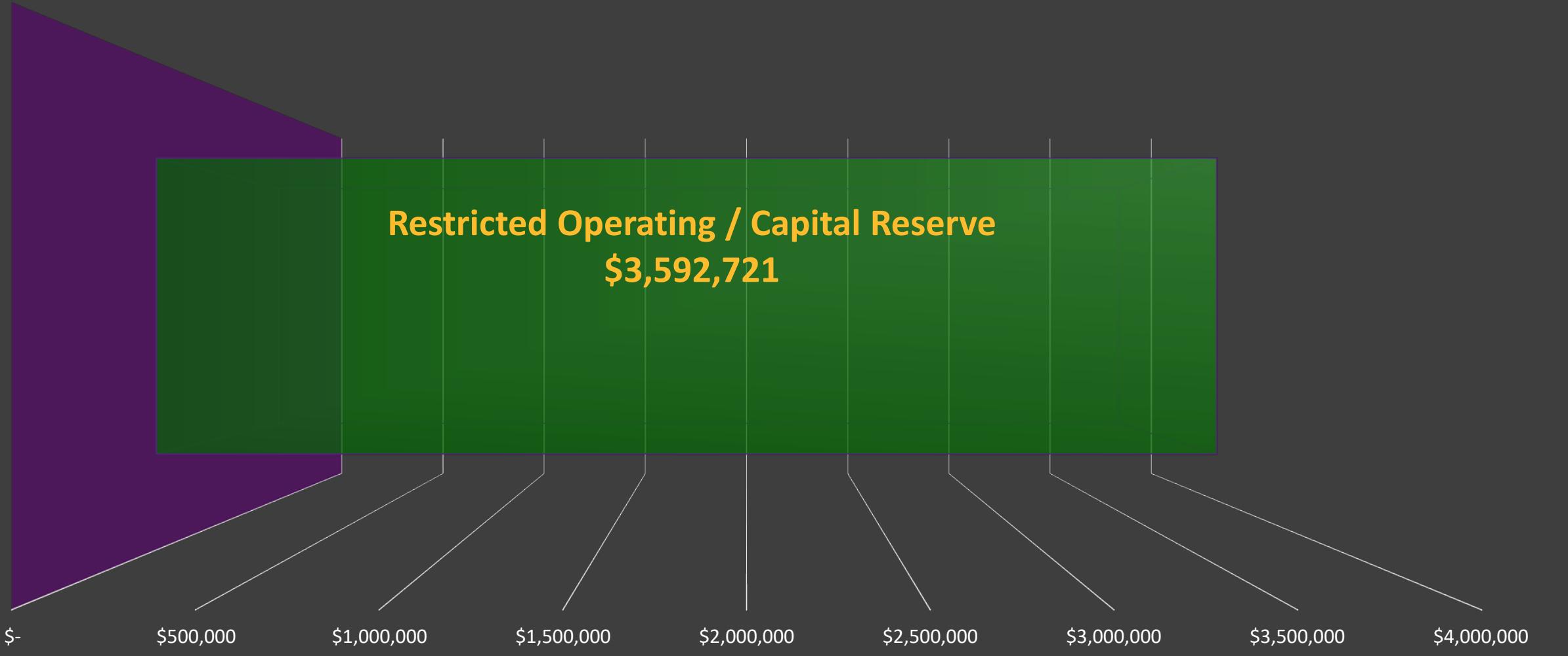


Operating Expenses

Operating Expenses for the month of November are roughly \$10.6M. Labor and Fringe Benefits, the largest expenditure at \$6.6M, comprised 62.3% of this month's actual expenses. In total, Operating Expenses for the month of November show a decrease of 5.9% from \$11.2M in October.

Finance Committee Meeting





Operating Reserve

The positive variance that resulted from Net Revenue (After Government Assistance of approximately \$2.1M) added approximately \$3.6M to the Restricted Operating/Capital Reserve, after the offset of \$155K in Debt Service.

Procurement

Purchase Orders Less than \$100K
 (December 1, 2025 – December 31, 2025)

Order	Supplier	Cost Center Code	Cost Center Description	Account	Creation Date	Description	Purchase Order Amount
RTAP_02056	FONTENOT BENEFITS & ACTUARIAL CO	1100	Board of Commissioners	01-1100-02-7060-169-00-00-00000-00000	12/11/25	Professional Services	\$3,500.00
			Board of Commissioners				\$3,500.00
RTAP_02068	BROWNS UNIFORMS INC	2400	Grants Administration	01-2400-02-8570-175-89-00-00000-00000	12/17/25	Materials & Supplies	\$130.55
			Grants Administration				\$130.55
RTAP_02037	REEDER DISTRIBUTORS INC	2843	Infrastructure	01-2843-99-7570-125-00-00-00000-00000	12/3/25	Infrastructure Repairs	\$30,100.25
RTAP_02039	EVERON LLC	2843	Infrastructure	01-2843-99-7670-127-00-00-00000-00000	12/3/25	Alarm, Fire & Sprinkler Monitor/ Inspections	\$77,370.00
RTAP_02045	EVERON LLC	2843	Infrastructure	01-2843-99-7670-127-00-00-00000-00000	12/4/25	Infrastructure Repairs	\$10,893.34
RTAP_02050	GRAINGER (2)	2843	Infrastructure	01-0000-00-1515-000-00-00-00000-00000	12/8/25	Materials & Supplies	\$13,245.70
RTAP_02052	UNITED RENTALS	2843	Infrastructure	01-2843-99-7610-125-00-00-00000-00000	12/10/25	Infrastructure Repairs	\$1,018.74
RTAP_02053	GRAINGER (2)	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/10/25	Materials & Supplies	\$1,573.40
RTAP_02065	TRIO COMPRESSED AIR	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/16/25	Materials & Supplies	\$492.44
RTAP_02069	LOUISIANA OFFICE PRODUCTS	2843	Infrastructure	01-0000-00-1524-000-00-00-00000-00000	12/17/25	Materials & Supplies	\$49,069.03
RTAP_02072	KEN BROWN & SONS, INC.	2843	Infrastructure	01-2843-99-8620-127-00-00-00000-00000	12/19/25	Materials & Supplies	\$451.41
RTAP_02074	RICHIE'S PLUMBING LLC	2843	Infrastructure	01-2843-99-7570-125-00-00-00000-00000	12/19/25	Infrastructure Repairs	\$2,775.00
RTAP_02082	ACADIAN CYPRESS & HARDWOOD	2843	Infrastructure	01-2843-99-8620-123-00-00-00000-00000	12/22/25	Materials & Supplies	\$2,620.00
RTAP_02083	ECONOMIC JANITORIAL SUPPLIES	2843	Infrastructure	01-2843-99-8620-123-00-00-00000-00000	12/22/25	Materials & Supplies	\$618.43
RTAP_02084	BEERMAN PRECISION	2843	Infrastructure	01-2843-99-8620-123-00-00-00000-00000	12/22/25	Materials & Supplies	\$1,962.00
RTAP_02085	ALLIED HAMCO	2843	Infrastructure	01-2843-99-8620-123-00-00-00000-00000	12/22/25	Materials & Supplies	\$1,618.46
RTAP_02086	NU-LITE ELECTRICAL WHOLESALERS	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/22/25	Materials & Supplies	\$1,139.64
RTAP_02087	ROSS & WHITE COMPANY	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/22/25	Materials & Supplies	\$3,480.00
RTAP_02089	STAR LOCK & KEY COMPANY INC	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/22/25	Materials & Supplies	\$750.00
RTAP_02091	GRAINGER (2)	2843	Infrastructure	01-2843-99-8620-125-00-00-00000-00000	12/22/25	Materials & Supplies	\$1,573.40
RTAP_02095	EVERON LLC	2843	Infrastructure	01-2843-99-7670-127-00-00-00000-00000	12/23/25	Infrastructure Repairs	\$3,387.58
RTAP_02098	DIXIE SUPPLY LLC	2843	Infrastructure	01-2843-99-8620-123-00-00-00000-00000	12/23/25	Materials & Supplies	\$711.67
RTAP_02108	PROFESSIONAL MECHANICAL SERVICES, LLC	2843	Infrastructure	01-2843-99-7570-127-00-00-00000-00000	12/30/25	Infrastructure Repairs	\$9,890.00
			Infrastructure				\$214,740.49

Procurement

Purchase Orders Less than \$100K
(December 1, 2025 – December 31, 2025)

Order	Supplier	Cost Center Code	Cost Center Description	Account	Creation Date	Description	Purchase Order Amount
RTAP_02046	OOMA, INC.	2900	Information Technology	01-2900-02-7140-170-00-00-00000-00000	12/4/25	Software Licenses	\$17,890.20
RTAP_02092	DIGI-KEY ELECTRONICS	2943	Information Technology	01-2943-99-8640-101-00-00-00000-00000	12/22/25	Materials & Supplies	\$351.51
RTAP_02103	AGILE FLEET INC	2943	Information Technology	01-2943-02-7140-041-00-00-00000-00000	12/29/25	Software Licenses	\$17,863.76
			Information Technology				\$36,105.47
RTAP_02034	JM TEST SYSTEMS LLC	4300	Maintenance	01-4300-06-7580-091-00-00-00000-00000	12/1/25	Bucket Trucks	\$2,085.00
RTAP_02036	MAXX HYDRAULICS LLC	4300	Maintenance	01-4300-04-8640-061-03-00-00000-00000	12/3/25	Seal Kits For Streetcar Lift Repair	\$1,789.20
RTAP_02040	KENWORTH OF LOUISIANA LLC	4300	Maintenance	01-4300-02-7310-061-01-00-00000-00000	12/3/25	Vehicle Parts And Supplies	\$9,435.66
RTAP_02041	TRI-STATE REFRIGERATION	4300	Maintenance	01-4300-02-7410-061-01-00-00000-00000	12/3/25	Revenue Vehicle Repairs	\$6,286.95
RTAP_02042	LA WATERS	4300	Maintenance	01-4300-04-8640-181-03-00-00000-00000	12/3/25	Materials & Supplies	\$942.44
RTAP_02043	NEW FLYER OF AMERICA (2)	4300	Maintenance	01-4300-02-8510-062-01-00-00000-00000	12/3/25	Vehicle Parts And Supplies	\$10,910.64
RTAP_02048	VEHICLE PARTS & EQUIPMENT	4300	Maintenance	01-4300-99-8640-166-03-00-00000-00000	12/8/25	Vehicle Parts And Supplies	\$2,673.60
RTAP_02049	NU-LITE ELECTRICAL WHOLESALERS	4300	Maintenance	01-4300-99-8640-141-03-00-00000-00000	12/8/25	Materials & Supplies	\$405.60
RTAP_02054	IRWIN TRANSPORTATION PRODUCTS	4300	Maintenance	01-4300-08-7150-012-03-00-00000-00000	12/10/25	Revenue Vehicle Repairs	\$37,190.00
RTAP_02059	BROOKVILLE EQUIPMENT CORPORATION	4300	Maintenance	01-4300-99-8510-061-03-00-00000-00000	12/12/25	Vehicle Parts And Supplies	\$16,200.00
RTAP_02060	KENWORTH OF LOUISIANA LLC	4300	Maintenance	01-4300-02-7310-061-01-00-00000-00000	12/15/25	Revenue Vehicle Repairs	\$10,388.28
RTAP_02064	SOUTHWIRE COMPANY LLC	4300	Maintenance	01-4300-04-8510-061-03-00-00000-00000	12/16/25	Materials & Supplies	\$518.63
RTAP_02067	NEW FLYER OF AMERICA (2)	4300	Maintenance	01-4300-02-8510-062-01-00-00000-00000	12/17/25	Vehicle Parts And Supplies	\$1,711.04
RTAP_02070	NEW FLYER OF AMERICA (2)	4300	Maintenance	01-4300-02-8510-062-01-00-00000-00000	12/17/25	Vehicle Parts And Supplies	\$11,635.10
RTAP_02071	HILLER COMPANIES LLC, THE	4300	Maintenance	01-4300-02-7610-061-01-00-00000-00000	12/18/25	Revenue Vehicle Repairs	\$745.00
RTAP_02076	TRI-STATE REFRIGERATION	4300	Maintenance	01-4300-02-7410-061-01-00-00000-00000	12/19/25	Revenue Vehicle Repairs	\$3,869.88
RTAP_02077	KENWORTH OF LOUISIANA LLC	4300	Maintenance	01-4300-02-7310-061-01-00-00000-00000	12/19/25	Revenue Vehicle Repairs	\$10,947.54
RTAP_02079	GRAINGER (2)	4300	Maintenance	01-4300-99-8640-061-03-00-00000-00000	12/22/25	Materials & Supplies	\$1,189.41
RTAP_02080	GRAINGER (2)	4300	Maintenance	01-4300-99-8640-121-03-00-00000-00000	12/22/25	Materials & Supplies	\$701.44
RTAP_02081	GRAINGER (2)	4300	Maintenance	01-4300-04-8510-061-03-00-00000-00000	12/22/25	Materials & Supplies	\$1,674.10
RTAP_02088	REECE SUPPLY CO	4300	Maintenance	01-4300-04-8640-181-03-00-00000-00000	12/22/25	Materials & Supplies	\$980.00
RTAP_02093	NEW FLYER OF AMERICA (2)	4300	Maintenance	01-4300-02-8510-062-01-00-00000-00000	12/22/25	Vehicle Parts And Supplies	\$8,234.59
			Vehicle Maintenance				94

Procurement

Purchase Orders Less than \$100K
(December 1, 2025 – December 31, 2025)

Order	Supplier	Cost Center Code	Cost Center Description	Account	Creation Date	Description	Purchase Order Amount
RTAP_02094	PHOENIX MINING EQUIPMENT	4300	Maintenance	01-4300-99-8640-141-03-00-00000-00000	12/23/25	Vehicle Parts And Supplies	\$3,150.29
RTAP_02096	TRI-STATE REFRIGERATION	4300	Maintenance	01-4300-04-7610-061-03-00-00000-00000	12/23/25	Revenue Vehicle Repairs	\$6,672.67
RTAP_02097	AMERICAN TRACTION SOLUTIONS INC	4300	Maintenance	01-4300-04-7610-061-03-00-00000-00000	12/23/25	Revenue Vehicle Repairs	\$10,367.00
RTAP_02099	LAMARQUE FORD	4300	Maintenance	01-4300-06-8630-091-00-00-00000-00000	12/23/25	Vehicle Parts And Supplies	\$1,575.85
RTAP_02100	AMERICAN BEARING & SUPPLY INC	4300	Maintenance	01-0000-00-1302-000-00-00-00000-00000	12/23/25	Vehicle Parts And Supplies	\$4,890.00
RTAP_02101	KENWORTH OF LOUISIANA LLC	4300	Maintenance	01-4300-02-7360-061-01-00-00000-00000	12/23/25	Revenue Vehicle Repairs	\$15,263.81
RTAP_02102	INDUSTRIAL WELDING SUPPLY	4300	Maintenance	01-4300-02-7220-061-03-00-00000-00000	12/26/25	Revenue Vehicle Repairs	\$504.85
RTAP_02105	RICON	4300	Maintenance	01-4300-04-8510-061-03-00-00000-00000	12/30/25	Vehicle Parts And Supplies	\$1,816.59
RTAP_02106	BLUEWATER RUBBER & GASKET COMPANY	4300	Maintenance	01-4300-04-8510-061-03-00-00000-00000	12/30/25	Vehicle Parts And Supplies	\$176.00
RTAP_02107	PEARL MEDIA	4300	Maintenance	01-4300-99-8640-166-03-00-00000-00000	12/30/25	Materials & Supplies	\$4,746.40
RTAP_02035	MODEL1	4500	Paratransit Services	01-4500-06-8510-061-05-00-00000-00000	12/3/25	Vehicle Parts And Supplies	\$2,965.37
RTAP_02038	NAPA	4500	Paratransit Services	01-4500-06-8510-061-05-00-00000-00000	12/3/25	Vehicle Parts And Supplies	\$50,000.00
RTAP_02055	STAR GLASS INC	4500	Paratransit Services	01-4500-06-7490-061-05-00-00000-00000	12/11/25	Revenue Vehicle Repairs	\$1,208.25
RTAP_02057	MODEL1	4500	Paratransit Services	01-4500-06-7610-061-05-00-00000-00000	12/11/25	Revenue Vehicle Repairs	\$647.91
RTAP_02075	LAMARQUE FORD	4500	Paratransit Services	01-4500-06-8510-061-05-00-00000-00000	12/19/25	Vehicle Parts And Supplies	\$1,358.70
			Vehicle Maintenance cont.				\$245,857.79
RTAP_02063	ULINE	4600	Safety and Claims	01-4600-99-8690-175-00-00-00000-00000	12/16/25	Materials & Supplies	\$493.16
RTAP_02078	GRAINGER (2)	4600	Safety and Claims	01-4600-99-8640-166-89-00-00000-00000	12/22/25	Materials & Supplies	\$1,095.29
			Safety and Claims				\$1,588.45
RTAP_02051	WINNING ON THE ROAD, LLC	5100	Chief Financial Officer	01-5100-02-7070-171-00-00-00000-00000	12/8/25	Professional Services	\$4,940.00
			Chief Financial Officer				\$4,940.00
RTAP_02058	JULIEN ENGINEERING	6100	Marine Operations	01-6100-00-1501-000-00-00-00000-00000	12/11/25	Professional Services	\$9,760.00
RTAP_02066	ARCCO POWER SYSTEMS	6100	Marine Operations	01-6100-00-1501-000-00-00-00000-00000	12/17/25	Materials & Supplies	\$66,818.00
			Marine Operations				\$76,578.00

Procurement

Purchase Orders Less than \$100K
(December 1, 2025 – December 31, 2025)

Order	Supplier	Cost Center Code	Cost Center Description	Account	Creation Date	Description	Purchase Order Amount
RTAP_02044	SOUTHERN STRATEGY GROUP OF LOUISIANA	7100	Chief of Staff	01-7100-02-7070-176-00-00-00000-00000	12/3/25	Professional Services	\$45,000.00
			Chief of Staff				\$45,000.00
RTAP_02104	START SMART LLC	7300	Civil Rights	01-7300-02-7080-176-00-00-00000-00000	12/30/25	Software Licenses	\$23,760.00
			Civil Rights				\$23,760.00
RTAP_02047	JRJ CONSULTING	8400	Chief of External Affairs	01-8400-02-7070-162-00-00-00000-00000	12/5/25	Professional Services	\$12,500.00
			Chief of External Affairs				\$12,500.00
RTAP_02073	4IMPRINT INC	8600	Workforce Development	01-8600-02-8640-181-89-00-00000-00000	12/19/25	Materials & Supplies	\$1,060.64
			Workforce Development				\$1,060.64
72							\$ 665,761.39



Questions?

Finance Committee Meeting





Agenda

7. DBE Report

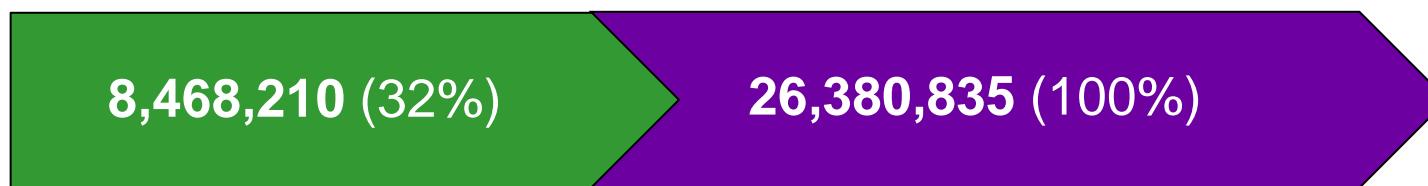


Contract Awards December 2025

\$26,380,835 in contracts were awarded

- \$8,468,210 was awarded to DBE firms.
- Of the DBE contracts \$8,468,210 was awarded to DBE/SBE Prime Contractors.

Total DBE participation (commitment) is 32%.





Current DBE Projects

Project	Contract Amount	DBE Contract Commitment	Payments Made to DBE	Tentative Completion Date
Transit Ferry Services	\$8,442,843	\$842,442	\$1,592,783	1/2026
OSHA Program Development and Training	\$203,800	\$203,800	\$143,716	5/2026
Universal Accessibility Study	\$258,221	\$87,588	\$35,325	5/2026
On Call Technical Safety Support	\$545,572	\$545,572	\$537,386	3/2026
Drug and Alcohol Testing Services	\$250,000	\$250,000	\$124,200	9/2026



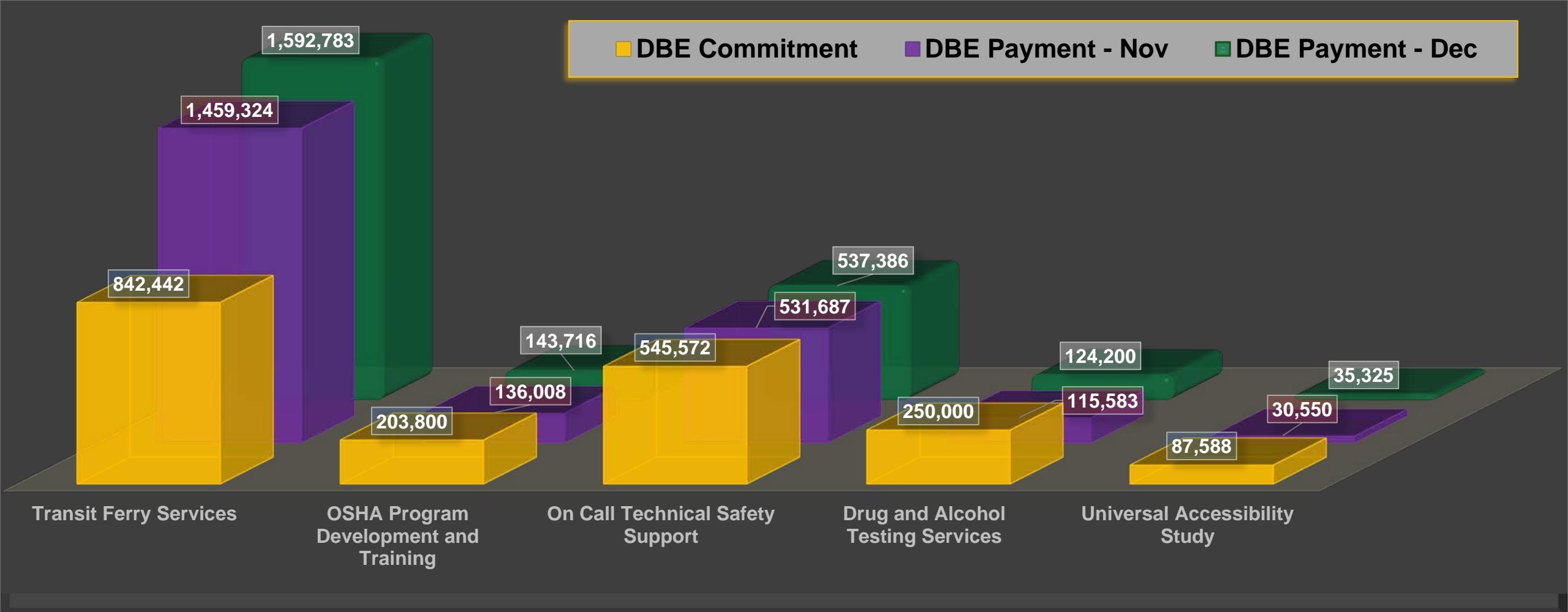
Current DBE Projects

Project	Contract Amount	DBE Contract Commitment	Payments Made to DBE	Tentative Completion Date
Pest Control Services	\$178,568	\$178,568	\$30,723	5/2029
Climate Adaptive Transit Shelter Design	\$650,000	\$117,000	\$0	12/2026
Fare Collection System Upgrade Consultant	\$500,000	\$111,500	\$0	7/2027
Streetcar System Modernization Master Plan	\$1,200,000	\$444,000	\$0	9/2026
Standard Operating Procedure (SOP) Development	\$300,000	\$150,000	\$0	3/2026



Current DBE Projects

Project	Contract Amount	DBE Contract Commitment	Payments Made to DBE	Tentative Completion Date
Algiers Ferry Terminal & Maintenance Building Renovation	\$9,538,000	\$3,554,812	\$0	12/2026

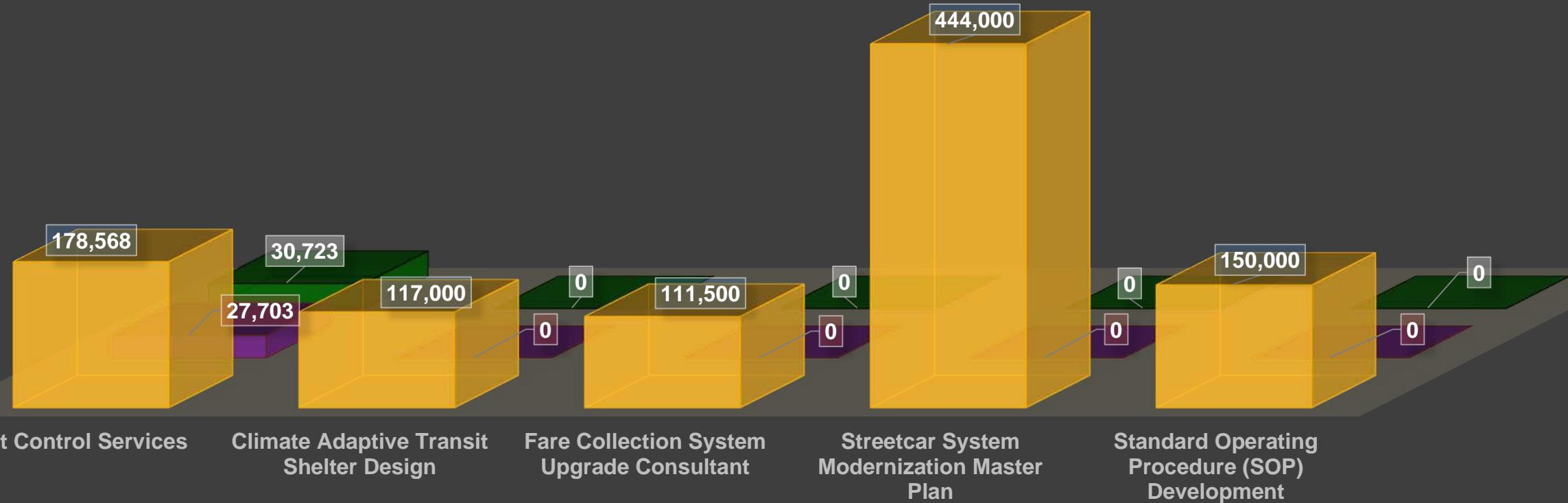


Current DBE Projects

Payments made to DBEs compares November 2025 to December 2025

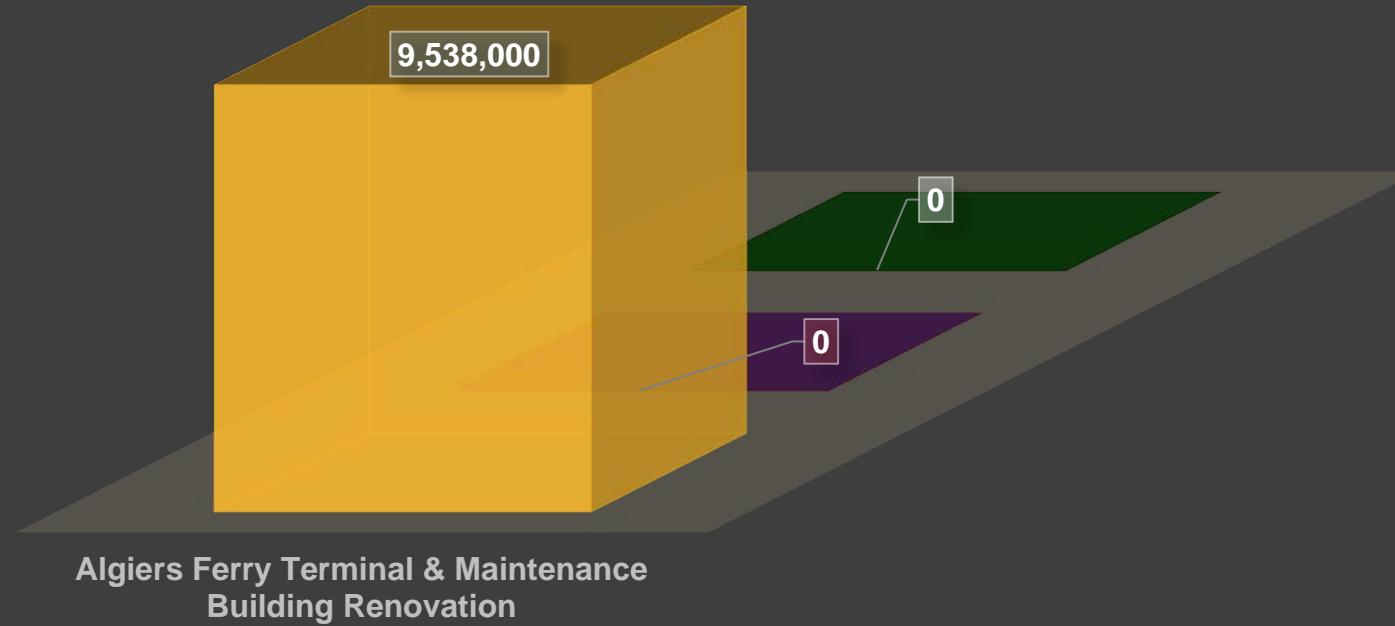
Finance Committee Meeting





Current DBE Projects

Payments made to DBEs compares November 2025 to December 2025



Current DBE Projects

Payments made to DBEs compares November 2025 to December 2025

Current SBE Projects

Project	Contract Amount	SBE Goal	Payments Made to SBE	SBE Goal	% Goal Achieved Nov 2025	% Goal Achieved Dec 2025	Tentative Completion Date
Advertising Campaigns & Media Buying Services	\$600,000	\$600,000	\$512,195	100%	78%	85%	2/2028
Algiers Ferry Buildings Renovation	\$1,100,000	\$1,100,000	\$637,638	100%	57%	58%	11/2026
Algiers Ferry Barges Replacement	\$1,365,265	\$1,365,265	\$618,999	100%	43%	45%	9/2026
Website Services	\$300,000	\$300,000	\$191,659	100%	61%	64%	5/2026
Transit Stops Inventory Improvement	\$493,430	\$493,430	\$280,600	100%	57%	57%	6/2026

SBE goal achieved compares November 2025 to December 2025

Finance Committee Meeting

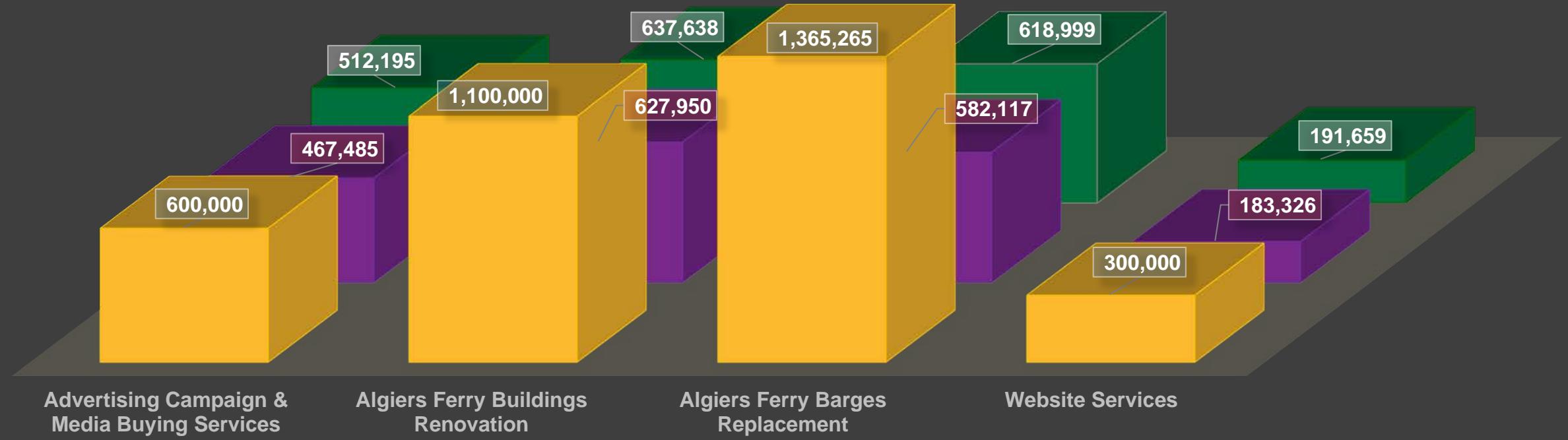




Current SBE Projects

Project	Contract Amount	SBE Goal	Payment Made to SBE	SBE Goal	% Goal Achieved Nov 2025	% Goal Achieved Dec 2025	Tentative Completion Date
Rampart/Loyola Streetcar Electrical Feeder Repair	\$72,000	\$72,000	\$29,478	100%	41%	41%	5/2026
Transit Shelter Permitting for Broad and Canal Street	\$39,831	\$39,831	\$25,489	100%	0%	64%	3/2026
Opportunity Pass Marketing & Outreach Services	\$96,450	\$96,450	\$19,825	100%	7%	21%	9/2026
All Stations Accessibility Program – St Charles Streetcar	\$1,300,000	\$1,300,000	\$0	100%	0%	0%	12/2026

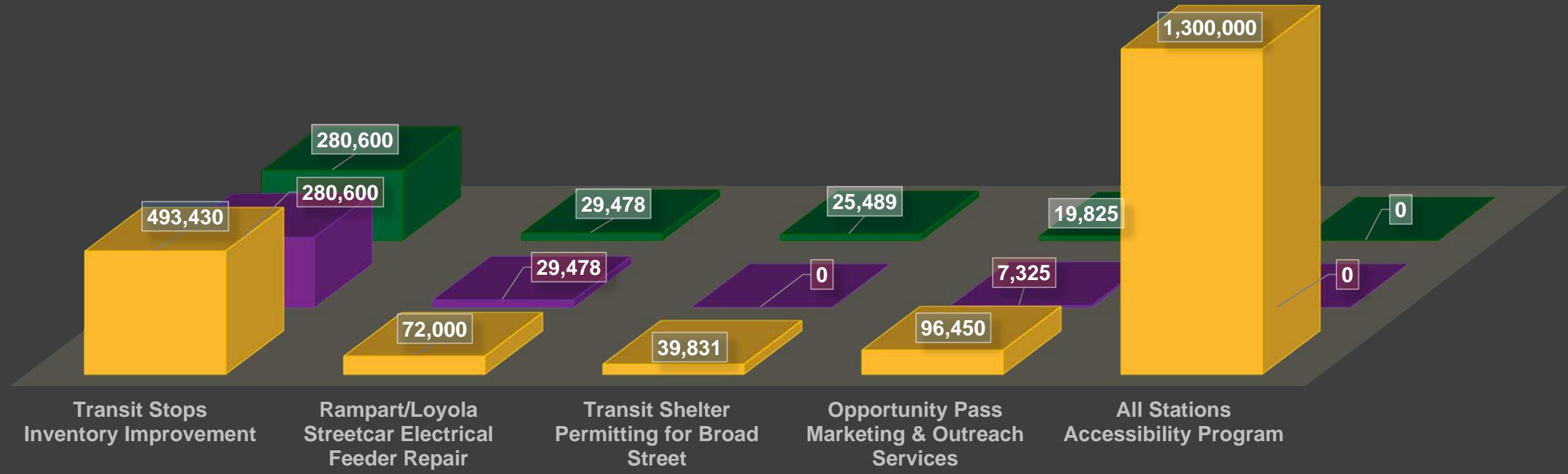
SBE goal achieved compares November 2025 to December 2025



Current SBE Projects

Payments made to SBEs compares November 2025 to December 2025

Finance Committee Meeting



Current SBE Projects

Payments made to SBEs compares November 2025 to December 2025



Upcoming SBE Projects

DBE/SBE Goal

RFP 2025-031 Transit Security Services
(Technical Evaluation scheduled for 1/15/26) 100% SBE

IFB 2025-044 Tree Cutting & Vegetation Clearance
(Bids due 1/9/2026 at 1pm) 100% SBE



2025 DBE/SBE Business Development Trainings

- **Finding & Attracting Investors**
- **How to Survive & Thrive the End of DEI Programs in Federal and Local Contracting**
- **Proposal Writing 101: Bid Writing Techniques & Tips**
- **Equipment Leasing: A Financial Strategy for Small Businesses**
- **Writing Your Social Disadvantaged Narrative**
- **Marketing Trends & Strategies for Small Businesses**
- **SBA 8(a) Certification: Benefits and Process**



2025 DBE/SBE Outreach Events

January 2025

Urban League of Louisiana Quarterly Convening for DBE Contractors
Super Bowl LIX Supplier Diversity Business Expo

February 2025

Ernest N. Morial Convention Center Small & Emerging Business Outreach Event

March 2025

Small Business Industry Day hosted by Jefferson Parish Councilman Byron Lee

April 2025

Urban League of Louisiana Quarterly Convening for DBE Contractors

May 2025

RTA's Opportunity Conference for DBE/SBE for Algiers Ferry Terminal & Ferry Maintenance Building Renovation

June 2025

Propeller: Meet The Primes Networking Event



2025 DBE/SBE Outreach Events

July 2025

City of New Orleans Annual Industry Day and Procurement Fair

August 2025

City of New Orleans Unlocking Potential DBE Success Stories Outreach Event
Small Business Administration (SBA) Connecting the DOT's Business Expo

September 2025

Urban League of Louisiana Quarterly Convening for DBE Contractors

October 2025

Baton Rouge Airport 20th Annual Business Opportunities Outreach Event
Propeller “Meet the Primes” Networking Event

November 2025

National Minority Supplier Development Council Conference and Business Matchmaker

December 2025

City of New Orleans Meet the Mentor-Protégé Outreach Event



Questions?

Finance Committee Meeting



9. Chief Planning and Capital Project Officer's Report

Open Projects: Construction

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: CDW Services

Contracting Strategy: D/B/B



Project Budget:

Total: \$11,407,000 (70% grant funded)

Status:

- Contractor mobilization

Board Action:

None currently

Schedule:

'20-'22 Jan '24

Planning

Apr '25

Dec '25

Procure

Dec '26

Construction



Open Projects: Construction

Zero Emission Bus Pilot

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

Contracting:

Engineer: Kimley Horn

Contractor: New Flyer

Contracting Strategy: Named partner (turnkey)

Project Budget:

Total: \$6,791,092 (85% grant funded)

Status:

- **Buses arrived!**
- Depot construction underway
- N.O. East Hub construction in January 2026

Schedule:

- Construction NTP: November (Depot) January 2026 (N.O. East hub)
- Electric Bus Roll Out: Fall 2026



Board Action:

None currently



Open Projects: Design

Algiers Ferry Barges Modernization

Replace landing barges at Algiers Point and Lower Algiers with new, standardized design for interoperability between ferry landing locations.

Contracting:

Engineer: Infinity Engineering (On-Call A&E)

Contractor: TBD

Contracting Strategy: D/B/B



Project Budget:

Total: \$13,670,000 (80% grant funded)

Status:

- 3rd party design review complete, updated bid package complete
- [Release bid package for construction \(January\)](#)

Board Action:

None currently

Schedule:

'21-'23 Nov '24

Planning

Design

Jan '26

Procure

Apr '26

Construction

Dec '26

Open Projects: Design

Resilient, Zero-Emission Fleet

Advance the conversion of bus fleet to zero emissions with 20 vehicles, resilient charging infrastructure, investment in workforce transition.

Contracting:

PM:	CTE (Named partner)
Design:	Jacobs (Named partner)
Charging Equipment:	Heliox (Named partner)
Construction:	TBD
Vehicles:	TBD
Workforce Dev:	Delgado, IBEW (Named partners)

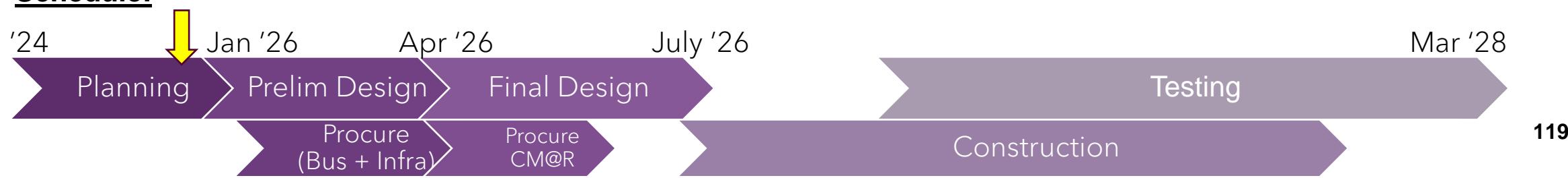
Project Budget:

Total: \$81,832,687

Status:

- Evaluating propulsion technology alternative
- Finalize Grant Agreement and Scope

Schedule:



ON HOLD



Board Action:

- Bus order (TBD)
- Key equipment order (TBD)

Open Projects: Design

BRT: East-West Bank Corridor

Design and construct the region's first rapid transit line to link New Orleans East, Downtown, and the West Bank

Contracting:

Prelim. Engineer: [AECOM](#)

Final Engineer: TBD

CMAR Contractor: TBD

Contracting Strategy: CMAR



Project Budget:

Total: \$250-350 million

Board Action:

None currently

Status:

- Issue NTP to engineering team and start design
- Scheduling kickoff for January

Schedule:





Open Projects: Planning

Streetcar System Modernization Masterplan

- Detailed condition assessment of power, electrical, track, guideway and vehicles.
- Develop modernization scenarios for all systems that includes 100% full ADA-compliant fleet.
- Support community engagement of process and selection of preferred scenario and final plan.

Contracting:

Consultant: HDR

Schedule:

- NTP: November 2025
- Modernization Scenarios: September 2026
- Board-adopted Alternative: October 2026

Status:

- Data collection / existing conditions underway
- Developing community engagement plan



Board Action:

None currently



Open Projects: 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	Finalizing Framework and Gap Analysis with Advisory Cmte (May completion)	\$250,000	Local (Operating)
Transit Stop Inventory Update & Assessment	Update transit stops inventory and ADA compliance; develop improvement program;	<ul style="list-style-type: none">• 100% stops surveyed• Design guide draft• Drafting capital improvement	\$600,000	Local (Operating)
Fare Modernization Initiative Consultant	Service related to: <ul style="list-style-type: none">• fare modernization plan;• technology procurement;• Implementation support	Draft fare study (industry scan + existing conditions) under review	NTE \$876,000	Capital (80% Fed)



Open Projects: In Procurement

Name	Number	Solicitation	Status	Budget
All Stops Accessible, St Charles Streetcar	2023-FL-04	Upgrade 40 streetcar stops for ADA-compliance	Environmental review underway NTP following Env	\$6,900,000 (total project)
St Charles Downtown Loop Phase 4	2023-FG-01	Replace track around Harmony Circle	NTP in January	\$26,300,000 (total project)
Program Management Services (BRT + CIP)	n/a	PM/CM Support for Capital Program	Evaluating RFQ responses	On-call
Carrollton Double Crossover Replacement	2019-FG-01	Installation of special trackwork at end of St Charles streetcar	Re-bid for Jan 2026	\$2,000,000



Open Projects: In Development

Name	Number	Scope	Status	Budget
Paratransit Software Modernization	2023-IT-03	Replace paratransit booking, routing, scheduling and eligibility software	For Award this January	\$1.4 million
Downtown Transit Center	2015-FA-01	100% Design	RFQ released 10/29; due 12/22	\$33 million (total project)
Major Transit Hubs	2024-FA-04	100% Design of 2 Major Hubs (NO East + Gentilly)	RFQ released 11/11 due 1/6	\$13.8 million (total project)



Grants / Funding Request

Grant Program	Funding Request	Status	Federal Amount Awarded	Scope Request



Questions?

Finance Committee Meeting



Agenda

9. Items Requiring Committee Action

Contract Award for Paratransit Software Services 25-165

Extension of Cooperative Endeavor Agreement (CEA)
For Janitorial Services 25-175



Agenda

10. New Business



Agenda

11. Audience Questions & Comments



Agenda

12. Adjournment