



September 11, 2025

Regional Transit Authority


**Operations & Administration
Committee**





The New Orleans Regional Transit Authority (RTA) hereby declares that, in accordance with La. R.S. 42:17.1 (A)(2)(a)-(c), a meeting will be held on Thursday, September 11, 2025, at 9:00 a.m. The agency's website streams the in-person meeting live, and mask-wearing is encouraged inside the boardroom.

This meeting is accessible to persons with disabilities. To help assure availability, modifications or accommodations linked to a disability must be requested 72 hours before the meeting or hearing. Please direct requests for public meeting accommodations to the Office of Board Affairs, 2817 Canal Street, NOLA 70119, or call 504-827-8341 or by email (rtaboard@rtaforward.org).



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**



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3. Consideration of Meeting Minutes

[Operations and Administration Meeting Minutes – August 14, 2025]

25-122



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4. Committee Chairman's Report



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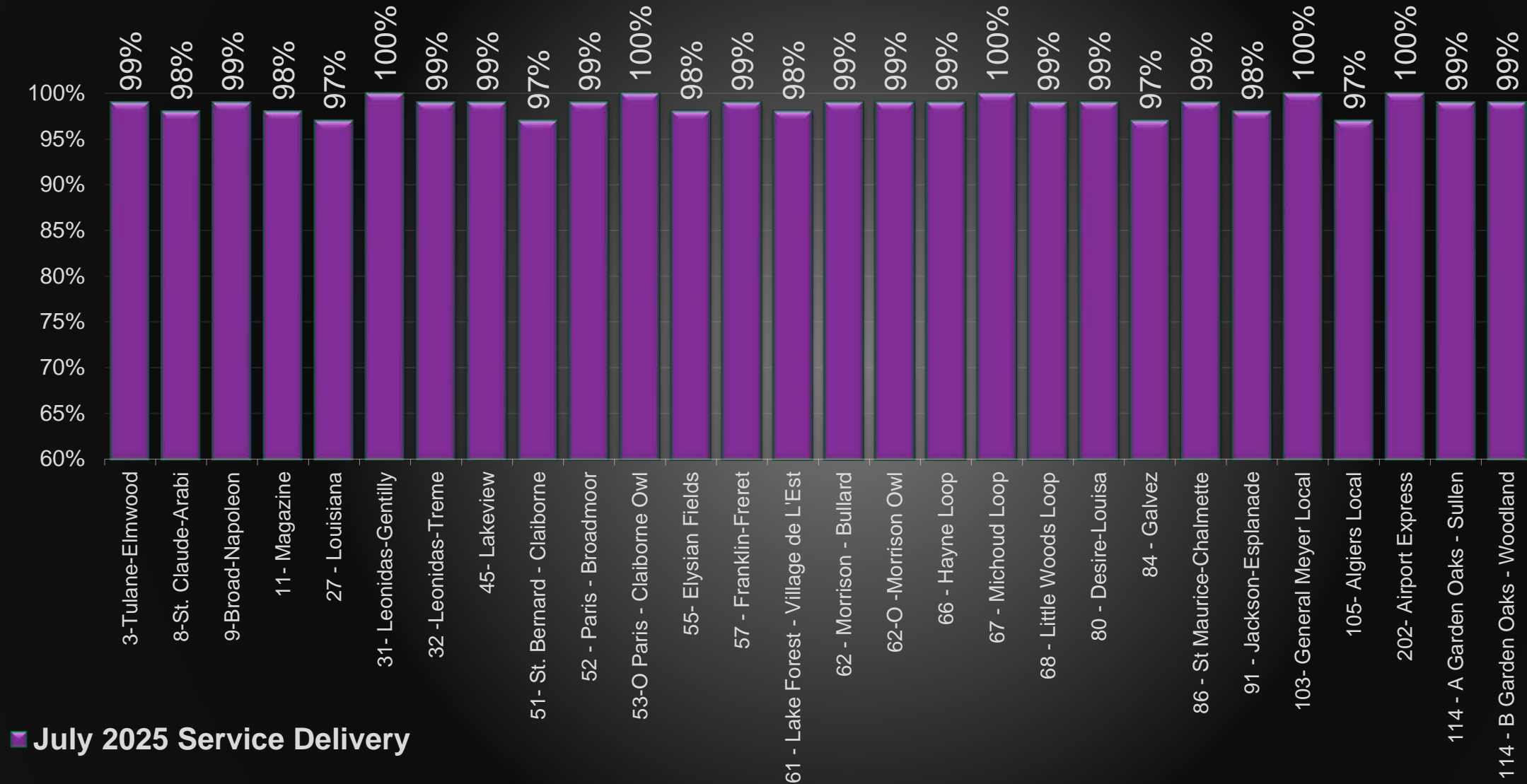
5. Chief Executive Officer's Report



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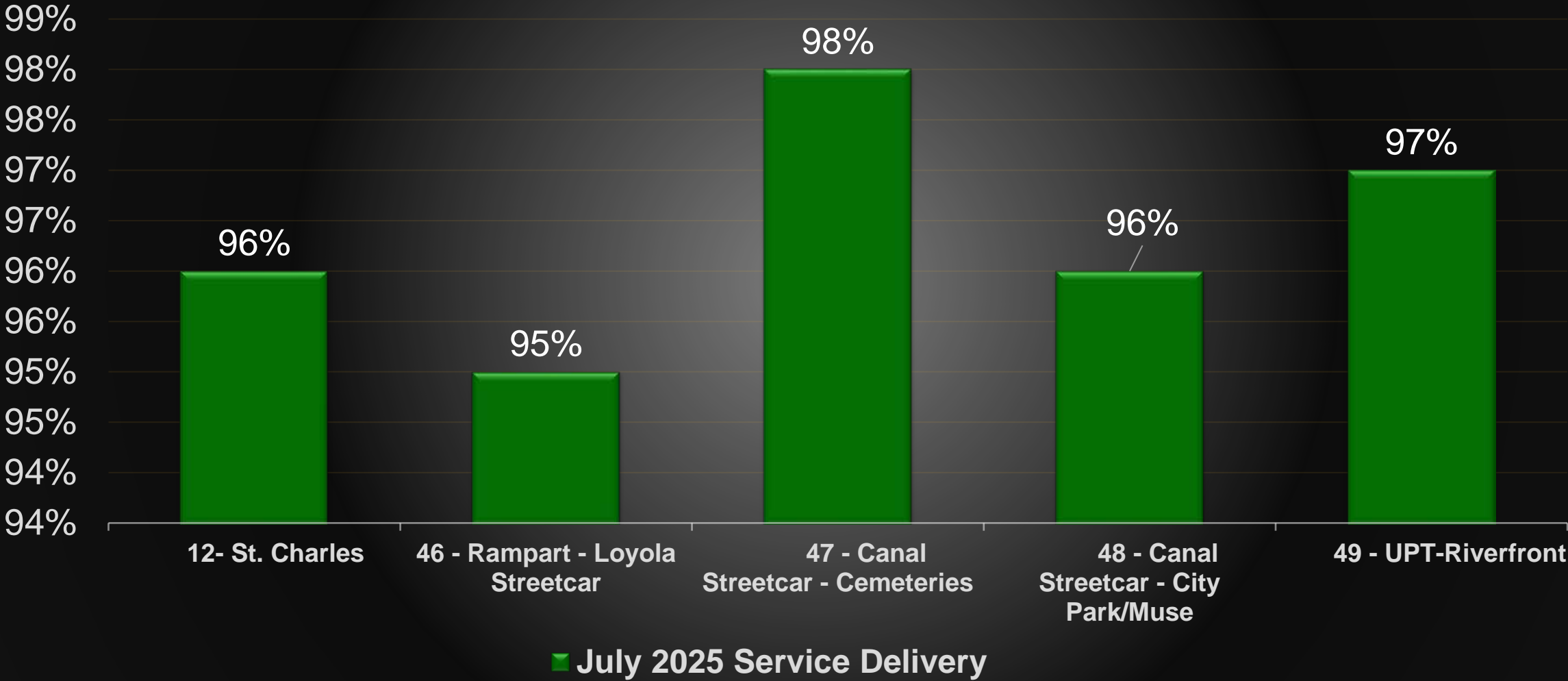
6. Chief Transit Officer's Report

SERVICE DELIVERY-BUS | JULY 2025



****Average Service Delivery 98%**

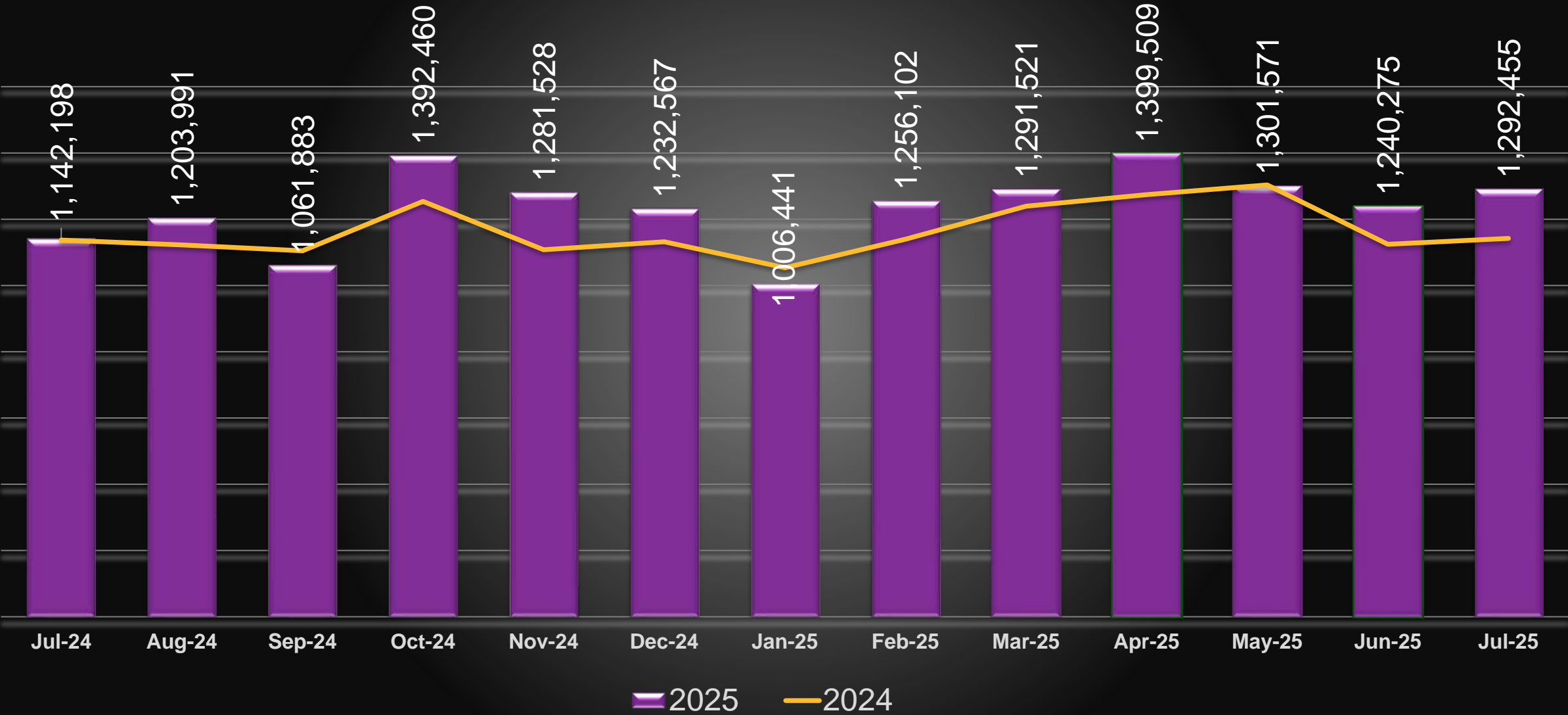
SERVICE DELIVERY- STREETCAR | JULY 2025



****Average Service Delivery 96%**



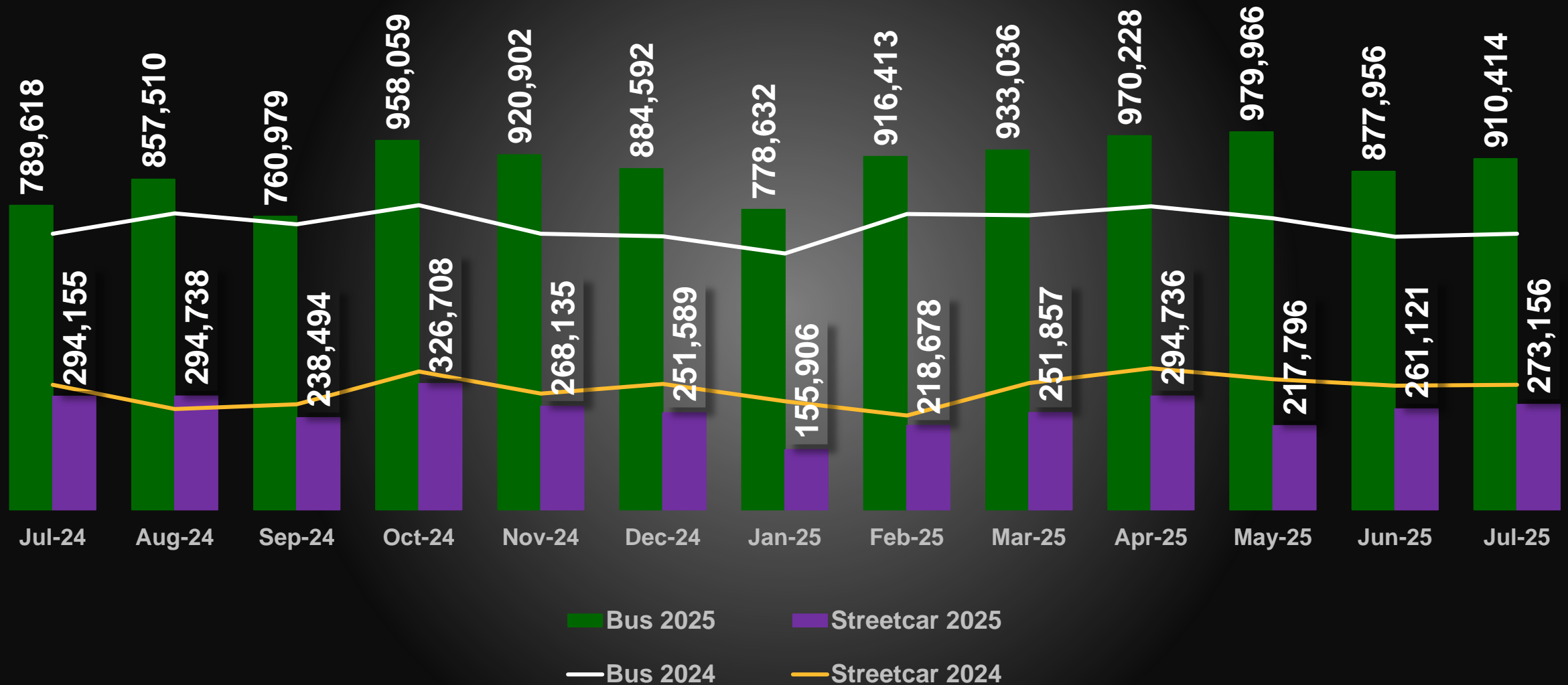
TOTAL RIDERSHIP – BUS, STREETCAR, PARATRANSIT & FERRY | JULY 2024-2025



****Total Increase from 2024 (+150,257)**

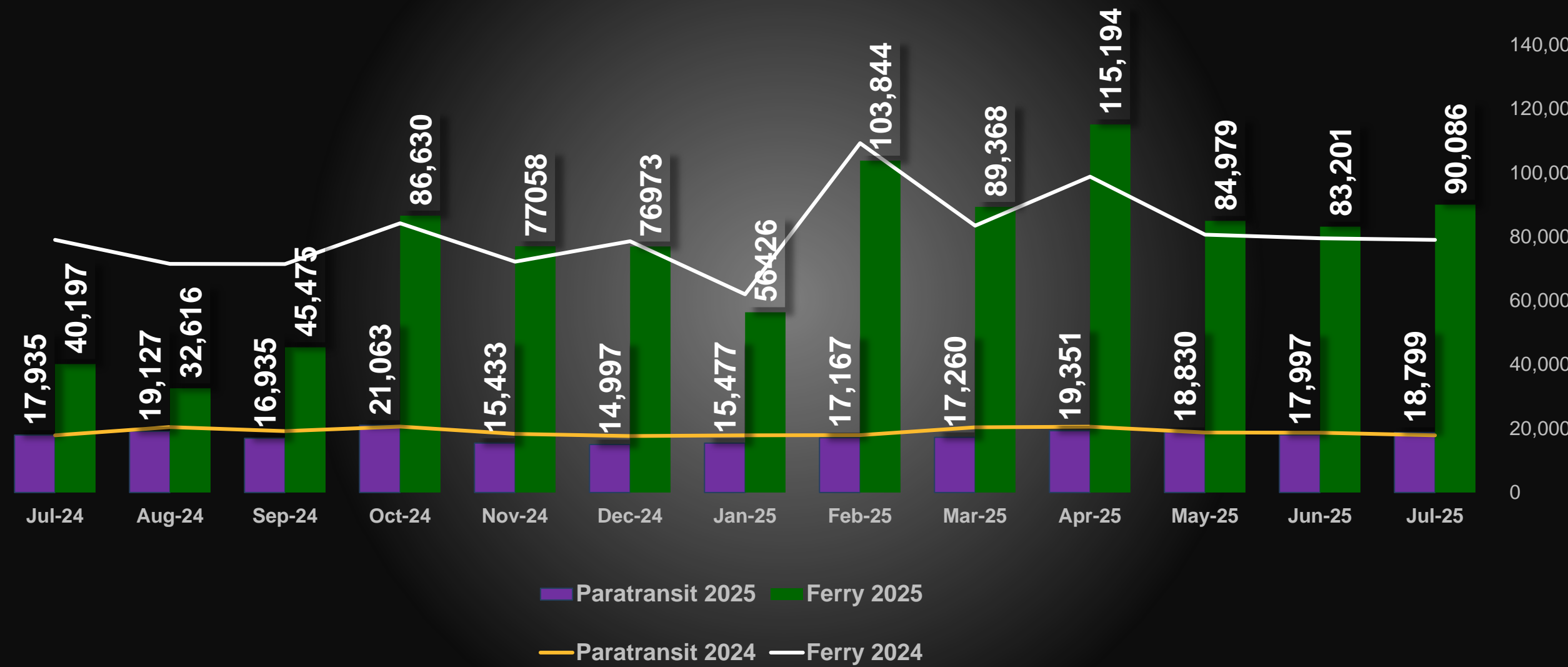


RIDERSHIP-BUS & STREETCAR | JULY 2024-2025



**Increase of 70,595 from 2024
 Bus(+120,796) Streetcar (-20,999)

RIDERSHIP-PARATRANSIT & FERRY | JULY 2024- 2025



***Ferry Total Decrease due to drydock on the Chalmette route*
Extended hours ridership 3,572

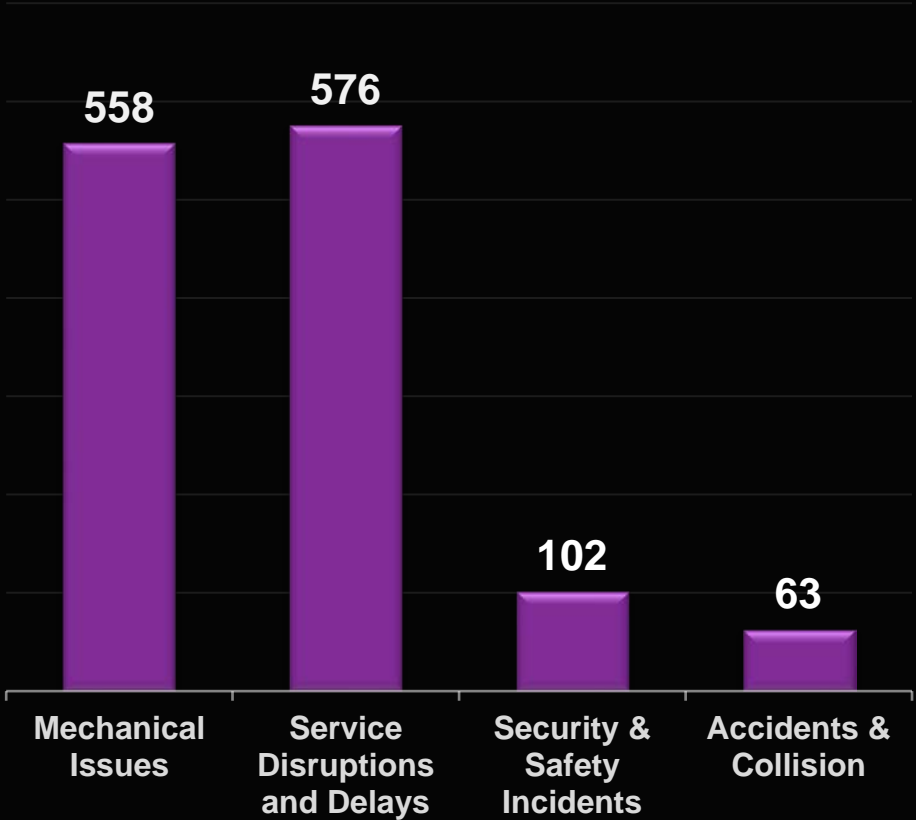


LONG-TERM DETOURS AFFECTING ALL MODES

Routes Affected by Long-Term Detours	Cause
31- Leonidas/Gentilly	Road Construction
32 - Leonidas/Treme	Road Construction
57 - Franklin/Freret	Road Construction
84 - Galvez	Bridge Closure
91 - Jackson/Esplanade	Building Collapse
103 - Gen Meyer	Building Collapse/Hole
114A - Gen Degaulle/Sullen	Building Collapse/ Road Construction
114B - Gen Degaulle/Woodland	Building Collapse/ Road Construction
46 - Rampart/Loyola	Road Construction

SERVICE DISRUPTION BY CAUSE

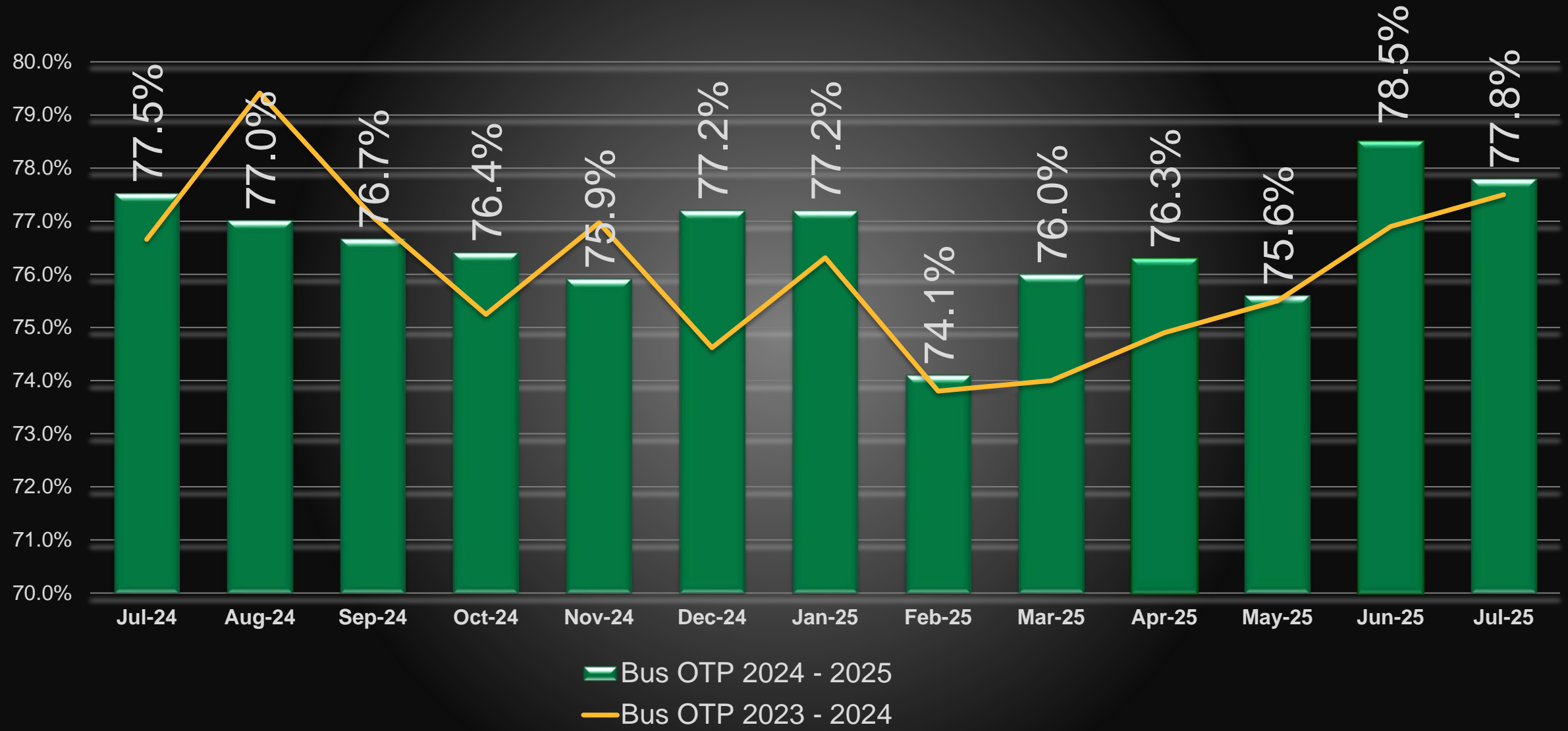
Total Causes Recorded = 1299



Service Disruptions and Delays Top 3 Causes

- 1. No Vehicle Available(303)
- 2. Operator Availability(155)
- 3. Mechanical Reliability/Lot Defects(72)

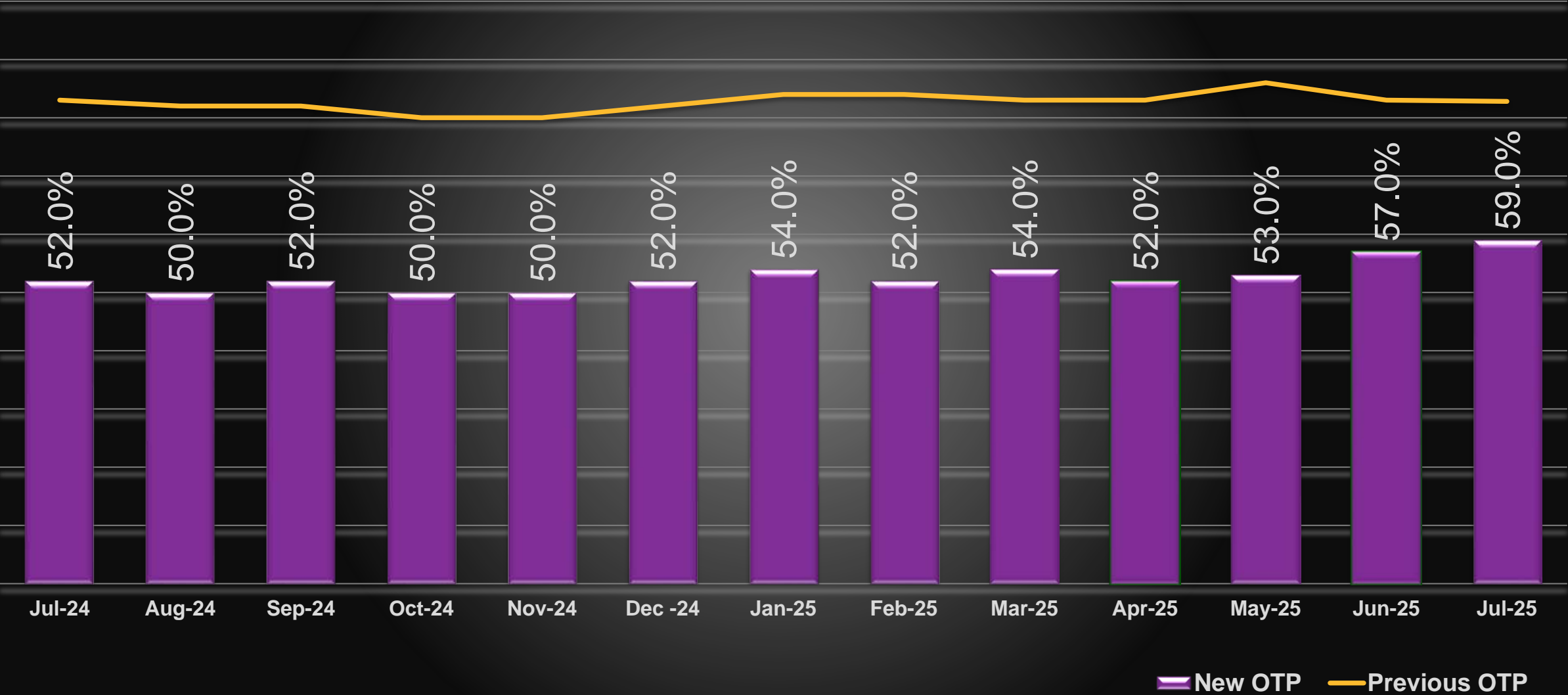
ON-TIME PERFORMANCE-BUS | JULY 2024-2025



**OTP drops were driven mainly by lot defects and maintenance issues, with operator gaps and fragile schedules adding to the impact.

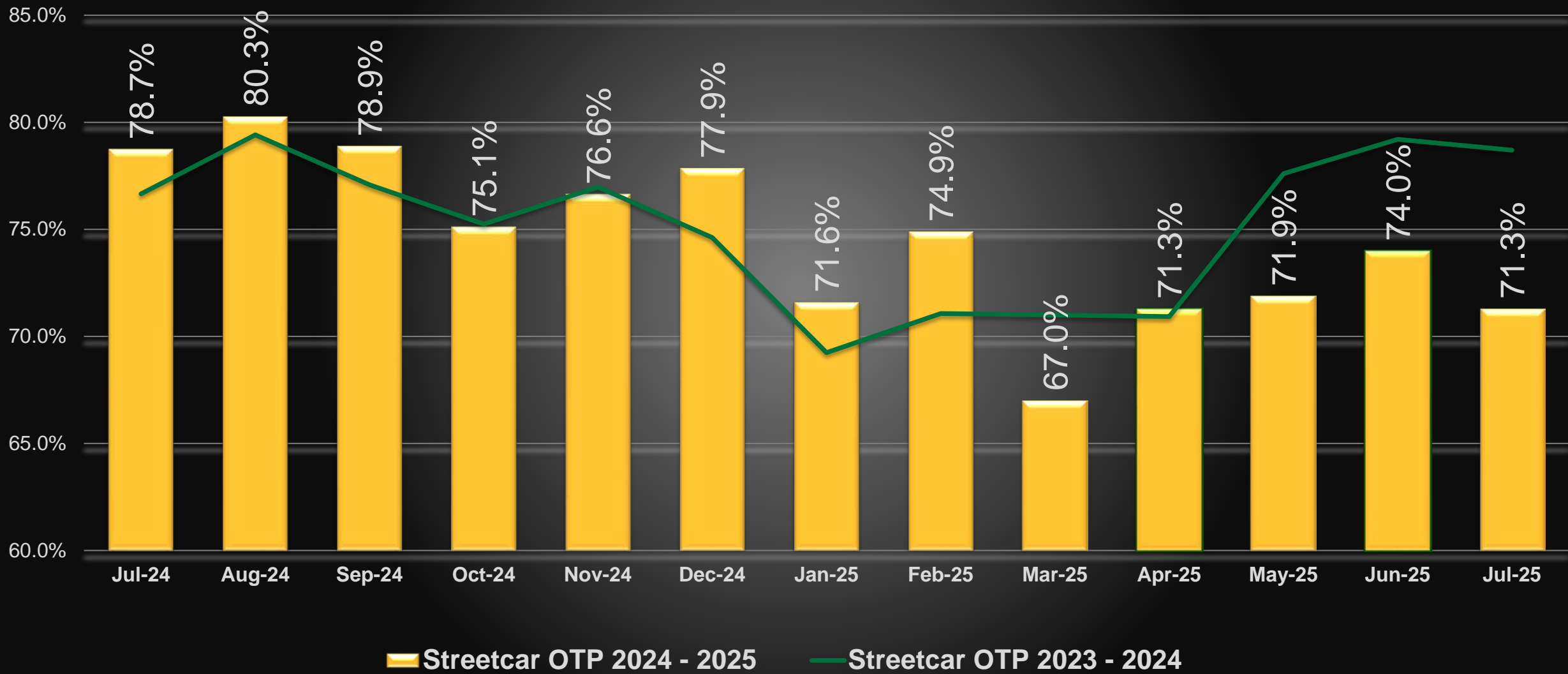


ON-TIME PERFORMANCE-PARATRANSIT | JULY 2024-2025



** 2% increase over last month.

ON-TIME PERFORMANCE-STREETCAR | JULY 2024-2025

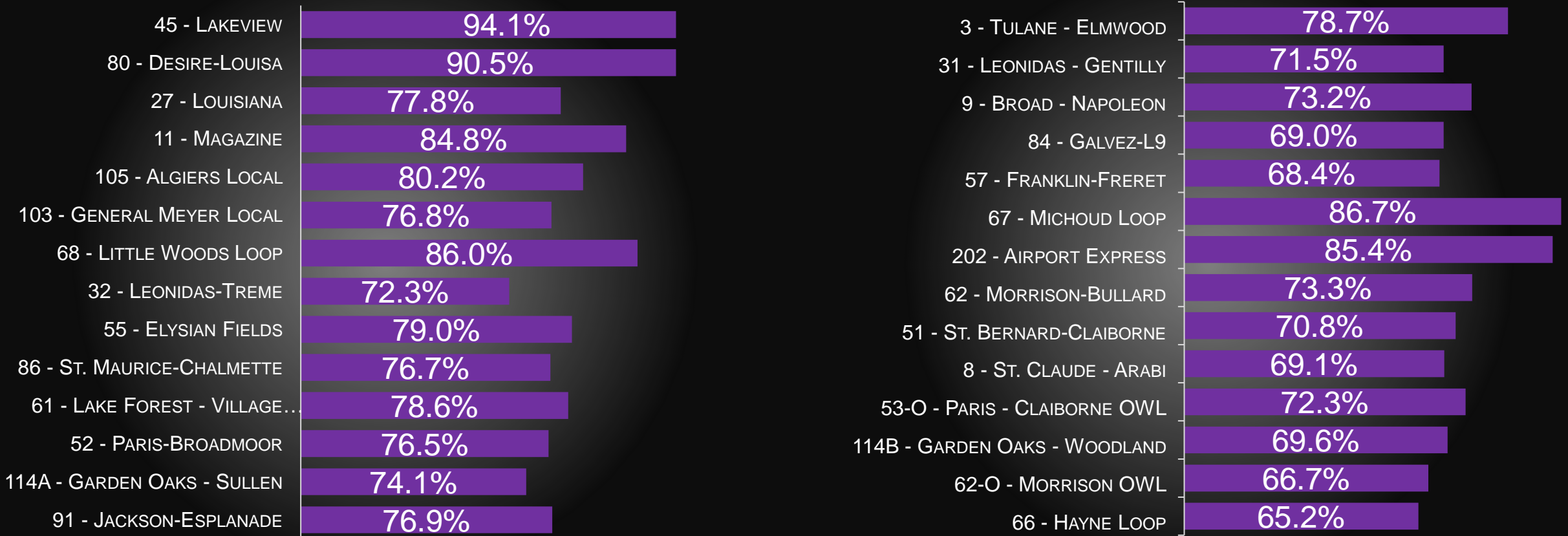


**OTP losses were driven from late pullouts and vehicle availability, mechanical downtime, with traffic and detours adding unlogged delays.

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ON-TIME PERFORMANCE BY ROUTE - BUS | JULY 2025



Top Drivers for Low OTP

Routes 8, 84, 66: OTP hit hardest by no vehicle available and lot defects.

Routes 57: Operator shortages and heavy mechanical downtime.

Routes 62O,114B: Routes have fewer trips, so a single missed trip = larger % OTP decline

TOP ON-TIME PERFORMER BY MODE | JULY 2025

BUS OPERATORS

Sandra Santiago	97.9%
Andrea Scales	96.7%
Mary Lewis	96.1%
Kenyatta Simpson	96.1%
Robert Lewis	96.0%
Joseph Gaines	95.6%
Robert Lewis	94.9%
Carl Foucha	94.4%
Dermot Jefferson	94.0%
Brian Whitaker	93.5%

STREETCAR OPERATORS

Charles Cadet	97.8%
Raymond Payton	91.1%
Stephanie Crump	90.9%
Ken Von Dullen	90.6%
Dwane Tillis	89.3%
Rene Jacques	88.8%
Darryl Moon	87.2%
Mark Jenkins	85.4%
Shawntika Baptiste	84.1%
Oliver Armstrong	82.7%

PARATRANSIT OPERATORS

Billy Lawrence	91.8%
Toby Couvertier	90.1%
Jessica Lee	88.7%

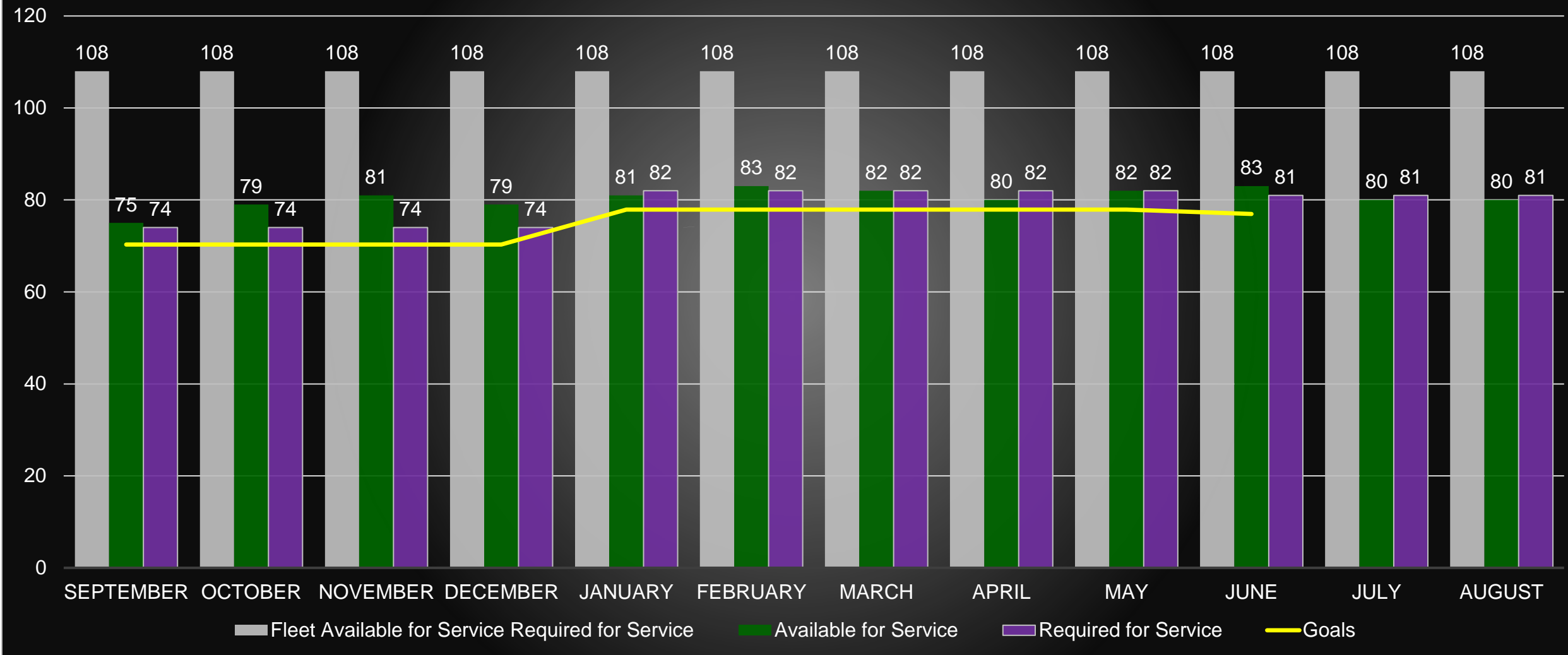
Questions?



Agenda

7. Chief Asset Manager Officer's Report

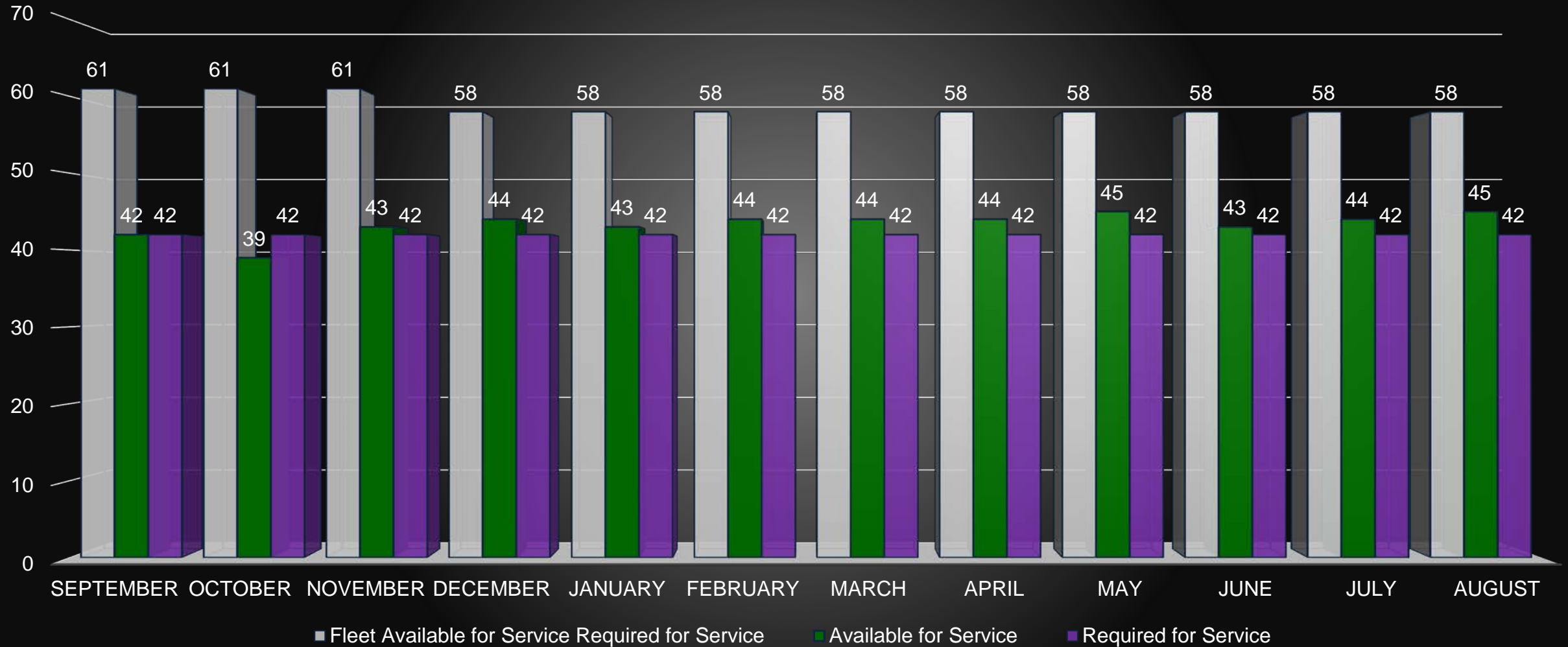
Fixed Route Fleet Overview| September 2024 – August 2025



BUS FLEET AVAILABILITY: For August, the number of available buses remained the same from the prior month.

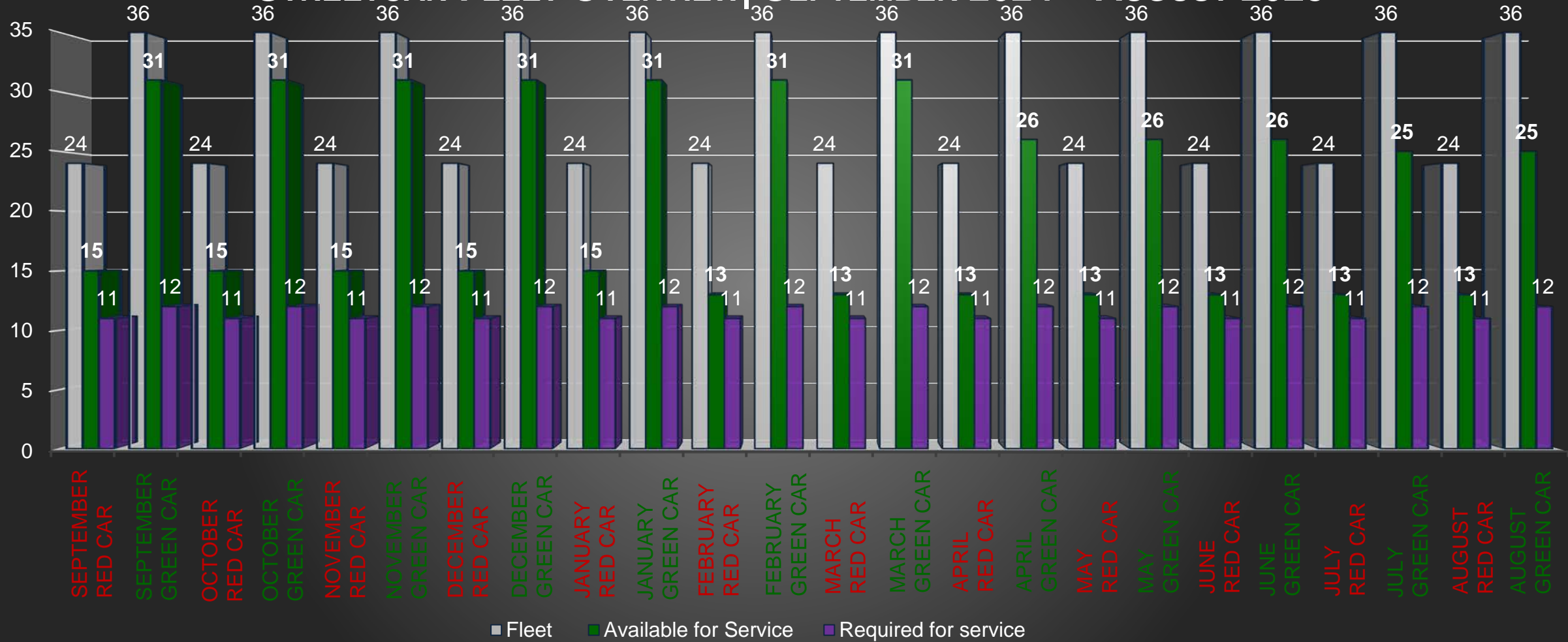


Paratransit Fleet Overview| September 2024 – August 2025



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

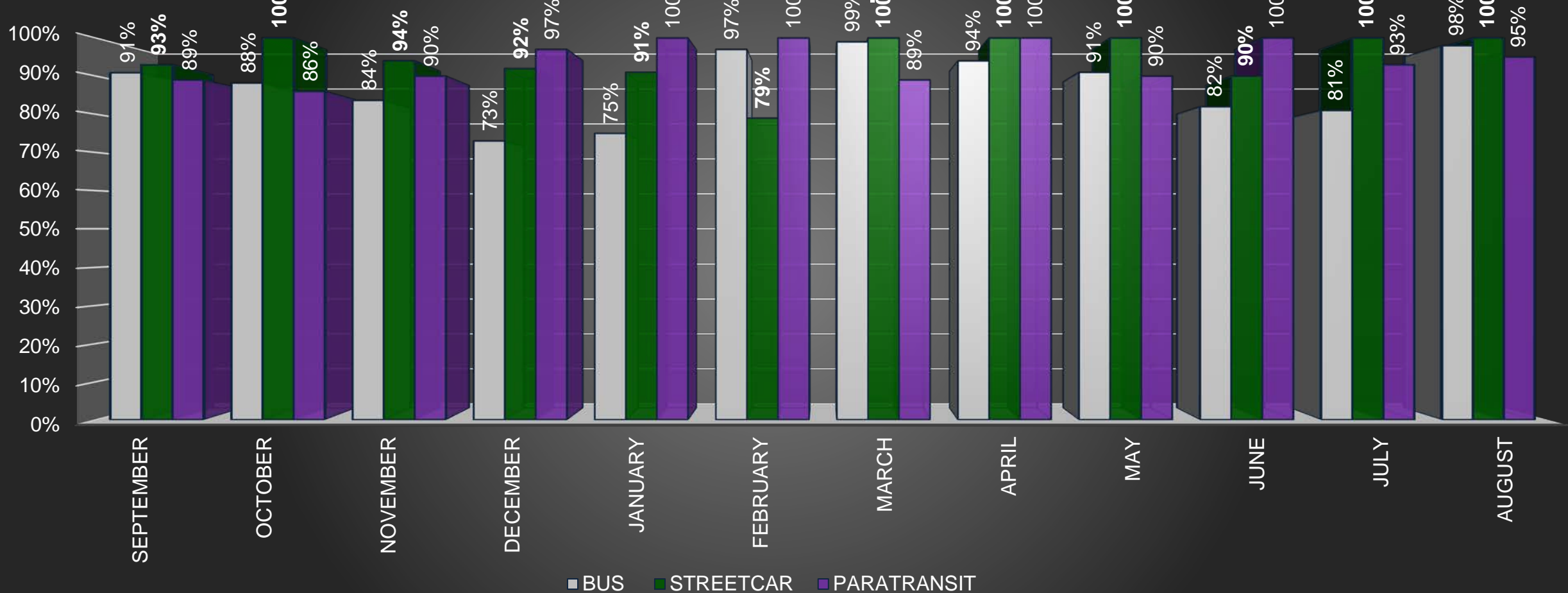
STREETCAR FLEET OVERVIEW | SEPTEMBER 2024 – AUGUST 2025



STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on the **Green** cars from the previous month. Streetcar availability on the **Red** cars decreased by 1 from the previous month.



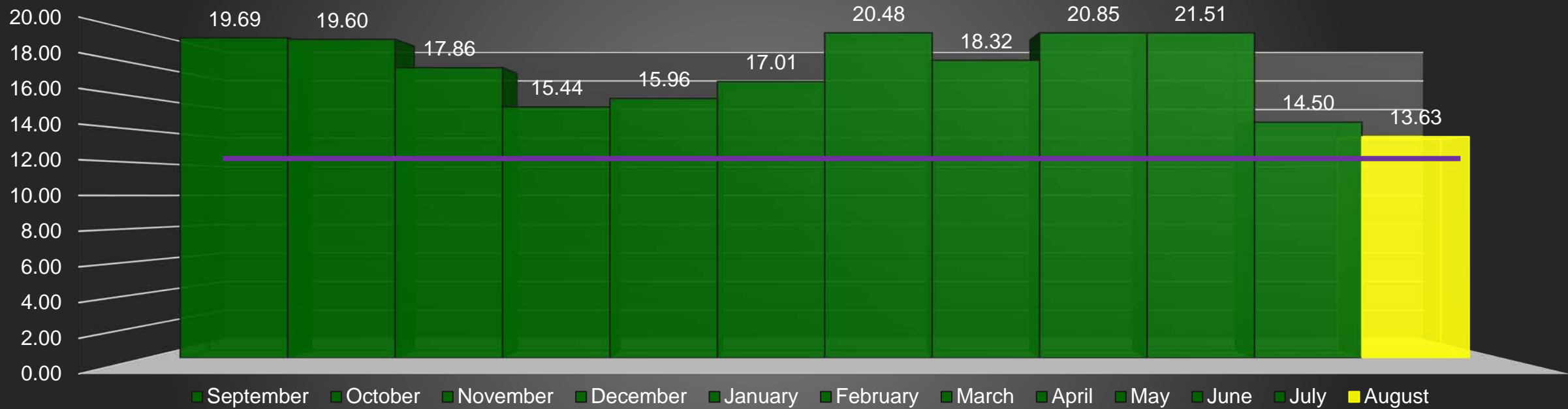
PREVENTATIVE MAINTENANCE COMPLIANCE | SEPTEMBER 2024 – AUGUST 2025



PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance increased by 17% for August. We are investigating an issue with our maintenance reporting interface. Streetcar PMs remained the same and Paratransit PMs increased by 2% from the previous month . Our PM Compliance goal remains at 90%.

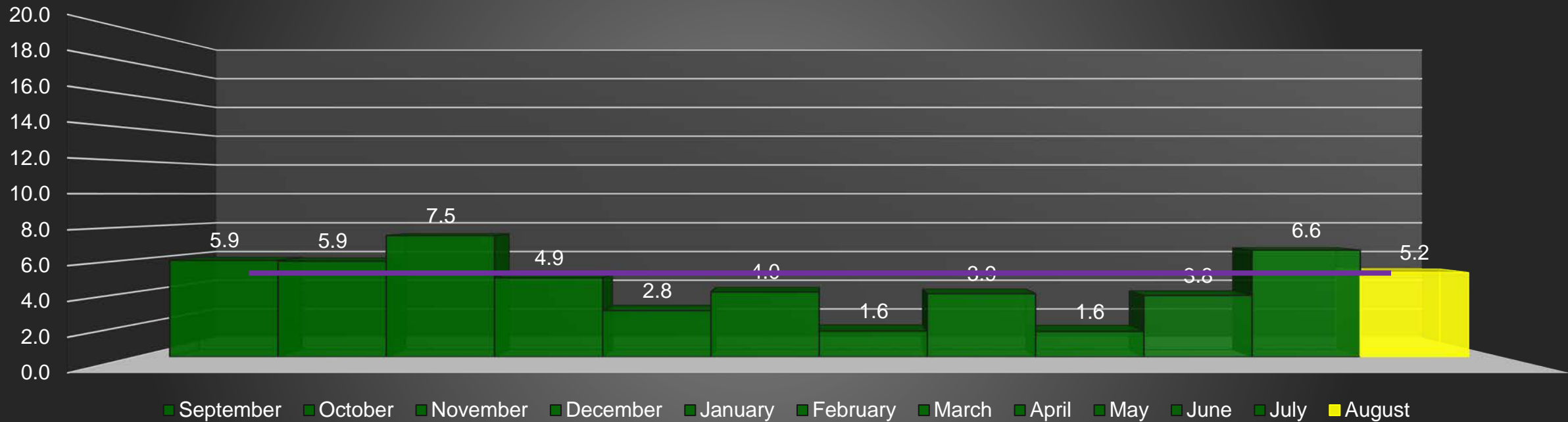


ROAD CALLS PER 100K MILES BUS I AUGUST 2025



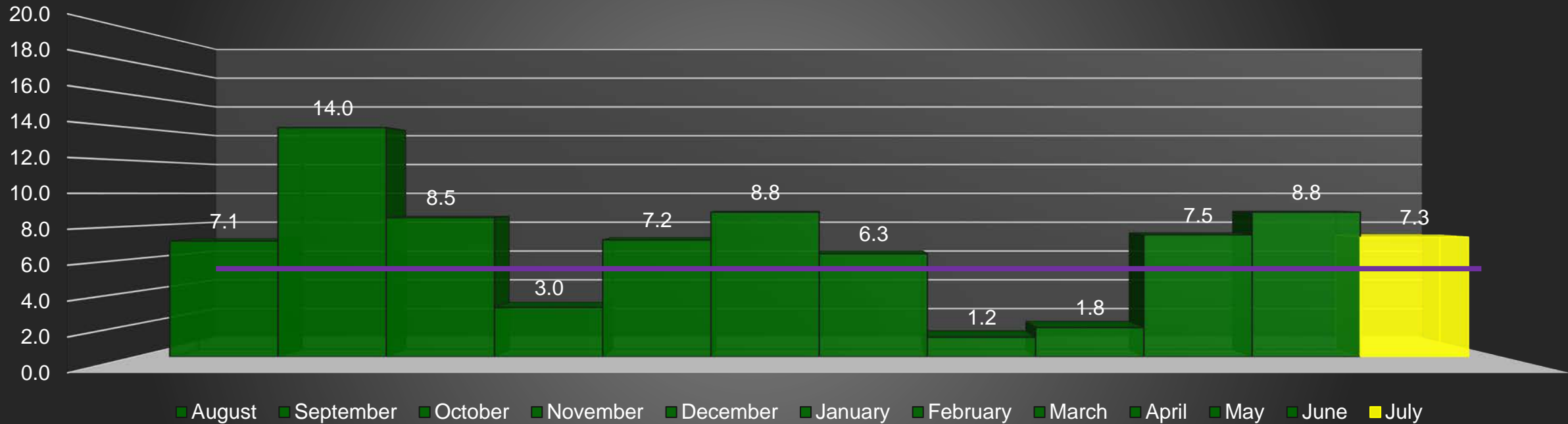
ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have decreased by 0.87 from the previous month with the goal still set at under 13.

ROAD CALLS PER 100K MILES PARATRANSIT | AUGUST 2025



ROAD CALL MILEAGE: Paratransit decreased the number of road failures by 1.4 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.

ROAD CALLS PER 100K MILES STREETCAR | JULY 2025



ROAD CALL MILEAGE: Streetcar decreased the number of road failures by 1.5, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.



Updates

- Vehicle Auction
- Bus Wash installation and training has been completed

Questions?



Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – July 2025

Type	Monthly Totals	YTD Totals
Part 1	1	4
Part 2	3	32
Totals	4	36

Year-Over-Year Comparison (January – July)			
	2024	2025	% Change
Count	34	36	5.9% ↑
Incidents per Boarding*	0.000004144	0.000004097	-1.1% ↓

* Based on system ridership for the period January 1st through July 31st -- 2024: 8,204,830 / 2025: 8,787,874

PART 1 crimes: homicide, aggravated battery, aggravated assault, arson, burglary, (attempted) motor vehicle theft, larceny, rape.

PART 2 crimes: disorderly conduct, disturbing the peace, fighting, public drunkenness, DUI, embezzlement/fraud, forgery/counterfeiting, criminal damage, narcotic drug laws, threats, receiving stolen property, sex crimes, simple battery, weapon violations.

Note: Homicides that occur on RTA property are investigated by other law enforcement agencies. These cases are shown here for public information; however, the cases are reported by the outside agency and are not included in RTA crime statistics.



Public Safety Activity Report – July 2025

Transit Police		
Activities	Monthly Totals	YTD Totals
Arrests	2	9
Summons	0	2
Calls for Service	6	77
Boarding Inspections	221	1,389
Ride Alongs	10	62
Citations	3	21
Written Warnings/Reports to Follow	18	106

Crisis Intervention / Public Safety Team		
Activities	Monthly Totals	YTD Totals
Unhoused Contacts*	91	280
Referrals	0	10

* Conducted in partnership with Transit Police

Preventable Safety Events – July 2025

Preventable Rate Relative to Target Rate

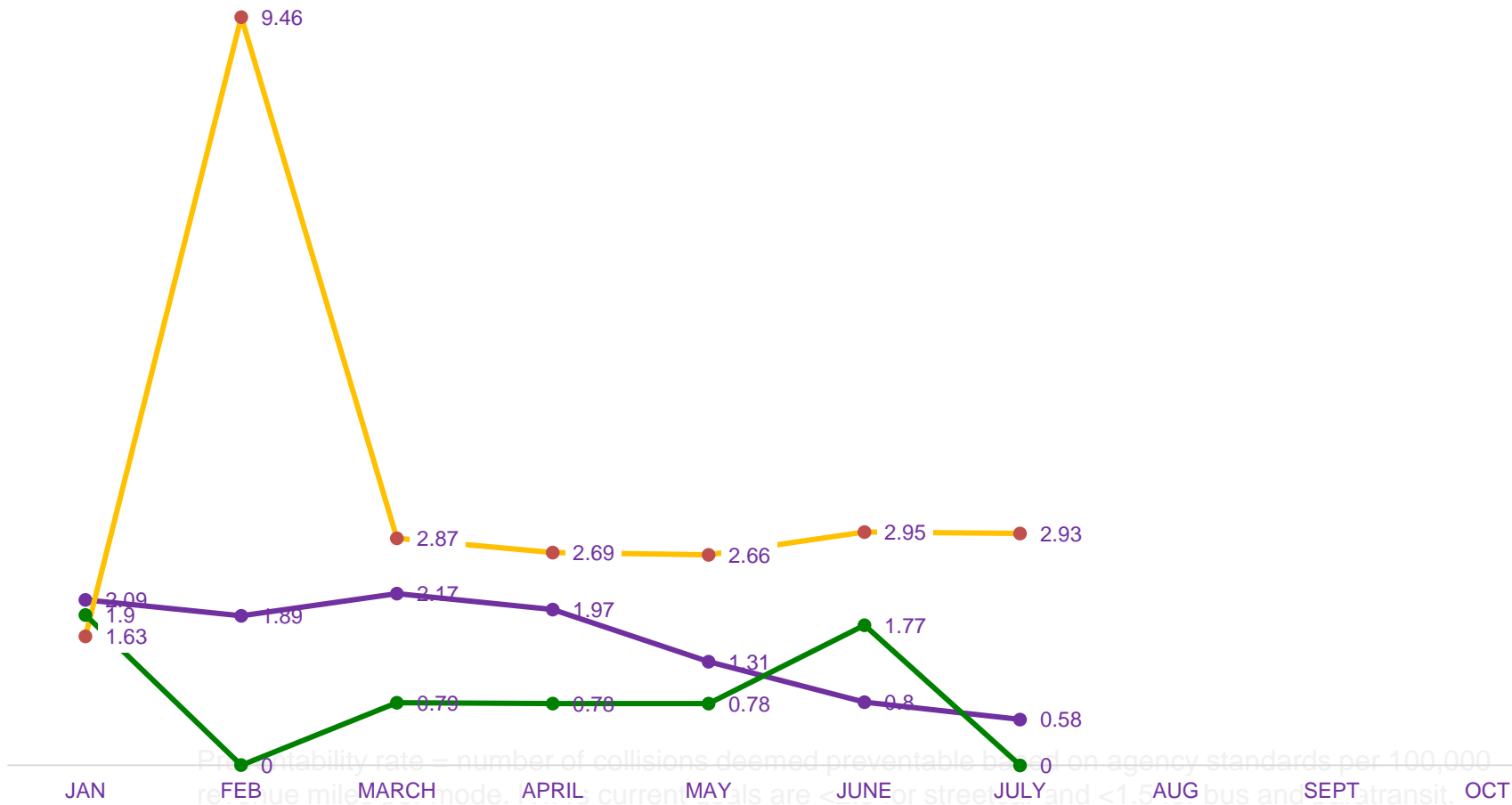
- Bus
- Streetcar
- Paratransit

Annual
Targets

Streetcar - 2.3

Bus - 1.5

Paratransit - 1.5



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Safety Report – July 2025

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD 2025	Year-Over-Year
Bus	0.58	3	52	47
Streetcar - Collisions	2.93	2	17	10
• Streetcar – Other State Reportable	0	1	2	1
Paratransit	0	0	10	10

1. Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode. RTA's current goals are <2.3 for streetcar and <1.5 for bus and paratransit.

Workplace Injuries			
Type	Monthly Total	YTD 2025	Year-Over-Year
OSHA Recordable ²	0	6	9
OSHA Reportable	0	0	0

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

Questions?



Agenda

9. New Business



Agenda

10. Audience Questions & Comments



Agenda

11. Adjournment