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, June 8, 2023, at 9:00 a.m. Please be advised that mask wearing is encouraged inside the boardroom.









1. Call to Order

2. Roll Call





3. Consideration of Meeting Minutes

[Operations & Administration Meeting Minutes – May 11, 2023]

23-095





4. Committee Chairman's Report





5. Chief Executive Officer's Report

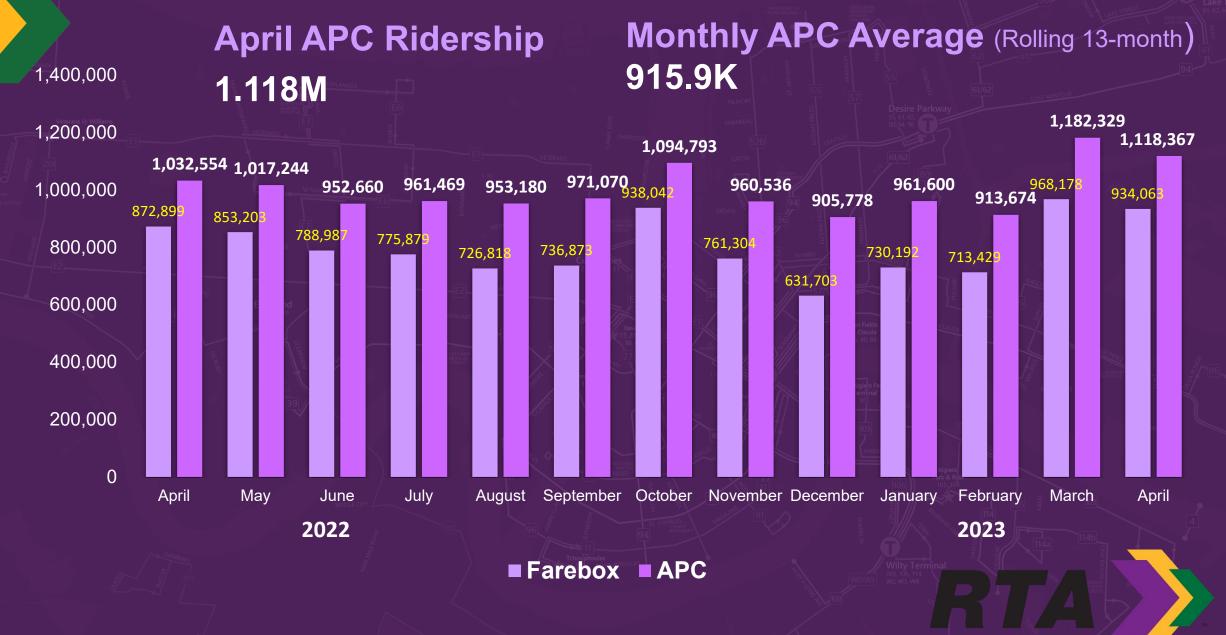




6. Chief Transit Officer's Report



Total Ridership - APRIL 2023

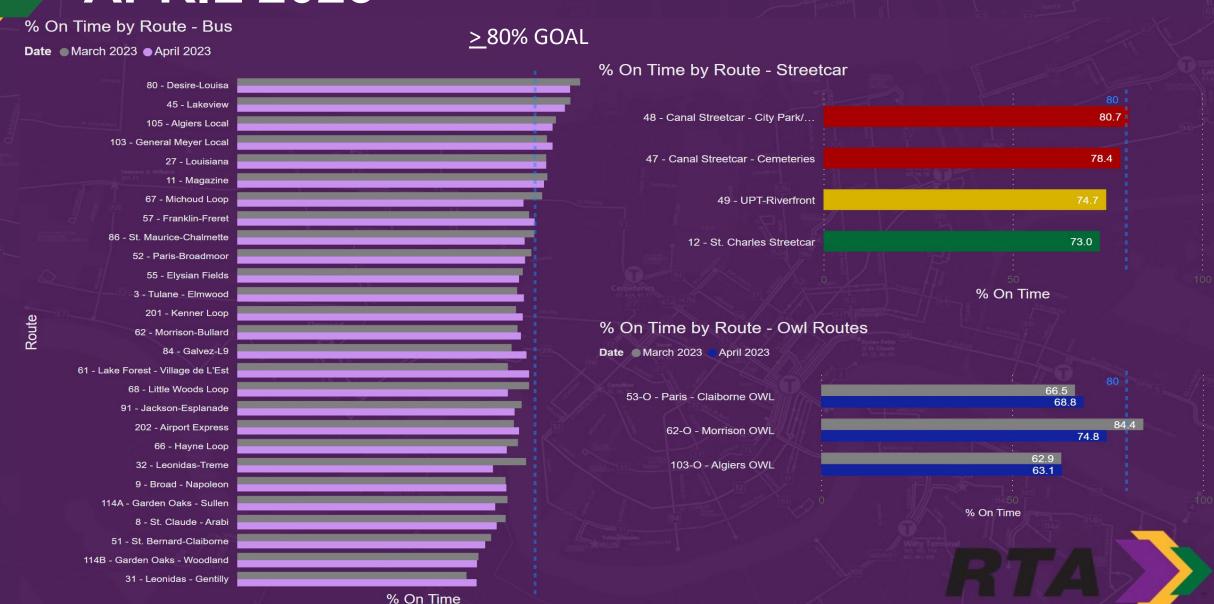


On-Time Performance by Mode: APRIL 2023

Mode ●BUS ■STREETCAR



On-Time Performance Route by Route: APRIL 2023



Ridership and OTP: BUS APRIL 2023

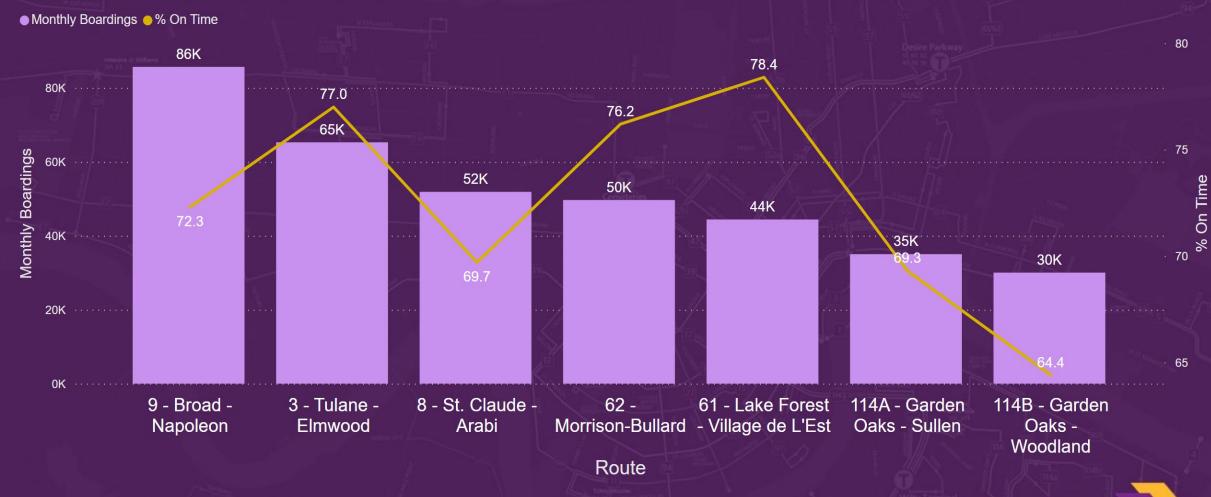
Ridership and OTP by Route - High Frequency Bus

Monthly Boardings% On Time 88.0 49K 84.7 84.7 83.0 82.4 40K 36K Monthly Boardings 79.9 31K 77.3 31K 76.9 25K 24K 72.7 74.8 20K 72.4 14K 12K 11K 68.8 9K 7K 7K 5K 5K 3K 3K

Route

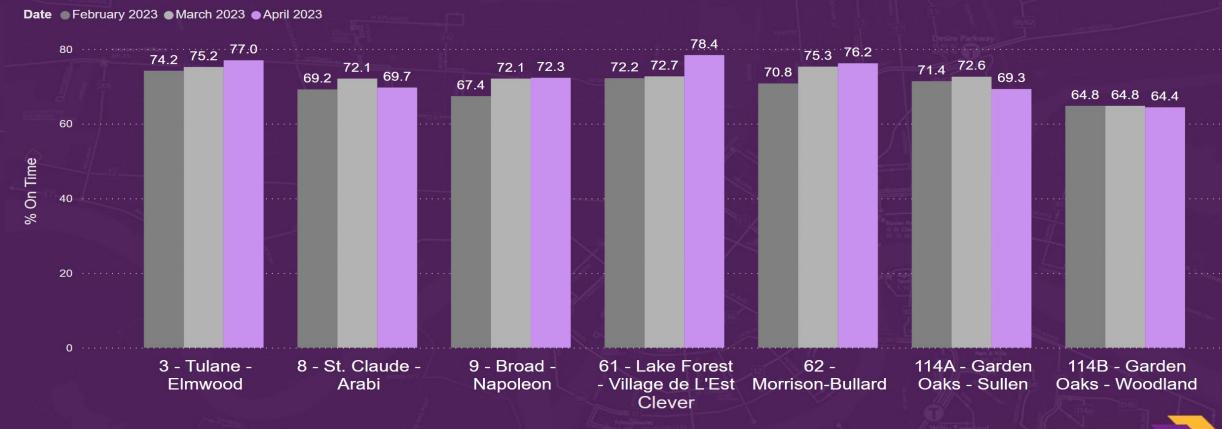
High Frequency Routes: BUS APRIL 2023

Ridership and OTP by Route - High Frequency Bus

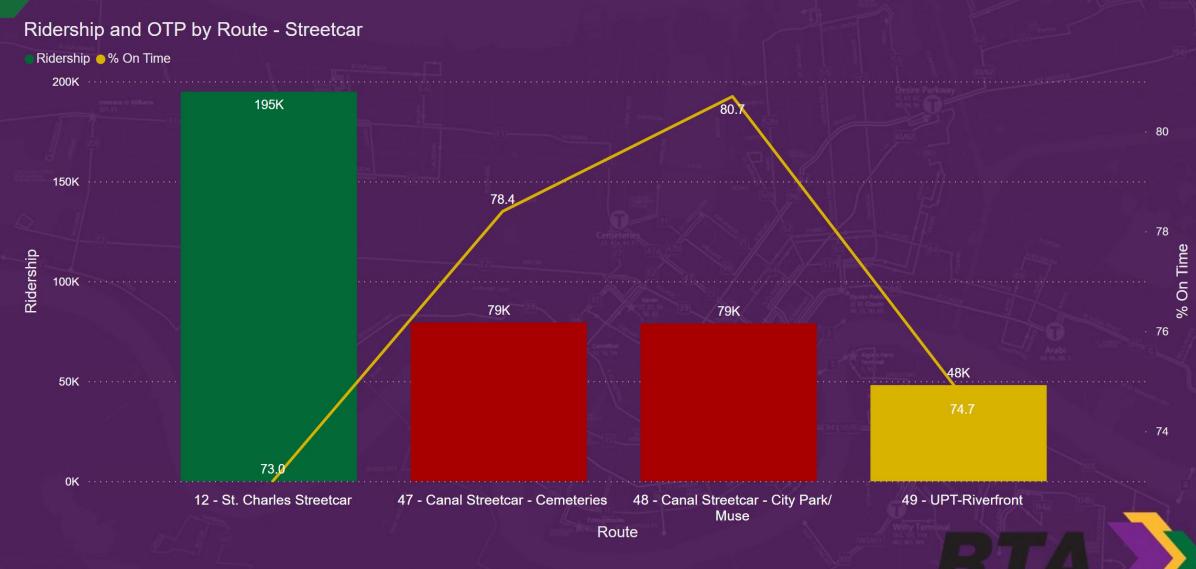


On-Time Performance High Frequency Routes FEBRUARY 2023 to APRIL 2023

OTP by Month - High Frequency Bus Routes

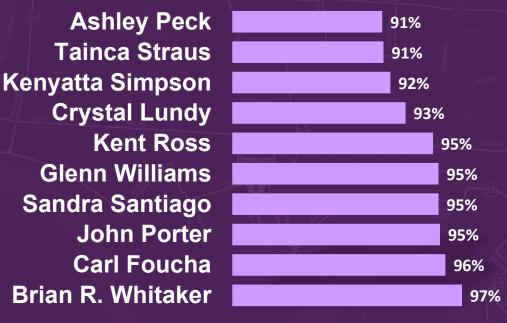


Ridership by Route: STREETCAR APRIL 2023

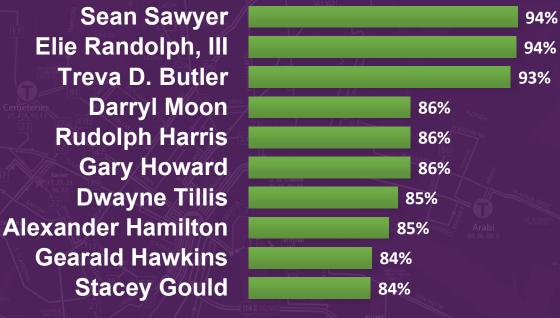


Top Operators: On-Time Performance APRIL 2023















Fixed Route Service Delivery APRIL 2023

100% Goal

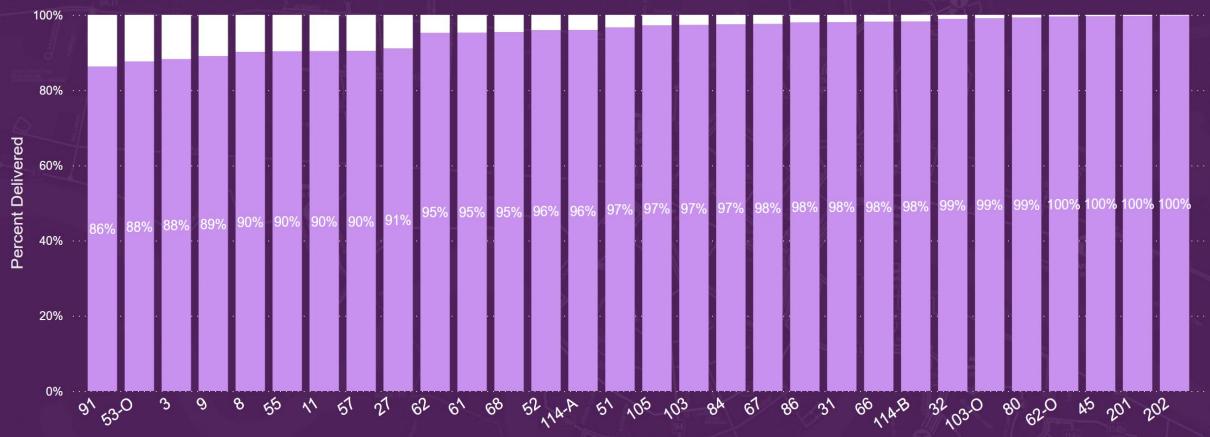


	SCHEDULED REVENUE HOURS	ACTUAL REVENUE HOURS	% of REVENUE HOURS COMPLETED	
BUS TOTAL	46,640.97	43,628.89	93.54%	
ST. CHARLES RIVERFRON.UPT CANAL	4,745.50 1,602.80 4,693.00	4,582.52 1,510.22 4,571.84	97% 94% 97%	
STREETCAR TOTAL	11,041.30	10,664.58	97%	
SYSTEM TOTAL	57,682	54,292	94%	

Service Delivery by Route APRIL 2023

94%
Percent of Service Delivered

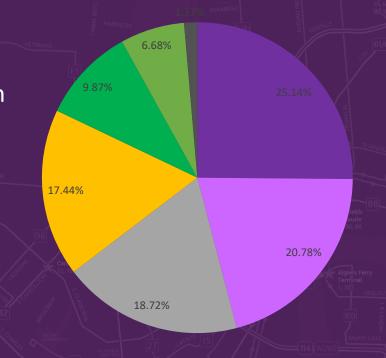
Percent of Service Delivered by Bus Line



Percentage of Short-Term Detours By Cause APRIL 2023



- Road Closure/Construction
- Parade/Second Line
- Civilian Accident
- Festival/Game
- Undriveable Street/Track
- Mechanical (streetcar)



22 of the 30 Bus Service Routes were affected by Temporary Detours: **73.3**% 4 of the 4 Streetcar Service Routes were affected by Temporary Service Delays: **100** %



Fixed Route Long-Term Detours APRIL 2023

- #9 Broad/Napoleon (4/13/23) Road Construction
- # 31* Leonidas/Gentilly: (9/25/22) Road Construction

 ***No service on Palm-Monroe corridor. ***
- # 32* Leonidas/Treme: Road Construction

 ***No service on Palm-Monroe corridor. ***
- # 47, # 48, and # 49: (4/4/23) Slow Zone
- # 51 St. Bernard/Claiborne Road Construction
- # 52 Paris/Broadmoor: (1/16/23) Road Construction (1/20/23) Road Construction Projected Completion Date Winter 2024

- # 53 Paris/Claiborne:
 (1/16/23) Road Construction
 (1/20/23) Road Construction
 Projected Completion Date Winter 2024
- # 55 Elysian Fields: (10/4/22)
- # 61 Lake Forest: (1/31/23) Road Construction
- # 84 Galvez: (12/20/22) Road Construction
- #86 St. Maurice: (2/15/22) Undriveable Street

11 of the 34 Bus and Streetcar Service Routes are negatively affected by Long-Term Detours: 23.3%

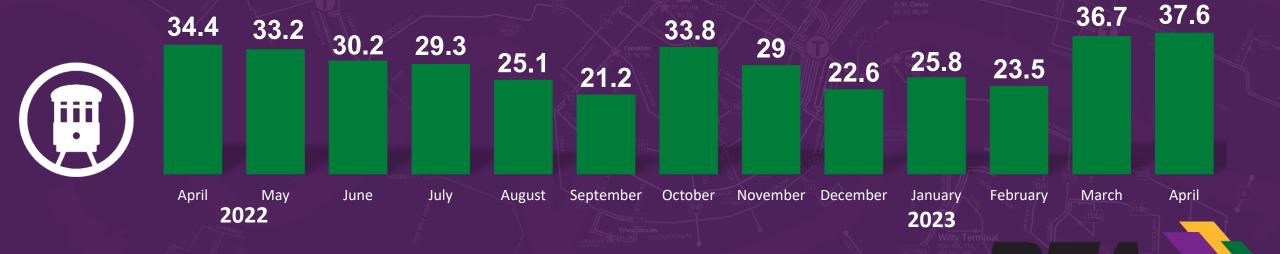
*these routes have been revised based on the long-term service adjustments.

Boardings per Revenue Hour

Average boardings per revenue hour



16.4



Paratransit Ridership

April Ridership: 16.5K



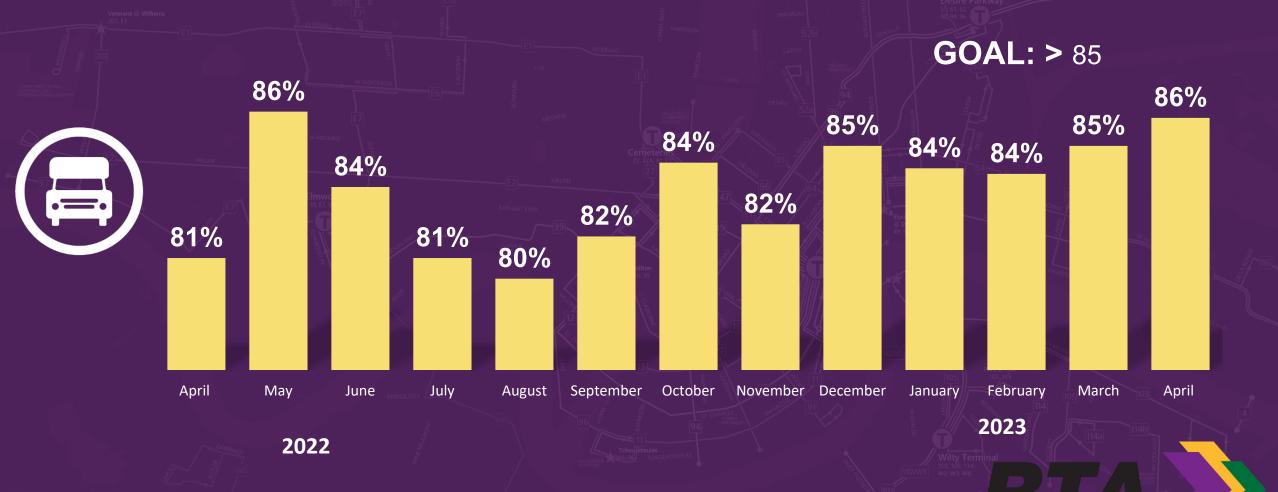




*Average passengers divided by total per revenue hour.

On-Time Performance - Paratransit

The percentage of ADA Paratransit vehicles arriving to a scheduled pick-up location no more than 15 minutes early and no more than 15 minutes late



Trips Completed - Paratransit

Total number of completed trips in a given month

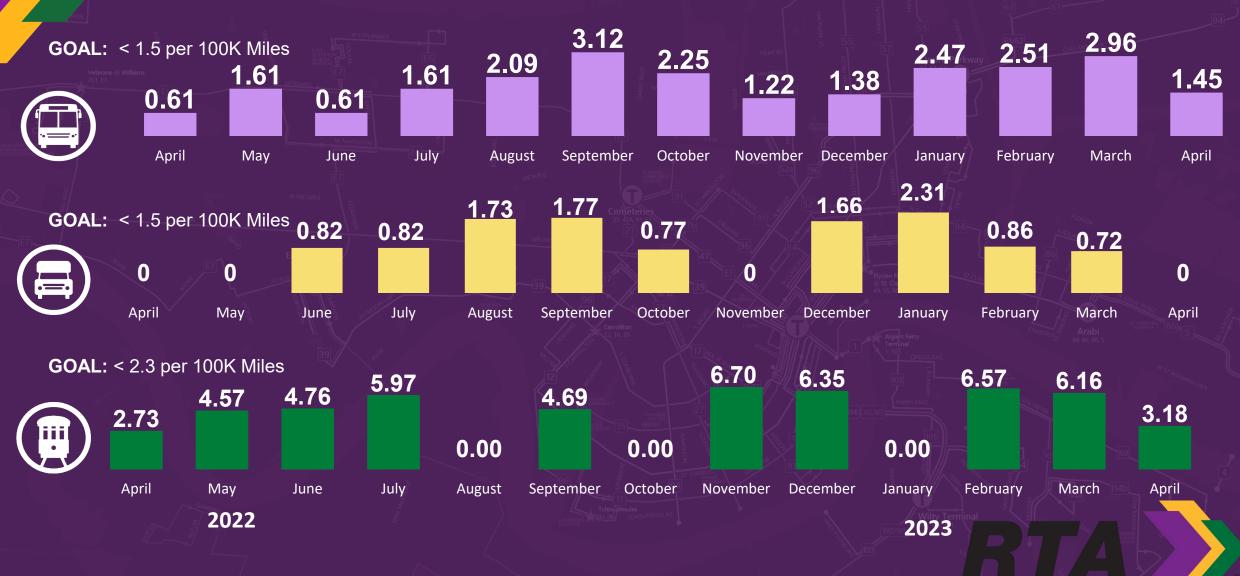
APRIL TRIPS COMPLETED

13.5K



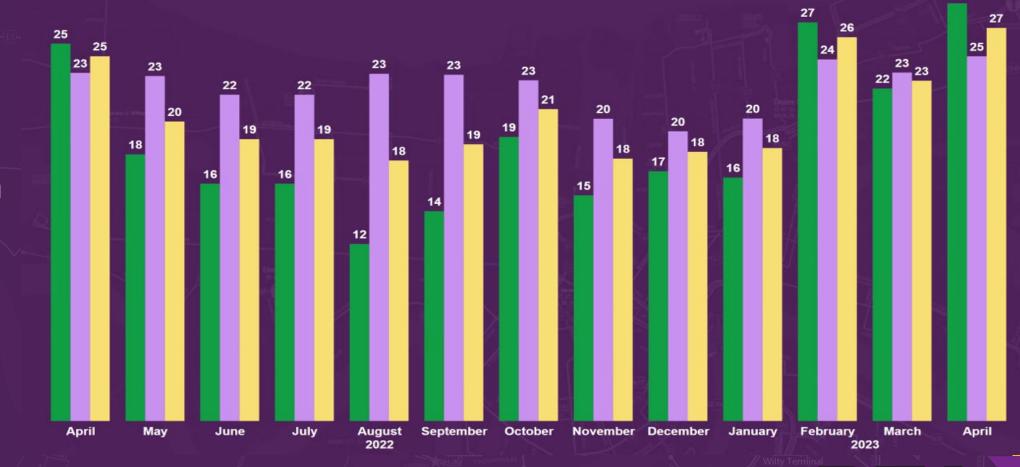
Preventable Accidents

Accidents that occur due to lack of reasonable actions taken, including anticipating hazards or applying defensive procedures to avoid or prevent the accident



Passenger Per Trip - Ferries

Passengers per Trip - Canal Passengers per Trip - Chalmette Passengers per Trip - Total

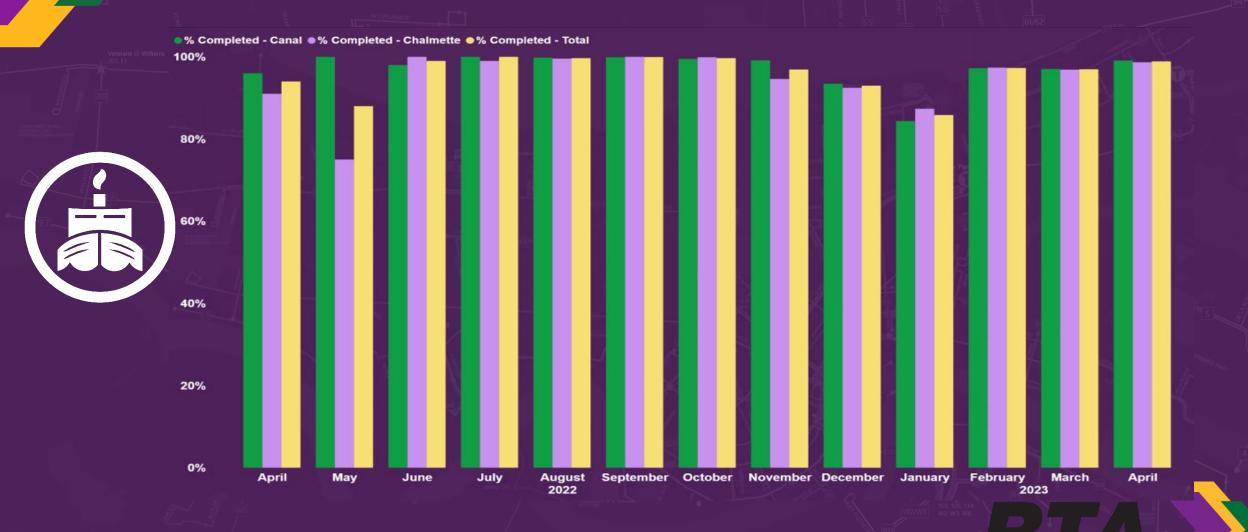




Ferry Ridership – APRIL 2023



Trip Completion-Ferries



Questions?





7. Chief Asset Manager Report



Fleet Data on Revenue Vehicles APRIL 2023 ALL MODES

Average Number of Vehicles Out of Service

Bus: 50 daily average for the month

Paratransit: 25 daily average for the month

Streetcar: N/A

Required for Service Delivery

Bus: 97

Paratransit: 42 Streetcar: 19

Average Number of Vehicles Waiting on Parts

(Supply Chain Issues)

Bus: 6 daily average for the month

Paratransit: 8 daily average for the month

Streetcar: N/A

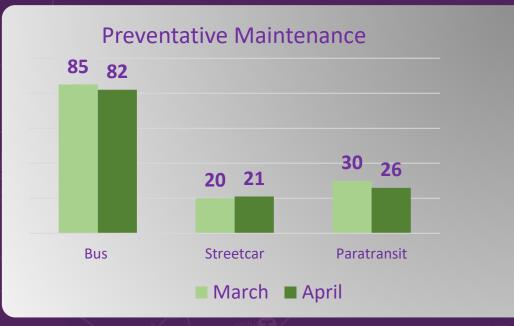
Average Number of Vehicles at Outside Vendor

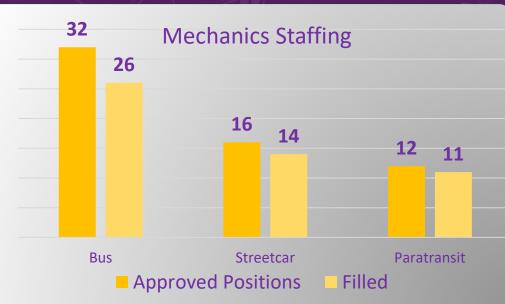
Bus: 9 daily average for the month

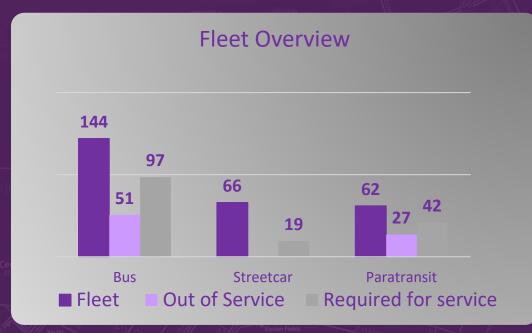
Paratransit: 9 daily average for the month

Streetcar: N/A



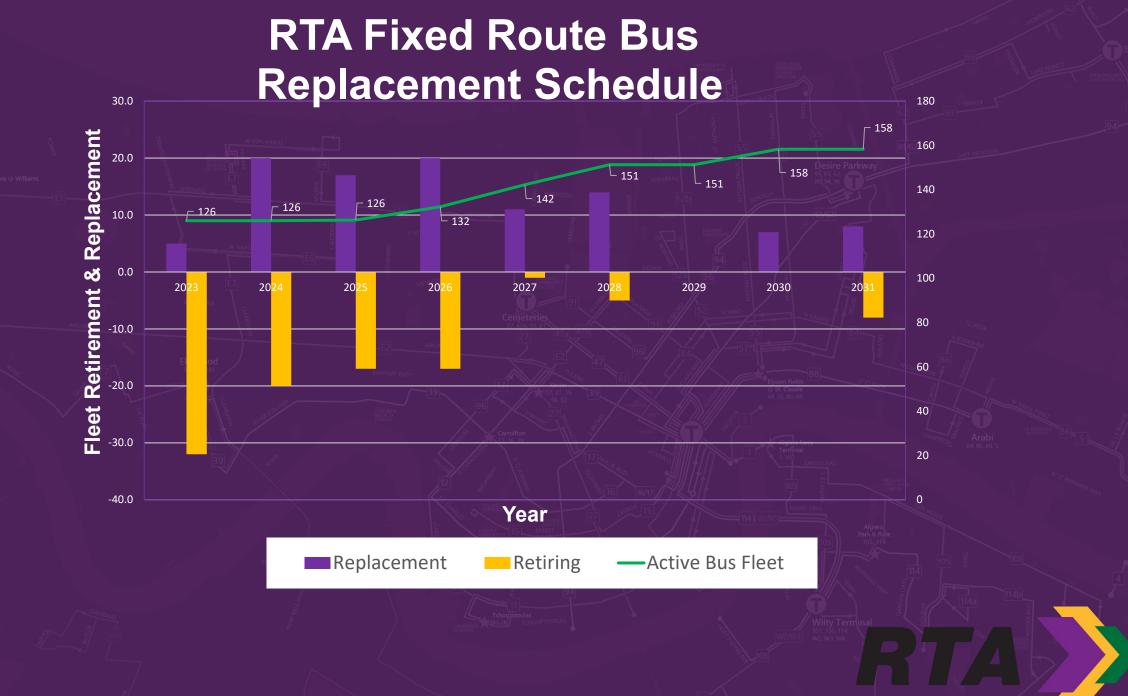








	LAKE FOREST NEWGRI LAND 61, 62, 6				
Type	No. Buses	Age	Total Years	Avg. Miles	62 61 61
2004 MCI	2	19	38	148,651	61/62 CHEF MENTEUR
2008 Orion	3	15	45	455,573	kway
2010 Orion	53	13	689	585,486	
2012 Orion	7	11	77	404,526	
2010 Artic New Flyer	5	13	65	356,254	PLORIDA MROOM
2012 Artic New Flyer	10	11	110	345,327	N CLAIRORNE ST. CLAUDIE
2019 New Flyer	8	4	32	189,911	The state of the s
2020 New Flyer	15	3	45	146,300	CHARTREE 3 Arabi 84, 86, 88, 5
2021 New Flyer	22	2	44	123,025	DELOADO WASTENINK ON THE STREET OF THE STREE
2022 New Flyer	21	1	21	84,463	Algiers Park & Ride 105, 114
Total Fixed Vehicles	146		8 years		105 ¹⁰ 103 4
Total Contingency Fleet	20				inal III4b
Total Active Fixed	126				
		Walkertown Terminal	W2		CAROL SUE



	Para Fle	eet Overview			61 DWYER 61
Туре	No. Buses	Age	Total Years	Avg. Miles	2] CHEF MENTEUR
2015 Caravan	3	8	24	126,652	
2016 E450	15	7	105	217,423	
2019 Caravan	13	4	52	86,980	7 1 3
2019 E350	10	4	40	116,274	
2021 Transit (demand)	3	2	3	33,644	FLORIDA NEOCHBANE 86
2022 Transit	5	1	5	15,099	THORNE & BELL SHIP SHIP SHIP SHIP SHIP SHIP SHIP SHIP
2022 E350	16	1	16	39,387	Charge Arabi
					84, 86, 88. 5
Total Active Fleet	65		3.8 years		GOV HAS
Total Para Vehicles	62				
Total Demand Vehicles	3				14 105 103 114b
	GERRIAL PROPERTY.	Tchoupitoules	to, add, 103	Wilty Terminal 103, 105, 114, 102, W2, W3, W8	

Paratransit Fleet Replacement



Replacement Retiring ——Active Fleet



PROCUREMENTS

- Inverters for the Red Street Cars going to for board approval
- Oil and fluids contract extension
- Fuel card service
- Ram 1500 trucks
- Bus parts blanket PO to go to bid in June
- Automotive parts blanket PO to go to bid in June







8. Chief Safety/Security Officer's Report

Public Safety Report: Crimes – May 2023

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.

Crimes	Location	Count	YTD
Aggravated Assault			3
Aggravated Battery			1
Armed Robbery			1
Arson			
Attempted Motor Vehicle Theft			
Burglary	Other – In front of RTA facility	1	
Criminal Damage	Bus	3	8
Disorderly Conduct/Mask Refusal			1
Disturbing the Peace			
DUI			
Embezzlement/Fraud			
Fighting			
Forgery/Counterfeiting			
Homicide – RTA Transit			1
Larceny (Snatch/Pickpocket)			1
Larceny (Theft)	Bus	1	
Mental			
Motor Vehicle Theft			1
Narcotic Drug Laws			
Public Drunkenness			1
Rape			
Receiving Stolen Property			
Sex Crimes/Lewd			2
Simple Battery			1
Simple Robbery			1
Threats			1
Weapon Violations			



Public Safety Activity Report – May 2023

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests		4
Summons		
Calls for Service	31	148
Boarding Inspections	214	655
Ride Alongs	11	50
Unhoused Checks	35	124
Citations	3	24
Fare Evasion/Dispute		
TVM Count		
Written Warnings/Reports to Follow	27	119
Unhoused: Contacts & Referrals		
Contacts	36	151
Referrals		11





Safety Report – April 2023

Preventable Safety Events by Mode Monthly **YTD** Mode YTD 2023 Rate* **Totals** Comparison (2022)51 Bus 1.45 4 34 **Streetcar - Collisions** 3.18 5 6 Streetcar - Other State 2 0 0 Reportable **Paratransit** 0.00 5 0 Non-Revenue 2 2

* 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			
Monthly Total	YTD 2023	YTD Comparison (2022)	
4	7	35	







9. Consideration of the Internal Audit Charter

Adoption of the Internal Audit Charter

23-088

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Internal Audit Charter Definition

Per the Institute of Internal Auditors (IIA)

The purpose, authority, and responsibility of the internal audit activity must be formally defined in an internal audit charter, consistent with the Definition of Internal Auditing, the Code of Ethics, and the Standards (IIA Standard 1000).

The charter is a formal document approved by the governing body (Board of Commissioners) and/or Finance Committee (governing body) and agreed to by the Chief Executive Officer. It must define, at minimum:

- ➤ Internal audit's purpose within the organization
- Internal audit's authority
- ➤ Internal audit's responsibility
- Internal audit's position within the organization



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Changes to the Internal Audit Charter

The original Internal Audit Charter was a 4-page document. The updated Internal Audit Charter is now a 7-page document. The OIAC made changes in the following areas:

- Added language to clarify the Mission and Purpose of the OIAC
- Added the implementation of Auditing Standards
- Clarified the Authority of the OIAC and level of access to the Board, Executives, records, and personnel
- Added language to address impairments to the independence or objectivity of the OIAC
- Added language to clarify the roles and responsibilities of both the Director of Audit Compliance and the Manager of Audit Compliance
- Clarified the OIAC's roles and responsibilities with regards to audit reporting and compliance monitoring





Key Takeaways

- 1. Establishes the activity's purpose and mission, scope, authority, responsibility, and reporting relationships
- 2. Establishes reporting relationships that enable independence and objectivity
- 3. Establishes internal audit's right to access all records and people to the extent necessary to carry out its work
- 4. Requires the Office of Internal Audit and Compliance to comply with professional auditing standards







10. Update on RTA's Compensation Study

RTA Compensation Schedule

23-086

■ Why Pay Grades and Salary Ranges?

Pay grades and salary ranges will help the RTA set up fair compensation structures for all employees.

Best Practice: review of the general market every 3 - 5 years to remain within the current market values and economic trends in the workplace.



Pay Grades and Pay Bands

Grade	Minimum	Midpoint	Maximum
8	\$43,070	\$51,480	\$59,889
9	\$49,530	\$59,200	\$68,871
10	\$57,210	\$68,675	\$80,139
11	\$66,650	\$80,350	\$94,049
12	\$78,315	\$94,816	\$111,317
13	\$92,805	\$112,837	\$132,870
14	\$110,900	\$135,409	\$159,918
15	\$133,080	\$165,917	\$198,754
16	\$166,350	\$203,780	\$241,210
17	\$209,485	\$261,858	\$314,230
18	\$272,330	\$340,410	\$408,495



Position Category in Pay Grade and Pay Band

Grade	Position Category	Minimum	Midpoint	Maximum
8	Administrative Assistant	\$43,070	\$51,480	\$59,889
9	Administrative Assistant, Senior	\$49,530	\$59,200	\$68,871
10	Administrative Assistant, Principal	\$57,210	\$68,675	\$80,139
10	Analyst	\$57,210	\$68,675	\$80,139
10	Supervisor	\$57,210	\$68,675	\$80,139
11	Analyst, Senior	\$66,650	\$80,350	\$94,049
11	Professional, Entry	\$66,650	\$80,350	\$94,049
11	Supervisor, Senior	\$66,650	\$80,350	\$94,049
11	Manager	\$66,650	\$80,350	\$94,049
12	Analyst, Analyst	\$78,315	\$94,816	\$111,317
12	Professional, Senior	\$78,315	\$94,816	\$111,317
12	Supervisor, Principal	\$78,315	\$94,816	\$111,317
12	Manager, Senior	\$78,315	\$94,816	\$111,317
13	Professional, Principal	\$92,805	\$112,837	\$132,870
13	Manager, Principal	\$92,805	\$112,837	\$132,870
14	Director	\$110,900	\$135,409	\$159,918
15	Director, Senior	\$133,080	\$165,917	\$198,754
16	Director, Principal	\$166,350	\$203,780	\$241,210
16	Chief I	\$166,350	\$203,780	\$241,210
17	Chief II	\$209,485	\$261,858	\$314,230
18	Chief Executive Officer	\$272,330	\$340,410	\$408,495







11. Audience Questions & Comments



12. New Business



13. Adjournment