



January 13, 2022

Regional Transit Authority

Operations & Administration Committee

Virtual Meeting





- **The New Orleans Regional Transit Authority does hereby certify that it is unable to hold a Commission meeting under regular quorum requirements due to Covid-19. On authority of the Governor under Section 2 of Proclamation Number 84 JBE 2020, the next Commission meeting will be held via telephone and/or video conference on Thursday, January 13, 2022 at 9:00 am. All efforts will be made to provide for observation and input by members of the public.**



Speaking on an Agenda Item

- If you wish to speak before the vote on any agenda item, please fill out a purple form on the sign-in table. Comments will be limited to three minutes.
- **Speaking During the Public Comment Period**
If you wish to speak during the public comment period, please fill out a white form on the sign-in table before the meeting. Comments will be limited to three minutes.



1. Call to Order

2. Roll Call



3. Consideration of Meeting Minutes

[Operations & Administration Meeting Minutes - December 9, 2021] **22-005**

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Operations Officer's Report

Operations Monthly Status Report

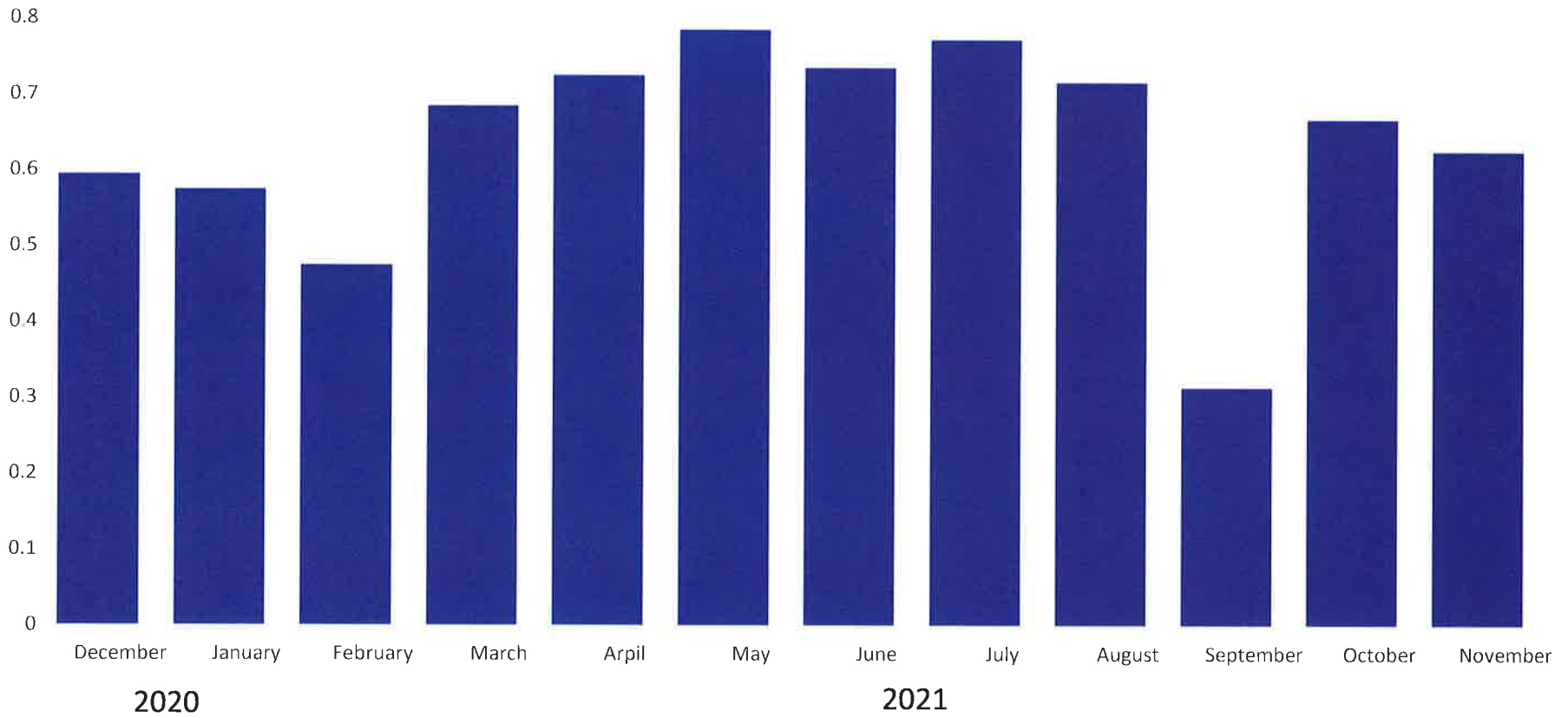
Operations Committee Meeting
January 2022



Total Monthly Ridership: System Wide

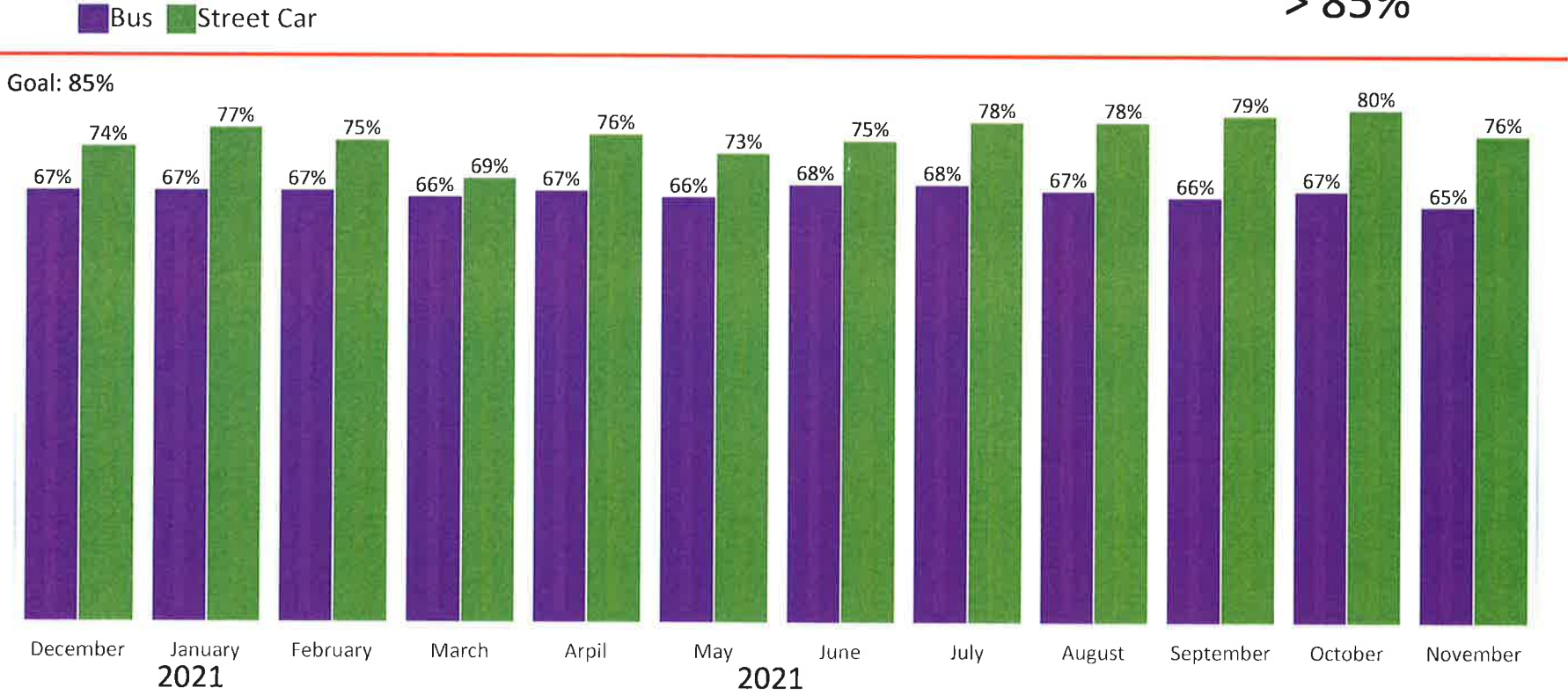
November Ridership
580K

Monthly Average
(Rolling 12-month)
576K



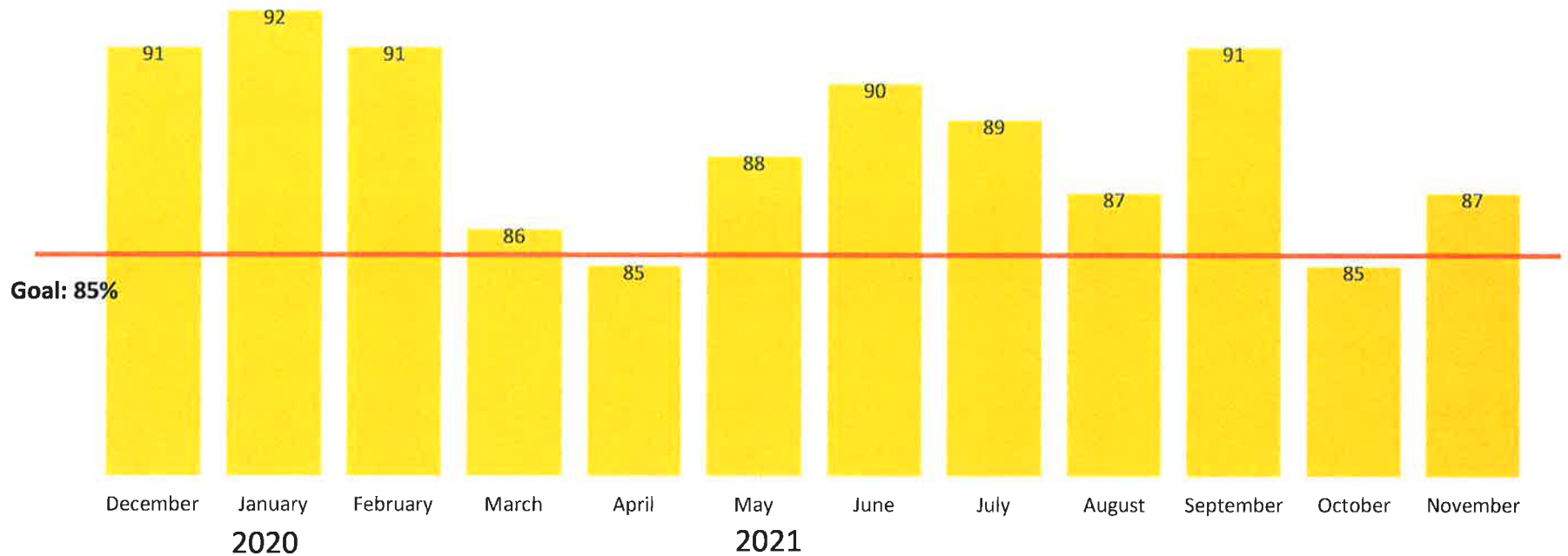
On-Time Performance (fixed route): The average performance of fixed routes by mode departing a stop no more than 5- minutes late or 1 minute early

GOAL:
> 85%

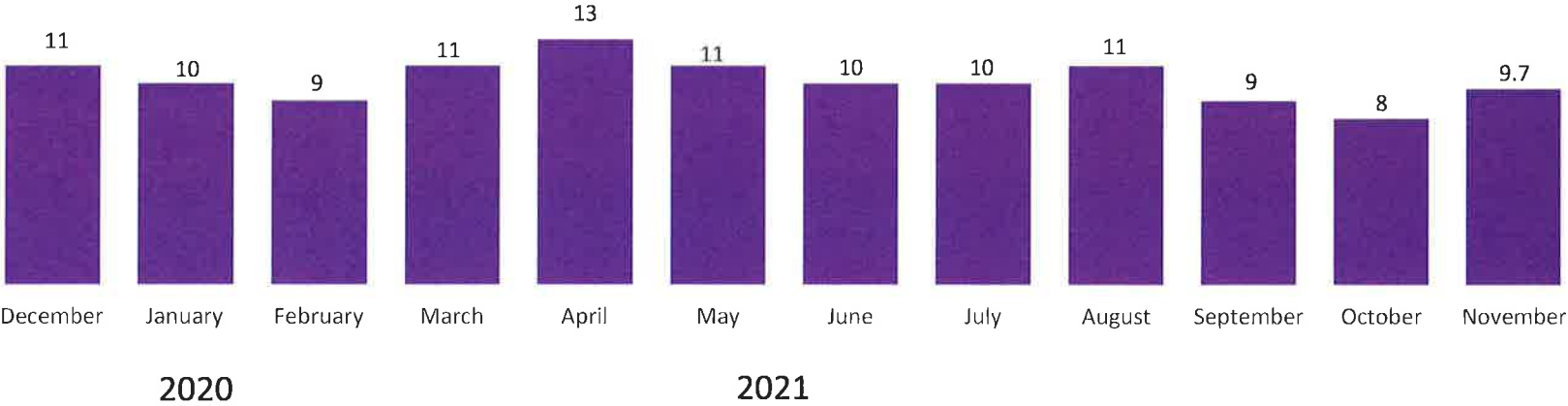


On-Time Performance (Paratransit): The percentage of ADA Paratransit vehicles arriving to a scheduled pick-up location no more than 15 minutes early and no more than 15 minutes late.

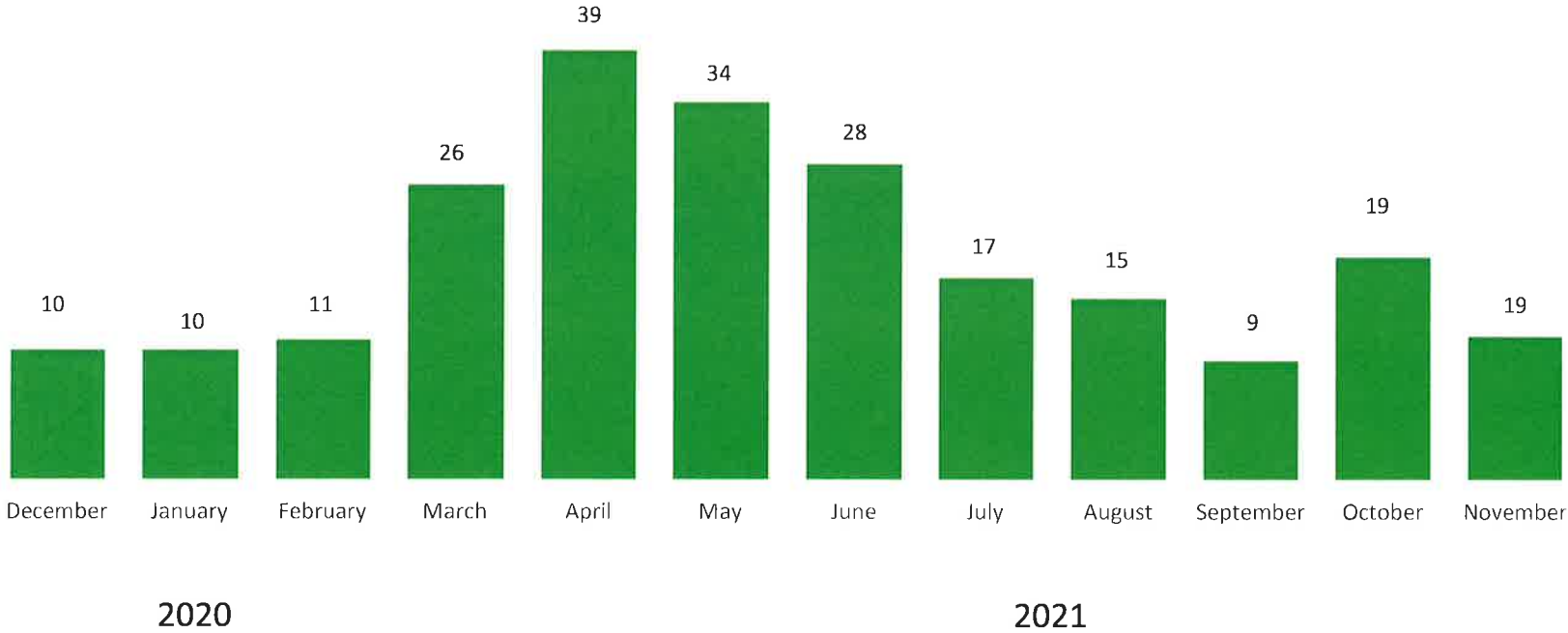
GOAL:
> 85%



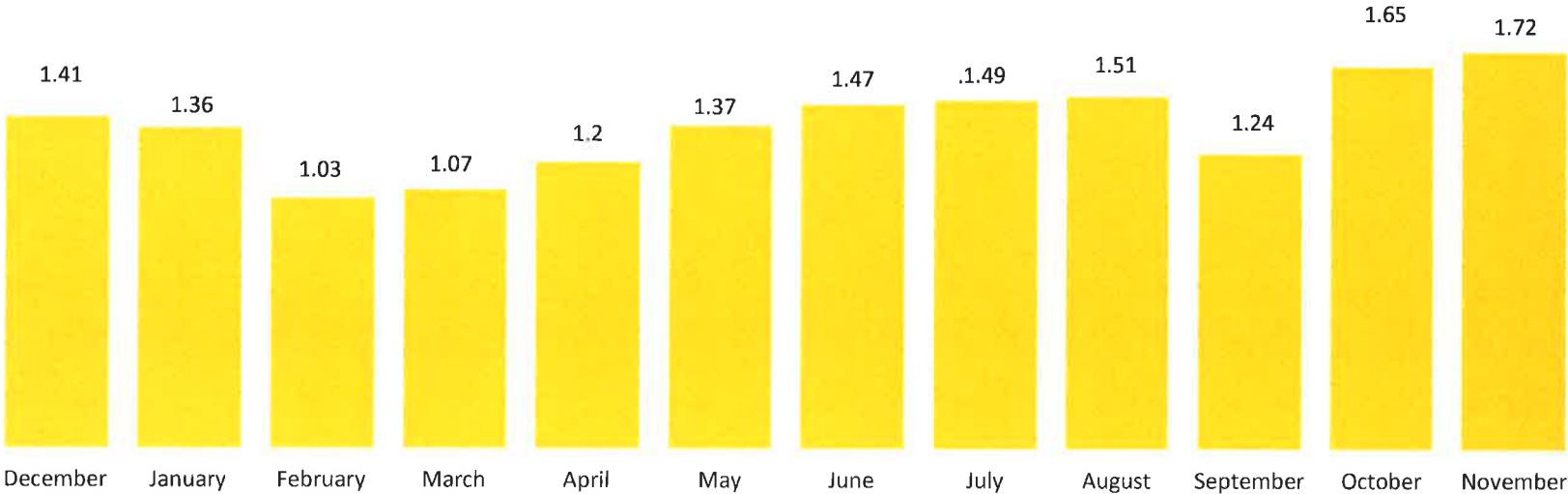
Boardings per Revenue Hour (Bus): Average boardings per revenue hour



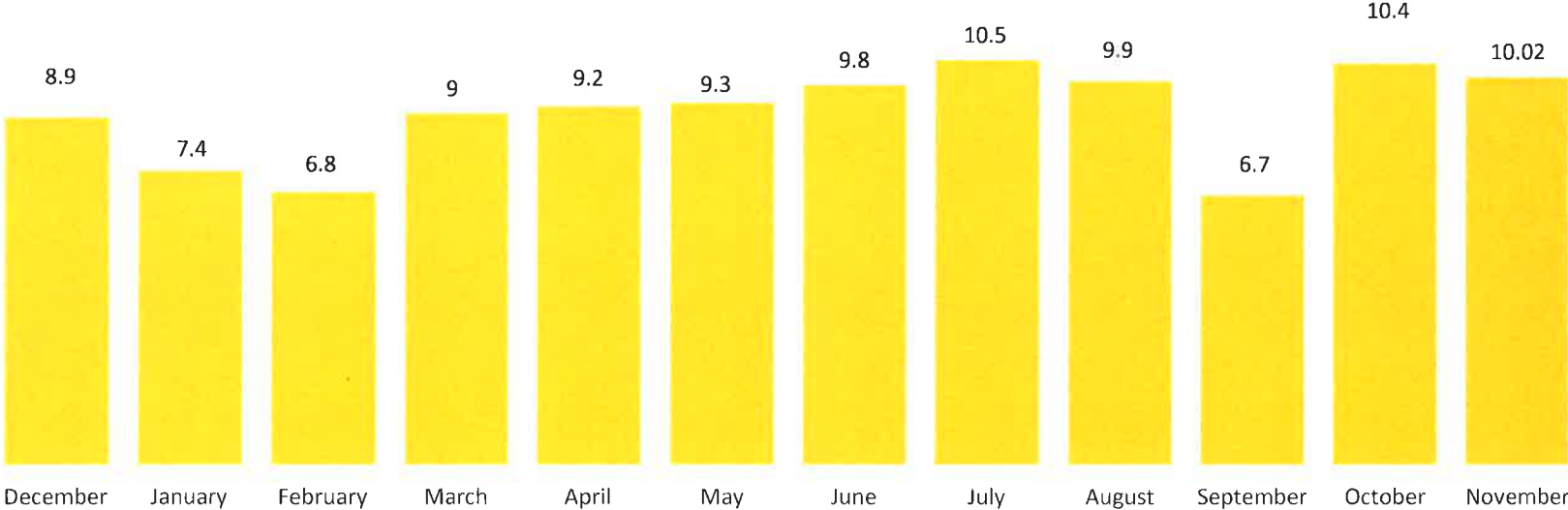
Boardings per Revenue Hour (streetcar): Average boardings per revenue hour



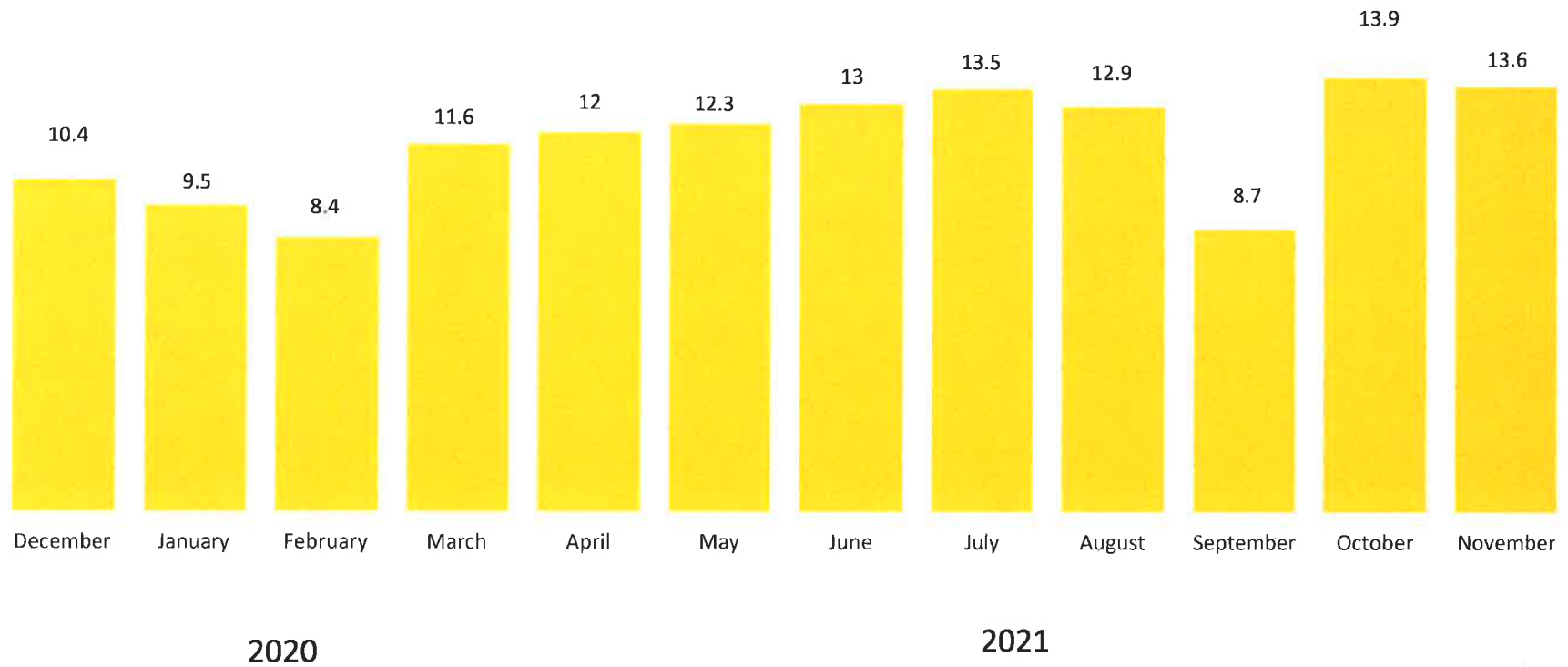
Passengers per Revenue Hour (Paratransit): Average passengers divided by total per revenue hour



Trips Completed (Paratransit): total number of completed trips in a given month.



Total Passengers (Paratransit): total number of paratransit boardings in a given month.



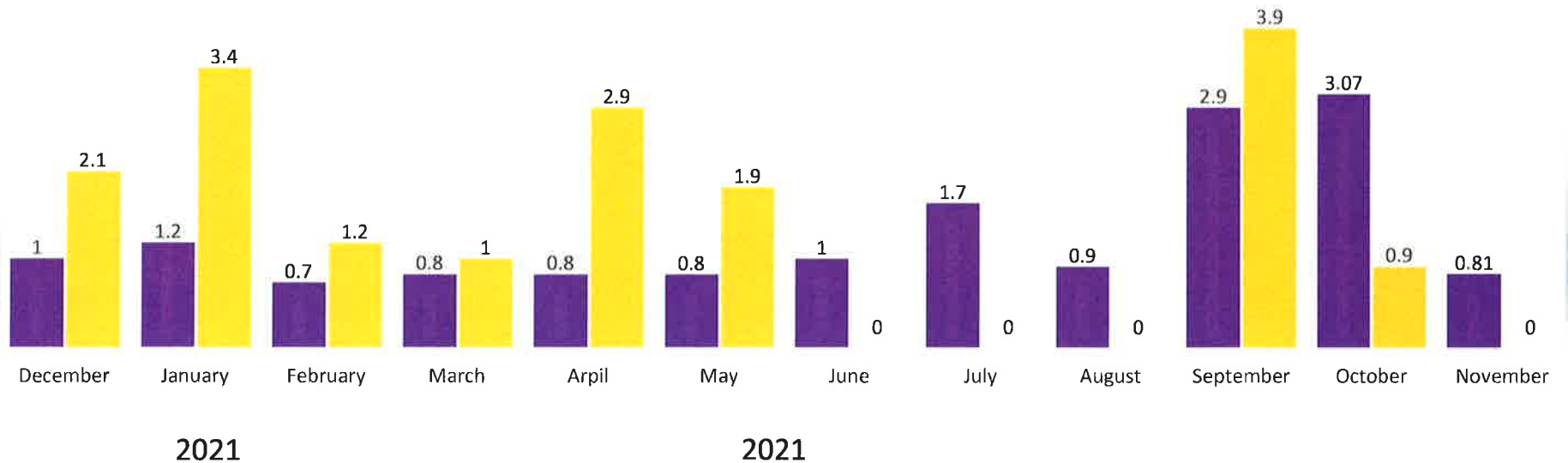
Preventable Accidents (Bus and Paratransit): accidents that occur due to lack of reasonable actions taken, including anticipating hazards or applying defensive procedures to avoid or prevent the accident

GOAL:

> 1.5 per 100K Miles

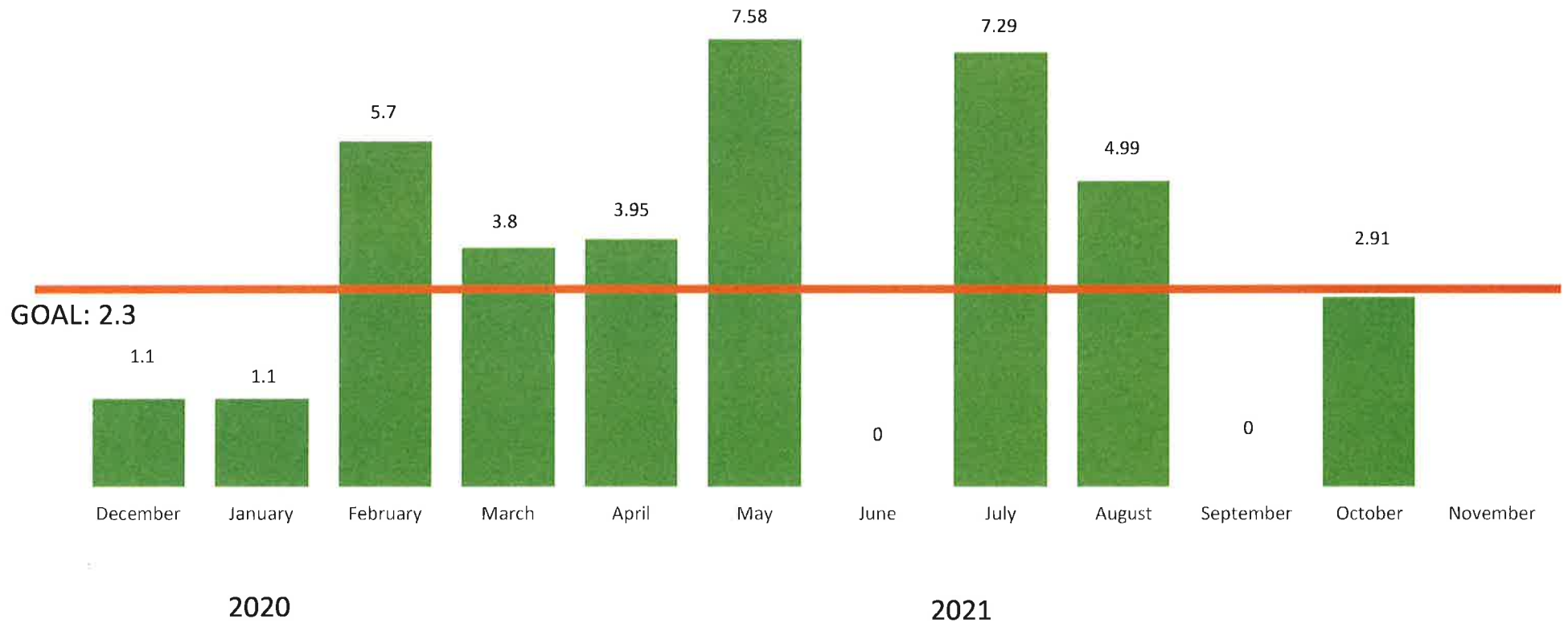
■ Bus - Preventable Accidents/ 100K miles

■ Paratransit - Preventable Accidents/ 100K miles



Preventable Accidents (Streetcar): accidents that occur due to lack of reasonable actions taken, including anticipating hazards or applying defensive procedures to avoid or prevent the accident

GOAL:
> 2.3 per 100K Miles



Road Calls: per 100,00 miles: In-service mechanical roadcalls per 100,000 revenue service miles

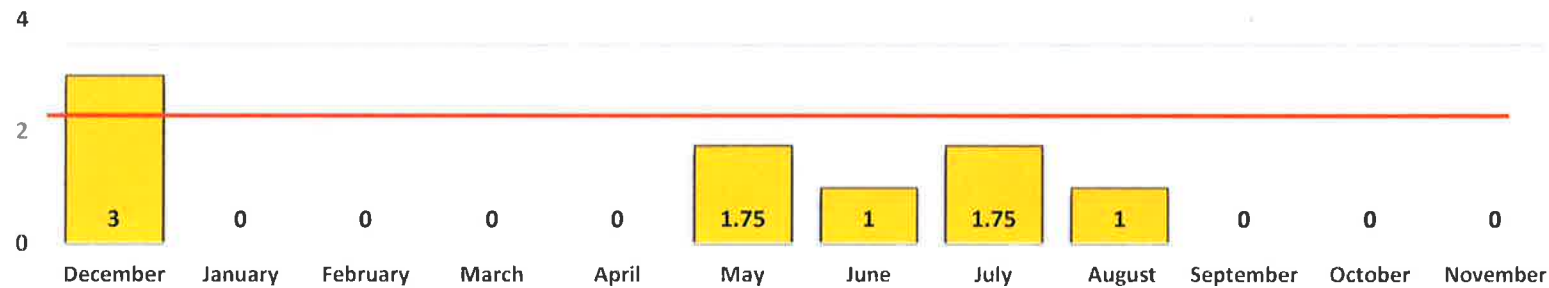
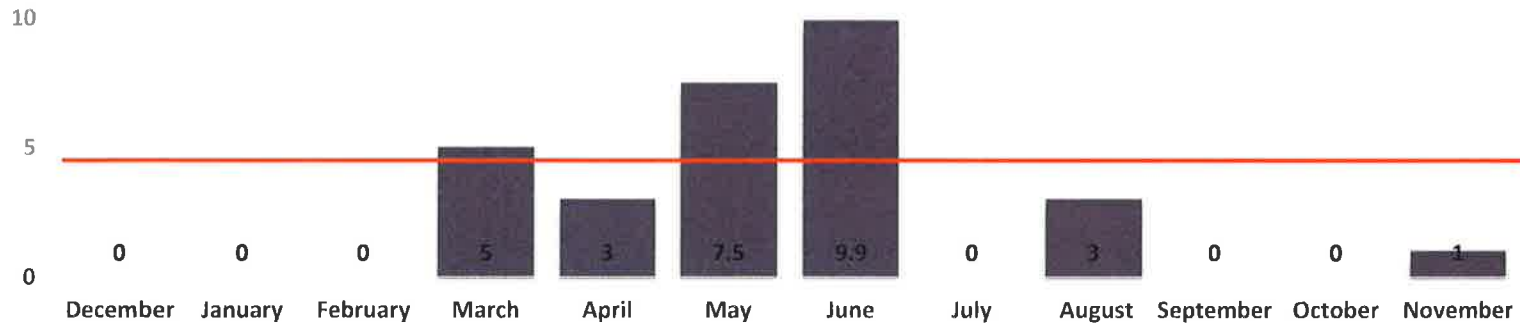
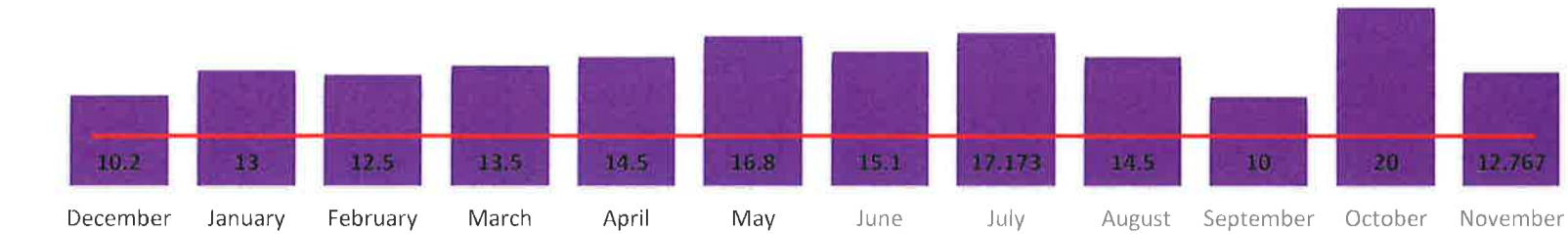
GOALS

PER 100K MILES

BUS
<12.5

STREETCAR
<5

PARARANSIT
<2.5



Customer Service Monthly Report



**Customer Service:
Rideline**

% of Calls Directed to Agent Answered

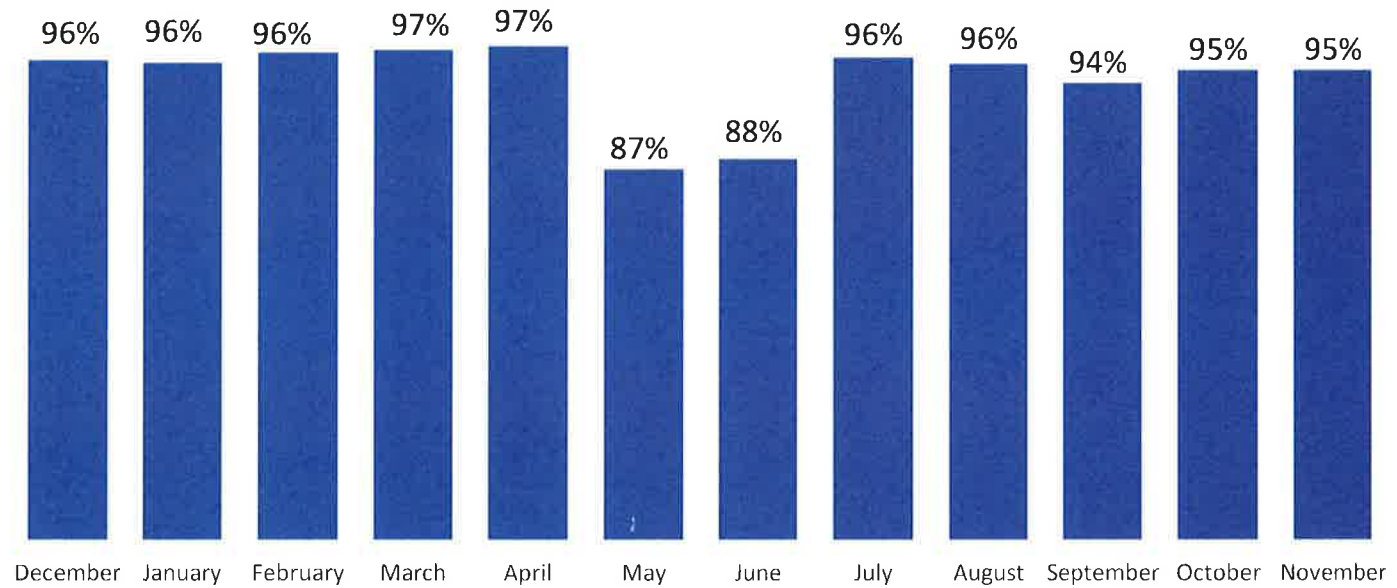
Total Calls
Received

26K

Calls Resolved via
Automated Voice

Response

___%

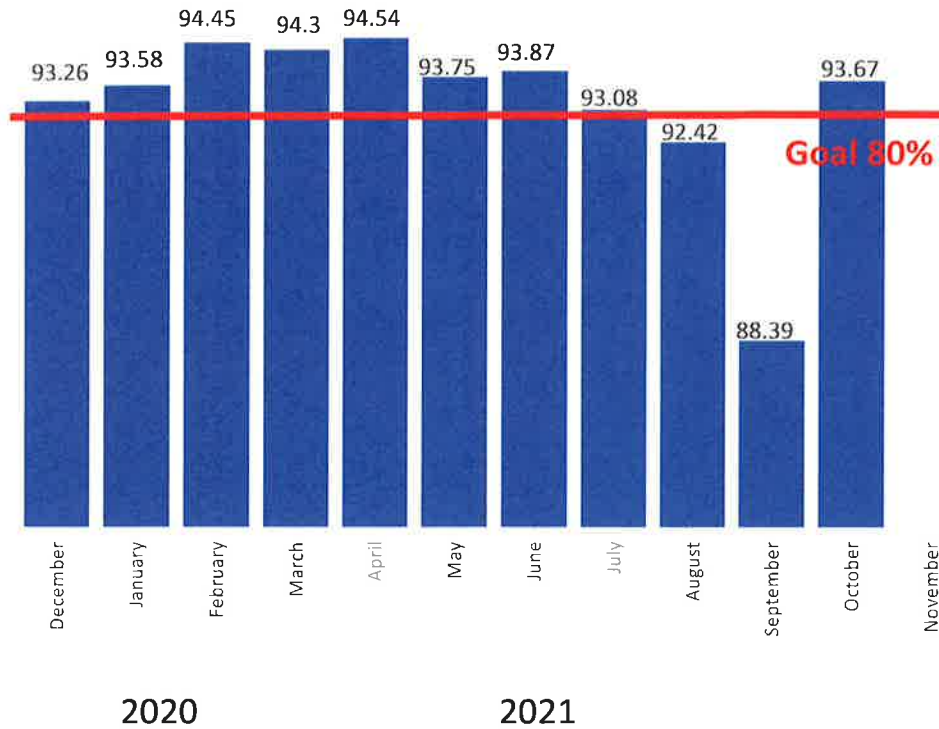


2020

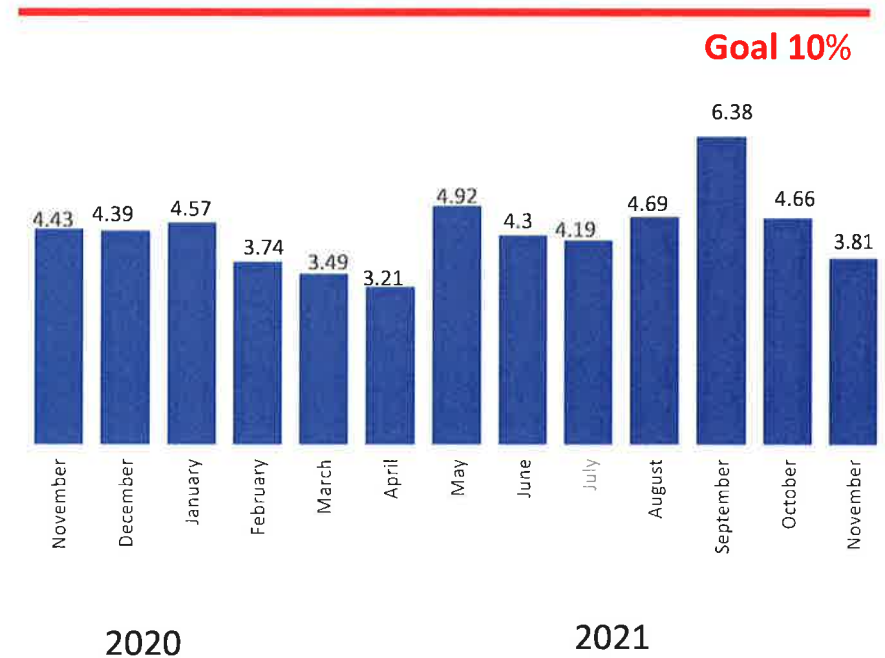
2021

Customer Service: Rideline

Percentage of Calls Answered by an Agent within 20 seconds



Percentage of Calls Abandoned



**Customer Service:
Paratransit**

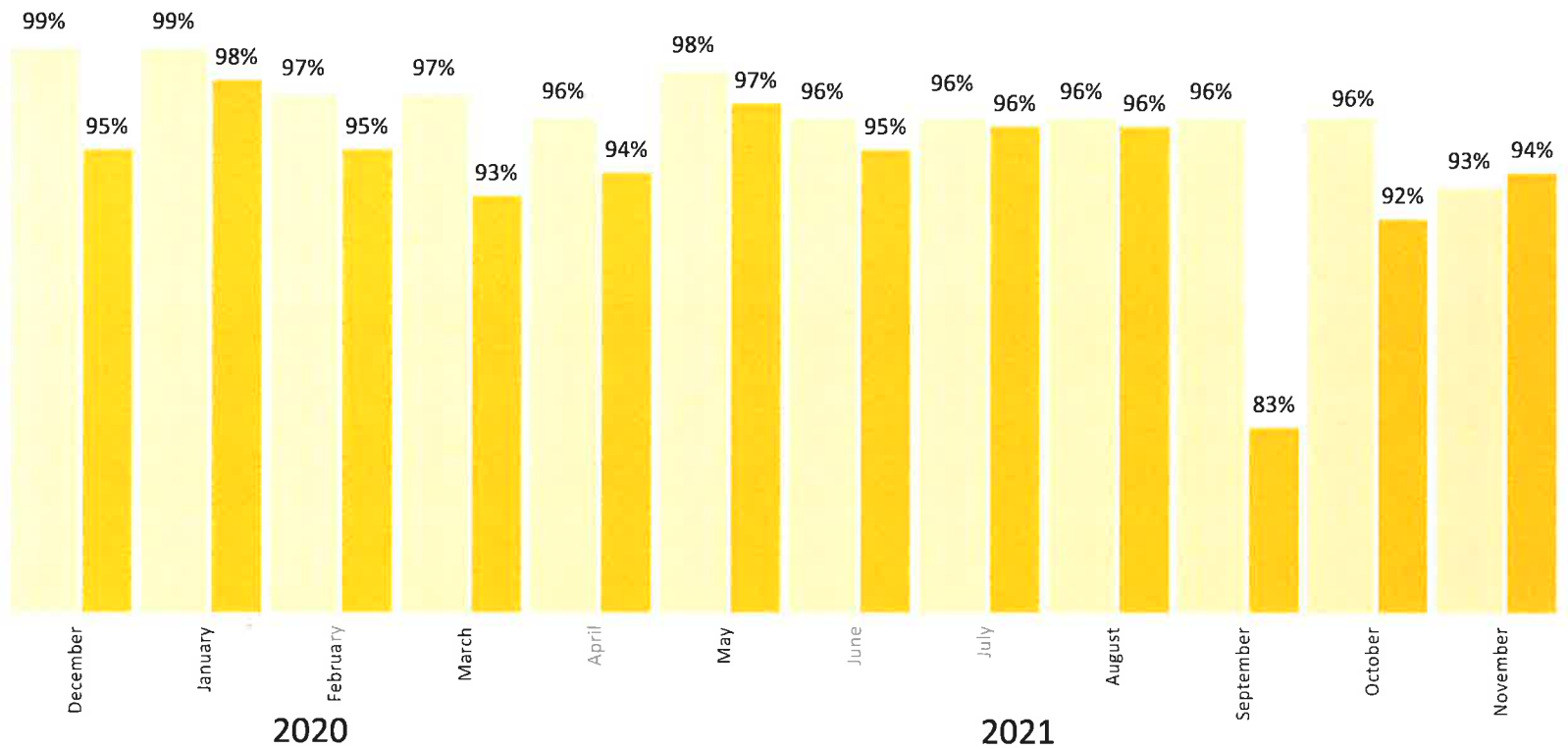
**Paratransit
(Reservationist)**

**Paratransit
(Where's My Ride?)**

% of Calls Directed to Agent Answered

**Total Calls
Received
17K**

**Calls Resolved via
Automated Voice
Response
50%**

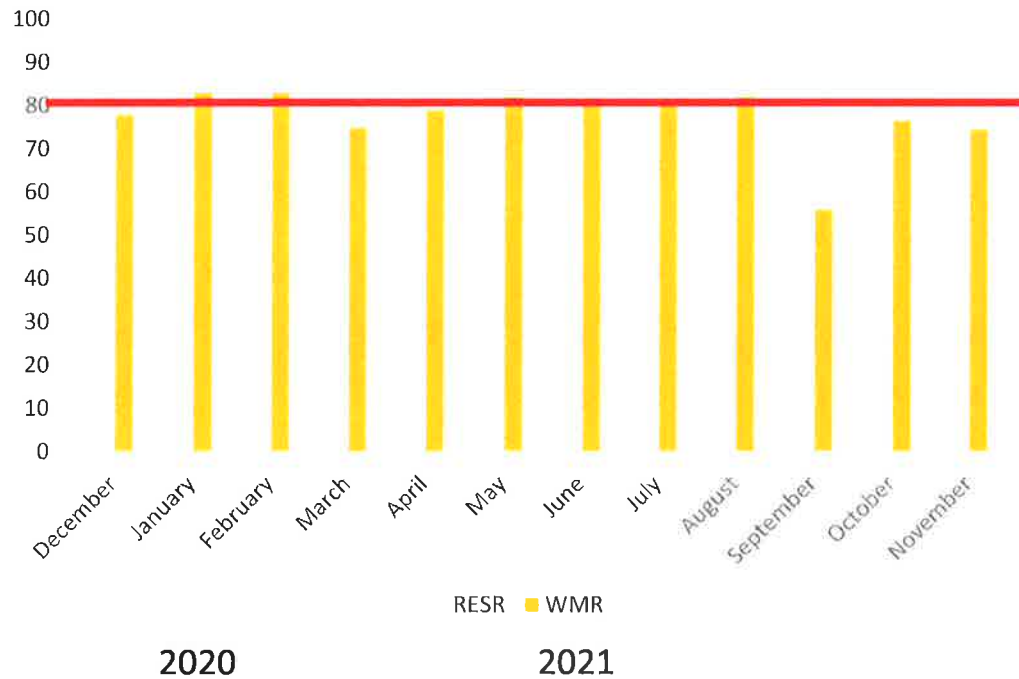


Customer Service: Rideline

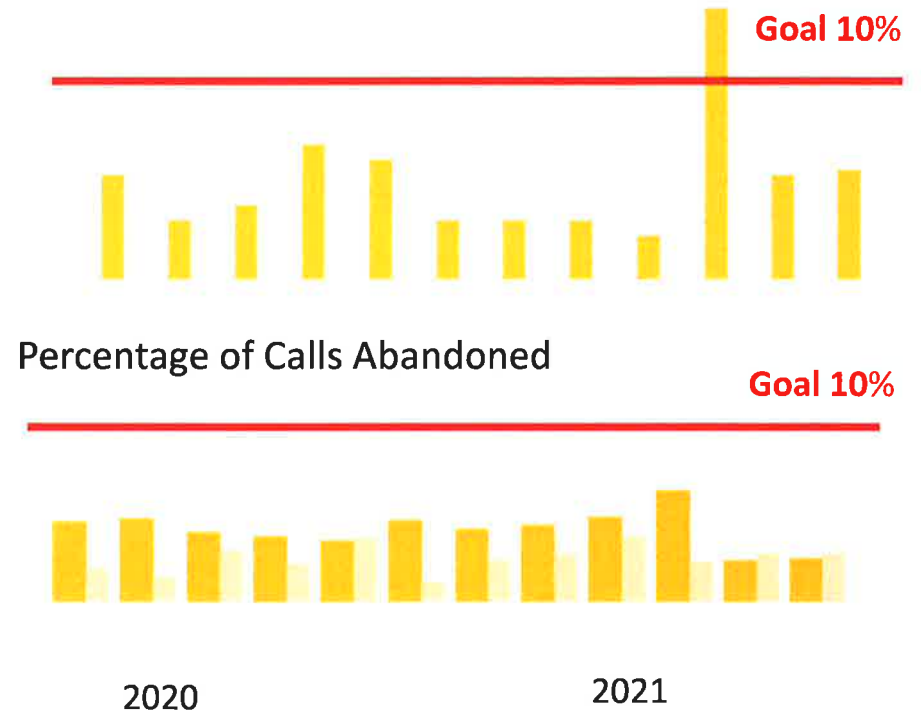
Paratransit
(Reservationist)

● Paratransit
(Where's My Ride?)

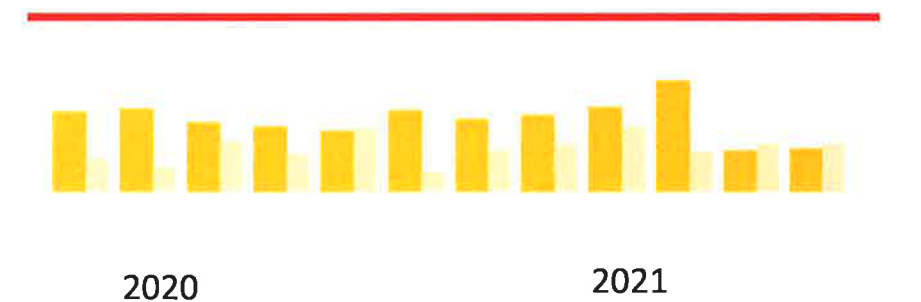
Percentage of Calls Answered by an Agent within 20 seconds



Percentage of Calls Answered in >120



Percentage of Calls Abandoned



Thank You!



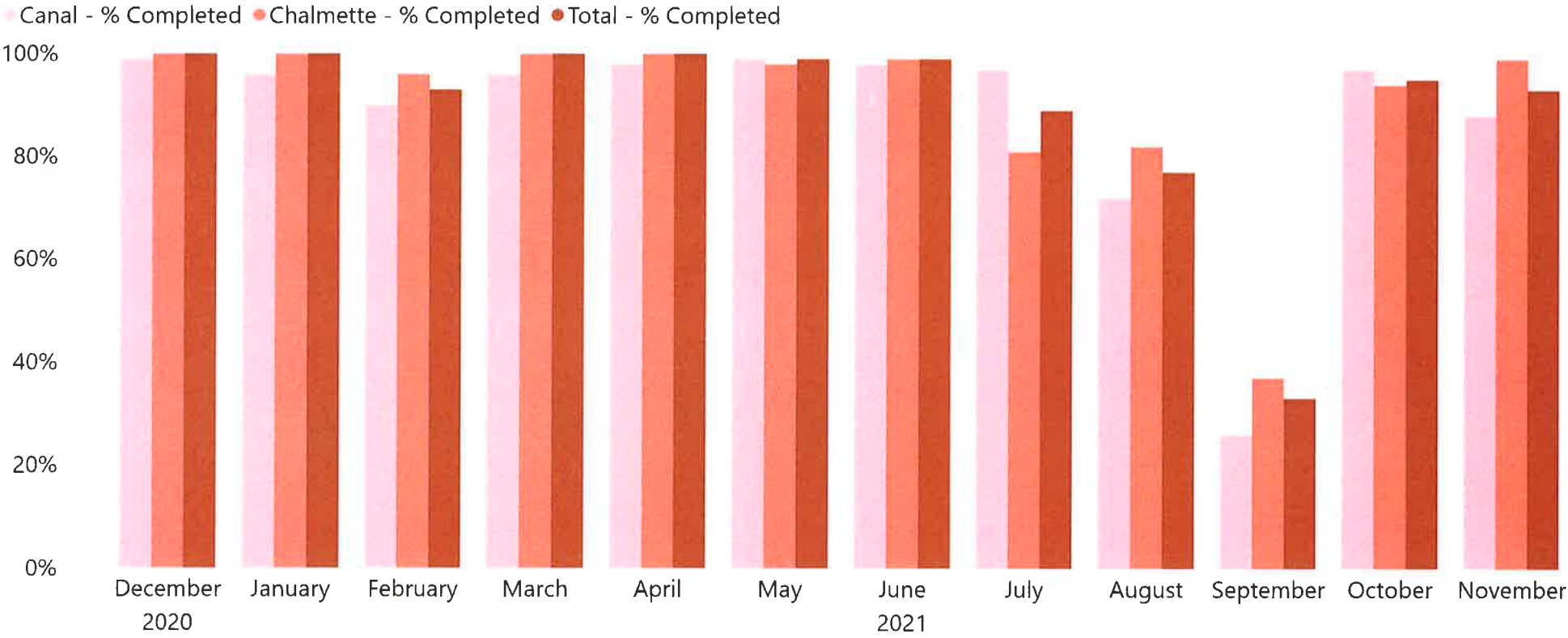
7. Ferry Operations Report

Ferry Operations Monthly Status Report

Operations & Administration Committee Meeting
January 2022



Trip Completion Percentage (ferries): The number of trips completed divided by number of trips scheduled, for each route and overall.

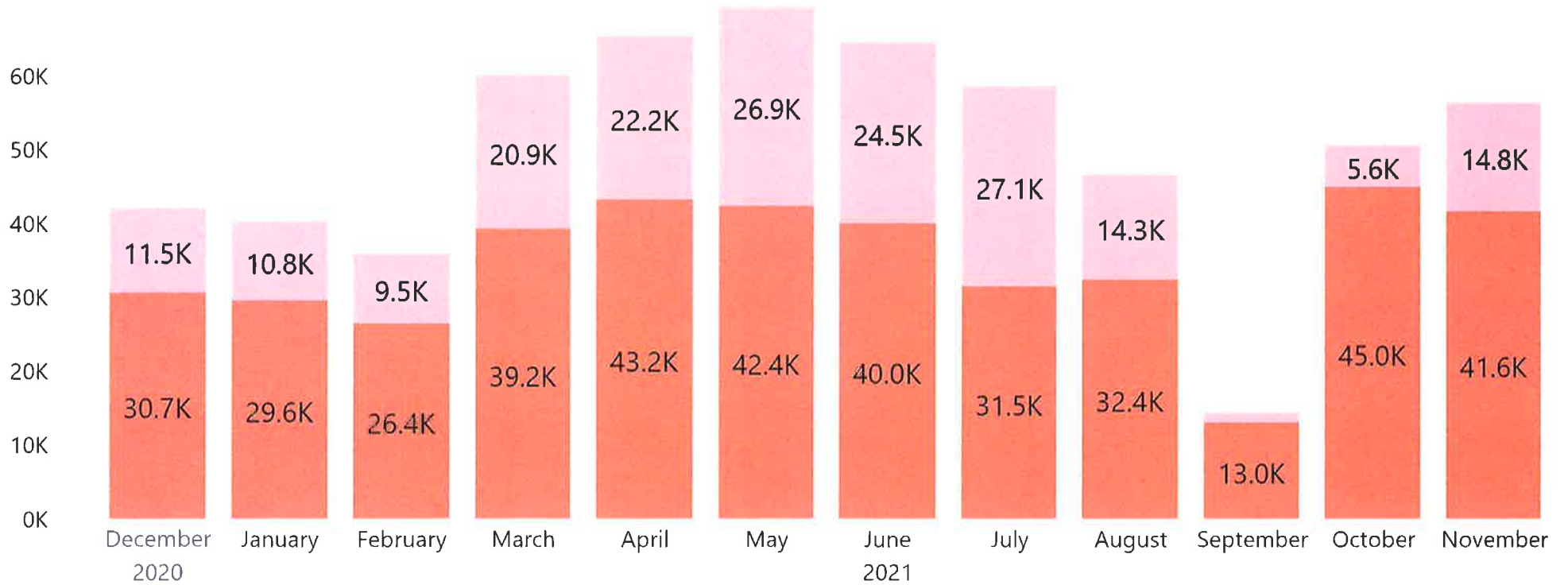


Total Monthly Ridership (ferries): by route and overall

October Ridership

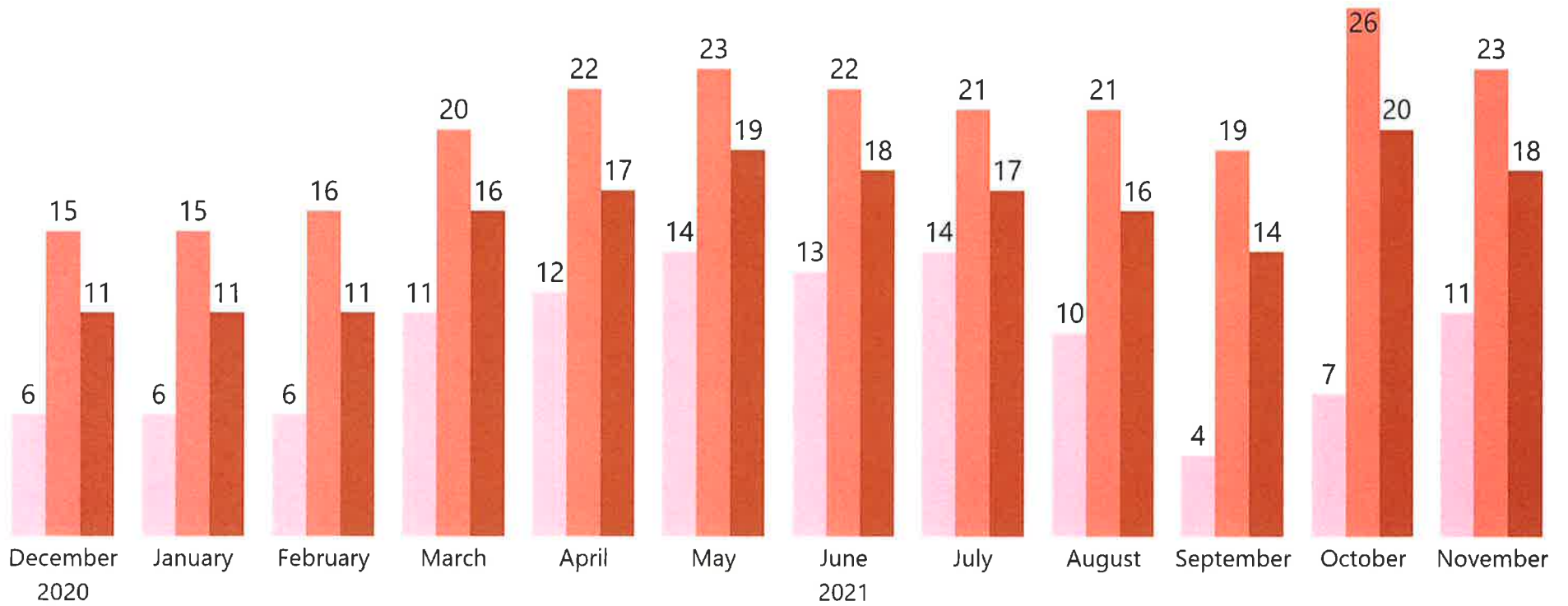
56.4K

● Chalmette - Ridership ● Canal - Ridership



Passengers per Trip (ferries): Average boardings per trip completed; by route and overall.

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



Thank You!



8. Public Safety Report



Public Safety Report: Felony

	DECEMBER	
	2020	2021
Part 1 Crimes		
Aggravated Assault	1	
Arson		
Attempted Motor Vehicle Theft		
Burglary/Auto Burglary		2
Homicide - Other Agencies		
Homicide - RTA Transit		
Larceny (Theft)		
Larceny (Snatch/Pickpocket)		
Motor Vehicle Theft		
Rape		
Simple Robbery		
Armed Robbery		
Total	1	2

	DECEMBER	
	2020	2021
Part 1 Crime by Location		
Bus	1	
Bus Stop		
Others		
Paratransit		
Parking Lot		
Rail		
RTA Facilities		2
Total	1	2





Public Safety Report: Misdemeanor

	DECEMBER	
	2020	2021
Part 2 Crimes		
Disorderly Conduct / Mask Refusal	1	
Disturbing the Peace	2	1
Mental	1	
Fighting		
Public Drunkenness	3	
DUI		
Embezzlement/Fraud		
Forgery/Counterfeiting		
Criminal Damage	1	1
Narcotic Drug Laws		
Threats		1
Receiving Stolen Property		
Sex Crimes		1
Simple Battery	1	
Weapon Violations		
Total	9	4

	DECEMBER	
	2020	2021
Part 2 Crime by Location		
Bus	5	3
Bus Stop	2	
Others		
Paratransit		
Parking Lot		
Rail	1	1
RTA Facilities	1	
Total	9	4



Public Safety Report: Enforcement

	DECEMBER	
	2020	2021
Enforcement Efforts		
Arrests		
Calls for Service	43	73
Citations	8	
Summons	5	1
Fare Evasion		
TVM Count		
Written Warnings		
Reports	20	14
Total		
<p><i>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.</i></p>		



Homelessness

	2021	
	DEC	YTD
Contacts & Referrals		
Contacts	9	76
Referrals	7	69



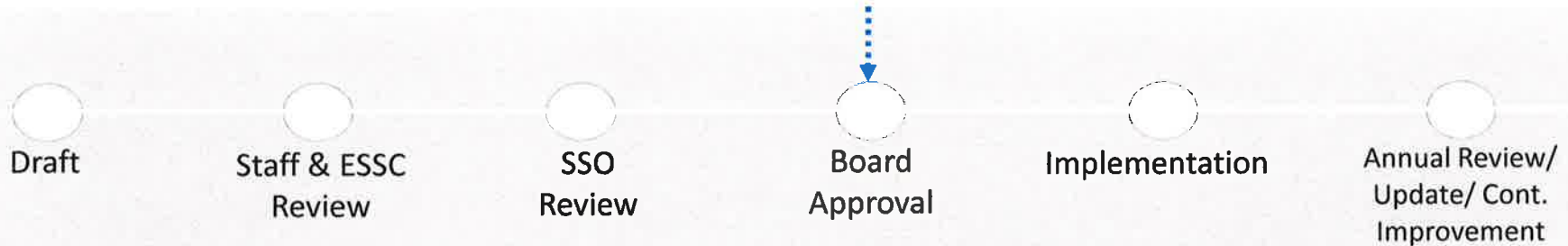
Thank You!



 **9. 2022 Agency Safety Plan**

22-002

2022 Agency Safety Plan (ASP)



- *As required by FTA:*
- Establishes RTA's Safety Management System (SMS)
- Describes Employee Safety Reporting Program
- Defines authorities, accountabilities, and responsibilities for safety



What's New?

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



Thank You!



10.New Links Implementation Plan Update



Contents

1. Recap
 - Why Implement New Links
2. Administration
 - Organizing Implementation
 - Implementation Timeline
 - Budget
3. Subgroup Updates
 - Network Review
 - Scheduling
4. Key Actions & Milestones



Why Implement New Links

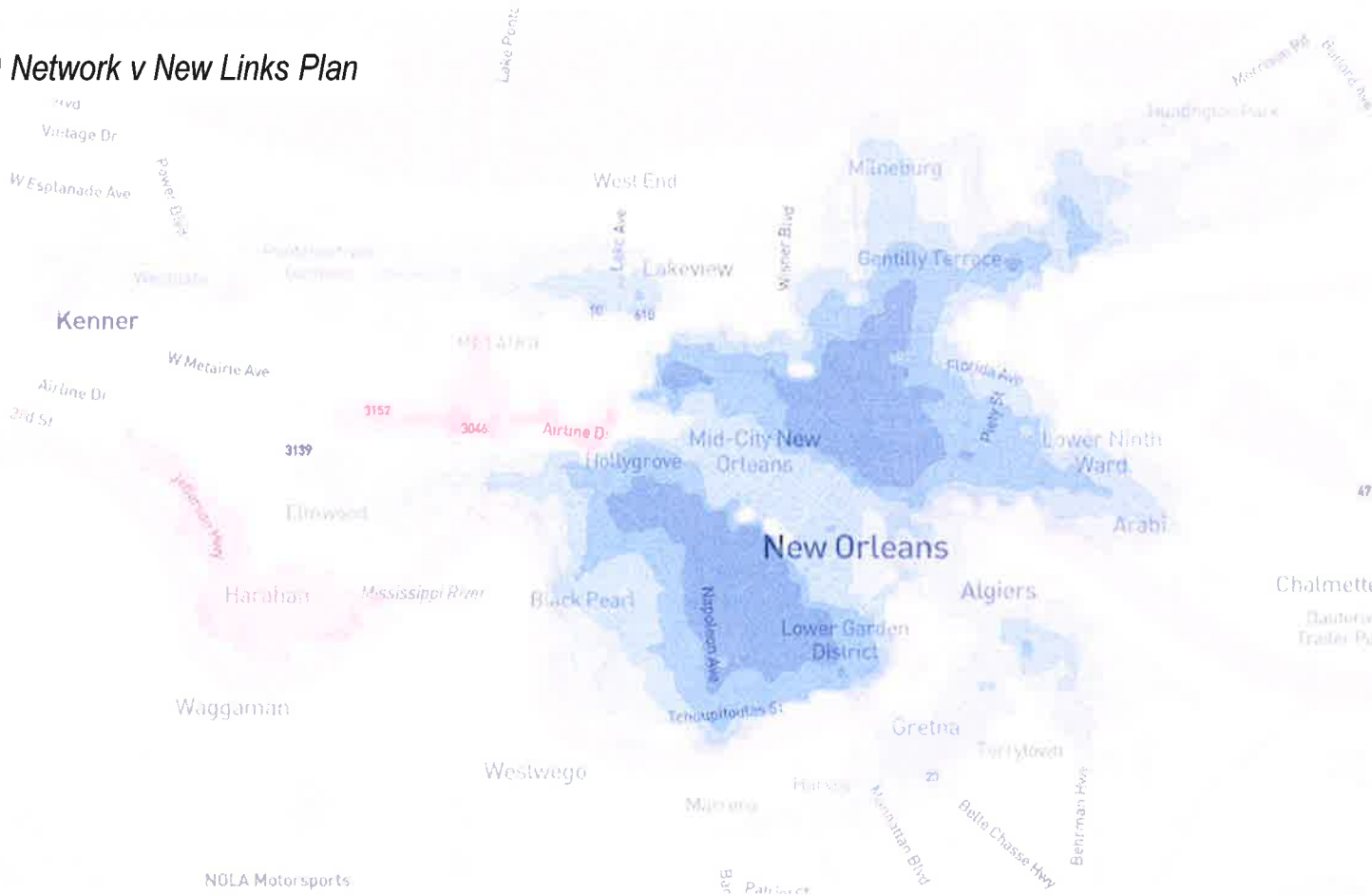
- **New Links is...**
 - A short-term service plan to optimize bus routes
 - Designed to improve overall access to jobs and essential services
 - Equity-based by prioritizing improvements to vulnerable populations
 - Built to fit within approved 2022 budget for platform hours
- **New Links is NOT...**
 - A strategic or long-term plan
(SMP Action Items CO6-8, CO21-22, PR8-9, BR29)
 - A plan to improve SPEED of service and address DELAYS
(Assumes NO transit priority or fare modernization)
- JP Transit implementation will...**
- Fully adopt West Bank plans (except RTA access to Gretna)
 - Limited East Bank changes:
 - No frequency increase on Veterans
 - Create redundancy on Jefferson Hwy





Why Implement New Links

2020 Network v New Links Plan



Regional Jobs Access Change (Weekday Midday) Max Walking Time – 15 min. Max Total Time – 45 min.

Access to
New Links update
 Jobs total within 45 minutes, 50th percentile
minus
Baseline 2020
 Jobs total within 45 minutes, 50th percentile

155,710 to 114,940
114,940 to 84,256
84,256 to 56,710
56,710 to 32,055
32,055 to 12,328
12,328 to -12,328 (transparent)
-12,328 to -32,055
-32,055 to -48,974



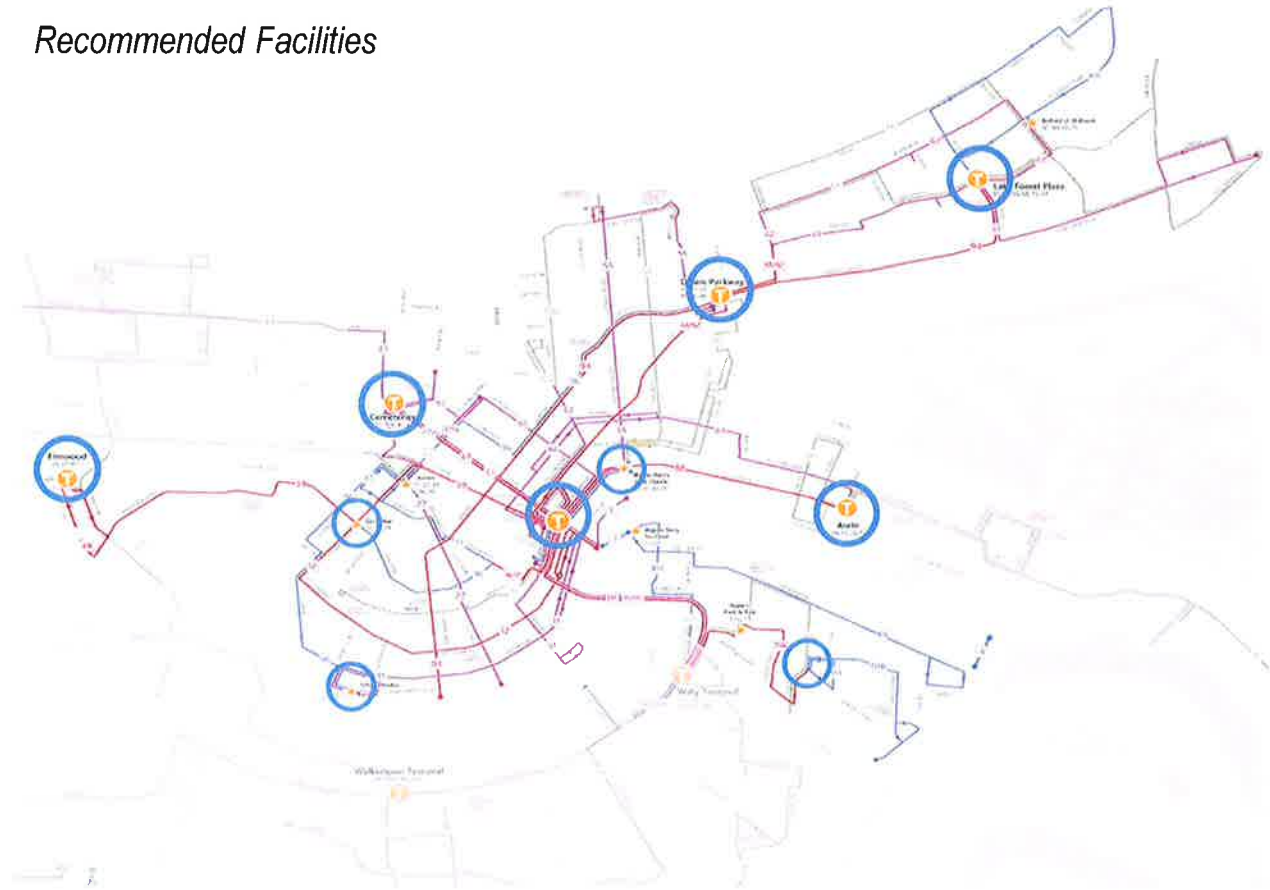
Why Implement New Links

- **Service Driven Infrastructure Investments:**

- Downtown Transit Center
- Regional Hubs & Major Transfer Points*
- Comfort stops

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

Recommended Facilities





Organizing Implementation

Board of Commissioners

Steering Group

Working Group

Network Review

Scheduling

Communications

Infrastructure

Safety &
Training



Budget: Expenses - DRAFT

Item	Qty	Est. Cost
Infrastructure & Materials		
Sign Blade Replacement	2400	\$80,000.00
Shelter Relocation	20	\$455,400.00
New Pole Installation	110	\$11,000.00
Printed Timetables and Maps		\$40,000.00
Implementation Communication		
Implementation Outreach signs	2400	\$24,000.00
Media Outreach		\$10,000.00
Outreach and Training Materials - Printing		\$25,000.00
Trip planner tools		\$50,000.00
Transit Ambassador Support Staff		\$50,000.00
	Subtotal:	\$745,400.00
Contingency Funds		\$149,080.00
	Total:	\$894,480.00

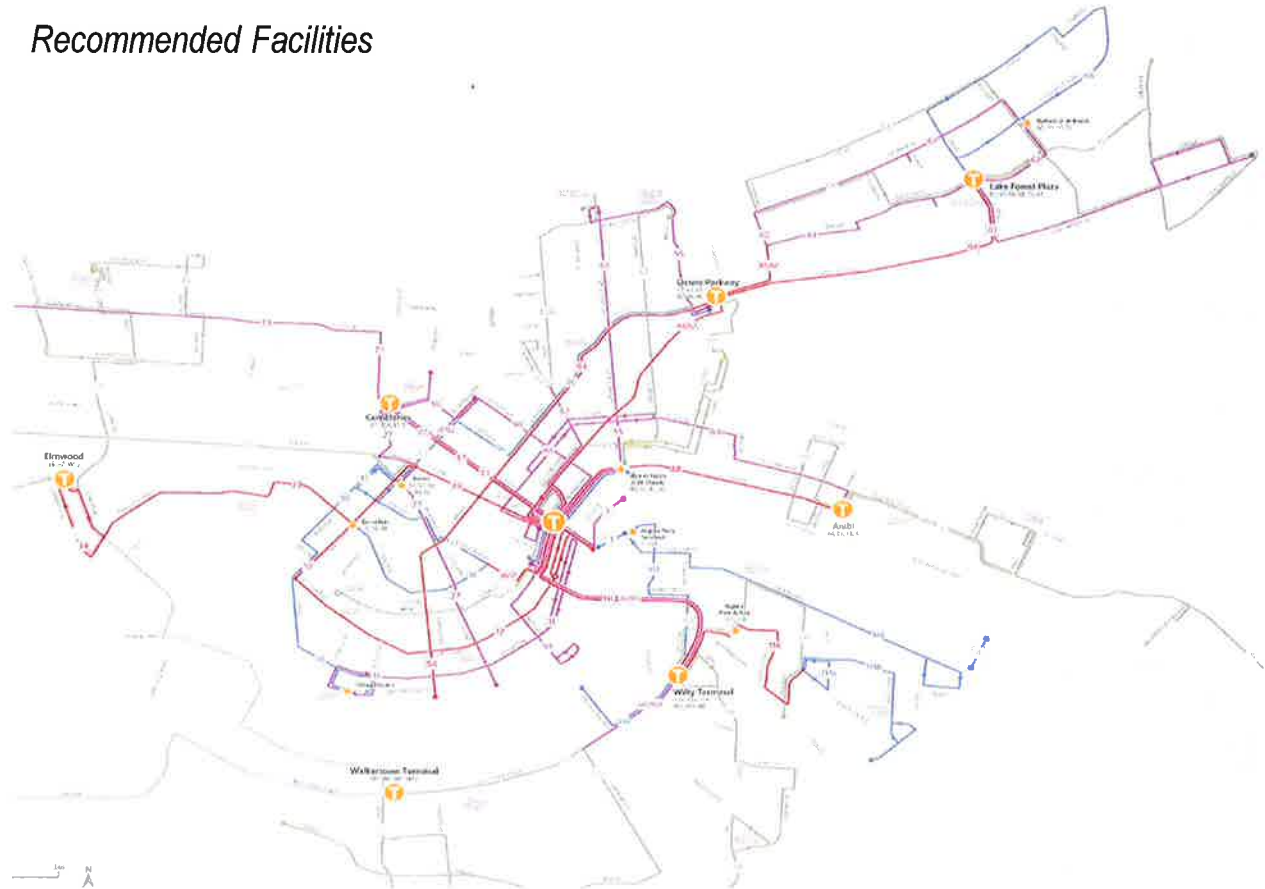




Network Review

- **Purpose:**
- Transparent, robust evaluation process for adopting Plan route changes
- Leverage new analysis tools not previously available

Recommended Facilities





Network Review

Process:

Evaluation Components	Description
Access analysis	Improve travel time to jobs and essential services
Operations review	Ensure new, proposed turning movements can be completed safely and address known issues with existing movements
Operator feedback	Address operator observations of traffic patterns & proposed changes using focus groups
Termination points	Consolidate and leverage existing 24/7 comfort stops where possible
Previous community feedback	Build upon comments and requests to improve service from previous plans: New Links and SMP
Budget impact	Maintain overall platform hour cap



Network Review

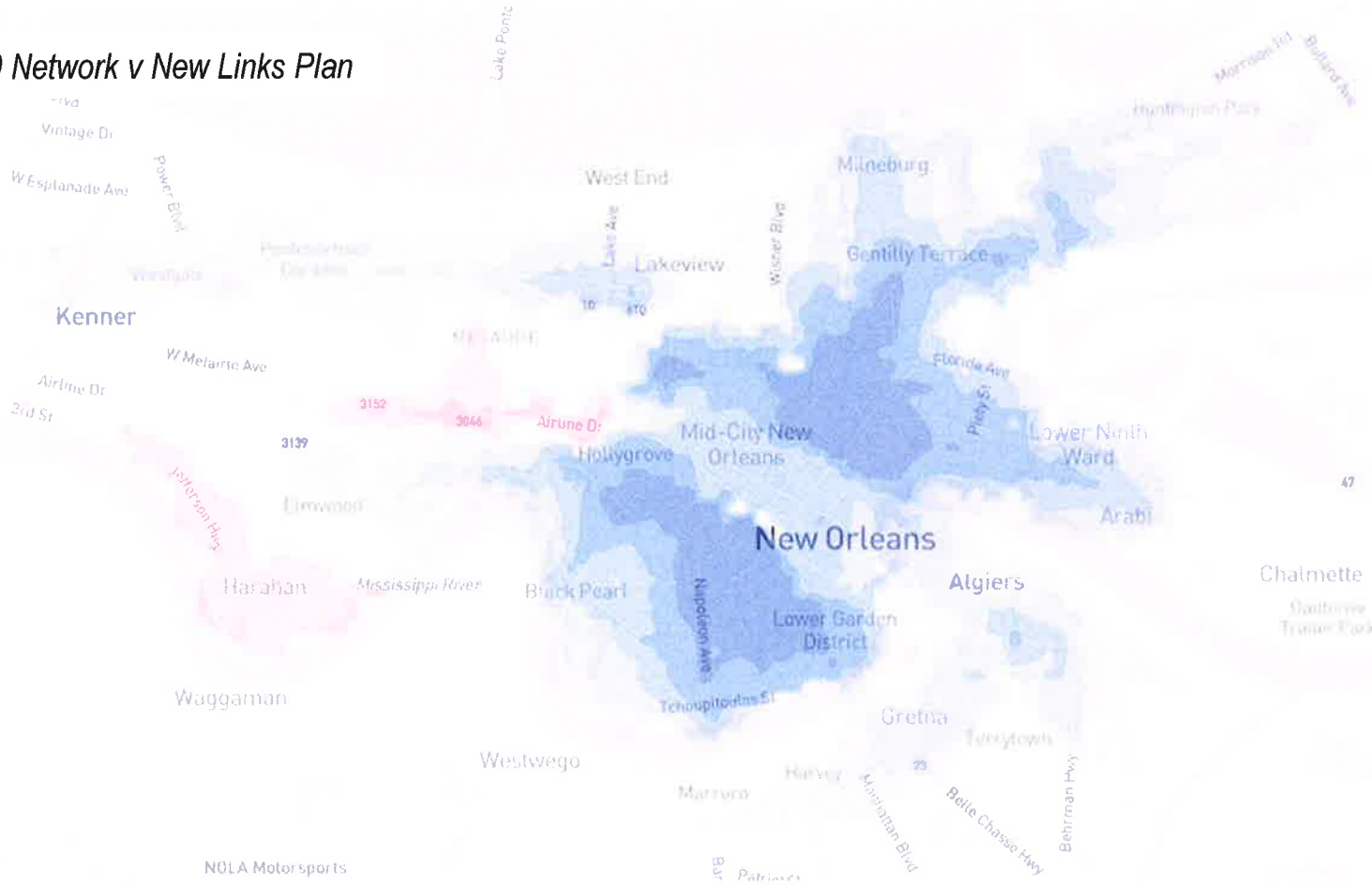
Process > Access Analysis

Access Metric	Travel Shed (max walk / max total)	Weekday AM/PM Peak	Weekday Midday	Weekday Evening	Weekend Midday	Weekend Overnight
Jobs	15m / 45m	x	x	x	x	x
Grocery Stores	10m / 30m		x		x	
Major Hospitals	10m / 30m		x		x	
Community Health Clinics	10m / 30m		x		x	
NORD Facilities	10m / 30m	x		x	x	
Library Facilities	10m / 30m	x		x	x	



Network Review

2020 Network v New Links Plan



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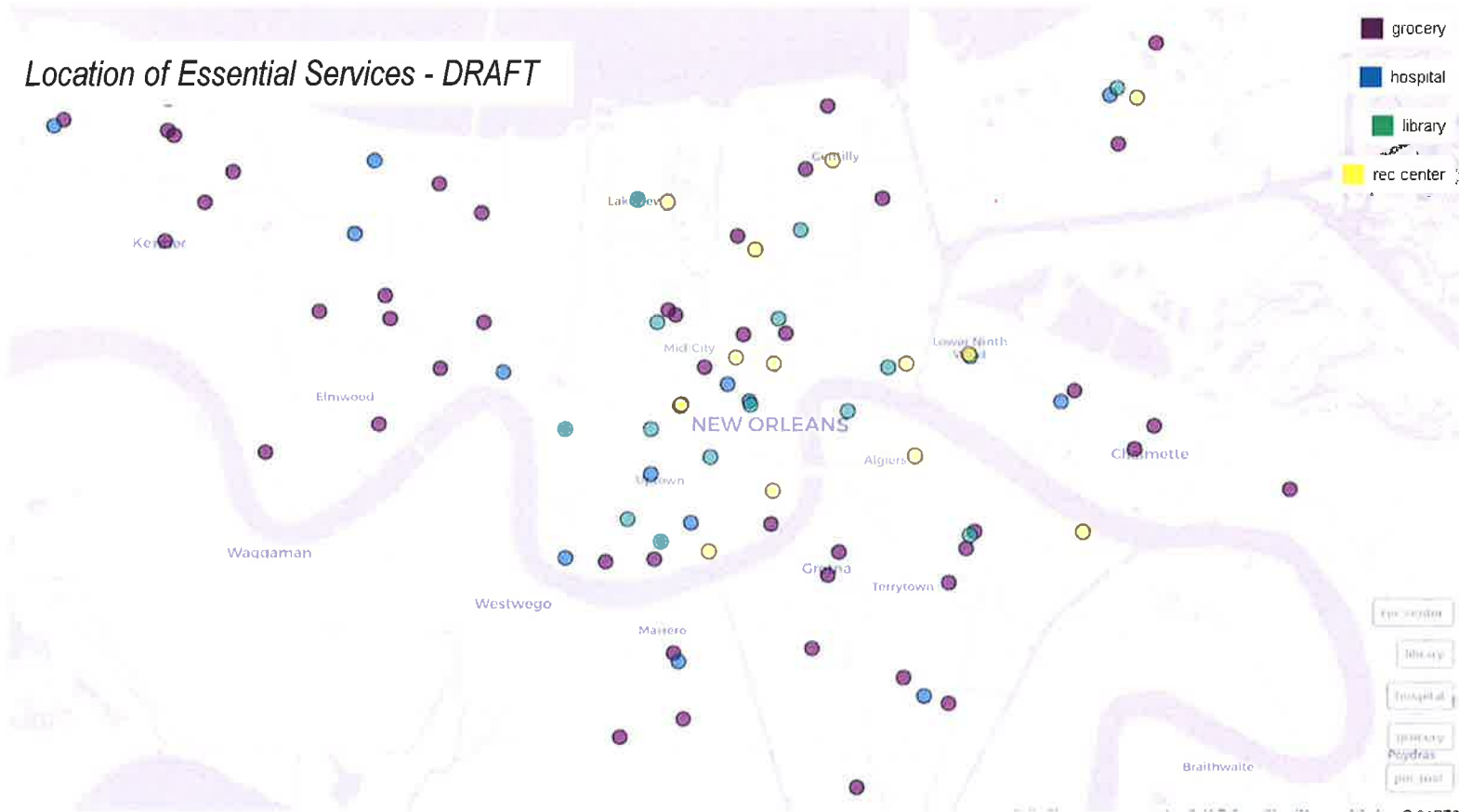
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Network Review

Location of Essential Services - DRAFT





Scheduling

Target Rollout

RTA

Jefferson Transit

Winter 2022
(January)

- Lower Nine route changes
- Introduce UPT to French Market

- All West Bank route changes

Spring/Summer 2022
(May)

- Very minor changes only

- East Bank route changes

Fall 2022
(September)

- **MOST Eastbank & Westbank Changes**
- Interim Downtown Transit Hub

Winter 2023
(TBD)

- Adjustments/optimization
- Stop rebalancing – begin

Keys to Success:

- **May pick is bare minimum, focus staff resources on September pick**
- **Commitment to route approval process**





Key Actions & Milestones

Category	Actions	Critical Needs
Completed	<ul style="list-style-type: none"> • Access analysis testing and methodology • Title VI Analysis & Outreach 	
Underway	<ul style="list-style-type: none"> • Title VI report submission • Finalize Winter pick • Complete Access analysis • Rider survey: Service change awareness • Creative brief for Final Network/Awareness • Detailed budget and tasks 	<ul style="list-style-type: none"> • Finalized essential services lists • Board approve Title VI report
Next Month	<ul style="list-style-type: none"> • Westbank network review • Westbank infrastructure needs • Conduct operator focus groups for Westbank • Develop communications Campaign strategy 	<ul style="list-style-type: none"> • Identify needed vendors • Finalize PMP

Thank You!



11.New Business

12. Audience Questions & Comments

PLEASE NOTE: Persons wishing to submit public comments must either enter their full name in the chat sections of the Zoom meeting to provide comments during the meeting or email your comments to rtaboard@rtaforward.org to have your comments read aloud at the meeting.

13. Adjournment

Thank You!

