



2817 Canal Street  
New Orleans, LA 70119

## New Orleans Regional Transit Authority Operations & Administration Committee

### Meeting Minutes - Final

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Thursday, June 13, 2024

9:00 AM

RTA Board Room

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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, June 13, 2024 at 9:00 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: [rtaoard@rtaforward.org](mailto:rtaoard@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 ([rtaoard@rtaforward.org](mailto:rtaoard@rtaforward.org)).

#### 1. Call To Order

#### 2. Roll Call

**Commissioners Present:** Commissioner Neal and Commissioner Richard

**Commissioner Absent:** Commissioner Cisco

Commissioner Sams attendance was acknowledged during the Capital Projects Update.

#### 3. Consideration of Meeting Minutes

A motion was made by Commissioner Sams and adjourned. The motion carried by the following vote:

**Absent:**

**Absent:**

[Operations and Administration Meeting Minutes - May 9, 2024]

[24-053](#)

Commissioner Richard moved and Commissioner Sams seconded to approve the Operations and Administration Meeting Minutes of May 9, 2024. The motion was approved unanimously.

Commissioner Sams came to the meeting during the Capital Projects Update: Passenger Amenities Program.

#### **4. Committee Chairman's Report**

No Report.

#### **5. Chief Executive Officer's Report**

The CEO reported that staff were going to address a lot of the Board's concerns at today's meeting.

#### **6. Chief Transit Officer's Report**

Justin Cayless presented the Chief Transit Officer's Report. This report can be found in the Operations Administration Committee PowerPoint dated June 13, 2024 and is also available on the agency's website.

The Chief Transit Officer reported that the next scheduled pick will take place during the month of September. The CEO added that the RTA must come up with a way to communicate to the riders that changes may happen on a particular route on or before a scheduled pick. Commissioner Neal asked how many of the riverfront riders are locals vs. tourist and was the RTA working with the City of New Orleans regarding the construction on the river to coordinate the stops.

Regarding the OTP portion of the report, Commissioner Neal stated that equality and community concerns are part of the RTA's standards and asked if staff considered these standards when developing the Downtown Center.

#### **7. Chief Asset Manager Officer's Report**

Ryan Moser presented the Chief Asset Manager Officer's Report. This report can be found in the Operations Administration Committee PowerPoint dated June 13, 2024.

Ryan reported that when a vehicle has a deficit, which are things that may cause a safety concern to the passengers or the operators the vehicle is taken out of service. Regarding new buses, Commissioner Neal requested that once the new buses arrive, staff schedule a tour of the buses for the Board.

## 8. Chief Safety/Security Officer's Report

Mike Smith presented the Chief Safety/Security Officer's Report. This report can be found in the Operations Administration Committee PowerPoint dated June 13, 2024.

## 9. Winter 2024 Service Change Title VI Analysis Update

Winter 2024 Service Change Title VI Analysis

[24-010](#)

Dwight Norton presented an informational report. He stated that there are not a lot of specific guidelines or requirements for individual agency's regarding Title VI and the FTA leaves it to the individual agencies. He also reported that the staff had made a great effort to distribute the service as evenly as possible and no one was going to go without service and no wait time was going to be more than 60 minutes.

Commissioner Neal stated, going forward he would like the Service Standards and the Title VI Report to support each other.

## 10. Capital Projects Update: Passenger Amenities Program

Dwight Norton presented the Capital Projects and the Passenger Amenities Program. This report can be found in the Operations Administration Committee PowerPoint dated June 13, 2024.

## 11. Authorizations

Office of Internal Audit and Compliance's Confidentiality Policy  
(GEN12)

[24-011](#)

In response to a question from Commissioner Richard, Malon Thompson reported that this was a new policy, and the Internal Audit job was to make sure that Work Papers are kept confidential and this policy was in line with the Internal Audit Charter that was approved last year by the Board.

Commissioner Sams moved and Commissioner Richard seconded to approve the Office of Internal Audit and Compliance's Confidentiality Policy (GEN12). The motion was approved unanimously.

A motion was made by Commissioner Sams and approved. The motion carried by the following vote:

**Aye:** Neal, and Chairperson Sams

**Absent:**

Enactment No: 24-027

A Cooperative Endeavor Agreement (CEA) between Jefferson  
Parish and the Regional Transit Authority (RTA)

[24-045](#)

In response to a question from Commissioner Sams, Lona Hankins reported that all the Paratransit matrixes are reported in the Chief Transit Officer's Report and

all the one-way trips are also being tracked across parish lines. The one-way trips were mainly at hospitals and centers. Paratransit was going to get updated software that will help with on demand rides.

Commissioner Sams moved and Commissioner Richard seconded to approve the Cooperative Endeavor Agreement (CEA) between Jefferson Parish and the RTA. The motion was approved unanimously.

A motion was made by Commissioner Sams and approved. The motion carried by the following vote:

**Aye:** Neal, and Chairperson Sams

**Absent:**

Enactment No: 24-033

## 12. Audience Questions & Comments

Valerie Jefferson - NAACP - asked if the RTA prefer if the union goes through the Committee Meetings first with its concerns, before it goes through the full Board and if so, does staff have a protocol for the union when reporting to the Board.

## 13. New Business

None

## 14. Adjournment

Commissioner Richard moved and Commissioner Sams seconded to adjourn the Operations and Administration Committee Meeting for June 13, 2024. The meeting was adjourned unanimously.

A motion was made by and adjourned. The motion carried by the following vote:

**Aye:** Neal, and Chairperson Sams

**Absent:**

[Committee PowerPoint Presentation]

[24-059](#)