



January 9, 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, January 9, 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**



Agenda

3. Consideration of Meeting Minutes



Agenda

4. Committee Chairman's Report



Agenda

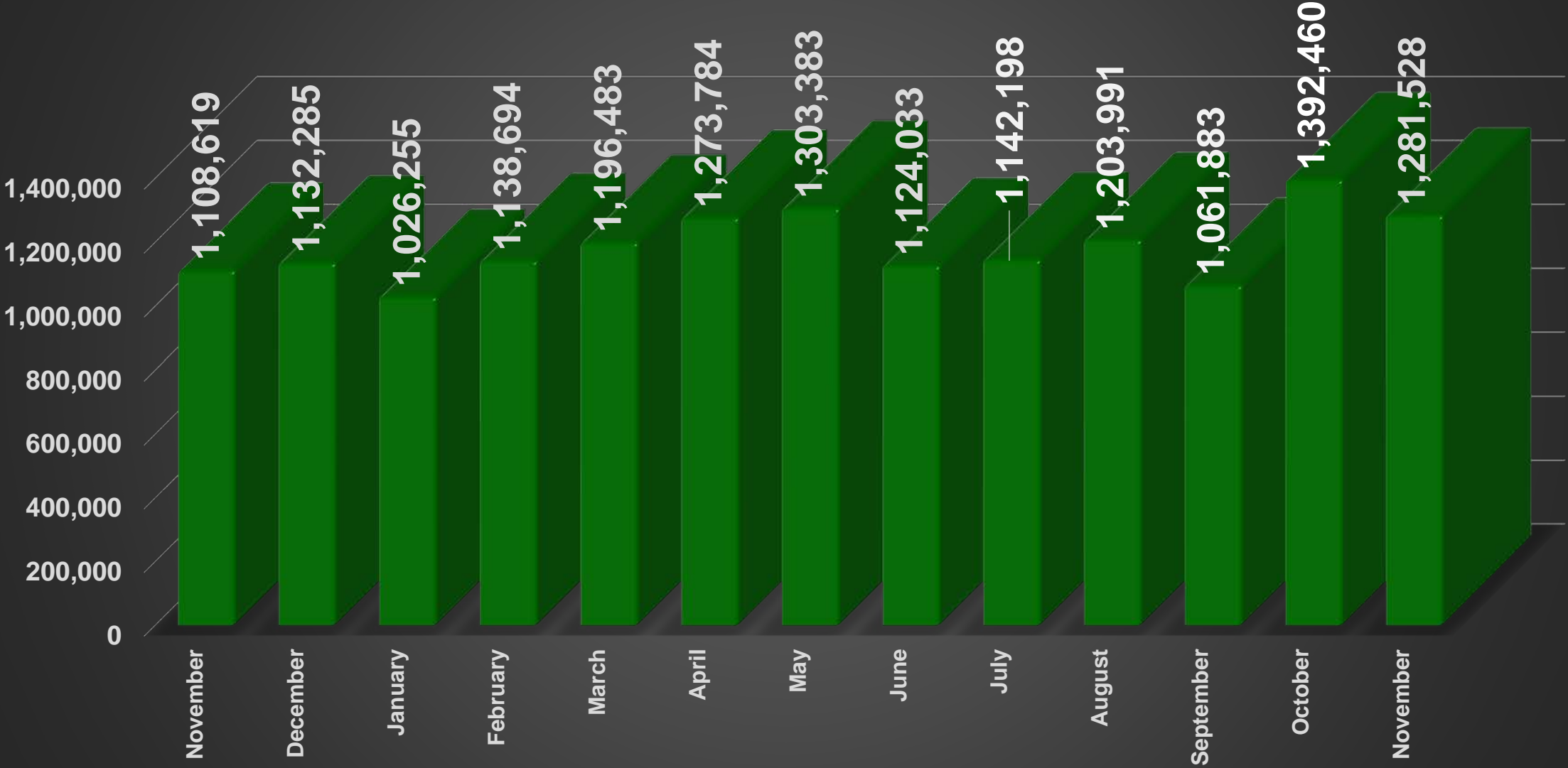
5. Chief Executive Officer's Report



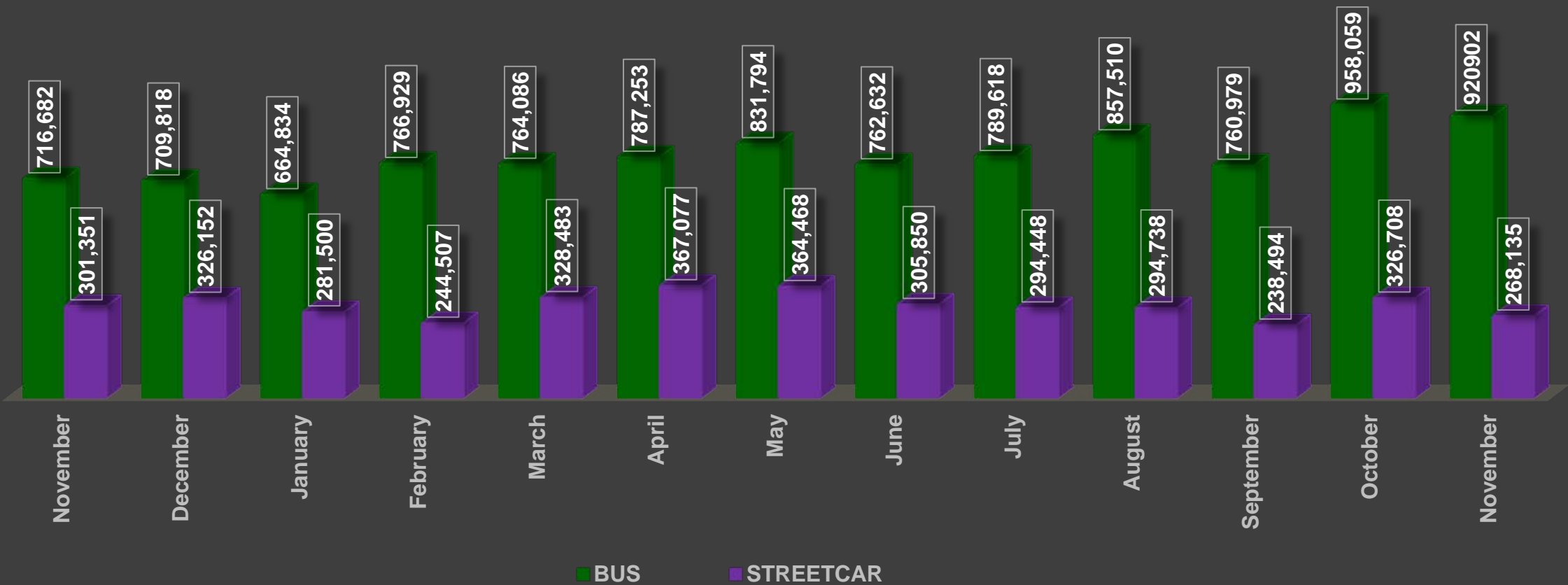
Agenda

6. Chief Transit Officer's Report

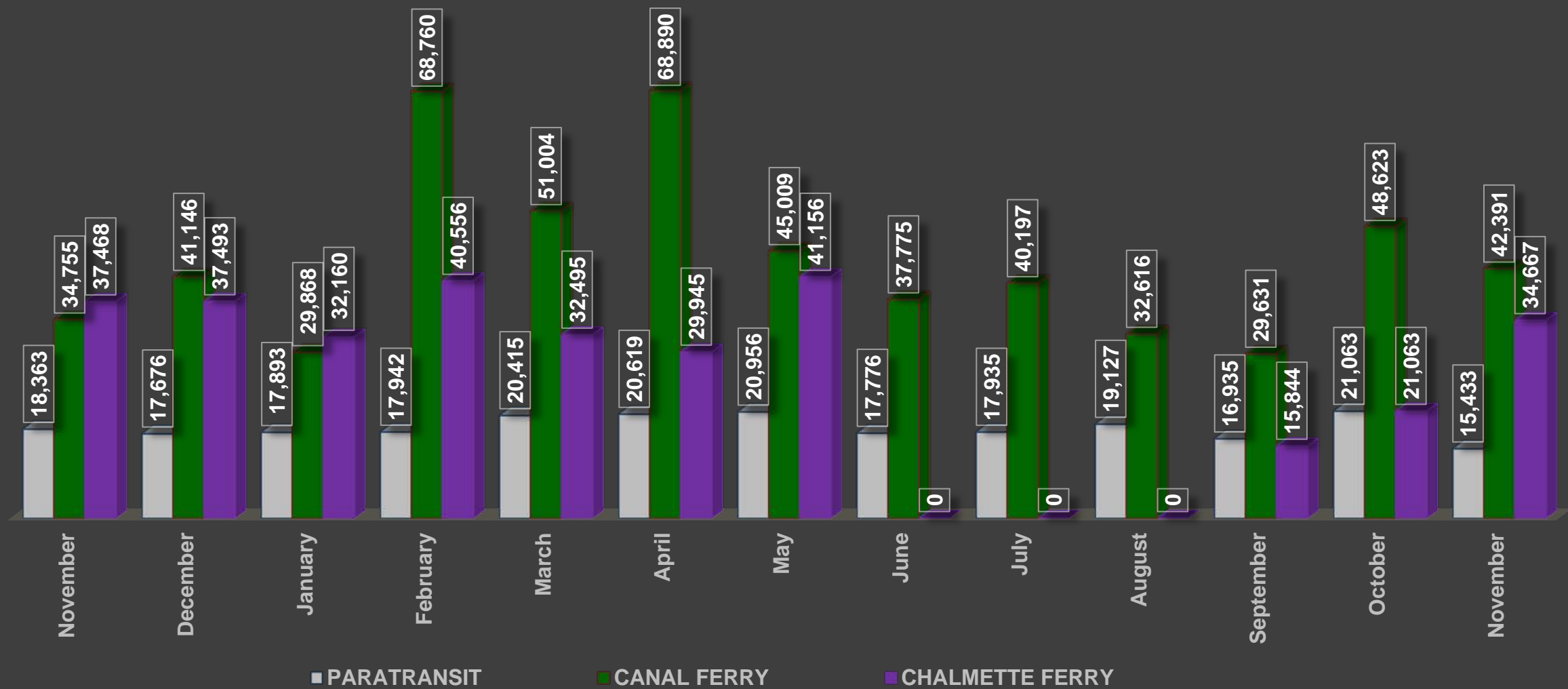
TOTAL RIDERSHIP - BUS, STREETCAR, PARATRANSIT & FERRY



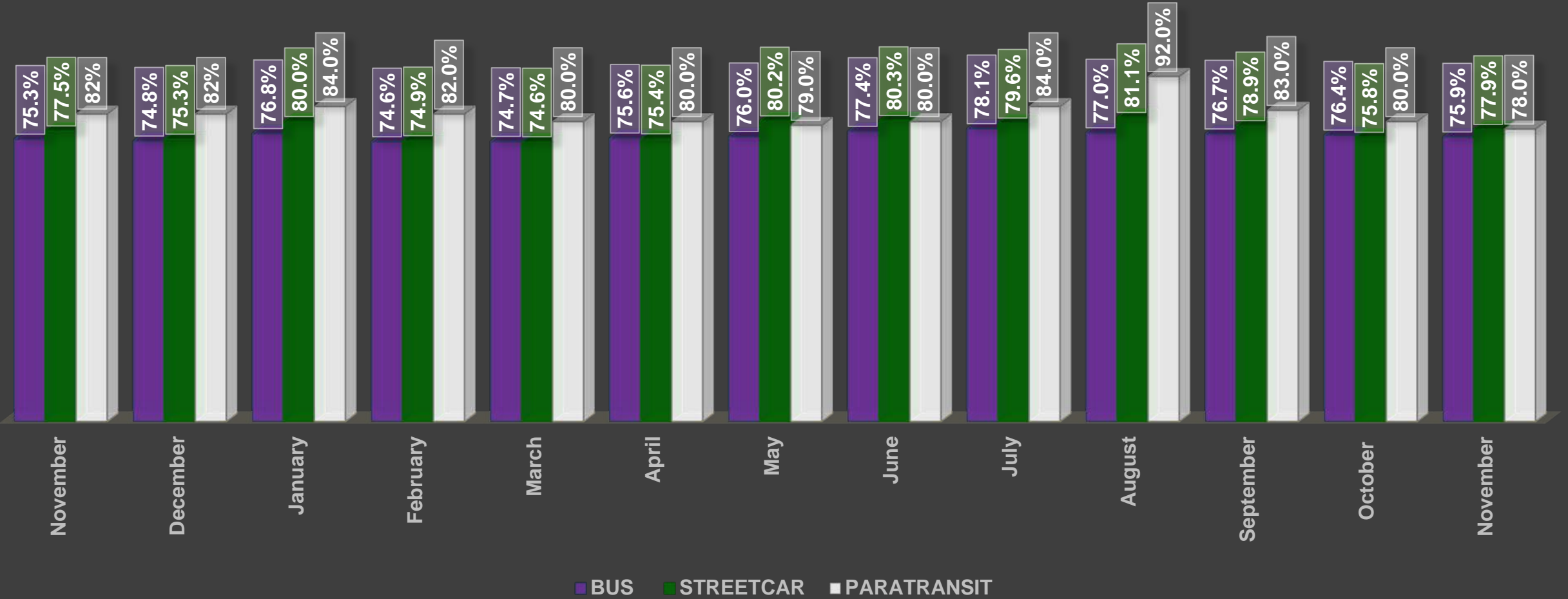
BUS & STREETCAR RIDERSHIP | NOVEMBER 2024



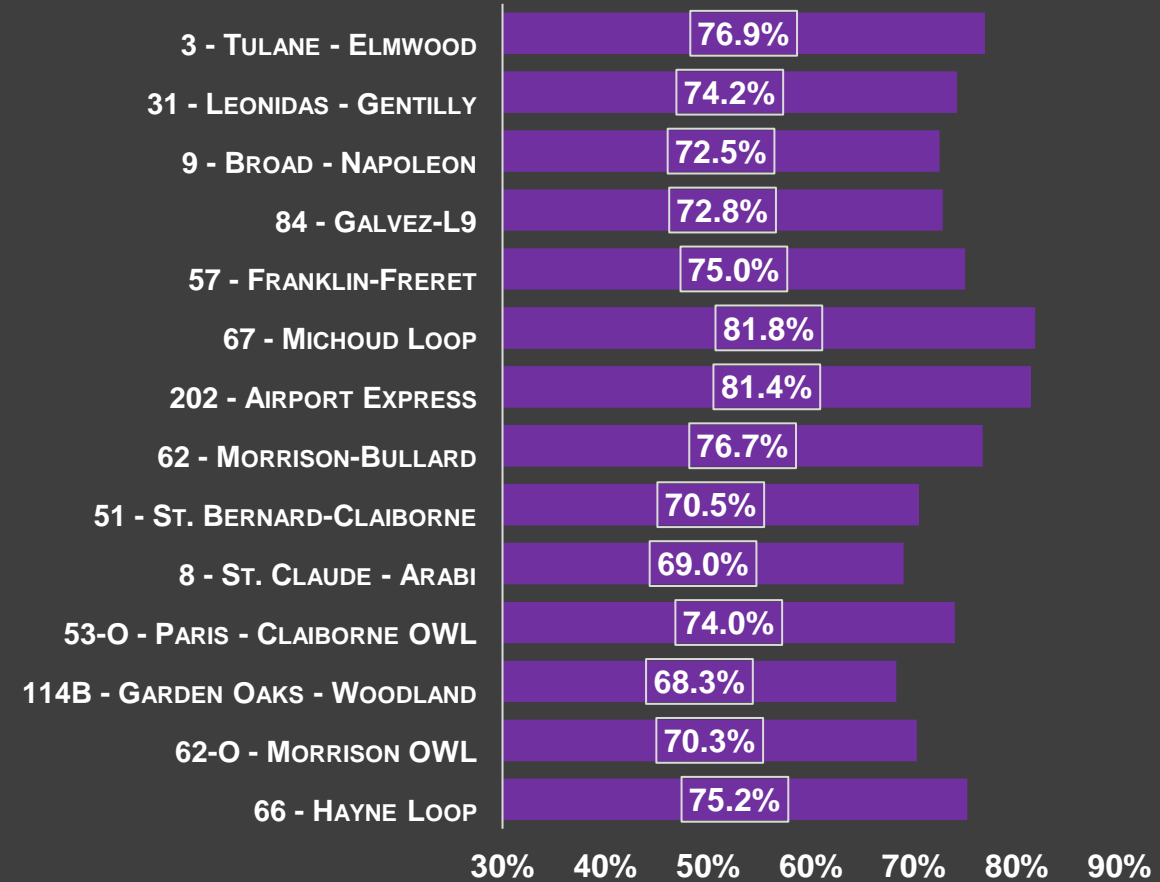
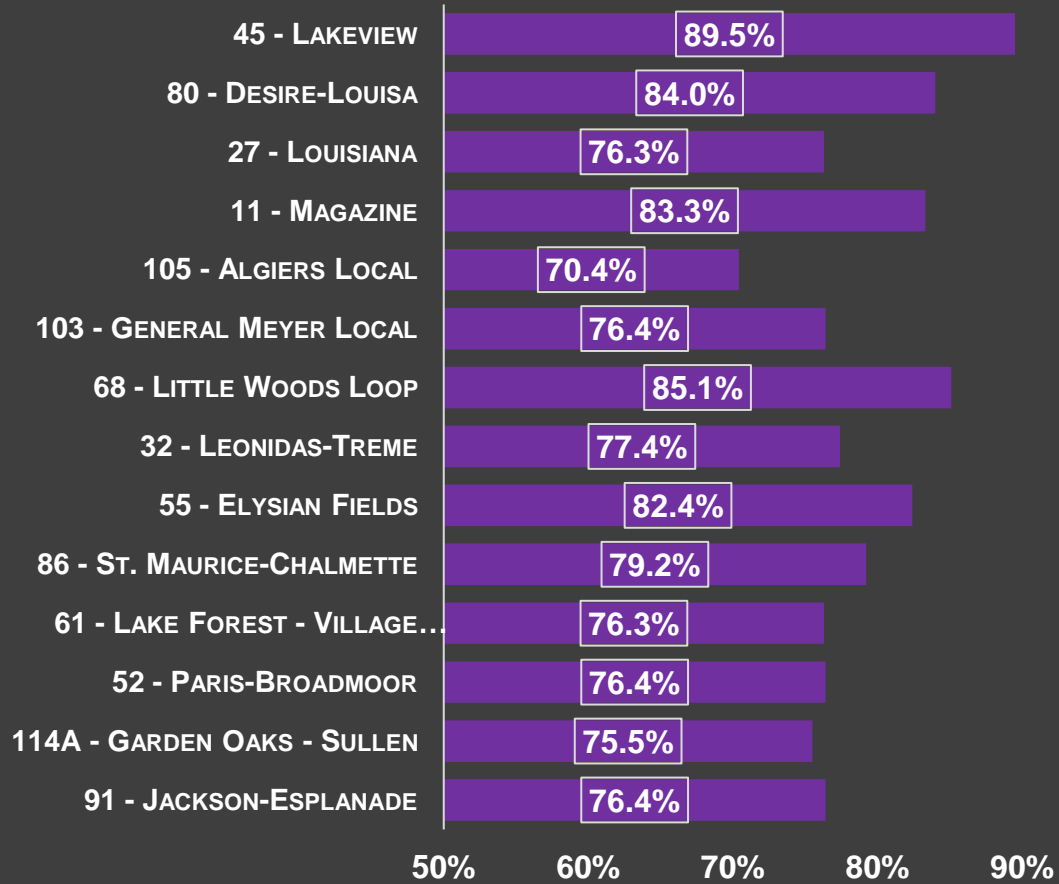
PARATRANSIT & FERRY RIDERSHIP | NOVEMBER 2024



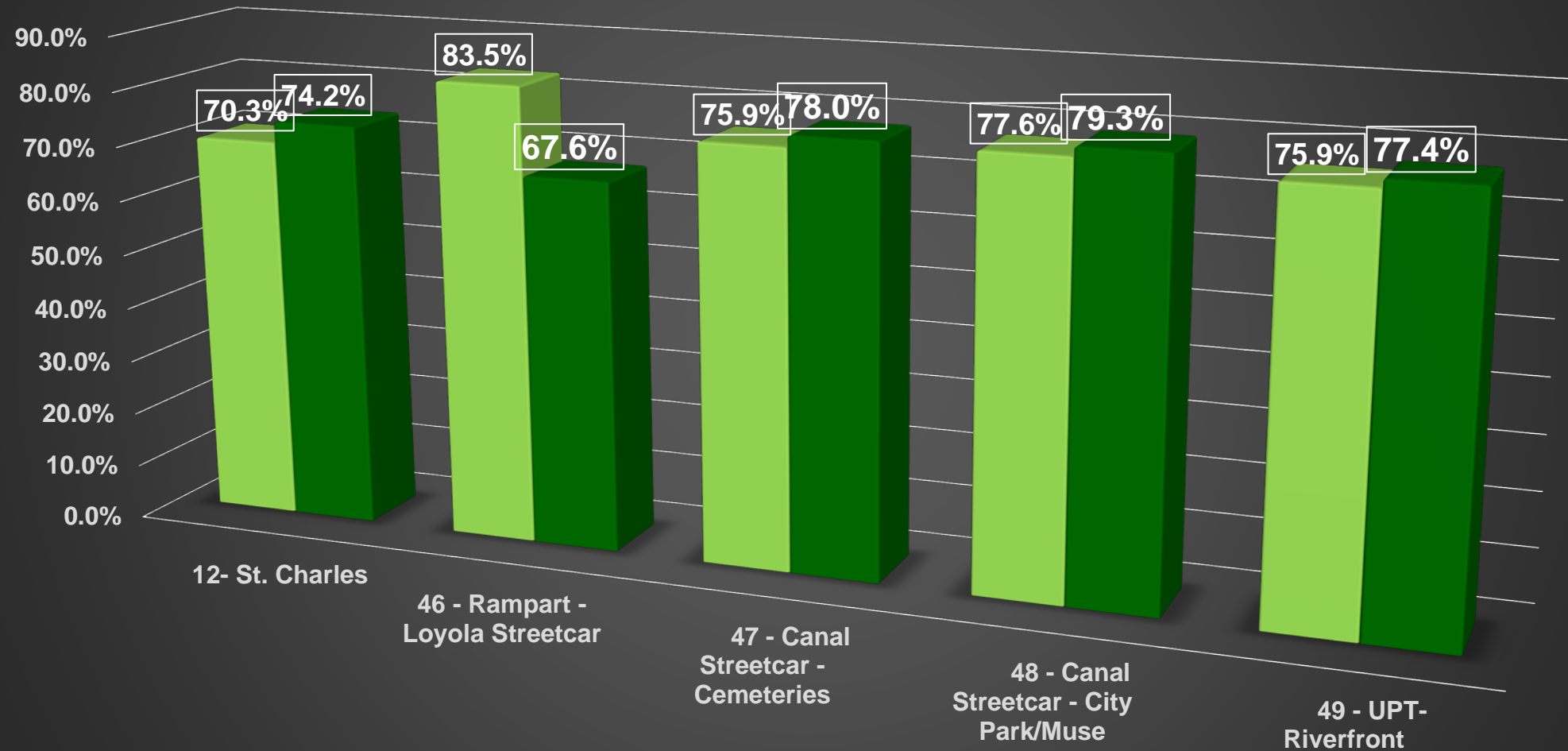
ON-TIME PERFORMANCE | BUS, STREETCAR & PARATRANSIT



BUS ON-TIME PERFORMANCE BY ROUTE

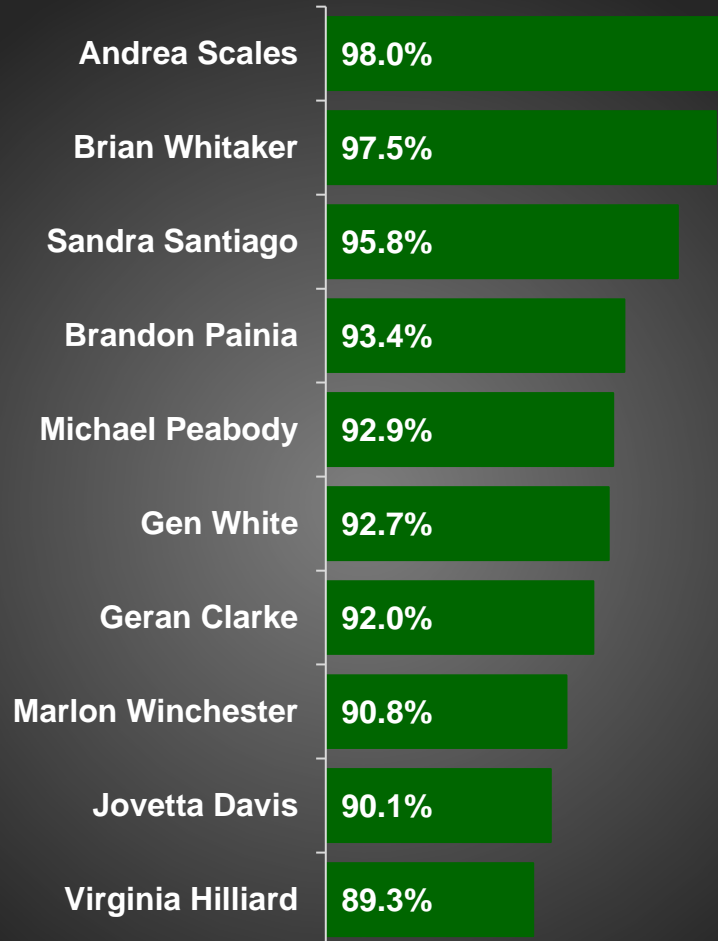


STREETCAR ON-TIME PERFORMANCE | NOVEMBER 2024

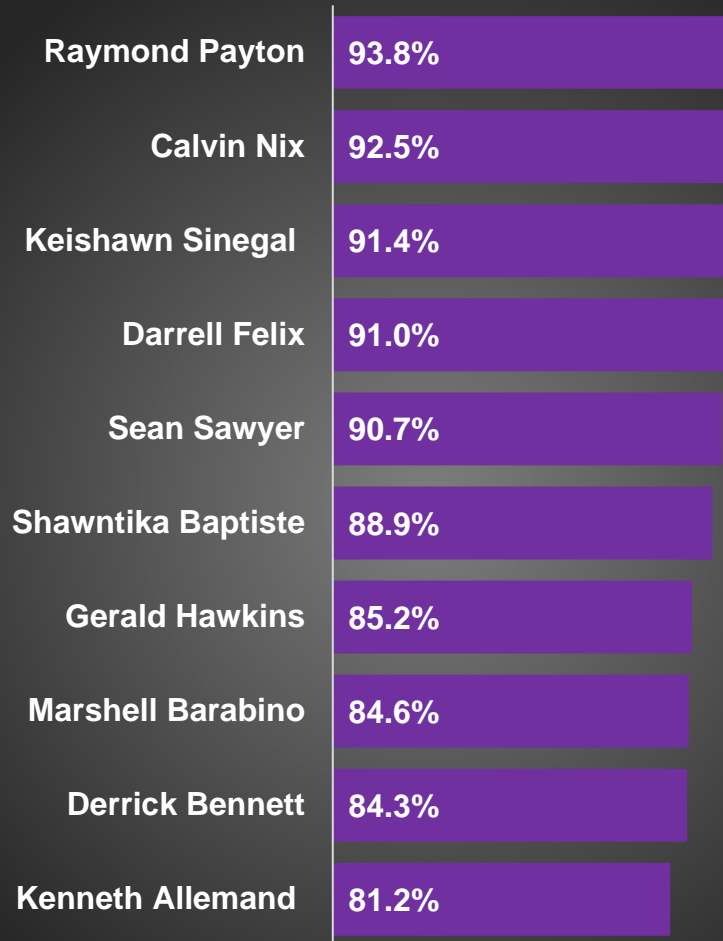


TOP ON-TIME *PERFORMER* BY MODE

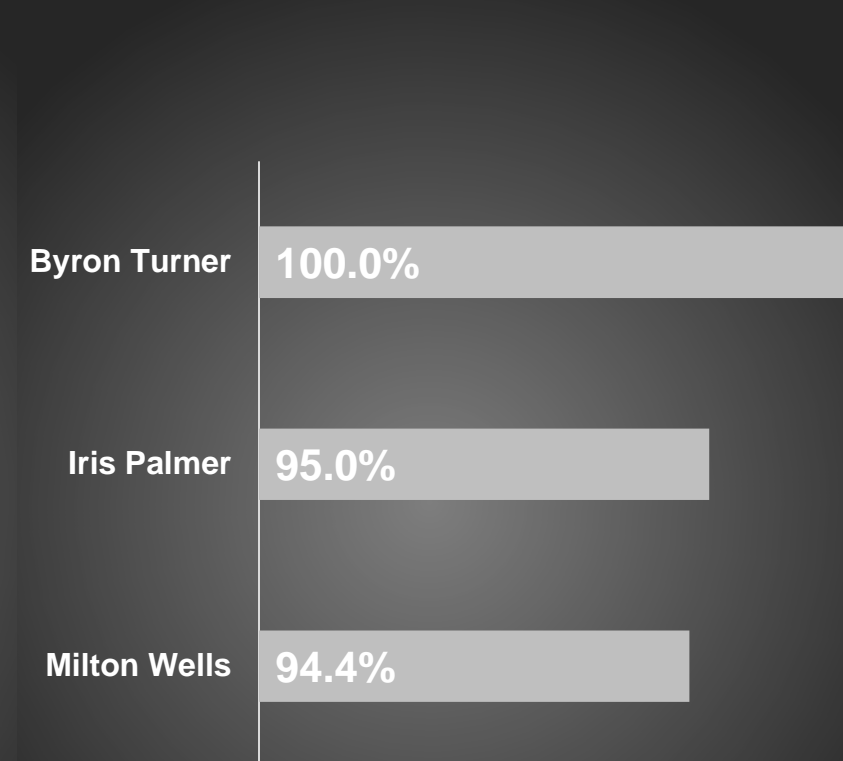
BUS



STREETCAR

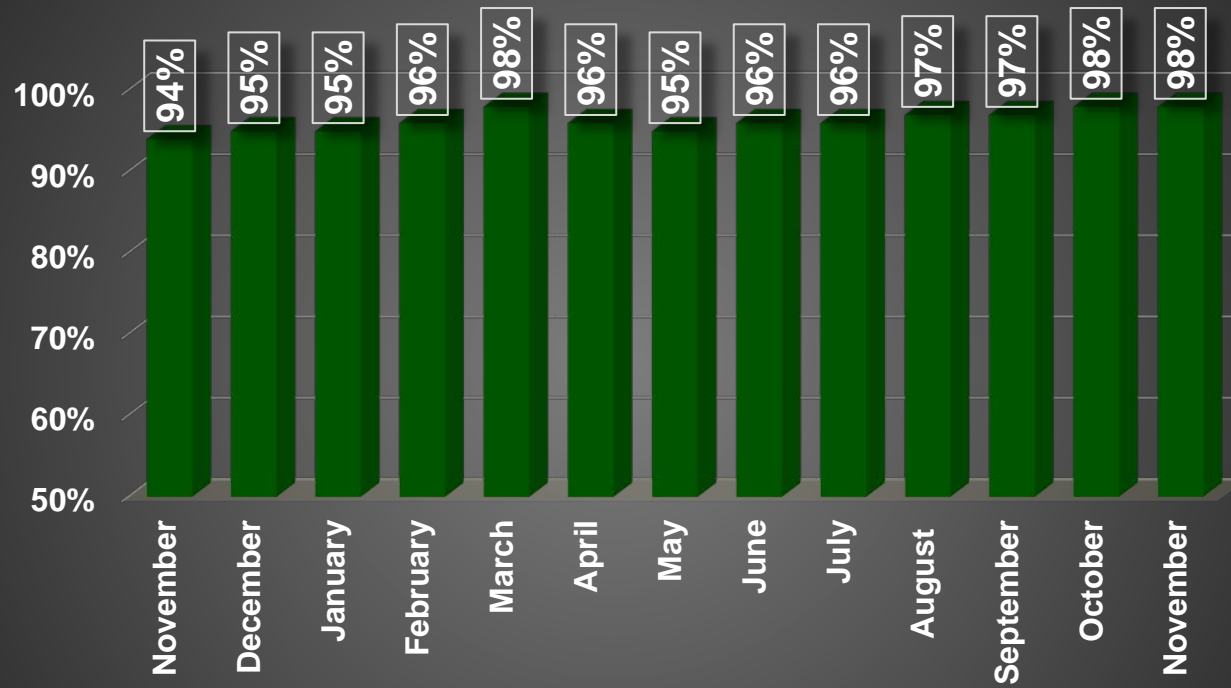


PARATRANSIT

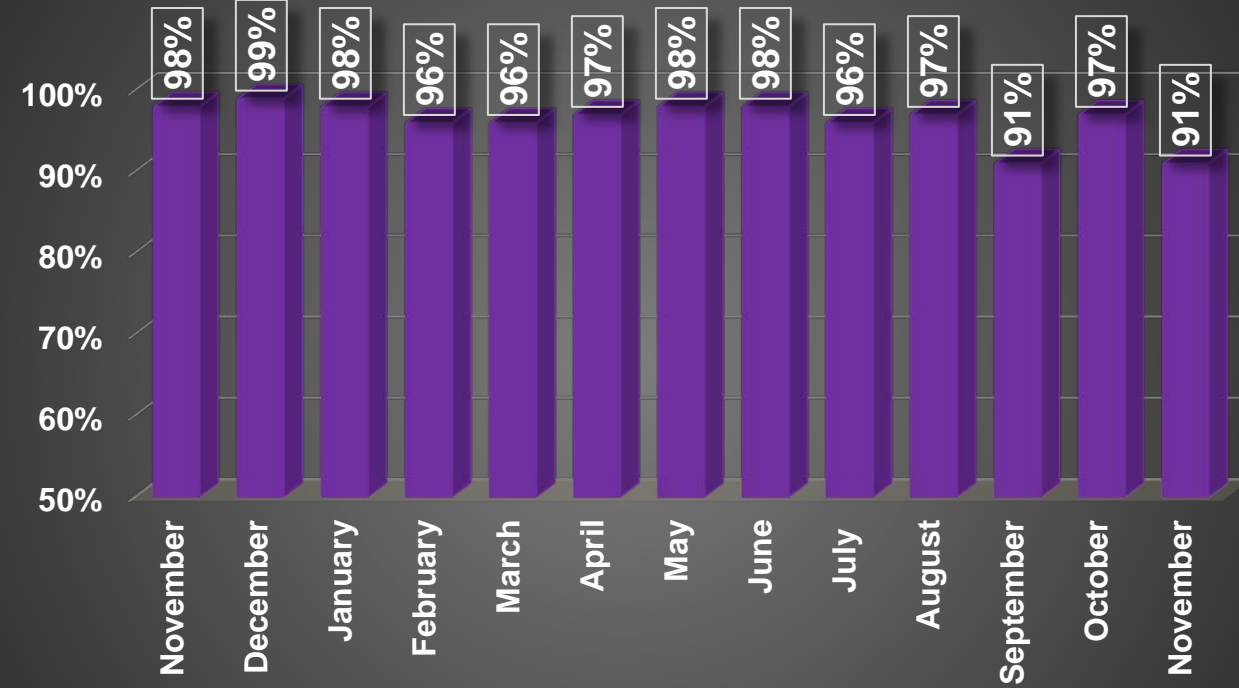


TOP ON-TIME *PERFORMER* BY MODE

TOTAL BUS SERVICE DELIVERY

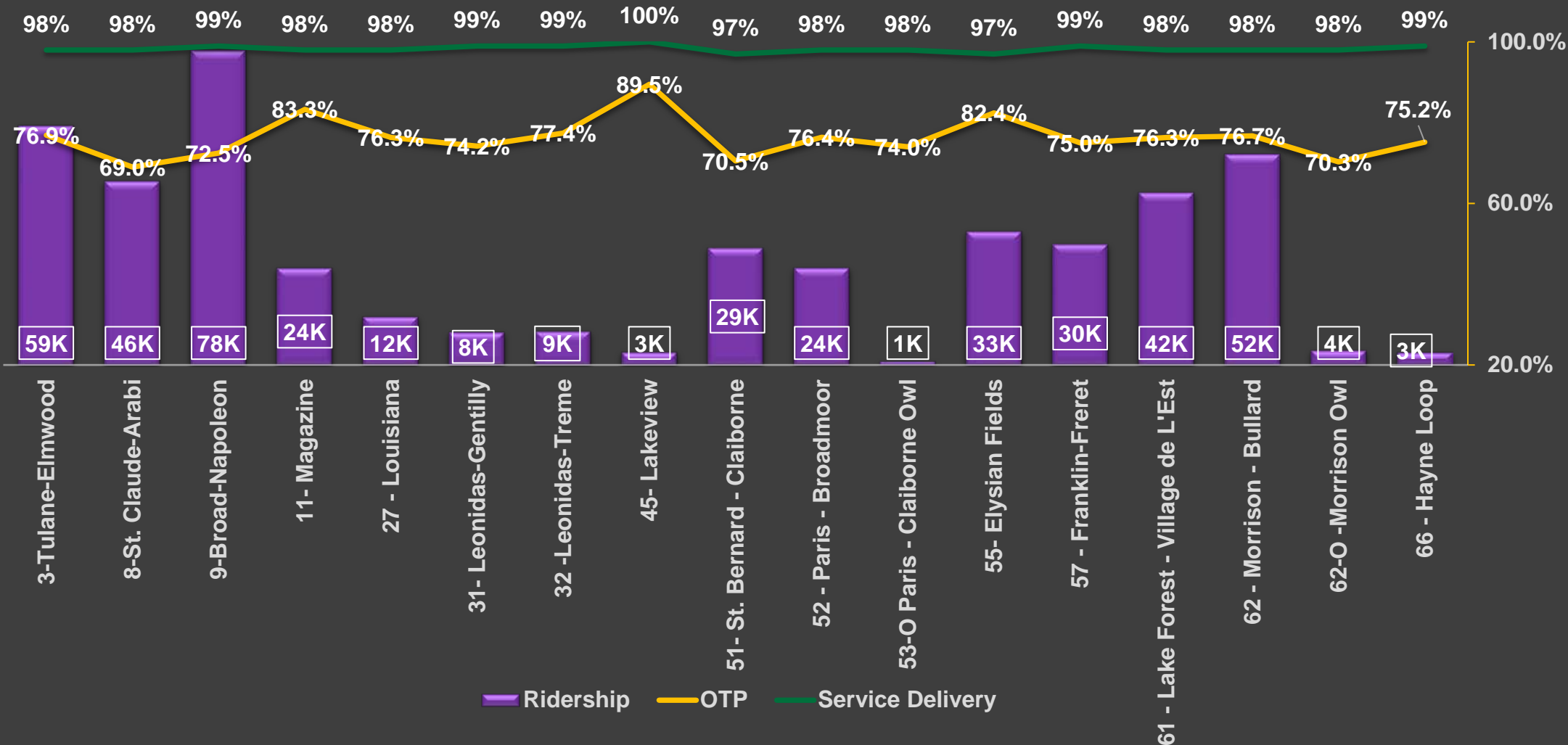


TOTAL STREETCAR SERVICE DELIVERY

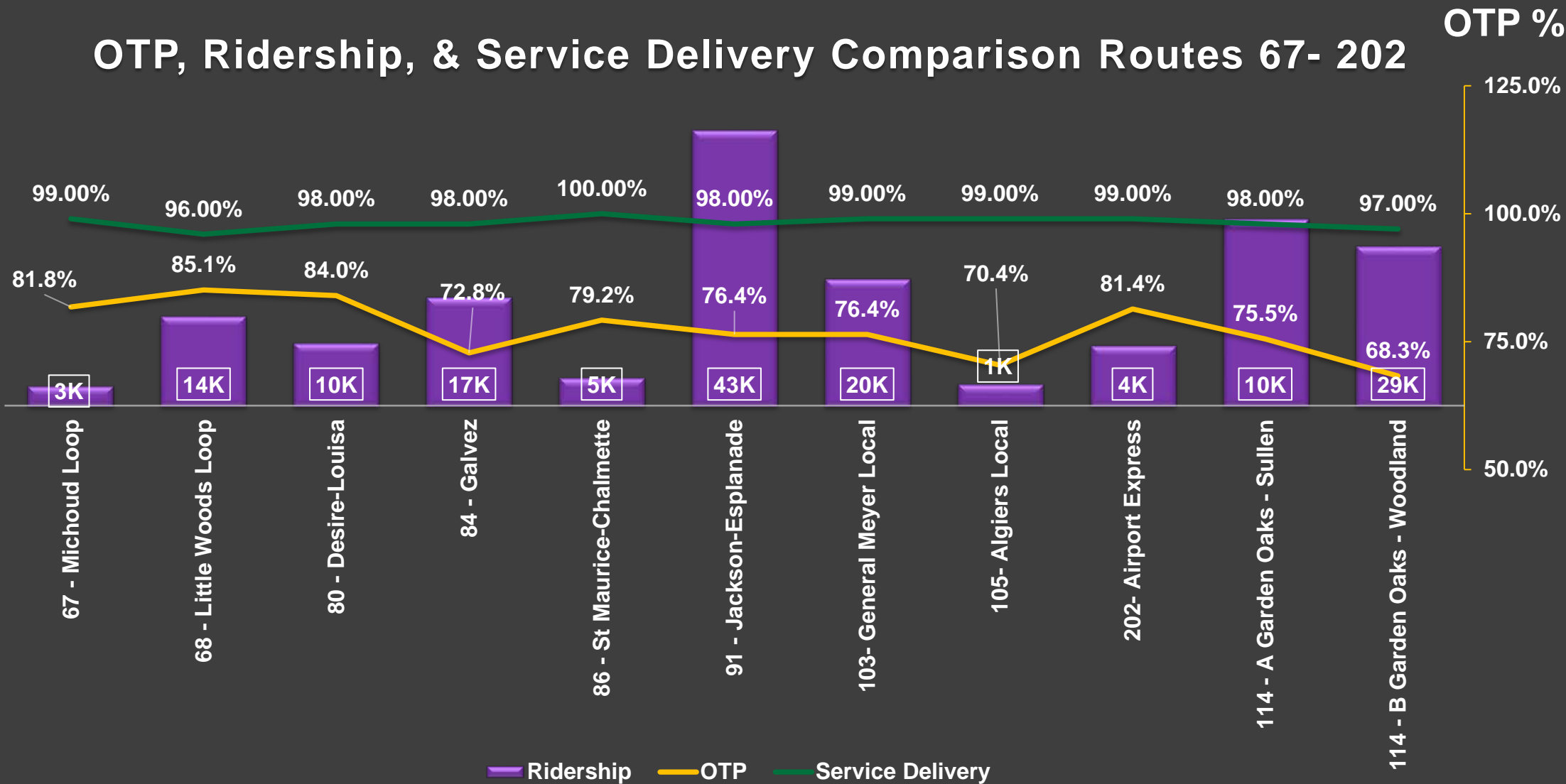


OTP, RIDERSHIP, & SERVICE DELIVERY COMPARISON ROUTES 3 – 66

OTP %



OTP, Ridership, & Service Delivery Comparison Routes 67- 202

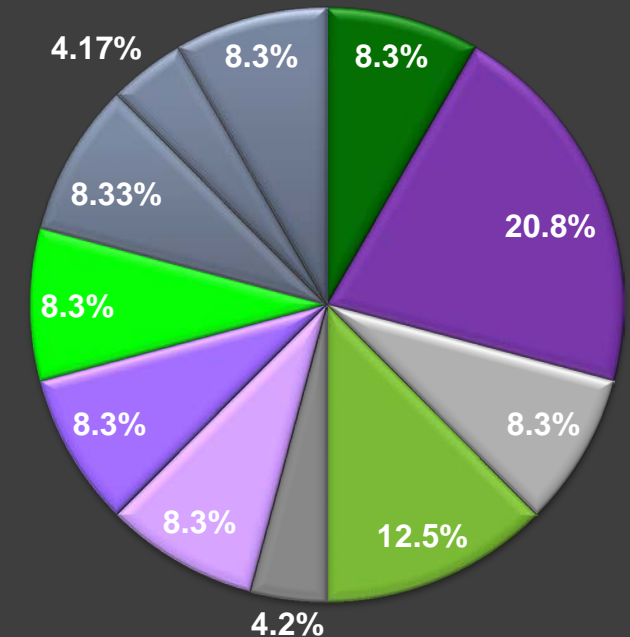


LONG-TERM DETOURS AFFECTING ALL MODES

Routes Affected by Long-Term Detours	Cause
8 – Bienville/ Rampart	Hole in Street
11 – Magazine	Hole in Street
31 – DeSaix Bridge	Road Construction
31 & 32- Pitts/Broadway	Hole in Street
31 & 32 – Leonidas/Treme	Road Construction
55 - Haynes	Hole in Street
57 – Pitts/Broadway	Hole in Street
57 – Broadway/Freret	Road Construction
91 – Bienville/Rampart	Hole in Street
103 – Desaix Bridge	Road Construction
114A & 114B – Sandra/Gen Degaulle	Hole in Street
114B - Woodland	Street Buckling

PERCENTAGE OF TEMPORARY DETOURS BY CAUSE

- Special Events
- Second Line/Parade
- S &WB
- Police Activity/Fire
- Foot Race
- Road Work
- Saints Party
- Saints Game
- Illegal Parking
- Power Line
- Filming



Questions?



Agenda

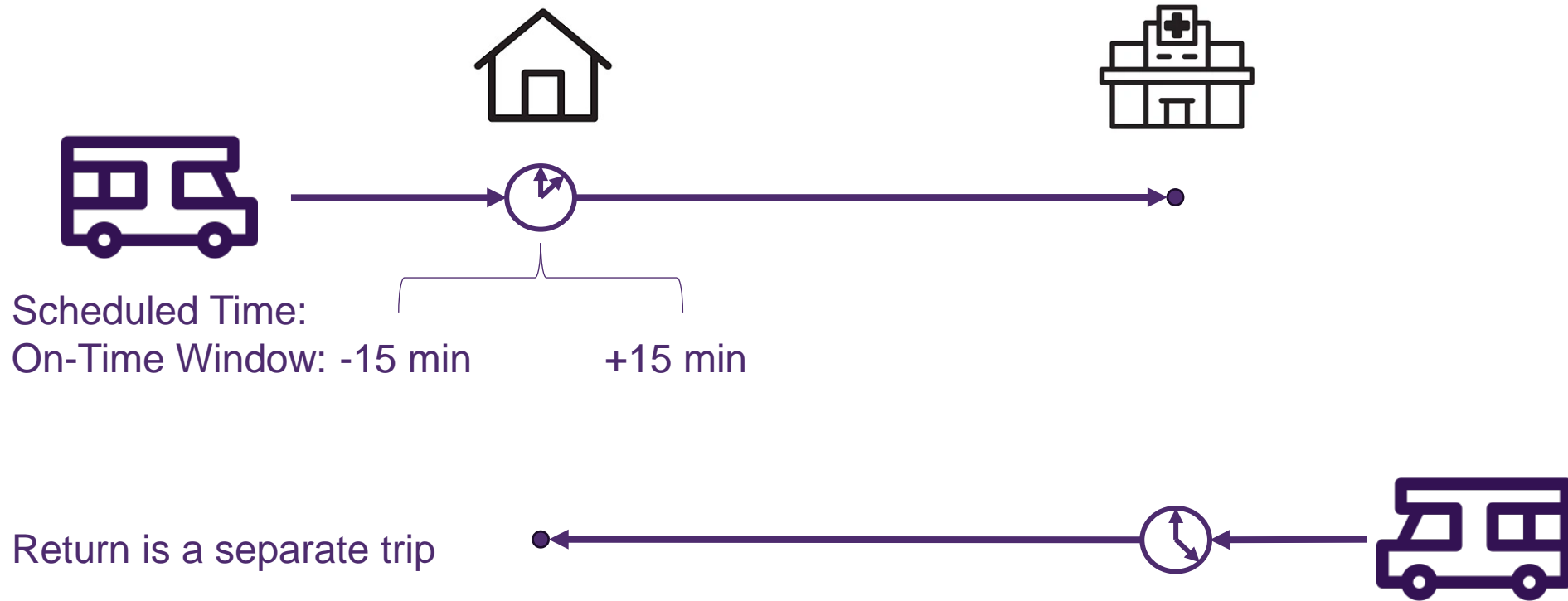
7. New On-Time Performance (OTP) Calculation for Paratransit Presentation

OVERVIEW

- On-Time Definition
- Current OTP Methodology
- Updated OTP Methodology
- Opportunities with New Software

ON-TIME DEFINITION

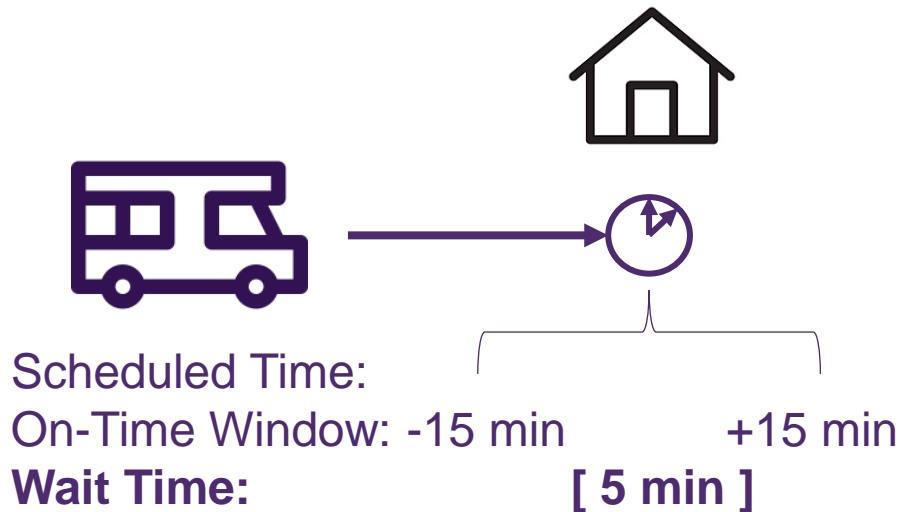
An “On-Time” trip, is currently defined as vehicle arriving within 15 minutes (and 59 seconds) before or after the client’s Scheduled Pick-up Time...



ON-TIME DEFINITION

Trips do not always go as scheduled...

Trips are coded based on what happened...



Client cancels ahead of time:

- Same Day Cancellation (CS)
- Late Cancellation (LC)

Client not available:

- No Show (NS)
- Cancel at the Door (CD)
- Missed booking but Transported at a later time (NT)

Other issues:

- Site Closure Cancel (CC)
- User Error Cancel (CE)

...When the client is a No Show, Cancels at Door, or Missed but Transported Later, a trip is measured as On-Time ONLY IF the driver has waited at least 5 minutes within that On-Time Window before departing

ON-TIME DEFINITION

Example Trips:

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Schedule Time:	11:30a	11:30a	11:30a	11:30a	11:30a	11:30a
Vehicle Arrives:	11:20a	11:20a	11:46a	11:10a	11:10a	<no data>
Client is..	Ready	No Show	Ready	Ready	No Show	Ready
Vehicle Departs:	11:23a	11:26a	11:49a	11:16	11:20	<no data>
Wait Time	-	6m	-	-	5m	-
Trip Is..	On-Time	On-Time	Late	Early	Early	?

CURRENT OTP METHODOLOGY

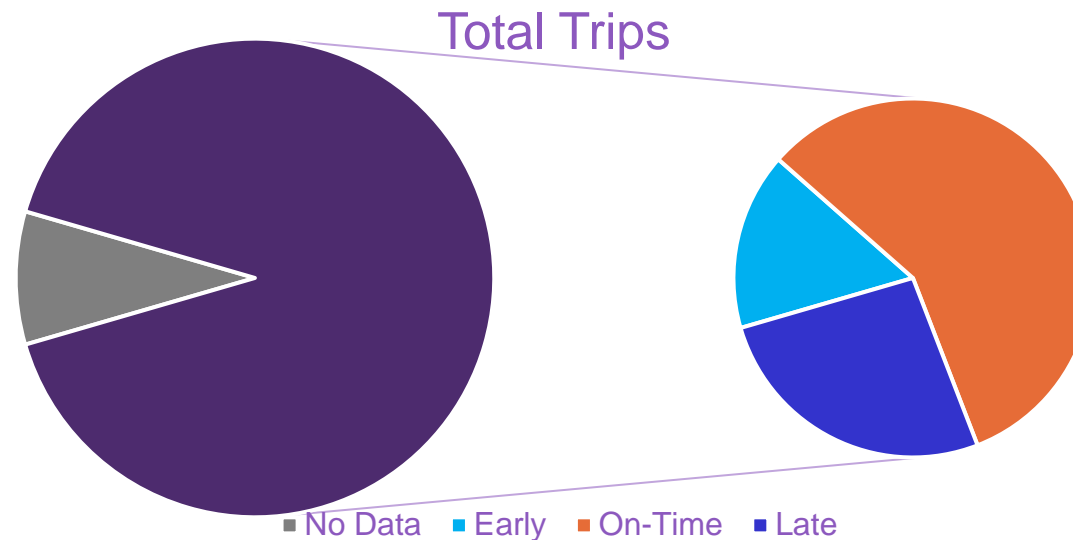
$$\frac{\text{Total Trips} - \text{Late Trips}}{\text{Total Trips}}$$

Overly simplified calculation is based on rules for reporting that were setup many years ago in current Paratransit software, Trapeze.

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Schedule Time:	11:30a	11:30a	11:30a	11:30a	11:30a	11:30a
Vehicle Arrives:	11:20a	11:20a	11:46a	11:10a	11:10a	<no data>
Client is..	Ready	No Show	Ready	Ready	No Show	Ready
Vehicle Departs:	11:23a	11:26a	11:49a	11:16	11:20	<no data>
Wait Time	-	6m	-	-	5m	-
Trip Is..	On-Time	On-Time	Late	Early	Early	?
PREVIOUS OTP	On-Time	On-Time	Late	On-Time	On-Time	On-Time

UPDATED OTP METHODOLOGY

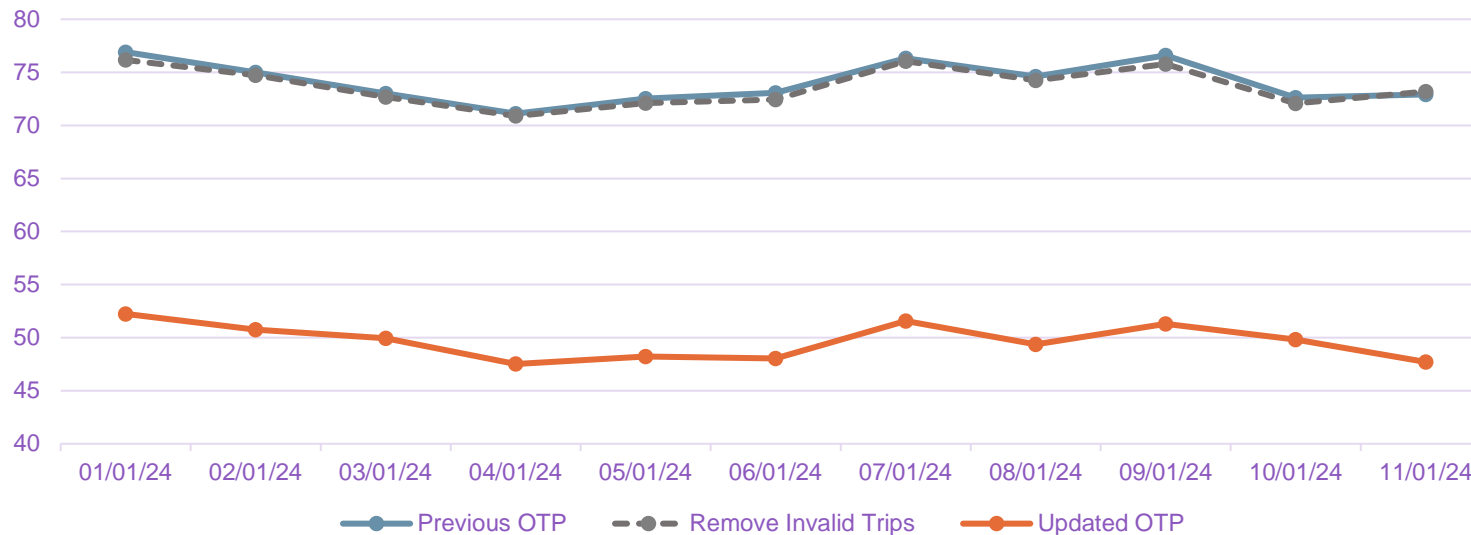
1. Removes trips where there is no arrival and departure data (9.0% in 2024)
2. Remove Early Trips
3. 5+ minute Wait Time for No Shows and Cancelled at Door trips



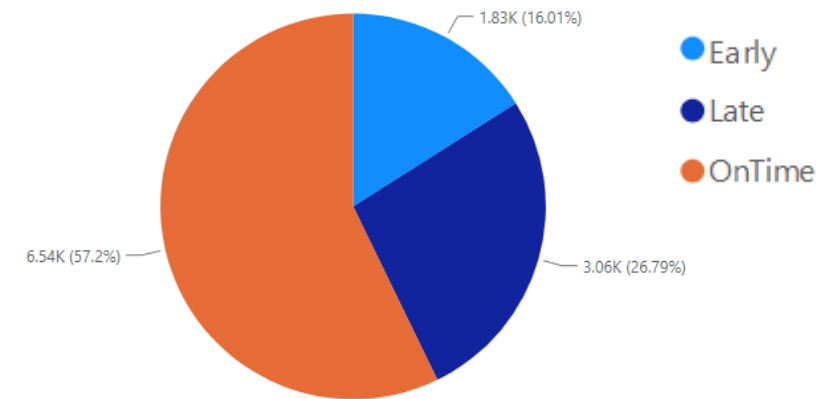
UPDATED OTP METHODOLOGY

Going forward, OTP reporting will reflect updated methodology with historic context and additional overview information:

Comparing OTP Results for 2024 Data



November 2024 Breakdown



OPPORTUNITIES WITH NEW SOFTWARE

RTA staff has conducted a solicitation for new Paratransit software for scheduling, routing, eligibility and reporting. Future performance reporting could also include:

- Destination arrival data
- Trip travel time data
- Etc.

Anticipate roll-out is mid to late 2025.

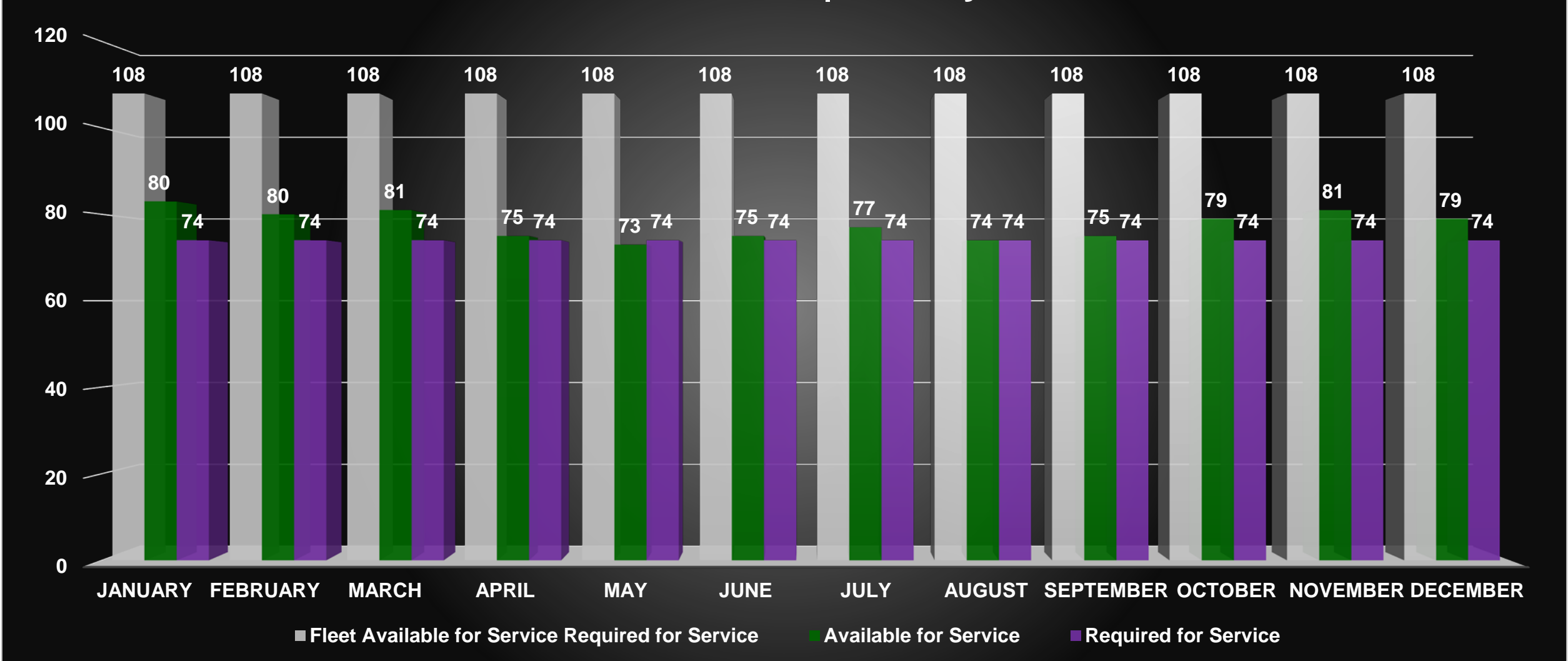
Questions?



Agenda

8. Chief Asset Manager Officer's Report

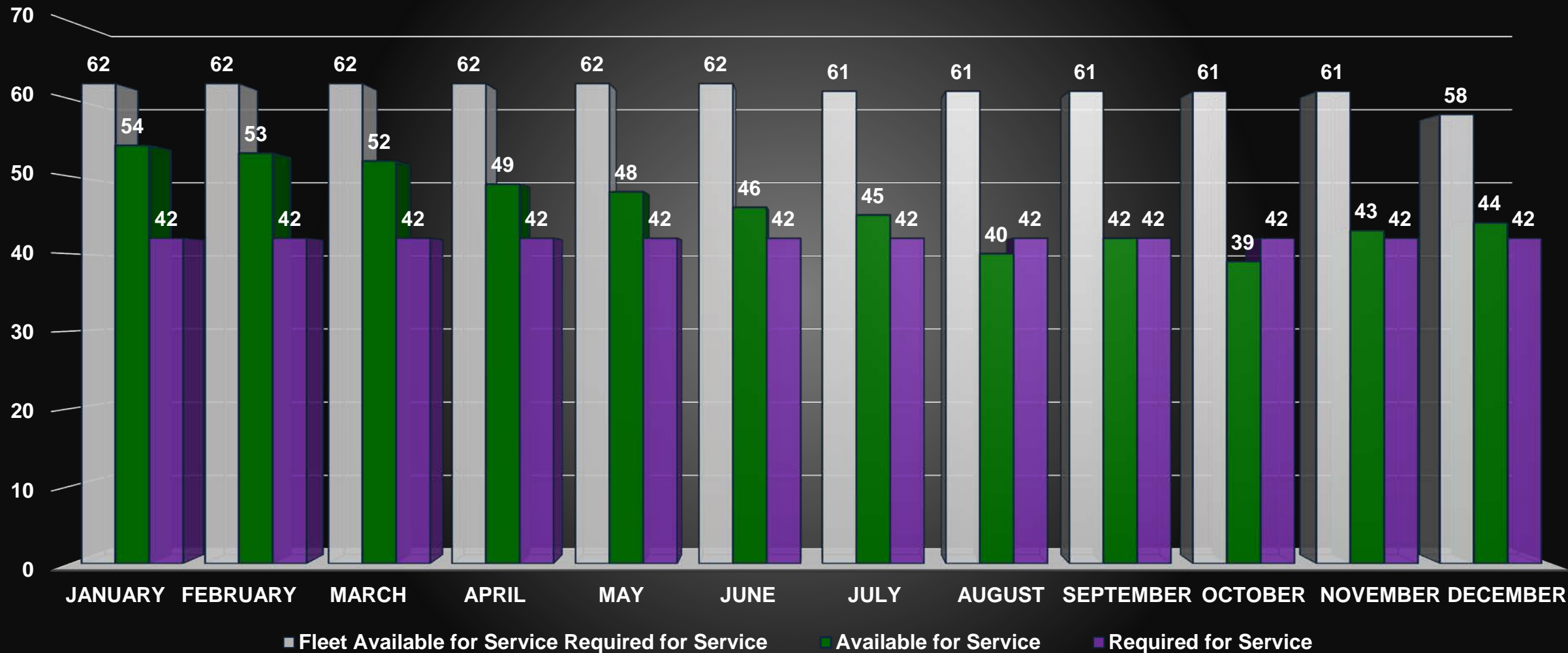
Fixed Route Fleet Overview| January 2024 – December 2024



BUS FLEET AVAILABILITY: For December, the Agency saw a decrease by 2 in the number of available buses from the prior month.

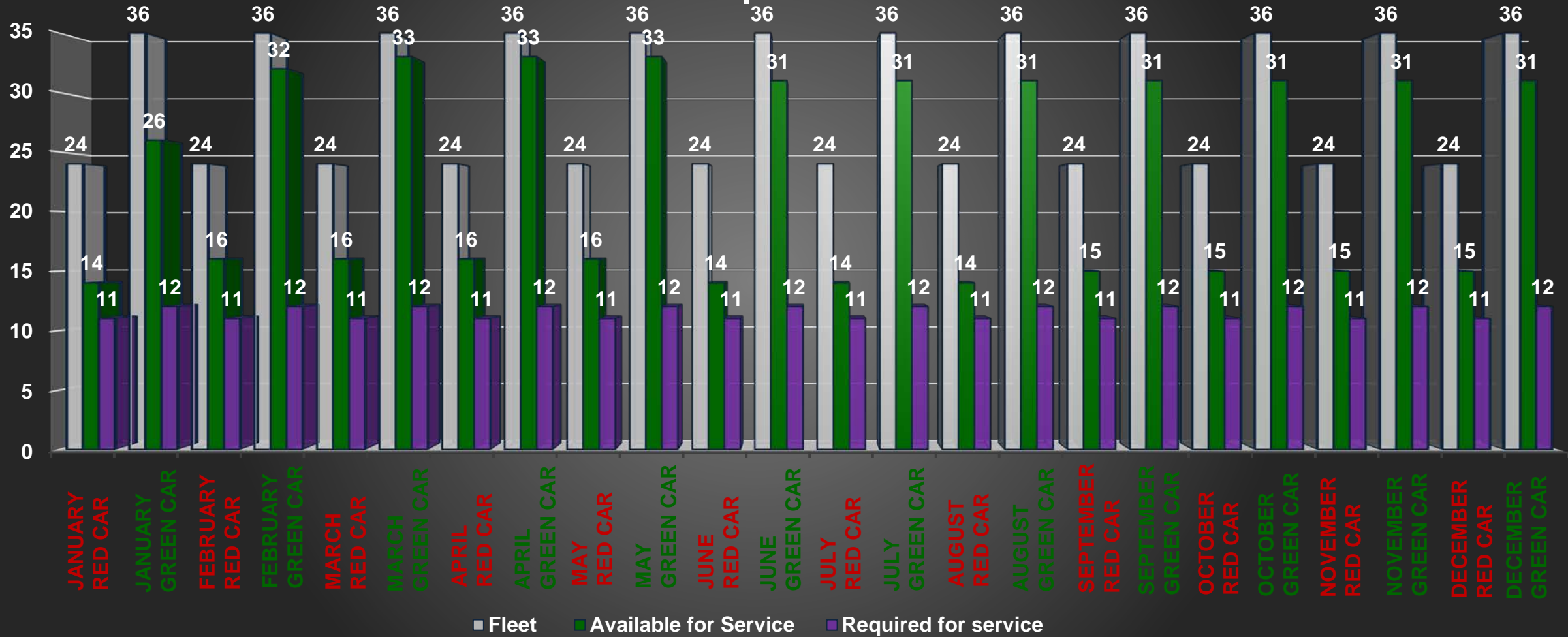


Paratransit Fleet Overview| January 2024 – December 2024



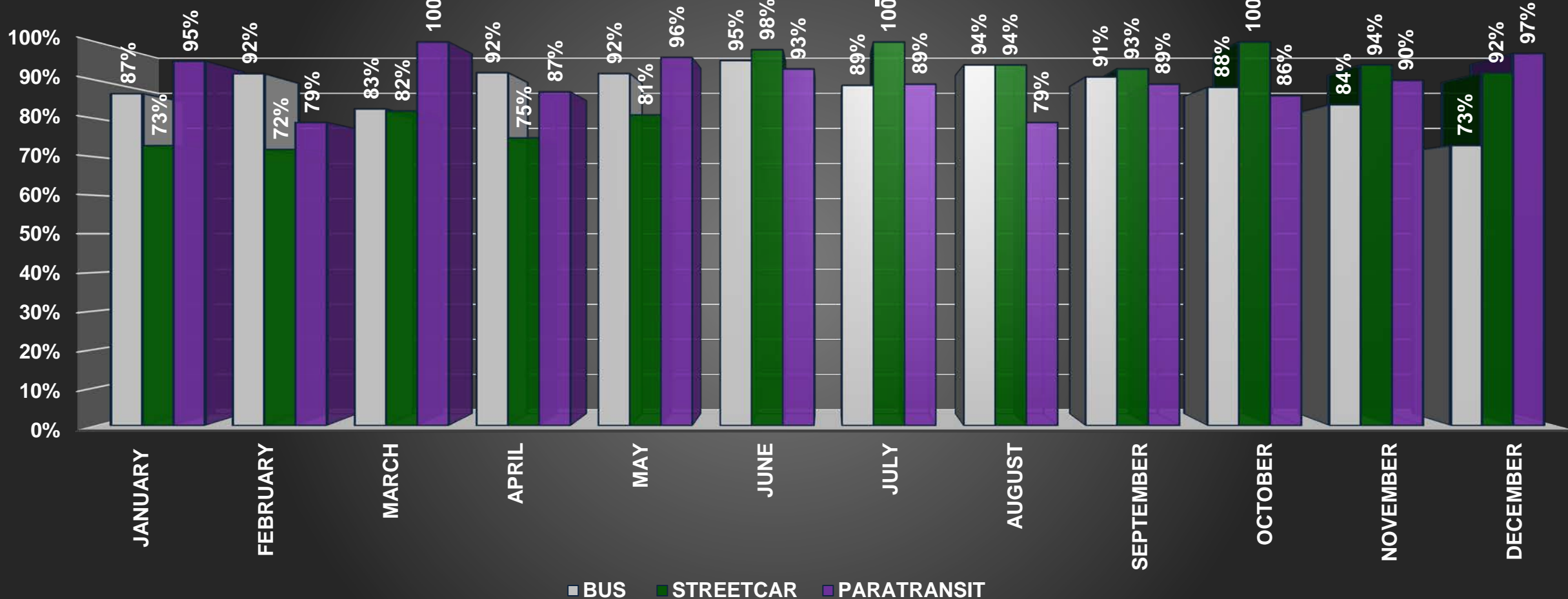
PARATRANSIT FLEET AVAILABILITY: Paratransit availability increased by 1 from the previous month.

STREETCAR FLEET OVERVIEW| JANUARY 2024 – DECEMBER 2024



STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on both the Red and Green cars for the month of November.

PREVENTATIVE MAINTENANCE COMPLIANCE | JANUARY 2024 – DECEMBER 2024



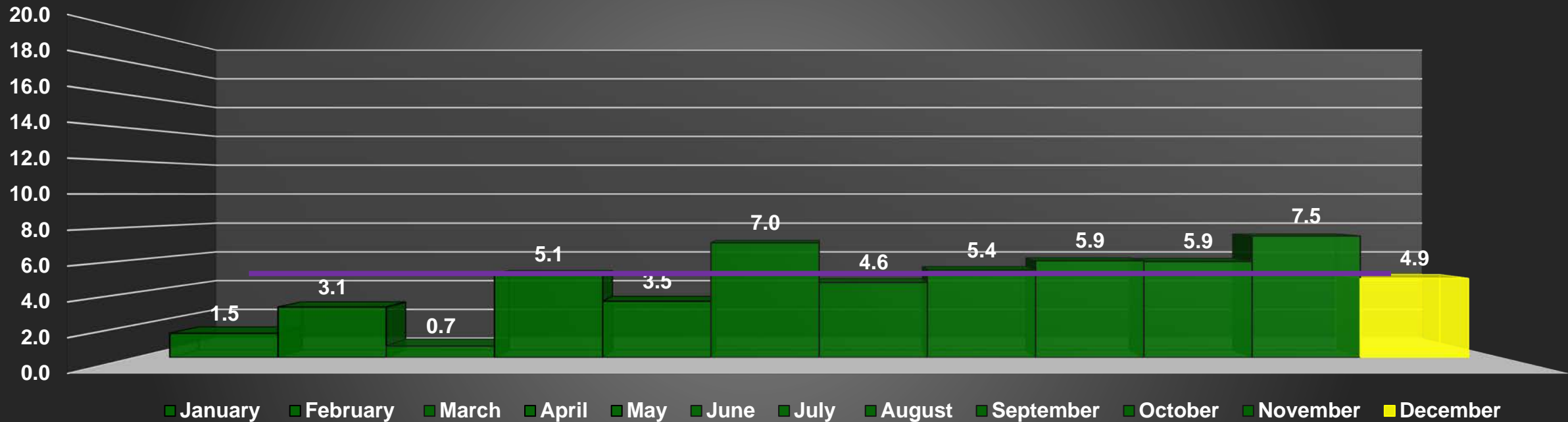
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance decreased by 11% for December. Streetcar PMs decreased by 2% and paratransit increased by 7%. Our PM Compliance goal remains at 90%.

ROAD CALLS PER 100K MILES BUS | DECEMBER 2024



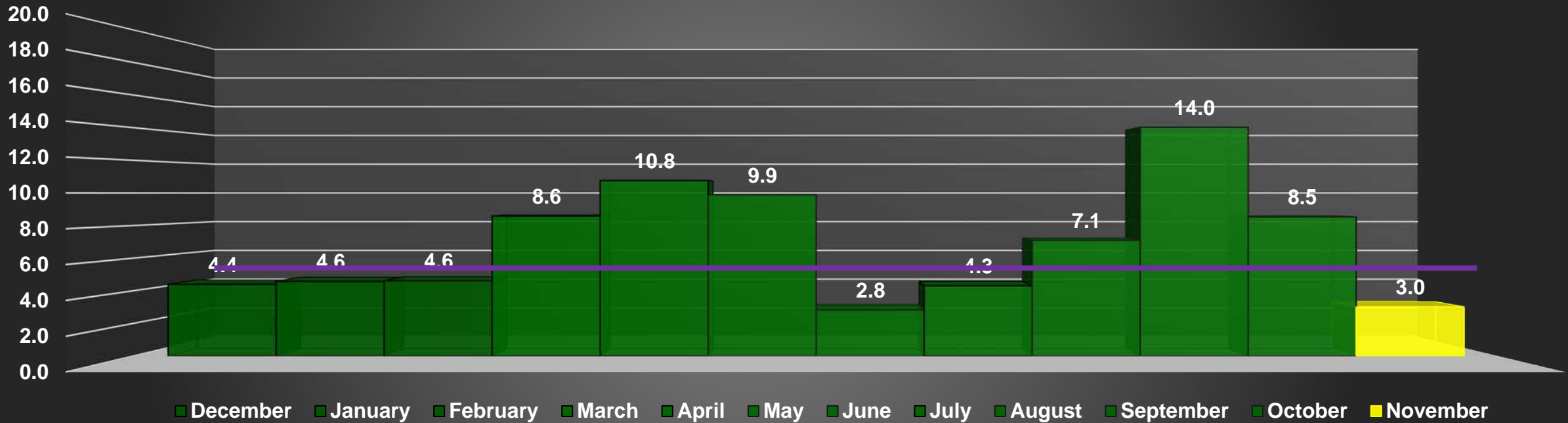
ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have decreased by 2.42 from the previous month with the goal still set at under 13.

ROAD CALLS PER 100K MILES PARATRANSIT | DECEMBER 2024



ROAD CALL MILEAGE: Paratransit decreased the number of road failures by 2.6, with a goal of under 5 for chargeable mechanical road failures per 100,000.

ROAD CALLS PER 100K MILES STREETCAR | NOVEMBER 2024

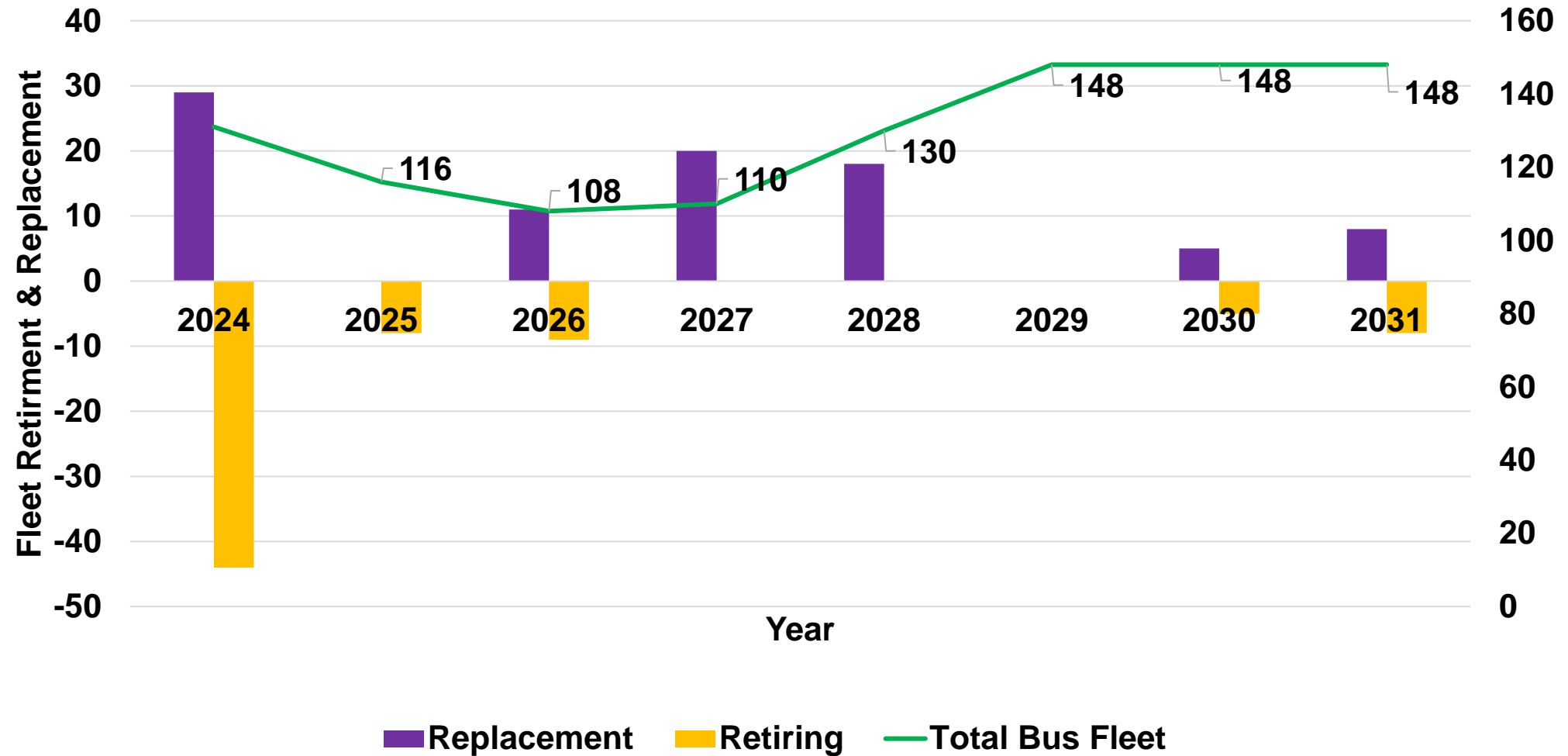


ROAD CALL MILEAGE: Streetcar decreased the number of road failures by 5.5, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.



Fixed Bus Overview			
Type	No. Buses	Age	Total Years
2010 Orion- Active	6	15	90
2010 Orion- Contingency	6		
2012 Orion- Active	7	13	91
2012 Artic New Flyer- Contingency	4		
2019 New Flyer- Active	8	6	48
2020 New Flyer- Active	15	5	75
2021 New Flyer- Active	22	4	88
2022 New Flyer- Active	21	3	63
2024 New Flyer- Active	14	1	14
2024 New Flyer Hybrid- Active	15	1	15
Total Active Vehicles	108		
Total Contingency Fleet	10		
Total Vehicles	118		
Average Active Fleet Age			4.5

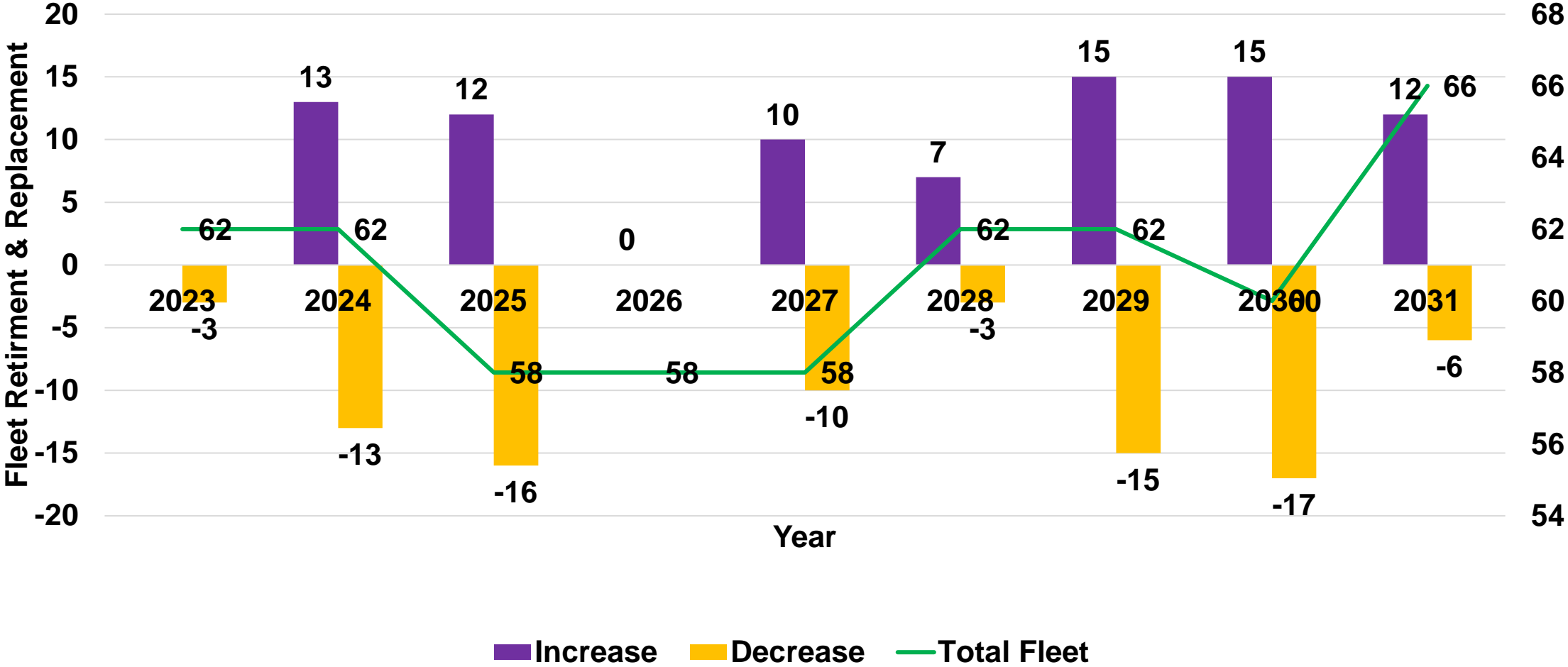
RTA Bus Replacement Schedule





Para Fleet Overview			
Type	No. Buses	Age	Total Years
2016 E450 Cutaway	12	9	108
2019 Caravan	2	6	12
2019 E350 Cutaway	8	6	48
2022 E350 Van	8	3	24
2022 E350 Cutaway	15	3	45
2024 E350 Van	13	1	13
Total Para Fleet	58		
Average Fleet Age			4.3

Paratransit Fleet Replacement



Procurements and Updates

- 12 Paratransit Cutaway Buses
- Substation upgrades
- Completion of Riverfront substation repairs

Questions?



Agenda

9. Chief Safety/Security Officer's Report

Public Safety Report: Crimes – November 2024

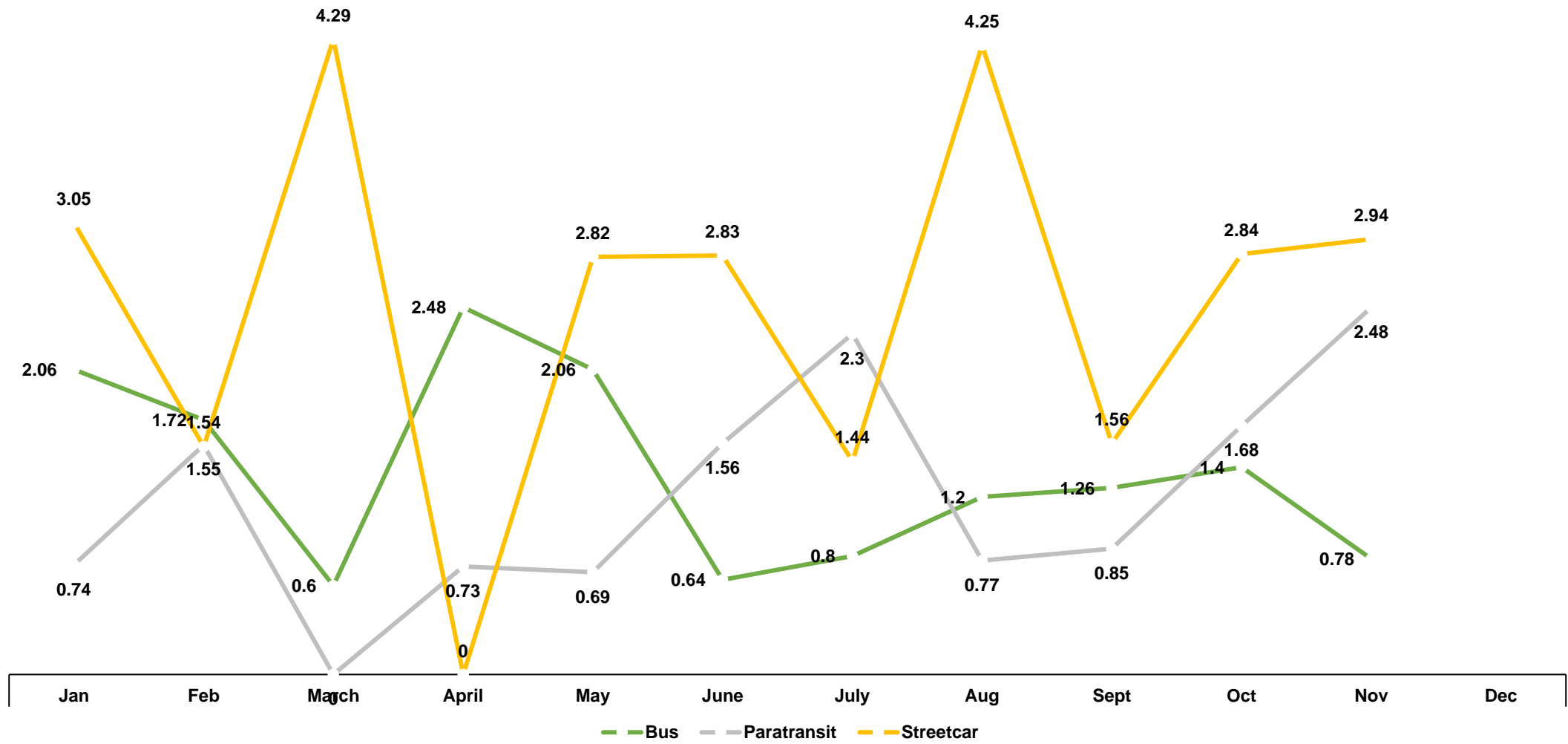
Crimes	Location	Count	YTD	YTD 2023
Aggravated Assault			3	3
Aggravated Battery			1	1
Armed Robbery				1
Arson				
Attempted Motor Vehicle Theft				
Burglary				1
Criminal Damage	Rail/Bus/Facility	3	19	12
Disorderly Conduct/Mask Refusal			1	1
Disturbing the Peace			4	3
DUI				
Embezzlement/Fraud				
Fighting	Bus/Bus Stop	2	8	3
Forgery/Counterfeiting				
Homicide – RTA Transit				1
Larceny (Snatch/Pickpocket)				1
Larceny (Theft)			1	2
Mental			1	2
Motor Vehicle Theft				1
Narcotic Drug Laws				
Public Drunkenness				1
Rape				
Receiving Stolen Property				
Sex Crimes/Lewd			1	3
Simple Battery	Bus	1	18	10
Simple Robbery				1
Threats			4	4
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 – November 2024

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests	2	14
Summons	0	7
Calls for Service	8	216
Boarding Inspections	255	2,327
Ride Alongs	12	132
Unhoused Checks	59	553
Citations	2	43
Fare Evasion/Dispute	0	0
TVM Count	0	0
Written Warnings/Reports to Follow	20	208

Preventable Safety Events – November 2024



Annual Targets:

Streetcar (2.3)

Bus & Paratransit (1.5)

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.



Safety Report – November 2024

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD 2024	YTD Comparison (2023)
Bus	0.78	4	73	90
Streetcar - Collisions	2.94	2	21	18
• Streetcar – Other State Reportable	N/A	0	4	2
Paratransit	2.48	3	19	17

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 2024	YTD Comparison (2023)
OSHA Recordable ²	1	16	22
OSHA Reportable	0	0	1

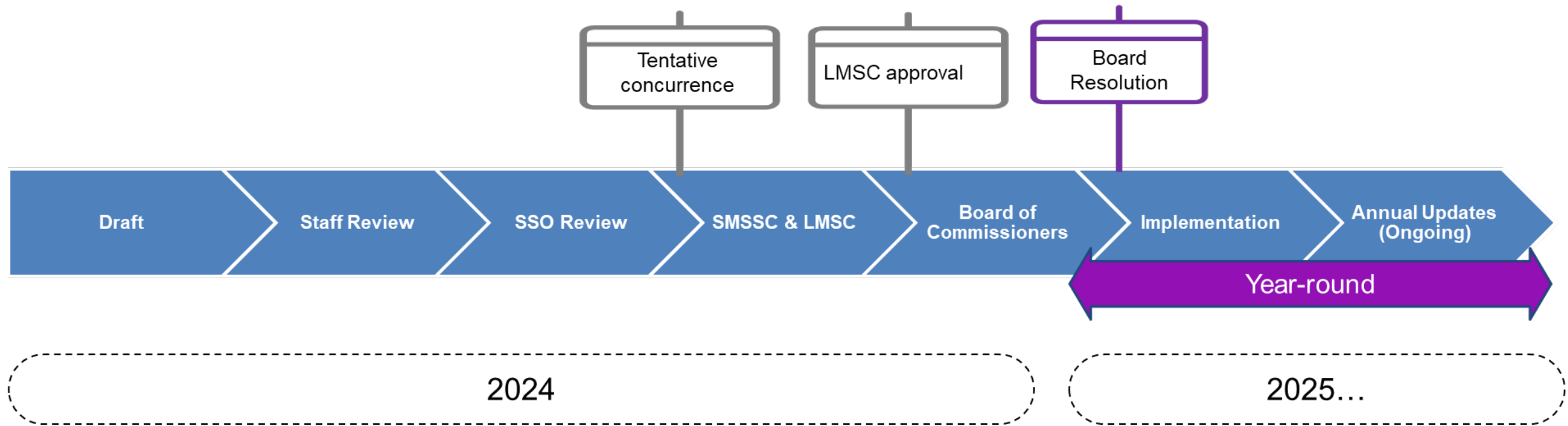
2. RTA follows OSHA guidance on recordable and reportable incident types.

RTA Agency Safety Plan



- **(Effective July 2020) a transit agency must establish a Public Transportation Agency Safety Plan that meets FTA requirements. [§673.11(a)]**
- **The Plan must be reviewed and updated annually. It must be approved by the Accountable Executive and the agency's Board of Directors, or equivalent. [§673.11(a)(1) and §673.11(a)(5)]**
- **The Plan: defines roles and responsibilities for safety, establishes an employee safety reporting program, sets specific safety performance targets, and outlines formal procedures for identifying hazards and assessing and mitigating safety risk.**
- **The Plan covers safety training requirements, continuous improvement, safety audits, inspections, safety communication, and safety committees.**

Annual ASP Review Cycle



Current Draft Revision Highlights

- Roles and responsibilities for safety and the SMS reflecting RTA's current organizational chart
- Safety Committee responsibilities and procedures
- Safety Risk Reduction Program and related targets (must be set by the Safety Committee)
- Consideration of 2 consequences specified by FTA as part of the Safety Risk Reduction Program: collisions with pedestrians and vehicles; and assaults on transit workers
- SMS training requirements for staff, senior/executive leadership, and Safety Committee members
- Revised notification thresholds for streetcar safety events
- Added Risk-Based Inspections per FTA regulatory changes



Questions?



Agenda

10.Authorizations:

Settlement Authorization Policy

24-133

Approval of the 2025 RTA Agency Safety Plan

24-148



Agenda

10. New Business



Agenda

11. Audience Questions & Comments



Agenda

13. Adjournment