



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Operations & Administration Committee
Meeting Agenda - Final

Thursday, July 10, 2025

9:00 AM

RTA Board Room

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, July 10, 2025 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 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).

1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes

[O&A Meeting Minutes - June 12, 2025]

[25-089](#)

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Transit Officer's Report

7. Chief Asset Manager Officer's Report

8. Chief Safety/Security Officer's Report

9. Algiers Service Plan Presentation

10. New Business

11. Audience Questions & Comments

12. Adjournment

[07.10.25 Ops Committee Meeting PowerPoint]

[25-093](#)



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-089

Board of Commissioners

[O&A Meeting Minutes - June 12, 2025]



2817 Canal Street
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New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes

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9:00 AM

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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 12, 2025 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.

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1. Call To Order

2. Roll Call

Commissioners Present: Commissioner Guidry and Commissioner Sams

Commissioner Absent: Commissioner Daniels

3. Consideration of Meeting Minutes

Commissioner Guidry moved and Commissioners Sams seconded to approve the Operations and Administration Meeting Minutes of May 8, 2025. The motion was approved unanimously.

[O&A Meeting Minutes - May 8, 2025]

[25-073](#)

Enactment No: N/A

4. Committee Chairman's Report

Commissioner Sams wanted to recognize the communication taken place between the RTA and the riding public regarding the new route changes. These decisions will impact the riding public, and the RTA heard the needs of the riders, and the Commissioners remain committed to the riding public.

5. Chief Executive Officer's Report

The monthly Chief Executive Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The deliverables that the CEO promised to the Commissioners will be sent either by email or given at the June Board Meeting.
- There have not been any major concerns regarding the route changes that took effect on June 1, 2025.
- The Ferry Pilot starts on June 15, 2025 - extending the Ferry Hours
- Staff will monitor all routes during the Essence Festival and adjust the routes accordingly.
- The CEO introduced Seandra Allen-Buchanan, Chief Human Resources Officer

6. Chief Transit Officer's Report

The monthly Chief Transit Office's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Paratransit - The operators are responsible for calling in when they depart from the facility, pick up a passenger and when they leave with a passenger, that way the supervisors can control the operators' time. There are between 1 and 2 supervisors and managers on duty per shift. The CEO stated that the CEA with JET has to be revisited.
- Commissioner Guidry stated that there are too many vehicles on the routes at night that need to get back to the station for morning pull-outs. The lead time for maintenance to prepare these vehicles for morning pull-outs is too close. The CEO stated the June pick should solve a lot of these issues.

7. Chief of External Affairs Report

The monthly Chief of External Affairs Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The current passengers count on Paratransit is 200,000 passengers on an annual basis.
- The total number of reservationists for Paratransit is 19 and they report to the Senior Customer Service Manager. There is a total of 30 to 40 reservationists that work for both Paratransit and Ride Line Call Centers.
- The Riders Digest is sent Digitally to the RTA's email list. Staff are currently trying to grow the email list and subscribers can opt out at any time.
- Commissioner Sams would like to see the Marketing Plan from a Revenue Perspective and the RTA needs more bus shelters for passengers and staff need to form a partnership with the community to help maintain bus shelters.
- Currently no decision has been made on which staff will occupy the UPT Facility. There was talk about a regional dispatch facility located at the UPT.

Owen Foyn stated that the RTA app stops working on key dates in the City, such as, Mardi Gras and on the weekends.

8. Chief Asset Manager Officer's Report

The monthly Chief Asset Manager Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Currently there are 27 diesel mechanics, and one mechanic is retiring. The hourly employees will be getting educated on the RTA's benefit packages so they can see the longevity of their service with the agency.

9. Chief Safety/Security Officer's Report

The monthly Chief Safety/Security Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- All derailments are being reported to the State.
- Currently the RTA works with the City of New Orleans regarding the homeless people along the RTA bus routes.
- CEO stated that she would talk to Commissioner Guidry regarding the funding for the ferry's additional hours and currently the measure of success is if the ridership matches the expenses and the Algiers community has offered to market this program.

10. New Business

None.

11. Audience Questions & Comments

None.

12. Adjournment

Commissioner Guidry moved and Commissioner Sams seconded to adjourn the Operations and Administration Committee Meeting of June 12, 2025. The motion was approved unanimously.

[06.12.25 Ops Committee Presentation]

[25-077](#)

Enactment No: N/A



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 25-093

Operations & Administration Committee

[07.10.25 Ops Committee Meeting PowerPoint]



July 10, 2025


Regional Transit Authority

**Operations & Administration
Committee**



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Agenda

- 1. Call to Order**
- 2. Roll Call**



Agenda

3. Consideration of Meeting Minutes

[Operations and Administration Meeting Minutes – June 12, 2025]

25-089



Agenda

4. Committee Chairman's Report



Agenda

5. Chief Executive Officer's Report



Agenda

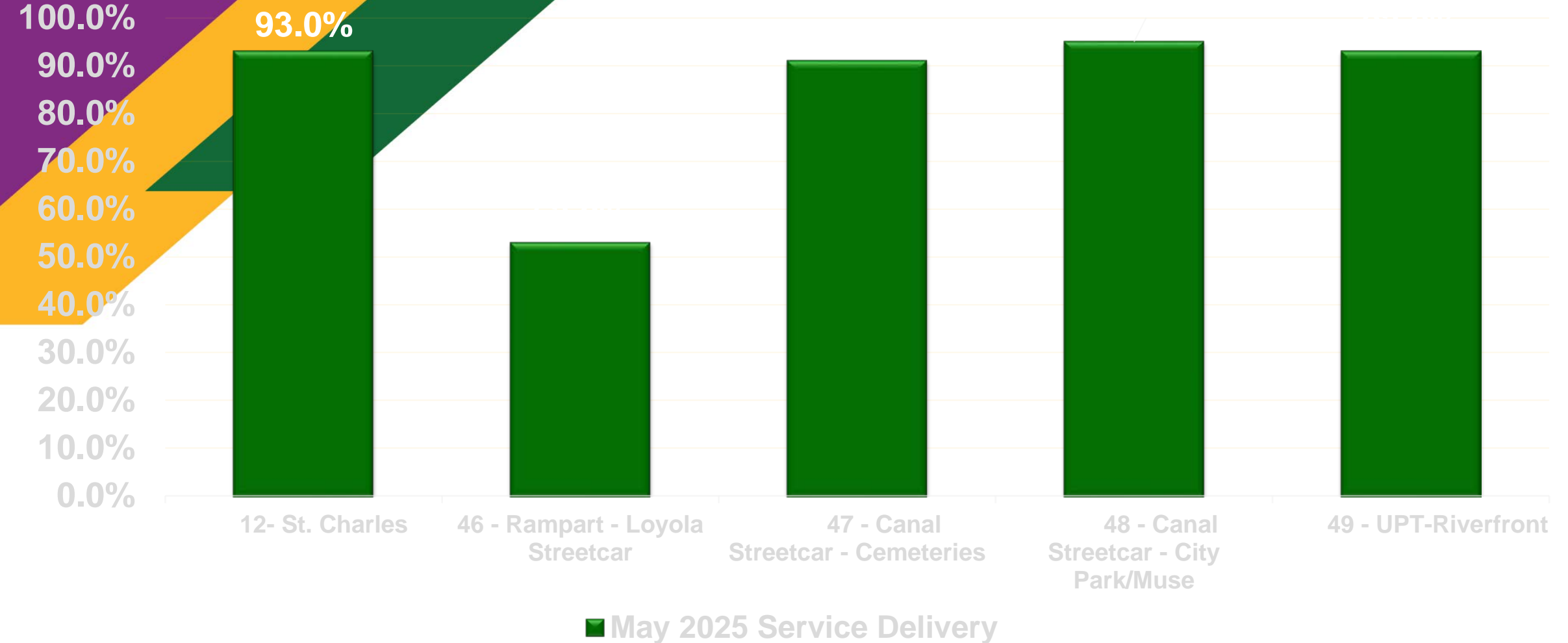
6. Chief Transit Officer's Report

SERVICE DELIVERY-BUS | MAY 2025

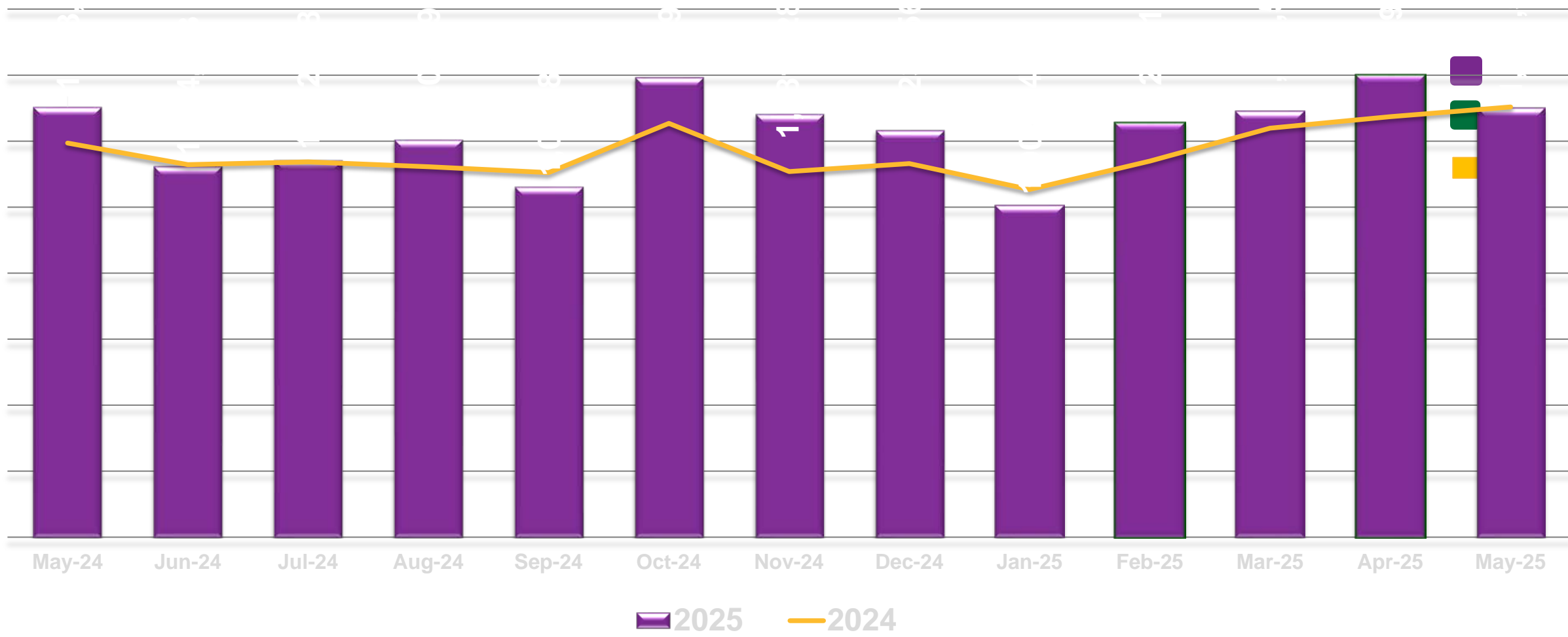


Average Service Delivery 97.32%

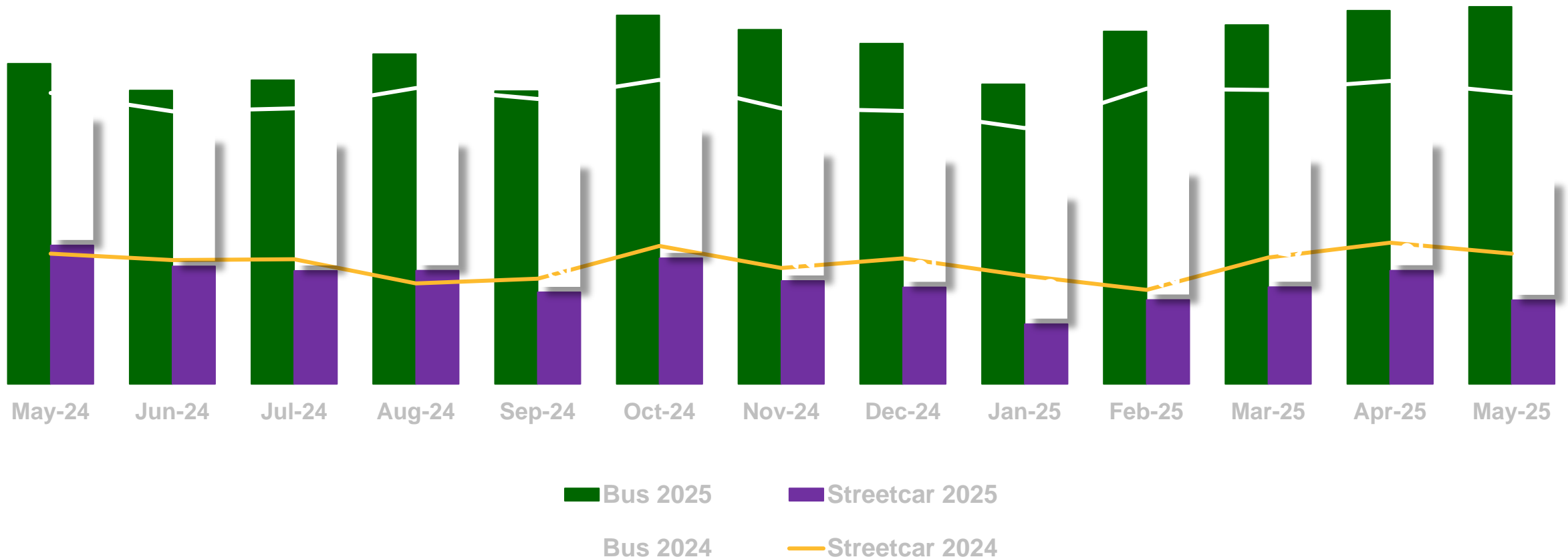
SERVICE DELIVERY- STREETCAR | MAY 2025



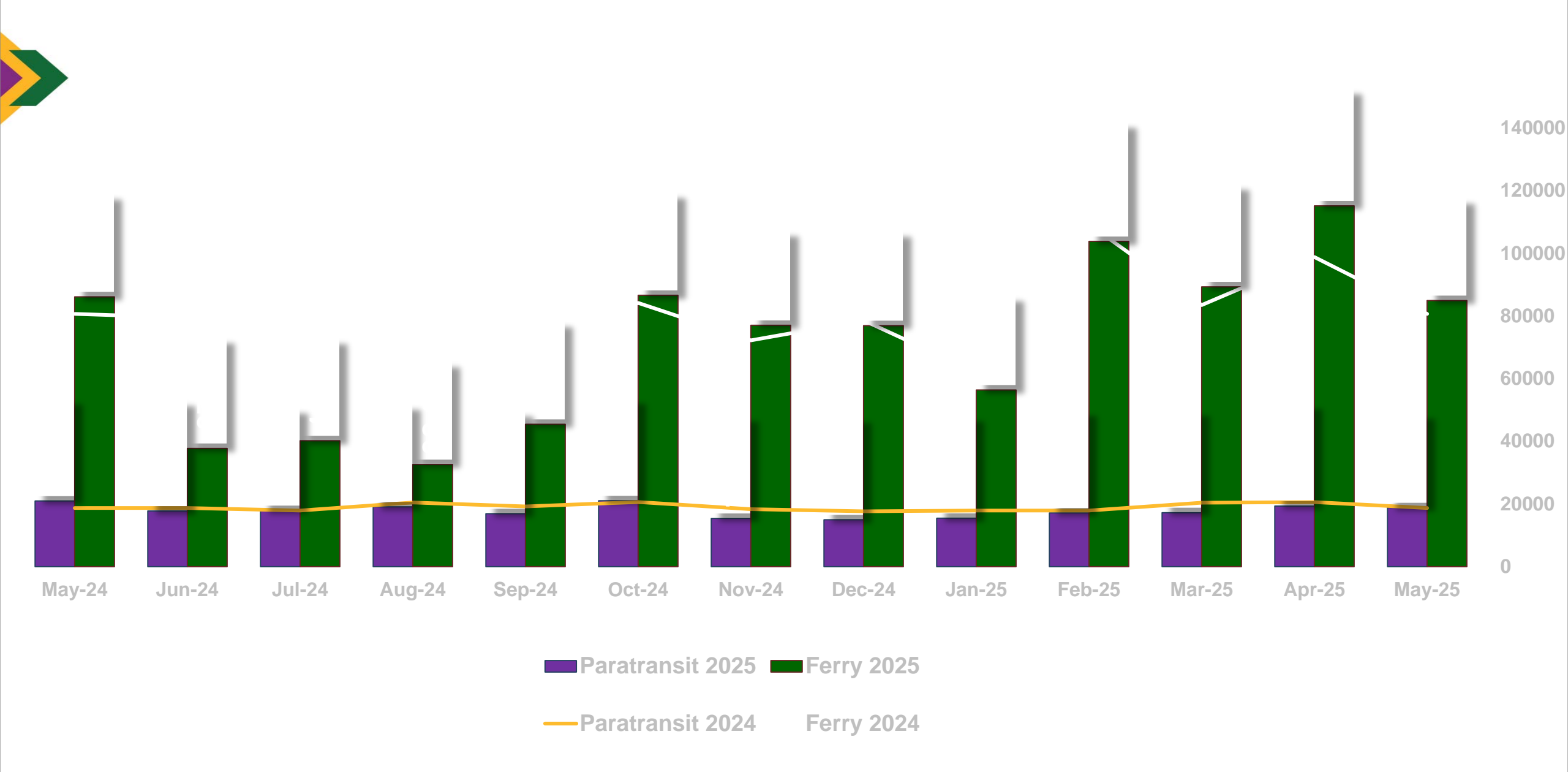
*** #46 was on a bus bridge which was shorter than the full route.*



****Total Decrease from 2024(-1,812)**



****Increase of 5,458 from 2024 Bus (+147,992) Streetcar (-142,534)**
(Construction on streetcar line caused drop in ridership.)

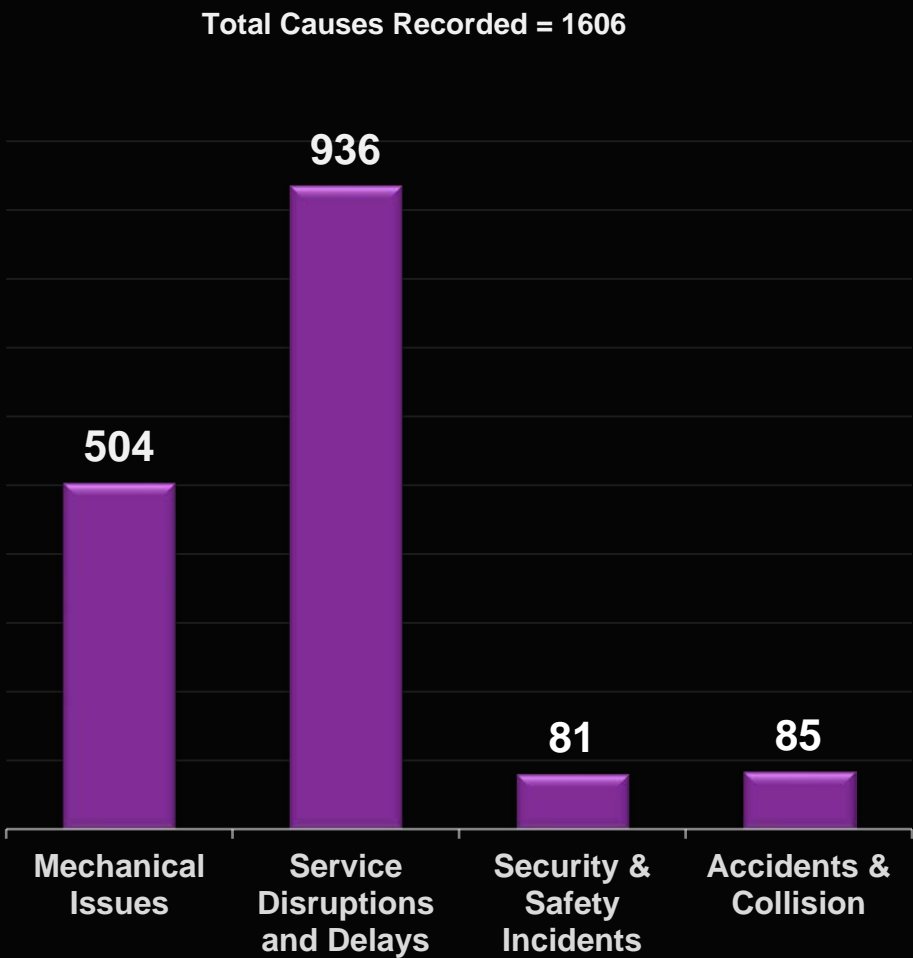


****Ferry Up 4,267 from 2024 and Paratransit Up 75 from 2024. 1300 subscription riders (Avg 15,000 trips)**

LONG-TERM DETOURS AFFECTING ALL MODES

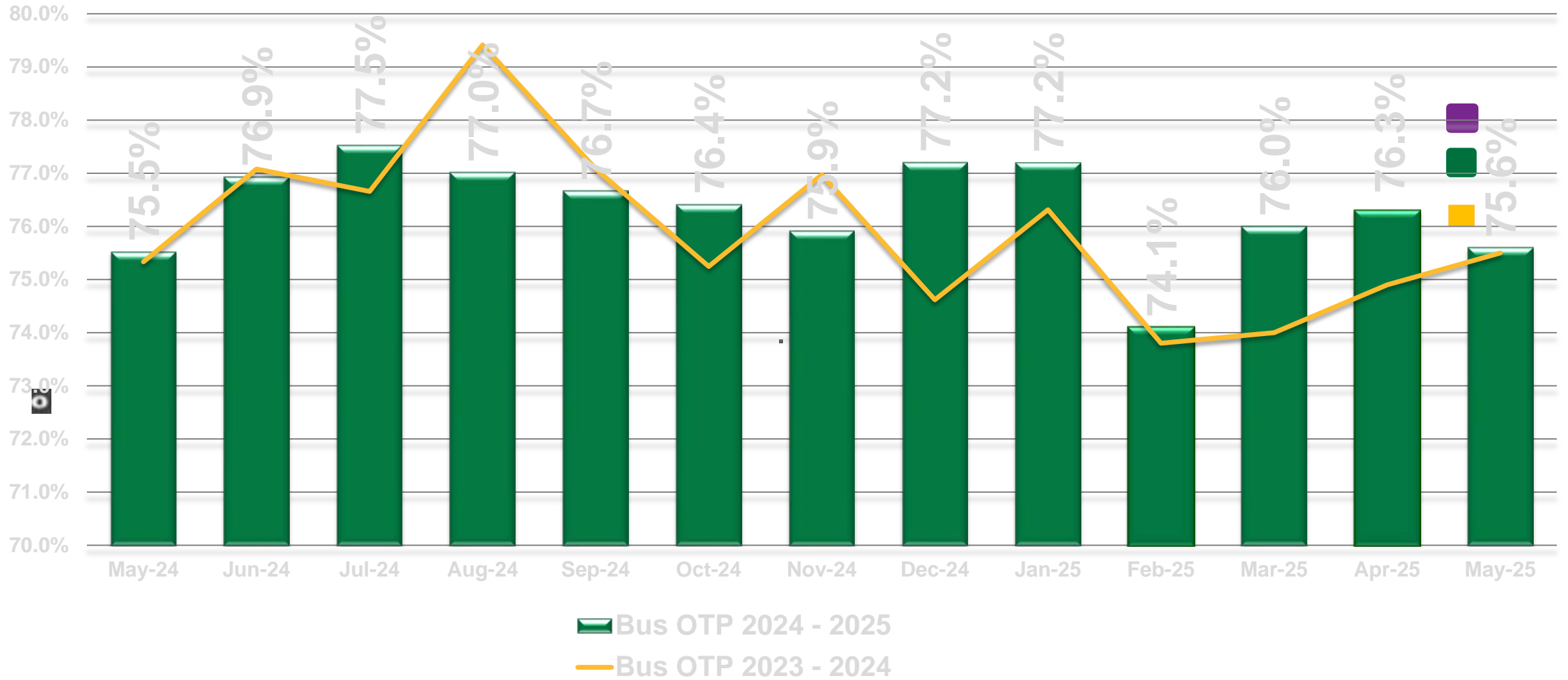
Routes Affected by Long-Term Detours	Cause
31 & 32- Leonidas/Gentilly, Palmetto/Palm	Road Construction
31 & 32 – Pitts & Broadway	Hole in Street
57- Freret/Broadway	Road Construction
80- Louisa	Railroad Malfunction
84- St. Claude	Bridge Closure
86- Fats Domino	Road Work
91, 103, 114A & B- Okeefe & Lafayette	Building Collapse
103 – Lamarque, Teche & Nunez	Road Construction
103, 114A & B – Poydras & LaSalle	Road Construction

SERVICE DISRUPTION BY CAUSE



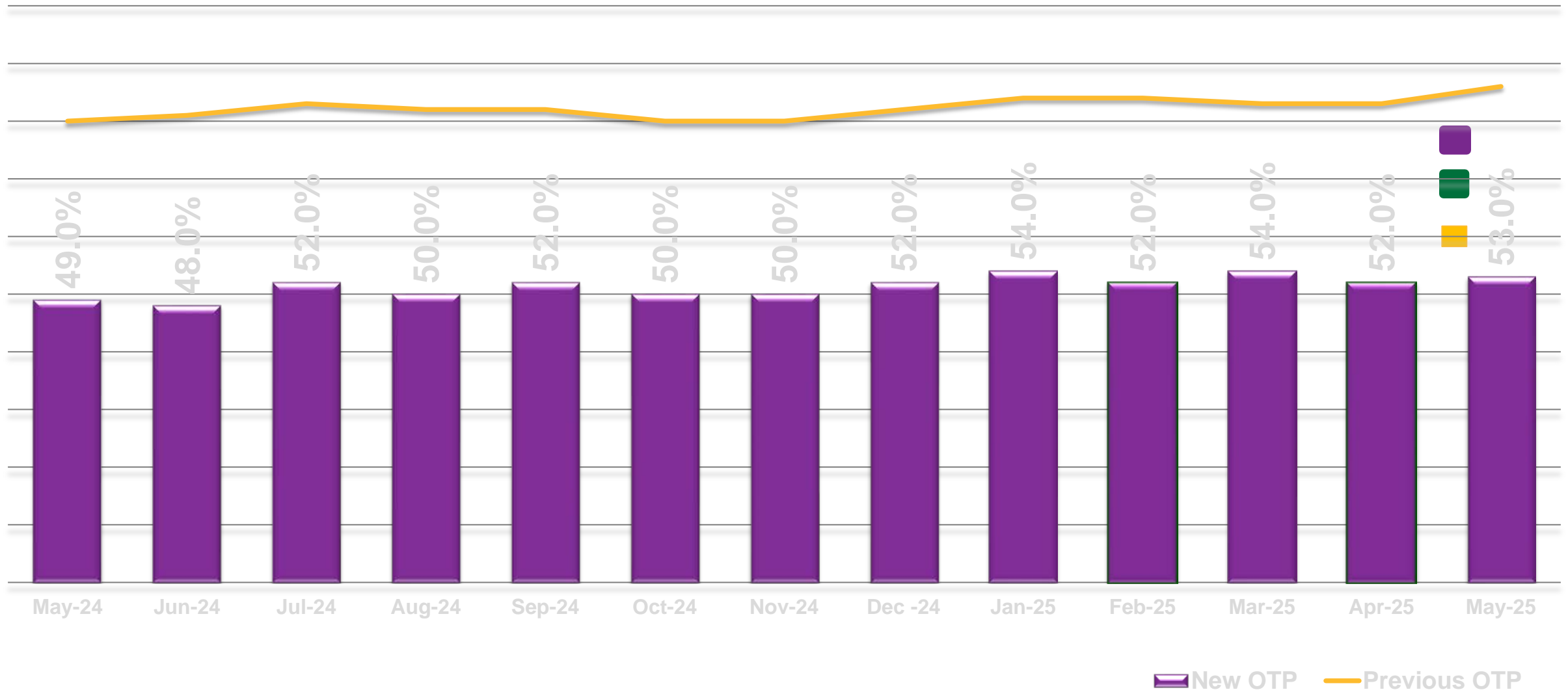
Service Disruptions and Delays

1. Late Pull Outs
2. Partial Run Cuts
3. Run Cuts

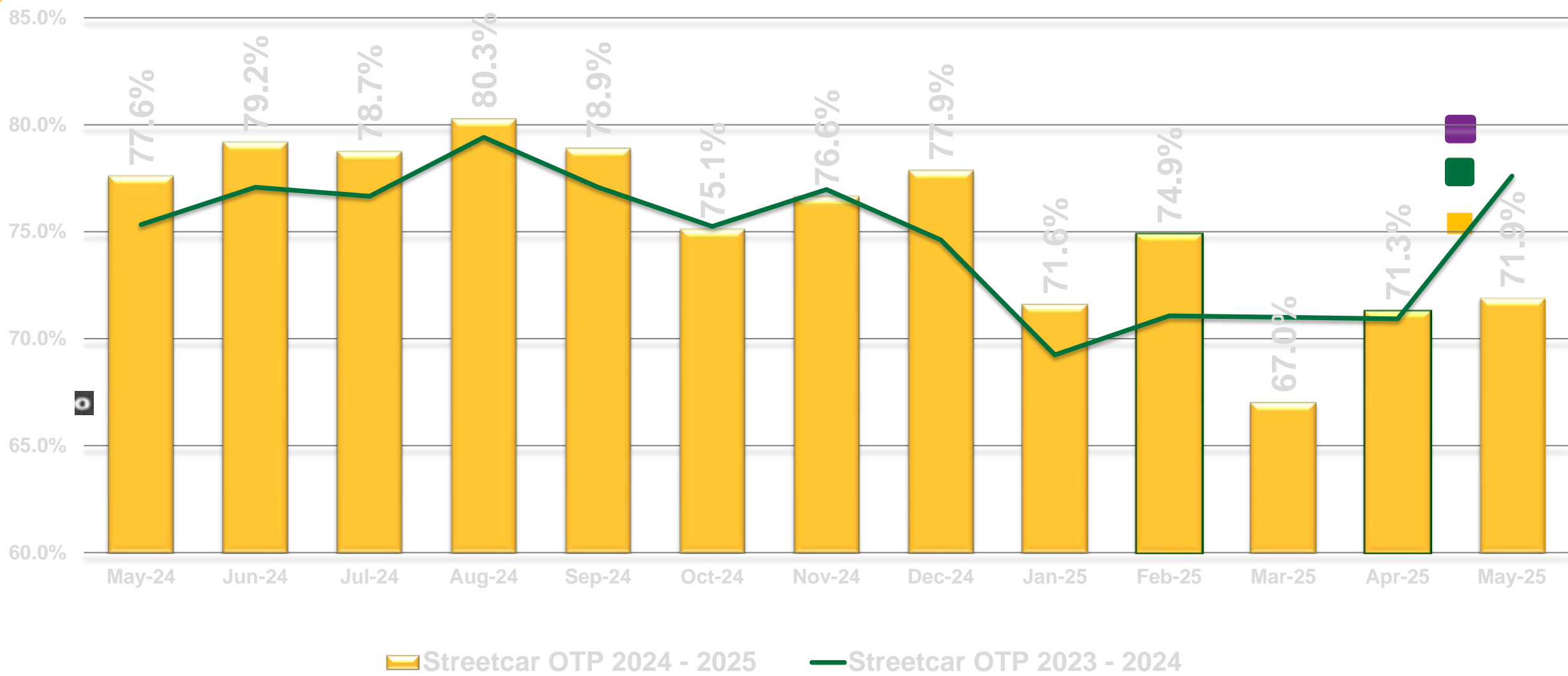


**Better buses(more reliable fleet).

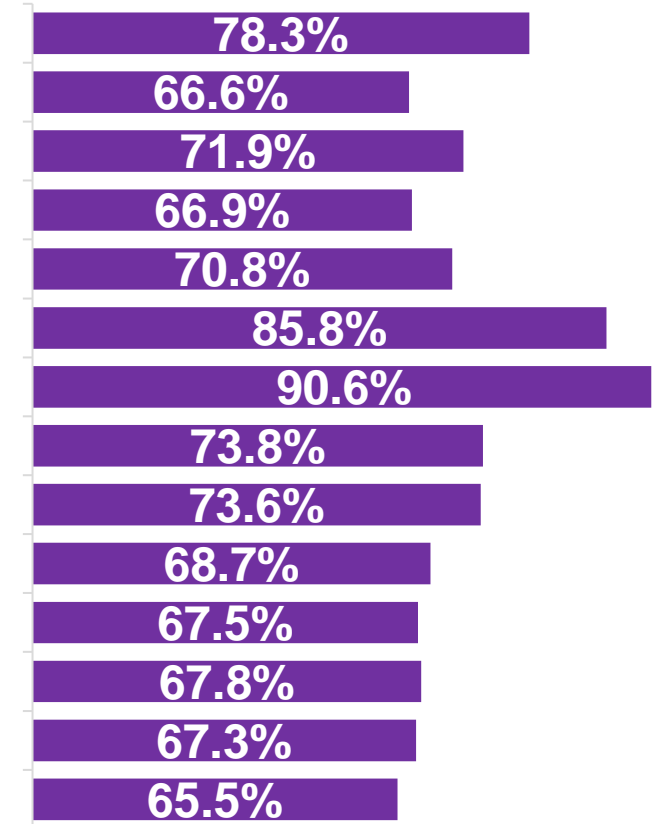
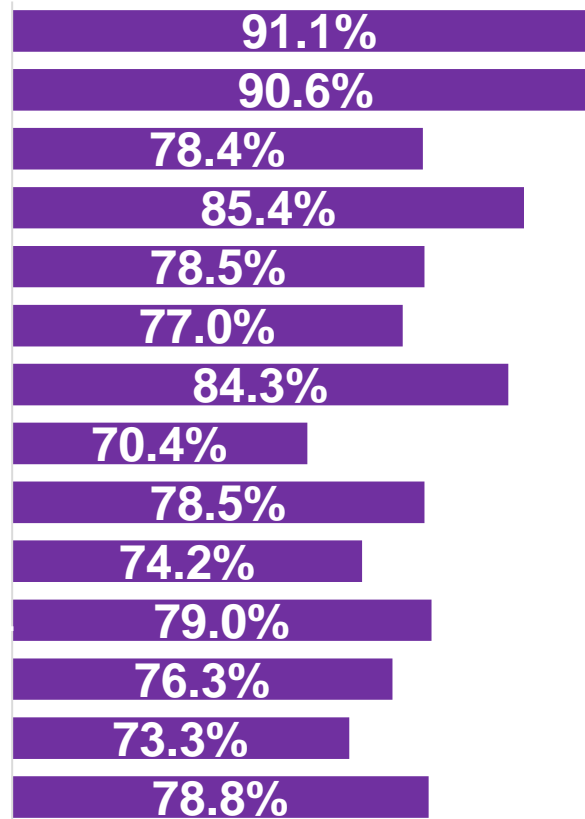
MAY 2025



**New manager added. The manager has been directed to develop an improvement plan.



***Bus bridges that don't travel the entire route causes low OTP.*



TOP ON-TIME PERFORMER BY MODE | MAY 2025

BUS OPERATORS

Andrea Scales	98.4%
Joseph Gaines	97.8%
Carl Foucha	95.6%
Sandra Santiago	95.6%
John Porter	95.5%
Kenyatta Simpson	95.3%
Brian Whitaker	95.1%
Kenneth Rivarde	94.5%
Dale Hughes	94.5%
Ashley Peck	94.1%

STREETCAR OPERATORS

Charles Cadet	91.9%
Stephanie Crump	89.6%
Keishawn Sinegal	85.3%
Darryl Moon	83.3%
Kenneth Allemand	83.0%
Calvin Hayward	81.2%
Ken Von Dullen	81.1%
Calvin Nix	80.8%
Lori Thomas	76.4%
Michael Hardy	76.4%

PARATRANSIT OPERATORS

Byron Turner	98.7%
Jessica James	97.8%
Tammy Franklin	96.6%

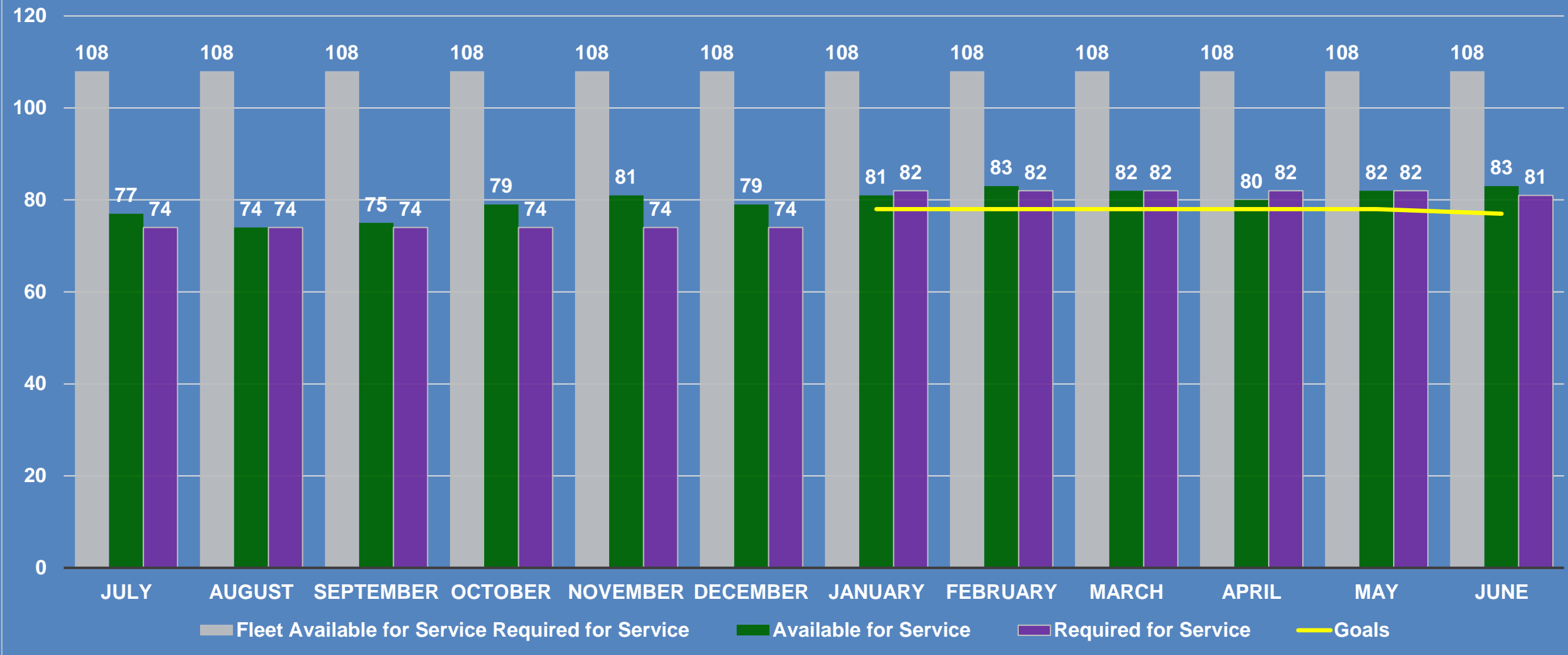
Questions?



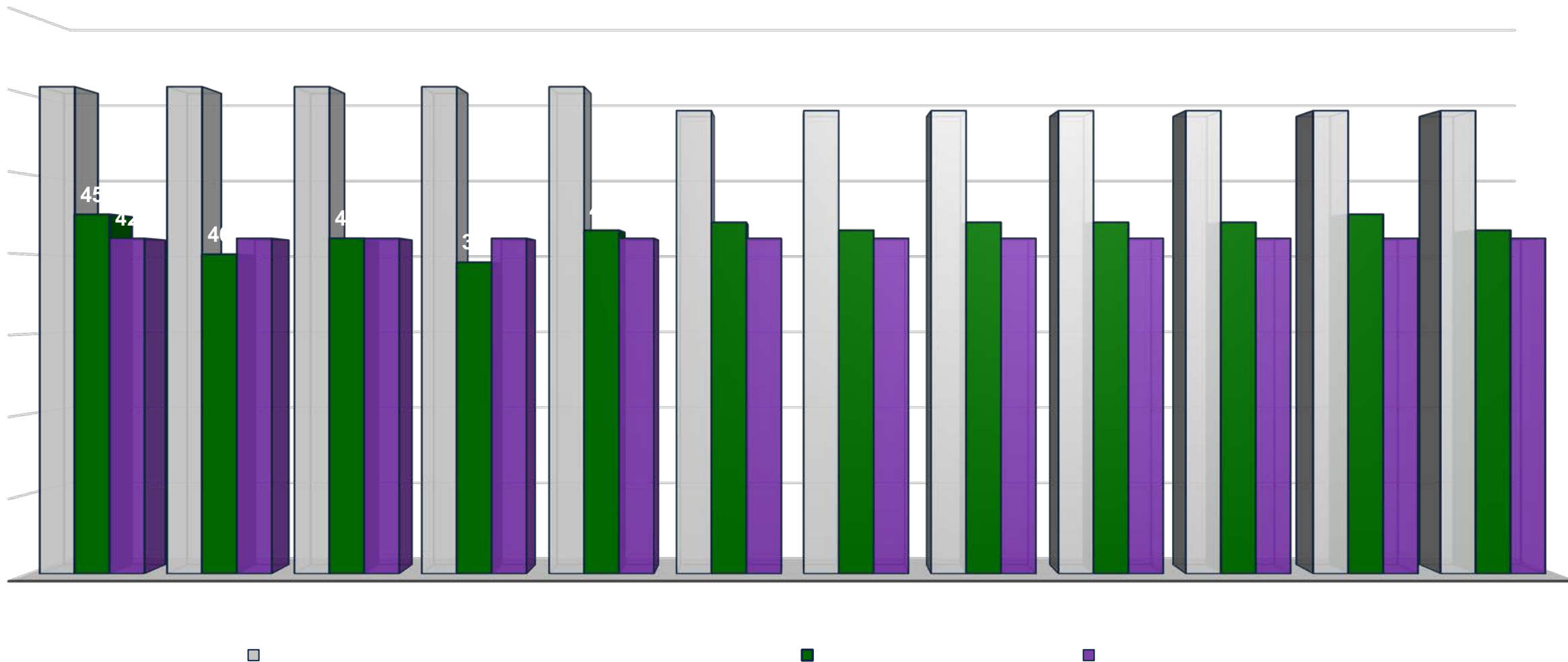
Agenda

7. Chief Asset Manager Officer's Report

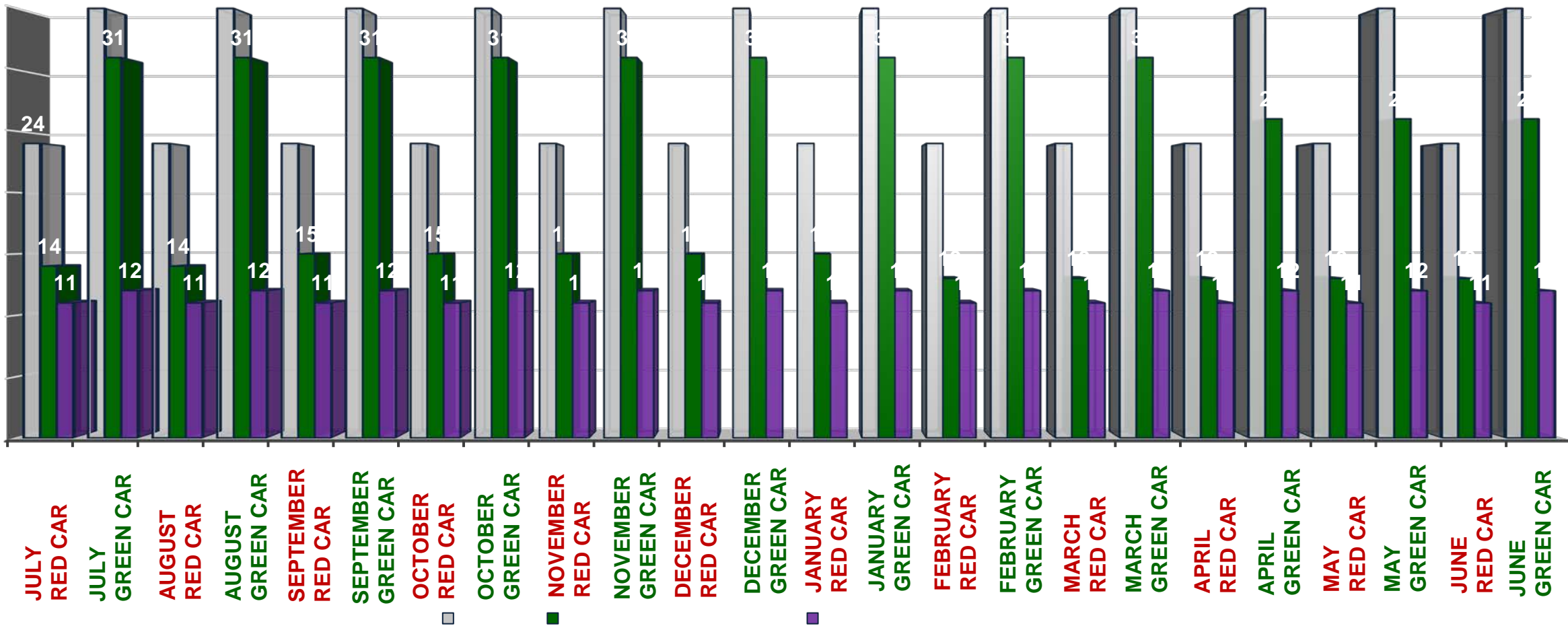
Fixed Route Fleet Overview| July 2024 – June 2025



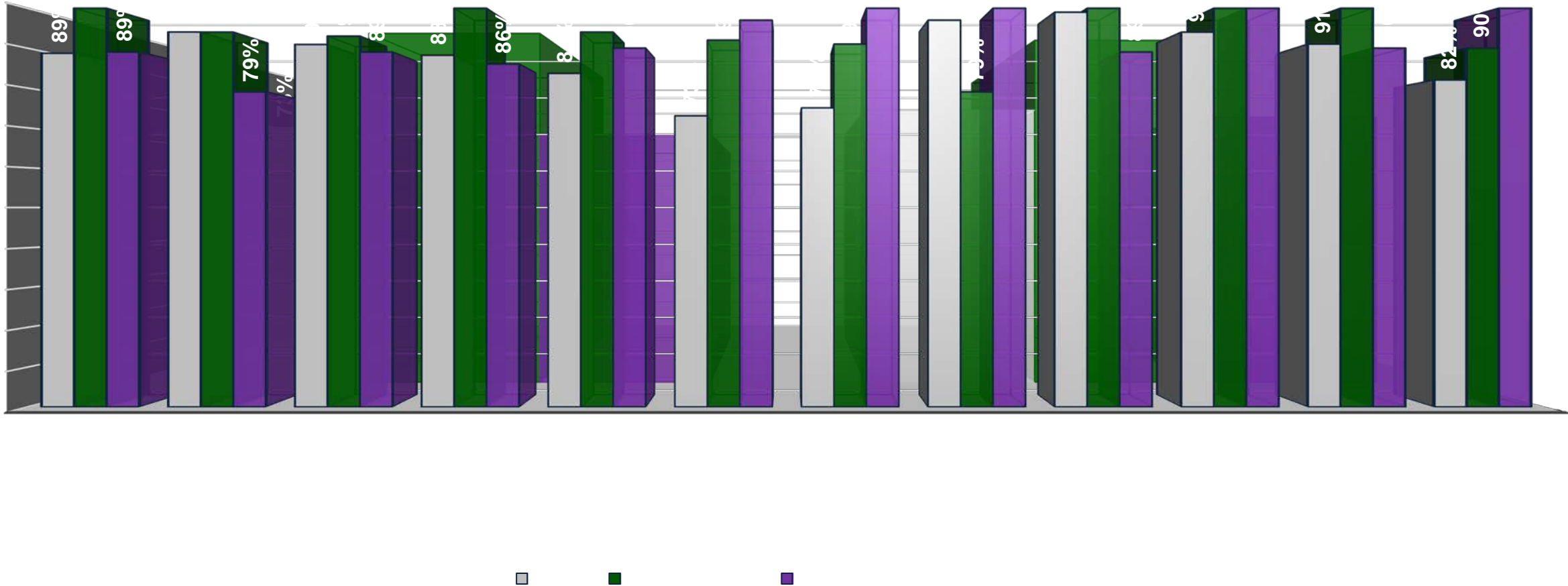
BUS FLEET AVAILABILITY: For June, the Agency saw an increase by 1 in the number of available buses from the prior month.



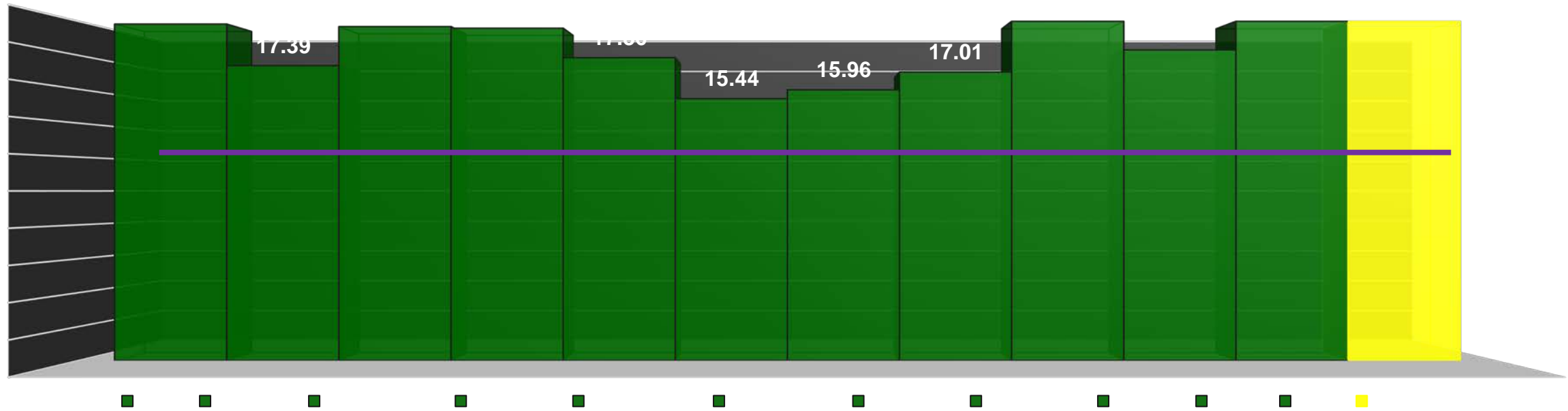
PARATRANSIT FLEET AVAILABILITY: Paratransit availability decreased by 2 from the previous month.



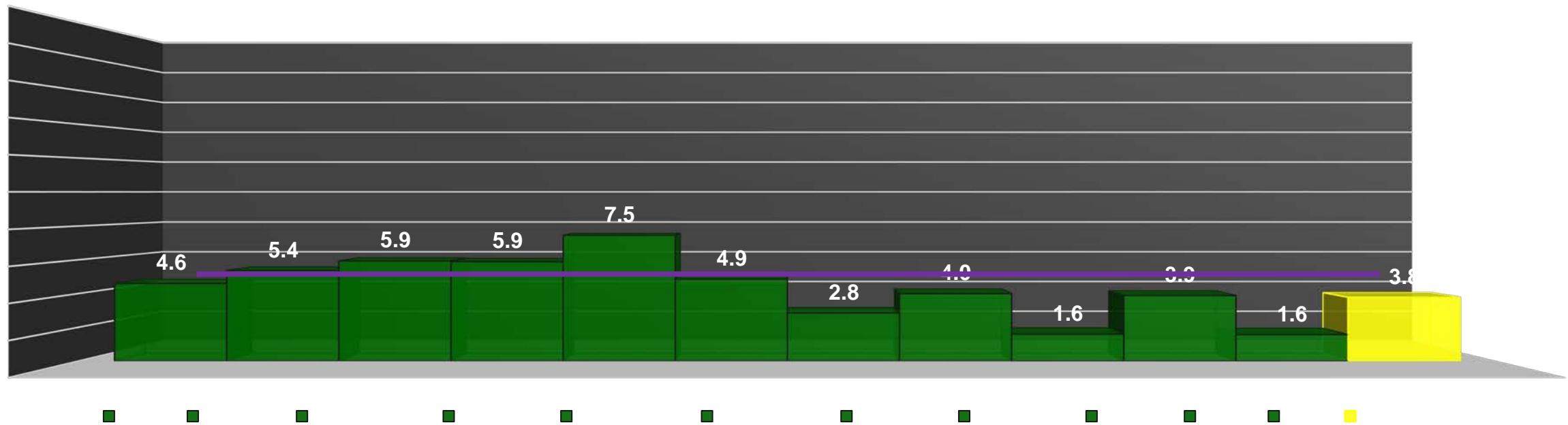
STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on both the Red and Green cars from the previous month.



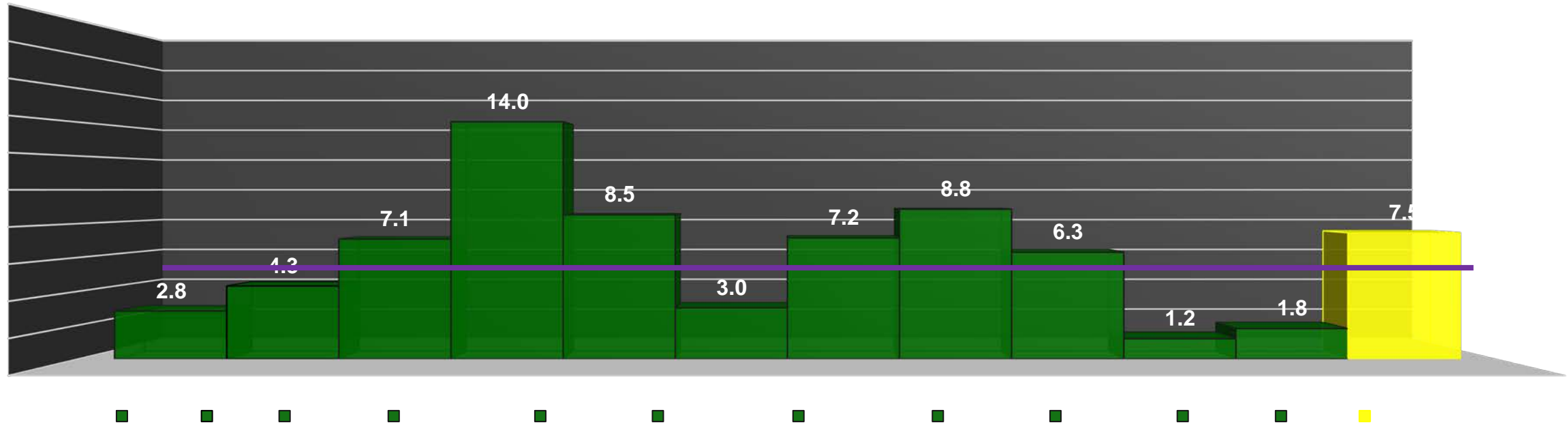
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance decreased by 9% for June. We are investigating an issue with our maintenance reporting interface. Streetcar PMs decreased by 10% and Paratransit PMs increased by 10% from the previous month . Our PM Compliance goal remains at 90%.



ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have increased by 0.66 from the previous month with the goal still set at under 13.



ROAD CALL MILEAGE: Paratransit increased the number of road failures by 2.2 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.



ROAD CALL MILEAGE: Streetcar increased the number of road failures by 5.7, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.



Updates

- Paratransit Cutaway Buses Update
- Bus Wash Repairs
 - Completion Date 08/04/2025
- ENO Compressor
 - Repair Start Date 07/09/2025
- Vehicle Auction

Questions?



Agenda

8. Chief Safety/Security Officer's Report



Public Safety Report: Crimes – May 2025

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	May 2024 Comparison
Aggravated Assault			2	1
Aggravated Battery	Bus Stop	1	1	2
Armed Robbery				
Arson				
Attempted Motor Vehicle Theft				
Burglary				
Criminal Damage	Bus	3	12	9
Disorderly Conduct/Mask Refusal				1
Disturbing the Peace				1
DUI				
Embezzlement/Fraud				
Fighting				
Forgery/Counterfeiting				
Homicide – RTA Transit				
Larceny (Snatch/Pickpocket)				
Larceny (Theft)				
Mental				
Motor Vehicle Theft				
Narcotic Drug Laws				
Public Drunkenness				
Rape				
Receiving Stolen Property				
Sex Crimes/Lewd	Bus	1	2	
Simple Battery	Bus/RTA Facilities	2	7	11
Simple Robbery				
Threats			2	1
Weapon Violations				

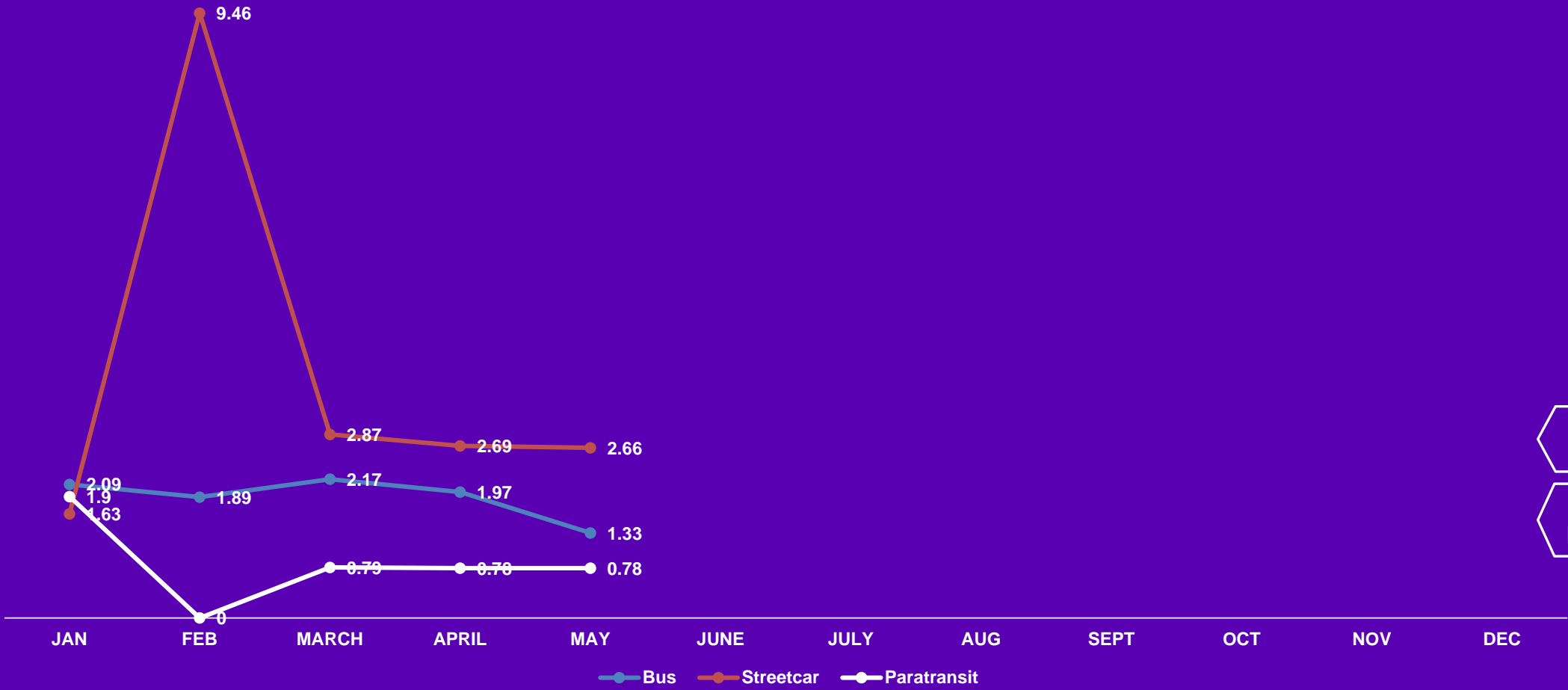


Public Safety Activity Report – May 2025

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests	2	5
Summons	1	1
Calls for Service	10	63
Boarding Inspections	204	951
Ride Alongs	6	44
Unhoused Checks	27	172
Citations	1	17
Fare Evasion/Dispute	0	0
TVM Count	0	0
Written Warnings/Reports to Follow	6	70

Preventable Safety Events – May 2025

Preventable Rate Relative to Target Rate



**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 – May 2025

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD 2025	YTD Comparison (2024)
Bus	1.33	11	45	34
Streetcar - Collisions	2.66	2	13	8
• Streetcar – Other State Reportable	2	2	4	2
Paratransit	0.78	1	7	6

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	YTD Comparison (2024)
OSHA Recordable ²	3	5	7
OSHA Reportable	0	0	0

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

Questions?



Agenda

9. Algiers Service Plan Presentation



ALGIERS SERVICE IMPROVEMENT PLAN

ALGIERS SERVICE IMPROVEMENT PLAN

Initial Issues Being Addressed

Improve travel times to downtown

Maintain/improve key transfers

- Wilty Terminal
- Algiers Point Ferry

Address low performing routes (105)

Improve access to WB destinations

- Behrman Walmart
- Dept of Children & Family Services
- DePaul Health Center
- Federal City / NOMMA
- Algiers Park-n-Ride
- University of Holy Cross

Adapt to detours/road conditions

Challenges / Risks

Maximizing participation of residents/riders

Distributing limited resources (buses and budget)

Balancing regional connections

Balancing local vs downtown destinations

Land use patterns and street design are not transit-friendly (car centric)

PROJECT TIMELINE

Project Phase	Deliverable	Deadline	Status
<i>Phase 1: Listening & Visioning</i>	<ul style="list-style-type: none"> Existing Conditions Summary Vision & Goals Summary 	Aug 2025	<ul style="list-style-type: none"> Ops staff route reviews - complete Survey - in development Public kickoff (July Ops Committee)
<i>Phase 2: Alternatives Development</i>	<ul style="list-style-type: none"> 2-3 Scenarios for Public Input 	Nov 2025	Not started
<i>Phase 3: Plan Finalization and Approval</i>	<ul style="list-style-type: none"> Title VI Equity Analysis Report Plan for Board adoption 	Jan 2026	Not started
<i>Implementation</i>	<ul style="list-style-type: none"> New routes and schedules in operation 	May-Aug 2026	Not started

ENGAGEMENT STRATEGIES

Phase 1 Listening and Visioning

- Interactive Public Meetings (in-person and virtual)
- Algiers Rider Survey, with QR codes posted at
- Stakeholder engagement, including targeted youth representation

Phase 2 Alternatives Development

- Present service scenarios for public feedback
- Circulate interactive maps for comment

Phase 3 Plan Finalization

- Final adjustments to chosen plan
- Title VI Hearings

ENGAGEMENT STRATEGIES: PHASE 1 STAKEHOLDER OUTREACH (AUG-SEP)

Organization/Category	Target Demographic	Phase 1 Engagement Strategies
RTA riders (Eastbank and Algiers)	All demographics	<ul style="list-style-type: none"> • Survey deployment - QR Postcards • Public meetings • Signage at ferry terminals and major bus stops - in Algiers and at Main Library hub • Signage on buses and on ferry • In-person interviews and survey deployment for riders that are unable to scan QR code
Youth organizations in Algiers	Youth aged 18 and under	<ul style="list-style-type: none"> • In-person meetings • QR Postcards for survey deployment
Senior centers in Algiers	Seniors	<ul style="list-style-type: none"> • In person interviews and surveys • Public meetings
Third Shift Industry Workers	Essential workforce	<ul style="list-style-type: none"> • Survey deployment - QR Postcards • Public meetings
Neighborhood Associations, Business & Community Associations	All demographics	<ul style="list-style-type: none"> • Survey deployment - QR Postcards • Public meetings

ENGAGEMENT STAKEHOLDERS

Preliminary Groups:

Organizations

- Algiers Development District
- Algiers Economic Development Foundation
- Algiers Neighborhood Presidents Council
- Algiers Point Association
- Committee for a Better New Orleans
- Concerned Citizens for a Better Algiers
- Friends of the Ferry
- Heroes of New Orleans
- NOMTOC
- Old Algiers Main Street Corporation
- RIDE New Orleans
- Riverview Neighborhood Association
- Watson Memorial Teaching Ministers

Churches

- Algiers United Methodist Church
- Holy Name of Mary Catholic Church
- Life Center Cathedral
- Mount Olivet Episcopal Church
- St. Stephen's Baptist Church
- Trinity Lutheran Church

Schools

- Alice Harte Charter School
- Edna Karr High School
- Harriet Tubman Charter School
- L.B. Landry High School
- L.B. Landry Alumni Association
- St. Andrew the Apostle School
- University of Holy Cross

Questions?



Agenda

10. New Business



Agenda

11. Audience Questions & Comments



Agenda

12. Adjournment