



2817 Canal Street  
New Orleans, LA 70119

## **New Orleans Regional Transit Authority Operations & Administration Committee**

### **Meeting Minutes**

---

**Tuesday, September 19, 2023**

**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, September 14, 2023, at 9:00 a.m. Please be advised that mask wearing is encouraged inside the boardroom.

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](mailto: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.

#### **1. Call To Order**

#### **2. Roll Call**

**Commissioners Present:** Commissioner Neal, Commissioner Ewell, and Commissioner Sams

**Commissioner Absent:** Commissioner DeFrancesch

Other Commissioner Present: Commissioner Coulon

#### **3. Consideration of Meeting Minutes**

[Operations Committee Meeting August 10, 2023]

[23-158](#)

Commissioner Ewell moved and Commissioner Sams seconded to approve the Meeting Minutes from August 10, 2023. The motion was approved unanimously.

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

Commissioner Neal stated that all meetings are being recorded and can be found on the RTA

Website.

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

Lona Hankins reported that this week is Rail Safety Week, and the RTA held a Health Fair for its employees. She also stated that the RTA started a campaign slogan with Aunt RiTA to encourage riders to allow seniors and those with wheelchairs/mobility devices to be seated in the front seats. This new campaign is reminding riders to be courteous to other riders and the RTA was also thinking about developing General Reminders for riders on how to be courteous to other riders. Commissioner Sams, suggested that ambassadors should go into the schools and talk to the students on how to ride the bus. Commissioner Neal stated that the Operators should not be responsible for teaching students how to interact with other passengers while on the vehicles.

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

Roberto Lopez presented the RTA's Chief Transit Officer's Report. This report can be found in the Chief Transit Officer's PowerPoint Report dated September 19, 2023.

The team reported that the RTA was in better communication with the City of New Orleans regarding the Long-Term Detours and the RTA and the City of New Orleans has scheduled meetings on a regular basis to discuss construction schedules around the city.

There was a brief discussion about the hiring and role of Service Managers as support to the Street Supervisors. Commissioner Neal wanted staff to make sure that information was being reported to riders in real time. Currently, the agency has 3-4 Service Delivery Managers.

Regarding service, Lona Hankins reported that the Loop around Congress Drive Route #55 was restored, and adjustments were made to Route 31 and 33. She further reported that the OTP on Route #66 was due to construction, and this was state construction and not the City Of New Orleans. Lona concluded by stating that the agency recently purchased a software called Disruption Manager that allows staff to reroute buses from different road construction.

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

Ryan Moser presented the RTA's Chief Asset Manager Officer's Report. This report can be found in the Chief Asset Manager Officer's Report dated September 19, 2023.

Ryan Moser reported that the RTA uses multiple vendors when sending buses out for repairs and what can be fixed in-house will be fixed in-house and some buses has been repaired and returned from the outside vendors.

Ryan also stated that Maintenance was looking into bringing in more mechanics to help with repairs.

In response to a question from Commissioner Neal, Lona Hankins reported that the September 10, 2023, pick was based on the fleet reliability and until the fleet reliability is under control she can't say when the RTA will go back to a robust schedule. The RTA needs

to retire the 2008-2010 vehicles and receive the new vehicles.

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

Mike Smith presented the Chief Safety/Security Officer's Report. This report can be found in the Chief Safety/Security Officer's Report dated, September 19, 2023.

Mike Smith reported that the FTA has new guidelines, and they now classify spitting on operators as assaults on transit workers. Lona Hankins stated that the staff was working on a Code of Conduct for Riders that will be brought before the Board for approval.

## 9. Authorizations

Cooperative Endeavor Agreement (CEA) between the Parish of Jefferson (JP) and Regional Transit Authority for mobile ticketing integration (Le Pass) (REVISED)

[23-126](#)

The Board Report and the Resolution was amended to only share the technology at the Wilty Bus Terminal.

Commissioner Ewell moved and Commissioner Sams seconded to approve the CEA between the Parish of Jefferson and the Regional Transit Authority for Mobile Ticketing Integration (Le Pass) Revised. The motion was approved unanimously.

referred to Consent Agenda

Enactment No: 23-057

Cooperative Endeavor Agreement (CEA) between the Parish of St. Bernard Government and the RTA

[23-149](#)

Commissioner Sams moved and Commissioner Ewell seconded to approve the CEA between the Parish of St. Bernard Government and the RTA. The motion was approved unanimously.

referred to Consent Agenda

Enactment No: 23-063

## 10. Audience Questions & Comments

Matt Rufo works for the City of New Orleans Office of Resilience and Stability as Transportation Policy and Program Manager, and his job is to reduce carbon emissions in the City and he will be working very closely with the RTA.

Sam Buckley stated that the information being presented on service deliveries to the public is not accurate. He stated that the RTA has 84 buses available for service but needs 87 buses for peak service, so on any given day the RTA will cut service and the public is not made aware of the service cuts and the service cuts are not reflected in the On-Time Performance Reports and the public need to know when and where these service cuts are taking place.

Lona Hankins responded that the RTA's Data System is very old, and staff was working to update the systems to get better data to the public. Once these issues become projects, she can give an update to the Board on the projects. Currently, staff is still in the data finding process.

Commissioner Ewell stated that he does not want RIDE to continue to come before the Board every month looking for the same information that has not been resolved. Lona Hankins reported that staff was building its 2024 Work Plan and was evaluating if that was something that needs to be addressed and how can staff come up with a resolution. Commissioner Ewell stated unfortunately the RTA does not have the necessary information that was requested by RIDE, but the RTA is in the process of gathering what was requested. Commissioner Neal stated that the riders need to know when the RTA was going to run service cuts.

## **11. New Business**

None.

## **12. Adjournment**

Commissioner Ewell moved and Commissioner Sams seconded to adjourn the Operations Committee Meeting on September 19, 2023. The meeting was adjourned unanimously.

[09.19.23 Ops Committee PowerPoint Presentation]

[23-160](#)