



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes - Draft

Thursday, May 8, 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, May 8, 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: 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.

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).

1. Call To Order

2. Roll Call

Commissioners Present: Commissioner Guidry and Commissioner Sams

Commissioner Absent: Commissioner Daniels

3. Consideration of Meeting Minutes

[O&A Meeting Minutes - April 10, 2024]

[25-061](#)

Commissioner Guidry moved and Commissioner Sams seconded to approve the Meeting Minutes of Operations and Administration Committee Meeting dated April 10, 2025. The motion was approved unanimously.

4. Committee Chairman's Report

Commissioner Sams stated that the proposed Overnight Service Reductions for June 2025, that was presented at the RAC Meeting will be presented at this meeting.

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:

- Salary information requested by Cm Guidry will be available before May's Board meeting.
- An Operator saw a child wandering and stayed until NOPD arrived.
- Supervisors are stepping up and driving buses when call-ins are most frequent during festival events.
- The City and RTA is preparing for Hurricane Season. Any person looking to evacuate will be picked up at any RTA's bus stop heading downtown and will be taken to the City of New Orleans Central Hub.
- The agency has 80 buses in service and 82 buses are required. Out of the 130 vehicles that the RTA has, 26 of those vehicles are going through some type of maintenance and each vehicle has a timeline for completion. CEA's are in place to put the buses on higher ground to save them from flooding during a hurricane.

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:

- Bus ridership for 2025 was very close to bus ridership in 2017. During the month of March 2024 to March 2025 ridership increased by 20%. The RTA took service off the streetcars and added service to the bus routes.
- Commissioner Guidry congratulated the Operations Team for doing a great job during Jazz Fest and staff made sure that the routes were on schedule.
- The process of identifying route-by-route delay factors is still ongoing, but once staff members are aware of the various factors pertaining to each route, they will be better able to manage the system. The Operations Department began gathering fresh information in February to pinpoint the problems relating to OTP and maintenance.
- The streetcar zone is occupied by supervisors who are knowledgeable about streetcars; the other zones are determined by traffic volume and the reasonable travel time to each route. The Maintenance Team is unrelated to Operations Zones, and all supervisors should be able to arrive at a route in 12 minutes or less. Additionally, if a

40-foot bus is damaged, a paratransit supervisor is unable to handle it.

- Team members were working to improve their communication with Paratransit passengers about where they could and could not be transported as passengers.

7. 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:

- Every route starts as soon as they leave the building, and the maintenance area lacks designated zones and enough mechanics to go out into the street and fix the buses on the routes.
- For service, the RTA requires 82 vehicles. There are 108 vehicles in the fleet overall, and 26 of them are currently out of commission; some are undergoing preventive maintenance. Commissioner Guidry stated that come June 1, 2025, all streetcars need to be available for service because the Riverfront Streetcar will be back in service
- More mechanics must be hired by the RTA. The CEO is working with different employment and schools to hire mechanics. Commissioner Guidry would like the new hires to come to the meetings and be introduced to the Commissioners. Commissioner Sams would like to have a conversation with staff on promoting the training that the operators go through to drive the streetcars and the buses.

8. Chief Safety/Security Officer's Report

Craig Toomey gave the Chief Safety/Security Report. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

9. Presentation: Proposed Overnight Service Reductions for June 2025

Elisabeth Stancioff gave the Proposed Overnight Service Reductions for June 2025 Report. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

After the presentation, Commissioner Guidry stated that Route #91 was one of the RTA's top 10 routes and this route connects with 23 other routes in the system and staff should do a deep dive into this route before changes are made. Route #103 services lower Algiers and after 1:00 am how do the service workers get home once this bus stops running. These changes are going to affect the late-night riders and staff should investigate these changes.

In response to a question from Commissioner Sams, Elisabeth Stancioff stated that staff looked at the individual trips of each of the routes where service was cut to see how many passengers would be affected by each trip. Commissioner Sams stated that these route cuts will have a big impact on the community and after 90-days the RTA needs to check on how these changes are affecting the community and are passengers adapting to these changes. Also, staff need to stay in contact with RIDE to make sure that the RTA is listening to the riders. If these changes don't take place what are the other options for Route #91 and #103

and what are staff using to make these decisions to Route #91 and #103. Staff stated that more passengers will benefit from these route changes than riders affected by these changes.

Commissioner Guidry asked staff why the RTA is going to the Wilty Terminal and why is the RTA paying for security. Staff should reroute these buses.

Commissioner Sams stated that this item should be placed on the Board Agenda.

10. New Business

None.

11. Audience Questions & Comments

Lola Reynard stated that Route #11the Magazine Bus does not show up at 5:09 and she must turn to other options to get home and there is no information on the LePass Application and no communication from the RTA as why and when this bus doesn't arrive or is late.

Shirani Jayasuriya - RIDE has asked for better communications from RTA regarding late buses, detours and road construction. RIDE needs more clarification from the RTA.

Ms. Jasmine left the meeting before Audience Question & Comments.

12. Adjournment

Commissioner Guidry moved and Commissioner Sams seconded to adjourn the O&A Meeting of May 8, 2025. The motion was approved unanimously.

[05.08.25 Ops PowerPoint]

[25-063](#)