



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes - Draft

Thursday, May 14, 2026

9:00 AM

RTA Board Room

The New Orleans Regional Transit Authority (RTA) Board of Commissioners will hold an in-person public meeting on Thursday, May 14, 2026, at 9:00 am. The meeting will begin at the scheduled time but may be delayed until a quorum is present and will be live streamed on the RTA website; masks are optional. Written public comments on agenda items may be submitted by 1) completing a speaker card on the day of the meeting; 2) email to rtaoard@rtaforward.org prior to the meeting; 3) U.S. mail to RTA, Office of Board Affairs, 2817 Canal Street, New Orleans, LA 70119. This meeting is accessible to persons with disabilities, and accommodation requests must be made at least 72 hours in advance by contacting the Office of Board Affairs at 504-827-8341 or rtaoard@rtaforward.org.

1. Call To Order

2. Roll Call

Commissioner Present: Commissioner Casby, Commissioner Guidry, Commissioner Mann and Commissioner Ramey

Present

Commissioner Nelita Manego Ramey, Commissioner Erika Mann, Chairperson Mitchell Guidry, and Commissioner Tyrone Casby

Absent

3. Consideration of Meeting Minutes (02.12.26)

Commissioner Ramey and Commissioner Mann seconded to approve the Meeting Minutes of February 12, 2026, but stated that they moved to accept the minutes of the previous committee meeting as presented, recognizing that the current committee membership differs from the prior committee body and that the minutes reflect the official record prepared by the Office of Board Affairs.

A motion was made by Commissioner Manego Ramey, seconded by Commissioner Mann, and approved. The motion carried by the following vote:

Aye: Commissioner Manego Ramey, Commissioner Mann,
Chairperson Guidry, and Commissioner Casby

Absent:

[O&A Committee Meeting Minutes]

[26-061](#)

4. Committee Chairman's Report

No Report.

5. Chief Executive Officer's Report

The monthly Chief Executive Officer's Report was given and can be found in the PowerPoint Presentation for the Operations and Administration Committee Meeting.

APTA will release a report on AI use in the transit industry, and it is advised that the Board adopt a standard on AI use for the agency. Transit ridership is up around the industry due to the price of gas and because of RTA's use of diesel fuel there are going to be supply issues in the future.

6. Chief Transit Officer's Report

The monthly Chief Transit Officer's Report was given and can be found in the PowerPoint Presentation for the Operations and Administration Committee Meeting. The information reported has a two month lag time.

Operations Discussion - Summary Minutes

Staff explained that streetcar service was reduced in 2022 in response to community feedback requesting additional bus service. Due to budget limitations, the agency could not support both expanded bus and streetcar service simultaneously.

Staff noted that fare revenue represents only a portion of the agency's overall operating budget.

Ridership data is collected through Automatic Passenger Counters (APCs) on buses and fareboxes on streetcars. Concerns were raised that ridership information should be available more quickly than the current two-month reporting timeframe.

Staff reported a significant increase in ridership during March. While the agency maintains partnerships with local organizations, including New Orleans & Company, staff cannot definitively attribute the increase to any specific event.

Staff explained that streetcars have a maximum passenger capacity of 54 riders, including seated and standing passengers, with standing passengers required to remain behind the designated safety line.

Additional “tripper” service is deployed as needed to accommodate passenger demand, subject to available budget resources.

Staff discussed coordination with the City and State regarding road construction and detours. Once construction is completed, routes return to their normal alignment. Operators are not penalized for schedule delays caused by construction and remain eligible for on-time performance incentives once normal operations resume.

Staff explained that multiple factors are considered during service scheduling and operator picks. The next operator pick is currently scheduled for September. Staff noted that service changes may occur only twice per year, rather than three times, to reduce disruption for riders.

Staff reported that operators have requested modifications to Routes 31 and 32 due to roadway conditions. Public outreach regarding the proposed changes has begun.

Staff advised that consultants are assisting with the development of Standard Operating Procedures (SOPs) for the Operations Department. The Board previously approved a contract with Landmark, which is utilizing subcontractors for portions of the work. Staff cited staffing challenges and the need to strengthen industry-standard practices and procedures.

A concern was expressed that consulting funds should remain within the agency rather than being used to retain firms that subcontract work.

Staff confirmed that a Termination for Convenience provision is included in all RTA contracts.

7. Chief Asset Manager Officer's Report

The monthly Chief Asset Manager Officer's Report was given and can be found in the PowerPoint Presentation for the Operations and Administration Committee Meeting.

Maintenance Discussion - Summary Minutes

Staff explained that the three key maintenance performance indicators for fixed-route service are fleet availability, road calls, and preventive maintenance, all of which must remain in balance to support reliable operations.

Staff reported that the active bus fleet consists of 108 vehicles. In addition, the agency maintains a contingency fleet used only for special service needs and not regular daily operations. The contingency fleet currently contains seven buses, below the target of ten vehicles. Staff noted that contingency fleet vehicles have exceeded the useful life standards established by the FTA.

Staff advised that the agency typically requires approximately 82 buses each day to operate scheduled service, while several vehicles may be unavailable at any given time due to maintenance needs. Staff also noted ongoing industry-wide challenges in recruiting and retaining qualified bus mechanics.

Staff explained that vehicles may remain in the contingency fleet if they are operational and do not require major repairs. A contingency fleet vehicle is generally one that has reached 12 years of age and/or accumulated 500,000 miles.

Staff reported that streetcar maintenance remains costly, noting that a single streetcar wheel can cost up to \$16,000 and each streetcar is equipped with eight wheels.

Staff discussed supply chain challenges affecting maintenance operations, stating that certain long-lead inventory items are difficult to obtain, have experienced significant cost increases, and may take up to a year to be delivered.

Staff explained that preventive maintenance standards vary by mode. Streetcar maintenance schedules are time-based, while fixed-route bus and paratransit maintenance schedules are mileage-based.

Staff reported that there are currently no spare red streetcars available for service. As a result, buses are used to provide service along the Rampart line when necessary. Staff further advised that seven streetcars currently require converter replacements.

Staff noted that the agency is awaiting delivery and installation of chargers needed to support electric vehicle operations.

8. Chief Safety/Security Officer's Report

The monthly Chief Safety/Security Officer's Report was given and can be found in the PowerPoint Presentation for the Operations and Administration Committee Meeting.

The RTA bus system is very safe, and the RTA has a strong relationship with the NOPD and the RTA has NOPD on staff.

9. Committee Action Items (Public Comment will be taken prior to Board vote on each item in accordance with La. R.S. 42:14 (D))

Adoption of the Customer Code of Conduct and Enforcement Policy (SEC 2)

[26-043](#)

The Customer Code of Conduct and Enforcement Policy (SEC 2) were given and can be found in the PowerPoint Presentation for the Operations and Administration Committee Meeting. No action was taken on the policy. The Committee was briefed and was informed that the policy will be brought back when the outreach component is fully developed.

10. New Business

None.

11. General Public Comments (Informational Items)

Jim Goodwin - The Chalmette Ferry Bridge has been out of service for 2-months and he would like to know when it will be repaired. The work on the bridge is handled by DOTD and this is not an RTA matter.

Valerie Jefferson - Women of Action - One of the women operators was attacked on the bus. The operators need to feel safe while operating the buses. Security and Supervisors need to always be visible.

12. Adjournment

Commissioner Casby moved and Commissioner Mann seconded to adjourn the Operations and Administration Committee Meeting on May 14, 2026. The motion was approved unanimously.

A motion was made by Commissioner Casby, seconded by Commissioner Mann and adjourned. The motion carried by the following vote:

Aye: Commissioner Manego Ramey, Commissioner Mann,
Chairperson Guidry, and Commissioner Casby

Absent: