2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority

Operations & Administration Committee

Meeting Agenda - Final

Thursday, March 10, 2022	9:00 AM	Virtual

The New Orleans Regional Transit Authority's Board of Commissioners hereby certifies that it will convene a meeting on Thursday, March 10, 2022 electronically via Zoom in accordance with the provisions of La. R.S. 42:17.1(A)(2)(a)-(c).

1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes

[Operations and Administration Committee Meeting Minutes from February 10, 2022] **22-054**

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Operations Officer's Monthly Status Report

7. New Links Update

8. Ferry Operations Report

9. Public Safety Report

10. Resolutions for Consideration:

RTA Work Policies New and Amended **22-045**

Amendments to Fixed Route Service Standards **22-049**

Cooperative Endeavor Agreement (CEA) Between the City of Kenner and the Regional Transit Authority (RTA) **22-053**

11. New Business

12. Audience Questions & Comments

13. Adjournment

2817 Canal Street
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New Orleans Regional Transit Authority

Board Report and Staff Summary

File #: 22-054 **Board of Commissioners**

[Operations and Administration Committee Meeting Minutes from February 10, 2022]

2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority

Operations & Administration Committee

Meeting Minutes - Draft

Thursday, February 10, 2022	9:00 AM	Virtual

The New Orleans Regional Transit Authority's Board of Commissioners hereby certifies that it will convene a meeting on Thursday, February 10, 2022 electronically via Zoom in accordance with the provisions of La. R.S. 42:17.1(A)(2)(a)-(c).

1. Call To Order

2. Roll Call

Not a member of the Operations and Administration Committee, Commissioner Mark Raymond was in attendance.

Present: Fred Neal, Laura Bryan, Walt Tillery and Sharon Wegner

Absent:

3. Consideration of Meeting Minutes

[Operations - January 13, 2022] **22-021**

Commissioner Tillery moved and Commissioner Wegner seconded to approve the January 13, 2022 Operations and Administration Committee meeting minutes. The motion was adopted unanimously.

4. Committee Chairman's Report

Commissioner Neal stated that the New Links presentation that was reviewed during the January 25, 2022 Board of Commissioners Meeting is available online and recommended that Operations and Administration staff listen to it for this rollout with which the agency will move forward.

Mr. Neal thanked the Operations team for addressing questions and concerns at the February 2, 2022 Riders Advisory Committee Meeting, and underscored the importance of these meetings as an opportunity for riders to interact one-on-one with staff to resolve issues.

Mr. Neal concluded by relaying that the Riders Advisory Committee would address a pending action item to review Operations reports and provide comments for staff regarding how the agency could better address public needs.

5. Chief Executive Officer's Report

CEO Alex Wiggins reported that the Omicron variant's impact on operations is lessening, and that the workforce has drastically improved with only 50 affected employees remaining and minimally affected operations. He reported that the Federal mask mandate will continue through March 22, 2022, and may extend later into the year. Mr. Wiggins thanked frontline staff for maintaining operations, and reported that issues enforcing the mask mandate are not prevalent but do continue to occur.

Regarding Operation statistics and monthly reporting, Mr. Wiggins stated that financials for December would be generated that day, February 10, 2022, changes to reporting would become effective moving forward as of January 2022 per the Board of Commissioners' request, and that adjustments to reporting would continue to be made based on feedback from the Board of Commissioner.

Mr. Wiggins reported that he was very pleased with improvements to on-time performance, congratulated staff for the in-depth analysis of impacting factors, and that he looks forward to reporting improved on-time performance in January 2022.

6. Chief Operations Officer's Monthly Status Report

Gerard Guter added to Commissioner Neal's point regarding the importance of rider feedback to making improvements, presented the Operations report for December 2021, and provided a service update for Mardi Gras 2022.

Mr. Guter addressed Commissioner Neal's question regarding streetcar operations over Mardi Gras 2022, and promised to provide updates the March 10, 2022 Operations and Administration Committee meeting.

Commissioner Bryan expressed her anticipation regarding updates to on-time performance reporting and the inclusion of other metrics affecting on-time performance that will provide a comprehensive understanding of what contributes to reliable service for the agency's customers.

7. Ferry Operations Report

Jose Ruiz-Garcia reported completed trips for both services in December 2021 was approximately 95% of all scheduled trips and attributed the difference in non-performed trips to fog.

Regarding ridership, Mr. Ruiz-Garcia reported increased Canal ridership for December 2021 and normalization of numbers due to the operation of the temporary facility at Canal Street.

Mr. Ruiz-Garcia reviewed ferry operation accommodations for Mardi Gras 2022 between February 18 and March 1, 2022, and underscored the agency's commitment to extended hours for this period of time.

Commissioner Neal expressed his appreciation for the extended ferry hours for Mardi Gras 2022 given concerns that had been brought up during a Riders Advisory Committee Meeting.

8. Public Safety Report

Robert Hickman reported positive results for January 2022 with minimal felonies, misdemeanors, and summons issued. Regarding enforcement, law officers increased boarding inspections, and will perform ride alongs when possible.

In the absence of Crisis Intervention Specialist Dominique Stewart, Mr. Hickman reported contacts and referrals with the homeless.

Alex Wiggins pointed out the significant issue of transit-related homelessness across the country, shift for trained social workers to address the underlying issues, and his hopes to expand RTA's effectiveness in this area in 2022.

Commissioner Neal and Commissioner Tillery expressed their appreciation for the increased boarding inspections and implementation of ride alongs.

9. New Business

None

10. Audience Questions & Comments

Speaker Jim Goodwin asked five questions regarding the ferry, four of which were addressed by Alex Wiggins and Jose Ruiz-Garcia. Mr. Ruiz-Garcia committed to research and answer Mr. Goodwin's fifth question offline.

11. Adjournment

Commissioner Tillery moved and Commissioner Wegner seconded to adjourn the February 10, 2022 Operations and Administration Committee meeting. The motion was approved unanimously.

[Operations Committee PowerPoint Presentation] **22-028**

2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority

Board Report and Staff Summary

File #: 22-045 **Operations & Administration Committee**

RTA Work Policies New and Amended

DESCRIPTION: RTA Work Policies New and Amended	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: ☒ Approval ☐ Review Comment ☐ Information Only ☐ Other	

RECOMMENDATION:

Authorize the Chief Executive Officer to implement agency-wide policies edits to promote effectiveness by providing clear and uniform guidelines.

ISSUE/BACKGROUND:

This is ongoing work policies to assist in developing best practices and following required laws.

DISCUSSION:

A uniform policy format provides clear and concise steps for establishing or revising policies to achieve maximum organizational efficiency and understanding. Included are policies that were previously approved, needed edits have been incorporated.

HC20 RTA Paid Time Off - edit: deleted 2.1.c stating executives cannot cash out PTO and added at 4.0 Cash Out of PTO executives can cash out PTO after twelve (12) months of employment.

HC14 RTA Employment Status - edit: corrected policy reference by deleting HC 37 to HC 14 - Employment Advertisement - throughout policy HC 34 - Employment Recruitment and Selection - and corrected at HC 34 at 1.2.5 Temporary Services at paragraph two - temporary employee can return to work at the RTA after sixty (60) days after being employed compared to the policy previously stated six (6) months.

HC10 RTA Preventing Sexual Harassment - new introduction required by State of Louisiana.

SEC1 RTA Parking and Driving Personal Vehicles on RTA Premises - new introduction to address RTA facility parking matters.

FINANCIAL IMPACT:

Adoption of the RTA agency policies has no direct impact upon RTA's expenditures or revenues.

NEXT STEPS:

Upon Board of Commissioners' approval, staff will work to provide policies to all RTA staff to view and follow.

ATTACHMENTS:

Click or tap here to enter text.

1. Board Resolution
2. HC20 RTA Paid Time Off
3. HC 34 RTA Employment Status
4. HC 34 Attachments - Internship Program and Work assessment Form
5. HC34 Attachment 4
6. HC10 RTA Preventing Sexual Harassment
7. SEC1 RTA Parking and Driving Personal Vehicles on RTA Premises

Prepared By: Darwyn Anderson
Title: Chief Human Resources Officer

Reviewed By:
Darwyn Anderson
Title: Chief Human Resources Officer

3/7/2022

Alex Wiggins
Chief Executive Officer

Date

Regional Transit Authority
2817 Canal Street
New Orleans, LA 70119-6307

RESOLUTION NO. ________________

STATE OF LOUISIANA
PARISH OF ORLEANS

AUTHORIZATION TO ADOPT RTA WORK POLICIES NEW AND AMENDED

Introduced by Commissioner _____________, seconded by Commissioner _____________________.

A RESOLUTION of the Board of the Regional Transit Authority (RTA) adopting new and amended agency-wide policies.

WHEREAS, RTA is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the New Orleans region; and

WHEREAS, adoption of these new and amended agency-wide policies continues to establish certain guidelines and policies to be followed by RTA; and

WHEREAS, RTA establishes protocols to create, amend, and disseminate administrative policies and procedures (policies). A uniform policy format provides clear and concise steps for establishing or revising policies to achieve maximum organizational efficiency and understanding; and

WHEREAS, the Board adopts all agency policies including any substantive changes or amendments while the RTA Human Capital Business Unit has the authority to make any non-substantive changes, and the CEO maintains a system, records and reports that are consistent with industry best practices and statutory requirements to align agency resources with the Board's objectives and the agency's mission; and

WHEREAS, RTA is committed to ensuring proper controls and complying with legal regulations and industry best practices for agency-wide policies; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Regional Transit Authority hereby approves the attached new and amended agency-wide policies.

RESOLUTION NO. _______
Page 2

THE FOREGOING WAS READ IN FULL; THE ROLL WAS CALLED ON THE ADOPTION THEREOF AND RESULTED AS FOLLOWS:

YEAS:	___________
NAYS:	___________
ABSTAIN:	___________
ABSENT:	___________

AND THE RESOLUTION WAS ADOPTED ON THE 24thth DAY OF MONTH, 2021.

____
FLOZELL DANIELS, JR.
CHAIRMAN
RTA BOARD OF COMMISSIONERS

RTA Regional Transit Authority

Paid Time Off

(HC20)

POLICY STATEMENT

In order to meet its operational needs, the New Orleans Regional Transit Authority (RTA) will implement a Paid Time Off (PTO).

PURPOSE

Accrued leave (PTO and sick) under the PTO policy may carry over from year-to-year, subject to the limitations set forth below. For the purposes of this section, employee hire dates shall be considered as the date on which an employee was hired in service to the RTA or the date the employee was directly hired by the RTA, whichever is earlier.

APPLICATION

If a conflict occurs between this policy and a Collective Bargaining Agreement (CBA), the CBA will prevail.

ADOPTED BY:

The RTA Board of Commissioners on X/XX/XXXX, Resolution XX-XXXX.

APPROVED BY:

____

Alex Z. Wiggins
Chief Executive Officer

Effective Date: X/XX/XXXX
Date of Last Review: X/XX/XXXX

1.0 GUIDELINES

- Each full time and part-time employee will accrue PTO each pay period which is bi-weekly, in hourly increments based on their length of service as defined below. PTO is added to the employee's PTO bank per pay period. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments.

- Temporary employees, and interns are not eligible to accrue PTO.

- Eligibility to accrue PTO is contingent on the employee either working or utilizing accrued PTO/Sick Leave for the entire pay period. PTO is not earned in pay periods during which unpaid leave, short- or long-term disability leave, or workers' compensation leave are taken.

- Employees may use time from their PTO bank in hourly increments. Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include agency paid holidays, bereavement time off, required jury duty, and military service leave.

- To take PTO requires five business days of notice to the supervisor unless the PTO is used for legitimate, unexpected illness, or emergencies. In all instances, PTO must be approved by the employee's supervisor in advance.

Absence due to emergency sick leave must be communicated to the supervisor 2 hours prior to the scheduled start of the employee's shift. This policy applies to all RTA employees. If a conflict occurs between this policy and a collective bargaining agreement (CBA), the CBA will prevail. (Extenuating circumstance will be taken into consideration.)

2.0 PTO Accrual

Vacation for all employees except for executives (CEO, Deputy CEO and Chiefs) is accrued based on length of service, from a minimum of 20 days to a maximum of 35 days per year for full-time employees, pro-rated for part-time employees. For purposes of calculating the vacation accrual rate, there is only one initial hire date. Employees returning to the RTA employment shall have their accrual rate restored to the level attained prior to separation.

From the time that the employee reaches the sixth (6^{th}) month of continuous employment or 1040 hours of work, whichever is earlier, on regular pay status to be eligible to use vacation. Once served, the eligibility waiting period need not be repeated by employees returning to RTA service, leave shall accrue as set forth below;

Accruals Chart
(Excludes Executives CEO, Deputy CEO and Chiefs)

Years of Service	Bi-weekly Accrual (approximate)	Annual Accrual	Maximum Allowable Accrual (3 x Annual Rate)
0 – 5 years	6.15	20 days/year 160 hours	60 days / 480 hours
6 – 10 years	7.69	25 days/year	75 days / 600 hours
11 – 15 years	9.23	30 days/year	90 days / 720 hours
16 + years	10.77	35 days/year	105 days / 840 hours

2.1 Vacation for Executives (CEO, Deputy CEO, Chiefs)

a. Executives shall receive 25 front loaded working days of vacation per calendar year, pro-rated per their date of appointment.
b. If an Executive accepts a position that accrues vacation pursuant to a non-executive position, that employee may retain any of their current unused vacation balance for use and their vacation accrual shall be adjusted according to the non-executive accrual rate based on years of service.
~~**c. Unused vacation days cannot be cashed out except when the Executive separates from the RTA service.**~~
c. In the event an employee who accrues vacation pursuant to a non-executive accepts an Executive position, their unused vacation balance shall remain, and the vacation accrual shall be adjusted to the Executive vacation accrual to include the 25-front loaded working days of vacation per calendar year, pro-rated per their date of appointment.

No PTO will be added to an employee's PTO balance once the hour cap is reached. Any PTO inadvertently added after the hour cap is reached will be subtracted from the balance and considered part of the employee's Sick Leave Bank and is not payable to the employee upon separation. After an employee's PTO balance reaches the cap, the employee will cease to accrue PTO until the balance is reduced below the hour cap. Employees are responsible for monitoring and taking their PTO over the course of a year.

(PTO approval is subject to supervisory approval and not every employee can take accumulated time in December; the agency must continue regular business operations.)

Employees are paid for the PTO they have accrued, up to their cap hours, upon termination or resignation of employment.

2.2 Sick Leave Bank

At such time as an employee reaches the annual maximum PTO balance in any given year, that employee will be credited Sick Leave at the same rates as outlined above. When and if the employee reduces his/her PTO balance below the annual cap then PTO will accrue, and sick leave crediting will cease until the cap is again reached. Employees who have an individual sick leave bank are eligible to request paid leave from their own sick leave bank when their PTO has been exhausted. Sick leave is a gratuitous benefit provided at the discretion of RTA and only in the event of serious illness as outlined herein. Sick leave is not accrued as PTO and is not payable to the employee upon separation.

The Sick Leave bank can only be used for serious medical hardships or catastrophic illnesses or injury including conditions, which immediately and severely impact the health of the employee and/or the employee's immediate family and require absence from work. These conditions must also meet the definitions of a Serious Health Condition under the Family Medical Leave Act (FMLA).

"Serious illness" generally does not include cosmetic treatments, minor conditions such as the common cold, earaches, headaches, the flu, routine doctor's appointments, or treatment with over-the-counter medications.

3.0 Approval of Individual Sick Leave

Employees may apply for up to 120 hours/15 days of Sick Leave time per 12-month period. If an employee needs more time, allocation of additional days/hours from the Individual Sick Leave bank will be determined by the Chief Human Resources Officer, or designee on a case-by-case basis.

1. Requests for use of the individual sick leave bank and the anticipated time period of absence must be reported on the Request for Individual Sick Leave Form provided by the Human Capital Department. To the extent permitted by Federal and State laws, employees will be required to submit medical certification from a treating physician or other licensed health care provider.

2. Requests for Individual Sick Leave bank will be evaluated on these criteria:

    A. Appropriateness of the leave as a crisis;

    B. Availability of leave within the individual sick leave bank;

    C. Completion of at least one year of full-time employment; and

    D. Lack of accrued PTO for the individual employee. All accrued PTO must first be exhausted before a request for sick leave will be granted.

3. Sick Leave requests require the consent of the requesting employee's immediate supervisor and must be approved by the appropriate Department Director.

4. Request forms are then forwarded to the Chief Human Resources Officer, who shall approve or deny the request.

An employee's individual sick leave bank is strictly for the usage of that employee. Employees may donate leave time to other employees, subject to the regulations set forth below.

4.0 Cash out of PTO Hours

Employees may request to cash out PTO hours once in any 12-month period. Procedures for cashing out PTO hours are determined by RTA's executive management. PTO hours and frozen vacation hours can be cashed out subject to the following limitations:

- An employee must use 40 hours of scheduled PTO hours or frozen vacation hours during the 24-month period prior to requesting a PTO cash out. This is in addition to the holiday hours.
- An employee may cash out his/her PTO balance in excess of 160 hours.
- If an employee requests that his/her PTO be paid in cash, all applicable taxes will be withheld.
- An employee in an interim appointment will be cashed out at their regular, not interim rate of pay.
- An employee may choose to deposit the PTO cash out into RTAs 457b Deferred Compensation Plan. This will defer taxation of the payoff. The minimum deposit is $250 and the annual contribution limitations of the Deferred Compensation Plan shall apply.
- **An executive may cash out PTO once they have been at the agency for 12 months.**

Requests for exceptions to the above limitations due to a unique hardship situation, subject to submission of proper documents, must be approved by the Chief Human Resources Officer or designee prior to submitting a completed Request for Cash out & Distribution of Frozen Vacation and/or PTO Hours form (Attachment 1) to Payroll. Employees requesting an exception to the requirements must also submit a Request for Cash out & Distribution of Frozen Vacation and/or PTO Hours Exception Request form (Attachment 2), in addition to Attachment 1.

5.0 PTO or Sick Leave Donation

Regional Transit Authority

Subject to the approval of the Chief Human Resources Officer, employees may donate PTO or sick leave to another employee, subject to the following conditions:

1. The recipient must have been employed with the RTA for a period of not less than six (6) months.

2. Donated PTO shall be converted to sick leave and added to the recipient's sick leave bank, except as may otherwise be provided in this manual or by policy set forth by the Chief Human Resources Officer.

3. Donation of leave will not be approved unless the recipient has a balance of less than 40-hours in their sick leave bank.

4. The donator relinquishes all future claims to the donated leave regardless of the medical condition of either the donor or the recipient.

5. The donation must be strictly voluntary, without coercion, implied or otherwise, and must be certified as such in writing by the donor in advance of the actual transfer of PTO or sick leave from the donor to the recipient.

6. The receiving employee shall not receive more than 480 hours of donated sick leave for any single qualifying incident based upon the dollar value of such leave which shall be converted from the donor to the recipient.

7. Conditions for donating sick leave to an eligible recipient.

    a. An employee may request to donate sick leave hours to an approved recipient employee provided the donation will not cause the donating employee's PTO and or sick leave balance to fall below 240 hours.
    b. A donating employee may not donate fewer than eight hours of sick leave converted at the donating employee's straight-time primary rate of pay.
    c. Employees who are separating from the RTA service may not donate more sick leave than they would be able to use themselves between the date of the donation and their last day of work and must retain a post-donation minimum balance of 240 hours.

8. Restoration of transferred Sick Leave.

    a. Any transferred sick leave remaining to the credit of a recipient employee when that individual's personal emergency terminates shall be restored, to the extent administratively feasible, by transfer to the PTO and or sick leave accounts of the donors who are still active RTA employees on the date the personal emergency terminates. The recipient employee shall be permitted to retain up to 40 hours of sick leave which may include donated hours.

b. If the total number of donating employees eligible to receive restored sick leave exceeds the total number of hours of sick leave to be restored, no restoration of donated sick leave shall occur. All remaining sick leave hours shall be retained by the recipient employee instead. In no case shall the amount of sick leave restored to a donating employee exceed the amount such employee donated.

Following approval of the Chief Human Resources Officer, Human Resources shall submit the approved leave donation forms to the Chief Financial Officer for adjustment of leave balances of the donating and receiving employee.

6.0 FLOWCHART

N/A

7.0 REFERENCES

N/A

8.0 ATTACHMENTS

1. Request for Cash out and Distribution of Sick Bank and/or PTO Hours form
2. Request for Cash out and Distribution of Sick Bank and/or PTO Hours Exception Request form

9.0 PROCEDURE HISTORY

12/15/2020 Interim Board approval granted
12/11/2020 Interim Executive Committee approval granted
2/4/2021 Final Executive Committee approval granted
2/23/2021 Final Board approval granted
8/18/2021 Final Executive Committee approval granted
8/24/2021 Final Board approval granted

- Added PTO cash out section

10.0 SPONSOR DEPARTMENT

Human Capital

RTA Regional Transit Authority

Employment Status

(HC34)

POLICY STATEMENT

The New Orleans Regional Transit Authority (RTA) establishes and maintains employee status categories to classify non-represented employees.

PURPOSE

To provide appropriate identification and classification of employees in order to assist departments in meeting business needs and determine applicability of rules, benefits, and other conditions of employment.

APPLICATION

This policy applies to all RTA non-represented employees.

ADOPTED BY:

The RTA Board of Commissioners on 02/23/2021, Resolution XX-XXX

APPROVED BY:

____
Alex Z. Wiggins
Chief Executive Officer

Effective Date: X/XX/XXXX
Date of Last Review: X/XX/XXXX

1.0 PROCEDURES

The following procedures describe the conditions of employment for each employee status.

Note: All employees must provide and maintain valid proof of eligibility to work in the United States, throughout their employment at RTA.

1.1 At-Will Employees

At-Will Employees serve at the pleasure of the hiring authority and, therefore, the employment relationship may be terminated by the employee or the employer at any time, with or without cause or advance notice. RTA confers At-Will status to the following:

- All At-Will Full-Time and Part-Time Employee positions
- All At-Will Full-Time and Part-Time Employee positions in the Board Secretary's Office;
- All At-Will Full-Time and Part-Time Employee positions reporting directly to the RTA Board of Commissioners;
- All Interns; and
- All Contracted, Intermittent, Emergency, and Temporary Employees.

1.2 Categories of Employment

1.2.1 At-Will Full-Time and Part-time Employees

Status

An At-Will Full-Time Employee may apply for any position and will be considered if he or she meets the minimum qualifications of that position.

Recruitment

At-Will Full-Time Employees are recruited per the **Employment Advertisement**, Recruitment and Selection (HC~~37~~ **14**) policy.

Release

At-Will, Full-Time Employees may be released at any time at the discretion of the hiring authority subject to the Termination of Employment (HC17) policy.

Hours

At-Will, Full-Time Employees are scheduled to work a minimum of 40 hours per work week.

Benefits

Full-Time Employees are eligible to enroll/receive the following benefits:

- Medical insurance
- Dental/vision/life insurance
- Flex spending
- 457 plan
- Paid holidays
- Paid Time Off
- Fare media

1.2.2 Project Employees

Status

Project Employees occupy a budgeted position and are hired through a competitive process to fill positions for projects that have a specific time frame of at least one year and up to five years. They are Non-Represented Employees who may be used to carry out special project work or staff programs of limited duration. Employment in a Project position does not lead to regular status. Project Employees are RTA employees.

A current Project Employee may apply for any RTA position and will be considered if he or she meets the minimum qualifications of that position.

Term

A Project Employee will be hired for a term up to five years (six if RTA has sponsored the employee for an H-1B visa). Human Capital will notify the employee's supervisor and Department Chief 90, 60, 30, and 14 days prior to the expiration of the term.

The employment term may not be renewed or extended beyond five years, with exceptions considered only for those employees working on a "Mega Project" valued at $500 million or more. These exceptions will be reviewed on a year-to-year basis for the life of the project, up to ten years, upon written justification by the department and with the approval of the Chief Executive Officer or their designee. Requests for extension do not guarantee approval. Per federal law, an H-1B sponsored employee may not be extended beyond six years (even if on a Mega Project).

A Project Employee cannot be transferred to another project. Assignment to another project requires hiring through a competitive recruitment for a different Project Employee position.

If a Project Employee resigns or is terminated prior to the end of the assignment, the length of the Project Employee position term remains as it was originally established and may not be extended. Any new hire to the same Project Employee assignment will serve the remainder of the term of the assignment.

Recruitment

Project Employees are recruited per the **Employment Advertisement**, Recruitment and Selection (HC~~**37**~~ **14**) policy. The job bulletin will note the position is for a limited term and At-Will, if applicable to that job classification, and explain the limited-term nature of the employment.

Any At-Will, Full-Time Employee who accepts a limited term position will be subject to the policies surrounding Project Employees, including separation once the Project Employee assignment is complete.

Release

All Project Employees will be released upon the completion of the project (including contract close-out) or expiration of their term, whichever is sooner. At-Will Project Employees may be released at any time at the discretion of the hiring authority.

In the event of a Reduction in Force (RIF) pursuant to Reduction in Force (HC40), Project Employees will be considered for RIF before Employees.

Hours

Project Employees are to work a minimum of 40 hours per work week.

Benefits

Project Employees are eligible to enroll/receive the following benefits:

- Medical insurance
- Dental/vision/life insurance
- Flex spending
- 457 plan
- Paid holidays
- Paid Time Off
- Fare media

1.2.3 Intermittent Employees

Status

Intermittent Employees are hired for seasonal or ongoing special projects or extra help work, such as the elimination of a backlog. They are At-Will Employees who may be released at any time at the discretion of the hiring authority.

Intermittent Employees are not permitted to supervise other employees and may not be hired into supervisory or management level job classifications.

A current Intermittent Employee may apply for any Project Employee or At-Will Full-Time Employee position during their current term or after it expires. A current Intermittent Employee must take a six-month break in service before being eligible for employment in the same or another RTA limited-term position; but does not have to take a six month break to be eligible for employment as an RTA limited-term employee.

Term

An Intermittent Employee may only be hired for work of a limited duration and may remain in their position only for the duration of the work, up to three years. An Intermittent Employee will be hired for an initial term of 12 months, extendable in 12-month increments, up to three years. Human Capital will notify the employee's Department Chief and supervisor 90, 60, 30, and 14 days prior to the expiration of each 12-month term.

Recruitment

Intermittent Employees are recruited per the **Employment Advertisement**, Recruitment and Selection (HC~~37~~ **14**) policy. The job bulletin will note the position is Intermittent, explain the intermittent nature of the employment, and note the position is At-Will.

Release

Intermittent Employees will be released upon the expiration of their intermittent work, when their term expires and is not extended, or in response to department needs. Intermittent Employees are At-Will Employees and may be released at any time at the discretion of the hiring authority.

Hours

Intermittent Employees may work up to 40 hours per work week, up to 2080 hours per fiscal year. They are not eligible to work overtime.

1.2.4 Transportation Interns

Status

Transportation Interns is a one-to-two-year program that creates a "career ladder" position classification at an entry-level to best fit RTA's business needs, and provides participants titled Transportation Interns a starting point for their career development and career growth. The program is available to recent college graduates and veterans who have graduated with a bachelor's degree or higher from a regionally accredited university or the Council for Higher Education Accreditation (CHEA) and provided they received their degree within the last two years of applying to the program. The Program is administered by Human Capital. Transportation Interns are RTA employees.

A current Transportation Intern may apply for any Project Employee or At-Will Full-Time Employee position prior to the expiration of their current term, or at the expiration of their current term. A current Transportation Intern must take a six-month break in service upon completion of a two-year time period before being eligible for employment in the same or another RTA limited-term position; but does not have to take a six month break to be eligible for employment as a RTA limited-term employee. They may not exceed two consecutive years of employment when working in one or more RTA limited-term positions.

Term

Transportation Interns will be hired for an initial term of 12 months, extendable in 12-month increments, up to two years. Human Capital will notify the employee's Department Chief and supervisor 90, 60, 30, and 14 days prior to the expiration of each 12-month term.

Recruitment and Selection

A department desiring a Transportation Intern must budget accordingly as part of the department's annual budget preparation process. Once approved, the department can request to hire a Transportation Intern by completing a request form and submitting supporting documents (see Attachment 1), which Human Capital will review to ensure the candidate meets all eligibility requirements.

Human Capital will work with requesting departments to select candidates for the Transportation Intern.

Work Assessment

Upon completing the program, Transportation Interns and their supervisors will submit a completed, signed work plan to the Human Capital department's Project Managers.

Release

Transportation Interns will be released upon the expiration of their work, when their term expires and is not extended, or in response to department needs. Transportation Interns are At-Will Employees and may be released at any time at the discretion of the hiring authority. A supervisor must notify the Program Coordinator in writing prior to releasing a Transportation Intern prior to the expiration of their term.

Hours

Transportation Interns may work up to 40 hours per work week. They are neither eligible to work a flex schedule, nor work overtime.

Benefits

Transportation Interns are eligible to enroll/receive the following benefits:

- Medical/Dental Insurance
- 457 plan
- Flex spending
- PTO Sick Leave (HC20)
- Fare media

1.2.5 Temporary Employees

Status

Temporary Employees are hired to fill positions for special projects that have a specific time frame of up to two years; one-time high priority tasks; or temporary vacancies. Temporary Employees are RTA employees.

Temporary Employees may not supervise other employees. Temporary Employees are not permitted to supervise other employees.

A current Temporary Employee may apply for any Project Employee or Full-Time Employee position during their current term or after it expires. A current Temporary Employee must take a **60-day ~~six-month~~** break in service upon completion of a two-year time period before being eligible for employment in the same or another RTA limited-term position; but does not have to take a **60-day ~~six month~~** break to be eligible for employment as an RTA limited-term employee. They may not exceed two consecutive years of employment when working in one or more RTA limited-term positions.

Term

A Temporary Employee will be given an initial term of up to 6 months. Upon the approval of the Chief Human Resources Officer or their designee, the initial term may be extended an additional 6 months, up to a 1-year time limit. Human Capital will notify the employee's supervisor and Department Chief 90, 60, 30, and 14 days prior to term expiration. The employment term may not be extended beyond two years.

Recruitment

Temporary Employees are recruited per the **Employment Advertisement**, Recruitment and Selection (HC~~37~~ **14**) policy. The job bulletin will note the position is Temporary, explain the temporary nature of the employment, and note the position is At-Will. Temporary Employees may also be directly appointed pursuant to the **Employment Advertisement**, Recruitment and Selection (HC~~37~~ **14**) policy.

Release

Temporary Employees will be released upon the expiration of their term or in response to department needs. Temporary Employees are At-Will Employees and may be released at any time at the discretion of the hiring authority.

Hours

Temporary Employees may work 20 to 40 hours per work week. They are neither eligible to work a flex schedule nor work overtime.

Benefits

Temporary Employees are eligible to enroll/receive the following benefits:

- Medical/Dental Insurance
- 457 plan
- Flex spending
- PTO Sick Leave (HC20)
- Fare media

1.2.6 Student Interns

Status

RTA offers the RTA Internship Program for college students currently enrolled in an accredited institution of higher learning; or United States military veterans who are recently, honorably discharged and their spouses or current members of a United States military reserve (Veterans). The guidelines for Veteran internships under this section do not apply to the Veteran/MSSA internship.

The program offers Student Interns an opportunity to gain practical work experience through a temporary job assignment, where they can learn and explore careers in the transportation industry. Human Capital administers the program. Program guidelines do not apply to student internship programs funded by organizations other than RTA.

Student Internships must be tailored to meet the RTA hiring departments' business needs and provide interns with first-hand experience about RTA's business environment. Internships are designed to provide planned work experiences and an understanding of RTA's business environment, mission, and goals. The following Student Internships are available:

- Administrative Interns - College students currently studying at an accredited institution of higher learning. Administrative Internships may not exceed two academic years.
- Summer Interns - High School Juniors and Seniors currently matriculating at selected New Orleans parish high schools. Summer Internships may not exceed the summer.

Student Interns are RTA employees.

A current Administrative Intern may apply for any Transportation Intern, Project Employee, or Full-Time Employee position during their current term or after it expires. A current Student Intern must take a six-month break in service upon completion of a two-year time period before being eligible for employment in the same or another RTA limited-term position; but does not have to take a six month break to be eligible for employment as an RTA limited-term employee. They may not exceed two consecutive years of employment when working in one or more RTA limited-term positions.

Term

Student Internships are not to exceed two academic years. Administrative Interns who graduate while employed as an intern may continue their RTA internship for no more than six (6) months beyond their graduation date.

Recruitment and Selection

Each Chief or their designee must determine the number of interns needed to assist their respective departments and request intern funding during RTA's annual budget process.

A department can request to hire an intern by completing an Intern Authorization Form and supporting documents (see Attachment 2).

Eligibility

The program is available to college students currently enrolled in Associate's, Bachelor's, Master's, or Doctoral degree programs at a Council for Higher Education Accreditation (CHEA) or regionally accredited university; Veterans; vocational students; or high school Juniors and Seniors in a selected New Orleans parish High school.

All Student Interns must pass the Human Capital pre-employment screening process and meet all Department of Homeland Security (DHS) requirements.

Administrative Interns

RTA requires each potential Administrative Intern to submit a current and official college transcript (electronic copy acceptable) stating the student's degree objective (if declared), class level, academic standing, and cumulative GPA.

Each potential Administrative Intern must meet the following criteria:

- Undergraduate students: maintain a minimum, cumulative 2.5 GPA, and be enrolled in at least 12 semester or quarter units.
- Graduate students: maintain a minimum 2.5 GPA and be enrolled in at least 6 semester or 8 quarter units.
- All students: pursue a course of study relevant and complementary to the agency's goals and objectives.
- All students: U.S. citizen or permanent resident or have legal authorization to work in the United States.

RTA requires each potential Veteran (as defined in this policy) Administrative Intern to submit an Honorable Discharge certificate, or paperwork indicating his/her status as a current member of a United States military reserve. Veteran Administrative Interns must enroll in college within three months of hire and meet all other Administrative Intern criteria to maintain eligibility for employment.

Summer Interns

Summer internships are offered to full-time Juniors and Seniors who are in good standing at a selected New Orleans parish high school. The candidates must meet the following RTA Human Capital requirements:

- Be at least 16 years of age and a current, full-time student;
- Maintain a cumulative 2.5 GPA; and
- Must fulfill their high school's attendance requirements.

International Students

RTA does not sponsor international students requiring DHS authorization to work. International students must have valid work authorization from DHS to work as interns (paid or unpaid), and those without valid DHS authorization to work are not eligible to work as part of the program.

<u>Release</u>

Student Interns will be released upon the expiration of their assignment or in response to department needs. They are At-Will Employees and may be released at any time at the discretion of the hiring authority.

A supervisor must notify the Program Coordinator in writing prior to releasing a Student Intern prior to the expiration of their assignment. The following guidelines should be considered prior to terminating an intern before the scheduled end date:

- An intern may request a transfer to another assignment or hiring department; and
- An internship may be terminated at any time.

Hours

Student Interns may not work more than eight hours in a day or more than 29 hours in a work week, and they are not eligible to work overtime.

Benefits

Administrative Interns and Special Programs Interns are eligible to enroll/receive the following benefits:

- 457 plan
- PTO Sick Leave (HC20)
- Fare media

Summer Interns are eligible to enroll/receive the following benefits:

- 457
- PTO Sick Leave (HC20)
- Fare media

Non-Revenue Vehicles

On an as-needed basis only, a Student Intern may use an RTA non-revenue vehicle (NRV) only to carry out supervisor-directed RTA business. Interns must comply with RTA's Non-Revenue Passenger Vehicle Policy; be at least 21 years old; and licensed to drive in Louisiana to drive RTA non-revenue vehicles. Student Interns may not keep a NRV overnight or drive non-RTA passengers.

1.2.7 Veteran/Microsoft Software & Systems Academy (MSSA) Interns

Status

This section applies only to the Veteran/MSSA internship. All other internships for veterans are covered under Section 1.2.6.

The Veteran/MSSA internship is a one to two- year program that creates a “career ladder” position classification at an entry-level to best fit RTA’s business needs and provides Veteran/MSSA Interns a starting point for their career development and career growth. The program is available to veterans who are currently undertaking or have completed MSSA training, provided they received completed their training within the last two years of applying for a Veteran/MSSA internship. It is administered by the Veterans Programs. Veteran/MSSA Interns are RTA employees.

A current Veteran/MSSA Intern may apply for any Project Employee or Full-Time Employee position prior to the expiration of their current term, or at the expiration of their current term. A current Veteran/MSSA Intern must take a six-month break in service upon completion of a two-year time period before being eligible for employment in the same or another RTA limited-term position; but does not have to take a six month break to be eligible for employment as an RTA limited-term employee. They may not exceed two consecutive years of employment when working in one or more RTA limited-term positions. (For applicable employment status categories, reference §1.1 Hiring Authorities).

Term

Veteran/MSSA Interns will be hired for an initial term of 12 months, extendable in 12-month increments, up to two years. Veteran Programs will notify the employee’s Department Chief and supervisor 90, 60, 30, and 14 days prior to the expiration of each 12-month term.

Recruitment and Selection

Recruitment and selection will follow Veteran/MSSA Intern hiring guidelines in Attachment 7.

Release

Veteran/MSSA Interns will be released upon the expiration of their work, when their term expires and is not extended, or in response to department needs. They are At-Will Employees and may be released at any time at the discretion of the hiring authority. A supervisor must notify the Program Coordinator in writing prior to releasing a Veteran/MSSA Intern prior to the expiration of their term.

Hours

Veteran/MSSA Interns may work up to 40 hours per work week. They are neither eligible to work a flex schedule, nor work overtime.
Benefits

Veteran/MSSA Interns are eligible to enroll/receive the following benefits:

- Medical/Dental Insurance
- 457 plan
- Flex spending
- PTO Sick Leave (HC20)
- Fare media

1.2.8 Emergency Employees

Status

An Emergency Employee may be appointed without examination as necessary to prevent stoppage of public business, loss of life, or damage to persons or property, or when qualified personnel cannot be readily obtained due to emergency conditions such as a natural disaster. An Emergency Employee may be hired as an alternative to conducting an emergency procurement for certain services. Emergency Employees are RTA employees.

A current Emergency Employee may apply for any Project Employee or Full-Time Employee position during their current term or after it expires. A current Emergency Employee must take a six-month break in service upon completion of a two-year time period before being eligible for employment in the same or another RTA limited-term position; but does not have to take a six month break to be eligible for employment as an RTA limited-term employee. They may not exceed two consecutive years of employment when working in one or more RTA limited-term positions.

Term

An Emergency Employee may be hired for up to 12 months, which may not extend beyond this limit. Annual reoccurring use for this same or similar body of work is not permitted. Human Capital will notify the employee's supervisor and Department Chief 90, 60, 30, and 14 days prior to the expiration of the 12-month term.

Recruitment

Emergency Employees are hired per the Recruitment and Selection department’s standard operating procedures, although an Emergency Employee does not need to meet the minimum qualifications required for the position.

Release

Emergency Employees are At-Will Employees and may be released at any time at the discretion of the hiring authority.

Hours

Emergency Employees may work up to 29 hours per work week. They are not eligible to work overtime.

Benefits

Emergency Employees are eligible to enroll/receive the following benefits:

- Medical/Dental Insurance
- 457 plan
- Flex spending
- PTO Sick Leave (HC20)
- Fare media

1.4 Probationary Status

Initial Probation

The first six months of continuous service from the date of hire in the position.

Secondary Probation

The first six months of continuous service from the date that an employee has been promoted, demoted, or transferred from one position or job classification to another position or job classification.

1.5 Interim Status

Interim status is a temporary assignment of an employee to a position when:

- The incumbent of the higher-level position will be away for more than 30 calendar days and the performance of the duties of the position is critical.
- The position is vacant and there is a critical need to perform the duties of the position.

Interim appointments are made per the **Employment Advertisement**, Recruitment and Selection (HC~~37~~ **14**) policy.

1.6 Benefits

See Appendix: Employment Status Benefit Eligibility for the benefits offered to each Employment Status.

2.0 DEFINITION OF TERMS

Hours of service – Hours that count towards an employee's eligibility for health benefits are: (1) those hours for which the employee is paid to work, and (2) the hours for which the employee is paid for vacation, holiday, illness, incapacity (including disability), jury duty, military duty, or RTA-approved leave of absence.

Full-Time Employees - Employees who are scheduled to work a minimum of 40 hours per work week.

Limited-Term Employees – Any job category other than Project Employee that has a defined maximum time of employment in a given category. They are as follows:

- RTA: Temporary Employees, Transportation Interns, Veteran/MSSA Interns, and Emergency Employees;
- RTA: Student Interns and Intermittent Employees.

Part-Time Employees - Employees who are scheduled to work less than 25 hours per week.

United States Military Veterans – Honorably discharged veterans of the United States Army, Navy, Air Force, Marines and Coast Guard, and their spouses;

- <u>Guard/Reserves</u> – Members of the Army, Navy, Air Force, Marine & Coast Guard reserves; and Army & Air Force National Guard who must report for annual training and may be called up to active duty by their respective branches.

3.0 RESPONSIBILITIES

The Human Capital Department administers this policy.

4.0 FLOWCHART

N/A

5.0 REFERENCES

- Termination of Employment (HC17)
- Probationary Period (HC32)
- Compensation (HC35)

- Individual Performance Plan (HC36)
- Attendance and Work Schedule (HC1)
- Progressive Discipline (HC25)
- Medical/Dental Benefits (HC41)
- PTO Sick Leave (HC20)

6.0 ATTACHMENTS

1. Transportation Intern Request Form
2. Transition from Level I to Level II Form
3. RTA Internship Program Authorization Form
4. Work Assessment Form
5. Intern Evaluation Form
6. Supervisor's Evaluation Form
7. Veteran/MSSA Intern Hiring

7.0 PROCEDURE HISTORY

12/15/2020	Interim Board approval granted
12/11/2020	Interim Executive Committee approval granted
2/4/2021	Final Executive Committee approval granted
2/23/2021	Final Board approval granted

8.0 SPONSOR DEPARTMENT

Human Capital

Attachment 1
Overview

RTA Internship Program

New Requests

The attached Authorization Form (Attachment 3) must be signed by the requesting supervisor and department chief. The following documents must be attached and forwarded to Human Capital for verification and processing:

- Intern Authorization Form (Attachment 2);
- Justification memo describing the job duties, main projects and skills required;
- Budget Report showing approved funding for the Intern position;
- Official college transcript (electronic copy acceptable) with the student's degree objective (if declared), class level, academic standing, and cumulative grade point average (GPA);
- Copy of the student's current class schedule; and
- Copy of the student's college identification card.

Human Capital will forward intern candidates' information, and if available, resumes and applications, from a minimum of three students to hiring departments for consideration and review. Human Capita will schedule potential interns for interviews, with the interview and selection process based on RTA's Human Capital policy requirements.

Maintaining Eligibility

All Student Interns must submit updated academic and student documentation every six months to ensure they are in good academic standing. Documents required for submission are:

- Copy of the class schedule and/or class registration; and
- Originals or copies of the official school transcript.

An intern's supervisor must complete and submit a Work Assessment Form (Attachment 4) to the Human Capital Coordinator at least 15 days prior to the end of each six-month period.

Release

An Intern Evaluation Form (Attachment 5) must be submitted to the Human Capital Coordinator on their last day as an intern. An intern's supervisor must complete and submit the Supervisor's Evaluation Form (Attachment 6) to Human Capital at the internship's conclusion; and collect any RTA issued employee badge, proximity card and/or departmental keys from the intern at that time. The hiring department must submit a completed, final time record to the Payroll department.

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Attachment 1

TRANSPORTATION INTERN REQUEST FORM

□**NEW HIRE** □**EXTENSION** Original Hire Date:____________________

Supervisor Name: ______________	Supervisor Phone: ______________
Dept. Name: ______________	Cost Center: ______________
Transp. Intern: ______________	College: ______________
Major:	Degree/ Date of Grad.
Account:	**Budget Line Item Report (attached)**
Amount Budgeted:	Total Hours Budgeted:

Level (Check One)	□**Transportation Intern I** (all new interns) **$xx.xx/Hour**	□ **Transportation Intern II** (if decided by the hiring department) **$xx.xx/Hour**

Proposed Start Date: **Proposed End Date:** ______________

OF WORK HOURS PER WEEK: **40.00** (interns are not eligible to flex or work overtime)

SCOPE OF WORKPLAN

Project Description (Please be specific as to the objective and scope of the project)

____

____

____

Special Skills/Academic Background Required for the Position

____

____

Will the Transportation Intern be filling a position authorized in your department's budget? □YES □NO

Will the Transportation Intern be required to drive a RTA non-revenue vehicle? □YES □NO

Department Head (Hiring Department):

Print Name	**Signature**	**Date**

Approved by (Human Capital):

Print Name	**Signature**	**Date**

Regional Transit Authority

Attachment 2

TRANSITION FROM LEVEL 1 TO LEVEL 2 AUTHORIZATION FORM

□TRANSITION TO TRANSPORTATION INTERN II Original Hire Date:_____________

Supervisor Name:		Supervisor Phone:	
Dept. Name:		Cost Center:	
Transp. Intern:		College:	
Major:		Degree/ Date of Grad.	
Account:		Budget Line Item Report (attached)	
Amount Budgeted:		Total Hours Budgeted:	

□Transportation Intern II ($xx.xx/Hour)

Effective Date:

Proposed End Date:

# OF WORK HOURS PER WEEK:	40.00	(interns are not eligible to flex or work overtime)

SCOPE OF WORKPLAN

Project Description (Please be specific as to the objective and scope of the project.)

Special Skills/Academic Background Required for the Position

Will the Transportation Intern II be filling a position authorized in your department's budget? □ YES □NO
Will the Transportation Intern II be required to drive a RTA non-revenue vehicle? □YES □ NO

Department Head (Hiring Dept.):

Print Name	Si2nature	Date

Approved by (Human Capital Dept.):

Print Name	Signature	Date

Regional Transit Authority

Attachment 3

RTA Internship Program Authorization Form

□ NEWHIRE □ EXTENSION **Original Hire Date:**

Supervisor Name:	Supervisor Phone:
Dept. Name:	Cost Center:
Intern:	College:
Major:	Academic Level.

Budget Line Item Report (attached)

Amount Budgeted:	Total Hours Budgeted:

Academic Level (Check One)		
	□ College Freshmen Sophomores. Juniors Seniors	□ Graduate Students (only)
	$17.00/Hour	**$19.50/Hour** (**Students** in **Master's or PhD Program)**

Proposed Start Date

Proposed End Date

OF WORK HOURS PER WEEK: (Interns are not eligible to work over 29 hours)

SCOPE OF WORK

Project Description (Please be specific as to the objective and scope of the project.)

Special Skills/Background Required for the Position

Will Intern be filling an internship positon authorized in your department's budget? □ YES □ NO

Will the Intern be required to drive a RTA non-revenue vehicle? □ YES □ NO

Hiring Department Head:

Print Name Signature Date

Approved by (for Talent Development):

Print Name **Signature** **Date**

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Attachment 5

Intern Evaluation Form

(To be completed at the end of internship)

Intern's Name: -------------

Department:______________________________

Start Date: ______________________________

End Date: ______________________________

Supervisor's Name: ____

College:______________________________

Major: ______________________________

Please complete the following questions.

1. What aspects of your internship were most beneficial to your field of study?

____

____

____

2. What was the most significant contribution you made to your department?

____

____

____

3. Describe some of the responsibilities/tasks you were involved in.

____

____

____

4. What skills or knowledge have you acquired over the course of your internship?

____

____

____

5. Please rate the following:

   A. HC recruitment/selection process □Excellent □Very good □Good □Fair □Poor

   B. RTA Internship Program □Excellent □Very good □Good □F air □Poor

6. Please provide any recommendations which you feel will improve the Transportation Intern Program.

____

RTA Regional Transit Authority

Attachment 6

Supervisor Evaluation Form
(To be completed at the end of internship)

Supervisor's Name:______________________ Department:_______________________________

Start Date:______________________________ End Date: _______________________________

Intern's Name: ___________________________________

College:______________________________ Major:_________________________________

Please complete the following questions.

1. What academic knowledge or skill did the intern have which contributed most to your department?

____

____

____

____

2. What is the most significant contribution the intern made to your department?

____

____

____

____

3. Would you recommend the intern for a regular position at RTA? If yes, what position(s)?

____

____

____

____

4. Please rate the following:
   A. HR recruitment/selection process □Excellent □Very good □Good □Fair □Poor
   B. RTA Internship Program □Excellent □Very good □Good □Fair □Poor

5. Please provide any recommendations which you feel will improve the Transportation Intern Program.

____

____

____

____

Attachment 7

VETERAN/MSSA HIRING

Advertise
Additional outreach required at location & throughout MSSA websites down south

Post Bulletin
Post on MSSA website for all locations

Screen & Identify Candidates
Who meet the minimum qualifications (Veterans Program Manager)

Test Candidates
(Leadership Skills Testing)- Veterans Program (Using assessment tool)

Interview Candidate
(RTA Veterans Programs & Selected Panel

Notify RTA Department of Selected Veteran M2M Candidate (Hiring Department)

Reference Checks/Record Review
(Veterans Program & Employment Office)

Department Extends Offer/Work With Talent Acquisition & Veterans Program

Offer Accepted

Pre-Employment/ On-Boarding Process

RTA
Regional Transit Authority

HUMAN CAPITAL
TRANSPORTATION INTERN
WORK ASSESMENT FORM

Attachment 5

Intern's Name: ______________________________ **Department Manager:** ________________________

Department: ________________________________ **Dates of Internship:** __________________________

Critical Thinking/Problem Solving	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Shows a sincere interest in understanding the organization, their role and their assigned tasks					
2. Practices sound judgment based on an analysis of available data and information					
3. Demonstrates creativity in approaching tasks, solving problems, and overcoming obstacles					
4. Seeks out resources and/or asks for help when unsure about how to proceed on tasks					
Overall Rating					

Communication/Leadership	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Clearly and efficiently conveys ideas orally to persons inside and outside the organization					
2. Communicates ideas clearly in writing in a manner suited to the intended audience					
3. Manages their own emotions and works to understand and empathize with others					
4. Takes initiative and seeks opportunities to contribute					
Overall Rating					

Comments:

____

____

____

____

RTA
Regional Transit Authority

Preventing Sexual Harassment

(HC10)

POLICY STATEMENT

The objective of this policy is to define workplace sexual harassment and to outline procedures for filing complaints, investigating sexual harassment claims and issuing appropriate disciplinary measures in the case of violations.

PURPOSE

This policy applies to all employees of RTA at all locations. All employees, at every level, will be subject to discipline, up to and including discharge, for any violation of this policy. Employees are prohibited from harassing others both on and off the employer premises and during or outside of work hours.

APPLICATION

This policy applies to RTA employees who meet eligibility requirements. If this policy conflicts with a Collective Bargaining Agreement (CBA), the CBA will prevail.

ADOPTED BY:

The RTA Board of Commissioners on XX/XX/2022, Resolution XX-XXXX.

APPROVED BY:

____

Alex Z. Wiggins
Chief Executive Officer

Effective Date: X/XX/2022
Date of Last Review: X/XX/2022

RTA
Regional Transit Authority

1.0 GENERAL

1.1 Defining Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature that is persistent or offensive and interferes with an employee's job performance or creates an intimidating, hostile or offensive work environment. Sexual harassment is defined by the federal Equal Employment Opportunity Commission as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example:

a) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
c) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

1.2 Examples of Prohibited Conduct

Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body.
- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex.
- Sexual or discriminatory displays or publications anywhere in RTA's workplace by RTA employees.

- Retaliation for sexual harassment complaints.

1.3 Responding to Conduct in Violation of Policy - *Employees*

If an employee feels that he or she is being subjected to sexual harassment he or she may immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not cease, or if the employee is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own supervisor or to the Chief Human Resources Officer or designee. It is helpful, but not required, to provide a written record of the date, time and nature of the incident(s) and the names of any witnesses.

It is important to report all concerns of sexual harassment or inappropriate sexual conduct to the Chief Human Resources Officer, or a supervisor/manager as soon as possible. Management must be made aware of the situation so that it can conduct an immediate and impartial investigation and take appropriate action to remediate or prevent the prohibited conduct from continuing.

1.4 Responding to Conduct in Violation of Policy - *Managers and Supervisors*

Managers and supervisors must deal expeditiously and fairly when they have any knowledge of sexual harassment within their departments, whether or not there has been a written or formal complaint. They must:

- Take all complaints or concerns of alleged or possible harassment seriously no matter how minor or who is involved.
- Report all incidents to Human Capital immediately so that a prompt investigation can occur.
- Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Managers and supervisors who knowingly allow or tolerate sexual harassment or retaliation, including the failure to immediately report such misconduct to HR, are in violation of this policy and subject to discipline and/or up to termination. Refer to (HC25) Progressive Discipline and (HC17) RTA Termination of Employment.

1.5 Human Capital

The Chief Human Resources Officer, is responsible for:

1. Ensuring that both the individual filing the complaint (complainant) and the accused individual (respondent) are aware of the seriousness of a sexual harassment complaint.

2. Explaining RTA's sexual harassment policy and investigation procedures to all parties involved.
3. Exploring informal means of resolving sexual harassment complaints.
4. Notifying the police if criminal activities are alleged.
5. Arranging for an investigation of the alleged harassment and the preparation of a written report.
6. Submitting a written report summarizing the results of the investigation and making recommendations to designated company officials.
7. Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions.

The Chief Human Resources Officer will determine if an in-house investigation will be conducted or if a third party will be contracted to complete the investigation. Any allegation brought before a Director or above will be addressed by a third party investigator.

1.6 Complaint Resolution Procedures

Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing. Complaints can also be submitted to complaints@rtaforward.org. The Chief Human Resources Officer may assist the complainant in completing a written statement or, in the event an employee refuses to provide information in writing, the Chief Human Resources Officer will dictate the verbal complaint.

To ensure the prompt and thorough investigation of a sexual harassment complaint, the complainant should provide as much of the following information as is possible:

1. The name, department and position of the person or persons allegedly committing harassment.
2. A description of the incident(s), including the date(s), location(s) and the presence of any witnesses.
3. The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment.
4. The names of other individuals who might have been subject to the same or similar harassment.
5. What, if any, steps the complainant has taken to try to stop the harassment.
6. Any other information the complainant believes to be relevant to the harassment complaint.

1.7 Discipline

Employees who violate this policy are subject to appropriate discipline. If an investigation results in a finding that this policy has been violated, the RTA employee will be subject to disciplinary action, up to and including termination. Persons who violate this policy may also be subject to civil damages or criminal penalties. Refer to (HC25) RTA Progressive Discipline and (HC17) RTA Termination of Employment.

1.8 Retaliation

RTA prohibits retaliation against any complainant(s) or other person who provides information during the investigation. Any employee or applicant who believes they have been retaliated against should immediately contact the Chief Human Resources Officer.

Any RTA employee who retaliates against anyone involved in a sexual harassment matter will be subject to disciplinary action, up to and including termination. Refer to (HC25) RTA Progressive Discipline and (HC17) RTA Termination of Employment.

1.9 Confidentiality

All complaints and investigations are treated confidentially to the extent possible and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation and the Chief Human Resources Officer takes adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a sexual harassment complaint or investigation is maintained in secure files within the Human Capital Department.

1.10 Other Available Procedures

The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment under local, state or federal law.

1.11 Training

Each RTA employee shall receive a minimum of one hour of education and training on preventing sexual harassment during each full calendar year of their employment. An agency head shall require supervisors and above, and any persons designated by RTA to accept or investigate a complaint of sexual harassment at RTA to receive additional education and training.

2.0 FLOWCHART

N/A

3.0 REFERENCES

1. (HC3) RTA Workplace Violence and Prevention

2. (HC17) RTA Termination of Employment
3. (HC25) RTA Progressive Discipline

4.0 ATTACHMENTS
N/A

5.0 PROCEDURE HISTORY
N/A

6.0 SPONSOR DEPARTMENT
Human Capital

Parking and Driving Personal Vehicles on RTA Premises

POLICY STATEMENT **(SEC1)**

The New Orleans Regional Training Authority (RTA) maintains safe and secure working environments for its employees on RTA premises, including but not limited to administrative buildings, ancillary structures, maintenance facilities, surface lots/yards, and parking garages.

PURPOSE

In support of a safe and secure working environment, the operation of motor vehicles including driving, parking, standing in, or storing of any personal vehicle on RTA premises must be done in accordance with established safety and security procedures and adhering to posted signs, notices, placards, and pavement markings. Operating personal vehicles on RTA premises is considered a privilege.

APPLICATION

This policy applies to all RTA employees whether permanent, full-time, part-time and to include all contractors or visitors on RTA property. If a conflict occurs between this policy and a Collective Bargaining Agreement (CBA), the CBA will prevail.

ADOPTED BY:

The RTA Board of Commissioners on XX/XX/2022, Resolution XX-XXX

APPROVED BY:

____
Alex Z. Wiggins
Chief Executive Officer

Effective Date: X/XX/2022
Date of Last Review: X/XX/2022

Regional Transit Authority

1.0 GENERAL

RTA as owner of its properties has a vested interest in maintaining the safety and security of its employees, visitors, and assets, thus reserving the right to assign responsibilities for monitoring compliance with and enforcing rules on surface lots and in parking garages.

Requirements

The operator of any personal vehicle on RTA premises must adhere to established rules, and policies related to vehicle operation. Generally, unless otherwise specified, traffic and parking rules apply equally to personal and RTA-owned vehicles.

The operator of any personal vehicle on RTA premises is responsible for obeying posted signage. Signage includes any combination of the following: signs, notices, placards, and pavement markings.

Additionally, the operator of any personal vehicle is responsible for complying with all state and local parking and traffic laws, ordinances, and regulations and is subject to established penalties for violations thereof.

At all times, employees must comply with the instructions of safety and/or security personnel related to vehicle operation. For the purposes of this policy, “operation” includes any of the following: driving, parking, standing in, and/or storing any vehicle.

The RTA-established speed limit on all surface lots and in all parking garages is 5 miles per hour.

Unauthorized personal vehicles are not allowed to be parked/stored on RTA premises to exceed 24 hours; such vehicles will be issued a citation for violation and vehicle(s) may be subject to towing at the owner’s expense and/or suspension of parking privileges.

All RTA employees must register their vehicle(s) “not to exceed (2)” in the RTA Vehicle Registration Database.

If a non-registered vehicle operator’s identity cannot be determined, as in the case of a parked and locked vehicle, RTA security personnel may place a citation on the vehicle advising the operator of the violation observed.

If the position of a parked vehicle that is clearly in violation of the Listing of Parking Violations & Penalties (attachment 1), posted signage, a parking citation will be issued, if the parked vehicle results in a hazardous condition, RTA reserves the right to remove the vehicle at the vehicle owner’s expense.

By entering onto RTA-owned premises, the owner of a non-RTA vehicle grants RTA the right to examine the exterior of their vehicle for any legal purpose, including the authorization to remove or tow the vehicle from the premises at owner's expense.

Breezeway Parking

Only authorized Privately Owned Vehicles (POVs) will be allowed to be parked in the breezeway, all other vehicles will be towed at the owner's expense.

Delivery Vehicles and RTA Non-Revenue Vehicles may be parked in the breezeway only in the performance of their regular duties not to interfere with incoming or outgoing traffic.

Overnight parking in the breezeway is strictly prohibited.

Anyone who fails to adhere to rules, policies, and/or posted signage may be subject to the suspension of parking privileges, the employee's department manager will be notified via email.

The suspension of parking privileges will be the sole responsibility of the Security Department.

2.0 FLOWCHART
N/A

3.0 REFERENCES
N/A

4.0 ATTACHMENTS
1 – Listing of Parking Violations & Penalties
2 – Parking Citation Notice

5.0 PROCEDURE HISTORY
N/A

6.0 SPONSOR DEPARTMENT
Security Department

RTA
Regional Transit Authority

Attachment 1

	PENALTIES	PENALTIES	PENALTIES
VIOLATIONS	**CITATION #1**	**CITATION #2**	***CITATION #3**
PARKING IN DISABLED SPOT	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**
PARKING LONGER THAN MAXIMUM TIME (24 HOURS)	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**
PARKING OUTSIDE MARKED SQUARES	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**
PARKING WITHOUT SPECIAL PERMIT	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**
PARKING IN PROHIBITED SPACE	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**
IMPROPERLY PARKED	ISSUE CITATION (NOTIFY EMPLOYEE)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR)	ISSUE CITATION (NOTIFY EMPLOYEE & SUPERVISOR) **+ 1 MONTH SUSPENSION OF PARKING PRIVILEGES ABOARD RTA FACILITIES**

***NOTE: WHEN (3) VIOLATIONS OCCURS WITHIN A 12 MONTH PERIOD**

Regional Transit Authority

Attachment 2

PARKING CITATION NOTICE

DATE: ____/____/____
TIME: ____:____ AM PM

THE FOLLOWING CITATION(S) HAS BEEN CITED:

Parking in Disabled Spot

Parking Longer Than 24 Hours

Double Parked

Parking Without Permit

Parking in Prohibited Space

Improperly Parked

Other:

____

2817 Canal Street
New Orleans, LA 70119

File #: 22-049 **Operations & Administration Committee**

Amendments to Fixed Route Service Standards

DESCRIPTION: Requesting the approval of updates to the RTA's Fixed Route Service Standards	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: ☒ Approval ☐ Review Comment ☐ Information Only ☐ Other	

RECOMMENDATION:

Authorize the Chief Executive Officer to implement proposed amendments to the RTA's Fixed Route Service Standards Policy.

ISSUE/BACKGROUND:

In March of 2021, the RTA Board of Commissioners adopted a new Fixed Route Service Standards policy to provide clear and equitable standards by which fixed route service was planned, developed, and implemented. After utilizing this policy for the RTA staff recommend the following updates and additions to improve its effectiveness:

- Addition of Access Metrics
- Update of the Schedule Reliability framework
- Adjustment of route productivity measures.

DISCUSSION:

The RTA staff seek to make the following updates to the Fixed Route Service Standards policy:

Access Metrics:

The RTA's 20-Year Strategic Mobility Plan identify a number of different categories to which transit access should be measured to help determine system effectiveness. They are access to jobs, high-frequency transit lines, and key destinations like major healthcare facilities, community health facilities, libraries, and parks. The following access metrics will be added to the Service Standards:

- Percentage of jobs in Orleans and Jefferson parishes that the average household within RTA's service area can reach within 60 minutes by transit during peak and off-peak hours.
- Percentage of households in the service area within 60 minutes by transit of a major healthcare facility during typical office hours.
- Percentage of households in the service area within 30 minutes by transit of a community

health center during typical office hours.

- Percentage of households in the service area within 30 minutes by transit of a major park or recreational facility during typical hours.

- Percentage of households in the service area within 30 minutes by transit of a public library during typical hours.

- Percentage of the service area population within one-half mile walking distance of a frequent transit coming every 20 minutes or less.

- Percentage of regional jobs within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of household without access to a car within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of residents of color within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of residents in poverty within one-half mile of frequent transit coming every 20 minutes or less.

Schedule Reliability

Passengers use published bus, streetcar, and ferry schedules to plan their trips on the RTA's fixed-route system. An important measure of the service quality and effectiveness is Schedule Reliability, or how well the service that is delivered matches the agency's published schedules. When vehicles are regularly early, late, or don't show up, passengers experience disruptions, which can range from a minor inconvenience to a total failure of the system to meet their needs. The two metrics the RTA uses to measure Schedule Reliability are On-Time Performance and the Percentage of Scheduled Revenue Service Delivered.

The RTA staff propose the following changes to the policy:

- Changing the On-Time Window from one (1) minute early to five (5) minutes late to one (1) minute early to seven (7) minutes late.

  This expansion of the on-time window is designed to account for impacts to OTP that are outside of the RTA's control without requiring significant manual manipulation of data by RTA staff.

- OTP targets: Bus - 85%, Streetcar - 85%

  There will always be factors outside of the RTA's control that cause larger deviations from the schedule. These include but are not limited to: police activity, road work, parades and sporting events, extreme weather, non-preventable accidents, unruly passengers, and other unexpected events causing severe traffic congestion. Taking into account the uncertainty and variability in conditions surrounding day-to-day operations, the agency has established targets for On-Time Performance for each mode that set a high standard for service, are operationally achievable, and are in line with industry standards. These are as follows:

- Addition of Revenue Service Delivered

  This is a comparison of scheduled versus actual revenue hours. While OTP measures whether a vehicle is early or late, it does not reveal when a vehicle is cut from service or does not show up at all. Therefore, the measurement of Actual Vehicle Revenue Hours supplements OTP as an indicator of schedule reliability by describing the actual service levels that were delivered compared to what was expected. This measurement is also intended to help identify persistent issues that may be preventing the delivery of service on a given route.

Route Productivity

- Current Measurement: Passengers per Platform Hour
- Proposed Measurement: Passengers per Revenue Hour

Reasoning:

Platform Hours includes all time when a vehicle is in operation. This includes revenue service and deadhead. Revenue Hours is only a measurement of time spent in revenue service. A transit vehicle that is not in revenue service should not be servicing passengers. Therefore, measuring passenger usage of service based on Revenue Hours is more illustrative of the productivity of a route than Platform hours. Utilizing Platform Hours to determine route productivity also has the negative impact of penalizing routes that service communities that are farther away from RTA station because these routes incur, by necessity, more deadhead time when traveling from the station to the start of the route. Therefore, using revenue hours instead of platform hours allows for a more equitable assessment of route productivity and a clearer comparison between routes.

FINANCIAL IMPACT:

No direct financial impact.

Changes to how the RTA evaluates existing service may result in service recommendations that have financial impacts, but the proposed policy amendments carry no financial impacts in and of themselves.

NEXT STEPS:

The proposed amendments will be incorporated into the RTA's existing evaluation framework and will help guide transit service planning and implementation decisions for the agency.

ATTACHMENTS:

1. Current, adopted Fixed Route Service Standards Policy.
2. Proposed text amendments to the Service Standards policy.

Prepared By: Vivek Shah
Title: Director of Service Planning and Scheduling

Reviewed By: Gerard Guter
Title: Chief Operating Officer

3/7/2022

Alex Wiggins
Chief Executive Officer

Date

RTA staff are proposing the following text amendments to the agency's Fixed Route Service Standards policy.

Proposed to the RTA Board of Commissions Operations Committee March 10, 2022 for consideration and recommendation to the full Board.

The following text, "Access Metrics," will be added to Section *2.2 Evaluating and Managing System Performance* (p. 9-13)

Access Metrics

The effectiveness of a transit system is based, in part, on whether or not community members can access key destinations within a reasonable time frame. The RTA's 20-year Strategic Mobility Plan (adopted 2018) outlines several key destination categories for which transit access is to be measured. Transit access is a system-wide metric that measures the overall effectiveness of the networks ability to get people to and from destinations.

Transit access is defined as the ability to reach a particular destination type within a specified amount of time. The specified travel time is an average travel time based on scheduled service and includes estimated walk times to and from transit stops. Expected wait time between transfers is also included in travel time.

The following access metrics will be tracked on a quarterly basis:

- Percentage of jobs in Orleans and Jefferson parishes that the average household within RTA's service area can reach within 60 minutes by transit during peak and off-peak hours.
- Percentage of households in the service area within 60 minutes by transit of a major healthcare facility during typical office hours.
- Percentage of households in the service area within 30 minutes by transit of a community health center during typical office hours.
- Percentage of households in the service area within 30 minutes by transit of a major park or recreational facility during typical hours.
- Percentage of households in the service area within 30 minutes by transit of a public library during typical hours.
- Percentage of the service area population within one-half mile walking distance of a High-Capacity Transit (HCT) line.
- Percentage of regional jobs within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of household without access to a car within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of residents of color within one-half mile of frequent transit coming every 20 minutes or less.

- Percentage of residents in poverty within one-half mile of frequent transit coming every 20 minutes or less.

The following draft text, "Schedule Reliability," will replace the existing sections of the Service Standards: *2.2.4 Schedule Reliability* and *2.2.5 Trip Completion* (p. 11-12).

Schedule Reliability

Passengers use published bus, streetcar, and ferry schedules to plan their trips on the RTA's fixed-route system. An important measure of the service quality and effectiveness is Schedule Reliability, or how well the service that is delivered matches the agency's published schedules. When vehicles are regularly early, late, or don't show up, passengers experience disruptions, which can range from a minor inconvenience to a total failure of the system to meet their needs. The two metrics the RTA uses to measure Schedule Reliability are On-Time Performance and the Percentage of Scheduled Revenue Service Delivered.

<u>On-Time Performance:</u>

The RTA measures On-Time Performance (OTP) to track how well vehicles are adhering to the published schedules. Every route in the system has at least two designated "timepoints," at which OTP is measured, and which are published in customer-facing schedule and timetable materials. Each scheduled vehicle encounter with a timepoint is marked as on-time, early, or late, based on a comparison of the scheduled versus actual passing time. OTP is expressed as the percentage of timepoints that are hit on time.

To account for routine variation in traffic and passenger volumes while also striving for short wait times for passengers, there is a window of acceptable deviation from the scheduled time in which a timepoint encounter will still be counted as on-time. This range of acceptable deviation is called the "On Time Window," and is defined as follows:

On time window: A vehicle is on time if it passes a timepoint no sooner than one (1) minute before and no more than seven (7) minutes after the scheduled time.

There will always be factors outside of the RTA's control that cause larger deviations from the schedule. These include but are not limited to: police activity, road work, parades and sporting events, extreme weather, non-preventable accidents, unruly passengers, and other unexpected events causing severe traffic congestion. Taking into account the uncertainty and variability in conditions surrounding day-to-day operations, the agency has established targets for On-Time Performance for each mode that set a high standard for service, are operationally achievable, and are in line with industry standards. These are as follows:

Bus OTP Target: 85%
Streetcar OTP Target: 85%

In pursuit of these targets, the service standards establish thresholds to identify routes with chronic schedule adherence problems. If a route that is being operated normally (no major detours) regularly exceeds the thresholds, that route may be examined for investment or adjustment at the next schedule change. The RTA allows for a higher lateness threshold during peak hours to account for increased passenger demand and higher levels of roadway congestion experienced during these time periods.

Time Period	Lateness Threshold	Earliness Threshold
Weekday average, off-peak	> 15%	> 5%
Weekday AM/PM peak average	> 25%	> 5%
Weekend average	> 15%	> 5%

To account for the seasonal variability of ridership demand and roadway congestion, a route must exceed the lateness thresholds for two consecutive months to be considered a candidate for action. If identified as a candidate for action, the following actions will be considered first:

- Adjustment of schedules / running times
- Adjustment of routing
- Investment in speed and reliability improvements.

Additional actions may be considered based on an assessment of the route in question. The RTA will work with partner agencies to address external factors affecting reliability, such as construction delays and roadway design.

<u>Revenue Service Delivered and Trip Completion</u>

In addition to OTP, the RTA tracks vehicle revenue hours that were delivered (Actual Vehicle Revenue Hours) compared to the revenue hours that were scheduled for a given period, and reports the number as a percentage of scheduled revenue service delivered. While OTP measures whether a vehicle is early or late, it does not reveal when a vehicle is cut from service or does not show up at all. Therefore, the measurement of Actual Vehicle Revenue Hours supplements OTP as an indicator of schedule reliability by describing the actual service levels that were delivered compared to what was expected. This measurement is also intended to help identify persistent issues that may be preventing the delivery of service on a given route.

Trip Completion measures the percentage of scheduled trips that are completed and is used to assess the reliability of ferry services. Trip Completion not currently measured for bus and streetcar service.

Fixed Route Service Standards & Guidelines

Adopted March 23, 2021

Enactment No: 21-017

Table of Contents

List of Tables and Figures

1. Introduction

1.1 Overview

The New Orleans Regional Transit Authority (RTA) uses service standards to evaluate, design and modify transit services to meet changing needs and to deliver efficient, high-quality service. The standards help us make sure that our decision-making and recommendations to policy makers are objective, transparent, and aligned with the region's goals for public transportation.

The service standards establish criteria and processes the RTA uses to analyze and plan changes to the transit system. They provide direction in the following areas:

Evaluating and Reporting on the Existing Network

Establishing Service Demand

Defines a process for assessing the market potential of corridors in the RTA's service area using factors of transit propensity and social equity.

Evaluating System Performance

Establish measures for evaluating route productivity and efficiency, passenger loads, ridership, schedule reliability, and safety performance for every route in the RTA system to identify where changes may be needed to improve the system and achieve RTA's goals and objectives.

Planning and Designing Service and Service Changes

Designing Service

Provide qualitative and quantitative guidelines for designing specific transit routes and the overall transit network. This includes operational characteristics like service span and frequency, geometric characteristics like route paths and stop spacing, and the recommended placement of rider amenities like shelters and benches.

Adding, Reducing and Changing Service

Establish the priority order in which the standards will be considered as RTA makes recommendations about adding, reducing, or adjusting service and describe how the RTA will report on the performance of individual, fixed route services.

1.2 How the guidelines are used

Every year, RTA uses the service standards to analyze the corridors and transit routes in the system. The results are published in an annual Service Standards Report that is made available to the public. The RTA uses the results of this analysis, as well as guidelines concerning service design, to develop service change proposals. The standards for evaluation of existing routes are not intended to preclude changes to routes that meet these minimum standards. In many cases, it may be possible to improve the productivity of routes that meet the minimum standards by making changes to head-ways or trip times. Since the overall mission of the RTA is to provide “safe, dependable, efficient transit service,” these standards should not be used to prevent changes to improve existing routes, as long as changes meet the route design guidelines.

1.3 Updating of Service Standards

The service standards are intended to support the goals and objectives of the RTA. Since these objectives, and the resources available to attain them can be expected to change over time, the standards will be revised periodically to reflect those changes. The service standards will be reviewed on a bi-annual basis. At that time, experience with the service standards over the previous time period, as well as changes in the RTA’s goals and objectives, will be used to determine whether any standards should be added or revised.

The numerical values of productivity standards will be updated each year, using ridership, revenue and cost figures for the most recent twelve-month period for which data are available. The rankings are based only on those routes that existed for the entire year. Routes which were eliminated during the year are excluded because they cannot be identified as candidates for revisions. Routes that were introduced during the year will be excluded when determining the new standards since they are not required to meet the productivity standards until they have been in operation for at least six months. However, these routes will be evaluated separately, using the service standards contained in this document.

The method used for updating service standards will compare the values of the productivity standards with those in effect for the previous year. Operating cost data for the previous year will be revised to account for system-wide increases or decreases in operating cost.

1.4 Emergency Service

In the event of an emergency the RTA may temporarily suspend some or all of the standards in this policy in accordance with established safety plans and emergency procedures adopted by the RTA, City of New Orleans, or any other relevant agency or public entity, if necessary to ensure the safety of agency staff and community at large. After an emergency has passed, the RTA will work to restore normal service as soon as reasonably possible.

2. Evaluating and Reporting on Existing Network

2.1 Establishing Service Demand

A major function of these service standards is to assess transit propensity for corridors that make up the RTA's fixed route network and use that analysis to determine appropriate types and levels of transit service to meet expected ridership demand.
For the RTA's guidance, corridors are defined as major transit pathways that connect employment centers, residential neighborhoods, transit hubs, important institutions, and other major destinations throughout the RTA service area. Routes are the actual transit services provided. Assessments of transit propensity are set by corridor rather than by route because a corridor could be served by a single route or by multiple routes.

2.1.1 Corridor Analysis

The RTA establishes expected transit demand for the corridors in the service area by analyzing residential and employment density and the socioeconomic factors that impact transit usage. These factors are combined into a single score and used to calculate the likelihood of transit use, or transit propensity, of an area or corridor.

Transit Propensity Index

The RTA's Strategic Mobility Plan (SMP), published in 2018, developed a Transit Propensity Index (TPI), which was refined and expanded upon for the New Links Network Redesign project to create a quantitatively functional planning tool. The TPI is based on a weighted calculation of race and ethnicity, income, disability, vehicle ownership, and employment data within walking distance of a particular corridor.

Each socioeconomic characteristic is assigned a factor, which indexes the likelihood of transit use relative to the average rate of transit use for the United States. Index factors are based on the methodology laid out in the Transit Cooperative Research Programs Repot 28: Transit Markets of the Future (TCRP 28) and refined using recent data from the New Orleans metropolitan region . Groups with an index factor greater than one are considered more likely than average to use transit, while those with a factor less than one are less likely to use transit. The final result is a single number that represents the likelihood for transit to be used on a particular corridor or given area.

These factors illustrate the general regional trends. People of color have higher transit propensity than the general population. Residents without a vehicle are close to 10 times more likely to use transit than the general population. People with a disability are slightly more likely than the general population to use transit. Annual income is inversely related to transit propensity.

Table 1: Transit Propensity Index: Demographic Weights

Category	Factor	Weight
Demographic Factors		
Race and Ethnicity	White (not Hispanic or Latino)	0.29
	Black or African-American (Not Hispanic or Latino)	2.31
	Hispanic or Latino	1.33
	Asian (Not Hispanic or Latino)	0.57
	Multiracial or other (Not Hispanic or Latino)	1.38
Vehicle Ownership	No Car	9.95
	One or More Cars	0.55
Disability	With a Disability	1.27
	Without a Disability	0.98
Annual Income	Less than $10,000	2.37
	$10,000 - $15,000	1.69
	$15,000 - $25,000	1.59
	$25,000 - $35,000	0.78
	$35,000 - $50,000	0.55
	$50,000 or Higher	0.30
Employment Factors		
Jobs (salary)	<$1250 per month	3.87
	$1250 - $3333 per month	2.00
	> $3333 per month	0.72

Area representations of transit propensity (for a given Census Block Group or neighborhood, for example) are very useful. However, they do not fully capture the physical requirements of operating transit service, or the realities of who can access that service. Transit service is restricted to the use of certain roadways, rail infrastructure, or waterways. For the purposes of planning, it is therefore more useful to represent transit propensity in the form of road segments along which transit vehicles could be routed. As such, roadways with physical or legal restrictions to transit operations are excluded from any corridor analysis.

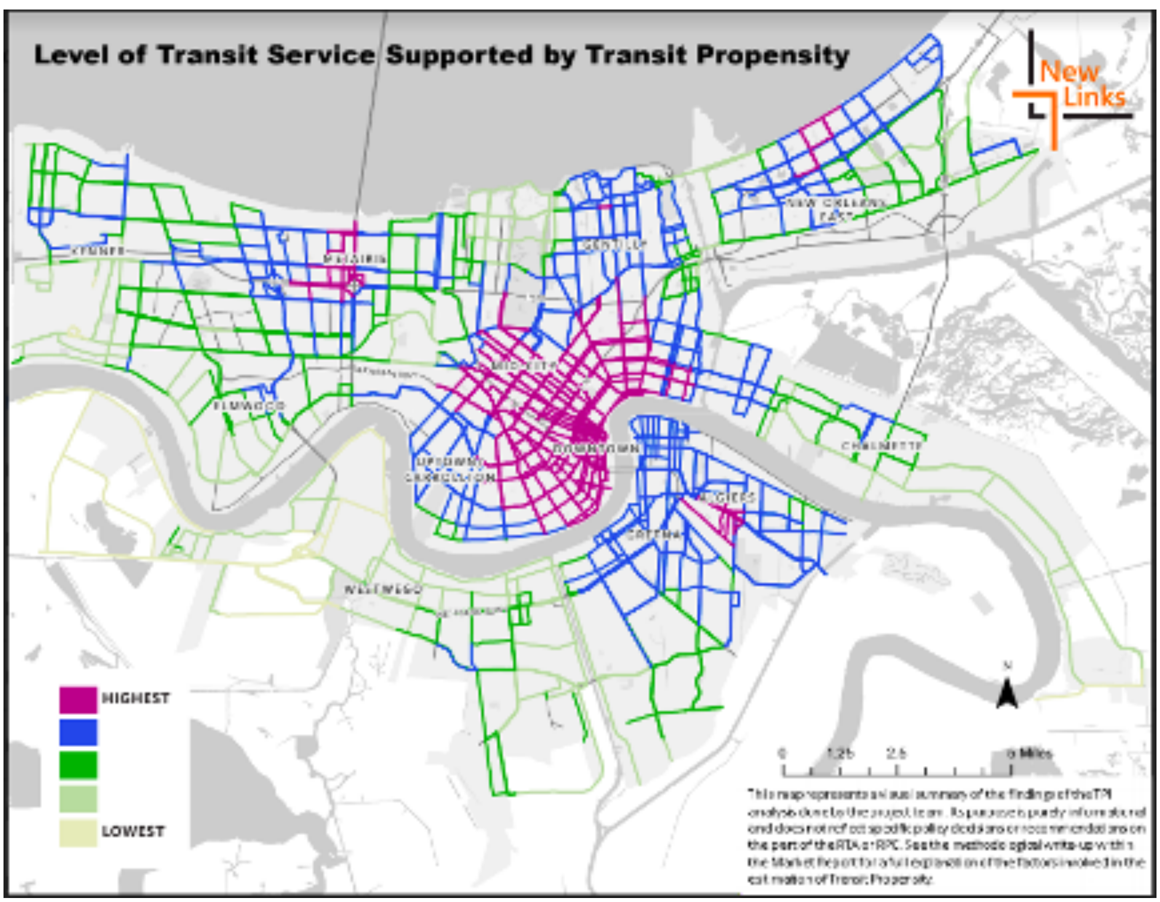
The transit propensity for a given corridor is calculated by summing the TPI-adjusted population and employment within each census block that could be reached in a ¼, ½, ¾, and 1-mile walk. A discount rate is applied to the propensity scores for each block based on which walkshed distance the area was located within.

Table 2: TPI Discount Rates by walkshed distance

Walkshed Distance (within)	% of TPI Used
¼ Mile	100%
½ Mile	50%
¾ Mile	25%
1 - Mile	12.5%

The result of these calculations is applied to the potential transit corridors. A corridor that has a higher Transit Propensity Index can support a higher level of transit service.

Figure 1: TPI Results from the New Links Process



2.2 Evaluating and Managing System Performance

The RTA manages the performance of transit routes to improve the efficiency, effectiveness, and quality of the transit system. Performance management guidelines are applied to individual routes to identify high and low performance, areas where investment is needed, and areas where resources are not being used efficiently and effectively.

2.2.1 Route Productivity and Efficiency

The performance management analysis uses route productivity and efficiency measures to identify fixed-route service where performance is strong or weak or efficiency is high or low as candidates for addition, reduction, or modification of service.

Route Productivity

The measures for evaluating fixed-route service productivity are passengers per platform hour, passenger miles per platform mile, and passengers per trip.

Passengers per platform hour (Pass/Hr) is a measure of the number of riders who board a transit vehicle relative to the total number of hours that vehicle operates (from leaving the garage until it returns). Routes with higher numbers of riders getting on and off relative to the time in operation perform well on the Pass/Hr measure; an example is a route that goes through a dense neighborhood with lots of riders taking short trips. Additionally, by counting platform hours the RTA will be able to isolate services suffering from inefficient use of deadheads and layovers.

Passenger miles traveled per platform mile (PMT/Mile) is a measure of the total miles riders travel on a route relative to the total miles that a vehicle operates (from leaving the garage until it returns). Routes with full and even loading perform well on the PMT/Mile measure; an example is a route that provides regional connections between neighborhoods and/or major destinations.

Passengers per Trip (Pass/Trip) is a metric will be used primarily to help evaluate the effectiveness of ferry service due to the unique operating nature of ferry services.

Route Efficiency

Route efficiency is measured by **cost per passenger** and **subsidy per passenger**.

> **Cost per passenger (Cost/Pass)** is a measure of the average total cost of operating a transit route on a per passenger basis. This total cost is calculated for each operational service day. Routes with high passenger volumes relative to the total cost of service perform well on the Cost/Pass measure; an example is a short route with high ridership.
>
> **Subsidy per passenger (Sub/Pass)** is a measure of the average cost of operating a transit route on a per passenger basis *after subtracting fare revenue collected*. Routes with high numbers of passengers paying full fares tend to perform well in this measure.

Low Performance Routes

Low performance is defined as route productivity or efficiency that ranks in the bottom 25 percent of all routes within a time period; high performance is defined as a route productivity in the top 25 percent. Fixed-route services in the bottom 25 percent on both route productivity measures are identified as the first candidates for potential restructuring or reduction of service.

Fixed route services in the bottom 25 percent of both efficiency measures are identified as candidates for increased evaluation and assessment and will be recommended for potential restructuring or reduction of service if the evaluation concludes it to be necessary. This is because a route with high subsidies per passenger may be indicative of a route that provides important equity based service where many transit riders utilize lower cost monthly passes, senior passes, or ADA passes.

2.2.2 Evaluating Route Segments and Corridors

Performance of a given route may be evaluated at the segment level to isolate portions of routes that may be underperforming. Routes or route segments that provide overlapping service on a given corridor may be evaluated in conjunction with each other to properly assess the corridor level performance of the transit service being provided.

2.2.3 Passenger Loads

Passenger loads are measured to identify overcrowded services as candidates for increased investment. Overcrowding is a problem because vehicles may pass up riders waiting at stops if the vehicle has reached its passenger capacity, riders may choose not to ride if other transportation options are available, and overcrowded vehicles often run late because it takes longer for riders to board and get off at stops.

Passenger loads are measured by computing the load factor, which is the number of passengers onboard a vehicle divided by the seated capacity of the vehicle. For example, a transit vehicle carrying a full seated load with no standees has a load factor of 100%. The vehicle load standard is calculated as an average for both the peak and off-peak periods, at the busiest point on the route during the busiest hour. For instance, if a service operates at a 15-minute frequency, then 4 vehicles would pass the busiest point in an hour. The average number of passengers for these 4 vehicles must fall within the service standards, even though any one vehicle may be more crowded than the average. If the standard is consistently exceeded, RTA should evaluate options to alleviate over-crowding. However, the standards are designed to allow standees during peak periods on a regular basis.

If these guidelines are consistently exceeded for a route, two different techniques are used to increase capacity and keep passenger loads within acceptable levels:

The first is assign a larger vehicle to the trip, if one is available. The second method is to provide more frequent service to better match demand. (In limited cases, capacity can also be added by operating some vehicles in tandem, which is referred to as "double-heading.")

Table 3: Passenger Load Guidelines

	Express	Rapid	Select	Local	Circulator	Flex	Ferry
Average Passenger Load Maximum (percent of seated capacity)							
Daily Peak:	100%	125%	125%	125%	125%	125%	150%
Daily Off-Peak:	100%	100%	100%	100%	100%	100%	125%

As with the other guidelines in this document, the guidelines as shown in Table 3 are general guidelines, not strict standards. These guidelines will be used for developing service levels that best meet the needs of RTA's current and future riders and to ensure that riders are not discouraged by overcrowding. These guidelines are based on RTA vehicle capacities and transit industry standards, and are designed to balance safety, passenger comfort, and operating efficiency.

2.2.4 Schedule Reliability

The RTA measures schedule reliability, also known as on-time-performance (OTP), to identify routes that are candidates for investment because they provide poor quality service. Service should deviate as little as possible from the published timetables. Early departures from time points that risk leaving on-time passengers and late arrivals to time points are considered deviations from on-time performance. This standard applies to every stop on a route that could reasonably be considered a timing point based on published customer information.

On time is defined as a departure at a designated time-point along a route that is no more than five minutes late or one minute early relative to the scheduled departure time. When identifying candidates for remedial action, the RTA focuses on routes that are regularly running late.

To do this, the RTA identifies trips that exceed the lateness thresholds (shown below). If a trip regularly experiences lateness that exceeds the thresholds, it can be identified for investment.

Table 4: Schedule Reliability – Lateness Thresholds

Time Period	Lateness Threshold
Weekday average, off-peak	> 10%
Weekday AM/PM peak average	> 20%
Weekend average	> 10%

The time period of a particular trip is determined by the scheduled start time for said trip, not the actual start time.

The time period of a particular trip is determined by the scheduled start time for said trip, not the actual start time.

The RTA allows for a higher lateness threshold during peak hours to account for increased passenger demand and higher levels of roadway congestion experienced during these time periods.

To account for the seasonal variability of ridership demand and roadway congestion, a route must exceed the lateness thresholds for two consecutive months to be considered a candidate for action. If considered a candidate for action, the following actions will be considered first:

- Adjustment of schedules / running times
- Adjustment of routing
- Investment in speed and reliability improvements.

Additional actions may be considered based on an assessment of the route in question. The RTA will work with partner agencies to address external factors affecting reliability, such as construction delays and roadway design.

2.2.5 Trip Completion

In addition to schedule reliability, the RTA measures the percentage of scheduled trips that are completed. This measurement is intended to help identify persistent issues that may be preventing the completion of trips on a given route. This measure is particularly important when assessing the reliability of ferry services.

2.2.6 Safe Transit Operations

The RTA will regularly assess transit routes and corridors for safety issues and concerns on an ongoing basis, through its Safety Risk Management (SRM) process, as outlined in its Agency Safety Plan (ASP). This assessment of hazards and risks includes an analysis of data collected through a variety of Safety and Operations activities, including but not limited to: accident and incident reports and investigations, internal and external safety audits, rule compliance checks or “blitzes,” and safety assurance checks. If persistent safety concerns are found on any route or corridor, the Safety Department will develop and implement a Corrective Action Plan (CAP) to address and/or mitigate the issue. Mitigations and corrective actions are continually monitored by Safety to determine whether they are effective at reducing the level of safety risk. If the safety assessment shows that the level of safety risk is significant enough, the Safety Department and the appropriate point-of-contact(s) in Operations may jointly recommend a service adjustment to one or more individual transit routes or to another element of the system that is causing the unsafe condition.

Safety concerns include, but are not limited to, physical hazards or vulnerabilities that can cause harm to RTA staff, transit passengers, and/or the community, as well as organizational hazards such as allocation of resources, inadequate training, lacking communication, and lacking oversight.

Safety performance measures are discussed monthly in RTA’s internal executive-level safety committee, the Operations Safety & Security Review Committee (OSSRC). This meeting provides an additional opportunity for departments to share information on emerging safety trends or concerns, and work collaboratively to address them. If the OSSRC recommends service adjustments or other mitigations that have a direct impact on RTA's delivery of transit service, the actions will be coordinated by the Chief Safety Officer or designee and the appropriate Director or Manager in Operations.

2.3 Reporting Schedule

RTA will provide regular, public reports and dashboards on the above mentioned performance measures. These reports and dashboards will be available to the public via the RTA website and will be presented to the RTA Board of Commissioners on a regular basis.

Table 5: Performance and Evaluation Reporting Schedule

Performance Measure	Monthly (Dashboard only)	Quarterly	Annually
Route Productivity	X	X	X
Schedule Reliability	X	X	X
Passenger Loads	X	X	X
Ridership	X	X	X
Route Efficiency		X	X
Safety Statistics	X		
Safety Report			X
Routes flagged for adjustment		X	X

The monthly performance report will be in the form of an updated dashboard presenting the information on a route-by-route basis. A summary report of monthly performance dashboards, with a preliminary analysis of trends will be presented on a quarterly basis. Route efficiency measures will be reported on a quarterly basis to account for the seasonal variability of transit usage and revenue.

In addition to the reporting of performance measures the RTA will provide a quarterly report of routes that have been identified for potential adjustments and an assessment of the effectiveness of adjustments recently implemented.

All performance measures for a given calendar year will be summarized in an annual, year-in-review report presented to the Board and public in February of the following calendar year.

Apart from, but related to, this annual report, an annual safety report is provided to the Board and public, typically in December of each year, and includes a review of CAPs, accidents and incidents, and identified system hazards and concerns.

3. Fixed Route Service Design

The RTA uses the following service design guidelines to develop transit routes and the overall transit network. Based on industry best practices for designing service, these guidelines help us enhance transit operations and improve the rider experience. The guidelines include both qualitative considerations and quantitative standards for comparing and measuring specific factors.

3.1 Types of Fixed Route Service

The RTA operates several types of fixed route transit services throughout the region. The lines range from Express Service with very few stops, to Local and Circulator services with frequent stops.

The RTA operates the following classes of fixed route transit services:

- Express Service: These routes are regionally servicing lines that connect major destinations throughout the metropolitan area. They are designed to provide fast service between regions within the service area with stops only at key destinations.

- Rapid Service: Routes serving major corridors with limited stops, usually evenly spaced along the route. Stop spacing is greater than that of select and local service.

- Select Service: These routes will be frequent and feature some of the characteristics Rapid Service but will not quite meet the criteria of Rapid Transit in terms of frequency or hours of operation (service span). Stops will be more frequent than Rapid Service.

- Local Service: Routes operating major and minor corridors with frequent, locally serving stops that provide neighborhood level service.

- Circulator Service: Provide circulation within a neighborhood. Usually operated with smaller vehicles instead of full-size vehicles.

- Flex Service: A hybrid of fixed-route and demand-response transit service. Flex routes serve specific stops via a designated schedule but may be scheduled as demand response service within a designated zone provided the ability to adhere to fixed time points. Flexible service is appropriate only in low demand areas.

- Ferry Service: Ferry service operates across waterways, connecting designated terminals. Ferry service can provide passenger service and/or carry vehicles.

With the exception of ferry service, a single route may operate as more than one service type throughout the course of service. For example, the transit needs along a corridor may vary, requiring local service on one segment and select or rapid service on another.

3.2 Designing Service

The RTA uses the following service design guidelines to develop transit routes and the overall transit network. Based on industry best practices for designing service, these guidelines help us enhance transit operations and improve the rider experience. The guidelines include both qualitative considerations and quantitative standards for comparing and measuring specific factors.

3.2.1 Safe Operations

The RTA seeks to ensure all routes provide for the safe operation of transit service. Routes should be designed to minimize risk to RTA staff and passengers, and to the community as a whole. All new and proposed routes will be assessed for safety concerns and risks through the SRM process. Potential routes or route segments deemed unsafe—in other words, those determined to have an unacceptable level of safety risk associated—will be added to the Hazard Log and evaluated to determine interventions to improve safety. To the extent possible, interventions will begin with focused adjustments in order to minimize any unintended impact to the whole line or route. If no such interventions can be made to reduce safety risk to an acceptable level, the RTA may consider changing the route entirely to a path that reduces or eliminates risk.

3.2.2 Network Connections

Routes should be designed in the context of the entire transportation system, which includes local and regional bus routes, light-rail lines, commuter rail lines and other modes. When designing a network of services, the RTA should consider locations where transfer opportunities could be provided for the convenience of customers and to improve the efficiency of the transit network. Where many transfers are expected to occur between services of different frequencies, timed transfers should be maintained to reduce customer wait times.

3.2.3 Multiple Purposes and Destinations

Routes are more efficient when designed to serve multiple purposes and destinations rather than specialized travel demands. Routes that serve many rider groups rather than a single group appeal to more potential riders and are more likely to be successful. Specialized service should be considered when there is sizable and demonstrated demand that cannot be adequately met by more generalized service.

3.2.4 Easy to Understand, Appropriate Service

A simple transit network is easier for riders to understand and use than a complex network. Routes should have predictable and direct routings, and the frequency and span of service should be appropriate to the market served. As budget allows, routes should be targeted for a minimum service level of at least every 60 minutes. If a route cannot support this frequency level, it should be a candidate for alternative services as funding allows and the service meets the allocation criteria. Routes should serve connection points where riders can transfer to frequent services, opening up the widest possible range of travel options.

3.2.5 Span of Service and Service Periods

A route's start and end time, or span of service, and the days of week that it operates are directly related to its usefulness to potential riders. Passenger demand and RTA's financial capacity are key considerations in setting the span of service and days of service for individual lines. RTA's service types provide a consistent structure to establish minimum service spans.

The minimum span of service guidelines defines the minimum period of time that routes in the different service types should operate (see Table 6). However, service can start earlier or end later if demand warrants.

Table 6: Service Span Guidelines

	Express	Rapid	Select	Local	Circulator	Flex	Ferry
Weekdays Begin no later than: End no earlier than:	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 1:00 AM	5:00 AM 12:00 AM	*As demand warrants*	6:00 AM 9:00 PM
Saturdays Begin no later than: End no earlier than:	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 1:00 AM	*Saturday service where appropriate*	*As demand warrants*	6:00 AM 11:00 PM
Sundays Begin no later than: End no earlier than:	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 12:00 AM	5:00 AM 1:00 AM	*Sunday service where appropriate*	*As demand warrants*	6:00 AM 9:00 PM

Service periods are identified as peak and off-peak as follows:

AM Peak: 6:00 AM – 9:00 AM
Midday: 9:00 AM – 3:00 PM
PM Peak: 3:00 PM – 6:00 PM
Evening: 6:00 PM – 10:00 PM
Late Night: 10:00 PM – 1:00 AM
Overnight: 1:00 AM – 6:00AM

3.2.6 Service Frequency

Service frequency, or headways, refers to the time interval between two vehicles traveling in the same direction on the same route. Frequency has a major influence on transit usefulness and its ridership; high frequency service is a fundamental requirement for attractive service. At the same time, frequency has a significant impact on operating costs, and service resource requirements increase with improvements in service frequency.

The frequency on a route is determined by demand and policy. Routes serving corridors with higher ridership demand warrant higher frequency service (more vehicles per hour, where vehicles come more often), while routes serving corridors with lower ridership demand warrant lower frequency service (fewer vehicles per hour, where vehicles come less often).

Also, the delineation of minimum service frequencies is a policy decision that gives long-term consistency to the system and helps riders better understand and use the system. The service frequency minimums are used to balance passenger convenience, resources, and costs (see Table 7).

- Minimum headway guidelines are often used to specify a minimum level of service that should be operated on low ridership lines or during off-peak periods. Service frequency could be higher on heavy ridership lines where the level of service operated is more a function of passenger demand and vehicle loading guidelines.

- No route should operate at a lower frequency than every 60 minutes at any time (i.e. transit vehicles should come at least once every hour).

- Lines with frequencies between 10 and 60 minutes should operate on clockface headways whenever practicable. A clockface headway is any frequency that is evenly divisible into 60 minutes, such as 12, 15, 20, 30, or 60 minutes. Non-clockface headways are permissible when operational and scheduling constraints and concerns make clockface headways too costly. If headways are less than 10 minutes, the route is frequent enough that there is no benefit gained from clockface vs non-clockface headways.

- For routes with mixed service levels, the service frequency guidelines apply to the route's predominant segment with the higher service level, though ideally all segments have consistent service levels for simplicity.

Table 7: Service Frequency Guidelines – Minimum Headways in minutes

	Express	Rapid	Select	Local	Circulator	Flex	Ferry
Weekdays Peak: Off-Peak:	30 minutes 30 minutes	20 minutes 30 minutes	30 minutes 30 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes
Saturdays Peak: Off-Peak:	30 minutes 30 minutes	30 minutes 30 minutes	30 minutes 30 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes
Sundays Peak: Off-Peak:	60 minutes 60 minutes	40 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes	60 minutes 60 minutes

Adjusting Service Frequency

Service frequency on a route may be adjusted based on the actual ridership and passenger loads experienced. High passenger loads may result in an increase in service frequency. Low passenger loads may result in a reduction in frequency. The adjustment of service will be based on an assessment of ridership and passenger loads for a route.

3.2.7 Vehicle Assignment Targets

Equipment shall be assigned to specific routes and trips according to the following guidelines. These guidelines may be modified if operations and scheduling needs require.

- Small 27’ - 35’ bus: Appropriate for lower volume routes where ridership does not require a standard bus, or for routes where specific operating concerns preclude use of a standard buses. May also be used for Flex services.

- Standard 40’ Transit Bus: The standard equipment for local, select, rapid, and express services.

- Articulated 60’ Bus: Appropriate for higher volume routes.

- Intercity Coach: Appropriate for regional express and commuter routes.

- Ferries: Appropriate for the nature of the service and capacity of available ferries.

3.2.8 Directness of Route

A route that operates directly between two locations is faster and more attractive to riders than one that takes a long, circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance. Some small loops may be necessary to turn the vehicle around at the end of routes and to provide supplemental coverage, but such extensions should not diminish the overall effectiveness of the route. Directness should be considered in relation to the market for the service. Route deviations are places where a route travels away from its major path to serve a specific destination. For individual route deviations, the delay to riders on board the vehicle should be considered in relation to the ridership gained on a deviation. The total additional travel time for all through passengers should not exceed five (5) minutes for each rider boarding or alighting along the deviation.

In mathematical terms, this means:

$$\frac{\textit{Riders traveling through x Minutes of deviation}}{\textit{Boardings and alightings along deviation}} \leq 5 \textit{ minutes}$$

3.2.9 Service Duplication

Routes should be designed to avoid competing for the same riders. Studies indicate that people are willing to walk 1/4 mile on average to access transit, so in general routes should be no closer together than 1/2 mile. Services may overlap where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional centers. Where services do overlap, they should be scheduled together, if possible, to provide effective service along the common routing.

Routes are defined as duplicative in the following circumstances:

- Two or more parallel routes operate less than one-half (1/2) mile apart for at least one mile, excluding operations within the New Orleans Central Business District or approaching a transit center where pathways are limited.

- A rider can choose between multiple modes or routes connecting the same origin and destination at the same time of day.

- Routes heading to a common destination are not spaced evenly, except for operations within the New Orleans Central Business District.

3.2.10 Route Length and Neighborhood Connections

A transit route should be long enough to provide useful connections for riders and to be more attractive than other travel modes. A route that is too short will not attract many riders, since travel times combined with the wait for the transit vehicle is not competitive comparted to the time it would take to walk. Longer routes offer the opportunity to make more trips without a transfer, resulting in increased ridership and efficiency. However, longer routes may also have poor reliability because travel time can vary significantly from day to day over a long distance. Where many routes converge, such as a major transit hub, they may be through-routed to increase efficiency, reduce the number of vehicles providing overlapping service, and reduce the need for layover space in congested areas. In some places, routes extend beyond regional centers and transit hubs to serve less dense residential neighborhoods. Where routes operate beyond centers, ridership should be weighed against the time spent serving neighborhood segments, to ensure that the service level is appropriate to the level of demand.

The percent of time spend serving a neighborhood segment, which is defined as ≤ 20% of the total mileage length of a route, should be considered in relation to the percent of ridership boarding and alighting on that segment.

$$\frac{\textit{Percent of time spent serving neighborhood segment}}{\textit{Percent of riders boarding or alighting on neighborhood segment}} \leq 1.2$$ [2]

3.2.11 Route Terminals

The location where a route ends and the vehicles wait before starting the next trip (layover space) must be carefully selected. Priority should be given to maintaining existing layover spaces at route terminals to support continued and future service. The safety and security of transit operators is also paramount. People who live or work next to a route end may regard parked vehicles as undesirable, so new route terminals should be placed where parked vehicles have the least impact on adjoining properties, if possible. Routes that terminate at a destination, such as a school, hospital, or jobs center, can accommodate demand for travel in two directions, resulting in increased ridership and efficiency. Terminals should be located in areas where restroom facilities are available for operators, taking into account the times of day when the service operates and facilities would be needed. Off-street transit centers should be designed to incorporate layover space.

3.2.12 Fixed and Variable routing

Routes should operate as fixed routes in order to provide a predictable and reliable service for a wide range of potential riders. However, in low-density areas where demand is dispersed, demand-responsive service may be used to provide more effective service over a larger area than could be provided with a fixed route. Demand-responsive service may be considered where fixed-route service is unlikely to be successful or where unique conditions exist that can be met more effectively through flexible service.

3.2.13 Transit Stops: Placement, Design, Spacing

<u>Stop Placement and Design</u>

The placement, configuration, and design of a transit stop should be determined relative to the conditions of the proposed location. The ideal transit stop should allow passengers to board and alight safely, while minimizing conflicts between transit vehicles, other traffic, and pedestrians.

Placement of a transit stop is determined by its relationship to the nearest intersection. Stops may be placed at any of the following general locations:

- Farside stops are located just after the vehicular travel lane crosses an intersection.
- Nearside stops are located just before the vehicular travel lane crosses an intersection.
- Mid-block stops are located in the middle of the block between intersections.

Configuration of a transit stop is determined by its relationship to the public right-of-way (ROW). Stops may be configured in the following manner:

- Curb Extension
- Parking Lane
- Vehicle Turnout

Design of a transit stop is determined by the available area for a transit stop within the ROW. Stops may be designed with a pole and waiting pad, bench, or shelter as space permits.
Primary goals for placing a stop relative to the nearest intersection are as follows:

• Stop placement should maximize the connections between the walkway system, the roadway system, and transit routes.
• Stops should be located in an area where typical improvements, such as a bench or shelter, can be placed in the public ROW.

Major considerations for determining the placement of a transit stop:

• Traffic and rider safety
• Transit operations - Minimize vehicle dwell time at each stop

Table 8: Stop Placement Situations and Preferred Placement

Situation	Preferred Placement
Any signalized intersection where vehicle can stop out of the travel lane	Farside
If vehicle turns left at intersection	Farside
Intersection with many right turns	Farside
Complex intersections with multi-phase signals or dual turn lanes	Farside
If vehicle turns right at intersection	Nearside
Vehicle accumulation exceeds farside vehicle zone	Nearside
If two stops are located at consecutive signalized intersections	Alternate nearside and farside to maximize advantage from timed signals
High volume of riders transferring vehicles at an intersection	Pair a nearside stop for one route with a farside stop for a crossing route at a shared corner of the intersection.
Major transit generators not served by stops at intersections	Mid-block
Transit Center	Off-street

Stop Design Guidelines

Current stop design guidelines are located in the RTA's 2015 Transit Facility Design Guidelines.

Stop Spacing

Vehicle stops should be spaced to balance the benefit of increased access to a route against the delay that an additional stop would create for all other riders. While close stop-spacing reduces walk time, it may increase total travel time and reduce reliability, since vehicles must slow down and stop more frequently.

The different types of transit service are tailored towards serving different types of trips and needs. In general, services that emphasize ridership and speed (Express and Rapid routes) should have fewer stops, while services that emphasize coverage (Local, Circulators, Flex) should have more stops. Guidelines for stop spacing are shown in Table 9.

Table 9: Ideal Stop Spacing by Route Type

	Express	Rapid	Select	Local	Circulator	Flex*	Ferry
Typical Spacing	Varies based on transit demand	1-2 stops per mile	2-4 stops per mile	4-5 stops per mile	4-8 stops per mile	1-2 stops per mile	Varies based on terminal locations
Minimum Spacing Distance	N/A	2,640 feet (1/2 mile)	1,320 feet (1/4 mile)	1,056 feet (1/5 mile)	660 feet (1/8 mile)	2,640 feet (1/2 mile)	N/A

*Stop Spacing on Flex routes should be sufficient to permit the vehicle to deviate as requested. Typical spacing for Flex service is based on scheduled stops only.

Though stop spacing guidelines provide a general target for stop spacing along transit routes, the placement of transit stops will necessarily vary due to localized conditions along the transit corridor. Conditions that may impact the placement of transit stops and justify more or fewer stops per mile include:

- Ridership Demand. Transit stops should maintain sufficient ridership activity in order to justify the stop.
- Major Trip Generators. Certain places of interest generate significant demand for transit and warrant a stop nearby. These places can include shopping centers, libraries, grocery stores, schools, and social service centers.
- Places of Community Interest. Although they may not generate high ridership, some places of interest warrant a nearby stop because they are important destinations for certain populations and the community interest. Such places can include medical offices, senior centers, and veteran's facilities.
- Street Grid. The street grid along a transit corridor will impact the placement of transit stops. For example, a street with long distances between intersections will necessarily have fewer stops, as stops are ideally placed at intersections.

• Pedestrian Environment. Because transit users are pedestrians, the street environment around a transit stop must be amenable to pedestrians, accessible for all users, and free of barriers. Intersections that are more walkable and oriented towards the pedestrian are more appropriate for transit stops than intersections that focus on auto traffic.

• Land Use Density. The density of development surrounding a transit stop is a major driver of ridership demand at the stop. Areas with insufficient land use density would have fewer stops, whereas areas with higher land use density would have more stops.

• Passengers Onboard Transit Vehicle. The typical number of riders onboard transit vehicles through an area will impact the tradeoff between more stops for coverage and fewer stops for faster transit. More priority should be given to limiting transit stops in areas where transit vehicles are more full, in order to provide faster service for the greatest number of people.

3.2.14 Roadway Design Goal

New transit routes should not be operated along streets that do not meet minimum standards, such as for vehicle turning radius, pavement strength/loading, lane width, roadway grade, shoulder width on rural road and highways (for pedestrian waiting and safety) and overhead clearance. Refer to the RTA's Transit Facilities Design Guidelines for specific details.

3.3 Shelters and Stop Amenities

3.3.1 Placement and Design: Stop Amenities and Transit Shelters

<u>Transit Shelter and Amenities Placement</u>

Transit stop amenities should be installed based on ridership in order to benefit the largest number of riders. Transit stop amenities include such things as transit shelters, seating, waste receptacles, lighting, information signs, maps, and schedules. In addition to ridership, special consideration may be given to locations with high connections to other lines or the presence of community facilities.

Eligibility Scoring Criteria

The RTA uses a comprehensive scoring system to determine which transit stops are eligible to be considered for a transit shelter or bench. The scoring system considers how many people wait at a stop, how long they are likely to wait, and who is likely to be waiting.

Measured by the following criteria, transit stops must score a minimum of 30 points to be eligible for a new shelter, 15 points for a new bench:

• How many people are waiting?

  o Boardings – 1 point per average weekday boarding

• How long are people waiting? (up to 10 points)

- o Transfers – 7 points if the stop is located at a location with transfer opportunities between at least four different transit lines.

- o Frequency – 3 points if the stop is served by fewer than two vehicles per hour during the weekday AM peak, midday, and PM peak periods.

- Who is waiting? (up to 10 points)

  - o Transit Propensity – 5 points if the stop is in an area in which the households within a quarter-mile (1/4) walkshed have a higher transit propensity than the service area average. Transit propensity is determined as part of the Transit Propensity Index (TPI)

  - o Human services facilities – 5 points if one or more of the following are within 750 feet of the stop: assisted living facility, dialysis center, hospital, pharmacy/clinic, public library, public school, recreation center, senior center, or grocery store.

Installation priority is given based on total score. Regardless of other factors, a transit stop must have at least 15 daily riders to be considered for a shelter and 8 daily riders to be con sidered for a bench. This is to protect against

Circumstances that may preclude installation of transit stop amenities are as follows:

- Plans are in place to relocate or close the stops.
- Amenities would compromise pedestrian or operational safety.
- Adequate right-of-way is not available
- Environmental factors.

Transit Shelter Design

The design and placement of a shelter at a specific stop will be dictated by the RTA's Transit Facility Design Guidelines, in accordance with City, State, and Federal rules in relation to historic preservation and accessibility.

Geographic Equity

To ensure riders throughout the RTA's service areas are provided substantially similar amenities, potential shelter locations will be evaluated for geographic disparity with a goal of not more than a 7% disparity between neighborhoods based on the ratio of transit stops within a given neighborhood to the number of residents.

Shelter Requests

Riders and community members may request the placement of a shelter by contacting the RTA's

Ride Line at 504-248-3900 or emailing comments@norta.com. The request information is used by the RTA to better understand unique conditions that may classify the transit stop as a priority location. Unfortunately, the RTA is unable to place shelters at all locations for which requests are received.

3.3.2 Guidelines for Private and Custom Shelters and Amenities

Private parties may install their own transit shelter on their private property at their own cost and subject to their ongoing maintenance, and in compliance with City, State, and Federal regulations. Depending on the shelter's design and the number of customers served, RTA may maintain transit information in the shelter, if requested.

3.3.3 Shelter Removal

The RTA will evaluate ridership data semi-annually and any transit stop at which average daily boardings have dropped to less than 15 passengers per day for two consecutive evaluation periods will be subject to removal and redeployment. Shelters may also be removed if site conditions change in such a way that accessibility, pedestrian clearance, and/or traffic safety is impacted. Notice of not less than 30 days will be provided on the transit shelter to alert riders of the pending action.

Transit shelters may be temporarily removed from a location if required for a public or private construction project. If a shelter is removed for such a project, all effort will be made to provide similar accommodations within a reasonable distance from the impacted transit stop.

4. Service Guidelines for Special Events and Special Services

New Orleans is a city rich with festivals, parades, and other events that may impact or disrupt transit service. During special events the RTA will seek to maintain quality service during special events by increasing service frequency on routes that are likely to experience overcrowding due to event induced increases in ridership.

If a special event, such as a parade, requires the agency to detour service the RTA will provide detoured service on the nearest corridor that can accommodate safe transit operations. The RTA may also increase service on existing routes operating parallel to the impacted corridors.
The RTA will make every effort possible to communicate changes to service due to special events in advance.

5. Adding, Reducing, and Changing Service

The RTA uses the following guidelines when adding or reducing service as well as in the ongoing development and management of transit service.

Table 10: Guidelines for Adding and Removing Service

Guideline	Measures
Passenger Loads	Passenger Load Threshold
Schedule Reliability (OTP)	On-Time Performance
Transit Propensity	Predicted ridership demand
Route Productivity	Passengers per hour, PMT/mile

5.1 Adding Service: Investment Priorities

The RTA invests in service by using the guidelines in the following order:

1. Passenger Loads
2. Schedule Reliability
3. Transit Propensity
4. Route Productivity

5.1.1 Passenger Loads and Schedule Reliability

The RTA's first investments are based on the passenger load and schedule reliability guidelines used to assess service quality. Routes that do not meet the standards are considered to have low-quality service that has a negative impact on riders and could discourage them from using transit. These routes are the highest priority candidates for investment. Routes that are through-routed but suffer from poor reliability may be candidates for investment, but because of the size and complexity of changes to through-routes, they would not be automatically given top priority.

5.1.2 Transit Propensity

The RTA uses transit propensity to identify corridors with high likelihood of transit usage. This forecasting of transit demand, or propensity is primarily impacted by changes in population demographics and job centers. As housing and employment patterns change, the RTA will continually reevaluate corridors to determine if transit service should be adjusted based on likely propensity.

5.1.3 Route Productivity

The final guideline the RTA uses to determine if additional service is needed is the route productivity rank. Routes with productivity in the top 25 percent perform well in relation to other routes; investment in these services would improve service where it is most efficient.

5.2 Reducing Service

When the RTA must reduce service, these guidelines help identify the services to be reduced. While the guidelines form the basis for identifying services for reduction, RTA also considers other factors. These include community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering alternative services. As the agency's long-range plan is developed and updated, we will also consider the long-range service network and priorities, particularly when reducing service through restructures. The use of these other factors means that some routes may not be reduced in the priority order stated below. Some factors that RTA considers when reducing service include:

The relative impacts to all areas in the region in order to minimize or mitigate significant impacts in any one neighborhood or area. RTA seeks to balance reductions throughout the region so that no one area experiences significant negative impacts beyond what other areas experience.

Ways to minimize impacts through the type of reduction, particularly through restructuring service. Reduction of service can range from deleting a single trip to eliminating an entire route. The RTA will also consider restructuring service in an area to make it more efficient or will consider alternative services. By consolidating service to eliminate duplication, and by closely matching service with demand, RTA may be able to provide needed trips at reduced cost and minimize impacts on riders. Service consolidation may lead to increased frequency of service on some routes to accommodate projected loads, even though the overall result of the restructure is a reduction in service hours.

The identified investment need on corridors. While no route or area would be exempt from change during a large-scale system reduction, RTA will try to maintain the target level of service on corridors with very high transit propensity, and will seek to avoid reducing service on corridors that are already below their target service levels.

Applicability of alternative services. In many areas of New Orleans, and especially in less dense areas, RTA may provide cost-effective alternatives to fixed-route transit service. These alternatives could avoid a significant reduction in the coverage RTA provides while better meeting community needs. During service reductions RTA will consider the use of alternative services that can reduce costs on corridors with routes that are in the bottom 25 percent in one or both productivity measures. Alternative services will be evaluated differently than the fixed-route system, according to the measures and performance thresholds developed through the Alternative Services Program.

5.2.1 Reduction Priorities

Priorities for reduction are listed below. Within all of the priorities, RTA ensures that social equity is a primary consideration in any reduction proposal, complying with all state and federal regulations.

1. Reduce service on routes that are below the 25 percent productivity threshold for a given time period. Routes that are below the 25 percent productivity threshold on both measures are considered for reduction before routes that are below the 25 percent productivity threshold for only one measure in the following order:

a. Routes that duplicate or overlap with other routes on corridors.

b. Peak-only routes that do not have a travel time or ridership advantage.

c. Routes that operate on corridors that are above their target service levels.

d. Routes that operate on corridors that are at their target service levels. Reductions or deletions of these routes would worsen the deficiency between existing service levels and target service levels.

2. Restructure service to improve efficiency of service.

3. Reduce service on routes that are above the 25 percent productivity threshold for a given time period. Routes that are between 25 and 50 percent productivity threshold on both measures care considered for reduction before routes that are above the 50 percent productivity threshold for either measure, in the following order:

a. Routes that duplicate or overlap with other routes on corridors.

b. Any other peak-only route that was not considered as part of priority 1.a (above).

c. Routes that operate on corridors that are above their target service levels.

d. Routes that operate on corridors that are at their target service levels. Reductions or deletions of these routes would worsen the deficiency between existing service levels and target service levels.

5.3 Implementation

RTA revises service three times a year—in the winter, spring and fall. In rare cases of emergency or time-critical construction projects, RTA may make changes at times other than the three regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Some alternative service projects may be implemented at any time and do not need to follow the same schedule as fixed-route service.

Each year, RTA publishes a Service Guidelines report that outlines the analysis of target service levels and route performance management. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. RTA works to provide transparency in RTA's process and help jurisdictions plan for the future by conducting regular outreach throughout the region about the results of the Service Guidelines Report.

6. Title VI and Environmental Justice Compliance

The RTA follows FTA Circular 4072.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Chapter 4.4, and the RTA's own "Environmental Justice and Social Equity Policy (2013)." Both policies require that transit decisions do no result in a disparate impact to classes – race, color, and national origin - protected under Title VI.

All changes to transit service are subject to review and public comment as per the RTA's Environmental Justice and Social Equity Policy.

2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority

Board Report and Staff Summary

File #: 22-053 **Operations & Administration Committee**

Cooperative Endeavor Agreement (CEA) Between the City of Kenner and the Regional Transit Authority (RTA)

DESCRIPTION: CEA between the City of Kenner and the RTA for Emergency Evacuation Assistance	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: ☒ Approval ☐ Review Comment ☐ Information Only ☐ Other	

RECOMMENDATION:

To authorize the Chief Executive Officer to enter into a Cooperative Endeavor Agreement (CEA) between the City of Kenner and the Regional Transit Authority.

ISSUE/BACKGROUND:

Every year the City of Kenner and the RTA enter into a joint agreement to provide transit services to the public once hurricane evacuation operations are activated or following a severe weather storm event.

DISCUSSION:

The 2022 CEA covers the responsibilities and obligations of the RTA transporting the citizens and occupants of Kenner from designated stops along the Kenner Loop to specific transfer points. In accordance with the provisions of the contract, the RTA agrees to commit two (2) full-size buses to service the Kenner Loop Line on a continuous basis from approximately 54 to 30 hours pre-landfall, to assist the City of Kenner in the evacuation of its residents.

FINANCIAL IMPACT:

There is no financial impact.

NEXT STEPS:

Upon Board approval, staff will execute the CEA between the City of Kenner and the RTA.

ATTACHMENTS:

1. Resolution
2. 2022 CEA Agreement
3. 2021 Executed CEA Agreement

Prepared By: Robert C. Hickman, Jr.

Title: Chief Security Officer

Reviewed By: Gizelle Banks
Title: Chief Financial Officer

3/9/2022

Alex Wiggins
Chief Executive Officer

Date

Regional Transit Authority
2817 Canal Street
New Orleans, LA 70119-6307

RESOLUTION NO. __________________
STATE OF LOUISIANA
PARISH OF ORLEANS

RESOLUTION AUTHORIZING RTA TO ENTER INTO A COOPERATIVE ENDEAVOR AGREEMENT (“CEA”) BETWEEN THE REGIONAL TRANSIT AUTHORITY (RTA) AND THE CITY OF KENNER

Introduced by Commissioner __________________________, seconded by Commissioner ___________________________.

WHEREAS, the Regional Transit Authority desires to enter into a Cooperative Endeavor Agreement (“CEA”) with the City of Kenner for the evacuation of Kenner during emergencies, including hurricanes or other disasters; and

WHEREAS, the Regional Transit Authority, with limited equipment and/or resources, specifically desires to make available two (2) full-size Regional Transit Authority vehicles to the City of Kenner, to operate continuously on the RTA “Kenner Loop” line from fifty-four (54) hours prior to hurricane landfall to thirty (30) hours prior to hurricane landfall, so as to assist in evacuation activities coordinated by the City of Kenner/ Parish of Jefferson pursuant to their Public Assisted Evacuation Plan (“PAEP”); and

WHEREAS, the Regional Transit Authority wishes to extend, to the best of its available resources, such emergency transportation services to the residents and occupants of the City of Kenner who do not have their own means of transportation from their homes and/or businesses to the Parish of Jefferson “Eastbank Parish Pick-up Point” (“Eastbank PPP”), otherwise known as the Yenni Building on Clearview Parkway in the Parish of Jefferson.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Regional Transit Authority hereby approves the attached Cooperative Endeavor Agreement (“CEA”) between The Regional Transit Authority (RTA) and the City of Kenner.

THE FOREGOING WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF AND RESULTED AS FOLLOWS:

YEAS: ____________
NAYS: ____________
ABSTAIN: ____________

ABSENT: ___________

AND THE RESOLUTION WAS ADOPTED ON THE __th DAY OF MONTH, 2022.

____

FLOZELL DANIELS, JR.
CHAIRMAN
RTA BOARD OF COMMISSIONERS

COOPERATIVE ENDEAVOR AGREEMENT BETWEEN

RTA AND THE CITY OF KENNER

In accordance with Article VII, Section 14 of the 1974 Constitution of the State of Louisiana:

The **REGIONAL TRANSIT AUTHORITY** ("RTA"), a body politic and corporate and a political subdivision of the State of Louisiana, herein represented by Alex Z. Wiggins, its Chief Executive Officer; and

The **CITY OF KENNER** ("KENNER"), a body politic and corporate and a political subdivision of the State of Louisiana, herein represented by E. "Ben" Zahn, III, its Mayor;

Do hereby enter into this Cooperative Endeavor Agreement ("Agreement") to serve the public for the purposes hereinafter declared.

RECITALS

WHEREAS, pursuant to the authority contained in Article VII, Section 14 of the Louisiana Constitution of 1974, and statutory authority supplemental thereto, the State of Louisiana and its political subdivisions, including RTA and KENNER, named hereinabove, may enter into cooperative endeavors with each other, or with any other public or private corporation or individual; and

WHEREAS, the RTA, pursuant to its enabling legislation, as specified in Louisiana Revised Statute 48:1656, may enter into cooperative endeavors with the State of Louisiana, or any agency or instrumentality thereof, or any municipal or parish governing body within the regional area, in furtherance of the development of mass transportation within the New Orleans regional area; and

WHEREAS, pursuant to Article VII, Section 14 (C) of the Louisiana Constitution of 1974; La. R.S. 33:1321, *et seq*. (the "Local Services Law") and Section 1.05 of the Home Rule Charter of City of Kenner, KENNER may, for a public purpose, enter into joint service agreements or cooperative efforts with other governmental agencies, or with any public or private association, corporation or individual; and

WHEREAS, it is of mutual and common benefit to both parties named above to effect a formal understanding concerning their goals and objectives in ensuring that the transportation needs of the residents of the City of Kenner will be met during a mandatory evacuation of the New Orleans region and/or the Parish of Jefferson in particular, said mandatory evacuation necessitated by hurricane or other impending storm conditions.

NOW, THEREFORE, in consideration of the foregoing, and under the conditions set forth below, RTA and KENNER agree to the following:

I. GOAL

The goal herein is to ensure a coordinated action plan that will assist the City of Kenner residents/occupants during evacuation operations preceding and following a severe weather event, specifically as it applies to the operation of the Kenner Loop. RTA and KENNER intend this CEA to be integrated into both the Jefferson Parish Public Assisted Evacuation Plan ["PAEP"] and the RTA Hurricane Emergency Preparedness Plan to reflect the commitment to regional emergency management by both parties.

II. SCOPE

When Jefferson Parish is placed under an Emergency Declaration by the Parish President, a Public Assisted Evacuation Plan ["PAEP"] will be implemented. Regularly scheduled fixed-route bus service offered by Jefferson Transit ["JeT"] and the RTA [presently limited to and known as RTA Route 201 and/or the "Kenner Loop"] will be replaced by a public-assisted evacuation system, otherwise known as the "Hurricane Evacuation System".

This CEA covers the responsibilities and obligations of the RTA in transporting the citizens and occupants of KENNER from designated stops along the Kenner Loop to specific transfer points, so as to enable JeT to move the maximum number of individuals in a timely and efficient manner to the Eastbank Parish Pick-up Point ["PPP"] located at Delgado Community College - Jefferson Site, 5200 Blair Drive, Metairie.

III. ROLES AND RESPONSIBILITIES

KENNER, through its Office of Emergency Management, will perform the following duties in relation to this CEA:

1. Prior to the activation of the PAEP, KENNER will coordinate with RTA to provide information to the residents and occupants of KENNER regarding evacuation plans (pickup locations, carry-on items, proper carriers and/or restraints for pets, etc.) for those persons requiring RTA assistance in evacuation.
2. When it is determined that a hurricane or other covered hazard exists that could threaten KENNER, KENNER will notify RTA that an activation of the PAEP is possible and that RTA should take the necessary preparatory steps to initiate its role in the PAEP.

3. Upon a declaration of mandatory evacuation, KENNER will notify RTA that the PAEP has been activated and evacuation should commence immediately.
4. The PAEP will be activated only upon the declaration of emergency by the Governor or the Jefferson Parish President, and, accordingly, all payment for RTA services rendered hereunder will be made pursuant to claims by RTA, as a sub-grantee under the terms and provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended, 42 U.S.C. Section 5121 et. seq. ("Stafford Act"). KENNER will assist RTA in all relevant applications under the Stafford Act upon request.
5. KENNER agrees that the only transfer points that will be utilized by RTA in its provision of emergency transportation services to KENNER are those located along the current Kenner Loop Line, specifically at Williams Boulevard at its respective intersections with Veterans Boulevard, Airline Highway, and Jefferson Highway, City of Kenner.
6. KENNER shall ensure that sufficient personnel from the City of Kenner Police Department and/or the Office of Emergency Management are available to timely respond to security issues and/or incidents along the Kenner Loop route.
7. KENNER agrees that all animals shall be properly caged prior to loading upon RTA buses. KENNER further agrees that only small or extra-small size pet carriers shall be loaded onto RTA assets, with larger carriers to be referred to JeT for alternate transportation.
8. KENNER agrees to recognize, and to the best of its ability, enforce all evacuation guidelines as set by its Office of Emergency Management, including but not limited to the following:
    - No fares will be collected during Hurricane Evacuation
    - No weapons of any kind are allowed, including knives
    - No illegal drugs or alcohol. All persons/luggage are subject to search by authorities.
    - Riders are limited to one bag per person no larger than 30" x 16".
    - No ice chests over one (1) gallon.
9. Upon declaration by the Jefferson Parish President that KENNER has been declared safe and is to be repopulated by the citizens/occupants evacuated under the PAEP, KENNER will notify the RTA, and the repopulation will begin using pre-designated staging points (as noted above, along Williams Boulevard at its respective intersections with Veterans Boulevard, Airline Highway, and Jefferson Highway) for RTA pickup.

The RTA will work concurrently to provide assistance to KENNER and will perform the following duties as resources permit:

1. Prior to the activation of the PAEP, RTA will identify two (2) full-size buses and the appropriate complement of drivers to be utilized in assisting KENNER in the referenced mandatory evacuation process. The RTA will take all appropriate measures to ensure

that these buses and drivers are available and trained for participation in the required emergency transportation activities.

2. Upon the declaration of emergency and the activation of the PAEP, RTA will begin immediate execution of its emergency transportation duties as delineated herein.
3. During the execution of the PAEP after the declaration of emergency by the Governor and/or the Jefferson Parish President in accordance with the requirements of the Stafford Act and the regulations promulgated thereunder, RTA will cease performing its normal operations along the Kenner Loop Line, and shall perform the requisite tasks specified herein, until such time it is mutually agreed by both KENNER and RTA that the emergency transportation evacuation services should be suspended in order to protect the personnel and equipment of RTA, i.e. approximately thirty (30) hours prior to hurricane landfall.
4. Given the normal timeline for commencement of emergency evacuation activities contained within the PAEP, RTA agrees to commence its provision of emergency transportation service herein at or about fifty-four (54) hours prior to hurricane landfall, subject to predicted movement and severity of the storm.
5. On request by KENNER Office of Emergency Management, through the Jefferson Parish Department of Emergency Management, RTA shall attempt to continue to provide, to the best of its resources and ability, additional emergency transportation service for evacuation purposes. This service shall be provided strictly on as-needed basis, to extend from thirty (30) hours prior to hurricane landfall to no less than twelve (12) hours prior to landfall, and shall consist of one (1) RTA vehicle. Service will be terminated when RTA deems it unsafe and/or inappropriate to continue such emergency transportation, such decision solely within the discretion of RTA. RTA will notify both the KENNER Office of Emergency Management and the Jefferson Parish Department of Emergency Management when the RTA service is to be terminated.
6. RTA emergency transportation services, as contemplated by this CEA, is limited to the Kenner Loop route as normally served by the RTA. In no case will RTA transport individuals directly to Delgado College on Airline Drive in Metairie.
7. RTA will require KENNER to recognize, and to the best of its ability, enforce all evacuation guidelines as referenced above, including those related to the transportation of animals. Only those animals that have been properly caged in small or extra-small carriers will be allowed onto RTA assets. Cages must remain in the rider’s lap at all times and will not be placed on the seat or in the aisle at any time.
8. RTA personnel are not allowed to assist in the loading of pets onto RTA assets.
9. RTA, in concert with the KENNER Office of Emergency Management, will coordinate all bus movements. RTA will make the final determination when each RTA bus is ready for departure from its respective stop and/or pick-up location.

10. During its provision of emergency transportation service for and on behalf of KENNER, RTA agrees to suspend any and all fare collection.
11. Upon notification that KENNER has been declared safe and is to be re-populated by the residents/occupants of KENNER under the PAEP, the RTA will use all available resources, not to exceed two (2) full-size buses, with the appropriate complement of drivers, to assist in the re-entry process.

IV. INDEMNITY

KENNER agrees to indemnify and hold harmless the RTA, its officers, agents, employees and assigns from any and all claims, demands, actions, liabilities, losses, and damages asserted against the RTA incurred or arising out of or in any way connected with KENNER's use of the license granted herein, except in the instance of the negligence or willful misconduct of RTA, its officers, agents, employees and assigns and when RTA , its officers, agents, employees and assigns, or any one or more of them shall have been acting beyond the scope of the immunity provided by LA R.S. 29:733.1. RTA shall promptly notify KENNER in writing of any such claims, actions, or causes of action, and give KENNER full opportunity and authority to, and KENNER shall assume the sole defense and settlement thereof. RTA shall furnish to KENNER upon request all information available to the RTA for defense against any such claim, action, or cause of action. KENNER's liability under this indemnity/defense includes all claims, actions, or causes of action excluding the negligence or willful misconduct of the RTA, its officers, agents, employees and assigns.

V. EFFECTIVE DATE, MODIFICATIONS, AND TERMINATION

This CEA is effective upon the date the last party signs below and any modification or amendment must be in writing. It shall be renewed and amended as necessary each year prior to June 1 in writing. It may be terminated by KENNER or RTA in writing at any time.

VI. ADMINISTRATION OF THIS CEA

KENNER shall provide administration of this CEA through:

Douglas J. Dodt, Director
Office of Emergency Management, City of Kenner

RTA shall provide administration of this CEA through:

Robert Hickman, Director
RTA Security and Emergency Management

IN WITNESS WHEREOF, the parties hereto, through their duly authorized representatives, have executed this Agreement to be effective as of the date first written above.

CITY OF KENNER	**REGIONAL TRANSIT AUTHORITY**
By: ______________________________	By: ________________________________
E. "Ben" Zahn, III	Alex Z. Wiggins
Mayor, City of Kenner	Chief Executive Officer
Date: _______________________	Date: __________________________

COOPERATIVE ENDEAVOR AGREEMENT BETWEEN

RTA AND THE CITY OF KENNER

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WHEREAS, the RTA, pursuant to its enabling legislation, as specified in Louisiana Revised Statute 48:1656, may enter into cooperative endeavors with the State of Louisiana, or any agency or instrumentality thereof, or any municipal or parish governing body within the regional area, in furtherance of the development of mass transportation within the New Orleans regional area; and

WHEREAS, pursuant to Article VII, Section 14 (C) of the Louisiana Constitution of 1974; La. R.S. 33:1321, *et seq.* (the "Local Services Law") and Section 1.05 of the Home Rule Charter of City of Kenner, KENNER may, for a public purpose, enter into joint service agreements or cooperative efforts with other governmental agencies, or with any public or private association, corporation or individual; and

WHEREAS, it is of mutual and common benefit to both parties named above to effect a formal understanding concerning their goals and objectives in ensuring that the transportation needs of the residents of the City of Kenner will be met during a mandatory evacuation of the New Orleans region and/or the Parish of Jefferson in particular, said mandatory evacuation necessitated by hurricane or other impending storm conditions.

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Office of Emergency Management, City of Kenner

RTA shall provide administration of this CEA through:

Robert Hickman, Director
RTA Security and Emergency Management

IN WITNESS WHEREOF, the parties hereto, through their duly authorized representatives, have executed this Agreement to be effective as of the date first written above.

CITY OF KENNER

By: ______________________

E. "Ben" Zahn, III
Mayor, City of Kenner

Date: 4/23/21

REGIONAL TRANSIT AUTHORITY

By: ______________________

Alex Z. Wiggins
Chief Executive Officer

Date: 5/10/21