



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Rider's Advisory Committee
RAC

Meeting Agenda - Final

Wednesday, July 9, 2025

5:30 PM

RTA Board Room

This will be an in-person meeting where masks are optional inside the boardroom. A live stream of the meeting is available on the agency's website. This meeting is also accessible to persons with disabilities. To request a modification or accommodation it must be received 72 hours before the public meeting or hearing. Please direct requests for accommodations to the Office of Board Affairs, 2817 Canal Street, NOLA 70119, or call 504-827-8341 or by email (rtaboard@rtaforward.org).

1. Welcome - Commissioner Neal
2. Opening Comments - CEO, Lona Hankins
3. Public Open Forum - Open Discussion
4. Old Business

Video Link from 06/04/25 RAC Meeting: <https://norta.legistar.com/Calendar.aspx>

[RAC Meeting Follow Ups]

[24-114](#)

5. New Business

- Fall Service Change Update

6. Wrap Up

The next RAC meeting will be held on August 6, 2025

[07.09.25 RAC PowerPoint Presentation]

[25-092](#)



New Orleans Regional Transit Authority

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Board Report and Staff Summary

File #: 24-114

Rider's Advisory Committee

[RAC Meeting Follow Ups]

2025 ACTION ITEMS REPORT

Last Updated: 07/07/25

(R=RAC, OC=Ops, FC=Finance, B=Board, PRR=Public Records Request)

Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-R001	01/08/25	04/30/25	When can the public expect to see the communications plan?	Communications	Communications/Disruption Plan will be ready for public review 3 quarter 2025.
2025-R002	04/02/25	05/01/25	The route information for the #31 and the #32 is inaccurate on the website and on the paper schedules (detours). When will the route information be updated?	Planning	The detours are ever-changing so we can't promise that that information will be correct. The Scheduling team is fixing what we can for the June 1 schedule change, including the name of the last stop in the printed schedule. (Right now it says both routes go to Gentilly woods, when one of them actually goes to Main library).
2025-R003	04/02/25	05/01/25	Why are the downloadable schedules buried on the website? Why can't the schedules be more accessible? Too many clicks.	Marketing	For CY 2026, the agency is looking at a full web redesign and it will take into account accessibility of the schedules.
2025-R004	04/02/25	05/01/25	Why can't a link be provided on the agency's main web page to access LePass app?	Marketing	Links are available for andriod and iphone on the webpage.
2025-R005	04/02/25	04/09/25	When will the bench be restored at Scott and Canal? It was removed several years ago without explanation.	Maintenance	The bench installation is complete.
2025-R006	4/2/2025 06/04/25	04/29/25	GPS locator doesn't always give real-time information. How can the public find more reliable information regarding service?	Planning	RTA looking for ways to improve the accuracy and reliability of the GPS and arrival information that is fed to website and LePass. If there are specfic issues, please take a screenshot and email to lepass@rtaforward.org
2025-R007	05/07/25		Speakers commented on the lack of communication regarding service disruptions. Examples cited included inaccuracies of the St. Charles streetcar shuttle route as shown on the website and miscommunications about the Rampart Street.	Communications	
2025-R008	05/07/25		Speaker commented that they don't understand why the Franklin Ave bus is so unreliable throughout the day and is never on time.	Operations	Unfortunately, the route has been on detour for some time based on road work on the route. We look for forward to the detour ending soon so we can provide timely service. Please check the RTA website for amended service times.

2025 ACTION ITEMS REPORT

Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-R013	06/04/25	6/12/2025	The agency received an email supporting the pilot program to extend ferry hours, but it recommended an earlier start time since most employees in the hospitality industry must report for work before 6:00 am. Additionally, the email advised against implementing the pilot during the summer slowdown, as this could provide an erroneous impression of the impact.	Operations/Ferry/Communications	The ferry pilot will occur from June 15- September 27 2025. The slow season is by design to ensure that the revenue generated will cover expenses during the slowest possible period to mitigate any financial risk to the agency.
2025-R014	06/04/25		A RAC speaker complained about the printed schedules being inaccurate and inquired what percentage of riders are using them.	Communications/Planning	
2025-R015	06/4/2025	6/13/2025	Staff were asked to look into an ongoing traffic hazard in the 2100 block of France Street by two RAC speakers. The speakers mentioned that they had previously appeared before RAC with this issue and had seen improvements with speeding buses.	Operations/Planning	RTA is coordinating with the City of New Orleans Department of Public Works (DPW) to evaluate the intersection of Poland and Galvez for a traffic control device (e.g. traffic signal) - this improvement is necessary for RTA buses to safely turn to/from Galvez directly on Poland and not use France St. DPW is working to engage their on-call traffic consultant to start the analysis.
	6/30/25	07/07/25	The Board received two additional emails regarding the same issues of speeding and structural damage to the road and nearby properties being caused by the #84 Galvez bus route. The most recent communication also complained about a bus side swiping a parked SUV.	Operations/Planning/Safety	The team pull a report from the vehicle from 07/02/05. The operator as he is approaching N. Galvez and France was operating at 11 mph. Once he turned onto France Street, he is operating at 3 mph. We will continue to monitor this route to ensure that our operators are adhering to the speed limits.



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Board Report and Staff Summary

File #: 25-092

Rider's Advisory Committee

[07.09.25 RAC PowerPoint Presentation]

***Welcome to the
Riders Advisory Committee (RAC)
Monthly Meeting***

Wednesday, July 9, 2025

RAC MEETING AGENDA

1. Welcome – Commissioner Fred Neal
2. Opening Comments – CEO, Lona Hankins
3. Public Open Forum – Open Discussion
4. Old Business
 - Meeting Video: <https://norta.Legistar.com/Calendar.aspx>
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 - Fall Service Changes
6. Wrap Up

24-114



NEW ORLEANS REGIONAL TRANSIT AUTHORITY
PROPOSED SERVICE CHANGES FOR FALL 2025

presented on July 9, 2025

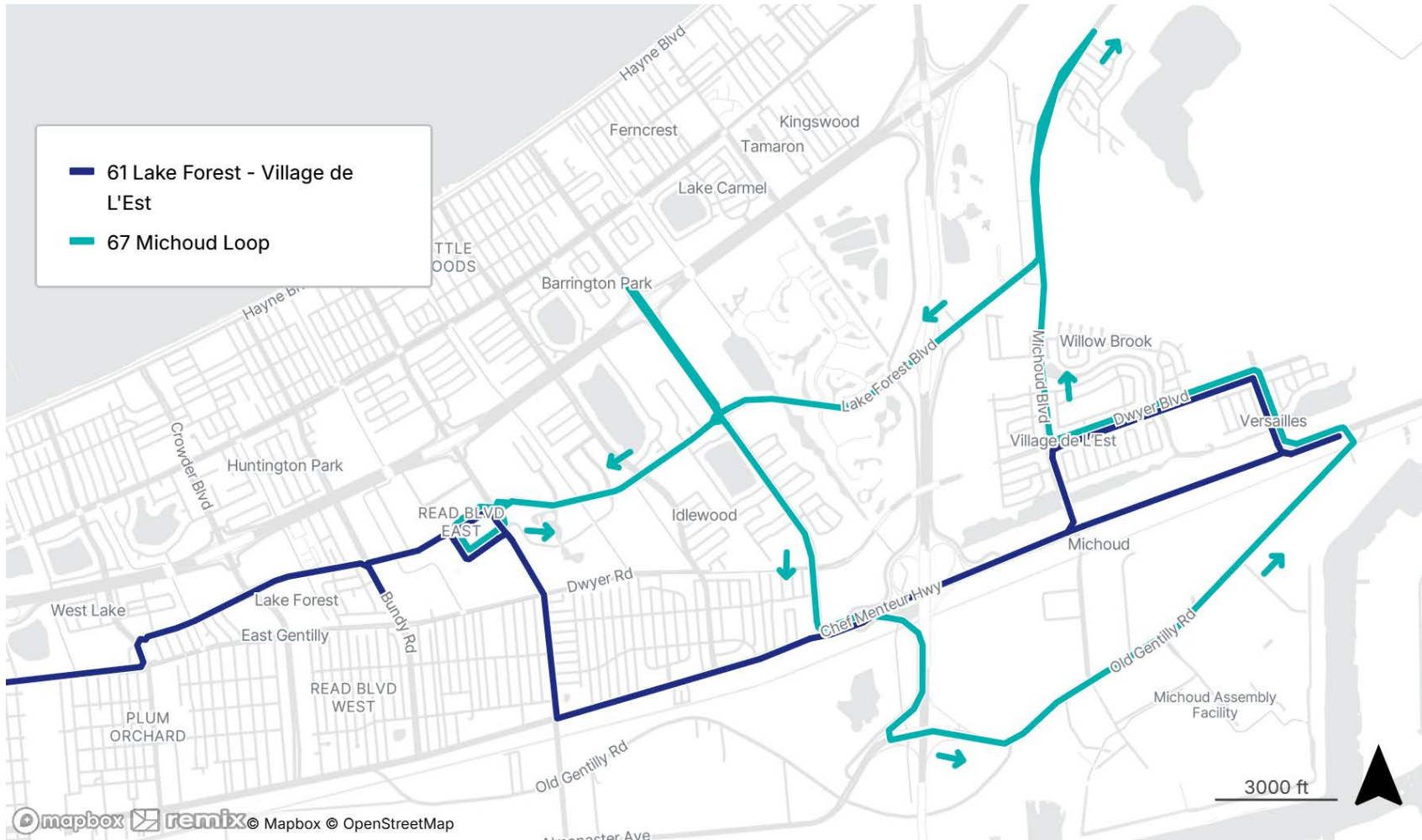
SERVICE CHANGE SCHEDULES

Schedule	Date (tentative)	Expected Changes
Summer 2025	June 1, 2025	<ul style="list-style-type: none"> • Riverfront Streetcar reopening • Downtown Streetcar reconfiguration • Overnight service adjustments • Transfer audio trialed on streetcars
→ Fall 2025	Sept 7, 2025	<ul style="list-style-type: none"> • 61/67 OWL Pattern • 31/32 detour resolved • Downtown Streetcar schedule adjustments • Loyola at Common stop relocation • Additional transfer audio
Winter 2026	January 2026	<ul style="list-style-type: none"> • Continued restoration of fleet vehicles
Summer 2026	May 2026	<ul style="list-style-type: none"> • Begin to implement Algiers Service Improvements

SERVICE CHANGE SUMMARY

Routes	Change Scale	Change Type	Description
61 Lake Forest – Village de L'Est 67 Michoud Loop	Minor	Owl Pattern	Addition of some portion of 67 Michoud Loop into 61 Owl
31 Leonidas – Gentilly 32 Leonidas – Treme	Minor	Detour resolved	Routes return to Leake Ave
46 Rampart – Loyola 49 Riverfront	Minor	Scheduling adjustment	Additional streetcar allocated to 49 Riverfront on weekends
Multiple routes – full list on later slide	Minor	Stop location	Loyola at Common, Stop ID 445 relocated to Elk at Cleveland

61/67 EARLY MORNING PATTERN



- Route not currently finalized, will include a portion of 67 Michoud Loop into the 61 Lake Forest - Village de L'Est route
- Service added to early morning to help with commuting to downtown

31/32 LONG-TERM DETOUR RESOLVED



- Routes 31 and 32 will return to Leake Ave towards Children's Hospital
- Routing on Leake previously unsafe: intersection angle and vehicle speeds on Leake Ave
- Resolved with all-way stop sign at Leake and Carrollton
- No stops on Leake initially: additional work with City and Public Belt needed to improve pedestrian infrastructure

LOYOLA AT COMMON STOP RELOCATED



Issue at Previous Location:

- Safety challenges: 23 collisions / incidents over 2 years

Alternatives Considered:

- Elk at Cleveland
- Loyola at Gravier
- Loyola at Common

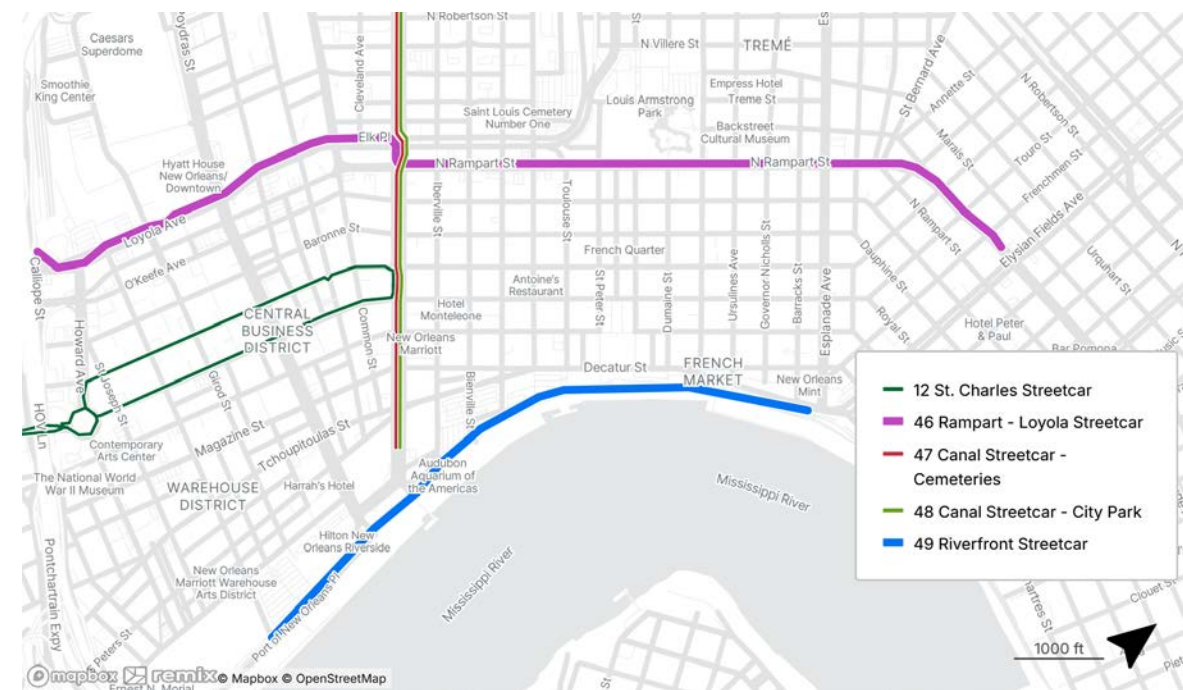
Routes Affected:

- 8, 11, 32, 51, 52, 53-O, 55, 57, 91

Long-Term:

- Downtown Transit Center built at Basin and Canal

STREETCAR SCHEDULE ADJUSTMENTS



Routes	Change
<u>46 Rampart-Loyola</u>	<ul style="list-style-type: none"> • Slight frequency reduction to improve service reliability (25 min)
<u>49 Riverfront</u>	<ul style="list-style-type: none"> • Slight frequency reduction to improve service reliability on weekdays (20 min) • Add 1 streetcar on weekends
<u>47/48 Canal</u>	no change
<u>12 St. Charles</u>	no change

QUESTIONS?

Additional questions and comments send to:

Outreach@rtaforward.org

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