



*December 16, 2025*

# **New Orleans Regional Transit Authority**

## **Monthly Board Report**



The New Orleans Regional Transit Authority (RTA) hereby declares that, in accordance with La. R.S. 42:17.1 (A)(2)(a)-(c), a meeting will be held in person on Tuesday, December 16, 2025, at 10:00 a.m. Please be aware that wearing masks in the boardroom is encouraged.

Written comments on any matter included on the agenda will be accepted in the following ways: 1) Submission of a Speaker Card on meeting day; 2) Electronically by email sent to: [rtaboard@rtafoward.org](mailto:rtaboard@rtafoward.org) prior to the meeting; or 3) By U.S. Mail send to 2817 Canal Street, Attention: Office of Board Affairs, New Orleans, LA 70119. Live stream access: [norta.legistar.com](http://norta.legistar.com)



This meeting is accessible to persons with disabilities. To help assure availability, modifications or accommodations linked to a disability must be requested 72 hours before the meeting or hearing. Please direct requests for public meeting accommodations to the Office of Board Affairs, 2817 Canal Street, New Orleans, LA 70119, or call 504-827-8341 or by email ([rtaboard@rtaforward.org](mailto:rtaboard@rtaforward.org)).



# **Agenda**

**1. Call to Order**

**2. Roll Call**

**3. Consideration of Meeting Minutes**

**[Board of Commissioners Minutes – November 18, 2025]**



# *Agenda*

## **4. Reports**

### **A. RTA Chairman's Report**



# *Agenda*

## **4. Reports**

### **B. Operations & Administration Committee Chairman's Report**



# *Agenda*

## 4. Reports

### C. Finance Committee Chairman's Report



# *Agenda*

## **4. Reports**

### **D. RTA General Counsel's Report**



## *Agenda*

### **5. Selection of Official Journal**

[Official Journal]



# *Agenda*

## **6. Election of Officers**

- A. Chairperson
- B. Vice Chairperson
- C. Committee Chairs



## *Agenda*

# 7. RTA Chief Executive Officer's Report

# EMPLOYEE OF THE MONTH

## NOVEMBER 2025



**ERIC MONROE**  
BUS OPERATOR  
OPERATIONS



**VITALLI HULCHUK**  
MECHANIC  
MAINTENANCE

# EMPLOYEES OF THE YEAR



**SUSAN LYON**  
**HUMAN RESOURCES, SPECIALIST**  
ADMINISTRATIVE EMPLOYEE OF THE YEAR



**ANTHONY MAGGIO**  
**MAINTENANCE, MACHINIST**  
EMPLOYEE OF THE YEAR



**WHITNEY MATTHEWS**  
**OPERATIONS, BUS OPERATOR**  
EMPLOYEE OF THE YEAR

# ANNUAL BUSINESS MEETING



## SERVICE AWARDS

### 5 YEARS

Banks, Gizelle J.  
Berkley, John F.  
Cascio, Bryon J.  
Darensbourg, Ron C.  
Delvalle, Keisha A.  
Godfrey, Michael  
Grant, Tyrone  
Hagan, Darren J.  
Harris, Rudolph R  
James II, Vincent E  
Jones, Araven S  
Jones, Felicia D  
Krieger, Trey Joseph  
Landry, Karl W  
Louis, Tyrone  
Marion, Brenda M  
McMillian, Anthony D  
Merrill, Ariel E  
Rodriguez, Yolanda  
Santiago-Tripps, Sandra  
Sims, Lionel  
Smith, Michael J.  
Sylvien, Dominique L  
Wallace-Taylor, Trevis  
Williams, Christopher  
Williams, Rathvon  
Zeleny, William J

### 10 YEARS

Boudreau, Eric E  
Brown, Paris L  
Burns, Darlene  
Butler, Terrell  
Clark, Rodney A  
Cooley, Robin N  
Daniels, Gerald  
Davis, Rayvan  
Dollolie, Lucien J  
Dorsey, Clarence  
Duplessis, Duane V  
Edwards, Vernel A  
Emery, Patrice M  
Fisher, Emile J  
Freeman, Douglas G  
Gumas, Eric G  
Hansell-Burton, Hessey  
Holmes, Monica P  
Jackson, Keshawn D  
King, Ronald  
Lawrence, Kieron J  
Leduff, Don G  
Livas, Dorothy P  
Maniger, Alisa P  
Martin, Leonard L  
Matthews, Lawrence E  
Morgan, Donald  
Nash, Chet  
Pierre, Terry  
Porter, John F  
Powell, Keoka  
Romant, Joshua I  
Scales, Andrea J  
Shaheed, Haneef H  
Turner, Darren  
Washington, Lisa M  
Weaver, Ursula J  
Webb, Wayne R  
Weber, Tresa M  
Williams, Roeshawn  
Winchester, Marlon C



### 15 YEARS

Bijou, Penny  
Bazley, Shermette  
Brown, Jonica L  
Jefferson, Karen  
Magee, Derrick K  
Thompson, Avery J  
Young, Angele

### 20 YEARS

Bernard, Tracy D  
Donaldson-Pierre, Richelle K  
George, Shirley

### 25 YEARS

Booth, Alonso A  
Dorsey, Tyronne A  
Epps, Darian N

### 30 YEARS

Augustine, Michele A  
Baptiste, Ronald G  
Barnes, Shawn M  
Barra, Derek P  
Bowman, Donna D  
Monroe, Barry A  
Stevens, Sterlin J

### 35 YEARS

Ancar, Troy  
Booker, Avis Y  
Campbell, Carmen E  
Duplessis, Darrell  
Held, Joseph  
Porter, Earl  
Robichaux, Jacques  
White, Gen B



### 40 YEARS

Delpit, Dale G  
Popkin, Marc L  
Richardson, Christopher

### 45 YEARS

Herring, Dale J  
McKenzie, Larry P

## 2025 RETIREES

**Calvin Hines – 9 years of service**

**David Cascio – 10 years of service**

**Alden Heard – 16 years of service**

**Willie Addison – 30 years of service**

**Robert Clapp – 35 years of service**

**Keith Wiltz – 35 years of service**

**Joy Palmer – 40 years of service**

**Larry McKenzie – 44 years of service**

## RTA LEAD PROGRAM GRADUATES PINNING CEREMONY

**COHORT 1 - 14 GRADUATES**

**COHORT 2 - 24 GRADUATES**



# 1881 INSTITUTE APPRENTICE



RTA Board of Commissioners Meeting

**RTA** >

# PARATRANSIT CUSTOMER SERVICE TRAINING



RTA Board of Commissioners Meeting



# ALGIERS TERMINAL RENOVATIONS PROJECT



RTA Board of Commissioners Meeting

# *New Orleans Regional Transit Authority*

## *2025/2026 Agency Workplan Update*

*December 11, 2025*



**CEO** / *Lona Edwards Hankins*

[NORTA.COM](http://NORTA.COM)



# PRIORITY: WORLD CLASS RIDERSHIP EXPERIENCE

**Goal: Provide reliable, accessible, safe, and comfortable transit services that exceed rider expectations to be the community's preferred transportation**

2025 ACTION	2025 STATUS	2026 ACTION
<b>Deployment of In-Fields Supervisor use of Clever/Swiftly</b>	<span style="color: green;">●</span> Training and installation complete by 12/19	<b>Implement Line Supervisor Management SOP, Training and Monitoring Program by Q2</b>
<b>Maintain Fleet availability for peak scheduled service within 5% of service needs.</b>	<span style="color: green;">●</span> On track for end of year	<b>Initiate a streetcar truck rebuild program by Q1</b>
<b>Implement Data-Driven Customer Satisfaction Survey</b>	<span style="color: orange;">●</span> Solicitation in progress; Implementation in 2026	<b>Complete 2 Rider Satisfaction Surveys and identify priority agency improvements by Q3</b>
<b>Secure Funding to Replacement 13 Aged Bus Fleet</b>	<span style="color: orange;">●</span> Funding for 6 secured; continuing into 2026	<b>Complete agency-wide (operations, maintenance, service, financial, HR) plan for 140 bus fleet by Q4</b>

# PRIORITY: WORKFORCE DEVELOPMENT

**Goal: Implement comprehensive training programs, upskilling, recruitment, and creating a supportive environment to attract and retain talent.**

2025 ACTION	2025 STATUS		2026 ACTION
<b>Update Training Requirements and Integrate / Align Training Delivery</b>		<b>Initial Prep Started</b>	Complete Integrated Training Plan by Q3
Develop IBEW Tech Training & Apprenticeship		<b>Underway</b>	Launch “Roll-out/Role-up” program to ensure succession for priority jobs (aka Continuity Plan) by EOY
Update/Complete Critical Agency SOPs: Priority Ops & Safety Critical		<b>SOP Consultant Hired</b>	Complete development/update of all Priority 1 and Priority 2 SOPs by EOY
Renegotiate ATU Contract by May		<b>Negotiations Underway</b>	

# PRIORITY: INNOVATION

**Goal: Leverage new technologies, strategies, and creative approaches to enhance our organizational efficiency, accessibility, and sustainability.**

2025 ACTION	2025 STATUS	2026 ACTION
Release Solicitation for New Fare Collection System (FCS)	🟡 Consultant hired and underway	Release Solicitation for New Fare Collection System by early Q3
Advance Implementation 3 Software Updates: Paratransit, TKD, Ron Turley (EAM)	🟡 Paratransit vendor award in Jan 2026; Draft EAM Solicitation	Complete Paratransit software by EOY Implementation Complete TKD replacement by EOY
Update/Complete Critical Agency SOPs: Priority Disruption Communication	🟢 SOP complete; Process Improvement ongoing	Start EAM implementation by June
Complete Oracle Optimization Plan	🟢 Plan is complete; HR and Accounting improvements underway	Develop standard collaboration framework (aka Working Groups) and stand up 2 new ones: <ul style="list-style-type: none"><li>• Paratransit Excellence</li><li>• Systems Integration and Maximization Working Group</li><li>• Documentation and Knowledge Management Plan</li><li>• Internal/External Customer Experience/Code of Conduct</li></ul>

# PRIORITY: EQUITY

**Goal: Remove barriers, improve access, and ensure fairness in resource distribution across our system to benefit those historically underserved or marginalized.**

2025 ACTION	2025 STATUS	2026 ACTION
Complete updated bus service plans for N.O. East and Algiers	● Algiers plan by 01/2026 N.O. East start in 2026	Implement Algiers Service Improvement Plan (June) and complete service plan for N.O East improvement (EOY)
Place two additional 400-series vehicles into service on St Charles	● 1 will be ready by 01/2026; 2nd by 04/2026	Complete fare study by EOY
Complete Transit Stops Inventory and Identify ADA-deficiencies	● Inventory complete with ADA gaps	Launch Rider Code of Conduct Policy and Campaign by Q3
Complete Universal Accessibility Study	● Underway; complete by 04/2026	Launch Internal Customer Experience Campaign by Q3

# PRIORITY: REGIONAL CONNECTIONS

Goal: Work with government and community stakeholders to enhance access, improve mobility, and create seamless connections throughout the region.

2025 ACTION	2025 STATUS		2026 ACTION
Sustainable Ferry Revenue Strategy for Current Service	<span style="color: orange;">●</span>	Work continues with City and State officials	Sustainable Revenue Strategy for Service delivery-all modes by EOY
Implement Enhanced Airport Express Service	<span style="color: yellow;">●</span>	Phase 1 improvements (+1 bus and route) for 01/2026	Implement Enhanced Airport Express Service and Marketing Campaign by EOY
Complete PMP, Programming Requirements and Initiate Design for Downtown Transit Center	<span style="color: yellow;">●</span>	PMP complete; Solicitation for design team underway	Complete 30% Design of Downtown Transit Center by EOY
			Advance design and submit BRT for Capital Investment grant ratings Review by EOY

# PRIORITY: EQUITY

Goal: Remove barriers, improve access, and ensure fairness in resource distribution across our system to benefit those historically underserved or marginalized.

2025 ACTION		2025 STATUS	2026 ACTION
Complete updated bus service plans for N.O. East and Algiers	<span style="color: yellow;">●</span>	Algiers plan by 01/2026 N.O. East start in 2026	Implement Algiers Service Improvement Plan (June) and complete service plan for N.O East improvement (EOY)
Place two additional 400-series vehicles into service on St Charles	<span style="color: yellow;">●</span>	1 will be ready by 01/2026; 2nd by 04/2026	Complete fare study by EOY
Complete Transit Stops Inventory and Identify ADA-deficiencies	<span style="color: green;">●</span>	Inventory complete with ADA gaps	Launch Rider Code of Conduct Policy and Campaign by Q3
Complete Universal Accessibility Study	<span style="color: yellow;">●</span>	Underway; complete by 04/2026	Launch Internal Customer Experience Campaign by Q3

# **INTERGOVERNMENTAL AFFAIRS**

- **FEDERAL PRIORITIES**
- **STATE AND LOCAL PRIORITIES**



# *Questions?*

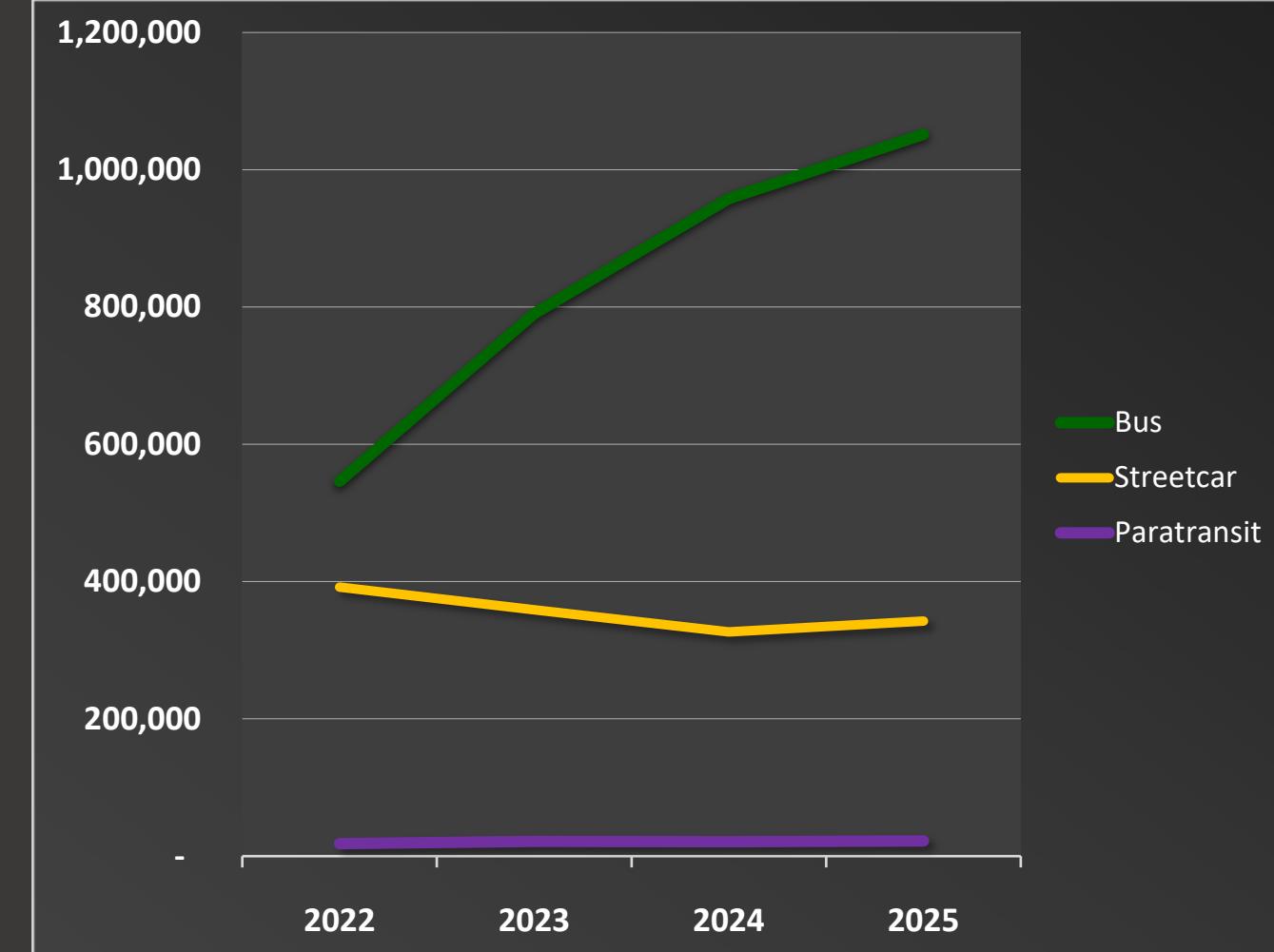
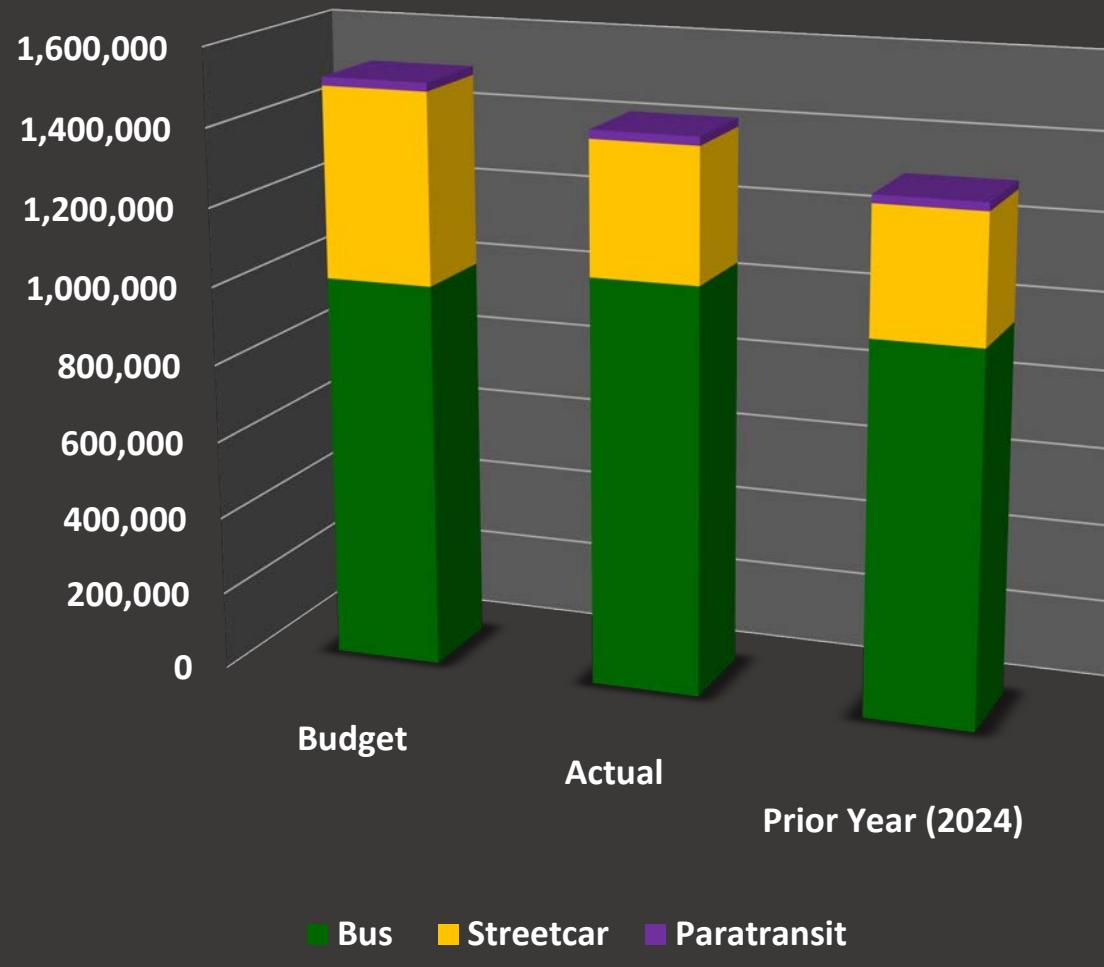


## *Agenda*

# **8. RTA Chief Financial Officer's Report**

**[October 2025 Financial Statements]**

**25-172**

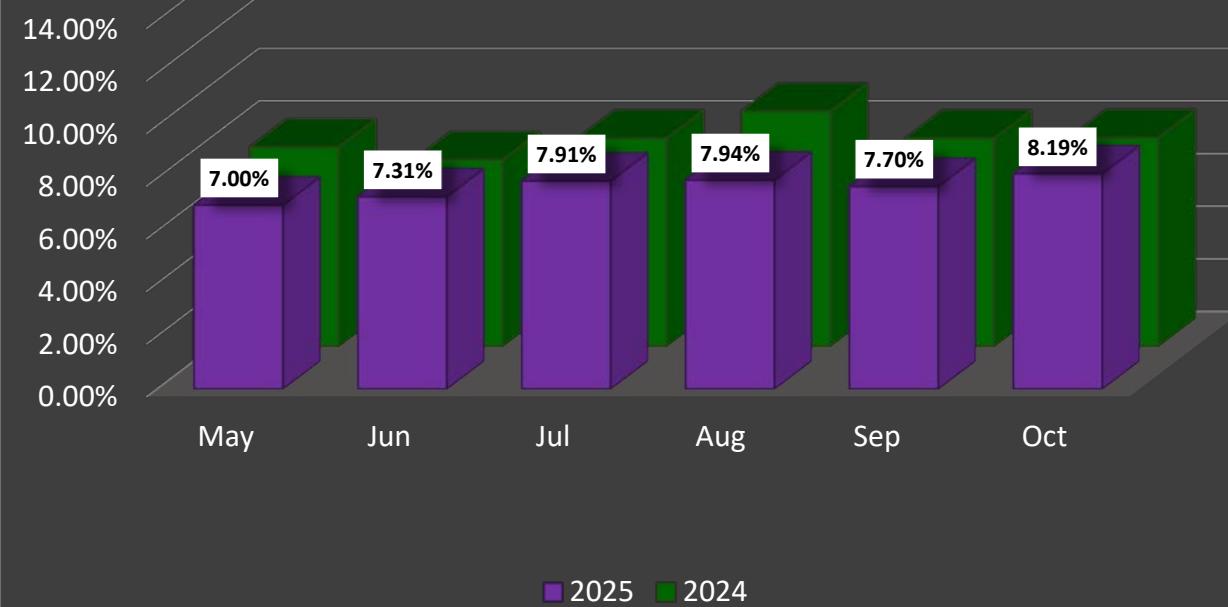


# Ridership

Ridership in October increased 9.5% when compared to September actuals. In October, total system ridership (bus, streetcar and paratransit) was 1.4M, compared to 1.3M for the previous month of September.



## FAREBOX RECOVERY RATES 2025 vs 2024



## TOTAL OPERATING EXPENSES, FAREBOX REVENUE & FAREBOX RECOVERY



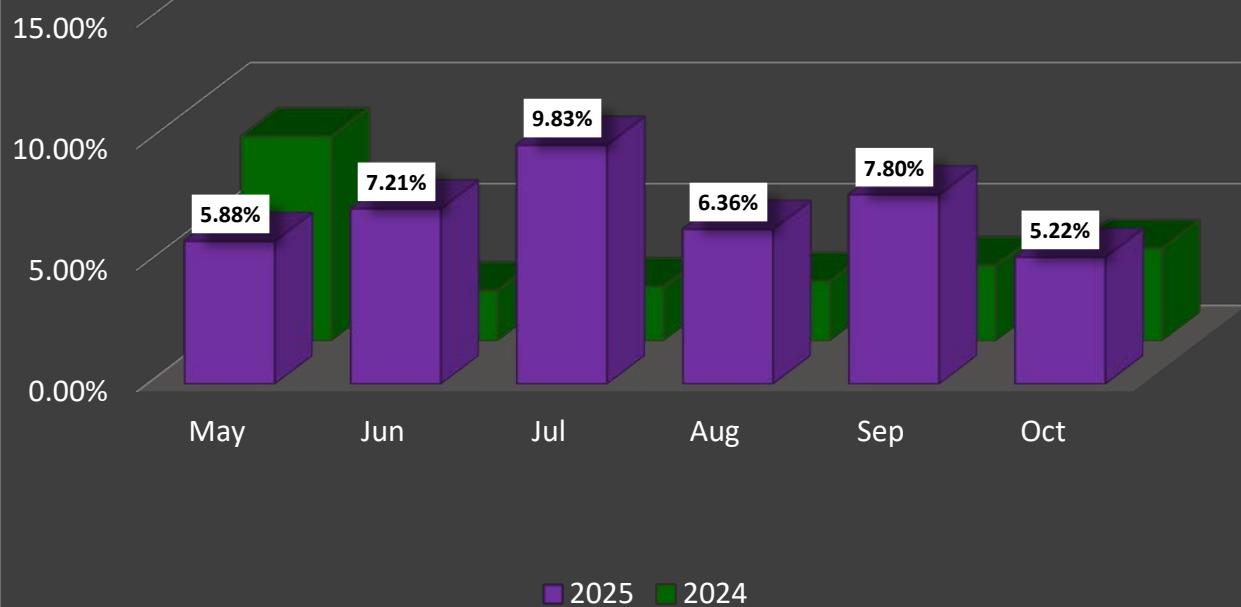
### ***Farebox Recovery Rates 2025 vs. 2024***

Fare revenue continues to offset a modest percentage of operating expenses as ridership continues to rebound. October's farebox recovery rate increased slightly from 7.7% to 8.2%, an increase of 0.5%.



## FAREBOX RECOVERY RATES

2025 vs 2024



## TOTAL OPERATING EXPENSES, FAREBOX REVENUE & FAREBOX RECOVERY



## ***FERRY- Farebox Recovery Rates***

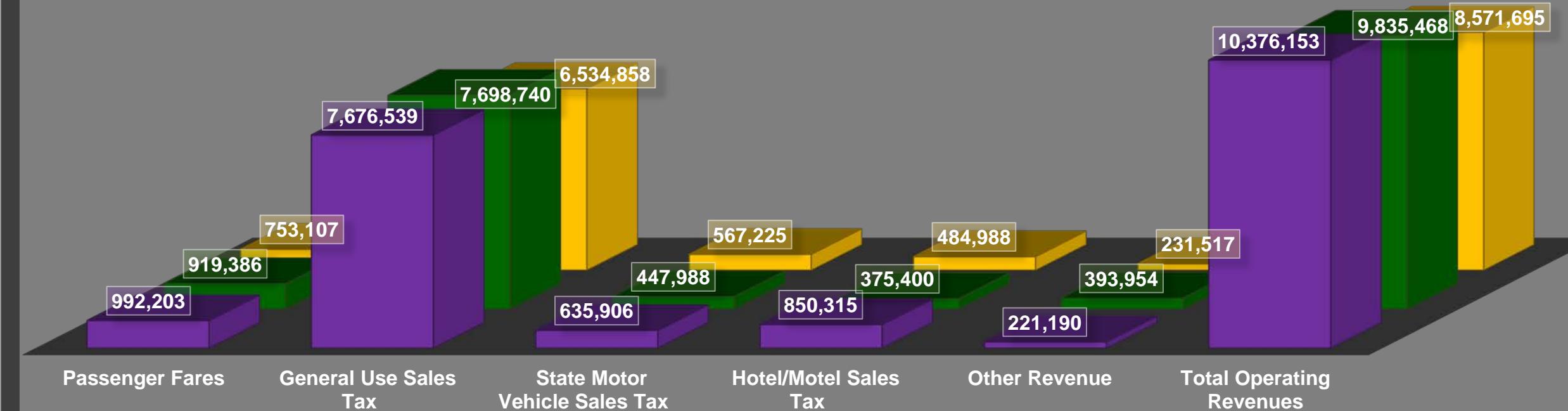
**2025 vs. 2024**

The decrease in farebox recovery to 5.2% in October from 7.8% in September is the result of a greater increase in operating expenses than the increase in farebox revenues. Fare revenues continue to offset a small percentage of operating costs.



# October 2025 Summary of Sources

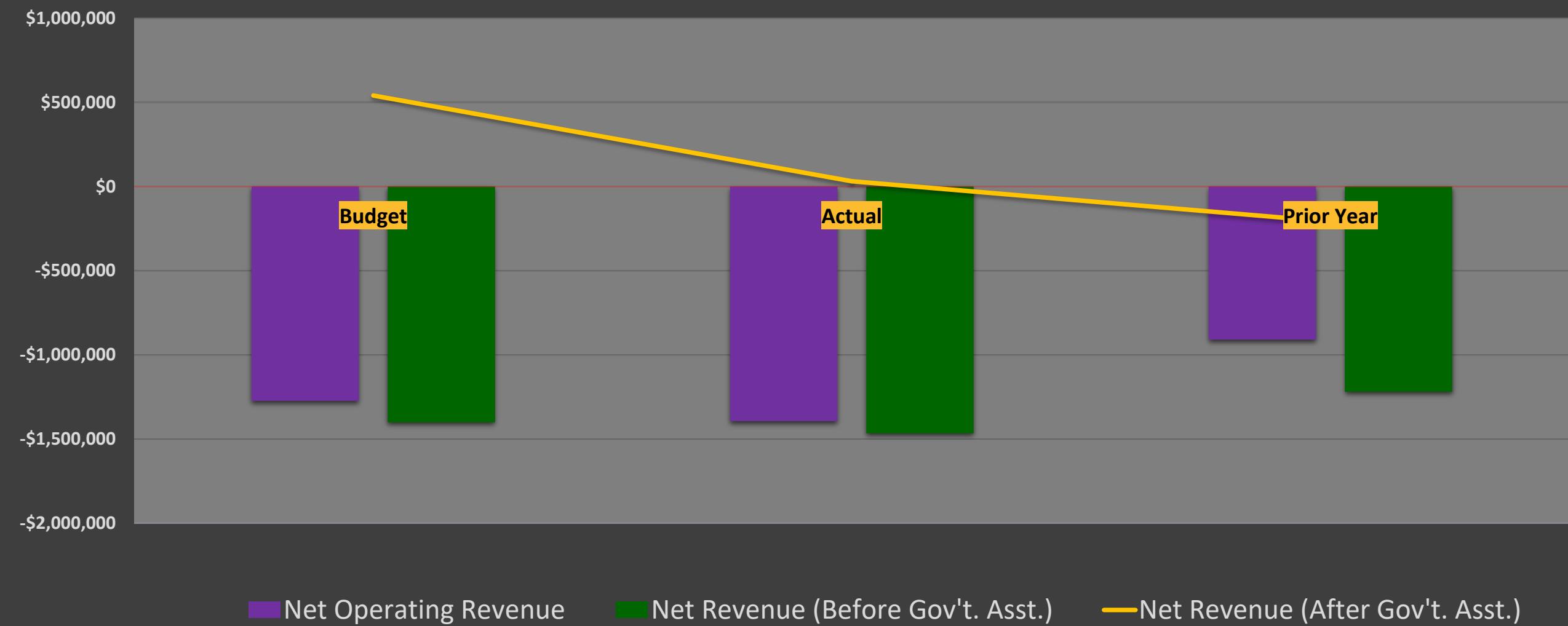
<b>SUMMARY OF SOURCES</b>						
	<b>Budget</b>	<b>Actuals</b>	<b>\$ Change</b>	<b>% Change</b>	<b>YTD Budget</b>	<b>YTD Actuals</b>
Sales Tax	9,162,760	8,522,128	(640,632)	-6.99%	91,627,600	85,435,016
Government Assistance	2,342,727	2,024,447	(318,280)	-13.59%	23,427,270	26,796,737
<b>Sales Tax and Government Assistance</b>	<b>11,505,487</b>	<b>10,546,575</b>	<b>(958,912)</b>	<b>-8.33%</b>	<b>115,054,870</b>	<b>112,231,753</b>
Passenger Fares	992,203	919,386	(72,817)	-7.34%	9,922,030	8,616,889
Other Operating Revenues	221,190	393,954	172,764	78.11%	2,211,900	3,229,325
<b>Subtotal Transit Operations</b>	<b>1,213,393</b>	<b>1,313,340</b>	<b>99,947</b>	<b>8.24%</b>	<b>12,133,930</b>	<b>11,846,214</b>
<b>Total Operating Revenues</b>	<b>12,718,880</b>	<b>11,859,915</b>	<b>(858,965)</b>	<b>-6.75%</b>	<b>127,188,800</b>	<b>124,077,967</b>
Federal Capital Funding	5,275,772	117,288	(5,158,484)	-97.78%	52,757,720	6,768,873
Investment Income	131,239	107,893	(23,346)	100.00%	1,312,390	1,037,375
<b>Subtotal Capital and Bond Resources</b>	<b>5,407,011</b>	<b>225,181</b>	<b>(5,181,830)</b>	<b>-95.84%</b>	<b>54,070,110</b>	<b>7,806,248</b>
<b>Total Revenue</b>	<b>18,125,891</b>	<b>12,085,096</b>	<b>(6,040,795)</b>	<b>-33.33%</b>	<b>181,258,910</b>	<b>131,884,215</b>
Operating Reserve	0	15,035	15,035	-100.00%	0	(7,518,061)
<b>Total Sources</b>	<b>18,125,891</b>	<b>12,100,131</b>	<b>(6,025,760)</b>	<b>-33.24%</b>	<b>181,258,910</b>	<b>124,366,154</b>

**Budget****Actual****Prior Year**

## ***Operating Revenues (Budget, Actual & Prior Year)***

RTA's two largest revenue sources are General Use Sales Tax (\$7.7M) and Passenger Fares (\$919K). The two combined make up 87.6% or \$8.6M of total revenue. Overall, total operating revenues for the month of October are \$9.8M.





## ***Net Revenues (Before and After Government Assistance)***

Net Revenue (Before Government Assistance) is -\$1.5M for the month of October. After applying the month's \$2M in Government Operating Assistance, Net Revenue is \$32K for the month of October.

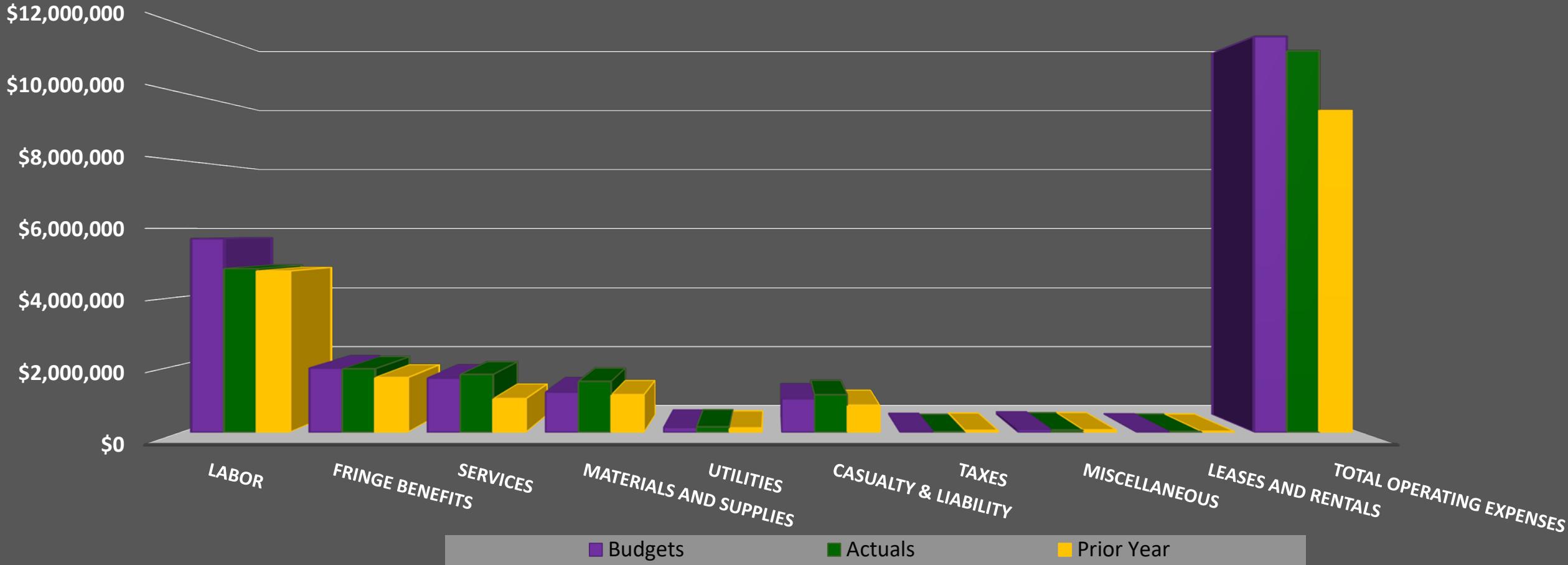




# October 2025 Summary of Uses

<b>Summary of Uses</b>						
	<b>Budget</b>	<b>Actuals</b>	<b>\$ Change</b>	<b>% Change</b>	<b>YTD Budget</b>	<b>YTD Actuals</b>
Transit Operations	11,649,552	11,228,495	421,057	3.61%	116,495,520	105,067,098
TMSEL Legacy Costs	126,694	72,358	54,336	42.89%	1,266,940	1,853,663
Maritime Costs	401,915	527,462	(125,547)	0.00%	4,019,150	3,995,300
Capital Expenditures	5,275,772	117,288	5,158,484	97.78%	52,757,720	6,802,272
FEMA Project Worksheet Expenditures	0	0	0	0.00%	0	0
Debt Service	671,958	154,528	517,430	77.00%	6,719,580	6,647,821
<b>Total Expenditures</b>	<b>18,125,891</b>	<b>12,100,131</b>	<b>6,025,760</b>	<b>33.24%</b>	<b>181,258,910</b>	<b>124,366,154</b>
Operating Reserve	0	0	0	0.00%	0	0
<b>Total Uses</b>	<b>18,125,891</b>	<b>12,100,131</b>	<b>6,025,760</b>	<b>33.24%</b>	<b>181,258,910</b>	<b>124,366,154</b>

## Operating Expenses (Actual - \$11,228,495)



# Operating Expenses

Operating Expenses for the month of October are roughly \$11.2M. Labor and Fringe Benefits, the largest expenditure at \$6.7M, comprised 59.6% of this month's actual expenses. In total, Operating Expenses for the month of October show an increase of 1.6% from \$11.1M in September.



# *Operating Reserve*

The positive variance that resulted from Net Revenue (After Government Assistance of approximately \$2M) left a net loss of approximately \$15k after the \$155K in Debt Service expense.





# Questions?



## *Agenda*

# 9. CY 2026 Operating & Capital Budget Report

RTA CY2026 Operating and Capital Budget

25-158



# *Regional Transit Authority*

## *CY2026 Budget Preview*

Board of Commissioners Meeting

December 16, 2025



# Regional Transit Authority Goals

## CY2025 Goals and Capital Initiatives

### Investing in the Customer Experience

- Replace and modernize aging fleet
- Improve service reliability
- Investment in infrastructure and capital projects (Permanent Downtown Transit Center and Algiers Ferry Terminal Design)
- Advance transit system through fare technology, process improvements
- Integrate equity practices in agency (Universal Accessibility Study, DBE/SBE Mentor/Protégé Program)



# Regional Transit Authority Goals

## CY2026 Goals and Capital Initiatives

### Investing in the Customer Experience

- Implement Algiers Service Improvement Plan and complete plan for N.O. East service improvement
- Begin design of Downtown Transit Center and Bus Rapid Transit (BRT)
- Begin construction of Algiers Ferry Terminal (Building on 2025 Design Work)
- Complete Fare Technology Improvement Study
- Complete Universal Accessibility Study



## Operating Expenditures

- Total Operating Expenses- \$142.3 Million
- 871 Full Time Equivalents (occupied and vacant)
- Casualty and Liability insurance and claims reserves
- TMSEL Retirement costs- \$1.3 Million
- Maritime deficit of \$5.5M after applying the State Subsidy of \$5.1M



# Government Assistance and Debt Service

- Government Assistance for Preventative Maintenance \$22.9M, State funding of \$1.8M, and ARPA funding of \$500K for a total of \$25.2M, leaving net expense of \$12.2M
- CY26 Debt Service is \$7.8M (principle and interest).

# Revenue Projections - CY2026

Revenue Estimates	CY24 Actuals	CY25 Budget	CY25 Annualized Actuals	Draft CY26 Budget
Passenger Fares	\$10,289,046	\$11,906,432	\$10,475,023	\$12,025,496
Charter Revenue	\$105,351	\$85,000	\$42,411	\$68,000
General Use Sales Tax	\$87,144,921	\$92,118,471	\$89,016,891	\$78,696,516
Hotel/Motel Sales Tax	\$10,106,711	\$10,203,780	\$7,063,964	\$9,600,000
State Motor Vehicle Sales Tax	\$6,333,028	\$7,630,875	\$6,469,663	\$6,695,613
Advertising Revenue	\$1,538,477	\$1,428,060	\$1,320,993	\$1,750,000
Other Operating Revenue	\$851,166	\$1,141,221	\$2,417,090	\$2,910,441
<b>Total</b>	<b>\$116,368,699</b>	<b>\$124,513,839</b>	<b>\$116,806,035</b>	<b>\$111,746,066</b>

**City of New Orleans Revenue Collections**  
**For the Period Ending June 30, 2025 (As Of July 29, 2025)**

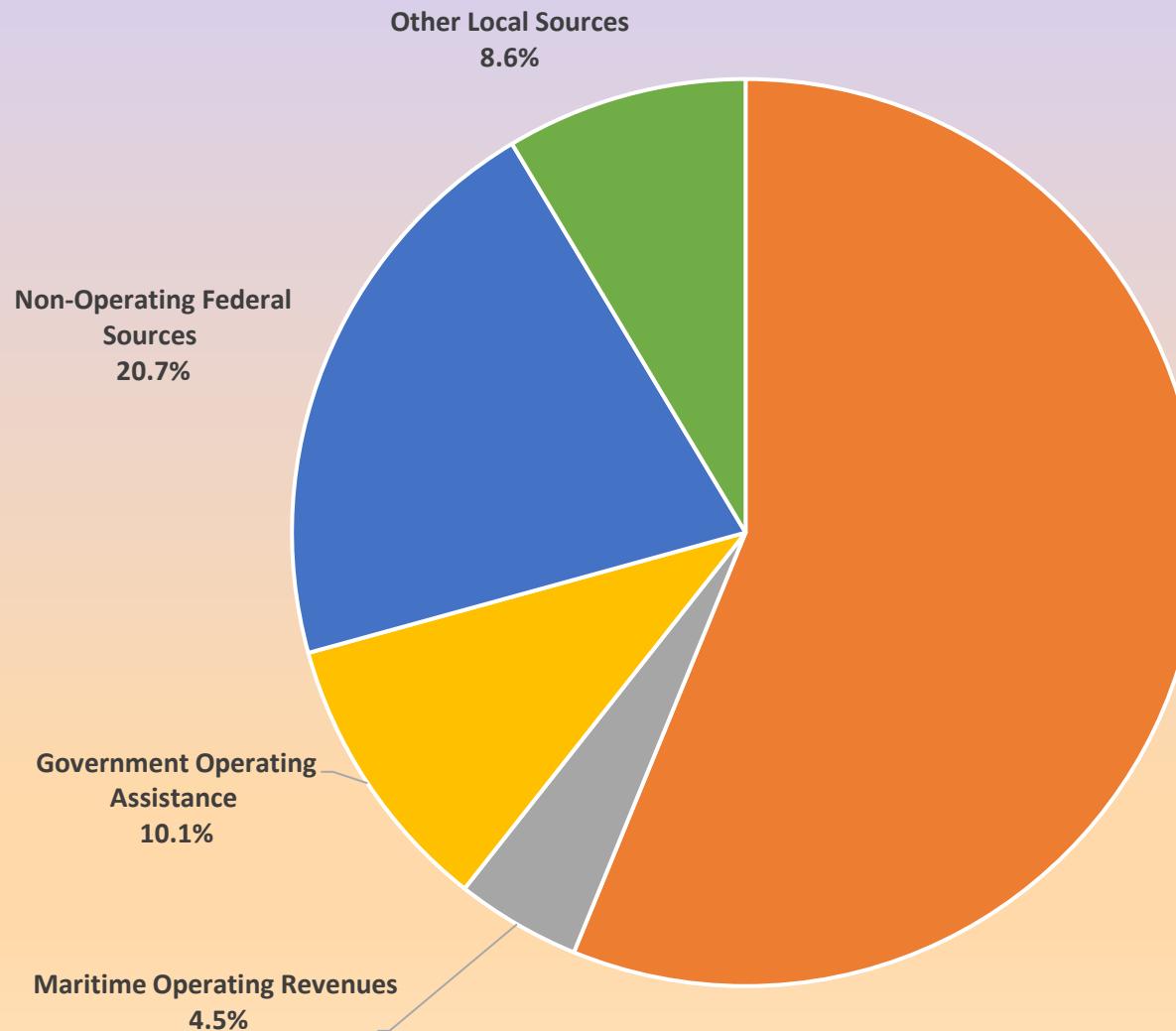
Source	2024	% of Budget	2025	% of Budget
1B - Other Taxes	135,127,948	41%	139,740,416	41%
1B-1 - Sales Tax	106,154,002	41%	110,414,708	42%
1B-2 - Motor Vehicle Tax	6,454,692	37%	5,242,659	31%
1B-3 - Hotel and Motel Tax	12,125,330	44%	12,972,839	39%



# Assumptions: Ridership and Passenger Fares

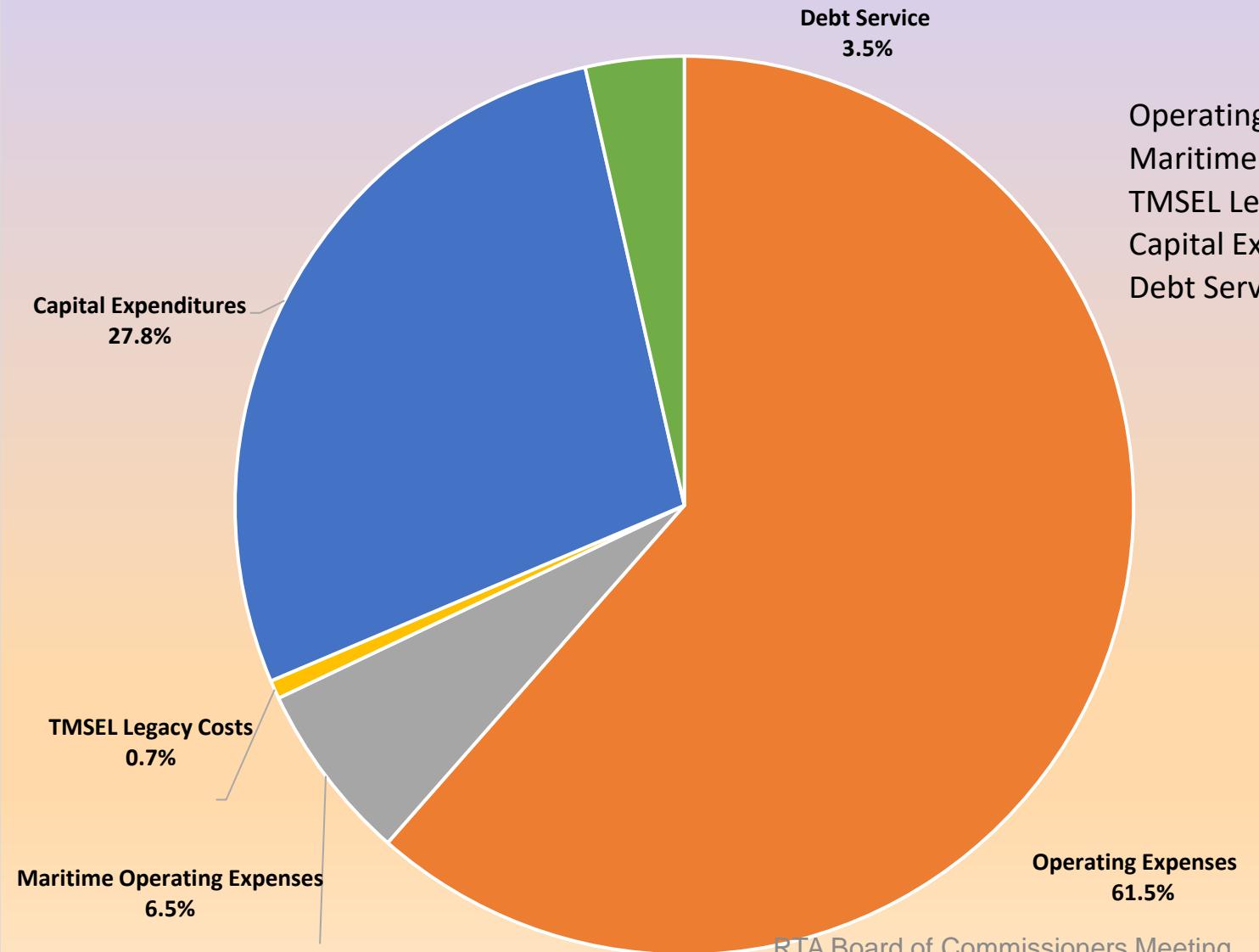
Ridership by Mode	CY24 Actuals	CY25 Budget	CY25 Annualized Actuals	Draft CY26 Budget	Percentage Change from 2025 Actual
Streetcar	3,535,963	4,665,779	3,123,714	3,562,269	14%
Bus	9,744,928	10,941,492	11,407,650	11,978,032	5%
<b>Total Fixed Route</b>	13,280,891	15,607,271	14,531,364	15,540,301	7%
Paratransit	221,199	237,634	219,924	223,961	2%
<b>Total Ridership</b>	<b>13,502,090</b>	<b>15,844,905</b>	<b>14,751,288</b>	<b>15,764,262</b>	<b>7%</b>
<b>Average Passenger Fare</b>					
Streetcar Average Fare	\$0.90	\$0.93	\$0.84	\$0.84	0%
Bus Average Fare	\$0.73	\$0.75	\$0.66	\$0.66	0%
<b>Total Fixed Route Avg Fare</b>					
Avg Fare	\$0.78	\$0.80	\$0.70	\$0.70	0%
Paratransit	\$1.38	\$1.46	\$1.46	\$1.46	0%

# RTA Proposed 2026 Budget Sources



2026 Sources	
Operating Revenues	\$ 111,746,066
Maritime Operating Revenues	\$ 7,025,000
Government Operating Assistance	\$ 25,164,475
Non-Operating Federal Sources	\$ 52,252,140
Other Local Sources	\$ 15,200,261
Operating Reserve	\$ 13,845,288
<b>TOTAL SOURCES</b>	<b>\$ 225,233,229</b>

# RTA Proposed 2026 Budget Uses



## 2026 Uses

Operating Expenses	\$ 142,297,081
Maritime Operating Expenses	\$ 12,477,247
TMSEL Legacy Costs	\$ 1,347,058
Capital Expenditures	\$ 66,218,037
Debt Service	\$ 2,893,806
<b>TOTAL USES</b>	<b>\$ 225,233,229</b>



## Capital and Maritime Expenditures

- Capital Expenditures include projects that are on-going or anticipated to begin in 2026 at a percentage of revenue and expenditure and that align with the estimated project completion for the year.
- Most projects are partially funded (approx 80%) with Federal and/or State government grants, but there is a local match required - \$14 million in CY26 (\$17.5 million in 2025).
- Maritime Operations and Capital projects are partially funded by State and Federal funding allocated for CY26.



## Budget Updates from November to December

- ❑ Added \$500,000 in ARPA Funding
- ❑ Increased Hotel/Motel Sales Tax by \$1M
- ❑ Increased General Use Sales Tax by \$317K
- ❑ Local Capital Funding increased by \$850K



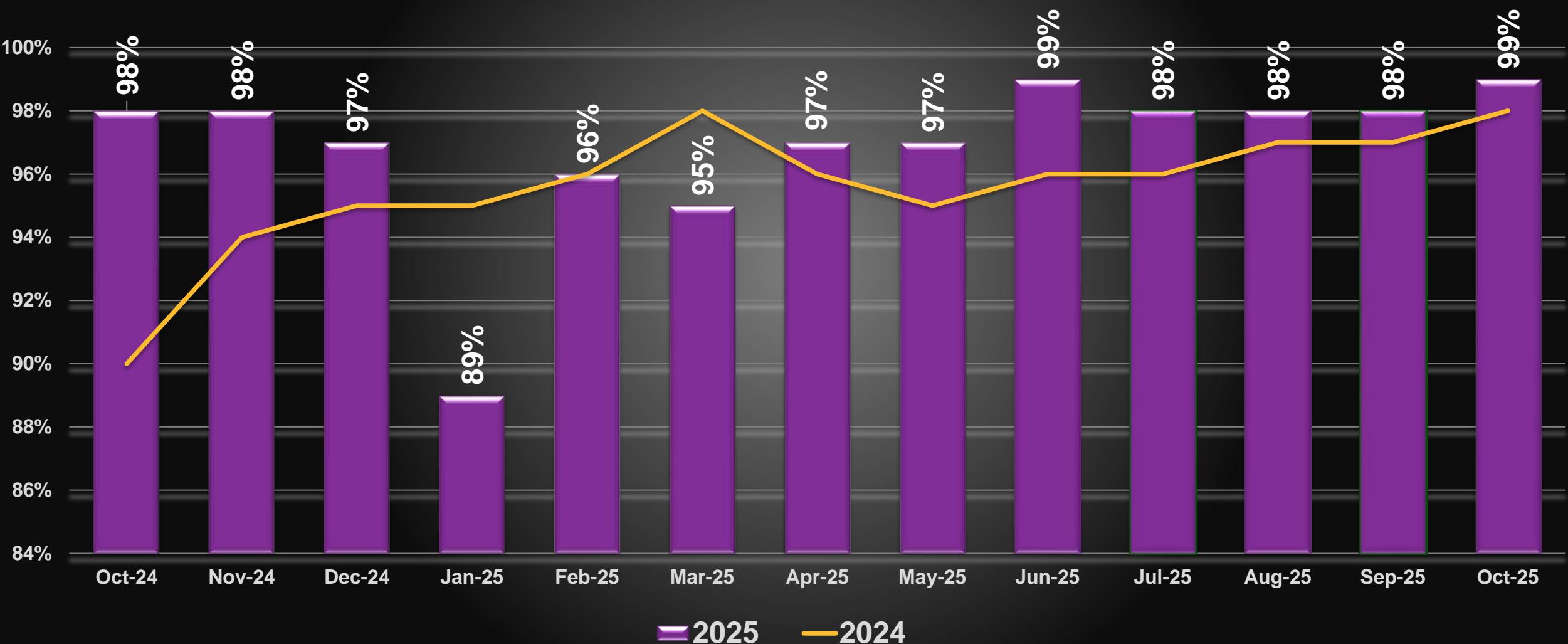
# Questions?



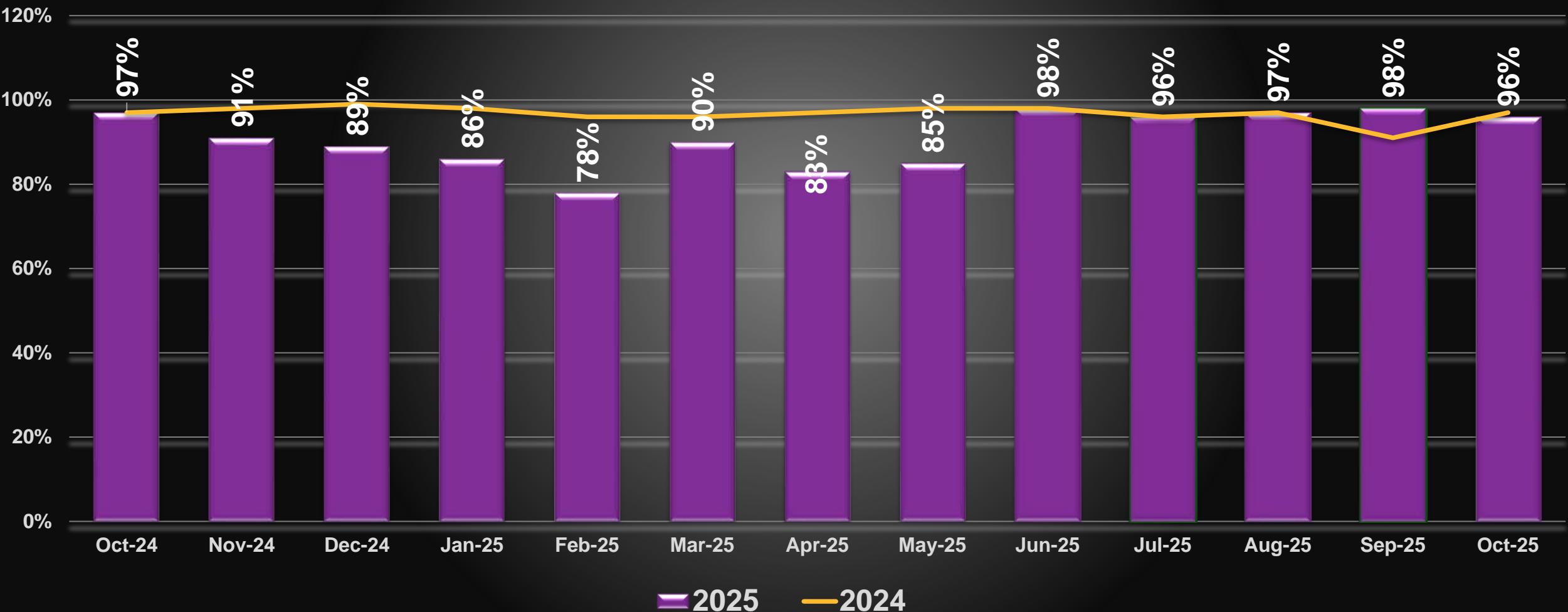
## *Agenda*

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

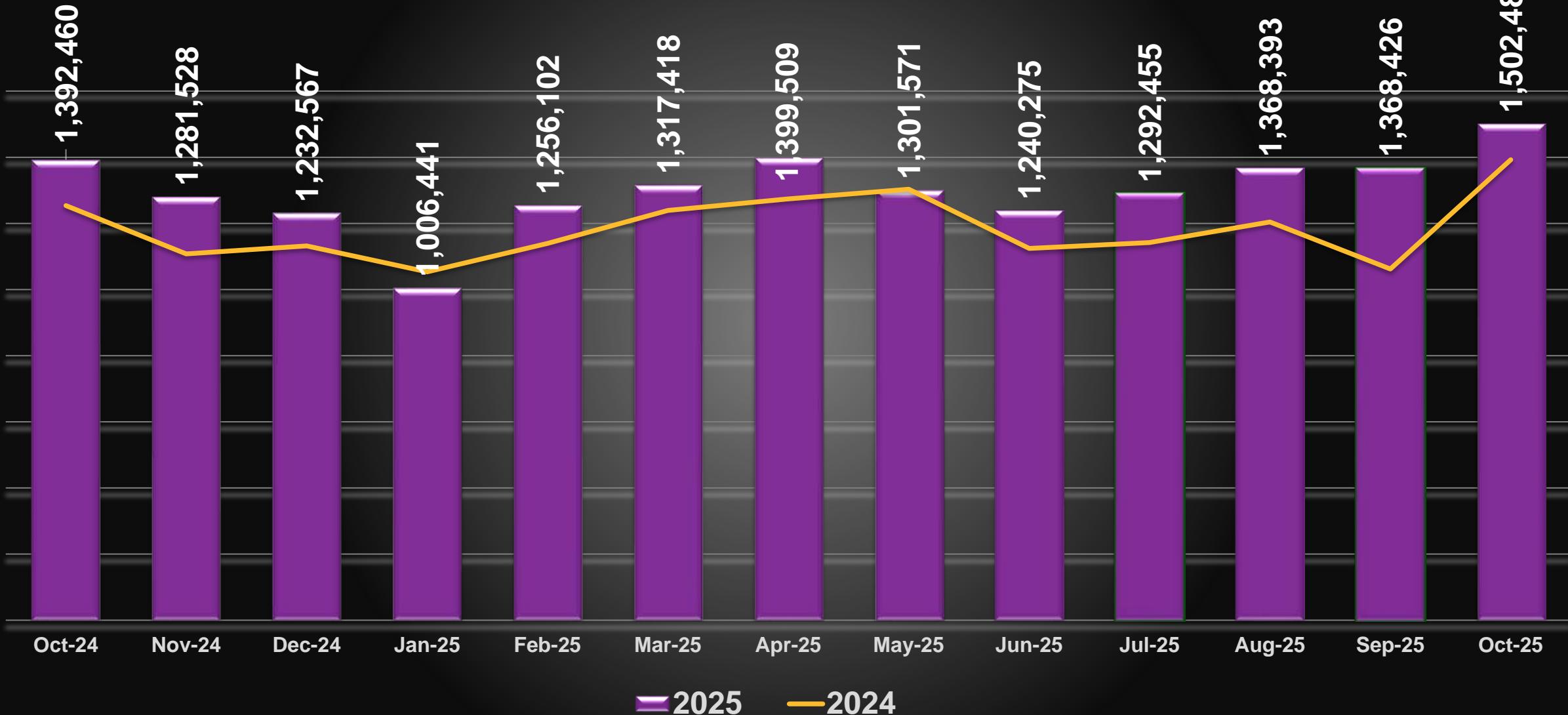
# TOTAL SERVICE DELIVERY Bus | OCTOBER 2024-2025



# TOTAL SERVICE DELIVERY STREETCAR | OCTOBER 2024-2025



# TOTAL RIDERSHIP – BUS, STREETCAR, PARATRANSIT & FERRY | OCTOBER 24-25

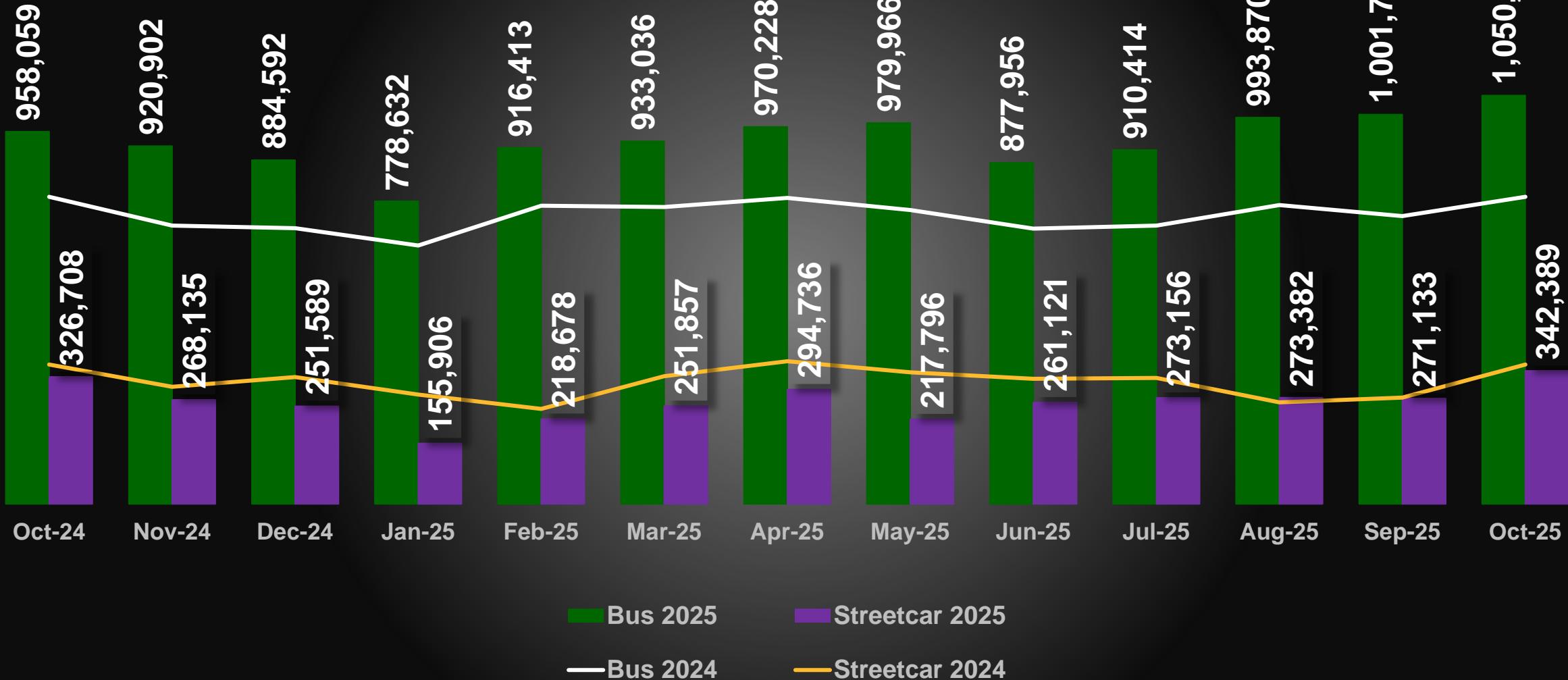


\*\*Total Increase from 2024 (+110,025)

RTA Board of Commissioners Meeting



# RIDERSHIP-BUS & STREETCAR | OCTOBER 2024-2025

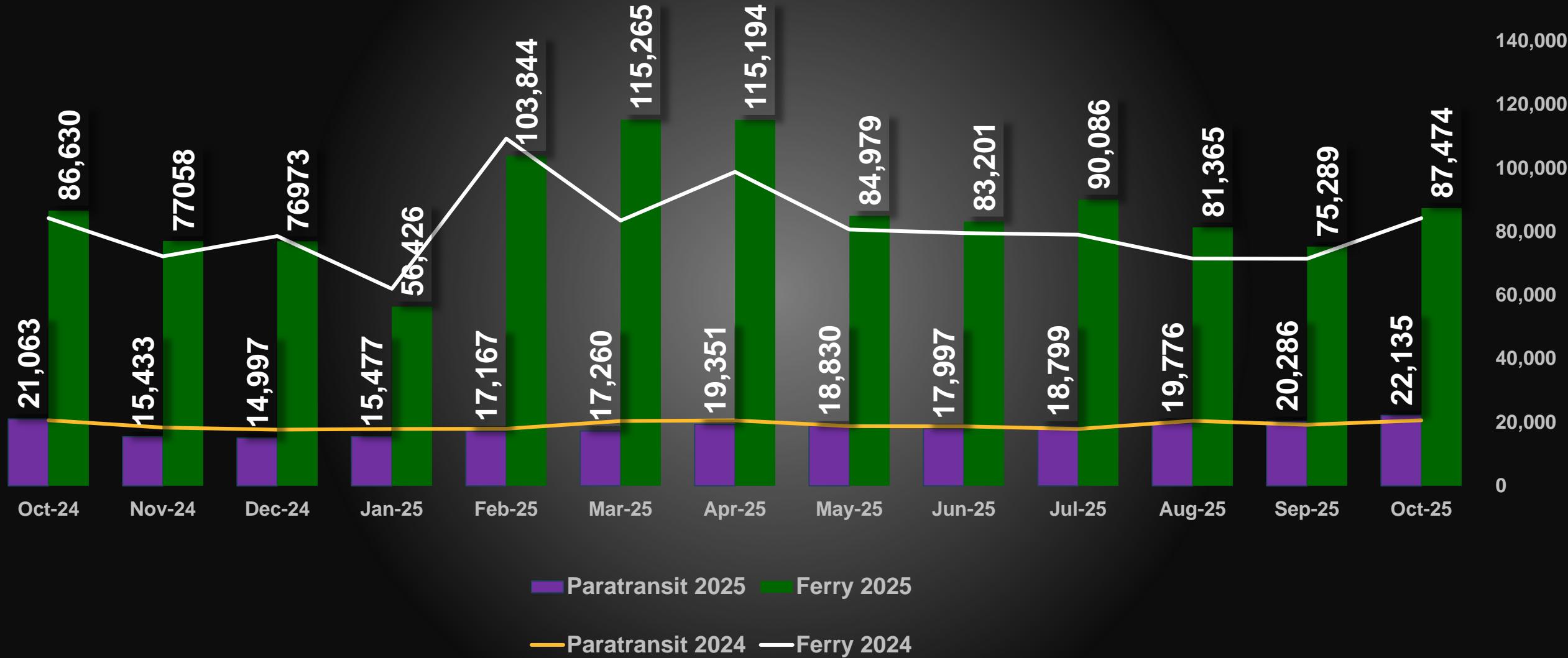


\*\*Increase of 108,109 from 2024  
 Bus(+92,428) Streetcar (+15,681)

RTA Board of Commissioners Meeting



# RIDERSHIP-PARATRANSIT & FERRY | OCTOBER 2024- 2025

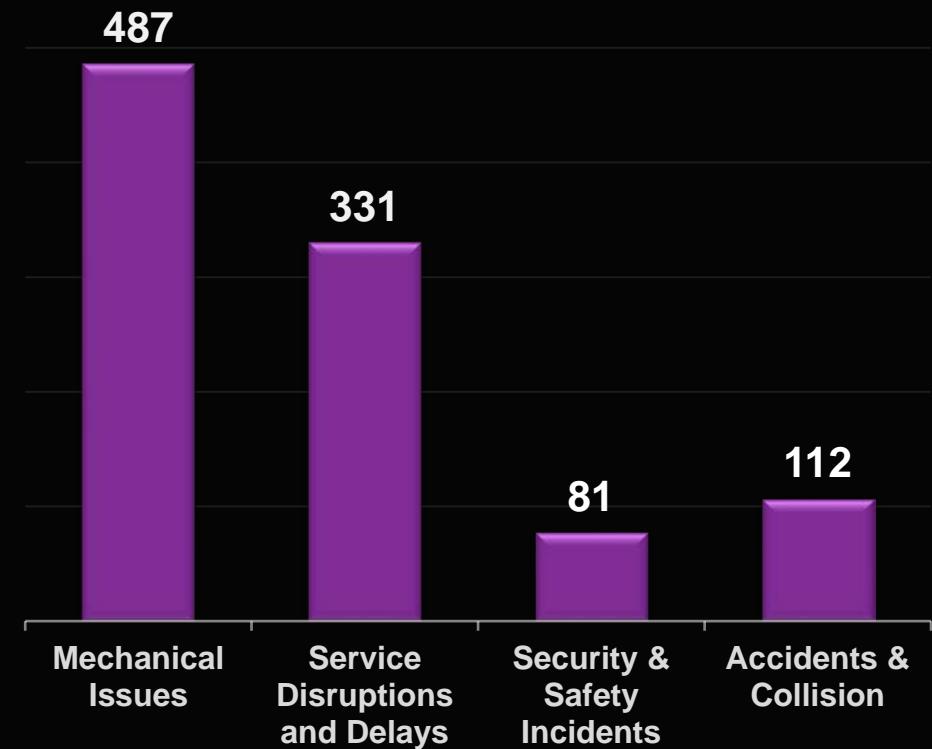


## LONG-TERM DETOURS

ROUTES AFFECTED BY LONG-TERM DETOURS	CAUSE
11-Magazine	Utility Company Work
31 & 32 Gentilly/Treme	Road Construction
57-Franklin/Freret	Road Construction
61 & 62- Lake Forest/Morrison	Road Construction
80 – Desire/Louisia	Road Construction
84 - Galvez	Bridge Malfunction
91 – Esplanade	Road Blocked
103 – General Meyer	Hole in Street
114A & 114B Sullen/Woodland	Road Blocked

## SERVICE DISRUPTION BY CAUSE BUS & STREETCAR

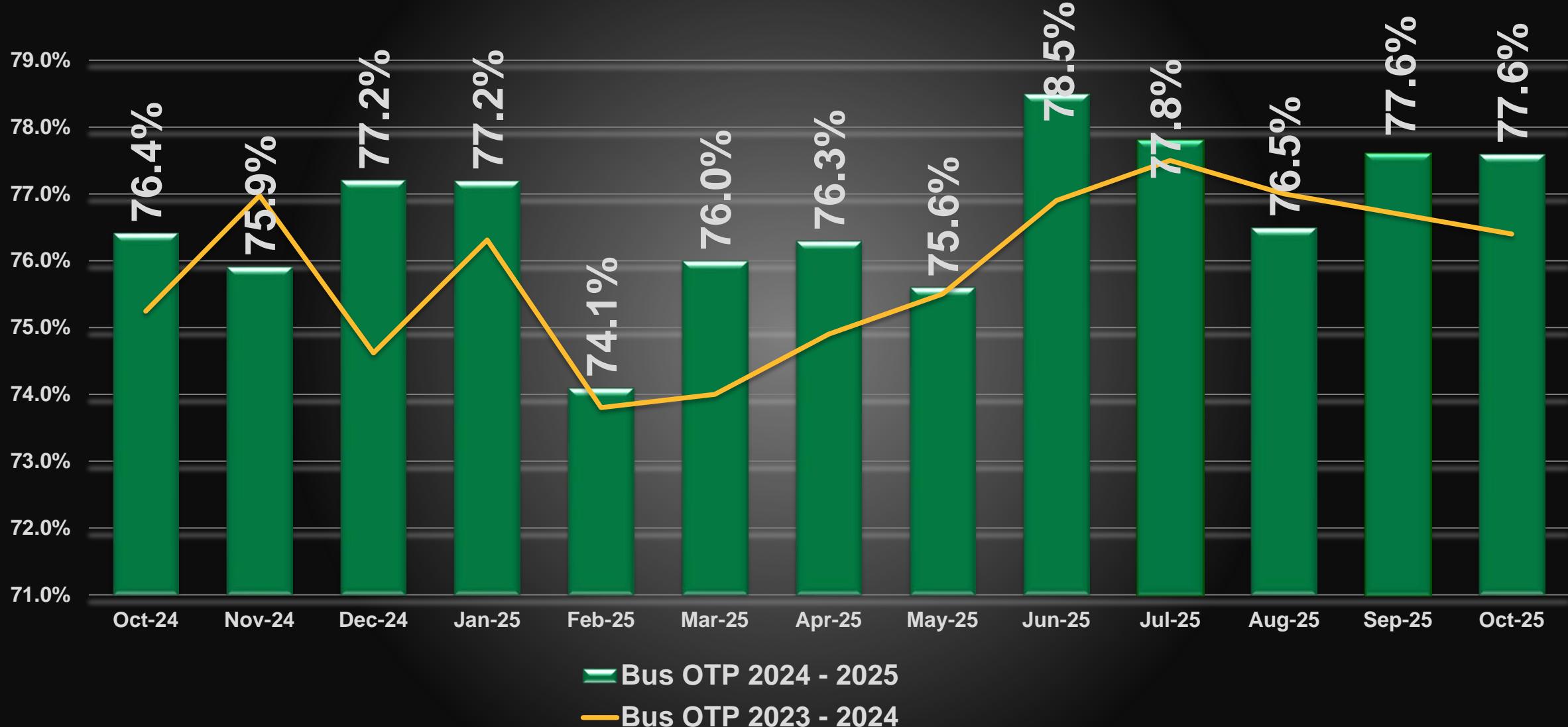
Total Causes Recorded = 1003



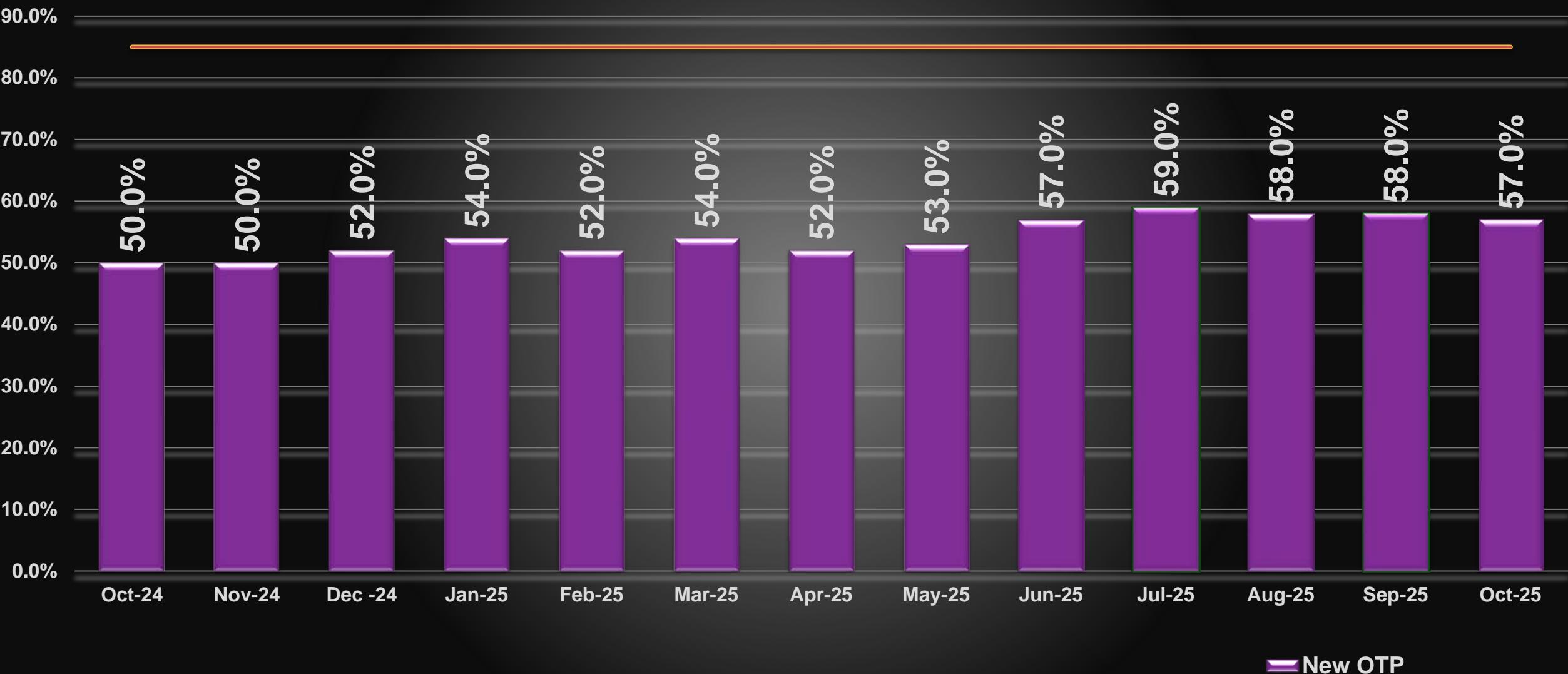
### \*\*Top causes of service delays:

1. Lot Defect- 40%
2. Operator Availability- 29%
3. Vehicle Availability- 5%

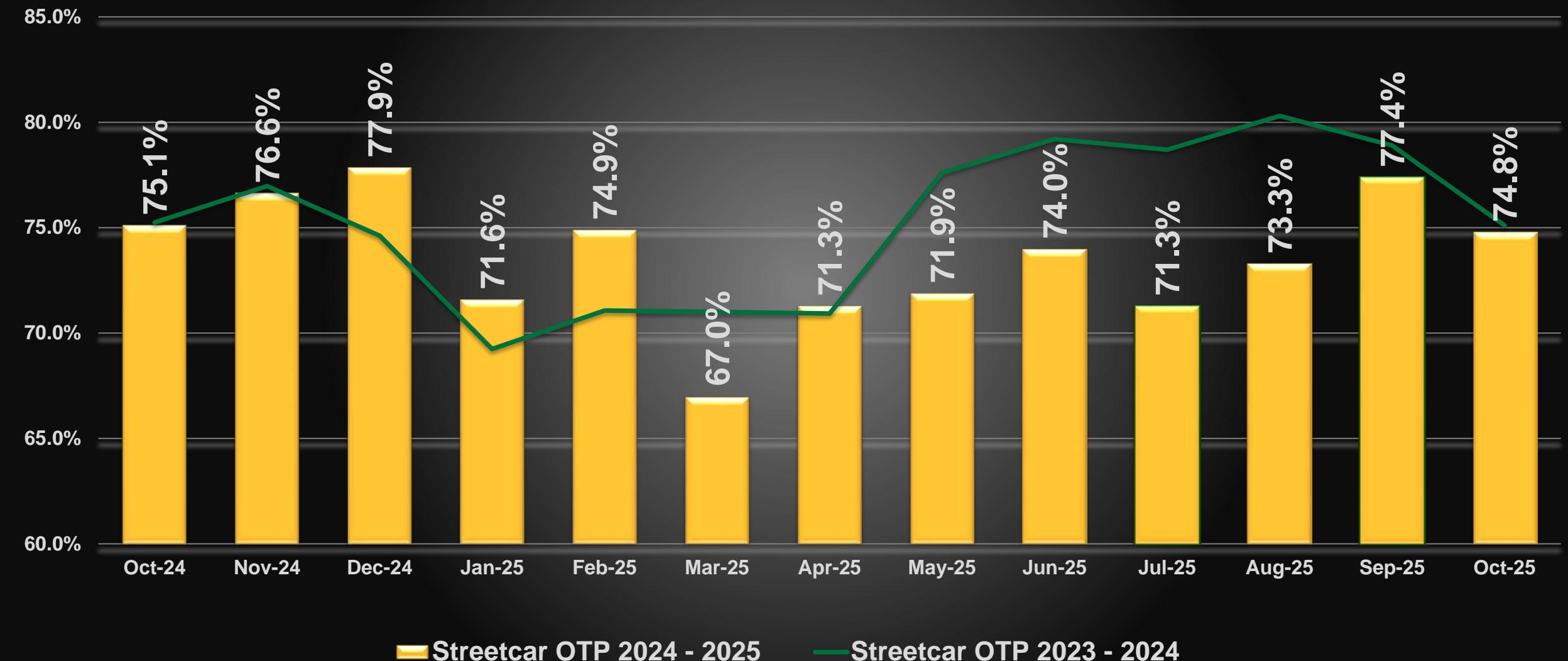
# ON-TIME PERFORMANCE-BUS | OCTOBER 2024-2025



# ON-TIME PERFORMANCE-PARATRANSIT | OCTOBER 24-25



# ON-TIME PERFORMANCE-STREETCAR | OCTOBER 24-25

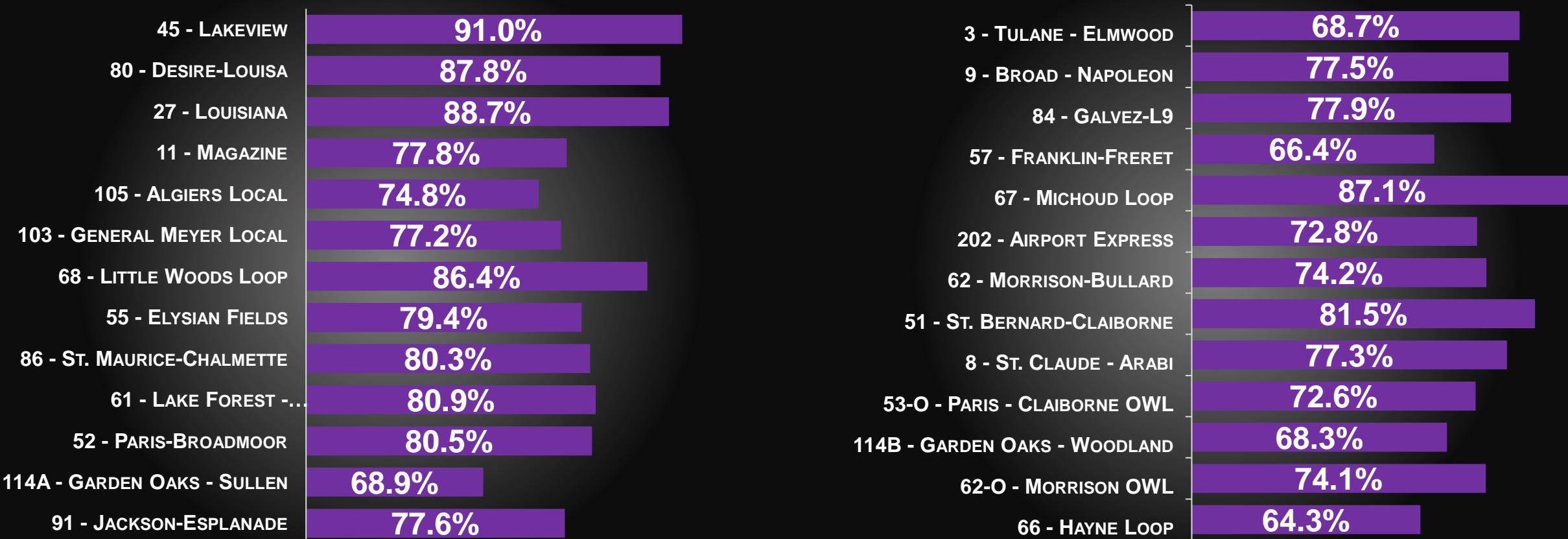


\*\* Streetcar OTP may be understated, as bus bridge operations are not fully reflected in on-time performance calculations.

RTA Board of Commissioners Meeting



# ON-TIME PERFORMANCE BY ROUTE - BUS | OCTOBER 2025



From September to October, 16 of 31 routes improved their On-Time Performance, representing 51.61% of the transit network trending upward. Additionally, 5 previously strong corridors-maintained stability at 85% OTP, serving as reliability pillars for system performance.

# TOP ON-TIME PERFORMER BY MODE | OCTOBER 2025

## Bus Operators

Kenyatta Simpson	98.2%
Sean Sawyer	94.8%
Nikkie Pierre	94.7%
Gen B White	94.2%
Myron Hughes	94.1%
Jinnel Washington	93.9%
Charles Smith	93.6%
Tameshea Celestine	93.6%
Jack Miller Jr.	93.4%
Tanya Williams	93.0%

## Streetcar Operators

Charles Cadet	96.8%
Raymond Peyton	92.0%
Rene Jacques	90.3%
Darryl Moon	89.6%
Oliver Armstrong	88.5%
Larry Brumfield	87.5%
Paris Brown	85.2%
Gerald Hawkins	84.4%
Suzanne Daniel	83.7%
Elie Randolph III	83.7%

## Paratransit Operators

Toby Couvertier	89.9%
Brittany Shine	85.2%
Toris Hudson	82.4%



# *Questions?*



## *Agenda*

# **11. Presentation: A Post-Launch Assessment of the Network Redesign**

# New Links **IMPLEMENTATION**

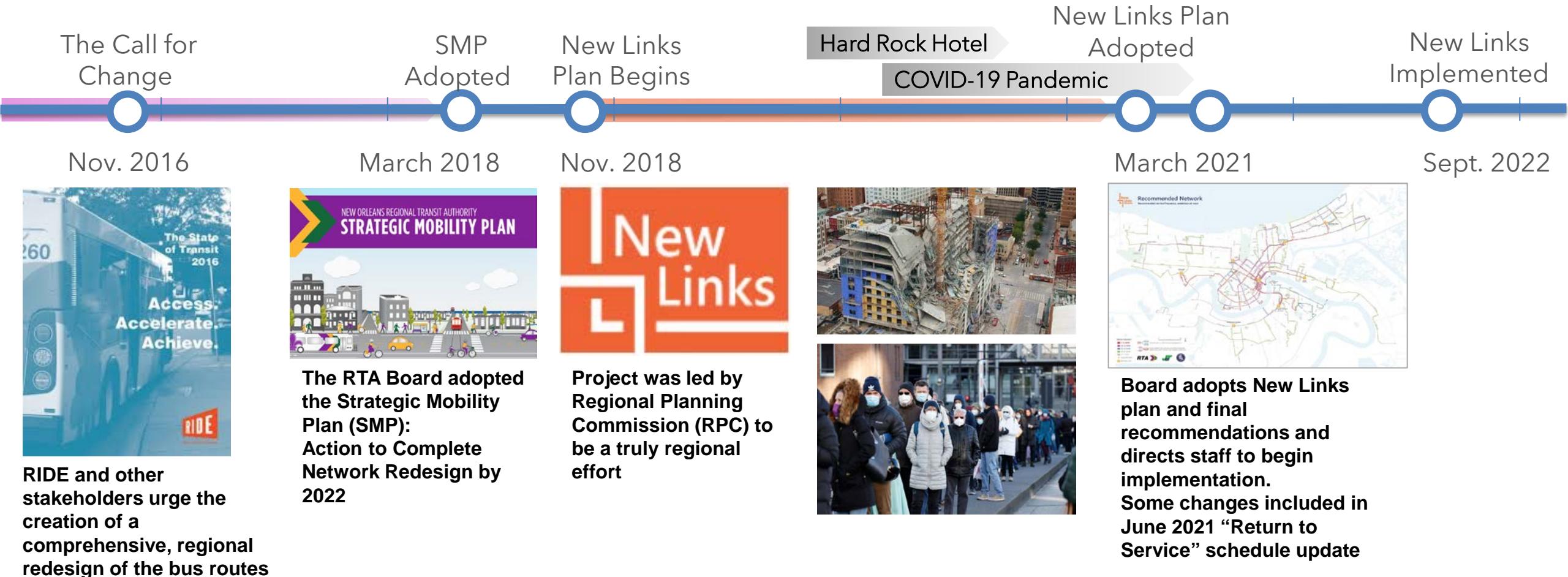
## 3 Year Review

### Board Summary

DECEMBER 2025

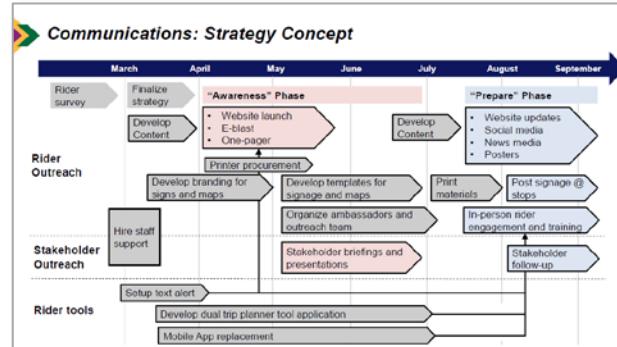
# *How did we get here?*

**“New Links” started as a community call to action that became formal, adopt plan**



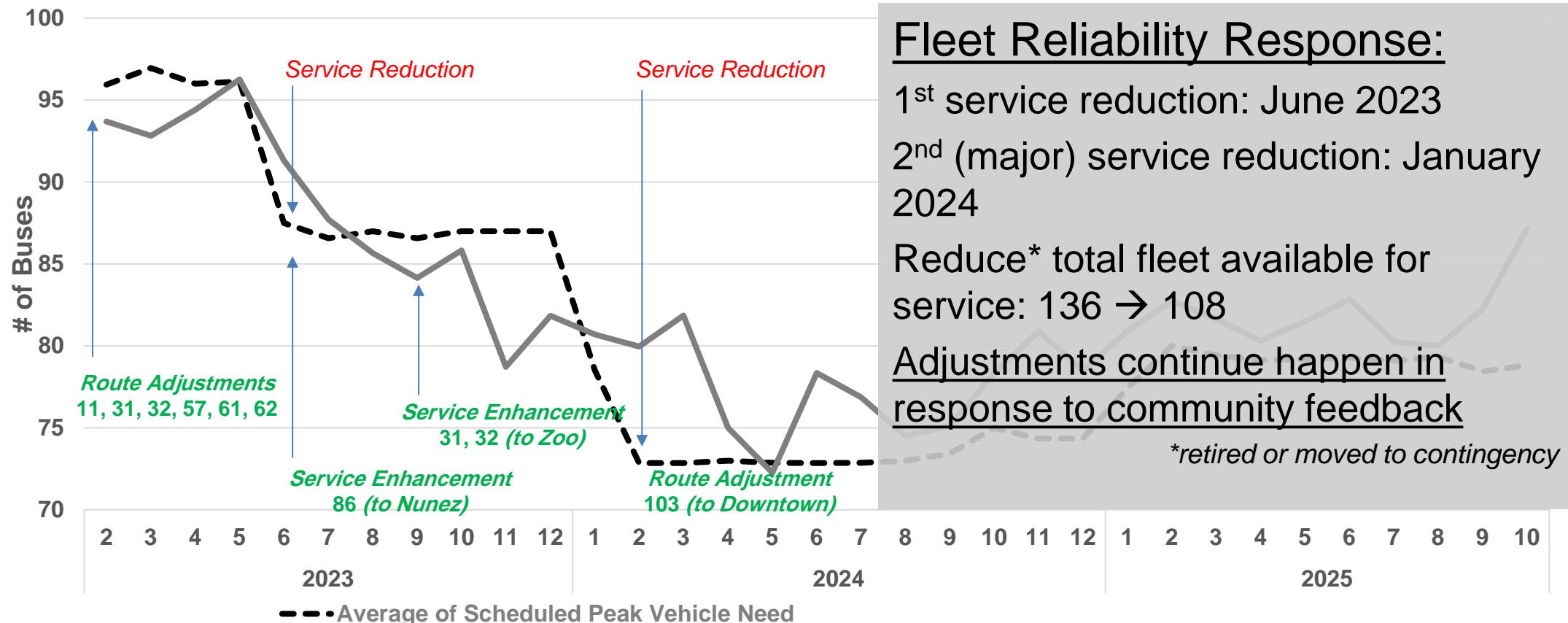
# Implementation Lessons Learned

INTERNAL (RTA)	EXTERNAL (Community)
<b>WE CAN DO BIG THINGS!</b>	<b>REACHING ALL RIDERS IS REALLY, REALLY HARD!</b>
<b>Understand all resources needed and available (budget, people, and vehicles)</b>	<b>Manage pace of change (when possible) (new hubs, new app, and new routes)</b>
<b>Time and timing of infrastructure buildout (hubs and signage)</b>	<b>Need a consistent process to identify, review and implement changes</b>
<b>Successful change <u>requires</u> stronger cross-departmental collaboration</b>	<b>Many tools new to RTA were deployed (with varying degrees of success)</b>



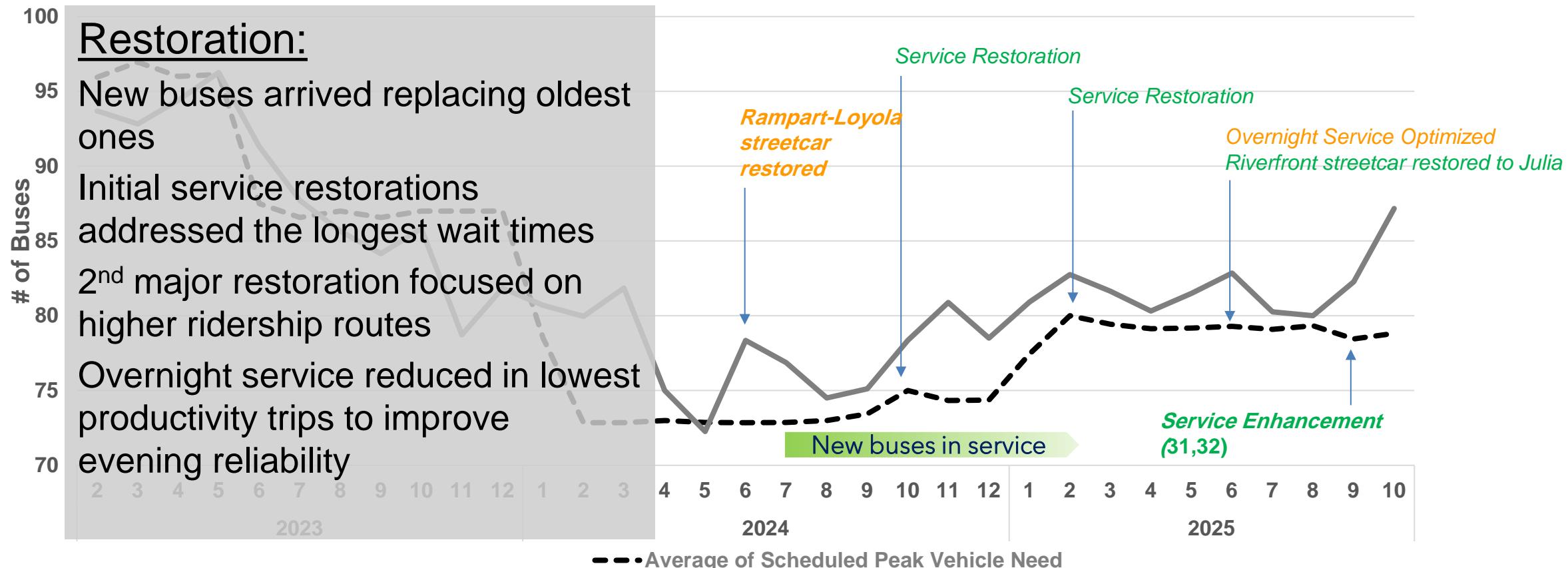
# ***Post-Implementation: Service and fleet reductions***

**The bus fleet reliability crisis drastically impacted service, including many of the goals of New Links**



# ***Post-Implementation: Cautious restoration***

**With fleet reduced, service is partially restored and adjusted to be as efficient as possible**



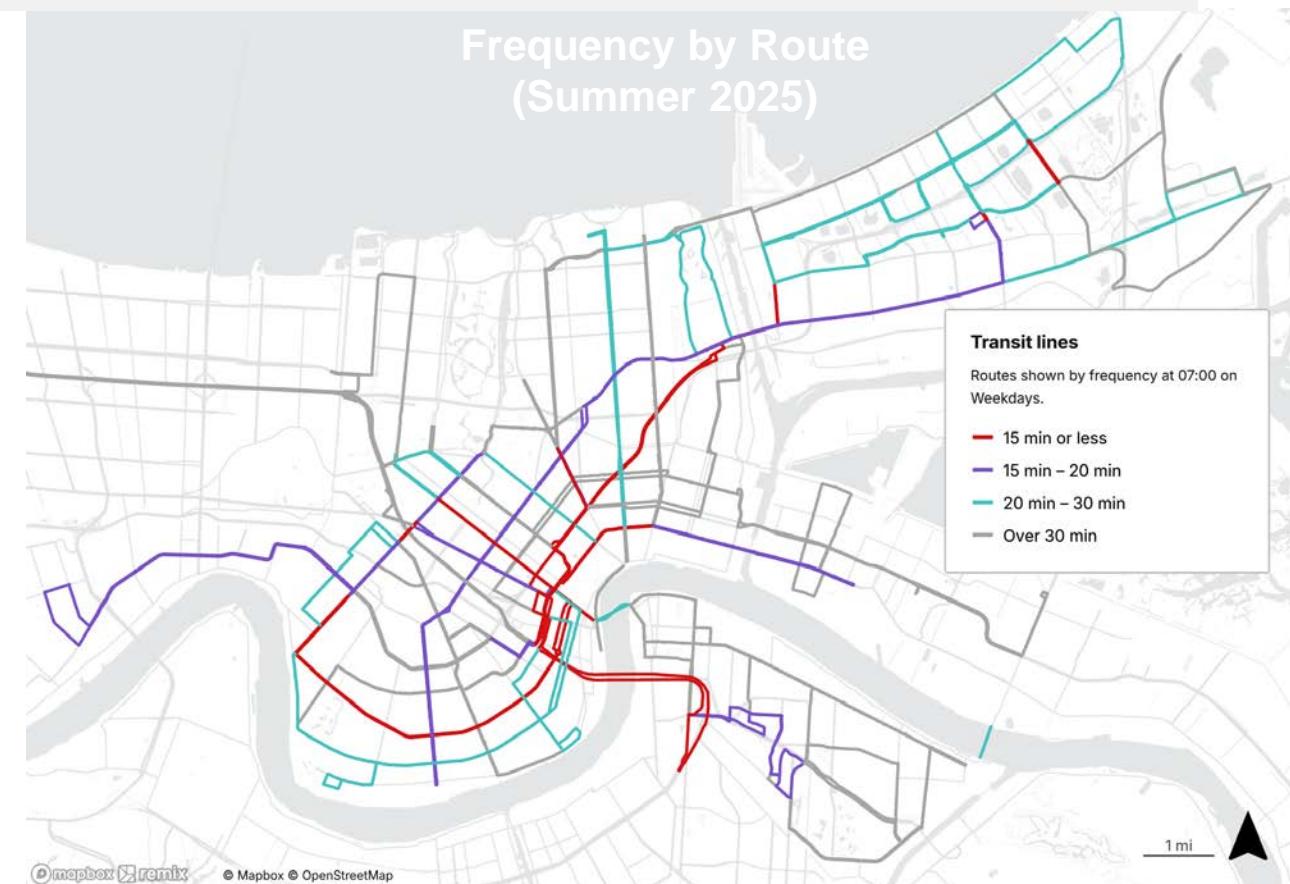
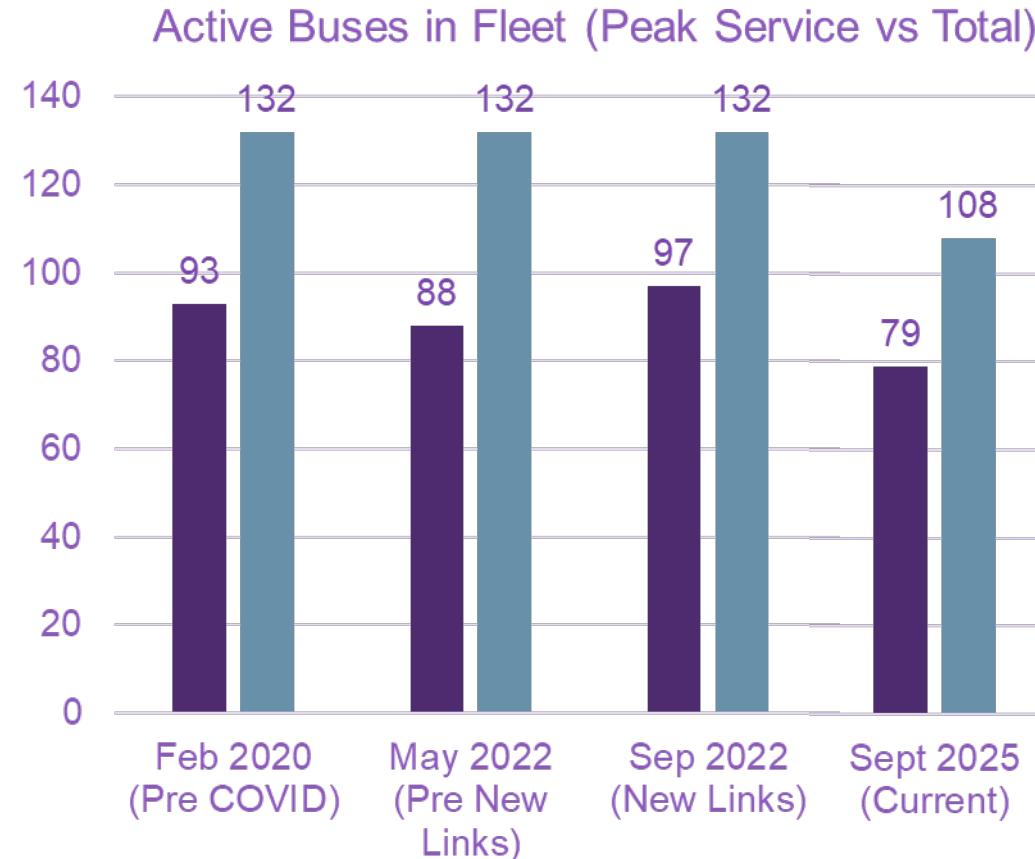
# **New Links Goals**

## *assessment on Outcomes*

<b>Prioritize communities of need</b>	Focus resources on transit-dependent populations (reallocate service from streetcar to bus)	
	Increasing midday, weekend, and overnight service to accommodate workforce schedules	
<b>Grow ridership</b>	Improved frequency in high ridership corridors	
	Improve efficiency of route design (reduce duplication and deviation)	
<b>Be regional</b>	Better regional connections w/ Jefferson & St. Bernard Parishes	
	Develop transfer “hubs”	

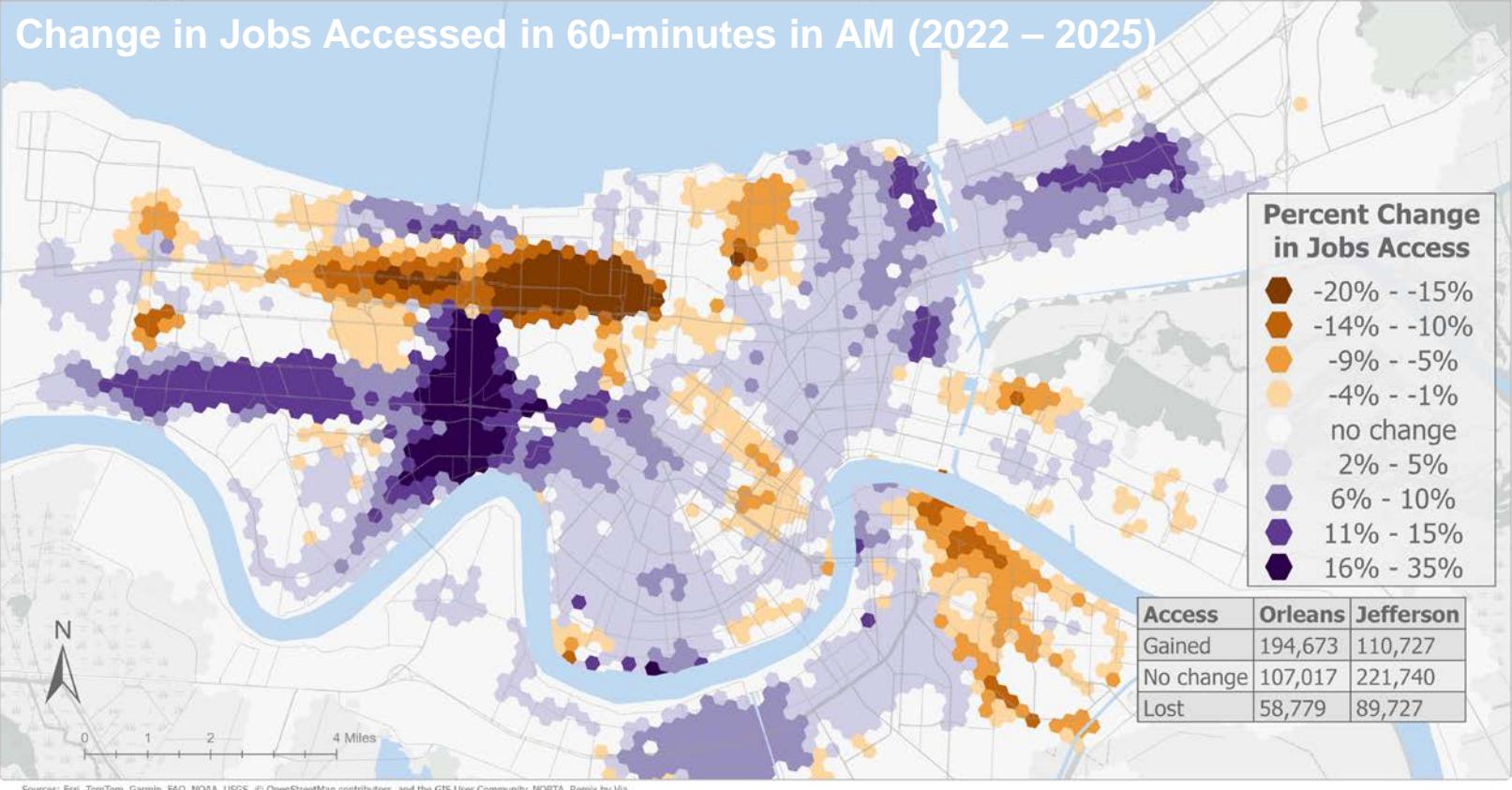
# Service Delivery: Vehicles and Frequencies

- Some increase in frequencies in parts of the East, parts of Algiers, MidCity and Hollygrove
- Reduced bus fleet severely limits ability to reach full potential



# Job Access in region

The current network has resulted in improved job access in many parts of New Orleans, notable exceptions in Algiers and parts of Gentilly. Metairie is impacted by JP Transit changes

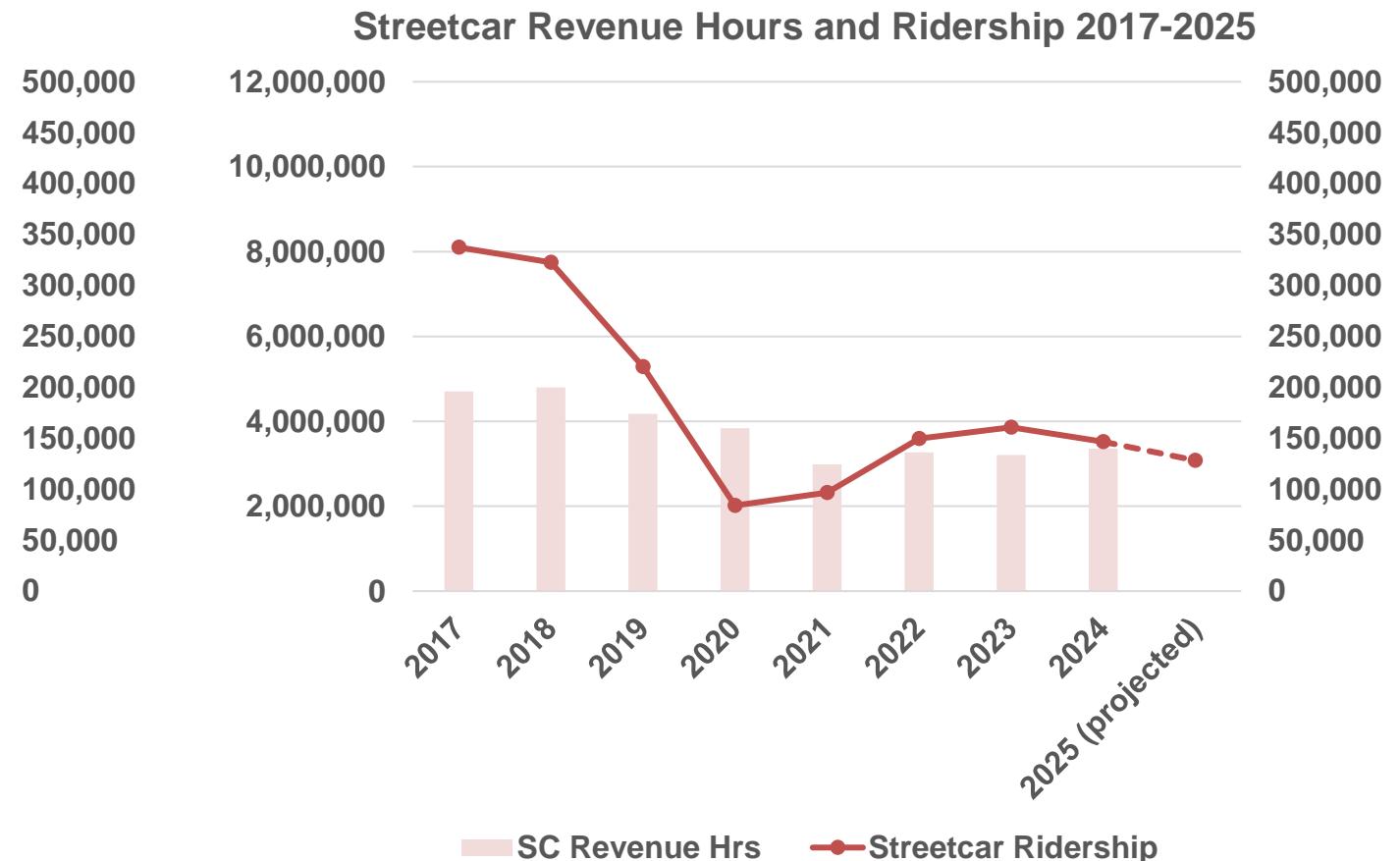
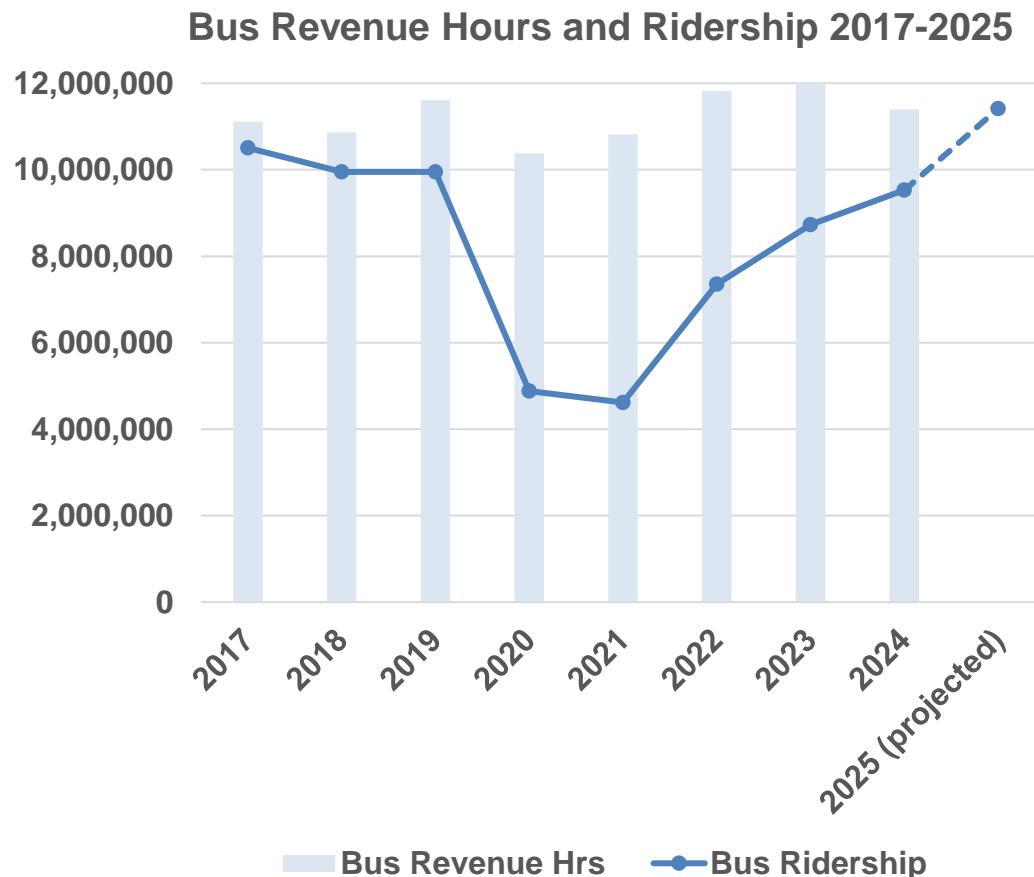


## Observations:

- **Gains in:**
  - N.O. East
  - Pontchartrain Park
  - Desire
- **Losses in:**
  - Algiers
  - St Anthony
- **JP Transit changes had big effects in:**
  - Veterans Blvd / Canal St
  - Causeway Blvd

# Service Performance: Annual Service & Ridership

Despite challenges, bus ridership is booming - a strong indicator of meeting rider needs overall

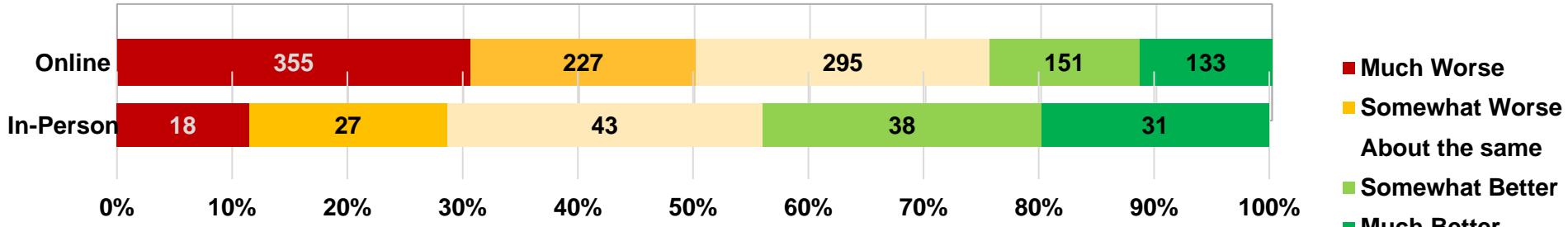


# Rider feedback: Surveys Over Time

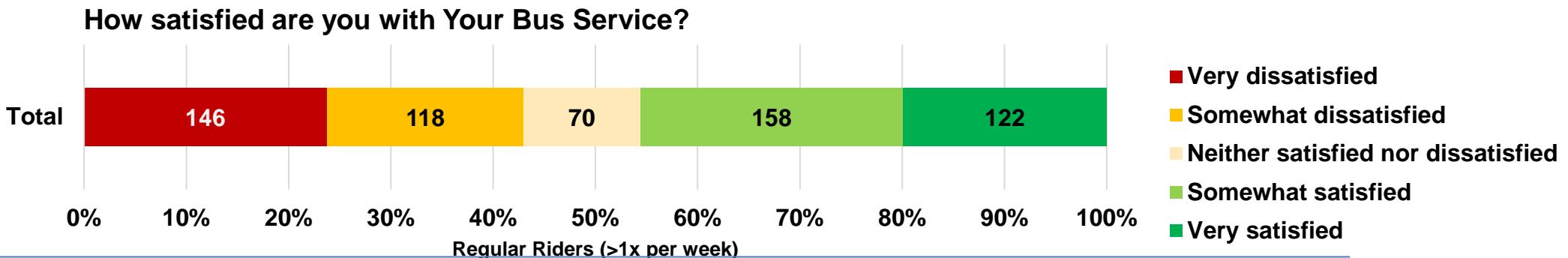
More and consistent rider surveying is needed, but overall satisfaction is neutral to positive

Since the Sep 2022 Service Change, my trip is...

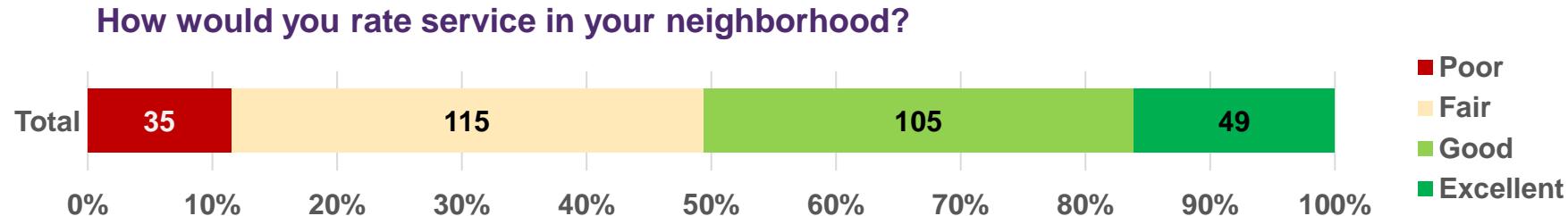
January 2023



January 2024



Fall 2025  
(Algiers  
Rider  
Survey)



# Next Steps

Actions	Timeframe	HAPPENING NOW!
<b>Continue Area Service Improvement Plans</b>	Algiers: Aug 2025 - June 2026 ← New Orleans East: Mar 2026 - Jan 2027	<a href="http://Norta.com/algiers">Norta.com/algiers</a>
<b>Launch and Learn from Rider Satisfaction Survey</b>	Q1 and Q3 2026	
<b>Large-scale Origin-Destination Survey</b>	Late 2026 (last one was in 2019!)	
<b>Restore Fleet back to 140 buses</b>	Now through 2027	
<b>Build passenger facilities</b>	Now through 2028	
<b>Update Service Standards</b>	Late 2026	



# *Questions?*



# **Agenda**

## **12. Consent Agenda**

<b>A Cooperative Endeavor Agreement (CEA) between the City of New Orleans and the Regional Transit Authority (RTA)</b>	<b>25-016</b>
<b>Contract Extension #1 for General Counsel Services with Wright, Gray and Harris. LLC</b>	<b>25-156</b>
<b>Renewal of Excess Worker's Compensation Insurance for RTA Employees [2025-2027]</b>	<b>25-159</b>
<b>Advertising Content Policy (COM2) Amendment #1</b>	<b>25-161</b>



# Agenda

## 13. Authorizations

### A. Procurements:

Task Order for St. Charles Streetcar Downtown Loop Track  
Replacement, Phase IV – Preliminary Engineering and  
Design Work 25-164

### B. Amendments:

Fare Policy Amendment No 1 (GEN 11) 25-142

Amendment #1 to the CEA with the City of New Orleans  
to provide the Opportunity Pass 25-160



# **Agenda**

## **13. Authorizations (continued)**

### **C. Ratifications**

**Ratification: Grant Application Submission for  
FY26 Section 5339 (Bus and Bus Facilities)**

**25-162**



## *Agenda*

# **14. New Business (UNANIMOUS VOTE REQUIRED TO CONSIDER)**



## *Agenda*

# 15. Audience Questions and Comments



## *Agenda*

### **16. Executive Session (2/3RDS VOTE TO Consider)**

- Norma Jill Pollock vs. RTA CDC 2022-7267
- Amalgamated Transit Union Local 1560 v. NORTA, CDC No. 2025-07858



# *Agenda*

## 17. Adjournment