



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority
Operations & Administration Committee
Meeting Agenda - Final

Thursday, June 11, 2026

9:00 AM

RTA Board Room

The New Orleans Regional Transit Authority (RTA) Board of Commissioners will hold an in-person public meeting on Thursday, June 11, 2026, at 9:00 am. The meeting will begin at the scheduled time but may be delayed until a quorum is present and will be live streamed on the RTA website; masks are optional. Written public comments on agenda items may be submitted by 1) completing a speaker card on the day of the meeting; 2) email to rtaoard@rtaforward.org prior to the meeting; 3) U.S. mail to RTA, Office of Board Affairs, 2817 Canal Street, New Orleans, LA 70119. This meeting is accessible to persons with disabilities, and accommodation requests must be made at least 72 hours in advance by contacting the Office of Board Affairs at 504-827-8341 or rtaoard@rtaforward.org.

1. Call To Order

2. Roll Call

3. Consideration of Meeting Minutes (Public Comment will be taken prior to Board vote in accordance with La. R.S. 42:14 (D))

[Ops Meeting Minutes 05.14.26]

[26-083](#)

4. Committee Chairman's Report

5. Chief Executive Officer's Report

6. Chief Transit Officer's Report

7. Chief Asset Manager Officer's Report

8. Chief Safety/Security Officer's Report

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

10. New Business

11. General Public Comments (Informational Items)

12. Adjournment

[06.11.26 Ops PowerPoint]

[26-089](#)



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 26-083

Operations & Administration Committee

[Ops Meeting Minutes 05.14.26]



2817 Canal Street
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New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes - Draft

Thursday, May 14, 2026

9:00 AM

RTA Board Room

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1. Call To Order

2. Roll Call

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

Present

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

Absent

3. Consideration of Meeting Minutes (02.12.26)

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

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

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

Absent:

[O&A Committee Meeting Minutes]

[26-061](#)

4. Committee Chairman's Report

No Report.

5. Chief Executive Officer's Report

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

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

6. Chief Transit Officer's Report

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

Operations Discussion - Summary Minutes

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

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

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

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

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

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

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

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

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

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

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

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

7. Chief Asset Manager Officer's Report

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

Maintenance Discussion - Summary Minutes

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

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

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

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

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

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

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

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

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

8. Chief Safety/Security Officer's Report

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

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

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

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

[26-043](#)

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

10. New Business

None.

11. General Public Comments (Informational Items)

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

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

12. Adjournment

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

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

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

Absent:



New Orleans Regional Transit Authority

2817 Canal Street
New Orleans, LA 70119

Board Report and Staff Summary

File #: 26-089

Operations & Administration Committee


[06.11.26 Ops PowerPoint]




June 11, 2026

Regional Transit Authority

**Operations & Administration
Committee**



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 on Thursday, June 11, 2026, at 9:00 a.m. The meeting will begin at the scheduled time but may be delayed until a quorum is present and will be live streamed on the RTA website; masks are optional.



Written comments on any matter included on the agenda will be accepted in the following ways:

- 1) Submission of a Speaker Card on meeting day;
- 2) Electronically by email sent to: rtaboard@rtaforward.org prior to the meeting; or
- 3) By U.S. Mail send to 2817 Canal Street, Attention: Office of Board Affairs, New Orleans, LA 70119.



Agenda

- 1. Call to Order**
- 2. Roll Call**



Agenda

3. Consideration of Meeting Minutes

[Operations and Administration Meeting – May 14, 2026]

26-083



Agenda

4. Committee Chairman's Report



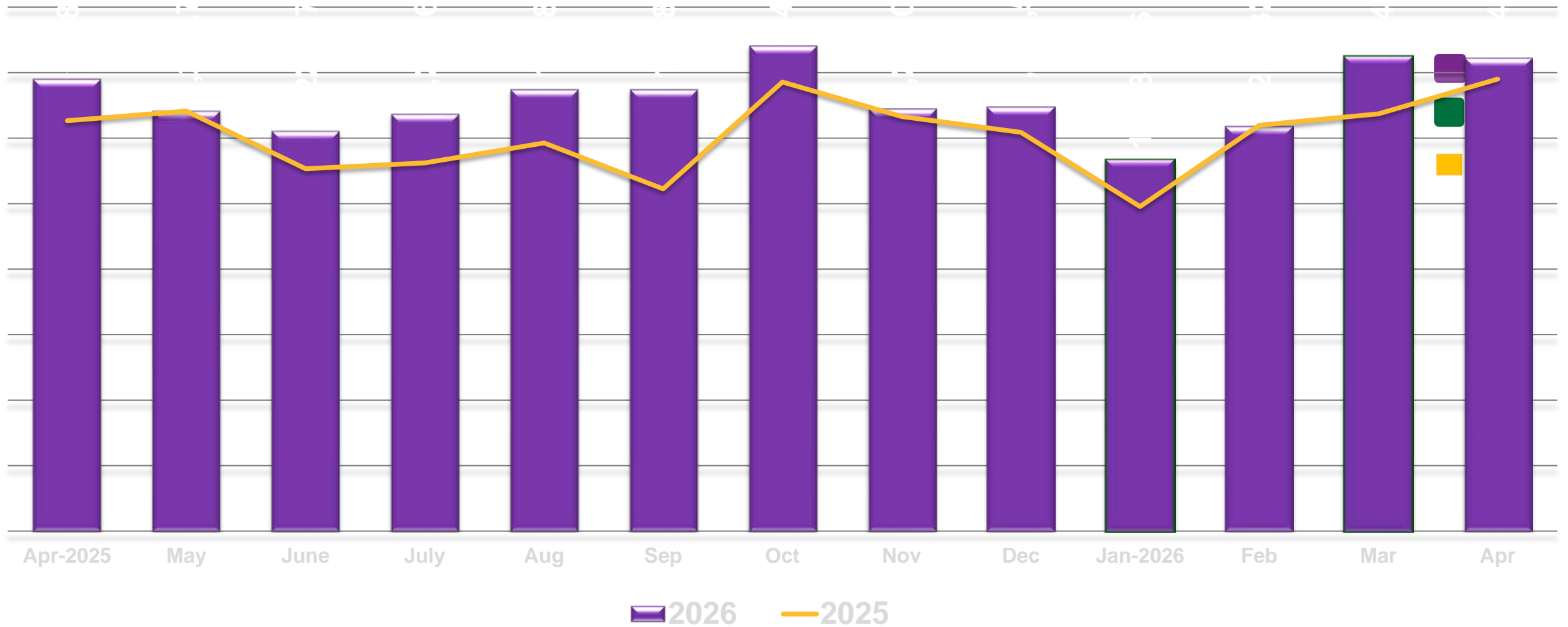
Agenda

5. Chief Executive Officer's Report



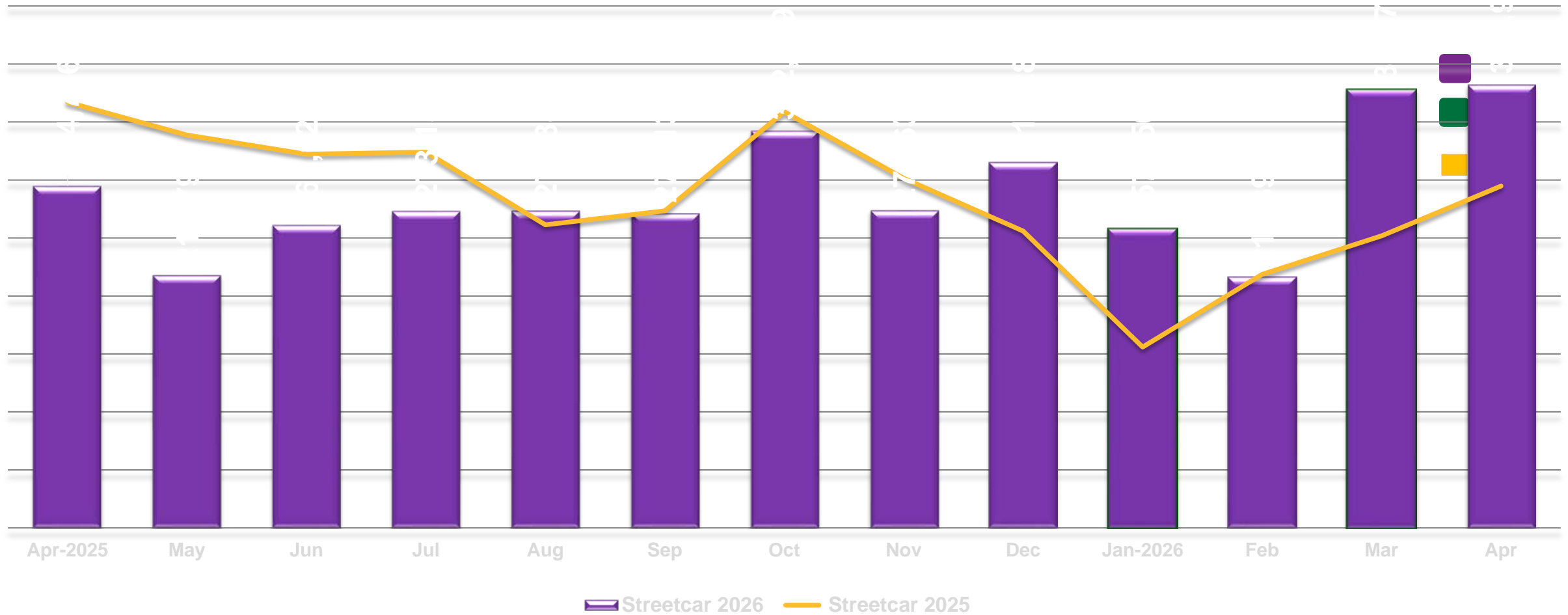
Agenda

6. Chief Transit Officer's Report



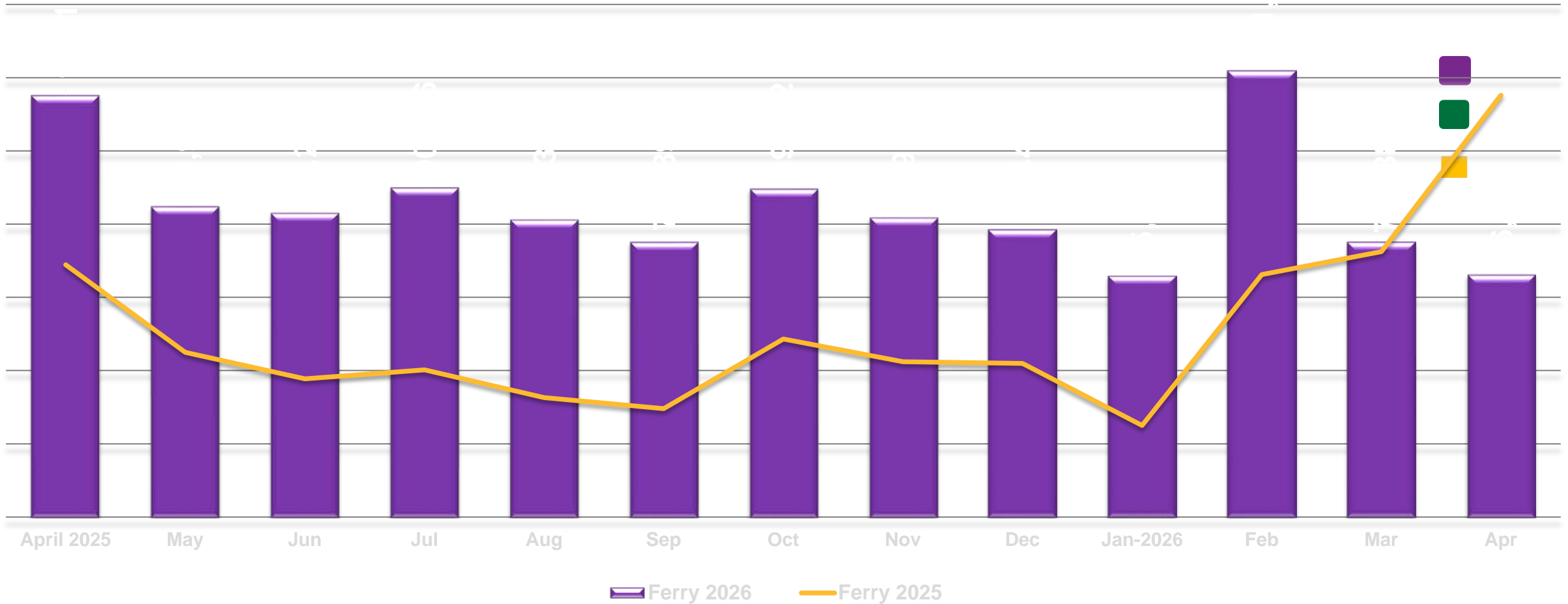
- ↑ Bus - 25,383
- ↑ Streetcar - 87,199
- ↓ Ferry - 48,793

RIDERSHIP TREND-STREETCAR

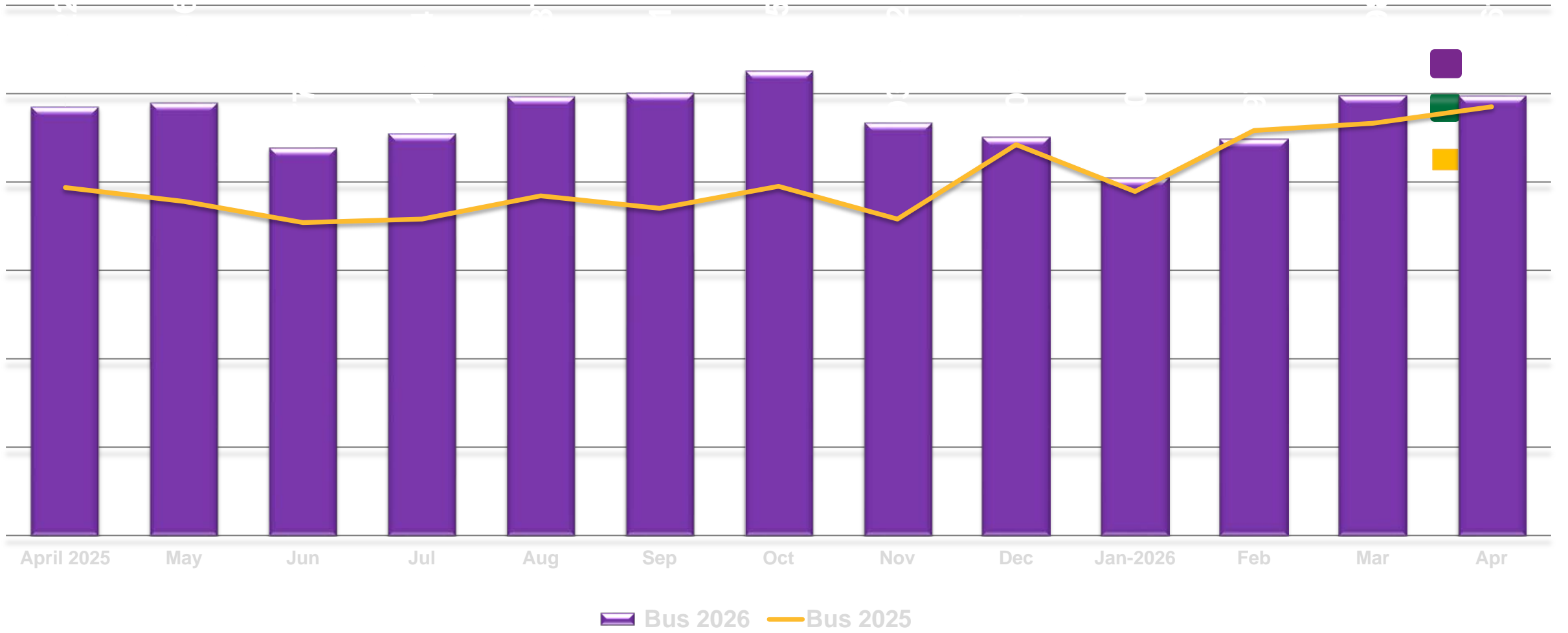




RIDERSHIP TREND-FERRY



RIDERSHIP TREND-BUS



SERVICE DISRUPTIONS

Disruption Name	Line Impacted	OTP (%)
Lawrence Canal Bridge Closure	• 61 - Lake Forest - Village de L'Est	• 79.20%
Morrison Road	<ul style="list-style-type: none"> • 62 - Morrison - Bullard • 66 - Hayne Loop • 620 - Morrison OWL • 68 - Little Woods Loop 	<ul style="list-style-type: none"> • 69.1% • 68.7% • 49.1% • 66%
Magazine Roadwork	• 11 - Magazine	• 80.5%
Roadwork on Desire Street	• 80 - Desire - Louisa	• 81.8%
Leonidas between Palm and Edinburgh	<ul style="list-style-type: none"> • 31 - Leonidas - Gentilly • 32 - Leonidas - Treme 	<ul style="list-style-type: none"> • 77.8% • 74.3%

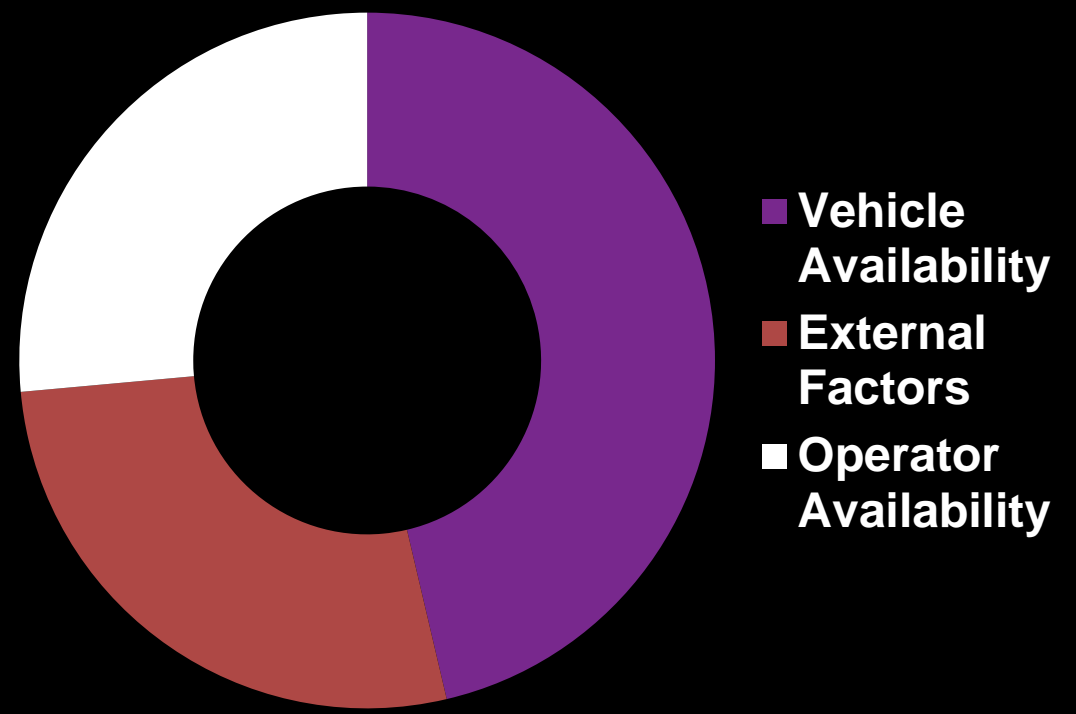
Vehicle Availability Impact on Service Delivery – April 2026

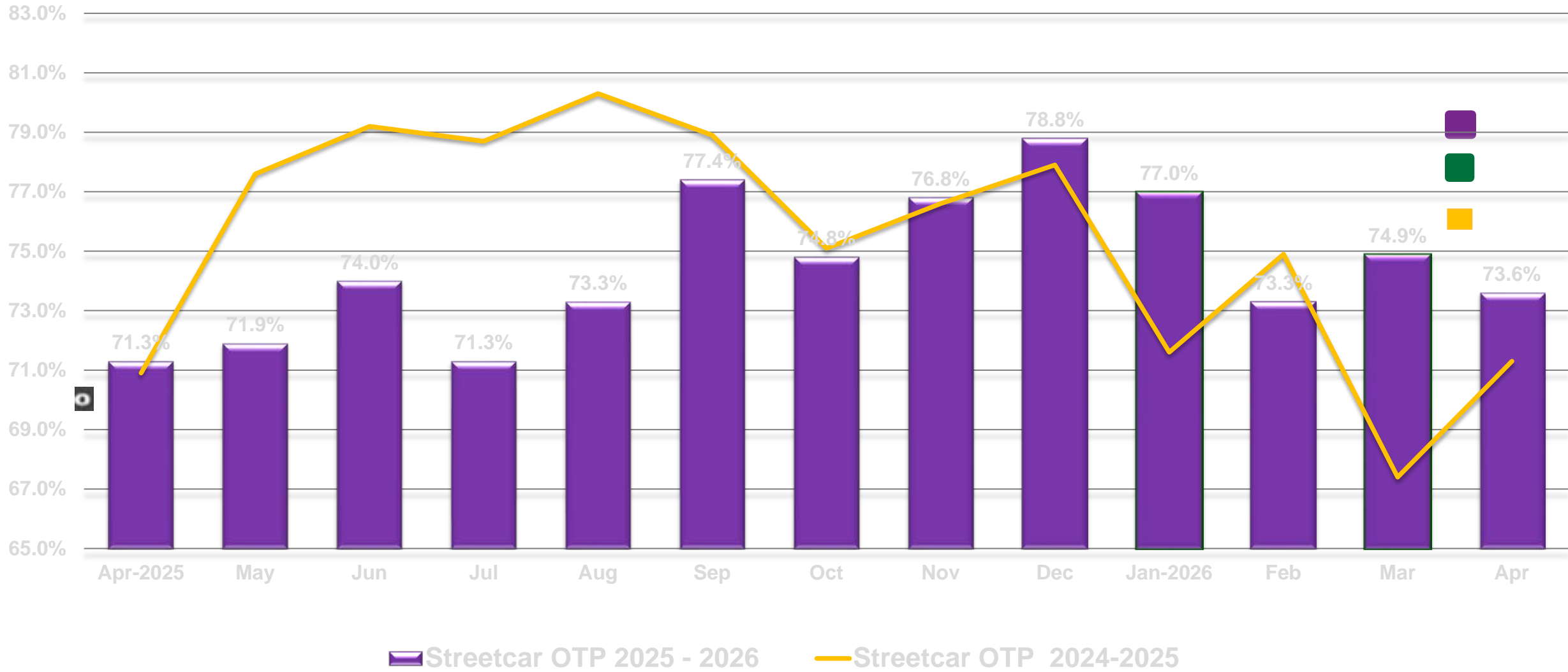
April Highlights

- Total lost service time: 910.6 hours
- Vehicle Availability: 420.5 hours (46.2%)
- External Factors: 247.2 hours (27.1%)
- Operator Availability: 240.0 hours (26.4%)

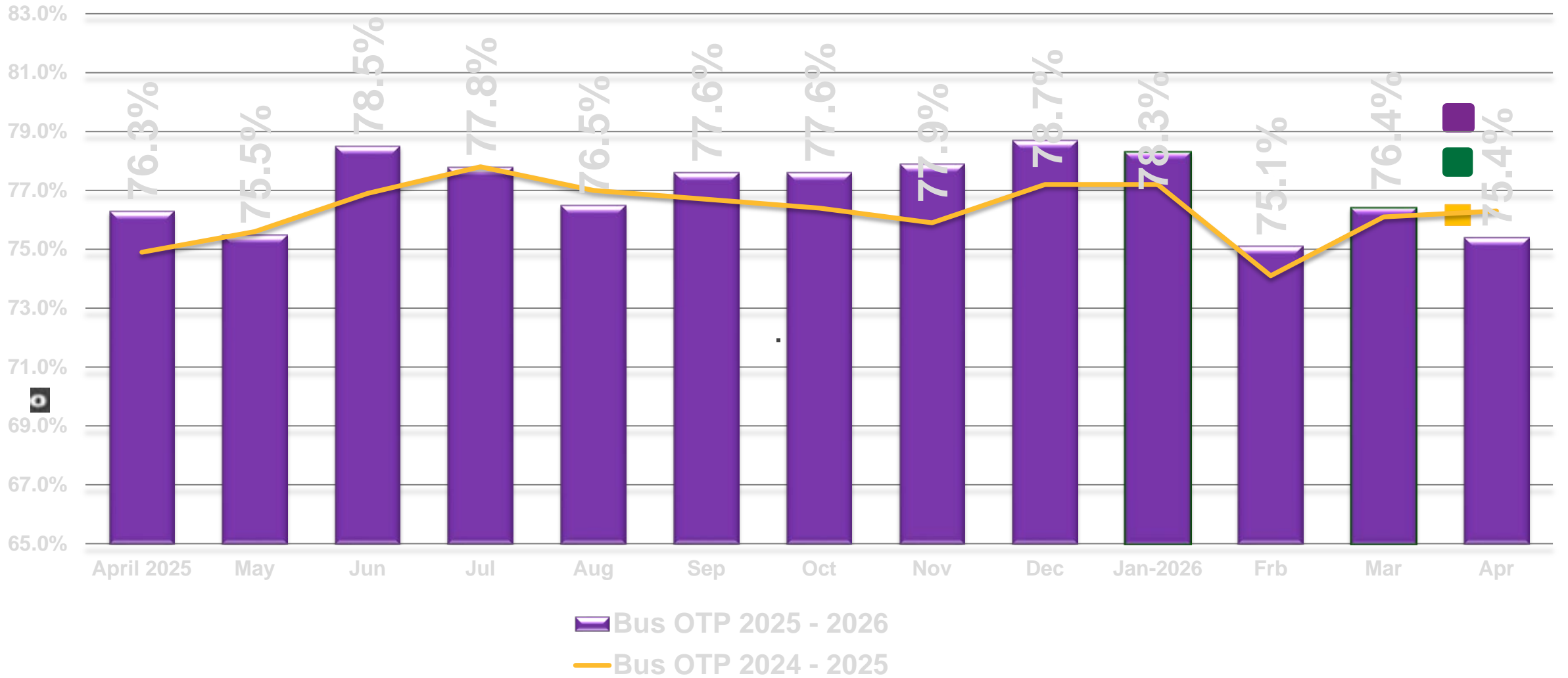
Largest contributor: Vehicle Availability

Lost Service Hours by Category





Streetcar OTP 2025 - 2026 Streetcar OTP 2024-2025



BUS ON TIME PERFORMANCE BY ROUTE

March vs April 2026 (1 of 2)

Route	March OTP	April OTP
27 - Louisiana	83.5%	82.9% ▼
86 - St. Maurice - Chalmette	85.0%	82.6% ▼
84 - Galvez - L9	83.3%	82.5% ▼
80 - Desire - Louisa	84.9%	81.8% ▼
103 - General Meyer Local	80.1%	81.7% ▲
67 - Michoud Loop	75.9%	80.8% ▲
11 - Magazine	85.1%	80.5% ▼
61 - Lake Forest - Village de L'Est	80.3%	79.2% ▼
51 - St. Bernard - Claiborne	78.9%	79.1% ▲
3 - Tulane - Elmwood	78.4%	78.0% ▼
31 - Leonidas - Gentilly	78.8%	77.8% ▼
8 - St. Claude - Arabi	77.5%	77.6% ▲
52 - Paris - Broadmoor	79.5%	77.4% ▼
55 - Elysian Fields	80.2%	76.8% ▼

▲ Improvement vs. prior month ▼ Decline vs. prior month — No change

BUS ON TIME PERFORMANCE BY ROUTE

March vs April 2026 (1 of 2)

Route	March OTP	April OTP
202 - Airport Express	72.6%	76.1% ▲
53 - Paris - Claiborne OWL	74.6%	74.9% ▲
32 - Leonidas - Treme	75.6%	74.3% ▼
57 - Franklin-Freret	70.4%	73.3% ▲
91 - Jackson - Esplanade	76.9%	73.2% ▼
114A - Garden Oaks - Sullen	69.8%	73.0% ▲
9 - Broad - Napoleon	73.8%	72.2% ▼
45 - Lakeview	88.6%	71.3% ▼
62 - Morrison - Bullard	66.4%	69.1% ▲
114B - Garden Oaks - Woodland	67.2%	68.9% ▲
66 - Hayne Loop	62.4%	68.7% ▲
105 - Algiers Local	66.0%	68.1% ▲
68 - Little Woods Loop	82.4%	66.0% ▼
62-O - Morrison OWL	53.7%	49.1% ▼

▲ Improvement vs. prior month ▼ Decline vs. prior month — No change

TOP ON-TIME PERFORMER BY MODE | APRIL 2026

BUS OPERATORS

Brian Whitaker	94.3%
Sean Sawyer	94.2%
Devon White	93.5%
Karen Jefferson	93.1%
Andrea Scales	92.9%
Rose Brooks	92.8%
Kentrell Simmons	92.7%
Charles Washington	92.4%
John Porter	92.1%
Marlon Winchester	91.7%

STREETCAR OPERATORS

Ken Von Dullen	93.8%
Treva Butler	92.5%
Keishawn Sinegal	88.1%
Charles Cadet	88.0%
Rene Jacques	84.3%
Oliver Armstrong	84.2%
Shawntika Baptiste	84.2%
Stephanie Crump	83.0%
Troy Burrell	82.4%
Gerald Hawkins	80.3%

PARATRANSIT OPERATORS

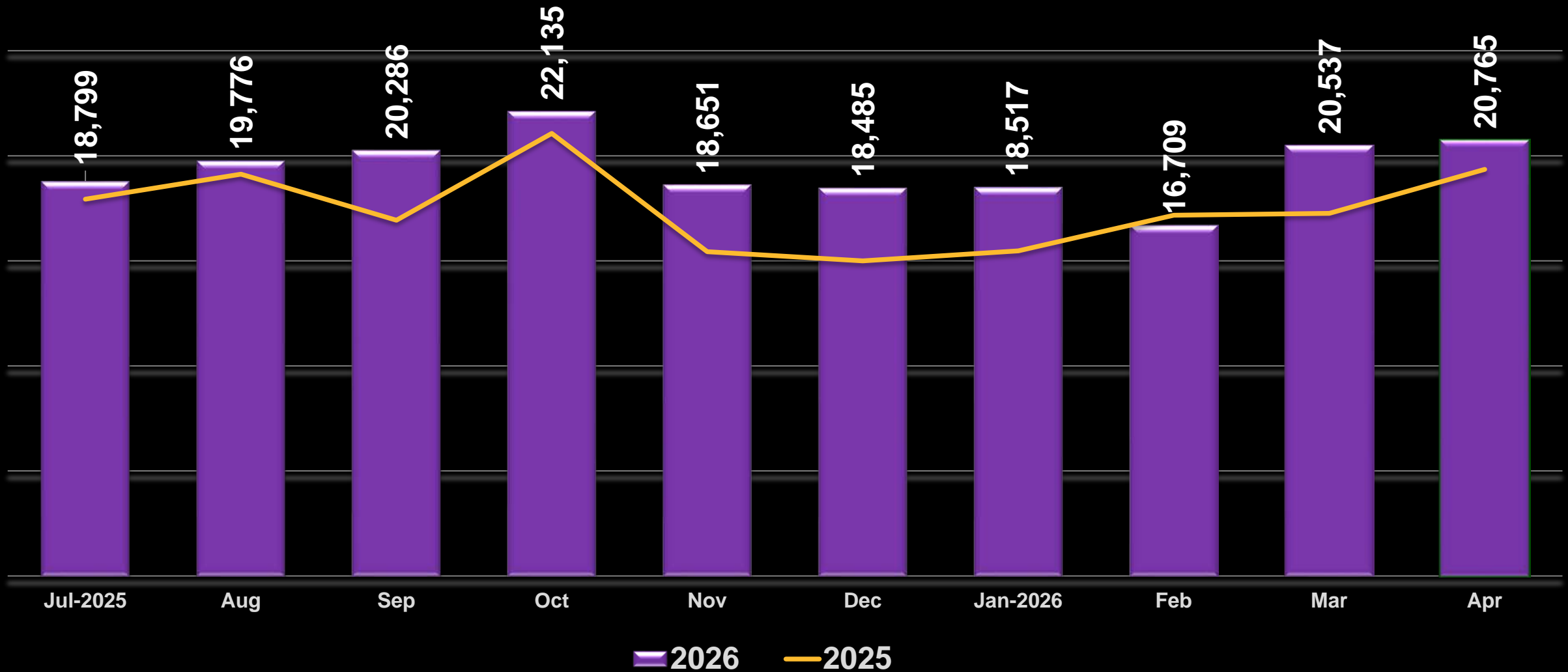
Kendra Cooper	97.1%
Roy Fox	96.0%
Tammy Franklin	93.4%

RTA



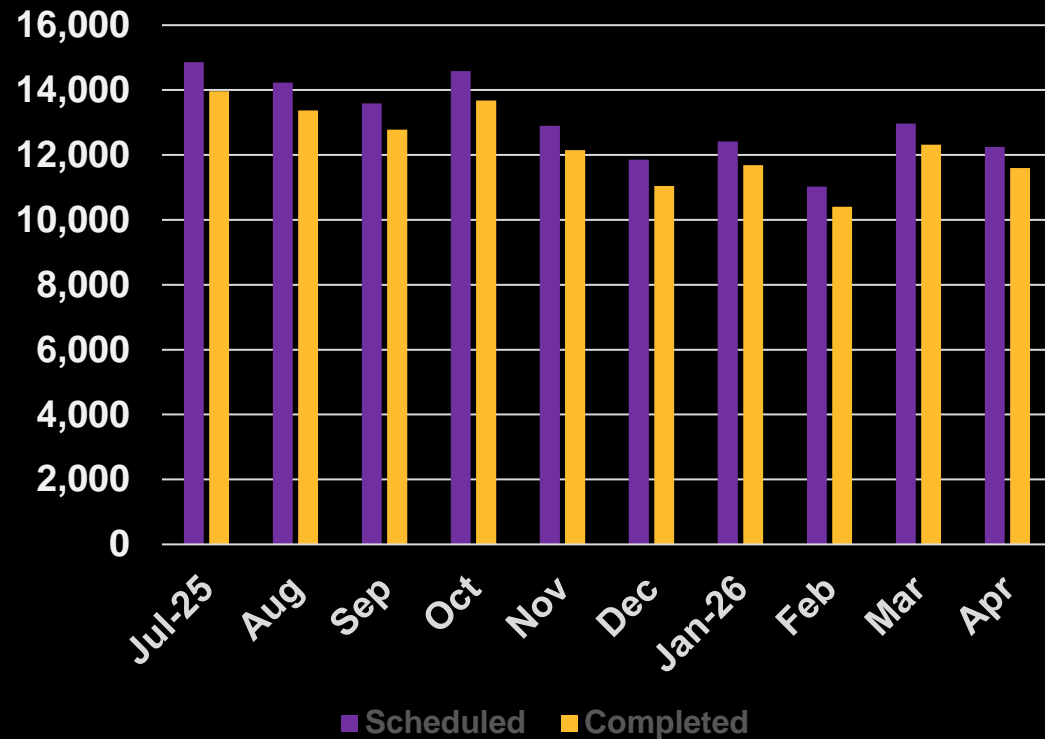
Paratransit Operations Report

RIDERSHIP – PARATRANSIT | JULY-APRIL 2025-2026



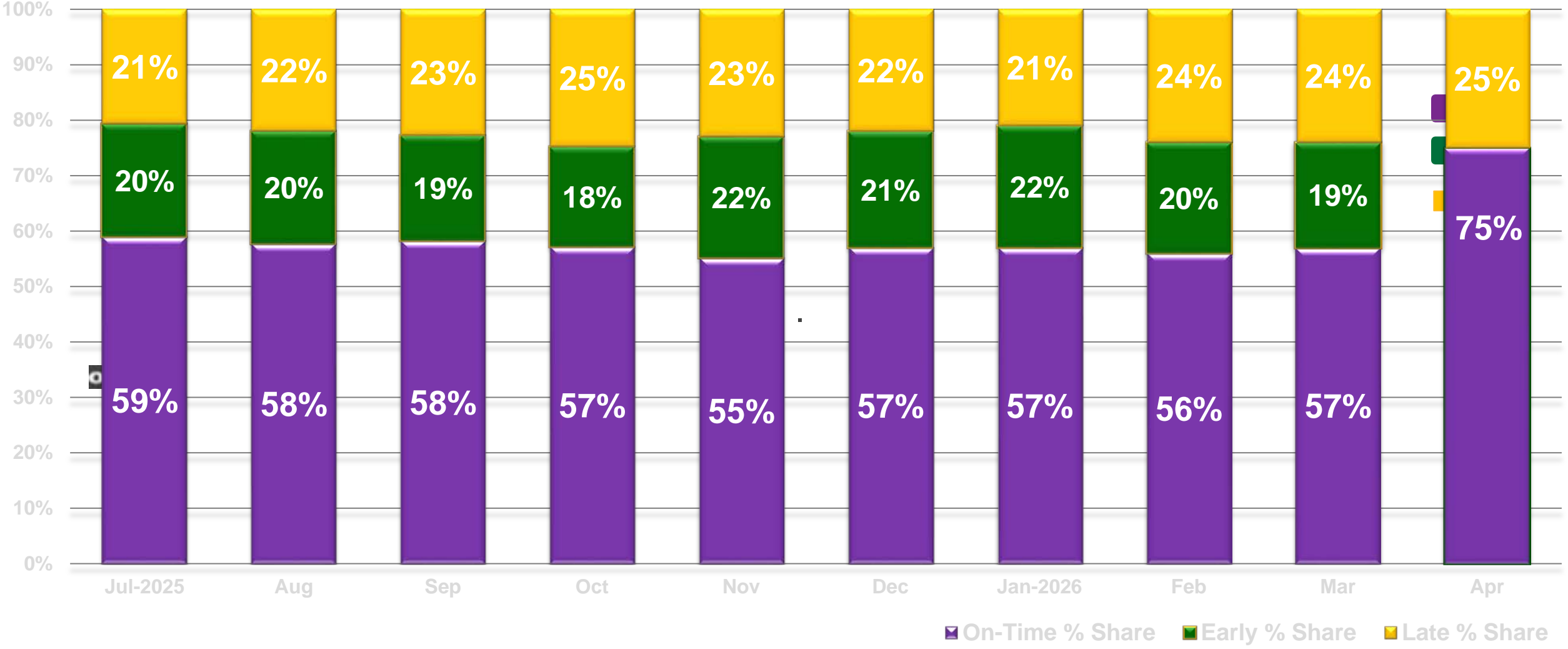
SCHEDULED VS. DELIVERED TRIPS AND RELIABILITY METRICS PARATRANSIT

SCHEDULED VS COMPLETED TRIPS



NO SHOW AND CANCELED TRIPS



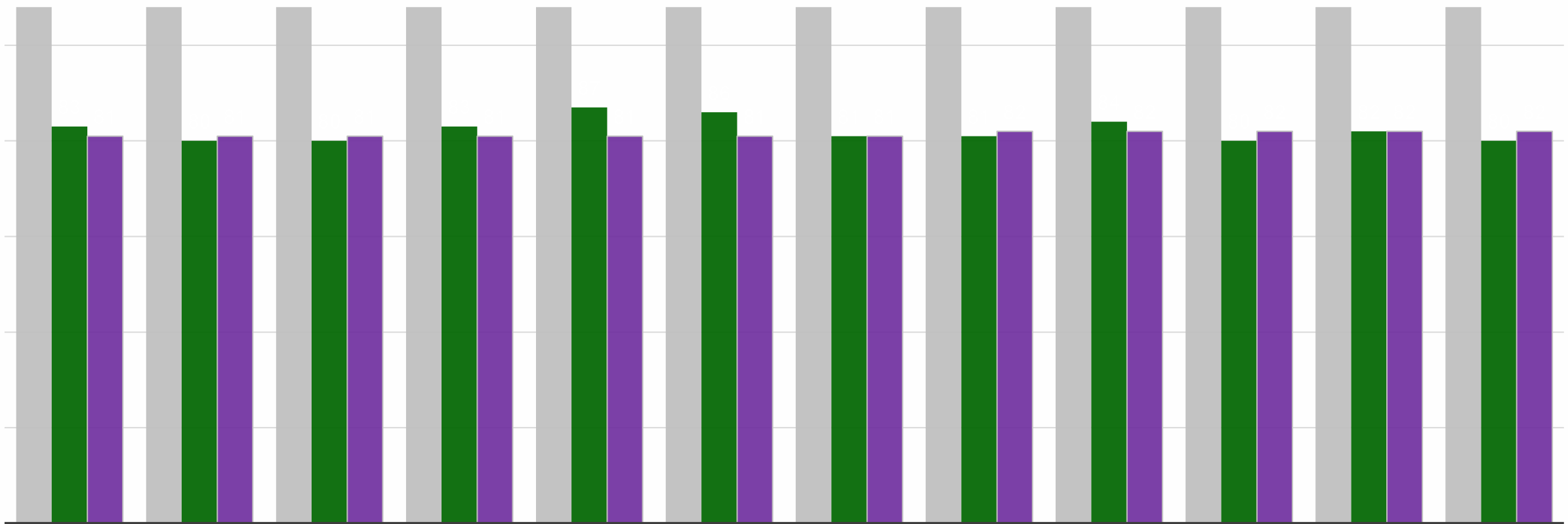


Questions?

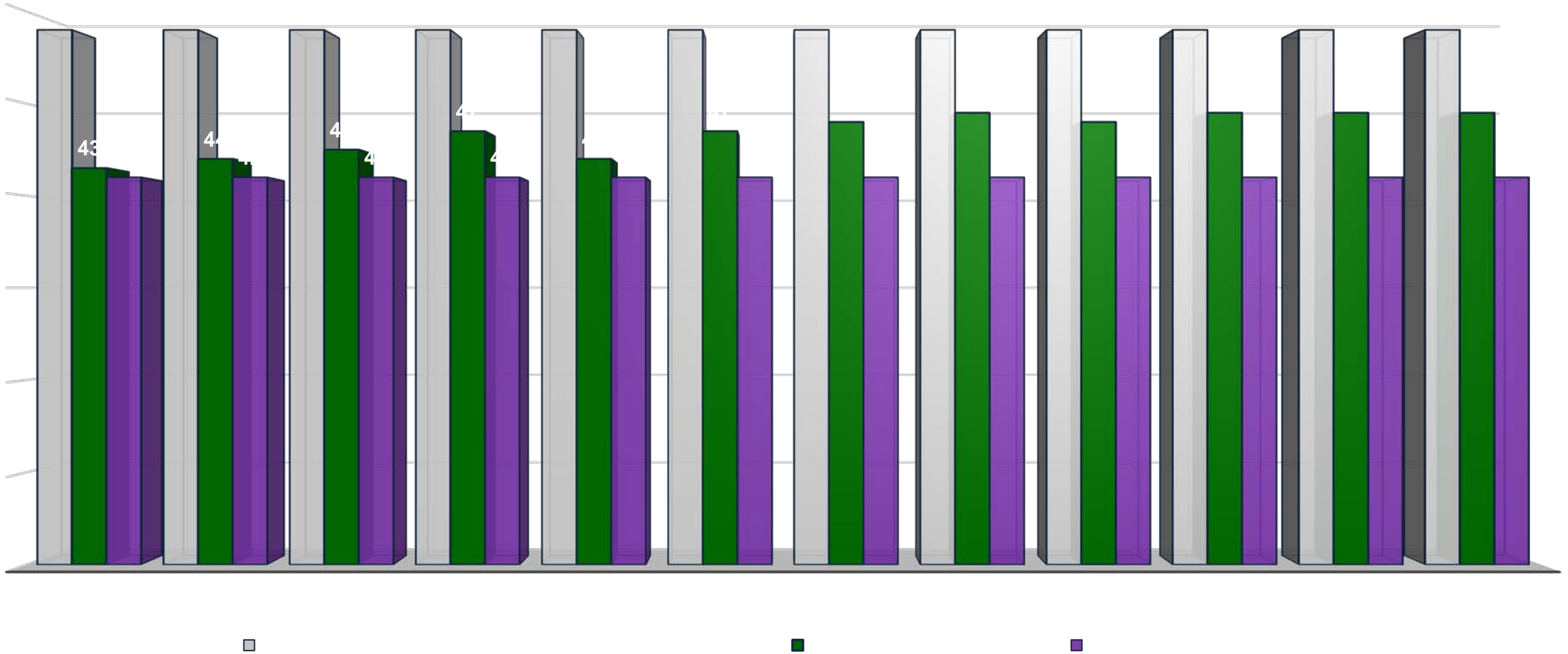


Agenda

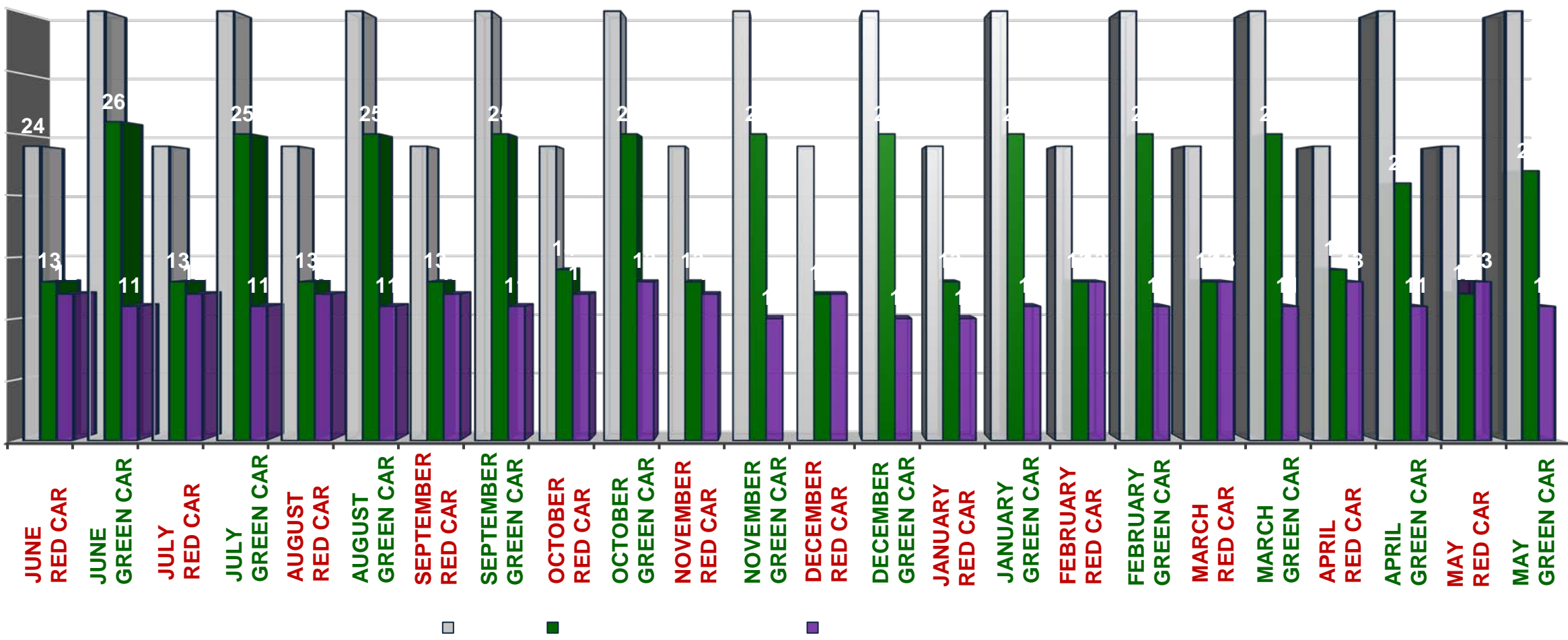
7. Chief Asset Manager Officer's Report



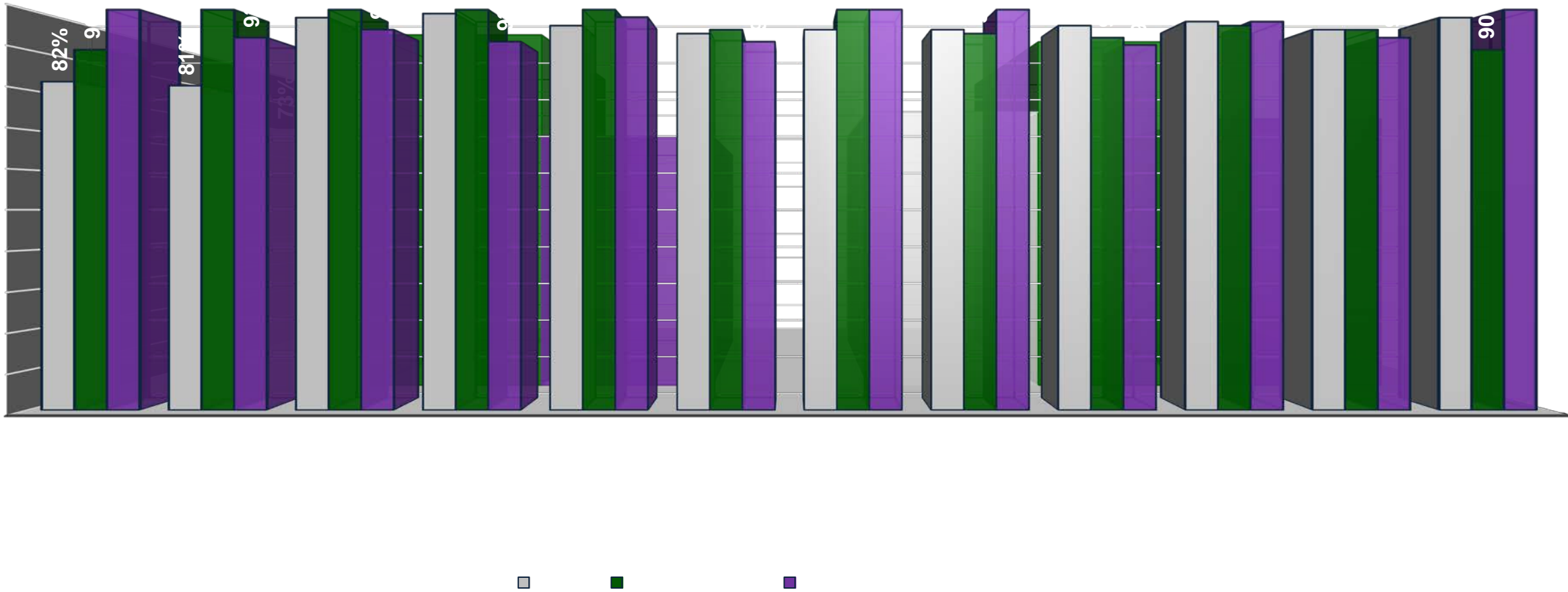
BUS FLEET AVAILABILITY: For May, the number of available buses decreased by 2 from the prior month.



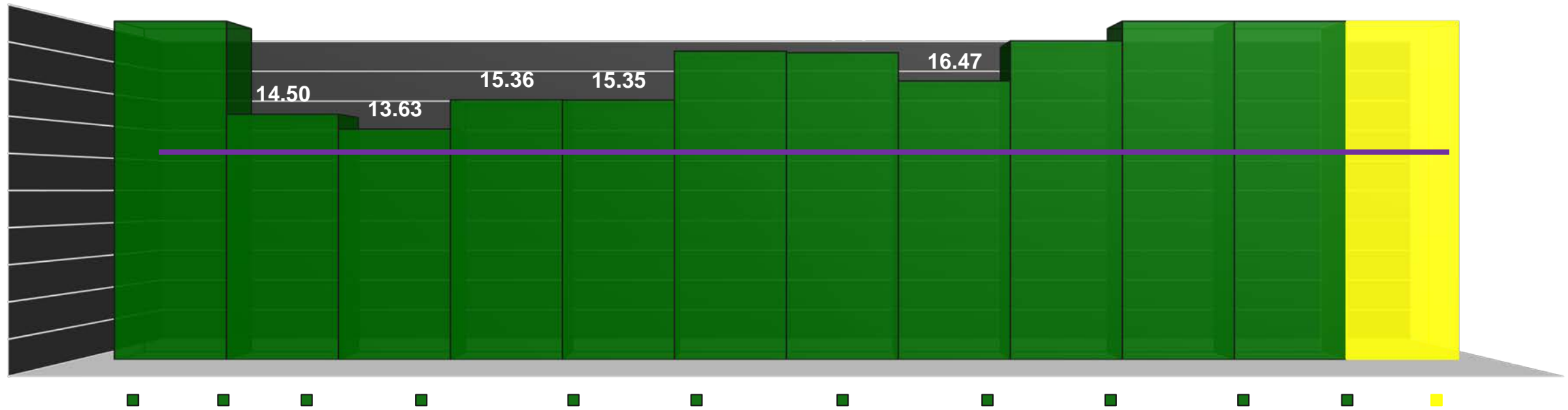
PARATRANSIT FLEET AVAILABILITY: Paratransit availability remained the same as the previous month.



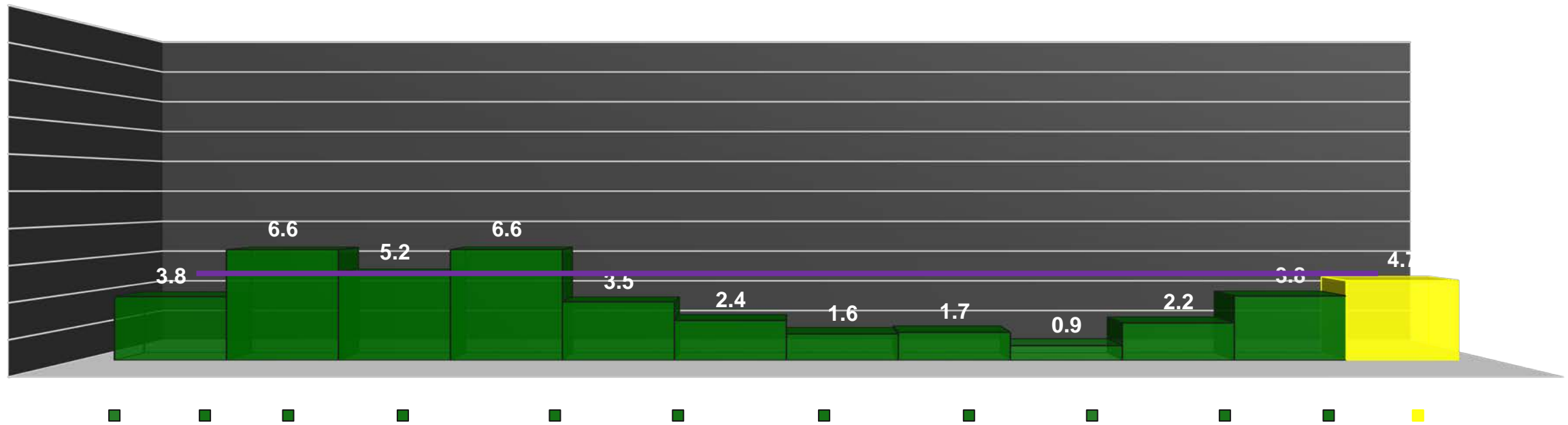
STREETCAR FLEET AVAILABILITY: Streetcar availability for the Red cars decreased by 1 and the Green cars increased by 1 from the previous month.



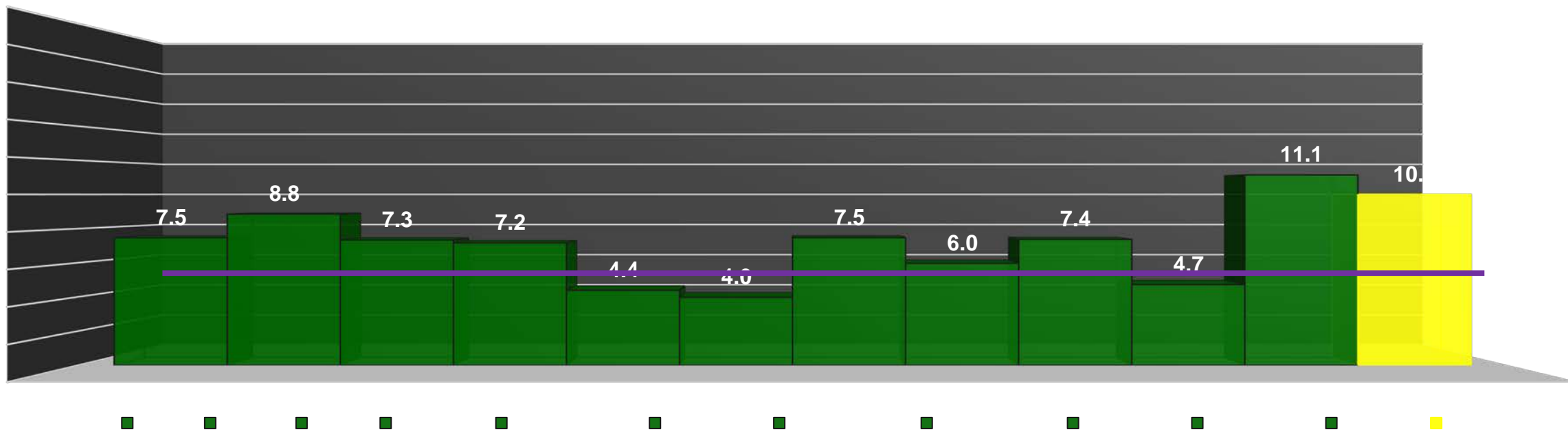
PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance increased by 3 from the previous month. We are investigating an issue with our maintenance reporting interface. Streetcar PMs decreased by 5 and Paratransit PMs increased by 7 from the previous month. Our PM Compliance goal remains at 90%.



ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have decreased by 0.26 from the previous month with the goal still set at under 13.



ROAD CALL MILEAGE: Paratransit increased the number of road failures by 0.9 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.



ROAD CALL MILEAGE: Streetcar decreased the number of road failures by 1.1, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.

Updates

- Fixed-route Cutaway (small bus)
- EAM
- Oil Updates
- Other Updates

Questions?



Agenda

8. Chief Safety/Security Officer's Report

Public Safety Report: Crimes – April 2026

Type	Monthly Totals	YTD Totals
Part 1	1	2
Part 2	7	19
Totals	8	21

	YTD	Year-Over-Year	% Change
Count	21	19	-10.5%
Boardings*	5,261,497	4,910,215	14.5%
Incidents per 100,000 Boardings	0.374	0.387	-3.5%

* Based on system ridership for the period **January 1 – April 30**.

PART 1 crimes: homicide, aggravated battery, aggravated assault, arson, burglary, (attempted) motor vehicle theft, larceny, rape.

PART 2 crimes: disorderly conduct, disturbing the peace, fighting, public drunkenness, DUI, embezzlement/fraud, forgery/counterfeiting, criminal damage, narcotic drug laws, threats, receiving stolen property, sex crimes, simple battery, weapon violations.

Note: Homicides that occur on RTA property are investigated by other law enforcement agencies. These cases are shown here for public information; however, the cases are reported by the outside agency and are not included in RTA crime statistics.

Public Safety Report: Activities – April 2026

Transit Police		
Activities	Monthly Totals	YTD Totals
Arrests	0	3
Summons	0	2
Calls for Service	9	19
Boarding Inspections	196	759
Ride Alongs	7	28
Written Warnings/Reports to Follow	5	13

Crisis Intervention / Public Safety Team		
Activities	Monthly Totals	YTD Totals
Unhoused Contacts*	49	187
Referrals	0	0

* Conducted in partnership with Transit Police

Preventable Safety Events - April 2026

Preventable Rate Relative to Target Rate



Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode.

Safety Report – April 2026

Preventable Safety Events by Mode				
Mode	Rate ¹	Monthly Total	YTD	Year-Over-Year
Bus	1.16	6	32	38
Streetcar - Collisions	5.72	4	5	2
• Streetcar – Other State Reportable	---	1	3	2
Paratransit	2.29	3	3	1

Workplace Injuries			
Type	Monthly Total	YTD	Year-Over-Year
OSHA Recordable ²	2	7	4
OSHA Reportable	0	0	0

1) Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode.

2) RTA follows OSHA guidance on recordable and reportable incident types.

Questions?



Agenda

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



Agenda

10. New Business



Agenda

11. General Public Comments (Informational Items)



Agenda

12. Adjournment