



RESOLUTION NO. _____

FILE ID NO. 26-043

STATE OF

LOUISIANA PARISH

OF ORLEANS

**ADOPTION OF THE CUSTOMER CODE OF CONDUCT AND ENFORCEMENT
POLICY (SEC 2)**

Introduced by Commissioner _____, seconded by Commissioner
_____.

WHEREAS, the New Orleans Regional Transit Authority (RTA) is committed to providing a safe, secure, and welcoming transit environment for all customers, employees, and the general public; and

WHEREAS, the RTA has previously maintained general rider rules and etiquette guidelines on its website, but has never formally adopted a comprehensive policy governing customer conduct and enforcement across its entire transit system; and

WHEREAS, beginning in early 2024, RTA staff undertook a structured process to develop an official Customer Code of Conduct and Enforcement Policy, including research into industry best practices and applicable state and local law, a public survey of 466 rider responses, and engagement with RTA operators through the RTA's Labor-Management Committee and Operator Committee; and

WHEREAS, RTA's community outreach team conducted sustained engagement through 2024 with a broad cross-section of stakeholders, including riders, youth organizations, transit equity advocates, mental health awareness groups, houselessness advocacy organizations, senior communities, ADA-mission-driven groups, the healthcare industry, the hospitality industry, and neighborhood associations, to ensure the policy reflects the needs and concerns of the communities RTA serves; and



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WHEREAS, the resulting Customer Code of Conduct and Enforcement Policy consolidates and codifies rules applicable to all persons using RTA vehicles, facilities, and property across all modes of service; and

WHEREAS, the policy establishes a tiered conduct enforcement framework of Warnings, Suspensions, and Exclusions for non-criminal Code violations, administered through internal investigation and authorized by the Chief Safety, Security & Emergency Management Officer; and

WHEREAS, the policy establishes due process protections, including a right to appeal enforcement actions subject to the review of either the Chief Safety, Security & Emergency Management Officer (for enforcement periods of thirty (30) days or fewer) or a cross-departmental Exclusion Review Board (for enforcement periods greater than thirty-one (31) days with a requested hearing); and

WHEREAS, the policy aligns with existing RTA policies, including the Fare Policy (GEN11), and is consistent with all applicable local, state, and federal law; and

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the New Orleans Regional Transit Authority that the Customer Code of Conduct and Enforcement Policy (SEC 2) is hereby adopted and approved.



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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 _____ DAY OF
_____, 2026.

ANN D. DUPLESSIS
CHAIR
RTA BOARD OF COMMISSIONERS