



2817 Canal Street  
New Orleans, LA 70119

## **New Orleans Regional Transit Authority Operations & Administration Committee**

### **Meeting Minutes - Draft**

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**Thursday, August 14, 2025**

**9:00 AM**

**RTA Board Room**

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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 Thursday, August 14, 2025 at 9:00 a.m. Meetings start at the scheduled time, but may be delayed until a quorum of the Commissioners is present. The agency's website will stream the in-person meeting live, and wearing masks in the boardroom is 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](mailto: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.

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, NOLA 70119, or call 504-827-8341 or by email ([rtaboard@rtaforward.org](mailto:rtaboard@rtaforward.org)).

### **1. Call To Order**

### **2. Roll Call**

Commissioners Present: Commissioner Guidry and Commissioner Sams

Commissioner Absent: Commissioner Daniels

### **3. Consideration of Meeting Minutes**

Commissioner Sams moved and Commissioner Guidry seconded to approve the Meeting Minutes of July 10, 2025. The motion was approved unanimously.

A motion was made by and adjourned. The motion carried by the following vote:

**Absent:**

[O&A Committee Meeting - July 10, 2025]

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#### **4. Committee Chairman's Report**

No report.

#### **5. Chief Executive Officer's Report**

This Report was given first due to a lack of a quorum.

The monthly Chief Executive Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Staff will be holding an Open House at the Algiers Regional Library regarding the changes to the Algiers Bus Routes.
- The CEO mentioned that staff was going to do Ride-Alongs on the Algiers routes to make sure the passengers utilizing these bus routes are informed regarding the necessary changes. The Communication Outreach Team are actively engaging with Neighborhoods and Churches to make sure they receive the route changes. Commissioner Guidry stated that the riders need to be educated on Title VI so they can better understand the changes.

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

Commissioner Sams came to the Meeting.

The monthly Chief Transit Office's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Commissioner Guidry stated that the RTA was going to have an issue with OTP trying to cover the whole city with Paratransit. The CEO stated that the new Director of Paratransit will review FTA Regulations regarding Paratransit Service and education the riders if there are any changes.

**Present**                      Commissioner Mitchell Guidry

**Absent**                        Commissioner Flozell Daniels

#### **7. Chief of External Affairs Report**

The monthly Chief of External Affairs Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The Chief of External Affairs reported that 20% of the calls received by the Call Centers are invalid complaints. Commissioner Sams expressed concerns with labeling calls as "invalid". She stated that the riders (callers) calls are not invalid, they may have given the operators the wrong information. The CEO stated that staff need to do a better job categorizing what they call an invalid complaint. The Chief of External Affairs stated that the RTA tries to respond to the customers within 3 days but there is no clear data on response times. Commissioner Sams stated that these complaints need to be handled at a better frequency by staff.

## **8. Chief Asset Manager Officer's Report**

The monthly Chief Asset Manager Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- Commissioner Guidry stated that he was looking at the pullout report numbers and based on those numbers the RTA buses are not going to make the 12-years life span they will make 8-years. The Chief Asset Manager stated that the Fleet Replacement Plan has been adjusted to give the buses a 10-year life span.
- Over the last five years RTA has replaced all non-revenue vehicles. If a vehicle was purchased with FTA Funds, they receive a portion of the revenue from the sold vehicles. The Chief Asset Manager will give the Commissioner the total number of vehicles sold at auction.

## **9. Chief Safety/Security Officer's Report**

The monthly Chief Safety/Security Officer's Report was presented. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The CEO stated that the RTA was waiting on the City to complete the traffic study so that the buses can stop traveling down France Street and start traveling on Galvez Street.

## **10. New Business**

None

## **11. Audience Questions & Comments**

Commissioner Guidry asked for a copy of the NTD Report and the Close-Out Letter. He also requested a copy of the Organizational Chart with names in all the positions.

## 12. Adjournment

Commissioner Sams moved and Commissioner Guidry seconded to adjourn the Operations and Administration Meeting of August 14, 2025. The motion was adjourned unanimously.

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

**Aye:** Commissioner Guidry

**Absent:** Commissioner Daniels