



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes

Thursday, July 10, 2025

9:00 AM

RTA Board Room

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, July 10, 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 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).

1. Call To Order

approved

2. Roll Call

Commissioners Present: Commissioner Daniels, Commissioner Guidry and Commissioner Sams

3. Consideration of Meeting Minutes

[O&A Meeting Minutes - June 12, 2025]

[25-089](#)

Commissioner Guidry moved and seconded by Commissioner Daniels to approve the Committee Meeting of June 12, 2025. The motion was approved unanimously.

4. Committee Chairman's Report

No Report.

5. Chief Executive Officer's Report

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:

- Currently Routes 31 and 32 have been on detour since the implementation of New Links, as of today these routes will no longer be on detour and will proceed to Carrollton to Leak to Audubon Park. Route 57 will continue its detour and go down Nashville. The RTA has placed speed controls when buses go through neighborhoods and through the Swiftly Software staff collects the necessary data to correct the operators speed. The Rampart Streetcar is on detour again due to work being conducted by the Sewerage and Water Board. The RTA was making sure that the necessary signage was out along the line informing the riders about the detour and the operators are also helping riders by informing them about the new stops and/or stopping for the riders if necessary. The outreach team are canvassing the different neighborhoods that these detours affect.
- At the RAC Meeting a presentation was given on service changes that will take place in the upcoming pick and currently the service in Algiers and New Orleans East are not correct.

6. Chief Transit Officer's Report

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:

- For the Essence Festival - Every streetcar line service was increased, and the airport service was doubled, and the transit supervisors helped with crowd control at all the overcrowded stops, and everyone did a great job keeping the riders safe.
- The Chief Transit Officer stated that the On-Time Performance Commissioner Sams asked what are the matrix that is being used for the top performing operator's for On-Time Performance. He stated that this matrix is based on a variety of time points, and the system software identifies these time points. The CEO stated that staff were engaged with the City and State on a regular basis regarding construction projects.
- Commissioner Guidry stated is anybody conducting a Run-Time Check on the system to improve the On-Time Performance. Staff are doing a computerized check, but the reality is different from the computer information. The construction factors that are being considered are being made a part of the schedule.

- Commissioner Guidry stated that he received a call from the union, and they are concerned with run cuts and the older operators are not offered premium runs with Saturday and Sundays off. On Sundays there are between 40-50-mark offs from the operators and staff have suggested implementing part-time operators and management have decided not to give the operators those days off.
- Commissioner Guidry stated that the Union submitted a letter to him asking that the Magazine Route to be restored by the Zoo, the Haynes to go to Delgado, Broad Bus back to Nasa, bring back the 108 local route and eliminate the 103, eliminate the 31 and reinstate the Tchoupitoulas Route discontinue the 67 and 68 loop, bring back the Morrison to Little Woods and the Lake Forest to its original route. During the presentation of Algiers Service Plan, he can address these issues.
- Dwight Norton stated that he did receive the letter that the union sent to Commissioner Guidry. Commissioner Daniels stated that this letter should have been sent to the people that make the decisions. Commissioner Sams stated that the routes were chosen based on Title VI. The CEO stated that staff are used to things being done the old ways and now routes are based on New Links and now staff are ready to make the necessary changes to the New Links Process. Commissioner Sams stated that the community needs to be informed when the RTA are making changes to the route. Commissioner Daniels stated that the Board has been great partners with the Union. The CEO stated that there is a management meeting that happens between the union and Chiefs every month and Safety and the Union also meets. She stated that there is an open dialogue between her and the Union, and they have a healthy relationship. Commissioner Daniels stated that the Union was going to say that there was an open-door policy between them and management and the CEO stated that the Union has her personal cell. Commissioner Sams stated that equity is a real thing. Commissioners Daniels stated that every month there is the same disconnect with the schedules and New Links. The CEO stated that the Planning Team was going to investigate the New Links Program to see what changes are needed. She stated that the Union has been on the ride-a-long regarding the different routes.

7. Chief Asset Manager Officer's Report

THIS REPORT WAS PRESENTED AFTER THE CHIEF EXECUTIVE 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:

- During Essence Festival the Maintenance Department was able to clean 50 buses a night with the assistance of the Roadway Crew.
- Currently the Spare Ratio is 21%. An additional 25 vehicles are out of service, some are waiting for warranty repairs, some are out due to accidents, some are awaiting

parts and some or with outside vendors. Some of the hybrid warranty vehicles are being prepared on site, some are waiting on parts. As soon as one bus is repaired another bus will go out of service.

- Currently Paratransit only needs 42 buses for the average service.
- Currently the Maintenance Department is conducting interviews for diesel mechanics.
- The grant that the RTA is applying for will allow the agency to purchase 8 additional buses, this will be a 3-year process.

8. 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 Chief Safety/Security Officer stated that he does not receive any information regarding the fareboxes. The CEO stated that there was a Fare Manager on Staff they reconciled the money and fareboxes. Commissioner Guidry stated that Safety should receive all reports regarding the fareboxes. Commissioner Sams stated that the Transit Police acted very well when dealing with the Napoleon Facility and staff may need to get more lighting around the building.
- Currently there is data available regarding the Youth riding the system.

9. Algiers Service Plan Presentation

Dwight Norton presented the Algiers Service Plan Presentation. This report can be found in the PowerPoint Presentation for the Operations and Administration Report.

Highlights from the report:

- The RTA has an informal working group that helps the RTA plan around certain areas for transit. The RTA needs to be considered during the Planning process and that is not happening.
- Commissioner Sams stated that the Union, the City of New Orleans and the Communities should be included in these plans to get an idea where to place the bus stops in that community.

10. New Business

None.

11. Audience Questions & Comments

Courtney Jackson - Regarding the Rampart Line - The RTA has them to hold off until after the Essence Festival and the riding public was not aware of the detour and the information was

not on the Le Pass App and riders are very frustrated.

Commissioner Daniels stated that these are the calls that he receives daily and the RTA is not getting the information to the public.

Ronald Horn - He does not agree with New Links - He has talked to the CEO regarding these routes - These routes don't benefit the riding public and there are some solutions that can be made before the new pick. The union and staff need to work together, and emails have been sent to meet with the Union, but nobody answers them so that the Union can meet with Management. The Union and Management need to do better, and the current service is not the best service for the riding public.

In response to Commissioner Daniels, Ronald Horn stated that there are not enough operators or buses, and the Union has short term solution for some of these issues to be solved and when Management did the ride alongs on the routes the Union was not present. There was once an Algiers Loop that took care of Algiers. Some of the routes are a waste and do not pick up any passengers. Some of the routes that are currently on the routes do not make any sense. The union is willing to get into the room with Management and discuss the issues with the routes. The union brought these issues before the scheduling department a while ago.

12. Adjournment

Commissioner Daniels moved and Commissioner Guidry seconded to adjourn the Operations Administration Committee meeting of July 10, 2025. The motion was adjourned unanimously. adjourned

[07.10.25 Ops Committee Meeting PowerPoint]

[25-093](#)