



2817 Canal Street
New Orleans, LA 70119

New Orleans Regional Transit Authority Operations & Administration Committee

Meeting Minutes

Thursday, January 9, 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, January 9, 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

2. Roll Call

Commissioners Present: Commissioner Daniels, Commissioner Guidry and Commissioner Sams

Other Commissioner Present: Commissioner Colin

3. Consideration of Meeting Minutes

Commissioners Daniels moved and Commissioner Guidry seconded to approve the Meeting Minutes of December 12, 2024. The motion was approved unanimously.

approved

[O&A Meeting December 12, 2024]

[25-002](#)

4. Committee Chairman's Report

No Report.

5. Chief Executive Officer's Report

The CEO thanked staff for the support given to the City of New Orleans with the terrorist attacked that took place in the French Quarter on January 1, 2025. Brian Marshall was introduced to the Board as the new Chief of Operations. He came to New Orleans from the CATS Transit System in Baton Rouge.

6. Chief Transit Officer's Report

The Chief Transit Officer's Report was given. This report can be found in the PowerPoint Presentation in the Operations Administration Committee Report.

7. New On-Time Performance (OTP) Calculation for Paratransit Presentation

The Chief Planning & Capital Projects Officer gave the New On-Time Performance (OTP) Calculation for Paratransit Presentation. This report can be found in the PowerPoint Presentation in the Operations Administration Committee Report.

It was reported that the operations have to wait a minimum of 5 minutes for a passenger to be within the window. There is an average of a 30 minute wait time for each passengers. It was reported that On-Time Performance was being calculated by the total number of trips - subtracting the late trips and divided by the total number of trips. Commissioner Daniels stated that he receives phone calls regarding Paratransit and he understands that the public can't always be wrong. The CEO responded by saying that the reservationist makes sure that each passenger was made aware of their scheduled pick-up times once their appointments are confirmed. The CEO reported that she was going to check and make sure that this information is in the Passengers Riders Guide.

It was also reported that the new software will improve the rider's experience and once the new software is installed staff will do a demonstration to show all the new capabilities that the new software offers. The CEO added that this new software was all a part of Change Management and there may be new rolls for dispatchers, routers and reservationist. Commissioner Sams commented that the RTA should partner with hospitals and the Council on Aging when this new software is implemented for software demonstrations.

8. Chief Asset Manager Officer's Report

The Chief Asset Manager Officer's Report was given. This report can be found in the PowerPoint Presentation in the Operations Administration Committee Report.

9. Chief Safety/Security Officer's Report

The Chief Safety/Security Officer's Report was given. This report can be found in the PowerPoint Presentation in the Operations Administration Committee Report.

10. Authorizations

approved

Settlement Authorization Policy

[24-133](#)

Commissioner Daniels stated that this policy will allow the Board to receive reports on legal settlements.

In response to Commissioner Sams, Lona Hankins reported that she will work with the Board regarding what type of information is included in the new legal reports.

Commissioner Daniels moved and Commissioner Guidry seconded to approve the Settlement Authorization Policy. The motion was approved unanimously.

referred to Consent Agenda

Approval of the 2025 RTA Agency Safety Plan

[24-148](#)

Commissioner Guidry moved and Commissioner Daniels seconded to approve the 2025 RTA Agency Safety Plan. The motion was approved unanimously.

referred to Consent Agenda

11. New Business

None.

12. Audience Questions & Comments

[01.08.25 Ops PowerPoint]

[25-005](#)

13. Adjournment

There was no quorum.