



2817 Canal Street
New Orleans, LA 70119

**New Orleans Regional Transit Authority
Rider's Advisory Committee
RAC**

Meeting Agenda - Final

Wednesday, May 7, 2025

5:30 PM

RTA Board Room

The New Orleans Regional Transit Authority (RTA) will hold a Title VI public hearing during its May Riders Advisory Committee (RAC) meeting to gather public comment on proposed transit service changes. The hearing is being conducted in accordance with Title VI of the Civil Rights Act of 1964, which ensures that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance.

Public participation is vital to RTA's decision-making process. Public comments may be submitted at the meeting, by email to comments@norta.com or by calling 504-248-3900 before May 7th. All feedback received will be considered before finalizing the service changes.

The RTA does not discriminate on the basis of race, color national origin, disability or other protected classes. To request language assistance or accommodation for a disability, please contact the Title VI Coordinator at civilrights@rtaforward.org or call (504) 827-8377 at least 72 hours in advance of the public meeting.

- 1. Welcome - Commissioner Neal**
- 2. Opening Comments - CEO, Lona Hankins**
- 3. Title VI Public Hearing: Proposed Overnight Service Reductions for June 2025**
- 4. Public Open Forum - Open Discussion**

5. Old Business (Follow-Ups)

- A timeline for release of the Communications/Disruption Plan
- Improved route information for the #31 and #32 routes
- Providing a link to the LePass App on the agency's webpage
- Improving GPS Information

[RAC Meeting Follow Ups]

[24-114](#)

6. New Business

7. Wrap Up (Next Meeting June 4, 2025)



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Board Report and Staff Summary

File #: 24-114

Rider's Advisory Committee

[RAC Meeting Follow Ups]

2025 PENDING ACTION ITEMS REPORT

Last Updated: 04/28/25

(R=RAC, O=Ops, F=Finance, B=Board, NORTA=Public Records Request)

Reference #	Date Received	Date Closed	Description	Assigned To	Follow-Up Response
2025-R001	01/08/25	04/30/25	When can the public expect to see the communications plan?	Communications	Communications/Disruption Plan will be ready for public review 3 quarter 2025.
2025-R002	04/02/25	05/01/25	The route information for the #31 and the #32 is inaccurate on the website and on the paper schedules (detours). When will the route information be updated?	Planning	The detours are ever-changing so we can't promise that that information will be correct. The Scheduling team is fixing what we can for the June 1 schedule change, including the name of the last stop in the printed schedule. (Right now it says both routes go to Gentilly woods, when one of them actually goes to Main library).
2025-R003	04/02/25	05/01/25	Why are the downloadable schedules buried on the website? Why can't the schedules be more accessible? Too many clicks.	Marketing	For CY 2026, the agency is looking at a full web redesign and it will take into account accessibilty of the schedules.
2025-R004	04/02/25	05/01/25	Why can't a link be provided on the agency's main web page to access LePass app?	Marketing	Links are available for andriod and iphone on the webpage.
2025-R005	4/2/2025	04/09/25	When will the bench be restored at Scott and Canal? It was removed several years ago without explanation.	Maintenance	The bench installation is complete.
2025-R006	4/2/2025	04/29/25	GPS locator doesn't always give real-time information. How can the public find more reliable information regarding service?	Planning	RTA looking for ways to improve the accuracy and reliability of the GPS and arrival information that is fed to website and LePass. Currently staff is implementing new software to ensure all operators are correctly logged in which will help. If there are specfiic, please take a screenshot and email to lepass@rtaforward.org