July 10, 2025

Regional Transit Authority

Operations & Administration Committee

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 on Thursday, July 10, 2025, at 9:00 a.m. The agency's website streams the in-person meeting live, and mask-wearing is encouraged inside the boardroom.

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).

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.

Agenda

1. **Call to Order**
2. **Roll Call**

Agenda

3. Consideration of Meeting Minutes

[Operations and Administration Meeting Minutes – June 12, 2025] 25-089

Agenda

4. Committee Chairman’s Report

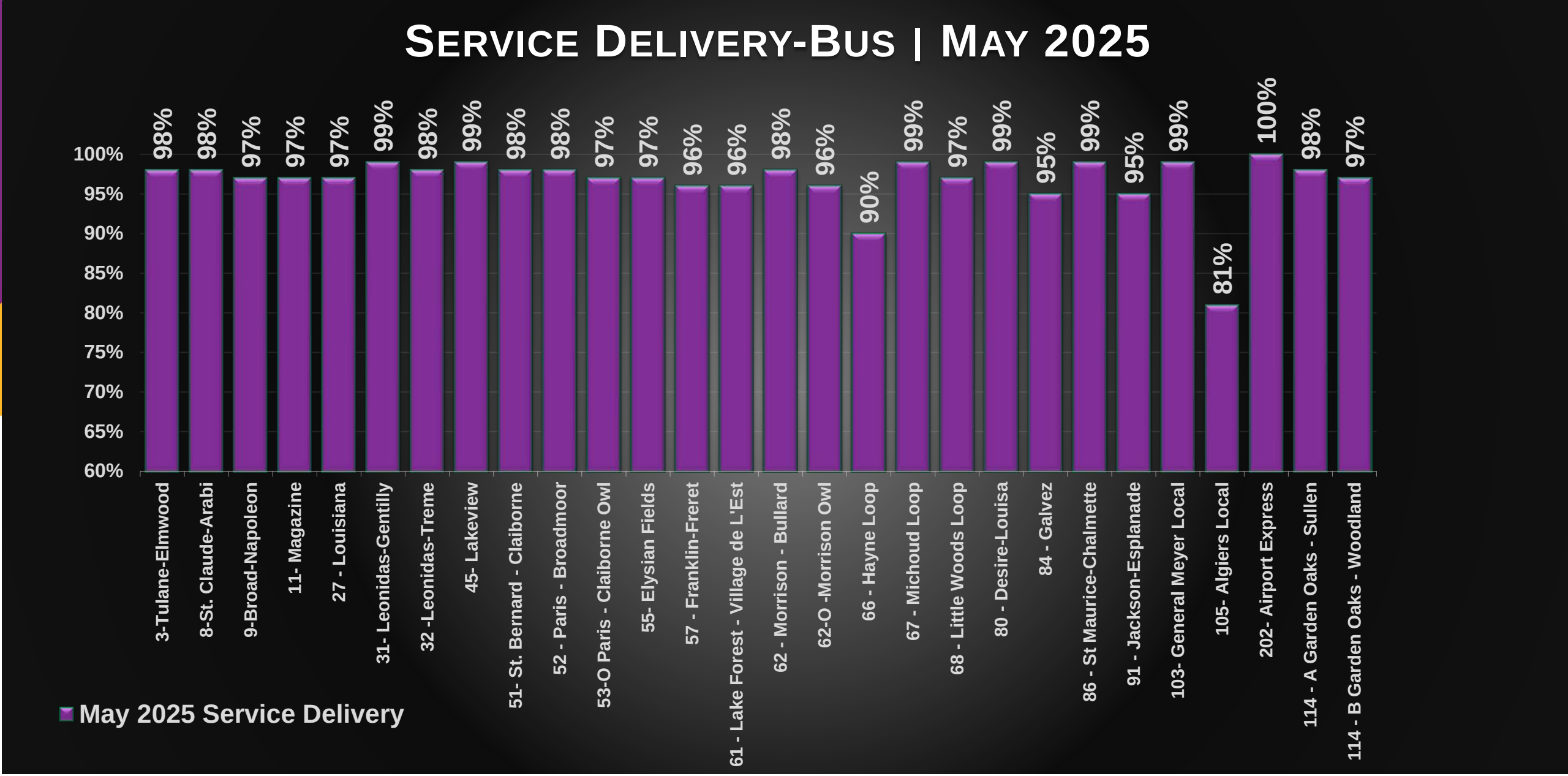
Agenda

5. Chief Executive Officer’s Report

Agenda

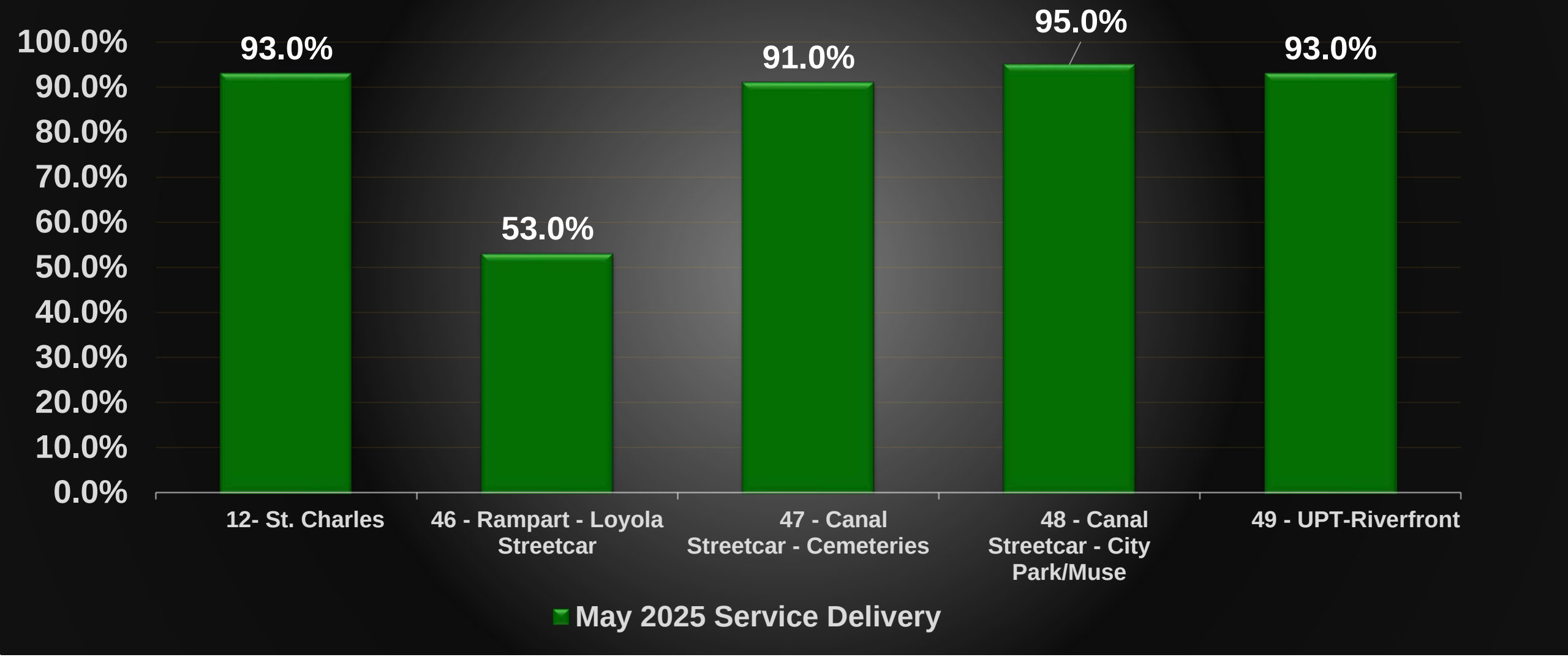
6. Chief Transit Officer’s Report

Service Delivery-Bus | May 2025



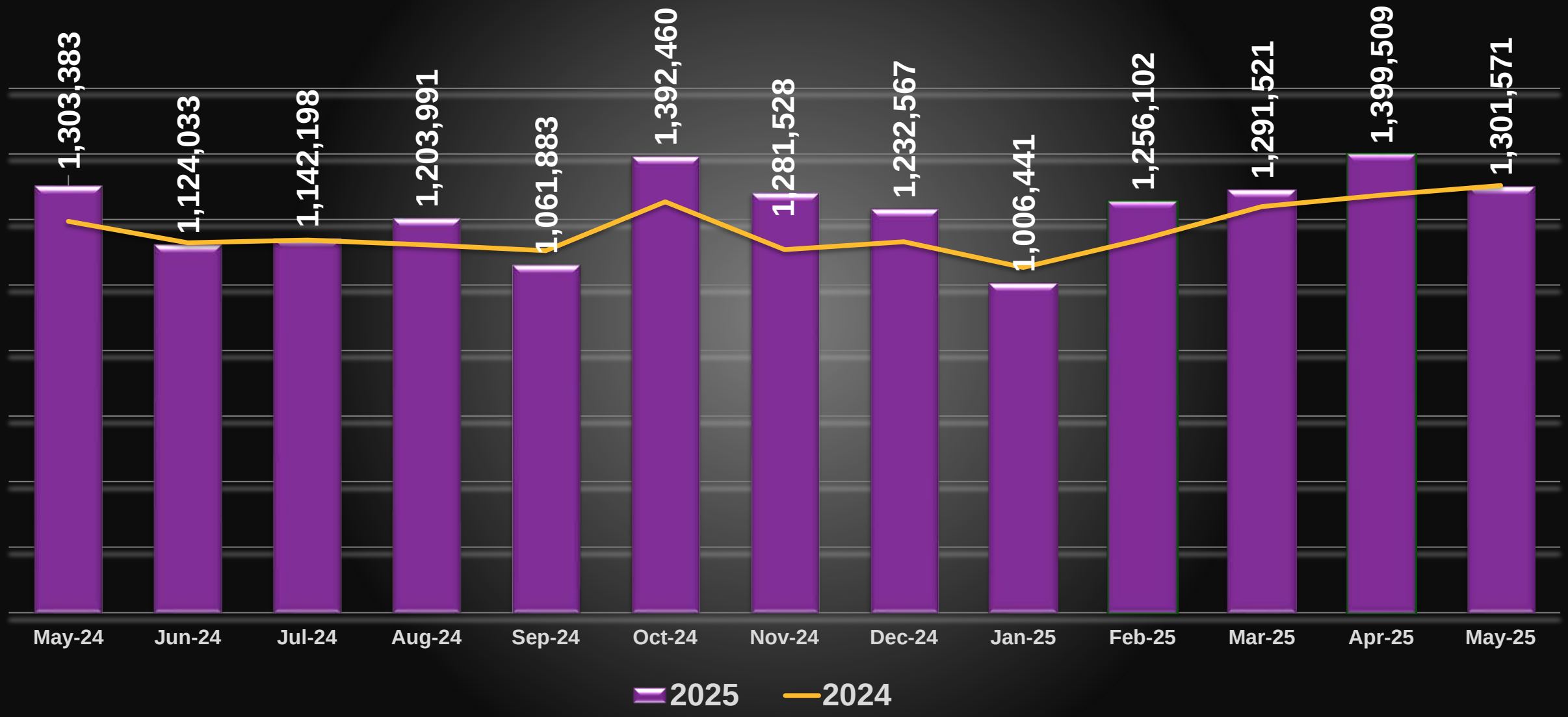
Average Service Delivery 97.32%

Service Delivery- Streetcar | May 2025



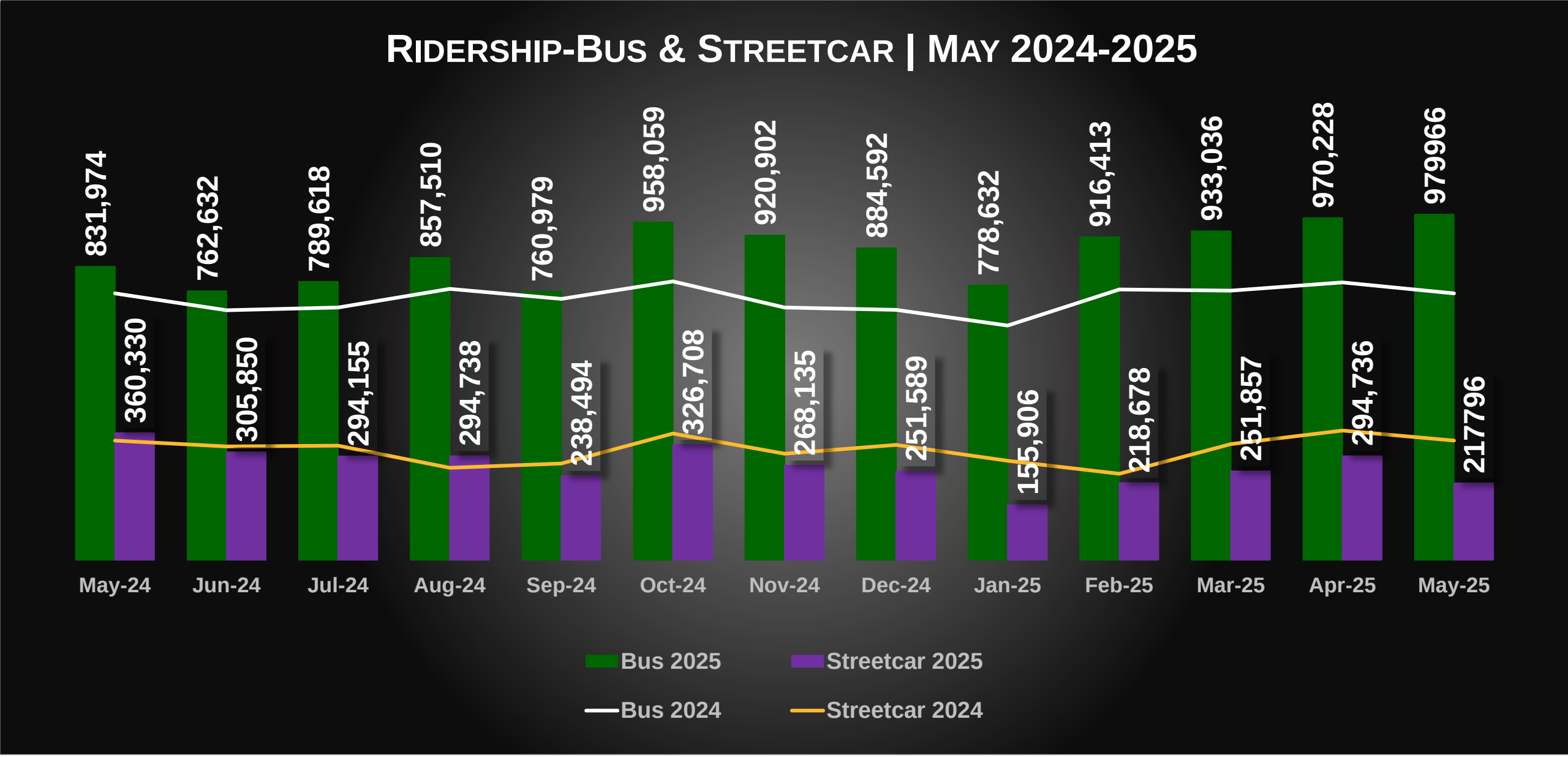
** #46 was on a bus bridge which was shorter than the full route.

TOTAL RIDERSHIP – BUS, STREETCAR, PARATRANSIT & FERRY | MAY 2025



***Total Decrease from 2024(-1,812)*

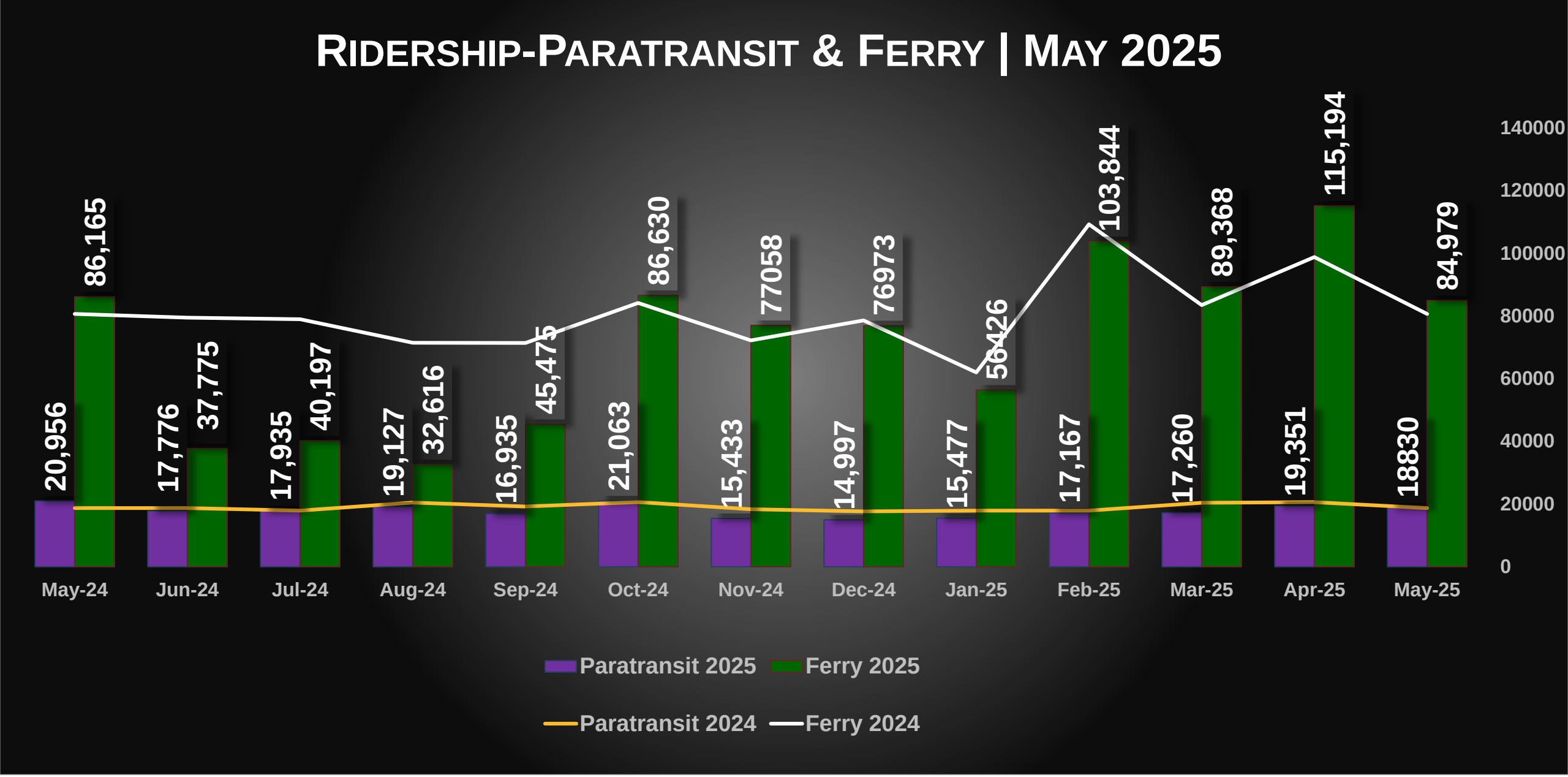
Ridership-Bus & Streetcar | May 2024-2025



***Increase of 5,458 from 2024 Bus (+147,992) Streetcar (-142,534)**

(Construction on streetcar line caused drop in ridership.)

Ridership-Paratransit & Ferry | May 2025

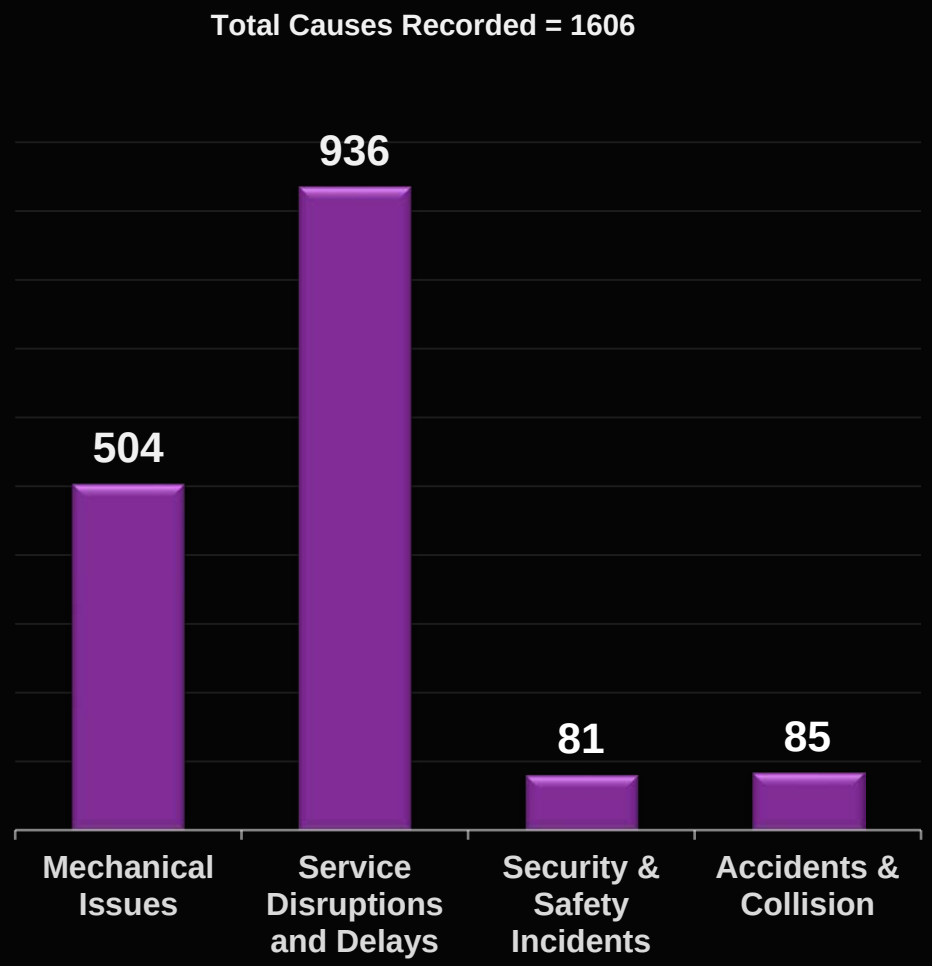


***Ferry Up 4,267 from 2024 and Paratransit Up 75 from 2024. 1300 subscription riders (Avg 15,000 trips)*

Long-Term Detours Affecting All Modes

Routes Affected by Long-Term Detours	Cause
31 & 32- Leonidas/Gentilly, Palmetto/Palm	Road Construction
31 & 32 – Pitts & Broadway	Hole in Street
57- Freret/Broadway	Road Construction
80- Louisa	Railroad Malfunction
84- St. Claude	Bridge Closure
86- Fats Domino	Road Work
91, 103, 114A & B- Okeefe & Lafayette	Building Collapse
103 – Lamarque, Teche & Nunez	Road Construction
103, 114A & B – Poydras & LaSalle	Road Construction

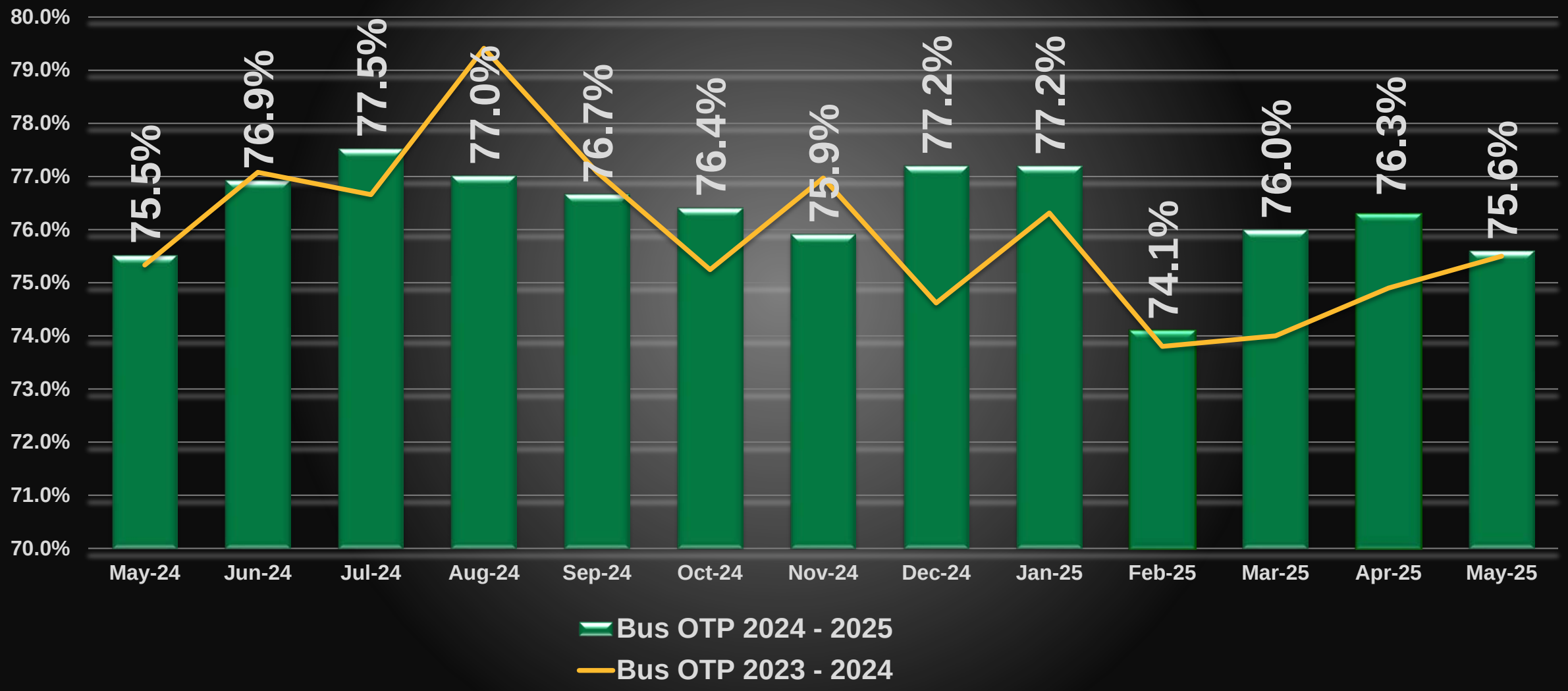
Service Disruption By Cause



Service Disruptions and Delays

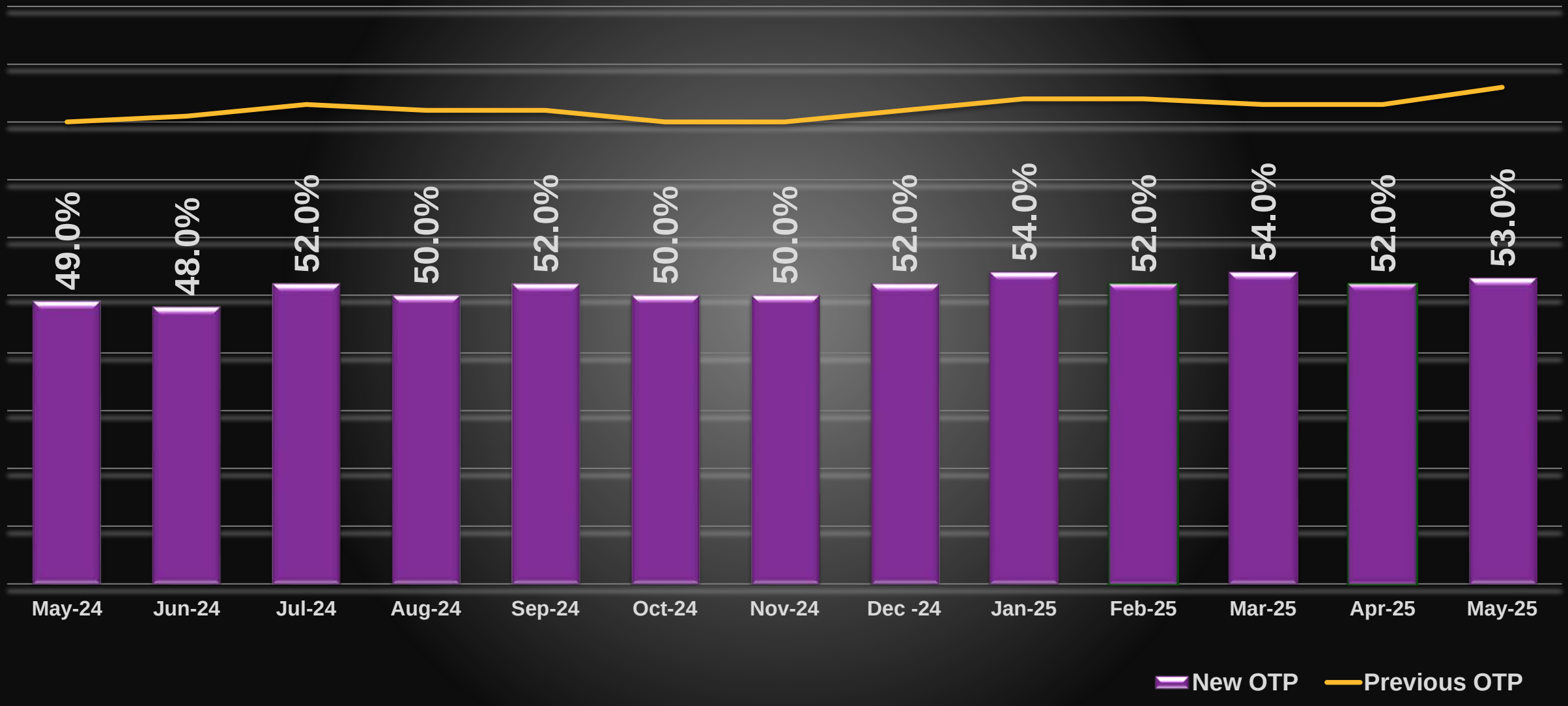
1. Late Pull Outs
2. Partial Run Cuts
3. Run Cuts

ON-TIME PERFORMANCE-BUS | MAY 2025



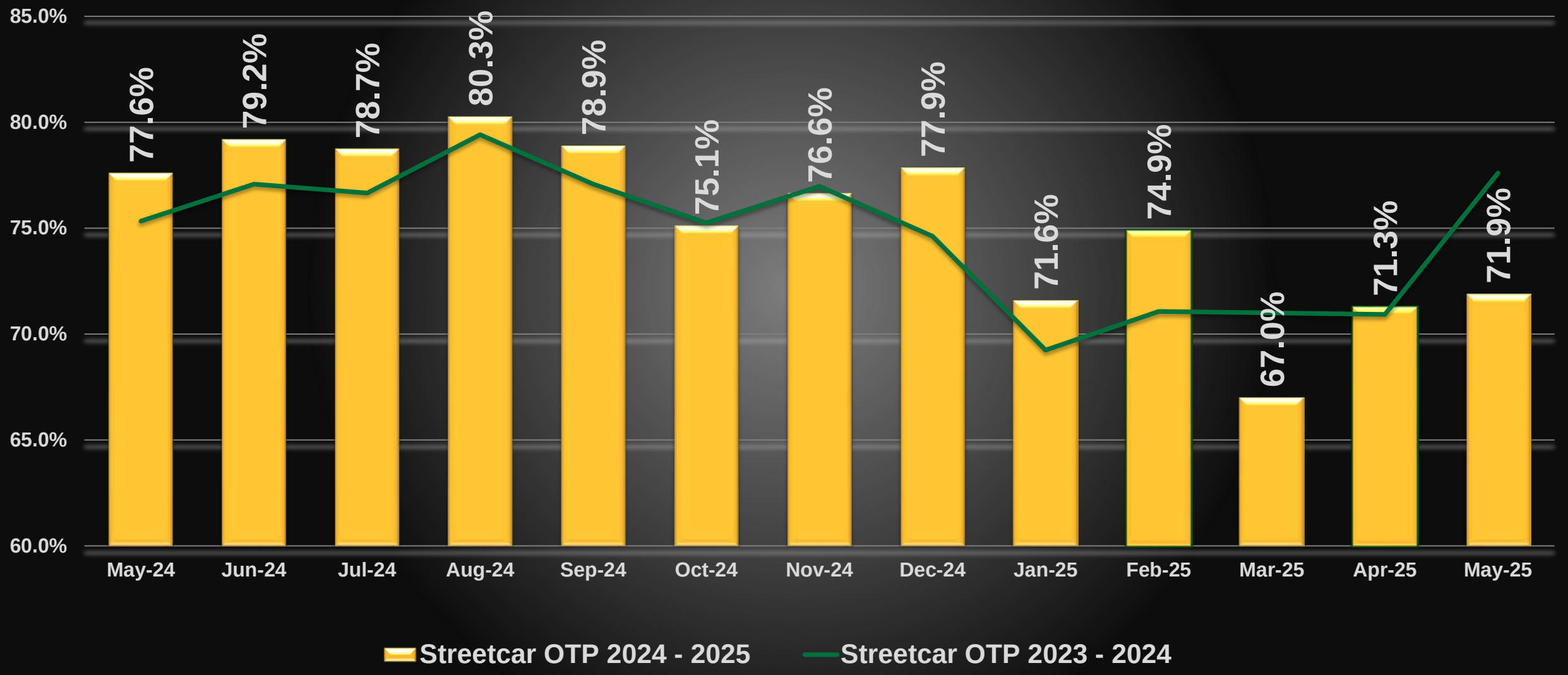
**Better buses(more reliable fleet).

ON-TIME PERFORMANCE-PARATRANSIT | MAY 2025



**New manager added.The manager has been directed to develop an improvement plan.

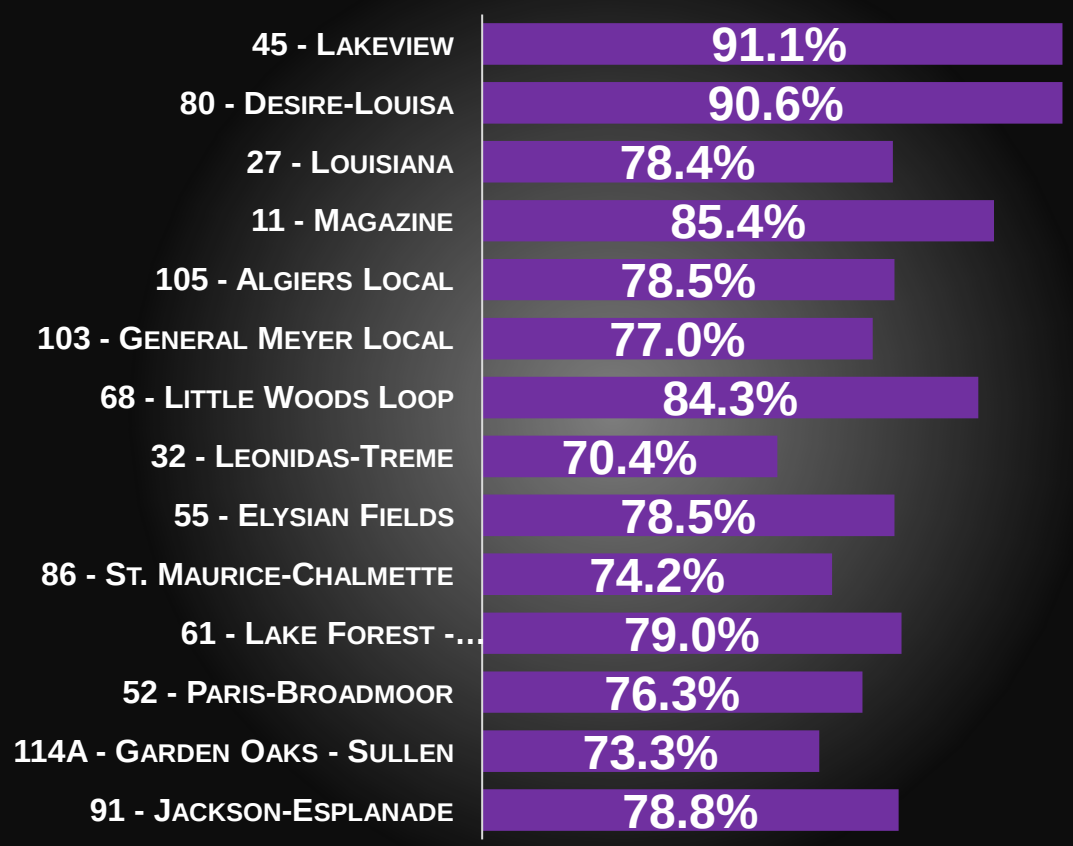
ON-TIME PERFORMANCE-STREETCAR | MAY 2025

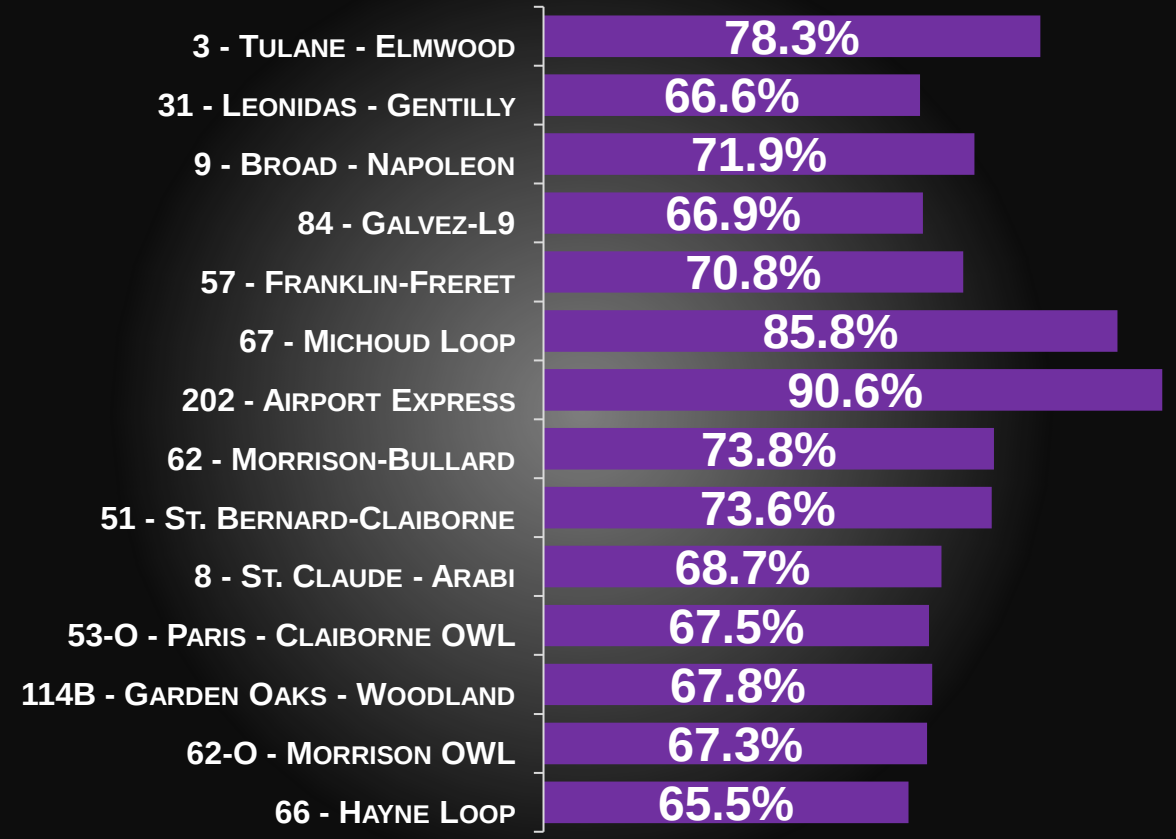


***Bus bridges that don't travel the entire route causes low OTP.*

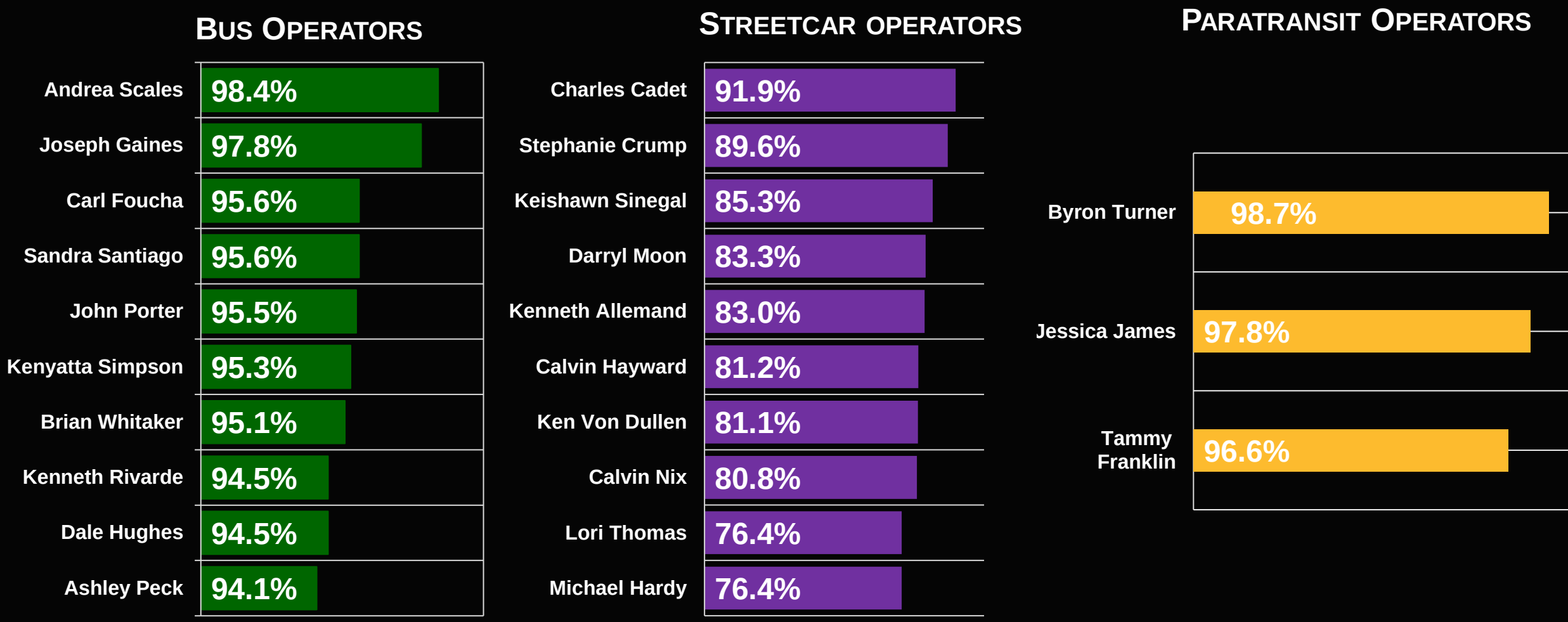
RTA

On-Time Performance By Route - Bus | May 2025





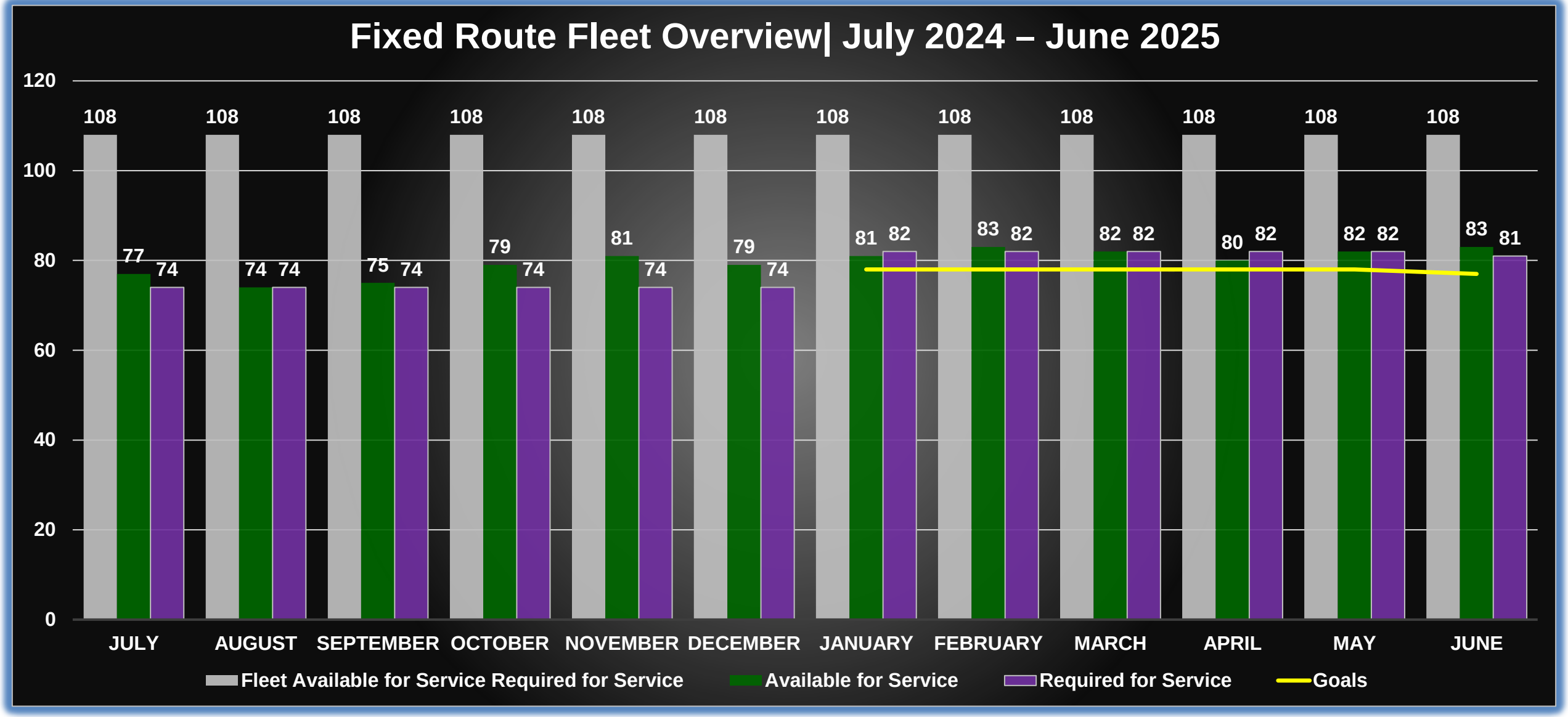
Top On-Time Performer By Mode | May 2025



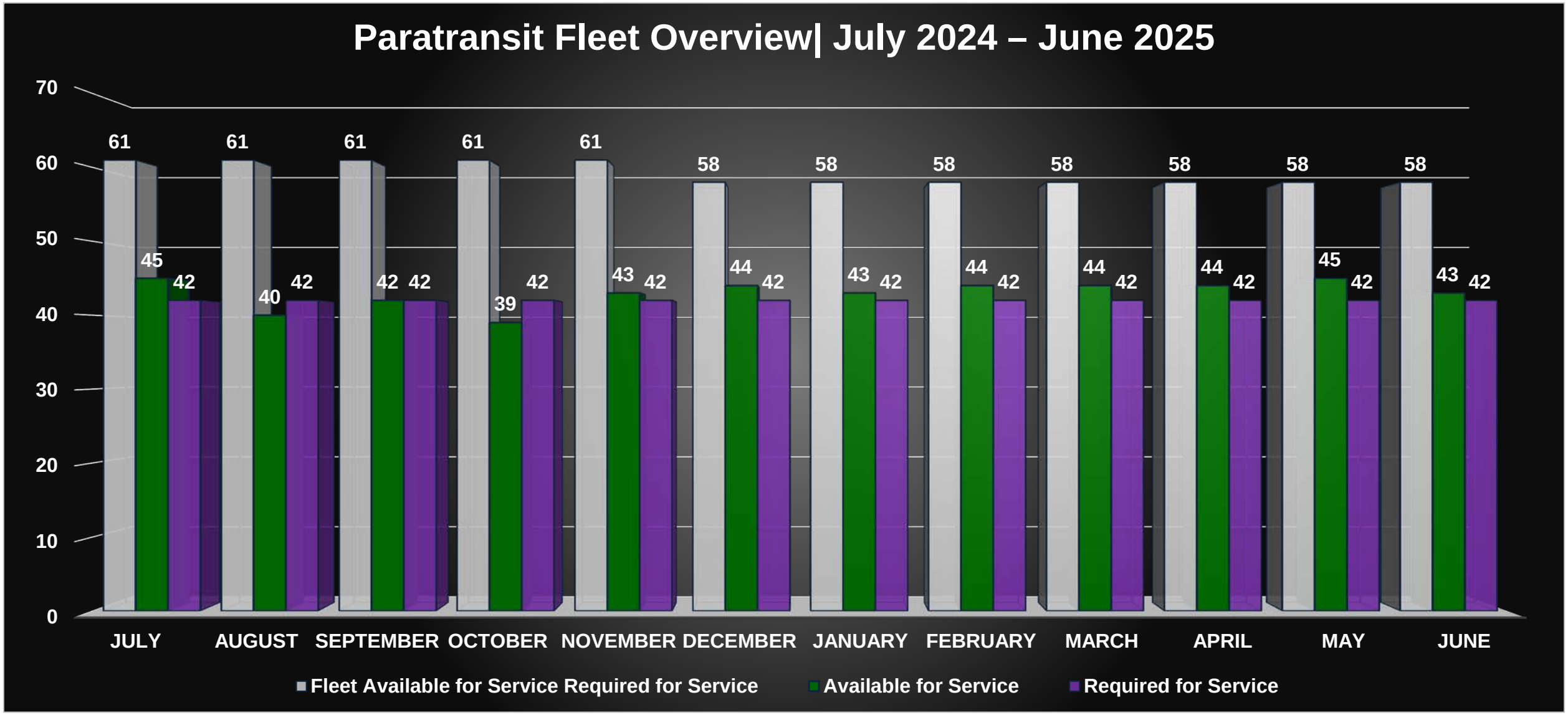
Questions?

Agenda

7. Chief Asset Manager Officer’s Report

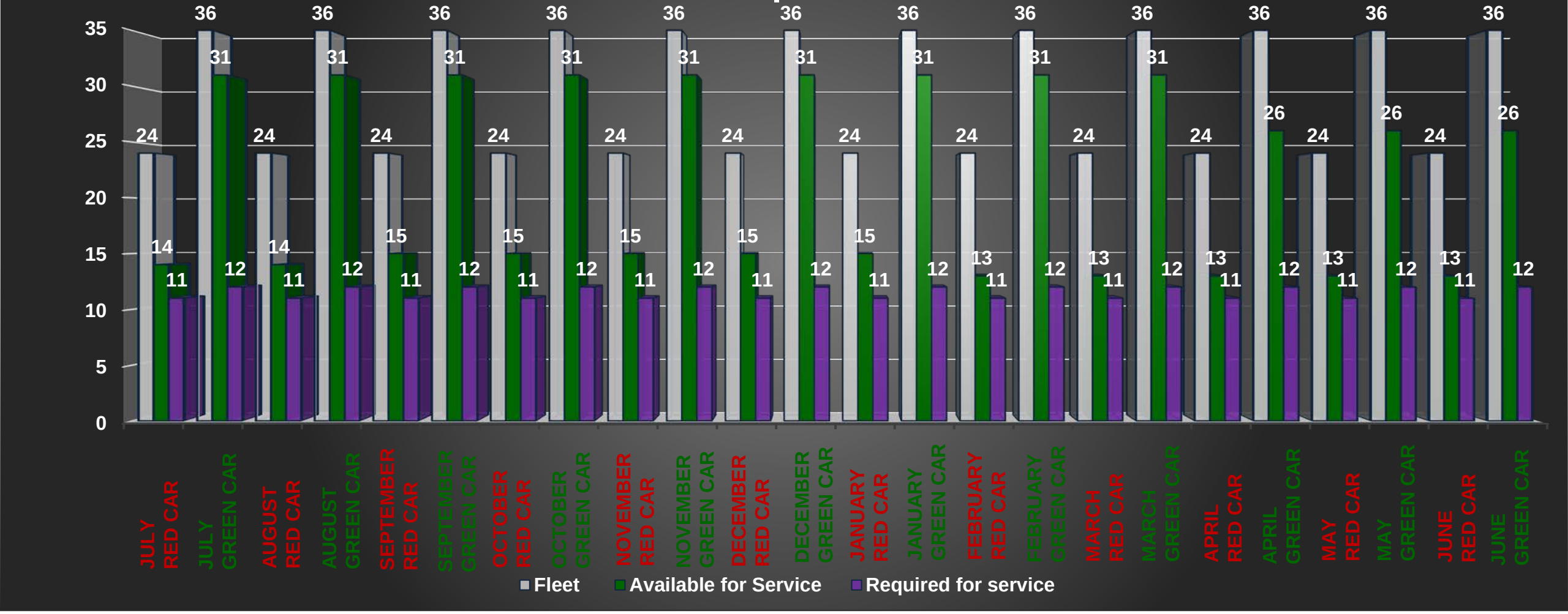


BUS FLEET AVAILABILITY: For June, the Agency saw an increase by 1 in the number of available buses from the prior month.

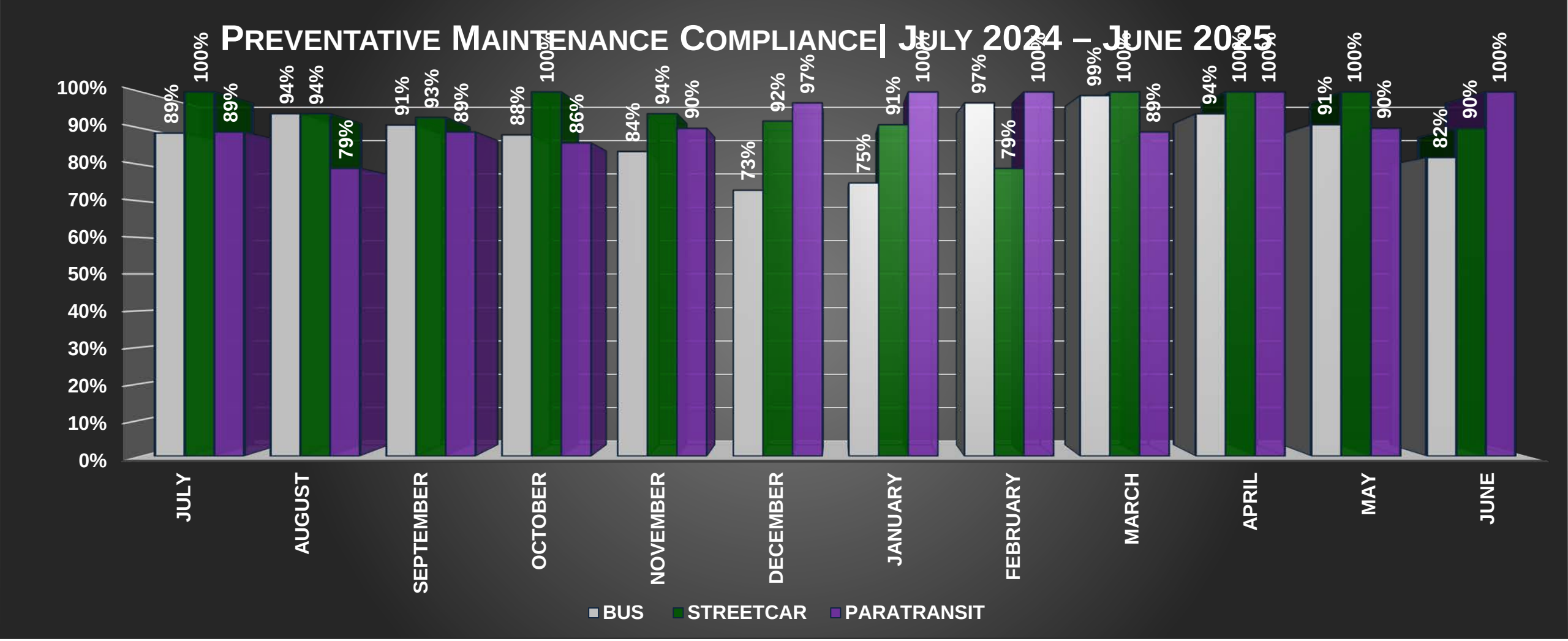


PARATRANSIT FLEET AVAILABILITY: Paratransit availability decreased by 2 from the previous month.

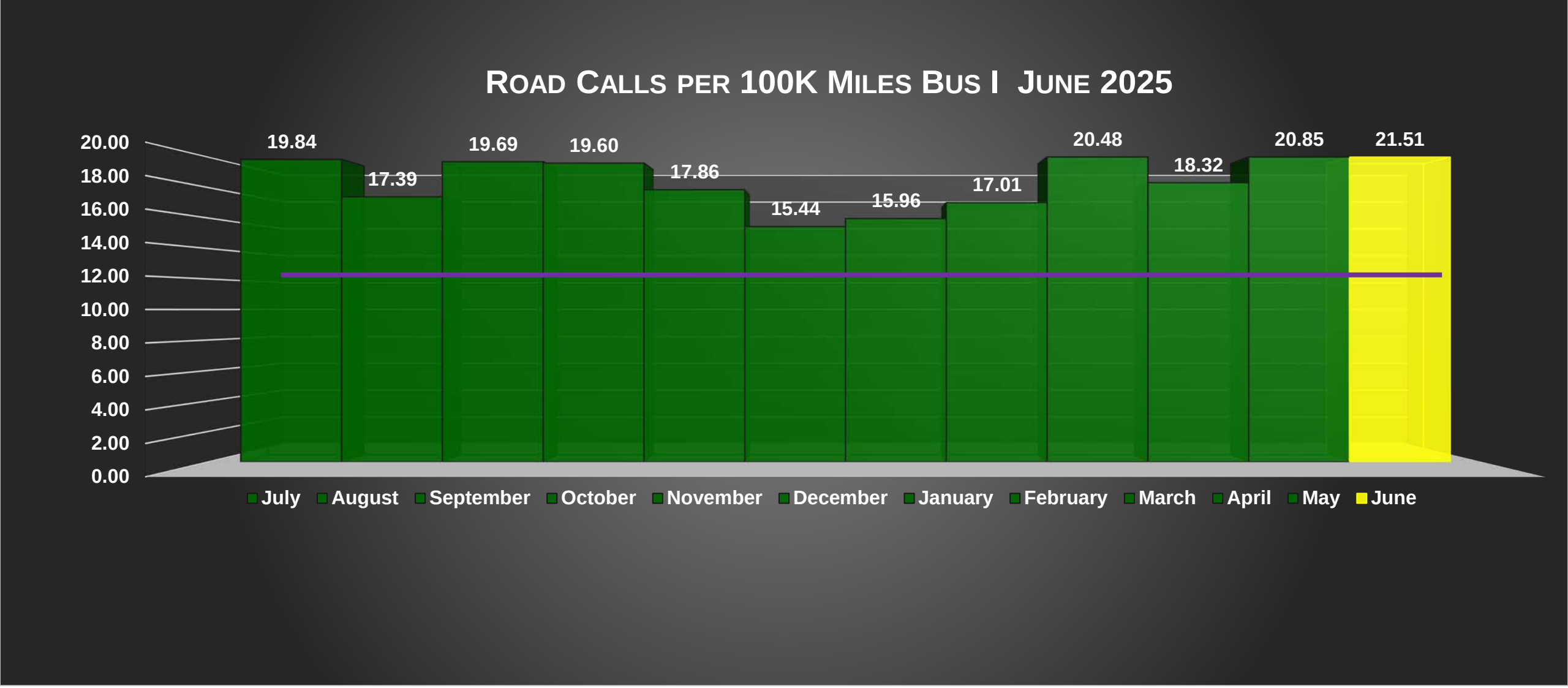
STREETCAR FLEET OVERVIEW| JULY 2024 – JUNE 2025



STREETCAR FLEET AVAILABILITY: Streetcar availability remained the same on both the Red and Green cars from the previous month.

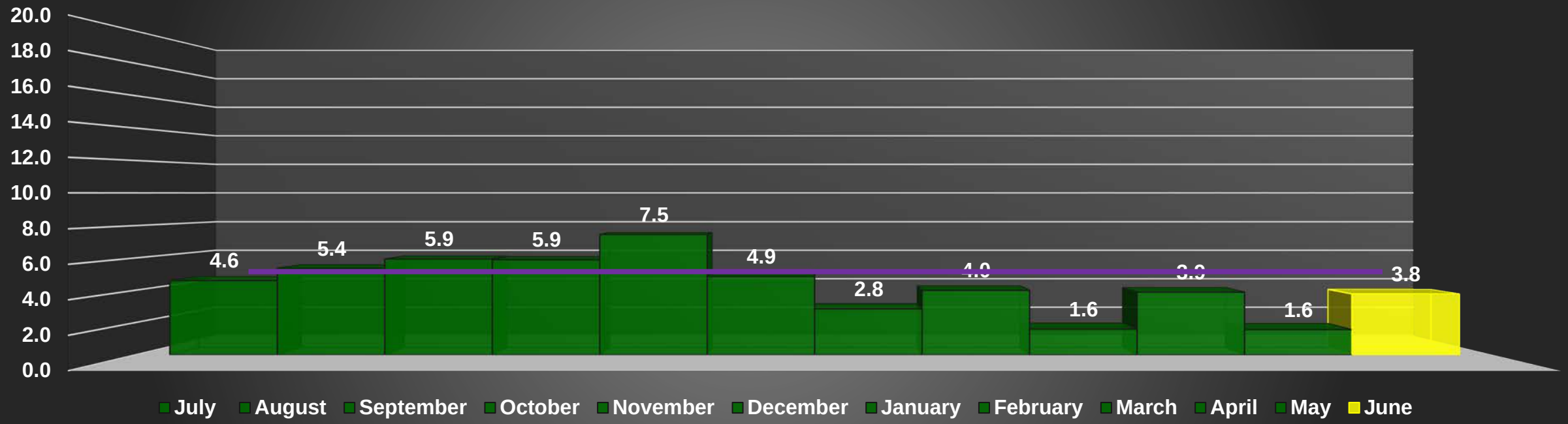


PREVENTATIVE MAINTENANCE COMPLIANCE BUS, STREETCAR, AND PARATRANSIT: Fixed Route PM Compliance decreased by 9% for June. We are investigating an issue with our maintenance reporting interface. Streetcar PMs decreased by 10% and Paratransit PMs increased by 10% from the previous month . Our PM Compliance goal remains at 90%.

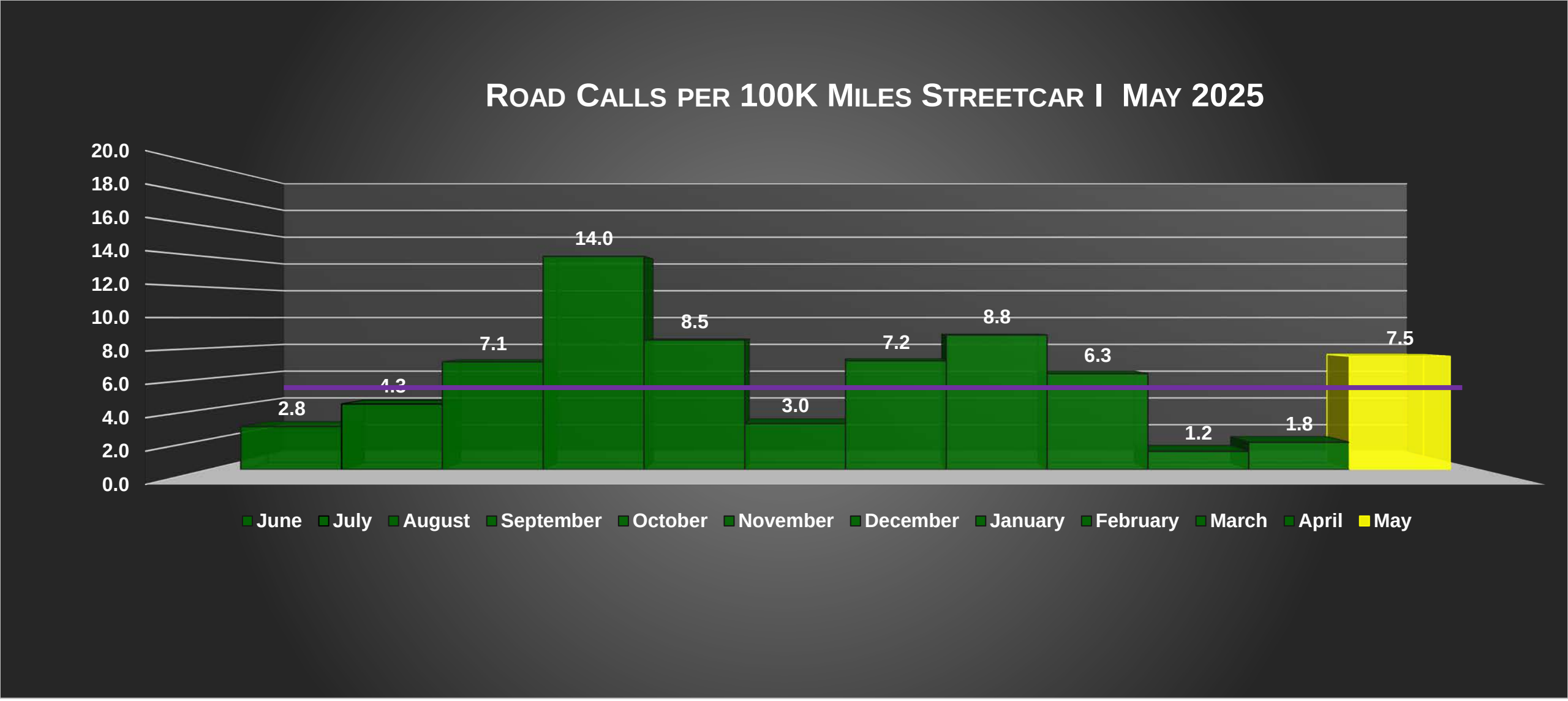


ROAD CALL MILEAGE: Fixed Route bus road calls per 100,000 miles have increased by 0.66 from the previous month with the goal still set at under 13.

Road Calls per 100K Miles Paratransit I June 2025



Road Call Mileage: Paratransit increased the number of road failures by 2.2 from the previous month, with a goal of under 5 for chargeable mechanical road failures per 100,000.



ROAD CALL MILEAGE: Streetcar increased the number of road failures by 5.7, with a goal of under 5 for chargeable mechanical road failures per 100,000 miles.

N/S CORP
3M SERIES
N/S CORP
3M SERIES

Updates

- Paratransit Cutaway Buses Update
- Bus Wash Repairs
  - Completion Date 08/04/2025
- ENO Compressor
  - Repair Start Date 07/09/2025
- Vehicle Auction

Questions?

Agenda

8. Chief Safety/Security Officer’s Report

Public Safety Report: Crimes – May 2025

Crimes	Location	Count	YTD	May 2024 Comparison
Aggravated Assault			2	1
Aggravated Battery	Bus Stop	1	1	2
Armed Robbery				
Arson				
Attempted Motor Vehicle Theft				
Burglary				
Criminal Damage	Bus	3	12	9
Disorderly Conduct/Mask Refusal				1
Disturbing the Peace				1
DUI				
Embezzlement/Fraud				
Fighting				
Forgery/Counterfeiting				
Homicide – RTA Transit				
Larceny (Snatch/Pickpocket)				
Larceny (Theft)				
Mental				
Motor Vehicle Theft				
Narcotic Drug Laws				
Public Drunkenness				
Rape				
Receiving Stolen Property				
Sex Crimes/Lewd	Bus	1	2	
Simple Battery	Bus/RTA Facilities	2	7	11
Simple Robbery				
Threats			2	1
Weapon Violations				

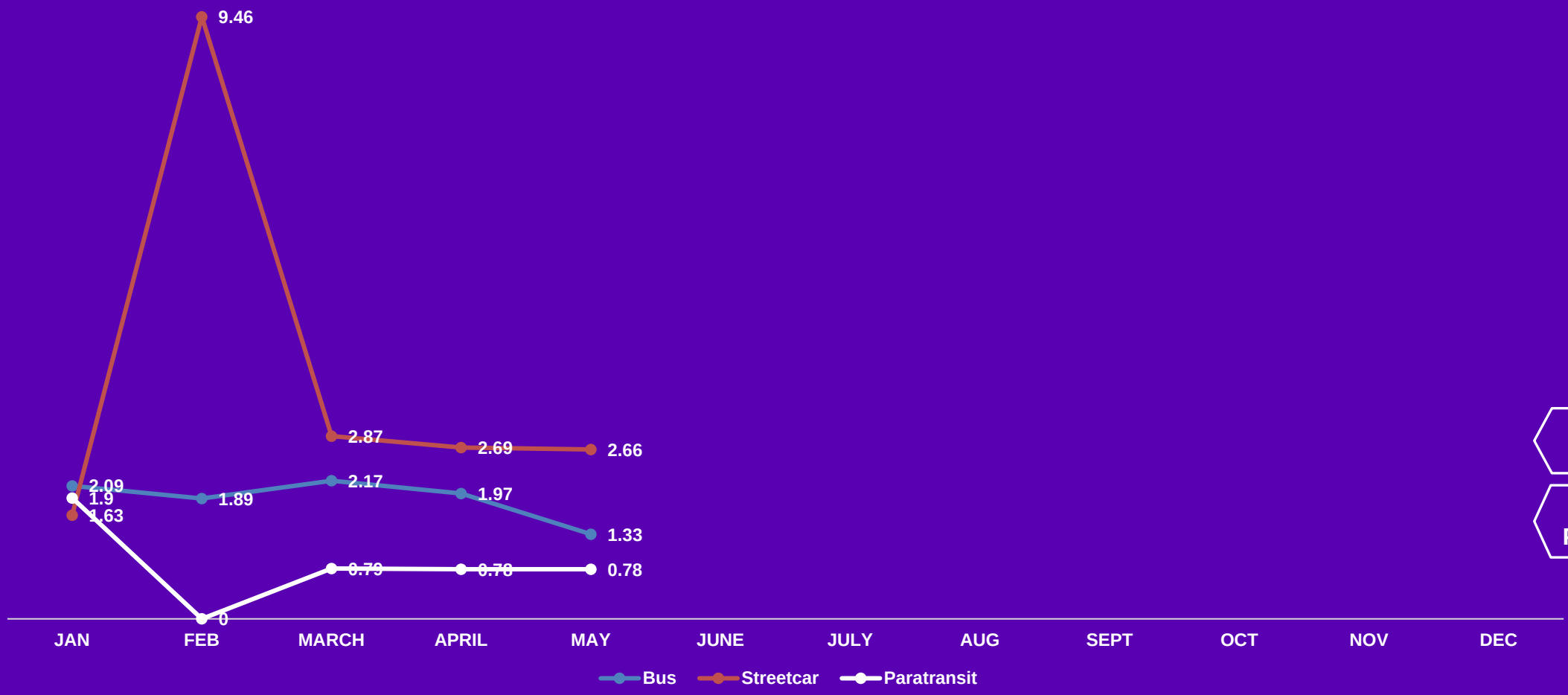
Note: Homicides that occur on RTA property are investigated by other law enforcement agencies. These cases are shown here for public information; however, the cases are reported by the outside agency and are not included in RTA crime statistics.

Public Safety Activity Report – May 2025

Enforcement Efforts	Monthly Totals	YTD Totals
Arrests	2	5
Summons	1	1
Calls for Service	10	63
Boarding Inspections	204	951
Ride Alongs	6	44
Unhoused Checks	27	172
Citations	1	17
Fare Evasion/Dispute	0	0
TVM Count	0	0
Written Warnings/Reports to Follow	6	70

Preventable Safety Events – May 2025

Preventable Rate Relative to Target Rate



Annual Targets:

- **Streetcar (2.3)**
- **Bus & Paratransit (1.5)**

Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode. RTA's current goals are <2.3 for streetcar and <1.5 for bus and paratransit.

Safety Report – May 2025

Preventable Safety Events by Mode				
Mode	Rate[1]	Monthly Total	YTD 2025	YTD Comparison (2024)
Bus	**1.33**	**11**	**45**	**34**
Streetcar - Collisions	**2.66**	**2**	**13**	**8**
• Streetcar – Other State Reportable	**2**	**2**	**4**	**2**
Paratransit	**0.78**	**1**	**7**	**6**

Workplace Injuries			
Type	Monthly Total	YTD 2025	YTD Comparison (2024)
OSHA Recordable[2]	**3**	**5**	**7**
OSHA Reportable	**0**	**0**	**0**

2. RTA follows OSHA guidance on recordable and reportable incident types.

1. Preventability rate = number of collisions deemed preventable based on agency standards per 100,000 revenue miles per mode. RTA's current goals are <2.3 for streetcar and <1.5 for bus and paratransit.

Questions?

Agenda

9. Algiers Service Plan Presentation

RTA

ALGIERS SERVICE IMPROVEMENT PLAN

ALGIERS SERVICE IMPROVEMENT PLAN

Initial Issues Being Addressed

- Improve travel times to downtown
- Maintain/improve key transfers
  - Wilty Terminal
  - Algiers Point Ferry
- Address low performing routes (105)
- Improve access to WB destinations
  - Behrman Walmart
  - Dept of Children & Family Services
  - DePaul Health Center
  - Federal City / NOMMA
  - Algiers Park-n-Ride
  - University of Holy Cross
- Adapt to detours/road conditions

Challenges / Risks

- Maximizing participation of residents/riders
- Distributing limited resources (buses and budget)
- Balancing regional connections
- Balancing local vs downtown destinations
- Land use patterns and street design are not transit-friendly (car centric)

PROJECT TIMELINE

Project Phase	Deliverable	Deadline	Status
Phase 1: Listening & Visioning	• Existing Conditions Summary • Vision & Goals Summary	Aug 2025	• Ops staff route reviews - complete • Survey - in development • Public kickoff (July Ops Committee)
Phase 2: Alternatives Development	• 2-3 Scenarios for Public Input	Nov 2025	Not started
Phase 3: Plan Finalization and Approval	• Title VI Equity Analysis Report • Plan for Board adoption	Jan 2026	Not started
Implementation	• New routes and schedules in operation	May-Aug 2026	Not started

ENGAGEMENT STRATEGIES

Phase 1
Listening and Visioning

- Interactive Public Meetings (in-person and virtual)
- Algiers Rider Survey, with QR codes posted at
- Stakeholder engagement, including targeted youth representation

Phase 2
Alternatives Development

- Present service scenarios for public feedback
- Circulate interactive maps for comment

Phase 3
Plan Finalization

- Final adjustments to chosen plan
- Title VI Hearings

ENGAGEMENT STRATEGIES: PHASE 1 STAKEHOLDER OUTREACH (AUG-SEP)

Organization/Category	Target Demographic	Phase 1 Engagement Strategies
RTA riders (Eastbank and Algiers)	All demographics	• Survey deployment - QR Postcards • Public meetings • Signage at ferry terminals and major bus stops - in Algiers and at Main Library hub • Signage on buses and on ferry • In-person interviews and survey deployment for riders that are unable to scan QR code
Youth organizations in Algiers	Youth aged 18 and under	• In-person meetings • QR Postcards for survey deployment
Senior centers in Algiers	Seniors	• In person interviews and surveys • Public meetings
Third Shift Industry Workers	Essential workforce	• Survey deployment - QR Postcards • Public meetings
Neighborhood Associations, Business & Community Associations	All demographics	• Survey deployment - QR Postcards • Public meetings

ENGAGEMENT STAKEHOLDERS

Preliminary Groups:

Organizations

- Algiers Development District
- Algiers Economic Development Foundation
- Algiers Neighborhood Presidents Council
- Algiers Point Association
- Committee for a Better New Orleans
- Concerned Citizens for a Better Algiers
- Friends of the Ferry
- Heroes of New Orleans
- NOMTOC
- Old Algiers Main Street Corporation
- RIDE New Orleans
- Riverview Neighborhood Association
- Watson Memorial Teaching Ministers

Churches

- Algiers United Methodist Church
- Holy Name of Mary Catholic Church
- Life Center Cathedral
- Mount Olivet Episcopal Church
- St. Stephen's Baptist Church
- Trinity Lutheran Church

Schools

- Alice Harte Charter School
- Edna Karr High School
- Harriet Tubman Charter School
- L.B. Landry High School
- L.B. Landry Alumni Association
- St. Andrew the Apostle School
- University of Holy Cross

RTA

Questions?

Agenda

10. New Business

Agenda

11. Audience Questions & Comments

Agenda

12. Adjournment