Providing efficient, reliable and safe ferry service for residents and visitors is a paramount priority of the Regional Transit Authority (RTA).

1. **What is the RTA doing to improve ferry service moving forward?**

The RTA recognizes the significant challenges with the ferry and is taking steps to building a world-class ferry service to New Orleans. On September 13, 2019 the RTA Issued a RFP to identify a new partner to operate ferry service in September. A project management firm has been hired and commenced work to ensure the new ferry boats receive U.S. Coast Guard certification and are put in service. The RTA is creating a new executive level RTA position to exclusively manage the ferry operations, including preventative maintenance.

2. **How long will the ferry system be out of service?**

Crews are currently working to identify the recent mechanical failure to Colonel Frank X. Armiger and will immediately begin repairs. The Thomas Jefferson, which would under normal circumstances serve as the backup, is offline due to previously scheduled routine maintenance. We expect to complete the Thomas Jefferson’s routine maintenance in about 4 to 6 weeks. As soon as either vessel is operational they will be returned to service.

3. **How long will the RTA continue provide the bus bridge?**

The RTA will continue to provide the terminal-to-terminal bus bridge service, every 30 minutes, until both the Colonel Frank X. Armiger and the Thomas Jefferson return to service.

4. **What is the schedule of the bus bridge?**

During the emergency ferry vessel repairs the RTA is using “Bus Bridge” service from the Algiers Point Ferry Terminal to the Canal Street Ferry Terminal, every 30 minutes. Buses leave at the top of the hour and the half-hour (8:00, 8:30, 9:00, 9:30, etc.)

5. **What is the status of the Armiger ferry?**

The Colonel Frank X. Armiger ferry has been in and out of operation due to ongoing mechanical challenges for several months. Most recently, Sunday evening, September 29, the ferry
experienced mechanical issues related to the engine and propulsion system and was taken out of service. Crews are currently working to assess the current mechanical issues.

6. **When is the second ferry vessel going back in service?**

The other vessel, the Thomas Jefferson, which would under normal circumstances serve as the backup, is offline due to previously scheduled routine maintenance. We expect to complete the Thomas Jefferson’s routine maintenance in about 4 to 6 weeks.

7. **Has a new company been hired to run the ferry program?**

On September 13, 2019, the RTA released a Request for Proposals (RFP) to solicit submittals from qualified proposers to identify a new partner for the provision of Ferry Service Operations and Maintenance (O&M).

8. **Is Metal Shark cooperating with the RTA on needed modifications?**

Yes. Metal shark is fully cooperating with the RTA and participates in ongoing meetings.

9. **Why didn’t the new boats pass Coast Guard certification?**

There were some basic failures, such as improperly positioned safety equipment, that did not meet the requirements thus the inspection was not completed.

10. **How will the RTA ensure that the new ferry boats will pass Coast Guard inspection next time?**

The RTA has very recently has hired Vanir Construction Management, Inc., and will be working with their local New Orleans office to execute project management services to ensure the new ferry boats receive U.S. Coast Guard certification and are put in service.

11. **When will the new company be hired to operate and maintain the Ferry system?**

On September 13, 2019 the RFP to identify a new partner to operate and maintain the ferry system was released. Deadline for proposal submittals are due on November 7. On December 17, the RTA will evaluate and select the successful bidder. After final contract term negotiations are completed, the new contract will commence on February 17, 2020. RTA may make amendments to this schedule as needed.

12. **How do I stay up to date on the status of the ferry service?**

For information and updates on ferry service, customers can call the RTA Rideline number at (504) 248-3900 or send an email to comments@norta.com. Download the GoMobile app or follow @NewOrleansRTA Twitter for service alerts.