



2022 Annual Report



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Greetings from the Chairman



The New Orleans Regional Transit Authority is staying true to our commitment of providing a world-class transit system to our ridership, while being mindful of riders' needs. In 2022 we implemented our New Links Plan, a comprehensive redesign and reset of existing bus routes, switching to a model geared towards getting passengers to their destination efficiently, while still prioritizing riders' safety.

The RTA remains atop the industry when it comes to innovation. This year we launched Le Pass, RTA's official transit application. Le Pass gives riders a more structured and seamless transit experience, modern trip-planner, mobile payment, and real-time information all in one application. My fellow board commissioners and I are excited about the ways in which Le Pass will help us execute the Agency's mission going forward.

The RTA is assiduously practicing its dedication to ensuring that all New Orleanians have access to the quality, fair, and attainable public transportation they deserve. Through a \$13M grant awarded from the Federal Transit Administration's (FTA) Bus and Bus Facilities program, we were able to put 21 new paratransit vehicles into service last April. The addition of these paratransit vehicles will improve the ridership experience of our most vulnerable riders and continue RTA's focus on building a completely accessible transit system for all.

We are keen to get started on new projects and expound upon the agency's successful work in 2022. The Board of Commissioners is beyond thankful for RTA employees, partners across the region, and notably—our riders.

Sincerely,

Mark Raymond, Jr.
Chairman of the Board of Commissioners

Board of Commissioners



Mark Raymond, Jr.
Chairman
Orleans Parish



Arthur Walton
Vice-Chairman
Orleans Parish



Sunni LeBeouf
Commissioner
Orleans Parish



Fred Neal, Jr.
Commissioner
Orleans Parish



Maria DeFrancesch
Commissioner
Jefferson Parish



Joseph J. Ewell, Jr.
Commissioner
Jefferson Parish



Timothy P. Coulon.
Commissioner
Jefferson Parish

The Regional Transit Authority is governed by the RTA Board of Commissioners. The Board of Commissioners is composed of eight publicly appointed representatives and determines agency policy, oversees the funding, operation, and expansion of public transportation in the city. Five representatives are appointed by the Mayor of New Orleans, and three representatives are appointed by the President of Jefferson Parish.



Five Key Priorities

01 *World Class Rider Experience*

02 *Innovation*

03 *Regional Connections*

04 *Equity*

05 *Workforce Development*

New Le Pass App Gives Riders Improved Transit Experience

In August, RTA launched Le Pass, the new official transit application.

Le Pass provides riders with a more efficient and seamless transit experience — trip planner, mobile payment and real-time information — all from one app.

The new Le Pass app allows users to live track both RTA's buses, streetcars and ferries as well as Jefferson Transit's (JET) buses in Jefferson Parish.

The new Le Pass app improves the way riders plan, pay and ride. The Le Pass app is available in the Apple Store or on Google Play.

Plan

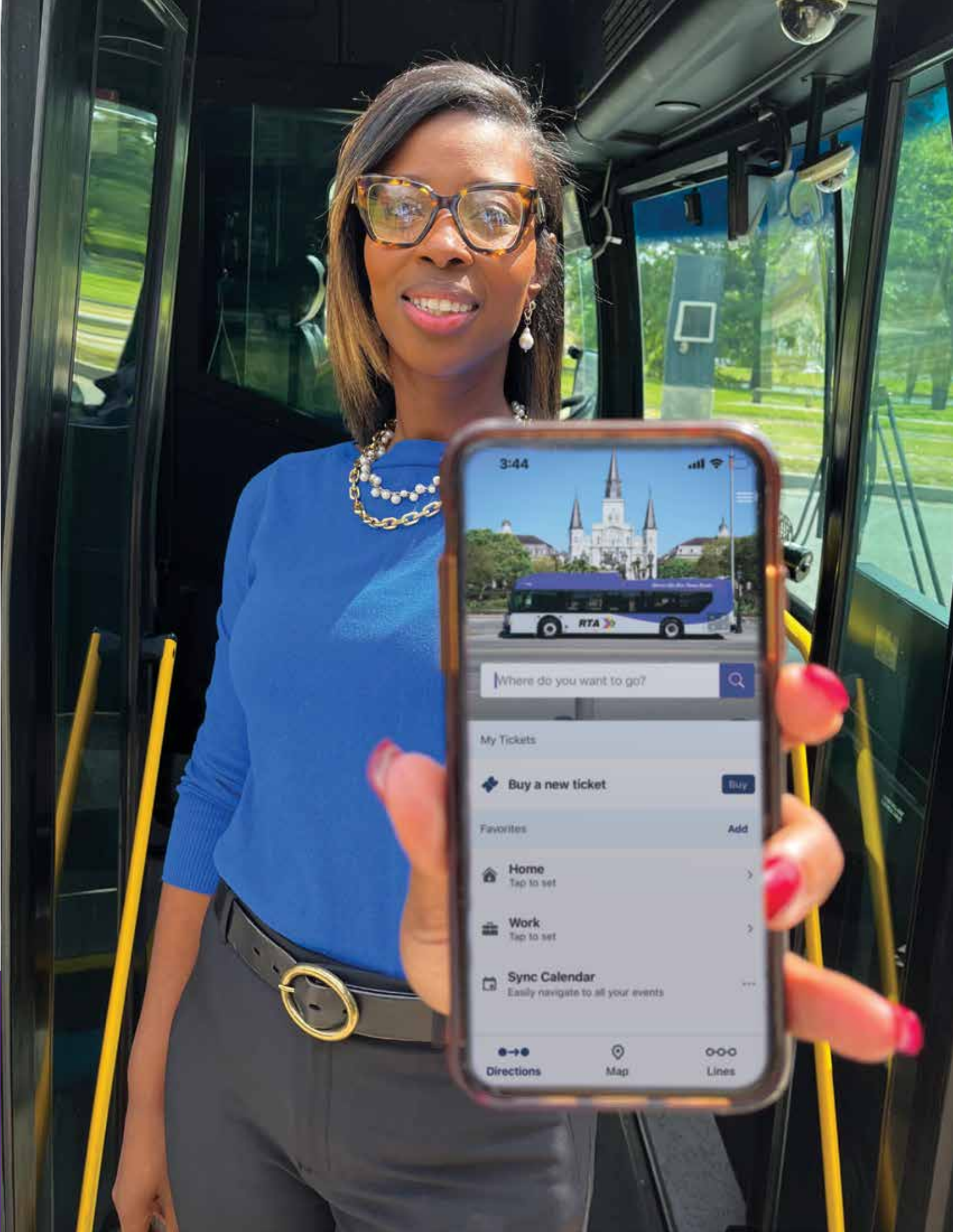
- ▶ Plan an entire journey without leaving the app
- ▶ View all lines running at stops nearby
- ▶ Service Alerts keep riders aware of issues ahead of time
- ▶ Save favorite locations and lines for quick access

Pay

- ▶ Purchase bus, streetcar and ferry fares and validate the mobile pass with a tap
- ▶ Then just show the mobile pass to the operator when boarding the vehicle. No scanning required!

Ride

- ▶ Track the arrival of a bus and streetcar in real time
- ▶ Riders will always be informed with step-by-step navigation. Get off alerts are offered so riders never miss a stop.



Riders can easily purchase bus, streetcar, and ferry passes right on their smartphone.



New Links Bus Network Redesign

In the fall of 2022, the RTA began implementation of the New Links bus network redesign, including new routes and bus schedules. New Links was a joint study and planning process by the RTA, Jefferson Transit, St. Bernard Parish Urban Rapid Transit, and the New Orleans Regional Planning Commission (RPC). This system redesign was the first major route overhaul since interim service was introduced following Hurricane Katrina, and intentionally prioritized local rider needs, regional connections, and transit equity. Mainly based on recommendations of the study, the new routes were informed by extensive public outreach, which placed a specific and intentional focus on obtaining input from historically underrepresented riders in public engagement processes.

“Reliable and safe public transit that meets the needs of riders is a basic human right and is essential for the economic mobility

of families,” said Mark Raymond, Jr., Chairman, RTA Board of Commissioners. “I am proud of the work of the RTA, in coordination with Jefferson Parish (JP) Transit, the New Orleans Regional Planning Commission, community stakeholders, and riders to create a modern, reliable, equitable, and sustainable transit network for generations to come.”

In addition to first-hand rider input gained through interviews and surveys, RTA data teams developed a Transit Propensity Index, which analyzed socio-economic data, including income, race, and automobile access, to understand our riders’ transit needs better. A Race and Social Justice Toolkit was also applied to the internal redesign process to ensure that policy and operational decisions appropriately balanced the agency’s finite public resources and the ridership needs of our most vulnerable riders.

“*I firmly believe that investing in our city’s infrastructure is important to fostering economic growth and enhancing the quality of life for all Louisianans*”

U.S. Representative Troy Carter

Gretna Fest Pilot Ferry Service

In October, RTA partnered with the City of Gretna to offer an additional ferry service from the Canal Street Ferry to the annual Gretna Fest – a convenient option for attendees to get to one of the region’s premier fall festivals. This partnership underscored RTA’s commitment to increase regional connections throughout Greater New Orleans.

The agency’s recent implementation of a new bus network and the Gretna Fest ferry services highlighted that commitment to providing better transit service for local communities and enhancing transit regionalism.

The Chalmette and Canal Street – Algiers Point Ferry locations operated on their regular scheduled hours during the same period.



Historic Labor Agreement

In June, the RTA announced the ratification of the four-year labor agreement with the Amalgamated Transit Union (ATU) Local 1560. Board commissioners unanimously voted to ratify the resolution that granted the RTA's Chief Executive Officer the authority to sign the new labor agreement which includes a pay and benefits package that keeps RTA operators among the highest paid in the southwest and southeast regions.

The agreement between ATU and RTA covers represented employees, including bus, streetcar, and paratransit operators, dispatchers, reservationists, clerks, transit tellers, transit information operators, router editors, and training instructors. The four-year agreement is effective through June 30, 2025.

Demonstrating the value the agency places on its employees, this historic agreement provides the following benefits to ATU members:



- With the top 2022 salary at \$29.41 per hour plus ample opportunities for overtime, RTA transit operators are among the highest paid in the nation.
- Reduced out of pocket health care expenses by capping employee insurance premiums at 20%.
- Increased yearly safe driving bonus from \$250 to \$400 for operators who maintain safe driving record for the calendar year.
- Additional \$1,100 in COVID-19 pay, capping at \$3,100.
- A three percent increase in employer match in retirement benefits resulting in an increase from three percent to six percent.
- Juneteenth and Memorial Day were added as paid holidays, totaling 13 days per year. This includes one personal holiday.



Employees of the Year



Mary Lewis

2022 Operator of the Year

31 Years of Service

Mary has been an outstanding Operator during her 31 years at RTA. Her belief in service to our community by providing safe and reliable transportation is worthy of recognition. Mary's spirit brings joy everywhere she goes, and we're fortunate to have her on our team.



Donald Lymous

2022 Maintenance Employee of the Year

41 Years of Service

Donald Lymous is a mechanic with a gift for tackling the most troublesome tasks and resolving them. He also serves as an In-Charge person to manage shifts in the absence of Supervisors. His dedication to his job at the RTA and its customers earned him the nickname "Company Man" many years ago from his peers, and he indeed is worthy of that nickname.



Cassandra Bennett

2022 Administrative Employee of the Year

9 Years of Service

Cassandra's passion for helping people always shines through at the front desk here at our Canal Street headquarters. She interacts with many employees and guests from New Orleans and visitors from all over the world. Cassandra diligently ensures all guests' requests are met and completes them with a smile.



George Franklin

2022 Most Improved Operator of the Year

30 Years of Service

George Franklin's 30 years of service here at RTA have been remarkable. George initially faced some unique challenges and has done a 360 in overall performance. This is an example of how hard work and new changes in your life can bring out the best in you.



RTA Adds 21 New Paratransit Lift Vehicles to Its Fleet

In April, the RTA began introducing 21 new paratransit vehicles into revenue service. The paratransit vehicles feature the new purple and grey design, which will complement the 41 newest fixed-route buses. The 21 new paratransit vehicles were funded by a competitive \$13 million grant award through the Federal Transit Administration's (FTA) 2020 Bus and Bus Facilities program.

The RTA paratransit service provides a shared-ride service using accessible buses and vans to meet the needs of eligible riders. Riders must demonstrate an inability to use RTA buses or streetcars on their

own, need someone else's assistance to use the system, or have a disability preventing the rider from using regular transit stops to be eligible for this service.

The RTA was one of 96 projects in 49 states and territories awarded a total of \$464 million in FTA 2020 Bus and Bus Facilities program funding to purchase buses, paratransit vehicles and equipment in 2020. The federal competitive grant program provides infrastructure grants to improve the safety and reliability of America's bus systems. This grant also funded 21 new 35-foot buses which entered revenue service in 2021.

“

As a wheel-chair-bound individual, I understand firsthand the lack of accessibility within our society. I applaud RTA for taking the necessary steps to ensure people within our most vulnerable populations have more support and tools they need to make their lives a little bit easier..”

Mark Raymond, Jr., Chairman,
RTA Board of Commissioners

Flex On-Demand Pilot Program

In August, the RTA launched FLEX, a 12-month pilot program that will allow current RTA paratransit clients living in East New Orleans to book on-demand services within Orleans Parish. The project seeks to provide enhanced mobility and connectivity for residents of East New Orleans with plans for future expansion to other areas around the city.

“This pilot will allow residents of East New Orleans with low incomes, seniors, and persons with disabilities to assist with making vital transportation connections that are often inaccessible due to distance,” said Mark Raymond, Jr., RTA Board Chair. “This pilot is an example of the Board’s commitment to prioritize that all riders have equitable transit services no matter their mobility needs.”

In June 2020, RTA was awarded \$300,000 through Federal Transit Administration’s (FTA) Mobility for All Pilot Program. The agency utilized the

funding to purchase three (3) wheelchair lift-equipped vehicles to transport clients. Riders can preschedule pick-ups and request “on-demand” return trips using the UBER smartphone app designed specifically for this project.

The FTA’s 2020 Mobility for All Pilot Program seeks to improve mobility options through employing innovative coordination of transportation strategies and building partnerships to better service riders with disabilities in underserved communities.

The RTA was one of 17 projects in 16 states awarded funding to improve mobility and access to public transportation for older adults, people with disabilities, and individuals of low income.

Riders can schedule on-demand trips using an Uber app designed specifically for the Flex program





Anti-Drinking Art Initiative Engages Youth

In acknowledgment of National Drug and Alcohol Facts Week in March, and Alcohol Responsibility Month in April, New Orleans artist Brandan “BMike” Odums partnered with national organization, Responsibility.org, to launch new artwork at the RTA. The bus is part of a broader prevention effort in New Orleans to encourage New Orleans youth to say “yes” to a healthy lifestyle and “no” to underage drinking. BMike’s vision represents both New Orleans as well as Responsibility.org’s Ask, Listen, Learn underage drinking prevention program in the colors and themes of kids portrayed in the bus mural.

Thanks to the work of parents, educators

and a broad coalition of local and national partners, underage drinking among America’s youth is at an all-time low. In fact, fewer American teens are consuming alcohol underage than ever before, with more than three out of five reporting having never consumed alcohol.

“As a New Orleans native, I relish opportunities to bring positive messages to my community,” said Brandan “BMike” Odums, artist and activist. “Working with Responsibility.org on this project has given me an opportunity to lend my voice and my creativity to a meaningful cause that I hope will influence young people in my city for years to come.”



36% Women in Executive Leadership



10 Rider Advisory Committee Meetings

\$6.8

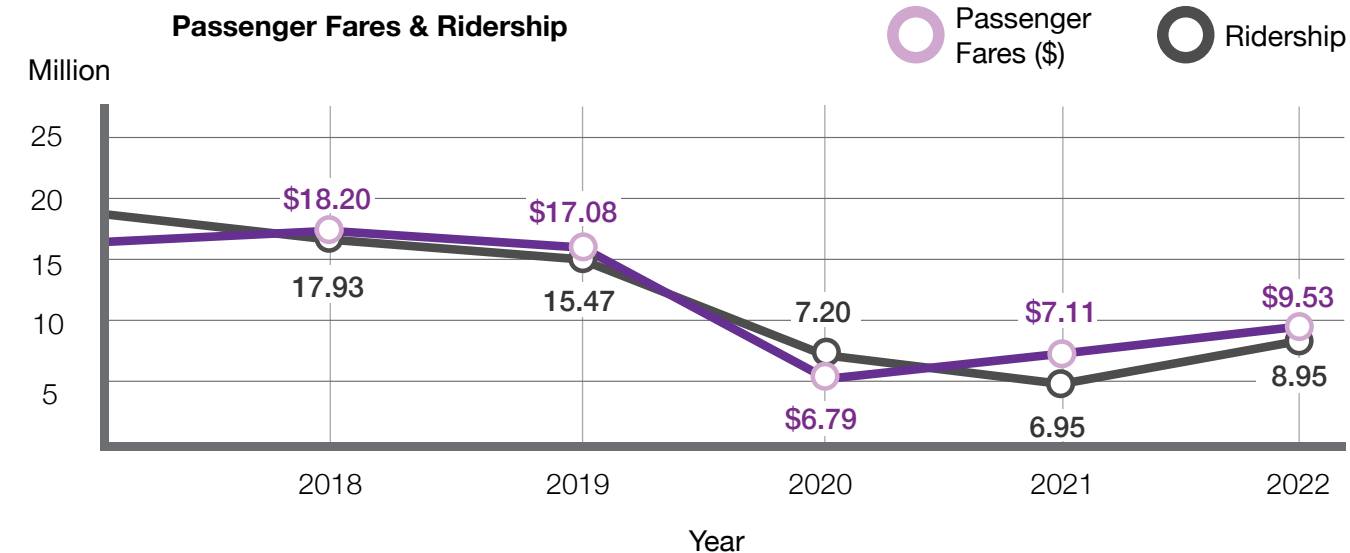
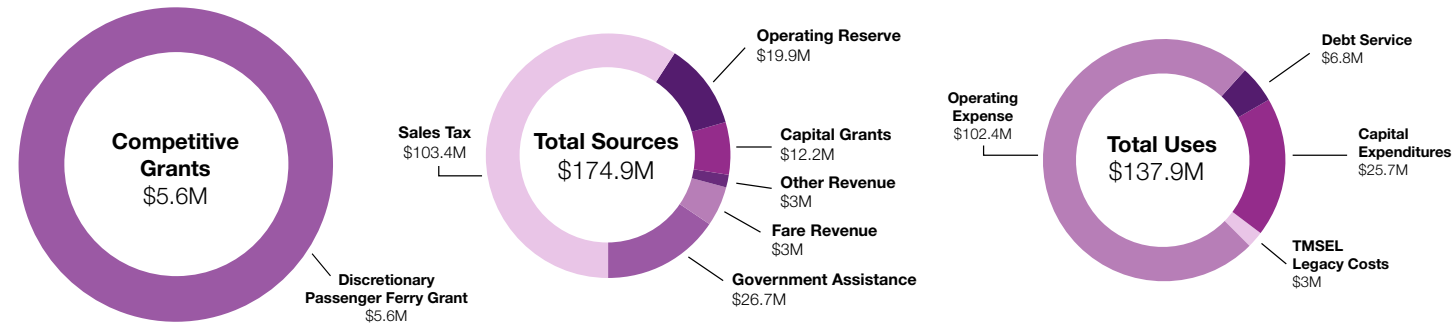
Million Awarded to DBE Firms

67%

DBE Goal Federal and Non-Federal Contracts

Financial Summary

In 2022, the RTA passenger fare revenue increased approximately \$2.48 million for the calendar year as compared to 2021. For the first half of 2022, the RTA operated 100% of full peak service on existing routes. In September of 2022, The RTA implemented its system redesign with recommendations made from the New Links study. With the implementation of the expanded service, the RTA operated between 94-100% of its new peak service, to meet the public transit needs of customers for the second half of 2022. The city experienced record growth in general use and hotel/motel sales tax as we recovered from the COVID-19 Pandemic. As a result, the RTA experienced significant increases in sales tax revenue, ridership, and passenger revenues. The RTA continues to monitor and experience the benefits of increased pass sales and ridership due to pandemic recovery and the newly implemented temporary fare structure. During the first quarter of 2022, the RTA successfully garnered support from the Board of Commissioners, City Council, and passengers to permanently implement the new fare structure. While recovery was slow in 2021, 2022 told a different story, as ridership and sales tax revenue increased by 30% and 21.6 % respectively.



Amounts in Thousands 2018 Actual 2019 Actual 2020 Actual 2021 Actual 2022 Actual

OPERATING REVENUES

TAX REVENUES

Sales Tax - General Use	\$ 71,048	\$ 73,322	\$ 57,914	\$ 70,691	\$ 86,898
Sales Tax - State Motor Vehicle	\$ 5,397	\$ 5,321	\$ 5,384	\$ 6,056	\$ 7,666
Sales Tax - Hotel Motel	\$ 6,987	\$ 7,073	\$ 2,968	\$ 5,268	\$ 8,921
Total Sales Tax Revenues	\$ 83,432	\$ 85,716	\$ 66,266	\$ 82,015	\$ 103,486

TRANSIT REVENUES

Fares	\$ 18,202	\$ 17,078	\$ 6,799	\$ 7,110	\$ 9,531
Other Revenues	\$ 2,761	\$ 2,428	\$ 2,175	\$ 1,767	\$ 3,009
Total Fare & Other Revenue	\$ 20,962	\$ 19,506	\$ 8,974	\$ 8,877	\$ 12,540

GOVERNMENT OPERATING GRANTS

Preventive Maintenance	\$ 13,884	\$ 13,583	\$ 13,158	\$ 13,364	\$ 13,356
Other Fed. Sources (JARC/New Freedom)	\$ 10	\$ 0	\$ 0	\$ -	\$ -
State Parish Transportation Fund	\$ 1,879	\$ 1,932	\$ 1,928	\$ 1,954	\$ 1,850
CARES Act (COVID19) Funding	\$ 0	\$ 0	\$ 43,852	\$ 14,017	\$ 11,552
Total Government Operating Grants	\$ 15,773	\$ 15,515	\$ 59,838	\$ 29,335	\$ 26,758
Total Operating Revenues	\$ 120,167	\$ 120,737	\$ 133,660	\$ 120,226	\$ 142,784

OPERATING EXPENSES

TRANSIT EXPENSES

Labor & Fringe Benefits	\$ 338	\$ 2,739	\$ 8,066	\$ 71,134	\$ 69,263
Post-Retirement Benefits	\$ 0	\$ 0	\$ 0	\$ -	\$ -
Contract Services	\$ 85,825	\$ 81,315	\$ 83,220	\$ 9,807	\$ 10,122
Insurance & Self-insured costs	\$ 4,856	\$ 1,168	\$ 7,566	\$ 7,656	\$ 8,260
Materials, Fuel, & Supplies	\$ 4,554	\$ 4,330	\$ 2,851	\$ 7,319	\$ 11,156
Utilities	\$ 1,424	\$ 1,419	\$ 1,355	\$ 1,393	\$ 1,739
Taxes, Other Than Payroll	\$ 448	\$ 457	\$ 389	\$ 336	\$ 390
Miscellaneous	\$ 140	\$ 180	\$ 147	\$ 271	\$ 1,290
Leases	\$ 0	\$ 16	\$ 127	\$ 214	\$ 162
Total Transit Operating Expenses	\$ 97,587	\$ 91,626	\$ 103,720	\$ 98,130	\$ 102,382
TMSEL Legacy Costs	\$ 4,909	\$ 22,794	\$ 2,056	\$ 3,492	\$ 3,056
Maritime Operations - Revenue	\$ -	\$ -	\$ (14,173)	\$ (21,079)	\$ (6,159)
Maritime Operations - Expenses	\$ 0	\$ 0	\$ 14,173	\$ 21,079	\$ 10,456
Income from Operations	\$ 17,672	\$ 6,317	\$ 27,884	\$ 18,605	\$ 33,050

NON-OPERATING REVENUE (EXPENSES)

Investment Income	\$ 693	\$ 930	\$ 114	\$ 45	\$ 287
Debt Service, Net	\$ (14,745)	\$ (14,584)	\$ (9,503)	\$ (8,659)	\$ (6,771)
Total Non-Operating Revenues (Expenses)	\$ (14,052)	\$ (13,653)	\$ (9,390)	\$ (8,614)	\$ (6,484)
Net Loss Before Capital Contributions	\$ 3,620	\$ (7,336)	\$ 18,494	\$ 9,991	\$ 26,566

CAPITAL CONTRIBUTIONS

Total Federal Sources	\$ 3,372	\$ 4,099	\$ 8,325	\$ 16,127	\$ 15,283
RTA Capital Bond Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Local Sources/Restricted Capital Res.	\$ 5,537	\$ 1,064	\$ 2,188	\$ 3,651	\$ 3,729
FEMA Project Worksheets	\$ 2,758	\$ 1,864	\$ 260	\$ 226	\$ -
FEMA Project Worksheets Expenditures	\$ (2,744)	\$ (1,872)	\$ (260)	\$ (226)	\$ -
Capital Expenditures	\$ (8,909)	\$ (5,163)	\$ (10,513)	\$ (20,261)	\$ (25,668)
Total Capital Contributions	\$ 13	\$ (8)	\$ 0	\$ (483)	\$ (6,656)
Change in Operating Contributions	\$ 3,633	\$ (7,344)	\$ 18,494	\$ 9,508	\$ 19,909
Recovery Ratio	\$ 18.7%	\$ 18.6%	\$ 6.6%	\$ 0.072	\$ -
	\$ (3,633,238)	\$ 7,344,372	\$ (4,559,235)	\$ 9,508,887	\$ -



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