

Public Synopsis of the KL2 Candidate Briefing Book



RTA Chief Executive Officer Search
Original briefing book dated August 13, 2026

Purpose and Scope

This public synopsis summarizes the professional information and KL2 assessments contained in the candidate briefing book presented to the New Orleans Regional Transit Authority Board of Commissioners on August 13, 2026. It covers the five semifinalists included in that original briefing book and does not reflect later changes in candidate status.

Each profile uses the same categories to support a clear and consistent public presentation. Candidate statements are brief excerpts from candidate-submitted cover letters or resumes, with the source identified. KL2's strengths and considerations are paraphrased from the briefing book and are attributed to KL2; they should not be read as independent findings by RTA.

Information Excluded

This synopsis excludes personal telephone numbers, email and home addresses, references, salary expectations, legal pleadings, health information, authentication details and other personal or private material contained in the original briefing book. It also omits unverified social-media rumors. No ranking or endorsement is expressed or implied.

Candidates Included

- Justin T. Augustine III
- Herold Humphrey
- Bernard Jackson
- Mark A. Major
- Reginald A. "Reggie" Mason

Source: KL2 Connects, LLC, RTA CEO Candidate Briefing Book, dated August 13, 2026. Readers should consult official RTA Board materials for current information about the search and candidate status.

Justin T. Augustine III

Location	New Orleans, Louisiana
Current or Recent Role	President, AA7, LLC; retired in 2025 after nearly 25 years with Transdev Services, Inc.
Education	Bachelor's degree in Accounting, Xavier University of Louisiana

Candidate Statement

"My leadership approach is grounded in anticipating challenges early, listening carefully to diverse perspectives, developing practical and innovative solutions, and guiding teams toward successful execution."

Cover letter submitted with the candidate's application

Work Experience and Resume Highlights

- More than 42 years of transportation management and finance experience across public and private-sector transit operations.
- Served Transdev from 2001 to 2025 in executive roles, including Regional Vice President, with responsibility for RTA operations and numerous transit properties.
- Previously served Capital Metropolitan Transportation Authority in Austin as Assistant General Manager and General Manager and held progressive RTA and TMSEL roles in finance and executive management.
- Recognized for leadership in rebuilding New Orleans transit service after Hurricane Katrina and for advancing streetcar recovery and other infrastructure initiatives.

Leadership Approach

Augustine describes a leadership style centered on early problem identification, careful listening, practical innovation and disciplined execution. His materials emphasize organizational change, customer experience, business strategy and the ability to lead complex multimodal operations through major disruptions.

KL2 Assessment and Considerations

Strengths. KL2 emphasized Augustine's extensive public and private transit management experience, longstanding New Orleans relationships, knowledge of RTA and recognized leadership during the post-Katrina recovery.

Considerations. KL2 noted inconsistencies between portions of Augustine's ethics survey and public reporting about the timing of his Capital Metro leadership and his 2019 reassignment from the RTA general manager role. KL2's online review also cited his 1997 termination from Capital Metro and stated that his current AA7 role could not be independently confirmed beyond LinkedIn. The briefing book did not provide independent findings regarding the broader career controversies it referenced.

Herold Humphrey

Location	Atlanta, Georgia
Current or Recent Role	Senior Vice President, Transportation Business Development, EFESO Management Consultants
Education	Studies at Hinds Community College; extensive industry leadership through APTA and other professional organizations

Candidate Statement

"Known for bridging Board-level strategy with field execution, delivering measurable improvements in reliability, cost efficiency, and service quality in highly unionized environments."

Candidate resume profile; no separate cover letter was included in the briefing book

Work Experience and Resume Highlights

- More than 35 years of transit leadership experience spanning operations, maintenance, labor relations, customer experience and organizational transformation.
- Leads transportation business development and major transformation engagements for EFESO across the Americas; previously served as North America Transit Operations Lead for Jacobs.
- Served as MARTA Deputy Chief of Bus Operations, overseeing five facilities, approximately 2,000 employees and a \$242 million operating budget.
- Served as DART Vice President of Bus Operations and Maintenance, overseeing a 700-vehicle fleet, more than 2,000 employees and an operating budget exceeding \$212 million.
- Earlier roles included leadership positions with Transdev, Intelliride, MARUTI Fleet Management and First Transit.

Leadership Approach

Humphrey presents himself as a practitioner-led executive who connects Board strategy to frontline execution. His materials emphasize data-driven performance management, labor collaboration, workforce alignment, service reliability, zero-emission transition planning and measurable customer outcomes.

KL2 Assessment and Considerations

Strengths. KL2 described Humphrey as one of the most well-rounded candidates in the nation, citing the breadth of his transit operations, maintenance, consulting and industry leadership experience.

Considerations. KL2 noted that Humphrey has not yet served as chief executive of a large transit system. KL2 characterized its online review findings as neutral and identified no additional adverse findings in the briefing book.

Bernard Jackson

Location	Frisco, Texas
Current or Recent Role	Chief Operating Officer, New York City Transit Authority
Education	Bachelor of Arts in Sociology, Loyola University Chicago; additional executive, safety and emergency-management training

Candidate Statement

"Recognized for building coalitions, fostering innovation, and driving continuous improvement across all levels of transportation operations."

Candidate resume executive summary; no separate cover letter was included in the briefing book

Work Experience and Resume Highlights

- Nearly 40 years of multimodal transit experience, beginning as a bus operator and progressing through supervisory, control-center and executive leadership roles.
- As New York City Transit Authority Chief Operating Officer, oversees bus, subway, paratransit and on-demand operations, a workforce exceeding 40,000 and a \$14 billion annual budget.
- Previously served as DART Senior Executive Vice President and Chief Operations Officer with responsibility for bus, rail, streetcar, paratransit and on-demand services.
- Held senior operations and rail leadership positions at Los Angeles Metro and advanced through numerous operational leadership roles during three decades at the Chicago Transit Authority.

Leadership Approach

Jackson emphasizes inclusive leadership, operational discipline and data-informed decision-making. His materials focus on building high-performing teams, strengthening service reliability, preparing for disruptions, aligning capital and operating priorities and maintaining a culture of accountability and customer service.

KL2 Assessment and Considerations

Strengths. KL2 described Jackson's experience as extremely compelling and characterized him as a formidable candidate based on his leadership at several of the nation's largest transit systems.

Considerations. KL2 noted that this would be Jackson's first chief executive role, while also stating that his experience had prepared him for the position. KL2 also cited a KERA News report describing labor-management tensions and union-busting allegations during DART contract discussions in which Jackson was named. The briefing book did not present an independent determination regarding those allegations.

Mark A. Major

Location	New Orleans, Louisiana
Current or Recent Role	Transportation consultant; former RTA Deputy Chief Executive Officer for Administration and Finance
Education	Master of Business Administration and Bachelor of Business Administration in Accounting, Loyola University New Orleans

Candidate Statement

"As CEO, my goal is to proactively rebuild stakeholder trust in the RTA."

Cover letter submitted with the candidate's application

Work Experience and Resume Highlights

- More than 40 years of transit and nonprofit leadership, with extensive experience in finance, administration, labor relations, grants, procurement, risk management and executive management.
- Served as RTA Chief Executive Officer and General Manager from 2006 to 2009 and held progressive RTA and TMSEL financial leadership roles beginning in 1983.
- Served as RTA Deputy Chief Executive Officer for Administration and Finance from 2019 to 2024, leading finance, human resources, procurement, grants, risk management and labor negotiations.
- Previously served as Chief Investment Officer for Transdev's New Orleans operations and as President and Chief Executive Officer of Family Service of Greater New Orleans.
- More recently developed and managed transportation planning and shuttle operations for the New Orleans Super Bowl LIX Host Committee.

Leadership Approach

Major proposes a customer-centered operating model focused on rebuilding trust, strengthening accountability and improving communication. His application outlines priorities involving workforce development, paratransit, bus and streetcar reliability, safety, risk reduction, capital planning, financial stewardship and regional coordination.

KL2 Assessment and Considerations

Strengths. KL2 highlighted Major's long history with RTA, financial and administrative expertise and leadership during the post-Katrina restoration of transit service.

Considerations. KL2 stated that Major's chief executive tenures have been relatively brief and that his demonstrated expertise is stronger in financial and administrative functions than in operations. KL2 also cited his 2024 termination from RTA and a subsequent wrongful-termination lawsuit. Although the briefing book reproduced portions of Major's complaint, it did not provide an independent finding on the merits of the claims.

Reginald A. "Reggie" Mason

Location	Greensboro, North Carolina
Current or Recent Role	Transit Director and Chief Executive Officer, Greensboro Transit Agency
Education	Executive Master of Public Administration, Golden Gate University; Master of Science in Occupational Safety and Health Management and Bachelor of Science in Industrial Safety Management, Indiana State University

Candidate Statement

"Throughout my career, I have focused on creating transportation systems that improve people's lives."

Cover letter submitted with the candidate's application

Work Experience and Resume Highlights

- More than 25 years of leadership across public transit agencies, private-sector transportation organizations and major infrastructure programs.
- Leads Greensboro Transit Agency, with responsibility for strategy, service delivery, finance, capital planning and regional mobility, including a \$40 million operating budget and \$10 million capital budget.
- Led development of Greensboro's long-range transit plan, launched a high-frequency crosstown route and secured more than \$40 million for fleet replacement, transit-oriented development and bus rapid transit planning.
- Previously held leadership roles with Hill International, SNC-Lavalin/Atkins, the Chicago Transit Authority and MARTA, with responsibilities spanning operations, safety, risk management and infrastructure delivery.

Leadership Approach

Mason presents mobility as a tool for economic opportunity and community development. His stated approach emphasizes transparent communication, employee engagement, regional collaboration, operational performance, safety, financial stewardship and alignment between transit investment and broader community priorities.

KL2 Assessment and Considerations

Strengths. KL2 highlighted Mason's experience as a transit chief executive and in senior operations, safety and risk-management roles across several major U.S. transit markets.

Considerations. KL2 noted that RTA would be the largest chief executive assignment Mason has held. KL2 characterized its broader online review findings as neutral and reported no independently substantiated adverse finding in the briefing book.