



2025

ANNUAL REPORT





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2025

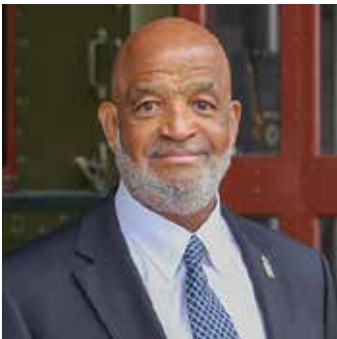
BOARD OF COMMISSIONERS



FRED NEAL, JR.
CHAIRMAN



ARTHUR WALTON
VICE-CHAIRMAN



LOUIS COLIN, SR.
COMMISSIONER



FLOZELL DANIELS, JR.
COMMISSIONER



MITCHELL GUIDRY
COMMISSIONER



MARIAH MOORE
COMMISSIONER



TIMOLYNN SAMS
COMMISSIONER



MESSAGE FROM THE CEO

To Our Riders, Partners, and Community,

Every day at RTA begins with a clear purpose: moving people safely, reliably, and with dignity. In 2025, that focus shaped how we responded to challenges, improved service, and advanced modernization across the system.

2025 put both the strength of our workforce and our commitment to the community on full display. When a history-making winter storm disrupted the city, employees across the agency worked around the clock to restore service and support riders. During Super Bowl LIX and Mardi Gras, our teams kept transit moving under extraordinary demand.

We partnered with community organizations to strengthen safety and accessibility, hosting our annual Hurricane Preparedness event for senior riders and bringing together agencies from across the city to share critical resources. Through the City of New Orleans' emergency preparedness roadshow, we connected with several community organizations during summer activations.

We also launched a systemwide Universal Accessibility Study to guide improvements for riders in the ADA community, ensuring future investments reflect lived experience and real accessibility needs. Alongside this, the Transit Equity and Inclusion Committee continued its quarterly focus on accessibility. Separately, we hosted a series of community meetings in New Orleans East, Algiers, and other neighborhoods, strengthening the feedback loop between riders

and agency decision-making. Those conversations continue to shape how we refine service and prioritize investments.

We focused on making transit more dependable in the ways riders experience it every day, advancing a rider-centered plan to improve access and connections for bus service in Algiers, with new routes and schedules shaped by six months of community input and analysis. Implementation is set for September 2026.

Work continues to upgrade and restore the fleet toward our goal of a 140-bus active fleet by 2028, with all vehicle funding secured, while accessibility upgrades and infrastructure planning are guided by rider needs and system performance.

December 19 marked five years since RTA returned to full public management, a milestone reflecting progress in accountability, modernization, and service delivery, and reinforcing our focus on delivering a transit system that supports daily life, economic growth, and opportunity across New Orleans, reflecting How New Orleans Rolls.

Thank you for riding with us and for being part of the continued evolution of public transit in our city.

Sincerely,

A handwritten signature in blue ink that reads "Lona Edwards Hankins".

Lona Edwards Hankins
CEO, New Orleans Regional Transit Authority

2025 EMPLOYEES OF THE YEAR

POWERING EVERY TRIP

Congratulations to our Employees of the Year, whose dedication and service exemplify the best of the RTA. We proudly recognize Susan Lyon, Human Resources Specialist, for her outstanding contributions and continued commitment to supporting our mission. Next, we honor Anthony Maggio, Machinist, a vital member of the team who helps keep our vehicles running smoothly and in top condition. Finally, we recognize Whitney Matthews, Bus Operator, whose dedication ensures our riders receive safe, reliable, and high-quality service every day.

We also extend our sincere appreciation to all our Employees of the Month and Employees of the Quarter throughout 2025. Your hard work, professionalism, and dedication play a critical role in serving our riders and strengthening our organization each day.



WHITNEY MATTHEWS
OPERATOR OF THE YEAR



ANTHONY MAGGIO
MECHANIC OF THE YEAR



SUSAN LYON
ADMINISTRATIVE EMPLOYEE OF THE YEAR

BY THE NUMBERS

MEASURABLE PROGRESS

These numbers reflect how RTA is improving service, safety and reliability across the system.

FINANCIAL HEALTH

S&P BOND RATING

AA-

MOODY'S RATING

Aa3
STABLE

6 YEARS OF
CLEAN AUDITS

FEDERAL GRANTS
AWARDED

\$198 M



SAFER SERVICE

6%↓ IN COMBINED
PREVENTABLE
ACCIDENTS

40%↓

IN PARATRANSIT
PREVENTABLE
ACCIDENTS

27%↓

OSHA INCIDENT
RATE OVER
2 YEARS

39%↓

IN SSO/FTA
SAFETY EVENTS
OVER 3 YEARS

COMMUNITY OUTREACH

266 K

OPPORTUNITY PASS
ACTIVATIONS

78 COMMUNITY
ENGAGEMENT
EVENTS

ECONOMIC IMPACT

\$8.4 M

AWARDED TO
DBE FIRMS

871
EMPLOYEES

RIDERS SERVED

14.4 M

TOTAL RIDER TRIPS



OPERATIONAL GROWTH



492 IMPROVED
BUS STOPS



12 NEW PARATRANSIT
VEHICLES IN SERVICES

45

PART-TIME OPERATOR
POSITIONS CREATED
FOR SPECIAL EVENTS



“SNOWMAGEDDON”

WHEN THE SNOW FELL, TRANSIT SHOWED UP

When a historic winter storm shut down the city, RTA stayed focused on one thing: getting back up and running to get people where they needed to go safely. This once-in-a-generation winter event brought record snowfall and freezing temperatures to New Orleans, creating hazardous travel conditions and widespread closures across the region. The storm delivered eight to ten inches of snow in the city — an amount rarely seen and more snowfall than most residents have experienced in their lifetimes.

Ahead of the storm, riders were advised to prepare for potential service delays as crews prioritized safety during rapidly changing road and weather conditions. Transit staff coordinated with local

partners and closely monitored conditions as the storm intensified.

After the freeze passed, transit teams restored service in phases. Crews cleared infrastructure, deployed buses on routes determined to be safe, and gradually returned ferry and streetcar service as conditions improved. In addition, the RTA worked hand in hand with the Department of Health to ensure transportation was provided to people with critical medical needs.

Through preparation, coordination, and the dedication of frontline staff, transit service helped support residents before and after one of the most historic winter weather events New Orleans has faced.



“SUPER GRAS”

MOVING A CITY AT FULL CAPACITY

As New Orleans hosted Super Bowl LIX and quickly transitioned into the 2025 Mardi Gras season, RTA delivered dependable, coordinated transit service during one of the city’s busiest and most complex travel periods. The agency participated in citywide planning that began in spring 2024, working alongside local, state, and federal partners in preparation for the global spotlight.

RTA prepared for increased ridership, street closures, and heightened travel demand, ensuring residents, workers, and visitors could move safely

and efficiently throughout major events. Drawing on years of experience supporting large-scale gatherings, the agency implemented flexible service strategies, coordinated closely with city partners, and made real-time operational adjustments to support reliability across the system.

Through strong planning, cross-departmental collaboration, and a focus on the rider experience, RTA kept New Orleans moving during “Super Gras,” reinforcing its role as a critical transportation partner during moments of peak citywide activity.



RIVER RHYTHMS

WHERE TRANSIT MEETS CULTURE

In 2025, the Regional Transit Authority expanded its Art in Transit program with investments in projects that strengthen transit operations while honoring the cultural heritage of New Orleans. One notable example is “River Rhythms: A Tribute to Louisiana’s Indigenous People,” a permanent mural at the Canal Street Ferry Terminal that transforms a major transit hub into a vibrant cultural landmark.

Developed in partnership with the Ashé Cultural Arts Center, the project elevates the ferry terminal as both a transportation gateway and a community space celebrating heritage and history. The mural was created by a collective of artists including Marcus Akinlana, Ayo Scott, Jessica Strahan, Ojo Akinlana, and Ayodele Owolabi. Their work highlights narratives of Indigenous tribes, Black Indigenous communities, and generations whose lives are deeply connected to the Mississippi River.

RTA collaborated with partners including Arts New Orleans, the City of New Orleans Percent for Art Program, Greater New Orleans, Inc. (GNO, Inc.), and the Louisiana Office of Tourism. Together,

these partners support a public art initiative that strengthens civic pride and community identity.

By integrating art into infrastructure spaces like the Canal Street Ferry Terminal, RTA enhances both functionality and the cultural character of the city, blending mobility, history, and artistic expression for residents and visitors alike.



NATIONAL SPOTLIGHT RTA ON CBS SUNDAY MORNING



New Orleans transit received national attention when CBS Sunday Morning host Michelle Miller featured RTA in a segment highlighting the city's iconic streetcar system and the role public transportation plays in everyday life.

The story included an interview with RTA CEO Lona Edwards Hankins and highlighted the historic Perley A. Thomas streetcar, one of the most recognizable symbols of New Orleans mobility and tradition.

The feature introduced RTA's work to a national audience while celebrating the agency's efforts to preserve transit heritage and connect communities throughout the region.



AFTER



BEFORE

EXCELLENCE IN HISTORIC PRESERVATION

INVESTING IN OUR LEGACY

The Regional Transit Authority received the 2025 Award for Excellence in Historic Preservation from the Louisiana Landmarks Society for the restoration of the historic transit facility at Napoleon Avenue and Tchoupitoulas Street. The award recognizes projects that safeguard the architectural and cultural heritage of New Orleans while ensuring long-term community value.

Originally part of the New Orleans and Carrollton Railroad Powerhouse built in 1892, the building sustained considerable damage over time, including impacts from Hurricane Katrina. RTA's rehabilitation effort preserved the facility's historic

character through masonry restoration, window and roof replacement, exterior waterproofing, accessibility upgrades, and modern infrastructure improvements.

Close collaboration with preservation partners ensured that the exterior reflects the building's historic design while supporting contemporary transit functions and a planned museum space dedicated to local transportation history.

The recognition highlights RTA's commitment to integrating preservation into broader infrastructure investments that benefit both riders and the city.



RTA RECOGNIZED FOR LEADERSHIP AND WORKPLACE EXCELLENCE

The New Orleans Regional Transit Authority and CEO Lona Edwards Hankins were recognized by New Orleans CityBusiness for their leadership and regional impact.

CEO Hankins was named a **Driving Forces** honoree, recognizing business leaders shaping the economic future of the New Orleans region through vision, innovation, and community engagement.

RTA also received recognition through the **Empowering Women** initiative, which highlights organizations making meaningful efforts to advance women in the workplace. The honor reflects the agency's focus on recruiting, developing, and promoting women while supporting leadership growth and professional development across the workforce.

Together, these recognitions highlight RTA's commitment to strengthening both the region's transportation network and the people who make the system work.



BUILDING OUR BENCH

DEVELOPING THE NEXT GENERATION OF LEADERS



Strengthening transit service begins with developing strong leaders. RTA expanded its investment in employee growth through the second cohort of RTA LEAD, the agency's internal leadership development program.

The program included 24 participants and created opportunities for employees to strengthen leadership skills, collaborate across departments, and prepare for future advancement within the agency.

Through training sessions, team learning, and practical leadership development, the program helps cultivate the next generation of transit leaders who will drive service excellence and organizational progress.

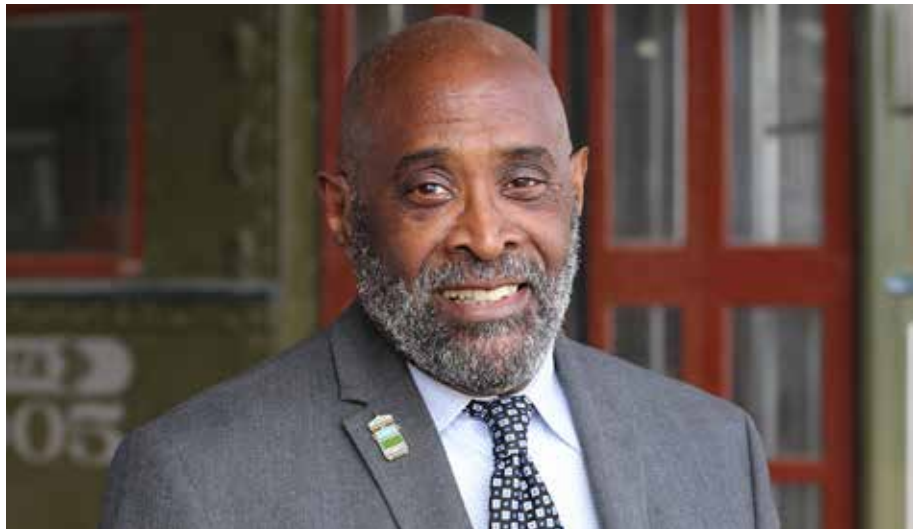


EXECUTIVE LEADERSHIP ADDITIONS

POSITIONING SERVICE AND WORKFORCE FOR WHAT'S AHEAD

The New Orleans Regional Transit Authority welcomed two experienced leaders to its executive team.

Brian Marshall joined RTA as Chief Transit Officer, bringing extensive experience in transit operations and service management. In this role, he oversees planning, performance, and daily service delivery across the system to support safe and reliable transportation for riders.



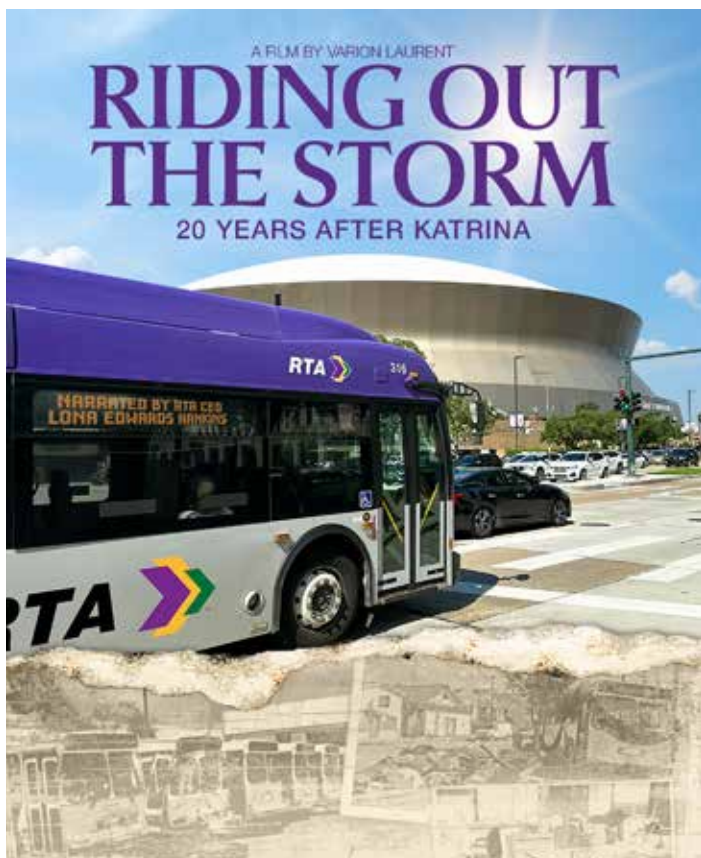
Seandra Buchann joined the agency as Chief Human Resources Officer, bringing strong expertise in organizational leadership and workforce development. She leads RTA's human resources strategy, focusing on workplace culture, employee support, and building a strong transit workforce.



These additions position RTA to better support the employees who serve our riders every day and to deliver a more reliable transit experience across the system.

KATRINA 20

HONORING THE PAST WHILE SHAPING THE FUTURE



To mark the 20-year anniversary of Hurricane Katrina, RTA released *Riding Out the Storm: 20 Years After Katrina*, a mini-documentary featuring the experiences of employees who endured the storm and helped restore transit service in the months that followed.

Through personal reflections and archival footage, the film honors the resilience and determination of the transit workforce during one of the most defining moments in New Orleans history.

The documentary's impact was further recognized nationally, earning a PRNEWS Content Marketing Award for excellence in storytelling and communications.



ALGIERS SERVICE IMPROVEMENT PLAN

DESIGNED BY AND BUILT FOR RIDERS

The Algiers Service Improvement Plan is a multi-phase initiative designed to strengthen transit connections and improve service reliability for the Algiers community.

The plan was developed through extensive rider engagement, including multiple community meetings and outreach opportunities where residents shared feedback about the service improvements they need most. Riders consistently emphasized the importance of dependable trips, stronger connections to key destinations, and a transit network that supports everyday travel.

These insights helped shape proposed service changes, ensuring that improvements reflect real rider experiences. Expect delivery in 2026





UNIVERSAL ACCESSIBILITY STUDY

DESIGNING A SYSTEM THAT
WORKS FOR EVERYONE

RTA launched a Universal Accessibility Study to identify barriers riders face and improve access across bus, streetcar, ferry, and paratransit services.

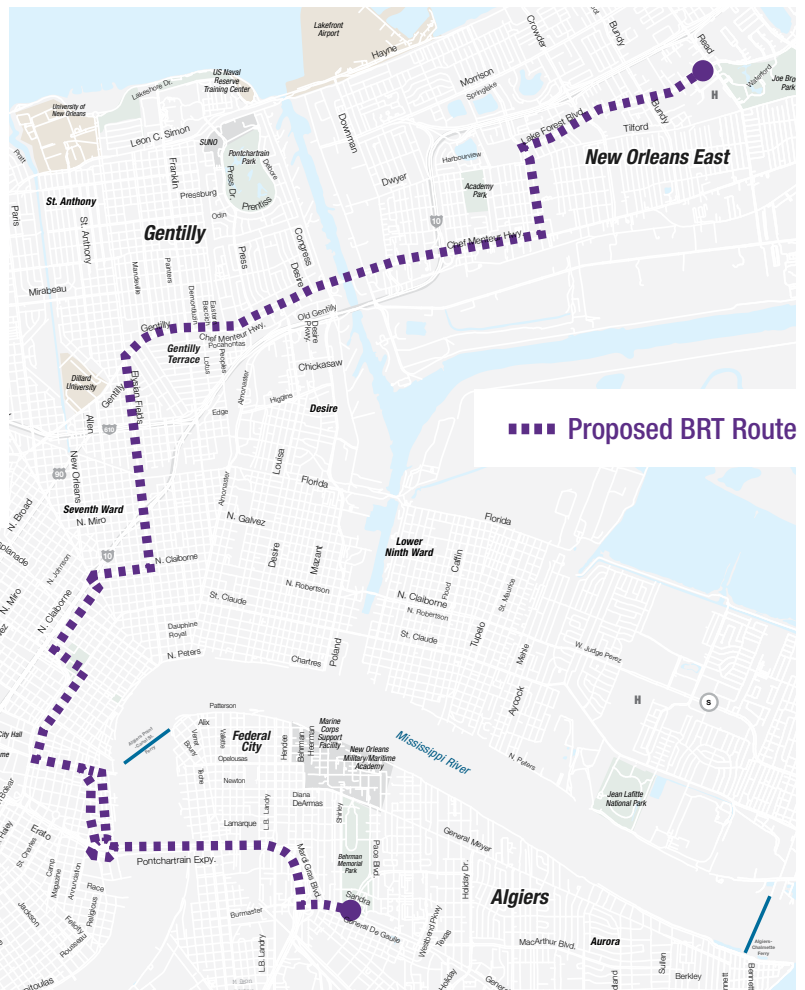
The study centered the experiences of riders with disabilities and mobility challenges through surveys

and community engagement efforts designed to capture real-world transit conditions.

Findings from the study will guide future improvements aimed at ensuring every rider can navigate the transit system safely, confidently, and with dignity.

BUS RAPID TRANSIT

PROGRESS TOWARD PRELIMINARY DESIGN



RTA reached a major milestone in 2025 when the Board approved the design contract for the city's first Bus Rapid Transit corridor. The approval moves the project from long-term planning into active development.

The BRT corridor is expected to improve connections and reduce travel time between New Orleans East, the Central Business District, and the West Bank through dedicated lanes, enhanced stations, and transit-priority features that improve travel time and reliability.

With design now underway, the project advances a long-term effort to modernize transit service and improve access to jobs, education, and economic opportunities across the region.



ALGIERS FERRY TERMINAL

REBUILDING A GATEWAY

RTA reached an important infrastructure milestone with the groundbreaking for the long-anticipated renovation of the Algiers Ferry Terminal. The project is a major investment in modernizing one of the region's most important multimodal transit gateways and reflects years of planning with federal partners.

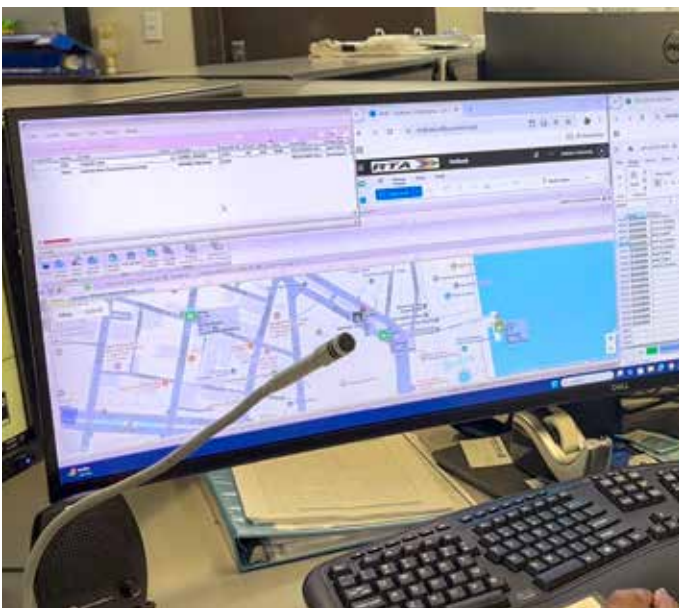
Originally built in the late 1970s, the terminal served generations of riders even as ferry operations evolved beyond the capacity of the facility. With dedicated funding from the Federal Transit Administration, the Federal Highway Administration, and local matching funds from RTA, construction is now underway to transform the site into a more accessible and functional space for the Algiers community.

The renovation includes a redesigned boarding ramp, improved pedestrian access, interior upgrades, new office space, enhanced shelters and lighting, updated landscaping, and improved circulation for walking, biking, and transit connections. The project also includes upgrades to the adjacent maintenance building to support long-term operational reliability.

Construction is being delivered by CDW Services, with Batture Engineering LLC providing engineering services and Studio West leading architectural design. Completion is expected in early 2027, bringing new life to a cornerstone of New Orleans' transportation network while improving connectivity for riders across the region. The total project value is \$9.6 million

RIDER COMMUNICATIONS

IMPROVING HOW WE INFORM BASED ON REAL-WORLD CONDITIONS & FEEDBACK

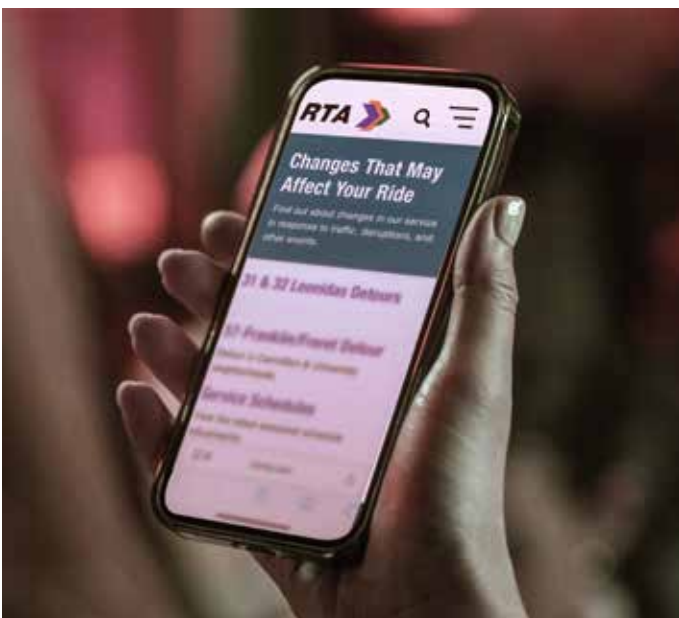


Clear, timely communication is critical when transit service changes or disruptions occur. In 2025, RTA developed and implemented a Service Disruption Communications Standard Operating Procedure (SOP) supported by a companion **Impact Action Matrix** designed to improve how the agency informs riders during service interruptions.

The framework was created through months of cross-department collaboration involving operations, planning, customer experience, communications, and technology teams. Together, staff mapped how service disruptions occur, identified decision points, and set up consistent protocols for notifying riders, coordinating internal teams, and delivering accurate public information.

Launched in November 2025, the SOP and Impact Action Matrix offer clear guidance on how disruptions are assessed, who is responsible for approving rider messaging, and how communications are delivered across platforms including digital alerts, rider notifications, and media outreach. The framework also standardizes how the agency escalates major service impacts so that riders receive prompt and reliable information when conditions change.

By formalizing this process, RTA improved coordination across departments and strengthened the agency's ability to keep riders informed during both planned service changes and unexpected disruptions. The initiative represents a key step toward delivering a more transparent and responsive rider experience.



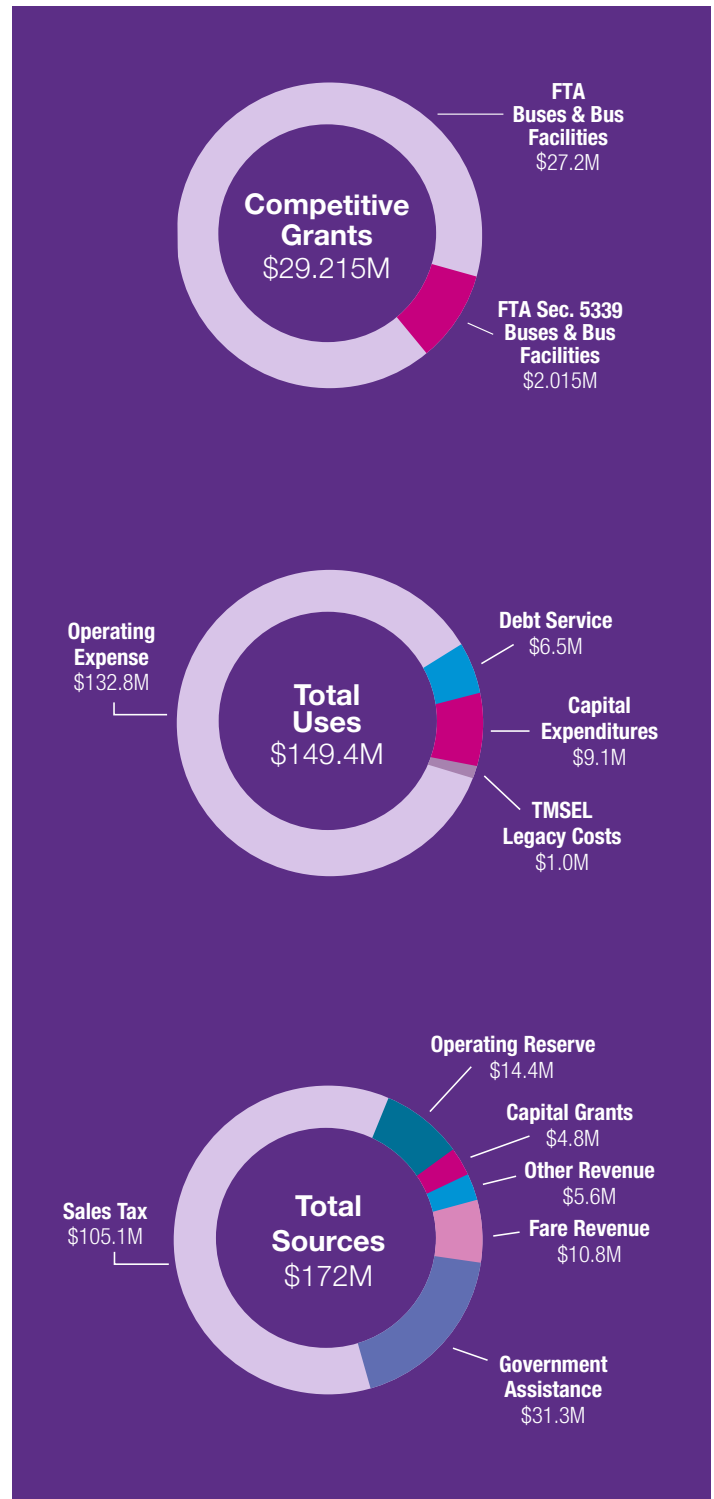
FINANCIAL SUMMARY

In 2025, the New Orleans Regional Transit Authority operated in a period of economic uncertainty while maintaining stable service and disciplined fiscal management. Sales tax collections continued to trend below earlier projections due to softening tourism and shifting consumer activity, but year-to-date operating performance remained steady. Conservative forecasting, expense controls, and strategic use of reserves allowed the agency to preserve service levels without service cuts.

Passenger fare revenue reflected gradual ridership recovery, particularly among local commuter riders. While tourism-driven ridership remains variable, core system usage continues to stabilize. Farebox recovery rates have remained steady, supported by digital payment adoption and ongoing expansion of Le Pass and mobile fare usage.

Operating expenses remained controlled despite rising insurance, labor, and fringe benefit costs across the industry. Inflationary pressure on materials, fuel, and services was offset by maintaining budgetary control and expanding operational efficiencies. The agency maintained consistent transit service without major expenditure spikes, reinforcing financial stability during a volatile economic cycle.

Sales tax revenue remains the primary funding source for transit operations. Although collections tracked slightly below budget, the agency entered 2025 with a healthy reserve position specifically intended to absorb economic fluctuations. RTA leadership implemented conservative staffing and vacancy management strategies to protect service reliability while reducing long-term financial exposure.



Maritime operations continued to require targeted investment due to scheduled maintenance and insurance costs, but with the utilization of nearly \$5 million in operating reserves, ferry services remained operational and supported in 2025. Capital planning for ferry infrastructure modernization continued without affecting core operating stability.

Capital Investments

Capital investments in 2025 focused on modernization and system reliability rather than short-term expansion. Major projects advanced fleet upgrades, infrastructure improvements, accessibility planning, and the transition toward zero-emission vehicles.

These investments are primarily supported by federal grants and restricted capital programs that cannot be used for operating expenses.

Key projects moving forward include the Algiers Ferry Terminal modernization, the Bus Rapid Transit corridor, electric bus charging infrastructure, and systemwide accessibility planning.

Capital expenditures are structured to improve long-term reliability and reduce maintenance

burdens while strengthening our transit network.

Financial Position

Through disciplined budgeting and careful reserve management, RTA maintained strong operating performance despite broader macroeconomic pressures, closing the year with positive net revenue. Strategic government aid and preventive maintenance funding helped bridge temporary gaps while protecting the agency’s long-term fiscal health.

The agency continues to operate without issuing new debt and maintains strong financial standing with rating agencies. Reserve levels remain healthy and are being managed deliberately to protect service continuity during economic cycles.

Looking Ahead

RTA enters 2026 focused on financial resilience, modernization, finalizing a labor agreement with ATU, and operational reliability. Key priorities include continued fleet transition, infrastructure upgrades, digital fare expansion, and targeted revenue initiatives. Conservative forecasting will remain central to budgeting, so the agency can adapt to economic conditions while continuing to provide dependable transit service for riders across the region.



OPERATING REVENUES

TAX REVENUES	2024	2025
Sales Tax - General Use	\$ 94,714,309	\$ 91,532,451
Sales Tax - State Motor Vehicle	\$ 5,819,987	\$ 6,066,553
Sales Tax - Hotel Motel	\$ 7,380,281	\$ 7,550,260
Total Sales Tax Revenues	\$ 107,914,577	\$ 105,149,264

TRANSIT REVENUES

Fares	\$ 10,289,046	\$ 10,771,082
Other Revenues	\$ 2,494,994	\$ 5,663,915
Total Fare & Other Revenue	\$ 12,784,040	\$ 16,434,997

GOVERNMENT OPERATING GRANTS

Preventive Maintenance	\$ 15,277,615	\$ 20,734,853
Other Fed. Sources (ARPA)	\$ 23,123,159	\$ 8,479,749
State Parish Transportation Fund	1,992,169	\$ 2,051,217
Total Government Operating Grants	\$ 40,392,943	\$ 31,265,819
Total Operating Revenues	\$ 161,091,560	\$ 152,850,080

OPERATING EXPENSES

TRANSIT EXPENSES

Labor & Fringe Benefits	\$ 83,843,686	\$ 90,445,760
Contract Services	\$ 9,941,735	\$ 14,996,640
Insurance & Self-insured costs	\$ 9,311,753	\$ 12,099,291
Materials, Fuel, & Supplies	\$ 11,379,851	\$ 12,150,441
Utilities	\$ 1,506,167	\$ 1,765,355
Taxes, Other Than Payroll	\$ 412,707	\$ 356,190
Miscellaneous	\$ 919,211	\$ 763,174
Leases	\$ 193,897	\$ 229,051
Total Transit Operating Expenses	\$ 117,509,007	\$ 132,805,902
TMSEL Legacy Costs	\$ 3,240,772	\$ 1,030,331
Maritime Operations - Revenue	\$ -14,645,182	\$ -6,224,819
Maritime Operations - Expenses	\$ 13,000,361	\$ 10,915,569
Income from Operations	\$ 41,986,602	\$ 14,323,097

NON-OPERATING REVENUE (EXPENSES)

Investment Income	\$ 793,663	\$ 1,205,364
Debt Service, Net	\$ -6,601,872	\$ -6,450,375
Total Non-Operating Revenues (Expenses)	\$ -5,808,209	\$ -5,245,011
Net Loss Before Capital Contributions	\$ 36,178,393	\$ 9,078,086

CAPITAL CONTRIBUTIONS

Total Federal Sources	\$ 28,070,405	\$ 8,137,793
Other Local Sources/Restricted Capital Res.	\$ 2,522,669	\$ 7,968,258
Capital Expenditures	\$ -11,579,480	\$ -36,805,298
Total Capital	\$ -919,018	\$ -1,306,635
Change in Operating Contributions	\$ 8,159,068	\$ 34,871,758







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