

# Recommended Actions for Improved Operations and Oversight

City of New Orleans

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# Adoption of Performance Measures

## Establishment of Key Performance Indicators

- The City will partner with the RTA through the Office of Performance and Accountability to develop KPIs pursuant to the Oversight Guide and the Transit Management Agreement.
  - 70+ Potential KPIs have been identified in the following categories:
    - Timeliness
    - Safety
    - Responsiveness
    - Reliability
    - Equity
- KPIs include contract-mandated indicators as well as indicators reflective of best practices in other transit agencies.



# Adoption of Performance Measures

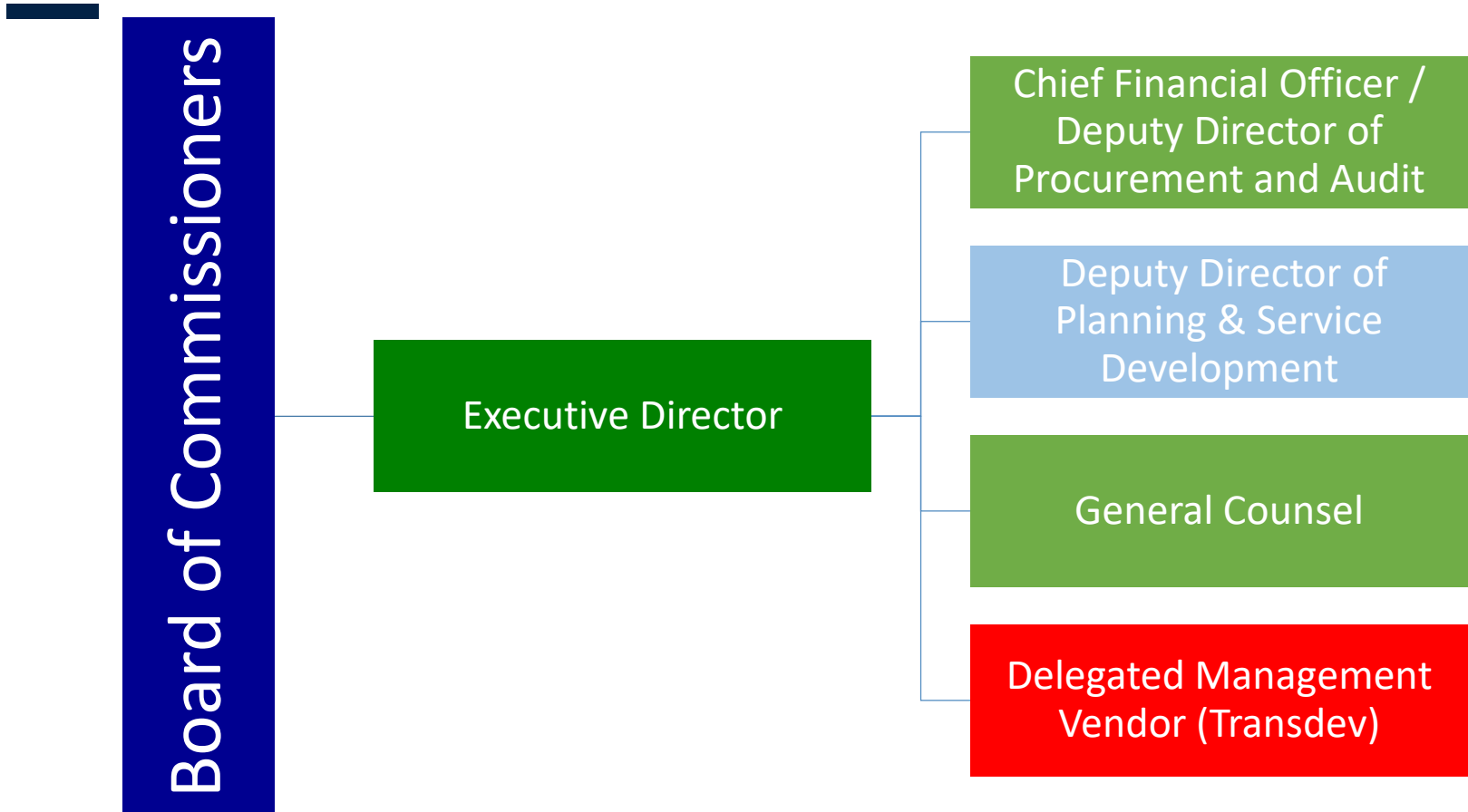
## Ongoing Performance Measurement and Analysis

- City personnel will work with the RTA and Transdev to develop appropriate measures and establish benchmarks.
- For ongoing performance measurement, a CEA with the City is encouraged.
  - The City has the appropriate technical staff for data analysis and reporting.
  - Monthly reports will be provided to the Board to track performance.
  - Estimated cost to RTA - \$50,000 for the first year (\$25,000/year thereafter)



# Executive Leadership Structure

## Suggested Executive Organizational Chart



# Executive Leadership Structure

Provide Executive-level leadership in direct service to the Board

- Amend the Executive Search solicitation to identify candidates for:
  - Deputy Director of Procurement and Audit
  - General Counsel
  
- Once the core team is established, Deputy Director of Planning & Service Development should be hired.



# Transparency and Public Accountability

## Board Operations

- The following changes are proposed for the document table on the “Agendas and Reports” web page:
  - All materials presented to the Board should be provided in conjunction with the copy of the PowerPoint presentation currently provided.
  - Meeting minutes and copies of Board resolutions should be added to the site in a new document column.



# Comprehensive Auditing

A complete picture of fiscal conditions

- Procure forensic auditing services.
  - An outside firm should be procured to perform a comprehensive forensic audit of RTA finances from 2005 to present.
- This should be acted on fairly quickly to obtain results this year.
  - The result of this audit can then inform the RFP process as it moves forward.



# Next Steps

- Draft resolutions have been provided to the Chair:
  - Authorizing a CEA with the City of New Orleans for performance measurement and reporting.
  - Adopting the proposed executive management structure.
- Motions to:
  - Amend the Executive Search solicitation
  - Authorize a solicitation for forensic auditing services.

