

Recommended Actions for Improved Operations and Oversight

City of New Orleans
January 23, 2018

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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

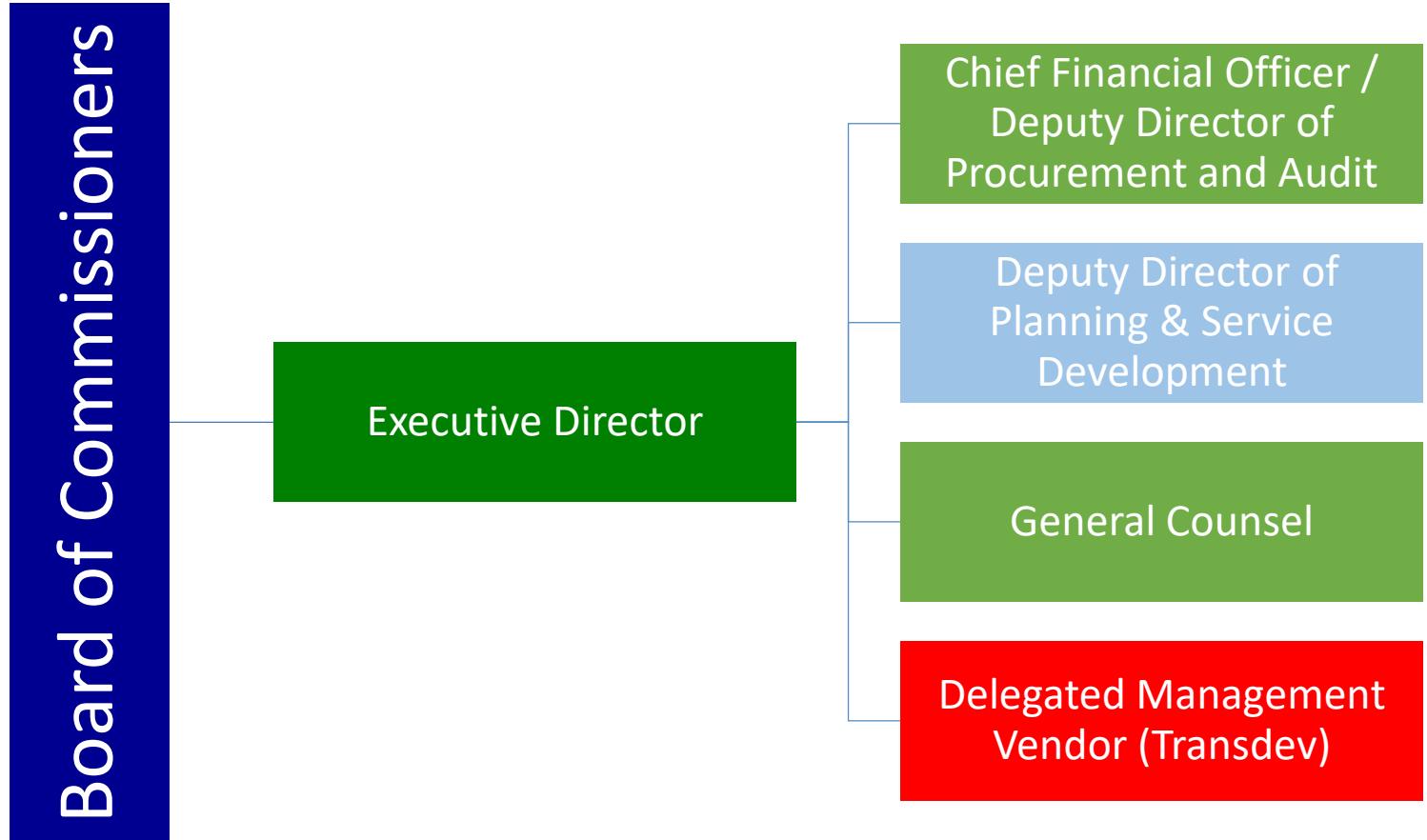
Ongoing Performance Measurement and Analysis

- 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.

