



WORLD CLASS TRANSIT FOR NEW ORLEANS

RIDE NEW ORLEANS

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Ride New Orleans recommends inclusion of the following action items in the final strategic mobility plan:

Goal: Connect to opportunities

- Create designated high frequency corridors with associated levels of service and the next steps for implementing those levels of service
- Conduct evaluation of whether the existing transit network is adequate or whether a network redesign process is needed and, if so, clear next steps for a network redesign process
- Create a long-term plan for increased ridership
- Make decisions about appropriate mode (e.g. bus, streetcar, circulator) for appropriate corridors during the plan's lifetime. Decisions should be based on maximizing the mobility potential of residents within the specific corridors
- Establish concrete steps toward regional transit integration and more regional routes with a seamless rider experience
- Create a short-term action plan for transit improvements over the next five years
- Establish an evaluation matrix for how to prioritize increased transit service on lines in the short-term and long-term
- Establish a focus on transit-oriented development (TOD) corridors that match with the City of New Orleans' designated TOD focus areas in the Master Plan and determine appropriate levels of service and connectivity for those corridors
- Per the City's Climate Action for a Resilient New Orleans plan, build a transit system that can help achieve the goal of 50 percent of trips being made without a car by 2030
- *Benchmark: 80 percent of the RTA's service area population can reach most of the region's jobs within 30 minutes by transit during peak periods within 10 years.*

Goal: Be reliable

- Create a clear plan and timeline for purchase of replacement and new transit vehicles necessary to ensure reliability of existing service and to increase service levels in the short- and long-term.
 - Publish reliable real-time information, accessible to outside developers
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- Create strategy for decreasing travel time of streetcar network through signal priority, off board fare collection, stop elimination, and elimination of vehicular access to the neutral ground in key areas
- Select appropriate locations for additional dedicated bus lanes, transit signal priority, or new bus rapid transit (BRT) lines and determine which other state, regional, and local agencies need to be involved
- *Benchmark: Ambitious but achievable on-time performance metrics. We suggest an on-time performance of 85 percent or better – outside of Carnival season and other designated times – within five years.*

Goal: Ensure available, accessible, and affordable mobility

- Implement reduced fare for lower-income households
- Streamline procedure for disabled and senior discount fare approvals
- Improve affordability of demand-response between parishes and to the airport
- Improve flexibility and convenience of demand-response
- Ensure that riders in New Orleans East and Algiers have reliable and convenient connections to jobs centers throughout the region
- *Benchmark: At least 50 percent of lower-income households can reach all jobs within the RTA service area in 30 minutes or less via transit in the next five years and that 85 percent can do so in the next 10 years.*

Goal: Earn Trust

- Help riders clearly understand the processes by which they can affect change regarding transit agency policy
- Clearly display easy-to-understand financial statements on website
- Develop an expanded list of partners through which to publicize important RTA meetings and decision points where the public has an opportunity to get involved
- Include the public in the creation of an easily-accessible capital improvements plan and create a process for regular, public updates and continued input
- Publish and display key performance indicators with goals and actuals on a quarterly basis
- *Benchmark: Steadily increasing attendance at RTA public meetings and events and an increasing annual amount of formal rider feedback via surveys and public meetings.*

Goal: Prioritize the rider experience

- Ensure all transfer points and stops with more than 50 boardings a day have shelters and all stops with 15 or more boardings a day have benches within the next five years

- Create a rider-supported matrix to prioritize amenities at remaining stops based on boarding volume, wait time, and proximity to seniors and individuals with limited personal mobility
- Ensure all bus stops are clearly marked, well-lit, and safe for pedestrians to access within the next two years
- Rapid communication between the agency and the public when there are detours, cancellations, or delays that affect service whether those are one-time, periodic, or ongoing
- Introduce real-time displays at busy stops
- Create one-stop shopping office for rider complaints and services
- *Benchmark: Success meeting goal around transit stop amenities and a steady increase of reported rider satisfaction.*