

# Draft Strategic Mobility Plan

## Short-Term Action Plan

### 2018 to 2022

<b>2018</b>	
ET1:	By 2018, provide monthly project updates at board meetings and online
ET2:	By 2018, provide updates for the SMP action items and measures at the annual State of Transit event
ET3:	By 2018, post an easy-to-understand Annual Budget Report online with funding and expenses by major categories and a list of planned projects
ET4:	By 2018, Board meeting summaries are posted online within one week of the meeting
ET5:	By 2018, create online dashboard that shares up-to-date performance data, including plan metrics, on-time performance, and ridership by route
ET6:	By 2018, provide all open source data in a central location online and share with major data clearinghouses
ET7:	By 2018, public information and rider alerts are easily accessible online, on the mobile app, and at impacted stops
ET8:	By 2018, annually update the SMP as needed with minor revisions, in conjunction with the annual budget process
ET9:	By 2018, consider adding a transit rider to serve as an ex-officio member of the RTA Board of Commissioners that will also serve as the chair of the Riders Advisory Committee
ET13:	By 2018, change the time of Board meetings to an evening time
ET14:	By 2018, move public comment to the beginning of the agenda
BE1:	By 2018, begin working with local governments and partners to increase affordable housing units and community services in areas along High Capacity Transit lines
BE2:	By 2018, adopt guidelines with local governments to create land use regulations that encourage more affordable housing in new development in areas along High Capacity Transit lines and areas identified for Transit-Oriented Development
PR1:	By 2018, introduce improved mobile app and scanners for bus, streetcar, and ferries.
PR2:	By 2018, consider providing a regional pass between RTA and Jefferson Parish
PR6:	By 2018, create a ridership and education marketing campaign
PR7:	By 2018, develop a plan for replacing transit stop signs
PR10:	By 2018, conduct customer satisfaction surveys every other year or more
PR11:	By 2018, implement mystery traveller/shopper program
PR13:	By 2018, begin working with local governments to improve sidewalks, crossings, and bike infrastructure near transit stops
PR14:	By 2018, begin working with local governments to improve cleanliness and maintenance of stop facilities and surrounding areas, including garbage collection and removal, landscape and debris maintenance, and lighting
PR15:	By 2018, begin working with the City of New Orleans to create an expedited shelter permitting process
PR24:	By 2018, begin using Safety Management Systems to improve safety awareness for operators and other employees

<b>2018</b>	
BR1:	By 2018, utilize new technology systems to improve dispatcher-operator communications and feedback
BR2:	By 2018, implement bus and streetcar tracking for riders
BR3:	By 2018, all planned service disruptions are communicated online/mobile app and at the stop level at least 14 days in advance
BR22:	By 2018, deploy a marketing campaign to increase GoMobile 2.0 users
BR27:	By 2018, develop a Transit Asset Management Plan
CO17:	By 2018, introduce faster, modern water transportation vehicles
CO27:	By 2018, create a Transit-Oriented Development (TOD) program and plan, including consideration of property owned privately and by other public agencies.
CO28:	By 2018, begin working with local governments to implement and encourage TOD with zoning overlays and other tools
CO30:	By 2018, begin working with major employers, emerging industries, healthcare providers, and large social service providers to encourage transit use and purchase discounted passes in bulk for their employees and/or customers
CO38:	By 2018, begin quarterly technical coordination meetings with mobility providers in the region and include representatives from the airport, Regional Planning Commission, local governments, and other agencies as needed.
<b>2019</b>	
ET10:	By 2019, Board meeting video recordings are posted online within one week of the meeting and run on the public access TV channel
ET11:	By 2019, customer complaints and requests can be tracked online or by phone and receive responses within three (3) days
ET15:	By 2019, update Public Participation Plan to reflect emerging best practices and expand scope to provide guidance on public involvement in all activities.
ET16:	By 2019, create a customer service "one-stop shop" easily accessible by phone or internet. Integrate customer communications for all RTA services and maintain up-to-date information
BE3:	By 2019, develop a plan to introduce more low-floor vehicles with ADA accommodations for all people with disabilities and ensure the website and mobile app reflect best practices for ADA accommodations
BE4:	By 2019, create an action plan to improve paratransit service
PR12:	By 2019, implement a new customer service training program for operators, customer service employees, and all other employees
PR16:	By 2019, begin installing more shelters, seating, lighting, rider information and other amenities at transit stops
PR17:	By 2019, ensure sufficient transit information and accommodations at the new airport terminal, including potential placement of Ticket Vending Machine(s)
PR25:	By 2019, create a public safety campaign for motorists, pedestrians, and other travellers
PR26:	By 2019, study top 10 locations for RTA-related crashes for site-specific improvements
BR4:	By 2019, 80% of unanticipated service disruptions resulting in a detour are communicated online/mobile app within 1 hour of RTA being notified and at the stop level within 2 hours
BR5:	By 2019, implement ferry tracking for riders

<b>2019</b>	
BR8:	By 2019, begin working with local governments to make bus stops highly visible in order to minimize illegal parking
CO9:	By 2019, pilot circulator service options in the CBD using existing small vehicle fleet
CO23:	By 2019, pilot first-mile, last-mile connections
<b>2020</b>	
PR27:	By 2020, begin implementing site specific improvements to improve top RTA-related crash locations
BR6:	By 2020, implement paratransit tracking for riders in addition to traditional communication
BR9:	By 2020, study and identify potential solutions to reduce the delay from automobiles turning in front of transit vehicles in neutral grounds
BR10:	By 2020, identify stops to move from near-side locations (before an intersection) to far-side locations (after an intersection)
BR18:	By 2020, study traditional and innovative options for increasing funding for services, such as value capture. Include consideration of impacts to low-income households
BR23:	By 2020, deploy Ticket Vending Machines at 25 high traffic stops
BR24:	By 2020, as part of Comprehensive Operations Analysis (COA), develop a plan for increasing pre-boarding payments
CO6:	By 2020, complete a new Comprehensive Operations Analysis (COA) with recommendations for a network redesign and capital needs for implementation. Consider equity impacts and impacts related to proposed High Capacity Transit (HCT) lines and potential major developments in the region such as the "opportunity sites" identified in the City's Master Plan
CO10:	By 2020, complete study for improved mobility options in the CBD and French Quarter as part of the Comprehensive Operations Analysis
CO24:	By 2020, pilot neighborhood circulators using small vehicles in New Orleans East , Algiers, and other areas where feasible
CO31:	By 2020, work with public high schools to encourage student ridership
SH1:	By 2020, begin incorporating low or no emission vehicles into new vehicle acquisitions and vehicle replacement cycles (2021-2023 and 2026-2027) for both service and administrative vehicles
<b>2021</b>	
BR11:	By 2021, begin working with the City of New Orleans to reduce the number of turning conflicts between automobiles and transit vehicles in neutral grounds
<b>2022</b>	
ET12:	By 2022, comprehensively update the SMP, preferably in coordination with the City's update of its Master Plan
BE5:	By 2022, in accordance with legal agreements, provide at least one fully-accessible streetcar on the St. Charles Streetcar Line
BE6:	By 2022, in accordance with legal agreements, work with the City of New Orleans to inspect transit stops and develop a new ADA Transition Plan
PR3:	By 2022, comprehensively update fare structure, pass options, and related policies to incorporate emerging best practices

## 2022

PR4:	By 2022, study and recommend smart card options for integrating fare passes for multiple transportation options and integrating transit passes into other payment cards, such as EBT cards, student IDs, and credit cards
PR8:	By 2022, as part of network redesign, simplify schedules so they are more consistent throughout the day and predictable
PR9:	By 2022, as part of network redesign, brand transit routes by frequency
PR18:	By 2022, complete studies for Downtown, New Orleans East, and Algiers transit centers and smaller mobility hubs, including evaluation in Comprehensive Operations Analysis (COA)
PR19:	By 2022, create an Art in Transit program
BR7:	By 2022, provide real-time arrival info at stops with more than 250 boardings a day
BR12:	By 2022, identify potential dedicated lanes, High-Occupancy Vehicle (HOV) lanes, signal priority improvements, queue jumps, and other priority treatments for transit routes to minimize delay from areas with high congestion
BR13:	By 2022, coordinate with local governments to create policies in which roadway maintenance and construction projects include relocation of stops and bus pads to far-side locations, in accordance with Complete Streets policies
BR14:	By 2022, pilot transit priority treatments along one or more transit routes
BR16:	By 2022, create a Career Pathways program for employees and ensure competitive pay and benefits
BR19:	By 2022, increase non-traditional funding sources, including private partnerships
BR20:	By 2022, consider increasing fares
BR25:	By 2022, pilot Ticket Vending Machines and/or other pre-boarding payment options along the entirety of one or more transit routes with chronic boarding-related delay
BR28:	By 2021, begin overhauling the bus fleet, replacing the majority of aging vehicles and purchasing additional vehicles
BR29:	By 2022, as part of a network redesign, adjust routes where schedules are too tight and implement stop-spacing guidelines to reduce redundant stops
BR30:	By 2022, create autonomous vehicle pilot
CO1:	By 2022, complete feasibility studies for upgrading and extending existing transit routes in RTA's service area into High Capacity Transit corridors: <ul style="list-style-type: none"> <li>• Broad/Gentilly/Chef</li> <li>• Canal Streetcar</li> <li>• Rampart/St. Claude</li> <li>• St. Charles Streetcar</li> <li>• Tulane</li> </ul>
CO7:	By 2022, finalize implementation of network redesign
CO8:	By 2022, adjust crosstown service to meet COA-assessed demand
CO13:	By 2022, work with the State to re-introduce intercity bus service between Baton Rouge and New Orleans
CO14:	By 2022, coordinate with Jefferson Parish to provide regional express routes to CBD: <ul style="list-style-type: none"> <li>• Airport/Veterans/Canal St. corridor</li> <li>• Elmwood/Claiborne corridor</li> <li>• Westbank Expressway corridor</li> </ul>

**2022**

CO18: By 2022, evaluate making the hours of operation for the Canal St-Algiers ferry more consistent for all days of the week

CO21: By 2022, as part of network redesign, fully integrate ferry schedule with fixed routes

CO22: By 2022, as part of network redesign, fully integrate RTA schedules at transfer areas with surrounding transit agencies

CO25: By 2022, evaluate partnering with Transportation Network Companies (TNCs) for subsidized late-night, early morning, and weekend rides

CO29: By 2022, work with regional organizations to use grant funding and private resources to encourage developers to build TOD in preferred areas with affordable housing

CO34: By 2022, work the City of New Orleans to expand their bike share systems to include more locations near High Capacity Transit and Select Routes

CO39: By 2022, develop cost and revenue sharing agreements to provide service across parish lines

SH4: By 2022, encourage transit-supportive development by working with local governments to waive parking requirements for development near frequent transit service