



New Orleans Regional Transit Authority

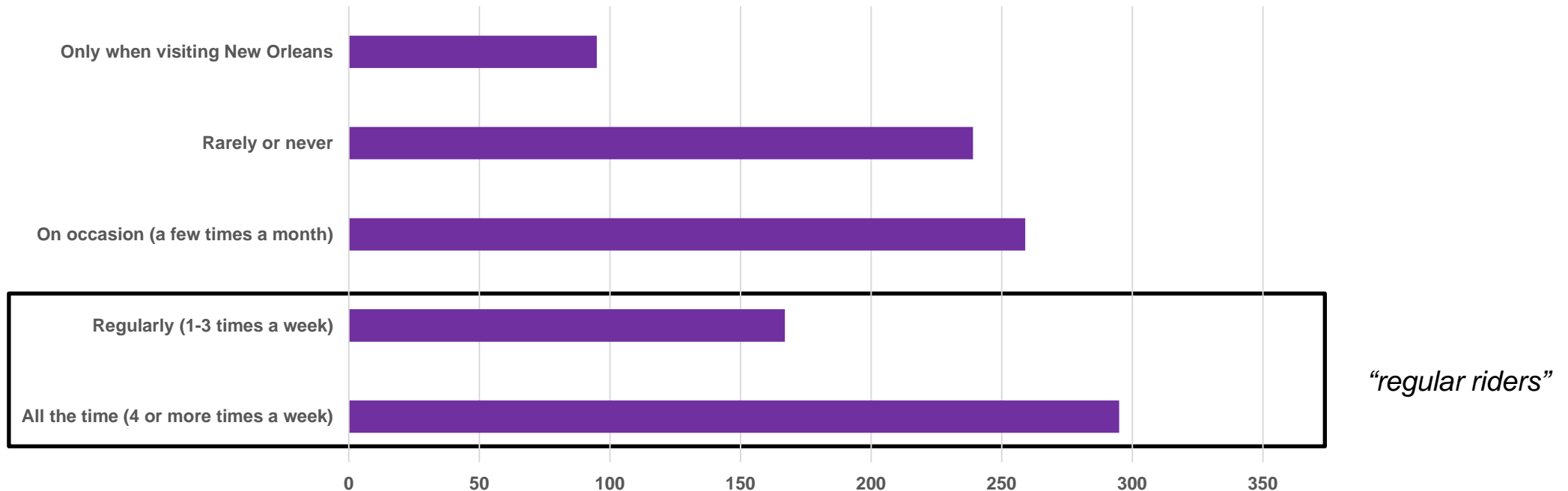
Bus Rapid Transit Survey RESULTS

July 2022

BRT Survey: Respondents

Collected a total of 1,063 responses from residents including online polls, meetings, and workshops, with 462 responses from "regular riders" (~2+ times per week).

How often Survey Respondents Use RTA

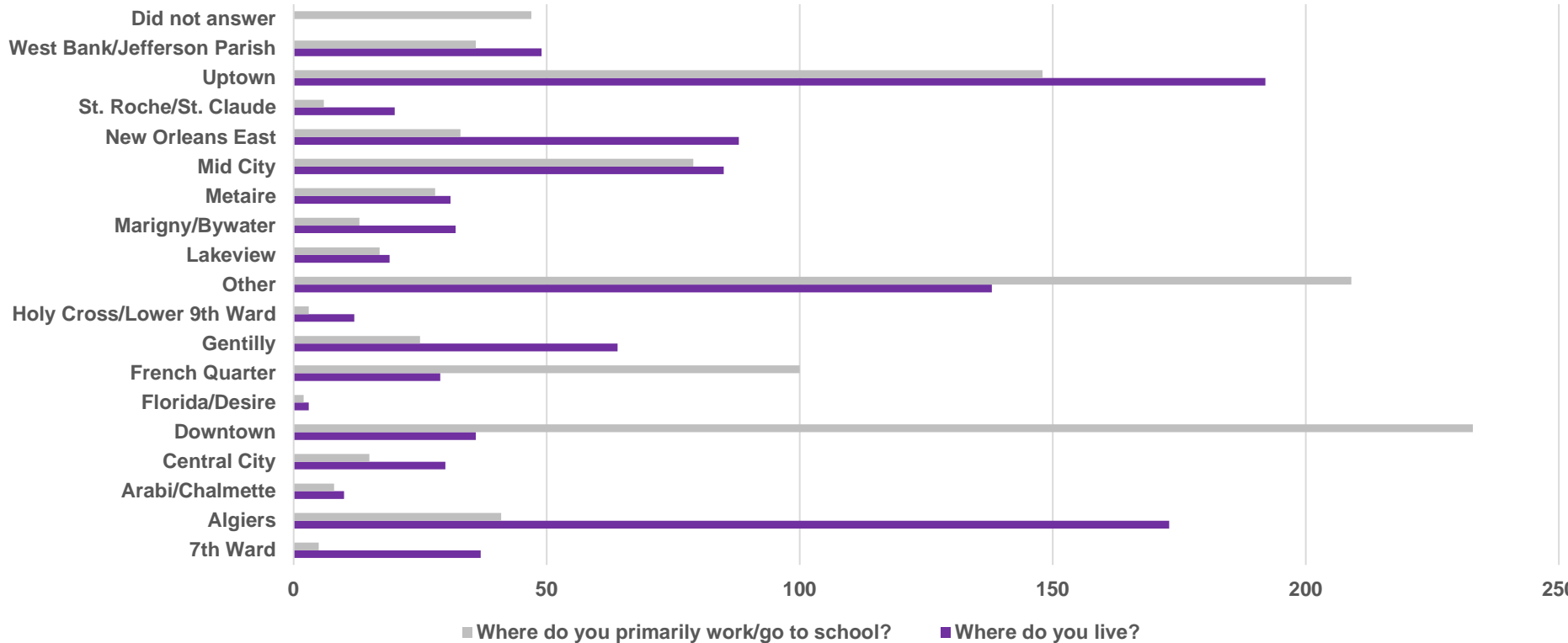




BRT Survey: Place of Residence/Employment

Majority of respondents are from Uptown, Algiers, or used the “Other” category.
Majority of respondents work/go to school in either Downtown or Uptown, or answered in the “Other” Category.

Where do you live/work?



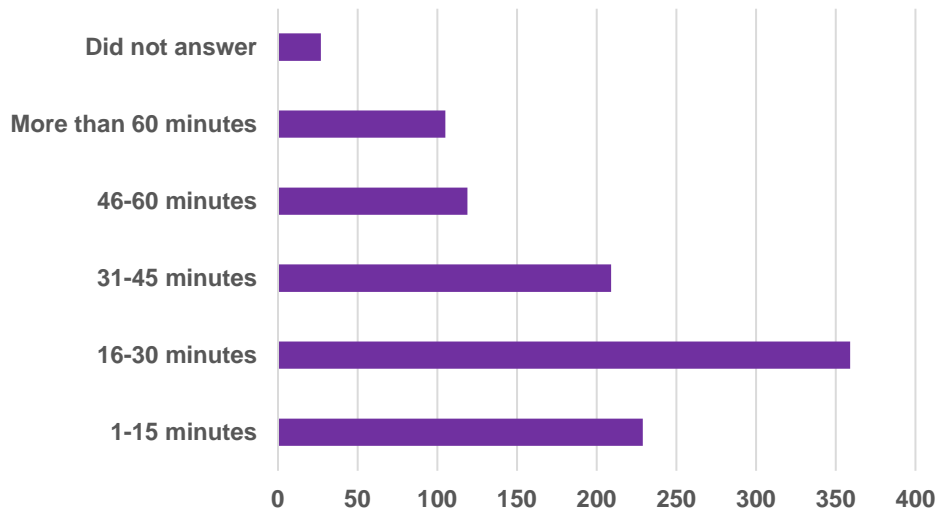
“Other” Category answers include (but are not limited to):

- Kentucky
- Ireland
- Anchorage, Alaska
- Houston, Texas
- Washington D.C.
- Birmingham, Alabama
- Baton Rouge
- Lower Garden District
- Seattle, Washington
- Baltimore, Maryland
- Chicago, Illinois
- Etc.

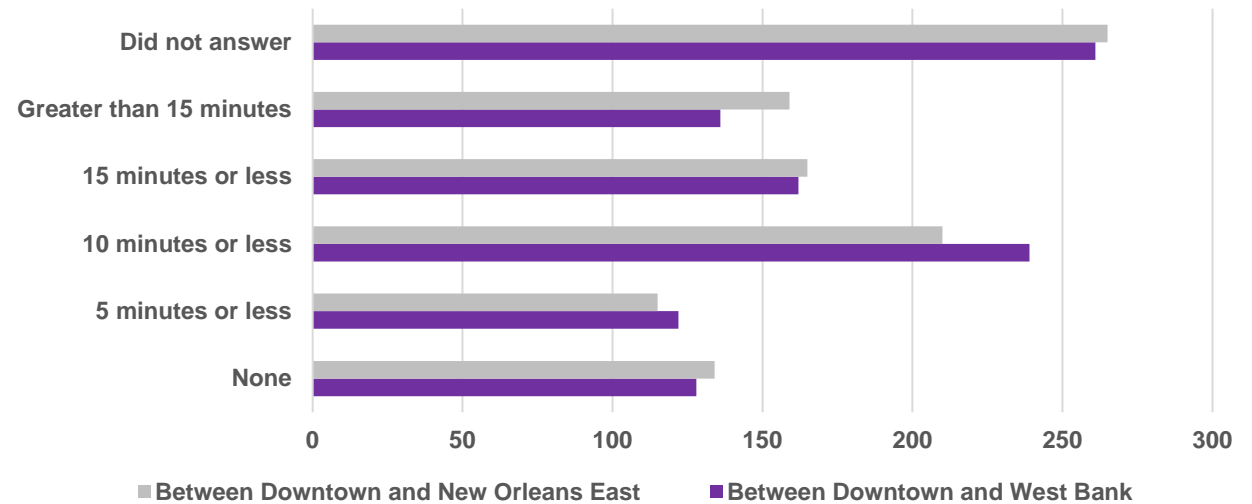
BRT Survey: Ride Time

The typical commute for most riders lasts between 16 and 30 minutes. Most riders feel that 10 minutes or less of additional travel time is acceptable.

How long does your commute typically take?



How much additional travel time is acceptable to implement BRT?





BRT Survey: Benefits

The most wanted benefit from BRT was fast and reliable service. Following this was congestion relief and improving streets for all users.

BRT Benefits

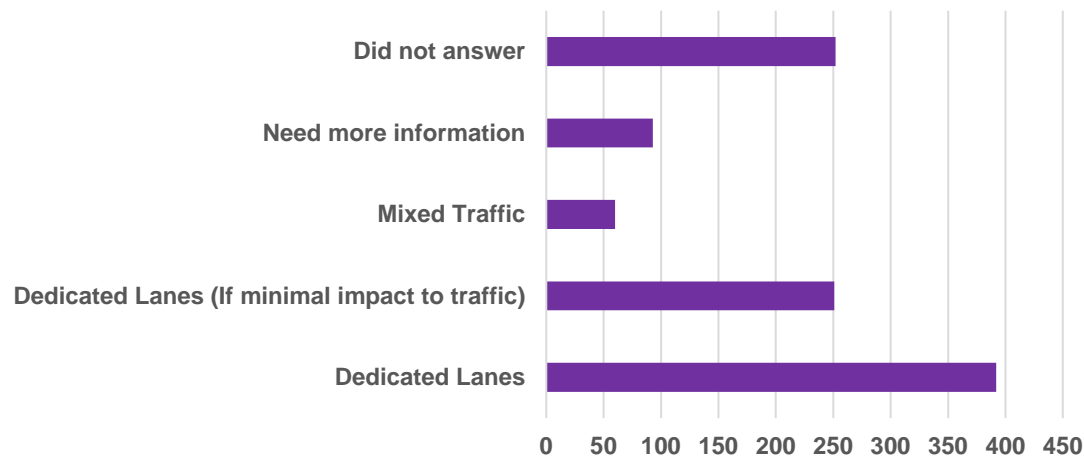
| Ranking | Fast and Reliable Service | Congestion Relief | Corridor Revitalization | Attracting Investment | Improving Streets for Users | Improving Streets for Utilities |
|----------------|---------------------------|-------------------|-------------------------|-----------------------|-----------------------------|---------------------------------|
| 1 | 553 | 80 | 36 | 24 | 124 | 61 |
| 2 | 126 | 248 | 67 | 83 | 238 | 99 |
| 3 | 61 | 185 | 151 | 125 | 193 | 138 |
| 4 | 50 | 135 | 209 | 185 | 104 | 166 |
| 5 | 26 | 103 | 224 | 208 | 135 | 131 |
| 6 | 59 | 94 | 141 | 205 | 59 | 269 |
| Did not answer | 173 | 203 | 220 | 218 | 195 | 184 |



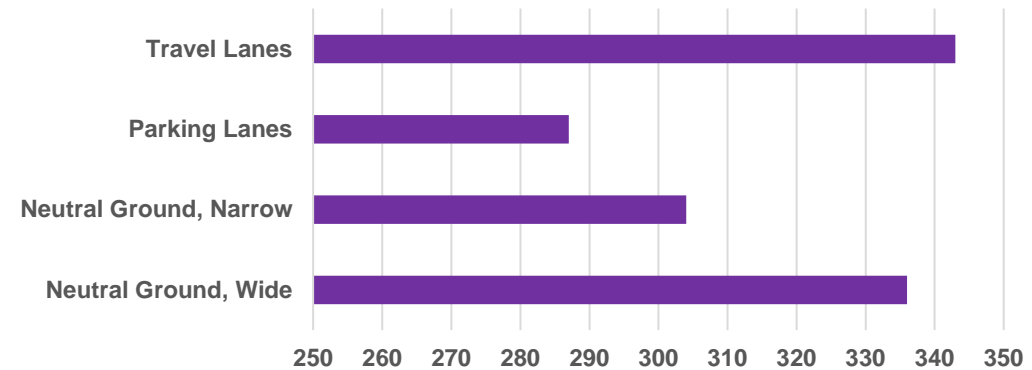
BRT Survey: Guideway Preference

Most respondents supported removing travel lanes to support BRT implementation.

What guideway option do you prefer?



What aspect of the current ROW would you support modifying/eliminating for BRT service?



Common comments:

Much concern over New Orleans driver attitudes towards dedicated lanes, i.e., using them or parking in them anyways.

Lots of respondents want bike facilities as part of this project.

If dedicated lanes are to be used, then the city **MUST** enforce them.

Many respondents want dedicated lanes but want something to physically separate it from normal traffic.

Many respondents mention wanting center-running BRT.

Respondents want neutral green space to be preserved, along with large trees along roads.

Many people confused about what the guideway options mean, what the categories of ROW mean, and what ROW is.

Respondents are adamant about not touching the neutral green space and trees.





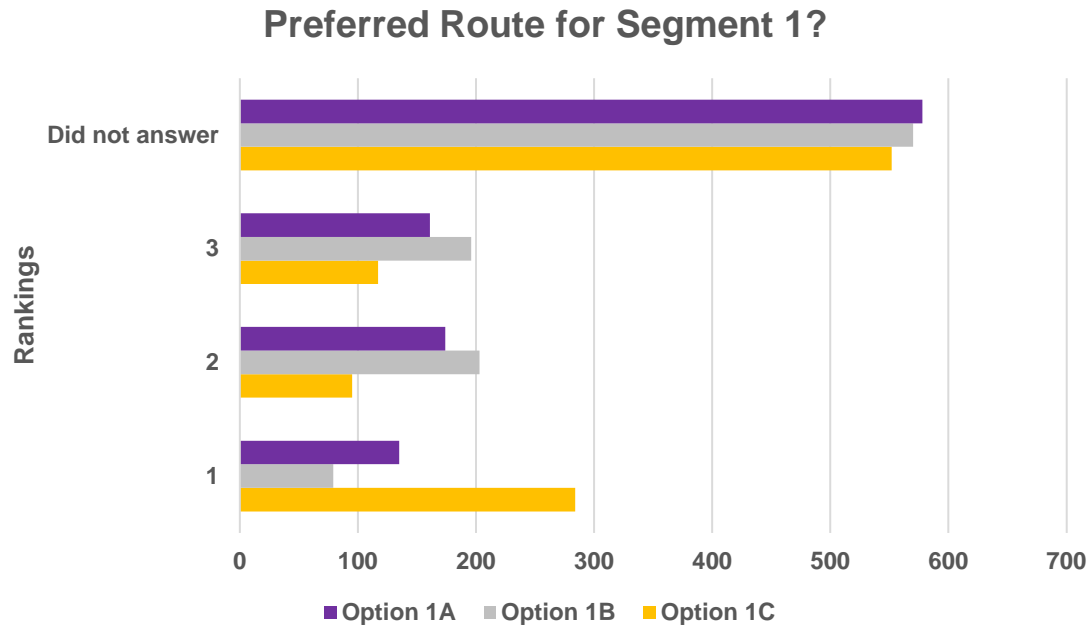
BRT Survey: Transit Priority Comments

Comments and Questions included, but are not limited to:

- How would bikes and sidewalks be affected?
- Need to adopt a transit hierarchy like other cities.
- BRT lanes should permit electric vehicles and carpools.
- Why is rail precluded? Why no light rail, or elevated rail?
- What does BRT mean for everyday drivers?
- Would like to see more space on vehicles for luggage, Wi-Fi on vehicles, and onboard advertising too.
- Where can I talk to RTA if I have further commentary?
- How soon will this project be started?
- We should reduce impervious pavement, great opportunity to increase water infiltration.
- What would the BRT schedule look like?
- Are monorails too expensive?
- How is RTA determining the need for this?
- Remember to have bike lanes in the priorities!
- Etc.

BRT Survey: Segment 1

Option 1C was the clear choice of preference by the public.



- Common comments on Segment 1 include:
- I do not spend time in this area, therefore not familiar.
 - I do not travel in East New Orleans and do not have a strong preference.
 - All options seem good, why not all three?
 - Proper rain shelters are required due to the rain.
 - 1C reaches all the popular destinations in East New Orleans.

Preferred Choice by Residence

| | Option 1A | Option 1B | Option 1C |
|----------------------------|-----------|-----------|-----------|
| 7th Ward | 4 | 1 | 15 |
| Algiers | 19 | 4 | 32 |
| Arabi/Chalmette | 1 | 0 | 2 |
| Central City | 9 | 2 | 12 |
| Downtown | 9 | 3 | 9 |
| Florida/Desire | 0 | 0 | 1 |
| French Quarter | 4 | 3 | 3 |
| Gentilly | 7 | 4 | 25 |
| Holy Cross/Lower 9th Ward | 1 | 3 | 6 |
| Other | 14 | 9 | 41 |
| Lakeview | 2 | 2 | 6 |
| Marigny/Bywater | 2 | 2 | 9 |
| Metairie | 5 | 2 | 8 |
| Mid City | 8 | 4 | 23 |
| New Orleans East | 11 | 23 | 24 |
| St. Roche/St. Claude | 4 | 1 | 4 |
| Uptown | 31 | 13 | 48 |
| West Bank/Jefferson Parish | 4 | 4 | 16 |
| Did not answer | 578 | 570 | 552 |

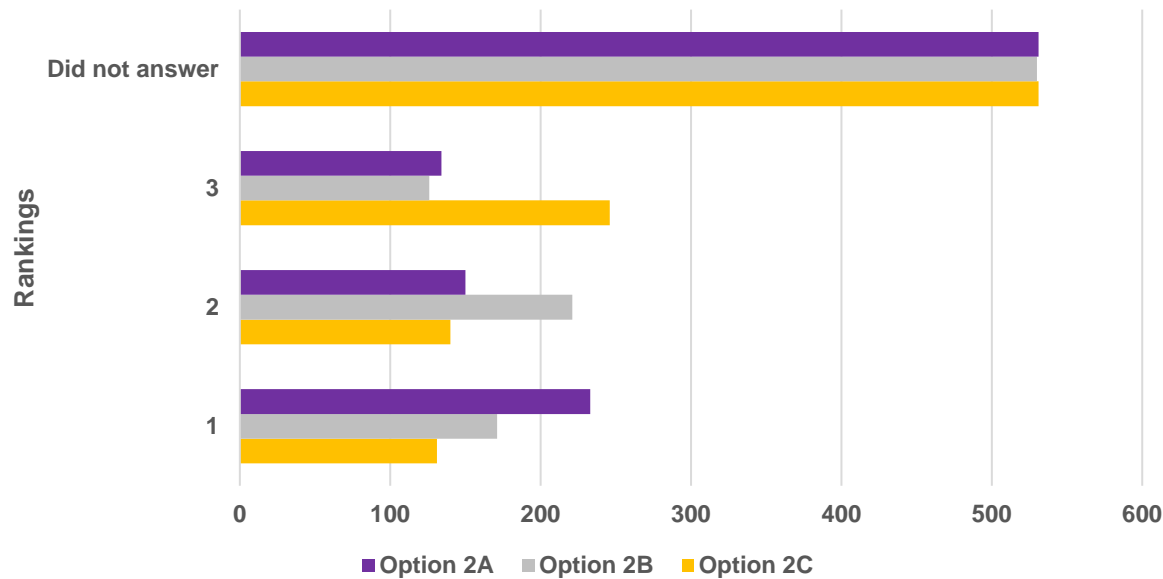
*Preferred choice = residents who chose the option as their number one choice.



BRT Survey: Segment 2

Option 2A was the clear choice of preference by the public.

Preferred Route for Segment 2?



Common comments on Segment 2 include:
 BRT would be convenient in Gentilly/French Quarter.
 Trees and neutral ground preservation should be prioritized.
 2A hits the greatest number of people, so it is the best option.
 Many respondents said they were not impacted by segment 2 and could not offer a strong opinion on it.
 Many want to know where stops are located and how often service would run.

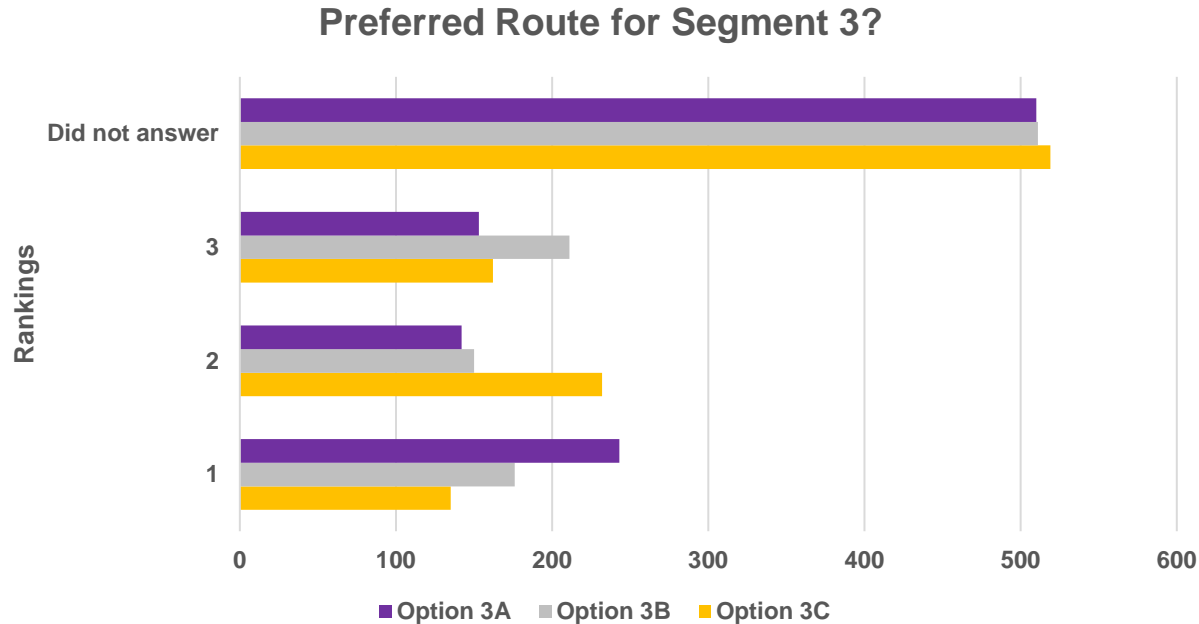
Preferred Choice by Residence

| | Option 2A | Option 2B | Option 2C |
|----------------------------|-----------|-----------|-----------|
| 7th Ward | 10 | 7 | 4 |
| Algiers | 38 | 15 | 15 |
| Arabi/Chalmette | 1 | 2 | 1 |
| Central City | 8 | 9 | 6 |
| Downtown | 10 | 3 | 9 |
| Florida/Desire | 1 | 0 | 0 |
| French Quarter | 1 | 3 | 7 |
| Gentilly | 13 | 17 | 10 |
| Holy Cross/Lower 9th Ward | 3 | 3 | 3 |
| Other | 27 | 24 | 13 |
| Lakeview | 5 | 4 | 3 |
| Marigny/Bywater | 7 | 7 | 8 |
| Metairie | 6 | 4 | 4 |
| Mid City | 23 | 13 | 5 |
| New Orleans East | 22 | 18 | 11 |
| St. Roche/St. Claude | 4 | 1 | 4 |
| Uptown | 40 | 35 | 21 |
| West Bank/Jefferson Parish | 14 | 6 | 7 |
| Did not answer | 531 | 530 | 531 |

*Preferred choice = residents who chose the option as their number one choice.

BRT Survey: Segment 3

Option 3A was the clear choice of preference by the public.



Common comments on Segment 3 include:
 HOV should be used, seems currently underutilized.
 Important to serve the Union Terminal.
 3A is the best option due the larger population and higher employment.
 Access to and from the ferry would be great.
 Many respondents worried about auto travel over the CCC bridge if BRT is implemented.

Preferred Choice by Residence

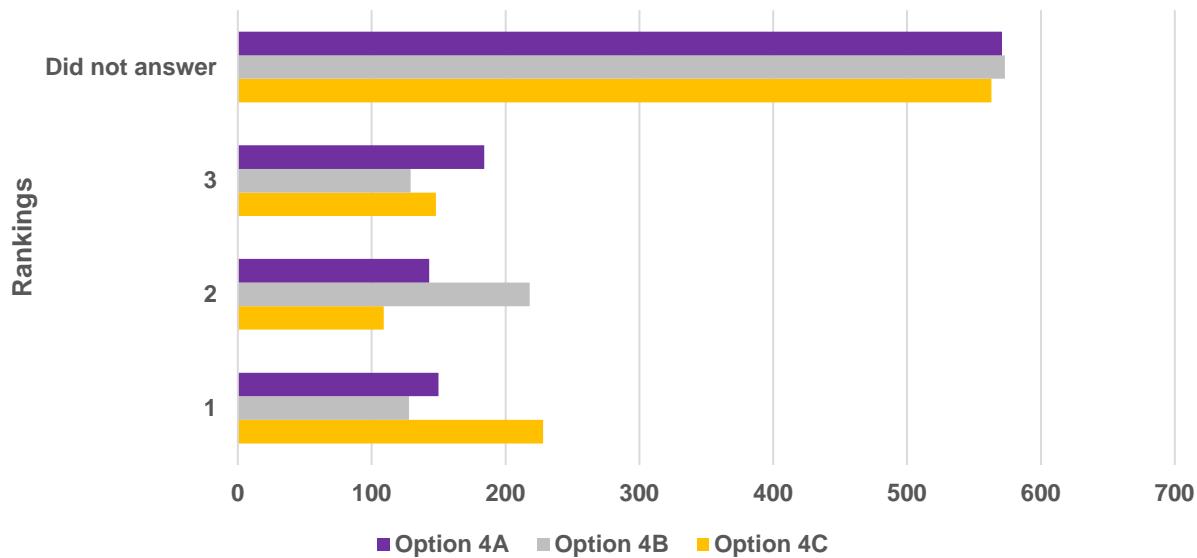
| | Option 3A | Option 3B | Option 3C |
|----------------------------|-----------|-----------|-----------|
| 7th Ward | 10 | 7 | 4 |
| Algiers | 34 | 34 | 17 |
| Arabi/Chalmette | 0 | 2 | 1 |
| Central City | 10 | 6 | 7 |
| Downtown | 14 | 5 | 4 |
| Florida/Desire | 1 | 0 | 0 |
| French Quarter | 5 | 3 | 4 |
| Gentilly | 18 | 10 | 6 |
| Holy Cross/Lower 9th Ward | 4 | 4 | 1 |
| Other | 31 | 17 | 19 |
| Lakeview | 7 | 2 | 5 |
| Marigny/Bywater | 9 | 5 | 4 |
| Metairie | 5 | 4 | 4 |
| Mid City | 20 | 11 | 14 |
| New Orleans East | 24 | 14 | 10 |
| St. Roche/St. Claude | 2 | 2 | 4 |
| Uptown | 37 | 36 | 27 |
| West Bank/Jefferson Parish | 12 | 14 | 3 |
| Did not answer | 510 | 511 | 519 |

*Preferred choice = residents who chose the option as their number one choice.

BRT Survey: Segment 4

Option 4C was the clear choice of preference by the public.

Preferred Route for Segment 4?



Common comments on Segment 4 include:

Algiers library most central location, 4C is best option.

4C is best because it goes the farthest into Algiers.

Why not have a BRT line go to the library and the PNR?

Worried about parking at Algiers Library.

Funds to revitalize the Algiers PNR were promised but not delivered.

Wilty Terminal already accesses other bus routes so it should end there for better integration.

Preferred Choice by Residence

| | Option 4A | Option 4B | Option 4C |
|----------------------------|-----------|-----------|-----------|
| 7th Ward | 6 | 8 | 6 |
| Algiers | 26 | 33 | 50 |
| Arabi/Chalmette | 1 | 2 | 0 |
| Central City | 12 | 4 | 6 |
| Downtown | 8 | 2 | 8 |
| Florida/Desire | 0 | 0 | 1 |
| French Quarter | 3 | 2 | 4 |
| Gentilly | 9 | 6 | 18 |
| Holy Cross/Lower 9th Ward | 1 | 4 | 2 |
| Other | 13 | 10 | 32 |
| Lakeview | 5 | 4 | 2 |
| Marigny/Bywater | 2 | 1 | 11 |
| Metairie | 1 | 3 | 5 |
| Mid City | 9 | 10 | 12 |
| New Orleans East | 15 | 12 | 15 |
| St. Roche/St. Claude | 1 | 1 | 5 |
| Uptown | 19 | 22 | 44 |
| West Bank/Jefferson Parish | 19 | 4 | 7 |
| Did not answer | 571 | 573 | 563 |

*Preferred choice = residents who chose the option as their number one choice.





BRT Survey: Did not Answer

Below are tables showing those respondents that did not mark their preference for segment options.

Residents who Did Not Answer

| | Option 1A | Option 1B | Option 1C | Option 2A | Option 2B | Option 2C | Option 3A | Option 3B | Option 3C | Option 4A | Option 4B | Option 4C |
|----------------------------|------------|-----------|------------|------------------------|----------------------------|----------------------|---------------------------------|-------------------|--------------|----------------|-------------|-----------------|
| | Wilson Ave | Bundy Rd | Downman Rd | St Bernard / Claiborne | Elysian Fields / Claiborne | Franklin / St Claude | Tchoupitoulas- Peters / Poydras | Calliope / Loyola | Loyola / HOV | Wilty Terminal | Algiers PNR | Algiers Library |
| 7th Ward | 18 | 18 | 17 | 15 | 16 | 16 | 17 | 16 | 16 | 17 | 17 | 18 |
| Algiers | 122 | 119 | 117 | 107 | 111 | 111 | 92 | 91 | 94 | 73 | 76 | 71 |
| Arabi/Chalmette | 7 | 7 | 7 | 6 | 6 | 6 | 7 | 7 | 7 | 7 | 7 | 7 |
| Central City | 9 | 9 | 5 | 9 | 8 | 10 | 9 | 7 | 9 | 9 | 9 | 10 |
| Downtown | 15 | 15 | 15 | 14 | 14 | 14 | 13 | 14 | 15 | 18 | 18 | 18 |
| Florida/Desire | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| French Quarter | 19 | 19 | 19 | 20 | 20 | 17 | 18 | 17 | 17 | 20 | 20 | 20 |
| Gentilly | 29 | 30 | 29 | 26 | 26 | 26 | 30 | 30 | 32 | 33 | 33 | 32 |
| Holy Cross/Lower 9th Ward | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 5 | 5 | 5 |
| Other | 77 | 78 | 74 | 76 | 76 | 74 | 72 | 71 | 73 | 85 | 86 | 83 |
| Lakeview | 9 | 9 | 9 | 7 | 7 | 7 | 5 | 5 | 5 | 8 | 8 | 8 |
| Marigny/Bywater | 20 | 19 | 19 | 10 | 11 | 9 | 17 | 17 | 15 | 21 | 20 | 19 |
| Metairie | 18 | 18 | 16 | 17 | 17 | 17 | 19 | 19 | 18 | 22 | 23 | 23 |
| Mid City | 52 | 50 | 51 | 45 | 44 | 44 | 41 | 40 | 42 | 53 | 54 | 54 |
| New Orleans East | 37 | 33 | 32 | 39 | 38 | 41 | 39 | 41 | 41 | 47 | 47 | 47 |
| St. Roche/St. Claude | 11 | 11 | 11 | 11 | 11 | 11 | 12 | 12 | 12 | 15 | 14 | 13 |
| Uptown | 103 | 105 | 101 | 100 | 98 | 100 | 95 | 96 | 95 | 115 | 111 | 111 |
| West Bank/Jefferson Parish | 26 | 25 | 25 | 23 | 22 | 23 | 20 | 23 | 23 | 21 | 23 | 22 |