2018 SMP Action Status

2018 Goal	Objective	Strategy	#	2018 Action Item	Phase	2022 Status	2022 Status Description	2023 Update	2023 Action
Be Equitable	Provide mobility services in a just and fair manner	Encourage more affordable housing and community services in areas along High Capacity Transit lines	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	2018-2022	In progress	RTA is working with the City of New Orleans to discuss how to support greater provision of affordable housing near transit service.	Update Action	Establish and maintain a Transit Oriented Communities working group with local governments and partners to develop tools that support an increase in affordable housing and ridership
Be Equitable	Provide mobility services in a just and fair manner	Encourage more affordable housing 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	2018-2022	In progress	RTA is working with the City of New Orleans to develop regulations that encourage more affordable housing development near transit lines	Update Action	Adopt an agency Transit Oriented Communities policy to guide joint development opportunities and local government land use regulations
Be Equitable	Provide mobility services in a just and fair manner	Make transit accessible for people with disabilities	BE3	By 2019, develop a plan to introduce more low-floor vehicles with ADA accommodations for all people with disabilites and ensure the website and mobile app reflect best practices for ADA accommodations	2018-2022	Complete	All new RTA vehicles are low-floor, in line with industry best practice.	Update Action	Complete a comprehensive accessibility study to ensure that all agency activities and RTA service (bus, streetcar, ferry, stops, facilities, technology, information, communication, wheelchair safety)reflect best practice for access and ADA
Be Equitable	Provide mobility services in a just and fair manner	Make transit accessible for people with disabilities	BE4	By 2019, create an action plan to improve paratransit service	2018-2022	In progress	The paratransit operations analysis for paratransit kicked off in 2022 and is expected to be completed by January 2023	Update Action	Complete paratransit operations analysis and implement resulting recommendations
Be Equitable	Provide mobility services in a just and fair manner	Make transit accessible for people with disabilities	BE5	By 2022, in accordance with legal agreements, provide at least one fully-accessible streetcar on the St. Charles Streetcar Line	2018-2022	Complete	Three streetcars on the St. Charles Streetcar Line are ADA-accessible	Retire	Retire
Be Equitable	Provide mobility services in a just and fair manner	Make transit accessible for people with disabilities	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	2018-2022	In progress	RTA and City of New Orleans are in the initial phases of developing a plan to make transit stops ADA accessible by 2031	Keep	In accordance with legal agreements, work with the City of New Orleans to inspect transit stops and develop a new ADA Transition Plan
Be Equitable	Provide mobility services in a just and fair manner	Make transit accessible for people with disabilities	BE7	In accordance with legal agreements, work with the City of New Orleans to ensure that all transit stops are ADA-compliant by 2031	2028-2040	In progress	RTA and City of New Orleans are in the initial phases of developing a plan to make transit stops ADA accessible by 2031	Keep	In accordance with legal agreements, work with the City of New Orleans to ensure that all transit stops are ADA-compliant by 2031
Be Reliable	Provide on-time and predictable service	Provide real-time information	BR1	By 2018, utilize new technology systems to improve dispatcher-operator communications and feedback	2018-2022	In progress	Disruption manager will be implemented by 2023 to offer new tools for dispatch to communicate with operators	Keep	Complete and optimize the implementation of disruption manager. Upgrade technology systems to improve dispatcher-operator communications and feedback.
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	BR10	By 2020, identify stops to move from near-side locations (before an intersection) to far-side locations (after an intersection)	2018-2022	Initiated	RTA is working with the City of New Orleans to identify new stop locations, will be continued as part of stop rebalancing efforts. Service standards reflect near-side/far-side preferences	Update Action	Complete a stop rebalancing plan to make service more efficient
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	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	2018-2022	Initiated	Surface Transformation Working group will support implementation of solutions found from safety study	Keep	Implement findings from safety study through Surface Transportation Working Group
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	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	2018-2022	Initiated	RTA is working to complete a study about BRT in New Orleans, including what transit priority treatment is most appropriate	Keep	Complete feasbility studies for Transit Priority Treatments for all high frequency routes
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	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	2018-2022	Initiated	RTA has ongoing work processes with DPW to flag issues and determine the best locations for RTA stops.	Keep	Along with stop rebalancing plan and ADA upgrades, work with City of New Orleans to optimize process for rebuilding or relocating transit stops during roadway maintenace and construction projects
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	BR14	By 2022, pilot transit priority treatments along one or more transit routes	2018-2022	Not Started	Transit prioirty treatments are not yet being considered for high-capacity routes, though they are beng studied for the BRT study	Keep	Pilot transit priority treatments for one or more non-BRT routes with City of New Orleans
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	BR15	Work with local governments, the Regional Planning Commission, and the State to begin implementing dedicated lanes, HighOccupancy Vehicle (HOV) lanes, signal priority improvements, queue jumps, and other priority treatments for transit routes	2023-2027	Initiated	BRT study is considering implementation of dedicated lates, HOV lanes, signal priority improvements, queue jumps and other treatments. Future infrastructure activities will seek other route segments for transit priority treatments	Keep	Work with local governments, the Regional Planning Commission, and the State to begin implementing dedicated lanes, High Occupancy Vehicle (HOV) lanes, signal priority improvements, queue jumps, and other priority treatments for transit routes

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Be Reliable	Provide on-time and predictable service	Retain and recruit good employees	BR16	By 2022, create a Career Pathways program for employees and ensure competitive pay and benefits	2018-2022	Initiated	RTA has initited career pathways programs through SmartGoal implementation which enables career development	Keep	Maintain and grow a Career Pathways program for employees and ensure competitive pay and benefits
Be Reliable	Provide on-time and predictable service	Retain and recruit good employees	BR17	Partner with Delgado and other colleges to create apprenticeship programs	2023-2027	Initiated	RTA has initiated apprenticeship programs to attract new employees, incluidng Delgado, JOB1, and Coastal Truck Driving School	Keep	Partner with local colleges, schools and job training programs to create RTA apprenticeship programs
Be Reliable	Provide on-time and predictable service	Increase funding for services	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	2018-2022	Not Started	Not started	Update Action	Study traditional and innovative options for increasing funding for services, such as value capture. Include consideration of impacts to low-income households
Be Reliable	Provide on-time and predictable service	Increase funding for services	BR19	By 2022, increase non-traditional funding sources, including private partnerships	2018-2022	Not Started	Not started	Update Action	Explore feasibility of non-traditional funding sources
Be Reliable	Provide on-time and predictable service	Provide real-time information	BR2	By 2018, implement bus and streetcar tracking for riders	2018-2022	Complete	Riders are able to track buses and streetcars on the mobile app.	Retire	Retire
Be Reliable	Provide on-time and predictable service	Increase funding for services	BR20	By 2022, consider increasing fares	2018-2022	Complete	In 2021, RTA reviewed the fare structure and initiated the Comphrensive Fare Modernization Initiative (CFMI)	Retire	Review fare structure at least every 2 years
Be Reliable	Provide on-time and predictable service	Increase funding for services	BR21	Seek additional dedicated funding sources	2023-2027	Not Started	No new funding sources currently being considered	Update Action	Study pathways for seeking additional dedicated funding sources
Be Reliable	Provide on-time and predictable service	Increase pre-boarding payments	BR22	By 2018, deploy a marketing campaign to increase GoMobile 2.0 users	2018-2022	Complete	GoMobile 2.0 marketing campaign completed.RTA released a new mobile app - Le Pass - in 2022 upon the expiration of GoMobile. Bugs in the new app are being worked out/addressed	Update Action	Deploy marketing and education campaign to increase mobile ticketing users
Be Reliable	Provide on-time and predictable service	Increase pre-boarding payments	BR23	By 2020, deploy Ticket Vending Machines at 25 high traffic stops	2023-2027	Not Started	5 TVMs ordered for 2023 delivery, two of which will be replacements. Location of these are still to be determined.	Update Action	As part of Comprenesive Fare Modernization Initiative (CFMI), identify TVM technology roadmap and asset plan
Be Reliable	Provide on-time and predictable service	Increase pre-boarding payments	BR24	By 2020, as part of Comprehensive Operations Analysis (COA), develop a plan for increasing pre-boarding payments	2018-2022	Initiated	RTA completing the CFMI to determine pathways forward for increased payment efficiencies. The potential BRT route would include pre-paid boarding.	Update Action	As part of CFMI, complete analysis of dwell time and pre-boarding payment options
Be Reliable	Provide on-time and predictable service	Increase pre-boarding payments	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	2018-2022	Initiated	RTA is working to increase the ways that riders can purcahse fares before boarding, such as through Token Transit's online ticketing, an enhanced bulk sales program and card retailers	Update Action	Increase the use of pre-paid fares by increasing the ways riders can purchase fares, especially along high-frequency routes and the future BRT
Be Reliable	Provide on-time and predictable service	Increase pre-boarding payments	BR26	Provide pre-boarding payment options for Paratransit	2023-2027	Not Started	Not Started	Keep	Provide pre-boarding payment options for Paratransit
Be Reliable	Provide on-time and predictable service	Reduce delays due to excessive stopping, operator fatigue, and vehicle breakdowns	BR27	By 2018, develop a Transit Asset Management Plan	2018-2022	Complete	RTA completed its first TAM plan in 2018, is in the planning process to update this.	Update Action	Update TAM annually
Be Reliable	Provide on-time and predictable service	Reduce delays due to excessive stopping, operator fatigue, and vehicle breakdowns	BR28	By 2021, begin overhauling the bus fleet, replacing the majority of aging vehicles and purchasing additional vehicles	2018-2022	Initiated	RTA has establisehd a fleet replacement plan and is working to procure vehicles in line with that plan. The low/no emissions transition plan is being finalized to augment fleet replacement plan	Update Action	Update fleet replacement plan to include transition plan to a low and no-emissions fleet.
Be Reliable	Provide on-time and predictable service	Reduce delays due to excessive stopping, operator fatigue, and vehicle breakdowns	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	2018-2022	In progress	Schedules are consistently adjusted to improve reliability. Following the implementation of the network redesign, a stop balancing initiative will adjust stop-spacing to optimize route efficiency	Update Action	Following the network redesign, adjust routes where schedules are too tight and implement stop-spacing guidelines to reduce redundant stops
Be Reliable	Provide on-time and predictable service	Provide real-time information	BR3	By 2018, all planned service disruptions are communicated online/mobile app and at the stop level at least 14 days in advance	2018-2022	In progress	Planned service disruptions are not currently communicated 14 days in advance at mobile or stop level.	Update Action	Communicate planned service disruptions online and on the mobile app two weeks before disruption is to occur, or as soon as possible if notice time is shorter than two weeks. Provide information at stop level.
Be Reliable	Provide on-time and predictable service	Reduce delays due to excessive stopping, operator fatigue, and vehicle breakdowns	BR30	By 2022, create autonomous vehicle pilot	2018-2022	N/A	AV is not feasible at this point	Retire	Develop AV technology readiness assessment for New Orleans.
Be Reliable	Provide on-time and predictable service	Provide real-time information	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	2018-2022	Initiated	Service disruptions are communicated on the website and on the mobile app as soon as they are known. Disruptions are not communicated at the stop level.	Keep	Develop policy for service disruptions, including information to be communicated and standards for timeliness of communication
Be Reliable	Provide on-time and predictable service	Provide real-time information	BR5	By 2019, implement ferry tracking for riders	2018-2022	Initiated	Clever is in the process of determining how to install vessel tracking for ferries	Keep	Implement ferry tracking for riders

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Be Reliable	Provide on-time and predictable service	Provide real-time information	BR6	By 2020, implement paratransit tracking for riders in addition to traditional communication	2018-2022	Not Started	The MOVE pilot (initiated 2022) will enable tracking for riders of that program.	Keep	Implement paratransit tracking for riders in addition to traditional communication
Be Reliable	Provide on-time and predictable service	Provide real-time information	BR7	By 2022, provide real-time arrival info at stops with more than 250 boardings a day	2018-2022	Not Started	RTA working to update standards for stops amenities based on boardings per day.	Keep	Provide real-time information at stops with more than 250 boardings a day
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	BR8	By 2019, begin working with local governments to make bus stops highly visible in order to minimize illegal parking	2018-2022	Not Started	Surface Transformation Working group was created to work through issues such as minimizing illegal parking	Keep	Minimize illegal parking in bus stops through highly visible bus stops and signage
Be Reliable	Provide on-time and predictable service	Add transit priority treatments on roadways and reduce conflicts with automobiles	BR9	By 2020, study and identify potential solutions to reduce the delay from automobiles turning in front of transit vehicles in neutral grounds	2018-2022	Not Started	Grant applied for (AoPP) to study solutions to reduce interaction between transit vehicles and automobiles for transit priority	Update Action	Study and identify improvements to improve the safety of rail network.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Create fast, frequent service on major corridors in the region (High Capacity Transit)	CO1	By 2022, complete feasibility studies for upgrading and extending existing transit routes in RTA's service area into High Capacity Transit corridors: • Broad/Gentilly/Chef • Canal Streetcar • Rampart/St. Claude • St. Charles Streetcar • Tulane	2018-2022	In progress	The BRT study is underway with proposed routing that connects the West Bank through the CBD to the East and will likely include the Gentilly/Chef Menteur corridor.	Update Action	Review the originally proposed High Capactiy Transit (HCT) corridors and definitions of HCT. Assess how to apply service standards to existing routes following the network redesign and where future service could be upgraded.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve mobility Downtown	CO10	By 2020, complete study for improved mobility options in the CBD and French Quarter as part of the Comprehensive Operations Analysis	2018-2022	Initiated	The COA reviewed service in the FQ and CBD, but did not make a recommendation for how to provide focused services in these areas, because of resource constraints	Update Action	Complete study for improved mobility options in the CBD and French Quarter
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve mobility Downtown	CO11	Begin operating recommended French Quarter mobility improvements	2023-2027	Not Started	Not Started	Update Action	Begin operating recommended French Quarter mobility improvements
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve mobility Downtown	CO12	Begin operating recommended CBD mobility improvements	2028-2040	Not Started	Not Started	Update Action	Begin operating recommended CBD mobility improvements
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Provide quick connections between distant areas in the region	CO13	By 2022, work with the State to re-introduce intercity bus service between Baton Rouge and New Orleans	2018-2022	Initiated	Not started	Update Action	Complete a study on intercity bus service between Baton Route and New Orleans to establish the business case for the service
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Provide quick connections between distant areas in the region	CO14	By 2022, coordinate with Jefferson Parish to provide regional express routes to CBD: • Airport/Veterans/Canal St. corridor • Elmwood/Claiborne corridor • Westbank Expressway corridor	2018-2022	Initiated	New Links implementation included changes that better connects Jefferson and Orleans Parish. Through the network redesign, the 3-Tulane-Elmwood now serves Elmwood. Wilty Terminal on the West Bank also has improved service. JP service runs along Canal and Veterans.	Update Action	Strengthen regional transit routing in coordination with Jefferson Parish.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Provide quick connections between distant areas in the region	CO15	Coordinate with St. Bernard Parish and St. Tammany Parish to provide regional express routes to CBD: • Chalmette • Mandeville/Covington • Slidell	2023-2027	Initiated	Through the 2022 network redesign, St. Bernard Parish now receives RTA service	Update Action	Strengthen regional transit routing in coordination with St. Bernard Parish. Where possible, explore regional connections with St. Tammany Parish
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Provide quick connections between distant areas in the region	CO16	Coordinate with the State to implement the proposed Baton Rouge New Orleans Passenger Rail project	2028-2040	Initiated	State received funding to begin purchasing land and designing stations for a passenger rail from Baton Rouge to New Orleans	Keep	Coordinate with the State to implement the proposed Baton Rouge New Orleans Passenger Rail project
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand water transportation options	CO17	By 2018, introduce faster, modern water transportation vehicles	2018-2022	Complete	New ferries were put into service in 2020	Retire	Retire
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand water transportation options	CO18	By 2022, evaluate making the hours of operation for the Canal St Algiers ferry more consistent for all days of the week	2018-2022	Complete	Canal Street/Algiers ferry hours of operation were extended to run from 6am-8pm Mon-Sun and until 10:30pm Fri and Sat.	Retire	Retire
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand water transportation options	CO19	Add water transportation from Canal St. to Gretna	2023-2027	Initiated	Planned for consideration in 2023. RTA is developing operational and financial models to determine feasibility of this serice.	Update Action	Complete water transportation expansion study to determine feasibility of adding water connections to existing ferry service.

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Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Create fast, frequent service on major corridors in the region (High Capacity Transit)	CO2	Complete feasibility studies for creating regional High Capacity Transit corridors: • Elmwood/Claiborne • Veterans/Airport • Westbank Expressway	2023-2027	Initiated	The BRT study is underway for routing that connects the West Bank through the CBD to the East and will likely include the Gentilly/Chef Menteur corridor. The network redesign includes a connection to Elmwood	Update Action	Complete feasibility study for serving Veterans Blvd and Airport route. Along with CO1, consider the appropriate service types for named corridors.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand water transportation options	CO20	Add water transportation from Canal St. to Poland Ave. in conjunction with plans for a cruise terminal and redevelopment of the Navy facility	2028-2040	Not Started	Water transportation to from Canal to Poland Avenue is not considered feasible at this point.	Retire	Retire
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Coordinate schedules for transfers	CO21	By 2022, as part of network redesign, fully integrate ferry schedule with fixed routes	2018-2022	Complete	As part of the network resdesign, there is a timed transfer to the Algiers ferry with the bus route serving the terminal.	Keep	Continue to integrate ferry schedule with schedules for fixed bus routes serving the ferry terminals
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Coordinate schedules for transfers	CO22	By 2022, as part of network redesign, fully integrate RTA schedules at transfer areas with surrounding transit agencies	2018-2022	Initiated	RPC convenes a group to support coordination of service delivery. RTA is working to coordinate routes with surrounding transit agencies	Keep	Fully integrate RTA schedules at transfer areas with surrounding transit agencies
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Use on-demand services and flexible services for low-demand areas and times	CO23	By 2019, pilot first-mile, last-mile connections	2018-2022	Initiated	RTA has begun exploring micro-mobility options through the MOVE pilot, though this does not yet serve to cover first/last mile gaps.	Update Action	Conduct study on micro-mobility service for areas of need in New Orleans
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Use on-demand services and flexible services for low-demand areas and times	CO24	By 2020, pilot neighborhood circulators using small vehicles in New Orleans East , Algiers, and other areas where feasible	2018-2022	Initiated	RTA is procuring 23-foot vehicles to explore providing service in some areas with these smaller vehicle types.	Update Action	Pilot use of small vehicles to enhance flexibility of neighborhood circulators.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Use on-demand services and flexible services for low-demand areas and times	CO25	By 2022, evaluate partnering with Transportation Network Companies (TNCs) for subsidized late-night, early morning, and weekend rides	2018-2022	N/A	Partnering with TNCs has not been found to be cost effective.	Update Action	Complete study considering fixed route alternatives for late-night and early morning service
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Use on-demand services and flexible services for low-demand areas and times	CO26	Evaluate how RTA can incorporate emerging transit options	2023-2027	Initiated	RTA is exploring new transit options through piloting the use of smaller vehicles and exploring possible use cases for micro-mobility service	Update Action	See CO23
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Encourage more housing, businesses, and community services in areas along High Capacity Transit lines	CO27	By 2018, create a Transit-Oriented Development (TOD) program and plan, including consideration of property owned privately and by other public agencies	2018-2022	Initiated	Partnered with CPC to develop a Transit Oriented Communities study, which is pending completion. RTA's set of TOC policies are being developed.	Keep	Create a Transit-Oriented Communities (TOC) program and plan, including consideration of property owned privately and by other public agencies
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Encourage more housing, businesses, and community services in areas along High Capacity Transit lines	CO28	By 2018, begin working with local governments to implement and encourage TOD with zoning overlays and other tools	2018-2022	Initiated	Updates to the Future Land Use Map are being considered. The RTA is supporting updates that would better facility TOC.	Keep	Work with local governments to implement and encourage TOC with zoning overlays and other tools
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Encourage more housing, businesses, and community services in areas along High Capacity Transit lines	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	2018-2022	Initiated	Working with the City of New Orleans to create TOC opportunities	Keep	Work with regional and state organizations to encourage developers to build TOC in preferred areas with affordable housing
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Create fast, frequent service on major corridors in the region (High Capacity Transit)	CO3	Implement the following High Capacity Transit projects: • Broad/Gentilly/Chef • Canal Streetcar • St. Charles Streetcar • Tulane	2023-2027	Initiated	The BRT study is underway for routing that connects the West Bank through the CBD to the East and will likely include the Gentilly/Chef Menteur corridor.	Update Action	Implement the findings of the BRT study to offer BRT service connecting the Westbank to New Orleans East via CBD
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Partner with schools major employers, and social service providers	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	2018-2022	In progress	Sales Manager was hired for RTA to build up pass programs with major employers.	Update Action	Scale up bulk pass purchases through building partnerships with major employers, emerging industries, healthcare providers, and large social service providers
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Partner with schools major employers, and social service providers	CO31	By 2020, work with public high schools to encourage student ridership	2018-2022	In progress	RTA is working with the Living School to pilot student use of RTA as an alternative to yellow school buses	Keep	Increase number of public high schools using RTA as a transportaton option for students.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Partner with schools major employers, and social service providers	CO32	Work with colleges and universities to provide passes for students, paid for by student fees	2023-2027	In progress	RTA is working with Delgado to create a student RTA pass program	Keep	Complete pilot program with Delgado and build out formalized program for universities to support student passes.

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Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Partner with schools major employers, and social service providers	CO33	Solicit major employers to sponsor transit routes and amenities	2018-2022	N/A	Not started	Update Action	Explore feasibility of working with employers to sponsor transit routes or transit passenger amenities
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand the reach of High Capacity Transit and Select Routes	CO34	By 2022, work the City of New Orleans to expand their bike share system to include more locations near High Capacity Transit and Select Routes	2018-2022	N/A	Bike Share program has been recently re-launched in New Orleans, RTA is planning to coordinate with the new program administrators. Bue Bike service is integrated into the Le Pass App.	Update Action	Develop framework for first mile/last mile connections in New Orleans. Coordinate with Blue Bikes to co-locate bike share stations and transit stops where possible.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand the reach of High Capacity Transit and Select Routes	CO35	Provide Park-and-Ride lots near High Capacity Transit and Select Routes	2023-2027	N/A	The current RTA service does not have a use case for Park-and-Ride lots.	Update Action	Complete study to review where park-and-ride lots could support increased ridership.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand the reach of High Capacity Transit and Select Routes	CO36	Work with partners to increase the number of car share stations near High Capacity Transit and Select Routes	2023-2027	N/A	There is no car share sevice currently operating in New Orleans	Update Action	Coordinate with any new mobility service providers that enter the New Orleans market to support improved multi-modal environment
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Expand the reach of High Capacity Transit and Select Routes	CO37	Coordinate with local governments to identify and address major barriers to pedestrian access at high demand stops	2023-2027	Initiated	Surface Transportation Working Group has been formed to address issues including pedestrian access to transit stops	Keep	Coordinate with local governments to identify and address major barriers to pedestrian access at high demand stops
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Formalize coordination with other mobility providers in the region	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	2018-2022	Complete	The Regional Planning Commission maintains the Technical Coordination Committee (TCC) where RTA is in an active member	Update Action	Participate in 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
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Formalize coordination with other mobility providers in the region	CO39	By 2022, develop cost and revenue sharing agreements to provide service across parish lines	2018-2022	In progress	Coordination with regional partners is ongoing for the new network, which includes service to Jefferson Parish and St. Bernard Parish. A regional pass is available for riders who need to ride JP Transit and RTA	Update Action	Evalute existing and potential opportunities for cost sharing within and across-parishes, incluing JP Transit, SBURT, and ferry funding
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available (High Capacity Transit)	Create fast, frequent service on major corridors in the region (High Capacity Transit)	CO4	Implement the following High Capacity Transit projects: • Rampart/St. Claude • Elmwood/Claiborne • Veterans/Airport • Westbank Expressway	2028-2040	Not Started	The BRT study is underway for routing that connects the West Bank through the CBD to the East and will likely include the Gentilly/Chef Menteur corridor. The network redesign includes a connection to Elmwood	Update Action	Implement the findings of the BRT study to connect New Orleans East to Westbank via CBD
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Formalize coordination with other mobility providers in the region	CO40	Study options for making shared mobility in the region a seamless experience for the customer, including potential consolidation of services	2023-2027	In progress	Coordination with regional partners is ongoing for the new network, which includes service to Jefferson Parish and St. Bernard Parish. A regional pass is available for riders who need to ride JP Transit and RTA	Update Action	Study options for making shared mobility in the region a seamless experience for the customer, including potential consolidation of services, and inclusion of fare products on the RTA mobile app
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Establish Select Routes	CO5	Upgrade existing transit routes to Select Routes: • Elysian Fields • General De Gaulle • Magazine • Riverfront Streetcar	2023-2027	Not Started	In the network redesign, the "Select Route" designation will apply to three new routes (3-Tulane-Elmwood, 8- St. Claude-Arabi, 9-Broad-Napoleon)	Update Action	Determine the appropriate service definitions and levels for each route in the new network following the 2022 network redesign.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve local routes and crosstown service	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	2018-2022	Complete	Comprehensive Operations Analysis (New Links) completed and will be implemented by September 2022	Retire	Retire
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve local routes and crosstown service	CO7	By 2022, finalize implementation of network redesign	2018-2022	Complete	Comprehensive Operations Analysis (New Links) completed and will be implemented by September 2022	Update Action	Measure and analyze impact of the network redesign and use this to inform future service changes.
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve local routes and crosstown service	CO8	By 2022, adjust crosstown service to meet COA-assessed demand	2018-2022	Complete	Comprehensive Operations Analysis (New Links) completed and will be implemented by September 2022	Retire	Retire

2018 Goal	Objective	Strategy	#	2018 Action Item	Phase	2022 Status	2022 Status Description	2023 Update	2023 Action
Connect to Opportunities	Provide good access to destinations utilizing all transportation options available	Improve mobility Downtown	CO9	By 2019, pilot circulator service options in the CBD using existing small vehicle fleet	2018-2022	Not Started	Not started	Update Action	Include the CBD and French Quarter in studies for use of smaller vehicles and micro-transit
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET1	By 2018, provide monthly project updates at board meetings and online	2018-2022	Initiated	Project updates are provided at Board meetings.	Update Action	Standardize project update template, present at Board meetings and post on website
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET10	By 2019, Board meeting video recordings are posted online within one week of the meeting and run on the public access TV channel	2018-2022	Complete	Board meeting video recordings are posted online on Granicus, though not on the public access TV channel.	Retire	Retire
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET11	By 2019, customer complaints and requests can be tracked online or by phone and receive responses within three (3) days	2018-2022	In progress	Customer complaints are currently tracked online internally by the customer experience department through IssueTrak, whether received by phone or online. Customers receive responses within three days.	Update Action	Enable customers to track the status of submitted complaints online
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET12	By 2022, comprehensively update the SMP, preferably in coordination with the City's update of its Master Plan	2018-2022	In progress	The SMP is being updated in 2022. A comprehensive update is planned to be completed in 2025	Update Action	Comprehenisvely review and update the SMP every 5 years
Earn Trust	Be transparent in decision-making	Make providing input easier	ET13	By 2018, change the time of Board meetings to an evening time	2018-2022	Complete	RTA attempted moving the Board meeting into the evening in 2018 and 2019. The evening Board meetings did not result in an increase in attendence so the meetings were moved back.	Retire	Retire
Earn Trust	Be transparent in decision-making	Make providing input easier	ET14	By 2018, move public comment to the beginning of the agenda	2018-2022	Not Started	Audience questions and comments remain at the end of the Board agenda	Keep	Move public comments to the beginning of the agenda
Earn Trust	Be transparent in decision-making	Make providing input easier	ET15	By 2019, update Public Participation Plan to reflect emerging best practices and expand scope to provide guidance on public involvement in all activities	2018-2022	Not Started	Document draft was developed by the Public Information Officer in 2019 but was never adopated.	Keep	Create Public Participation Plan to provide guidance on public involvement in all agency activities
Earn Trust	Be transparent in decision-making	Make providing input easier	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	2018-2022	Complete	The RTA website and Rideline has many customer-facing resources. RTA communications provides access to these resources	Update Action	Keep RTA customer-facing resources and tools up-to-date and easy to use for riders, including reintroducing the chat feature on website for web users
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET2	By 2018, provide updates for the SMP action items and measures at the annual State of Transit event	2018-2022	Initiated	Inaugural RTA State of Transit event was held in 2022 and included updates on key SMP actions, such as the network redesign.	Update Action	Provide SMP update at the annual RTA State of Transit event
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	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	2018-2022	Initiated	Annual budget is posted online with revenue and expenses by major categories. List of planned projects is not included.	Keep	Post an easy-to-understand Annual Budget Report online with funding and expenses by major categories and a list of planned projects
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET4	By 2018, Board meeting summaries are posted online within one week of the meeting	2018-2022	Complete	Board meeting videos, agendas and meeting minutes are posted online through Granicus	Retire	Retire
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET5	By 2018, create online dashboard that shares up-to-date performance data, including plan metrics, on-time performance, and ridership by route	2018-2022	Initiated	TransSight project will result in an internal dashboard to track performance on key metrics.	Update Action	Create a publicly available dashboard that shares up-to-date performance data, including plan metrics, on-time performance data, and ridership by route
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET6	By 2018, provide all open source data in a central location online and share with major data clearinghouses	2018-2022	Complete	GTFS data is available through the RTA website and is shared with Google, Bing, Apple to incorporate into their maps.	Retire	Retire
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET7	By 2018, public information and rider alerts are easily accessible online, on the mobile app, and at impacted stops	2018-2022	In progress	Public information and rider alerts are accessible online and on the mobile app. Information is not available at impacted stops.	Update Action	Provide public information and rider alerts in a timely matter online, on the mobile app and at impacted stops
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	ET8	By 2018, annually update the SMP as needed with minor revisions, in conjunction with the annual budget process	2018-2022	In progress	SMP is currently being updated with minor revisions. A full update will take place in 2025.	Update Action	Update SMP annually as part of budget process and present prior to budget Board report
Earn Trust	Be transparent in decision-making	Improve public information and rider communication	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	2018-2022	Complete	RTA Board of Commissioner Fred Neal currently serves as the Board Liaison for the Riders Advisory Committee	Update Action	Develop policy about board composition to guide future RTA Board appointments
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide easy payment options	PR1	By 2018, introduce improved mobile app and scanners for bus, streetcar, and ferries	2018-2022	Complete	GoMobile app was replaced in 2022. The on-vehicle scanners have been determined to be inefficient and will be removed from the vehicles.	Update Action	Review new mobile app functionality (including accessibility) and make all upgrades necessary and possible
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve customer service training and monitoring	PR10	By 2018, conduct customer satisfaction surveys every other year or more	2018-2022	In progress	A customer satisfaction survey was last completed in 2018	Keep	Conduct customer satisfaction surveys every other year or more
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve customer service training and monitoring	PR11	By 2018, implement mystery traveller/shopper program	2018-2022	Complete	Mystery traveller program was implemented until 2020 and was not found to be cost effective	Retire	Retire

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Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve customer service training and monitoring	PR12	By 2019, implement a new customer service training program for operators, customer service employees, and all other employees	2018-2022	Complete	All staff underwent a customer service training in 2019-2020	Update Action	Implement a customer service training program for customer-facing employees to be taken when employees are hired and refreshed at regular intervals.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR13	By 2018, begin working with local governments to improve sidewalks, crossings, and bike infrastructure near transit stops	2018-2022	Initiated	The Surface Transportation Woking Group was established to work through surface transportation infrastructure needs, including sidewalks, crossings and bike infrastructure	Update Action	Through the Surface Transporting Working Group, create implementation plan for improving sidewalks, crossings, and bike infrastructure near transit, prioritize by high frequency routes.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	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	2018-2022	Initiated	The Surface Transportation Woking Group was established to work through surface transportation infrastructure needs, including stop facilities and surrounding areas	Update Action	Develop a work process and guidance for the maintenance of stop facilities and the surrounding areas
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR15	By 2018, begin working with the City of New Orleans to create an expedited shelter permitting process	2018-2022	Complete	Shelters have been omitted from the zoning ordinance. Permitting is now in the purview of the Department of Safety and Permits.	Update Action	Improve shelter placement and improvement permitting by improving process with DOTD for state roads and formalize CPC process for improving shelters and introducing new shelter designs through land use actions
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR16	By 2019, begin installing more shelters, seating, lighting, rider information and other amenities at transit stops	2018-2022	In progress	RTA is in the process of updating the stops and shelter database and establishing a shelter placement plan	Update Action	Develop prioritized list of locations for shelter installation and shelter improvements. Report on progress annually.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR17	By 2019, ensure sufficient transit information and accommodations at the new airport terminal, including potential placement of Ticket Vending Machine(s)	2018-2022	Initiated	The new airport management is working on improving routing and wayfinding for bus service.	Update Action	Improve stop location, wayfinding and ticketing purchase options at the airport.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	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)	2018-2022	In progress	Study for the Downtown transit center was completed in 2020. Routing in the redesigned network resulting from the COA utilizes 5 transfer hubs.	Update Action	Complete studies for New Orleans East and Algiers transit centers and needs for mobility hubs.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR19	By 2022, create an Art in Transit program	2018-2022	In progress	RTA worked with the Arts Council in 2020 to have two buses wrapped with art from local artists	Update Action	Formalize an Art in Transit program to support the placement of art on shelters, rolling stock, and transit centers.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide easy payment options	PR2	By 2018, consider providing a regional pass between RTA and Jefferson Parish	2018-2022	Complete	Regional pass is now available for RTA and JeT service	Update Action	Introduce new regional fare products that support easier transfers between transit agencies
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR20	Incorporate quieter, more comfortable vehicles with amenities such as bag storage and wi-fi in fleet replacement cycles, when feasible	2023-2027	Complete	RTA rolled out 22 new buses in 2019 that have more modern comforts - wifi and bag storage not relevant at this time	Update Action	Develop vehicle standards for each route and service type, including vehicle amenities.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR21	Establish a Downtown Transit Center	2023-2027	Initiated	Location has been established, design work planned to be initiated soon.	Update Action	Design and construct the Downtown Transit Center
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR22	Establish New Orleans East and Algiers Transit Centers	2023-2027	Initiated	Locations being identified: split locations into separate actions	Update Action	Following the completion of studies for the New Orleans East and Algiers Transit Centers, design and construct these hubs.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide a more comfortable and pleasant rider experience	PR23	Establish smaller mobility hubs at targeted locations	2028-2040	Initiated	Network redesign has established the locations of smaller mobility hub	Update Action	Establish design and programming standards for mobility hubs. Construct 2-3 hubs by 2026, and the remaining by 2030.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve safety awareness	PR24	By 2018, begin using Safety Management Systems to improve safety awareness for operators and other employees	2018-2022	Complete	The Safety Management System is in place, in line with FTA requirements and the RTA Safety team has multiple ongoing efforts to keep it going.	Update Action	Continue to measure and report internally and externally on the maintenance and efforts of the SMS
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve safety awareness	PR25	By 2019, create a public safety campaign for motorists, pedestrians, and other travellers	2018-2022	Initiated	RTA received the Operation Life Saver grant in 2021 and is creating safety videos with the Marketing department	Update Action	Launch a comprehensive public safety campaign
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve safety awareness	PR26	By 2019, study top 10 locations for RTA-related crashes for site specific improvements	2018-2022	Initiated	RTA has started analyzying grade crossings for the rail network, and has also begun analyzing all contributing factors for crashes	Update Action	Provide quarterly reporting on RTA-related crashes, including location.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Improve safety awareness	PR27	By 2020, begin implementing site specific improvements to improve top RTA-related crash locations	2018-2022	Not Started	Not Started	Update Action	Build and maintain priority list of crash locations for improvements to address internally and externally working with the City of New Orleans.
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide easy payment options	PR3	By 2022, comprehensively update fare structure, pass options, and related policies to incorporate emerging best practices	2018-2022	In progress	In 2021, the RTA undetook the Coordinated Fare Modernization Initiative (CFMI) to modernize fare-related elements of the agency.	Keep	Comprehensively update fare structure, pass options, and related policies to incorporate emerging best practices

2018 Goal	Objective	Strategy	#	2018 Action Item	Phase	2022 Status	2022 Status Description	2023 Update	2023 Action
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide easy payment options	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	2018-2022	In progress	The RTA has drafted an RFI to shape future fare technology exploration.	Keep	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
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Provide easy payment options	PR5	Implement smart card program	2028-2040	In progress	Fare technology changes will be informed by study results	Update Action	Implement smart card program based on study recommendations
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Make services and schedules easier to understand	PR6	By 2018, create a ridership and education marketing campaign	2018-2022	In progress	Marketing has been building rider tools and resources to support ridership	Update Action	Create a ridership campaign that supports current riders and reaches new potential riders to use the RTA
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Make services and schedules easier to understand	PR7	By 2018, develop a plan for replacing transit stop signs	2018-2022	Complete	Transit stop signs were replaced from 2018-2020	Keep	As part of the network redesign, replace all transit stop signs
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Make services and schedules easier to understand	PR8	By 2022, as part of network redesign, simplify schedules so they are more consistent throughout the day and predictable	2018-2022	Complete	As part of the network redesign, schedules are more consistent throughout the day and predictable	Retire	Retire
Prioritize the Rider Experience	Provide mobility services that are safe, easy to use, and comfortable	Make services and schedules easier to understand	PR9	By 2022, as part of network redesign, brand transit routes by frequency	2018-2022	Complete	As part of the network redesign, routes are designated by frequency and high-frequency routes have single-digit route numbers	Keep	Brand transit routes by frequency
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Reduce RTA's environmental impact	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	2018-2022	Initiated	RTA received a federal grant to procure low and no-emissions vehicles to pilot for fixed service. An initial fleet transition plan to low and no-emissions vehicles has been created.	Update Action	Incorporate low or no emission vehicles into new vehicle acquisitions and vehicle replacement cycles for both service and administrative vehicles in accordance with the Fleet Transition Plan
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Reduce RTA's environmental impact	SH2	Generate renewable energy, such as solar panels, on f	2023-2027	In progress	RTA added solar panels to the Carrollton facility	Update Action	Complete study on possible resilience upgrades at RTA facilities to develop a resilient building strategy.
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Support walkable, livable transit corridors	SH3	Implement all action items in the "Provide a more comfortable and pleasant rider experience" strategy	All	N/A	See actions above	Update Action	Increase ridership through marketing campaigns, TOC initiatives and regional coordination.
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Support walkable, livable transit corridors	SH4	By 2022, encourage transit-supportive development by working with local governments to waive parking requirements for development near frequent transit service	2018-2022	Initiated	RTA is working to finalize a TOC position paper about urban design and parking best practices. RTA is collaborating with the City of New Orleans to release a TOC study that makes recommendations about parking	Keep	Encourage transit-supportive development by working with local governments to waive parking requirements or use parking maximums for development near frequent transit service
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Support walkable, livable transit corridors	SH5	Work with regional organizations and business districts to use public and private funds to build enhancements to the pedestrian environment along major corridors	2023-2027	Initiated	RTA is working to finalize a TOC position paper about urban design and parking best practices. RTA is collaborating with the City of New Orleans to release a TOC study that makes recommendations about parking	Keep	Work with regional organizations and business districts to use public and private funds to build enhancements to the pedestrian environment along major corridors
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Support walkable, livable transit corridors	SH6	Incentivize transit by working with the City of New Orleans to implement market-based parking pricing	2023-2027	Initiated	RTA is working to finalize a TOC position paper about urban design and parking best practices. RTA is collaborating with the City of New Orleans to release a TOC study that makes recommendations about parking	Keep	Incentivize transit by working with the City of New Orleans to implement market-based parking pricing
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Improve access to healthcare and recreation	SH7	Serve most major healthcare facilities with High Capacity Transit or Select Routes	2028-2040	In progress	New Links network being implemented in September 2022 improves access to healthcare facilities	Update Action	Coordinate with healthcare facilities to improve access and transit passenger amenities to facilities.
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Improve access to healthcare and recreation	SH8	Serve most community health centers with High Capacity Transit or Select Routes	2028-2040	In progress	New Links network being implemented in September 2022 improves access to community health centers	Update Action	Coordinate with community health centers to improve access and transit passenger amenities to facilities.
Support a Sustainable, Healthy Region	Mitigate climate change and improve public health	Improve access to healthcare and recreation	SH9	Serve most major parks and recreational facilities with High Capacity Transit or Select Routes	2028-2040	In progress	New Links network being implemented in September 2022 improved access to major parks and recreational facilities	Update Action	Coordinate with NORD to improve access and transit passenger amenities to facilities.