

## Public Input and Response

#	Comment	Feedback Tag	RTA Response
1	Please open the Rampart Streetcar line. It was once committed to be open December 2022 (inexcusably over 3 years AFTER the fall of the Hard Rock.) Then promised April 2023, which begins tomorrow. Stop giving us residents, business owners, and employees hope that it will be open. Tell the truth. Either open it when committed, or stop committing to ever open it. Truth and transparency is the route you should be travelling by.	Rampart Streetcar Line	The Rampart Streetcar line is planned to be put back in service by early 2024.
2	Is there any plan to replace the wonderful small buses that connected the Marigny neighborhood to the CBD and uptown ? The recent changes requiring elderly riders to get over to the Riverfront in order to cross the Quarter have severely affected the mobility of seniors in this area. I live at the Christopher Inn. People in my building as well as our neighbors simply don't go anywhere to which they are unable to walk. Para-transit is difficult. Please help !	Smaller vehicles; Closing service gaps	The Strategic Mobility Plan does include an action to explore Microtransit (CO23) as a way to offer transit connections to communities that are not well served by the current bus network. Action CO24 also includes a pilot of smaller vehicles to explore neighborhood circulator service.
3	Please tell me that the SMP includes getting this line running ASAP. It is unconscionable that it has been closed for 3.5 years.	Rampart Streetcar Line	The Rampart Streetcar line is planned to be put back in service by early 2024.
4	Recently I've started working at the MCCNOLA downtown since the convention industry has picked back up. My biggest concern is that I cannot get to my posts from home at Magazine and Napoleon to my jobs at 6am and 7am on the BUS. I have to take a Lyft costing anywhere from \$14 to \$25 at that time of the morning.... What can be done? I can catch the bus home, no problem. Can you get the bus running at 5am?	Service Issues	The Strategic Mobility Plan does not address specific scheduling concerns. For issues such as this, please submit a ticket to our Customer Service team. The SMP does include actions to explore additional funding streams, which would enable the RTA to offer expanded service (BR18)
5	A commuter railway to Baton Rouge has been discussed for at least 30 years. It would be in the States best interest to follow thru SOON and modernize our State! We fall further and further behind with all of the politics involved. Just get it going, already! I am ready to commute!	NO to BR Rail project	The SMP includes an action to study possible commuter bus service between New Orleans and Baton Rouge (CO13) and to coordinate with the State to implement the proposed New Orleans to Baton Rouge rail project (CO16)
6	GNO Inc submitted a letter emphasizing support for: - transition to low/no vehicles -smaller vehicles and microtransit - planning for ferry service. GNO Inc suggests considering low/no emissions options for ferry vehicles - expansion of the DBE program - additional regional connections - New Orleans to Baton Route rail project	Low/No Emissions, Microtransit, Ferry Service, DBE, Regional Connections, NO to BR Rail	RTA is glad to have support from GNO inc on major initiatives noted.
7	I have been a resident of New Orleans for 4+ years now. I live near the uptown streetcar line and I use it daily to get to work and to run errands. I liked seeing action items focused on making the public transit more ADA compliant. Whenever I ride the handicap accessible streetcars, I've noticed they're much smoother and get me where I need to go faster. I suggest all streetcar models receive these same upgrades to make more accessible and faster rides. I also highly suggest installing covered seating for the streetcar line along st Charles and S Carrollton. Having more stops with covered seats would make the uptown streetcar more accessible for the elderly, pregnant individuals, and for children. Lastly, to address the problem of over-crowded streetcars full of tourists, I suggest the uptown streetcar line increase the number of cars running on the tracks at all times. More streetcars means more people can get around with less hassle.	ADA access; Service Issues	The SMP includes an action to modernize streetcars (UP2) so that they are safer, faster and fully accessible
8	I don't like the new change, especially on the #31 Carrollton Bus it goes out the way and that mean you have to wait even longer for the bus. It don't make no since for 3 buses to go to Audubon Zoo. I live in Gentilly and sometimes I have to catch the 51 St. Bernard bus to get to work. The Carrollton bus was find me for me. From Carrollton Ave To Gentilly And Elysian Fields. Now you have to wait even longer for the bus because it's going from Chef And Louisa to Audubon zoo. And it's not fair. It's take me longer to get gloomed because if the long route.	Service Issues	Action CO7 in the Strategic Mobility Plan is to measure and analyze impact of the network redesign that was implemented in September 2022. The RTA will look to make modifications to improve access based on that ongoing analysis.
9	Thank you for putting greater accessibility options for the Westbank into consideration. I'm especially interested in quicker bus access from the Westbank to the Eastbank since the current time it would take me to commute to work by bus is prohibitively long. I'm also very excited to learn that there are plans to relaunch the Gretna ferry terminal as a regular point of access.	BRT; Ferry Service	The SMP includes actions to implement the East- West Bank BRT line (CO3) and study possible expansion of water transportation (CO19).

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10	Needs new mission -- moving citizens in the region every 30 minutes within .25/mile of their destination 7 days a week. This is a true equity mission weaved through. Poor people are not living on Vets. People need to get to those high capacity corridors. Also, please stop using the word agency in a community people centered plan. Just say RTA which is less letters and less sterile. We need the mission on every bus and it needs to be learned by the drivers and posted everywhere.	Mission	Thank you for this comment. The mission will be revisited in the comprehensive update of the SMP, planned for 2028.
11	E16 of the action items for community access -- the LePass is cute, but it needs to be connected to google maps. The tracking system sucks when the busses are not there, because it broke down. Also, if a bus breaks down why would y'all not drive a different bus to the driver? Why do you think it's okay for 2 busses to not be on the line and people have to wait for that scheduled bus. Happened on the 27 and 91 a bit too frequently.	App	The RTA completed several recent updates in June to improve real-time display information. Additional improvements to add detailed real-time updates to service disruptions are in development. Schedules and arrival information are also integrated into Google Maps.
12	Why isn't the 52 sign at Broad and Washington? Why isn't there an airport bus sign on Elk? I asked about the one at Duncan Plaza and the supervisor shrugged his shoulder. These middle managers need to take ownership of issues. They need to call things in and they need to be encouraged to do so. When I post about y'all on twitter and tag y'all there should be someone responding saying -- thanks for the feedback we're working on it and really work on it.	Signage; Communication	Action PR7 in the SMP is: "As part of the transit redesign, replace all transit signs", and will be priority area for the RTA.
13	I didn't notice on the St Charles streetcar if you have stopped with this historic line for not putting the wheelchair accessibility on it. An inaccessible street car is not the reason people come to New Orleans. Stop with the fake preservation stuff and put people on it.	Streetcar accessibility	Action UP2 in the SMP is "Accelerate streetcar modernization to be safer, faster and fully accessible".
14	If you're going to have some mobility alternatives then drivers need to be trained on them. They drive in bike lanes, stop in the bike lane, they don't yield for pedestrians. The bus drivers, taxi and police drive worse than the citizens. Also, we need to work with NOPD to keep people out of bus lanes and bus stops. The most disrespectful is at Gravier and Loyola/Basin.	Complete streets	Action PR25 is to launch a comprehensive public safety campaign, which could include complete streets training.
15	Now this is not a complaint this is help. New Orleans is 57-60% Black. We earn 30K to white folks who earn 67K. On average many Black folks do not have a digital way of paying for bus service. So, it's a valiant effort, but you're going to have to also offer pay through cashapp, paypal, venmo, google pay, apple pay etc etc. I think you offer Google Pay. But cash will probably be the majority of people the way discrimination and distrust of banks are within some Black families. Perhaps employing a QR code on the transfers or day passes and actually have a reader that works.	Fare payment	The RTA will be sure to take this into account when considering other fare payment options.
16	I like riding the bus, because driving in New Orleans is high stress. Some of the drivers do need to be less aggressive, but for the most part I like other people driving. Others would probably like it more if the system was dependable. If the app says 230 then the bus is where it's supposed to be at 230. And if it's not then the app should say it won't be there. There should be signs at every bus stop with the leave time. This is a reminder to the driver as well so he/she is late they know it's not break time they need to catch up.	Communication	Thank you for your comment. One of the objectives of the SMP is to "Provide on-time and predictable service", and the SMP actions will support the RTA to deliver this.
17	And we can increase the ridership by promoting the service to former riders and responding to posts and posting more on Social Media.	Marketing	The SMP includes action PR6 to create a ridership campaign that promotes the RTA resources to riders.
18	I really don't have any comments , just thankful for RTA my way to get around 🙏		Thank you for your comment
19	typo p.6; Ida was in 2021 not 2022.	Report edits	The RTA has fixed this typo
20	This is picky but the table on P.9 is weird and non-intuitive to me. Can these not be organized in the same goals/objectives/strategies/actions format as everything else? Or at least just be in a regular list or single column so my brain doesn't read them out of order?	Report edits	The RTA has changed the format of the table
21	Chart p.15 - what increments is this broken into? Are there currently 6 high frequency routes? Do they benefit equally in terms of travel time improvements or are some higher impact than others? graphic is either too detailed (what are the chunks?) or not enough (show travel time impact by individual route?)	High Frequency Routes	The increments display the round trip run time for the high frequency routes - so for the bus portion, the blocks show the trip times for routes #3, #8 and #9 and streetcars are #47, #48 and #49. The travel time improvement is the same for all the bus routes and for all of the streetcar routes.
22	Wait - have we downgraded a bunch of routes from planned select service to regular, sub-par service? Should we not still be aiming to improve frequency throughout the system, as resources permit? I guess it's mainly just Elysian Fields and Magazine that are getting axed here, and I don't object to those specifically, but I would like to see the agency improve its proposed "select" network and ALSO have ambitions for other areas where targeted investment is prioritized as resources allow.	High Frequency Routes	The previous version of the service improvements were ambitious based on the definitions used for "high capacity transit". The RTA has tried to right-size the service improvement plans based on these definitions and matching these with service needs on these routes.
23	How are there items where the stated timing is 2022 but they clearly have not happened yet (cough, public KPI dashboard cough) 1/3 through 2023?	Report edits	The RTA has fixed these typos

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24	In general, the list of actions is great. Totally on board. I am a little concerned that the current, very basic problem of "we can't get enough busses on the road to even come close to running the scheduled service and people are waiting hours (literally hours!) and then getting skipped by overfull busses, so service is actually worse for many users than at any point in recent memory" is, uh, not fully reflected. Nor is the whole, "no accurate signage anywhere in the whole system" problem. Like, maybe this needs an emergency action addendum to address these ultra-pressing concerns?	Daily operations	As of early 2023 RTA has a fully funded replacement plan for aging fleet, a major contributor to vehicle availability. Due to pandemic supply chain issues, they will unfortunately not be delivered until 2025. The SMP includes a commitment to OTP in the objective "Provide on-time and predictable service" and has an action to install signs in action PR7 "As part of network redesign, replace all stop signs". Actions to address these issues will also show up in the measures and targets
25	O no! There are no metrics. Can we have metrics, please? Granted, the metrics in the old SMP weren't great and many of them had no associated targets, but that doesn't mean we shouldn't identify any at all. And on p.3 "measures of progress" are referenced, but where?	Report edits	Metrics are now posted online.
26	Please publish the referenced appendix that evaluates specifically the outcome of the 2018 actions. Y'all have heard me rant before about how annoying it is when agencies write up about a million action items and/or performance metrics and then never go back and report out on whether they did them and if not, why not? Publish appendix, show your work, please.	Report edits	Appendix is now posted online
27	Why are your transit schedules so difficult to make out? What happened to the list of your route schedules? Whoever implemented this new way of route schedules need to do away with with that form and go back to the original schedule. I don't even know what time I should catch the bus because it's not showing up for times. That's ridiculous! You need the same schedule set up like JET. Simple and easy to understand!	Communications	One of the main SMP Strategies is to "Improve public information and rider communications", which would also include a review of schedule formats.
28	I appreciate the efforts for more connectivity - it would be great to see more routes linking Gentilly to downtown, as well.	Access	One of the SMP actions is to implement the East-West Bank BRT line (CO3), which would have the result of providing more routes linking Gentilly to downtown.
29	RTA has to be affordable, convenient to riders with locations, not disrupt the flow of the community, cut down on time and not delay residents who drive cars. It must add to the community in beautification and against little abatement and blight. Has to be appealing to the community and create jobs. Must be in strategic locations and connect all of New Orleans not just the undeserved. Must bring back Park and ride as well.	General	The RTA strives to do the things described - we believe that the RTA's mission to "Provide safe and dependable mobility services" and vision to "Become the preferred mobility provider in the region" encompass the points raised. Park & Rides are also included in action CO35.
30	My family and I take the bus off of I-10 Service road and Ridgefield Drive. We have to connect to two buses in New Orleans East. The second bus is by the New Orleans Public Library on Read and Lakeforest Blvd. I work uptown my son attends Uno. Prior to the recent change we were able to take one bus(HAYNES 60). Now we have to connect to TWO BUSES WITHIN NEW ORLEANS EAST. My son would take one bus to school and back. I would connect to my second bus once I crossed over into the city. Now I'm taking 4 buses to work and 4 buses back home and it's scary. I get off at 4 and now I get home at 7:00 p.m. My daughters when home from college would only take one bus to work in the city or connect to the metairie bus if working on Veterans. This has been a challenge for my family unit along with folk that live in Littlewoods area as well. This change has affected many New Orleans East Residence. Why do we have to connect to two buses in New Orleans East. It doesn't make sense. WE need a better system, where we can go back to one bus to get outside of the east not 2. Your help is greatly appreciated.	Access	Action CO7 in the Strategic Mobility Plan is to measure and analyze impact of the network redesign that was implemented in September 2022. The RTA will look to make modifications to improve access based on that ongoing analysis.
31	I would appreciate having more reliable public transit service and buses that appear on the location map. Sometimes I have waited up to an hour or more. This is not ok when the weather is very hot or rainy. I do appreciate how on time the street cars and ferries are.	App	The SMP has actions under the strategy "Provide real-time information" to improve the information provided to riders about bus locations.
32	You have really screwed up the former Magazine Street bus. I know--it now starts at the Children's hospital before going down Jefferson to Magazine and continuing towards downtown. Signage on Jefferson is terrible or non-existent. And why oh why are the bus stop signs on Magazine starting at Henry Clay STILL up every few blocks? Ever see people standing at one and wondering how long it will be before a bus comes by. And you know only one sign is missing--in front of Whole Foods--which I guess is good, but why are all the others further out Magazine St. still up and confusing people. Lastly--go to Magazine and Jefferson and look at the LARGE bus STOP sign at the VERY CORNER on Magazine & Jefferson--WHERE NO BUS GOES ????	Service Issues; Signage	Action PR7 in the SMP is: "As part of the transit redesign, replace all transit signs", and will be priority area for the RTA.
33	One of the goals needs to be connecting the region's higher education institutions. There must be a bus to Nunez College. St. Bernard Parish doesn't have money for mass transit. We can get federal dollars to offset their cost and maybe even get industry to pay for it. Especially if it goes to all the factories.	Access	As of Summer 2023, the RTA is now serving Nunez College via #86. The SMP also will measure the RTA's progress in providing access to schools and will use these results to evaluate future expansion of service.
34	Just get the N. Rampart streetcar running please. It's ridiculous that it's still out of service.	Rampart Streetcar Line	The Rampart Streetcar line is planned to be put back in service by early 2024.

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35	I think rta staff should be more diverse. I as a White women I deal with racist drivers and riders contentiously. Please teach drivers how to show love to all people and to stand up for the rights of riders when threatened by other passengers.	Operator	Thank you for your comment. Issues with individual bus operators should be reported to the Customer Service team via website or Rideline.
36	The plan seems fine to me. I just wish you would promote your app so more people would use public transit.	App	The SMP includes action PR6 to create a ridership campaign that promotes the RTA resources to riders.
37	I used to take the bus daily when it ran on Chartres Street. I loved it, except that I couldn't take it both ways. Working shift work, either I could take it in to work, or home, but the hours of the line were not good for those of us who work in hospitality. And it didn't run frequently enough. The St. Claude bus isn't an option if I work until 11pm. It just isn't safe.	Service Issues	Action CO7 in the Strategic Mobility Plan is to measure and analyze impact of the network redesign that was implemented in September 2022. The RTA will look to make modifications to improve access based on that ongoing analysis.
38	<p>Dear RTA Team,</p> <p>first of all, I am amazed that there is such a plan and that you are asking for user feedback for it! I lived in New Orleans for a while and used public transport almost daily. While public transport does not have such a good reputation as it has back here in Europe, I was amazed by the strength of RTA: the people. Drivers would always take time to help and so did other riders. I really enjoyed the audio messages played in the bus too. So yes, I loved the public transport in New Orleans, which is why I am still reading the newsletter.</p> <p>I am a digital product manager in the mobility sector myself and tried to read the strategic mobility plan through this lens as well (played around in Le Pass too!). I appreciated that you included maps and forecasts as well as a structured direction in which you want to go. As a former student, I value your plan to create a University Pass Program and as a product manager, I think it is great that you are starting with a pilot program and then expanding further.</p> <p>At the same time, the TOC initiatives (page 21) are not very clear to me, especially CO28 - maybe you could elaborate on that in a further version of the strategic master plan.</p> <p>I love PR24 and think that product analytics in this responsible sense are really valuable. The action items to provide easy payment offers sound really good, I would add an action point to constantly ask for and implement user feedback, perhaps through in-app surveys and tools such as Hotjar.</p> <p>The transparency you have been showing as a company over the past few months is truly inspiring. As one of your strategies is to recruit good employees, I strongly believe that the way you present yourselves and implement new things will definitely support you in this regard. (I for one would love to work for RTA).</p> <p>One last feedback point: Have an executive summary and/or some closing words to the strategic mobility plan. The initial drawing looks like a great vision, maybe end the report with it too?</p> <p>Thank you again for the opportunity to provide feedback!</p>		Thank you for your comment
39	SUPPORT: EXTENDED FERRY SERVICE/HOURS (FOR GIG WORKERS, EVENTS, TOURISTS), SMALLER VEHICLES, EXPEDITED FARE COLLECTION (TAP CARDS), PARKnRIDE. FOR BRT, NEED TO ENFORCE OCCUPANCY REQUIREMENTS ON CCC HOV.	Ferry Service; Microtransit; Transit Priority	Thank you for your support for these SMP actions.
40	There is so, so much that's good in here. Congrats! I'd add a couple of other comments and questions. 1. There really is a big gap in the service network far uptown in the Lake to River direction. The pre-Katrina network had the Broadway and Nashville bus routes, neither of which were great. What is really needed is some combination of extending the Magazine route up Broadway to reach the universities or an "uptown connector route" that goes something like Claiborne-Broadway-Freret-Jefferson-Tchoupitoulas. Especially given that increasing university ridership is a priority, the RTA should really aim to provide better service to the Broadway corridor to Magazine Street.	Service gap	The RTA will monitor access gaps through evaluation of the network (CO7) and look at ways to close them, including introduction of new types of service such as microtransit (Action CO23)
41	As the Baton Rouge-New Orleans rail route gets closer and closer to reality, there should be EVERY EFFORT to enhance connectivity at UPT to frequent bus and streetcar routes, to have killer bike facilities and a blue bike station, and to even accommodate car rentals, easy taxi/RideShare service. If the train is to be successful, UPT needs to be as connected and multi-modal as possible.	First/Last Mile	Action CO34 is to create a framework for first/last mile connections, which could be used to consider connections to the UPT
42	Bravo to the idea of expediting streetcar and bus service. I think you've hit the nail on the head. Some combination of signal priority, cheat lanes at stoplights, far side stops at signalized intersections, pre-payment of fares, front and rear door boarding, stop consolidation, and limiting neutral ground curb cuts would make a world of difference.	Streetcar modernization	Thank you for these recommendations, which would fall under the strategy, "Add transit priority treatments on roadways and reduce conflicts with turning vehicles".

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43	This is not mentioned in the plan, but as soon as we figure out how to make our streetcars faster, we should look at filling the gaps in the streetcar network to create a more seamless and functional system. In order of priority, I would a) fill the Carrollton gap, b) extend Rampart/St. Claude to Arabi, c) extend Loyola/UPT to St. Charles (a small extension of course), d) extend the Riverfront to Elysian and St. Claude, and e) extend the Riverfront upriver to Jackson and St. Charles. Depending on how quickly the River District gets underway, there may be an impetus to accelerate e).	Streetcar expansion	Thank you for these recommendations.
44	Is there any reason why the old downtown to airport rail corridor idea has been abandoned? Obviously, the terminal is on the wrong side of the runways now, so maybe that's it. And I do really like Vets as a high capacity corridor—it would just have to be BRT on steroids to not take 2 hours to reach the airport.	Rail	The New Orleans to Baton Rouge rail concept (supported in Action CO16) would connect the airport to UPT.
45	Who knows what commuting patterns will look like in 5 years in this crazy post-COVID environment, but I do think there's an opportunity to look at a Causeway Blvd. BRT that could also accommodate commuter buses from the North Shore. Something to look at.	Regional Connections	Action CO15 includes a consideration of connections to St. Tammany Parish where possible.
46	In terms of regional rail service, Baton Rouge is obviously the highest priority, but I think it also makes sense to look at other rail connections that would have the effect of growing our MSA. Adding good service to Hammond, Slidell, the MS Gulf Coast, and even Schriever (which would serve Houma-Thibodaux's 200k people) would be good connections. With better rail connections, the New Orleans MSA could effectively grow from 1.3 million people to effectively 2.5 million people—just by connecting us more effectively to the aforementioned areas.	Regional Connections	Thank you for these recommendations.
47	We should resurrect the dream of High Speed Rail to Houston. It hasn't really been part of the discourse since the Obama administration, but it's not going to happen if it never gets even a mention.	Regional Connections	Thank you for these recommendations
48	The plan alludes to this, which I think is AWESOME, but we do indeed need to focus on the complementary pedestrian realm. It will be hard to expand ridership past a certain ceiling if our streetscapes are all powerlines, too few trees, and unsafe ped crossings.	Accessibility	The RTA is working with DPW to make sure sidewalks near transit stops are accessible. Streetscape improvements would also be included in the TOC policies (Action CO27).
49	At the end of the day, the most fundamental priority still has to be service, service, service. I know that's a function of the size of the fleet and the RTA's resources; but even with the New Links improvements, the focus should still be on substantially shortening peak headways and improving night/weekday service. Great stuff here!	Service Improvements	Action BR18 is "Study traditional and innovative options for increasing funding" which would help to support further increases in service throughout the system.
50	I would ride every day but the 11 line has become so unreliable. Often like today waited nearly one hour for bus to downtown before giving up yet again! Service is terrible!	Service Issues	Thank you for your comment. One of the objectives of the SMP is to "Provide on-time and predictable service", and the SMP actions will support the RTA to deliver this.
51	ET2 - Provide SMP update at the annual RTA State of Transit event. RIDE would like to see updates more frequently than this; we would suggest re-introducing quarterly SMP stakeholder update meetings which were regularly held for the first several years after the plan was adopted.	Communication	RTA will consider re-establishing the SMP working group
52	ET05 - By 2022, create a publicly available dashboard that shares up-to-date performance data, including plan metrics, on-time performance data, and ridership by route. RIDE considers this a priority and would like to see progress on SMP implementation tracked in detail, by action item and with reference to specific metrics/benchmarks for each item.	Communication	RTA will prioritize the relaunch of the dashboard showing SMP actions, measures and targets
53	Full feedback found here: <a href="https://norta0.sharepoint.com/:b:/s/CapitalImprovementProgram/ERWhQXjHA7NJts-ylcpq5p0BtAGC36o5kA0Er-kz2MefCA?e=hckWD0">https://norta0.sharepoint.com/:b:/s/CapitalImprovementProgram/ERWhQXjHA7NJts-ylcpq5p0BtAGC36o5kA0Er-kz2MefCA?e=hckWD0</a> .	Communication; Shelters and Hubs; TOC; ADA; Streetcar Modernization;	These comments show the RIDE CQT's priority areas, which include stops/shelters, signage, communications, TOC and transit priority. RTA will keep CQT informed as it embarks on actions supporting these priority areas

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54	While in full support of the draft 2023 SUMP Update I would like to point out recommended action items of particular interest to City Planning Commission: > Our agencies have worked together on the Transit Oriented Communities study, which is close to completion. CPC appreciates being a partner in this work, and looks forward to working with RTA, and other stakeholders, to improve our land use regulations and our processes to better align with the updated transit system. Our intent is to create opportunities for transit-oriented development, and ensure housing is encouraged and prioritized in areas near transit. I look forward to establishing a working group with your team to further the goals of the study and develop zoning tools to encourage transit > The Bus Rapid Transit initiative to connect to areas geographically distanced from the downtown core of the city are critical. The CPC is in full support of the intentions of the BRT proposal and would happily work with RTA on the land use implementation to support these goals > Shelters are important elements for the rider experience and contribute to the design aesthetic of neighborhoods. CPC looks forward to working with the RTA team on improving shelter design as allowed by the CZO.	TOC; BRT, Shelters	RTA is glad to have the support of CPC on these initiatives and is looking forward to working closely with CPC to develop and implement policies and practices related to TOC, BRT and Shelters
55	I noticed the commuter service to St Tammany Parish was removed from the future service maps and actions? Why was this done? Population and growth continue to explode on the northshore and it would be great to have commuting alternatives as is common in other metro areas.	Regional Connections	RTA agrees that there is still a need to study and potentially re-introduce commuter service to St Tammany Parish within the next 5 years and have added this back into report.
56	Regional, yes, connect the region, but also shared planning, scheduling, internal and external coordination of transit, both internal and external.	Regional Connections	Action CO14 was updated to include these details
57	More specificity around providing real-time information, especially real-time schedule information, through the app, at stops, at stations, and other communications options.	Communication	The SMP includes a strategy to "provide real-time information", which has 6 actions. The actions are inclusive of communicating service disruptions and providing real-time information at stops with more than 250 boardings a day
58	Highlight our current accessibility improvements and discuss general plans for making all/a majority of a transit stops ADA compliant by XXX? Also working with the City to add and improve bus stops and bus stops signage.	Accessibility	Action BE3 is to complete a comprehensive accessibility study to ensure that all agency activities reflect ADA best practices. The RTA updated the implementation timeline on page 10 to include making ADA improvements to all stops by 2030.
59	Talk specifically about general facility/infrastructure needs outside of the downtown transit hub and BRT.	Infrastructure	The implementation timeline includes infrastructure upgrades such as improving transit stops, transfer hubs and transit priority treatments
60	The downtown transit center is only mentioned in the specific strategies, highlight in the plan and discuss key components such as rider amenities, improved accessibility around the station, transit lanes, signal priority, and even supporting a downtown circulator service	Downtown Transit Center	The SMP now includes a section on the DTC on page 15.
61	TOD conversation, not just limited to joint development, but what should we think about with our current/future real estate portfolio outside of transit focused facilities.	TOC	SMP actions BE2 and CO27 speak to the RTA's commitment to adopt and agency TOC policy, program and plan, including a future real estate portfolio