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Title: Strategic Mobility Plan - 2023 Update #1

Sponsors:**Indexes:****Code sections:**

Attachments: 1. 2018 Strategic Mobility Plan Actions Status, 2. 2023 Strategic Mobility Plan Update Actions, 3. SMP 2022 Update DRAFT_23.8.3, 4. SMP 2023 Update - Measures and Targets 23.8.3, 5. SMP 2023 Update - Public Input Log, 6. Strategic Mobility Plan - 2023 Update #1

Date	Ver.	Action By	Action	Result
8/10/2023	1	Operations & Administration Committee	referred to Consent Agenda	

Strategic Mobility Plan - 2023 Update #1

DESCRIPTION: Requesting the approval of the 2023 update to the Strategic Mobility Plan	AGENDA NO: Click or tap here to enter text.
ACTION REQUEST: <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other	

RECOMMENDATION:

To adopt the Strategic Mobility Plan 2023 Update as a benchmark for the agency's future initiatives and influence the use of resources, including funding.

ISSUE/BACKGROUND:

In 2018, the RTA adopted its first Strategic Mobility Plan (SMP), which sets out goals, strategies, and actions to guide agency decisions and use of resources. The 2018 plan called for an update to the plan every 5 years, and an update to the plan was necessary to reflect major changes in the RTA's operating context and keep the plan relevant. These changes and events include:

Accomplishments:

- Comprehensive Operations Analysis (COA) + Network Redesign - Implemented in September 2022, shifted service to improve access and increase high-frequency service.
- Initiation of New Hubs - New interim transit hubs were implemented to improve operations
- New App "Le Pass" - GoMobile was replaced by LePass in 2022, which has greater opportunities to support transit pass programs and regional integration

Modernized Ferry Service - RTA1 and RTA2 began operations in 2020. The new Canal Street Terminal is set for opening in August 2023

Changes:

- Transition to a Public Organization - RTA completed its transition from a delegated authority model to a fully public organization

Major Shocks:

- Hard Rock Hotel Collapse - Severed the Rampart and Canal Streetcar lines and forced an emergency relocation of downtown operations
- COVID-19 - Impacted ridership and service delivery
- Hurricane Ida - Impacted businesses and residents recovering from COVID

The Strategic Planning department began a review of the plan in 2022, consulting with internal and external stakeholders to complete an update of the plan. The resulting 2023 SMP update is not a comprehensive re-plan - the updates are meant to reflect the RTA's context and priorities today while remaining in alignment with the community needs described in the original 2018 SMP.

DISCUSSION:

The RTA staff request the adoption of the updated 2023 Strategic Mobility Plan. The process used to update the plan and a summary of the key pieces of the update are described below:

Update process:

This update is not a comprehensive update, but more of a refresh of the 2018 plan to ensure its continued relevancy to RTA's work. To complete this update, RTA staff used the following process:

1. **Status Update** - Staff reviewed the actions listed in the 2018 plan, working internally to understand if actions were not started, initiated, in progress, completed, or no longer relevant. Of the 2018 actions:

- 25% were completed
- 22% were in progress
- 33% were initiated
- 14% were not started
- 6% were no longer relevant

2. **Align & Integrate** - Staff compared the 2018 SMP with 2023 priorities, projects and initiatives. For the 2023 Update, the 2018 actions were either directly carried over, updated to reflect current progress or the next phase of the action, or retired if completed or no longer relevant. Where new actions had been identified as necessary, these were incorporated into the 2023 SMP actions. As part of these updates:

- 51% of actions were updated

- 39% of actions were kept as is
- 12 actions were added

3. Internal Plan Update and Review - RTA leadership and staff provided feedback, which was incorporated into the plan update.

4. Community Review - RTA released the draft plan for public review, held virtual open houses, and requested feedback from community stakeholders. This feedback was captured and incorporated into the plan update. A summary of comments and RTA responses is attached. Outreach included:

- a. Presentation at the RAC and Operations Committee meetings
- b. Public comment period on the draft report from April 3rd - May 4th, 2023
- c. Two emails were sent to 478 stakeholders, promoting the virtual open house and inviting feedback
- d. One virtual open house, where RTA staff presented the updates and requested feedback. Two social media posts, encouraging public input via an online form.

Through this process, RTA received a total of 31 comments through emails and the online form.

The 2023 update is a product of this process, representing internal and external updates and priorities.

The 2023 SMP Update:

The 2023 SMP identifies major action areas for the RTA, each of which is linked to individual actions captured in the plan. These major action areas are as follows:

- 1. Develop **Bus Rapid Transit (BRT) corridor**** from New Orleans East to Algiers through downtown and plan next High-Capacity corridor.
- 2. Complete the **Comprehensive Fare Modernization Initiative**** to introduce pre-paid, contactless boarding to speed service, boost sales with employers and institutions and introduce more equitable fare products.
- 3. Create “**Select Transit**” corridors** with transit priority treatments for high-frequency bus and streetcar routes and stop re-balancing. Study and deploy new express services to regional destinations.
- 4. Design and build resilient & sustainable transit facilities**, including major transit centers to busy transfer points to basic shelters, and accessible stops. Create comfort stops for operators at all route terminals.
- 5. Develop a sustainable ferry service model and study potential expansion.** Evolve service based on the study’s findings.
- 6. Establish the RTA’s Transit Oriented Communities (TOC) program** and convene a working group to support collaboration amongst stakeholders and initiate a joint development program.
- 7. Explore new Mobility Services (on-demand)** for areas of need in New Orleans and integrate with

improved paratransit operations.

8. Modernize an aging fleet and transition to **Lo/No Emission vehicles and bring smaller vehicle** types into service.

9. **Provide public information in a timely and accurate manner** and maintain up-to-date customer service resources

10. **Accelerate streetcar modernization** to offer safer, faster, and fully accessible streetcar service.

11. **Complete ADA Accessibility upgrades** throughout the system.

12. **Implement safety improvement measures** system and operations wide.

13. **Maintain and grow Career Pathways programs**, apprenticeships, and professional development to grow and retain a talented workforce **and Small/Minority Business development programs**.

14. Complete investment in a **more efficient and effective organization** with improved processes and updated integrated IT infrastructure.

FINANCIAL IMPACT:

No direct financial impact.

Changes to how the RTA pursues and prioritizes projects may result from this updated document, which will influence the use of resources, including funding. The adoption of the 2023 SMP update itself carries no financial impact.

NEXT STEPS:

The updated SMP will be the primary guide for the agency's direction, actions, and use of resources. The actions and projects contained in the updated SMP will be reflected in the 5-year Capital Improvement Program, which is in turn represented in the Annual Capital Budget and Annual Operating Budget for 2024.

A comprehensive update to this plan will be initiated in 2026.

ATTACHMENTS:

- Final Draft 2023 Strategic Mobility Plan Update, including:
 - o 2023 SMP Report
 - o Updated actions table
 - o Updated Measures and targets table
 - o Public input received.
- Original 2018 Strategic Mobility Plan, including:
 - o 2018 SMP Report
 - o Status of 2018 actions.

Resolution

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8/4/2023

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Date