



## ***Canal Streetcar Improvement Analysis - FAQs***

### **What is the Canal Streetcar Improvement Analysis?**

The Canal Streetcar Improvement Analysis is an internal study of options to help speed up the Canal Streetcar line in order to better assist the community get to jobs, recreation, and medical services faster and more reliably.

The improvement analysis was developed in response to the RTA's Strategic Mobility Plan (SMP) to provide a Comprehensive Operations Analysis (COA) to offer high-capacity transit service along high ridership lines. The Canal Streetcar line is one of the RTA's most important lines, carrying 17% of passengers in the RTA's system, 90% of whom are locals (more than 3 million local riders a year). It also provides essential connections to downtown employment centers, health centers, nearly every RTA bus line, all other streetcar lines, and the Canal Street-Algiers Point ferry.

### **Will the Canal Streetcar "Pilot" study be completed by the end of May?**

**No, it will not.** We would also like to apologize for any confusion the word "pilot" may have caused - erroneously implying the RTA was ready to test the proposed improvement analysis. A more appropriate term, we'd like to use moving forward, would be "**Improvement Analysis**".

In actuality, the RTA is in the listening stage of the improvement analysis. Having completed an initial internal transit analysis, we want to know what you think. No decisions on the future of the Canal Street corridor have been made yet. Decisions will only be made through collaboration and engagement with the community.

Moving forward with a "pilot" program has not been authorized by either the Board or the City of New Orleans and the engagement process is key to both entities reaching a decision.

We'd like to reiterate that no decisions have been made, these are all preliminary proposals for discussion purposes, no actions will be taken or plans implemented, and the Board has not been presented with any recommendation for a decision. The community can be assured that no action will be taken regarding implementation of any of these ideas until the RTA's community engagement process is complete (this process will likely last through May).

Your feedback is very important in the decision-making process. There are a variety of ways to provide feedback on the improvement analysis study:

- You can attend the monthly Riders' Advisory Committee (RAC) Meetings, held the first Wednesday of each month in the RTA Board Room – 2817 Canal Street <https://www.norta.com/About/Public-Meetings-Reports>
- You can attend the Mid-City Neighborhood Organization (MCNO) meeting Monday, April 8<sup>th</sup> at 6:30pm in the Warren Easton High School cafeteria. (We are working with additional neighborhoods to set up presentation dates.)
- You can visit our Customer Service page <https://www.norta.com/About/Customer-Service> and fill out the comment form.
- You can send an email to [comments@norta.com](mailto:comments@norta.com).
- You can call Rideline at 504-248-3900. Rideline hours are Monday through Friday, 5 am to 12 pm. Saturday and Sunday are 5 am to 11 pm.
- You can fill out a comment card at RTA Public Outreach events. Follow us on <https://www.facebook.com/NewOrleansRTA/> and <https://twitter.com/NewOrleansRTA> to see upcoming outreach events.
- You can attend a monthly public meeting at the RTA ([www.norta.com/About/Public-Meetings-Reports](http://www.norta.com/About/Public-Meetings-Reports)).

## What internal analysis has been conducted?

Staff's initial internal analysis looked at ways to improve this essential link for the riding public, by:

- **Speeding up trip times**

Uncontrolled crossings and high stop frequency slow trips for riders. Addressing these issues could save time for local residents who take more than 3 million trips on the Canal Streetcar every year.

- **Safety**

Streetcar collisions with cars in the neutral ground are the largest source of accidents in the RTA network. Reducing chances for those accidents could improve safety for riders and motorists alike.

- **Improving reliability**

Transit riders should have confidence that our vehicles will come on time and take them to their destinations on schedule. Removing obstacles for the Canal Streetcar could make this better for riders.

## What part of the Canal Streetcar line is being studied?

The preliminary technical transit analysis looked at the area between Carrollton Avenue to Harrah's Casino at the foot of Canal Street. To see preliminary technical transit analysis and the Canal Improvement Options and Analysis Report, visit: [www.norta.com/About/Canal-Streetcar-Improvement-Analysis](http://www.norta.com/About/Canal-Streetcar-Improvement-Analysis)

## Will the improvement analysis look to close uncontrolled crossings along Canal Street?

An independent traffic study in coordination with the City of New Orleans' Public Works department would be conducted to see if this a viable option. This, of course, would be analyzed in concert with public input. The idea is to improve the rider experience, not hinder it.

## How many and which streetcar stops would be consolidated?

This has not been determined. Our internal transit analysis has several options for stop consolidation to save time for all riders. We invite all community members to comment on these options, which are described here: [www.norta.com/About/Canal-Streetcar-Improvement-Analysis](http://www.norta.com/About/Canal-Streetcar-Improvement-Analysis)

## How much could the process for the entire project cost and take to complete?

We estimate that the project may cost around \$66,500 to make changes to the line. Additional cost would be added to place a ticket-taker at some stops. These costs are subject to change based on integration of additional proposals from our riders and the affected neighborhoods.

## How would closing some Canal Street crossings affect emergency vehicles and first responders?

The RTA is having ongoing conversations with City officials, including emergency services. We want to ensure any changes, considered, do not negatively impact their ability to respond.

## How will potential changes affect transit riders who use wheelchairs and others with mobility needs?

Ensuring accessibility is one of the RTA's central goals. Riders in wheelchairs and other passengers with accessibility needs should be able to easily use the RTA system, including the Canal Streetcar line.

About 1,500 passengers in wheelchairs board the Canal Streetcar, each month. Any changes to the line will take into account accessibility needs, including access to essential services, for these passengers.