

**CITY OF NEW ORLEANS
CHIEF ADMINISTRATIVE OFFICE**

POLICY MEMORANDUM NO. 134

July 1, 2016

TO: All Departments, Boards, Agencies and Commissions

FROM: Andy Kopplin, First Deputy Mayor and Chief Administrative Officer 

SUBJECT: Complete Streets Program

I. PURPOSE

This memorandum is to establish the City's Complete Streets Policy to create a more comprehensive and integrated transportation network that balances the needs of all of its users in order to promote economic development, improve public safety, foster more livable communities, encourage healthier lifestyles, promote geographic and socio-economic equity, and develop a balanced street ecology for sustainability and resilience.

II. BACKGROUND

As part of the Plan for the 21st Century: New Orleans 2030 (Master Plan), the City has set transportation goals that include continued investment in rebuilding and maintaining roads and bridges, integration of land use decision making with transportation projects, roadways that integrate vehicle transportation with bicycling and walking, fast and efficient mass transit supported by transit-oriented development, enhanced intercity transportation, freight transportation systems that serve the economy while respecting neighborhoods, and transportation infrastructure that is resilient to flooding and other natural hazards. In support of these goals, the Master Plan recommends the establishment of a Complete Streets Policy which moves people and freight safely with the prioritization of the non-motorized user through the integration of infrastructure for alternative transportation modes.

III. LEGAL AUTHORITY

Ordinance No. 24,706 M.C.S. of the City Code Section 146-36 requires the establishment of a Complete Streets Program by requiring that all planning, designing, funding, operation of the City's transportation system accommodate and encourage travel for all users in a balanced, responsible and equitable manner consistent with and supportive of the surrounding community. Section 4-302(5) of the Home Rule Charter authorizes the Chief Administrative Officer to "prescribe accepted standards of administrative practice to be followed by all offices, departments, and boards."

IV. COMPLETE STREETS POLICY

A. Overall Policy. All City departments in the planning, design, construction, operation and maintenance of all capital improvement projects adjacent to or within the public right of way, shall take a comprehensive and integrated approach within the context of the City's Complete Streets Program that considers and appropriately balances the needs of all users to include but not limited to: motor vehicle operators, public transportation services, bicyclists, pedestrians, users with disabilities, and including water distribution, sewerage collection, stormwater management facilities and other utilities to achieve the overall purpose of each project in support of the City's Master Plan and meet the goals of the Complete Streets Program.

B. Program Goals. The goals of the City's Complete Streets Program are as follows:

1. **Safety.** Reduce hazards and prioritize safety for all users traveling in the public right of way, especially vulnerable users including persons with disabilities, children, the elderly, pedestrians, and cyclists;
2. **Connectivity.** Increase the connectivity of walking, bicycling, transit, and freight transportation networks;
3. **Multi-modal Accommodation.** Give full consideration to accommodation of all users, be they people who walk, people who are mobility-impaired, people who bike, people who use transit, or people who drive cars. Accommodation shall balance the needs of all users in planning, design, construction, maintenance, and operation;
4. **Livable Communities.** Foster livable communities and increase public health through vibrant, active, comfortable streetscapes that encourage more walking, bicycling, and transit use, and less driving;
5. **Equity.** Ensure equitable funding and implementation of complete streets projects;
6. **Ecology.** Create a balanced street ecology through the use of green infrastructure including pervious surfaces and trees;
7. **Coordination.** Coordinate and communicate between stakeholders about the Complete Streets Program objectives and metrics; and
8. **Sustainability and Resiliency.** Invest in infrastructure that promotes sustainability and resiliency.

C. Program Management Plan. The Director of the Department of Public Works, in consultation with the Executive Director of the City Planning Commission, shall

develop a Complete Streets Program Management Plan. This Program Management Plan shall establish program objectives and metrics and serve as a working, living guide for program execution.

D. Annual Reporting Requirements. On an annual basis the Director of the Department of Public Works, in consultation with the Executive Director of the City Planning Commission, shall provide a report to the Commission and the Complete Streets Working Group on current and planned program goals, objectives, and metrics and program achievements.

V. GOVERNANCE

A Complete Streets Working Group ("Working Group") is established to be chaired by the Deputy Mayor for Infrastructure and Facilities or designee, to ensure that the Complete Streets policy is applied in the planning and development of all City capital improvement projects, to monitor execution of the Complete Streets Program, and to provide input, as appropriate, into policies, procedures, and regulations as they are developed within the context of the Complete Streets Program. The Working Group shall include representatives from the Department of Public Works, City Planning Commission staff, Capital Project Administration, Health Department, Police Department, Office of Neighborhood Engagement, Department of Parks and Parkways, Sewerage and Water Board of New Orleans, Regional Transit Authority, and other relevant agencies and departments as required.

VI. EXCEPTIONS

A. Exemptions. Maintenance of existing City infrastructure may be exempt from the provisions of the City's Complete Streets policy. The Director of the Department of Public Works, in coordination with the City Planning Commission, shall develop guidance to determine standard exemptions.

B. Waivers. The Chief Administrative Officer, in consultation with the Director of the Department of Public Works and the Executive Director of the City Planning Commission, may waive or modify Complete Streets policy requirements for a capital improvement project if the project involves a roadway on which non-motorized use is prohibited by law or if the Director of the Department of Public Works, in consultation with the City Planning Commission, concludes that the cost of accommodation of all users is excessively disproportionate (20% or more of the total project cost) to the project purpose or intended impacted area.

VII. INQUIRIES

Questions concerning this memorandum should be addressed to the Chief Administrative Office at (504) 658-8600.