

Memphis Urban Area Metropolitan Planning Organization (MPO)
Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP)
Advisory Committee Meeting

Thursday, March 25, 2021 10:00 AM

Microsoft Teams Meeting

- 1. Welcome and Introductions**
- 2. Presentation: 2021 CPT-HSTP Update**
- 3. Member Updates**
 - a) Section 5310 updates (MATA, TDOT, MDOT, ARDOT)
 - b) TDOT Office of Mobility and Accessible Transportation (Emily Duchac)
- 4. General Discussion**
 - a) Implementation of 2021 plan recommendations
- 5. Other Business**
 - a) Next Meeting: Spring 2022
- 6. Adjourn**



Memphis Urban Area Metropolitan Planning Organization
Coordinated Public Transit - Human
Services Transportation Plan
(CPT-HSTP) Update

February
2021

Background

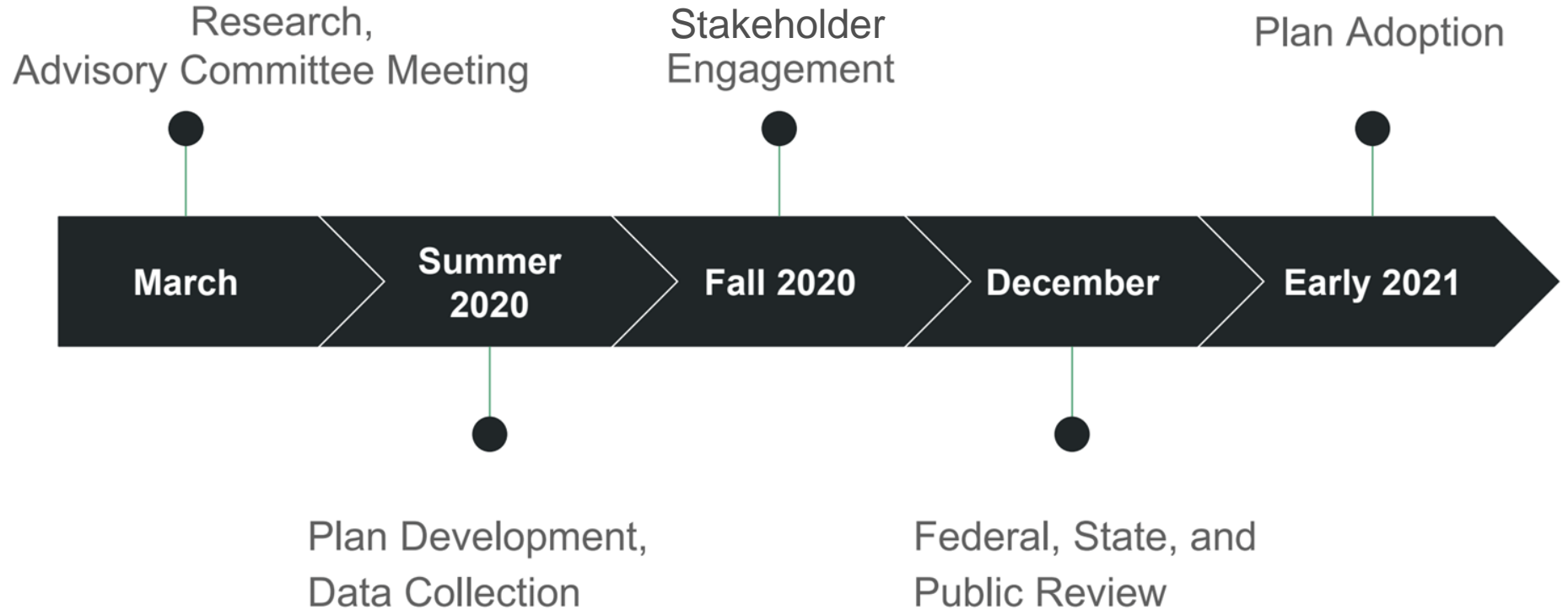
- A plan to address gaps and challenges in human services transportation via increased coordination, new strategies, and helpful information
- An update of 2016 plan
- Required by FAST Act (federal transportation legislation)
- Covers demographic and transit provider data, service gaps and challenges, strategies for addressing those, funding opportunities, and more

Progress Since 2016 Plan

- One Click, One Call Center (901 RideChoice)
- TDOT Tier II TAM plan/PTASP
- Arkansas Statewide Transit Coordination Plan
- Sephora Plant Partnership - Mississippi
- **5310 Funds:** Managed by MATA, TDOT, MDOT & ARDOT (Mostly vehicles purchase, some operations funding, software, and sidewalk/curb ramps)



Timeline



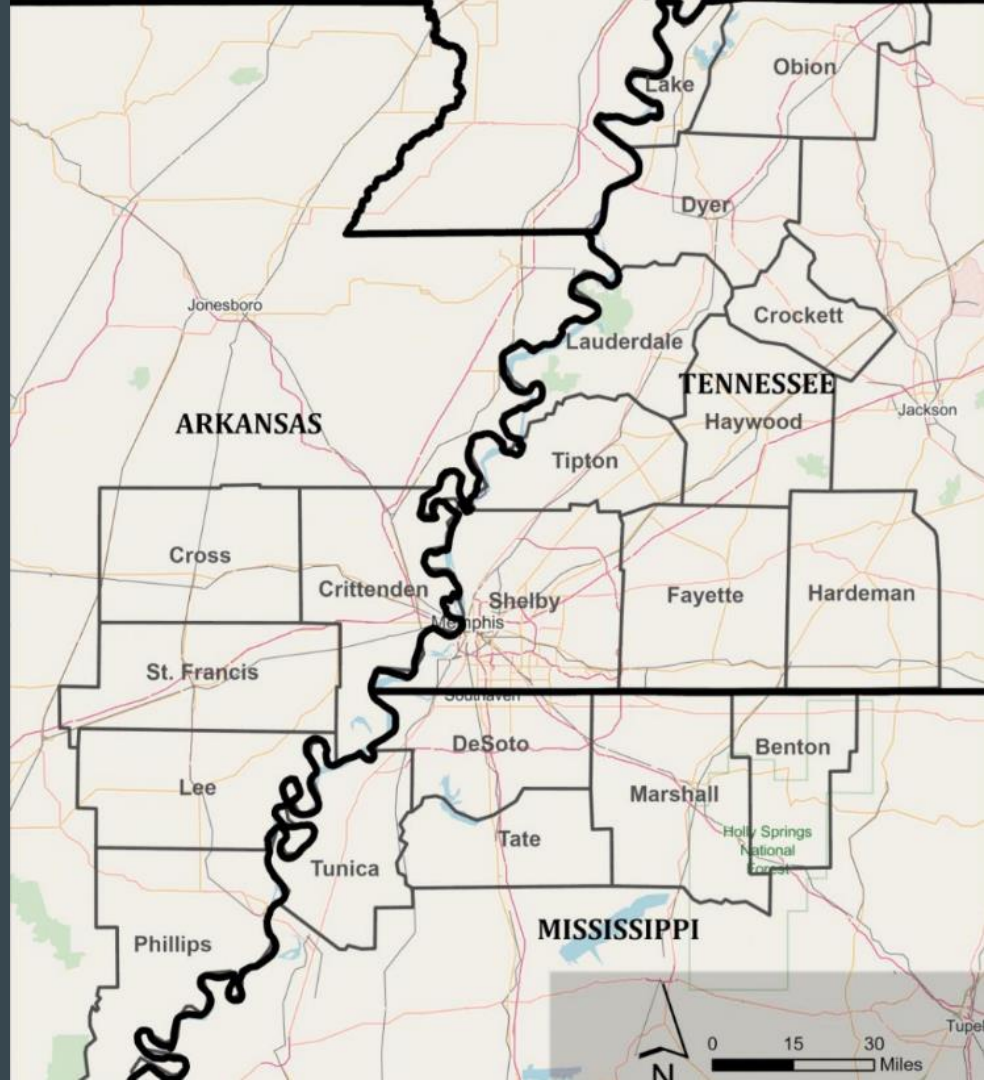
Stakeholder Coordination



Mid-Delta Community Services, Inc.



Plan Study Area



Plan Updates

- Demographic tables & maps
- Available Services Information
- Gaps & Challenges
- Transit Related Performance Measures
- Technical Resources
- COVID-19 impacts & lessons

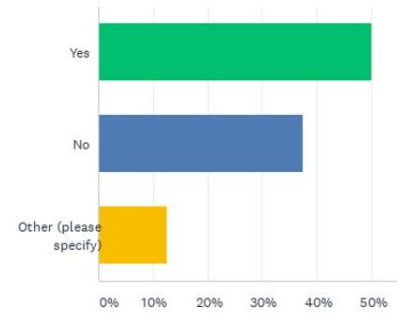
Section 5310 Funding for the Study Area

Year	UZA	Urbanized Areas 50,000 to 199,999 (entire state)			Nonurbanized Less than 50,000 (entire state)		
		TN	MS	AR	TN	MS	AR
2017	\$862,600	\$1,294,333	\$249,735	\$690,443	\$1,985,933	\$1,342,414	\$1,264,755
2018	\$870,188	\$1,336,775	\$251,505	\$712,520	\$1,977,045	\$1,295,492	\$1,230,913
2019	\$880,548	\$1,347,903	\$249,943	\$734,102	\$2,010,862	\$1,313,614	\$1,238,133
2020	\$914,384	\$1,389,093	\$254,019	\$760,757	\$2,081,671	\$1,343,533	\$1,276,394

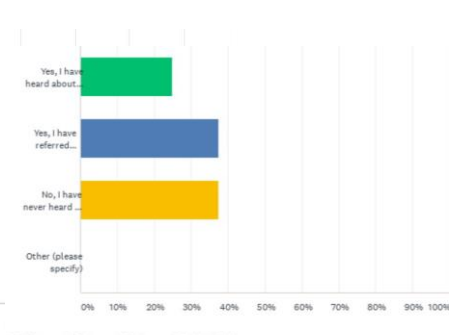
Stakeholder Feedback

- Regional Meeting: CPT-HTSP Advisory Committee Meeting
- Peer Research
- Stakeholder Engagement Surveys – Coordination and Impacts from COVID
- State & Federal Feedback

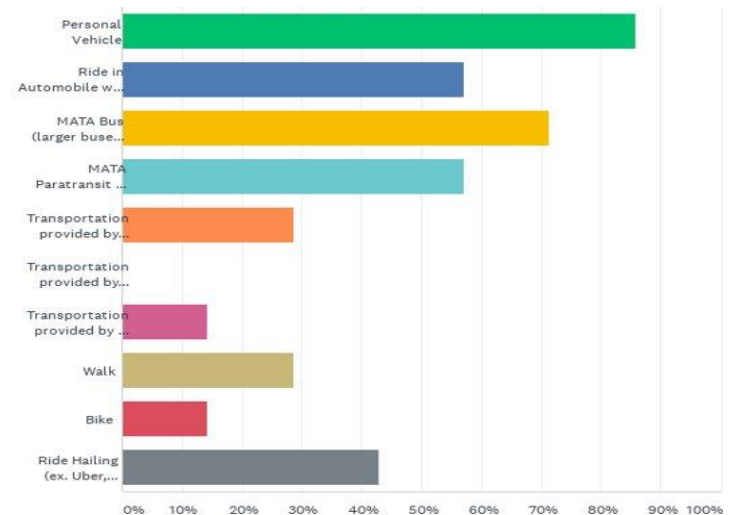
Does your agency/organization coordinate with any transit providers?



Have you utilized or referred someone to 901RideChoice?



Which of the following do you or your clients currently use for transportation?



New short-term strategies:

- **Additional Resources in Potential Funding Sources**
- **More transit related information (routing, scheduling, fares, eligibility, etc.)**
- **Promotion of Mobile Payment/Ticketing Options**
- **901 Ridechoice Coordination & Other Resources**

New long-term strategies:

- **Address bus operator staffing shortages**
- **Promote partnerships between medical providers and transit agencies**
- **Include user education in any rollout of new programs**
- **Explore funding opportunities for adding more accessible vehicles to agencies' fleets**
- **Explore possibilities for cost-sharing partnerships (via operational or capital matching)**

Additional Information



Tech Resources for Transit Providers



Transit Performance Measures



COVID-19 Impacts & Lessons Learned

Next Steps



Questions?



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Figure 2: Short-Term Strategies/Activities

Strategies and Activities
Explore Creating a Mobility Coordinator Position for the Region
Evaluate Existing Services for Persons with Disabilities and Identify Areas of Expansion
Explore Expanding Transit, Paratransit and Service Agency Hours to Include Early Morning and Evening Service
Assist agencies in employee training curriculum on improving service standards, use of technology, etc.
Provide better resources on how to find, apply, and administer potential funding sources
Provide information to agencies on routing, scheduling, payment, eligibility, transit asset management, and other new software; what is available, the cost, and how it can be used
Promote the use of mobile payment/ticketing options broadly while at the same time increasing access of manual/cash options for those without banking or smart phone access
Since the development of a one-stop transportation call center to coordinate services (901 Ridechoice) has been implemented, promote awareness of this program in the community
Continue to convene the CPT-HSTP Advisory Committee to enhance coordination and improve the efficiency of services
Establish Transportation Management Associations (TMA), where appropriate
Enhanced Planning Activities and Public Education Efforts
Host How-to-Ride Workshops or Public Events
Explore Expanding Hours to Include Weekend Service
Explore Funding Opportunities to Fund Capital and Operations for Increased or Improved Service

Figure 3: Long-Term Strategies/Activities

Strategies and Activities
Review Service Routes and Explore Expanding Service to Geographical Areas not Currently Served by Transit
Coordinate Service Delivery Among Lower Density Areas
Address bus operator staffing shortages by exploring funding for recruitment incentive programs.
Promote partnerships between medical providers and transit agencies that share costs and utilize ride-hailing or ride-sharing platform(s) such as Uber, Lyft, or others
Include user education in any rollout of new programs or apps to counter the ongoing accessibility and knowledge of how to operate new technologies among clients.
Explore funding opportunities to add more fully accessible vehicles to the fleets of transportation/human services agencies in the region
Explore possibilities for more partnerships between agencies that can be leveraged within allowable regulations for cost-sharing purposes (via operational or capital matching)
Increase Service to Dialysis Centers - Coordinate Scheduling.
Explore Funding Opportunities to Create a Voucher Program