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
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

- March: Research, Advisory Committee Meeting
- Summer 2020: Plan Development, Data Collection
- Fall 2020: Stakeholder Engagement
- December: Federal, State, and Public Review
- Early 2021: Plan Adoption
Stakeholder Coordination
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

<table>
<thead>
<tr>
<th>Year</th>
<th>UZA</th>
<th>Urbanized Areas 50,000 to 199,999 (entire state)</th>
<th>Nonurbanized Less than 50,000 (entire state)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>TN</td>
<td>MS</td>
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<tr>
<td>2017</td>
<td>$862,600</td>
<td>$1,294,333</td>
<td>$249,735</td>
</tr>
<tr>
<td>2018</td>
<td>$870,188</td>
<td>$1,336,775</td>
<td>$251,505</td>
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<tr>
<td>2019</td>
<td>$880,548</td>
<td>$1,347,903</td>
<td>$249,943</td>
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<tr>
<td>2020</td>
<td>$914,384</td>
<td>$1,389,093</td>
<td>$254,019</td>
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Stakeholder Feedback

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

Contact: Jordan Smith, Zylavian Watley Hines or Mavrick Fitzgerald at jordan.smith@memphistn.gov, Zylavian.Hines@memphistn.gov, or Mavrick.Fitzgerald@memphistn.gov
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<table>
<thead>
<tr>
<th>Strategies and Activities</th>
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<tbody>
<tr>
<td>Explore Creating a Mobility Coordinator Position for the Region</td>
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<tr>
<td>Evaluate Existing Services for Persons with Disabilities and Identify Areas of Expansion</td>
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<tr>
<td>Explore Expanding Transit, Peratransit and Service Agency Hours to Include Early Morning and Evening Service</td>
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<tr>
<td>Assist agencies in employee training curriculum on improving service standards, use of technology, etc.</td>
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<tr>
<td>Provide better resources on how to find, apply, and administer potential funding sources</td>
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<tr>
<td>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</td>
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<tr>
<td>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</td>
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<td>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</td>
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<td>Continue to convene the CPT-HSTP Advisory Committee to enhance coordination and improve the efficiency of services</td>
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<td>Establish Transportation Management Associations (TMA), where appropriate</td>
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<td>Enhanced Planning Activities and Public Education Efforts</td>
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<tr>
<td>Host How-to-Ride Workshops or Public Events</td>
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<tr>
<td>Explore Expanding Hours to Include Weekend Service</td>
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<tr>
<td>Explore Funding Opportunities to Fund Capital and Operations for Increased or Improved Service</td>
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<tr>
<td>Strategies and Activities</td>
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<tr>
<td>Review Service Routes and Explore Expanding Service to Geographical Areas not Currently Served by Transit</td>
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<td>Coordinate Service Delivery Among Lower Density Areas</td>
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<td>Address bus operator staffing shortages by exploring funding for recruitment incentive programs.</td>
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<td>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</td>
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<td>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.</td>
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<td>Explore funding opportunities to add more fully accessible vehicles to the fleets of transportation/human services agencies in the region</td>
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<td>Explore possibilities for more partnerships between agencies that can be leveraged within allowable regulations for cost-sharing purposes (via operational or capital matching)</td>
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<td>Increase Service to Dialysis Centers - Coordinate Scheduling.</td>
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<td>Explore Funding Opportunities to Create a Voucher Program</td>
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