



Memphis Urban Area Metropolitan Planning Organization

# Appendix

(CPT-HSTP) Update

Updated: February 2021



**Memphis MPO**  
METROPOLITAN PLANNING ORGANIZATION

Este documento está disponible en formatos accesibles (como versiones en idiomas extranjeros o en letras grandes y en escala de grises, entre otros) cuando se solicita con diez (10) días calendario de anticipación. This document is available in accessible formats (such as foreign language versions or large-print and gray-scale versions, among others) when requested ten (10) calendar days in advance.

This document was prepared and published by the Memphis Urban Area Metropolitan Planning Organization (MPO) and is prepared in cooperation with and financial assistance from the following public entities: the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), the Tennessee Department of Transportation (TDOT), the Mississippi Department of Transportation (MDOT), as well as the City of Memphis, Shelby County, Tennessee, and DeSoto County, Mississippi. This financial assistance notwithstanding, the contents of this document do not necessarily reflect the official view or policies of the funding agencies.

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## TABLE OF CONTENTS

Appendix A: Public and Stakeholder Outreach.....	03
Appendix B: Peer Agency Links and Contact Information.....	13
Appendix C: 2019 Poverty Guidelines.....	15
Appendix D: Public, State and Federal Comments and Responses.....	17

# Appendix A:

Public and Stakeholder Outreach

# 2020 CPT-HSTP Advisory Committee

Memphis MPO • 03.30.2020

## Agenda

- Member Updates
- 2021 Plan Update
- Discussion

## 2019 Section 5310 Awards: TOOT, MOOT

Agency	County	Grantee	Amount	For:
MOOT	Desoto	Timber Hills Region IV Mental Health	\$106,546	Capital and Operating Assistance
TOOT	Obion, Lake	Carey Counseling Center, inc.	\$189,128	4 vehicles
TOOT	Haywood	Easter Seals Tennessee	\$180,000	5 vehicles
TOOT	Lake, Obion, Crockett	Northwest Tennessee Human Resource Agency	\$302,498	7 vehicles

## Section 5310 Funds, 2016- 2019

TDOT	\$ 1,704,278.00
MDOT	\$ 621,579.00
ARDOT	\$ 86,800.80
MATA	\$ 5,489,250.00
<b>TOTAL (2016-19)</b>	<b>\$ 7,901,907.80</b>

## Plan Implementation & Progress

- One Click, One Call Center (901 RideChoice)
- Arkansas Statewide Transit Coordination Plan
- Sephora Plant Partnership
- 5310 grants: mostly vehicles purchase, some operations funding, software, and sidewalk/curb ramps

## Additional Updates



STEP 1  
Call  
901RideChoice



STEP 2  
Give your  
information



STEP 3  
Receive best ride  
options to plan your  
ride



STEP 4  
Schedule  
your own ride

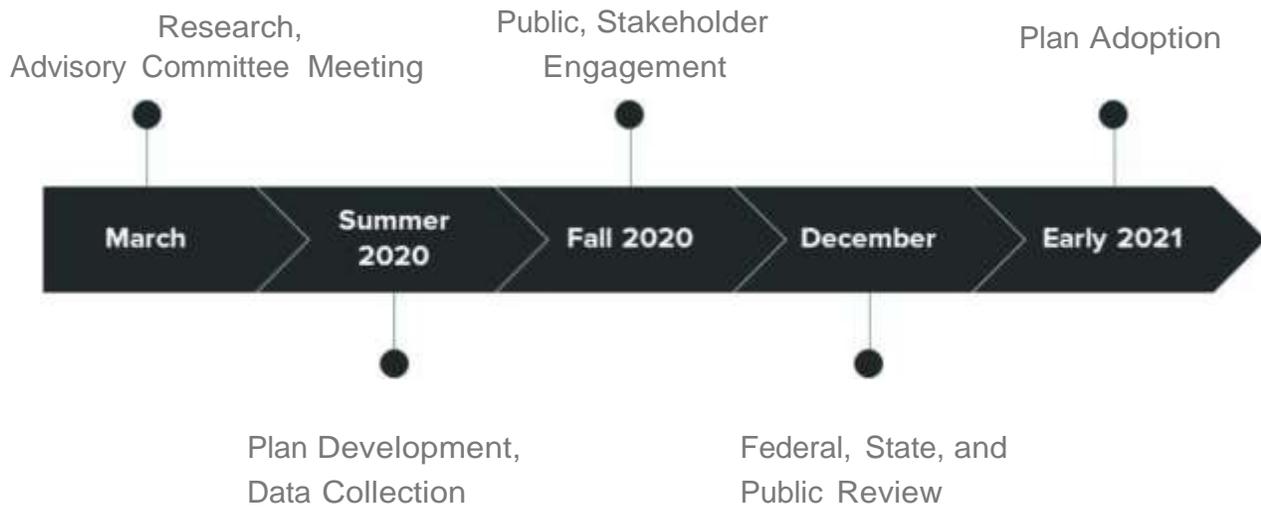
# CPT-HSTP Overview

## CPT-HSTP 2021 Update

### Goals

- Incorporate Performance Measures such as safety and transit asset management
- Tailor plan's scope to a manageable number and area of agencies to coordinate
- Incorporate additional new technologies into strategy development





## Discussion:

Suggestions for the Plan Update

Trends, Challenges, & Ideas

Announcements



# Stakeholder Survey Instrument – Arkansas Department of Transportation and West Memphis MPO

## Memphis MPO - Coordinated Public Transit- Human Services Transportation Plan Survey

The Memphis Urban Area Metropolitan Planning Organization (Memphis MPO) is updating its Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP).

The purpose of the survey is to understand the needs and gaps with the transportation services for paratransit for the region and update the development of strategies to address these gaps.

1. What kind of challenges to coordinating or implementing improved public/human services transportation are you seeing at a state-wide level? What challenges are you aware of in the part of the state that is within the Memphis MPO area?

### **Definitions for Questions #2 and #3**

**Type of service/eligibility:** the types of agencies and programs offering transportation services, what purposes of trips do they cater to or allow, and what personal characteristics make a customer/recipient eligible for the service

**Geographic:** location-wise, where services may be missing or lacking in the study region

**Time-based:** gaps or insufficient length of hours of service such that customers miss out on trip opportunities they would otherwise take if those hours were offered

**Accessibility/client-based:** the lack of accessible vehicles to transport individuals with certain disabilities

**Service quality:** driver training, communication, on-time performance, etc.

**Information and awareness:** how widespread the knowledge of a service is and whether a customer can find information with ease

**Human capital/expertise:** training and ability to operate complex technologies as listed below, as well as general abilities in managing human services transportation.

**Technology and data:** awareness and ability to operate software such as routing, scheduling, ticketing, and other areas.

2. What gaps in service or challenges in public/human services transportation are you aware of in areas of:

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

3. What strategy suggestions for improving coordination and quality, efficient provision of public/human services transportation do you have for each of the areas listed below?

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

4. What general trends do you see occurring in ridership, costs, services, programs, technology, or other among public/human service transportation providers or related agencies?

5. Since 2017, what examples have you seen of coordination and cooperation in improving public/human services transportation between different providers and agencies?

6. Describe your agency/department's level of awareness and/or use of advanced or recently developed ride scheduling, dispatching, routing, and payment technologies in the public/human services transportation field.

## Stakeholder Survey Instrument –Memphis Area Transit Authority

### Memphis MPO - Coordinated Public Transit- Human Services Transportation Plan Survey

The Memphis Urban Area Metropolitan Planning Organization (Memphis MPO) is updating its Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP).

The purpose of the survey is to understand the needs and gaps with the transportation services for paratransit for the region and update the development of strategies to address these gaps.

1. Please provide a description of your clientele and their specific transportation needs.
2. Please rank the common trip types that your clients are utilizing your service for, with 1 being the most common and 5 being least common.

Work

Shopping

Education

Social Activities

Other – please specify:

3. How has MATAplus's experience been with handling referrals from 901 RideChoice?
4. Based on the last CPT-HSTP plan and the local 5310 program grants since then, how does MATA plan to continue implementations of the CPT-HSTP in the future?

#### *Definitions for Questions #5 and #6*

**Type of service/eligibility:** the types of agencies and programs offering transportation services, what purposes of trips do they cater to or allow, and what personal characteristics make a customer/recipient eligible for the service

**Geographic:** location-wise, where services may be missing or lacking in the study region

**Time-based:** gaps or insufficient length of hours of service such that customers miss out on trip opportunities they would otherwise take if those hours were offered

**Accessibility/client-based:** the lack of accessible vehicles to transport individuals with certain disabilities

**Service quality:** driver training, communication, on-time performance, etc.

**Information and awareness:** how widespread the knowledge of a service is and whether a customer can find information with ease

**Human capital/expertise:** training and ability to operate complex technologies as listed below, as well as general abilities in managing human services transportation.

**Technology and data:** awareness and ability to operate software such as routing, scheduling, ticketing, and other areas.

5. What gaps in service or challenges in public/human services transportation are you aware of in areas of:

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

6. What strategy suggestions for improving coordination and quality, efficient provision of public/human services transportation do you have for each of the areas listed below?

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

7. What general trends do you see occurring in ridership, costs, services, programs, technology, or other among public/human service transportation providers or related agencies?

8. Since 2017, what examples have you seen of coordination and cooperation in improving public/human services transportation between different providers and agencies?

9. Describe your agency/department's level of awareness and/or use of advanced or recently developed ride scheduling, dispatching, routing, and payment technologies in the public/human services transportation field.

## Stakeholder Survey Instrument –Mississippi Department of Transportation

### Memphis MPO - Coordinated Public Transit- Human Services Transportation Plan Survey

The Memphis Urban Area Metropolitan Planning Organization (Memphis MPO) is updating its Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP).

The purpose of the survey is to understand the needs and gaps with the transportation services for paratransit for the region and update the development of strategies to address these gaps.

1. What kind of challenges to coordinating or implementing improved public/human services transportation are you seeing at a state-wide level? What challenges are you aware of in the part of the state that is within the Memphis MPO area?

#### **Definitions for Questions #2 and #3**

**Type of service/eligibility:** the types of agencies and programs offering transportation services, what purposes of trips do they cater to or allow, and what personal characteristics make a customer/recipient eligible for the service

**Geographic:** location-wise, where services may be missing or lacking in the study region

**Time-based:** gaps or insufficient length of hours of service such that customers miss out on trip opportunities they would otherwise take if those hours were offered

**Accessibility/client-based:** the lack of accessible vehicles to transport individuals with certain disabilities

**Service quality:** driver training, communication, on-time performance, etc.

**Information and awareness:** how widespread the knowledge of a service is and whether a customer can find information with ease

**Human capital/expertise:** training and ability to operate complex technologies as listed below, as well as general abilities in managing human services transportation.

**Technology and data:** awareness and ability to operate software such as routing, scheduling, ticketing, and other areas.

2. What gaps in service or challenges in public/human services transportation are you aware of in areas of:

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

3. What strategy suggestions for improving coordination and quality, efficient provision of public/human services transportation do you have for each of the areas listed below?

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

4. What general trends do you see occurring in ridership, costs, services, programs, technology, or other among public/human service transportation providers or related agencies?

5. Since 2017, what examples have you seen of coordination and cooperation in improving public/human services transportation between different providers and agencies?

6. Describe your agency/department's level of awareness and/or use of advanced or recently developed ride scheduling, dispatching, routing, and payment technologies in the public/human services transportation field.

# Stakeholder Survey Instrument – Tennessee Department of Transportation

## Memphis MPO - Coordinated Public Transit- Human Services Transportation Plan Survey

The Memphis Urban Area Metropolitan Planning Organization (Memphis MPO) is updating its Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP).

The purpose of the survey is to understand the needs and gaps with the transportation services for paratransit for the region and update the development of strategies to address these gaps.

1. What kind of challenges to coordinating or implementing improved public/human services transportation are you seeing at a state-wide level? What challenges are you aware of in the part of the state that is within the Memphis MPO area?
2. What role does TDOT foresee for the new Tennessee Office of Accessible Transportation in relation to MPOs in the state and their CPT-HSTPs? Are there specific programs planned that we should be aware of?

### **Definitions for Questions #3 and #4**

**Type of service/eligibility:** the types of agencies and programs offering transportation services, what purposes of trips do they cater to or allow, and what personal characteristics make a customer/recipient eligible for the service

**Geographic:** location-wise, where services may be missing or lacking in the study region

**Time-based:** gaps or insufficient length of hours of service such that customers miss out on trip opportunities they would otherwise take if those hours were offered

**Accessibility/client-based:** the lack of accessible vehicles to transport individuals with certain disabilities

**Service quality:** driver training, communication, on-time performance, etc.

**Information and awareness:** how widespread the knowledge of a service is and whether a customer can find information with ease

**Human capital/expertise:** training and ability to operate complex technologies as listed below, as well as general abilities in managing human services transportation

**Technology and data:** awareness and ability to operate software that facilitates routing, scheduling, ticketing, and asset management

3. What gaps in service or challenges in public/human services transportation are you aware of in areas of:

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

4. What strategy suggestions for improving coordination and quality, efficient provision of public/human services transportation do you have for each of the areas listed below?

1. Type of service/eligibility:
2. Geographic:
3. Time-based:
4. Accessibility/client-based:
5. Service quality:
6. Information and awareness:
7. Human capital/expertise:
8. Technology and data

5. What general trends do you see occurring in ridership, costs, services, programs, technology, or other among public/human service transportation providers or related agencies?
6. Since 2017, what examples have you seen of coordination and cooperation in improving public/human services transportation between different providers and agencies?
7. Describe your agency/department's level of awareness and/or use of advanced or recently developed ride scheduling, dispatching, routing, and payment technologies in the public/human services transportation field.

## Social Media Posts:

### Twitter:



### Facebook:



## Department of Planning and Development Newsletter:



**Brenda Gibson**

The Division shared news last month that **Brenda Gibson** was hired as Division Finance Manager, a role formally held by Mary Lynn Seale who retired after serving the City of Memphis and Shelby County for over thirty years. Also in January, **Mario Moton** was promoted to Building Plans Examiner for Construction Enforcement, and **Denesha Smith** was hired from a temporary position to the position of Permit Technician. Mr. Moton served previously within the Shelby County Housing Department, while Ms. Smith provided support to the Division's Administration team.

The Division is also excited to announce starting in February **Dana Sjostrom** was promoted to Planning and Programs Manager for Shelby County Department of Housing. Ms. Sjostrom will transition to the Housing Department from the Division's Sustainability and Resilience department.

Finally, DPD welcomes **Cynthia Hines** to the position of Accountant B. Ms. Hines will join the Construction Enforcement Department beginning this month.

### Announcements

The Division is focused on helping our employees work smarter and our customers and partners better navigate the tools and resources available to help them do business.

The Division is currently seeking a **Business Services Analyst** to analyze data systems and design process improvements for development services. Applications are being accepted at <http://bit.ly/DPD-Analyst>. The deadline to apply is **February 3, 2021**.

The Draft Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) Update is available for a 30-day public review and comment period from **January 8-February 7, 2021**. Click on the links below to view and/or download the documents. Comments may be submitted to Pragati Srivastava via email at [Pragati.Srivastava@memphistn.gov](mailto:Pragati.Srivastava@memphistn.gov).

[Read the Draft Coordinated Public Transit - Human Services Transportation Plan \(CPT-HSTP\) Update.](#)

**The Interactive Voice Response (IVR) System for scheduling inspections is back in operation. The IVR system is available 24 hours/day, 7 days/week by calling: (901) 222-8400**

### Upcoming Public Meetings

 **2/11/20 – Land Use Control Board**  
**2/24/20 – Board of Adjustment**  
**2/25/20 – Landmarks Commission**

Click one of the icons below to share our newsletter with others on social media!



## Constant Contact email blast (1496 contacts):



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

### 2021 Coordinated Public Transit - Human Services Transportation Plan: Draft Review

Since January 2020, MPO staff have been analyzing data, gathering stakeholder input, and developing a draft **Coordinated Public Transit-Human Services Transportation Plan**. The draft is now complete and ready for your review! Click [here](#) to read the full plan, which explores issues related to human services transportation- public, private, and non-profit. It identifies gaps and challenges in the system, develops strategies for addressing those, and aims to foster more coordination among transportation providers in the region.

From now through February 7<sup>th</sup>, you can access the draft CPT-HSTP at [our website](#) and provide your comments or questions to Jordan Smith, Zylavian Watley Hines or Mavrick Fitzgerald at [jordan.smith@memphistn.gov](mailto:jordan.smith@memphistn.gov), [Zylavian.Hines@memphistn.gov](mailto:Zylavian.Hines@memphistn.gov), or [Mavrick.Fitzgerald@memphistn.gov](mailto:Mavrick.Fitzgerald@memphistn.gov)

We appreciate all of your contributions during the plan development process and look forward to your feedback on the draft plan



Memphis MPO  
METROPOLITAN PLANNING ORGANIZATION



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[memphismpo.org](http://memphismpo.org)

# Appendix B:

Peer Agency Links and Contact Information

## Peer Agency Links and Contact Information

Chattanooga-Hamilton County/North Georgia Transportation Planning Organization

Web Address: <https://chcrpa.org/transportation-planning-organization/>

Plan Link: <https://chcrpa.org/coordinated-public-transit-human-services-transportation-plan/>

Flagstaff MPO

Web Address: <https://www.flagstaff.az.gov/995/Flagstaff-Metropolitan-Planning-Organiza>

Plan Link: <https://www.flagstaff.az.gov/1871/Coordinated-Transportation-Plan>

Johnson City Metropolitan Transportation Planning Organization

Web Address: <https://jcmpo.org/>

Plan Link: <https://jcmpo.org/coordinatedplan.html>

Spokane Regional Transportation Council

Web Address: <https://www.srtc.org/>

Plan Link: <https://www.srtc.org/human-services-transportation-plan/>

Denver Regional Council of Governments MPO

Web Address: <https://drcog.org/>

Plan Link: <https://drcog.org/planning-great-region/transportation-planning/transit-planning>

New Orleans Regional Planning Commission

Web Address: <https://www.norpc.org/>

Plan Link: <https://www.norpc.org/transportation/committees/coordinated-human-services/>

Jonesboro (AR) MPO

Web Address: <https://www.jonesboro.org/191/Metropolitan-Planning-Organization>

Plan Link: <https://www.jonesboro.org/486/Major-Transportation-Plans>

DCHC MPO (Durham-Chapel Hill, NC)

Web Address: <http://www.dchcmpo.org/>

Plan Link: <http://www.dchcmpo.org/programs/transit/human/coordinated.asp>

East-West Gateway MPO (St. Louis)

Web Address: <https://www.ewgateway.org/>

Plan Link: <https://www.ewgateway.org/transportation-planning/coordinated-human-services/>

Lawrence (KS) MPO

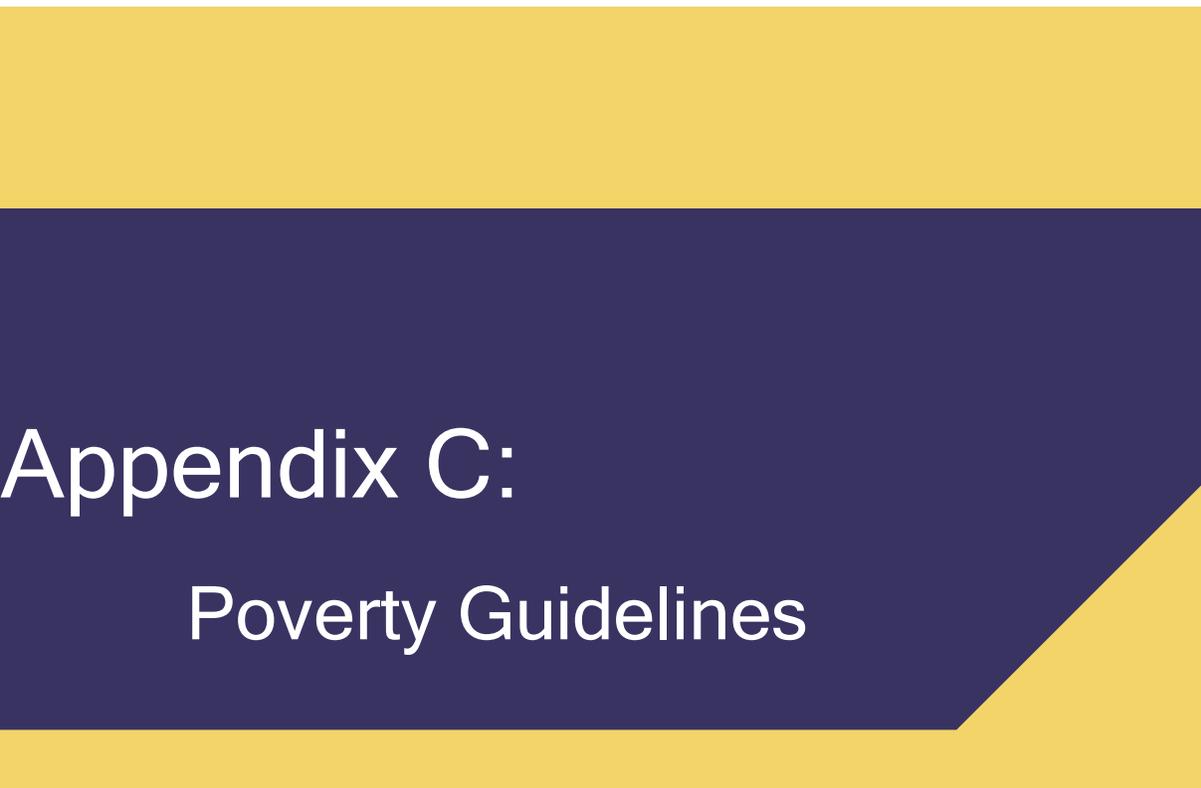
Web Address: <https://lawrenceks.org/mpo/>

Plan Link: <https://lawrenceks.org/mpo/transit/>

Bloomington-Monroe County MPO

Web Address: <https://www.bloomington.in.gov/mpo>

Plan Link: <https://bloomingtontransit.com/about-bt/mpo-coordinated-human-service-pub-trans-plan/>



# Appendix C:

## Poverty Guidelines

## 2019 Poverty Guidelines

The poverty guidelines below are from 2019 and pertain to the 48 contiguous states and the District of Columbia. The data was taken from 2013 to correspond to the Census demographic data used throughout the plan.

Number of Persons per Household	Poverty Guideline - Annual Household Income
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
Over 8	\$4,420 per additional person

# Appendix D:

Public, State and Federal Comments and  
Responses

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