Appendix
(CPT-HSTP) Update

Updated: February 2021
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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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

<table>
<thead>
<tr>
<th>Agency</th>
<th>County</th>
<th>Grantee</th>
<th>Amount</th>
<th>For:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOOT</td>
<td>Desoto</td>
<td>Timber Hills Region IV Mental Health</td>
<td>$106,546</td>
<td>Capital and Operating Assistance</td>
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<tr>
<td>TOOT</td>
<td>Obion, Lake</td>
<td>Carey Counseling Center, Inc.</td>
<td>$189,128</td>
<td>4 vehicles</td>
</tr>
<tr>
<td>TOOT</td>
<td>Haywood</td>
<td>Easter Seals Tennessee</td>
<td>$180,000</td>
<td>5 vehicles</td>
</tr>
<tr>
<td>TOOT</td>
<td>Lake, Obion, Crockett</td>
<td>Northwest Tennessee Human Resource Agency</td>
<td>$302,498</td>
<td>7 vehicles</td>
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Section 5310 Funds, 2016-2019

<table>
<thead>
<tr>
<th>Agency</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>TDOT</td>
<td>$ 1,704,278.00</td>
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<tr>
<td>MDOT</td>
<td>$ 621,579.00</td>
</tr>
<tr>
<td>ARDOT</td>
<td>$ 86,800.80</td>
</tr>
<tr>
<td>MATA</td>
<td>$ 5,489,250.00</td>
</tr>
<tr>
<td>TOTAL (2016-19)</td>
<td>$ 7,901,907.80</td>
</tr>
</tbody>
</table>
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:**

Memphis Urban Area MPO @MemphisMPO - Jan 8

The Memphis MPO’s Draft 2021 Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) Update is available for review! Visit the MPO’s website to review and comment on the plan.

memphismpo.org/news-events/pu...

**Facebook:**

Memphis Urban Area MPO

Published by Memphis Urban Area - January 8 at 8:56 AM

The Memphis MPO’s Draft 2021 Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) Update is available for review! Visit the MPO’s website to review and comment on the plan.

https://memphismpo.org/news-events/public-review
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 Mouton 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. Mouton 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 during 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.

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!
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 7th, 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, Zylavian.Hines@memphistn.gov, or 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

Memphis Urban Area Metropolitan Planning Organization
125 North Main Street | Room 450 | Memphis, TN 38103
Ph: 901.536.7100 | FAX: 901.536.9464
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/

Flagstaff MPO
Web Address: https://www.flagstaff.az.gov/995/Flagstaff-Metropolitan-Planning-Organization
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/

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
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.

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<thead>
<tr>
<th>Number of Persons per Household</th>
<th>Poverty Guideline - Annual Household Income</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>$12,490</td>
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<tr>
<td>2</td>
<td>$16,910</td>
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<tr>
<td>3</td>
<td>$21,330</td>
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<td>4</td>
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<td>5</td>
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<td>$34,590</td>
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<td>7</td>
<td>$39,010</td>
</tr>
<tr>
<td>8</td>
<td>$43,430</td>
</tr>
<tr>
<td>Over 8</td>
<td>$4,420 per additional person</td>
</tr>
</tbody>
</table>
Appendix D:
Public, State and Federal Comments and Responses