COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN

Engineering and Technical Committee
April 7, 2016
Presentation Outline

• Introduction
• Demographic Analysis
• Inventory of Services
• Service Gaps and Needs
• Strategies
• Next Steps
Introduction

- Develop a coordinated public transit-human services transportation plan (CPT-HSTP) through the input of stakeholders and the public

- Study area
  - Tennessee (10 counties)
  - Arkansas (5 counties)
  - Mississippi (5 counties)
Project Background

• At a minimum, the CPT-HSTP must include the following items:
  1. Identify current transportation providers and services;
  2. Assess the transportation needs of the elderly, persons with disabilities, and individuals with low incomes; and
  3. Recommend strategies, activities, and/or projects to address the identified needs and gaps.

• Establishes project eligibilities for 5310 funds

• The MPO developed the CPT-HSTP in coordination with several organizations, including:
## Planning Process

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<td>Task 4: Project Prioritization</td>
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<td>Task 5: Draft Report</td>
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**Advisory Committee meeting**

**Stakeholder workshop, Public meeting, Public survey**

**Advisory Committee meeting, Public meetings (3)**

**Combined Advisory Committee meeting and Public meeting**
Public Outreach

• General Public Meetings
  • July 7, 2015 in Memphis, TN
  • October 6, 2015 in Southaven, MS and West Memphis, AR
  • October 7, 2015 in Memphis, TN
  • Today, February 25, 2016 in Memphis, TN

• Stakeholder Workshop
  • July 7, 2015 in Memphis, TN

• Public Survey
  • A 16-question survey was posted throughout the month of July 2015. There were a total of 166 responses.
Demographic Analysis

- A majority of the transportation disadvantaged populations are located in and around Memphis

- However, about 20% of such populations live in nearby Arkansas and Mississippi

<table>
<thead>
<tr>
<th>Population</th>
<th>Arkansas</th>
<th>Mississippi</th>
<th>Tennessee</th>
<th>Total</th>
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<tbody>
<tr>
<td>Older Adults (65+)</td>
<td>16,544</td>
<td>27,007</td>
<td>131,831</td>
<td>175,382</td>
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<tr>
<td>Persons with Disabilities (5+)</td>
<td>24,140</td>
<td>31,178</td>
<td>159,511</td>
<td>214,829</td>
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<tr>
<td>Persons with Low Income</td>
<td>32,856</td>
<td>34,314</td>
<td>237,713</td>
<td>304,882</td>
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<tr>
<td>Total Targeted Population</td>
<td>56,053</td>
<td>89,709</td>
<td>409,070</td>
<td>554,832</td>
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Inventory of Services

- Fixed-Route
  - Arkansas: 2
  - Mississippi: 1
  - Tennessee: 1

- Demand Response
  - Arkansas: 2
  - Mississippi: 3
  - Tennessee: 3

- N.E.M.T.
  - Arkansas: 6
  - Mississippi: 7
  - Tennessee: 62

- Agencies
  - Arkansas: 9
  - Mississippi: 4
  - Tennessee: 13

- Inter-City Bus
  - Arkansas: 1
  - Mississippi: 2
  - Tennessee: 3

- Private Demand
  - Arkansas: 5
  - Mississippi: 18
  - Tennessee: 25
Service Gaps and Needs

• Needs of the target populations identified throughout the public involvement process

• Five categories identified:
  • Information and Awareness
  • Geographical
  • Time-Based
  • Client
  • Service Quality
## Service Gaps and Needs

<table>
<thead>
<tr>
<th>Category</th>
<th>Provider</th>
<th>User</th>
<th>Service Gaps and Needs</th>
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<tbody>
<tr>
<td>Information and Awareness</td>
<td></td>
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<td>Lack of a centralized mobility coordinator</td>
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<td>●</td>
<td>Lack of sufficient public information regarding services</td>
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<td>●</td>
<td>Private sector participation</td>
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<td></td>
<td>●</td>
<td></td>
<td>Lack of sufficient provider participation in coordination</td>
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<tr>
<td>Geographical</td>
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<td>●</td>
<td>Employers and medical providers are moving farther out into suburban areas</td>
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<td>(Example: Memphis Regional Megasite, Haywood and Fayette County)</td>
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<td>●</td>
<td>Increased service to job centers such as warehouses or industrial areas</td>
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<td>●</td>
<td>Coverage of rural areas, job centers, and economically-distressed neighborhoods.</td>
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<tr>
<td>Time-Based</td>
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<td>Night and weekend service</td>
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<td>●</td>
<td>Early morning service</td>
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<td>Trip scheduling</td>
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<tr>
<td>Client-Based</td>
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<td>Lack of sufficient service for persons with disabilities</td>
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<td>Passengers do not want to transfer services</td>
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<td>Dialysis transportation</td>
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<tr>
<td>Service Quality</td>
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<td>Increased number of paratransit buses to provide service</td>
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<td>Lack of a voucher program (i.e. difficulty with provider participation)</td>
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Short-Term Strategies

• 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
• Explore expanding hours to include weekend service
Short-Term Strategies

• Enhance planning activities and public education efforts
• Host how-to-ride workshops or public events
• Develop a regional committee composed of public and private stakeholders to enhance coordination, improve efficiency of services, and to conduct workshops
• Explore funding opportunities to fund capital and operations for increased or improved service
Long-Term Strategies

• Review service routes and explore expanding service to geographical areas not currently served by transit
• Coordinate service delivery among lower density areas
• Explore the development of a one-stop transportation traveler center to coordinate services
• Increase service to dialysis centers, coordinate scheduling
• Explore funding opportunities to create a voucher program
Next Steps

• Extensive appendix of federal programs, eligible applicants, and typical use of funds
  • Federal Programs and Tax Incentives
  • State and Local Funding
  • Public-Private Partnerships
Contact and Review

CPT-HSTP is available online at www.memphismopo.org or at the Memphis MPO Offices.

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