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:
  
  ![Logos of various organizations involved in the project]
# Planning Process

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1: Project Kick-Off</td>
<td></td>
<td></td>
<td></td>
<td><strong>A</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task 2: Demographic Analysis</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>B</strong></td>
</tr>
<tr>
<td>Task 3: Public Involvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>B</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task 4: Project Prioritization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>C</strong></td>
<td></td>
</tr>
<tr>
<td>Task 5: Draft Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>D</strong></td>
</tr>
<tr>
<td>Task 6: Final Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **A**: Advisory Committee meeting
- **B**: Stakeholder workshop, Public meeting, Public survey
- **C**: Advisory Committee meeting, Public meetings (3)
- **D**: 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
  • A16-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>
</tr>
</thead>
<tbody>
<tr>
<td>Older Adults (65+)</td>
<td>16,544</td>
<td>27,007</td>
<td>131,831</td>
<td>175,382</td>
</tr>
<tr>
<td>Persons with Disabilities (5+)</td>
<td>24,140</td>
<td>31,178</td>
<td>159,511</td>
<td>214,829</td>
</tr>
<tr>
<td>Persons with Low Income</td>
<td>32,856</td>
<td>34,314</td>
<td>237,713</td>
<td>304,882</td>
</tr>
<tr>
<td>Total Targeted Population</td>
<td>56,053</td>
<td>89,709</td>
<td>409,070</td>
<td>554,832</td>
</tr>
</tbody>
</table>
Inventory of Services

- Fixed-Route: 2, 1, 1
- Demand Response: 2, 3, 3
- N.E.M.T.: 6, 7, 62
- Agencies: 9, 4, 13
- Inter-City Bus: 1, 2, 3
- Private Demand: 5, 18, 25

Legend:
- Arkansas
- Mississippi
- Tennessee
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>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information</strong></td>
<td>•</td>
<td>•</td>
<td>Lack of a centralized mobility coordinator</td>
</tr>
<tr>
<td></td>
<td>•</td>
<td></td>
<td>Lack of sufficient public information regarding services</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Private sector participation</td>
</tr>
<tr>
<td><strong>Geographical</strong></td>
<td>•</td>
<td>•</td>
<td>Employers and medical providers are moving farther out into suburban areas (Example: Memphis Regional Megasite, Haywood and Fayette County)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Increased service to job centers such as warehouses or industrial areas</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Coverage of rural areas, job centers, and economically-distressed neighborhoods.</td>
</tr>
<tr>
<td><strong>Time-Based</strong></td>
<td>•</td>
<td>•</td>
<td>Night and weekend service</td>
</tr>
<tr>
<td></td>
<td>•</td>
<td></td>
<td>Early morning service</td>
</tr>
<tr>
<td></td>
<td>•</td>
<td></td>
<td>Trip scheduling</td>
</tr>
<tr>
<td><strong>Client-Based</strong></td>
<td>•</td>
<td>•</td>
<td>Lack of sufficient service for persons with disabilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Passengers do not want to transfer services</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Dialysis transportation</td>
</tr>
<tr>
<td><strong>Service Quality</strong></td>
<td>•</td>
<td></td>
<td>Increased number of paratransit buses to provide service</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Lack of a voucher program (i.e. difficulty with provider participation)</td>
</tr>
</tbody>
</table>
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.memphismpo.org or at the Memphis MPO Offices.

Nicholas Oyler, Memphis MPO  
(901) 576-7130  
nicholas.oyler@memphistn.gov

Kwasi Agyakwa, Memphis MPO  
(901) 576-7189  
kwasi.agyakwa@memphistn.gov