



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

February
2021

Background

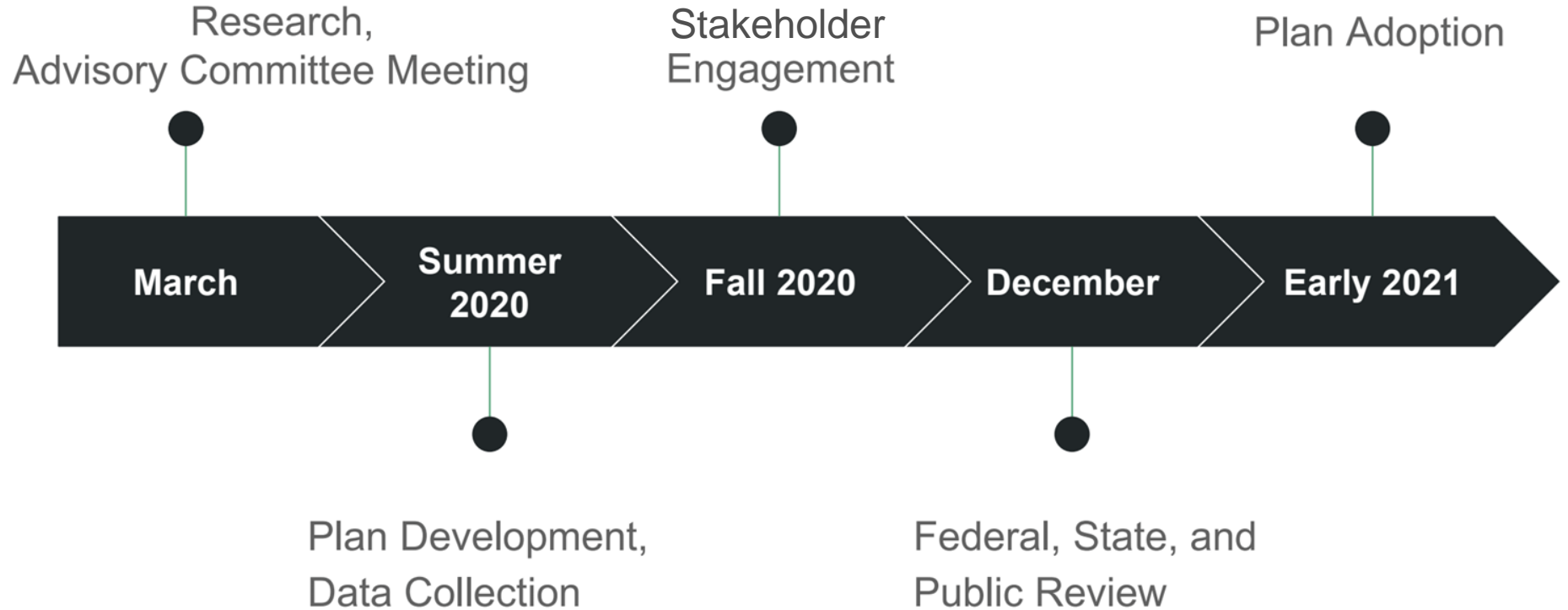
- A plan to address gaps and challenges in human services transportation via increased coordination, new strategies, and helpful information
- An update of 2016 plan
- Required by FAST Act (federal transportation legislation)
- Covers demographic and transit provider data, service gaps and challenges, 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



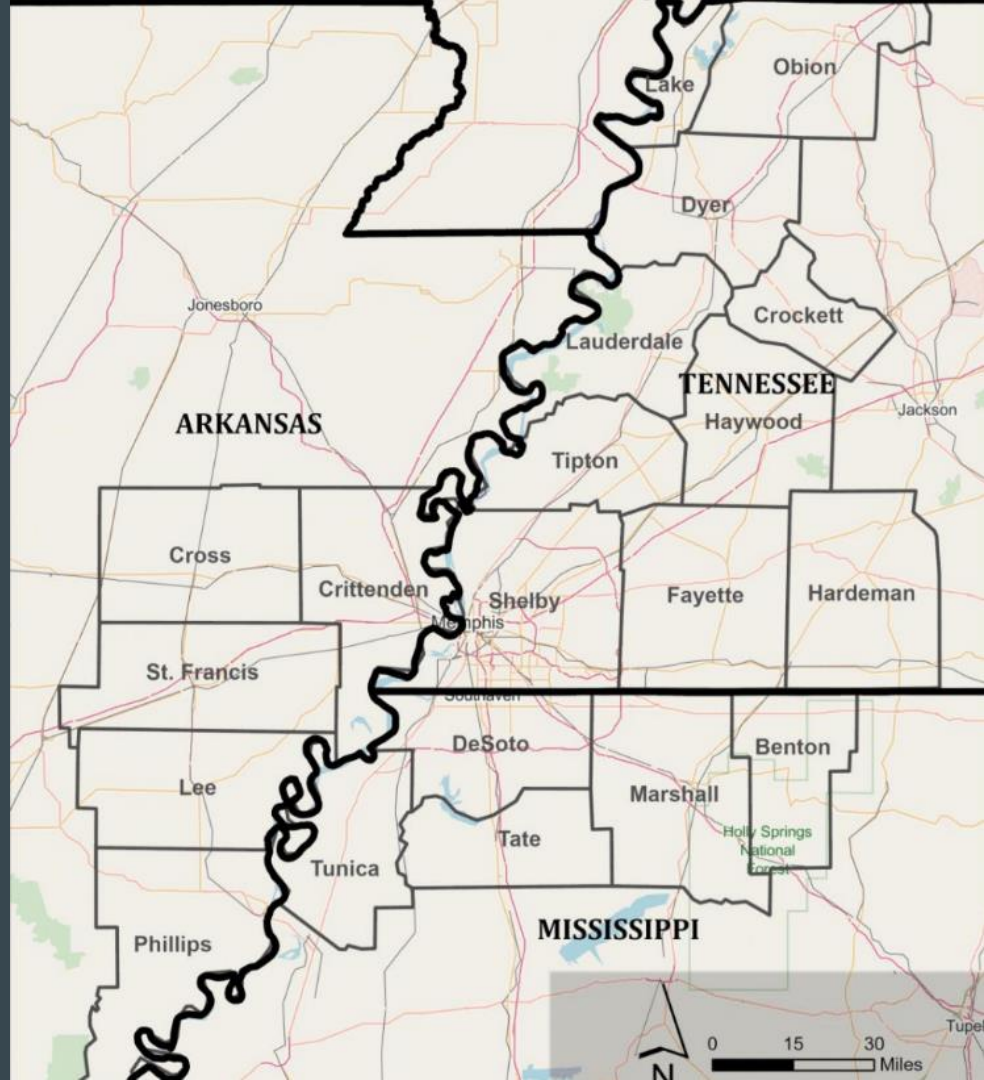
Stakeholder Coordination



Mid-Delta Community Services, Inc.



Plan Study Area



Plan Updates

- Demographic tables & maps
- Available Services Information
- Gaps & Challenges
- Transit Related Performance Measures
- Technical Resources
- COVID-19 impacts & lessons

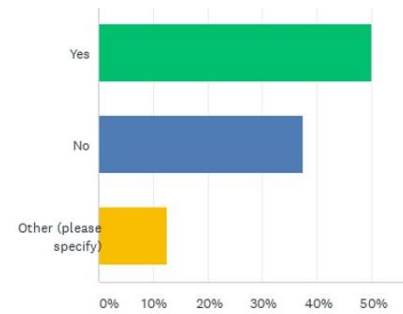
Section 5310 Funding for the Study Area

Year	UZA	Urbanized Areas 50,000 to 199,999 (entire state)			Nonurbanized Less than 50,000 (entire state)		
		TN	MS	AR	TN	MS	AR
2017	\$862,600	\$1,294,333	\$249,735	\$690,443	\$1,985,933	\$1,342,414	\$1,264,755
2018	\$870,188	\$1,336,775	\$251,505	\$712,520	\$1,977,045	\$1,295,492	\$1,230,913
2019	\$880,548	\$1,347,903	\$249,943	\$734,102	\$2,010,862	\$1,313,614	\$1,238,133
2020	\$914,384	\$1,389,093	\$254,019	\$760,757	\$2,081,671	\$1,343,533	\$1,276,394

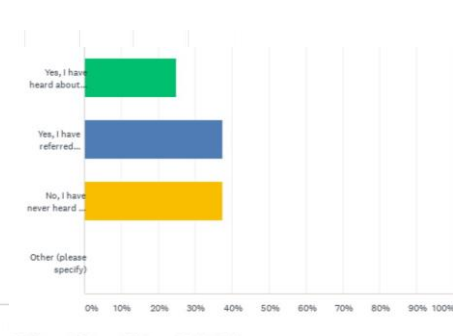
Stakeholder Feedback

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

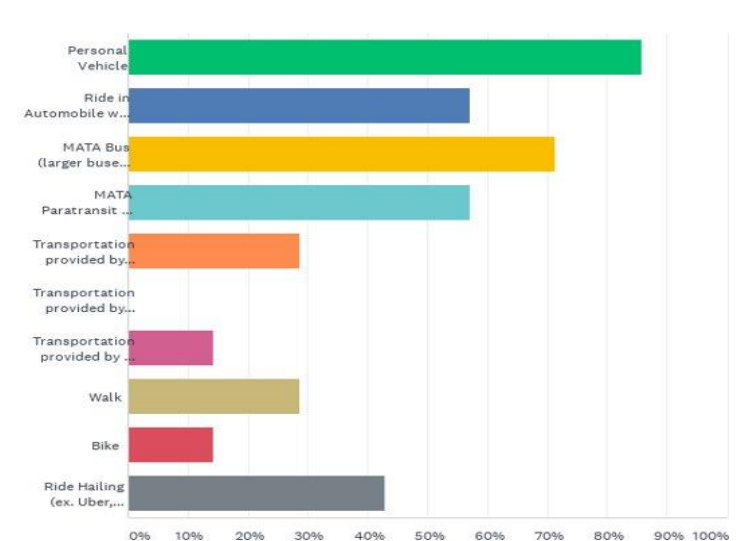
Does your agency/organization coordinate with any transit providers?



Have you utilized or referred someone to 901RideChoice?



Which of the following do you or your clients currently use for transportation?



New short-term strategies:

- **Agency Employee Training Curriculum**
- **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