



Memphis Urban Area Metropolitan Planning Organization

Appendix

(CPT-HSTP) Update

Updated: February 2021



Memphis MPO
METROPOLITAN PLANNING ORGANIZATION

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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

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
TOTAL (2016-19)	\$ 7,901,907.80

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

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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

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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

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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

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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.

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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