



MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

www.matatransit.com

Gary J. Rosenfeld
Chief Executive Officer

Board of Commissioners

Dr. Martin Lipinski, Chair
Shelia Williams – Vice-Chair

Kristen Bland
Michael Fulton
Edward Stephens, III
Janice Holder

Robert Clark
Michelle McKissack
Anton Mack

Regular Meeting AGENDA
Tuesday, September 28, 2021
3:30 p.m.

- | | | |
|------|--|-----------------|
| I. | Call to Order | Martin Lipinski |
| | a. Recognition of Special Guests | Martin Lipinski |
| II. | Board Roll Call | Linda Eskridge |
| III. | Approval of Minutes | Commissioners |
| | a. August 24, 2021, Regular Board Meeting | |
| IV. | CEO Report | Gary Rosenfeld |
| V. | Consent Agenda Items | |
| | a. Resolution Authorizing the Disposal of Obsolete/Surplus Vehicles: | |
| | - Resolution No. 21- 38 | Gary Rosenfeld |
| | - Obsolete Equipment Listing | |

Note: Due to the Declarations of Emergency by the President of the United States, the Governor of Tennessee, and the Mayor of the City of Memphis because of the COVID--19 pandemic, the Memphis Area Transit Authority Board meetings will be conducted by electronic means of communications for the Duration of the emergency. You can obtain streaming information at www.matatransit.com.



- VI. Procurement Item(s)
 - a. Resolution for the Purchase up to 50 New Side-Load Wheelchair –Accessible Vans:
 - [Resolution No. 21- 39](#)
 - [Information Memo](#)Gary Rosenfeld
Gary Rosenfeld
 - b. Resolution to Award a Contract to Southern Tire Mart, LLC to Purchase Three-Year Supply of new Transit Tires:
 - [Resolution No. 21- 41](#)
 - [Information Memo](#)Gary Rosenfeld
- VII. Service and Development
 - a. Resolution to Approve Service for Seniors Funded by the Aging Commission of the Mid-South:
 - [Resolution No. 21- 40](#)
 - [Information Memo](#)Gary Rosenfeld
 - b. Resolution to Approve November 2021 Service Improvements:
 - [Resolution No. 21- 42](#)Gary Rosenfeld
- VIII. Finance Agenda Item(s)
 - a. Finance Report
Bernhard Rudolph
- IX. Acknowledgement of Speaker’s Comments
Linda Eskridge
- X. Old/New Business
Martin Lipinski
- XI. Adjournment
Martin Lipinski

**The Next Regular Meeting of the
MATA Board of Commissioners
Will be:
Tuesday, October 26, 2021, at 3:30 PM**

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MINUTES

**Meeting of the Memphis Area Transit Authority
August 24, 2021**

3:30P.M. Scheduled Session

CALL TO ORDER: The Board of Commissioners in-person Meeting was called to order by Chairman Martin Lipinski at 3:30 p.m. on Tuesday, August 24, 2021.

Roll Call: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Edward Stephens (virtual, no vote); (Kristen Bland, virtual, no vote)

Absent: Anton Mack; Robert Clark

These minutes record the agenda items and the actions taken by the Board of Commissioners on such items. The full text of the resolutions and supporting documents, including an audio recording of the Commissioners deliberation are filed and maintained in the Office of the Board Secretary located at 1370 Levee Road, Memphis, TN 38108. The original resolutions adopted by the Board of Commissioners shall control in the event of any conflict between the description in these minutes and the original documents and/or resolutions.

Approval of the regular meeting minutes of August 24 2021

Motion: Janice Holder
Second: Michelle McKissack
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark (virtual, no vote); Anton Mack (Absent)
NAYS: None
Results: Motion Approved

Resolution to award a Procurement contract to ORX for Trolley Truck overhaul – Res. No. 21-33

Motion: Michelle McKissack
Second: Shelia Williams
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark (virtual, no vote); Anton Mack (Absent)
NAYS: None
Results: Motion Approved

Resolution to Approve Sole Source justification of purchase of Cummins Replacement Components from Clark Power Services –Resolution No. 21-34

Motion: Michael Fulton
Second: Janice Holder
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark *(virtual, no vote)*; Anton Mack *(Absent)*
NAYS: None
Results: Motion Approved

Resolution to Award a contract to Young Technologies, LLC to Purchase a 3-year subscription for Varonis Software -Resolution No. 21-35

Motion: Michelle McKissack
Second: Janice Holder
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark *(virtual, no vote)*; Anton Mack *(Absent)*
NAYS: None
Results: Motion Approved

Resolution to award a contract to Heavy-Duty Lift & Equipment, Inc. to purchase up to three sets of Drive-on Lifts – Res. No. 21-36

Motion: Shelia Williams
Second: Michelle McKissack
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark *(virtual, no vote)*; Anton Mack *(Absent)*
NAYS: None
Results: Motion Approved

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Resolution to approve Emergency Procurement for Mid-South Renovations and to approve Emergency Relocation of Administrative Staff –Res. No. 21-37

Motion: Shelia Williams
Second: Janice Holder
AYES: Martin Lipinski; Janice Holder; Michael Fulton; Shelia Williams; Michelle McKissack; Kristen Bland *-(virtual, no vote)*; Edward Stephens *(virtual, no vote)*
Robert Clark *(virtual, no vote)*; Anton Mack *(Absent)*
NAYS: None

Results: Motion Approved

Presentation of the Financial Report – Mr. Bernhard Rudolph, CFO
Month of August Financial Report

Acknowledgement of Speaker’s Comments

There were two comments from the Public.

- Johnnie Mosley – Page 6
- Sammy Hunter – Page 7

Old/New Business

There was discussion regarding upcoming policy decisions that will need to be made relative to the fare policy to be utilized at the time of the roll out of the next generation fare collection system. Some of the capabilities of the system were discussed and how these capabilities will enable a much broader policy.

There was also discussion on the need to have a Board Retreat so that the Board could address concerns, establish goals, and study some issues from a broader perspective. The Board also requested a separate meeting to review the findings of the Blue-Ribbon Committee that Mr. Rosenfeld assembled to address the Management contract issues that presented themselves during the last procurement.

Adjournment

The meeting was adjourned at 5:24 PM

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To: MATA Board of Commissioners
From: Mr. Johnnie Mosley, Founding Chairman, Citizens For Better Service
Date: August 23, 2021

Subject: Comments for MATA Board of Commissioners August 24, 2021

Over the past two months, I have heard some horrible stories about bus riders being stranded at bus stops by MATA.

I am reminded of the bus rider who is sick and tired of explaining to his boss that the reason for being constantly late for work because MATA is a no-show. I am reminded of the bus riders who have no other choice but to wait hours in the hot summer heat for a bus because they cannot afford to ride Uber or pay someone gas money to pick them up at the bus stop.

I am constantly being asked by citizens: What is the matter with MATA?

I do not know the answer to that question. But I do know that there are those who are wondering whether the leadership at 1370 Levee Road is more concerned about making a paycheck than making a difference. I am ashamed that MATA is not providing first-class transportation to loyal bus riders who find themselves worrying about buses are showing up on time.

I am convinced that MATA owe an apology to those who have been stranded at bus stops. I am further convinced that MATA must have the good sense to dispatch vans to pick up stranded riders or dispatch supervisors to communicate with bus riders who are worrying about getting to their destinations.

Members of the MATA Board of Commissioners, I do not know if you agree with me. But there are no excuses for this kind of cruelty to bus riders.

If MATA is in the business of providing accessible public transportation to the citizens of Memphis, MATA should make sure that public transportation is accessible.

I believe that if MATA continue to leave riders at the bus stops, MATA has no one to blame when bus riders start leaving MATA.

As founding Chairman of Citizens for Better Service, I know that MATA is facing challenges. But MATA must do right by the ridership at all times.

Thank you, MATA Board of Commissioners for listening to these comments.

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To: MATA Board of Commissioners
From: Mr. Sammie Hunter, Co- Chair, Memphis Bus Riders Union
Date: August 23, 2021
Subject: Statement for MATA Board of Commissioners Meeting August 24,2021

I am writing this letter out of frustration with the public transportation system and the lack of leadership by the MATA administration to solve the bus service problems facing bus riders.

Over the past months, I have stood at the bus stops with Whitehaven's bus riders who have been late to their destinations because MATA was a no-show. I still get a little upset when I think about the lady with a disability who was left stranded at the bus stop for hours because her bus was a no-show. As a bus rider, I have experienced those same no -shows.

I do not know what is going on at MATA. But MATA is making the lives of bus riders a living hell on a daily basis. If you are wondering why bus riders are losing faith in MATA, just go to the bus stops and talk with them.

You will learn that they are not only frustrated with the bus service on the street but the lack of leadership from MATA. There have been bus riders calling for the resignation of MATA President. I recently filed a written complaint with the office of Congressman Steve Cohen.

I also addressed a community group in North Memphis about their frustrations with MATA. I heard some of the same horror stories I have experienced and witnessed in Whitehaven.

If there is one thing that frustrated bus riders in North Memphis and Whitehaven have in common, it is they believe that the public transportation system in Memphis is not worth two cents.

I had a telephone conversation with another rider whose trust for MATA is a zero on a scale of one to ten. I can tell you from experience that the rider is not alone in his thinking.

I am going to stand by the ridership. I hope you stand by the bus riders. I hope that you do something to make things better for them. Thank You.

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**MEMPHIS AREA TRANSIT AUTHORITY BOARD
OF COMMISSIONERS**

RESOLUTION 21-38

Resolution Authorizing the Disposal of Surplus/Obsolete Vehicles

WHEREAS, The Memphis Area Transit Authority (MATA) has surplus/obsolete vehicles that are no longer useful to the Authority; and

WHEREAS, MATA has listed in Exhibit A vehicles that are considered surplus/obsolete; and

WHEREAS, It is in the best interest of MATA to dispose of the surplus/obsolete vehicles shown in Exhibit A; and

WHEREAS, Said surplus/obsolete vehicles shall be disposed by vendor credit, written bids, electronic bids, trade-in, FTA transfer, negotiated sale price or by public auction; and

WHEREAS, If MATA is unsuccessful in disposing of said items in the manner stated above, then they may be donated to a non-profit organization, a local government entity or agency, or disposed; and

WHEREAS, Staff recommends that personnel employed by Mid-South Transportation Management, Inc. or RATP Dev USA, Inc. not be permitted to bid on any of the items sold by MATA.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS is hereby authorized to dispose of the surplus/obsolete vehicles by vendor credit, written bids, electronic bids, trade-in, FTA transfer, negotiated sale price or by public auction.

BE IT FURTHER RESOLVED That personnel employed by Mid-South Transportation Management, Inc. or RATP Dev USA, Inc. not be permitted to bid on any of the items sold by MATA.

BE IT FURTHER RESOLVED That if the methods of disposing of the surplus/obsolete vehicles are unsuccessful, they may be donated to a non-profit organization, a local government entity or agency, or disposed.

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EXHIBIT A
VEHICLES TO BE DISPOSED

MEMPHIS AREA TRANSIT AUTHORITY
Excess/Obsolete Fleet
As of September 23, 2021

Fleet Number	Description	Vehicle Identification Number	Last Odometer Reading	Criteria	Notes
234	2016 Ford Champion E450	1FDFE4FS0GDC33144	174,018	4/100	
237	2016 Ford Champion E450	1FDFE4FS7GDC22450	147,221	4/100	
241	2016 Ford Champion E450	1FDFE4FS6GDC33150	148,482	4/100	
242	2016 Ford Champion E450	1FDFE4FS9GDC49035	140,135	4/100	
244	2016 Ford Champion E450	1FDFE4FS4GDC49038	170,804	4/100	
408	2003 GILLIG 40'	15GGD291031073161	517,940	12/500	
422	2010 GILLIG 40'	15GGD2719A1177549	553,873	12/500	
424	2010 GILLIG 40'	15GGD2717A1177551	615,059	12/500	
427	2010 GILLIG 40'	15GGD2712A1177554	590,528	12/500	
430	2010 GILLIG 40'	15GGD2714A1178379	562,163	12/500	
434	2010 GILLIG 40'	15GGD2716A1178383	569,852	12/500	
436	2010 GILLIG 40'	15GGD271XA1178385	503,777	12/500	
457	2014 GILLIG 40'	15GGD2717E1184439	369,507	12/500	Accident Damage
2001	2007 GILLIG 29'	15GGE301771090836	530,696	10/350	
4003	2010 GILLIG 40' Hybrid	15GGD301XA1177799	518,799	12/500	
4012	2012 GILLIG 40' Hybrid	15GGD3010C1181315	513,567	12/500	
5001	2010 GILLIG 35' Hybrid	15GGB3019A1178397	548,427	12/500	

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**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 21-39

**RESOLUTION FOR THE PURCHASE OF UP TO 50 NEW SIDE-LOADING
WHEELCHAIR - ACCESSIBLE VANS**

WHEREAS, The Memphis Area Transit Authority (MATA) is a public agency responsible for providing public transportation services within the City of Memphis and surrounding communities; and

WHEREAS, MATA need to purchase up to 50 new side-loading wheelchair-accessible vans for MATAPlus service and the Ready Service Project; and

WHEREAS, MATA will purchase up to 50 new side-loading wheel-chair accessible vans off of the State contract; and

WHEREAS, MATA has capital funds available for this procurement; and

WHEREAS, MATA recommends the purchase of up to 50 new side-loading wheelchair - accessible vans off the State contract at a price of \$90,000 each for a total not to exceed \$4,500,000.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That MATA purchase up to 50 new side-loading wheelchair-accessible vans at a total cost not to exceed \$4,500,000 based upon the unit prices stated above.

BE IT FURTHER RESOLVED That the Chief Executive Officer, Chairman or Vice-Chairman be authorized to execute the necessary contract documents.

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TO: The MATA Board of Commissioners

FROM: Gary Rosenfeld, Chief Executive Officer

DATE: September 28, 2021

SUBJECT: Purchase up to 50 New Side-Loading Wheelchair – Accessible Vans

From time to time, MATA purchases vehicles to replace vehicles that have met their useful lives and for the creation or expansion of various programs to serve the community.

MATA has identified a need to replace 10 MATAplus vehicle due to age and use. MATA has also identified a need to increase the MATAplus fleet by an additional 20 vehicles in order to meet projected demand. MATA has further recognized the need to expand the READY program by an additional 20 vehicles as well.

There was no DBE goal assigned as FTA regulations require Transit Vehicle Manufacturers (TVM) to submit their own goals to FTA and be on FTA's TVM list.

MATA will purchase up to 50 new side-loading wheel-chair accessible vans off the State of Tennessee contract.

MATA recommends the purchase of up to 50 new side-loading wheelchair - accessible vans from the State contract at a cost of \$90,000 each for a total cost not to exceed \$4,500,000.

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**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 21-40

**RESOLUTION TO APPROVE SERVICE FOR SENIORS FUNDED BY THE AGING COMMISSION OF THE
MID-SOUTH**

WHEREAS, The Memphis Area Transit Authority (MATA) operates transit service within the City of Memphis and Shelby County; and

WHEREAS, The Aging Commission of the Mid-South has agreed to reimburse MATA up to \$82,000 with federal funding for the provision of transportation service for persons aged 60 and older through a contract with Shelby County Government; and

WHEREAS, MATA must have the approval of the Mayor and City Council of the City of Memphis to enter into any service and operation agreements with any other governmental jurisdiction for transportation services, and MATA's authority to enter into contracts for grants and other funding assistance is limited to grants and funding assistance made available by federal or state agencies; and

WHEREAS, MATA will provide transportation for one-way trips to meet activities of daily living, such as medical or healthcare appointments, shopping, or socialization as permitted by the Older Americans Act Community Support Services; and

WHEREAS, Provision of this service will not adversely impact the existing service and operation of MATA.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That MATA may begin the operation of this service with an effective start date of July 1, 2021, through June 30, 2022.

BE IT FURTHER RESOLVED That MATA be authorized to enter into a contract with Shelby County Government and that the Chief Executive Officer and the Chairman and Vice-Chairmen of the MATA Board are authorized to execute the necessary documents.

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**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 21-41

**RESOLUTION TO AWARD A CONTRACT TO SOUTHERN TIRE MART, LLC TO
PURCHASE THREE-YEAR SUPPLY OF NEW TRANSIT TIRES**

WHEREAS, The Memphis Area Transit Authority (MATA) is required to maintain an inventory of new transit tires to ensure efficient and continued operation of its fleet and support vehicles; and

WHEREAS, MATA issued an Invitation for Bid (IFB) for companies to provide new transit tires for a three-year period and two responsive and responsible bids were received; and

WHEREAS, Staff has reviewed the bids received and recommends that a three-year contract be awarded to Southern Tire Mart, LLC at a cost not to exceed a three-year total of \$500,384.50.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS, That a contract be awarded to Southern Tire Mart at a cost not to exceed \$500,384.50 for the purchase of a Three-Year Supply of New Transit Tires.

BE IT FURTHER RESOLVED That the Chief Executive Officer, Chairman, and Vice-Chairman be authorized to execute any and all documents for the contract.

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TO: MATA Board of Commissioners
FROM: Gary Rosenfeld, Chief Executive Officer
SUBJECT: IFB 21-13 Three-Year Supply of New Transit Tires
DATE: September 28, 2021

MATA's Maintenance department keeps an inventory of various tires for all MATA vehicles. This procurement is to secure product for the next three-years for the ever-changing vehicle fleet.

This procurement was issued based on MATA's standard procurement guides. The IFB was sent to eight vendors, formally advertised to local publications and posted to MATA's website and. The goal for participation for DBE was set as 0%. Since this solicitation is requesting specialized services with limited opportunities for subcontracting a DBE goal was not assigned.

Two responsive and responsible bids were received. After reviewing the bids, MATA staff recommends that a contract be awarded to Southern Tire Mart, LLC at a cost not to exceed a three-year total of \$500,384.50.

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**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 21-42

RESOLUTION TO APPROVE NOVEMBER 2021 SERVICE IMPROVEMENTS

WHEREAS, MATA makes service changes periodically to increase efficiency and effectiveness of service and to align service levels with available funding; and

WHEREAS, The proposed set of service changes and service redesign was made available for public comment by posting paid notices in the Daily News and La Prensa Latina. The information was also shared via matatransit.com—homepage, news section and the fixed route page; frequent posts on MATA social media platforms; on-board MATA vehicles; and posted on MATA bus stops and in bus shelters along the affected routes. Additionally, MATA created a dedicated phone message with a recording of the changes for those without internet access; and

WHEREAS, Virtual public meetings were held on: Wednesday September 15th at 12:30 pm, Thursday September 16th at 5:30 pm, and Saturday September 18th at 9:30 am to provide riders and citizens an opportunity to submit comments in addition to the normal public comment period; and

WHEREAS, Staff recommends that the change summarized in Appendix A be approved for fixed-route bus service; and

WHEREAS, Comments from riders and citizens in the community have been considered and are listed in Appendix B with responses; and

WHEREAS, The recommended changes are consistent with the goals and recommendations of the Transit Vision that was adopted by the MATA Board of Commissioners on January 29, 2019; and

WHEREAS, The proposed changes have been reviewed according to MATA's Title VI policies, adopted on March 25, 2013, and a service equity analysis was performed to determine whether the new service would have adverse effects, potential disparate impacts, or disproportionate burdens to minority or low-income populations; and

WHEREAS, It has been determined that there will be no adverse effects, potential disparate impacts, or disproportionate burdens to minority or low-income populations associated with these proposed service changes; and

WHEREAS, Staff recommends that said changes be effective on November 7, 2021.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS, That said service changes are approved to be effective November 7, 2021.

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**APPENDIX A
PROPOSED SERVICE ADJUSTMENTS**

1 Union	Routing change to connect to Binghampton and Route 53 Summer – Outbound: Current routing to Walnut Grove > Tillman > Summer > Vandalia > Broad > Tillman > Johnson Inbound: Johnson > Holmes > Walnut Grove > Highland > Poplar > Holmes > Walnut Grove to continue the current routing Weekdays: Adjust frequency to every 90 minutes after 6:15 p.m.
4 Walker	Adjust frequency from 60 to 90 minutes.
6 Northaven	Discontinue route and replace with Ready! expansion.
11 Frayser	Weekdays: Adjust frequency from 30 to 60 minutes.
12 Mallory	Adjust frequency from 60 to 120 minutes.
16 Southeast Connector	New route that replaces Route 22 Raines and serves Airways and American Way Transit Centers.
19 Vollintine	Weekdays: Trip times will be 30 minutes earlier.
22 Raines	Discontinue route and replace with Route 16 Southeast Connector.
26 Hickory Hill	Discontinue route and replace with Route 30 Brooks expansion.
28 Airport	Adjust frequency from 60 to 120 minutes.
30 Brooks	Add Sunday service and add two branches: Shelby and Holmes Extend Brooks to serve Shelby and Riverdale to Winchester and Riverdale. Extend Brooks to serve Holmes, Hickory Hill, Raines, and Kirby to Winchester and Riverdale.
31 Firestone	Discontinue route and replace with Groove On-Demand service.
32 Hollywood and Hawkins Mill	Remove Poplar branch.
38 Boxtown	Discontinue route and replace with Ready! service.
39 S. Third	Weekdays: Adjust frequency to every 60 minutes after 6:15 p.m.
42 Crosstown	Weekdays: Adjust frequency to every 60 minutes after 6:15 p.m. Discontinue 11:15 p.m. Southbound trip.
50 Poplar	Weekdays: Adjust frequency to every 60 minutes after 6:15 p.m.
52 Jackson	Weekdays: Adjust frequency to every 60 minutes after 6:15 p.m.
53 Summer	Weekdays: Adjust frequency to every 120 minutes after 6:15 p.m.
57 Park	Adjust routing to no longer serve Highland, Spotswood, and Echles. Trips in both directions will stay on Park between Lamar and Primacy Pkwy.
69 Winchester	Routing change – Westbound: Current routing to Boxtown > Raines > Doubletree Eastbound: Parkrose > Weaver > Raines > Levi > Oakshire > Westmont > Raines > Boxtown to continue the current routing
82 Germantown	Discontinue route and replace with Ready! expansion.

APPENDIX B PUBLIC COMMENTS & RESPONSES

Question regarding 19 service near TCAT (Tennessee College of Applied Technology) Memphis and why MATA (Memphis Area Transit Administration) serves the University of Memphis. **Route 19 no longer stops at TCAT; however, Route 50 is available and with bus stops within a five-minute walk from the Tennessee College of Applied Technology (TCAT). Additional comment regarding safety of walking the area and further response indicating on-demand services would provide direct transportation and offer of complimentary passes to try the service.**

Question regarding the frequency of the 19 and other routes. Route 19 trip times now begin earlier and there were concerns regarding bus availability during the 6 a.m. hour. **Outbound trips begin at 4:45 a.m. and inbound trips begin at 6:15 a.m. from Summer at Mendenhall and 6:45 a.m. from Wolfchase Galleria.** Concern about Route 16. Will this benefit those with jobs in the area? **Yes, by providing better connections to that area with connections to the Airways Transit Center and American Way Transit Center.**

Question regarding Route 69 needing more frequency. **There are no proposed changes to increase the frequency, but the route alignment is being changed based on feedback from the neighborhood and to serve areas where service for Route 38 will be discontinued. The routing of Route 69 is being adjusted west of Third Street to cover the areas of Route 38 that had significant ridership and replace the service of Route 38.**

Request for MATA to adjust the timing so routes better connect for Route 69 and Route 42. **MATA is making these adjustments to improve connectivity between the two routes and reduce transfer time.**

Question regarding the elimination of service on Route 38. **The new Ready! service is available and Route 69 is being modified to replace the area served by Route 38.**

Question regarding expanding new Ready! service to the area served by Route 82 in Cordova. **MATA plans to implement and expand the new Ready! Service to the Cordova area to replace service along Germantown Road formerly served by Route 82.**

Question regarding the decision to expand the Groove On-Demand service to Presidents Island. **MATA has been working with the Downtown Memphis Commission and Memphis Medical District Collaborative to expand the new service to employers on President's Island to improve access to jobs and provide a way for employees to have more transportation options and connect with MATA's existing fixed-route system.**

Question regarding previous MATA statements that on-demand will not replace fixed-route bus service and concern regarding future funding for on-demand. Concern raised regarding the success of on-demand in other communities where the service has not been successful and discussion regarding the proposed changes to Route 69 and the area served by Route 38. **MATA does not want to replace fixed-route service with the on-demand service, but must evaluate the efficiency and effectiveness of both and determine the most cost-effective solution. Fixed-route service will be preserved in areas where ridership demand is highest and the new on-demand service will be used to supplement the fixed-route service and fill any gaps where fixed-route service may not be available.**

Comment regarding low ridership tied to low frequency. **Yes, there is a direct correlation between transit frequency and ridership. More frequent service usually results in higher ridership. Other factors such as population and employment density usually determine whether fixed-route transit will be efficient and successful. Areas with low population and employment density usually cannot support high frequency fixed-route transit.**

Question regarding bus stops and timeline for replacing shelters. **MATA is working with Lamar Outdoor Advertising to remove their old shelters by December 31, 2021, and replace them in locations with**

sufficient transit boardings with new transit shelters according to the Bus Stop and Accessibility Guidelines adopted by the MATA Board of Commissioners.

Question regarding why MATA cannot get funds to assist serving riders. The recently adopted Transit Vision details MATA's increased operational funding needs of \$30 million annually to improve bus frequency throughout the system, however, MATA has not yet received sufficient increases in operational funding. MATA was awarded some additional operating funding this past year by Shelby County Government.

Comment of displeasure regarding redesign which are "disguised as cuts". Response: the redesign process includes the combination of some lower-performing routes, such as the implementation of Route 16 that combines portions of the low-performing routes 22 and 26. It also includes expansion of some service with Route 30 and Route 69 to replace low-performing routes such as Route 38. These changes are consistent with the route structure shown in the Board-adopted Recommend Transit Vision.

Why is MATA not receiving the funds if this is within the Transit Vision? What is MATA doing wrong? MATA has repeatedly requested additional funding as outlined in the Transit Vision. Shelby County Government awarded some additional operating funds this past year, and MATA hopes additional support will be forthcoming. MATA is doing the best it can with existing resources to improve service reliability and on-time performance to improve the customer experience.

Request for MATA to offer free fares. MATA offered free fares for a few weeks early in the pandemic and has continued to offer reduced fares as customers and the agency struggle with various impacts from the pandemic. MATA has also implemented the new Ready! Service without imposing fares on a temporary basis.

Question regarding administrative-level reductions. MATA is operating with a minimal workforce in both the operational and administrative functions. Due to the pandemic, MATA's workforce has been reduced and continues to have trouble in filling positions in both areas.

Question regarding success of on-demand service. The Ready program has experienced steady growth in usage since its launch in August and is approaching nearly 200 weekday riders.

Reinstatement of all bus stops and route signs along the Route 36 Lamar and Getwell (Route 8) corridors both inbound and outbound. MATA is working to replace all potentially missing bus stops on Routes 8 and 36. MATA tries to space stops around 1,000 feet apart (which is about a 5-minute walk) if possible, though some stops may be closer due to past placement and particular accessibility issues.

Reinstate the 56 Lamar route. Nearly all of former Route 56 is currently served by Route 36. Reinstating Route 56 would result in a duplication of service.

Update the route signs at the transit centers, so that people who frequently use your service can be aware of where to board buses. MATA will work to improve signage at transit centers. In the future, electronic signs will be at each bus bay indicating which routes will be serviced and at what time.

Last year an email was sent requesting a bench to be placed in front of the Kroger grocery on Union Ave. I was told that this would be submitted and was later told that the request would be honored, but this request has not taken place. MATA will work to install a shelter at this Kroger, but will need to coordinate the installation with Kroger. Shelter installation was previously delayed due to pandemic-related supply chain issues that resulted in these products being unavailable.

Not only have stops been removed, but changes have been made and continue to be made (current board proposals) for longer route times between buses. Currently, there have been times when buses did not show up, therefore causing passengers to wait an extra hour or so for service. Times have changed from 1 hour to 90 minutes creating longer wait times should buses not show. Please keep in mind that along

90% of routes there is nowhere for passengers to sit or be able to rest between buses along these corridors. **MATA is making these proposed adjustments to stop the incidents of buses not showing up due to missed trips from continuing to occur. These incidents occur due to staffing and vehicle shortages related to the pandemic.**

Place extra stops along Route 36 Lamar route between Pauline, Eastmoreland, Union and Court Ave. **MATA is working to add stops along this section of the route.**

Stops have been eliminated along the Union corridor. Place a route stop along Union between Cleveland to Union and Kimbrough. **MATA will not add an additional stop between these two intersections at this time since the intersections are about 1,000 feet apart. Making stops closer together on high-traffic streets is unsafe for buses.**

Reinstate 400 Wolfchase express to connect Wolfchase Galleria and Veterans Affairs hospital in the Medical Center. **There are currently no plans to reintroduce the former Route 400 express route at this time, but MATA will continue to monitor demand in this area and respond accordingly.**

I live near the Wolfchase Galleria, and I am opposed to the discontinuation of Route 82-Germantown because that is the way I get to and from the Germantown Public Library. **We appreciate your comment, and we hope to offer replacement service through one of our new on-demand services such as Ready!**

A retired MATA Bus Driver submitted a plan to MATA to solve the problem of low ridership in Boxtown and Westwood with Route 12. If MATA had implemented the plan, it not only would have solved the problem of what MATA called a low ridership, but allowed MATA to save money. Although the plan received great reviews from some of the MATA officials, MATA has not done a thing with the plan. I have pictures of the plan if MATA has lost the original copy. It is a great plan and should be implemented with "all deliberate speed." **MATA did follow this routing proposal for Route 69 in the last year. MATA has adjusted Route 69 to serve nearly all of the bus stops where riders have regularly accessed this route in the past.**

Furthermore, as of today, the Route 38 Boxtown and the Route 69 Winchester are running the same routes at the same times. Therefore, if the so-called low ridership on the 38 Boxtown is a problem for MATA, the continuation of the Route 69 Winchester along its current route will also solve this problem. **MATA agrees with this statement and is making additional modifications to better serve the Boxtown community with these proposed changes.**

I do have some issues with route 8 that I wish that could be resolved. If I take the Route 36 (Kimball) heading to the American Way Transit Center, by the time Route 36 reaches Getwell, Route 8 is already at the light, and this gives nobody a chance to get to that bus because most drivers are not going to wait on riders. Having the Route 8 run every hour for the American Way Transit Center is one thing I have noticed that makes riders upset, and I am one of them. I track buses using the Transloc app, and I see at least 4 or 5 of them on that route during the day/afternoon. I seriously do not understand why all those buses do not cover the whole route. Some of them make a loop at National/Orchi and go back downtown. Surely, if there are that many buses on the route, the frequency could be much better. **Route 8 currently operates as shown in the adopted Transit Vision, however, MATA will continue to monitor its performance and may make future adjustments based on ridership demand and overall route efficiency.**

About the new route changes with Route 30, I like it. I do hope the route runs at night in those areas. However, I do have a question about this: how will this affect route 7 since the branches seem to cover those areas? **MATA is not making any changes to Route 7 today, but the interaction between these two routes will be monitored and future changes may occur based on ridership demand and route efficiency.**



Comments from the University of Memphis neighborhood to discontinue bus service along Spottswood and Echles. **MATA will change Route 57 so that it no longer serves the neighborhood along Spottswood and Echles. Route 57 will continue east-west along Park Avenue.**