

MATA Title VI Service Monitoring Report

November 28, 2023

Purpose and Requirements

- Required once every 3 years by FTA as part of MATA's Title VI program
- MATA must evaluate all fixed-route modes against six mandatory service standards
- Analysis identifies potential disparate impacts to minority populations or disproportionate burdens to low-income populations
- MATA must choose a representative sample of routes
- MATA Service Standards recommends including all routes, except for contract service, supplemental service, demonstration projects, etc.
- MATA Board of Commissioners are required to review and approve findings
- If a disparate impact exists, MATA is required to take corrective action to remedy the disparities to the greatest extent possible

Summary of Findings

Standard	Finding
1. Vehicle Loading Standards	Meets standards on all routes
2. Headway Standards	Meets standards on most routes, no pattern of discrimination
3. On-Time Performance Standards	Doesn't meet standards on most routes, no pattern of discrimination
4. Service Availability Standards	Meets standards
5. Vehicle Assignment Policy	Meets standards
6. Transit Amenity Distribution Policy	Meets standards

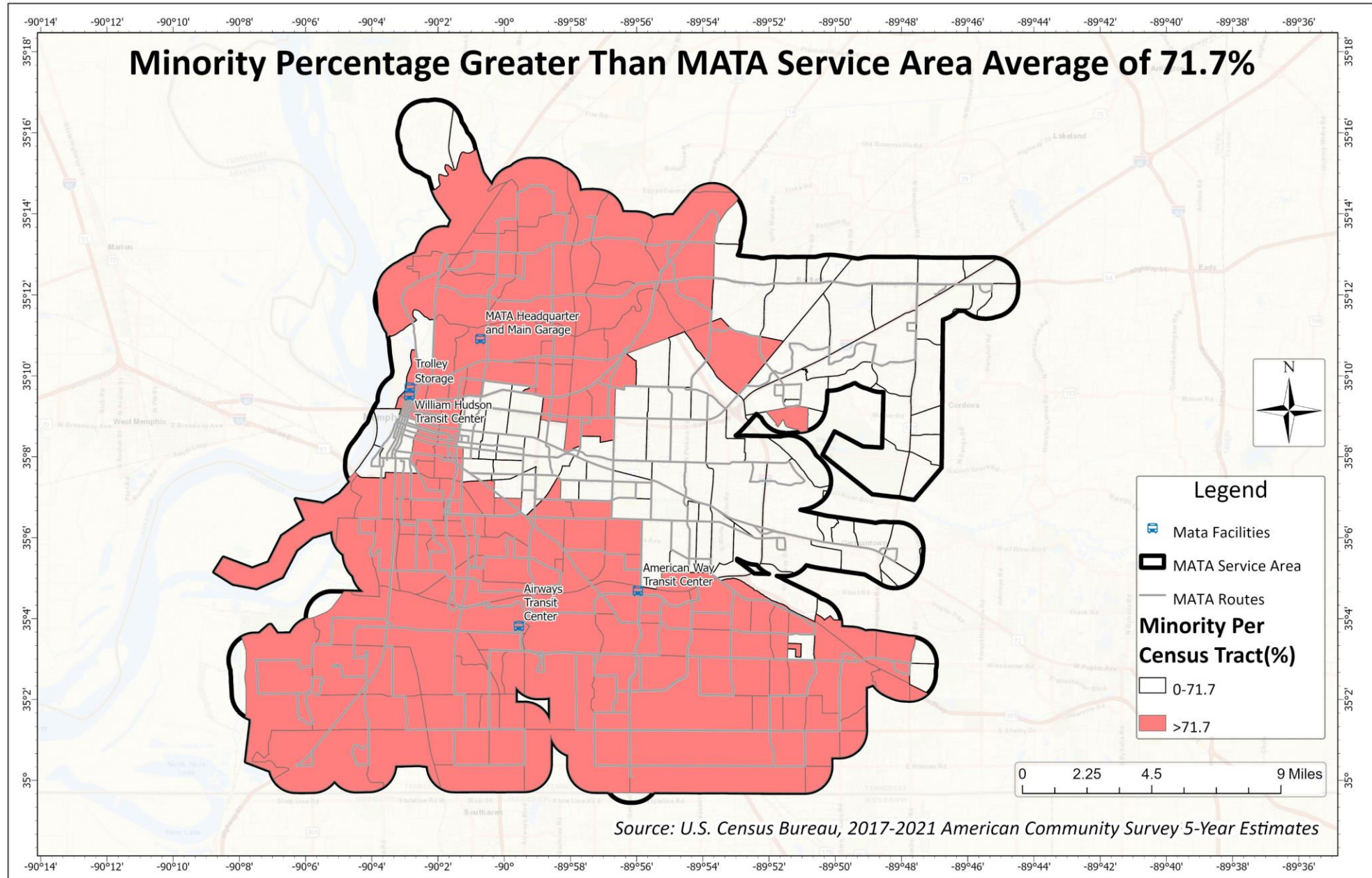
Recommended Actions

- Improve headway frequency and on-time performance on routes that do not meet standards

Definitions

- FTA's service evaluation process centers on "minority routes"
- FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian, or other Pacific Islander
- FTA defines a minority area as an area where the percent minority residents exceeds the average for MATA's service area
- FTA defines a "minority route" as a route where more than 1/3 of the route's miles go through a minority area. Nearly all of MATA's routes are minority routes.
- FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) guidelines

Minority Areas



Minority Routes

Route and Name	Minority Route by Definition
01: Union	Minority
02: Madison	Minority
04: Walker	Minority
07: Shelby & Holmes	Minority
08: Chelsea & Highland	Minority
11: Frayser Raleigh	Minority
12: Mallory	Minority
16: Southeast Circulator	Minority
19: Vollintine	Minority
28: Airport	Minority
30: Brooks	Minority
32: Hollywood & Hawkins Mill	Minority
34: Walnut Grove	Non-Minority
36: Lamar	Minority
37: Perkins	Non-Minority
39: South Third	Minority
40: Stage & Lauderdale	Minority
42: Crosstown	Minority
50: Poplar	Non-Minority
52: Jackson	Minority
53: Summer	Minority
57: Park	Minority
69: Winchester	Minority
100: Main Street	Non-Minority
101: Riverside	Non-Minority
102: Madison	Minority

- The population of MATA's service area is 71.7% Minority
- 21 of 26 fixed routes are classified as minority routes

Vehicle Loading Standards

- MATA considers a route to be overloaded if the surveyed weekday average maximum load exceeds 120% of during peak periods or 100% during off-peak periods
- A monitoring period of September 01, 2023 to October 30, 2023 was chosen for fixed-route bus service, which is the latest service change period.

Vehicle Loading

Route Vehicle Loading	Max Load (Off-Peak)	Max Load (Peak)	Seats	Standing	Total Load	Load Factor (Off-Peak)	Load Factor (Peak)	Load Factor Criteria	Minority Route
01: Union	17	26	40	8	48	0.4	0.7	Yes	Yes
02: Madison	23	20	40	8	48	0.6	0.5	Yes	Yes
04: Walker	15	15	40	8	48	0.4	0.4	Yes	Yes
07: Shelby & Holmes	7	16	40	8	48	0.2	0.4	Yes	Yes
08: Chelsea	11	14	40	8	48	0.3	0.4	Yes	Yes
11: Frayser	20	26	40	8	48	0.5	0.7	Yes	Yes
12: Mallory	7	15	40	8	48	0.2	0.4	Yes	Yes
16: Southeast Circulator	9	12	40	8	48	0.2	0.3	Yes	Yes
19: Vollintine	15	17	40	8	48	0.4	0.4	Yes	Yes
28: Airport	6	8	40	8	48	0.2	0.2	Yes	Yes
30: Brooks	9	13	40	8	48	0.2	0.3	Yes	Yes
32: Hollywood & Hawkins Mill	15	16	40	8	48	0.4	0.4	Yes	Yes
34: Walnut Grove	9	10	40	8	48	0.2	0.3	Yes	No
36: Lamar	23	26	40	8	48	0.6	0.7	Yes	Yes
37: Perkins	9	13	40	8	48	0.2	0.3	Yes	No
39: S.Third	20	20	40	8	48	0.5	0.5	Yes	Yes
40: Stage & Lauderdale	20	22	40	8	48	0.5	0.6	Yes	Yes
42: Crosstown	19	31	40	8	48	0.5	0.8	Yes	Yes
50: Poplar	28	30	40	8	48	0.7	0.8	Yes	No
52: Jackson	23	21	40	8	48	0.6	0.5	Yes	Yes
53: Summer	18	19	40	8	48	0.5	0.5	Yes	Yes
57: Park	16	19	40	8	48	0.4	0.5	Yes	Yes
69: Winchester	20	20	40	8	48	0.5	0.5	Yes	Yes
100: Trolley Main Line	16	22	47	10	57	0.3	0.5	Yes	No
101: Trolley Riverfront Line	4	4	22	4	26	0.2	0.2	Yes	No
102: Trolley Madison Line	6	5	22	4	26	0.3	0.2	Yes	Yes

Vehicle Loading Summary

- All bus routes that had data available had a load factor of 0.8 or less which is lower than the permitted load factor of 1.2 during peak periods and 1.0 during off-peak periods

Fixed-Route	Meet Standard	Fail Standard	Insufficient Data Available	Total
Minority	21	0	0	21
Non-Minority	05	0	0	05

Headway Standard

Fixed-Route Bus	AM Peak	Meets Standard	Midday	Meets Standard	PM Peak	Meets Standard	Evening - Night	Meets Standard	Saturday All Day	Meets Standard	Sunday All Day	Meets Standard	Meets Overall Standard	Minority Route
01: Union	30	Yes	30	Yes	30	Yes	30	Yes	90	Yes	90	Yes	Yes	Yes
02: Madison	30	Yes	30	Yes	30	Yes	30	Yes	60	Yes	60	Yes	Yes	Yes
04: Walker	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
07: Shelby & Holmes	60	Yes	60	Yes	60	Yes	-	No	-	No	-	No	No	Yes
08: Chelsea & Highland	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	Yes	Yes
11: Frayser Raleigh	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
12: Mallory	60	Yes	60	Yes	60	Yes	60	Yes	120	Yes	-	No	No	Yes
16: Southeast Circulator	120	No	120	No	120	No	120	Yes	120	Yes	120	Yes	No	Yes
19: Vollintine	30	Yes	30	Yes	30	Yes	-	No	30	Yes	-	No	No	Yes
28: Airport	120	No	120	No	120	No	-	No	120	Yes	120	Yes	No	Yes
30: Brooks	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
32: Hollywood & Hawkins Mill	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
34: Walnut Grove	120	No	120	No	120	No	-	No	120	Yes	-	No	No	No
36: Lamar	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	Yes	Yes
37: Perkins	120	No	120	No	120	No	-	No	120	Yes	-	No	No	No
39: South Third	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	30	Yes	Yes	Yes
40: Stage & Lauderdale	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
42: Crosstown	30	Yes	30	Yes	30	Yes	30	Yes	60	Yes	60	Yes	Yes	Yes
50: Poplar	30	Yes	30	Yes	30	Yes	30	Yes	60	Yes	60	Yes	Yes	No
52: Jackson	30	Yes	30	Yes	30	Yes	30	Yes	60	Yes	60	Yes	Yes	Yes
53: Summer	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	120	Yes	Yes	Yes
57: Park	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	60	Yes	Yes	Yes
69: Winchester	60	Yes	60	Yes	60	Yes	-	No	60	Yes	-	No	No	Yes
100: Main Street	12	Yes	12	Yes	12	Yes	12	Yes	12	Yes	12	Yes	Yes	No
101: Riverside	-	No	40	Yes	40	Yes	-	No	40	Yes	40	Yes	No	No
102: Madison	30	Yes	30	Yes	30	Yes	-	No	30	Yes	-	No	No	Yes
Headway Standards	60		60		60		120		120		120			

Headway Summary

- 10 out of 26 bus routes fail to meet standards
- No significant disparities between minority and non-minority

Fixed-Route Bus	Meet Standard	Fail Standard	Total
Minority	14	7	21
Non-Minority	2	3	05

On-Time Performance Standards

- MATA's board-adopted standard for fixed-route buses is 60 percent on-time or better
- The goal for the streetcar system is to be 75 percent on-time or better. Only Route 100 is a streetcar. All other trolleys are fixed-route buses
- All buses and streetcars are considered to be on-time if they depart each timepoint between 1 minute early and 5 minutes late

On-Time Performance Standards

Fixed-Route Bus	Percent Normal	Standard	Meet Standard	Minority Route
01: Union	51.95	60	No	Yes
02: Madison	57.81	60	No	Yes
04: Walker	49.68	60	No	Yes
07: Shelby & Holmes	63.69	60	Yes	Yes
08: Chelsea & Highland	62.11	60	Yes	Yes
11: Frayser Raleigh	65.78	60	Yes	Yes
12: Mallory	52.07	60	No	Yes
16: Southeast Circulator	65.29	60	Yes	Yes
19: Vollintine	54.33	60	No	Yes
28: Airport	53.57	60	No	Yes
30: Brooks	39.66	60	No	Yes
32: Hollywood & Hawkins Mill	62.27	60	Yes	Yes
34: Walnut Grove	54.73	60	No	No
36: Lamar	45.76	60	No	Yes
37: Perkins	72.80	60	Yes	No
39: South Third	60.54	60	Yes	Yes
40: Stage & Lauderdale	51.38	60	No	Yes
42: Crosstown	52.24	60	No	Yes
50: Poplar	56.97	60	No	No
52: Jackson	73.08	60	Yes	Yes
53: Summer	55.29	60	No	Yes
57: Park	47.38	60	No	Yes
69: Winchester	56.14	60	No	Yes
100: Main Street	65.94	75	No	No
101: Riverside	55.59	60	No	No
102: Madison	52.74	60	No	Yes

On-Time Performance Summary

- 18 routes fail to meet standards
- No significant disparities between minority and non-minority

Fixed-Route	Meet Standard	Fail Standard	Insufficient Data Available	Total
Minority	7	14	0	21
Non-Minority	1	4	0	05

Service Availability Standard

- Standard requires that 75 percent of all residents within the service area are within a ½ mile walk of fixed-route bus service

Service Availability Standard

Fixed-Route Bus	Service Area Population	% of Total Population
½ Mile	533,500	83.77%
MATA Service Area	636,900	100%

- All coverage standards are currently being met
- Bus route coverage = 83.77%, which is greater than standard of 75%
- Service area is based on 2017-2021 5-Year American Community Survey Data

Vehicle Assignment Policy

- MATA's maintenance staff randomizes the vehicles used for each route to ensure that vehicles of similar average age serve all minority and non-minority routes
- Vehicles are randomly rotated based on preventive maintenance inspection schedules, required maintenance, or specific route requirements based on vehicle capacity or other requirements

Transit Amenity Distribution Policy

- MATA's policy is that shelters will be provided at stops that serve 100 or more average weekday boardings
- A review of boarding data and bus shelter information indicates that all bus stops serve 100 or more average weekday boardings have bus shelters
- All streetcar routes have shelters at all stop locations

Memphis Area Transit Authority Current Shelters and Ridership

