

What have others asked about the Memphis Innovation Corridor?

Last updated: January 2, 2020

Date Received: November 18, 2019

Comment

Enforcement of bus-only lanes is crucial! Access management to make crossing Union safer. Extend bus only lanes down Union or it's not bus rapid transit. Enforcement!

Response

Thank you for your interest in the Memphis Innovation Corridor project!

The design of the Memphis Innovation Corridor will help keep BRT vehicles on schedule. Union Avenue will not have transit-only lanes largely due to the impact they would have on traffic and the associated costs. However, the project will introduce a center left turn lane on Union Avenue between Second Street and Poplar Avenue to improve the overall flow of traffic and to improve safety in the corridor. Sidewalk and new pedestrian friendly signals will improve safety at crosswalks and make crossing Union safer. We agree that enforcement is vital and will be an important piece of a broader education effort.

Date Received: November 18, 2019

Question/Comment

It would be great to incorporate green infrastructure (rain gardens, bioswales, pervious pavement) into the project design to more sustainably handle stormwater and provide other community benefits.

Response

Thank you for your interest in the Memphis Innovation Corridor project and your comment concerning green infrastructure.

One of the goals of the project is to create an environment that will be sustainable over the long term. To that end, the Corridor is planned to include green stormwater infrastructure and electric buses. Additional details about the proposed infrastructure will be developed as the project progresses.

Date Received: November 18, 2019

Comment

I am interested how [mConnect] will attach to future rail systems.

Response

Thank you for your interest in the Memphis Innovation Corridor project.

The Memphis Innovation Corridor is a piece of the Recommended Network contained in the recently adopted Transit Vision Plan. The Vision Plan does not specifically address connections to any future rail systems, since concepts for those systems have not been developed at this time. However, if concepts for future rail systems have been developed, the Transit Vision can be modified to provide those connections.

Date Received: November 18, 2019

Comment

How will bikes travel on this route and on these buses? Inside? On the front racks? This route looks great and I hope we can continue to support and encourage multi-modal trips.

Response

Thank you for your interest in the Memphis Innovation Corridor project and your comment concerning bike travel.

New electric buses will provide service on the Memphis Innovation Corridor. The specifications for these buses have not been developed at this point, but bicycle accommodations are planned to be included. The Corridor will be crossed by many bike routes, providing connections from the bike routes to the BRT system.

Date Received: November 18, 2019

Comment

This is a total and complete waste of both federal funds and city funds. So much attention is being paid to a small sector of people (mainly - affluent millennials) who rely on public transportation such as the poor and black people. The City of Memphis should spend this money improving the main urban cross transit. Some 10-15 runs fails to go out each day. MATA is short some 40 bus drivers. We are riding buses without heat, air, working pull cords, and high existent fumes. Babies and children are being exposed to bad air. People cannot get to work on time because buses are not running as advertised

Response

Thank you for your comment concerning the Memphis Innovation Corridor project.

The Memphis Innovation Corridor and the Transit Vision Plan will provide travel time and reliability benefits across the majority of the service area by providing connections with 18 other bus routes. For the average Memphian, the number of jobs accessible by transit in an hour would increase by 39 percent. For low-income and minority residents, jobs access would increase, on average, by 49 percent and 45 percent, respectively.

With the Transit Vision Plan, about 70 percent of all resources will go toward serving the highest potential ridership and providing more frequent and reliable service across the network.

As it relates to the other issues you raised, the MATA team welcomes your comments and encourages you to contact them at ridersfirst@matatransit.com or call 901.274.MATA (6282) so that specific issues can be addressed in a timely fashion.

Date Received: November 18, 2019

Comment

We need better transportation in Memphis. Use the radio and social media to communicate with the public. The image of public transportation NEEDS to be embraced. More signage needs to be used and incorporated with express transportation. Make it affordable. Connect it to the airport is a must.

Response

Thank you for your interest in the Memphis Innovation Corridor project and your comments about improving public transportation and the image in Memphis.

Over the last few years, the MATA team has made a concerted effort to engage with a myriad of stakeholders – including customers – through regular communication with the news media, print and radio advertising, and the use of social media. MATA also created the MATA Matters and MATA Matters: A Call to Action online videos that are available to watch on the RideMATA Facebook page and YouTube channels. You are invited to follow MATA using the handle RideMATA on Facebook and Twitter.

You can also follow the Memphis Innovation Corridor project utilizing [Facebook](#), [Twitter](#), and [Instagram](#) and join in conversations about shifting public perception surrounding public transportation.

The cost to use the BRT service on the Memphis Innovation Corridor will be the same as the cost to use local buses to keep public transportation affordable and equitable for all users.

The Transit Vision network includes eight routes that will serve the Memphis International Airport, and five of those routes will have a direct connection to the Memphis Innovation Corridor.

Date Received: November 18, 2019

Comment

I just want good transportation for all neighborhoods across Memphis, not in one particular part of town, because we need it all over Memphis.

Response

Thank you for your interest in the Memphis Innovation Corridor project.

The Memphis Innovation Corridor and the Transit Vision will provide travel time and reliability benefits across the majority of the service area by providing connections with 18 other bus routes. For the average Memphian, the number of jobs accessible by transit in an hour would increase by 39 percent. For low-income and minority residents, jobs access would increase, on average, by 49 percent and 45 percent, respectively. The Transit Vision will improve access to neighborhoods from Frayser to Whitehaven.

Date Received: November 18, 2019

Comment

ADA proposals are a great idea and will be a huge benefit to an individual with a disability.

Response

Thank you for your interest in the Memphis Innovation Corridor project. We appreciate your comment about the project's ADA proposals.

The BRT stations will provide wheelchair loading areas, level boarding platforms, audible and visual real-time bus arrival information, and tactile strips at the platform edge. Any intersections impacted by the project will also include curb ramp improvements. Signalized intersections will be upgraded to provide ADA compliant audible pedestrian signals.

Date Received: November 18, 2019

Comment

Good initial plan. Looking forward to providing rapid transit North-South, as well, around employment centers. Let's collaborate on community support for county funding (dedicated funding source) for MATA.

Response

Thank you for your interest in the Memphis Innovation Corridor project. We appreciate your support!

The City of Memphis and the Memphis Area Transit Authority are investing in the Memphis Innovation Corridor as a first step in introducing bus rapid transit to Memphis. This corridor will serve as an East-West spine providing direct connections to 18 other routes. Providing a North-South BRT corridor could be the next logical step to further improve connections to employment centers and neighborhoods.

We welcome your willingness to collaborate on community support for dedicated funding for transit.

Date Received: November 18, 2019

Comment

So excited about Memphis Innovation Corridor! Hopefully plans can be implemented here as in other successful areas and then later adjusted specifically for Shelby County, City of Memphis riders, etc. Please consider if there may be a need for back-up generators/ battery rechargers if in mid-transit between charging stations. Please consider other sources of financing and elimination of zone fares. Thank you for the positive changes which have already been implemented; keep up the good work! Blessings!

Response

Thank you for your interest in the Memphis Innovation Corridor project and your comment concerning charging stations and financing. Bus charging stations are planned to be installed at the William Hudson Transit Center and at the University of Memphis stations to help maintain reliable service in the corridor.

A funding and finance plan will be developed after the project is further refined during the environmental evaluation and engineering phases. The plan will detail all sources and uses of funds associated with this project. The fare for the BRT will be the same fare for all other buses, and no zone fares are planned.

Date Received: November 19, 2019

Comment

Please consider bus lanes on Union. This will be the bulk of the route, and without them, at 10 minute frequencies you are likely to experience bus bunching during peak hour traffic. Also, please consider all-door boarding to cut down on the time spent at stations.

Response

Thank you for your interest in the Memphis Innovation Corridor project and your comment about bus-only lanes on Union Avenue.

The Alternatives Analysis (AA) study determined that the BRT vehicles would operate on Union Avenue and Poplar Avenue within the existing street right-of-way along with mixed traffic. A few key considerations for not having dedicated bus lanes on Union include the impacts that dedicated bus lanes would have on traffic and the increase in capital costs.

We are analyzing the feasibility of all-door boarding, as this could be a key element of reducing the time spent at stations.

Date Received: November 22, 2019

Comment

I think this is a waste of time and money that could be spent on newer buses and other routes that desperately need it. It is ridiculous that I have to be late every single day because the buses I catch cannot be on time. It is also ridiculous you all keep taking away covered bus stops, making us, the people that pay your salary, have to stand with nowhere to sit in the weather. Every weekend the 50 Poplar is 30-45 minutes late on every route yet you do nothing. Buses used to run every 15 minutes. Now they run every 20-120 minutes during the week and once an hour on the weekends if that. Something has to be done about this because your drivers are forced to violate federal and state laws and safety because there are people packed all the way to the door where the driver cannot even open the front or back door. This makes me wonder what you all did with the almost 20 million you all received earlier this year to do exactly what I am talking about.

A new speed route is not what we need. We need new and more buses on the routes we already have.

Response

Thank you for your comment concerning the Memphis Innovation Corridor project.

The Memphis Innovation Corridor project and the Transit Vision Plan will provide travel time and reliability benefits across the majority of the service area by providing connections with 18 other bus routes. The frequency of the routes will be partially dependent on the ridership of each route. About 70 percent of all resources of the Transit Vision network will be spent on more frequent service in areas with the highest potential ridership.

Over half of the funding for the Memphis Innovation Corridor is anticipated to come from the Federal Transit Administration Capital Investment Grants Program, and these funds could only be used for this project.

As it relates to the other issues you raised, the MATA team welcomes your comments and encourages you to contact them at ridersfirst@matatransit.com or call 901.274.MATA (6282) so that specific issues can be addressed in a timely fashion.

Date Received: November 20, 2019

Comment

Hate that I missed the [November 18 public] meeting. Have so much to say about this matter. This is my initial thought & comment.

Really!???? What about our general transit needs? Some areas don't even have shelters at the current transit stations & some don't have stations that are within their reach or buses at all! People are losing their jobs for lack of adequate transportation. A shuttle bus should be sufficient to go back & forth to the areas they are catering to. To me it's a slap in the face to the people that really need improvements on the existing routes & service.

WIFI? Use your telephone like the rest of the riders do. Unbelievable!

Response

Thank you for your comment concerning the Memphis Innovation Corridor project.

The Memphis Innovation Corridor project and the Transit Vision Plan will provide travel time and reliability benefits across the majority of the service area by providing connections with 18 other bus routes. For the average Memphian, the number of jobs accessible by transit in an hour would increase by 39 percent. For low-income and minority residents, jobs access would increase, on average, by 49 percent and 45 percent, respectively.

As it relates to your comments about Wi-Fi, several transit authorities have realized the need to provide this to customers in order to provide a multitude of services. While many MATA customers have cell phones, many cannot access real-time information due to the affordability of data plans that rely on cellular service when free W-Fi is not available.

As it relates to the other issues you raised, the MATA team welcomes your comments and encourages you to contact them at ridersfirst@matatransit.com or call 901.274.MATA (6282) so that specific issues can be addressed in a timely fashion.

Date Received: November 19, 2019

Comment

Good Afternoon, Team of Memphis Innovation Corridor. Please note that I attended the meeting at the Central Library on November 18th. As Chairman of Citizens For Better Service, I expressed some concerns about the Memphis Innovation Corridor. For the record, I want to express my concerns in writing.

These concerns includes:

- 1. Who will pay for the \$65 millions for the project ?*
- 2. What about long-term expenses?*

3. *Why Downtown to University Memphis ? Why not Downtown to North Memphis or South Memphis?*
4. *What is the plan for better buses and increase in frequencies for routes in the inner-city?*
5. *Before the project is finalized, will the public has an opportunity to view the plan?*
6. *Will the team of Memphis Innovation Corridor be opened for a community meeting with groups such as Citizens For Better Service or the Memphis Bus Riders Union?*
7. *As the team put together the final plan, will the public be made aware the plan?*

These were my concerns and if I had more more in the future. Thanks

Response

Thank you for your comment concerning the Memphis Innovation Corridor project.

More than half of the funding for the Memphis Innovation Corridor is anticipated to come from the Federal Transit Administration Capital Investment Grants Program, and these funds can only be used for this project. Additional funding is anticipated to come from other sources including from the State of Tennessee. The details of the operating plan and costs are being evaluated.

The Memphis Innovation Corridor is a piece of the Recommended Network contained in the recently adopted Transit Vision Plan. The plan focuses on improving network connectivity and providing better access to neighborhood throughout MATA's service area. To that end, the Memphis Innovation Corridor project provides direct connections to 18 other bus routes, creating travel time and reliability benefits across the majority of the service area. Across the city, about 70 percent of all resources associated with the Transit Vision Plan will go toward serving the highest potential ridership and providing more frequent and reliable service across the network.

Bus Rapid Transit systems typically provide more frequent service and more features focused on comfort and convenience than traditional bus routes. For instance, mConnect will provide 10-minute peak frequency as well as passenger amenities such as on-board Wi-Fi, mobile fare payment, and automated voice announcements.

We are glad you were able to attend the public meeting on November 18. The next public meeting will be mid-2020, and we will announce it on our social media pages and the project website. This meeting will have a similar format to the recent meeting, and the public will have the opportunity to view the plan and provide comments.

The project team is planning to host a meeting to engage other multiple community groups in 2020 and both the Citizens for Better Service and the Memphis Bus Riders Union will receive an invitation to attend and participate.

The project team and MATA welcomes your comments. To reach the project team, please send an email to tellus@memphisinnovationcorridor.com or submit a comment on our website,

<http://memphisinnovationcorridor.com>. For MATA-specific questions related to current service issues, please email ridersfirst@matatransit.com or call MATA Customer Service at 901.274.MATA (6282).