

TAQC

MARCH 10, 2021

# AGENDA

- HST Background
- Plan Intro
- Key Plan Recommendations & Implementation
- Additional Strategies
- Questions

## Human Service Transportation (HST)

- HST focuses on the transportation options available to frequently underserved populations, such as individuals with low incomes, individuals with disabilities, individuals with limited English proficiency, and older adults.
- Typical Options include:
  - Fixed Route/Guideway Transit
  - ADA paratransit
  - Carpool/Vanpool
  - Ride-Hailing / TNCs (Transportation Network Companies)

## Managing Mobility in the Atlanta Region



- Coordinated Human Services Transportation Plan (CHSTP)
  - Required by Federal Transit Administration (FTA) to receive funding under Section 5310
  - Atlanta Regional HST Plan adopted by ARC board in March 2017
- Key Goal
  - Develop a menu of local and regional tactics that will work in a coordinated manner to improve mobility in the Atlanta region

## Managing Mobility in the Atlanta Region



## Main Goals

- Building on the 2017, focus on complementary paratransit (ADA) and county-run demand response transportation
- Compile data and review current policies
- Undertake best practices research to recommend implementation strategies







Populations in need increasing



Lack of financial resources

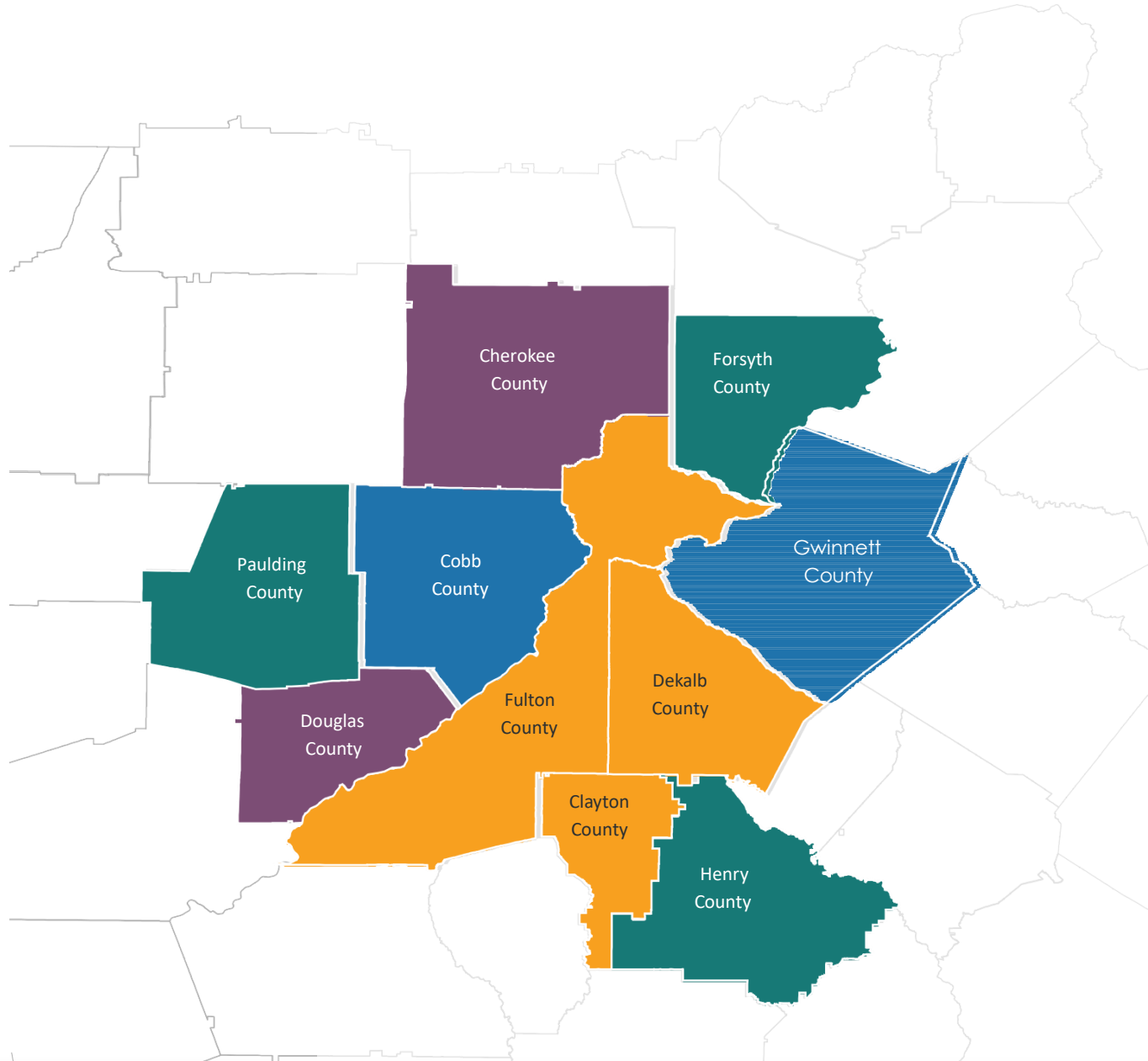


Lack of qualified drivers



Lack of opportunities to learn  
and gain assistance

# PLAN ORGANIZATION/PROFILE OF COUNTIES



## TIER 1: FULTON, DEKALB, AND CLAYTON COUNTIES

- Substantial fixed route transit options including heavy rail, light rail, and bus with connections to many key destinations
- HST DRT services provide stand-alone trips and feeder trips to connect with fixed route, including connections to Tier 2 and potentially others

## TIER 2: GWINNETT AND COBB COUNTIES

- Local and commuter bus services including routes connecting to densest areas in each county and to
- HST DRT services provide stand-alone trips generally within the county and provide feeder trips to connect with local bus, some trips continuing to fixed route options in Tier 1

## TIER 3: CHEROKEE AND DOUGLAS COUNTIES

- Limited fixed route services; a few routes around local and downtown areas
- HST DRT services provide stand-alone trips and limited feeder trips that connect with Tiers 1 and 2

## TIER 4: FORSYTH, HENRY, AND PAULDING COUNTIES

- No fixed route services, only DRT
- HST DRT services provide stand-alone trips with few exceptions



# TIER 1: FULTON, DEKALB, AND CLAYTON COUNTIES

## 2018 Population Characteristics

29% people with low income

78% household smartphone access

4% zero car households

35 median age

Source: Georgia state transit plan, US Census

## Demand Response Transportation Funding

ADA

\$32.6 million

Non-ADA\*

\$3.2 million

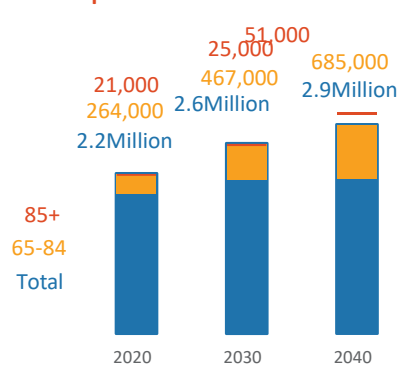
721,000+ trips

411,000+ trips

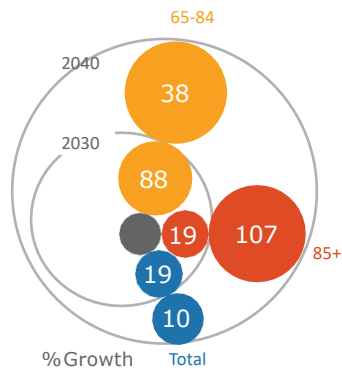
\*Clayton county funding combined with Fayette and Henry Counties

source: Georgia at a Crossroads, compiled by Georgia State University

## Projected Population Growth



Source: State of Georgia population forecasts

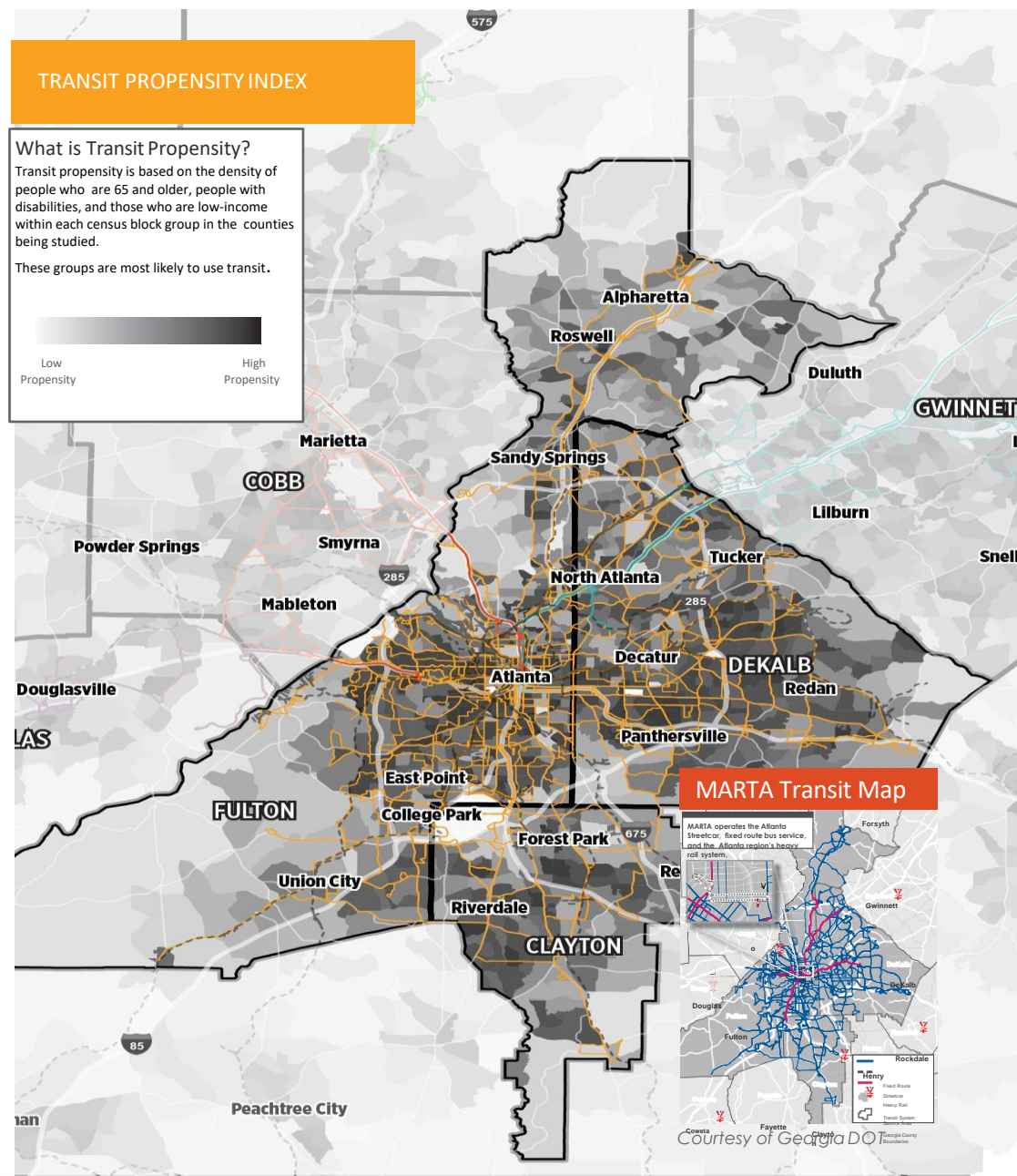


## TRANSIT PROPENSITY INDEX

### What is Transit Propensity?

Transit propensity is based on the density of people who are 65 and older, people with disabilities, and those who are low-income within each census block group in the counties being studied.

These groups are most likely to use transit.





# TIER 1: FULTON, DEKALB, AND CLAYTON COUNTIES

## 2018 POPULATION CHARACTERISTICS

## GENERAL CONTEXT



Fulton

- 40% people with low income
- 4% zero car households
- 12% population above 65

Considered the central hub of the Atlanta metropolitan region and as an urbanized county, Fulton County features several transit options to support various mobility needs. This includes the MARTA system (rapid rail, streetcar, and bus, and MARTA Mobility (complementary paratransit). Other non-ADA programs and services are available and connect to MARTA. Services are available throughout the county with a higher concentration of options in more urbanized areas.



DeKalb

- 16% people with low income
- 9% zero car households
- 13% population above 65

DeKalb County is comprised of several suburban communities, with some urbanized areas that are generally closer to Fulton County.

With varying levels of density, transit service is mixed. There are significant fixed route options (MARTA rail, MARTA Mobility, and bus) closer to Fulton County and along major corridors. There are transit gaps in the rural areas.

Non-ADA service options are facilitated and funded by county and local governments, and several non-profit organizations.

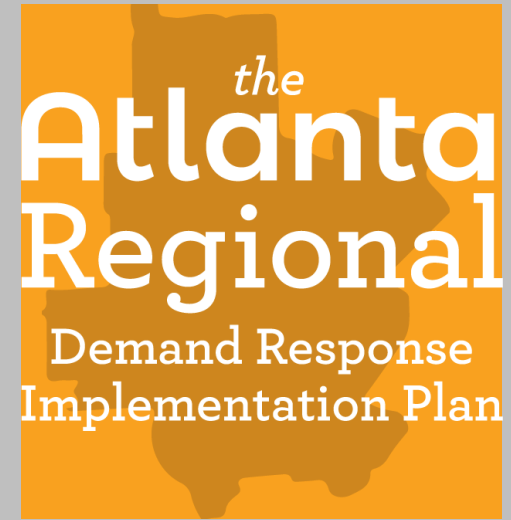


Clayton

- 19% people with low income
- 7% zero car households
- 9% population above 65

Located in the southern portion of the urban core, Clayton County is primarily suburban and rural and is home to Hartsfield-Jackson Atlanta International Airport.

The county has some fixed route transit service provided by MARTA, including bus services and MARTA Mobility, and limited rail access in the north. There are transit deserts in the more rural areas. Limited non-ADA DRT services are available.



# RECOMMENDATIONS & IMPLEMENTATION STRATEGIES

# KEY RECOMMENDATIONS



Establish consistent ADA eligibility and rider policies



Better Coordinate ADA transfers



Integrate DRT into regional trip planning



Regionally coordinate microtransit services

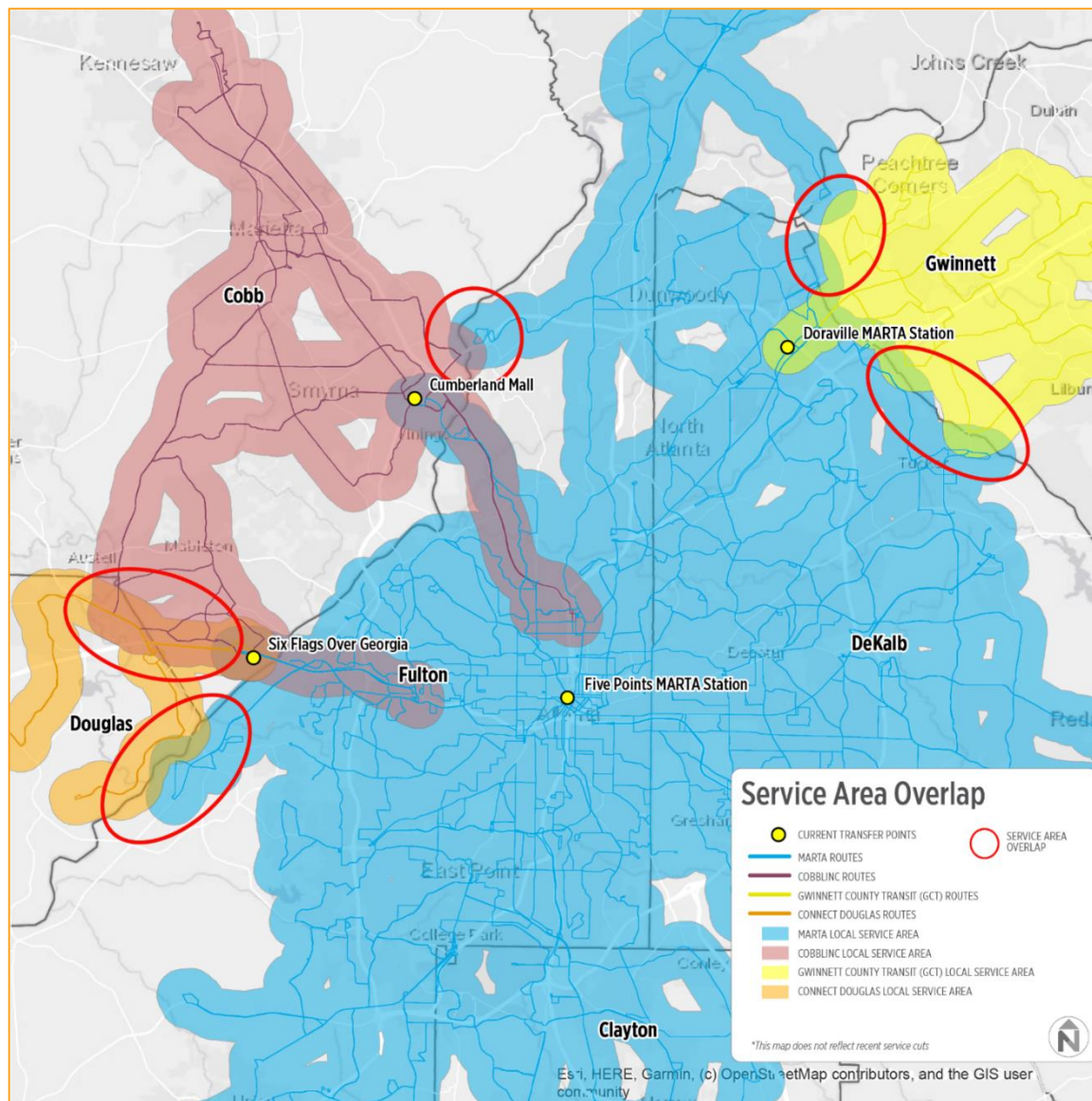


Sustain regional coordination and collaboration

## Appendices A1 & A2 – policy comparisons

Service Name	MARTA Mobility	GCT Paratransit	CobbLinc Paratransit	Connect Douglas	CATS Paratransit	Best Practices
ADA Application Form and Process						
No. of disability and mobility self-assessment questions	10	38 Same as CATS	14	24	38 Same as GCT	Limit number of questions to those required to register applicant and determine initial eligibility; tailor to type of disability

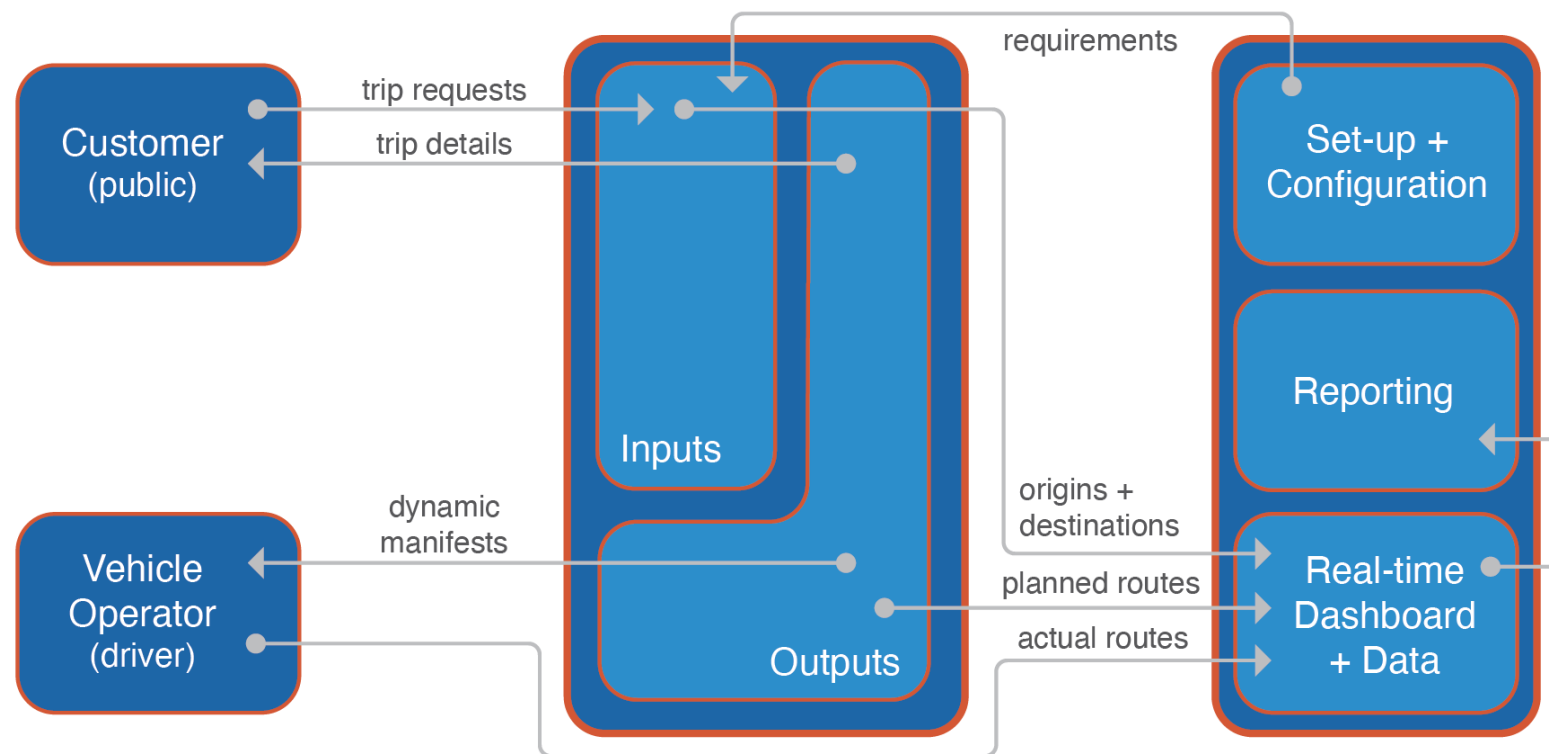
# EXAMPLE - BETTER COORDINATE ADA TRANSFERS





# EXAMPLE - REGIONALLY COORDINATE MICROTRANSIT SERVICES

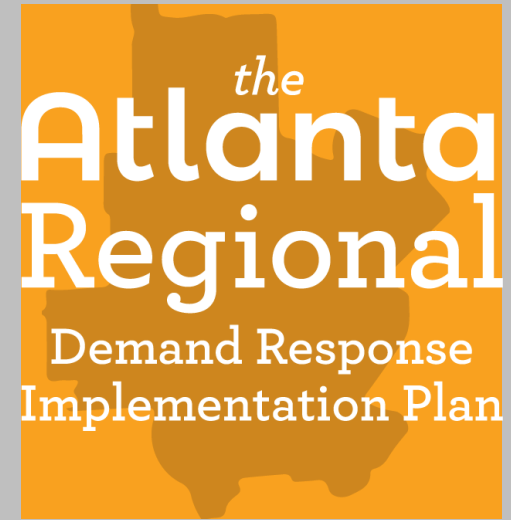
## Appendixes: microtransit basics & microtransit platform considerations



**Public and Driver  
Applications**

**Scheduling  
Software**

**Administration  
+ Oversight**



# ADDITIONAL STRATEGY PRIMERS





- Information and ideas discussed throughout the study
- From best practices work or HST Plan
- Can be advanced through RCC
- Resource documents

# ADDITIONAL STRATEGY PRIMERS



FTA Section 5310 program



Post-2020 Census planning



Fare payment



TNC trip booking assistance



Volunteer driver programs

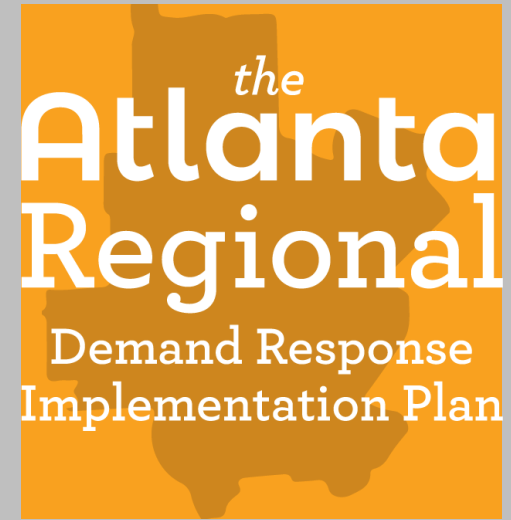


Co-mingling riders



Non-emergency medical  
transportation (NEMT)  
brokerage

- Demand Response Implementation Plan Adoption
- Formally establish regional coordination and collaboration
- Continue coordination with related studies.
- Coordinated Human Services Transportation Plan (CHSTP) Update



# QUESTIONS