



# Human Services Transportation Study

Transportation Coordinating Committee Intro

April 5, 2024

## Vision

ONE **great** REGION

## Mission

*Foster thriving communities for all within the Atlanta region through collaborative, data-informed planning and investments.*

## Values

**Excellence** | **Integrity** | **Equity**

## Goals



**Healthy, safe, livable communities** in the Atlanta Metro area.



**Strategic investments** in people, infrastructure, mobility, and preserving natural resources.



Regional services delivered with **operational excellence** and **efficiency**.



**Diverse stakeholders engage** and take a regional approach to solve local issues.



**A competitive economy** that is inclusive, innovative, and resilient.

# Background

## What is Human Services Transportation?

- 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)

# Background

## Coordinated Human Services Transportation Plan (CHST)

- Required by Federal Transit Administration (FTA) to receive funding under Section 5310
- The last CHST Plan was adopted by ARC board in March 2017

## Regional Demand Response Implementation Plan

- Recommendation from 2017 CHST
- Focused on paratransit, county-run demand response transportation and new models for regional demand response coordination.
- Adopted by ARC board in July 2021.

# Project Team



**Kenyata Smiley**  
Project Manager

**Garth Lynch**  
Quality  
Manager

**Darius Broughton**  
Project Principal

**Dannelle Crowe**  
Stakeholder  
Engagement

**Regan Hammond**  
Existing  
Conditions &  
Inventory

**Kai Zuehlke**  
Needs  
Assessment

**Lori Sand**  
Strategies &  
Improvements

**Jignesh Patel**  
Implementation  
& Training

**Rashidi Jackson**  
Regional  
Coordinated Plan

**DBE**  
ALLIANCE STRATEGIES  
CREATE MEANINGFUL CONNECTIONS

**DBE**  
*Niti*  
Systems Consultants

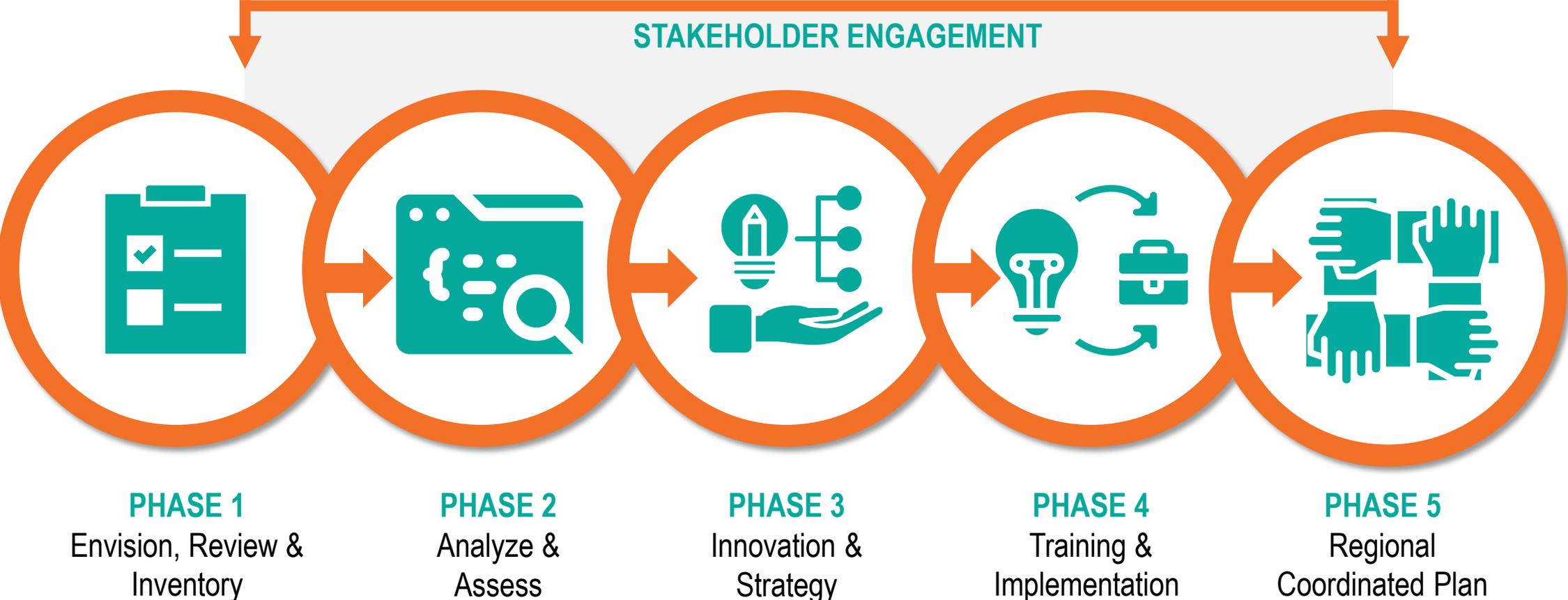
**vhb**

**DBE**  
**C2G**  
CINCAR CONSULTING GROUP

**33%**  
DBE  
COMMITMENT

# Technical Approach

## Project Management



# Technical Approach

## Stakeholder Engagement



**Stakeholder Outreach**  
Allocating Resources for  
Meaningful Outreach



**Transit Dependent/ Underserved  
Population Outreach**

Equity Dashboard



**Service Provider Outreach**  
Stakeholder, Service Provider,  
and HST Engagement

# Technical Approach

## Existing Conditions and Inventory

- Leverage existing knowledge
- Vision, goals, and objectives
- Highlighting emerging themes
- A framework for meaningful assessment



# Technical Approach

## Accessibility and Mobility Needs Assessment

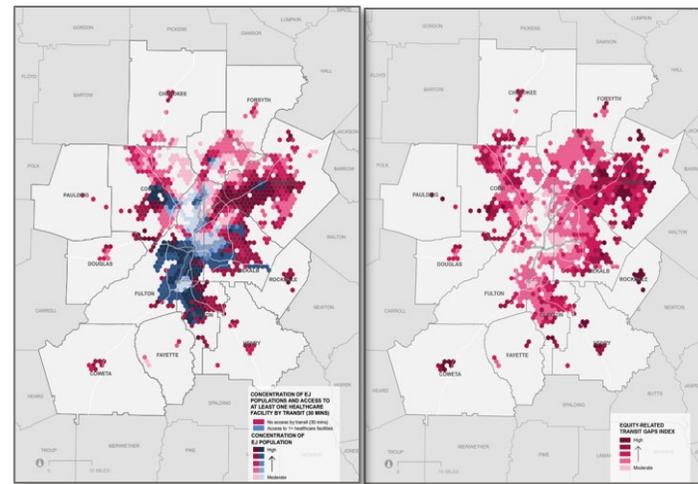
### Users Perspective

- Availability
- Awareness
- Access
- Affordability

### Operations Perspective

- Usage & Performance
- Service Characteristics
- Funding
- Budgets

### Fast Forward ARTP



**EJ Populations & Access to Healthcare**

**Equity-Related Transit Gaps Index**

# Technical Approach

- Voucher Program



## Challenges

- Each program is different
- Outdated manual processes
- Program awareness

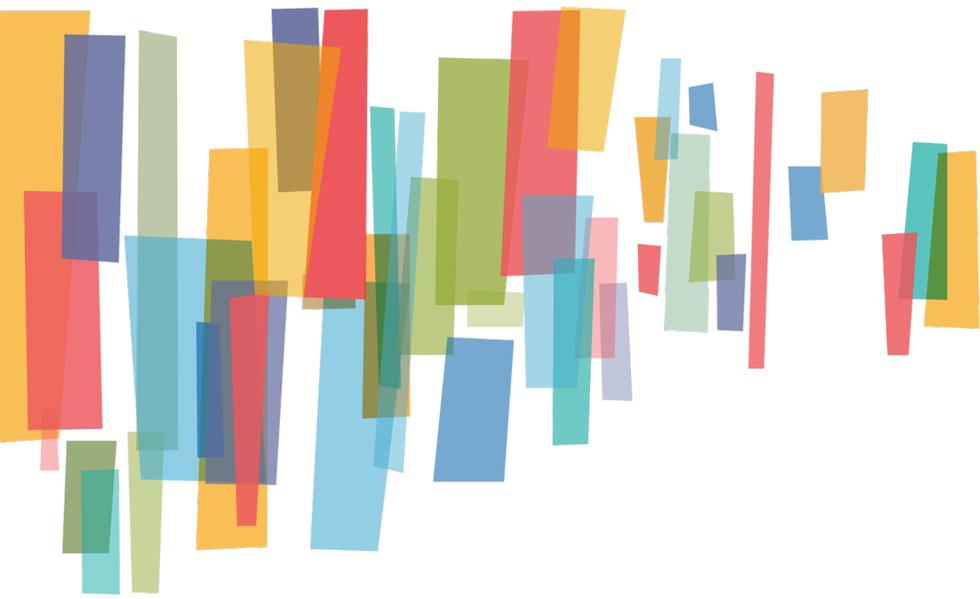
## Opportunities

- Independence
- Choice
- Flexibility

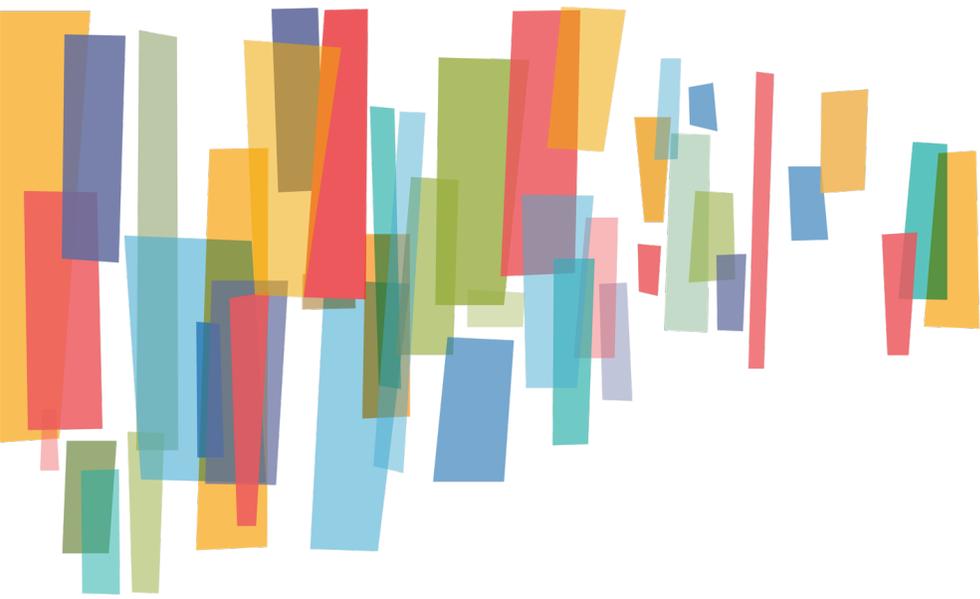
# Technical Approach

## Regional Coordinated Human Services Transportation Plan





# QUESTIONS



**THANK YOU!**