

TRANSPORTATION COORDINATING COMMITTEE

MAY 7, 2021

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

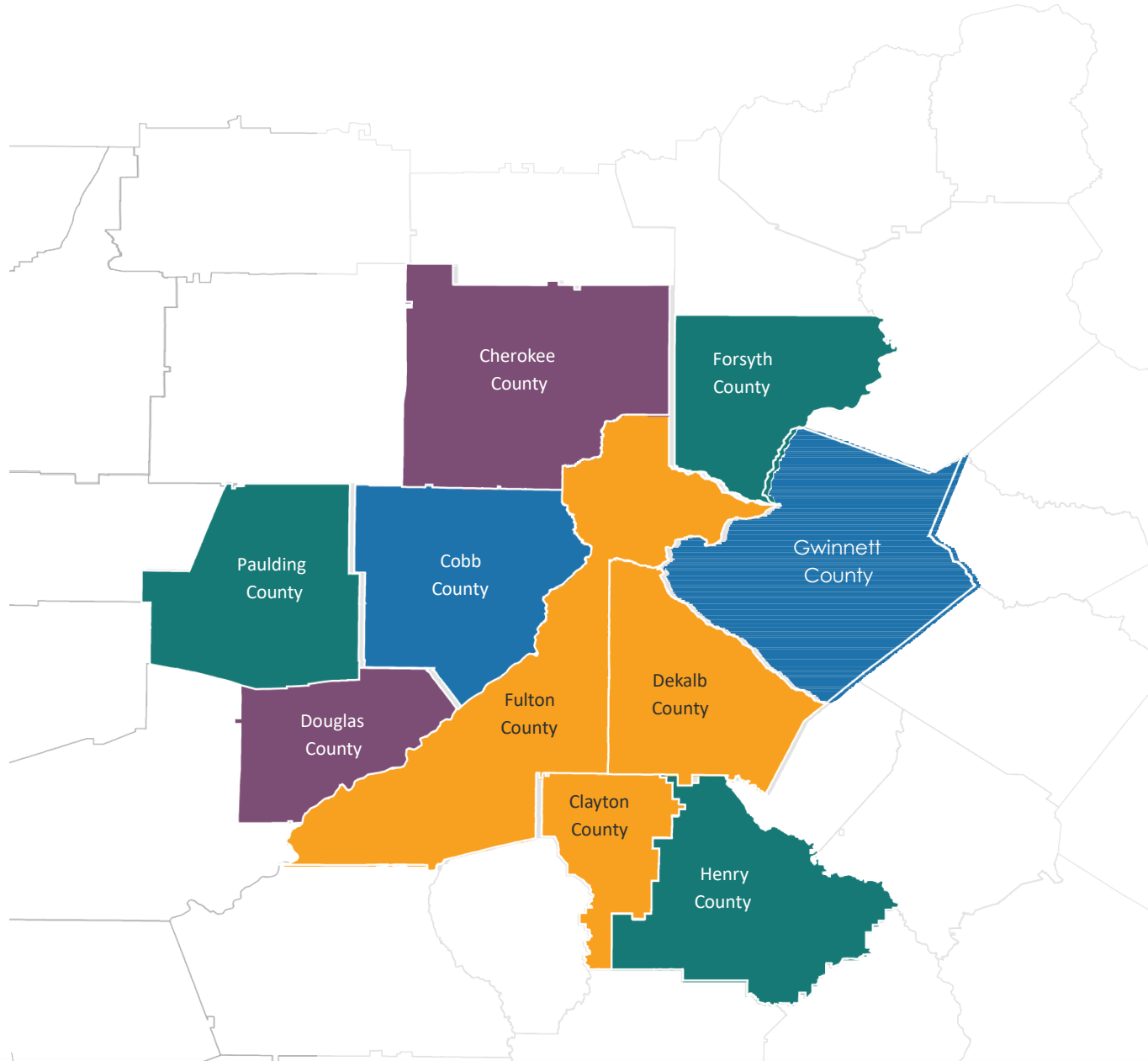


Lack of qualified drivers



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

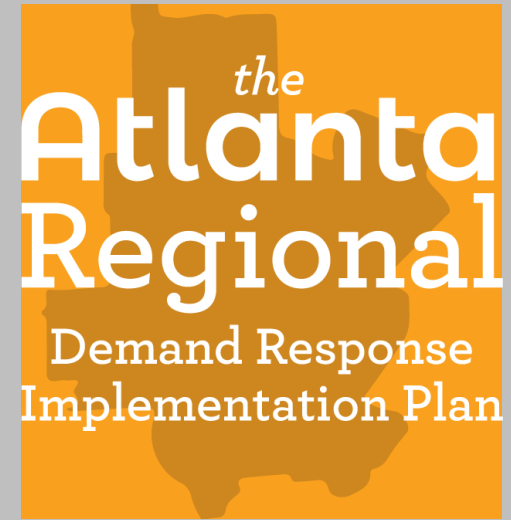
- Local and commuter bus services including routes connecting to densest areas in each county and to
- HST DRT services provide stand-alone trips generally within the county and provide feeder trips to connect with local bus, some trips continuing to fixed route options in Tier 1

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



RECOMMENDATIONS & IMPLEMENTATION STRATEGIES

KEY RECOMMENDATIONS



Establish consistent ADA eligibility and rider policies



Better Coordinate ADA transfers



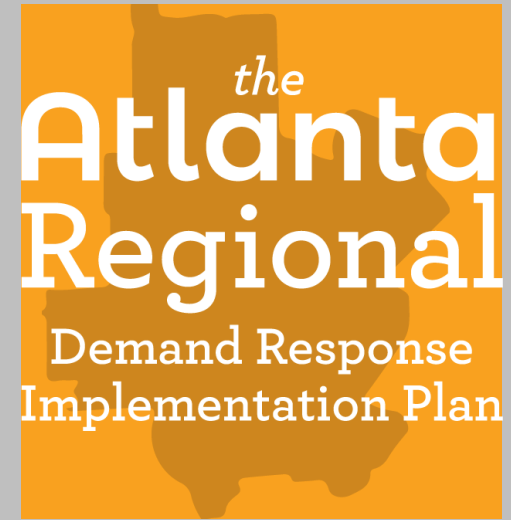
Integrate DRT into regional trip planning



Regionally coordinate microtransit services



Sustain regional coordination and collaboration



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

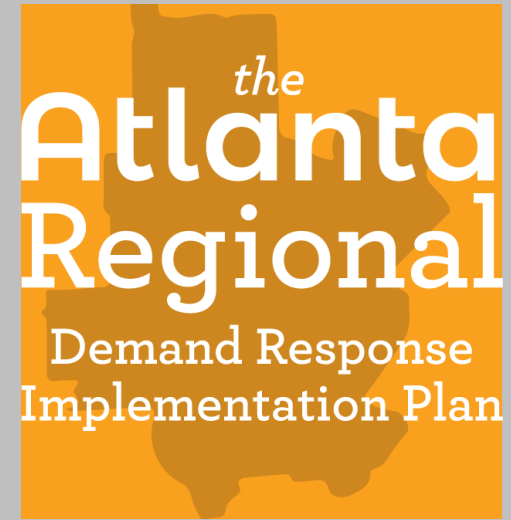


Co-mingling riders



Non-emergency medical
transportation (NEMT)
brokerage

- **July** - Demand Response Implementation Plan Adoption
- **Summer/Fall 2021** - Formally establish regional coordination and collaboration
- **2022** - Coordinated Human Services Transportation Plan (CHSTP) Update



QUESTIONS