

Human Services Transportation in the Atlanta Region

February 2010



Background Info



Definition of HST

Human Services Transportation (HST) are services for distinct population groups who are identified as the “transportation disadvantaged”, including persons with disabilities, older adults, and persons with low income.



Why is HST Important?

- **The older adult population in the region is going to double in the next 10 years**
 - **To address the existing inefficiencies and overlaps in the current transportation system**
 - **To improve accessibility and increase mobility options**
 - **Because it is federally required and it is also the smart and right thing to do**
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HST Policy Directives

- **President Executive Order (Feb 2004)**
 - United We Ride (UWR) Program
 - Mobility Services for All Americans (MSAA)
 - **SAFETEA-LU (August 2005)**
 - Required a coordinated plan for the FTA Section 5310, 5316 and 5317 programs for the 18-county region
 - **ARC Board Resolution (May 2005)**
 - ARC was ahead of SAFETEA-LU with the establishment of an internal planning team
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SAFETEA-LU Requirements

- **The establishment of a “locally developed, coordinated public transit-human services transportation plan” for FTA programs**
 - **Plan must be developed in cooperation with identified stakeholders and the public**
 - **Section 5310 5316, and 5317 projects must be competitively selected and derived from a coordinated plan beginning in FY 2007**
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Definition of Coordination

- **Not a “one time” event or process**
 - **Involves sharing**
 - Power
 - Responsibility
 - Management
 - Funding
 - Benefits
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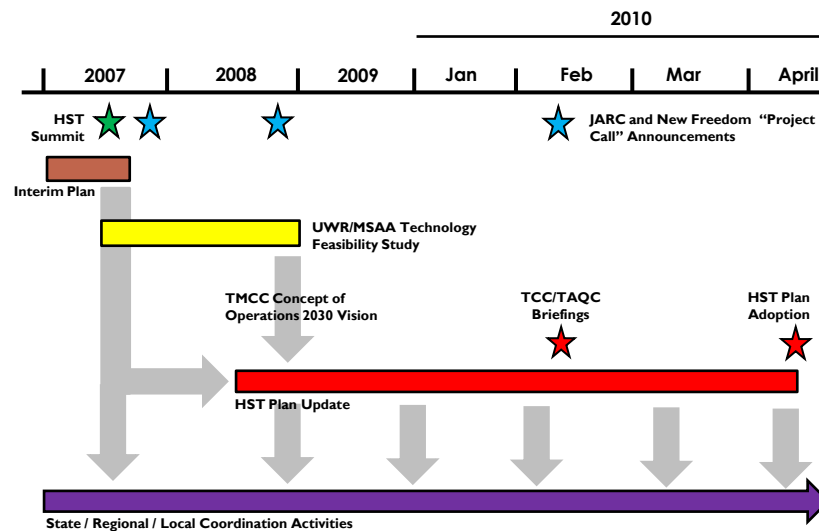
Reasons to Coordinate HST

- **Improve efficiencies in existing transportation operations and systems**
 - **Lower cost for the customer, provider, and human service agencies**
 - **Expand service areas and hours of operation**
 - **Create a seamless regional system and seamless trip**
 - **Improve customer satisfaction**
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Regional Coordination Efforts to Date

- HST Summit– 2007
- Interim Coordinated HST Plan – 2007
- UWR/MSAA Technology Feasibility Study (TMCC) – 2007
- (HST) Advisory Committee – 2007 thru present
- Voucher Programs – 2006 thru present
- Cobb County Transit and MARTA Routes 10/12 Agreement – 2007 thru present
- Regional Transit Committee
- Concept 3 – Regional Transit Plan/Vision
- Service Coordination Council
- Breeze Regional Task Force
- Cobb/MARTA Paratransit Pilot
- Regional Fare Pilot Project
- Cobb and MARTA Guaranteed Paratransit Transfer Program

History of HST Efforts



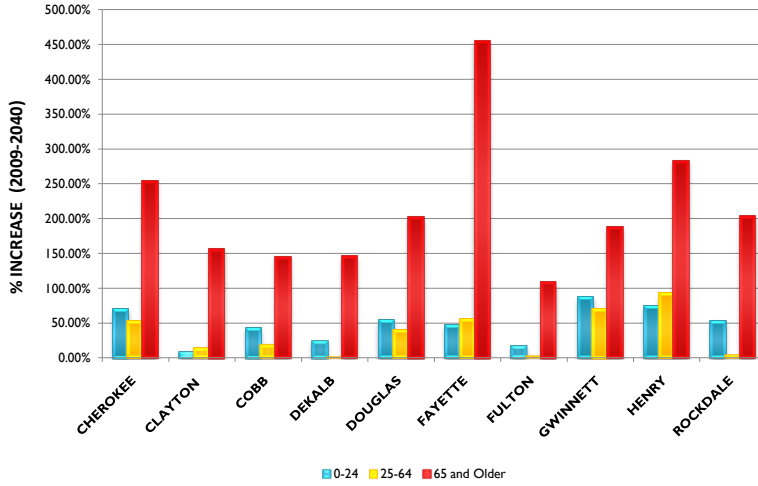
Representative Data Used to Assess Needs

Source : For population, 2000 and 2008 Census. For everything else, American Community Survey 2008

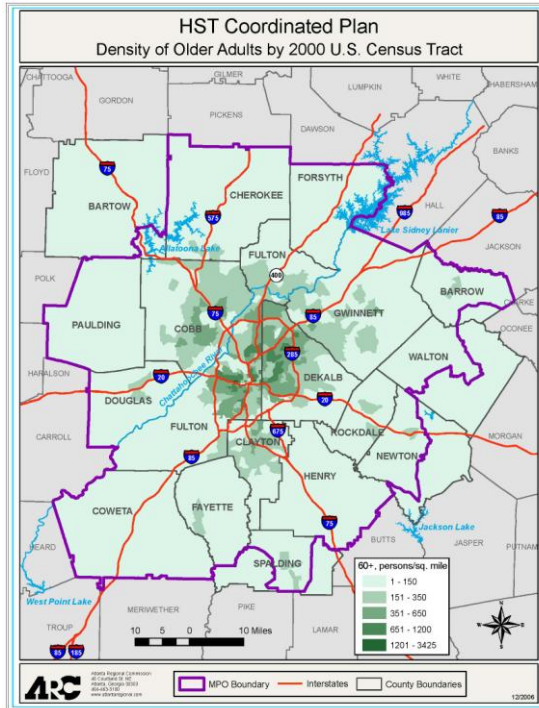
HST Populations Are Substantial

2008 American Community Survey (ACS)	18-County Totals
Total Population	5,073,286
Total Elderly 65+	411,101
Total Disabled	437,062
Disabled and 65+	148,842
Pop. Below Poverty	556,737
Low Income (150% of Poverty)	952,196

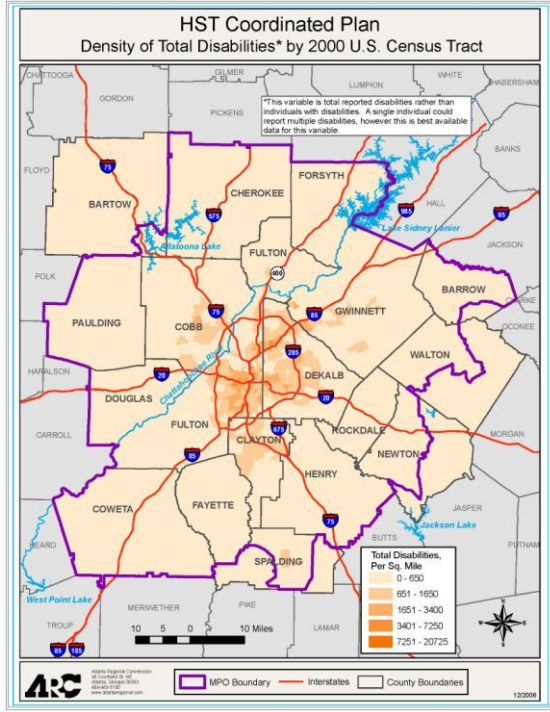
Elderly Population Will Increase Rapidly



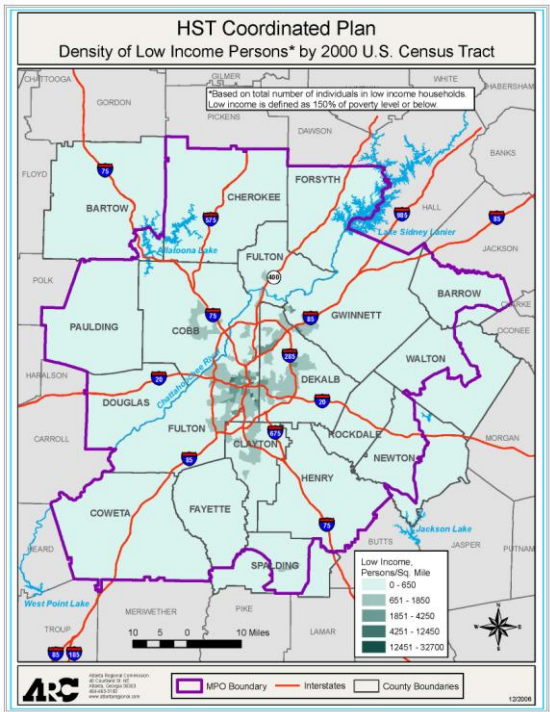
Source: Woods & Poole Economics, Inc.
<http://woodsandpoole.com/>



Large sections of the five core counties have sizeable concentrations of older adults, but there are pockets in many outlying counties also



The distribution of disabled populations follows a similar pattern to older adults, although more concentrated inside I-285



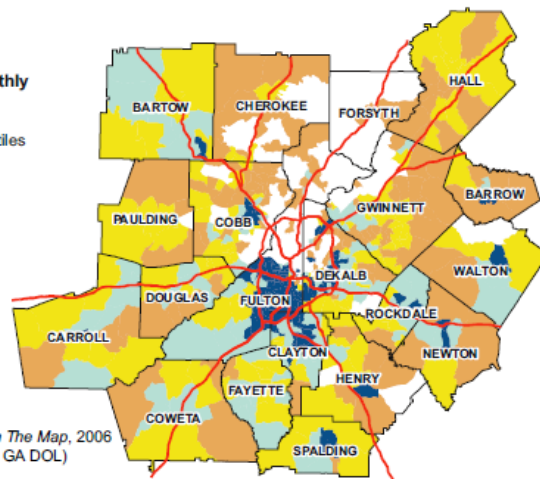
The distribution of low income follows an even tighter pattern, with greatest concentrations inside I-285 south of a line roughly defined by US 78

Examples of Mobility Challenges for HST Populations

Where Low Income Workers Live

Resident Workers
% Making <\$1,200 Monthly

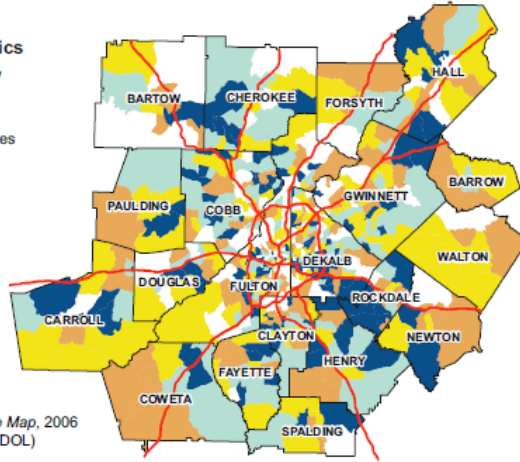
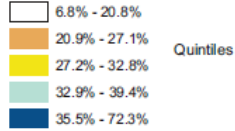
Quintiles	Percentage Range
1	13.1% - 22.4%
2	22.5% - 24.6%
3	24.7% - 26.6%
4	26.7% - 30.1%
5	30.2% - 53.5%



Source: Census Bureau, *On The Map*, 2006
 (Salary data from Q1, 2009, GA DOL)

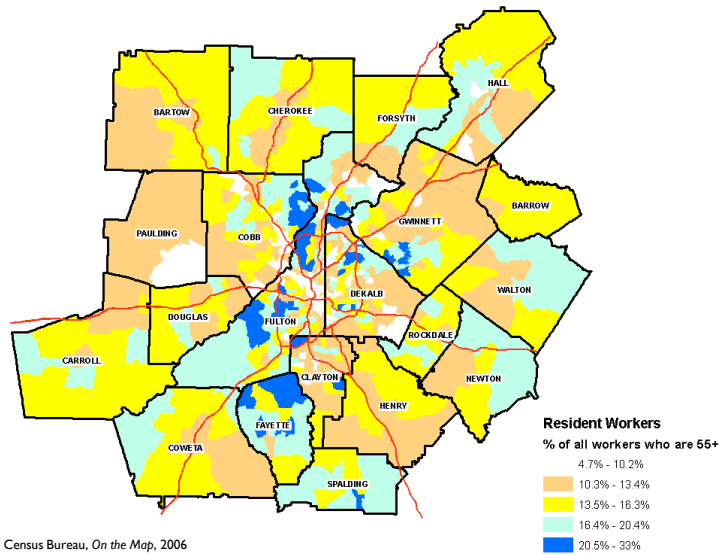
Where Low Paying Jobs Are Located

Workplace Characteristics % Paying <\$1,200 Monthly



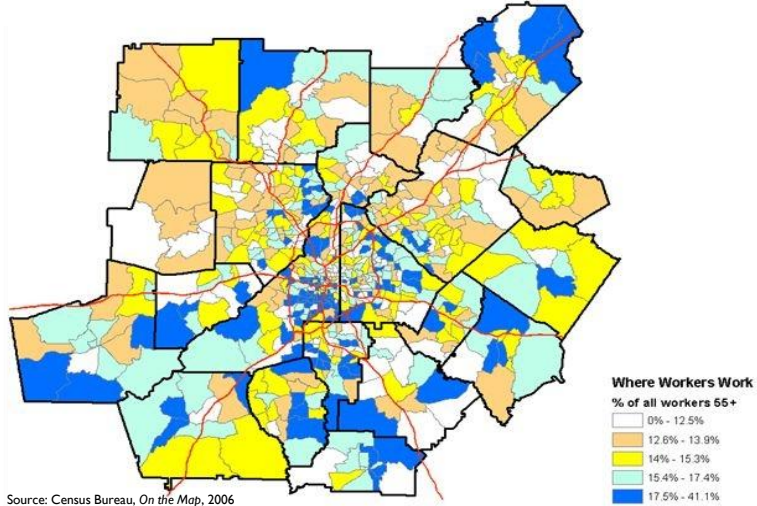
Source: Census Bureau, *On The Map*, 2006
(Salary data from Q1, 2009, GA DOL)

Where Older Workers Live



Source: Census Bureau, *On the Map*, 2006

Where Older Workers Work



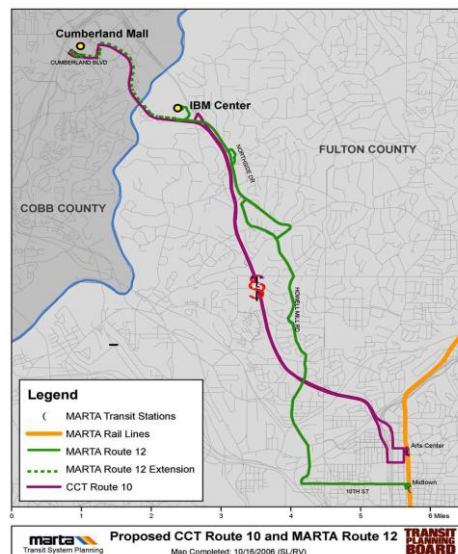
Lessons Learned
Best Practices
Recommendations

**BUILDING ON WHAT
WE KNOW**

Lessons Learned

- Large region and multiple boundaries makes it difficult to coordinate
- Lack of local level coordination
- Planning efforts are not consolidated throughout region
- Planning vs. Feasibility
- Strained resources adds complexity
- Need for more grassroots and community efforts
- No incentive

Sample Best Practice



- Cobb Community Transit and MARTA Paratransit Coordination Pilot 10/12
- Coordinates a cross jurisdictional trip for CCT and MARTA clients
- Improves customer service by establishing one point of contact

Other Regional Models of Success



Transportation Vouchers -
Fayette Senior Services



Personal Transportation Accounts and
Travel Training
Cobb - Douglas Community Services



Safe Access to Transit, Pedestrian Safety -
City of Atlanta Senior Zones



HST Plan Update



Purpose and Goals

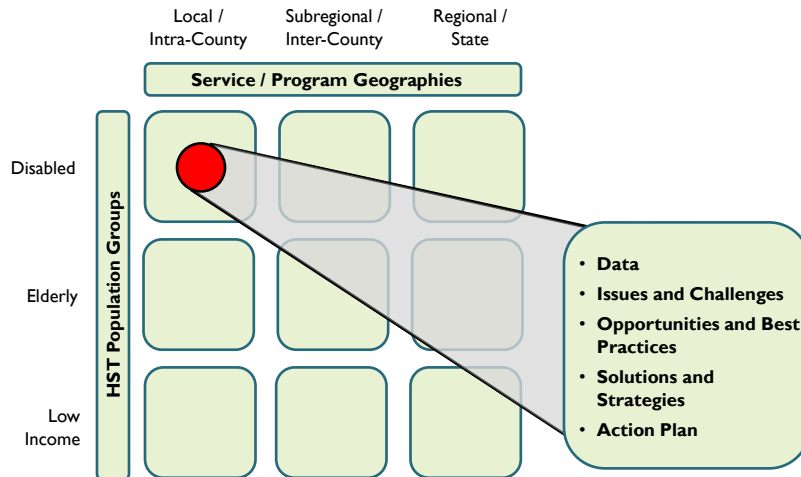
- **Retain federal eligibility to receive Section 5310, 5316, and 5317 FTA funding**
 - **Address the need of the region's growing population of transportation disadvantaged**
 - **Provide support for the establishment of a one-stop resource center for transit users**
 - **Encourage governments and jurisdictions to coordinate on the local level**
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Plan Components

- **Executive Summary**
 - **HST History**
 - **Regional Needs Assessment**
 - **Inventory of Transportation Services**
 - **Existing Conditions (Gaps and Barriers)**
 - **Strategies and Solutions**
 - **Recommendations and Best Practices**
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Organizing the Recommendations



HST Systemwide Recommendations

- Encourage state and local level coordination
- Encourage more Citizen and Community Involvement
- Create policies that encourage complete streets and universal design for transportation facilities
- Identify and discuss cross jurisdictional issues that impact service delivery
- Give higher priority to projects that support livability and accessibility
- Consider the use of vouchers on a regional level
- Consider hiring a regional HST project/mobility manager
- Consider public/private partnerships and encourage private sector involvement in transportation



Older Adult Recommendations

- Voucher programs provides freedom and a variety of options
 - Dial-A-Ride Programs provide same day service for medical and quality of life trips
 - Travel Ambassador / Bus Buddy programs provides a person to accompany the older adult to and from their destination
 - Volunteer Driver programs can be a great resource to help get older adults where they need to go
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Low Income Recommendations

- Continue support for existing regional Job Access and Reverse Commute Routes
 - Shuttle Programs can serve as a feeder service to connect individuals with existing services and employment sites
 - Extended service hours is often beneficial to late shift and weekend workers
 - Down Payment Car Programs is an innovative option when public transit is not feasible
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Short Term Action Plan(2010-2012)

- Begin regional data collection efforts
 - Conduct a regional cost benefits analysis
 - Educate public and elected officials on HST needs
 - Encourage counties to inventory available HST services
 - Monitor and participate in state and local coordination efforts (e.g., SB22)
 - Research resources to pilot TMCC Concept of Operations
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Questions?

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