



DATE: February 11, 2026

**ISSUE SUMMARY: 2025 COORDINATED HUMAN SERVICES
TRANSPORTATION PLAN**

FROM: Carlotta Harrell, Transportation & Air Quality Committee Chair

IMPORTANCE:

ARC has recently completed the *2025 Coordinated Human Services Transportation (CHST) Plan*. The study area encompasses the 19-county Atlanta transportation planning area. The study began in April 2024 and concluded in December 2025.

Key tasks completed:

- Developed goals and objectives to guide outreach, data analysis/needs identification, and recommendations for the CHST plan
- Conducted planning partner outreach with GA DOT-Intermodal Office, the Atlanta-Region Transit Link Authority, GA Dept. of Human Services, and public transportation providers throughout the region
- Conducted outreach and public input surveys with local senior centers, private non-emergency medical transportation providers, and “HST” constituents (a.k.a. vulnerable populations) within metro Atlanta
- Completed the Mobility and Access Needs Assessment and Gap Analysis
- Recommended innovative strategies to improve mobility for the region’s most vulnerable populations based on previous recommendations, case studies, and identified gaps.
- Provided in-depth training to Aging and Independence Services staff on guidelines and best practices for administering FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) funding

These recommendations will be used in development of future regional and local transit plans, the Metropolitan Transportation Plans (MTPs) and Transportation Improvement Programs (TIPs), and the Atlanta Region’s Transit Programs of Projects. These recommendations are also appropriate for incorporation into succeeding County Comprehensive Transportation Plans (CTPs). The *2025 Coordinated Human Services Transportation Plan* documentation is posted at: <https://atlantaregional.org/what-we-do/transportation-planning/regional-transit-planning-coordination/human-services-transportation/plan-update/>.

DRAFT - For approval by TCC on 02/6; TAQC and ARC Board on 02/11

ACTION REQUIRED: Approval



ATLANTA REGIONAL COMMISSION

**A RESOLUTION ADOPTING THE
2025 ATLANTA REGIONAL COORDINATED HUMAN SERVICES
TRANSPORTATION (CHST) PLAN**

WHEREAS, the Atlanta Regional Commission (ARC) is a Metropolitan Area Planning and Development Commission created pursuant to O.C.G.A. § 50-8-80, et seq.; and

WHEREAS, O.C.G.A. § 50-8-93 designates such a commission to be the planning agency for comprehensive transportation planning under the administrative requirements of the United States Department of Transportation; and

WHEREAS, ARC is the designated Metropolitan Planning Organization (MPO) for transportation planning within the Atlanta Metropolitan Area Boundary which includes all or portions of 19 counties; and

WHEREAS, pursuant to federal requirements, ARC conducts multimodal, regional-level planning studies as part of the metropolitan transportation planning process, including the Coordinated Human Services Transportation (CHST) Plan update required every (4) years, the results of which are considered for incorporation into the Metropolitan Transportation Plan (MTP) and Transportation Improvement Program (TIP); and

WHEREAS, pursuant to 49 U.S.C. 5310(e) and corresponding federal guidance for the Enhanced Mobility of Seniors and Individuals with Disabilities program, projects selected for funding under the Section 5310 program must be “included in a locally developed, coordinated public transit–human services transportation plan” and that the plan be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public”; and

WHEREAS, ARC previously adopted the 2017 *Managing Mobility in the Atlanta Region* (previous CHST plan), and in 2019, the *Regional Demand Response Implementation Plan* as policy guidance for improving mobility and accessibility for all; and

WHEREAS, ARC coordinated with other planning partner stakeholders including the Georgia Department of Transportation - Intermodal Office, the Atlanta-Region Transit Link Authority, the Georgia Department of Human Services, and public transportation providers throughout the region; and

WHEREAS, eleven percent (11%) of the region’s residents reported having a disability in 2023, there has been a 46% increase in the older adult population (since 2016), approximately eleven percent (11%) of residents live below the poverty line, roughly five percent (5%) of

households in the region lack access to a vehicle, and roughly six percent (6%) of the region's population are Veterans; and

WHEREAS, ten percent (10%) of metro Atlanta residents rely on CHST services, including paratransit, non-emergency medical transportation, volunteer driver, and travel voucher programs; and

WHEREAS, the Georgia Departments of Transportation and Community Health project CHST trips to increase by 40% - 60% by 2050, creating a critical need for expanded and coordinated services; and

WHEREAS, preexisting plans have consistently focused on public transportation service enhancements, equity, technology adoption, and funding diversification to improve CHST; and

WHEREAS, access to essential destinations (e.g., medical, grocery, and quality of life locations) remains a significant barrier for many within vulnerable population communities.

NOW, THEREFORE, BE IT RESOLVED that ARC adopts the *2025 Coordinated Human Services Transportation Plan* as the policy guide for CHST services in the region.

BE IT FURTHER RESOLVED that the ARC will use the *2025 Coordinated Human Services Transportation Plan* as input into the development of future Metropolitan Transportation Plans and Transportation Improvement Programs.

BE IT FURTHER RESOLVED that additional steps are anticipated, including subsequent Comprehensive Transportation Plans (CTPs) and local transit feasibility, planning, and operations studies to better integrate CHST planning and services into the regional and local processes.

I do hereby certify that the foregoing resolution was adopted by the Atlanta Regional Commission on February 11, 2026.

Charissa White-Fulks, ARC Board Assistant Secretary