



Executive Summary

Coordinated Human Services Transportation

2025 Plan
Update



Background

The Atlanta Regional Commission (ARC) updates its Coordinated Human Services Transportation (CHST) Plan every four years to comply with federal requirements and guide investments that improve mobility for older adults, individuals with disabilities, and low-income populations. The 2025 update responds to rapid regional growth projected to add **1.8 million residents** and **840,000 jobs** by 2050 and the resulting increase in demand for Human Services Transportation (HST). The vision driving this plan is simple yet ambitious: **Mobility for All**, achieved through data-driven strategies, stakeholder collaboration, and innovative solutions that ensure access to essential destinations for all communities.

Plan Goals and Objectives

The plan sets three overarching goals:



Identifying mobility needs for HST populations,



Updating strategies to improve regional coordination and service delivery, and



Identifying projects and planning efforts for funding and implementation.

These goals are supported by objectives that emphasize the following:

1. Maintaining accurate and accessible information,
2. Fostering collaboration among providers to close service gaps, and
3. Defining performance metrics to secure sustainable funding for future projects.

Stakeholder Engagement

Stakeholder engagement was central to the planning process. ARC conducted a comprehensive outreach effort that included:

1. Meetings with technical and advisory committees to help guide the study process,
2. Rider surveys and community activations to get input from HST users across the region,
3. Transit providers and voucher program administrators interviews to hear their perspective,
4. Collaborative sessions with the regional Transit Operator Group (TOG) to discuss coordination,
5. Ongoing presentation updates to Technical Coordinating Committee (TCC), and
6. Hosting the 2025 CHST Summit bringing all stakeholders together



The 2025 CHST Summit brought together regional leaders and advocates to refine recommendations. Feedback revealed that riders value **affordability** and **reliability** but face persistent challenges such as **limited-service hours**, **long wait times**, and **lack of coordination across jurisdictions**. Providers highlighted the need for streamlined processes and technology tools to improve efficiency.

Existing Conditions and Inventory

The existing conditions analysis established a baseline of services and funding in the Atlanta region. Today's HST network includes fixed-route transit, ADA paratransit, demand-response and microtransit services, voucher programs, and travel training initiatives. Funding is primarily supported by federal programs such as **FTA Sections 5310, 5311, and 5307** grants, supplemented by the **Older Americans Act, Medicaid, and Veterans Affairs** programs. Despite these resources, service delivery remains fragmented, with uneven access and coverage and limited cross-jurisdictional coordination. A copy of the Existing Conditions and Inventory Technical Memorandum is available on ARC's HST website.

Mobility and Access Needs Assessment

The mobility and access needs assessment demonstrates the growing demand for HST. Demographic trends show a **45.7%** increase in **older adults** since 2016, alongside **11%** of residents reporting **disabilities** and **5.4%** of households **lacking access to a vehicle**. Yet only **22.6%** of residents **live near** fixed-route transit, and just **2.2%** have **access to frequent service**. Barriers such as inadequate **first/last-mile connectivity**, **affordability constraints**, and **access to information** about available options compound these challenges, leaving many high-need communities disconnected from **essential destinations** like **healthcare, grocery stores, and employment centers**. A copy of the Mobility and Access Needs Assessment is available on ARC's HST website.

Key Recommendations

To address these gaps, the plan recommends five priority strategies.

- 01** Develop regional mobility hubs that integrate multiple transportation modes and improve safety and convenience.
- 02** Implement a regional trip planner that incorporates demand response services, and consolidates cross-jurisdictional travel options into a single, user-friendly platform with real-time data and ADA-compliant features.
- 03** Enhance the regional fare payment system to simplify travel for riders and reduce administrative costs for service providers.
- 04** Create a standardized HST data framework to improve planning and service delivery.
- 05** Embed HST considerations into ARC's broader planning programs, ensuring that mobility needs are integrated into long-range transportation and land-use strategies.



These recommendations provide a roadmap for **short- and mid-term improvements** that will strengthen **coordination, expand access, and enhance efficiency** across the region’s transportation network. By advancing these strategies, ARC and its partners can move the needle on delivering **mobility for all**—supporting **independence, economic opportunity, and quality of life for all communities**. A copy of the CHST Plan 2025 Update is available on ARC’s HST website. The Best Practices Research and Key Recommendations Report can be found in Appendix I and II of the plan.

What’s Next

The CHST Plan should be considered more than just a federal requirement and with the anticipated growth for the region, especially the older adult population, coordination among agencies planning and delivering HST services is critical. ARC and regional partners as a next step should continue collaborating on how to meet the increased mobility demand of HST populations and follow the action steps from the key recommendations in the CHST Plan. It’s also important to review the near future plans and projects from ARC, ATL, and other transit providers in the region to identify opportunities to leverage existing efforts and accelerate moving the top recommendations from the CHST Plan forward. The CHST Plan 2025 Update will go before the ARC Board for adoption in January 2026.