

# Coordinated Human Services Transportation Plan

ARC TCC Meeting

First Read

9 January 2026

Joseph F. Hacker, PhD, AICP

## 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.

# What is a Coordinated Human Services Transportation Plan?

- Identifies transportation mobility gaps and needs of individuals with disabilities, older adults, and people with low incomes
- Develops strategies, targeted improvements, and pilot concepts for meeting these needs
- Prioritizes transportation services for funding and implementation



# Why a Coordinated Human Services Transportation Plan?

Federal transit law requires:

- Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program projects be "included in a locally developed, coordinated public transit-human services transportation plan"
- This "include[s] participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation - human services providers and other members of the public"



# CHST Plan Update Timeline

▮ Last plan updated and approved in 2017

▮ Began work on plan update in 2024

**WE ARE HERE**

Upcoming  
CHST Summit

Oct  
2025

Needs  
Assessment

Strategies and  
Improvements

Implementation  
5310 Training

Regional CHST Plan  
Board Update

Plan  
Adoption

April 2024

Data Collection

July - Oct  
2024

Existing Conditions

Jan - April  
2025

Jun - Sep  
2025

Aug  
2025

Jan  
2026

Project Kick-Off

May - July  
2024



STAKEHOLDER ENGAGEMENT AND OUTREACH



# Regional Stakeholder Surveys and Outreach

Surveys at Senior Centers,  
Community Events, Online

- 387 Participants
- 6,653 Responses
- 1,209 Comments



Regional CHST Providers



**RIDE**  
Gwinnett



**CONNECT**  
**DOUGLAS**

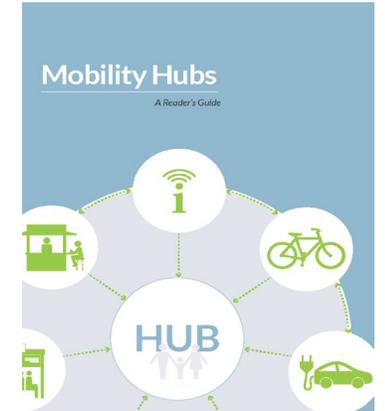
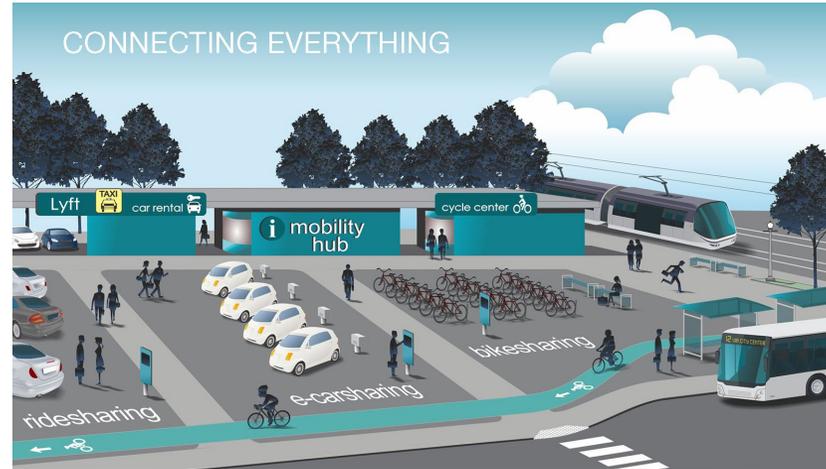


# Regional Concept Consensus

Regional Mobility Hubs  
(ATL study upcoming)

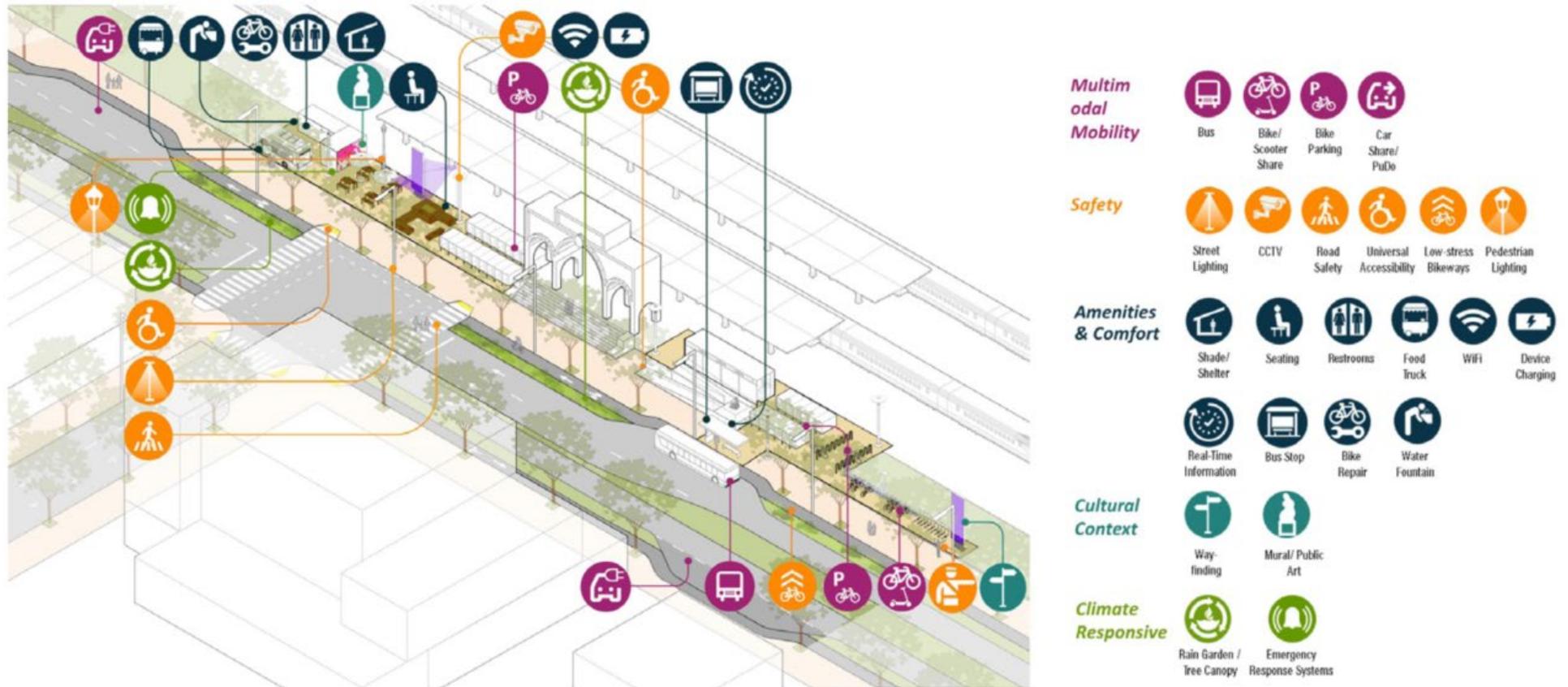
Regional Trip Planner and  
Mobile Application (ATL Rides,  
Marta Trip Planner, Dekalb  
Aging Database (DAD))

Regional Fare Instrument  
(Marta AFC 2.0)



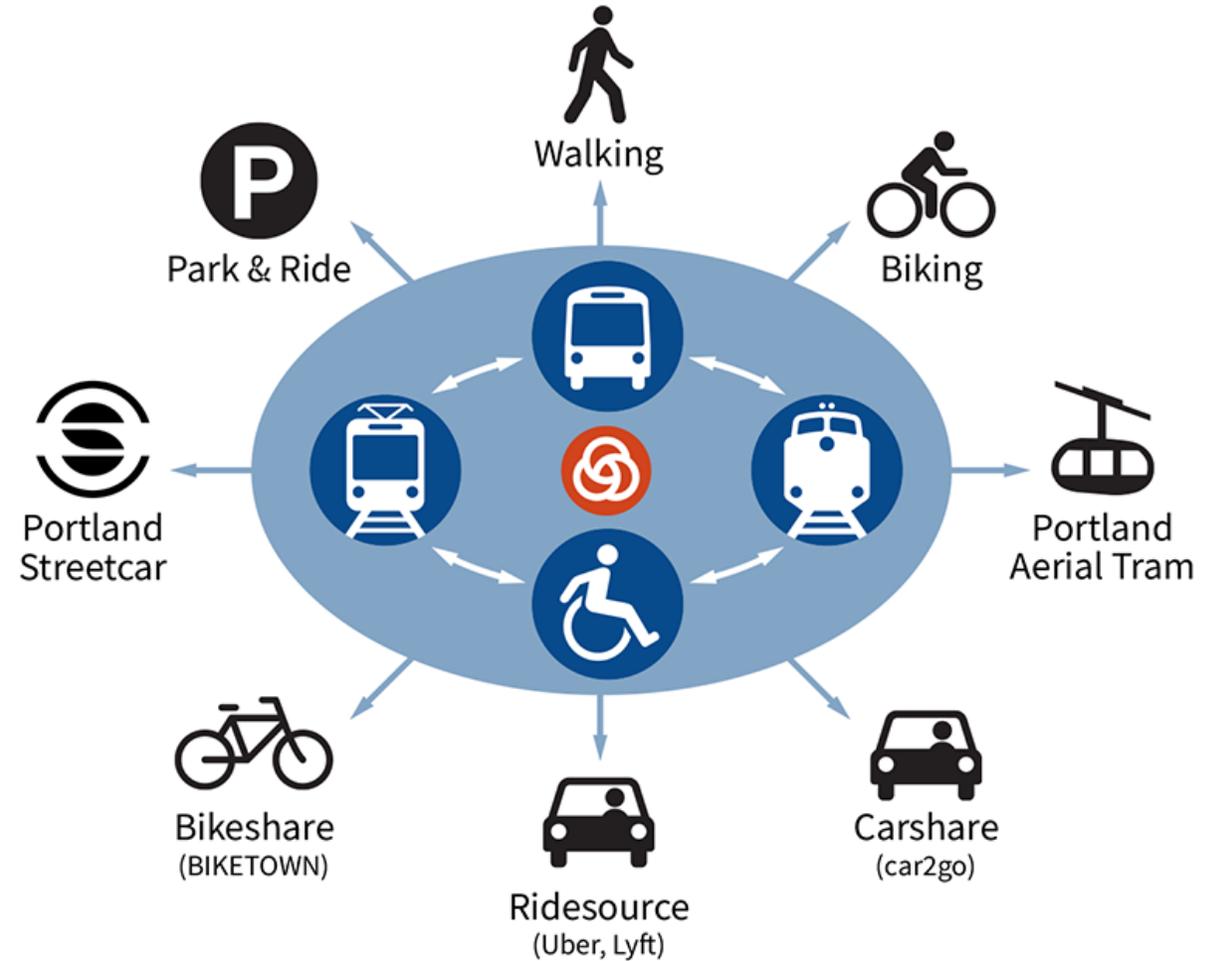
# Regional Mobility Hubs

- Improve connectivity, enhance safety, and drive revitalization.
- These hubs serve as physical and digital anchors for regional connectivity and innovation.

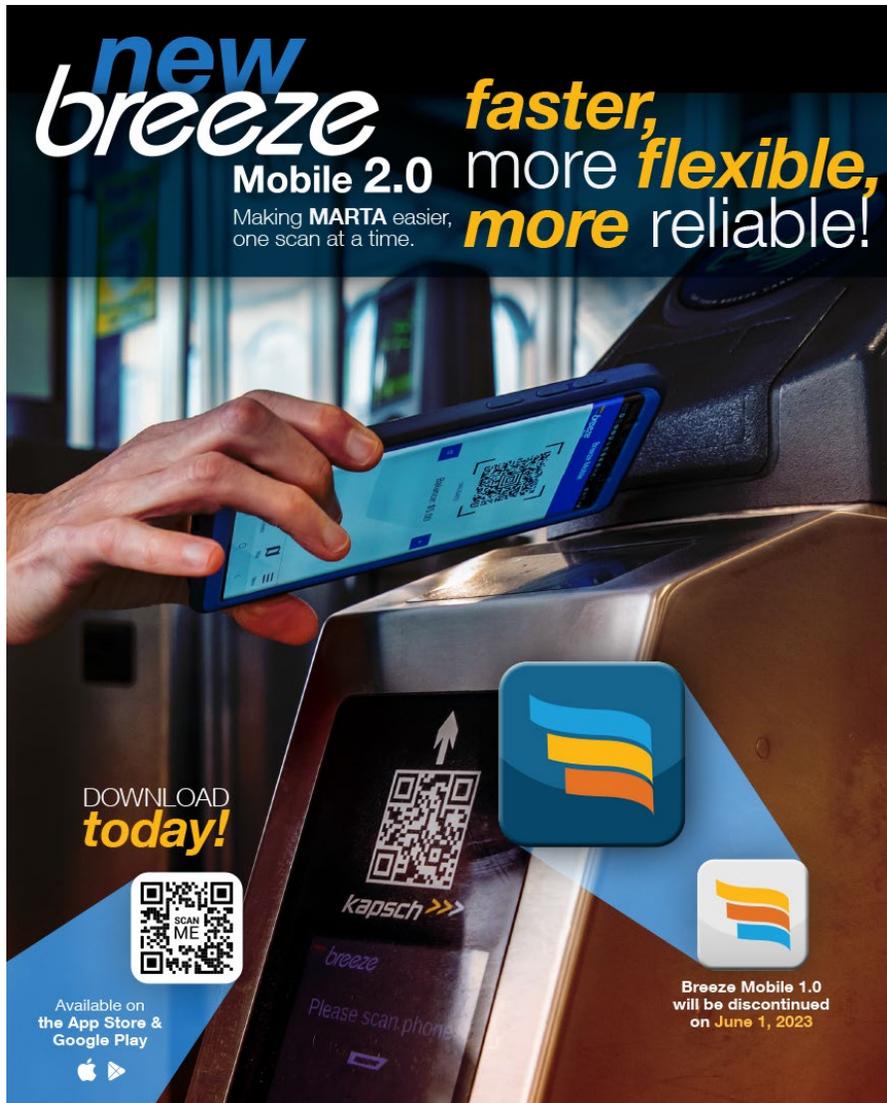


# Regional Trip Planner

- Unite fixed-route, rail, paratransit, on-demand, and micro-transit options
- Provide accessibility features for riders with disabilities
- Enable cross-jurisdictional trips
- Incorporate real-time data and user preferences
- Reduce travel times with optimized routing



# Regional Fare Instrument



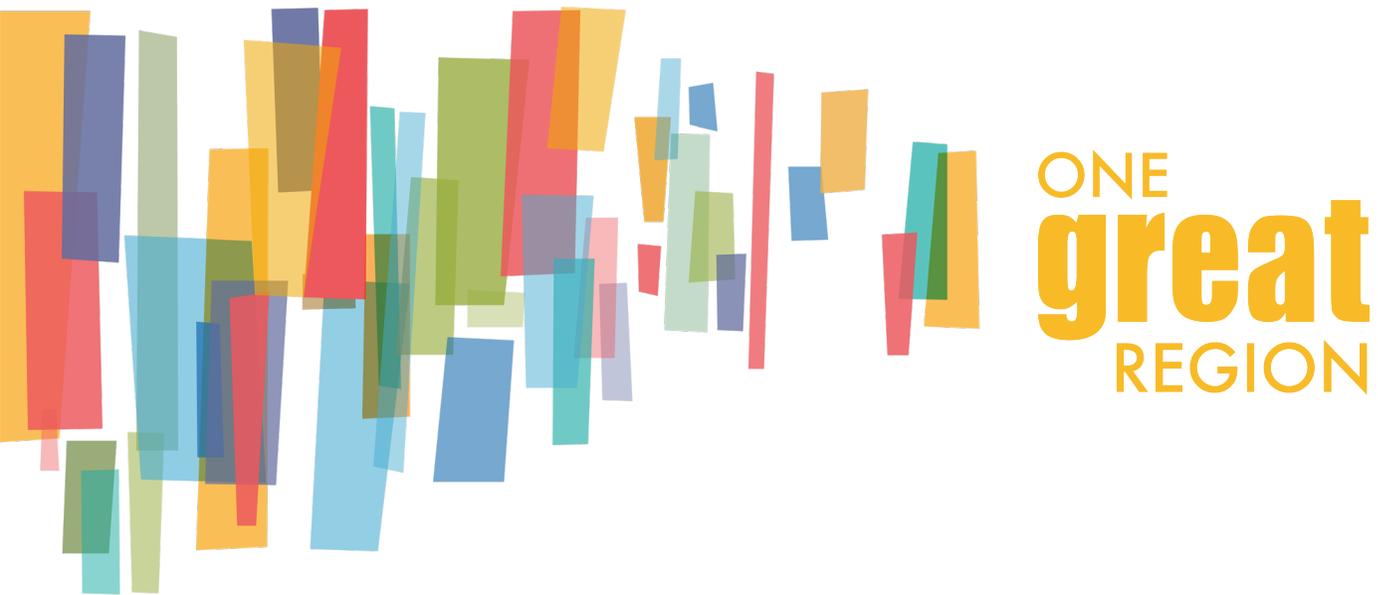
- Unified fare platform allows riders to use a single smart card, mobile app, or account-based system to pay for transit services across multiple agencies and jurisdictions.

These systems:

- Promote seamless travel across the region
- Simplify fare collection
- Improve rider experience

# Progress and Next Steps

- ▮ Previous information sessions: Aging Services, TCC, TAQC/Board
- ▮ Final Draft posted
  
- ▮ January First Read TCC
- ▮ January First Read TAQC/Board
- ▮ February Approval TCC
- ▮ February Approval TAQC/Board
  
- ▮ Continue Providing Transportation Options to Ensure Quality of Life for All



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