



# Coordinated Human Services Transportation Plan Update

Joint Board / TAQC Meeting

12 November 2025

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.

# Why a Coordinated Human Services Transportation Plan?



- Federal transit law requires projects selected for funding under the [Enhanced Mobility for Seniors and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan"
- Federal transit law requires the CHST plan be "developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" using transportation services, typically "Paratransit"

# Successful Regional HST Stakeholder Rider Surveys

Surveys at senior centers, community events, and online. Regional representation and participation from all user groups.



**388 Participants**



**6,653 Responses**

\*Responses received from all MPO counties except Forsyth.



**1,209 Comments**



Pictures by Alliance Strategies

# Dialogues with Regional Transit ADA Service Providers



September 15, 2025



September 16, 2025



September 17, 2025



October 17, 2025



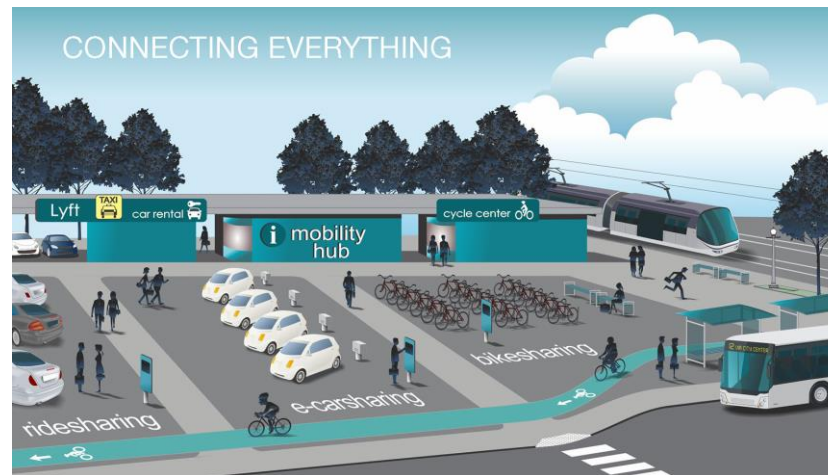
September 29, 2025



October 2, 2025

# CHST Summit 2025 Concept Consensus

Regional Mobility Hubs  
(ATL study upcoming)



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



Regional Fare Instrument  
(Marta AFC 2.0)



# Nearing the end of the CHST Study Timeline

**WE ARE HERE**

Upcoming  
CHST Summit

Oct  
2025

Needs  
Assessment

Jun - Sep  
2025  
Strategies and  
Improvements

Implementation  
5310 Training

Aug  
2025

Regional CHST Plan  
Board Update

Plan  
Adoption

Jan  
2026

Data Collection

May - July  
2024

Existing Conditions

July - Oct  
2024

April 2024

Project Kick-Off

STAKEHOLDER ENGAGEMENT AND OUTREACH



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