



Coordinated Human Services Transportation Plan Update

Transportation Coordination Committee

3 October 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**.



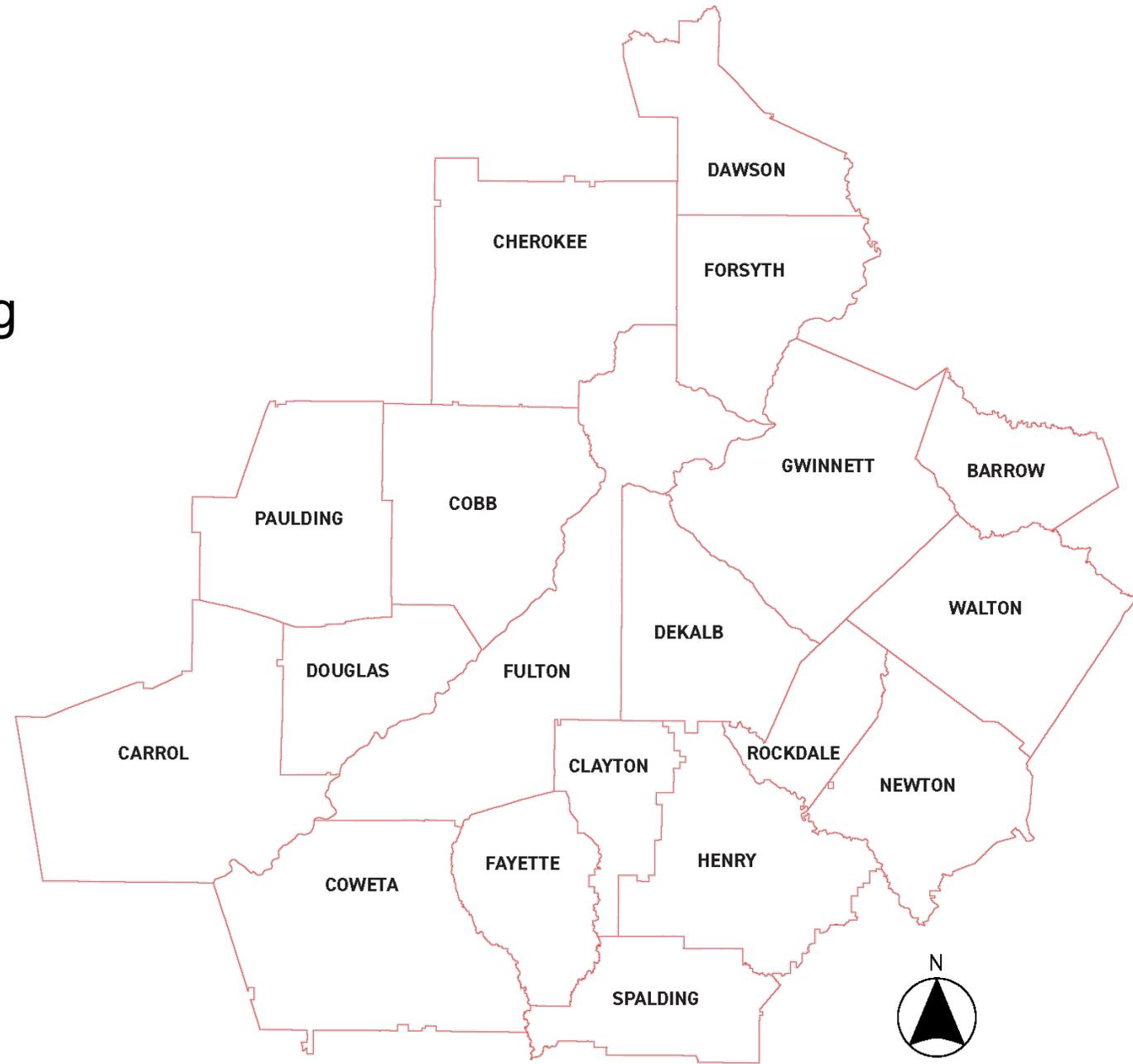
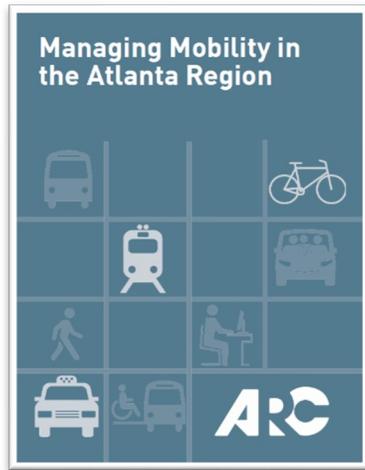
Diverse stakeholders engage and take a regional approach to solve local issues.



A competitive economy that is inclusive, innovative, and resilient.

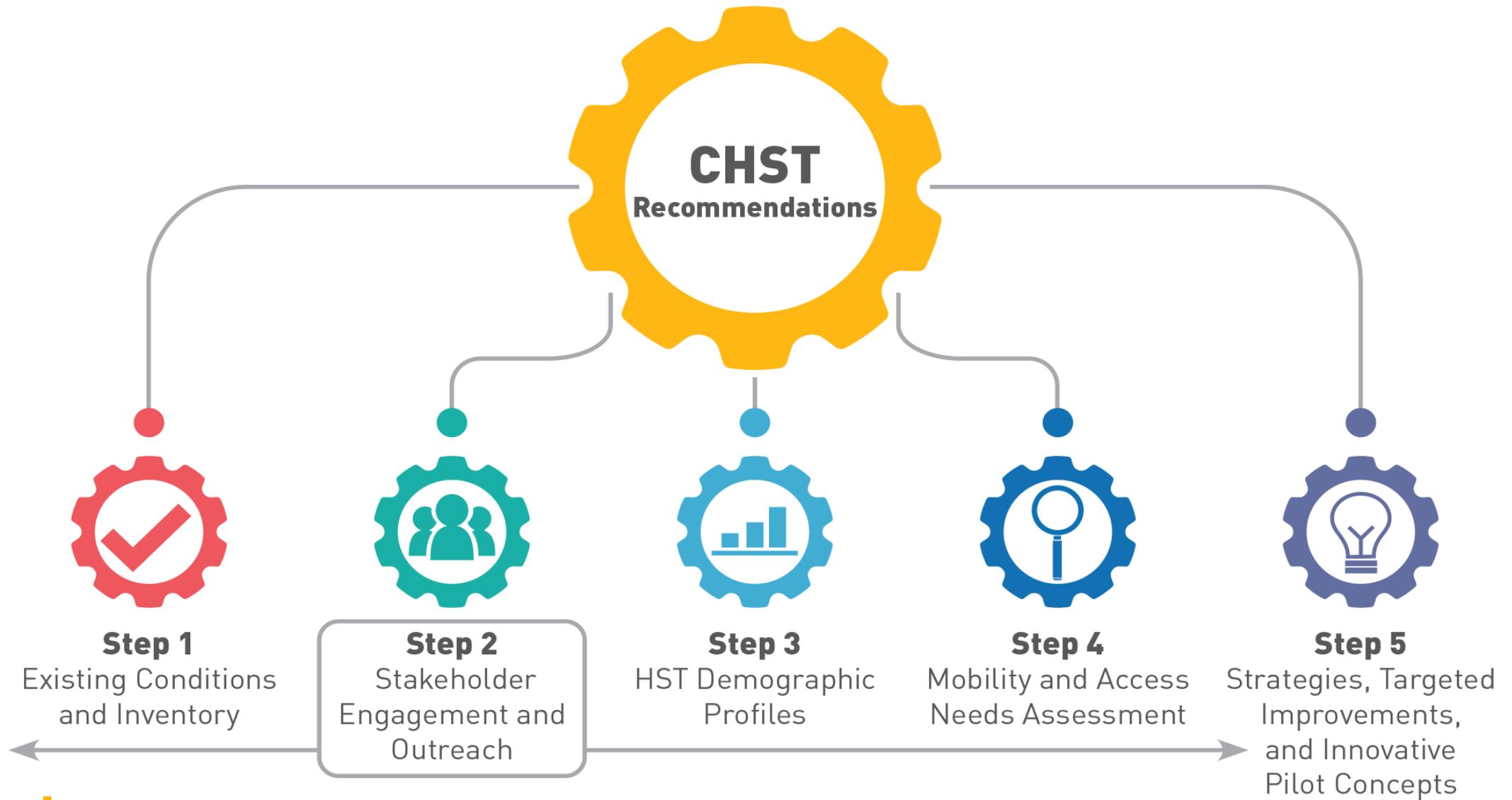
Plan Purposes

- Update of 2017 CHST
- Federal compliance for 5310 funding
- Identify mobility gap and needs
- Develop strategies, targeted improvements and pilot concepts



 19 - County Metropolitan Planning Organization (MPO)

Plan Recommendations Framework



Key Findings from Existing and Relevant Plans

Statewide plans

GDOT Statewide Transit Plan (2020)
SILCGA State Plan for Independent Living (2020)
GDOT 2050 Georgia Rural and Human Services Transportation Plan (2021-2023)

Regional plans

ARC Regional Transportation Demand Management Plan (2013/2022)
ARC Managing Mobility in the Atlanta Region (2017 CHST)
ARC Walk Bike Thrive (2019)
ARC Live Beyond Expectations Strategic Plan (2020-2025)
ARC TSMO Strategi Plan, Initiatives #7 and #8 (2020)
ARC 2022 Regional Safety Strategy
ATL Regional Transit Plan (2020/2022)
ATL Annual Report and Audit (2022/2023)

County-level plans

County Transportation Plans: Carroll, Cherokee, Clayton, Cobb, Coweta, Dawson, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Newton, Paulding, Pike, Rockdale, Spalding, Walton

Elevated focus on partnerships and collaborations:

- Leverage technology for trip planning and fare payment
- Cross-jurisdiction planning efforts and regional service coordination for all communities

Demand for Transit-Service Expansion:

- Micro-transit
- Dial-a-ride and
- Fixed route

Stakeholder Rider Survey Results 1

Surveys taken at care centers, achieving diverse representation, all user groups heard, and responses received from all counties (except Forsyth).



388 Participants



6,653 Responses



1,209 Comments



Stakeholder Rider Survey Results2

Top 3 Destinations: Medical, Groceries, Other

Average Cost of Ride: \$10 or less

Regular Forms of Travel: Other, CHST, Transit

Use of Service Frequency: “I do not use”, 2-4 days per week

Challenges Use of Services: Other (see table)

"Other" Responses
N/A - Don't Use
Drive Own Car
Travel Times (outside times need to travel or wait time)
Lack of Resources (money, information about service)
Limited Destinations
Lack of Maintenance
Coordination Issues (wrong pick location, transfers)
No Issues with Service
Limited Rideshare destinations
Limited ADA accessible vehicle (wheelchair)
Family provides transportation
Does not qualify for service

Percent Change in Regional Population (2016-2023)

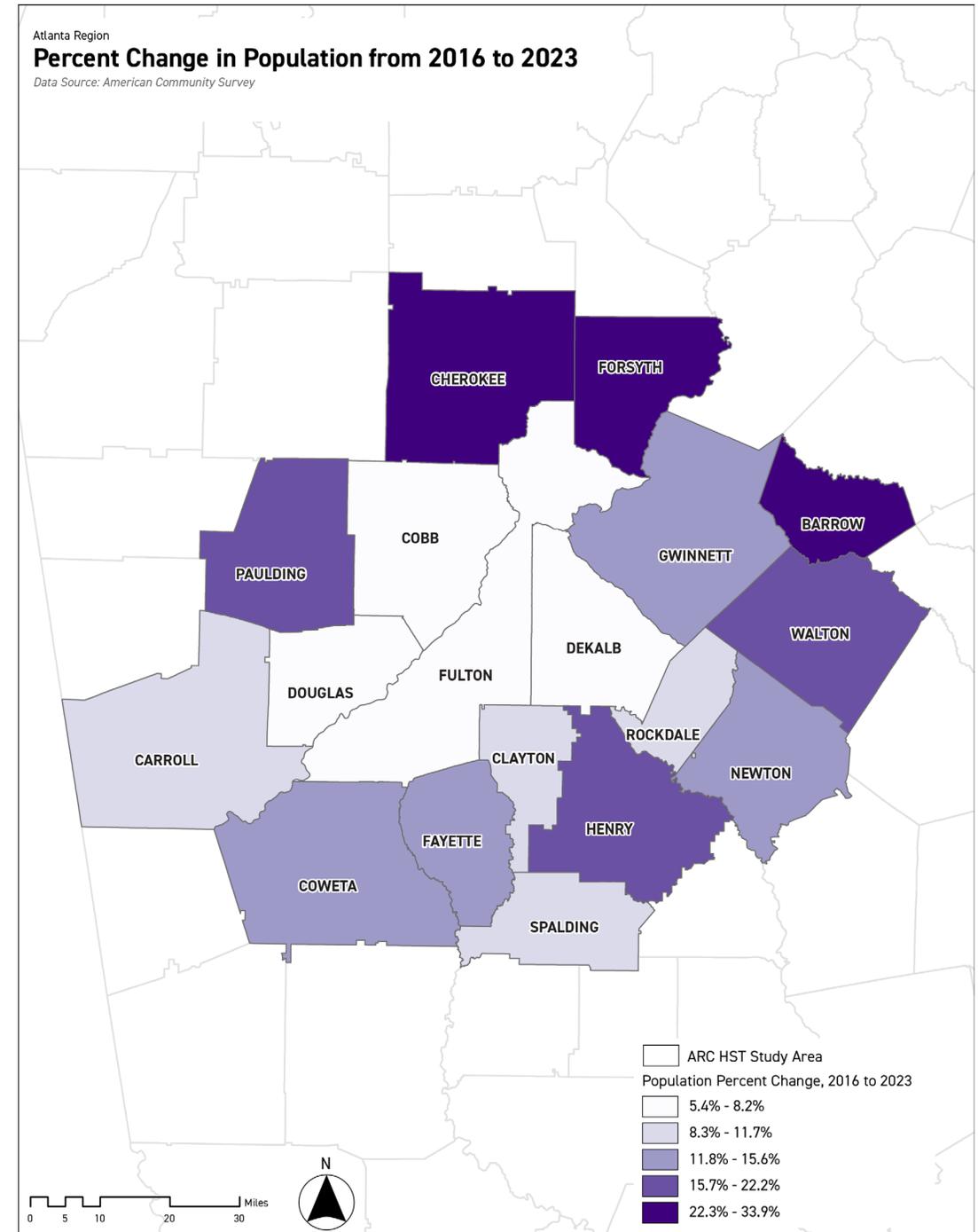
ARC Region +633,560

Percent Increase in Pop by County

- Forsyth +34% (+69,046)
- Barrow +26% (+19,452)
- Cherokee +24% (+55,973)

Total Increase in County Pop by County

- Gwinnett +109,284
- Fulton +82,348
- Forsyth +69,046



Disability Population Change in Region (2016-2023)

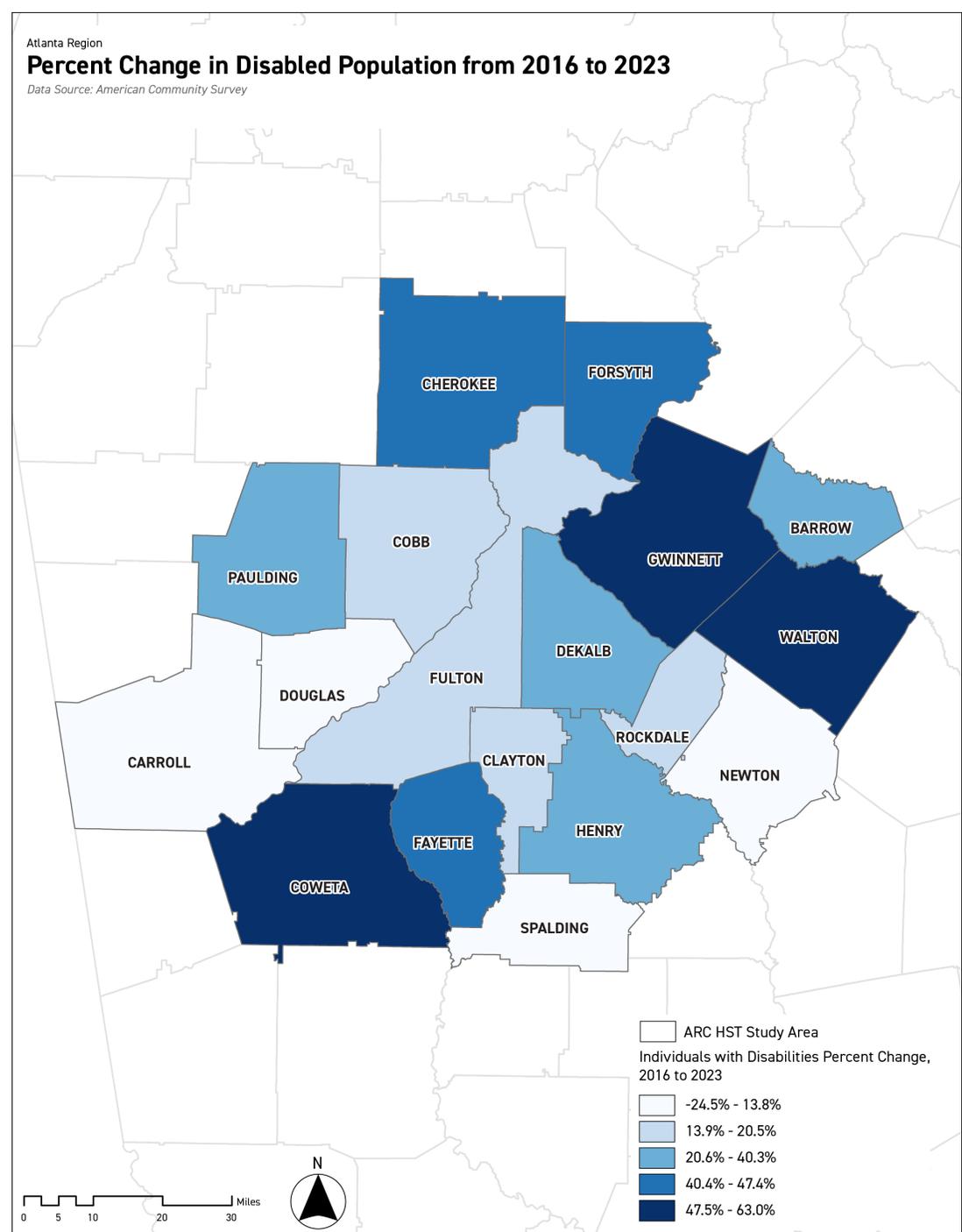
Regional Increase +134,702

Percent Increase in Disability Pop by County

- Coweta: +63% (+8,985)
- Walton: +53% (+5,870)
- Gwinnett: +47% (+29,886)

Total Increase in Disability Pop by County

- Gwinnett: +29,886
- DeKalb: +18,595
- Fulton: +14,051



Percent Change in Regional Veteran Population (2016-2023)

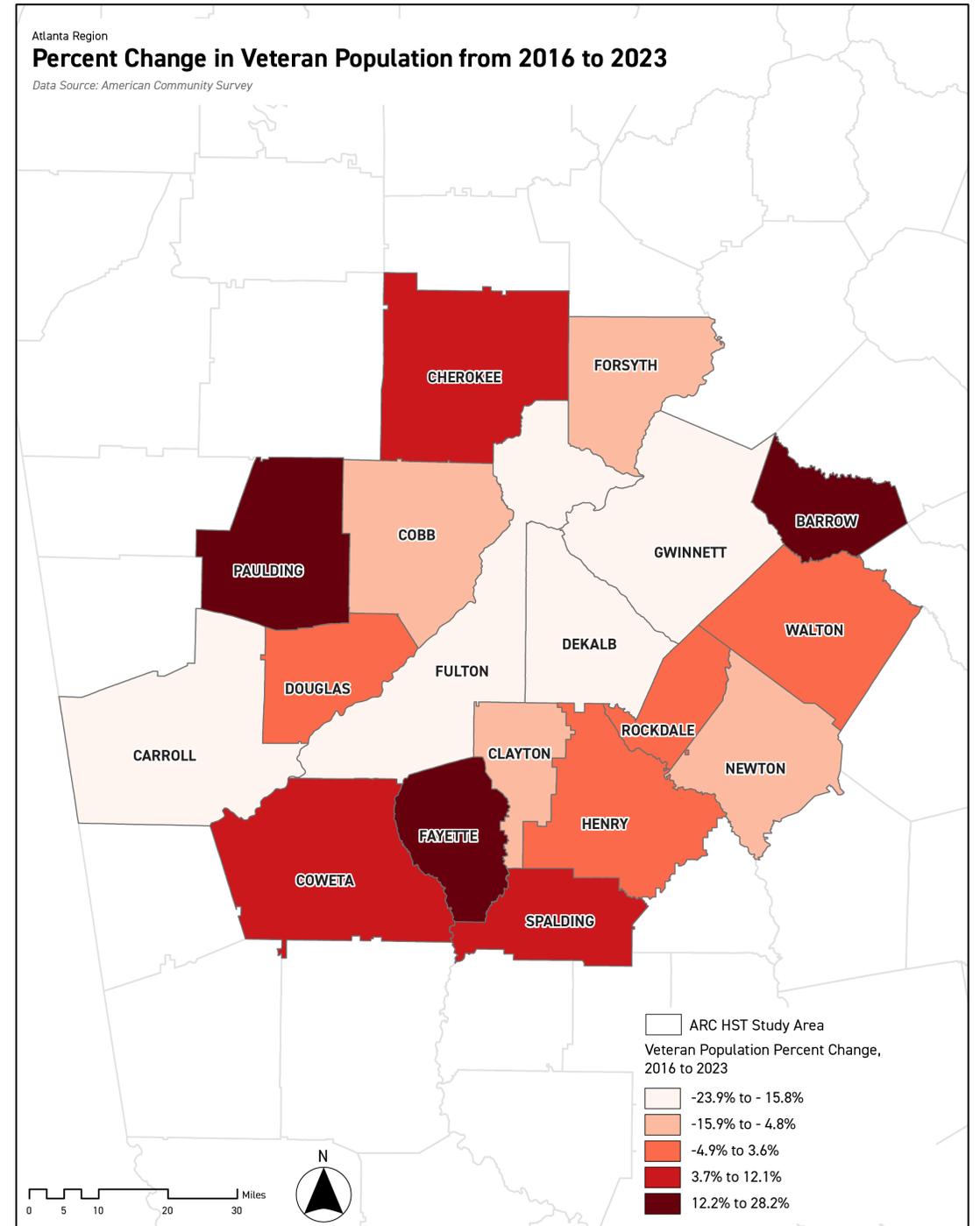
Regional Decrease -22,575

Percent Increase in Veteran Pop by County

- Barrow: +28.2% (+1,284)
- Fayette: +21.9% (+2,296)
- Paulding: +21.1% (+2,091)

Total Decrease in Veterans Pop by County

- Fulton: -10,488
- Cobb: -6,758
- Gwinnett: -5,908



Percent Change in Regional Older Adult (65+) Population (2016 - 2023)

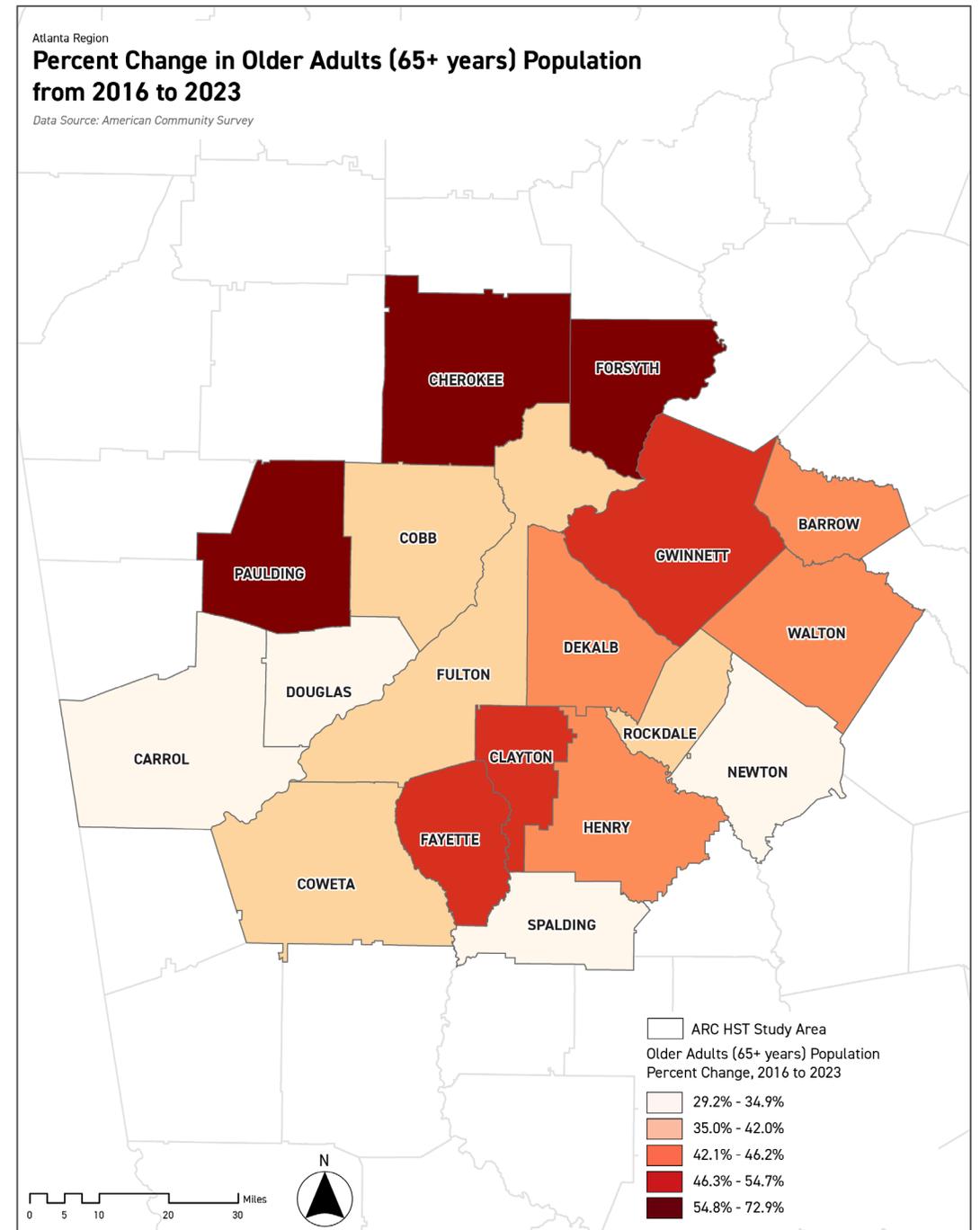
Regional Increase +253,854

Percent Increase in Older Adults by County

- Cherokee: +73% (+19,970)
- Forsyth: +58% (+13,278)
- Paulding: +56% (+7,951)

Total Increase in Older Adults by County

- Gwinnett: +40,761
- Fulton: +37,877
- DeKalb: +33,778



Percent Change in Regional Low-Income Population (2016-2023)

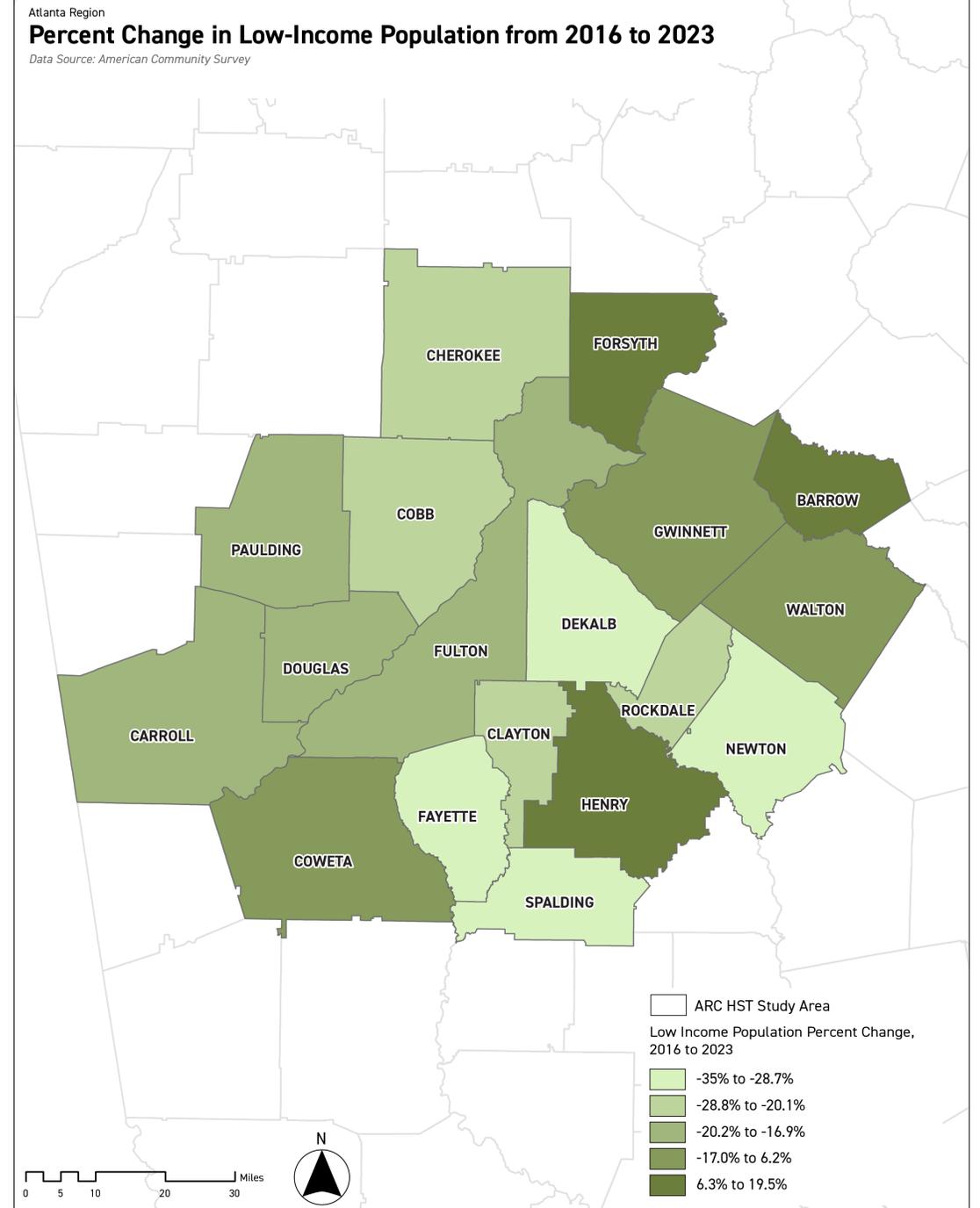
Regional Decrease -129,429

Percent Increase in Low Income Pop by County

- Barrow: +20% (+2,061)
- Henry: +11% (+2,935)
- Forsyth: +8% (+981)

Total Decrease in Low Income Pop by County

- DeKalb: -38,940
- Fulton: -31,350
- Cobb: -18,861



CHST Index Calculation Method

1. Calculate the percentage of each population variable for each census tract in the region
2. Score each census tract 0-4 (low to high) based on the density of each population variable
3. Sum the variable scores for each tract
4. Final index score is 0-20 (low to high) divided into 5 equal groups: (well below average, below average, average, and above average, well above average)

0 = Well **Below Average** CHST population concentration (**good...think golf scoring**)

20 = Well **Above Average** CHST population concentration (**challenged**)



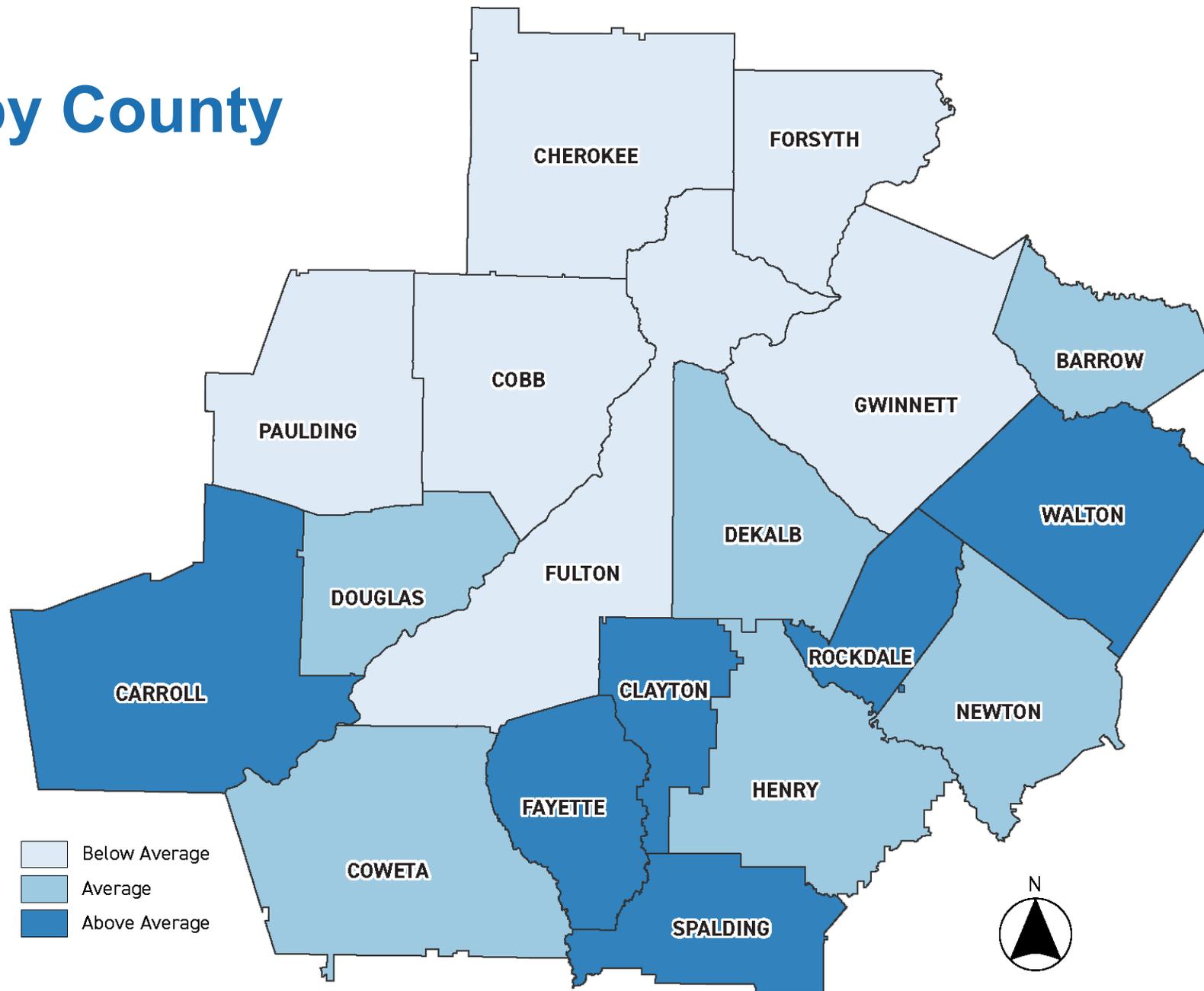
CHST Index Analysis by County

Counties with **Below Average** CHST Score (**good**):

- Cherokee
- Cobb
- Forsyth
- Fulton
- Gwinnett
- Paulding

Counties with **Above Average** CHST Score (**challenged**):

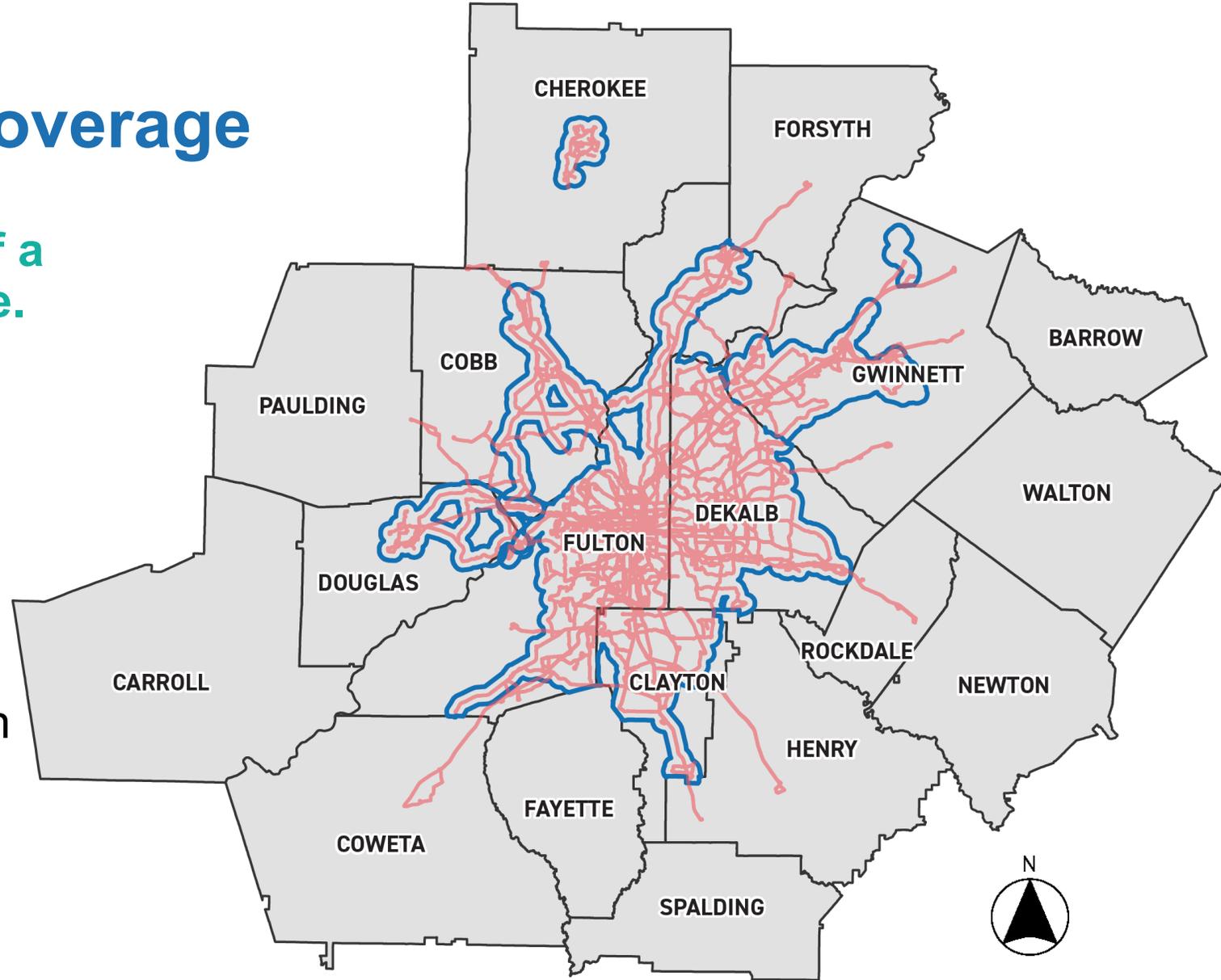
- Carroll
- Fayette
- Clayton
- Rockdale
- Walton
- Spalding



Regional Paratransit Coverage

ADA Paratransit Coverage is $\frac{3}{4}$ of a Mile from a fixed-route transit line.

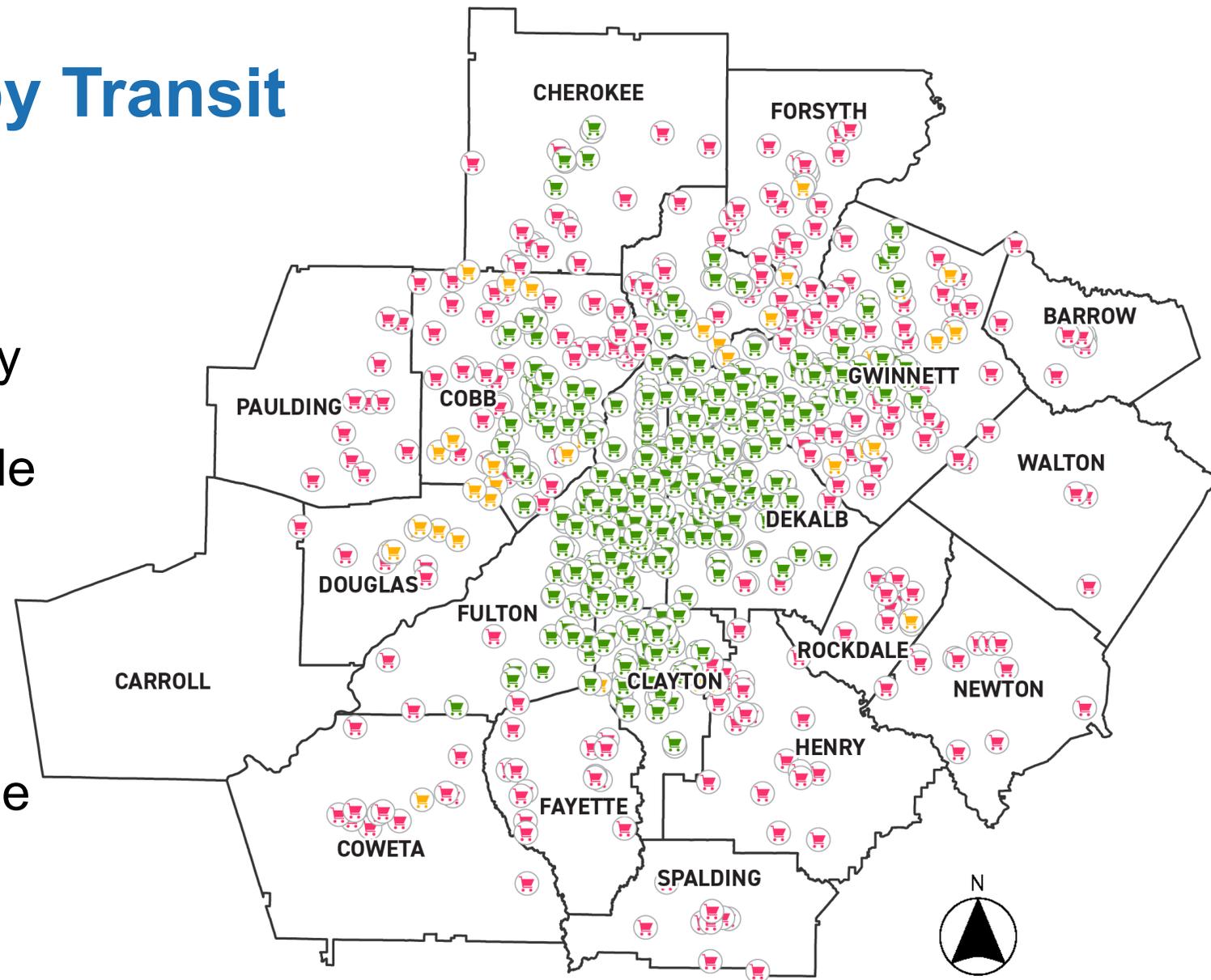
- Paratransit Service provided by:
 - MARTA
 - CobbLinc
 - Ride Gwinnett
 - Connect Douglas
- Provides accessible transportation for eligible riders with disabilities.
- Trips typically require advance scheduling.



- Fixed Route Transit Routes
- ▭ ARC Study Area
- ▭ Paratransit Coverage

Grocery Store Access by Transit and Paratransit

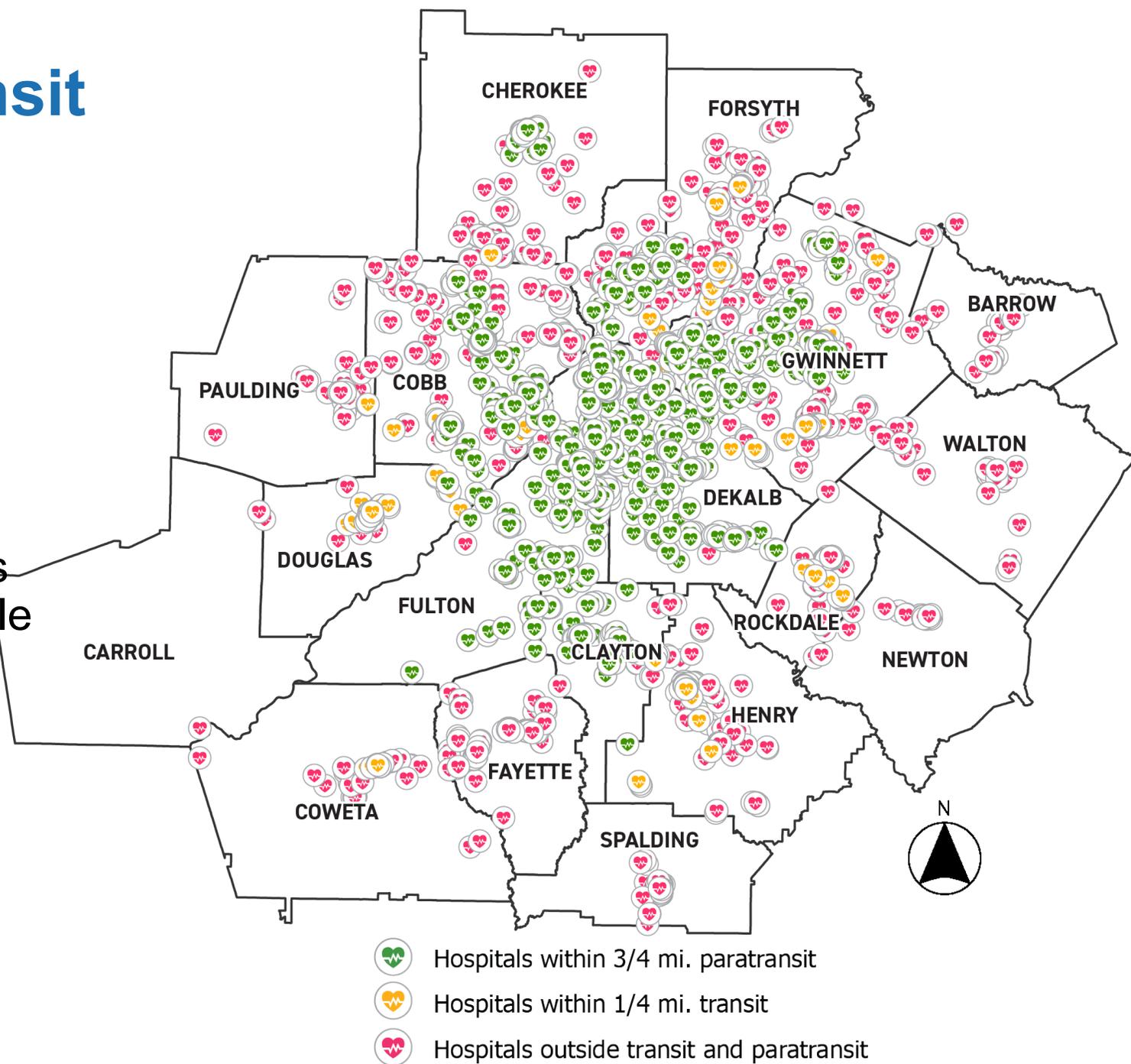
- There is **High Access** to grocery stores via fixed route & ADA paratransit inside and just outside the region's perimeter
- There is **Limited Access** to grocery stores via fixed route & ADA paratransit accessible by public transit in outer areas of the region



-  Grocery Stores within 3/4 mi. paratransit
-  Grocery Stores within 1/4 mi. transit
-  Grocery Stores outside transit and paratransit

Hospital Access by Transit and Paratransit

- There is **High Access** to hospitals within $\frac{3}{4}$ mile of paratransit and $\frac{1}{4}$ mile of transit for CHST populations inside the region's core
- There is **Limited Access** to hospitals within $\frac{3}{4}$ mile of paratransit and $\frac{1}{4}$ mile of transit for CHST populations living in exurban counties



Required 5310 Grant Information Training Sessions



August 6, 2025

ARC Staff Training, primarily for Aging Service Group (10 attendees)



August 27, 2025

Transportation Providers within the regions (30 attendees)

Non-Emergency Medical Transport Interviews



September 15, 2025



September 16, 2025



September 17, 2025



September 29, 2025



September 29, 2025

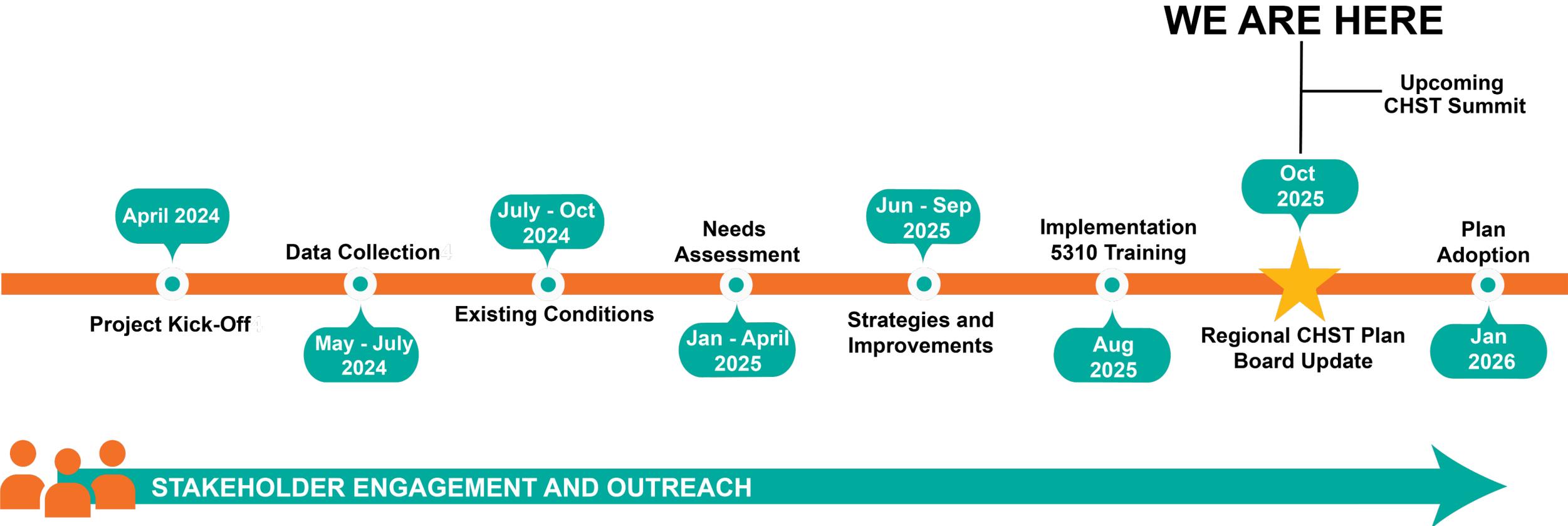


October 2, 2025

Draft CHST Plan Recommendations

Strategy	Targeted Improvement	Innovative Concept
Centralize location to streamline services, transfers, and access	Better access, connectivity, and service coordination, improve overall user experience, safety, and efficiency	Regional Mobility Hubs
Integrate trip planning to include demand response and non-emergency medical transportation services	Evolve regional trip planner to enable independence and improve user experience	Innovative regional mobility trip planner and mobile application
Improve cross jurisdictional travel	Simplify travel between two or more public transit systems, reduce confusion and the need for riders to purchase multiple fare products	Universal Fare Payment Product

CHST Study Timeline



What is Next?

Task 5: Recommendations



Presentation of Draft Recommendations to
ARC Committees and Board - Fall 2025



Public Comment Period for Draft HST Plan -
Fall 2025



ARC Board Adoption of HST Plan –
Early 2026

Join Us at the CHST Summit!



Scan QR Code to join us on
October 7th



REGISTER NOW

2025 COORDINATED HUMAN SERVICES TRANSPORTATION SUMMIT

Join mobility advocates and experts to discuss improving human services transportation and expanding mobility for all in the Atlanta region. Register now using the links below.

OCTOBER 7, 2025

9:30AM - 12:30PM

In-Person Registration

Atlanta Regional Commission

Harry West Conference Center
229 Peachtree Street NE, Suite 100
Atlanta, GA 30303

Virtual Registration

Zoom

Registration required





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