



**DATE:** May 2021

**ISSUE SUMMARY: REGIONAL DEMAND RESPONSE IMPLEMENTATION PLAN**

**FROM:** Mike Alexander, Director, Center for Livable Communities

**IMPORTANCE:**

Human Service Transportation (HST) includes a broad range of service options designed to meet the needs of persons with disabilities, individuals with lower incomes and older adults. These individuals have different needs and require a variety of transportation services to ensure quality of life. Fixing America's Surface Transportation (FAST) Act, requires that projects selected for federal funding be included in a locally developed, coordinated human services transportation plan. Adopted by the ARC Board in 2017, the Regional Human Services Transportation (HST) Plan, Managing Mobility in the Atlanta Region, contains goals and strategies supporting the regional goals of developing a coordinated HST system as part of an integrated transportation system.

The Atlanta Regional Demand Response Implementation Plan is an effort to operationalize recommendations from the Regional HST Plan. The plan focuses on complementary paratransit (ADA), county-run demand response transportation and future models of regional coordination, particularly new mobility ways to improve efficiency and the enhance the user experience.

The plan outlines ways to integrate new mobility paradigms into existing demand response service. The work undertaken for this year-long project, included interviews and meetings with those directly and indirectly involved in HST and Demand Response Transportation (DRT), demographic and HST DRT profiles of the ten counties that comprise the ARC planning region, research into applicable best practices, and most importantly, recommendations for implementing strategies to improve HST DRT collaboration and coordination. Ultimately, if implemented, demand response coordination can improve efficiency and rider experience while decreasing costs.

**ACTION REQUIRED:** Approval



ATLANTA REGIONAL COMMISSION

**A RESOLUTION BY THE ATLANTA REGIONAL COMMISSION  
ADOPTING THE  
REGIONAL DEMAND RESPONSE IMPLEMENTATION PLAN**

**WHEREAS**, the Atlanta Regional Commission is the designated Metropolitan Planning Organization (MPO) for transportation planning within the Atlanta Metropolitan Area Boundary which includes all or portions of 20 counties; and

**WHEREAS**, the current transportation reauthorization bill, Fixing America's Surface Transportation Act (FAST Act), was signed into law on December 4, 2015 and established that a coordinated Human Services Transportation Plan must be developed locally to guide planning for programs and projects funded through the Federal Transit Administration under Section 5310, Enhanced Mobility for Individuals and Individuals with Disabilities; and

**WHEREAS**, in order for the Atlanta Region to retain funding eligibility under Section 5310, and to assure that the requirements, findings, and recommendations of FAST Act, the 2010 Census, The Atlanta Region's Plan, and other major initiatives are in sync with and included in the region's HST vision, the Atlanta Regional Commission adopted the updated Human Services Transportation Plan, *Managing Mobility in the Atlanta Region*, in 2017 as the policy guide for human services transportation planning in the Atlanta Region, and

**WHEREAS**, the Regional Human Services Transportation Plan (HST), *Managing Mobility in the Atlanta Region* consisted of the goals and strategies supporting the regional goal of developing a coordinated Human Services Transportation system as part of an integrated transportation system, as well as descriptions of policies and programs recommended to be implemented throughout the Atlanta Region, and

**WHEREAS**, the **Atlanta Regional Demand Response Implementation Plan** is an effort to operationalize recommendations from the Regional HST Plan by focusing on complementary paratransit (ADA), county-run demand response transportation, and future models of regional coordination, particularly new mobility ways to improve efficiency and the enhance the user experience.

**NOW, THEREFORE, BE IT RESOLVED** that the Atlanta Regional Commission adopts the Atlanta Regional Demand Response Implementation Plan, and

**BE IT FURTHER RESOLVED** that the Atlanta Regional Commission will use the recommendations from the Atlanta Regional Demand Response Implementation Plan to continue research into best practices, to implement strategies to improve HST Demand Response Transportation, and to assure increased collaboration and coordination between HST operators.