Coordinated Human Services for the Atlanta Region

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Presentation Topics

- Overview of ARC
- Key Initiatives
- Atlanta Region Coordinated HST Plan
- JARC/NF Designated Recipient Process
- JARC/NF Project Selection Process
- Next Steps
Other services in region: Department of Labor, Department of Community Health, DHR, private brokers and providers.

David Haynes, 5/9/2008
The Many Hats of ARC

- Regional planning and intergovernmental coordination agency
- Area Agency on Aging
- Metropolitan Planning Organization
- Workforce Development Board
- Taken lead on HST planning in the region
Other services in region:  Department of Labor, Department of Community Health, DHR, private brokers and providers.

David Haynes, 5/9/2008
The Many Boundaries of ARC

The Many Boundaries of ARC

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municipalities and jurisdictional boundaries. This map series reflects the various planning areas of the Atlanta Regional Commission (ARC) and seeks to promote a greater understanding of our rapidly expanding region. Please refer to the user notes accompanying each map for explanation of map content and clarification of acronyms and definitions.

The Atlanta Region

Tallahassee
FLAGSHIP TOWNS
Twinning Rock
Mountains Coosa Valley
Alabama River Area
Central Georgia
Heart of Georgia
South Georgia
Upper Chattahoochee
Middle Chattahoochee
Lower Chattahoochee

Atlanta
85
285
20

10

15

1/2005
1/2007
1/2006
1/2005
15

15

100,000

1/2007
1/2007
1/2005
1/2006
1/2005
1/2007

The 16-county Water Planning District includes the 10 counties in the RDC area boundary includes the 10-county RDC and eight additional counties (Coweta, Forsyth, Paulding and parts of Barrow, Lamar, Lumpkin, Habersham, and White). This boundary takes into consideration both the current urbanized area as well as areas forecast to become urbanized through the year 2030.

This map represents the boundary of the Metropolitan Atlanta region. The Regional Transportation Commission (RTC) was created by the Georgia General Assembly to coordinate transit in metropolitan Atlanta and its adjacent suburban counties, which include nearly 4 million people. The RTC is a non-profit, public-private partnership of more than 45 transit agencies and public and private employers in the Atlanta region. It is part of a comprehensive effort to develop a more efficient, cost-effective transportation network for the region.

For more information, please consult http://www.census.gov/population/www/estimates/metrodef.html.
Why is Coordination Needed?

- Presidential Executive Order (Feb 2004)
  - United We Ride (UWR)
    - Designed to increase the overall capacity of states to deliver comprehensive and coordinated HST services
  - Mobility Services for All Americans (MSAA)
    - Focuses on utilizing Intelligent Transportation solutions to advance HST delivery
Key Initiatives

- 4-tiered approach to HST Planning:
  - HST Technology Feasibility Study
  - HST Summit
  - Services Database and Inventory
  - Coordinated Plan
Coordinated Plan - Schedule

- Established Steering Committee in September 2006
- Finalized Interim Plan in January 2007
- Adopted by ARC Board in February 2007
- Call for Projects in February 2007
- JARC/NF Projects just now getting underway
Steering Committee

- Established in September 2006
- Guided plan development
- Helped develop goals and objectives
- Identified gaps and barriers
- Helped define evaluation criteria for project selection
# Steering Committee Members

<table>
<thead>
<tr>
<th>AARP</th>
<th>ARC Workforce Division</th>
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<tr>
<td>Area Agency on Aging</td>
<td>Atlanta Regional Commission</td>
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<td>Atlanta Workforce Development Agency</td>
<td>Center for the Visually Impaired</td>
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<td>Clayton County DFCS</td>
<td>Cobb Community Transit</td>
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<td>Cobb-Douglas Community Services Board</td>
<td>Community Outreach – ARC</td>
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<tr>
<td>DeKalb Office of Senior Affairs</td>
<td>GA Department of Community Health</td>
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<td>GA Department of Human Resources</td>
<td>GA Department of Labor</td>
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<td>Federal Transit Administration</td>
<td>Fulton County Aging Program</td>
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<td>GA Council on Developmental Disabilities</td>
<td>GA Department of Transportation</td>
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<td>Georgia Regional Transportation Authority</td>
<td>Goodwill of North Georgia</td>
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<tr>
<td>Gwinnett County Health and Human Services</td>
<td>Metropolitan Atlanta Rapid Transit Authority</td>
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<tr>
<td>Rockdale County Senior Services</td>
<td>True Light Baptist Church</td>
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<td>WorkTec</td>
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Goals

- Improve accessibility and mobility for the transportation disadvantaged
- Improve customer services for HST users and providers
- Improve cost effectiveness
- Improve coordination
## HST Service Groups

<table>
<thead>
<tr>
<th>Group</th>
<th>18 County Region (2000 Census)</th>
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<tbody>
<tr>
<td>All Population</td>
<td>4,001,947</td>
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<tr>
<td>Elderly 55+</td>
<td>591,298</td>
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<tr>
<td>Elderly 65+</td>
<td>298,958</td>
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<tr>
<td>Disabled</td>
<td>1,066,301</td>
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<td>Disabled and Elderly 65+</td>
<td>264,622</td>
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<tr>
<td>Below Poverty Level</td>
<td>366,349</td>
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<tr>
<td>Low Income (150% of Poverty)</td>
<td>616,962</td>
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Transit / Paratransit Coverage
Agencies with Paratransit Service

- Metropolitan Atlanta Rapid Transit Authority
- Cherokee County Transit System
- Clayton County Transit
- Cobb Community Transit
- Gwinnett County Transit
Other Transit Services

- Georgia Regional Transportation Authority Xpress Bus System
- Regional Vanpool System
- County and City On-Call Services for Elderly and Disabled
- Private and Non-profit On-Demand Car, Van and Bus Services
HST Services

- Area Agency on Aging - operates information and referral call center for older adults, manages county transportation voucher program
- Georgia Department of Human Resources - provides non emergency transportation
- Georgia Department of Community Health - provides Medicaid transportation
- Georgia Department of Labor - assists disable individuals with transportation to work
Identified Gaps and Barriers

- Lack of transportation services/options
- Insufficient resources to meet demand (lack of funding)
- Poor level of service and hours of operation from HST providers
- Lack of interagency coordination (cross jurisdictional trips)
- Cost per rider too high
- HST Programs do not transport the disadvantage to “life”
- Lack of pedestrian and other infrastructure in place linking transit stops
DH24 Need to make documents more accessible (sight impaired); better training; outreach to users
David Haynes, 5/9/2008
But On the Positive Side...

- HST services do exist
- Accessibility is generally good (in the view of some, but not all)
- Region may be better positioned than other cities in region due to efforts leading up to Olympics
- Region wide standard eligibility requirements
- System wide smart cards – MARTA Breeze
- Internet trip planning/HST provide and service online information
**Recommendations**

- Region wide standard eligibility requirements
- System wide smart cards (MARTA Breeze)
- Internet trip planning
- Allow people to use any agency service for which they are eligible
- Ensure publications are “accessible”
- Improved customer outreach
- Better training of drivers and HST agency staff
SAFETEA-LU requires the chief executive officer of each State to designate a public body to be the recipient for the Section 5310, 5316 and 5317 programs.

- The Department of Human Resources is the designated recipient for Section 5310 programs.
- ARC and MARTA are the joint designated recipients for Section 5316 and 5317 programs.
ARC/MARTA MOU on JARC/NF

- ARC will be the DR for nonpublic entities
- MARTA will be the DR for public entities
- ARC will develop the coordinated plan and conduct the competitive selection process
- MARTA will participate in the coordinated planning process
Call for Projects

- Call for Projects issued on February 28, 2007
- Project proposals due on April 16, 2007
- Informational meeting held on March 15, 2007 for questions
- Received six New Freedom and two JARC proposals
- Evaluation process completed by summer, but notification and contracting process was extended due to DR issues
Evaluation Criteria

- Improve accessibility and mobility for the transportation disadvantaged (25%)
- Improve customer services for HST users and providers (20%)
- Improve coordination among HST programs (15%)
- Maximize project cost effectiveness (15%)
- Statement of need/organizational capacity (20%)
- Project Budget (5%)
Funding Available

- 2006 New Freedom = $1,033,451
- 2007 New Freedom = $888,971
- 2007 JARC = $1,415,682
- Total = $3,338,104
- Administrative costs = $166,905 (5%)
- Available = $3,171,199
New Freedom Projects

- Cobb County Disabled Senior Transportation Voucher Program
- MARTA Gold Senior Transportation Service
- MARTA Paratransit Feeder Service Pilot Program
- disABILITY Link Voucher Travel Assistance Program
- Project UTS TECH (Cobb County Community Services Board)
- Transportation Vouchers (Fayette Senior Services)
JARC Projects

- Route 30 Service Continuation (Cobb Community Transit)
- MARTA JARC Program
Next Steps

- 2008/2009 JARC and New Freedom Call for Projects
- Update Interim HST Plan
- Develop Regional Coordination Action Plan
Questions?