

# GDOT Board Intermodal Committee

Human Services Transportation Planning  
August 18, 2010



# What is Human Services Transportation? (HST)

- HST provides mobility for seniors and others to get to Work, Doctor, and Other Trips
  - older adults,
  - persons with disabilities,
  - those without a motor vehicle including
- Outside Atlanta Region - Strong Ties With 5310, 5316, 5317 and 5311 Rural Transportation Programs

# Who Provides HST?

- **Regional Commissions** (Provide and/or coordinate HST services)
- **Private Providers** (private entities that provide HST service, usually working for an RC and/or Broker)
- **Public Transit Agencies** (provide HST trips)
- **Non-Profit and/or Social Service Entities** (church groups, senior centers, court programs, battered women shelters, etc.)

# Why HST Coordination?

- Multiple funding program and agencies -63 different federal funding programs for HST
- Three key State Agencies - GDOT/DCH/DHS – with some or little coordination between them
- Other key state agencies, Labor, Veterans, etc
- Potential for multiple entities providing HST service to the same area, at the same time
- Myriad of reporting requirements and compliance regulations
- User confusion as who to call, how to call, and ride eligibility

# Why HST Coordination? (Continued)

- Stretch often limited funding used to support HST by :
  - Reduce redundant administration, service delivery, and/or capital expenditures
  - Improve economies of scale,
- Make services easily understood and accessed by riders
- Improved quality of service
- Ensure wise and efficient use of public funding.
- Leverage new funding dollars to attract additional federal funds.

# Human Services Transportation (HST) Statewide Plan Update

- Working in Conjunction with GRTA, per HB 277
- Better Customer Service
- Improved Coordination
  - Improved Client Service
  - Service Bundling
  - Inter-Agency Cooperation
  - Centralized Reporting
- Service Consolidation
- Service Efficiencies
- Best Use of Limited Funds

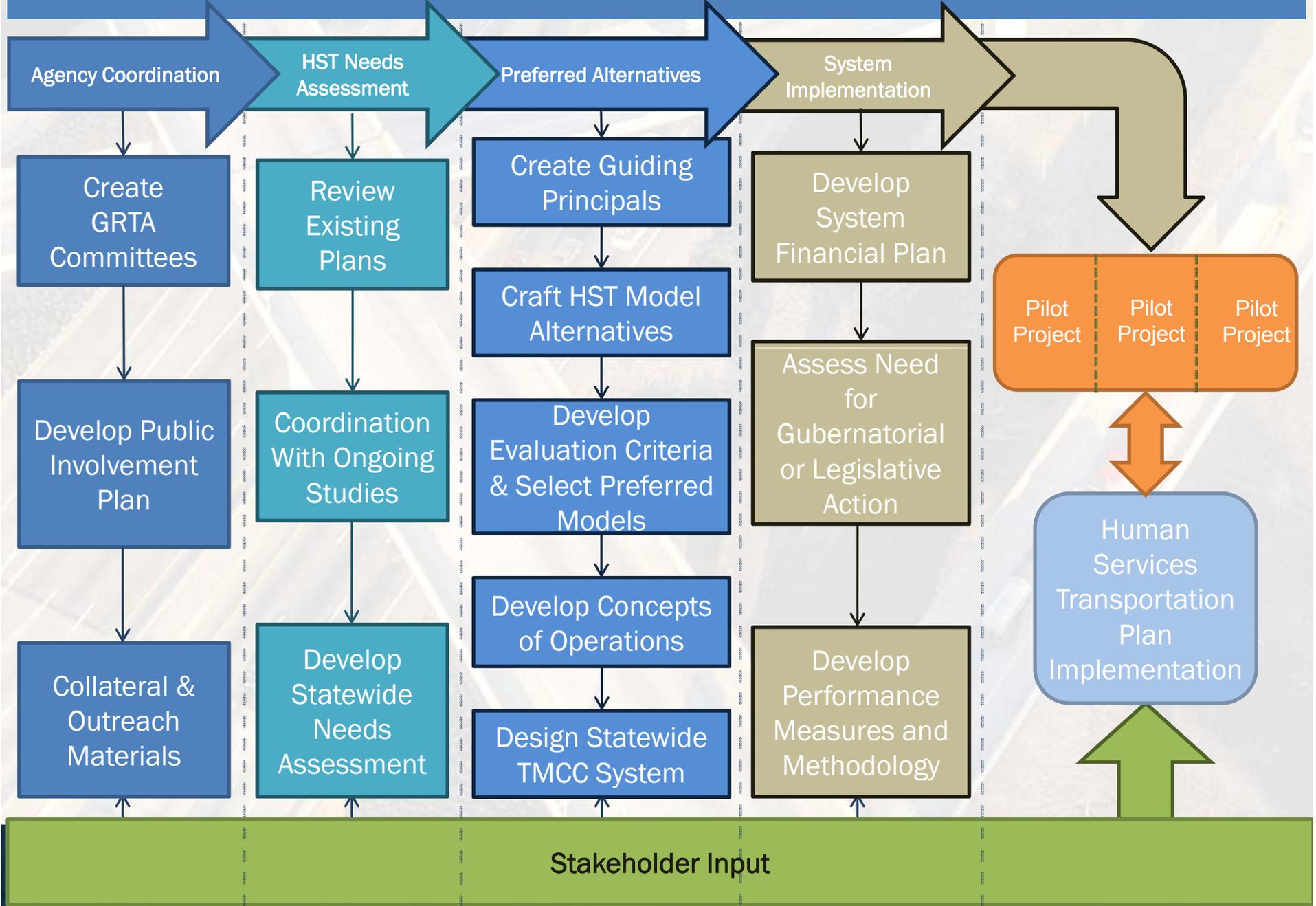
# Human Services Transportation (HST) Statewide Plan Update

This effort will inform the HB277 mandates by:

- Analyzing existing HST state and local services
- Gathering national HST coordination efforts
- Understanding HST program funding limitations
- Identifying areas of Inter-Agency cooperation
- Developing legislation to further HST Coordination
- Identifying and examining potential for service efficiencies

Maximize service delivery without sacrificing program quality

# Human Services Transportation Plan Development Process





***Questions?***