



WHAT IS REGIONAL HUMAN SERVICES TRANSPORTATION PLANNING?

What is human services transportation?

Getting to work, recreation and services can be challenging, particularly for those with disabilities, with lower incomes or those who choose not to drive. Planning for their specific needs is the basis for Human Services Transportation (HST) planning. HST plans include a range of transportation services designed to meet the needs of older adults, individuals with disabilities and individuals with low incomes.

What is coordinated human services transportation?

Coordination is a critical component of HST planning. A number of federal, state and local governments as well as private non-profit agencies operate or provide resources for HST services. The goal of HST planning is to coordinate these programs into one efficient system. This cuts operating costs and improves efficiency of services. It also removes duplication of services and encourages the efficient use of existing community resources. People needing these services benefit from more accessible service and lower costs.

Why is human Services transportation important?

Human Services Transportation provides critical links between people with special needs and their daily work, medical, shopping, educational and other life activities. The following are a few examples of HST programs.

- **Dial-a-Ride Services** — door-to-door service is provided on a pre-arranged basis (i.e. the traveler calls ahead to request transportation).
- **Provision of Bus Tokens and/or Transit Passes** — transit passes are provided at a discount to transportation-disadvantaged individuals capable of using conventional fixed-route, fixed-schedule transit service.
- **Taxi Vouchers and/or Mileage Reimbursements** — vouchers or mileage reimbursement payments are provided to seniors and disabled individuals who cannot ride conventional transit, or those who assist these individuals.
- **Cross-Jurisdictional Trips** — multiple HST service providers coordinate to provide transportation services for travelers who need to enter a neighboring county or region.

WHAT IS PLAN 2040?

PLAN 2040 is metro Atlanta's long-range planning process for land development and transportation needs through the year 2040. It will guide growth by addressing not only land use and transportation issues, but economic, environmental, housing and human services challenges, as well.



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How can someone participate in developing Plan 2040?

Metro Atlanta residents can participate in ARC's Plan 2040 activities in several ways:

- Regularly visit the Plan 2040 Web site at www.atlantaregional.com/plan2040 for the latest information about the planning process. Check the "Get Involved" section of the site for discussions, meetings and other ways to share thoughts and ideas.
- Email comments to ARC at plan2040@atlantaregional.com
- Share ideas at ARC's group page on LENS on Atlanta at www.lensonatlanta.org
- Call ARC with comments or questions:
 - 404.463.3272
 - TTY number is 404.463.3272

Helpful links for more info

- [ARC's Human Services Transportation](#)
- [Disability Resource](#)

How are HST services accessed?

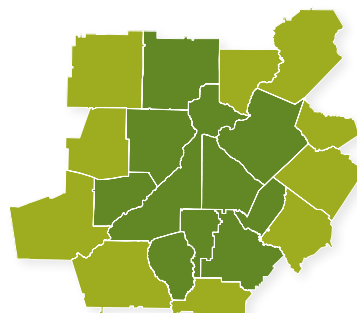
There are currently more than 62 federal programs that provide funding for the delivery of HST Services. Because persons with disabilities, older adults and individuals with low-income all have different needs and may require different accommodations, how they access HST services varies. HST services can be accessed through a variety of venues including local or county-based human services agencies, Medicare or Medicaid programs, paratransit providers, nonprofit agencies, community-based organizations and other public and private transportation providers.

This document can be found on ARC's Web site at www.atlantaregional.com/plan2040. For assistance in viewing this document, contact plan2040@atlantaregional.com or 404.463.3272.



ATLANTA REGIONAL COMMISSION

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WHAT IS THE ATLANTA REGIONAL COMMISSION?

ARC is the regional planning and intergovernmental coordination agency for the **10-county** metropolitan area. For transportation planning, ARC's area of responsibility includes all or parts of **20 counties** and the City of Atlanta.