



Transportation Investment Act of 2010 Final Investment List Project Fact Sheet (FINAL - January 2012)*

Identification

TIA-AR-044

Project Name

Regional Mobility Call Center and Enhanced Transportation Services for Older Adults and Persons with Disabilities

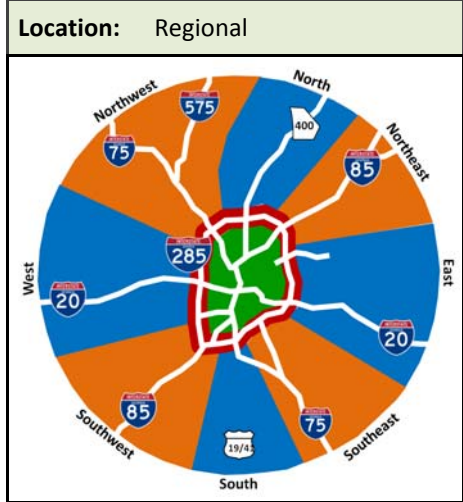
Project Type

Transit

- Road Capacity Expansion
- Road Asset Management
- Road Safety / Operations
- Freight / Logistics
- Aviation
- Bicycle / Pedestrian
- Transit Network Expansion
- Transit Operations / Maint.

PLAN 2040 Status

Not identified as a line item in PLAN 2040, but related to implementation study with PE in 2012
Related Project Numbers: AR-024



Description, Purpose and Benefits

This project provides funding for a fully integrated Mobility Management Call Center and enhanced transportation services for all those in the Atlanta Region needing transportation service, including older adults, persons with disabilities and those with limited income in the ten county Atlanta region. As the region's population ages and doubles between now and 2030, the demand for mobility options and transportation services will continue to grow. The project implements a one-stop call center to provide comprehensive information on human services transportation and trip planning assistance that matches individuals with the most efficient and least expensive travel option. The Center creates a physical system that allows centralized scheduling, dispatching, vehicle tracking and trip booking, while ultimately providing a fully integrated human service transportation system across the 10-county region. Based on data from various regional programs, in the first three years of operation, the call center is estimated to provide over 200,000 people per year with information, eligibility screening and trip planning assistance. When fully operational, with an integrated technology system, the center is estimated to schedule over 400,000 trips yearly. The total cost of this project is \$17,000,000, which will be entirely funded under TIA.

Project Length

N/A miles

These fields are only applicable to certain types of projects.

Lanes (Current)

N/A

Lanes (Proposed)

N/A

Funding Commitments

(all amounts shown in current year 2011 dollars)

TIA Funds	\$17,000,000
Federal Funds	\$0
Local Funds*	\$0
Total Funding	\$17,000,000

* Additional local funds may be identified prior to the referendum to deliver some projects.

Implementation Band

Funds likely to be used throughout all bands (2013-2022)



* This fact sheet provides supplemental scope information related to projects approved by the Atlanta Regional Roundtable on October 13, 2011. For certain project types, it may also include performance data derived through a technical analysis conducted by the Atlanta Regional Commission following approval of the investment list. Grammatical corrections and clarifications were also made to the text as necessary. No changes to project scopes, schedules or budgets were made. For the original fact sheets, as approved by the Roundtable, refer to the Final Report available at www.atlantaregionalroundtable.com.