

MISSOURIANS FOR
RESPONSIBLE
TRANSPORTATION



Advancing Connected Communities: Missouri's Transportation Coalition Framework

Jackson Hotaling, Community Engagement Director
Missourians for Responsible Transportation [MRT]

NCMM Mobility Management Connections, Day 4
22 March 2024



BIKE
WALK **KC**



**LOCAL
MOTION**



**OZARK
GREENWAYS**



trailnet

Introduction to MRT

Partnership; structure; reach

Outline

- **Community Engagement:** Rock Island Trail Campaign
- **Developing Diverse Partnerships:** Hands-Free Missouri
- **Coordination:** MO Complete Streets [MOCS] and the MO Transportation Task Force [MOTTF]



Missouri Transportation Task Force



Community Engagement

Rock Island Trail Campaign

Rock Island Trail Background

- Abandoned rail line, traversing through 23 rural communities
- Federal 'Rails to Trails Act' opportunity: economic rejuvenation, safe routes to school, healthy active transportation options
- Challenge: resistance from lobbyist with land along corridor



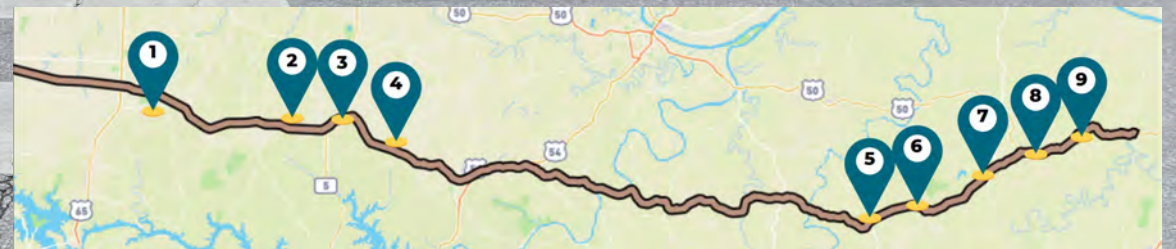
Rock Island Trail Campaign Structure

- Monthly virtual update meetings; financial donor campaign
- Partners: community leaders, legislators, state employees, business owners, community members
- Community-led efforts are moving this project forward



Active Living Communities of Practice

- CDC-funded programs to support communities through the development of active transportation plans
- Final cohort: 9 Rock Island Trail communities



Rock Island Trail Summit

- Approx. 100 attendees, predominantly from trail communities (and hosted in Eldon)
- Master Plan
- Panel: state legislators

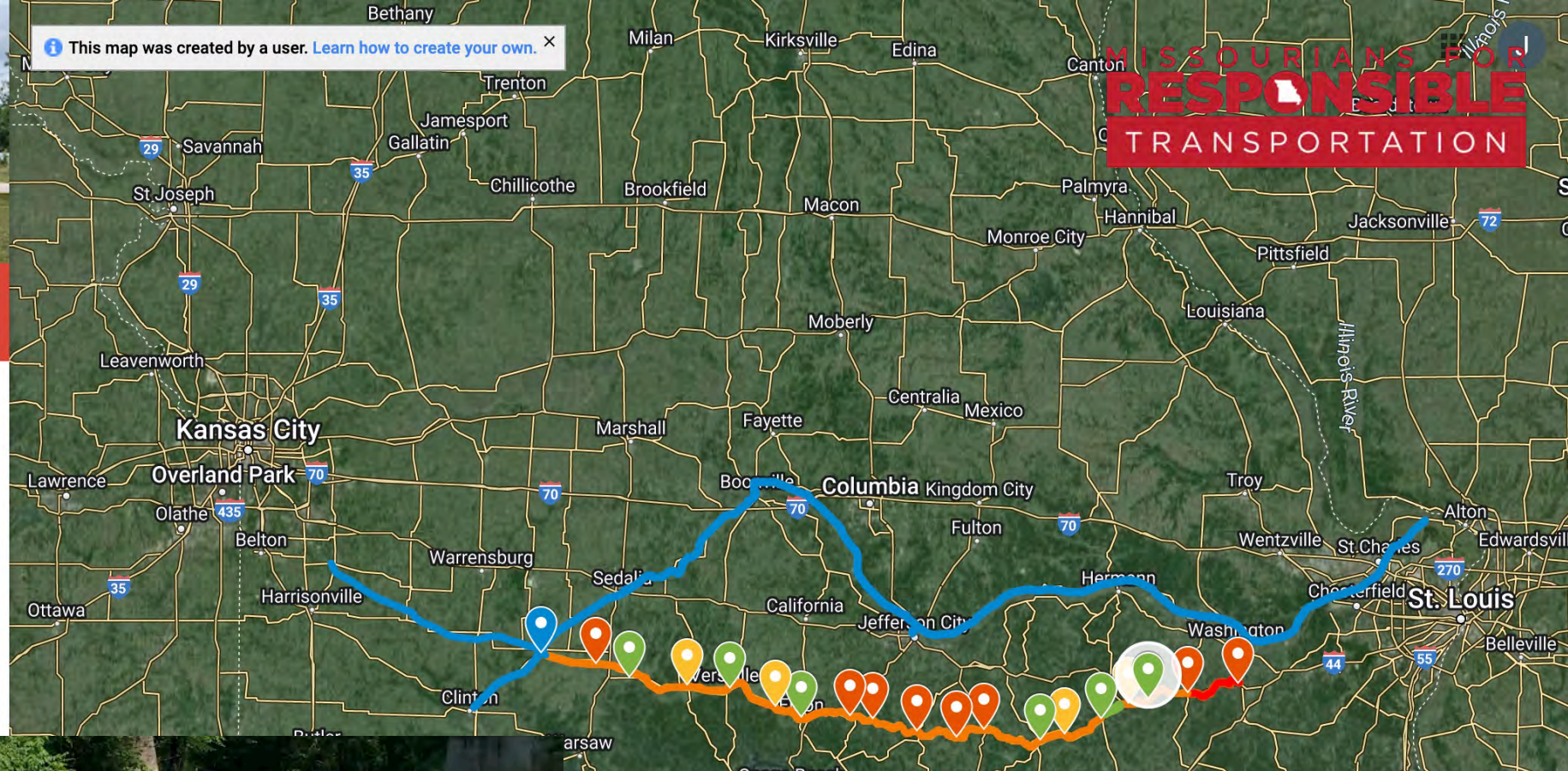




← Gerald ↗

name
Gerald

description
o Is building 1 mile of trail with \$50,000 donation and \$50,000 of city funds, groundbreaking set for January 26, 2024!
o Has been awarded \$10,000 planning grant for connections to the Rock Island Trail



GASCONADE COUNTY **Republican** SINCE 1902

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Excavation has begun on Rock Island Trail

Posted Wednesday, March 20, 2025 11:59 am



Developing Diverse Partnerships

Hands-Free Missouri

Missouri Hands Free: Background

- Missouri was one of two US states/territories without distracted driving legislation
- Data from other states demonstrated legislation could save lives
- MoDOT legislative priority



Missouri Hands Free: Coalition Structure

- Monthly virtual coalition meetings; Workgroups: Data/Education, Legislative Affairs; Victim's Advocacy
- Partners: AAA Missouri, law enforcement, victim's advocates, Dem./Rep. lawmakers, car company representatives, DOT, injury prevention, health depts., schools...
- Output: Capital visits, educational materials; awareness campaigns

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Distracted Driving

The Public Safety Threat
Lurking on Missouri Roadways

The Cost of Continued Inaction

HUMAN COST

197,564

crashes caused by distracted driving on Missouri roads from 2012-2021

801

people killed in Missouri crashes caused by distracted driving from 2012-2021

59%

were not the distracted driver but innocent victims: other drivers, passengers and pedestrians (2020)

FINANCIAL COST



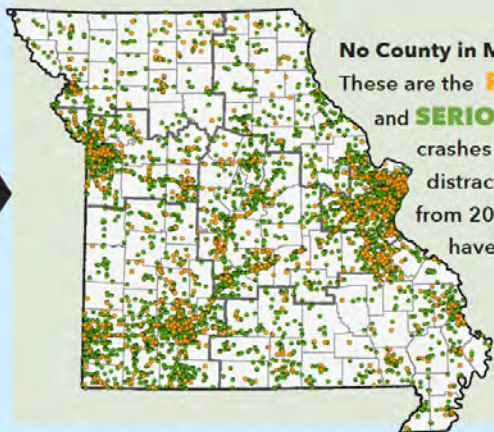
Auto insurance rates have increased by **16%** in the last decade due to distracted driving.

On-the-job crashes cost employers. Claims with lost time cost an average of \$126,000 in Missouri per incident. Employees miss 97 workdays on average.



Actuarial studies show hands-free legislation lowers auto insurance rates by between **4.7%** and **6.5%**.

PREVALENCE OF THE PROBLEM



No County in Missouri is Safe! These are the **FATAL** and **SERIOUS INJURY** crashes involving distracted drivers from 2012-2021 that have been reported.

Excessive phone users spend **28%** of their driving time **actively ignoring the road.**



Drivers manipulate phones **57%** more today than they did in 2014.

Randall Siddens of Columbia is among the state's many **distracted driving victims.** Watch his story to see how families are affected



by these tragic crashes.

What can be done? Enact hands-free legislation.

2023 Hands-Free Legislation

SB56	Sen. Jason Bean (R)
SB61	Sen. Greg Razer (D)
HB228	Rep. Gretchen Bangert (D)
HB304	Rep. Lane Roberts (R)
HB441	Rep. Barry Hovis (R)
HB989	Rep. Ashley Bland Manlove (D)

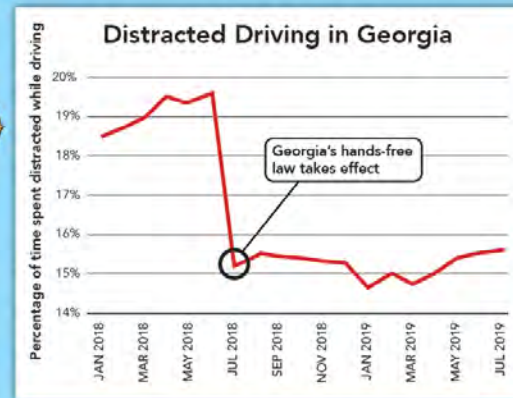
What does hands-free mean?
A hands-free law just means you can't use a hand-held phone while driving. But you can still use GPS and make or take hands-free calls. Hands-free laws give law enforcement and the public a clear interpretation of the law. If the phone is in your hand, you are in violation. These laws make enforcement easy.

What is the effect of passing a hands-free law?

Georgia adopted a hands-free law in July 2018 and saw these results



- Traffic fatalities were **DOWN 7%** in the first 18 months after adoption
- Phone use while driving **DROPPED 22%** in the first month
- 15% REDUCTION** in commercial vehicle fatalities over 2017



In 12 states, traffic fatalities **DECREASED 16%** within 2 years of passing handheld bans

The Public wants and will follow a hands-free law. According to a 2021 statewide poll, more than **two-thirds of Missourians** overall would support a hands-free law.



Support by Party

	Republican	Democrat	Non-Partisan
Support	63%	80%	66%
Oppose	24%	12%	21%
Not Sure	13%	8%	13%

Support by Area

	Columbia	KC	Springfield	St. Louis
Support	68%	69%	61%	73%
Oppose	17%	19%	23%	19%
Not Sure	16%	12%	16%	8%

Since 2010, 84 bills have been filed in Missouri to address this crisis. Those bills have had 22 hearings with **NO ORGANIZED OPPOSITION.** Just 1 individual expressed opposition to any of those bills.

Missouri organizations, agencies, and corporations that support hands-free legislation*

Missouri Hands-Free Coalition • Missourians for Responsible Transportation • AAA Missouri • Missouri State Troopers Association • Missouri Insurance Coalition • Enterprise Leasing of St. Louis • Missouri Police Chiefs Association • General Motors • Missouri PTA • Missouri Chamber of Commerce • Missouri Tow Truck Association • Freedom of the Road Riders • Missouri Department of Transportation • State Farm Insurance • Missouri Society of Eye Physicians & Surgeons • Missouri State Medical Association • Abate for Missouri • Verizon

*Based on Missouri House and Senate testimony



Victim's Advocacy

- Sharing the most difficult experiences of their lives
- Some legislators refuse to acknowledge data; personal stories are often the only way to reach them



Legislation adopted

- Signed into law last year, in effect August 28th, 2023
- Continue education efforts
- Transition energy/efforts to driver's education coalition



Hands-Free Missouri Law



EFFECTIVE AUGUST 28, 2023

All drivers operating a motor vehicle on any public roadway in Missouri shall not:

- 1 Hold or support a cell phone or other wireless device while driving, unless lawfully stopped or parked. Drivers can use Bluetooth or voice-activated features while driving.
- 2 Manually type, write, send, or read any text-based communication on an electronic communication device.
- 3 Watch, record, post, send, or broadcast a video or movie.



Penalties

1st Conviction
Up to \$150 fine

2nd Conviction
Up to \$250 fine

3rd Conviction +
Up to \$500 fine

For violations, there are enhanced misdemeanor charges for property damage and serious injury caused to another person and felony charges for causing the death of another person.

The provisions do not apply when reporting a crime, medical emergency, or traffic crash.



+

**Missouri Transportation
Task Force**

Coordination

Missouri Complete Streets [MOCS] Advisory Committee and the
Missouri Transportation Task Force [MOTTF]

Missouri Complete Streets [MOCS] Advisory Committee

- Began in 2010 with support from CDC/MO DHSS
- Broad coalition of partners
- 4 primary goals: Statewide Complete Streets policy; statewide active transportation plan; education; equity

Definition of Complete Streets

Complete Streets are streets for everyone. Complete Streets is an approach to planning, designing, building, operating, and maintaining streets that enables safe access for all people who need to use them, including pedestrians, bicyclists, motorists and transit riders of all ages and abilities. [Smart Growth America]

Need: Statewide Active Transportation Plan

- 1 of only 7 US states lacking statewide plan
- Lack of coordinated funding, trails vision, or development standards for state DOT
- Opportunity to establish workgroup of dedicated partners



MO Transportation Task Force

- Began in 2019 as a result of the MO Transportation Summit
- Mission: “to provide leadership, promote collaboration, and gather best practices to improve transportation coordination in the state of Missouri in order to enhance the quality of life for all Missourians through improved transportation access, accessibility, and affordability.”

Cost

For both the user and provider of transportation services

Efficiency

Of different funding sources for different target populations resulting in duplicative service

Availability

Of affordable options in their community

Flexibility

Stemming from limited days and hours of operation

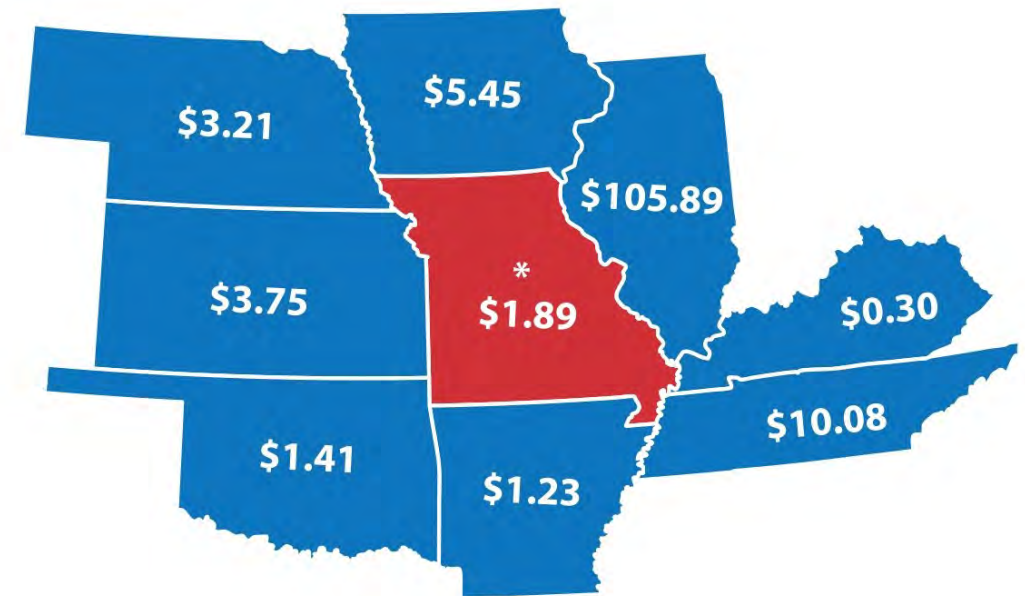
Missouri Transportation Task Force

Need: Increase State Transit Funding

- Only ~\$11 million to fund more than 30 MO transit agencies, vs. \$3 billion just to expand I-70
- Worked with MO Public Transit Association to commission Economic Impacts of Public Transit Study [2023]

MO per capita spending on Transit compared to surrounding states, 2023 AASHTO Report

*Funding reflects 34% increase in Missouri investment in 2023

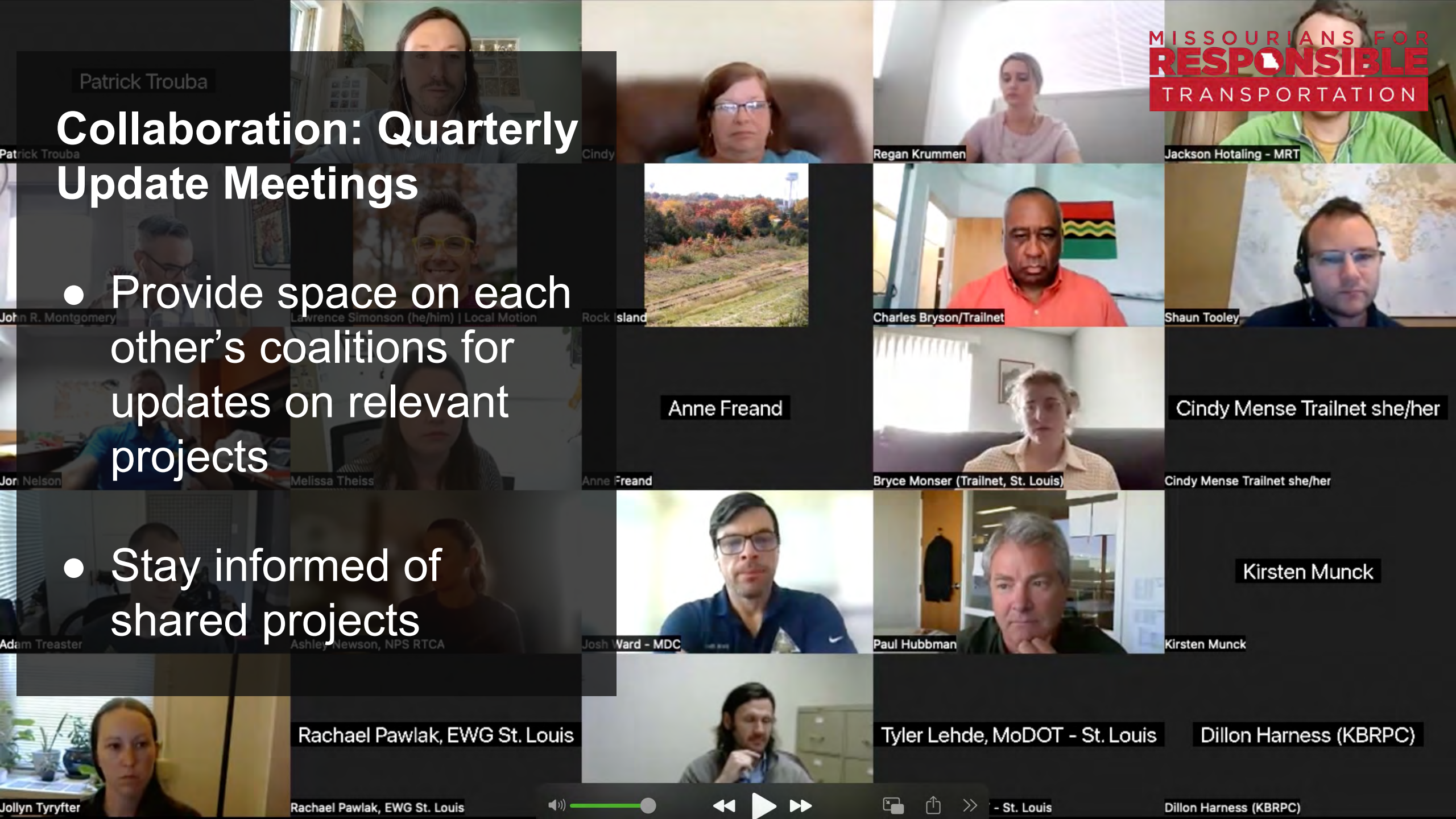


CITIZENS FOR
MODERN TRANSIT
MAKING TRANSIT A PRIORITY



Collaboration: Quarterly Update Meetings

- Provide space on each other's coalitions for updates on relevant projects
- Stay informed of shared projects



Patrick Trouba

Patrick Trouba

Cindy

Regan Kruppen

Jackson Hotaling - MRT

John R. Montgomery

Lawrence Simonson (he/him) | Local Motion

Rock Island

Charles Bryson/Trailnet

Shaun Tooley

Jon Nelson

Melissa Theiss

Anne Freand

Bryce Monser (Trailnet, St. Louis)

Cindy Mense Trailnet she/her

Adam Treaster

Ashley Newson, NPS RTCA

Josh Ward - MDC

Paul Hubbman

Kirsten Munck

Rachael Pawlak, EWG St. Louis

Tyler Lehde, MoDOT - St. Louis

Dillon Harness (KBRPC)

Jollyn Tyryfter

Rachael Pawlak, EWG St. Louis

- St. Louis

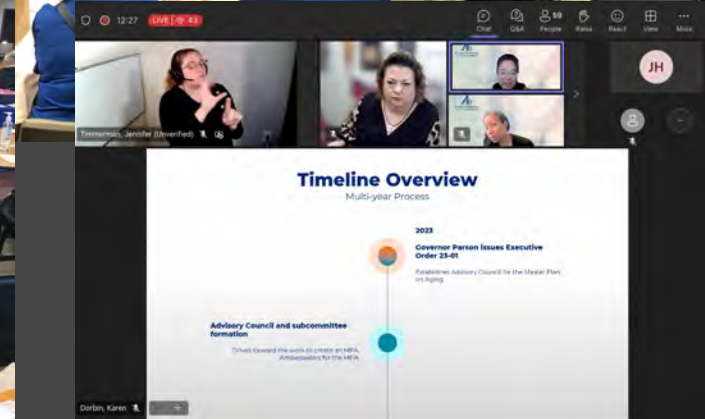
Dillon Harness (KBRPC)

Collaboration: Master Plan on Aging

- Governor-directed plan to be developed by MO Dept. of Health and Senior Services
- Transportation subcommittee recommendations
- Opportunity for ‘town hall’ facilitation, hearing from ~2,000 Missourians



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Takeaways

- **Community Engagement:** Vulnerable road users and every community—no matter how small—deserve to have a voice in the process
- **Developing Diverse Partnerships:** Learning from lived experience is what leadership wants and needs to hear
- **Collaboration:** Ensures everybody is on the same page when tackling shared goals; miscommunication hurts mission

Questions?

Jackson Hotaling



Community Engagement Director

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**Thank
you!**

**MISSOURIANS FOR
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www.movingmissouri.org



www.facebook.com/movingmissouri



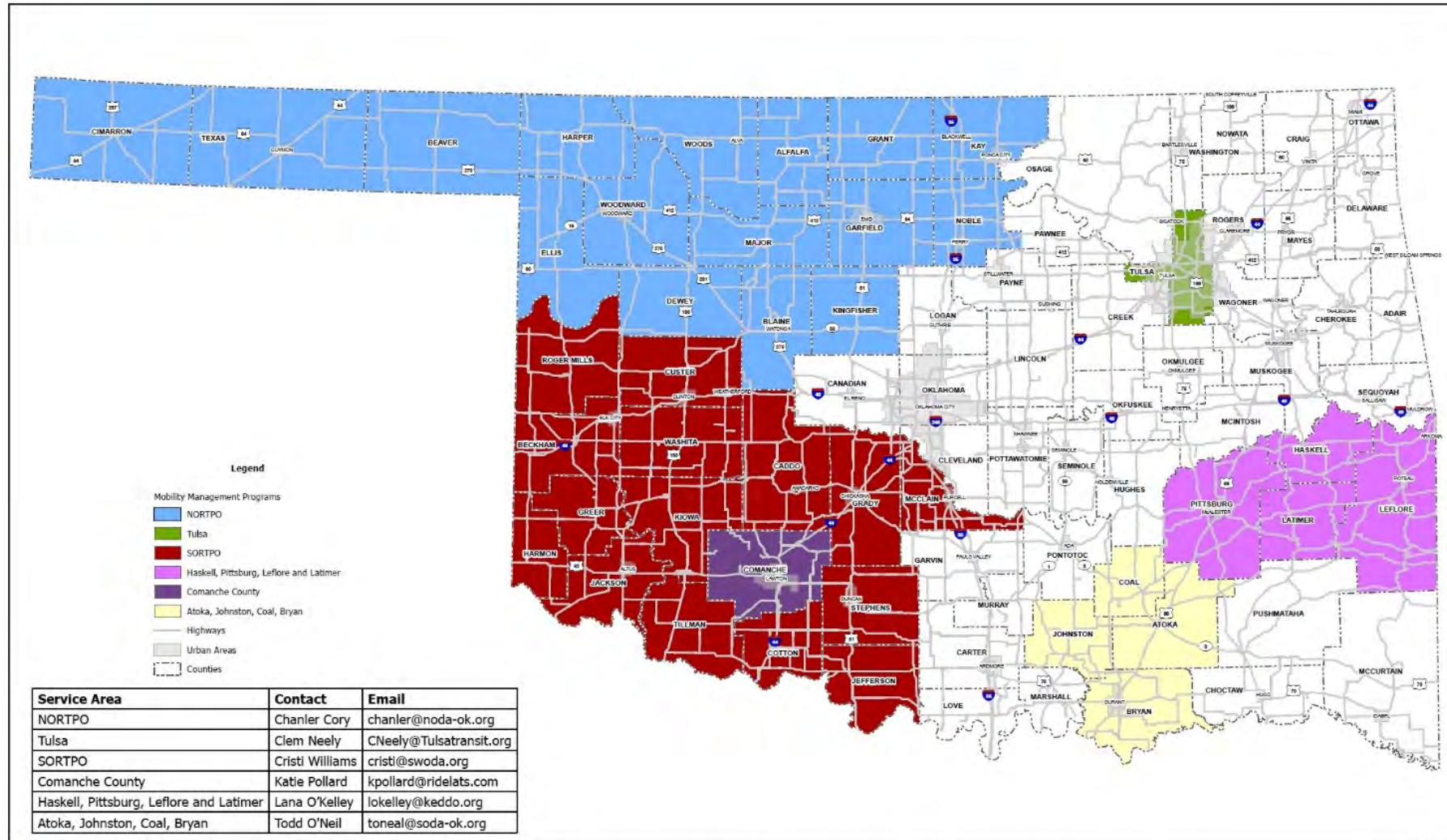
OKLAHOMA



Oklahoma Mobility Management

Established in 2023

We're new, but are up to 6 programs covering 58% of Oklahoma

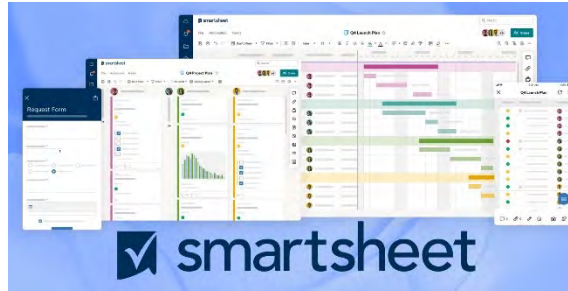


Mobility Management Programs

Statewide Program Contact: Olivia Hook - Transportation Coordinator, 405-625-2229, OHook@odot.org



Technology Used: Smartsheet



- **Requires a paid license to do the things I am showing today**
 - However, the concepts can be easily replicated in other systems including basic spreadsheets.
- **How did I get it?**
 - Oklahoma DOT already was using the software, and I was able to request and obtain a license to manage my program.
- **Do the mobility managers need a paid license too?**
 - No
 - All items can be setup by the licensed manager and mobility managers are given non-license access to provide updates.

Task Lists

Title	Progress/...	Date Started	Type (project, activity or idea)	Status	Tal... Pol...	Notes	End Date	Closing Remarks	MM Partners on this task	Transit Agencies Involved or Impacted	Project location or service area
Monthly Template											
SORTPO Facebook (Monthly)											
Completed Projects/Activities											
Mentor meetings		08/24/23	Activity	Open- In F					Cristi Williar		SW Region
Projects											
Activities											
Ideas											
October											
November											
December											
January 2024											
February 2024											
Intakes/Referrals											
Outreach Materials											
# of Business cards, Brochures, Flyers, etc. At VFW meeting, United Way Meeting, SW											
Initiate and maintain Transit & Community Eng Email Transit/Transportation Providers											
Emailed Pamela with Kiowa FasTrans to se		02/19/24	Activity	Ball is in a					Cristi Williar	Kiowa Tribe- Fas	
5311 in Person Meetings											
SW Transit											
Cheyenne-Arapaho Tribal Transit											
Kiowa FasTrans Tribal Transit											
5310 in Person Meetings											
Apex, Inc											
Cheyenne-Arapaho Elderly Nutrition Prog											
Meetings											
Training/Continuing Education and Learning											
WEBINAR - National RTAP: Updated Medic		02/28/24	Activity	On Hold		Waiting on sli			Cristi Williar		
Monthly Activities											
Emailed the city halls in Kiowa County to rei		02/19/24	Activity	Ball is in a		Several in the			Cristi Williar		SW Region
Unmet Needs of Individuals											
funding for fares for individuals who don't qe Transportation for out of town (can be diffic											
Projects/Goals/Needs the transit agency is foc											
Funding - AmeriCorps RSVP do not have fu											

In the fall of 2023, the new programs started to work in our shared system to maintain their task lists. Essentially a to-do list with ability to attach documents, comment and communicate that turned into more:

- Partner up on activities with other mobility managers
- Log activities that impacted or involved transportation providers

But this turned into more ways to gather performance measures in addition to regular reports.

Task List Reporting Metrics

These performance measures can be gathered from task lists:

- # of meetings attended
- # of activities that impacted or included transportation providers & which ones
- # of travel training activities completed
- Total number of individuals referred to a transportation provider
- # of training activities completed
- # of community engagement activities
- # of projects completed
- # of new projects
- Data collection efforts
- And more...

Smartsheet Dashboard

Can capture data from task lists to show mobility managers where the efforts are going. The following is an example of how this mobility manager is balancing time between multiple transportation providers

Balancing Activities on Task List/Per Transit

Activities per Transit-LATS	
Primary	Type (project, activity or idea)
Total	Count 29

Activities per Transit-Red River Transit	
Primary	Type (project, activity or idea)
Total	Count 29

Activities per Transit-SW Transit	
Primary	Type (project, activity or idea)
Total	Count 27

Activities per Transit-5310 Providers	
Primary	Type (project, activity or idea)
Total	Count 27

Thanks!!

Olivia Hook

Transportation Manager

Oklahoma Department of
Transportation

ohook@odot.org

405-625-2229



OKLAHOMA
Transportation



Aging & Disabilities Department New Freedom Transportation Program

New Freedom Transportation Program provides transportation throughout Los Angeles County to adults 65 years and older and adults with disabilities.



New Freedom Transportation

510 South Vermont Ave., 11th Floor
Los Angeles, CA 90020

(888) 863-7411

Email: newfreedom@ad.lacounty.gov

Website: <https://ad.lacounty.gov.newfreedom-transportation/>

New Freedom Transportation



The New Freedom Transportation (NFT) Program provides transportation and mobility management services, sensitive to the needs of seniors and adults with disabilities, to enhance quality of life, maintain independence, and improve their overall health and well-being. NFT provides transportation services that are intended to address service gaps and barriers to public transportation, as well as assist older adults and/or individuals with disabilities, by increasing access to community engagement and all types of health and wellness destinations. NFT provides services throughout all of Los Angeles County through grants from the Los Angeles County Metropolitan Transportation Authority (METRO).

- **Volunteer Driver Mileage Reimbursement (VDMR) Program**
- **Taxicab Services Program (TSP)**
- **Door Assistance Transportation Program (DATP)**

New Freedom Transportation

ELIGIBILITY

This program is available to anyone planning to travel within Los Angeles County; however, priority of service is reserved for individuals meeting the following criteria:

- Applicant is at least 65 years of age and/or
- Applicant has a disability

Applicants will be accepted on a first come first serve basis.

The program is offered at no charge to eligible individuals every month.



New Freedom Transportation



WHERE CAN I GO?

Clients will be able to travel to any destination within Los Angeles County, including:

- Medical therapy and personal appointments;
- Grocery stores and other shopping destinations;
- Social and recreational events, worship services and other outings;
- Senior centers, recreation centers, and adult day programs;
- Employment, education, and volunteer sites

New Freedom Transportation



VOLUNTEER DRIVER MILEAGE REIMBURSEMENT PROGRAM (VDMR)

VDMR provides participants the opportunity to select one or more Volunteer Driver(s) to help with their transportation needs. The client tracks and claims trips through the VDMR Program and then reimburses their Volunteer Driver(s).

- Volunteer Drivers can include family, friends, caregivers, or neighbors.
- Volunteer Drivers use their personal vehicles to provide the Client with transportation services.
- Clients can claim up to 150 miles per month to reimburse their Volunteer Driver(s).

New Freedom Transportation

TAXICAB SERVICES PROGRAM (TSP)

TSP services are like traditional taxicab services; however, for a seamless customer service experience, clients are issued a pre-loaded swipe card with a monthly transportation allowance.

- Rides are available seven days per week, 24 hours per day.
- Four one-way trips or 40 miles per month, whichever comes first.
- Wheelchair accessible vans and ramps are available.



New Freedom Transportation



DOOR ASSISTANCE TRANSPORTATION PROGRAM (DATP)

Assistance is available:

- (1) Door-to-Door, between the vehicle and the door of the client's home or other destination(s),
or
 - (2) Door-through-Door, for clients with significant mobility limitations, an escort driver helps clients through the door(s) of their residence or destination(s) and may provide assistance with belongings.
- Rides are available seven days per week, 24 hours per day.
 - Four one-way trips or 40 miles per month, whichever comes first.
 - Wheelchair accessible vans and ramps are available.

New Freedom Transportation

HOW DO I APPLY?

Individuals may request a New Freedom application by e-mail at newfreedom@ad.lacounty.gov or complete the application through the New Freedom website at: <https://ad.lacounty.gov/newfreedom-transportation/>

- Individuals may call the New Freedom hotline at (888) 863-7411 to speak to a mobility specialist who can provide assistance. Mobility specialists are available Monday through Friday - 8:00 am to 5:00 pm.



New Freedom Transportation

MAKING A REFERRAL

- If one of your clients expresses interest in the New Freedom Transportation Program or transportation services in general, please call the New Freedom hotline at (888) 863-7411 to make a referral.
- Applicants must provide proof of age and/or disability in order to be approved for and enrolled in the program.
- Approval and processing can take up to 15 days, so it is highly recommended for clients to apply as far in advance of the need for transportation as possible.



New Freedom Transportation Program

...*Keeping YOU on the Move*



New Freedom Transportation Program is available to anyone planning to travel within Los Angeles County; however, priority of service is reserved for applicants who are at least 65 years of age and/or have a disability. Applicants must provide documentation indicating their age or disability. There is no income requirement.

Taxicab Services Program (TSP)

TSP services are like traditional taxicab services; however, for a seamless customer service experience, clients are issued a pre-loaded swipe card with a monthly transportation allowance.

Volunteer Driver Mileage Reimbursement (VDMR)

VDMR is a client-centered transportation program that gives participants the opportunity to select one or more Volunteer Drivers for their transportation needs. Volunteer Drivers can be selected from a wide range of individuals including family, friends, caregivers, or neighbors.

Door Assistance Transportation Program (DATP)

Door-through-Door (for clients with significant mobility limitations, an escort driver helps clients through the door(s) of their residence or destination(s) and may provide assistance with belongings).



New Freedom Transportation
510 South Vermont Ave, 11th Floor
Los Angeles, CA 90020
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"Living with dignity and independence"



Ageing & Disabilities Department



NEW FREEDOM
KEEPING YOU ON THE MOVE

New Freedom Transportation

...*Keeping YOU on the Move*

➤ Volunteer Driver Mileage Reimbursement (VDMR)

- August 2017 – December 2023
- Rides Provided – **96,521**
- Enrolled Clients – **647 (as of 03/01/2024)**

➤ Door Assistance Transportation Program (DATP)

- December 2017 – January 2022
- Rides Provided - **56,350**
- Enrolled Clients - **7,151**

➤ Taxicab Services Program (TSP)

- December 2017 – March 1, 2024
- Rides Provided – **32,202**
- Enrolled Clients – **2,597**

AD is planning to re-open the Door Assistance Transportation Program in 2024 and is accepting applications for waitlist.



In total, 185,073 trips for 10,395 clients

“Living with dignity and independence”



Ageing & Disabilities Department

New Freedom Transportation

CHALLENGES

The NFT Program has been faced with challenges. There has been a lack of awareness amongst the individuals that can benefit from these programs.



New Freedom Transportation

EFFORTS

Efforts to bring awareness to individuals and communities have been made. One of our priorities has been to make individuals aware of the benefits that these programs have. There have been outreach events that our Department has been a part of in order to bring more awareness. Here are only a few events that we have participated in:

- Culver City Senior Center
- World Elder Abuse Awareness Day
- LA LGBT Center





Better to illuminate than merely to shine.

“Living with dignity and independence”



Aging & Disabilities Department





2050 Georgia Rural and Human Services Transportation Plan

NCMM-Mobility Management Connections: Virtual Mobility Learning Summit 2024

March 22, 2024



RHST Background

Transit Governance in Georgia

GDOT

Rural and Small Urban Public Transit

Public transit for rural (population <50K) and small urban (population 50K - 200K) areas

Funded by Federal, State, and Local sources

50% federal / 50% local for operating projects;
80% federal / 10% state / 10% local for capital projects

Operated by governmental entities or private non-profits



DHS

Coordinated Transportation System

Transportation for seniors, low-income families, individuals with disabilities, and vocational training

Funded by Federal sources and State sources to meet match requirements

Operated by governmental entities, private non-profits, for-profit companies



Department of Human Services
STRONGER FAMILIES FOR A STRONGER GEORGIA

DCH

Non-Emergency Medical Transportation

Transportation to medically necessary services for eligible Medicaid members

Funded by Federal and State sources

67.3% federal / 32.7% state

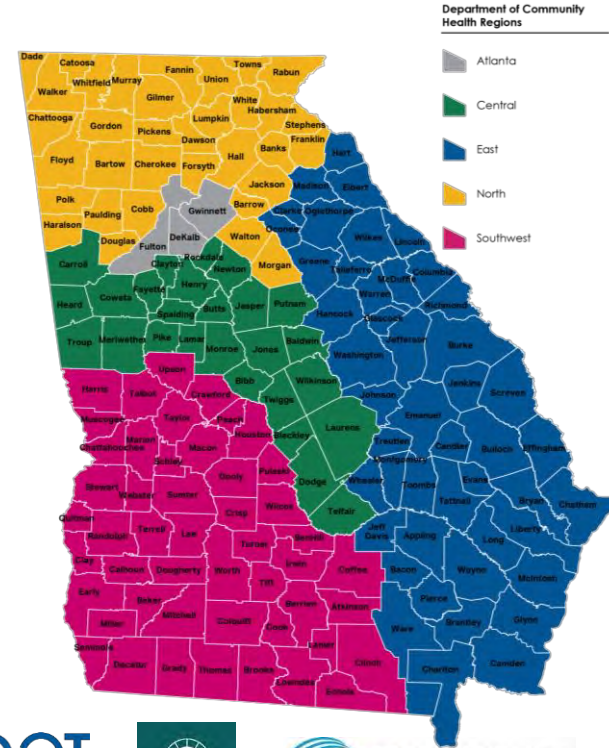
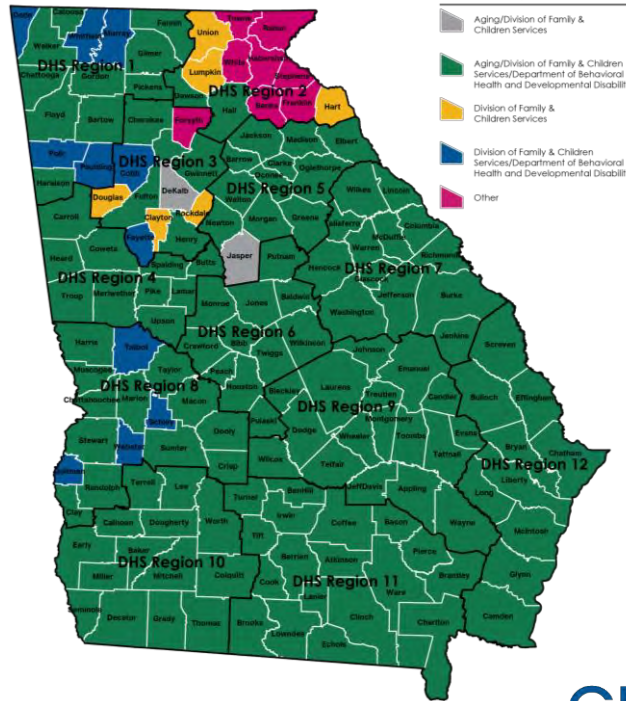
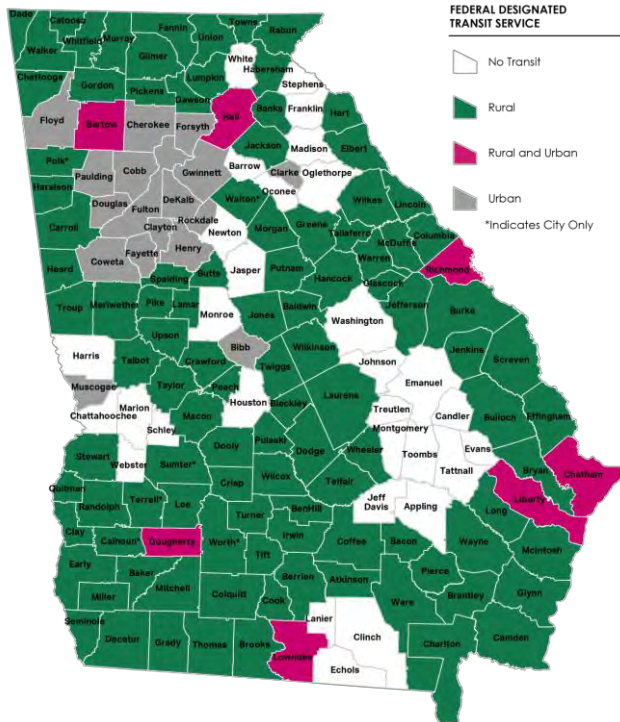
Subcontractors selected and managed by brokers
ModivCare and Verida



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Transit Available in GA's Regions




Public, Human Services, and Non-Emergency Medical Transportation

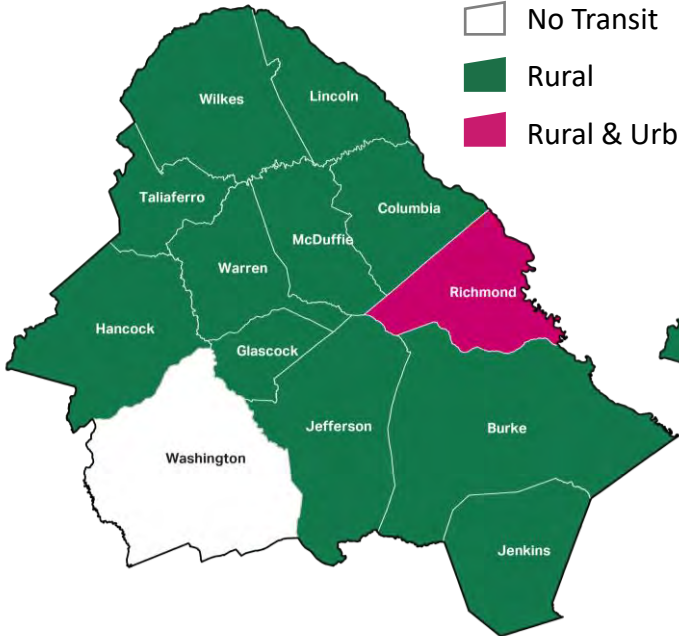


RHST Available in Central Savannah Region

Public Transit


Public Transit

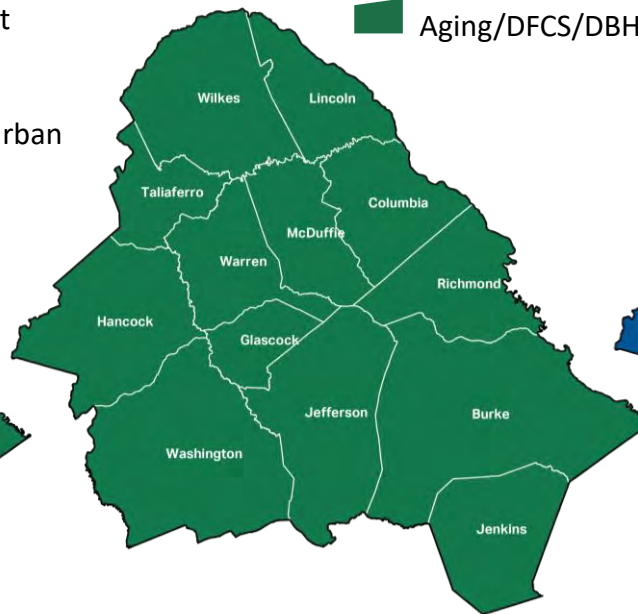
-  No Transit
-  Rural
-  Rural & Urban



Human Services


DHS Services

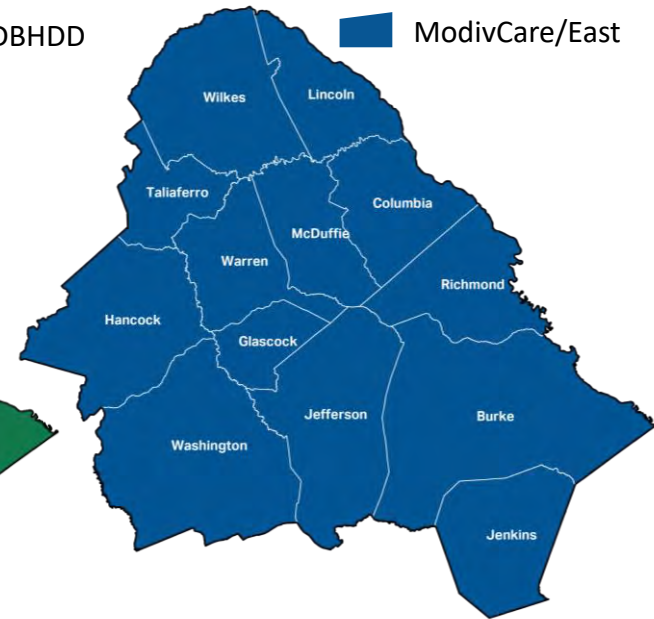
-  Aging/DFCS/DBHDD



Non-Emergency Medical

Non-Emergency Brokers

-  ModivCare/East



Rural & Human Service Transportation Purpose

What is RHST?

Rural and Human Services Transportation (RHST) is defined as **mobility services** provided for the benefit of **disadvantaged populations**, including **persons with disabilities, older adults, and persons without a vehicle**.

RHST includes services provided by **public transit operators, human service agencies, private providers, and private nonprofit agencies**.

What is the Purpose of this Plan?

- ✓ **Update** the Rural and Human Services Transportation (RHST) Plan, titled the 2050 Georgia RHST Plan.
- ✓ **Build upon** RHST efforts completed over the last 15 years and the recently completed 2050 Georgia Statewide Transportation Plan
- ✓ **Identify projects, programs, and policies** to meet current and future demands and provide enhancements to RHST across Georgia

History of RHST in Georgia

2007

Coordinated Public
Transit – Human Services
Transportation Plan

- Joint study by GDOT and DHS
- First RHST Plan

2011

RHST Plan 2.0

- Created a Technical Coordinating Group
- Recommendations for improved service delivery
- Regional and State Mobility Management implementation

2023

2050 Georgia RHST
Plan

- Provides a framework for additional coordination
- Expanded Technical Advisory Group for more input and participation

Vision and Goals



“Continue and grow statewide rural and human service transportation coordination to improve the quality of life and economic activities for all Georgians, specifically those in rural areas, those with disabilities, older adults, and persons without vehicles”



Goal 1 Provide coordinated and efficient rural and human services transportation



Goal 2 Provide a safe and sustainable RHST network



Goal 3 Optimize RHST programs to best meet RHST systems' and travelers' needs



Goal 4 Ensure RHST coverage across the state to support mobility and access for RHST users



Goal 5 Connect rural transportation to regional and urban centers



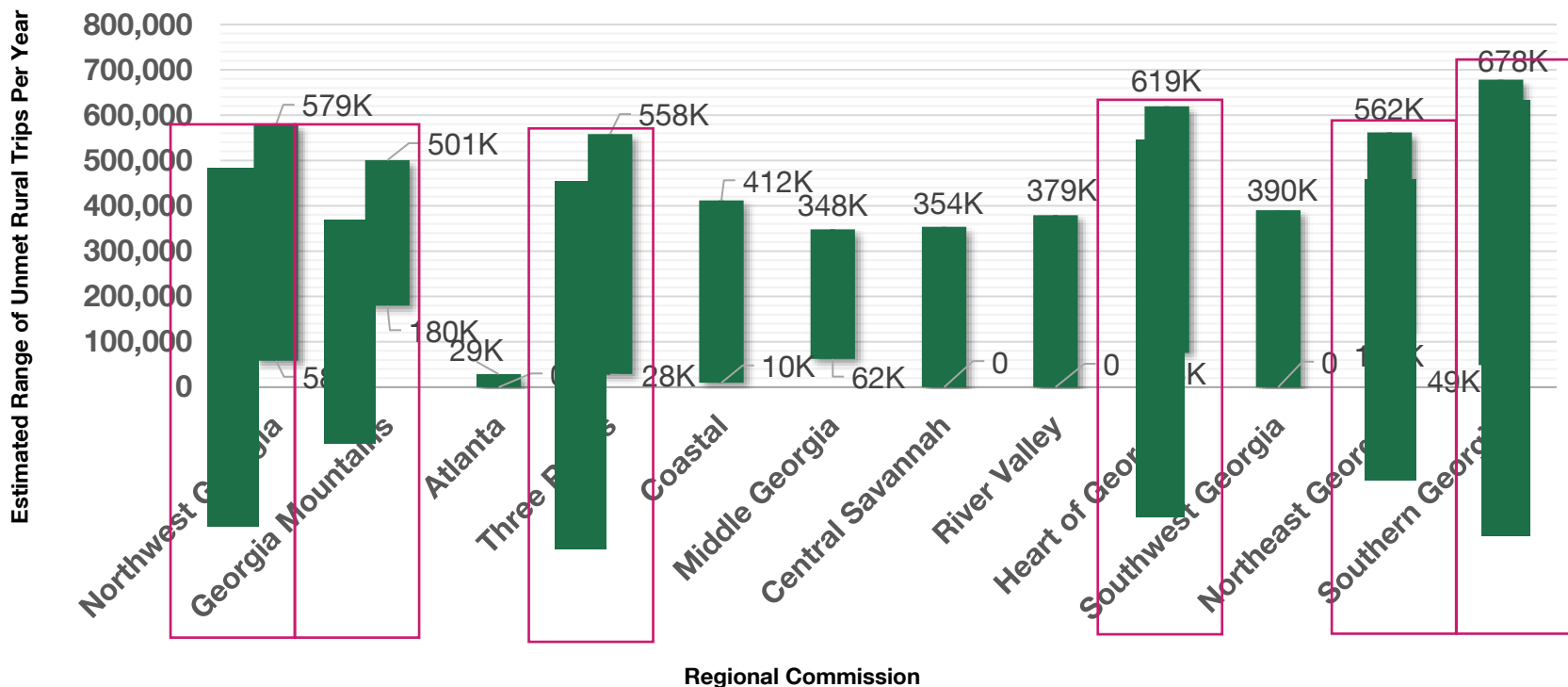
Goal 6 Leverage technology and innovation to support RHST ridership and performance

Technical Advisory Group (13 members)

- Department of Human Services
- Department of Community Health
- Department of Behavioral Health and Developmental Disabilities
- Department of Community Affairs
- Department of Juvenile Justice
- Georgia Vocational Rehabilitation Agency
- Work Source Georgia
- Association County Commissioners of Georgia
- Association of Regional Commissions
- Georgia Council of Developmental Disabilities
- Georgia Hospital Association
- Georgia Senior Living Association
- Statewide Independent Living Council of Georgia

Existing Conditions and Needs Assessment

Range of Estimated Unmet Rural Transit Trip Demand by Regional Commission



RHST Provider and Rider Survey

ADMINISTRATIVE

Marketing / Outreach

Technology

Regulatory Issues

Fleet/Staff Management

RIDER DEMAND AND SATISFACTION

Level of Service

Amenities

Perception and Attitudes

FUNDING

Capital/Operating

Regional Public Workshops

- Held in each of the 12 Regions
- Advertised through GDOT Regional Commission, and TAG member's social media channels
- Recordings and presentations posted to project website



Regional Workshop Comments



Rider Demand
and Satisfaction



Funding



Compliance



Staffing



Marketing



Coordination

Key Georgia RHST Needs



Administrative and planning support



Technology in administration and operations



Marketing to increase awareness



Diversified funding sources



Community partnerships to expand service and funding



Regional and multi-county transit



Service flexibility and responsiveness



Expand workforce transportation



Customer amenities on-board and at stops

14 Categories of Draft Recommendations



Recommendation Evaluation Process

Assess Alignment with Project Goals








Draft Recommendations

86 Recommendations to improve:

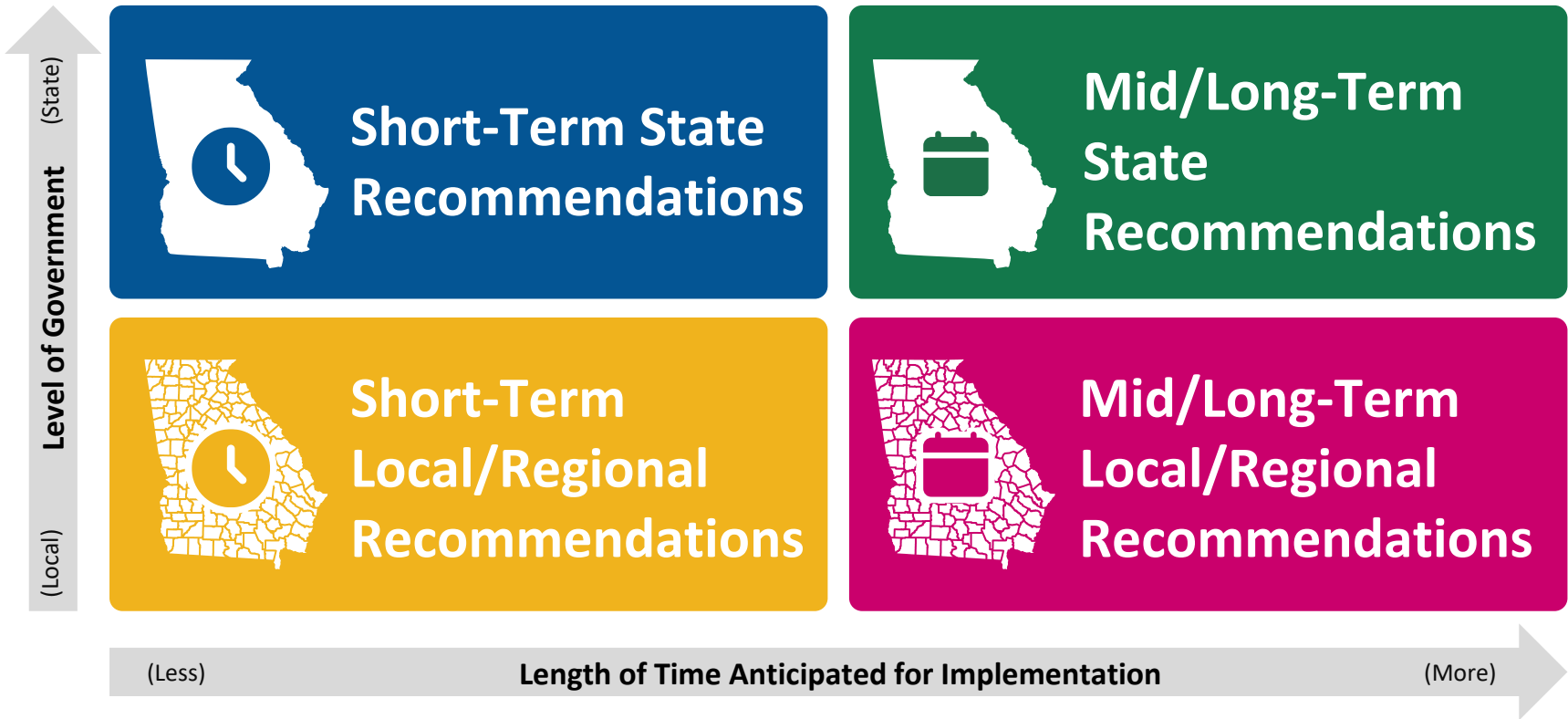
-  coordination and efficiency
-  safety and sustainability
-  rider experience
-  mobility and access
-  connectivity
-  technological innovation

Top Five Most Aligned with Plan Goals

-  Create connections to activity centers
-  Expand capacity of rural systems
-  Adopt flexible service for microtransit services
-  Connect rural areas with areas of high development
-  Leverage intercity and long-distance transportation services

Draft Recommendations

Categorized by Level of Responsibility & Length of Implementation



Short-Term State Recommendations (GDOT)

Policies

Develop fleet right-sizing guidance

Update Regional Transit Development Plan guidance regularly (last update 2021)

Provide best practices for scheduling, dispatching, and management technologies to providers

Develop best practice guidance for 5311, 5310 and non-emergency transportation based on Georgia case studies

Develop guidebook on fleet electrification

Develop vehicle life cycle guidance

Programs

Expand and leverage Let's Ride app

Develop 5311 performance measures dashboard

Establish 5311 regional mobility managers

Establish a set-aside funding program for workforce trips

Develop branding and marketing assistance

Projects

Hold funding information sessions

Provide additional transit data support

Develop a statewide one-call information number

Develop a website for statewide transit services and provider information

Contact Information

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Georgia 2050 RHST Plan Website:
<https://rhst-gdot.hub.arcgis.com/>