



Frontline Response – Community Resource Shuttle Program Proposal for DeKalb County Unhoused Residents

Introduction

Frontline Response, in partnership with DeKalb County, is committed to addressing one of the greatest barriers faced by individuals experiencing homelessness: **reliable access to essential community resources**. For clients who are transient, have little or no income, and face complex social and health needs, transportation is often the missing link that prevents them from advancing in case management, securing housing, or stabilizing their health.

To overcome this barrier, we propose the launch of a **dedicated electric bus program**, powered by DeKalb County's donation of **three to four electric buses**. This program will provide structured, accessible routes across **North, South, East, and Central DeKalb County**, directly connecting unhoused residents to the essential destinations required to achieve stability.

This initiative not only advances equity and supports our community's most vulnerable neighbors, but also aligns with the County's commitment to sustainability through the use of clean-energy vehicles.

Program Justification

Transportation as a Pathway to Stability

Clients in our programs require consistent, reliable access to:

- **Medical Care** – hospitals, clinics, behavioral health, and addiction treatment.
- **Documentation & Benefits** – Social Security, Vital Records, DFCS, DDS (State ID).
- **Housing & Employment Services** – Housing Authority, Goodwill Career Centers, WorkSource DeKalb.
- **Basic Needs** – food pantries, public libraries (internet/printing), and social service hubs.

Without transportation, clients frequently miss appointments, delay obtaining critical documents, and remain in cycles of instability. Dedicated routes will remove this barrier and significantly increase successful case outcomes.

Equity in Access

Public transportation is not always a viable option for unhoused residents. Many cannot afford fares, while others require guidance and case management support to navigate complex systems.

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This program will provide **guided, no-cost rides with staff support**, ensuring equitable access to vital resources.

Sustainability and Innovation

The use of electric buses demonstrates DeKalb County's commitment to **climate action and innovation**. This partnership will showcase how sustainable technology can be leveraged to address both environmental and social challenges simultaneously.

Operational Plan

Fleet Overview

- **3–4 Electric Buses**, each with seating capacity of approximately 20 passengers.
- Overnight charging coordinated with DeKalb County fleet facilities.
- Buses designed with accessibility in mind: low-floor boarding, wheelchair spaces, and bike racks.

Staffing

- **Driver per bus**, trained in trauma-informed care.
- **Case Manager/Outreach Worker ride-alongs** on select trips to provide coaching and support.
- **Operations Coordinator** to manage routes, schedules, HMIS reporting, and performance tracking.

Service Hours

- **Monday–Friday:** 7:00 AM – 7:00 PM (aligned with clinic and government office schedules).
- **Saturday–Sunday:** Closed, except for emergency weather response.

Service Model

- **If 4 buses are available:** Four quadrant-based loops (North, South, East, Central) operating hourly.
- **If 3 buses are available:** Central and East loops run hourly, while North and South loops run every two hours.
- **Pulse Transfer Model:** All buses converge at the **Winn Way Health & Behavioral Health campus** at set times, allowing riders to transfer easily between routes.
- **Frontline Response Headquarters Stop:** All loops begin and end at **Frontline Response, 2585 Gresham Road SE, Atlanta, GA 30316** to ensure direct access to case management and intake services.

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- **Flexible Stops:** Clients may request additional stops with **24-hour notice**, accommodating case management needs such as housing interviews, legal appointments, or court dates.

Data, Metrics, and Accountability

Ridership and service outcomes will be tracked through **HMIS and internal reporting**, focusing on:

- Total number of clients transported.
- Number of appointments successfully attended.
- Number of IDs, birth certificates, and Social Security cards obtained.
- Number of housing and benefits applications completed.
- Reduction in missed medical and case management appointments.
- Reduction in hospital readmissions related to missed follow-up care.

Quarterly reports will be shared with DeKalb County, demonstrating measurable outcomes and ensuring accountability.

Detailed Routes and Stops

Each loop includes **Frontline Response Headquarters (2585 Gresham Road SE, Atlanta, GA 30316)** as the anchor stop. Loops also connect with a MARTA station for system integration.

Central DeKalb Loop (Decatur / Winn Way / Emory / VA)

- **Frontline Response Headquarters – 2585 Gresham Rd SE, Atlanta**
- Emory Decatur Hospital – 2701 N Decatur Rd, Decatur
- Decatur Library (Main) – 215 Sycamore St, Decatur
- WorkSource DeKalb Career Center – 774 Jordan Ln NE, Decatur
- Social Security Office – 3554 Covington Hwy, Decatur
- **DeKalb Vital Records – 445 Winn Way, Decatur**
- Claratel Behavioral Health – Winn Way Campus (DeKalb CSB services)
- Emory University Hospital – 1364 Clifton Rd, Atlanta
- Atlanta VA Medical Center – 1670 Clairmont Rd, Decatur
- Atlanta VA Clinic – 250 N Arcadia Ave, Decatur
- Decatur Square Civic Stop (Courts/City Services)
- **MARTA Stop: Decatur MARTA Station (Blue Line)**

North DeKalb Loop (Chamblee / Doraville / Brookhaven / Dunwoody)

- **Frontline Response Headquarters – 2585 Gresham Rd SE, Atlanta**
- St. Vincent de Paul Georgia Support Center – 2050-C Chamblee Tucker Rd, Chamblee

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- CPACS – 3510 Shallowford Rd NE, Chamblee
- Chamblee Library – 4115 Clairmont Rd, Chamblee
- Doraville Library – 3748 Central Ave, Doraville
- Brookhaven Library – 1242 N Druid Hills Rd, Brookhaven
- Dunwoody Library – 5339 Chamblee-Dunwoody Rd, Dunwoody
- DFCS DeKalb Office – 2300 Parklake Dr NE, Atlanta
- Mercy Care – Chamblee – 5134 Peachtree Rd, Chamblee
- Goodwill Career Center – 2201 Lawrenceville Hwy, Decatur
- **MARTA Stop: Chamblee MARTA Station (Gold Line)**

East DeKalb Loop (Clarkston / Stone Mountain / Lithonia – Stonecrest)

- **Frontline Response Headquarters – 2585 Gresham Rd SE, Atlanta**
- Clarkston Community Health Center – 4038 E Ponce de Leon Ave, Clarkston
- Clarkston Community Center – 3701 College Ave, Clarkston
- Clarkston Library – 951 N Indian Creek Dr, Clarkston
- MedCura Health – 5582 Memorial Dr, Stone Mountain
- Hairston Crossing Library – 4911 Redan Rd, Stone Mountain
- Emory Hillandale Hospital – 2801 DeKalb Medical Pkwy, Stonecrest
- Stonecrest Library – 3123 Klondike Rd, Stonecrest
- MedCura Health – 1760 Candler Rd, Decatur
- Refugee Women’s Network – 500 S Columbia Dr, Decatur
- **MARTA Stop: Kensington MARTA Station (Blue Line)**

South DeKalb Loop (Wesley Chapel / Flat Shoals / Ellenwood / Candler Rd)

- **Frontline Response Headquarters – 2585 Gresham Rd SE, Atlanta**
- DDS – 2801 Candler Rd, Decatur (State ID/Driver’s License)
- Wesley Chapel–W.C. Brown Library – 2861 Wesley Chapel Rd, Decatur
- Flat Shoals Library – 4022 Flat Shoals Pkwy, Decatur
- County Line–Ellenwood Library – 4331 River Rd, Ellenwood
- Clifton Springs Behavioral Health (Claratel Fox Recovery Center) – 3100 Clifton Springs Rd, Decatur
- Covington Library – 3500 Covington Hwy, Decatur
- Goodwill Career Center – 1295 Columbia Dr, Decatur
- Social Security Office – 3554 Covington Hwy, Decatur
- **MARTA Stop: Indian Creek MARTA Station (Blue Line)**

Metro-Edge / Special Trips

- Grady Memorial Hospital – 80 Jesse Hill Jr Dr SE, Atlanta
- Mercy Care – Decatur Street – 424 Decatur St SE, Atlanta

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*(Available for hospital discharges, specialty appointments, and high-need clients. Clients may also request Metro-Edge stops **24 hours in advance** to meet specific case management needs outside of the regular fixed routes.)*

Conclusion

The Frontline Response Community Resource Shuttle Program is not just a transportation solution — it is a lifeline for the unhoused in DeKalb County. By ensuring reliable and guided access to healthcare, benefits, documentation, housing services, and community resources, this program will accelerate clients' pathways toward stability and independence.

With DeKalb County's support, this initiative will serve as a statewide model for combining sustainability and human services, transforming lives while aligning with the County's environmental and community impact goals.