Problem
The majority of 2-1-1 callers living in the five ZIP codes have poor accessibility to major employment locations through public transit because they do not have bus services. The major employer locations are also not covered by the CARTA current bus services.

The United Way is an organization that provides programs for health and human services to improve people's education, income, and health. The Building Stable Lives (BSL) program is one of the United Way programs in Chattanooga, Tennessee.

People call the BSL program at 2-1-1 for social services. There were about 19,000 calls during 2009, 2010, and 2011. More than 61% of callers were living in the five ZIP codes and many of them are unemployed, have low education attainment, and have financial difficulties.

Conclusion
The recommended bus stops and routes would facilitate callers’ access to major employers to find jobs and this would reduce the callers’ dependency on the BSL program’s social services.