



Department of Human Resources Coordinated Transportation System

The Coordinated Transportation System is administered by the Transportation Services Section within the Office of Facilities and Support. The system is designed to provide services to DHR clients, and therefore is a human service transportation system. The system provides services to clients of the Division of Aging, the Division of Family and Children's Services' (DFCS) Temporary Assistance to Needy Families (TANF) program, and the Division of Mental Health, Developmental Disabilities and Addictive Diseases (MHDDAD). The Coordinated Transportation System also serves some clients affiliated with the Department of Labor's Vocational Rehabilitation Services program.

DHR divides the state into twelve regions. Each region has a staffed Regional Transportation Office (RTO) that serves as the transportation focal point within each region. The RTOs are responsible for transportation provider monitoring and contract compliance.

The coordinated transportation system contracts to provide services via purchase of service agreements within each region. Transportation providers are a mix of governmental entities, for-profit companies, and private non-profit organizations. In many regions a prime contractor, such as a Regional Development Authority (RDC), provides overall contract management in coordination with the RTO. Actual transportation services are provided by subcontractors of the RDC. The use of a governmental agency as a prime contractor makes maximum use of the available resources.

Each region has a Regional Transportation Coordinating Committee (RTCC). The purpose of these committees is to establish policies and procedures within each region that are pertinent to the climate and needs of that region. In addition, the committee is responsible for contractor oversight and approval of new or renewed contracts with providers each year. The RTCC is made of regional human service provider representation and other interested participants. All committee members have a vested interest in the system and are either provided services by the system or play an active role in the system.

The Department of Human Resources (DHR) has partnered with the Department of Transportation on several "Demonstration" projects. These projects combine resources of both agencies to enable a coordinated system to be fielded in a region. The combined efforts of both agencies allow for an expanded public system to meet public needs while serving human service clients as well.

In FY05, the system served over 20,000 clients and provided approximately 2,900,000 trips to the various client groups. The system relies on a complex system of reports and tools to track the various fund sources which support the system. Since initial system design relied on multiple funding sources, the accounting and tracking systems were developed to be able to track each trip by fund source. The process involves allocating resources to each region by fund source and developing tools to enable the tracking of funds through the entire system.