



DHR Transportation – Region One

fact sheet

Service Area:

The Region One Transportation Office is located in Rome, Georgia and is housed at Northwest Georgia Regional Hospital. The Region One geographic area covers 15 counties in beautiful Northwest Georgia. Region One monitors transportation services in the following counties: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker and Whitfield counties. Region One is fully coordinated with services provided for every DHR division.

Services & Providers:

In 2007, Region One provided over 295,000 trips for DHR consumers. Region One is served by a mix of transportation providers. Lookout Mountain Community Service Board acts as main contractor. Subcontractors are secured each fiscal year to meet the transportation needs of DHR consumers. The excellent mix of qualified providers in the region helps to keep the number of incidents and complaints at very low levels. Region One providers include a strong presence of Georgia Department of Transportation (DOT) 5311 programs (10), and one 5307 provider in the Region. Lookout Mountain Community Service Board provides services in five of the Region One counties. There are no private-for profit providers in Region One. Region One boasts the lowest overall trip rate in the state, largely due to the benefit of having a strong 5311 presence throughout the Region.

Transportation Office roles and responsibilities:

Functions of the Regional Office are varied. Contract monitoring and oversight is a main responsibility of the Regional Coordinator. The Regional Coordinator (RTC) roles include heavy public relations responsibilities. The RTC attends local meetings related to transportation, meets with division directors and staff to educate and inform partner agencies about activities of the Regional Office, and actively trains staff to ensure safety compliance. Focus is placed on safe and reliable transportation of DHR consumers. Complaints, accidents, and incidents are reported to the Regional Office and appropriate follow-up is conducted to achieve resolution and ensure safety. The Regional Coordinator is often a member of various transportation committees in the Region, or as appointed member to committees formed at the State level. In the past year the RTC has actively participated in the DHR Coordinated Transportation Vehicle Committee serving as Chairman, as well as the follow-up committee to implement recommendations. The RTC was also a member of the DHR Transportation Contractor Committee, the Dalton-Whitfield Metropolitan Planning Organization, and directs meeting of the Regional Transportation Coordinating Committee. The RTC ensures that DHR agencies in the Region comply with policy relating to the management of DHR vehicles.

Region One Staff:

The Regional Transportation Office staff consists of the Regional Coordinator and the Administrative Operations Coordinator. The AOCII assists the Coordinator and maintains administrative functions. These functions include invoice processing, desk reviews of trips provided, client registration, WIG reporting, as well as many other administrative duties. Excellent customer service is provided by the Region One staff.

Technology:

Technological advances have been at the forefront of operations in Region One. A Smart Card (swipe card) pilot was initiated in April 2006 in Rome, Georgia. This new technology allows consumers to swipe a credit card with embedded information into a reader which then downloads trip data. The pilot program holds much promise for future relief of manual practices of trip documentation. The Department of Administrative Services also implemented an internet based vehicle management system called MAXIMO in July, 2007. This new process replaces manual entry of vehicle cost and maintenance information and will provide valuable data on actual costs pertaining to the operations of the State fleet. Significant training in Region One has taken place in order to educate agencies regarding this new reporting requirement.

Customer Service & Satisfaction:

Annually, customer satisfaction surveys are distributed to participating agencies and consumers utilizing the DHR Transportation System. Results are calculated and used to determine the efficacy of providers. Annual Needs Assessments are also conducted to determine unmet needs in the Region and to support budget requests to expand the system. The Region One Transportation Office will continue to offer assistance to our agency partners and look for ways to streamline and improve all associated processes.

Transportation Providers:

Bartow Transit:	FAX (770) 386-5864	PHONE (770) 387-5165
Catoosa, Chattooga, and Dade:		
Lookout Mtn. Transit	FAX (706) 375-0807	PHONE (706) 375-0804
Dade Transit:	FAX:(706) 657-8277	PHONE:(706) 657-8277
Fannin MATS:	FAX (706) 692-9180	PHONE (706) 632-7203
Floyd County:		
Rome Transit (city limits)		
	FAX (706) 236-4498	PHONE (706) 236-4523
Lookout Mtn. (county)		
	FAX (706) 375-0807	PHONE (706) 375-0804
Gilmer MATS:	FAX (706) 692-9180	PHONE (706) 692-5644
George Chambers:	FAX (706) 625-5159	PHONE (706) 629-2987
Gordon Transit:	FAX (706) 602-0852	PHONE (706) 602-0852
Haralson County:	FAX (770) 537-3710	PHONE (770) 537-2367
Murray Transit:	FAX (706) 517-8891	PHONE (706) 695-5161
Paulding County: Lookout Mtn. Transit		
	FAX (706) 375-0807	PHONE (706) 375-0804
Pickens MATS:	FAX (706) 692-9180	PHONE (706) 692-5644
Polk Transit:	FAX (770) 748-1997	PHONE (770) 749-2020
Highland Rivers Polk		
	FAX (770) 749-2282	PHONE (770) 749-2229
Walker:	Lookout Mtn. Transit	
	FAX (706) 375-0807	PHONE (706) 375-0804
Whitfield MATS:	FAX (706) 278-2072	PHONE (706) 278-3606
Regional Coordinator:	Michele Nystrom 706/802-5389	Pager: 706/238-5718
AOCII:	Marsha Barnes 706/802-5390	FAX: 706/802-5392