



**Georgia Department  
of Human Services**

Office of Facilities  
and Support Services

# Coordinated Transportation System

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# Vision, Mission and Core Values

## Vision

Stronger Families for a Stronger Georgia.

## Mission

Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

## Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



# What is DHS Coordinated Transportation?

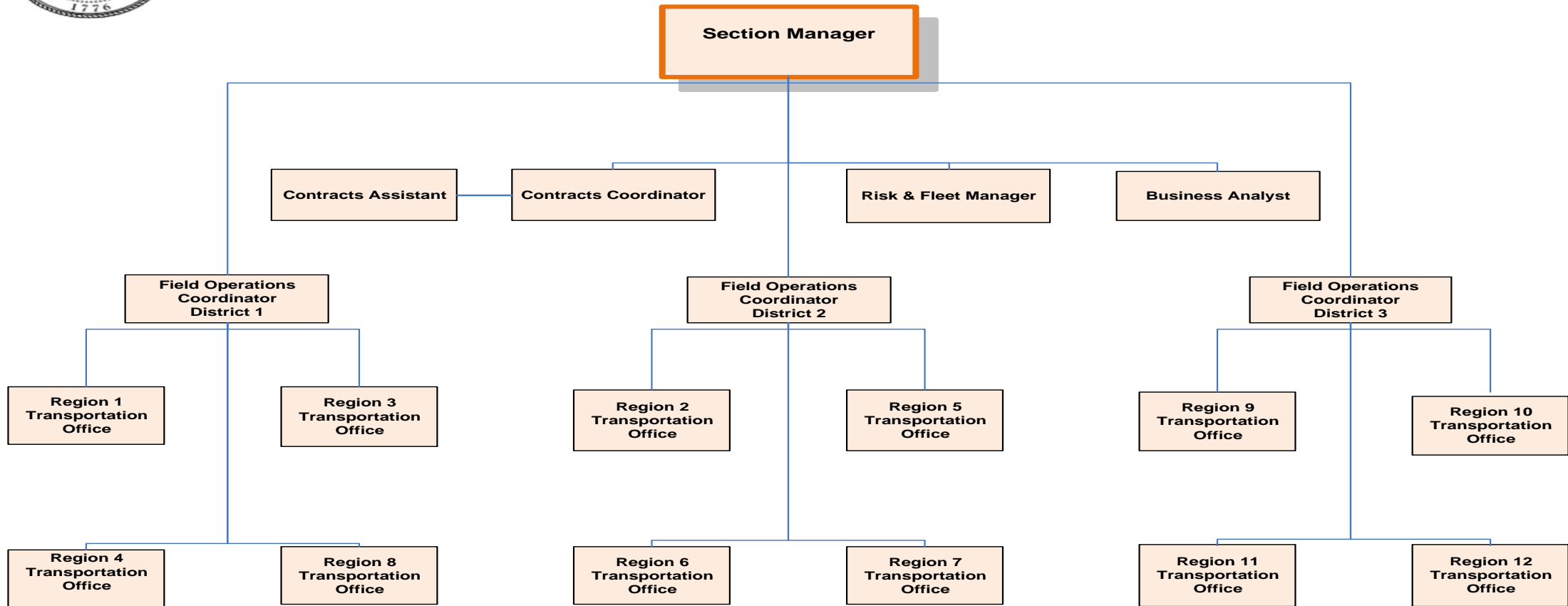
- The DHS Coordinated Transportation System provides access to human services for:
  - Older citizens
  - Disabled individuals
  - Other eligible consumers with limited transportation options
- The system provides transportation services to eligible consumers served by:
  - DHS: Division of Aging Services (DAS) & Division of Family and Children Services (DFCS)
  - Georgia Vocational Rehabilitation Agency (GVRA)
  - Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD)
- Benefits include:
  - Provides increased efficiency in operations
  - Eliminates duplication of programs, staff, services, and vehicles



# Coordinated Transportation Staff and Organization



DHS - Office of Facilities and Support Services (OFSS)  
Transportation Services Section



# Coordinated Transportation Management and Organization

- Transportation Services Section (TSS) staff in Atlanta provide leadership, management and administrative support to field staff.
- Three Field Operations Coordinators supervise staff in regional offices across the state.
- Regional Transportation Offices (RTO) are staffed in each DHS region.
  - Staff design, coordinate, and monitor services
  - Oversee transportation contractors
  - Manage the Transportation Request Information Processing System (TRIP\$) for the region
  - Provide fleet management for DHS and DBHDD vehicles



# Coordinated Transportation Funding

- The system is funded by DHS and partners who purchase services from the system.
- Fund Sources:
  - DBHDD, GVRA, DFCS & DAS funds include:
    - Social Service Block Grant (SSBG), Title IIIB, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), State funds, and other sources as identified by funding partners
  - County revenue funds
  - Federal Transit Administration 5310, Elderly and Disabled Grant
    - DHS is Georgia's Designated Recipient
  - Federal Transit Administration 5316 and 5317 grant funds received competitively from the Georgia Department of Transportation



# Coordinated Transportation Service Providers

- DHS contracts with 25 entities to provide services in the Coordinated Transportation System, including:
  - Regional Commissions
  - County governments
  - Private Non-profits
  - Private For-profits
  - Other governmental or quasi-governmental entities
- Contractors are reimbursed for services provided using a fee for service methodology in the form of one way trip rates.



# Coordinated Transportation

## Coordination with Other State Agencies

- Georgia Department of Transportation Rural Public Transit System (5311)
  - In two regions of the state, the same contractor is used for both the DHS Coordinated Transportation System and the GDOT 5311 Rural Public Transit System.
    - Increases efficiency:
      - DHS purchases services from 5311 operators
      - GDOT provides capital equipment and maintenance support
    - The cost savings enable DHS to provide transportation to more consumers and services.
    - Service duplication is decreased.





# Coordinated Transportation Management

- Regional Transportation Coordinating Committees (RTCC) in each region assist staff with the planning, design and implementation of services to meet the human services transportation needs of the area.
  - Membership consists of regional managers from Aging Services, DFCS, DBHDD and GVRA, and
  - Representatives from GDOT, other local agencies, advocates, and others with vested interests in transportation.



# Transportation Request Information Processing System - TRIP\$

- TRIP\$ is a DHS developed web-based consumer registration and trip ordering system that automated Coordinated Transportation's business processes.
- Rollout of TRIP\$ began in 2014 and has been implemented in all DHS regions.
- The system is used to register consumers, order and verify trips, produce manifests and other reports, and generate transportation contractors' invoices based on the number of completed and approved trips each month.
- TRIP\$ has improved data accuracy, eliminated manual processes, and enhanced accountability.



# Current Improvement Initiatives

## Coordinated Transportation Assessment

- North Highland recently provided a process and organizational assessment of TSS that identified ways to stabilize and standardize operations, including:
  - Relaunch the RTCCs,
  - Improve the annual planning process with funding partners,
  - Streamline the invoicing process,
  - Stabilize the TRIP\$ application, and
  - Clarify and realign current responsibilities of staff to support TSS operations.
- Each area identified for improvement is in the process of being implemented as TSS strives to better meet the needs of consumers and partnering agencies.



# Current Improvement Initiatives

## Coordinated Transportation Assessment

- TSS is currently working with North Highland to further examine the following processes:
  - Contractor procurement,
  - Contract monitoring,
  - Vehicle inspections, and
  - Internal reporting processes.
- TSS will use the resulting data to update internal processes and procedure manuals. The enhanced information is the structure to support the stabilization of the Coordinated Transportation System.



# Coordinated Transportation

## Questions?

