



Coordinated Transportation System

Recognizing the importance of transportation in linking people with services and opportunities, DHR developed a statewide transportation system to meet the specialized transportation needs of its clients who are elderly, mentally and physically disabled and/or low-income. The goal is to provide safe, efficient and cost-effective transportation for these clients, allowing them access to essential services provided by the department.

The transportation system provides contracted services and oversight statewide. Transportation services are provided to clients served by the Divisions of Aging Services, Mental Health, Developmental Disabilities and Addictive Diseases and Family and Children Services. A minimal number of trips are provided to the Division of Public Health. The system also provides transportation services to Department of Labor's Vocational Rehabilitation clients.

In FY2005, the system provided 2,973,775 trips at a cost of \$27,442,008 (\$9.22 per trip). FY2006 projections include approximately \$30 million in expenses and about 2.9 millions trips. Currently, there are still a number of counties and clients that do not have coordinated transportation services. Georgia's system continues to modify and grow.

DHR is working with the Departments of Transportation (GDOT) and Community Health in order to coordinate services and provide transportation in a more efficient and effective manner. Currently, there are "demonstration projects" underway in three regions of the state. DHR partners with GDOT to field a coordinated transportation system in a region of the state in these projects. The GDOT Section 5311 program, a rural public transportation program, offers local areas an opportunity to provide rural public transit services, and to improve access to business, commercial and activity centers. DHR's Coordinated Transportation System purchases trips to human services from 5311 providers. Duplication of service decreases and efficiency increases through the "coordination" of the two state agencies.

DHR's coordinated transportation system is administered through DHR's Office of Facilities and Support Services, Transportation and Services Section (TSS). Actual services are provided through contracted vendors in each region. Contractors may come from government entities, the private sector or not-for-profit vendors. Eligibility for the service is determined locally by human service providers affiliated with divisions of DHR.