Office of Facilities and Support Services

1425 Coordinated Transportation System

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	Department of Human Services **Policy and Manual Management System**	**Index:**	**POL1425**
		Revised:	**3/05/2024**
		Next Review:	**3/05/2026**

Subject: Coordinated Transportation System

Policy

It is the policy of the Georgia Department of Human Services (DHS) to provide quality and cost-effective transportation to eligible individuals for those vital services designed to enhance health, independence, and self-sufficiency. This effort will be provided statewide through the DHS Coordinated Transportation System that delivers quality service.

Authority

O.C.G.A 49-2-12
O.C.G.A 49-2-13

References

Older Americans Act, Title 111
Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PL 104-193) Omnibus Budget Reconciliation Act (Public Law 97-35); 49 U.S.C. 5310 (a)(2)
49 U.S.C. Section 5310/MAP-21 Section 20009
O.C.G.A 37-1-2

Applicability

All DHS state operated programs, contractors and subcontractors that receive or benefit from DHS funding, and providers serving individuals under other forms of agreement with DHS.

Definitions

1. Transportation: The act of moving individuals safely and comfortably from one geographical location to another.
2. Coordinated Transportation System: A coordinated transportation system is a system of transportation that combines all relevant passenger transportation under a single transportation provider who has direct operating control. For human services programs "relevant transportation" includes transportation for individuals who can safely and feasibly be transported in a coordinated system. It does not include transportation for those individuals who, because of the nature of their physical condition or mental state, cannot safely be included in a coordinated system. Human service providers are responsible for determining which individuals are appropriate for service under the coordinated system based on the local system design and the individual client's needs.
    a. For public and private service "relevant transportation" means any such service that can feasibly be coordinated with DHS trips. The coordinated system may incorporate the use of taxi service, private van service or public systems where such service is available and based on local system designs.
    b. A "single provider that has direct operating control" means that a single operator is held responsible for the delivery of varying types of transportation service over a defined geographical area. The provider has control over the day-to-day operations necessary for accomplishing direct transportation service delivery.
3. Eligible: Qualified or entitled to receive DHS funded transportation based on established guidelines, standards, policies, and procedures of service delivery programs.
4. Quality: Comprehensive, affordable, dependable, safe, accessible, and convenient.

Responsibilities

1. The Office of Facilities and Support Services generates and updates procedures and manuals to implement this policy.
2. The Office of Facilities and Support Services designates a Manager to oversee the statewide program.
3. Manager appoints regional staff, who will have certain responsibilities for their geographic region.
4. Manager supervises state and region level staff and oversees the establishment of service provision.

History

None

Evaluation

The outcomes of this directive are evaluated annually by the Office of Facilities and Support Services, Transportation Services Section Manager using the following methods:

1. Management information is maintained regarding services ordered and delivered under coordinated transportation systems. Examples of information are number of individuals served, types of individuals served, number of trips provided, expenses, monitoring results, evaluations by customers and complaints.
2. The information described above is compiled at least annually and made available to the management of the Department for review.