

**Georgia Department of Human Resources  
Office of Facilities and Support Services  
Transportation Services Section**

**Transportation Request Information Processing Service (TRIP\$)**

**Concept of Operations**

**Introduction**

It is the policy of the Georgia Department of Human Resources (DHR) to provide quality and cost effective transportation to eligible DHR consumers for those vital services designed to enhance health, independence and self-sufficiency.

The Coordinated Transportation System began in fiscal year (FY) 1999 with the start-up of four DHR regions (Regions 1, 4, 5, and 10). As of FY 2008, transportation services are provided in all 12 DHR regions. In FY2007, TSS provided about \$27 million in transportation services to approximately 16,000 DHR clients through contractual agreements with transportation providers.

**Purpose**

DHR's Coordinated Transportation System is administered through the Office of Facilities and Support Services Transportation Services Section (TSS). In state fiscal year 2008, a web-based trip ordering system will be instituted for DHR's coordinated transportation system – the Transportation Request Information Processing Service (TRIP\$). This new system will provide a totally automated process for ordering, tracking and accounting for trips. The current process is paper-intensive and relies heavily on faxes and phone calls to order and track client trips. The goal for TRIP\$ is to eliminate duplicated efforts, replace outdated processes and more effectively utilize DHR's contracted transportation providers.

**Scope**

The scope of the TRIP\$ application is for the TSS State Office, TSS Regional Transportation Offices, Human Service Providers of the DHR divisions as well as contracted Transportation Providers to have access, at the state and local level, to an automated system to develop and meet transportation service needs for each DHR region, to include trip needs, client information and costs for their areas. The TSS staff, in coordination with the DHR division Human Services Provider (HSP) staff, must develop allocations, within budget constraints, for the needs of each region and manage resources within their areas.

The new system will aid Human Service Provider staff at the local level in assigning and ordering trips within specified allocations. It is the responsibility of Human Service Provider staff to register eligible clients and submit trip order

reservations. The Transportation Providers will access the system to gather daily manifest information. The system will also ease the verification and billing process; HSPs will access the system to view information from Transportation Providers regarding status of trips and will verify the information as an aid to the billing process.

The TRIP\$ system will bring real time information and accessibility to all entities involved in providing transportation to DHR clients. In addition to on-line trip ordering and tracking, the system will allow human service providers the opportunity to track their own trips and funds via the web. Under TRIP\$, human service providers can simply log on and order a trip through this web-based system.

Each system user has a defined role within the system. System users (transportation providers, human service providers, transportation services section staff and system administrators) will be assigned varying levels of access depending on their role in the transportation process. The scope of access to the information on the system and to the system's functions will be defined by the role of the user. This will ensure that each user is granted access to information pertinent to their operation but the information overall remains protected, addressing privacy and information security concerns.

TRIP\$ will provide a significant improvement over the current system through:

1. Reducing administrative time / money in tracking data.
2. Providing real time information.
3. Having an automated web-based system for ordering trips.
4. Providing trip and funding data to human service providers, transportation providers and system administrators.
5. Generating invoices in real time.
6. Allowing reports to be generated locally, as needed.
7. Interaction / integration of other initiatives such as Swipe Cards.