

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Human Service Transportation Office
FY2015 Annual Report

Charles D. Baker, Governor

Marylou Sudders, Secretary
Executive Office of Health and Human Services

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HST Mission:

To promote access to health and human services, employment and community life by managing a statewide brokerage network for eligible consumers and by providing technical assistance and outreach strategies in support of local mobility and transportation coordination efforts especially for transportation-disadvantaged Massachusetts residents.

About Us:

In FY15 the Human Service Transportation Office (HST) provided 7,762,221 trips to 49,477 consumers. This represents a 7.2% increase in trips and a 10.6% increase in consumers served in FY14. Transportation services were provided for consumers of six (6) Health and Human Services agencies: MassHealth, Department of Developmental Disabilities (DDS), Department of Public Health (DPH), Department of Mental Health (DMH), Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB).

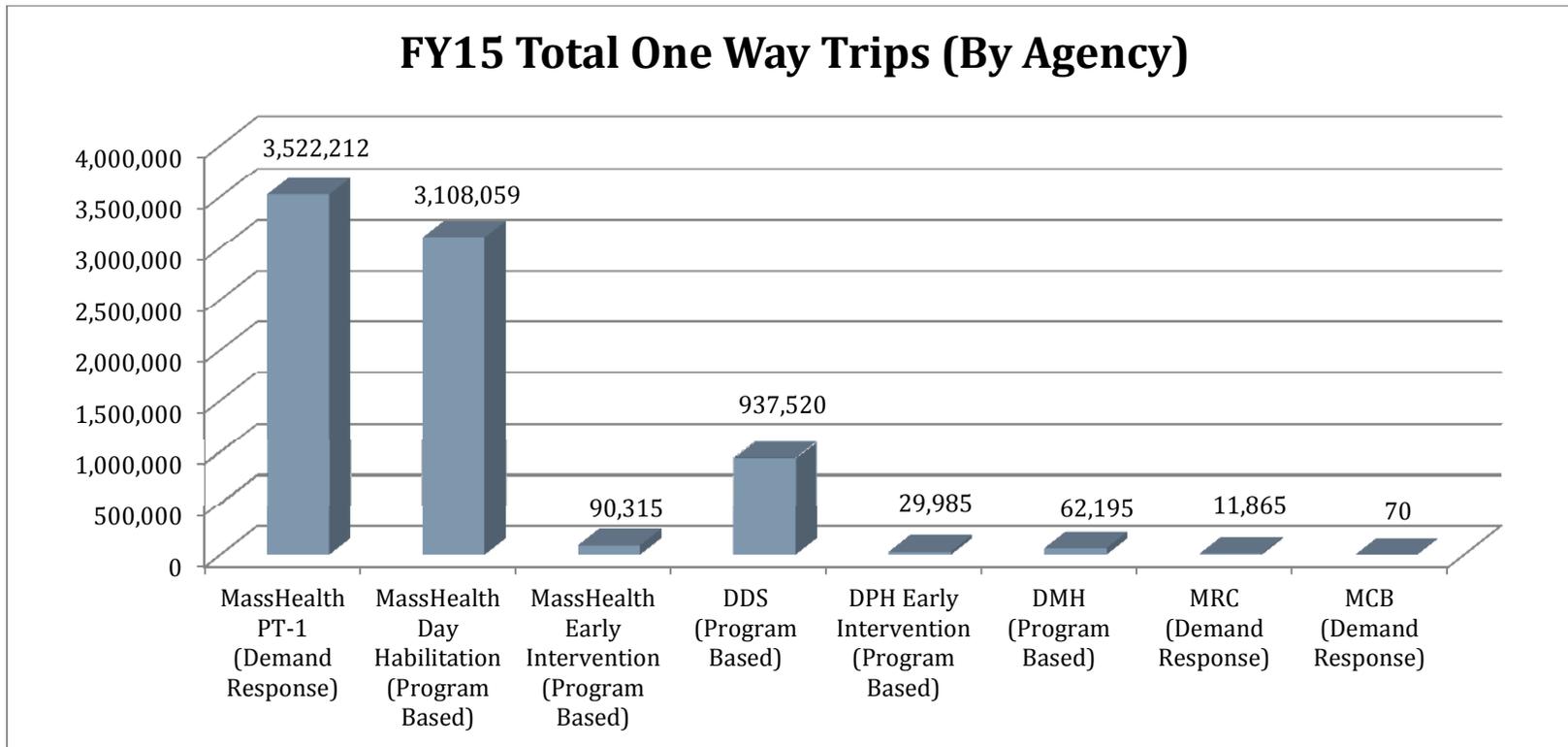


Types of Transportation Provided:

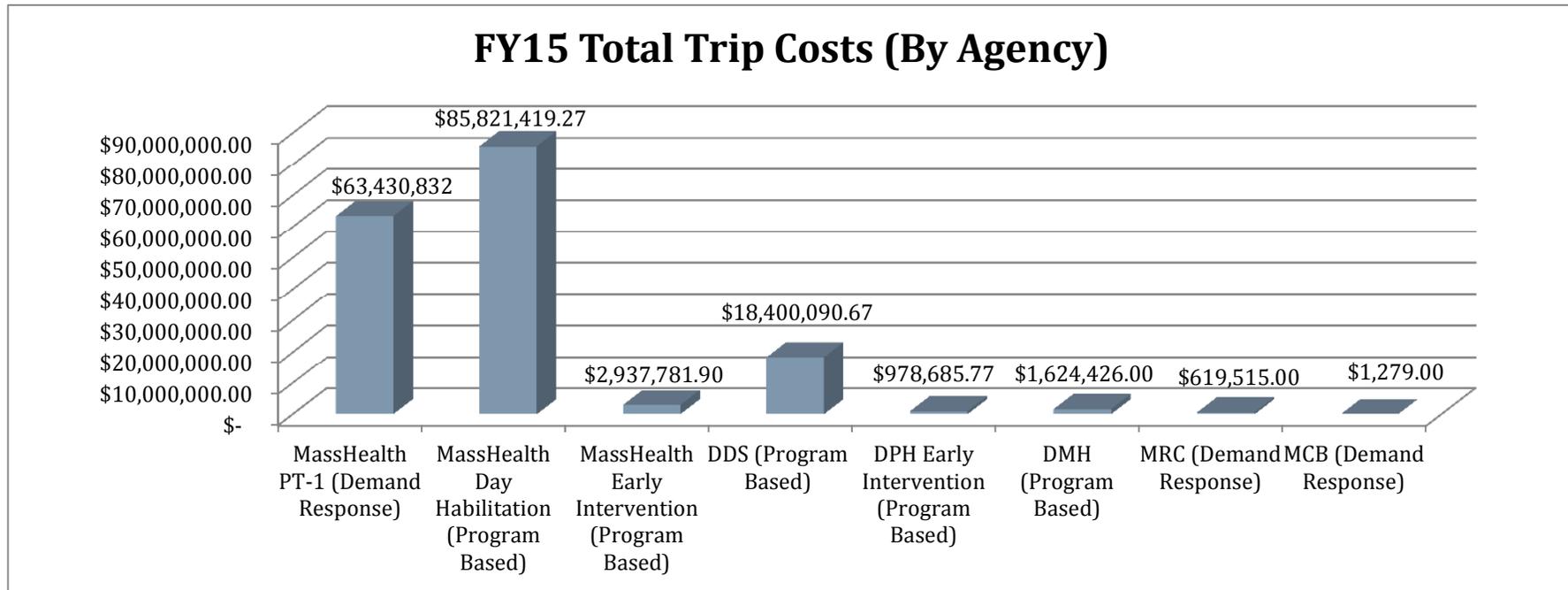
Through the HST Office's brokerage operation, human service transportation is generally provided to eligible consumers via two models: "demand-response" and "program-based":

- **Demand-Response** ("dial-a-ride") transportation is provided on an as-needed basis for consumers to and from varying locations. This model is used primarily for MassHealth PT-1 (Prescription for Transportation) non-emergency medical transportation services, but also includes services for MRC, MCB and DMH.
- **Program-Based** transportation routes operate on a daily or regularly scheduled basis in which consumers are picked up from their homes and transported to the same program facility, on a grouped or shared-ride basis. This includes transportation for Department of Developmental Services, MassHealth-funded Day Habilitation, Department of Public Health, Early Intervention, and Department of Mental Health Clubhouse programs.

FY15 Total One Way Trips (By Agency)



Total cost of transportation was \$181,575,661. This includes both trip and administrative costs, resulting in a total cost per trip of \$23.39.



FY15 Total Trip Cost		
Type	Total	Avg/Trip
Trip Costs	\$ 173,814,030	\$ 22.39
Admin	\$ 7,761,631	\$ 1.00
Total	\$ 181,575,661	\$ 23.39



HST Brokerage Operations Data:

Brokerage operations data is compiled from the monthly operations reports submitted by the six brokers to the HST Office and includes the six agency programs operated under the HST brokerage system.

Operational Summary	FY15
Consumer trips	7,762,221
Consumers served	49,477
Percentage of accident free trips	99.99%
Percentage of complaint-free trips	99.70%
Local transportation vendors	473
Vehicles (including chair cars)	3,973
Drivers	3,922
Monitors	368
Broker on-site service inspections performed	7,434
Avg. number of vehicles on the road daily (Mon thru Fri)	4636
Avg. number of vehicles on the road (Saturday)	2421
Avg. number of vehicles on the road (Sunday)	1906

Total Consumers Transported (By Agency)	FY15
MassHealth PT-I (Demand Response)	33,320
MassHealth Day Habilitation (Program Based)	8,602
MassHealth Early Intervention (Program Based)	2,982
DDS (Program Based)	2,738
DPH Early Intervention (Program Based)	909
DMH (Program Based)	720
MRC (Demand Response)	201
MCB (Demand Response)	5

As part of ensuring service quality, the brokers are required to perform on-site service inspections at consumer destination facilities (clinics, doctors' offices, program sites, etc.). In FY15, the brokers completed 7,434 inspections. This equates to an average of 30 on-site service inspections taking place each weekday across the Commonwealth.



What We Do: Mobility Management Support and Outreach

During FY15, the HST Office continued to expand its outreach and technical assistance to efficiently and effectively increase the mobility of EOHHS consumers and other transportation-disadvantaged populations. Much of this work was conducted under the auspices of the MassMobility Project, which has received Federal Transit Administration funding since late 2011. MassMobility works to improve mobility and access through information sharing, outreach, and technical assistance to help EOHHS agencies, transportation providers, and other organizations implement best practices and address transportation gaps. Accomplishments in FY15 included the following:

- Updated and reorganized the MassMobility website, housed at www.mass.gov/hst, to provide up-to-date information and resources for consumers, human service agencies, employers, and transportation providers on how to find transportation options and participate in coordination efforts. Posted a new online interactive map to connect users to inventories of local transportation services and contact information for mobility managers serving their town: www.tinyurl.com/MA-trip-help.
- Highlighted best practices and innovative models through the monthly MassMobility newsletter: www.tinyurl.com/MassMobility.
- Assisted organizations in implementing best practices. For example, assisted staff from the Franklin County Home Care Corporation in launching a volunteer driver program to help seniors access medical appointments. Presented to Councils on Aging on the benefits of collaboration and resources for helping seniors retire from driving.
- Convened communities of practice around travel instruction and volunteer drivers. Organized educational presentations for travel trainers on tools to use in the field, Orientation and Mobility services from the Massachusetts Commission for the Blind, and strategies for working with people with Autism. Hosted regional volunteer transportation forums in Pittsfield and Plymouth to share best practices with organizations that offer or are developing volunteer driver programs, including strategies for dealing with liability concerns.
- Reached out to EOHHS agency staff, transportation providers, and community-based agencies to share information about transportation coordination. In partnership with MassDOT, served as lead technical liaisons to Regional Coordinating Councils across the state, which bring stakeholders together across sectors to collaborate on improving transportation options for EOHHS consumers and other transportation-disadvantaged individuals. Launched new Regional Coordinating Councils in the Hilltowns (rural western Hampden and Hampshire Counties) and the cities and towns immediately north of Boston, for a total of 16 Regional Coordinating Councils.
- Organized and facilitated the largest ever Statewide Community Transportation Coordination Conference on May 5, 2015. The agenda showcased best practice models in centralized dispatch, travel instruction, employment transportation, and other critical issues and included panels on leveraging public and private funding. The conference provided members of Regional Coordinating Councils the opportunity to network with peers from other regions. Attendance doubled last year – from 67 attendees in 2014 to 136 in 2015 – with representation from every region.
- Partnered with UMass Boston, the RMV, and others to plan the June 2015 Older Driver Safety Summit, which drew over 230 attendees. Recruited and facilitated a panel on best practices in community transportation for seniors.

Regional Transit Authority (RTA) Contact Information

BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA)



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CAPE ANN REGIONAL TRANSIT AUTHORITY (CATA)



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Hyannis, MA 02601

FRANKLIN REGIONAL TRANSIT AUTHORITY (FRTA)



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GREATER ATTLEBORO-TAUNTON REGIONAL
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MONTACHUSETT REGIONAL TRANSIT AUTHORITY
(MART)



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