



**EOHHS**



# Massachusetts Human Service Transportation (HST) Brokerage

Public Meetings to Provide Updates  
and Hear Community Feedback

April 2021

HUMAN  
SERVICE  
TRANSPORTATION



# Accessibility at Today's Meeting

- Interpreters
- CART
- Use the **chat box** to contact the hosts for assistance at any time

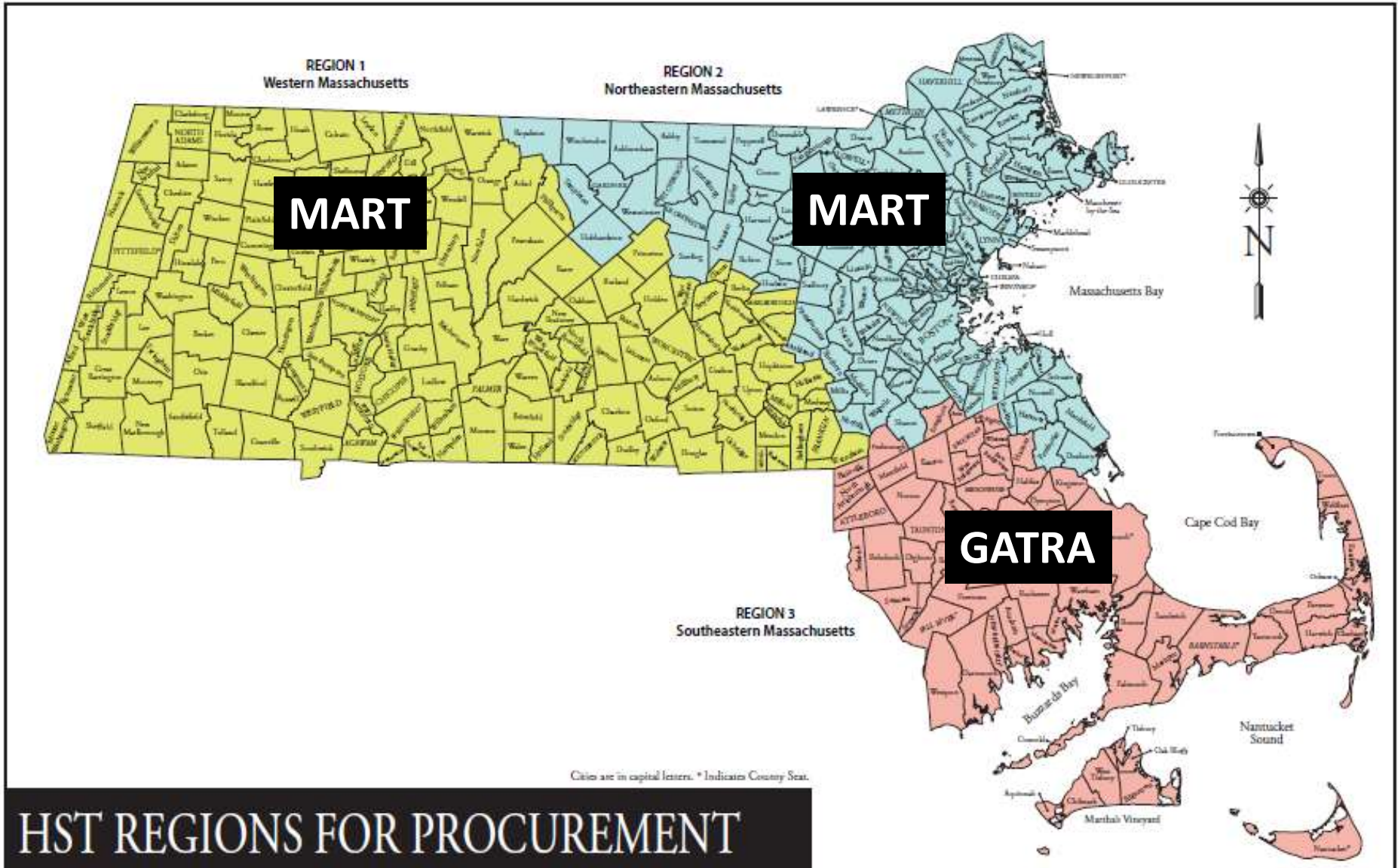
# Today's Agenda

- Welcome
- State-level improvements (HST)
- Regional improvements (GATRA)
- Questions & comments
  
- Submit your questions at any time
  - Q&A box
  - Raise your hand during the Questions & Comments section

# Human Service Transportation (HST)

- Rides funded by MassHealth & other state health & human services agencies
  - MassHealth PT-1
  - Department of Developmental Services (DDS)
  - Department of Public Health (DPH)
  - Massachusetts Rehabilitation Commission (MRC)
  - Massachusetts Commission for the Blind (MCB)
  - Department of Mental Health (DMH)
- [www.mass.gov/human-service-transportation](http://www.mass.gov/human-service-transportation)

# State Contracts with Regional Brokers



# 2 Brokers Serving 3 Regions

If your broker was	Your broker will be
MART	MART
GATRA	GATRA
CCRTA	GATRA
BRTA, CATA, FRTA	MART

# What stays the same

- If you get rides now, you will continue to get rides
  - MassHealth through PT-1
  - Agency-funded trips to a program
- Trips arranged through a broker
- Working with the same transportation companies

# Timeline

- April – public listening sessions
- May – broker orientation sessions
- June 17 – brokers ready to start taking your trip requests for July 1 and after
- July 1 – new contract goes into effect
- Ongoing – HST and brokers welcome feedback and work on additional improvements



# You spoke...we listened

- Opportunities for input
  - 3 Public listening sessions spring 2019
  - 3 Requests for Information
- Procurement completed December 2020
  - New contract incorporates improvements that respond to the feedback we received

# What we heard

- Key themes
  - On-time performance & reliability
  - Complaints process
  - Call wait times
  - Driver & vehicle safety standards

# State-Level Improvements

**H**UMAN   
**S**ERVICE   
**T**RANSPORTATION 

# New Contractual Remedies

- Performance incentives
  - Tied to metrics including transit operations, complaint resolution, consumer satisfaction, and timeliness of services
- Fines
  - Consumer safety violations
  - Complaint resolution violations

# Compliance & Quality Assurance

- New HST Compliance & Quality Assurance Unit
  - Conduct inspections
  - Hold brokers accountable
  - Hold transportation providers accountable
- 4 new Compliance Officers
  - Triple field inspections
  - Provide consumers a dedicated resource for escalation and resolution of issues
  - Work with Brokers to review complain<sup>ts</sup>

# Welcoming Consumer Feedback

- Member Experience Monitoring Program
- Invite us to your meeting
- Developing additional opportunities
  - Stay tuned
  - Share your ideas
- Keep in touch
  - [hstinfo@mass.gov](mailto:hstinfo@mass.gov)
  - (617) 847-3427

# Broker-Level Improvements



# On-Time Performance & Reliability

- Coming July 1
  - Monitor providers to prevent overbooking
  - Implement system to track vehicles in real-time
  - GPS on PT-1 rides
  - Consumer smartphone app
- What we're working on
  - GPS tracking on all vehicles
  - Ride-hail pilots





# Efficient Call Center

- Coming July 1
  - Consumer & provider web portals
  - Consumer smartphone app
  - Increased staffing in Call Center



# Timely & Transparent Complaints Process

- Coming July 1
  - More ways to submit complaints
  - Notification system for complaint resolution



# Prioritizing Driver & Vehicle Safety

- Coming July 1
  - Enhanced, robust driver training system
  - Increased number of inspectors



# We welcome your feedback!

- Submit a complaint or share your ideas
  - Call us at (800) 431-1713
  - More ways to contact us coming July 1



# Questions & Comments

- Raise your hand
  - Click on “Raise Hand”
  - Use Alt+Y for Windows or Option+Y for Mac
  - If you are calling in, dial \*9
- Or type into the Q&A box

# Thanks for attending!

- Keep in touch
  - [hstinfo@mass.gov](mailto:hstinfo@mass.gov)
  - (617) 847-3427
- To submit complaints about a specific trip or vendor
  - Contact GATRA at 1-800-431-1713
  - Contact HST at [hstcomplaintincident@mass.gov](mailto:hstcomplaintincident@mass.gov) or (617) 847-3427

