



Massachusetts Human Service Transportation (HST) Brokerage

Public Meetings to Provide Updates
and Hear Community Feedback

April 2021



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 (MART)
- Questions & comments

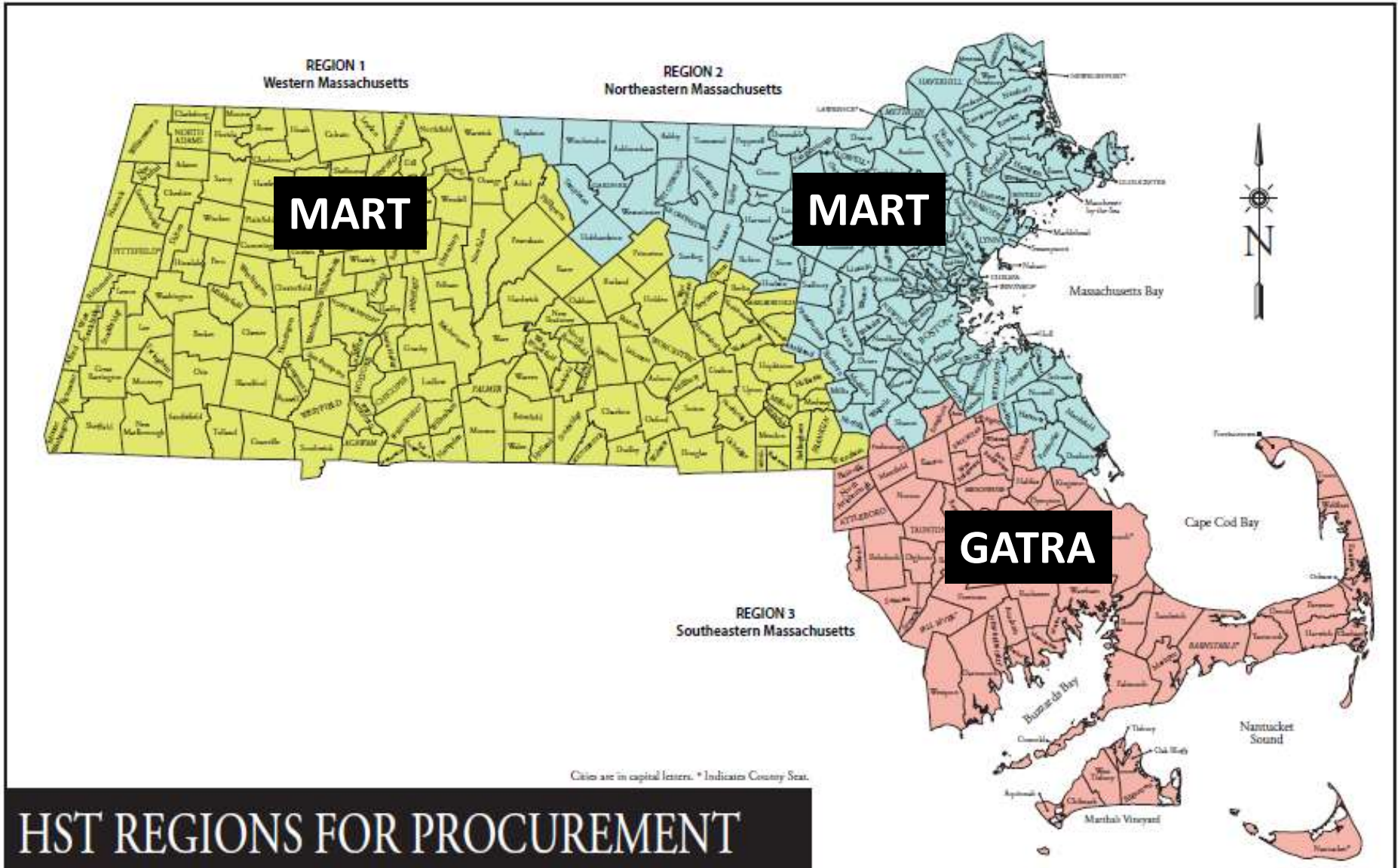
- Submit your questions at any time
 - Q&A box
 - Raise your hand during the Questions & Comments section

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



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

HUMAN 
SERVICE 
TRANSPORTATION 

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 complaints

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
 - (617) 847-3427

Broker-Level Improvements



On-Time Performance & Reliability

- Coming July 1
 - Consumer smartphone app
 - Enhanced vendor performance monitoring dashboard
- Other improvements in process
 - GPS tracking on vehicles
 - Ride-hail pilots
 - Additional app functionalities

Efficient Call Center

- Currently in place
 - Monitor all contracted providers with a detailed dashboard to track performance & reliability
- Coming July 1
 - Additional Call Center staff
 - Enhanced Consumer and Provider portals
 - App (free, available on all devices)

Timely & Transparent Complaints Process

- Currently in place
 - Multiple ways to file a complaint
 - Quality & Assurance Unit/Customer Complaints Division
 - Text notification of complaint resolution
 - Details available by mail by request
- Coming July 1
 - Additional ways to file complaints – including an app
 - Notification system for complaint resolution

Prioritizing Driver & Vehicle Safety

- Currently in place
 - Mobile inspectors perform random safety and spot checks & conduct annual audits
- Coming July 1
 - Increased number of inspectors
 - Enhanced driver training system
 - Updated facilities portal

We welcome your feedback!

- Submit a complaint or share your ideas:
 - Monday-Friday 7 AM to 7 PM
Toll Free: 1-866-834-9991
 - 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
 - (617) 847-3427
- To submit complaints about a specific trip or vendor
 - Contact MART at 1-866-834-9991
 - Contact HST at hstcomplaintincident@mass.gov or (617) 847-3427

