

Non-Emergency Human Service Transportation Task Force



Executive Office of Health & Human Services

February 14, 2022

2:00 - 3:30 pm

Zoom



Agenda



- 1. Welcome**
- 2. Approval of 11/3 Meeting Minutes**
- 3. Discussion of Members' Goals for the Task Force**
- 4. HST Broker Procurement**
- 5. MART and GATRA Brokerage Technology Improvements**
- 6. Upcoming Meetings**



Task Force's Charge



Legal Authority: Section 134 of Chapter 24 of the Acts of 2021

Task Force on Non-Emergency Human Service Transportation

Goal: Explore ways to better collaborate, improve service, and achieve operational and cost efficiencies through the brokerage system and provide the highest quality outcomes for consumers utilizing these services in the Commonwealth.

1. The Task Force shall make recommendations and propose guidelines on non-emergency human services transportation with the goal of examining and better understanding the human services transportation brokerage program and identifying opportunities for improved service and productivity that provides a strong safety net for vulnerable populations in both rural and urban areas.
2. The recommendations and guidelines shall include, but not be limited to:
 - a. the use of existing routes when available,
 - b. the provision of bus passes to eligible individuals, and
 - c. the need to have strong, transparent, and consistent cost allocation systems in place to ensure that the capital and operating costs for both the brokerage and public transit systems are assigned to the appropriate cost center for reimbursement.
3. The recommendations and guidelines shall be used by the Human Services Transportation office to develop non-emergency human services transportation broker services.

The Task Force shall file a report of its study and its recommendations with the Clerks of the House of Representatives and Senate, the House and Senate Committees on Ways and Means, the Joint Committee on Transportation, the Joint Committee on Children, Families and Persons with Disabilities, the Secretary of Health and Human Services and the Secretary of Transportation not later than **December 1, 2022**.



HST Broker Procurement



Sharna Small Borsellino

Director, Human Service Transportation Office
Executive Office of Health and Human Services



MART and GATRA Brokerage Technology Improvements



Bruno Fisher

Administrator

Montachusett Regional Transit Authority (MART)

Frank Gay

Interim Administrator

Greater Attleboro-Taunton Regional Transit Authority (GATRA)



Upcoming Meetings



Date	Time	Location
<i>April 2022</i>	<i>TBD</i>	<i>TBD</i>
<i>June 2022</i>		
<i>September 2022</i>		
<i>November 2022</i>		
<i>December 1, 2022 – Submission of Task Force Report to the Legislature</i>		