

Non-Emergency Human Service Transportation Task Force



Executive Office of Health & Human Services

**June 28, 2022
10:00 - 11:30 am**

Zoom



Agenda



- 1. Welcome**
- 2. Approval of 4/28 Meeting Minutes**
- 3. Listening Session Recap**
- 4. Initial Discussion of Task Force Recommendations**
- 5. Upcoming Meetings and Events**



Listening Session Recap



- **Two public listening sessions were convened in May** to gather feedback from HST consumers on their ridership experiences since the new contracts with MART and GATRA went into effect on July 1, 2021.
- **More than 40 participants participated** in the two virtual, public listening sessions.
- **Over 70 individuals shared their feedback** with Task Force staff over email and phone in the weeks leading up to the events.



Listening Session Recap



- The most common issues that we heard about during the public listening sessions included (in order of frequency):
 - Driver Professionalism (30)
 - Lateness/On-time Performance (25)
 - Booking Process (including call wait times) (19)
 - Driver No-Shows (16)
 - Complaint Process (14)
 - Safety Issues (11)
 - Provider Issues / PT-1 Problems (11)
 - Vehicle Issues (8)
 - Web Portal & App Issues (7)
 - Positive Feedback (40)



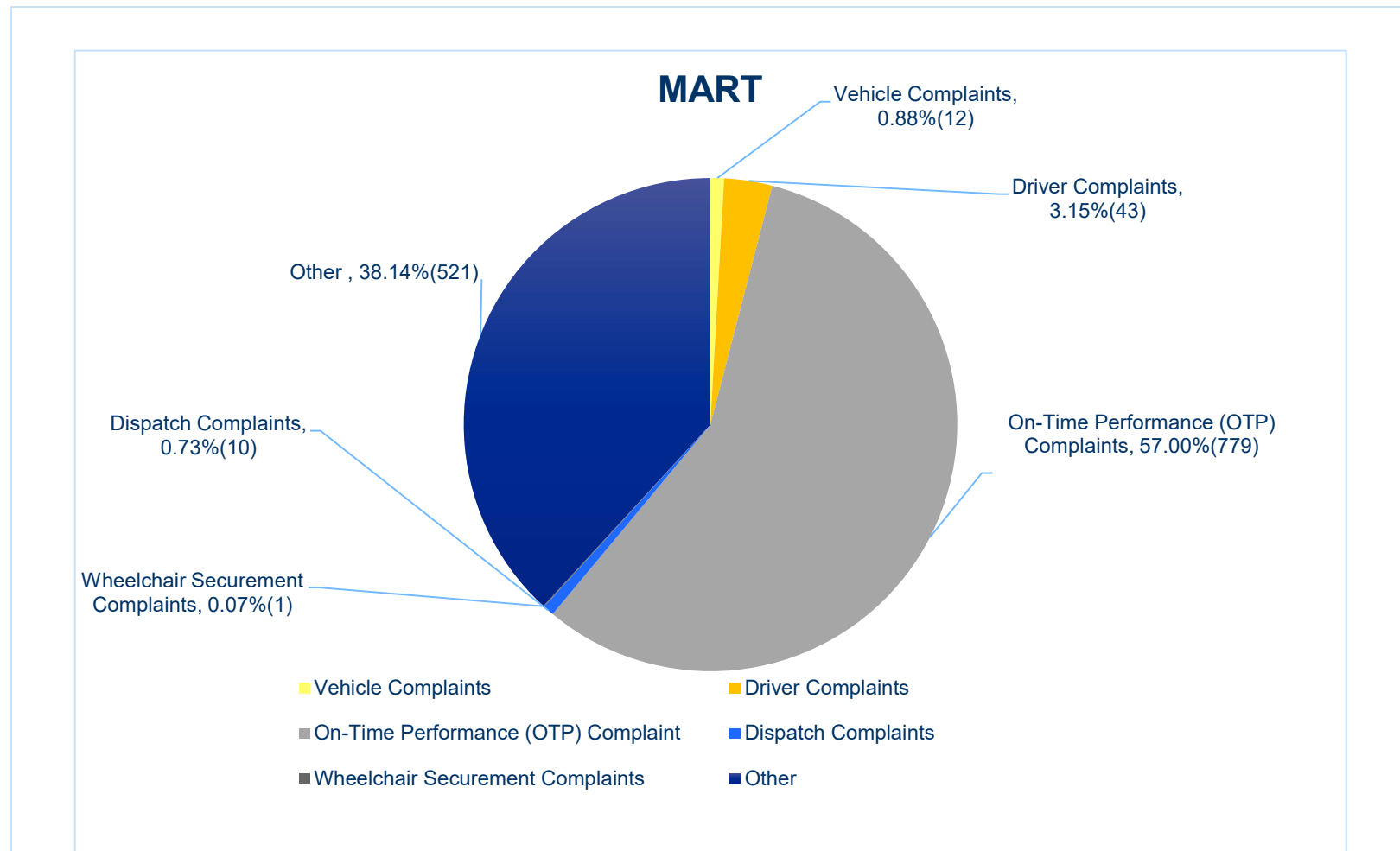
April 2022 Complaints Data



	MART	GATRA
April Trips Volume	437,047	122,763
April 2022 Complaints Volume	1366	41
Complaint Rate: Broker	0.31%	0.03%
Complaints resolved within 3 business days	99.71%	99.00%
Complaints resolved within 10 business days	100%	99.00%
Complaints Per 1000 Trips	3.13	0.33
Trips /Complaints Ratio	319:1	2,994:1
Average Number of Complaints Per Vendor	0.24	1.39

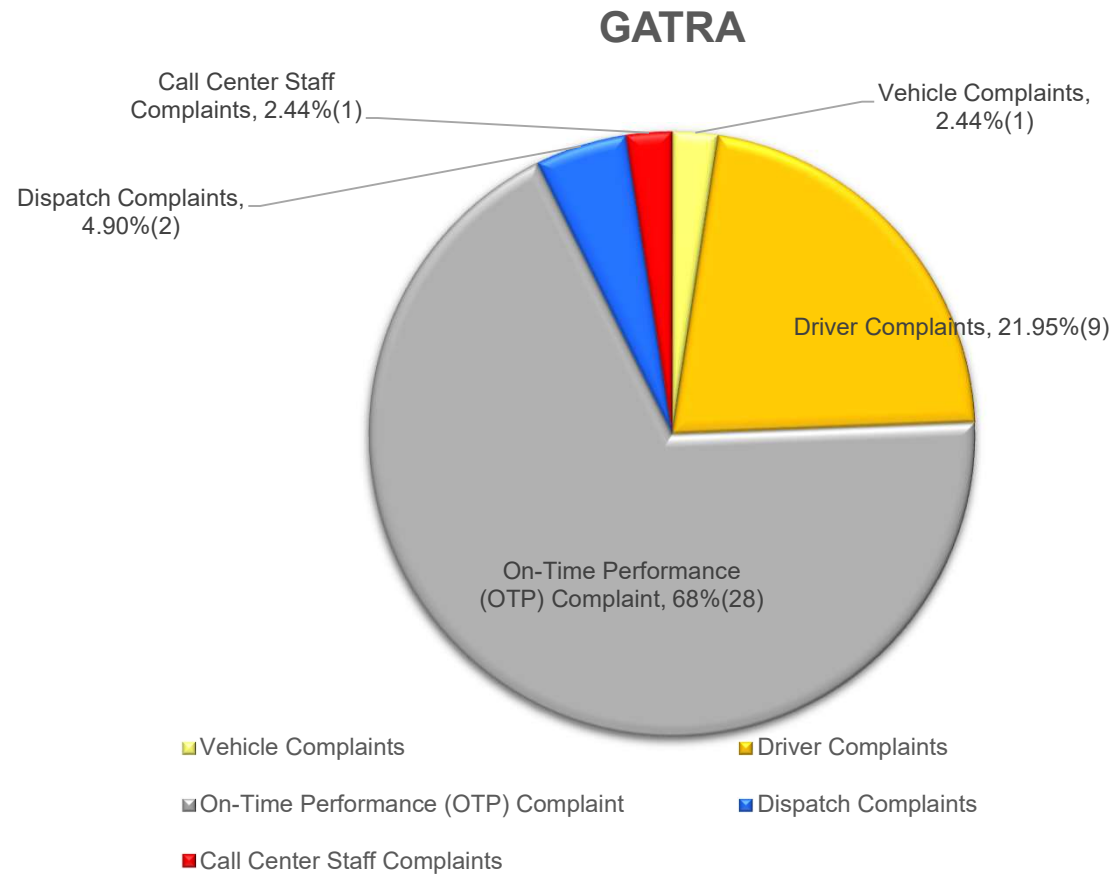


April 2022 Complaints Data





April 2022 Complaints Data





HST Recommendations



1. New Driver and Monitor Training

- Current Requirements
- Amended Requirements – addition of sexual harassment and annual wheelchair securement training

2. Wheelchair Securement

- Securement Requirements
- Training Corrective Action Schedule

3. Other Safety & Service Improvements

4. GPS Technology & On-time Performance

5. Web Portal and App Improvements



Current Driver & Monitor Training Requirements (cont.)



Program Application	CURRENT TRAINING REQUIREMENTS
Universal	DRIVER ONLY: Driver rules and regulations; Defensive driving
Universal	DRIVER AND MONITOR: Proper use of vehicle safety equipment; content and use of all first aid kit items; emergency vehicle evacuation procedures
Universal	DRIVER AND MONITOR: Accident procedures & Incident reporting
Universal	DRIVER AND MONITOR: Correct use of Consumer seat belts and child safety restraint devices.
Universal	DRIVER AND MONITOR: Use of Wheelchair lift & proper wheelchair securement
Universal	DRIVER AND MONITOR: Human rights and sensitivity to Consumer needs, including disability awareness, passenger assistance and accommodations for service animals (guide dogs) in vehicles
Universal	DRIVER AND MONITOR: Familiarization with the HST and Agency standards, specifications and procedures



Current Driver & Monitor Training Requirements (cont.)



Program Application	CURRENT TRAINING REQUIREMENTS
Program-Based	DRIVER AND MONITOR: First aid; reaction to seizures, universal precautions and “vehicle empty” inspection procedure
DPH Only	DRIVER AND MONITOR: Certified in basic first aid (4 hours). The certification must be through the American Red Cross, American Heart Association, or other equivalent training approved by the Broker and must be kept current
DPH Only	DRIVER AND MONITOR: Certified in CPR for infants and children. The certification must be through the American Red Cross, American Heart Association, or other equivalent training approved by the Broker and must be kept current



Amended Driver & Monitor Training Requirements for FY23



ADDED TRAINING REQUIREMENTS FOR FY23

Universal

*DRIVER AND MONITOR: Use of Wheelchair lift & proper wheelchair securement by a Trainer Certified by the Community Transportation Association of America (CTAA), the University of Wisconsin, or other certification approved by the Broker. Training must be completed yearly.

Universal

*DRIVER AND MONITOR: Sexual Harassment Training to include inappropriate communications/contact with members and a more robust consumer sensitivity training.



Current Driver & Monitor Training Requirements



- Drivers are required to take annual safety recertifications on the following topics:
 - Defensive driving
 - Correct use of seatbelts and child safety restraints
 - Use of Wheelchair Securement & Lifts
 - Human Rights and Consumer Sensitivity
 - Sexual Harassment



Wheelchair Securement Requirements & Training



- Drivers operating wheelchair van vehicles for HST must **receive hands-on training on the proper securement of wheelchairs annually from a qualified trainer** certified by the Community Transportation Association of America (CTAA), the University of Wisconsin, or other certification provider approved by the Broker.
- In addition to yearly training, **Drivers will be evaluated every 6 months on the proper securement of wheelchairs.** If a Driver fails the mid-year evaluation, they will be required to do a full re-training.
- The Broker/Transportation Provider shall apply the Wheelchair Securement Corrective Action Schedule to address wheelchair securement deficiencies (see next slide).



Wheelchair Securement Corrective Action Schedule



DRIVER VIOLATIONS

Standards	1 ST INFRACTION	2 ND INFRACTION	3 RD INFRACTION	4 TH INFRACTION
All wheelchairs must face forward.	Written Warning/ Driver Retraining	Driver Retraining/ Shadow for 2 days	1 Day Suspension/ Driver Retraining	Permanent removal from HST Work
All wheelchairs must be secured in the front and the rear (using four securement straps or a "locking bar system" and two securement straps).				
All consumers must be secured into their wheelchairs using the lap/shoulder belt assembly that works in conjunction with the securement system.				
Driver follows the procedures for proper securement of wheelchairs.				

VENDOR VIOLATIONS

Standards	1 ST INFRACTION	2 ND INFRACTION	3 RD INFRACTION	4 TH INFRACTION
All wheelchairs must face forward.	\$250 Fine	\$500 Fine	Route/Trip Value Fine	Loss of Route/Trip Reduction
All wheelchairs must be secured in the front and the rear (using four securement straps or a "locking bar system" and two securement straps).				
All consumers must be secured into their wheelchairs using the lap/shoulder belt assembly that works in conjunction with the securement system.				
Driver follows the procedures for proper securement of wheelchairs.				



Other Safety & Service Improvements



- Brokers hiring additional Safety Inspectors
- HST hiring two additional Compliance Officers
- Contracts will be amended to require Drivers to wear nametags visible to consumers (effective July 1, 2022).
- Clarifying to consumers that scheduling transportation 3 days in advance is a recommendation and not a requirement. Same Day transportation is provided.
- Clarifying to consumers that they can exclude vendors from providing them with trips following a single complaint of any nature.



GPS Technology & On-time Performance



- In order to improve on-time performance and accountability, MART and GATRA are required to establish GPS tracking of vehicles to monitor and verify on-time performance.
- We will be working with the brokers to improve adoption and compliance with GPS monitoring, with monthly benchmarks.



Website and Portal Improvements



- HST engaged the Executive Office of Technology Services and Security (EOTSS) to make recommendations on improving awareness and adoption of digital channels to book PT-1/MassHealth rides.
- EOTSS conducted consumer and social worker interviews, created a user journey map to identify pain points, and conducted an initial review of mass.gov, MART, GATRA, web portal and mobile app content.
- Based on these recommendations, portals and apps will be updated to be more accessible and user friendly.



Website and Portal Improvements



Accessibility Improvements

- Web portal will be made more accessible
- Additional language options will be added, including Spanish
- Riders will be able to select more options when booking rides, including mobility devices other than wheelchairs



Website and Portal Improvements



Visibility and Branding

- HST has debuted a new friendly URL at www.mass.gov/masshealthrides which directs to the “single source of truth” page for MassHealth members. The webpage includes a link to "Know Before You Go".
- The link to the scheduling portal will be made more visible on Broker Websites
- Consistent and understandable branding will be used across the websites, the booking portal and app – “MassHealth Rides”



Website and Portal Improvements



Promotion of Online Booking

- Broker welcome letters will include QR codes for the app (with directions to access) and the link to the online portal
- Mailing will be sent out to all consumers encouraging them to use the apps and portals
- Automated message on call center will continue to advertise the web portal and app and provide short URL that is easy for riders to remember



Initial Discussion of Task Force Recommendations



Task Force Charge

- The Task Force is charged with exploring ways to better collaborate, improve service, and achieve operational and cost efficiencies through the brokerage system to provide the highest quality outcomes for consumers utilizing these services in the Commonwealth.
- The Task Force shall make recommendations and propose guidelines on non-emergency human services transportation with the goal of examining and better understanding the HST 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.



Full Text of the 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**.



Upcoming Meetings and Events



Meeting Dates	Time	Location
September 22, 2022	11:00 am - 12:30 pm	Zoom
<i>November 2022</i>	<i>TBD</i>	<i>TBD</i>
December 1, 2022 – <i>Submission of Task Force Report to the Legislature</i>		