

GENERAL STATEWIDE TRANSPORTATION RESOURCES

MassMobility:

MassMobility is an information-sharing initiative that seeks to help seniors, people with disabilities, veterans, low-income people, and others to access transportation to get to key medical appointments, employment opportunities, and other community destinations. MassMobility does this by increasing awareness of transportation services that exist in a community, and by helping organizations partner to create new services. MassMobility's website shares a wealth of information and links to existing services to help you find transportation in your area, and their mobility management staff support organizations in their efforts to fill transportation gaps. MassMobility is a state initiative based at the Executive Office of Health and Human Services ([EOHHS](#)) and also receives funding from the Massachusetts Department of Transportation (MassDOT).

To learn about transportation services throughout Massachusetts, go to:

Website: <https://www.mass.gov/orgs/massmobility>
Address: MassMobility
EOHHS Human Service Transportation Office
100 Hancock Street, Quincy, MA 02171
Email: hstmobility@state.ma.us

Massachusetts Ride Match:

Ride Match is an online searchable directory that combines all public, private, community-based, and non-profit transportation options in one convenient, easy-to-use online resource. This website was initiated by Greater Attleboro Taunton Regional Transit Authority (GATRA) and is now a state-wide collaboration of all RTAs and MassDOT. The information in Ride Match is supplied and maintained by the RTAs as well as other private and non-profit transportation providers throughout the state. Ride match utilizes Google Transit data and provides users access to real-time transit schedules and step-by-step route information.

To search for transportation options concerning a specific trip (i.e. destination, day and time), go to:

Website: <http://www.massridematch.org/>
Address: GATRA's Mobility Management Department
10 Oak Street
Taunton MA 02780
Phone: 800-483-2500

Human Service Transportation (HST) Office:

The Human Service Transportation (HST) Office oversees an efficient, high quality system of coordinated transportation services for eligible Executive Office of Health and Human Services (EOHHS) consumers to access medical, social, and day services across Massachusetts. The HST Office works with the following state agencies:

- MassHealth
- Department of Developmental Services
- DPH Early Intervention
- Massachusetts Rehabilitation Commission
- Massachusetts Commission for the Blind
- Department of Mental Health

These participating agencies maintain full control over trip eligibility and six Regional Transit Authorities (RTAs) serve as brokers.

To learn more about this transportation brokerage service, go to:

Website: <https://www.mass.gov/orgs/human-service-transportation-office>

Address: EOHHS Human Service Transportation Office
100 Hancock Street, 6th Floor, Quincy, MA 02171

Email: HSTinfo@state.ma.us

MassHealth Transportation Program:

MassHealth members may be eligible for non-emergency transportation to and from MassHealth covered services when you are unable to access public or private transportation. Services include but are not limited to:

- doctors' appointments
- counseling
- day habilitation

To qualify, a MassHealth member must fall within a category that includes transportation-eligible coverage (Standard, CommonHealth, CarePlus, or others). In addition, your MassHealth medical provider must authorize the need for transportation by completing and signing a Prescription for Transportation (PT-1) form on your behalf (which may take up to 3 days to process).

To find out if you qualify for transportation benefits, contact the MassHealth Customer Service Center (CSC):

Phone: 1-800-841-2900

TTY: 1-800-497-4648 for people with partial or total hearing loss.

MassRIDES:

MassRIDES is a free program of the Massachusetts Department of Transportation (MassDOT). This program provides information about travel options such as carpooling, vanpooling, public transportation, bicycling, and walking. MassRIDES offers an on-line carpool ride-matching service (called NuRides). In addition it posts lists of existing van pools (e.g. to employers) and information for starting your own van pool. MassRIDES works hands on with employers and commuters throughout the Commonwealth to promote the use of commuting options.

For further information contact MassRIDES:

Website: <https://commute.com/>
Address: MassRIDES
211 Congress Street, Suite 210
Boston, MA 02110
Phone: 888-426-6688
Email: Jake.Leonard@dot.state.ma.us

MassOptions:

MassOptions is a service of EOHHS which connects elders, individuals with disabilities, and their caregivers with agencies and organizations that can best meet their needs. MassOptions has an array of information and links for accessing health insurance, community services, and supports (such as transportation), as well as other resources such as career, training, and employment; legal services; search tools; and publications.

For further information, visit them on-line or speak with a MassOptions Specialist:

Website: <https://massoptions.org/massoptions/>
Phone: 1-844-422-6277 (7 days a week from 8:00 am to 8:00 pm)

Travel Instruction Programs:

Travel Instruction is the professional activity of teaching individuals with disabilities, seniors, and others how to use public transportation independently to access their environment and community. Travel Instruction Programs may include one or all of the following services:

- **Transit Orientation**-explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, and benefits and services
- **Familiarization**-teaches people who are experienced with traveling about a new route or mode of transportation
- **Individual Travel Training**-an intensive, one-on-one process to help someone gain the knowledge and skills he or she needs to make trips independently

Many Transit Authorities in Massachusetts offer Travel Instruction Programs (for groups and/or individuals) as well as human service agencies and schools. For further information about a Travel Instruction Program near you, visit:

Website: <https://www.mass.gov/service-details/learn-to-ride-transit-with-travel-instruction>

- **MBTA's Travel Instruction Training:** MBTA's Travel Instruction Program offers three types of training: System Orientation, Small Group Training and Individual Travel Training-to help seniors and people with disabilities travel independently on the bus, train, and commuter rail. For further information, go to:

Website: <https://www.mbta.com/accessibility/travel-instruction-training>
Phone: 617-337-2756
Email: howtotravel@mbta.com

- **Massachusetts Commission for the Blind-Orientation and Mobility Training:** Blind individuals may receive Orientation and Mobility Services from the Massachusetts Commission for the Blind (MCB). Certified Orientation and Mobility Specialists provide individualized travel training programs within one's home, workplace and community. Instruction begins with an assessment of the individual's travel needs, motivation, and visual and physical abilities. Based upon this assessment, a training program is developed with the goal of maximizing independence. Or, for the more experienced traveler, training may focus on providing orientation to a new environment, such as a college campus, work location, new residence, etc.

For further information contact:

Website: <http://www.mass.gov/eohhs/gov/departments/mcb/orientation-mobility/>
Address: MCB Boston Office
600 Washington Street
Boston, MA 02111
Phone: 617-727-5550
TDD: 800-392-6556 (MASS. ONLY)

Councils on Aging:

Councils on Aging (COAs) often provide transportation services to seniors and people with disabilities. Contact your local COA to learn what options may be available in your town:

Website: <http://www.mass.gov/elders/service-orgs-advocates/coa/>

Long Distance Medical Shuttles:

Long-distance medical shuttles operated by RTAs are available in some areas for transportation into medical facilities in Boston or other areas. Before scheduling your medical appointment, check what days and times the shuttle runs. Many shuttles require advance registration. For further information visit:

Website: <https://www.mass.gov/service-details/health-care-transportation>

Veterans Transportation:

Transportation services targeted to veterans are available in many regions to help veterans access medical care at the VA or travel to other destinations. For further information about veterans' transportation options in Massachusetts visit:

Website: <https://www.mass.gov/service-details/veterans-transportation>

Volunteer Driver Programs:

Volunteer Driver Programs connect volunteers with people who need rides. There are local and regional programs which may be able to help you find a volunteer in your community who can drive you to some of your appointments. For a list resources and links visit:

Website: <https://www.mass.gov/service-details/volunteer-driver-programs>