

Human Service Transportation Virtual Public Listening Sessions

Have you used Human Service Transportation (HST) services since July 1, 2021?
Share your feedback with the HST office at our upcoming Virtual Public Listening Sessions
May 16 from 2–3:30 p.m. & May 18 from 6–7:30 p.m.

The Executive Office of Health and Human Services (EOHHS), the Human Service Transportation (HST) Office, and MassHealth recognize that safe and reliable transportation to medical appointments and day programs is an essential part of meeting consumers' and members' health care needs.

Transportation services to covered health care appointments and programming for the Department of Developmental Services (DDS), Department of Mental Health (DMH), Department of Public Health–Early Intervention (DPH–EI), Massachusetts Commission for the Blind (MCB), Massachusetts Rehabilitation Commission (MRC), and MassHealth is coordinated by two brokers, the **Montachusett Regional Transit Authority (MART)** and the **Greater Attleboro Taunton Regional Transit Authority (GATRA)**. New contracts with MART and GATRA went into effect on July 1, 2021. These new contracts introduced new technologies to improve customer service, such as smart phone apps and self-service web portals to facilitate transportation scheduling and the reporting of complaints.

Now we want to hear from you. How is it going?

Please join our virtual public listening sessions on **May 16 and 18** and share your experience with HST services through MART and GATRA since the new contracts were implemented on July 1, 2021.

All are welcome to join, but **advance sign-up is recommended for those who wish to speak**. You can sign up at the following link: <https://forms.gle/ZAFbx8Mspdm3qPRf8> or by phone (617) 573-1608.

Written testimony will be accepted as well and can be sent in advance to: HST-task-force@mass.gov

Monday, May 16 2–3:30 p.m.
Join via Zoom: www.zoom.com Enter Meeting ID: 833 0878 9613 Enter Passcode: HST
Or call: (646) 558-8656 Enter Meeting ID: 833 0878 9613

Wednesday, May 18 6–7:30 p.m.
Join via Zoom: www.zoom.com Enter Meeting ID: 870 1155 7330 Enter Passcode: HST
Or call: (646) 558-8656 Enter Meeting ID: 870 1155 7330

Interpretation in the following languages will be provided: Arabic, Brazilian Portuguese, Cape Verdean, Chinese, Haitian-Creole, Russian, Spanish, and Vietnamese. ASL and CART have been requested for both meetings. ADA reasonable accommodations for people with disabilities are available upon request. To submit a request, contact William Herbert at william.l.herbert@mass.gov or (617) 660-3443. As part of your request, please include a description of the accommodation you will need and include as much detail as you can. Please provide your contact information in case we need more information. When possible, please give at least two weeks (14 days) advance notice. Last-minute requests will be accepted but may be difficult to fill.

For more information, contact the Human Service Transportation Task Force

Email: HST-task-force@mass.gov Phone: (617) 573-1608