

Human Services Transportation Study

Massachusetts Executive Office of Health and Human Services



Human Service Transportation refers to agencies, jurisdictions and non-profit organizations working together to maximize transportation services for people with disabilities, low-income populations and older adults and the elimination of service gaps. Various state and federal funding streams have different administrative and eligibility requirements, which complicate the coordination of public and human service transportation.

The Collaborative was part of a team that worked with the Massachusetts HST Office analyzing brokerage management costs and operational data for cost savings and opportunities for

interfaces with other transportation systems. They also met with the existing brokers to understand service challenges and opportunities for better and more cost-effective service.

