

**HOUSE . . . . . No. 2403**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

***Mindy Domb***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act establishing the human service transportation (HST) consumer advisory board.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Mindy Domb</i>	<i>3rd Hampshire</i>	<i>1/15/2025</i>
<i>Michelle L. Badger</i>	<i>1st Plymouth</i>	<i>4/30/2025</i>
<i>Natalie M. Blais</i>	<i>1st Franklin</i>	<i>3/25/2025</i>
<i>Joanne M. Comerford</i>	<i>Hampshire, Franklin and Worcester</i>	<i>3/25/2025</i>
<i>Kathleen R. LaNatra</i>	<i>12th Plymouth</i>	<i>3/25/2025</i>
<i>Patricia A. Duffy</i>	<i>5th Hampden</i>	<i>7/23/2025</i>
<i>Kelly W. Pease</i>	<i>4th Hampden</i>	<i>7/18/2025</i>

**HOUSE . . . . . No. 2403**

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By Representative Domb of Amherst, a petition (accompanied by bill, House, No. 2403) of Mindy Domb relative to establishing the human service transportation consumer advisory board. Public Health.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 3303 OF 2023-2024.]

**The Commonwealth of Massachusetts**

\_\_\_\_\_  
**In the One Hundred and Ninety-Fourth General Court  
(2025-2026)**  
\_\_\_\_\_

An Act establishing the human service transportation (HST) consumer advisory board.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 Chapter 6 of the General Laws is hereby amended by adding the following section:-

2 Section 222. (a) There is hereby established within the executive office of health and  
3 human services the human service transportation (HST) consumer advisory board, hereinafter  
4 referred to as the board, to advance the quality of nonemergency transportation to medical,  
5 community and other health and human services for persons with disabilities across the  
6 commonwealth and to identify challenges and solutions to address the experience and concerns  
7 of consumers using this service in order to ensure that HST is safe and reliable for all consumers.

8 (b) The board shall engage in activities that support its goals to identify challenges and  
9 solutions, make recommendations for improvements and propose guidelines on non-emergency

10 human services transportation in order to provide the highest quality of service for consumers in  
11 the commonwealth, identify opportunities for improved service and productivity and provide a  
12 strong safety net for vulnerable populations in rural and urban communities. These activities  
13 shall include, but not be limited to:

14 (i) activities that elicit consumer experiences, feedback and insight into program  
15 participation as well as the ability to invite representatives from vendors, providers and referral  
16 sources in their attempt to capture information relevant to their purpose;

17 (ii) a minimum of six public meetings annually, as required by subsection (d);

18 (iii) consumer listening sessions pursuant to paragraphs (2) and (3) of subsection (d);

19 (iv) an annual report, as required by subsection (d); and

20 (v) any other activity consistent with the purpose of the board.

21 (c) The board shall consist of 13 members who shall include; the secretary of health and  
22 human services or their designee who shall be a non-voting member and shall serve as the  
23 convener of the board; the director of MassHealth or their designee who shall be a non-voting  
24 member; and 11 voting members appointed by the governor: 1 of whom shall be appointed from  
25 a list of 3 consumers recommended by the Massachusetts developmental disabilities council; 1 of  
26 whom shall be appointed from a list of 3 consumers recommended by the Massachusetts Mental  
27 Health Association; 1 of whom shall be appointed from a list of 3 consumers recommended by  
28 the statewide independent living council; 1 of whom shall be appointed from a list of 3  
29 consumers recommended by Stavros center for independent living; 1 of whom shall be appointed  
30 from a list of 3 consumers recommended by Independence Associates center for independent

31 living; 1 of whom shall be appointed from a list of 3 consumers recommended by the Boston  
32 Center for Independent Living, Inc.; 1 of whom shall be appointed from a list of 3 consumers  
33 recommended by the Dignity Alliance; 1 of whom shall be appointed from a list of 3 consumers  
34 recommended by Arc Massachusetts, Inc.; 1 of whom shall be appointed from a list of 3  
35 consumers recommended by the Disability Law Center; 1 of whom shall be appointed from a list  
36 of 3 consumers or consumer surrogates recommended by Mass Senior Care and the  
37 Massachusetts Council on Aging; and 1 of whom shall be appointed by the governor at their  
38 discretion.

39 (d)(1) The board shall meet a minimum of six times a year, all meetings of the board shall  
40 be held remotely and open to the public. Notice of remote meetings shall be posted as soon as  
41 reasonably possible prior to meeting. Notice shall be printed or posted in a legible, easily  
42 understandable format and shall contain the date, time and instructions for remote access and  
43 participation. The convenor of the meeting shall further include with the notice a listing of the  
44 topics that the convenor reasonably anticipates will be discussed at the meeting.

45 (2) In order to engage in in activities that elicit consumer experiences, feedback and  
46 insight into program participation as well as the ability to invite representatives from vendors,  
47 providers and referral sources in their attempt to capture information relevant to their purpose,  
48 the board shall host and report on two virtual consumer listening sessions annually, preceded by  
49 targeted outreach to users of human services transportation services.

50 (3) The consumer advisory board shall file an annual report of its recommendations with  
51 the clerks of the house of representatives and senate, the house and senate committees on ways  
52 and means, the joint committee on transportation, the joint committee on children, families and

53 persons with disabilities, the secretary of health and human services and the secretary of  
54 transportation not later than December 1. The recommendations shall be used by the human  
55 services transportation office to improve non-emergency human services transportation broker  
56 services.

57           The human services transportation office will provide the Board with an update of its  
58 actions with regard to the report's recommendations.

59           (4) The human services transportation office shall staff the consumer advisory task force,  
60 assist with facilitation for board outreach activities, and ensure its operation and scheduling.