Executive Order 530: Improving the Efficiency and Quality of Paratransit and Community Transportation Services in Massachusetts

In 2011, the Governor issued Executive Order 530, which set up a commission to examine and offer suggestions on improving community, social service, and paratransit transportation. The commission held six public sessions around Massachusetts where individuals and organizations shared their experiences and challenges with using transportation in their communities. In July 2012, the commission released a report based on its findings from the listening sessions and other research. The report includes over sixty recommendations. To read the entire report and other documents, visit tinyurl.com/eo530. Here are some examples of the types of recommendations the Commission made:

**Transportation Availability, Access, and Service Quality**
- Identify community transportation service gaps and pilot programs to fill those gaps
- Improve trip coordination by promoting commingling and ridesharing between ADA and non-ADA riders
- Facilitate paratransit transfers between transit authorities
- Research and develop a centralized repository for providing information to the public on transportation options
- Address physical and language barriers to accessing transportation services
- Establish and enforce service quality levels
- Promote and support travel training statewide
- Promote and support volunteer driver programs

**Customer Eligibility, Application, and Screening**
- Make eligibility, application, and screening mechanisms for ADA paratransit consistent across the state
- Ensure that ADA applications are accessible

**Efficiencies, Cost Containment, and Revenue Maximization**
- Promote commingling so that more passengers can ride on a given trip
- Promote and support use of taxis and accessible taxis to provide community transportation services
- Explore opportunities to establish ADA-plus paratransit services
- Promote vehicle sharing
- Identify sponsorship opportunities to help fund transportation
- Research the potential for additional federal support for MassDOT services

**Implementation**
MassDOT and the Executive Office of Health and Human Services are working together to implement these recommendations. These agencies are working closely with members of the new Statewide Coordinating Council on Community Transportation, which includes representatives from transit and transportation providers, planning agencies, state agencies, Independent Living Centers, Councils on Aging, advocates, and consumers. Regional Coordinating Councils are also forming to implement these recommendations at the regional level across Massachusetts. To learn more or get involved, please contact EOHHS at hstmobility@state.ma.us or MassDOT at statewidemobility@dot.state.ma.us.

Human Service Transportation Office
Executive Office of Health and Human Services
Mobility Management Center
Massachusetts Department of Transportation