Demonstration of Reach-a-Ride Website

Staff Recommendation: Receive a demonstration of the Reach-a-Ride website.

Issues: None

Background: A web-based regional transportation information clearinghouse for specialized transportation services has been developed to assist customers with disabilities, those with limited incomes, and older adults in finding transportation options in Northern Virginia, Suburban Maryland and the District of Columbia. "ReachaRide.org" was officially launched in December and includes a toll-free phone number. The site is funded by a Job Access Reverse Commute (JARC) grant with support from WMATA, the District of Columbia Department of Transportation (DDOT), the Virginia Department of Rail and Public Transportation (DRPT), and the Maryland Transit Administration (MTA).

Summary of the Reach A Ride Project

What is it?

Reach A Ride is a website with telephone support that will provide consumers and social service agencies improved access to information about the multitude of transportation options for people with disabilities, older adults and low-income commuters. No single website or information hotline provides this type of information on the range of transportation options for D.C., Northern Virginia and Suburban Maryland.

Who developed the web site and will maintain it?

The COG/TPB Alternative Commute Program team developed the web site and will maintain and market it through July 2012. Funding for maintenance of the data and the site after 2012 is yet to be determined. The Human Services Transportation Coordination Task Force guided the development of the site, and will oversee its progression in the future.

How was Reach a Ride developed?

A Functional Requirements analysis was completed for Reach a Ride in November 2009. The Functional Requirements analysis provides website specifications to ensure the highest level of accessibility for people with visual impairments, database specification and standards for maintaining the data. The business owner of the website was determined to be the COG/TPB Alternative Commute Program team in June 2010. Data collection efforts began in December 2010 and the launch of the website and call center occurred on December 5, 2011.

How was the project funded?

In 2008 COG/TPB was awarded a Federal Transit Administration (FTA) Job Access Reverse Commute grant in the amount of $584,000 to develop and deploy Reach A Ride. WMATA provided the majority of the requisite $117,000 in matching funds for this grant, and the District Department of Transportation, The Maryland Transit Administration and the Virginia Department of Rail and Public Transit also contributed.

What Geographic Areas will be Included?

Figure 1 below shows the geographic coverage for Reach A Ride. The major public, private and non-profit transportation services that serve these areas will be included in the database.

-District of Columbia

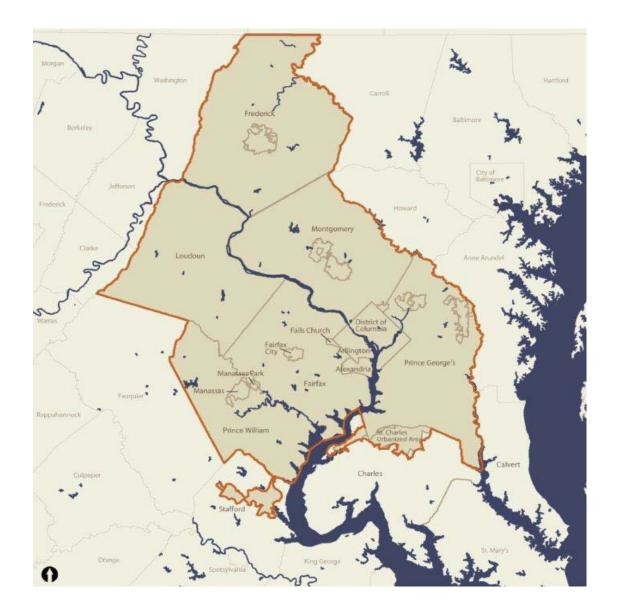| **-Maryland**	**-Virginia**
Counties:	Counties:
Frederick, St Charles Urbanized Area in Charles, Montgomery and Prince George's	Arlington, Fairfax, Loudoun, Prince William and
Cities:	Cities:
Bowie	Alexandria
Gaithersburg	Falls Church
College Park	Fairfax
Greenbelt	Manassas
Rockville	Manassas Park
Takoma Park	
Frederick	

Figure 1: Geographic Coverage for the Regional Transportation Information Clearinghouse (Shaded Area Only)

Includes DC;
MD: Frederick, St Charles Urbanized Area of Charles*, Montgomery & Prince George's;
VA: Arlington, Fairfax, Loudoun, and Prince William

**After January 1, 2012, Charles County will be added to the Reach A Ride service area due to their joining COG and TPB.*
Alternative Formats of this document are available upon request. Please contact Wendy Klancher at wklancher@mwcog.org
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