# Slide 1:

# Presentation Title: REACH A RIDE Enhancements

Website & Procedural Update

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Access for All Committee

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TPB logo

Slide 2: Background

* Need for a “Regional Clearinghouse” identified in 2009
* Primary goal: Connect individuals with special transportation needs with transportation options
* Launched in 2011
* Website is equipped with Assistive Technology
	+ JAWS For Windows Screen Reading Software
	+ NonVisual Desktop Access (NVDA)
	+ American Foundation for the Blind Certification (AFB)
* Toll free number available: 855-732-2427

Slide 3: Website Content Overview

Screenshot of opening page of Reach a Ride website:

Please enter your starting address

Search Now

Or Perform and Advanced Search for a more detailed search on transportation providers along your route

Slide 4: Website Content Overview

Screenshot of results for a search

* Name of agency
* Address
* Information last updated
* Contact information
* Office Hours
* Service Description
* Agency Description
* Service Area

Slide 5: Website Content Overview

Screenshot of results for a search continued

* Eligibility requirements
* Transportation Service Amenities i.e. service animals, companions allowed, etc.

Slide 6: Website Content Overview

Screenshot of results for a search continued

* Program Fees, including payment methods and any subsidy offered

Slide 7: Data Integrity Enhancements

* Data certification now required by providers
	+ “Save and Publish”
		- All changes made to the listing information are certified to be accurate to the best of the provider’s knowledge
		- “Reviewed/No Changes”
		- An agency representative has reviewed the data and confirms no changes are necessary
		- Annual Reminder from COG
			* New internal report created

Slide 8: Internal Processes

* Call Center Operations
	+ Staffed Monday – Friday, 9am – 5pm
	+ English and Spanish language support
	+ Primary communication via email and telephone
	+ Data Management
	+ Monthly Data Review
		- Staff outreach to providers for data edits/updates
		- Staff auditing (calling) listed services to confirm availability
		- Defunct Providers
		- Difficulty in reaching providers

Slide 9:

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