# 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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