

# REACH A RIDE

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## Program Overview

Dan Sheehan  
COG/TPB Staff

Access for All Committee  
April 9, 2021

# Background

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- 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
- Toll free number available: 855-732-2427

# Website Content Overview

Please enter your Starting Address:

Street Address

City

State

Zip code

**SEARCH NOW**

Or Perform an [Advanced Search](#) for a more detailed search on transportation providers along your route.



# Website Content Overview

## EASTER SEALS SERVING DC MD VA TRANSPORTATION PROGRAM FOR ADULT DAY SERVICES

**Furnished by:**  
Easter Seals Serving DC MD VA

**Also known as:**  
Easter Seals

**Address:**  
1420 Spring Street  
Silver Spring, MD 20910

**Information last updated:**  
Tuesday, September 8, 2020 11:11:39 AM EDT

**Contact Information to Arrange a Trip**

**Phone numbers:**  
Voice 301-920-9765  
FAX 301-920-9770

[Visit Our Website](#)

**Office Hours:**  
Mon-Fri 7:30 am-5:30 pm

**Service Description:**  
Provides transportation for eligible clients to and from the Adult Day Center.

**Agency Description:**  
Provides services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities

**Service Area:**  
Most of Montgomery County and parts of DC



# Website Content Overview

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## ELIGIBILITY REQUIREMENTS AND RESTRICTIONS

Service is generally available to: Adults with disabilities and who are clients of the agency's Adult Day Center  
Trip restrictions may apply.  
No residency requirements. Service is not always available. Transportation provided when the Adult Day Center is open

## TRANSPORTATION SERVICE AMENITIES

Vehicles are wheelchair accessible  
Service animals are allowed.  
Companions are allowed.  
Trip chaining is allowed.  
This service is fixed route transportation.  
Service is from curb to curb.  
We transport passengers for employment and training related purposes.



# Website Content Overview

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PROGRAM FEES	
Fee Structure	Cost for transportation included with other fees for service
Payment Methods Accepted	Contact provider for information regarding payment terms.
Are Subsidies Allowed?	No. .
Income Requirements	There are no special rules regarding income.

# Recent Data Integrity Enhancements

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- 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
    - Identifies provider records that have not been reviewed in the past year



# Internal Processes

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- 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
- Enhanced Mobility subrecipients required to register as a provider





## Daniel Sheehan

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National Capital Region  
Transportation Planning Board