REACH A RIDE

Program Overview

Dan Sheehan COG/TPB Staff

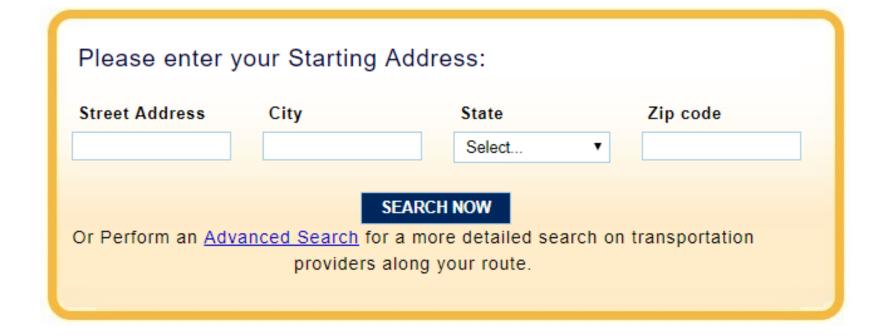
Access for All Committee April 9, 2021



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
- Toll free number available: 855-732-2427







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



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.



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

- 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

- 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

DTP Transportation Operations Program Manager (202) 962-3287 dsheehan@mwcog.org

mwcog.org/tpb

Metropolitan Washington Council of Governments 777 North Capitol Street NE, Suite 300 Washington, DC 20002

