# Slide 1:

# Presentation Title: Reach a Ride – Program Overview

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Access for All Committee

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Logo: TPB

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
* Toll free number available: 855-732-2427

Slide 3: Website Content Overview

Screenshot of webpage showing “Please enter your Starting Address” and providing:

* fill in boxes for Street Address, City, State, Zip code
* A Search now click box
* Option to click on “Advanced Search” for a more detailed search on transportation providers along your route

Slide 4: Website Content Overview

Screenshot of a webpage showing a detailed search finding for Easterseals Serving DC/MD/VA

* Agency name
* Address
* Service Description
* Agency Description
* Service Area
* Contact Information
* Website
* Office hours

Slide 5: Website Content Overview

Screenshot of webpage showing continued detailed search finding for Easterseals Serving DC/MD/VA

* Eligibility Requirements and Restrictions
* Transportation Service Amenities

Slide 6: Website Content Overview

Screenshot of webpage showing continued detailed search finding for Easterseals Serving DC/MD/VA

* Program Fees
  + Fee Structure
  + Payment Methods Accepted
  + Are Subsidies Allowed?
  + Income Requirements

Slide 7: 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

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
* Enhanced Mobility subrecipients required to register as a provider

Slide 9:

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