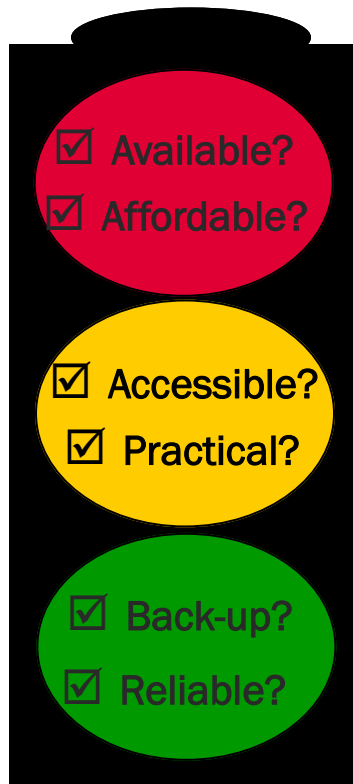


To Improve Job Matching & Job Retention

Review Job Seeker's Transportation to Work



<input checked="" type="checkbox"/> Available? <input checked="" type="checkbox"/> Affordable?	Is the job seeker's transportation option: <ul style="list-style-type: none">• In close proximity to the employer• Usable for suggested work schedules• Commute time reasonable• Cost effective in short & long term?
<input checked="" type="checkbox"/> Accessible? <input checked="" type="checkbox"/> Practical?	Is the job seeker's transportation affected by: <ul style="list-style-type: none">• Disability or other health factors• Child care drop off/pick up needs• Their fear of the transportation option?
<input checked="" type="checkbox"/> Back-up? <input checked="" type="checkbox"/> Reliable?	Does the job seeker have a back-up to the primary transportation: <ul style="list-style-type: none">• Public transportation• Neighbor or co-worker carpooling?

Are you ready to assist job seekers to meet their transportation needs?

- Include a transportation assessment as part of each initial interview with job seekers.
- Make sure you are aware of the various transportation options available (public transit, gas vouchers, demand response, transportation subsidies, etc.).
- Once viable transportation options are identified, make sure the jobs seeker knows how to use and is comfortable with the selected service.
- Provide contact information, fact sheets, brochures and protocol for ride scheduling. If online trip calculators are available, show the job seeker how to use and access them.

For details see the following guidance.

Transportation and Employment

A Guide for Workforce Professionals to Help Meet Job Seeker's Transportation Needs

- 
- Available?
 - Affordable?

- Accessible?
- Practical?

- Back-up?
- Reliable?

This guide includes **five** key questions staff should ask job seekers to assess their transportation needs as part of an employment search. The guide also suggests the steps the staff and the workforce agencies will have to take to get ready to thoroughly assist the transportation needs of job seekers.

Working One on One with Job Seekers to Review their Transportation Options

A job seeker's transportation situation may not be as straightforward as it initially seems particularly when factoring in varying shift times, multiple stops (child care, educational activities, etc.), commute time and cost. By exploring transportation needs upfront, ideally at the initial assessment, job seekers will have a higher chance of overcoming their transportation barrier. Staff should ask the following five key questions in discussions with job seekers:

1. Do the job seeker's transportation options match transportation options within close proximity to potential employment opportunities that you are recommending?

Staff should research transportation options to and from the job seeker's residence to potential employers. They should be aware of transportation issues surrounding major employers in the local area. Check *Knowing the Available Transportation Resources* on page four of this guidance.

2. Does the job seeker have practical and usable transportation to get to the job?

Review job seekers' current situation and the transportation options available to them. Do not assume that job seekers are aware of all of the available resources. Discussing the options with the job seekers may also let you know if they have some misconceptions or concerns about using certain services. For instance individuals may have:

- Never ridden a bus or subway and may not know how to find route information or know how to pay a fare.
- Not been aware of demand-response (drop off/pick up at individuals home or central location) services that may be available.
- A vehicle but not realize that repair assistance or gas cards may be available.
- A vehicle they rely on and may not be aware that other transportation options such as public transportation may be much more cost effective and practical.

Additional job seeker needs must be considered for their transportation options:

- Reasonable commute time
- Work or training schedule
- Child care drop off/pick up
- Disabilities or other health factors

Keeping above considerations in mind will help avoid issues may prevent them from continuing the job or cause tardiness or absences.

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3. Is the transportation option affordable in the short and long term? If not, what are some solutions for making transportation affordable for the job seeker?

Staff should carefully review with job seekers the actual costs of a particular transportation option to see if it is viable to use in both the short and long term. For instance, there may be transportation subsidies available during a job search or during the initial weeks of employment that may end once the individual has been employed for a certain period of time. If the job seeker in this instance is using a higher cost transportation option such as a taxi during this period, they may not be able to afford using this same service after the subsidy ends. Until the first few paychecks are received, many job seekers may not have the ability to pay for transportation.

If the transportation option is not affordable, staff must consider solutions to help the job seekers make the transportation affordable. Coordination with community based partners is essential to ensure comprehensive information regarding the various transportation support programs available. For instance, applicants and recipients of public assistance are eligible for transportation assistance including financial help to cover the cost of vehicle repairs, bus tokens, etc. if the individual is required by the social services district to participate in job search or job preparation activities. Some transit companies offer reduced fare rates for certain populations.

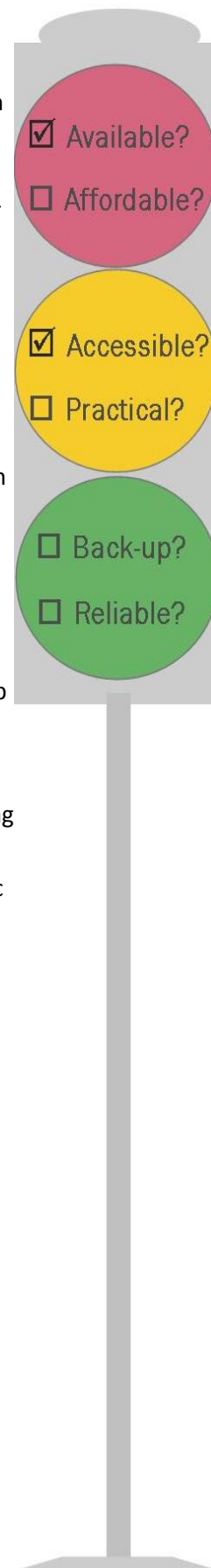
4. Does the job seeker know how to use the selected transportation option?

Once the appropriate transportation option has been agreed on, staff must make sure that the job seeker is comfortable about using the transportation option. Below are ways to help job seeker to learn how to use the transportation option:

- Provide contact information, fact sheets, brochures, web links, and protocol for ride scheduling for the transportation option. Assist the job seeker with how to read them.
- Many public transit systems have online trip calculators that allow individuals to enter specific destination information and will provide step-by-step instructions, regarding which buses or trains to take, transfers needed, and estimated travel time. Staff should be familiar with these tools and guide job seekers through them.
- Various transportation providers may have staff available to assist individuals who require a higher level or more specialized services or travel training.
- Have guides using buses that answer basic questions such as: do I need exact change, how to handle transfers, how to read a bus schedule, and other bus etiquette to lessen riding fears.

5. What is the back-up plan for transportation should the primary option fall through?

Some employers have strict attendance policies and job seekers do not want to put their employment in jeopardy due to transportation issues. Staff must encourage job seekers to think about at least one viable secondary transportation option, if the primary source of transportation falls through, as well as if there are other changes in the primary transportation plan, such as different childcare drop off points, and weather or route changes. Staff should work with the job seeker to identify and write down emergency transportation options. For example, it may be possible to get a ride from a neighbor or co-worker on a temporary basis.



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Knowing the Available Transportation Resources

Staff must be aware of the transportation services that are available in their area to adequately assist job seekers with their individual transportation needs. Listed below are some suggestions workforce agencies can implement to ensure that transportation resources are readily available:

- Identify a staff member who is fully trained to serve as a resource for other staff and/or job seekers on transportation options. A staff member may also act as a liaison to transportation agencies or participate on area transportation committees to ensure customer needs are met.
- Offer training opportunities for staff to learn about existing transportation options and how to use them. This could include inviting transportation representatives to speak about the services.
- Include a transportation component as part of the orientation and/or job readiness workshops. Consider having representatives from a transportation company present to job seeker groups or ask them to be available on-site at certain times to meet with job seekers.
- Create an area within the office that is accessible to customers to display the local transportation resources described below.

Are you ready to assist job seekers to meet their transportation needs?

- Coordinate with community partners to develop an inventory of local transportation services. Such inventory can be made easily accessible. Local initiatives or organizations may already have a transportation inventory that could be adapted. This inventory could include:
 - Customer service lines
 - Trip calculators
 - Public transportation Schedules
 - Fare prices
 - Charter bus routes
 - Demand-response services
 - Shuttles or Taxi
 - Park and ride sites
 - Car and van pool options
 - Options for individuals with disabilities
 - Transportation subsidies
 - Vehicle loan programs
 - Gas voucher program
 - Vehicle modification programs
 - Ways to obtain a driver's license or permit
 - Solutions for offenses for driving under the influence (DUI, DWI, DWAI)

Identifying and Sharing Information Regarding Gaps in Transportation Service

Are there recurring issues that come up when staff try to place individuals at certain jobs or in certain locations due to limited transportation options? Workforce agencies are encouraged to develop a method for collecting information regarding job seekers' unmet transportation needs. This type of tangible information when shared with community partners will help make informed decisions about changing, expanding, or implementing new transportation service options.