



BURLINGTON COUNTY WORKFORCE DEVELOPMENT BOARD
SUPPORT SERVICES POLICY - YOUTH PROGRAM SUBRECIPIENT
TRANSPORTATION POLICY

Effective November 20, 2024

PURPOSE

The Burlington County Workforce Development Board, as the Governor’s chosen administrative entity for the Workforce Innovation and Opportunity Act in Burlington County, is authorized to issue interpretations and exceptions as supported by applicable law, rules, and regulations of the Workforce Innovation and Opportunity Act (WIOA).

This policy outlines the conditions and procedures for utilizing Uber and Lyft as transportation services for participants of the Youth Program under the Workforce Innovation and Opportunity Act (WIOA). The goal is to provide safe and reliable transportation to youth who require assistance to access work experience, training, or educational services related to their participation in the WIOA Youth Program.

BACKGROUND

Workforce Innovation and Opportunity Act (WIOA) program applicants and participants shall be informed by their case manager that supportive services are available through the local workforce system including system partners, service providers, and community-based programs.

Transportation is recognized as a supportive service under the Workforce Innovation and Opportunity Act and under 20 CFR 681.570. It may be provided to participants when a lack of reliable transportation creates a barrier to participation in required program activities. Uber and Lyft may be used as transportation options under the following conditions, ensuring compliance with WIOA regulations.

POLICY GUIDELINES

Below are the Policies and Guidelines per the New Jersey’s Department of Labor and Workforce Development.

Eligibility Criteria for Uber/Lyft Transportation

To qualify for Uber/Lyft transportation services under this policy, the participant must:

1. Be enrolled in the WIOA Youth Program.

2. Demonstrate a need for transportation assistance to attend program-related activities, such as work experiences, job exploration, training, or education.
3. Endure challenges accessing reliable public transportation or other transportation options.
4. Be participating in a WIOA-authorized service that is required for successful program completion.

Authorization and Approval

1. **Initial Assessment:** A transportation needs assessment must be conducted for each youth participant during the Individual Service Strategy (ISS) planning process. This assessment will determine the necessity of Uber/Lyft as a transportation option.
2. **Methods:**
 - The preferred method will require the youth provider to use their organization's credit card or UBER/Lyft account to purchase rides from the UBER/Lyft app if the participant is 18 or over. No personal credit card should be used.
3. **Approval Process:**
 - All requests for transportation must be pre-approved by the youth provider's program manager or an authorized designee with the authority to approve on behalf of the organization.
 - The youth provider must ensure that Uber/Lyft is the most cost-effective and appropriate means of transportation. Before approval, the provider must verify that no other transportation options, including public transit, are available within a reasonable distance from the participant's residence.
 - An attestation form must be completed according to the following method: Include the reason the participant requires transportation, the estimated mileage required for transportation, and the student's signature confirming that the information provided is accurate and supplement with receipt. The form must also include the signature of the participant's parent or guardian to confirm their acknowledgement and consent if the participant is under 18 years old.
4. **Limits and Frequency:**
 - Transportation through Uber/Lyft may be provided on a case-by-case basis and limited to essential program-related activities.
 - The frequency and duration of the service will be determined based on the participant's needs and program requirements.
 - Lyft does not allow passengers under 18 to ride without a parent/guardian.
5. **Parental/Guardian Consent:**
 - For participants under the age of 18, written consent from a parent or legal guardian is required before utilizing Uber services. The participant must be added to the parent's UBER account and utilize UBER under their terms and conditions.
 - Parents/guardians must be informed of the safety measures and limitations of using Uber/Lyft as a transportation method.

Safety and Liability

1. **Driver and Vehicle Safety:** Uber/Lyft drivers are required to pass background checks and maintain proper insurance, as per their internal policies. The youth provider will ensure participants are informed of these safety standards.
2. **Passenger Responsibilities:**
 - Participants are required to adhere to the transportation services' passenger policies, including respecting the driver and vehicle, maintaining appropriate behavior, and wearing seat belts at all times.
 - Participants must follow any safety protocols established by Uber/Lyft, including health and hygiene guidelines during transport.
 - If using Lyft, you must be 18 years or older to be a single passenger and adhere to their [policy](#).
3. **Liability Coverage:**
 - Uber/Lyft insurance policies provide coverage during rides. However, the youth provider should maintain additional liability insurance to cover any incidents that may occur while transporting youth through transportation services.

Budget and Cost Considerations

1. **Expense Tracking:**
 - All transportation expenses incurred through Uber/Lyft must be tracked and documented as part of the participant's supportive services record.
 - **Receipts** and trip logs for each trip must be maintained for monitoring and audit purposes, ensuring that expenditures align with the participant's transportation needs.
2. **Cost Limits:**
 - A predetermined budget allocation for transportation will be set for each participant on a per trip, bi-weekly or monthly basis, considering the duration and frequency of the rides. Per participant cap for transportation assistance is set at \$2400.00.
 - When factoring in the driver's tip, the participant should not tip higher than 10% for each ride.
 - After the first week of issuing the UBER/Lyft rides, program staff will assess the participant's responsible usage of the service and review the supplemental documentation provided for reimbursement. After a successful determination of the participant's responsibility, the youth provider can allow additional UBER/Lyft services on a bi-weekly or monthly basis.
 - If two or more participants share an UBER/Lyft ride, only one participant should be charged to the program with backup on the travel log and be eligible for reimbursement from the Workforce Development Board.
 - Costs should be monitored to ensure that Uber/Lyft transportation remains a reasonable and justifiable expense within the program's supportive services budget.

Monitoring and Review

1. Program Staff Responsibilities:

- Youth provider staff must regularly review Uber/Lyft usage for each participant to ensure that it remains necessary and cost-effective.

2. Compliance:

- All transportation services provided must comply with WIOA regulations and local program guidelines. Regular monitoring will be conducted to ensure adherence to this policy, including reviews during program audits.

Termination of Service

Uber/Lyft transportation services should be discontinued if:

- The participant no longer demonstrates a need for transportation assistance.
- The participant fails to comply with program requirements or safety protocols.
- The service becomes unfeasible due to budgetary constraints or the availability of alternative transportation options.

Note: Failure to adhere to these guidelines may result in reimbursement delay/denial. It is crucial to maintain accurate records and follow the specified procedures for a smooth reimbursement process.

REFERENCES

- WIOA CFR 681.570

WIOA Participant Transportation Form

Participant Information:

- **Name:** _____
- **Program:** _____
- **Reason for Transportation Assistance:**

- **Estimated Mileage (Bi-weekly/Monthly):** _____

Acknowledgment and Signature:

I, the undersigned, confirm that the information provided is accurate.

Participant Signature: _____

Date: _____

Parent/Guardian Acknowledgment and Consent:

I acknowledge and consent to the use of transportation assistance provided to the participant.

Parent/Guardian Signature: _____

Date: _____