



BURLINGTON COUNTY WORKFORCE DEVELOPMENT BOARD
TRANSPORTATION POLICY – ADULT LITERACY INNOVATIONS
PARTICIPANT TRAVEL

Effective: January 2025

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 NJ Transit Bus Passes and Lyft as transportation services for participants of the Adult Literacy Innovations program under the NJ Department of Labor’s grant. The goal is to provide safe and reliable transportation to participants who require assistance to access educational and programmatic services related to their participation in the Adult Literacy Innovations Program.

BACKGROUND

The Burlington County Workforce Development Board, in partnership with Goodwill Industries of Southern New Jersey & Philadelphia have been awarded the Adult Literacy Innovations grant through the New Jersey Department of Labor. Goodwill Industries SNJ/PA may provide transportation assistance to eligible students when transportation is identified as a documented barrier to participation and when funding is available through approved grant and/or organizational funding sources. Transportation assistance is provided in a structured and controlled manner and is not an entitlement service. All assistance must be directly related to participation in the Adult Literacy Innovations program.

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. NJ Transit Bus passes and Lyft may be used as transportation options under the following conditions, ensuring compliance with New Jersey Department of Labor regulations.

POLICY GUIDELINES

Transportation assistance is provided solely to support participation in educational and programmatic services and will not be used for personal or non-program-related purposes.

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

Eligibility Criteria for Bus Passes & Lyft Voucher Codes

To qualify for NJ Transit Bus Passes or Lyft transportation services under this policy, the participant must:

1. Be enrolled in the Adult Literacy Innovations program.
2. Demonstrate a need for transportation assistance to attend educational and programmatic services.
3. Have challenges accessing reliable public transportation or other transportation options.

Authorization and Approval

1. **Initial Assessment:** A transportation needs assessment must be conducted for each Adult Literacy Innovations participant. The assessment will determine the necessity of NJ Transit or Lyft as a transportation option.
2. **Methods:**
 - The preferred method will require Goodwill to issue Lyft Voucher Codes to participants. Lyft Codes are procured from Goodwill's credit card or Lyft account to purchase rides from the Lyft app if the participant is 18 or over. No personal credit card will be used by the participant.
 - NJ Transit Bus Passes will be issued to participants residing in areas accessible via public transportation routes.
3. **Goodwill's Request and Approval Process:**
 - The participant identifies a transportation barrier with instructional or case management staff.
 - Staff document the identified barrier in the case management system.
 - A Supportive Service Request is completed and submitted.
 - The request is reviewed and approved by Goodwill's Director of Mission Services or designee.
 - Upon approval, transportation assistance is issued and documented accordingly.

No transportation assistance shall be provided without prior documentation and supervisory approval.

4. Documentation Requirements

The following documentation shall be maintained for compliance purposes:

- Supportive Service Request documentation.
- Proof of program enrollment.
- Approval authorization.
- Record of issuance (bus pass log or Lyft voucher tracking).
- Case note documenting the purpose and issuance of assistance.

5. Frequency:

- NJ Transit Bus Passes and Lyft may be time-limited based on documented need and participation status.

6. Parental/Guardian Consent:

- Lyft does not allow passengers under 18 to ride without a parent/guardian.
- Parents/guardians must be informed of the safety measures and limitations of using Lyft as a transportation method.

Safety and Liability

1. **Driver and Vehicle Safety:** 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 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:**

- Lyft insurance policies provide coverage during rides. However, Goodwill should maintain additional liability insurance to cover any incidents that may occur while transporting participants.

Budget and Cost Considerations

1. **Expense Tracking:**

- All transportation expenses incurred through NJ Transit Bus Passes and 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 Participant Travel under the Adult Literacy Innovations grant was \$7,500.00.
- Transportation assistance is subject to the availability of Adult Literacy Innovations grant funding.

- 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 Lyft rides, the Literacy Innovations instructor will assess the participant's responsible usage of transportation for reimbursement. After a successful determination of the participant's responsibility, Goodwill can allow for additional Lyft services, if needed.
- If two or more participants share a Lyft ride, only one participant should be provided with a Voucher Code with backup on the travel log to be eligible for reimbursement from the Workforce Development Board.
- Costs should be monitored to ensure that Lyft transportation remains a reasonable and justifiable expense within the program's Participant Travel budget.

Monitoring and Compliance

1. Program Staff Responsibilities:

- Goodwill monitors transportation supportive service expenditures to ensure alignment with grant requirements, funding source guidelines, Department of Labor regulations, and 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

NJ Transit Bus Passes and 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



**Mission Services
Support Service Transportation Request**

<input type="checkbox"/> First time applicant <input type="checkbox"/> Renewal		Date:	
First Name:		Last Name:	
Street Address:		Apt No.	Phone number:
City	State	Zip Code:	
<u>Please check the box that applies:</u> <input type="checkbox"/> Transportation Bus Pass <input type="checkbox"/> Transportation Lyft Voucher			<u>Circle One:</u> NJ Transit/SEPTA
Please provide a brief description of your request for transportation: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			

I acknowledge that if I am granted a transportation pass and/or voucher, it will be used solely for educational or programmatic purposes. I agree to comply with all procedures outlined in the Transportation Supportive Services Policy.

 Print Name

 Signature

Date: _____

Approved

Not Approved

By completing and signing the information below, you agree and will adhere to all procedures listed above.

Student Name (print):	Date:
Bus Pass Number/Lyft Code (if applicable):	Date Issued:
Signature:	
Staff Signature:	