

Overcoming Transportation Barriers: A Path to Self-Sufficiency

Final Report

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EXECUTIVE SUMMARY

The New Jersey Department of Human Services, Division of Family Development (NJDFD) wanted to explore the prevalence, degree and location of transportation barriers among their Temporary Assistance for Needy Families (TANF) participants. This report is intended to summarize the specific needs of the TANF population in New Jersey from the view of the caseworkers and participants themselves based on the surveys and focus groups. It is not the intention of the Administration for Children and Families or the researchers to make policy or programmatic recommendations to the State of New Jersey. Through the design, development, and administration of customized, tested surveys for participants and staff, as well as the use of specialized focus groups with participants, New Jersey learned how and why barriers to employment and self-sufficiency were exacerbated by a lack of reliable and affordable transportation. Through an environmental scan of other State surveys from around the country, the Office of Family Assistance, New Jersey Division of Family Development, and ICF International jointly developed two surveys to be administered to TANF participants and staff, as well as a qualitative focus group protocol to ascertain in-depth information on how transportation functions as a barrier for New Jersey's families.

Results of the two surveys revealed important information on New Jersey TANF participants' use of existing transportation resources, commuting patterns, persistent transit challenges to accessing employment, and how these specific barriers impact other services, such as child care. The surveys also recorded participant and staff perspectives on what additional strategies would be beneficial to addressing transportation challenges.

According to the surveys, approximately one in three participants in New Jersey report losing a job opportunity due to transportation challenges. The majority of participants travel to their employment or work activity using some form of public transportation, primarily a fixed-route bus service. Seventy-five percent of the client sample had children ages 12 and under. For these participants, reliance on public transit becomes more complex when combined with long travel times to and from home, child care arrangements, and work activities that sometimes require non-traditional employment hours. For many respondents, navigation from home to the

work-site, and to services such as child care, resulted in extremely long commutes that required multiple modes of transportation.

The surveys identified a number of issues that can help guide New Jersey stakeholders, caseworkers, and program operators to design transportation assistance services. The surveys also indicated that an increase in the number of bus routes would help TANF participants reduce their average commute and allow for more time to be spent at home or at a work activity. A better coordination of bus arrival, departure, and transfer time may also help reduce commute time. In areas where public transportation is less available, participants and staff agree that assistance with buying a car, as well as supplementing gas costs and auto insurance, would help mediate many transit challenges. Staff indicated that they would like to offer participants more training and education on linking local to mass transit, using different transportation modes, and supporting participants in learning how to better plan trips on mass transit.

The results of the survey and focus group will inform New Jersey of the barriers facing TANF participants so that the State can more effectively address transportation barriers faced by their TANF participants. Transportation can often be a key step on the path to job attainment, job retention, and self-sufficiency. This report represents New Jersey's efforts and commitment to better support its TANF population by taking the first step in identifying transportation barriers.

CHAPTER I: BACKGROUND

Transportation is a key factor for supporting TANF participants in seeking and retaining gainful employment. Transportation for the TANF community has become an increasingly high priority as more jobs become available in suburban and rural areas. Many available jobs have relocated to the outlying suburban areas, where public transportation is not always available. Jobs in these outlying areas are not viable options for TANF participants living in central urban communities.

In addition, TANF participants often live great distances from emerging low-skill job opportunities. A majority of recently filled jobs for less

skilled workers are located in the suburbs of metropolitan areas, while most low-income people reside in central locations in urban areas.¹ Inner city residents' ability to access low-skill jobs depends heavily on the location of jobs, private car ownership, and the availability of local

public transit in these areas. As a result, these jobs are not viable options for TANF participants. Additionally, rural areas also face challenges with less favorable employment opportunities, low-paying jobs, and limited access to services like public transportation or child care.

Transportation is a relevant issue facing urban and rural areas alike. States, under the flexibility of

Temporary Assistance for Needy Families

The Personal Responsibility and Work Opportunity Act of 1996 was considered landmark legislation- ending welfare as an entitlement program and implementing a federal time limit of 60 months for TANF participants. A significant element of the TANF legislation was to afford localities the flexibility to design and implement programs that best served their families. Armed with this increased flexibility in program design and administration, States and counties across the country have experienced dramatic caseload reductions since the passage of welfare reform.¹ The flexibility of the TANF program has empowered States and communities to support families in achieving positive outcomes.

While time spent traveling to and from the work site does not count as part of the work participation rate hours, the TANF Final Rule States, "we do allow a State to count the time an individual spends in job search and job readiness assistance traveling between multiple interviews."

The Deficit Reduction Act of 2005

The Deficit Reduction Act of 2005 (DRA) specifically refocuses attention on employment services and engaging all customers in appropriate work activities. This required that the focus of the TANF program return to improving employment outcomes among participants. While the participants remaining on TANF caseloads continue to need support services to address barriers to employment and reaching self-sufficiency,¹ the DRA recognizes there are appropriate work assignments for all TANF participants. DRA requires States and communities to work with local employers, community resources, and the client themselves to identify and access these opportunities.

¹ Katz, Bruce and Katherine Allen. 2001. "Cities Matter: Shifting the Focus of Welfare Reform." The Brookings Institution, Center on Urban & Metropolitan Policy. Date Accessed: January 30, 2009.

TANF legislation, are charged with addressing transportation barriers to support work attainment and retention. Some of the identified challenges include:

- Lack of public transportation modes to provide individuals with ways to purchase, lease, or borrow vehicles;
- Transportation to work activities;
- Managing the funding stream between transit providers and TANF offices;
- Coordination among transportation providers and local agencies/State;
- Commuting between child care and work activities;
- Access to reliable vehicles for automobile distribution programs; and
- Affordable housing and job site locations in relation to transit service locations.²

In light of these challenges and DRA-mandated requirements, State TANF agencies and community providers must develop a strategy and formulate a framework for coordination that improves and/or increases mobility options for the TANF population.

The remainder of this report is outlined as follows: Chapter II provides an overview of this project. Chapter III outlines our review of what other States have done in terms of conducting needs assessments and surveys on how transportation functions as a barrier for their TANF populations. Chapter IV gives an overview of the survey methodology and data collection process. Chapters V and VI provide key survey and focus group findings from our comprehensive data analysis. Chapter VII offers a brief overview of innovative transportation programs that States have utilized to promote reliable transportation options to TANF participants. Finally, Chapter VII offers concluding remarks and next steps.

The Appendices also include detailed information from the project implementation. Appendix A includes frequency tables of the results from the caseworker and client surveys. Appendices B, C, and D include copies of the caseworker survey, client survey, and focus group protocol, respectively. Appendix E includes a matrix of promising practices on transportation from around the country. Appendix F includes the focus group transcripts received from the State of New Jersey. Finally, Appendix G includes overall frequency tables for each question in

² Identified based on conference calls with the Office of Family Assistance and New Jersey Department of Human Services, beginning in March 2008.

the client and caseworker surveys, and Appendix H includes frequency tables for the caseworker survey disaggregated by the type of caseworker.

CHAPTER II: PROJECT OVERVIEW

The New Jersey Department of Human Services, Division of Family Development (NJDFD) wanted to identify the barriers to transportation and to understand the prevalence and location of those barriers among their TANF participants. New Jersey's geographical diversity within urban, rural, and suburban areas creates transportation barriers for TANF participants, particularly those who work non-traditional hours and lack access to a vehicle. Within large urban cities, such as Newark or Camden, public transportation is available, but in rural and suburban areas of the State there is limited accessibility to public transit. In many instances, TANF participants are able to use existing transportation services to arrive near to their final destination, but lack the transit connection to make "the last link," and as a result, commute times to the workplace or to child care is lengthened.

Through the design, development, and administration of customized tested surveys for participants and staff, as well as the use of specialized focus groups with participants, New Jersey acquired the knowledge of how and why barriers to employment and self-sufficiency were exacerbated by a lack of reliable and affordable transportation. ***This report is intended to summarize the specific needs of the TANF population in New Jersey from the view of the caseworkers and participants themselves based on the surveys and focus groups. It is not the intention of ACF or the researchers to make policy or programmatic recommendations to the State of New Jersey.***

A comprehensive review and environmental scan was conducted to see how transportation as a barrier to self-sufficiency was being addressed across the country in other States and localities. Working closely with NJDFD, two survey instruments and a focus group protocol were then designed to be administered by New Jersey staff. Once completed, ICF International compiled the surveys and analyzed the results, which are outlined in this report. Figure 1 shows the process of the survey development, administration, and analysis of the results for this project.

Figure 1: Research Process



This report represents New Jersey's efforts and commitment to better support its TANF population by identifying transportation barriers to work activities. The following chapter will outline what other States have done around this issue.

CHAPTER III: REVIEW OF PAST RESEARCH ON TRANSPORTATION

To guide in the development of customized survey instruments and focus group protocols, a comprehensive environmental scan was completed on how States and localities were addressing transportation barriers faced by their TANF population. First, promising practices were identified, and structured conversations were then conducted with identified programs to gather additional information. Through the structured conversations, we were able to ascertain valuable information on the challenges to program implementation as well as what works best in addressing transportation barriers among TANF participants. The following chapter provides an overview of selected Statewide approaches and lessons learned for addressing transportation barriers based on the review of current practices, research, and structured conversations with States from around the country.

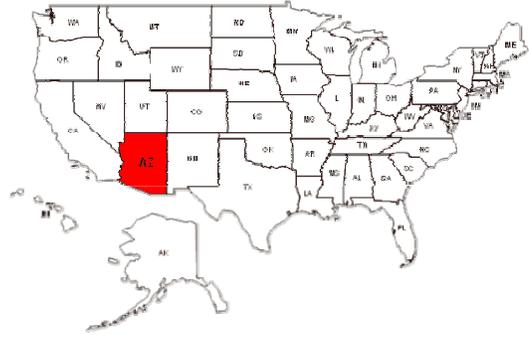
A. Statewide Approaches: In-Depth Analysis

States have been addressing transportation barriers to employment through a variety of mechanisms. Often, the first step is recognition that transportation can be a barrier to employment. The following States were identified through the comprehensive environmental scan through the U.S. Department of Health and Human Services, Administration for Children and Families (ACF), Office of Family Assistance's (OFA) Welfare Peer Technical Assistance Network as well as through recommendations by ACF's Regional Offices.

New Jersey has already implemented successful transportation coordination. For example, most counties have a transportation coordination plan. Other successful projects include the Essex Night Owl and the Toms River Connection. The Essex Night Owl provides connections to late night and early morning employment at Newark Liberty International Airport when local routes are not operating. The Toms River Connection provides access to jobs and county services for low-income workers, transit-dependent individuals, and seasonal employees in a suburban corridor. Although New Jersey has successful projects, there are still challenges in assisting TANF families with transportation to work.

Arizona³

In June 1998, Arizona conducted a Statewide survey to determine transportation needs of TANF participants. The survey concluded that transportation was a barrier for Arizona's TANF population to obtain and retain employment. The State then contracted with local vendors to serve the population. As a condition of the contract, vendors were required to conduct surveys in their local areas to continually assess needs in the community in terms of transportation. With the information collected from the surveys, the State then contracted with organizations to provide transportation services to support participants going to work.



In addition to the survey, Arizona also looked at how local areas were spending transportation service dollars. In order to assess how much money each local area received, the State looked at how much money was allocated to TANF participants. In Arizona, caseworkers have discretion to offer their participants transportation vouchers and refer the participants to a transportation program. Once Arizona assessed how much money each local area was spending, the State allocated funding based on a variety of variables, including how much the local areas were spending on transportation dollars based on caseworker records, as well as what areas had the lowest client participation and availability of job opportunities. Based on this information, Arizona contracted out transportation services in areas that needed the most support.

Recognizing that local areas needed more support in terms of addressing transportation barriers, the State also explored other possible initiatives. Due to the success around the country of car ownership programs, in 1998, Arizona State legislation mandated the Arizona Department of Economic Security to create the *Wheels to Work* program to provide cars to TANF participants. The program was contracted out to Goodwill to repair used cars and distribute them to TANF participants who met the criteria of having auto insurance and never been sanctioned. Through the program, participants were required to lease a car or truck for \$20 a month over a year. After this period, participants obtained ownership of the vehicle. From 1998 to 2000, 363

³ Conversation with Denise Blackman (Policy and Training Section Manager, Employment Administration, Arizona Department of Economic Security) on April 8, 2008.

cars were distributed to TANF participants to support employment. The success of the program led to *Wheels to Work* receiving the Governor's Spirit of Excellence Award in 2000.

However, since then, the funding for transportation programs in Arizona has decreased and the State has a reduced role as case management has recently been privatized.

New York⁴

In 2002, the New York State Comptroller conducted a Statewide audit to assess the State's ability to meet the transportation needs of TANF participants.⁵

Through this audit, the State reviewed the Office of Temporary and Disability Assistance (OTDA)'s ability to most effectively use TANF transportation funds and evaluated the process by which transportation needs were assessed. The Comptroller concluded that the State should conduct an assessment to assure that the needs of TANF participants were being met through the current transportation programs.⁶ The assessment revealed that additional transportation funding was necessary to support the needs of the TANF population, and the State allocated transportation funding to the counties throughout New York. Funding was allocated to counties based on the TANF eligible population size.



The New York Legislature also funds the Community Solutions for Transportation (CST) Initiative, which allocates funds to counties for transportation.⁷ OTDA has seen a funding cut from around \$20 million a year to \$2.2 million a year for 35 counties in 2008. Allocations were based on each eligible district's share of the Statewide total of households with income under 200 percent of the federal poverty level that contained at least one minor child. Originally, the local counties were able to implement innovative programs with demand-driven public transit and programs to enhance services for third shift workers. Now, the funds are allocated to counties for gas cards to help supplement high fuel costs.

⁴ Conversation with John Haley (Bureau Chief of Contract Development and Monitoring Bureau, Office of Temporary and Disability Assistance) on April 11, 2008.

⁵ Hevasi, Alan. 2002. "New York City Human Resources Administration: Assessing and Meeting the Transportation Needs of TANF Recipients." New York State Comptroller. <http://www.osc.State.ny.us/audits/allaudits/093003/093003-h/02n5.pdf>. Date Accessed: January 30, 2009.

⁶ Hevasi, Alan. 2002. "New York City Human Resources Administration: Assessing and Meeting the Transportation Needs of TANF Recipients." New York State Comptroller. <http://www.osc.State.ny.us/audits/allaudits/093003/093003-h/02n5.pdf>. Date Accessed: January 30, 2009.

⁷ Conversation with John Haley (Bureau Chief of Contract Development and Monitoring Bureau, Office of Temporary and Disability Assistance) on April 11, 2008.

Counties have the flexibility to use CST funding to best meet the needs of the local TANF population, and the types of services provided include: transit pass programs, gas cards, car donation/car loan programs, car repairs and auto insurance, vanpool and carpool programs, modifications to public transportation services, and driver education/defensive driving courses.

All districts have tremendous transportation needs, and the amounts provided via CST meet only a small part of the total cost. The State also monitors which counties use the transportation funding most quickly and how successful the counties are at meeting performance goals. For example, in 2007-2008, Orange County was allocated \$70,000 with the goal to reach 80 new participants, 50 job placements and 50 job retentions, and increase additional service hours to 12, and additional service miles to 120. At the end of 2008, Orange County had 92 new participants, 79 job placements, 68 job retentions, 720 additional service hours, and 5,380 additional service miles.

In New York City, specifically, most of the funding is used for Metrocards. Metrocards are issued by the Metropolitan Transportation Authority in New York City and can be used for the subway or the bus. Additionally, the State administers the Wheels-for-Work program in 44 local districts by 28 participating organizations, which supports car ownership and car repair for low-income participants. The 2007-2008 appropriation level for this program was \$4,000,000, and through which the State provides affordable automobile loans, car donation programs supported by the surrounding community, car repair assistance, car insurance and assistance with license and registration fees, driver's training and defensive driving, financial counseling, basic car care maintenance classes, and child safety seats. In August 2008, Wheels for Work had served 1,890 new participants across the State.⁸

Florida⁹

For the past 20 years, Florida has implemented a Transportation Disadvantaged Program, providing services to Florida residents with barriers to transportation including the elderly, people with



⁸ Performance Management and Accountability Matrix. 2008. "New York Department of Temporary and Disability Assistance." http://www.otda.state.ny.us/main/pma/programs/WHEELS_2007-2008_Matrix.pdf. Accessed on March 2, 2009.

⁹ Conversation with John Irvine (Public Relations Manager Florida Commission for the Transportation Disadvantaged) on April 11, 2008

disabilities, and low-income families. The program is run through the Florida Commission for the Transportation Disadvantaged, which was created as part of a legislative statute to coordinate funding for transportation across State agencies, and is administratively housed within the Florida Department of Transportation.

Through State and leveraged funding, a coordinated transport system that runs in all 67 counties of Florida was developed. Each county has a designated Transportation Coordinator that coordinates the programs and prioritizes trips needed in the local area. The local coordinators regularly conduct assessments in their communities to assess the needs and demand for transportation among the target population. As part of these assessments, coordinators identify gaps in service delivery and examine trends in service, rider expectations as well as local community development plans.¹⁰ The Florida Agency for Workforce Innovation has also been working with the local coordinators to purchase rides for their clients and coordinate car pooling.

Most recently, the Marketing Institute at Florida State University College of Business conducted a study on the return on investment for the transportation program, and found that the program generated benefits of \$8.35 for every \$1 dollar invested. For employment investments alone, the State received \$5.71 for each dollar invested in helping participants get to work. In 2007, the program cost the State \$372,264,302, and provided 51,532,055 trips to residents.¹¹ The primary lesson learned in developing this program was to receive buy-in from all agencies that have participants with transportation barriers to employment. With mutual support networks in place, funding can be pooled to best serve all participants. Additionally, conducting ongoing needs assessments can keep the program focused on meeting its goals. Currently, the Department of Transportation and the local Workforce Board in South Florida are conducting a local needs assessment to assess transportation barriers to employment through the Heartland Rural Economic Development Initiative, and holding public meetings to gain input from local residents.¹²

¹⁰ Each year, the program provides a report to the legislature to describe its ridership. Please see the following report to access data from 2007: Commission for the Transportation Disadvantaged. 2008. "2007 Annual Performance Report: Commission for the Transportation Disadvantaged." http://www.dot.State.fl.us/ctd/docs/APR/2007/2007_percent20FINAL_percent20APR.pdf. Date Accessed: January 30, 2009.

¹¹ Cronin, J. Joseph. 2008. "Florida Transportation Disadvantaged Program: Return on Investment Study." Florida State University. http://www.dot.State.fl.us/ctd/docs/ROI/roi_final_report_0308.pdf. Date Accessed: January 30, 2009.

¹² As a part of the project, the steering committee has an online survey for residents to answer transportation barrier questions, which is located at http://www.flahartland.com/transportation_percent20survey.htm.

Washington



Anticipating the passage of welfare reform, Washington's King County developed a transportation Coordinated Funders Group that consisted of all the agencies that would be affected by the inception of welfare reform in 1996. The Coordinated Funders Group was headed by the King County Metro Transit (KCMT) Market Development group that already specialized in "transportation demand management" and had experience working with employers, developers, and transportation specialists to develop a transportation initiative.

After the passage of TANF, the Coordinated Funders Group immediately identified that child care and transportation were key barriers to work, and sought to help individuals understand the range of transportation alternatives available to them.¹³ The overall objectives are to improve information about Metro services, increase and improve services for participants, enhance service affordability, increase job retention for the low-income population, and coordinate transportation funding for agency providers.¹⁴

At the onset of the program, feedback and input was solicited from staff from local community and direct service agencies. Van programs were determined to be a crucial element to enhance transportation, as rural areas could not support a large public transportation system. The staff also recognized the importance of working with special populations, such as refugee and immigrant groups, who may not utilize the system due to cultural and/or linguistic barriers.

The Coordinated Funders Group also conducted Transportation Resource Training sessions for staff from the local community and social service agencies. The success of the program is due in large part to the continued collaboration

Bob Flor, Transportation Planner, Service Development Section, Metro Transit Division, Department of Transportation, who has been involved with the program since its inception, offers the following advice, "The most important factor I believe is for all agencies to keep the client's interest at the forefront. Their organizations and their reputations for service will succeed if and when they primarily keep this in mind."

¹³ Urban Partnerships Toolkit. 2008. "King County Jobs Access Transportation Program." <http://www.peerta.acf.hhs.gov/upitoolkit/transitional/government/transportation/kingcounty/overview.cfm>. Date Accessed: January 30, 2009.

¹⁴Urban Partnerships Toolkit. 2008. "King County Jobs Access Transportation Program." <http://www.peerta.acf.hhs.gov/upitoolkit/transitional/government/transportation/kingcounty/overview.cfm>. Date Accessed: January 30, 2009.

with partners and leveraging funding from multiple resources. Additionally, the program receives about \$350,000 from the Washington State Department of Transportation that bi-annually matches the Job Access Reverse Commute grant.¹⁵

Conclusion

In conclusion, Arizona, New York, Florida, and Washington have been able to assess the transportation needs of their TANF population and develop programs based on different assessments and surveys. The following chapter will provide the data and methodology for this project.

¹⁵ Emails with Bob Flor (Transportation Planner, Service Development Section Metro Transit Division, Department of Transportation) on April 10, 2008.

CHAPTER IV: DATA AND METHODS

With the knowledge acquired from the literature review and the analysis of the lessons learned across the country, the researchers worked closely with the Administration for Children and Families (ACF) and the New Jersey Department of Human Services to develop customized survey instruments and focus group protocol for New Jersey One-Stop, child care, and TANF staff and participants. This chapter will provide an overview of the survey development process, as well as the data collection process for the surveys and focus group protocols (See Appendices B and C for copies of the questionnaires).

Survey Questionnaires and Focus Group Protocol Development

The client and caseworker questionnaires and the client focus group protocol were developed, revised, and enhanced in joint consultation with ACF and New Jersey Department of Human Services. The survey instruments were drafted with input from staff who specialize in survey methodology, transportation, and TANF policy and programs. Utilizing information from the literature review and information from Arizona, New York, Florida, and Washington, the instruments were designed to assess the following transportation barriers:

- The extent to which transportation affects job attainment and retention;
- The types of transportation that participants use on a daily basis;
- Public transportation needs;
- Private transportation use, including car ownership, auto insurance, and a valid driver's license;
- The extent to which transportation supports participants in getting their children to child care arrangements; and
- Key transportation issues identified by staff based on their caseloads.

After the survey instruments were developed and reviewed, survey pretest and cognitive lab sessions were conducted in August 2008 to test the validity of the surveys. The pretest and cognitive sessions were conducted by a survey methodology expert from ICF International who worked onsite with the three counties of Mercer, Hunterdon, and Ocean. The client and

caseworker surveys were administered to assure that the questions were worded clearly to ensure that both staff and participants understood what was being asked. Once the survey was administered, the staff and participants had the opportunity to share their thoughts on the instruments. After the pretest, the surveys were streamlined to best assess how transportation functions as a barrier for New Jersey.

The focus group protocol was developed to provide additional information on transportation barriers from the clients' perspectives. The protocol was designed to be conducted by New Jersey staff in an hour that included open-ended questions and facilitated dialogue. Focus groups were conducted from September through November 2008. (See Appendix D for the focus group protocol).

Survey Design

A client survey was designed to be completed by a sample of TANF participants, and a caseworker survey designed for a sample of New Jersey staff. The client pool came from a sample of participants who met with their TANF caseworker during the administration period. During the client survey sample design, it was determined that six New Jersey counties would not have a sufficient number of participants for sampling through the survey, and therefore, data would be collected through focus groups facilitated by New Jersey staff in the following counties: Cape May, Morristown, Salem, Hunterdon, Warren, and Somerset.

It was also decided to collect the client data using a paper questionnaire administered by staff and the caseworker data via an online questionnaire. The survey was administered in September 2008 through November 2008. The surveys were anonymous to protect the identity of both the staff and clients. Recognizing that both staff and clients do not have much time, the surveys were designed to take between three and five minutes.

Data Collection

Data collection was administered and monitored by the New Jersey Department of Human Services, and collected through New Jersey counties. The County Welfare Agency staff administered the survey to their participants. The New Jersey Department of Human Services staff served as facilitators for the focus groups. Once the data was collected and compiled by

New Jersey, ICF International conducted the survey data analysis and qualitative coding of the focus groups.

Fourteen counties participated in the survey collection process, including Atlantic, Bergen, Burlington, Camden, Cumberland, Essex, Gloucester, Hudson, Mercer, Middlesex, Monmouth, Ocean, Passaic, and Union. The New Jersey Department of Human Services invited all One-Stop, TANF, and child care staff to participate in the caseworker online survey, which resulted in 91 One-Stop staff, 58 County Welfare Agency (CWA) staff, and 32 Child Care Resource and Referral (CCR&R) completing the survey. Three-hundred and ninety-nine staff began the questionnaire, resulting in 181 survey completions.¹⁶ Table A outlines the distribution of completed caseworker surveys by county:

Table A: Caseworker Surveys		
	Frequency	Percent
Atlantic	10	5.5%
Bergen	7	3.9%
Burlington	8	4.4%
Camden	8	4.4%
Cape May	5	2.8%
Cumberland	20	11.0%
Essex	8	4.4%
Gloucester	12	6.6%
Hudson	1	0.6%
Hunterdon	0	0.0%
Mercer	14	7.7%
Middlesex	10	5.5%
Monmouth	33	18.2%
Morris	3	1.7%
Ocean	9	5.0%
Passaic	1	0.6%
Salem	4	2.2%
Somerset	5	2.8%
Sussex	3	1.7%
Union	13	7.2%
Warren	7	3.9%
Total	181	100.0%

The client surveys were completed via paper and pencil, administered by the staff directly to their TANF participants. Each county was given a target number of participants between 150

¹⁶ Due to the small sample size, 181 caseworkers of approximately 2,000 Statewide, statistical significance testing is not appropriate for these data.

and 190, based on the county caseload, which totaled 2,300 Statewide. There were 1,382 completed client questionnaires. Response rates for each region were:

- North (including the counties of Bergen, Passaic, Essex, Hudson, Middlesex, Monmouth, Ocean, and Union): 66.5 percent;
- Delaware Valley (including the counties of Burlington, Camden, Gloucester, and Mercer): 64.4 percent; and
- South (including the counties of Atlantic and Cumberland): 26.7 percent.

Table B outlines the distribution of completed client surveys by county:

Table B: Client Surveys		
	Frequency	Percent
Bergen	99	7.2%
Essex	122	8.8%
Hudson	147	10.6%
Middlesex	93	6.7%
Monmouth	159	11.5%
Ocean	90	6.5%
Passaic	24	1.7%
Union	137	9.9%
Burlington	108	7.8%
Camden	175	12.6%
Gloucester	100	7.2%
Mercer	42	3.0%
Atlantic	23	1.7%
Cumberland	65	4.7%
Total	1,384	100.0%

The Statewide client response rate was 60.2 percent. Using SPSS (Statistical Package for the Social Sciences), the client data were post-stratification weighted to reflect all TANF participants in New Jersey. The survey findings are outlined in detail in Chapter VI.

Focus groups were conducted in parallel process to the surveys and allowed for more information sharing that might not be revealed through the structured survey questionnaire format. New Jersey DHS staff facilitated the focus groups based on the designed protocols and provided qualitative notes on the focus group responses. Focus groups were conducted by the New Jersey Department of Human Services in Cape May, Morristown, Salem, Hunterdon, Warren, and Somerset. Staff from ICF International coded the focus group notes based on commonalities, and the analysis of focus group findings is in Chapter VII.

CHAPTER V: SURVEY FINDINGS AND ANALYSIS

The following chapter presents the findings from the caseworker and client surveys. The caseworker surveys were collected by ICF International electronically and converted into an SPSS database. The client surveys were mailed to ICF International and manually inputted into SPSS format. SPSS allowed researchers to review data frequencies and means across the variables.

Overview

According to the surveys, approximately one in three participants in New Jersey report losing a job opportunity due to transportation challenges. The majority of participants travel to their employment or

One in three participants in New Jersey report losing a job opportunity due to transportation challenges.

work activity using some form of public transportation, primarily a fixed-route bus service. Seventy-five percent of the TANF participant sample had children ages 12 and under. For these participants, reliance on public transit becomes more complex when combined with long travel times to and from home, child care arrangements, and work activities that sometimes require working non-traditional employment hours. For many respondents, navigation from home to employment, and to services such as child care, resulted in extremely long commutes that required multiple modes of transportation. The following chapter is outlined to first provide the TANF participant perspectives on transportation based on the client survey; and second, to provide the key findings from the caseworker surveys. (See Appendix A for detailed tables on the findings).¹⁷

A. Client Perspectives

Overview of Transportation to Work/Job Activity: Approximately one-half of the participants were currently employed or engaged in a work activity or training program at the time of the survey: 49.4 percent of those in the North region, 53.0 percent of those in the Delaware Valley region, and 51.8 percent of those in the South region.¹⁸ Across the State, most

¹⁷ Appendix G includes frequencies for each survey question on both the caseworker and client surveys.

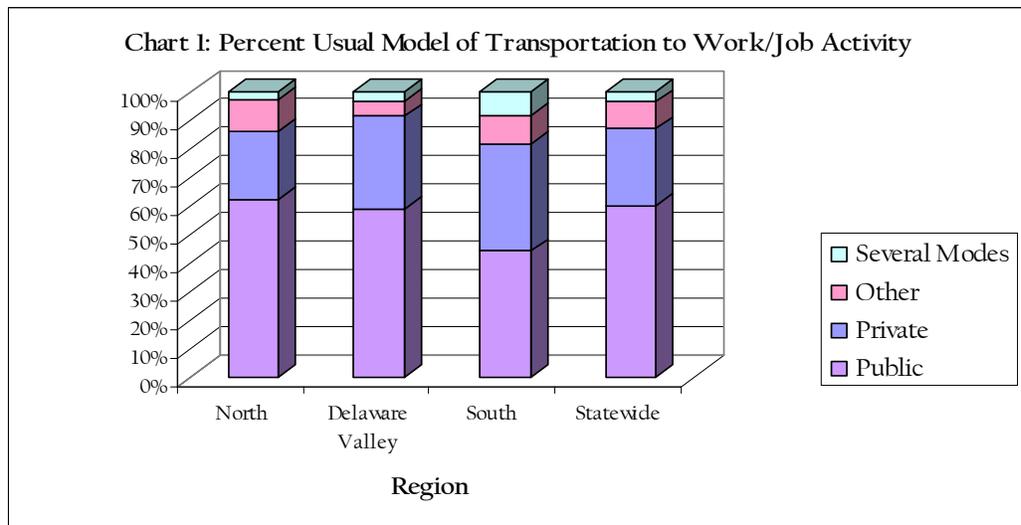
¹⁸ The slightly lower employment/job activity level among North region participants is statistically significant when compared to both the South and Delaware Valley region participants.

participants (59.9 percent) usually ride public transportation to get to their work or job activity. This ranges from over 6 in 10 in the North region (62.1 percent) to just under 6 in 10 for the Delaware Valley (58.7 percent), and then drops to just over 4 in 10 for the South region (44.1 percent).¹⁹

Private transportation is the second most popular mode of transportation to work or a job activity Statewide (27.1 percent). This ranges from just under 4 in 10 for the South region (37.4 percent) to just over 3 in 10 for the Delaware Valley (32.6 percent) to just over 2 in 10 for the North region (24.2 percent).²⁰

Other forms of transportation, such as walking and bicycling, are the third most common mode Statewide (9.5 percent). These range from 1 in 10 for the North (10.8 percent) and South (10.1 percent) regions to just 5 in 100 for the Delaware Valley (5.2 percent).²¹ When asked how far the participant would consider walking to get to a job or work activity, the top five responses were between .75 mile and 2 miles- although some participants were willing to walk “whatever it takes to get to a job.”

Finally, there is some reliance on more than one transportation mode Statewide (3.5 percent), significantly in the South region. Just under 1 in 10 South region participants (8.3 percent) use more than one form of transportation to their work or job activity, while the levels are less than half of that amount for the Delaware Valley (3.4 percent) and the North region (2.9 percent). See Chart 1.²²



¹⁹ These differences between the regions are statistically significant.

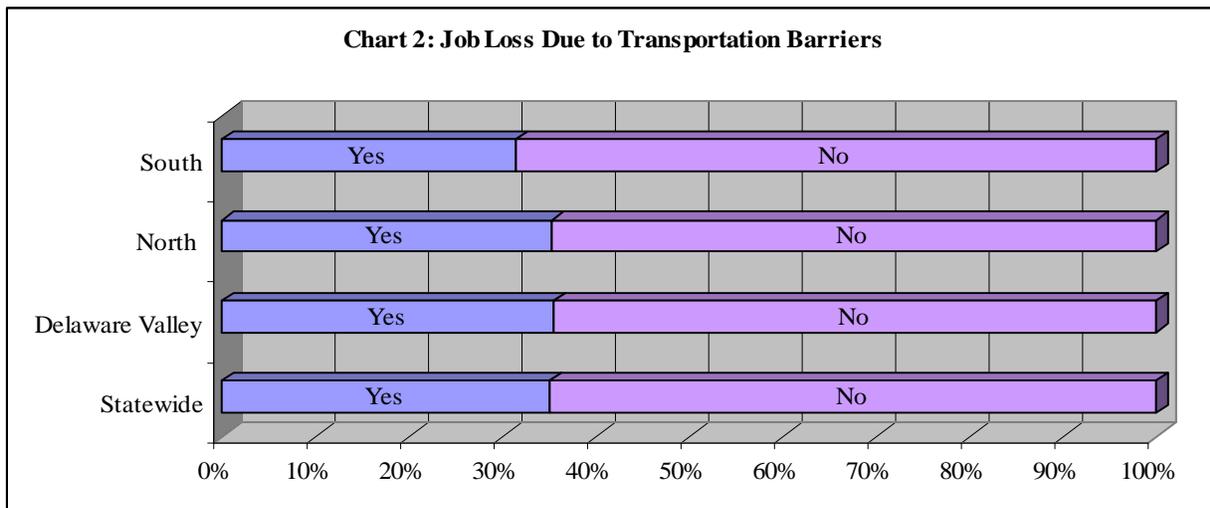
²⁰ The differences across regions are also statistically significant.

²¹ The difference between the Delaware Valley region and the North and South are statistically significant.

²² Again, the difference between the Delaware Valley region and the North and South are statistically significant.

For participants that mentioned the “other” category, the top four answers included: no job or work activity, taxi cab, bus, and work from home.

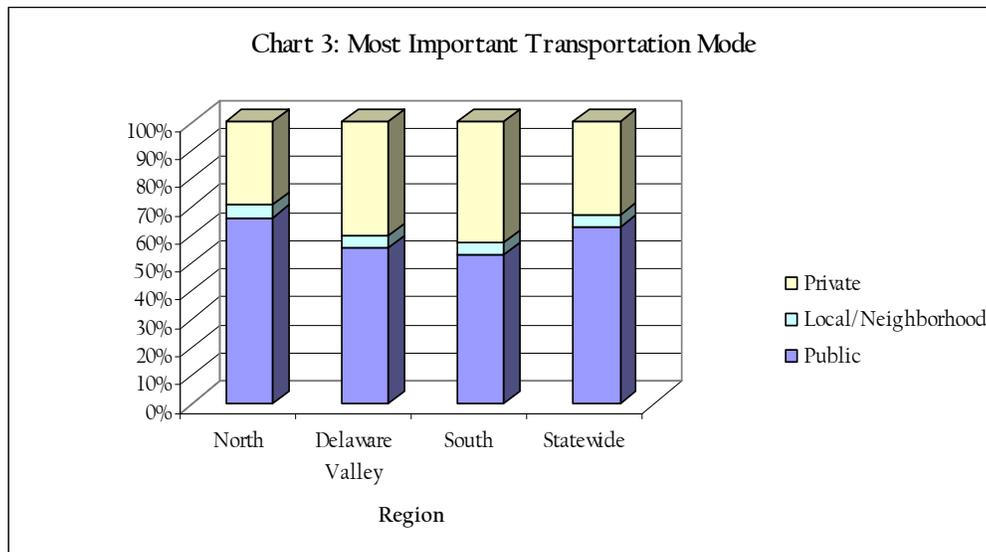
Job Loss Due to Transportation Deficiencies: Approximately one in three participants report losing a job opportunity due to transportation challenges, or 35.5 percent of those in the Delaware Valley region, 35.4 percent of those in the North region, and 31.5 percent of those in the South region.²³ Please see Chart 2 for clients reporting job loss due to transportation barriers.



Most Important Transportation Services: Statewide, participants consider public transportation to be the most important mode of transportation. More participants in the North, over 6 of 10 (66 percent) consider public transportation to be important than in the Delaware Valley and South, over 5 in 10 (55.2 and 52.8 percent, respectively). Similarly, more participants in the Delaware Valley and South, 4 in 10 (40.5 and 42.8 percent respectively) than in the North region, just under 3 in 10 (29.4 percent) count private transportation as important. (Statewide is 33 percent). Few participants consider local or neighborhood transportation critical, less than 1 in 10 (ranging from 4.3 percent in the Delaware Valley to 4.6 percent in the North – See Chart 3).

Statewide, participants consider public transportation to be the most important mode of transportation.

²³ The slightly higher job loss levels among Delaware Valley and North region participants are statistically significant when compared to the level for the South region.



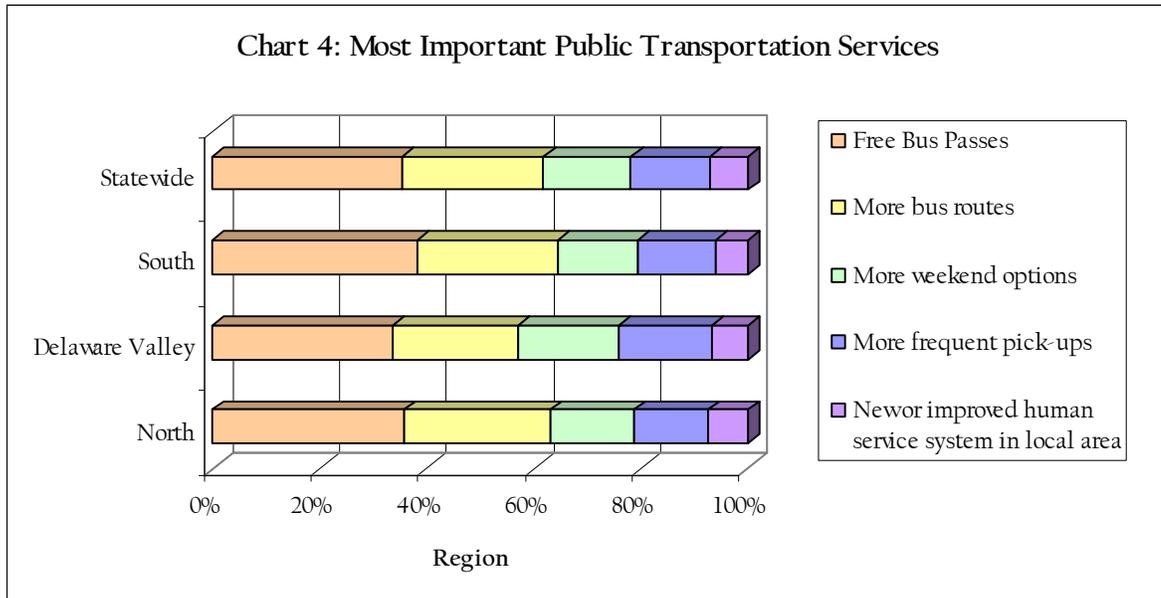
Most Important Public Transportation Services: Among those choosing public transportation services as most important to them, free bus passes ranked as the most important service. In the South region, over 3 in 10 (38.4 percent) chose bus passes over all other services, than in the North (36 percent) or in the Delaware Valley (33.6 percent). Statewide was 35.6 percent.²⁴

Among those choosing public transportation services as most important to them, free bus passes ranked as the most important service.

The second most important public transportation service was the addition of bus routes; over 2 in 10 participants favored this service: 27.2 percent in the North region, 26 percent in the South region and 23.6 percent in the Delaware Valley. Statewide is 26.3 percent.

More weekend transportation options and more frequent pick-ups to reduce waiting times were important to less than 2 in 10 participants in each region, and fewer than 1 in 10 viewed “a new or improved human service transportation system in your area” as an important public transportation option. See Chart 4.

²⁴ The differences among regions are statistically significant.



Clients using public transportation, in many cases, did not have access to a vehicle to use to get to a job or work activity. Please see Table C for the reasons that clients did not have a vehicle. For the “other” category, the top five responses included: no driver’s license, no vehicle of their own, fear of driving, health barriers to driving, and parking as an issue.

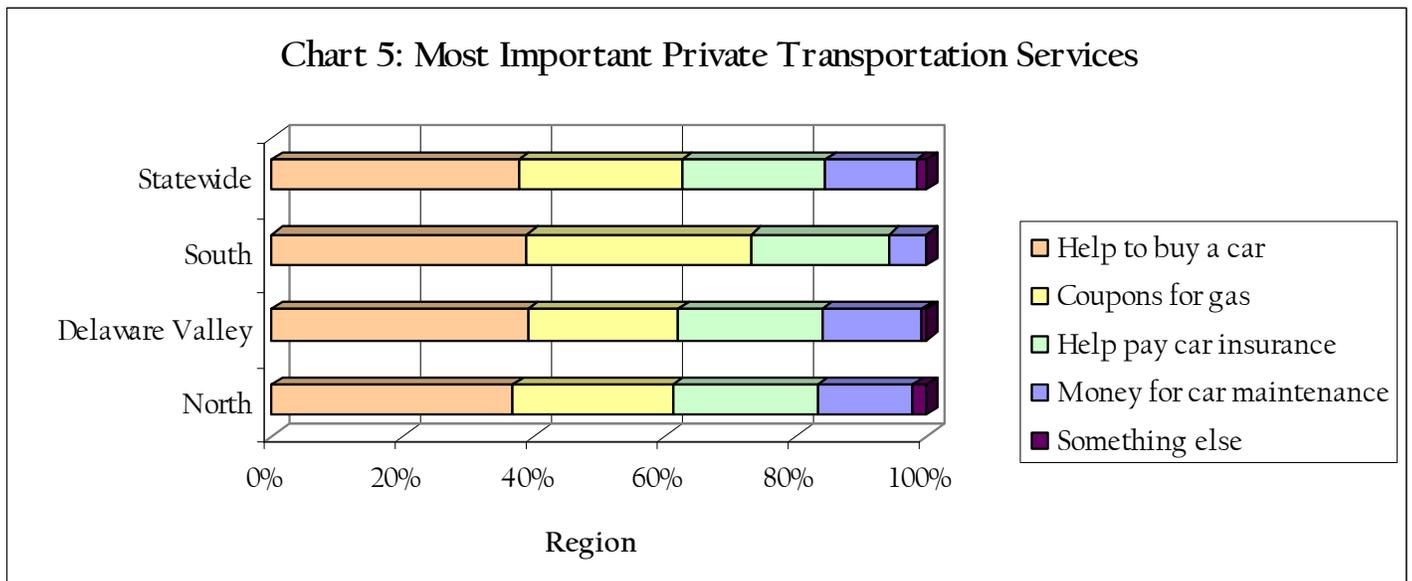
Table C: Reasons that Clients Do Not Have a Vehicle	
	Percentage
Cannot afford vehicle	77.0%
No gas money	19.5%
Vehicle not working	3.7%
License suspended	15.1%
Insurance lapsed	0.6%
Insurance coverage denied	0.5%
Insurance too expensive	13.1%
Someone else uses it	1.6%
Didn’t pass emissions test	2.6%
Registration expired	0.8%
Other	13.5%

Important Private Transportation Services: Just under 4 in 10 participants ranked help with buying a car as the most important private transportation service, 37.6 percent Statewide, 39.1 percent in the Delaware Valley, 38.9 percent in the South region and 36.8 percent in the North. Interest in

Participants ranked help with buying a car as the most important private transportation service.

assistance with coupons for gas was 25 percent Statewide, with highest in the South region at

34.3 percent and lowest in the Delaware valley at 23 percent. These regional differences are statistically significant. Assistance with car insurance was rated as important by just over 2 in 10 participants, 21.9 percent Statewide, with a range from 22 percent in the North and Delaware Valley to 21.1 percent in the South. Finally, money for car maintenance was important for a minority, 13.9 percent Statewide, ranging from 15.2 percent in the Delaware Valley to just 5.7 percent in the South region.²⁵ See Chart 5.



The top five answers cited in the “something else” category included:

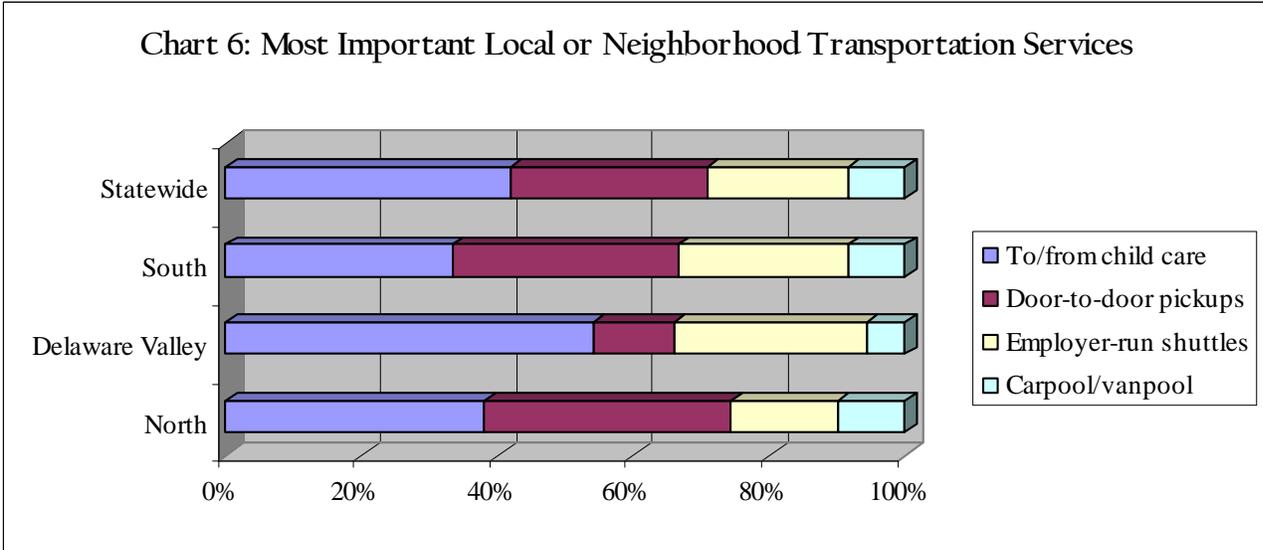
- Help obtaining a license;
- Help paying funds to restore a suspended license;
- Carpooling;
- Bus or Train Passes; and
- Taxi service or vouchers.

Participants using private transportation cited that they did not use public transportation because of the reasons outlined in Table D. The other category included the top four responses of owning a vehicle, having access to a vehicle, carpooling, and using public transportation is too difficult with children.

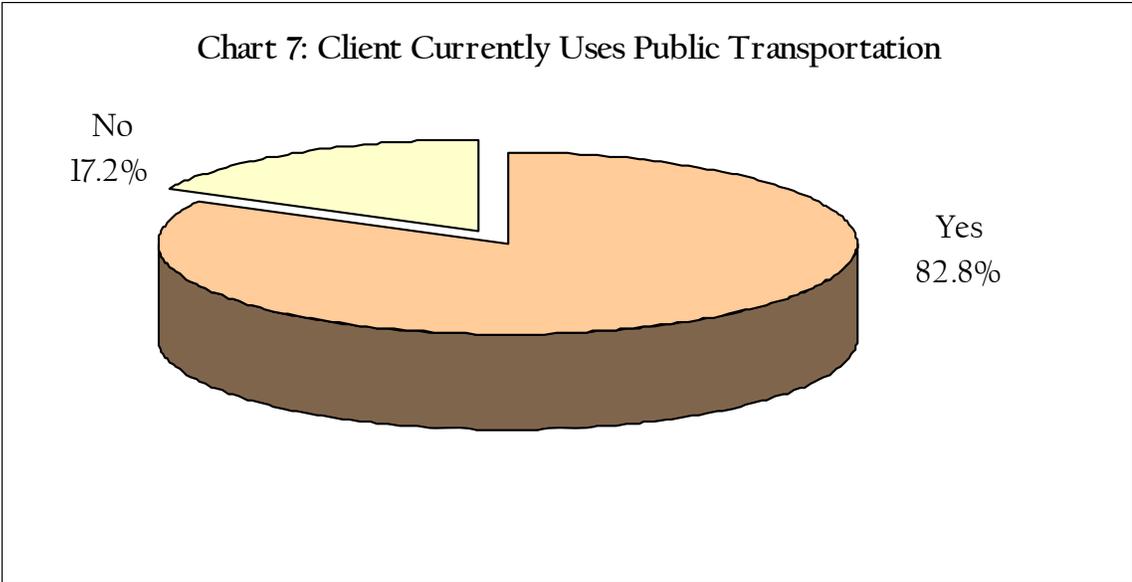
²⁵ The difference between Delaware Valley and the other regions is significant statistically.

Table D: Reasons for Not Using Public Transportation	
	Percentage
No service near my home	16.7%
No service near my job/work activity	4.2%
No service near my child care	2.0%
Too expensive	7.3%
Doesn't go where I want or need to go	10.4%
Takes too long	19.3%
It's too far to walk to a bus or transit stop	4.9%
There are too few accessible sidewalks and/or walkways in my community	0.7%
There are too many bus stops or transfers between my home, job or work activity site and my child care provider	5.9%
It is not accessible because of health limitations	1.5%
Other	50.9%

Most Important Local or Neighborhood Transportation Services: Among those participants choosing local or neighborhood transportation services as most important, there were some different priorities by region. More Delaware Valley participants viewed transportation to and from child care arrangements as important (over 5 in 10 or 54 percent) than their neighbors in the North (38.1 percent) and the South (33.3 percent), a difference that is significant statistically. Statewide is 41.8 percent. Likewise, there was more interest in door-to-door pickups in the North (over 3 in 10 or 36.2 percent) and South (over 3 in 10 or 33.3 percent) than in the Delaware Valley (just over 1 in 10 or 12.1 percent). Statewide is 29.2 percent. Interest in employer-run shuttles also showed regional differences with the most interest in the Delaware Valley (28.3 percent) and the South (24.9 percent) and least in the North (15.7 percent). Statewide is 20.5 percent. The carpool/vanpool option received the least interest, with fewer than 1 in 10 participants choosing this option as most important, ranging from a high of 9.9 percent in the North to 5.6 percent in the Delaware Valley, and Statewide is 8.5 percent. See Chart 6.

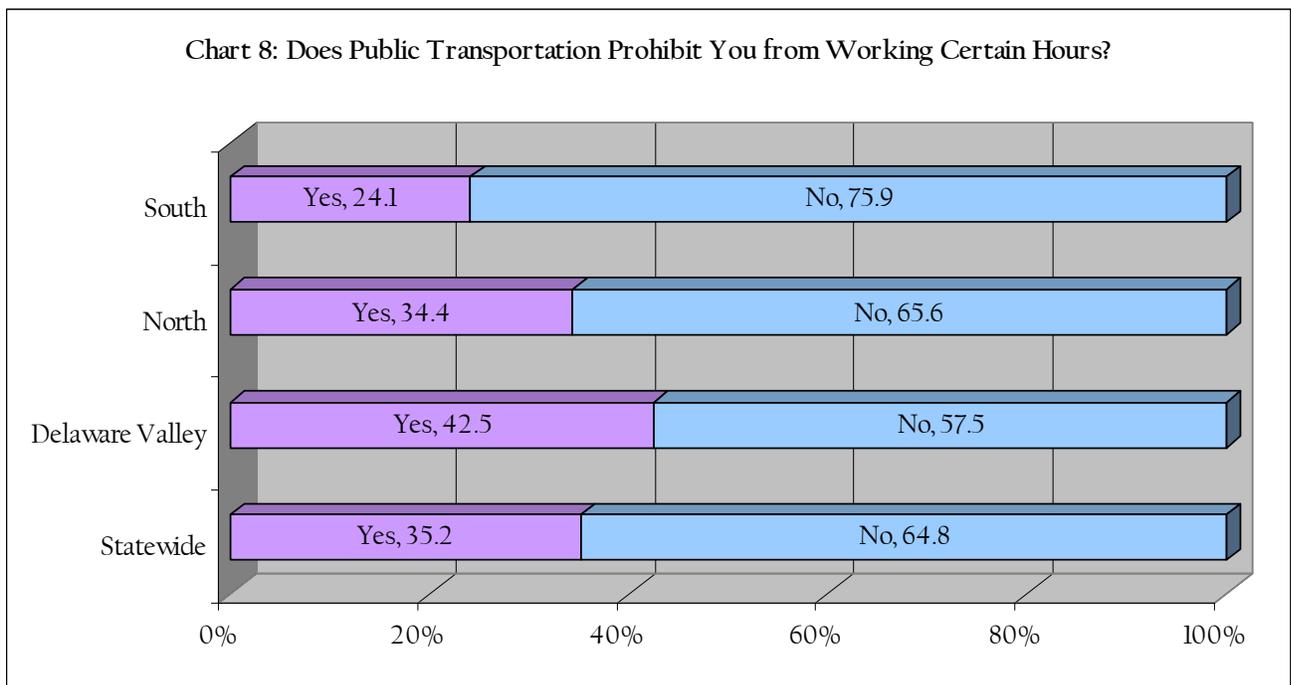


Using Public Transportation: While the majority of participants in each region reported that they use public transportation, there are statistically significant differences in public transportation use by region. The level of public transportation use ranges from over 8 in 10 in the North to over 6 in 10 in the South. Public transportation users comprise: 85.8 percent of those in the North region, 79.9 percent of those in the Delaware Valley region, and 67.5 percent of those in the South region. Statewide, 82.8 percent of clients reported that they use public transportation.²⁶ See Chart 7. (See client survey question 18).



²⁶ Based on these reports, the numbers of those in each region not using public transportation are small, and we report percentages only for those responses chosen by 100 or more participants per region.

Public Transportation as a Barrier to Working Specific Hours: Between 4 in 10 and 2 in 10 reported that public transportation poses a barrier to working some hours with 42.5 percent for those in the Delaware Valley, 34.4 percent for those in the North region, and 24.1 percent for those in the South region.²⁷ Statewide, 35.2 percent of respondents reported that public transportation was a barrier to working specific hours. The barriers to working non-traditional hours included the lack of late night or early morning buses, child care hours, frequency of buses/bus schedule, inconvenience bus routes, and the lack of bus routes on the weekends. See Chart 8.



Transportation and Child Care: Participants with children living with them ages 12 or younger were asked about child care transportation circumstances. Approximately 7 in 10 of the participants have children in this age range: 75.2 percent in the South region, 75.1 percent in the North region, and 73.7 percent in the Delaware Valley region.

These parents were asked the number of buses, trains, or shuttles needed for their trip from home to their child care arrangement, the number of buses, trains, or shuttles needed for their trip from their child care arrangement to their job or work activity and the travel time from

²⁷ These differences are statistically significant.

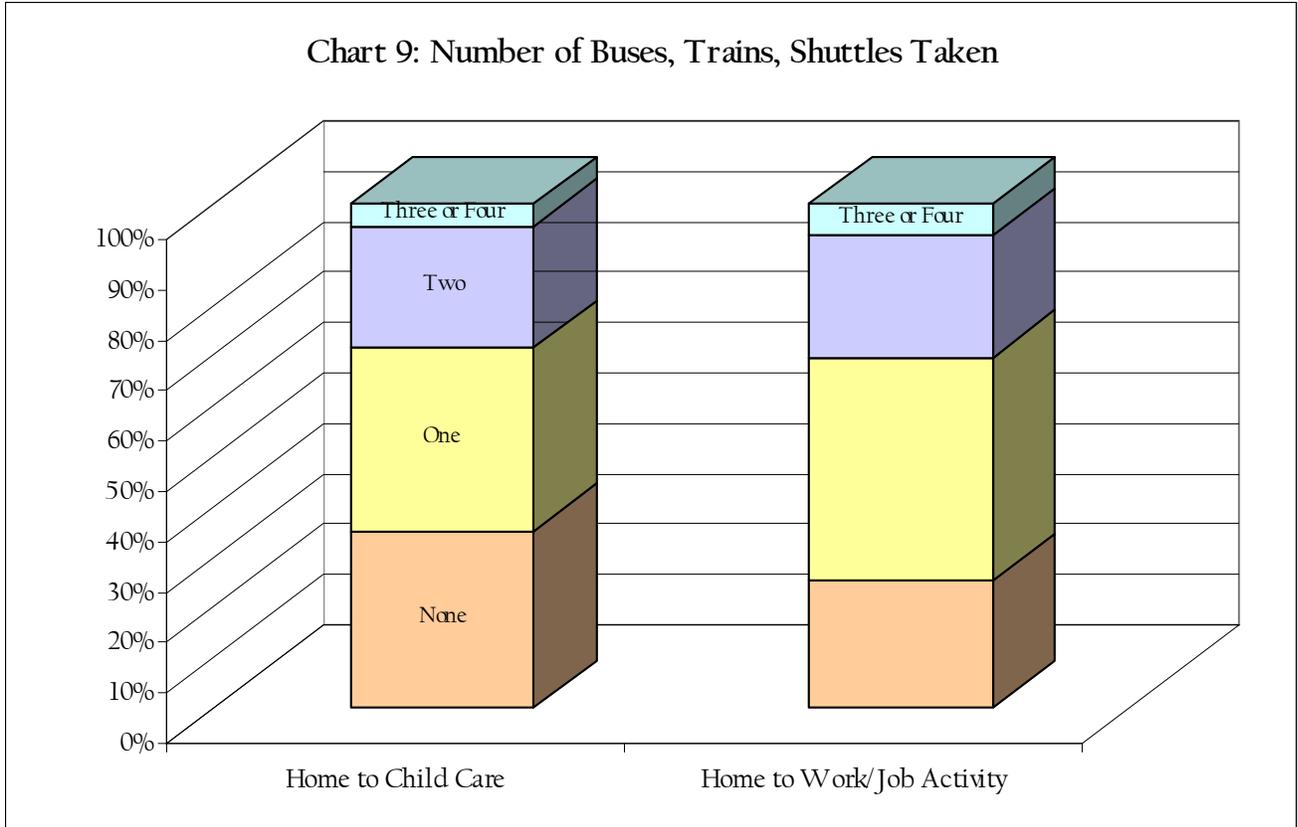
their child care arrangement to their job, or work activity. Table E includes the types of child care utilized statewide.

Table E: Types of Child Care Utilized Statewide	
	Percentage
Private home daycare	9.7%
They stay home alone	5.1%
They attend a Head Start program	10.7%
A caregiver comes to my home	8.7%
They stay at the home of a relative or friend	15.7%
They go to a Child care Center	32.8%
They go to a before and/ or after school program	16.5%
Something else ²⁸	15.1%

Travel from Home to Child Care Arrangement: Statewide, there are similar levels of participants with children ages 12 or under who use one transportation method to get from home to the child care arrangement: 36.3 percent, and none: 35.1 percent. There are differences in the number of types of transportation used between regions. Over 4 in 10, or 42.2 percent, of participants in the South region use one bus, train, or shuttle, compared with 38.9 percent, just under 4 in 10, in the North and just over 2 in 10 in the Delaware Valley (26.2 percent). Just under 4 in 10, 39.2 percent, of Delaware Valley participants use no buses, trains, or shuttles for this trip, as do 34.1 percent in the North and 33.6 percent in the South region. A significant number of participants, from 16.8 percent in the South to 26.2 percent in the Delaware Valley, need two buses, trains, or shuttles to take their children from home to the child care arrangement. Small numbers, but still with regional variation, take three or four buses, trains or shuttles to complete the trip from home to child care. This ranges from 8.4 percent in the Delaware Valley to 2.8 percent in the North region. See Chart 9.

²⁸ Included school, stay home with client or client's spouse, relative care, after school program, and non-relative home care.

Chart 9: Number of Buses, Trains, Shuttles Taken



Travel from Child care Arrangement to Job or Work Activity: Forty-five percent of parents Statewide take one bus, train or shuttle from the child care arrangement to the job/work activity. This ranges from just under 5 in 10, 47.3 percent in the North region to over 3 in 10 in the South (39.7 percent) and Delaware Valley (36.9 percent).²⁹

Forty-five percent of parents Statewide take one bus, train or shuttle from the child care arrangement to the job/work activity.

Statewide, the second most common number of buses, trains, and shuttles required to travel from the child care arrangement to the job or work activity is a tie between none (25.1 percent) and two (24 percent). Some 3 in 10 participants in the Delaware Valley (34.1 percent) and the South (30.1 percent) require no buses, trains, or shuttles to complete their trip, while only 21.9 percent of those in the North are this fortunate.³⁰

Travel Time from Child care Arrangement to Job or Work Activity: There are no Statewide trends in the travel time from child care arrangement to job or work activity. Some 1

²⁹ The higher level for the North region is significant statistically from the levels in the Delaware Valley and the South.

³⁰ The lower level for the North region is significant statistically from the levels in the Delaware Valley and the South.

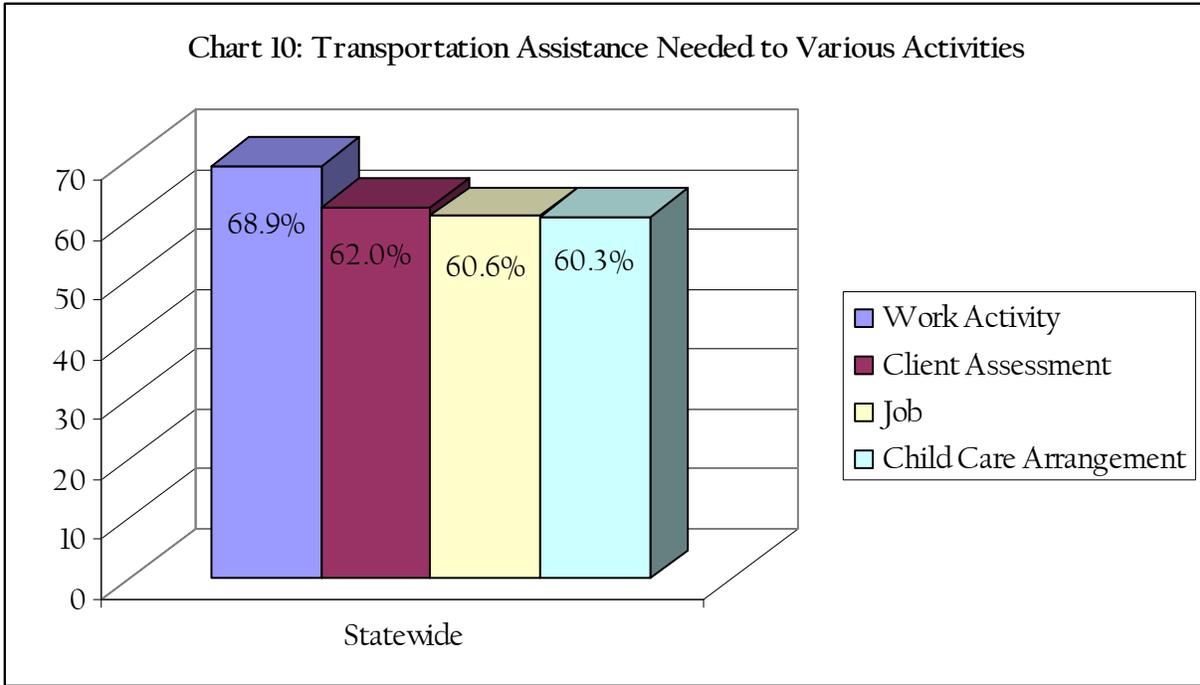
in 10 (9.2 percent), who must have on-site arrangements, report no travel time, and another 1 in 10 (9.9 percent) report travel time of an hour or more. Travel time distributions differ by region, for example, just over 1 in 3 in the Delaware Valley and South regions (32.9 percent in each) report a travel time of up to 20 minutes, compared to 27.1 of those in the North, where 31.4 report a travel time between 21 and 40 minutes, while the levels are much lower for the Delaware Valley (19.3 percent) and the South (8.5 percent).

B. Caseworker Perspectives

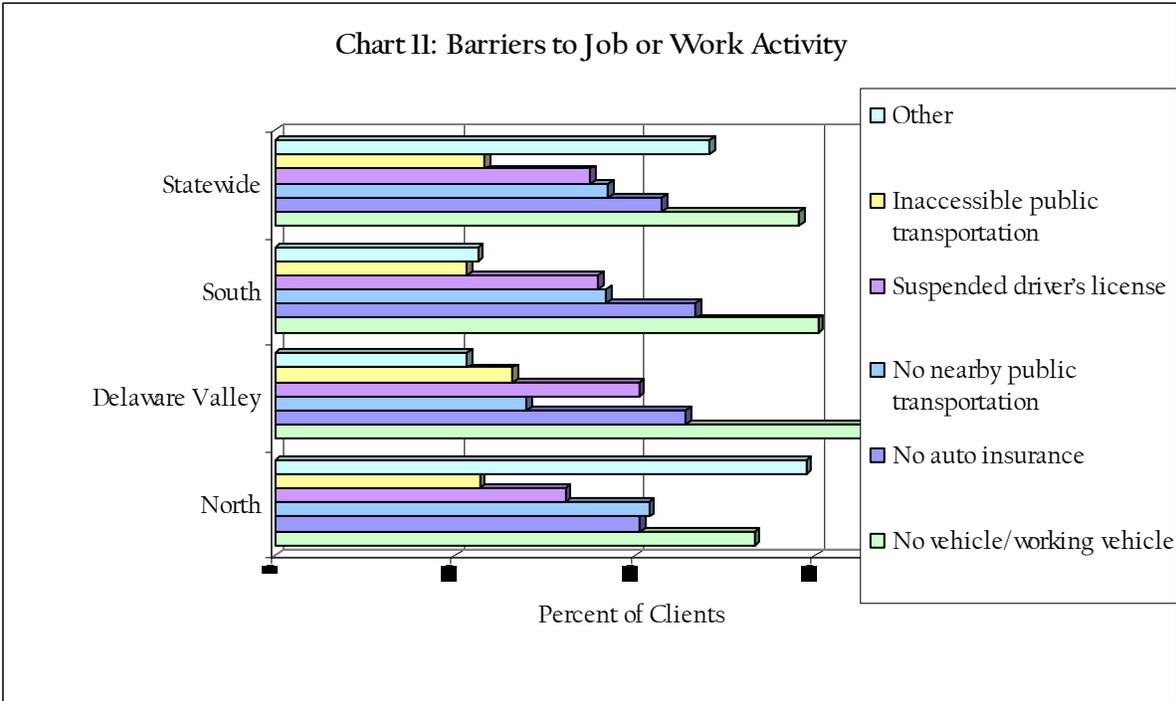
Staff report that many participants Statewide need transportation assistance for significant activities related to program participation. Over half of participants also need transportation training on navigating the transit system. Statewide, staff ranked participants as most in need of transportation services related to child care, and this was consistent across the regions. Staff indicate that they would like to offer participants more training and education on linking local to mass transit, using different transportation modes, and supporting clients in learning how to better plan trips on mass transit. The following section outlines these findings in detail.

Type of Transportation Assistance Needed: Staff were asked to give the percentage of their participants needing transportation assistance to a specific location including transportation to their client assessment, the location of their job, the location of their work activity, or the location of their child care. Statewide, caseworkers indicated that 68.9 percent of their clients needed transportation to a work activity, 62.0 percent to the client assessment, 60.06 percent transportation to a job, and 60.3 percent transportation to their child care arrangement. In the Delaware Valley, 75.6 percent of clients need transportation to a work activity, 70.4 percent in the South, and 65.7 percent in the North. Table F and Chart 10, below, outline the type of transportation need in more detail by region.

Table F: Transportation Assistance Needed to Various Activities (mean percent of clients)				
Activity: travel to	North	Delaware Valley	South	Statewide
Work Activity	65.7%	75.6%	70.4%	68.9%
Client Assessment	58.7%	73.7%	58.9%	62.0%
Job	58.0%	67.8%	59.1%	60.6%
Child care Arrangement	55.8%	70.9%	59.6%	60.3%



Client Job or Work Activity Transportation Barriers: Staff were asked to give the percentage of their participants experiencing several types of transportation barriers related to meeting job or work activity requirements. Chart 11 presents the mean or average percent of participants staff believe are experiencing some type of transportation barrier. (Since some participants experience more than one barrier, the percentages do not sum to 100 percent.)

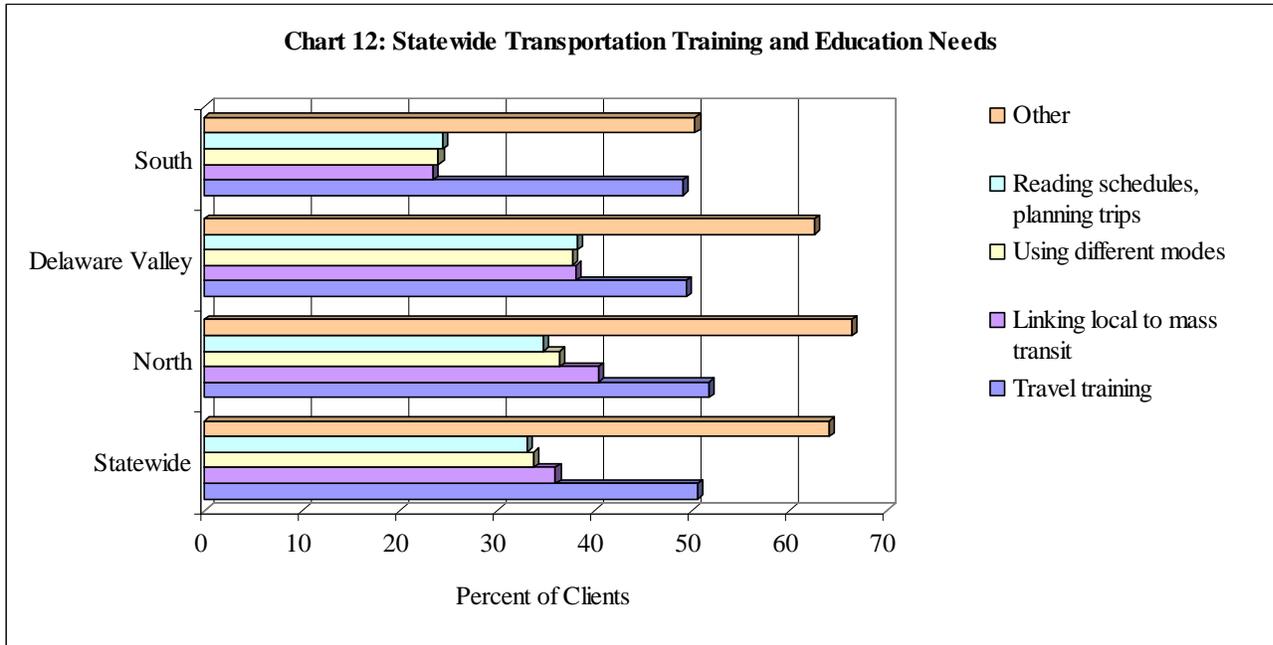


The staff believe that more of the participants' transportation barriers are related to private rather than public transportation challenges, which appears to be a disconnect between the clients own perspectives. Statewide, over 5 in 10 participants (58.2 percent) are seen as lacking a vehicle and over 4 in 10 (43.0 percent) as lacking auto insurance. In the Delaware Valley, 67.7 percent of clients are seen as lacking a vehicle; 53.3 percent in the North, and 60.3 percent in the South. In terms of auto insurance, 45.6 percent are seen as lacking insurance in the Delaware Valley, 40.6 percent in the North, and 46.7 percent in the South. For the State, the lack of nearby public transportation was cited for just over 3 in 10 (37.0 percent) participants, which was 28 percent in the Delaware Valley, 41.5 percent in the North, and 36.8 percent in the South. Over 3 in 10 (35.0 percent) participants Statewide are understood to have a suspended driver's license, which equates to 40.5 percent in the Delaware Valley, 32.3 percent in the North, and 35.9 percent in the South. Just over 2 in 10 (23.3 percent) participants Statewide are viewed as being physically unable to use public transportation (for example, the inability to get on and off vehicles easily), which is 26.4 percent in the Delaware Valley, 22.7 percent in the North, and 21.3 percent in the South. Finally, over 4 in 10 (48.3 percent) participants Statewide are seen as having other transportation challenges related to job or work activities, which is 21.3 percent in the Delaware Valley, 22.5 percent in the South, and 59 percent in the North. The top five responses to the other category included cost of transportation, too difficult for clients to drop off children at child care and then go to work, bus routes are not convenient, no driver's license, and the infrequency of buses.

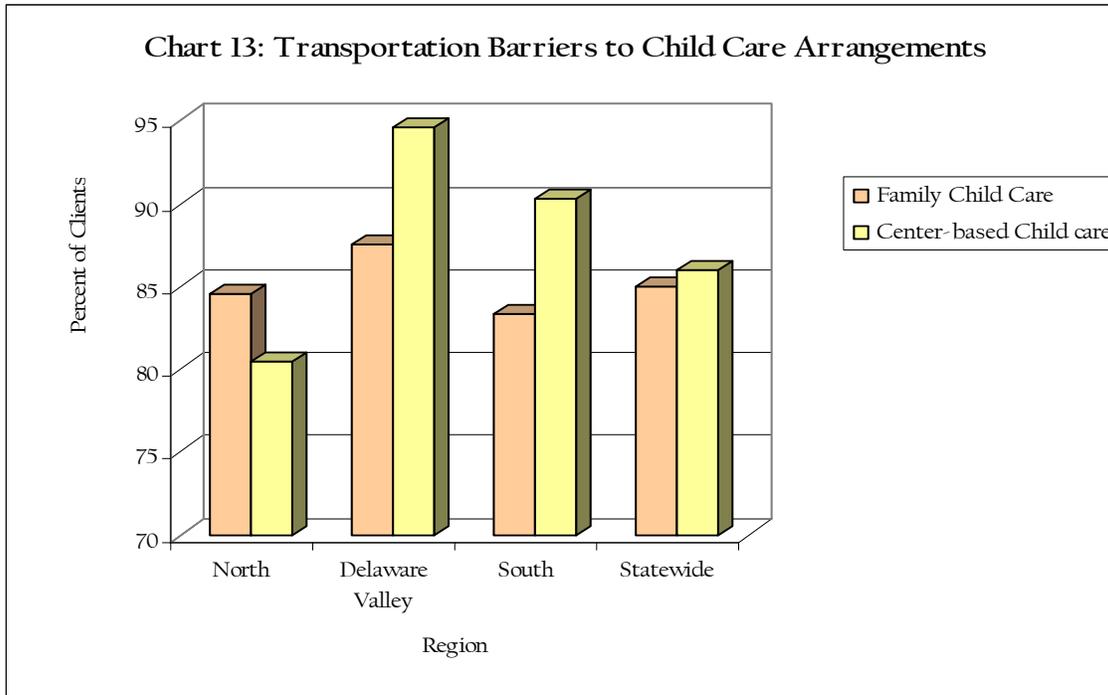
Staff report that over 6 in 10 participants Statewide need transportation assistance for significant activities related to program participation, including travel to a work activity (68.9 percent), for client assessment (62.0 percent), to a job (60.6 percent) and to a child care arrangement (60.3 percent).³¹ For example, Statewide, staff believe that over half (50.6 percent) of their participants need general travel training. Over 3 in 10 (36.0 percent) participants need education on linking local and mass transit systems, and 3 in 10 (33.7 and 33.1 percent) need training on using different public transportation modes, reading schedules, and planning trips. In the South region, where there is less public transportation available than in the Delaware Valley and the North, the staff believe that just over 2 in 10 participants (23.4, 24.0 and 24.4 percent respectively) require training related to using a public system, such as linking local to mass

³¹ There was little variation by region.

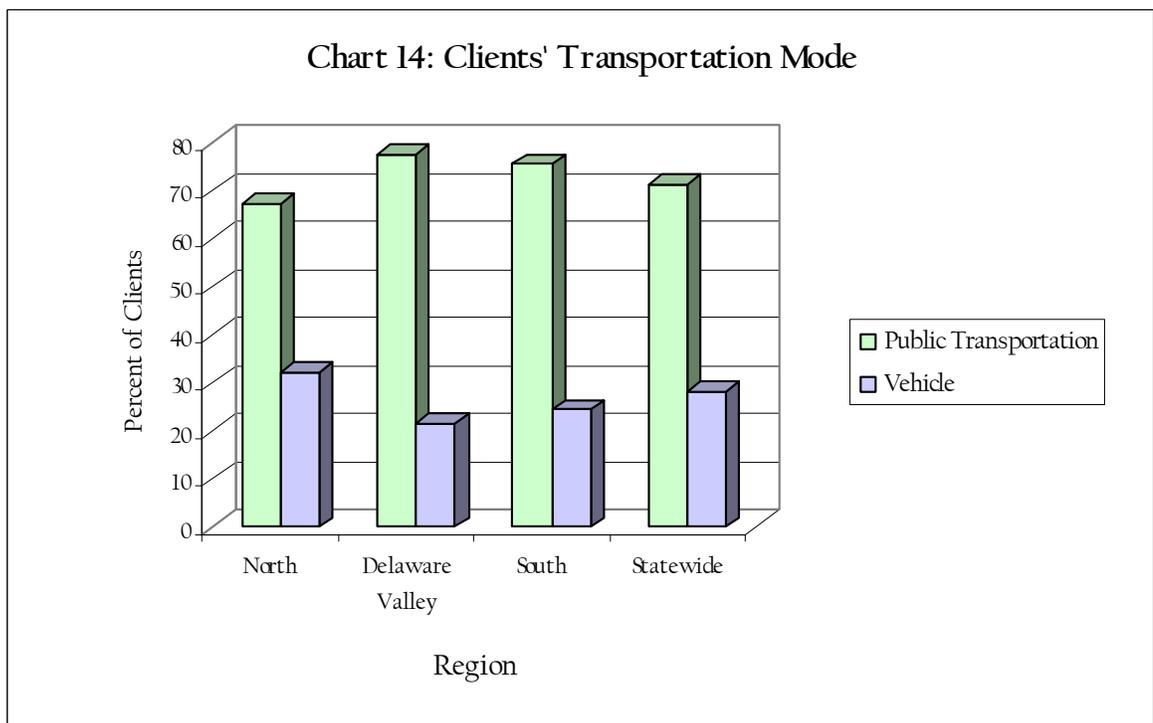
transit, using buses and trains and reading schedules and trip planning. Statewide, over 6 in 10 (64.0 percent) participants have other transportation education and training needs. See Chart 12. Caseworkers were asked to specify “other” responses, and some described transportation system needs (e.g. “reliable transportation”), and others described transportation service needs (e.g. “train tickets”). Additional responses included providing money management training and training on overcoming personal fears about using a new transportation medium.



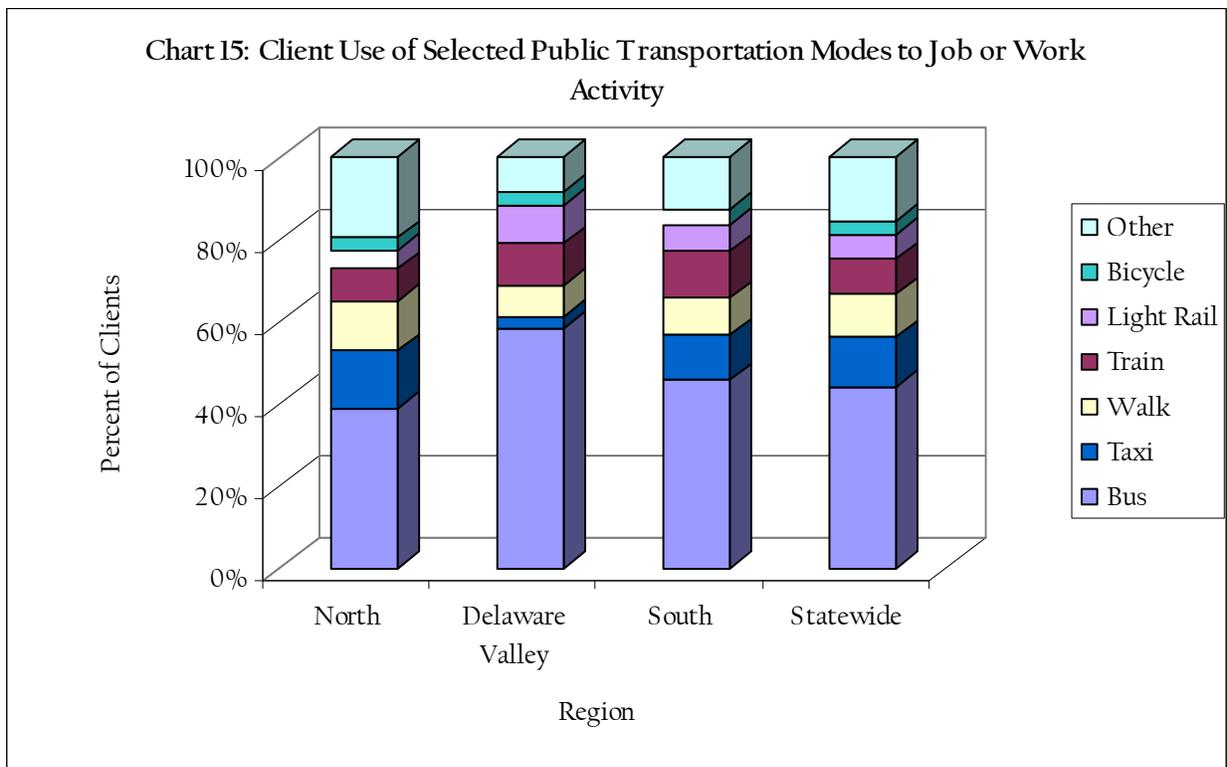
Transportation Barriers to Child Care Arrangements: Statewide, over 7 in 10 (78.8 percent) participants with a job/work activity have children age 12 or younger living with them. The staff believe that many participants face transportation barriers in using child care arrangements, both center-based and family-based care. Staff indicated that over 8 in 10 participants with family- or center-based child care arrangements experience transportation barriers getting to and from these locations. Chart 13 shows that Statewide participants using center-based child care experienced more transportation barriers than those using family child care.



Client Public Transportation Use: Statewide, the staff see most participants, just over 7 on 10 (71.4 percent) as using public transportation and just under 3 in 10 (28.2 percent) as using a (private) vehicle. See Chart 14.

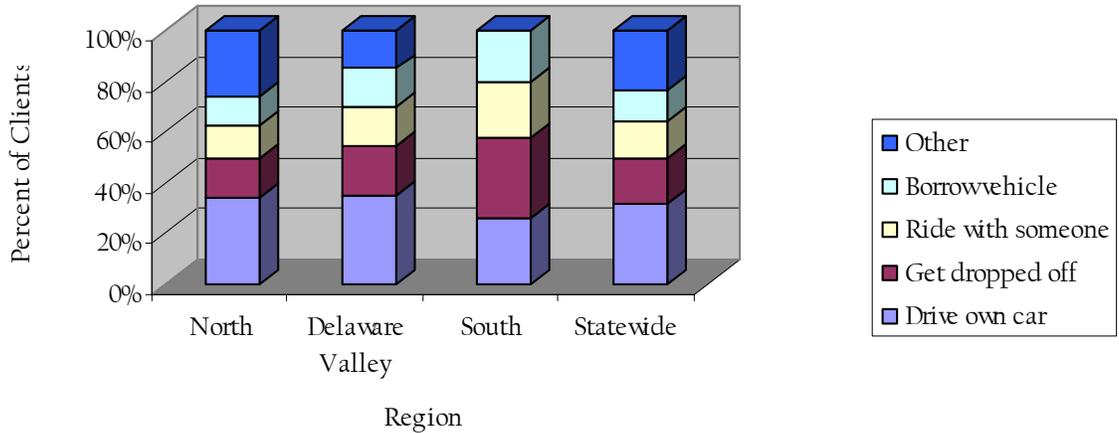


Participants using public transportation to get to a job or work activity are generally understood to use one or more buses. Over 6 in 10 participants (66.9 percent) Statewide use a bus. The second most common is “other,” which included getting a ride, using the client’s own vehicle, agency/welfare transport, and carpool. The third most common form of public transportation is by taxi, with just under 2 in 10 (18.6 percent) using this type of service. Finally just over 1 in 10 participants (15.9 percent and 13.0 percent respectively) are believed to walk or take a train. See Chart 15. (Please note that there are only two counties out of seven in the south with light rail service. This may explain why light rail was not selected more as a transportation mode to job or work activity.)



Participants using private transportation to a job or work activity are the most likely to drive their own car (40.5 percent Statewide), than those who are dropped off (23.6 percent), who ride with someone (18.3 percent) or who borrow a vehicle (16.3 percent). About 1 in 3 (30 percent) use another form of private transportation to their job or work activity, which includes walking, public transportation, and biking. See Chart 16.

Chart 16: Client Use of Selected Private Transportation Modes to Job or Work Activity



Client Transportation Service Needs: The staff were asked to rank participants’ needs for various transportation services on a scale with “1” as most needed and “5” as least needed. Statewide, staff ranked participants as most in need of transportation services related to child care, and this was consistent across the regions. Services ranked as critical, but not with the most need, were related to private automobiles: help to buy auto insurance and help to buy a car. More bus routes were also included at this level of need.³²

Key Differences Across Agencies: The New Jersey Department of Human Services invited One-Stop, TANF, and child care staff to participate in the caseworker online survey, which resulted in 91 One-Stop staff, 58 County Welfare Agency (CWA) staff, and 32 Child Care Resource and Referral (CCR&R) completing the survey. Frequencies for each question of the caseworker survey, across each type of agency were calculated. (For a complete list of caseworker survey results, disaggregated by agency type, please see Appendix H). While many answers were consistent across the staff, this section provides an overview of key differences across One-Stop, CWA, and CCR&R staff who completed the survey.

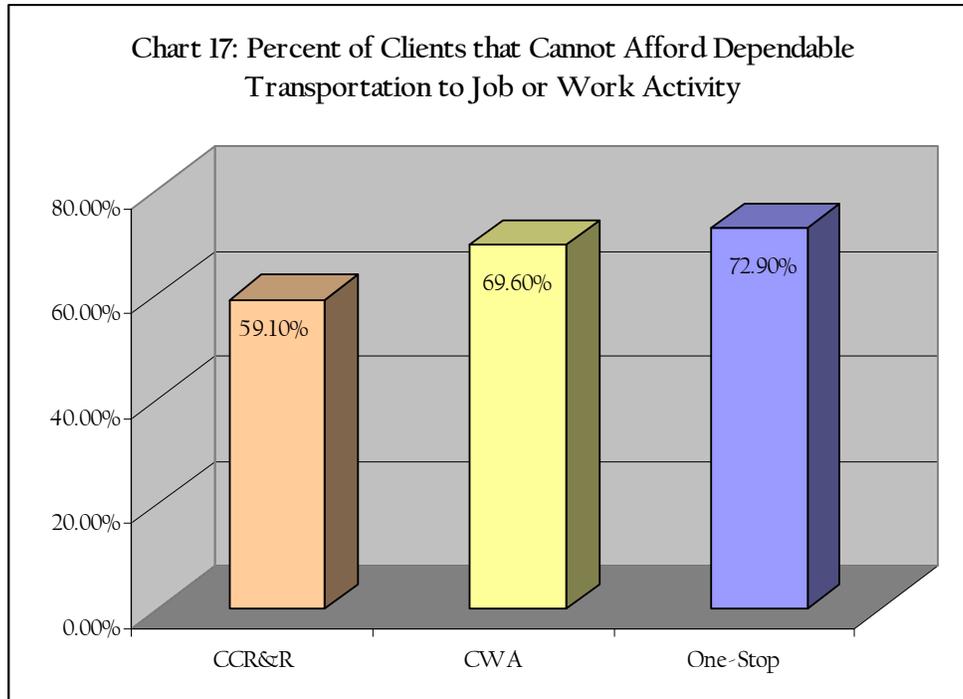
³² Other services needed, but not with the highest level of need include: coupons for gasoline, car or van pooling, and employer run shuttles. Among the services ranked as least needed (closest to 4 or 5) are: door-to-door pickups, funding car maintenance, and an established/enhanced human service transit system in the local area.

One-Stop staff cited that suspended driver’s licenses were more of a barrier for their clients, as 43.5 percent cited this barrier, as opposed to 17.1 percent of CCR&R staff and 25.2 percent of CWA staff. However, across all agencies, staff agreed that the lack of a vehicle or a vehicle not in working condition was a major barrier as 51.7 percent of CCR&R staff, 27.9 percent of CWA staff, and 60.6 percent of One-Stop staff cited non-working vehicles as a barrier to work.

Additionally, staff across agencies differed in their responses for where clients needed transportation assistance. CCR&R staff cited that 56.0 percent of their clients needed transportation to the location of their child care as the top response, while CWA and One-Stop staff cited that many clients needed assistance to the location of their work activity. Table G shows the distribution across agency staff.

Table G: Percent of Clients Needing Transportation Assistance for Each of the Following Activities			
	CCR&R	CWA	One-Stop
	Mean	Mean	Mean
Transportation to their client assessment	48.4%	62.3%	65.8%
Transportation to the location of their job	42.9%	60.4%	67.1%
Transportation to the location of their work activity	52.3%	69.9%	73.7%
Transportation to the location of their childcare	56.0%	57.7%	63.7%

There were also differences across staff with the percentage of clients that could not afford dependable transportation to their job or work activity. CCR&R staff cited that 59.1 percent of their clients could not afford dependable transportation to their job or work activity, while 69.6 percent and 72.9 percent of clients for CWA and One-Stop staff could not afford dependable transportation, respectively. See Chart 17.



Finally, staff across agencies seem to differ in the reasons that clients had their driver’s licenses suspended. One-Stop staff cited tickets as the number one reason with 35.6 percent of clients having licenses suspended due to tickets, while CWA staff and CCR&R staff both cited that their clients had “other” reasons for suspended licenses, with responses including incarceration, no insurance, and surcharges fines or fees. Table H shows the frequencies for this question across agency type.

Table H: Percent of Clients with Driver’s Licenses Suspended due to the Following Reasons			
	CCR&R	CWA	One-Stop
	Mean	Mean	Mean
Tickets	14.5%	29.9%	35.6%
DUI/DWI	16.4%	13.7%	21.0%
Child Support	22.0%	7.7%	17.6%
No insurance	20.1%	30.4%	30.4%
Other	68.3%	57.5%	35.2%

In conclusion, many responses were consistent across agency type, as CCR&R, CWA, and One-Stop staff all recognize that transportation is a barrier for the TANF clients they serve.

Common Themes and Overview

In conclusion, the surveys provided a detailed, quantitative analysis of transportation as a barrier to self-sufficiency. As revealed by the findings, there appears to be a disconnect in how transportation functions as a barrier between clients and caseworkers. Particularly, public transportation was highlighted as a barrier by the clients, while caseworkers cited private transportation barriers. Such a disconnect suggests that there may be possible discrepancies across counties in New Jersey, and identifies the need for increasing transportation assistance in both public and private modes and increasing training and education on transportation options available.

Many clients need support in navigating public transit as well as the opportunities available to them in securing private transportation options. The sample included mostly TANF participants with children ages 12 and under, who travel to their employment or work activity using some form of public transportation. Some key transportation barriers included long travel times to and from home, child care arrangements, and work activities that sometimes required non-traditional employment hours as well as difficulty with navigating from home to the work-site, and to services such as child care, resulted in extremely long commutes that required multiple modes of transportation. Some key recommendations from participants as well as caseworkers:

- Increasing the number of bus routes to help TANF participants reduce their average commute and allow for more time to be spent at home or at a work activity;
- Better coordination of bus arrival, departure, and transfer time may also help reduce commute time;
- Increasing the capacity to provide participants with free or subsidized bus passes;
- In areas where public transportation is less available, assist participants with buying a car, as well as supplementing gas costs and auto insurance; and
- Enhancing training and education on linking local to mass transit and using different transportation modes.

The following chapter provides a summary of the focus groups findings. The focus groups allowed qualitative information to supplement the data analysis. The following chapter outlines the focus group findings from the New Jersey counties of Cape May, Hunterdon, Morristown, Salem, Somerset, and Warren.

CHAPTER VI: FOCUS GROUP FINDINGS

Focus groups were included to enable New Jersey to probe more deeply into understanding which transportation challenges impact TANF participants. TANF participants were asked to share their experiences about the specific challenges they face getting to and from job and/or work activities, as well as accessing child care and different supportive services.

Overall, transportation was communicated to be a point of stress for participants participating in the focus groups. Although participants stated that bus passes were helpful in the focus groups, participants also communicated that bus and train services are largely unreliable and infrequent.³³ The common findings from the focus groups across counties in terms of transportation challenges included a spatial mismatch as well as lack of knowledge of transportation services. (Please see Appendix F for complete focus groups notes and transcription.)

County-by-County Overview

Cape May County: This focus group took place at the One-Stop in Wildwood, New Jersey with 14 participants present. Four participants walked, three took the bus, one rode a bike, one drove a car, and four got a ride from a friend or relative to the focus group, and most participants stated that this was their normal mode of transportation. About 40 percent of participants stated that it was convenient for them to get to their job or work activity. Twelve individuals indicated that transportation was a major barrier to employment. Several participants stated that there were more people than seats on the bus. While many participants receive three-zone bus passes, they indicated that seven-zone bus passes would help them to get to Atlantic City, where many jobs are located in the casino industry. It would also be necessary for children to receive bus passes as adults only receive them and children must go on the bus to get to child care. Trolley passes would also be helpful if the County could issue trolley passes.

Four out of the fourteen participants had a driver's license, and several indicated that they had lost their licenses due to tickets and non-payment of child support. Many participants were not aware that WFNJ could pay for car repairs and insurance as one man indicated that he needed \$100 for license restoration. The consensus of the group said that they needed more

³³ Please note that the quantitative interview clients indicated that bus passes were the most important service.

information on what services WFNJ would pay for, and no one in the group had heard of Dollar a Day car insurance. Additionally, the group indicated that more bus routes were needed as the location of child care is a problem and it is not always accessible via public transportation.

Hunterdon County: Hunterdon County’s focus group included five females of which three drove themselves to the county office, and two took the bus. While traveling by car takes 15 to 20 minutes to get to the County office, the bus can take an hour and a half. Two participants have used the shuttle service, which is a 15 passenger vehicle that also transports the elderly, and makes pick-ups upon request. One client leaves home via the shuttle at 7:30AM, drops her child off at child care, and arrives at the work activity at 9:00AM. For the participants that took the shuttle, it can often take an hour and a half to get from work to home, and vice versa. Participants stated that transportation is a barrier in this area, and if they do not have access to a reliable car, finding employment is very difficult as many jobs in the area are retail that require working nights and weekends. The buses stop running early at night during the week, run a limited schedule on Saturdays and do not run on Sundays. Five of the participants have a New Jersey driver’s license, and three of which are valid, as tickets, fines, and surcharges caused the other two participants to have their licenses revoked. Some participants were aware that social services could pay for tickets, fines, etc. Overall, Hunterdon participants recommended extended bus service with more buses, longer hours, and larger buses.

Morris County: Many participants walk or take taxi cabs, which can often be expensive. Anywhere outside of Morristown, a cab can be between \$20-\$30 depending on which town. Participants indicated that these cab rides are often not shared rides. There is also a commuter bus that runs to New York City, and there is a bus that runs to the county college, which is a huge help for participants. Morris County participants also indicated that bus drop outs are across a main highway from their destination.

Morristown, NJ Client who walks to her daughter’s child care — “That’s about a 2.5 mile walk and that’s just one way going...and that’s with the big stroller and my daughter’s not up and walking. She’s only 8 months.”

Additionally, it is often difficult to find jobs near the train line, and participants indicated that they often have to walk or take a bus as there is no train that directly located next to any major company or any real jobs. Other counties have more job opportunities such as Summit. The bus system is also difficult for participants working in the evenings or on weekends as they

run 6AM to 5PM. The train system is reliable, but it is the bus system that participants would like to see a change. One client has to walk 2.5 miles to get to a bus stop with her eight month old child. For participants with a car, they recommend more free parking around the county. Another client indicated that her license was suspended and is in the process of trying to pay it off, but having to pay for a cab and bus to get around is stopping her from paying off the fine to get her license back.

Salem County: Transportation in Salem County has resulted in missed job interviews, work activities, classes, and appointments. Salem County participants recommended to increase the number of routes, increase pick up times, extend morning and evening services, and increased weekend service. The last bus into Salem is 6:45PM, which makes it difficult to get home from work activity. It is often difficult to transfer from bus to bus as one client stated that the wait time was 1.5 hours, dropping child at child care can be difficult on public transportation. Participants cited that it was also difficult going from Salem into other counties, and would like a 24 hour transportation bus to Pureland because it is the best place to get a job. All three shifts of the van services needs to be expanded.

Many employers think the participants are unreliable without car. Therefore, participants would like an expanded Car Purchase Program. Suggestions also included to have County buses coordinated with State bus system. Participants would like a bus every half hour, seven days a week, and would like a bus to Delaware, Deptford, Bridgeton, and Swedesboro. Four participants did not have a valid driver's license because of surcharges. Additionally, four other participants were not able to get registration or insurance due to the money involved. Transportation issues can cause a variety of other issues as well. For example, participants cited that jobs affect the ability to receive a housing subsidy. If you have a temporary job, it can affect housing for the next year. Transportation also causes stress for the participants before they even arrive at work.

Somerset County: Half of the participants in Somerset, which include 16 participants, took the bus to the focus group, two indicated van, one walked, and the other participants drove themselves. Many participants use the bus as their typical mode of transportation. Participants that had a car reported that either it needed repairs or their licenses were revoked. Buses often run late, and many participants have to walk 20 to 30 minutes to a bus stop, and the consensus agreed the bus is not convenient. While many participants said that the bus route was on the way

to school or child care, the main issue was walking to the bus stop with their children. It was also difficult for participants who ride the bus to drop their child at child care and then must wait an hour for another bus to transport them to their work activity. Participants indicated that there are not enough buses, the bus stops too far from where they live, and no buses to transport them to places where jobs exist. Walking is also not an option as there are no jobs where the participants live.

Employers also want employees that have a driver's license, and will not hire if participants use public transportation because they know it is unreliable. The participants recommended that buses that ran on time would be a huge help to supporting employment, additional shuttles, and more bus routes where jobs are available. Additionally, there is no public transportation that goes to the community college for classes.

Warren County: Phillipsburg has a bus line, but there is only a little scenic train to go wine tasting and an express train at Christmas and it does not help alleviate transportation barriers for participants. Participants use the shuttle bus, transit bus, taxi and walking in Warren County. There is a train that runs from Morris to Hoboken, which can help some people commute into the city. There is also a train station in Hackettstown that goes all the way to Newark and New York, which works for some participants who can get employment in other parts of the State. Participants would like a bus pass to take the bus from Phillipsburg to Easton, where jobs are located, which can be expensive because there are two buses to get there. The bus goes straight to Warren County Community college and they offer class in the morning, and they offer the GED test, but it can be difficult to get home from the community college at night because the bus does not run. Participants recommended that on Saturdays the buses should run longer, as many jobs are located in the Phillipsburg mall, which has longer hours.

Common Themes

There appears to be a *spatial mismatch* between home, jobs, child care, and bus routes. Participants often faced 2-3 hour long daily commutes to get from home, to child care, to work activities. Job opportunities (in Salem) are often located out of the county. Morris County participants are forced to pay for taxis to jobs in other counties as many jobs are located away from bus and train line stops. Somerset and Hunterdon participants specifically stated they were

at a disadvantage if an employer knew they used public transportation because employers believe this type of transit is unreliable. Additionally, participants did not often have an *awareness of transportation options* available in their counties, including bus routes, van service in their area, and jobs that are easily accessible via public transportation. Participants in Cape May were not aware that the county could provide donations for car repair. Somerset participants had heard of the new shuttle service, but were not sure how to access the service.

The following outlines key areas identified by TANF participants for improvement across New Jersey counties:

- **Increase number of routes and pick-up times** - Salem, Hunterdon, and Somerset focus group participants indicated a need for increased routes and pick-ups at each bus stop. Somerset participants often had to walk 20 to 30 minutes with children to reach a bus stop, which is particularly difficult in inclement weather. Somerset participants also would like a bus service that extends to the community college for education purposes. Expanded shuttle services could support door-to-door transportation.
- **Extend service hours of public transportation** - Salem, Somerset, Warren County participants said that extending public transportation service hours to earlier morning and later evening can support multiple job opportunities. Many jobs in Hunterdon County are in retail where hours are rarely between 9:00AM and 5:00PM. Weekend service could increase possible job opportunities because, in Salem, the buses do not run on Sundays and on Saturdays only begin operating at 9:45AM. In Morris County, the weekly bus service ends at 5:00PM, which makes it difficult for participants who work shifts after this time period. Weekend services in Morris County also costs more money. Morris County participants also said that shuttle services do not run midday, but only during rush hours which can pose a problem for participants with nontraditional work hours.
- **Ensure reliability of bus service** - In Salem County, buses are often not on time and service is infrequent. If a client misses a bus, he/she will more than likely be late to work.
- **Support participants with suspended licenses to navigate the system** - Participants in Morris County stated that it was difficult getting licenses back after suspension. Participants often do not have enough money to pay fines.

-
- **Expand car purchase programs** - Participants with driver's licenses could benefit from car purchase programs and support in terms of insurance and registration.
 - **Coordinate county and State bus services** - Participants feel as though the county services are not aligned with the State-provided transportation services.
 - **Expand bus passes** - Currently, the bus passes only work in certain zones, which can exacerbate the work-home mismatch. Additionally, Somerset participants would like bus passes to include children over 12 years old, as the passes are currently only for adults. The trolley in Cape May offers transportation options, but the county does not provide free trolley passes.

Sussex County completed a countywide transportation assessment as part of the United We Ride program, and similar conclusions were made in terms of transportation barriers to work. Sussex County needs additional transportation services and an education campaign to give riders additional knowledge around available transportation options.³⁴

Across the State, participants were open and willing to share their experiences and insights on how transportation affects their daily lives and path to self-sufficiency. These focus groups not only provided key supplemental information to this analysis, but also gave participants a voice in offering the State information on their personal experiences. The following chapter will provide an overview of promising practices that States, localities, and community organizations have leveraged to eliminate transportation as a barrier to job attainment and retention.

³⁴ Sussex County United We Ride: Human Service Transportation Planning Committee. 2008. *2008 Transportation Survey Final Report*. Date Accessed: January 30, 2009.

CHAPTER VII: PROMISING PRACTICES³⁵

Many States and localities have initiated transportation programs to serve low-income families, and this chapter provides a brief overview of key transportation initiatives from around the country. The chapter is intended to provide New Jersey with key information on transportation initiatives from around the country to inform effective transportation program and policy development. State transportation programs that offered a combination of the promising practices around serving the transportation needs of TANF participants were identified through the comprehensive environmental scan and review of the literature. There are a variety of agencies- Federal, State and local- that are involved in the process of identifying transportation barriers and supporting low-income families. The following figure provides an overview of the variety of “players” as well as possible funding that can be utilized to support families. It points to the importance of coordinating services utilizing diverse funding and resources when transportation planning in a State and/or locality.³⁶

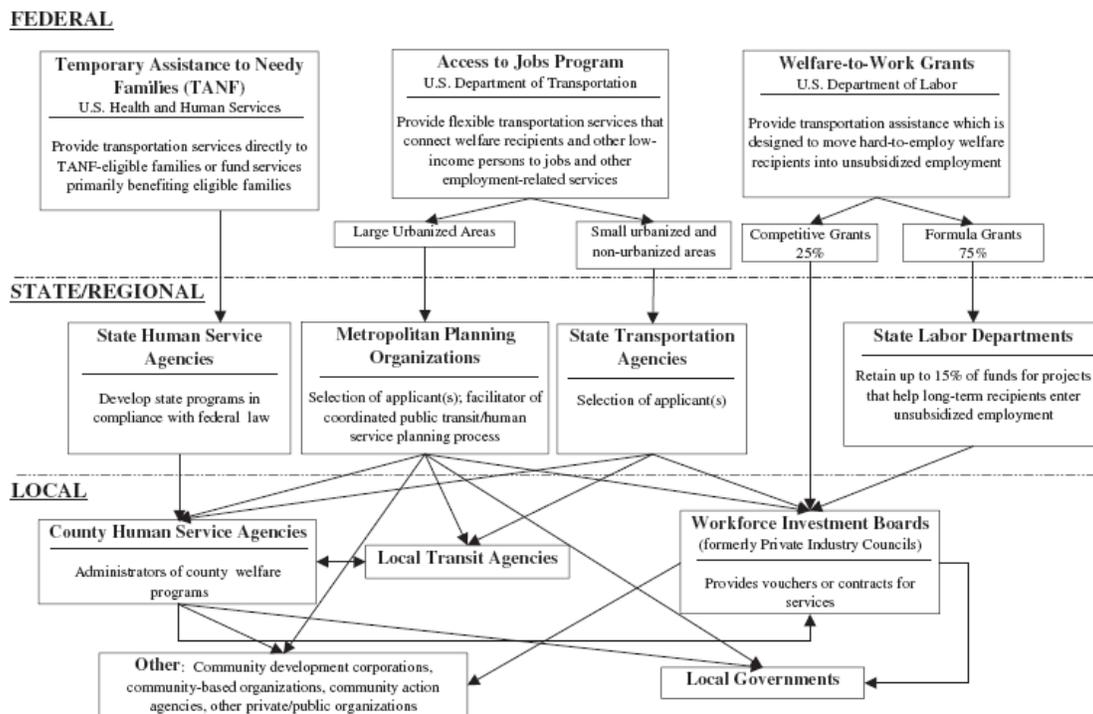


Figure 1. Transportation funds for welfare participants.

³⁵ The resources and practices cited in this information exchange are a result of an environmental scan of programs. We have not evaluated the programs, nor are aware of the evaluation requirements of each program.

To guide States in coordinating services, the National Highway Coordinated Research Program (NHCRP) has recently issued a report entitled “Preparing Coordinated Transportation Plans: A Guidebook for State Departments of Transportation.” The report highlights recent State efforts to in designing a coordinated transportation planning process. This report can offer information on promising practice in developing a coordinated transportation system. The New Jersey Department of Transportation has already involved a state-level coordinating committee in their transportation planning efforts.³⁷ New Jersey counties have already come a long way in developing coordinated transportation plans, which are located at the New Jersey Transit Web site: <http://www.njcttp.org/united/NJCountyTranspPlans.php>.

Despite challenges to interagency collaboration, many innovative transportation programs have been developed. The following innovative programs were found through a scan of State transportation programs, building off the work of OFA’s Welfare Peer TA Network and Urban Partnerships Initiative. The Welfare Peer TA Network and the Urban Partnerships Initiative are focused on peer-to-peer learning, and many of these programs were identified through the collaboration built from these OFA Initiatives.



The Welfare Peer Technical Assistance Network is a technical assistance initiative sponsored by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance. Welfare Peer TA facilitates the sharing of information between and among States, counties, localities, Tribal organizations, and community-based organizations working with TANF families. For more information, please see: www.peerta.acf.hhs.gov.



The Urban Partnerships Initiative is a project designed by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance, to improve outcomes for low-income families by facilitating peer exchange among TANF stakeholders in urban centers. The Urban Partnerships Initiative is committed to supporting the work of TANF stakeholders in urban environments by promoting shared learning, and developing strategies to improve services to families so they may achieve and maintain self-sufficiency.

The following transportation programs outlined below fall into these categories: (1) personal car ownership; (2) subsidized public transit; (3) demand-response services; (4)

³⁶ Citation for figure: Blumenberg, Evelyn. (2002) “Planning for the Transportation Needs of Welfare Participants: Institutional Challenges to Collaborative.” *Journal of Planning Education and Research* 2002; 22; 152. Date Accessed: January 30, 2009.

³⁷ Chisholm-Smith, Gwen. April 2009. Preparing Coordinated Transportation Plans: A Guidebook for State Departments of Transportation.” National Highway Coordinated Research Program (NHCRP).

cooperative program models; and (5) co-location of services. (See Appendix E for a matrix of these programs).

Personal Car Ownership

Programs that support car ownership can help families, not only access work opportunities outside their community, but acquire critical financial assets and literacy skills. Many car ownership programs, in addition to providing automobiles, also connect TANF participants to additional external and internal service providers for credit counseling, housing assistance, and job readiness or job placement assistance.³⁸ Also, by connecting TANF participants to credit counselors and banks or credit unions, or by directly providing low or no interest loans, car ownership program can help TANF participants improve their credit situation.³⁹ These types of programs can often give families support to build assets and increase self-sufficiency.

- **West Virginia – Good News Mountaineer Garage:** The Good News Mountaineer Garage (GNMG) is a nonprofit organization that provides vehicles to families who need transportation to get to work and job training. GNMG matches participants to a vehicle based on their transportation needs. Participants are also enrolled in GNMG’s car maintenance and car care training courses. The organization solicits donated cars, refurbishes them, and for a nominal fee, provides the cars to TANF participants. Funding for the Garage is obtained through TANF contracts, private foundations, auction sales, and individual donations. Of the 900 families who have received a GNMG vehicle, 82 percent are working and over 70 percent have left public assistance.⁴⁰
- **Maryland – Vehicles for Change:** Vehicles for Change (VFC) accepts donated cars from individuals and businesses which are then reviewed and repaired. VFC sells the vehicles at an average cost of \$650 to qualified TANF participants who have been screened to meet income and employment requirements. Applicants are identified through partnerships with social service agencies and other non profit organizations. Recipients are provided a VFC loan, which allows recipients to establish credit. VFC also

³⁸ Annie E. Casey Foundation. 2006. “Affordable Car Ownership Programs: Transporting Families toward Financial Stability and Success.” <http://www.aecf.org/upload/PublicationFiles/RF3622H1402.pdf>. Date Accessed: January 30, 2009.

³⁹ Hayden, Carolyn. 2008. “Opportunity Cars”. Presented at HHS/ACF Rural Transportation Roundtable in Charleston, West Virginia.

⁴⁰ Bayes, Barbara. 2008. “Good News Mountaineer Garage: Donate a Car Change a Life!” Presented at HHS/ACF Rural Transportation Roundtable in Charleston, West Virginia.

provides recipients with a six-month/6,000 mile warranty, and a car owner orientation course. VFC has provided nearly 3,000 vehicles to low-income families since their program began in 1999.⁴¹

- **Tennessee – First Wheels:** First Wheels is a Statewide program of the Tennessee Resource Conservation and Development Council that helps welfare participants buy cars through a revolving loan fund. Participants get quick access to a car, build credit history, and learn responsibility. The program provides no-interest, no-down payment car loans for dependable used cars to eligible participants when transportation is a barrier to finding or keeping a job. To qualify for Wheels First, the applicant must be a TANF recipient receiving cash benefits; have left Families First within the last 18 months; be employed, receiving food stamps and have a dependent child; or be receiving low-income child care assistance. Since the program’s inception, First Wheels has placed 403 vehicles throughout Tennessee.⁴²

- **Wisconsin – JumpStart:** The Jump Start Program started in 1998, and is run through the West Central Wisconsin Community Action Agency, Inc. (West CAP). The program supports car ownerships among low-income families in rural areas by providing affordable and reliable cars.⁴³ By only selecting late model vehicles that meet safety and efficiency standards, West CAP seeks to reduce the burden of car repairs for their participants. Participants are connected to preferred rate financing through partner banks and credit unions. As a licensed automobile dealer, West CAP also purchases vehicles wholesale from auctions, further lowering the overall cost for participants. In a recent independent survey, among JumpStart participants who owned their vehicle over six months reported, 88 percent reported finding a better job, and over 90 percent had improved credit ratings.⁴⁴

⁴¹ Vehicles for Change Web site. 2009. <http://www.vehiclesforchange.org>. Date accessed: January 30, 2009.

⁴² The Tennessee RC&D Council Web Site. 2009. <http://www.appalachianrcd.org/tncrd/tncrd/index.htm>. Date Accessed: January 30, 2009.

⁴³ Annie E. Casey Foundation. 2006. “Affordable Car Ownership Programs: Transporting Families toward Financial Stability and Success.” <http://www.aecf.org/upload/PublicationFiles/RF3622H1402.pdf>. Date Accessed: January 30, 2009.

⁴⁴ Kilde, Peter. 2009. “Becky Gets to Work: The Jump Start Program”. West Central Wisconsin Community Action Agency, Inc.

Subsidized Public Transit

Publicly supported transportation services, when accessible, can often be an affordable option for low-income families. States can provide public transit vouchers or other subsidies for low-income residents to utilize a train and/or bus public transit system.

- **Arkansas – CADET Delta Transportation Project Ticket-to-Ride:** The Creative Alternatives for Delta Area Transportation (CADET) Ticket-to-Ride program serves the low-income population as well as persons with disabilities accessing work opportunities. Supported through the Arkansas Department of Human Services, the Delta Regional Authority, One-Stop Career Centers, and funds through Job Access and Reverse Commute Program allocated from the Arkansas Highway and Transportation Department, this program connects participants to transportation opportunities in their local areas. Serving 24 counties, the program runs 24 hours and is free for participants to access.⁴⁵
- **Iowa – Community Action Transit:** Community Action Transit (CAT) is the designated regional public transit system for seven counties in Northeast Iowa. CAT vehicles serve areas that are not covered by other public transit routes and are available to anyone in need of transportation. Often the only source of transportation available to participants, these buses provide in-town trips to work sites, classrooms, shopping and medical visits.⁴⁶
- **Alabama – Sylacauga’s Public On-Time Transportation Program:** As a multi-service Family Resource Center in rural eastern Alabama (Talladega County), SAFE (Sylacauga Alliance for Family Enhancement) offers a continuum of services to the community of over 12,600. Working with State and federal funding streams through the Job Access Reverse Commute (JARC), SAFE is able to provide free van services Monday through Friday from 6 am to 6 pm. This van service, also known as S.P.O.T. (Sylacauga’s Public On-Time Transportation), serves people at 200 percent of poverty level to easily get to and from their jobs, as well as providing transportation to and from day care for their children that enables them to go their jobs. This program also transports individuals to

⁴⁵ Friedman, Pamela. 2004. “Transportation Needs in Rural Communities.” Rural Assistance Center.

⁴⁶ Friedman, Pamela. 2004. “Transportation Needs in Rural Communities.” Rural Assistance Center.

job training, job searches or anything connected with interviewing, etc. in preparation for employment or for those who are already employed and meet eligibility requirements. S.P.O.T serves about 225 to 250 people per month with this program.⁴⁷

Demand-Response Service

Demand-Response Transit Service is public transit tailored to particular need because “it eliminates the expense and waste of running a fixed-route system through a geography that lacks clusters of destinations.”⁴⁸ These programs require that participants call a provider to schedule pick-up at the participant’s location and transportation to their destination. States and localities without the capacity for a large scale public transit system have implemented demand driven systems tailored to client schedules.

- **California – San Diego Transit Corporation:** The San Diego Direct Access to Regional Transit (DART) program allows participants to call for a ride to a bus stop in the rural and suburban areas of San Diego. The system is available to senior citizens, individuals with disabilities, Medicaid participants, and welfare participants. The DART system mostly provides rides to and from employment and schools. DART is funded through Federal and State grants, and also through transit fares that are paid by the general public.⁴⁹
- **Virginia – JAUNT:** Since 1975, the JAUNT, formerly, Jefferson Area United Transportation, program has served Charlottesville, Virginia, across five counties in central Virginia. JAUNT is supported through Federal, State and local funding and fares collected from non-agency riders. It was reported that fiscal 2003, JAUNT provided 250,000 trips, of which 80,000 were human service agency passengers traveling to medical appointments, employment, and other support services. One-third of JAUNT riders are part of Virginia’s TANF caseload, the Virginia Initiative for Employment not

⁴⁷ SAFE Web site. 2009. <http://safefamilyservicescenter.com>. Date accessed: January 30, 2009.

⁴⁸ Blumenberg, Evelyn. 2004. “Beyond the Spatial Mismatch: Welfare Recipients and Transportation Policy.” *Journal of Planning Literature*, Vol. 19, No. 2, 182-205.

⁴⁹ ATR Institute, University of New Mexico. 2000. “Moving Forward: A Transportation Toolkit for Welfare Reform.” <http://www.unm.edu/~atr/Moving-Forward-4.pdf>. Date Accessed: January 30, 2009.

Welfare (VIEW). Specifically, the program offers free rides to job readiness and training classes, employment, child care, and supported educational classes.⁵⁰

- **New Mexico – The Zuni Entrepreneurial Enterprises Inc. (Z.E.E. Inc.) Public Transportation Program:** Z.E.E. Inc. operates both a fixed public transit route and a demand-response service that provides transportation services for residents of the Zuni Pueblo in Northwest New Mexico. The program receives funding from the New Mexico Department of Transportation under the auspices of the Job Access Reverse Commute (JARC) and Small Urban and Rural Transportation programs of the Federal Transit Administration. The agency also provides daily trips for students attending classes at the University of New Mexico at Gallup and individuals employed or seeking employment in the Gallup community. On average, Z.E.E. Inc. provides 50,000 trips per year.⁵¹

Cooperative Program Models

Car pooling programs and other coordinated transportation programs can be a cost-effective means of transportation. States and localities can often facilitate car pooling for TANF participants to share rides to and from employment, as well as to locations to receive services.

- **North Carolina – Coordinated Use of Vanpools, Feeder Lines and School Buses:** North Carolina used “vanpools” to help support people get to and from employment. The State manages the program, but it is administered on the county level. Additionally, through a partnership between the North Carolina Board of Education and the Department of Public Instruction, TANF participants can ride schools buses.⁵²
- **West Virginia – Using Existing Resources to Coordinate Transportation for TANF Participants:** TANF workers in Calhoun County, WV, in agreement with the county schools, can use buses to transport TANF participants. The system has been helpful to many TANF participants, when no other transportation options have worked. Background

⁵⁰ Friedman, Pamela. 2004. “Transportation Needs in Rural Communities.” Rural Assistance Center.

⁵¹ Alflen, Larry. 2009, January 15. “Rural Transportation Models Serving TANF Participants.” ACF/HHS Rural Communities Initiative Webinar Series.

⁵² ATR Institute, University of New Mexico. 2000. “Moving Forward: A Transportation Toolkit for Welfare Reform.” <http://www.unm.edu/~atr/Moving-Forward-4.pdf>. Date Accessed: January 30, 2009.

checks are given before participants are allowed to ride. The program has also resulted in a number of TANF participants finding employment with the school system.⁵³

Co-location of Services

Co-location of services allows TANF participants with multiple barriers to better access the different support services necessary to successfully maintain stable employment. If support services are at different locales, participants may not have the capacity to travel to different offices. Co-location of services can often provide TANF participants with convenient access to County and State services.

- **Chatsworth, California – Metrolink:** Chatsworth developed an innovative approach by co-locating services for parents. With five years in the making, a for-profit Child care Center was opened at the Metrolink Station to help parents get better access to child care and has three classrooms with a playground. The Center is open to the public, and parents utilizing the mass transit system get priority, followed by parents who carpool.⁵⁴

Federal Programs for Funding Transportation Services

Many States have been able to use Federal grant dollars to address transportation barriers for TANF participants. There are many Federal grant programs that are available to States to address transportation barriers for low-income populations.

- **United We Ride Program:** The Federal Interagency Coordinating Council on Access and Mobility supports the United We Ride program. This program supports States and local communities in developing transportation systems through collaboration and coordination of organizations in their communities. The program is built on the fact that coordinated transportation services can best support communities by reducing duplication of effort and utilizing community resources that are already available.⁵⁵
- **U.S. Department of Transportation – Job Access and Reverse Commute (JARC):** JARC grants are available for local communities to support low-income workers by addressing transportation barriers, based on specific issues faced by each local

⁵³ Underwood, Joyce. 2009. "Rural Transportation Models Serving TANF Participants." ACF/HHS Rural Communities Initiative Webinar Series.

⁵⁴ ATR Institute, University of New Mexico. 2000. "Moving Forward: A Transportation Toolkit for Welfare Reform." <http://www.unm.edu/~atr/Moving-Forward-4.pdf>. Date Accessed: January 30, 2009.

⁵⁵ United We Ride Web site. 2009. <http://www.unitedweride.gov/>. Date Accessed: January 30, 2009.

community. JARC grants are available for capital projects and operations funding, though grantees must provide a 50/50 match.⁵⁶

- **U.S. Department of Education – Community Technology Centers Grants:** Eighty percent of jobs on the reservation of the Confederated Salish and Kootenai tribe require technology experience. Using a Community Technology Centers grant through the U.S. Department of Education, the Confederated Salish and Kootenai tribal TANF program developed a mobile computer lab to facilitate training for participants. The COOL (Computer Operations at Outreach Locations) Bus travels around the reservation, providing computer training programs to TANF participants and other members.

These promising practices offer key information for New Jersey to begin addressing transportation barriers in their State. While the survey results can provide data to New Jersey, these programs can offer insight into how to address transportation barriers to work among low-income populations. The approaches utilized to carry out these transportation programs can help inform New Jersey stakeholders and policymakers when developing and implementing effective transportation initiatives.

⁵⁶ Waller, Margy. 2005. "High Cost or High Opportunity Cost? Transportation and Family Economic Success." The Brookings Institution. <http://www.brookings.edu/views/papers/20051128waller.pdf>. Date Accessed: January 30, 2009.

CHAPTER VIII: CONCLUSION AND NEXT STEPS

The Overcoming Transportation Barriers for New Jersey Study brought together key stakeholders in a collaborative effort to address transportation challenges facing TANF participants throughout New Jersey. The project has resulted in a more comprehensive understanding of the specific transportation needs of TANF participants moving toward self-sufficiency. Again, this report is intended to summarize the specific needs of the TANF population in New Jersey from the view of the caseworkers and participants based on the surveys and focus groups. It is not the intention of ACF or the researchers to make policy or programmatic recommendations to the State of New Jersey.

The results of the Overcoming Transportation Barriers for New Jersey Study support the need for increased transportation services, which may require funding and infrastructure development. The results highlight that transportation remains a significant barrier for New Jersey TANF participants and provide a set of recommendations for improving self-sufficiency among TANF participants. Effective and reliable modes of transportation remain vital components of a comprehensive self-sufficiency plan for TANF participants as they move toward independence.

Transportation has become a major legislative focus of Federal, State, and local governments. On February 17, 2009, President Barack Obama signed into law the American Recovery and Reinvestment Act (ARRA), which provides significant funding to Federal and State transportation activities and infrastructure improvements. ARRA is the largest investment in transportation infrastructure since President Eisenhower signed the Interstate Highway Act in 1956. It will open opportunities to residents throughout the nation and provide necessary supports to isolated inhabitants traveling from urban and rural population centers to suburban job centers. It appropriates more than \$48 billion in funding for federal transportation projects, including \$8.4 billion for mass transit, \$27.5 billion for highways and bridges, and \$9.3 billion for rail projects.

TANF participants have transportation-related barriers to employment not only because of a lack of access to public transportation, but also because participants lack viable private transportation options. ARRA provides approximately \$46.7 billion to States and localities and New Jersey will receive more than \$1 billion for its transportation infrastructure, and these funds

will greatly improve the available transportation supports for all of New Jersey's residents. These investments will greatly ameliorate transportation challenges and support a variety of transportation alternatives for TANF participants, which will improve the ability of TANF participants to seek, obtain and maintain employment.

The Overcoming Transportation Barriers for New Jersey Study provided policymakers with further policy and program recommendations for increasing employment among TANF participants by reducing transportation barriers. Such recommendations include:

- Developing an integrated group of State agencies that have an invested interest in improving transportation opportunities for vulnerable populations;
- Increasing client and caseworker communication on transportation barriers to work;
- Improving car ownership programs and utilizing Federal asset building programs to teach financial fitness. ARRA authorizes a one-time State sales-tax credit for first time car buyers and allocates billions more to States through the Community Reinvestment Act to improve financial literacy skills and practices; and
- Instituting a mandatory training for all TANF participants, upon application, on general transportation practices, such as how to best utilize what services are available.

The Overcoming Transportation Barriers for New Jersey Study provides New Jersey with an overview of the transportation needs of TANF participants in urban and rural areas. This project focused on New Jersey's capacity to meet the needs of its TANF participants. At the same time, this initiative provides the Federal government with valuable information on transportation barriers among TANF participants in general. It lays the foundation for other technical assistance activities on a larger-scale to develop and improve systems for promoting self-sufficiency among TANF participants.

The Overcoming Transportation Barriers for New Jersey Study is only the beginning. There is an emerging consensus about strategic responses to the challenges facing TANF participants on a number of levels. The new Administration, Congress, and State legislators are beginning to understand the impact that transportation has on TANF participants. The economic stimulus package is directly matched to the needs of metropolitan and rural areas managing the

current economic downturn. Various stakeholders can utilize the information in this report to assess how well their State and county is addressing transportation barriers to work in their full extent through public and private transportation initiatives. Adequate, effective, and reliable transportation can often be the key to work attachment and ultimately, self-sufficiency for low-income families across the country.

**APPENDIX A:
TABLES**

**APPENDIX A:
TABLES**

I. Client Survey Tables

Table 1. Percent Usual Mode of Transportation to Work/Job Activity (among those with a current work/job activity)				
Transportation Type	North	Delaware Valley	South	Statewide
Public	62.1	58.7	44.1	59.9
Private	24.2	32.6	37.4	27.1
Other	10.8	05.2	10.1	09.5
Several Modes	02.9	03.4	08.3	03.5
Total	100%	99.9%	99.9%	100%

Table 2. Most Important Transportation Mode (percent)				
Transportation Type	North	Delaware Valley	South	Statewide
Public	66.0	55.2	52.8	62.5
Local/Neighborhood	04.6	04.3	04.4	04.5
Private	29.4	40.5	42.8	33.0
Total	100%	100%	100%	100%

Table 3. Most Important Public Transportation Services (percent ranked "Most Important")				
Transportation Service	North	Delaware Valley	South	Statewide
Free Bus Passes	36.0	33.6	38.4	35.6
More bus routes	27.2	23.6	26.0	26.3
More weekend options	15.6	18.8	15.1	16.3
More frequent pick-ups	13.9	17.3	14.4	14.7
New or improved human service system in local area	07.4	06.7	06.1	07.1
Total	100.1%	100%	100%	100%

Table 4. Most Important Private Transportation Services (percent ranked “Most Important”)				
Transportation Service	North	Delaware Valley	South	Statewide
Help to buy a car	36.8	39.1	38.9	37.6
Coupons for gas	24.5	23.0	34.3	25.0
Help pay car insurance	22.0	22.0	21.1	21.9
Money for car maintenance	14.6	15.2	05.7	13.9
Something else	02.1	00.7	00.0	01.5
Total	100%	100%	100%	99.9%

Table 5. Most Important Local or Neighborhood Transportation Services (percent ranked “Most Important”)				
Transportation Service	North	Delaware Valley	South	Statewide
To/from child care	38.1	54.0	33.3	41.8
Door-to-door pickups	36.2	12.1	33.3	29.2
Employer-run shuttles	15.7	28.3	24.9	20.5
Carpool/vanpool	09.9	05.6	08.5	08.5
Total	99.9%	100%	100%	100%

Table 6. Reasons for Not Using Public Transportation (percent)				
Reasons	North	Delaware Valley	South	Statewide
Takes too long	16.6	27.9	n/a	n/a
No service near home	20.2	n/a	n/a	n/a
Doesn't go where want/need to go	13.6	n/a	n/a	n/a
Other ¹	46.6	40.3	71.7	50.9
Total	n/a	n/a	n/a	n/a

Table 7. Number of Buses, Trains, Shuttles from Home to Child Care Arrangement (percent)				
Number	North	Delaware Valley	South	Statewide
One	38.9	26.2	42.2	36.3
Two	24.3	26.2	16.8	24.1
Three or Four	02.8	08.4	07.4	04.4
None	34.1	39.2	33.6	35.1
Total	100.1%	100%	100%	99.9%

¹ For this question, participants were permitted to choose more than one response in this question, and participants were asked to specify “Other” responses. First and foremost, the majority of the “Other” responses concern having access to an automobile as a reason for not using public transportation. Additionally, some participants expressed a concern that public transportation is not safe or is too difficult to use when accompanied by a baby/child. Finally, some participants reported a lack of knowledge about what kinds of public transportation is available.

Table 8. Number of Buses, Trains, Shuttles from Child Care Arrangement to Job/Work Activity (percent)				
Number	North	Delaware Valley	South	Statewide
One	47.3	36.9	39.7	44.5
Two	25.7	20.6	17.3	24.0
Three or Four	05.2	08.4	12.9	06.4
None	21.9	34.1	30.1	25.1
Total	100.1%	100%	100%	100%

Table 9. Travel Time from Child Care Arrangement to Job/Work Activity (percent)				
Minutes	North	Delaware Valley	South	Statewide
None	06.4	15.5	16.1	09.2
1 to 20	27.1	32.9	32.9	28.8
21 to 40	31.4	19.3	08.5	27.0
41 to 60	24.4	26.1	29.3	25.2
Over 60	10.7	06.1	13.2	09.9
Total	100%	99.9%	100%	100.1%

II. Caseworker Survey Tables

Table 10. Barriers to Job or Work Activity (mean percent of clients)				
Barrier Type	North	Delaware Valley	South	Statewide
No vehicle/working vehicle	53.3	67.7	60.3	58.2
No auto insurance	40.6	45.6	46.7	43.0
No nearby public transportation	41.5	28.0	36.8	37.0
Suspended driver's license	32.3	40.5	35.9	35.0
Inaccessible public transportation	22.7	26.4	21.3	23.3
Other	59.0	21.3	22.5	48.3

Table 11. Transportation Assistance Needed to Various Activities (mean percent of clients)				
Activity: travel to	North	Delaware Valley	South	Statewide
Work Activity	65.7	75.6	70.4	68.9
Client Assessment	58.7	73.7	58.9	62.0
Job	58.0	67.8	59.1	60.6
Child Care Arrangement	55.8	70.9	59.6	60.3

Table 12. Transportation Training and Education Needs (mean percent of clients)				
Training, Education Need	North	Delaware Valley	South	Statewide
Travel training	51.7	49.4	49.0	50.6
Linking local to mass transit	40.4	38.1	23.4	36.0
Using different modes	36.4	37.8	24.0	33.7
Reading schedules, planning trips	34.8	38.2	24.4	33.1
Other ²	66.4	62.5	50.3	64.0

Table 13. Transportation Barriers to Child Care Arrangements (percent of clients)				
Arrangement	North	Delaware Valley	South	Statewide
Family Child Care	84.5	87.5	83.3	85.0
Center-based Child care	80.5	94.6	90.3	86.0

Table 14. Clients' Transportation Mode (mean percent of clients)				
Mode	North	Delaware Valley	South	Statewide
Public Transportation	67.3	77.6	75.5	71.4
Vehicle	32.3	21.7	24.5	28.2

Table 15. Client Use of Selected Public Transportation Modes to Job or Work Activity (mean percent of clients)				
Mode	North	Delaware Valley	South	Statewide
Bus	63.2	72.2	70.0	66.9
Taxi	23.1	03.5	16.7	18.6
Walk	19.6	09.6	13.7	15.9
Train	12.9	12.7	17.5	13.0
Light Rail	07.1	11.4	10.0	09.1
Bicycle	05.3	04.3	05.5	05.0
Other	32.1	10.5	19.6	23.7

² Caseworkers were asked to specify "Other" responses, and some described transportation system needs (e.g. "reliable transportation"), and others described transportation service needs (e.g. "train tickets"). Additional responses included providing money management training and training on overcoming personal fears about using a new transportation medium.

Table 16. Client Use of Selected Private Transportation Modes to Job or Work Activity (mean percent of clients)				
Mode	North	Delaware Valley	South	Statewide
Drive own car	41.9	46.0	30.7	40.5
Get dropped off	19.3	26.3	37.9	23.6
Ride with someone	16.0	20.2	25.8	18.3
Borrow vehicle	14.4	19.8	23.8	16.3
Other	32.0	20.0	00.0	30.0

Table 17. Mean Rank of Client Need for Public, Local-Neighborhood, Vehicle-Related Transportation Services (mean rank, 1= most needed)				
Mode	North	Delaware Valley	South	Statewide
Public				
More bus routes	2.29	2.24	1.74	2.16
Better local human service system	2.69	3.21	2.85	2.85
More frequent pickups	3.08	2.81	3.15	3.03
Free bus pass	3.24	2.36	3.38	3.07
More weekend options	3.59	3.55	3.64	3.59
Local-Neighborhood				
To-From Child Care	1.74	1.69	1.46	1.67
Car/Vanpool	2.41	2.57	2.79	2.53
Employer-run shuttle	2.69	2.57	2.41	2.60
Door-door pick-up	2.84	2.88	2.72	2.82
Vehicle-Related				
Help with car insurance	2.06	1.90	2.05	2.02
Help buy car	2.04	2.05	2.10	2.06
Gas coupons	2.51	2.36	2.31	2.43
Car maintenance \$	2.74	2.79	3.05	2.82

APPENDIX B:
CASEWORKER SURVEY



OVERCOMING TRANSPORTATION BARRIERS FOR NEW JERSEY'S TANF POPULATION



TANF Caseworker Questionnaire

Transportation is a barrier for some people living in New Jersey. Part of planning to make improvements is hearing from TANF caseworkers about their clients' transportation situations in relation to work opportunities.

This is a voluntary and anonymous survey. If you choose to fill out this questionnaire, your information will help the State of New Jersey plan better transportation options for people who receive public assistance. Answering the questions will help the State formulate a plan to better support your clients in work activities.

If you answer the questions, we will protect your confidentiality by not connecting your name with your answers and your answers will be combined with those of other people across the state in our report. There is no way you can be personally evaluated by any of the answers below or if you choose not to answer the questions.

1. **What percent of your clients experience the following transportation barriers when trying to meet their job or work activity requirements?** (If an alternative is not applicable to your clients, mark it 0)

	No public transportation service nearby
	No car insurance
	No vehicle/No vehicle in working condition
	Suspended driver's license
	Public transportation is not accessible (i.e. can not get on/off vehicles easily)
	Other, please specify: _____

100%

2. **Where do you refer those clients needing transportation assistance?**

3. **What is the size of your current caseload?**

- 0, I have no caseload
- 1-50 cases

- 51-100
- 101-150
- 151-200
- More than 200 cases

4. **What percent of your clients need transportation assistance for each of the following activities?** (If an alternative is not applicable to your clients, mark it 0)

Activity	Percent
Transportation to their client assessment	
Transportation to the location of their job	
Transportation to the location of their work activity	
Transportation to the location of their childcare	

100%

5. **What percent of your clients need assistance for each of the following activities?** (If an alternative is not applicable to your clients, mark it 0)

Activity	Percent
Travel Training	
Training on how to use different modes (bus, train, etc.) of transportation	
Training on how to read transit schedules and plan out travel schedule	
Education on how to link local and mass transit systems (to figure out travel schedule)	
Other types of assistance (Specify):	

100%

6. **What percent of your clients use these modes of transportation to get their job or work activities?**

	Public Transportation
	Vehicle

100%

[Programming logic: If answer 50/50, Caseworker answers both 6a and 6b. If Public Transportation or Vehicle is greater than 50%, Caseworker only answers 6a or 6b.]

6a. **What percent of your clients use these modes of public transportation to get their job or work activities?** (If an alternative is not applicable to your clients, mark it 0)

	Bus
	Train
	Walked

	Light Rail
	Bicycle
	Taxi
	Other (Please specify) _____

100%

6b. What percent of your clients use these modes of transportation to get their job or work activities? (If an alternative is not applicable to your clients, mark it 0)

	Drove their own car
	Borrowed a vehicle
	Rode with someone
	Got dropped off
	Other (Please specify) _____

100%

7. What percent of your clients experience these as major transportation barriers? (If an alternative is not applicable to your clients, mark it 0)

	No vehicle available
	Insufficient transportation allowance for gas and parking fees
	Cannot drive
	Unreliable vehicle
	No vehicle insurance
	No public transportation available near home or job and/or work activity
	Public transportation is too expensive
	Need to make multiple stops (child care, etc.) so public transportation is not convenient
	Other, please specify: _____

100%

8. In each area, please rank your clients' needs for the following transportation services: public transportation, local or neighborhood transportation, and private vehicle-related transportation with 1 being the most needed and 4 or 5 being the least needed.

Public Transportation

--

Increase bus routes in their area

Establish/enhance a human service transit system in their area (local/county-run transit system)

Additional transportation options available on weekends

More frequent bus pick-ups that reduce waiting times at bus stops (half hour schedule)

Free bus pass

Local/Neighborhood Transportation

Transportation to get my child to and from child care

Ride in a carpool or vanpool

Door-to-door pick-ups

Employer-run shuttles

Vehicle-Related Transportation

Help to buy a car

Help with car insurance

Coupons for gas

Money for car maintenance

9. What percent of your clients cannot afford dependable transportation to their job or work activity?

___%

10. What is your estimate of the percentage of your clients who live in neighborhoods served by public transportation routes that reach your office?

100%

75 – 99%

50 – 74%

25 – 49%

0 – 24%

11. Is transportation a barrier for those clients who use family day care childcare services?

Yes

No

Not Applicable

12. Is transportation a barrier for those clients who use center-based childcare services?

Yes

- No
- Not Applicable

13. When school is closed, what percent of your clients require additional assistance in making childcare arrangements so they are able to attend work or work activity?
 _____%

[Programming logic – if response is 0, caseworker is skipped to Question 15]

14. What are the most common transportation barriers clients typically encounter in making childcare arrangements when school is closed? Provide up to three.

1. _____
2. _____
3. _____

15. What percent of clients transport their children to childcare in the following ways? Answer percent of your clients for each – Public Transportation and Car or Vehicle. (If an alternative is not applicable to your clients, mark it 0)

Public Transportation

	Local Bus
	Public Transit Bus
	Train
	Walked
	Light Rail
	Bicycle
	Taxi
	Other (Please specify)_____

100%

Car or Other Vehicle

	Drove my own car
	Borrowed a vehicle
	Rode with someone
	Got dropped off
	Other (Please specify)_____

100%

16. Do the majority of your clients have different employment or childcare arrangements during the summer months because their children are out of school?

- Yes
- No
- Don't Know

17. What percent of your clients have their driver's licenses suspended for the following reasons?

	Tickets
	DUI/DWI
	Child Support
	No insurance
	Other (Please specify)_____

100%

Thank you for taking the time to complete this survey.

**APPENDIX C:
CLIENT SURVEY**



County _____



OVERCOMING TRANSPORTATION BARRIERS FOR NEW JERSEY TANF POPULATION (TANF CLIENT SURVEY)

To facilitate the administration of this survey, there are specific instructions for caseworkers administering the surveys. These instructions are depicted in *italics*.

Introduction

[Caseworker: Read to client.]

Transportation is a problem for some people living in New Jersey. Part of planning to make improvements is hearing from people like you about your transportation situation.

This is a voluntary and anonymous survey. Your benefits or the help you get from New Jersey will not be affected by any answers you give us today or if you do not wish to answer any particular question. We are not asking for your name and there is no way anyone will know how you answered the questions.

We have a few questions today about your transportation and how you get around, such as how you get here, to job interviews, work activity, and child care. Answering the questions will help us make it easier for you to get where you need to go. Let's get started!

[Caseworker: For most of the questions, ask the question and wait for the client to answer in his/her own words, and then mark the appropriate answer. If the client is unsure how to answer, you can read the answers to him/her. Please do not answer for the client, even if you may know the answer.]

1. **What city or township do you live in?**

2. **Have you ever lost a job because you did not have transportation to get there?**

Yes

No

3. **Are you currently employed or in a work activity?**

Yes

No (**Go to Question 6**)

4. **What is your total travel time to get from home to your job or work activity, including all stops and transfers in transportation, if any?**

[Caseworker- if the client has difficulty answering, you can offer some additional clarifying statements, such as: "including walking time to the bus stop, or the time it takes to take a bus to the train station".]

_____ hours or _____ minutes

5. **How do you usually get to your job or work activity now? {**

[Caseworker- Record only one choice: what the client uses most often. If the client uses more than one type most often, mark "uses more than one form of transportation".]

- Drives own vehicle (car, truck)
- Rides with someone
- Borrows a vehicle (car, truck)
- Gets dropped off
- Takes the bus
- Takes the train
- Uses light rail
- Uses other forms of public transportation
- Rides a bicycle
- Walks
- Uses more than one form of transportation
- Other (please specify) _____

6. **How far would consider walking to get to job or work activity?**

[Caseworker-if client hesitates, read the answers until he/she chooses one.]

- 1 – 2 Blocks or 1/4 mile
- 3 – 4 Blocks or 1/2 mile
- 5 – 6 Blocks or 3/4 mile
- Other (please specify) _____

7. **How did you get here today?**

[Caseworker- Let client answer in his/her own words, then mark the appropriate answer.]

Public Transportation

- By bus
- By train
- Walked
- Took light rail
- Rode a bicycle
- Took a taxi
- Other (Please specify) _____

Car or Other Vehicle

- Drove own vehicle (car/truck)
- Borrowed a vehicle (car/truck)
- Rode with someone
- Got dropped off
- Other (Please specify) _____

8. **What is the total travel time it took you to get here today from start to finish?**

_____ hours _____ minutes

9. **What type of transportation is most important to you- public transportation (like the bus), or local/neighborhood transportation (like a carpool or private transportation), or like a car?**

- Public transportation

- Local or neighborhood transportation (Go to Question 11)
- Private transportation (Go to Question 12)

10. Now I'm going to read you some examples of public transportation services. Please think about which is most important to you and call that #1. Then think about which is next most important to you and call that #2. And finally think of which is third in importance to you and call that #3. OK? I can read them more than once.

- More bus routes in your area
- A new or improved human service transportation system in your area, like a local or county-run system
- More transportation options on weekends
- More frequent bus pick-ups to cut down waiting times at bus stops to no more than one half hour
- Free bus passes

[Caseworker – Go to Question 13]

11. Now I'm going to read to you some examples of local or neighborhood transportation services. Please think about which is most important to you and call that #1. Then think about which is next most important to you and call that #2. And finally, think of which is third in importance to you and call that #3. OK? I can read them more than once.

- Transportation to get your child to and from child care
- A ride in a carpool or vanpool
- Door-to-door pick-ups
- Employer-run shuttles

[Caseworker – Go to Question 13]

12. Now I'm going to read to you some examples of private transportation services. Please think about which is most important to you and call that #1. Then think of which is next most important to you and call that #2. Finally, think of which is third in importance to you and call that #3. I can read them more than once.

- Help to buy a car
- Help to pay for car insurance
- Coupons for gas
- Money for car maintenance
- Something else: What are your ideas? _____

13. Do you have a valid (New Jersey) driver's license?

- Yes
- No

14. Do you have a suspended license?

- Yes
- No



For Caseworker Only (Caseworker check)

Does this client have a driver's license or drive here today?
If **yes**, ask Question 15.

If **no**, go to Interviewer Check at Question 17

If you are not sure, check these:

Question 7: Did this client drive own vehicle or borrow one today?

Question 13: Does this client have a driver's license?

If **yes** to either question, ask Question 15.

If **no**, Go to Interviewer Check at Question 17

15. Do you have a vehicle (like a car or truck) that you can use to get to a job or work activity?

Yes (**Go to Question 17**)

No

16. Why not?

(Mark ALL that apply)

Cannot afford a vehicle

No gas money

Vehicle not working

License suspended

Insurance lapsed

Insurance coverage denied

Insurance too expensive

Someone else uses it

Didn't pass emissions test

Registration expired

Other (specify) _____

17. Did you know that you can own a car and still receive benefits?

Yes

No

[Caseworker- Go to Question 23]



For Caseworker Only (Caseworker check):

Does this client use public transportation?

If yes, Ask Question 18

If no, Go to Question 25

If you are not sure, check:

Question 7: Did this client use bus, train, light rail, or a taxi today?

If yes, ask Question 18

If no, Go to Question 25

18. Do you currently use public transportation?

Yes (**Go to Question 20**)

No

19. Why not? (Mark ALL that apply)

No service near my home

No service near my job/work activity

No service near my child care

Too expensive

Doesn't go where I want or need to go

Takes too long

It's too far to walk to a bus or transit stop

There are too few accessible sidewalks and/or walkways in my community

There are too many bus stops or transfers between my home, job or work activity site and my child care provider

It is not accessible because of health limitations

Other _____

20. Does the bus/train/shuttle drop you off at your directly in front of your job or work activity?

Yes (**Go to Question 23**)

No

21. Do you have to walk from the bus/train/shuttle stop to your job or work activity site?

Yes (**Go to Question 22**)

No – The bus/train/shuttle stops in front of my job or work activity site.

22. **How far do you have to walk from the bus/train/shuttle stop to your job or work activity?**

[Caseworker-if client hesitates, read the answers until he/she chooses one.]

- 1 – 2 Blocks or ¼ mile
- 3 – 4 Blocks or ½ mile
- 5 – 6 Blocks or ¾ mile
- More than ¾ mile (Specify how far:)

23. **Is there a public transportation barrier for you to work any specific hours?**

- Yes
- No (Go to Question 25)

24. **What are some of your barriers to working specific hours (for example, no child care, no late night bus routes, etc?)**

25. **Do you have children living with you who are 12 years old or younger?**

- Yes (Go to Question 26)
- No (Go to End)

26. **What types of child care are your children (age 12 and under) in?**

(Mark ALL that apply)

- Private home daycare
- They stay home alone
- They attend a Head Start program
- A caregiver comes to my home (a relative, friend, or neighbor)
- They stay at the home of a relative or friend (parent, brother or sister, neighbor)
- They go to a Child Care Center
- They go to a before and/or after school program
- Something else (specify) _____

27. **How many different buses or trains or shuttles do you need to take to get from home to child care?**

___ different buses, trains, shuttles

28. **What is your total travel time, including walking, for getting from home to child care?**

___ minutes

29. **How many different buses or trains or shuttles do you need to take to get from child care your job or work activity?**

___ different buses, trains, shuttles

30. **What is your total travel time, including walking, for getting from child care to your job or work activity?**

___ minutes

31. Do you have children in different child care settings?

Yes

No

32. Do you have to change your job schedule or work activity schedule during the summer months because your children are not in school?

Yes

No (Go to End)

33. Do your summer arrangements make it harder for you to get to your job or work activity?

[Caseworker: if client needs clarification, use this: "Do your summer child care arrangements make it harder for you to get to your job or work activity?"]

Yes

No

END

[Caseworker: read to client]

These are all of our questions.

Thank you for helping New Jersey to improve transportation for all people receiving public assistance.

**APPENDIX D:
FOCUS GROUP PROTOCOL**



Overcoming Transportation Needs for New Jersey's TANF Population

FOCUS GROUP GUIDE GROUP LEADER'S OUTLINE



Background and Objectives:

Focus groups are an excellent opportunity to explore attitudes in-depth and gain understanding about underlying issues. The small setting gives participants an opportunity to freely express their opinions about topics that are meaningful to them.

The purpose of the focus groups is to find out how transportation affects TANF recipients. The open-ended format of each Focus Group will enable the New Jersey to probe more deeply in which transportation challenges impact the success rates of TANF recipients to seek and maintain employment. TANF clients will be asked to share their experiences about the specific challenges they face getting to and from job and/or work activities, child care, and different supportive services. The focus group format will allow for more information sharing that might not be revealed through the structured questionnaire format.



DO NOT DISTRIBUTE THIS PROTOCOL TO FOCUS GROUP PARTICIPANTS.

This protocol is designed and developed to assist facilitators in preparing and administering a successful focus group.

Overview of ground rules:

- Responses will be confidential
- Ask that participants not share responses outside of the discussion this afternoon
- Be respectful
- Let people finish their statements without cutting them off
- Give others a chance to respond
- Feel free not to respond if you choose not to
- Relax
- Enjoy the conversation
- Tell the group that you may have to move the discussion in a different direction even though the group may have more to say on a particular topic. Ask them to not take this personally or as an indication that you don't care what they have to say. There are just a lot of topics that we would like to hear their views about.

Focus Group Participants:

The focus groups will be drawn from TANF clients identified by New Jersey state agencies and recommended by case managers. A random sampling has been taken in order to ensure the quality of the results and to ensure a diverse representation of clients.



Two important points: (1) A focus group must be run by a professional facilitator who is not involved in the project and displays no bias towards the topic; and (2) if representatives from New Jersey TANF administration are present, they can listen and take notes but they cannot speak out or offer a defense at any time. Note on typography in the focus group item bank: Phrases in *italics* is a recommended script for focus group facilitators. Phrases or passages in CAPITAL LETTERS are instructions to the focus group leader.

Suggested Agenda for Focus Group:



Overcoming Transportation Needs for New Jersey’s TANF Population

FOCUS GROUP GUIDE GROUP LEADER’S OUTLINE



- I. Introductions: 10 minutes
- II. Survey: 20 minutes
- III. Discussion: 30 minutes
- IV. Break: 10 minutes
- V. Discussion (Continued): 30 minutes
- VI. Closing: 15 minutes

Focus Group Protocol

Transportation Barriers for TANF Population in New Jersey

Facilitator:	_____	Date:	_____
# of participants:	_____	Site:	_____
Subgroup:	_____	Session:	_____
Assistant:	_____	Gender makeup:	M: ____ F: ____

I. Introduction/Background

Approximate time: 10 minutes

WELCOME ALL THE PARTICIPANTS. BEGIN BY INTRODUCING YOURSELF AND THEN HAVE THE PARTICIPANTS INTRODUCE THEMSELVES. THE FACILITATOR SHOULD INTRODUCE THE SESSION BY SAYING SOMETHING LIKE THE FOLLOWING:

The State of New Jersey has indicated that transportation continues to be among the top three barriers faced by people receiving TANF. We would appreciate your thorough response to the questions that we will ask and encourage you to fully provide vital information and feedback.

We would like to start by briefly talking about the New Jersey project. We know that transportation is often a key factor for finding and maintaining employment. We recognize that many available jobs have relocated to communities some distance away from where you live.

So, we've brought you together so that we can collectively learn from each other about the transportation concerns that you may face. The New Jersey Transportation survey is an open dialogue and we want to know what you're experiencing, the good, the bad and the ugly. Of course, we want to know what is working, but where things are not working well we really need to hear that message. New Jersey is genuinely interested in determining the most effective means for offering transportation options. We would like to hear your opinions and suggestions on a series of topics and questions. The purpose of this focus group is multifaceted. First, we wanted to hear firsthand from you all who are directly impacted by transportation barriers. Secondly, we wanted to create a general 'snapshot' of concerns among people



Overcoming Transportation Needs for New Jersey's TANF Population

FOCUS GROUP GUIDE GROUP LEADER'S OUTLINE



receiving TANF, so it is important that we try hard to remain focused on specific issues and possible recommendations. In sharing your experiences and opinions today, you will be contributing to the initial phases of our research and helping us paint an accurate picture of the best ways to assist individuals throughout the state

Purpose of the Focus Group

I know by now some of you are probably wondering 'why exactly am I here?' and interested in knowing how you were invited to join today's session. New Jersey identified a group of individuals that represented a cross-section of residents and a cross-section of people receiving TANF and we randomly selected names from different work sites and agencies. We are doing this focus group collectively as a group activity.

The intent of this focus group is to gain a more clear understanding of specific barriers faced by TANF recipients and specific activities and/or resources that would reduce these concerns for you. We want to hear about all the challenges you have with transportation. Simple as that!



It is recommended to share with the focus group members at the beginning of each focus group that the session will be recorded to ensure that all necessary information shared will be captured.

Roles

Our time together may last up to about two hours. Is there anyone who can't stay that long? If not, we are ready to start, but before we begin, are there any questions about how we will be conducting this focus group?

PAUSE TO TAKE QUESTIONS.

Before we begin I want to emphasize that you are the experts today. We are not trying to achieve any kind of consensus within this group, but rather, want to hear all different points of view. We are all different with individual experiences; therefore you will likely have different points of view to share. Please be respectful of others during this discussion and avoid any side conversations. We want to hear what you think. I do want to make sure that we cover a number of topics in a limited amount of time, so I'll try to keep things moving. I encourage each of you to speak freely.

Are there any questions?

III. Discussion

Approximate time: 30 minutes

START TAPE



Overcoming Transportation Needs for New Jersey's TANF Population

FOCUS GROUP GUIDE GROUP LEADER'S OUTLINE



TAKE CARE TO ENSURE THAT ALL PARTICIPANTS HAVE AN OPPORTUNITY TO SPEAK. IF AT ANY TIME YOU BELIEVE AN INDIVIDUAL IS MONOPOLIZING THE TIME, ENCOURAGE THAT PERSON TO HOLD SOME OF HIS/HER THOUGHTS FOR THE DISCUSSION LATER ON AND ENCOURAGE OTHERS TO PARTICIPATE IN THE DIALOGUE.

So, what did you think? Are there any questions that you have about the survey? Is there anything that you think that we missed?

Now we are going to take a little while to discuss some of the common barriers and common issues facing you and other people that may be receiving TANF. Know that these may not be specific to you; but they do represent some common themes across communities. First, I want to get a general sense of how long you have been receiving benefits. This will provide us with a general understanding of those who have been receiving benefits prior to increased work participation requirements and those that began receiving benefits after increased work participation requirements.

FOR THE FOLLOWING QUESTIONS, IT MAY BE USEFUL TO ASK SUGGESTED PROBING FOLLOW-UP QUESTIONS SIMILAR TO THOSE BELOW. THESE QUESTIONS CAN HELP YOU GET MORE INFORMATION FROM THE PARTICIPANTS.

- Does everyone agree with that?
- What do you do that is different?
- Do you feel that way too?
- You look like you disagree with what was just said. Do you?
- If you take public transportation, how long does it take you to get from home to childcare to work?

Now, we want to talk about transportation as a barrier to employment:

1. *How'd you get here today?*
2. *Is this your typical mode of transportation?*
3. *How convenient is this mode of transportation for you to get to your job or work activity? To your child care facility?*
4. *Is transportation a barrier to you as you either seek employment or try to maintain you current job? Please specify.*
 - *Do you have any issues getting your child to childcare?*
5. *Have you noticed any changes over the last couple years in the available transportation services, whether its more buses or more bus routes, for example, available for you and other TANF recipients seeking to get to and from jobs and work activities?*

Next, I want to make a list of the most challenging barriers you face when seeking a job and/or work activity? Getting to an interview? Briefly, what are some of the barriers that you believe are most challenging?

Also,



Overcoming Transportation Needs for New Jersey's TANF Population

FOCUS GROUP GUIDE GROUP LEADER'S OUTLINE



1. *When seeking a new job and/or work activity or going to your current job and/or work activity, what type(s) of transportation are most useful to you?*
2. *Is walking a mode of transportation for you? Why is that? Are the bus stops too far? Are jobs too far? Are work activities too far? How far would you say you walk to get to either work or work activity or to childcare facility?*
3. *What are the most useful types of transportation services would help you the most in New Jersey?*
4. *How many of you have a valid driver's license? How many of you have a car?*
5. *Does the available public transportation meet your specific transportation needs? Do you need more bus routes? More bus stops? More drop off places closer to job sites or work activity sites? Nearer to childcare facilities?*
6. *How would you improve transportation services as usually provided here?*
7. *What other information would you like to provide to the State of New Jersey about your specific needs?*

USING A FLIPCHART OR WHITEBOARD LIST THE BARRIERS THAT PARTICIPANTS RECITE.

This is a pretty exhaustive list. Are there any other barriers that you can think of?

IV. Break

Approximate time: 10 minutes

“Now let's take a short 10 minute break and when we return we are going to discuss specific client perspectives.

DISMISS THE GROUP FOR A 15 MINUTE BREAK. WHILE THEY ARE ON BREAK PREPARE A NEW WHITEBOARD/FLIPCHART PAGE WITH THE TITLE “TRANSPORTATION SERVICES.” AFTER 15 MINUTES RECONVENE THE GROUP.

V. Discussion Con't

Approximate time: 30 minutes

*“Welcome back! Now I want to talk a little about specific perspectives. I want you to think about your own experiences or the experiences of people in similar situations who are having transportation challenges and tell me, what specific transportation services would help you or them the most? **FILL OUT THE FLIPCHART/WHITEBOARD WITH THE RESPONSES.** Now, of these we've listed, which do you believe is the most valuable? Second most valuable? Third most valuable? And so on. Do you have additional suggestions of strategies that could be used for reducing transportation barriers for you and others?”*

VI. Closing

Approximate time: 15 minutes



Overcoming Transportation Needs for New Jersey's TANF Population

FOCUS GROUP GUIDE GROUP LEADER'S OUTLINE



IN ADVANCE, PREPARE A FLIPCHART PAGE/WHITE BOARD WITH TWO COLUMNS. THE LEFT COLUMN WILL BE TITLED "WHAT I LIKED" AND THE RIGHT COLUMN WILL BE TITLED "WHAT I LIKE TO DO DIFFERENTLY"

We have accomplished a lot today. Your feedback will be very helpful to us as we try to help New Jersey better understand the transportation barriers. Let's spend a few minutes going over what you liked and what you would like to do differently.

Lastly, is there any other information that you think would be important as we attempt develop a strategy to respond to these barriers? The discussion and the questionnaire will be compiled and results will go along way to providing a clear picture of the barriers facing you.

AS PARTICIPANTS SHARE, JOT DOWN THEIR POINTS ON THE FLIP CHART/WHITE BOARD. THANK PARTICIPANTS FOR PARTICIPATING IN THE FOCUS GROUP.

Thank you very much for helping us today. Again, the information that you provided today will be very helpful to New Jersey as they develop new strategies to address transportation barriers. Please remember to respect each other's privacy, and don't mention anyone's name outside this room. Thanks again.

**APPENDIX E:
MATRIX OF PROMISING PRACTICES**

**APPENDIX E:
MATRIX OF PROMISING PRACTICES**

Program Type	Location	Program Name
Car Ownership	West Virginia	Good News Mountaineer Garage
	Maryland	Vehicles for Change
	Tennessee	First Wheels
	Wisconsin	JumpStart
Subsidized Public Transit	Arkansas	CADET Delta Transportation Project Ticket-to-Ride
	Iowa	Community Action Transit
	Alabama	Sylacauga's Public On-Time Transportation Model
Demand Responsive Transit Service	California	San Diego Transit Corporation
	Virginia	JAUNT
	New Mexico	Zuni Entrepreneurial Enterprises Inc. (Z.E.E. Inc.) Public Transportation Program
Cooperative Models	North Carolina	Coordinated Use of Vanpools, Feeder Lines and School Buses
	West Virginia	Using Existing Resources to Coordinate Transportation for TANF Participants
Co-Location of Services	California	Chatsworth Metrolink
Federal Programs	National	United We Ride program
	National	U.S. Department of Transportation-- Job Access and Reverse Commute (JARC)
	National	U.S. Department of Education-- Community Technology Centers Grants

**APPENDIX F:
FOCUS GROUP TRANSCRIPTS**

WARREN COUNTY

Warren County

Let's just get to our introductions. This is Leon Williams in Warren County at the Family Guidance. We have several clients here we will be discussing transportation in Warren County. At the table, most of the clients live right here in Phillipsburg but they have several different issues in transportation and getting around Warren County. So now we're going to talk about employment opportunities in transportation in Warren County.

LW: Are there any other types of transportation in Phillipsburg besides the buses? Do you have like a train that runs here?

Yeah, yeah... we're working on it. There is a train, a little scenic train, to go wine tasting train and an express train at Christmastime, but it's not going to get you anywhere.

LW: Well, I know you have one train that does the tours but do you have any trains that go to other places?

No, no.... they're working on it. We have the highest rate in Philipsburg of teenage death by train. We just have the shuttle bus, the transit bus, taxi and people's feet.

LW: OK, cause, ok I wasn't sure if any of you had ever done the Morris county bus that runs through some of the towns. So.

And that's how you can get from place to place by train. The train also runs all the way in from Morris all the way into Hoboken. And then you can you know, commute into the city for some of the people.

The only train I need is the one that goes all the way into Hacketstown. Cause that's where the train is. That goes all the way to Newark... There's a train station in Hacketstown? Yeah, its not expensive either. That goes straight to New York. I know once you get to Summerville, you can go to New York or Newark. That works great for me. They got nice jobs up there too. Better than here.

How about some bus passes? Why don't they do that?

LW: They don't do bus passes?

(Lots of talking)

LW: But you're talking about bus pass for Pennsylvania

Yes. We need ot have a bus pass so we can get on the bus from Philipsburg to Easton cause they have like a whole bunch of stuff out there cause I was working at the K-Mart over there and you gotta take two buses just to get there.

LW: And what's the bus system called over in Easton?

LANTA Metro.

LW: I'm used to always hearing about SEPTA.

I heard you can show your welfare card on transit if you don't have the funds for a discount... I tried the other day and it didn't work. Just to see.

LW: I don't know if that's true or not, but I can find out. I'll definitely ask when I get back to the office and I'll ask around. Cause I've heard of that in some places, but I haven't heard of that lately.

In Pennsylvania, if you're coming back from school or going to school and you show your student ID, it's a discount.

LW: How about going to school? You have a Warren county community college sweatshirt on. How is it getting to the community college if you wanted to take courses? I know that is in Washington, right?

The bus goes straight there.

LW: How is the availability of courses? Is there a wide range of courses?

You just can't take any evening classes. It has to be in the morning.

LW: Has anybody ever taken any courses? Were there any courses in the evening and you couldn't take them because of no transportation?

GED...

LW: Is the GED only offered in Warrentown or can you go to Philipsburg?

Only the test itself. You can get there, take the test, but you can't get home, unless you have a ride.

LW: Is there anything else you would like me to know about transportation? Or lack of transportation in this area?

I think on Saturdays they should run longer – lots of people work on Saturdays. You have to be at a certain spot at a certain time. A lot of the jobs need you to stay later, especially at the Philipsburg mall.

LW: In an ideal world, the bus would run from 7am to 11pm? Covering more of Philipsburg and more of Warren county? And a lot more accessibility to Easton where there is more transportation and availability of jobs.

It is like they think there is too much crime in Philipsburg since it is the only “urban” area in Warren county.

SALEM COUNTY

Work Plus Class: Salem County
September 24, 2008

Number of Males: 10 + 2 (12)

Number of Females: 8

Total: 18 + 2 (20)

1. Increase the number of routes.
2. Increase pick up times.
3. Extend A.M. service and P.M service.
 - a. Last bus is from 6:45 pm to Salem.
 - b. They cannot get home from work/activity.
4. Child care: Get child to child care, then get off bus and you have to wait 1.5 hours to get another bus.
5. Always late to class because have to deliver child and then go to class.
6. Boyfriend brings child to day care.
7. Have to rely on mom or dad to transport (dad is laid off).
8. No jobs to get to...
9. Opportunities: out of county.
 - a. Can't get to Cumberland County or Camden easily.
10. Thank God for bus passes.
11. Need 24 hour transportation bus to Pureland.
12. Van service: Needs to be expanded, all three shifts.
13. P.G. - P-Ville: 6 mile trip takes over an hour on bus.
14. One stop is not one stop when services are an hour away.
15. Missed bus: no choice in Salem County!
 - a. Missed job interviews
 - b. Missed appointments; missed classes
 - c. Buses late: think you missed it, but didn't
16. Pureland, Gloucester County: Best place to get a job.
 - a. Can't get there!
 - b. Can't get home from bus.
17. Employers think you are unreliable without car; late for appointments.
18. Opportunities for a good job
 - a. Takes 1.5 hours on bus to get to work.
 - b. Either have to be really early or really late.
19. Walk, walk, walk. Hitch a ride if you can.
20. No bus Sunday! Can't get a Sunday job.
 - a. Saturday bus starts at 9:45am. Can get to a job this way.
21. Kids have to catch bus. First client waits until they leave. They change bus. Always an hour late for jobs, class, and hour bus ride.
22. Missed ride: can't attend activity.
23. No one cares that if you have 3 kids to get off to school you can't be at a job/activity at 8am.
 - a. Walk or stay home= I'll stay home.
24. Day care in is Carney's Point. I live in Penn's Grove. It takes 35 minutes to walk home from day care.
25. Count travel time, and time to day care as part of activity.
26. Leeway: start home for Mom's.
 - a. 8am-9:30am= Day care and transport
27. Expand Car Purchase Program

- a. For Small: 8
 - b. Who has DR Lie: 6
 - c. Not valid: 4 (surcharges)
 - d. 6 cars in class
 - e. 4 can't get registration, insurance (can't pay)
28. Why can't state help as much? Need DR Lie (ID) just to help get a job.
 29. Jobs affect your housing subsidy. If you have a temporary job, it wrecks your housing for the next year.
 30. Success Program (funded by Department of Transportation): Requires you join their program or you cannot get a ride. What kind of taxpayer program is that?
 31. County vans: Why aren't they used for rides?
 32. Why aren't any County buses coordinated with State buses?
 33. Get better bus company: New Jersey Department of Transportation doesn't work for us!

Transportation Summary

1. Limited during week.
2. Non-existent on weekends.
 - a. Average bus ride: 1-3 hours
 - b. Rides come: 1-1.5 hours apart
 - c. Can't get to jobs/activity
 - i. 8am job= 6:05am bus if you are lucky
3. Some areas have no bus service at all.
4. No bus to Deptford (2 hours), Bridgeton (1-2 hours).
 - a. Have to go to Woodbury (in Gloucester County)
5. Salem-Woodbury: Must pay at Clarkboro (cash) or get off on bus (we have 3-zone passes).
6. If there was a bus to Atlantic City we could get jobs there.
7. Need buses every half hour, 7 days a week.
 - a. Need Delaware bus.
 - b. Need Deptford bus.
 - c. Need Swedesboro bus- have to walk 5 miles.
8. No transportation to areas with jobs.
9. Unable to make interviews.
10. Impossible to deliver child to child care and jump back on bus to make it to a job.
11. Bus and job hours are incompatible.
12. Little to no jobs in PG-Salem.
13. Large gaps in time between buses.
14. Bus leaves you—stranded.
15. Bus will not wait—even when they see you running to catch it.
16. Bus sees you trying to cross traffic to catch it. They leave you anyway.
17. Loss job/benefits—late/no shows.
18. Bus stop is not convenient. There is no Hook Road stop—she walks 2-3 miles to get to the bus. Bus warehouse is on the corner of her street.
19. Stressed out before you even get to work.

Flip Chart Notes

Transportation:

1. Limited public transportation during the week.
2. No public transportation on weekends.

3. Where transportation is available: 1-3 hours.
4. Some areas have no bus service.
5. Ride 1.5 hours, wait.
6. 15 ride 3/5 hours due to no direct route.
7. Unable to attend work sites or jobs.
8. Bus pass is only good for certain zone(s).
9. No transportation to areas with jobs.
10. Unable to make interviews/jobs on time.
11. Child care is not near. Have to drop off children (could take 2-3 hours)
12. Have invalid license / car unable to get to facilities to make it valid.
13. County available transportation doesn't run in conjunction with available Public Transportation.
14. Little or no jobs in areas where transportation is available.
15. Bus may leave you stranded.
16. Loss of job / benefits due to lateness / no show.
17. Need to walk 2.5-3 miles or more.
18. STRESS

MORRIS COUNTY

New Jersey Transportation Transcription
Side B
Morris County

Morristown, NJ

A majority of you here today say that you live in Morristown, can you just tell me from a show of hands, how many of you here have driver licenses? Have valid drivers license? 6 ok, and from the ones that have drivers licenses how many have access to a car? To use to seek employment? Also just to get back and forth to your various appointments at the county welfare office or workforce new jersey or whatever? Ok and for the rest of you that don't have cars- how do you get your children in child care?

Walk.

Cabs

How expensive are the cabs? I'm not, the only time I ever take a cab is when I'm in New York City, other than that, I live in Trenton, NJ and I can't even tell you the last time I caught a cab in Trenton NJ.

From Monroe to the train station is \$6 anywhere between Monroe Aveune and the train station is \$6. Anywhere from Elm St for past Monroe, you're paying \$8 or better.

Ok.

Anywhere outside of Morristown, you're paying anywhere between \$20-\$30 depending on which town your going to.

From to Budd Lake to Dover is \$25. Take the train from here to here or take the shuttle.

Now when you guys take the train, um excuse me, take a cab, is it a group cab or is it a private ride for yourself?

No, private ride for yourself. I've never seen group. (laughing) They don't trust us to put more than one of us in the cab together.

Group Laughing

Tell you, you gotta just wait your turn, it'll be a half an hour. That's their usually routine. Between a half an hour to an hour for almost every cab that you want. You call P&P, AP. Whatever y'all call, it's a half hour to an hour wait.

But lately they haven't had any taxi.

Right. I understand.

I've had to call Dover and Dover that's \$25 to come to Budd Lake and then \$25 from front lake to go back to Dover. So it ends up being \$50. \$75 really because he's gotta bring me back.

So you don't go anywhere.

Laughing

Right now I'm on breaks.

Oh, Ok. Umm, other than commuter buses, I know there are commuter buses that run into New York, are there like a bus line that runs anywhere in the county that you can take like the bus to any place?

I know they have a bus from Morristown to the county college. That was a lot of help cause it put you off right in the front of the college, otherwise, I don't take the bus now much, except to the mall if I have too.

And the bus that you took to the mall, that was to Rockley Mall or another mall?

Rockley Mall.

Ok.

That's the same bus that will take you to certain places. Like bus 12, and the bus lets you off but you have to cross over route 10 to get to the school. So it also lets you off in front of the college. So there are other transportation its just do you want to take the risk of getting hit by a car.

Yeah, cause that's what- 4 lanes. Across Route 10?

There's only 1 light and its doesn't help you cross. That's how a lot of the buses are around here- if they're letting off at a certain place, they're letting you off across some type of major road.

What about the use of the train? I know the train goes from Dover to Hoboken. Do you guys ever use the train? And the train line-t o look for employment along the train line?

A lot of the jobs that are open are no where near the train line. You're going to be taking the train to a bus to a another bus to another bus or like she said- like a train to a bus to walking. There is no train that is going to bring you directly to any major company or any real jobs. You're going to be walking around for a long time. If you're gonna do that- your best bet is to take the train to New York and walk around the city. They have more job opportunities than Jersey.

Now, where do you think or where do you find most of the job opportunities in Morris County? What towns are they located in?

I would say in other counties like Summit, but that's not Morris County. Really outside of the county. In Morris County, you're really not finding available jobs.

Walmart, or course. Walmart is always hiring somebody but...

And the Walmart is where?

Walmart is in ___ Groves. And there is a bus that will take you there. And there is a free bus that goes around 2 times throughout the day but its really hard to catch the free bus or if you are going to take that bus, you have to take the chance of being late or being an hour early or you know it still that same problem with the bus transporation being off.

And with the bus- whats the time frame? Do they run from like 6 in the morning to 11 at night or?

6am to like 5pm. They stop running at 5. You're last bus is dropping you off in Morristown.

So basically if your job is not like an 8am to 4pm job- you're kinda stuck.

So if you want a job, you have to go around the bus schedule or the train schedule. That's hard, especially when you have a child. And you're a single parent. Because we're going around a bus schedule and if we're taking our kids at 7 in the morning the bus comes at 6:30am, you gotta wait another hour, especially with winter coming...you gotta wait in the cold.

My child's not good in the cold. If she's gonna get sick, I'll just take the chance of being late. I don't have money for doctor's bills, I don't have money for emergency visits, so if I know at the end of the day she's going to get sick from being outside in that type of weather and I don't have a family member or a friend or an associate or whatever with a reliable vehicle, I don't go.

So is this even to take your child to child care?

Yes, because her child care is up on Highland avenue. So I have to walk from Flagler street to Highland Ave. From Highland Ave all the way here.

What would you say is the distance? I could get around Morristown- but I don't know Morristown...

That's about 2.5 mile walk and that's just one way going. That's just going to drop her off in the morning.

And is that up a hill?

Yes, everything in Morristown is on a hill! And that's with the big stroller and my daughter's not up and walking. She's only 8 months, so I have to hold the luggage. The diaper bag, the bottle bag, the change of clothes bag, the stroller bag. Its just...I'm the bag lady now. (Laughing) I don't like walking like that. Its hard. And with a cab everyday- that's too much money out of my pocket.

For me it's a different experience because I don't like driving at all. I have a car but I still look for jobs in the area. And some of my jobs, you know people don't have cars and they have to run to the bus stop just they can catch their bus.

What is it about driving that you don't like?

I'm just lazy (laughing).

How about you? How are you managing? Do you have a child?

Yes.

Do you have child care issues in terms of getting your child back and forth?

(Could not hear the answer to this question- speaker was talking too softly)

As a general question, for those of you who have drivers licenses...because there's very few of you that have license...kind of curious about what the barriers are that are stopping you from getting your license. Besides the young lady who just plain don't like it. What barriers are you experiencing that are preventing you from going about the business of getting a drivers license?

Mine is that my license is suspended and I'm in the process of trying to pay it off but having to pay for a cab and bus to get around that's stopping me from paying off my fine to get my license back. I have a car. Just no license. My father is willing to pay and give me car and insurance and everything, its just the license. And how am I going to pay for a cab, especially if I have an emergency and I have to pick them up from day care and its an emergency. You don't want to take a bus because a cab is the quickest thing to get to your child if there is an emergency. Spending money on a cab or a bus or whatever its too hard to pay off whatever fines you have to pay off to get your license back.

I have my permit and I could take the test but I don't have a car. I have no money to get a car. So you know, I need a car to drive.

I have a street problem. I decided I'd rather be in the streets and have people chauffer me around the rest of my life but now I have a child and you know the person I relied on the most is not around, I have to step up to the plate. And I am in the process of going to get

my license and my permit but they changed the test booklet so much that its not where it was when I was able to take my licenses in school and my test in school had everything handed to me and its harder now. The rules are a lot different as an adult. You because I am over the age of 21, its harder for me to actually go out and take test. And having access to car to take the test is going to be a problem as well.

The young lady who said that you have a car, if you were able to get your license what was would you say would be the likelihood of you getting employment?

It would be so much easier, umm because I wouldn't have to leave my house and wake my son up an extra hour early just to get the bus, the train and everything. And that's giving my son lack of sleep because I have to get up extra early just to get him ready to take a bus. I'm a single parent, I have no family members helping me. I have no body. My father died when I was 15, I have been on my own since I was 16. My rent is a \$1000 a month. I'm only getting \$300 a month I have to thank God for such things but I'm only getting \$300 a month from TANF. \$85 of that goes for rent. The other goes for whatever is in the household and my child.

That's easier than me. Mine's a \$1000 a month rent, I pay 1 something towards rent and I'm left with \$160. My daughter has a lot of like allergy problems and stuff like that so between that \$160, I'm supposed to pay towards cable, electric, telephone, etc, etc. I'm left with nothing. So then I have to come up with the skill hustling that I have to get what my girl needs. So this is why I prefer not to take any type of transportation or I prefer to walk or just the stroller.

Just to go food shopping you need transportation.

Transportation to get to food shopping- we'll talk about that. My knowledge of Morristown is a little limited, its been over twenty something years since I used to come up here. Most of the time when I used to come , I used to come to the Macy's which is now Century 21 so you know how long ago that is. (laughing) I used to hang out on the green..but I knew that by the train station there used to be a Shop Rite. Is that still there?

No. A&P is the only one and that is by Morristown High School. That is the only available store. But lets be real-who's walking with 12 bags of cans and milk a big box of diapers or something, you know like lets be honest. Who really wants to walk all the way across town with that and then they got the baby and the baby stuff. You're not making it. You're not making it a block. You have a kid- they're going to try and jump in the street, they're going to try and knock everything off. Mommy this, Mommy that.

Another thing is, I live in Dover. So my only shopping thing there is Shop Rite. I'm only getting \$200 in food stamps, which I'm getting. That's only \$200 for the whole entire month, you're going to Shop Rite which is expensive to shop at. There goes the whole \$200 in one shopping trip.

Try and use coupons and stuff.

I use coupons, I use all that.

I'm on food stamp assistance as well as welfare and at the end of the month, I end up broke. I have no food stamps, I have no cash, I have nothing. My daughter's cash might have something in it but I have nothing.

One of the things, like you said- you live in Dover, you still have to get back to it. If you got your license today, where would you work, what type of job would you get, where would you work at? And how far would it be from where you live?

If I had a car...

But you said you already have a car so we're assuming that the only thing lacking is your license. If I had a magic wand and gave you your license today do you think you could be employed in 60 day? Your main barrier to work sounds like transportation. Correct me if I'm wrong- you're barrier for transportation is your lack of a license?

Right. My background-I'm a professional photographer. So for me to go back to work, its pretty easy. I just need, my transportation is my only issue. Its because, I mean I can do the photography. I do weddings, bar mitzvahs, so I'm constantly out and in and everything like that. I've done cashier positions but if you don't have a vehicle to get to your job. Transportation is the major thing. I can go back to work tomorrow.

So if you can go back to work tomorrow and you could pick where you want to work, where would you choose?

Anywhere. As long as I had a car- I will travel to New York. To Pennsylvania. Anywhere because I've done it before doing photography. You have to travel.

New York is so far. And you pay tolls going in and out.

But that's- those are small barriers. Those are little. We want to concentrate on the license. Ok if you could change the transportation system here in Morris County, what would you change?

Free parking.

But that's if you have a car. Let's stick with public transportation.

Later buses, no extra charges for buses on Sunday. More frequent buses. Like 6am-11pm

Like me, I don't mind taking a night job. So even if my night job started at 11, I could still take a 10 something bus to work and be there on time. And I don't have to worry about catching a bus to at 6/7 in the morning. So it's just the buses are a problem. The trains are gonna go wherever the trains are gonna go but the local buses are a problem.

Could I interject for a moment please, because there is a question lingering inside. You guys are taking about jobs and things of that nature and I'm very curious. What industries would you go to?

Cosmetology.

No I'm talking about actual manufactures, companies. What companies out there and where are they located? That you have available to you that may have vacancies for positions. Cause we could sit here and talk about imaginary jobs all day long. I'm thinking about what actually is available in the job market out there.

Any industry. Any hair salon that I choose to walk into. Its just I apply to certain ones this local town. I don't agree with the way things are ran. Me, being someone who's been to school for it, I don't agree with having somebody who's not licensed touch my hair. You're not going to make me go bald like the rest of these girls. You know, I have a probably with that. So I'm not going to partake in working in an industry or with a professional who has a lot of unlicensed people working in their salon. So therefore I'd rather take my chances of going out of town or out of state and finding a job where they actually follow the rules. Cause I don't want to get comfortable in a hair salon where I'm doing something and moving up in the industry and the state comes in a closes us down because somebody decided, "oh I know how to do color, cause I do my own at home, so I'm going do my girlfriends hair when she come in." Oh, girls hair fall off and now we just sit here with the state board people. No. I can't take that in the industry that I'm in. It's more a loss for me.

Ok, but you're not answering my question.

Well I think, as far as jobs around here. I'm in school right now I'm going for my masters degree in education and history. So you know, I'm doing a couple babysitting jobs. I think like there's Century 21, there are many jobs around the green, there's so many banks. I know, I'm pretty sure that they're hiring. The Century 21, the Walmart. Places where there is transportation. Cause I know, I see on my way to school every morning, dozens of people getting off the train from down the way, coming to Century 21. So I can't imagine them not hiring right now.

Yeah but the problem with that is- I can't pay my rent on no \$7 an hour. I'm sorry, I can't. My rent is too high for me to work at \$7 an hour.

Ok, people. I still gotta get my question answered. So we can't really get off into the amounts of salary and things of that nature. I'm trying to get a feel for what jobs are out there that are available to you guys. Number 2- do they train? Is there a training component involved where you might be able to go in and go in to an internship or something in this nature.

I've only found one and that was Verizon, when I worked there. And they have a training course but the training course was all the way up in the boondocks somewhere. Where you have to have vehicle to get there. They take you in and give you the job and tell you the training course and its your choice wheather or not you're going to make the requirements of getting to the training course and getting back to work on time. That is the problem because of transportation. I don't drive and I don't have reliable transportation. So there's a problem with that. That is a major company that takes in people. They have excellent benefits the same thing with UPS. There is a bus that can take you to UPS they can train you but at the end of the day, a lot of it is transportation problems. That's what this is all going to come down to.

Well bare in mind-that's why we're here this morning. That's exactly why we're here talking. Because we're here to discuss transportation issues and barriers that are stopping you guys from being able to get to your child care, get to your job, get to your training, get to your appointments, get to your one stop. All of these and still be able to maintain and do it within the parameters of the timeframe that public transportation is available or whatever other alternate transportation is available.

Can I just add in terms of what is available, Morris County has lost it's manufacturing. There is no manufacturing in Morris County at all. I have to tell you that Morris County has been severely impacted the last 2 years in terms of firms that are leaving or outsourcing or losing jobs. My staff has to constantly go response team meetings and there are a lot of people who are being laid off here in Morris County. Morris County, where the jobs are are mainly the service industry. The services industry and the retail industry and the problem with the retail establishments is that they do have shift work. You have to work until 9pm during the holidays you have to work till 12. And the lack of transportation, consistant transportation that is available every 15-20 minutes is the biggest problem that we face. We have infrequent buses schedules. We even have developed a shuttle through some money that we had gotten through the welfare grant and also the grant through the JARC grant to run a shuttle in Mount Olive where there is very little transportation and Dover to some trains. But that is not the best bet. It's a small shuttle and it does not run on weekends.

The train only comes through Budd Lake once in the morning and then after that it only stops in Dover. So I can get out but I can't get back and I'm stuck in Dover. Now I have to pay \$25 just to get back where I live at.

We have some transportation that picks up and is going into the city but does not drop off. You can't get on and off of it, if picks you up if you're going to New York City but it doesn't stop in between.

The shuttle that you have Monday through Friday, it comes up there like 7:15 and then comes back at like 9:22, then it lays over until late in the evening till like 4:00 in the afternoon. You know midday. What happened if you had to be at work at 1pm? That's the problem.

The problem is that we set that up with the purpose of getting people to jobs during the regular business hours.

Don't you think, if you set up, don't you think that is a little dumb, in a way? I don't want to be cocky. But you set it up in the morning what happen if I gotta be to work from 2 in the evening until 10 or 11pm. I'm just saying, now how I'm gonna get there when the shuttle is in Dover or is in the shop?

You are absolutely correct. The problem is we have very little money to be able to do it. We don't get a lot of money in order to be able to run the shuttle. So we have to develop it based on regular business hours where most of the people will work those particular hours. We try and connect with other bus transportation. There are other shuttles through Sussex County and we attempt to connect to them. But the problem is we don't have enough money in order to pay a driver to be working consistently from 7 am all the way until 7pm. There is not enough money to pay the driver.

Well I'm not telling you to pay a driver that money from 7pm. My thing is, if you're gonna get that shuttle that you have, why do we have to lay over for all those hours and not run consistently.

Cause we can't pay his salary to keep running.

There's no way to take loans out from places. I mean I pay taxes, so I wanna know where's my tax money going if its not going to the people who are doing good things. Because I know I have a problem with that.

(laughing) It's going to the bailout!

If we could get some more money to order more transportation.

Could I tell you a couple things. Morris County is one of the wealthiest counties in the country but we're in tough economic times. And actually, like I said, I'm the GA/TANF field rep. There was an article that just came out that the number of TANF cases in Morris County is going up. I can't even tell you what the number of GA cases is. But people are losing their jobs. I mean people who are professionals are losing their jobs and are coming onto the roles. We're in tough economic times and I know that we ask a lot of you. We say "get a job", "get off the roles" and I know it's a lot easier said then done. But the pressure is not just coming from the state, its coming form the federal government. And after we're down we can talk about it but I'd like to stay on transportation for just another 10-15 minutes and then we can talk about welfare.

The reason why I don't have as much money in my funds from the state is because they're telling me that the HUD market is saying that apartments start in Morris County at \$965. No they don't.

Ok. HUD is federal and I'm state. And you know something- I don't really get to talk to too many federal people. I mean, federal people I get to talk to are Marshals and FBI agents. That's all my friends in the Feds are law enforcement. I try to get to DC to talk to the...but they don't let me in.

Can't you like set something up for us?

We can walk around the building. That also leads to a lot of questions. I'll tell you what a professor told me once in Missouri, you don't ask so many questions, you wouldn't get so many answers.

And I was taught if you don't ask 'em any questions, you don't know where you're going in life.

Ok, we'll get to that in a few minutes.

We can talk one on one after this. I mean I talk to the people in the HUD market. You know....

So that you know, my name is Bob . For 8 and half years I've been the supervisor for emergency services for the state of New Jersey. You wanna discuss HUD. We'll talk HUD. But we will talk it under my terms. Lets get back to transportation.

Now, what are your transportation needs or difficulties?

What about people who have cars..that it works, gets them from place to place but its not passing inspection. Is that going out of the way?

No, its not going out of the way. One of the things that the state does have funds for if you have a car and you get a job and you need your car to get to a job and you're on TANF. We do have funds that can help up to a certain amount to repair your car.

But its only \$500 and then once you're car is in the shop, you still need transportation during that time.

Well, I mean...we can't rent a car for you now. We can't do everything. We can't do that.

Its just like if my car is in the shop, I gotta take the bus. Luckily I live in a county that has a very good public transportation system. Cause up until the time I had a car, I went everywhere I had to go by public transportation system. Now as I said, I used to live in Morris County, I was in Madison but my home was in Trenton.

See I don't like taking public transportation. Train, bus, or nothing.

But you don't like driving either!

I really do want a job, you know.

But do you know something? When it comes to transportation and employment, sometimes you gotta do what you have to do. Sometimes you have to go to where the jobs are and I understand transportation is a problem here. And sometimes it may even require relocating to another county, municipality, whatever.

Ok, my question was never answered. And I'm very curious about the 2nd part of the questions. The first part of the question was what jobs were available. The 2nd part of the question was relative to shift work. Are the jobs where you would have to go in, maybe the second shift or the "graveyard" shifts? Are those more prevalent jobs that are available than just the daytime 9-5 type jobs?

Yes. But sometimes it can be a problem. Like me, I have no family. I'm originally from Delaware and I have no family here. Umm, if that was to come about like night time work- I couldn't do it. Because I have no one to keep my two girls. I have a 9 and 10 year old - I have two more but they're in Delaware. So that would be my biggest issue of babysitting.

That's my issue too.

And like more for me, a 9-5pm or even 9am-8pm, 9am-7pm that would be ok because I know people where I'm at. But I try and keep to myself because of where I live. If someone can keep my kids for 2 hours, I don't mind that but I couldn't do like a 8pm to 4am shift because of the child care. I'm actually trying to go back to Delaware because I'll have someone to help me with my kids. You know what I'm trying to say? You made a statement earlier about why don't you relocate? Don't you know that sometimes it's hard for someone to relocate?

What I said was that "it may require you to relocate" not "you should relocate". And I know it's hard, I never said it would be easy.

If there was to come about a job and move to Parsippany, hypothetically- now where am I gonna get my month and half security, right? How gonna help me pack up my stuff and Uhaul it to where I'm relocating at? Who gonna help me where the school is at? I'm just saying if you're a single parent. I'm blessed, I'm fortunate but I'm just saying with others.

Let me answer that. Number 1- you get your month and half security from emergency assistance.

Well I don't know anything about that. I don't receive emergency assistance.

Well you must be receiving some form of TANF or you wouldn't be here, right?

No I'm not. I'm just here for some input.

You gotta leave! (laughing)

I was on it- I get food stamps.

For those of you who are receiving assistance know that there is help that is not an insurmountable barriers.

Well where do I go to get that?

Let me answer that, where you get the help is that you come in an apply for emergency assistance. You let emergency assistance know that you have located a job in Delaware and you wish to go back to Delaware. Emergency assistance will contact DSD and get a special permission so that you can be given the transportation money you need to move and the first month's rent and security deposit for when you arrive in Delaware. It is not an insurmountable barrier.

But they end up cutting you off before your full year. That's where I'm at with it. I applied for it and they helped me move into my apartment. They gave me my first months rent and all that and now here I am. I didn't move until the last week of December and my funds ended as of November 1st. So, now I have to move again.

Can I respond to you because you're taking me off the topic. Because what you're talking about is not what I was talking about.

Ok, my fine for the court is \$244. For the DMV is \$200. That's \$400 all together. All my money for the month that I'm getting is only \$300. Half of that money goes for transportation the other half goes for my son. If I don't pay off my fines within a month, I get a warrant out. So technically my warrant could be anywhere from \$1000 and up.

The warrant would be for your arrest not a fine.

Yeah, but you have to a fine to get out of jail.

So I'm paying my money for transportation to bring my son places and everything like that and I can't even pay off my fines. And I could go to jail and lose my son over transportation.

Over fines that you got. Not transportation. Lets define it! Its not a transportation, we'll talk about it after.

I personally was raised in Hudson County, so I had a bus on every corner, every 10 minutes and I moved out here for a better life with my son. And I'm personally in the same boat as her, I hate driving. And if I can hop on a bus and sit on a corner and wait 10 minutes and get on a bus to go anywhere, I would do it.

If I have a license and a car, I would drive!

I spend about \$100 a week in gas. It would be so much cheaper to just commute by train.

You say that now until have that train.

It is cheaper, I have an SUV, I know what you're talking about.

But for Morristown to Madison....

Its \$2.75 each way.

On the train?

Well its \$1.35.

Would it be easier to take the train? Where were you working in Madison?

I was working right on Main street, at the Dunkin Donuts. I could get off the train and walk all the way...yeah.

It was easier to take the bus.

But the only thing I caught the bus in the morning but when I got off at 8pm, the bus wasn't available.

Do they have monthly bus passes here?

Yeah. You need to get a bus or a train pass but I mean....

A month bus pass would have been cheaper than paying the fare each way.

The problem with the monthly bus passes is that they have the little square that say 1 zone. I live in Dover, you can't from here to Dover in 1 zone.

Who only pays for 1 zone?

The bus pass.

They don't have 3 zone passes?

I guess not, they gave me a 1 zone.

Hmm...

I live in Landon, there is a train but it doesn't go in the morning. It doesn't go all the time. And I don't know when the bus comes. My concern is there are not jobs around there, you know...

TAPE ENDS

CAPE MAY

Cape May Focus Group on Transportation needs for WFNJ Clients

Oct. 6, 2008

One Stop- Wildwood NJ

Facilitator: Jan Dykhuizen, Recorder Kathy McOwen

14 WFNJ clients present.

4 walked

3 took bus

1 rode a bike

1 drove his car

4 got a ride from a friend or relative.

Most said that above was their normal mode of transportation.

About 40% said it was convenient for them to get to their work activity.

2 clients indicated that it was difficult to get their children to day care or school by bus

!2 individuals indicated that transportation was a major barrier to seeking employment.

Several clients stated that there were more people than seats on the bus.

3 clients indicated that they received a 4 zone bus pass, but a 7 zone bus pass would get them to Atlantic City for jobs in the casino industry.

One individual stated that only adults get a bus pass, not children. It is necessary to get them to child care..

There is a trolley in the Rio Grand/ Wildwood area. Costs \$1.25, operates year round. Would be helpful if County issued trolley passes.

4 clients have valid drivers' licenses. Several mentioned that they lost their license, tickets, points, non-payment of child support...

2 clients have cars that need repair.

Majority of the WFNJ clients were not aware that WFNJ can pay for car repairs, car insurance etc.

1 man needed \$100 for license restoration...

Consensus of the group was that need better information on what services WFNJ could pay for.

Nobody in the group had ever heard of Dollar a Day car insurance.

Consensus of the group, more bus routes needed. and they need to run more frequently. For example, RT 47 goes to Millville, but there is a 10 mile gap along the way, and only runs once in the Am. Jobs in Millville.

Location of day care is a problem, not always accessible by public transportation.

SOMERSET



Overcoming Transportation Needs for New Jersey's TANF Population



FOCUS GROUP

SOMERSET

BOARD OF SOCIAL SERVICES

Transportation Barriers for TANF Population in New Jersey

Facilitator: Margaret Milliner and Tim Kennan	Date: September 30, 2008
# of participants: 16	Site: Somerset BSS
Subgroup: N/A	Session: Am (10- 1:00)
Assistant: N/A	Gender makeup: M: 2 F: 14

Average Length on Welfare ranged from 6 months to 70 months; only one in SAIF

Discussion

⌚ **Approximate time: 30 minutes**

Now, we want to talk about transportation as a barrier to employment:

How'd you get here today?

- Half of the group reported bus; two indicated BSS' van and the remaining by car, only one stated that she walks.

Is this your typical mode of transportation?

- Majority stated bus is their typical mode of transportation. Those who have a car, stated that either the car was not working or their license was suspended or both. Only two reported regularly driving a car as their typical mode of transportation.

How convenient is this mode of transportation for you to get to your job or work activity?

- Majority indicated that the buses are always late, there are not enough buses through out the day and they the walk to the bus stop which takes approximately 20-30 minutes. The consensus agreed that the bus was not convenient. The ones who reported having cars stated that repairs and license suspension prevents them from using their car; two of six had reliable cars.

To your child care facility?

- Consensus was that the bus route was in the same direction as child care or school which wasn't really the problem. The barrier reported was that they had to walk at least 20-30 minutes with their child to school or to a bus stop, get off to drop off their child then catch another bus to get to their work activity – located across town, or another township. One person reported that she had to take her child to another township for child care which was inconvenient.



Overcoming Transportation Needs for New Jersey's TANF Population



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Is transportation a barrier to you as you either seek employment or try to maintain your current job? Please specify.

- Not enough buses
- Bus stop is too far
- No buses to transport where jobs exist
- Bus schedule is too limited – no buses late hours or weekends
- Commute on bus is long – 2 hours for some

Do you have any issues getting your child to childcare?

- They indicated it becomes a problem when they have to walk 20-30 minutes to get to a bus stop. They reported the problem arises with inclement weather (snow, rain or heat).
- They also indicated that they arrived late to their work activities because they have to drop off their child then wait over an hour for the next bus.

Have you noticed any changes over the last couple years in the available transportation services, whether it's more buses or more bus routes, for example, available for you and other TANF recipients seeking to get to and from jobs and work activities?

- Consensus was that they have not seen any changes. They heard that there was a new shuttle bus (Scope) but they were not familiar or seen it
- They reported that Middlesex had better bus services than Somerset

Next, I want to make a list of the most challenging barriers you face when seeking a job and/or work activity? Getting to an interview? Briefly, what are some of the barriers that you believe are most challenging?

- Not enough buses
- Bus schedule – late and very limited, does not run late or weekends
- No buses available to transport you where jobs are available
- Too many fines and unable to afford fees
- License suspended – unable to get job where skilled
- Employers want you to have a driver's license
- Employers want you to speak Spanish
- No jobs near home or bus route
- Jobs near-by pay too low and unable to pay bills
- Employers won't hire if they know you use public transportation – unreliable

Also,

When seeking a new job and/or work activity or going to your current job and/or work activity, what type(s) of transportation are most useful to you?

- Buses that run on time
- Car



Overcoming Transportation Needs for New Jersey's TANF Population



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Is walking a mode of transportation for you? Majority reported No

- They reported there are no jobs in their area or neighborhood
- Jobs in their areas pay too low
- Work activity site is in another township across town

Why is that? Are the bus stops too far? Are jobs too far? Are work activities too far?

- Not enough buses
- Bus stop is too far – 20 to 30 minute walk to bus stop
- No buses to transport where jobs exist
- Bus schedule is too limited – no buses run late hours or weekends
- Commute on bus is too long – 2 hours for some to work activity

How far would you say you walk to get to either work or work activity or to childcare facility?

- Only one person reported walking – close to home
- Work Activity is located at BSS
- No one reported having a job where they lived

What are the most useful types of transportation services would help you the most in New Jersey?

- Shuttle buses
- Vans like they have in New York
- Car

How many of you have a valid driver's license?

- Four

How many of you have a car?

- Six

Does the available public transportation meet your specific transportation needs?

- Consensus reported No

Do you need more bus routes? More bus stops? More drop off places closer to job sites or work activity sites? Nearer to childcare facilities?

- Consensus reported yes to all the above

How would you improve transportation services as usually provided here?

- Provide additional shuttles
- Make buses run on time
- Schedule buses to run late and on weekends



Overcoming Transportation Needs for New Jersey's TANF Population



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What other information would you like to provide to the State of New Jersey about your specific needs?

- Broaden category to pay for fines, parking tickets, moving violations and restoration
- Teach Spanish at the work activity site
- Extend benefits for Child Care and Housing
- Somerville does not have school buses for children to go to school
- There are no public transportation that take goes to the community colleges
- Majority of us live in Plainfield and Franklin area far from the BSS
- Work seasonal job – benefits are closed
- Work Part-time, still have to come in to a work activity – hard with limited bus services
- Low paying jobs, spend all my money on transportation

Discussion Con't

🕒 **Approximate time: 30 minutes**

“Welcome back! Now I want to talk a little about specific perspectives. I want you to think about your own experiences or the experiences of people in similar situations who are having transportation challenges and tell me, what specific transportation services would help you or them the most?”

- Provide additional shuttles
- Make buses run on time
- Schedule buses to run late and on weekends
- Add buses to take you to where jobs are available
- Having a car

Now, of these we've listed, which do you believe is the most valuable? Second most valuable? Third most valuable? And so on. Do you have additional suggestions of strategies that could be used for reducing transportation barriers for you and others? ”

Group identified in order as the most valuable

- Provide additional shuttles
- Schedule buses to run late and on weekends
- Add buses to take you to where jobs are available

“THINGS I FOUND USEFUL FROM TODAY'S DISCUSSION.”

- Learned about benefits that were available
- There is help with license restoration and paying fines
- Somebody realize that transportation is a major barrier that affects us all
- Got information on what resources are available

HUNTERDON

FOCUS GROUP

HUNTERDON COUNTY

Facilitator: Tim Keenan	Site: Hunterdon BSS
Note Taker: Renee Ingram	Time: 1:00-3:00pm
Date: 10/06/08	Group : 5 Females

How did you get here today?

3 drove cars and 2 took the bus

How long did it take to get here?

Cars: 15-20 minutes stopping to drop off children for care

Bus: 1 hour and half

For those who take the bus how far do you live from here?

Client A lives about 30 minutes from work activity site.

Client B lives about 10 minutes from work activity site.

Explain, a typical day from pick up to drop off at your work site?

The shuttle is door-to-door service with certain stops along the way, a 15 passenger vehicles that also picks up the elderly. The shuttle does not have a regular bus route as it picks up according to request.

Client A make request for transportation M-F to work activity, bus picks up at 7:30 stops to drop off child at daycare and arrives at the work activity at 9:00, making other stops along the bus route. During

Client B just relocated from Newark NJ and having difficulty getting around; not use to not having access to bus/cab transportation. She currently lives about 10 minutes away from site must use shuttle to drop off child to daycare facility. She is picked up by shuttle at 8:00am and arrives at work activity at 9:00am.

Client A is picked up from work activity at 2:30 because has to get a school age child who also does not have access to transportation or afterschool program. She walks to the Library where client meets her and they wait for the next shuttle to arrive to take them home. Shuttle does not arrive until after 4:00pm and she arrives home about 5:30pm.

Client B takes the last shuttle at 3:30 to pick up child from day care and arrives home about 5:00pm.

Has transportation been barrier to obtaining employment?

Yes, if you do not have reliable transportation (car) basically can not work in this area because transportation is so poor. Most jobs in this area are retail therefore it means working nights and weekends. Buses stop running very early during the week, run very scarcely on Saturdays and do not run at all on Sundays.

Have you ever declined employment because of transportation?

Yes

Because the buses schedule is so tight; one must look for employment around the bus schedule and unfortunately in this area most jobs are retail. Retail employment requires nights and weekends and there is not any service at night or on Sundays.

How many have a NJ license?

5

How many have a valid NJ license?

3

For those who do not have a valid license, what are the reasons?

Tickets

Fines

Surcharges

Are you aware that BSS can pay for tickets, fines, surcharges, repairs and insurance?

Yes and No

As long as tickets are not DUI the BSS can assist you with paying the fines.

Client tried to get the BSS to pay for insurance and was informed of the dollar/day insurance however, can not find an insurance company who participates in the program.

What recommendation would you make to improve transportation in your county?

Buses which travel throughout the county

Buses stop running very early 6:00pm

Regular bus routes

More buses

Longer hours

Bigger buses other than 15 passenger bus

**APPENDIX G:
CASEWORKER AND CLIENT SURVEYS
WITH FREQUENCIES**

CASEWORKER SURVEY

TANF CASEWORKER FREQUENCY REPORT

1. What percent of your clients experience the following transportation barriers when trying to meet their job or work activity requirements? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
No public transportation service nearby	160	37.0%	21
No car insurance	149	43.0%	32
No vehicle/No vehicle in working condition	173	58.2%	8
Suspended driver's license	155	35.0%	26
Public transportation is not accessible (i.e. can not get on/off vehicles easily)	131	23.3%	50
Other	21	48.3%	160

Top 5 Responses in "Other" Category:

- Cost of Transportation
- Too Difficult to Drop off Children at Childcare and Then Go to Job/Work Activity
- Bus Routes – Does not come close to house or drop off near destination
- No Driver's License
- Frequency of buses / bus schedule

2. Where do you refer those clients needing transportation assistance?

Top 6 Answers

- Welfare Agency / Board
- Board of Social Services
- County Paratransit- e.g. SCAT or MCAT
- NJ Transit
- To their Caseworker / Case Manager
- Provide bus passes or monetary assistance

3. What is the size of your current caseload?

	Respondents	Percent
0, I have no caseload	32	17.9%
1-50 cases	28	15.6%

101-150	30	16.8%
151-200	18	10.1%
51-100	42	23.5%
More than 200 cases	29	16.2%
Total	179	100.0%
No Answer Provided	2	

4. What percent of your clients need transportation assistance for each of the following activities? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
Transportation to their client assessment	146	62.0%	35
Transportation to the location of their job	156	60.6%	25
Transportation to the location of their work activity	166	68.9%	15
Transportation to the location of their childcare	146	60.3%	35

5. What percent of your clients need assistance for each of the following activities? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
Travel Training	110	50.6%	71
Training on how to use different modes (bus, train, etc.) of transportation	118	33.7%	63
Training on how to read transit schedules and plan out travel schedule	126	33.1%	55
Education on how to link local and mass transit systems (to figure out travel schedule)	126	36.0%	55
Other types of assistance	23	64.0%	158

Top “Other” Answers

- Better Public Transit

- Cash or Financial Assistance

6. What percent of your clients use these modes of transportation to get their job or work activities?

	Number who Answered	Mean Percent	No Answer Provided
Public Transportation	180	71.4%	1
Vehicle	180	28.2%	1

6a. What percent of your clients use these modes of public transportation to get their job or work activities? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
Bus	160	66.9%	21
Train	63	13.0%	118
Walked	141	15.9%	40
Light Rail	37	9.1%	144
Bicycle	66	5.0%	115
Taxi	83	18.6%	98
Other	47	23.7%	134

Top 5 “Other” Answers

- Get a Ride or Get Dropped Off
- Mentioned vehicle without specifying who it belonged to
- Client’s Own vehicle
- Agency / Welfare Transport
- Carpool

6b. What percent of your clients use these modes of transportation to get their job or work activities? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
Drove their own car	42	40.5%	139
Borrowed a vehicle	35	16.3%	146
Rode with someone	35	18.3%	146
Got dropped off	37	23.6%	144
Other	6	30.0%	175

Top “Other” Answers

- Walk
- Public Transportation – Unspecified Bike

7. What percent of your clients experience these as major transportation barriers? (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
No vehicle available	173	56.4%	8
Insufficient transportation allowance for gas and parking fees	147	42.0%	34
Cannot drive	149	29.4%	32
Unreliable vehicle	153	30.6%	28
No vehicle insurance	145	31.5%	36
No public transportation available near home or job and/or work activity	153	29.4%	28
Public transportation is too expensive	102	34.5%	79
Need to make multiple stops (child care, etc.) so public transportation is not convenient	149	40.6%	32
Other	99	54.6%	172

Top 4 “Other” Answers

- Surcharges, fines or fees
- Have to make additional stops for child care
- Too expensive
- Time schedule of transportation

8. In each area, please rank your clients’ needs for the following transportation services: public transportation, local or neighborhood transportation, and private vehicle-related transportation with 1 being the most needed and 4 or 5 being the least needed.

	Respondents	Mean Rank
Public Transportation		
Increase bus routes in their area	181	2.16
Establish/enhance a human service transit system in their area (local/county-run transit	181	2.85

system)		
Additional transportation options available	181	3.59
Most frequent bus pick-ups that reduce waiting times at bus stops (half hour schedule)	181	3.03
Free bus pass	181	3.07
Local/Neighborhood Transportation		
Transportation to get my child to and from child care	181	1.67
Ride in a carpool or vanpool	181	2.53
Door-to-door pick-ups	181	2.82
Employer-run shuttles	181	2.60
Vehicle-Related Transportation		
Help to buy a car	181	2.06
Help with car insurance	181	2.02
Coupons for gas	181	2.43
Money for car maintenance	181	2.82

9. What percent of your clients cannot afford dependable transportation to their job or work activity?

	Number who Answered	Mean Percent	No Answer Provided
Percent cannot afford dependable transportation to job or work activity	175	68.2%	6

10. What is your estimate of the percentage of your clients who live in neighborhoods served by public transportation routes that reach your office?

	Respondents	Percent
100%	9	5.1%
75 – 99%	76	42.9%
50 – 74%	51	28.8%
25 – 49%	26	14.7%
0 – 24%	15	8.5%
Total	177	100.0%
No Answer Provided	4	

11. Is transportation a barrier for those clients who use family day care childcare services?

	Respondents	Percent
Yes	136	85.0%
No	24	15.0%

Total	160	100.0%
No Answer Provided	21	

12. Is transportation a barrier for those clients who use center-based childcare services?

	Respondents	Percent
Yes	129	86.0%
No	21	14.0%
Total	150	100.0%
No Answer Provided	31	

13. When school is closed, what percent of your clients require additional assistance in making childcare arrangements so they are able to attend work or work activity?

	Number who Answered	Mean Percent	No Answer Provided
Percent requiring additional assistance in making childcare arrangements when school is closed	165	65.3%	16

14. What are the most common transportation barriers clients typically encounter in making childcare arrangements when school is closed? Provide up to three.

Top 5 Answers

- Transportation to child care provider
- Cost of Transportation
- Bus Routes – Does not come close to house or drop off near destination
- Child care is far from home or work
- Frequency of buses / bus schedule

15. What percent of clients transport their children to childcare in the following ways? Answer percent of your clients for each – **Public Transportation and Car or Vehicle.** (If an alternative is not applicable to your clients, mark it 0)

	Number who Answered	Mean Percent	No Answer Provided
Public Transportation			

Local Bus	131	34.4%	50
Public Transit Bus	141	46.2%	40
Train	43	10.7%	138
Walked	147	20.4%	34
Light Rail	27	8.0%	154
Bicycle	28	6.1%	153
Taxi	86	18.1%	95
Other	37	28.1%	144
Car or Other Vehicle			
Drove my own car	159	23.8%	22
Borrowed a vehicle	128	14.2%	53
Rode with someone	149	19.5%	32
Got dropped off	147	22.5%	34
Other	12	50.5%	169

Top 4 Answers

- Get a ride / Get dropped off
- Mentioned vehicle without specifying who it belonged to
- Client's Own Vehicle
- School Transportation

16. Do the majority of your clients have different employment or childcare arrangements during the summer months because their children are out of school?

	Respondents	Percent
Yes	126	72.4%
No	16	9.2%
Don't Know	32	18.4%
Total	174	100.0%
No Answer Provided		
	7	

17. What percent of your clients have their driver's licenses suspended for the following reasons?

	Number who Answered	Mean Percent	No Answer Provided
Tickets	113	32.3%	68
DUI/DWI	103	18.8%	78
Child Support	79	15.9%	102
No insurance	94	29.4%	87
Other	14	45.5%	167

Top 4 Answers

- Caseworker unsure or does not know why
- Due to incarceration
- Surcharges, fines or fees
- No insurance

CLIENT SURVEY

TANF CLIENT SURVEY FREQUENCY REPORT

1. What city or township do you live in?

	Unweighted		Weighted	
	Respondents	Percent	Respondents	Percent
Bergen	99	7.2%	772	3.1%
Essex	122	8.8%	6,643	26.6%
Hudson	147	10.6%	3,715	14.9%
Middlesex	93	6.7%	792	3.2%
Monmouth	159	11.5%	834	3.3%
Ocean	90	6.5%	472	1.9%
Passaic	24	1.7%	2,384	9.5%
Union	137	9.9%	1,529	6.1%
Burlington	108	7.8%	608	2.4%
Camden	175	12.6%	2,723	10.9%
Gloucester	100	7.2%	662	2.7%
Mercer	42	3.0%	1,608	6.4%
Atlantic	23	1.7%	1,275	5.1%
Cumberland	65	4.7%	962	3.9%
Total	1,384	100.0%	24,979	100.0%

2. Have you ever lost a job because you did not have transportation to get there?

	Weighted Respondents	Percent
Yes	7,861	35.1%
No	14,521	64.9%
Total	22,382	100.0%
No Answer Provided	2,597	

3. Are you currently employed or in a work activity?

	Weighted Respondents	Percent
Yes	11,182	50.4%
No	11,014	49.6%
Total	22,196	100.0%
No Answer Provided	2,783	

4. What is your total travel time to get from home to your job or work activity, including all stops and transfers in transportation, if any?

Answers for total travel time ranged from 1 minute to 70 hours. Based on this range we believe that either respondents were unsure of the time frame for which they should report their travel time (i.e. per day, per week, etc.) or some Caseworkers were unsure how to report their clients' answers and incorrectly filled in the form. Below is the unweighted distribution of responses to Question 4 with hours converted to minutes.

Minutes	Unweighted Respondents	Percent
0	31	3.7%
1	2	0.2%
2	5	0.6%
3	2	0.2%
4	1	0.1%
5	15	1.8%
6	1	0.1%
8	2	0.2%
10	38	4.6%
13	1	0.1%
14	1	0.1%
15	47	5.7%
18	1	0.1%
20	78	9.4%
22	1	0.1%
24	1	0.1%
25	36	4.3%
30	129	15.5%
33	4	0.5%
35	23	2.8%
40	29	3.5%
45	72	8.7%
47	1	0.1%
50	10	1.2%
51	1	0.1%
55	3	0.4%
60	94	11.3%
62	1	0.1%
64	1	0.1%
68	2	0.2%
70	5	0.6%
75	12	1.4%
80	9	1.1%
90	42	5.1%
100	3	0.4%
105	17	2.0%
Minutes (cont'd)	Unweighted Respondents	Percent

115	1	0.1%
120	28	3.4%
121	1	0.1%
124	1	0.1%
130	2	0.2%
140	3	0.4%
145	1	0.1%
150	14	1.7%
160	1	0.1%
165	4	0.5%
180	8	1.0%
182	1	0.1%
183	1	0.1%
210	4	0.5%
215	1	0.1%
285	1	0.1%
420	1	0.1%
480	2	0.2%
510	1	0.1%
525	1	0.1%
600	4	0.5%
610	1	0.1%
615	1	0.1%
645	1	0.1%
660	4	0.5%
690	2	0.2%
900	1	0.1%
935	1	0.1%
1200	1	0.1%
1215	1	0.1%
1220	1	0.1%
1320	1	0.1%
1800	1	0.1%
1830	1	0.1%
1980	1	0.1%
2010	1	0.1%
2100	1	0.1%
2380	1	0.1%
2700	3	0.4%
2949	1	0.1%
3200	1	0.1%
3610	1	0.1%
4200	1	0.1%
Total	830	100.0%
No Answer Provided	554	

5. How do you usually get to your job or work activity now?

	Weighted Respondents ¹	Percent
Drives own vehicle (car, truck)	2,036	19.7%
Rides with someone	358	3.5%
Borrows a vehicle (car, truck)	245	2.4%
Gets dropped off	162	1.6%
Takes the bus	6,041	58.5%
Takes the train	49	0.5%
Uses light rail	76	0.7%
Uses other forms of public transportation	19	0.2%
Rides a bicycle	75	0.7%
Walks	787	7.6%
Uses more than one form of transportation	357	3.5%
Other	123	1.2%
Total	10,327	100.0%
No Answer Provided	855	

¹ Only includes respondents who reported that they are currently employed in a job or work activity in Question 3.

Top 4 “Other” Answers (All other “Other” Answers mentioned only one time)

- No job or work activity / Retired
- Taxi Cab
- Bus
- Works from Home

6. How far would consider walking to get to job or work activity?

	Weighted Respondents	Percent
1 – 2 Blocks or ¼ mile	4,147	18.5%
3 – 4 Blocks or ½ mile	5,973	26.6%
5 – 6 Blocks or ¾ mile	7,566	33.7%
Other	4,742	21.1%
Total	22,430	100.0%
No Answer Provided	2,549	

Top 5 “Other” Answers

- Between ¾ mile and 2 miles
- 2 miles or more
- Whatever it takes to get to a job

- Mentioned another form of transportation that they would take
- Would not walk / Too far to walk to work

7. How did you get here today?

	Weighted Respondents	Percent
Public Transportation		
By bus	11,208	55.2%
By train	212	1.0%
Walked	2,711	13.4%
Took light rail	76	0.4%
Rode a bicycle	114	0.6%
Took a Taxi	535	2.6%
Other	609	3.0%
Car or Other Vehicle		
Drove own vehicle (car / truck)	2,461	12.1%
Borrowed a vehicle (car / truck)	688	3.4%
Rode with someone	662	3.3%
Got dropped off	932	4.6%
Other	89	0.4%
Total	20,298	100.0%
No Answer Provided	4,681	

Top 3 “Other” Answers:

- Mentioned vehicle without specifying who it belonged to
- Agency, Shelter or Welfare Transport
- Case Manager or Counselor

8. What is the total travel time it took you to get here today from start to finish?

Answers for total travel time ranged from 1 minute to 40 hours and 40 minutes. Based on this range we believe that some Caseworkers were unsure how to report their clients’ answers and incorrectly filled in the form. Below is the unweighted distribution of responses to Question 8 with hours converted to minutes.

Minutes	Unweighted Respondents	Percent
0	6	0.5%
1	4	0.3%
2	3	0.2%
3	6	0.5%
4	3	0.2%
5	30	2.4%
6	4	0.3%

Minutes	Unweighted Respondents	Percent
7	4	0.3%
8	5	0.4%
9	1	0.1%
10	100	7.9%
12	4	0.3%
14	1	0.1%
15	157	12.4%
16	2	0.2%
17	1	0.1%
18	1	0.1%
19	2	0.2%
20	167	13.2%
22	4	0.3%
25	80	6.3%
27	1	0.1%
28	3	0.2%
30	176	13.9%
32	1	0.1%
33	2	0.2%
35	40	3.2%
37	1	0.1%
39	2	0.2%
40	49	3.9%
42	1	0.1%
43	1	0.1%
44	1	0.1%
45	103	8.1%
47	2	0.2%
50	7	0.6%
54	1	0.1%
55	1	0.1%
60	99	7.8%
61	1	0.1%
62	2	0.2%
63	2	0.2%
64	2	0.2%
65	1	0.1%
69	1	0.1%
70	16	1.3%
72	1	0.1%
75	16	1.3%
80	11	0.9%
85	4	0.3%
90	31	2.4%

Minutes	Unweighted Respondents	Percent
99	1	0.1%
100	1	0.1%
105	11	0.9%
110	1	0.1%
115	1	0.1%
119	1	0.1%
120	27	2.1%
122	1	0.1%
140	4	0.3%
150	6	0.5%
165	1	0.1%
210	9	0.7%
225	1	0.1%
240	1	0.1%
245	1	0.1%
272	1	0.1%
325	1	0.1%
505	1	0.1%
555	1	0.1%
600	8	0.6%
660	3	0.2%
915	1	0.1%
1200	1	0.1%
1205	1	0.1%
1210	1	0.1%
1220	1	0.1%
1320	1	0.1%
1500	1	0.1%
1525	2	0.2%
1800	4	0.3%
1830	3	0.2%
1980	1	0.1%
2440	3	0.2%
Total	1,266	100.0%
No Answer Provided	118	

9. What type of transportation is most important to you- public transportation (like the bus), or local/neighborhood transportation (like a carpool or private transportation), or like a car?

	Weighted Respondents	Percent
Public Transportation	14,195	62.5%
Local or neighborhood Transportation	1,022	4.5%
Private Transportation	7,491	33.0%
Total	22,708	100.0%
No Answer Provided	2,271	

10. Now I'm going to read you some examples of public transportation services. Please think about which is most important to you and call that #1. Then think about which is next most important to you and call that #2. And finally think of which is third in importance to you and call that #3. OK? I can read them more than once.

	Weighted Number of First Ranks¹	Percent of First Ranks	Total Weighted Number of Ranks	Weighted Number That Did Not Rank
More bus routes in area	6,691	26.3%	12,581	1,614
A new or improved human service transportation system	1,814	7.1%	6,753	7,442
More transportation options on weekends	4,144	16.3%	11,013	3,182
More frequent bus pick-ups to cut waiting times at bus stops	3,737	14.7%	6,932	7,263
Free bus passes	9,065	35.6%	12,075	2,120

¹ Only includes respondents who reported that public transportation is the most important type of transportation to them in Question 9.

11. Now I'm going to read to you some examples of local or neighborhood transportation services. Please think about which is most important to you and call that #1. Then think about which is next most important to you and call that #2. And finally, think of which is third in importance to you and call that #3. OK? I can read them more than once.

	Weighted Number of First Ranks¹	Percent of First Ranks	Total Weighted Number of Ranks	Weighted Number That Did Not Rank
Transportation to and	490	41.8%	716	307

from childcare				
Ride in carpool or vanpool	100	8.5%	706	316
Door-to-door pickups	342	29.2%	848	175
Employer-run shuttles	241	20.5%	576	447

¹ Only includes respondents who reported that local or neighborhood transportation services are the most important type of transportation to them in Question 9.

12. Now I'm going to read to you some examples of private transportation services. Please think about which is most important to you and call that #1. Then think of which is next most important to you and call that #2. Finally, think of which is third in importance to you and call that #3. I can read them more than once.

	Weighted Number of First Ranks ¹	Percent of First Ranks	Total Weighted Number of Ranks	Weighted Number That Did Not Rank
Help to buy car	4,007	37.6%	5,440	2,051
Help to pay car insurance	2,334	21.9%	6,588	903
Coupons for gas	2,668	25.0%	5,904	1,586
Money for car maintenance	1,484	13.9%	4,964	2,526
Something else	163	1.5%	900	6,591

¹ Only includes respondents who reported that private transportation services are the most important type of transportation to them in Question 9.

Top 5 "Other" Answers

- Help obtaining a license
- Help paying fines to restore suspended license
- Carpool
- Bus or Train Passes
- Taxi Service or Vouchers

13. Do you have a valid (New Jersey) driver's license?

	Weighted Respondents	Percent
Yes	10,901	47.0%
No	12,274	53.0%
Total	23,176	100.0%
No Answer Provided	1,803	

14. Do you have a suspended license?

	Weighted Respondents	Percent
Yes	3,222	14.4%
No	19,211	85.6%
Total	22,432	100.0%
No Answer Provided	2,547	



For Caseworker Only (Caseworker check)

Does this client have a driver's license or drive here today?
 If yes, ask Question 15.
 If no, go to Interviewer Check at Question 17

If you are not sure, check these:

Question 7: Did this client drive own vehicle or borrow one today?

Question 13: Does this client have a driver's license?

If yes to either question, ask Question 15.

If no, Go to Interviewer Check at Question 17

15. Do you have a vehicle (like a car or truck) that you can use to get to a job or work activity?

	Weighted Respondents	Percent
Yes	5,184	28.2%
No	13,219	71.8%
Total	18,403	100.0%
No Answer Provided	6,576	

16. Why not? (Mark ALL that apply)

	Weighted Respondents ¹	Percent ²
Cannot afford vehicle	8,892	77.0%
No gas money	2,250	19.5%
Vehicle not working	425	3.7%

License suspended	1,738	15.1%
Insurance lapsed	70	0.6%
Insurance coverage denied	58	0.5%
Insurance too expensive	1,509	13.1%
Someone else uses it	190	1.6%
Didn't pass emissions test	299	2.6%
Registration expired	97	0.8%
Other	1,563	13.5%
Total Number of Respondents	11,543	
No Answer Provided	1,676	

¹ Only includes respondents who reported that they do not have a vehicle that they can use to get to a job or work activity in Question 15.

² Percentages total more than 100 percent as respondents were permitted to select more than one reason.

Some respondents provided "Other" Answers that can be included in one of the categories on the Questionnaire including: cannot afford a vehicle and vehicle not working.

Top 5 "Other" Answers

- No license / Do Not Drive
- Do not have a vehicle of their own
- Fear of Driving / Too Nervous to Drive
- Unable to drive for Health Reasons / Vision Problems
- Parking an Issue

17. Did you know that you can own a car and still receive benefits?

	Weighted Respondents	Percent
Yes	12,461	55.7%
No	9,923	44.3%
Total	22,385	100.0%
No Answer Provided	2,594	



For Caseworker Only (Caseworker check):

Does this client use public transportation?

If yes, Ask Question 18

If no, Go to Question 25

If you are not sure, check:

Question 7: Did this client use bus, train, light rail, or a taxi today?

If yes, ask Question 18

If no, Go to Question 25

18. Do you currently use public transportation?

	Weighted Respondents	Percent
Yes	15,437	82.8%
No	3,198	17.2%
Total	18,635	100.0%
No Answer Provided	6,344	

19. Why not? (Mark ALL that apply)

	Weighted Respondents¹	Percent²
No service near my home	339	16.7%
No service near my job/work activity	85	4.2%
No service near my child care	40	2.0%
Too expensive	147	7.3%
Doesn't go where I want or need to go	211	10.4%
Takes too long	391	19.3%
It's too far to walk to a bus or transit stop	99	4.9%
There are too few accessible sidewalks and / or walkways in my community	14	0.7%
There are too many bus stops or transfers between my home, job or work activity site and my child care provider	120	5.9%
It is not accessible because of health limitations	30	1.5%
Other	1,031	50.9%
Total Number of Respondents	2,025	
No Answer Provided	1,173	

¹ Only includes respondents who reported that they do not currently use public transportation in Question 18.

² Percentages total more than 100 percent as respondents were permitted to select more than one reason.

Top 4 "Other" Answers

- Have a car

- Have Access to / Borrow a Car
- Someone Gives Them a Ride
- Is Too Difficult with Children

20. Does the bus/train/shuttle drop you off in front of your job or work activity?

	Weighted Respondents ¹	Percent
Yes	3,403	39.7%
No	5,171	60.3%
Total	8,573	100.0%
No Answer Provided	2,609	

¹ Only includes respondents who reported that they are currently employed in a job or work activity in Question 3.

21. Do you have to walk from the bus/train/shuttle stop to your job or work activity site?

	Weighted Respondents ¹	Percent
Yes	5,223	81.5%
No- The bus/train/shuttle stops in front of my job or work activity site.	1,182	18.5%
Total	6,405	100.0%
No Answer Provided	4,778	

¹ Only includes respondents who reported that they are currently employed in a job or work activity in Question 3.

22. How far do you have to walk from the bus/train/shuttle stop to your job or work activity?

	Weighted Respondents ¹	Percent
1 – 2 Blocks or ¼ mile	3,540	55.2%
3 – 4 Blocks or ½ mile	1,624	25.3%
5 – 6 Blocks or ¾ mile	900	14.0%
More than ¾ mile	350	5.5%
Total	6,414	100.0%
No Answer Provided	4,769	

¹ Only includes respondents who reported that they are currently employed in a job or work activity in Question 3.

Top 4 “Other” Answers

- 7 – 8 blocks or 1 mile
- 9 – 16 blocks or 1 – 2 miles
- Own vehicle
- Varies

23. Is there a public transportation barrier for you to work any specific hours?

	Weighted Respondents	Percent
Yes	6,637	35.2%
No	12,217	64.8%
Total	18,854	100.0%
No Answer Provided	6,125	

24. What are some of your barriers to working specific hours (for example, no child care, no late night bus routes, etc?)

Top 6 Answers

- No Late Night or Early Morning Buses
- Child Care
- Frequency of buses / bus schedule
- Bus Routes – Does not come close to house or drop off near destination
- No transportation where client lives
- No buses on weekends

25. Do you have children living with you who are 12 years old or younger?

	Weighted Respondents	Percent
Yes	17,584	75.2%
No	5,784	24.8%
Total	23,368	100.0%
No Answer Provided	1,611	

26. What types of child care are your children (age 12 and under) in? (Mark ALL that apply)

	Weighted Respondents¹	Percent²

Private home daycare	1,548	9.7%
They stay home alone	624	5.1%
They attend a Head Start program	1,732	10.7%
A caregiver comes to my home	1,392	8.7%
They stay at the home of a relative or friend	2,555	15.7%
They go to a Child Care Center	5,543	32.8%
They go to a before and/ or after school program	2,695	16.5%
Something else	2,525	15.1%
Total Number of Respondents	16,210	
No Answer Provided	1,374	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

² Percentages total more than 100 percent as respondents were permitted to select more than one reason.

Top 5 “Other” Answers

- School
- Stay with Client or Client’s Spouse
- Stays home with caregiver other than Client or Client’s Spouse
- After School Program
- Go to Friend or Relative’s House

27. **How many different buses or trains or shuttles do you need to take to get from home to child care?**

Answers for the number of different buses, trains or shuttles ranged from 1 to 25. We excluded respondents who answered 5 or more buses, trains or shuttles.

	Weighted Respondents¹	Percent
None	4,218	35.1%
One	4,360	36.3%
Two	2,897	24.1%
Three or Four	527	4.4%
Total	12,002	100.0%
Excluded (Answered 5 or more)	477	
No Answer Provided	3,601	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

28. What is your total travel time, including walking, for getting from home to child care?

	Weighted Respondents ¹	Percent
0 minutes	2,041	15.1%
1-10 minutes	2,920	21.6%
11-20 minutes	3,233	23.9%
21-30 minutes	2,472	18.3%
31-40 minutes	657	4.8%
41-50 minutes	1,006	7.4%
51-60 minutes	853	6.3%
61 or more minutes	360	2.7%
Total	13,542	100.0%
No Answer Provided	2,537	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

29. How many different buses or trains or shuttles do you need to take to get from child care your job or work activity?

Answers for the number of different buses, trains or shuttles ranged from 1 to 60. We excluded respondents who answered 5 or more buses, trains or shuttles.

	Weighted Respondents ¹	Percent
None	1,654	25.1%
One	2,940	44.5%
Two	1,586	24.0%
Three or Four	422	6.4%
Total	6,603	100.0%
Excluded (Answered 5 or more)	99	
No Answer Provided	1,202	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25 and who reported that they are currently employed in a job or work activity in Question 3.

30. What is your total travel time, including walking, for getting from child care to your job or work activity?

	Weighted Respondents ¹	Percent
0 minutes	624	9.2%

1-10 minutes	812	11.9%
11-20 minutes	1,149	16.9%
21-30 minutes	1,224	18.0%
31-40 minutes	613	9.0%
41-50 minutes	945	13.9%
51-60 minutes	768	11.3%
61 or more minutes	675	9.9%
Total	6,812	100.0%
No Answer Provided	1,092	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25 and who reported that they are currently employed in a job or work activity in Question 3.

31. Do you have children in different child care settings?

	Weighted Respondents¹	Percent
Yes	3,872	24.0%
No	12,238	76.0%
Total	16,110	100.0%
No Answer Provided	1,473	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

32. Do you have to change your job schedule or work activity schedule during the summer months because your children are not in school?

	Weighted Respondents¹	Percent
Yes	5,291	32.7%
No	10,877	67.3%
Total	16,168	100.0%
No Answer Provided	1,416	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

33. Do your summer arrangements make it harder for you to get to your job or work activity?

	Weighted Respondents¹	Percent
Yes	4,635	50.5%
No	4,543	49.5%
Total	9,178	100.0%
No Answer Provided	8,406	

¹ Only includes respondents who reported that they do having children living with them who are 12 years old or younger in Question 25.

APPENDIX H:
CASEWORKER SURVEY WITH FREQUENCIES
BY CASEWORKER TYPE



OVERCOMING TRANSPORTATION BARRIERS FOR NEW JERSEY'S TANF POPULATION



TANF Caseworker Respondents Report

1. What percent of your clients experience the following transportation barriers when trying to meet their job or work activity requirements? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
No public transportation service nearby	41.2%	25	35.0%	52	37.1%	83
No car insurance	33.7%	19	44.2%	50	44.5%	80
No vehicle/No vehicle in working condition	51.7%	30	57.9%	57	60.6%	86
Suspended driver's license	17.1%	17	25.2%	48	43.5%	90
Public transportation is not accessible (i.e. can not get on/off vehicles easily)	32.3%	22	20.3%	40	22.2%	69
Other	55.0%	4	69.0%	5	37.5%	12

2. Where do you refer those clients needing transportation assistance?

Top 6 Answers

- Welfare Agency / Board – Less frequently mentioned by CWA
- Board of Social Services – Less frequently mentioned by CWA
- To their Caseworker / Case Manager – Not mentioned by CWA
- Provide bus passes or monetary assistance – Only mentioned by CWA
- County Paratransit- e.g. SCAT or MCAT – All Agencies
- NJ Transit – All Agencies

3. What is the size of your current caseload?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
0, I have no caseload	16.1%	5	15.5%	9	20.0%	18
1-50 cases	6.5%	2	6.9%	4	24.4%	22
51-100	16.1%	5	39.7%	23	15.6%	14
101-150	35.5%	11	12.1%	7	13.3%	12
151-200	6.5%	2	12.1%	7	10.0%	9
More than 200 cases	19.4%	6	13.8%	8	16.7%	15
Total	100.0%	31	100.0%	58	100.0%	90
No Answer Provided		1		0		1

4. What percent of your clients need transportation assistance for each of the following activities? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Transportation to their client assessment	48.4%	23	62.3%	44	65.8%	79
Transportation to the location of their job	42.9%	28	60.4%	49	67.1%	79
Transportation to the location of their work activity	52.3%	28	69.9%	53	73.7%	85
Transportation to the location of their childcare	56.0%	28	57.7%	47	63.7%	71

5. What percent of your clients need assistance for each of the following activities? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Travel Training	42.6%	14	53.4%	35	50.8%	61
Training on how to use different modes (bus, train, etc.) of transportation	36.4%	17	38.4%	33	30.8%	68
Training on how to read transit schedules and plan out travel schedule	36.9%	18	37.6%	37	29.9%	71
Education on how to link local and mass transit systems (to figure out travel schedule)	35.9%	19	44.8%	37	31.5%	70
Other types of assistance	53.7%	6	70.0%	6	66.4%	11

6. What percent of your clients use these modes of transportation to get their job or work activities?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Public Transportation	60.9%	32	66.5%	57	78.2%	91
Vehicle	39.1%	32	32.1%	57	21.9%	91

- 6a. What percent of your clients use these modes of public transportation to get their job or work activities? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Bus	60.2%	26	61.0%	50	72.5%	84
Train	18.2%	11	15.6%	18	9.9%	34
Walked	22.1%	22	16.0%	43	14.1%	76
Light Rail	6.4%	8	20.9%	8	5.7%	21
Bicycle	4.5%	6	5.0%	19	5.1%	41
Taxi	30.9%	14	17.7%	32	14.7%	37
Other	32.8%	10	28.9%	14	16.5%	23

6b. What percent of your clients use these modes of transportation to get their job or work activities? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Drove their own car	39.8%	13	40.6%	17	41.3%	12
Borrowed a vehicle	14.9%	9	22.0%	15	9.6%	11
Rode with someone	17.7%	12	20.4%	14	15.8%	9
Got dropped off	22.7%	12	28.0%	15	18.0%	10
Other	50.0%	1	20.0%	1	27.5%	4

7. What percent of your clients experience these as major transportation barriers? (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
No vehicle available	48.8%	30	58.6%	54	58.3%	89
Insufficient transportation allowance for gas and parking fees	34.3%	26	50.0%	43	40.2%	78
Cannot drive	17.9%	23	27.7%	45	33.7%	81
Unreliable vehicle	25.6%	25	32.5%	48	31.0%	80
No vehicle insurance	19.4%	20	33.0%	45	33.6%	80
No public transportation available near home or job and/or work activity	32.7%	26	28.6%	48	28.8%	79
Public transportation is too expensive	27.2%	19	38.5%	30	34.8%	53
Need to make multiple stops (child care, etc.) so public transportation is not convenient	41.3%	29	42.8%	48	38.8%	72
Other	75.0%	2	64.0%	5	10.5%	2

8. In each area, please rank your clients' needs for the following transportation services: public transportation, local or neighborhood transportation, and private vehicle-related transportation with 1 being the most needed and 4 or 5 being the least needed.

	CCR&R	CWA	One Stop
Public Transportation			
Increase bus routes in their area	2.22	2.12	2.16
Establish/enhance a human service transit system in their area (local/county-run transit system)	2.87	2.66	2.96
Additional transportation options available on weekends	3.47	3.55	3.66
Most frequent bus pick-ups that reduce waiting times at bus stops (half hour schedule)	3.13	2.74	3.19
Free bus pass	3.28	3.16	2.93
Local/Neighborhood Transportation			
Transportation to get my child to and from child care	1.28	1.69	1.79
Ride in a carpool or vanpool	2.72	2.47	2.51
Door-to-door pick-ups	3.00	2.83	2.76
Employer-run shuttles	2.69	2.60	2.57
Vehicle-Related Transportation			
Help to buy a car	1.53	1.78	2.42
Help with car insurance	1.87	2.02	2.08
Coupons for gas	2.63	2.57	2.27
Money for car maintenance	2.81	2.86	2.79
Respondents	32	58	91

9. What percent of your clients cannot afford dependable transportation to their job or work activity?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Percent cannot afford dependable transportation to job or work activity	59.1%	32	69.6%	52	72.9%	88

10. What is your estimate of the percentage of your clients who live in neighborhoods served by public transportation routes that reach your office?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
100%	3.1%	1	11.1%	6	2.2%	2
75 – 99%	40.6%	13	42.6%	23	44.0%	40
50 – 74%	34.4%	11	16.7%	9	34.1%	31
25 – 49%	12.5%	4	20.4%	11	12.1%	11
0 – 24%	9.4%	3	9.3%	5	7.7%	7
Total	100.0%	32	100.0%	54	100.0%	91
No Answer Provided		0		4		0

11. Is transportation a barrier for those clients who use family day care childcare services?

	CCR&R		CWA		One Stop	
	Percent	N	Percent	N	Percent	N
Yes	83.9%	26	81.1%	43	88.2%	67
No	16.1%	5	18.9%	10	11.8%	9
Total	100.0%	31	100.0%	53	100.0%	76
No Answer/ Not Applicable		1		5		15

12. Is transportation a barrier for those clients who use center-based childcare services?

	CCR&R		CWA		One Stop	
	Percent	N	Percent	N	Percent	N
Yes	90.3%	28	78.4%	40	89.7%	61
No	9.7%	3	21.6%	11	10.3%	7
Total	100.0%	31	100.0%	51	100.0%	68
No Answer/ Not Applicable		1		7		23

13. When school is closed, what percent of your clients require additional assistance in making childcare arrangements so they are able to attend work or work activity?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Percent requiring additional assistance in making childcare arrangements when school is closed	66.2%	31	59.6%	52	68.7%	82

14. What are the most common transportation barriers clients typically encounter in making childcare arrangements when school is closed? Provide up to three.

Top 5 Answers

- Transportation to child care provider
- Cost of Transportation
- Bus Routes – Does not come close to house or drop off near destination
- Child care is far from home or work
- Frequency of buses / bus schedule

These categories were among the most mentioned for each of the three agencies – CCR&R, CWA and One Stop. One Stop Caseworkers also frequently mentioned that there were no barriers or that the question does not apply.

15. What percent of clients transport their children to childcare in the following ways? Answer percent of your clients for each – **Public Transportation and Car or Vehicle.** (If an alternative is not applicable to your clients, mark it 0)

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Public Transportation						
Local Bus	34.1%	28	34.1%	37	34.7%	66
Public Transit Bus	46.3%	27	42.2%	46	49.0%	68
Train	17.6%	11	9.6%	11	7.8%	21
Walked	21.9%	30	21.9%	45	18.8%	72
Light Rail	6.6%	7	12.0%	7	6.7%	13
Bicycle	5.3%	4	4.6%	11	7.6%	13
Taxi	25.5%	18	18.3%	28	14.6%	40
Other	25.5%	10	26.6%	16	32.7%	11
Car or Other Vehicle						
Drove my own car	29.8%	29	26.9%	52	19.4%	78
Borrowed a vehicle	16.1%	21	18.4%	41	11.0%	66
Rode with someone	24.1%	29	22.4%	47	15.7%	73
Got dropped off	23.7%	29	22.4%	47	22.2%	71
Other	56.3%	4	17.5%	4	77.8%	4

16. Do the majority of your clients have different employment or childcare arrangements during the summer months because their children are out of school?

	CCR&R		CWA		One Stop	
	Percent	N	Percent	N	Percent	N
Yes	87.5%	28	60.0%	33	74.7%	65
No	9.4%	3	10.9%	6	8.0%	7
Don't Know	3.1%	1	29.1%	16	17.2%	15
Total	100.0%	32	100.0%	55	100.0%	87
No Answer Provided		0		3		4

17. What percent of your clients have their driver's licenses suspended for the following reasons?

	CCR&R		CWA		One Stop	
	Mean	N	Mean	N	Mean	N
Tickets	14.5%	8	29.9%	35	35.6%	70
DUI/DWI	16.4%	8	13.7%	26	21.0%	69
Child Support	22.0%	8	7.7%	17	17.6%	54
No insurance	20.1%	9	30.4%	28	30.4%	57
Other	68.3%	3	57.5%	2	35.2%	9