



WHD Transportation Policies & Procedures

Purpose, Policy and Goal

The purpose of WHD's Transportation program is to provide access to transportation for clients who don't have access to a vehicle. WHD partners with OCTA (Orange County Transportation Authority) to provide transportation services so WHD clients have the ability to attend WHD programs, show-up to interviews on time and get to and from work for the first two weeks of employment. It is WHD's intention to qualify and promote the transportation services to WHD clients and maintain accountability of the services provided.

The Chief Program Officer is responsible for ensuring the transportation guidelines are followed and maintained.

Transportation Requirements

- Clients must not have access to transportation services and must live within Orange County.
- Clients must schedule transportation services with WHD before 4:30pm the business day before transportation is needed.
- Clients can only schedule transportation services for four round trips for job related purposes such as: interviews, job fairs, hiring events and/or to get to and from WHD to attend workshops or receive services.
- All drop off and pick up locations for transportation trips must be within Orange County.
- Clients can schedule transportation for the ten days of their job within the radius of Orange County.

Cancellation/Suspension Policy

- Clients must cancel their transportation service before 5pm the business day before transportation is needed.
- If a client fails to show-up at the stipulated time without cancelling the transportation service, he or she will receive a 'Warning' and if this happens a second time the client will be suspended from using transportation through WHD for the next 7 days. Exceptions will be made if there are circumstance beyond the client's control.
- For repeat offenders who failed to show up for the scheduled transportation and whose suspension was lifted after the 7-day ban, he or she will be suspended from using transportation through WHD for the following 14 days. If an individual continues to fail to cancel the scheduled transportation for the third time, he or she will be banned from receiving transportation through WHD for the following 30 days.
- All records of suspensions and appeals will be saved in the Transportation Log.