



W-H-W Transportation Policies & Procedures

Purpose, Policy and Goal

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

The Chief Executive Officer and Operations Assistant are 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 W-H-W 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 W-H-W to attend workshops or receive other services.
- All drop off and pick up locations for transportation trips must be within Orange County.
- Clients can schedule transportation for ten days of transport to and from work, within the radius of Orange County.

Cancellation Policy

- Clients must cancel their transportation service before 5pm the business day before transportation was scheduled.
- If client fails to show-up at the stipulated time without cancelling the transportation service, he or she will be suspended from using transportation through W-H-W for the next seven (7) days. For repeat offenders who fail to show up for scheduled transportation services and whose suspension was lifted after the seven day ban, he or she will be suspended from using transportation through W-H-W for the following 14 days. If an individual continues to fail to cancel scheduled transportation for the third time, he or she will be banned from receiving transportation through W-H-W for the following 30 days.
- All records of suspensions and appeals will be saved in the Transportation Log.