
TRANSIT SUPPORTING WORKING FAMILIES



PARTICIPANT GUIDE

A partnership between Fredericksburg Regional Transit, Fredericksburg Department of Social Services (DSS), and participating agencies and organizations in Spotsylvania and Stafford.

WELCOME AND PROGRAM OVERVIEW





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PARTICIPANT GUIDE

Welcome to the Transit Supporting Working Families (TSWF) Program. This participant guide will provide an overview of the program, the roles and responsibilities of you as a participant, and the role of the transit and partner agencies in program administration. We look forward to being able to offer transit service to you at no cost to you in order to support your employment, training, and/or academic journey.

Fredericksburg Regional Transit (FRED) recognizes the importance of being able to offer transit service to individuals and families to assist them in their needs to either gain and/or maintain employment and/or to receive educational and training resources in order to successfully gain employment. Transit acts as a catalyst for opportunity, and free transit service significantly reduces a barrier to employment and the ability to fulfill basic household needs. FRED, in partnership with neighboring jurisdictions Departments of Social Services and organizations (Sponsors) in the region will provide free FRED transit tickets/passes for work and school trips to program participants.

PROGRAM PURPOSE:

The purpose of the project is to offer free transit passes that assist participants/transit riders in their trip-making options, reducing the impact on limited financial resources, mitigating at least one barrier to employment, and providing reliable transportation. This program will provide participants with no-cost, reliable, transit service in order to enter the workforce, search for employment opportunities, retain their position and/or have access to education (through transit) to allow for career advancement.

PARTICIPANT PROGRAM ELIGIBILITY:

- TANF recipients who receive cash assistance who are in the Virginia Initiative for Education and Work (VIEW) Program, including those sanctioned; or
- TANF recipients who receive cash assistance who are exempt from VIEW; or
- Individuals receiving Diversionary Assistance under the TANF Program; or
- View participants whose cash assistance has ended and who are now in the transitional period, up to 12 months after the end of TANF cash assistance; or
- Individuals with a dependent child whose income is at or below 200% of the poverty level.

Note: The definition of a dependent child per TANF guidance is: child is under the age of 18 years or if 18, but not yet 19, is enrolled and attending a secondary school or vocational/technical school of secondary equivalency and is meeting the enrollment and attendance requirements as determined by the local school board.

How do I enroll in the Transit Supporting Working Families Program

How will you receive your transit Passes:

Customers will be able to pick up their tickets from the participating DSS agency or participating organization (sponsor). Each participant will receive a FRED Transit photo ID badge that must be used with their single trip/fare tickets. Badges will be distributed through the program sponsor or at FRED Central. Participants will be eligible for single trip passes on a monthly basis to meet the needs of their trip patterns. These passes will be color-coded. If passes are needed to transport children to childcare on the parent's way to work or school, the parent would also be provided those passes in order to fulfill their trip-making needs.

Submission of monthly reporting sheets:

As a requirement related to the receipt of the pass and/or tickets participants are responsible for providing information about their daily trip-making. Participants are provided a form for simple reporting which can be turned into their sponsor (DSS or participating agency) in order to receive next month's pass/tickets. Participants can ride any FRED route.

PARTICIPANT REQUIREMENTS WHILE IN THE PROGRAM AND TO USE TRANSIT PASSES:



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- Show photo identification (ID) card each time you board a transit vehicle with the transit pass/ticket.
- Providing a transit ticket (depositing it like cash) for every trip.
- All transit tickets will have an identification number for the participant. Participants need to complete the back of the ticket for each trip, to include: Route, Trip Type, and Destination.
- Submit weekly reporting information trip cards (once a month) to your agency point of contact that provides the following information:
 - **Participant's name/participant ID**
 - **Week:** The first date of the week (Monday) for the trips that week:
 - **Route:** ex. F5
 - **Trip Type:** Home, Work, School/Trade, Daycare, etc.
 - **Destination:** Exact Name of Location, ex. Germanna Community College

ROLLING PARTICIPATION:

On a bi-weekly basis, FRED will open up the program for new participants. DSS or related agency can submit program applicants at any time; however, they will be processed accordingly. New participants would be eligible on a bi-weekly basis based on resources available and the number of active participants in the program.



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QUESTIONS & ANSWERS

1.) Can I participate in the program if I do not have a job, but am looking for work?

Yes, however, transit passes can ONLY be used to go to and from those locations in which you are applying for positions.

2.) Why do I have to report my trips?

FRED is receiving a grant to be able to cover the cost of your trip. The grant has specific reporting requirements that allow it to have data on the program's effectiveness. This is why we need the information.

3.) What if I don't turn in my reporting information at the end of the month?

You will be contacted by program staff to have you submit the information. If cannot submit it in a timely manner you will be ineligible for the program or receiving any further tickets until you provide the information.

4.) How many transit passes can I get per week?

Working with your sponsor you will need to identify the anticipated number of tickets you will need in a month that are eligible for the program. Non-program related tickets cannot be provided.

5.) Can I use a ticket for my child?

Yes, if you are taking a program related trip and need to "drop off" your child during that trip. Then a passes can be provided to the child or children.

6.) What if I need to go to the grocery store?

As a separate trip this is not an eligible use of program passes. However, if it's on your way or at the destination of your work, training, or education trip then you would be able to make that trip.

7.) What do I do if I run out of transit passes?

Please contact your program sponsor. This way we can track ticket distribution.

8.) What if I forget my transit ID when I try to board the bus, but I have my ticket?

You will not be able to board the bus without both the ID and the ticket. Please do not get frustrated with the Operator if you do not have both, as they will be advised that you are unable to ride with the transit pass.

9.) Why do I have to complete information on the back of the ticket as well?

This helps FRED collect additional data and information as required by the grant. We recommend you fill out the information on the back of your ticket BEFORE you get on the bus.

10.) Can I give a ticket to someone who I know would be eligible for the program?

No, they need to go to a sponsor agency in order to participate in the program. Tickets cannot be shared and are only for the person who they have been provided to, and have a unique ID associated with your trip.