

**Connecting to Jobs
By
Connecting to Transit**

Appendix

Volume Two

Appendix C – Key Informant Interview Questionnaire

Employment Counselor Listening Session Questions

1. At what point in the client intake process do you discuss transportation? (e.g. prior to onset of the job search; during the search; when interview set up; after a job offered)
2. Do you consider transportation to be a barrier to employment for persons with disability in New Jersey?
3. What transportation mode would you say is the most frequently used by your clients?
4. What are the most common issues/obstacles your clients seem to face related to transportation to/from job interviews/work?
 - a. Which obstacles are specifically discussed in relation to public transportation?
 - Cost
 - Service hours
 - Reliability
 - Safety
 - Accessibility
 - No service near where live or seek to travel
 - Lack of familiarity with public transportation and how to use it
5. Approximately what percentage of your clients would you say take public transportation on a regular basis?
6. Overall, do you feel public transportation is a viable travel option for the majority of your clients? Why or why not?
7. How familiar are you with the public transportation options available in your service area?
8. How do/did you (and your client) find out about the public transportation options in your area?
 - a. What information sources did you use?
 - b. Did you have difficulty acquiring that information?
 - c. Were you able to understand the information you did locate?
 - d. What type of information about public transportation would be most helpful for you to have to share with your clients?
9. Have you or other staff in your office ever provided travel training and/or transit familiarization to a client? Have you ever referred a client to travel training?
10. The Connect to Transit workshop you will be participating in shortly has been designed to provide you with information and tools to better assist your clients overcome transportation barriers to work. What type of information would be most useful to you in this training course?
 - a. General information about public transportation options?
 - b. Hands-on experience touring buses, rail stations, accessible transit features?
 - c. Trip planning guidance?
 - d. Tips for helping clients to become familiar with how to use public transit?
 - e. Other?

Thank you for your time and participation today.

Appendix D – Key Informant Interview Reports

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
NJ Division of Vocational Rehabilitation Services (DVRS)
Elizabeth office

Date: November 7, 2011

Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed three representatives from the NJ DVRS Elizabeth office and provided background history and context for the interview session. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. had partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session at the DVRS New Brunswick office that was to be attended by several DVRS Elizabeth counselors.

The DVRS Elizabeth office serves residents of Union County.

Clients & Transportation

Interviewees reported that the topic of transportation is discussed at the initial meeting with prospective clients. Transportation was described as a pivotal factor in determining the viability of employment opportunities for clients. During the first meeting evaluation, prospective clients are asked about the transportation modes they utilize, mode preference, and the distance they are willing to travel for employment. Counselors strive to inform clients of the transportation options available to them. A more detailed discussion on transportation generally occurs after a potential client's eligibility for DVRS services is determined, which can take up to sixty days.

The majority of clients seeking services at the DVRS Elizabeth office utilize NJ Transit buses, though some use rail, Access Link, county paratransit, and/or a motor vehicle. Interviewees reported that public transportation is a viable option for many of their clients, due primarily to the urban nature of their service area. However, some clients do not have the requisite skills to utilize public transportation, while others are simply unfamiliar with how to use public transit. Additionally, some are concerned about their personal safety in using transit, especially during evening hours. Other issues mentioned by clients as obstacles to using transit include service hours, reliability, and accessibility.

Interviewees reported that DVRS staff is somewhat familiar with the transportation options available in their service area but staff does have difficulty keeping up with the most current service information and schedules. Their main source for public transit information is the NJ Transit website

and Google maps. Interviewees reported they do not have contacts with their local Transportation Management Association (TMA).

DVRS aides previously offered travel training to clients in need of such support but they no longer due so as such work is labor intensive and raises liability concerns.

Local Transportation Issues

Interviewees reported it was difficult for many clients to reach the Arc facility in Springfield as they are required to cross the high speed travel lanes of the Route 22 highway. They also noted that generally, Union County is highly congested, which poses various travel difficulties.

Connect to Transit

The interviewees requested that the Connect to Transit training teach participants how to plan bus trips using the NJ Transit website for both trips within and beyond the city of Elizabeth. Discussion of how staff can best keep up with the most current public transportation service information would also be beneficial. Current transit schedule and route information is also needed by the office.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
NJ Division of Vocational Rehabilitation Services (DVRS)
New Brunswick office

Date: November 9, 2011

Location: Written response, in lieu of interview

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

Due to scheduling conflicts, a telephone interview was not performed with DVRS New Brunswick staff. Instead DVRS New Brunswick staff collaborated to prepare a written response to the study team's interview questionnaire. What follows is a summarized version of their responses.

This effort was conducted in preparation for a Connect to Transit training session to be convened at the DVRS New Brunswick office, located in the city of New Brunswick. The DVRS New Brunswick office serves residents of Middlesex County.

Clients & Transportation

Interviewees reported that the topic of transportation is discussed prior to the onset of the job search at the first meeting and they recognized that transportation is a barrier to employment for persons with disabilities in New Jersey. Many individuals with disabilities are not able to operate a motor vehicle and are dependent on family/friends or on public transit for transportation. If public transit is not available, as is the case in many New Jersey communities, these persons cannot work.

Many clients rely on parents, other family members, and/or friends to meet their transportation needs. Very few have access to a motor vehicle. Some utilize public transit and Access Link.

Regarding transportation when seeking employment, the most common issue clients faced was their need to depend on others for transportation. Other issues raised include those related to using motor vehicles, for example suspended licenses, lack of vehicle insurance, inability to drive, and lack of funding to purchase a car.

With regard to public transportation, clients cited obstacles such as cost, limited service hours, reliability issues, accessibility issues, lack of service where they live or seek to travel, and lack of familiarity with public transit. Many clients explain that bus stops are located too far from their origin or destination. Access Link is not an option for many because their origin/destination is beyond the service boundary. Counselors reported that approximately 20 to 50 percent of clients utilize public transit on a regular basis. It was reported that public transit is not a viable option for the majority of clients because most live in areas with limited transit service and most employment destinations are also located in areas without such service. Clients frequently report on the deficiency of available public transit in the county.

Interviewees reported that familiarity with transit options varies among staff. Main sources for information include the NJ Transit website and other internet sources. The County one-stop career

center has bus schedules and free shuttle information available but such services are limited. Some counselors rely on external job coaches to provide clients with transportation information. Counselors also reported on the need to reach NJT personnel when they seek expanded information not made available or clear on the NJT website.

Most counselors have not had experience providing transit familiarization or training.

Local Transportation Issues

Interviewees reported that transportation options are limited in their county, especially in the municipalities of Monroe, Jamesburg, Spotswood, and Old Bridge in Middlesex County and Franklin Township in Somerset County, which borders Middlesex.

Connect to Transit

The interviewees requested that the Connect to Transit training provide general information on public transportation options; hands on experience touring buses and using accessible transit features; trip planning guidance; tips for helping clients become familiar with how to use public transit; and information on available transit discounts for persons with disabilities and existing transit routes that service area employment nodes. With regard to trip planning, it is difficult for counselors to determine the streets with bus stops that are closest to a client's residence. Often clients are not familiar with the neighborhood surrounding their home and counselors do not conduct field visits to client residences.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
NJ Division of Vocational Rehabilitation Services (DVRS)
Bridgeton office

Date: May 14, 2012

Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed three representatives from the NJ DVRS Bridgeton office and provided background history and context for the interview session. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session at the DVRS Bridgeton office, located in the city of Bridgeton, Cumberland County.

The DVRS Bridgeton office serves residents of Cumberland and Salem counties, which are primarily rural counties, with some regional centers.

Clients & Transportation

Interviewees reported that the topic of transportation is discussed prior to or at a first meeting with clients. Transportation is consistently a problem and barrier for clients; many have difficulty arranging transportation to/from the DVRS office, training/education opportunities, and jobs. As one interviewee explained, "Transportation obstacles are more of a barrier to employment than a client's disability."

Transportation options used by clients include: NJ Transit buses, driving a motor vehicle, and as a passenger of a motor vehicle driven by a family member or friend. Few utilize Access Link or county paratransit. Regarding the latter option, the service hours are typically too limited to meet the employment travel needs of clients.

Regarding public transportation, clients cite an overall lack of services in these primarily rural areas as the prevailing obstacle. Limited service hours and frequency are other prevalent problems. That said, interviewees opined that public transportation could be a viable option for the majority of their clients if these services existed. As one interviewee explained, clients are "able and willing" to use public transit.

Interviewees reported that DVRS staff is familiar with the transportation options available in their service area. Their main source for public transit information is the NJ Transit phone hotline. External job coaches will provide some transit familiarization/training if needed, but interviewees emphasized that typically service familiarity is not the problem facing clients – lack of service is the obstacle.

Local Transportation Issues

Interviewees reported it was difficult for clients to access the Easter Seals site in Millville, located about 20-25 minutes from the DVRS Bridgeton office. There are some Easter Seals vans that can help transport clients but typically parents/guardians are needed to provide transportation to/from this site. Difficulties accessing the Cumberland Vocational-Technical (Vo-Tech) school and the Salem Vo-Tech were also mentioned, as was accessing Cumberland County College in Vineland and the Arc of Salem.

Connect to Transit

The interviewees requested that the Connect to Transit training help participants brainstorm new transportation options for clients.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session: NJ Division of Vocational Rehabilitation Services (DVRS) – Camden, Thorofare & Westhampton offices

Date: June 14, 2012

Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed five representatives from the NJ DVRS representing three DVRS offices: Camden, Thorofare and Westhampton. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session in Camden for counselors from the Camden, Thorofare and Westhampton DVRS offices.

The DVRS Camden office serves residents of Camden County. The DVRS Thorofare office serves residents of Gloucester County and the DVRS Westhampton office serves residents of Burlington County.

Clients & Transportation

Interviewees from all three offices reported that the topic of transportation is discussed prior to or at a first meeting/orientation with clients. All noted that transportation is a barrier to employment for clients. Transportation options used by clients of the Thorofare and Westhampton office include: driving a motor vehicle; passenger of a motor vehicle driven by a family member or friend; NJ Transit buses and Access Link; and county paratransit (BurLink). Clients of the urban-based Camden DVRS office primarily utilize NJ Transit public transportation (bus and light rail); Access Link; and county services (Sen-Han).

Clients of the Thorofare and Westhampton office cited transportation obstacles related to a lack of east-west public transit options, limited service hours, and the frequent need for transfer trips. Transfer trips pose difficulties as they impose time, monetary, and convenience costs. Interviewees also explained that using public transit can be an emotional and anxiety inducing experience for some clients. Fears stem from discomfort or inexperience in paying fare and determining routes and can deter system use. Clients of the Camden office cited the lack of east-west travel options as public

transportation obstacles. Interviewees also noted that public transit options were especially limited in the lower part of Camden County. Despite these obstacles, interviewees agreed that when public transportation is available, it is a viable travel option for many of their clients.

Interviewees reported that DVRS staff is generally familiar with the transportation options available in their respective service areas. The Thorofare and Westhampton office typically secure transportation information and literature from their local Transportation Management Association (Cross County Connection), as well as from word of mouth. The Camden office interviewee explained that he and one of his counselors have provided some travel training to clients. The Thorofare and Westhampton interviewee reported that external job coaches will provide such training if needed.

Local Transportation Issues

Counselors reported that clients seeking employment at the Pureland Industrial complex in Gloucester County have difficulty securing transportation for the second and third shifts. The Pureland Shuttle that operates with funding support from the county by Cross County Connection has helped to meet that demand, but accessing the site remains a problem for some clients. The Camden interviewee explained that clients sometimes can reach more employment opportunities in Philadelphia through travel upon PATCO (and made accessible by SEPTA and the RiverLine) than can be reached in New Jersey.

Connect to Transit

The interviewees requested that the Connect to Transit training provide information on how to best utilize the NJ Transit website trip planning tool as it can sometimes be confusing. A discussion on accessible trip planning tools available on phone apps would also be useful.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
Bridges to Employment

Date: July 19, 2012 Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed two representatives from Bridges to Employment and provided background history and context for the interview session. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. had partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session at Bridges to Employment, located in Raritan.

Bridges to Employment is a non-profit division of Alternatives, Inc. Alternatives assists New Jerseyans with a variety of special needs by providing residential housing and other support services. Bridges to Employment is focused on offering career services including career assessment, exploration, job placement, and on-the-job training. They offer supportive employment services and a transition program for students in high school.

Bridges to Employment operates two main employment programs and the study team interviewed a representative from each program. One program is focused on providing services to persons with physical, cognitive, emotional, and other disabilities. The second program is a Career Development Center (CDC) that assists persons who are deaf or hard of hearing. Bridges to Employment does not work with persons who are visually impaired. The agency is a NJ Division of Vocational Rehabilitation Services (DVRS) approved vendor.

The majority of Bridges to Employment clients reside in central New Jersey, primarily Hunterdon, Somerset and Middlesex counties. CDC clients also reside in Mercer, Monmouth and Ocean counties.

Clients & Transportation

The interviewees explained that Bridges to Employment provides transportation for clients to their offices during the pre-job placement phase. Typically the agency meets these transportation needs using agency or staff vehicles. The topic of transportation is discussed with clients during their job search and detailed options are determined prior to any job interviews. Discussion typically includes whether or not the client is willing and/or able to walk to transit stops.

The interviewees explained that transportation is the largest barrier to employment for the persons with disabilities who they support. They noted that often the “perfect” job opportunity for a given client may not be pursued due to transportation obstacles. Transportation options used by clients include: driving a motor vehicle; passenger in a motor vehicle; walking; and public transportation. The CDC program representative reported that many of their clients utilize county paratransit including Ocean Ride (Ocean County) and the Link (Hunterdon County) and that overall, about half of CDC clients rely on public transportation.

In discussing the viability of public transportation for clients, the interviewees explained that many clients do not reside in areas with accessible transit options. They added that the Bridges to Employment office location in Raritan is beyond the three-quarter mile radius required for Access Link service eligibility.

Regarding public transportation, clients frequently cite reliability concerns and limited service hours as obstacles. Limited service on weekends and during off-peak hours greatly impacts clients seeking to work in the retail sector and in jobs that require shift work, such as warehouse work in facilities owned by local large employers including UPS and FedEx. Public transportation is not available for clients to begin work shifts that may commence at 4:00 or 5:00am.

Interviewees reported that most counselors are familiar with area public transit options. Transportation information sources used by staff and clients include Google maps and information available in a resource center located in their office, which offers print transit schedules and information on some other local transportation services. Staff will also do some transit familiarization/training with clients when needed.

Local Transportation Issues

Determining travel options in many of the suburban counties where their clients reside and/or seek to work, such as Somerset and Hunterdon, is difficult. Although Middlesex County has a variety of county shuttles, they do not serve the entire county. It was noted that clients in Ocean and Monmouth counties seem to have less difficulty securing transportation compared to their peers residing in other counties served by Bridges to Employment.

Connect to Transit

The interviewees requested that the Connect to Transit training include guidance on trip planning.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
Jewish Vocational Service of MetroWest New Jersey (JVS)

Date: September 10, 2012

Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed one representative from JVS and provided background history and context for the interview session. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. had partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session at Jewish Vocational Service of MetroWest New Jersey (JVS), located in East Orange.

JVS is a nonprofit, nonsectarian human services and health organization providing diverse programs and services to persons throughout New Jersey who range in age from young adulthood through senior years. The agency's vocational services include but are not limited to vocational evaluation, counseling, and placement. JVS is a NJ Division of Vocational Rehabilitation Services (DVRS) approved vendor and receives the majority of its client referrals from DVRS, with some referrals from school systems.

The majority of JVS clients reside in Essex County. JVS also serves some clients in Hudson and Passaic counties and through a grant for the hearing impaired service clients in Morris, Warren, and Sussex counties. The organization also facilitates job clubs at various DVRS offices in the state. JVS offices are located along a NJ Transit (NJT) bus route. The Brick Church rail station is approximately a half mile from the facility.

Clients & Transportation

The interviewee explained that the topic of transportation is discussed with clients during their first meeting at JVS. Counselors typically inquire as to the mode(s) of transportation the client currently uses. Transportation is also an important factor in determining the job search radius for each client.

Transportation can be an obstacle for JVS clients with disabilities seeking employment. Their clients utilize a variety of transportation modes including: passenger of vehicle driven by family member;

bus; rail; and Access Link. Very few clients drive. Many of those who do utilize public transit have limited knowledge of the overall system, as their knowledge base is limited to the specific route(s) on which they travel. Overall, the interviewee reported that slightly less than half of their clients utilize public transit regularly. She added however that public transportation is a viable option for many clients.

Sometimes JVS job coaches provide some basic travel training and route planning to clients. JVS also partners with NJTIP, Inc. for travel training support.

Prevalent obstacles clients cite related to public transportation include cost, fear associated with personal safety concerns and fear of the “unknown” if the client is not familiar with public transit. It was noted that parents of many clients are fearful of their adult children utilizing public transit. Public transit transfers were cited as obstacles as well, with clients concerned about safety issues involved with waiting for a transfer and how to handle a missed transfer connection.

Transportation information sources used by staff, clients, and family members include the NJT website. The interviewee described less than half of the JVS counselors as familiar with public transportation options in their catchment area.

Local Transportation Issues

Determining travel options from the Essex County region to job opportunities in the Secaucus area was mentioned as difficult. It was noted that many job sources exist in the greater Secaucus and Meadowlands area. This job market is anticipated to grow when the American Dreams retail and entertainment complex in East Rutherford opens in the future. Mr. Hoffman reported that the NJT #78 bus currently serves Newark to Secaucus and may be an option for clients.

The interviewee also mentioned the following as important job site destinations for their clients: Route 10 in Hanover; Bloomfield; the Caldwells; and the Willowbrook Mall in Wayne.

Connect to Transit

The interviewee requested that the Connect to Transit training include guidance on how to read and understand public transit schedules and how to effectively plan public transit trips. She added that the planned bus demonstration should provide useful hands-on information for JVS participants, which they can share with clients.

MEETING REPORT

Meeting Description: DDS/MIG Study Interview Session: The Arc of New Jersey

Date: September 25, 2012

Location: Conference Call

Staff participants: Stephanie DiPetrillo and Andrea Lubin: VTC
Louis Hoffman: NJ TIP, Inc.

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed three representatives from The Arc of New Jersey's Project HIRE program and provided background history and context for the interview session. Ms. Lubin explained that the Alan M. Voorhees Transportation Center (VTC) and NJTIP, Inc. partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session for Project HIRE staff at the Arc facility located in North Brunswick.

The Arc of New Jersey is a nonprofit advocacy organization for persons with intellectual and developmental disabilities. Arc is a national, grass-root driven organization that was founded over sixty years ago by a group of parents who had children coping with intellectual and developmental disabilities. As the central office in the state, The Arc of New Jersey leads efforts related to public relations, government affairs, and other advocacy work. Arc has local affiliate chapters in each of New Jersey's 21 counties.

Project HIRE is the largest direct service program offered through the central Arc office. Project HIRE is focused on helping persons with intellectual and developmental disabilities in their search for employment. Project HIRE staff work from three branch offices and serve 500-600 clients per month in 16 counties. Counties not served are Burlington, Cumberland, Camden, Gloucester and Salem.

Project HIRE job developers conduct assessments and work with clients at their home residence. After the initial intake meeting where client skills and interests are discussed, the job developer assists the client in their job search and in skill refinement, if needed. The job developer may take clients to interviews and sometimes participates in the interview session. Once employment is secured, the job developer's role is reduced and a job coach initiates a relationship with the client. The coach attends work with the client to help ease the transition into the job environment. Both the job developer and coach strive to help the client achieve independence in a supportive environment.

Clients & Transportation

The interviewees explained that the topic of transportation is discussed with clients by the job developer and all agreed that lack of transportation is a barrier to employment for persons with disabilities. As one interviewee stated, "If they can't get there, they can't do the job."

Modes of transportation used by clients vary based on their county of residence. For example, many Somerset County clients use NJ Transit and county buses as do many clients in Mercer and Morris counties. Those in Sussex County often rely on Sussex County transportation, which has a limited schedule. It was noted that train travel has become more of an option in less dense areas of the state through the Morristown and Montclair-Boonton lines. Both the Mount Arlington and Hackettstown stations were mentioned. Often parents/guardians drive clients, both in rural locales where other transportation options do not exist and also in urban areas. In many cases clients drive themselves. Some clients also use Access Link to access employment.

Clients' use of public transportation is frequently limited by limited service hours as well as parental concerns. Often parents distrust public transit for use by their adult children. They worry not only about their adult children utilizing the system, but also about environmental issues associated with transit usage like street crossing safety. One interviewee explained that a client's parents arranged for him to take a bus route that was one hour longer than another option because they wanted to avoid their adult child crossing the street to access the shorter route. Interviewees reported cost was not usually a barrier to transit use, especially due to the NJ Transit discount for persons with disabilities.

Interviewees agreed that when available, public transit is a viable option for most clients and Project HIRE staff encourage public transit usage as one means to achieve independence. They estimated that when available, about 70 percent of clients will generally opt to take public transit while 30 percent are not interested.

Project HIRE staff are typically very familiar with public transportation options and many provide travel training to clients when needed. Transportation information sources used by staff include a variety of internet resources including the NJ Transit site and county websites. Staff members also learn about transportation options from one another. Interviewees were not familiar with Transportation Management Associations as a source of transportation information and/or services.

Connect to Transit

The interviewees requested that the Connect to Transit training include more detailed information on the necessary identification needed to utilize the NJ Transit discount for persons with disabilities.

Meeting Report

Meeting Description: DDS/MIG Study Interview Session
Samost Jewish Family & Children's Services of Southern
New Jersey

Date: October 16, 2012

Location: Conference Call

Staff participants: Louis Hoffman: NJ TIP, Inc.
Stephanie DiPetrillo: VTC

Prepared by: Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey

Introduction

The study team welcomed one representative from Samost and provided background history and context for the interview session. Mr. Hoffman explained that NJTIP, Inc. and the Alan M. Voorhees Transportation Center partnered to design and pilot a public transportation information training program for employment counselors/job coaches who work directly with people with disabilities seeking employment. The purpose of the training was to better inform counselors/coaches so that they might assist people with disabilities overcome transportation barriers to employment opportunities. The pilot initiative is called Connect to Transit and is funded through a federal Medicaid Infrastructure Grant. This interview was conducted in preparation for convening a Connect to Transit training session at Samost Jewish Family & Children's Services of Southern New Jersey. Samost is an agency of the Jewish Federation of Southern New Jersey, located in Cherry Hill.

Samost is a nonprofit social services agency that serves South Jersey residents of all ages, faiths, and economic backgrounds. The agency's vocational services include but are not limited to vocational assessments, counseling, job sampling, job coaching and placement. Samost is a NJ Division of Vocational Rehabilitation Services (DVRS) approved vendor and receives the majority of their client referrals from DVRS, with some referrals from school systems. The agency also provides vocational services on a fee-for-service basis. The majority of Samost clients reside in Burlington and Camden counties. They also serve some clients in Gloucester County. Samost offices are located along the NJ Transit (NJT) 451 bus route. That bus route connects riders to the Haddonfield station on the PATCO line, approximately four miles from the facility.

Clients & Transportation

The interviewee explained that the topic of transportation is discussed with clients during their first meeting at Samost. Counselors typically inquire as to the mode(s) of transportation

the client currently uses. Transportation is also an important factor in determining the job search radius for each client.

Transportation can be an obstacle for Samost clients with disabilities seeking employment. Their clients utilize a variety of transportation modes, Access Link predominantly. Other modes cited include: passenger of vehicle driven by family member, bus, and county transportation. Overall, the interviewee reported that up to half of their clients utilize public transit regularly. Of all of the Samost clientele, about 35% utilize Access Link, 10% county transportation, and 5% NJ Transit buses. The interviewee added that public transportation is not a viable option for many clients due to lack of availability.

Samost job coaches provide some basic travel training and route planning to clients.

According to the interviewee, the most prevalent obstacles faced by clients were their inability to qualify for Access Link services and a general lack of public transportation in some parts of their service area. Additionally the issue of the Access Link's pick up window was deemed problematic for some clients whose parents are fearful of the extended time in which their adult children may be unsupervised.

Staff typically utilizes the NJT website for transportation information. The interviewee described the Samost counselors as somewhat familiar with public transportation options in their catchment area, though newer personnel tend to be less knowledgeable in this regard.

Local Transportation Issues

The interviewee stated that the most pressing concern to their clientele is a lack of public transportation. Many clients do not live in close proximity to existing transit options. An additional area of concern is transportation for clients who have been denied Access Link services. Local job site destinations were not discussed.

Connect to Transit

The interviewee requested that the Connect to Transit training include guidance on how to effectively plan public transit trips and how to help clients to become more familiar with public transit options. The Samost representative added that the planned bus demonstration should provide useful hands-on information for Samost staff participants, which they can share with clients. Additionally Samost is interested in receiving instruction on conducting travel training in house. Mr. Hoffman explained that this current four-hour course would provide some tips on travel training, but a longer more in-depth course may be warranted.

Appendix E

Informed Consent

Pre-Survey

Post-Survey

INFORMED CONSENT FOR PRE/POST SURVEY

About the Study

Thank you for participating in today's training session. Before the session begins, we would like you to take this pre-session survey that seeks to learn more about your experiences with and knowledge of public transportation, as well as the work-related transportation needs of the clients you serve. At the conclusion of today's training session we will ask you take a post-session survey that will ask for your opinion of today's training and assess what you learned from the session.

Your insights will help the research team better understand the work-related transportation obstacles your clients face, as well as how this training session can better meet your needs. .

Each survey should take you approximately 15 minutes to complete. Your participation in the survey is completely voluntary and there are no risks to participation. You may skip any questions you are not comfortable answering and, if at any time during the survey you wish to stop participating, you are free to exit the survey with no penalty to you. This research is confidential. Confidential means that the research records will include some information about you. However, the research team and the Institutional Review Board at Rutgers University are the only parties that will be allowed to see the data, except as may be required by law. If a report of this study is published, or the results presented at a professional conference, only group results will be stated.

Study Contacts

If you have questions at any time about the research or the procedures described above, or if you need assistance completing the survey, you may contact the study's principal investigator:

Andrea Lubin
Senior Research Specialist
Alan M. Voorhees Transportation Center
Rutgers, The State University of New Jersey
33 Livingston Avenue, New Brunswick, New Jersey 08901
Tel: 848-932-2861
Email: annlubin@rci.rutgers.edu

If you have any questions about your rights as a participant in this study, you may contact:

Rutgers University Institutional Review Board for the Protection of Human Subjects
Office of Research and Sponsored Programs
3 Rutgers Plaza, New Brunswick, NJ 08901-8559
Tel: 848-932-0150
Email: humansubjects@orsp.rutgers.edu

Yes, I consent to take this survey. If so, please sign here:

Signature:

Date:

Pre-Session Survey

Thank you for being a participant in today's training session. Before we begin, please take a few moments to answer the questions below. Remember, your responses are confidential.

Your First Name & Last Name initial: _____ *(Example: Jessica K.)*

Organization Name: _____

These first few questions will help us understand your thoughts on transportation and work.

1. **How important is transportation in your clients' ability to find and maintain a job?**

- Very important
- Somewhat important
- Not very important
- Not at all important

2. **When, if ever, do you typically discuss transportation with your clients?** *(Check all that apply)*

- During the initial screening/intake process
 - During the job search process
 - When client arranges job interviews
 - After a job has been offered
 - Other (Please explain) _____
-

We don't typically discuss transportation

3. **Do you think the majority of your clients use public transit for at least some of their travel?**

- Yes
- No

4. **How knowledgeable do you think the majority of your clients are about public transit in New Jersey?**

- Very knowledgeable
- Somewhat knowledgeable
- Not very knowledgeable
- Not at all knowledgeable

5. **If a client asked you for information on public transit in NJ, what sources would you likely suggest they access?** *(Check all you might suggest)*

- Ask a family member or friend
- Ask a potential employer
- NJ TRANSIT website
- NJ TRANSIT phone
- Contact the county where client resides
- Contact the municipality where client resides
- NJ Find a Ride website
- NJ 211
- Local library
- Go to train station or bus stop directly for information
- Materials/information available at our office
- Contact local Transportation Management Association (TMA)
- Other (Please explain) _____

6. **Do you think public transit is a realistic/feasible travel option for the majority of your clients (if it is available in their area/region)?**

- Yes
- No
- Don't know

7. **If you selected NO or DONT KNOW to Question 6 above, please briefly explain why you feel this way:**

8. **Is accessible public transit service for persons with disabilities usually available for your clients to get to/from work?**

- Yes
- No

9. **When accessible public transit is available, what obstacles do your clients face in using the service to get to/from work?** *(Check all that apply)*

- My clients have difficulty getting to the bus stop or train station without help
- My clients have difficulty getting on/off trains or buses
- It is not available when they need it
- It requires too many transfers to make the work trip
- The cost is too high
- My clients don't know how to safely board/disembark from the train/bus
- My clients don't know where or how to find transportation information
- My clients don't understand how to read schedules
- Their parents/guardians are opposed to their use of public transit
- My clients have a language barrier as they do not speak English well or at all
- The service is not reliable
- My clients are concerned about crime
- My clients are concerned about finding a seat onboard
- My clients are concerned with driver helpfulness/friendliness
- Accessible public transportation is not available near their home and/or work location
- Other reason *(Please specify)*: _____

10. **Of the obstacles listed above, what are the top three most significant your clients face in using public transit?**

1. _____
2. _____
3. _____

This section will ask you questions about your knowledge and use of public transit in New Jersey.

11. Please check from the list below which travel modes YOU frequently use to get around in a typical week. (Check all that apply)

- Bus
- Train
- Hudson-Bergen Light Rail, Newark Subway or River Line
- NJ TRANSIT Access Link
- Taxi
- Car/van/bus operated by county, municipality or non-profit agency
- Carpool/Vanpool
- Personal auto, with you as the driver
- Personal auto, with you as the passenger
- Bicycle
- Walk
- Other (Please specify): _____

12. If you currently use public transit, how often do you do so?

- Five to seven days a week
- One to four times a week
- Several times a month
- A few times a year

13. If you don't currently use public transit, have you ever used it in the past?

- Yes → If YES, how long ago did you use it? (e.g. last week, 2 years ago): _____
- No

14. How familiar are you with the public transit options in the region where your DVR office is located?

- Very familiar
- Somewhat familiar
- Not very familiar
- Not at all familiar

15. Have you heard of travel training before today?

- Yes
- No

16. Have you ever referred one of your clients to a travel training program, such as NJTIP?

- Yes
- No

17. What do you know about public transit in New Jersey? Please answer the questions below to the best of your ability:

	Yes	No	Don't Know
a. Can you read a bus or train schedule?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Can you plan a public transit trip using schedules and route maps?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Does NJ TRANSIT offer reduced fare tickets for people with disabilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Do you know where to purchase public transit tickets?	<input type="radio"/>	<input type="radio"/>	n/a
e. Is there a difference between daytime transit frequency versus evening and weekend frequency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Are NJ TRANSIT vehicle operators required to announce <u>ALL</u> stops?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Is there priority seating on all NJ TRANSIT vehicles for people with disabilities and older adults?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Are service animals allowed onboard public transit vehicles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. If you need to ride with a Personal Care Attendant or guide on a NJ TRANSIT vehicle, does that person have to pay for his/her seat?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Do you know how to request a stop onboard a bus?	<input type="radio"/>	<input type="radio"/>	n/a
k. Do you need the exact fare if you want to purchase a bus ticket once onboard the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Are all NJ TRANSIT buses lift equipped?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Can NJ TRANSIT's Access Link service take people to/from work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Can anyone with a disability call NJ TRANSIT and get a ride on Access Link?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Can county paratransit vehicles take people to/from work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Can you call 211 in NJ for transportation information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Can NJ's Transportation Management Associations help your clients with transportation information/questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

These last few questions will give us some basic information about you and your expectations for today's training session.

18. Approximately how long have you been working as an employment counselor or manager?

- _____ Years and b. _____ Months (*For example, 1 year and 3 months*)

19. What are you most interested in learning in today's training session? (*Check all that apply*)

- General information about public transit in NJ
 - General information about travel training in NJ
 - How to help clients determine what resources offer public transit information (*for example, NJ TRANSIT website/phone numbers*)
 - How to help clients plan a public transit trip (*for example, how to find trip schedules and how to understand them*)
 - How to help clients understand public transit fares
 - How to help clients understand how to safely board/disembark from bus/train
 - Information on ADA rights and protections related to using public transit
 - Information on how clients can advocate for their transportation needs
 - Other (*please specify*): _____
-

20. Are you:

- Male
- Female

21. Approximately how old are you? (*Check only one*)

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

22. What is the highest level of school you have completed? (*Check only one*)

- Less than high school graduate
- High school graduate/GED
- Trade or technical school
- Some college
- Two-year college degree
- Four-year college degree
- Graduate work, but no advanced degree
- Graduate degree (Masters, PhD, Lawyer, Medical doctor)

23. **Which one of the following best describes you?** (*Check only one*)

- White (not Hispanic)
- Black (not Hispanic)
- White Hispanic
- Black Hispanic
- Asian
- Native American
- Two or more races
- Other (*Please specify*): _____

Thank you!

Class will begin in a few moments.

Post-Session Survey

Thank you for being a participant in today's training session. We want to know your thoughts about the session and how it can be improved for future audiences. Please take a few moments to answer the questions below. Remember, your responses are confidential.

These first few questions will help us understand your thoughts on today's session.

1. **Overall, how would you rate today's training session?**
 - Excellent
 - Good
 - Fair
 - Poor

2. **How would you rate the information shared with you today?**
 - Very helpful/relevant
 - Somewhat helpful/relevant
 - Not very helpful/relevant
 - Not at all helpful/relevant

3. **Will you share the information presented today with your clients?**
 - Yes
 - Maybe
 - No

4. **The time frame (duration) of today's training session was:**
 - Too Short
 - Just Right
 - Too Long

5. **Do you agree or disagree with this statement:**
"Today's presenters were clear, organized and communicated effectively."
 - Strongly agree
 - Agree
 - Disagree
 - Strongly Disagree

6. Please rate your satisfaction with the information shared on each of the topic areas discussed today using the scale below:

	Excellent	Good	Fair	Poor
NJ public transit system overview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to Ride/Take Public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to Plan your public transit trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ADA Rights on public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus Demonstration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocacy Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel Training overview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. What topics discussed today did you find MOST informative? (check all that apply)

- NJ public transit overview
- How to ride/take public transit
- How to plan public transit trips
- ADA rights on public transit
- Bus demonstration
- Advocacy skills
- Travel Training overview

8. How would you rate the transportation technology information shared today (e.g., how to use an iPhone app, Mybus, Google maps, etc.)?

- Very helpful/relevant
- Somewhat helpful/relevant
- Not very helpful/relevant
- Not at all helpful/relevant

9. Do you agree or disagree with this statement:

“The information presented on transportation technology was clear and easy to understand.”

- Strongly agree
- Agree
- Disagree
- Strongly disagree

10. Was there any transportation topic that was not discussed today that you had hoped would be covered? (please explain)

This section will help us understand better what you learned today as well as your perceptions of public transit use for your clients. Please note some of the questions were asked of you earlier today. We want to see if your opinions or thoughts have changed.

11. If a client asked you for information on public transit in NJ, what sources would you likely suggest they access? (Check all you might suggest)

- Ask a family member or friend
 - Ask a potential employer
 - NJ Transit website
 - NJ Transit phone
 - Contact the county where client resides
 - Contact the municipality where client resides
 - NJ Find a Ride website
 - NJ 211
 - Local library
 - Go to train station or bus stop directly for information
 - Materials/information available at our office
 - Contact local Transportation Management Association (TMA)
 - Other (Please specify): _____
-

12. Do you think public transit is a realistic/feasible travel option for the majority of your clients (if it is available in their area/region)?

- Yes
- No
- Don't know

13. Has your opinion on whether or not public transit is a realistic/feasible travel option for the majority of your clients (if available in their area) changed at all because of what you learned in class today?

- Yes → If YES, please explain why? _____
- No

14. What do you know about public transit in New Jersey? Please answer the questions below to the best of your ability:

	Yes	No	Don't Know
a. Can you read a bus or train schedule?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Can you plan a public transit trip using schedules and route maps?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Does NJ TRANSIT offer reduced fare tickets for people with disabilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Do you know where to purchase public transit tickets?	<input type="radio"/>	<input type="radio"/>	n/a
e. Is there a difference between daytime transit frequency versus evening and weekend frequency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Are NJ TRANSIT vehicle operators required to announce <u>ALL</u> stops?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Is there priority seating on all NJ TRANSIT vehicles for people with disabilities and older adults?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Are service animals allowed onboard public transit vehicles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. If you need to ride with a Personal Care Attendant or guide on a NJ TRANSIT vehicle, does that person have to pay for his/her seat?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Do you know how to request a stop onboard a bus?	<input type="radio"/>	<input type="radio"/>	n/a
k. Do you need the exact fare if you want to purchase a bus ticket once onboard the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Are all NJ TRANSIT buses lift equipped?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Can NJ TRANSIT's Access Link service take people to/from work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Can anyone with a disability call NJ TRANSIT and get a ride on Access Link?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Can county paratransit vehicles take people to/from work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Can you call 211 in NJ for transportation information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Can NJ's Transportation Management Associations help your clients with transportation information/questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Overall, how much do you think you learned during today's session?

- Great deal
- Some
- Very little
- Nothing

16. Overall, how could public transit in New Jersey better meet your clients' work trip needs?

These last few questions ask for your advice/suggestions on today's training session.

17. How could we improve today's training session?

18. What additional information on transportation options and/or travel training do you think would be useful for us to share at future training sessions that we did not discuss today?

19. Do you have any additional comments or suggestions?

THANK YOU!

Please return this survey to a member of the training staff.