

Resources on Transportation Voucher Programs

Compiled by the Community Transportation Association Joblinks Employment Transportation Initiative, January 2008

Overview

Despite the presence of public and private transportation that carries tens of millions of people to work every day, many parts of the country, especially rural and suburban areas, do not have sufficient transportation options to match the times, days and geographic areas that job seekers, including people with disabilities, need. In these and other areas, affordability, particularly for low-wage earners, prohibits the use of available transportation resources.

A transportation voucher program can address both of these situations by

- Creating incentives that bring additional transportation providers (e.g., taxis, human services transportation providers, neighbors and other volunteers) into the network of transportation services available in a community, and
- Subsidizing the cost of transportation for those who have limited income.

Vouchers are tickets or coupons that eligible riders give to participating transportation providers in exchange for a ride. Typically funded by one or more state or local agencies, vouchers guarantee that a driver will be paid later for giving a ride now.

Note: While a voucher system can be used to pay for rides on fixed-route bus and ADA supplemental services, these rides cannot be funded with Job Access and Reverse Commute (JARC) or New Freedom (NF) funds.

Resources

For more information on voucher programs, see the following list of resources and contacts.

- The Supported Volunteer Rural Transportation Voucher Program, by Brad Bernier, Tom Seekins and Kitty Herron. Sponsored by the Research and Training Center on Disability in Rural Communities, University of Montana Rural Institute.
<http://rtc.ruralinstitute.umt.edu/Trn/TrnManual.htm#Section4>

This site provides a how-to handbook for starting a Supported Volunteer Rural Transportation (SVRT) Voucher Program.

- [Transportation Voucher Programs: Facilitating Mobility in Rural Areas \(PDF\)](#) (220 KB). Prepared by Cathy Haarstad of the North Dakota Center for Persons with Disabilities at Minot State University for the Community Transportation Association of America Joblinks Employment Transportation Initiative. Updated January 2008.

This brief describes the basics of transportation voucher programs, highlights two different voucher models operating across the country and describes with methods for administering such programs.

- Great Plains Rural Initiative on Transportation (GRIT). A website sponsored by the North Dakota Center for Persons with Disabilities (NDCPD) through Minot State University.
<http://www.ndcpd.org/grit/index.html>

This site provides information about voucher systems and offers a number of tools to assess whether a transportation voucher program is right for your organization. At this time the online course instruction on how to use GRIT's i-voucher system iBUSS is not operating due to the lack of funding.

- Association of Programs for Rural Independent Living (APRIL) Transportation Voucher Project.
http://www.april-rural.org/transportation_voucher_project.html

This site provides information about transportation voucher programs at ten sites located throughout the United States. While the voucher programs discussed are oriented to people with disabilities, much of the information included is applicable for transportation voucher programs in general. The Voucher Toolkit available for \$20.00 from APRIL.

- County Commuter Ride Assist Program provided by the Washington County Public Transportation Department. http://www.washco-md.net/public_works/commuter/trans.html

This site provides information about a taxi voucher program for seniors and people with disabilities.

- City of Olathe, Kansas Taxi Coupon Program
<http://www.olatheks.org/NHS/TransportationPrograms/TaxiCouponProgram>

The City offers a taxi coupon program for seniors and people with disabilities. The site presents the program elements and procedures.

- Harris County Rides – Specialized Transportation for Harris County
<http://www.harriscountyrides.com/index.php>

This site provides information about a shared-ride and taxi voucher program for seniors, people with disabilities and low-income individuals.

- Transportation Voucher Programs: Facilitating Mobility in Rural Areas
http://www.ctaa.org/webmodules/webarticles/articlefiles/Rural_Voucher_Programs.pdf

This document produced for Community Transportation Association of America (CTAA) examines many aspects of a voucher system and evaluates payment programs using the checkbook voucher model and i-voucher and online voucher program.

- TCRP Report 91 - Economic Benefits of Coordinating Human Service Transportation and Transit Services http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_91.pdf

This online report provides strategies and practices for coordinating human service transportation

- Sun Prairie Transportation Taxi Voucher Program. Until recently, the program used a pre-purchased punch card, but now uses an ID card. Listed below is the main site and a sample of an application form:

http://www.cityofsunprairie.com/docs/category.php?department_id=22&category_id=3075
<http://www.cityofsunprairie.com/admin/images/20379bc78b.pdf>

- Volunteer Drivers Guide – A Guide to Best Practices by the Washington State Department of Transportation. <http://www.wsdot.wa.gov/Transit/Training/vdg/default.htm>

This online guide is for volunteer drivers who deal with people with special needs. However, there are a number of sections that relate specifically to volunteer drivers that would be helpful for any volunteer driver program.