



Veterans Transportation Service



Introduction and Overview





Veterans Transportation Service

Mission

VTS seeks to overcome barriers to VHA access for all Veterans, especially for those of our Veterans who are visually impaired, elderly, or immobilized due to disease or disability, and those living in rural and highly rural areas.

Goals

VTS will increase transportation resources and options for all Veterans, but also focus on improving efficiency of existing transportation resources through use of 21st Century technology including ridesharing software and GPS units.

VTS staff is committed to assisting Veterans in:

- Making it to appointments
- Reducing transportation stress
- Meeting other Veterans
- Saving time
- Enjoying the ride

Overview

Emphasizing convenience and customer service, VTS will create a transportation option that will assist Veterans to access the healthcare they have earned. Ultimately, VTS will facilitate a transportation model in which a Veteran can make one call to the VA and receive assistance with arranging public, commercial or VTS transportation.

VTS will improve the quality of life for Veterans by improving their health through supporting early identification and treatment of health problems and well as ongoing treatment of existing problems. Additionally, VTS will provide opportunities to interact with other Veterans and VHA staff to which the Veteran might not otherwise be connected.

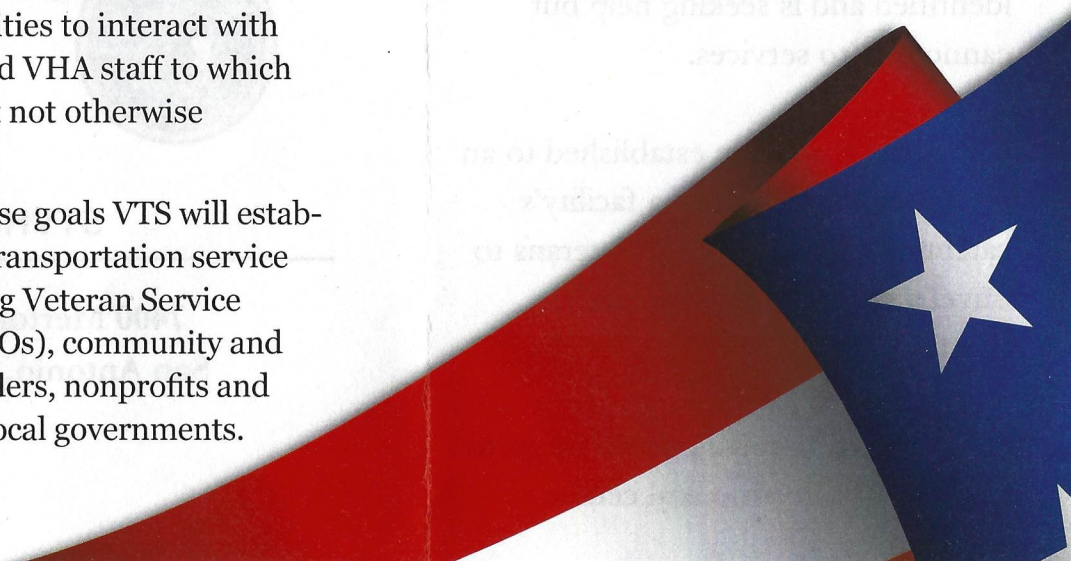
To accomplish these goals VTS will establish a network of transportation service providers including Veteran Service Organizations (VSOs), community and commercial providers, nonprofits and federal state and local governments.

VTS and VSOs

Disabled American Veterans and other Veteran Service Organizations (VSOs) have always assisted Veterans with transportation needs.

VTS in no way replaces those services, but complements them by joining with Voluntary Services to support VSOs, and to provide increased transportation options for Veterans, especially for Veterans with disabilities.

Gratitude from VA staff and the Veterans themselves goes to the volunteers that have tirelessly transported Veterans across the years.



Better Care

Here are some examples of situations VTS will impact:

- An older adult Veteran who is primarily house bound needs care at a facility and cannot drive in himself and cannot or will not impose on family and friends.
- A Veteran with mental health issues finds transportation to treatment too overwhelming to deal with.
- A homeless Veteran has been identified and is seeking help but cannot get to services.
- Regular routes are established to an underserved portion of a facility's catchment area, allowing Veterans to travel a short distance to catch a shuttle.
- A Veteran is unsure where to go to get help within a medical center.

Where can I get more information?

VHASTXMASVTS@va.gov

Dispatch

(210) 427-5074 or (210) 790-5376

Serving Those Who Served



STVHCS

7400 Merton Minter
San Antonio, TX 78229