

## Howard County Veterans Service Office

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### Robert G. Ladd Veterans Service Officer

1 November 2007

FROM: Howard County DAV Transportation Service Coordinator.  
TO: Patrons of Howard County Veterans Transportation Service.  
SUBJECT: Howard County Veterans Transportation Service Policies and Procedures

Dear Patron:

I would like to take this occasion to review some of the guidelines that are necessary to make this service effective and for those of you who have been using the transportation service for some time most of what follows will not be new but a reminder never hurts. Those who recently began utilizing the service need to know, understand, and follow the guidelines.

- This is a service offered to the veterans of Kokomo and Howard County. The VA does not provide transportation to and from the medical facilities.
- This service is not funded by any government agency, Federal, State, or Local.
- The time and effort by the CVSO staff in scheduling and monitoring the transportation service is considerable. A single request for transportation can involve at the minimum three (3) phone calls. My secretary spends at least eight hours a week or 20% of her time on transportation matters.  
In the past several months the requests for transportation has increased and on most days we have vehicles traveling to Marion and Indianapolis.

*Therefore effective immediately the following rules and guidelines are effective and are to be followed. Failure to comply with these instructions may lead to being declared as ineligible for transportation services.*

1. All request for transportation are to be submitted at the latest by the close of business (4 PM) on the Wednesday preceding the appointment.
2. Any non-veteran spouse or care giver who wishes to travel with the veteran to an appointment must request written authorization through the veteran's primary physician. This written authorization must be provided to the transportation co-coordinator prior to requesting transportation.
3. All veterans are to confirm the pick-up time with the transportation scheduler, as a common practice the scheduler will make every attempt to contact the veteran however it is **your responsibility** to confirm the time.
4. Last minute request will be denied as these last minute changes to the schedule effect more than one individual.
5. Veterans are to be ready at least fifteen (15) minutes prior to scheduled pick-up. Since the majority of all trips transport more that one veteran more than one

pick-up is required. The drivers are instructed to wait no more than five (5) minutes. After the five minutes the driver is instructed to depart and continue the schedule.

6. The veteran is to present himself/herself at the front door or the lobby of an apartment facility as to be readily available. The driver is not responsible for seeing that the veteran is up, dressed, and ready to depart. Delays impact everyone and no one has the right to make someone else miss or be late for an appointment.
7. All Fort Wayne appointments will be scheduled to make the shuttle from Marion
- ~~8. *All veterans are reminded that meal tickets are not automatically issued and if a meal is required at a fixed time the veterans should provide food/snacks or have funds available to defray the cost of a meal*~~
9. Every attempt is to be made by the veteran to see that his/her appointment is scheduled prior to 1 PM. This may be done by advising the appointment desk that the veteran is being transported via DAV Transportation Service.
10. If the veteran is scheduled for an additional appointment after arrival for that day he/she is to notify the DAV Van Driver to insure that he/she is not left behind at departure time.
  - All veterans are reminded that the driver has the overall responsibility for insuring that all passengers are transported to and from their appointments safely. All instructions given by the driver are to be followed. The designated pick-up point and departure times are to be strictly adhered to.

Patrons who habitually violate these policies and procedures will be given three (3) warnings or Strikes and will then be suspended for a period of sixty (60) days. Anyone who harasses the driver or other passengers will be suspended indefinitely.

- Any veteran who declines transportation after the driver arrives on the date of the arranged transportation will be considered to have a Strike against himself or herself.
- Any cancellation received after 4 PM of the workday prior to transportation will be considered a strike.
- Failure to present oneself to the departure point at the time specified will constitute a strike and may result in being left at the VAMC.

All veterans and DAV Van Driver will receive a copy of this Policy and Procedure letter and will be expected to abide with the instructions.

Robert G. Ladd  
Veterans Service Officer