Veterans Transportation Program (VTP)

PAUL E. PERRY
CHIEF BUSINESS OFFICE (CBO)
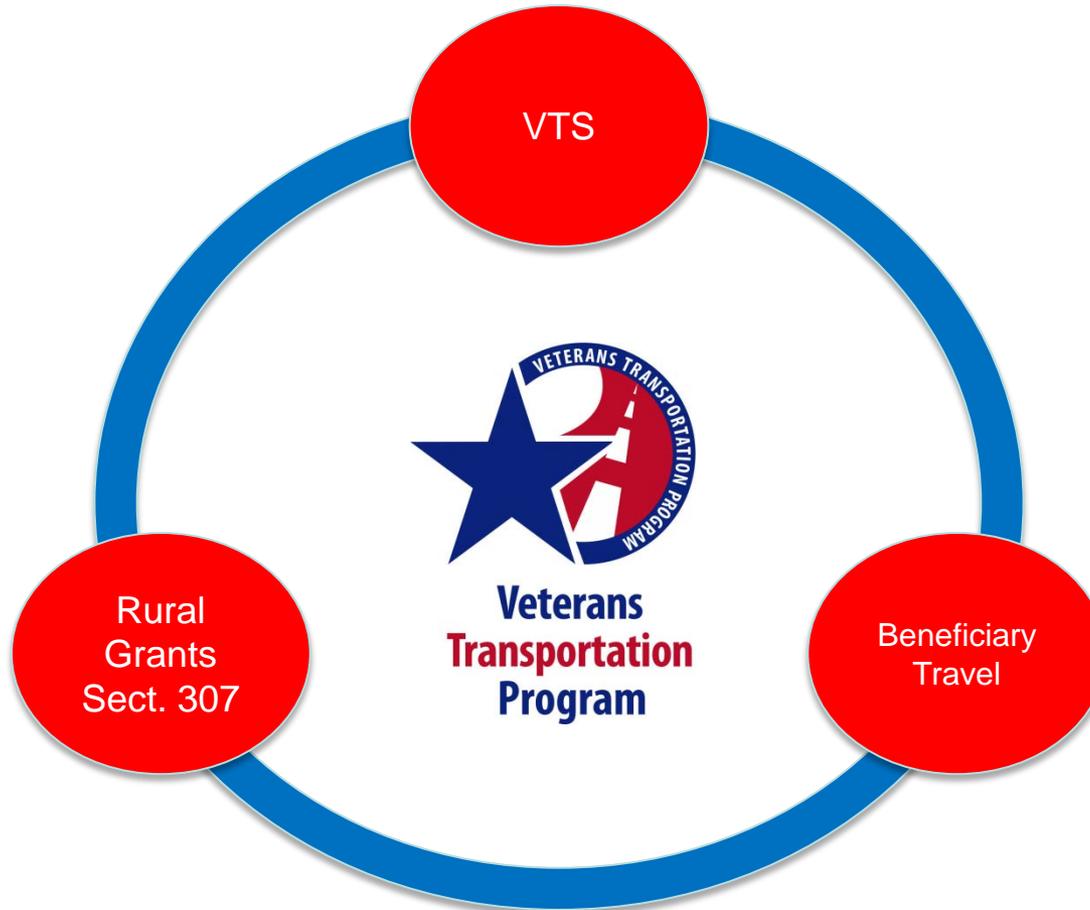**DEPUTY DIRECTOR, VTP**

Talking Points

- **Origin of VTS**

- **Status today**

- **The Future**

- **VTCLI**

Veterans Transportation Program

VTS

Rural Grants Sect. 307

Beneficiary Travel

Veterans Transportation Program

"…our Mission is to advocate for Veterans."

Eric Shinseki

Secretary of Veterans Affairs

Jan 9, 2010

Mission Statement

"Improve the quality of life for Veterans by increasing access to healthcare through integrated, cost effective, transportation solutions."

Vision Statement

"Overcome barriers to care by assuring effective and efficient transportation."
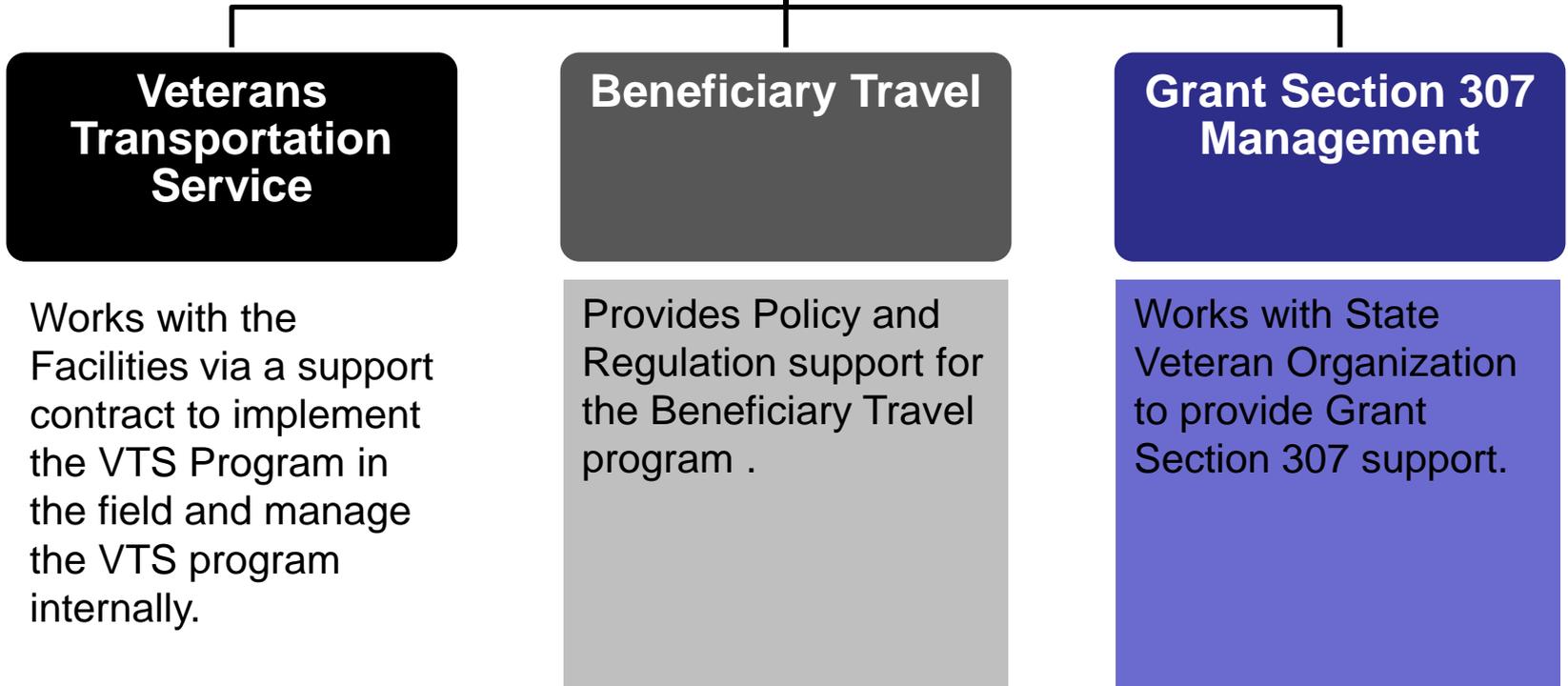
Veterans Transportation Service

- *National Rural Health Association (NRHA) estimates that a rural resident has to travel an average of 30 miles to reach their primary health care provider, more than three times the average distance travelled by urban residents.*

- *The difficulties of transportation are even more acute for rural Veterans who are often restricted to Veterans Health Administration (VHA) facilities. The NRHA estimates that rural Veterans must travel an average of 63 miles to receive care.*
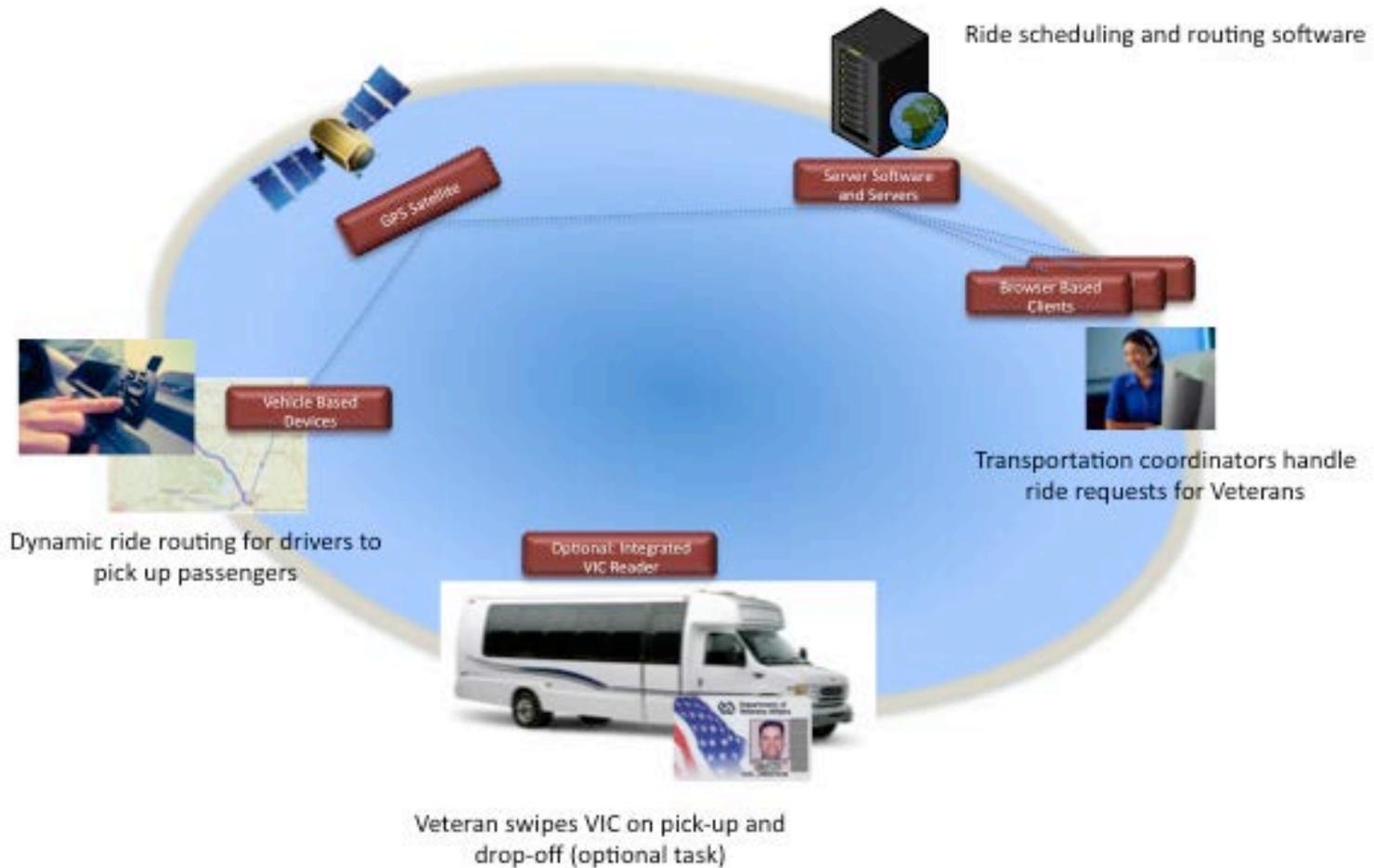
Veterans Transportation Program

Veterans Transportation Service

Works with the Facilities via a support contract to implement the VTS Program in the field and manage the VTS program internally.

Beneficiary Travel

Provides Policy and Regulation support for the Beneficiary Travel program .

Grant Section 307 Management

Works with State Veteran Organization to provide Grant Section 307 support.

Ride scheduling and routing software

Transportation coordinators handle ride requests for Veterans

Dynamic ride routing for drivers to pick up passengers

Veteran swipes VIC on pick-up and drop-off (optional task)

- **Provide Veterans with convenient and timely access to transportation services and overcome access barriers to increase transportation resources and options for all Veterans.**

- **Focus on Rural and Highly Rural areas.**

- **Establish a network of community transportation service providers**

- **Partner and integrate with Veteran Service Organizations**

- **Create a state of the art system using 21st Century ride share software.**

- **VTCLI**

- **Apply transportation best practices/ strong practices.**

Demographics

- **Projected Veteran Population: 23,442,000**
- **Total number of VHA enrollees 7.8 million**
- **Geographic distribution – steady over last 4 years**
- **The population of enrolled Veterans has grown 11% since FY2007**
- **FY11 added 500,000 new enrollees**
- **Over 33% of enrollees who identify a period of service are pre-Vietnam**
- **Over 35% of enrolled Veterans do not use their VA care**
- **Unemployed Veterans have highest reliance on VA health care 68%**
- **53% of Veterans less than 30 years of age rely on VA Healthcare**
- **33% of veterans GT 65 years of age rely on VA Healthcare**
- **FY10, Call volume to a main customer service exceed 3.1 million calls**
- **There are 153 Medical Centers, 1000 CBOC, 225 Vet Centers, 57 Regional Offices and 125 VA National Cemeteries**
- **Estimated 290,000,000 calls annually into VA Medical Centers and CBOC's**
- **Roughly half the country is underserved in terms of travel time distance to VA health care services…**
- **there were 58,217,961 Outpatient visits in FY2008, and 5,299,947 Veterans were served**
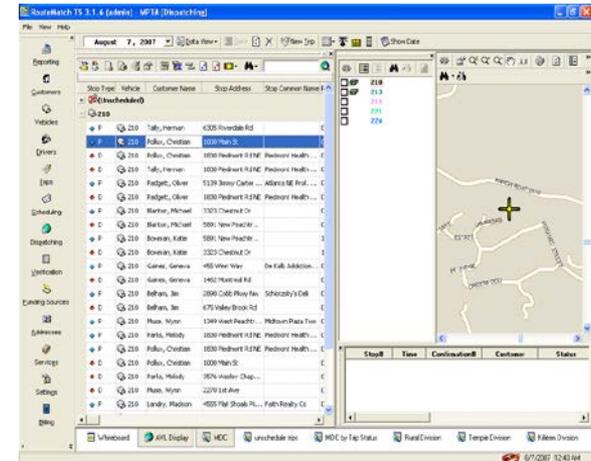
- **RouteMatch TS** – **Transportation Management System for data management, reservations, automated scheduling and routing, dispatching, real time vehicle tracking, and reporting**

- **RouteMatch Mobile Data Computers** – **Installation of Mobile Data Computers and GPS for real time data communication and vehicle tracking**

- **RouteMatch Customer Web Portal** – **Web based system for consumer access to transportation information**

- **RouteMatch TS** is a Transportation Management System (TMS) that fully automates the customer, vehicle, trip request, scheduling, routing, dispatch management, billing and reporting requirements for public and private paratransit and demand responsive transportation management.

Integrates

- **Geographic Information Systems**

- **Advanced Scheduling and Routing Algorithms**

- **Data Base Management**

- **Reporting and Data Analysis Tools**

- **Wireless Mobile Data Systems**

- **Other Leading ITS Technologies**

• RouteMatch MDCs

• MDC Hardware

- Cellular (1xRTT) modem
- Cabling, mounting, etc.
- Screen Heater Option Included
- XGate and XMM Software Licenses Included
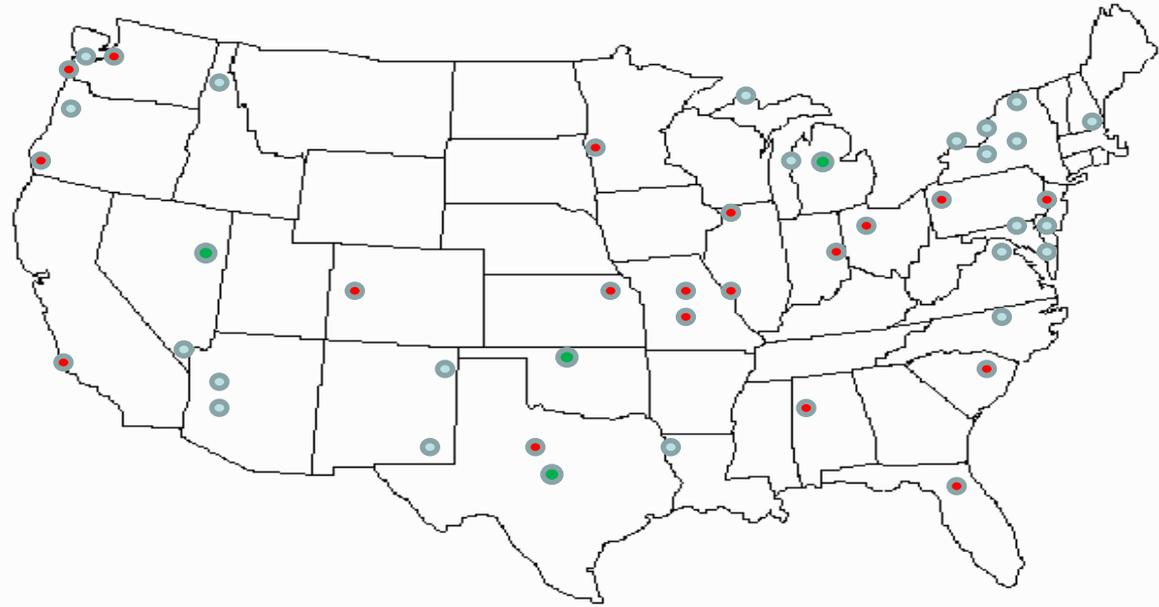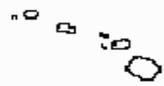
• Benefits:

- Real Time AVL Integration to Integrated Dispatch Module
- Real Time Electronic Driver Manifests and Messaging
- Automated Odometer Collection
- Real Time On Board Data Collection
- Turn by Turn, Annunciated Driver Directions
- Remote management / maintenance through XMM Software

Power Key
Function Keys
F1 Function Key
toggles between Day & Night modes

VTS Site Map

45 sites

Legend:
- Pilot sites
- Phase II sites
- Phase III sites

Points of Contacts

- **National Program Coordinator**

  - **Marc Chevalier marc.chevalier@va.gov**

- **VTS Regional Coordinators**

  - **Kevin Bergan kevin.bergan@va.gov**

  - **Yvonne Pozgar Yvonne.pozgar@va.gov**

  - **Mindy LaCrone mindy.lacrone@va.gov**

  - **Alex Martinez alex.martinez4@va.gov**

Our Customer

"A nation without heroes is nothing."

Roberto Clemente