

WELCOME!

Welcome to the DAV National Transportation Program. Our shuttle currently transports almost 300 veterans to and from the Sioux Falls VA Medical Center. We are proud of this program. We have prepared this brochure to ensure that you know how to use the program. The program is free of charge to veterans enrolled in the VA system. Veterans will remain eligible for this program provided the guidelines & policy presented below are followed.

FREQUENTLY ASKED QUESTIONS:

HOW DO I GET A RIDE?

Answer: Call DAV Transportation Coordinator, John Huntington at Sioux Falls VA 1-800-316-8387, extension 6551.

This office is open from 8:00AM to 3:00p.m., Monday - Friday. If you are answered by Voice Mail, leave your name, last four digits of your Social Security number, date/time of your appointment, and a phone number where you can be reached.

WHEN DO I NEED TO CALL?

Answer: As soon as you receive an appointment letter from the VA Medical Center, even if the appointment is months away, you need to call **NOW.** We do keep track of appointments, even if scheduled several months out, so calling right away can assure that a ride will be scheduled for you.

WE DO NOT KNOW ABOUT YOUR NEED FOR A RIDE UNLESS YOU TELL THE DAV TRANSPORTATION COORDINATOR.

The shuttle runs 3 times per week, on a first come, first serve basis. The shuttle is scheduled to run on the 3 days that we can help the most veterans. If your appointment is not on a shuttle day, your appointment must be rescheduled for a shuttle day.

PLEASE REMEMBER THAT NO ONE AT THE VA MEDICAL CENTER ARRANGES YOUR RIDE FOR YOU, YOU MUST DO THIS YOURSELF.

WHAT TIME DOES THE SHUTTLE LEAVE THE PICK-UP POINT (5TH Street entrance of Mercy Medical Center – south side of the hospital)?

Answer: The driver sets departure time based on the earliest appointment; the van will never leave before 6:00 a.m. The driver calls passengers regarding departure 1-2 days before the trip. If you do not hear from the driver by the day before your trip, you may call 279-6605 or 279-6606 to get the departure time.

WHAT DO I DO IF I DON'T NEED THE RIDE AFTERALL?

Answer: *You need to call the DAV Van Coordinator to cancel your ride.* If you fail to do this, you may cause another veteran who needs a ride to be denied. When you cancel your reservation, the seat is then made available to someone else.

DO NOT WAIT UNTIL THE DRIVER CALLS YOU TO CANCEL YOUR RIDE. CANCELLING AT THE LAST MINUTE TAKES AWAY ANOTHER VETERAN'S CHANCE FOR A RIDE.

If your appointment is changed by the VA Medical Center, they do not notify the van coordinator. It is up to you, and only you, to inform the DAV Transportation Coordinator of your cancellation or change.

Remember, riding the DAV Van is a privilege, and is not your right. If you are a "NO SHOW" twice (2 times), then you have lost the van privilege and will be responsible for your own transportation.

WHAT IS CONSIDERED A "NO SHOW"?

Answer: If you have reserved a ride and do not show up by departure time, you are a "NO SHOW". If you wait until the driver calls you with departure time to tell him/her you are canceling your ride, (or call to cancel your ride at the last minute) you are a "NO SHOW".

YOU CAN LOSE YOUR VAN PRIVILEGES!!!

YOU MUST WEAR YOUR SIOUX CITY VAN PASSENGER TAG AT ALL TIMES. THE TAG HELPS THE HOSPITAL STAFF, AS WELL AS YOUR DRIVER TO RECOGNIZE YOUR NEEDS FOR TRANSPORTATION. THE TAGS ARE ALSO A SECURITY MEASURE FOLLOWING SEPTEMBER 11th.

There are several rules which must be followed by all riders:

DAV SHUTTLE RIDERS' RULES

1. TWO NO SHOWS – NO MORE RIDES. You must call John/DAV Transportation Coordinator at 1-800-316-8387 ext. 6551 or the Woodbury County Veteran Affairs office at 279-6606 if you are not riding for any reason. Seating is limited – if you don't want your seat, someone else does.

2. CALL DAV TRANSPORTATION EARLY. When you receive a letter for an appointment, no matter when it is, call the DAV Transportation Coordinator immediately @ 1-800-316-8387 ext. 9-6551 to ensure that a spot is saved for you. This information is used to plan the schedule. **Don't wait or you may lose your ride.**

3. NO FOOD OR DRINK ALLOWED. This shuttle is provided by donations to the DAV. If we want to keep using it, we must keep it clean. The driver volunteers to drive, not to clean the shuttle, so please pick up after yourself.

4. YOU MUST BE AMBULATORY. This means that you must be able to get on and off the shuttle on your own. Drivers are **not allowed** to help you. The shuttle is not handicap authorized.

5. NO SMOKING OR CHEWING. It is your right to partake in tobacco products, but not during your ride to Sioux Falls. This is another way to keep the shuttle clean & operable.

6. NO ALCOHOL OR DRUGS.

Alcohol/illegal drugs will **NOT** be tolerated on the shuttle. If the driver has any reason to believe that you are under the influence of alcohol or drugs you will not ride the shuttle.

7. WEAR YOUR SEAT BELT.

As with any drive, there is a chance of accident. We want you to be as safe as possible. Your driver has been chosen for your safety. You must wear your seat belt as well. If you refuse to wear it, you will **not** ride the shuttle.

8. IF YOU ARE EXPERIENCING SYMPTOMS OF COVID, CANCEL YOUR RIDE!

9. KEEP TRACK OF YOUR RIDE.

The driver and other passengers want to get home as soon as possible, therefore it is best to see if you might get into your appointment early and to meet your driver as soon as you are finished with your appointments. Also, wear your Sioux City passenger tag from the time you arrive until the time you leave the VA Medical Center.

We thank you in advance for cooperating with the policies & guidelines of the Sioux City Shuttle Program. Should you have any problems or questions about the program, please contact the coordinator or the Sioux City Office.

**DAV Coordinator: John Huntington
1-800-316-8387 ext 9-6551**

**Woodbury County Veteran Affairs:
1211 Tri View Avenue
279-6606 OR 279-6605**

DISABLED AMERICAN VETERANS (DAV) NATIONAL TRANSPORTATION PROGRAM



GUIDE TO POLICY & PROCEDURES

SIoux CITY SHUTTLE PROGRAM

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