

The Chief Business Office (CBO) is launching a new transportation service to improve veteran access to VHA Healthcare. This is in support of VA Initiative: Enhancing the Veteran Experience in Access to Healthcare (EVEAH). The VTS initiative seeks to improve access for veterans in underserved transportation areas of the United States. As a national leader in health care, the VA recognizes Veterans (who are visually impaired, elderly, or immobilized due to disease or disability, particularly those living in remote and rural areas face in accessing transportation to obtain VA Health Care. To ensure these Veterans have convenient and timely access to VA Health Care, Veterans Transportation Services (VTS), vision is to establish a network of community transportation service providers that includes the Veterans Service Organizations (VSO's), community transportation providers, and federal, state and local government transportation services, such as United We Ride. ,.

Interfaces for the Ride Scheduling COTS software need to be created, or VA will be unable to meet the transportation needs of our increasing Veteran Pop. End of fiscal year 2009, there were over 7.7 million enrolled in VA's HCS and VA provided care for over 5.74 million Veterans. The median age of Veterans is 60; 20% are under age 45, 41% are between 45 and 64 and 39% are 65 or older. In 2007, 5.5% of enrolled Veterans were women. VA projects that by 2013, 7.4% of enrollees will be women.

Veteran Affairs Medical Centers (VAMC) currently coordinate local efforts to provide transportation services to Veterans, including specialized services to meet the specific needs of Veterans in their catchment areas. VA also provides reimbursement for medically related travel to eligible Veterans. Even with these efforts, VA recognizes that access to VA's benefits and services sometimes remains difficult. In some cases, VAMCS even use mobile clinics to provide services. This information technology is to improve the veterans access to health care. The VA especially recognizes the problems Veterans who are visually impaired, elderly, or immobilized due to disease or disability, particularly those living in remote and rural areas, face in traveling to access VA health care.