

VA Ann Arbor Healthcare System
2215 Fuller Road
Ann Arbor, MI 48105



In Reply Refer To: 506/122

May 9, 2011

ATTENTION: ALL VETERANS

The VA Ann Arbor Healthcare System is pleased to announce the establishment of the Veterans Transportation Service (VTS), serving selected areas of Wayne, Oakland and Livingston counties. This new service provides *no - charge* shuttle service from specified locations for any Veteran who has an appointment at the Ann Arbor VA.

This new service is available immediately. Please refer to the enclosed brochure and route schedule for further details.

To make reservations contact David Issel at the Ann Arbor Travel Department at 734-222-7145, or at 1-800-361-8387, extension 27145.

Respectfully,

David Issel

David Issel
VTS Coordinator
Social Work & Community-Based Services

Route # 1						
	VA Ann Arbor Medical Center	Meijer 14640 Pardee Rd Taylor, MI	Meijer 3565 Fairlane Drive Allen Park, MI	Meijer 9701 Belleville Road Belleville, MI	VA Ann Arbor Medical Center	
Shuttle #	Departure	Departure	Departure	Departure	Arrival	
1A	6:30 AM	7:20 AM	7:50 AM	8:20 AM	9:00 AM	
1B	9:30 AM	10:20 AM	10:40 AM	11:30 AM	12:00 PM	
1C	12:30 PM	1:20 PM	1:40 PM	2:30 PM	3:00 PM	
1D	4:00 PM	4:50 PM	5:10 PM	6:00 PM	6:30 PM	
Route # 2						
	VA Ann Arbor Medical Center	Meijer 49900 Grand River Wixom, MI	Meijer 20401 Haggerty Rd Northville, MI	Meijer 37201 Warren Road Westland, MI	Meijer 45001 Ford Rd Canton, MI	VA Ann Arbor Medical Center
Shuttle #	Departure	Departure	Departure	Departure	Departure	Arrival
2A	6:30 AM	7:20 AM	7:45 AM	8:10 AM	8:35 AM	9:00 AM
2B	9:30 AM	10:20 AM	10:45 AM	11:10 AM	11:35 AM	12:00 PM
2C	12:30 PM	1:20 PM	1:45 PM	2:10 PM	2:35 PM	3:00 PM
2D	4:00 PM	4:50 PM	5:20 PM	5:45 PM	6:10 PM	6:30 PM
Route # 3						
	VA Ann Arbor Medical Center	Meijer 2160 Hartland Rd Hartland, MI	VGs 2400 W. Grand River Howell, MI	Meijer 3883 E. Grand River Howell, MI	Meijer 8650 W. Grand River Brighton, MI	VA Ann Arbor Medical Center
Shuttle #	Departure	Departure	Departure	Departure	Departure	Arrival
3A	6:30 AM	7:20 AM	7:50 AM	8:10 AM	8:30 AM	9:00 AM
3B	9:30 AM	10:20 AM	10:50 AM	11:10 AM	11:30 AM	12:00 PM
3C	12:30 PM	1:20 PM	1:50 PM	2:10 PM	2:30 PM	3:00 PM
3D	4:00 PM	5:00 PM	5:40 PM	6:00 PM	6:20 PM	6:45 PM
Route # 4						
	Toledo CBOC	VA Ann Arbor Medical Center	Toledo CBOC			
Shuttle #	Departure	Departure	Arrival			
4A	7:45 AM	8:45 AM				
4B		10:30 AM	11:30 AM			
4C	11:45 AM	12:45 PM				
4D		1:30 PM	2:30 PM			
4E		4:00 PM	5:00 PM			

Important Information

Transportation

- The Veteran **MUST** have transportation to and from the assigned shuttle pick up locations. Please note the **VTS CANNOT** await your pick-up ride.
- The VTS will **ONLY** stop at the assigned community locations.
- The VTS departs each location on time **WITHOUT** exception!
- VA is **NOT** responsible for lost/stolen items or any damage to personal property while utilizing VTS or the community parking lots.
- Persons under the influence of drugs or alcohol will not be permitted to board the shuttle.
- Using the VTS shuttle **WILL** result in **NO TRAVEL-PAY REIMBURSEMENT** for that appointment.
- Passengers are **NOT** permitted to use tobacco products, alcohol, or drugs or bring weapons or any illegal substances on the VTS shuttle.

Weather

- Dress accordingly in the event of inclement weather.
- Inclement weather could affect the ability of the VTS to complete scheduled runs.

Reservations

Questions

Concerns

Please contact the VTS Coordinator



VA Ann Arbor
Healthcare System

Veterans Transportation Service

2215 Fuller Road
Ann Arbor, Michigan

1-800-361-8387 Ext. 27145



**Veterans
Transportation
Service**



VA Ann Arbor
Healthcare System

1-800-361-8387 Ext. 27145

Frequently Asked Questions

What is the Veteran's Transportation Service?

VTS is a service that provides convenient, courteous shuttle transportation to Veterans living in Livingston and Western Wayne Counties. The program reaches out to Veterans who live in remote areas or those underserved or lacking a public transportation system. The Veterans can be picked up by the shuttle at fixed sites and transported to and from their medical appointments at the Ann Arbor VAHS.

Who is Eligible?

ANY veteran who is a patient of the Ann Arbor VA and has a scheduled appointment the day of their transportation can ride the shuttle. At the time of transportation, you must present a photo identification such as a valid state driver's license or VA I.D. card to be transported.

Where Do I Get Picked Up And Dropped Off?

There are multiple locations throughout Wayne and Livingston counties where the Veteran may utilize this service.

Please see the enclosed brochure with the listings of transportation times and locations.

What are the departure and arrival times?

Please see the enclosed brochure with the listings of transportation times and locations.

I Have a Wheelchair. Can I Still Use VTS?

Absolutely! Our shuttle busses are capable of transporting you. Please understand we have limited wheelchair capability. Reservations are required and transportation is on a first-come first-served basis.

I Have a Caregiver. Can They Come With Me?

Yes, we do allow the Veteran to bring 1 (ONE) family member or caregiver with them for assistance. Please remember this service is to assist Veterans with transportation to the Medical Center, so we ask that you only bring a caregiver if necessary.

Do I Need a Reservation?

Yes. You will need a reservation and a scheduled appointment for services at the Ann Arbor VA Healthcare System in order to utilize this transportation service.

What Does it Cost?

There is no cost to ride the shuttle. It is a free-of-charge service provided to the Veterans who receive their medical care at the Ann Arbor VAHS.