



Veterans Transportation Service (VTS)

Do you need a free ride to your VA medical appointment? Call:

858-552-8585, Extension 7572

Veterans Transportation Services (VTS) is provided by the VA Medical Center for transporting Veterans from home to and from their VA medical appointments. **It is free of charge.** We are able to accommodate Veterans who are able to walk independently as well as those who use assistive devices such as canes, crutches, walkers, and manual or powered wheelchairs. We offer door to door service.

If you have any questions, or to schedule your ride, please call Charles Kirkman, VTS Mobility Manager directly at **858-552-8585, then enter extension 7572.** Please call Charles Monday through Friday between 8:00a.m. and 4:30p.m. We ask that you please call to schedule your ride one to seven days before your appointment date.

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FREQUENTLY ASKED QUESTIONS

Is there a charge for this service?

No, there is no charge whatsoever. It is free.

Are there any rules of eligibility in order to ride this service?

No, there are no rules of eligibility. The only requirement is that you have to be a Veteran.

What kinds of transportation do you provide?

We transport Veterans who are able to walk, those who use canes, crutches, walkers, manual wheelchairs, powered wheelchairs and scooters.

Do you have a hydraulic lift for Veterans in wheelchairs?

Yes, we do.

Do you do door to door service? Do you come to my house?

Yes, we do door to door service. We can pick you up at your house.

Is this round trip service?

Yes

Can a family member/significant other or caregiver ride with me in the van?

Yes

What number do I call to schedule a ride?

Please call 858-552-8585, extension 7572.

How far in advance do I need to call to schedule my ride?

One to seven days before the date of your medical appointment. We need at least 24 hours notice.

Do you transport Veterans to other non-VA medical appointments such as appointments with outside, private civilian doctors not affiliated with the VA?

No. VTS is used to transport Veterans to and from VA medical appointments only.

Can my service dog ride with me in the van?

Yes.

If I am homeless and cannot provide a residential address, am I still able to ride this service?

Yes. When you call to schedule the ride, please let us know where we can pick you up, such as at a homeless shelter (St Vincent's, Father Joe's, San Diego Rescue Mission, etc.) or in front of a business address.