



VA San Diego Healthcare System
Veterans Transportation Service (VTS)
Serving San Diego area and surrounding communities.
Please read FAQ's for details.

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

Call 2 to 10 days in advance

(Rides are subject to space availability)

(858) 552-7572

Veterans Transportation Services (VTS) is provided by the San Diego VA Medical Center for transporting Veterans to and from their VA medical appointments. **It is free of charge.**

If you have any questions, or to schedule your ride, please call Charles Kirkman, VTS Mobility Manager directly at **858-552-7572**, Monday through Friday between 8:00a.m. and 4:30p.m. Please call to schedule your ride two to ten business days before your appointment date.

FREQUENTLY ASKED QUESTIONS

Is there a charge for this service or any rules of eligibility?

No, there is no charge. It is free. There are no special eligibility rules – all you have to be is a Veteran going to a medical appointment at a VA medical facility.

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

Yes, but they must be age 18 or older.

What kinds of transportation do you provide?

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

Do you have a hydraulic lift for Veterans in wheelchairs?

Yes, we do.

Is this round-trip service?

Yes

What number do I call to schedule a ride?

Please call **858-552-7572.**

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

Two to ten business days before the date of your medical appointment. You can call when your appointment is 10, 9, 8, 7, 6, 5, 4, 3, or 2 business days away. We don't schedule farther out than 10 business days, but we need at least two business days (weekdays) notice at a minimum.

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 appointments at VA medical facilities only.

How do the runs work that are from East County, South Bay and North County? If you're coming from the East County, South Bay or North County, your VA appointment needs to be no later than 10:30a.m.

East County: Tuesdays and Thursdays. Pick up at Parkway Plaza Mall in front of the old Sears (now called Bob's Furniture) on the Johnson Avenue side (west side) between 0600-0700. Leave VA between 1230-1300 to drop back off.

South Bay: Mondays and Fridays. Pick up at Palomar Street Trolley Station at MTS bus area between 0600-0700. Leave VA between 1230-1300 to back and drop off.

North County: Wednesdays only. Pick up at the Westfields North County Fair mall bus stop in front of JC Penney's between 0600-0700. Leave VA between 1230-1300 to drop back off.

Can my service dog ride with me in the van?

Yes. Trained and licensed service animals only. We ask that personal pets please be left at home due to patient safety and liability concerns.

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 (Homeless Tent on Sports Arena Blvd., St Vincent's, Father Joe's, San Diego Rescue Mission, etc.) or in front of a business address.

Does VTS serve the Imperial Valley?

No. For Veterans living in the Imperial Valley, we recommend:

Disabled American Veterans (DAV): 858-552-8585, extension 7470

Imperial Valley Med Transit: 760-337-1766 and 844-533-0951

DISCLAIMER. TERMS AND CONDITIONS

There is no guarantee of availability of ride service as demand is consistently heavy and service is scheduled based on resource availability. VTS service should not be the primary means for you to get to and from your medical appointment. Please understand that there is potential for ride cancellation and that the Veteran assumes responsibility for transportation if VTS is not available. VTS will endeavor to contact you should there be any issues, delays or cancellations so that you can make alternate arrangements. All rides are tentative until the day before the appointment. VTS staff will call you the day before your appointment to report if they can or cannot provide the transportation. Due to consistent heavy demand for rides each business day, all Veterans requesting rides must be reachable by phone.

VTS: (858) 552 - 7572