

**Purpose:**

To provide Mille Lacs County veterans with affordable transportation to and from the Veterans Affairs (VA) Medical Clinics in St. Cloud and Minneapolis.

Mille Lacs County pays the expenses of operating the vehicles used to transport veterans. Donations are accepted from the various service clubs to offset the cost of transportation services.

Mille Lacs County provides vehicle transportation for medical appointments to and from the **St Cloud and Minneapolis VA Medical Clinics ONLY**. The Mille Lacs County Veterans Service Office will no longer pay for an outside service to transport veterans. The County owns two vans used to transport veterans to the VA's. The vans are currently scheduled to run 5-days per week, as needed, to both Minneapolis and St. Cloud. It is important to contact the Veteran Service Office as soon as your appointment is scheduled so that appropriate transportation can be scheduled.

**Rider Requirements:**

- One van will be primarily scheduled to be at the Minneapolis VA from 8:00 AM – 3:00 PM on Tuesday, Wednesday and Thursday, it will be the veterans' responsibility to schedule your appointments during this time when possible.
- One van will be primarily scheduled to be at the St. Cloud VA from 8:00 AM to 3:30 PM on Tuesday, Wednesday and Thursday, with rides scheduled as needed on Monday and Friday.
- Rides will be scheduled as needed on Mondays and Fridays
- Drivers are **not** authorized to schedule rides.
- Veterans should have a **scheduled** appointment at the St. Cloud or Minneapolis VA Medical Clinic. Those without scheduled appointments will be allowed as space permits only if they are going to the VA for a medical reason. Anytime there is a full van, those without an appointment will be bumped from the schedule. Those veterans requiring special assistance may have a rider with them as space permits.
- Veterans should call the Mille Lacs County Veterans Service Office to schedule a ride at least 3 days in advance. If there are no rides scheduled on any day at least 48 hours in advance, the trip will be cancelled. If there is only one passenger for any given day, an attempt will be made to reschedule the appointment with the VA if possible.
- Veterans must be ambulatory and able to enter and exit the van under their own ability.
- Mille Lacs County will only transport bagged oxygen for riders.
- If you have a scheduled pick-up and fail to be home at the time of pick-up, the following will apply:
  - First Time – reminder will be made about the policy
  - Second Time – final notice will be made about the policy
  - Third Time – No more rides will be allowed
- Riders are responsible for being ready to board the van at the appointed pick-up time; the van will not wait more than 5 minutes at any given stop.
- The Mille Lacs County Veterans Service Office will not schedule an extra trip to pick up a veteran who missed their ride.
- Drivers have the right to refuse any veteran a ride when the veteran appears to be intoxicated, abusive, violent, or disrespectful.

**Outside Donations:**

Outside agencies or individuals wishing to support the veterans transportation program should make donations payable to the Mille Lacs County Auditor-Treasurer and submit them to the Mille Lacs County Veterans Service Office. Any donations received by the Mille Lacs County Veterans Service Office will be used to fund the veteran transportation program.