

Partnership

For the 2011-2013 biennium, WSDOT worked with the U.S. and state Veterans Affairs departments and other partners to administer \$1.5 million in grants from the Veterans Transportation Community Living Initiative. These grants are funding local projects that assist veterans, active members of the armed forces and military families by connecting them to jobs and services with better access to transportation options.

Current veterans initiative-funded projects include:

Hopelink: A new smartphone application and a one-click website that connect veterans to community transportation providers; a King County needs assessment; and outreach and marketing for new technology and services for veterans.

Human Services Council: Enhanced software and technology to support a future one-call/one-click center for southwest Washington; new information technology for partner vehicles; a Web-based trip module; and outreach to identify needs for veterans and military families.

Paratransit Services: Upgraded scheduling software compatible with VA and nonemergency medical transportation systems; an outreach coordinator to work with VA medical centers; marketing; and staff training for new transportation kiosks.

Pierce County Community Connections: Expanding the United Way/South Sound 2-1-1 transportation center for a one-call/one-click service; assessing veterans' needs; identifying gaps; and measuring performance.



VETERANS TRANSPORTATION



Winter 2013

Important customers, special needs

Veterans of the U.S. armed forces often face transportation challenges caused by health-related disabilities or financial hardship. For those in rural areas, just getting to basic health services, a job or even the grocery store can be complicated by a lack of accessible transportation options.

The Washington State Department of Transportation and the Associated Council on Coordinated Transportation are working with transit agencies, service providers and stakeholders in communities across the state to provide specialized transportation options for the state's more than 607,500* veterans.

Washington's veterans make up more than 11 percent of the state's population, and they face many of the same challenges as the state's seniors and people with disabilities. Veterans make up about 9.6 percent of homeless adults in Washington. And at least 23 percent live in rural parts of the state.

Many veterans live in areas underserved by accessible transit service. The National Rural Health Association estimates veterans living in rural communities travel 63 miles on average for basic medical care. Others are often unaware of existing services that could meet their needs.

WSDOT draws from the knowledge and experience of partners across the state to understand veterans' mobility needs and, with coordinated-transportation guidance from the ACCT, helps meet those needs with state and federal grants, such as the Veterans Transportation and Community Living Initiative.



Finding solutions

For many veterans, basic transportation is an increasing obstacle that calls for communication and coordination among transportation providers and public agencies.

That's where WSDOT, ACCT and other partners are finding solutions. By working closely with transit agencies and other transportation providers, the partners are striving to fill the gaps in special-needs transportation services for veterans.

Visit www.wsdot.wa.gov/acct/

The Partners



More information www.wsdot.wa.gov/transit

WSDOT is improving transportation access for veterans through partnerships to broaden dialogue, coordinate services and identify needs and program gaps. Your assistance is needed.

For more information or to get involved, please contact:
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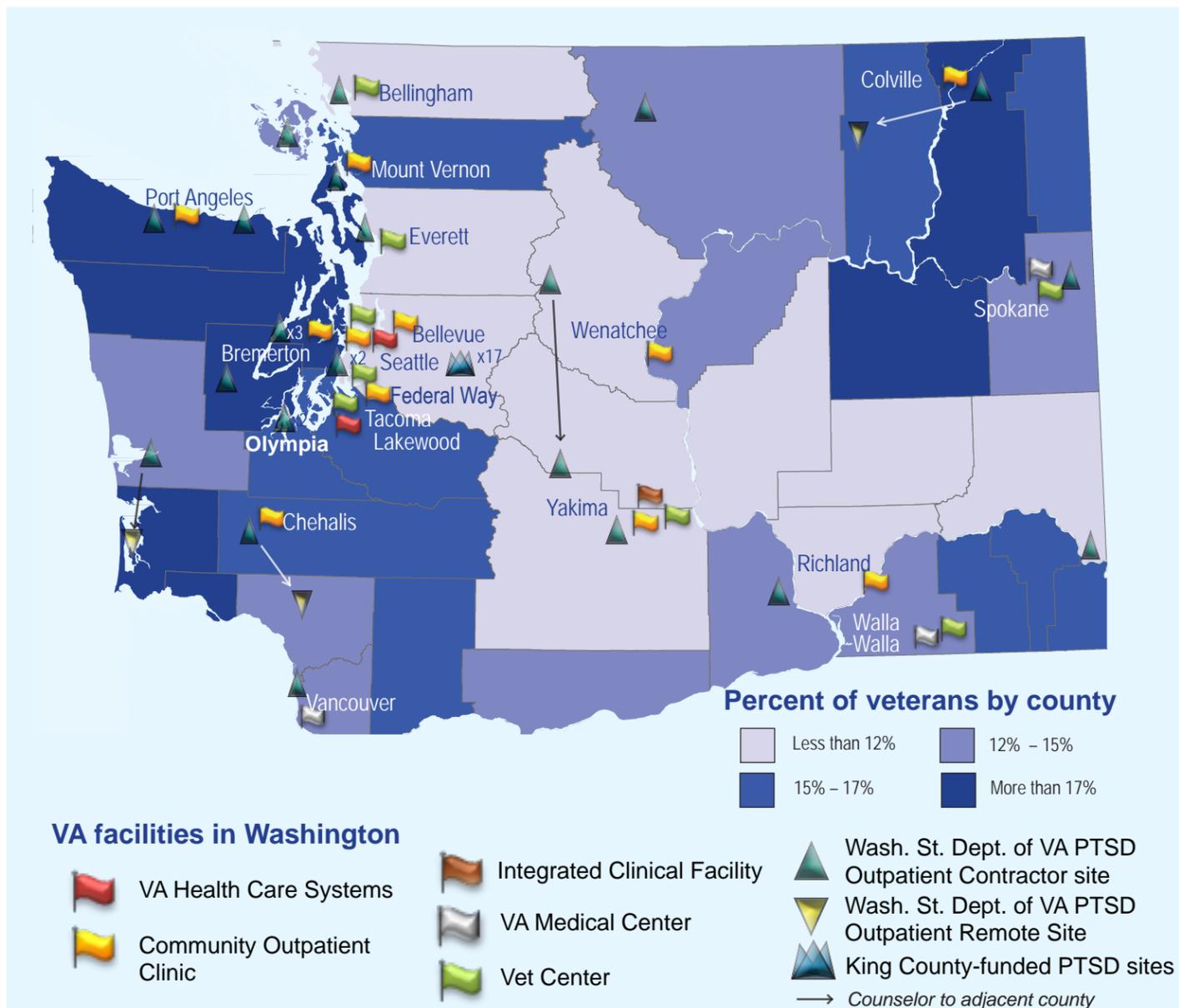
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* Source: National Center for Veterans Analysis and Statistics - Sept. 30, 2012



Washington veterans and medical facilities



Reaching critical destinations

All four corners of the state are home to high concentrations of veterans. In fact, vets make up more than 17 percent of the population in Clallam, Jefferson, Mason, Kitsap, Pacific, Wahkiakum, Stevens and Lincoln counties. In addition to where they live, veterans' age and gender also shed light on their needs. About 67 percent of our state's veterans served in the Persian Gulf (Desert Storm) or Vietnam War, and many are entering retirement age.

Female veterans account for 11 percent of the state's veterans; however, the number of aging female veterans is growing.

Veterans' health care facilities are distinguished by the level and type of care they provide. Most are located in urban parts of the state. Veterans in need of specialized care often need specialized transportation, too. It can be a lifeline when a medical facility is outside the region where they live.

Washington veteran population	
Total state population:	6,817,770
Total veterans:	607,501*
Wartime veterans:	464,340
Peacetime:	143,161
Gulf War:	196,265
Vietnam era:	209,476
Korean Conflict:	50,790
WWII:	33,736
Male:	540,219
Female:	67,282

* Source: National Center for Veterans Analysis and Statistics, Sept. 30, 2012

Collaboration

In spring 2012, WSDOT formed a veterans transportation steering committee, including representatives from federal and state veterans affairs, transit agencies, private transportation providers and advocacies. The committee meets monthly to further projects and initiatives and assess programs that tailor transportation options to veterans and their needs.

WSDOT also is working with partners to develop Washington's first statewide Human Services Transportation Plan to connect a seamless network of accessible transportation service coordinated to reach every corner of Washington.

Coordination

WSDOT supports the Agency Council on Coordinated Transportation by coordinating both public and private services and connecting veterans to accessible transportation options for travel. State legislators created the council in 1998 to remove the transportation barriers that many people face. The council's assembly of elected officials, state planners and policy makers, service providers and consumer advocates work together to connect an efficient system that reaches veterans at their front door.

Investment

In the 2011-2013 transportation budget, the state Legislature allocated \$6 million for vanpooling statewide, including \$520,000 to be used solely to purchase additional vanpool vans to serve military personnel and civilian employees at Joint Base Lewis-McChord.

Two grantees stepped up to meet the need for vanpools at JBLM through WSDOT's Vanpool Investment Program. Intercity Transit proposed adding five vanpool vehicles, and Pierce Transit proposed adding 15. Both agencies later launched vanpool marketing campaigns at JBLM, which resulted in new vanpool commuter groups.

