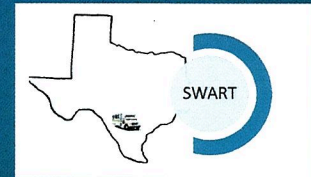




WWW.TVC.TEXAS.GOV

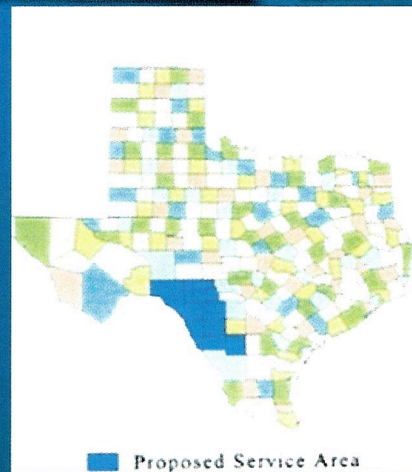
Red, White, & Blue Veteran's Ride Program

Southwest Area Regional Transit District



SWART - "El Paseo - The Heartbeat of the Southwest"

- Covers the counties of Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala.
- Transit Services
 - Section 5311 Rural Public Transit Services
 - Non-Emergency Medical Transportation
 - Various Sub-contracts
 - Managed Care Transit Services with Logisticare



2015 REGIONAL PLAN

- The objectives required to achieve SWART's goals are divided into three categories:
 - Coordination.
 - Training and technology.
 - Investment.

COORDINATION GOALS & TASKS

- Expand weekday service.
- Establish regularly scheduled intercity services, especially into Uvalde for students and into Kerrville for veterans.
- Increase coordination among transportation providers and human service agencies.
- Coordinate with Lucky Eagle Casino, Mental Health and Developmental Disabilities (MHDD) centers, Eagle Pass medical facilities, and Eagle Ford Shale companies.

INCREASE VETERAN TRANSIT SERVICES PHASE 1

- Formed a focus group with all county veterans service officers
- Educate group on SWART and the City of Del Rio Transportation services and regulations
- Discussed specific needs and gaps in services
- Determine what services were being provided throughout the region and who was funding them
- List resources including funding streams available

REGIONAL NEEDS ASSESSMENT FOR VETEANS PHASE 2

- 2 month survey was performed
- 5 simple questions
 - What County do you reside in?
 - Have you registered with your Veteran's Service Office to learn about your Veteran's Benefits?
 - Are you or your spouse/family in need of transportation services to get to work, medical appointments, shopping, bill paying, or other reasons?
 - If yes, what reasons do you need transportation?
 - Do you need transportation services locally Out of Town
 - If needed out of town, please list where:

APPLY FOR TVC GENERAL SERVICES FUNDS PHASE 3

- Employment
- Family Services
- Financial Assistance
- Legal
- Referral
- Supportive Services
- **Transportation**

SWART FY 2017 Application

- \$200,000 requested and funded
- Budgeted Expenses
 - Driver's salaries and Fringe Benefits
 - Fuel and Supplies
 - Vehicle Insurance
 - Communication Services
 - Vehicle Maintenance - parts & tires, out sourced services
 - Training
 - 10% Indirect Costs

WHO QUALIFIES TO RIDE?

- Veterans, their dependents, and surviving spouses
- Free Services - there is no fare that is charged
- Eligibility
 - DD Form 214, Certificate of Release or Discharge from Active Duty
 - NGB-22, National Guard Report of Separation and Record of Service
 - Department of Veterans Affairs (VA) official letter or disability letter
 - State of Texas Issued Driver License with Veteran designation
 - E-Benefits summary
 - Honorable discharge certificate
 - Uniform Services Identification Card
 - VA Health Card

GRANT GOALS & OBJECTIVES

- Rider Utilization
 - 200 unduplicated veterans
 - 100 unduplicated dependents
 - 50 unduplicated surviving spouses
- Long Term Goal - Develop a Veteran's Driver Volunteer Program
 - Train up to 3 volunteer drivers to help support the program
 - To be utilized up to twice per month

UTILIZATION & MEASURES

- Focus Group determined the routes
- Quarterly Meetings are held to analyze routes and need
- First 3 months of service
 - 38 Unduplicated riders
 - 142 One-way trips Overall

ROUTE SCHEDULE

- San Antonio - Every Monday and Wednesday
- Kerrville - Every Tuesday and Thursday
- VA Supported and Non-VA Supported Medical Facilities
- Local transit services on an as needed basis

PARTNERSHIP ACTIVITIES

- Shared resources, time, and people
- Veterans Services Officers and Posts pushed the surveys
- Both SWART and Veterans Services Officers obtained 25 letters of support for the application
- SWART wrote and submitted the application
- SWART is the legal and fiscal agent of the grant
- Veteran's Services Officers and Posts market the program
- SWART performs presentations at various regional Veteran's Events , Elderly Nutrition Centers, Town Hall Meetings, and Health Fairs/Job Fairs

NEXT STEPS PHASE 4

- Apply for continuation funding
- Continue recruiting volunteer drivers
- Continue analyzing routes and ridership and adjust accordingly
- Continue working on other means of coordination

OTHER REGIONAL SUCCESSES

- Develop a Flex Route in Eagle Pass
- Coordination with Southwest Texas Junior College
- Coordination with the Lucky Eagle Casino in Eagle Pass, Texas
- Develop partnerships with local churches, adult day care centers, nursing homes, medical facilities, day cares, and assisted living centers
- Starting stages of acquiring land in Eagle Pass
- Technology enhancements
- Bus Wrapping & Advertising Program
- Partnership with Greyhound for first and last mile package delivery services
- Local funding support from county governments (monetary, space, in-kind match)

COLLABORATION

Mother Teresa

*"I CAN DO THINGS YOU CANNOT,
YOU CAN DO THINGS I CANNOT;
TOGETHER WE CAN DO GREAT
THINGS."*

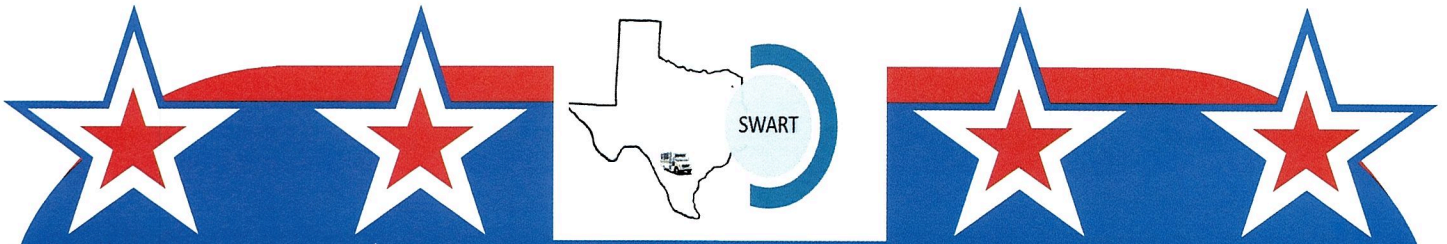
-www.InspirationBoost.com-

COLLABORATION



CONTACT INFORMATION

Sarah Hidalgo-Cook, CCTM
General Manager
713 East Main Street
Uvalde, Texas 78801
scook@paseoswart.org
830-278-4155 office
830-900-9929 cell
www.paseoswart.org



RED, WHITE, & BLUE VETERANS RIDE PROGRAM

Transportation to VA Supported Medical Facilities & Non VA Supported Medical Facilities. For Veterans, Their Families, and Surviving Spouses.

Serving the Counties of Dimmit, Edwards, Kinney,
La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala

FREE TRANSPORTATION

San Antonio—Every Monday & Wednesday
Kerrville—Every Tuesday & Thursday

FOR MORE INFORMATION OR TO RESERVE A RIDE—

CALL 1-800-499-1617

THIS PROGRAM IS SUPPORTED BY A GRANT FROM THE TEXAS VETERANS COMMISSION FUND FOR VETERANS ASSISTANCE. THE FUND FOR VETERANS ASSISTANCE PROVIDES GRANTS TO ORGANIZATIONS SERVING VETERANS AND FAMILIES. [HTTP://WWW.TVC.STATE.TX.US](http://www.tvc.state.tx.us)



Are you a surviving spouse
of a Veteran and need
transportation? Ride SWART
for free...



**Red, White & Blue Veterans
Ride Program**
For Non-VA and VA Supported
Medical Appointments

San Antonio—Every Monday & Wednesday

Kerrville—Every Tuesday & Thursday

**Call For More Info or
To Reserve A Ride
1-800-499-1617**

Serving the counties of Dimmit,
Edwards, Kinney, La Salle,
Maverick, Real, Uvalde, Val Verde,
and Zavala

This program is supported by a grant
from the Texas Veterans Commission
Fund for Veterans Assistance. The Fund
for Veterans Assistance provides grants
to organizations serving veterans and
families. <http://www.tvc.state.tx.us>



WWW.TVC.TEXAS.GOV

REVISED 9-28-17

