



Lacey Veterans Services Hub Transportation Policy



1. Purpose

This policy establishes clear guidelines for the provision of transportation services offered by the Lacey Veterans Service Hub (LVSH) for eligible clients traveling to and from appointments within Thurston County and to the American Lake Veterans Affairs Medical Center.

2. Scope

This policy applies to all volunteers, service providers, and clients involved in the coordination, scheduling, and delivery of transportation services provided through the LVSH. It governs the use, eligibility, and operational procedures related to transportation support for Veterans, Active-Duty Service Members and families accessing services. The policy ensures consistent practices, safety compliance, and equitable access to transportation resources across all LVSH programs and partnerships.

3. Eligibility

Transportation services are available exclusively to the following individuals:

- a. U.S. Military Veterans
- b. Active-Duty Service Members
- c. Immediate family members of Veterans or Active-Duty Service Members

All riders must provide verification of eligibility if requested by LVSH staff. Failure to do so may result in denial of access to LVSH transportation services. The LVSH Coordinator may also prioritize clients for transportation services based on their needs and unique circumstances.

4. Volunteer Driver Program

All transportation services provided through the LVSH are operated by volunteer drivers. These individuals generously donate their time to support the mission of serving Veterans, Active-Duty Service Members, and their families. While all volunteer drivers are trained and committed to ensuring a safe and respectful experience, they are not professional drivers or licensed medical personnel. Clients are expected to treat all volunteer drivers with courtesy and respect. The LVSH is deeply grateful for the dedication of its volunteers, whose service makes this program possible.

5. Scheduling Requirements

- a. All transportation requests must be scheduled at least 5 business days in advance of the client's appointment.
- b. Requests are scheduled on a first-come, first-serve basis and are subject to vehicle and driver availability.
- c. Transportation pickups will not be scheduled earlier than 8:00 a.m.

Effective Date: 30 September 2025



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- d. To ensure all drivers return to the LVSH by the end of the service day, transportation appointments requiring pickup times after 12:00 p.m. will not be accepted without the approval of the LVSH Coordinator.
- e. Clients are encouraged to schedule their medical appointments prior to 12:00 pm.
- f. The LVSH reserves the right to deny or reschedule transportation based on availability, safety concerns, weather, LVSH closures, or other operational needs, as determined by the LVSH Coordinator.
- g. The LVSH Coordinator or designated representative will contact clients if their transportation request cannot be conducted.

6. Hours of Operation

- a. Transportation services are available Monday through Friday, starting at 8:00 AM; all drivers are required to return to the LVSH by 4:00 PM.
- b. Services are not available on weekends, and South Puget Sound Community College or City of Lacey observed holidays.

7. Driver Responsibilities

- a. Operate vehicles safely and in compliance with all traffic laws and City of Lacey policies.
- b. Conduct visual safety inspections of the vehicle prior to each use to ensure it is in safe operating condition.
- c. Ensure vehicles are clean, well-maintained, and stocked with necessary supplies before each trip; notify the LVSH Coordinator if assistance is needed in addressing any maintenance, cleanliness, or supply issues.
- d. Refuel the vehicle as needed to maintain sufficient fuel levels for service at the City's Public Works facility or as determined by the LVSH Coordinator.
- e. Call the client before leaving for pick up to make sure they are ready.
- f. Have new passengers and any accompanying caregivers or family members sign the LVSH Van Passenger Release of Liability Form.
- g. Turn the completed LVSH Van Passenger Release of Liability Form into the LVSH front desk upon conclusion of the drive.
- h. Refrain from physically assisting clients entering or exiting the vehicle.
- i. Provide courteous and respectful service to all clients during transportation.
- j. Arrive promptly for all scheduled pickups and drop-offs.
- k. Follow assigned routes accurately.
- l. Report any incidents, delays, safety concerns, or involvement in an accident immediately to the LVSH Coordinator.
- m. Maintain professional conduct at all times while representing the City of Lacey and the LVSH.



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- n. Drivers shall record mileage for each trip in the LVSH Vehicle Log and submit the completed log to the LVSH Coordinator or designated representative upon conclusion of the drive.

8. Client Responsibilities

- a. Clients must be able to enter and exit the vehicle independently.
- b. LVSH drivers are not permitted to physically assist clients in entering or exiting the vehicle, nor are they responsible for escorting clients to or from their appointments at the designated location.
- c. Clients must be ready at the scheduled pickup time and location. Failure to be ready may result in cancellation of the ride.
- d. If a client is feeling unwell, has symptoms of illness, or cannot safely travel, they should cancel or reschedule their transportation in advance by calling the LVSH front desk.
- e. Clients are permitted to bring a caretaker or relative to assist them with entering and exiting the vehicle. The accompanying individual must be able to travel with the client for the duration of the trip and provide assistance during the appointment as needed.
- f. Clients are not allowed to bring passengers under 18 without approval from the LVSH Coordinator or City of Lacey designated representative.

9. Conduct and Safety

- a. Seatbelts must be worn at all times during transport.
- b. Disruptive, aggressive, or inappropriate behavior will not be tolerated and may result in the suspension of transportation privileges.
- c. No smoking, alcohol, or illegal substances are allowed in the vehicle.

10. Cancellations and No-Shows

- a. Clients must notify the LVSH as soon as possible if they need to cancel a scheduled ride.
- b. Multiple cancellations or no-shows may impact a client's ability to schedule future rides.
- c. The LVSH will notify clients as soon as possible if a scheduled ride must be canceled due to a lack of available drivers, safety or weather concerns, or other limiting factors.

11. Exceptions

Exceptions to this policy will be considered on a case-by-case basis and must be submitted to the LVSH Coordinator or a City of Lacey designated representative.



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12. Policy Modification and Oversight

This policy is intended to provide structure and guidance for the effective operation of the LVSH transportation program. However, as needs and circumstances evolve, policies may be modified, updated, or amended to ensure continued alignment with the LVSH mission and operational effectiveness. The LVSH Coordinator holds the authority to make changes to this policy, with oversight and final review provided by the Assistant City Manager for the City of Lacey.

13. Contact Information

For questions or concerns about this policy, please contact:

Brian Waananen

LVSH Coordinator

360-239-3463

brian.waananen@cityoflacey.org

A blue ink signature of Brian Waananen, consisting of the letters "BW" followed by a horizontal line.

Brian Waananen

LVSH Coordinator

360-239-3463

brian.waananen@cityoflacey.org

A blue ink signature of Shannon Kelley-Fong, written in a cursive style.

Shannon Kelley-Fong

Assistant City Manager

360-412-2891

shannon.kelley-fong@cityoflacey.org