



# GOODHUE COUNTY MINNESOTA

TO EFFECTIVELY PROMOTE THE SAFETY, HEALTH, AND WELL-BEING OF OUR RESIDENTS

## COMMITTEE OF THE WHOLE AGENDA

COUNTY BOARD ROOM  
GOVERNMENT CENTER  
RED WING, MN

NOVEMBER 1, 2022  
10:00 A.M.

### VIRTUAL MEETING LINK:

[HTTPS://MEET.GOTO.COM/610865269](https://meet.goto.com/610865269)

UNITED STATES (TOLL FREE): 1 866 899 4679

UNITED STATES: +1 (571) 317-3116

**ACCESS CODE:** 610-865-269

Veterans Transportation Program

Documents:

[Veterans Rides Program.pdf](#)

The background features a dark blue and black color scheme with a financial chart. A white line graph with four data points is visible, with the lowest point highlighted by a yellow circle. To the right, a bar chart is partially visible with the number '289.33' appearing on a bar. A grey L-shaped graphic element is positioned to the left of the text.

# VETERANS RIDE PROGRAM

Per Diem Proposal

# Thank You!

- Comprehensive of Individualized Rides
- Helping the most vulnerable veterans in our county

# Change in Ridership Program

We are seeing fewer Veterans from WWII, Korea.  
Increase in Veterans from Viet Nam and Gulf Wars.



## Why are we seeing an increase in ride requests and overall activity in this office:

- Federal benefits changing (Blue Water Navy, Burn pits, Camp Lejeune, Toxic Exposure, ...)
- State benefits (Homestead credits, Post 9/11 Service Bonus, MDVA programs, ...)
- Cost of living increases
- Homelessness
- Cultural Changes; seeking help is becoming okay.

# Veteran Rides History

## Recent Years

2019

- Rides: 556
- Expenses: \$20,563    Donations: \$27,054

2020

- Rides: 248
- Expenses: \$16,966    Donations: \$14,113

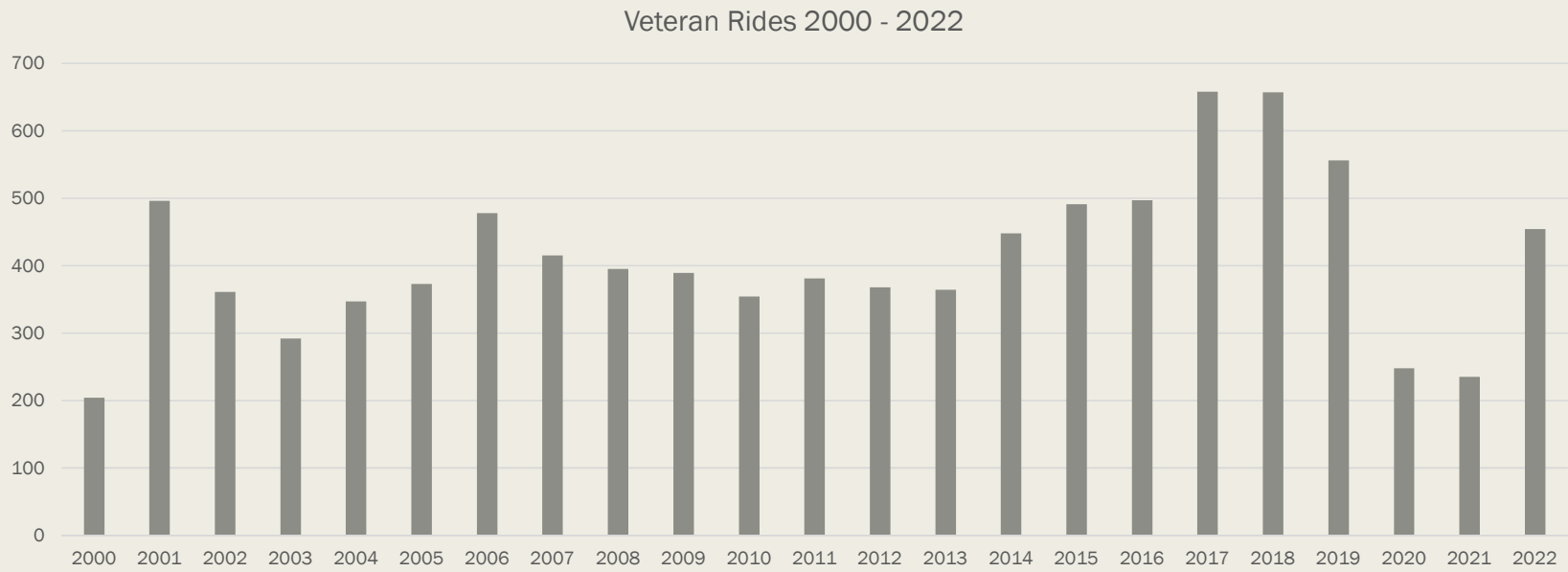
2021

- Rides: 235
- Expenses: \$28,197    Donations: \$16,667

## Actual (As of 10/2022)

- Rides: 454 Avg. rides per day: 2.24
  - Avg time spent: 5.20 hours
  - Avg cost per ride: \$75.22
- Expenses: Approx. \$30,000
  - Donations: Approx. \$14,606

# Rides by Year



# Per Diem Proposal and Projected Costs

## Actual

(No vans, ea. Vet = 1 ride)

- Veterans: 454
- Rides: 454 (As of 5/20)
- Avg # rides per day: 2.24
- Avg time spent: 5.20 hours
- Avg cost per ride: \$75.22
- Expenses: Approx. \$30,000
  - *Donations: Approx. \$14,000*

## Projected

(1 van RW, 1 van Zumbrota, Individ. CC)

- Veterans: 454
- Rides: 253  $((454/2.24)*1.25)$
- Est. rides per day: 1.25
- Est. Avg. time spent: 8.00 hours
- Est. cost per ride: \$125
- Expenses: Approx. \$34,000
  - *Est. Per Diem cost: \$28,000*
  - *Est. Gas Cost: \$6,000*

# Pros and Cons

## Current – POV's

- Pros
  - *Individualized rides*
  - *Greater access to Community care locations*
  - *Shorter days for drivers and veterans*
- Cons
  - *Drivers operating under own insurance*

## County Vans + CC Rides

- Pros
  - *Utilizing County vehicles*
  - *Not utilizing POV's as much*
  - *Ensured maintenance on vehicles*
- Cons
  - *Major shift in services provided*
  - *Longer days for drivers and veterans (8+ Hours/day)*
  - *Reduced access to Community Care locations*



## Current procedure:

- Volunteers go through background check and physical with the VA
- Rides Process:
  - *Veteran schedules appointment with VA*
  - *Veteran contacts the Veteran Service Office with:*
    - time and location of appointment
  - *ACVSO arranges for a driver:*
    - Contacts driver, driver verifies their availability and agrees to provide ride
    - ACVSO contacts veteran and verifies pickup time
  - *Driver picks up veteran, drives to appointment*
  - *Driver waits*
  - *Driver brings veteran back home*
  - *Driver fills out form with mileage, time, donation, and has veteran sign.*
  - *Driver sends form and donations to CVSO*
- Volunteers submit mileage to the County and get paid the IRS rate

## Proposed procedure:

- Volunteers go through background check and physical with Veteran's Administration
- Rides Process:
  - *Veteran schedules appointment with VA*
  - *Veteran contacts the Veteran Service Office with:*
    - Time
    - Location
  - *ACVSO arranges for a driver:*
    - Estimates travel time for earliest appointment in the series
    - Establishes pick up time for each veteran being picked up by each van (30 min intervals)
    - Contacts driver, driver verifies their availability and agrees to provide ride with van
    - ACVSO contacts each veteran getting a ride and verifies pickup times
  - *Driver drives to van*
  - *Driver picks up each veteran in series*
  - *Drives to location*
  - *Driver waits for all veterans*
  - *Driver brings veterans back home*
  - *Driver fills out form with time, donations, and have veterans sign.*
  - *Driver sends form and donations to CVSO*
- Volunteers can use their own vehicles if a County vehicle is not available and pick up veteran using the current procedure.

# Procedure Takeaways

- Planning time for the ACVSO will increase from the current 50% to .
  - *Balancing increasing # of veterans per van trip against time spent:*
  - *Establishing shortest route each day*
  - *Locating rides for Community Care appointments*
- Average time for drivers will increase (8 – 12 hour days)
  - *Drivers will be leaving earlier to pickup the county van*
  - *Drivers will be picking up multiple veterans before leaving for the VA*
  - *Drivers and veterans will be waiting for the last appointment before leaving*
  - *Drivers will be dropping off multiple veterans*
  - *Drivers will drop off van before heading home*
- Average time for veterans will increase (6 – 12 hour days)
  - *Veterans will have to be picked up earlier and dropped off later*
  - *Veterans will arrive earlier and leave later*

# Budget Items

- To-be-added line items to Veteran's Budget:
  - 6303 - *Vehicle Maintenance*: ~ \$1,500
  - 6562 - *Tires*: ~ \$500
  - 6567 - *Gas*: ~ \$6,000 -
- Increased costs:
  - *Current Budget*: ~ \$30,000 (as of Oct 25)
  - *Projected Budget*: ~ \$40,000
- Total increase: ~ \$10,000

# Ongoing Projects/Statistics

- Rides (Jan 1 – Oct 25) : 454
- Vet Pro Interactions (Aug 1– Oct 25): 779
- Incoming/outgoing phone calls – P#3256 (Mar 21 – Jul 28): 1,617
- Continuing migration of documents from VIMMS to Vet Pro, and uploading documents scanned since VIMMS crash:
  - *Moved: A – K, Left to move: K – Z*
  - *Total uploaded: 3,404 documents*
- Scanning and Uploading physical records, to be started:
  - *10 filing cabinets*
  - *WW1 Documents*

# Variation Each Week I

Monday – 2 vans

- 2 from Zumbrota
- 2 from Red Wing
- 1 cancelled

Tuesday – 2 vans, 1 POV

- 2 from Red Wing
  - 1 to Mpls VA
  - 1 to Roch. VA
- 1 from Zumbrota

Wednesday – 1 van

- 1 from Zumbrota

Thursday – 2 vans

- 1 from Zumbrota
- 1 from Red Wing

Friday – 1 van, 1 POV

- 1 from Lake City
- 1 from Red Wing

Time	Monday	Tuesday	Wednesday	Thursday	Friday
5:00					
5:30					
6:00					
6:30					
7:00					
7:30	Veteran - RW > Mpls VA				
8:00		Veteran - RW > Mpls VA			
8:30	Veteran - Zumb. > Mpls VA				
9:00	Veteran - RW > Mpls VA	Veteran - RW > Roch. VA			
9:30	Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	
10:00				Veteran - RW > Roch. VA	
10:30					
11:00					Veteran - LC > Mpls VA
11:30					Veteran - RW > Mpls VA
12:00					
12:30					
13:00					
13:30	Veteran - RW > Mpls VA				
14:00					
14:30					
15:00					
15:30					
16:00					
16:30					
17:00					
17:30					
18:00					
18:30					
19:00					

# Variation within each day

Time	Monday		1
5:00			
5:30			
6:00		Drive	
6:30		Pickup first Vet	Drive
7:00		Pick up last vet	Pickup first Vet
7:30	Veteran - RW > Mpls VA	Drive	Pick up last vet
8:00		Drive	Drive
8:30	Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	Drive
9:00	Veteran - RW > Mpls VA	Wait w/ vet 2	Veteran - RW > Mpls VA
9:30	Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	Wait w/ vet 2
10:00		Wait w/ vet 1	Wait w/ vet 2
10:30		Wait w/ vet 1	Wait w/ vet 1 & 2
11:00		Drive	Wait w/ vet 1 & 2
11:30		Drive	Wait w/ vet 1 & 2
12:00		Drive	Wait w/ vet 1 & 2
12:30		Drop of first vet	Wait w/ vet 1 & 2
13:00		Drop off last vet	Wait w/ vet 1 & 2
13:30	Veteran - RW > Mpls VA		Veteran - RW > Mpls VA
14:00			Wait w/ vet 1
14:30			Wait w/ vet 1
15:00			Drive
15:30			Drive
16:00			Drive
16:30			Drop of first vet
17:00			Drop off last vet
17:30			
18:00			
18:30			
19:00			

# Variation Each Week II

- Monday – 1 van
  - 2 from Red Wing
- Tuesday – 2 vans
  - 2 from Red Wing
  - 2 from Zumbrota
- Wednesday – 2 vans
  - 2 from Red Wing
  - 1 from Zumbrota
- Thursday – 1 van
  - 1 from Zumbrota
  - 1 from Red Wing
- Friday – 2 vans
  - 1 from Red Wing
    - 1 to Roch VA
  - 2 from Zumbrota
    - 1 to Mpls VA
    - 1 to Roch VA

Time	Monday	Tuesday	Wednesday	Thursday	Friday
5:00					
5:30					
6:00					
6:30					
7:00					
7:30		Veteran - RW > Mpls VA			
8:00					
8:30				Veteran - RW > Mpls VA	
9:00		Veteran - RW > Mpls VA	Veteran - RW > Mpls VA		
9:30			Veteran - Zumb. > Mpls VA	Veteran - Zumb. > Mpls VA	
10:00		Veteran - Zumb. > Mpls VA			Veteran - RW > Roch. VA
10:30					
11:00					Veteran - Zumb. > Mpls VA
11:30	Veteran - RW > Mpls VA				
12:00					
12:30			Veteran - RW > Mpls VA		Veteran - Zumb. > Roch. VA
13:00	Veteran - RW > Mpls VA	Veteran - Zumb. > Mpls VA			
13:30					
14:00					
14:30					
15:00					
15:30					
16:00					
16:30					
17:00					
17:30					
18:00					
18:30					
19:00					