



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Health Administration**  
**Washington DC 20420**

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**UNDER SECRETARY FOR HEALTH'S INFORMATION LETTER**

**HUMAN TRANSPORTATION SERVICES COORDINATION**

**1.** This Information Letter provides Department of Veterans Affairs (VA) medical centers with guidance in implementing strategies in response to Executive Order 13330, "Human Transportation Services Coordination."

**2. Background**

a. Personal mobility often can be taken for granted. For many people, it means starting the car or walking to the subway. However, an increasing number of Americans are unable to get to work, run errands, or access medical care simply because they do not have reliable transportation. The number of older adults in America, 30 million in 2000, is expected to double by 2030. Many of them belong to the population of "transportation-disadvantaged" individuals who cannot operate vehicles because of medical conditions or limitations. Other transportation-disadvantaged people are unable to afford their own automobile, or live in areas without public transportation.

b. In recognition of the fundamental importance of human service transportation and the continuing need to enhance coordination, Executive Order 13330 was issued February 2004. The Executive Order established a Federal Interagency Transportation Coordinating Council on Access and Mobility (CCAM), whose tasking is to simplify access to transportation for people with disabilities, people with lower incomes, and older adults.

(1) The CCAM Secretaries members are of: VA; Department of Transportation (DOT), Department of Health and Human Services (DHHS), Department of Labor (DOL), Department of Education (DOE), Department of Interior (DOI), Department of Housing and Urban Development (DHUD), United States Department of Agriculture (USDA), and the Commissioner of the Social Security Administration, the Attorney General, and the Chairperson of the National Council on Disability.

(2) Executive Order 13330 requires that CCAM members work together to provide the most appropriate, cost effective services within existing resources, and reduce duplication to free up funds for more service. The CCAM launched United We Ride (UWR), a national initiative to implement the Executive Order and the Action Plan established by the CCAM. The CCAM then submitted a detailed 2005 United We Ride Report to the President. The report outlined collective and individual department actions to decrease duplication, enhance efficiencies, and simplify access for consumers.

c. At the CCAM meeting, members of the CCAM adopted the following policy statements:

(1) “Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations as stated in Executive Order 13330.”

(2) “Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services.”

**3. Recommendations for VA Medical Centers.** It is strongly recommended that each facility take the following steps to comply with Executive Order 13330:

- a. Evaluate transportation services offered within the facility.
- b. Participate in any coordinated transportation planning processes in the local community.
- c. Consider offering any excess capacity in VA transportation services to other Federal agencies under agreements that provide for reimbursement to VA.
- d. Consider the feasibility of using any excess capacity in the transportation service of another Federal agency under an agreement that provides for reimbursement to that agency.
- e. Consider informing veterans of the transportation services of other government agencies that might be available to them.

**4. Inquiries.** Questions may be addressed to the Chief Business Office at (202) 273-0384.

Michael J. Kussman, MD, MS, MACP  
Acting Under Secretary for Health

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