



TRANSPORTATION REPORT 2017

Disababled American Veterans, Dept. of Minnesota

Prepared by:

Trent C Dilks, Program Director

TO OUR MEMBERS, PARTNERS AND DONORS

Program Highlights

Every program in the state has shown tremendous growth over the past year. We have seen an increase in every measurable area, meaning, we are helping more Veterans than ever before.

Equipment Highlights

2017 saw the last of the old 12 passenger style vans removed from the fleet. The vehicles were given out to chapters to continue the DAV's mission on a different level.

Expansion Highlights

The DAV of MN has continued our focus on sustainable growth into areas of need. This year saw us expand our free ride services in Central, Southwest, Northeast and Northwest Minnesota. Each program is showing solid results in the early stages of the expansion.

"This is my lifeline, how I get there (VA), you know, it is a wonderful service"

Quote from a Veteran the DAV Metro Transportation Program had given 12 rides in six weeks.

**She said this to a reporter from ABC on a ride along highlighting DAV's service.
The story aired December 4, 2017**

Looking Ahead

It was another amazing year for the DAV of MN Transportation program. As I look forward to 2018, after reflecting on a successful 2017, I am confident we will see continued growth and efficiency in our transportation program. The DAV of MN has an amazing group of Transportation Coordinators, Volunteer Drivers, members and supporters that make all of this possible. Thank you to all of them, this success is theirs.

Trent C. Dilks
Program Director
1/22/18

PROGRAM SUMMARY

Below are the highlighted totals for the Transportation Program as a whole. Later in the report these numbers will be broken down to individual programs in more detail.

- In 2017 the DAV of MN Transportation Totals:
 - **1,656,970** miles driven by volunteer drivers.
 - This is a **3.5%** increase from 2016, or, **55,838** miles more than 2016.
 - **32,543** Veterans were transported.
 - This is a **14.1%** increase from 2016, or, **4,209** more Veterans transported.
 - **77,304** hours were spent by volunteers transporting Veterans.
 - **\$2,017,634.40** is the estimated value of the hours donated by Volunteer Drivers.
 - This is a **1%** increase from 2016, or, **755** more hours volunteered.

The numbers show 2017 was the best year yet for the DAV of MN Transportation Program. While the overall increase in “Volunteer Hours” was modest (1%), when looking at the significant increase (14.1%) in “Veteran Transports” this points to overall increased efficiency in the program. This will be explored further in “Program Breakdown”.



Above is one of our more recent additions: A 2015 Ford Flex stationed in Brainerd, MN.

PROGRAM BREAKDOWN

The following sections will breakdown each of the four regional programs (Metro, Central, Northwest and Northeast). There will be two sets of numbers presented: one will be “DAV Fleet Totals” and the other “Program Totals”. The “DAV” numbers are specifically the numbers generated by the DAV Fleet, while, the “Program” numbers show the total numbers tracked including all DAV Volunteer Drivers in Minnesota.

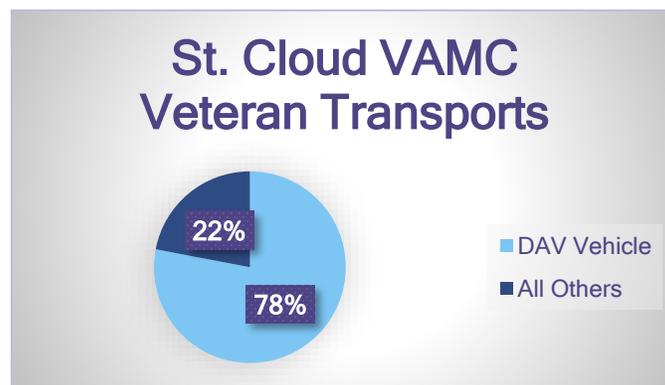
*Percentage change was used for all percentages in the following breakdown.

Metro Transportation Program

- Program Totals:
 - **1,268,462** miles driven.
 - This is a **1%** increase over the 2016 total, or, **12,200** miles.
 - **25,106** Veteran transports.
 - This is a **7.8%** increase over the 2016 total, or, **1,824** transports.
 - **59,901** hours volunteered.
 - **\$1,563,416.10** is the estimated value of the time donated by Volunteer Drivers in 2017. (Using a “Volunteer Estimated Value from BLS)
 - This is a **2.1% decrease** from the 2016 total, or, **1,282 less** hours (See analysis below).
- DAV Fleet Totals:
 - **158,135** miles driven.
 - This is a **22.1%** increase from the 2016 total, or, **28,642** miles.
 - **5,894** Veteran transports.
 - This is a **16.9%** increase from the 2016 total, or, **851** transports.
 - **8,810** volunteer hours.
 - **\$229,941** is the estimated value of the time donated by Volunteer Drivers.
 - This is a **1.1%** increase from the 2016 total, or, **94** hours.
- Analysis:
 - The Metro Transportation Program saw a change in leadership with the hiring of Lukas Johnson to replace the longtime HSC Babette Blumenauer. After a brief adjustment period, the program saw increases across the board.
 - The 16.1% increase in fleet veteran transports with only a 1.1% increase in “Volunteer Hours” points to increased efficiency by Lukas. There were less one Veteran routes per vehicle in 2017.
 - This program may face an overall decline in “Program Totals” if the three-year trend of decreases by county DAV Volunteers continues in 2018. However, the steady increases in the “DAV Fleet Totals” points to an overall healthy program ready for expansion.

Central Minnesota Transportation Program (CMTP)

- Program Totals:
 - **262,802** miles driven.
 - This is a **13.1%** increase over the 2016 total, or, **30,384** miles.
 - **6,040** Veteran transports.
 - This is a **43.9%** increase over the 2016 total, or, **1,842** transports.
 - **13,137** hours volunteered.
 - **\$342,875.70** is the estimated value of the time donated by Volunteer Drivers in 2017. (Using a “Volunteer Estimated Value from BLS)
 - This is a **13.8% increase** from the 2016 total, or, **1,589 more** hours.
- DAV Fleet Totals:
 - **155,314** miles driven.
 - This is an **11.4%** increase from the 2016 total, or, **15,863** miles.
 - **4,718** Veteran transports.
 - This is a **60.5%** increase from the 2016 total, or, **1,779** transports.
 - **7,477** volunteer hours.
 - **\$195,149.70** is the estimated value of the time donated by Volunteer Drivers.
 - This is a **13.6%** increase from the 2016 total, or, **895** hours.
- Analysis:
 - The CMTP is run by HSC Stephanie Zeimetz, who has guided the program through expansion in 2017, while increasing efficiency throughout her fleet.
 - The significant increases across the board is beyond what would be expected by the addition of two vehicles in 2017 and points to a very healthy program.
 - CMTP added an additional vehicle to the fleet stationed in St. Cloud, as well as an additional vehicle in Mille Lacs County, Milaca.
 - The 60.5% increase in “Veterans Transports” and only 13.6% increase in “Volunteer Hours” points to increases in efficiency.
 - CMTP is poised for further expansion in 2018, bringing the total to 8 vehicles scheduled by Stephanie. This expansion would make CMTP the largest regional program in the state.



- The above graph shows that 78% of all Veterans transported by a Volunteer Driver are now riding in a DAV donated vehicle to the St. Cloud VAMC (All Others includes CVSO, etc.. programs.)

Northwest Transportation Program (NWTP)

*Only program totals will be included as all numbers for this program are generated by DAV Fleet Vehicles

- Program Totals:
 - **53,857** miles driven.
 - This is a **15.2%** increase over the 2016 total, or, **7,125** miles.
 - **420** Veteran transports.
 - This is a **19.3%** increase over the 2016 total, or, **68** transports.
 - **1,878** hours volunteered.
 - **\$49,015** is the estimated value of the time donated by Volunteer Drivers in 2017. (Using a “Volunteer Estimated Value from BLS)
 - This is an **11.7% increase** from the 2016 total, or, **197 more** hours.
- Analysis:
 - The Northwest Transportation Program is run by Dan Wood, who has been operating the program from its inception and overseen increases every year.
 - 2017 saw the Northwest Program’s first expansion with the addition of a vehicle stationed in Crookston, MN. The expansion in the early stages but should lead to an overall increase in the numbers for 2018.
 - The increases across the board show an overall healthy program, that is seeing higher numbers of riders per trip.
 - Some concerns have been voiced regarding the utilization of the NWTP vehicle stationed in Bemidji as it has seen its average daily ridership dropped over 2017. Increased outreach efforts will target this issue in 2018.
 - While growth into new areas will remain an option in 2018, the primary focus of the program will be to increase utilization in the current areas serviced.

Northeast Transportation Program (NETP)

*Only program totals will be included as all numbers for this program are generated by DAV Fleet Vehicles

- Program Totals:
 - **71,849** miles driven.
 - This is a **9.3%** increase over the 2016 total, or, **6,129** miles.
 - **977** Veteran transports.
 - This is a **43.3%** increase over the 2016 total, or, **295** transports.
 - **2,388** hours volunteered.
 - **\$62,326.80** is the estimated value of the time donated by Volunteer Drivers in 2017. (Using a “Volunteer Estimated Value from BLS)
 - This is an **11.7% increase** from the 2016 total, or, **251 more** hours.
- Analysis:
 - The Northeast Transportation Program is Dan Welsand who has been in charge of the program since its inception in 2015. He has overseen consistent growth over the past two years.

- 2016 saw the moving of one Ford Flex from Grand Marais, MN due to under utilization to the Twin Ports CBOC. That vehicle has run consistently with increasing numbers of local transports.
- The vehicle in Virginia, MN has seen a steady ridership with the vehicle often running at capacity. The demand in that area has the Ford Flex in Virginia scheduled to be upgraded to a Ford Transit in 2018. This should lead to an increase in the numbers from Virginia.
- The NETP is looking at expanding to at least one new area in 2018 as well as upgrading the capacity for current service areas.
- The most impressive part of the NETP's 2017 was the considerable increase in the amount of Volunteer Drivers in the program. The program started the year with very few and now has enough to operate its vehicles daily. This is a direct result of the exhaustive efforts by Dan to make this program successful.

Overall Transportation Program Analysis:

The DAV of MN Transportation Program has concluded another successful year. It is important to note for another year the program operated with no injuries, major accidents or serious incidents, which reflects the professionalism of all involved.

All of the expansion efforts are showing solid foundations for continued growth and should be sustainable for the foreseeable future. These efforts have also shown that the need is greater than originally thought in each of the areas the program expands to, with demand outpacing predicted need.

The continued success of our transportation program can be primarily attributed to two groups:

First, our amazing group of Volunteer Drivers who make all of our transportation possible. Without their efforts over 32,000 Veteran Transports would not have happened, leaving many of our Veterans without access to the care they need.

The second group is our excellent group of HSC/TSC's (Stephanie, Lukas, Dan and Dan). They run efficient, safe and creative programs to fulfill the needs of thousands of Minnesota Veterans. Their creativity has allowed for expansion of services while utilizing limited resources and maintaining the highest standards of service.

Overall 2017 was a major success for the DAV of MN Transportation Program. The HSC's, Volunteers, members and supporters of the DAV of MN can be proud to be part of an excellent program that is positively impacting the lives of thousands of Veterans.

(2018 outlook is on the next page.)

OUTLOOK FOR 2018

The outlook for the DAV of MN Transportation program for 2018 is good. Each program has definable and attainable goals. These goals include a healthy mix of expansion with additional resources, as well as increased utilization of current resources.

Overall the transportation program is likely to see an increase in demand from communities it currently serves as the average age of the Veteran population continues to increase. There has also been a trend in increased demand as a result of health conditions related to presumptive conditions for Vietnam Veterans exposed to Agent Orange, which leaves many without the ability to drive.

There also appears to be a strong possibility the transportation program will see an overall increase in demand from areas it does not currently serve. The VA's transition to direct deposit for travel pay has created challenges for outside programs dependent on that revenue. These challenges have resulted in many programs no longer remaining viable and many counties looking for different options. It is important to note the DAV of MN is not impacted by this change, as we collect no funds from our riders or the VA for transportation.

The areas targeted for expansion in 2018 will be the Outer Metro, Central, Northeast and continued exploration of a possible Southeast Transportation Program. Expansion to these areas will require additional vehicles, volunteers and possibly coordinators. The program will also see several of its vehicles discharged from fleet as they reach the end of their lifecycle.

The program will continue to focus on four primary areas; safety, volunteer appreciation, utilization and expansion.