
Passenger Responsibilities

- **DAV decided veterans earned the PRIVILEGE to ride the vehicles but it NOT AN ENTITLEMENT. DAV is not a government entity and does not fall under Congressional oversight.**
- **Veterans must have a VA authorized appointment to ride the DAV vehicles.**
- **DAV does NOT guarantee availability of a vehicle or a driver for your transportation needs.**
- **Veterans CANNOT receive travel pay if a veteran rides the DAV vehicles.**
- **Veterans must be able to get in and out of DAV vehicle without assistance. DAV vehicles cannot take wheelchair bound veterans. Spouses or caretakers can ride in the DAV vehicles to help the veteran.**
- **Call your HSC or LAC as early as possible to schedule a ride: a 72-hour notice is requested.**
- **Be at the pick-up location on time and ready**
- **Follow the drivers' instructions, and do not distract the driver when the vehicle is in motion.**
- **Do not ask driver to stop other than rest breaks.**
- **Let the HSC, LAC, or driver know when you are finished with your appt and ready to return.**
- **NO ALCOHOL, illegal drugs, smoking, or weapons allowed in or near the DAV vehicles.**
- **Register any complaints or compliments with DAV HSC or LAC's.**
- **Pick up after yourself, do not leave trash**