

**DEPARTMENT OF  
VETERANS AFFAIRS**

**MEMORANDUM**

**Date:** September 24, 2020

**From:** Medical Center Director (00/537)

**Subject:** Lakeside Shuttle Hours of Operation

**To:** Email Distribution

**Hours of Operation Monday through Friday**

<b>Bus will Depart from Jesse Brown</b>	<b>Bus will Depart from Lakeside</b>
5:00 AM	5:30 AM
	6:00 AM
6:00 AM	6:30 AM
7:00 AM	7:30 AM
8:00 AM	8:30 AM
9:00 AM	9:30 AM
10:00 AM	10:30 AM
11:00 AM	11:30 AM
12:00 PM	12:30 PM
12:30 PM	1:00 PM
1:00 PM	1:30 PM
2:00 PM	2:30 PM
3:00 PM	3:30 PM
4:00 PM	4:30 PM
4:30 PM	5:00 PM
5:00 PM	5:30 PM
6:00 PM	6:30 PM

**From 7:00 pm to 10:00 pm Monday through Friday the shuttle will be "On-Call"** – Meaning that if a Veteran, Resident or Medical Student needs transportation between Jesse Brown and Lakeside they will call the Jesse Brown VAMC information desk at (312) 569-8275 or 8276 and ask for transportation for the time they need it and from which location. If the front desk does not answer, please call the driver at (312) 493-1773. We will require a 30-minute notification for On-Call Transportation.

**Hours of Operation on Saturday, Sunday, and Federal Holidays**

<b>Bus will Depart from Jesse Brown</b>	<b>Bus will Depart from Lakeside</b>
6:00 AM	6:30 AM
7:00 AM	7:30 AM
8:00 AM	8:30 AM
<b>On-Call from 9:00 AM TO 12:00 PM</b>	<b>On-Call from 9:00 AM TO 12:00 PM</b>
12:00 PM	12:30 PM
1:00 PM	1:30 PM
2:00 PM	2:30 PM
3:00 PM	3:30 PM
4:00 PM	4:30 PM
4:30 PM	5:00 PM
5:00 PM	5:30 PM
6:00 PM	6:30 PM
<b>On-Call from 7:00 PM TO 9:00 PM</b>	<b>On-Call from 7:00 PM TO 9:00 PM</b>

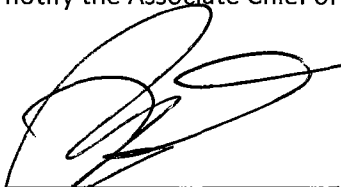
**From 9:00 am to 12:00 pm and 7:00 pm to 9:00 pm on Saturday, Sunday and Federal Holidays, the shuttle will be “On-Call”** – Meaning that if a Veteran, Resident or Medical Student needs transportation between Jesse Brown and Lakeside, they will call the Jesse Brown VAMC information desk at (312) 569-8275 or 8276 and ask for transportation for the time they need it and from which location. If the front desk does not answer, please call the driver at (312) 493-1773. We will require a 30-minute notification for On-Call Transportation.

**Who Can Ride the Lakeside Shuttle?**

- Priority will be given to Veterans and family members/caregivers with scheduled appointments at the Jesse Brown VAMC and/or the Lakeside CBOC.
- Residents and Students from Northwestern traveling to Jesse Brown VAMC for work or educational purposes.
- Jesse Brown VAMC Employees or Lakeside CBOC Employees requiring transportation between facilities for Official Government Business during normal business hours, 8:00 am to 4:30 pm – Monday through Friday.

**Who Do I Contact?**

- The Lakeside Shuttle is managed by the Fleet Management Department at the Jesse Brown VAMC in Room #2449 on the second floor of the Damen Building.
- If you experience a problem with the shuttle that needs **immediate** attention, please call the Jesse Brown VAMC information desk at (312) 569-8275 or 8276 or the driver at (312) 493-1773.
- To report concerns about the shuttle, please notify Eddie Cowart ([Eddie.Cowart@va.gov](mailto:Eddie.Cowart@va.gov)). Trainees can notify the Associate Chief of Staff for Education at [CHS\\_Trainee@va.gov](mailto:CHS_Trainee@va.gov).



Ricky Ament, FACHE  
Medical Center Director