Volunteer Transportation Services

A volunteer driver program of Catholic Community services providing door-through-door transportation to low-income seniors and adults with a disability in pierce county.

CATHOLIC COMMUNITY SERVICES
SERVING PEOPLE OF ALL BELIEFS

How the program works

Client enrollment

- Prospective clients call UW Access Pierce and their transportation Coordinator does a simple intake over the phone with the client. Access Pierce sends VTS the intake and our intake staff contact the client directly to set up their appointments.

How to schedule a ride

- Clients call our scheduling line 844-851-9380 and an Intake Coordinator schedules their ride and confirms a driver for their request. We require one weeks notice for ride requests and then the rides are entered into the RideScheduler system.



Volunteer Drivers

Volunteer Driver Registration

- Volunteers complete a comprehensive application process, which includes Washington State Background check, Drivers Abstract, Three references, proof of insurance, car inspection and ride-a-long safety check.

Volunteer Driver Trainings

- All VTS volunteer drivers are required to take a Defensive Driving Course and Passenger Assistance Safety Training every three years. We also offer First Aid/CPR and other training on many issues that can arise with helping seniors and adults with disabilities.

Volunteer Reporting

- Rides are entered into the RideScheduler system and drivers select the ride they want online. Drivers report their hours and miles each month and are reimbursed for mileage at 58.5 cents a mile from their home and back to their home.

Service Stats

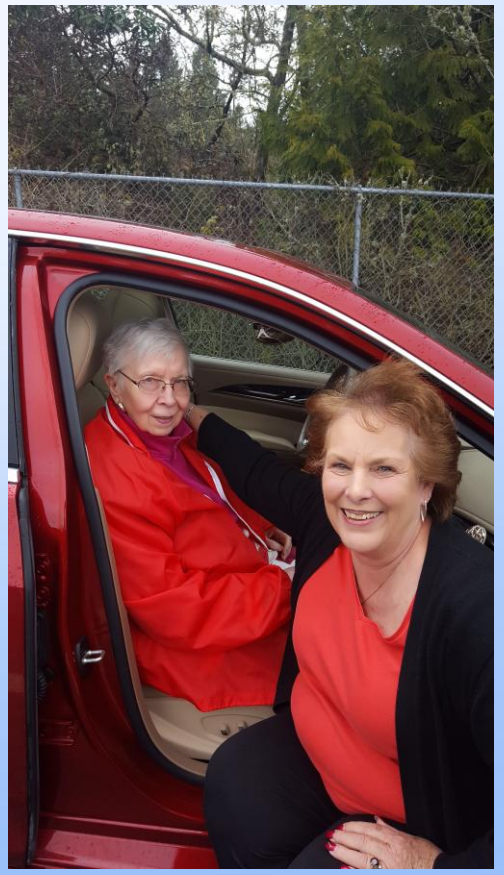
Volunteer Transportation Services has been serving local low-income seniors and adults with disabilities for over 40 years.

The following statistics reflect services since July 2022through June 2026 from our RideScheduler program.

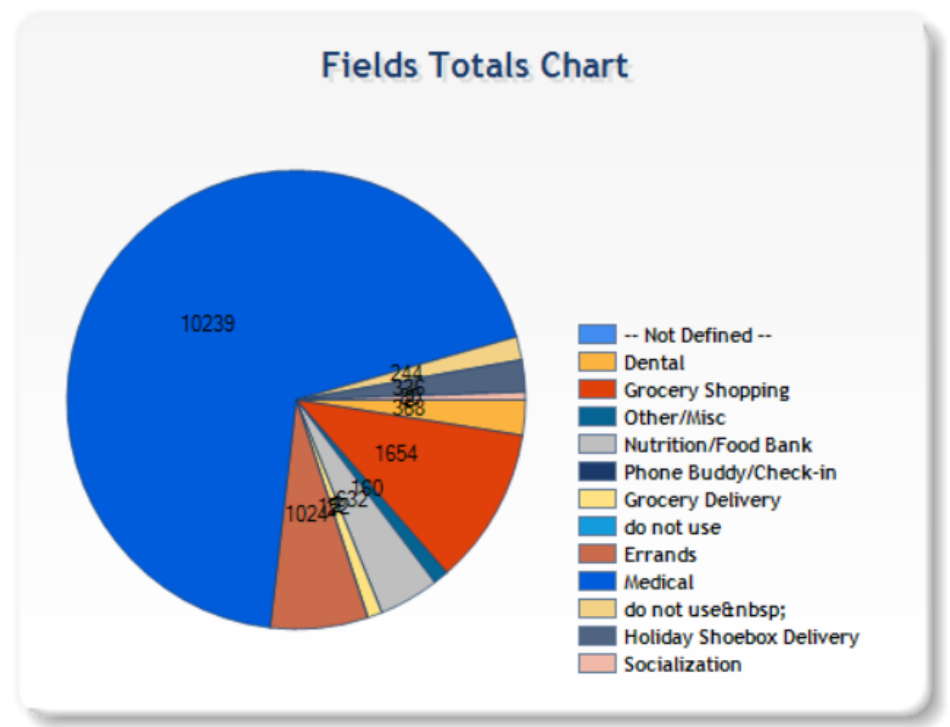
Begin Date 07/01/2022 End Date 06/30/2026 Update

Totals | Ride totals | Service Rcpts totals | Volunteer Drivers totals

Completed 1-way rides in time period	14895
Extra Stops in time period	2156
Extra Passengers in time period	126
Service Rcpts added in time period	375
Volunteer Drivers added in time period	44
Total number of Service Rcpts in time period	244
Total number of Volunteer Drivers in time period	79
Volunteer Hours in time period	23077
Reported/Estimated Miles in time period	310278.60

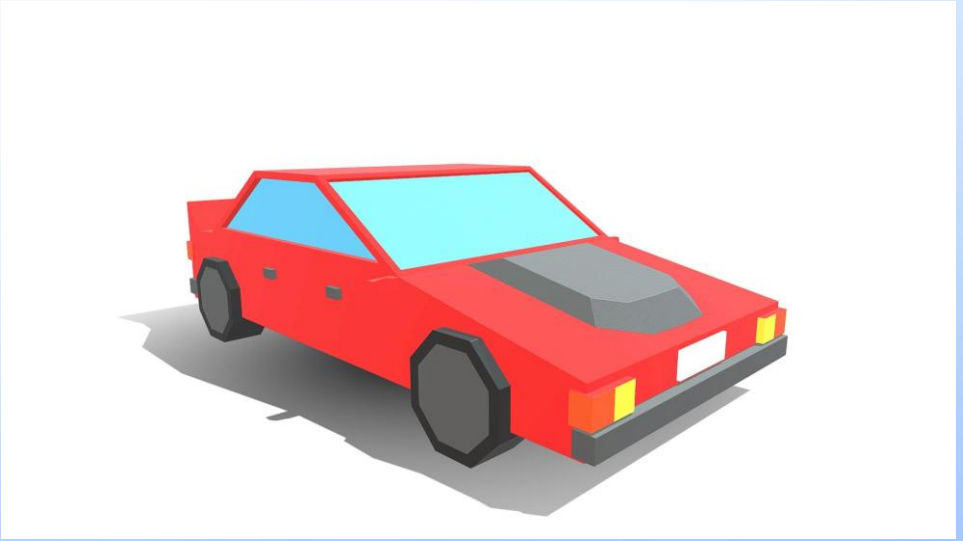


Service Recipients Ride Requests



What makes Volunteer Transportation Services Special?

- VTS specialized door-through-door transportation
- VTS has been serving the Pierce County Community for over 40 years with Transportation services
- Volunteer drivers use their own vehicles
- Often the only transportation option for rural clients who have no services near where they live.



Program Partnerships

- Pierce County Coordinated Transportation Coalition
- United Way Access Pierce
- Beyond the Boarders
- Road to independence
- Mustard Seed Project
- Multicare Health System
- Kaiser Permanente
- Pierce County Community Connections
- Pierce Transit
- Paratransit
- American Cancer Society
- And many more..

