



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.



How the program works

Client enrollment

- Prospective clients call 211 and their transportation Coordinator does a simple intake over the phone with the client. 211 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.

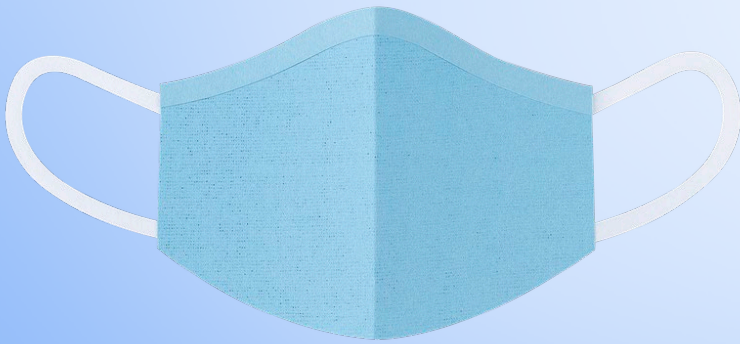
The following statistics reflect services since January 2014 through June 2022 from our RideScheduler program.

- 46377.06 one way trips
- 135,709 miles
- 52,039 volunteer hours
- 40% or more are rural rides
- Age range for clients is 18 years to 97 years



Covid-19

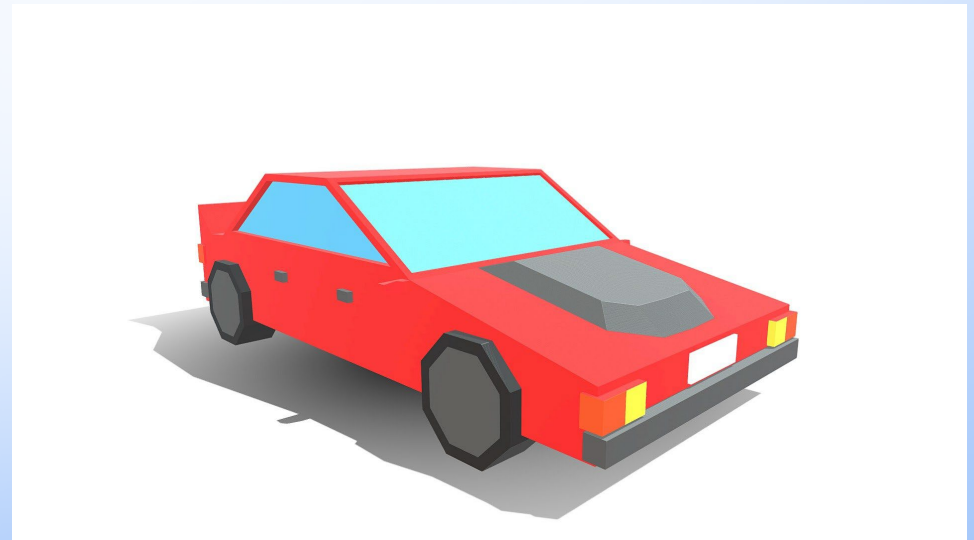
From the very start of the pandemic, we retained volunteers who never stopped driving volunteer service clients.



- During the Pandemic Volunteer drivers delivered no-contact groceries food bank boxes, and drove VTS clients to medically necessary appointments i.e. Chemo therapy, Dialysis, medical specialty appointments.
- Extreme safety measures were put into place; both driver and passengers to wear masks. Passengers to sit in the back seat whenever possible.
- Drivers are required to perform a five point indoor car cleaning before and after each client. CCS provides any/all PPE that the drivers needed.
- All Drivers and most clients have provided proof of COVID vaccination.

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 2-1-1
- Beyond the Borders
- Road to independence
- Mustard Seed Project
- Multicare Health System
- Kaiser Permanente
- Pierce County Community Connections
- Pierce Transit
- Paratransit
- American Cancer Society
- And many more..

