What is VTS?

VTS was created in 2013 to fill the transportation gap for adults with permanent or temporary disabilities, veterans and individuals 50 and over, in order to enhance their quality of life by providing access to daily life activities. VTS is operated by Centralina Connection, a non-profit organization whose mission is to help residents throughout the Centralina Area in need of increased non-emergency transportation options. Centralina services Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union counties.

Volunteers are essential to the success of VTS. We could not serve the community without our volunteers! There is a thorough multi-step process in place to screen and train our volunteers in order to make VTS a safe and reliable transportation option for the community.

How does it work?

Passengers are screened for backgrounds and mobility issues. Once approved, a passenger can make a trip request. VTS Staff adds that trip request to a software program. The volunteer has individual access to the program to see each request that includes who, where and when. When volunteers accept requests, they assign themselves as the driver and contact the passenger to arrange a pickup time. If the volunteers choose not to accept, they simply do nothing and keep scrolling. It's just that simple. VTS also has the ability to assign drivers and communicate via phone for those who wish not to utilize the software program.

What are the requirements?

- ✓ Be at least 21 years old

- ✓ Own a vehicle and maintain a clean vehicle in safe operating condition

- ✓ Have a NC driver's license

- ✓ Carry at least NC minimum liability insurance

- ✓ Undergo background and driver record checks

- ✓ Pass drug screening

- ✓ Attend driver training and orientation which includes bloodborne pathogens, first aid, drug and alcohol awareness, aging and disabled sensitivity

- ✓ AAA Proactive Driving Course

What are the benefits?

- You determine your availability
- Comprehensive training
- Periodic volunteer appreciation events
- Feeling of satisfaction knowing you are serving the community!
- Individual access to VTS Software that manages passenger's trip requests and scheduling
- Insurance
- Mileage reimbursement (volunteer rate)

How do I become a volunteer?

1. Contact VTS to obtain forms required to get started
2. Complete and return the Volunteer Driver Enrollment Application, the Volunteer Policy Manual, and the Volunteer Driver & Passenger Information Sheet.
    a. VTS will perform necessary background and driving record checks
3. Attend and complete the VTS Volunteer Driving Training and Orientation
    a. You will complete training and a short driving test
4. Complete the AAA I Drive Safely Course
5. Complete and return the Medical Examination Report
6. Complete the drug screening
7. Agree to keep passenger information confidential
8. Agree to maintain minimum liability insurance, current registration and valid NC driver's license

Once all requirements have been met, volunteers will receive safety equipment for your vehicle, a VTS ID badge and access to our software to begin making a difference in the community!

We are only as good as our Volunteers!

* VTS depends completely upon volunteers. Trip requests are not guaranteed!

* Not yet available in all areas.

For more information or to become a VTS volunteer, please contact VTS at:

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