



Rideshare Participant Reference Manual



Headquarters: 3701 96th Street SW (HQ)

Rideshare Office: 3720 96th ST SW

Lakewood, WA 98499

www.PierceTransit.org/rideshare/

Rideshare.PierceTransit.org.

Rideshare Direct Line 253.983.3462

Rideshare Emergency Line 253.983.3460

Contents

Section 1: Pierce Transit Rideshare Service 6

- Introduction 6
- Purpose 6
- Rideshare (formerly known as “vanpool”) 6
- Vanshare 6
- Community Vans..... 6
- Rideshare Participant Benefits 6
- Civil Rights Act of 1964 6
- Commuter Trip Reduction Efficiency Act 7
- Natural Disaster or Civil Emergency 7

Section 2: Pierce Transit Offices and Staff 7

- Contact Information 7
 - Business Hours: 7
 - After Hours Emergencies: 7
- Rideshare Staff 7
- Facility Security 8

Section 3: Rideshare Participants and Groups..... 8

- Rideshare Roles and Responsibilities 8
 - Primary Driver: 8
 - Backup Driver(s)..... 8
 - Bookkeeper/Reporter: 8
 - All Participants: 8
 - Public Contact: 9
- Group Dynamics..... 9
- Operating Rules 9
 - Pierce Transit Rules..... 9
- Minimum Required Participants..... 10
- Assured Ride Home Program 10

SECTION 4: RIDERSHIP & MILEAGE REPORTING 10

- Bookkeeper Role 10
- Monthly Ridership Reporting 11

SECTION 5: RIDESHARE FARES & PAYMENTS 15

Rideshare Fares.....	15
Monthly fares.....	15
Daily fares	16
Employer Provided Fare Subsidies	16
Federal Employee Fares.....	16
Monthly Rideshare Payments.....	16
Autopay.....	17
Late Payments.....	17
Transferring Participants	17
Departing Participants:.....	17
SECTION 6: RIDESHARE DRIVERS	18
Rideshare Drivers.....	18
Driver Eligibility.....	18
Driver Ineligibility.....	18
Driver Background Check.....	18
Defensive Driving Course.....	19
Driver Refresher Training.....	19
Citations.....	19
Safety Complaints	19
Prohibited Substances	19
SECTION 7: VEHICLES	19
Use of the Vehicle	19
Commuter Miles	20
Additional Trips.....	20
Use of the Vehicle	20
Prohibited Use of the Vehicle	20
Incidental Use of the Vehicle	20
Parking:	21
Fueling Your Vehicle	21
Fuel Card Instructions (steps may differ at each fueling location).....	21
Fuel Card Problems.....	21
Fuel Reimbursements:.....	21
Insurance	22

Registration and Proof of Insurance	22
Maintenance Supplies	22
Vehicle Cleanliness	22
Tobacco Products.....	22
Vehicle Keys	22
Vehicle Modifications	23
SECTION 8: SAFE OPERATING BEHAVIORS.....	23
Seat Belt Use	23
Safe Driving Techniques Essential to Collision Prevention	23
Stopping and Following Distances	23
Blind Spots	24
Distractions	24
Use of Electronic Devices.....	24
Turning Room	24
Backing.....	24
Merging.....	24
Passing Other Vehicles.....	25
Scanning.....	25
Loading and Unloading Riders	25
Parking and Securing the Rideshare Vehicle	25
SECTION 9: VEHICLE MAINTENANCE AND INSPECTIONS	26
Vehicle Inspections	26
Daily Inspection:	26
Weekly Inspection:	26
Monthly inspection:.....	27
Scheduled Preventive Maintenance.....	27
Scheduling Procedure	27
Swapping Vans for Service.....	28
Unscheduled Maintenance.....	28
Service Loaners	28
Vehicle Breakdowns.....	28
Tire Servicing.....	28
Tire Chains	29

Insurance29

SECTION 10: INCIDENTS AND ACCIDENTS30

 Incidents and Accidents30

 What do I do after a rideshare accident?30

 Breakdown or Mechanical Issue31

 Vandalism31

 Non-Emergency Issues31

SECTION 11: SUMMARY31

Section 1: Pierce Transit Rideshare Service

Introduction

Welcome to Pierce Transit Rideshare! We are privileged to provide this valuable transportation service to you. Our rideshares serve groups of three to 15 commuters traveling to and from work, whose trip starts or ends in Pierce County (unless an exception has been approved). Pierce Transit provides the vehicle, and rideshare participants pay a monthly fare that covers fuel, maintenance, and insurance.

Purpose

This Rideshare Participant Reference Manual is designed to provide you with important information regarding Pierce Transit's rideshare service. This includes participant's roles and responsibilities, how to report your monthly ridership, how to pay your monthly rideshare fares, how to properly maintain your vehicle and how to better ensure your rideshare operates as smoothly and safely as possible.

Rideshare (formerly known as "vanpool")

A rideshare is a group of 3 to 15 people who share their work commute in a 7-, 12- or 15-passenger vehicle. Our rideshares serve groups whose trip origin or destination is within Pierce County. Riders pay a low monthly fare and enjoy a cost-effective, safe, reliable commute. Each rideshare group must have a minimum of two approved drivers and one approved bookkeeper.

Vanshare

Vanshare is a Pierce Transit service that bridges the gap for commuters who take the bus or train most of the way to work. If you need help getting from home to the transit station, or from the transit station to work, just connect and go with Vanshare! This program is currently on pause due to vehicle availability.

Community Vans

The Community Van program provides passenger vehicles to Pierce County organizations and businesses to help meet their transportation needs. Vehicles are provided on a month-to-month basis for a low mileage rate. This program is currently on pause due to vehicle availability.

Rideshare Participant Benefits

By ridesharing, you receive many benefits just sharing the ride, like a stress-free ride to work and use of the HOV and HOT lanes. Some employers offer transportation subsidies or incentives, preferential parking at work, or Emergency Ride Home. Check with your on-site Employee Transportation Coordinator for employer benefits.

Civil Rights Act of 1964

In accordance with Title VII of the Civil Rights Act of 1964, Pierce Transit is committed to ensure to the best of its ability that no person is subjected to discrimination in the conduct of the rideshare program based on race, religion, color, sex, age, national origin, or disability in any manner contrary to applicable local, state, and federal laws and regulations.

Commute Trip Reduction Efficiency Act

In 1991, the Washington State Legislature passed the Commute Trip Reduction (CTR) Efficiency Act. The CTR Efficiency Act applies to all employers, both public and private, that have 100 or more “affected” employees who work at a single worksite. “Affected” employees are those who work 35+ hours a week and are scheduled to begin work between the hours of 6 – 9 a.m. on two or more weekdays for at least twelve continuous months.

The Act requires employers with 100 or more employees to work with employees to reduce the number and length of drive alone commute trips. The CTR Law is part of the Washington Clean Air Act and a key component of the State's Climate Action Plan. We are committed to helping employers meet CTR requirements and fostering a culture of commitment to improving air quality, reducing traffic congestion and minimizing energy consumption in our region.

Natural Disaster or Civil Emergency

In the event of public emergency such as a natural disaster or Homeland Security alert, Pierce Transit reserves the right to recall, restrict or re-assign Pierce Transit vehicles, including vehicles used for ridesharing service. Any such decision will be dictated by the situation, and the priority will always be safe vehicle operations during such emergencies. Your rideshare group will not be responsible for vehicle operational costs incurred from such an event.

Section 2: Pierce Transit Offices and Staff

Contact Information

Pierce Transit staff are available to support your vanpool group 24/7.

Business Hours:

Pierce Transit’s business hours are Monday through Friday from 8 am to 5 pm. During that time, you may contact rideshare staff for any questions you may have. Reach us at 253.581.8000, option 3, then 2, or Rideshare@piercetransit.org. We also have a direct line at 253.983.3462.

After Hours Emergencies:

After hours, in case of emergency such as accident or vandalism, call 253.581.8000 and select option 3, then 1 or our direct line at 253.983.3460.

Rideshare Staff

Rideshare analysts are responsible for daily group operations including but not limited to participant recruitment, revenue and expense tracking, emergencies, policy issues, fares, risk management, communications, driver and bookkeeper training, approval, and recordkeeping.

We have a maintenance lead who schedules rideshare vehicles for maintenance, assigns service loaners to groups as needed.

Our rideshare supervisor administers the rideshare program, manages staff, and is our valuable resource with over 25 years of rideshare experience.

Together, the rideshare team has the experience needed to serve you. It is our privilege to do so.

Facility Security

Pierce Transit rideshare offices and fleet are in a secure facility at 3720 96th ST SW, Lakewood, WA 98499. Rideshare participants may access the lobby 24/7 with the rideshare gate pass. If you do not have a gate pass, call our offices before arriving so we can ensure someone is available to let you in at the gate during business hours.

- Park in the visitor parking lot east of the Training Center.
- Enter the front lobby using the gate pass provided with the rideshare vehicle.
- Having a scheduled appointment will ensure your analyst is available to meet with you.

Section 3: Rideshare Participants and Groups

Rideshare Roles and Responsibilities

There are several important roles and responsibilities required to ensure the safe and successful operation of your rideshare. Your rideshare group is responsible for determining who will assume one or more of these rideshare roles.

Primary Driver:

- Usually responsible for the daily driving of the vehicle.
- Conducts daily vehicle inspections.
- Ensures the vehicle is safely operated and maintained according to Pierce Transit requirements, including performing maintenance swaps within two business days of notification.
- Parks the van overnight at an approved location (usually off-street at a driver's home)
- Coordinates vehicle fueling, service and cleaning.
- When not commuting, coordinates with the backup driver(s) so the vehicle can continue to operate on regularly scheduled workdays.

Backup Driver(s)

- Operates the vehicle when the primary driver is unavailable.
- Accepts all primary driver responsibilities when acting in this role.
- Assists primary driver with vehicle service swaps.

Bookkeeper/Reporter:

- Tracks daily ridership.
- Submits online monthly ridership and mileage report.

All Participants:

- Completes a Vanpool Application & Agreement before riding the vehicle.

- Pays monthly fares on time.
- Arrives at pick-up points on time.
- Keeps the vehicle in a clean and presentable condition.
- Helps maintain a positive and safe commuting experience.
- Notifies the driver regarding absences (planned and unplanned)
- Notifies Pierce Transit and rideshare bookkeeper by 20th of the month prior to leaving the rideshare or transferring to a different Pierce Transit rideshare.

Public Contact:

- Receives requests to join the rideshare.
- Provides important information to current and potential participants.

Group Dynamics

It is important to foster good group dynamics and cohesion to ensure longevity and success among all rideshare participants. Your success depends upon:

- Healthy group dynamics
- Open communication
- Good operating rules which are followed by all participants
- Response to complaints and resolving issues
- Retaining and recruiting participants, bookkeepers and drivers

Operating Rules

Rideshare groups should establish their own operating rules and discuss potential problems in advance, as well as other concerns or issues the group feels necessary. After discussion, the group should develop possible solutions to concerns by majority vote and incorporate them into group operating rules. However, please note that no operating rule may contradict any Pierce Transit policy.

Pierce Transit Rules

The following rules must be followed by all riders:

- **Tobacco Use.** Pierce Transit disallows smoking, vaping, and other use of tobacco products in any Pierce Transit vehicle and within 25 feet of Pierce Transit property, including rideshare vans.
- **Marijuana.** Rideshare participants may not possess prohibited substances, including marijuana, while on the vehicle, nor be under the influence of marijuana while on the vehicle. Marijuana is considered a banned substance by the federal government.
- **Alcohol.** Rideshare participants may not possess or be under the influence of alcohol while on the vehicle.
- **Cell Phone.** Pierce Transit prohibits drivers from using cell phones, including wireless headsets (e.g., Bluetooth), while operating the vehicle. Please ask another participant to answer your phone if it rings while you are driving or let it go to voicemail. Always pull over in a safe place before making or receiving a phone call.
- **Pets.** Pets are not permitted in the rideshare vehicle at any time, except for qualified service animals used by individuals with disabilities.

- **Route.** Pierce Transit will work with the group to establish a route and schedule when the group initially forms. Once a route and schedule are established, they can only be changed with Pierce Transit's permission. The change in route or schedule cannot result in the elimination of a rider.

Minimum Required Participants

To establish and maintain a rideshare, Pierce Transit requires a minimum number of 3 participants. If your vehicle is not full, your rideshare group must accommodate new or additional participants who commute within your established route and schedule.

We use the following guidelines to determine whether a vehicle may be considered full:

- 7-passenger vehicle: Considered full with five total riders.
- 12-passenger vehicle: Considered full with ten total riders.
- 15-passenger vehicle: Considered full with thirteen total riders.

If the vehicle is not full according to the guidelines above and adding another rider would affect your ability to safely transport passengers, contact Pierce Transit. We will help determine whether the vehicle is full, place the group into a larger vehicle if possible, or help the potential rideshare participant find a ride on a different vehicle, in a carpool or on a bus. Do not make this determination without consulting Pierce Transit.

Any rideshare that falls below the minimum required participants must locate a new participant or return their vehicle to Pierce Transit. Pierce Transit rideshare staff are available to assist in finding new or additional participants.

Assured Ride Home Program

Your rideshare group may be eligible for Pierce Transit's Assured Ride Home Program (ARH). In the event of an emergency, Pierce Transit will provide an ARH for eligible participants who cannot take their established scheduled rideshare trip.

In the event of an emergency, eligible participants must contact Pierce Transit. The participant will be reimbursed for taking alternative transportation from the participants business to the participant's home or other reasonable location where an immediate family member requiring emergency help is located for an approved emergency. Pierce Transit reimburses for up to \$100. For trips costing more than \$100 the managers approval is required. Participants are eligible for up to six (6) ARH in any calendar year.

SECTION 4: RIDERSHIP & MILEAGE REPORTING

Bookkeeper Role

Accurate recordkeeping is vital to the success of your rideshare. Bookkeepers must follow proper procedures in a timely manner to continue in that role. Pierce Transit reserves the right to refuse or revoke a rider's bookkeeping role at any time for any reason.

Monthly Ridership Reporting

All rideshares are required to submit monthly ridership reporting to Pierce Transit on the first of the month for the previous month's ridership. Ridership and mileage reports should be completed by the bookkeeper, who is responsible for tracking the daily ridership and end-of-month odometer readings. Reports received after the 10th will result in the bookkeeper being charged a \$20 late fee.

To submit the ridership login to your account at Rideshare.PierceTransit.org.

When you log in for the first time each month, you will see information regarding your group. You will need to confirm it is correct. Please carefully review your trip times, operating days, distance and scroll down.

Monthly Reporting

Confirm Route and Roster

V2230 - Sample Group

This page displays your rideshare route and schedule, including pickup and drop-off points, as well as all of the people currently registered in your rideshare group. If anything regarding the route, stops or roster is incomplete or incorrect, please [contact us](#) immediately.

Schedule

Going Trip 6:30 AM - 7:00 AM
Returning Trip 4:00 PM - 4:30 PM
Operating Days: Mon Tue Wed Thu Fri

Route

Origin → Destination: 12.11 mi
Destination → Origin: 13.87 mi

Name	Type	Address
1. Tacoma Dome Station	Origin	Puyallup Ave & E G St, Tacoma, WA 98421
2. BOEING COMPANY BOEING - AUBURN	Destination	700 15TH ST SW, Auburn, WA 98001-8558

The map displays a blue route starting at Tacoma Dome Station and ending at Boeing Company Boeing in Auburn. Key landmarks along the route include the Pacific Bonsai Museum, Wild Waves Theme and Water Park, and the Museum of Glass. The map also shows major roads like I-5 and SR-520.

Under the map will list your group members, their roles, and their pickup/drop-off locations. If correct, click the radial button to confirm and click submit.

Roster

Name, Role	Pickup	Drop-off
Scott, Ellen, Driver, Bookkeeper Joined 5/1/2025	Puyallup Ave & E G St, Tacoma, WA 98421	700 15TH ST SW, Auburn, WA 98001-8558
Mouse, Mickey, Backup Joined 5/1/2025	Puyallup Ave & E G St, Tacoma, WA 98421	700 15TH ST SW, Auburn, WA 98001-8558
Pool, Vanna, Rider Joined 5/1/2025	Puyallup Ave & E G St, Tacoma, WA 98421	700 15TH ST SW, Auburn, WA 98001-8558

The requests list for this rideshare route is currently empty

This page displays your rideshare route and schedule, including pickup and drop-off points, as well as all of the people currently registered in your rideshare group. If anything regarding the route, stops or roster is incomplete or incorrect, please [contact us](#) immediately.

I confirm that all of the information above is correct about this route

Submit

You will then see the calendar for the reporting month. You can click on the first day to enter the ridership.

Monthly Reporting

Ridership for May 2025

Rideshare: V2230 - Sample Group

Incomplete days will not be counted as having riders upon submission. Please complete the day if the rideshare vehicle operated with at least one rider.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Incomplete Day

Complete Day

Incomplete Holiday

Complete Holiday



Mark who rode in/out and who drove in/out. You can then click **“save and continue”** to go to the next day.

If you click **“save ridership”**, the ridership will be saved and you will go back to the calendar view.

You can click **“add rider”** to add a temporary rider (someone who is not on the roster and riding with you).

After the last day of the month, you will go back to the calendar view and click the green arrow at the bottom of the screen.

Monthly Reporting

Ridership for Thursday 5/1/2025

Rideshare: V2230 - Sample Group

Travel Time to Work (minutes): 30
Distance to Work (miles): 12.11

Travel Time from Work (minutes): 30
Distance from Work (miles): 13.87

(Toggle All)

Name	Rode In / Out	Drove In / Out
Ellen Scott Driver	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Mickey Mouse Backup	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
Vanna Pool Rider	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Buttons: Save Ridership, Save and Continue, Add Rider, Cancel

This is where you will enter any out-of-pocket expenses.

Each vehicle is provided a fuel card that should be used to purchase fuel and washes. You may never have expenses to report here.

Click the arrow at the bottom to move to the next screen.

Monthly Reporting

Expenses for May 2025

Rideshare: V2230 - Sample Group

Bookkeeper: Please enter any out-of-pocket rideshare expenses paid by members of your group this month. An expense credit will appear on their current monthly statement. Please do NOT include purchases made with the Voyager fuel card.

If the participant requesting reimbursement has a fully subsidized fare, please have them complete the alternate reimbursement request form at www.PierceTransit.org/RideshareReimbursement.

Type: [Dropdown] Quantity: 0 Amount: \$ 0

Comments (Please include participant's name.): [Text Area] Receipt: [Choose File] No file chosen

Buttons: Add

Message: No Expenses have been entered for this month.

Navigation: < >

On this screen you will record any **“additional trips”**. An additional trip is a trip for washing/fueling, or maintenance on the vehicle.

When you bring the vehicle in for service you *normally* would have 4 additional trips.

1. One trip to Pierce Transit to pick up service loaner.

Monthly Reporting

Additional Trips for May 2025

Rideshare: V2230 - Sample Group

This should NOT include mileage for trips to and from work!

Buttons: Add Trip

Vehicle	Driver	Trip Purpose	Start / End Date	Start / End Odometer	Miles
No additional trips are currently defined.					

Navigation: < >

2. One trip back to overnight parking location (or work).
3. One trip to return the service loaner.
4. One trip in commute vehicle back to overnight parking location (or work). Please reach out to your analyst if you need assistance with this.

Add a Trip ✕

Click **“Add Trip”**

Use the carrot to select the vehicle, driver, and purpose.

In the example to the side, 7686 was used for maintenance by driver Mickey Mouse on 5/22/2025. The start odometer was 700 and the end odometer was 708. Click **“save”** when done.

Vehicle 2023 TRAVERSE ID: 7686 ▼

Driver Mickey Mouse ▼

Trip Purpose Maintenance ▼

Start Date 5/22/2025

End Date 5/22/2025

Start Odometer 700

End Odometer 708

Save
Close

The next screen shows what vehicles were used during the reporting month.

Click **“edit”** next the vehicle you had on the last day of the month to enter the ending odometer.

Monthly Reporting
Vehicles for May 2025

Rideshare: V2230 - Sample Group

Vehicle added ✕

Search for a Vehicle

	Vehicle	Start / End Date	Start / End Odometer (Miles)	
Edit	PT 7686 2023 Chevrolet TRAVERSE License: WA RS14620	5/1/2025 5/31/2025	500 0 (no miles)	Delete
Edit	PT 7511 (loaner vehicle) 2018 Chevrolet EXPRESS 3500 License: WA RS11850	5/1/2025 5/31/2025	15609 15800 191	Delete

Total vehicle miles (excluding non-commute usage) should be 546 based upon the number of days riders were reported on the van and the mileage for each day.
 Mileage for vehicle 7686 (excluding non-commute usage) should be between 5.91 and 691.98 based upon the number of days riders were reported on the van and the mileage for each day.
 Mileage for vehicle 7511 (excluding non-commute usage) should be between -0.09 and 681.98 based upon the number of days riders were reported on the van and the mileage for each day.
 If your route changed on one or more days, please select "Rideship" in the Reporting Menu above, then select each date that your commute changed and update the miles and hours for your commute on those days.

<
>

Enter ending odometer and click “save”.

Edit Vehicle: 2023 CMD TRAVERSE - PT 7686

Vehicle updated

Start Date 5/1/2025

End Date 5/31/2025

Start Odometer 500

End Odometer 826

Save Close

Click the green arrow to go to the next screen.

Almost done!

The final screen is where you can enter any comments to your analyst regarding the report.

Click the radial button showing you had either one vehicle or multiple vehicles for the month.

Click the radial button confirming the information you entered is correct.

Monthly Reporting

Submit May 2025

Rideshare: V2230 - Sample Group

Comments

The same vehicle was used for this entire reporting period.

Multiple vehicles were used during the course of this reporting period.

I confirm that my rideshare roster is correct, and that no additions or deletions need to be made. All information in this report is complete and correct.

The Save button will just save the data in this view.
The Submit button will save the data, validate the entire report, and if complete and correct, submit the report for staff review.

Save Submit

<

Click “submit” to submit your report. Remember reports are due the first of the month. If received after the 10th, a \$20 late fee will be assessed. Please reach out to your analyst at anytime if you need help. We are more than happy to help you.

SECTION 5: RIDESHARE FARES & PAYMENTS

Rideshare Fares

Rideshare fares are based on the number of roundtrip miles the vehicle travels daily. Our current fare chart may be found at <https://piercetransit.org/rideshare/>.

Monthly fares

Monthly rideshare fares are prepaid and reserve a rider’s seat for the month. Rideshare fare payments are due on the first of each month. Payments received after the 10th are considered late and will result in a \$20 late fee.

Daily fares

Daily fares are for those with a hybrid schedule. Are you only going into the office once a week? The daily rider option might be for you. When completing a participant agreement, mark “part-time rider” and let us know which day each week you will be using the rideshare vehicle. Our current fare chart may be found at <https://piercetransit.org/rideshare/>.

Employer Provided Fare Subsidies

Some rideshare participants receive a rideshare payment subsidy provided by their employer which pays for all or a portion of their monthly rideshare fares (e.g., Edenred, Go Card, etc.). If you receive a partial subsidy, you are responsible for the monthly fare difference.

Federal Employee Fares

Some rideshare participants that work for the Federal government may receive the Federal Transit Benefit (FTB) which pays for all or a portion of their monthly rideshare fares. Please understand that we do not verify or qualify you for this benefit. It is your responsibility to make your payments on time regardless of the availability of any benefit you desire to use for payment. It is also your responsibility to ensure payment is made before the monthly benefit expires. Please consult your Transit Benefit Coordinator at your place of employment if you have any questions regarding your FTB.

Monthly Rideshare Payments

Individual monthly payments are pre-paid for the upcoming month. Billing invoices are available on or around the 26th day of each month for the upcoming month’s fares. All payments are due in full by the 1st day of each month and no refunds will be provided for a participant’s absence or vacation.

Autopay

Tired of remembering to pay your rideshare fare? Set it and forget it with Autopay. You can turn Autopay on and off in seconds. Here's how.

Log into your account at Rideshare.PierceTransit.org. Click on "my account" and select "payment options".

Select "Add new payment method" and enter the required information and click "save". Click to mark your saved card as the default payment method.

Then click "Enable Automatic Payments". You will see a message at the top of the screen letting you know "Automatic payments were successfully enabled".

Note: Automatic payments are on the first of each month. You will get a confirmation email if the payment is good. If there was a problem, you will get an email letting you know. The system will try again on the second of the month (if needed). Again, you will get a confirmation email or an email letting you know there was a problem. If there was a problem on the second of the month, autopay will be disabled. Once the issue is fixed, reenable autopay. The most common issue is an expired card.

Late Payments

Pierce Transit will charge a \$20 late fee on statement balances which remain unpaid after the 10th day of each month. Failure to make the full payment may result in suspension or termination of riding privileges. Pierce Transit will terminate the participant's agreement for unpaid balances of sixty days or more unless the participant has entered into, and follows, a Payment Plan Agreement.

Transferring Participants

Participants transferring from one Pierce Transit rideshare to another must notify their current rideshare bookkeeper and submit a Participant Withdrawal & Transfer form by the 20th of the month.

Departing Participants:

Departing participants must notify the rideshare bookkeeper and submit a Participant Withdrawal & Transfer form by the 20th of the month prior to departure of the rideshare. The Rideshare Agreement and monthly fare will remain in effect until both steps are complete.

Manage Payment Methods

Automatic payments were successfully enabled. ✕

Use the options below to add, remove, edit, and delete payment methods. You may then select from your saved payment methods when making a fare payment.

Visa
XXXX1111

Delete

Default payment method
Used for automatic payments

Add new payment method

If you enable automatic payments your monthly payment will automatically be processed using your default payment method. Payments will be processed on or after the 1st of every month.

Disable Automatic Payments

SECTION 6: RIDESHARE DRIVERS

Rideshare Drivers

Rideshares of three total participants must have a primary driver and a backup driver.

Driver Eligibility

We base our rideshare driver approval decisions on several factors, including:

- Rideshare driver application
- Motor vehicle record
- Washington State Criminal History Report if protected individuals will be on the van
- Other driving history information
- Successful completion of Pierce Transit's online defensive driving course

All Pierce Transit rideshare drivers and driver applicants must meet the minimum driver eligibility criteria to be approved by Pierce Transit to operate a Pierce Transit vehicle:

- Have a current driver's license
- Have at least five years of driving history
- Submit a rideshare driver application
- Successfully complete Pierce Transit's rideshare defensive driving course
- Have no more than two (2) moving violations in the past three (3) years

Driver Ineligibility

Participants in the rideshare program with any of the following conditions will be considered ineligible to operate a Pierce Transit vehicle:

- The suspension or revocation of a driver's license within the past five (5) years
- A conviction within the past ten (10) years for reckless driving, hit and run, leaving the scene of an accident, driving under the influence "DUI", driving while intoxicated "DWI", felony, or concurrent violations of lane changing
- A medical condition or use of prescription medication that impairs a driver's ability to operate a vehicle safely
- A person who has filed a Certificate of Financial Responsibility (SR-22) due to his or her personal driving record

Drivers must notify Pierce Transit if they no longer meet the driver criteria and immediately stop operating the vehicle.

A complete list of driver approval requirements and essential functions is located in your account at Rideshare.PierceTransit.org under "my account" "rideshare agreement".

Driver Background Check

Pierce Transit will confirm driver eligibility by reviewing the applicant's Motor Vehicle Record "MVR" and driving history.

Defensive Driving Course

All driver applicants must successfully complete Pierce Transit's defensive driving course. The defensive driving course will be provided by Pierce Transit and is accessible online. Once the driver applicant has completed the defensive driving course and Pierce Transit receives confirmation of successful completion, Pierce Transit will notify the driver applicant they are eligible to operate a Pierce Transit vehicle. Applicants who do not fully complete the training will not be authorized to operate a Pierce Transit vehicle. Pierce Transit reserves the right to waive the training requirement for those holding a qualifying commercial license and a good driving record (as determined by Pierce Transit).

Driver Refresher Training

All drivers must complete Pierce Transit's driver refresher training every five years. Failure to complete the training will result in suspension or revocation of driving privileges.

Citations

Drivers are responsible for resolving any citations resulting from the operation, parking, or towing of a Pierce Transit vehicle.

Safety Complaints

Pierce Transit receives comments and complaints from the general public regarding our transportation services including rideshare vehicles and drivers. We take all customer complaints seriously and any complaint regarding your vehicle will be documented and tracked regardless of fault or lack thereof. If a pattern of complaints develops, we may address driver behavior through several remedial actions including reviewing motor vehicle records, driver refresher training, or driver disqualification.

Prohibited Substances

Pierce Transit does not allow the driving of a rideshare vehicle under the influence of any illegal drugs. An illegal drug is any drug or substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812) and is further defined by 21 CFR 1300.11 through 1300.15. This includes, but is not limited to marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes the use of any illegal drug, the misuse of legally prescribed drugs, or the use of illegally obtained prescription drugs at any time. Marijuana is considered a banned substance per the federal government.

SECTION 7: VEHICLES

Use of the Vehicle

It is important that you only use and operate your vehicle in accordance with Pierce Transit policy as defined below. Proper use of the vehicle will reduce the wear and tear on your vehicle and reduces the costs of rideshare service. Improper use may result in additional participant costs, suspension, or termination from the rideshare program.

Commuter Miles

Commuter miles (or revenue miles) are the daily commute miles your rideshare group travels given the monthly fixed rate paid by the rideshare group. Commuter miles may vary with the number of operating days in the month.

Additional Trips

Additional trips may be made for purposes of fueling or washing the vehicle, maintenance swaps, incidental use of the vehicle, or commuting an extra day (i.e., on a Saturday if your group's normal commuter is Monday through Friday).

Use of the Vehicle

- Drivers shall operate the vehicle in accordance with all federal, state, and local traffic laws and ordinances.
- Drivers shall only use the vehicle for transporting Pierce Transit rideshare participants to and from the rideshare's established destination, picking up and discharging participants in accordance with mutually established routes and schedules.
- Drivers shall only operate the vehicle on hard surfaced streets, highways and maintained roads and driveways.
- Drivers shall observe width and height clearance requirements for the vehicle (i.e., bridges, carwash, drive thru, etc.).

Prohibited Use of the Vehicle

- Drivers may not transport individuals who are not part of the rideshare program.
- Drivers may not use the vehicle for commercial purposes.
- Drivers may not use the vehicle for hauling garbage, debris, excessive loads, pulling trailers, boats, etc.
- Drivers may not operate the vehicle off-road, including on beaches and in fields.
- Drivers may not operate the vehicle on bridges or roads that prohibit vehicles with weight loads more than four (4) tons.
- Drivers or participants may not remove any seats or seatbelts in the vehicle.
- Drivers and participants shall not allow accessories, including window or bumper stickers, or additional equipment to be added to or removed from the vehicle without prior Pierce Transit approval.

Incidental Use of the Vehicle

Effective January 1, 2020, personal use of a rideshare vehicle is limited to incidental use in connection with the commute. Incidental to the commute means the use of a rideshare vehicle immediately preceding the commute, at mid-commute, and immediately after the commute.

For example, drivers can:

- Go to the grocery store on the way home.
- Go to the pharmacy on their lunch hour.
- Go to the doctor in the middle of their day.

Drivers cannot:

- Use the vehicle as a “primary” or “secondary” vehicle should the volunteer driver not otherwise have a personal vehicle.
- Use the vehicle to go shopping or facilitate personal use on the weekend (e.g. Costco).
- Use the vehicle to take the drivers family to an event/activity (e.g. Seahawks game).
- Use the vehicle to take a youth group to an event.

Parking:

Pierce Transit prefers an approved driver park the vehicle off-street at their place of residence. Vehicles may also be parked at other approved locations (confirm these locations with Pierce Transit rideshare staff before using). Rideshare participants are solely responsible for the payment of any parking citations or the inability to use a vanpool because of the location in which it was parked. If the vehicle is damaged while parked at an unapproved overnight parking location, the driver will be responsible for damage.

Fueling Your Vehicle

Fuel the vehicle with regular unleaded fuel (87-octane).

Pierce Transit provides each vehicle with a fuel card for fueling Pierce Transit vehicles at most gas stations. The card is to remain in the vehicle, except when fueling the Pierce Transit vehicle. Drivers are assigned a unique personal identification number “PIN” for fueling purposes. The PIN should be kept secure and NEVER stored with the card. Drivers are personally responsible for their PIN. If the primary driver will not be driving (due to vacation, sick, etc.), the backup driver will use their own PIN when fueling the vehicle. We recommend adding the PIN to your phone for reference.

Fuel Card Instructions (steps may differ at each fueling location)

1. Slide or insert the card.
2. Input your vehicle’s odometer reading.
3. Enter your PIN.

Note: If using a service loaner, you will enter the loaner vehicle information when fueling. Each service loaner has its own fuel card.

Fuel Card Problems

After three unsuccessful attempts to swipe the card, the card will be locked. If the card does not work the first time you swipe at the pump, take the card to the station attendant and the attendant will process the transaction. If you are experiencing problems with your fuel card or your fuel card is lost or stolen, please contact us immediately.

Fuel Reimbursements:

All fuel for the vehicle (regularly operated vehicles and service loaner) should be purchased using the vehicle’s assigned fuel card. In the event your fuel card does not work, cash or a personal credit card should be used by the rideshare group.

To receive reimbursement for your fuel purchase, complete a [Reimbursement Request](#). A copy of the receipt must be included in your reimbursement request.

Insurance

Only approved rideshare drivers are insured under Pierce Transit insurance. Anyone operating the vehicle without Pierce Transit authorization, except in an emergency, will not be insured and could be held personally liable for any incident or accident while operating the vehicle.

If you're considering becoming a rideshare driver, please be sure you read and understand our Driver Approval Requirements and Insurance Coverage information. Located in your account at Rideshare.PierceTransit.org under "my account" "rideshare agreement".

Registration and Proof of Insurance

Pierce Transit provides registration and proof of insurance documentation for your vehicle which must always remain in the vehicle. This is generally in the driver visor clip.

Maintenance Supplies

Your vehicle is equipped with supplies and equipment to help keep your vehicle safe. Familiarize yourself and know the locations of the vehicle's accident kit, snow cables, flashlight, and ice scraper.

Vehicle Cleanliness

The appearance of the vehicle is important and affects your passengers' satisfaction. A well-kept vehicle is more likely to attract new riders and presents a positive image of ridesharing to the general public. All participants on your rideshare should assist in maintaining a clean vehicle. Clean the interior of the vehicle regularly and ensure it remains free of debris. Clean any spills immediately. We also recommend regularly sanitizing the vehicle's interior.

Each rideshare group is approved to spend up to \$40 per month to clean the vehicle, using the fuel card. If you feel you need an exception to the approved wash allowance, please contact us to see if you qualify for an exception.

Tobacco Products

Pierce Transit prohibits the use of all tobacco products on Pierce Transit property and in Pierce Transit vehicles. At no time shall rideshare participants use tobacco products including cigarettes, electronic cigarettes, cigars, pipes, smokeless tobacco, chewing tobacco or any other products containing tobacco while in a Pierce Transit vehicle.

Vehicle Keys

Keys and remotes are issued to the primary driver, who may distribute keys to backup drivers. Authorized rideshare drivers are the only rideshare participants approved to possess rideshare

vehicle keys. Keys must be returned to Pierce Transit when the group terminates or when the group is assigned a different vehicle. Pierce Transit invoices drivers for lost or missing keys and remotes.

Vehicle Modifications

Only Pierce Transit approved vehicle accessories can be added to the vehicle. Participants may not make any modifications to a vehicle without prior approval from Pierce Transit.

SECTION 8: SAFE OPERATING BEHAVIORS

The safety of our employees, customers and the public is a core value at Pierce Transit and our number one priority. Safety should always be your priority and all reasonable efforts should be made to ensure your rideshare group and members of the public remain safe when your vehicle is in operation.

Driving the vehicle is very different from driving a car. The increased height, length, and weight of a vehicle mean you need to be especially careful to ensure the safety of your passengers. Application of defensive driving techniques is the first step in sharpening your driving skills so you can prevent sudden braking and collisions.

Seat Belt Use

Drivers and passengers must always use seat belts as required by Washington State law. Drivers are responsible for seeing that everyone in the vehicle has and properly uses their seatbelts.

Safe Driving Techniques Essential to Collision Prevention

- Check mirrors every three to five seconds.
- Maintain at least a four-second following distance. Increase following distance under less-than-ideal driving conditions.
- Check blind spots.
- Slowdown in inclement weather and whenever visibility is limited.
- Prevent hydroplaning by slowing down when the pavement is wet. Hydroplaning can occur at speeds as low as 30 miles per hour.
- Use a spotter when backing.
- Cover the brake when faced with a potentially hazardous situation.
- Abide by posted speed limits when driving conditions are ideal. Reduce your speed when conditions are less than ideal.

Stopping and Following Distances

Vehicle speed and weight affect your ability to stop quickly. The vehicle is much heavier than a car, so be sure to allow longer stopping and following distances when driving the vehicle. Remember:

- The vehicle weighs over 9,000 pounds and takes longer to stop than a car.
- Allow at least **four** seconds' following distance between the vehicle and the vehicle in front of you in ideal conditions.
- The factors that make up your stopping distance: Perception distance, reaction distance, and braking distance.

- A collision can occur in a matter of seconds. It is important to maintain a following distance that allows you to react appropriately to dangerous situations. For example, at 50 mph, the rideshare vehicle will travel 55 feet during the time it takes you to move your foot from the accelerator to the brake. Fifty-five feet is equal to the length of approximately four minivans. Increase your following distance to greater than four seconds when driving. . .
 - In adverse weather.
 - On wet pavement.
 - On rough or curving roads.
 - Under conditions of limited visibility.
 - In front of a tailgater.

Blind Spots

Avoid driving in other drivers' blind spots. Many drivers fail to look over their shoulder when changing lanes. If you cannot see the other driver's rearview mirror, you are probably in his blind spot. Pull forward or fall back to avoid this dangerous position.

Distractions

Distractions inside and outside the vehicle are the number one cause of accidents in the United States. Distractions typically listed as the cause of accidents include driver fatigue, cell phone use, reading, adjusting the radio, looking at scenery or traffic, as well as passenger distractions. If you feel distracted or tired, ask another approved driver to drive for that commute.

Use of Electronic Devices

Pierce Transit prohibits cell phone use while driving our vehicles. This includes blue tooth devices.

Turning Room

Give yourself plenty of turning room. The turning radius required for the rideshare vehicle is greater than that of a smaller vehicle. Remember to reduce speed, start your turn farther into the intersection, make a square or wider turn, and look through the turn. If you are unsure whether the rideshare vehicle will clear an object, and you are in a safe position to do so, get out and look before proceeding with the turn. If it is unsafe to get out and look, please do not proceed with the turn. Rather, wait until the traffic around the vehicle has completely cleared so you can back up, adjust the angle of the vehicle and proceed, or proceed straight without backing if no objects are in your path.

Backing

Avoid backing whenever possible. The exception to this rule is when you are parking the rideshare vehicle – we ask that you back into parking stalls whenever possible. When you must back up, always use your rearview and side mirrors. Roll your window down, turn off the radio, and back to the driver's side. Give this maneuver your full attention and use a spotter if possible. If a spotter is not available, activate your hazard lights and get out of the vehicle to see what is behind you. Back only if you are certain that the vehicle will not collide with anything or anyone – make no assumptions. Contacting a fixed object is considered a preventable accident and could affect your continuing eligibility as a driver.

Merging

When merging into traffic:

- Reduce or increase your speed to create space around you.

- Maintain at least a four-second following distance.
- Allow for increased acceleration time.
- Look for a large gap in traffic so you can enter highway traffic smoothly.
- Signal your intentions early, at least 100 feet before your merge.
- Do not cross any solid lines.
- Use the merge lane.
- Use your mirrors, look over your shoulder, and use spotters if available.
- Yield the right-of-way.

Passing Other Vehicles

Avoid passing other vehicles on two-lane roads. Although you may be tempted, passing can be very dangerous in a longer, slower-to-accelerate vehicle such as a van, and rarely puts the driver in a safe position.

Scanning

The rideshare vehicle has three mirrors: An interior rearview mirror, and two exterior side mirrors. Check mirrors every three to five seconds for traffic, hazards, tailgaters, etc. Also, scan the roadway in front of and behind you. Look at least 12 to 15 seconds ahead (or 1 to 1-½ blocks) for hazards, traffic, pedestrians, or changing road conditions. If you spot a pedestrian waiting to cross mid-block, and a crosswalk is not present, do not wave the pedestrian across in front of you. The driver behind you may not know why you've stopped mid-block and may rear-end you or go around you, putting the pedestrian in a dangerous situation. If a crosswalk is present and a pedestrian is in the crosswalk, a driver must legally stop and let the pedestrian cross.

Loading and Unloading Riders

Always use caution when loading and unloading riders. Adhere to these rules:

- Never wave riders or other pedestrians across the street; let them judge when it's safe.
- Move out of traffic.
- If a curb is available, pull as close to it as possible.
- Turn on hazard flashers.
- Park the rideshare vehicle on a level surface and apply the parking brake.
- Never leave the driver's seat with the engine running.
- Have riders walk behind the van to get to and from their cars.
- Ensure the passenger door is closed.
- After unloading, wait for riders to get to their cars, if possible.

Parking and Securing the Rideshare Vehicle

When not in use, the vehicle must be parked at the primary driver's home or at the home of another rideshare participant who can provide off-street parking (only authorized drivers may operate the vehicle). Pierce Transit must approve all other parking arrangements and provide you with written approval. The driver is responsible for any losses resulting from parking in an unapproved area. These losses include, but are not limited to, interior and exterior body repair, broken windows or windshields, electrical damage, tire repair or replacement, and all stolen Agency property.

Take the following precautions:

- Never leave the vehicle running and in the “Drive” gear.
- Never leave the vehicle running and unattended (e.g., while warming up in your driveway, even if locked).
- Park off-street.
- Choose a parking space with plenty of room.
- On a hill, turn the wheels so the vehicle will roll against the curb.
- Secure the vehicle by following these steps:
 - Apply the parking brake, and then put the transmission in park.
 - Turn the electrical accessories off (radio, heater).
 - Close all the windows.
 - Turn the engine off, remove the keys and lock all doors.

SECTION 9: VEHICLE MAINTENANCE AND INSPECTIONS

Vehicle Inspections

On-time vehicle maintenance is important to prevent costly mechanical repairs, inconvenience and breakdowns and delays to you and your passengers. Regular vehicle inspections will give you greater confidence in your vehicle and can avoid more serious repairs. Use the vehicles owner’s manual for a list of items to inspect, item location and inspection intervals.

There are three (3) kinds of inspections that should always be completed prior to use of your vehicle. These include a daily inspection, weekly inspection, and monthly inspection.

Daily Inspection:

You should inspect your vehicle daily before starting it and should be able to answer these questions:

- Exterior: Is there any observable body damage? Are there any obstacles in the path of the vehicle? Are the headlights, taillights, directional signals, and emergency flashers clean and operating properly? Are there any fluid leaks?
- Gauges: Are they operating correctly (after a 30-second warm-up)?
- Mirrors: Are they clean and clear of fog, ice and/or snow? Are there any cracks?
- Seatbelts: Are they operational and easily accessible?

While you are driving your daily commute, you’ll be able to check the following mechanical equipment:

- Brakes: Are the brakes working properly? Is there any squeaking, grinding or other unusual noise?
- Steering: Is the power steering operating correctly?
- Exhaust System and Muffler: Is the exhaust making noise?
- Fuel: Are there any fumes from the fuel system?

Weekly Inspection:

Once per week you should perform the following fluid level inspections:

- Oil: Are there any evident leaks in the motor area or on the ground?
- Coolant/Antifreeze: Is the coolant level sufficient?
- Windshield: Is the windshield fluid sufficient?
- Wipers: are blades worn or stiff? Replace with the spare set of blades in the cargo area of the van.
- Power Steering: Is the power steering fluid level sufficient?
- Transmission: Is the transmission fluid level sufficient?
- Brakes: Is the brake fluid level sufficient?
- Tires: Are the tires the correct pressure? Check when they are cold and use a tire gauge. Is there any damage, uneven wear, cuts, bulges, exposed ply, or cord?

Monthly inspection:

Once per month you should conduct a thorough inspection of your vehicle and should be able to answer these questions:

- Wipers: Are the blades worn or stiff? Is the wiper arm tight against the windshield?
- Belts and Hoses: Are the belts tight? Are the hoses in good repair? Are the clamps tight?
- Lights: Are the head and taillights, direction signals and emergency flashers operating properly?
- Battery: Is the cable tightly attached to the terminals and free of corrosion? Is the water level sufficient? (Check if the battery has a removable cap).
- Climate Control: Are the heater, defroster, and air conditioning working properly?
- Other Equipment: Are the spare tire and jack serviceable?

Remember when doing any inspection:

- Be thorough.
- Don't assume anything.
- Don't rush.
- Have someone else check with you.
- Don't wait to fix a problem.

Scheduled Preventive Maintenance

We service vans at 5,000-mile/five-month intervals and provide a service loaner for groups while your regular vehicle is being serviced. Pierce Transit will notify you when your vehicle is due for service.

Scheduling Procedure

When contacted, please inform us of any concerns you have regarding the safety or mechanical reliability of the vehicle. We will reserve a service loaner for you and provide instructions for swapping. When you drop off your regular vehicle for service, please leave a note on the driver's seat listing concerns you'd like our mechanics to address. You'll find comment forms in the key box.

Be sure to bring your vehicle in for service within two business days of being notified by Pierce Transit that it is due service. Backup drivers are required to bring the vehicle in for servicing when the primary driver is unavailable. We depend on you to meet this deadline to help meet federal requirements and keep the fleet running smoothly.

Swapping Vans for Service

A service loaner key is in a secured box at Pierce Transit offices. We provide vehicle swap instructions and the lockbox code when we call you in for service. Before dropping off your vehicle for service, have riders remove any personal items they wish to transfer to the service loaner. When dropping off your vehicle for service, remember to transfer your employer parking pass as needed. Do not transfer the fuel card or gate pass – each vehicle in the fleet has its own cards.

All rideshare participants must follow proper procedures when visiting Pierce Transit facilities, including wearing a safety vest and observing posted speed limits while on Pierce Transit property.

If you arrive on Pierce Transit property outside of normal business hours and experience an emergency, call 253.581.8000 and select 3 for Rideshare, then 1 for emergency.

Unscheduled Maintenance

If you are experiencing a specific problem with your vehicle, let us know. We will determine a course of action and provide you with instructions.

Service Loaners

Service loaners are provided to rideshare groups when their primary vehicle is in for service. Special care should be made to keeping the vehicle clean and returning it with a full fuel tank.

Vehicle Breakdowns

A breakdown is any event which disables your vehicle. Common types of breakdowns include flat tires, fluid leaks and dead batteries. Adhering to our inspection and maintenance guidelines as well as following safe driving habits greatly reduces the likelihood of a breakdown. However, in the event of a breakdown you should follow the instructions below.

If a breakdown does occur, first ensure the safety of your passengers and the vehicle. If the breakdown occurs during regular business hours (M-F, 8am-5pm), you can contact a member of the rideshare staff for instructions. If a breakdown occurs after regular business hours, call 253.581.8000, option 3, then 1.

Tire Servicing

Tire pressure information is located inside the driver's door and on the tire and should be referenced in the vehicle owner's manual. It is the driver's responsibility to ensure proper tire pressures are maintained. During scheduled maintenance, tires are checked for proper pressure and abnormal wear patterns that may indicate other problems.

In an emergency, you may have a tire repaired at any tire-servicing facility. If the fuel card is not accepted, please obtain a receipt and provide it to your bookkeeper. However, if the tire requires replacing, it must be replaced at Pierce Transit. Do not purchase a tire from another facility.

Tire Chains

Pierce Transit provides a set of tire chains with each rideshare vehicle. In the fall, please check your chains to ensure there are no missing links and that the provided chains still fit your assigned vehicle. Tire size and condition may alter the way chains fit.

Pierce Transit rideshare are equipped with all-weather tires that should provide traction on all four tires that is equal to or greater than the customary two snow tires and two highway tires. Pierce Transit does not provide snow tires for its rideshare vehicles.

Please use good judgment when determining whether road conditions permit operation of the vehicle. Do not operate the vehicle if you feel it is unsafe to do so. If you do not feel safe driving the rideshare vehicle due to weather conditions, notify riders that an alternate transportation plan will be needed for that day. However, if you determine that you can safely operate the vehicle, but conditions require chains, please use them. Safe operation of the vehicle and safe delivery of rideshare participants is our number one priority.

Insurance

The Washington State Transit Insurance Pool provides insurance coverage on approved drivers, the rideshare vehicle and for all authorized occupants of the van.

Pierce Transit carries auto liability coverage through the Washington State Transit Insurance Pool for its Rideshare program. Pierce Transit Rideshare drivers are volunteers and drivers are specifically excluded from Workers' Compensation (RCW 51.08.013). Rideshare drivers are not subject to regulations that relate to vehicles operated for hire (RCW 46.74.030).

Please contact WSTIP Claims at 360-786-5037 or 360-786-5048 with any questions.

If you are involved in an accident and the **Rideshare driver is deemed at-fault**, the following coverage typically applies:

Claims	Pierce Transit Insurance Coverage
Rideshare Vehicle Damage	YES (WSTIP Collision Coverage less deductible)
Rideshare Driver Injury (person driving the Rideshare vehicle, in the scope of the Rideshare's agreement, at time of accident)	Driver Medical Expense Coverage (Med-Pay) pays for reasonable and related treatment up to \$35K for the Rideshare Driver.
Rideshare Rider Injury	YES (WSTIP Auto Liability Coverage)
Other Driver and/or Rider Injury	YES (WSTIP Auto Liability Coverage)
Other Vehicle Damage	YES (WSTIP Auto Liability Coverage)

NOTE: to file an injury claim, you would need to submit the claim for damage form to WSTIP.

If you are involved in an accident **in which the other vehicle's driver is deemed at fault, and they are insured**, the following coverage typically applies:

Claims	Other Driver's Insurance Coverage
Rideshare Vehicle Damage	YES (Other Driver's Auto Liability Coverage)
Rideshare Driver Injury	YES (Other Driver's Auto Liability Coverage)

Rideshare Rider Injury	YES (Other Driver's Auto Liability Coverage)
Other Driver Injury	N/ A
Other Vehicle Damage	N/ A

NOTE: to file an injury claim, you would need to open a claim with the other driver's insurance carrier. Pierce Transit cannot act as your representative or intercede on your behalf.

If you are involved in an accident where the **other vehicle's driver is at-fault and is not insured or underinsured**, the following coverage typically applies:

Claims	Other Driver's Insurance Coverage
Rideshare Vehicle Damage	YES (WSTIP Collision Coverage less deductible)
Rideshare Driver Injury	Driver Medical Expense Coverage (Med-Pay) pays for reasonable and related treatment up to \$35K for the Rideshare Driver only.
Rideshare Rider Injury	N/A
Other Driver Injury	N/ A
Other Vehicle Damage	N/ A

SECTION 10: INCIDENTS AND ACCIDENTS

We offer 24/7 support for accidents, breakdowns, and vandalism to the rideshare vehicle, or safety-related issues that cannot wait until the next business day. Call 253.581.8000 and select option 3 for Rideshare, then 1 for Rideshare Emergency.

Incidents and Accidents

Incidents and accidents range from minor fender benders without injury to major, sometimes multiple vehicle collisions and possibly serious injuries. Report any incidents involving the vehicle or participants of the rideshare to Pierce Transit within 24 hours. In the event you are involved in a collision or serious accident, do not panic. Act promptly, but calmly. Use the following processes in case of an accident involving a Pierce Transit vehicle.

What do I do after a rideshare accident?

1. Safety First

- If the accident is minor, move vehicles out of traffic to a safe place.
- Shift into park, turn off your vehicle, and turn on the hazard lights.
- Use flares for added safety.

2. Get Help

- Check for injuries; call an ambulance when in doubt.
- Call the police, even if the accident is minor. A police report can be invaluable to the claim process and help establish who's at fault.

3. Collect Information

- Gather information from others involved in the accident:
 - ✓ Drivers and passengers: names and contact information.
 - ✓ Vehicle descriptions (make, model, year).
 - ✓ Driver's license numbers - License plate numbers.
 - ✓ Insurance companies and policy numbers.
- Eyewitnesses: names and contact information.
- Accident scene location and/or address.
- Police officer's name and badge number.
- Take photos of all vehicles involved and the accident scene if it is safe to do so.
- Do not sign any document unless it's for the police or your insurance agent.
- Be polite, but don't tell anyone the accident was your fault, even if you think it was.

4. Notify Pierce Transit

- As soon as possible call us at 253.581.8000. Select option 3, then 1.
- Complete an online [collision report](#) within 24 hours.

Breakdown or Mechanical Issue

An inoperable vehicle or a mechanical issue that leaves the driver uncomfortable driving the vehicle is considered an emergency. If the vehicle develops a mechanical problem, call the rideshare emergency line (253.581.8000, option 3, then option 1) for instructions. Please **do not** call a tow truck unless we instruct you to do so.

Vandalism

Vandalism can occur while the vehicle is parked, day or night, at the vehicle's overnight parking location or at work. Drivers should always conduct a pre-trip inspection and walk around the vehicle checking for anything out of the ordinary. Check for loose or missing gas cap, leaking fuel, broken windows, damaged tires, etc. If you suspect the rideshare vehicle has been tampered with, or items are missing from outside or inside the vehicle, report it to local authorities, and to Pierce Transit. We will advise you on next steps, depending on the observed problem(s).

Non-Emergency Issues

Running out of fuel, locking keys in the van, and flat tire issues are not considered emergencies and are the responsibility of the rideshare driver.

SECTION 11: SUMMARY

By using the information provided in this Rideshare Participant Manual, participants can better ensure a safe, reliable commute to and from work each day. Rideshare participants and the public's safety is Pierce Transit's number one priority. All reasonable efforts should be made by rideshare participants to ensure your rideshare operates in a safe and efficient manner each day.

Pierce Transit Rideshare provides the highest level of customer service and a safe and cost-effective commute to our dedicated rideshare participants. All participants are welcome to contact staff for any questions or concerns regarding Pierce Transit and our rideshare service.

Thank you for choosing Pierce Transit for your commute. Your efforts contribute to making a better community for the citizens of the Washington State by improving air quality and reducing traffic congestion.