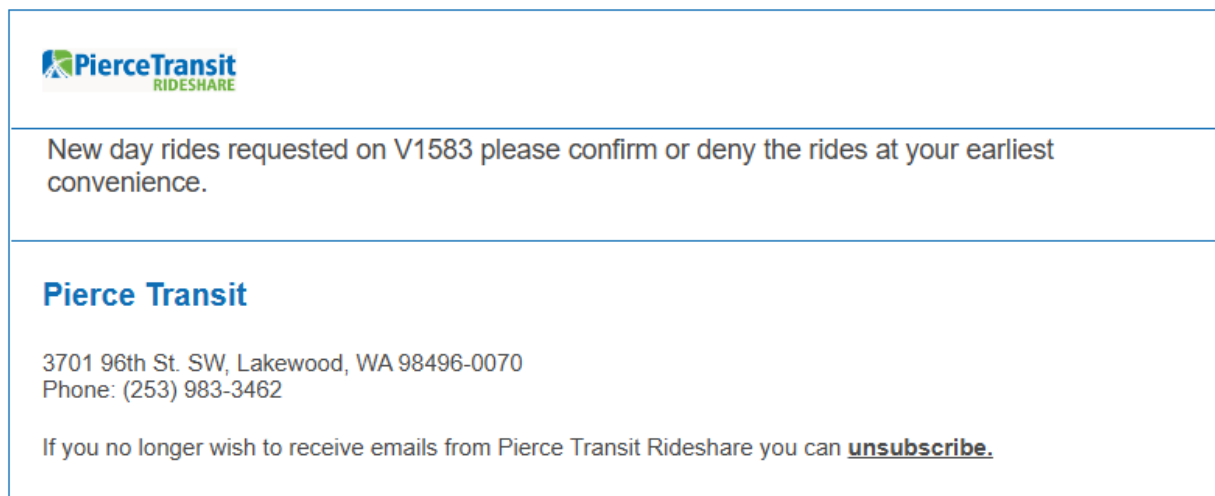


Daily Rider Reservations (for Groups)

Revised 5/29/2025

Pierce Transit is offering a feature referred to as Daily Rider Reservations. A person can login to Rideshare.PierceTransit.org and request a ride for a day without joining the group. This feature is to aid in operating our fleet more efficiently and increasing ridership.

Once a trip is requested, all drivers and the bookkeeper for the group will get an email notifying them. It is important to act on this email.



2 Sample Notification Email

Log in to your account at Rideshare.PierceTransit.org or the app. A message will appear at the top of the screen.



Confirm Route and Roster

V1583 - 1583

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.

1 Message at top of screen

Click on the red bar that reads “Trip Requests Require Attention”.

Trip Requests Require Attention

Trip Requests

Rideshare Summary

V1583 1583

Vanpool Origin: [REDACTED] Ave, Near Sheridan AVE & S 21st ST, Tacoma, WA 98405

Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910

Inbound 4:30 AM - 6:00 AM

Outbound 2:15 PM - 4:00 PM

View Blackout Dates

Prevent people from asking to join the vanpool on specified days.

4/28/2025 4:30 AM Requested Inbound trip on V1583 - 1583 requires confirmation

4/28/2025 2:15 PM Requested Outbound trip on V1583 - 1583 requires confirmation

3 Trip request will show

Click on trip to act. Read the details.

Click “confirm” to confirm the trip. Or Click “deny” to deny the trip.

Trip Requests

Rideshare Summary

V1583 1583

Vanpool Origin: [REDACTED] Near Sheridan AVE & S 21st ST, Tacoma, WA 98405

Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910

Inbound 4:30 AM - 6:00 AM

Outbound 2:15 PM - 4:00 PM

View Blackout Dates

Prevent people from asking to join the vanpool on specified days.

4/28/2025 4:30 AM Requested Inbound trip on V1583 - 1583 requires confirmation

Requesting commuter

[REDACTED]

Email

[REDACTED]

Phone

(253) 8[REDACTED]

Confirm

Deny

This commuter will receive a notification to pay to complete the day ride booking process.

Pickup

Federal Way Transit Center

Drop-off

Vanpool Destination

Wheelchair accessible

Paid

Direction

Inbound

Requested on

Friday, April 25, 2025 8:30 AM

Trip date

Monday, April 28, 2025 4:30 AM

Current status

Requested

4 Sample trip

If “confirm” is chosen, another screen appears to review the details of the trip.

If everything looks correct, click “confirm trip”.

You will be able to see the requester’s name, email, and phone number. It would be good to reach out to them to let them know exactly where you pick up.

In this example the request is to pick up at the Federal Way Transit Center. Shoot them an email to let them know exactly where at the transit center the pickup spot is and what time the rideshare vehicle will be there.

Confirm Day Ride Request Modification

Requested -> Confirmed

Rideshare Summary

V1583 1583

Vanpool Origin: [REDACTED], Near Sheridan AVE & S 21st ST, Tacoma, WA 98405

Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910

Inbound 4:30 AM - 6:00 AM

Outbound 2:15 PM - 4:00 PM

Commuter Details

Requesting commuter Ellen Scott

Email [REDACTED]

Phone [REDACTED]

Day Ride Details

Pickup Federal Way Transit Center

Drop-off Vanpool Destination

☒ Wheelchair accessible

☒ Paid

Direction Inbound

Requested on Friday, April 25, 2025 8:30 AM

Trip date Monday, April 28, 2025 4:30 AM

Current status Requested

Confirm Trip

Once the trip is confirmed, you will be taken back to the screen to approve any additional trip requests.

The check mark shows what trip has been confirmed.

Trip Requests

Successfully saved

Rideshare Summary

V1583 1583

Vanpool Origin: [REDACTED], Near Sheridan AVE & S 21st ST, Tacoma, WA 98405

Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910

Inbound 4:30 AM - 6:00 AM

Outbound 2:15 PM - 4:00 PM

View Blackout Dates

Prevent people from asking to join the vanpool on specified days.

 4/28/2025 4:30 AM Confirmed Inbound trip on V1583 - 1583

 4/28/2025 2:15 PM Requested Outbound trip on V1583 - 1583 requires confirmation

The clock symbol means the trip still needs to be confirmed or denied.

Click on the clock symbol to act.

In this example we will deny the trip.

Note: if a trip is denied, a reason must be included.

As a public transit service, trips should not be denied unless there is a good reason (i.e. no approved driver available).

Use drop down menu to choose denial reason code.

Confirm Day Ride Request Modification

Requested -> Denied

Rideshare Summary

V1583 1583
Vanpool Origin: 2 [REDACTED] Near Sheridan AVE & S 21st ST, Tacoma, WA 98405
Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910
Inbound 4:30 AM - 6:00 AM
Outbound 2:15 PM - 4:00 PM

Commuter Details

Requesting commuter Ellen Scott
Email [REDACTED]
Phone ([REDACTED])

Day Ride Details

Pickup Vanpool Destination
Drop-off Federal Way Transit Center
☒ Wheelchair accessible
☒ Paid
Direction Outbound
Requested on Friday, April 25, 2025 8:30 AM
Trip date Monday, April 28, 2025 2:15 PM
Current status Requested
Denial reason code Generic Trip Denial ▼
Denial reason

Enter an explanation for why the request is being denied. (Optional)

Confirm Denial

After denying a trip, you will be taken back to the Trip Requests screen where a check mark shows confirmed trips and an X shows denied trips.

Trip Requests

Successfully saved

Rideshare Summary

V1583 1583
Vanpool Origin: 2 [REDACTED] Near Sheridan AVE & S 21st ST, Tacoma, WA 98405
Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910
Inbound 4:30 AM - 6:00 AM
Outbound 2:15 PM - 4:00 PM

View Blackout Dates

Prevent people from asking to join the vanpool on specified days.

4/28/2025 4:30 AM Confirmed Inbound trip on V1583 - 1583

4/28/2025 2:15 PM Denied Outbound trip on V1583 - 1583

The requester will get an email when a trip is confirmed asking them to pay within 24 hours. They also get an email if the trip is denied.

Commuter has 24 hours to make their payment. If they do not make their payment, the trip is cancelled.

Bookkeeper can see trip requests by choosing it on the top menu bar.



Trip Requests

Here you can see the commuter paid.

You can also see their contact information. Remember, it is a best practice to reach out to the person to let them know exactly where the rideshare will pick them up (i.e. the Federal Way Transit Center by the loading zone, Ford Explorer #1234, at 4:45AM).

This also allows the commuter to give information about themselves (i.e. I'm a 6-foot tall, male, I'll be wearing a tan jacket).

Rideshare Summary

V1583 1583

Vanpool Origin: 2107 S Sheridan Ave, Near Sheridan AVE & S 21st ST, Tacoma, WA 98405

Vanpool Destination: 3003 W CASINO RD, Everett, WA 98204-1910

Inbound 4:30 AM - 6:00 AM

Outbound 2:15 PM - 4:00 PM

✓ 4/28/2025 4:30 AM Confirmed Inbound trip on V1583 - 1583

Requesting commuter

Ellen Scott

Cancel

Email

Phone

Pickup

Federal Way Transit Center

Drop-off

Vanpool Destination

✗ Wheelchair accessible

✓ Paid

Direction

Inbound

Requested on

Friday, April 25, 2025 8:30 AM

Trip date

Monday, April 28, 2025 4:30 AM

Current status

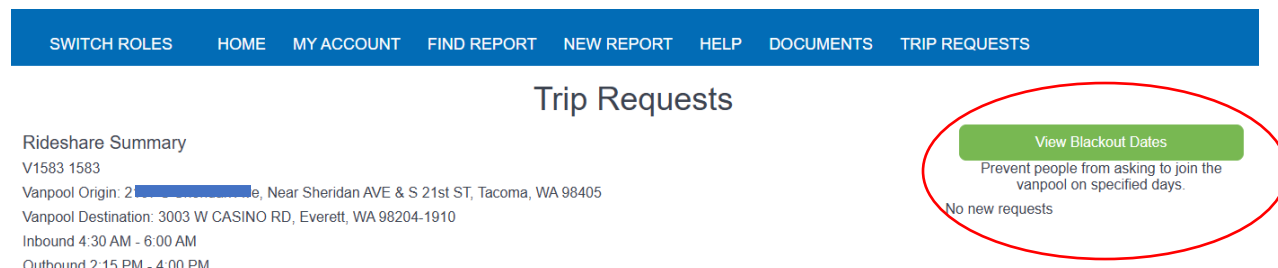
Confirmed

You may “blackout” dates the rideshare will not be in operation (i.e. plant closures, no driver available).

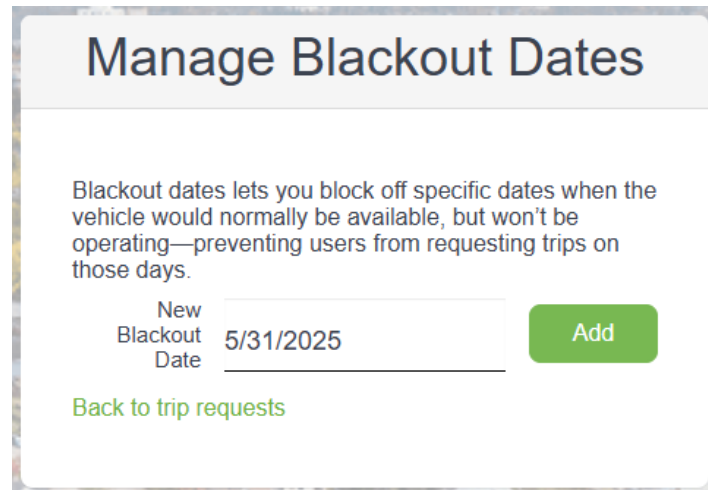
To do that, click on “Trip Requests”.



And click on “View Blackout Dates”.



Enter the blackout dates and click “Add”.



Manage Blackout Dates

Blackout dates lets you block off specific dates when the vehicle would normally be available, but won't be operating—preventing users from requesting trips on those days.

New
Blackout
Date

5/31/2025

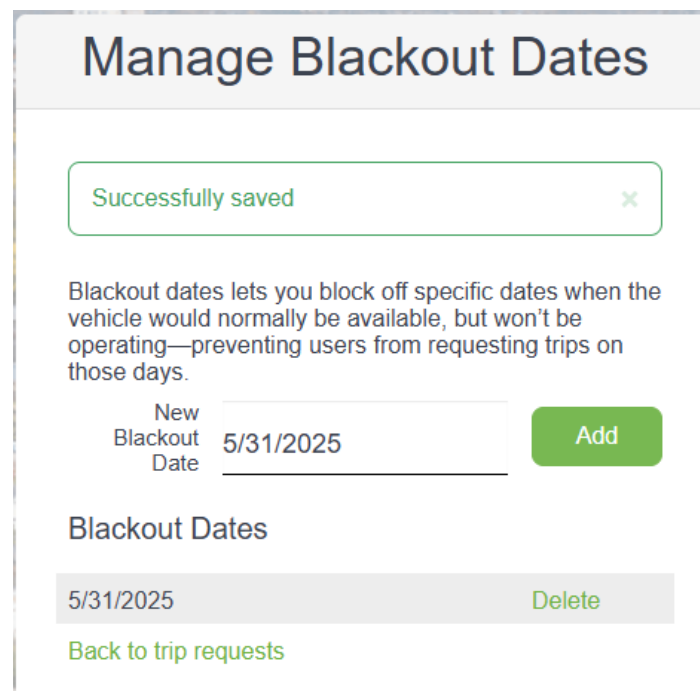
Add

[Back to trip requests](#)

A confirmation screen will appear.

If you need to remove the blackout date, simply click “delete”.

You may also add additional dates.



Manage Blackout Dates

Successfully saved

Blackout dates lets you block off specific dates when the vehicle would normally be available, but won't be operating—preventing users from requesting trips on those days.

New
Blackout
Date

5/31/2025

Add

Blackout Dates

5/31/2025	Delete
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[Back to trip requests](#)