



## MONTHLY NEWSLETTER - AUGUST 2025

### 2025 Rideshare Customer Experience Survey

Thank you to everyone who shared their opinions in the 2025 Rideshare Customer Experience Survey. We're knee-deep in analyzing results, spotting trends, and planning next steps based on the valuable insights you provided.

Five Pierce Transit Rideshare participants won \$50 QuickGift gift codes for sharing their thoughts. Congratulations to:

Troy W., Joshua T., Cylynnda G., Kim P., and Terry T.

### Your Safety in Our Secured Parking Lot

Your safety and security are our top priority—whether you're dropping off, picking up, or exchanging vehicles at Pierce Transit. Please take note of these important reminders for using the secured parking lot:

- **Maintain Visibility**

For your safety and the safety of those around you, please remember to wear a safety vest for visibility when in the secured lot. Safety vests are conveniently provided in all Rideshare vehicles and in the Rideshare lobby key box.

- **Gate Access**

Please use your gate pass to access the secured parking lot. Even if the gate is already open, please stop and badge in with your pass. This helps us maintain an accurate security log and ensures the integrity of the secured area.

- **Proper Parking**

When you arrive, please back your Rideshare vehicle into a designated Rideshare (vanpool) parking stall. You'll find these stalls located along the perimeter of the parking lot. Please do not park in employee parking spaces, as this can cause congestion and confusion.

- **Passenger Drop-off**

If you have passengers with you, we kindly ask that you drop them off in the visitor's parking lot. They can wait for you there while you make your vehicle exchange. This is a key measure to ensure a clear and safe vehicle exchange process.

- **Interacting with Staff**

On occasion, a member of our staff may ask who you are. If this happens, please simply identify yourself by name and let them know you are a Rideshare customer here to exchange a vehicle. We appreciate your cooperation in helping us keep our site secure.

Thank you for your attention to these important safety measures. We appreciate your partnership in creating a safe environment for everyone. If you have any questions or concerns, please don't hesitate to reach out to the Rideshare staff.

## Bridge Tolls

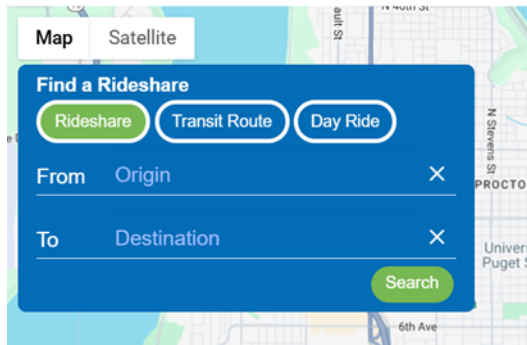
Beginning October 2025, Pierce Transit Rideshare will be charged tolls on the Tacoma Narrows Bridge. We're reviewing how to share this cost with those who cross the bridge. More details to come.

## First Month Free Fare!

September 2025 is the last month for First Month Free Fare. Know someone who could benefit from ridesharing? Share your ridesharing experience with them. Pass it on. Sharing is caring!

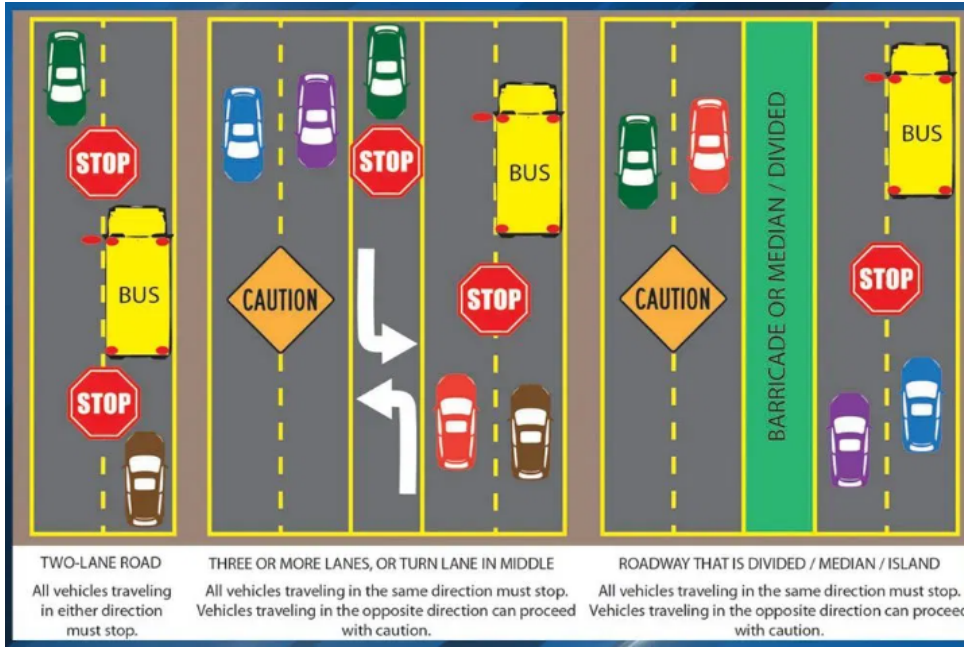
## Daily Rider Reservations

Empty seats? Let's fill them! Daily rider reservations are perfect for occasional commuters. Reserve an empty seat, pay the daily fare, and enjoy a stress-free ride. Visit [Rideshare.PierceTransit.org](https://Rideshare.PierceTransit.org), scroll to the map, and select "Day Ride" to find a match for your commute.



## Time for School!

The school year will start soon. While driving, be extra cautious of children on their way to and from school. Also keep an eye with extra traffic and school buses.



**Thank you for choosing Pierce Transit Rideshare!**