



## ASSURED RIDE HOME PROGRAM TERMS

PIERCE TRANSIT VANPOOL's Assured Ride Home (VARH) program reimburses taxi or Transportation Network Company (TNC) (i.e. Uber, Lyft) fares incurred by eligible Pierce Transit vanpool participants for emergency rides taken in accordance with the terms set forth below.

### **Eligibility**

Participant must:

- be an active Pierce Transit vanpool participant.
- be current on all vanpool fares and fees due.
- not be eligible for an emergency ride home through their employer.
- have used the vanpool to get to work.

### **Process**

To use VARH, the eligible vanpooler shall:

- Review the VARH terms prior to requesting approval, to ensure the ride qualifies. Non-qualifying rides will not be reimbursed.
- Contact Pierce Transit vanpool staff for approval:
  - During business hours (Monday – Friday, 8:00 AM – 5:00 PM) call:
    - Your vanpool coordinator, or
    - 253.581.8000 and select 3 for Vanpool, then 2 for Vanpool Staff.
  - Outside of business hours call:
    - 253.581.8000 and select 3 for Vanpool, then 1 for Vanpool Emergency.
- Once Pierce Transit is notified, arrange for emergency ride home by contacting a taxi or TNC company.
- Complete the online [Reimbursement Request Form](#) and submit to Pierce Transit for reimbursement. Note: Only the fare is reimbursable; any tips are at the vanpooler's expense.

### **Annual VARH Trips per Eligible Vanpooler**

Each eligible vanpooler is limited to six (6) trips per twelve (12) month period.

### **Eligible Reasons for Use**

An eligible vanpooler may receive a ride under VARH from the worksite to approved destination(s), if approved by Pierce Transit Vanpool staff, under the following conditions:

- unexpected illness of the employee or member of the employee's family that necessitates leaving work
- unexpectedly required to work late ("Unexpectedly" means the employee is required to work late on the day of the request, without prior knowledge.)
- other emergency situations that may occur during the workday

### **Non-Eligible Reasons for Use**

- any trip for which alternate transportation could have been arranged in advance (i.e. pre-scheduled overtime, doctor appointments)
- business travel
- non-emergency side trips
- trips to the hospital in place of ambulance service (in the event of employee injury or illness)

- transportation to a doctor or hospital resulting from an on-the-job injury. Refer instead to your employer's procedures for worker's compensation incidents
- eligible vanpooler has already met trip limits for the year

### **Eligible Destinations**

An eligible vanpooler may receive a ride under VARH from the worksite to the following destinations, if approved by Pierce Transit vanpool staff:

- vanpooler's principal place of residence
- vanpooler's personal vehicle (e.g., park & ride lot, vanpool overnight parking location)
- medical provider
- daycare or school

### **Intermediate Stops**

An eligible vanpooler may receive a ride under the VARH Program from the worksite to an intermediate stop and then on to an eligible destination. Intermediate stops are permitted only if they are of an emergency nature and are approved by Pierce Transit vanpool staff in advance. An example of an intermediate stop use would be picking up a sick child at school before traveling to the eligible vanpooler's home, or stopping at an ATM in order to pay for the trip.

### **Program Abuse**

PIERCE TRANSIT reserves the right to investigate and recover costs from the vanpooler due to intentional abuse or misuse of the VARH program.

### **Indemnification**

PIERCE TRANSIT is not responsible for providing transportation services under this VARH program. PIERCE TRANSIT makes no guarantee or warranty as to the availability, quality or reliability of taxi or TNC service. PIERCE TRANSIT'S sole obligation under the program is to make payment for trips taken in accordance with the terms outlined. Vanpooler shall make no claims of any kind or bring any suits of any kind against PIERCE TRANSIT for damages or injuries of any kind arising out of or in any way related to the VARH program. Without limiting the foregoing and by way of example only, PIERCE TRANSIT shall not be liable for any injuries or damages caused by failure of a taxi or TNC service to provide a ride due to negligence, intentional acts or causes beyond the taxi's or TNC' service's control, including but not limited to incidence of fire, flood, snow, earthquake or other acts of nature, riots, insurrection, accident, order of any court or civil authority, and strikes or other labor actions.