



# Metro Transit Division

## Community Van Driver Orientation

# Community Van Overview

- ▶ Open to the general public.
- ▶ Community Van volunteer drivers operate Metro Commuter vans to different places throughout the community.
- ▶ Trips can be one-time or recurring to popular destinations.
- ▶ Riders can find and request trips:
  - on their community's transportation web page or
  - through their community Transportation Coordinator or
  - through [Rideshareonline.com](http://Rideshareonline.com).
- ▶ Trips are free for the volunteer driver, riders pay a standard Metro fare.

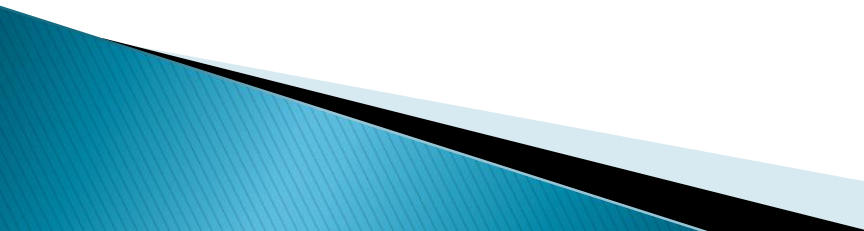
# Vehicles – Introduction

- ▶ Only approved drivers are permitted to operate a King County TripPool van.
- ▶ Today's agenda:
  - Safe operating habits
  - Proper ramp usage and wheelchair securement
  - Inspections and maintenance
  - Emergency procedures
  - Voyager fuel card and keys

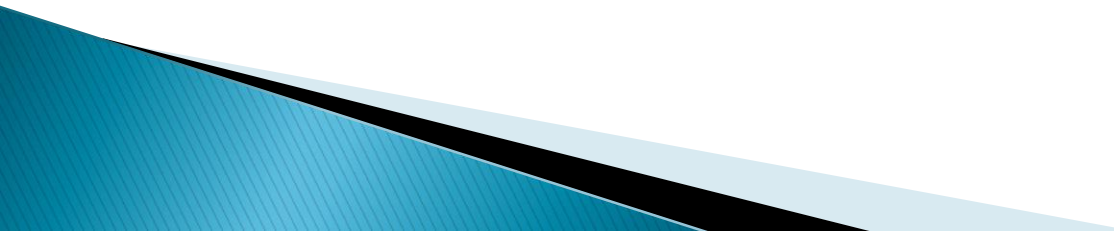
# Safe Operating Habits

- ▶ The top three accident types are:
  - Hitting fixed objects
  - Rear-end collisions
  - Backing into another vehicle
- ▶ It is your responsibility to operate the van safely for the welfare of you and your riders.

# Safe Operating Habits

- ▶ Do not use your cell phone when driving.
    - Although State law allows for hands free usage, King County forbids any type of cell phone use while operating the van.
  - ▶ Do not drive the van until you and your passengers have buckled your seatbelts.
  - ▶ Never leave valuables in the van, they are invitations to thieves.
  - ▶ Drivers are responsible for any citations they receive.
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# Safe Operating Habits

- ▶ Scan all mirrors on a regular basis to see what is happening to the sides and rear of the van.
  - ▶ When objects or large vehicles restrict visibility, slow down until you have a clear view.
  - ▶ In stop and go traffic always maintain a safe following distance.
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# Safe Operating Habits – Spotters

- ▶ A spotter is a rider who is sitting in the front passenger seat or one of the rear corners. They can help observe your blind spots.
  - Use spotters to check for clearance when backing, parking, and maneuvering in confined areas.
  - Ask spotters to check for vehicles in your blind spots when merging and changing lanes.
  - Be specific. Ask spotters to check if you are clear to complete a maneuver.

# Safe Operating Habits – Cushion of Space

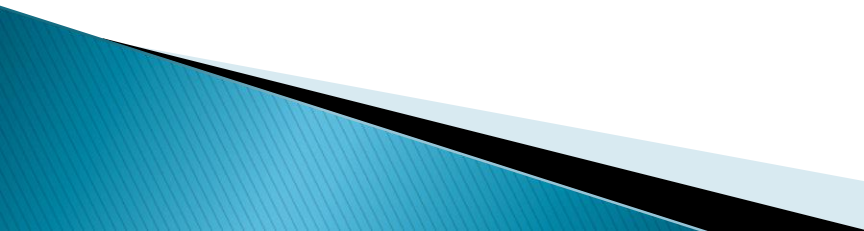
- ▶ Establish and maintain a cushion of space around your van to allow for evasive action as necessary.
  - Scan down the road well ahead of the van, about  $\frac{1}{4}$  mile.
  - Know what is alongside and behind you.
  - Do not drive in another vehicle's blind spot.
  - Anticipate the actions of vehicles on the side of the road or in parking lots preparing to enter traffic.
  - Be aware of objects or debris in the road.
  - Use a three to four second following distance and **do not tailgate** the vehicle in front of you.



# Safe Operating Habits – Maneuvering

- ▶ The size of your van requires caution when moving in traffic and parking areas
  - Use mirrors and spotters to help maneuver the van, use slow movements when making turns on tight corners.
  - Refrain from backing up unless absolutely necessary. If you must back up, ensure you are aware of obstacles, and use your spotters if available.
    - **GOAL: Get Out And Look** if you are not sure what is around your van, prior to backing.
- ▶ Collisions with Fixed Objects account for the single highest cause of body damage to the vans.

# Safe Operating Habits – Loading and Unloading the Van

- ▶ Move out of traffic, stop on a level surface (when possible) and apply the parking brake prior to loading and unloading passengers.
  - ▶ When leaving the van:
    - Turn off all electrical accessories to include interior lights.
    - Remove all valuables.
    - Close all windows and lock your van.
    - Do not lock your keys in the van.
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# Accessible Vehicle Orientation

- ▶ Prior to your first trip with the van, you must complete a accessible equipment orientation with your Transportation Coordinator (TC)
- ▶ The TC will review:
  - Proper operation of the ramp
  - How to properly secure a wheelchair in the van
  - Have you sign the 'Certificate of Completion of Accessible Features Orientation'.
- ▶ The Braun Accessible Vehicle operator manual is stored in the glove box of the van
- ▶ A laminated quick tips sheet is also kept in the glove box

# Accessible Vehicle Orientation

- ▶ The following links provide the opportunity for the driver to review the accessible features of the van at his or her convenience:
- ▶ Van Accessible Equipment Operations Tips Sheet:  
<http://metro.kingcounty.gov/tops/van-car/programs/community-van/pdf/van-accessible-equipment-tips-sheet.pdf>
- ▶ Q'Straint QRT Max orientation:
  - <https://vimeo.com/158511690>
- ▶ Braun ramp operation:
  - <http://www.youtube.com/watch?v=PjQH8q3QjUo?autoplay=1>

# Inspections

- ▶ Inspections are designed to be quick and user friendly for drivers to ensure the vans operate properly and safely.
- ▶ If any part of your inspection leads you to believe your van is unsafe, **Do Not Drive It!**
  - Call 206-625-4500 immediately and report your concerns to Rideshare Operations

# Inspections – Daily Inspection

- ▶ Conduct a walk-a-round before you get in. Look for:
  - Fluid leaks (note the color if any)
  - New body damage
  - Windshield cracks or dings
  - Tires that look damaged, low on tread or flat
  - Malfunctioning lights
- ▶ Inside the van:
  - Warning lights that stay on more than a minute after starting the engine.
  - Ensure you have at least  $\frac{1}{2}$  tank of fuel.
  - Ensure heater, air conditioner, and wipers function.
  - Check mirrors for damage, adjust as necessary.
  - Listen for unusual noises and note unusual smells.
  - Check steering and braking for responsiveness prior to entering traffic.

# Maintenance

- ▶ Riders and Drivers are expected to clean up after themselves.
  - Spills should be cleaned up immediately.
  - Remove debris daily.
  - The Voyager fuel card can be used to wash the van twice per month.

# Emergencies

King County Metro has an impressive safety record, however, from time to time accidents and breakdowns occur. The following emergency procedures will help to protect lives, safeguard property, and minimize County liability.



# Emergencies – Self Insurance

- ▶ Only approved drivers are permitted to operate the King County Community Van and be covered by King County Metro's self-insurance (Statement of Self-Insurance is located in the van).
  - Motor vehicle reviews are conducted for all drivers to ensure continued approval.
  - Drivers must report any moving traffic violation or accident they are involved in, whether driving a Community Van or another vehicle to Rideshare Operations within 48 hours of the event.

# Emergencies – Vandalism

- ▶ If your van is stolen or damaged from theft, vandalism or unexplained damage:
  - Notify the police and obtain a case number.
  - Contact Rideshare Operations to report the event.
    - 206-625-4500

# Emergencies – Roadside Assistance

- ▶ King County provides 24 hour roadside assistance for your van.
  - Call 206-625-4500 for any emergency situation.
- ▶ Roadside assistance does not cover expenses related to driver negligence, such as running out of gas or locking keys in van.

# Emergencies – Accidents

- ▶ In the event you are involved in a collision or serious accident; remain calm and act promptly.
  - Emergency procedures are located in the glove box and will guide you through the process.
- ▶ 1. Protect the scene
  - Turn on hazard flashers and move the van out of traffic if safe to do so
  - Ensure riders are in a safe location – inside the van if possible
  - Set up your reflective triangle kit

# Emergencies – Accidents

- ▶ 2. Obtain medical assistance for injured persons by calling 911.
- ▶ 3. If the accident is *serious* or involves an injury, fatality, or was caused by mechanical failure in your van, call a *Metro Traffic Coordinator – 206-684-1705* and identify yourself as a King County Alternative Services Driver who is requesting assistance.

# Emergencies – Accidents

- ▶ 4. Notify the police or Washington State Patrol
- ▶ If police are on the scene, obtain:
  - Officer's name
  - Badge number
  - Jurisdiction
  - Report number
  - **Notify police immediately for hit & run accidents or unusual situations such as DUI or uninsured drivers.**

# Emergencies – Accidents

- ▶ 5. Exchange of Information
  - Complete the back of the accident envelope (located in the glove box).
  - Obtain the name, address, and phone number of all persons involved.
  - Other party driver license number.
  - Other party vehicle license number.
  - Other party insurance information: company name and policy number.

\*\*\*The Van is self-insured through King County  
Metro Transit Division: 206-625-4500\*\*\*

# Accidents – Emergencies

- ▶ 6. Ask all witnesses to complete and mail the postage paid **“Witness Courtesy Cards”** in the emergency procedures packet within 48 hours.
- ▶ 7. Complete the **accident report** located inside the packet and mail it to Rideshare Operations within 48 hours or scan it to [roaccident@kingcounty.gov](mailto:roaccident@kingcounty.gov).



# Accidents – Emergencies

- ▶ 8. Obtain the name, address, and phone number of all passengers in the van at the time of the accident.
  - Note on your report if they are injured.
- ▶ 9. Call Rideshare Operations at 206-625-4500 to report the accident. If the van is safe to drive, you will be asked to take the van to a designated body shop for an inspection.

# Emergencies – Breakdowns

- ▶ A breakdown is any event, accident or otherwise, which disables your van. Common types of breakdowns:
  - Flat tires
  - Fluid leaks
  - Dead batteries
  - Disabling accidents

# Emergencies – Breakdowns

- ▶ If a breakdown does occur, first ensure safety of riders and the van, then contact our office:  
206-625-4500
  - Response time will depend on type of breakdown, location, and time of day.
  - Do not abandon a disabled van, remain with the van and by the phone until actions have been coordinated with our office.
  - Be prepared to provide your exact location as well as the direction the van was travelling.
  - Be prepared to provide your 6 digit HOV number.
  - Ensure the location of keys is coordinated with our office.

# Keys

- ▶ Replacement keys cost up to \$250 to replace
- ▶ If lost, the driver may be held responsible for the replacement cost

# Voyager Fuel Card

- ▶ The van is assigned a credit card to be used at participating locations for gas and to wash the van.
  - To use it, swipe the card and enter the exact odometer reading and then fill the van.
  - Only use unleaded gasoline (lowest octane).
  - If the first swipe does not work, take the card to the attendant for manual entry to avoid a locked account.
    - Two unsuccessful swipes in one day locks the card.
  - The van should be washed twice per month.
  - **Do not leave the gas card in the van, share it with other groups, or use it for another van.**
  - Notify our office: 206-625-4500 if the card is lost or stolen.

# Complaints


- ▶ All complaints received by Rideshare Operations are treated seriously and investigated thoroughly.
- ▶ Safety Complaints are the most common:
  - Examples of these complaints:
    - Aggressive driving
    - Tailgating
    - Cutting off others when merging
    - Speeding

**Drive courteously and defensively as the  
Program phone number is on the van and your actions reflect  
the image of the Program**

# Personal Use

- ▶ Personal use is not authorized as part of the Community Van program

# Re-cap

- ▶ If your van is disabled for any reason, what number should you call for assistance?
  - ▶ If you are involved in an accident, where can you find the emergency information card?
  - ▶ What phone number should you call if you are involved in an accident?
  - ▶ If you have maintenance concerns regarding the van, who will you call?
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# Questions?

