

# King County Metro Commuter Vans Emergency & Collision Procedures

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## If you have a COLLISION:

### 1. Protect the scene:

- Turn on hazard flashers
- Move the van out of traffic
- Make sure riders are in a safe location
- Set up warning triangles (kit in van)

### 2. CALL 911 and report the collision (regardless of the severity).

### 3. Call King County Metro Transit at 206-625-4500 and report the collision immediately.

### 4. Exchange information with the other driver(s):

- Obtain names, addresses and phone numbers
- Driver license numbers
- Vehicle license numbers
- Insurance information

### 5. Ask all witnesses to complete the “Witness Courtesy Cards”

Get additional copies from your vanpool  
maintenance representative.

### 6. Complete a Vanpool Incident Report within 48 hours: [kingcounty.gov/vanpoolincidentreport](http://kingcounty.gov/vanpoolincidentreport)

## If you have a BREAKDOWN:

This information is for King County Metro Vanpool &  
Vanhare drivers and their use only.

Protect the scene where your van is disabled and call  
a Commuter Van program representative at  
**206-625-4500**. If the call is made outside of normal  
business hours, Monday - Friday, 8:00 AM - 5:00 PM,  
your call will be routed to our after-hours call center.  
The call center will collect all necessary information  
and forward that information to our on-call  
representative. Our on-call representative will return  
your call as soon as possible.

Be sure to have the following information ready when  
calling:

- Your vehicle HOV number, (e.g. HOV1234)
- Your exact location
- Your van’s condition and/or suspected problem
- A phone number where you can be reached

For further information, see Section 3 of your [VanPool  
Program Manual](#).

### **If Van Requires Towing:**

Leave the van in a secured area, lock it, tell Metro and  
the towing company where you will leave the keys.  
Do not take the keys with you. Metro will have the  
van towed to the nearest dealership, [assigned garage](#)  
or Metro facility.