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King County Metro Commuter Vans Emergency & Collision Procedures

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 reflectorized triangles from the kit in your van
2. **CALL 911 and report the accident** (regardless of the severity).
3. **Call King County Metro Transit at 206-625-4500** and report the accident immediately.
4. **Exchange information with the other driver(s):**
 - Complete the back section of the Vanpool Accident packet envelope
 - Obtain names, addresses and phone numbers
 - Driver license numbers
 - Vehicle license numbers
 - Insurance information—You are insured through the King County Metro Transit Division (206-625-4500)
 - If police are on the scene, obtain officer's name, badge number and jurisdiction.
5. **Ask all witnesses to complete the "Witness Courtesy Cards"** in the accident packet and put them in the mail.
6. **Complete a Traffic Collision Report** (inside accident packet) in the glove compartment for all accidents. **Within 48 hours**, [email the report](#), fax to 206-684-2166 or send by regular mail using the postage paid envelope provided in the packet.

If you have a BREAKDOWN:

This information is for King County Metro VanPool drivers and their use.

Protect the scene where your van is disabled and call a Vanpool Service Representative; during regular business hours (8am-5pm), after hours call 206-625-4500 or 1-800-427-8249; the on-call staff member will be paged. You may call collect, but you must identify yourself as a vanpool driver for the call to be accepted. If you are calling from a telephone that does not accept return calls, please ask the answering service to patch you through to the on-call staff member.

Be sure to have the following:

- Your vehicle HOV number, (for example 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 your 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



kingcounty.gov/metrovans
206-625-4500

