



**Metro Transit
Rideshare Operations**

King County Metro Community Van Program

Program Participant Manual

For Community Transportation Coordinators and Volunteer Drivers



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INTRODUCTION

This manual is a comprehensive resource intended for all Community Van drivers and Community Transportation Coordinators in the King County Metro Community Van Program. For more information, contact us at 206-625-4500 or toll free at 1-800-427-8249.

SECTION I: KING COUNTY COMMUNITY VAN PROGRAM

Welcome

Welcome to the King County Metro Community Van Program. This manual will provide you with the information you need to meet your responsibilities. We recommend you keep a copy in the Community Van to be used as a reference.

Rideshare Program History

The King County Metro Commuter Van Program managed by Rideshare Operations was established in 1979. Originally consisting of only 21 vanpool groups, the successful and popular program grew steadily from the time it was implemented. As of 2015, with over 1,500 commuter groups on the road, our Commuter Van Program is the largest public agency program of its kind in the nation.

Taking lessons from our existing programs, Metro and partners worked together to create a new suite of alternative service rideshare products that would provide mobility options to communities that were not well served by traditional public transit products. These services are designated to be lower cost options that can be tailored to meet the core needs of the community. New alternative service concepts such as ridesharing on personal trips maximize partnerships and provide flexible Community Vans that broaden travel options in the community. In 2016 the Community Van Program was launched.

The Community Van Program

The Community Van program is a flexible rideshare option that provides community members with a new way to use public transportation. In partnership with participating cities, Community Van provides shared ride trips for neighbors to local destinations. The Community Van service offers trips throughout the day, evening and weekends. Trips can be one-time events or recurring to popular destinations. Community Vans are driven by volunteer drivers. Below are some additional characteristics of the Community Van program.

- A minimum of two riders and one driver are required to start a Community Van trip.
- Trips are coordinated by a Community Transportation Coordinator and are listed on your community's transportation web page.
- Riders are picked-up at predetermined locations.
- Riders pay a one-zone Metro fare for a round trip.
- Trips are free for the driver.
- Volunteer drivers are screened and approved through King County Metro's Commuter Van program.

SECTION II: SUPPORT STAFF

We greatly appreciate your choice to volunteer to participate in the Community Van program and we have many resources in place to help make sure your time in our program is well supported.

King County Metro's Paratransit & Rideshare Operations (PRO) is the workgroup that manages and operates the Community Van Program. Our office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. and we can be reached at 206-625-4500. Please do not hesitate to call with questions or comments. We are also available at this number 24 hours per day for emergencies. We are here to help!

Rideshare Service Representatives (RSRs)

One Rideshare Services Representative (RSR) is assigned to your Community Van. The RSR provides assistance with van maintenance and is a resource to the program within prescribed guidelines

Every vehicle is assigned a High Occupancy Vehicle number (HOV). Communities may be in possession of a number of vehicles, each with its own HOV number. Whether by phone or email, when contacting the RSR or Community Transportation Coordinator regarding your vehicle, be prepared to provide the HOV number of the vehicle you are driving so the appropriate support can be provided. With over 1,500 vehicles on the road, RSRs will need that information to help you as quickly as possible. This HOV number is also displayed on your front and rear windshield and key fob, for easy reference.

For a list of the RSRs and their contact information, visit our program resources page on the web <http://metro.kingcounty.gov/tops/van-car/pdf/RSR-Contacts.pdf> . However, if you ever need to talk with an RSR and have misplaced your contact sheet, you can always call 206-625-4500 (also posted on the side of your van) and you will be transferred to the appropriate person.

SECTION III: DRIVERS AND RIDERS

The nature of this shared ride service makes it very likely that Community Van drivers will have regular, frequent riders. This section outlines best practices and expectations for drivers and riders to help make their trips successful.

Program Driver Application

The "Community Van Program Driver Application & Agreement" (PA) must be filled out, signed, and returned to Rideshare Operations by the driver to begin the application process before operating a Community Van. The PA details the specific terms, conditions and responsibilities that every driver agrees to be bound by when participating in the program.

The completed PA may be emailed to communityvan@kingcounty.gov or faxed to 206-684-2166. Applications may be downloaded from the Community Van web page found at the following location: <http://metro.kingcounty.gov/tops/van-car/programs/community-van/index.html>

Drivers

Community Van drivers are essential to keeping the Community Van program running smoothly and effectively. They are individuals who want to support their community by driving neighbors and community members on trips that may not be available without a helping hand. Or they could be community members who drive the van on a trip they would normally be taking and will pick up others who want to join the trip. Regardless, whether their intention is to share the ride to a destination or drive their neighbors to be helpful, Community Van drivers do not pay a fare when they drive a Community Van.

In addition to driving, volunteer drivers may also have a handful of other duties they do to support the program. For example, they are often looked to as a volunteer driver recruiter and can explain how the Community Van program works. They may also be asked to assist with coordinating vehicle maintenance.

All Drivers Must:

- Maintain a valid Washington State driver's license.
- Notify Rideshare Operations and the Community Transportation Coordinator when they are no longer in accordance with the established driver selection criteria (see "Community Van Volunteer Driver Selection Criteria" PDF online).
- Complete the Community Van Program Driver and Community Van Accessibility Equipment and Disability Awareness orientations.
- Notify Rideshare Operations and the Community Transportation Coordinator if they receive a moving violation or any other sort of traffic related citation, even in their own vehicle. This includes accidents.
- Promptly report to Rideshare Operations any needed repairs, incidents involving vehicle damage, property damage, injury, fatality, or the potential for a medical or liability claim. Rideshare Operations will contact the Community Transportation Coordinator to report the incident.
- Be responsive to requests for information from Rideshare Operations and the Community Transportation Coordinator.
- Provide trip odometer readings and rider information for tracking and reporting purposes.
- Drive their assigned Community Van according to the prescheduled route provided by the Community Transportation Coordinator.
- Complete the Driver Checklist before and after they drive. Ensure the van is in good working order before driving.
- Return the van with at least 1/2 tank of fuel.

Note: Only drivers who have been approved by Rideshare Operations are authorized to drive a Community Van. Only in emergency situations, and when authorized by Rideshare Operations, may someone other than an approved driver operate a Community Van.

Riders

Riders request Community Van rides through the RideshareOnline.com ride matching application or by contacting the trip primary contact that may be either the Community Transportation Coordinator or volunteer driver. Riders are also expected to follow Metro's Community Van Code of Conduct.

Metro Community Van Code of Conduct:

- Arrive at the pick-up points on time and must not be late for the return trip.
- Pay the right fare.
- Be respectful of other passengers, the driver, and transit property.
- Keep noise levels down when using a cell phone or radio.
- Do not cause safety problems.
- Help keep the van clean. No eating, smoking, or littering.
- No alcoholic beverages.
- Use Community Van service for public transportation purposes only.
- Assist the driver in the event of a breakdown or emergency, as necessary and appropriate.

Complaints

There may be times when people are dissatisfied and voice complaints. The complaint may be internal—about a particular rider, operational, or a driver’s driving; or it may be from the general public—about an unsafe practice that was witnessed. **All complaints that are reported to the Community Transportation Coordinator or driver should be forwarded to Rideshare Operations.**

Although complaints are generally viewed as negative, they can be an excellent way to offer new ideas, bring about improvements in operating the van, or to identify an area that needs attention.

Complaints Received By Rideshare Operations

All complaints received by Rideshare Operations are treated seriously and investigated thoroughly. In general, there are four common types of complaints that are received.

- **Safety** The most common complaint is aggressive driving such as tailgating and cutting-off others when merging or switching lanes. The highly visible logo and phone number invites public comment. Riders who feel unsafe may call also. Action will be taken based on investigation and review of the complaint and the driver’s current motor vehicle record. Drivers must always practice safe operating habits.
- **Maintenance** Community Transportation Coordinators and drivers may have experiences with maintenance garages. Any criticism or commendation provided helps in garage evaluations.
- **Policy** Complaints about program policies, procedures, and/or staff members should be directed to Rideshare Operations.

Complaint Handling Procedures

- A Rideshare Operations staff member will take a complaint report filed by a rider or the general public. Every attempt is made to handle complaints quickly and efficiently. Safety-related complaints will be given priority and resolved as soon as possible.
- A Rideshare Operations staff member will investigate the complaint. During the investigation, the person against whom the complaint was made will be contacted for an explanation of the specific circumstance.
- In cases of safety-related complaints against drivers, they may be asked to step down temporarily while the investigation is being conducted. Another authorized driver will be asked to operate the Community Van during this period.
- If necessary, follow up action will be taken at this time and a verbal or written warning may be issued. Probation or a suspension of privileges may be assigned or, in extreme cases, a person may lose eligibility to participate.
- Complaints against drivers will be documented and will remain in their program file for a year. After more than one serious complaint, Rideshare Operations may withdraw driver approval.

Promoting Ridership

Community Vans must have one driver and at least two riders on a trip. Drivers and/or the Community Transportation Coordinator will accept all available requests until the van is full. Spread the word about your Community Van and how it works for you. Encourage friends, family, and co-workers to request a ride on Community Van. The more participants in the program, the better and stronger it will be as a whole.

SECTION IV: COMMUNITY VAN TRIPS

The Community Van Trips section is organized into the following four areas:

- Providing Community Van trip details to riders
- Responding to potential rider trip requests

- Picking up riders
- Returning the van

Providing Community Van trip details to riders

The Community Transportation Coordinator will add van trip details to the community's RideshareOnline.com network. RideshareOnline.com is the ridematching software that King County Metro uses to assist people in finding others to share the ride to like destinations. One feature of RideshareOnline.com is the ability to list all trips that are associated to the community's network. It is not necessary for riders to sign into RideshareOnline.com to see available trips in their community. The community's trip list may be displayed on multiple websites including the community's transportation web page. Information found on the trip list includes: trip origin, destination, any intermediate stops, schedule, and primary contact information. Riders may email or call the trip contact to request a seat on Community Van. Other RideshareOnline.com ridematch requests from individuals associated with the community network may appear on the trip list. Riders will know if the trip is a Community Van trip because that information will be provided in the Notes field.

In addition, the Community Transportation Coordinator should use other mechanisms to advertise Community Van trips. They may post information at city and community destination spots such as City Hall, libraries, community centers or the community's transportation website. Information may be provided at local events, community transportation Lunch and Learns and through other agencies. Riders may also request to be added to a Community Van email list, Facebook page and other Community Van social media platforms.

Responding to potential rider trip requests

All Community Van trips are prearranged by the Community Transportation Coordinator and entered in the RideshareOnline.com network. However, volunteer drivers may also receive trip requests from riders or potential riders for a given trip. The Community Transportation Coordinator will work closely with the City and Metro to identify and document high priority group trip characteristics. It is important that all trip requests from the public are forwarded to the Community Transportation Coordinator so they may record and report them. If more trip requests are received than can be supported with available volunteer drivers and vans, group trip requests will be prioritized using criteria defined by the City and/or County.

Picking up riders

Either the Community Transportation Coordinator or volunteer driver will serve as the primary contact for a trip and will prepare the Community Van Daily Trip Log (see Appendix: Attachment A, Community Van Daily Trip Log) for each trip. The Daily Trip Log includes trip start time, lists names and contact information, and pick-up location and drop-off location for each rider.

Before starting the trip the driver will conduct a van inspection using the Driver Checklist (See Appendix: Attachment B, Community Van Vehicle Checklist). The process is a quick visual check of the inside and outside of the van for any signs of trouble. The Driver Checklist is completed before each trip to identify safety items and vehicle damage. More information on the Driver Checklist is provided in the Inspection section of this manual. After the driver has determined that the van is safe to drive, they will follow the stops recorded on the Daily Trip Log. The intention is to follow the Daily Trip Log and not divert from the stops that are listed. Riders may miss the van if the driver detours from the listed stops. If for some reason the driver must change the route they should document the reason in the Driver Notes section of the Daily Trip Log, and take measures to contact riders of the changed stops.

Returning the van

After the trip ends the driver will complete the Daily Trip Log. The driver will return the van to the designated Community Van parking spot with at least half a tank of fuel. Depending on time of day or if there is another trip scheduled that day, the driver may give the van keys, Driver Checklist, and Daily Trip Log to the Community Transportation Coordinator or return the key and forms to another secure location.

SECTION V: VEHICLES

The vehicles section is organized into the following four areas:

- Safe operating habits
- Inspections and maintenance
- Emergency procedures
- Additional Information

In addition to understanding and complying with the following program features, to remain an approved driver, drivers must maintain a satisfactory driving record and comply with the terms and conditions in the Community Van Driver Application. Understanding and meeting these responsibilities will control program costs and help ensure the safety and comfort for riders and drivers.

Operating

Driving the Community Van safely is an important responsibility. Years of program experience have helped us develop the safety guidelines on the following pages. Adhering to them will help drivers safely drive a Community Van.

The three top accidents involve hitting fixed objects, rear-end collisions, and lane changes. Drivers should slow down and give extra time to respond to the changing conditions of peak and off-peak hour travel. It is the responsibility of the driver to operate the Community Van safely for the welfare of the driver and riders.

Be Alert, In Control and Anticipate Changes

The driver should always know what is going on around them and make sure other drivers are aware of the Community Van. This is an important part of defensive driving. Scanning all mirrors on a regular basis to see what is happening to the sides and rear of the van. This will help the driver anticipate and avoid dangerous situations.

All Community Van Drivers Must

- Notify the Community Transportation Coordinator if you feel distracted, upset, ill, or fatigued. You should not drive the van.
- Slow down until there is a clear view when buildings, landscaping, or large vehicles restrict visibility.
- Avoid sharp turns, excessive speed and abrupt maneuvers.
- Cover the brake with your foot in stop-and-go traffic to reduce reaction time.
- Never reach down to pick up items from the floor while driving.
- Avoid eating while driving.
- Never use cell phones while driving, even with a hands-free device. It is prohibited while operating a King County Community Van.

- Call 206-625-4500 if you need assistance. This is also the number to call for emergency assistance outside of office hours.

Use Spotters

A spotter is a rider who is sitting in the front passenger seat or one of the rear corners. They can help drivers see what is in their blind spots. Riders in these positions should not read or sleep if possible.

All Community Van Drivers Must

- Use spotters to check your van clearances and blindspots when backing, parking and changing lanes .
- Be specific. Spotters should check if you are clear to complete the maneuver. Wait for a response before maneuvering.

Cushion of Space

Drivers should establish and maintain a cushion of space around the Community Van so they will have room to take evasive action if needed. Drivers can be alert to changing traffic conditions by monitoring traffic around them. Drivers must scan mirrors continuously for traffic, other hazards, and to be aware of what is happening around the van.

All Drivers Must

- Scan the road ahead at least 12-15 seconds or 1/4 mile.
- Know what is alongside and behind the van. Be aware of blind spots and all obstacles around the van.
- Never drive in another vehicle's blind spot. Adjust speed if the other vehicle's rear view mirror cannot be seen.
- Look for signs that vehicles on the side of the road or in parking lots are trying to enter traffic. Be prepared to stop, slow down, or yield the right of way.
- Watch for pedestrians crossing against the traffic lights and check for cyclists before making right-hand turns.
- Be on the watch for objects or debris in the road. Brake lights and quick lane changes in traffic ahead may indicate a problem in the flow of traffic.

Safe Lane Changes

When making any lane change, the driver's intent should always be to alert other drivers around them to their actions and to be sure that it is clear to safely perform the lane change before doing so.

All Drivers Must

- Use a spotter when changing lanes and merging and signal their intention well in advance of a lane change.
- Reduce or increase speed to create space around the van. Monitor traffic flow in the lane they are moving towards.
- Double check oncoming traffic prior to executing a left- hand turn. **Do Not** rely on other motorists who wave the van through.
- When in doubt, yield the right of way. Always remember the merging vehicle must yield to the flow of traffic.

Did You Know?

- Left-hand turn accidents average \$50,000.
- A motorist involved in the accident has 1-in-3 chance for serious injury or death.

Following and Stopping Distance

Vans take longer to accelerate into traffic and to stop when needed.

All Drivers Must

- Be prepared to stop when approaching intersections where the light has been green for a while.
- Use a three to four second following distance and **do not** tailgate the vehicle in front of the van. Increase this distance during adverse weather or on rough roads.
- If the vehicle behind is tailgating the van, increase the room in front of the van to be able to brake smoothly and slowly. Have an escape route planned. At unmarked intersections be certain any other vehicles have stopped before proceeding, regardless of who arrived at the intersection first. If there is no stop sign, the vehicle on the right has the right of way.
- Leave a safety margin between the van and the vehicle in front of you when stopping. Always wait two seconds before starting from a stop when following another vehicle.

Did You Know?

- Following too closely or driving too fast for conditions can cause you to rear-end others.
- Abrupt stops are the number one reason for being rear-ended.
- Rear-end accidents are the second most common type of accident. They account for:
 - 30% of all accidents
 - 30% of all injuries
 - 30% of all property damage

Maneuvering

The size of the van requires more caution when moving in traffic and parking areas. Community Vans do not respond well to abrupt turns and require additional braking distance. The van has larger “blind spots,” making it more difficult to back up.

- When cornering, reduce speed and make a wider turn by starting the turn further forward in the intersection.
- Accurately judge clearances. Use mirrors and spotters to help safely maneuver the van. When necessary, significantly reduce speed and proceed with caution.
- Exit freeways at below the posted speed limit which are set for cars.
- Refrain from backing unless absolutely necessary. If backing up is necessary, be aware of all obstacles behind the van. Use extra caution if a bike rack is attached on the van.
- Do not drive the van until everyone has seatbelts buckled on.
- If the tires leave the road, gradually slow to a complete stop. Re-enter the roadway when safe to do so.

Did You Know?

- Most rollovers occur at high speeds as a result of a sudden steering maneuver.
- More than 90% occur after a driver runs off the road.
- Eighty percent of people killed in rollovers were not wearing seatbelts.

Van Clearances

Community Vans handle differently than other vehicles such as passenger cars because they are wider, taller, longer, and heavier. The size of the van requires the driver to be more cautious when moving in traffic and parking areas. They also require more space when cornering or moving in tight spaces.

Collisions with fixed objects accounts for the single highest cause of body damage to vans.

- “Mini” vans require 6 ft. 4 inches. If roadway or garage height clearances do not meet those requirements, **Do Not Enter**. Avoid entrances with no posted height clearances.
- Keep adequate height and width clearances between the van and other vehicles and fixed objects such as light posts, parked vehicles or low retaining walls.
- Use extreme caution when parking in garages. Watch clearances between the van and support columns and walls. Use spotters for assistance.
- Always choose the best parking space to accommodate the size of the van.

Loading and Unloading the Van

Drivers must use extreme caution when loading and unloading riders. Do not stop in a lane of travel on the roadway or in parking lots.

- Move out of traffic, stop on a level surface (whenever possible), put the van in “park” gear and apply the parking brake.
- To help prevent lock outs, never leave the driver’s seat with the engine running.

Park and Secure the Van

Drivers should remember these important steps when parking the van.

- Close all windows and always lock the van.
- Turn off electrical accessories, especially reading lights.
- Remove all valuables.

Using the Parking Brake

To help prevent costly and time consuming transmission repairs, the driver must remember to use the parking brake “First On/Last Off”.

- When parking, engage the parking brake and then put the transmission in park (First On).
- Before driving, put the transmission in gear and then disengage the parking brake (Last Off).

Accessible Equipment and Disability Awareness Etiquette

Drivers must know how to use the accessible equipment available on the Community Van. The Community Transportation Coordinator will provide a Community Van Accessible Equipment orientation (See Appendix: Attachment C, Accessible Equipment Use Document) and Disability Awareness Etiquette orientation (See Appendix: Attachment D, Disability Awareness Document) before the driver’s first trip with the van. The Community Transportation Coordinator will review and demonstrate the proper operation of the ramp, proper securement of a wheelchair in the Community Van and disability awareness etiquette. For quick reference on ramp use and wheelchair securement, the Braun Accessible Vehicle operator manual and a quick tips sheet is kept in the van glove box. The accessible equipment on the van may not be used on a regular basis by riders. The driver is encouraged to ask the Community Transportation Coordinator for a refresher accessible equipment orientation on a periodic basis or when needed.

Inspections

The Driver Checklist and Monthly inspection process, developed to be quick and user friendly, helps maintain our investment and your city’s Community Van by keeping the vans operating properly and looking their best. The van itself is the best marketing tool we have for the program.

It is very important to report defective equipment and van problems (or even suspected problems), to your maintenance RSR as soon as possible. Catching small problems before they grow larger cuts repair time

and expense significantly.

If any part of your inspection leads the driver or Community Transportation Coordinator to believe the van is unsafe, **Do Not Drive It and report it immediately to King County!**

When calling, always be prepared to leave your name and HOV number, return phone number and a brief message. With hundreds of vehicles to manage, your RSR will be able to help more quickly with this information.

Minor Van Upkeep

During a Driver Checklist or Monthly Inspection minor problems such as a burned-out headlight, worn wiper blades, or low oil level may be noted. Contact your RSR for repair authorization and direction. The guidelines for gas and other purchases can be found in the Additional Information section of this manual.

Driver Checklist (Completed by the volunteer driver)

Because it is the easiest and most common way to catch problems when they are small, the Driver Checklist is conducted before each trip, and is essential to help manage program costs. The process is a quick visual check of the inside and outside of the van for any signs of trouble. Notify your maintenance RSR about any problems.

First, the driver should take a quick walk around the van before getting in. Looking for:

- Fluid leaks (note the color of any), new body damage or any windshield cracks or dings.
- Tires that look damaged, low on tread or flat.
- Malfunctioning lights. Have a rider or the Community Transportation Coordinator help test the headlights, turn signals, brake lights and reverse lights.

The driver then must finish the inspection once inside the van. Look for:

- Warning lights that stay lit for more than a minute and check your gauges.
- That the gas tank is at least half full.
- The heater, air conditioner and wipers function properly.
- Check mirrors for damage while adjusting them as needed.
- Listen for unusual noises and note unusual smells made by the van.
- Record the odometer number.
- Finally, before entering traffic, checking the steering and braking for responsiveness.

(See Appendix: Attachment E, Community Van Inspection Checklists)

Monthly Inspection (Completed by the Community Transportation Coordinator)

The monthly inspection should be done the same time each month for consistency. In addition to the daily inspection items, the Community Transportation Coordinator will also check the following items.

- Make sure the van is on level ground and check the following fluids to make sure they are at the proper level. **Do Not** add fluids without reporting the low level first. Review the owner's manual for reference on the fluid reservoir locations.
 - Coolant/Anti-freeze (check this first, when the engine is still cool)
 - Power steering fluid
 - Oil

- Transmission fluid (check this with the engine running and warm)
 - Windshield washer fluid
 - The average tire loses one to two pounds of pressure per month. Even new tires lose pressure. Use the tire pressure gauge in the glove box to compare tire pressure to the recommended pressure in the owners' manual. This will help prevent blowouts, maintain better control during freeway driving, prevent excessive unsafe tire wear, and maximize gas mileage. Fill tires at a service station if necessary.
- (See Appendix: Attachment E, Community Van Inspection Checklists)

Maintenance

Our maintenance program combines vehicle cleanliness and mechanical health. The Community Transportation Coordinator, drivers and riders should always follow these cleanliness guidelines:

- Remove garbage daily and clean up spills immediately.
- The Community Transportation Coordinator vacuums carpets and seats once a month – ideally with the monthly inspection.
- The Community Transportation Coordinator washes the van twice a month. Each van is assigned a gas card to purchase a basic car wash at a participating gas station. **NOTE:** A van that is returned in poor condition, beyond normal wear and tear, will be cleaned professionally and those responsible may be responsible for this additional cost of \$120.

Preventive Maintenance Program (Information for Community Transportation Coordinators)

The vehicle maintenance program is meant to ensure a reliable and safe van ride. Preventive maintenance is scheduled to occur every 6,000 miles or six months, whichever comes first.

Loaner Vans

Loaner vans are provided to on a “first come/first served” basis by reservation when a primary vehicle is in for service. No garage will release a loaner without authorization from Rideshare Operations. Since loaners are used by many different groups, often one right after the other, special care should be paid to keeping it clean and returning it with the gas tank at least half full. Some additional details to remember are:

- Follow the same inspection routine with the loaner that you would for the primary vehicle.
- If you receive a loaner that is especially dirty, alert the maintenance RSR and clean the van if possible. Use the gas card assigned to the loaner to pay for a van wash, if necessary.
- If the loaner van has a mechanical/operating problem, notify your maintenance RSR immediately and alert maintenance staff at the garage when you return the van.
- Loaners will generally need to be picked up at the maintenance facility by the Community Transportation Coordinator or driver; however, in an emergency other arrangements may be possible.

Maintenance Scheduling

Any type of service visits, whether for preventive maintenance or vehicle repair, must be authorized and scheduled by Rideshare Operations first. The Community Transportation Coordinator may be called upon to assist with this process.

Your maintenance RSR will contact the Community Transportation Coordinator to schedule any routine maintenance within a week of the expected date. A sticker on the top left corner of the windshield will help plan for service by indicating the approximate date and mileage that the vehicle will be due for its

next service. In the event that the van exceeds the date or mileage listed on your sticker, the Community Transportation Coordinator should call your maintenance RSR immediately. Scheduling any type of maintenance, whether routine service or not, can require a great deal of coordination. Your maintenance RSR will work with the Community Transportation Coordinator schedule as much as possible, flexibility is appreciated.

Vehicle Drop-Off & Pick-up

Your maintenance RSR will contact the Community Transportation Coordinator to schedule the time, date, and location of the service appointment. When contacted, make sure to alert the RSR to any other van issues that may have been noticed. It will save the program money if other repairs can be scheduled along with scheduled maintenance.

Please be certain to follow these steps for all service appointments:

- Take the van to the assigned garage on the scheduled date and time.
- Empty the van of personal belongings and any debris. Make sure the gas tank is half full.
- On a Daily Trip Log, record the van's odometer reading when you drop it off. Keep track of the miles you drive to and from the garage also. **Before** driving away, write down the loaner HOV number and odometer reading. You will reverse the process when you pick your primary van back up.
- Check the loaner for body damage before leaving. Report any damage to the garage and your RSR.

When your maintenance RSR contacts you to return the loaner and pick up your Community Van, the process is very similar.

- Return the loaner **promptly** at the scheduled time and date so the next driver can use it.
- Empty the loaner of personal belongings and any debris. Make sure the gas tank is half full. Remember to use the gas card assigned to the loaner.
- Park in the designated space and return the keys with the attached gas card to the garage staff.
- Record the ending odometer reading of the loaner on a Daily Trip Log. **Before** you drive the Community Van away, record the odometer reading to account for any miles driven during servicing.
- Alert the garage staff and your maintenance RSR if you encountered any problems with the loaner.
- Check the van for body damage before leaving. Report any damage to the garage and your RSR.

Emissions Testing

Because Rideshare Operations must comply with Washington State Law and perform emissions testing on a portion of its fleet vehicles each year, the Community Transportation Coordinator may be required to take the van in for testing at no charge. Further action may be required depending on the outcome of the test.

In all cases, whether for preventive maintenance or emissions testing, prompt attention to scheduling is required.

Emergencies

Accidents and breakdowns do occur. While most are minor, it is important that the Community Transportation Coordinator and volunteer drivers know how to handle emergency situations to protect lives safeguard property, and minimize County liability.

Emergency Roadside Assistance

Community Van comes with emergency roadside assistance. In the event of any emergency situation, call 206-625-4500.

NOTE: The roadside assistance does not cover expenses related to negligence, such as running out of

gas or locking keys inside vans. As every active driver is responsible for keeping the van at least half tank full and having a key in their possession. Failure to do so, may require them to pay the roadside assistance company directly or utilize a personal service such as AAA in those situations.

Accident / Emergency General Guidelines

The following items include information and guidelines for accidents and emergencies:

- Any situation involving vehicle or property damage, injury, or the potential for medical assistance or liability claim must be reported immediately to Rideshare Operations. Rideshare Operations will notify the Community Transportation Coordinator.
- In all accidents it is imperative to obtain a by name list of all riders in the van at the time of the accident.
- Situations involving passengers as they enter or leave the vehicle unrelated to the operation of the van (e.g. a passenger falling while disembarking or smashing a finger when closing door) should be reported to Rideshare Operations. Rideshare Operations will notify the Community Transportation Coordinator.
- The severity of the situation determines if immediate assistance is needed or if the situation can be handled by the driver or Community Transportation Coordinator. For instance, a minor non-disabling, fender-bender with no injury during rush hour traffic is best handled by the driver; whereas, a serious accident that involves injury or fatality, or an accident caused by mechanical failure in the van, must be handled with the immediate assistance of Rideshare Operations personnel.
- Regardless of the severity, report any unusual or emergency situation to Rideshare Operations within 24 hours.
- Each van contains a packet of information in the glove box with instructions for handling emergency situations. Refer to the "Emergency Procedures" card for instructions on how to handle accidents or breakdowns.

Using Reflective Triangles

Each van is equipped with a set of three reflective triangles. These are to be used whenever the van is stopped or disabled on the roadway or shoulder. The Community Transportation Coordinator and driver should familiarize themselves with how to open the triangles in case of an emergency.

Placement on a Single-Lane Roadway

Place one triangle 10 feet behind the vehicle, one more 100 feet behind the vehicle, and the third one 200 feet behind the vehicle. The triangles should be angled slightly toward the roadway.

Placement on a Two-Lane Roadway, Curved Roadway, or Hill

Place one triangle 100 to 500 feet in front of the vehicle, another one 100 to 500 feet behind the vehicle, and decide the best location for the third triangle by evaluating the roadway. The third triangle should be placed 10 feet either behind or in front of the vehicle depending on where is the greatest need for warning. The triangle should be angled slightly toward the roadway.

NOTE: Don't forget to pick up the reflectors after the van is towed.

Insurance Information

King County Metro provides insurance coverage for the Community Van Program. If there is an accident, when exchanging insurance information, provide the other party the Rideshare Operations' number (206) 625-4500 or (800) 427-8249. Although King County Risk Management will handle the claim, the other party should contact Rideshare Operations for details and further instructions.

The King County Community Van Program, as a self-insurer under the laws of the State of Washington, will provide liability coverage in the event of the negligent operation of a van for and including bodily injury, property damage, comprehensive, collision, and minimum statutory limits per occurrence for underinsured

motorist protection for a driver operating the van at the time of an applicable accident; provided the van was being operated by a driver authorized by King County Rideshare Operations and for a purpose permitted under the Terms and Conditions.

Metro's self-insurance coverage does not extend to the loss of a Community Van participant's personal property while it is in the van. All personal property in a Metro van is there at the risk of the participant. We suggest that all personal items be removed any time the van is not occupied.

Accident Procedures

In the event there is a collision or serious accident, the driver should remain calm and act promptly. If necessary, they should ask a rider to help with the situation. Refer to the emergency procedures packet located in the glove box. Follow the accident procedures. If for some reason the packet is missing, call 206-625-4500 immediately.

1. Protect the scene.
 - turn on hazard flashers and move the van out of traffic, if possible
 - make sure riders are in a safe location – inside the van, if possible
 - set-up the triangle kit
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 the van, call a **Metro Traffic Coordinator – 206-684-1705** and identify yourself as a Community Van driver. Ask that they contact all emergency support needed and Rideshare Operations. A Service Supervisor or Safety Officer will come to the scene.

NOTE: Do not call the Metro Traffic Coordinator for minor accidents.

4. Notify the police or Washington State Patrol. If police are on the scene, obtain the officer's name, badge number and jurisdiction and report file number. Be sure to notify police immediately for hit & run accidents or unusual situations like DUI or non-insured drivers.
5. Exchange information with ALL other drivers involved (in the event of multiple vehicle collisions):
 - complete the back of the accident envelope
 - name, address, phone number
 - driver license number
 - vehicle license number
 - insurance information (you are insured through the King County Metro Transit Division: 206-625-4500.
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 the report to roaccident@kingcounty.gov.
8. Obtain the name, address, and phone numbers of all riders in the van at the time of the accident.
9. Call **Rideshare Operations** at 206-625-4500. Rideshare Operations will notify the Community Transportation Coordinator. If the van is safe to drive, you will be asked to go to a designated body shop for pictures and a damage estimate. Take the van to the body shop within two business days. It is critical that we document the condition of the van as close to the time of the accident as possible. If the van is disabled as a result of the accident, follow the steps listed in the following breakdown procedures.

NOTE: Only approved drivers are permitted to operate a King County Community Van and are covered by King County Metro's self-insurance. Our strict driver selection criteria and this orientation ensures that only preferred drivers are approved. Periodic motor vehicle reviews are conducted for all drivers to ensure continuing approval. Drivers must report any moving traffic violation they receive, whether driving a commuter van or another vehicle, to Rideshare Operations within 48 hours. If you have questions about accident procedures, call your support RSR.

Breakdown Procedures

A breakdown is any event, accident or otherwise, which disables the van. Common types of breakdowns include flat tires, fluid leaks, dead batteries and disabling accidents. Adhering to Rideshare Operations inspection and maintenance guidelines, as well as following safe driving habits, greatly reduces the likelihood of a breakdown. However, they can occur and there are established procedures located on the emergency procedures packet located in the glove box.

If a breakdown does occur, the driver must first ensure the safety of the riders and the van. Next contact Rideshare Operations at call 206-625-4500. Staff are available to assist you 24/7. The Rideshare Operations response will depend on the type of breakdown, location, and time. The van will be towed when necessary and alternate transportation for the driver and riders will be coordinated. Take note that adverse weather and distance from tow companies may lead to longer response times. Some other items for the driver to remember are:

1. Never abandon a disabled van. Remain with the van and by the phone until you have received a return call and coordinated all actions with Rideshare Operations.
2. Be prepared to provide your exact location as well as the direction the van was travelling. If on the freeway, report whether the van is on an inside or outside shoulder and the nearest exit number to the front or rear of the van.
3. Be prepared to provide the HOV number. If using a loaner van, provide that HOV number instead.
4. If the van will be towed and the driver is not present, lock the van but do not leave the keys inside. Coordinate with the responding Rideshare Operations staff person so that the tow truck operator will know where the key is located.

Vandalism/Other Incidents

Other emergencies may occur from vandalism, theft or attempted break-in. Drivers and riders should never leave wallets, purses, briefcases, backpacks, shopping bags, electronics, computers or other valuables in the van. They are an invitation to thieves. If the van is stolen or damaged from theft or vandalism make sure to do the following:

- When the damage is discovered, call the local law enforcement agency and file a report with them. They will assign a case number for future reference.
- Report the incident to Rideshare Operations within 24 hours. If the driver is reporting the incident Rideshare Operations will notify the Community Transportation Coordinator. Provide the case number, the county or city jurisdiction where the report was filed, and details of the incident.
- If the van is drivable you will be asked to take the van by the body shop for a picture and estimate of damages or to document no damage.

Natural Disaster or Civil Emergency

In the event of a public emergency such as a natural disaster or Homeland Security alert, King County reserves the right to recall, restrict or re-assign all King County vehicles, including Community Vans. Any such decision will be dictated by the situation but the priority will always be safe Community Van operations during such emergencies.

Additional Information

Driver Approval Expiration

Any driver who leaves the program must contact Rideshare Operations before they may drive a Community Van again. Also, make sure to notify Rideshare Operations if you change your name, address, or phone numbers.

Purchasing Gas and Miscellaneous Supplies

Because Rideshare Operations does not pay Federal excise tax on gas purchased with the gas card assigned to your vehicle, gas purchases should only be made with that card.

The Community Van Program does not reimburse expenses related to parking fees, speeding or parking tickets, ferry fares, or items such as flashlights or first aid kits. Some items such as wiper blades, deicer, and oil may be authorized. **Drivers must call or email their support RSR before making any purchase other than gas to verify it is an authorized expense.**

Purchasing Gas

- **Only use unleaded gasoline (lowest octane)**
- Swipe the card, select “credit” if prompted, enter your exact odometer reading and fill the van.
- **If the first swipe doesn’t work, take it to the attendant for manual entry to prevent a locked account.**
- **Never leave the gas card in the van or share it with drivers of other vehicles.**
- If drivers rotate, make sure they have the card when driving.
- Notify Rideshare Operations immediately if the card is lost or stolen. Rideshare Operations will notify the Community Transportation Coordinator.
- Keep receipts for submission.

Submitting Receipts (For Community Transportation Coordinators)

All receipts for any purchase with the Voyager card, including gas, must be kept and submitted to Rideshare Operations. The Community Transportation Coordinator should print the name of the drivers and a short description of the purchase (for purchases other than gas) on the receipt.

Mail all receipts no later than the first of the month to Rideshare Operations in one of the postage paid return envelopes provided in the van. If no envelopes are available, mail to:

Rideshare Operations - Community Van
KSC-TR-0812
201 S. Jackson St.
Seattle, WA 98104-3856

Tire Chains (For Community Transportation Coordinators)

The first snowfall every winter often sends drivers scrambling to put on chains only to find they have broken links or no chains at all. The Community Transportation Coordinator will need to check the chains in the Community Van for damage and for proper size before they are needed.

To check tire chains, lay them flat and completely untwist all the links to make sure there are no kinks or broken or missing links. Make sure that both ends of the chains lock together. Leave the ends locked together when you return them to storage so that the chains do not become twisted. If you need assistance with chains, call your maintenance RSR.

When attaching the chains, follow these guidelines:

- Always follow the manufacturer directions (included in the box) for installation.
- The van should be securely parked on a flat surface to preventing it from rolling or sliding.

- Chains should be installed on the drive axle tires only. The Chevy Uplander and Dodge Grand Caravan have front wheel drive. If you have any question about drive axles – please contact your maintenance RSR.

Bike Racks (For Community Transportation Coordinators)

Upon request and availability, a bike rack may be provided for your vehicle. The rack must be attached according to manufacturer specifications and used according to Rideshare Operations' policy (provided at time of bike rack delivery).

- Only King County Metro approved Community Van bike racks will be mounted on the vans.
- Manufacturer instructions for mounting and securing bike racks will be provided.
- Manufacturer Instructions must be followed for installation of the bike rack with secure hitch pin (locking or non-locking).
- Only Manufacturer Straps (nylon or rubber) are to be used to secure bicycles to the bike rack.
- The Community Transportation Coordinator or driver need to ensure the bike rack is properly installed and secured to the van according to the manufacturer instructions.
- The driver and bicycle owner need to ensure the bike is mounted and secure to the bike rack according to the manufacturer instructions.
- The following sticker will be displayed on the bike rack and inside the van on the dashboard area.

BICYCLES MUST BE PROPERLY SECURED

If you have a bike rack with any missing parts, please contact Rideshare Operations for replacements as needed.

Vehicle Parking

Community Vans are required to be parked at a location authorized by Rideshare Operations. The Community Transportation Coordinator will provide drivers with a list of authorized parking locations.

Adverse Weather

Weather patterns in the Puget Sound region are generally predictable. Winter here usually means roadways are wet and slick when it rains, snows or freezes. Being prepared for, and monitoring, these conditions is the first step towards a safe winter trip. If the Community Transportation Coordinator or driver believe weather has created a condition too hazardous to drive in, **DO NOT** drive the van. Drivers should only drive when they feel safe. A good rule of thumb is if you would be unable to drive your personal vehicle, you should not drive the Community Van.

Vehicle Unavailability

Rideshare Operations will make every effort to assist the Community Transportation Coordinator with a loaner if the assigned van is unavailable as a result of a breakdown, accident or service. If a loaner van is not available, you may need to cancel Community Van trips until the van or a loaner is available.

APPENDIX

Attachment A, Community Van Daily Trip Log

Attachment B, Community Van Vehicle Checklist

Attachment C, Accessible Equipment Use Document

Attachment D, Disability Awareness Document

Attachment E, Community Van Inspection Checklists

Community Van Daily Trip Log

Trip Date: _____

Driver: _____ Trip Destination*: _____

Vehicle #: _____

Jurisdiction: _____ Coordinator Name: _____

Coordinator Phone: _____

TRIP START Odometer:

Time:

Fuel: E ¼ ½ ¾ F (circle)

TRIP END Odometer:

Time:

Fuel: E ¼ ½ ¾ F (circle)

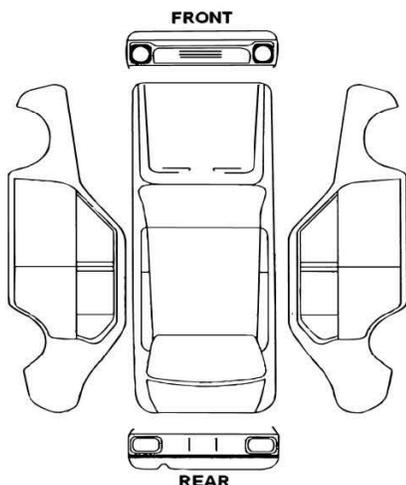
Seat	Rider Name & ORCA card number, if applicable	Contact Info	Senior, Adult, Youth (S, A, Y)	Pick Up: Drop Off:	Location	Round Trip Y/N	Accommodation (if requested)
1		Phone: Email:		Pick Up: Drop Off:			
2		Phone: Email:		Pick Up: Drop Off:			
3		Phone: Email:		Pick Up: Drop Off:			
4		Phone: Email:		Pick Up: Drop Off:			
5		Phone: Email:		Pick Up: Drop Off:			
6	Seat only available in a 7-passenger/non-ramp van	Phone: Email:		Pick Up: Drop Off:			
Waitlist							
1		Phone: Email:		Pick Up: Drop Off:			
2		Phone: Email:		Pick Up: Drop Off:			
3		Phone: Email:		Pick Up: Drop Off:			

*Trip Destination is based on a pre-planned trip listed in RideshareOnline.com

Complete both sides of this form

*** Return key, Voyager card and completed form at the end of your trip ***

Community Van Vehicle Checklist



Vehicle Condition: No Damage

Ramp Condition: Operational Did Not Use

Please list any **Maintenance Concerns** or **Damage** and mark on the diagram:

Daily Inspection

The daily inspection is essential and it is the easiest and most common way to catch problems when they first appear. The inspection is simply a quick visual check of the inside and outside of the van for any signs of trouble. Call 206-625-4500 with any problems you observe.

First, take a quick walk around your van before you get in. Look for:

- Fluid leaks (note the color of any), new body damage or any windshield cracks or dings.
- Tires which look damaged, low on tread or flat.
- Malfunctioning lights. Have a rider help you test your headlights, turn signals, brake lights and reverse lights.
- New previously unreported damage.

Finish up the inspection once inside your van.

- Be aware of warning lights that stay lit for more than a minute and check your gauges.
- Make sure your gas tank is at least 1/2 full.
- Make sure the heater, air conditioner and wipers function properly.
- Check your mirrors for damage while adjusting them as needed.
- Listen for unusual noises and note unusual smells made by the van.
- Finally, before entering traffic, check the steering and braking for responsiveness.

Driver Agrees to:

- ✓ use the Community Van for the trip as planned.
- ✓ return the vehicle, Voyager Card and key at the end of the trip.
- ✓ return the vehicle with at least ½ tank of gas.
- ✓ the proper use of the ADA ramp and securement of a wheelchair.
- ✓ immediately notify King County Rideshare Operations at 206-625-4500 of any accidents or vehicle maintenance concerns.

Driver Signature _____

Date _____

For Transportation Coordinator Use Only:

TC Initials _____ Date _____

Key Returned: Yes No

Voyager Card Returned: Yes No

Fuel tank at least ½ full: Yes No

Complete both sides of this form

***** Return key, Voyager card and completed form at the end of your trip *****

The Van Accessible Equipment Operation Tips Sheet provides a simplified explanation of van accessible equipment operation. All Community Van and TripPool drivers must complete Metro's Accessible Equipment Orientation before operating a van. If you have questions about accessible equipment operation for Community Van contact your Community Transportation Coordinator and for TripPool contact Rideshare Operations 206-625-4500. *Q'Straint QRT Max Orientation Video* <https://vimeo.com/158511690>.

Wheelchair Restraint System (Q'Straint QRT MAX)

Boarding

1. After the passenger is on-board, position the wheelchair facing forward.
2. Once in place, lock the wheel locks and turn off the power on electric chairs.
3. Look for appropriate attach points on the chair. Attach points must be rigid frame members near the level of the seat if possible. (See *Image 1*)
4. Attach the four QRT MAX retractors to the anchor points. Then secure the shoulder belt.
5. When using the four floor track anchorage system, the front retractors are normally attached to the two **outside** tracks. This makes them wider than the wheelchair and assists in stabilizing the chair. The two rear tie-downs are normally attached to the two **inside** tracks, or more narrow than the rear wheels of the chair. (See *Image 2*)
6. Remember belts must take a direct path from the wheelchair securement points to the floor anchorage, without going around or through wheels or other parts.
7. Always check the positive locking indicators on the track fittings to ensure they are securely locked into their respective front and back anchorages. (See *Image 3*)
8. The QRT MAX will automatically self-tension and lock. Once all securement belts have been attached, **unlock** the wheel locks and try and move the wheelchair forward and backward. This movement will take up any initial belt slack. Then **re-lock** the wheel locks.

De-boarding

1. When de-boarding your passenger first remove the shoulder belt. Then remove the four tie-downs from the wheelchair by pressing and holding the red release lever on each retractor with either your hand or the toe of your shoe. (See *Image 4*)
2. Remove any of the retractors that may present a tripping hazard or will impede a clear path for removal of the passenger. Then unlock the wheel locks and move the wheelchair to the exit.
3. In case of emergency, use the provided belt cutter to cut the QRT MAX belts free. (See *Image 5*)

Accessible Manual Ramp (BraunAbility)

1. Park on a flat level surface – NEVER deploy/unfold the ramp on a hill.
2. Make sure you park with enough side clearance to fully deploy the ramp extension and have turning space for wheelchair maneuverability.
3. Use hand hold to deploy the ramp.

Images on reverse side

Image 1

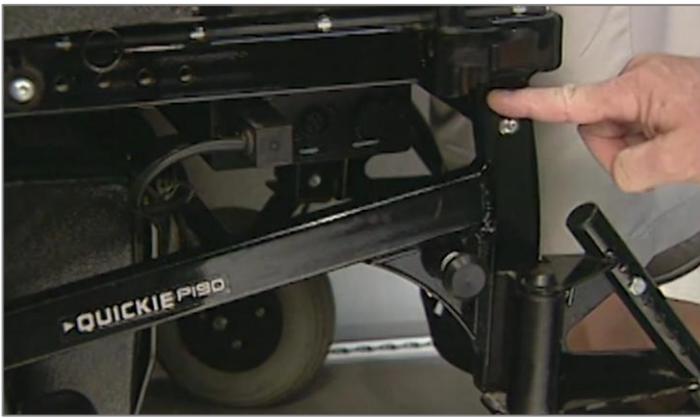


Image 2

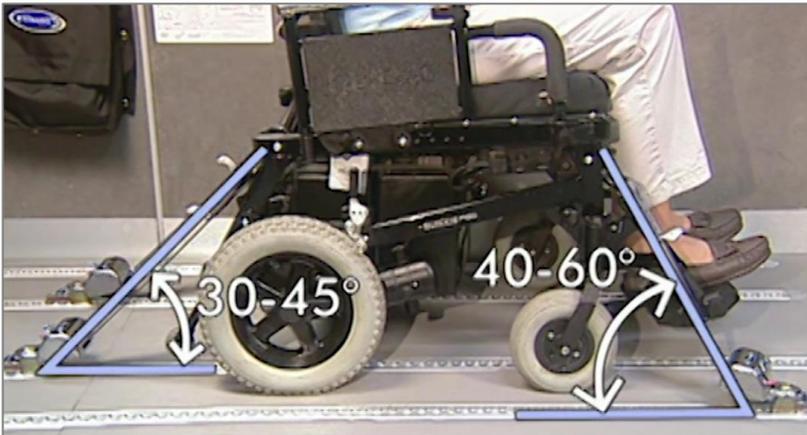


Image 3



Image 4



Image 5a



Image 5b





King County

Department of Transportation Metro Transit Division

ADA Compliance
KSC-TR-0200
201 S. Jackson St.
Seattle, WA 98104-1598

Disability Awareness

There are an estimated 55 million people with disabilities in the U.S., about 20 percent of the country's population. Disabilities can affect how a person hears, or gets around or speaks but it doesn't affect who they are as a person. Just like all people, people with disabilities have diverse personalities, abilities, interests, needs, and preferences. The key to providing quality services to people with disabilities is to remember our similarities.

Focusing on similarities is easier if you are comfortable knowing when communications and interactions can be impacted by a disability. Here are a few tips for situations you might encounter when communicating with people with various kinds of disabilities.

- Relax. Don't be embarrassed if you happen to use common expressions, such as "See you later" or "want to go for a walk?", that seem to relate to the person's disability.
- Ask before you help. Just because someone has a disability, don't assume they need help. If the environment is accessible, people with disabilities usually can get around fine. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. Respond graciously to requests for help. Keep in mind that in most cases, the best way to learn how to accommodate a person who has a disability is to ask them directly. Listen and learn from what the person tells you regarding their needs.
- Language used to refer to people with disabilities is important. Many people prefer to be referred to as a person first, not their disability. For example, "the person who uses a wheelchair" is preferred over "the wheelchair person." Terms such as "handicapped" or "confined to a wheelchair" are inappropriate and should not be used. If you have a question about how someone would like to be referred to, ask that person. Avoiding saying the wrong thing by saying nothing at all will further segregate people with disabilities.
- When talking with someone who has a disability, speak directly to them, rather than through a companion or interpreter who may be along.
- Deaf and hard of hearing people communicate in different ways, depending on several factors – age at which deafness began, type of deafness, language skills, speech abilities, personality, intelligence, family environment, and educational background. Some individuals are more easily understood than others. Some use speech only; or a combination of sign language, fingerspelling, and or speech; or writing; or body language and facial expression.



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- To get the attention of a person who has a hearing disability, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, slowly and expressively to establish if the person can read your lips. Not everyone with hearing impairments can lip-read. Those who do will rely on facial expressions and other body language to help understand. Show consideration by facing a light source and keeping your hands and food away from your mouth when speaking. Shouting won't help, but written notes will.
- When greeting a person with a severe loss of vision, always identify yourself and others who may be with you. Say, for example, "On my right is Amelia Pandey". When conversing in a group, remember to say your name and the name of the person to whom you are speaking to give vocal cue; for example, "Markus, this is Paige – are you talking about the...?" Speak in a normal tone of voice, indicate when you move from one place to another, and let it be known when the conversation is at an end.
- Give whole, unhurried attention when you're talking to a person who has difficulty speaking. Keep your manner encouraging rather than correcting, and be patient rather than speak for the person. When necessary, ask questions that require short answers or a nod or shake of the head. Never pretend to understand if you are having difficulty doing so. Repeat what you understand. The person's reaction will guide you to understanding.
- Service animals provide valuable assistance for a range of disabilities. They can alert their owners to obstacles in the pathway and sounds such as an approaching car, protect a person having a seizure, or pick up things when a person is unable to bend down. Service animals are not required to have any special identification card, collar, or harness. Remember, service animals are working so do not pet a service animal unless the owner gives you permission.
- Although many disabilities are apparent due to physical differences or use of aids such as a wheelchair or a white cane, some disabilities are hidden or invisible – the condition is not obvious to an observer. Even though conditions of a disability may be non-apparent, they nevertheless may impact how a person interacts with their surroundings. So if someone appears confused or disoriented or is not responding to a situation, ask if you can be of assistance.

King County Metro Community Van
Inspection Checklists

<p>Daily Inspection – Completed by Driver before each trip.</p> <p>The daily inspection is essential to helping manage program costs because it is the easiest and most common way to catch problems when they first appear. The inspection is simply a quick visual check of the inside and outside of the van for any signs of trouble. As always, notify your maintenance RSR about any problems you observe.</p> <p>First, take a quick walk around your van before you get in. Look for:</p> <ul style="list-style-type: none"> • Fluid leaks (note the color of any), new body damage or any windshield cracks or dings. • Tires which look damaged, low on tread or flat. • Malfunctioning lights. Have a rider help you test your headlights, turn signals, brake lights and reverse lights. • New previously unreported damage. <p>Finish up the inspection once inside your van.</p> <ul style="list-style-type: none"> • Be aware of warning lights that stay lit for more than a minute and check your gauges. • Make sure your gas tank is at least 1/2 full. • Make sure the heater, air conditioner and wipers function properly. • Check your mirrors for damage while adjusting them as needed. • Listen for unusual noises and note unusual smells made by the van. • Finally, before entering traffic, check the steering and braking for responsiveness. 	<p>Monthly Inspection – Completed by Transportation Coordinator.</p> <p>The monthly inspection should be done the same time each month for consistency.</p> <p>In addition to the daily inspection items, you will also check the following items:</p> <ul style="list-style-type: none"> • Assure the van is on level ground and check the following fluids to verify they are at the proper level. Do not add fluids without reporting the low level first. Review the owner’s manual for reference on the fluid reservoir locations. <ul style="list-style-type: none"> • Coolant/Anti-freeze (check this first, when the engine is still cool) • Power steering fluid • Oil • Transmission fluid (check this with the engine running and warm) • Windshield washer fluid • The average tire loses one to two pounds of pressure per month. Even new tires lose pressure. Use the tire pressure gauge in your glove box to compare your tire pressure to the recommended pressure in the owners’ manual. This will help prevent blowouts, maintain better control during freeway driving, prevent excessive unsafe tire wear, and maximize gas mileage. Fill your tires at a service station if necessary. • Make sure your van safety items are stored correctly. The spare tire, jack, triangle kit and snow chains should be in the rear of the van. Familiarize yourself with their location in the event that you may need them. For example, the spare tire and jack may be located in different locations depending on your van. Refer to the owners’ manual in the glove compartment for the location.
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