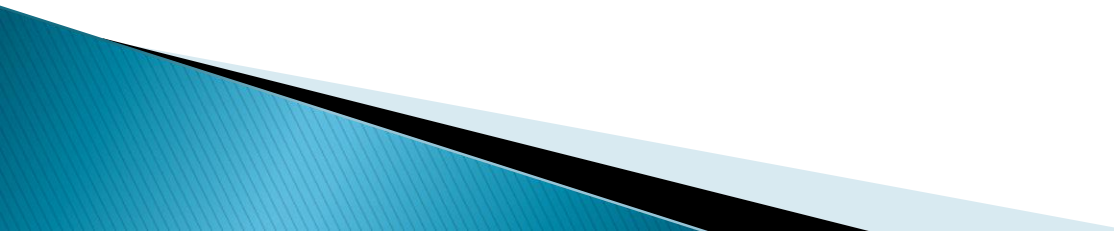




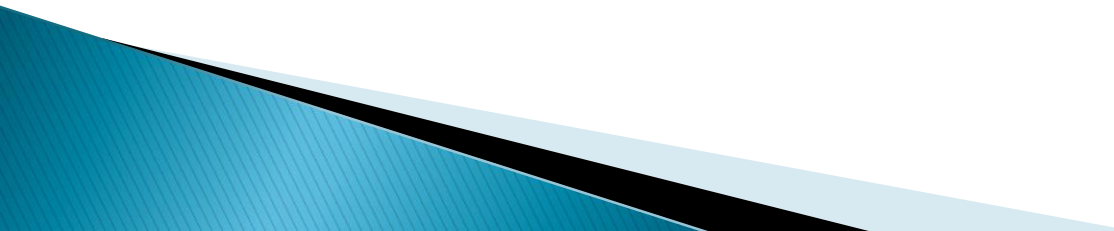
# Metro Transit Division

## TripPool Driver Orientation

# TripPool Overview

- ▶ TripPool drivers operate a Metro Commuter van along a generally defined route with regular stops
  - ▶ Riders find and book trips offered by drivers through the use of a mobile application on their smart phone or tablet
  - ▶ Riders board at pre-determined locations
  - ▶ Trips are free for the respective trip driver
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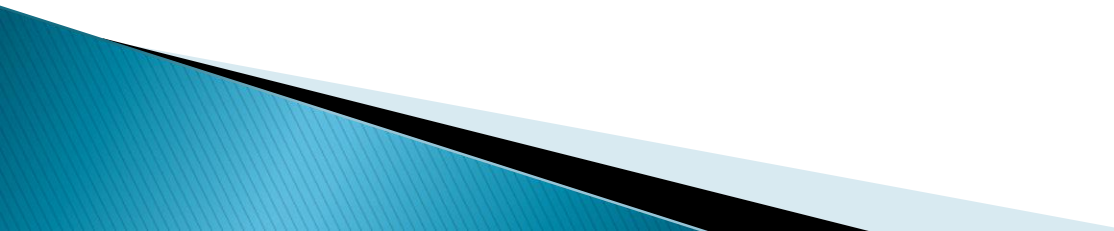
# Vehicles – Introduction

- ▶ Only approved drivers are permitted to operate a King County TripPool van.
  - ▶ We will review:
    - Safe operating habits
    - Inspections and maintenance
    - Emergency procedures
    - Voyager fuel card
- 

# 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 as safely as possible for the welfare of you and your group.

# 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 driver the van until you and your passengers have your seatbelts buckled
  - ▶ Never leave valuables in the van, they are invitations to thieves.
  - ▶ Drivers are responsible for any citations they receive.
- 

# Safe Operating Habits

- ▶ Scan your mirrors to be alert to what is happening to the sides and rear of your van
- ▶ When objects or large vehicles restrict visibility, slow down until you have clear view.
- ▶ Cover the brake with your foot in stop-and-go traffic to reduce reaction time

# 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

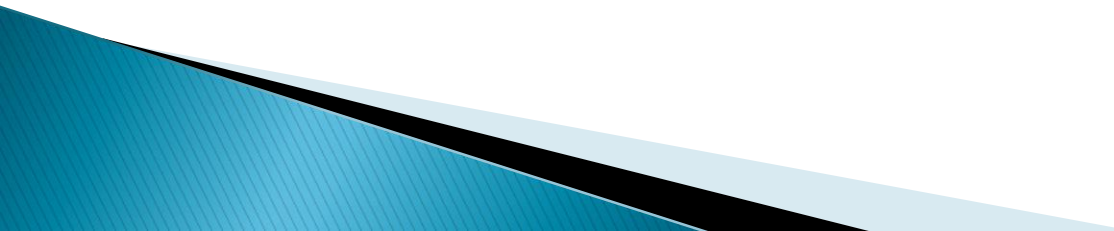
- ▶ Establish and maintain a cushion of space around your van to allow for evasive action as necessary
  - Scan down the road well ahead of the van, about  $\frac{1}{4}$  mile
  - Know what is alongside and behind you
  - Do not drive in another vehicle's blind spot
  - Anticipate the actions of vehicles 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 unless absolutely necessary. If you must back up, ensure you are aware of obstacles, 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 single highest cause of body damage to the vans.

# Safe Operating Habits – Loading and Unloading the Van

- ▶ Only utilize pre-determined stops listed in the mobile application
  - ▶ Drivers will notify Rideshare Operations before changing stop locations
  - ▶ Move out of traffic, stop on a level surface (when possible) and apply the parking break prior to loading and unloading passengers.
  - ▶ Passengers should load front seat first and fill to the rear for balanced loading.
- 

# Safe Operating Habits – Park and Secure the Van

- ▶ When leaving the van:
  - Close all windows and lock your van
  - Turn off all electrical accessories
  - Remove all valuables
  - Do not lock your keys in the van

# Inspections

- ▶ Inspections are designed to be quick and user friendly for drivers to help maintain the vans; a significant program investment
- ▶ If any part of your inspection leads you to believe your van is unsafe, **Do Not Drive It!!!**

# Inspections – Daily Inspection

- ▶ Conduct a daily walk-a-round of the van 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  $\frac{1}{4}$  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

# Inspections – Monthly Inspection

- ▶ Conduct the monthly inspection the same time each month for consistency.
  - In addition to the daily items, check the following:
    - Coolant / Anti-freeze (check this first, when engine is still cool)
    - Power steering fluid
    - Oil
    - Transmission Fluid
    - Windshield washer fluid
    - Do not add fluids without first reporting the low level first. Refer to owner's manual for references on the fluid reservoir locations.

# Inspections – Monthly Inspections

- ▶ The average tire loses one to two pounds of pressure per month
  - Use the tire gauge in the glove box to compare your tire pressure to the recommended pressure in the owner's manual.
  - Fill your tires at a service station if necessary
- ▶ Ensure the following safety items are stored correctly in the rear of the van
  - Spare tire and jack (Refer to the owners manual for exact location)
  - Triangle reflective kit
  - Snow chains

# Maintenance

- ▶ Each person in the TripPool is expected to clean up after themselves
  - Spills should be cleaned up immediately
  - Remove debris daily
- ▶ Use the Voyager gas card to wash the van twice a month
- ▶ Emissions: You will be contacted when it is time to take the van in for a no-charge test.

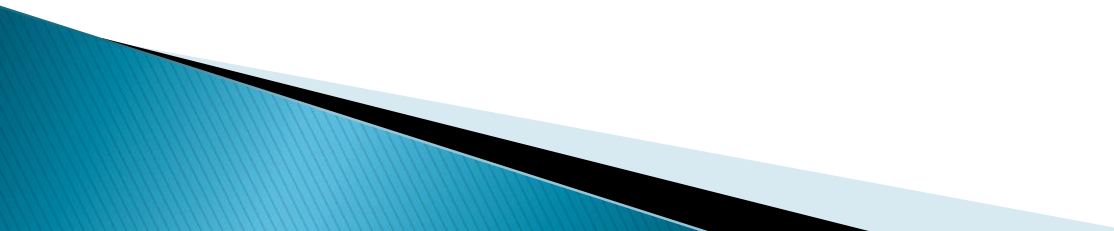


# Maintenance

- ▶ Your Maintenance Service Representative will contact you when its time for maintenance
- ▶ A loaner van will be provided while your van is being serviced
  - Its important to take the van to the assigned garage at the date and time arranged
  - When notified by your Service Representative, please return your loaner van promptly at the scheduled date and time
  - Ensure the gas tank is at least ½ full. Remember to use the gas card associated with the loaner van.
  - If you identify any problems with the loaner van, notify the garage staff and your maintenance RSR.
  - Check your van for damage, prior to leaving the garage. If found report it to the garage and your RSR

# Emergencies

The Commuter Van Program has an impressive safety record, however, from time to time accidents and breakdowns occur. The following emergency procedures will ensure you can protect lives and safeguard property and protect County liability.



# Emergencies – Self Insurance

- ▶ Only approved drivers are permitted to operate the King County TripPool van and be covered by King County Metro's self-insurance (Statement of Self-Insurance is located in the van)
  - Annual 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 commuter 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

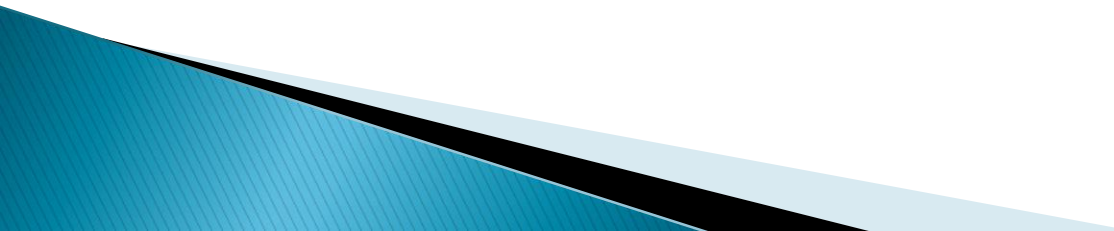
# Emergencies – Roadside Assistance

- ▶ King County provides 24 hour roadside assistance for your van.
  - Call 206-625-4500 for any emergency situation
- ▶ The following expenses are not covered by roadside assistance:
  - Running out of gas
  - Locking keys in the 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
    - Deploy 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 Commuter Van Driver and are requesting assistance.
- 

# Emergencies – Accidents

- ▶ 4. Notify the police (911). 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

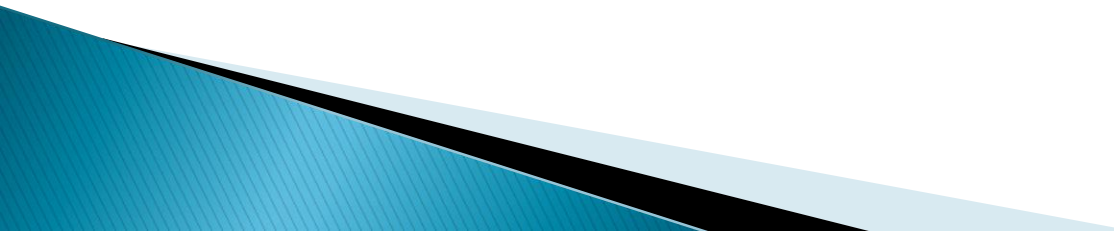


# Emergencies – Accidents

- ▶ 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

\*\*\*You are 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

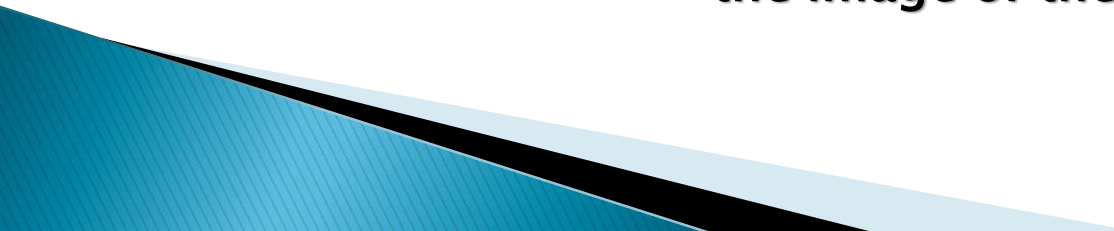
# Voyager Fuel Card

- ▶ 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
  - **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

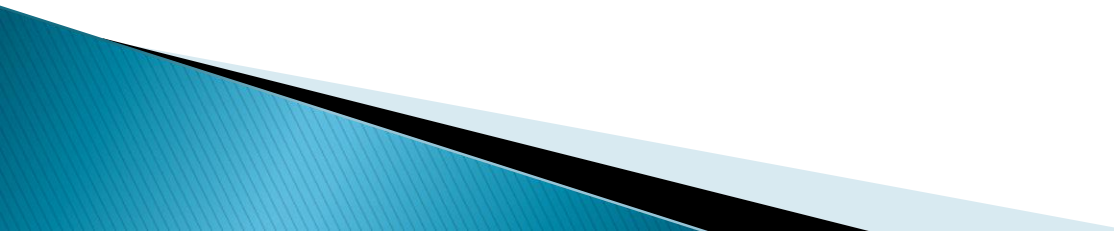
- ▶ Personal use is not authorized as part of the TripPool program
- ▶ References to 'Personal Use' on the application are there to judge interest for future expansion of the program



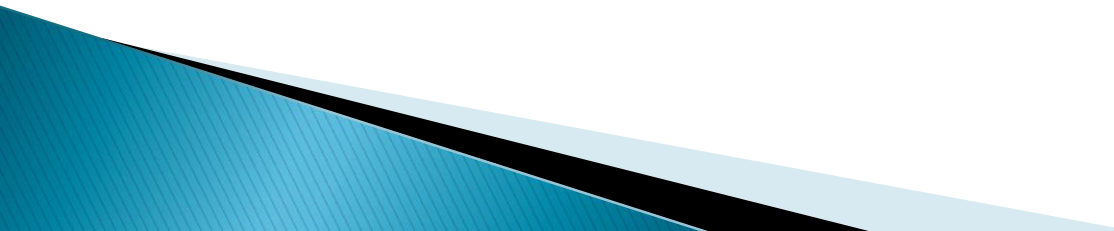
# Monthly Mileage Reporting

- ▶ 1<sup>st</sup> of each month:
  - Email Jim Carpenter [Jim.Carpenter@kingcounty.gov](mailto:Jim.Carpenter@kingcounty.gov)
    - Odometer reading from last day of the prior month
    - Coordinate with the other driver(s) to ensure this is sent


# Daily Round Trip

- ▶ TripPool drivers operate a Metro commuter van along a generally defined route with regular stops
  - ▶ The vehicle makes one round trip each work day
  - ▶ Ideal routes will begin at home and connect to a location such as a P&R or transit hub.
- 

# Accessible Vehicle Orientation

- ▶ Prior to your first trip with the van, you must complete a van accessible equipment orientation through Rideshare Operations:
    - Proper operation of the ramp
    - How to properly secure a wheelchair in the van
  - ▶ 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
- 

# 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?
- 

# Questions?

- ▶ Email: [trippool@kingcounty.gov](mailto:trippool@kingcounty.gov)
- ▶ Call: 206-625-4500