



# Commuter Van Winter Driving Tips

## ***Be ready for winter weather!***

Puget Sound region weather patterns are fairly predictable. Northwest winters typically mean roadways are wet and slick when it rains, snows or freezes. Being prepared for these conditions is the first step to a safer winter commute.

***Remember, if you feel the weather has created a condition too hazardous to drive, use your group's Alternate Plan for getting to work.***

## **Emergency Breakdown Procedures**

A commuter van break down can be frustrating. When winter weather strikes, breakdowns have the added inconvenience of inclement weather combined with a greater demand on supporting resources which may cause response time delays. We will do everything we can to get you assistance as quickly as possible but ask for your patience when there are adverse conditions.

*We encourage you to follow the Emergency Procedures and steps on the next page to help mitigate this challenge.*

# Emergency Procedures



Protect the scene where your van is disabled and **call your Maintenance-Rideshare Services Representative** if it's during regular weekday business hours (8 a.m. - 5 p.m.). If you don't know your Representative's number or it is after business hours, call **206-625-4500** or 1-800-427-8249 and on-call staff will be paged by the answering service. If you need to call collect, be sure to identify yourself as a commuter van driver for the collect 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.

## Please have the following information ready:

- Your vehicle HOV number. (for example HOV 1234)
- Your exact location.
- Your van's condition and/or suspected problem.
- A phone number where you can be reached.

## Need More Information?

KC Metro Rideshare Operations contracts with maintenance and repair garages - each commuter van is assigned to a specific garage. Please visit [Metro Commuter Van Maintenance Garages](#) or call 206-625-4500 for more information.

For further emergency information, please refer to Section IV of the online [KC Metro Commuter Van Program Manual](#) or visit our website – [www.kingcounty.gov/metrovans](http://www.kingcounty.gov/metrovans)