



King County

Metro Transit Division

King County Metro Commuter Van Program

TripPool Program Manual



Rideshare Operations

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INTRODUCTION

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

SECTION I: THE COMMUTER VAN PROGRAM

Welcome!

Welcome to the King County Metro Commuter Van Program and thank you for volunteering to be a TripPool driver. This manual will provide you with the information you need to meet those responsibilities. We recommend you keep a copy in your TripPool van to be used as a reference.

Program History

Sharing a ride to work first came to prominence during the oil crisis of the 1970s. 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. In 2004, VanShare was added to the program. In 2012, our battery electric vehicle metropool fleet was added. And, in 2015 we launched our TripPool fleet. As of 2015, with over 1,400 commuter groups on the road, our Commuter Van Program is the largest public agency program of its kind in the nation.

The TripPool Program

The TripPool program is a flexible rideshare option that provides commuters with one more selection on a menu of public transportation options. Volunteer TripPool drivers operate a Metro commuter van along a generally defined route with regular stops, with the vehicle making one round trip each work day. Ideal routes would begin at home and connect to a location such as a P&R or transit hub from where the driver and riders could then proceed to work. The key distinguishing feature of a TripPool is that riders find and book trips offered by drivers through the use of a mobile application. Below are some additional characteristics of TripPool.

- A minimum of two drivers are required to start a TripPool.
- Riders board at predetermined locations listed in the mobile application. Drivers must notify Rideshare Operations before changing locations.
- Participants are expected to link their iCarpool account to their www.RideshareOnline.com account. Participants are encouraged to enter their ORCA card number when they link their account.
- Trips are free for the respective trip driver.
- All riders pay \$1.50 for the first five miles and .26/mile thereafter. Riders who have linked their RideshareOnline.com account will be reimbursed for any charges over a one-zone peak fare (\$2.75). Participants who link their accounts AND provide their ORCA card number will receive full reimbursement.
- Reimbursements are in the form of ride credits into the riders' iCarpool account and will occur approximately every three weeks, as necessary.

SECTION II: SUPPORT STAFF

We understand that you have a choice in how you commute to work and beyond. We greatly appreciate your choice of our program and we have many resources in place to help make sure your time in our program is well supported.

Rideshare Operations

Rideshare Operations is the workgroup that manages and operates the Commuter Van Program and all TripPools. Our office hours are Monday through Friday from 8:00am to 5:00pm and we can be reached at 206-625-4500. Please do not hesitate to call with questions or comments. We are here to help!

Rideshare Service Representatives (RSRs)

As a TripPool driver, you will likely work closely with your Rideshare Services Representative - also known as an RSR. Every TripPool is assigned one RSR for maintenance and support.

Every driver is also assigned a Group Identification Number (GIN). Likewise, every vehicle is assigned a High Occupancy Vehicle number (HOV). A GIN never changes. But drivers may be in possession of a number of vehicles (each with its own HOV number) throughout their term (e.g. when using a service loaner). Whenever you contact your RSR, even in email or voicemail, be prepared to provide your GIN and/or HOV so the appropriate support can be provided. With over 1,400 vehicles on the road, RSRs will need that information to help you as quickly as possible.

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/vp-resources.html>). 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: iCARPOOL APP & TRIPPOOL TRIPS

All members of a TripPool must use the mobile iCarpool app to book trips, pay fares and track ridership.

iCarpool App

The iCarpool app is a third party service provided by a private vendor that King County Metro has adopted for the purposes of the TripPool pilot program. The app is available for Android, iOS, and Windows. Visit www.iCarpool.com for app, download, and support information.

FAQs

- <https://icarpool.wordpress.com/rider-faqs/>
- <https://icarpool.wordpress.com/driver-faqs/>

TripPool Riders

Download and install the iCarpool application.

TripPool Drivers

After becoming a rider visit www.icarpool.com/drive.html to go through the process to become a driver. Once you have become an approved driver through iCarpool you may apply to King County to become a TripPool driver using the application found here:

<http://metro.kingcounty.gov/tops/van-car/pdf/TPProgAppAgreeform1791-06-2015.pdf>

NOTE: The financial reimbursement available to drivers who use the iCarpool app with their private vehicles is not available to TripPool drivers using County provided vehicles.

TripPool Trips

Riders Requesting Trips

Up to 60 minutes before the trip, use the search function to look for a trip you can request and book. Trips may not be booked without sufficient ride credits available.

Drivers Accepting Trips

iCarpool sends all of their approved drivers a driver kit. Follow the instructions in that kit and the app to add and label trips you commonly make (e.g. add morning and afternoon work trips). Once the trip is in the system, follow the process found at <http://www.icarpool.com/drive.html#>. In general, the process is as follows (from iCarpool, these details subject to change):

1) **Accept Ride Requests**

Up to an hour before making a trip, you can open the trip for riders using the Accept Ride Requests button on the trip. You can also select the number of seats to offer. Once you open the trip for riders, the iCarpool search engine gets to work finding riders who could join you on the trip. When a rider books a ride in your car, you get a notification. Make sure you have turned notifications ON for the iCarpool app.

- 2) **Before You Drive - Review Ride Requests and Start Trip**
Before you start driving, review ride requests you received along with their pickup stop so you know which stop(s) you need to stop at to pick up riders. Before you start driving, use the Start Trip button to signal to riders that your trip has started. Make your way to the pickup stop indicated by the riders. Riders can see your location in real-time and are required to be at the pickup stop when you arrive there.
- 3) **Pick Up Riders**
At the pickup stop, the rider will show you their boarding pass. Once you've checked the boarding pass, you can let the rider get in your car. Mark the pickup in the app. Check with the rider which stop works for drop-off.
- 4) **No Shows**
If the rider is not there, you can try calling the rider using the call button in the app. If you can't make contact or if the rider does not need the ride anymore – you can mark the rider as a No Show in the app and proceed.
- 5) **Drop-off Riders**
Once you arrive at the drop-off stop and have dropped off the rider, mark the drop-off for that rider in the app.
- 6) **Finish Trip**
Once the last rider leaves, mark the trip completed by using the Finish Trip option.
- 7) **Rate Riders**
Once the trip is complete you can rate each rider in the trip independently. We recommend you rate all riders for each trip. It's ok to rate again if you've rated the rider earlier on a different day or trip.

Fare Payment

Active drivers of any given trip will receive a free ride. For all other trip members, the iCarpool app will apply charges according to their pricing schedule. Though charges will be made for each trip taken, King County has arranged for ongoing reimbursements to accounts as indicated in the following sample trip table.

All fares are paid with ride credits and no trip may be booked without sufficient credits available for the trip. When setting up an iCarpool account riders are given the option of linking it to their RideshareOnline.com account which may also include an ORCA card number (customers may need to create an account in RideshareOnline.com and/or add the ORCA card number). If they complete those tasks, riders become eligible to receive a reimbursement of the rider credits used to purchase trips. If the rider has no ORCA card a trip will be reimbursed in rider credits only for the amount over \$2.75.

Trip Miles	TripPool Fare \$0.26/Mile * Flat rate of \$1.50 for trips less than or equal to five miles.	Ride Credits Reimbursed RSO.com / iCarpool linked	
		w/ORCA card	w/o ORCA card
1	\$1.50*	\$1.50	0
2	\$1.50*	\$1.50	0
3	\$1.50*	\$1.50	0
4	\$1.50*	\$1.50	0
5	\$1.50*	\$1.50	0
6	\$1.56	\$1.56	0
7	\$1.82	\$1.82	0
8	\$2.08	\$2.08	0
9	\$2.34	\$2.34	0
10	\$2.60	\$2.60	0
11	\$2.86	\$2.86	\$0.11
12	\$3.12	\$3.12	\$0.37
13	\$3.38	\$3.38	\$0.63
14	\$3.64	\$3.64	\$0.89
15	\$3.90	\$3.90	\$1.15
16	\$4.16	\$4.16	\$1.41
17	\$4.42	\$4.42	\$1.67
18	\$4.68	\$4.68	\$1.93
19	\$4.94	\$4.94	\$2.19
20	\$5.20	\$5.20	\$2.45
21	\$5.46	\$5.46	\$2.71
22	\$5.27	\$5.72	\$2.97
23	\$5.98	\$5.98	\$3.23
24	\$6.24	\$6.24	\$3.49
25	\$6.50	\$6.50	\$3.75
26	\$6.76	\$6.76	\$4.01
27	\$7.02	\$7.02	\$4.27
28	\$7.28	\$7.28	\$453
29	\$7.54	\$7.54	\$4.79
30	\$7.80	\$7.80	\$5.05

SECTION IV: DRIVERS, RIDERS & “GROUPS”

Although not a “group” in the traditional sense of a vanpool or vanshare, aside from occasional or one-time riders, the nature of the commute service makes it very likely that TripPool drivers will also have regular, frequent riders. To the extent possible, this section outlines best practices and expectations for drivers and riders to help make their “groups”, or regular TripPool commutes, successful.

Program Driver Application

The “TripPool Driver Application & Agreement” (PA) must be filled out, signed, and returned to Rideshare Operations by drivers to begin the application process before they may drive a TripPool commuter 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 vanpool@kingcounty.gov or faxed to 206-684-2166. Applications may be downloaded from the starter kit section that is found online at the following location: <http://metro.kingcounty.gov/tops/van-car/pdf/trip-pool-program-application.pdf>

Drivers

In exchange for a free ride for the active driver of the trip, TripPool drivers are expected to provide consistent, regular commuter service according to their defined route. Accordingly, safe driving habits and responsible service are very important to program success.

NOTE: If no approved drivers are available for any given trip, the TripPool van must not be operated. Therefore, it is critical for all approved drivers to communicate with each other regarding availability.

Additionally:

All TripPool Drivers Must

- Maintain a valid Washington State driver’s license.
- Notify Rideshare Operations when they are no longer in accordance with the established driver selection criteria (see “Leaders of the Pack” PDF in the online starter kit section at: <http://metro.kingcounty.gov/tops/van-car/vp-starterkit.html>)
- Notify Rideshare Operations 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 incident involving vehicle damage, property damage, injury, fatality, or the potential for a medical or liability claim.
- Be responsive to requests for information from Rideshare Operations. In particular, the driver who signs for the van will need to provide monthly odometer readings for tracking and reporting purposes.

Active Trip Drivers Must

- Use the iCarpool application to facilitate trips with TripPool riders.
- Drive their assigned van according to the established route. If seating is available, any rider requesting a trip through the iCarpool application must be picked up.
- Coordinate with 206-625-4500 when the van is not available due to breakdown or emergency.

- Be responsive to rider requests for seating and comfort arrangements, as appropriate. Contact Rideshare Operations at 206-625-4500 for help with resolving conflict, if necessary.
- Perform daily maintenance check.
- Make sure van does not fall below 1/4 tank of fuel.

Other Driver Expectations (as required)

- Coordinate maintenance, cleaning, and servicing of the van.
- Obtain prior approval from Rideshare Operations for expenditures other than gas.
- Encourage riders to become drivers to ensure sufficient driver numbers for regular operations.
- Keep daily and monthly records, as required.
- Communicate information from Rideshare Operations to riders, as requested.
- Perform weekly and monthly maintenance check, as requested. Drivers are expected to coordinate with each other to ensure equitable distribution of this work.
- Be responsive to RSR requests from Rideshare Operations.

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

Riders

- Must request and book their trip using the iCarpool application.
- Help keep the van clean.
- Help recruit TripPool riders, as necessary.
- Assist driver in the event of breakdown or emergency, as necessary.

Active Trips

Operating Guidelines

- It is recommended that operating guidelines be developed among TripPool users. A copy of the guidelines should be kept in the van to be available for new or occasional users. Be prepared to compromise if there is a conflict over specific guidelines. If compromise cannot be reached, do not hesitate to call your support RSR for advice or assistance.

Some examples are listed below:

- Seating - Will seating be first come, first served? First out sits closest to the door? Other?
 - Discuss using rotating seating arrangements or assigning seats according to drop-off order.
- Noise - Do loud noises bother the driver (conversations, radio, video games, cell phones, etc.)?
 - Consider having a “quiet” van. Don’t forget the radio - consider making the station and volume the driver’s choice.
- Fragrances – Are riders sensitive or allergic to scents?

- Consider a rule to postpone applying cologne or perfume until after the commute.

Complaints

Despite the best efforts of the driver and our office, there may be times when people are dissatisfied and voice complaints. The complaint may be internal—about a particular rider, operational guideline, or a driver’s driving; or it may be from the general public—about an unsafe practice that was witnessed.

Although complaints are generally viewed as negative, they can be an excellent way to offer new ideas, bring about improvements in operating your van, or to identify an area that needs attention. Complaints may be directed to our office, to the driver, or to iCarpool through the app. We have listed some guidelines for when a complaint has been voiced to you, and additional information on Rideshare Operations’ complaint handling procedures:

- Take any complaint seriously. Try to empathize with the individual voicing the complaint. Although it may seem trivial to you, it could possibly become a bigger issue if not taken seriously and handled quickly.
- Find out what the specific problem is. Talk with the individuals involved, ask questions, give feedback, and when you think you understand, restate the problem to those involved.
- Share information and/or alternatives with the individual or those affected/involved. Try to suggest potential solutions or changes that can be made.
- Determine whether it is a problem that can be handled at a meeting by majority vote or whether a one-on-one conversation is needed. For instance, if a complaint is voiced about a rider’s cologne, scents could be discussed at a meeting without naming a specific individual.
- Discuss and agree on a solution. Make sure that everyone involved is notified of the solution. If necessary, add the solution to the operating guidelines. Do not assume that everyone knows!
- Set a time frame for improvement and check back to see if the situation is resolved.

Contact Rideshare Operations for intervention if a problem cannot be resolved or if you need assistance at any point. It is particularly important to check with our office before making “policy” statements.

NOTE: The iCarpool application also provides a means for rating drivers and riders. Rideshare Operations and iCarpool will share complaints as appropriate.

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 we receive.

- **Safety** The most common complaint is aggressive driving such as tailgating and cutting-off others when merging or switching lanes. Remember, 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. Always practice your safe operating habits and give yourself enough time to commute safely.
- **Maintenance** As a driver, you are encouraged to stay in contact with Rideshare Operations regarding your experiences with maintenance garages. Any criticism or commendation you provide helps in garage evaluations.
- **Policy** Complaints about program policies, procedures, and/or staff members should be directed to our office. If you are dissatisfied with the staff member working with you, a Supervisor will be available to assist you.

- **Miscellaneous** Unresolved conflict can be reported by any rider or driver. Remember to create and use operating guidelines to help avoid conflict.

Complaint Handling Procedures

- A 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 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 van during this period.
- If necessary, the investigator will conduct a rider poll of each member who may be available for contact. Each rider will be asked the same questions and their responses will be documented. The driver will be advised of the rider poll.
- Rideshare Operations' staff will discuss and decide alternatives.
- 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, Metro may withdraw driver approval.

Maintaining Ridership

In order to meet expected trips, every TripPool is required to have at least two drivers (though the more the better) and as many riders as possible. Drivers are expected to offer all available seats in the van and accept all available requests until the van is full. Spread the word about your TripPool and how it works for you. Encourage friends, family, and co-workers to download the app so that they may be able to book rides in other TripPools (or even yours). The more participants in the program, the better and stronger it will be as a whole.

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, you must maintain a satisfactory driving record and comply with the terms and conditions in your application. Understanding and meeting these responsibilities will control program costs and help ensure the safety, comfort, and satisfaction of your riders.

Operating

The King County Commuter Van Program has an impressive safety record because of the quality of its drivers. Driving your commuter 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 you adjust to safely driving a commuter van.

The majority of commuter van accidents happen between 5:00am and noon. Don't try to "beat the clock." The three top accidents involve hitting fixed objects, rear-end collisions, and lane changes. Slow down and give yourself extra time to respond to the changing conditions of peak hour travel and your commute will be safer and more enjoyable. Always remember - It is your responsibility to operate your van as safely as possible for the welfare of you and your riders.

Be Alert, In Control and Anticipate Changes

Knowing what is going on around you and making sure other drivers are aware of you is an important part of defensive driving. Scan all mirrors on a regular basis to see what is happening to the sides and rear of your van. This will help you anticipate and avoid dangerous situations.

- When buildings, landscaping, or large vehicles restrict visibility, slow down until you have a clear view.
- Either before or while driving, ask your backup driver to take over if you feel distracted, upset, ill, or fatigued.
- Avoid sharp turns, excessive speed and abrupt maneuvers.
- Cover the brake with your foot in stop-and-go traffic to reduce reaction time.
- Do not reach down to pick up items from the floor while driving.
- Avoid eating while driving.
- Cell phone use, even with a hands-free device is prohibited while operating a King County Commuter Van.

Use Spotters

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

- Use spotters to check your clearances when backing and parking 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 the maneuver. Wait for a response before maneuvering.

Cushion of Space

Establish and maintain a cushion of space around your van so you will have room to take evasive action if needed. Be alert to changing traffic conditions by monitoring traffic around you. Scan your mirrors continuously for traffic, other hazards, and to be aware of what is happening around you.

- Scan the road ahead at least 12-15 seconds or ¼ mile.
- Know what is alongside and behind you. Be aware of your blind spots and all obstacles around your van.
- Do not drive in another vehicle's blind spot. Adjust your speed if you cannot see the other vehicle's rear view mirror.
- 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, your intent should always be to alert other drivers around you to your actions and to be sure that you are safely clear to perform the lane change before doing so.

- Use a spotter when changing lanes and merging and signal your intention well in advance of a lane change.
- Reduce or increase your speed to create space around you. Monitor traffic flow in the lane you are moving towards.
- Double check oncoming traffic prior to executing a left- hand turn. **Do Not** rely on other motorists who wave you 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. When your foot is not needed on the gas pedal, use it to cover the brake pedal to decrease your reaction time needed to stop.

- 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 you. Increase this distance during adverse weather or on rough roads.
- If the vehicle behind is tailgating you, increase the room in front of your van so you can 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 you 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:
 - 29% of all accidents
 - 30% of all injuries
 - 27% of all property damage

Maneuvering

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

- When cornering, reduce your 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 you must back up, be aware of all obstacles behind your van. Use extra caution if you have a bike rack on your van.
- Do not drive your van until you and your passengers have your seatbelts buckled on.
- If your 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

Commuter vans handle differently than other vehicles such as passenger cars because they are wider, taller, longer, and heavier. The size of your van requires you 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.

- Full size vans (11-15 passengers) require 7 ft 3 inches of clearances and “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 your van.

Loading and Unloading the Van

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) and apply the parking brake.
- To help prevent locking yourself out, never leave the driver’s seat with the engine running.
- Passengers should load front seats first and fill in to the rear for balanced loading.

Park and Secure the Van

Remember these important steps when parking your van.

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

Using The Parking Brake

To help prevent costly and time consuming transmission repairs, remember to use your 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).

Inspections

The fleet of vans is a significant program investment. The inspection process, developed to be quick and user friendly for drivers, helps maintain that investment by keeping the vans operating properly.

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 you to believe your van is unsafe, **Do Not Drive It!**

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

Minor Van Upkeep

During a vehicle inspection you may note minor problems such as a burned-out headlight, worn wiper blades, or low oil level. You may handle minor problems such as these, as appropriate. The guidelines for gas and other purchases can be found in the Additional Information section of this manual.

Daily Inspection

Because it is the easiest and most common way to catch problems when they are small, the daily inspection is essential to helping to manage program costs. 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.

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 that look damaged, low on tread or flat.
- Malfunctioning lights. Have a rider help you test your headlights, turn signals, brake lights and reverse lights.

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 1/4 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.

Monthly Inspection

The monthly inspection should be done the same time each month for consistency. In addition to the daily inspection items, you 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 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.

Maintenance

Our maintenance program combines vehicle cleanliness and mechanical health. There will be more details later but you and your riders should always follow these cleanliness guidelines:

- Each member should remove garbage daily and clean up spills immediately.
- Vacuum carpets and seats once a month – ideally with the monthly inspection.
- Wash the van twice a month. Use your assigned 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.

Ideally, each operating TripPool will have one maintenance contact but their variable nature may require any associated driver to fill the role.

Preventive Maintenance Program

The vehicle maintenance program is meant to ensure a reliable and safe van for your commute. 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 your primary vehicle.
- If you receive a loaner that is especially dirty, alert your 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 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. As noted above, any driver may be called upon to assist with this process.

Your maintenance RSR will contact you for scheduling any routine maintenance within a week of the expected date. A sticker on the top left corner of the windshield will help you plan for the service by indicating the approximate date and mileage that the vehicle will be due for its next service. In the event that your van exceeds the date or mileage listed on your sticker, please call your maintenance RSR immediately.

There is approximately one loaner van for every 10 commuter vans on the road, (e.g. 100 loaner vans for 1,000 commuter vans). And, those loaner vans are spread out over approximately 10 maintenance garages. Accordingly, scheduling any type of maintenance, whether routine service or not, can require a great deal of coordination. Your maintenance RSR will work with your schedule as much as possible but

please try to be flexible. In many cases, as soon as one loaner van is returned, another driver is there and waiting to pick it up.

Vehicle Drop-Off & Pick-up

Your maintenance RSR will contact you to schedule the time, date, and location of your service appointment. When you are contacted, make sure you alert the RSR to any other van issues you might have noticed. It will save you a trip, and the program money, if they can schedule other repairs along with scheduled maintenance.

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

- Take your van to the assigned garage on the scheduled date and time.
- Empty your van of personal belongings and any debris. Make sure the gas tank is half full.
- In a notebook or logbook, record your primary van's odometer reading when you drop it off. Keep track of the miles you drive to and from the garage also. **Before** you drive your loaner away, write down its 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 primary 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 in your notebook or logbook. **Before** you drive your primary van away, record the odometer reading to account for any miles driven during servicing. You will need these numbers so there will be no extra charge for those miles.
- Alert the garage staff and your maintenance RSR if you encountered any van problems with the loaner.
- Check your 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, you may be required to take your 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

Although the safety and accident record of our Commuter Van Program is impressive, accidents and breakdowns do occur. While most are minor, it is important that you know how to handle emergency situations to protect lives and ensure that liability questions are handled properly.

Emergency Roadside Assistance

Your TripPool comes with emergency roadside assistance. In the event of any emergency situation outside of office hours, you may call 206-625-4500. During office hours, you may contact your support RSR directly.

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 1/4 tank full and having a key in their possession, they should be prepared 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.
- 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 your passengers as they enter or leave the vehicle unrelated to your operation of the van (e.g. a passenger falling while disembarking or smashing a finger when closing door) should be reported to our office.
- The severity of the situation determines if you need to obtain immediate assistance or if you can handle the situation yourself. For instance, a minor non-disabling, fender-bender with no injury during rush hour traffic is best handled on your own; whereas, a serious accident that involves injury or fatality, or an accident caused by mechanical failure in your van, must be handled with the assistance of Rideshare Operations personnel.
- Regardless of the severity, report any unusual or emergency situation to our office 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 your van is stopped or disabled on the roadway or shoulder. You should familiarize yourself 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 you feel there 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 TripPool Program. If you are involved in an accident, when you are exchanging insurance information, give the other party the office phone 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 TripPool 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 these Terms and Conditions.

Metro's self-insurance coverage does not extend to the loss of a TripPool participant's personal property while it is in the commuter 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 you are involved in a collision or serious accident, remain calm and act promptly. If necessary, ask another driver or rider to help with the situation. Refer to the emergency procedures packet located in your glove box. It will guide you through the following 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 your 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 your van, call a **Metro Traffic Coordinator – 206-684-1705** and identify yourself as a TripPool 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.

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. 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 your 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 your 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 TripPool 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. Annual 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 your van. Common types of breakdowns include flat tires, fluid leaks, dead batteries and disabling accidents. Adhering to our 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 your glove box.

If a breakdown does occur, first ensure the safety of your riders and the van. Next contact your maintenance RSR during business hours for assistance, or call 206-625-4500 outside business hours or if you don't have the phone number for your RSR. The Rideshare Operations response will depend on the type of breakdown, location, and time. Your van will be towed when necessary and alternate transportation for you and your riders will be coordinated. Take note that adverse weather can lead to longer response times from towing companies. Some other items to remember are:

1. Do not abandon a disabled van. Remain with the van and by the phone you are using 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 your front or rear of the van.
3. Be prepared to provide your HOV number. If you are using a loaner van, you will need to provide that HOV number instead.
4. If the van will be towed when you are not by it, lock the van but do not leave the keys inside. You will need to 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. Remind riders to never leave wallets, purses, briefcases, backpacks, shopping bags, electronics or other valuables in the van. They are an invitation to thieves. If your van is stolen or damaged from theft or vandalism make sure you do the following:

- When the damage is discovered, call your local law enforcement agency and file a report with them. They will assign you a case number for future reference.

- Report the incident to the Rideshare Operations within 24 hours. You will be asked for the case number, the county or city jurisdiction where your 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 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 commuter vans. Any such decision will be dictated by the situation but the priority will always be safe commuter van operations during such emergencies. You will not be responsible for vehicle operation costs incurred from such an event.

Additional Information

Driver Approval Expiration

Any driver who leaves the program must contact Rideshare Operations before they may drive a commuter van again. If you leave one group to join another, make sure you contact Rideshare Operations to ensure your approval follows you to the new group. 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 Commuter 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 keys 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

- Swipe the card, select "credit" if prompted, enter your exact odometer reading and fill your 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 you rotate drivers, make sure they have the card when driving.
- Notify Rideshare Operations immediately if the card is lost or stolen.
- Keep the receipt for submission

Submitting Receipts

All receipts for any purchase with the voyager card, including gas, must be kept and submitted to Rideshare Operations. Drivers should print their name 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 TripPool
KSC-TR-0812
201 S. Jackson St.
Seattle, WA 98104-3856

Tire Chains

The first snowfall every winter often sends drivers scrambling to put on their chains only to find they have broken links or no chains at all. Check your chains for damage and for proper size to fit your van before you need to use them.

To check your 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. Most vans are rear wheel drive, with the exception of the Chevy Uplander and Dodge Grand Caravan that has front wheel drive. If you have any question about drive axles – please contact your maintenance RSR.

Bike Racks

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 commuter 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.
- It is the driver's responsibility to ensure the bike rack is properly installed and secured to the van according to the manufacturer instructions.
- It is the driver's and bicycle owner's responsibility 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 our office for replacements as needed.

Vehicle Parking

TripPool vans are required to be parked at a location authorized by Rideshare Operations.

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 commute.

If you feel the weather has created a condition too hazardous to drive in, **DO NOT** drive the van. As the driver, it is your responsibility to drive only when you feel safe. A good rule of thumb is if you would be unable to drive your personal vehicle, you should not drive the commuter van.

Vehicle Unavailability

Rideshare Operations will make every effort to assist a driver with a loaner if their van is unavailable as a result of a breakdown, accident or service. If a loaner van is not available, you may be required to find alternative means of transportation.

Because there may be occasions when the van will not be available, we encourage you and any regular riders to establish backup plans to avoid last minute planning.

Vehicle Trades

There may be occasions when your vehicle may need to be traded for another. Additionally, you may wish to trade to a larger vehicle if your daily ridership warrants it.

Notify your support RSR when you are interested in trading to a different van. If a vehicle is available, arrangements will be made at a mutually agreeable time to trade the vehicles. If there are no vehicles of the appropriate size available, your name will be placed on a waiting list.

Disbanding

If the decision is made to disband, even temporarily, contact your support RSR to determine what must be done with the van.