King County
Department of Transportation
Metro Transit
Rideshare Operations

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

Emergency Procedures for Breakdown

Anytime a van breaks down it can be frustrating. When winter weather strikes, breakdowns have the added element of inclement weather conditions. Unfortunately winter conditions create a greater demand on all supporting resources and this may cause a delay in responding to your situation. We will do everything we can to get you assistance as quickly as possible. We ask for your patience when there are adverse conditions as response times may be longer. We encourage you to follow the steps on these pages to help mitigate this challenge. Please review the quick reference to our Emergency Breakdown Procedures below:

Emergency Procedures

Protect the scene where your van is disabled and call a Maintenance-Rideshare Services Representative if it's during regular weekday business hours (8:00 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 the on-call staff member will be paged by the answering service. You may call collect, but you must make 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". Be sure to also 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.

For further emergency information, see Section IV of the online **King County Metro Commuter Van Program Manual** http://metro.kingcounty.gov/tops/van-car/pdf/cv-programManual.pdf

King County Metro Commuter Van Garages

Everett	Goodyear	M-F Sat Sun	7:30 am - 6 pm 7:30 am - 6 pm 9:00 am - 4 pm	1502½ S Everett Mall Way, 98208	**425-355-8473**
North Seattle	Bill Pierre	M-F	7:30 am – 6 pm	11323 Lake City Way NE, 98125	**206-367-7700**
Seattle	Goodyear	M-F Sat	6:30 am – 6:30 pm 8 am - 5 pm	1105 Stewart Street, 98191	**206-624-0984**

Seattle	Budd & Co., Inc.	M-F	7 am – 5 pm	800 Rainier Avenue S, 98144	**206-324-0550**
Bellevue	Veolia	Daily	4 am – 11 pm	2000 118 Avenue SE, 98004	**425-637-9000**
Overlake	Goodyear	M-Sat Sun	7:30 am – 6 pm 10 am – 5 pm	14923 NE 20 Street, 98007	**425-747-9353**
Redmond	Goodyear	M-F Sat	7 am – 6 pm 8:00 am – 5 pm	16101 NE 87 St, Suite B, 98052	**425-883-4006**
Renton	Mathewson's	M-F	8 am – 5 pm	271 Rainier Avenue N, 98055	**425-226-2965**
Federal Way	Sparks	M-F	7:00 am – 6:00 pm	32627 Pacific Hwy S, 98003	**253-874-1070**
Kent	Veolia	M-F Sat-Sun	4:00 am – midnight 6 am – 2 pm	8002 S 208 Street, E-105, 98032	**253-859-8888**

VanPool and VanShare Commuter Van Winter Driving Tips

Are You Ready for Winter Weather? Weather patterns in the Puget Sound region are generally predictable. Winter here in the Northwest usually means roadways are wet and slick when it rains, snows or freezes. Being prepared for these conditions is the first step to a safe winter commute.

Group Planning

• Monitor the weather reports. Don't be stuck unprepared when a snowstorm hits. **www.wsdot.wa.gov/traffic**
• Designate who will drive if it snows. Some groups choose not to operate the van when it snows. Make sure you have enough trained backup drivers.
• Update or create a phone number call tree for everyone in your vanpool or vanshare so that calls can be made efficiently during any snow or other emergency.
• Plan alternate routes or pick up points for your van, especially if your route includes hills and back roads. Map out the route of this Alternate Plan that uses main arterials and well-traveled roads.
• Make emergency carpool and/or bus arrangements ahead of time in case the van is late or doesn't go in. Will everyone carpool? Who will ride with whom? Will some people take the bus?
• Make sure every member of the group, no matter how infrequently the person rides, is aware of your alternate snow plans.

Vehicle Checks

• Always keep a full tank of gas. Never let the gas tank go below the half tank mark. This will help guard against fuel clogging and helps ensure that you won't be stuck in traffic with a low fuel tank.
• Create an emergency kit to keep in your van. Sand or kitty litter helps aid traction under the tires. The group may consider storing warm clothes, food and blankets in the van in case of delays on the road.
• Don't skip your daily or weekly vehicle inspections. Watch your anti-freeze level in the coolant reservoir.

• Keep your Maintenance-Rideshare Services Representative informed if your van needs any specific attention such as brakes or heaters.
• Check for an accumulation of snow and slush in the wheel wells and around the tires. Snow in the wheel well freezes and may hinder motion. Keeping the wheel wells clear will also help when installing tire chains.
• Park the van on a level surface. When parking do not apply the emergency brake if it is very cold and snowy. The brake shoes will stick to the drums in freezing weather. Instead, block the rear wheels.

Driver Tips

• Be prepared to respond to a snowstorm. Listen to weather reports the night before, get up early enough to assess the snow levels and decide if the van will go in or if the group should make alternate plans.
• Leave early enough so you have time to react to road conditions, other drivers, and to arrive at your destination safely.
• You know your commute. Avoid hills. Watch for black ice, especially on bridges and low or shady stretches of the roadway. Adjust your speed appropriately. Remember ice can be tricky. While snow provides some traction, ice gives you almost none.
• Warm up your van first before turning on your heat or defrost. Your heat and defrost will work faster.
• Start up slowly. Try not to spin the tires when starting. Snow melts and turns into slippery, icy slush.
• Keep weight in the rear of the van over the rear axle. Seat your riders strategically.
• Test your brakes to see how slippery the road conditions are, continue to do this during the route.
• Drive slowly and increase your following distance. Let up on the accelerator gradually and sooner than usual.
• In traffic, wait for the vehicle ahead to start up and pull away before you start. Watch how that vehicle reacts to the road conditions. Count to 3 or 4 before following. If the vehicle ahead is skidding or sliding, allow a much greater following distance.
• If you get stuck, use a traction aid (chains, sand, salt, cloth) under the tires.
• Skidding when stopping indicates your speed is too fast for the road conditions. If you do start to skid, steer in the direction the rear of the van is sliding, ease off the gas, and break gently.
• Slow down well before intersections so you don't have to brake in areas where the snow has been packed down to an icy glaze.

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

For fast on-line weather updates and additional driving tips go to www.wsdot.wa.gov/traffic

King County
Department of Transportation
Metro Transit
Rideshare Operations