**INTRODUCTION**

The purpose of the document is to outline the responsibilities of pilots to ensure a safe and memorable experience for our passengers.

It also covers the operation and maintenance of our trishaws, management of our storage shed and communications within the group.

**ROSTER**

It is your responsibility to keep up-to-date with the Roster and Pinned Messages on our “**Sorrento Vollies**” communication chat on Facebook Messenger.

Review the roster each time it is issued - If you are rostered for a ride and cannot make it, you need to arrange your substitute for the ride and advise Alanagh immediately.

**SINGLE RIDES:**

Ring your customer 2 days prior to confirm their ride, time and meeting location **& confirm that the combined weight of both passengers cannot exceed 150kgs**. If it does exceed 150kgs then the ride will need to be split into two individual rides (ideally confirm conversation with a follow-on txt). Then follow up again on the morning of the ride. If a ride gets cancelled, please advise Alanagh immediately.

**On the day of the ride, allow yourself plenty of time to prepare your bike at the shed and arrive well before the designated time at the meeting point.** **Remember to wear your green fluro vest.**

**GROUP RIDES**:

The first person on the roster is the **designated leader** for the session. You must ring the Aged Care facility booking contact person 2 working days prior to confirm their ride, number of clients, time and meeting location **& confirm that the combined weight of any two passengers cannot exceed 150kgs per trishaw** (ideally confirm conversation with a follow-on txt). If it’s a Monday or Tuesday ride, then contact them the previous Friday. Then follow up again on the morning of the ride. The second person on the roster contacts the first person to check tasks have been completed on the prior day to the ride booking. If a ride gets cancelled, please advise Alanagh immediately.

**On the day of the ride, allow yourself plenty of time to prepare your bike and discuss the day’s activity with your team at the shed and arrive well before the designated time at the meeting point. Remember to wear your green fluro vest.**

**ACCESSING THE BIKE SHED**

There are 2 key lock boxes located on the right side of the shed on the wall. To enter shed, use the LOWER box only, to locate shed keys. Spare keys are in top box and to be used only in an emergency.

Code is 6286 or MBTO. There are 3 locks to open the shed door. One centre bottom of shed door and one either side of shed door towards the bottom. One key for the centre bottom and one for the 2 bottom side locks.

Ensure the centre bottom lock is always facing downwards when locked (no print visible). Ensure the steel flap is behind the centre bottom lock before engaging the lock.

**NOTE:** WHEN LEAVING THE SHED FOR YOUR RIDE, LOCK SHED SECURELY AND RETURN KEY TO THE LOCKBOX. DO NOT TAKE IT ON THE RIDE.

**INSIDE BIKE SHED**

There are 5 key lock boxes located above the fridge. The code is 2927 or CWAS.

These contain the key sets for each bike – one key is for the bike lock and the other for the battery when its placed under the seat.

Batteries are located on the bench to the left of the fridge and must be returned to the correct battery charger on completion of ride.

**ITEMS FOR YOUR RIDE**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Water and biscuits from fridge for yourself and passengers (especially for long rides) |
|  | Sunscreen/sunhat and water spray bottle for use by the passengers on hot days |
|  | Duffle rugs/crochet rugs and beanies for use by the passengers on cold days |
|  | Green safety vest and BYO helmet |
|  | Communication folder (to report safety issues/bike faults and information of interest) |
|  | Stabilizer (to be always used when loading and unloading passengers) |

**SAFETY CHECK (before you leave the Bike Shed for your ride)**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Phone charged |
|  | Battery charged |
|  | Use electric/foot pump to check tyre pressure and inflate to 60 psi/4 bar. Tyres not inflated to correct pressure can damage the wheel rim and makes for a tougher ride for the pilot. If you use the electric pump, put it back on charge when finished. |
|  | Communication Folder |
|  | First Aid kit and horn |
|  | Lock shed and put keys back in lock box |

**BRAKES**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Three brakes: 2 front wheels, 1 rear wheel |
|  | Right hand brake controls rear wheel |
|  | Left hand brake controls front wheel |
|  | Note the left-hand brake creates a more abrupt stop – always engage back brakes first |

**BIKE LOCKS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | There are two locks: a brake lock (handlebar) and a keyed AXA rear wheel lock |
|  | The brake lock should always be engaged when standing still, with or without passengers |
|  | Be sure to use brake lock before getting off the trishaw |
|  | The brake lock requires two hands. First squeeze the brake tightly, then use the other hand to engage the brake lock. To release, squeeze brake tightly and disengage brake lock. |
|  | The keyed AXA lock will stop the back wheel from moving. To engage, be sure lock is free from spokes. Next turn key, and push lever down. Release key. To disengage, simply turn key and lock will pop to release. Do this when locking bike in the shed after a ride and return key to lock box. |

**BATTERY**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Ensure key is inserted and in 'on position.' Key must remain in battery when completing a ride |
|  | 30km usage with full battery |
|  | 8 hours to charge empty battery to full |
|  | Battery level should be full before each ride. Press button to check all lights, light up. |
|  | Ensure battery is put on charge upon return. If other batteries on table are fully charged, disengage their charging cable. Also check the chain drive bike (battery located behind saddle) |

**ELECTRONIC DISPLAY**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | The display will automatically turn on when battery is engaged |
|  | Battery level-top of screen. Trishaw speed-middle of screen. Pedal assist power–left of screen. |
|  | **If the bike is left idle for 10 mins, the power will turn off. To reengage the power, push button at the top of the screen OR open locker underneath seat and press battery button.** |

**GEARS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Gears and power settings should only be changed **WHILE** cycling |
|  | **Anticipate hills** by bringing into low gear beforehand |
|  | Always bring Trishaw into a low gear when stopping |

**THROTTLE**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Use throttle by pulling it towards you with your right hand |
|  | Throttle is often used for additional power on inclines, from stationery positions and uneven surfaces |
|  | Manual leg pedalling primary source, with pedal assist |
|  | Throttle is secondary source of support |
|  | Do not use throttle alone without pedalling legs (unless pushing trishaw while walking on your feet) |

**SEAT POSITION**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Adjust your seat prior to passengers being loaded |
|  | Seat height should be at hip height of pilot |
|  | Release lever, move seat up or down, then push back lever to lock |
|  | Be sure your feet can comfortably touch the ground so you can move trishaw forward or back manually with your feet if required |

**TRISHAWS AND PASSENGERS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Remind passengers to be aware of the foot plate area to avoid injury |
|  | Always use stabilizer when loading and unloading passengers, or leaving passengers when getting coffees |
|  | Trishaw is 106x225x1.13cm high and weighs 53 kgs – **needs a wide turning circle** |
|  | **Passenger seatbelts must always be fastened – this is compulsory. The combined weight of BOTH passengers must not exceed 150kgs. If they do, then bring only one passenger at a time for their ride. Position the passenger in the middle of the seat and use the single seatbelt option.** |
|  | 15km max speed – average 10KMS – “SLOW and STEADY is BEST” |
|  | **Pilots must always wear a helmet when cycling their bike - this is mandatory and no exceptions are permitted. Ensure your helmet is fastened securely under your chin.**  **Note there are spare helmets in the locker in the shed (with sun visors attached).** |
|  | Helmets with sun visors attached are available for all pilots to use, especially during the sunny summer months. Suncream and water are also available for pilots and passengers. |
|  | Car speed ramps (yellow humps) – go over with two wheels together. Use rear vision mirror when you need to look behind. All bollards have access points for us to fit through. |
|  | Don’t hug the kerbs and slow down when navigating crossings. i.e. entrances to car parks |
|  | **Always start bike rides on the flat and build momentum when approaching hills - this protects the motor while making it an easier ride for you.** |
|  | Don’t use mobile phone while cycling on bikes (stop bike first before using the phone) |
|  | When passengers are to get on or off the bike, engage stabilizer and then remove foot rest |

**PILOT RESPONSIBILITY**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Safety is a priority at all times – do not take risks, especially while carrying passengers |
|  | Remove foot plate for passengers for ease of entry and exit and always use the stabilizer |
|  | Ask passengers to take care of corner at foot plate opening to avoid injury |
|  | Replace foot plate when passenger is seated |
|  | Ensure passengers seatbelts are engaged before commencing journey |
|  | Passengers must keep their hands and arms inside the carriage at all times |
|  | Maximum passenger weight is 150 kgs |
|  | Canopy can be used as needed, depending on weather |
|  | Cycle slow – NO MORE THAN 15KM (it is NOT a race) |
|  | Lean into turn when turning bike to avoid toppling over |
|  | Follow all bike path/traffic rules |
|  | Avoid using hooter/bell but rather slow down upon approaching others and politely announce your arrival - Appear confident and relaxed, vocalise you are “Coming past”. These words carry well and are usually heard. Offer the passengers to use the hooter as most enjoy using it. |
|  | Offer hat, sun screen and water spray bottle (summer use only) and blankets when cold |
|  | Wear close-toed shoes |
|  | Always wear helmet(**mandatory**) and bring your charged mobile phone |
|  | Remember it’s about the journey not the destination. Slowly does it. |

**RETURNING BIKE AND WASHING BIKE (The bike washing schedule is included on the Vollies roster)**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | If you cannot remember the code for the garage door when you return from a ride, it is written in green marker on the inside of the hinged door under the trishaw seat. Always scramble the code after use.  For twilight rides ensure you are back at the shed before dark. |
|  | From the outside looking at the shed the water tap is located outside on the right |
|  | The key to the tap is located on the metal cabinet left of table with the battery chargers |
|  | Wipe over seats, handle bars and foot well with spray general cleaner |
|  | Use hose or bucket of water to splash chain and wheels and spokes. Then spray with “Muck Off” (Pink Bottle). Leave 2-3 minutes. Then rinse with water by hose or bucket.  **The washing/pump wheels schedule for the bikes is included on the roster – pls ensure its adhered too.** |
|  | Complete appropriate details in folder – record any issues with the bikes, routes,etc |
|  | If there is a serious concern about the bike, please contact Alanagh immediately |
|  | Plug in battery into the correct matching charger |
|  | Lock the bike (engage brakes and remove key). Note: Sometimes spokes can get in way of the lock so you need to move bike slightly. |
|  | Return bike key to the lockbox on the wall above the fridge and scramble the code after closing |
|  | Return vest, biscuits and replenish spray water bottles and refrigerate |
|  | Lock the 3 locks on the shed door securely and scramble code on the external lock box after closing the door |

**PHOTOS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | All photos are welcome and especially unique ones. Please send good ones to Alanagh too. Ensure photos are appropriate for general viewing, i.e. no public toilets in the background |

**TROUBLESHOOTING**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Record any damages in communication folder and report to Alanagh immediately |
|  | In the unlikely event of an accident, look after passengers first |
|  | Call 000 if needed and then Alanagh |
|  | If possible, cycle back to the facility. If not, lock and leave trishaw for later pickup |
|  | Our no blame policy allows for incidences to be recorded so we can better manage similar situations in the future. Therefore, all safety incidences, including hazards or near misses, either with the bike or during the ride must be reported to Alanagh on the day it happens, immediately after the ride. |

**NEW TRAINEES**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | It's essential all trainees are fully comfortable to ride the bike independently before they ride with passengers. Ideally, they should have completed two supervised rides before going on a single ride. They must keep up to date with messages and roster changes via the “Sorrento Vollies” Facebook chat. Trainees can train at their own pace to become confident before they do a single ride on their own. |

ADDITIONAL VOLUNTEER PROMPTS AND GUIDELINES

**INTRODUCTION**

The purpose of this document is to provide additional information for new volunteers. It is to be used in conjunction with the Volunteer Prompts and Guidelines for Trishaw Operation document.

**THE FOUR BELT DRIVE BIKES**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Your bike needs to be rolling when moving the shifter (the gears on the RHS handlebars), though not pedalling, when changing the gears.  For two reasons:   1. it's kinder to our gear cables 2. you will only get full use of the gears if you roll as you alter the gears. The higher and lower gears are only available to you as you roll. |

**THE ORIGINAL CHAIN DRIVE BIKE**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | For our original Trishaw (chain drive) you must gently pedal as you change gears, as you would on a traditional bike. |
|  | All bikes are to be started in the lowest gear and progress through to the higher gears. Please do not stay in high gear all the time. It stresses the motor, hence use leg power when you can, please.  It's good for the motor and good for your legs! |

**ROSTER**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | The first volunteer on the roster for group rides confirms the booking, (including staying in contact with the rest of the team on the ride). |
|  | Remember to confirm all rides two working days out (time and pick up location), and with a text on the morning of. If, after your initial confirmation, the passenger is a 'no go', this time allows time to book in other passengers. Often rides are booked a couple of months out, with the person who made the booking, not the person who is riding on the day. |
|  | The second volunteer on the roster confirms that the first volunteer has completed this task. |
|  | Good communication between you, your passengers and fellow riders is essential. |
|  | All volunteer phone numbers are on the white board as well as pinned on our FB Messenger chat. |
|  | If you have a group ride on a Monday or Tuesday, you will need to confirm the booking on the Friday before, as many carers aren’t available on the weekends, to allow for reconfirmation. |
|  | Should your booking cancel, please notify Alanagh, for three reasons:   1. She can reach out to another passenger/s and fill the ride 2. To help in accurate date recording 3. Facilitates keeping track of passenger quotas, assisting in rescheduling the cancelled ride for another time |
|  | Keep in mind the heat of summer when confirming your rides, you are welcome to make your booking earlier in the morning. This is an appropriate suggestion for rides of two people, but not for group rides. |
|  | When planning holidays, please give Alanagh as much notice as possible. |
|  | Please keep FB messenger active during appropriate hours and use for relevant communication only. |

**WORKING WITH CHILDREN CHECKS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Working with children checks are not a requirement for our work. This is because we promote our services to seniors and disabled adults. |
|  | However, on occasion a carer/parent and their child will ride with us. This is allowable. However, it is essential anyone underage is not left unattended in our care. Meaning, the underage person must always ride/go to the bathroom with their supported person. |

**MOBILE PHONE/KEY CODES/KEYS/BATTERY/MAINTENANCE ISSUES**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | Please keep a charged mobile phone on you at all times as the messenger chat will have the codes for the door and bike lock there. |
|  | Keep the Trishaw storage unit keys in the lock box as you ride, not on yourself. |
|  | Please unplug every battery that shows it is fully charged. This being a solid GREEN light. No point keeping it plugged in, if already charged. |
|  | If you have issues with the bike, please write in the communication folder and text Alanagh with the details. |

**ORIGINAL TRISHAW**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | This bike is a chain drive Trishaw, having a different charger that is permanently fitted to the bike, which is located underneath the back carrier. |
|  | Ensure this bike is stored close to the workbench to allow the battery to charge. You will find a red switch UNDERNEATH this fixed battery. This turns on the battery, though the power to the bike won't operate until the monitor is switched on at the handlebars. |

**COFFEE PARTNERS**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | We have five coffee partners: Sorrento Beach Resort, Froth and Canteen, all along our southern route. Mullaloo Beach Club and Swell are located along our northern route. These complementary coffees are for yourselves and your two passengers when doing the longer ride to Trigg or Mullaloo - not for group rides. |
|  | 1. Sorrento Beach Resort will give us coffee/tea before 10.30am every day of the week  2. Froth - cold drinks available when open  3. Canteen - coffees/tea’s available when open  4. Mullaloo Beach Club - coffees/tea’s available when open  5. Swell - coffees/tea’s available when open |
|  | There is often a queue for placing orders at Canteen. However, so passengers aren’t waiting too long you can head to the front of the line, saying you have vulnerable people on the bikes waiting for you. A big smile, together with your fluro vest, allows for priority service! Advise the cashier these are complementary drinks as Canteen is our sponsor. The same approach can apply to our other sponsors. |
|  | Remember to have your stabilizer in place before leaving your passengers to collect the drinks |

**GENERAL INFORMATION**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | The bikes are always more stable when there is weight in the passenger seat. Hence, take it especially slow when going around corners when the front seat is empty. It doesn't take much to get the Trishaw on two wheels and tip. |
|  | The (external) larger lock box is for day-to-day use. If it sticks, it needs a slow firm push from the bottom. The smaller lock box holds spare roller door keys and has no use to us on a regular basis. It is in place in case someone locks the padlock, before realizing they have left the keys inside. Note the code for the external lock box is written on the inside of the door beneath the bike passenger seat. |
|  | Each Trishaw has its own lock box with its own key. As too does the charger, battery and bike, i.e., the DASCO key, bike, battery and charger is to be used for the DASCO bike. |
|  | Keep in mind the marina is always busy when its warm. If you are driving, allow yourself extra time to find parking before the start of your shift. |
|  | Plan to be at your pick-up point at least 5 minutes ahead of time (some passengers arrive early) |
|  | Leave business card/postcard with your passengers after their ride. Encourage them to leave a review/book another ride. |
|  | Please ask relevant passengers to leave a FB review for us. Note, reviews can only be left on a laptop or desktop computer not a phone or iPad. Feedback from our passengers is helpful to those who are considering using our service. |
|  | Ensure the latch is in place when locking the padlock on the roller door and that the key for this latch is on you before you close the lock. |

**ROUTES**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | We have 4 designated routes (see pictures)   * Route 1 takes you through Whitfords marina lake and Whitfords nodes. Start at Zambrero * Route 2 and 3 will take you to either Mullaloo Beach Club or Swell café in Mullaloo. Start at Zambrero * Route 4 will take you to the SBR/ Froth and Canteen café at Trigg. Start at Sorrento Lifesaving Club   See “Shed to Zambrero” picture for correct route to take thru shopping precinct and also “Shed to SLSC” picture for directions to meeting point at Sorrento Life Saving Club. |
|  | For large group rides, route 1 is most appropriate. Work out how much time you have to give each passenger a go on the bike and adjust your time/route accordingly. Generally, we only have one hour to complete all the rides in any one session so it’s important we allocate the time fairly. |
|  | For small group rides or single rides, we generally can allocate longer rides heading either north or south. That's your call on the day, working in consultation with the group coordinator or directly with your passengers. Routes 2,3 and 4 are most appropriate. |
|  | To safely access SBC café cross road where WCD meets The Plaza and continue onto Padbury Cir |

**EMERGENCY**

|  |  |
| --- | --- |
| ITEM | DESCRIPTION |
|  | In case of emergency Dial 000 |
|  | Then please update either:  Alanagh 0416 089 253  Patrick 0427 066 023  Noeleen 0414 505 064 |

**It's essential all trainees are fully comfortable to ride the bike independently before they ride with customers. Ideally, they should have completed two group rides before going on a single ride. Trainees can train at their own pace before they do a single ride on their own**. **They must keep up to date with messages and roster changes via the Sorrento Vollies Facebook chat. If a trainee has any questions/concerns/feedback after completing their training please discuss with Alanagh.**