



## 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 fluoro 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 fluoro 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 2453 or BIKE. 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 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

Each bike has its own set of keys and all keys are stored in the lock box located on the side of the shelving unit closest to the garage door. The code is 2927 or CWAS.

One key locks the battery into place on the bike and the other locks the bike when your ride is finished.

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. Note the Sorrento bike has the battery attached behind the seat on the outside and will need its key to release it from its bracket.



### ITEMS FOR YOUR RIDE

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

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

ITEM	DESCRIPTION
1.	Phone charged
2.	Battery charged
3.	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.
4.	Communication Folder
5.	First Aid kit and horn
6.	Lock shed and put keys back in lower lock box

### BRAKES

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

### BIKE LOCKS

ITEM	DESCRIPTION
1.	There are two locks: a brake lock (handlebar) and a keyed AXA rear wheel lock
2.	The brake lock should always be engaged when standing still, with or without passengers
3.	Be sure to use brake lock before getting off the trishaw
4.	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.
5.	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
1.	Ensure key is inserted and in 'on position.' Key must remain in battery when completing a ride
2.	30km usage with full battery
3.	8 hours to charge empty battery to full
4.	Battery level should be full before each ride.
5.	Ensure battery is put on charge upon return. If other batteries on table are fully charged, disengage their charging cable.

### ELECTRONIC DISPLAY

ITEM	DESCRIPTION
1.	The display will automatically turn on when battery is engaged
2.	Battery level-top of screen. Trishaw speed-middle of screen. Pedal assist power-left of screen.
3.	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
1.	Gears and power settings should only be changed <b>WHILE</b> cycling
2.	<b>Anticipate hills</b> by bringing into low gear beforehand
3.	Always bring Trishaw into a low gear when stopping

### THROTTLE

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

### SEAT POSITION

ITEM	DESCRIPTION
1.	Adjust your seat prior to passengers being loaded
2.	Seat height should be at hip height of pilot
3.	Release lever, move seat up or down, then push back lever to lock
4.	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
1.	Remind passengers to be aware of the foot plate area to avoid injury
2.	Always use stabilizer when loading and unloading passengers, or leaving passengers when getting coffees
3.	Trishaw is 106x225x1.13cm high and weighs 53 kgs – <b>needs a wide turning circle</b>
4.	<b>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.</b>
5.	15km max speed – average 10KMS – “SLOW and STEADY is BEST”
6.	<b>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).</b>
7.	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.
8.	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.
9.	Don't hug the kerbs and slow down when navigating crossings. i.e. entrances to car parks
10.	<b>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.</b>
11.	Don't use mobile phone while cycling on bikes (stop bike first before using the phone)
12.	When passengers are to get on or off the bike, engage stabilizer and then remove foot rest

### PILOT RESPONSIBILITY

	DESCRIPTION
1.	Safety is a priority at all times – do not take risks, especially while carrying passengers
2.	Remove foot plate for passengers for ease of entry and exit and always use the stabilizer.
3.	Ask passengers to take care of corner at foot plate opening to avoid injury
4.	Replace foot plate when passenger is seated
5.	Ensure passengers seatbelts are engaged before commencing journey
6.	Passengers must keep their hands and arms inside the carriage at all times
7.	Maximum passenger weight is 150 kgs
8.	If it looks like it's going to rain, bring seat covers and hats for the passengers
9.	Cycle slow – NO MORE THAN 15KM (it is NOT a race)
10.	Lean into turn when turning bike to avoid toppling over
11.	Follow all bike path/traffic rules
12.	Avoid using hooter 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.
13.	Offer hat, sun screen and water spray bottle (summer use only) and blankets when cold
14.	Wear close-toed shoes
15.	Always wear helmet( <b>mandatory</b> ) and bring your charged mobile phone



16.	Remember it's about the journey not the destination. Slowly does it.
17.	Before leaving shed for a ride, check condition of the tyres and tyre pressure is 60psi/4 bar. Check brakes are working properly and report any concerns on the log book.
18.	Avoid riding off path and over obstacles, like glass, etc
19.	Always engage front and back breaks when stationary, especially with loading/unloading passengers
20.	Pilots to wear suitable riding gear – no loose clothing and wear closed in shoes
21.	In the event of a medical emergency with a passenger, provide emergency first aid and then call emergency services and Alanagh.



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

ITEM	DESCRIPTION
1.	If you cannot remember the code for the garage door when you return from a ride, access the Sorrento Vollies messenger chat and the codes are in the description. For twilight rides ensure you are back at the shed before dark.
2.	From the outside looking at the shed the water tap is located outside on the right
3.	The key to the tap is located on or close to the bench close to the battery chargers
4.	<b>Wipe over seats, handle bars and foot well with general spray cleaner after EACH ride</b>
5.	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. <b>The washing/pump wheels schedule for the bikes is included on the roster – pls ensure its adhered too.</b>
6.	Complete appropriate details in folder – record any issues with the bikes, routes, etc. Fill in entry for each ride, even if there were no issues.
7.	If there is a serious concern about the bike, please contact Alanagh immediately
8.	Plug in battery into the correct matching charger
9.	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.
10.	Return bike key to the lockbox located on the side of the cabinet and scramble the code after closing. Make sure the door of the lockbox is locked before leaving shed.
11.	Return vest, biscuits and replenish spray water bottles into fridge (summer time)
12.	Lock the 3 locks on the shed door securely and scramble code on the external lock box after closing the door

**PHOTOS**

ITEM	DESCRIPTION
1.	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
1.	Record any damages in communication folder and report to Alanagh immediately
2.	In the unlikely event of an accident, look after passengers first
3.	Call 000 if needed and then Alanagh
4.	If possible, cycle back to the facility. If not, lock and leave trishaw for later pickup(remove battery)
5.	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 incident or ride.

**NEW TRAINEES**

ITEM	DESCRIPTION
1.	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 TRISHAW BIKE

ITEM	DESCRIPTION
1.	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.

### ROSTER

ITEM	DESCRIPTION
1.	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).
2.	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.
3.	The second volunteer on the roster confirms that the first volunteer has completed this task.
4.	Good communication between you, your passengers and fellow riders is essential.
5.	All volunteer phone numbers are on the white board as well as pinned on our FB Messenger chat.
6.	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.
7.	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
8.	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.
9.	When planning holidays, please give Alanagh as much notice as possible.
10.	Please keep FB messenger active during appropriate hours and use for relevant communication only.



### WORKING WITH CHILDREN CHECKS

ITEM	DESCRIPTION
1.	Working with children checks are not a requirement for our work. This is because we promote our services to seniors and disabled adults.
2.	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
1.	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.
2.	Keep the Trishaw storage unit keys in the lock box as you ride, not on yourself.
3.	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.
4.	If you have issues with the bike, please write in the communication folder and text Alanagh with the details.

### COFFEE PARTNERS

ITEM	DESCRIPTION
1.	We have five coffee partners: Sorrento Beach Resort, Froth and Canteen, all along our southern route. Hillary's 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.
2.	<ol style="list-style-type: none"> <li>1. Sorrento Beach Resort will give us coffee/tea before 10.30am every day of the week</li> <li>2. Froth - cold drinks available when open</li> <li>3. Canteen - coffees/tea's available when open (Only three hot drinks per day allowed)</li> <li>4. Hillary's Beach Club - coffees/tea's available when open</li> <li>5. Swell - coffees/tea's available when open</li> </ol>
3.	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 fluoro 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.
4.	Remember to have your stabilizer in place/brakes on before leaving your passengers to collect the drinks





## GENERAL INFORMATION

ITEM	DESCRIPTION
1.	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.
2.	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.
3.	Each Trishaw has its own keys, along with its own battery.
4.	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.
5.	Plan to be at your pick-up point at least 10 minutes ahead of time (some passengers arrive early)
6.	Leave business card/postcard with your passengers after their ride, where appropriate. Encourage them to leave a review/book another ride.
7.	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.
8.	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
1.	We have 4 designated routes (see pictures) <ul style="list-style-type: none"> <li>Route 1 takes you through Whitfords marina lake and Whitfords nodes. Start at Zambrero</li> <li>Route 2 and 3 will take you to either Mullaloo Beach Club or Swell café in Mullaloo. Start at Zambrero</li> <li>Route 4 will take you to the SBR/ Froth and Canteen café at Trigg. Start at Sorrento Lifesaving Club</li> </ul> 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.
2.	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.
3.	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.
4.	To safely access SBC café cross road where WCD meets The Plaza and continue onto Padbury Cir

## EMERGENCY

ITEM	DESCRIPTION
1.	In case of emergency Dial 000
2.	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 Volleys Facebook chat. If a trainee has any questions/concerns/feedback after completing their training please discuss with Alanagh.