



This document covers the procedures to be followed by rickshaw pilots.

Contents

1	Introduction	2
2	Useful phone numbers.....	2
3	Administration	3
4	Rules.....	3
5	The Rickshaw.....	3
6	On arrival at care home	4
7	Before Starting off.....	4
8	Loading passengers.....	5
9	Unloading passengers	5
10	Riding	6
11	If you have a mechanical breakdown	7
12	Back at the care home	7
13	By the end of the day.....	8



1 Introduction

This document covers the operating procedures of the Beartown Rickshaw (BTR).

If you do not understand, or want clarification, please contact Ant Bolding (antbolding@outlook.com) or Peter Hall (peter@thehowty.co.uk)

Our rickshaw is a Van Raam Chat, you can read the operating manual on our website under “Procs and Docs” and you see marketing videos on the Van Raam website.

Before piloting the rickshaw with passengers (not necessarily test passengers) please read the following documents:

- BTR Safeguarding policy
- BTR Risk register

These documents are in the Procs and Docs section of our website. You need to log in to see them and they are under the Rickshaw tab.

2 Useful phone numbers

Ant Bolding	07734 509739
Peter Hall	07718 540127
Pooles Towing and Recovery	07758 911333
A Stars Taxis	01260 280280



3 Administration

- 3.1 If you are unable to make a ride, please let our administrators know at least 3 days before the ride so we can arrange a replacement. If this is not possible, please post a message on WhatsApp. If this is not picked up within 1 hour of the ride time then please contact the service user (or Care Home etc.)
- 3.2 Please complete a feedback form after each ride. This is an online form and is under the “Rickshaw” tab on our website.

4 Rules

- 4.1 Always apply the parking brake before dismounting the rickshaw.
- 4.2 Always wear a high visibility top, a gilet or jacket.
- 4.3 Maximum speed in shared use areas is 5mph
- 4.4 Maximum speed on the public highway is 10 mph

5 The Rickshaw

- 5.1 The rickshaw has 2 batteries. To switch between battery 1 and battery 2 there is a rocker switch located on the front of the control box which is just under the top of the rear rack.
- 5.2 The pannier pocket on the right hand pannier contains keys for gates on Biddulph Valley Way and Astbury Mere and keys for the batteries and secure padlock.
- 5.3 There is a bike lock attached to the rear wheel of the trike. Please use this lock in the event you must leave the rickshaw unattended.



6 On arrival at care home

- 6.1 Find the Care Home Contact (CHC).
- 6.2 Make a note of passenger names, and make sure you have the CHC number in case of any problems. Chat with the care home staff to discuss any particular need-to-know issues about the passengers, and any issues with taking photos.
- 6.3 Make sure the CHC has your mobile number.
- 6.4 Decide whether or not to use the blanket before passengers get in.
- 6.5 Discuss with the passengers and the care home contact where your route and/or destination for the day. Choose a route that you are familiar with, is agreeable to the passengers, that is safe for the time of day and weather conditions and will arrive back at the care home at an appropriate time.
- 6.6 Chat with your passengers, get a sense of how they are feeling about the ride. Is it their first ride out or are they experienced passengers?
- 6.7 The CHC will help the passengers onto the rickshaw if they need assistance – you need to sit on the rickshaw seat while this happens (and when dismounting).

7 Before Starting off

- 7.1 Make sure handbrake is on.
- 7.2 Check that tyres look ok and pressure is good. Pump tyres up that need it.
- 7.3 Visual check on rickshaw, ensure that there is nothing loose, cracked or broken. If you think the rickshaw is not safe to ride, please report this immediately by calling Ant (07734 509739) or Peter (07718 540127)
- 7.4 Check seat height is comfortable.
- 7.5 Switch on the power by holding the on/off button down for 3 seconds or until the LEDs come on.
- 7.6 Check mirror is set correctly.



8 Loading passengers

- 8.1 When carrying one passenger they should sit in the centre of the seat and use two halves of the seat belts.
- 8.2 After loading passengers ask them to please keep their hands in-board, there is a possibility if their hand is outside the rickshaw fingers may get caught in the front wheel spokes.
- 8.3 Lowering the footplate. Ensure that people's feet are clear of the footplate. Remove safety locking pin. Release the footplate pedal. With your foot on the footplate pedal release the footplate lock and then raise the footplate pedal.
- 8.4 Raising the footplate. Tell passengers the footplate is going up. Press the footplate pedal until footplate locks in position. Raise footplate pedal to storage position. Insert safety locking pin.

9 Unloading passengers

- 9.1 Come to a complete halt and apply the parking brake.
- 9.2 Ask passenger(s) to remain seated until you have lowered the footplate.
- 9.3 Ask passengers to undo seatbelt before the depart the rickshaw.
- 9.4 Do not leave the immediate area of the rickshaw with passenger(s) on board.



10 Riding

- 10.1 Pilots must wear a high visibility top. We can provide a gilet which is stored in the right-hand pannier.
- 10.2 Wearing of a helmet is a user choice, it is not a requirement when riding the rickshaw.
- 10.3 Maximum speed with passenger(s) is 10 mph. Please do not travel faster than this because it may cause some concern to your passenger(s).
- 10.4 Maximum speed in shared use area (eg Bridge Street, Congleton Park, Astbury Mere) is 5mph. On NO account exceed this speed. In these areas pedestrians have priority, please be aware of pedestrians and stop to give way to them, you may talk to them and engage in conversation!
- 10.5 Go slow over speed humps or obvious bumps/holes in the road.
- 10.6 Take responsibility for the safety, confidence and comfort of passengers throughout.
- 10.7 Ask the passenger permission before taking photos
- 10.8 Treat members of the public with courtesy, and to be a good advertisement for Beartown Rickshaw. Feel free to give out our cards!
- 10.9 Know what to do in case of problems or emergency, and to carry at all times the ICE form from the care home.
- 10.10 Be careful about the gear you are in. Starting off you need to be in a low gear.



11 If you have a mechanical breakdown

- 11.1 Mechanical breakdowns happen so please don't be alarmed.
- 11.2 Please remember that the safety and security of our passengers is our number 1 priority.
- 11.3 You will need to work with your outrider and decide the best course of action. Send a message on WhatsApp if you think that is the best thing to do. We must work as a team and hopefully somebody will respond.
- 11.4 If the passengers are relaxed and happy to wait a short while, try to assess the problem, if you have a puncture that is going down slowly you may be able use the electric pump to give you sufficient pressure in the tyre to take the passengers home.
- 11.5 If you assess the situation requires a recovery then please arrange transport for the passengers – either through WhatsApp or with A stars taxis. We will cover the expense.

12 Back at the care home

- 12.1 If everyone has the time, fill in Rickshaw guest book with the passengers. One nice idea is to ask the passengers for three words to describe their trip.
- 12.2 Chat with CHC about how the trip went, you might look at any photos taken.



13 By the end of the day

- 13.1 Submit a report asap via the web feedback form
- 13.2 This also has a function for you to upload up to five photographs... feel free also to share photos on the BTR Volunteers WhatsApp as we enjoy seeing what's going on! Any photos shared I assume these can be posted on our FB/twitter/ publicity unless you say otherwise. It's useful to know any names in the photo, and any particular good ones that might end up in newspapers we need to know who took the photo.
- 13.3 Anything that requires urgent attention (route problem other pilots need to know, bike maintenance issue) email Ant Bolding (ant@outlook.com)
- 13.4 Pass on any specific messages from the care home (ideally ask them to email us).