

Center for Civic Engagement & Learning CCEL Van Use Packet

CCEL Van Use Overview

The Center for Civic Engagement and Learning (CCEL) has four mini-vans. The mini-vans can transport **7 passengers total (including the driver)**. The vans were purchased to be used for group community service, service learning and civic engagement projects, and priority for usage is given to CCEL service projects, service learning courses, and student groups engaged in civic engagement. Otherwise, they may be rented for other group activities by Case Western Reserve academic departments, University departments, and recognized student organizations.

CCEL vans may be driven only by Case Western Reserve University students, staff, or faculty, all of whom must have completed the CCEL van certification process as described below. CCEL vans may only be used to transport CWRU-affiliated students, staff, faculty and/or alumni and cannot transport non CWRU participants (e.g. service site clients, program youth, or family members).

CCEL vans may not be used for trips over 150 miles round trip or for trips outside of the United States. Multi-day trips must be accompanied by at least two CCEL certified drivers.

All drivers must follow van safety rules outlined in the CCEL Van Use Regulations, including obeying speed limits and all other traffic laws, rotating drivers on longer trips, not driving between 11:00pm and 6:00am, no cell phone use while driving (talking or texting, even in “hands free” mode, via speaker phone or with earbuds/headphones), and no driving during severe weather conditions. Drivers must take a break from driving at least every three hours; breaks should be at least 15 minutes. During a trip, each van must travel with an awake and alert passenger/navigator in the front passenger seat. Drivers must refrain from driving while playing loud music and the use of earbuds/headphones is strictly prohibited at all times while operating a CCEL van. A driver is personally responsible for paying any fees/charges associated with parking or traffic violations or lost or damaged keys/parking gate cards.

CCEL Van Driver Eligibility Requirements

The CCEL vans may be operated only by permanent employees of Case Western Reserve University (CWRU) and by current CWRU students, all of whom meet the following criteria:

- Are at least 18 years of age.
- Have a current, valid U.S. driver’s license issued by the Department of Motor Vehicles (or equivalent department).
- Have completed the CWRU Driver Safety Training conducted by the CWRU Environmental Health & Safety Office (EHS).
- Have completed the CCEL Van Certification Process, as described on CCEL’s [website](https://students.case.edu/community/resources/transport/certification.html):
<https://students.case.edu/community/resources/transport/certification.html>

Requirements for Motor Vehicle Record

If you have any questions about these categories or concerns about how they relate to your driving record, it is your responsibility to contact CCEL staff.

Moving Violations (Minor Misdemeanors)

Drivers can have no more than two moving violations (minor misdemeanors) issued **within the past three years**. Examples of these include, but are not limited to:

- Speeding ticket
- Disobeying traffic signals and lights
- Failure to use a seatbelt
- Failure to yield
- Failure to signal a turn

Criminal Convictions Related to Traffic Offenses

Drivers can have no criminal convictions related to traffic offenses issued **within the past five years**.

Examples of these convictions include, but are not limited to:

- Aggravated assault with a motor vehicle
- Reckless, careless or negligent driving
- Driving while intoxicated or under the influence (DWI or DUI)
- Hit and Run or leaving the scene of an accident with injury or death resulting, or property damage
- Driving with a revoked license
- Vehicular homicide

**Certified drivers must contact CCEL staff immediately should they, the certified driver, experience any changes or events that impact their eligibility to drive a CCEL van.*

CCEL Van Certification Process

The CCEL Van Certification process is described in the following steps. CCEL Van Certification is required of any student, staff, or faculty member wishing to drive the CCEL vans.

1. Attend Case Western Reserve University Driver Safety Training conducted by CWRU Environmental Health and Safety office (EHS). **CCEL does not coordinate or host these trainings**. Call 216-368-2907 for training dates or visit the following website for a schedule of upcoming trainings, listed under “Driver Safety:” <https://www.case.edu/ehs/Training/>.
 - a. Keep the Driver Safety Confirmation Form, signed by EHS, that you receive after this training
 - b. Upload photo or scanned copy of that form in the CCEL Van Certification Form, or you can bring the form to the CCEL office prior to your first use of the CCEL van.
2. Review contents of CCEL Van Use Packet & watch CCEL Van Training video, on CCEL website
3. Complete and submit the online CCEL Van Certification Test (via CampusGroups). This is an open book assessment, so you are welcome to refer to this van packet or the video at any point, but you must achieve a 100% score on this assessment.

Upon submitting the CCEL Van Certification test, you will receive an email from CCEL confirming your CCEL van certification status. You are not certified to drive the CCEL van until you have completed the steps above and are directly notified of your status by CCEL.

Students who have completed the CCEL Van Certification process and have received confirmation as a certified driver are welcome to do a practice drive, at no cost, to increase familiarity with the vehicles. Students interested in scheduling a practice drive should contact CCEL, commservice@case.edu, with availability.

CCEL Van Reservation Process

CCEL Van reservation requests can be made by submitting the CCEL Van Reservation form, located CampusGroups. All van reservations will be reviewed by CCEL staff, and reservations are not final until CCEL staff approves them. Reservations will be accepted on a first come first serve basis, but priority will be given to:

- CCEL’s ongoing programs
- Service learning activities linked with academic coursework
- Civic engagement activities (service, philanthropy, advocacy, or political engagement)

Holiday Reservations

CCEL van reservation requests cannot be submitted or approved for dates when CWRU is closed for a scheduled University Holiday.

Van Reservation Approvals

Once van reservations are approved and finalized by CCEL staff, individuals/groups may only use the van for the purpose approved in the reservation and for duration of their confirmed reservation time. Van keys can be picked up at the start of the van reservation in the CCEL office unless otherwise specified by CCEL staff. If the driver needs to arrange an earlier pick up time for the CCEL van key, please [notify CCEL](#), and we will attempt to work with your schedule if possible. The van must be returned by return time specified on the reservation.

Van Reservation Cancellation Policy

Please [notify CCEL](#) of any reservations cancellations as soon as possible, so the van can be made available to other individuals or groups. CCEL requires that all cancellations be made **at least 48 hours in advance**; failure to do so will result in the individual/group being assessed the full amount of the reservation.

The only exception to this cancellation policy is if the driver feels uncomfortable or unsafe driving the CCEL van due to weather, environmental, or medical situations. In that case, the driver should not drive the CCEL van, and the reservation can be canceled at any time with no fees or penalties. Similarly, CCEL staff reserve the right to cancel reservations for reasons including, but not limited to, weather, environmental conditions and van maintenance. In the event that the University closes due to weather, all van reservations will be cancelled.

Van Usage Rates

The most updated information about CCEL van rates can be found on the CCEL website, but the following chart provides an overview of rate information. Rates are on a per-day basis. (For CCEL van rental purposes, “one day” or “a day” constitutes as a calendar day ***not*** a 24 hour cycle.)

Fuel costs: For Short Distance Trips (1-50 miles roundtrip), fuel costs are covered in the rental rate. For Long Distance Trips (51-150 miles roundtrip), organizations are responsible for their own fuel costs and a van must be returned with the gas tank at the same level it was when picked up.

Mileage: Roundtrip mileage begins accruing when the group starts their trip in the garage and ends when the group returns the van to the garage; all travel during that time is include in total roundtrip mileage. In the event that actual mileage is different than anticipated mileage, the group’s van use rate will be updated to reflect that change.

CCEL Van Usage Rates (per day)		
	Civic Engagement	Non-Civic Engagement
Trips between 1-50 miles roundtrip	\$15	\$30
Trips between 51-100 miles roundtrip	\$25	\$45
Trips between 101-150 miles roundtrip	\$35	\$55
Additional Costs		
Cancellation Charge: CCEL requires that all cancellations be made at least 48 hours in advance ; failure to do so will result in the individual/group being assessed the full amount of reservation. If CCEL needs to cancel a reservation, there will be no charge to the individual/groups		
Clean-up charge if van is returned with litter or spills. <i>Group will assume additional charge if van condition warrants significant cleaning.</i>		\$25

** A driver is personally responsible for paying any fees/charges associated with parking or traffic violations or lost or damaged keys/parking gate cards.

Case Western Reserve University Automobile Incidents Procedures

If an incident occurs while driving a Civic Engagement & Learning (CEEL) van, the following procedures should be followed as appropriate:

If an accident has occurred (please note that these instructions continue on next page):

1. Stop at once. Take steps to prevent further accidents – park safely and turn on flashers. Protect passengers. If pulling onto the side of the road, ensure that the vehicle is still in plain sight of traffic.
2. Call 911, or if in the city of Cleveland, the non-emergency police number, **216-623-1234**. If anyone is injured, ask for medical assistance.
3. Contact the CEEL office by calling our office number **216-368-6960**. If there is no answer, **please leave a message** with your name, phone number, a brief description of what happened and your location. If you don't receive a response, and you need assistance, try the following contacts:
 - a. Contact the CEEL staff members in the order listed on the contact sheet in the van binder. If there is no answer, **please leave a message with your name, phone number, a brief description of what happened and your location.**
 - b. If the accident has taken place during business hours (Mon-Fri, 9am-5pm), call Laura Corrigan, CWRU's Manager for Risk & Insurance Services at **216-368-4394**. If there is no answer, **leave a message** with your name, phone number, a brief description of what happened and your location.
 - c. If it is after hours, and you can't get a hold of CEEL and need on site assistance in the **Greater Cleveland area**, call:
 - i. John with Advanced Towing 24 Hour at 216-346-1138 or at 216-432-9442 (Advanced Towing 24 Hour general line) **or**
 - ii. South Waterloo 24 Hour Towing at 216-486-6999Towing company should tow the van to Best Buy Tire and Automotive Services (4890 Superior Avenue, Cleveland, Ohio 44103).
 - d. If any of the passengers have a membership to a roadside assistance company (i.e. AAA), contact that service. Typically, this type of roadside assistance is tied to the cardholder not to a vehicle
 - e. If you **are outside the Greater Cleveland area**:
 - i. Contact a local Towing company; **please write down the address and contact information of the location where the van is towed to.**
 - ii. If you need transportation back to campus, call a taxi service and save the itemized receipt of the cost and charges.
 - f. As a last resort, CWRU Protective Services may be of assistance: 216-368-3300.
4. Get the other vehicle's license plate number and state, and ask the other driver for their name, address, phone number, and insurance agency name and policy number. If possible, obtain names, addresses, and phone numbers of any witnesses.
5. Give other driver(s) your name, the vehicle license plate number, and the University's insurance information located on the insurance identification card located in the soft cover binder behind the mileage logs
6. Discuss the specifics of the accident only with the police and CWRU faculty or staff. Do not admit fault or liability. Do not sign anything except police reports. **Even if no other vehicles are involved in an accident, you still need to get a police report.**

7. Make sure to get the police report number and submit a written report to CCEL after the accident.
8. If you need transportation back to campus, call a taxi service and save the itemized receipt of the cost and charges.

If an issue has occurred with the vehicle (flat tire, dead battery):

1. Make sure all passengers are out of harm's way. Either pull the van to parking lot if possible or to the side of the road in plain sight of traffic.
2. Contact the CCEL office by calling our office number 216-368-6960. If there is no answer, **please leave a message** with your name, phone number, a brief description of what happened and your location. If you don't receive a response, and you need assistance, try the following contacts:
 - a. Contact the CCEL staff members in the order listed on the contact sheet in the van binder. If there is no answer, **please leave a message** with your name, phone number, a brief description of what happened and your location.
 - b. If the incident has taken place during business hours, call Laura Corrigan, CWRU's Manager for Risk & Insurance Services at 216-368-4394. If there is no answer, **please leave a message** with your name, phone number, a brief description of what happened and your location.
 - c. If it is after hours, and you can't get a hold of CCEL and need on site assistance in the Greater Cleveland area, call:
 - i. John with Advanced Towing 24 Hour at 216-346-1138 or at 216-432-9442 (Advanced Towing 24 Hour general line) **or**
 - ii. South Waterloo 24 Hour Towing at 216-486-6999Towing company should tow the van to Best Buy Tire and Automotive Services (4890 Superior Avenue, Cleveland, Ohio 44103)
 - d. If any of the passengers have a membership to a roadside assistance company (i.e. AAA), contact that service. Typically, this type of roadside assistance is tied to the cardholder not to a vehicle
 - e. If you are outside the Greater Cleveland area:
 - i. Contact a local Towing company; **please write down the address and contact information of the location where the van is towed to.**
 - ii. If you need transportation back to campus, call a taxi service and save the itemized receipt of the cost and charges
 - f. As a last resort, CWRU Protective Services may be of assistance: 216-368-3300.

Center for Civic Engagement & Learning Van Use Regulations

Safety is the top priority for all CCEL vans. CCEL certified van drivers must abide by the following rules in order to operate the CCEL vans:

1. CCEL vans may be driven only by Case Western Reserve University students, staff, or faculty, all of whom must have completed the CCEL van certification process
2. Drivers must observe the load limit established by the University. The mini-van allows for one driver and six passengers per trip (7 total in the van). State law and University regulations require all passengers to wear a seatbelt.
3. Mini-vans may only transport CWRU-affiliated students, staff, faculty and/or alumni.
4. Drivers may not use their cell phones while driving (no talking or texting on phone, even in “hands free” mode, via speaker phone and/or with earbuds/headphones)
5. Drivers must complete the Mileage Logs and Checklist for each outgoing and incoming trip. There is a Mileage Log Binder in each vehicle with the mileage log and checklists.
6. Before departing, drivers must make sure that van insurance cards and registration information are in the Mileage Log Binders. The Automobile Incident Procedure form and the CCEL Emergency contact numbers are also in the Mileage Log Binder.
7. Drivers must return the van to Lot S-29 (the parking garage underneath Severance Hall) at the end of their confirmed reservation time. Please see the “Additional Information” section below for more information about the parking garage, parking gate card, and van parking.
8. Drivers must return the van key to CCEL upon completion of the trip. If the CCEL office is closed, return the keys to the Tinkham Veale University Center customer service desk
9. Drivers must [notify CCEL](#) staff as soon as the fuel gauge falls to, or below, a quarter (1/4) of a tank so that the vehicles can be refueled. If you are ever in an emergency situation where you need gas, please fill the tank with what you need, keep the receipt, and notify CCEL staff.
10. Drivers must notify CCEL at (216) 368-6960 immediately of any dents/dings/damage to the vehicle(s).
11. Drivers must follow the ‘Automobile Incident Procedures Form’ in the event of an accident. This form is located in the Mileage Log Binder.
12. Drivers and passengers must remove any items or trash from the van and make sure the van is in the same condition as when it was borrowed. Ensure that no bottles or litter is on the floor that could create a potentially hazardous situation for the driver.
13. For multi-day trips, there must be **at least two** (2) CCEL certified van drivers per vehicle.
14. Drivers must follow safe driving practices at all times: obey speed limits, rotate multiple drivers on longer trips, do not drive in severe weather or icy conditions, do not drive while playing loud music or while using ear buds/head phones, etc.
15. Drivers must take a break from driving at least every three hours; breaks must be at least 15 minutes.
16. During any trip, each van must travel with an awake and alert passenger/navigator in the front passenger seat.
17. Driver must only drive the CCEL van during reasonable times to lower risk of “sleepy driving.” CCEL vans are not permitted to be driven between 11:00pm and 6:00am.
18. Remember that the name of the university is on the van. Drivers and passengers will be held to a high standard of conduct while representing the university in this capacity and will be held responsible for any inappropriate behavior while traveling in the van.
19. Certified drivers must contact CCEL staff immediately should they, the certified driver, experience any changes or events that impact their eligibility to drive a CCEL van. Refer to the Van Driver Eligibility Requirements.

Additional Information about CCEL van parking and the parking gate card

1. The parking gate card is located in the CCEL van on a lanyard by the steering wheel. This card will allow you to swipe in and out of the parking garage (Lot S-29). There are garage entrances/exits off of East Boulevard and Bellflower Road.
2. Please be sure to swipe the parking gate card to exit or enter the garage. *Even if the garage gate is already up*, it is still important to swipe the card, so that future drivers do not have a problem exiting or entering the garage. It may take 10-15 seconds after swiping the parking card for the gate to go up.
3. If the parking gate card does not work, please follow these directions:
 - a. If you are unable to exit the garage and a parking attendant is available, talk to the parking attendant and ask them to allow you to exit. Upon return, check to see if the gate card works. If it does not, pull a ticket at the entrance station. Notify CCEL staff of these issues.
 - b. If you are unable to exit the garage and a parking attendant is *not* available, call the CWRU Police non-emergency number (216-368-3300) and select the option that refers to “Standard Parking.” Please provide Standard Parking with the information they request, they should be able to lift the parking garage gate for you. Upon return to the garage, check to see if the gate card works. If it does not, pull a ticket at the entrance station. Notify CCEL staff of these issues.
4. When parking the CCEL van in the garage, drivers should take the time to completely park the van, making sure the vehicle is parked between the two parking space edge lines and avoiding leaving the van parked crooked or with a portion of the van extending into a neighboring space.
 - a. Drivers should use all mirrors and help from other passengers when parking in the garage.
 - b. Drivers should not park in front of any doors or ramps or in other non-parking spaces.
 - i. If all spots on the upper level of the parking garage are full, drivers should use the ramp to access the lower level of the parking garage.
 - ii. If drivers park on the lower level of the garage, please [notify CCEL staff](#) so the next driver will be able to find the van easily.