Center for Civic Engagement & Learning
CCEL Van Use Packet

CCEL Van Use Overview: The Center for Civic Engagement & Learning (CCEL) has three minivans. Each minivan can transport **seven 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 University (CWRU) academic departments, departments, and recognized student organizations.

CCEL Van Driver Eligibility Requirements

The CCEL vans may be operated only by permanent employees of 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 Driver Certification Process described below.

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

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
- 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
- Driving while intoxicated or under the influence (DWI or DUI)

CCEL van 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 Driver Certification Process

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

1. Attend CWRU 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 pre-register for the training online here as this registration form will also show upcoming dates. Directions to the EHS office can be found on their website too.
2. Keep the Driver Safety Confirmation Form, signed by EHS, that you receive after this training
3. Upload a photo or scanned copy of that form in the CCEL Van Driver Certification Test, or you can bring the form to the CCEL office prior to your first use of the CCEL van.
4. Read the contents of this CCEL Van Use Packet thoroughly.
5. Watch the following CCEL Van training video.
6. Complete the online CCEL Van Driver Certification Test. This is an open book assessment, so you are welcome to refer to the packet and video to answer the questions. 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 Driver Certification Test, you will receive an email from CCEL confirming your CCEL certified driver 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 Driver 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 in CampusGroups. All van reservations will be reviewed by CCEL staff, and reservations are not final until CCEL staff approves them. Groups submit a request at least three business days in advance of the requested date to allow adequate time for processing. 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 the 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 the return time specified on the approved reservation.

Van Reservation Cancellation Policy
Please notify CCEL of any reservation cancellations as soon as possible, so the van can be made available to other groups. CCEL requires that all cancellations be made **at least 48 hours in advance;** failure to do so will result in the 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 cancelled 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. If CCEL must cancel a reservation for these reasons, the reserving group will not be charged.

Van Usage Rates

The most updated information about CCEL van rates can be found on the CCEL website. 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 CWRU garage and ends when the group returns the van to the garage; all travel during that time is included in total roundtrip mileage. In the event that actual mileage is different from anticipated mileage, the group's van use rate will be updated to reflect that change.

** 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 Use Regulations

Safety is the top priority for all CCEL vans. All CCEL certified van drivers must abide by the following rules while operating the CCEL vans:

1. CCEL vans may be driven only by CWRU students, staff, or faculty, all of whom must have completed the CCEL Van Driver Certification Process and are in current compliance with the CCEL Van Driver Eligibility Requirements, including requirements of a driver's motor vehicle record as described above.
2. Drivers must observe the load limit established by the University. The minivan allows for one driver and six passengers per trip (seven total in the van). State law and University regulations require all passengers to wear a seatbelt.
3. All drivers must follow all traffic laws, including obeying speed limits and all other laws.
4. 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).
5. CWRU students, staff, and faculty who would like to use a van must have a member of their group be certified by CCEL to drive the vans. Groups may then go through the CCEL Van Reservation Process to request use of the CCEL vans at least three business days in advance of your requested date to allow adequate time for processing.
6. CCEL vans may not be used for trips over 150 miles roundtrip or for trips outside of the United States. For trips under 50 miles round-trip, Van Usage Rates cover gas and maintenance fees and will be billed to the organization or department.

7. Drivers must only drive the CCEL van during reasonable times to lower the risk of "sleepy driving." CCEL vans are not permitted to be driven between 11 p.m. and 6 a.m.
8. Drivers may not use their cell phones use while driving (no talking or texting on phone, even in "hands free" mode, via speakerphone and/or with earbuds/headphones)
9. Drivers must refrain from driving while playing loud music and the use of earbuds/headphones is strictly and always prohibited while operating a CCEL van.
10. Drivers must complete the Mileage Logs and Checklist for each outgoing and incoming trip. There is a van folder in each vehicle with the mileage log and checklists.
11. Before departing, drivers must make sure that van insurance cards and registration information are in the Mileage Log Folders.
12. 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 Additional information about the parking garage, parking gate card, and van parking below.
13. 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.
14. 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.
15. Borrowers of the van must notify CCEL at (216) 368-6960 immediately of any dents/dings/damage to the vehicle(s). The vans are monitored regularly for "incidents."
16. Borrowers must follow the Automobile Incident Procedures found below in the event of an accident. A copy of these procedures is located in the folder of each van along with CCEL staff emergency contact numbers.
17. 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.
18. Drivers and passengers of the van will remove any items taken to site(s) and any others brought with users that do not belong in the vehicle(s) immediately upon return to campus.
19. Drivers and passengers will not eat and/or drink in the vehicles. Too many sticky, smelly messes and petrified pieces of food have been left behind, which impacts the use for others.
20. Drivers must always follow safe driving practices: rotate multiple drivers on longer trips, do not drive in severe weather or icy conditions.
21. Drivers must take a break from driving at least every three hours; breaks must be at least 15 minutes.
22. During any trip, each van must travel with an awake and alert passenger/navigator in the front passenger seat.
23. 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.
24. A driver is personally responsible for paying any fees/charges associated with parking or traffic violations or lost or damaged keys/parking gate cards.
25. Borrowers of the van will be responsible for the insurance deductible resulting from any damage to the vehicle(s) during routine use. In the case that CCEL is charged a deductible for repair, the respective organization will be billed for this amount and ineligible to use the CCEL van again until the bill is paid.
26. 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 above 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 CWRU 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 on an angle or with a portion of the van extending into a neighboring space.
    a. Drivers should use all mirrors, the van rear view camera, 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.

Case Western Reserve University
Automobile Incidents Procedures – CCEL Van

If an incident occurs while driving a CCEL van, the following procedures should be followed as appropriate **(please note that these instructions continue on next page):**

ACCIDENT

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.** If anyone is injured, ask for medical assistance.
    - If in the city of Cleveland and no injuries, call the non-emergency Cleveland police number, **216-621-1234**.

3. If the accident has taken place during business hours (Mon-Fri, 9am-5pm), contact CCEL by calling our office number **216-368-6960**. If there is no answer, leave a message with your name, phone number, a brief description of what happened and your location. If you don't receive a quick response, continue to call the next contact number in this order:

- Contact the CCEL staff members in the order listed below. If there is no answer, please leave a message with your name, phone number, a brief description of what happened and your location.

First person to call if there is an emergency or accident. Call office number during business hours (Monday – Friday between 9:00 a.m. and 5:00 p.m.); call cell phone number outside business hours. If she does not answer **leave a message** and proceed to the next person:

Betsy Banks
Office: 216-368-5231
Cell: 216-536-1389
ewb@case.edu

Second person to call if there is an emergency or accident. Call office number during business hours (Monday – Friday between 9:00 a.m. and 5:00 p.m.); call cell phone number outside business hours. If she does not answer **leave a message** and proceed to the next person:

Erin Corwin
Associate Director
Office: 216-368-1372
Cell: 440-742-8274
exc390@case.edu

Third person to call if there is an emergency or accident. Call office number during business hours (Monday – Friday between 9:00 a.m. and 5:00 p.m.); call cell phone number outside business hours. If she does not answer **leave a message** and proceed to the next person:

Samantha Cocco
Assistant Director
Office: 216-368-1461
Cell: (330) 540-0626
sxc1207@case.edu

If you cannot reach a CCEL staff member, call CWRU Dispatch at **216-368-3300** and ask to be connected to the Office of the Dean of Students (or, if after business hours, ask to be connected to the Dean of Students Office staff member who is on-call). Explain that you are a CWRU student with a CCEL van and your current situation.

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 folder 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 the next day.

8. If you need transportation back to campus, please call a taxi or ride share service and save the itemized receipt of the cost and charges.

VEHICLE ISSUE (dead battery, flat tire, etc.)

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 a parking lot if possible or fully off the road in plain sight of traffic.

2. If the incident has taken place during business hours (Mon-Fri, 9am-5pm), contact CCEL by calling our office number **216-368-6960**. If there is no answer, leave a message with your name, phone number, a brief description of what happened and your location. If you don't receive a quick response, continue to call the next contact number in this order:

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3. If you cannot get a hold of CCEL or other university staff and need on site assistance **in the Greater Cleveland area**, call Enterprise Emergency Roadside Assistance at 800-325-8838:
    - Ask to have the van towed to **Best Buy Tire and Automotive Services (address: 4890 Superior Avenue, Cleveland, Ohio 44103).** Make sure to follow-up with CCEL staff to update us.
        - If you need transportation back to campus, call a taxi or ride share service and save the itemized receipt of the cost and charges.
        - Make sure to follow-up with CCEL staff to update us.

4. If you **are outside the Greater Cleveland area**, call Enterprise Emergency Roadside Assistance at 800-325-8838 and have the van towed to a local repair shop.
    - **Please write down the address and contact information of the repair shop address of where the van is towed**.
    - If you need transportation back to campus, call a taxi or ride share service and save the itemized receipt of the cost and charges.
    - Make sure to follow-up with CCEL staff to update us.