

Center for Civic Engagement & Learning (CCEL) Van Use Handbook

The Center for Civic Engagement & Learning (CCEL) has three minivans to be used for group civic engagement projects, with priority given to CCEL service projects, service-learning courses, and student groups engaged in civic engagement. Otherwise, they may be rented for group activities by Case Western Reserve University (CWRU) departments and recognized student organizations. *Please read this handbook carefully to familiarize yourself with van use rules and regulations.*

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 on CCEL's website.
- Are in compliance with the Motor Vehicle Record Requirements listed 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
- 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
- Driving with a revoked license
- Reckless, careless, or negligent driving
- Vehicular homicide
- Hit and run or leaving the scene of an accident
- Driving while intoxicated or under the influence (DWI or DUI)
- with injury or death resulting, or property damage

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 following steps must be completed before a CCEL van may be reserved or driven:

1. Attend a [CWRU Environmental Health and Safety \(EHS\) one-hour Driver Safety Training](#). Completion of this training is required to operate *any* University vehicle.
 - You must [register online for the training](#) (dates and times are listed in form) before attending.

- Training sessions are offered approximately four times per month and are held in-person at the EHS office; [directions here](#).
 - Bring your valid U.S. driver's license with you to the session.
 - Be sure to keep a copy of the form given by EHS after completing the training to submit to CCEL or upload in the online CCEL Van Driver Certification Test.
2. Watch the [CCEL Van Training Video](#).
 3. Download a copy of the [CCEL Van Use Handbook](#) and read the material thoroughly. This packet includes important information about the van use regulations and emergency protocols.
 4. Complete the [online CCEL Van Driver Certification Test](#). This is an open book assessment, so you are welcome to refer to the van use handbook and training video to answer the questions.

After submitting the CCEL Van Certification Test, you will receive an email notifying you of your certification status. Students who have successfully completed the CCEL Van Driver Certification process are welcome to do a practice drive (at no cost) to increase familiarity with the vehicles. To schedule a practice drive, contact CCEL at commservice@case.edu.

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.

Drivers and passengers

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 as described above.
2. 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).
3. Drivers must observe the passenger load limit. Each van allows for one driver and six passengers per trip (for a total of seven people in the van). State law and University regulations require everyone in the van to wear a seatbelt.
4. Drivers must complete the Mileage Logs and Checklist (located in a binder inside each van) for each outgoing and incoming trip.
5. All drivers must follow all traffic laws, including obeying speed limits.
6. To lower the risk of "sleepy driving," CCEL vans are not permitted to be used between 11 p.m. and 6 a.m.
7. Drivers may not use their cell phones while driving (no talking or texting, even in "hands free" mode or via speakerphone).
8. The use of earbuds/headphones is prohibited while operating a CCEL van and drivers may not play loud music in the van.
9. Each trip must travel with an awake and alert passenger/navigator in the front passenger seat. Drivers must rotate on longer trips.
10. A driver is personally responsible for paying any fees/charges associated with parking or traffic violations or lost or damaged keys or parking gate cards.
11. Drivers must return the van to Lot S-29 (the parking garage underneath the Tink and Severance Hall) at the end of their confirmed reservation time.
12. The driver must return the van key to CCEL upon completion of the trip. If the CCEL office is closed, return the key to the blue drop-box outside the CCEL door.

13. Certified drivers must contact CCEL staff immediately should they experience any changes or events that impact their eligibility to drive a CCEL van.

Mileage and Fuel

1. CCEL vans may not be used for trips over 150 miles roundtrip or for trips outside of the United States.
2. 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 unexpected situation where you need gas, please fill the tank with what you need, keep the receipt, and notify CCEL staff.

Caring for the Van

1. 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.
2. Please do not eat and/or drink in the van.
3. Passengers must remove any trash or any of their items that do not belong in the van at the end of their trip.
4. Borrowers of the van must notify CCEL at (216) 368-6960 immediately of any dents/dings/damage to the vehicle.

Weather

1. Borrowers must monitor weather reports. If adverse conditions or severe weather (e.g. winter snow or ice, mixed precipitation, significant rain event, etc.) are occurring or predicted during the reservation timeframe, the organization should not undertake the trip. The group may contact CCEL to cancel their reservation at no charge due to weather or driver's comfort level. If CWRU closes operations due to weather, all van reservations will be cancelled.

Incident/Accident Procedures

1. Drivers and passengers must follow the "Automobile Incident Procedures" in the following section. A copy of these procedures is in each van binder and includes CCEL staff emergency contact numbers.

CCEL Van Parking and Gate Card

1. The parking gate card is located in the CCEL van on a lanyard to the left of the steering wheel. This card will allow you to swipe in and out of the CWRU parking garage (Lot S-29, underneath the Tink and Severance Hall). There are garage entrances/exits off 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 Standard Parking at 216-368-1312. Provide them 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. If you cannot reach Standard Parking, call the CWRU Police non-emergency number: 216-368-3300.
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.
 - a. Drivers should use all mirrors, the van rear view camera, and help from other passengers when parking in the garage.

- b. Do not leave the van parked on an angle or with a portion of the van extending into a neighboring space.
- c. 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 locate the van.

CCEL Van Usage Rates and Reservations

Van Usage Rates

View online [Van Usage Rates](#) for most current pricing. For short-distance trips (1-50 miles roundtrip), fuel and maintenance 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.

Van Reservation Requests

Van reservation requests can be submitted through the online [CCEL Van Reservation Request Form](#). Before submitting, please make sure you have read the usage rates and that your group has a driver who has successfully completed the certification process.

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 or medical or illness situations. In that case, the driver should contact CCEL immediately to cancel with no fee.

CCEL staff reserve the right to cancel reservations for reasons including, but not limited to, weather, environmental conditions, and van maintenance. If CCEL must cancel a reservation, the reserving group will not be charged.

CCEL Van Emergency Procedures

If an accident or incident (such as a flat tire) occurs while driving a CCEL van, the following procedures should be followed as appropriate. **A copy of these procedures is in the mileage binder in each van.**

CCEL VANS - ACCIDENT PROTOCOL

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.

1. Assess if anyone is injured or if there is serious damage (if vehicle is not safe to be driven). If so, call **911**. If anyone is injured, ask for medical assistance.
2. 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, continue to call the next CCEL staff member in the order below. ***Leave a message with each call, with your name, phone number, a brief description of what happened, and your location.***

Primary Emergency Contact / Betsy Banks, Director / Cell: **216-536-1369**

Secondary Emergency Contact / Erin Corwin / Cell: **440-742-8274**

Additional Emergency Contact / Samantha Cocco / Cell: **330-540-0626**

Additional Emergency Contact / Andrew Guzzetta / Cell: **330-265-0167**

3. If you have not been able to get a hold of any CCEL staff members, call CWRU dispatch at **216-368-3300**. Tell them you are a CWRU student who has been in an accident with a CWRU vehicle, and ask to be connected to the Dean of Students Office for assistance.
4. Proceed with the following steps:
 - **Do not admit fault** or liability. Do not sign anything except a police report. Only discuss specifics of the accident with police or CWRU staff.
 - **Obtain the following** from the other vehicle(s) involved:
 - photos of damage to other vehicle
 - photo of other vehicle's license plate
 - photo of other driver's license
 - phone number of other driver
 - names of all occupants of other vehicle
 - photo of other driver's insurance information
 - if possible, other driver's insurance agency name and policy number
 - Encourage the other vehicle(s) involved to **gather the following information** from you:
 - your driver's license information
 - the CCEL office phone number (216-368-6960)
 - the CCEL van's license plate number
 - the CWRU insurance information in this binder.
 - Write all information clearly on the Police Report Information form in this binder. Take note of the exact time and location of the accident and any other conditions.
5. If the CCEL van cannot be driven back to campus safely and you cannot reach any University staff, proceed with the following steps:
 - Call Enterprise Emergency Roadside Assistance at 800-325-8838.

- If in the Greater Cleveland area, ask to have the van towed to **Best Buy Tire and Automotive Services** (address: 4890 Superior Avenue, Cleveland, Ohio 44103).
- If you **are outside the Greater Cleveland area**, have the van towed to a local repair shop. Please **write down the address and contact information** of the repair shop where the van is towed.
- Order a rideshare service (e.g. Uber, Lyft) for all van occupants. Keep an itemized receipt for reimbursement.

6. Follow-up with CCEL staff members right away.

CCEL VANS - VEHICLE ISSUE (dead battery, flat tire, etc.)

1. Make sure all passengers are out of harm's way. 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, continue to call the next CCEL staff member in the order below. ***Leave a message with each call, with your name, phone number, a brief description of what happened, and your location.***

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