Center for Civic Engagement & Learning
CCEL Van Use Packet

CCEL Van Use Regulations
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. When the vans are not in use for service projects, they may be rented for other group activities by Case Western Reserve academic departments, University offices, 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 or program youth).

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 contract, including obeying speed limits, rotating drivers on longer trips, no driving between midnight and 6:00am, no cell phone use while driving (talking or texting, even in “hands free” mode), and no driving during severe weather conditions.

The CCEL Vans may be operated only by permanent employees of the University and by CWRU students, all of whom meet the following criteria:

- Have a valid driver’s license
- Are at least 18 years of age
- Have completed the CWRU Driver Safety Training facilitated by the CWRU Environmental Health and Safety Office (EHS).
- Have completed the CCEL Van Certification Process, as described below.

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. You can upload a 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 all contents of CCEL Van Use Packet & watch CCEL Van Training video, available on CCEL website.

3. Complete and submit the online CCEL Van Certification Test (via OrgSync). 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.

I have read and reviewed the CCEL Van Use packet and agree to abide by all policies and procedures outlined in this packet_______________________________ Date________________
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.

**CCEL Van Reservation Process**
CCEL Van reservation requests can be made by submitting the CCEL Van Reservation form, located OrgSync. 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)

**Van Reservation Approvals**
Once van reservations are approved and finalized by CCEL staff, individuals/groups may only use the van for the duration of their confirmed reservation time. The van may not be checked out before the confirmed reservation time, and the van must be returned by return time specified on the reservation. 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.

**Van Reservation Cancelation Policy**
Please notify CCEL of any reservations cancelations as soon as possible, so the van can be made available to other individuals or groups. CCEL requires that all cancelations be made at least 48 hours in advance. If cancelations are made less than 48 hours in advance, the individual/group will be assessed the full amount of the reservation.

The only exception to this cancelation 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.

**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.

<table>
<thead>
<tr>
<th>CCEL Van Usage Rates (per day)</th>
<th>Civic Engagement</th>
<th>Non-Civic Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trips between 1-50 miles roundtrip</strong></td>
<td>$15</td>
<td>$30</td>
</tr>
<tr>
<td><strong>Trips between 51-100 miles roundtrip</strong></td>
<td>$25</td>
<td>$45</td>
</tr>
<tr>
<td><strong>Trips between 101-150 miles roundtrip</strong></td>
<td>$35</td>
<td>$55</td>
</tr>
</tbody>
</table>

**Additional Costs**

**Cancellation Charge:** CCEL requires that all cancelations be made at least 48 hours in advance. If cancelations are made less than 48 hours in advance, the group will be assessed the full amount of reservation.

**Clean-up charge** if van is returned with litter or spills. Group will assume additional charge if van condition warrants significant cleaning. $25

I have read and reviewed the CCEL Van Use packet and agree to abide by all policies and procedures outlined in this packet __________________________ Date ____________
Case Western Reserve University  
Automobile Incidents Procedures Form

If an incident occurs while driving a Civic Engagement & Learning (CCEL) 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 your passengers. If pulling onto the side of the road, please 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 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 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 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 216-486-6999
   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 his or her 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.

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.

I have read and reviewed the CCEL Van Use packet and agree to abide by all policies and procedures outlined in this packet_______________________________ Date________________
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 216-486-6999

   Towing 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.
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. 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.
2. Mini-vans may only transport CWRU-affiliated students, staff, faculty and/or alumni.
3. Drivers may not use their cell phones while driving (no talking or texting on phone, even in “hands free” mode)
4. 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.
5. 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.
6. Drivers must return the van to Lot 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 and parking gate card.
7. Drivers must return the van key to CCEL upon completion of the trip. (Please return the keys to the Tinkham Veale University Center customer service desk when the CCEL office is closed.)
8. 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.
9. Drivers must notify CCEL at (216) 368-6960 immediately of any dents/dings/damage to the vehicle(s).
10. Drivers must follow the ‘Automobile Incident Procedures Form’ in the event of an accident. This form is located in the Mileage Log Binder.
11. 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.
12. For multi-day trips, there must be at least two (2) CCEL certified van drivers per vehicle.
13. 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, etc.
14. 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 midnight and 6:00am.
15. 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.

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. 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. Notify CCEL staff of these issues.

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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.” Upon return, check to see if the gate card works. If it does not, pull a ticket. Notify CCEL staff of these issues.