UCLA Bruin Commuter Services
Vanpool Program Policies & Procedures

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INTRODUCTION

The UCLA Vanpool Program is a service provided by UCLA Transportation Bruin Commuter Services (BCS). Founded in 1984, the UCLA Vanpool Program offers an easy and affordable alternative transportation option for commuters that improves air quality and reduces traffic congestion in and around the campus community in alignment with the Sustainable Transportation Plan and the campus Long Range Development Plan.

The UCLA Vanpool Program further helps move the University forward in achieving the campus’ goal to reduce the number of employees who are solo drivers (single occupancy vehicle commuters) to 50% by 2014, set forth by the University of California's Climate Action Plan.

This Vanpool Policies & Procedures manual provides participants with a comprehensive reference on all UCLA Vanpool rules and regulations. The success of the program relies on the cooperative relationship between vanpool participants, Fleet & Transit (F&T) and Bruin Commuter Services (BCS). All participants are responsible for reading the information in this manual and are encouraged to practice the 4 Cs of effective vanpooling (Caution, Common Sense, Courtesy and Communication), which are instrumental in making the program and your experience a success.

Participation in the UCLA Vanpool Program is a privilege and benefit and is not a right of employment or student registration. UCLA Vanpool Policies & Procedures are subject to change as necessary to meet University requirements and federal, state and city regulations.

BRUIN COMMUTER SERVICES (BCS)

BCS is accountable for all administrative support related to the Vanpool Program. This responsibility includes the maintenance, parking, fueling and insurance of all vanpool vehicles. BCS also manages the formation, continuation and termination of all routes and related operational processes that make vanpooling a sustainable, safe, reliable and cost effective program. It also ensures that its top priorities of safety and customer service are met.

The BCS team strives to go the extra mile by providing excellent service through friendly and convenient access, feedback, program assessment/research and ongoing process improvements. Vanpooling is one of five commuter options provided by UCLA Transportation through Bruin Commuter Services.

BRUIN COMMUTER CLUB (BCC)

Vanpool participants are encouraged to join the Bruin Commuter Club (BCC), as membership is not automatic with enrollment in the Vanpool Program. BCC provides access to rewards, products, services, information and benefits to alternative transportation commuters. Some benefits and services include discounted daily campus parking through Bruin Commuter Park (BCP), Emergency Ride Home services (ERH) and Metro Rewards. Information on joining the club is available at www.bruincommuter.ucla.edu.
PARTICIPANT RESPONSIBILITIES AND REQUIREMENTS

ELIGIBILITY

The UCLA Vanpool Program is open to individuals 18 years or older who are active UCLA and/or ASUCLA employees, registered UCLA students, UCLA affiliates and eligible non-UCLA employees.

PARTICIPANT TYPES

FULL-TIME PARTICIPANTS

Full-time vanpool participants sign up for and will be assigned to a specific vanpool route and pay a monthly full-time fare. They are required to sign all relevant documents and meet all UCLA Vanpool Program requirements to ride or drive a vanpool on an ongoing monthly basis.

If a full-time participant does not choose to ride the van in the morning but plans to ride the van in the afternoon, the participant needs to notify the driver(s) of their intent prior to the morning departure time. If the participant does not notify the driver(s), the ride home for that day is not guaranteed as seats may be offered to other riders.

Full-time participants may occasionally ride other vans if seats are available. However, BCS cannot guarantee an available seat on any van that is not the passenger’s primary van.

+ONE AND +TWO PARTICIPANTS

+ONE participants are vanpool passengers registered to a specific van and who ride on a seat-available basis. +ONE participants are responsible for their campus commute if all full-time passengers are present at the pick-up location for the morning commute. +TWO participants are passengers who have second priority for seat availability and follow the same rules as +ONE participants.

PART-TIME PARTICIPANTS

Active UCLA staff, faculty and registered UCLA students can participate as part-time riders on a seat-available basis with a pre-purchased one-way voucher. Vouchers do not expire, are non-transferable, non-refundable and must be completed and submitted to the driver when boarding the van.

Part-time participants must confirm seat availability with the specific vanpool route driver in advance. For a morning commute, participants should confirm the day prior to their ride, and for an afternoon commute, participants should confirm as early as possible on the day of their ride. At the time of boarding, part-time participants must show their valid UCLA BruinCard.
CODE OF CONDUCT

UCLA Vanpool Program is an extension of the University and all participants are required to conduct themselves according to University of California standards and in a manner that promotes safety and represents a respectful, cooperative, equitable and civil campus community.

ZERO TOLERANCE

Any participant engaging in any serious activities will be subject to suspension and/or loss of privileges and will be placed on investigatory leave from the vanpool during the information gathering process.

A partial, non-inclusive, list of infractions is listed below:

- Harassing, bullying, or any kind of verbal or physical threats that would endanger other drivers or passengers.
- Entering the vanpool intoxicated, consuming or possessing alcohol (open or closed), any controlled substances or illegal drugs.
- Refusing to wear a seatbelt or follow California safety laws.
- Willfully disregarding University and/or Vanpool Policies and Procedures.
- Possession of firearms and other weapons.

Prohibited driver activities:

- Driving without a license or with a suspended license.
- Driving under the influence (DUI). The University reserves the right to implement an alcohol and/or drug test at any time.
- Cell phone usage (including hands-free devices) at any time.
- Failure to maintain current UCLA Vanpool driver certification as listed under the driver responsibility and requirements section (sworn statement and medical certification).
- Leaving the scene of an accident.
- Failure to report vehicular accidents or participant injuries within 24 hours or the business day.

THE FOUR Cs

All vanpool participants are encouraged to consistently practice The Four Cs and abide by the UCLA Vanpool Participant Agreement and all stated rules and regulations specified in this document. The Four Cs are:

CAUTION
COMMON SENSE
COURTESY
COMMUNICATION
Participants engaged in any activity listed below will be subject to losing driver or passenger privileges:

- Using abusive language, obscene gestures or bullying other passengers.
- Bringing animals of any kind into the vehicle (except pursuant to Section 504 of the Rehabilitation Act of 1973 as amended or the provisions of the Americans with Disabilities Act of 1990).
- Smoking in the van or immediately before boarding.
- Inappropriate use of cell phone or electronic devices (See BCS Vanpool Code of Conduct).

All vanpool participants are required to comply with the following basic rules and guidelines:

- Follow the UCLA Vanpool Code of Conduct section in this document.
- New and returning full-time participants who have not participated within the last six months are required to attend a UCLA Vanpool orientation and sign all required documentation before riding a van.
- It is not advisable to leave personal items of value in the van at any time, especially on service days. BCS, F&T or vanpool drivers are not responsible for any personal items that are lost, stolen or damaged.
- Arrive at the drop-off/pick-up locations five minutes prior to the departure time.
- May not lend, sell or lease seats on a UCLA Vanpool.
- Maintain appropriate personal grooming and hygiene (e.g., no strong perfumes or offensive body odor).

### PASSENGER BOARDING PRIORITY

Vanpool drivers will facilitate boarding order whenever there are additional riders who are not regular full-time passengers on the vanpool roster.

Vanpool boarding order is as followed:

1. Full-time passengers of designated primary van
2. +ONE participants of the primary van
3. +TWO participants of the primary van
4. Full-time passengers of another van
5. +ONE participants of another van
6. +TWO participants of another van
7. Part-time riders with one-way voucher

### CUSTOMER RELATIONS

Vanpool participants who have questions or concerns may submit a written inquiry. Your communication will be acknowledged and responded to within 48 hours.

Each vanpool is responsible for working together to resolve minor issues. When private resolution cannot be found, BCS will mediate the problem solving process. If a resolution cannot be found, BCS reserves the right to remove one or more of the involved participants from the Vanpool program or cancel the vanpool route entirely.
A 30-day vanpool participant/driver suspension or privilege revocation may be imposed to allow BCS to investigate and resolve the situation in the best interest of the University, passengers, drivers and the general public.

DISPUTE A DECISION/SUBMIT AN APPEAL

Appeals (for driver/passenger suspensions, financial decisions, etc.) must be requested in writing within 14 days of decision notification. Appeals will be reviewed and participants will be notified of the final decision within 30 days of the appeal date.

CHANGES, CANCELLATIONS AND TRANSFERS

CHANGE IN STATUS

Any change in participant information (e.g., employment/student status, home address, mobile phone number, contact information, etc.) requires written notification to BCS within 14 days of the change. Participants are responsible for confirming that all changes have been made with BCS.

CANCELLATION

Cancellation of participation in the UCLA Vanpool Program must be submitted to BCS two weeks prior to the effective date. Effective dates are scheduled on the 1st, 8th, 16th and 24th of the month. Please use the UCLA Vanpool Cancellation Request Form, which can be found on the Transportation website at https://main.transportation.ucla.edu/getting-to-ucla/vanpool/join-change-or-cancel-a-ucla-vanpool, to cancel. Any overpayment will automatically be generated as noted in the refunds/adjustment section on this document. Exceptions to this policy are handled on a case-by-case basis.

JOIN OR TRANSFER

To join or transfer to a new vanpool, use UCLA Transportation's online vanpool waitlist tool at www.zimride.com/ucla/vanpool. When registering to join or transfer to a new vanpool, the participant will be put on a waitlist to start the process. Full-time seat assignments are based on the waitlist order. However, priority exceptions are made on a case-by-case basis for the following reasons:

- If a participant volunteers to be a driver in a new vanpool or if he/she joins an existing vanpool to save it from being terminated.
- If a vanpool route is cancelled, those participants may be placed at the top of the waitlist of another vanpool.
- If a participant is currently a +ONE or +TWO rider of that specific vanpool.
- If a participant is experiencing personal hardship and can prove a need for a seat.
- If a conflict between participants can be resolved by moving one of them to a new vanpool.
FARES AND PAYMENT METHODS

UCLA VANPOOL FARES

UCLA Transportation subsidizes a portion of the monthly vanpool fares for active UCLA staff, faculty and students.

Full-time monthly vanpool fares are calculated and evaluated each year based on vehicle expenses (fuel, maintenance, vehicle lease and other programmatic expenses), miles travelled and overall vanpool program occupancy. Vanpool zones are determined by the vanpool route’s round trip daily commute miles.

Listed below are key points about vanpool fares, payment methods and your financial responsibility:

- Monthly fares are due by the first of each month. Late fees ($30) will be assessed on all payments received after the eighth of the month.
- Participants who are consistently late in submitting their payment or are more than 30 days past due will be removed from the Vanpool Program.
- Students will not be able to register for classes until their outstanding vanpool balance is paid in full.
- All vanpool participants must pay appropriate fare at all times (no one is allowed to ride for free).
- UCLA and ASUCLA employees are encouraged to pay their fare through payroll deduction to receive a $5 per month discount and possible pre-tax benefits.
- Students and non-UCLA full-time participants may pay three months’ fare in advance and receive a $15 discount. When BCS cancels a vanpool route, participants will be provided written notification within 30-days and vanpool fare reimbursements will be distributed accordingly.

Vanpool fares are structured based on the daily round trip commute miles that each vanpool travels in increments of 20 miles/zone.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Round Trip Daily Commute Miles</th>
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<tbody>
<tr>
<td>1</td>
<td>25-45</td>
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<td>2</td>
<td>46-65</td>
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<td>9</td>
<td>186-205</td>
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<td>10</td>
<td>206-225</td>
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FULL-TIME FARES

All full-time monthly fares are due in advance, with the initial payment due at the Vanpool orientation. New full-time, +ONE and +TWO participants may begin riding the van on one of these four dates each month:

- 1st of the month (4 weeks full month fare required)
- 8th of the month (3 weeks prorated fare required)
- 16th of the month (2 weeks prorated fare required)
- 24th of the month (1 week prorated fare required)

PART-TIME FARES (VOUCHERS)

Part-time fares are based on a selected vanpool route’s zone. Part-time participants must purchase the correct vanpool zone voucher. To purchase a part-time fare (one-way voucher), the rider will need to visit the Transportation lobby cashier, show proof of UCLA affiliation (BruinCard) and purchase the vouchers needed. Vouchers are not refundable and cannot be transferred to other participants. One-way vouchers may be used for other vanpool routes with the same zone designation. Drivers are NOT authorized to accept cash, and rider may not ride without a voucher.

CO-DRIVER AND BACK-UP DRIVER FARES

Each vanpool may certify up to five co-drivers and an unlimited number of back-up drivers. Co-drivers share driving responsibility for their specific van, while back-up drivers agree to drive the van in the event that all co-drivers are unable to drive on a specific day or given time period.

Co-driver fares are based on the number of co-drivers in each van. Each co-driver fare is the full-time monthly fare divided by the number of co-drivers only. One back-up driver receives a 12% discount.

PAYMENTS

PAYROLL DEDUCTION

Full-time UCLA staff, faculty or ASUCLA employees who are eligible for automatic payroll deduction receive a $5 per month discount on their monthly fare and may receive additional pre-tax benefits. We advise you to speak to your personal tax consultant for specific individual pretax information.

Payment methods:

- Employees paid on a monthly basis: A full monthly fare will be automatically deducted from their paycheck at the beginning of the month to pay for the current month.
- Employees paid on a bi-weekly basis: A half-month fare will be deducted from each bi-weekly payroll check for the following month (e.g., payroll deductions in March pay for April fares).
NON-PAYROLL DEDUCTION

Participants who are not able to pay through payroll deduction may use one of the following payment methods:

1. Mail: Send a check made payable to UC Regents to 555 Westwood Plaza, Suite 100, Los Angeles, CA 90095, c/o Vanpool Office. Be sure to include participant name and vanpool route or van number.

2. Express Deposit Box: A check made payable to UC Regents may be deposited in the Express Deposit drop box located in the breezeway that connects Parking Structure 8 (level 2) to the Strathmore Building. Be sure to include participant name and vanpool route or van number.

3. In person: Participants may pay by credit card, debit card, cash or check at the Transportation lobby. Visit the cashier with your BruinCard in the Strathmore Building at 555 Westwood Plaza, Suite 100, Monday through Friday, 7:45 a.m. to 5:00 p.m., except on University holidays.

DELINQUENT PAYMENTS

All full-time vanpool fares are due in advance on the first of each month. Fares for new participants are prorated and are due prior to their start date. Staff and faculty accounts that are delinquent are required to enroll in automatic payroll deduction, if eligible. UCLA students follow the BruinBill payment plan.

Participants with delinquent accounts are subject to the following:

- Assessment of late fees ($30).
- Prohibited from riding in the vanpool or purchasing one-way vouchers until delinquent balance is paid in full.
- Removal from the UCLA Vanpool program after 30 days of unpaid vanpool fares.
- Students whose Vanpool accounts are delinquent will not be able to register for classes until their account is paid in full.
- All accounts that are 120 days past due will be referred to the UCLA Central Collections Office.

BRUINBILL FOR STUDENTS

MyUCLA is an accounting system for students, which also provides the convenience of paying fares online 24 hours a day, 7 days a week, including holidays. Visit MyUCLA (http://my.ucla.edu) for more information.

REFUNDS/ADJUSTMENTS

Refunds/adjustments are issued for unused vanpool fares and will be processed according to the method of payment.

Refunds may be provided when:

- Participants provide the required written cancellation notice two weeks in advance
(However, if participant is laid off or terminated, the two week cancellation notice may be waived once BCS receives formal documentation of the termination).

- A vanpool route is canceled.
- A vanpool passenger becomes a driver.

## LEAVE OF ABSENCE

No adjustments or refunds will be given, for any reason, to participants while they are on leave of absence from the University, unless they cancel their participation beforehand. Individuals on extended leave can reserve their seat by continuing to pay their vanpool monthly fare on a regular basis. Leave of absence may include, but is not limited to, vacation, sick, jury duty, military or medical leave. Drivers in need of medical leave must inform BCS beforehand and can resume driving once they provide BCS with a medical release form.

## ROUTES AND SCHEDULES

### NEW VANPOOL ROUTE FORMATION

New vanpool routes are formed based on demand, proper certification and availability of volunteer drivers. New vans have 90 days from the date of formation to reach the minimum 70% occupancy requirement to continue operating. BCS will continue to communicate and notify participants through the formation process.

Important factors for vanpool operation:

- All participants are to agree on the best park & ride pick-up location.
- All participants are to agree on the Vanpool schedule to and from campus (e.g., 7:00 a.m. – 4:00 p.m.). Vanpools are to arrive on campus five minutes before the scheduled arrival time to allow passengers to get to their work place on time, and leave five minutes after departure time to allow passengers travel time back to the van at the end of the day (e.g., van are to arrive on campus 6:55 a.m. and leave campus at 4:05 p.m.).
- All vans will make the appropriate number of stops to drop off and pick up participants on campus. No more than three stops are recommended per van.

### VANPOOL SCHEDULE CHANGES

Once a vanpool schedule has been established and posted, the schedule may not be modified unless all active participants in the vanpool do the following:

- Discuss and reach consensus regarding the new schedule.
- Submit a written proposal to BCS, including the route’s schedule change and signatures from all full-time participants (electronic communications are acceptable).

BCS will review the changes within 3 days. Once the schedule change has been approved by BCS, the drivers will be contacted within 1 business day to confirm the new schedule agreement.
DISCONTINUATION OF VANPOOL ROUTE

BCS reserves the right to discontinue a vanpool route due to (but not limited to) the following reasons:

- Lack of qualified drivers.
- An occupancy rate that falls below 70% for 90 days consecutively.
- Other commute options in that area that are more cost effective to operate.
- Conflicts among participants that cannot be resolved.
- Any activity that makes operating the vanpool unsafe.
- Failure of participants to follow policies and procedures.

When an existing van's occupancy falls below 70%, BCS will make reasonable effort to increase the number of participants and ensure the continuation of the vanpool route has merit and is cost effective. However, if this effort is unsuccessful, participants will receive a 30 day written cancellation notice of intent to discontinue the vanpool route. BCS will provide assistance in placing participants in alternative modes of transportation.

EMERGENCY PROCEDURES

EMERGENCY RIDE HOME

Emergency Ride Home (ERH) is a service provided to active staff, faculty and registered students who are full-time vanpool participants. BCS will determine the best method to get participants to their desired destination (a park and ride location, a hospital, etc.) when a legitimate emergency arises. Emergencies include sudden personal illness, a family emergency and unexpected overtime at work. Participants may use up to two free ERH privileges in a 12-month period. Participants exceeding the annual two ride maximum will be assessed a fee.

Additional ERH requests will be granted based on the fee structure below:

- 3rd Ride – customer pays 25% of the expense.
- 4th Ride – customer pays 50% of the expense.
- 5th Ride – customer pays 75% of the expense.
- 6th Ride – customer pays 100% of the expense.

All participants are encouraged to have a back-up plan in case of an emergency.

EMERGENCY RESPONSE

In an event of a campus or community emergency, vanpools may or may not be able to operate. UCLA campus information will be available at www.ucla.edu and 1-800-900-UCLA.

Each vanpool is required to prepare for emergencies by following these procedures:

- Designate two participants (preferably passengers who are UCLA employees and have access to smartphones and/or email) as the Communication Coordinators. Communication
Coordinators are responsible for communicating with all participants and BCS in the event of an emergency.

- Arrange a primary and secondary departure location that is convenient for the majority of participants on that van, as traffic on campus streets is likely to be heavily congested. Consider locations that are easily accessible by foot.
- Contact BCS before leaving campus at vanpool@ts.ucla.edu or 310-794-RIDE to confirm vanpool departure.
- Contact your vanpool communication coordinator or drivers for departure time and location.
- Passengers unable to reach their vanpool communication coordinator or drivers should contact BCS staff at (310) 794-RIDE or at vanpool@ts.ucla.edu.
- Do not leave any passenger stranded and always do a full headcount before departing.

BCS staff will make every attempt to contact a vanpool communication coordinator or a vanpool driver to provide necessary emergency information and to help get all participants to and from UCLA safely.
ELIGIBILITY

Active UCLA faculty, staff and registered students over 25 years of age are eligible to drive a UCLA Vanpool. Vanpool drivers are agents of the University and key in providing a quality alternative commute option for passengers. Drivers must be committed to transporting passengers between the vanpool route’s originating city and UCLA campus area in a safe, prudent and responsible manner at all times and in accordance with all federal, state and local laws. Drivers must be reliable, professional and willing to communicate with passengers, co-drivers and BCS staff. All drivers are placed in the UCLA DMV pull notice system that notifies BCS of all DMV activities (personal and work-related) to ensure all drivers maintain eligibility.

UCLA Vanpool drivers must meet the following Department of Motor Vehicle (DMV) qualifications:

- Have a valid California DMV license with no more than one DMV violation point on their license.
- Must immediately provide updates to BCS if they receive a moving violation citation, suspension or revocation of driver license.
- May not have a conviction record that includes a DUI, reckless driving, road rage or a hit-and-run offense.
- Complete a DMV medical exam at UCLA Occupational Health Facility or an approved healthcare provider and update BCS annually, biannually or as required by BCS. Personal expenses incurred (e.g., co-payments) will be reimbursed upon submission of documentation.
- Complete a road evaluation screening and earn a score of 80% or more.
- Keep updated DMV licenses, Medical Examiner’s Certificate card and Sworn Statement card on them at all times when driving the van.
- Attend BCS’s vanpool driver orientation.

RESPONSIBILITIES

Integral to the success of the UCLA Vanpool Program, vanpool drivers assume responsibility for the van and its operation and commit to the vanpool’s #1 priority: Safety.

To ensure smooth daily operation of the vanpool:

- All vanpool routes are required to have a minimum of two and a maximum of five co-drivers and one back-up driver.
- All co-drivers must formally agree on the number of co-drivers and driving schedules.
- All co-drivers are accountable for communicating any driver status changes or discrepancies to BCS.
- Back-up drivers are expected to drive as much as needed.

All drivers are required to operate vanpool vehicles in a prudent, safe and courteous manner at all times in accordance with all federal, state and local laws. In addition to all Regents of UC, UCLA and
Vanpool Program policies and procedures as outlined in this document, drivers must adhere to the following:

- Never drive under the influence of alcohol, a controlled substance or any other substance that may impair driving ability.
- Not allow anyone on board the van who is under the influence of alcohol or any other controlled substance.
- Assure daily operation of the vanpool in a safe and efficient manner.
- Require all passengers to use seatbelts while the van is in motion.
- Collaborate with BCS in the implementation of various safety systems.
- In case of a campus emergency, provide assistance to BCS to implement the Emergency Response Plan, if it's feasible and safe.
- Participate in remedial safety training and/or online refresher training as necessary.
- Attend Vanpool Driver Safety Meetings held annually or as required.
- Cooperate with changes and enhancements to the program to meet safety and regulatory compliance.
- Assist passengers in meeting all program requirements.
- Comply with all personal mileage requirements.
- Ensure the van does not drive through sand, fields or on any surface that exposes the vehicle to unsafe conditions.
- Ensure the van does not tow (push or pull other vehicles), have a trailer hitch attached (temporary or permanent) or carry cargo for any purpose.
- Ensure the van does not receive modifications, addition or removal of accessories, equipment or decals from the van’s interior or exterior without prior written consent from BCS.
- Avoid eating or drinking and other driver distractions.
- Consistently practice the 4 Cs at all times (Caution, Common Sense, Courtesy and Communication).

COMMUNICATION

Adherence to the following rules and responsibilities are required by all UCLA vanpool drivers. Violations will result in review of privileges with potential loss of vanpool driving privileges and termination from the Vanpool Program depending on severity.

Drivers are required to:

- Report any changes in their medical condition (injuries or illnesses).
- Check BruinCards of all passengers who are not on the van’s roster or are providing a one-way voucher.
- Collect one-way vouchers from all part-time passengers and submit vouchers to BCS within 10 business days.
- Never, under any circumstances, accept or collect cash fares or favors from any participant.
- Maintain a copy/record of the van’s roster that includes all participants’ contact information (e.g., email addresses, work or cell phone numbers) in the van at all times.
- Communicate any leave of absences to BCS and their vanpool participants.
- Update BCS of any changes to their personal information.
- Attend all vanpool driver meetings and conflict resolution meetings.
MAINTAINING THE VAN

All vanpool drivers are responsible for the care and stewardship of the van at all times including, but not limited to, the following:

- Ensure that the van is locked at all times when not in use.
- Maintain at least a half a tank of fuel in the van at all times.
- Take preventative measures to avoid loss or damage.

Drivers are responsible for UCLA Vanpool property that may include:

- Voyager Fuel Card
- Bruin Park Plus Proximity Card (gate access card)
- Van keys
- Fueling key
- First aid kit
- Jumper cables, flashlight, fire extinguisher, reflective triangles, tire jack and tire chains
- Metro ExpressLane Transponders
- Any additional equipment/devices

PARKING

Drivers are responsible for parking in appropriate areas designated on campus. Drivers are responsible for paying any and all citations including any late penalties (on or off campus).

Parking on campus: A Bruin Park Plus Proximity Card (gate access card) is assigned to each van. The gate access card must remain in the van at all times to ensure all drivers have on-campus parking access. Refer to the Parking Permit Privileges (https://main.transportation.ucla.edu/campus-parking/parking-permit-privilege-updates-and-reminders) on the Transportation website for vanpool parking rules. Drivers are responsible for the replacement of a loss or stolen gate access card ($40).

Parking off campus: Drivers must park the van in a safe location overnight. It is preferred that the vans be parked near the driver’s home or a safe parking location within three miles of the primary pick-up location. If a city street parking permit is required, BCS will reimburse the driver for the permit.

FUELING

Drivers should refuel vans at the UCLA F&T fueling facility, except in emergencies or unexpected situations. If it is required to refuel the van off campus, purchase only enough regular unleaded gas for the return trip and then fill the tank at the F&T fueling facility.

To pay for gas off campus, use:

- State of California Official State Fleet Card (Voyager Fueling Card). Each card is assigned to a particular van and requires a pin number and current odometer reading for fueling. Fuel purchased will be billed to BCS directly.
When a voyager fueling card is not available, use a form of personal payment (credit card or cash). Submit original gas receipts with vehicle number to BCS for reimbursement within 15 days of purchase with a brief explanation of why personal payment was necessary.

TOLLS

Metro ExpressLanes transponders are provided to those vanpools that travel on designated ExpressLanes. Transponders are issued for vanpool vehicles only and may not be removed from the vehicle. Drivers are responsible for ensuring that the transponder is set for a three or more person carpool while traveling in the ExpressLanes and that the van is carrying the minimum number of passengers required.

VAN REPLACEMENT

BCS reserves the right to replace vans as needed. Drivers will be notified in advance if their van will be replaced. Vans may be replaced for the following reasons:

- A van has high mileage or maintenance expenditures are excessive.
- A van does not meet air quality, legal or policy mandates.

MECHANICAL PROBLEMS

If a van is not able to start in the morning, drivers are to:

- Contact all participants so they can find an alternative way to get to campus.
- Contact F&T Emergency Services at (800) 825-2963 so they can receive proper instructions and/or a backup van.
- Notify BCS at vanpool@ts.ucla.edu or (310) 794-RIDE.

If a van breaks down while in traffic, drivers should:

- Slowly and safely exit the freeway or drive the van to the shoulder of the road, if possible.
- If it’s safe, stay in the van and remain calm with your seat belts properly fastened until assistance arrives.
- If the van doors are inoperable and it’s safe and absolutely necessary to evacuate the vehicle, exit through emergency windows or the rear door by reclining the middle seat in back row of the van.
- If necessary, alert the Freeway Service Patrol by dialing #399 on your cell phone.
- Contact F&T to request towing service and/or for further instructions at (800) 825-2963.
- Notify BCS at vanpool@ts.ucla.edu or (310) 794-RIDE.

MAINTENANCE AND REPAIRS

The following preventive maintenance recommendations are to be followed by all vanpool drivers so that vans are always safe and reliable:

- All maintenance and repair work on vans must be performed by F&T and recorded on a
Vanpool Maintenance Request (VMR) form that must be kept in the van at all times. Only in emergency situations and with F&T authorization should repairs be completed outside the University.

- Each van is assigned a monthly service date and it is recommended that each van be brought to F&T for regular maintenance on that assigned date. At a minimum, all vans must be serviced every 3,000 miles or every three months, whichever comes first.
- Drivers must bring the van to F&T no later than 9:30 a.m. on their scheduled day and may not pick up the van before 3:00 p.m. F&T staff is not obligated to shuttle drivers between the F&T yard and their work location. If there is a conflict with the regularly scheduled service day, contact the F&T Vanpool Coordinator (310-825-3250) to reschedule.
- Drivers must complete a VMR form and describe in detail any issues with the vehicle (e.g., a seat belt not retracting). When delivering the van to F&T for servicing, park the vehicle in the Fleet Yard near the fuel island, place the completed VMR form on the dashboard and remember to take your keys and personal belongings before locking the doors.
- If the van develops mechanical or safety-related problems before a scheduled service day, contact the F&T Vanpool coordinator and submit a VMR form to the coordinator.

ACCIDENTS

All vehicle accidents that involve damage and/or injuries to driver/passengers must be reported by the driver immediately or no later than one business day following the incident. For detailed information, refer to the University of California, Driver Accident Reporting packet which is located in each van.

In the event of an accident, follow the procedures below:

1. Stop the vehicle and remain calm.
2. Aid the injured and ensure all participants are out of immediate danger. Participants must remain inside the van with seat belt fastened, but only if it is safe to stay in the van.
3. Call 911 if the situation requires.
4. Obtain the police report number and document the police or law enforcement officer’s name, badge number and address.
5. Obtain facts about the other vehicle(s) or person(s) involved, including:
   a. Names, addresses and telephone numbers of registered owners
   b. Names of driver(s) of other vehicle(s) if different from registered owners
   c. Names, addresses and telephone numbers of injured individuals
   d. Names and addresses of insurance companies covering other vehicles
   e. License number, year, make and model of all vehicles involved
   f. Damage to other vehicles or property
   g. Take photos, if possible
6. Obtain facts about injured vanpool participants.
7. Exchange driver license numbers.
8. Describe and diagram the accident.
9. Protect the vehicle from further damage, if possible.
10. Contact the following three units:
    a. BCS at (310) 794-RIDE
    b. Fleet Services at (800) 825-2963
    c. Insurance & Risk Management (IRM) at (310) 794-6956
11. Submit all original documents, notes, letters, etc. and complete an accident report with F&T.

In the event of an accident, avoid:

- Discussing the accident or giving statements to anyone other than police or CHP officers, BCS, Fleet Services, IRM staff or a Sedgwick Claims Management adjuster (the University's Third Party Administrator).
- Discussing or admitting fault regardless of the situation or condition of the accident.
- Arguing, admitting liability or responsibility or offering to pay for damages.
- Signing any documents.

**COLLISION WITH A PARKED VEHICLE**

If a vanpool vehicle collides with an unoccupied parked vehicle or property, the driver must leave a note in a noticeable area on the other vehicle and include the following information:

- Driver's name.
- UCLA business address and telephone number.
- A written statement detailing the accident.

This information must be left on the other vehicle regardless of damage. If possible, take photos. Report the incident to BCS, Fleet Services and IRM within one business day.

**ACCIDENT/CLAIM REPORTING**

All vans are covered by the University's Automobile Liability Insurance as required by law. To protect the University and the Vanpool driver, accidents involving injuries or death must be immediately reported to BCS and F&T. All other accidents must be reported to BCS, F&T and IRM by the end of the following business day. F&T has provided each van with a pink proof of liability card stowed in the visor.

An accident Reporting Packet can also be found in each van as well as a laminated registration card. A completed Loss Report is required when a driver is involved in a vehicular collision while driving a University vanpool vehicle, regardless of fault and/or the number of vehicles involved. All paperwork is due within one business day from the day of the accident, including (but not limited to) the drivers accident Reporting Packet, Loss Report and a copy of the current roster listing participants present at the time of the accident.

The University of California is exempt from filing a Financial Responsibility Form (SR-1) under the California Vehicle Code. However, please note that if a vanpool driver is in an accident with another motor vehicle, the driver of the other vehicle may file an SR-1. Furthermore, if the vanpool driver is cited for a motor vehicle violation as a result of a motor vehicle accident, or found to be at fault for the accident, DMV Points may be placed on that driver's driving record.

Claims against the University are handled by the Sedgwick Claims Management adjuster and IRM. Claim settlement authority is the sole responsibility of IRM. Vanpool drivers and/or passengers should not make any statements, written or oral, to anyone other than the police or CHP officers; BCS, F&T or IRM staff; or a Sedgwick Claims Management adjuster. IRM will notify BCS prior to
contacting the vanpool driver or any passengers. Any contact from an attorney, other insurance companies, investigators, etc., regarding the accident must be referred to IRM.

The UCLA Self-Insurance Program will not pay for the cost of repair for damages due to unauthorized or intentional misuse of UCLA Vanpool vehicles. The driver of a UCLA van may be required to pay for the costs associated with an accident if it is confirmed that the use of the vehicle was improper or unauthorized.

Categories of misuse include (but are not limited to):

- Failure to stop after an accident (hit-and-run).
- Driving while under the influence of alcohol, drugs or other controlled substances.
- Reckless driving or flagrant violation of the law.
- Unauthorized personal use of vehicle.
- Unauthorized loan of vehicle.
- Unauthorized use by any individual who is not a certified vanpool driver and/or those who have not met all UCLA Vanpool Program requirements.

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**FLEET & MAINTENANCE CONTACT INFORMATION**

For mechanical problems, call the F&T Customer Support hotline at (800) 825-2963.

UCLA Fleet Yard
741 Charles E. Young Drive South
Los Angeles, CA 90095-1362
Email: fts@ts.ucla.edu
Direct: (310) 825-3250

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**MEDICAL INSURANCE**

Vanpool Program insurance is applicable as follows subject to Insurance & Risk Management verification and approval:

- UCLA and ASUCLA employees are covered under the University Worker's Compensation plan (https://www.irm.ucla.edu/workers-comp/what-is-workers-compensation). Any injuries must be reported immediately and the “First Report of Injury” must be filed with UCLA Occupational Health (http://map.ais.ucla.edu/go/1004131).
- Non-UCLA participants must contact their own employer for medical insurance information.
- Students must contact their own UC Student Health Insurance Plan (SHIP: http://www.studenthealth.ucla.edu/Lists/ChannelContent/CustDispForm.aspx?ID=6&Title=Student%20Health%20Insurance%20Plan%20(UC%20SHIP)&Channel=Insurance) for coverage information.

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**PERSONAL USE GUIDELINES AND POLICY**

The University is required to comply with federal and state tax regulations and the following
policies are to be adhered to in order to meet these regulations:

- Vanpool drivers may drive their assigned van home if they live within three miles from the vanpool pick-up location.
- Drivers are responsible for following the personal mileage policy.
- Co-drivers must determine the amount of shared personal mileage designated to each driver within the personal mileage allotment.
- Drivers may only drive the van they are currently assigned.
- Vanpool vehicles may be used for UCLA business travel only. This use will be part of personal mileage, and may not exceed the personal mileage allotment.

**PERSONAL USE OF VEHICLE**

BCS sets the personal mileage allotment for each van to comply with strict IRS tax regulations. Vans are allocated between 100 - 200 miles per month of non-commute hours based on vanpool zone. See personal miles allowed below:

<table>
<thead>
<tr>
<th>Zone</th>
<th>Personal Miles Allowed (per month/per van)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 &amp; 2</td>
<td>100</td>
</tr>
<tr>
<td>3 &amp; 4</td>
<td>125</td>
</tr>
<tr>
<td>5 &amp; 6</td>
<td>150</td>
</tr>
<tr>
<td>7 &amp; 8</td>
<td>175</td>
</tr>
<tr>
<td>9 &amp; 10</td>
<td>200</td>
</tr>
</tbody>
</table>

As a vanpool driver, remember:

- Only a driver's immediate family (spouse or children) over the age of 18 may ride in the van during personal use. A Vanpool Waiver of Liability form must be signed and submitted to BCS for approval no less than one business day prior to the ride.
- Only the designated driver may drive the van. No exceptions.
- No animals are allowed in the van.
- The van may not be driven outside of California or the United States.
- Using the van to commute to UCLA on weekends or holidays for work or personal business is considered personal mileage and must be approved.