

UCSF VANPOOL GUIDELINES

REV. 09/2004

VIII. Vanpool Vehicle Maintenance

- A. Vanpool vehicle maintenance is coordinated by The TS Vehicle Maintenance Unit. This responsibility includes, but is not limited to, regular preventive maintenance, unscheduled maintenance, bodywork, required periodic safety checks, road service, emission control inspection and repair, and record keeping. UCSF relies on outside service vendors to perform mechanical inspection and repair of its vehicles.
- B. Vanpool drivers are instructed to report any vehicle malfunction or uncertainty they have about vehicle performance to the Vehicle Maintenance Administrator immediately at 476-6871.
- C. It is the vanpool drivers' responsibility to refuel their designated vehicles using the assigned multi-dealer credit provided for each van. Drivers are requested to use "self-serve" stations when refueling the vans.
- D. Drivers are required to check oil, fluid levels and tire pressure regularly to avoid vehicle malfunctions. If necessary, drivers may take the vans to "full-serve" stations once a month only for fuel, fluid, oil and tire check-up.
- E. A small fleet of back-up vehicles are available and assigned in the event that a particular van is kept overnight for servicing.

IX. Emergency Transportation

- A. As an added benefit to ride sharers, TS provides emergency transportation to car, van and bus ride sharers, mass transit users, and others who do not commute to UCSF by single-occupant vehicle. Hours of service are between 8:00 am and 4:30 pm only.
- B. Emergency transportation will be provided in the following situations:
 - 1. Sudden illness when the ride sharer must see a physician or must return home
 - 2. Illnesses or accidents at schools or child's day-care centers and the immediate presence of the parent is required
 - 3. Emergencies at place of residence (e.g. fire, burglary).
- C. Service is provided only within San Francisco. Individuals who reside outside the city limits will be taken to the nearest BART station, SAMTRANS or AC Transbay Terminal, Golden Gate Transit bus stop or to the Ferry terminal.

X. Termination of Membership and Driving Privileges

- A. Vanpool membership is a privilege revocable by the University of California at any time for just cause.
- B. Vanpool driving privileges are revocable by the University of California at any time for unsafe driving practices, failing to adhere to California Vehicle Code or University and vanpool policies and procedures.

I. Introduction

- A. Transportation Services (TS) is responsible for operating and maintaining all UCSF ridesharing programs and shuttle bus services. Duties also include administering some aspects of the UCSF Vanpool Operation, the State of California Multi-Dealer Petroleum Credit Card Program, the DMV Pull Notice System and ensuring specific policies and procedures are followed regarding all campus vehicles.
- B. Due to the predominantly residential campus environment, transportation and parking are common areas of concern at UCSF. Transportation Services was established to find ways of alleviating traffic problems by providing alternate modes of transportation for student faculty and staff.

II. Vanpool Program

- A. TS organizes a vanpool when 8 interested individuals are identified who live in the same general area and have similar work schedules. There must be a volunteer driver with a principal driver or co-drivers and one or more alternate drivers to act as back-up(s).
- B. TS determines the need to establish new vanpools whether it is from existing waitlists or from an underserved community. A 12-passenger van is provided for the approved vanpool riders. Currently, over 40 UCSF sponsored vanpools commute to campus from various East Bay, North Bay and South Bay communities.

III. Vanpool Fares

- A. The UCSF Vanpool Program is a self-supporting operation. Fares are based on the total amount of fixed costs (e.g. lease payment, insurance, maintenance, coordination) plus a mileage charge (to cover gas, oil, maintenance) based on round-trip mileage from pickup points to campus.
- B. The fare structure is calculated using an average ridership per van of nine full-time paying passengers and one driver who is exempted from paying the monthly fare. Vanpool fares do not fluctuate as ridership changes. Fares are payable monthly in advance and deducted from payroll unless a member is ineligible for payroll deduction (e.g. students). Members who are ineligible for payroll deduction are billed monthly in advance; payment must be received by TS by the fifth working day of each month.
- C. For members on monthly billing status, the deadline for vanpool fare payments is the 15th working day of each month. Payments not received on the 5th working day of each month will be assessed a late fee of \$10.00. Late payment fees for the current month will be reflected on the following month's billing.

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IV. Cancellation of Membership

- D. Monthly fares are based on a 17-day work month. A standard average work month consists of 21.75 days; 17 days are used as the basis for monthly vanpool fee calculations due to the fact that a full-time rider accumulates vacation and sick leave at the rate of 2.25 to 3 days per month depending on the rider's years of service. Refunds are not granted, therefore, when vacation, sick leave and holiday leave are used. Individuals who work on university holidays must pay the cost of their own parking. Fare adjustments for other leaves are made by exception on a case-by-case basis only.
- E. Full-time UCSF employees must pay a full-time fare regardless of the number of days they ride the vanpool.
- F. UCSF employees with part-time appointments (50%-90%) or UCSF students on a part-time class schedule may pay a percentage of the full-time fare based on the employee's appointment or student's class schedule whichever is applicable. Proof of appointment status will be required.
- G. Part-time fares may not be less than 50% of the full-time fare regardless of appointment or class schedule. Part-time fares below 50% may be allowed if seats will be shared within the same vanpool (Example: one member rides Mondays and Wednesdays pays 40% and second member rides Tuesdays, Thursdays and Fridays pays 60%). Members sharing seats must pay a total of 100% of the monthly fare and cannot ride on the same day.
- H. Employees' part-time status must be verified in writing by their respective supervisor/manager. Part-time status is reviewed once each year and members are required to submit letters verifying employment status and indicate changes if applicable.
- I. In the event a vanpool is full and an interested full-time rider is on the waiting list, priority seating will be granted to the person on the waiting list. Part-time members, if any, regardless of employee appointment or class schedule must relinquish their seat to a full-time rider, opt to pay the full-time fare or share a seat with another part-time rider to retain their seat (see Section III-H). This policy also applies to members who are UCSF students.
- J. Vanpool seats may be reserved for a period not to exceed six months for members (UCSF employees only) who are on approved extended leave of absence due to medical disability or family leave status. A letter from an attending physician or department manager/supervisor must be submitted to TS indicating the duration of leave. Seats reserved in these cases may be filled by temporary riders for the duration of the member's absence.
- K. Vanpool seats may be reserved for a period not to exceed six months for members (UCSF employees only) who are unable to utilize their seat due to temporary shift or work schedule change. A letter from a department manager/supervisor must be submitted to TS indicating the duration of the change of shift or work schedule. Seats reserved in these cases may be filled by temporary riders.
- L. Vanpool seats will not be reserved for UCSF students during summer break. Their names will be placed at the top of the waiting list if they intend to become members at the start of the following academic semester.
- M. Vanpool members cannot at any time "sublet" their seats to any other persons during their absence. No other persons (family members included) other than the members are allowed to ride in the vanpool. Members are required to ride their assigned vanpool at all times. Members may not ride an alternate van without the expressed permission of TS.
- N. In the event of a vanpool break down, TS will make arrangements for rider pick up and vehicle towing.
- O. Requests for exceptions to these policies must be submitted in writing to the TS office and will be determined on a case-by-case basis.

- A. Vanpool membership may be canceled by submitting a written notice of cancellation to TS prior to the last day of riding. Notice of cancellation must include last day of ridership and date of cancellation.
- B. Fare refunds are prorated according to the last day a member rode the vanpool provided written notice of cancellation is submitted prior to that date. Cancellation notice received after last day of riding will be prorated from the day form is received by TS. Retroactive refunds will not be processed.
- C. Refund requests (not due to permanent cancellation) due to medical disability, shift changes or other UCSF work related issues must be accompanied by a certification from supervisor/manager with duration of disability leave, shift change or stated work-related reason.
- D. TS reserves the right to cancel membership at any time for non-payment of fares or failure to follow established vanpool policies and procedures.

V. Vanpool Drivers

- A. Principal drivers are exempted from paying the monthly fare and co-drivers pay in accordance with their driving responsibilities (e.g. 50% co-driver pays 50% of monthly fare). In the event a principal driver or co-driver is unavailable, alternate drivers are reimbursed for one-way or roundtrip fare.
- B. Reimbursement forms are provided by TS to record the number of days an alternate driver drives. These forms must be verified and signed by the principal or co-drivers and submitted to TS at the end of each month. Reimbursements will not be processed until completed forms are submitted to TS.
- C. Alternate driver reimbursement forms are processed on a quarterly basis and checks are issued when amount of reimbursement reaches a minimum of \$10 (i.e. July, August, September driving will be processed in October and so forth). Last quarter reimbursement will only include April and May driving due to fiscal year end requirements.
- D. In the event the principal, co-driver or any alternate drivers are not available to drive the vanpool, complimentary parking stickers will be provided when members carpool (at least three or more per carpool) in their private cars. In cases where members take mass transit or any other mode of transportation due to the unavailability of a vanpool driver, the daily vanpool fare will be reimbursed.
- E. In the event a private vehicle owned by a vanpool member is used as a carpool due to a mechanical problem or other unforeseen problems with a vanpool vehicle, insurance liability is the responsibility of the vehicle owner, not the university.
- F. Potential drivers must sign a DMV Pull Notice form authorizing our office to obtain driver record information from the California Department of Motor Vehicle. DMV Pull Notice System is a process required by law and involves obtaining timely reports indicating the driver's current driving record as well as any subsequent convictions, suspensions, or violations as they occur. Driver records are obtained and reviewed at least once a year. Driving privileges may be revoked for serious violations or when a DMV point total for violations exceeds four points.
- G. At the driver's request, TS staff will train potential vanpool drivers on proper vehicle handling. This may include on-road time so that a driver may get acquainted with the vehicle before they are called upon to drive.
- H. State law requires the driver and all passengers to wear seat belts at all times while in the vanpool. It is the responsibility of the driver to ensure that all passengers are wearing their seat belts.
- I. Authorized drivers must obey all laws enumerated in the California Vehicle Code and the UCSF Vanpool Driver Policy Reference when operating a vanpool vehicle. Vehicles are not to be operated by unauthorized drivers at any time.

VI. Vanpool Vehicle Usage

Vanpool vehicles may not be operated for personal use at any time, except in cases of emergency. The TS office to ensure compliance monitors vehicle mileage use monthly. Failure to comply with this policy may result in the revocation of vanpool membership.

VII. Vanpool Schedule, Stops

- A. Vanpool riders select their own schedule and pick-up locations (based on total consensus) in accordance with the following guidelines:
 1. All vanpools must operate in accordance with an approved University work schedule. Vans should arrive in time for the riders to get to work or class, and departure time from campus should allow for travel time from work or class to the van (e.g. arrival at 7:50 am and departure at 5:05 pm for 8:00 am to 5:00 pm work schedule).
 2. If all riders arrive at the van before the scheduled departure, the van may depart early. However, it must be understood that if one rider cannot "leave work early," the vanpool must follow the published schedule and wait for that rider. This guideline applies to all riders, especially to new riders referred to existing vanpools.
 3. Department heads may approve flexible work schedules for employees to take advantage of ridesharing alternatives if such action does not compromise normal departmental operations. In all instances, policies for those employees who rideshare should be in accordance with those established by the UCSF Human Resources and by existing Labor Relations contract(s).
 4. Each vanpool group may establish reasonable internal policies for operation of the vanpool (e.g. waiting time for late riders, eating, seat assignments). The driver or other members of the van must notify new riders regarding existing internal policies. These internal policies must be reviewed by TS prior to implementation.
 5. Late arrival of vanpools due to inclement weather or highway traffic condition is not the responsibility of Parking and Transportation Services. In this instance, the group may make necessary adjustments to their pick-up / drop-off time. Supervisors or department heads may call our office to verify information in cases when vanpools arrive late due to vehicle breakdown, which is beyond our control. Documenting tardiness is at the discretion of the employee's respective department.
 6. Designated stops may not be canceled or changed as long as a member is boarding at the particular stop unless they are in agreement to the proposed cancellation or change. TS must approve cancellations or changes in stops and reserves the right to reinstate designated stops if it is deemed necessary to increase rider ship of the vanpool.
- B. Vanpool members must refrain from wearing scented colognes or perfumes and eating foods with strong, unpleasant odors.
- C. Appropriate behavior, language and conduct is expected and required at all times while riding the vanpool.
- D. There is absolutely no smoking in the vans.