

**University of California, Santa Barbara
Transportation and Parking Services
Vanpool Program Guidelines**

Dear Vanpool Commuter:

University of California, Santa Barbara (UCSB) Transportation & Parking Services created the Transportation Alternative Program (TAP), starting with the Vanpool Program, to provide alternative commuting options for UCSB faculty, staff, and students. Alternative commuting benefits all of us by reducing campus parking demand, relieving traffic congestion, and improving air quality.

The success of the Vanpool Program depends on the cooperative efforts of all the participants on each van. These program guidelines were written to communicate the expectations and responsibilities of the program and the vanpool participants. Participants in the Vanpool Program are expected to read and follow these guidelines, as well as adhere to applicable California Vehicle Code, and UC policies and practices.

Your participation in the UCSB Vanpool Program is important and welcome. Our goal is to provide you with safe, cost effective, reasonable and less stressful alternatives to driving and parking your car when you come to work. We hope to make your daily commute to work safe, comfortable, and relaxing.

UCSB Transportation & Parking Services
Transportation Alternatives Program
(805) 893-2917 or 893-5475
tap@tps.ucsb.edu

Effective 10/29/2014

Overview

What is A Vanpool?

A vanpool functions like a large cooperative carpool. Vanpools assemble a group of people from the same community and transport them together to/from UCSB. Vanpools operate weekdays, exclusive of University holidays, traveling between a common pickup location and the UCSB campus. Vanpool service is not guaranteed.

Vanpool Program Goals:

- Provide cost-effective transportation to individuals who would normally commute by personal automobile
- Reduce parking demand on the UCSB campus
- Reduce traffic congestion, air pollution, and carbon dioxide emissions
- Conserve energy

Participant Eligibility and Benefits

Vanpool Participant Eligibility:

The UCSB Vanpool Program is available to University of California faculty, staff, and students.

Benefits of TAP Membership for Vanpool Participants:

Transportation & Parking Services offers privileges for vanpool participants in the form of the Transportation Alternative Program (TAP). Vanpool participants may sign up for TAP at www.tap.ucsb.edu. TAP membership entitles the vanpool participant to the following benefits:

- Complimentary parking: the TAP Card and In-Vehicle Parking Meter (up to 57 hours of parking per quarter) for qualified employees or a TAP Student Coupon number (6 daily parking permit uses per quarter) per qualified participant.
- Emergency Ride home: Eligible TAP members are qualified for the Emergency Ride Home Program if they hold a valid California Driver License. In the event of unexpected personal or family illness, or unexpected supervisor approved overtime, a UC vehicle may be made available for a maximum of six times per year for one round-trip between UCSB and home. Emergency Rides Home are available during regular University business hours. Requests should be made the day of the

emergency directly to Transportation Services office at (805) 893-2924, located at the entrance to parking lot 31 in Building 375.

Subscription Types and Cancellation

The three types of vanpool subscriptions are:

- Full-time
- Part-time
- Subscribed standby

Vanpool participants may only ride on the van to which they are subscribed for the days they are assigned on that van, as shown on the UCSB Vanpool Program “Current Riders” list sent to drivers.

Vanpool participants may purchase stand-by vouchers to ride any vanpool (as space is available) when they are not listed on the current rider list for the van desired.

Please refer to “Stand-By Riders” information below.

Full-Time Subscription:

Faculty, staff or students who subscribe to the vanpool 5 days a week are considered full-time subscribers.

Part-Time Subscription:

Vanpool participants desiring part-time subscriptions and current participants requesting to change their subscriptions to part-time may choose one of the following options:

- A Monday, Wednesday, Friday schedule (60% of monthly fare) or;
- A Tuesday, Thursday schedule (40% of monthly fare)

Part-time vanpool participants who ride the vanpool on a day other than their normally scheduled days are required to use a stand-by rider voucher.

Please refer to “Stand-By Riders” information below.

Standby Rider Subscription:

A Subscribed Standby Rider may ride the vanpool any day that there is space available on the vanpool vehicle to which they have subscribed. If there is no space available on a given day, the Subscribed Standby Rider must find their own way to and from campus on that day, and will receive a credit toward a ride in a future month..

To Cancel a Vanpool Subscription:

A minimum ten-day written notice to the Vanpool Coordinator or TAP Manager is required to cancel a vanpool subscription. Vanpool fares are collected until 10 days after the date of written notice to discontinue has been received at the TAP office in Parking Services. Pro-rated refunds through UCSB payroll may take up to 6 weeks to process.

Standby Riders (non-subscription)

Standby Riders ride on a space-available basis. Upon boarding, a Standby Rider must present a Standby Rider Voucher to the vanpool driver. Standby Rider Vouchers are available for purchase with cash, credit card or check payable to UC Regents at the Parking Services Sales Office Building 381 in Parking Lot 30. Vanpool drivers are prohibited from accepting cash, checks, or credit cards as a form of vanpool payment upon boarding. Standby Rider Vouchers are one-way and must be handed to the driver upon boarding for each and every direction of travel. One voucher is provided for the trip to campus in the morning, and another is provided for the trip home in the afternoon.

Waiting Lists

Current and potential vanpool participants who desire a space on a vanpool that is full may be put on a waiting list. Waiting lists are established on a first-come, first-served basis. Those on the waiting list will remain on the waiting list until:

- They notify Transportation and Parking Services that they would like to be removed from the waiting list, or;
- When they have received their requested space on a vanpool, or;
- When they do not reply to an offer of a vanpool subscription within three days of notification of space available.

Priority on Vanpools:

Current part-time vanpool participants on a waiting list for a full time space on that van have priority over other people on the waiting list for that same van.

Effective April 2013, in an effort to keep as many seats occupied as possible, Full-Time Subscriptions will have first priority over Part-Time Subscriptions, for example:

- Anybody on the waiting list seeking a Full-Time space has priority over others waiting for a Part-Time space on a vanpool, even if the person seeking a Part-Time space was on the waiting list before the person seeking the Full-Time space. A Part-Time vanpool participant already on a van would have the first-right-of-refusal to increase their ridership to Full-Time before a new Full-Time space is offered to anyone on the waiting list.
- Anybody on the waiting list seeking a Full-Time space has priority over an existing Part-Time vanpool participant, unless two existing Part-Time riders are complimentary, and actually fill a seat on a Full-Time basis. Any existing Part-Time vanpool participant without a complimentary Part-Time vanpool participant would have the right to increase their ridership to Full-Time before being replaced on the vanpool. If there is more than one existing Part-Time vanpool participant without a complimentary Part-Time vanpool participant, the Part-Time participant with the least number of months of consecutive vanpool ridership (established from payroll deduction records through the most recent payroll period) will need to increase their ridership to Full-Time, or be replaced by the Full-Time vanpool participant from the waiting list.

Responsibilities and Regulations

Responsibilities of Transportation and Parking Services:

- Provide administrative support for the Vanpool program.
- Coordinate Department of Motor Vehicles (DMV) driver certification and renewal for vanpool drivers.
- Repair, maintenance and upkeep of the vehicle.
- Enroll vanpool drivers in the DMV Pull Program.
- Assistance to vanpool participants in locating and establishing routes and stops.

Vanpool Participant's Responsibilities:

Participation in the UCSB Vanpool Program is a privilege and not a condition of employment at the University. UCSB Vanpool reserves the right to refuse vanpool service to anyone. UC policies and standards of conduct apply at all times while driving or riding in the vanpool. All drivers and participants are to practice caution, common sense, courtesy, and civility during the daily commute.

- Punctuality is important. Please arrive at the pickup point at least five minutes prior to vanpool departure in order to allow time for seating.
- All participants should work together to coordinate departure and arrival times. These times should accommodate the majority.
- The Vanpool Program does not encourage leaving work early or tardiness. Work hours must be negotiated with each participant's supervisor.
- The State of California Vehicle Code (CVC) 27315 requires ALL participants and drivers to wear seat belts at all times while the van is in motion. Under no circumstances can the total number of riders exceed the total number of seats in the van with seatbelts.
- Vanpool participants must ensure that there is a certified driver available to drive the vanpool vehicle. Reimbursement of participant fare is not available when a vanpool does not operate due to the lack of an available certified driver. It is illegal for any non-certified participant to drive the vanpool vehicle when passengers are aboard (CVC 12804.9).
- In the event that a vanpool may not be able to operate, vanpool participants are responsible for making their own transportation and parking arrangements.
- When using the Emergency Ride Home Program, please notify your driver that you will not be riding home that evening.
- Each vanpool may establish reasonable internal policies regarding comfort issues, such as radio play.
- As a courtesy to other vanpool riders, the use of personal cell phones or pagers should be limited to emergency use only.
- Perfume, fragrances and other odors are often reported as allergens or irritants. Please be considerate of your fellow vanpool participants and refrain from applying any scent until after you depart the vanpool vehicle.

- Smoking is prohibited at all times on the van. Vanpool participants must refrain from smoking just prior to boarding the vanpool vehicle to reduce airborne allergens or irritants.
- Any employee injured during the commute must immediately report the injury to his/her supervisor, the driver, and Transportation and Parking Services. The employee's supervisor is responsible for filing out all appropriate worker compensation paperwork. If medical attention is needed, inform the attending physician that the injury is covered by Worker's Compensation.
- Promptly update any changes in personal information, (e.g. phone numbers, e-mail addresses, home addresses, and name changes).
- Do not leave personal items in the van. UCSB, the drivers and other vanpool participants are not responsible for any personal items that are lost, stolen, or damaged. Vanpool seats are first-come-first served.

Driver's Responsibilities:

Vanpool drivers are an exceptionally valuable component of the UCSB Vanpool Program. Drivers are responsible for driving and administering the daily operations of the van. Drivers are also responsible for the overall safety of the passengers during their daily commute and must strictly observe all traffic laws and regulations. When a UCSB vanpool driver is behind the wheel of a UCSB vanpool vehicle the driver literally has the lives of the others in their hands. Driver's responsibilities include:

- Monthly verification of the rider roster provided by the UCSB Vanpool Program to provide feedback to the Vanpool Program of any errors or omissions.
- Stopping at established pick up and drop off locations.
- Ensuring that driver's schedules are arranged so there is minimal service disruption. **No reimbursement will be made if there is no one certified to drive the van.**
- Notifying participants when the vanpool will not operate due to lack of available certified drivers. Participants may be required to make other arrangements for transportation and parking.
- Reimbursing back-up drivers for the days they drive.
- Determining availability of seats on the van before allowing a Stand-By Rider to board.
- Collecting the required Stand-By Rider Voucher upon boarding. Dating and initialing the Stand-By Rider Voucher and submitting the used vouchers to the TAP office at Transportation and Parking Services. Only

people listed on the roster on a given day on a given van or providing a vanpool voucher may ride a UCSB vanpool.

- Parking vanpool vehicles in parking spaces designated as “Faculty/Staff” or “Visitor, Student, Staff, and Faculty” parking spaces only.
- Fueling the van at Transportation Services.
- Delivering the van to Transportation Services before 9:00am for regularly scheduled maintenance and service as well as for emergency repairs. Bring all maintenance issues to the attention of Transportation Services at (805) 893-3692 or 893-8119. The van will normally be available for pick up after 4:00pm.
- Reporting all accidents, collisions, or vehicle damage from the operation of the vanpool. If damage occurs to the vehicle, fill out a Vehicle Damage Report form and turn in the form to Transportation Services.
- We strongly recommend that each van have a minimum of three certified drivers. This may include a combination like two part-time drivers and one back up driver.

In the interest of safety, UCSB Vanpool drivers must adhere to the following rules:

- **No** cell phone use for voice, text or data or other personal handheld electronic devices or worn electronic devices while driving.
- Although California Vehicle Code 27400 permits the use of ONE earbud or ONE headset covering when operating a motor vehicle, all UCSB vanpool drivers are strongly encouraged to refrain from using a portable audio device or portable media player when driving a UCSB vanpool vehicle.
- ***Strict observance of all traffic laws while operating the vanpool vehicle.***

It is especially important to follow the posted speed limit and substantially increase the following distance in order to reduce vanpool rollover risks.

Safety is our top priority so remember to drive the UCSB vanpool at the posted speed limit (or slower) and never drive faster than is safe for current conditions.

- Report any medical condition that may influence the driver’s ability to drive safely.
- Report any moving violation that results in driving violation points.

- Ensure all passengers are using seat belts prior to and during each vanpool trip.

Driver Qualifications:

- Drivers must be UCSB employees and 25 years, or older.
- Drivers must possess either a Class “B” or “C” California Driver’s License.
- Drivers must possess evidence of DMV Medical Certification. Approximately two months prior to the expiration of the DMV Medical Certification, drivers will receive a reminder to get a fresh driver’s physical. It is the Driver’s responsibility to complete the exam prior to the expiration date and provide a copy of the exam certification to the Vanpool Program office at Parking Services.
- Sign a sworn statement form every 12 months
- Drivers must be enrolled in the DMV Pull Program. All driving related activities, such as citation received in one’s private vehicle are reported to the University. Drivers must not have more than two moving violations in the past five years.

Vanpool Vehicle Operated for the Following Purposes Only:

- Travel to and from the designated vanpool pick-up and drop off locations and UCSB work locations, along the designated route on designated workdays, during the regular vanpool schedule Monday-Friday exclusive of University Holidays and other closures ...UCSB-use, departmental-use and personal-use of a UCSB Vanpool vehicle explicitly prohibited.
- Travel to and from Transportation Services for gasoline and service.

Payment & Financial Information

Payment & Financial Information

Vanpool fares charged to participants cover the costs of the Vanpool Program.

The Transportation Alternatives Program may provide a small subsidy to the Vanpool Program to reduce fares below full costs. Such subsidy will be set based on funds available and may change at any time.

Monthly rates are determined prior to the beginning of the fiscal year (July 1) and prior to the mid-point of the fiscal year (January 1), and are based on fixed costs,

such as the monthly vehicle rate for the vehicle, and variable costs such as maintenance and fuel. Fares may be adjusted at other times with 45 days written/ e-mail notice. ***When vanpools do not operate due to a lack of available certified drivers, fares are not modified or reimbursed and no additional parking perks are provided.***

Minimum Occupancy Level on Vanpools:

Effective April 2013, in an effort to keep fares as low as possible, vanpool fares will be set with a minimum occupancy level of 8 Full-Time Equivalent (FTE) paying riders for all vanpools, for example:

- Any individual vanpool with less than 8 Full-Time paying vanpool participants will need to have their fares increased—immediately upon dropping below the minimum occupancy level—such that the paying rider’s fares will increase to the level necessary to same total amount as 8 Full-Time paying participants. For example, 7 Full-Time paying participants would need to pay a fare equal to $(8/7)$ x the normal fare for that route; or 6 Full-Time paying participants would need to pay a fare equal to $(8/6)$ x the normal fare for that route.

How to Pay Your Vanpool Fare

Vanpool fares may be paid by payroll deduction, cash, or personal check payable to “UC Regents”. Each participant is responsible for submitting the monthly fare to Transportation and Parking Services by 5pm on the first working day of the month.

Late Payment Penalties

Fares not received in the TAP office by 5:00 p.m. on the eighth day of the month will be assessed a \$15 late fee (additional charges and fees may apply). Additionally, other TAP privileges may be withheld until payment is received in full. ***Vanpool participants may have their subscription suspended or revoked if payment is not paid in full when due and incur collection fees for past due amounts.***

Returned Check Policy

If a vanpool participant submits a check to the Vanpool Program which is returned due to insufficient funds, the participant must immediately pay any returned check fees and the current fare balance, including any late fees. If two returned checks have been submitted, the participant must make future vanpool payments by cash, money order, or payroll deduction only.

Refund Policy

Occasionally a vanpool may not be able to operate due to mechanical failure. Vanpool fares will be refunded on a pro-rated basis only when a van is inoperable for more than five days per year due to mechanic failure and a substitute (loaner) van was not available for use.

Refunds for fare overpayment will be made on a case-by-case basis after the 10-day written notice is provided to the Vanpool Coordinator and may take as long as 6 weeks to complete.

Sublet Policy

A vanpool subscriber may sublet a vanpool seat during an extended absence. Please contact the Vanpool Coordinator for more information on this option. The vanpool subscriber and sublet work out payment details, such as when payment is due. The fare charged the sublet shall not exceed the subscriber's rate. The vanpool subscriber is responsible for collection of payments from the sublet participant and providing any late fees and payments to Transportation and Parking Services. A vanpool sublet form must be completed and kept up to date.

Termination of Vanpool Privileges and Routes

Transportation and Parking Services reserves the right to cancel driving or riding privileges of anyone failing to conduct themselves in a manner consistent with these Vanpool Guidelines.

Suspension or Revocation of Vanpool Participation

Additionally, vanpool participants may be suspended or permanently removed from the Vanpool Program for any of the following findings:

- Endangering the safety of participants.
- Possession of firearms.
- Possession of controlled substances or other illegal drugs.
- Willful disregard and not complying with UC policies and procedures.
- Ongoing conflicts on a van that creates an inhospitable environment for other participants. The vanpool is an extension of the UCSB workplace (and classroom) and civility is required at all times.
- Use of abusive language or obscene gestures while in a UCSB vehicle.

- Drivers may also be suspended or removed for failure to maintain and have accessible, a current California Driver License, a DMV Medical Examination Certificate, Sworn Statement and for failure to report vehicle accidents or participant injuries within one business day.
- **Vanpool fare payments and associated fees are not paid in full when due.**

The Fine Print:

Parking Services may revoke the driving privileges of any driver for any reason at any time...Some examples of cause include those who fails to comply with the latest edition of the Vanpool Guidelines, UCSB Policies and Procedures, DMV Regulations, CVC Regulations, and Santa Barbara County Ordinances. UCSB Parking Services also may decline the certification of any driver.

Termination of Routes:

Cancellation of a van route could be triggered by a change in service type such as a move to larger or smaller vehicles or switch to a third party service provider.

Transportation and Parking Services also reserves the right to cancel vanpool service or a specific vanpool route for any reason (immediately if there is a lack of certified and qualified drivers) and with at least 45 days notice for causes such as:

- Low occupancy on a van
- When personal conflicts cannot be resolved between vanpool participants

Non-Emergency Issues Resolution and Emergency Procedures

Non-Emergency Issues Resolution

The success of the Vanpool Program is largely dependent on vanpool drivers and riders working cooperatively to resolve issues that may arise on the vans. If you have any issues that cannot be resolved by the vanpool internally, please contact:

- Academic & Staff Assistance Program (ASAP) through UCSB Human Resources at (805) 893-3318
- Office of the Ombuds, 1205-K Girvetz Hall, (805) 893-3285
- Office of Equal Opportunity & Sexual Harassment / Title IX Compliance 3217A Phelps Hall (805) 893-2701

The Academic & Staff Assistance Program (ASAP) and Office of the Ombuds both may provide an opportunity for you to resolve personal and/or professional problems through confidential counseling in person or over the phone.

Vanpool Collision Procedures:

- Remain calm. Move the vehicle out of danger and off the road, if possible.
- Locate a Call Box telephone or cell phone (please limit cell phone use to passengers when the van is moving).
- Call 911 if necessary. Call the California Highway Patrol, local Sheriff's Office, or Police Department and request an officer to respond to the accident and write an accident report.
- Assist the injured; however unless you have emergency medical certification, do not move an individual except to protect him/her from further injury, such as oncoming traffic.
- When possible, obtain written statements from witnesses and photographs of damage at the scene of the crash.
- Call Transportation Services at (805) 893-2924 to report the accident during business hours. After hours, please call University Police at (805) 893-3446.

Vehicle Breakdown - Response Procedure:

- If a vehicle breaks down due to a flat tire or engine problem, please call the National Auto Club at 1-800-600-6065 and provide account #8500058000.

Campus Evacuations:

If there is a campus emergency that requires evacuation, please follow the instructions below:

- Contact Transportation Services at (805) 893-2924 for information on campus roads.
- Vanpool participants who cannot be contacted at a campus phone number or cell phone on file with the Vanpool Program should contact the Vanpool Coordinator at (805) 893-2917 for information regarding van departures during a campus emergency.

- The decision about whether vanpools will operate the next working day depends on whether the campus is open for business, road conditions, weather conditions, and weather forecasts. Each vanpool should collectively use their best judgment on whether it is safe to attempt the commute to and from campus.

Emergency Contacts and Other Assistance (a copy of emergency contact numbers are also kept in the vanpool vehicle)

- In an EMERGENCY – **DIAL 911**
- National Auto Club 1-800-600-6065 (provide account #8500058000)
- UCSB Vanpool Program Coordinator(Monday-Friday, 8AM-5PM)
(805) 893-2917 or tap@tps.ucsb.edu
- UCSB Campus Police Department (non-emergency) (805) 893-3446
- California Highway Patrol non-emergency report of crimes (805) 687-1234
- Sheriff non-emergency report of crimes (805) 681-4100
- Academic and Staff Assistance Program (ASAP) at HR (805) 893-3318
- Office of the Ombuds, 1205-K Girvetz Hall, (805) 893-3285
- Office of Equal Opportunity & Sexual Harassment / Title IX Compliance
3217A Phelps Hall (805) 893-2701