

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

Dear Vanpool Commuter:

The 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) 893-5475  
[tap@tps.ucsb.edu](mailto:tap@tps.ucsb.edu)

Effective: 1-1-2018

# Overview

## **What is A Vanpool?**

A vanpool functions like a large cooperative carpool. Vanpools transport a group of people from the same community and transport them together to/from UCSB. Vanpools operate weekdays only, 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. Permission to participate may be revoked at any time if UC workplace and vanpool behavioral norms are not followed or financial agreements are not honored.

### **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](http://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 an unexpected personal emergency or personal or family illness, or unexpected supervisor approved overtime, a UC fleet vehicle may be made available for a maximum of six times per year for one round-trip between UCSB and home. Miles in excess of one round-

trip home will be charged to the borrower. The vehicle must be returned before 9a the next business day to avoid rental charges to the borrower. Emergency Rides Home are available during regular University business hours. Requests should be made the day of the emergency directly to the 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 standby vouchers from the Parking Services sales counter (Building 381) 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 standby rider voucher.** Please refer to “Stand-By Riders” information below.

### **Subscribed Standby Rider:**

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 towards the next month's subscription.

### **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 get to 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. For example, 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.

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 including payroll deduction, fare setting, updating vanpool rosters, emergency contact information, vanpool driver contact information, vanpool brochure, and vanpool website.
- When support is needed, serve as a liaison with vehicle provider Enterprise Rideshare

### **Responsibilities of Enterprise Rideshare:**

- Driver Certification including California Department of Motor Vehicles (DMV) compliant driver physicals and annual sworn statements and online training and safety newsletters.
- Repair, maintenance, and upkeep of the vehicle.
- New vanpool formation
- See Enterprise Rideshare Handbook (attached)

### **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 pick-up 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 all the riders with the goal of consensus rather than majority rule.
- The Vanpool Program does encourage on-time arrival and work the full amount of time expected by supervisors. 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 without compensation.

- 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 cell phones for voice or video communication 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.
- Please refrain from eating on the van.
- 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 UCSB Vanpool commute must immediately report the injury to their supervisor, the driver, and Transportation and Parking Services and Enterprise Rideshare. The employee's supervisor is responsible for filling out the appropriate worker's compensation paperwork. If medical attention is needed, inform the attending physician that the injury is covered by Worker's Compensation.
- Promptly update the vanpool coordinator with any changes in personal information, (e.g. phone number, e-mail address, department, work extension, home address, name changes, emergency contact information).
- 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.
- Please limit luggage to that which will fit on your own lap or under your own seat.
- Vanpool seats are first-come-first-served rather than personally reserved territory.

## **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 pickup and drop off locations.
- Ensuring that driver's schedules are arranged so there is a minimal service disruption. **No reimbursement or compensation will be made to passengers if the van does not operate because there is no one certified to drive the van or if the van has a mechanical issue that prevents operation.**
- 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 backup 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. Add the date of use and initial the Stand-By Rider Voucher and submit the used vouchers to the TAP office at 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.
- Reporting all accidents, collisions, or vehicle damage from the operation of the vanpool. If damage occurs to the vehicle,
- We strongly recommend that each van has a minimum of three certified drivers. This may include combinations such as two part-time drivers and one backup driver or one full-time driver and two back up drivers.

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

- **No** cell phone use for voice, text, images, video, data or other information or other personal 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 must refrain from using a portable audio or video device or portable media player or any audio from the phone 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 at least once 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 pickup and drop off locations and UCSB work locations, along with the designated route on designated work days, 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.

## **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...The Vanpool is considered an extension of the UCSB Workplace.
- 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.
- Failure to follow all the **Vanpool Participant's Responsibilities** (listed above)
- Use of abusive language or obscene gestures while in a UCSB vehicle.

- Drivers may also be suspended or removed for failure to maintain 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 or passenger for any reason at any time...Drivers and riders may be permanently banned from vanpool participation based on credible reports. Some examples of causes include those who fail to comply with the latest edition of the Vanpool Guidelines, UCSB Policies and Procedures, DMV Regulations, CVC Regulations, and Santa Barbara County Ordinances. UCSB Transportation & Parking Services also may decline the certification of any driver or participation of any passenger.***

## **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 and fare support from the university may be subject to payroll taxes.

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:**

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. Minivans and SUVs serving as vanpools need to have a minimum of 5 “fare-payers” to receive the base rate for SUV/Minivan

### **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 5 pm on the first working day of the month.

### **Late Payment Penalties**

Fares not received in the TAP office by 5 pm on the eighth calendar 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 “**UC Regents**” 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 mechanical 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 the 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 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, (805) 893-3285
- Office of Equal Opportunity & Sexual Harassment / Title IX Compliance (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.

## **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) 893-5475 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**
- UCSB Vanpool Program Coordinator (Monday-Friday, 8AM-5PM)  
(805) 893-5475 or [tap@tps.ucsb.edu](mailto: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

**End of UCSB Vanpool Guidelines**

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The information which follows is from Enterprise Rideshare

# Enterprise Rideshare Handbook

## Phone Guide

(To assist with issues beyond your Account Manager's' access)

<b>Department</b>	<b>Phone</b>	<b>Email</b>
Sales, Group Formation & Filling Seats	(657) 221-4460, (800) 826-4967, opt 1	Sales@vanpool.com
Administrative or Billing Inquiries	(657) 221-4490, (800) 826-4967, opt 2	Billing@vanpool.com
Driver Approval Status & Website Inquiries	314-587-4684, (800) 826-4967, opt 3	DriverApproval@enterpriserideshare.com
Maintenance, Roadside Assistance, Accidents	(800) 826-4967, opt 4	Maintenance@vanpool.com

## Other Important Emails

<b>Department</b>	<b>Email</b>
Changing Van Sizes	VehicleSwitches@vanpool.com
Changing Vanpool Coordinators	CoordinatorSwitches@vanpool.com
General Customer Feedback	Feedback@vanpool.com
Terminating Your Vanpool	Terminations@vanpool.com

## Maintenance

COMMUTE will estimate scheduled service intervals for the vanpool based on the monthly mileage allowance for the group. When service is estimated to be due, the COMMUTE Maintenance department will notify the UC Campus Commuter Services department. Within a week of the notification, the COMMUTE Maintenance department or the repair shop itself will contact the Vanpool Coordinator to arrange to service the vehicle (including free pick-up and return). The Vanpool Coordinator is responsible for responding back to COMMUTE or the repair shop when contacted so service can be scheduled promptly.

## Preventive Maintenance:

Full-size vans (Ford Transit, Chevy Express) will be serviced at 6,000-mile intervals. Minivans, crossovers, and SUVs will be serviced at 7,500-mile intervals. If a service sensor on your vehicle lights up prior to the mileage interval, please contact COMMUTE's Maintenance Department ([Maintenance@vanpool.com](mailto:Maintenance@vanpool.com) or 800-826-4967, opt. #4) for servicing.

**\*Note:** *If a vehicle is going to be picked up for service, a key must be left in a lockbox with the vehicle. This ensures the vehicle can be picked up without the Driver having to be present.*

*COMMUTE will not reimburse for fuel used while transporting the vehicle for service, because vanpool drivers would pay for fuel if they were transporting the vehicle themselves. If a Vanpool Coordinator elects to transport the vehicle to a service vendor, they need to coordinate with COMMUTE's Maintenance Department in advance.*

## Major Repairs:

If the vehicle is going to remain in a shop overnight, COMMUTE will deliver a loaner vehicle to the Vanpool Coordinator. Once the vehicle is repaired, COMMUTE will return the vehicle and pick up the loaner. The Vanpool Coordinator is responsible for making sure that the loaner vehicle is returned with the same amount of gas (usually the ¼ tank) as when delivered. COMMUTE does not provide loaner vans for same-day servicing or repairs. Please refer to the "Maintenance-Related Loaner Vans" section for more information about loaner van procedures. *If you notice a problem with your van on the way into work*, contact COMMUTE's Maintenance Department immediately by phone as soon as you arrive so that COMMUTE has the opportunity to address the problem the same day.

**\*Note:** *Passengers must remove all personal belongings and valuables from the vehicle prior to service.*

*COMMUTE and its vendors are not responsible for any personal items left inside of the vehicle.*

## Breakdowns

All breakdown assistance is handled through.

In the event of a breakdown *during normal business hours* (7:00am-5:00pm M-F), replacement transportation will be delivered if the problem cannot be handled by a roadside assistance truck (flat tire, jump start, etc.).

When calling for breakdown assistance, you must have the following vehicle information ready:

- Name of the Primary Driver
- Location of breakdown/vehicle
- Unit number or license plate number
- Your destination
- Number of riders/passengers

In the event of an *after-hours* breakdown (weekends, or 5:00pm-7:00am M-F), a roadside assistance vendor will coordinate repairs or arrange replacement transportation. If the vehicle has a minor issue (flat tire, jump start, etc.), a roadside service truck will be dispatched. If replacement transportation is necessary (major breakdown), the vanpool group will need to use Uber or Lyft to reach its destination (work site, or the morning meeting point). If Uber or Lyft is used, the vanpool group will need to submit the receipt to COMMUTE for reimbursement. Call COMMUTE's Maintenance department as soon as you arrive at work, so they can schedule a loaner vehicle to be brought to your worksite during normal business hours.

***\*Note:*** *If the vehicle breaks down after-hours on the way home and an Uber/Lyft is used to transport the group back to the where their cars are parked, the group members will need to drive themselves (carpool) into work the next morning. A loaner vehicle will be delivered to the work site during business hours. In this event, one day of charges will be deducted from your monthly bill.*

If you are at home and your vehicle is not operational, you will need to leave the vehicle at home with a key in the lockbox and use your personal car to travel to work that day. Call the Maintenance department as soon as you arrive at work, so they can arrange for a loaner vehicle to be brought to your work site. In this event, one day of charges will be deducted from your monthly bill. Please make sure each driver has a list of each vanpool participant's phone numbers in case this situation occurs.

***\*Note:*** *The customer is responsible for leaving a key in the lockbox with the disabled vehicle any time it needs to be towed.*

## Accidents

An Accident Kit is located in the center console or glove box of the vehicle. In the event of an accident (windshield damage, vandalism, minor accident, etc.) the Vanpool Coordinator or Driver is required to fill out the Accident Report Form and have passengers complete the included blue Accident Report Cards. In addition, please take 12 pictures of the damage on both vehicles. If the vehicle is disabled, follow the normal breakdown procedures. COMMUTE must be notified anytime an accident occurs. Call 800-826-4967, opt. #4 or email [Maintenance@vanpool.com](mailto:Maintenance@vanpool.com).

## Maintenance-Related Loaner Vans

Loaner vans are temporary replacement vehicles that are provided when the servicing of your van cannot be completed in one day. To expedite loaner van deliveries, COMMUTE does not guarantee the type of seating (luxury or bench).

When receiving a loaner vehicle, you are responsible for the following:

- **Leave Keys In the Lockbox with the vehicle:** If your vehicle is scheduled to go into the shop, you must leave the keys to your van in the lockbox. If COMMUTE is unable to pick up your van because the keys were not left with the vehicle as instructed, you could be charged for the rescheduling.
- **Return Fuel to the Same Level:** Loaners will be delivered with approximately a quarter tank of gas. If you receive a loaner vehicle that has less gas, please inform the COMMUTE representative who confirmed the delivery. On return, the loaner vehicle must have the same amount of gas as when delivered or you'll incur a fuel charge on your next monthly bill. COMMUTE cannot reimburse for additional fuel left in the tank.
- **Personal Property:** If you are issued a loaner van or an emergency replacement van, please make sure your passengers remove all personal property. COMMUTE is not responsible for lost or misplaced items.

## Issues NOT covered by the COMMUTE Maintenance Department

COMMUTE Rideshare does not accept responsibility for:

- Lockouts (locking the keys in the vehicle)
- Lost keys
- Running out of gas
- Battery failure due to lights being left on (dome lights or headlights)

In the event of a lockout, do not attempt to retrieve the keys using a “slim jim” or another device.

COMMUTE’s insurance will not cover any damage caused while trying to enter the vehicle, and the repair of any damage will be the responsibility of the Vanpool Coordinator.

### Vehicle Retirements

**Fleet Cycling:** COMMUTE’s goal is to provide safe, comfortable and reliable vehicles.

- On average COMMUTE retires its Crossovers/ SUVs/Mini-vans after 6-12 months in service.
- The full-size vans (Transit, etc.) are on a heavier chassis and are typically operated longer (average of 1224 months).
- Retirement cycles can change due to a number of factors, including maintenance trends, resale market trends, etc. Retirement points will be decided solely by COMMUTE.

\*Loaner vehicles are not considered a ‘vehicle switch’ as they are temporary.

**Vehicle Selection:** COMMUTE carries a variety of crossovers, SUVs, mini-vans and full-size vans. The size and seating space are similar in each category. Some things to keep in mind:

- When your vehicle is retired, COMMUTE will let you know which replacement vehicles are available as a replacement.
- Model availability changes throughout the year and is dictated by the auto manufacturers.
- When your vehicle is retired, the same model may not be available. In that case, you’ll need to select from the models COMMUTE has available at that time.

- COMMUTE can't delay retiring a vehicle to wait for a particular replacement model to become available.
- Customer requests to switch to a different vehicle/model are subject to pricing and availability.

**Vehicle Features & Equipment:** The availability of specific vehicles, equipment and "trim" levels are dictated by the auto manufacturers. Trim levels vary year-to-year, and even within the same model year. COMMUTE cannot guarantee specific vehicle features or equipment.

- **Vehicle Keys:** With each new vehicle, COMMUTE receives 2 keys from the manufacturer. Both keys are provided to the vanpool group at the time of delivery. If a vanpool group would like additional keys, they are responsible for purchasing them on their own through a dealership or another key vendor. COMMUTE doesn't pay or reimburse for the cost of additional keys.