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 Fuel Card Program, DMV Pull Notice System and ensuring specific policies and procedures are followed regarding all campus vehicles.

Due to the predominantly residential campus environment, transportation and parking are common areas of concern at UCSF. TS is dedicated to finding ways of alleviating traffic congestion, parking congestion, and greenhouse gas emissions by providing sustainable modes of transportation for students, faculty and staff.

I. Vanpool Program

A. TS organizes a vanpool when 7 to 10 interested individuals are identified who live in the same general area and have similar work schedules. There must be volunteer drivers, including a principal driver or co-drivers and one or more backup drivers.

B. TS determines the need to establish new vanpools, whether it is from existing waitlists, or from an unserved community. A 7 to 12-passenger vehicle is provided for the approved vanpool riders. UCSF-vanpools currently serve East Bay, North Bay and South Bay communities. The fleet of vanpools is obtained through a third-party vendor, Commute with Enterprise (Enterprise). Enterprise provides vanpool vehicles and vanpool program coordination for several UC campuses.

II. Vanpool Membership & Fees

A. The UCSF Vanpool Program is a self-supporting operation; vanpool participants fund all operating costs including vehicle lease costs, maintenance, insurance, tolls and fuel. Administrative and overhead costs are subsidized by TS for UCSF employees, students, and formal UCSF affiliates.

B. The monthly vanpool membership fee is a flat monthly fee; daily and part-time fees structures are not offered. The more you ride, the more you benefit. Rates are set at levels to ensure the overall vanpool program breaks even. Each vanpool member pays a flat monthly fee that funds vanpool program operating costs (vehicle lease, maintenance, insurance, tolls and fuel); these costs are incurred by each vanpool irrespective of the number of times individual members ride in a given month; therefore, access to a seat on a van is assessed as a flat monthly fee. See K & L for exceptions.

C. Monthly vanpool membership fees do not currently fluctuate with ridership volume changes; TS is considering discounted rates for vans that operate at or near capacity; more information will follow regarding this fare reduction strategy. Fee increases are evaluated annually, typically near the end of each fiscal year, and are effective each year on July 1st. Note: Program fees were adjusted August 2019; fees will be re-evaluated annually.

D. All vanpool members are responsible for verifying that their respective
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memberships payments are made each month. If a payment is not made, for any reason, TS reserves the right to charge member retroactively, either by payroll deduction or credit card. We strongly recommend members check their pay statements, credit card statements, and other relevant records to verify monthly payment processing.

E. Fees are payable monthly, in advance of each month; employee fees are deducted from payroll, on a pretax basis (first $255 per month is pretax); members who are ineligible for payroll deduction (e.g. students, and non-UCSF participants) must pay by automatic monthly credit card payment. Arrangements can be made for non-UCSF members who pay by commuter check.

F. Employee members who pay by payroll deduction incur monthly or bi-weekly membership fee charges. Employees paid monthly are deducted one lump sum fee payment each month; employees paid biweekly are deducted two 50% fee payments each month.

G. Refunds are not granted when members take vacation, sick leave and holiday leave.

H. UCSF employees who work on University holidays and/or weekends are responsible for their own commute costs. Employees who pay a full monthly membership fee and are regularly scheduled to work on holidays, Saturdays, and/or Sundays, are eligible for parking at their primary worksite, in a UCSF surface parking lot (if available), at no additional cost.

I. Members are not refunded when a driver (primary, backup or alternate driver) is unavailable and the van is offline. For this reason, we encourage members to share the driving duties, to the degree possible. As per UCSF Vanpool Program policy, all UCSF vanpools are required to have at least one back-up driver, in addition to the primary driver.

J. In the event a driver is not available to drive the vanpool, complimentary parking will be provided when members carpool (at least three or more per carpool) in their private cars. Parking can be obtained by contacting the UCSF Vanpool Coordinator.

K. Full-time UCSF employees (100% FTE) must pay a full-time fare regardless of the number of days they ride the vanpool.

L. 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. Part-time fares may not pay less than 50% of the full-time fare regardless of appointment or class schedule. Part-time status is reviewed throughout the year and members are required to submit verifying employment status, if applicable.

M. UCSF employees who have a formal telecommuting agreement on file with Transportation Services can forgo fares on the days they telecommute, not to exceed 50% of the full-time fare. The telecommuting agreement
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must be signed by the employee’s supervisor and department manager. A new agreement must be submitted each year. Employees must notify Transportation Services immediately if their is any change in their telecommuting agreement. Employees will be reimbursed for each full-day they work from home (excludes any paid or unpaid leave, such as sick leave and vacation leave) not to exceed 50% of their fulltime vanpool fare, in any given month. Monthly telecommuting records must be submitted to Transportation Services by the 5th of each month for the previous month. Reimbursement is calculated based on 1/20th of the fulltime monthly fee for each day of telecommuting on Monday through Friday, when the vanpool is in operation, excluding holidays.

N. 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, in advance of the leave, indicating the duration of leave. Temporary riders may fill seats reserved in these cases for the duration of the member’s absence.

O. 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.

P. Vanpool members cannot, at any time, "sublet" their seats to any other persons during their absence. No other persons (family members included), other than 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 written permission of TS.

Q. No refunds are issued for mid-month changes in employee appointments, moving between vans mid-month or other mid-month circumstances that may alter subsequent monthly membership fees.

Non-UCSF Vanpool Participants Fee

R. Non-UCSF vanpool member fares include an additional 25% for administrative and overhead costs (excludes members who joined on or before December 31, 2015); such costs are subsidized by UCSF TS for UCSF employees, students, and employees of formal UCSF affiliates.

S. Non-UCSF vanpool members must pay a fulltime fare regardless of the number of days they ride the vanpool.

T. Non-UCSF vanpool member monthly fares must be paid by credit card through an automatic monthly pay plan; payments must be made on the first of each month for the current month. Arrangements can be made for payments made by commuter check.

U. Non-UCSF vanpool member fares are nonrefundable. Cancelation requests must be made no later than the 25th day in the month for the proceeding month.
V. A $25 late fee is assessed for payments made after the 5th of each month, for the current month’s payments.

III. Joining the Vanpool Program

A. Upon joining the Vanpool Program, initial payment for Vanpool fees will be made by cash, check, or credit card at one of the TS offices. These fees will consist of a prorated fare based on the days riding before payroll deduction begins. Participants will then authorize fees to be collected by payroll deduction going forward by submitting vanpool payroll deduction form 2-A.

IV. Vanpool Occupancy and Etiquette

A. Each UCSF vanpool must maintain a minimum of 7 full-time equivalent fares in order to continue operation (6 in a seven passenger van); vans with fewer than 7 fulltime equivalent paying members will be disbanded or merged with other vans, with a minimum of 30-day notice. TS will make every effort to identify and enroll new members in order to sustain existing vanpools; vans that have too few paying members are expected to offer flexible schedules and routes in order to attracted new members.

B. Vanpooling often involves traveling long distances with individuals who have varied personalities, cultural differences, and personal space preferences. Our goal is to offer a fully inclusive and affordable vanpool program that occupies as many seats as possible. Although some other UC campuses “oversell” their vans by 1 or 2 people and some have 12 passengers in a 12 passenger van, our goal, at UCSF, is operate our vans at 85%-90% occupancy.

This means a maximum of 10 passengers in a 12 passenger van, 8-9 people in a 10 passenger van, 8 people in a 9 passenger van, 7 people in a 8 passenger vehicle, or 6 passengers in a 7 passenger van.

C. Drive safely at all times.

D. Vanpool members must refrain from wearing scented colognes or perfumes and eating foods with strong, unpleasant odors.

E. Appropriate behavior, language and conduct is expected and required at all times while riding or driving a vanpool.

F. There is absolutely no smoking in the vans.

G. All vanpool participants must comply with the Health Insurance Portability & Accountability Act (HIPAA).

H. Communicate with your fellow vanpoolers. If you’re running a few minutes late, call them and let them know, but don’t let it become a habit. If you can’t vanpool on a particular day due to a schedule conflict, give your vanpool partners ample notice so they can make other arrangements.

I. Refrain from bringing up controversial topics such as religion or politics unless you know your vanpoolers very well. While some people may enjoy discussing or even debating the issues, others may prefer a quieter commute.
V. Cancellation of Membership

A. Cancellations must be made in writing (emails accepted) or by submitting a written cancelation form available here for download: http://campuslifeservices.ucsf.edu/transportation/services/online_forms_services

B. Cancellations cannot be made by phone.

C. Written cancelation requests are effective the last day of the month in which the written request is received. For example, cancelation requests made during the month of March are effective March 31st. No partial month membership refunds are processed for mid-month cancelations.

D. Hibernation service (membership freeze) is available and maintains your vanpool membership and your seat on a van, at a reduced rate (20% of the monthly rate), for up to 3 consecutive months in a 12-month period. Requests are accepted in writing only. Phone requests are not accepted. Requests must be received by the 15th of the month to take effect the following month. Sorry, no partial months.

E. TS reserves the right to cancel membership at any time for non-payment of fares or failure to follow established vanpool policies and procedures.

VI. Vanpool Drivers (Effective 7/1/16)

A. Vanpool members who drive receive a monthly reimbursement for the days they drive. Individuals who drive a minimum of 17 full days (both AM and PM), in any given month, receive a full month’s reimbursement of their entire month’s fees.

a. Backup or alternate drivers who drive fewer than 17 days per month, receive a reimbursement for each day they drive. Reimbursement for each full day of driving (AM and PM) is calculated based on 1/20th of the fulltime monthly fee; Reimbursement for each half-day of driving (AM or PM) is equivalent to 1/40th of the fulltime monthly fee.

b. Members who drive fewer than 17 full days per month (AM and PM) are not reimbursed for days they not to drive, including but not limited to days on leave.

B. In order to receive a reimbursement, drivers must report each driving occurrence (AM and PM), no later than the fifth-day of each month, for the proceeding month. Members must report their driving through a web-based online application; other forms of reporting will not be accepted. Note: the online application is in development; paper reports will be allowed until the online application is available.

C. Full-time (primary) drivers can accrue the days they drive beyond 17 in any given month and apply these extra days later when they take future extended leave (vacation or sick). A balance up to 43 days (3.6 per month for 12 months) can be accrued to
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apply toward future vacation and sick leave.

D. If you submit your driving records by the 5th of the month and you paid bi-weekly, a credit will appear on a paycheck in the same month that your driving records are due (example: if driving records are due the 5th day in March, a reimbursement will be credited to one of your bi-weekly paychecks in March). If you are paid monthly, a credit will appear on your first paycheck following the 5th of each month (typically the first day of the following month).

E. Reimbursement requests submitted after the 5th day of the month will be delayed until the subsequent month. Requests submitted more than 90 days late will not be accepted nor processed.

F. Driving solely within San Francisco is not reimbursable.

G. Each vanpool has the discretion to allocate access to driving within their van. If a conflict arises that cannot be settled within a particular van, the following guidelines apply:

The individual who drives their respective vanpool most frequently is considered the “primary driver”. The primary driver is granted first access to driving; when the primary driver does not drive, the individual who drives second most frequently has the next right to drive, and so forth. In the case of a conflict regarding driver access priority, Transportation Services will rely on driving data collected from driver reimbursement forms, for the proceeding six months, to determine frequency of driving within each particular van.

When the primary driver leaves a van, the individual who drives second most frequently will have first right to become the new primary driver. When a driver moves to a new van, this individual becomes the lowest ranking driver on the new van (driving status does not transfer).

When vans merge, driver access ranking is based on the frequency of driving among individuals in the merging vans.

H. In the event a driver is not available to drive the vanpool, complimentary parking will be provided when members carpool (at least three or more per carpool) in their private cars. Contact your Vanpool Coordinator prior to parking to request complimentary parking; please provide the location where you wish to park, your vehicle make, model, color, license plate, and the names of the individuals on your van with whom you are carpooling.

I. 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.

J. 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.

a. 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.

b. 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.

c. 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.

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VI. Vanpool Vehicle Usage

A. Vanpool vehicles may not be operated for personal use at any time, except in cases of emergency or as otherwise authorized by Transportation Services. All University policies that apply to vehicle use: UCSF Administrative Policy 200-27, University of California Business and Finance Bulletin 46, are applicable. These vehicles must operate only during commute hours and must remain parked during the day. Please note that TS monitors vehicle mileage use monthly. Failure to comply with this policy may result in the revocation of vanpool membership.

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. Driving may be monitored by Transportation Services through onboard vehicle tracking devices.

VII. Vanpool Schedule, Stops, & Riders

Vanpool riders select their own schedule and pickup locations (based on total consensus) in accordance with the following guidelines:

A. 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).

B. 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 who are referred to existing vanpools.

C. 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).

D. Each vanpool group may establish reasonable internal policies for operation of the vanpool (e.g. waiting time for late riders, eating, cell phone use, seat assignments). The driver or other members of the van must notify new riders regarding existing internal policies. These internal policies must be made available to TS in writing for review and approval prior to implementation.

E. Late arrival of vanpools due to inclement weather or highway traffic condition is not the responsibility of TS. 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.

F. 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, add stops, or change schedules, if it is deemed necessary to increase rider ship of the vanpool.

IIX. UCSF Vanpool Vehicle Maintenance

A. It is the vanpool driver’s responsibility to communicate vehicle maintenance concerns immediately to the UCSF Fleet Maintenance Team by emailing VPMaintenance@ucsf.edu.

B. It is the vanpool drivers' responsibility to refuel their designated vehicles using the assigned multi-dealer fuel card provided for each driver.

C. Drivers are required to check oil, fluid levels and tire pressure regularly to avoid vehicle malfunctions.

D. A back-up vehicle is made available in the event that a particular vehicle is kept overnight for servicing.

IX. Commute with Enterprise Vanpool Vehicle Maintenance

A. It is the vanpool driver's responsibility to communicate vehicle maintenance concerns to Enterprise by contacting:

Commute with Enterprise Maintenance Support
800-826-4967 Option 4

B. It is the vanpool drivers' responsibility to refuel their designated vehicles using the assigned multi-dealer fuel card provided for each driver.

C. Drivers are required to check oil, fluid levels and tire pressure regularly to avoid vehicle malfunctions.

D. A back-up vehicle is made available in the event that a particular vehicle is kept overnight for servicing.
X. Emergency Transportation

As an added benefit to vanpoolers, TS offers an Emergency Ride Home Program that will reimburse vanpoolers up to $50 for alternate transportation, in the case of an emergency, back home.

A. Emergency Ride Home Program can be used in the following situations:
   a. Sudden illness when the ride sharer must see a physician or must return home;
   b. Illnesses or accidents at schools or child's day-care centers and the immediate presence of the parent is required;
   c. Emergencies at place of residence (e.g. fire, burglary).

B. Vanpool members will be reimbursed up to $50 for their travel expenses, with proof of purchase (receipts) for transit expenses, including public transportation, Lyft and Uber, and taxi fares.

XI. 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.

XII. Vanpool Program Contact Information

UCSF
Nelson Lum
Administrative Support
Interim Vanpool Coordinator
(415) 476-1514
nelson.lum@ucsf.edu

Georgina Arias
Transportation Demand Manager Campus
(415) 514-2966
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Commute with Enterprise
Rawny Blanton
Account Manager
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UCSF Transportation Services