

CSO Van Manual & Policies

2018-2019

(revised 10/26/2018)

What are CSO Vans for?

CSO vans are intended for use by Smith students for approved and confirmed short-term projects or long-term community service placements with CSO partner organizations. They can also be used for:

- ✓ Special Jandon Center for Community Engagement (JCCE) related projects and events with approval from the JCCE Director
- ✓ CBL courses with approval from the JCCE Director
- ✓ Religious or spiritual services, student organization activities, or events with approval from the Center of Religious and Spiritual Life (CRSL)

Please note that CSO activities take precedence over CRSL & JCCE requests.

*****CSO transportation policy does not allow students to use their own private vehicle to drive other students or program participants for CSO sponsored community service projects. Insurance coverage follows the owner of the vehicle therefore if someone were using their private vehicle it puts the driver and passenger at an increased liability should an accident occur. *****

Vehicle Safety

Smith College requires drivers to practice vehicle safety at all times. The CSO expects certified drivers to exercise caution and common sense while driving. Drivers will be held accountable for vehicle safety. All drivers of Smith College vehicles are expected to abide by all Campus regulations as well as all local, state, and federal laws. **See Emergency Procedures on page 8.**

Important Phone Numbers

Emergency Response: 911

Smith Public Safety: 413-585-2490

CSO (9-4): 413-585-2793

Paragon Roadside Assistance: 888-597-2863

Van Facts

The CSO has 4 vans, which are:

- Coordinated by the CSO
- Automatic transmission
- Mini-vans for carrying six passengers plus the driver
- Not for emergency or personal use

DRIVER INFORMATION

Van Driver Requirements:

Drivers must:

- Have a valid U.S. driver's license
- Be at least 18 years old
- Have at least one year of driver experience: this includes time when you had your permit and were learning to drive

- Not have any at-fault accidents or more than two moving violations within the last 3 years including any violations for drunk driving, driving under the influence of drugs, reckless driving-
-or have had their reinstated license in effect less than one year after revocation
- Not have had any accidents with any Smith College or Five-College vehicle
- Must Be Smith driver certified through Five Colleges Risk Management

Applying to be a Smith College Certified Van Driver:

Do I Need to Re-Certify Each Academic Year?

Yes. All previously certified students are required to be re-certified each academic school year for Van Certification and Defensive Driving.

Can International Students Drive With an International License?

No. Massachusetts Law considers international students “residents” and therefore requires that they obtain U.S. driver’s licenses in order to drive vehicles registered in the United States. International students who would like to get a Massachusetts license should go to the Registry of Motor Vehicles website <http://www.mass.gov/rmv> for information.

What Are My Responsibilities as a Certified Van Driver?

By signing the Smith College Annual Driver License and Record Update form, drivers agree that they will, at all times, obey the following rules and abide by any sanctions, whether listed below or otherwise imposed.

- 1. Have a valid driver’s license and have it in your possession while driving.**
- 2. Drive SGA vans for organization or house programs or events, never for personal business at any time. Drive CSO vans for approved and confirmed community service projects and placements or approved religious uses only. Drive Facility Management vans for field trips and other activities that are not SGA or CSO related.**
- 3. Do not permit any unauthorized person to drive the van while you have it checked-out.** Unauthorized drivers may be personally liable for any accident or loss. *Use by unauthorized drivers may result in the loss of organization/house/individual driving privileges.*
- 4. Comply with all applicable traffic laws, ordinances and regulations.** Plan plenty of time for travel, and drive responsibly. Use safe driving principles, practices, and techniques at all times.
- 5. Make sure your passengers do not distract you from driving.** Do not allow passengers to play music too loudly, throw things, or otherwise distract you. You have the right to head back to Campus or call your Van Coordinator or Public Safety for assistance if your passengers do not cooperate.
- 6. Pay all tolls, speeding tickets, parking tickets, and traffic violations.** Smith College has a policy where no school funds can be used to reimburse anyone for traffic violations. Should the Van Coordinators become aware of any outstanding fines, we will inform you of the fines and will require proof of payment within 10 school days. If you fail to pay within those 10 days, you will lose your driver certification. In the case of a speeding ticket, you will automatically lose your driver certification for one semester or academic year, depending on the circumstances.
- 7. Do not drive under the influence of alcohol or drugs.** Also, do not drive if using a prescription medication that has any warning of impairment.

8. **Do not use a cell phone while driving.** This includes headsets. Have a passenger use the cell phone for any necessary communications.
9. **Do not drive with anything on top of the vehicle or protruding from a window or door.**
10. **Ensure that all of your passengers are seat belted before you drive!** Seatbelt use is mandatory in Massachusetts, as well as in most neighboring states. *Failure to enforce passenger seatbelt use may result in the loss of organization/house/individual driving privileges.*
11. **Do not smoke in vans. Absolutely no alcohol may be consumed or transported in Smith vans or hidden under the van seats.**
12. **In the event of an accident or breakdown, take responsibility for your passengers' safety when possible.** See main accident/emergency section for more information.
13. **Clear the van of all snow, ice or other debris with the van's snow brush. Before driving, don't forget to clear off the roof (now a state law!). DO NOT** use the windshield wipers to clear snow and ice from the windshield. This may damage the wipers and put the van out of commission. If wipers are damaged, your organization/house/individual will be fined \$50.

Details about Van Implementation

- ✓ **Smith Students who are CERTIFIED DRIVERS must reserve the van(s).**
- ✓ You may travel to a CSO-sponsored short term project or a partner agency listed in the CSO Directory or other CSO approved community project or event. All uses must be approved and agencies must confirm times of your placement on the volunteer confirmation form on the website.
- ✓ You may use vans for CSO-sponsored house projects.
- ✓ The CSO board and office staff may use the vans for administrative purposes and board-related errands (as long as drivers are certified).

Approved Jandon Center for Community Engagement van use:

- ✓ Special JCCE related projects and events with approval from the JCCE Director
- ✓ CBL courses with approval from the JCCE Director
- ✓ JCCE staff may use the vans for administrative purposes and to participate in 5-college meetings and meetings with community partners.

Approved Chapel van use:

- ✓ You may use vans for a chapel student organization religious service or event.
- ✓ You may use vans to attend religious services with the approval of the Dean of Religious and Spiritual Life.
- ✓ The chapel staff may use vans for administrative purposes and chapel-related errands.

Who Can (and Cannot) Ride in CSO Vans?

- Up to six Smith students may ride in CSO vans with one driver.
- Partner agency program participants may ride in CSO vans as long as a “transporting passenger form” is completed and on file in the CSO and kept with the driver. If transporting 3 or more children in the van, there must be a driver and another adult (Smith student, agency staff, or parent). All must have permission forms on file with the driver signed by the agency and the parents. Children under the age of 5 must be accompanied by a parent, guardian, or agency staff member. Child restraints must be provided by parent, guardian, or the coordinating agency: children up to 20 lbs. must be in a rear-facing child seat in the back seat of the van; children up to 40 lbs. or 5 years must be in a child seat with a harness (after 20 lbs, this may be a forward-facing seat); booster seats are required for children to age 8 or under 4’9”.
- All uses must be approved and agencies must confirm times of your placement on the volunteer confirmation form on the website.
- CSO vans **may not** be used to provide transportation for a fee, either for members of the Smith community or otherwise. Massachusetts Law prohibits commercial use of college vehicles.
- Hitchhikers and non-Smith students (not part of a partner agency program without a transporting passenger form on file) **may not** ride in CSO vans at any time.

*Please remember that driving a Smith vehicle is both a **PRIVILEGE** and a **RESPONSIBILITY**.*

The CSO asks you to respect this by following Smith’s policies for use. Familiarize yourself with them and ask your Van Coordinator if you have any questions.

Keep in mind: organizations, houses, and individual students who abuse van privileges will lose those privileges and may be further penalized by the College Judicial Board.

When are CSO Vans Available?

Academic Year:

- ✓ Fall and Spring semester
- ✓ Interterm for some placements, if needed
- ✓ Fall, Spring and Thanksgiving breaks, J term, for some placements, if needed
- ✓ **No vans may be used over Summer Break.**
- ✓ **No vans may be used during the Reading Period prior to final exams.**
- ✓ **No vans may be used during final exams.**

CSO Weekdays & Weekends:

- ✓ **Weekday** van use runs between 6 am and 12am. There is no overnight van use. The time between 3pm and 6pm is usually in high demand. Priority is given to regular, community service placements where several Smith students are traveling to a destination in a group.
- ✓ **Weekend** van use: **Plan well in advance** and get your reservations in as soon as you can and remember that keys **MUST** be picked up by 3:30pm on Friday or you will be unable to use the van.

CSO Guidelines:

- You must reserve vans **a week** in advance of the reservation.
- **Plan ahead! The van coordinator provides vans on a first come, first served basis.**
- The requestor should alert the CSO to cancellations as soon as possible and during regular office hours.
- Vans may be requested for a regular weekly time, (e.g. every Wednesday from 2pm to 5pm); it will be automatically scheduled for only the semester in which the request was made. New requests must be made for a new semester

- If students are not volunteering on a regular basis, a reservation for each occasion through the Online Car Reservation Form should be made. All uses must be approved and agencies must confirm times of your placement on the volunteer confirmation form on the website.
- You will be provided with a mileage log in which you must record mileage/odometer readings. CSO will cover gas and regular maintenance. CSO staff gas the vans regularly, so you should not need to buy gas for your trip. Please do not fill up the gas tank yourself unless you are about to run out of gas. If this is case, we will reimburse you for gas costs.

Cancellations

If a student wishes to cancel a reservation, they must call, email, or come to the Office in person. If you do not cancel/let us know when you do not use the vehicle, you may lose your van privileges.

How Many CSO Vans May I Reserve at One Time?

You may reserve one van for one driver; any van reserved must be reserved by a certified driver who will be driving to the placement or destination listed.

Where Can I Go with CSO Vans?

- CSO vans may only travel **up to 100 miles (total to and from destination) in any direction from Smith Campus** and **MUST** be returned each evening by 12:00 a.m.
- **CSO vans may not be driven “off road”** under any circumstances.

How Can I Reserve a CSO Van?

- **Fill out a van reservation form.** Go on-line to the CSO website (www.smith.edu/cso), and click on “Transportation” to find a link to the form. The form is automatically sent to the CSO email account and students should expect to receive a response within 72 hours. If the reservation is made after 10:00 a.m. on Friday morning, do not expect a response before Monday.
- **Van reservation forms must be submitted a week in advance of your reservation date AND THE DRIVER MUST MAKE THE RESERVATION AND INCLUDE A CELL PHONE NUMBER FOR CONTACT.** We need time to coordinate weekly van schedules, get back to you to confirm, and arrange key pick-up.
- **Allow time** for pick-up and drop-off in your requested times. Also, allow time for cleaning the van and completing CSO forms.
- To change a reservation after you have filed the van form, email cso@smith.edu with the change or call the office at 413-585-2793.

CSO Cancellation Policy

The Van Coordinators reserve the right to deny use of vans in extreme weather conditions, if the vehicle in question is in need of maintenance, or if it has been in a recent accident. This is for the protection of drivers and passengers as well as the vans.

If I Have an Accident in a Van, What are the Ramifications?

If your actions are found to be the cause, meaning **you are at-fault**, you will lose van privileges (see below) and you and/or your organization/house **will be charged for the total cost of the repair or for the \$500 insurance deductible**. For example, if the damage to the van costs \$375 to repair, that is the amount that would be charged since it is less than the \$500 deductible. If the damage costs \$1500 then the deductible of \$500 comes into play.

If damage to the van is not reported, **the liability for the damage will be split between the last organizations/house/individual to use the van preceding the discovery.** It is imperative that all accidents are reported promptly.

Please be aware that there are driver penalties for at-fault accidents.

- If the accident consists of hitting a stationary object (e.g. telephone pole, guard rail, gas pump), privileges are suspended for one full semester.
- If the accident involves two insurance carriers (e.g. accident with another car, or with a building), privileges are suspended for one year.
- If the van driver is ticketed for running a red light or stop sign, DUI, or reckless driving, privileges are suspended for two years.
- If the accident includes injuring a person/people or totaling a van, privileges are suspended permanently while attending Smith College.

Who is Responsible for Repair Costs?

The CSO covers the cost of **daily van maintenance.**

In the case of a **breakdown**, the CSO will also cover the cost of repairs or Smith College's deductible.

If an accident or breakdown occurs and **the driver does NOT fulfill reporting requirements**, the sponsoring organization/house/individual will be **charged the full deductible** as well as the full amount of the repair cost.

What to do in Bad Weather

If you have picked up the keys already, but have not left Campus yet, and the weather does not look good, please **do not drive.** When you have already picked up keys for weekend or evening use and the weather becomes severe, you will be notified **not to drive** and to return the keys to your respective key box drop off. **DO NOT DRIVE IF YOU HAVE BEEN NOTIFIED NOT TO.**

When severe weather occurs after you have left, use extra caution when driving. In the case of severe weather, do not drive back to Campus. If you are unsure whether conditions are safe, check the local weather and call the Van Coordinator for advice. The vans are not equipped with 4-wheel drive. When in doubt, don't drive!

Are CSO Vans Wheelchair-Accessible?

At this time, CSO vans are not equipped to accommodate wheelchairs. Please contact the Office of Disability Services at 413-585-2071 for more information about accessible transportation options.

FYI: Facilities does have an access van which has a wheelchair lift, but is not of the type that is adapted for people who drive solely with the use of their hands. Contact the CSO Program Coordinator at least a week in advance to request use of this van and a driver.

PICKING UP/RETURNING A CSO VAN

What do I do before I hit the road?

1. **Key pick-up:** Only the van-certified driver identified on the van reservation form can pick up the van key packet. Pick up the packet in the CSO Program Coordinator's office, Wright Hall, lower level in the JCCE, Room 019, between 9:00 a.m. to 4:00 p.m., Monday through Friday.
2. The driver must show the CSO staff her student ID and a valid driver's license.
3. **Pick-up the van(s)** in the Helen Hills Hills Chapel parking lot in the designated CSO parking spots. Complete both sides of the passenger list and pre-departure checklist form, and **leave the passenger list in drop box before departure.**
4. **Inspect the van for any malfunctions or problems.** If you find an issue, report it immediately to the CSO 585-2793, who will supply you with another van if one is available. **Do not drive off!**
5. **Load up your van and make sure everyone is using their seatbelts** before you drive off. Massachusetts Law requires that all passengers and drivers wear seatbelts while the vehicle is moving. Most neighboring states also require seatbelts.
6. Drive safely and report any problems.

Drivers without proper ID will be denied van keys. No one but the designated driver or backup driver can pick up van keys.

Returning to Campus

1. **Park the van** in one of the CSO designated parking spaces at the Helen Hills Hills Chapel. If Chapel spaces are full, park at the Chapel in another undesignated, white-lined space and alert the Van Coordinator at csos@smith.edu.
2. **Be sure the van is in park, close all windows, and turn off all lights**, including the dome light on the inside of the van. Not doing so can drain the battery, causing the next individual delays while waiting for the battery to re-charge. Engage the emergency brake when parking on unlevelled ground such as a hill. When parking at Helen Hills Hills Chapel lot leave the emergency brake off.
3. **Clean the van.** Please clean up after yourself and be considerate of others. If you leave your mess for the next person, the CSO will fine you \$25 (or more, if professional cleaning or products are required).
4. **Lock all doors.**
5. **Return the key packet to the Key Box drop-off at the bottom of the stairs at the Chapel side door.** If you do not return them on time, the CSO may suspend your van privileges.
6. **Be safe!** If you get back to Campus late at night, call Public Safety at 413-585-2490 for an escort back to your residence.

Note: CSO vans may be housed in the Smith Parking Garage during inclement winter weather. You may be asked to pick up or drop off vans in the Garage. You will be notified of any changes via email to your Smith account. DO NOT park in any reserved parking space; only in undesignated, white-lined spaces.

EMERGENCY PROCEDURES

Stop safely at the scene. Park the van as safely as possible off the traveled portion of the roadway, in a median, or in/on a breakdown lane or shoulder. Try not to park on a curve or the crest of a hill.

1. **Call 911.** Use the van cell phone or your own to ask for the local police and medical assistance if necessary.
2. **Turn on your emergency flashers and shut off the engine.**
3. **Attend to your safety and the passengers' safety first.** If no one needs medical attention, have passengers get out of the vehicle and away from the road. **Exit on the side away from traffic and stand well off the road.**
4. **If feasible, use the road-safety triangles** found in the orange emergency kit. Place one in front of the van and two behind it at some distance from the van so other drivers are alerted that something has happened.
5. **Notify Public Safety** as soon as possible.
6. **Do not discuss the accident with anyone other than the police and college officials** except to obtain driver, vehicle, insurance carrier, and witness information. Be courteous and avoid confrontational language when addressing police, college officials, and other drivers. **Acknowledge only facts to the other driver. Never tell the other driver that you or Smith College are at fault for the accident.**
7. **Exchange the following information with any other driver(s) involved:**
 - a. Name and address of owner and operator of the vehicle
 - b. Car license plate and state
 - c. Vehicle model, make, and color
 - d. Time, date, and location of the accident
 - e. Insurance company, policies, registration info are in glove compartment.
8. **Record witness information:** If someone witnesses the accident (from inside or outside of the van), please ask for his/her name, address, and telephone number so that we may contact them if needed.
9. **If the local police do not write up a report** (because the damage is under \$1,000 and there are no injuries) ask them to make a note that the accident was reported, so that we may contact them for insurance purposes.
10. **Follow the instructions given by the Public Safety official.** The officer in charge will help determine what action should be taken (such as towing or repair) based on the circumstances of the accident.
11. **Complete an accident report when you return to Campus.** Accident reports are available in the glove compartment of each van. These reports are essential to communicate with the Smith mechanic and our insurance company.

In the event of bodily injury:

- Call 911
- Keep the injured person warm and still; never move a person who has or complains of neck or back pain unless they are in danger of further injury where they are.
- If the injured person is taken from the scene for medical treatment, find out where they were taken.
- Notify Public Safety immediately so that college officials can be notified.
- If you are injured, another certified driver must drive the van back to Campus if the van is drivable. If no one else in the van is van certified notify the Van Coordinator for assistance.

What to Do if the Van Breaks Down

1. **Help prevent breakdown!** Do not drive the van if you detect any problems after starting it up. If you find the van not functioning or damaged, contact the Van Coordinator.
2. **Use common sense when a van breakdown occurs on the road:**
 - Put passenger safety first.
 - Park the van as safely as possible off the traveled portion of the roadway, in a median, a breakdown lane or shoulder. Try not to park on a curve or the crest of a hill;
 - Place the transmission lever in park and apply the parking brake;
 - Turn on emergency flashers and shut off the engine;
 - Set up triangles found in the orange emergency kit;
 - Have passengers exit the van on the side away from the road and stand well off the road.
3. **The Paragon Motor Club is the roadside assistance program.** The membership card for each van is found in the glove compartment. If it is missing, please call the office to get the number. Paragon will handle flat tires, dead batteries, lock-outs, low fuel and possibly windshield wipers. The van can be towed to a Dodge dealership or garage if the situation warrants. Anything that is considered mechanical is not handled under this plan. Drivers are not authorized to have repairs made without consulting the CSO, and will not be reimbursed for unauthorized repairs, transportation or lodging.
4. **If Paragon Motor Club feels that the problem is mechanical, you must notify the CSO. Do not attempt to make it back to Campus if the van is not functioning due to mechanical issues or an accident.**
5. **Do not leave a broken down van off Campus without authorization.** You need to let us know what the situation is so we can retrieve the van and all of the passengers.
6. **When bad weather occurs, use extreme caution when driving. In the case of a severe weather, do not drive back to Campus. If you are unsure whether conditions are safe, check the local weather. The vans are not equipped with 4-wheel drive. When in doubt, don't drive!**

PENALTIES AND FINES

Sponsoring organizations, houses, departments, or students who abuse their privileges will lose them, and in some cases may be further penalized. The following are offenses which may result in a penalty, a fine, or the loss of privileges.

1. **Failure to return the van or key in a timely manner:**
If a driver fails to return a van or key on time, **organization/house/department/ individual privileges will be revoked for the rest of the academic semester.** Vans must be returned to the assigned parking lot. If the problem occurs within four weeks of the end of a semester, privileges may be revoked the following semester as well.
2. **Any unauthorized use of a van, including driving outside your reservation time or driving when van use is cancelled because of snow/weather:**
Unauthorized use **will result in serious disciplinary action** including van certification suspension.

3. A non-certified driver driving a van:

If circumstances result in a non-certified driver having to drive the van back to Campus, **the driver of record will lose privileges for the semester to drive Smith vehicles.** If the problem occurs within four weeks of the end of a semester, privileges may be revoked the following semester as well.

4. Failure to complete the required “Van Passenger List:”

If a driver fails to complete this paperwork and doesn't hand it in before leaving Campus, **a \$25 fine per incident may be charged.**

5. Talking on cell phones while driving:

Drivers may not talk on personal or van cell phones while driving Smith vehicles. Drivers who talk on the phone while driving will **lose their certification for one semester.** If the problem occurs within four weeks of the end of a semester, privileges may be revoked the following semester as well.

6. Leaving the van dirty:

Please clean up after yourself and be considerate of others. If you leave your mess for the next person, you may be fined.

7. Breaking van windshield wipers:

By using the wipers to clear off snow or ice on the windshield it can result in the wipers not functioning correctly. You may be fined or charged the cost of replacement.

8. Transportation and/or consumption of alcohol:

Students, regardless of age, may not transport or consume alcohol in vans (or have bottles or cans of alcohol stashed under the van seats); the **violators will be referred to the Associate Dean of Students and/or Dean Walters.**

9. Failure to file an accident report with the local police where the accident occurs, failure to fill out an accident report upon returning to Smith or failure to notify Smith College Public Safety may result in a loss of driving privileges for the driver and the loss of organization and house van privileges for up to one year.

10. Causing an accident:

All accidents are reviewed and investigated by your Van Coordinator to determine the cause and if it was preventable or not. If the **driver of the van was at fault, the findings will be documented and disciplinary proceedings initiated.** Reported incidents of near misses, reckless driving, and failure to wear seatbelts will be investigated for appropriate disciplinary action. Drivers may submit appeals to your Van Coordinators to review and to either the Associate Dean of Students or Dean Walters for a decision.

11. Receiving a moving violation:

The Van Coordinators can suspend or revoke driving privileges for those drivers who have been given moving violations while driving college vans. Students who face criminal charges, including driving recklessly, driving to endanger, or driving under the influence of drugs or alcohol will come in front of the College Judicial Board for further action.

12. **Paying parking citations:**

Smith College does not allow school funds to be used to pay parking tickets or other traffic violation fines. The individual who was driving is responsible for paying parking citations promptly. No organization or house account can be charged. If parking fines are not paid or reported, **the driver responsible for the citation will be billed for the citation amount plus a \$50 handling charge, and may lose driving privileges.** Unpaid parking tickets prevent us from registering the vans.

13. **Loss of van key:** there will be a fee for key replacement.

14. **Smoking in vans** is strictly prohibited.

15. **Using vans for personal use**

No one may use college vans for personal use. You may not go anywhere other than your requested destination. We do record mileage and notice if there are unexplained gaps in mileage. **Violators will have their van certification revoked** and will be referred to the Associate Dean of Students or Dean Walters plus face the College Judicial Board for further action.

Questions? Ask the CSO Staff!

413-585-2793, Monday to Friday, 9:00 a.m. to 4:00 p.m.
Jandon Center for Community Engagement, Wright Hall