Community Service Vehicle Policy

Policy Statement/ Purpose
The purpose of the Community Service Vehicle Policy is to protect our students from injury while driving University vehicles or those rented for community service. This policy sets forth the University’s regulations and procedures for all Registered Student Organizations (RSO) requesting a community service vehicle through the Center for Student Involvement (CSI), which must be made 10 days in advance. Cancellations or changes to your reservation must be made at least 1 business day in advance.

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Who Approved This Policy
Division of Student Affairs, Student Engagement, and the Center for Student Involvement

Who Needs to Know This Policy
Registered Student Organizations (RSO) and Student Organization Advisors

Website Address for This Policy
http://www.northwestern.edu/studentaffairs/csi/manage-your-org/community-service-vans.html

Contacts
If you have any questions on the policy, you may:

1. Call Andrea Bell, Student Community Service Coordinator at 847-491-2051
2. Send an e-mail to andrea-bell@northwestern.edu
Policy/Procedures

Driver Authorization

RSO may drive and request community service vehicles by completing the below steps:

1. Complete the Defensive Driving Course (1-1.5 hours) in person at the Office of Risk Management. Visit their website, http://www.northwestern.edu/risk/services/defensive-driving-course.html. Your name must be listed on the Risk Management Website as a certified driver or be able to show us your certificate before you will be allowed to take a van.
   
   Note: Risk Management certification expires every two years. You are responsible for assuring your certification is up to date. CSI will deny all requests for expired drivers.

2. Be a member of a Registered Student Organization doing community service.

3. Complete training with the Center for Student Involvement. Please schedule an appointment by emailing scsnorthwestern@gmail.com and include your name and weekly availability.

4. Request vehicle at least 10 days in advance.

5. Cancel at least 1 business day in advance of reservation.

6. Review the below instructions for logistical processes, i.e., vehicle pick-up and return, inspections, accidents, fines, etc.

   Note: You will need to be retrained at the time of your Risk Management certification expiration.

Forms/Instructions

This section contains the following instructions:

- Vehicle Key Pick-Up
- Vehicle Cancellation
- Van Location
- SafeRide Vehicles and Location
- Prius Operations
- Refueling the Vehicles
- Returning Vehicles
- Vehicle Inspections
- Van Troubles
- Accidents
- Tickets or Violations
- Summary of Fines and Loss of Privileges
Vehicle Key Pick-Up
1. Pick up keys at CSI on the 3rd floor of Norris Center. Pick up keys at the front desk of the Student Organization Resource Center from M-F, 8am-5pm. On weekends and after 5pm the keys will be located at the Norris Information Desk.
2. Sign the reservation form, leave your phone number, and your WildCARD for the duration of the reservation.
4. ASK for an inspection form if you are not handed one.
5. Contact CSI during Student Community Service (SCS) office hours, 9 AM to 5:30 PM, for any changes or cancellations.

Vehicle Cancellation
Cancellations or changes to your reservations must be made at least 1 business day in advance of the reservation. In the event of bad weather or personal emergency, cancellations can be made on the same day.
- Reservations will be counted as a no-show if you do not cancel it.
- No-shows will result in the cancellation of your following reservation.
- Three no-shows and you will lose your van privileges.

Van Location
Vans are located in the Southeast corner of the lakefront parking structure behind Pick-Staiger, on the lower level of the parking structure.

SafeRide Vehicles
If you are assigned a SafeRide vehicle:
- Reservation, pick-up and check-in procedures are the same as for the vans.
- Return SafeRide vehicle by 6pm, NO EXCEPTIONS!
- Return with no less than half tank of gas.
SafeRide Location

- Locate the vehicles in the Residential Hall Elder parking lot (north on Sheridan by the Tennis courts).
- Park (must pull in, do not back in) in the reserved and labeled SafeRide parking spots.

Prius Operations

Always make sure to put your foot on the brake before you start the car!

Interior View – Control Panel and Ignition Button

Refueling the Vehicles

- If upon return the vehicle is under half a tank full, please fill up with unleaded gas. If your assigned vehicle has less than half tank, inform CSI or make a note on your inspection sheet.
- Each vehicle has a grey Speedpass or credit card attached to the key ring.
  - The Speedpass is to be used to refill the vehicle at any Exxon or Mobile station. At time of purchase with the Speedpass, it will automatically be charged to the Office of Student Community Service.
o Each packet provides a list of neighboring stations, as well as Speedpass instructions and codes.
o Keep the receipt and return it in the packet with your van keys. Failure to refill the vehicle will result in loss of driving privileges.

Returning Vehicles
Upon returning your vehicle:
1. Park vans and SafeRide vehicles in the same area as pick-up unless otherwise informed by the Community Service Office.
   • Vans should be parked in the southeast corner of the underground level of the lakefront parking deck.
   • Vans can be parked in the lot located next to Engelhart Hall (1915 Maple Ave) if there are no spots available in the lakefront parking deck.
   • SafeRide vehicles have assigned parking spots in the Elder parking lot.
2. Turn off headlights, lock doors, and close all windows.*
3. Return van clean.*
5. Return keys* and van packet; your WildCARD will be returned to you at this time.
   • Weekdays, 8:00 am – 5:00 pm: Student Organization Resource Center
   • Weekends or after office hours: Norris Information Desk

* See ‘Summary of Fines’ for consequences of failure to return van properly.

Vehicle Inspections
1. Complete the “Vehicle Inspection” form.
2. Complete inspections BEFORE you leave for your reservation and once you RETURN to ensure all pre-existing and created damages are noted.
3. Turn in the completed inspection sheet when you return the van packet to the CSI staff member or Norris information desk. Failure to complete “Vehicle Inspection” form will result in loss of driving privileges.

Note: If damage is noted before you leave you must call the Center for Student Involvement (847-491-2350), or come back up to the office to notify CSI. Please also take a picture of the damage. Failure to do so will result in losses of all van privileges.

Van Troubles
If there is a problem with a van, call:
• Motor Pool, (847) 491-3560
• University Police, (847) 491-3254, after 5pm

Once there is a vehicle problem, do not continue to drive. Do not take mechanical matters into your own hands – this can prove dangerous to you. If you decide to take matters into your own hands, you will lose your van privileges and are liable for the cost of repairing any damages that result.

Upon your return to campus, notify the Center for Student Involvement of any van problems during your reservation.
Accidents

Minor Accidents
If accident is minor, please do the following:
1. move cars to a safe place, out of traffic and call the police.
2. Make immediate notes about the accident, including specific damages to all vehicles involved, witness information, etc. on the Accident Report Form.
3. Take photos of damage if possible.

Major Accidents
In case of a major accident, call the police and/or an ambulance! Failure to do so will result in loss of driving privileges for all university vehicles. Please be aware that you are responsible for the safety and well being of your passengers.

After everyone is in safe hands, you must do the following:
1. Contact the Office of Community Service, (847) 491-2350 or if after business hours, (813) 368-2887.
3. Contact University Police, (847) 491-3254.
4. Report the accident verbally to a CSI staff and document the accident on the “Vehicle Inspection” form.
5. Complete the Accident Report Form provided in your van folder at the time of van pick-up and return within 24 HOURS to the Office of Risk Management at 2020 Ridge Ave. If you fail to do this, there is a $500 fine and you will lose all privileges for university vehicles.

Please be aware that the driver/student organization is responsible for up to $500 (accident deductible) of damage from all accidents, no matter whose fault it was. Some organizations may choose to pass those fines onto their members. Please check with your organization about their policy.

University Policy: All accidents shall be reported to the Office of Risk Management (847-491-4334) within 24 hours of the accident. Drivers that fail to contact the Office of Risk Management within 24 hours will lose their driving privilege and the student organization will lose their privilege for one year.

A police report must be made in the police jurisdiction the accident happened. The Northwestern University Accident Report Form must be filled out and delivered to the Office of Risk Management. A copy should also be submitted to Andrea Bell in the Center for Student Involvement.

Tickets or Violations
Driver is responsible for paying the cost and associated fees for all issued tickets and violations during reservations. Your student organization will be charged the associated fees. It is the discretion of the group to determine if the driver or the organization will cover these costs.
Summary of Fines and Loss of Vehicle Privileges
Three Strike Policy
If a driver fails to perform any three of the below standards then vehicle privileges will be revoked.

• You don’t show up for a van reservation without canceling with the Office of Student Community Service 847-491-2350.
• You return the vehicle dirty or with excessive trash (decided at the discretion of the Office of Student Community Service).
• You have van problems and don’t inform the Office of Student Community Service and Motor Pool, or you have van problems and you take matters into your own hands.
• You allow unauthorized drivers to drive the Community Service Vehicles.
• You return a vehicle with no gas.

Additional reasons why a driver or organization can lose their vehicle privileges:
• Failing to inform the Police, Office of Student Community Service, Motor Pool, and University Police when getting into an accident. All three must be notified whenever you have an accident. Failure to notify any of the above will result in loss of van privilege. You must also remember to fill out the Accident Report Form for Risk Management.

Reasons your ORGANIZATION will lose van privileges:

• Three or more of your student members have lost their privileges for any of the above reasons
• Three or more accidents by members of your organization in Community Service Vehicles or Safe Ride vehicles.

Reasons YOU will be fined:

• Leaving the van dirty. You can be fined up to $100 as determined by the Office of Student Community Service to cover detailing costs
• Losing the keys for the van/Safe Ride vehicle. You will be fined the cost of replacing the keys. For van keys that is $50-$100. For Safe Ride vehicles that is up to $400.
• Leaving the lights on in the vehicle and it requires a jump-start. The fine for leaving the lights on is $50.

Reasons your ORGANIZATION will be fined:

• Getting in an accident. An organization is responsible for up to $500 of damage from all accidents, no matter whose fault it was. Some organizations may choose to pass those fines onto their members. Please check with your organization about their policy.
• Failing to turn in the Accident Report form to Risk Management within 24 hours of an accident. Risk Management will charge your organization $500 per day for every day the report is late. This charge is in addition to any charges you incur from the accident itself.

Once van privileges are lost, they will only be reinstated at the discretion of the Office of Student Community Service.