UCR Vanpool FAQ’s

So now you’re a vanpooler...

What do I do with the permit I have right now?

- If you currently have a red or blue permit, you can choose to keep it (monthly charge applies) for use when you must drive your personal car to campus, or return it so that you are not charged. Carpool permits must be returned.

What are my options if I have to drive myself to campus?

- All vanpoolers are entitled to access AT web permits through our incentive program. Please visit parkingapps.ucr.edu/at, log in using your netID and click on the “Register for Alternate Transportation” link.

What do I do if I have an emergency & need to go home?

- Please call extensions 2-1281 or 2-7433 and request a Guaranteed Ride Home. These are available at one occurrence per quarter, and all loaned out vehicles are to be returned to the rental location (Fleet Services) by 8am the next morning. Also please remember that you must present your Driver’s license when picking up vehicle.

Can I take the van to lunch or an off-campus appointment?

- Short trips that remain within a 5-mile radius of the campus are allowed. If you have appointments outside of the designated radius, please consider an alternate form of transportation, including using one of your complimentary AT permits.

Who performs maintenance on the van?

- The Alternative Transportation office arranges for each van to receive regular maintenance with Fleet Services at approximately every 4-5,000 miles. When it has been scheduled, an email notification will be sent to the vanpooling group.

What if there is a problem between maintenance appointments?

- Please let us know! Alternative Transportation is here to ensure the safety of the vanpoolers. If you notice anything out of the ordinary with the vanpool vehicle, please email /call our office at alternativetransportation@ucr.edu.
The van needs gas & it’s not a fuel day. What do I do?

- You have two options. 1) Take the van to Fleet Services and fuel it using the provided fuel card, or 2) If you are off-campus, you may use the provided fuel card at a station that accepts Voyager cards. Please contact the office for full instructions.

Our van has been in an accident! What do I do?

- Included in every van is an envelope entitled “Vanpool Accident Procedures”. Inside there is a packet that explains how to report an accident, damage, or vandalism to the vehicle. Please thoroughly fill out the form to the best of your ability and contact our office as soon as possible by phone or email when completed. *Also please see Vanpool Policy Section V.D

I’m not getting along with my fellow vanpoolers.

- Should a recurring conflict arise between vanpoolers (inc. yourself or others) that has begun to negatively affect the commute, Alternative Transportation would like to assist in resolving the problem. Please refer to sections II.G, III.D, & IV.B.2 of the Vanpool Policy, for specific information on expected vanpool behavior.

Can I have a key to the van now that I’m on the vanpool?

- There are a limited number of keys available for each van, and are typically reserved for drivers only. However, there are keys that are made to only open the door can be made & may be distributed when requested.

I’m running late to the van. What do I do?

- You need to contact your fellow vanpoolers at least 10 minutes before the departure time to let them know that:
  + 1) You will drive yourself in so that you will not impact the work schedules of your other fellow vanpoolers or force your driver to speed to make it to work on time.
  + 2) You are running late and will be there within 5 minutes of the vanpool departure time.
- If you are running more than 5 minutes late, you will need to drive yourself in. Simply calling doesn’t obligate the other vanpoolers to wait beyond 5 minutes. Remember, everyone still needs to get to work on time.

How do I quit the vanpool?

- As soon as you become aware that you will need to depart from the vanpool program, visit our vanpool website to officially give your 30-day advance notice: https://parkingapps.ucr.edu/vanpool/
Vanpool Do’s & Don’ts

Do contact our office by phone or email when any problems with the van arise, including dash indicator lights and/or conflicts within the vanpool group.

Don’t wait to tell us something is wrong with the van, the sooner you let us know, the sooner we can get to work on fixing the problem.

Do treat your fellow vanpooler with the same respect you expect to receive from others. (Refer to UCR Principles of Community.)

Don’t forget to give us as at least 30-days’ notice if you plan to leave the vanpool regardless of whether or not you continue to ride.

Do follow any and all traffic & street signs, laws and rules when driving. Speeding reports are sent to inform and further encourage safe driving practices.

Don’t let problems fester between members on the van. We want the vanpool to be a pleasant experience for everyone. Please contact our office to discuss issues that arise so that a possible solution can be reached.

Do remember that vanpool participation is a privilege, please treat the University vehicle and each other with care and respect😊

Questions?

Contact our office:

Email: alternativetransportation@ucr.edu

Phone:

Rhesha Norris, Transportation Services: 951-827-1281

Kim Ortiz, Transportation Services: 951-827-7433

Marylynn Newbrander, Manager, 951-827-1895