



ASHLAND CARSHARE
MEMBERSHIP MANUAL



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Welcome to Ashland CarShare!

Thank you for joining Ashland CarShare. Please take a few moments to read this manual that provides important membership information that will help Ashland CarShare run smoothly and efficiently. If you ever have any questions that this manual can't answer, or feedback, please contact us.

Our Mission

We are a grassroots, non-profit organization dedicated to enhancing the environmental integrity of local and global communities by promoting car sharing and other healthy transportation choices.

Our Goals

- Reduce greenhouse gas emissions and other air pollution by reducing individual car ownership and use
- Provide an affordable transportation option
- Enhance the pedestrian atmosphere of city streets and public places
- Increase the environmental, economic and social sustainability of local communities

How to Contact Us

on the web: www.ashlandcarshare.org
by phone: (541) 488-1499
by email: info@ashlandcarshare.org



Member Basics: a Quick Reference

Pods and Fobs

Each car has a clearly marked, reserved parking space called a “pod,” where it can be found when not reserved. You will be given directions to the pod, which can be printed when you make a reservation. To get into the car, you will need your key “fob” issued after your membership is approved and the joining fee has been paid. The key fob enables you to lock and unlock the car when you have a reservation, and records your usage. It is *very important* to “fob out” whenever you exit the car, which locks the doors and disables the ignition.

Car Care

Using Ashland CarShare responsibly and with care will ensure a good experience for you and other members. Excellent drivers keep our insurance and maintenance costs reasonable. ACS regularly details and maintains all of the vehicles in the fleet. Since you expect the car to be available and clean when you reserve it, that also means you are responsible for returning it in the same condition. Please return vehicles within the reserved time, keep the gas tank above one quarter full, and remove your trash and belongings when you're done. Smoking or transporting pets without a carrier that contains all hair is prohibited in all Ashland CarShare



vehicles. These simple courtesies are essential to a smooth car sharing system.

Problems and Emergencies

If you experience a problem that requires immediate attention, call the Reservation & Emergencies line at (541) 890-1936. If life or safety are in danger, call 911 first.

Reservations

1. Reserve a vehicle up to 3 months in advance or at the last minute. Log onto www.ashlandcarshare.org or call 541-488-1499 with your member I.D. number and password. Note: there is a call center assistance fee of \$2.00 per call, except in emergencies. Make generous estimates for the time your trip will require so that other members can depend on the car being available and clean with at least a quarter tank of gas. Make changes or cancellations as soon as possible to avoid penalties.
2. Bike, walk, or bus to the car's pod and use your key fob to unlock it. The ignition key is attached under the ignition. Walk around the car to check for any damage or noticeable issues. Notify Ashland CarShare promptly of any abnormalities or problems.
3. Return the car to the same pod and FOB OUT. It is very important that you fob out to avoid theft and vandalism.



Billing

Members will receive an invoice once each calendar month detailing the previous month's usage and fees. The credit or debit card we have on file will be automatically charged once a month for the invoice total. All billing is done electronically (Ashland CarShare may be able to accept a refundable security deposit, inquire for more information).

Membership Requirements

- Members must carry a valid driver's license during each trip and must meet our Driving Record Requirements. If your license is suspended, withdrawn, or expired, or any reason, your membership expires immediately.
- Members must immediately report any changes in contact and billing information (address, phone number, debit/credit card number) to Ashland CarShare for insurance purposes.
- Members must have a valid credit or debit card number for electronic billing. We will accept a refundable security deposit. Please email us for more details.
- Members are responsible for reading and following the requirements of this member handbook.
- All members must attend a brief orientation prior to using a vehicle.



Driving Record Requirements

Ashland CarShare obtains a Motor Vehicle Report (MVR) for every applicant. In order to qualify for membership in Ashland CarShare, your MVR must have all of the following:

1. Proof of insurance and a signed consent form from the policy holder of your insurance *if you are between the ages of 18 and 21* (we cannot accept members younger than 18)
2. Licensed driver for 2 consecutive years
3. A driver's license from your permanent state of residence.
 - Had your current driver's license at least 2 consecutive years If you have just moved to Oregon on a permanent basis, you must acquire an Oregon Driver's License within 60 days of joining.
 - If you have a foreign license, please obtain a copy of your driving record (in English) from the country where it was issued.
4. Had your current license at least 2 consecutive years.
 - If not, please provide previous license number(s)
5. Clean driving record
You will not be granted membership if you have any of the following major moving violations:
 - Vehicular manslaughter
 - Excessive speeding
 - Excessive disregard for red lights/stop signs
 - DUI
 - Reckless driving



Ashland CarShare reserves the right to revoke or suspend a member's driving privileges at any time.

Terminating Membership

If you wish to cancel your membership, contact ACS in writing, indicating reasons for leaving, forwarding address and any comments you have about our service. You will need to return all property of ACS including your key fob, and RVTD Bus pass, if applicable. There is a \$30 penalty for not returning your fob. Cancellations go into effect at the end of the current billing cycle.

Ashland CarShare may terminate or suspend your membership at any time for violating the terms or conditions of the Membership Agreement, this manual, or the operators manual of the vehicle. Your permission to drive ACS vehicles is automatically suspended if you are charged with driving recklessly or without due care or any related vehicular offense including:

- Operating a motor vehicle while impaired
- Operating a motor vehicle dangerously
- Failure to stop at the scene of an accident



Insurance

Ashland CarShare has vehicle insurance, much like a rental car agency or any business with a fleet of cars. The following types of insurance are in effect while you are driving Ashland CarShare vehicles:

- Automobile liability: any ACS member authorized to operate a vehicle is covered by the automobile liability insurance policy and is subject to all of its terms, conditions, and exclusion;
- Collision: if an authorized driver is involved in an accident, the vehicle is covered by collision insurance. The driver, if found at fault, is responsible for paying the deductible up to a limit of \$500 per accident;
- Damage other than collision: Ashland CarShare vehicles are covered by comprehensive insurance. The driver is, however, responsible for paying the deductible up to a limit of five hundred dollars \$500 per occurrence when he or she is responsible for the damage.

You are responsible for the full values of any damages caused to ACS property or the property of all third parties which are neither covered by the insurance policy or by the manufacturer's warranty, which occur during your use of the vehicle. The insurance policy is available for your inspection and can be read at ACS's office, by appointment.

Ashland CarShare assumes no liability for personal property on or in the vehicle.



How to Use Ashland CarShare Vehicles

Reserving a Vehicle

To reserve a car, estimate how long your trip will take and which car you want to use. When in doubt, overestimate your trip length a bit to avoid a late return fee. Weekends and evenings are generally higher use times, so we ask your cooperation and flexibility in reserving times and vehicles to match your needs. Our on-line reservation system is the easiest way to make a reservation. Log onto www.ashlandcarshare.org with your member number and password to proceed. You can access our 24 hour reservation system by calling 541-488-1499. Please note that all phone reservations will be charged \$2.00, to cover the cost of this service.

Modifying or Canceling a Reservation

If you need to modify or cancel a reservation, use the on-line reservation system or phone system. Plan ahead since there is a fee for canceling a reservation within 4 hours of the start (see Fees).

If you are running late, first try to extend your reservation on-line or by phone. If you are unable to change your reservation because another member has reserved the car after you, please call the Reservations and Emergencies line at 541-488-1499. If you are unable to get the car back to its pod on time for the



next reservation, you will be charged an inconvenience fee based on the number of minutes late and the cost of a taxi for the displaced member. The charge for the number of miles is double if you fail to call the Reservations and Emergencies line.

Accessing the Vehicle

When you reserve the car there will be direction to help you find it. ACS vehicles have our logo on them and our pods have special signs. If you do not find the vehicle in its pod, call our Reservations and Emergencies line at 541-488-1499. We may know where the car is. After being accepted as a member and paying the initial joining fee, you will receive a personalized device called a key fob that will allow you to access an ACS vehicle when you have a valid reservation. Note: The fob remains the property of Ashland CarShare and you are responsible for its loss, destruction, or misuse.

Use the key fob to unlock the car doors. It also enables the ignition and records your vehicle usage. To unlock the car, hold the fob over the reader, located on the driver's side windshield, for several seconds. The reader will beep, flash a green light, and unlock the doors. Once inside, use the vehicle key, attached below the ignition to start it.

Always FOB OUT when exiting the car. Theft and vandalism would be tremendously inconvenient to all members!



Pre-Trip Inspection

Before driving away, be sure to walk around the vehicle to check for any damage or abnormalities. There is a Damage List located in the glove box that notes all prior damage. If you find a new irregularity that has not yet been noted, write it on the list and call us promptly to avoid being held responsible for repair. You are also responsible for checking that all of the following items are in the glove box of the car:

- Proof of insurance and Registration- Do not drive if these are missing!
- Quick reference guide
- Damages sheet
- Gas card

If the car is left dirty (beyond normal wear and tear), has odors, has less than one quarter of a tank of gas, or is missing any of the above items in the glove box, please contact us, otherwise we will hold you responsible when the next user reports it.



Returning the Vehicle

If you cannot return the vehicle to its pod, please park as close as possible and call u(541) 488-1499 immediately to let us know where you parked. If there is a car in the pod, call the towing company on our sign.

Proper return includes:

- All windows rolled up tightly
- Fuel tank is ¼ full
- All lights are off
- You have taken all your personal belongings and trash
- You have notified ACS of any new damage
- The key is out of the ignition. Leaving the key in drains the battery.
- You FOB OUT

Please perform all these checks even if there is another member waiting. Having each member fob out ensures that all charges are properly assigned.

If you fail to return the vehicle two hours past its drop-off time and you have not called Ashland CarShare, we will call your listed phone number. If you cannot be contacted, the vehicle will be reported to the police as missing and you will be charged late fees.



Car Care

As a member, you agree to treat ACS vehicles with respect, just as you would your own property. You will be liable for any damage that results from disregarding the instructions in the operator's manual in the glove box.

Children must use car seats appropriate to their age and size, which the member is responsible for providing. Children under age 12 must be seat belted in the rear seats.

Important Policies

Smoking is prohibited in all Ashland CarShare vehicles

Pets must be in carriers that contain all hair

Ashland CarShare vehicles may be used for many reasons, but not for the following:

- By any person who is not a current member of ACS
- When no reservation has been made
- For any illegal activity
- For the purpose of towing, pushing, or propelling any trailer or any other vehicle
- In a race, test, or competition
- While the driver is under the influence of any intoxicating substance
- To carry persons or property for hire
- Outside the continental United States
- If it has been obtained from ACS by fraud or misrepresentation



- Other than on paved roads
- In a careless or negligent manner
- When it has been loaded beyond its rated capacity or with more passengers than the vehicle has seat belts

Gas

To keep the system running smoothly, members must return the vehicle with at least one quarter tank of gas. Each car is provided with a gas card that remains in the glove box and is to be used strictly for refueling. Swipe the card at the pump or inside, just as you would any credit card. You will be prompted for a) the 4 digit number located on the lower portion of the gas card and b) the odometer reading for the vehicle's total mileage (not the trip odometer reading). You do not need to keep the receipt. If, for any reason, you cannot use the card, please pay for gas yourself and send us the receipt and your account will be credited the full amount on your next invoice. Please purchase regular unleaded gasoline.

Cleaning

Members must agree to keep Ashland CarShare vehicles clean. ACS will have the vehicles cleaned regularly. If you would like to clean a dirty car, we will reimburse any cleaning costs up to \$15.

If you return a car dirtier than you found it, a \$25 fee will be applied to your next bill.



Problems and Emergencies

Traffic and parking tickets: If you get a ticket while using an Ashland CarShare vehicle, it is your responsibility to pay it promptly.

Impoundment: If the vehicle is towed and impounded for illegal parking while you have reserved it, you are responsible for recovering the vehicle and agree to pay any costs arising from the vehicle being towed as well as any late fees that are incurred.

Emergency Driver: If an emergency occurs and the life or safety of you or another person is at risk, you may allow a non-member to drive an ACS vehicle on the condition that:

- Driver has a valid driver's license
- Driver is not under the influence of any intoxicating substance
- Driver operates vehicle under member supervision
- You report the circumstances to ACS promptly
- You assume liability for any fees, costs, or damages arising from the authorized person's use of the Ashland CarShare vehicle

The following qualify as Emergencies, when we want you to call us immediately at 541-488-1499 (there will be no phone charge applied):

- The reserved vehicle is not in its pod when you arrive. We will tell you where it is and when it is expected back. If a slightly later reservation time works for you, we can adjust your reservation start time. If not, there are some choices. We can



- Pay for your taxi ride or car rental to your destination, minus what you would have paid ACS for the trip, up to \$30.
 - Cancel your reservation, with no fees and give you up to \$30 in driving credit.
- You are unable to park in the vehicle's pod. Let us know where it is.
- You are running late and have *first* tried to extend your reservation. If another member has a reservation immediately after yours and the vehicle is not there for them, it will be helpful for everyone to know when the vehicle is expected to arrive.
- Vandalized or damaged vehicle. If the vehicle is not drivable we can arrange for alternate transportation. If the damage is aesthetic and the car is safe to drive, it is important to note the damage on the Vehicle Damage Form in the glove box in addition to calling us.
- The vehicle requires a jump start.
- You are locked out.
- You are unable to lock it with your key fob.
- The car breaks down. Do not attempt to repair it yourself. We will get you roadside assistance and a taxi, rental car, or different ACS vehicle.



- In case of accident:
 - If anyone is injured, call 911.
 - A quick reference card is located in the glove box that outlines the specific steps to take after an accident.
 - Call local police.
 - Make sure to get a copy of the accident report form from the officer.
 - You are obliged to secure evidence from any available witnesses.
-



Membership Plans

	SHARE A LOT	SHARE A LITTLE
Joining Fee	\$50 Plus \$25 for a 2 nd adult in household	\$50 Plus \$25 for a 2 nd adult in household
Monthly Dues Per household	\$25/month or \$250/year	None
Hourly Rate	\$3.95/hour	\$7.95/hour
Mileage Rate	\$0.30/mile	\$0.30/mile
Daily Rate For extended trips	\$45 for every 24 hours Plus \$0.15/mile First 100 miles free	\$50 for every 24 hours Plus \$0.15/mile
Night Owl Special From 11:00 p.m. until 7:00 a.m.	No hourly rate	\$1.00/hour
Other Perks	RVTD Monthly Bus Pass for each member	None

Log onto www.ashlandcarshare.org to change plans at any time. If you switch more than once in a six month period there will be a \$30 charge. When you switch to a plan with a higher membership fee, the change will take effect as soon as the higher membership fee is paid. When you switch to a plan with a lower membership fee, the change will take effect when your next monthly fee would be due.



Credits

Fuel Credit

If you tried to fuel the vehicle but the gas card did not work properly and you paid out of pocket for gas, send us a receipt and we will credit your account the full amount.

Inconvenience Credit

If the car you reserved is not ready by your reservation time, we will try to make up for any inconvenience. If you call us, we will find another vehicle available or a bus or taxi service and cover the cost up to \$30.

Carwash Credit

Please let us know by email so that we can avoid doubling up on cleaning. Reimbursements will cover the costs up to \$15.

Fees and Penalties

Returning Vehicles late

If you know that you will be late, first try to extend your reservation. If the reservation cannot be extended because another member has reserved it, call us. You will be charged 50 cents for each minute that you are late because the next member is inconvenienced. If you are late returning a car and do not call, there will be a \$1 per minute charged (\$30 minimum fee)



Shortening or Canceling a Reservation

If you wish to shorten your reservation less than 4 hours before it starts, you will pay 50% of the time reserved plus an estimated 4 miles and hour, unless another member reserves that time. We encourage you to plan ahead to help the system work efficiently.

No Show

If you have a reservation, but do not use the car, you will be charged for the time reserved plus an assumed 4 miles per hour. While you did not use the vehicle, we cannot credit you since the reservation blocked other members from using the vehicle.

Penalties - \$25 each

- Fob replacement
- Leaving a car dirty or messy
- Low gas – returning the car with less than ¼ tank of gas
- Unpaid traffic or parking ticket
- Not returning vehicle properly – windows down, dirty, key in ignition

Serious Penalties - \$50 each

- Failure to fob out – vehicle left open
- Lights on//battery dead – due to negligence
- Driving without a reservation

Major Penalties - \$200 each

- Smoking in vehicle



- Pet not in carrier that contains all hair.
- Abandoning the car away from its pod
- Non-members driving Ashland CarShare vehicles

Amendments to this manual

Ashland CarShare may amend this manual at any time and must notify members of all changes within 30 days.

Severability

If any single part of this manual is found to be legally ineffective, it shall not affect the validity of the rest.

Frequently Asked Questions

How is car sharing different from car rental?

Carsharing is membership based, which streamlines the process. Members have convenient, direct access to vehicles without the necessity of repeating paperwork, paying extra fees, and picking up the keys. Reserving cars can be done online or over the phone at any time.

How far can I drive an Ashland CarShare car?

There are no limits to how far you drive, but all usage must be round-trip, not one-way, and vehicles must stay in the continental U.S.



How long can I keep an Ashland CarShare car?

If the car is available, you may reserve it for as long as you need it, paying hourly or daily rates and mileage for your usage.

I left something in the car and now my reservation is over. What do I do?

We encourage you to head back to the vehicle in which you lost your item. In order to ensure that the vehicle is there, check its availability on the reservation system. You should make a 15 minute reservation to ensure that the car you used will be there when you show up. You will not be charged for a 15 minute reservation with no mileage.

I found something that another member left in the car. What do I do?

Unless the object would attract special attention or make the car more likely to be broken into, we encourage you to leave the items in the vehicle. If you do take something out of the vehicle, please return it to the ACS office as soon as possible. You should call us at 541-488-1499 or email us at info@ashlandcarshare.org so that we can inform anyone who calls us looking for the item.

How do I report a dirty car or a car with less than ¼ tank of gas?

Email or call us. Dirtiness beyond normal wear and tear should be reported, for example: major spills, wetness, pet hair, smell of smoke, etc.