

MDO Carshare Member Handbook

About Us

Mobility Development Operations (MDO) provides a Carshare platform including a smartphone app, operational support, and exceptional member services to help community-based carsharing thrive. MDO Carshare is a membership-based carsharing service providing 24/7 access to all-electric vehicles on an hourly basis. As a member, you can book a car by downloading the MDO Carshare or SGV Carshare app from the Apple App Store or Google Play Store. The DRIVE CDTA, GoForth, Riverside, Carolina and St. Louis and Michigan, Carshare programs (including DART in Grand Rapids) all use the MDO Carshare app. BAAEC, STEP and specific CMO Carshare programs use the SGV Carshare app.

We serve a diverse mix of zero-emission community Carshare programs across the U.S. We focus support on programs and partnerships that prioritize affordability, long-term development, and environmental justice. Members use Carshare for groceries and other shopping, healthcare, work, school and recreation. Carshare pairs well with public transit.

When you need it, Carshare helps you get there.

The Basics

- Members of MDO and SGV Carshare (with the exception of BAAEC*) have 24/7 access to a network of vehicles for short-term rentals of their choice by the hour. In some locations, vehicles can also be rented on a daily and weekly basis.
- MDO Carshare vehicles generally can be reserved with 150 miles free/day and a \$.45 per mile charge after the 150 free miles/day. (charges may differ from program to program). Members are responsible for ensuring the vehicle is charged and has enough range available to make the trip and return to the home location.
 - There is a reservation time maximum of 24 hours (no multi day or weekly reservations available)*
 - Riverside Clean Air Carshare members are NOT responsible for fueling program vehicles. MDO Staff will be responsible for fueling. Charging protocols related to other programs are not applicable to the Riverside program. However, members will be responsible for ensuring that vehicles return with no less than 50 miles.
- Hearing impaired members can email a request to text support for better communication with an agent in regards to the program(s). Staff will be on standby in several forms of communication in the near future.

*BAAEC Carshare operates rentals from two to four months. BAAEC members refer to orientation documents for basics.

Eligibility

You must be a member to use a Carshare vehicle. Follow these steps to apply for membership:

- Download the MDO and SGV Carshare Apps via smartphone that are available both on the Apple Store and Google Play Store.
- Create an account and upload photos of your driver's license.
- Meeting MDO and SGV Carshare's Driving Standards. You must:
 - Be 21+ years of age
 - Have held a valid driver's license for more than 2 years and meet additional program requirements including accident history, moving violations and suspensions (see details in Member Agreement).
 - Have a credit, debit or prepaid card on file for your account
 - Choose a community to join
- If your application is approved for MDO and SGV Carshare (except for BAAEC Carshare), you will receive an email to schedule a phone orientation outlining the program and member responsibilities. You will receive step by step instructions on how to reserve a car, start and end a reservation as well and contact our Member Services team for assistance. For BAAEC Carshare, you will receive an email on next steps related to installation of an EV Charger.
- If your application is not approved, an email will be sent to you indicating that the application has been rejected.
- The application processing fee is one-time and non-refundable, and used to run a MVR (motor vehicle record) check. This fee may be waived for the BAAEC Carshare program.

Member Support

We are available during business hours, Monday through Friday, 9am - 5pm (local time) to answer questions and provide assistance. We appreciate your feedback, so please don't hesitate to reach out!

Additionally, our phone lines are monitored 24/7 to respond to emergencies and trip related events. If you are involved in an accident or other emergency during an ongoing reservation, please call us for assistance. (If there is a collision involving another vehicle or resulting in injuries, please call 911 first and after ensuring everyone including yourself are safe, contact MDO Member Services). For DART CarShare members in Grand Rapids you may also call the Police Non Emergency number at (616) 456-3400 and follow the prompts to have an officer dispatched. It is the members' responsibility to ensure a police report is taken and provide this information to MDO Member Services staff.

Note: We cannot respond to non-emergency questions outside of normal business hours. For assistance with membership, billing or making a reservation, contact our support lines during business hours between 9am and 5pm (local time).

Community Phone Business Hours Website

DRIVE - CDTA 518-888-7532 9am-5pm (EST) <https://drivecdta.org/>

GoForth Carshare 503-850-0007 9am-5pm (PST) www.forthmobility.org/Goforth

Michigan Carshare 313-765-1971 9am-5pm (EST) www.mdocarshare.org/michigan

Michigan DART 616-816-2030 9am-5pm (EST) <https://dartgr.or>

Floshare Carshare 585-514-4500 9am-5pm (EST) www.rocfloshare.org

SGV/BAAEC Carshare 1-626-323-8607 9am-5pm (PST) www.SGVcarshare.org

Riverside Clean Air Carshare 951-631-0195 9am-5pm (PST) www.mdocarshare.org/riverside

Carolina Carshare 704-285-1572 9am-5pm (EST) www.mdocarshare.org/carolina

St. Louis Carshare 314-237-0534 9am-5pm (PST) www.mdocarshare.org/stlouis

MDO Carshare App User Instructions

See Page 5 for SGV/BAAEC CarShare

Reserving a Vehicle

Follow these steps to find and reserve a vehicle:

1. Open the MDO Carshare app
2. Tap the book now button at the bottom. Input date and time for reservation. The minimum booking time is 1 hour and the maximum booking time is 24 hours, with a day option.
3. You may choose 'personal' or 'business' when indicating a Booking Type if you wish to track your different uses of the carshare service.
4. If you do not see any vehicles available at your desired time or if vehicles appear in 'service' status, please try an alternative time period for your reservation or contact our Member Services team for assistance.



Accessing Your Reserved Vehicle (Except for SGV/BAAEC CarShare¹)

Use the MDO Carshare app to unlock and lock your reserved vehicle. This includes the start of your reservation, at any stops you make during the duration of your reservation time period and when you return the vehicle.

For SGV and BAAEC Carshare members please refer to your orientation documents as this process may be different.

Starting Your Reservation

Members are required to perform a pre- and post-trip walk-around inspection by scanning the trip QR code (if available) located in the vehicle to ensure the EV is in good condition. Let us know right away if you spot any of the following:

- Dents
- Scratches
- Damage larger than a quarter
- Or if the service icon appears on the Vehicle's dashboard (ie. battery or tire light)
(ie. battery or tire light)

You may also send an email with photos and a brief explanation of the damage to support@mobilitydevelopment.org if there is no QR code in the vehicle. For all programs in California (BAAEC, STEP, CMO, SGV, and Riverside), members should email supportca@mobilitydevelopment.org. You must report any damage or apparent mechanical issues before driving a vehicle.

Make sure the Charging card is available for use (either in the glovebox or center console). BAAEC Carshare members will charge using home charger or public charging network. Check to ensure that the vehicle insurance and registration is in the glovebox. Contact our Member Services team if either of these documents are missing.

Members should also check the level of battery charge (keep in mind the type of trip you are taking and whether the charge is adequate). Some vehicles come with a Level 1 charger (110V plug) located in the trunk, that must stay with the vehicle at all times. Removal will result in a \$250 fee. This type of charger provides a very slow charge and should be used in case of emergency and after consulting our Member Services team.

Should vehicles be located in gated areas such as a parking garage, a card will be provided in the vehicle's visor allowing members to enter and exit the parking area/garage. These cards must remain with the vehicle for other members to use. Removed or lost cards can result in issuance of a fine to the member. If you are taking a trip from a designated garage and your vehicle does not have an entry/exit card, please call Member Services before attempting to leave or enter the garage.

*Reminder, Riverside Clean Air Car Share members are not responsible for fueling vehicles and will not have a charging card.

¹ BAAEC Carshare members will refer to documents for program specific information

Ending Your Reservation (Except for SGV/BAAEC CarShare²)

1. **Park.** Return the vehicle to the same reserved space where you started your trip.
 - Place vehicle in 'park'
 - Place your foot on the brake pedal and press the power button to turn the car off
 - Ensure all windows are rolled up
 - **Note:** If there is an unauthorized car in the vehicle home space, park your vehicle in a legal unreserved spot as close to the home location as possible and call member services.
2. **Plugging in the EV: (Not applicable to Riverside Clean Air Carshare)**
 - Using the charging card, initiate a charge by scanning the charging station, listening for activation. Remove the charging cord from the charging station and plug into the vehicle's charging port.
 - Check to see that the charging station is indicating that a new charge has been initiated. There will be flashing lights on the station to indicate charging. Also check to see that the vehicle from the inside is charging.
 - **ENSURE THAT VEHICLE CHARGE IS AT LEAST 20% TO AVOID ADDITIONAL FEE**
3. **End your Reservation.** Gather any personal items and exit the vehicle. Make sure all doors are closed and windows are rolled up before ending your trip. Lock the vehicle from the app on your smartphone by clicking "End Reservation". Click through the checklist and confirm. There will be a 60 second countdown that can be clicked again to immediately lock the vehicle and end access and the trip.

Before ending your reservation, always:

- Make sure you return the vehicle on time based on your reservation. For BAAEC Carshare members, Mobility Development staff will arrange the return of your vehicle.
- Make sure that interior and exterior are clean and tidy, and emptied of your personal belongings.
- Always check the door handles to make sure doors are locked after you end your reservation.
- Check charge level or miles of range remaining on the vehicle. If the range is less than 30 miles upon return, call your Community or Member Services business line so we can ensure time to recharge the battery ahead of the next trip. Not applicable to BAAEC Carshare members.

IMPORTANT: if you fail to return the vehicle within two hours of your scheduled return time and we cannot reach you, the vehicle may be reported to the police as missing. Mobility Development uses onboard technology to monitor vehicles' use.

SGV Carshare App User Instructions

² BAAEC Carshare members will refer to documents for program specific information

Reserving a Vehicle for SGV/BAAEC Carshare

Follow these steps to find and reserve a vehicle:

1. Open the SGV app, Select the car you want to reserve - please note the license plate number
2. Edit the time and date you would like to reserve the car and click “reserve”
3. If you do not see any vehicles available at your desired time, please try an alternative time period for your reservation or contact our Member Services team for assistance.

Accessing Your Reserved Vehicle

Use the SGV Carshare app to unlock and lock your reserved vehicle when starting and ending your reservation. To start your trip, first click the Key button at the bottom of your screen to view your existing reservations.

Select the reservation for the trip you want to begin. Once selected, click and hold the 'Start Reservation' button. You'll hear the car unlock, indicating you're ready to go.

For intermittent stops, start by turning the car off and removing the key and fob from the glove compartment.

Take the key with you so you can lock and unlock the car as needed. When you return, place the key and fob back in their slot to continue your journey.

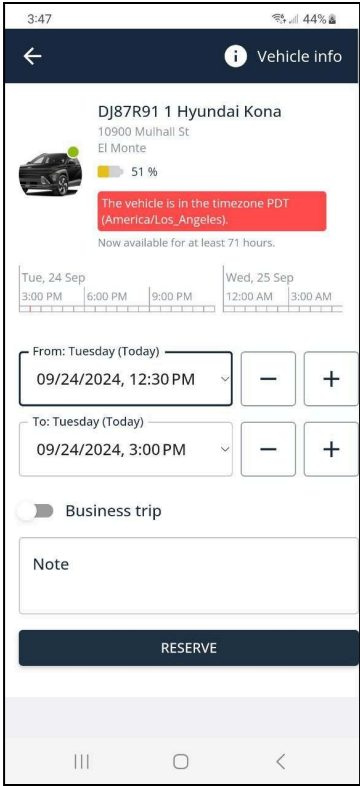
Finally, when your reservation ends, be sure to return the key and fob to the box in the glove compartment.

Starting Your Reservation

Before starting your reservation, be sure to inspect the outside of the car. If you notice any damage, take photos and click the damage button in the app. This will automatically populate an email with your account and reservation information—just attach the photos.

Once you begin your reservation, check the inside of the car as well. If you find any damage, take photos and use the damage icon to send an email to the support team.

Finally, at the end of your reservation, take photos of any damage that occurred during your trip and report it using the same damage process.



Damages to look for include:

- Dents
- Scratches
- Damage larger than a quarter
- Or if the service icon appears on the Vehicle's dashboard (ie. battery or tire light) (ie. battery or tire light)

You must report any damage or apparent mechanical issues before driving a vehicle.

Make sure the Charging card is available for use (either in the glovebox, center console or drivers visor). BAAEC Carshare members will charge using a home charger or public charging network at the member's expense. Check to ensure that the vehicle insurance and registration is in the glovebox. Contact our Member Services team if either of these documents are missing.

Members should also check the level of battery charge (keep in mind the type of trip you are taking and whether the charge is adequate). Some vehicles come with a Level 1 charger (110V plug) located in the trunk, that must stay with the vehicle at all times. Removal will result in a \$250 fee. This type of charger provides a very slow charge and should be used in case of emergency and after consulting our Member Services team.

Charging the Car During your Trip at Chargepoint Stations

- It is the responsibility of the member to charge the car during their trip.
- A Chargepoint® card is located in the plastic sleeve attached to the driver's visor (ChargePoint cards are not included in BAAEC cars).
- Members can use this card at no charge at any station in the chargepoint network (this does not apply to BAACE members).
- To view a list of stations, download the chargepoint app. You do not need to create an account to see available stations.

Charging the Car At Home (BAAEC ONLY)

The MDO staff delivering the car will orient the member on charging the car using the Level-2 home charger installed.

Ending Your Reservation

1. Once you are ready to end your trip. Open the SGV app and Click on the key icon and then "Finish Reservation".
2. The key and fob must be inserted into the box located in the glove box.
3. You must return the car to the South El Monte Community Center parking lot. If you end your reservation outside of this location, you will be charged a fee of \$100. **For BAAEC members, please call the Member Support line to arrange**

the return of your vehicle.

4. If the app is not working please call the member support line.

Before ending your reservation, always:

- Make sure you return the vehicle on time based on your reservation. For BAAEC Carshare members, Mobility Development staff will arrange the return of your vehicle.
- Make sure that interior and exterior are clean and tidy, and emptied of your personal belongings
- Always check the door handles to make sure doors are locked after you end your reservation
- Check charge level or miles of range remaining on the vehicle. If the range is less than 30 miles upon return, call your Community or Member Services business line so we can ensure time to recharge the battery ahead of the next trip.

IMPORTANT: if you fail to return the vehicle within two hours of your scheduled return time and we cannot reach you, the vehicle may be reported to the police as missing. Mobility Development uses onboard technology to monitor vehicles' use.

Drive safely

You are expected to be aware of and adhere to all vehicle operations and road safety rules of the jurisdiction in which the vehicle is being used. That includes, but is not limited to

- Distracted driving, including use of a handheld electronic device
 - You may connect an electronic device to the vehicle using an available Bluetooth connection and use the device in a hands-free manner
- Ensuring that you and all passengers wear seat belts
- Use child seats legally and appropriately for the age and size of each child - **please note, we do not supply car seats.**
- Speeding
- Driving under the influence or while ability impaired

Furthermore, vehicles must not be used for:

- Member profit services. (DoorDash, Uber, Uber Eats, Lyft, Grubhub, Seamless etc.)
- Any race, competition, or similar activity
- Any illegal purposes
- Transport or storage of explosives and flammables

Note: Vehicles must not be used while the driver is under the influence of any substance and passengers in vehicles must also not consume or otherwise use any intoxicating substance in the vehicle.

Member Rules

Service animals

Service animals are allowed in MDO Carshare vehicles. Members should email a certification of their service animal's credentials ahead of their booking to support@mobilitydevelopment.org. Along with certification, members acknowledge being fully responsible for damage and clean up. If there is damage by pets or the car is left unclean, the member will be charged a \$250 fee.

Late Returns

If you are late returning the car more than 15 minutes outside of your return time, you will be charged a late fee of \$10-\$20 (based on program). Returning a vehicle late is an inconvenience to other members in your community. If you are consistently late in returning vehicles, your membership status may be impacted. If you know you are going to be late returning the vehicle, you must call and inform our Member Services team. Not applicable to BAAEC members.

Taking a Vehicle Early

Members may call in to adjust the start time of a trip with the understanding that the duration fee will increase. Not applicable to BAAEC members.

No Shows

If you book a car and do not show up and do not cancel your booking, you will be charged for the time reserved. We cannot issue refunds or credits for no shows because your booking prevented other members from being able to use the vehicle. BAAEC members must notify Member Services about any changes to the scheduled drop off time at least 24 hours in advance.

Cancellations

To cancel all or part of a booking without a charge, you must do so at least 2 hours before the start of your booking. If you cancel the booking after it begins, you will be charged for the booking and given a warning. If you do not cancel the booking, you will be charged 100% for the full booking period.

Cancellations - BAAEC Participants ONLY

To cancel all or part of a booking without a charge, you must do so at least 1 week in advance. Once you agree to the BAAEC Car Sharing terms and conditions, you are responsible for 100% of the cost for the full booking period if you cancel less than one week from the trip start.

Charging (not applicable to SGV/BAEEC/Riverside)

It is the member's responsibility to charge the vehicle upon return to its home location.

- **If the vehicle is left unplugged under 50% charge, the previous member will be charged**

\$25 in addition to the total of their trip. Members will not be penalized for returning a car with less than 50% charge as long as the car is plugged in and charging has been initiated at the end of the trip

- **If members need to charge outside the home station, they will be responsible for the cost of charging.**
- Members who are low on charge and unfamiliar with nearby charging stations should consult the plugshare.com website or plugshare app for the most current and accurate availability, and can call Member Services during business hours for assistance.

Parking/Moving Violations

All tickets or penalties incurred during a reservation must be paid by the member. An additional fee will be assessed by the program if the ticket/citation goes unpaid for more than 15 days. If the moving violation is one of the following identified below, your membership will be automatically terminated:

- Reckless driving/excessive speeding
- Excessive or repeated disregard for stop signs/red lights
- Driving with a suspended or revoked license
- Other major moving violations
- Repeated moving violations or traffic infractions
- Driving While Intoxicated (DWI)/Driving Under the Influence (DUI)

Dirty Car

While MDO Carshare does clean vehicles on a routine schedule, we are not able to clean vehicles after every booking. Please make an extra effort to leave the vehicle as clean as possible for the next member. For BAAEC Carshare members please refer to orientation documents for cleanliness guidelines and recommendations.

If you find a vehicle is dirty at the start of your booking, please report it using the Pre-Trip Vehicle Checklist QR code (where provided) in the car or calling your program's main business line to make a report. The QR code is a pre-trip safety checklist that we encourage all members to complete in order to track cleaning and maintenance.

If you leave the vehicle dirty, you may be charged a cleaning fee of \$100. Multiple violations will result in your car sharing membership being suspended.

Towed Vehicle

If a vehicle is towed due to member error (blocking driveway, no parking zone, speeding tickets, dead battery, car abandonment etc.), the member is responsible for any charges incurred by the towing agency. Additional fees may also apply.

Loss of Ignition Key

Members should never remove the Ignition key from a vehicle unless instructed to do so by a

Program staff member. Do not take the key with you – instead, use the app to lock and unlock the vehicle. **Loss of the key will result in a replacement fee of up to \$450.** If you take the key with you and cannot return it immediately or you lose the key, please contact Member Services. If you lose the key, you will be charged the full replacement cost of that key.

Abandoning the Car

Leaving the car more than a block from its designated hub without notifying the program staff will result in a warning and a \$100 fee with a possible revocation of membership.

Non-members Driving

Only MDO Carshare Members who are approved for that specific program and reserved the vehicle can drive. If it is discovered that a non-member has driven a car, a warning will be issued along with a \$100 fee to the account holder as well as possible termination of membership.

Smoking

Smoking of any kind is not allowed in any carshare vehicles. Evidence of smoking in a vehicle (odor or residue from butts or ashes) will result in a warning and you will be charged a \$100 fee. Repeated violations of this rule will result in termination of your membership indefinitely.

Program Limits

Carshare is a shared community resource. MDO reserves the right to adjust the rates for and/or place a cap on the number of hours a member may reserve a vehicle if there is sufficient demand for additional members of the community to access a vehicle.

Frequently Asked Questions (FAQs)

What is MDO carshare?

MDO Carshare is a membership-based carsharing service providing 24/7 access to all-electric vehicles on an hourly basis. As a member, you can book a car by downloading the MDO Carshare app on the Apple App Store or Google Play Store. The DRIVE CDTA, GoForth, Miocar, Riverside, and Michigan Carshare programs all use the MDO Carshare app.

How do I locate charging stations if I am traveling a long distance? (not applicable to Riverside)

An easy way to locate charging stations is by using the PlugShare app, which uses a GPS system to find stations in searched areas.

What are the membership qualifications?

Members will have their Motor Vehicle Record (MVR) reviewed and must be 21 or older with a valid driver's license, no major accidents, no major moving violations, no DUIs and/or DWIs, and not more than 2 minor traffic violations in the last 5 years.

What is included?

Insurance, vehicle maintenance and roadside assistance are all included in the hourly and daily rates. In the event of an accident, you are responsible for a \$500 deductible. You will be fully responsible for the cost of any third-party claims in the event that MDO's third-party insurance coverage is invalidated due to your failure to follow procedure).

How does the application process work?

Download the MDO or SGV Carshare app on Apple or Google Play, create an account, and enter the requested information. Member agrees to pay a one time \$10-20 processing fee depending on the network, and either an acceptance or rejection email will be sent within 3-5 business days of payment. If the applicant is approved, a follow-up email will be sent to coordinate scheduling of a 15 to 20 minute over-the-phone orientation. After the orientation, the application process is complete and you can make your first reservation.

Can I be a member of multiple Carshare programs at the same time?

Yes. You'll have to enter your credit card information again to use a different program, but you won't have to go through the application process again. You should be able to book vehicles immediately. If you are having trouble accessing a new network, reach out to the local program at their phone number listed at the bottom of this page.

How do I find the car I booked?

Each MDO vehicle is parked at a designated "home" space. No other vehicles are allowed in these special tow-away zones, just like taxi stands and bus stops. All of our vehicles and parking stalls will have the MDO Carshare logo on them. The license plate information of the vehicle you reserved will also be located in the MDO Carshare app.

How far can I drive the vehicle?

There is a cap on how many miles are included per reservation and after you reach your limit of 150 miles per trip there will be a charge of .35 - 45 cents per mile. Remember that you are driving an electric vehicle and it has a certain range of miles it can go before it needs to be recharged. Riverside vehicles also have a limited mileage range before they require refueling.

What kinds of vehicles are available?

Our current mix of vehicles include Chevy Bolts, Nissan Leafs, Hyundai Konas, and Toyota Mirais. This mix will change from time to time. The Chevy Bolt has a 200-mile range until it will need to be recharged, and the Leaf can have a shorter range depending on the model. The Hyundai Konas average 235-250 miles with a full charge. The Toyota Mirai has a mileage range of 220-250 on a full tank. Availability of specific models not guaranteed.

What if I am late bringing the car back?

If you know that you are going to be late returning please call Member Services to inquire about extending your booking. Always wait for a confirmation from Member Services. If someone has

the car immediately after you, your extension will not go through, and you should call us to avoid getting a penalty on your account. We will help make arrangements to accommodate your late return for the next member. If you are the member who is waiting, we will contact you as soon as we know your car might be late.

What if the car I reserved is not there upon arrival?

This is unusual, but does happen occasionally. Call us immediately at the member services number listed above, and we will help you locate the car, move you to another car, or do our best to get you to your destination another way.

What happens if there is an emergency?

If there has been an accident, call 911 or the police, just as you would for any car crash or fender bender. Make sure everyone involved is safe or being cared for. Then call us immediately at the member services number listed at the bottom of this page and we will help you. In all cases you must contact us before continuing your trip. In the majority of cases, we will require you to wait and obtain a police report.

What if the car I have reserved isn't operating properly?

Call our member support lines for assistance.

Are passengers covered by your insurance?

As an MDO Carshare member, you can drive the vehicle with other people in the vehicle, and they are also covered. However, if it is discovered that a non-member has driven a car, the member risks possible termination of membership.

Are there child seats available?

We do not provide child seats and encourage you to use your own child seats should you need any during your trip.

What happens if the car is dirty when I arrive to pick up my reservation? If the vehicle you reserved is dirty when you pick it up please report it immediately in the app, or email support@mobilitydevelopment.org. Please include the date and time of your booking along with a description of the mess and any supporting photos.

Are pets allowed in the vehicles?

No. However, service animals are allowed in vehicles ONLY after members have notified member services and submitted documentation certifying that the animal is a service animal.

Along with certification, members must sign an acknowledgment form adhering to being fully responsible for damage and clean up. The form is a signed agreement that if there is indeed damage or the vehicle is left unclean, the member will be charged a \$250 fee.