CarShare Atlantic Frequently Asked Questions

GENERAL QUESTIONS

What is car sharing?

Car sharing is having access to a car instead of ownership. It is a membership-based service that permits members to reserve a car for when they need it. Members are billed by time and distance. Review this video to understand how it works.

Why is Dalhousie using car sharing?

Car sharing is a sustainable transportation option for employees.

Car sharing services provides an alternative for employees and students to commute to work using sustainable transportation methods and use car sharing for work purposes. With a variety of vehicle types, and a network of cars available, car sharing provides a cost effective option for employees that use vehicles for work. Employees now have the option to walk, carpool or take transit to work and have cars available for work transportation. Employees can also take CarShare cars from their home if they are going to University related meetings, reducing vehicle distance travelled.

It provides environmental and social benefits to the greater community. By decreasing personal and fleet car ownership there are fewer cars on the road, it reduces vehicle distance travelled and improves urban land use and development. Car sharing provides affordable access to vehicles and increases health as it motivates members to walk, cycle and take transit. In many cases car sharing vehicles are also typically newer, more fuel-efficient models with a reduced environmental impact.

How can Dalhousie employees use CarShare Atlantic vehicles for work?

Your department must register to have an account with CarShare Atlantic. Please contact CarShare Atlantic to find out whether your department has an account or how to start the process of getting one.

Once your department has an account and member number, employees can easily be added as a designated driver. There is an administrator of the CarShare account in every department. Obtain approval and the member number from the administrator and register on the website, in the Workplace section. It can take a week to ten days to receive your welcome package in the mail.

Can I use CarShare Atlantic vehicles for personal use?

Your department’s CarShare Atlantic account is for work use only. Personal use of the vehicle is not authorized. If you wish to use CarShare Atlantic vehicles for personal use you will have to obtain a separate individual membership directly from CarShare Atlantic.

How much does a membership cost?

The Annual Membership Fee is $200.00 per department. The member (e.g., department or public sector entity) can then add an unlimited number of drivers to its Drivers List.
• There is a Driver Application Fee of $35.00. This is a one-time fee per driver and it is non-refundable. This is used to check every applicant’s driving record.
• Finally, there is an Optional Deductible Reduction Fee of $25.00 per year per driver. If a member chooses this option, the at-fault collision and damages deductible is decreased from $600 to $300. This is highly recommended by risk management. Otherwise a fee of $1/trip will be added.

**How much does it cost to drive CarShare Atlantic vehicles?**

The basic hourly rate is $2.25 plus .23 km. Note: There are daily and weekly rates and long distance fees are reduced considerably after a certain distance. [Click here](#) for a full description of rates and fees.

**What is included?**

Fuel, insurance, winter tires, MacPass service (the bridge and airport fees are charged on the monthly invoice).

**What is the process for setting up a CarShare Atlantic account?**

**Initially setting up the account**

Communicate with us by the contact form. Please make sure to include basic information: your name, department name, and the fact that you are a department within Dalhousie.

We will get in touch with all necessary information to complete your registration.

**Adding additional users**

Visit [https://www.carshareatlantic.ca/additional-driver-application-form/](https://www.carshareatlantic.ca/additional-driver-application-form/) to start the process.

**Setting up a Personal membership**

Visit [https://www.carshareatlantic.ca/join/](https://www.carshareatlantic.ca/join/) to start the process.

**What information and documents do I need from the website?**

• CarShare Atlantic "How it works" video
• [Contact us](#) if you would like to see a signed copy of the CarShare Atlantic Institutional Member Agreement sign by Dalhousie
• CarShare Atlantic Schedule A - Rates and Fees (attachment to Institutional Member Agreement)
• CarShare Atlantic Schedule B - Driver Terms (attachment to Institutional Member Agreement)

**USING CarShare Atlantic**

**When should CarShare Atlantic be used?**
CarShare can be used when conducting Dalhousie business and you need a vehicle. Cars can be reserved from work or home if it is more convenient i.e. getting home late.

**What types of vehicles does CarShare Atlantic have?**

CarShare Atlantic provides fuel efficient vehicles, mostly hybrid Toyota Prius-C and Toyota Corolla Sedan. CarShare also has the only rentable accessible van in Nova Scotia.

**Where can I pick up vehicles?**

There is a [map](#) of the car locations and models on the CarShare Atlantic website.

**Are there any CarShare Atlantic pick-up locations outside HRM?**

No. At the moment, CarShare Atlantic vehicles can only be picked up in HRM. However, Halifax-based cars can be used throughout the province and further as long as they are returned to their “home” location in HRM at the end of the reservation.

**Do I have to pay any out-of-pocket costs to use CarShare Atlantic or is it all billed to the department?**

CarShare Atlantic cars are equipped with gas cards. You may have to purchase minor items such as windshield fluids if the vehicle fluid levels are low. Our agreement with CarShare Atlantic does not authorize the driver to purchase any higher value items. If there is damage to the car or higher value purchases are required contact the free CarShare Atlantic hotline directly at 1.855 981.5077

**How do I get reimbursed for small purchases if needed?**

Make a copy of the receipt and send it to CarShare Atlantic. The departmental account is credited for the purchase. Submit the original receipt with personal expense claims so you are reimbursed. Some departments may want a second copy to go to the staff person responsible for managing the CarShare Atlantic account to ensure that the credit is provided.

**If our department has an account with CarShare Atlantic, can I just go and use a car if I see one sitting in its designated parking spot?**

No. First, you must become a driver through your department’s account. Second, if you are going to a designated parking spot, the vehicle will be a station based car and all station cars must be reserved before you can use them.

If you are a driver through your department account and you don't want to make a reservation, you can use a FLEX car. FLEX cars are available without reservation and can be used for one-way trips. You pick them up and release them anywhere in the service area designated on the CarShare app or website.

**How do I book a car?**
Cars are booked either through the online reservation system [https://www.carshareatlantic.ca/](https://www.carshareatlantic.ca/) or on your smartphone. These have no cost. Over the Hotline 1.855 981.5077 there is a fee ($1.00 per transaction from 8am to 5pm and $2.50 in the evening)

**How long in advance must I reserve a vehicle?**

You can often book on the spur-of-the-moment or you can book up to one month in advance. The booking system takes member's bookings in a first-come first-served order, so the further in advance a particular car is booked the more certain you can be of having it when you need it.

If you are a more spur-of-the-moment person, you can use a FLEX car. Once you’ve located a FLEX car using our mobile app or website, you can block it free of charge for up to 30 minutes, giving you time to reach it.

**Can I use a car for just 20 minutes?**

Yes, if you use a FLEX car. FLEX cars are available without reservation, can be used for one-way trips, and you pick them up and release them anywhere in the service area designated on the CarShare app or website.

For station-based cars, the minimum booking is for 30 minutes, and it goes up in 15 minute intervals. Certainly, you could take it and return it in 20 minutes, but you'd be billed for the time you reserved it.

**Can I take it for longer trips?**

Yes, please consult the Schedule A for the Rates and Fees. Note: There are daily and weekly rates. There is also a [trip calculator](#) on the website, that adds the distance travelled and the amount of time you plan to be gone, if you would like to know how much a trip would cost.

**What if I need to cancel the reservation?**

If you cancel your reservation at least two hours before the time of your reservation, there is no charge or penalty. Less than two hours before your reservation start time, you will be charged 50% of the reserved time. After your reservation start time, you will be charged 80%. It is important to cancel so another CarShare member can use the car.

**What if I have an accident or mechanical troubles when using the car?**

All cars have roadside assistance. Please call the CarShare Atlantic hotline 1.855 981.5077 to report any issues and the hotline staff will connect you with roadside assistance if necessary.

**What if the car I have booked is not there when I go to pick it up?**

Call the CarShare Atlantic Hotline to report the incident. The hotline will provide you with another Carshare vehicle if available. If another CarShare car is not available and if necessary (and reasonable),
take alternative transportation and keep your receipt (e.g., for a cab) as you will be reimbursed on your expense report.

**Can I pick up a vehicle at one site and drop it off at another?**

Yes, if you use a FLEX car. FLEX cars are available without reservation, can be used for one-way trips, and you pick them up and release them anywhere in the service area designated on the CarShare app or website. All station based cars have a home location and their trips must start and end there. FLEX cars can be picked up and released anywhere in our [FLEX zones](#).

**How do I get into a CarShare Atlantic vehicle?**

Once you have made a reservation, you can gain access by placing your personal member key fob on the sensor in the front window. The on-board computer will unlock the car doors and the ignition interlock.

**How do I get the keys?**

The ignition key remains in the car, secured by a key card holder. Without a reservation and the matching member's fob, the ignition is disabled.

**How do I lock the vehicle when I'm finished with it?**

The proper way to get into and lock the vehicle is to use the fob. After putting the key away place the fob on the sensor device in the window (it has a green light). You will hear the car doors lock, check manually to make sure they are locked. Do not use the regular door lock mechanism on the inside of the door.