

## CarShareHFX 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 the hour, day or week plus the distance (km). Review this [video](#) to understand how it works.

#### Why is Dalhousie using car sharing?

Car sharing provides a sustainable transportation option for employees.

Car sharing services provides an option 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 CarShareHFX vehicles for work?

Your department must register to have an account with CarShareHFX. Please [contact CarShareHFX](#) 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 [carsharehfx.ca](#) website. Look for the "Institutional" page and follow the instructions. It can take a week to ten days to receive your welcome package in the mail.

#### Can I use CarShareHFX vehicles for personal use?

Your department's CarShareHFX account is for work use only. Personal use of the vehicle is not authorized. If you wish to use CarShareHFX vehicles for personal use you will have to obtain a separate individual membership directly from CarShareHFX at [www.carsharehfx.ca](#).

#### How much does a membership cost?

The Annual Membership Fee is \$200.00. 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 \$1,500 to \$500. This is highly recommended by risk management.

#### How much does it cost to drive CarShareHFX 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 CarShareHFX account?**

Contact [CarShareHFX](#) to start the process. You will need Departmental authority to sign the account agreement and an assigned administrator for the account. Once this is done, a member number is issued by CarShareHFX and drivers can then be added.

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

- CarShareHFX ["How it works"](#) video
- CarShareHFX Institutional Member Agreement (contact CarShareHFX for copy)
- CarShareHFX [Schedule A](#) - Rates and Fees (attachment to Institutional Member Agreement)
- CarShareHFX [Schedule B](#) - Driver Terms (attachment to Institutional Member Agreement)

#### **USING CarShareHFX**

#### **When should CarShareHFX 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 CarShareHFX have?**

CarShareHFX provides fuel efficient vehicles, including Mazda 5 (mini van), Honda Fit, Toyota Matrix, Toyota Sedans and Toyota Prius-Cs.

#### **Where can I pick up vehicles?**

There is a map of the car locations and models on the CarShareHFX website. Click [here](#).

#### **Are there any CarShareHFX pick-up locations outside HRM?**

No. At the moment, CarShareHFX 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 CarShareHFX or is it all billed to the department?**

CarShareHFX cars are equipped with gas cards. You may have to purchase minor items such as fluids if the vehicle fluid levels are low. Our agreement with CarShareHFX 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 CarShareHFX 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 CarShareHFX. There are envelopes located in the glove compartment of the vehicle. 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 CarShareHFX account to ensure that the credit is provided.

### **If our department has an account with CarShareHFX, 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, all cars must be reserved before you can use them.

### **How do I book a car?**

Cars are booked either through the online reservation system [www.carsharehfx.ca](http://www.carsharehfx.ca) or on your smartphone. These have no cost. Over the Hotline 1.855 981.5077 there is a fee (\$0.75 day, \$2.00 between 7 pm - 8 am)

### **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.

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

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

### **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 the full amount. 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; look for information in the members Handbook in the glove compartment. Please call the CarShareHFX free Hotline 1.855 981.5077 to report.

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

Call the CarShareHFX Hotline to report the incident. The hotline will provide you with another carshare car if available and may tell you to take a taxi if the car is far away. 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?**

No. All cars have a home location and their trips must start and end there.

**How do I get into a CarShareHFX 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 lanyard. 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. Place it 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.