



Green CarShare Member Policies Handbook

Contact Information

Phone: 360-468-5260

Email: greencarshare-support@islandrides.org

Welcome to Green CarShare!

Island Rides is sponsoring a Green CarShare Project for Orcas Island residents. The project encourages Islanders to reduce carbon emissions and provides access to electric vehicle use. The CarShare project has been made possible through grants from the Washington Department of Transportation Zero-Emissions Access Program (ZAP). Thank you for joining! Your membership will go a long way toward improving our environment and transportation flexibility for our community.

This Member Policies Handbook covers everything you need to know about using Green CarShare, including your responsibilities as a member, our policies, and fees. Please read it carefully and be in touch with us with any questions.

Table of Contents

1. Eligibility	3
A. Criteria	3
B. Authorized Drivers	3
C. Driver Training	3
2. Insurance & Damage	4
A. Insurance	4
B. Reporting and Responsibility for Damage	4
3. Treatment & Operation of Vehicles	5
A. Vehicle Care	5
B. Misuse of Vehicles	5
C. Maintenance Schedule	7
D. Expectations	7
E. Charging the Vehicle	7
F. Lost & Found	8
G. Transporting Pets and Service Animals	8
H. Transporting Children in Car Seats	8
I. Add-on Features	9
4. Membership & Billing	9
A. Membership Options	9
B. Fees for Off-Island Trips	9
C. Billing	10
D. Violations & Tolls	10
5. Scheduling/Using Green CarShare	11
A. Vehicle Specific Notes	11
B. Making a Reservation	11
C. Driving Vehicles Off-Island	11

D. Cancelling a Reservation	12
E. Accessing the Car	12
F. Starting the Car	12
G. Charging	12
H. Running Late	13
I. Returning the Vehicle to the CarShare Charging Homebase	13
J. Locking the Vehicle/Finishing Your Trip.....	13
6. Vehicle Tracking Notice and Release.....	14
7. Payments	14
8. Terminating Your Membership	14
A. Ending Your Membership	14
B. Revocation or Suspension of Membership	15
C. Cancellation of this Agreement.....	15
9. Emergencies	15
Appendix A – Fees and Penalties.....	16
Appendix B – Membership Agreement	17

1. Eligibility

A. Criteria

The following criteria must be met to qualify as a member of the Green CarShare (CarShare) Project. To apply for membership, you must provide proof of the following:

- Valid WA state driver's license
- 21 years of age or older
- Personal car insurance with a minimum of \$100,000 liability per occurrence
- Clean WA State driving record over the prior three years, including no at-fault accidents.
- Once registered and accredited to drive, members are required to attend a short training session on driving the CarShare EVs.

B. Authorized Drivers

Only those who meet the Eligibility Criteria are authorized to drive the vehicle.

Eligible drivers cannot lend a CarShare vehicle to anyone. The CarShare member who reserves the vehicle remains fully responsible throughout the reservation.

The CarShare Project reserves the right to add or change Eligibility Criteria. Members shall be informed of changes in a timely manner and the full force of the CarShare agreements shall remain in effect.

C. Driver Training

All new members are required to attend a short training session on how to drive the CarShare EVs. Members must schedule training with a Green CarShare representative at their earliest convenience or when prompted. Training includes topics such as how to operate the specific EVs in the CarShare fleet, charging the vehicle, and using the Green CarShare app.

2. Insurance & Damage

A. Insurance

- Member must provide proof of personal car insurance with a minimum of \$100,000 liability per occurrence.
- As owner of the car, Island Rides- Orcas must carry car insurance of at least a \$1,000,000 liability per occurrence.
- Members are responsible for any out-of-pocket expenses that occur due to at-fault accidents provided the insurance does not cover the costs.
- CarShare's insurance provider requires checking each member's driving record periodically.

Hence, Green CarShare checks each member's driving record annually.

- CarShare Members are responsible for roadside assistance and towing. It is recommended that each CarShare driver carry an AAA membership.
- CarShare drivers are encouraged to use extreme caution or refrain from driving during severe weather events. Driver and passenger safety are of the highest priority to the CarShare program.
- Drivers and all passengers must wear seatbelts properly when vehicles are in motion.

B. Reporting and Responsibility for Damage

Before each trip, it is recommended that CarShare drivers check the vehicle inside and out for dents, scrapes, and other damage. Any recent damage should be marked on the Damage Sheet stored in the vehicle. Prior to leaving the vehicle, the CarShare driver should record any new or unreported damage (i.e. damage not already marked on the Damage Sheet). Failure to report damage to a vehicle may result in the incumbent driver being held responsible and/or fined.

For non-urgent issues, including cleanliness, odors, low charge, and missing items, please contact the Green CarShare office via voicemail (360-468-5260) or email (greencarshare-support@islandrides.org) as soon as possible during or after the Carshare reservation. Please provide the driver's full name, the CarShare vehicle under reservation, and a detailed description of the problem. Contact information and insurance accident forms are in the glove compartments. Drivers are required to fill out damage and insurance accident reporting forms as soon as possible.

3. Treatment & Operation of Vehicles

A. Vehicle Care

As a CarShare member, you agree to treat CarShare vehicles with respect and care. Our CarShare depends on mutual trust and care of a shared resource. Any misuse of CarShare vehicles will be grounds for fines, suspension, or termination of your membership.

Generally speaking:

- Operate the vehicle according to the operator's manual located in the vehicle's glove box or in a side pocket on the driver's side, and according to the policies set forth in this booklet.
- Pets may only be transported in proper pet carriers. Please review the section on Transporting Pets for details.
- Smoking/vaping etc. is prohibited in CarShare vehicles.
- Please remove your belongings and all trash from the vehicles once your trip has been completed.

B. Misuse of Vehicles

CarShare members may not, under any circumstances use CarShare vehicles under the following conditions. Members who misuse any CarShare vehicle may have their membership terminated; appropriate fees assessed and will be responsible for covering the full costs of any damage or losses at their own expense.

Below is a list of some actions that are strictly forbidden:

- Allowing someone who is not an approved CarShare member to drive the car. - Using a CarShare vehicle for any illegal purpose
- Driving while under the influence of any intoxicating substance
- Driving in any race, test, or competition
- Driving in a careless negligent manner
- Carrying people or property for hire (i.e. taxi or parcel delivery service).
- Using a CarShare vehicle if it has been obtained from the CarShare program by fraud or misrepresentation i.e. using someone else's reservation or card access.
- Using a CarShare vehicle for off-road driving (i.e. vehicles may only be driven on maintained roads, lanes or driveways).
- Using CarShare vehicles for Commercial Use.
- Loading a vehicle beyond its rated capacity or with more passengers than the vehicle has seat belts for.
- Taking the CarShare outside the continental United States.
- Taking the CarShare vehicle outside WA state
- Towing or pushing anything, unless pre-approved and according to the instructions of the manufacturer of the CarShare vehicle.
- Using a CarShare vehicle without a reservation or outside your reservation time.
- Operating a CarShare vehicle without a valid driver's license or insurance. It is your responsibility to inform the CarShare Project immediately when your driver's license has expired or has been suspended.
- Carrying weapons: Green CarShare has a No Weapons policy. It is forbidden to carry a weapon in a CarShare vehicle. A weapon includes any firearm, stun guns, explosives, knives, sling shots, and tasers. Green CarShare has the authority to determine what constitutes a weapon under this policy. If you have any questions about whether an item could be considered a weapon, please contact Green CarShare before bringing

any questionable items into a CarShare vehicle. (This policy does not apply to authorized security personnel or to law enforcement personnel.)

We take the above violations extremely seriously. If you use a CarShare vehicle in any of the above unauthorized manners:

- You will be subjected to fines and other applicable fees.
- You will waive your right to CarShare insurance and be held personally responsible for the cost of any damages or losses arising from your misuse.
- We reserve the right to notify law enforcement if we believe a vehicle has been taken without a reservation or by a non-member, constituting a “stolen vehicle”.
- You release and discharge CarShare from, and indemnify, and hold Green CarShare harmless against any liability arising from your actions.
- We reserve the right to remove you from CarShare membership.

C. Maintenance schedule

On a regular basis, and as recommended by the vehicle manufacturer, time periods may be blocked out and vehicles unavailable to be reserviced when the cars require regular vehicle maintenance.

D. Expectations

Keep to the rule LNT – “Leave No Trace.” Please be mindful this is a shared resource, be sure to check the vehicle both prior to use, and after.

E. Charging the vehicle

It is your responsibility to: 1) ensure that the CarShare vehicle is sufficiently charged to complete your reservation; and 2) properly plug in the EV and ensure it is charging after completing your reservation.

Green CarShare monitors and charges batteries where necessary to support Green CarShare operations. Green CarShare is not responsible for “dead” or low-charge CarShare batteries from users neglecting to charge the vehicles. Members are liable for any fees for recovering a stranded vehicle as outlined in Appendix A of this agreement.

F. Lost & Found

CarShare is not responsible for any personal belongings left in or on top of the vehicles. If

items are found in a car, they may be held for up to thirty days by the CarShare Coordinator. You may contact the CarShare Coordinator to inquire.

CarShare is not responsible for any loss of, or damage to, any items in or on the vehicle.

G. Transporting pets and service animals

If you transport a pet, it must be noted on your reservation in the Green CarShare app. All animals must be in carriers, no matter what their size. Animals should not be left unattended in the vehicles. CarShare reserves the right to deny pet transport. Failing to use a carrier, and/or leaving pet evidence (e.g. fur, paw prints, nose smudges) will result in fees and possible termination of membership. As with other damages, please record your findings as per the agreement.

Service Animals: Service animals are allowed to ride in the vehicles. For safety reasons, they should be secured as much as feasible (e.g., with a controllable leash/harness, ride in the backseat, on the floor, in the back of the vehicle and/or in a carrier). Owners should provide a clean cloth, blanket or towel to place on any surface the animal will come in contact with and remove it when exiting the vehicle. Service animals should not be left unattended in the vehicles.

Damage to vehicles: If a vehicle becomes dirty or damaged due to an animal/pet/service animal traveling in the vehicle, drivers should notify the CarShare Coordinator immediately to determine next steps and how the vehicle will be cleaned/fixed. Members will be responsible for paying for the vehicle to be cleaned/fixed.

H. Transporting Children in Car Seats

Children under the age of 18 must be accompanied by an adult. Children must be properly restrained, and you should plan on bringing your own car seat for children that need one. Car seats must fit legal requirements of WA state.

I. Add-on features

The CarShare Project may purchase add-on features, such as a garbage can hauling attachment, trailer, bicycle or roof racks. Add-ons will be at the CarShare Project discretion.

4. Membership & Billing

A. Membership Options

Contact the CarShare Project for most up to date membership, billing and financial penalties.

There is no cost to drive with Green CarShare on Orcas Island. See Section 4 Part B for fees for driving off of Orcas Island. Green CarShare may elect to charge membership fees, per mile fees, and/or hourly fees at a later date. **It is anticipated that CarShare will implement a membership fee beginning January 2027.** Any policy change will be announced to members in advance.

B. Fees for Off-Island Trips (Members will be notified when this option is available)

“Off-Island” and related terms are defined as driving the vehicle off Orcas Island.

Members have the option to drive CarShare vehicles off the island, but are responsible for all tolls, EV charging costs, ferry reservations and ticket costs, parking or speeding tickets, roadside assistance, and any other fees or charges incurred while operating the vehicle outside Orcas Island.

The fee for driving off island is \$20. This is defined as the CarShare vehicle leaving the shores of Orcas Island, for example to board a ferry. Members will be invoiced and must pay Green CarShare within 14 days of their off-island travel. If delinquent by 30 days or more, Green CarShare reserves the right to terminate membership for unpaid fees.

C. Billing

Billing will occur monthly or at the time of the event, if any of the occurrences listed in Appendix A transpire.

D. Violations & Tolls

Drivers are responsible for paying all fees and tolls associated with their specific use. If you know you have driven through a toll, we request you notify the CarShare Project so we can add it to your account. If the CarShare Project receives notice of a toll and you have not told us you went through a toll, we will refer back to the reservation schedule and will charge you for the toll and have the right to charge an additional fee.

Traffic Tickets. If you get a traffic or parking ticket while using a CarShare vehicle, it is your responsibility to pay it promptly. If we receive notice that a parking ticket has not been paid, we will pay it and will charge your credit card, along with a processing fee.

Ferry Tickets. Members are responsible for paying any ferry tickets and fees to transit the vehicle.

5. Scheduling/Using Green Carshare

To apply for membership in the Green CarShare Project, use your smart phone to download the app [Green CarShare on the App Store \(apple.com\)](#) or [Green CarShare - Apps on Google Play](#) and follow the instructions. For further instructions go to islandrides.org/carshare-registration.pdf. If you do not have a smart phone, please contact the Green CarShare Project at greencarshare-support@islandrides.org or 360-468-5260 and we will take your name and contact you when the CarShare Project is able to support those without smart phones.

A. Vehicle Specific Notes

Green CarShare operates one 2023 Chevrolet Bolt EV, one 2023 Bolt EUV and three 2025 Chevrolet Equinox EVs.

Visit IslandRides.org/orcas-carshare-program for in-depth information on how to operate the vehicles.

B. Making a reservation

Members must make a reservation in order to use a CarShare vehicle. Members may make reservations online, via the CarShare app. Reservations can be as short as 30 minutes or as long as 5 hours, except when driving off island. An individual member is prohibited from scheduling more than one reservation for a single period of time.

C. Driving Vehicles Off-Island (Members will be notified when this option is available)

Members have the option to drive certain CarShare vehicles off Orcas Island. Members must make a reservation as outlined in part B of this section above.

The specific vehicles allowed off island are “Zero”, a 2023 Chevy Bolt EUV, and “Onyx”, a 2025 Chevy Equinox EV. Any other vehicles are prohibited from leaving Orcas Island, and driving any other vehicles off island than “Zero” or “Onyx” is prohibited and subject to a fee as outlined Appendix A.

The time limit for off island reservations is 36 hours. If a member does not return and finish their reservation on Orcas Island within 36 hours of starting their reservation, they will be charged a penalty fee as outlined in Appendix A.

We understand ferries are late or cancelled and offer grace for these circumstances. If your ferry is late, cancelled, or other circumstances prevail to stop you from making it back to the

island in 36 hours, you must notify Green CarShare immediately at our phone number or by email to avoid penalty fees as outlined in Appendix A.

D. Cancelling a reservation

Members are encouraged to cancel their reservations as early as possible in advance as a courtesy to make the vehicle available to their fellow members. You may cancel or shorten a reservation in the Green CarShare app before the reservation begins.

If you repeatedly make and cancel reservations, especially on short notice, you will receive a warning. Green CarShare reserves the right to limit your use or terminate memberships that repeatedly make and cancel reservations after a warning.

E. Accessing the Car

Use the Green CarShare smartphone app to unlock the vehicle's door when you have a reservation. The smartphone app also enables the ignition so the vehicle will start. Using the smartphone app, select the reservation that you are ready to access, and press and hold the green Start Reservation button. This action will unlock the car. To use your access card, hold it up to the reader, located on the driver's side windshield (the reader is the gray square box with red, yellow, and green lights). After a few seconds, the driver's side door will unlock.

F. Starting the Car

Start the Bolts with the push button start. The Chevy Equinoxes start without a button press but when the driver presses on the brake pedal with their foot. Open the glove compartment, remove the key (Bolts)/Access keycard (Equinoxes) and take it with you to lock and unlock the vehicle throughout your trip.

G. Charging

The CarShare Project charging stations are all level 2 chargers. It can take up to 8 hours for the vehicle to reach an 80% charge on a Level 2 Charger. It is essential to plug the vehicle in immediately after use.

Green CarShare is currently arranging to install charging stations at the Deer Harbor (DH) homebase. When those charging stations are installed, DH and Waldron Island residents will have access to a dedicated CarShare EV located on Dear Harbor Road within walking distance of the marina.

H. Running Late

If you are running late, go to the app and schedule additional time. If you're unable to extend your reservation because someone else has a reservation immediately following yours, contact the next user and the CarShare Project immediately.

If you are late, you may be charged late fees for your additional time with the vehicle and any costs incurred to accommodate the other member(s) inconvenience. Please keep in mind that continuous or excessive lateness affects the reliability of our service and may result in the termination of your membership.

I. Returning the vehicle to the CarShare Charging Homebase

At the end of the reservation, the vehicle must be returned to the CarShare location designated in the Green CarShare app.

- Park the CarShare vehicle in its designated parking spot. One or two vehicle homebases may temporarily lack parking signs.
- Return the vehicle key back into the glove compartment as you originally found it. - Make sure headlights and interior lights are turned off.
- Please remove trash, wipe up spills, and check for your personal items. CarShare is not responsible for items left in the vehicle. Remember, you may be charged a fee for leaving a vehicle excessively messy.
- If there is damage, note it on the paper in the glovebox and immediately notify the CarShare Project office.
- Plug in before ending your trip!
- Contact us immediately if you can't end your reservation or start charging.

I. Locking the vehicle/finishing your trip

After you've turned the car off, returned the key to the glove compartment/docking station, and stepped out of the vehicle, use the mobile app to lock the car. This will officially end your trip. Note that the Chevrolet Equinox turns off automatically shortly after you leave the car and shut the door. There is no on/off button in the Equinox.

6. Vehicle Tracking Notice and Release

CarShare vehicles are equipped with a Global Positioning System and related hardware that allows CarShare to track a vehicle's location and monitor other essential functions, such as battery level, lock status, and ignition status. You authorize Green CarShare to use this data to facilitate operations for our members.

CarShare agrees to keep this telematic and location data confidential and not to share it with any third parties except in the instance of a specific request from law enforcement.

7. Payments

If our attempt to collect payment fails at any time for any reason, you will receive an email notification that you need to provide a valid card and resubmit your payment promptly. Each time a payment fails, CarShare reserves the right to charge a bounced payment fee (see Fees & Penalties Schedule). If you have an outstanding balance, CarShare may attempt to collect payment from the card on file at any time. If CarShare is unable to collect payment for the full amount owed because your payment card is declined or expired, CarShare reserves the right to immediately suspend your account and all reservation and driving privileges without further notice.

Accounts with outstanding balances are subject to our collections process, including additional attempts to collect via card on file, referral to a collection's agency, or, if necessary, filing a suit with Small Claims Court. You will be responsible for all costs associated with the collection process, including interest, legal fees, and administrative charges.

8. Terminating Your Membership

A. Ending Your Membership

If you'd like to end your membership, please contact us at 360-468-5260 or greencarshare-support@islandrides.org. You will need to return your access card to us in person if you have one. Please include a note indicating your reasons for leaving, your forwarding address, and any comments you'd like to share regarding our service. Please return your access card within 30 days of letting us know you'd like to quit. There is a \$5 fee for not returning your access card within that time frame.

B. Revocation or Suspension of Membership

Subject to all its other rights and recourses, Green CarShare may, at any time, cancel an individual's Membership if the Member fails to pay any sum due as outlined in the Member Policies Handbook. Subject to all its other rights and recourses, Green CarShare may, at any time, without further notice or official notification and by simple notification, cancel an individual's Membership if the Member does not comply with any terms or conditions specified in the Member Policies Handbook, or, if the Member's actions, state of health, or driving record, are counter to Green CarShare's interests. In case of cancellation, the Member agrees to immediately return any article belonging to the Green CarShare Project that they might have in

their possession. Moreover, the Member agrees to pay any collection fees necessary to recover any amounts due under this Contract or the Rules and Regulations.

C. Cancellation of this Agreement

The Agreement shall be automatically and immediately cancelled, without notice, on the death of the Member, or within five (5) days' notice by letter, email, phone call, or phone message from Green CarShare to the member, if the member is not paying their debts as such debts generally become due, or if the member is convicted of a driving-related offense.

9. Emergencies

In case of vehicle accident or medical emergency, call 911. As noted in the damages section, be sure to contact the Carshare Project promptly following a vehicle accident.

Please contact support at 360-468-5260 for the following issues:

- You show up for a reservation and the car you've reserved isn't there.
- The car won't start or is badly damaged.
- You're running late and you can't extend your reservation because someone else has reserved the car after you.
- You're unable to lock the car with the app or your access card.
- You've lost the car keys.
- You can't get the electric vehicle to charge.
- You're locked out of the car.
- A non-CarShare vehicle is parked in the parking space when you need to return the car.
- After calling 911, if you've been in an accident or damaged the vehicle.
- For non-emergency inquiries and comments (e.g. questions about your bill, general questions), please email greencarshare-support@islandrides.org.

Appendix A – Fees and Penalties

Fee Schedule	
Late Return	\$1/ minute + additional charges if you displace another member
Reservation Cancellations & Adjustments	If you cancel or shorten with less than 4 hours notice, you will be charged \$25
Non-Emergency Call to the Emergency Line	\$5 per call
EV Left unplugged or not charging	\$25
Failed to notify staff of need to Pay Ticket, Toll, or Moving Violation	\$15 per incident + cost of ticket, toll, or violation
Failed to pay Ticket, Toll or Moving Violation within 30 days of receipt	\$25
Staff Time Due to Member Negligence	\$25 per half hour + costs incurred
Left Vehicle Messy	\$25 + costs incurred
Left Lights On, doors unlocked, or Windows Open	\$25 + costs incurred
Failure to Inspect Vehicle and/or Report Damage	\$25
Bounced Payment	\$10
Key Lost During Member's Reservation	\$50 + costs incurred (will include cost of replacing the key)
Failed to Return Car to Designated Charging Area	\$50 + costs incurred

Fee Schedule	
Drove Without a Reservation	\$50 + usage + costs incurred
Unsecured Vehicle	\$25 + costs incurred
Vehicle Left Running	\$150 + costs incurred
Smoked in Vehicle or Failed to Report Evidence of Smoking	\$250 + costs incurred
Transported Pet without a Carrier (unless service animal), or Pet Mess	\$250 + costs incurred
Abandoned Vehicle more than 1/4 mile from home location	\$250 + costs incurred
For every hour past 36 hours a member is late returning the vehicle from an off-island reservation. Grace periods for ferry delay or cancelled	\$20 per hour up to \$200
Reservation completed in Deer Harbor with less than 40% charge. This applies until a charger is installed in Deer Harbor.	\$25
Fees for Serious Infractions Resulting in Automatic Termination of Membership :	
Tampered with On Board Equipment*	\$250 + costs incurred
Allowed a Non-CarShare Member (or authorized driver) to Drive*	\$500 + costs incurred
Infractions as earlier defined in the CarShare Policies Handbook*	\$500 + costs incurred

Appendix B – Membership Agreement

By signing this agreement, you are accepting the conditions set forth in the Green CarShare Member Policies Handbook.

1. You agree to pay Green CarShare any penalties as set out in this Agreement.
2. Green CarShare reserves the right to cancel a member's contract in addition to levying the penalties if such member fails to comply with any of the terms and conditions in the Agreement.
3. Green CarShare reserves the right to amend the terms and conditions of the Fee Schedule from time to time as it sees fit or necessary, without prior notice. A current Member Policy Handbook is available online at Green Carshare Member Policies Handbook.
4. Every Member must possess a valid Washington State driver's license. If a new license must be obtained to meet this obligation, the new license information must be submitted promptly to our office.
5. The Fees and Penalties schedule outlines the possible fees and penalties members may be responsible for if they violate our policies. All fees will appear on your invoice. For all serious infractions, you agree to waive all Green CarShare insurance and accept sole responsibility for any and all associated damage and loss of liability. Your membership is subject to immediate termination.

By signing below, you (the Member) state that the information in your Green CarShare

Project application form is complete and correct in all respects, and you authorize Green CarShare (or its designees) to check such information including, without limitation, the undersigned's driving record. You further authorize Green CarShare to charge to the credit or debit card on the application form any fees, penalties, and other charges due hereunder. Finally, you agree and accept all of the terms contained in this Membership Handbook.

By submitting your application online, you have already agreed to the terms of this handbook, and you have already signed this document electronically.