



Carshare Handbook

“Power by Cooperation”

October 1, 2025

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Welcome

Thank you for participating in the Zero Emission Vehicle Cooperative (ZEV co-op).

You and other ZEV co-op participants are supporting a new model for providing equitable community access to transportation services while reducing the negative environmental and economic impacts of personal vehicles.

As a participant in ZEV co-op, you have the option to access our Vehicles using a month-to-month subscription or you can become a member of the Co-op and enjoy the many benefits described more fully in this Carshare Handbook.

Either way, all Participants enjoy:

- 24/7 access to our growing fleet of electric vehicles (EVs).
- Thousands of dollars in savings each year on ownership cost, gas, insurance, and maintenance.
- Reducing your carbon footprint and supporting shared transportation services.
- Contributing to a more sustainable and equitable future.

We'd like you to enjoy the many advantages of zero emission carsharing, so please read through this Carshare Handbook and familiarize yourself with it. It is your responsibility to understand its contents.

Thank you for participating in ZEV co-op and supporting our mission.

Yours in Cooperation,

ZEV co-op

About ZEV co-op

Mission

ZEV co-op provides zero emission carshare and other transportation services focused on community needs.

We cultivate collaboration and empowerment to deliver services that are accessible, sustainable, and effective.

Our mission is to work cooperatively to achieve social, environmental, and economic outcomes that help improve people's lives.

Not for Profit Cooperative

ZEV co-op is organized pursuant to Chapter 24.06 of the Revised Code of Washington ("Act"), as a consumer cooperative, as defined under the Act, on a nonprofit basis.

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity. Cooperative members support the ethical values of honesty, openness, social responsibility, and caring for others.

Cooperative Principles

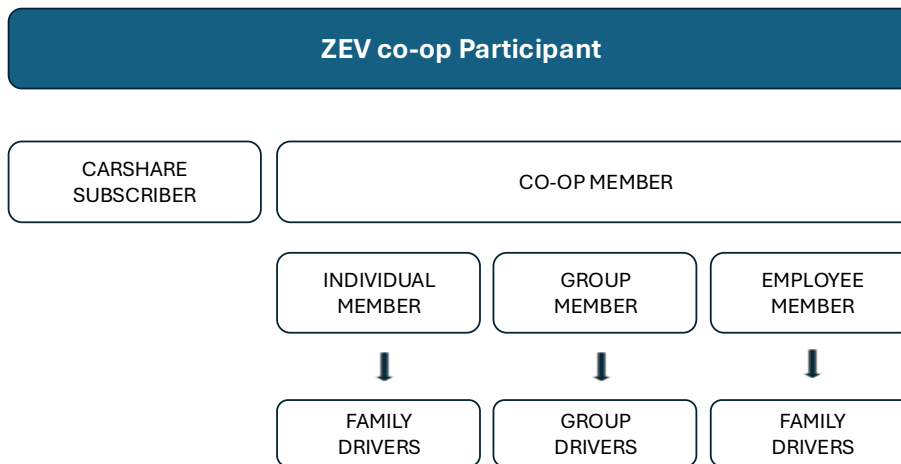
One of the ways cooperatives differ from other business structures is their adherence to cooperative principles and values that reflect social, political, and business concerns. Here are the seven internationally recognized cooperative principles.

1. Voluntary and Open Membership
2. Democratic Member Control
3. Member Economic Participation
4. Autonomy and Independence
5. Education, Training and Information
6. Cooperation among Cooperatives
7. Concern for Community

You can learn more about cooperatives here: <https://uwcc.wisc.edu/about-co-ops/>

Participation

Everyone who is approved to access and use the ZEV co-op carshare program is a “Participant.” This includes: Subscribers, Individual Members, Group Members, Employee Members, and all documented drivers. To become a Participant, one needs to successfully complete ZEV’s application and orientation process.



Locations

ZEV co-op has multiple locations around Puget Sound and in Spokane. ZEV co-op is ever expanding and a current list of locations can be found on our carshare app or website. <https://zev.coop/locations/>

What’s Miocar

When you are on the ZEV co-op carshare app you will see other vehicles in California operated by our colleagues at Miocar. Just like ZEV co-op, Miocar is a community based carsharing service providing 24/7 access to vehicles on an hour or daily basis.

If you are interested in using the Miocar vehicles in California, please contact ZEV’s Customer Experience department and we can set you.

WSDOT Zero-emissions Access Program

ZEV co-op is participating in a Washington State Department of Transportation (WSDOT) Pilot Project.

The Zero-emissions Access Program (ZAP) grant provides funding for zero emission carshare pilot programs in underserved and low to moderate-income communities that have limited access to public transportation or are in areas where emissions exceed state

or federal standards.

Ecology Air Quality In Overburdened Communities

ZEV co-op is participating in a Washington State Department of Ecology (Ecology) grant that provides funding to organizations serving communities Ecology has identified as overburdened and highly impacted by air pollution.

Climate Commitment Act

Both the WSDOT and Ecology projects receive funding from the Washington Climate Commitment Act that supports the State's climate activities by putting cap-and-invest dollars to work reducing climate pollution, creating jobs, and improving public health.



Definitions

Business Use: Is a designation that is chosen when making a booking. It only applies in certain cases when you are a Group Driver within a recognized Group and the Group has approved business use of vehicles.

Carshare Handbook: This ZEV co-op Carshare Handbook describes policies, procedures, rules, and guidelines relevant to the Co-op's carsharing operations and use of its Vehicles. (You're reading it now and are responsible for being familiar with its contents.)

Cooperative: The cooperative or "Co-op" refers to ZEV co-op.

Damage Deductible Pool: The Damage Deductible Pool is a way to cover the Insurance Deductible if a Participant is in an accident or the Vehicle they are using is otherwise damaged during a carshare session. Participation in the Damage Deductible Pool is mandatory for Subscribers.

Employee Member: Any regular full-time employee of the Co-op is a Member for the duration of their employment. Employee Members enjoy all Member benefits and can vote on Co-op matters, as well as be nominated to run for the Board of Directors. Employee Members can add up to three (3) Family Drivers to their account for a fee.

Family Driver: A "Family Driver" is someone who has been added to an Individual Member's account. Family Drivers are not Members of the Co-op but enjoy certain Member benefits. Family Drivers cannot run for the Board or vote on Co-op matters like a Co-op Member can.

Fast-Pass: This is a method of pre-payment for bridges, tunnels, and toll roads. It can be purchased in calendar day increments.

Group Driver: A "Group Driver" is someone who has been added to a Group Member's account. Group Drivers are not Members of the Co-op but enjoy certain Member benefits. A Group Driver is eligible to be nominated to represent the Group Member as a delegate.

Group Member: A recognized organization may become a Group Member of the Co-op. A Group Member can designate a number of Group Drivers based on the type of membership fee paid. One person from the organization is nominated to represent the Group Member as a delegate and vote on Co-op matters. That same person is eligible to run for the Board of Directors.

Income Qualified: Is a designation available to ZEV co-op a Participants that is a) identified as a Group Driver under an active Group Member, or is b) an Individual Member, that receives benefits under any number of assistance programs (such as EBT, CHIP, Provider One, WIC, SNAP). Income Qualified individuals are eligible for special vehicle use rates. Please check with the Customer Experience department at (833) 387-4273 if you have questions about this program.

Individual Member: An individual participant who has paid the Individual Member fee, agreed to the Co-op's Individual Member Agreement, and been accepted into the program. Individual Members enjoy all Member benefits and can vote on Co-op matters, as well as run for the Board of Directors. An Individual Member can add up to three (3) Family Drivers to their account for a fee.

Insurance Deductible: Is the out-of-pocket amount a participant is required to pay toward a covered claim. When a Vehicle is used for personal use, the deductible varies based on the status of the Participant.

Participant: A Participant is everyone who is approved to access and use the ZEV co-op carshare program is a "Participant." Subscribers, Individual Members, Group Members, Employee Members, and all document Drivers. To become a Participant, an individual needs to successfully complete the application and orientation process.

Personal Use: Is a designation that is chosen when making a booking. This is generally the default setting. If you are a Group Driver within a recognized Group.

Rate Sheet: The current service rates, fees, fines, and other charges for ZEV co-op Participants is posted on the Co-op's website. The Rate Sheet is subject to change at any time without notice. If a conflict exists, the definitive price to utilize a Co-op Vehicle is found on the Co-op's reservation system which can be accessed by mobile app or website.

Subscriber: A "Subscriber" is a ZEV co-op Participant that utilizes the Co-op's Vehicles through a monthly subscription. Subscribers are not members of the Co-op but can still use the Co-op's Vehicles and enjoy the many advantages of electric carsharing.

Terms & Conditions: The document entitled "General Terms and Conditions of Use", which sets forth additional legal terms governing the relationship between all ZEV co-op Participants, including Subscribers, Individual Members, Family Drivers, Group Drivers, and Employee Drivers. All Participants have agreed to its Terms and Conditions.

Vehicle: Any vehicle owned or leased by ZEV co-op, and any equipment inside the vehicle.

ZEV co-op: Zero Emission Vehicle Cooperative (or Co-op), its members, employees, contractors, board of directors, officers, agents, and volunteers.

Carsharing Basics

Zero Emission Vehicles

Our name pretty much gives it away. ZEV co-op operates zero emission vehicles.

Carsharing

Carsharing is a system that provides access to shared vehicles for short-duration use. Carsharing is practical for people who don't own a car and allows participants to access a vehicle at any hour and only pay for the time the vehicle is used.

Participants can view where Vehicles are stationed and make reservations in a few simple steps using ZEV co-op's mobile app or website. This same technology allows participants to access the Vehicle and make a payment for the carshare session.

ZEV co-op Vehicles are station-based meaning they are pick-up from and returned to the same location. A carshare session does not end until the Vehicle is returned to this location.

Locations

ZEV co-op continues to open new locations. Please visit our mobile app or website to view our current locations.

ZEV co-op Mobile App

It's easy to start and manage a carsharing reservation with your phone. During your session, you will be able to stop, lock, and unlock the vehicle during your session as needed.

Remember not to "END" your session until you're finished and ready to return the Vehicle.

If you do not have a phone that can accommodate the mobile app, please contact the ZEV co-op customer experience team and we can make a reservation and start a session with you.

Program Orientation

All carshare applicants must undergo a program orientation before they are approved as Participants and authorized to use the Vehicles.

Planning Your Trip

Please make sure to plan enough time for your carshare session, as someone may have booked the car immediately following you.

Sometimes, sessions can be extended, but there is no guarantee this option will be available. There is a fee for returns that are late. Late fees are assessed in 1 hour increments and are not prorated. Please seek to update your reservation or contact the ZEV co-op Customer Experience team at (833) 387-4273 if you're running late.

Inspect the Vehicle

Before driving, check the Vehicle for damage or other issues. Existing damage should have been reported by the prior participant, but if not you can be held responsible if you don't report it before you depart with the Vehicle. Please, report any Vehicle damage right away before you get underway on your journey. This can be done through the ZEV co-op mobile App.

If you have any questions, please contact the ZEV co-op Customer Experience team at (833) 387-4273.

Area of Operation

ZEV's current area of operation includes Washington, Oregon, and Idaho. Trips outside of these states must be reported to ZEV co-op and specifically approved in advance. Please contact the Customer Experience team if you have any questions or are seeking approval to travel outside of Washington, Oregon, and Idaho.

Returning the Vehicle

You must return the Vehicle to the same location you picked it up from and leave it plugged in and charging so it's ready for the next Participant. If you return a Vehicle late, fees will apply.

If you do not return your Vehicle to the same location you picked it up from, a **\$250 recovery fee** will be applied, plus any additional labor, towing, and administrative costs incurred to retrieve the Vehicle.

Be Considerate of The Next Driver

On any given day, several people might use the same Vehicle. It is critical to return the Vehicle on time, with the battery state of charge above 50% full and remove any trash and belongings before you end your trip.

Please wipe down the interior with the included wipes that and shake out floor the mats if

debris has been tracked into the Vehicle. Please try and leave the Vehicle better than you found it. At ZEV co-op, it's all about cooperation.

No Pets Allowed

We love them too, but sorry, no pets are allowed in ZEV co-op vehicles. There is a \$250 penalty if you bring a pet into a ZEV co-op vehicle. If you have a Service Animal, please contact us in advance so we can share our procedures required to accommodate this.

No Smoking or Vaping Allowed

There is no smoking or vaping allowed in ZEV co-op vehicles. A \$250 penalty will be imposed if you smoke or vape in a ZEV co-op vehicle.

ZEV Fast-Pass

Participants are responsible for being aware of and paying for all highway, bridge, and tunnel tolls.

Information on Washington State tolls can be found on the WSDOT website:

<https://wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels>

If you incur any toll without pre-paying for it, a fee will be applied to your account.

For your convenience, we offer a method to pre-pay for a daily ZEV Fast-Pass (ZFP) which provides toll payment for the calendar day for which it was purchased. The ZFP is offered as an “add on” on the mobile app as you complete your vehicle reservation. Or you can add on a ZFP by contacting Customer Experience team during normal business.

If you have not pre-purchased a ZFP you must stop and pay the required toll, or avoid toll highways, bridges, and tunnels.

Please check the Rate Sheet on our website to view the current unpaid toll fee.

EV Operations

There is a quick guide inside your vehicle (door pocket or glovebox) with basic information about the operation of the Vehicle.

ZEV co-op currently features these EVs:

- Chevy Bolt EV sedan
- Chevy Bolt EUV sedan
- Maxwell ePro (Electric ProMaster) ADA van

- Ford eTransit van
- Rivian R1T

Vehicle Operation and Charging Information

ZEV co-op has several instructional videos available on YouTube. Please visit:

https://www.youtube.com/results?search_query=ZEV+co-op

Also, numerous training resources are available online. Here are some we recommend:

US Department of Energy

<https://www.energy.gov/femp/electric-vehicle-training>

Puget Sound Energy

<https://www.pse.com/en/pages/electric-cars>

Forth

<https://forthmobility.org/charging-options>

Safe Driving Courses

ZEV co-op encourages you to take any of these Washington State approved driving courses:

<https://dol.wa.gov/driver-licenses-and-permits/driver-safety/approved-safe-driving-course-providers#approvedsafedrivingcourseproviders>

Customer Experience

If you have any questions, please contact the ZEV co-op Customer Experience team.

Phone: (833) 387-4273

Normal business hours for the Customer Experience team are 8:00 AM to 5:00 PM (Pacific Time), Monday through Friday.

You may also contact Customer Experience via email for non-urgent inquiries.

Email: goelectric@zev.coop

If you require critical or emergency support, you can reach us 24/7 by calling the support line.

Phone: (833) 387-4273

Conditions of Participation

Eligibility and Driving Record

To participate as a driver in ZEV co-op you must be at least 21 and not older than 79 years of age. (In some locations, ZEV co-op offers an age waiver pilot program. Please contact the Customer Experience team for additional information.)

You must pass a motor vehicle record (MVR) check acceptable to the Co-op's insurance underwriters.

ZEV co-op performs an initial MVR check before approving you as a driver and may recheck your MVR at any time. Your driving record is reviewed at least annually and there is an annual fee to Participants for completing this review. The fee is credited back to you as free drive time.

If there are any changes to your driving record while you are a participant of ZEV co-op, you must immediately notify ZEV co-op. This includes any violations, suspensions, or collisions. If it is determined your driving record has changed without notification, your participation in ZEV co-op may be terminated.

You must have your valid driver's license in your possession while operating a ZEV co-op Vehicle. If your license is suspended, withdrawn, or expired for any reason, your ZEV co-op driving privileges are immediately revoked.

Damage and Insurance

Base insurance coverage is included in the Vehicle use rate. The insurance covers damage to the ZEV co-op Vehicle subject to insurance deductible amounts. Participants are responsible to pay for damages up to the deductible amount as listed below.

- For Subscribers the deductible is \$2,500.
- For ZEV co-op Members the deductible is \$1,000.
- For Income Qualified Participants (who are Group Drivers or Individual Members) the deductible is \$500.

Be Advised: If a Participant is operating a Co-op Vehicle in violation of the Carshare Handbook or the Co-op's Terms and Conditions the deductible limit may be removed. This means you could be full responsible for all damage to a Vehicle and third-party liability. So please drive carefully and follow the rules.

The base insurance coverage also covers the liability of Participants to the statutory minimum required by the state in which the Vehicle is operating.

All accidents must be reported to ZEV co-op and the appropriate authorities immediately. Failure to do so could remove the deductible limit for damage responsibility and Participants can be held liable for the full cost of repairs up to the value of the Vehicle.

If an accident causes injury or death or property damage over \$500 a policy report must be obtained.

If a ZEV co-op Vehicle is operated in violation of the Terms & Conditions and/or this Handbook, and/or if a ZEV co-op Vehicle is operated in a reckless manner the deductible limit on damage responsibility is removed and Participants can be held liable for the full cost of repairs up to the value of the Vehicle.

Some credit cards include rental car insurance. ZEV co-op may fall under this coverage depending on your credit card provider. To confirm, contact your credit card provider to confirm ZEV co-op is included in their rental coverage, and to what extent. If your credit card provider does offer applicable coverage, be sure to use it to pay for your booking.

Damage Deductible Pool

Subscribers: A subscriber to the ZEV co-op carshare program who pays a monthly fee into the damage deductible pool has coverage for their \$2,500 insurance deductible responsibility – provided they are operating the Vehicle in a lawful and prudent manner in compliance with the Terms and Conditions and other driving rules contained in the Carshare Handbook.

The fee for a Subscriber to be included in the Damage Deductible Pool is \$50 per calendar month. Please contact the Customer Experience team to add the deductible coverage.

Individual Member, Family, and Group Drivers: When using a Vehicle for personal use, an Individual Member, Family Driver, Group Driver, or Employee Member you have the option to pay an annual \$100 fee into the deductible pool. By paying into the deductible pool, these Participants are covered for the \$1,000 deductible if an incident occurs - provided they are operating the Vehicle in a lawful and prudent manner in compliance with the Terms and Conditions and other driving rules contained in the Carshare Handbook.

Group Members: Group Members that elect to use a Vehicle for business use have the option to pay an annual \$1,000 fee into the deductible pool. By paying into the deductible pool, these Group Drivers using a Vehicle for business use are covered for the \$5,000 deductible if an incident occurs - provided they are operating the Vehicle in a lawful and prudent manner in compliance with the Terms and Conditions and other driving rules.

Please note that if you have an incident and need to utilize this deductible coverage, you must wait 12 months before you can reenlist into the deductible pool.

Reporting an Accident or Collision

After you have contacted any required emergency services, if you are involved in an accident

of any kind, you must immediately notify the Customer Experience team (day or night) 24/7.

For Emergency Responders: Call 911

For ZEV co-op 24/7 Call Center: (833) 387-4273

If you are involved in an accident where there is an injury or death to any person, or damage to either vehicle or other property more than \$500, you must immediately contact the local police justification to complete a police report. If you have any doubt about the value of the damage, file the local police report.

If you are involved in an accident where there is an injury or death to any person, or damage to either vehicle or other property more than \$1,000, you must also complete a Washington State Patrol report. If you have any doubt about the value of the damage, file the State Patrol report.

Completing required police and State Patrol reports is your responsibility. Failure to do so will result in suspension of your ZEV co-op deductible coverage.

Copies of these reports must be provided to ZEV co-op as soon as possible and no more than 48 hours from the time of the incident.

If you are in any accident or collision, you may not continue your trip without the explicit permission of ZEV co-op. Failure to report an accident or collision to ZEV co-op will increase your damage responsibility and may result in termination from the program.

Cooperation with an Investigation

If you are involved with an accident or collision an investigation will take place. You are required to cooperative with ZEV co-op representatives and provide timely, accurate, and complete responses to all investigative inquiries.

Failure to cooperate with an investigation removes the deductible limit on damage responsibility, and Participants can be held liable for the full cost of repairs up to the value of the Vehicle.

Use of Vehicles

ZEV co-op Participants must abide by all state and local traffic and parking laws. Vehicles may not be driven under the following circumstances:

- Without a valid driver's license in your possession
- By any person who is not an approved as a ZEV co-op driver in good standing
- Outside of the timeframe of a confirmed booking
- For any illegal purpose
- While the driver is under the influence of any intoxicating substance
- In any race, contest, or competition
- In violation of any State law
- In a careless or negligent manner
- To carry person or property for hire
- If a vehicle has been obtained by fraud or misrepresentation
- If a vehicle has been loaded beyond its weight capacity or with more passengers than the vehicle has seat belts for
- Outside the continental United States
- Off maintained roads
- For towing or pushing
- After a collision or major mechanical issue has occurred, unless staff have approved your continued trip

Driving under these circumstances may result in financial penalty, denial of the deductible coverage and/or limits, and/or termination of participation in the carshare program and/or Co-op membership.

Payments, Fees, and Fines

Pay By Credit Or Debit Card

For automatic payments, you must have a valid credit card, debit credit, or prepaid card associated with your account. ZEV co-op accepts Visa and Mastercard. If your payment information changes, you must update this online or notify ZEV co-op immediately to avoid an interruption in service.

Your entire carshare session is charged at the time your session commences. There is no discount for ending a session early. Additional mile charges or penalties may be assessed based on the circumstances.

If your payment method does not function your account will be made inactive and you will be to make a booking until you resolve the situation.

Pay by Cash or Check

You may elect to pay by cash or check. In such case, you will be purchasing a prepaid card that will be associated with your account.

Fees Are Based on Duration

You are charged based on the length of your reservation; from the time your reservation is scheduled to start until it is scheduled to end, or when you end your reservation – whichever is later.

Included Miles

You get 150 miles included in a 24-hr. reservation period. You will be charged \$0.45 per mile (for a sedan) after 150 miles in each 24 hr. This rate may vary based on the type of vehicle you are using.

Fines

There are various fines that are applied if you do not follow the rules and requirements in the Carshare Handbook and/or Terms and Conditions. It is your responsibility to be familiar with the fines. They can be found on the Rate Sheet on the Co-op's website.

Fines include but are not limited to:

- Excess miles
- Late or no reservation cancelation
- Returning a Vehicle with less than 50% battery charge

- Vehicle left dirty
- Late return
- Unpaid tolls
- Lost RFID card or key
- Lost tracker
- Lost vehicle documents
- Unauthorized animal
- Smoking or vaping
- Towing
- Vehicle retrieval (abandonment)

Ending Your Participation

If you are a monthly Subscriber, your Subscription will renew on a monthly basis until you contact ZEV co-op and put it on hold or terminate your account.

If you put your Subscriber account on hold you can reinstate it at any time.

Revocation or Suspension of Membership

ZEV co-op may revoke or suspend carshare program participation at any time for violation of the Terms and Conditions, the Carshare Handbook, or other reasons as determined by the Co-op.

Booking

Making a Booking

YouTube: <https://www.youtube.com/watch?v=-gvEKes4850>

After you have successfully set up a ZEV-co-op account and have undergone orientation, you will be approved as a ZEV co-op driver. Once that occurs here are the steps to follow to make a booking.

1. Sign into the ZEV co-op mobile app or website.
2. In the app, click the “Book a journey” option.
3. On the next screen click the “Book now” button.
4. Set your Pick-up time, click “Next” and Drop-off time, click “OK”.
5. Select the type of trip: “Personal” or “Business” and if you have a Vehicle type requirement. If you do not care about the vehicle type proceed to - click “OK”
6. Use two fingers to zoom in or out to select your desired pick-up location.
7. All vehicles available at the time you desire will appear as a green icon. Those that are not available will appear in gray.
8. If the vehicle time and location is available (green icon) click the icon and the trip details and price will appear. Click “Next”.
9. If the vehicle time and location is not available (gray icon) click the icon and the time the vehicle is next available will appear. Set a new Pick up and Drop off time. Click “Next”.
10. The option to add the Fast Pass add on will appear. If you desire a Fast Pass select it now. Since this is a daily rate, the Fast Pass will be added for all the calendar days of your reservation. Once you chose to add the Fast Pass or not, click “Next”. (If you want fewer days of Fast Pass use, complete your reservation and then contact the Customer Experience department so they can adjust the number of days you require the Fast Pass.)
11. Your trip details will appear and you will have the opportunity to select which credit card you wish to use and then click “Confirm”. Your credit card will be charged that amount at that time.

12. Once your booking is confirmed, you can navigate to the “My Bookings” and view all “Upcoming Bookings”.
13. Or, if you booked the Vehicle for immediate use it will appear as a “Current Journey”.

Booking Duration

Bookings can be made in 15-minute increments, but there is a 1-hour minimum fee.

Bookings can run for 7 days (1 week) maximum.

Bookings can be made 7 days (1 week) in advance for Subscribers, and 1 year in advance for Co-op Members. (This is one of the many benefits of being a Co-op Member.)

Vehicle Map

You will be able to make a booking for either a green or gray vehicle. A gray vehicle means that the vehicle is currently reserved, so you cannot book it in the current moment, but can schedule it in the future (if the time you are trying to schedule it for is not already booked).

Locating Your Vehicle

When you get to the pickup location, look for a vehicle with the ZEV co-op logo on it. When you arrive, if your session time has already started, you can unlock the vehicle you booked using the app. Our vehicles are parked in dedicated spaces with signs that say ZEV co-op. They will be adjacent to an EV charging station and the vehicle may still be plugged in.

Accessing Your Vehicle

Unlock your reserved vehicle with the mobile app by clicking on the unlock icon that appears at the bottom of your “Current Journey” screen. During your trip, you can use the in-app “lock” and “unlock” buttons.

Change or Cancel a Booking

It is easiest to make changes to your booking using the mobile app or website.

If you need to cancel a booking, you will not be charged anything if you complete the cancelation more than 4 hours before your session start time.

If you cancel between 4 and 1 hour you will pay a cancelation fee of \$20.

If you cancel less than 1 hour before your session commences you will be charged the full amount of your reservation.

Your Trip

YouTube https://www.youtube.com/watch?v=caCV_ZMMRGg

Pre-Departure Checks

Drivers are required to perform a pre- and post-reservation inspections to ensure the Vehicle is in good condition. If you identify any visible damage, please document it and let us know right away.

Examples are:

- Dents
- Scratches
- Damage larger than a quarter
- Excessive dirtiness on the interior or exterior of the car
- Dashboard service trouble light (i.e. battery light or tire light)

You can report Vehicle damage by scrolling to “Help & Support” in the mobile app and following the prompt for “Report Damage.” In this area you will be able to take and submit photos, describe the damage, and upload this information to our tracking system.

Battery

Drivers should also check the level of battery charge. Keep in mind the type of trip you’re taking and whether the state of charge is adequate. All Vehicles have a Level 1 (120 volt) charge plug that must remain with the Vehicle at all times.

Your Vehicle should have at least 50% state of battery charge when you pick it up. Please notify the Customer Experience team if it does not.

Lock or Unlock the Vehicle

Use the lock button or unlock buttons in the ZEV co-op mobile app to lock or unlock the Vehicle. You will be able to see these buttons when you have an active booking.

If you are unable to get into the vehicle using the app, please contact the ZEV co-op Customer Experience team at (833) 387-4273

Always lock the Vehicle when you leave it to avoid theft and/or vandalism.
Using the RFID Vehicle Access Card

Your Vehicle has a RFID (radio frequency Identification) card in it. The RFID card is located in the glovebox in a special holder.

Whenever you want to leave and lock your car and you're concerned about the cellular coverage or the level of charge or reliability of your phone; take the RFID card located in the glovebox with you.

Examples of when you will want to take the RFID card with you could be:

- At a trailhead where cellular coverage is poor or non-existent.
- In a town where cellular coverage is poor or non-existent.
- On State Ferries where cellular coverage can be fickle.

When in doubt take it out and carry the RFID card with you.

Remember to return the RFID card to the glovebox and place the magnetic fob in the holder before ending your session and leaving your vehicle. If you forget to leave the RFID card in the glovebox, a replacement fee will be assessed.

Always lock the Vehicle when you leave it to avoid theft and/or vandalism.

Charging During Use

We require drivers to return vehicles with at least 50% battery charge remaining. Any charging done away from the Vehicle's base location will require Participants to download electric vehicle charging apps and pay for charging sessions at their own expense. For help finding additional charging stations, visit www.plugshare.com or download the PlugShare app on your smartphone.

Fast charging stations known as DC Fast Chargers (DCFC) will give you a full charge in ~30-40 minutes. A Level 2 charger can take 6-8 hours to achieve the same charge. These charging stations require a mobile app account or credit card to access.

Extending a Booking

You may extend your reservation using the ZEV co-op mobile app, your computer, or by contacting a Customer Experience representative. If the Vehicle hasn't already been booked by another participant, you will be able to extend your trip.

If you are unable to extend your trip, you are responsible for bringing the Vehicle back by the end of your original booking.

Trip Distance

150 miles of travel are included in a 24-hour period.

Additional miles (over 150) are charged at the conclusion of the reservations. \$.45/mile for the sedans and \$.50/mil for the trucks and vans.

Ending Your Trip

Ending Your Trip

YouTube: <https://www.youtube.com/watch?v=iQBnr8KL0ZY>

- 1) Return your Vehicle to the same dedicated parking spot you picked it up from.
- 2) Place it in park, set the brake, and turn the Vehicle off.
- 3) Open the Vehicle's charging door and insert the EV charging station plug into the vehicle's charging port.
- 4) Locate the EV charger activation card in the glovebox and use it to scan the reader on the EV charging station. (The charger activation card is set in a special holder.)
- 5) Check the charging station's screen to confirm the charging session is activated. Also, check for the active charging indicator light on the Vehicle's dash. (You will see it when you stand in front of the Vehicle and look through the windshield at the dash.)
- 6) Return the EV charger activation card to the glovebox. (Place the fob in the special holder.)
- 7) Wipe down the vehicle's high touch points, such as the steering wheel and any buttons with the supplied disinfectant wipes.
- 8) Remove any trash (including used wipes) and grab your personal items.
- 9) Select "End Booking" in the ZEV co-op mobile app. Follow and confirm the question prompts. The car will lock and you're all set!

It is very important to ensure the Vehicle is correctly plugged in. This step helps ensure your EV has a charged battery for the next participant.

Another Vehicle in Dedicated Parking Spot

This is rare, but if another vehicle is occupying the dedicated carshare parking spot, please contact the Customer Experience team and we'll help you find the closest available alternative.