

# FunRide Orientation Manual



## **Welcome to FunRide!**

We welcome you to FunRide, the green car sharing service. We are dedicated to making your car sharing experience easy and cost effective for all our members. Our goal is to save our members money on their transportation costs, while providing a variety of alternative fuel vehicles to improve the quality of our air and reduce our dependency on foreign oil. Together we can develop a community that is fully mobile while reducing levels of greenhouse gases. We want to optimize the use of the FunRide fleet of vehicles, while meeting the travel needs of all our members. We welcome your feedback on ways to improve our service for you.

We thank you for joining the FunRide family of people who want to reduce our use of foreign oil and keeping our air clean. Thank you for being a part of the solution for reducing air pollution.

Mark Shaffer  
FunRide founder and CEO

## **FunRide Contact Information**

Our staff at FunRide is committed to providing excellent customer service. Feel free to contact us with any ideas or comments that will help us serve you better.

### **FunRide, Inc.**

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Mark T. Shaffer, CEO  
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David Kulinski, Director of Operations  
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(805) 547-2225

**Funride Emergency pager (805) 784-6001**

*(Use only in the event of an emergency, not to be used to make or cancel a reservation)*

## **Helpful Tips for Using FunRide**

**Here are some basic tips to help you use FunRide:**

**In the event of an emergency regarding a Funride vehicle (i.e. vehicle stolen)**

Please call the emergency pager at (805) 784-6001. All emergencies involving, but not limited to, bodily injury, property damage, crimes, accidents, etc. **must dial 911.**

**Print out this orientation packet and keep it available in case you have questions**

This packet will help you become familiar with all of the procedures for using FunRide.

**Keep your Membership Number with you at all times**

You will need your membership number to make reservations and all other correspondences, including e-mail, phone calls, and billing inquiries.

**Keep us informed**

Give us a call if you experience any problems or if you find any damage to a FunRide vehicle. Other reasons to contact us would be if the FunRide parking space is occupied, or in the event of an accident, missing keys, or problems accessing a vehicle. You can call during our office hours or our FunRide emergency pager number (insert pager number) when the office is closed.

**Take your reservation form with you**

When you make a FunRide reservation, you should print out a confirmation. Bring the confirmation with you when you go to access the vehicle so you have all of the times and the location of the pod.

**Inspect the vehicle before you leave the pod**

You need to walk around the vehicle and inspect for any damage before leaving the pod. If the damage is not listed on the vehicle condition card in the glove box, call us immediately to report the damage. If the damage is already listed, you do not need to contact us. We will record the damage on the vehicle condition card.

**Allow plenty of time to complete your trip**

Make sure you reserve enough time to complete your trip to avoid returning the vehicle late. If you return the vehicle late, you may inconvenience the next member who has reserved the vehicle and you will be assessed late fines plus the next reserving Member's financial damage as a result of the vehicle being unavailable.

**Keep the vehicle clean**

Before you leave the vehicle, make sure you remove all of your personal items and any foreign debris.

**Return the vehicle to the pod you picked it up at**

Return the vehicle to the designated FunRide parking spot. Contact us if the space is unavailable for any reason.

**Turn the vehicle headlights off and make sure the vehicle is locked**

As you leave the vehicle, make sure the ignition key is in the glove box, the vehicle headlights are turned off, and the vehicle is secured by using your fob.

## **Making Reservations**

**You can make reservations 24 hours a day, seven days a week**

You can make reservations up to three months in advance or three minutes. The weekends tend to be the busiest time, so you will want to make early reservations for your weekend trips.

**Making Reservations Online**

You may reserve any Funride vehicle by logging into your Funride member account at [www.myfunride.com](http://www.myfunride.com). You may also access the Funride website through any cell phone or PDA mobile device which has access to the internet. Logging into your account through the Funride website is very easy; simply enter your member number and password then click "Submit". (You chose a password when you filled out the online application and your member ID was emailed to you upon being approved for membership.)

To make a new reservation, select the vehicle that you would like to reserve. Enter the exact date and time (note AM or PM) for your trip by using the drop down menus. You may also click the calendar to fill in the month and date field.

After clicking "Reserve", you will be directed to the Reserve Confirmation page. Check your reservations to confirm that they are accurate and then print a copy to bring with you when you go and pick up the vehicle. Your reservation confirmation will include a map and description of the reserved vehicle's location.

**Changing Reservations**

Reservation times can be changed through My Reservations in the scheduling software. Click "Change" and make changes by using the drop down menus. You can change the times in which you were scheduled to use the vehicles and even change which vehicle you will be using. Please see our cancellation policy regarding reservation changes. Once you have entered your changes, click "Update" to record your new changes which will take effect immediately.

### **Canceling Reservations**

Reservations can be cancelled through My Reservations. After entering your cancellation, check your Reservation Confirmation to make sure your cancellation has been recorded. Late cancellations may result in additional penalty fees depending on when they are recorded. See FunRide's cancellation policy.

### **Extending Your Reservations**

You can extend your reservation while using the vehicle only if another member has not reserved the vehicle that you are using. Make sure you notify FunRide if you know that you are running late by calling the FunRide office at (805)547-2225.

### **Returning Early**

When you return a FunRide vehicle early, you will still be billed for the time that you reserved the vehicle in your reservation.

## **Making Reservations by Phone**

**We encourage members to make their reservations online. However, you can make a reservation by phone, but there will be a \$2 service fee charge.**

### **Call (805) 547-2225 to make your reservation**

Call our office during our normal business hours and our scheduler will set up your reservation. We will check the availability of the vehicles for your trip and confirm your reservation over the phone. It is important that you write down all of the information, so that you have the date and times for your trip.

## **Contacting Us Online**

**Our scheduling software may be accessed in several ways to allow you to communicate with us more easily.**

### **My Messages**

This section lists any vehicle or member messages specific to your account and reservations. If you log into the FunRide system during your reservation, you will automatically be taken to this section where you can make certain changes, such as extending your reservation.

### **My Account**

This section allows you to update any of your member profile such as contact information and credit card billing information. You can also view your invoices from previous reservations and reservation confirmations for upcoming trips.

### **My Fleet**

This section allows you to view a list of all the FunRide vehicles and their pod location. You can click on the vehicle name to view details about the vehicle and the current schedule to check the availability of the vehicle. You can also set up a list of your favorite vehicles based on their convenient location or type of vehicle.

### **Member Feedback**

This section allows you to report minor concerns, such as lost and found inquiries, dirty vehicles, etc. We will get back to you within 24 hours.

## **Driving your FunRide Vehicle**

### **Before you leave the Pod**

Make sure you bring your printed confirmation, so you have the information about the duration of your trip and pod location. Inspect the vehicle for any damage and check the vehicle status form to see if the damage has already been recorded. If the damage is not listed on the form, contact our office immediately.

### **What if your reserved vehicle is not at the pod?**

If the FunRide vehicle is not in the designated parking spot, look around the parking lot to see if it was parked in another parking space. If you cannot find the vehicle, call our office immediately at (805) 547-2225 or if it is after business hours, call the Funride emergency pager at (805) 784-6001 so that we can contact the previous member who used the vehicle. If the vehicle is returned late, we will either bring you another vehicle or in special cases, we will set up alternative transportation to meet your trip needs. If we cannot remedy your needs, you can cancel your reservation and we will give you a driving credit towards future trips.

### **Check your fuel level before you leave**

Because FunRide uses alternative fuel vehicles, we will be monitoring the fuel levels and refueling the vehicles before the beginning of your reservation. However, if you find the fuel level is low, call the Funride office or the afterhours emergency pager at (805) 784-6001 immediately and we will bring you another vehicle to use for your trip. We will ask you the number of miles that you believe you will travel while using the FunRide vehicle to ensure you have enough fuel to complete your entire trip. We will contact you before your trip if we anticipate any fueling issues.

**If the vehicle will not start**

Each vehicle will have a card in the glove box with start up procedures and driving instructions. Try swiping your fob over the sensor to activate the ignition. If you follow the procedures and the vehicle still does not start, contact our office or the afterhours emergency pager at (805) 784-6001 immediately and we will bring you another vehicle.

**Drive your FunRide vehicle safely**

We ask that all of our members drive safely at all times. Some of our electric vehicles may drive differently from the gasoline vehicles that you are probably used to driving. We recommend that you schedule 15 minutes of time at the beginning of your trip to get use to a new type of vehicle. Please read the driving information card in the glove box for tips on driving the vehicles. The natural gas, biodiesel, and E-85 vehicles will drive just like a gasoline vehicle.

**No Smoking**

There is absolutely no smoking allowed in any FunRide vehicle at any time. There will be a penalty fee of \$200 for smoking in a vehicle. If you get into a vehicle and smell smoke please contact our office immediately.

**Parking Brakes**

If you park in a level parking space, you do not need to use the parking brake. If you park the vehicle on a hill, please use the parking brake, but do not pull too tightly. ***You should always use the parking brake with the Neighborhood Electric Vehicles (NEVs)***

**Pets**

You may take pets with you in a FunRide vehicle, but you must vacuum the vehicle if there is pet hair left in the vehicle. Please contact our office if you find pet hair in the vehicle and we will address the member who was responsible for not cleaning up after their pets.

**Parking and Traffic Violations**

You are responsible for paying the full amount of any fines and/or towing fees resulting from parking and/or traffic violations that occur while you are using a FunRide vehicle. If you take a vehicle home, please park it in a safe and legal location. Never park a FunRide vehicle in a parking spot marked for handicapped parking, except as may only be allowed by applicable law.

**Vehicle Washing**

FunRide will wash and clean the vehicles on a regular basis. If you need to have the vehicle washed, you can take it to a car wash and we will reimburse you with FunRide driving credit equal to the cost of the car wash up to \$15 with presentation of the receipt (limited to one car wash per month per member).

## **Returning your FunRide vehicle**

### **Return your FunRide vehicle to same location before the ending time of your reservation**

Park the vehicle in its designated FunRide parking spot, even if there is another FunRide parking spot open at the pod location. If the designated parking spot is taken, park the vehicle in the nearest available legal parking spot and contact us as soon as possible. Call our office and leave a message if the office is closed. If the office is closed, notify FunRide by leaving a message on the emergency pager at (805) 784-6001.

### **Leaving the vehicle**

When you leave the vehicle, ensure all the windows are rolled up, headlights are turned off, and all vehicle electrical/power equipment is powered off (including interior lights and stereo). Ensure the ignition key is placed in the glove box and you lock/secure the vehicle with your fob.

## **FunRide Vehicles**

### **Natural Gas Vehicles**

FunRide has natural gas Honda Civics in their fleet. These vehicles are great fun to drive and you will not notice any difference between these vehicles and their gasoline driven Honda Civics. The range on these vehicles is about 160 miles on a full tank and the FunRide staff will be responsible for refueling these vehicles.

### **BioDiesel Vehicles**

The biodiesel vehicles in the FunRide fleet are the new generation of clean diesel engines that burn cleaner than gasoline vehicles. We will be fueling these vehicles with biodiesel fuel to further reduce their emission of greenhouse gases. FunRide staff will be responsible for refueling these vehicles, but they can operate on pure diesel fuel if you get in a situation that you need additional fuel.

### **Neighborhood Electric Vehicles**

These vehicles are extremely fun to drive. They are fully electric vehicles that must be plugged into a charging station after each use. They should only be used in a downtown location because their maximum speed is 25 miles per hour. You should avoid roads with a speed limit higher than 30 miles per hour. When the vehicle is slowing down, you will feel some drag on the wheels as the vehicle uses the stopping process to generate electricity. The Zenn NEV has a shift lever for forward and backwards motion. Just push down on the shifter lever and move it up for forward and down for reverse.

### **Electric Vehicles**

FunRide is looking to the future with excitement about the new electric vehicles that will be available in 2010. These vehicles will hold a charge for over 100 miles and will be able to reach speeds of 70 miles per hour. As these vehicles become available, FunRide will make them available for our members.

### **E-85 Vehicles**

The FunRide E-85 vehicles run on ethanol blended with 15% gasoline. The vehicles will operate just like a gasoline vehicle. These vehicles are flex fuel, so they can operate on regular gasoline if E-85 is not available.

### **Hybrid Vehicles**

Hybrid vehicles operate on regular gasoline but generate electricity while operating that is used while the vehicle moves at slower speeds. The use of electric batteries increases the gas mileage dramatically. When the vehicle switches to the batteries, the engine will be completely silent.

## **Accidents**

**What do I do if I get in an accident?** The first thing to do is make sure everyone involved in the accident is OK. If someone is seriously injured, you need to immediately call 911 to get emergency medical technicians to the site of the accident. Then call our office at (805) 547-2225 or if it is after business hours, the FunRide emergency pager at (805) 784-6001 immediately to let FunRide know about the accident. If the appropriate police department has not been contacted, we will call the appropriate police department to report the incident and have someone sent to investigate the accident. While you are waiting for the police to arrive, you may begin filling out the accident report that will be located in the glove box of the vehicle. The police will interview everyone and determine who is at fault for the accident. They will write a police report after their investigation is complete.

**What if the accident is my fault?** If the report indicates you had fault in the accident, then your personal insurance will be responsible for the repairs to the FunRide vehicle and the other party's vehicle or property. If you do not have insurance, then you are covered by FunRide's insurance. You will be responsible for paying \$500 of the \$1,000 deductible. If you are involved in an accident and do not report the incident to FunRide, you will be responsible to pay the entire \$1,000 deductible. However, if the police report indicates that you were not at fault, FunRide will have the other driver's insurance pay for the damages to our vehicle. *If you wish to review Funride's insurance policy and verify if the amount of coverage is sufficient to cover your car sharing needs, please contact our office and we will provide you with this information.*