

CommunityShare FAQ's

How do I use the cars?

When you join, we check your driving record (don't worry over 95% are approved) and send you a link to an online orientation. Once you finish the orientation, we'll send you a member number, password and electronic key called a fob. To get behind the wheel, just make your reservation (online or by phone); use your fob to get in the car, and go. It's that easy.

Can I pick a car up at one location, and drop it off somewhere else?

No. But you'll always get rock star parking when you're done with your trip. Each car has a home location. You must pick up the car from its home and return it to the same location when you are done.

Can I use any City CarShare car?

Yes! You can reserve and drive any of our hundreds of City CarShare vehicles. Skip bridge traffic and take BART to San Francisco, then pick up your car and go. Or, grab any car for those occasional trips that aren't a good match for Muni.

Do I have to have a debit or credit card?

Yes. A Visa or MasterCard debit or credit card is required to facilitate automated billing.

Do I need to put down a deposit?

No. But please note that we reserve the right to charge a \$300 deposit at any time if we experience problems with payment or adherence to our rules for sharing.

I have a foreign driving license. May I still join?

If you don't have a current U.S. driver's license, you must obtain one before applying to City CarShare. For more details, go to <http://www.citycarshare.org/requirements.do>

Can I tell my friends about the discounted CommunityShare plan?

Sure! We love it when our members refer people to our service. In fact, you get credits if someone you referred signs up. For the *CommunityShare* plan, applicants need to be approved for eligibility by a City CarShare partner organization. For you, San Francisco Working Families Credit Program is our partner and they will let us know if you are eligible. As San Francisco Working Families Credit Program the 2008 tax year (meaning you applied to WFC in January-April 2009 and have were eligible for WFC based on your 2008 tax return), you are eligible for the *CommunityShare* program. For questions about who our partners are, contact us at 415-995-8588 or memberservices@citycarshare.org.

How do I find out more about your service?

Between our online orientation and Member Handbook, you'll have all the information you need to become an expert at car sharing. If you still have questions, you can always call, email or stop by our office during business hours.

How do I sign up?

ONLINE

For fastest results, fill out our *CommunityShare* application by clicking here:

<https://denali.citycarshare.org/signup/signup.action?type=11>

Select Working Families Credit as your referring organization. We will confirm with Working Families Credit Program that you are a recipient.

PAPER APPLICATION

You can also fill out a hardcopy *CommunityShare* application form and mail it in.

Please contact WFC to get an application for you to fill out and send to City CarShare.

For questions about City CarShare's service, go to www.citycarshare.org for more information.