



**PROJECT
VILLAGE**

CAR SHARE MEMBERS PACKET

AN INITIATIVE OF ECW INC.



**THIS PROJECT WAS FULLY FUNDED BY
ENVIRONMENT AND CLIMATE CHANGE CANADA
UNDER CLIMATE ACTION AND AWARENESS GRANT**

Canada

Updated Version: September 2022

EXECUTIVE SUMMARY

This document serves as a user manual that contains all the essential information you may need on your journey using the Project : Village Car Share service. Your journey may take you to places with limited online access and communication which can cause service insecurities to our members. The primary purpose of this document is to boost your confidence and support you in using the car-share service by providing a comprehensive manual that you can bring on the road. Furthermore, the physical access to this [user manual] allows expanded outreach to community groups or individuals without the complexity of web search and electronic devices.

All information included in this manual is organized under the following sub-sections:

1. **Car Share Service Policy** that includes legitimate use of the car share service and the general responsibilities of the members of this transportation program.
2. **Car Share Standard Procedures** that include the detailed process for membership registration and the important steps in booking your first ride using the car-share service.
3. **Car Share Members Guidelines** that provide customer support through additional information and answers to frequently-asked questions.
4. **SAUVeR User Guide** which is an illustrated manual for the external users of the online ride-booking system.

In case of uncertainty, we encourage you to take time and find initial basic remedies through this Car Share Member's Packet. Reading this document will help you understand the challenges you may encounter during the time of service and equip you with the knowledge to best handle the situation at the moment as you wait for our service support. You may also do an advance study and access the aforementioned sub-sections of this manual by going to our website at [Car Share Program — Project : Village \(projectvillage.ca\)](http://projectvillage.ca).

CAR SHARE SERVICE POLICY

General regulation for the use of the transportation service and defined responsibility scope of the members of this car share program.

CAR SHARE SERVICE POLICY

I. Car Share Operations

a. Car Share service access and service schedule

- All ride-booking transactions are managed and processed through the SAUVeR system.
- Members have 24/7 access to vehicle units and car-share services.
- Members can schedule rides in advance.

b. Customer Service and Communications

- Members can access the Project : Village website for car share service information.
- A customer service representative is **only** available from Mondays to Fridays from 8:30 am to 4:00 pm.
- Communications are accepted through the following channels:
 - ECW phone line: (506) 456-6001
 - Business email: carshare@projectvillage.ca

c. Car Share zones, parking spaces, and charging stations

- Electric vehicles are located in the following registered car share zones within Charlotte County:
 - FreshMart Building, 868 Main street, Blacks Harbour, NB E5H 1E5 (currently unavailable)
 - W.C. O'Neill Arena, 24 Reed street, Saint Andrews, NB E5B 1A1
 - Garcelon Civic Centre, 22 Budd Ave, St. Stephen, NB E3L 1E9
- The car share zones are optimal location points where members can easily access cars to start and end their trips.
- After each trip, members **must** return the cars to their original zones for other members' ease of access and use.
- Each zone has eCharge Network charging stations members can access using the eCharge card which is stored in each vehicle.

d. SAUVeR System

- SAUVeR system is an online ride-booking system used by the members of the Project : Village Car Share program.

CAR SHARE SERVICE POLICY

- This ride-booking system does not allow information sharing between members of the program.
- The Project : Village Car Share management does not practice any surveillance activities on its members' use of the car-share services.
- Member's data recorded through the SAUVeR platform are only accessed when necessary, particularly in an event of road accidents or any fatal situations.
- Members are provided with SAUVeR User Guide manual that contains information on how to navigate around the SAUVeR online booking system.

2. Membership Application and Approval

a. Membership Requirements

- Requirements for individual applications:
 - Driver's License
 - Driving records or Driver's Abstract
 - Insurance Policy (personal)
 - Police Clearance
- Requirements for business or organizational partners:
 - Endorsement Letter [from the organization] for assigned drivers
 - Driver's License
 - Insurance Policy (personal or company)
- Documents submitted must contain accurate information.
- Applicants must submit the most recent documents containing accurate information.

b. Lead time

- Application lead time may take 1-2 business days unless a unique situation requires a longer assessment.

c. Eligible Members

- Applicants **must** be a holder of a valid NB Class 5 license.
- Applicants **must** have good driving records and experience.

CAR SHARE SERVICE POLICY

- d. Eligible Organizational Partners
 - Organizations located within the province or operating within Charlotte County.
 - Organizations that require transportation to administer their services.
 - Organizations looking for affordable transportation options or that are willing to subsidize transit costs for their members.

- e. General Responsibilities
 - Individuals and organizational groups are responsible for the collection and submission of documents for membership.
 - Members and authorized drivers are under strict service policy compliance for the duration of the membership.
 - Members are responsible for the safekeeping and proper usage of electric cars.

3. Forced Membership Suspension and Termination

- a. Membership Suspension
 - **The Project : Village Car Share management is the deciding body to assess incidents and if membership suspension is needed.**
 - In an event that a member's non-compliance is brought to attention, the management will immediately suspend the membership while an investigation is being conducted.

- b. Membership Termination
 - **The Project : Village Car Share management is the deciding body to assess incidents and if membership termination is needed.**
 - Termination of membership occurs after the degree of offence is proven and evaluated.

CAR SHARE SERVICE POLICY

4. Data Access

- a. Right to access information
 - Members have the right to access their information at all times.
- b. Right to delete information
 - Members have the right to request the deletion of their information after their membership has expired.
- c. Right to refuse any information use request
 - Members have the right to refuse any request for information use especially after their membership expires.
- d. Right to change information
 - Members have the right to change and update their information at all times.

5. Data Protection and Privacy

- a. Personal information collected
 - The Project : Village Car Share program requires its members to provide personal information such as – name and contact information (email address, phone number, etc), and are required to provide copies of official documents such as driver's license, driver's abstract, personal insurance, and police clearance.
 - Project : Village Car Share manages all membership and internal documents with the utmost confidentiality and abides by Canada's privacy laws.
- b. Data Collection Methods and Storage
 - Individual data is collected during the membership registration process. Applicants can submit their information and documents through the Project : Village Car Share official email (carshare@projectvillage.ca) and the SAUVer platform.

CAR SHARE SERVICE POLICY

- c. The purpose of data collection
 - The data collected from the members of the car share program are necessary to ensure the safe service operations and responsible use of electric vehicles.
 - Once the membership application is approved, all documents and personal information will be stored and will not be accessed unless necessary and authorized by the management.

- d. Data Sharing
 - Any information shared by applicants and members will only be used as necessary for the operations of car-share services and not for any other purposes.
 - Member's information will not be distributed to other members of the organization of any government authority.

6. Car Maintenance and Repair Services

- a. Trip cancellation due to emergency services
 - Trips can be cancelled due to emergency repair requirements.
 - Members will be notified of the trip cancellation.
 - Members with cancelled trips due to emergency repair activities will be assisted to receive alternative transportation.

7. General Use Policy

- a. Start your trip on time and return on time.
 - Follow the trip schedule as confirmed in your ride booking through SAUVer.
 - Members are responsible to anticipate weather conditions and vehicle charging times to manage time allowances and accurately book their ride schedule.
 - Upon accessing the vehicle, do a spot check for cleanliness, for items found inside the unit, and for the overall physical condition of the unit.
 - Members **must** make sure that the car has its eCharge card, car registration and insurance documents stored [inside the vehicle].

CAR SHARE SERVICE POLICY

b. Eligible Driver

- An eligible driver is a registered member or an authorized driver registered under an organizational partner.
- If a situation requires a second driver, car-share members are allowed to have a designated driver for the trip as long as they operate under the members' supervision.
- The second driver for the trip is not recognized as an eligible car share driver unless they secured an approved membership.

c. Transport of minors

- Members are allowed to use the vehicles to transport minor family members, however, they must always observe proper protocol (e.g. seat belt buckle up) and safe driving practices.
- Members bringing infants for car share transport are responsible to provide the child car seat, securely attaching it to the interior, and ensuring the comfort and safety of the child during travel.
- At all times, the members are responsible for infant and minor passengers' safety while using the car-share services.
- Any adjustments made to the car interior (e.g. folding of the chairs) to accommodate the special sitting arrangements of infants and children must be returned to their original position after the member's use time.

d. Carpooling (group transit)

- Members are allowed to carpool for optimal transportation arrangements.
- The member operating the vehicle is responsible for the safety of the passengers during the trip.

e. Permitted Cargo

- A permitted cargo includes any transportable personal items that are not illegal, dangerous, or would not cause property damage.

CAR SHARE SERVICE POLICY

- f. Cleanliness
 - Cleanliness must be maintained at all times during and after vehicle use.
 - Members are responsible for making sure that the car is in an acceptable state of cleanliness after every use.

- g. Non-smoking
 - All units are non-smoking vehicles.
 - Members, authorized drivers, and passengers are not allowed to smoke inside the vehicle.

- h. Pets
 - Pets are not allowed to be transported using electric vehicles unless it's service animals.
 - If possible, service animals must be acknowledged during the membership application.
 - If there is a sudden need to have service animals inside the vehicle, the member is responsible to clean out animal dirt and hair from the interior surfaces.

- i. Electric Vehicle charging and NB Charging Stations
 - It is the members' responsibility to charge the electric vehicles during their booked time. This means that members **must add** a time allowance to charge the cars for every ride booking.
 - The car share zones have available NB Power charging stations members may use before their trip ends (see appendix A – NB Power charging stations).
 - Members must not end their trip and leave the electric car connected to a charging station after use.
 - Members may use available charging stations outside the car share zone as necessary.
 - Members are responsible for settling charging fees for using charging stations that are not NB Power eCharge stations.
 - For chargers stationed in a paid parking space, members are responsible to pay the parking ticket to access the charging station in that area.

CAR SHARE SERVICE POLICY

- To safely disconnect the charging cord from the electric vehicle, make sure that **all vehicle doors are unlocked** before pulling out the cord.



Figure 1: Image of an NB Power charging station with DC Fast charger (left side with two charging cords) and Level 2 charger (right side with one charging cord). Source: [Osprey Truck Stop - DC Fast Electric Car Charging - 2](#)
[Martin, Eel River Bar, NB E8C 3C7, Canada - Gas Station - PlugShare](#)

j. Trip Postponement and Cancellations

- The trip cancellation fee will be effective when members cancel their trip 30 minutes before the start time of the booked ride schedule.
- There are no guarantees that a vehicle will have an available schedule to replace the original booked trip cancelled.

CAR SHARE SERVICE POLICY

- k. Returning the vehicle
- Upon returning the vehicle, do a spot check for cleanliness and belongings that must be removed from the vehicle.
 - Members must make sure that the vehicle is in an acceptable tidy state as a courtesy to the next user.
 - Members are responsible for making sure that the charging cord and eCharge card are returned to their compartments and that the documents are stored properly.
- l. Ending your trip
- The SAUVeR system does not permit members to end their trips outside the car share zones.
 - To end trips, members must return the car to its original zone location.
 - Returning the vehicle on time will automatically end your trip in the SAUVeR system. This means you don't need to open your SAUVeR account to end your trip.
 - If you returned the vehicle earlier than your scheduled end time, you must manually end your trip by opening your SAUVeR account and clicking the "End Trip" button (see SAUVeR External Users Manual).
- m. SAUVeR Access card use
- The SAUVeR Access card is the primary key to lock and unlock the electric vehicles.
 - SAUVeR Access cards are **only** given to members of the Project : Village Car Share program.
 - The Access cards are activated throughout the membership duration.
 - Members are responsible for the safekeeping and proper use of these cards.
 - Members are only allowed to activate one Access card per account.
 - Requests for duplicate Access cards will not be granted.
 - Replacement for damaged or misplaced Access cards will incur costs apart from the membership plan.
- n. NB Power eCharge card
- Each electric vehicle has its own NB Power eCharge card stored inside.
 - The eCharge cards work **exclusively** for the NB Power eCharge stations.

CAR SHARE SERVICE POLICY

- The use of eCharge cards is permitted exclusively to the members of the Project : Village Car Share program.

8. Restricted use of vehicles

- a. Carrying dangerous and illegal goods.
 - Any dangerous and illegal goods are not allowed to be transported using electric vehicles.
- b. Towing or hauling purposes
 - Members are prohibited to use the vehicles for towing or hauling purposes.
- c. Commercial use
 - Members are prohibited to use the vehicles for any commercial or for-profit purposes.
- d. Off-road driving
 - Car share vehicles must not be used on off-road adventures.
- e. Vehicle parking
 - During use, members are responsible for parking the vehicles in legal parking spaces without obstructing traffic.
 - Members should not park on spaces where cars can be towed away.
- f. Racing
 - Electric vehicles are not to be registered or used for any car racing events.
- g. Driving test
 - Cars are not to be used for any type of driving road tests.
 - Cars are not to be used for any driving practice.

CAR SHARE SERVICE POLICY

- h. Misplaced vehicle items
 - Members are responsible for the safekeeping of important vehicle items such as the charging cord, eCharge card, and car documents.
 - Penalties will be charged to the member for misplacing important vehicle items.

- i. Driving tickets and road violations
 - Members are responsible for the settlement of violation tickets issued during their booked ride time.
 - If members did not settle the violation charge outright and the ticket bill is received in the Project : Village office, the management will settle the ticket cost on behalf of the responsible member, however, aside from the ticket cost that will be charged to the member's account, an administrative fee for processing the payment will be added as well.

9. Accidents and Property Damage

- a. Accident Reports
 - Car accidents and damages must be reported immediately as soon as they happen or are noticed.
 - The member involved is responsible to submit images of the car damage and a police report.
 - The member responsible will be suspended immediately while an investigation is conducted.
 - Regardless of the Damage Protection plan, the responsible member will compensate for the damage fees (insurance deductible amount) before the car share insurance takes effect.

- b. Vehicle Inspection Sheet
 - To report minor vehicle damage, members must use the vehicle inspection form stored in the front compartment (see appendix A – Vehicle Inspection Sheet).

CAR SHARE SERVICE POLICY

c. Damage Protection Plan

- Aside from the active car share insurance, members are required to subscribe to a monthly damage protection plan.
- The damage protection plan is a monthly subscription that covers repair fees for vehicle damages that is not eligible for insurance claim (e.g. torn seat, a chip in the windshield, crack on the front bumper, etc.).
- Refer to the Car Share Members Guidelines to know more about the Damage Protection Plans.

10. Community Transportation Support

a. Community partners

- Our community partners are dedicated to supporting our members to access this car share program:
 - Charlotte Dial-a-Ride
 - Future St. Stephen
 - Horizon Health Network
 - Multicultural Association of Charlotte County
 - NBCC
 - Town of Saint Andrews
 - Town of St. George
 - Town of St. Stephen
 - Vibrant Communities Charlotte County
 - Village of Blacks Harbour
 - Village of Grand Manan

CAR SHARE STANDARD PROCEDURES

A detailed process for membership registration and important steps for a successful ride booking.

CAR SHARE STANDARD PROCEDURES

Phase I: Membership Application

- I. Receive the Project : Village Car Share registration packet by doing either of these steps:
 - a. Completing the online Car Share Sign Up form from the Project : Village official website at [Car Share Program — Project : Village \(projectvillage.ca\)](http://Car Share Program — Project : Village (projectvillage.ca)).
 - b. Sending an email to carshare@projectvillage.ca to express your interest in being a car share service member.
2. Prepare and send to carshare@projectvillage.ca the copies (scan or images) of the following document requirements [depending on the membership stream you are applying from].
 - a. For individual applications:
 - Driver's License
 - Driving records or Driver's Abstract
 - Insurance Policy (personal)
 - Police Clearance
 - b. For business or organizational partners:
 - Endorsement Letter [from the organization] for assigned drivers
 - Driver's License
 - Insurance Policy (personal or company)
3. Create a member account through SAUVer online platform.
 - a. Access SAUVer login page at - <https://sauver-system.com/login/organization/project-village-car-share>.
 - b. Complete registration by filling out the required information.
 - c. Upload required documents (driver's license and insurance policy).
 - d. Confirm agreement with car share terms and conditions (the same as the Car Share Service Policy)
 - e. Confirm your registration.
 - f. Receive your membership application results within 1-2 days.
4. Receive your SAUVer Access Card
 - a. Claim your SAUVer Access card at the ECW office or at your local municipality.

CAR SHARE STANDARD PROCEDURES

Phase 2: Ride Booking and EV Access

- I. Schedule your Trip
 - a. Login to your SAUveR account using the mobile app or at - <https://sauver-system.com/login>.
 - b. Allow SAUveR to access your location (if necessary).
 - c. Select vehicle from the identified available units.
 - d. Modify the ride schedule and indicate the start and end date and time of your trip.
 - e. Click “Book Now” to reserve the ride schedule.
 - f. Go to the designated EV parking location at the time of your booked trip.

2. Accessing the EV and Starting your Trip
 - a. Unlock the EV by tapping your SAUveR Access card on the RFID card reader located on the windshield surface.
 - b. Do a spot check on the car for cleanliness, found items, or damages.
 - c. Check the essential vehicle items stored on the front compartment storage – eCharge card, car registration and insurance documents.
 - d. Start your trip.

3. Returning the EV and Ending your Trip
 - a. Return the EV from its original zone location.
 - b. Check the unit for belongings that need to be taken out.
 - c. Return the eCharge card and other essential car items to their proper storage.
 - d. Lock the vehicle by tapping your Access card on the scanner by the windshield to lock the unit.
 - e. If you returned the vehicle on time, the SAUveR system will automatically end your trip in your account.
 - f. If you returned earlier than expected, you must manually click “End Trip” on your SAUveR account online.

CAR SHARE MEMBERS GUIDELINES

Supporting information and compilation of answers to
Frequently-Asked-Questions.

CAR SHARE MEMBERS GUIDELINES

ELIGIBILITY REQUIREMENTS

Project : Village Car Share accepts individual and organizational membership applications. Eligible individual members must be at least 19 years of age and an NB Class 5 valid driver's license holder with 3 years of good driving records and experience. An eligible organizational partner must be located in Charlotte County.

REGISTRATION REQUIREMENTS

There are different sets of registration requirements for individual and organizational memberships. For individual membership, applicants must submit a copy of their driver's license, driving records, personal insurance policy (if available), and police clearance.

For organizational membership, applicants must submit an endorsement letter [for assigned drivers], driver's license and insurance policy (personal or company).

MEMBERSHIP PLANS AND FEES

Membership plans and fees may differ depending on the type of account (Community or Business) and the payment schedule arranged for a member.

Members who selected an annual plan are required to settle one-year membership fee upfront:

Community annual plan (\$14 x 12 mons.) = **\$168.00/year**
Business annual plan (\$20 x 12 mons.) = **\$240.00/year**

MEMBERSHIP PLANS & FEES	COMMUNITY	BUSINESS
MONTHLY PLAN	\$18 PER MONTH	\$25 PER MONTH
YEAR-LOCK PLAN	\$14 PER MONTH PAYABLE	\$20 PER MONTH PAYABLE
REGISTRATION FEE (ONE-TIME FEES)	\$12	\$12

CAR SHARE MEMBERS GUIDELINES

DAMAGE PROTECTION PLAN

Members of the car share program are **required** to select a damage protection plan. The purpose of this plan is to provide a certain level of cost protection for our members in case of accidents, at fault or not. The standard deductible for car share insurance is \$1,000 before the insurance takes effect.

Damage Protection Plan options:

- **\$10 per month = \$700 cost protection per event** (the member will only pay for the first \$300 of the damage costs)
- **\$8 per month = \$400 cost protection per event** (the member will only pay for the first \$600 of the damage costs)
- **\$5 per month = \$100 cost protection per event** (the member will only pay for the first \$900 of the damage cost)

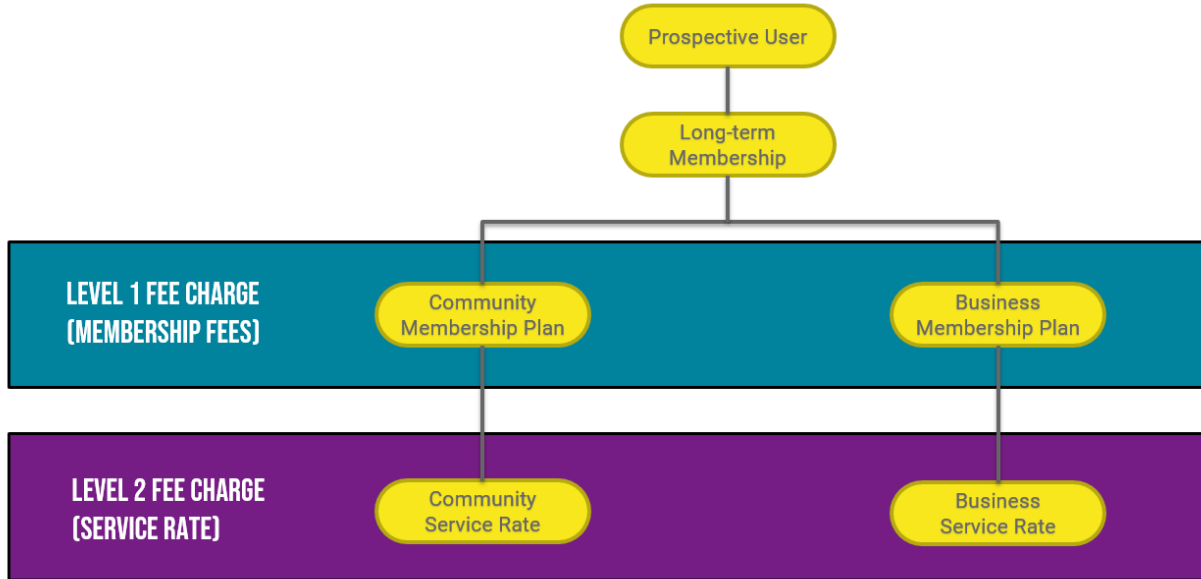
DAMAGE PROTECTION PLAN	CONTRIBUTION
\$700 COST PROTECTION	\$10 PER MONTH
\$400 COST PROTECTION	\$8 PER MONTH
\$100 COST PROTECTION	\$5 PER MONTH

FARE STRATEGY

The fare strategy for the car share program is presented in the diagram below. The Level 1 fee charge is a monthly or yearly membership fee charged to members for both community and business accounts. Billing options can be monthly or a full-year payment for the membership.

The Level 2 fee charge is the service rate for every use of electric vehicles. The community members have discounted service rates than that of the business [members]. The service rates are charged directly to the member's payment method registered in their SAUVer accounts every time their vehicle use ends.

CAR SHARE MEMBERS GUIDELINES



CAR SHARE COST

The table below shows the breakdown of the fees and service rates for community and Business Plan members. The membership plan, damage protection plan, and one-time registration fee must be settled upon the approval of the membership. The service rate is the cost for every use of the electric cars.

MEMBERSHIP TYPE	COMMUNITY	BUSINESS
MEMBERSHIP PLAN	\$18.00/MONTH OR \$168.00/YR	\$25.00/MONTH OR \$240.00/YR
DAMAGE PROTECTION PLAN	\$5.00 - \$10.00 PER MONTH	\$5.00 - \$10.00 PER MONTH
ONE-TIME REGISTRATION FEE	\$12.00	\$12.00
SERVICE RATE	\$6.40 (BASE RATE) + \$0.12 PER MINUTE	\$8.00 (BASE RATE) + \$0.15 PER MINUTE

CAR SHARE MEMBERS GUIDELINES

ADDITIONAL FEES

The additional fees are placed to help regulate the use of the car share service, implement standards for proper handling of units, and maintain the operational efficiency of electric cars. The following table shows the costs for the additional fees.

ADDITIONAL FEES	DESCRIPTION	CHARGE FEE
CANCELLATION FEE	A FEE CHARGED FOR TRIPS CANCELLED 30 MINUTES BEFORE THE START OF THE BOOKED TIME	\$8.00 PER CANCELLED BOOKING
LATE FEE	A FEE CHARGED FOR RETURNING THE CARS LATER THAN THE ORIGINAL END TIME OF THE BOOKED TRIP	\$8.00 CHARGED EVERY 30 MINUTES OF A LATE RETURN
LOW BATTERY FEE	A FEE CHARGED FOR RETURNING THE CAR WITH A REMAINING DRIVABLE DISTANCE LOWER THAN 280 KM (70% BATTERY LIFE)	\$23.00 FOR RETURNING THE CAR WITH A LOW CHARGE

CAR SHARE ZONES AND CHARGING STATIONS

Returning the vehicles to their original zone location is required to permit members to end their trips. If the vehicle is detected to be outside its zone, the member will not be able to end their trip in the system and therefore will continuously accumulate car share service costs.

ZONE LOCATIONS

- Freshmart Building, 868 Main street, Blacks Harbour NB E5H 1E6 (currently unavailable)
- W.C. O'Neill Arena, 24 Reed street, Saint Andrews, NB E5B 1A1
- Garcelon Civic Center, 22 Budd Ave., St. Stephen NB E3L 1E9

CAR SHARE MEMBERS GUIDELINES

CUSTOMER SUPPORT

1. NEW MEMBERS

a. Applicants without Canadian License

Technically, applicants without a Canadian driver's license are ineligible for the car share membership (long-term and short-term) due to the complexity of securing insurance without required Canadian documents.

To access the car-share services, applicants without a Canadian driver's license are encouraged to connect with partner organizations to help them with transportation arrangements.

b. User status and Membership plans

Both organizations, groups, and individuals can apply for community or business membership plans. A community plan is applicable for individual applicants or any non-profit organization within Charlotte County. On the other hand, the business plan is applicable for commercial or for-profit organizations. Community members are under discounted membership and service rates than that of business members.

c. Registering new drivers for organizational partners

Organizations are allowed to register new drivers by submitting an updated endorsement letter along with other required documents for new drivers. Organizations must contact our customer service line to initiate the process for new driver registration.

2. BOOKING MY RIDE

a. Trip Changes and Cancellations

The system does not allow changes to your trip details once the booking is confirmed. We strictly recommend being sure of your transportation plans before confirming the car share reservation. In case you decide to cancel your trip, take note to cancel it before the last 30 minutes leading to the start time of your booked ride. The trip cancellation fee will be effective if you cancel 30 minutes [or less] before your schedule.

CAR SHARE MEMBERS GUIDELINES

b. Trips cancelled by the system

Trips can be cancelled by the system due to emergency repairs and mechanical services. A notice will be sent to members with affected trip schedules and would be assisted to arrange different transportation if necessary.

3. DRIVING AN ELECTRIC VEHICLE

a. Before the trip

Before reaching the vehicle's location, make sure to have your SAUveR Access card at hand as this serves as your primary key of access to the unit. It is recommended to always do a quick vehicle inspection to check for the car's essential items and its overall condition. You may report any concerns to our customer service or submit a vehicle inspection form provided for you inside the [vehicle] unit.

b. While on the road

Always keep your Access card at hand while running your errands using the car share electric vehicles. Car doors lock automatically if left unused for a certain time, so never leave your Access card inside the vehicle. In case you do, call our customer line and we will assist you to retrieve your Access card. Aside from good driving practices, always be mindful of the charge level of the vehicle. You may charge the cars in any charging stations inside or outside the car share zone.

It is recommended to charge the cars while you are doing your business (errands) outside and the car is not in use. That way, charging the vehicles will not be a separate idle activity in your ride schedule. Please be reminded that it is the member's responsibility to charge the cars during their booked time.

c. Ending your trip

As you return the vehicle, make sure that all essential items are stored in their proper compartment. Do a quick vehicle inspection to assess the cleanliness and overall condition of the unit. Collect your belongings and lock the vehicles with your Access card.

CAR SHARE MEMBERS GUIDELINES

4. MY ACCOUNT

a. SAUVeR Access Card

The SAUVeR Access card is an RFID card that serves as the primary key for members to unlock and lock the cars. This RFID card is provided once applicants successfully obtained their membership with the Project : Village Car Share.

Access cards can be claimed at the ECW office during business hours (8:30 am to 4:00 pm, Monday to Friday) or at your local municipal hall as requested.

Requests for Access card duplicates will not be granted as the system only allows the registration of one card number per member.

Requests for lost Access card replacement will require additional cost. Take note that upon request for a replacement card the lost one will be deactivated in the system to activate the new one.

b. Cancelling your membership

Members under the annual (or year-lock) membership plans can request membership cancellation. Requests for membership cancellation are processed within 7 business days. If members already have settled the payment for the full sum of the annual membership fee, they will receive the refund amount for the remaining months of their membership.

On the other hand, if members [with an annual membership plan as well] who is settling a monthly payment amount requested for membership cancellation, the monthly payable balance for the month when the cancellation request was made must be paid first before the cancellation is processed.

c. Account Suspension

Members are notified when account suspension is passed. The Project : Village management has the authority to assess committed violations and incidents and pass a justifiable decision for suspension. Account suspensions can be lifted after a certain period or when an investigation is complete.

CAR SHARE MEMBERS GUIDELINES

d. Changing or updating your account information

Account information can be easily changed through the system, however, if you wish to update your driver's license, insurance policy, or any personal information, you may need to contact our customer service line to initiate the updating process.

e. Changing your membership plan

Members can change their membership plans. You may contact our customer service line to express your intent and initiate the process to update your account.

f. Service Billing and payment charge

The system generates invoices for every trip booked and completed. Payments based on the invoiced amount are charged automatically to your credit card registered in the SAUVeR system.

The system can generate your billing summary through your SAUVeR account just go to the "Invoices" tab and click on the "Export Data" function.

g. Update your payment method

You may update your payment method through your SAUVeR account. From your account's homepage, go to the "Account" tab and then to the "Payment" tab. Follow the instructions and input the details of your new credit card registration.

FREQUENTLY ASKED QUESTIONS

CAR SHARE APPLICANTS

i. Where can I retrieve my driving records?

Licensed drivers can retrieve their driving records (abstract) from Service New Brunswick (SNB). For more information click the provided link - [SNB Driving Records](#).

CAR SHARE MEMBERS GUIDELINES

2. Where can I get a police clearance?

Individuals can retrieve their police clearance from the RCMP Office. For more information, click the provided link – [RCMP Criminal Record checks](#).

SAUVER ACCOUNTS & PLATFORM

1. What should I do if my SAUVER Access card does not work during my trip?

SAUVÉR Access cards are using an RFID system which is a form of wireless communication to unlock and lock the cars. Access cards might not work due to physical damage or technical issues. If that happens, please contact our customer service to assist you in accessing the vehicle.

2. How can I end my trip if I do not have a network connection?

If you are returning the vehicle on time, you will not need to log in to your account and end your trip. The system will detect that you have returned the car on time and will automatically end your trip. If you are returning the vehicle early, you will need to manually end your trip through your SAUVER account which you will need a network connection to do so. The car share zones are close to a community center or establishment where you can access an internet connection to use the SAUVER online system.

In Saint Andrews, you may access an internet connection from the W.C. O'Neill Arena. In St. Stephen, you may access an internet connection from the Garcelon Civic Center.

3. Will all my data be erased if I request for deactivation and deletion of my account?

Yes, all your account information in the system will be erased when your request for deactivation is complete, however, should you wish to reactivate your account, you will have to go through the same application process as a new applicant.

CAR SHARE MEMBERS GUIDELINES

CAR SHARE SERVICES

1. Do I start my trip through the SAUVeR platform before I access the vehicle?

No, you don't have to start your trip through the SAUVeR platform. The system will automatically start your trip time based on your ride booking schedule. You can straightaway locate your vehicle and access it using your SAUVeR Access card.

2. Can I extend my booked trip?

Technically, the system does not have an option for extending the book trips, however, if you wish to use the car-share service for the next hour you must:

- Check that the vehicle is available for the next hour(s) through the SAUVeR system.
- Book the electric vehicle for its next available hour(s).
- Return the vehicle to its original zone location to end your current trip.
- Start your trip again with your recently booked ride time.

3. Does the SAUVeR system allow members to book their rides for multiple days to the point that it hinders other users to book the car-share service?

There is a certain limit to the members' car share booking frequency. SAUVeR, the ride-booking platform, has a control feature that allows the administrator to limit the number of bookings members can make for a certain period. For example, the administrator can set a maximum of three bookings per member within a 2-week period. This feature encourages courtesy and discipline in using the car-sharing service knowing that other community members are also in need of this transport service.

4. Can I book a trip, using my account, for someone else to use the car-share service?

We strongly discourage members to book trips for someone else, whether it's a relative or a friend who is a non-registered user, most especially when the member will not be present to supervise a non-registered user during the booked trip. In case members used their system access to book a trip for non-members, they (the

CAR SHARE MEMBERS GUIDELINES

members) are considered responsible to take all risks and liabilities associated with policy non-compliance and probable incidents.

5. Will I get a grace period in case bad weather hinders me to reach the vehicle's location?

Members are responsible to manage their time in case weather conditions are expected to hinder them to access the car on time for their booked schedule. The SAUVeR system allows the grace period for the first 30 minutes of the booked ride. This means that you can still access the car within that first 30-minute window, however, car inactivity after the grace period will prematurely cancel your booked ride in the system.

Despite allowing a 30-minute grace period, this time is not free of charge. The system will still bill you for those minutes as this marks the start time of the booked ride, regardless if you have successfully made it within the grace period or not. When the booked ride cancels prematurely, you will be billed for the 30-minute grace period.

6. What if the electric vehicles have not been returned to the zone yet, what will happen to my booked trip?

If the vehicle you booked is nowhere in its zone, call our customer service line to help you locate it or to assist you in arranging your transportation.

ELECTRIC VEHICLES, CHARGING STATIONS, AND CAR SHARE ZONES

1. What is the range of an electric vehicle?

A fully charged electric vehicle can cover a 400 km travel distance. For visual purposes, a fully charged car can provide a roundtrip from St. Stephen to St. John with one or two stops (depending on the distance).

2. Is it safe to leave the car charging after I end my trip?

No. Members are not allowed to leave the electric vehicles charging or connected to the charging station after their trip schedule.

CAR SHARE MEMBERS GUIDELINES

3. Can someone just disconnect the electric vehicle from the charging station when it's left unattended?

No, the charging cord cannot be easily disconnected from the vehicle. All car doors must be unlocked first to safely disconnect the vehicle from the charging station without damaging the power cord or the electric socket of the unit.

4. What charging line should I use? AC Level 2 charge or DC fast charge?

Deciding which charging line to use depends on your travel plans. We recommend considering the times you will stop and park the car to do some errands. If you will be staying at a location for a long time, then, you may use the AC Level 2 charging line. On the other hand, if you are staying in a location for less than an hour or so, you must use the DC fast charging line.

Take note that Level 2 charging can recover 30 km to 80 km per hour back to the battery while DC fast charging can recover 250 km per hour [back to the battery].

5. Can I charge the electric vehicle in my house?

Yes, you may charge the vehicle through your home outlet using the charging cord stored inside the unit, however, this charging method will take a longer time than a Level 2 charger. Take note that home charging can recover 5 km to 9 km per hour back to the battery.

6. Can I return the car and end my trip in a car share zone that is not the original zone location of the vehicle?

No, you may not return the vehicle in a different car share zone. We have three car share zones and each vehicle is tagged on each zone. There are two cars assigned in Blacks Harbour, one in St. Stephen, and one in Saint Andrews. If the system cannot detect the presence of the car in its original zone location, it will not allow the members to end their trip which means that the service cost will still run until the cars are returned and trips are ended in the system.

CAR SHARE MEMBERS GUIDELINES

7. I forgot my belongings in the car, where can I claim them?

Members are encouraged to report any items found in the vehicle during their trip. To retrieve your belongings, please contact our customer service to assist you.

8. What to do when the charging station in the car share zone is being used by another vehicle?

As a standard, a commercial use charging station has one AC Level 2 and on DC fast charger lines. We suggest that members use whatever charging line is available to use, however, they should be mindful when charging the vehicle on the DC Fast charge and remove it immediately when the charging is complete so as to allow other EVs to access the station.

You may check the availability status of the charging station by going to NB Power eCharge website - [Find a Station - eCharge Network](#).

9. If the vehicle malfunctions during my booked trip, could I bring it to the mechanic and reimburse you the repair service charge?

We discourage our members from bringing the car share electric vehicles to the local mechanic. If the vehicle malfunctions during your booked trip, please contact our customer service immediately. If possible, take a picture of the emergency alert that indicates the malfunction as a reference.