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What is GoForth?

GoForth is an electric carshare in communities across the Pacific Northwest. Members can access a fleet of electric vehicles (EVs) to drive. Our focus is to broaden access to clean, local transportation and increase people’s experience with EVs. GoForth is a collaboration between Mobility Development Services, Bonneville Environmental Services, and local electric utilities in Oregon and Washington.

GoForth Electric CarShare is a proud member of Miocar Networks, an online platform that supports different nonprofit carsharing networks around the country. GoForth members use the Miocar mobile app or website to book GoForth cars.

What is carsharing?

Carsharing is a system where individuals have access to a network of vehicles for short-term rental. You can view where cars are located and make reservations in a few simple steps using the Miocar Networks app. With GoForth CarShare, the first drive up to four hours is free but there is a small hourly fee for each additional ride.

What can GoForth carshare be used for?

You could use GoForth for the following:

● Grocery store trips
● Appointments
● Local errands
● Commuting to work
● Travel to recreation, restaurants, entertainment, or visiting friends and family

How do I contact customer service?

Phone: (503) 850-0007
Email: carshare@forthmobility.org
Customer Service business hours are 9:00 AM and 5:00 PM PT, Monday through Friday. Please call during business hours for emergency services AND non-emergency questions (such as billing, service inquiries, applying promo codes, etc). You may also contact customer service via email for non-essential inquiries.

If there is an emergency, an issue with your rental, or something preventing you from driving the vehicle, you may call the Customer Service line 24/7. If your inquiry is deemed non-essential, you may be asked to hold your question until the next available business hours. A customer service representative will call/email you back.

### Vehicle Information

**What kinds of vehicles are available through GoForth?**

In Bend, La Pine, and Philomath, Oregon, Chevrolet Bolts are available.

In Clatskanie, The Dalles, and Eugene, Oregon, Nissan Leafs are available.

**What is the driving range of the EVs?**

A 2017-2018 Chevy Bolt with a full charge has an estimated driving range of roughly 160-250 miles. A 2019 Nissan Leaf with a full charge has an estimated driving range of roughly 150 miles. The actual range will vary depending on:

- Initial battery charge level
- Driving style
- Highway vs. city driving
- Climate control settings
- Weather
- Elevation gain

Please remember to check the readout on your dashboard for real time range estimates.

**I’ve never driven an EV before – what do I need to know?**

Driving an EV is a little different than driving a traditional car. Expect the same steering, and foot controls that you’re used to. The main difference is that instead of fueling with gasoline, they plug in to recharge.
In order to become a member, you’ll have a 15-20 minute orientation to the program, and learn how to operate and charge the EVs. Should questions arise, we’re always just a phone call or email away.

The average range of the vehicle is 160-250 miles (Chevy Bolt) and 150 miles (Nissan Leaf). There is a charging station at each carshare site to help maintain charge. If for some reason the vehicle breaks down, you can call (503) 850-0007 and press 1; we will assist you in any way we can.

Where are the cars located?

- **La Pine:** Hawk’s View – 51750 Little Deschutes Lane, La Pine, OR 97739
- **Bend:** Legacy Landing – 2065 NE Tucson Way, Bend, OR 97701
- **Philomath:** Consumers Power, Inc – 6990 W Hills Rd, Philomath, OR 97370
- **The Dalles:** Wasco County Veterans Office – 201 Federal St, The Dalles, OR 97058
- **Clatskanie:** Clatskanie PUD - 495 E Columbia River Hwy, Clatskanie, OR 97016
- **Eugene:**
  - Iris Place – 1531 River Road, Eugene, OR 97404
  - Santa Clara Transit Station – 43 Green Lane, Eugene, OR 97404
- **Veneta:** 88184 Territorial Rd, Veneta, OR 97487

More to come!

What COVID-19 precautions are being taken?

Our cars are stocked with PPE and deep cleaned regularly. We ask users to please take any used sanitation wipes with them when they complete their rental.

### Membership

#### What are the member qualifications?

GoForth members will have their Motor Vehicle Record (MVR) reviewed and must be 21 or older with a valid US driver’s license, no major accidents, no major moving violations, no DUIs, and not more than two (2) minor traffic violations in the last five (5) years.

#### How does the application process work?

Start the process by downloading the **Miocar Networks** app to your phone. Once the app is downloaded:
1. Enter your email address or phone number and a password. If it’s your first time, after you click “Sign In” you will be prompted to create an account.
2. Select GoForth Electric CarShare (Oregon)
3. To create an account, you will need to upload your driver’s license and a debit/credit/prepaid card.
4. Approved members will be notified by email within 2-3 business days after signing up.
5. Complete a short phone orientation about the program prior to being allowed to use the vehicle.

When will my membership be approved?

It can take 3-5 business days for your membership application to be processed. We recommend signing up well before you plan to take your first trip.

If I don’t have a driver’s license, can I still participate?

Not as a driver, but GoForth cars can be used for carpooling! We hope for as many people to use the cars as possible, so arrange with friends of family for shared rides. Only a GoForth member with a valid reservation can drive a GoForth car.

How do I cancel my GoForth membership?

Log in to your GoForth account on the smartphone app and click on the cancel membership tab, or call (503) 850-0007. You will receive a confirmation email acknowledging that your membership has been canceled. If you decide that you want to rejoin, you will need to reapply as a new member.

Rates and Payments

How much does it cost to use GoForth?

- Hourly: $4 per hour
- Daily: $35 per day

What’s included in the hourly rate?

Insurance, vehicle maintenance, charging at the home station (where you picked the vehicle up from) and roadside assistance are all included with your membership and standard rates. Each reservation period up to 24 hours includes 150 miles. For each mile driven beyond 150 miles, you will be charged $0.35/mile.
What is not included in the hourly rate?

Taxes, tolls, and any parking or driving tickets issued to you during your reservation will be passed on to you. Charging the vehicle at a station other than the home station is at your own expense. For each mile driven beyond 150 miles, you will be charged $0.35/mile.

Do I need a credit card, debit card or prepaid card to book a car?

At this time, a credit, debit or a prepaid card is required to book GoForth CarShare reservations.

Is there any way I can get free driving credits?

Every member who signs up will get a $16 credit (equal to 4 hours) which will be applied to their first reservation.

Members who take our feedback survey after their first trip will get another $16 credit. This credit will be awarded once per member, after the first trip.

If a GoForth user is referred by another member (we will verify during the phone orientation), the referer will receive a $20 credit on their account (equal to a 5 hour reservation).

Reservations

How do I make a reservation?

1. Sign into the app.
2. Set your Pick up and Drop off times, select OK.
3. Select “Book a Vehicle” or scroll the map to the vehicle in your area. Select it.
4. You can navigate to the “Upcoming Bookings” tab to see a future booking. Or if you booked to use the car at the current time, it will be listed under “Current Journey.”
1. When you open the app, you should see the map view pictured below. Select your pick up and drop off times by tapping "Pick up" or "Drop off."

2. After selecting your pick up and drop off times, tap OK.
3. Tap the car icon on the map at the location you would like to book the car at. Tap "Select" to confirm.

4. Review trip details and tap "Confirm Booking."
5. When your booking is confirmed, you should see "Success!" at the bottom of your screen.

6. You can now view your booking in "Upcoming Bookings."
What about green versus gray vehicles on the map?

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

How do I find the car I booked?

When you book a car, you can select a car using the map feature on the app, or you will be given detailed information on the app about the location of the parking lot where your car is located. When you get to the pickup location, look for a car with the GoForth logo on it. When you arrive, you can unlock the car that you reserved using the app. Our cars are parked at a parking space next to a charging station.

How do I get inside the car I reserved?

Unlock your reserved vehicle with the smartphone app by clicking on the green unlock icon that appears at the bottom of the app. During your trip, you can use the in-app “lock” and “unlock” buttons. If you are unable to get into the vehicle using the app, please call customer service.
Are there any checks I need to perform before I begin driving?

Members are expected to perform a pre- and post-trip walk-around inspection to ensure the vehicle is in good condition. If you spot any visible defects like:

- Dents
- Scratches
- Damage larger than a quarter
- Or if a service icon appears on the vehicle’s dashboard (i.e. battery light or tire light)
- Excessive dirtiness on the interior or exterior of the car

Let us know right away! Send a description and photo using the Miocar Networks app or call us at (503) 850-0007. You must report this before driving a vehicle that has a service light on or any operational deficiencies.

Members should also check the level of battery charge (keep in mind the type of trip you are taking and whether the charge is adequate). All cars have a Level 1 charger (110amp plug) that must stay with the vehicle at all times.

How do I lock or unlock the vehicle if I’m not complete with my rental?

Use the Miocar Networks app to lock or unlock the vehicle.

How do I charge the car while I’m on the road?

We ask members to return the car with at least 25% charge remaining. Any charging done away from the car’s “home location” will require members to download charging apps and pay for charging sessions. For help finding additional charging stations, visit www.plugshare.com or download the PlugShare app on your smartphone.

Fast charging stations sometimes called Level 3 or DC chargers will give you 80% charge in 30-40 minutes. A Level 2 charger will take several hours to obtain the same charge. These charging stations require a credit or debit card to access. Depending on the provider, charging may cost approximately $0.03-$0.05/minute at a Level 2 Charger and approximately $0.30-$0.40/minute ($12-$13 to get to an 80% charge) at a Level 3/DC Fast Charger. These are estimated prices; prices may be lower or higher to charge away from the car’s “home location.” If you have questions about charging and range during your trip call our non-emergency line for information.

How far can I drive?

Prior to using the car, it is helpful to consider how many miles are in your trip in total. Then, when you get in the car, check how much range it currently has and plan accordingly. We recommend not taking vehicles more than 100 miles per trip to ensure you have enough range.
You get 150 miles included in any reservation period. You will be charged $0.35 per mile after 150 miles.

Am I being charged even when the vehicle is parked?

You are charged based on the length of your reservation.

How do I end my reservation?

1) Return your car to the same parking spot you picked it up, park, and turn off the vehicle.
2) Locate the RFID card in the center console. Scan the RFID card on the charging station.
3) Open the vehicle’s fuel door, and insert the charger’s plug into the vehicle’s charging port.
4) Check the charging station’s screen to confirm the charging session is activated. Once confirmed, return the RFID card to the center console.
5) Wipe down the vehicle’s high touch points, such as the steering wheel and any buttons with the supplied disinfectant wipes.
6) Remove any trash (including used wipes) and grab your personal items.
7) Select “End Reservation” in the Miocar Networks app. Follow and confirm the prompts. Once the Thank You page pops up, 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 that your EV has a charged battery for the next member (members who habitually do not plug in their returned EV may be subject to termination from the program). Note: your account is billed by the time from the beginning of your reservation until it’s successfully ended in the app.

Can I extend my reservation?

You may extend your reservation on the smartphone app. As long as the car hasn’t already been booked by another member, you will be able to keep the car longer. If you cannot extend, you are responsible for bringing the vehicle back in your original reservation window.

What if I am late bringing the car back?

If you are unable to extend your reservation, please call (503) 850-0007. A Member Services representative will work with you to accommodate your late return. If you are the member who is waiting for a car that’s being returned late, we will contact you as soon as we know your car might be late. Members who are habitually late are subject to possible termination from the program. Depending on the situation, a $10 late fee may be applied to your account.

Click here to view Miocar’s video on how to plug in the Chevy Bolt to charge. This video shows the car and charger for Miocar San Joaquin Valley. While the chargers for GoForth may be slightly different than the charger depicted in the video, the process of charging a GoForth car consists of the same key steps.
Can I cancel a reservation?

You can cancel up to 2 hours before your trip. Within 2 hours, you will need to call the support line. You will be charged $10 for canceling a trip within 2 hours of your reservation.

What if there are cars already parked in all the GoForth designated parking spaces when I return the car?

This is rare, but if this happens please call us immediately at 503-850-0007 and we’ll help you find the closest open spot.

What if I leave a personal item in the carshare vehicle after I’ve finished my rental?

Please call customer service at (503) 850-0007 and we will identify a solution.

What if I do not have a smartphone, data, or cell service?

Miocar Networks has the capability to issue you RFID cards which can be used to lock and unlock the vehicle instead of a smartphone. Please contact customer service at (503) 850-0007 and we will work with you to activate this system.

Policies

Can I let anyone else drive my GoForth car during my reservation?

No. Only the GoForth member with an approved account and a valid reservation can drive a GoForth car.

What safety policies do I need to follow while driving?

You are expected to be aware of and adhere to all vehicle operations and road safety rules of the jurisdiction in which the vehicle is being used. That includes, but is not limited to

- Not allowing yourself to be distracted while driving, including using a handheld electronic device
  - You may connect an electronic device to the vehicle using an available Bluetooth connection and use the device in a hands-free manner
- Ensuring that you and all passengers wear seat belts
• Use child seats legally and appropriately for the age and size of each child - please note, we do not supply car seats.
• Not speeding
• Not driving under the influence of any intoxicating substance

Furthermore, vehicles must not be used for:

• Any race, competition or comparable purpose
• Any illegal purposes
• Transport or storage of explosives and flammables

Note: Vehicles must not be used while the driver is under the influence of any intoxicating substance and passengers in vehicles must also not consume or otherwise use any intoxicating substance in the vehicle.

Can I bring a pet in the car?

GoForth only allows service animals in GoForth vehicles. Members must provide certification of their service animal credentials ahead of their reservation. Non-service animals may be transported if they are kept in a cage/kennel.

What happens if the car is dirty when I arrive to pick it up for my reservation?

If the vehicle you reserved is dirty when you pick it up please report it immediately using the app or by calling 503-850-0007. Please include the date and time of your booking along with a description of the mess and any supporting photos. Members who habitually leave their vehicle dirty on the inside are subject to fines and possible membership termination.

What if the car I booked is not there?

This is unusual, but it can happen. Call 503-850-0007 and we will reimburse you.

What do I do if I get a parking ticket?

All tickets must be paid by the member. An additional fee will be assessed by GoForth if a ticket goes unpaid past 30 days.
What do I do if I get pulled over by the police?

Show the police your license and the vehicle registration card that is in the glovebox. Let the police know that the GoForth vehicle is a rental vehicle and you are the renter.

What if I am in an accident?

Call 911 just as you would for any car accident or fender bender. Make sure everyone involved is safe and being cared for. Then call a Member Services Representative at 503-850-0007. In all cases you must contact a Member Services Representative before continuing your trip (and in the majority of cases we will require you to wait and obtain a police report).

If I’m in an accident during my trip am I responsible for a deductible?

If you are in an accident and you are not found at fault, and we are able to collect damages from the other driver’s insurance company, you will not be held responsible for the cost of any repairs to our vehicle or the other driver’s vehicle or for injuries to any passengers in either vehicle. If you are found at fault or the other driver is uninsured, you may be responsible for the first $500 in repairs or medical bills.

What if my car breaks down or my battery dies?

Call 503-850-0007. Roadside assistance will be dispatched to you as quickly as possible. You must wait with the car until the tow truck arrives.

Violating GoForth CarShare policies can result in suspension of your account.

Any of the violations below may result in a warning or temporary/indefinite suspension of your membership. The severity of the violation and penalty will be evaluated by the GoForth team. Multiple violations may result in termination of your membership.

Policy violations include, but are not limited to, the following:

1. Leaving the GoForth car unlocked (or windows open) and unattended at any time
2. Not returning the GoForth car on time (more than 15 minutes late)
3. Not ending your trip in the Miocar Networks app upon returning the GoForth car (more than 15 minutes late) or leaving the car unlocked at the end of your trip
4. Not plugging in the GoForth car to charge upon ending your trip
5. Repeated occurrences of running out of range while using the service
6. Allowing anyone besides yourself to drive the GoForth car during your reservation period
7. Leaving dirt, trash, or a mess inside the GoForth car
8. Smoking in the GoForth car
9. Transporting a non-service animal in the GoForth car without a cage or kennel
10. Not following standard safety measures while driving
11. Breaking the law while using the GoForth car or using the car for any illegal purpose
12. Not paying a parking ticket that was issued during your reservation period for more than 30 days
13. Not calling GoForth Member Services to inform us of an accident or incident involving the GoForth car
14. Repeated challenges adhering to guidelines while using the service