



Member Guidebook

Updated August 2024

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General

What is GoForth?

GoForth is an electric carsharing service in communities across the Pacific Northwest and New Mexico. GoForth members can access a fleet of GoForth electric vehicles (EVs) to drive. Members pick up and return GoForth EVs at the same station (stations are located in a number of communities, but each trip must start and end at the same station).

Our focus is to broaden access to clean, local transportation and increase people's experience with EVs. GoForth is operated by Forth, a nonprofit focused on clean transportation, in partnership with Mobility Development, an organization focused on shared mobility programs. GoForth is supported by the U.S. Department of Energy, Washington State Department of Transportation, Bonneville Environmental Foundation, municipalities, local electric utilities, and affordable housing developments.

GoForth Electric CarShare is housed on the MDO Carshare platform, an online platform that supports different nonprofit carsharing networks around the country. GoForth members use the MDO Carshare mobile app, or visit bookings.goforth.com, to book GoForth cars.

What is carsharing?

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

How do I contact Member Services?

Phone: (503) 850-0007

Email: support@mobilitydevelopment.org

If there is an emergency, an issue with your rental, or something preventing you from driving the vehicle, you may call the Member Services line 24/7.

Member Services business hours are Monday - Friday, 9:00 AM - 5:00 PM Pacific Time. If your inquiry is a general question (such as billing, account inquiries, applying promo codes, etc.), please call during Member Services business hours. You may also contact Member Services via email for non-essential inquiries.

What can GoForth CarShare be used for?

You can use GoForth CarShare for the following:

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

Note that you must start and end your trip at the same station.

Vehicle Information

What kinds of vehicles are available through GoForth?

Chevrolet Bolts are available at the following locations:

- Boise, ID
- Albuquerque, NM
- Ashland, OR
- The Dalles, OR
- Eugene, OR
- Happy Valley, OR
- Medford, OR
- Portland, OR - Cedar Commons
- Portland, OR - Salon Comunal
- Bingen, WA
- Longview, WA
- White Salmon, WA

Nissan Leafs are available at the following locations:

- Portland, OR - Las Adelitas (available for Las Adelitas residents only)

What is the driving range of the EVs?

A Chevy Bolt with a full charge has an estimated driving range of roughly 200 miles. A 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 throughout your trip for real time range estimates. You are responsible for keeping the vehicle at 20% battery charge level or higher throughout your trip. At the start of your trip, if a vehicle is below the recommended charge level of 50% or 80 miles (whichever is higher), you are encouraged to pay extra attention to the length of your trip and whether you can complete the trip with 20% charge remaining when you return the vehicle. You are solely responsible for charging the vehicle (charging is free at the home charging station of the vehicle, and at your own expense elsewhere). You are responsible to get the vehicle back to its home location.

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

Driving an EV is similar to 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 GoForth 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 estimated range of the vehicle is 200 miles (Chevy Bolt) or 150 miles (Nissan Leaf). There is a charging station at each carshare site to help maintain charge. In the event of any vehicle issues, call Member Services at (503) 850-0007 for assistance.

How do I unlock and lock the car I booked?

Unlock your reserved vehicle with the smartphone app by clicking on the green unlock icon that appears at the bottom right area of the "Current Journey" screen. During your trip, use the in-app "lock" (bottom left) and "unlock" (bottom right) buttons.

DO NOT use any other method besides the in-app "lock" and "unlock" buttons to lock or unlock the car. This disconfigures the lock settings and can get you locked out of the car.

- Do not use a key fob to lock or unlock the car.
- Do not use the lock buttons or lock switches on the car doors to lock or unlock the car.
- Each time you lock the car, you must use the in-app lock button while you are outside of the car and all car doors are closed.
- When you end your booking, you must select the "end booking" button in the app, which will automatically lock the car. You must select this button when you are outside of the car and all car doors are closed.

If you are unable to unlock or lock the vehicle using the app, please call Member Services.

Where are the cars located?

GoForth CarShare currently has locations in New Mexico, Oregon, and Washington State.

Idaho Location

- Boise, ID: St. Luke's: Warm Springs – 190 E Bannock St, Boise, ID 83712

New Mexico Location

- Albuquerque, NM: PAH! Hiland Plaza – 5000 Central Ave. SE, Albuquerque, NM 87108

Oregon Locations

- Ashland, OR: Southern Oregon University – 390 Wightman St, Ashland, OR 97520
- The Dalles, OR: The Dalles Chamber of Commerce – 404 W 2nd St, The Dalles, OR 97058
- Eugene, OR: Broadway North Garage – 863 Charnelton St, Eugene, OR 97401
- Happy Valley, OR: Good Shepherd Village – 12608 SE Skyshow Pl, Happy Valley, OR 97086
- Medford, OR: Genesis Apartments – 121 S Holly St, Medford, OR 97501
- Portland, OR: Cedar Commons – 11450 SE Division St, Portland, OR 97266
- Portland, OR: Las Adelitas – For residents of Las Adelitas only
- Portland, OR: Salon Comunal – 6850 NE Killingsworth St, Portland, OR 97218

Washington State Locations

- Bingen, WA: Daubenspeck Park – 400 W Steuben Street, Bingen, WA 98605
- Longview, WA: Cowlitz PUD – 961 12th Ave, Longview, WA 98632
- White Salmon, WA: White Salmon Fire Department – 119 NE Church Avenue, White Salmon, WA 98672

What COVID-19 precautions are being taken?

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

Charging Information

How do I charge a GoForth car at its home charging station at the end of my trip?

1. Plug the charger cord into the car's port.
 - a. On the Chevy Bolt, the charging port is located on the driver's side near the front of the vehicle. Press down on the door to open it.
 - b. On the Nissan Leaf, the charging port is located on the front of the vehicle. Push the switch pictured below (to the left of the steering wheel) to open the lid.



2. A charging card is required to initiate charging at most locations (Boise, ID; Albuquerque, NM; Happy Valley, OR; Portland, OR - Cedar Commons and Las Adelitas; Bingen, WA; Longview, WA; White Salmon, WA). Take the charging card (a small plastic card, usually displaying the same logo as the car's home charging station) from the center console. Scan the charging card on the card reader of the charger to initiate charging.
3. Confirm that the car is charging by checking the screen of the charging station (if applicable) and the dashboard of the car.
 - a. When the Chevy Bolt is charging, the dashboard will look similar to this image:



- b. When the Nissan Leaf is charging, the dashboard will look similar to this image:



4. Return the charging card to the center console, then step out of the car and make sure all doors are closed.

Please note:

- You must return the car with at least 20% charge remaining.
- If you do not charge the EV at the end of your trip, you may be charged a \$25 fee.
- At the following locations, there is no charging card. When you plug the car in, charging will initiate automatically. You should still confirm that the car is charging by checking the charging station and the car's dashboard.
 - Ashland, OR
 - The Dalles, OR
 - Eugene, OR
 - Medford, OR
 - Portland, OR - Salon Comunal

How do I charge a GoForth car at a public charging station?

1. Locate a public charging station. If you do not know where to find a public charging station, the PlugShare app (which you can download from the [Apple App Store](#) or [Google Play Store](#)) will show you charging stations on a map. PlugShare also has a website, [plugshare.com](#). There are two types of public charging stations, DC fast charging stations and Level 2 charging stations.
 - a. DC fast charging stations charge a vehicle up to the recommended 80% charge level within approximately 40 minutes. This type of charging is recommended if you need to refuel quickly and get back on the road.
 - b. Level 2 charging stations, such as the home charging station where you pick the GoForth car up, charge a vehicle up to 80% charge level in approximately six to eight hours. This type of charging is recommended to top up your charge level as you park somewhere for the duration of an errand, meal, or other activity.
2. When you arrive at a charging station, park next to the station and plug the charger cord into the car's port.
 - a. On the Chevy Bolt, the charging port is located on the driver's side near the front of the vehicle. Press down on the door to open it.
 - b. On the Nissan Leaf, the charging port is located on the front of the vehicle. Push the switch pictured below (to the left of the steering wheel) to open the lid.



3. Different charging providers, or "charging networks," may have different ways to accept payment for charging. A simple way to pay is often by downloading the app associated with the charging network and creating an account with them. Some charging stations may offer the option to pay with a credit card. Common examples of charging networks include Electrify America, EVCS, and ChargePoint, but there are a number of other

charging networks you might come across. It is recommended that you take some time in advance to identify the charging station or stations you plan to use on your trip, and identify the payment method that is accepted there.

4. If you need help or have questions about charging before your trip, please call GoForth Member Services at 503-850-0007 during business hours (Monday - Friday, 9:00 AM - 5:00 PM Pacific Time) for assistance. If you are on your trip and need help with charging in order to finish the trip, please call Member Services 24/7.

Membership

What are the member qualifications?

GoForth members must be 21 or older with a valid US driver's license. In order to be approved as a GoForth member, you must have no major accidents, no major moving violations, no DUIs, and not more than two (2) minor traffic violations in the last three (3) years.

How does the application process work?

Start the process by downloading the MDO Carshare 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 CarShare.
3. To create an account, you will need to upload your driver's license (photos of the front and back) and a debit/credit/prepaid card.
4. Members will be notified by email within three business days after signing up.
5. Complete an orientation about the program prior to being allowed to use the vehicle.

When will my membership be approved?

It may take up to three 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 recommend arranging to carpool with friends or family who have been approved as GoForth members. Only a GoForth member with a current reservation can drive a GoForth car.

How do I cancel my GoForth membership?

To cancel your GoForth membership, log in to your GoForth account on the MDO Carshare app and select the menu in the upper left corner. Under My Account, select Cancel Membership. Finally, select “Cancel My Membership” at the bottom of this page to confirm. 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?

- **A one-time fee of \$10** will be charged to your credit, debit, or prepaid card on file upon signing up. If you are approved as a GoForth member, this fee will be returned to your account as driving credit that can be applied toward a trip. This fee may be waived for income qualifying members. For more information please email support@mobilitydevelopment.org.
- **Hourly rental:** \$4-5 per hour plus applicable taxes
- **Daily rental:** \$35-50 per day (Note that the daily rate will automatically apply to any trip that is scheduled at 10 hours or more.)
- **Hourly and daily rates vary by location.** The MDO Carshare app will provide an estimate of trip cost at the time of booking.

What’s included in the hourly rate?

Insurance, vehicle maintenance, roadside assistance, and charging at the home charging station (where you pick the vehicle up at the start of your trip, and drop the vehicle off at the end of your trip) 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?

You are responsible for the cost of taxes, tolls, and any parking or driving tickets issued to you during your reservation. You are also responsible for the cost of charging the vehicle at a station other than the home charging station. For each mile driven beyond 150 miles, you will be charged \$0.35/mile.

How are tolls handled?

You are responsible for paying the cost of tolls that you incur while driving a GoForth vehicle.

For GoForth members booking a vehicle in Bingen or White Salmon, WA, BreezeBy passes are installed in these vehicles so that you can cross the Hood River Bridge without paying the toll up front. Instead, your account will be invoiced for tolls that you incur at a later date, after the charge has been processed.

For GoForth members booking a vehicle that is based outside of Bingen or White Salmon, you must pay any tolls that you incur up front with cash or by card.

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

At this time, a credit, debit or 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 \$20 driving credit, which will be applied to their first reservation.

Members who take our [feedback survey](#) after their first trip will get another \$20 credit. This credit will be awarded once per member, after the first trip.

If you refer another member to join GoForth, you will receive a \$20 credit.

Bookings

How do I make a booking?

1. Sign into the app.
2. Set your pick up and drop off times, select OK.
3. Scroll the map to find and select the car you would like to book.
4. Follow the prompts to confirm your booking.
5. You can navigate to the “Upcoming Bookings” tab to see a future booking. If your booking time has started, navigate to “Current Journey” to find your trip.

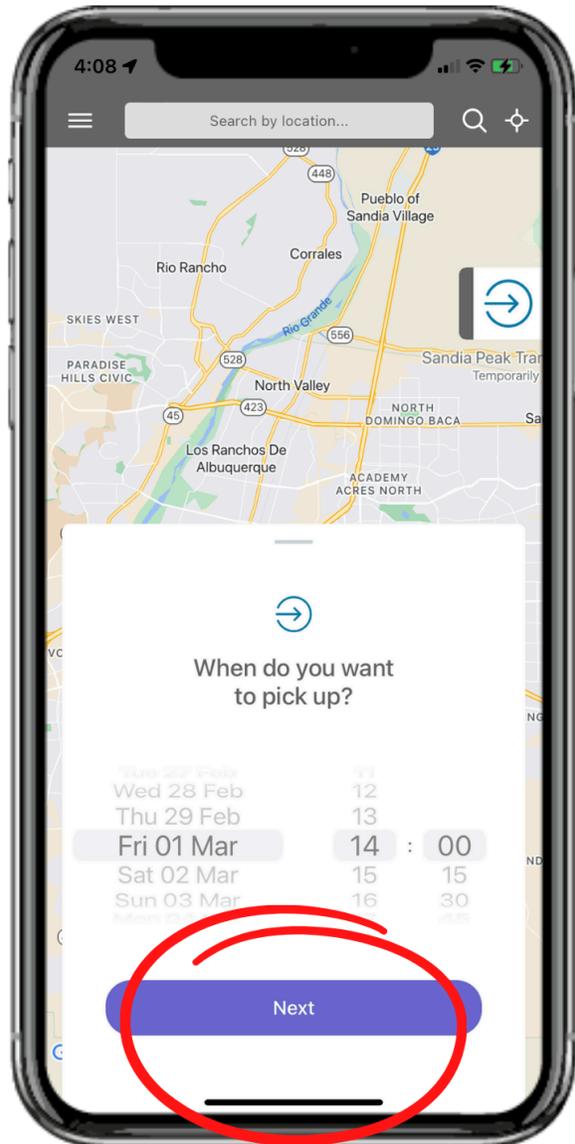
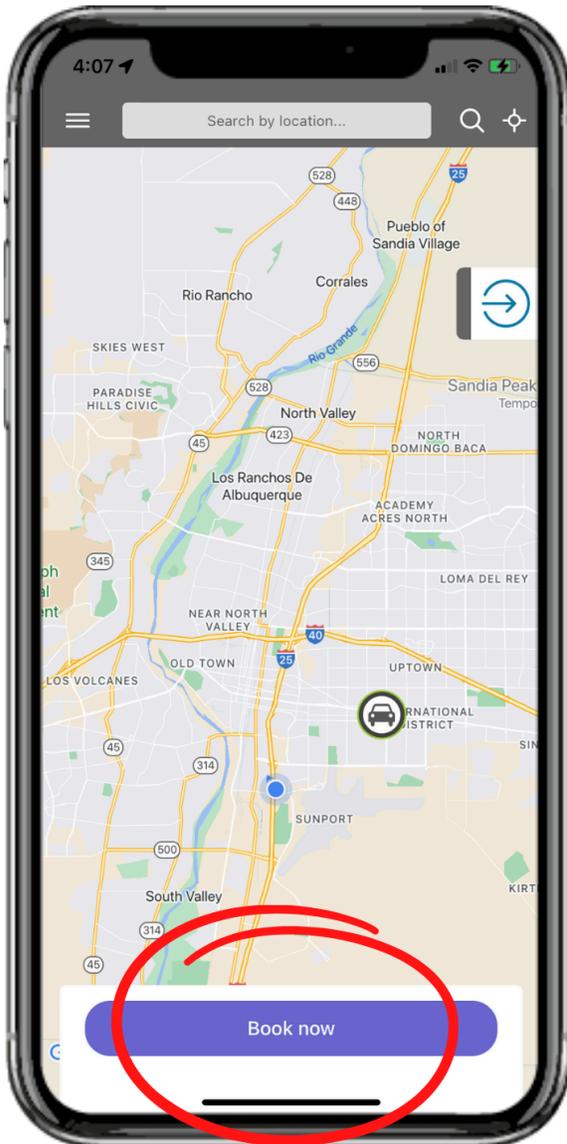
View the screenshots on the next five pages for a visual guide on how to make a booking.



1. Open the MDO Carshare app.

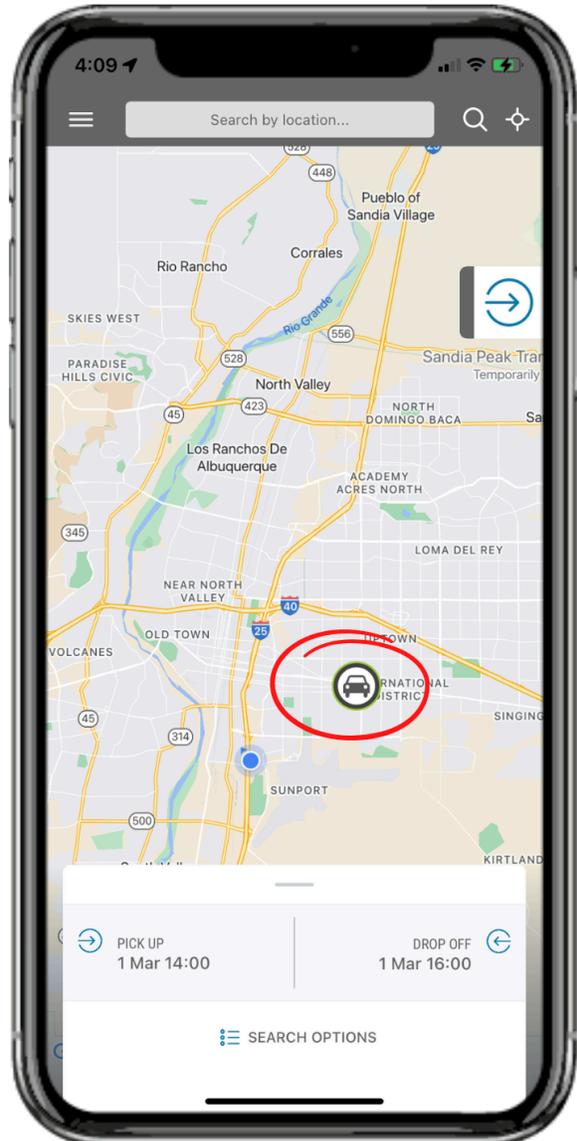
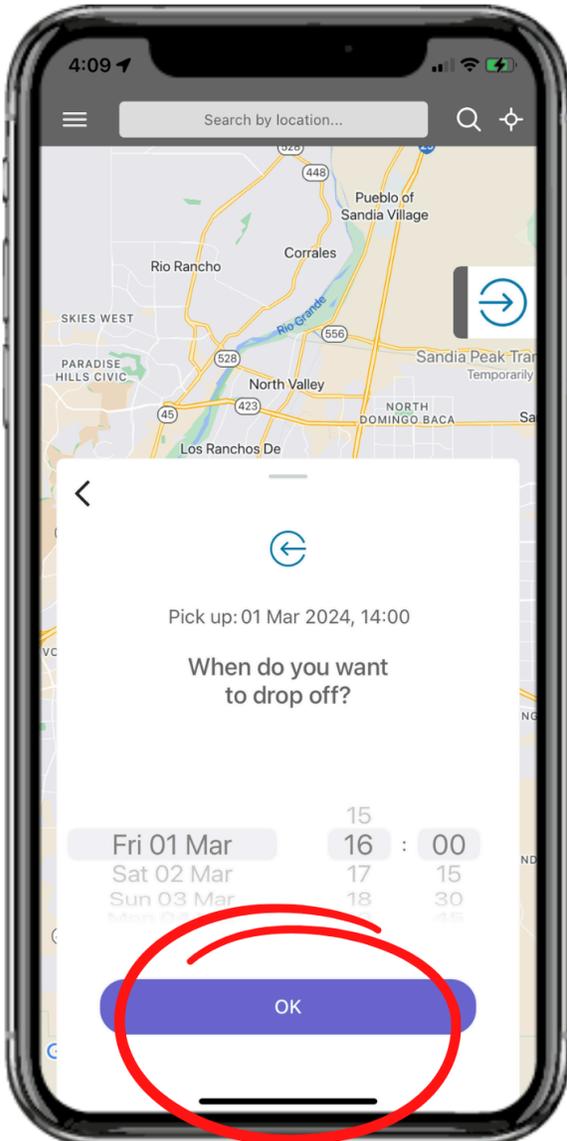
2. Tap "Book now."

3. Select your pick up time.



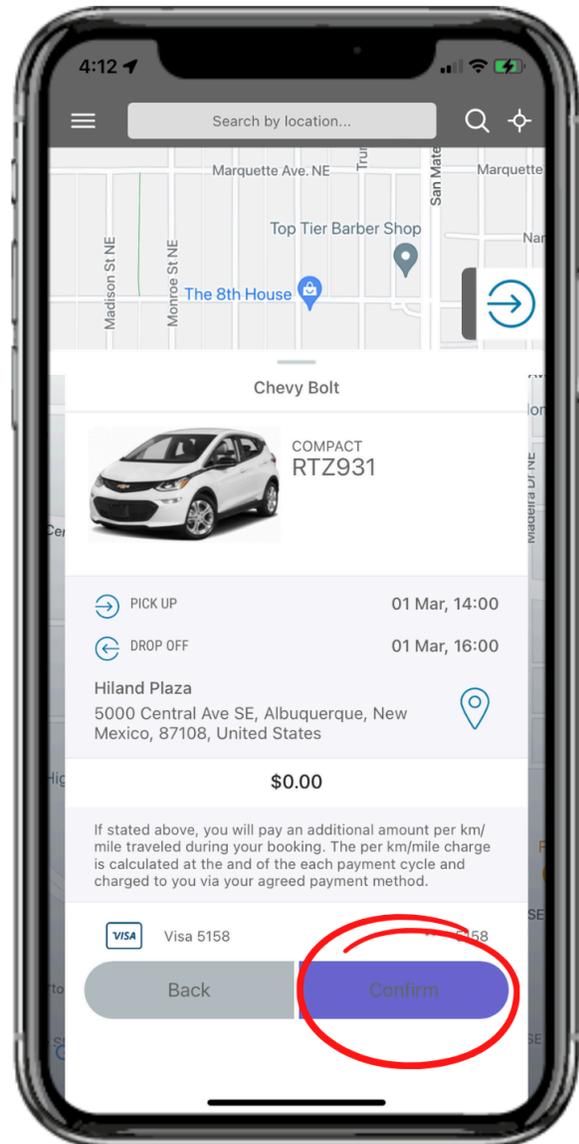
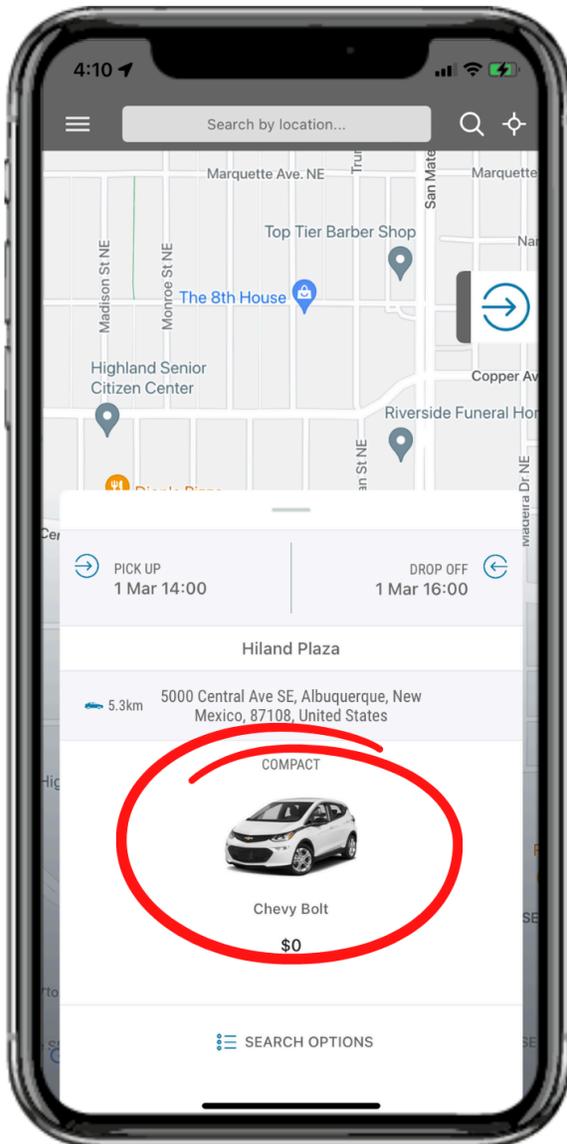
4. Select your drop off time.

5. Tap the car icon on the map at the location you would like to book the car at.

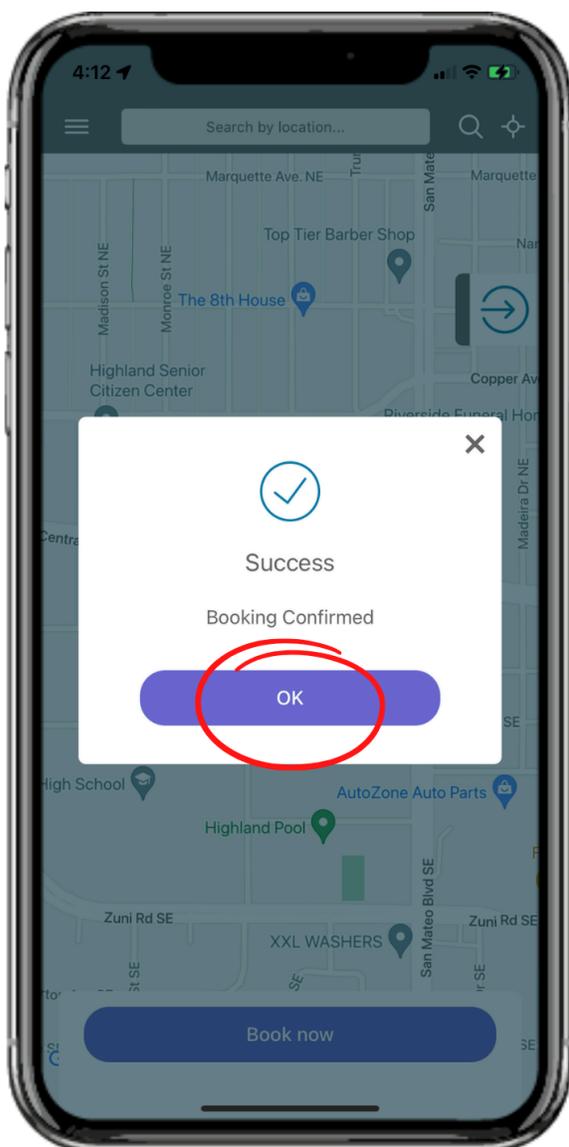


6. Tap the image of the car.

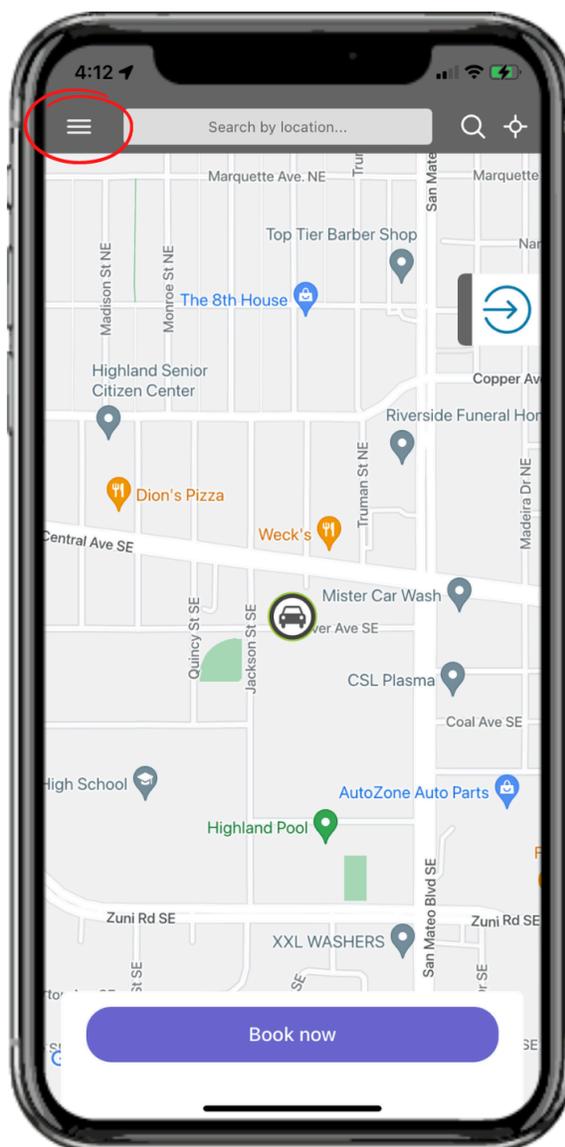
7. Review your booking details and tap "Confirm."



8. When your booking is confirmed, you should see "Success / Booking Confirmed." Tap "OK."

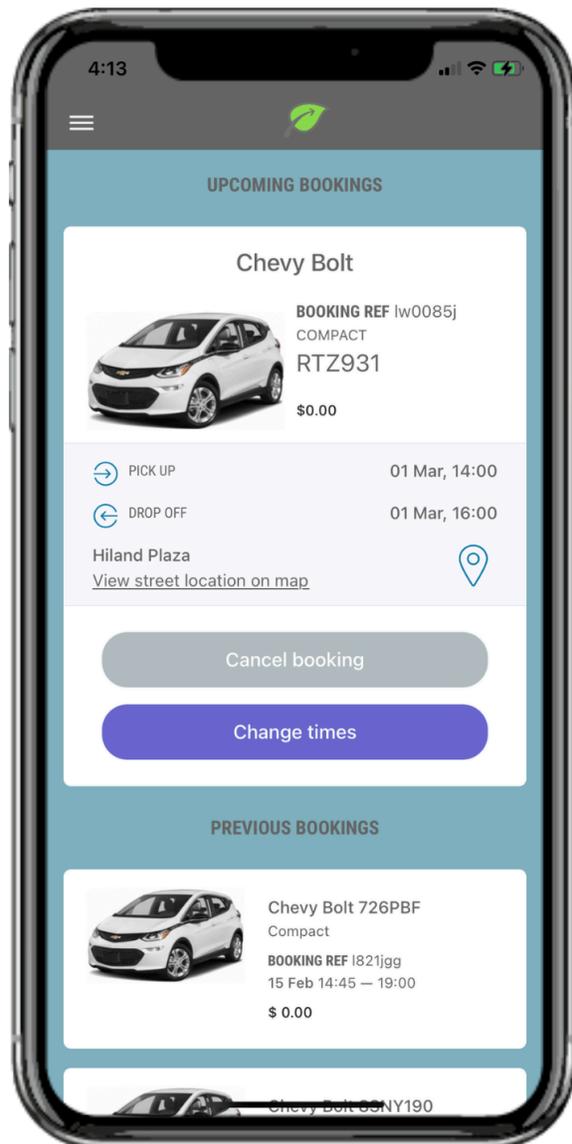
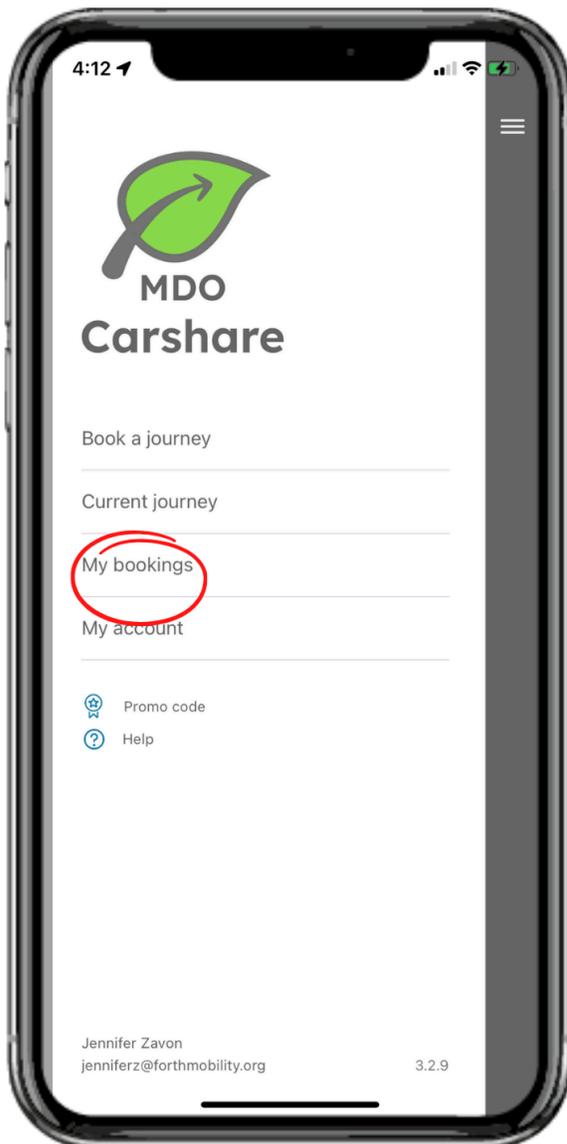


9. You can now view your booking in "Upcoming Bookings." Tap the Menu icon in the upper left corner.



10. Tap "My bookings."

11. View your upcoming bookings. You can also cancel or change the times of a booking on this page.



What about green versus gray cars on the map?

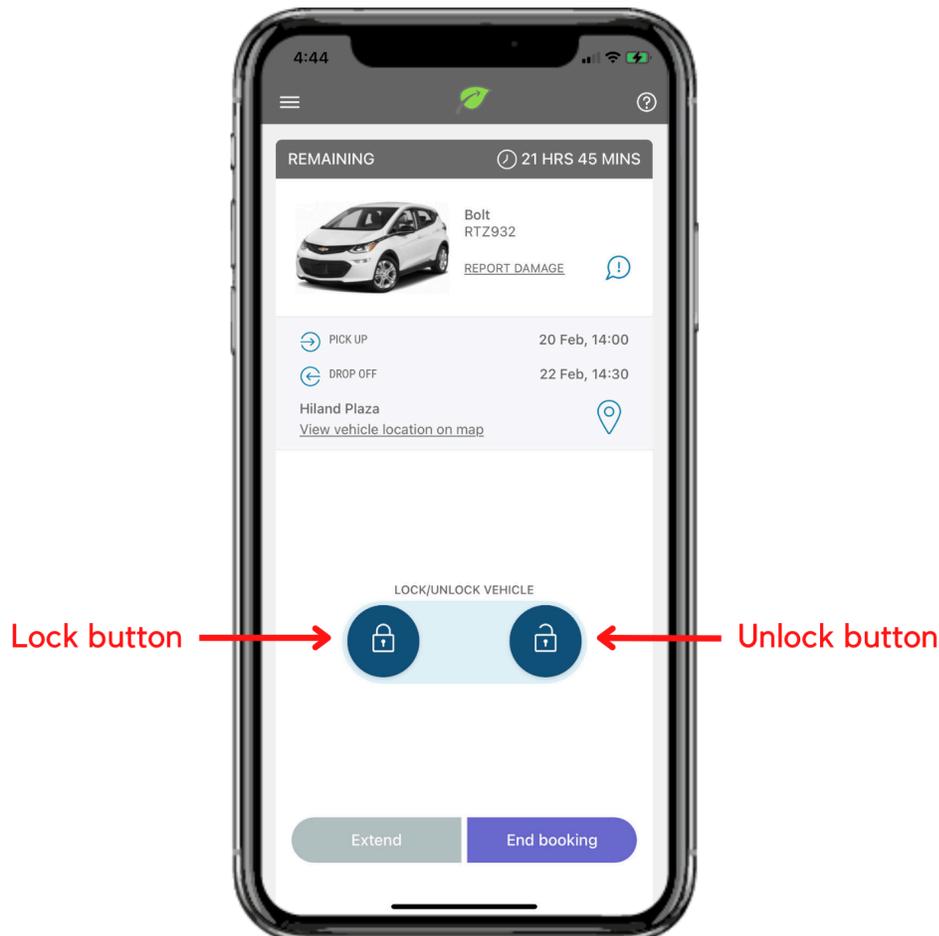
A bright green car icon means the car at that location is available at the pick up and drop off times currently entered at the bottom of the screen. A gray car icon means the car at that location is not available at the pick up and drop off times entered. To check the availability of cars at different times, select the “Pick up” or “Drop off” box to change the times entered.

How do I find the car I booked?

When you book a car, you will be able to see the address where that car is located. When you get to the pickup location, look for a car with the GoForth logo on it, parked at a charging station. If it is a location with more than one GoForth car, check that the license plate matches what is listed in your booking. Note that you are **not** permitted to park your personal vehicle in a GoForth designated parking space, even during your GoForth booking.

How do I unlock and lock the car I booked?

Unlock your reserved vehicle with the smartphone app by tapping the unlock icon that appears on the right of the “Current Journey” screen. During your trip, use the in-app “lock” and “unlock” buttons. **Do not use any other method besides the in-app “lock” and “unlock” buttons to lock or unlock the car.** If you are unable to get into the vehicle using the app, please call Member Services.



Can I park my personal vehicle in the GoForth parking spot during my booking?

You are **not** permitted to park your personal vehicle in a GoForth designated parking space, even during your GoForth booking.

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 the size of a quarter
- 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 MDO Carshare app (select the “?” button in the upper right corner, then select “Report Damage”) or call Member Services. You must report if a service light appears or any operational deficiencies before driving the vehicle.

Members should also check the level of battery charge. Consider how many miles you plan to drive and whether the charge level is adequate. In case of an emergency where you are not able to reach a charging station, some vehicles are equipped with a Level 1 charger (120 volt plug) that must stay with the vehicle at all times.

How far can I drive?

Before starting your trip, consider approximately how many miles you plan to drive in total. When you power on the car, check the dashboard for how many miles of range the car currently has and plan accordingly.

Keep in mind that you are required to maintain a battery charge level of 20% and above throughout your trip. For the Chevy Bolt, this means you must charge the car by the time there are 40 miles of range remaining. For the Nissan Leaf, you must charge the car by the time there are 30 miles of range remaining. Once you have charged the car, you may continue to drive until you approach the 20% battery charge level again.

We recommend not taking vehicles more than 100 miles per trip to ensure you have enough range.

150 miles are included in any reservation period. You will be charged \$0.35 per mile after driving 150 miles in one trip.

Am I being charged even when the vehicle is parked?

You are charged based on the length of your reservation, including time when the car is driving and time when the car is parked.

How do I end my reservation?

- 1) Return your car to the same parking spot you picked it up from, park, and turn off the vehicle.
- 2) Plug the car in to charge. Follow the steps below, or view a detailed guide to charging the car at its home charging station on page 7 of this guidebook.
 - a) Open the vehicle's fuel door, and insert the charger's plug into the vehicle's charging port.
 - b) A charging card is required to initiate charging at most locations (Boise, ID; Albuquerque, NM; Happy Valley, OR; Portland, OR - Cedar Commons and Las Adelitas; Bingen, WA; Longview, WA; White Salmon, WA). Take the charging card (a small plastic card, usually displaying the same logo as the car's home charging station) from the center console. Scan the charging card on the card reader of the charger to initiate charging.
 - c) Confirm that the car is charging by checking the screen of the charging station (if applicable) and the dashboard of the car.
 - d) Return the charging card to the center console for the next member to find it.
- 3) Make sure the car is as clean as you found it.
 - a) Wipe down the vehicle's high touch points, such as the steering wheel and any buttons with the supplied sanitizing wipes.
 - b) Remove any trash (including used wipes).
 - c) Take your personal items from the car. DO NOT take the laminated in-car instructions, charging card, or any other items found inside the car at the beginning of your trip.
- 4) Step out of the car and make sure all doors and windows are closed.
- 5) Select "End Booking" in the MDO Carshare app. Follow and confirm the prompts. Once the Thank You page pops up, the car will lock and you're all set!

Please note:

- You must return the car with at least 20% charge remaining.
- If you do not charge the EV at the end of your trip, you may be charged a \$25 fee.
- At the following locations, there is no charging card. When you plug the car in, charging will initiate automatically. You should still confirm that the car is charging by checking the charging station and the car's dashboard.
 - Ashland, OR
 - The Dalles, OR
 - Eugene, OR
 - Medford, OR
 - Portland, OR (Salon Comunal)

How long can I make a reservation for?

Reservations can be between one hour and 24 hours long.

Can I extend my reservation?

You cannot extend your reservation. You are responsible for returning the vehicle by the time you scheduled when you created the reservation.

What if I am late bringing the car back?

If you are late to return the car a \$10 late fee will be charged to your card on file.

Can I cancel a reservation?

You can cancel a reservation through the app with no penalty, up to two hours before your trip is scheduled to start.

To cancel a trip scheduled to start in less than two hours, you will need to call Member Services. There is a \$10 fee for canceling a trip within two hours of the scheduled start time.

In the event of severe weather, Member Services may refund the \$10 cancellation fee.

What if there is another car parked in the GoForth designated parking space when I return the GoForth car?

Please call Member Services to report the situation and for guidance on where to park. Note that you are **not** permitted to park your personal vehicle in a GoForth designated parking space, even during your GoForth booking.

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

Please call Member Services and we will work with you to find a solution.

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

Please call Member Services to request an RFID card, or "Vehicle Access Card," which can be used to lock and unlock the vehicle instead of a smartphone.

Policies

Can I let anyone else drive the GoForth car I have booked?

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 a seatbelt
- Using child car seats legally and appropriately for the age and size of each child (please note, GoForth CarShare does 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 an animal in the car?

Pets may be transported in a GoForth car if they are kept in a carrier, cage, or kennel at all times while in the car. Registered service animals may be transported in a GoForth car without a carrier, cage, or kennel. If you will be driving with a registered service animal you must let the Member Services team know and provide documentation of service animal status ahead of your reservation.

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 Member Services. Please include the date and time of your booking along with a description of the mess and any supporting photos. Members who habitually leave the inside of a vehicle dirty are subject to fines and possible membership termination.

What if the car I booked is not there?

In the event that a car is not present at the time you booked it, contact Member Services to be reimbursed for the trip.

What if there is an issue with the car I booked?

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 the size of a quarter
- 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 MDO Carshare app (select the “?” button in the upper right corner, then select “Report Damage”) or call Member Services. You must report if a service light appears or any operational deficiencies before driving the vehicle.

If you notice the tires are low on air, or there is another issue that impacts your ability to complete your trip successfully and safely, please call Member Services and we will work with you to find a solution.

What do I do if I get a parking ticket?

You are responsible for paying any tickets that you incur. 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. Make sure everyone involved is safe and being cared for as needed. Then call Member Services at 503-850-0007. You cannot continue your trip before contacting Member Services under any circumstances. You may be required 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 for which you are not found at fault, and damages are collected from the other driver's insurance company, you will not be held responsible for the cost of any repairs to the GoForth vehicle, the other driver's vehicle, or for injuries to any passengers in either vehicle.

If you are found at fault for an accident or if 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 Member Services at 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.

If you are unable to drive a GoForth vehicle due to a flat tire, technology issue (and you closely followed the guidelines for how to unlock and lock the vehicle on page 6 of this Guidebook), or other issue not within your control, MDO Carshare will assist with and cover the cost of your transportation back to the home charging station, up to \$100 or up to 50 miles. You are responsible for paying the difference if the transportation is over \$100 or 50 miles. You are expected to stay with the vehicle during the tow process.

In the event of any vehicle breakdown caused by a member's actions or negligence (for example, if you do not charge the vehicle and run down the main battery to the point of depletion, or if you are found to be at fault for an accident), all applicable costs associated with towing the vehicle to a charging station or service center, and/or repairing any damage to the vehicle caused by your actions or negligence, will be invoiced to your account.

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 MDO Carshare 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. Not returning the GoForth car to its home charging station
6. Repeated occurrences of running out of range while using the service
7. Allowing anyone besides yourself to drive the GoForth car during your reservation period
8. Leaving dirt, trash, or a mess inside the GoForth car
9. Smoking in the GoForth car
10. Transporting a non-service animal in the GoForth car without a cage or kennel
11. Not following standard safety measures while driving
12. Breaking the law while using the GoForth car or using the car for any illegal purpose
13. Not paying a parking ticket that was issued during your reservation period for more than 30 days
14. Causing damage to a GoForth car, either actively or due to negligence
15. Not calling GoForth Member Services to inform us of an accident or incident involving the GoForth car
16. Verbal abuse or disrespectful comments toward Member Services staff
17. Repeated challenges adhering to guidelines while using the service

Please see the next page for a list of standard penalties and fees that apply in the event of specific policy violations.

List of Standard Penalties/Fees

Penalty	Details	Cost
Accident or Vehicle Damage	In the event of an accident, if you are found to be at fault or if the other driver is uninsured, OR if you otherwise cause damage to a GoForth CarShare vehicle, you are responsible for the first \$500 in repairs or medical bills. You will be notified by email if you are charged for this reason.	Up to \$500
Reservation Cancellation Fee	Applied if you cancel less than two hours before the start of your reservation.	\$10
Late Fee	Applied if your trip is not ended within the 15 minute grace period after the scheduled drop off time.	\$10
Inconvenience Fee	Applied if your late return of a GoForth vehicle prevents another GoForth member from picking up the vehicle at their scheduled pick up time, after MDO Carshare staff have reached out to you to return the vehicle, OR if you do not charge the vehicle at the end of your trip. You will be notified by email if you are charged for this reason.	\$25
Smoking Fee	Applied if you violate the non-smoking policy in a GoForth vehicle. You will be notified by email if you are charged for this reason. If you violate the non-smoking policy more than once, your membership will be terminated.	\$100
Cleaning/Pet Hair Fee	Applied if you violate the pet policy (pets must be kept in a carrier, cage, or kennel at all times while inside a GoForth vehicle). You will be notified by email if you are charged for this reason. *Service animals may travel without a carrier, cage, or kennel, but you must notify MDO Carshare staff that you will be traveling with a service animal by calling or emailing Member Services.	\$100
Lost Key Fee	Applied if you remove a key fob from a GoForth vehicle and do not return it. You will be notified by email if you are charged for this reason. *Key fobs must remain in their designated compartment inside the vehicle at all times, and should never be removed from the vehicle unless you are explicitly instructed by MDO Carshare staff to remove a key fob.	\$450
Vehicle Tow Fee	Applied if the vehicle needs to be towed due to a breakdown that was caused by your actions or negligence, or due to an accident for which you are found to be at fault. You will be notified by email if you are charged for this reason.	Cost of towing