Dedication

Capital CarShare is dedicated to its members, sharing, and sustainable living. The CCS team strives to provide exceptional service and challenge mainstream ideas about access, mobility, and urban living. Whether you own a car, need a car, or live in a neighborhood where ownership is a hassle- Capital CarShare is here to serve you.

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About Us

Capital CarShare is a non-profit organization providing on-demand access to affordable and sustainable vehicles for hourly or daily use. Car sharing means using a community network of vehicles without the costs and hassles of owning a car. It’s the freedom to choose your vehicle— or no vehicle at all when walking, biking, or using transit makes more sense. Car sharing also helps reduce greenhouse gas emissions in our environment as more people rely less on vehicles.

As a CarShare member you have 24/7 access to our fleet. Our always guaranteed benefits include-- gas, insurance coverage, and 24-hour roadside assistance.

Did You Know:

It’s estimated that every CarShare vehicle can keep up to 12 privately owned cars off the road. Car share for better air quality! [San Francisco Bay Guardian: “Does Car Sharing Really Reduce Overall Driving?” 2014]

The average car costs $700 a month to maintain. Car sharing means keeping more money in your pocket! [AAA: “Your Driving Costs 2016”]

Transportation costs are considered affordable if they take up no more than 15% of a family’s household budget. Car sharing is the responsible choice! N+T Affordability Index 2016
Our Fleet

The Capital CarShare fleet is a diverse group of fuel-efficient vehicles in a variety of models and colors.

[Legs, Huybertie, Erastus]

[Andy]

[Harriet]

[Nanette]

[Mullaney]
Fleet Locations

1. WAMC’s The Linda
   339 Central Ave

2. Street-169 Madison Ave

3. Albany Parking Authority
   334 Washington Ave

4. Albany Law School

5. Albany County Parking Lot
   208 Washington Ave

6. Price Chopper
   40 Delaware Ave

7. Troy-558 River St

8. Troy-The News Apts

9. Troy-80 Second St

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Membership

Car sharing takes a collective effort. Every member is responsible for maintaining a clean driving record as well as respecting our fleet and fellow members. Capital CarShare has the right to frequently check members’ driving records to ensure the standards of our insurance policy are upheld. All members should carry a valid drivers license while using CCS vehicles. Also, it is a members responsibility to update their license on file with CCS should it expire. There is no contract for using CarShare. Both you and CCS may terminate your membership at any time. We encourage you to give us a try for at least 6 months before canceling to figure out how car sharing works for your lifestyle. Quitting members can return their key fob to our office or mail it to us. Your account will not be closed until we receive your key back and will continue to accrue fees.

What you should know:

- Members can change their account from Cruiser or JetSetter at any time. Just login online and go to My Account- Price Plan. Or call us during business hours (12-5 Monday-Friday)
- Each member has their own ID#, password, and user name. Please do not share this information.
- To use a CCS vehicle you must make a booking online or by phone.
- Bookings must be prepaid and charges are posted to your card on the day the reservation is made. Monthly dues and any charges from your last booking of the month are invoiced via email or mail on the 9th of every month. Invoice totals will be deducted from your account between the 9th and 12th of every month. *
- Only members are allowed to drive Capital CarShare vehicles!
- Members can earn $10 of driving credit for every friend or family member they refer for a new membership plan
- Members can earn driving credits for taking extra time to shovel out or clean + vacuum any car in need of TLC
• Members cannot share key fobs. Every driver has their own fob ID that allows the cars to recognize you during your booking time
• Members will be held responsible for all tickets and fines incurred while driving CCS vehicles*

*See Fees, + Penalties on page 12 for more member responsibilities

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Bookings + Usage

CarShare members can access their account online or by phone. To make a booking online go to capitalcarshare.org. You will need your ID # or username + password.

The fleet is available for use in 15 minute increments. The minimum reservation time is one hour and the maximum is 10 days. 50 miles of driving is included in any hourly booking. 150 miles of driving is included in any daily booking.
booking. Any over mileage has a $.25/mi charge. Charges for overmileage are processed within 5 days and will added to your next booking.

All CarShare vehicles and parking hubs are clearly marked with a sign that displays our logo and contact information. At the beginning of your booking, please inspect both the inside and outside of the car. Any belongings, damages, and trash should be reported in the Incident Report located in the glove box. If the car you booked is not at its hub at the start of your booking please call 518-545-4740.

To unlock the car, hold your key fob over the sensor in the windshield until it beeps and the car unlocks. The ignition key for each car is hooked to the dashboard, except for Harriet, our push to start Prius and Mullaney, our electric BMW. Please do not attempt to remove the ignition key as this will result in a fine. To lock the car, hold your key fob over the sensor and wait to hear the beep.

Failure to fob out after exiting the vehicle will result in a fine. It is extremely important to fob out as it locks the doors, disables the engine, and prevents theft.

Membership with Capital CarShare means never having to pay for gas! Gas cards are located inside the glove box of each car. When the car reaches ¼ of a tank of gas, please use the gas card to fill up the tank. Gas cards are to be used for Capital CarShare vehicles only. Any attempt at fraudulent use of the gas cards will result in a fine and/or termination of membership. Returning a car with less than ¼ tank of gas will result in a fine.

Before leaving the parking hub make sure you’ve turned off all the lights, removed all belongings, and followed the instructions posted inside the car. Capital CarShare is not responsible for any items left in the vehicles.
Don’t be late! In order to book cars around the clock, members must return the vehicles on time. Each booking allows a three-minute grace period before incurring late charges. If you think you may be late you can go online or call our office and extend your booking. Extensions are available in 15-minute increments and hourly charges are prorated. If you cannot extend your booking please call our office as another member has booked the car after you. Late charges are outlined in the *Fees, + Penalties* section. Excessive lateness and/or member inconveniences may result in additional fines.

Capital CarShare vehicles can be booked in as soon as 15 minutes and up to 1 year in advance. Though you are charged on the day you make the booking, there are several options for modifying and canceling. You can manage your bookings online or by calling 518-545-4740.

**Canceling + Modifying Bookings**

- You may change, cancel, or modify your booking at least 3 hours prior to the start time to receive a full refund and avoid penalties.
- You may change, cancel, or modify your booking within the same hour you made it to receive a full refund and avoid penalties.
- Any changes, cancellations, + modifications made less than 3 hours prior to the start of the booking may result in a 50% refund
- All refunds are posted to your Capital CarShare account, not your credit/debit card.
- If you are unable to extend/modify your reservation please call us ASAP
Billing Procedures

On the 9th of each month you’ll receive a notice with your current invoice. Invoices will include the number of trips you took in the previous month as well as the current month’s membership fee. Please contact our office if you would like to receive paper invoices in the mail.

Extension charges, late fees, and extra mileage fees from your last booking of the month are billed on the invoice. Any questions or concerns with your invoice must be addressed by calling our office before the payment is collected. The total amount listed on the invoice will automatically be deducted from your card on the 12th of every month, or sooner if you book a car between the 9th and the 12th. Bounced payments will result in an additional $30 fine. If your account is past due you will be restricted from car usage until the balance is paid in full. Payment plans are available with at least a 50% deposit of the past due balance.

You can access your account information and monthly invoices by logging in at capitalcarshare.org. You may also call our office for assistance.

Accidents + Emergencies

Capital CarShare provides 24-hour roadside assistance for every booking. To reach the emergency line, dial (518)545-4740 and press 3. Emergencies include, but are not limited to:

- Dead battery
- Car not in the lot
- Key fob not working
- Ignition key missing
- Flat tire
- Car accident
In the event of a car accident please call 911 BEFORE contacting us. Capital CarShare will respond to every accident and emergency. During regular business hours, a CarShare team member will arrive on the scene. CCS may call AAA for emergencies that take place outside of business hours.

All members are covered on our auto insurance. In the event of an accident, you are responsible for a $500 deductible. Members have the option to join the CarShare Damage Pool for $30/yr to eliminate the deductible from an accident/damage.

Fees + Penalties

Fees may be subject to change at any time. You have agreed to this basic outline of fees in the member agreement on your application. Capital CarShare holds the right to fine members for other fees and penalties that are not addressed in this Membership Guidebook.

Note: All fees and penalties will be documented on each invoice statement. For personal billing information please contact Capital CarShare at 518-545-4740.

Late Vehicles
If you return the vehicle more than three minutes late, you will be assessed a late fee of $55. Be sure to use your key fob to lock the car as failure to “fob out” of your vehicle will also result in a late fine.

If you are excessively late returning the car and don’t call, you will be charged an additional an inconvenience fee. Calling may
prevent expensive late fees. Returning a vehicle late is an inconvenience to our members, who are part of your community. If you are consistently late in returning vehicles, your membership may be terminated.

- **No Show-** If you book a car and do not show up and do not cancel your booking we cannot reimburse you because your booking prevented another member from using the vehicle.
- **Took Vehicle Early-** If you access the car before the start of your booking you will be charged for this additional time.

**Parking/Moving Violations**
All tickets must be paid by the member. An additional fee of $30 will be assessed by CCS if a ticket goes unpaid past 15 days. If the moving violation is one of the following identified below, your membership will be automatically terminated:

- Reckless driving/excessive speeding
- Vehicular manslaughter
- Excessive disregard for stop signs/red lights
- Driving with a suspended or revoked license
- Excessive amount of moving violations
- Driving While Intoxicated (DWI)/Driving Under the Influence (DUI)

**Windows Down**
Leaving windows down can damage vehicles. A $35 fee will be assessed if windows are left down, and you will be responsible for any damage.

**Dirty Car**
A $30 fee will be assessed if a vehicle is left dirty and/or with
trash inside. If the vehicle was dirty from a previous member please report it on the Incident Report Form located in the glove compartment. If you do not inform us, you may be held responsible. All CCS vehicles are inspected daily.

Parking in the Wrong Spot
If the assigned CCS parking hub is in use by another vehicle, you will not be fined. If this is the case, please report this as soon as possible to our office. Otherwise, a $35 dollar fee will be assessed.

Not Fobbing Out
Failure to fob out of a car can result in a fine of up to $50. This is an inconvenience to both the members and our software system and leaves the car insecure.

Towed
If a Capital CarShare vehicle is towed due to member error (blocking driveway, no parking zone, etc.) a fine of $50 will be assessed in addition to the fine charged by the towing agency.

Loss of Ignition Key
Do not take the key with you after you complete your booking. This will result in a fee of $50. If you accidentally take the key with you and cannot return it immediately or you lose the key, please contact us at 518-545-4740.

Bounced Payment
If any payment to Capital CarShare bounces, a $30 fine will be administered. CCS reserves the right to cancel membership due to repeatedly bounced payments.
Major Infractions:

Abandoning the Car
Leaving the car more than a block from its designated hub without notifying Capital CarShare will result in a $250 fine and possible revocation of membership.

Non-Members Driving
Only Capital CarShare Members can drive CarShare vehicles. If it is discovered that a non-member has driven a car, a fine of $250 will be assessed to the account holder as well as possible termination of membership.

Smoking
All CCS vehicles are non-smoking. Evidence of smoking in a vehicle (odor or residue from butts or ashes) will result in a fine of up to $250.

Pets
Pets are only allowed in Capital CarShare vehicles with a carrier. Pets must remain in their carrier in the back seat for the duration of the trip. Please clean up after your pets (hair, odor, etc). Any damage or dirt caused by a pet will result in a $250 fine.

Using Someone Else’s Fob
Using another member’s Key Fob could result in a temporary suspension or a fine of up to $250.
Thanks To Our Partners
Message From A Member

Car Sharing: The Best Option

CarShare was the perfect alternative for me when I could no longer afford to keep a vehicle of my own. Now I can live locally yet still have access to all the places outside the city I need to get to.

read more at capitalcarshare.org
Why Carshare?

Go where you need to go, pay for time you use. Most private cars are parked 90% of the time!

SAVE MONEY! Owning a car costs $9,122 per year, not including your car payment!

GET FIT! Members drive 40% less and are more likely to bike and walk.

Carsharing helps build better, greener communities. People who care about the planet and their community!

1 carshare car replaces 5-10 privately owned cars. This helps to ease parking problems, heavy traffic & pollution.

Each carshare member reduces their individual CO2 emissions by 1,000 tons!

Your Neighborhood Car, Because You Care!

Affordable
Convenient
Environmentally Friendly
Shared Transportation

(518) 545-4740
capitalcarshare.org