Frequently Asked Questions (FAQ)

Updated January 2022

General

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.

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 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 and La Pine, OR. Chevrolet Bolts are available.

Learn more about the Bolt through GM's "Bolt Academy" video series.

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. The actual range will vary depending on:

- Initial battery charge level

- Driving style
- Highway vs. city driving
- Climate control setting
- Weather
- Elevation gain

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

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 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

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 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.

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.

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 can be used for GoForth reservations.

Reservations

How do I make a reservation?

1. Sign into the app
2. Select "Book a Vehicle" or scroll the map to the vehicle in your area. Select it.
3. Set your Pick up and Drop off times, select OK.
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".

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 th vehicle is in good condition. If you spot any visible defects like:

- Dents
- Scratches
- Damage larger than a quarter
- Or if the service icon the vehicle's dashboard (or battery or tire light) are on.

Let us know right away! Send a description and photo using our Míocar Networks app, email or calling 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.

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.

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 about child seats?

We do not provide child seats and encourage you to use your own child seats should you need any during your trip. All vehicles are child seat friendly.

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.

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.