

TRIP

tips



24/7 Support: 612.343.2277
info@hourcar.org
HOURCAR.org/how

Starting Your Trip

Follow the below guide to help you begin your trip. Some vehicles have push button starts, others have keys. Make sure the interior is clean and remember to report left-behind items to Member Services. Any new damage larger than a credit card can be reported through the app or by contacting Member Services.



1. Find the key inside of the glovebox to begin your trip. Remember its location, as you'll need to put the pin back into the holder when you're done with your trip.



2. Verify the parking brake is off. The parking brake is a lever between the seats or the pedal to the left of the brake.



3. Some vehicles are push button start, others require a key to be inserted into the ignition. If a button, remember to press down on the brake pedal and push the start button to turn on the motor.

Stopovers

A Stopover is when you exit the vehicle while on your trip. It is your responsibility to ensure that the vehicle is secure during your trip.

App:



1. Turn off the engine and exit the vehicle. Take the keys with you.



2. Press "Pause Trip" in the App. This will lock the doors with solid yellow reader light.

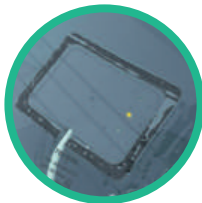


3. Resume your trip by pressing the "Resume" button in the App. This will unlock the doors.

GoTo Card:



1. Turn off the engine and exit the vehicle. Take the keys with you.



2. Quickly tap your GoTo card on the reader. This will lock doors and reader blinks yellow.



3. Resume your trip by tapping the GoTo card on the reader for 1 second, until yellow light blinks.

Fuel Up!

Fill up the gas tank, especially if it's 25% or less full. We'll give you a \$4 Drive Credit within 5 days for doing so if you fill 5 gallons or more. When driving an electric HOURCAR, you must leave the car charging at trip end.



1. Open the glovebox and locate the fuel card



4. Insert the fuel card into the gas pump and enter the information requested



2. Note the miles on the odometer of the vehicle



5. Select standard fuel and begin fueling



3. Get the "Driver ID" from the app or call member services



6. Return the fuel card back to its holder

Ending Your Trip

End your trip successfully. Make sure the vehicle is fully secured before you walk away from your trip. You can verify by checking that the doors are locked and the GoTo card reader is green.



1. Turn the car off by putting it in PARK and turning the key or pushing the power button.



2. If you have a key, insert the key pin back into the black box located inside of the glovebox. If you see a blue LED light, re-insert the key until the light turns off.



3. Exit the vehicle along with all of your belongings. Select the "End Trip" button on the app or hold your GoTo card on the front window reader for 5-7 seconds.

Make sure the vehicle is locked before you walk away.

Things You Pay For

Your HOURCAR trip includes the cost of gasoline, insurance, and 24/7 support. It doesn't include other costs, like parking meters and toll roads.



Parking at a meter or a space that requires payment outside of the hub? Remember to pay for the time that you are parking there.



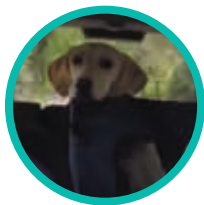
Sometimes, going somewhere fun costs extra. This is the case with tolls, where you will have to pay the toll fees.



Get a ticket? Remember you need to pay it. If you don't, it'll be billed to HOURCAR, where we will pay it along with any late fees, and then charge your account an admin processing fee on top of that.

Other Tips

A general tip: at the end of your trip, make sure the inside of the car is nice and clean.



Bringing a fuzzy friend? Make sure they are in a carrier to help reduce pet hair and distracted driving.



Get in a crash? Locate the insurance card in the glovebox. On the back, there is an entire list of information needed to help the process along.



Is another car parked in an HOURCARS spot? Call us at 612.343.2277 and we'll help you end your trip.

Minneapolis Snow Emergency

Day #1

Yes:

Park on BOTH sides of non-Snow Emergency Route streets. These are streets with sign colors that are green or brown.

No:

Do not park on Snow Emergency Routes. These are marked with red "Snow Emergency Route" signs. Street sign colors are blue.

Snow Emergency Route Signage:



Day #2

If after 8am:

Park on ODD sides of green or brown streets AND return to parking on both sides of Snow Emergency Routes starting at 8am.

Not after 8am:

Do not park on even sides of non-Snow Emergency Routes OR either side of Parkways (ex: Minnehaha Parkway)

Non-Snow Emergency Signage:



Day #3

If after 8am:

Park on EVEN sides of green or brown streets AND continue parking on both sides of Snow Emergency Routes. You may return to parking on both sides of Parkways starting at 8am.

Not after 8am:

Do not park on odd sides of non-Snow Emergency Routes.

Snow Emergency Info:

Call 612-348-SNOW
MinneapolisMN
.gov/snow

St Paul Snow Emergency

Night Plow Routes*

Plowing begins at 9pm on NIGHT PLOW ROUTES when a Snow Emergency is declared. Routes are signed “Night Plow Route” or “Night Plow Route This Side of Street.” All downtown streets are Night Plow Routes, though signs may not be posted. Parking is banned on each Night Plow Route until the street is fully plowed. Vehicles on Night Plow Routes at 9pm will be ticketed and towed. Any trip ended after a Snow Emergency is declared on an affected route is liable for any tickets/tow charges.



Day Plow Routes*

Plowing begins after night plow routes are completed, typically at 8am. There are NO SIGNS on Day Plow Routes. Parking is banned until the street is fully plowed. Vehicles remaining on the Day Plow Route at 8am will be ticketed and towed.

*Ticketing & Towing for 96 Hours:

Once both are completed, follow-up plowing/sanding/salting and miscellaneous cleaning will continue for as long as required, up to 96 hours.

Snow Emergency Information:

651-266-PLOW

stpaul.gov/SnowEmergencyParkingMap

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Need help?



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[HOURCAR.org/how](https://www.Hourcar.org/how)