

## HOURCAR Talking Points:

HOURCAR is America's largest nonprofit carshare operator. Based in Saint Paul, Minnesota, HOURCAR has offered carsharing services to Minnesotans since 2005.

In 2022, HOURCAR began operating a one-way carshare service owned by the City of Saint Paul called Evie Carshare. Part of the EV Spot Network, Evie is America's largest, municipally-owned, all-electric, free-floating, renewably-powered carshare service.

Operating both HOURCAR and Evie Carshare services, over 280 vehicles are available to residents through Minneapolis, Saint Paul, and the metropolitan area.

HOURCAR is currently seeking site hosts to support electric carshare growth. Learn more at <https://hourcar.org/multifamily/>

## Hub-based Carsharing

HOURCAR is a hub-based carshare service offering a variety of vehicles at hubs located throughout the region. Members can book a vehicle as far as 6 months in advance, with trips as short as 30 minutes and as long as three days. Vehicles are returned to their home hub location upon trip completion. Members only pay for the time that they have the vehicle, with the cost of charging/gas, insurance, and maintenance included.

## Membership Qualifications

All members must be 18 years or older with at least one year of fully licensed driving experience in the calendar year prior to application. International licenses should apply as normal, and our team will follow up if additional information is needed. There must be no major traffic violations in the past three years, no violations related to drugs and/or alcohol in the past seven years. Learn more at [hourcar.org/membership\\_qualifications](https://hourcar.org/membership_qualifications)

## Billing

Members are billed for the time they have the vehicle. All paid monthly mobility plans offer 200 miles per trip per day. Any trip exceeding the total mileage allotted will be charged an additional per mile fee, based on the mobility plan that the member has selected.

Rates are available at [hourcar.org/cost](https://hourcar.org/cost). Trips are subject to taxation sales tax rates, per the Minnesota Department of Revenue at <https://taxmaps.state.mn.us/salestax/>. In 2023, the State of Minnesota passed the transportation omnibus bill, removing nonprofit carshare trips from additional car rental taxes.

### Booking a car

- Join via the Evie Carshare App or online at [HOURCAR.org](https://hourcar.org). New memberships may take up to 3 business days to process. Qualifying low-income households at 50% AMI or lower can self-certify during the application that they meet requirements, allowing members to receive discounted rates on the Access Plan.
- Reserve a car via the Evie Carshare app, at [HOURCAR.org](https://hourcar.org), or by calling us at 612.343.2277.
- Begin your trip in the Evie Carshare app or by tapping your registered Metro Transit GoTo Card on the window reader.
- Most cars are keyless, so your smartphone or GoTo Card will start, pause, resume, and end your trips. For cars that require a key, they are located in the glovebox.
- At the end of the trip, electric cars must be plugged in and charging for the next member. Gasoline cars must be returned with  $\frac{1}{4}$  tank of gas or more. The charging and gasoline cards are found in the glove box of the vehicle, and the pin for the gasoline card is found in the Evie Carshare App (showing only during an active trip).

### Cars

HOURCAR hubs host 1-4 vehicles. In the event of multiple vehicles at the hub, our system will automatically select the vehicle with the most range available. You're notified of your assigned vehicle 15 minutes before your trip starts via email and in the Evie Carshare App.

A variety of vehicles exist in our service that are gasoline, hybrid, and electric-powered. Members can select from sedans, hatchbacks, SUVs, and a truck as well.

### Vehicle Safety

Our vehicles operate with specialized software that connects the vehicle to our backend system, allowing us to authorize trips only to valid accounts through the use of an immobilizer. Additionally, all vehicles operated by HOURCAR include a “dash camera” which records activities inside and outside of the vehicle. Members driving the vehicle may be warned by the camera for select events, such as not wearing a seatbelt, driving with a cell phone in your hand, and speeding.

All members must pass an MVR check. In the event of a crash, the member may be fined a \$250 Unsafe Driving Damage Fee.

All vehicles are reviewed for safety and operational inspections. Members are also required to report any vehicle issues, especially minor issues such as tire pressure, wiper fluid, wiper blades, etc. At the start of every trip, members are required to review the vehicle for damage and cleanliness before and at the end of each trip. Severe damage, such as a hit-and-run, should be called into Member Services who will assist with next steps.