

Yellowknife Car Share Co-operative Manual

Version 1.7 - Approved by YK Car Share board of directors on Nov 24, 2022

This manual is a work in progress. New versions will be posted on the car-share website as the board approves changes.

TABLE OF CONTENTS

Introduction	3
Contact Information	3
Definitions	4
Membership Policies and Procedures	5
Types of Membership	5
Individual Members	5
Corporate Members	5
How to become a member	5
How to withdraw your membership	6
Driver Policies and Procedures	6
Types of Driver:	6
How to become a Driver	6
Driver Requirements	6
Suspension of YK Car Share Driving Privileges	7
Booking a Vehicle	7
Cancellations	8
Booked Vehicle Unavailable	8
Valid Driver's License	8
Emergency Drivers	8
Insurance	8
Vehicle Check Before Driving	9
Your Unique Key Card	9
Usage Rates	9
Driving	9
Fueling	9
Cleaning	10
Smoking	10
Pets	10
Maintenance and Emergency Repairs	10
Extension of Booked Period	10
Return	10
Submitting Receipts	11
Accidents and Damage	11
Tickets, Liens and Impoundment	12
Privacy Policy	13
Reasons for collecting personal information	13
The kind of information YK Car Share collects	13
How YK Car Share collects information	14
Member and driver consent	14

Limiting collection, use and retention	15
Accuracy	15
Safeguards	15
Openness	15
Member and Driver access	16
Canada's Anti-Spam Law	16
Amendments to this Manual	16
APPENDIX A: YK Car Share Price List	17
Co-op Membership	17
Driver - Vehicle Usage Rates	17
Credits, Fines & Fees	17
APPENDIX B: INSURANCE	19
Insurance coverage	19
APPENDIX C - COLLISION DAMAGE REPORTING FORM	20

Introduction

Welcome to the Yellowknife Car Share Cooperative (YK Car Share). Our purpose is to establish and operate a community-owned, full-service and environmentally, socially and financially sustainable Car Share Cooperative. The terms and conditions in this YK Car Share Manual are for the benefit of our members, drivers and the general well-being of our co-operative. The YK Car Share Manual is additional to:

- YK Car Share Bylaws
- The vehicle operator's manuals (found in Vehicle glove boxes) that provide operating instructions specific to each vehicle.

All YK Car Share members and drivers agree to abide by these documents.

Contact Information

Website: www.YKCarShare.com

Purchase of memberships - membership@ykcarshare.com

Car Share Coordinator: Aggie Brockman

- Phone - 867-445-6901
- Email - bookings@ykcarshare.com

Mailing address:

Yellowknife Car Share Cooperative Ltd.
% Ecology North
5016 50th Ave.
Yellowknife NT X1A 2P3

Definitions

In this YK Car Share Manual the following definitions apply:

- Board - YK Car Share board of directors
- Corporate Driver - a person with official permission from a corporate member administrator to drive on behalf of the corporate member
- Emergency Driver - a driver allowed to drive an YK Car Share vehicle under the personal supervision of a Member for the duration of an emergency in accordance with this YK Car Share Manual
- Driver - a co-op member driver, casual driver, or corporate driver; may also be referred to as “you”
- Member - a member of the YK Car Share Co-operative. Members can be individuals, corporations or organizations. Members are not necessarily drivers and drivers are not necessarily members
- YK Car Share Coordinator - an employee hired by the YK Car Share board of directors to oversee general operations
- YK Car Share - The Yellowknife Car Share Cooperative Ltd.
- Price List - the price list in the most recent version of this manual. See appendix A
- Vehicle - a vehicle owned or leased by YK Car Share, including any equipment in the vehicle.

Membership Policies and Procedures

YK Car Share members support the co-op by purchasing memberships and participating in the governance of the co-op. Most members will also be drivers, but some may wish to support the co-op for other reasons.

Types of Membership

Individual Members

- Individual members purchase a single share in the co-op and maintain voting rights as well as the ability to amend YK Car Share Bylaws and be elected to be on YK Car Share's board of directors. They are invited to attend special and annual general meetings of the YK Car Share.

Corporate Members

- Apart from different rates and fees, there is no difference between a corporate and an individual member.
- Corporate members also purchase a single share in the co-op and maintain voting rights as well as the ability to amend YK Car Share Bylaws and be elected to be on YK Car Share's board of directors in the same way as individual members. They are invited to attend special and annual general meetings of the YK Car Share.
- Corporate members appoint an individual to act on their behalf.
- Corporate membership is open to any type of organization, such as corporations, non-governmental organizations, governmental organizations, societies, etc.
- There are no seats reserved on the board for corporate members - corporate members may stand for election to the board in the same way as individual members.

How to become a member

- Co-op member applicants are required to purchase a share for \$500. This sum represents your share in the ownership of the coop. YK Car Share uses your shares to purchase vehicles and to provide working capital. Your shares also serve as security for any liabilities to YK Car Share resulting from your membership.
- To become a member, the applicant must provide a contact name, organization name (if applicable), the postal or email address at which the YK Car Share should send notifications of membership meetings and \$500 to the Treasurer or the designated staff person at membership@ykcarshare.com.
- The Treasurer or designated staff person will add the member's information to the YK Car Share Member List and issue a receipt for the \$500. The receipt is the member's proof of membership.

- The YK Car Share prefers that membership shares be paid for by e-mail transfer to the email address listed at the front of this document. In that case the electronic confirmation that funds have been accepted is the member's proof of membership.
- Casual drivers can, on request, have their monthly casual driver payments allocated toward a membership in the co-op.

How to withdraw your membership

- A member may withdraw their membership by requesting to do so by email to membership@ykcarshare.com and returning their key-fob (if they have one) to the co-ordinator.
- The treasurer monitors this email address and maintains the membership list. The treasurer shall bring the withdrawal request to the next board meeting, with an opinion on how the refund of membership fees would impact the finances of the YK Car Share.
- The Board will refer to the by-laws to determine whether the YK Car Share is in a position to refund the membership share. Membership refunds will be issued by etransfer unless the member requests a cash refund.

Driver Policies and Procedures

Types of Driver:

Membership in the YK Car Share is not required to drive a vehicle, but different types of drivers pay different rates. The types of drivers are:

- Individual Member Drivers
- Corporate Member Drivers
 - Corporate drivers must be approved by both the corporate member and the YK Car Share.
- Individual Casual Drivers
 - The casual driver category allows individuals who are not members of the Co-op to drive the YK Car Share vehicles. Casual drivers pay slightly higher rates - as outlined in the Price List.
- Other Drivers - the board may negotiate other arrangements

How to become a Driver

All drivers must be approved by the YK Car Share. Driving privileges may also be suspended by the YK Car Share.

Individuals apply to become drivers by providing a contact phone number, email address and driver's license details to the YK Car Share Coordinator.

Driver Requirements

All drivers must meet the following requirements:

- have a valid driver's license
- be at least 21 years of age;
- have three years of good driving history;
- have three or fewer traffic violations in the last three years;
- have no at fault accidents (50% or more at fault) within the past three years;
- have no driving convictions or current charges under the Criminal Code of serious violations of any provincial or territorial driving legislation such as the Traffic Safety Act, including, but not limited to:
 - operating a motor vehicle while impaired
 - operating a motor vehicle while over the legal limit of alcohol in the bloodstream
 - failing to provide a breath sample
 - dangerous operation of a motor vehicle
 - failure to stop at the scene of an accident

Suspension of YK Car Share Driving Privileges

- The YK Car Share Coordinator may temporarily suspend a driver's driving privileges for the following reasons:
 - the driver violates the policies and procedures in this YK Car Share Manual,
 - the driver defaults in paying any amount owing to the YK Car Share
- A driver's driving privileges will be automatically and immediately suspended if the driver no longer meets the driver requirements listed above,
- The YK Car Share Coordinator may reinstate driving privileges once the above issues have been resolved,
- A driver may appeal the suspension of driving privileges to the YK Car Share Board of Directors,
- The YK Car Share Board of Directors may permanently suspend the driving privileges of any driver.
- As mentioned in previous sections, membership in the YK Car Share Co-operative does not guarantee driving privileges. Similarly, suspension of driving privileges does not mean that the driver is no longer a member of the Co-operative.

Use of Vehicle Policies & Procedures

By booking a YK Car Share vehicle, drivers agree to abide by the policies in the latest version of the YK Car Share Manual.

Typically a driver will:

1. Book a vehicle on-line

2. Activate the vehicle with their unique key card
3. Drive the vehicle
4. Return the vehicle in the same condition they found it to the designated parking spot

Booking a Vehicle

- If a driver wants to use a vehicle they must book it in advance on the YK Car Share website. Vehicles are available for periods beginning and ending on the hour and half hour.

Cancellations

- If a driver has booked a vehicle but finds later that they wish to cancel all or part of their booking, a cancellation fee may be payable. If the vehicle is subsequently used by another member during the canceled period, this portion of the cancellation fee will be waived. Cancellations after the booked period has begun (and no-shows) are subject to a prescribed charge as set out in the YK Car Share price list.

Booked Vehicle Unavailable

- If the vehicle you have booked is not at its designated parking spot at the beginning of your reserved time you must report this to YK Car Share immediately. You may either cancel the reservation without charge or change the reservation to another vehicle,
- If a driver is inconvenienced as a result of our error, we'll gladly credit their account at the discretion of the YK Car Share Coordinator. The maximum credit for a booked vehicle being unavailable is the difference between the cost of the YK Car Share booking and the cost of a rental or taxi, to the maximum in the Price List.

Valid Driver's License

- You must carry a valid driver's license with you every time you use a YK Car Share vehicle. You must inform YK Car Share immediately of any suspension, withdrawal or expiry of your license.

Emergency Drivers

- Only authorized YK Car Share drivers are permitted to drive YK Car Share vehicles.
- However, if an emergency occurs and the life or safety of you or another person is at risk you may allow another person to drive a vehicle on the following conditions:
 - that you check that the emergency driver has a valid driver's license;
 - that you ensure that the emergency driver is capable of driving before the trip and is not under the influence of any intoxicating substance; and
 - that you only allow the emergency driver to drive the vehicle under your personal supervision.
- You are liable for any fees, costs or damages arising from an emergency driver's use of the vehicle.

Insurance

- YK Car Share carries insurance for all its vehicles. By booking a vehicle, you agree to the terms of our insurance, including the payment of deductibles. The insurance conditions are available for your inspection and can be accessed from YK Car Share's office or website. If you are involved in an accident and a claim is made against you or YK Car Share, settlement of that claim will be at the discretion of YK Car Share and/or its insurer. Additional insurance information is available in Appendix B of this document.

Vehicle Check Before Driving

- Before using a vehicle you must check for any visible defects. YK Car Share must be informed of visible defects by email or phone voicemail before departure. If YK Car Share has not been informed before your departure, you may be liable for the damage.
- You must also check to ensure that the following are in the vehicle:
 - vehicle insurance and registration
 - vehicle operator's manual
 - You are required to inform the YK Car Share Coordinator if any of the above items are missing. You must not drive the vehicle if the current insurance and registration are missing.

Your Unique Key Card

- All drivers are assigned a unique key card or fob which allows you to access YK Car Share vehicles. The fob remains the property of YK Car Share. You are liable for the loss, deterioration and any possible misuse of the fob. If you lose the fob, you must phone YK Car Share within one hour and inform staff of the loss. Fob replacement fees will be charged according to the YK Car Share Price List.
- Assignment or transfers of key cards between drivers is not permitted.

Usage Rates

- Usage rates and all other fees are listed in the YK Car Share Price List.

Driving

- Drivers must operate vehicles according to the vehicle operator's manual.
- Whenever they leave the vehicle drivers must secure it against theft by fobbing out.
- If the vehicle is stolen while not fobbed out, drivers may be charged an additional penalty - listed in the Price List,
- All drivers are expected to adhere to all laws respecting the operation of motor vehicles and road safety. Vehicles may not be:
 - driven in any race or competition
 - used for any illegal purpose
 - used while the driver is under the influence of any intoxicating substance

- used off-road or on roads that are not regularly maintained.

Fueling

- YK Car Share staff will periodically refuel fossil fuel powered vehicles - so the vehicles will typically have plenty of fuel. However, it is your responsibility to ensure that the vehicle's fuel tank is $\frac{1}{4}$ full on return. Should you need to purchase fuel on your own, you must provide a copy of receipts marked with your name and odometer reading to the YK Car Share coordinator for reimbursement for the cost of fueling the vehicle.
- The City of Yellowknife currently pays for the cost of electricity for the electric vehicle when it is charged at the City Hall charging station. The electric vehicle may also be charged at a driver's home or at another location using the included plug-in charger but we do not reimburse drivers for those costs as they are relatively low (roughly \$0.30/h).

Cleaning

- YK Car Share cleans the vehicles according to a set schedule. However, it is your responsibility to clean the vehicle's interior of any mess that is caused by you during your period of use. Leaving the vehicle dirty for fellow members may result in cleaning costs for you.
- If you have found or caused a mess and are unable to take it to get it cleaned, contact the YK Car Share Coordinator to address the issue.

Smoking

- Smoking is prohibited in all vehicles.

Pets

- Pets may only be transported in crates in YK Car Share vehicles in order to accommodate users with allergy concerns.

Maintenance and Emergency Repairs

- YK Car Share will undertake regular maintenance of vehicles. However, during the booked period, you must ensure that brake fluid, engine oil (not applicable to EVs), coolant, windshield washer fluid and power steering fluid levels meet the vehicle operator's manual specifications. You must also ensure that tire pressure is maintained according to the vehicle operator's manual specifications. Any receipts for purchases or repairs you make to ensure the vehicle is operable must be marked with your name and submitted to YK Car Share.

Extension of Booked Period

- If, for any reason, you cannot return the vehicle on time, use the online booking system to extend your booking time before the original booked period is over. If you cannot extend your booking online, call the Car Share Coordinator at the number listed at the front of this manual. If an extension is not possible because of a following booking, you must return the vehicle by the end of your booking period. If you return the vehicle after the end of your booking period, a late

fee will be charged according to the YK Car Share price list. You may be charged for expenses YK Car Share incurs from reimbursing other members for expenses.

Return

- You must properly return the YK Car Share vehicle by the end of your booking period. Proper return of the vehicle means that:
 - it is parked and properly locked, with all its papers intact, at its designated parking spot
 - the interior and exterior of the vehicle is tidy, and you have removed your personal belongings
 - the fuel tank is at least ¼ full - or the electric vehicle is properly plugged into the charging station
 - you fob out and check that all vehicle doors (including back hatch) are locked
- If the vehicle is not properly returned you may be charged a fee according to the YK Car Share price list.
- If you fail to return the vehicle two hours past your booked time for return without calling to inform YK Car Share, staff will call your listed phone numbers. If you cannot be contacted the vehicle will be reported to the police as missing.
- You are responsible for maintaining a low noise level at the designated parking spot.
- Immediately report any illegal use of the spot by a nonYK Car Share vehicle to the YK Car Share Coordinator.

Submitting Receipts

- If you incur an expense that is YK Car Share's responsibility (eg. fuelling or cleaning the car), you may submit your receipts to the YK Car Share Coordinator for reimbursement by:
 - Clearly writing your name and the date on the receipt;
 - Scanning or taking a picture of the receipt and emailing it to the YK Car Share coordinator at the address listed at the front of this manual;
 - Mailing the receipt to the address at the front of this manual.

Accidents and Damage

- During the time you have booked a vehicle, you will be deemed to be using the vehicle and be responsible for any accident or damage related costs, including loss of usable time that is not covered by insurance.
- You may also be liable for the entire cost of Vehicle repair or replacement and claims made by third parties if YK Car Share's insurance policy does not apply (for example, because you have driven intoxicated).
- In the event of an accident or damage to the vehicle you are using, take the following steps:

- Immediately report to YK Car Share Coordinator by phone. You may only continue your trip with the express permission of YK Car Share. The YK Car Share Coordinator shall determine whether or not to report the collision or damage to our insurance company;
- If other vehicles are involved, collect the contact information for the driver, owner and insurer of each vehicle;
- Report the collision to the RCMP by calling 669-1111 if any of the following circumstances apply:
 - the collision results in injury or death.
 - it was a hit and run
 - a driver is impaired
 - any of the vehicles involved have to be towed from the scene
 - the collision involves a vehicle that does not have a valid licence plate
- Secure evidence from any available witnesses and provide YK Car Share with a written description of the accident and the damage incurred.
- A Collision Report Form is available in every YK Car Share vehicle glove box to help you remember what information to collect from other drivers and witnesses (when applicable). The form is also attached in Appendix C.

Tickets, Liens and Impoundment

- If the vehicle is towed and impounded for illegal parking while you have booked it, you are responsible for recovering the vehicle and paying any costs arising from the vehicle being towed.
- If, without the approval of YK Car Share, you allow a lien to be placed on a vehicle or allow the vehicle to be impounded (for instance, by failing to pay for repairs that you have authorized), you are responsible for all costs, including court and legal fees, incurred by YK Car Share in pursuing the speedy return of the vehicle.
- Third party charges to the driver (such as metered parking or traffic tickets) are not covered by YK Car Share, and should be paid immediately by the driver. The driver will be responsible for all costs incurred by YK Car Share in dealing with such charges.

Privacy Policy

YK Car Share's privacy policy outlines our commitment to respecting our members' and drivers' personal information. We endeavor to communicate clearly what information we will collect, the reasons for collecting personal member information, the ways that the confidentiality of this information is protected, and finally, how members can request a copy of the personal information that is recorded.

YK Car Share is an independent co-operative and personal information is not automatically shared with other organizations with which we are affiliated. Members and drivers can always choose not to provide YK Car Share with some or all personal information; however, this decision may prevent YK Car Share from determining driver eligibility and the ability to provide drivers with full access to available or requested services. We will not collect your personal information without your consent.

Reasons for collecting personal information

YK Car Share collects personal information so that we can:

- Determine driver eligibility;
- Communicate with members and drivers about their participation in YK Car Share's carsharing program — including but not limited to follow-up about vehicle bookings and usage, invoices, newsletters, organizational announcements, etc.;
- Improve our services through member surveys and consultation conducted directly by YK Car Share or by approved third parties;
- Ensure members and drivers are using vehicles in an appropriate manner;
- Ensure policies pertaining to carsharing with YK Car Share are followed by members and drivers; and
- Comply with legal and insurance requirements.

The kind of information YK Car Share collects

As part of member participation in a carshare program, YK Car Share collects a variety of information about its members and drivers. Typically, such information includes but is not limited to:

- Contact information, including your home address, telephone number, and email address;

- Driver eligibility and insurance needs, including such items as driver's licence, driving records (listing traffic violations) and claims history (listing claims made on your insurance policies);
- Payment information, including your banking information, a record of your payment, your credit card information if you choose to make payments by credit card, and other information that you provide so that we can collect payment;
- Vehicle usage information, including driving speeds and vehicle location;
- Membership history at YK Car Share; and
- Publicly available information.

How YK Car Share collects information

For a majority of the time, YK Car Share collects personal information directly from the member or driver through application forms, surveys, member-initiated communications, and information that a member or driver directly requests a third party to send to YK Car Share. If we are communicating with a member or driver by telephone, email or any form of electronic communication, we may record such communication for quality assurance purposes. In-vehicle telematics will provide information on vehicle usage including but not limited to driving speeds and locations. In some appropriate circumstances, we obtain information from third-party sources. Driving records may be obtained from third-party sources such as other insurers, as appropriate.

Member and driver consent

Knowledge and consent are required for the collection, use or disclosure of personal information, except as required or permitted by applicable law. YK Car Share only collects, uses or discloses personal information for purposes that are necessary to deliver carsharing services, or that we believe members would consider appropriate under the circumstances. For these purposes, we may make personal information we collect available to our employees, agents, service providers, insurers and business partners. When a person becomes a member or driver of YK Car Share, we will use his/her name and address for mailing and billing purposes, including sending account statements and newsletters.

Except as set out in this policy, or as required or permitted by applicable law, YK Car Share does not sell or disclose any personal information to any other organization and YK Car Share will not transmit personal information to third parties without first obtaining consent to do so. YK Car Share will never sell our member information. YK Car Share may, however, disclose information in the following cases:

- to our lawyers and auditors;
- to a police force as required by law;

- in emergency situations affecting the life, vital health or safety of a member, driver or other individual;
- to all other persons or government agencies authorized by law;
- to credit reporting agencies or to an agent retained by YK Car Share in connection with the collection of your account, if your account is in default or if requested by you;
- to a person who, in the reasonable judgment of YK Car Share, is seeking information as a member's agent; or
- to a third party or parties where you consent to such disclosure.

YK Car Share will also occasionally share aggregated information about our members and drivers. This information does not contain any personal information.

Limiting collection, use and retention

We collect only the information that we need in order to deliver services and information to our members and drivers.

We do not use or disclose personal information for any purposes other than those for which it was collected, except with the member's or driver's consent or as required or permitted by law.

Personal information is retained only as long as necessary for the fulfillment of the purposes for which it is to be used. YK Car Share does not keep personal information if it is no longer needed for the purposes required or as required by law.

Accuracy

Members' and drivers' personal information is kept accurate, complete and up to date as is necessary and reasonably practical for the purposes for which it is to be used.

Safeguards

We protect personal information by using safeguards that are appropriate to the sensitivity of the information, in accordance with the relevant laws and regulation.

Our Employees' Responsibilities: Each of our employees is responsible for maintaining the confidentiality of all personal information to which they have access.

Openness

We will make our policies and practices relating to the management of personal information readily available to our members and drivers.

Member and Driver access

Upon request in writing, a member or driver will be informed of the existence, use and disclosure of their personal information and will be given access to that information. We will assist any member or driver who informs us that they need assistance in preparing a request concerning personal information. Members and drivers may challenge the accuracy and completeness of the information and have it corrected as appropriate.

Accessing Personal Information: If a member or driver wishes to review or verify the personal information that YK Car Share holds about them, or find out to whom we have disclosed it, they can do so by writing to us. YK Car Share will normally respond within thirty (30) days to a request for access to personal information.

Accuracy of Personal Information: A member or driver can ask to correct any of their personal information. The request for correction must be made in writing to us, either by mail, fax or email at the aforementioned address.

Challenging Compliance: Members and drivers can address any challenge concerning our compliance with this policy to our Board. A written response will be provided to the individual, usually within thirty (30) days.

Canada's Anti-Spam Law

YK Car Share makes every reasonable effort to comply with Canada's Anti-Spam Law. Any member or driver that has received an electronic message in error or has any other concern with YK Car Share's electronic message policies and practices should contact us.

Amendments to this Manual

- Only the YK Car Share Board of Directors can amend this Manual.

APPENDIX A: YK Car Share Price List

Co-op Membership

	Casual Driver	Individual Co-op Membership*	Corporate Co-op Membership
Membership Share	no fee	\$500	\$500

* An individual member can add up to 3 (or more with board approval) additional drivers to their account . This is intended for, but not limited to families or households. The individual member will receive a single monthly invoice broken down by driver and is responsible for all charges. The additional drivers will not have voting rights.

Driver - Vehicle Usage Rates

	Casual Driver	Individual Member Driver	Corporate Member Driver
Application Fee	\$30	\$30 (per driver)	\$30 (per driver)
Monthly Fee	\$20	no fee	no fee
Hourly Rate	\$12	\$10	\$12

Credits, Fines & Fees

Credit for inconvenience as a result of our error	Max. \$50
Replacement fob	\$25
Gas left below ¼ tank	\$10
Unauthorized purchase(s) on YK Car Share fuel card	\$10 + cost of unauthorized purchase(s)
Replacement fuel card / EV charger FOB (the bird)	\$25
Vehicle interior left dirty	\$10 + cleaning costs
Pet riding in vehicle (not in crate)	\$200 + cleaning costs
Smoking in vehicle	\$500 + cleaning costs
Drained 12 V battery (on gas/diesel vehicles)	\$10 first time, \$25 second time, \$40 thereafter
Small repairs (if member responsible)	repair costs + time the vehicle is unavailable

Miscellaneous infringement resulting in inconvenience to another member (such as misparking or getting towed)	any costs incurred plus a fee equivalent to the loss to YK Car Share as a result of the vehicle being unavailable (as determined by the YK Car Share Coordinator)
Interest on overdue balance	1.25% monthly on balances over \$25
Insufficient funds for payment	\$25
Cancellation of booking	<p>If you cancel with less than 12 hours' notice, you will be charged 50% of the original time charge.</p> <p>There's no charge for canceling your booking with more than 12 hours notice.</p> <p>If you don't show up, you'll be charged 100% of the original time charge. This charge is in place to ensure our members don't abuse the carsharing system.</p> <p>If you have more than 15 minutes remaining, you can end your booking early online or by giving us a call. We reimburse 50% of the remaining time charge. If another member books the vehicle during the time you've freed up, your cancellation charge drops to zero!</p>
Late Return	\$30 plus lost revenue and credits paid to any driver inconvenienced by the late return
Not fobbing out	\$50
Vehicle stolen as a result of not fobbing out	\$500 plus lost revenue from vehicle not being available
Unpaid Parking or Traffic Tickets	\$50 plus all costs incurred by YK Car Share, including staff time
Lost time	Calculated on an hourly basis, at 50% of the hourly casual driver rate; 24 hours per day.

APPENDIX B: INSURANCE

Avid Insurance brokers insures the YK Car Share vehicles under a fleet plan option so our organization, not our drivers, holds the insurance.

Insurance coverage

- The YK Car Share carries Third Party Liability up to \$2 million with a \$1,000 deductible. This insurance applies to the costs resulting from damage to another vehicle or liability from damaging property or injuring other people.
- The YK Car Share also carries collision damage insurance for damage done to the vehicle. In the event of an at fault accident, the collision damage deductible is \$1,000.
- YK Car Share drivers are responsible for paying the deductibles.

APPENDIX C - COLLISION DAMAGE REPORTING FORM

- In the event of an accident or damage to the vehicle you are using, take the following steps:
 - Immediately report to YK Car Share Coordinator by phone. You may only continue your trip with the express permission of YK Car Share. The YK Car Share Coordinator shall determine whether or not to report the collision or damage to our insurance company;
 - If other vehicles are involved, collect the contact information for the driver, owner and insurer of each vehicle. Take photos if possible of documents and license plate;
 - Report the collision to the RCMP by calling 669-1111 if any of the following circumstances apply:
 - the collision results in injury or death.
 - it was a hit and run
 - a driver is impaired
 - any of the vehicles involved have to be towed from the scene
 - the collision involves a vehicle that does not have a valid licence plate
 - Secure evidence from any available witnesses and provide YK Car Share with a written description of the accident and the damage incurred.
 - Take photos of all documents, the accident scene (before moving vehicles), vehicle damage.

Description of all other vehicles involved in collision:

Date & time of collision:

Location:

Name of driver:

Phone number of driver:

Address of driver:

Make, model and license number of vehicle:

Other driver's insurance company & policy number:

Name & contact info of any witnesses:

Description of what happened: