



## PROCEDURES FOR THE USE OF ZIPCAR CAR SHARE SERVICE

- With the approval of their agency, city agency employees authorized to operate a city owned vehicle are eligible for a New York Fleet Zipcar account.
- Each Agency or “subagency” will have a Zipcar Administrator.
- The Agency Zipcar Administrator will authorize agency employees for NYC Fleet Zipcar accounts and distribution of the Zip card.
- Agency Zipcar Administrator will manage the agency account and have Zip pricing information.
- Procedures for an employee signing up differ depending on whether an employee already has a personal account established with Zipcar.
- **The New York City Fleet Zipcar account may not be utilized for personal or commuter use.**
- Any misuse of this service will result in immediate revocation of employee’s membership and referral to the agency for further action
- City employees must sign this form, acknowledging that they have received and read the Zipcar procedures

### 1. Opening a NYC Fleet Zipcar account (non Zipcar members)

- Zipcar is a car sharing service, operating since 2000.
  - Many city employees may have a personal account set up with Zipcar already (See Section 2). If you do not have a personal account with Zipcar, utilize the following procedure:
- After approval from Zipcar Administrator, employee will log onto Zipcar website:
  - [www.zipcar.com](http://www.zipcar.com)
- This is to be completed prior to attempting to rent a Zipcar.
- Employee will search "NYC.gov" and choose their agency from the menu provided.
- Employee will be prompted to create a profile.
  - Username
  - Email
  - Password
- Employee will choose the location where they will be renting most frequently from.
  - Work location should be entered here.
- Employee will be prompted to enter driver’s license information. **This is mandatory in order to operate a Zipcar.**
- After entering driver’s license information, selected “Mail Zip card to me.”
- **There will be a short waiting period while Zipcar determines your eligibility by running the driver’s license information through the New York State License Event Notification Service (LENS).**
- Pending approval by Zipcar, your NYC Fleet Zip card will be mailed to your Zipcar Administrator.

## 2. Opening a NYC Fleet Zipcar account (already a Zipcar member)

- Sign in to your account.
- Go to My Stuff – Me
  - Under My membership, select, “Add yourself to another account”
  - Search for "NYC.gov" and select your department.

## 3. Reserving a Zipcar

- Once you are approved as a Zipcar driver and you have received your Zip card from your Administrator, you can reserve a Zipcar for official use.
- Zipcar Administrators are authorized to reserve Zipcars for agency employees.
- Log in to [www.zipcar.com](http://www.zipcar.com) and enter your username and password.
- Select your pickup and drop off time.
  - Be precise and give yourself enough time to get to the Zipcar location and to conduct your City business before returning the car.
  - Zipcar is an hourly service and your agency will be charged for the length of time for which you have reserved the car. **Please give yourself enough time to conduct your city business when reserving the car. For example, reserving the car for an extra hour will cost \$5.67, while returning the vehicle one hour late will cost \$60.00.**
  - **Zipcars are not to be reserved for commuter use.**
  - Public transportation should be utilized wherever possible.
  - The Zipcar car share program is primarily for short-term same day rentals, and should not be used for periods longer than 48 hours.
- Select your pickup location.
- Select your vehicle.
  - **Premium vehicles are prohibited from use on the NYC Fleet account. These makes include: BMW, Mercedes-Benz, Audi, Volvo, Fiat, Mini and any vehicle advertised as a convertible or with an available navigation unit.**
    - **THE ABOVE VEHICLES HAVE BEEN IDENTIFIED TO HAVE A PREMIUM MANUFACTURER'S SUGGESTED RETAIL PRICE AND THEREFORE SHOULD NOT BE RESERVED.**
- You will be prompted to a confirmation page which includes a “Memo” option.
  - **Each reservation must include an explanation for the use of the car.**
    - **This will be entered in the field marked, “Must provide detailed use”.**
    - **The description entered in this field must CLEARLY define the City business use.**
    - Ex. “Accident prevention workshop at DSNY Woodside garage”
    - Ex. “Human Resources meeting at DEP Headquarters, Queens”
- After reviewing the details of the reservation, confirm your rental by selecting the “yeah, book it” button.
- You will be prompted to a confirmation page.
  - Print this page for your reservation details.
- **If you have a personal membership with Zipcar but are renting for NYC official use, select “NYC Fleet” from the “Account to Bill” drop down menu when you make your reservation.**

- **The reservation bar will default to your personal account. BE SURE TO SELECT THE CORRECT ACCOUNT BEFORE CREATING A RESERVATION.**
- **THE CITY WILL NOT REIMBURSE THE CHARGES ON ANY PERSONAL USE ACCOUNT.**
- **Employees cannot use their City Zipcar account to make personal reservations and reimburse the city for personal use. Reserving a car for personal use to receive the NYC Fleet discount rate is prohibited.**
- All reservations must be cancelled at least 3 hours prior to your scheduled pick up time or your agency will be charged for the rental. For rentals over 8 hours in duration, reservations must be cancelled 24 hours in advance.
- Employees (excluding agency Zipcar Administrators) cannot use their Zipcar accounts to reserve cars for anyone else. Employees are responsible for all activity on their Zipcar accounts and should safeguard their login information.

#### 4. Operating a Zipcar

- Complete a thorough inspection of the inside and outside of the Zipcar prior to driving
- **Report any damage or violations to Zipcar immediately regardless of fault at 866-494-7227.**
  - In the event of an accident, contact Zipcar and follow the normal guidelines established by the City Vehicle Driver Handbook and any requirements set by your agency.
- Smoking in a Zipcar is prohibited.
- An EZ Pass is included in the Zipcar.
  - Do not remove the EZ Pass from the Zipcar.
- Fuel the car as necessary (See Section 5. For details on the Zipcar provided gas card).
- Zipcars may not be taken out of New York State without prior agency approval.
- Obey all parking and traffic regulations. Zipcars do not have official plates and therefore will not be exempted from parking meter requirements.
  - Employees are responsible for parking and other vehicle violations.

#### 5. Returning a Zipcar

- Zipcars must be returned to the same location from which they are picked up.
- **Zipcars must be returned at the time acknowledged on the reservation.**
- Cars with less than ¼ tank of gas must be filled up.
  - There is a gas card provided inside the vehicle by Zipcar. **DO NOT USE YOUR NYC FLEET GAS CARD TO REFILL ZIPCARS.**
  - The gas card provided by Zipcar is Zipcar property and must be replaced in the car after use. **Do not remove the Zipcar gas card from the vehicle for any purposes other than fueling the Zipcar.**
- **The interior of the Zipcar must be clean upon return.**
- Leave the key inside the Zipcar upon return.

#### 6. Fees

Noncompliance with certain Zipcar procedures will incur financial penalties to the agency.

**NYC fee schedule:**

- Dirty car penalty \$45
- Car returned with less than 1/4 tank penalty \$25
- Late return penalty \$1.00/Minute
- Failure to pay ticket fee \$20 + cost of violation
- Lost key fee Cost of key replacement
- Lost fuel card \$50
- Failure to report damage \$100.00

**7. Zipcar Use Agreement**

Use of a Zipcar under the NYC Fleet Account is offered to authorized NYC employees to conduct official New York City business. The NYC Fleet Zipcar program is for official business only and not for personal or commuting use. Zipcar privileges can be revoked for any misuse of the program, violation of these procedures, or failure to follow parking and traffic regulations.

I have read and understand the following instructions related to the rental and operation of a Zipcar for NYC business. While operating a Zipcar, I understand I am responsible to follow these guidelines, the City Vehicle Driver Handbook, and any policies set forth by my agency.

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Agency

Signed procedures are to be retained by your Zipcar Administrator. Your Zipcar Administrator will email copies to DCAS Fleet at [jells@dcas.nyc.gov](mailto:jells@dcas.nyc.gov) and keep on file.