



TRU Car Share Program

Overview & Guidelines

Staff and faculty (and sometimes students) who need transportation for TRU-related business can use this program. Conference travel, meetings, and field trips are all potential cases.

There are two Toyota hybrids (which utilize electric and gas) for any length of trip:

- 2016 Rav4 (Four-wheel drive; roof rack and optional bike rack; 5 seatbelts)
- 2018 Prius ('Plug-in hybrid' which means it has approximately 30 kms of pure electric range, but once this runs out the gas engine automatically kicks in; 4 seatbelts)

Frequently asked questions are on the second page of this document, please check there first before contacting the office with questions.

We're always open to suggestions on how to make this program better for the employees of TRU and are open to suggestions any time. Contact the Sustainability Office (sustain@tru.ca) if you'd like to provide feedback.

In the event the vehicles need attention (For example, a headlight is out at the start of your booking or there is a flat tire) there's a chance the Sustainability Office hasn't been made aware of it so please reach out to us at sustain@tru.ca or call 250-852-7652.

Steps to get started

- Before you book your first trip, you'll need to email a copy of your driver's abstract and license before your booking will be approved (takes around 10 minutes to complete). Please email the following things to the TRU Sustainability Office: sustain@tru.ca
 - [The driver's Abstract which can be obtained digitally](#)
 - A photograph of the front and back of your driver's license
- You will receive a welcome email from Poolcar, our booking software
- You'll need to add a contact number, whatever number you can be reached at while you've got the vehicle so preferably not your office desk number
- The "line manager email" box is for the contact email of your supervisor, the system will send them a notification whenever you make a vehicle booking

Access to and use of all TRU Car Share vehicles is conditional on acceptance of and compliance with the following terms.

- Please be aware there is GPS tracking on the vehicles that will be used in cases where the business use of the vehicles is questioned.
- Drivers are expected to conduct a pre-trip inspection of the vehicle to ensure that there is no damage to the exterior or exterior of the car. Drivers are responsible to account for damage that has been noted after car use.
- Drivers are expected to return all vehicles in the same, or better, condition as prior to their use and with a full tank of gas, or charged/charging
- Vehicles should be clean, tidy, and free of damage
- All drivers must possess a valid driver's license and will comply with all Canadian traffic laws
- All drivers and passengers in university vehicles must acknowledge that they are considered representatives of TRU and must act and drive responsibly
- Modifications to university vehicles are not permitted. This includes affixing signs, stickers, trailer hitches, etc. (A bike rack is available for the Rav4 on request)
- Drivers are responsible for the cost of all traffic violations, parking tickets, toll bridge fees, etc.
- If a university vehicle sustains any damage, the driver must report the incident to the TRU Sustainability Office immediately, regardless of the severity of damage
- Once finished with a vehicle, drivers are to complete an entry in the log book found tucked beside the passenger seat of each vehicle
- Please be courteous to the many friends, coworkers and colleagues using the cars. Damage to the vehicles limits how often they can be used, so please drive and park with consideration of others

Office Contacts

General office contact
Booking help and
inquiries

TRU Sustainability Office
sustain@tru.ca
(250) 852-7652

Transportation
Demand Management
Coordinator

primary emergency
contact

Aaron Wiebe
awiebe@tru.ca
(250) 572-1385

Manager of Sustainability
Programs

Secondary emergency contact

James Gordon
jgordon@tru.ca
(250) 852-7153

Emergency Information

- **In an emergency, call 911** . Once the emergency has been addressed by the appropriate first responder team please call Aaron or James to make the Sustainability Office aware of the situation
- **The Prius spare tire**
 - This vehicle has no spare tire, instead it has a tire inflation kit. Have a look at this video here to see how to fix a flat on the Prius: <https://youtu.be/gZgqz0BjxB4>. Having the vehicle towed and repaired at Toyota is preferable, but if you use the tire repair kit, please notify the Sustainability Office (sustain@tru.ca) ASAP so a replacement kit can be ordered.
- Having the Toyota vehicles repaired at a Toyota dealership is preferable, but in an emergency it's reasonable to tow the vehicle to the nearest location where it can be repaired.

Frequently Asked Questions

- **Where do I park the car share vehicles?**
 - You will receive an email once the vehicles are booked with parking locations of your requested vehicle.
- **Can I leave my personal vehicle in the same parking spot as the car share vehicle I'm using?**
 - Yes, please contact the Sustainability Office prior to your booking and indicate you need a parking pass for your personal vehicle.
- **What's the protocol with fueling up and charging the vehicles?**
 - The two Toyota hybrids must be returned with a full gas tank. Fuel expenses should be paid for by the driver using their p-card, or billed to their office's travel budget.
 - The Prius Prime should be plugged in to charge at the end of all trips.
 - AddENERGIE (FLO) charging stations located on campus are free of charge. A FLO card is included in the prius and Tesla, here is a [YouTube video](#) on how to use the chargers, a short how to is also included further on in this document
 - If you don't use the FLO card the next best alternative is using the FLO app with a free account, or you can tap your credit card without any charges debited, this is for verification only. Once in the App, Click on Network/TRU and the charging stations will appear.
- **Do I need to make an entry in the vehicle logbook at the beginning of my trip?**
 - Yes. There is a pre-trip inspection checklist at the start of the log book, please follow this inspection checklist and indicate its completion in your log book entry

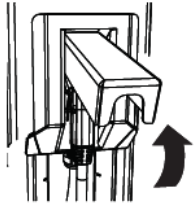
- Once finished with a vehicle, please complete an entry in the log book found tucked beside the passenger seat of each vehicle, including the final odometer reading and litres of fuel or kWh of electricity purchased for your trip.
- **How clean do the vehicles need to be when I return them?**
 - Drivers are responsible for basic tidiness (crumbs, dirt, dust, general debris, etc.) and the vehicles should be returned with a clean exterior. You are expected to take the vehicle through a car wash if necessary.
 - If the vehicles need more attention, please notify the sustainability office and a professional cleaning will be arranged.
- **Where are the car keys?**
 - The key lock-boxes are located at the side entrance of the The Indigenous and intercultural office (House 4) on Sk'Lep Trail, if you're not sure where that is have a look at [TRU's campus map](#). These boxes are available 24/7 and you are expected to get your key when you pick up the vehicle.
- **What should I do if I can't get the keys or my booked vehicle is not there?**
 - Call Aaron (or James if you can't reach Aaron) in the Sustainability Office and tell him about the situation, **do not take another vehicle without permission.**

EV charging instructions

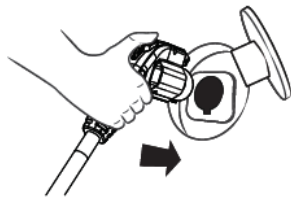
For the FLO stations (on campus)



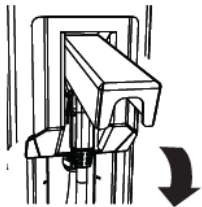
- 1 Activate the station:
 - Place your card on the reader;
OR
 - Select the station in the mobile app and press "Start a session".



- 2 Open the station's door and pull out the connector.



- 3 Plug the connector into your vehicle. Charging will start immediately.



- 4 Once charging is complete, unplug the connector, replace it in its socket and close the door.