Script for Parking Citation Assistance Center
Free-Floating Car Share (GIG Car Share)

Flow:

1) General information response (provided below)

2) Note that quickest way to get a response is by emailing our car share email at carshare@oaklandnet.com

General reference information:

On March 17, 2015, an ordinance was approved to allow a free-floating car share pilot program to operate in Oakland. Free-floating car share vehicles have permits that allow the vehicles to park at any metered or unmetered parking space with a parking limit of two-hours or more, in residential parking permits zones, or both of these options. GIG car share is the first organization to operate free-floating car share in Oakland and Berkeley, utilizing the combination parking permit that allows their vehicles to be parked at meters or in residential parking permit areas.

FAQ:

What is free-floating car share?

Free-floating Car Share is a membership-based service available to qualified drivers that allows members to make trips using a rented vehicle without generating a separate written agreement for each trip. Free-floating car share allows members to pick up a vehicle in one location and drop it off at a different location. Members find the location of available vehicles in real-time using an organization's mobile application or website. Users of the vehicles are charged by the minute with fuel, maintenance, insurance, and parking all included.

What are the benefits of Free-Floating car share?

Research has demonstrated that free-floating car sharing services have a positive impact on environmental outcomes, traffic and parking congestion, and affordability. Free-floating car share creates a 24-hour transportation network for short, one-way trips, providing new option for travel from home to BART, from work to dinner, or to and from a grocery store. Car sharing reduces parking demand since many members sell their car or avoid the purchase of a personal car. Car sharing reduces household transportation costs by providing access to a fleet of vehicles without the cost of owning. Car share vehicles also have better fuel economy than the average privately-owned vehicle and have been shown to reduce greenhouse gas emissions and increase rates of walking and cycling.

What other cities are participating in this pilot?

The City of Berkeley is also conducting a free-floating car share pilot program, allowing car share organizations like GIG Car Share to create a regional transportation network for residents, visitors, and commuters.

Where else in the US does free-floating car share operate?

Free-floating car share programs currently exists in Portland, OR; Seattle, WA; Austin, TX; Washington, DC; and Denver, CO, among others.

Script for Parking Citation Assistance Center
Free-Floating Car Share (GIG Car Share)

What is GIG Car Share

GIG car share is the first company to operate Free-floating car share as part of Oakland and Berkeley's pilot program.

How many times per day will each GIG car share vehicle get used?

GIG car share estimates that each vehicle will be used three to five times per day, on average.

Can anyone purchase the parking permits that I see on Free-Floating car share vehicles?

Only qualified organizations that operate a membership-based free-floating car share model are allowed to purchase the parking permits you see on free-floating car share vehicles.

How long will the Free-Floating car share pilot program operate?

The pilot program will end on June 30, 2019 without further action from City Council. Staff will analyze the program and report to City Council at least twice during the course of the pilot program.

Why don't the Free-Floating car share vehicles have designated parking spaces?

While GIG car share does have *some* dedicated spaces at BART stations, the free-floating car share model is predicated on having the flexibility to park at any on-street space. Without this privilege, the free-floating model would not be able to provide the option of using this service for one-way trips. The City is, however, working to implement a Dedicated Space Car Share pilot program, in which car share vehicles make round-trips from a dedicated on-street space. For more information on this program, please see the City's car share webpage or email us at carshare@oaklandnet.com.

Do these vehicles get to park for free without paying the meter?

The member driving a free-floating car share vehicle can end their reservation at a metered location without paying if the vehicle has a "FFZPP" or "FFZPP/MRPP" permit. The car share organization pays a deposit of meter revenue based on City staff's estimation of meter usage. Because each car share vehicle's location is tracked in real-time so that members can find them, the car share organization uses this information to provide a report at the end of each fiscal year showing actual meter usage. The deposit paid and actual meter usage are reconciled for either a credit or additional payment.

Do these vehicles get to park in RPP zones for more than two hours?

Yes, only if the vehicle has an "MRPP" or a combined "FFPP/MRPP" permit. The user can end their reservation in an RPP zone and it may be more than two hours before the vehicle is used again. The car share organization pays a fee that allows the car to be parked in any RPP zone within the City with the same rights and responsibilities as a resident's car.

Do these vehicles get to park over the posted time limit?

Yes, only if the vehicle has an "FFPP" or a combined "FFPP/MRPP" permit **and** the vehicle is parked at a space with a time limit of two-hours or more. The member driving a free-floating car share vehicle can end their reservation at a time limited space of two-hours or more and it may be more than the time limit duration before the vehicle is used again.

Script for Parking Citation Assistance Center
Free-Floating Car Share (GIG Car Share)

Are the free-floating car share vehicles exempt from other parking rules?

All other parking rules except those indicated above must be adhered to by the car share vehicle. This includes, but is not limited to, no parking more than 72 hours in the same space, no parking in loading zones, no parking during street sweeping, among others. Members cannot end their reservation at any parking space with a posted time limit of less than two hours.

Whom do I contact if I have a question, concern, or complaint about GIG Car Share?

Contact the company directly at 1-800-464-0889.

Whom do I contact if I have a question, concern, or complaint about the Free-Floating Car Share pilot program?

For any questions or comments, please email us at carshare@oaklandnet.com