

NEW YORK, NEW YORK, MARCH 12, 2011 (HWY11MH005)

HUMAN PERFORMANCE GROUP CHAIRMAN FACTUAL

ATTACHMENT # 5 (REDACTED)

RENTAL CAR RECORDS

(40 Pages)





new reservation... | sign in as

Recent/Upcoming Reservations: [ show all ]

Starting	Ending	Vehicle	Location	Account	Distance	Entered	Exited
----------	--------	---------	----------	---------	----------	---------	--------

No reservations found within 45 days past and future.

Key: Past Right Now Upcoming Confirmed Upcoming Unconfirmed Acct Delinquent Stranded

Tickets for ophadell williams jr: ( add event | show all )

Subject	Sts	Last Activity	Creation Date	Days Old	Category	Pri	Attach
Parking Violation (New York, NY), Issued: Mar 1st, 8:35am	Qd	May 15, 2011	April 21, 2011	25	Ticket / Violation	1	
Email 1: Acct. Delinquent	✓	May 14, 2011	May 14, 2011	2	Billing	0	
Car at members home location member at work	✓	May 13, 2011	March 12, 2011	65	Personal Account	1	
member called because he is being charged for a parking ticket he said he's not issues with account	✓	April 21, 2011	April 21, 2011	25	Billing	0	
mem wanted to update account	✓	April 13, 2011	April 13, 2011	33	Personal Account	0	
Email 1: Acct. Delinquent	✓	April 13, 2011	April 13, 2011	33	Comment / Complaint	0	
Email 3: Account Delinquent - Debit card lost,waiting for replacement	✓	April 9, 2011	April 9, 2011	38	Billing	0	
Android Beta User	✓	April 8, 2011	April 4, 2011	43	Billing	0	
Email 1: Acct. Delinquent	✓	April 7, 2011	April 7, 2011	39	Mobile / Text	0	
ext costs	✓	March 14, 2011	March 14, 2011	63	Billing	0	
rear bmp loose, hole in ds bump @ MARTYS\$182.00	✓	March 10, 2011	March 10, 2011	67	Reservation	0	
ophadell called, minor scratches on car-svc 3/7	✓	March 7, 2011	February 26, 2011	79	Comment / Complaint	4	
ophadell called to report gas on E	✓	March 3, 2011	March 2, 2011	75	Comment / Complaint	0	
Car Not Clean	✓	March 2, 2011	March 2, 2011	75	Comment / Complaint	0	
1x courtesy waived late fee	✓	March 1, 2011	March 1, 2011	76	Comment / Complaint	0	
wanted to know where was car	✓	February 28, 2011	February 28, 2011	77	Late Return	0	
Ophadell is running late in Schad	✓	February 27, 2011	February 27, 2011	78	Late Return	0	
Ophadell did not know how to lock Schad	✓	February 27, 2011	February 27, 2011	78	Late Return	0	
verified drop off time	✓	February 26, 2011	February 26, 2011	79	Vehicle Access - Member	0	
wanted to know how much his bill would be if he ext	✓	February 24, 2011	February 24, 2011	81	Reservation	0	
wanted to know why being charged so much	✓	February 24, 2011	February 24, 2011	81	Reservation	0	
wanted to extend res	✓	February 24, 2011	February 24, 2011	81	Reservation	0	
Dent in Burtless-svc 2/24	✓	February 23, 2011	February 23, 2011	82	Reservation	0	
Ophadell called	✓	February 22, 2011	February 21, 2011	84	Comment / Complaint	0	
Burtless is dirty	✓	February 22, 2011	February 22, 2011	83	Reservation	0	
Burtless left with no gas	✓	February 21, 2011	February 21, 2011	84	Comment / Complaint	0	
Settled Delinquent Balance Online	✓	February 21, 2011	February 21, 2011	84	Comment / Complaint	0	
Email 1: Acct. Delinquent	✓	February 21, 2011	February 21, 2011	84	Billing	0	
Ophadell called to end res	✓	February 21, 2011	February 18, 2011	87	Billing	0	
adjusted res WAIVED FEE OTC	✓	February 17, 2011	February 17, 2011	88	Reservation	0	
Ophadell wanted to extend res till the 19th	✓	February 17, 2011	February 17, 2011	88	Reservation	0	
Ophadell wanted to extend res till the 19th	✓	February 16, 2011	February 16, 2011	89	Reservation	0	

Vital Statistics: [ edit | update password ]

Full Name	Ophadell Williams Jr [ edit ]
Zipcard	[ edit   history ]
User Name / E-Mail	last modified by ophadell williams jr [ edit ]
IVR Pin	[ call history ]
License	New York: [ ]
Birthdate	[ ]
Insurance Status	accepted [ suspend   history ]
Primary Metro	nyc
Zipcard fuel state	nyc: inactive
Member tools	evaluation tool communications referrals summary
Driver services	none [ add ]
Mobile Alerts Email	[ ]
Contact Information	
Phones	[ ]
Addresses	
Home	[ ]

Damage Fee Waivers:

Account	Frequency	Autorenewing	Damage Fee	Dates
ophadell williams jr	monthly	Yes [ stop autorenewing ]	\$0.00 (USD)	26 Apr 03:30pm - 26 May 03:30pm [ edit ]
ophadell williams jr	monthly	No	\$0.00 (USD)	26 Mar 03:30pm - 26 Apr 03:30pm [ edit ]
ophadell williams jr	monthly	No	\$0.00 (USD)	26 Feb 02:30pm - 26 Mar 03:30pm [ edit ]

Accounts:

Account Name	Membership Dates	Membership Status
ophadell williams jr	13 Feb 2011 + [ edit ]	approved
ophadell williams jr	08 Feb 2011 - 13 Feb 2011 [ edit ]	needs approval
ophadell williams jr	26 Jun 2010 - 14 Jul 2010 [ edit ]	needs approval





Calls from: May 16, 2011, 5:00 PM US/EASTERN  
 Calls to: May 16, 2011, 5:00 PM US/EASTERN

NOTE: Calls where members are not identified either by caller ID, or by using their Zipcard number and IVR Pin, will not show up on this list.

Recent Calls from ophadell williams jr (back to all calls)

caller name	call time	ANI	action	action time
ophadell williams jr	13 May 09:23am		Bill/Invoice Question	13 May 09:23am
				Billing Information 13 May 09:23am
ophadell williams jr	13 May 09:14am		Transferred to an operator	13 May 09:16am
ophadell williams jr	21 Apr 05:04pm		Transferred to an operator	21 Apr 05:05pm
ophadell williams jr	21 Apr 05:04pm			
ophadell williams jr	13 Apr 11:02am		Transferred to an operator	13 Apr 11:03am
ophadell williams jr	13 Apr 10:49am		Transferred to an operator	13 Apr 10:50am
ophadell williams jr	08 Apr 10:50am		Transferred to an operator	08 Apr 10:51am
ophadell williams jr	08 Apr 10:42am		Transferred to an operator	08 Apr 10:44am
ophadell williams jr	04 Apr 01:30pm		Transferred to an operator	04 Apr 01:30pm
ophadell williams jr	12 Mar 07:09am		Reservation Menu: Accident or other emergency	12 Mar 07:10am
ophadell williams jr	10 Mar 10:01pm			
ophadell williams jr	10 Mar 10:00pm			
ophadell williams jr	10 Mar 06:49pm		Reservation-related Problem	10 Mar 06:49pm
ophadell williams jr	02 Mar 05:59pm		Reservation-related Problem	02 Mar 05:59pm
ophadell williams jr	01 Mar 06:15pm		Reservation-related Problem	01 Mar 06:16pm
ophadell williams jr	28 Feb 07:45am		Reservation-related Problem	28 Feb 07:45am
ophadell williams jr	27 Feb 05:23pm			
ophadell williams jr	27 Feb 05:06pm		Reservation-related Problem	27 Feb 05:06pm
ophadell williams jr	27 Feb 03:50pm		Reservation-related Problem	27 Feb 03:51pm
				Gas Card Information 27 Feb 03:51pm
ophadell williams jr	27 Feb 02:32pm		Reservation-related Problem	27 Feb 02:33pm

sign out bmmueller



Recent/Upcoming Reservations: [ [show all](#) ]

Starting	Ending	Vehicle	Location	Driver	Zipcard
No reservations found within 45 days past and future.					
Key: Past Right Now Upcoming Confirmed Upcoming Unconfirmed Acct Delinquent <b>Stranded</b>					

**Invoices & Credits**

Account Balance:	<b>\$137.00</b>		
(Delinquent)	<b>undelinquify</b>		
Credit Balance:	<b>\$0.00 usage, \$0.00 cash</b>		
	<b>view credit history   add a credit</b>		
Recent Invoices: [ <a href="#">add a charge</a> ]			
Start Date	End Date	Status	Amount
13 May 2011	12 Jun 2011	open	<b>\$137.00</b>
13 Apr 2011	12 May 2011	paid	<b>\$18.80</b>
13 Mar 2011	12 Apr 2011	paid	<b>\$8.00</b>
26 Feb 2011	12 Mar 2011	paid	<b>\$1,121.93</b>
26 Jan 2011	25 Feb 2011	paid	<b>\$1,077.71</b>
26 Jun 2010	25 Jul 2010	paid	<b>\$0.00</b>

 Basic Info: [ [edit](#) ]

Tax Exemption	None [ <a href="#">view tax exemptions</a> ]
Account holder	<b>ophadell williams jr (ophadell)</b> [ <a href="#">remove</a> ] [ <a href="#">add</a> ]
Settlement Date	13th of month. Next fee: Feb 2012, next credit: Feb 2012
Primary metro	nyc [ <a href="#">change</a> ]
Account services	None: [ <a href="#">add</a> ]

 Billing Info [ [address history](#) ]

<b>Credit Card (primary)</b> [ <a href="#">edit</a>   <a href="#">delete</a> ]	
Account Name	VISA
Cardholder Name	ophadell williams
Account Number	last four <input type="text"/>
Billing Address	<input type="text"/>

 Rate Plans: [ [schedule a rate plan](#) | [remove precharge requirement](#) ]

Rate Plan	Dates	First Annual Fee Waived
<b>Occasional Driving</b>	08 Feb 2011 +	No
<b>Occasional Driving</b>	26 Jun 2010 - 05 Oct 2010	No

**Reservations Billed in Advance**

## Damage Fee Waivers:

Driver	Frequency	Autorenewing	Damage Fee	Dates
<b>ophadell williams jr</b>	monthly	Yes [ <a href="#">stop autorenewing</a> ]	<b>\$0.00 (USD)</b>	26 Apr 03:30pm - 26 May 03:30pm [ <a href="#">edit</a> ]
<b>ophadell williams jr</b>	monthly	No	<b>\$0.00 (USD)</b>	26 Mar 03:30pm - 26 Apr 03:30pm [ <a href="#">edit</a> ]
<b>ophadell williams jr</b>	monthly	No	<b>\$0.00 (USD)</b>	26 Feb 02:30pm - 26 Mar 03:30pm [ <a href="#">edit</a> ]

## History of Prebilling Status

Reason	Dates	Removed by
Manually adding account. [ <a href="#">Jason Atkins (Zipcar NY)</a> ]	15 Feb 2011 +	
Added automatically due to delinquency.	27 Jun 2010 - 15 Feb 2011	<b>Jason Atkins (Zipcar NY)</b>

 Drivers: [ [add a driver](#) | [close driver/account](#) ]

Driver	Account Status	Member Dates
<b>Ophadell Williams Jr</b>	<b>approved</b>	13 Feb 2011 +
<b>Ophadell Williams Jr</b>	<b>needs approval</b>	08 Feb 2011 - 13 Feb 2011
<b>Ophadell Williams Jr</b>	<b>needs approval</b>	26 Jun 2010 - 14 Jul 2010





Invoice # 437012157  
 Close Date 3/12/2011  
 Invoice status paid   
 Total Billed \$1,121.93  
 Total Payments \$1,121.93  
 Invoice Balance \$0.00

[print invoice](#)  
[see member view](#)

**Statement**  
 Feb 26, 2011 - Mar 12, 2011: \$1,121.93  
[< previous invoice](#) [next invoice >](#)

account activity and charges

credit balance

recent credit history

Reservation and Other Activity [\[ expand / collapse all \]](#)

date	description	amount	balance	admin
Feb 26	<b>Reservation: 328xi Beuthin at Smith btwn State &amp; Atlantic (GGMC)</b> Feb 23rd, 11am - Feb 26th, 10am	\$0.00	\$0.00	
Feb 26	<b>Membership: monthly waiver fee (02/26/2011 - 03/26/2011) for ophadell williams jr</b>	\$8.00	\$8.00	refund
Feb 28	<b>Reservation: 540 Schad at Lexington btwn 33 &amp; 34 St</b> Feb 26th, 4pm - Feb 27th, 4pm	\$199.59	\$207.59	
Feb 28	<b>Reservation (billing adjustment): 328 Burtless at 75 Henry St/Cadman Plaza (Central Parking)</b> Feb 21st, 8pm - Feb 22nd, 8pm	\$6.00	\$213.59	
Mar 02	<b>Reservation: 328xi Behymer at 105-108 Underhill Av (Car Park Systems)</b> Mar 1st, 5:30pm - Mar 2nd, 5:30pm	\$130.66	\$344.25	
	<b>usage rate amount</b>			
	Daily rate 1 day \$109.00 \$109.00			
	Miles Included 37 miles \$0.00 \$0.00			
	NY City/State Sales Tax: 8.88%		\$9.67	
	NY Passenger car rental tax: 6%		\$6.54	
	NY MCT District Supplemental Rental Tax: 5%		\$5.45	
	<b>Total Charges</b>	<b>\$130.66</b>		
Mar 03	<b>Reservation: 328xi Barters at 100 Jay Street</b> Mar 2nd, 6pm - Mar 3rd, 6pm	\$112.38	\$456.63	
	<b>usage rate amount</b>			
	Daily rate 1 day \$109.00 \$109.00			
	Miles Included 50 miles \$0.00 \$0.00			
	NY City/State Sales Tax: 8.88%		\$8.32	
	NY Passenger car rental tax: 6%		\$5.62	
	NY MCT District Supplemental Rental Tax: 5%		\$4.69	
	<b>Total Charges</b>	<b>\$127.63</b>		
	Paid with credit: clean the car out		\$-15.25	
	<b>Total Credits</b>	<b>\$-15.25</b>		
Mar 07	<b>Reservation: 328xi Boehm at BAM - 258 Ashland Place (GGMC)</b> Feb 27th, 5pm - Mar 1st, 5pm	\$315.27	\$771.90	
	<b>usage rate amount</b>			
	Daily rate 1 day \$158.00 \$158.00			
	Daily rate 1 day \$109.00 \$109.00			
	Miles Included 198 miles \$0.00 \$0.00			
	Toll charge (Queens Midtown Tunnel (MTA Bridges/Tunnels), Mar 1st, 1:56pm)		\$4.80	
	NY City/State Sales Tax: 8.88%		\$22.98	
	NY Passenger car rental tax: 6%		\$15.54	
	NY MCT District Supplemental Rental Tax: 5%		\$12.95	
	<b>Total Charges</b>	<b>\$323.27</b>		
	Paid with credit: previous member running late		\$-8.00	
	<b>Total Credits</b>	<b>\$-8.00</b>		
Mar 12	<b>Reservation: Escape Endo AWD at BAM - 258 Ashland Place (GGMC)</b> Mar 9th, 11am - Mar 12th, 11am	\$360.83	\$1,132.73	
	<b>usage rate amount</b>			
	Daily rate 2 days \$89.00 \$178.00			
	Daily rate 1 day \$123.00 \$123.00			
	Miles Included 228 miles \$0.00 \$0.00			
	NY City/State Sales Tax: 8.88%		\$26.72	
	NY Passenger car rental tax: 6%		\$18.06	
	NY MCT District Supplemental Rental Tax: 5%		\$15.05	
	<b>Total Charges</b>	<b>\$360.83</b>		
Mar 13	Balance Forwarded	\$-10.80	\$1,121.93	

**total billed: \$1,121.93**

Credit Card Activity

date	description	amount charged	admin
Feb 26	Billed to credit card ending in 4735	\$8.00	
Feb 26	Billed to credit card ending in 4735	\$189.40	
Feb 27	Billed to credit card ending in 4735	\$189.40	
Feb 28	Billed to credit card ending in 4735	\$10.19	
Feb 28	Billed to credit card ending in 4735	\$121.07	
Mar 01	Billed to credit card ending in 4735	\$130.66	
Mar 02	Billed to credit card ending in 4735	\$112.38	
Mar 09	Billed to credit card ending in 4735	\$106.69	
Mar 10	Billed to credit card ending in 4735	\$106.69	
Mar 10	Billed to credit card ending in 4735	\$147.45	

**total paid: \$1,121.93**

balance due: \$0.00

Bank Charge Attempts totaling \$1,121.93 (USD)

Attempted	Result	Amount	Gateway ID	Authorization Code	AVS Street?	AVS Zip?	CSC?
Feb 26th, 2:48pm	Approved	\$8.00 (USD)	VQEA6DAF3161	681687	Y	Y	X
Feb 26th, 3:29pm	Approved	\$189.40 (USD)	VSGA6CC711DB	681106	Y	Y	X
Feb 27th, 3pm	Approved	\$189.40 (USD)	VRCA6DCE3620	836323	Y	Y	X
Feb 27th, 4:51pm	Declined	\$60.19 (USD)	VTHA6DAC4955		Y	Y	X
Feb 28th, 7:50am	Approved	\$10.19 (USD)	VPFA6D88C8E7	925929	Y	Y	X
Feb 28th, 11:16am	Approved	\$121.07 (USD)	VSJA6CD2F1D0	938185	Y	Y	X
Mar 1st, 1:36pm	Approved	\$130.66 (USD)	VXHA6E0FDA96	112423	Y	Y	X
Mar 2nd, 12:08pm	Approved	\$112.38 (USD)	VLFA6F618648	271807	Y	Y	X
Mar 9th, 10:37am	Approved	\$106.69 (USD)	VTJA6DFE1EFF	383761	Y	Y	X
Mar 10th, 7:09am	Approved	\$106.69 (USD)	VPEA6DDDC451	530065	Y	Y	X
Mar 10th, 8:25pm	Approved	\$147.45 (USD)	VPCA6DE37B0F	650834	Y	Y	X
Mar 13th, 3:34am	Declined	\$10.80 (USD)	VTHA6E1AB51A		Y	Y	X

Authorizations

Attempted	Card Type	Last Four	Result	Amount	Gateway ID	Authorization Code	AVS Street?	AVS Zip?	CSC?
Feb 26th, 2:46pm	VISA	4735	Approved	\$189.40 (USD)	VXGA6DF70778		Y	Y	X
Feb 27th, 2:29pm	VISA	4735	Approved	\$189.40 (USD)	VQCA6DB49EEA		Y	Y	X
Feb 28th, 10:31am	VISA	4735	Approved	\$121.07 (USD)	VUJA6D419C42		Y	Y	X
Mar 1st, 1:03pm	VISA	4735	Approved	\$130.66 (USD)	VSHA6CDF5402		Y	Y	X
Mar 2nd, 11:25am	VISA	4735	Approved	\$112.38 (USD)	VXGA6E182BA2		Y	Y	X
Mar 9th, 9:55am	VISA	4735	Approved	\$106.69 (USD)	VLCA6F97BBA1		Y	Y	X
Mar 9th, 10:39pm	VISA	4735	Declined	\$106.69 (USD)	VUHA6D931939		Y	Y	X
Mar 9th, 10:49pm	VISA	4735	Declined	\$106.69 (USD)	VSHA6D240991		Y	Y	X
Mar 10th, 6:30am	VISA	4735	Approved	\$106.69 (USD)	VPEA6DDD9CC3		Y	Y	X
Mar 10th, 7:53pm	VISA	4735	Approved	\$147.45 (USD)	VPCA6DE344E4		Y	Y	X





Recent/Upcoming Reservations: [ [export this page as text](#) | [export everything as text](#) ]

Starting	Ending	Vehicle	Location	Account	Distance	Entered	Exited
09 Mar 11:00am	12 Mar 11:00am	Endo AWD	BAM - 258 Ashland Place (GGMC)	ophadell williams jr	228.2 mi	11:05am	8:46am
02 Mar 06:00pm	03 Mar 06:00pm	Barters	100 Jay Street	ophadell williams jr	49.7 mi	5:53pm	5:32pm
01 Mar 05:30pm	02 Mar 05:30pm	Behymer	105-108 Underhill Av (Car Park Systems)	ophadell williams jr	37.4 mi	5:54pm	5:29pm
27 Feb 05:00pm	01 Mar 05:00pm	Boehm	BAM - 258 Ashland Place (GGMC)	ophadell williams jr	198.2 mi	5:13pm	4:25pm
26 Feb 04:00pm	27 Feb 04:00pm	Schad	Lexington btwn 33 & 34 St	ophadell williams jr	68.6 mi	4:36pm	4:11pm
23 Feb 11:00am	26 Feb 10:00am	Beuthin	Smith btwn State & Atlantic (GGMC)	ophadell williams jr	193.4 mi	11:06am	9:24am
21 Feb 08:00pm	22 Feb 08:00pm	Burtless	75 Henry St/Cadman Plaza (Central Parking)	ophadell williams jr	75.5 mi	8:32pm	7:47pm
15 Feb 11:00am	17 Feb 06:30pm	Bullet	E 65 St btwn 2 & 3 Av (Central Parking)	ophadell williams jr	135.3 mi	11:12am	6:29pm
15 Feb 10:00am	15 Feb 11:00am	Brice	W 8 btwn 5 Ave and MacDougal	ophadell williams jr			

Key: Past Right Now Upcoming Confirmed Upcoming Unconfirmed Acct Delinquent Stranded

[sign out bmmueller](#)





This reservation occurs in the past, so you probably don't want to edit it. But if you really need to, [go here](#).

Zipcar "Boehm"

Grey 2010 BMW 328xi  
License: EPE5270

Parking Location:

100 Maiden Lane  
New York, NY 10038

Basic Info: <a href="#">(edit)</a>	
Location	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)
Pool	<b>328xi Boehm</b>
Price	\$15 - 17/hour, \$109 - 158/day
Start Time	Feb 27th, 5pm
End Time	Mar 1st, 5pm
Driver	<b>ophadell williams jr</b>
Created	by ophadell williams jr on Feb 28th, 10:31 am
Account	<b>ophadell williams jr</b>
No bill?	No
Source	Mobile Web
Late Option	
Canceled	No
Earlier Versions:	<b>Feb 27th, 5pm - Feb 28th, 5pm, created Feb 27th, 2:29pm</b>
User comment	

[show / hide comparison](#)

Created On	Created By	Pool	Location	Price	Est. Cost	Start Time	End Time	Driver	Account	No bill?	Late Option	Canceled	User Comments	Source
Feb 28th, 10:31 am	<b>ophadell williams jr</b>	<b>328xi Boehm</b>	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)	\$15 - 17/hour, \$109 - 158/day	\$320.06	Feb 27th, 5pm	Mar 1st, 5pm	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Mobile Web
Feb 27th, 2:29pm	<b>ophadell williams jr</b>	<b>328xi Boehm</b>	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)	\$15 - 17/hour, \$109 - 158/day	\$189.40	Feb 27th, 5pm	Feb 28th, 5pm	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Member Web
+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-

[\(expand all\)](#)

Usages

ID	Vehicle	Start time	End time	Miles driven	Zipcard	On invoice?
437677808	<b>328xi Boehm</b>	2/27/11 5:13pm	3/1/11 4:25pm	198.2 mi	1022554	Yes [ <a href="#">toggle</a> ] [ <a href="#">edit</a>   <a href="#">delete</a> ]

Billing Activity

Description	Posted	by	Start	End	Calculation	Amount
Daily rate	Mar 1st, 8:51pm		2/27/11 5:00pm	2/28/11 5:00pm		\$158.00 (USD)
Daily rate <a href="#">(show history)</a>	Mar 1st, 8:51pm		2/28/11 5:00pm	3/1/11 5:00pm		\$109.00 (USD)
Miles Included <a href="#">(show history)</a>	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	198 @ \$0.00	\$0.00 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm		\$6.54 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$5.45 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$9.67 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$9.48 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$7.90 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$14.02 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$-0.48 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$-0.40 (USD)
Sales Tax	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$-0.71 (USD)
Sales Tax <a href="#">(show history)</a>	Mar 1st, 8:51pm		2/27/11 5:00pm	3/1/11 5:00pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$-8.00 (USD)
Account Credit (tax-cancelling) <a href="#">(show history)</a>	Mar 1st, 8:51pm		2/27/11 5:00pm	2/28/11 5:00pm	<i>Comment: Paid with credit: previous member running late</i>	\$-8.00 (USD)
Ticket/Citation	Apr 21st, 2:18pm				<i>Comment: Parking Violation (New York, NY), Ticket #4000071610, Issued: Mar 1st, 8:35am</i>	\$117.00 (USD) ( <a href="#">refund</a> )
Ticket/Citation Fee	Apr 21st, 2:18pm				<i>Comment: Processing Fee for Parking Violation (New York, NY), Ticket #4000071610, Issued: Mar 1st, 8:35am</i>	\$20.00 (USD) ( <a href="#">refund</a> )
Toll Charge	Mar 7th, 10:54pm	Web Master	3/1/11 1:56pm	3/1/11 1:56pm	<i>Comment: Toll charge (Queens Midtown Tunnel (MTA Bridges/Tunnels), Mar 1st, 1:56pm)</i>	\$4.80 (USD) ( <a href="#">refund</a> )
<b>Total</b>						<b>\$452.27 (USD)</b>

Adjust this reservation

To refund a specific charge, use the refund link next to the charge above if possible.

[Add a charge or credit transaction](#) (opens the add charge/payment page)

[Add driving credit](#) (opens the add driving credit page)

[Bill/Rebill this reservation](#) (rebills reservation with new usage/reservation settings)

[Refund this reservation \(toggle no bill\)](#) (refunds reservation - automatically settles if member is in advanced billing)





This reservation occurs in the past, so you probably don't want to edit it. But if you really need to, [go here](#).

Zipcar "Behymer"  
Blue 2010 BMW 328xi  
License: EPE5196

Parking Location:  
200 Chambers  
New York, NY 10007

Basic Info: <a href="#">(edit)</a>	
Location	<b>105-108 Underhill Av (Car Park Systems)</b> (New York/New Jersey)
Pool	<b>328xi Behymer</b>
Price	\$15.25/hour, \$109/day
Start Time	Mar 1st, 5:30pm
End Time	Mar 2nd, 5:30pm
Driver	<b>ophadell williams jr</b>
Created	by ophadell williams jr on Mar 1st, 1:03pm
Account	<b>ophadell williams jr</b>
No bill?	No
Source	Mobile Web
Late Option	
Canceled	No
User comment	

[show / hide comparison](#)

Created On	Created By	Pool	Location	Price	Est. Cost	Start Time	End Time	Driver	Account	No bill?	Late Option	Canceled	User Comments	Source
Mar 1st, 1:03pm	<b>ophadell williams jr</b>	<b>328xi Behymer</b>	<b>105-108 Underhill Av (Car Park Systems)</b> (New York/New Jersey)	\$15.25/hour, \$109/day	\$130.66	Mar 1st, 5:30pm	Mar 2nd, 5:30pm	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Mobile Web
+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-

[\(expand all\)](#)

### Usages

ID	Vehicle	Start time	End time	Miles driven	Zipcard	On invoice?
438740145	<b>328xi Behymer</b>	3/1/11 5:54pm	3/2/11 5:29pm	37.4 mi	1022554	Yes [ <a href="#">toggle</a> ] [ <a href="#">edit</a>   <a href="#">delete</a> ]

### Billing Activity

Description	Posted	by	Start	End	Calculation	Amount
Daily rate <a href="#">(show history)</a>	Mar 2nd, 8:52pm		3/1/11 5:30pm	3/2/11 5:30pm		\$109.00 (USD)
Miles Included <a href="#">(show history)</a>	Mar 2nd, 8:52pm		3/1/11 5:30pm	3/2/11 5:30pm	37 @ \$0.00	\$0.00 (USD)
Sales Tax	Mar 2nd, 8:52pm		3/1/11 5:30pm	3/2/11 5:30pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$6.54 (USD)
Sales Tax	Mar 2nd, 8:52pm		3/1/11 5:30pm	3/2/11 5:30pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$5.45 (USD)
Sales Tax <a href="#">(show history)</a>	Mar 2nd, 8:52pm		3/1/11 5:30pm	3/2/11 5:30pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$9.67 (USD)
<b>Total</b>						<b>\$130.66 (USD)</b>

### Adjust this reservation

To refund a specific charge, use the refund link next to the charge above if possible.

- [Add a charge or credit transaction](#) (opens the add charge/payment page)
- [Add driving credit](#) (opens the add driving credit page)
- [Bill/Rebill this reservation](#) (rebills reservation with new usage/reservation settings)
- [Refund this reservation \(toggle no bill\)](#) (refunds reservation - automatically settles if member is in advanced billing)





This reservation occurs in the past, so you probably don't want to edit it. But if you really need to, [go here](#).

Zipcar "Barthers"  
Silver 2010 BMW 328xi  
License: EPE5197

Parking Location:  
100 Jay Street  
Brooklyn, NY 11201

Basic Info: <a href="#">(edit)</a>	
Location	100 Jay Street (New York/New Jersey)
Pool	328xi Barthers
Price	\$15.25/hour, \$109/day
Start Time	Mar 2nd, 6pm
End Time	Mar 3rd, 6pm
Driver	ophadell williams jr
Created	by ophadell williams jr on Mar 2nd, 11:26am
Account	ophadell williams jr
No bill?	No
Source	Member Web
Late Option	
Canceled	No
Earlier Versions:	Mar 2nd, 5:30pm - Mar 3rd, 5:30pm, created Mar 2nd, 11:25am
User comment	

[show / hide comparison](#)

Created On	Created By	Pool	Location	Price	Est. Cost	Start Time	End Time	Driver	Account	No bill?	Late Option	Canceled	User Comments	Source
Mar 2nd, 11:26am	ophadell williams jr	328xi Barthers	100 Jay Street (New York/New Jersey)	\$15.25/hour, \$109/day	\$130.66	Mar 2nd, 6pm	Mar 3rd, 6pm	ophadell williams jr	ophadell williams jr	No		No		Member Web
Mar 2nd, 11:25am	ophadell williams jr	328xi Barthers	100 Jay Street (New York/New Jersey)	\$15.25/hour, \$109/day	\$130.66	Mar 2nd, 5:30pm	Mar 3rd, 5:30pm	ophadell williams jr	ophadell williams jr	No		No		Member Web
+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-

[\(expand all\)](#)

### Usages

ID	Vehicle	Start time	End time	Miles driven	Zipcard	On invoice?
439223967	328xi Barthers	3/2/11 5:53pm	3/3/11 5:32pm	49.7 mi	1022554	Yes <a href="#">[ toggle ]</a> <a href="#">[ edit ]</a> <a href="#">[ delete ]</a>

### Billing Activity

Description	Posted	by	Start	End	Calculation	Amount
Daily rate <a href="#">(show history)</a>	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm		\$109.00 (USD)
Miles Included <a href="#">(show history)</a>	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	50 @ \$0.00	\$0.00 (USD)
Sales Tax	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$6.54 (USD)
Sales Tax	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$5.45 (USD)
Sales Tax	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$9.67 (USD)
Sales Tax	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY Passenger car rental tax: 6%</i>	\$-0.92 (USD)
Sales Tax	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>	\$-0.76 (USD)
Sales Tax <a href="#">(show history)</a>	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: NY City/State Sales Tax: 8.88%</i>	\$-1.35 (USD)
Account Credit (tax-cancelling) <a href="#">(show history)</a>	Mar 3rd, 9:53pm		3/2/11 6:00pm	3/3/11 6:00pm	<i>Comment: Paid with credit: clean the car out</i>	\$-15.25 (USD)
<b>Total</b>						<b>\$112.38 (USD)</b>

### Adjust this reservation

To refund a specific charge, use the refund link next to the charge above if possible.

- Add a charge or credit transaction** (opens the add charge/payment page)
- Add driving credit** (opens the add driving credit page)
- Bill/Rebill this reservation** (rebills reservation with new usage/reservation settings)
- Refund this reservation (toggle no bill)** (refunds reservation - automatically settles if member is in advanced billing)





This reservation occurs in the past, so you probably don't want to edit it. But if you really need to, [go here](#).

### Zipcar "Endo"

Blue 2010 Ford Escape  
License: FET5203

### Parking Location:

258 Ashland Place  
Brooklyn, NY 11217

Basic Info: <a href="#">(edit)</a>	
Location	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)
Pool	<b>Escape Endo AWD</b>
Price	\$13.25 - 15.25/hour, \$89 - 123/day
Start Time	Mar 9th, 11am
End Time	Mar 12th, 11am
Driver	<b>ophadell williams jr</b>
Created	by ophadell williams jr on Mar 10th, 7:53pm
Account	<b>ophadell williams jr</b>
No bill?	No
Source	Mobile Web
Late Option	
Canceled	No
Earlier Versions:	<b>Mar 9th, 11am - Mar 11th, 11am, created Mar 10th, 6:30am</b> <b>Mar 9th, 11am - Mar 10th, 11am, created Mar 9th, 9:55am</b>
User comment	

### show / hide comparison

Created On	Created By	Pool	Location	Price	Est. Cost	Start Time	End Time	Driver	Account	No bill?	Late Option	Canceled	User Comments	Source
Mar 10th, 7:53pm	<b>ophadell williams jr</b>	Escape Endo AWD	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)	\$13.25 - 15.25/hour, \$89 - 123/day	\$360.83	Mar 9th, 11am	Mar 12th, 11am	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Mobile Web
Mar 10th, 6:30am	<b>ophadell williams jr</b>	Escape Endo AWD	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)	\$13.25 - 15.25/hour, \$89 - 123/day	\$213.38	Mar 9th, 11am	Mar 11th, 11am	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Mobile Web
Mar 9th, 9:55am	<b>ophadell williams jr</b>	Escape Endo AWD	<b>BAM - 258 Ashland Place (GGMC)</b> (New York/New Jersey)	\$13.25/hour, \$89/day	\$106.69	Mar 9th, 11am	Mar 10th, 11am	<b>ophadell williams jr</b>	<b>ophadell williams jr</b>	No		No		Member Web
+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-	+/-

(expand all)

### Usages

ID	Vehicle	Start time	End time	Miles driven	Zipcard	On invoice?
442509266	Escape Endo AWD	3/9/11 11:05am	3/12/11 8:46am	228.2 mi	1022554	Yes [ <a href="#">toggle</a> ] [ <a href="#">edit</a>   <a href="#">delete</a> ]

### Billing Activity

Description	Posted	by	Start	End	Calculation	Amount
Daily rate	Mar 12th, 11:59am		3/9/11 11:00am	3/10/11 11:00am		\$89.00 (USD)
			<i>Comment: Daily rate</i>			
Daily rate	Mar 12th, 11:59am		3/10/11 11:00am	3/11/11 11:00am		\$89.00 (USD)
			<i>Comment: Daily rate</i>			
Daily rate	Mar 12th, 11:59am		3/11/11 11:00am	3/12/11 11:00am		\$123.00 (USD)
<a href="#">(show history)</a>			<i>Comment: Daily rate</i>			
Miles Included	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am	228 @ \$0.00	\$0.00 (USD)
<a href="#">(show history)</a>			<i>Comment: Miles Included</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$5.34 (USD)
			<i>Comment: NY Passenger car rental tax: 6%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$4.45 (USD)
			<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$7.90 (USD)
			<i>Comment: NY City/State Sales Tax: 8.88%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$5.34 (USD)
			<i>Comment: NY Passenger car rental tax: 6%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$4.45 (USD)
			<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$7.90 (USD)
			<i>Comment: NY City/State Sales Tax: 8.88%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$7.38 (USD)
			<i>Comment: NY Passenger car rental tax: 6%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$6.15 (USD)
			<i>Comment: NY MCT District Supplemental Rental Tax: 5%</i>			
Sales Tax	Mar 12th, 11:59am		3/9/11 11:00am	3/12/11 11:00am		\$10.92 (USD)
<a href="#">(show history)</a>			<i>Comment: NY City/State Sales Tax: 8.88%</i>			
<b>Total</b>						<b>\$360.83 (USD)</b>

### Adjust this reservation

To refund a specific charge, use the refund link next to the charge above if possible.

**Add a charge or credit transaction** (opens the add charge/payment page)

**Add driving credit** (opens the add driving credit page)

**Bill/Rebill this reservation** (rebills reservation with new usage/reservation settings)

**Refund this reservation (toggle no bill)** (refunds reservation - automatically settles if member is in advanced billing)



type	local_time	driver_name	zipcard	actual_distance	locked	running
Reservation start:	Mar 9, 2011 11:00AM US/EASTERN	ophadell williams jr	1022554			
Usage start:	Mar 9, 2011 11:05AM US/EASTERN	ophadell williams jr	1022554			
Vehicle Status	Mar 9, 2011 11:05AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 11:07AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 12:30PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 12:47PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 12:50PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 1:47PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 2:16PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 2:17PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 2:51PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 3:09PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 3:10PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 3:19PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 3:27PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 3:40PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 4:53PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 6:11PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 6:12PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 6:48PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 7:20PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 7:24PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 8:20PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 8:48PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 9, 2011 9:00PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 9, 2011 9:19PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 9:11AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 9:45AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 9:52AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 9:54AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 9:55AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 9:55AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 10:13AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 10:35AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 10:37AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 11:16AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 11:20AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 11:42AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 11:48AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 11:56AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 11:57AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 11:58AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 11:59AM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 11:59AM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 12:01PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 12:13PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 12:37PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 12:37PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 12:48PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 12:55PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 1:11PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 1:18PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 2:26PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:29PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 2:29PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:30PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:30PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 2:30PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:34PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 2:35PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:35PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 2:37PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 2:42PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 4:20PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 4:33PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 4:44PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 5:48PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 6:01PM US/EASTERN				Unlocked	Off
Vehicle Status	Mar 10, 2011 6:47PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 8:57PM US/EASTERN				Unlocked	On
Vehicle Status	Mar 10, 2011 9:48PM US/EASTERN				Unlocked	Off



Vehicle Status	Mar 11, 2011 8:51AM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 10:06AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 11:38AM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 11:49AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 12:37PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 12:58PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 1:02PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 1:13PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 1:23PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 1:23PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 1:44PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 1:50PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 1:54PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 2:19PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 2:46PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 5:55PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 7:30PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 8:01PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 11, 2011 11:10PM US/EASTERN			Unlocked	On
Vehicle Status	Mar 11, 2011 11:17PM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 12, 2011 7:24AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 12, 2011 7:57AM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 12, 2011 7:57AM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 12, 2011 7:57AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 12, 2011 8:01AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 12, 2011 8:32AM US/EASTERN			Unlocked	Off
Vehicle Status	Mar 12, 2011 8:33AM US/EASTERN			Unlocked	On
Vehicle Status	Mar 12, 2011 8:45AM US/EASTERN			Unlocked	Off
Usage end:	Mar 12, 2011 8:46AM US/EASTERN	ophadell williams jr	1022554 228.2 mi		
Vehicle Status	Mar 12, 2011 8:46AM US/EASTERN			Unlocked	Off
Reservation end:	Mar 12, 2011 11:00AM US/EASTERN	ophadell williams jr	1022554		
Reservation start:	Mar 12, 2011 11:00AM US/EASTERN	Atiba A Moses	606132		
Vehicle Status	Mar 12, 2011 11:00AM US/EASTERN			Locked	Off



## frequently asked questions

### who is eligible to become a zipcar member?

To be eligible, you must:

1. Be at least 21 years old (or 18 years old and affiliated with certain Zipcar partner universities)
2. Have a valid driver's license for at least one year
  - If you have a Canadian license from **Alberta, British Columbia, Manitoba, Quebec, Saskatchewan** or the **Yukon Territories**, [click here](#). (For BC, we accept Class 560 or below licenses only. For Ontario, we cannot accept Class G1 licenses.)
  - If you have a license from **outside the US/Canada** or from **Puerto Rico**, [click here](#).
3. Have a driving record that meets the following requirements:
  - If you're age 21+:
    - Have had no more than two "incidents" (moving violations or accidents) in the past three years and no more than one in the past 18 months.
    - Have had no **major violations** in the past three years.
    - Have had no alcohol or drug related violations in the past seven years.
  - If you're age 18-20:
    - Have had no "incidents" (moving violations or accidents).
    - Have had no **major violations**.
    - Have had no alcohol or drug related violations.

#### Major Violations

- Excessive speed (20 mph or more over speed limit)
- Operating to endanger, reckless driving, etc.
- Leaving the scene of an accident involving property damage
- Operating a motor vehicle with a suspended or revoked license
- Speeding in a school zone (or similar events)



how it works
<a href="#">overview</a>
<a href="#">getting started</a>
<a href="#">what's included</a>
<a href="#">our technology</a>
<a href="#">▶ frequently asked questions</a>



[Back to FAQs](#)



# zipcar membership contract

**Contract Last Revised:** August 2011

This Contract is a vehicle-sharing service subscription contract between Zipcar and the Member. All Members are required to accept and comply with the terms and conditions set forth herein. By accepting the terms and conditions of this Contract and using Zipcar's services you accept and agree to comply with the terms and conditions of this Contract, as it may be amended from time to time.

IF YOU DO NOT ACCEPT ALL OF THE TERMS AND CONDITIONS OF THIS CONTRACT, THEN YOU ARE NOT AUTHORIZED TO USE ANY OF ZIPCAR'S VEHICLES OR SERVICES.

If you have any questions regarding this Contract, please contact us via email at [info@zipcar.com](mailto:info@zipcar.com) or by telephone at **1-866-4ZIPCAR**.

Zipcar reserves the right to change the terms of this Contract, including the associated Schedules, from time to time and shall give notice of such changes to the Member in a timely manner. Notice to Members shall be considered given when such notice is indicated and accessible from the first page accessed after the Member log-on to the Zipcar website [www.zipcar.com](http://www.zipcar.com) or by email to the Member address provided to Zipcar in the Member's application or most recently provided to Zipcar. If you are a Member, and you so request (via an email to us at the address provided above), we will email you a notice of the amended terms and conditions. You agree that the amended terms and conditions of this Contract shall be effective and binding on you upon the effective date indicated in such notice or on the date posted on Zipcar's web site.

Certain provisions of this Contract and Zipcar's Rules may vary based upon the jurisdiction in which you reserve or use a Zipcar. For example, the insurance Zipcar provides may vary based upon the country, province or state in which you are utilizing the Zipcar and certain different or additional fees and policies may apply. The Contracts applicable to all jurisdictions in which Zipcar's may be reserved are available through the Zipcar web site.

## 1. Definitions

In this Contract, the following definitions apply:

- a. **Member or you:** The person registered as the First Member and, unless specifically indicated otherwise in this Contract, each Associate Member.
- b. **First Member:** The person designated to receive and pay all fees, charges and other costs associated with membership, including application fees, membership fees, driving charges and other costs or fees as indicated in the Rules and Schedules described below.
- c. **Associate Member:** Any approved Zipcar Member who is authorized by the First



Member to use Zipcar service under the terms of this Contract.

- d. **Contract:** This Membership Contract and its Schedules, whether made available in print or electronically through Zipcar's web sites. The Schedules are an integral part of this Contract.
- e. **Rules:** All the rules, guidelines or policies of Zipcar related to a Member's use of the Zipcar service, whether set forth in this Contract, appearing elsewhere on Zipcar's web sites or otherwise issued from time to time by Zipcar, including specifically and without limitation those set forth [Schedule 1: Rules for Vehicle Use](#).
- f. **Schedules:** All the schedules and polices referenced in or incorporated into this Contract.

## 2. Basic Terms of Use of the Zipcar Service

- 2.1 This Contract is a vehicle-sharing service subscription contract offered by Zipcar, Inc. or one of its subsidiaries, including Zipcar Canada Inc., Zipcar (UK) Limited ("Zipcar", "us", or "we"), but does not in itself confer any right to use any Zipcar vehicles. A Member may only use Zipcar's vehicles, to the extent available, in accordance with the terms of this Contract and subject to paying all applicable fees and charges.
- 2.2 Zipcar is the owner of any item it provides to or puts at the Member's disposal during the term of this Contract, including specifically and without limitation, all Zipcar vehicles and the Member's access card ("Zipcard").

## 3. Eligibility

- 3.1 To be eligible for our service, the Member must:
  - Be at least 21 years old (provided, however, that if the Member is a student of a college or university that has separately contracted with Zipcar for services, such Member must be at least 18 years old);
  - Hold a valid driver's license that authorizes the Member to drive in the jurisdictions in which the Member will use Zipcar vehicles and have a driving history that meets Zipcar's then current eligibility requirements; and
  - Accurately, truthfully and fully complete the application process with Zipcar and deliver all information and documents requested in the application.
- 3.2 Satisfying the foregoing criteria does not automatically give an applicant the right to become a Zipcar Member. Acceptance of the applicant's membership is subject to approval by Zipcar in its sole discretion.
- 3.3 The Member represents and warrants to Zipcar that it has received all reasonable explanations concerning the content of this Contract, including all Schedules currently in force, and that it carefully reviewed its commitments and obligations hereunder.



## 4. Fees and Responsibilities of the Member

- 4.1** The Member promises to pay Zipcar all applicable application and membership fees associated with the Member's driving plan as listed for such plan in the rate Membership and Driving Rates Schedule. Application fees are not refundable, regardless of whether or not the application is accepted by Zipcar or a Member's membership terminates. A Member's initial (first year's) membership fee is only refundable if a Member terminates membership within the first thirty (30) days of membership. To cancel Zipcar membership, call us at 1-866-4ZIPCAR.

An application fee will be payable if a new membership application is resubmitted more than 90 days after a Member's account with Zipcar is closed. **Certain restrictions apply.**

Members with an Extra Value Plan ("EVP") or Wheel Deal Plan have selected a driving plan which renews every month. Following approval of the Member by Zipcar, these members' credit cards will be automatically charged every month on their renewal date, even if the Member's Zipcard is not activated. EVP and Wheel Deal plans are optional and may be changed/opted-out of at any time from the Member's account page or by calling 1-866-4ZIPCAR.

- 4.2** The Member shall pay all fees and costs incurred (including costs incurred by Associate Members) when due, including application fees, membership fees (which are automatically charged annually), driving charges (including but not limited to mileage overage and/or toll fees) and other costs and fees as provided in the Rules and Schedules. Members are billed for vehicle usage fees, costs incurred and for any **fees** incurred via credit card or other means as established by Zipcar. Any Member account which is delinquent will be suspended. Any credit card provided by the Member to Zipcar for billing which is rejected may result in suspension of the Member's membership. Members are responsible for providing and maintaining current credit card or debit card information on file with Zipcar. Ongoing issues with credit card billings may result in termination of membership. Under no circumstances will Zipcar be responsible for any overdraft or other fees charged by a Member's credit card company or bank. For delinquent accounts, Zipcar may also change how credit is offered to the Member and/or terminate the Member's account. In addition, Zipcar may utilize third parties to collect amounts owed to Zipcar by a Member.
- 4.3** By applying for membership, each applicant authorizes Zipcar to obtain his/her driving records from the jurisdiction in which the applicant is licensed. Because driving a Zipcar vehicle requires maintaining a good driving record, Zipcar may, from time to time, check Members' driving records and reserves the right, at its sole discretion, to suspend or terminate the Membership of any Member who does not meet Zipcar's driving eligibility requirements. If the Member's license is suspended, revoked, becomes invalid or if the Member is convicted of driving under the influence of drugs or alcohol or while intoxicated, of reckless driving, of driving more than 20 miles per hour over the speed limit, the Member agrees to report such suspension, revocation



or conviction to Zipcar promptly. In addition, Members are responsible for providing and maintaining current email, cell phone, preferred search address and other account information.

## 5. Damages; Damage Fee; Damage Fee Waivers

- 5.1 Damages Generally:** A Member is responsible for the full value of any damages caused to Zipcar's property or the property of all third parties during the entire time while the Member is responsible for a Zipcar vehicle. Without limiting the foregoing, a Member is responsible for any and all damage that occurs to a Zipcar vehicle while in the Member's possession or control (the entire time the vehicle is reserved under the Member's account) even if damage is weather-related or arises from similar causes. As described in Section 6 below, Zipcar provides insurance that, in general, covers damages arising from a Member's use of Zipcar vehicles. ***However, if a Member fails to abide by the terms and conditions of this Contract, the insurance coverage Zipcar provides (which is described below) may not apply, which may make the Member responsible for the full cost of any incident and any damage arising from such incident.*** For example, a Member permitting or enabling a non-Member to drive a Zipcar vehicle will be charged for all damage and costs incurred as a result of the non-Member's use.
- 5.2 Damage Fee:** A Member is responsible for paying a damage fee, the amount of which is determined by the Member's driving plan ("Damage Fee"), for damages and related costs caused either to a Zipcar vehicle or to third parties' or their property during a reservation, including but not limited to: injury or damages to third parties or their property, the estimated repair cost of the Zipcar vehicle, and the recovery or loss of use of the Zipcar vehicle.
- 5.3 Damage Fee Waivers:** Zipcar offers for purchase, at the option of the Member, Damage Fee Waivers or DFWs.

**For an additional charge, Zipcar Members age 21 or older who have not had an incident in a Zipcar vehicle involving property damage or any third party during the past 12 months, have the option to purchase a DFW to cover your financial responsibility – the Damage Fee – for damage to a Zipcar vehicle. Before purchasing a DFW, you should check to see if you already have rental vehicle collision coverage through your credit card or personal automobile insurance policy. The purchase of a DFW is optional and may be declined. A DFW is not insurance and does not provide or alter insurance coverage.**

By purchasing an optional DFW, you can reduce or eliminate your Damage Fee. If you purchase a DFW, Zipcar will waive your responsibility for all or a portion of the Damage Fee, based upon the buy down amount (all or partial) of the DFW you purchase. A purchase of a DFW is non-refundable.

The cost of the DFW will vary based upon, among other things, the term of the waiver



(annual or monthly), Damage Fee reduction amount (all or partial) and/or membership location. The DFW is limited to the period stated at the time of purchase; after which, if you elect not to renew or repurchase or cancel a DFW, you will be once again responsible for the full Damage Fee.

DFWs will not apply, and can be terminated by Zipcar, if the Member (1) uses the vehicle in violation of this Contract, including engaging in any prohibited use of a Zipcar vehicle; (2) has been suspended and/or had two incidents in a Zipcar involving property damage or any third party during the waiver period; (3) fails to close and lock all windows, doors and trunk and the vehicle is stolen or vandalized; (4) fails to notify Zipcar immediately after an incident or loss; (5) fails to pay any other amount due under this Contract; or (6) other exceptions as allowed by the applicable law.

DFWs typically renew automatically. A Member's credit card will be automatically charged monthly or annually, depending upon the waiver selected, on the Member's DFW renewal date. DFWs are optional and may be opted-out of at any time from a Member's account page or by calling 1-866-4ZIPCAR. In order to change the type of DFW purchased (for example, to change from a monthly DFW to an annual DFW), Members must call 1-866-4ZIPCAR.

## 6. Insurance

Any active Zipcar Member in good standing who is 21 years of age or older and is authorized to operate a vehicle under this Contract is covered by our automobile liability insurance policy, which consists of a combined single limit of \$300,000 per accident. Any active Zipcar Member in good standing who is under 21 years of age and is authorized to operate a vehicle under this Contract is covered up to state mandated levels, which vary based upon the state in which the vehicle is driven.

## 7. Term and Termination

**7.1** This Contract shall commence upon the acceptance by Zipcar of the Member's completed membership application and the payment of any applicable fees. This contract term shall continue until such time as membership is canceled in accordance with this Section 7. A Member may terminate membership and all associate memberships upon one day prior notice by calling us at 1-866-4ZIPCAR. Zipcar may terminate this Contract at any time upon no less than thirty (30) days notice to the Member. With respect to any termination or cancellation of this Contract, the Member shall remain responsible for any fees, costs or expenses incurred prior to termination of this Contract.

**7.2** In addition, Zipcar may upon notice to the Member or any Associate Member, immediately terminate this Contract if the Member or any Associate Member (a) fails to pay any sum due under this Contract, (b) fails to comply with any term or condition specified in the Contract or any Rules, (c) engages in any activities or conduct that Zipcar, in its reasonable discretion, determines to be inappropriate, abusive or otherwise unacceptable; or (d) is not paying its debts as such debts generally become



due, becomes insolvent, files or has filed against it a petition (or other document) under any bankruptcy law or similar law that is unresolved within sixty (60) days of the filing of such petition (or document), proposes any dissolution, liquidation, composition, financial reorganization or recapitalization with creditors, makes a general assignment or trust mortgage for the benefit of creditors, or if a receiver, trustee, custodian or similar agent is appointed or takes possession of any of its property or business.

- 7.3** Upon termination, all of the Member's and Associate Member's rights to use Zipcar's services and vehicles shall immediately terminate. The Member agrees to return immediately to Zipcar any vehicle or any other property of Zipcar that the Member has in the Member's possession, including, if requested, all Zipcards. Additionally, the Member shall be responsible for and agrees to pay any legal fees, court costs or expenses associated with enforcing the terms of this Contract, whether upon termination or otherwise (including, without limitation, any costs relating to recovering any of the foregoing property or any amounts due and owing to Zipcar).

## 8. Limitations of Liability

UNDER NO CIRCUMSTANCES WILL ZIPCAR BE LIABLE TO ANY MEMBER OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATED TO THIS CONTRACT OR USE OF THE ZIPCAR SERVICES. Without limiting the foregoing, Zipcar shall have no liability for any loss of, or damage to, any goods in or on the vehicle, any loss, damage or injury resulting to third parties from the use of a Zipcar vehicle, or from the use of any vehicle accessories (luggage racks, bicycle racks, baby seats, etc.), whether supplied by Zipcar or by a Member (the Member is responsible for the safe installation of such accessories and must check the condition of such accessories before each use).

## 9. Term and Termination

- 9.1** By applying for membership and becoming a Zipcar Member, the Member represents and warrants to Zipcar that the Member has received all reasonable explanations concerning the content of this Contract, including all Schedules, and that the Member has carefully reviewed and understands the Member's commitments and obligations hereunder. The Member also represents that the Member has reviewed and understands the Zipcar Privacy Policy, the current version of which is located at [Privacy Policy](#); and acknowledges that any information shared by, or collected from or about, the Member may be used by Zipcar in accordance with the terms of the Privacy Policy as it may be amended from time to time.
- 9.2** The rights granted to the Member or Associate Members under this Contract are not assignable or transferable, in whole or in part. Any attempt to transfer this Contract without the written consent of Zipcar shall be void and of no force and effect. Zipcar may assign this Contract to an affiliate or to another entity in connection with a corporate transaction.



- 9.3** No delay or omission by Zipcar to exercise any right or power occurring upon any noncompliance or default by the Member with respect to any of the terms of this Contract shall impair any such right or power or be construed to be a waiver thereof. Any waiver by Zipcar of any covenant, condition, or agreement to be performed by the Member shall not be deemed to be a waiver of any prior or subsequent breach of the same, or of any other covenant, condition, or agreement hereunder. Unless stated otherwise, all remedies provided for in this Contract shall be cumulative and in addition to and not in lieu of any other remedies available to either party at law, in equity, or otherwise.
- 9.4** If any term, provision, covenant or condition of this Contract is held invalid or unenforceable for any reason, the remainder of the provisions will continue in full force and effect as if this Contract had been executed with the invalid portion eliminated. The parties further agree to substitute for the invalid provision a valid provision that most closely approximates the intent and economic effect of the invalid provision.
- 9.5** This Contract is governed by the laws in force in the Commonwealth of Massachusetts and shall be interpreted according to the internal laws of such Commonwealth, without reference to its conflicts of laws or choice of law rules. All disputes hereunder shall be resolved solely in the applicable state or federal courts of Massachusetts. The parties hereby consent to the sole jurisdiction of such courts, agree to accept service of process by mail, and waive any jurisdictional or venue defenses otherwise available.
- 9.6** Zipcar reserves the right to change the terms of this Contract, including any Schedule, from time to time and shall forward notice of such changes to the Member in a timely manner. Unless Zipcar designates a different date for effectiveness, such changes will be effective when notice is given to the Member and notice to the Member shall be considered given when such notice is indicated and accessible from the first page accessed after the Member log-on, when it is provided to the Member by email to the Member address on file with Zipcar, or it is provided via our newsletter.
- 9.7** Any notices or communication required or permitted to be given to the Member shall be in writing and shall be sufficiently given if delivered by email or mailed to the Member at the email or postage address provided to Zipcar in the Member's completed application or as updated by the Member and on file with Zipcar. Any notices or communication required or permitted to be given to Zipcar shall be in writing and shall be sufficiently given if delivered via email or mailed as follows:

Zipcar, Inc.  
25 First Street  
Cambridge, MA 02141  
Email Address: [info@zipcar.com](mailto:info@zipcar.com)

**The schedules constitute an integral part of this Contract:**

[Schedule 1: Rules of Vehicle Use](#)

[Schedule 2: Fee Policy](#)



Schedule 3: Membership and Driving Rates

Schedule 4: Services for Members with Disabilities



# rules of vehicle use

In addition to the Rules and obligations set forth in the Contract, Members are required to take careful note of, and abide by, the Rules set forth in this Schedule. All applicants for membership should read and understand these Rules before they apply and before they pay any applicable application and/or membership fees. By becoming a Member, you are deemed to have accepted and agreed to abide by all of the following Rules and these Rules shall also be deemed to apply to all Associate Members. Capitalized terms used in this Schedule shall have the same meaning assigned to such terms in the Contract.

## 1. Persons Permitted to Use Vehicles

Only active Zipcar Members in good standing are allowed to drive Zipcar vehicles. Non-Members are expressly prohibited from driving a Zipcar at any time. Members may drive a Zipcar that has been reserved by another Zipcar Member; however all fees and charges, and the application of any DFWs, shall be determined in accordance with, and be the responsibility of, the reserving Member.

Members under the age of 21 can only drive vehicles if their school has contracted with Zipcar for our services and may only drive vehicles located on their campus and at other locations agreed to and designated by Zipcar and their school.

## 2. Prohibited Uses

### 2.1 The use of a Zipcar vehicle under the following conditions is prohibited:

- a. any speed race or competition;
- b. for the purpose of towing, pushing, or propelling any trailer or any other vehicle;
- c. for the primary business purpose of transporting people or operating a taxi service;
- d. by any person who is under the influence of (i) alcohol or (ii) any drug or medication under the effects of which the operation of a vehicle is prohibited or not recommended;
- e. in the carrying out of any crime or any other illegal activity;
- f. in an imprudent, negligent, or abusive manner or for any abnormal use of this vehicle;
- g. by any person who has provided Zipcar with false information or whose representations are determined to be false (including, without limitation, regarding his name, age, or address);
- h. driving a Zipcar vehicle from the US into Canada without a valid insurance card (please note, however, that Canadian residents and citizens are also prohibited



by Canadian customs from driving a Zipcar vehicle with US license plates into Canada from the US);

- i. driving a Zipcar vehicle from the US into Mexico or any use of a Zipcar vehicle in Mexico; or
- j. driving while texting, emailing, using a cell phone without a hands-free device, otherwise using a mobile communication device that may distract you from driving or otherwise engaging in similar activities that may be prohibited by applicable law.

The foregoing examples are not intended to be exhaustive. Any unreasonable or inappropriate use of a Zipcar, as determined by Zipcar in its sole discretion, may be deemed a violation of these Rules. Zipcar may report to the authorities any use of a Zipcar vehicle or other activities that are in violation of local, state, provincial and/or federal law.

Zipcar may immediately suspend or terminate the use of its service by any Member for a violation of any of these Rules. Upon suspension or termination, any existing reservations for the Member or Associate Members (as the case may be) may be canceled by Zipcar at its sole discretion. In addition, Members will be responsible for any and all costs, charges, fees and expenses incurred by Zipcar as a result of a breach of any of these Rules.

### 3. Reserving Zipcars

- 3.1** Reservations are required. Members must always reserve a vehicle in advance of use and will be billed for use fees at the time of reservation. The minimum period for which a vehicle can be reserved is one hour. A vehicle reservation can be extended in half-hour increments thereafter. Use of a vehicle for a period of longer than four days contiguously may be arranged at Zipcar's discretion only with a Zipcar representative.
- 3.2** If you wish to cancel a reservation or shorten the period for which a vehicle has been reserved, (a) for a reservation of less than eight hours, you must do so at least three hours before the scheduled start of the reservation and (b) for reservations of 8 hours or more, you must do so at least 24 before the scheduled start of the reservation. If you cancel or shorten a reservation outside of the applicable window, you may be subject to certain change or cancellation fees, as further described in the [Fee Policy](#). If you wish to extend a reservation, you may do so only if (i) the Vehicle is available for use for the extension period (for example, it is not reserved by another Member) and (ii) the request to extend is completed prior to the scheduled expiration time of your existing reservation.
- 3.3** You will be charged a \$3.50 agent reservation charge per call when a member services representative makes, extends or cancels a reservation for you. There is no agent reservation charge when you make, extend, shorten or cancel reservations yourself by website, smartphone or through our automated phone system. This charge



does not apply to (a) reservations of four contiguous days or more made in accordance with Section 3.1 above or (b) as provided in the Services for Disabled Members Schedule, if you are disabled and your disability prevents you from using the website, smartphone or the automated phone system, and you identify yourself as disabled.

## 4. Vehicle pick-up and return/Vehicle Condition/Stolen Vehicles

- 4.1 You must pick up the selected vehicle at its designated Zipcar parking space and return it secured, clean, with at least a quarter tank of gas, and in good working order, to the correct and designated Zipcar space by no later than the end time of your reservation. If the vehicle is available you may, at no additional charge, scan in to take possession of the Zipcar vehicle up to 14 minutes before your reservation start time; you will be charged in thirty (30) minute increments if you scan in more than 14 minutes in advance. **Please note**, however, that scanning into the vehicle prior to the scheduled reservation start time may cause promotional (for example, overnight) discount pricing to no longer apply and regular rates may instead apply to your reservation.
- 4.2 Prior to taking possession of a vehicle, you must do an exterior walk-around and an interior look-over. Before driving the vehicle, you **must** advise Zipcar of any damage or abnormality encountered on the vehicle or in the operation of the vehicle. If Zipcar is not notified of a problem at the start of a reservation, you will be deemed to be responsible for any problem with the vehicle discovered or reported after your reservation, including, without limitation, damage to the vehicle, lack of cleanliness or low fuel. You may be charged the Damage Fee, a cleaning fee, low fuel fee or other applicable fees, and Zipcar may suspend, or may even terminate your membership.
- 4.3 The key, key fob or other starting device to the vehicle must remain in the vehicle, in its designated position at all times. You must advise Zipcar immediately if you fail to leave the key/fob/starting device, gas card or parking pass (if applicable) in the vehicle. You will be charged the hourly rate for the vehicle until the key/fob/starting device is returned and you will remain responsible for the vehicle during such period. You may also be charged a fee to replace any of the items missing from the vehicle.
- 4.4 Reserving Members are responsible for all charges and costs incurred related to the Zipcar vehicle for the entire period of the reservation and until the vehicle is returned, secured, closed, locked and serviceable (all accessories off, key out of ignition and in proper place, all windows, doors, hatches, sunroofs and other openings closed, gas card, parking pass and other accessories in the vehicle) to its designated location. Zipcar vehicles must be returned no later than the end time of the reservation and the Member is required to scan out of the vehicle. The Member will be billed for the full amount of the reservation time period, even if the vehicle is returned early. Should a vehicle be returned late, the reserving Member will be responsible for late fees as described in the [Fee Policy](#).



- 4.5 Members are required to report to Zipcar immediately any condition that renders the vehicle unserviceable, such as poor driving feel or external or internal damage that renders the vehicle unsafe, including but not limited to, missing or inoperable signal or driving lighting, broken or missing rear-view mirrors and windshield glass.
- 4.6 Stolen vehicles must be immediately reported and Zipcard must be immediately returned to Zipcar as proof that Member had the Zipcard secured when vehicle was stolen.

## 5. Refueling and Eligible Expenses

- 5.1 When you use a Zipcar vehicle, Zipcar is responsible for the cost of fuel, but Members should fill up the Zipcar if the fuel tank drops below one quarter of a tank and we provide you a gas card for this purpose. Members must, when returning the vehicle, ensure that the tank is at least one quarter full and will be charged a fee in accordance with the Fee Policy if the vehicle is returned with less than one quarter of a tank of gas. Zipcar gas cards may **only** be used to fuel Zipcar vehicles and may not be used for any other purpose.
- 5.2 An "Eligible Expense" is defined as (a) an expense incurred by the Member for minor (under \$50) routine maintenance on Zipcar vehicles, such as fuel, new wiper blades, light bulbs, or windshield-washer fluid and (b) any expense in excess of \$50 that is authorized in advance by a Zipcar Representative. If you pay for an Eligible Expense, you must keep the receipt and note on it the odometer reading at the time of the purchase, which must be during your reservation period. Please print your name on the receipt and fax (617.995.4300) or mail the receipt to us within thirty (30) days of your reservation and we will deduct it from your bill. No credit will be given without a receipt, or if the receipt is submitted 30 days or more from the reservation date.

## 6. Maintenance/Cleanliness

Zipcar will perform all necessary and required routine maintenance on all of its vehicles. However, Members are responsible for the cleanliness of vehicles and we expect Members to assist in helping us to maintain the driving safety and performance of the vehicle, in particular during longer reservations or when the vehicle indicates that service or maintenance is required.

- 6.1 Members must be responsive to all warning lights, chimes and other indicators and alerts. While Zipcar will take the cars in for regular servicing, Members are expected to assist in routine maintenance (such as by checking fluid levels, filling the windshield washer fluid, and cleaning the exterior/interior of the vehicle (Zipcar will reimburse you for up to \$15 for washing the vehicle) and windows as needed), and to make, or have made, minor repairs to help ensure that the vehicle is safe for use (for example, by changing wiper blades and light bulbs while the vehicle is in your possession). The cost of such minor maintenance and repairs will generally be considered Eligible Expenses reimbursable in accordance with Section 5 above.



- 6.2** Vehicles may require Roadside Assistance from time to time. Zipcar provides Roadside Assistance support, as part of our service. If, however, a Member's need for Roadside Assistance results from a breach of this your Contract or a violation of Zipcar Rules, the Member may be charged for the costs of the service.
- 6.3** Inappropriate noises or driving feel, including but not limited to warning lamps, indicators, inappropriate sounds, performance changes or unusual driving feel, must be reported to Zipcar as soon as noted. Failure to report such irregularities during the use of a Zipcar vehicle may result in such Member's immediate suspension or termination of the Member's Contract.

## 7. Breakdown or Incidents

- 7.1** All breakdowns or incidents involving Zipcar vehicles must be reported to Zipcar immediately by phone to 1-866-4ZIPCAR.
- 7.2** Breakdown and Roadside Assistance. When using a vehicle, you must follow the owner's manual's instructions. If a problem arises that prevents or limits the use of the vehicle or that may compromise people's safety, you must immediately notify Zipcar and follow Zipcar's instructions. Members may pay for towing, repairs, and other expenses, if authorized by a Zipcar Representative (in which case these amounts will be considered Eligible Expenses reimbursable as provided in Section 5.2), or, if approved by Zipcar's Representative, you may charge them to Zipcar's account.
- 7.3** Jump start. If you perform a jump start to the Zipcar vehicle, you must inform Zipcar immediately or upon returning the vehicle at the end of your reservation. You are fully responsible for any damage that may result from the improper use of jumper cables or other tools. It is strictly forbidden to provide a jump start to any vehicle other than a Zipcar vehicle.
- 7.4** Incident. In case of an incident involving property damage or any third party, the Member must fill out an official police report form, and, if possible, provide a jointly agreed-upon statement, complete [Zipcar's incident report](#) form, and obtain the following information:
- Date, time, and place of incident;
  - The license plate numbers of any other vehicles involved, their make and year, their identification number (serial number), and the insurance certificate's number (with name, address and phone number of the insurance agent);
  - The names, addresses, and driver's license numbers of the persons involved in the incident;
  - The name, address, and driver's license number of the owner of the car (if he or she is not the driver);



- e. The name, addresses, and phone number of witnesses, passengers, and any other involved persons;
  - f. Circumstances of the incident; and
  - g. A police report is required regardless of liability or fault.
- 7.5** Investigation and procedure. Members must provide to Zipcar and any other claims adjustment service with the findings of any report or any notice relating to a claim or a lawsuit against Zipcar regarding any incident involving a Zipcar vehicle. Members agree to cooperate fully with Zipcar in the investigation and defense of any such claim or lawsuit. A Member's accounts will be suspended until the investigation has been concluded.
- 7.6** The Member shall be responsible for the costs related to the repair, recovery, and loss of use of any Zipcar vehicle resulting from any of the foregoing, up to the current Damage Fee as set forth in the Rate Schedule (except to the extent a DFW has been purchased), if such costs are determined to be the fault of the Member or fault is not established to any other person or entity. Estimates for any costs will be available to the Member for review and costs may be assessed in advance of repair. **Please note** that, as provided in Section 5.1 of the Contract, a Member may be responsible for the all applicable damages and costs arising from the Member's failure to comply with the terms of the Contract.

## 8. Traffic Violations

- 8.1** You are responsible for any traffic violations incurred due to your use of a Zipcar vehicle. This includes, but is not limited to: parking, speeding, red light, photo enforcement, and toll violations. You are liable for all costs from any such violation, including fines for late payment and any processing fees added by the issuing municipality. You are liable for payment of all tolls and any fines for toll evasion. You must report such violations to a Zipcar Representative as soon as possible within the prescribed deadline for the violation (for example, if the case is being taken to court). See our [Fee Policy](#).
- 8.2** You must notify Zipcar of any traffic violation notices found on a vehicle at the time of vehicle pick up. All unreported traffic violations will be the responsibility of a Member if they occur during the time period during which such Member is responsible for the Zipcar vehicle.
- 8.3** At the end of your reservation, you must not leave a vehicle in a zone which has parking restrictions. If you leave the vehicle in such a restricted zone, you must immediately notify Zipcar, and you will be responsible for any and all violation notices or towing charges incurred by Zipcar.

## 9. Access Card



Members must carry their Zipcard when using Zipcar vehicles and use it to lock and unlock Zipcar vehicles. Vehicle-rental companies, service stations, and other businesses that have relationships with Zipcar may require Zipcar Members to present their Zipcard to receive services.

## 10. Other

Smoking is absolutely prohibited in Zipcars. Pets are too, unless they are transported in locked pet carriers; provided, however, that assistance animals are allowed in the car without being in locked pet carriers in accordance with our Services for Disabled Members Schedule. Members are subject to **fees** if evidence of smoking or pets is found in Zipcar vehicles.

## fee policy

By joining Zipcar, the Member agrees to pay Zipcar the costs, charges, fees and expenses set out in the Contract, including specifically and without limitation those set forth in this Schedule. The following is not exhaustive and other specific fees, costs and charges may apply. Capitalized terms used in this Schedule shall have the same meaning assigned to such terms in the Contract.

### **1. Returning a vehicle late (in addition to the per hour fees for use of the vehicles):**

\$50 (\$35 CAD) per late hour or any part thereof, up to a maximum of \$150 (\$105 CAD) per late return.

### **2. Returning a vehicle with less than one-quarter tank of gas:**

\$20 (\$30 CAD) if you return a Zipcar with less than one-quarter tank of gas.

### **3. Charges for canceled or shortened reservations:**

- a. All charges will be canceled or refunded for a reservation (i) under 8 hours canceled or changed up to 3 hours before the reservation was scheduled to begin or (ii) 8 hours or longer canceled or shortened up to 24 hours before the reservation is scheduled to begin.
- b. For a reservation less than 8 hours canceled or shortened less than 3 hours before it is scheduled to begin, you will be obligated to pay for the entire amount of the original reservation (a portion of which may appear on your invoice as a cancellation or change fee and a portion of which may appear as usage fees).
- c. For a reservation 8 hours or longer that is canceled less than 24 hours before it is scheduled to start, you will be obligated to pay for the full amount of the reservation, up to a maximum amount of one daily rate (a portion of which may appear on your invoice as a cancellation or change fee and a portion of which may appear as usage fees).
- d. For a reservation 8 hours or longer that is shortened less than 24 hours before it is scheduled to start, you will be obligated to pay for actual usage plus a cancellation or change fee equal to the remaining portion of the original reservation, with the cancellation/change fee capped at one daily rate (a portion of which may appear on your invoice as a cancellation or change fee and a portion of which may appear as usage fees).
- e. In addition, Members will be charged a \$3.50 Agent Reservation Charge for reservations, extensions or cancelations which are made by a Member Services representative and not through the web site, smartphone or our automated phone, except as provided in the Services for Disabled Members Schedule.



#### 4. Damage Fee:

If you are involved in an incident you will be charged the Damage Fee unless you have purchased a DFW. The Damage Fee is subject to change at Zipcar's discretion. Please see the Rate Schedule applicable to your driving plan for the current Damage Fee. **Please note** that, as provided in Section 5.1 of the Contract, a Member may be responsible for all applicable damages and costs, including those in excess of the applicable Damage Fee, arising from the Member's failure to comply with the terms of the Contract.

#### 5. General Fee:

For any violation of Zipcar Rules, Members may be charged a general fee of up to **\$150 (\$165 CAD)** per violation. In addition, the Member may be charged for any costs incurred by Zipcar (including all repair and recovery costs, legal fees, including, without limitation, attorneys' fees) (a) anytime a visit to the vehicle is required as a result of Rules violation or otherwise as the result of actions of the Member or (b) for any other failure by a Member to comply with any provision of the Contract or the Rules, other than those Rules for which a specific fee or charge is specifically provided in the Contract. Without limiting the generality of the foregoing, you will be charged a fee for any oversight, omission, or negligence on your part that inconveniences Zipcar or other Members, such as failing to return or losing the keys to a vehicle, failing to turn off a vehicle's headlights, causing or permitting damage to a vehicle which requires repair or cleaning of such vehicle (internal or external), returning a vehicle to the wrong place or leaving the car in a restricted parking zone, not paying a parking ticket, failing to advise Zipcar immediately of any theft, vandalism or damage relating to the vehicle, etc. Members charged for such costs shall be entitled to an itemized list of charges. Members may be charged for estimated costs pending final repair.

## compare plans

### not sure which plan to choose?

Just "eeny meeny miny moe" and know that you can switch plans anytime.

Plan Summary					
	Occasional Driving	Extra Value Plans			
		EVP \$50	EVP \$75	EVP \$125	EVP \$250
Driving discount	–	10%	10%	10%	15%
Pay as you go	✓	–	–	–	–
Monthly commitment	–	\$50	\$75	\$125	\$250
<b>Rollover</b>			1 mo.	2 mo.	2 mo.
Annual fee	\$60	–	–	–	–
<b>membership fees</b>					
Application fee	\$25	\$25	\$25	\$25	\$25
Deposit	\$0	\$0	\$0	\$0	\$0
<b>monday - thursday driving rates</b>					
Hourly from	\$8.75	\$7.88	\$7.88	\$7.88	\$7.44
Daily (any 24 hours) from	\$82	\$73.80	\$73.80	\$73.80	\$69.70
<b>friday - sunday driving rates</b>					
Hourly from	\$13.50	\$12.15	\$12.15	\$12.15	\$11.48
Daily (any 24 hours) from	\$107	\$96.30	\$96.30	\$96.30	\$90.95
<b>what's included</b>					
Gas	✓	✓	✓	✓	✓
Insurance	✓	✓	✓	✓	✓
180 FREE miles*	✓	✓	✓	✓	✓
	<a href="#">join</a>	<a href="#">join</a>	<a href="#">join</a>	<a href="#">join</a>	<a href="#">join</a>

@distance\_included included per day; additional miles from \$0.45; varies by country; [see details](#). Insurance is included; a damage fee of up to \$750 may apply if you're involved in an accident with your



Zipcar; [see details](#).

To cover short-term changes in costs (fuel, parking, etc.), sometimes we have to raise or lower our rates a little. So when you book a reservation, check the estimated cost. This will show you the current price (minus tolls, extra miles or other incidental charges). Select holidays will reflect weekend rates. When reserving, check the price shown to see your actual reservation cost.

# services for members with disabilities

Capitalized terms used in this Schedule shall have the same meaning assigned to such terms in the Contract.

## 1. Disabled Hand Control Policy

- 1.1 A Zipcar Member requiring the use of hand controls to operate a vehicle will be reasonably accommodated.
- 1.2 Advance Reservation and Notice of Desired Use of Hand Controls – Not all Zipcar vehicles are or can be equipped with hand controls. A disabled Member desiring the use of hand controls must first reserve a Zipcar vehicle and then provide Zipcar with at least 7 days notice prior to the start time of the reservation in regions that currently do not have hand control equipped vehicles and 24 hours notice from the start time of the reservation for regions that already have hand control equipped vehicles. This will allow Zipcar staff to make reasonable accommodations. Notice must be given by phone to a live representative at the local office or at 1-866-4ZIPCAR (voicemails are not acceptable).
- 1.3 Who May Request the Use of Hand Controls – Disabled Zipcar Members may request cars equipped with hand controls. The hand controls that Zipcar uses are push/pull hand controls.

## 2. Service Animals

- 2.1 Assistance animals are an exception to Zipcar's Rule requiring pets be transported in locked pet carries.
- 2.2 If a Member or the Member's passenger are disabled and need to bring an assistance animal on a journey, the Member will not be charged for regular cleaning costs (i.e., ordinary shedding.) However, the Member will still be responsible for all costs associated with any damage caused by an assistance animal.

## 3. Agent Assistance Fees

- 3.1 If a Member is disabled and such disability prevents the Member from using our web sites or automated phone system to make a reservation, and the Member identifies him or herself as disabled, we will not charge the \$3.50 agent reservation charge for any reservations made, extended or canceled by an agent.



**From:** Brian Mueller [redacted]  
**Sent:** Friday, January 06, 2012 12:59 PM  
**To:** Price Jana  
**Subject:** RE: Request for National Transportation Safety Board Investigation  
**Attachments:** Zipcar Member Contract - 6 Jan 2012.pdf; Zipcar Eligibility Requirements - 6 Jan 2012.pdf

Jana,

The member contract is available at <http://www.zipcar.com/nyc/member-contract> & I've also attached a pdf copy to this email. Please see Schedule 1, Section 2 for detail regarding prohibited uses of a Zipcar.

I also found the eligibility requirements for you in our online FAQ section.

<http://www.zipcar.com/how/faqs/>

[http://www.zipcar.com/how/faqs/one-faq?faq\\_number=1](http://www.zipcar.com/how/faqs/one-faq?faq_number=1)

Again, I've attached a pdf copy as well for your records.

Lastly, regarding your question about the Zipcar names, there's a handy table in "Zipcar Subpoena - Ophadell Williams (US DoJ) - 1 of 2.pdf", which is probably the file you were looking at when reviewing individual reservations. Page 5 of that document lists all of the reservations on the account and includes the reference table below, which gives a bit more info regarding the vehicles and parking locations.

VEHICLE INFORMATION				PARKING LOCATION INFORMATION			
Vehicle	Description	License	VIN	Location Name	Address	City, State	ZIP
Endo AWD	Blue 2010 Ford Escape	FET5203	1FMCU9E70AKD21047	BAM - Lafayette Ave btwn Ashland Pl & Rockwell Pl	10 Lafayette Ave	Brooklyn, NY	11217
Barbers	Silver 2010 BMW 328xi	EPE5197	WBAPK5C59AA649186	100 Jay Street	100 Jay Street	Brooklyn, NY	11201
Behymer	Blue 2010 BMW 328xi	EPE5196	WBAPK5C52AA648624	105-108 Underhill Av (Car Park Systems)	108 Underhill Ave	Brooklyn, NY	11238
Boehm	Grey 2010 BMW 328xi	EPE5270	WBAPK5C54AA651461	BAM - Lafayette Ave btwn Ashland Pl & Rockwell Pl	10 Lafayette Ave	Brooklyn, NY	11217
Schad	Silver 2010 Volvo S40	FBY3802	YV1390M58A2511843	Lexington btwn 33 & 34 St	222 Lexington Avenue	New York, NY	10016
Beuthin	Grey 2010 BMW 328xi	EPE5236	WBAPK5C55AA652778	Smith btwn State & Atlantic (GGMC)	75 Smith Street	Brooklyn, NY	11201
Burtless	Silver 2009 BMW 328	EUR6164	WBAPH53539A438348	75 Henry St/Cadman Plaza (Central Parking)	75 Henry Street / Cadman Plaza West	Brooklyn, NY	11201
Bullet	Silver 2010 BMW 328xi	FBY3478	WBAPK5C54AA652660	E 65 St btwn 2 & 3 Av (Central Parking)	222 E 65 Street	New York, NY	10065
Brice	Blue 2010 BMW 328xi	FBY3287	WBAPK5C57AA652748	W 8 btwn 5 Ave and MacDougal	2 5th Avenue	New York, NY	10011

Please let me know if I can be of any additional assistance in your investigation.

Regards,  
 -Brian



**zipcar** | wheels when you want them

atlanta · baltimore · boston · chicago · london · new york · philadelphia · pittsburgh · portland · san francisco · seattle · toronto · vancouver · washington, dc

*please consider the environment before printing this email*

**From:** Price Jana [redacted]  
**Sent:** Friday, Jan  
**To:** Brian Mueller  
**Subject:** Request for National Transportation Safety Board Investigation

Hi Brian,

Good speaking with you and thanks in advance for sending me a copy of your current member contract as well as any information you can about what types of background checks are conducted on potential Zipcar members.

Enjoy your vacation.

Jana

Jana Price, Ph.D.  
 Senior Human Performance Investigator  
 National Transportation Safety Board  
 Office of Highway Safety  
 490 L'Enfant Plaza East, S.W.



\*\*\*CONFIDENTIALITY NOTICE\*\*\*: THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

**From:** Brian Mueller [bmueller@zipcar.com]  
**Sent:** Friday, January 06, 2012 3:21 PM  
**To:** Price Jana  
**Subject:** RE: Request for National Transportation Safety Board Investigation

Jana,

My apologies, the file I referenced was sent to the US Attorney's office for use in a criminal investigation. I believe you should have received a file called "Zipcar Subpoena – Ophadell Williams (NTSB).pdf" on May 17<sup>th</sup>. That file has similar info, just not in handy table form.

On page 3 and page 5 of the pdf mentioned above, you'll see the dates of membership in the bottom-right corner. Mr. Williams applied for membership on 8 Feb 2011 and was approved on 13 Feb 2011. (There's an earlier set of dates as well because he applied in June of 2010 but was rejected at the time due to a failure to pay the application fee.)

-Brian

---

**From:** Price Jana [redacted]  
**Sent:** Friday, Jan  
**To:** Brian Mueller  
**Subject:** RE: Request for National Transportation Safety Board Investigation

Brian,

Thank you so much! This is exactly what I needed.

I do not have a copy of "Zipcar Subpoena - Ophadell Williams (US DoJ) - 1 of 2.pdf" as you referenced below, but I think I have a similar document that is perhaps not as comprehensive (guess I need to work on my subpoena requests!)

Based on the records I do have, I am not entirely sure how long that Mr. Williams had been a member with Zipcar, and that would probably be a useful thing for me to cite. If you have the approximate date (month/year would suffice) when he joined, could you let me know?

Many thanks for your quick and thorough response.

Jana

---

**From:** Brian Mueller [redacted]  
**Sent:** Friday, January  
**To:** Price Jana  
**Subject:** RE: Request for National Transportation Safety Board Investigation

Jana,

The member contract is available at <http://www.zipcar.com/nyc/member-contract> & I've also attached a pdf copy to this email. Please see Schedule 1, Section 2 for detail regarding prohibited uses of a Zipcar.

I also found the eligibility requirements for you in our online FAQ section.

<http://www.zipcar.com/how/faqs/>

[http://www.zipcar.com/how/faqs/one-faq?faq\\_number=1](http://www.zipcar.com/how/faqs/one-faq?faq_number=1)

Again, I've attached a pdf copy as well for your records.

Lastly, regarding your question about the Zipcar names, there's a handy table in "Zipcar Subpoena - Ophadell Williams (US DoJ) - 1 of 2.pdf", which is probably the file you were looking at when reviewing individual reservations. Page 5 of that document lists all of the reservations on the account and includes the reference table below, which gives a bit more info regarding the vehicles and parking locations.

VEHICLE INFORMATION				PARKING LOCATION INFORMATION				
Vehicle	Description	License	VIN	Location Name	Address	City, State	ZIP	
Endo AWD	Blue 2010 Ford Escape	FET5203	1FMCU9E70AKD21047	BAM - Lafayette Ave btwn Ashland Pl & Rockwell Pl	10 Lafayette Ave	Brooklyn, NY	11217	
Barters	Silver 2010 BMW 328xi	EPES197	WBAPK5C59AA649186	100 Jay Street	100 Jay Street	Brooklyn, NY	11201	
Behymer	Blue 2010 BMW 328xi	EPES196	WBAPK5C52AA648624	105-108 Underhill Av (Car Park Systems)	108 Underhill Ave	Brooklyn, NY	11238	
Boehm	Grey 2010 BMW 328xi	EPES270	WBAPK5C54AA651461	BAM - Lafayette Ave btwn Ashland Pl & Rockwell Pl	10 Lafayette Ave	Brooklyn, NY	11217	
Schad	Silver 2010 Volvo S40	FBY3802	YV1390M88A2511843	Lexington btwn 33 & 34 St	222 Lexington Avenue	New York, NY	10016	
Beuthin	Grey 2010 BMW 328xi	EPES236	WBAPK5C55AA652778	Smith btwn State & Atlantic (GGMC)	75 Smith Street	Brooklyn, NY	11201	
Burtless	Silver 2009 BMW 328	EUR6164	WBAPH53539A438348	75 Henry St/Cadman Plaza (Central Parking)	75 Henry Street / Cadman Plaza West	Brooklyn, NY	11201	
Bullet	Silver 2010 BMW 328xi	FBY3478	WBAPK5C54AA652660	E 65 St btwn 2 & 3 Av (Central Parking)	222 E 65 Street	New York, NY	10065	
Brice	Blue 2010 BMW 328xi	FBY3287	WBAPK5C57AA652748	W 8 btwn 5 Ave and MacDougal	2 5th Avenue	New York, NY	10011	

Please let me know if I can be of any additional assistance in your investigation.

Regards,  
 -Brian



**zipcar** | wheels when you want them

atlanta · ballmore · boston · chicago · london · new york · philadelphia · pittsburgh · portland · san francisco · seattle · toronto · vancouver · washington, dc

*please consider the environment before printing this email*

---

**From:** Price Jana [redacted]  
**Sent:** Friday, Jan  
**To:** Brian Mueller  
**Subject:** Request for National Transportation Safety Board Investigation



Hi Brian,

Good speaking with you and thanks in advance for sending me a copy of your current member contract as well as any information you can about what types of background checks are conducted on potential Zipcar members.

Enjoy your vacation.

Jana

Jana Price, Ph.D.  
Senior Human Performance Investigator  
National Transportation Safety Board  
Office of Highway Safety  
490 L'Enfant Plaza East, S.W.



\*\*\*CONFIDENTIALITY NOTICE\*\*\*: THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

\*\*\*CONFIDENTIALITY NOTICE\*\*\*: THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

Email Thread w [redacted] pcar Concerning Zipcar Telematics Unit.txt  
From: Al Seeley [redacted]  
Sent: Monday, Jun 2, 2009 10:00 AM  
To: Price Jana  
Subject: Re: Questions about Zipcar Telematics Unit

Hello Jana,

Sorry for the phone tag. See my responses in red below:

1. You said that the telematics unit is set to GMT. However, the data we received was in Eastern Standard. Do you convert it in house when requests are made such as ours? Correct. Time is converted from GMT to the local time zone in the process of generating a report.
2. To clarify a question below, does the telematics unit take samples at regular intervals even when there is no change in status?

The telematics unit constantly monitors all sensor inputs on sub-second intervals and reports on a status change.

Updates can also be manually requested by our administration web-based user interface.

Hope this helps.

Al Seeley

--

[redacted]

[tp://www.facebook.com/zipcar](http://www.facebook.com/zipcar)>

zipcar | wheels when you want them  
atlanta · baltimore · boston · chicago · london · new york · philadelphia · pittsburgh · portland · san francisco · seattle · toronto · vancouver · washington, dc

please consider the environment before printing this email

From: Price Jana <[redacted]>  
Date: Mon, 6 Jun 2009 10:00 AM  
To: "Al Seeley (home)" <aseeley@zipcar.com>  
Subject: RE: Questions about Zipcar Telematics Unit

Hi Al,

I tried phoning you but have been getting your voicemail. I just had two follow up questions based on your prior email.

1. You said that the telematics unit is set to GMT. However, the data we received was in Eastern Standard. Do you convert it in house when requests are made such as ours?
2. To clarify a question below, does the telematics unit take samples at regular intervals even when there is no change in status?



Email Thread with Al Seely of Zipcar Concerning Zipcar Telematics Unit  
Feel free to email or phone if it is easier. My regular number is [redacted];  
however, today you may reach me on my cell phone at [redacted].

Thank you,

Jana

From: Al Seeley [mailto:[redacted]]  
Sent: Wednesday, May 25, 2011 2:10 PM  
To: Price Jana  
Cc: Xu Ben; Al Seeley  
Subject: Re: Questions about Zipcar Telematics Unit

Jana,

Please see my answers below:

- How is the timestamp on the onboard data unit obtained?  
Vehicles times are obtained from a central Zipcar server.
- o Is it synchronized to an accurate source (e.g. GPS, cell towers) or is it manually set?  
The centralized server clocks are synchronized using Network Time Protocol (NTP).
- o If it's manually set, how often is the time checked for accuracy?  
Updates are sent to each vehicle twice a month.
- o Is it always set to the local time zone?  
Time is in GMT.

· What triggers the engine on/off notations and the car locked/unlocked notations? Brian mentioned that that periodic samples are taken regardless of whether there is a change in status. Can you explain how frequently that occurs?

Engine state is reflective of the ignition key's position; for example, ignition start/run vs. off/accessory mode, doors locked/unlocked. Changes in vehicle state trigger new updates. Not all changes in state are reflected in a message; for example, end of reservation.

--



<<http://www.twitter.com/zipcar>> <<http://www.facebook.com/zipcar>>

zipcar | wheels when you want them  
atlanta · baltimore · boston · chicago · london · new york · philadelphia · pittsburgh · portland · san francisco · seattle · toronto · vancouver · washington, dc

please consider the environment before printing this email

- How is the timestamp on the onboard data unit obtained?  
Vehicles times are obtained from a central Zipcar server.
- o Is it synchronized to an accurate source (e.g. GPS, cell towers) or is it manually set?

Email Thread with Al Seely of Zipcar Concerning Zipcar Telematics Unit.txt manually set?

The centralized server clocks are synchronized using Network

Time Protocol (NTP).

- o If it's manually set, how often is the time checked for accuracy?  
Updates are sent to each vehicle twice a month.
- o Is it always set to the local time zone?  
Time is in GMT.

. What triggers the engine on/off notations and the car locked/unlocked notations? Brian mentioned that that periodic samples are taken regardless of whether there is a change in status. Can you explain how frequently that occurs?

Engine state is reflective of the ignition key's position; for example, ignition start/run vs. off/accessory mode, doors locked/unlocked.

Changes in vehicle state trigger new updates. Not all changes in state are reflected in a message; for example, end of reservation.

From: Price Jana [redacted]  
Date: Tue, 24 May 2010 10:40:40  
To: "Al Seely" [redacted]  
Cc: Xu Ben [redacted]  
Subject: Q [redacted] car Telematics Unit

Hi Al,

Here are the main questions of interest:

- . How is the timestamp on the onboard data unit obtained?
  - o Is it synchronized to an accurate source (e.g. GPS, cell towers) or is it manually set?
  - o If it's manually set, how often is the time checked for accuracy?
  - o Is it always set to the local time zone?
- . What triggers the engine on/off notations and the car locked/unlocked notations? Brian mentioned that that periodic samples are taken regardless of whether there is a change in status. Can you explain how frequently that occurs?

Feel free to reply by email, or call if it is easier for you. I am generally available 7am-4:30pm.

Jana

Jana Price, Ph.D.  
Senior Human Performance Investigator  
National Transportation Safety Board  
Office of Highway Safety  
490 L'Enfant Plaza East, S.W.  
Washington, DC 20594





Email Thread with Al Seely of Zipcar Concerning Zipcar Telematics Unit.txt

\*\*\*CONFIDENTIALITY NOTICE\*\*\*: THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.

\*\*\*CONFIDENTIALITY NOTICE\*\*\*: THIS E-MAIL TRANSMISSION MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, SUBJECT TO COPYRIGHT, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IT IS FOR THE USE OF INTENDED RECIPIENTS ONLY. If you are not an intended recipient of this message, please notify the original sender immediately by forwarding what you received and then delete all copies of the correspondence and attachments from your computer system. Any use, distribution, or disclosure of this message by unintended recipients is not authorized and may be unlawful.