

How to apply to become a car share operator in the City of Sydney area

Complete this application form if you are a car share operator wanting to provide car sharing services in the City of Sydney local government area

Becoming an approved operator

Before applying, please read these documents and ensure you understand your responsibilities as a car share operator:

- City of Sydney car sharing policy (November 2016)
- Roads & Maritime Services TTD 2018/001 Guidelines for on street fixed space car share parking

How to apply

- 1 Discuss your proposal with City officers. Request an appointment by emailing carsharing@cityofsydney.com.au
- 2 Prepare a comprehensive business plan addressing the assessment criteria and obligations in pages 2 and 3 of this form
- 3 Email the business plan, supporting documents and the application form to carsharing@cityofsydney.nsw.gov.au

Supporting documentation

Please provide a business plan addressing the assessment criteria and obligations below.

Business overview

- Applicants' legal name
- Trading name (if applicable)
- ABN/ACN
- Registered business address
- Postal address if different to business address
- Telephone number
- General email address
- Web address
- Preferred contact person for this application and relevant contact details

Describe your business

Provide an outline of the organisation including:

- key personnel – business owners, directors, partners, senior staff members
- type of business and corporate structure including any related entities, management committees, boards and allocation of responsibilities
- profit or 'not for profit'

Describe the following practices within the organisation:

- workplace health and safety
- equal employment opportunities
- environmental management

Fees and charges

These fees partially recover our administrative costs for the City car share scheme. Current fees are:

Item	Unit	Fee
New car share operator application	per application	\$1,650

How long does it take to approve an application?

The approval process usually takes up to 12 weeks. If you need to provide more information, it will delay the decision on your application

The City will assess your application in line with our car sharing policy and the assessment criteria in pages 2 and 3 of this form. You will be informed in writing of the outcome

If your application is approved, the consent will last for 12 months. If the consent lapses, you will need to submit a new application

Experience

Describe the organisation's experience in operating a car share or related business. Individuals, groups or businesses that do not have experience in car share operations should provide information showing how they intend to start a car share operation in the City of Sydney area.

Financial soundness

You must demonstrate the organisation's financial soundness to the satisfaction of the City. You must include these documents in the application:

- ABN/ACN Certificate
- current Company Extract (corporatescorecard.com.au)
- standard Financial & Performance Assessment (corporatescorecard.com.au)
- most recent annual report outlining the business activities over the previous 12 months and its financial position
- sources of revenue available to cover any start-up costs
- an explanation of any financial assistance or loans from other entities including parent bodies and directors

Insurances

Provide a certificate of currency for all your insurance policies including:

- public liability insurance (no less than \$20 million each occurrence)
- comprehensive motor fleet insurance
- workers compensation/personal accident insurance

Car share vehicles

The operator must not use any passenger vehicle that emits more than 175g/km of CO₂ in a dedicated on-street space. For other vehicle types, such as vans or utilities, you must demonstrate that the vehicle is a high environmental performer for its class.

You must detail:

- the vehicles that will be operating in the fleet including manufacturer, model, fuel type, vehicle age
- fleet ownership and renewal structure – whether owned or leased and frequency of renewal
- maintenance arrangements including cleaning and servicing
- how the vehicle will be marked or identified as a car share vehicle, such as logos and colour

Management of car share parking spaces

Car share vehicles must at all times be parked in line with NSW parking regulations, including payment of any applicable parking fees. If vehicles are not parked properly they may receive an infringement notice from a City ranger.

Parking infringements issued by the City for failing to observe parking regulations will not be waived. The operator will be responsible for all parking and other infringements associated with car share vehicles.

- Please provide the protocols your members will follow when parking a vehicle in a dedicated car share parking space.

Once installed, a car may not be withdrawn from service for more than 72 hours for maintenance, repair or any other reason unless the City is notified. A replacement vehicle must be provided after four days. Operators must keep up to date with any upcoming road closures due to special events or other purposes and arrange to remove or relocate vehicles during those times.

- Please detail how this will be managed.

Booking systems

Please detail how you will:

- supply an internet and phone-based booking system available to members 24 hours per day, allowing immediate booking of vehicles
- offer booking durations of one hour or less.
- ensure no vehicle is booked for longer than four days unless a replacement vehicle is provided for the space
- prohibit the routine long-duration reservation or exclusive use, including overnight use, of a car sharing space by any one user, either individual or business.

Car share membership

Please ensure you:

- explain the membership process and include a copy of the application form(s)
- include a copy of the current, or proposed, terms and conditions for car share members
- supply a sample of existing or proposed advertising and marketing material and identify distribution mechanisms such as online or print publications
- include a copy of the users operating manual
- confirm that any licensed driver over age 18 can join
- detail the process to carry out creditworthiness and driving history checks

Costs to members

Please provide full details of the costs and charges applicable to car share members. Details must include:

- joining fees
- membership fees
- insurance excess arrangement
- charges imposed, such as the hourly rate
- charges for distance travelled
- fuel, toll and other costs
- infringements

Marketing, promotion and public affairs

Applicants should detail how they will promote their business. Please submit a detailed marketing plan and growth strategy:

- include methodology, program, marketing plan and deliverables to develop the car share network
- detail how complaints and comments from car share members, local residents, businesses and other parties will be managed

Reporting

Please detail your ability to submit monthly reports and an annual survey report:

- monthly reports – these must provide an accurate and detailed monthly usage and membership report, in a template specified or approved by the City, for vehicles in every allocated car share space
- annual survey of members

Conflict of interest

State if your business entity has no undisclosed conflict of interest relating to this application or outline your entity's known actual or potential conflict of interest relating to this application

Letter of acceptance

Confirm in writing your acceptance of the obligations set out in the car sharing policy

References

Provide details of two referees. The referees should have no direct involvement or interest in the application. We will contact both referees. Please include:

- name
- contact phone number and email address
- relationship to your business entity

Application to be a car share operator in the City of Sydney area



The form must be completed by the applicant's authorised representative with appropriate knowledge of the organisation, and signed by a key personnel of the organisation.

1. Entity details

Legal name of entity

Trading name (if different from entity name)

Registered address

Postal address (if different)

General email address

Office phone number

Website

ABN/ACN

Date of ABN/ACN approval

2. Terms and Conditions

By applying for to become a car share operator in the City of Sydney, you accept the terms and conditions below.

- 1 The car share operator must comply with the City's car sharing policy.
- 2 If you are approved as an operator and are found to have failed to provide relevant information or provided dishonest or misleading responses in your application, the City may terminate your approval.

Privacy and personal information protection notice

Purpose of collection: For the assessment and authorisation to become a City approved car share operator

Intended recipients: Council staff and approved contractors of the City of Sydney Council

Supply: The supply of personal information is voluntary. However, a completed application is required to assess and install a car share parking space in the City of Sydney local government area

Access/correction: Contact the City of Sydney Council Customer Service Team to access or correct this information

Storage: City of Sydney, 456 Kent Street, Sydney NSW 2000

4. Applicant declaration

Signing this document binds the applicant in part 1 to the terms and conditions of the car sharing policy and the terms and conditions of the this application.

- I am authorised by the entity in part 1 to apply to be a car share operator in the City of Sydney area
- I have read, understood and agree to comply with the City of Sydney's car sharing policy and the terms and conditions to be a car share operator
- I have read and consent to the privacy and personal information protection notice on this application
- The information I have provided is true and correct in every detail

Applicant name

Applicant position

Applicant signature

Date

Contact email address

Contact phone number