

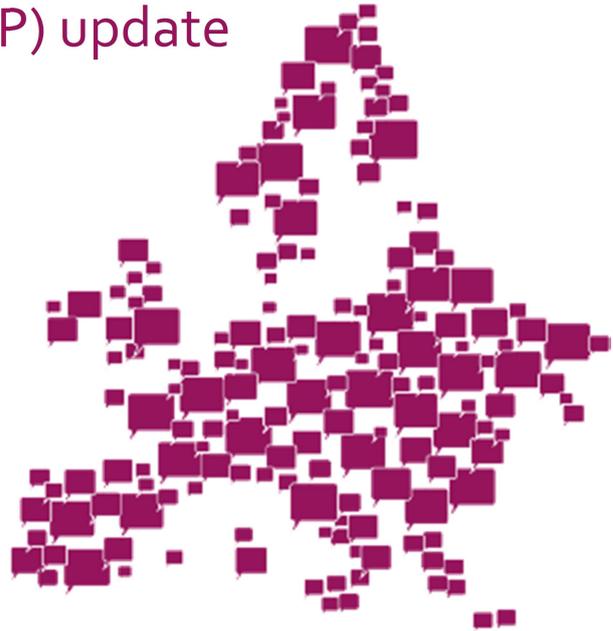


SocialCar

Open social transport network for urban approach to carpooling

SocialCar system (and APP) update

Annex 3 - FAQ



Deliverable D4.5

Dissemination level: public

Work Package: WP4

Version: 1.0

Date of preparation: 30 April 2018

Disclaimer:

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What is RideMyRoute?

RideMyRoute is the name of the app developed by the SocialCar research project funded by the European Union's Horizon 2020 programme. The app allows users to plan and book city trips combining public transport and private carpooling. The app is not a commercial product; it is available for testing in four European sites: Brussels (Belgium), Canton Ticino (Switzerland), Edinburgh (United Kingdom), Ljubljana (Slovenia). The app has been developed by a European research project (SocialCar) and it is not a commercial product.

What is carpooling?

Carpooling is the shared use of a private car among people that travel across the same itinerary. Usually, car owners ("drivers" in SocialCar jargon) make their free car seats available to offer rides to other people ("passengers"). It may include cost compensation to the driver but it should not be a remunerative transport service. Dedicated services may be provided via web or smartphone apps for connecting drivers and passengers and matching user needs.

Am I obliged to enter my personal data during the registration process?

Some personal data are needed to manage your profile and allow you to use the app and discover/offer rides. We protect all personal data according to European data protection laws as stated in our [Terms and Conditions](#).

Where are my personal data stored?

Personal data are stored in EU or associated countries (i.e. Switzerland) under the responsibility of the SocialCar consortium (the group of organisations participating to the SocialCar project) that commits to treat all personal data confidentially. Data will not be forwarded to any third party without explicit agreement of the end user.

Where can I use RideMyRoute?

RideMyRoute is currently operating for test purposes in 4 European sites: Brussels (BE), Canton Ticino (CH), Edinburgh (UK), Ljubljana (SI).

Shall I expect any cost for using the RideMyRoute service?

RideMyRoute intermediation service is provided for free; however, users must purchase tickets for public transport services according to the applicable fares. Carpool trip options proposed by RideMyRoute and agreed between drivers and passengers may imply compensation costs that must explicitly be agreed between users via in-app messages or external message services (e.g. email).

Is the travel cost displayed by the app real?

No, the travel cost displayed by RideMyRoute for the proposed itineraries is an estimation based on available fare data for public transport and on suggested compensation cost for carpooling. Users must check official fares for public transport and purchase tickets as well as agree upon the eventual compensation with carpooling drivers.

Am I obliged to pay a driver during a carpooling trip?

RideMyRoute is a pilot experiment conducted under the SocialCar research project: there are no obligations imposed by the SocialCar consortium. Carpooling users (both drivers and passengers) can use the service and make rides on a voluntary basis; however cost-sharing may be a good practice for compensating car expenses of drivers and should be agreed using in-app messages or external message services (e.g. email) between users before starting a ride.

How will the app use the rating information?

Users' rating information will be used only for app purposes (i.e. showing rating of users as they are provided by other users), for incentivization purposes during field tests (possible attribution of prizes to users with highest ratings), and for research purposes in aggregate form only. Such information will not be disclosed to any third party.

How can I report a bug in the app?

RideMyRoute is an experimental application; therefore, you may experience some unexpected problems or malfunctioning. We are glad to be advised about any problem using the email address displayed in the [“Contact Us”](#) menu.

I cant find anyone to share my ride with

RideMyRoute works with trips requests/offers published by its community and in addition is connected with database of external carpooling services that are constantly updated: let's try again after a few time for discovering new ride opportunities

Why does the system sometimes redirect me to external websites?

RideMyRoute is connected with other partner carpooling services to increase the chance to discover rides: if you accept a ride from a driver coming from one of these services, you will be redirected to an external website and you should follow instructions for registering (if not done yet) and accepting the trip



I do not have a car. Can I participate in the test of RideMyRoute without offering rides to other users?

Of course, you are not obliged to offer rides but may join our community as a passenger only.

Do I always have to have the GPS switched on during the testing period? Having the GPS activated is not mandatory; however, RideMyRoute works better with the exact positioning

FAQ's for drivers

What happens if I need to cancel my offered trip?

You can cancel a trip in the related Driver section; if you have associated passengers with the active trip, he/she will be notified. However, consider that this action can generate difficulties, particularly if it is short notice: RideMyRoute works best with a reliable community!

What happens if I am late to collect a booked passenger?

If you are late, you should contact the booked passenger using the communication tools offered by the app.

What happens if my booked passenger doesn't show up?

RideMyRoute works by trusting in a respectful community: if someone doesn't show up, you are entitled to leave the meeting place after having waited a reasonable time and then the app offers a user rating system designed to prevent any unpleasant behaviour

If I need to change my plans how can I contact my carpool passenger?

You should contact the booked passenger and communicate your changes, in addition you should modify your trip in the driver section

FAQ's for passengers

What happens if my booked trip is cancelled by the driver?

There are several reasons why a trip can be cancelled by a driver: this may be unpleasant, but before leaving a low rating please consider whether you have been notified about the cancellation

What happens if the driver of my booked trip is running late?

Traffic in cities may sometimes be unpredictable: if the driver is late you can contact him/her by using the app in order to get updates about the arrival time

What happens if my booked trip doesn't show up?

RideMyRoute works by trusting in a respectful community: if someone doesn't show up you are entitled to leave the meeting place after having waited a reasonable time and then the app offers a user rating system designed to prevent any unpleasant behaviour

What happens if my bus / train / tram is running late for my carpool connection?

You should contact the driver and communicate your delay, eventually agreeing modifications to the carpool

What happens if carpool journey is running late for my bus / train / tram connection?

If the carpool is running late you can use RideMyRoute to search for new trip solution.

If I need to change my plans how can I contact my carpool driver?

You should contact the driver and communicate your changes, eventually agreeing modifications to the carpool.

Other

I find the project interesting. What am I supposed to do if I decide to participate in the test of RideMyRoute?

RideMyRoute is part of the SocialCar research project. If you want to know more and contribute to the research activities, please [contact us](#).