**Fleet Management *How-To*:**

Leveraging Flexible Staffing Resources

**Introduction:**

Effectively and proactively managing a large fleet on Getaround can be challenging for Supply Partners, particularly when fleet sizes exceed 10+ cars. Our Terms of Service requires regular inspection and upkeep of fleets to ensure timely reporting of issues and a positive renter experience. Many hosts have chosen to hire full time employees to manage their fleets. Whereas this option may work for some, many hosts require a bit more flexibility in their resourcing requirements and do not need a full time resource. This is where *by-the-hour* and *as-needed* service providers can be a valuable resource for hosts. It provides them immense flexibility and, if coordinated well by the hosts, can be done in a highly cost-efficient way when compared to hiring full time resources. We’ll walk you through best practices in this document.

1. [Options & Setup](#t25q24vmoyhl)
2. [Fleet Management Initiatives](#32ca263hwpbw)
3. [Book Service](#ln1a92oj0ytg)
4. [Important Callouts](#d7tbo54xw9bk)
5. [Liability, Insurance & Protection](#bd6v9erao2zh)
6. [APPENDIX - TEMPLATE JOB DESCRIPTIONS / COMMUNICATIONS](#52l1i8p2s7h)

*This How-To guide is intended for informational purposes only. We hope that you find it useful in managing your fleet, but please note: the information below is not intended as legal, financial, or other professional advice, and Getaround is not affiliated with any entity identified below and does endorse them or their products/services*.

**Options & Setup:**

There are many flexible staffing organizations with whom hosts can partner - feel free to search Google for any and all options, whether they be platforms for ad-hoc, hourly errand-runners or contractors, or more formal temp staffing agencies in your area. Some examples of hourly flex staff organizations are as follows: Taskrabbit, KNA, Instawork, Thumbtack, etc.

**Fleet Management Initiatives:**

Let’s start with the term, “fleet management”. This is a fairly vague concept and can apply to a myriad of services - so, let’s define what we mean by it! In the context of this document, fleet management refers to the in-person time and effort required by a person or persons to ensure vehicles are prepared for future rentals and a positive renter experience. Let’s dive into some more examples below:

* ***Weekly (at minimum) inspections*:**  Getaround requires [hosts to report all damage within 7 days of incident](https://help.getaround.com/hc/en-us/articles/360041785713-How-do-I-report-or-follow-up-on-a-claim-) occurrence. So, it is necessary to physically inspect each vehicle every 7 days at minimum - the intention being to identify damage, confirm there are no maintenance issues, ensure key and fuel are ready for rentals, etc.
* ***Routine spot cleaning:***  Preferably done during weekly inspections, routine spot cleaning is required on all cars to ensure a positive renter experience. This includes basic wiping down of hard surfaces including windows, vacuuming seats & floors, removal of any trash, etc.
* ***Scheduled services & repairs***: All vehicles require regular preventative maintenance and repairs to ensure proper upkeep and longevity. After scheduling service ahead of time with a prefered shop, vehicles will need to be transported (“jockeyed”) to and from service locations.
* ***Parking relocation*:**  Whether to accommodate city street sweeping schedules or to correct a renter’s improper vehicle return, vehicles may need to be relocated to ensure preparation for future renters.
* ***Battery jump & charge:*** Particularly in cold-weather markets, batteries can occasionally lose charge if vehicles are not driven regularly. Jumping a vehicle’s battery and then driving it to ensure full charge may be necessary.
* ***Miscellaneous***: The above initiatives are not an exhaustive list of all job types needed to manage a fleet of vehicles. The beauty of by the hour, as needed flexible staffing resources is that they are generalists. Flexible staffing resources may be able to assist you with some or all of these fleet management tasks.You can book them for a full day, half day, whatever is needed to complete the fleet management services, as opposed to single, one-off specific jobs.

**Book Service:**

When booking a service, select your worker after reading reviews and then input the job description and a rough estimate of how long you envision the job taking. Feel free to leverage any of the example communications / job descriptions written for you in the Appendix. They are pre-written examples in case you decide to copy & paste, so that you may only need to input the unique details that apply to your job requirement and vehicle(s). Please customize each description as you see fit for your unique fleet management needs.

From there, you will be able to select a target date for your service to be completed and will be able to directly communicate with your hired resource. It is essential to be highly responsive. They will message you with questions, updates and any issues encountered. Because you are paying this resource by the hour, responsive and immediate communication on your part will reduce the total job time and your corresponding cost.

Once you begin working with a few resources, you may find there are a few you particularly enjoy working with that have earned your trust and are familiar with the types of services required for your fleet - these are great resources to rebook for future jobs!

[APPENDIX - TEMPLATE JOB DESCRIPTIONS / COMMUNICATIONS](#52l1i8p2s7h)

**Important Callouts:**

* ***Clear instructions:*** Your instructions for what you want done with your fleet need to be crystal clear. It is not recommended to ask resources to try and interpret or infer what you want done. It is your job to communicate instructions clearly and timely.
* ***Resource Requirements***: Make sure you indicate whether the resource will need a car or not for the booked services. Consider also the scope of what you are asking your resource to complete. You will need to call out in your initial search that the person will need a valid drivers license if you expect them to drive, or are comfortable with jumping a car if you require them to do so. As a best practice, we recommend erring on the side of overcommunication when listing job requirements and looking for resources.
* ***Photo documentation***: Ask the resource to take plenty of photos, especially vehicle before & after photos from the booked service (including successful key return). This will help you to have an accurate condition of the car in the event any disputes or issues arise. It will also be helpful to have those photos as documentation for any claims submissions to Getaround. Please ask the resource to turn their metadata on, so that photos will have necessary data attached.
* ***Necessary Supplies:*** Determine if your booked service(s) require any supplies. Do not expect the resource to bring or purchase their own supplies - this is your responsibility. It is highly recommended to put together a fleet management kit. Some helpful items in the kit include: interior car wipes, a portable handheld vacuum, a pet hair removal brush, air fresheners, a portable air compressor for low tires, jumper cables, paper towels, stain removing solution, a duffle bag to keep it all together, etc.

These items are all relatively inexpensive and can be purchased online from any number of retailers. You can choose to either store this kit in the car’s trunk, or if you are worried about guests accidentally removing it, you can store it at a centralized location for the resource to pick up at the start of their shift.

It is important to note that if you expect your resource to take on additional items as they arise during an inspection or other job, you will need to have provided them with supplies and additional scheduled time as well as confirmed they are willing and able to complete the job beforehand. For example, if you send someone to inspect your car without cleaning materials, they may not be able to address cleaning needs if they are found.

* ***Block your Getaround calendar***: Remember to block off your Getaround vehicle calendar(s) during the time your resource will be on the clock! It may work well to set up a repeating weekly block on your calendar to ensure you have your cars checked regularly every 7 days (to help with timely claims reporting).
* ***Messaging:*** Keep all communication with the resource in the platform’s system. These messages are automatically saved and stored, and will be helpful in the event any disputes or issues arise. It will also help keep you organized.
* ***Payment & expenses***: All payment should be handled directly through the platform system once you upload proper card information. Should your resource need to purchase anything on their own personal card for the successful completion of the job, make sure you approve the purchase ahead of time and ask them to send a copy of the receipt.
* ***Use the Connect device:*** One of the primary benefits of the Getaround ConnectⓇ device is that it allows for out-of-trip GPS tracking. We recommend you monitor the location of your vehicle during and after your booked service to ensure the resource is completing the services requested of them as you would expect. At the conclusion of service, it is recommended to check that the vehicle has been properly returned to home location and essential to use your Getaround app to LOCK the vehicle(s). In addition to securing your vehicle, this will ensure the next guest will be able to effectively unlock and start the vehicle for those who have our Enhanced Security feature enabled on your fleet.
* ***Enable Enhanced Security:*** It is strongly recommended that you enable enhanced security on your cars to the car’s Connect device can help prevent the car from being driven outside a valid Getaround rental.

**Liability, Insurance & Protection:**

It is important to remind you that Getaround’s insurance covers all active rentals; however, it does not cover anything related to your vehicles outside of active rentals. When you book a resource to help with fleet management, Getaround retains no liability for any damage or incidents that may occur. We recommend contacting your personal car insurance provider to understand coverage if / when a resource operates your vehicle on your behalf.

You should also read the terms and conditions of the worker marketplace platform you choose to use to understand what type of coverage you are afforded in the event an issue arises, especially if you are asking your resource to operate vehicles.

This is why asking the resource to take photos and keeping all communications within the marketplace platform’s messaging system is essential - it will help protect you and allow for more seamless claim resolution should any issues arise.

**APPENDIX - EXAMPLE JOB DESCRIPTIONS / COMMUNICATIONS:**

***Weekly (at minimum) inspections***:

JOB DESCRIPTION:

I am requesting someone to help me check on and do a basic inspection of a few cars I own and list on the Getaround platform. I will need someone to travel between a few locations where I have my cars parked to do a basic walk around inspection of the car (interior and exterior), take plenty of photos and report out on any damage noticed. You may be asked to help with minor, simple jobs once at each car - e.g. removal of any items left behind, relocate car if it happens to be illegally-parked, etc.

When you arrive to each car, please message me, and I can remotely unlock the car for you. Each car is installed with an anti-theft GPS tracker and remote lock / unlock feature. Take a look at your surroundings to see if the car is parked legally - please alert me if you feel the car may not be parked in a legal space per the instructions below.

Please start your inspection with the car’s exterior. Please take photos from all angles and denote any damage you see, whether major or minor. At a minimum, you should take photos of each corner of the car to provide a holistic view of it.

* Front
* Left
* Rear
* Right
* Top
* Undercarriage
* License Plate
* Close pictures of any damage

Do the same type of inspection on the interior, searching for any visible damage and sending pictures of all angles. Please also let me know if you notice any interior odor, particularly if it smells strongly of cigarette / marijuana smoke.

* Driver Side - Front
* Passenger Side - Front
* Driver Side - Rear
* Passenger Side - Rear
* Close pictures of any damage or cleanliness issues (i.e. evidence of smoking)

Next, please use the key provided to start the car and take a picture of the dashboard. I particularly would like to see the fuel level, odometer and any maintenance lights that are on. Once complete, please turn off the car and return the key.

Once you are finished with the inspection, please send me photos of the car exterior and interior, so that I can confirm the car's condition when you are leaving. Remove all personal items, return the key, and close the car doors. Let me know once done, and I will lock the doors remotely. Please let me know along the way if you have any questions - I really appreciate all your help. If you enjoyed this job and are interested in doing it on a regular basis, please let me know, and I will add you to my list of favorites!

Car 1 Details (Color, Make, Model, License Plate): TBD

Car 1 Location (Address, Parking Instructions): TBD

(Add more cars if necessary)

***Routine spot cleaning***:

JOB DESCRIPTION:

I am requesting help with a basic and superficial cleaning of the interior of a few cars I own and list on Getaround’s platform. I will provide all cleaning supplies and necessary instructions to ensure you have all the guidance you need to do a great job. Cleaning of each vehicle should not take more than 20-30 minutes, depending on severity (spot cleaning, not a full detail job). Prior car cleaning experience is encouraged, but not necessary to do this job well. Examples of the type of cleaning required: basic vacuuming, wiping down of surfaces, removing small paper trash items, etc. Thank you in advance for your help!

Please use the cleaning supplies in the kit provided to clean each of the cars listed below. You may pick up and return the cleaning kit at the address provided below. When you arrive to each car, please message me, and I can remotely unlock the car for you. Each car is installed with an anti-theft GPS tracker and remote lock / unlock feature.

Before you start cleaning, please message me pictures of the car’s exterior and interior from all angles, so I can confirm the car’s condition and ensure I can provide you with any guidance necessary on the cleaning. If you see any damage, big or small, please make sure you indicate this, so I can confirm the damage was there prior to you starting the job.

When cleaning each car, please use the provided car wipes to clean all hard surfaces, particularly the driver seat area, cupholders, steering wheel and dashboard. There are special wipes in the kit that should be used for cleaning the mirrors and windows. There is a portable vacuum in the provided kit - please vacuum all floors and seats. If you see any minor stains, please use the provided cleaning stain remover to remove these stains as best as possible. If you see any trash or small personal items left in the car, please remove these as well. If you see any pet hair, please use the special pet hair removal brush to remove as much of the hair as possible.

Once you are finished with the spot clean, please send me photos of the car exterior and interior, so that I can confirm the car condition. Remove all personal items, close the doors and then I will lock the car door for you. At the end of the job, once all cars are completed, you can return the cleaning kit back to the location from where you first retrieved it. Please let me know along the way if you have any questions - I really appreciate all your help. If you enjoyed this job and are interested in doing it on a regular basis, please let me know, and I will add you to my list of favorites!

Location of cleaning kit: TBD

Car 1 Details (Color, Make, Model, License Plate): TBD

Car 1 Location (Address, Parking Instructions): TBD

(Add more cars if necessary)

***Scheduled services & repairs****:*

JOB DESCRIPTION:

I am requesting help with driving a vehicle I list for rent on the Getaround platform to and from my local repair / maintenance shop. It is scheduled to go in for basic service. If you are uncomfortable driving my vehicle, please decline the job. Prior to start, I will need you to please send me a copy of your driver’s license to confirm you have a valid, non-suspended license. The shop is located nearby, so the total driving time should be fairly minimal.

When you arrive to the car, please message me, and I can remotely unlock the car for you. Each car is installed with an anti-theft GPS tracker and remote lock / unlock feature. Before you start the job, please message me pictures of the car’s exterior and interior from all angles, so I can confirm the car’s condition. If you see any damage, big or small, please make sure you indicate this, so I can confirm the damage was there prior to you starting the job. Please do this same process at the end of the job, so I can confirm the car’s condition again at the end. I will provide you instructions on how to start the car the day of.

The shop address and other pertinent details are below. I have already set up an appointment with this shop. I may ask you to wait at the shop address until the service is done, or I may ask you to head to another one of my vehicles to work on a small job while the shop finishes service. I will let you know the day of depending on how long the shop’s service is expected to be.

Once the shop is all finished, drive the car back to its original location. Let me know once you are back (sending the photos of car condition) and return the key. Any relevant parking details are below. Please let me know along the way if you have any questions - I really appreciate all your help. If you enjoyed this job and are interested in doing it on a regular basis, please let me know, and I will add you to my list of favorites!

Shop Address: TBD

Necessary Instructions for the Shop: TBD

Car 1 Details (Color, Make, Model, License Plate): TBD

Car 1 Location (Address, Parking Instructions): TBD

(Add more cars if necessary)

***Parking relocation***:

JOB DESCRIPTION:

I am requesting help with relocating a vehicle I list for rent on the Getaround platform. This job will require you to drive my vehicle; if you are uncomfortable with that type of job, please decline the job. Prior to start, I will need you to please send me a copy of your driver’s license to confirm you have a valid, non-suspended license.

When you arrive to the car, please message me, and I can remotely unlock the car for you. Each car is installed with an anti-theft GPS tracker and remote lock / unlock feature. Before you start the job, please message me pictures of the car’s exterior and interior from all angles, so I can confirm the car’s condition. If you see any damage, big or small, please make sure you indicate this, so I can confirm the damage was there prior to you starting the job. Please do this same process at the end of the job, so I can confirm the car’s condition again at the end. I will provide you instructions on how to start the car the day of.

Please carefully drive the car directly to the End Location below, following the specific parking location. Let me know once the car is parked (sending the photos of car condition) and have returned the key. Please let me know along the way if you have any questions - I really appreciate all your help. If you enjoyed this job and are interested in doing it on a regular basis, please let me know, and I will add you to my list of favorites!

Car 1 Details (Color, Make, Model, License Plate): TBD

Car 1 Start Location (Address, Pickup Instructions): TBD

Car 1 End Location (Address, Parking Instructions): TBD

(Add more cars if necessary)

***Battery jump & charge***:

JOB DESCRIPTION:

I am requesting help with jumping a vehicle I list for rent on the Getaround platform - this car currently has a dead battery, and I will need you to drive to it and use your car and jumper cables (I can provide if necessary) to jump and recharge the battery. This job will require you to drive my vehicle; if you are uncomfortable with that type of job, please decline the job. Prior to start, I will need you to please send me a copy of your driver’s license to confirm you have a valid, non-suspended license. If you have never jumped a car’s battery before, please let me know, and I can teach you how.

The location for where the car is currently parked is listed below. Here is a l[ink to a YouTube video](https://www.youtube.com/watch?v=VdnkRQF5Cps) showing you how to jump a car if you have not done it before. Please let me know if you have never done it before, and I can talk you through how to do it.

When you arrive to the car, please message me, and I can remotely unlock the car for you. Each car is installed with an anti-theft GPS tracker and remote lock / unlock feature. Before you start the job, please message me pictures of the car’s exterior and interior from all angles, so I can confirm the car’s condition. If you see any damage, big or small, please make sure you indicate this, so I can confirm the damage was there prior to you starting the job. Please do this same process at the end of the job, so I can confirm the car’s condition again at the end.

I will need you to jump my car, remove the cables and then use the key provided to carefully drive my car for at least 30 minutes to recharge the battery. When you return the car back to its parking location, any important parking instructions are listed below. Let me know once the car is parked (sending the photos of car condition) and have returned the key. Please let me know along the way if you have any questions - I really appreciate all your help. If you enjoyed this job and are interested in doing it on a regular basis, please let me know, and I will add you to my list of favorites!

Location of Jumper Cables (if needed): TBD

Car 1 Details (Color, Make, Model, License Plate): TBD

Car 1 Location (Address, Parking Instructions): TBD

Car 1 Instructions to pop open the hood: TBD

(Add more cars if necessary)