

# Mobilityways Car Sharing FAQs

## Myth busting

### What is car sharing?

Car sharing is when one or more occupants share a private car. We all share cars regularly, with our friends and family, without thinking about it. But there are often times when a driver has empty seats simply because they don't know anyone who needs a lift or they might not be aware of the benefits of sharing.

Mobilityways enables organised car sharing by connecting people travelling in the same direction so they can travel together and share the costs, whilst reducing congestion and pollution at the same time.

### Do I need a car (or to drive) to car share?

No, you don't need a car, or to drive, to car share - many people are happy to offer lifts in exchange for sharing the fuel costs or simply to have company on the journey. On the Mobilityways network you can register your journey 'as a passenger' if you don't have a car.

### How do I pay for the Mobilityways app?

The Mobilityways app is **FREE** to join and allows you to easily connect with Heathrow colleagues making the same journeys.

Car sharing is often one of the most convenient and cost-effective ways to get around, allowing you to split travel costs for regular journeys and ad-hoc trips.

### Is car sharing safe?

The safety of our members is a priority for Mobilityways and we have made our website and app as secure as we can. All members' details are stored securely in the database and only members intended travel information can be accessed online.

When it comes to travelling, every member is responsible for their own safety. However, we do recommend that members follow some simple security measures outlined below:

- Avoid exchanging home addresses with your travelling companion before you meet them
- Arrange to meet in a public place
- Inform a friend or family member of whom you will be travelling with, when and to where
- Make sure you show each other your IDs - e.g. passports, or driving licences - so you know you're travelling with the right person
- You are under no obligation to go ahead with any car share. If you have any doubts about your travelling companion, for any reason, you should avoid travelling with them
- Read our advice on [personal and vehicle safety](#) on our website.

For more information about security of personal information please read the Mobilityways [Terms and Conditions](#) and [Privacy Policy](#). Heathrow's Privacy Policy may be read [here](#).

### Will my personal contact details be visible to other users?

No, your email address is kept hidden at all times. The only information that is visible to other users is your first name, your area and first part of the post code for the journey details you add.

## Will other people be able to see where I live?

Mobilityways prevents members from adding their exact UK address by removing street numbers and reducing postcodes to just the outbound area segment (so we only show the first part of your post code). For example, if you added this journey "4 Duke Street, Norwich. NR3 3AJ" it would be captured as "Norwich. NR3", and that's all other people would see.

If you use a non-UK post code or equivalent, Mobilityways does not trim this post code, so the full post code will show. However, even with non-UK addresses, if you add a street number then this will not be shown.

## Who can see my journey details?

Only colleagues who work for Heathrow airport can see your profile. A community password is shared on the Airport Community App for Heathrow. Find it at: More > Travel to Heathrow > Heathrow Mobilityways Community Password

Some communities might require you to have an organisation email address or password to join the scheme.

## Does Mobilityways track my journeys?

No, we never track your journeys. At Mobilityways, we understand that our members' privacy is a significant concern, and we prioritize the security and protection of their personal data. One of the most common concerns that we receive from our members is whether their employers can track their journeys using the Mobilityways app. We want to reassure our members that we do not track their journeys through the app.

To verify that our members are authenticating their journey outside of their immediate work location, we only record and share authentication co-ordinates and a data stamp. This information allows us to ensure that any incentives backed by authentication can be verified as legitimate and is then recorded in their employer's dashboard alongside the time and co-ordinates of where the authentication took place.

## General

### How to get started with Mobilityways car sharing?

- Download the Mobilityways App for free from the Apple App Store or Google Play Store.
- Click join a community and search for the Team Heathrow Community; find it in the Airport Community App in "Travel to Heathrow" (More Menu → Travel to Heathrow → Heathrow Car Share Community Password).
- Create your account.
- You may need to wait approval of your account before proceeding if you register with a personal email.

### How to add a journey?

- To match with other car sharers, you need to add your journey.
- Choose add your journey.
- Enter your start and end destinations and if it's a return or one way journey.
- Select if you want to be the passenger or the driver, and your journey frequency and timings.

### Find Matches

- Once you've added your journey you will be shown your best matches.
- When you find a good match, you can send them a message, or a request to share.

## Agree to Car Share

- When you hear from a potential match, you can respond to their request and let them know if you would like to meet and share.

## Print your car share parking permit

- Car share members who are sharing can now print their own permits - no waiting for it to turn up in the post. Simply go to 'My teams & permits' from 'more' menu on the app and select 'Parking permit'. The permit will load on a new page, which you can print and place on your windscreen.
- Please ensure you are displaying the correct permit. Old permits are no longer accepted, please visit your profile page to download your valid car share permit.
- Examples of correct and incorrect permits can be found [here](#).

## My car share partner has had to leave early due to a personal emergency; how do I get home?

If you or your car share buddy has had an emergency and is no longer able to car share on the journey home from Heathrow you can find details of public transport alternatives on the Commuting to Heathrow pages.

Embedded within this is the Sustainable Travel Zone where you can also see details of all the travel offers and discounts available to Team Heathrow colleagues.

If you need further assistance in planning your public transport journey, please contact [commuter@heathrow.com](mailto:commuter@heathrow.com).

## What are the costs of car sharing?

Mobilityways calculates a suggested contribution per passenger for your journey based on the length of your trip and using HM Revenue and Customs Approved Mileage Payment Allowance. Drivers can adjust the price within a capped window, to ensure passenger costs offset costs and no profit is made – therefore not invalidating your car insurance. The contribution set by the driver using this system is fixed, making it simple and transparent for everyone involved.

## What methods can I use to pay for my share of the fuel?

Payment can be exchanged through the Mobilityways app using the PayPal feature or directly arranged with the person you're sharing with.

The amount and transaction type should be agreed upon by the driver and passenger/s – either through the messaging feature on the app or in person on the day of the journey.

Other easy ways of paying the driver are mobile banking, Google or Apple Pay or cash. Alternatively, if you both own cars and share regularly, you may be able to take turns driving.

## How to be a good car share partner!

Like any successful relationship, car sharing requires respect, good communication and a little bit of give and take! Here are some top etiquette tips that our members recommend:

Always reply to any requests to share that you receive from other members, no matter what the situation is. Even if you can't make that journey, the other person will be waiting for an answer from you, so please let them know so they can arrange alternative travel.

Be willing to meet before your first share if your driver/passenger feels more comfortable doing that.

Be reliable. If you agree to meet at 8am, be there at 8am. Especially if you're sharing a commute. People often have very little flexibility before they end up being late for work.

Communication is key. If you are going to be unavoidably delayed, let your sharer know (as far in advance as possible). Keeping your tone polite and friendly always helps.

Flexibility is important too, though. Sometimes you or your sharer will have to stay a bit late at work unexpectedly – but warn each other whenever you think this might be the case.